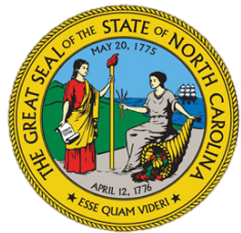


# NC DHHS COVID-19 Vaccination

## Provider Updates

Jan 5th, 2021

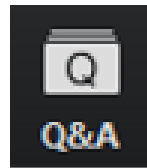


NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**



# Logistics for today's COVID-19 Forum

Question during the live webinar



**Technical assistance**

[technicalassistanceCOVID19@gmail.com](mailto:technicalassistanceCOVID19@gmail.com)

<https://www.communitycarenc.org/newsroom/coronavirus-covid-19-information>

# Polling questions

We will get there.....

---



**KEEP  
CALM  
AND  
CARRY  
ON**

# NC COVID-19 Vaccination Plan: Vision of Success

## GOAL

Immunize every person living in North Carolina who is eligible and wants to receive a COVID-19 vaccine

## GUIDING PRINCIPLES



All North Carolinians have equitable access to vaccines



Vaccine planning and distribution is inclusive; actively engages state and local government, public and private partners; and draws upon the experience and expertise of leaders from historically marginalized populations



Transparent, accurate, and frequent public communications is essential to building trust



Data is used to promote equity, track progress and guide decision-making



Appropriate stewardship of resources and continuous evaluation and improvement drive successful implementation

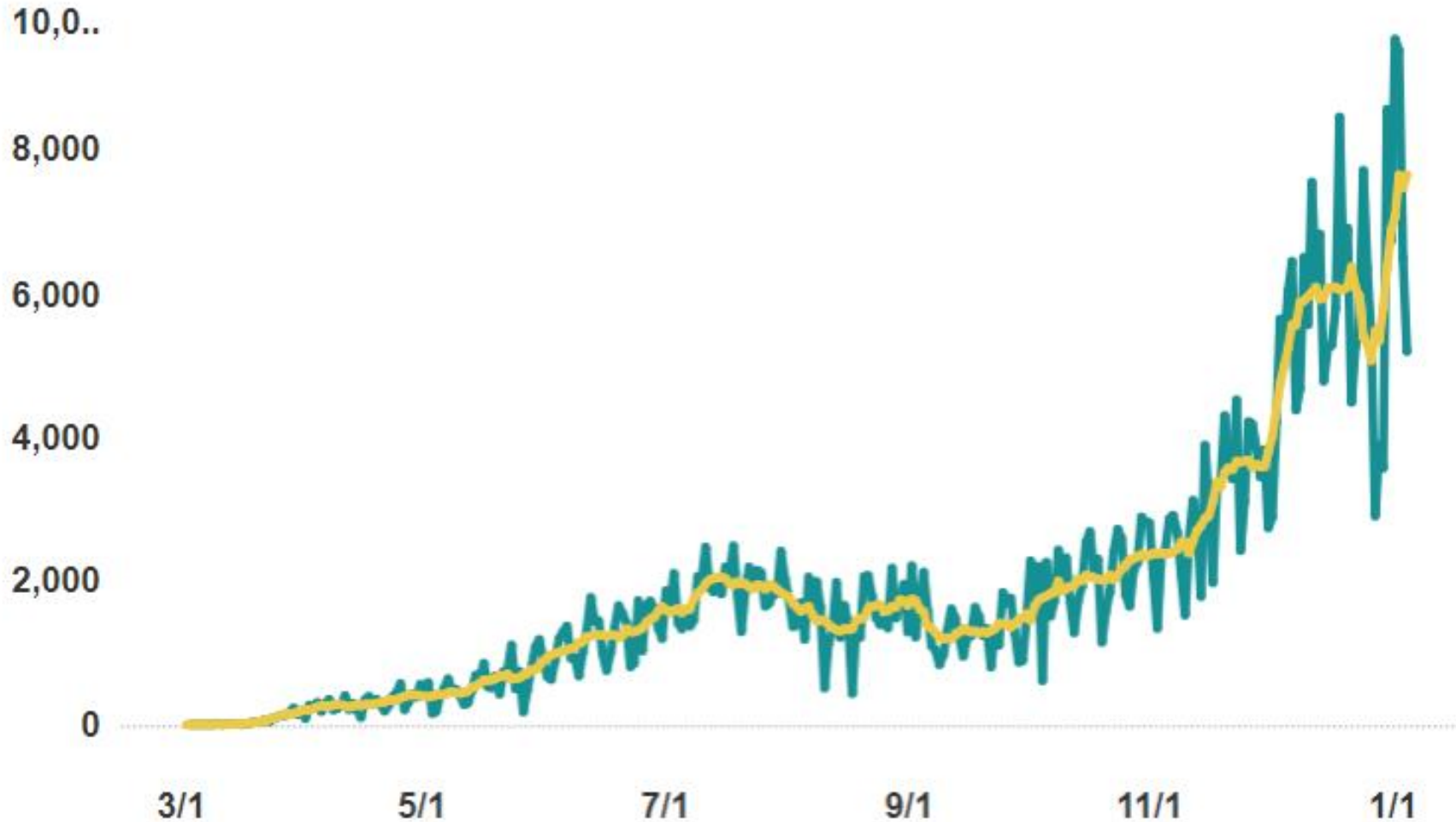
# Agenda

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- Update on Trends
- Prioritization
- Logistics of vaccine access
- Allocation Update
- Provider Enrollment
- Data Dashboard
- Questions

# UPDATE ON TRENDS – WE ARE SURGING

Is North Carolina seeing a downward trajectory over 14 days, or sustained leveling in new cases?



