

Suggested Talking Points for Questions on Scheduling COVID-19 Vaccine Appointments for the 75+ Population

Updated 27 January 2021

All current information on the rollout of vaccines for people ages 75 and older can be found at <https://www.mass.gov/info-details/covid-19-vaccinations-for-people-ages-75-and-older>. This will be updated with additional information as it comes available.

- Thank you for reaching out, we understand you are eager to receive the COVID-19 vaccine and appreciate your patience.
- **This is the beginning of a rolling process and appointment scheduling for people ages 75 and older began today, January 27th and will continue through the remainder of the winter into the spring and summer. Due to extremely high demand for appointments and limited vaccine supply, it may take time to secure an available appointment.**
- Additional appointments and public vaccination sites will be coming on line in the coming days and weeks. **Please know, it may take several weeks to get an appointment and we appreciate your patience in this process.** Residents are encouraged to keep checking the [website](#) as appointments are added on a rolling basis.
- **Appointments currently can be scheduled online at www.mass.gov/covidvaccinelocations.**
- **All locations currently require appointments, to schedule an appointment:**
 - Visit www.mass.gov/CovidVaccineMap and click on the map.
 - Select a location on the map and proceed with scheduling an appointment online
 - Have your important information with you, including your insurance card. **Please note, it is not required to have insurance to schedule an appointment or receive the COVID-19 vaccine.**
 - Fill out the self-attestation form, which will need to be presented at their appointment.
 - The vaccination sites have different formats and scheduling platforms, so the process for one may be different than another.
- Family members may assist in booking appointments for someone eligible who may need assistance with the scheduling process.
- **The Commonwealth is in process of working on alternative solutions to schedule appointments for people who do not have or cannot use the online platforms. We will share information as soon as it is available.**
- The Commonwealth is also working on solutions to administer the vaccine for people unable to leave their home for a routine medical appointment due to health conditions. Additional information regarding vaccination options will be released shortly to ensure all eligible people are able to access the vaccine.

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- **Documentation needed to schedule and at the time of the appointment:**
 - When scheduling your appointment or at the time of the appointment, you will be required to review vaccine eligibility criteria and confirm (or attest) that you are eligible to receive the vaccine (e.g., you are age 75 or older). The attestation will be done:
 - verbally over the phone,
 - verbally or in writing at the vaccination site,
 - online if using an online appointment scheduling tool, or
 - with the [COVID-19 Massachusetts Vaccination Attestation Form](#).
 - At the time of scheduling and/or at your appointment you **may be** asked for the following information:
 - Insurance card. **Vaccination is free whether you have insurance or not.** If you have insurance, please bring that information with you to the appointment.
 - Government-issued identification or license.
 - **You may get a vaccine even if you do not have a driver's license or a Social Security number.**
 - **You will never be asked for a credit card number to make an appointment.**
- **People ages 65 and older and people living with 2+ co- morbidities** – Consistent with CDC guidance, individuals ages 65 and older and individuals with 2 or more co-morbidities will now be the second priority group in [Phase 2](#). Later in February, individuals age 65 or older and individuals with 2 or more co-morbidities will be eligible to get the vaccine. The timing of this will depend on the vaccine supply from the federal government.