

COVID-19 Vaccine Provider Support

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TEXAS
Health and Human
Services

Texas Department of State
Health Services

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COVID-19 Vaccine Provider Support

Call the COVID-19 Provider Support Help Desk at 833-832-7068

Hours of Operation: Monday to Friday, 8 a.m. - 5 p.m. CT

Category	COVID-19 Vaccine Provider Enrollment (Syntropi)	COVID-19 Vaccine Provider Information and Safety Reporting	Vaccine Allocation & Ordering System (VAOS)	Vaccine Distribution & Shipments	Reporting for COVID-19 Vaccines
Sample questions	<ul style="list-style-type: none"> How to become a COVID-19 Vaccine Provider In-progress applications Update Enrollment accounts, including population numbers, email addresses, or primary/backup coordinators 	<ul style="list-style-type: none"> COVID-19 vaccine safety & medical info Administration of vaccine Reporting adverse events to VAERS Questions/concerns for clinical vaccine considerations 	<ul style="list-style-type: none"> Access to VAOS Question about completing a task or process in VAOS or dashboards Provider Webinars 	<ul style="list-style-type: none"> Tracking shipments Orders Vaccine transfer Waste disposal Changing inventory in VAOS 	<ul style="list-style-type: none"> Reporting to ImmTrac2 via online web application
Provider Support Channel	<p>Provider Help Desk: (833) 832-7068 (Option 1) or (877) 835-7750 or Email: COVID19VacEnroll@dshs.texas.gov</p> <p>HealthCare Providers/Professionals https://www.cdc.gov/vaccines/hcp/index.html</p>	<p>COVID-19 Nurse Call Center: (833) 832-7068 (Option 4) or Texas 2-1-1 (Option 6), 8 a.m. to 5 p.m., Monday through Friday or Email: CoronaVirus@dshs.texas.gov</p> <p>General Immunization Questions: COVIDvaccineQs@dshs.Texas.gov</p>	<p>Covid-19 Vaccine Management: (833) 832-7068 (Option 2) or Email: COVID19VacMgmt@dshs.Texas.gov</p>	<p>Vaccine Shipments: (833) 832-7068 (Option 2) or Email: COVID19VacShipments@dshs.Texas.gov</p> <p>For questions about COVID-19 vaccine storage/handling, refer to the manufacturer resources.</p>	<p>ImmTrac2 team: (833) 832-7068 (Option 3) or (800) 348-9158, 8 a.m. to 4:30 p.m., Monday through Friday or Email: ImmTrac2@dshs.Texas.gov</p>
Include in email:	Current and new vaccine coordinator name and email address (if new coordinators requested)		Provider name, org code, and primary and backup vaccine coordinator names and email addresses	Provider name, org code, and service request number or shipment number	

Mailboxes for Common Questions

VAOS login/access questions: COVID19VacMgmt@dshs.Texas.gov

- Include provider name, org code, and primary and backup vaccine coordinator names and email addresses in message

VAOS order status questions:

COVID19VacShipments@dshs.texas.gov

- Include provider name, org code, and allocation request number

VAOS shipping questions: COVID19VacShipments@dshs.texas.gov

- Include provider name, org code, and shipment number in message

Updating vaccine coordinator contact information:

COVID19VacEnroll@dshs.texas.gov

- Please include current and new vaccine coordinator name and email address

Vaccine administration questions:

COVID19VacEnroll@dshs.texas.gov

Please use the email address associated with your VAOS account!

Locate the *Organization Code* in your **Account Details**.

7436305	
OrgIntent	N/A
OrganizationCode	HAIT1897
Total NO of TX Prescribing Authority	0
Address Line 1	12120 Medallion Ln
Address Line 2	
City	
VFC Program	Y
VTrcks Provider ID	
VTrcks Status	Active
VTrcks Status Reason	
VTrcks Status Comment	

Administration Billing Support

Health care providers who have provided COVID-19 vaccine administration to uninsured individuals can electronically request claims reimbursement through the program and will be reimbursed generally at Medicare rates, subject to available funding.

Steps involve:

1. Enrolling as a provider participant
2. Checking patient eligibility
3. Submitting patient information
4. Submitting claims electronically
5. Receiving payment via direct deposit



Customer Support

Our service staff members are available to provide real-time technical support, as well as service and payment support. Hours of operation are 8 a.m. to 8 p.m. Monday – Friday in the caller's local time zone.