**TOTAL CASES  
North Carolina**

**570,111**

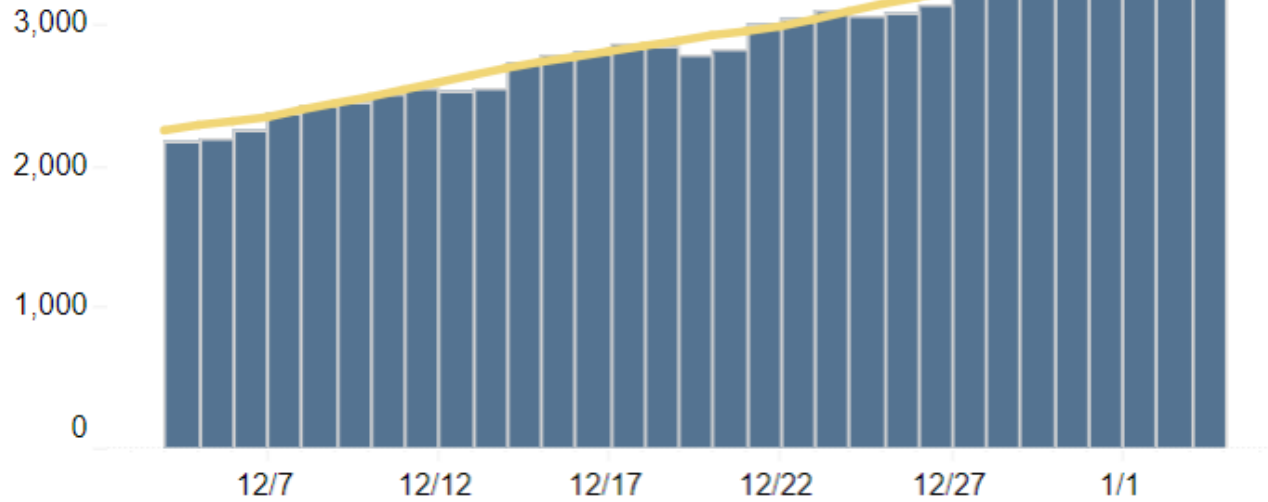
**MOLECULAR (PCR)  
POSITIVE CASES**

**521,426**

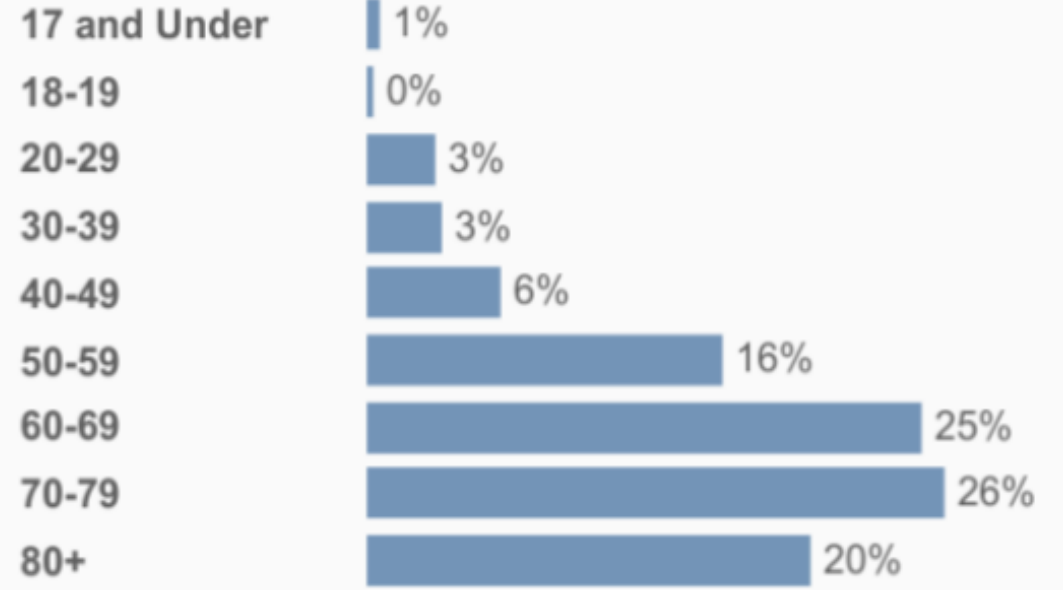
**ANTIGEN POSITIVE  
CASES**

**48,685**

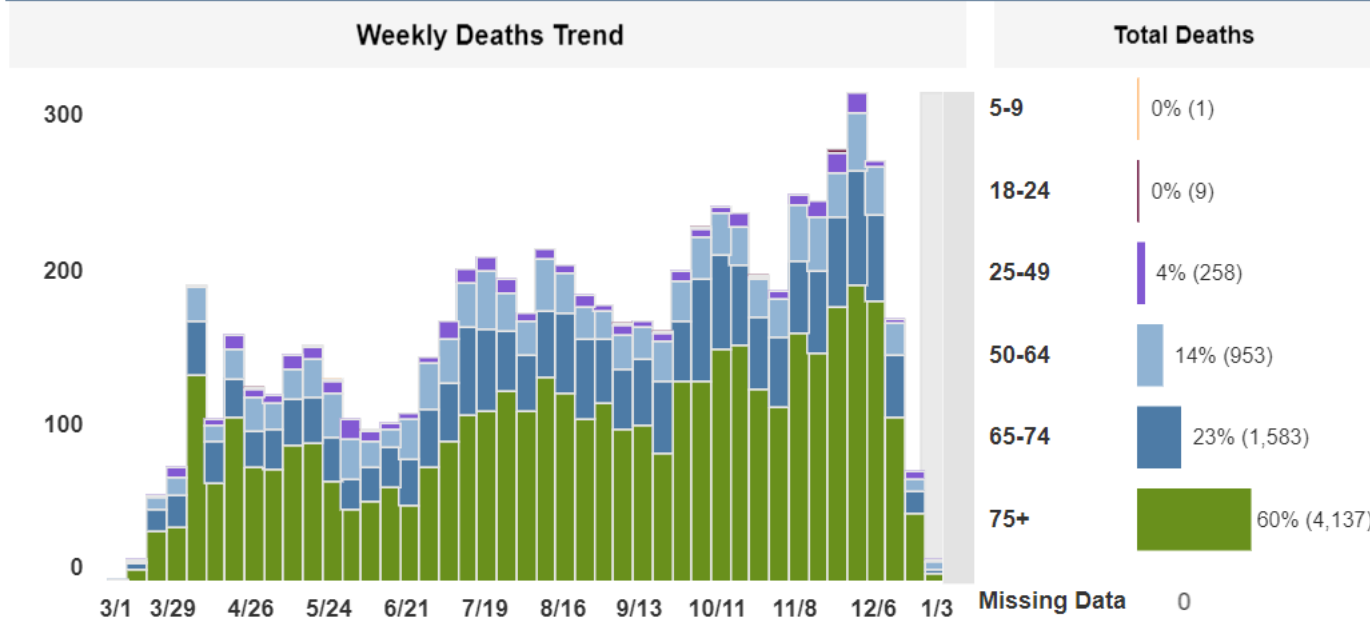
## Currently Hospitalized COVID-19 Patients | Statewide



