

# COVID-19 VACCINE CREDENTIAL FAQ

## SEC<sup>3</sup>URE PASSPORT SUBSCRIBERS

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**Q: What is this new credential?**

A: We have added the new COVID-19 vaccine credential to SEC<sup>3</sup>URE.com, based on the CDC recommendations and your facilities' unique policy requirements. This credential helps manage compliance to the Federal and States mandates for those in healthcare services.

**Q: Does the credential apply to all facilities?**

A: No, only to those who choose to enforce a COVID-19 policy. It gives healthcare facilities the flexibility to enforce the credential based on their unique policies.

**Q: What needs to be submitted to satisfy the credential?**

A: Typically, the vaccination card, but it depends on each facility's policy in terms of what additional documentations are needed to satisfy the credential.

**Q: If I have already had COVID-19 and recovered, do I still need to be vaccinated?**

A: We defer to facility policies, as each state department of health has unique rules per healthcare worker that also applies to the vendor community.

**Q: Can I update the credential on my SEC<sup>3</sup>UREmobile app?**

A: Yes, you can.

**Q: Who should I contact if I have questions about the COVID-19 credential?**

A: If you have any questions, please contact a customer support representative at 817-732-3873 or [CustomerService.US@IntelliCentrics.com](mailto:CustomerService.US@IntelliCentrics.com).