

Becoming a COVID-19 Vaccine Provider: We Need YOU!

Navigating COVID-19 Series
May 18th, 2021

RCC (Relay Conference Captioning)

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<https://www.captionedtext.com/client/event.aspx?EventID=4796272&CustomerID=324>

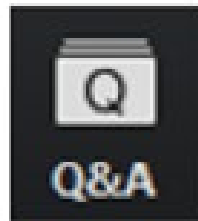


NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**



Logistics for today's COVID-19 Forum

Question during the live webinar



Technical assistance

technicalassistanceCOVID19@gmail.com

Audio connection to webinar

Dial (646) 558 8656 or (301) 715 8592

Webinar ID: **962 5080 4379**

OBJECTIVES

The goal of this webinar is to inform primary care practices:

- about the status of the CDC COVID-19 Vaccination Program
- how to enroll in North Carolina's COVID-19 Vaccine Management System (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.

AGENDA

1. Current Status of Vaccinations in NC

2. Policy Changes making it easier to be a provider

3. How to Become a Vaccine Provider in the NC COVID-19 Vaccine Management System (CVMS)

4. Next Steps: CVMS Enrollment

- **Enrollment**
- **Onboarding**
- **Registration**

5. How to Receive Vaccine Allocation

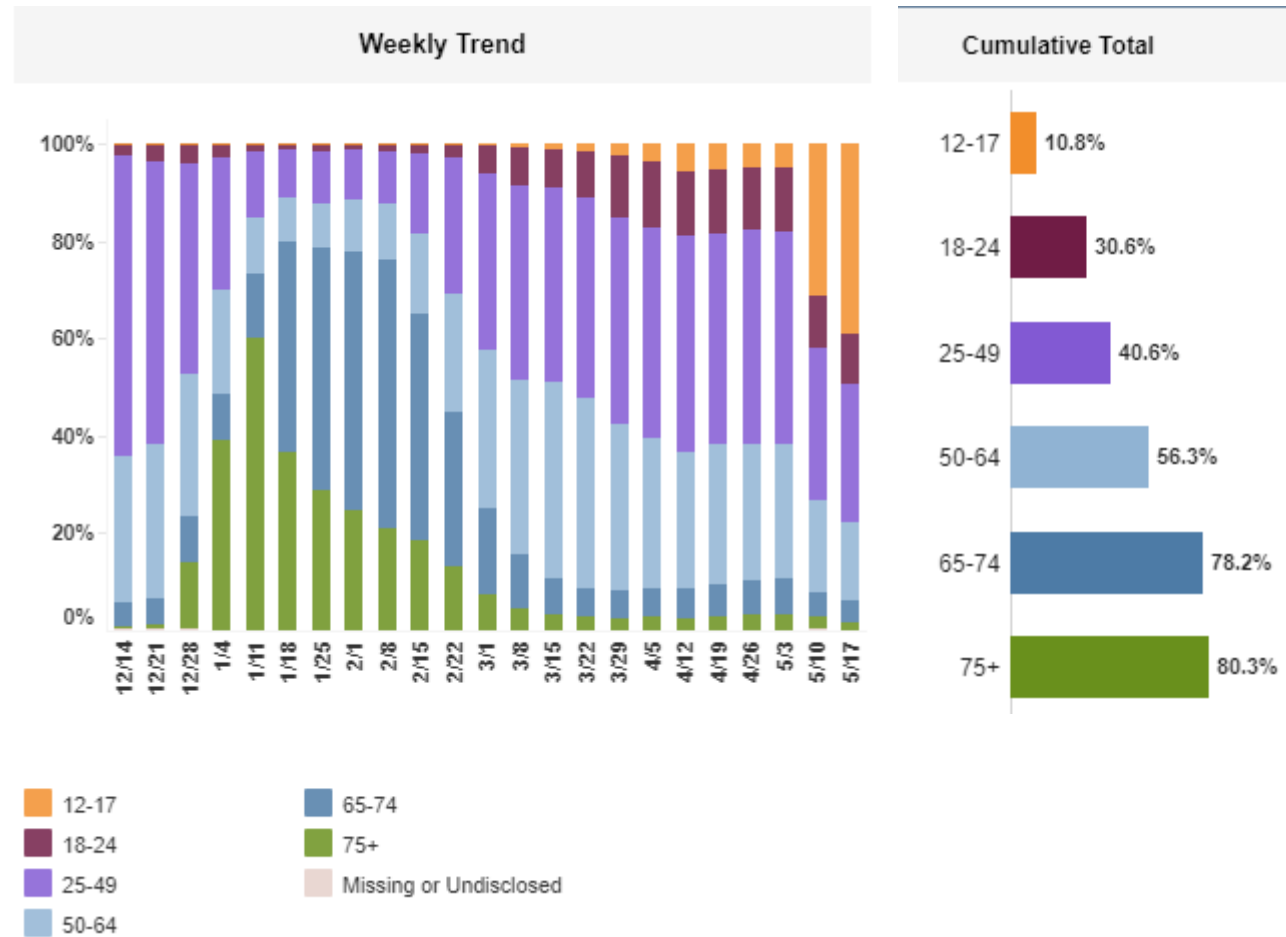
6. Open Q&A

Current Status of Vaccinations in NC

FAST - VACCINE DISTRIBUTION

First of 2 Doses Administered	Second of 2 Doses Administered	Single Shot Doses Administered	Total Doses Administered
4,024,114	3,578,052	283,157	7,885,323
Percent of Total Population Vaccinated with at Least One Dose	Percent of Population 18+ Years of Age Vaccinated with at Least One Dose	Percent of Population 65+ Years of Age Vaccinated with at Least One Dose	
41.1%	51.5%	79.1%	
Percent of Total Population Fully Vaccinated	Percent of Population 18+ Years of Age Fully Vaccinated	Percent of Population 65+ Years of Age Fully Vaccinated	
36.8%	46.6%	75.8%	

Percent of People Vaccinated with at Least One Dose by Age - North Carolina

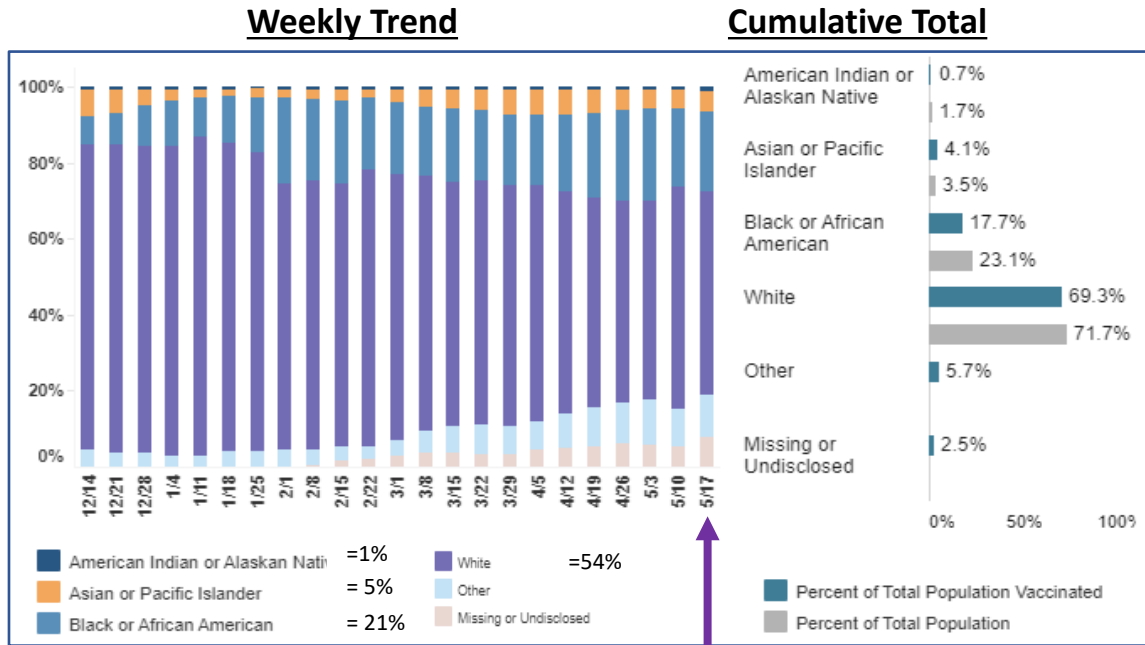


More than 86,000 12-17 year olds have been vaccinated (more than 22,640 12-15 year old's)

