



NEW YORK CITY DEPARTMENT OF
HEALTH AND MENTAL HYGIENE
Ashwin Vasani, MD, MPH
Commissioner

Provider Frequently Asked Questions, Bureau of Immunization

This document summarizes frequently asked immunization questions from providers as of February 2024.

Bureau of Immunization office hours are held on the first Wednesday of every month from 12:00 – 1:00 P.M. The next office hours is scheduled for Wednesday, March 6. [Register here](#) to participate and receive a calendar invite.

Providers can contact Bureau of Immunization staff at any time by emailing the following addresses:

Email	Topics
nycimmunize@health.nyc.gov	General questions, including Vaccines for Children (VFC) program and Citywide Immunization Registry (CIR)
vfa@health.nyc.gov	Vaccines for Adults (VFA) program
poxvax@health.nyc.gov	Mpox enrollment and mpox vaccine orders
cir_interop@health.nyc.gov	Questions about connecting to CIR to query and report vaccination data

I. Respiratory Syncytial Virus (RSV)

Where can I get current clinical guidance about the new RSV immunization products?

See [CDC: Detailed Clinical Considerations for RSV Products](#).

Is RSV vaccine for adults administered every year during RSV season or is it a single dose?

Adults ages 60 years and older may receive a single dose of RSV vaccine (Abrysvo or Arexvy), using shared clinical decision-making. There is no recommendation for annual or seasonal RSV vaccination for older adults at this time.

Pregnant people of any age can receive the Abrysvo vaccine at 32 to 36 weeks of gestation, between September and January. Currently no data are available on the effectiveness of the first lifetime dose during subsequent pregnancies or on the safety of additional doses given in subsequent pregnancies. More data are needed to determine whether additional doses should be given in subsequent pregnancies. The U.S. Centers for Disease Control and Prevention (CDC) will continue to evaluate the data and may update recommendations prior to the 2024-2025 RSV season.



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How do I order RSV immunization products?

All RSV immunization products can be ordered through the commercial market, though availability of nirsevimab (Beyfortus™--manufactured by Sanofi and AstraZeneca) is limited this season.

For Vaccines for Children (VFC)-eligible patients, a limited supply of nirsevimab (monoclonal antibody for infants) and Abrysvo (vaccine for pregnant people) is available. To order these VFC products, email nycimmunize@health.nyc.gov. Include your VFC pin and the requested number of doses for each product. A minimum of 10 doses per presentation per order is required. For VFC nirsevimab requests, also specify the presentation (100mg and/or 50mg).

II. COVID-19

Where can I get current clinical guidance about COVID-19 vaccines?

See [CDC: Use of COVID-19 Vaccines in the United States, Interim Clinical Considerations](#).

When should people with recent or prior COVID-19 infection get vaccinated?

Generally, people who recently had SARS-CoV-2 infection may consider delaying a COVID-19 vaccine dose by 3 months. For more information, see [CDC: Use of COVID-19 Vaccines in the United States, Interim Clinical Considerations](#). Go to Special Situations and Populations → COVID-19 vaccination and SARS-CoV-2 infection.

What is the Vaccines for Adults (VFA) Program and how does my facility enroll?

The VFA program in NYC is the same as [CDC's Bridge Access Program](#). It is a mechanism for distributing federally-funded no-cost COVID-19 vaccine for adults ages 19 years and older who are uninsured, underinsured, incarcerated, or American Indian or Alaskan Native. The VFA program is somewhat similar to the VFC program, but at this time, VFA currently only covers COVID-19 vaccine. Additionally, no-cost COVID-19 vaccine received through VFA can only be administered to individuals in the categories listed above; adults covered by Medicaid or Medicare insurance plans are not eligible.

Any healthcare facility or provider in NYC that serves eligible individuals can enroll in the VFA program through the Bureau of Immunization at the NYC Health Department. Email vfa@health.nyc.gov to request a step-by-step guide to the enrollment process.

When does the new refrigerated Pfizer 12+ COVID-19 vaccine expire?

The new refrigerated presentation of the Pfizer COVID-19 vaccine for individuals ages 12 years of age and older, which comes in prefilled-syringes, has the expiration date printed on the carton. The 10-week beyond-use date for refrigerator storage does not apply to the new presentation.



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The new presentation must be stored between 2°C and 8°C (36°F and 46°F). Do **not** store at ultracold or standard freezer temperatures. The carton includes a bright pink stripe that includes the words “DO NOT FREEZE.”

This guidance applies to the new presentation of the Pfizer COVID-19 vaccine for individuals ages 12 years of age and older only. Pfizer COVID-19 vaccines for children ages 6 months-4 years and 5-11 years, which are shipped directly from Pfizer on dry ice, should be stored either at ultracold temperatures until expiration or at refrigerator temperatures for up to 10 weeks.

What are the requirements for safe COVID-19 vaccine storage?

Requirements vary by product. For more information, see [CDC: U.S. COVID-19 Vaccine Product Information](#).

III. Other Topics

How do I receive mpox (monkeypox) vaccine for my practice?

NYC providers interested in receiving mpox vaccine (JYNNEOS) should email poxvax@health.nyc.gov and include their CIR facility code or VFC pin to request a step-by-step guide about the mpox enrollment process. Currently, mpox vaccine is not available on the commercial market and can only be obtained by registering with the NYC Health Department.

Where can I get current clinical guidance about pneumococcal vaccination, including Prevnar?

See [CDC: Pneumococcal Vaccination, Summary of Who and When to Vaccinate](#).

Will office hours be recorded?

No, office hours are not recorded. You can always reach out to us at the email addresses listed at the top of this document if you have questions.

IV. Additional Resources

CDC: CPT Codes Mapped to CVX Codes

This table cross-references CPT codes for vaccines with their corresponding CVX codes. Please review all vaccine codes in your EHR system, add newly-released vaccines, and check for miscoding errors.

CDC: V-safe

V-safe is a vaccine safety monitoring system that lets the general public share with CDC how they feel after getting a participating vaccine. Currently, v-safe is monitoring all 2023-2024 updated COVID-19 vaccines, RSV vaccines for adults 60 years of age and older (Arexvy and Abrysvo), and RSV vaccine for pregnant people (Abrysvo).



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HHS: VAERS

The Vaccine Adverse Event Reporting System (VAERS) is a national early warning system to detect possible safety problems in U.S.-licensed vaccines. VAERS accepts and analyzes reports of adverse events after a person has received a vaccination. Anyone can submit a report, including members of the general public. Healthcare professionals are required to report certain adverse events that come to their attention. A report to VAERS does not mean that a vaccine caused an adverse event.