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Consolidation of Immunization Provider Support

**Program Coordination and Integration
Support Team(PCIS)**

Introduction



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- Development of the PCIS Team
- Purpose and Mission
- PCIS Ticket Procedures
- Common Issues and What to Do (SURVEY)
- FAQ and Resources

Development of Program Coordination and Integration Support Team (PCIS)



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Purpose and Mission of PCIS

The PCIS team is responsible for the coordination of ongoing system and process improvements that provide guidance for all Immunization Department stakeholders.

End of Public Health Emergency Creation of PCIS



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The end of the Public Health Emergency (PHE) led to the consolidation of immunization provider support and accountability. As a result, the Program Coordination and Integration Support Team was created to:

- Work closely with providers
- Troubleshoot issues
- Refocus compliance measures
- Retrain on the best practices for Immunizations
- Reinforce the main objectives and requirements of Immunization programming.



PCIS Team Structure

Three Teams

Provider Support
Help Desk



Provider
Accountability Policy



Data Analysis



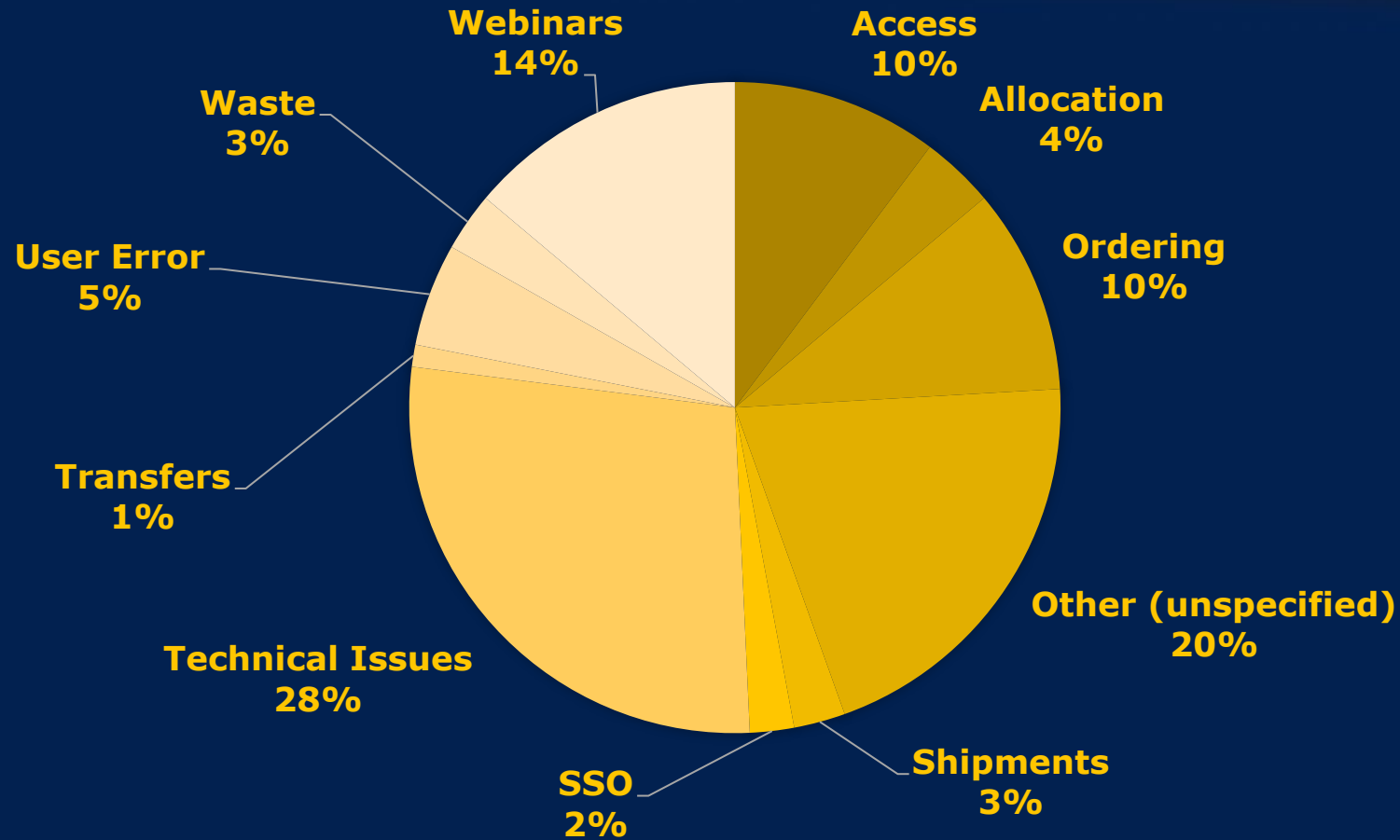
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Common Issues and What to Do (SURVEY)



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PCIS Help Desk Inquiry Process Provider View



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Inquiry called
in

Help Desk asks
questions to
assess and
gather
information.

Help Desk
begins to
trouble shoot
the ticket.

If the ticket
has not been
resolved, the
Help Desk will
connect the
caller to the
appropriate
team to assist.

The Help Desk
sends an email
notifying the
Provider and the
next support
team.

If the ticket has
been resolved,
the Help Desk
notifies the
Provider and
then closes the
ticket.

Resources

More Questions?



Immunizations Department



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Thank you

**For other questions or concerns, please call (877)-835-7750 or
email COVID19VacEnroll@dshs.texas.gov.**