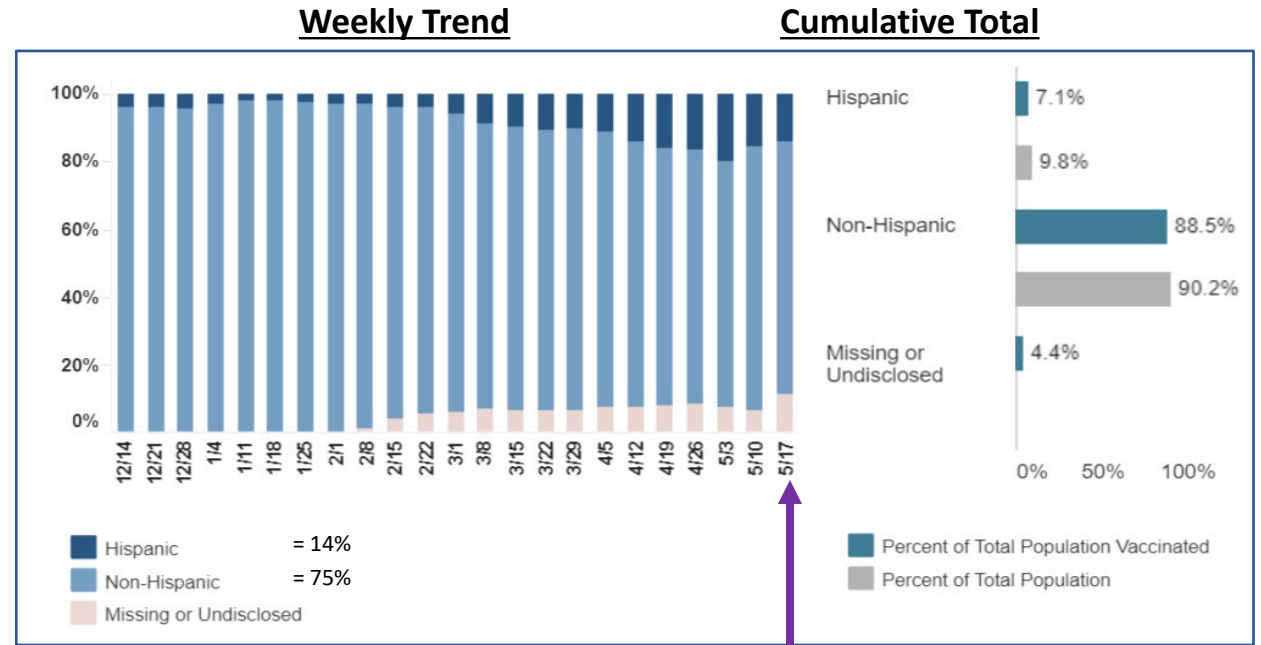


MORE TO DO, BUT MAKING PROGRESS

Percent of People Vaccinated with at Least One Dose by Race



Percent of People Vaccinated with at Least One Dose by Ethnicity



Data: December 14, 2020 – May 17, 2021 at 11:59pm

5/17/21
 1% Native American
 5% Asian/PI
 21% African American
 54% White

5/17/21
 14% Hispanic



VACCINES EASY AND EVERYWHERE

Key initiatives and adjustments are underway to further enhance access and promote uptake.



Universal Eligibility

All North Carolinians 12+ eligible for vaccination



Healthier Together

Regional infrastructure to engage and support CBOs and local partnerships



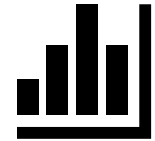
Communications Strategies

Trusted messengers, researched based messages, developing adolescent messages, expanding digital, traditional media, paid media partnership with CBOs



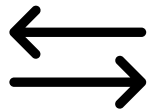
Provider Guidance

Provider tool kits with tips like billing and coding, filling appointments, walk in clinics, etc.



Data

Data transparency / dashboard, data-driven, micro-focused community outreach, SVI map



Navigation for Specific Vaccines

Call center, scheduling tool, accessible appointments, vaccine finder for 12+ to get Pfizer OR recipients with a preference



Special Population Outreach

Childcare, K-12, Homebound, Migrant Farm Workers, People Experiencing homelessness, LTC, etc



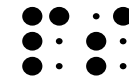
Matchmaking Employers

Economic Development Partnership of NC Liaisons, Occupational Health



CHWs/CBOs Outreach

Promote vaccine outreach and accessibility



Increasing Access Points

Adding new providers, primary care pharmacies, transfers of small amounts (hub/spoke), change in ordering, relaxing 7 day administration and wasting requirements, vendors to fill gaps, focus on locations with lowest % vaccinated and no/few providers

WHAT ARE WAYS VACCINE PROVIDERS CAN PARTICIPATE IN THE NEW PHASE OF NORTH CAROLINA'S VACCINE EFFORTS?

- Have vaccine in the office available for your patients and offer vaccinations as part of regular patient visits or vaccine clinics
 - If you are a provider who can store and share vaccine doses and ancillary kits, we especially appreciate if **you can partner** with providers in your area for supply sharing
- Accommodate walk-in appointments if possible
- Share information. You are one of THE most trusted messengers to talk about the safety and effectiveness of COVID-19 vaccines. Please leverage resources from our NCDHHS COVID-19 Communications Toolkit
 - <https://covid19.ncdhhs.gov/vaccines/covid-19-vaccine-communications-toolkit>

POLICY CHANGES TO MAKE IT EASIER FOR PROVIDERS

- New vaccine allocation process.
 - You can request the amount of vaccine you would like each week.
 - Minimum request for direct allocation is 100 Moderna, 1170 Pfizer, 100 J&J
- NC DHHS is now sharing a list of providers with vaccine inventory to facilitate sharing among providers who do not want a full allocation
- There is no longer the 7-day requirement to use up all the first doses (but we request that you administer at least 50% of your allocated vaccine before requesting more).

POLICY CHANGES TO MAKE IT EASIER FOR PROVIDERS (CONT.)

- Waste may increase. Every effort should be made to minimize unused doses, but our goal of vaccinating all North Carolinians takes priority.
- A dose is a dose – there is no longer a need to account for first vs second doses. Providers can administer first and second doses to anyone eligible and do not have to record inventory as first or second.
- Can give COVID-19 vaccines without regard for timing of other vaccines, including co-administer with other non-COVID vaccines
- Opportunities to leverage NC HealthConnex to submit vaccine administration data from EHR to CVMS as we work towards one vaccine record in the immunization registry

ONLY PFIZER AUTHORIZED FOR 12-17 YEAR OLDS – WAYS TO GET IT

- Receive a whole tray - 1170
 - Can store for 6 months in a permanent ultra-cold freezer
 - Can store for 45 days without
 - 30 days in shipping container with dry ice every 5 days
 - 2 weeks in regular freezer
 - 5 days in the refrigerator
 - In future, may be a shipment minimum of 450 and longer storing time in refrigerator
- Receive a transfer of a smaller portion from a provider who is receiving Pfizer (hospital, health department)
- Practices are creating own networks for sharing
- NC DHHS is working towards state funded distribution methodology

PROVIDER STRATEGY: PCPS

Overall Provider Recruitment and Engagement Strategy includes Adolescent-serving PCPs

All potential primary care providers

3849*

Providers initiated enrollment in CVMS

222**

Providers fully activated in CVMS

492

Providers with inventory on hand (week to week)

Total: 301

Receiving direct allocation +/- transfers: 108
Receiving transfers, not allocation: 47
No allocations or transfers, has inventory: 146

Vaccinating Providers (ever)

