

# Kentucky Department for Public Health

## COVID-19 Vaccine Resources

Public Call Center (Mon-Fri 8:00am-4:30pm EST): (800) 722-5725

COVID-19 Provider Assistance (Mon-Fri 8:00am-5:00pm EST): (888) 705-0059 or [COVID19VaccineProviderHelp@ky.gov](mailto:COVID19VaccineProviderHelp@ky.gov)

CDC 24-hour Clinical Support: (800) CDC-INFO (800-232-4636) or [eocevent168@cdc.gov](mailto:eocevent168@cdc.gov)

COVID-19 Vaccine Website: <https://govstatus.egov.com/ky-covid-vaccine>

COVID-19 Vaccine Provider Enrollment Form: <https://redcap.link/COVID19VaccineProvider>

COVID-19 Vaccine Provider Enrollment Assistance: [COVID19VaccineHelp@ky.gov](mailto:COVID19VaccineHelp@ky.gov)

COVID-19 Inventory Assistance - Vaccine Accountability Section (VAS): [DPH.KVP@ky.gov](mailto:DPH.KVP@ky.gov)

COVID-19 Storage and Handling: [VaxColdChain@ky.gov](mailto:VaxColdChain@ky.gov)

Pharmacies (non-enrollment question): Michele Pinkston [michele@kphanet.org](mailto:michele@kphanet.org)

Long-Term Care Facility Questions: Julie Miracle [Julie.Miracle@ky.gov](mailto:Julie.Miracle@ky.gov) and Michelle Stephens [Michelle.Stephens@ky.gov](mailto:Michelle.Stephens@ky.gov)

Regional or Local Vaccination Planning (subject to change – Regional Response Coordination Centers ((RRCC)) coming soon): Kim Yazell [KimD.Yazell@ky.gov](mailto:KimD.Yazell@ky.gov)

Clinical Questions: [Troi.Cunningham@ky.gov](mailto:Troi.Cunningham@ky.gov) and [Michelle.Stephens@ky.gov](mailto:Michelle.Stephens@ky.gov)

Provider Education: [ImmunizationHealthEducation@ky.gov](mailto:ImmunizationHealthEducation@ky.gov)

COVID-19 Media / Communications: (502) 564-6786

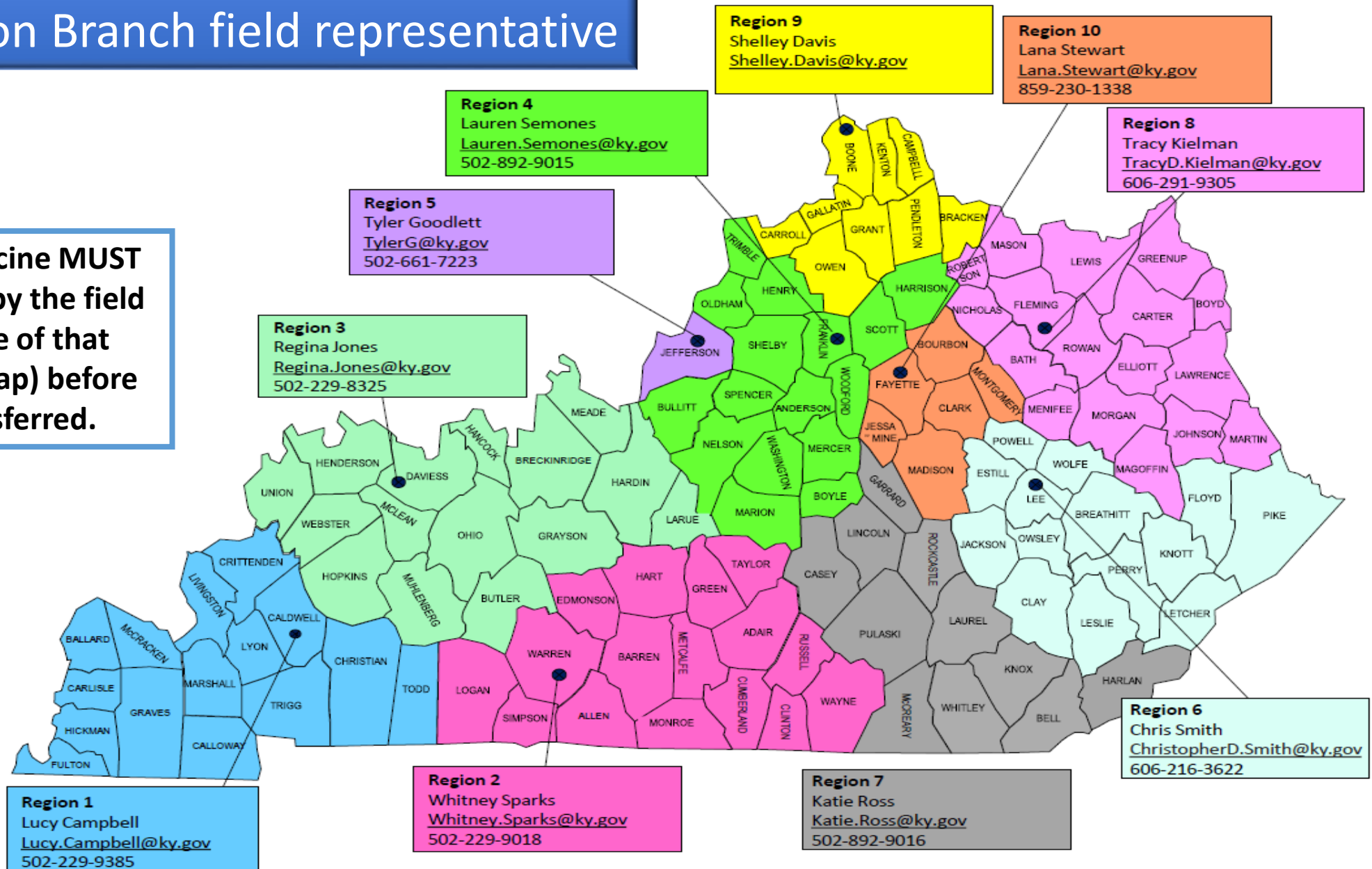
Kentucky Immunization Registry (KYIR) Helpdesk: (502) 564-0038 or [kyirhelpdesk@ky.gov](mailto:kyirhelpdesk@ky.gov)