Provider Support Line: [866-569-3522](tel:866-569-3522) for [TTY dial 711](tel:711)
[HRSA COVID-19 - Overview \(linkhealth.com\)](https://linkhealth.com)



ADDITIONAL RESOURCES

What Providers Need to Know About COVID-19 Vaccine Fees and Reimbursements [Provider COVID-19 Vaccine Fact Sheet \(hhs.gov\)](https://www.hhs.gov)

CPT Codes

[Find your COVID-19 Vaccine CPT® Codes | American Medical Association \(ama-assn.org\)](https://www.ama-assn.org)

Resource Page for both patients and providers

[COVID-19 Care for Uninsured Individuals | HHS.gov](https://www.hhs.gov)

Vaccine Manufacturer Resources



Pfizer

Phone: 1-800-438-1985

Email: PfizerMedicalInformation@pfizer.com

Website: www.PfizerMedInfo.com



Moderna

Phone: 1-866-663-3762

Email: MedInfo@modernatx.com

Website: www.modernatx.com

Temperature excursion questions:
excursions@modernatx.com



Janssen

Phone: 1-800-565-4008

Website: www.janssencovid19vaccine.com

Temperature excursion questions:
jscovidtempexcursion@its.jnj.com

Helpful Resources: Vaccine Hesitancy

Increase Health Literacy

[Vaccinate with Confidence for Immunization Coordinators](#)

[Quick Answers for Healthcare Professionals to Common Questions People May Ask About COVID-19 Vaccines](#)

[Safety of COVID-19 Vaccines | CDC](#)

Validate Feelings of Hesitancy

[Vaccinate with Confidence | CDC](#)

[Disparities in COVID-19 Vaccination Coverage Between Urban and Rural Counties](#)

[COVID-19 Vaccines Work | CDC](#)

Offer vaccine in PCP offices

[Vaccinate with Confidence Tips for the Healthcare Team](#)

[Expanding COVID-19 Vaccine Distribution to Primary Care Providers to Address Disparities in Immunizations](#)

[How to talk to your patients about COVID-19 vaccination | CDC](#)

Dispel myths and provide credible sources for patient review

[Myths and Facts about COVID-19 Vaccines | CDC](#)

[Town hall takeaways: Experts give answers on COVID-19 vaccine for 12+, dispel myths | American Academy of Pediatrics](#)

Vaccinations overall have seen a decline

[Impact of the COVID-19 Pandemic on Administration of Selected Routine Childhood and Adolescent Vaccinations](#)

[Well-Child Visits and Recommended Vaccinations | CDC](#)

[Childhood Immunization Resources for Professionals | CDC](#)

Texas Provider Resources

Texas COVID-19 Vaccine Provider Resources

Website for Providers	www.dshs.texas.gov/coronavirus/immunize/provider-information.aspx
FAQ for Providers	https://www.dshs.texas.gov/immunize/covid19/COVIDproviderfaq.pdf
Website to Enroll as a COVID-19 Provider	EnrollTexasIZ.dshs.texas.gov
General Questions	Texans Vaccinated for COVID-19 website
Successful Communication with People with Disabilities	https://www.dshs.texas.gov/immunize/covid19/Successful-Communication-with-People-with-Disabilities-040521.pdf
DSHS Social Media Toolkit	COVID-19 Vaccine Communication Tools (texas.gov)

Manufacturer Resources

Manufacturer Resources

Moderna	Administration Overview Administration Overview for Moderna COVID-19 Vaccine CDC , Medical Info medinfo@modernatx.com , www.modernatx.com/covid19vaccine-eua , Customer Service 1-866-MOD-ERNA or 1-866-663-3762, excursions@modernatx.com
Pfizer	Administration Overview Administration Overview for Pfizer-BioNTech COVID-19 Vaccine CDC , Medical Info PfizerMedicalInformation.com or call 1-800-438-1985, Customer Service cvgovernment@pfizer.com
Janssen	Administration Overview Administration Overview for Johnson & Johnson's Janssen COVID-19 Vaccine CDC , Medical Info 1-800-JANSSEN (1-800-526-7736); 1-908-455-9922, JSCCOVIDTEMPEXCURSION@its.jnj.com