## By Age



## Deaths by Age for North Carolina





# Goals of Early Phases

- Respond to the surge of hospitalizations and deaths and maintain hospital capacity
- Stabilize the health care workforce critical to caring for patients with severe COVID-19 illness
- Protect North Carolinians who are at the highest risk of being hospitalized or dying from COVID-19

Vaccinations Data: December 14, 2020 – January 5, 2021 at 8:30 a.m.  
Updated every Tuesday

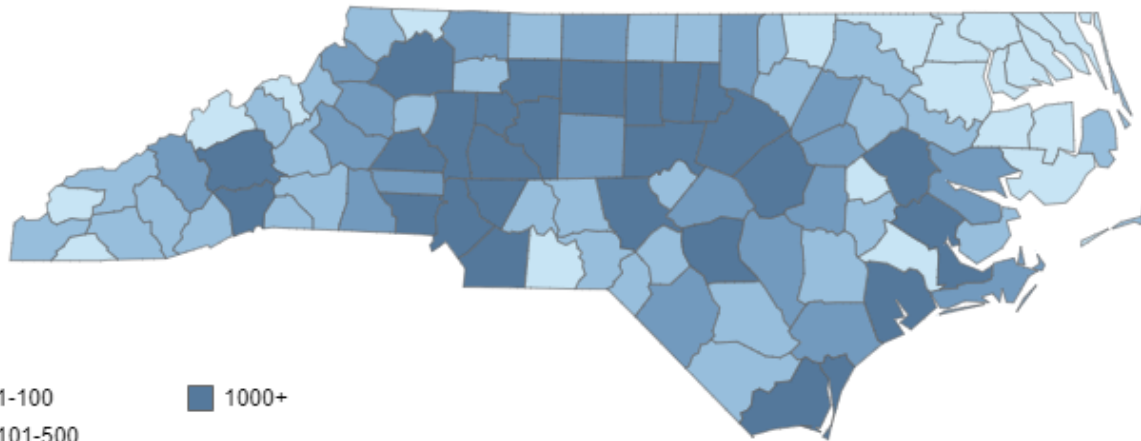
## People Vaccinated by County of Residence

RECEIVED FIRST DOSE

109,799

COMPLETED VACCINE SERIES

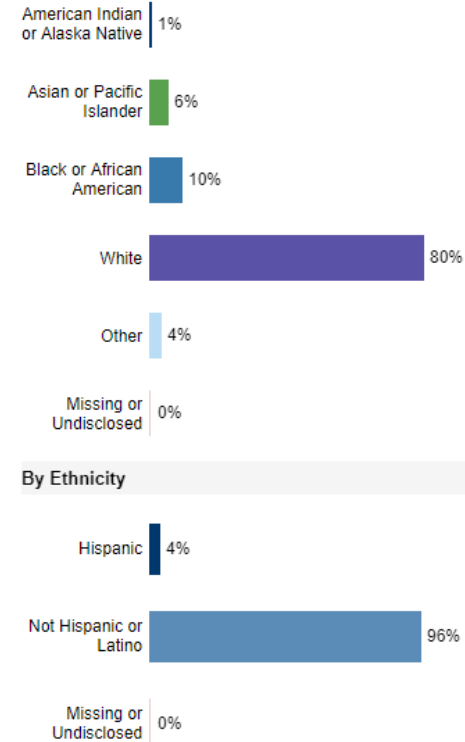
461



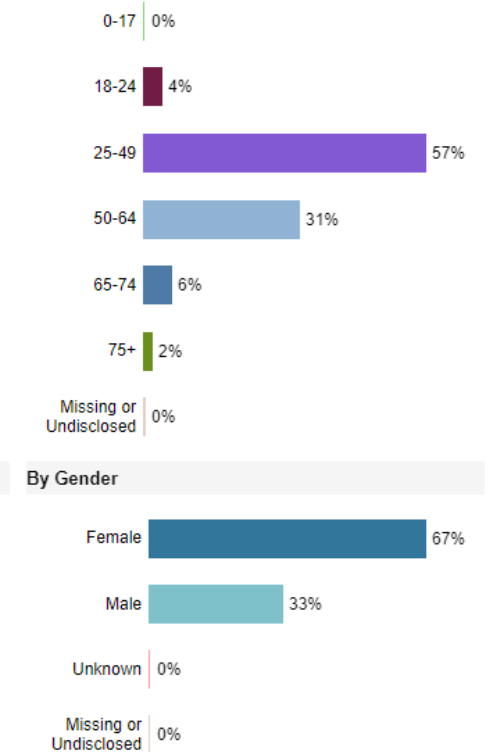
County of residence missing for 1,758 people.

## People Vaccinated by Demographics

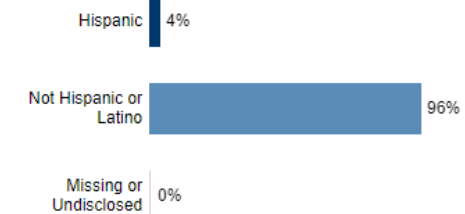
By Race



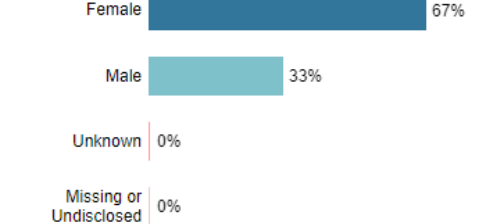
By Age



By Ethnicity



By Gender



There can be a 72-hour lag in data reported to NCDHHS.

