

COVID-19 Vaccine Provider Support



TEXAS
Health and Human
Services

Texas Department of State
Health Services

COVID-19 Vaccine Provider Support

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 • Vaccine storage/handling 	<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 • Tuesday/Thursday Provider Webinars 	<ul style="list-style-type: none"> • Tracking shipments • Allocations • Vaccine transfer/returns • Waste disposal/return • Changing inventory in VAOS • Requesting additional second doses 	<ul style="list-style-type: none"> • Reporting to ImmTrac2 via online web application • Reporting to TDEM online portal • Bandwidth support (TDEM ONLY) • Transferring second doses (TDEM ONLY)
Provider Support Channel	<p>Provider Help Desk: (877) 835-7750, 8 a.m. to 5 p.m., Monday through Friday or Email: COVID19VacEnroll@dshs.texas.gov</p> <p>HealthCare Providers/Professionals https://www.cdc.gov/vaccines/hcp/index.html</p> <p>General Immunization Questions: COVIDvaccineQs@dshs.Texas.gov</p>	<p>COVID-19 Nurse Call Center: Texas 2-1-1 (Option 6), 8 a.m. to 5 p.m., Monday through Friday or Email: CoronaVirus@dshs.texas.gov</p>	<p>Covid-19 Vaccine Management: COVID19VacMgmt@dshs.Texas.gov</p>	<p>Vaccine Shipments: COVID19VacShipments@dshs.Texas.gov</p>	<p>ImmTrac2 team: ImmTrac2@dshs.Texas.gov</p> <p>TDEM/TMD Call Center: vaccine@tdem.Texas.gov (844) 908-3927</p> <p>TDEM/TMD Data Entry Center For help entering records into ImmTrac2, please contact DataEntry@soc.texas.gov</p>

COVID-19 General Public Support

Category

General COVID-19 Inquiries

Sample questions

- COVID-19 vaccine safety
- COVID-19 testing
- COVID-19 prevention and quarantine
- Vaccine FAQs

Provider Support Channel

COVID-19 Nurse Call Center
Texas 2-1-1 (Option 6), 8 a.m. to 5 p.m.,
Monday through Friday or Email:
CoronaVirus@dshs.Texas.gov
COVID-19 Vaccine Information:
<https://www.dshs.texas.gov/coronaviruses/immunize/vaccine.aspx>

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

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	
	Y
	VTrcks Provider ID
	VTrcks Status
	Active
	VTrcks Status Reason
	VTrcks Status Comment

Please use the email address associated with your VAOS account!

Additional 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
DSHS COVID-19 Vaccine Provider Help Desk	(877) 835-7750, 8 a.m. to 5 p.m., Monday - Friday COVID19VacEnroll@dshs.texas.gov
Website to Enroll as a COVID-19 Provider	EnrollTexasI.Z.dshs.texas.gov
General Questions	COVIDvaccineQs@dshs.texas.gov 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
ImmTrac2 Support	ImmTrac2@dshs.texas.gov
V-safe	https://vsafe.cdc.gov/ https://espanol.cdc.gov/coronavirus/2019-ncov/vaccines/safety/vsafe.html
Vaccine Adverse Event Reporting System (VAERS)	https://vaers.hhs.gov/reportevent.html
Moderna	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	Medical Info PfizerMedicalInformation.com or call 1-800-438-1985, Customer Service cvgovernment@pfizer.com
Janssen	Medical Info 1-800-JANSSEN (1-800-526-7736); 1-908-455-9922, JSCCOVIDTEMPEXCURSION@its.jnj.com
CDC McKesson	Pfizer: 833-272-6634, Moderna: 833-343-2703