

**BULLETIN What Massachusetts COVID-19 Vaccine Providers Need to Know Week of 2/5/21**

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**Latest Numbers**

* As of 2/5/21, 1,243,125 doses of COVID-19 vaccine have shipped to Massachusetts, and 754,874 doses have been administered (data may differ from the [Weekly COVID-19 Vaccination Report](https://www.mass.gov/info-details/covid-19-vaccination-program#weekly-covid-19-vaccination-report-) due to different dates of reporting).

**Who to Vaccinate this Week**

* COVID-19 vaccine provider sites may request vaccine for and vaccinate any individuals in Phase 1 (COVID and non-COVID facing health care workers, first responders, congregate care settings, and home-based health care workers) and anyone in the first group of Phase 2 (those 75 years of age and older).
* Sites should maintain wait lists of individuals they can quickly call if they have extra vaccine that needs to be administered by the end of the day to prevent wastage.
* The Commonwealth has launched an [online attestation form](https://www.mass.gov/forms/covid-19-massachusetts-vaccination-attestation-form). If an individual presents a signed paper or electronic copy of the attestation form that indicates they are in an eligible category to receive the vaccine, then the individual has sufficiently demonstrated their eligibility and you should administer the vaccine. Please review [Confirming Eligibility Provider Communication.](https://www.mass.gov/doc/confirming-eligibility-provider-communication)