Data shown below does not currently include information on the 165,990 vaccination doses allocated as of Jan. 4, 2021, for long-term care (LTC) facilities, as those are being managed by the federal government through a contract with CVS and Walgreens. Those doses are part of the state's total allocation, not in addition to. As of Jan. 4, 2021, CVS and Walgreens reported to NCDHHS that there were 13,338 doses administered through the federal program at the LTC facilities.

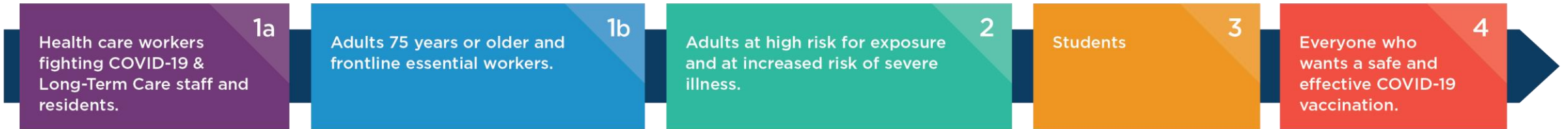
# Updated Prioritization

ACIP Recommendations	North Carolina's Updated Plan
<p><b>Phase 1a</b></p> <ul style="list-style-type: none"> <li>Health Care workers</li> <li>Long Term Care Staff and Residents</li> </ul>	<p><b>Phase 1a</b></p> <ul style="list-style-type: none"> <li>Health care workers directly caring for or working in areas with patients with COVID-19</li> <li>Providers involved in initial vaccination efforts</li> <li>Long-term care staff and residents</li> </ul>
<p><b>Phase 1b</b></p> <ul style="list-style-type: none"> <li>People <math>\geq 75</math> years</li> <li>Frontline essential workers</li> </ul>	<p><b>Phase 1b</b></p> <ul style="list-style-type: none"> <li>Group 1. People <math>\geq 75</math> years</li> <li>Group 2. Direct health care workers and frontline essential <math>\geq 50</math></li> <li>Group 3. Direct health care workers and frontline essential of any age</li> </ul>
<p><b>Phase 1c</b></p> <ul style="list-style-type: none"> <li>Persons aged 65-74 years</li> <li>Persons aged 16-64 years with high-risk medical conditions</li> <li>Other essential workers</li> </ul>	<p><b>Phase 2</b></p> <ul style="list-style-type: none"> <li>Group 1. Persons aged 65-74 years</li> <li>Group 2. Persons aged 16-64 years with high-risk medical conditions</li> <li>Group 3. Anyone who is incarcerated or living in other close group living settings who has not already been vaccinated</li> <li>Group 4. Other essential workers</li> </ul>

# Covid-19 Vaccinations: Your best shot at stopping COVID-19.

YOU HAVE A  
**SPOT.** | TAKE YOUR  
**SHOT.**

You have a spot, take your shot. A tested, safe and effective vaccine will be available to all who want it, but supplies will be limited at first. To save lives and slow the spread of COVID-19, independent state and federal public health advisory committees recommend first protecting health care workers caring for patients with COVID-19, people who are at the highest risk of being hospitalized or dying, and those at high risk of exposure to COVID-19. Keep practicing the 3 W's—wear a mask, wait six feet apart, wash your hands—until everyone has a chance to get vaccinated.



- Health care workers caring for and working directly with patients with COVID-19, including staff responsible for cleaning and maintenance in those areas
- Health care workers administering vaccine
- Long-term care staff and residents—people in skilled nursing facilities and in adult, family and group homes

There is not enough vaccine for everyone in this phase to be vaccinated at the same time. Vaccinations will be available to groups in the following order.

- **Group 1:** Anyone 75 years or older, regardless of health status or living situation
- **Group 2:** Health care workers and frontline essential workers 50 years or older\*
- **Group 3:** Health care workers and frontline essential workers of any age

\* The CDC defines frontline essential workers as first responders (e.g., firefighters and police officers), corrections officers, food and agricultural workers, U.S. Postal Service workers, manufacturing workers, grocery store workers, public transit workers, and those who work in the education sector (teachers and support staff members) as well as child care workers

Vaccinations will happen by group in the following order:

- **Group 1:** Anyone 65-74 years old, regardless of health status or living situation
- **Group 2:** Anyone 16-64 years old with high-risk medical conditions that increase risk of severe disease from COVID-19 such as cancer, COPD, serious heart conditions, sickle cell disease, Type 2 diabetes, among others, regardless of living situation
- **Group 3:** Anyone who is incarcerated or living in other close group living settings who is not already vaccinated due to age, medical condition or job function
- **Group 4:** Essential workers not yet vaccinated\*

\* The CDC defines these as workers in transportation and logistics, water and wastewater, food service, shelter and housing (e.g., construction), finance (e.g., bank tellers), information technology and communications, energy, legal, media, and public safety (e.g., engineers), and public health workers

- College and university students
- K-12 students age 16 and over. Younger children will only be vaccinated when the vaccine is approved for them



For more information:  
[YourSpotYourShot.nc.gov](https://YourSpotYourShot.nc.gov)

# Review of Phase 1a - Deep Dive Phase 1a

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Health care workers caring for and working directly with patients with COVID-19, and those that are at high risk for exposure to COVID-19, defined as those:

- caring for patients with COVID-19
- working directly in areas where patients with COVID-19 are cared for, including staff responsible for cleaning, providing food service, and maintenance in those areas
- performing procedures at high risk of aerosolization on patients with COVID-19 (e.g., intubation, bronchoscopy, suctioning, invasive dental procedures, invasive specimen collection, CPR)
- handling decedents with COVID-19

Outpatient providers who are focused on COVID-19 patient evaluation, respiratory care such as respiratory diagnostic testing centers, members of a dedicated respiratory care team, or frequently involved in COVID-19 testing sites. *This definition may include many in primary care.*

Health care workers administering vaccine in initial vaccination clinics

Long Term Care staff and residents

# How do health care workers in phase 1a get their vaccine –

---

## Work in Progress.... but having some success

### LIMITED SUPPLY AND UNITS TO BE DISTRIBUTED IN BEGINNING

**Local Health Departments** are compiling lists of health care providers who are not affiliated with a hospital or health system and who meet the criteria for Phase 1a.