261

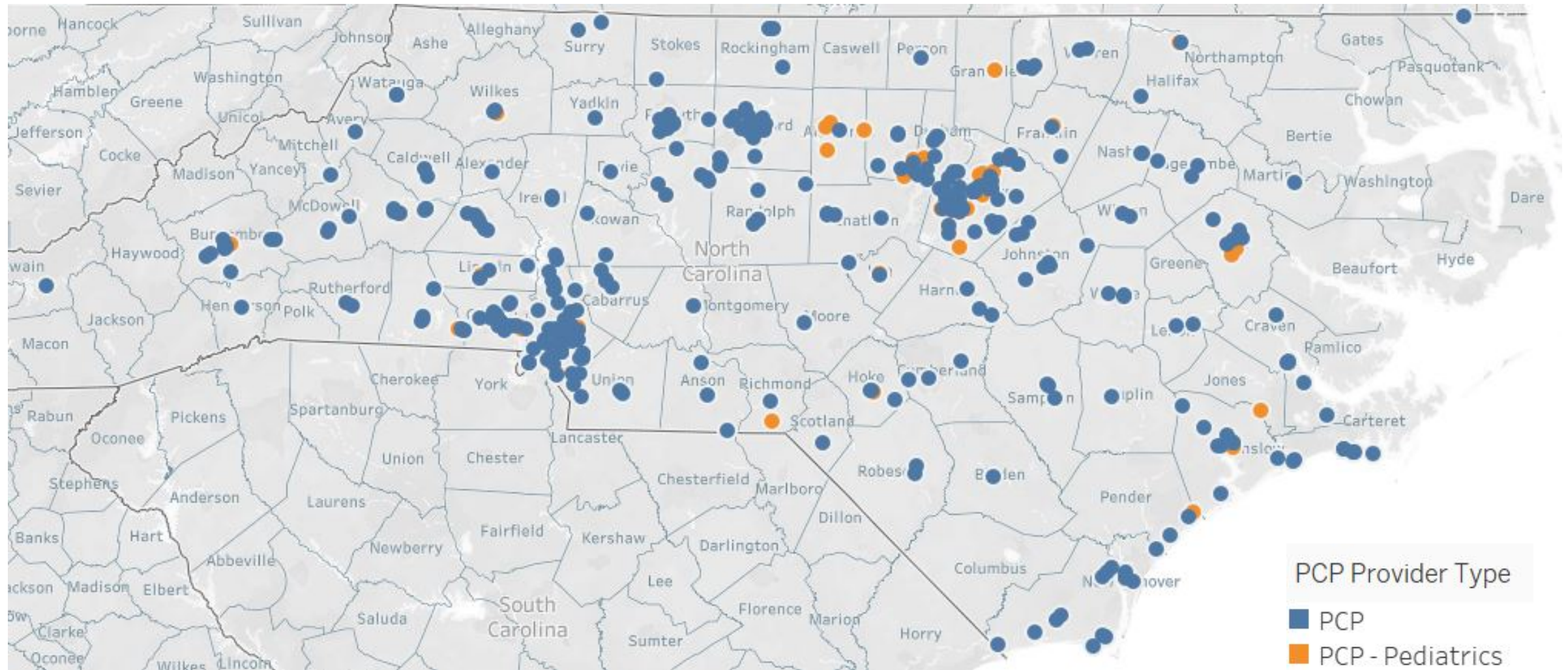
NC DHSS is actively recruiting PCPs

Goal is to get **33% of PCPs** administering vaccines by 7/4/21



*NC response data from Shep's Center - duplicates **May undercount until provider indicates type during enrollment

PCP COVERAGE ENROLLED IN CVMS



*We have coordinate data for 462/492 fully enrolled and activated PCP providers in CVMS. This limitation is most likely due to incomplete or inaccurate addresses

**PCP Provider Type includes Family Medicine and Internal Medicine Practices

***This graph excludes 37 PCP – Specialty locations

How to become a COVID-19 provider?

Helping You Get Started as a COVID-19 Vaccine Provider



COVID-19 Vaccine Everywhere

THANK YOU! Over the past year-plus, you've stepped up in big ways and made tremendous sacrifices to serve your patients and communities through this public health crisis.

We still need you. Our next phase of recovery from COVID-19 asks us to once again lean on North Carolina's front-line physicians to achieve our goal of getting every North Carolinian vaccinated against this virus as *quickly* as possible.

The vaccine environment has shifted, and so have we. With greater supply and a strong distribution system, we are moving into a different phase of our vaccine efforts. We want to ensure that vaccines are everywhere and easy to access for everyone in our state.

You may find this helpful to know

What are ways vaccine providers can participate in the new phase of North Carolina's vaccine efforts?

- ✓ Have vaccine in the office available for your patients and offer vaccinations as part of regular patient visits.
- ✓ Accommodate walk-in appointments – if possible.
- ✓ Share information. You are one of THE most trusted messengers to talk about the safety and effectiveness of COVID-19 vaccines. Please leverage resources from our [NCDHHS COVID-19 Communications Toolkit](#) and explore ways to engage in our [Bring Summer Back campaign](#).

What has changed about providing vaccine in North Carolina? North Carolina has shifted to a new vaccine allocation process. You can find extensive information about this new process and other topics in our [Provider Guidance](#), but here are the highlights of our recent changes:

- You can request the amount of vaccine you would like each week.
- As demand has changed, there is **no longer the 7-day requirement** to use up all the first doses (but we request that you administer at least 50% of your allocated vaccine before requesting more).
- We understand you may have some unused doses when vaccinating as part of regular patient care or accommodating walk-in appointments. Every effort should be made to minimize unused doses, but our goal of vaccinating all North Carolinians takes priority.

Do I need to do a separate vaccine clinic? No! We encourage you to offer COVID-19 vaccine as part of your practice's routine patient visits. You could also offer COVID-19 vaccine to individuals who accompany your patients to appointments.

What if I only need a small number of doses? We can directly ship 100 doses to you, or if 100 is too much, you can request a transfer from another enrolled provider in the community. If you need assistance finding a willing partner, you can indicate so in a weekly allocations ordering survey you'll receive by email.

Why not NCIR?

NCIR did not meet all the federal requirements for COVID-19 Vaccination documentation. CVMS, the COVID-19 Vaccine Management System, is a secure, cloud-based vaccine management solution specifically for COVID-19 vaccine that provides an end-to-end solution for provider enrollment, COVID-19 vaccination administration and CDC reporting. NCDHHS is actively working towards NC Immunization Registry (NCIR) integration to have one consolidated vaccine record in North Carolina.

What about payment?

The vaccine, along with ancillary supplies, are provided by the federal government at no cost to enrolled COVID-19 vaccine providers. Providers should bill third party payers whenever possible, including commercial insurance, Medicare or Medicaid, for the administration fee as appropriate. HRSA will reimburse providers for COVID-19 vaccines administered to uninsured individuals (<https://www.hrsa.gov/CovidUninsuredClaim>).

What do I need for storage? It is important that vaccine doses can be stored safely. Approved storage units and digital data logger thermometers are required to ensure that vaccines are stored properly. Please see the [CDC Storage & Handling Toolkit](#) for additional information.

How do I get trained? We have plenty of training resources for you! Start with a previously-recorded or live version of our Provider Enrollment trainings, found [here](#). Also check out our [Provider Enrollment Roadmap](#) for everything you need to know about CVMS.

Provider Tools

• [New getting started one-pager](#)

– Vaccination Info For Providers

- [NCDHHS Interim Provider Guidance for Vaccinating North Carolinians](#) (April 30, 2021)
 - [Appendix](#)
- [Summary Sheet of Updates - Interim Provider Guidance for Vaccinating North Carolinians](#) (April 30, 2021)
- [Statewide Standing Order for FDA Authorized Pfizer and Moderna COVID-19 Vaccine Administration](#) (April 21, 2021)
- [Statewide Standing Order for FDA Authorized Johnson and Johnson \(Janssen\) COVID-19 Vaccine Administration](#) (April 21, 2021)
- [Strategies to Fill COVID-19 Vaccination Appointments](#)
- [Helping You Get Started as a COVID-19 Vaccine Provider](#) ←
- [Secretarial Order 8](#) (March 3, 2021) - Allows licensed dentists to administer COVID-19 vaccinations

• [Provider Guidance](#)

• **Communications [toolkit](#) for your office**

• [Discussion guide based in motivational interviewing](#)

• **Coming soon**

– Provider Tool Kit

END-TO-END PROVIDER ENROLLMENT AND ONBOARDING PROCESS

The “End-to-end Provider Enrollment Process” PDF document is a high-level roadmap of the provider enrollment and onboarding process. Additionally, the guide provides:

- Detailed instructions for each step
- Links to key resources and training materials

The full guide is also available [here](#) for download.