Pfizer Controlant Resources

For communication from Controlant, including: <ul style="list-style-type: none">• Notice at time of vaccine shipment with tracking information• Exceptions for either shipment delay or cancellation• Delivery Quality Report	Pfizer.logistics@controlant.com
24/7 support inbox and line. Contact this address for issues or call 1-701-540-4039 or 1-855-442-668765 to reach the Controlant 24/7 hotline.	Support@controlant.com
All temperature notifications and alerts will come from this email address. This address must be unblocked to receive temperature notifications.	onsitemonitoring@controlant.com
Inbox for government relations (state & federal) and USG dashboard only. Hospitals/clinics should not contact this address.	usgov.projects@controlant.com

Federal Provider Resources

Federal COVID-19 Vaccine Provider Resources

COVID-19 DCH new user registration details and Two-Factor Authentication via email	covdch-no-reply@cdc.gov
Help desk for Provider Enrollment and Data Lake questions	IZDLhelpdesk@cdc.gov
Data Clearinghouse (DCH) emails	covdch-no-reply@cdc.gov
NEW To receive auto-generated email updates for COVID-19 Lot Number Expiration Date Reporting registration	No-reply@emailupdates.cdc.gov
General IIS Inquiries	IIS Support: IISInfo@cdc.gov
Provider Enrollment Data	IZ Data Lake Support: IZDLhelpdesk@cdc.gov
Vaccines.gov/VaccineFinder Support	Available M-F, 8am – 8pm ET Email: CARS_HelpDesk@cdc.gov Phone: 1-833-748-1979
Operation Warp Speed Tiberius	Log-in: Protect-ServiceDesk@hhs.gov Platform: ows-support@palantir.com Microplanning: ows-support-microplanning@palantir.com
VaccineFinder onboarding email to set up an account (no-reply)	vaccinefinder@auth.castlighthouse.com

CDC McKesson Resources

CDC McKesson Resources	
CDC McKesson	Pfizer: 833-272-6634, Moderna: 833-343-2703
For confirmation of the ancillary kit shipment	donotreply@pfizer.com
For communications from McKesson regarding Moderna/Janssen vaccine order shipments	CDCCustomerService@McKesson.com CDCnotifications@McKesson.com
For communication from McKesson about ancillary kits	SNSSupport@McKesson.com

Reporting Resources

Vaccination Reporting Resources

V-safe	https://vsafe.cdc.gov/ https://espanol.cdc.gov/coronavirus/2019-ncov/vaccines/safety/vsafe.html eocevent523@cdc.gov
Vaccine Adverse Event Reporting System (VAERS)	https://vaers.hhs.gov/reportevent.html
Reporting Administration Data via CVRS Data Extract	CVRS Support: IZGateway@cdc.gov Data Clearinghouse: DCHInfo@cdc.gov Pharmacy Liaison: eocevent481@cdc.gov

VAMS & VTrckS Resources

VAMS & VTrckS Resources

One-time passwords during login, recipient registration	no-reply@mail.vams.cdc.gov
Recipient email communications related to appointments	
VTrckS Provider Order Portal (VPoP) new user registration details and Two-Factor Authentication via email (Federal and Pharmacy Partners ONLY)	vpop-no-reply@cdc.gov
VTrckS Ordering, Provider Master Data, Returns & Wastage Extracts	VTrckS ExIS Support: VTrckSExIS@cdc.gov VPoP (Federal Partners): VTrckSExIS@cdc.gov
VTrckS Allocations, Tracking and Shipment	Vaccine Order Management Contact Center: Vaccineordermgmt@cdc.gov
VAMS	These help options are only for jurisdictions and providers using VAMS: VAMS Help Desk: 1-833-957-1100 **preferred contact method** VAMS Help: VAMSHelp@cdc.gov
VAMS help desk	VAMSHelp@cdc.gov
Registration for Clinic, Employer, and Jurisdiction Portals	VAMS@CDC.gov
Confirmation of bulk upload files for 3 rd Party recipients, organization, and employee bulk imports	
System notifications (i.e. system downtime, trainings, etc.)	