**Health care employers** (e.g., medical practices, hospice providers, EMS) should determine which of their employees meet the criteria of being 1a.

- If they are not already working with their Local Health Department, health care employers should:
- Contact their local health department to submit their list of eligible health care workers in order to pre-register employees for vaccination or determine if they will be registered around time of vaccination.
- Understand that the ability for Local Health Departments to schedule appointments will depend on the supply of vaccine available.

**Hospitals and health systems** are compiling lists of and pre-registering their employees and affiliated staff who meet the criteria for Phase 1a. They also may:

- Vaccinate non-employed or non-affiliated community-based health care workers who meet Phase 1a eligibility criteria.
- Work with the Local Health Department to coordinate access to vaccine for non-affiliated health care workers

### Long Term Care staff and residents

- On-site in long-term care facilities in Federal Pharmacy Partnership for Long-Term Care Program with CVS and Walgreens
- Those that did not enroll in the federal program can work with local health departments to get vaccinated.
- Enrolling other long-term care pharmacies to provide vaccinations to LTC facilities



# How do you register in CVMS for a vaccine in phase 1a?

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Local health departments and local hospitals have two options for registering qualifying health care providers in the COVID-19 Vaccine Management System (CVMS):

- **Pre-enter information:** Upload health care worker information (e.g., name, email) into CVMS. Uploaded health care workers with an email address will then receive an email to complete their registration. At this time, the local hospital or local health department will notify registered, eligible health care workers about their options to schedule the vaccine appointment.
- **Point of care registration:** People will be able to call and schedule an appointment or arrive to a vaccination site during the appropriate prioritization phase and the site will be able to register them for getting a vaccine at that time, if not already registered.
- In future CVMS versions, people will be able to **self-register** in CVMS

## Deeper Dive – Phase 1b

Due to limited supply, phase 1b will not be open to everyone at first. Vaccinations will happen by group in the following order:

- **Group 1: Persons 75 years and older:** All people age 75 and older will be eligible to be vaccinated first in this group. There is no requirement to have certain qualifying chronic conditions.
- **Group 2: Any patient facing direct health care workers not vaccinated in Phase 1a and essential frontline workers and over age 50:** Patient facing direct health care workers are those directly caring for or working directly in areas where in-person patient care occurs. Essential frontline workers are defined by the CDC as workers who are in sectors essential to the functioning of society and who are substantially higher risk for exposure to COVID-19. There is no requirement to have certain qualifying chronic conditions.
- **Group 3: All other patient facing direct health care workers not vaccinated in Phase 1a and frontline essential workers of any age.** There is no requirement to have certain qualifying chronic conditions.

Patient facing direct health care workers includes any paid or unpaid health care workers with direct patient contact including, but not limited to:

- behavioral health providers
- community health workers
- dental hygienists
- dentists
- EMT/paramedics
- environmental services staff
- food services staff
- health care trainees (e.g., medical students, pharmacy students, nursing students)
- home health workers
- laboratory and phlebotomy staff
- nurses
- nursing aides and assistants
- nursing techs
- front desk administrative staff
- personal care aides
- Pharmacists
- Pharmacy techs
- physicians
- public health and emergency preparedness workers
- public health nurses
- respiratory techs

Frontline essential workers as defined by the [CDC](#) include these jobs:

- First responders (firefighters, police)
- Education (teachers, support staff, day care)
- Manufacturing
- Corrections workers
- Public transit workers
- Grocery store workers
- Food and agriculture
- US postal workers



# Why start with People $\geq 75$ years?

**Core principle:** Protect people who are at the highest risk of being hospitalized or dying.

	% of Cases	% of Deaths
NC $\geq 75$	7%	60%
NC $\geq 65$	15%	83%
US $\geq 65$	14.4%	80.7%

As of December 20, 2020, the cumulative COVID-19-associated hospitalization rate was **1,211 per 100,000 for persons aged  $\geq 75$  years** and **642 per 100,000 for persons aged 65-74 years**.

# Age Alone Does not Address Equity

Compared with non-Hispanic White persons aged  $\geq 65$  years, hospitalization rates were:

- 2.1 times higher among Non-Hispanic American Indian or Alaska Native persons
- 2.4 times higher among Hispanic or Latino persons
- 2.5 times higher among non-Hispanic Black persons.

However, adults  $\geq 65$  years of age

- are a heterogenous population
- are underrepresented by racial and ethnic minority groups
- Therefore, per ACIP - **“a strict age-based criterion could inadvertently increase disparities due to racial and social inequities, such as occupation, income, and access to health care.”**

# Why Health Care Workers and Frontline Essential Workers and $\geq 50$ years, then any age

**Core Principle:** Protect people who are at the highest risk of being hospitalized or dying and those at high risk of exposure to COVID-19.

- People over 50 have increased rates of hospitalization and death
- Direct Health Care workers increased risk of exposure
- Frontline essential workers
  - have higher rates of chronic conditions, putting them at higher risk for severe illness
  - are disproportionately from historically marginalized populations
  - often face occupational risks that increase risk of exposure, including inability to work from home, high-density workplaces, prolonged close contact with coworkers, congregate/crowded housing, reliance on public or shared transportation, the need to hold multiple jobs, and frequent community contact among workers.

# Vaccinating North Carolinians Age 75+

---

- **When:** Timing of Phase 1b, Group 1
  - As early as January 6<sup>th</sup>, 2021
  - Open to Phase 1b, Group 1 (75 and older) and continue 1a
  - Some providers may begin as early as January 6<sup>th</sup>, but most will begin on January 11<sup>th</sup>
- **Where:**
  - To start, only hospitals and local health departments have been allocated vaccine. At the beginning of Phase 1b, people may need to be vaccinated in those organizations.
  - We will continue to enroll and onboard additional providers. LHDs and health systems can begin to share with other enrolled and CVMS onboarded provider.
  - As more providers are enrolled and we have enough vaccine to allocate directly to other enrolled and onboarded providers, eligible people will be able to get vaccinated directly by their providers.
  - If your patients are eligible and you are not enrolled or do not have vaccine, you can contact the local health department or another enrolled vaccination site.