Double click PDF on the left to open

E2E Provider Enrollment and Onboarding Process.pdf *embedded file*

Image 1: E2E Provider Enrollment & Onboarding Process PDF



Begin on Step 1: Provider Enrollment





Introduction to the COVID-19 Vaccination Program

Routine Vaccine Programs versus COVID-19 Vaccine Program

Routine Vaccine Programs	CDC COVID-19 Vaccination Program
Varying charges allowed, dictated by insurance, agency, or federal vaccine program (e.g. Vaccines for Children Program) requirements.	Free to everyone (regardless of insurance status)
FDA Approved	Emergency Use Authorization (EUA)
Vaccine Information Sheets (VIS)	Fact Sheet for Recipients and Caregivers (Vaccinators must review- Fact Sheet for Healthcare Providers Administering Vaccine)
Certificate of Immunization	COVID-19 vaccination record card (included in ancillary kit)
EHR/NCIR	CVMS Provider Portal
Temperature Excursions- Non VFC- Call Manufacturer VFC providers- Call NC Immunization Program	Temperature Excursions- Call Manufacturer Directly
Storage and Handling Guidance- Stable	Storage and Handling Guidance- Evolving (moving expiration dates, varying allowances for storage)
Wastage- minimal (VFC <5%)	Balance between Missed Opportunities vs Waste
VFC Provider Vaccine Agreement (paper copy)	COVID-19 Vaccination Program Provider Agreement (via CVMS Enrollment Portal)

Storage and Handling

- Store and handle COVID-19 Vaccine under proper conditions, including maintaining cold chain conditions and chain of custody at all times in accordance with the manufacturer's package insert and CDC guidance in [CDC's Vaccine Storage and Handling Toolkit](#)
- Monitor vaccine-storage-unit temperatures at all times using equipment and practices that comply with guidance located in CDC's Vaccine Storage and Handling Toolkit

Vaccine Storage and Handling Toolkit

Updated with COVID-19 Vaccine Storage and Handling Information
Addendum added November 20, 2020



U.S. Department of
Health and Human Services
Centers for Disease
Control and Prevention

Storage Units

Purpose-built or pharmaceutical-grade units- Recommended

Household combination units (fridge section only)- Acceptable

Ultra-Cold units are NOT required to participate





Dorm units CANNOT be utilized under any circumstance

Tip on Dual Zone Refrigerators

If you are using a dual zone refrigerator, you can only use the refrigerator compartment.

Do not use the freezer compartment.

What kind of refrigerator should I use?

Household, consumer-grade units		Pharmaceutical-grade units	
Freezerless	Dual-zone	Under-the-counter	Full-sized
			

Dual-zone unit is acceptable for refrigerated vaccine storage only – do not use freezer compartment

We Protect Lives.

Temperature Monitoring

Utilize	Utilize Digital Data Loggers
Read and Record	Read and Record temperatures (min/max once a day or current temp twice a day)
Report	Temperature Excursions- Quarantine under appropriate conditions; Report immediately to Manufacturer; Document Actions

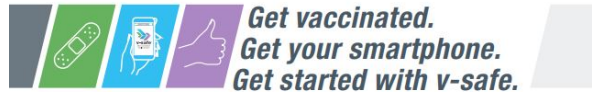
Retain all COVID-19 Vaccine Program related records for at least three years.

Monitoring Vaccine Safety: Vaccine Adverse Events Reporting System (VAERS)

Providers are required to report:

- Vaccine administration errors, whether or not associated with an adverse event (AE)
- Cases of COVID-19 that result in hospitalization or death
- Serious AEs, including death, life-threatening events, hospitalization, regardless of causality.
- Cases of Multisystem Inflammatory Syndrome
- Any additional select AEs and/or revised safety reporting requirements per FDA's conditions of authorized use of vaccine(s)

V-Safe



What is v-safe?

V-safe is a smartphone-based tool that uses text messaging and web surveys to provide personalized health check-ins after you receive a COVID-19 vaccination. Through **v-safe**, you can quickly tell CDC if you have any side effects after getting the COVID-19 vaccine. Depending on your answers, someone from CDC may call to check on you. And **v-safe** will remind you to get your second COVID-19 vaccine dose if you need one.

Your participation in CDC's **v-safe** makes a difference—it helps keep COVID-19 vaccines safe.

How can I participate?

Once you get a COVID-19 vaccine, you can enroll in **v-safe** using your smartphone. Participation is voluntary and you can opt out at any time. You will receive text messages from **v-safe** around 2 p.m. local time. To opt out, simply text "STOP" when **v-safe** sends you a text message. You can also start **v-safe** again by texting "START."

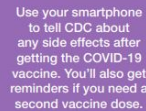
How long do v-safe check-ins last?

During the first week after you get your vaccine, **v-safe** will send you a text message each day to ask how you are doing. Then you will get check-in messages once a week for up to 5 weeks. The questions **v-safe** asks should take less than 5 minutes to answer. If you need a second dose of vaccine, **v-safe** will provide a new 6-week check-in process so you can share your second-dose vaccine experience as well. You'll also receive check-ins 3, 6, and 12 months after your final dose of vaccine.

Is my health information safe?

Yes. Your personal information in **v-safe** is protected so that it stays confidential and private.*

*To the extent **v-safe** uses existing information systems managed by CDC, FDA, and other federal agencies, the systems employ strict security measures appropriate for the data's level of sensitivity.



Sign up with your smartphone's browser at vsafe.cdc.gov

OR

Aim your smartphone's camera at this code



Use your smartphone to tell CDC about any side effects after getting the COVID-19 vaccine. You'll also get reminders if you need a second vaccine dose.

Sign up with your smartphone's browser at vsafe.cdc.gov

OR

Aim your smartphone's camera at this code



Learn more about **v-safe** www.cdc.gov/vsafe



Key Trainings (required for Primary and Back-Up Vaccine Coordinators)

- CDC's Vaccine Storage and Handling Toolkit (with the COVID-19 Vaccine Addendum)
- CDC's You Call the Shots: Vaccine Storage and Handling module
- COVID-19 Vaccine Training: General Overview of Immunization Best Practices for Healthcare Providers
- COVID-19 Product Specific Trainings
<https://www2.cdc.gov/vaccines/ed/covid19/>



COVID-19 Vaccine Training Modules



[COVID-19 Vaccine Training: General Overview of Immunization Best Practices for Healthcare Providers](#)



[Janssen COVID-19 Vaccine \(Johnson & Johnson\): What Healthcare Professionals Need to Know](#) (New April 20, 2021)



[Moderna COVID-19 Vaccine: What Healthcare Professionals Need to Know](#) (Updated April 20, 2021)



[Pfizer-BioNTech COVID-19 Vaccine: What Healthcare Professionals Need to Know](#) (Updated March 12, 2021)

