

RESOURCES FOR MEMBERS IN NURSING FACILITIES



Superior HealthPlan remains committed to supporting our members during the COVID-19 pandemic. Your nursing facility should continue to plan to maintain a safe space for you. They should share this plan with you. You should receive regular updates from your provider through letters, emails and open talks. If you're not receiving these updates, schedule time to talk with your Care Manager to help you learn how your facility plans to keep you safe and healthy.

Facts About the COVID-19 Vaccine

One way to remain healthy is to receive the COVID-19 vaccine. Now that there are authorized and recommended COVID-19 vaccinations, accurate information is critical. Below are a few questions and answers from the [CDC's Myths and Facts about COVID-19 Vaccines](#):

- 1 Can a COVID-19 vaccine make me sick with COVID-19?**
NO. None of the authorized and recommended COVID-19 vaccines contain the live virus that causes COVID-19. This means that a COVID-19 vaccine cannot make you sick with COVID-19.
- 2 After getting a COVID-19 vaccine, will I test positive for COVID-19 on a viral test?**
NO. Neither the recently authorized and recommended vaccines can cause you to test positive on viral tests, which are used to see if you have a current infection.
- 3 If I have already had COVID-19 and recovered, should I get vaccinated with a COVID-19 vaccine?**
YES. Due to the severe health risks associated with COVID-19 and the fact that re-infection with COVID-19 is possible, the vaccine should be offered to you regardless of whether you already had COVID-19 infection. Those in nursing facilities are the first to receive the vaccine. If you haven't, you should contact [Member Services at 1-877-277-9772](#).
- 4 Will a COVID-19 vaccination protect me from getting sick with COVID-19?**
YES. COVID-19 vaccination works by teaching your immune system how to recognize and fight the virus that causes COVID-19. The vaccine protects you from getting sick with COVID-19. But even after you are vaccinated, continue to practice social distancing and wear a mask around others.



Remember:

- It is important to change how you use public spaces.
- Consider whether you need to touch public objects and surfaces.
- Your nursing facility should still be cleaning all public spaces and surfaces throughout the day.
- Always wear a mask in public spaces, stay 6 feet apart and limit physical contact.

You'll find more information from the CDC about getting your COVID-19 vaccine and the benefits of getting vaccinated. Read these [frequently asked questions](#) to learn more.

If you are still unsure about the vaccine and have additional concerns, please contact Superior at 1-877-277-9772 to speak with someone from your care team. You can also find up to date information from the CDC on the [importance of COVID-19 vaccination for residents of nursing facilities](#).

Staying Connected Socially

[If you are fully vaccinated](#), you can start doing many things that you had stopped doing because of the pandemic. But these activities may not include visiting loved ones just yet. You can connect with loved ones virtually. Try video call services such as, FaceTime on your iPhone, Facebook Messenger, Google Hangouts, and Zoom to stay connected. More information on how to use Zoom can be found at [zoom support](#) for live or recorded training sessions. You may also want to speak with the activities coordinator at your facility for more information or assistance.

If you have a condition or are taking medications that weaken your immune system, you may not be fully protected even if you are fully vaccinated. Talk to your health-care provider. Even after vaccination, you may need to continue taking [precautions](#).

AARP created questions that caregivers can ask nursing homes about the care you receive and how to be a part of your life. For more information, visit [AARP Caregiving Coronavirus Nursing Home Questions to Ask](#).



Staying Engaged with Your Community

Lend your talents to make this time more enjoyable for you and other residents. You can put together painting kits, write stories with neighbors, grow plants and flowers, make craft kits, write letters, lead prayers, or practice other activities safely.

Know Your Rights

Know your rights as a nursing home resident. These include the right to:

- Be treated with dignity and respect.
- Be free from abuse, neglect and discrimination.
- Have loved ones participate in your care virtually.
- Take part in activities.
- Make complaints without fear.
- Receive proper care.
- Have a doctor, family member, or legal agent notified of changes in your condition or treatment.

Whether you are a nursing home resident, family member or caregiver this guide, [25 Common Nursing Home Problems & How to Solve Them](#) from *Justice in Aging*, gives you the tools you need to identify and then resolve the problems that residents most often face.

If you have concerns about the care you are receiving, please contact [Member Services at 1-877-277-9772](#) and ask for the Ombudsman program in your area.

