

**Frequently Asked Questions (FAQs)**  
**COVID-19 Vaccination for the 2022 Annual Wellness**  
**Assessment (AWA) Program**

**Q1: I am an employee, and I already submitted my vaccination status through the ServiceNow portal. Do I have to resubmit that information?**

**A1:** No. Employees who are fully vaccinated and who have successfully submitted their vaccination status by using the ServiceNow [COVID-19 Vaccination Verification Form](#) will not need to resubmit their information. **If you have already submitted your COVID-19 vaccination verification information, the portal would state “You have already submitted a COVID-19 Vaccination Verification Form.”** If you are not sure if you submitted your verification, please check the status on the ServiceNow portal before calling the Human Resources office to ask if it was received.

**Q2: As an employee, how can I confirm that I have submitted my vaccination verification to be eligible for the Annual Wellness Assessment (AWA) health insurance premium discount?**

**A2:** Once you have submitted your COVID-19 Vaccination Verification Form, please allow up to **15 business days** for confirmation. You will receive an automated email from ServiceNow to confirm your submission. You may check your credit status by logging into your Virgin Pulse account and clicking on the “Rewards” tab. You will see a green check mark for each of your successfully completed items.

**Q3: What does it mean to be fully vaccinated?**

**A3:** For the purpose of the AWA, fully vaccinated means that the employee, retiree, or covered spouse has received the second dose in a two-dose COVID-19 vaccine series (Pfizer or Moderna), or the employee has received a single-dose COVID-19 vaccine (Johnson & Johnson) prior to the July 31, 2022 deadline.

**Q4: Do I need to get the booster vaccine?**

**A4:** Boosters for COVID-19 are not being required at this time. The City of Raleigh will continue to monitor the recommendations from the CDC along with the positivity and transmission rates for Wake County, and updates from the NC Governor’s Office.

**Q5: Does my spouse covered on my medical insurance plan need to submit their COVID-19 vaccination verification?**

**A5:** Yes. If you have a spouse covered on your medical insurance plan, they will need to individually submit their COVID-19 vaccination verification form to be eligible for the health insurance premium discount. They will submit their verification through the Survey123 portal by visiting [Raleighnc.gov/AWACOVIDvax](https://Raleighnc.gov/AWACOVIDvax).

**Q6: Where can I get vaccinated?**

**A6:** The City of Raleigh has scheduled COVID-19 vaccination clinics at various worksites beginning in April 2022. The vaccine clinics will offer the COVID-19 single-dose, two-dose, and COVID-19 booster vaccines. The AWA does not require the COVID-19 booster vaccine to be eligible for health insurance premium discount. Employees, retirees, and covered spouses are able to

register for an appointment at these vaccine clinics by visiting <https://WakeMed.as.me/CORVaccineClinic>

COVID Vaccines are readily available at several sites including:

- *Local pharmacies, i.e. CVS, Walgreens*
- *Doctors' office/clinics*
- *Wake County sites*
  - *Offers Pfizer, Moderna, and/or Johnson & Johnson*
  - *Get information about vaccination sites and times at: [Get Your COVID-19 Vaccine! | Wake County Government \(wakegov.com\)](#).*
- *You have a spot, Take your shot*
  - *Find vaccination sites throughout North Carolina for individuals 5 and older: at [COVID-19 Vaccine Information | NC COVID-19 \(ncdhhs.gov\)](#)*

**Q7: What if I do not submit my COVID-19 vaccine verification form by July 31, 2022?**

**A7:** If you are an employee, retiree on medical Plan A, GoRaleigh employee, or covered spouse and do not individually submit your COVID-19 vaccine verification form before the July 31 deadline, then you will be assessed the \$50 per month surcharge.

**Q8: How do I request an exemption from the vaccine requirement?**

**A8:** Employees, retirees, and covered spouses may request a medical or religious exemption. If you would like to request a or religious exemption you may contact Human Resources at 919-996-3315 or in email to [Wellness@raleighnc.gov](mailto:Wellness@raleighnc.gov).

**Q9: I already have an approved medical or religious accommodation on record with the City to not get the vaccine. Do I have to go through this approval process again?**

**A9:** No; if you already have been approved for a medical or religious accommodation to not be vaccinated, there is no need to re-submit a request. You will automatically receive a medical or religious exemption and you will not be subject to the \$50 health insurance surcharge.

**Q10: I lost my card, is there something else I can upload?**

**A10:** Individuals can request a copy of their vaccination information directly from the provider who administered the vaccine (for example, local pharmacy, or Mychart).

If you received your vaccine from the health department you can also access their COVID-19 vaccine information in the North Carolina COVID-19 Vaccine Portal <https://covid19.ncdhhs.gov/vaccines/your-vaccine-information>

**Q11: What if I received my first dose of the vaccine? Do I have to wait to upload the information?**

**A11:** Yes; do not submit your results to the COVID-19 Testing Results Form until you are considered fully vaccinated. When you are fully vaccinated, submit the COVID-19 Vaccination Verification Form with proof of your vaccination.

**Q12: Where do I go to upload my vaccination?**

**A12:** Employees with City network access: Submit the [COVID-19 Vaccination Verification Form](#) online or from your phone, using this QR code:



Further instructions on how to submit your COVID-19 Vaccination Verification can be found on the enclosed “How to Submit your COVID-19 Vaccination Verification Form” document or on Corecon

Retirees, GoRaleigh employees, and covered spouses: Submit your [COVID-19 Vaccination Verification Form](#) online at [Raleighnc.gov/AWACOV19Vax](https://Raleighnc.gov/AWACOV19Vax) or from your phone, using this QR code:



Further instructions on how to submit your COVID-19 Vaccination Verification can be found on the enclosed “How to Submit your COVID-19 Vaccination Verification Form” document or on [Raleighnc.gov](https://Raleighnc.gov)

Alternatively, you can attend an onsite biometric screening May 31-June 30, 2022 and visit the wellness table for assistance in uploading your COVID-19 vaccine card. Please bring your proof of vaccination with you to the biometric screening.

**Q13: I do not want to get the vaccine, what are my options?**

**A13:** Employees, retirees on medical plan A, GoRaleigh employees, or covered spouses who choose not to take the vaccine will be assessed the \$50 per month surcharge.

**Q14: What if I had a bad reaction to the vaccine?**

**A14:** Discuss the reaction with your health care provider. They can provide you with further guidance on next steps and whether to get the second dose of a vaccine (if applicable).

**Q15: Is the City still providing approved administrative leave for staff if they get vaccinated and are having adverse reactions to the vaccine?**

**A15:** Employees are not provided with administrative leave at this time; however, employees can use other types of leave (such as sick leave). If no leave is available, employees may use unpaid leave. Use your department’s normal call-in procedures to notify your supervisor.

**Q16: Why is the City charging a \$50 health insurance surcharge for anyone who is not fully vaccinated for COVID-19?**

**A16:** The City of Raleigh is including the \$50 health insurance surcharge as one of its COVID-19 prevention strategies and as an obligation to take measures to protect the health and safety of its employees and their families and the community.

**Q17: Are children covered by health insurance required to provide proof of vaccination to avoid the \$50 health insurance charge?**

**A17:** No; children are not required to be fully vaccinated and are not subject to the \$50 health insurance surcharge.

**Q18: Is the City of Raleigh planning to require flu vaccinations in the future?**

**A18:** At this time, there are no plans to require flu vaccinations.