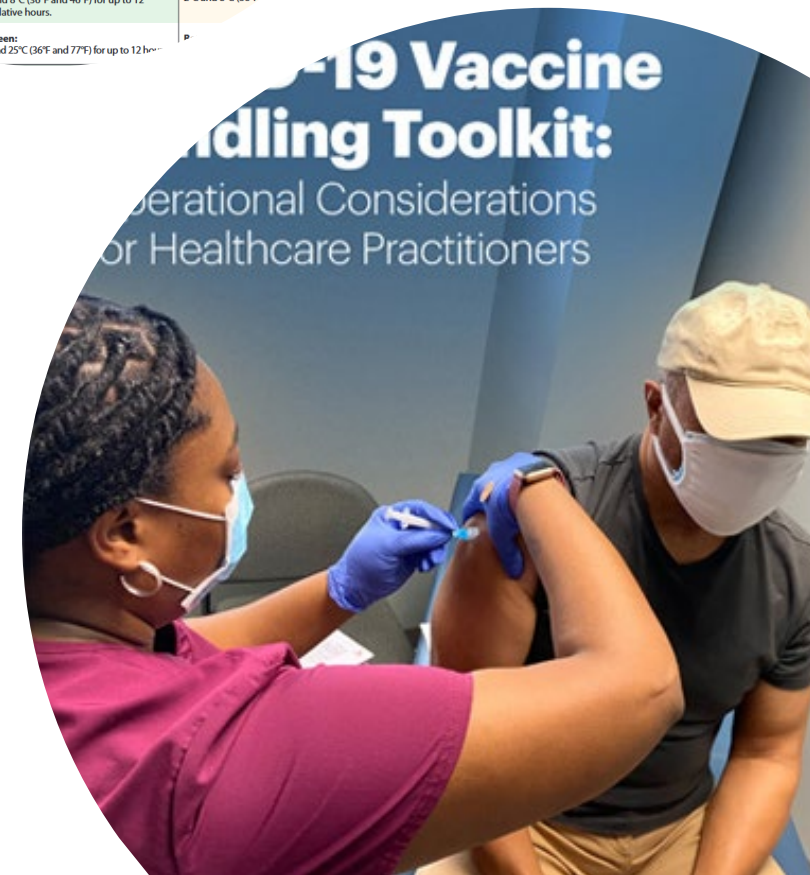


Provides basic information on the proper storage, preparation, and administration of the currently authorized COVID-19 vaccine products in the United States. For more information and detailed clinical guidance go to the manufacturer's and CDC's webpages listed.

	Pfizer	Moderna	Janssen
Information	www.fda.gov/emergency-preparedness-and-response/coronavirus-disease-2019-covid-19/pfizer-biotech-covid-19-vaccine www.cdc.gov/vaccines/covid-19/info-by-product/pfizer/index.html	www.fda.gov/emergency-preparedness-and-response/coronavirus-disease-2019-covid-19/moderna-covid-19-vaccine www.cdc.gov/vaccines/covid-19/info-by-product/moderna/index.html	www.fda.gov/emergency-preparedness-and-response/coronavirus-disease-2019-covid-19/janssen-covid-19-vaccine www.cdc.gov/vaccines/covid-19/info-by-product/janssen/index.html
Manufacturer Contact Information	Website: www.cvdvaccine.com Medical Information: 800-438-1985 Customer service: 800-879-3477	Website: www.modernatx.com Medical Information: 866-663-3762	Website: www.vaxcheck.jnj.com Medical Information: 1-800-565-4008
Vial	Multidose vial: 6 doses 0.9% sodium chloride (preservative-free, normal saline) provided in the ancillary kit. Do NOT use other diluent. Between: -80°C and -60°C (-112°F and -76°F) until the expiration date -25°C and -15°C (-13°F and 5°F) for up to 2 weeks 2°C and 8°C (36°F and 46°F) for up to 120 hours (5 days) Between: 2°C to 25°C (36°F to 77°F) for up to 6 hours. Discard any unused vaccine after 6 hours.	Multidose vial: Maximum of 11 doses None Between: -50°C and -15°C (-58°F and 5°F) until the expiration date 2°C and 8°C (36°F and 46°F) for up to 30 days 8°C and 25°C (46°F and 77°F) for a total of 24 hours Between: 2°C and 25°C (36°F and 77°F) for up to 12 hours. Discard any unused vaccine after 12 hours. Between: -50°C and -15°C (-58°F and 5°F) until the expiration date 2°C and 8°C (36°F and 46°F) for up to 12 cumulative hours. Between: 2°C and 25°C (36°F and 77°F) for up to 12 hours.	Multidose vial: 5 doses None Between: 2°C and 8°C (36°F and 46°F) until the expiration date. Between: 2°C and 8°C (36°F and 46°F) for up to 6 hours 9°C and 25°C (47°F and 77°F) for up to 6 hours. Discard any unused vaccine after 6 hours. Between: 2°C and 8°C (36°F and 46°F) for up to 12 hours.

Key Resources

- NCDHHS COVID-19 Vaccine Website/Interim Provider Guidance for Vaccinating North Carolinians:
<https://covid19.ncdhhs.gov/vaccines/providers>
- USP COVID-19 Vaccine Handling Toolkit: Operational Considerations for HCPs:
<https://www.usp.org/covid-19/vaccine-handling-toolkit>
- CDC: <https://www.cdc.gov/vaccines/covid-19/index.html>
- COVID-19 Quick Reference Guide for Healthcare Professionals (CDC)
- CDC's Guidance for Immunization Services During the COVID-19 Pandemic for Safe Delivery of Vaccines: <https://www.cdc.gov/vaccines/pandemic-guidance/index.html>



Additional Resources

Competencies Checklist

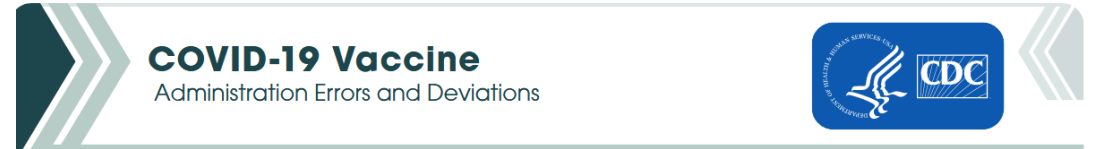
- <https://www.cdc.gov/vaccines/covid-19/downloads/competencies-screening-checklist.pdf>

Administration Errors Job Aid

- <https://www.cdc.gov/vaccines/covid-19/downloads/covid19-vaccine-errors-deviations.pdf>



COVID-19 Vaccine
Vaccine Administration Competencies Assessment Form



COVID-19 Vaccine
Administration Errors and Deviations

	Core Skills, Techniques, and Procedures	N/A	Self-Assessment		Supervisor Review		Plan of Action*
			Needs to Improve	Meets or Exceeds	Needs to Improve	Meets or Exceeds	
Vaccine Product Knowledge	1. Completes COVID-19 vaccine training and additional training as needed. ¹						
	2. Understands clinical guidance and can accurately assess and vaccinate based on:						
	• eligibility requirements						
	• vaccination schedule and history						
	• contraindications						
	• precautions						
• clinical considerations							
	3. Understands post-vaccination clinical guidance, including:						

A vaccine administration error is any preventable event that may cause or lead to inappropriate use of vaccine or patient harm. This table provides resources for preventing and reporting COVID-19 vaccine administration errors, as well as actions to take after an error has occurred. For completeness, it includes additional scenarios that deviate from CDC recommendations for vaccine intervals but are not considered administration errors.

For all vaccine administration errors:

- Inform the recipient of the vaccine administration error.
- Consult with the [state immunization program](#) and/or [immunization information system \(IIS\)](#) to determine how the dose should be entered into the IIS, both as an administered dose and to account for inventory.
- Providers are required to report all COVID-19 vaccine administration errors—even those not associated with an adverse event—to [VAERS](#).
- Determine how the error occurred and implement strategies to prevent it from happening again.

Interim recommendations for COVID-19 vaccine administration errors and deviations

Vaccines	Type	Administration error/deviation	Interim recommendation
	Site/route	• Incorrect site (i.e., site other than the deltoid muscle [preferred site] or anterolateral thigh [alternate site])	• Do not repeat dose.* Inform the recipient of the potential for local and systemic adverse events.
		• Incorrect route (e.g., subcutaneous)	• Do not repeat dose.* Inform the recipient of the potential for local and systemic adverse events.



CVMS Overview

What is CVMS?

The North Carolina COVID-19 Vaccine Management Solution (CVMS) is the State's online system for tracking vaccine inventory and vaccine administration to recipients.



Why do we use CVMS?

