



# Who To Call Holiday Contact List



I need help with...	Who to Contact
Pfizer vaccine shipment has a problem	Pfizer Customer Service Phone # (800) 666-7248 Email: <a href="mailto:cvgovernment@pfizer.com">cvgovernment@pfizer.com</a>
Pfizer ancillary kit has a problem	Contact McKesson MedSurg Phone #: 833-272-6634 Email: <a href="mailto:SNSSupport@McKesson.com">SNSSupport@McKesson.com</a>
Moderna/Janssen vaccine shipment has a problem	<p><b>Shipment issues/questions other than vaccine viability concerns</b> Supports call/emails from awardee or federal/pharmacy ordering points of contact only. Providers/admin sites must work through their jurisdiction or program. (833) 343-2703 Mon-Fri, 8 a.m. - 8 p.m. ET Email: <a href="mailto:COVIDVaccineSupport@McKesson.com">COVIDVaccineSupport@McKesson.com</a></p> <p><b>Vaccine Viability – Temperature Excursions during shipment for McKesson Specialty Distributed COVID Vaccine</b> Supports calls/emails from provider/admin sites and awardee or federal/pharmacy ordering points of contact. Questions/concerns about vaccine viability issues during shipment must be reported on the same day as delivery.  (833) 272-6635 Mon-Fri, 8 a.m. - 8 p.m. ET <a href="mailto:COVIDVaccineSupport@McKesson.com">COVIDVaccineSupport@McKesson.com</a> (only send email if after hours)</p>
Moderna/Janssen ancillary kit has a problem	McKesson Specialty Phone #: (833) 343-2703 Email: <a href="mailto:COVIDVaccineSupport@McKesson.com">COVIDVaccineSupport@McKesson.com</a>
Temperature excursions within the Clinic/Site	Contact the Manufacturer <b>Moderna:</b> 1-866-MOD-ERNA or 1-866-663-3762 Email: <a href="mailto:excursions@modernatx.com">excursions@modernatx.com</a> <b>Pfizer:</b> Pfizer US Medical Information Phone # (800) 438-1985 <b>Janssen:</b> Phone: 800-565-4008 (or) 908-455-9922 Email: <a href="mailto:JSCCOVIDTEMPEXCURSION@its.jnj.com">JSCCOVIDTEMPEXCURSION@its.jnj.com</a>
Help accessing or using <u>VPop</u>	<u>VTrckS ExIS Support: <a href="mailto:VTrckSExIS@cdc.gov">VTrckSExIS@cdc.gov</a></u> <u>VPop (Federal Partners): <a href="mailto:VTrckSExIS@cdc.gov">VTrckSExIS@cdc.gov</a></u>
Help accessing or using <u>VTrckS</u>	Vaccine Order Management Contact Center: <a href="mailto:Vaccineordermgmt@cdc.gov">Vaccineordermgmt@cdc.gov</a> 1-877-878-6247 (select Option 3)
Vaccines.gov/ <u>VaccineFinder</u> Support	Available M-F, 8am – 8pm ET Email: <a href="mailto:CARS_HelpDesk@cdc.gov">CARS_HelpDesk@cdc.gov</a> Phone: 1-833-748-1979