**A website with enrolled providers who have been allocated vaccine will be available on the NCDHHS website this week ([YourShotYourSpot.nc.gov](https://YourShotYourSpot.nc.gov))**



**NCDHHS will be encouraging adults 75+ to do the following for the week of 1/4:**

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**Call their local health department or Hospital/Health System to get vaccinated against COVID-19 starting the next week.**

**This is a dynamic situation!**

**Each week new providers will be enrolled and onboarded to CVMS. LHDs and Health Systems will be able to begin "sharing" vaccine with enrolled community providers to expand vaccination capacity.**

Primary care providers are critical partners and play a key role to helping older North Carolinians get vaccinated. Helping coordinate finding vaccination sites in your community and linking patients to them over the next several weeks is greatly appreciated.

# PCPs Expertise in Population Health is More Important Than Ever

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## If you are a PCP affiliated with an enrolled vaccine provider hospital or health system

- **Step 1:** Coordinate with your affiliated hospital or health system to share information with your patients about how to get the vaccine
- **Step 2:**
  - Contact (by phone, email and/or mailed letter) all patients who are age 75 years or older to recommend getting the COVID-19 vaccine
  - Make a COVID vaccine conversation part of every portal, telephone, telehealth or face-to-face encounter with older adults
  - Share information with patients about where to get the vaccine in the system

## If you are a PCP NOT affiliated with an enrolled vaccine provider hospital

- **Step 1:** Coordinate with your LHD on where your pts can get vaccinated (e.g., LHD, local hospital, or other enrolled vaccine provider) prior to reaching out to your patients
- **Step 2:**
  - Contact (by phone, email and/or mailed letter) all patients who are age 75 years or older to recommend getting the COVID-19 vaccine
  - Make a COVID vaccine conversation part of every portal, telephone, telehealth or face-to-face encounter with older adults
  - Share information with their patients about where to get the vaccine (i.e., local health department, local hospital, or other vaccine provider) and how to work with that organization to get vaccinated

# Local Coordination Will Be Key

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- The local health department will serve as the coordinating entity across local enrolled vaccine providers

## **Example scenarios of how LHDs and PCPs could work together to get their 75+ patients vaccinated:**

- **Scenario 1 (PCP lead):** PCP is the main point of contact with patients for identification, outreach, scheduling, and communication. The PCP completes a spreadsheet provided by the LHD that includes information for all eligible patients. The LHD will provide a scheduling spreadsheet with available dates/times for vaccine appointments, along with other patient logistics. PCP then fills available appointment slots and sends patient reminders and other needed patient communication. The PCP and vaccine provider may share vaccine clinic staffing responsibilities.
- **Scenario 2 (Vaccine provider lead):** LHD is the primary point of contact with patients. PCP supports patient identification and outreach and provides any necessary patient contact information in a spreadsheet provided by the vaccine provider of patients who want vaccine and consent to sharing information. The LHD communicates directly with eligible patients, manages scheduling, and provides necessary logistics for vaccination.
- **Scenario 3 (Grouped vaccine clinics):** LHD groups PCP practices to offer vaccination clinic opportunities for groups of smaller practices or a single large practice. PCP and LHD may share vaccine clinic staffing responsibilities.

# Key Messages for 75+ from NCDHHS

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## It's Your Spot to Take Your Shot

- Anyone 75 years or older in NC now qualifies to get their first COVID-19 shot.
- Very few vaccine doses are available. You may have to wait to schedule your appointment to get your vaccine.

## Finding Your Spot to Take Your Shot

- Your local health department or hospital can help you get your shot.
- Go to [YourShotYourSpot.nc.gov](https://YourShotYourSpot.nc.gov) to find your local health department or hospital.
- You can also call COVID-19 Line 1-877-490-6642. It's a free call.

## Why You Should Take Your Shot

- Take your shot to get life back to when we could be with family and friends and come together at events and celebrations.
- Take your shot to gain the peace of mind that you're protected and you're protecting others from getting sick from COVID-19



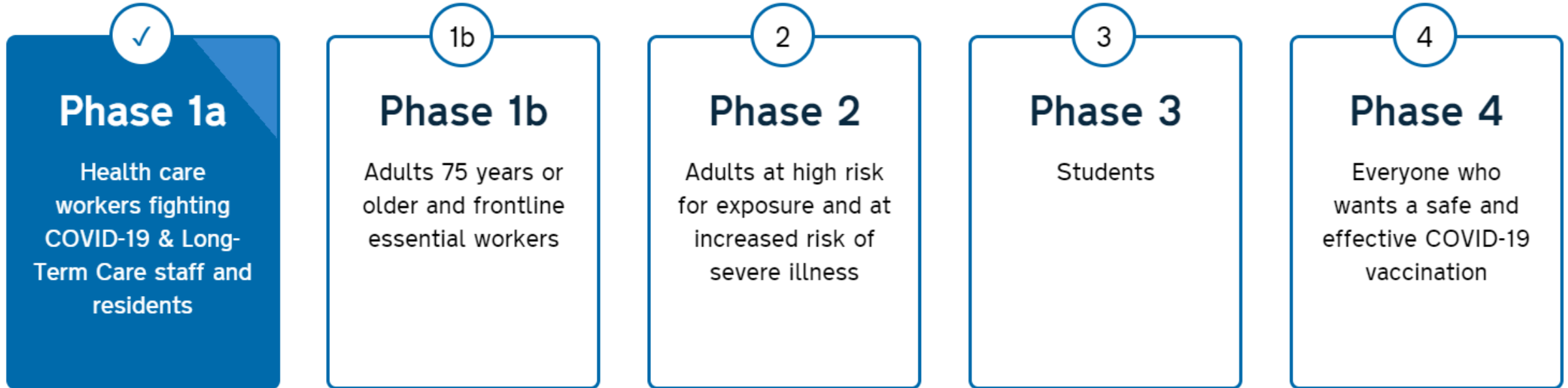
# Promoting Equity

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- **Engage trusted leaders as vaccine ambassadors**
  - Virtually convene faith leaders, local media personalities, and other local influencers
  - Share the Vaccine 101 presentation and provide time to answer questions
  - Ask trusted leaders to record and share a video about why they plan to get vaccinated when it is their turn
- **Meet people where they are**
  - Partner with already enrolled vaccine providers or start planning now for vaccine events in settings trusted or easily accessed by historically marginalized communities
  - Provide transportation
  - Allow people to register onsite since pre-registration requires an email address at this point