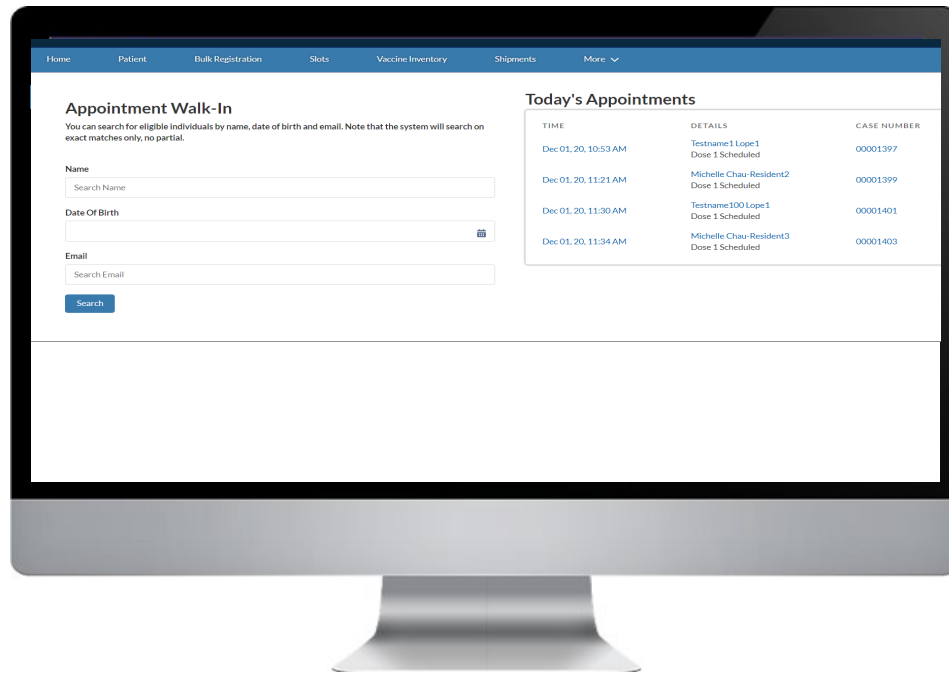
- Secure
- Real-time data
- Quickly expand to new users
- Frequent updates



Who uses CVMS?

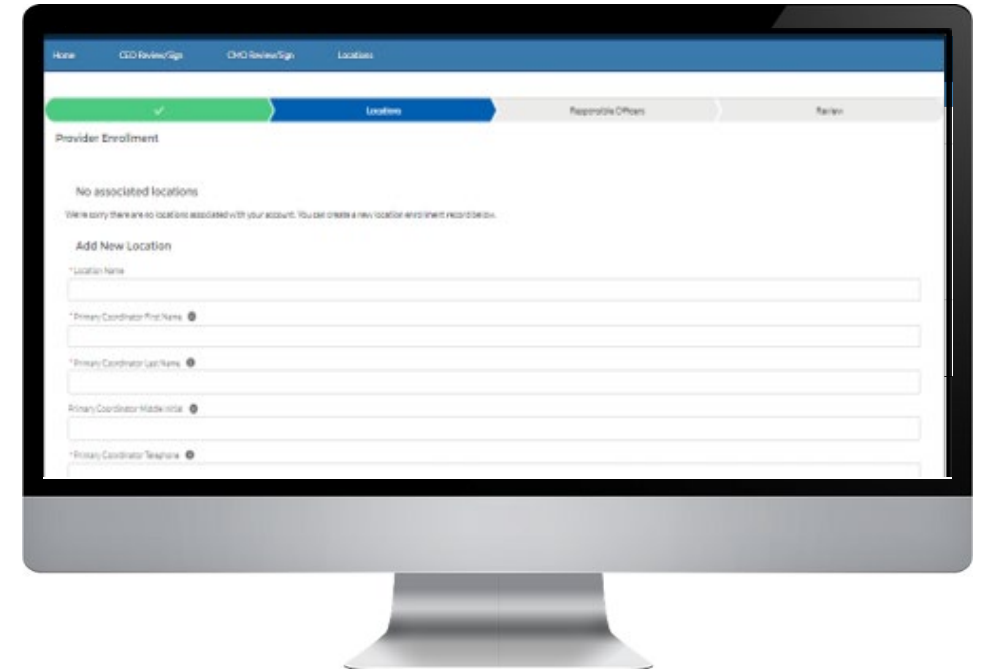
- North Carolina State Officials
- Healthcare Providers
- Recipients
- Frontline Organizations

CVMS Provider Portal vs Provider Enrollment: 2 Portals w 2 Log Ins



CVMS PROVIDER PORTAL

Enrolled Providers use the CVMS Provider Portal for recipient and vaccine activities, inventory management, and bulk registration. It is used by provider employees performing these activities.



PROVIDER ENROLLMENT

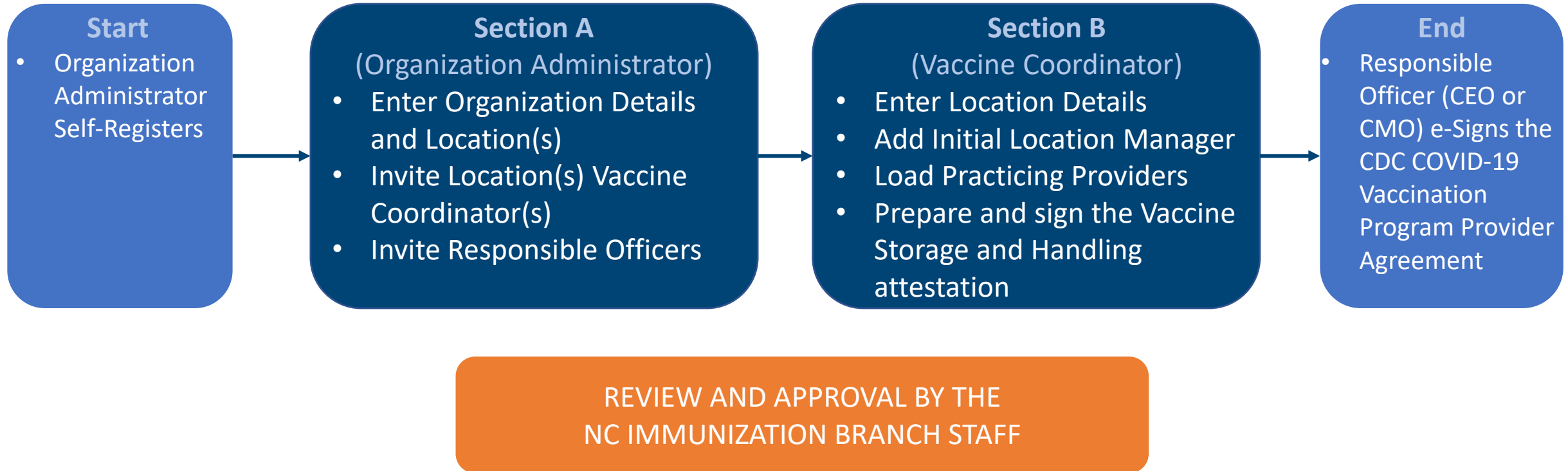
Providers come to the Provider Enrollment portal to enroll in COVID-19 Vaccine Management program for the state of North Carolina. It is used by the Organization Admin, Responsible Officers, and Location Vaccine Coordinators.



Provider Enrollment Overview

CVMS Provider Enrollment Process Overview

The Provider Enrollment Process is NOT complete until BOTH Section A and Section B (for all Locations) are complete *and* the NC Immunization Branch Staff has reviewed and approved the submitted agreement.



Provider Enrollment Approval is not the same as gaining access to the CVMS Provider Portal. Vaccine Coordinators will need to complete and submit the Healthcare Provider Onboarding Template to have their employees provisioned for access to the CVMS Portal.



Getting Started

Today's Expectations



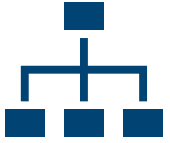
Complete Section A of the Provider Enrollment Agreement and begin Section B.



Learn more about the Help Desk, Training Resources, Communications, and additional channels for support.



Ask questions about Primary Care Providers on how to navigate the process, get help, and what happens once your agreement is approved.



