

# COVID-19 Provider Support

## COVID-19 Vaccine Provider Enrollment, Vaccine Information, and Safety Reporting

- How to become a COVID-19 Vaccine Provider
- In-progress applications
- Updating Information in Provider Enrollment accounts, including population numbers
- Allocations
- Waste disposal/return
- COVID-19 vaccine safety
- Storage & handling
- Administration of vaccine
- Vaccine distribution & shipments
- Reporting adverse events to VAERS

**Provider Help Desk**  
(877) 835-7750, 8 a.m. to 5 p.m. Monday through Friday  
[COVID19VacEnroll@dshs.texas.gov](mailto:COVID19VacEnroll@dshs.texas.gov)

## Vaccine Allocation & Ordering System (VAOS)

- Who has access to VAOS
- “How to” questions about completing a task or process in VAOS
- VAOS or Tableau dashboards
- Tuesday/Thursday Provider Webinars

**Vaccine Management Mailbox:**  
[COVID19VacMgmt@dshs.texas.gov](mailto:COVID19VacMgmt@dshs.texas.gov)

## COVID-19 Vaccine Distribution

- Tracking shipments
- Vaccine transfers/returns

**Shipments:**  
[COVID19VacShipments@dshs.texas.gov](mailto:COVID19VacShipments@dshs.texas.gov)

**Transfers/Returns:**  
[COVID19VacEnroll@dshs.texas.gov](mailto:COVID19VacEnroll@dshs.texas.gov)

## Reporting for COVID-19 Vaccines

- ImmTrac2 reporting via online web application
- ImmTrac2 reporting via data exchange
- TDEM Reporting

**ImmTrac2 Web App:**  
[ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov)

**Data Exchange:**  
[ImmTracMU@dshs.texas.gov](mailto:ImmTracMU@dshs.texas.gov)

**TDEM/TMD Call Center:**  
[vaccine@tdem.texas.gov](mailto:vaccine@tdem.texas.gov)