



Frequently Asked Questions (FAQs)

Please refer to the following Frequently Asked Questions (FAQs) when completing your COVID-19 Vaccination Provider Agreement. If you have additional questions, contact the Indiana Department of Health's Immunization Division at 800-701-0704 or immunize@isdh.in.gov.

General Questions

I am not a VFC Provider, and I do not have a VFC PIN number. Do I have to get an access code from the Indiana Department of Health?

No. The access code is a 4-digit number that each site chooses. The code will allow the site user to log back into the Provider Agreement later to make changes or additions.

My organization has multiple hospitals, physician practices and practitioners. Can I fill out Section A once and simply list the total number of vaccination locations?

No. the state Department of Health sent a survey last week to determine the number of main hospital campuses represented throughout the state. We are asking that each of these hospitals complete the Provider Agreement at this time, so each one should complete a separate agreement. We will work on getting any satellite sites or private provider offices enrolled later.

If my organization has multiple locations, can I just list all the vaccination locations in this section and redistribute to our other clinic locations?

No, for the purposes of this Provider Agreement, the organization refers to each physical location that will receive direct shipments of COVID-19 vaccines from the federal government's distributor. Each physical location where federal COVID-19 vaccine will be stored/administered must have a separate Provider Agreement and have vaccine shipped directly there.

Section A Questions

What email address should be provided in the "Organization Identification Email" field?

The email address provided in this field will be the main contact method used by the Indiana Department of Health (IDOH) when communicating with the organization. It should be routinely monitored to allow for quick correspondence with IDOH.

We do not have a chief medical officer, so can someone else be listed for this field?

Yes, the person who signs in this role can be the chief medical officer (CMO) or equivalent, such as the chief physician leader.

The same individual serves as chief medical officer and chief executive officer for our facility. Do both fields need to be filled out?

Yes, both sections must be filled out and signed, even if one person serves both roles.

Should the chief medical officer or the chief executive officer sign under the Agreement Requirements?

The preference would be to have the chief medical officer to sign the Provider Agreement under the Agreement Requirements but either individual can provide a signature in this section.

Section B Questions

Who are the COVID-19 vaccine coordinators?

COVID-19 vaccine coordinators should be designated by the organization as the points of contact for receiving vaccine shipments, monitoring storage unit temperatures, managing vaccine inventory, reporting temperature excursions, etc. If the facility is in the Vaccines for Children (VFC) Program, the VFC coordinator of that facility may serve as the vaccine coordinator as they already have extensive experience with vaccine storage and handling procedures. Either the primary or back-up should be on-site each day that the clinic is open.

What timeframe should be used to determine the approximate number of patients/clients served by the organization?

Please provide an estimate of the number of unique patients in each age group that your facility serves per week, on average for each question listed.

How do I determine the average number of patients/clients per week?

Your billing and/or appointment information can be used to estimate this number. When determining this number, ensure that you are only counting unique individuals and not counting people who may have visited on multiple times in a single week. The number does not need to be an exact count but should be as accurate as possible to ensure appropriate vaccine allocation.

What is the “peak week” of the 2019-2020 influenza season?

This week will vary depending on the organization and refers to the week during the 2019-2020 influenza season where the highest number of influenza doses were administered. Please visit the state Department of Health [website](#) for weekly flu reports updated each Friday during flu season.

Our organization services a large portion of the population in our area that encompasses most of the groups of the populations served by this Location field. How should we answer this question?

Select all groups that your organization/facility sees, even if patient/clients that you see may be counted in multiple groups.



My organization/facility/hospital is enrolled in the state's Immunization Information System (IIS), CHIRP, but we do not have a VFC Personal Identification Number (PIN) associated with just the hospital. Can I still submit the Provider Agreement without the PIN or should I list a PIN from one of our ambulatory clinics?

No, if you do not have a VFC PIN you can still submit the Provider Agreement without listing a PIN even if you are enrolled in CHIRP. We appreciate any information that you are able to provide in this section so that we can accurately link your site to the correct facility in CHIRP.

I am not sure if the storage units at my facility meet the requirements for storing COVID-19 vaccine. Do you have recommendations for appropriate storage units?

Please complete the Provider Agreement with the equipment that you currently have at your organization/facility. If there are concerns, IDOH will reach out directly to you.

Will having no capacity for storing vaccine at ultra-frozen temperatures affect my vaccine allocation? Should I purchase storage units that can maintain these temperatures?

No, it is not required to purchase ultra-cold vaccine storage units. Most providers will be unable to store vaccines at this temperature range in their current vaccine storage units. Vaccines that require storage at ultra-cold temperatures will be shipped in containers that can be replenished with dry ice once received.

