



Department  
of Health

**Mike DeWine**, Governor  
**Jon Husted**, Lt. Governor

**Stephanie McCloud**, Director

February 15, 2021

Dear Enrolled Provider Partner:

This message is to inform you that due to the severe winter weather throughout the country, there may be a disruption to the vaccine distribution cycle. Weather is currently affecting the areas which are vaccine shipment centers for both Pfizer and Moderna vaccines. Due to this severe weather, vaccine shipment this week may be delayed by 1-2 days. Please watch VOMS for shipment information, or to track your orders from the UPS website. Your order will only show up in VOMS and be tracked if a shipping label has been created. If there is no information in VOMS, or if you do not receive an email from Pfizer directly with a UPS tracking number, it means your vaccine has not yet been shipped.

At this time, vaccine shipped from the RSS Warehouse will be delivered tomorrow, Tuesday, February 16, 2021 on a two-hour delay. Vehicles will begin leaving the warehouse at 9:00 a.m. We do foresee possible delays throughout the day tomorrow, based on road conditions and continued weather. Our drivers will be making calls to providers 30 to 60 minutes before deliveries.

We will send more information to you as we receive it.

If you discover a problem with your vaccine shipment unrelated to delivery or have any additional questions, contact the ODH Provider Call Center at 844-9ODHVAX (844-963-4829) or [covidvaccine@odh.ohio.gov](mailto:covidvaccine@odh.ohio.gov).

Thank you for your participation in Ohio's COVID-19 Vaccine Program as a provider.

Sincerely,

Ohio Department of Health COVID-19 Vaccination Provider Relations Team