



# COVID-19 Vaccine Provider Town Hall

3-17-2021



# Recorded Town Hall Sessions and Slides Available DHEC's COVID-19 Provider [Website](#)

## Webinars

- VIDEO - Pfizer Product and Vaccine Administration Considerations
- VIDEO - COVID-19 Provider Onboarding 01.05.21
  - COVID-19 Provider Onboarding 01.05.21 (PDF)
- VIDEO - Regional VAMS Onboarding and Discussion
  - Regional Onboarding (PDF)
- VIDEO - COVID-19 Provider Town Hall Q&A 01.06.21
  - COVID-19 Provider Town Hall 01.06.21 (PDF)
- VIDEO - Regional COVID-19 Discussion and Q&A 1.07.21
- VIDEO - COVID-19 Provider Town Hall Q&A 01.21.21
  - COVID-19 Provider Town Hall 01.21.21 (PDF)
- VIDEO - COVID-19 Provider Town Hall Q & A 02.05.21
  - COVID-19 Provider Town Hall 02.05.21 (PDF)
- VIDEO - COVID-19 Provider Town Hall Q & A 02.12.21
  - COVID-19 Provider Town Hall 02.012.21 (PDF)
- VIDEO - COVID-19 Provider Town Hall Q&A 02.17.21
  - COVID-19 Provider Town Hall 02.17.21 (PDF)
- VIDEO - COVID-19 Provider Town Hall Q&A 02.19.21
  - COVID-19 Provider Town Hall 02.19.21 (PDF)

## Provider Portal 3707

- Account onboarding and activation instructions were sent to organization CMO contact email addresses listed on the section A of each activated sites' enrollment form.
- Mandatory reporting began March 10 per Public Health Order No. COVID-19-9
- Questions can be directed to [vaxreporting@dhec.sc.gov](mailto:vaxreporting@dhec.sc.gov)

# Vaccine Reimbursement

- Vaccine Reserve Account
  - Joint Resolution No. 2 of 2021
- Costs incurred for community COVID-19 vaccinations, that are more than the combination of any reimbursements received from other sources (e.g., federal, private funds, donations, or insurance) and total reimbursement per vaccine may be eligible for reimbursement.
- DHEC will process invoices from Providers twice per month.
  - Providers must sign the contract by **March 31, 2021**, or **30 days after COVID-19 provider enrollment and activation** to be eligible for reimbursement.
- DHEC has developed an online portal to help streamline the contract and payment process. This portal allows each Provider to do the following:
  - Sign the contract to support COVID-19 vaccination costs; and
  - Submit invoices for reimbursement.



# Moderna On-line Excursion Calculator

# VAMS 2.2 Updates: March 13

- **Please read the announcement pop-ups when you log into VAMS as they contain the most recent updates you can expect to see**
- Third-Party Clinic
  - Updated recipient export feature – can now pull all recipients, including those from the Other Recipients Tab
  - Duplicate recipients in third-party clinics are cleaned up and the system locates the correct recipients.
- Clinic Portal
  - Healthcare professionals at all clinic types have a new single-page Log Vaccination flow
  - Recipient's completed vaccination record can be edited to reflect receipt of Janssen vaccine
  - Standard and mobile clinics allow Jurisdiction Contact Centers to override limited-service groups (closed PODs)
  - Standard and mobile clinic can indicate which vaccines they offer for recipients to see prior to scheduling an appointment
- Recipient Portal
  - Recipients can schedule an appointment without cancelling their existing appointment
  - Additional demographic options (ethnicity options)
- Additional Updates
  - Johnson and Johnson Janssen vaccine information now available in VAMS

# VAMS Updates

- **VAMS Standard and Mobile Clinic Workgroup**
- **Thurs, March 18 from 12:30p-1:30p**
- CDC-led session to:
  - Gather feedback from users on VAMS functions and usability
  - Provide updates on upcoming system releases
  - Provide a forum for clinics to collaborate and share best practices on how to use and implement VAMS
- To join the webinar from a PC, Mac, iPad, iPhone, or Android device, click the link below:
  - **Access Link:**  
<https://deloitte.zoom.us/j/98617406086?pwd=WlNvdIRMZ2FMRGxGVXRIWHBqaTdkQT09>
  - **Passcode:**692813
- **Listen-Only Connection Details**
  - Attendee dial-in (for Listen-only attendees):