Kentucky Health Information Exchange (KHIE) - Connection Questions / Issues: [chfsoatskir@ky.gov](mailto:chfsoatskir@ky.gov)



# COVID-19 Vaccine Transfer Approvals: Immunization Branch field representative

**COVID-19 vaccine MUST be approved by the field representative of that region (see map) before it can be transferred.**



*Also, use this map for changes in COVID-19 vaccine Primary and Back-up Contacts.*

## Pfizer COVID-19 Vaccine Contact Information

General Product Inquires (7 days, 8:00am-11:00pm EST): (877) 829-2619

Medical (COVID-19 vaccine ONLY) Information (7 days, 8:00am-11:00pm EST): (800) 438-1985, webpage:  
[www.PfizerMedInfo.com](http://www.PfizerMedInfo.com)

US Shipment Support / Trade Customer Service (Mon-Fri 8:00am-8:00pm EST): (800) 666-7248

Pfizer's COVID-19 Vaccine Portal: <https://www.cvdvaccine.com/>

CDC Pfizer COVID-19 Vaccine Portal: <https://www.cdc.gov/vaccines/covid-19/info-by-product/pfizer/index.html>

## Moderna COVID-19 Vaccine Contact Information

Call Center (24hr / 7 days): 1-866-MODERNA (1-866-663-3762).

The caller will be routed to one of four(4) areas:

- General Moderna Questions
- Healthcare Provider Questions (Clinical)
- Product Quality or Technical Questions
- Pregnancy Registry

Note: Call center volume, per Moderna, has an approx. call volume of 200 calls/hour during peak operational hours.

Moderna's COVID-19 Vaccine portal: <https://www.modernatx.com/covid19vaccine-eua/>

CDC Moderna COVID-19 Vaccine portal: <https://www.cdc.gov/vaccines/covid-19/info-by-product/moderna/index.html>

Moderna's website (additional information): <https://www.modernatx.com/>

# Additional COVID-19 Vaccine Resources

Vaccine Finder – COVID-19 Vaccine Inventory Reporting

Website with training materials: <https://vaccinefinder.org/covid-provider-resources>

Email: [vaccineFinder@castlighthhealth.com](mailto:vaccineFinder@castlighthhealth.com)

Already a provider – check account: <https://covid.locating.health/login>

V-safe (vaccine recipient mobile monitoring and 2<sup>nd</sup> dose reminder)

Questions should be sent to [eocevent523@cdc.gov](mailto:eocevent523@cdc.gov)

Website <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/safety/vsafe.html>

VaxText (2<sup>nd</sup> dose reminder): <https://www.cdc.gov/vaccines/covid-19/reporting/vaxtext/index.html>

VaxText will remind people to sign-up for V-safe.

Vaccine Adverse Event Reporting System (VAERS):

Public Search: <https://wonder.cdc.gov/vaers.html>

Website: <https://www.cdc.gov/vaccinesafety/ensuringsafety/monitoring/vaers/index.html>