**What to Know this Week**

* **New** *Vaccine inventory*: On Friday 2/5, Community Health Centers will not receive a new vaccine allocation if less than 65 percent of doses received have been administered. All other health care providers must meet a threshold of 85 percent to receive a new vaccine allocation. The percentage will be calculated by dividing cumulative doses administered by cumulative doses shipped (removing any doses received between 2/1 and 2/5). This threshold will continue to be used on an ongoing basis.
* **New** *MIIS reporting:* Effective this week, provider sites must comply with the [MIIS Reporting Order for COVID Vaccine](https://www.mass.gov/doc/miis-reporting-order-for-vaccine/download) toreport vaccine administration data to the MIIS within **24 hours** (not the 72 hours previously required). Your doses administered information in the MIIS and your responses to the weekly MCVP survey, together with the number of doses available to Massachusetts, are used to determine your allocations. If you do not report doses administered to the MIIS, it will appear that you have more inventory than you may actually have on hand. **This will reduce your next allocation.**
  + Providers shall also make every effort to comply with the reporting requirements as outlined in 105 CMR 222.1000(D) including demographic information, along with race and ethnicity data.
* **Updated** *Vaccine request process:* Review the [COVID-19 vaccine request process](https://www.mass.gov/info-details/massachusetts-covid-19-vaccine-program-mcvp-guidance-for-vaccine-providers-and#covid-19-vaccine-request-process-) for MCVP-enrolled providers. This process will continue until supply is sufficient to allow providers to place their own order through the MIIS.Only request the number of vaccine doses that you can fully administer within 10 days of receipt. Future state allocation decisions will be based upon provider inventory. Unused vaccines will be redistributed to other providers.
  + Starting the week of 2/8, sites will receive a confirmation email after completing the weekly MCVP survey which will include a copy of their survey responses.  Surveys must be submitted by **Tuesday at 5pm.** If you do not receive a confirmation email it means your survey was not submitted correctly and you should complete a new survey and submit again.
  + When submitting the weekly MCVP survey, use Google Chrome, Firefox, or another modern browser. Internet Explorer is not supported.
* *Limited vaccine supply:*COVID-19 vaccine is in extremely limited supply. Providers will receive their second doses if they are requested in their weekly survey. DPH will not be able to fulfill all first dose requests.
* *Vaccine for second doses:*Shipments may include vaccine for both first and second doses. Vaccine will not be labeled as first or second doses, and sites will need to manage their own inventory.  **Do not hold vaccine in reserve for second doses; you must use vaccine within 10 days of receipt.**  Use the vaccine in your inventory for scheduled first and second dose administration.  **Keep vaccinating!** 
  + If sites redistributed any vaccine, sites are also responsible for redistributing the necessary ancillary supplies that come with the vaccine.
  + You must use the weekly MCVP survey to request second doses. See [COVID-19 vaccine request process](https://www.mass.gov/info-details/massachusetts-covid-19-vaccine-program-mcvp-guidance-for-vaccine-providers-and#covid-19-vaccine-request-process-) for more information. Requests for second doses will be prioritized over first doses.
* **New** *Timing of second doses:* People should get their 2nd dose of COVID-19 vaccine as close to the recommended interval as possible (3 weeks for Pfizer-BioNTech, one month for Moderna). If this is not feasible, the second dose of Pfizer-BioNTech and Moderna COVID-19 vaccines may be scheduled for administration up to 6 weeks (42 days) after the first dose. In exceptional situations in which the first-dose vaccine product cannot be determined or is no longer available, any available mRNA COVID-19 vaccine may be administered at a minimum interval of 28 days between doses to complete the mRNA COVID-19 vaccination series.
* **New***Transport of mRNA COVID-19 vaccines:* Preliminary CDC guidance on transport of mRNA COVID-19 vaccines allows for the transport of punctured vials, as long as the cold chain is maintained.  Transporting vaccine in prefilled syringes is discouraged but, when necessary, may be done with strict adherence to the guidance in the [USP COVID-19 Vaccine Handling Toolkit](https://www.usp.org/covid-19/vaccine-handling-toolkit). More detailed guidance from CDC will be forthcoming.
* **Updated** *Wastage:* Providers should make every effort to reduce lost or expired COVID-19 vaccine. If vaccine is lost/expired, providers must report their wastage in the Vaccines Module of the MIIS. Review the [Storage/Handling Issue Mini Guide](https://resources.miisresourcecenter.com/trainingcenter/Storage%20Handling%20Problem_2018_Mini%20Guide.pdf) for instructions. Failure to properly report vaccine wastage causes inaccurate inventories leading to less vaccine being allocated to you in future vaccine orders.
* **Updated** *Vaccine redistribution:* The MIIS has been enhanced to allow providers to transfer vaccine to other providers who have completed the MCVP agreement. Registered users will have access to the Vaccines Module in MIIS to complete and accept these transfers. It is critical to document all vaccine transfers in the MIIS; failure to do so will cause inaccurate inventories leading to less vaccine being allocated to you in future orders. Providers should only transfer COVID-19 vaccine to providers that have completed the MCVP agreement. Providers receiving COVID-19 vaccine should confirm what has been physically received is what has been transferred before completing the transfer. Please review:
  + [How to Login and Navigate the MIIS](https://resources.miisresourcecenter.com/trainingcenter/Login%20and%20Navigation_2018_Mini%20Guide.pdf)
  + [How to Complete a Transfer Mini Guide](https://resources.miisresourcecenter.com/trainingcenter/Vaccine%20Transfers_2018_Mini%20Guide.pdf)
  + [Quick Start – Complete a Transfer](https://resources.miisresourcecenter.com/trainingcenter/Vaccine%20Transfers_QSG.pdf)
  + For questions on logging in to the MIIS, contact [MIISHelpDesk@massmail.state.ma.us](mailto:MIISHelpDesk@massmail.state.ma.us).
  + For questions about the transfer process, contact [DPH-Vaccine-Management@massmail.state.ma.us](mailto:DPH-Vaccine-Management@massmail.state.ma.us).
* *COVID-19 Vaccine Management Standard Operating Procedure (SOP) Template:* All staff handling vaccines must read, sign, and adhere to the protocols described in the [SOP template](https://www.mass.gov/doc/covid-19-vaccine-management-standard-operating-procedure-sop-template/download) to ensure the vaccine cold chain is maintained for optimum potency.
* *Return thermal shipping containers.* Shipping containers for both Moderna and Pfizer should be returned to McKesson and Pfizer. Pfizer shipping containers contain a digital data logger. These shippers can be kept for up to 30 days and then must be returned along with the temperature monitors. Turn off the temperature monitoring device and return the shipping containers using the return label included with the box. Moderna shippers should also be returned using the return label located on the inside of the box.

