

CVS Vaccine Clinic Scheduling Phone Number & Point of Contact Assignments

CVS/Omnicare has provided a 1-833 number and has assigned each facility a point of contact (POC) for questions.

Long-Term Care Facilities (LTCF) can call **1-833-968-1756** to schedule the LTCF clinic date or verbally confirm their clinic date once scheduled. **This number is for scheduling purposes only.** Any additional questions should be forwarded to the facility's designated Point of Contact so not to impact timeliness or responsiveness of the scheduling call center.

Point of Contacts can help the LTCF learn about the process, how to fill out consent forms, align the facility on next steps, answer questions involving insurance, update contact information, keep the facility updated, and share information in as much real-time as possible (like the call center to confirm dates). If your LTCF has not yet received a point of contact, please reach out to CovidVaccineClinicsLTCF@CVSHealth.com with questions.

Additional Information

It has become apparent from some of our conversations that the LTCFs are replying to the "noreply" emails they get scheduling their clinics. Those emails do not go anywhere. Please direct emails to the CVS COVID email box with questions: CovidVaccineClinicsLTCF@CVSHealth.com

Here is some good information on the process and specifics about where facilities will be getting calls from and a reminder on where to find additional information that will be good for the facilities to have handy:

- **COVID 19 Vaccination Clinic Scheduling Process:**
 - CVS will send at least two emails regarding your facilities clinic dates/times. These clinic emails will come from no-reply@CVSHealth.com. Please check your spam/junk folders if you did not receive it.
 - Once you have received your clinic dates/times, a CVS Health rep will call from [1-800-SHOP-CVS](tel:1-800-SHOP-CVS) (1-800-746-7287).
 - If you are waiting for CVS COVID Center to call to confirm your date please call **1-833-968-1756**.
 - After the clinics are verbally confirmed by a CVS Health rep, the primary contact will receive a confirmation email from CVS.
- **Consent Forms:**
 - [COVID19 Vaccine Consent Process](#)

- Further information can be found at the link above regarding the triplicate consent form, verbal consents, and electronic consents.
- [Full Electronic Consent Form](#)
- [Responsible Party Consent Form](#)
- The triplicate consent forms (physical form) has been sent to your facility and should be arriving by mail soon!
- **Multi-Patient Registration Template:**
 - [Multi-Patient Registration Template](#)
 - [Multi-Patient Registration Guide](#)
 - The [Multi-Patient Clinic Registration template file](#) will be uploaded to the [Vaccine Clinic Scheduler](#).
 - The [Vaccine Clinic Scheduler](#) link will be available once you have received the confirmation email from CVS with your confirmed clinic dates/time.
 - Please gather residents/staff insurance information (front/back copy of insurance cards) in order to complete the Multi-Patient Registration Excel template, please save this information in a folder on your computer as you will need to access it in the future.
 - The [Multi-Patient Registration](#) will need to be uploaded before each clinic date. Be sure to update “column B” to reflect the correct dosage the resident or staff is receiving (i.e., First vaccination everyone should have a “1” in column B. The resident/staff receiving their booster shot should have a “2” in column B).
- **Contact Information Update:**
 - <https://info.omnicare.com/Update-Contact-Info.html>
 - Please remember to visit <https://www.omnicare.com/covid-19-vaccine-resource/> as we have multiple guides, forms and information regarding the vaccination process, timeline, consent forms, CDC vaccine info and much more.