COVID-19
Vaccine Provider
Town Hall
3-24-2021
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 01.03.21
  - COVID-19 Provider Onboarding 01.03.21 (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 02.12.21 (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)
## COVID-19 Vaccination Program Reporting Reminders

<table>
<thead>
<tr>
<th>Requirement Area</th>
<th>System</th>
<th>Metrics</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Inventory</strong></td>
<td>VAMS</td>
<td>New vaccine deliveries, Doses Administered, Waste, Transfers</td>
<td>Same Day</td>
</tr>
<tr>
<td></td>
<td>VaccineFinder</td>
<td>On-hand inventory</td>
<td>Daily</td>
</tr>
<tr>
<td></td>
<td>DHEC Provider Portal H3702</td>
<td>On-hand inventory, itemized by manufacturer and 1st or 2nd dose</td>
<td>Previous day totals due Daily by 12pm</td>
</tr>
<tr>
<td><strong>VAMS</strong></td>
<td></td>
<td>Inventory Request with 1st and 2nd dose amounts specified in notes</td>
<td>Mondays by 11:59pm</td>
</tr>
<tr>
<td><strong>Vaccine Administration</strong></td>
<td>VAMS, or Electronic Medical Record/Electronic Health Record with established interface with SIMON, or Direct data entry into SIMON</td>
<td>Vaccine administration event</td>
<td>Within 24 hours</td>
</tr>
<tr>
<td><strong>Temperature Monitoring</strong></td>
<td>Via email to <a href="mailto:COVIDVaccines@dhec.sc.gov">COVIDVaccines@dhec.sc.gov</a></td>
<td>Temperature monitoring logs for any COVID-19 vaccine containing storage units</td>
<td>Fridays by 5pm</td>
</tr>
</tbody>
</table>
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.
Data Quality Reminders

• Please ensure that you are entering the correct information:
  • Date of birth
  • Date of administration

• SIMON team is reaching out to providers to correct these issues
  • Please ensure that you do respond to those emails
Provider Type and Access Points

• All COVID-19 vaccine providers are expected to serve as public/community access points for vaccine services. Eligibility cannot be restricted to a facility’s patient and/or staff cohorts only.

• However, DHEC acknowledges there are a few provider types for which “public access” is not feasible or appropriate, such as correctional facilities and dialysis centers.

• DHEC is preparing to issue written guidance in the coming days for vaccine providers.
POU Procedures for Returning Pfizer SoftBox

• Pfizer asks for their thermal shipping containers to be returned
• UPS and FedEx asks sites to cover the original shipping label and/or dry ice indicator label on the SoftBox return
• Instructions can be found on the Controlant email received at the time of delivery
• Key Points:
  • Cover existing shipping label with the pre-printed label
  • Cover the UN1845 Dry Ice indicator with large blank label provided
VAMS Clinic Data Report QRS

• Quick Reference Sheet for:
  • Vaccination Administration Report
  • Inventory – Vaccine Level Report
  • Interacting with Report Data (sorting, filtering, grouping, and creating charts)
  • Exporting Report Data
Next VAMS Update is planned for Saturday, March 27th
COVID-19 Provider: DHEC Contacts

• DHEC VaxLocator Map
  • Red/green color updates, information updates
  • 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

• COVID-19 Provider Enrollment Branch
  • New enrollment form submissions, vaccine coordinator contact information changes, enrollment form updates, redistribution agreements
  • COVIDProviderEnrollment@dhec.sc.gov

• DHEC Redistribution Warehouse
  • State-supplied ancillary kits, vaccine redistribution orders
  • RSS@dhec.sc.gov

• New Provider Onboarding and Support/VAMS
  • VAMS@dhec.sc.gov

• COVID-19 Provider Portal Reporting
  • vaxreporting@dhec.sc.gov

• School-Related Questions
  • 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
    • Clinic Users: technical assistance, VAMS onboarding, new clinic set-up, additional clinic set-up requests
    • Organizations: VAMS onboarding, registration
    • Recipient: registration issues
DHEC VaxLocator Map: VaxStatus@dhec.sc.gov
COVID-19 Vaccine Management Branch: COVIDVaccines@dhec.sc.gov
COVID-19 Provider Enrollment Branch: COVIDProviderEnrollment@dhec.sc.gov
DHEC Redistribution Warehouse: RSS@dhec.sc.gov
VAMS: VAMS@dhec.sc.gov