

CLIENT INQUIRIES - RESOLUTION PATHWAYS

- Registering for Manitoba Health coverage
- Reinstating/Re-enacting a Manitoba Health number
- Updating information on the Manitoba Health card such as name change, date of birth, address, etc.

MB Health
1-204-786-7101
1-800-392-1207
InsuredBen@gov.mb.ca

- Immunization record is missing or invalid COVID-19/Flu information
- Need to add a COVID-19 vaccine provided out-of-province
- Request a copy of COVID-19 immunization record mailed to home
- Dr/Pharmacy immunization record is missing or invalid
- Pan-Canadian Proof of Vaccination Credential (PVC) lot # not displayed
- School-based immunization program record update or question

PHIMS Data Quality Unit
<https://forms.gov.mb.ca/covid-immunization-record-request/index.html>

SH-Cord
<https://sharedhealth.mb.ca/covid19/test-results/help-questions/>

- Problems registering and accessing your SH-Cord account in order to view COVID-19 test results or COVID-19 immunizations
- Not seeing COVID-19 test results, or updated results
- Not seeing COVID-19 vaccination, or updated vaccination in Shared Health COVID Online Results Display
- Incorrect client information being displayed on the SH-Cord website such as demographic corrections, date of birth, PHIN, etc.

Vax Card Tech Support
1-204-786-7101 option 3
1-800-392-1207

- Error message received when information doesn't match
- Error message '*invalid address not associated with Manitoba Health coverage*'
- PVC error message
- Incorrect name and incorrect date of birth (not pertaining to the no-PHIN clients)

** To request an Immunization (Vax) Card, clients can call the general phone line:
1-844-MAN-VACC (1-844-626-8222)*