COVID-19 Vaccine Management System (CVMS) Provider Portal

How to Add Homebound Vaccination Contact Information Job Aid

Please follow the instructions below to share your point of contact information for homebound vaccination with the NCDHHS team. Only users with a HEALTHCARE LOCATION MANAGER profile can complete this process.

This contact information will be available to the general public on the NCDHHS COVID-19 website at https://covid19.ncdhhs.gov/vaccines/home-vaccine-providers. Members of the public will use this contact information to ask about homebound vaccinations.

Step-by-step instructions to add homebound vaccination contact information

2. Login using your NCID username and password
3. Navigate to the LOCATIONS tab
4. Click on the corresponding ACCOUNT HYPERLINK (not on the Location Name hyperlink)
5. Scroll down to the section named State Sponsored Contracts & Homebound & Incentives Information

6. Click the PENCIL ICON 🆕 to edit the field values
7. Select Yes to indicate you will provide homebound vaccinations, then enter the name, phone number, and email address for the homebound vaccination point of contact.

8. Click SAVE

If you have any questions or issues, please go to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine and select the "Vaccine Provider" option to submit your question or issue.
You can also call the COVID-19 Vaccine Provider Help Center at (877) 873-6247 and select option 1. The COVID-19 Vaccine Provider Help Center is available during the following hours:
   Monday – Friday: 7:00 AM – 7:00 PM ET
   Saturday – Sunday: 10:00 AM – 6:00 PM ET

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