# How will people know when we move through the phases?

- Website – [YourSpotYourShot.nc.gov](https://YourSpotYourShot.nc.gov)



- Communication to providers
- Exploring a public listserv that can notify people as we move through the phases

## Moving through the phases

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- As we continue to enroll more providers and as we have more vaccine, we will be able to allocate to more community providers, occupational health clinics, pharmacies, so there will be more options for people in the later phases
- When we have more widespread vaccine, we anticipate people utilizing **VaccineFinder**, an existing web-based system which will help the public search for provider locations offering vaccination near them
- How quickly North Carolina moves through the prioritized phases for vaccination depends on the available vaccine supply. The federal government is notifying us each week of how much vaccine we are receiving. Currently, we only find out the week before what our allocation is for the next week for each vaccine, making it difficult to estimate when we can move to a next phase.

# VACCINE: TOTAL RECEIVED AND LATEST ALLOCATION BY MANUFACTURER

DRAFT

<i>As of 1/1</i>	Vaccine Manufacturer	Recipient Type	# First Doses	# Second Doses
<b>Total Vaccines Received</b> <i>Excludes upcoming allocation</i>	<b>Pfizer</b>	LHDs and Hospitals	225,225	0
		LHDs and Hospitals	104,900	0
	<b>Moderna</b>	LTC	131,400	0

	Vaccine Manufacturer	Recipient Type	# First Doses	# Second Doses	# Facilities
<b>Week 4 1/4</b> <i>Upcoming Allocation</i>	<b>Pfizer</b>	LHDs and Hospitals	61,425	85,800	74
		LHDs and Hospitals	26,000	0	133
	<b>Moderna</b>	LTC	34,900	0	N/A
<b>Week 3 12/28</b> <i>Prior Week Allocation</i>	<b>Pfizer</b>	LHDs and Hospitals	78,000	0	71
		LHDs and Hospitals	25,900	0	119
	<b>Moderna</b>	LTC	34,500	0	N/A

# Vaccine: Provider enrollment

AS OF 1/4/2021

## PROVIDER ENROLLMENT DASHBOARD



Hospitals  
(100%)



336 Provider Organization  
Sites



LHDs  
(100%)

Enrollment  
Complete



**Initial provider enrollment:**  
Hospitals and Local Health  
Departments (LHDs)

Currently Enrolling



FQHC's, Rural Health  
Centers and Free and  
Charitable Clinics

Federal enrollment of  
pharmacies (Walgreens and  
CVS) for long term care  
settings

Next to Enroll



Corrections health,  
occupational health,  
providers serving  
congregate living settings,  
etc.

Coming Soon



**Remaining  
provider enrollment**  
(e.g., primary care)  
**is expected to begin in  
early January (expected  
Jan 11)**  
Federal enrollment of more  
pharmacies

NC's provider enrollment strategy is based upon **the prioritization strategy**

# Vaccine: COVID -19 Vaccine Management System (CVMS)

★ 1/8

**CVMS R3.0** will focus on high priority enhancements to support State of NC's anticipated revision of the prioritization framework; enhancements to Provider Enrollment Portal.

**CVMS Onboarding Process R1.0** will transition onboarding intake from COVIDHelp shared inbox to NCDHHS ServiceNow platform.

★ 1/11

**CVMS Provider Enrollment Portal** will be open to all providers to enroll their respective organizations and locations for vaccine management and administration

★ 1/16

**CVMS R3.1** will focus on fixing defects and bugs, and improved user experience within CVMS.



## What is CVMS?

CVMS is a secure, cloud-based **vaccine management solution** for COVID-19 that **enables vaccine management** and **data sharing** across providers, hospitals, agencies, and local, state, and federal governments on one common platform

CVMS launched initial functionality on 12/10. Providers will be able to:

- **Enroll** in the **COVID-19 Vaccine Program**
- **Register** their employees for vaccination
- **Manage** vaccine **inventory**
- **Track** vaccine **administration data**



## Who will use CVMS?

State officials will **enroll providers who will be administering vaccine** and verify provider eligibility along with **verifying site readiness. This includes pharmacies enrolling directly with the state**

- Providers will **verify patient eligibility, log dosage administration**, and **track** frequency and timing of **additional dosages**
- **Training and enrollment** for early providers has started
- **January 11<sup>th</sup>, 2021 Expected** open to others pending 1/8/21 upgrade



## Who won't use CVMS?

Pharmacies enrolled in the federal programs (**Long Term Care Program and Retail Pharmacy Program**) will use their **current systems** to report to federal program

- However, these pharmacies will have to share data with NC within 72 hours
- Building capability to ingest vaccine data files from pharmacies into CVMS
- Pharmacies enrolled directly with the state must use CVMS

# NC DHHS Immunization Branch Website: Your CVMS “One Stop Shop”

The screenshot shows the website's navigation menu with categories like 'My Family & Me', 'Healthcare Providers', 'Schools & Child Care Facilities', and 'Researchers & Media'. The 'Healthcare Providers' section is expanded to show 'Immunization Home', 'Healthcare Providers', 'Provider Education', 'AFIX', 'COVID-19', 'Covid-19 Training', 'Training Opportunities', 'NCIP Requirements', 'NCIR', 'Resources', 'About Us', 'Contacts', and 'Related Sites'. The main content area is titled 'North Carolina Immunization Branch' and 'COVID-19 Training', featuring a 'Coronavirus Disease 2019 (COVID-19)' graphic and a list of training resources.

