



MASSACHUSETTS COVID-19 VACCINE PROGRAM

COVID-19 Vaccine Request Process February 22, 2021

The Commonwealth receives a weekly vaccine allocation from the Federal Government every week and places an order on Fridays and Mondays on behalf of providers. **Providers must use vaccine that is shipped to them as quickly as possible and will be held accountable to vaccine administration performance targets.** Failure to administer distributed vaccine in a timely manner jeopardizes the Commonwealth's future allocations from the Federal Government. Unused vaccines will be redistributed to other providers.

State allocation decisions are based on provider inventory, storage capacity, weekly throughput, and priority populations being vaccinated.

The COVID-19 vaccine request process, outlined below, will continue until supply is sufficient to allow providers to place their own order through the Massachusetts Immunization Information System (MIIS).

Key updates since previous version shared on 2/8:

- Due to insufficient supply of vaccines from the Federal Government, some providers no longer receive the Weekly MCVP Survey as of 2/22 and have received a notice from DPH with instructions to close out their second dose needs (see *For providers not receiving the Weekly MCVP Survey* section).
- Updates to *Instructions for completing Weekly MCVP Survey* section.

For providers receiving the Weekly MCVP Survey

Providers who are both enrolled in the Massachusetts COVID-19 Vaccine Program (MCVP) and who are eligible to request vaccine will receive the Weekly MCVP Survey sent via the MIIS (see *Overview of COVID-19 vaccine ordering process* below) to indicate their weekly vaccine needs.

- Orders need to be in multiples of 100 for Moderna and 1,170 for Pfizer and will be rounded down to minimize waste of extra vaccine for as long as supply is constrained. For example, if there is a need for 115 doses, the order will be rounded down to 100 and the provider will be expected to open only 100 appointments.
- Sites should create and maintain wait lists of eligible individuals they can quickly call if they have extra vaccine that needs to be administered the same day to prevent wastage.
- The Weekly MCVP Survey request should be for first and second doses that are needed for clinics planned in the next week and that can be used within 10 days of receipt at maximum. Appointments should not be confirmed until providers receive an order confirmation.

At this time, due to limited supply from the Federal Government, DPH cannot fulfill every first dose vaccine request. When DPH is not able to fulfill the request, the site will be contacted either by email or phone with the reason the request could not be fulfilled.

For providers not receiving the Weekly MCVP Survey

Because the supply of vaccine received from the Federal Government is insufficient to meet the needs of all MCVP-enrolled providers, some providers will not receive the Weekly MCVP Survey. As of 2/22, DPH is prioritizing allocation to the following strategic channels:

- Federal Long-Term Care Program
- Congregate care programs
- Community Health Centers
- Providers offering vaccination appointments to all eligible residents (i.e., retail pharmacy, mass vaccination sites, regional collaborations, provider- or community-operated clinics)
- Local Boards of Health vaccinating senior housing properties or homebound individuals
- Local Boards of Health in identified disproportionately impacted communities
- Health systems

Providers outside these channels will not receive the Weekly MCVP Survey until further notice, even if they have received doses previously. As providers not in the categories above become eligible to request vaccine, a representative of the Commonwealth will send these providers a unique link to complete the Weekly MCVP Survey.

DPH is committed to ensuring that providers receive the necessary quantity of second doses to serve patients who have already been given first doses. Providers who are no longer receiving the Weekly MCVP Survey received a notice from DPH with instructions to close out their second dose needs. Providers will be notified when they become eligible to request first doses.

Overview of COVID-19 vaccine request process

- At this time, the DPH Vaccine Unit will continue to order from CDC on behalf of providers.
- Every Monday, DPH sends a Weekly MCVP Survey to providers who are eligible to request COVID-19 vaccine to support allocation decisions. To request vaccine (including second doses), this survey must be submitted by **Tuesday at 5pm**. Failure to submit the survey will result in no allocation of vaccine the following week. At this time, due to limited supply from the Federal Government, DPH cannot fulfill every first dose vaccine request.
 - The survey is emailed to the primary and back-up COVID-19 vaccine coordinators. If you have not received the survey but have been notified that you are eligible to request vaccine, please email DPH-Vaccine-Management@massmail.state.ma.us.
- The Federal Government has indicated that it will make allocation decisions based on states' success in vaccine administration numbers. Vaccine sitting idle risks the Commonwealth's future allocations from the Federal Government. Only request a quantity of vaccine that you can fully administer within 10 days.

- Based on the survey responses, DPH places orders in the MIIS and then transmits to CDC for fulfillment. Orders will routinely be placed on Fridays and Mondays for arrival at most sites by Monday to Wednesday of the following week.
- You will be notified once you can order doses directly through the MIIS.

