What are Provider Messages & Alerts?

Providers participating in the Washington State Childhood Vaccine Program receive messages about the status of Provider Agreements directly in the Immunization Information System (IIS) as well as alerts via email.

- **Messages** can only be accessed when logged in to the IIS.
- **Alerts** are emails sent directly to the Primary Vaccine Coordinator listed in the 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 View Messages under the Message heading in your left menu.
3. Click on the Subject of the message to open.
4. To delete a message, mark the Delete check box and then click the Delete button.

What Types of Alerts Will I Receive?

Primary vaccine coordinators receive updates about the status of their clinic’s provider agreement through email. Some of the alerts you may receive include:

- **Approved Provider Agreement**: Your Provider Agreement is approved.
- **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 and you need to renew.
- **Expired**: Your Provider Agreement is expired and you cannot order vaccine until your agreement is approved.

Questions? Contact the IIS Help Desk at 1-800-325-5599 or WAISHelpDesk@doh.wa.gov

For people with disabilities, this document is available on request in other formats. To submit a request, please call 1-800-525-0127 (TDD/TTY call 711).

DOH 348-561 July 2018