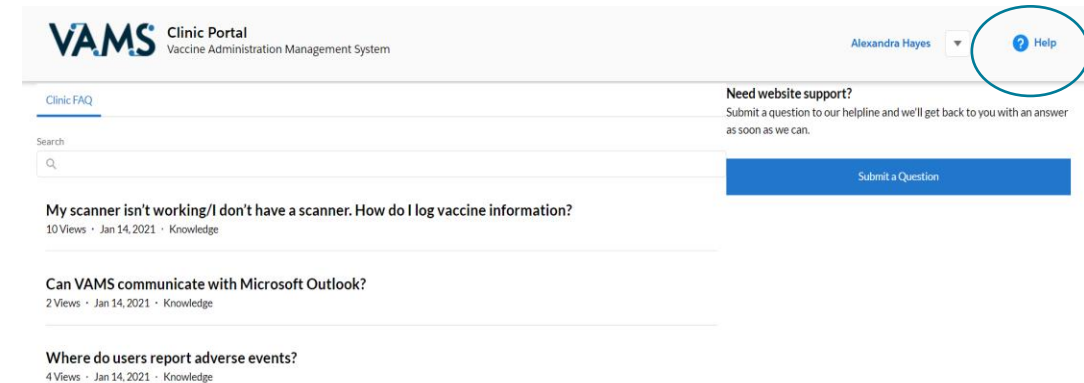
# COVID-19 Provider: DHEC Contacts

- **DHEC VaxLocator Map**
  - Red/green color updates, information updates
  - [VaxStatus@dhec.sc.gov](mailto:VaxStatus@dhec.sc.gov)
- **COVID-19 Vaccine Management Branch**
  - Vaccine inventory requests, vaccine orders, direct ship vaccine shipments/deliveries, temperature monitoring, transport logs
  - [COVIDVaccines@dhec.sc.gov](mailto:COVIDVaccines@dhec.sc.gov)
- **COVID-19 Provider Enrollment Branch**
  - New enrollment form submissions, vaccine coordinator contact information changes, enrollment form updates, redistribution agreements
  - [COVIDProviderEnrollment@dhec.sc.gov](mailto:COVIDProviderEnrollment@dhec.sc.gov)
- **DHEC Redistribution Warehouse**
  - State-supplied ancillary kits, vaccine redistribution orders
  - [RSS@dhec.sc.gov](mailto:RSS@dhec.sc.gov)
- **New Provider Onboarding and Support/VAMS**
  - [VAMS@dhec.sc.gov](mailto:VAMS@dhec.sc.gov)
- **COVID-19 Provider Portal Reporting**
  - [vaxreporting@dhec.sc.gov](mailto:vaxreporting@dhec.sc.gov)
- **School-Related Questions**
  - [ACC-Schools@dhec.sc.gov](mailto:ACC-Schools@dhec.sc.gov)



# VAMS Help Desks

- **CDC VAMS Help Desk**
  - Clinic Users submit a help desk ticket
    - submit questions, technical assistance, other issues via the Help function to submit a ticket, or
  - Call 1-833-957-1100, M-F, 8a-8p
- **DHEC Help Desk**
  - Serves SC VAMS Clinic Users, Organization Coordinators and Recipients
  - Email [vams@dhec.sc.gov](mailto:vams@dhec.sc.gov)
    - **Clinic Users:** technical assistance, VAMS onboarding, new clinic set-up, additional clinic set-up requests
    - **Organizations:** VAMS onboarding, registration
    - **Recipient:** registration issues



The screenshot shows the VAMS Clinic Portal interface. At the top, it says "VAMS Clinic Portal Vaccine Administration Management System" and "Alexandra Hayes" with a dropdown arrow. A "Help" button with a question mark icon is circled in red. Below this is a "Clinic FAQ" section with a search bar. To the right, there is a "Need website support?" section with the text "Submit a question to our helpline and we'll get back to you with an answer as soon as we can." and a "Submit a Question" button. The FAQ items listed are:

- My scanner isn't working/I don't have a scanner. How do I log vaccine information?**  
10 Views · Jan 14, 2021 · Knowledge
- Can VAMS communicate with Microsoft Outlook?**  
2 Views · Jan 14, 2021 · Knowledge
- Where do users report adverse events?**  
4 Views · Jan 14, 2021 · Knowledge

# CONTACT US

**DHEC VaxLocator Map:** [VaxStatus@dhec.sc.gov](mailto:VaxStatus@dhec.sc.gov)

**COVID-19 Vaccine Management Branch:** [COVIDVaccines@dhec.sc.gov](mailto:COVIDVaccines@dhec.sc.gov)

**COVID-19 Provider Enrollment Branch:** [COVIDProviderEnrollment@dhec.sc.gov](mailto:COVIDProviderEnrollment@dhec.sc.gov)

**DHEC Redistribution Warehouse:** [RSS@dhec.sc.gov](mailto:RSS@dhec.sc.gov)

**VAMS:** [VAMS@dhec.sc.gov](mailto:VAMS@dhec.sc.gov)

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