Due to limited supply, vaccine will be prioritized for existing second dose commitments and for strategic channels (e.g., mass vaccination sites, providers offering vaccination appointments to all eligible residents). Completing the survey does not guarantee an order for the following week.

As of the week of 2/22, the weekly cadence is as follows:

Week 1	Mon, 9am	<ul style="list-style-type: none"> • Weekly MCVP Survey automatically sent to providers who are eligible to request vaccine; eligible new providers will be emailed a unique link
	Tue, 5pm	<ul style="list-style-type: none"> • Weekly MCVP Survey due
	Fri	<ul style="list-style-type: none"> • Round of doses ordered by DPH; providers receive a MIIS-generated email with the allocation amount • Email sent to providers to explain the rationale behind any adjustments to their allocation and which date their amount will be ordered
Week 2	Mon	<ul style="list-style-type: none"> • Another round of doses ordered by DPH; providers receive a MIIS-generated email with the allocation amount
	Mon-Wed	<ul style="list-style-type: none"> • Providers receive shipments

Requesting second doses

Second doses must be requested through the Weekly MCVP Survey. The Commonwealth will make every effort to provide the doses needed by providers to meet their second dose commitments. Providers with surplus inventory (more than 10 days) on hand must use those doses before second vaccine doses will be allocated and shipped to them. Providers should not “save” or “hold back” second doses in a reserve. Providers should make appointments for upcoming second doses even if they do not have those doses on hand when the appointment is made.

Instructions for completing Weekly MCVP Survey

The Weekly MCVP Survey includes the following questions:

1. **How many doses of vaccine do you have on hand?** Please indicate how many doses of Pfizer and Moderna you have in inventory at the time of survey completion, including any doses that are intended for upcoming appointments. **Do not include doses that arrive on Monday or Tuesday in the same week that the survey is submitted.** Do not include any doses you are planning to redistribute to another provider, and please ensure that any redistributed vaccine is transferred appropriately in MIIS. This self-reported inventory will be cross-checked with vaccine inventory data from MIIS, so reporting into MIIS is very important to ensure DPH has an adequate understanding of providers’ current supply.

2. **Vaccination plans this week:** Please indicate the total number of vaccines that your site plans to administer between the time of survey completion and the upcoming Sunday. This includes appointments that have already been scheduled and available appointment slots that you expect to fill. This amount is subtracted from #1 to estimate your inventory at the end of the week.
3. **How many doses do you plan to administer at your facility?**
 - a. **Doses planned for next week (Mon-Sun):** Please indicate how many doses you plan to administer, by first and second doses, for the 7 days beginning on the Monday after survey completion and ending on Sunday. This includes appointments that have been made available for booking and appointments that you plan to make available for booking.
 - b. **Doses planned for the first half of the following week (Mon-Wed):** Please indicate how many doses you plan to administer, by first and second doses, for the 3 days beginning on the following Monday (after the period in #3a) and ending on Wednesday. Taken together, your responses to #3a and #3b should cover 10 days.
4. **First doses requested for next shipment:** Please only request doses that you can use within 10 days of receipt. If you have doses in inventory, your response to this question should be less than your response in #3. Orders need to be in multiples of 1,170 for Pfizer and 100 for Moderna, and will be rounded down to minimize waste of extra vaccine for as long as supply is constrained. Do not request doses that you plan to receive as a transfer from another provider.
5. **Second doses requested for next shipment:** Same instructions as #4.
6. **Notes:** Please include any additional notes related to your dose requests. If your site is providing vaccinations in multiple settings (i.e., congregate care, public clinics) please include those details here.

Vaccine administration performance targets

To hold providers accountable for the efficient and timely administration of doses that are shipped to them, providers are subject to vaccine administration performance targets, effective the week of 2/8:

- Community Health Centers must maintain a **65% cumulative administration rate**, calculated as the provider's cumulative doses administered as a percentage of the provider's cumulative doses received (shipments net of transfers). Calculations may be aggregated across systems that pool inventory.
- All other providers must maintain a **85% cumulative administration rate**, calculated as described above.

A provider's cumulative administration rate is calculated using data reported to MIIS. Shipping data (net of transfers) is taken from a snapshot of cumulative data from Sunday to include doses reported as shipped by the end of the day on Saturday. Administration data is taken from a snapshot of cumulative reported doses from Wednesday to include doses reported as administered by the end of the day on Tuesday. To ensure vaccinations performed on Monday are included in the administration rate, provider sites must comply with the *MIIS Reporting Order for COVID Vaccine* to report vaccine administration data to MIIS within 24 hours (previously 72 hours).

These targets will be assessed weekly as an input to the allocation process. Providers who **are below their target** will have their allocations adjusted and will receive no new doses for the following week, except in rare circumstances when they will receive fewer doses than requested. Providers who **are above their target but are still over inventory limits** will have their allocations adjusted to ensure no more than 10 days of inventory is allocated to them.