**New Requesting doses for multiple types of clinics**

* If you are requesting doses for multiple types of clinics (e.g. you are delivering doses in a congregate care setting, hosting a clinic for the public, and planning to hold a clinic in a senior affordable housing facility) please email your state agency point of contact to confirm how the order will be divided for different purposes.
* You may request additional doses for these particular purposes, and it will be considered as additive to your base allocation. For example:
  + Example 1: ​You run a LBOH and have been allocated 200 doses per week for a public clinic. You partner with a Home Health Agency and agree to vaccinate 100 of their staff in a dedicated clinic at your site. You may request 300 doses.
  + Example 2: You run a retail pharmacy with a weekly allocation of 500 doses for public appointments. You work with a senior housing agency and agree to host a 2-day clinic at their site, covering 300 staff and residents. You may request 800 doses.

**Where to go when you have questions about COVID-19 vaccination**

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| **I need help with…** | **Contact…** |
| Pfizer vaccine shipment has a problem; or temperature excursion | Pfizer Customer Service  (800) 666-7248, Email:  [cvgovernment@pfizer.com](mailto:cvgovernment@pfizer.com) |
| Pfizer ancillary kit has a problem | McKesson Customer Service  833-272-6634, Email: [SNSSupport@McKesson.com](mailto:SNSSupport@McKesson.com) |
| Moderna vaccine shipment has a problem;  or 23 temperature excursion | **Vaccine Viability – Temperature Excursions during shipment for McKesson Specialty Distributed COVID Vaccine**   1. Supports calls/emails from provider/admin sites and awardee or federal/pharmacy ordering points of contact. 2. Questions/concerns about vaccine viability issues during shipment must be reported on the same day as delivery.   **Phone:** (833) 272-6635 Monday – Friday, 8 a.m. - 8 p.m. ET  **Email:** [COVIDVaccineSupport@McKesson.com](mailto:COVIDVaccineSupport@McKesson.com)  (only send email after hours) |
| Moderna ancillary kit has a problem | Need to verify - McKesson Customer Service  833-272-6634, Email: [SNSSupport@McKesson.com](mailto:SNSSupport@McKesson.com) |

* **For clinical questions regarding COVID-19 vaccine** (<https://www.cdc.gov/cdc-info>)
* Call 1-800-232-4636
* Email using the CDC-Info web form <https://wwwn.cdc.gov/dcs/ContactUs/Form>
* **Vaccine Unit** ([dph-vaccine-management@massmail.state.ma.us](mailto:dph-vaccine-management@massmail.state.ma.us%20v))
* Enrollment into MCVP
* Vaccine storage and handling
* Vaccine shipments, inventory
* Number of doses allocated
  + Vaccine transfer
* Vaccine wastage/expiration
* **MIIS** ([miishelpdesk@mass.gov](mailto:miishelpdesk@mass.gov))
  + MIIS registration/onboarding
  + How to log in to the MIIS
  + How to report vaccines to the MIIS
  + Running reports in the MIIS
  + Adding users/sites to the MIIS
  + Assistance with MIIS functionality
* **COVID-19 email box** ([COVID-19-Vaccine-Plan-MA@mass.gov](mailto:COVID-19-Vaccine-Plan-MA@mass.gov))
* Who can vaccinate
* Who can get vaccine
* Vaccine prioritization
* Where and how to get vaccinated

**Resources & Learning Opportunities**

# New COVID-19 Vaccination Record Card in English and Spanish are available for providers to order from the [Massachusetts Clearing House](https://massclearinghouse.ehs.state.ma.us/mm5/merchant.mvc?Screen=PROD&Product_Code=IM247). This card is the same as those included in the ancillary kits that accompany COVID-19 vaccine shipments.

