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

CDC 24-hour Clinical Support: (800) CDC-INFO (800-232-4636) or 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

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

COVID-19 Storage and Handling: VaxColdChain@ky.gov

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

Long-Term Care Facility Questions: Julie Miracle Julie.Miracle@ky.gov and Michelle Stephens 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

Clinical Questions: Troi.Cunningham@ky.gov and Michelle.Stephens@ky.gov

Provider Education: ImmunizationHealthEducation@ky.gov
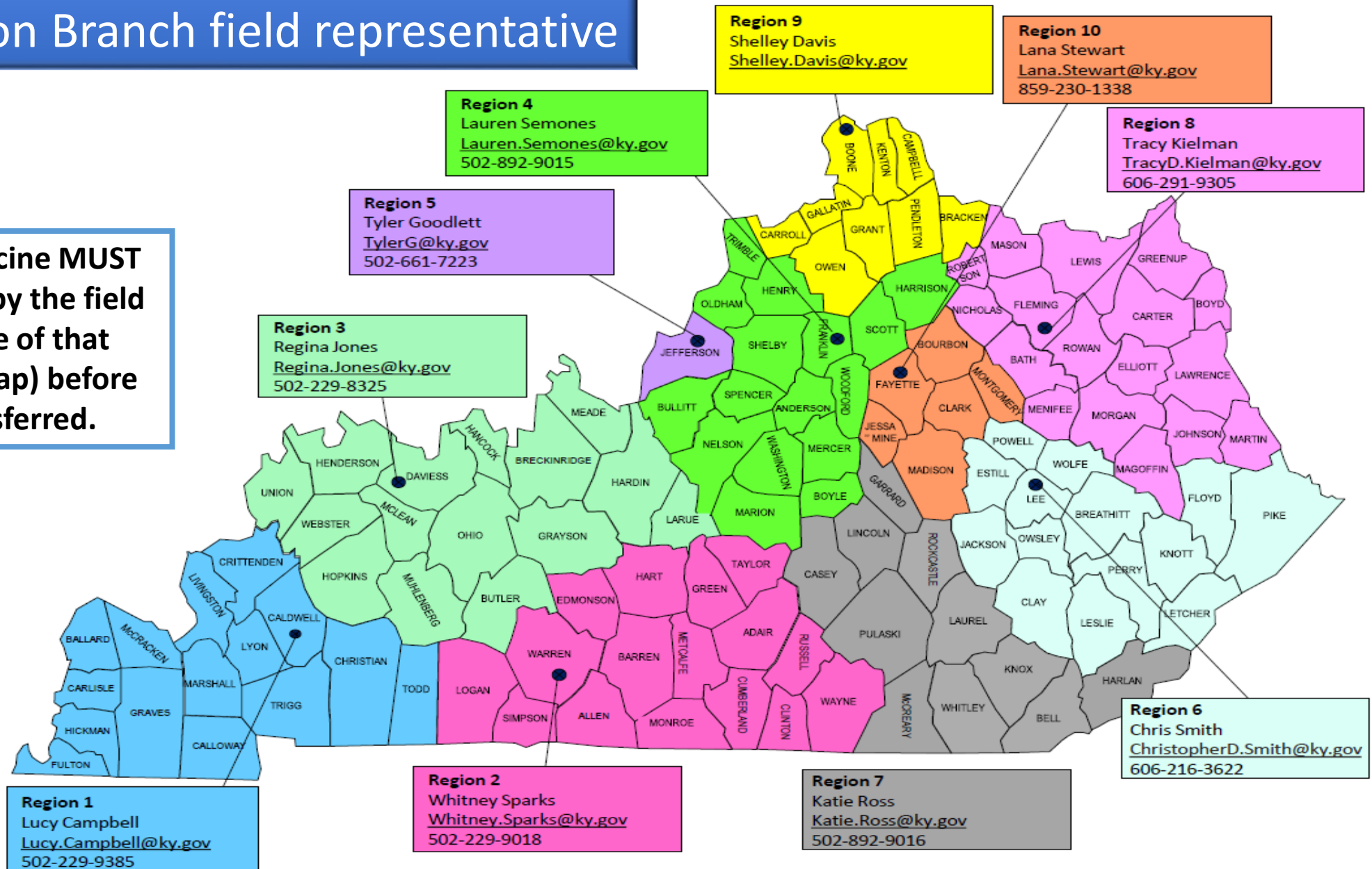
COVID-19 Media / Communications: (502) 564-6786

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

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

TEAM KENTUCKY

Kentucky Public Health
Prevent. Promote. Protect.

Created: 12/23/20

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.

Region 9
Shelley Davis
Shelley.Davis@ky.gov

Region 10
Lana Stewart
Lana.Stewart@ky.gov
859-230-1338

Region 8
Tracy Kielman
TracyD.Kielman@ky.gov
606-291-9305

Region 4
Lauren Semones
Lauren.Semones@ky.gov
502-892-9015

Region 5
Tyler Goodlett
TylerG@ky.gov
502-661-7223

Region 3
Regina Jones
Regina.Jones@ky.gov
502-229-8325

Region 6
Chris Smith
ChristopherD.Smith@ky.gov
606-216-3622

Region 1
Lucy Campbell
Lucy.Campbell@ky.gov
502-229-9385

Region 2
Whitney Sparks
Whitney.Sparks@ky.gov
502-229-9018

Region 7
Katie Ross
Katie.Ross@ky.gov
502-892-9016

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
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@castlighthealth.com
Already a provider – check account: https://covid.locating.health/login

V-safe (vaccine recipient mobile monitoring and 2nd dose reminder)
Questions should be sent to eocevent523@cdc.gov
Website https://www.cdc.gov/coronavirus/2019-ncov/vaccines/safety/vsafe.html

VaxText (2nd 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