



Excelsior Pass Fact Sheet for Vaccine Providers

Users 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

- Excelsior Pass is a free, voluntary, and verifiable way to retrieve proof of COVID-19 vaccination or negative test results and users' data is kept confidential and secure.
- Anyone who receives the COVID-19 Vaccination in the State of New York is eligible for an Excelsior Pass.
- You can help New York residents who were vaccinated outside of New York State (that provide proof of COVID-19 vaccination, e.g., CDC 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.
- Individuals may retrieve their Vaccination Pass 15 days after the final dose of the vaccine was administered (e.g., 15 days after the one-dose of Johnson and Johnson/Jansen vaccination series or 15 days after the second of the two-dose Pfizer or Moderna series).
- 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 COVID-19 Vaccination Pass is valid for 365 days. The 365 days relates only to the length of time the Pass is valid, not the length of immunity from the vaccination.
- Individuals whose COVID-19 Vaccination Excelsior Pass expires after 180 days or has already expired can update their pass by visiting <https://www.epass.ny.gov/home> or downloading the NYS Excelsior Pass Wallet App, and follow the step-by-step instructions there.
- Excelsior Pass can be accessed through the Excelsior Pass website Portal or the Excelsior Pass Wallet App and can be presented on a phone or tablet screen, or printed on paper by those who may not have smartphones or other devices.
- Vaccine providers must enter each individual's COVID-19 vaccine information **accurately** into the provider system and the New York State or New York City immunization databases.
- Users must match their information exactly in order to retrieve their Pass.

TROUBLE SHOOTING

- Most user 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 patient/user'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: a user's first name, last name, date of birth, zip code, phone number, date of most recent vaccine dose, county in which user 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 patients/users;
 - You have the most accurate or up-to-date phone number for patients/users, including whether this should be their mobile phone number or household phone number;
 - 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

- Patients/users must enter information on two screens exactly as you entered the information for them when they received their vaccination.

1

First Name: Enter First Name

Last Name: Enter Last Name

Date of Birth (MM/DD/YYYY): MM/DD/YYYY

Zip Code: Enter Zip Code

Phone Number (555-555-5555): 555-555-5555

2

When did you get the most recent dose of your vaccine?
MM/DD/YYYY

In which county were you vaccinated?

- Queens
- Kings (Brooklyn)
- Bronx
- Richmond (Staten Island)
- New York (Manhattan)
- Westchester

Which type of vaccine did you receive?

- Pfizer COVID-19 Vaccine
- Moderna COVID-19 Vaccine
- Johnson & Johnson (Janssen) COVID-19 Vaccine

- The answer to the question: "In which county were you vaccinated?" needs to match the location in which the users 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 you 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 users 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.