Excelsior Pass and Excelsior Pass Plus Fact Sheet for Vaccine Providers

Individuals who have trouble retrieving their Passes may ask you for help as their vaccine provider. This fact sheet is intended to help vaccination providers such as yourself resolve issues quickly.

FAST FACTS

- New York offers two free, voluntary ways to retrieve and accept proof of vaccination and/or negative test results and/or a secure, digital copy of an individual's vaccination record and/or negative test results:
  - Excelsior Pass is a free, voluntary platform that provides secure, digital proof of COVID-19 vaccination or negative test results.
  - Excelsior Pass *Plus* is a secure, digital copy of your COVID-19 vaccination record or negative test results. It includes the same information you would find on an individual's CDC Vaccination Card or paper laboratory test results.
- Anyone who has been fully vaccinated in the State of New York is eligible for an Excelsior Pass.
- New York residents who have been fully vaccinated in the state of New Jersey are also eligible for an Excelsior Pass.
- You can help New York residents who were vaccinated outside of New York State or New Jersey (that provide proof of COVID-19 vaccination, e.g., their CDC Vaccination Card) access their Pass by entering their information into the secure New York State or New York City immunization databases as historical doses. Visit "Important Reminder for All Health Care Providers" to learn how. Please note that individuals must have received a COVID-19 vaccine authorized by the Food and Drug Administration (FDA) for emergency use in the United States in order to retrieve an Excelsior Pass or an Excelsior Pass *Plus*.
- Individuals may retrieve their Vaccination Pass(es) 15 days in their vaccine series (e.g., 15 days after one dose of Johnson and Johnson/Jansen vaccination series or 15 days after the second of the two-dose Pfizer or Moderna series).
- At this time, all excelsior vaccination pass types—including for Excelsior Pass and Excelsior Pass *Plus*—relate only to completing an individual's primary vaccine series (e.g., one dose of the Johnson and Johnson/Jansen vaccination series or two doses of the Pfizer or Moderna series) and not additional third doses of mRNA vaccines currently authorized for certain immunocompromised individuals.
- Individuals that **receive a positive COVID-19 test result within the previous 10 days will not be able to retrieve a Pass, even if they are fully vaccinated.**
- Each Excelsior Vaccination Pass is valid for 365 days after the final dose of the vaccine was administered. The 365 days relates only to the length of time the Pass is valid, not the length of immunity from the vaccination.
- As a digital copy of an individual's COVID-19 vaccination record, the Excelsior Vaccination Pass Plus has no expiration date.
- Excelsior Pass and Excelsior Pass Plus can be accessed through the Excelsior Pass Web Portal or the NYS Excelsior Pass Wallet App and can be presented on a phone or tablet screen or printed on paper for those who may not have smartphones or other devices.
- Vaccine providers are responsible for reporting complete and accurate COVID-19 vaccination data to the appropriate data system (CIR for New York City providers, NYSIIS for all other providers) within 24 hours of vaccine administration. All required and critical fields must be completed at the time the data is entered.
- Individuals must match their information exactly in order to retrieve their Pass.
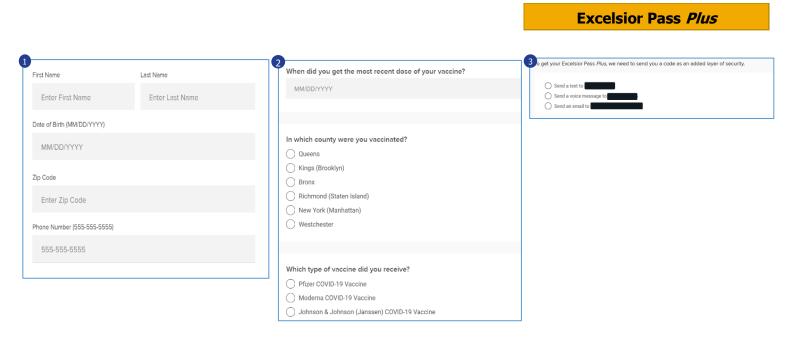
TROUBLE SHOOTING

- Most individual issues are due to data entry – meaning the information they are entering does not match the information the vaccine provider entered into the system.
- Individuals cannot update their own information. Only providers may have access to the New York State and New York City immunization databases.
- This can usually be fixed by the vaccine provider checking the information on the individual's identification to make sure it matches what is in your (the vaccine provider's) system and the State/City Immunization Database.

- Please make sure to confirm you have the most up-to-date information for each individual. As you can see in the images below, this includes: an individual's first name, last name, date of birth, zip code, phone number, email address, date of most recent vaccine dose, county in which individual was vaccinated, and vaccine type/brand. Some considerations to keep in mind include ensuring:
  - You have the most accurate or up-to-date address for individuals;
  - You have the most accurate or up-to-date phone number for individuals, including whether this should be their mobile phone number or household phone number;
  - You have the most accurate or up-to-date email address for individuals;
  - An individual's name is spelled correctly, including whether or not there are hyphens or special characters;
  - Vaccine information is correct, including date of most recent dose, county of vaccination/provider county for historical doses (please see further instruction below), and vaccine type/brand.

PASS RETRIEVAL

- To retrieve their Excelsior Pass, individuals will need to provide basic personal information, including first and last name, date of birth, ZIP Code, and phone number. They will also need to verify their information with three "challenge questions" whose answers are unique to them.
- To retrieve an Excelsior Pass Plus, individuals must also provide a valid phone number or email for 2-factor authentication, which will enable us to match this information to your health record so you can retrieve your digital copy.

- The answer to the question: "In which county were you vaccinated?" needs to match the location in which the individuals received their vaccination (not the county they live in).
  - **Historical doses:** If you entered a customer's out of state vaccination as a historical dose, then the correct answer to the county question is the county in which you the provider are located.
  - **Pop Up Sites**: If you held a pop-up vaccination clinic at a site other than your main facility/store or are part of a larger health system that has a single shipping address, the correct answer to the county question maybe the county in which your main site/shipping center is located.
- It can take up to 24 hours for corrections to update fully within the system. While this is happening, please assure individuals that in the meantime, they can always use alternate forms of proof of COVID-19 vaccination, such as their CDC card at businesses and venues.