

Primary Care COVID-19 vaccine Program

WHERE TO DIRECT YOUR QUERIES

phn
BRISBANE NORTH
An Australian Government Initiative

Brisbane North PHN
Contact your PCLO or email
covid19@brisbanenorthphn.org.au

OTHER EXTERNAL AGENCIES

Services Australia
132 150

PRODA support
1800 700 199
ebusiness@servicesaustralia.gov.au

HPOS
1800 653 809

Queensland Health
07 3328 9888
COVID_AEFI@health.qld.gov.au

Metro North Public Health Unit
07 3624 1111

General enquiries
and support

Technical or
system issues with
COVID-19 Vaccine
Administration
System (CVAS)

Medicare claiming,
payments, or
obtaining a
provider number,
HPOS, AIR and
PRODA

Reporting
adverse event
following
immunisation
(AEFI)

Issues regarding
HealthDirect

Clinical questions

Advice on
interpretation of
MBS items; the
Health Insurance
Act and associated
regulations

DEPARTMENT OF HEALTH

Vaccine Operations Centre (VOC)

1800 318 208

covid19vaccineoperationscentre@health.gov.au

7.00 am-10.00 pm AEST

VOC CAN SUPPORT WITH:

CVAS technical issues

- password resets
- email updates
- technical systems matters

Vaccine ordering issues

- CVAS system
- changing delivery information
- order acceptance issues
- delivery failures

Stock management enquiries

- cold-chain breaches
- wastage (general)
- wastage (threshold)

HealthDirect

digital.CV19@health.gov.au

Ask MBS email advice service

askmbs@health.gov.au