

Constituent Services Resource on Scheduling 75+ COVID-19 Vaccine Appointments

5 February 2021



Constituent Services Resource on Scheduling 75+ COVID-19 Vaccine Appointments

Elected officials and municipal leaders who **receive incoming calls from constituents ages 75 and older who are unable to use or have difficulty accessing the internet** to schedule an appointment online may refer those individuals to the Massachusetts Vaccine Scheduling Resource Line by calling 2-1-1 beginning at 11:30 AM on Friday, February 5th.

Please note, due to the high demand for appointments and limited vaccine supply, it may take weeks to secure an available appointment.

**Call 2-1-1 and follow prompts to reach
The Massachusetts Vaccine Scheduling Resource Line**

Hours of Operations:

Monday to Friday

8:30 AM to 5:00 PM

The Massachusetts Vaccine Scheduling Resource Line is available in English and Spanish and will have translators available to support residents in approximately 100 additional languages. Individuals ages 75 and older will be able to speak to a representative live on the phone to assist them with an appointment through the state's online system. **These representatives have the same access to appointments as on the public website; it will not give individuals access to additional appointments.** If no appointments are available, callers will have the option to be placed on a call back list for the mass vaccination sites. The caller will receive a call back when an appointment becomes available for them at a mass vaccination site, and the list will be called on a first-come, first-served basis.

The Massachusetts Vaccine Scheduling Resource Line is currently **only for individuals ages 75 and older who cannot use or have difficulty accessing the internet** and therefore are unable to schedule an appointment through the online platforms. The Massachusetts Vaccine Scheduling Resource Line is only able to support individuals with scheduling an appointment and representatives are not able to answer general questions about COVID-19 or provide individual health care advice.

The quickest and easiest way to schedule a vaccine appointment or check availability is to use the online system at mass.gov/covidvaccine.