Section A should only be submitted once per organization



Additional locations can be added to existing Provider Enrollment Agreements

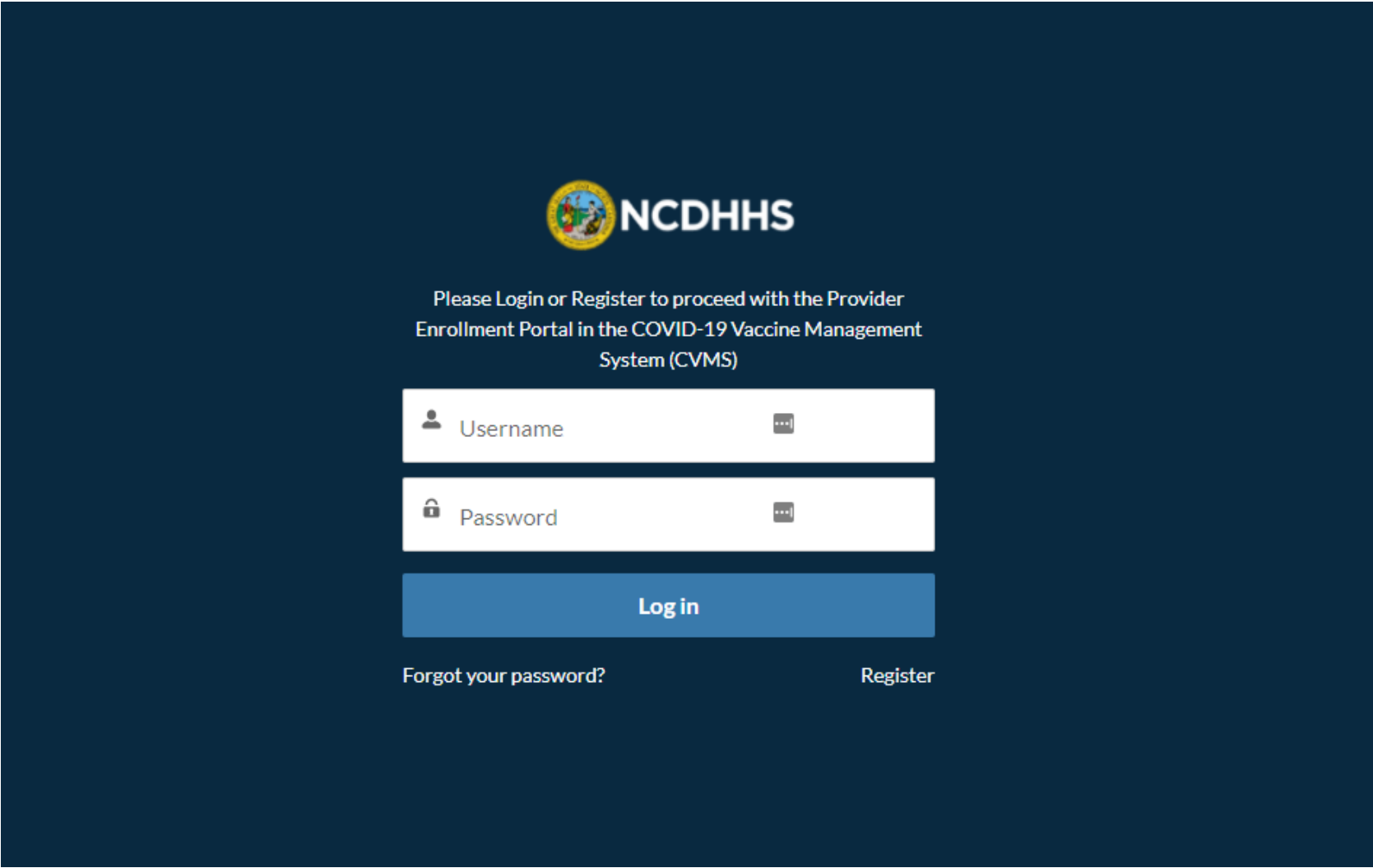


Open <https://covid-enroll.ncdhhs.gov/> in Chrome, Firefox, or Safari



Please confirm in the chat when you have completed each step during the hands-on portion of today's session

Open COVID-enroll.ncdhhs.gov in Chrome, Firefox, or Safari



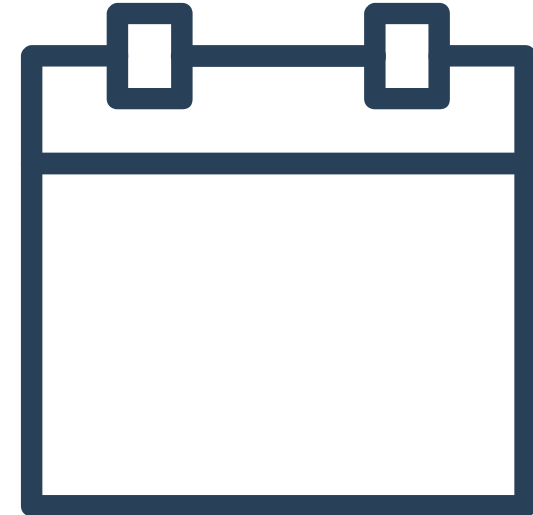
The screenshot shows the login page for the NCDHHS COVID-19 Vaccine Management System (CVMS). At the top center is the NCDHHS logo, which consists of a circular seal with a figure and the text 'NCDHHS' to its right. Below the logo, the text reads: 'Please Login or Register to proceed with the Provider Enrollment Portal in the COVID-19 Vaccine Management System (CVMS)'. There are two input fields: the first is labeled 'Username' with a person icon on the left and a clear button (three dots) on the right; the second is labeled 'Password' with a lock icon on the left and a clear button on the right. Below these fields is a blue 'Log in' button. At the bottom, there are two links: 'Forgot your password?' on the left and 'Register' on the right.

CVMS Provider Enrollment – Section B

Are you interested in joining us for a walkthrough of Section B of the Provider Enrollment Agreement? Please respond to the poll.

To complete Section B, you will need:

- ✓ Shipping and vaccine administration (if applicable) address for the location(s)
- ✓ Backup vaccine coordinator’s contact information
- ✓ Availability times to receive shipments of the COVID-19 vaccine
- ✓ Brand, model, and type of all vaccine storage units (up to 5)
- ✓ Interior and exterior photos of all storage units (up to 5)
- ✓ Name, email address, and NCID for the Primary Vaccine Coordinator (recommended)
- ✓ List of practicing providers who have prescriptive authority (recommended):
 - First and last name as it appears on the practicing provider’s provider license
 - Provider license type (only include MD, DO, PA, NP, RPh, DDS, DMD)
 - Provider license number
- ✓ Complete the storage and handling modules (primary and backup vaccine coordinator)



To download the **Healthcare Provider Onboarding Template**, you can go here: <https://covid19.ncdhhs.gov/hcp-user-onboarding-templates/download>
(for providers with at least 25 providers who will administer the COVID-19 vaccine)



Onboarding Overview

COVID-19 Vaccine Readiness Checklist

There are some of key actions highlighted in the **Readiness Checklist** that can be worked on while waiting for the Provider Enrollment Agreement to be finalized.

To find the latest CVMS Readiness Checklist, go to <https://covid19.ncdhhs.gov/covid-19-vaccine-readiness-checklist-download/download>

COVID-19 Vaccine Readiness Checklist

This checklist contains recommended action items to help organizations ensure their readiness to receive and administer the COVID-19 vaccine. Providers must be approved through the Provider Enrollment portal before beginning the readiness checklist. The State will contact providers for enrollment in accordance with the Vaccine Distribution Prioritization framework. Please visit the NCDHHS COVID-19 website for further information: <https://covid19.ncdhhs.gov/vaccines>.

The action items below are grouped by topic (Onboarding, Training, Communications and Vaccine Administration Preparation) and listed in recommended sequence to address. Action items that are shaded blue are only applicable to Health Care Provider (HCP) organizations that are enrolled with the State of North Carolina to administer COVID-19 vaccines.

Supporting reference materials can be found in the Appendix beginning on page 11.

Please contact the COVID-19 Vaccine Management System (CVMS) Help Desk at CVMS-help@dhhs.nc.gov with any questions related to this Readiness Checklist.

