

How to Access Provider Messages & Alerts

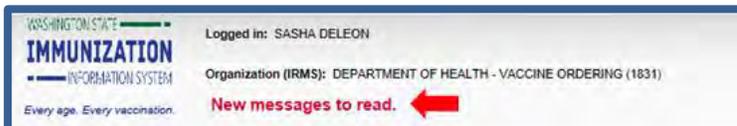
What are Provider Messages & Alerts?

Providers participating in the Washington State Childhood Vaccine Program can now receive messages directly in the Immunization Information System (IIS) and also receive alerts about the status of their provider agreements directly to their email addresses.

- **Messages** are emails for providers that you can **only** access while logged in to the IIS.
- **Alerts** are emails sent directly to the email address of the Primary Vaccine Coordinator listed in your Provider Agreement. These emails provide information about the status of your provider agreement.

How Do I Access Messages?

1. If you have a message to read in the IIS, you will see an alert in red at the top of your screen stating: **New messages to read.**



2. Click on **Messages** in your left navigation menu.
3. Click on **View Messages**.
4. Click on the **Subject** of the message to open it (you can delete any messages from before March 21, 2016).
5. To delete a message, mark the **Delete** check box and then click the **Delete** button.



How Do I Access Alerts?

Here are the types of emails primary vaccine coordinators may receive about the status of their clinic's provider agreement:

- **Approved Provider Agreement**
Your 2016 Provider Agreement has been approved. If you have any questions or concerns please contact your Local Health Jurisdiction (LHJ).
- **Returned for Corrections**
Your Provider Agreement needs additional information. Please see the Comments section of your agreement (top of your agreement) for more information.
- **Due to Expire**
Your Provider Agreement will expire in 5 days. Please renew your Provider Agreement as soon as possible. If you have any questions please contact your Local Health Jurisdiction (LHJ).
- **Expired**
Your Provider Agreement is Expired. Please contact your local health jurisdiction (LHJ) as soon as possible.

For questions, contact the IIS Help Desk at 1-800-325-5599 or WAIIISHelpDesk@doh.wa.gov.