* **New** Webinar: Information for Healthcare Providers about Moderna COVID-19 Vaccine
  + February 10, 3pm EST: [https://tinyurl.com/moderna07](https://urldefense.com/v3/__https:/tinyurl.com/moderna07__;!!CUhgQOZqV7M!1JwXF1jKbTvGtCLn_A_mucdEyPOBvt0EycR07nF-lxuUFjjeftegQ7N-TETNGY2dSYNVjoU$)
  + February 17, 1pm EST: [https://tinyurl.com/moderna08](https://urldefense.com/v3/__https:/tinyurl.com/moderna08__;!!CUhgQOZqV7M!1JwXF1jKbTvGtCLn_A_mucdEyPOBvt0EycR07nF-lxuUFjjeftegQ7N-TETNGY2dGqAtYMQ$)
* **Updated** Vaccine Education and Outreach Materials [Stop COVID-19 – Vaccine education and outreach materials | Mass.gov](https://www.mass.gov/info-details/stop-covid-19-vaccine-education-and-outreach-materials)
* **Updated** Answers to [commonly asked questions](https://www.mass.gov/info-details/covid-19-vaccine-frequently-asked-questions-vaccine-providers) from the general public
* MDPH: COVID-19 Vaccine Live Q&A. These live Q&A sessions are meant to supplement the [training modules](https://www.mass.gov/info-details/massachusetts-covid-19-vaccine-program-mcvp-overview#storage-and-handling-) created by the MDPH Immunization Division.
  + February 22 from 1-2pm: [Registration (gotowebinar.com)](https://register.gotowebinar.com/register/4608593504805125388)
  + March 8 from 1-2pm: [Registration (gotowebinar.com)](https://register.gotowebinar.com/register/3798438153087707916)
  + March 22 from 1-2pm: [Registration (gotowebinar.com)](https://register.gotowebinar.com/register/8745888634358851852)
* Visit [www.mass.gov/CovidVaccineProviders](http://www.mass.gov/CovidVaccineProviders) for [vaccine provider FAQ](https://www.mass.gov/info-details/covid-19-vaccine-frequently-asked-questions-vaccine-providers); detailed [guidance](https://www.mass.gov/info-details/massachusetts-covid-19-vaccine-program-mcvp-guidance-for-healthcare-providers-and) on vaccine management and administration; and CDC and FDA [resources](https://www.mass.gov/lists/additional-covid-19-vaccination-resources-for-providers) such as v-safe.
* [EUA fact sheets](https://www.mass.gov/info-details/covid-19-vaccine-information-for-providers#fda-emergency-use-authorization-(eua)-) for providers and caregivers, available in multiple languages
* MIIS FAQ for providers: <https://www.miisresourcecenter.com/pages/ResourceCenterFaq>
* MDPH trainings in COVID-19 vaccine [storage and handling and administration](https://www.mass.gov/info-details/massachusetts-covid-19-vaccine-program-mcvp-overview#storage-and-handling-)
* [CDC COVID-19 Vaccination Toolkits](https://www.cdc.gov/coronavirus/2019-ncov/vaccines/toolkits.html) for Medical Centers, Clinics, Pharmacies, and Clinicians; Healthcare Professionals and Pharmacists; LTCF Administrators and Leadership; Employers of Essential Workers; and Staff of Organizations Serving Communities.
* COVID-19 Vaccine Overview: Learn the basics of COVID-19 vaccine Emergency Use Authorization (EUA) and vaccine storage, handling, and administration in CDC’s [course](https://www.train.org/cdctrain/course/1094789/?ACSTrackingID=USCDC_450-DM45089&ACSTrackingLabel=COVID-19%20Vaccine%20Training&deliveryName=USCDC_450-DM45089).
* Visit [CDC Clinician Outreach and Communication Activity](https://emergency.cdc.gov/coca/calls/2020/index.asp?ACSTrackingID=USCDC_450-DM45089&ACSTrackingLabel=COVID-19%20Vaccine%20Training&deliveryName=USCDC_450-DM45089) for webinar recordings and slide sets on vaccination and other timely clinical topics.