Onboarding:

✓	Action Item	Supporting Information
<input type="checkbox"/>	1. Identify internal single point of contact for your employees to send questions or provide feedback related to the administration of COVID-19 vaccines.	Identifying and providing employees a point of contact within your organization will give employees a clear channel to get answers to their questions or communicate issues related to the COVID-19 vaccination process.

Appendix A. CVMS Profiles

Use this chart to determine the appropriate profile for your users.
 The **Healthcare Provider Profile** serves users interacting with patients and administering the vaccine.
 The **Healthcare Location Manager Profile** serves users interacting with patients and with shipments, inventory, and bulk employee upload.

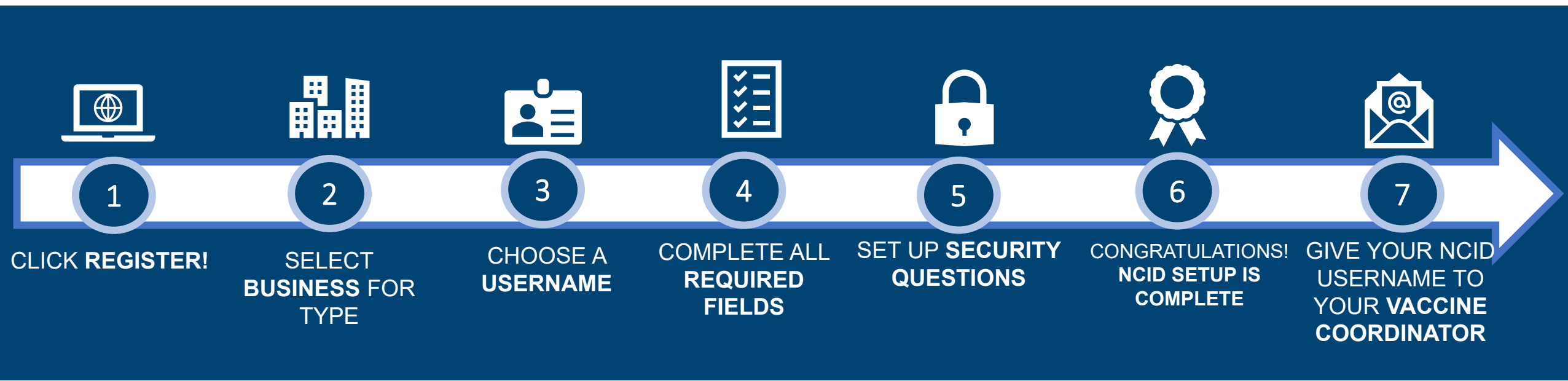
	Home Tab	Appointment Web-to	Today's Appointments	Patient Tab	View Patient Record	Vaccine Consent	Vaccination Details (Administer the vaccine)	View Proof of Vaccination	FAQ	Shipments	Vaccine Inventory (Add Inventory, Waste, Return, Transfer)	Bulk Employee Registration
Healthcare Provider Profile	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Healthcare Location Manager Profile	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Appendix B. HCP User Onboarding Template

(Locations) HCP Onbng.xlsx

Obtain & Collect NCIDs for CVMS Access

As the Provider Enrollment process is running, Vaccine Coordinator(s) should begin working through the COVID-19 Readiness Checklist for their location(s), including collecting NCIDs from individuals who will need CVMS access.



If you do not have a Business NCID, go to <https://NCID.NC.GOV> to start the process!

To learn more about the Onboarding Process, check out the Onboarding User Guide found here: <https://covid19.ncdhhs.gov/cvms-hcp-user-onboarding-template-user-guide-2/download>

The Healthcare Provider User Onboarding Template

If you do not add an Initial HCP Location Manager to your Section B before your enrollment is approved, you will need to complete and submit the HCP User Onboarding Template.

	A	B	C	D	E	F	G	H	I	J
1	Organization Name:		Version 4 - 2/8/2021							
2	Name of Person Preparing List:		Email Address:							
3	Title:		Phone Number:							
4										
5	First Name	Last Name	NCID Username	Email Address	Profile	Location Action	Location Name	Location Street Address	Location City	Location Zip Code
6						Add				
7						Add				
8						Add				
9						Add				
10						Add				
11						Add				
12						Add				
13						Add				
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To download the Healthcare Provider Onboarding Template, you can go here: <https://covid19.ncdhhs.gov/hcp-user-onboarding-templates/download>





What to Expect Next

Training Schedule

TOPIC	DATE	TIME
CVMS Provider Portal - Scheduling feature Office Hours	19-May	2:00 PM
CVMS Enrollment Office Hours	20-May	12:00 PM
CVMS Rapid Refresher	20-May	2:00 PM
CVMS Provider Portal 201 for Location Manager Profile only - Manage Vaccine Inventory	24-May	2:30 PM
CVMS Provider Portal 202 for Location Manager Profile only - Manage Users, Upload Recipients, View Reports	25-May	10:00 AM

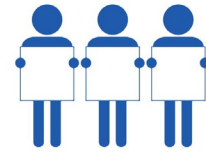
CVMS Training and Support Resources

NCDHHS will provide a range of tools and methods for CVMS and vaccine training, including communications, user guides, live trainings, and help desk support.



CVMS Help Desk Portal: CVMS Help Desk Portal contains a number of Knowledge Articles and FAQs that will provide information such as self-help, troubleshooting and task resolution.

Access the CVMS Help Desk Portal at:
https://ncgov.servicenowservices.com/csm_vaccine



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.

Access training schedule at: [CVMS User Guides, Recorded Trainings and Upcoming Trainings | NC DHHS COVID-19](#)



Communications: CVMS enhancement updates, training event invitations, and information about new user guides and video demonstrations.

Be on the look out for email from: [vaccineinfo](#)



User Guides: Step-by-step instructional guides with screenshots designed to teach users how to CVMS. Screens are annotated with helpful tips and tricks.

Access training at: [CVMS User Guides, Recorded Trainings and Upcoming Trainings | NC DHHS COVID-19](#)



Thank You!

Questions?



NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

USEFUL PROVIDER ENROLLMENT TERMINOLOGY



Provider Enrollment

“Provider Enrollment” is the process of enrolling your organization in CVMS. You do not need NCID credentials to start this process. During provider enrollment, you will submit required information about your organization, including storage & handling information, shipping address & hours, and practicing providers. You may need to enroll more than one location (see below).



CMVS

“COVID-19 Vaccine Management System (CVMS)” Portal will enable your organization to enroll in the vaccination program, declare all locations, enter recipient information, enter vaccine administration details, manage vaccine shipments, and manage vaccine inventory.



Location

The “location” identifies the unique site that will receive and administer vaccine. Each location needs to be added and approved during enrollment. Each location needs to have at least one user designated as the Healthcare Location Manager to manage vaccine inventory. This user will be designated during onboarding. Your organization may have multiple locations.

USEFUL ONBOARDING TERMINOLOGY



Onboarding

“Onboarding” is the process of granting designated employees (HCP Users) access to the CVMS Healthcare Provider Portal. Only provider organizations and locations that have been approved through the CVMS Provider Enrollment Portal are eligible to begin onboarding.



NCID

“North Carolina Identity Management Service (NCID)” is a statewide identity and access management web-based application that provides a secure environment for state agency, local government, business, and individual users to log in and gain access to the state's applications.



Profile

When completing the HCP User Onboarding Template, a “Profile” will need to be assigned to each user requiring access to the CVMS Provider Portal. There are two User Profiles to choose from: The *Healthcare Provider Profile* and the *Healthcare Location Manager Profile*.

- A *Healthcare Provider* is responsible for Recipient check-in, point-of-care Recipient registration, Recipient eligibility verification, and vaccine administration detail capture.
- A *Healthcare Location Manager* is responsible for viewing, receiving, and adding inventory, viewing orders and shipment details, viewing and updating vaccine inventory levels, managing location inventory, performing Recipient bulk upload, managing Scheduling of appointments (optional), adding / managing / deactivating HCP Users, adding frontline organizations, reviewing reports, and additionally – all of the activities that a Healthcare Provider can do.