## North Carolina Immunization Branch Website

<https://immunize.nc.gov/providers/covid-19training.htm>

### Content

- CVMS Introduction and Helpdesk Information
- CVMS FAQs
- User Guides and Training Session recordings for:
  - CVMS Provider Enrollment Portal
  - CVMS Provider Portal
  - CVMS Recipient Portal
  - CVMS Employer Portal

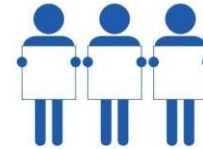
The screenshot shows the 'CVMS Introduction and Helpdesk' page. It includes a 'FAQs' section with a link to frequently asked questions. Below that is the 'CVMS Provider Enrollment Portal' section, which describes the process of arranging and placing vaccine providers into the statewide CVMS system. It lists several user guides: 'CVMS Provider Enrollment Account Registration and Password Reset User Guide', 'CVMS Provider Enrollment Organization Administrator User Guide', 'CVMS Provider Enrollment Vaccine Coordinator User Guide', 'CVMS Provider Enrollment Responsible Officer User Guide', 'CVMS Readiness Checklist', 'CVMS Readiness Training', and 'CVMS Provider Enrollment Account Maintenance User Guide'. There is also an 'Additional Resources' section with a link to an 'HCP User Onboarding Template'. The page is divided into sections for 'CVMS Provider Portal' (for Healthcare Provider profiles) and 'CVMS Employer Portal' (for Location Manager profiles), each with a list of user guides.

# CVMS Training and Support Resources

NC DHHS offers a range of tools and methods for CVMS and vaccine training including: communications, user guides, live trainings, and helpdesk support.



**Communications:** Includes CVMS Provider Portal announcements, enhancement updates, training event invitations, and information about new user guides and video demonstrations. Communications will be tailored to individual roles and responsibilities.



**Live Training:** Live training will include step-by-step demonstrations of key tasks in CVMS, with opportunities to ask questions and do “replays” to take a closer look with the trainers. A key feature of live training is its high engagement and interaction from trainees.



**User Guide:** Step-by-step guide that combines text instructions and screenshots to walk users through each task in the CVMS Provider Portal. It breaks down tasks into key steps and includes annotated screen shots and helpful tips.



**Helpdesk:** email help for all CVMS users during published hours for all CVMS related questions.



**ServiceNow:** CVMS Vaccine Support portal will contain a number of Knowledge Articles and FAQ’s that will provide information such as self-help, troubleshooting and task resolution.

Initial training of Phase 1 enrolled Providers is currently in progress.



# Upcoming training sessions on CVMS

## A day in the Life of a **Location Manager**

- Wednesday, January 6 – 2 pm
- Friday, January 8 – 11 am
- Wednesday, January 13 – 2 pm
- Friday, January 15 – 11 am

## A day in the Life of a **Healthcare Provider**

- Wednesday, January 6 – 10:30 am
- Friday, January 8 – 2 pm
- Monday, January 11 – 2 pm
- Wednesday, January 13 – 10:30 am
- Friday, January 15 – 2 pm

## **Provider Enrollment**

- Tuesday, January 5 – 10:30 am
- Thursday, January 7 – 2 pm
- Tuesday, January 12 – 10:30 am

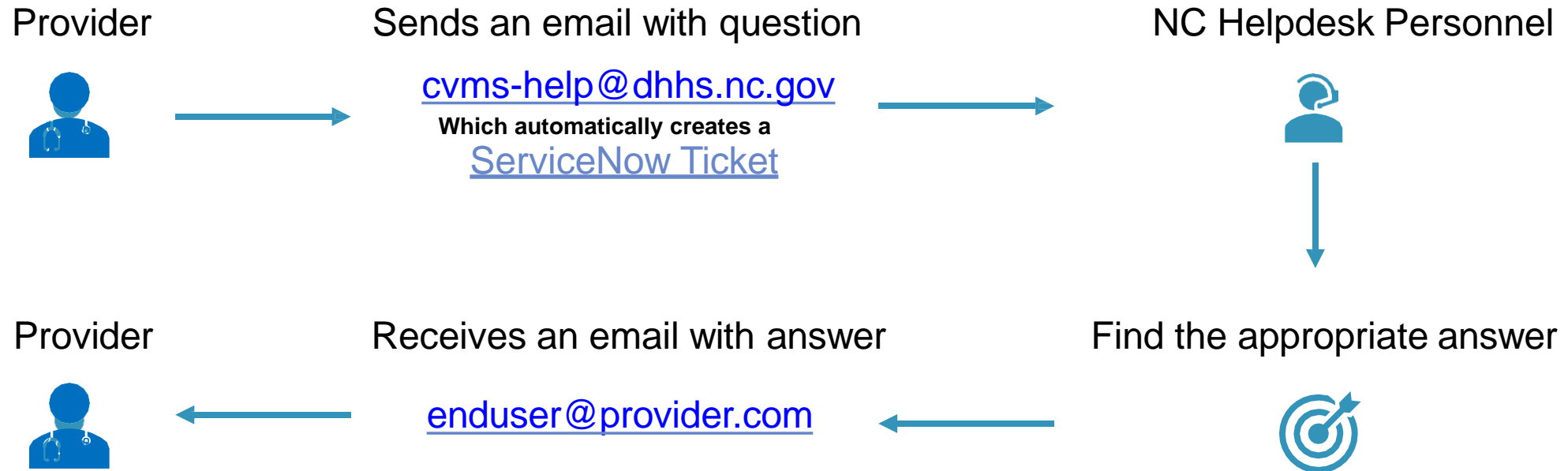
## **Or watch them on your own time**

- Recorded sessions available on <https://immunize.nc.gov/providers/covid-19training.htm>



# COVID-19 Vaccine Helpdesk is live today to help you!!!

## Helpdesk process



## Helpdesk hours of operations

Monday – Friday  
**8:00 AM to 5:00 PM**

Saturday - Sunday  
**10:00 AM to 6:00 PM**

# What Primary Care Providers Can Do Now...

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- Focus on getting prepared for enrollment and CVMS onboarding
  - CVMS Provider Enrollment and other trainings listed previously
  - Visit [CDC COVID-19 Vaccination Training Programs and Reference Materials](#) for list of immunization training and education materials for vaccine providers
- Help your patients find their spot for getting their COVID-19 vaccine with your local enrolled vaccine providers
  - Remind your patients that supplies are very limited right now and very few vaccine doses are available
  - Consider coordinating with your local vaccine providers to make it as easy for your patients as possible
  - Go to [YourShotYourSpot.nc.gov](https://YourShotYourSpot.nc.gov) for a list of local vaccine providers

# Questions?

