

Critical Systems & Senders



Location Coordinators receive emails regarding order confirmations, advance shipment notices of vaccine and ancillary kits, and temperature monitoring alerts. Add these critical senders to your contact list, or work with your IT staff to have these addresses included in your organization’s email whitelist, to ensure emails are not filtered to Spam or Junk folders.

System	Purpose	Sender
myCAvax	Notify Organization and Location Coordinators of notice of orders; alert to expect Vaccine shipments within 24-48 hours of the notice.	no-reply-mycavax@cdph.ca.gov
Provider Call Center	Email updates on eligibility, vaccine products, delivery changes, program updates, training, and more	For myCAvax Help Desk inquiries: myCAvax.hd@cdph.ca.gov For My Turn Clinic Help Desk inquiries: MyTurn.Clinic.HD@cdph.ca.gov For all other inquiries: providercallcenter@cdph.ca.gov Phone: (833) 502-1245, M-F from 8AM–5PM
VaccineFinder		
CARS Help Desk	File upload issues, password resets, account issues	Available M-F, 8am – 8pm ET Email: CARS_HelpDesk@cdc.gov Phone: 1-833-748-1979
VaccineFinder Daily inventory reporting	VaccineFinder onboarding email to set up an account (no-reply)	vaccinefinder@auth.castlighthealth.com
Pfizer-BioNTech Products		
Pfizer	Customer Service	Phone # (800) 666-7248 Email: cvgovernment@pfizer.com
	For confirmation of the ancillary kit shipment	donotreply@pfizer.com
	For communication from Controlant, including notice at time of vaccine shipment with tracking information, exceptions for either shipment delay or cancellation, Delivery Quality Report	Pfizer.logistics@controlant.com
Controlant Support	24/7 support inbox and line. Contact this address for issues or call 1-701-540-4039 or 1-855-442-668765 to reach the Controlant 24/7 hotline	support@controlant.com

Controlant	All temperature notifications and alerts will come from this email address. This address must be unblocked to receive temperature notifications.	onsitemonitoring@controlant.com
Moderna & Janssen Products		
Moderna	Customer Service	Email: excursions@modernatx.com 1-866-MOD-ERNA or 1-866-663-3762
Novavax	Customer Service	855-239-9174 novavax.com/contact
McKesson Vaccine Shipments	For communications from McKesson regarding Moderna/Novavax vaccine order confirmation and advance shipment notices	CDCCustomerService@McKesson.com CDcnotifications@mkcession.com
McKesson Ancillary Kits (AS)	For communication from McKesson about ancillary kits	SNSSupport@McKesson.com
Other Senders		
TPR (Amerisource Bergen)	For Small Orders shipped by Third Party Redistributor (for providers in participating local health jurisdictions)	C19vaccineops@amerisourcebergen.com
Track Expiration Dates	To receive auto-generated email updates for COVID-19 Lot Number Expiration Date Reporting registration	No-reply@emailupdates.cdc.gov
HRSA Only	VTrckS Provider Order Portal (VPoP) new user registration (Federal and Pharmacy Partners ONLY)	vpop-no-reply@cdc.gov
v-safe	General questions and support	eocevent523@cdc.gov