



COVID-19 Vaccine Provider Town Hall

6-23-2021



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

Webinars

- VIDEO - COVID-19 Vaccine Provider Town Hall Q&A 05.05.21
 - COVID-19 Provider Town Hall 05.05.21 (PDF)

[View Archived Vaccine Provider Webinar](#)

VAMS and DHEC COVID-19 Vaccination Program Updates and Reminders

COVID-19 Vaccination Program Reporting Reminders								
Requirement Area	System	Metrics					Frequency	
Inventory	VAMS	New vaccine deliveries	Doses Administered		Waste	Transfers		Same Day
	VaccineFinder	On-hand inventory						Daily
	DHEC Provider Portal H3707	On-hand inventory, itemized by manufacturer and 1 st or 2 nd dose	Total Doses Administered that day	1 st doses administered that day	2 nd doses administered that day	Total number of upcoming appointments scheduled as of that day	Total wasted vaccine for that day by manufacturer	Previous day totals due Daily by 12pm
	VAMS	Inventory Request with 1 st and 2 nd dose amounts specified in notes						Mondays by 11:59pm
Vaccine Administration	VAMS, or Electronic Medical Record/Electronic Health Record with established interface with SIMON, or Direct data entry into SIMON	Vaccine administration event					Within 24 hours	
Temperature Monitoring	Via email to COVIDVaccines@dhec.sc.gov Facility Name in the subject line	Temperature monitoring logs for any COVID-19 vaccine containing storage units	Downloaded continuous temperature monitoring device reports		COVID-19 Transport Logs		Fridays by 5pm	

VAMS Janssen Vaccine Expiration Date Update

- June 10, 2021, the FDA approved an extension of the shelf life for the Janssen COVID-19 Vaccine from 3 months (90 days) to 4.5 months (135 days)
 - On June 22, 2021, the VAMS team has deployed a hotfix updating existing Janssen inventory to expire after 135 days
 - Any new Janssen inventory can be logged with the new expiration timeline

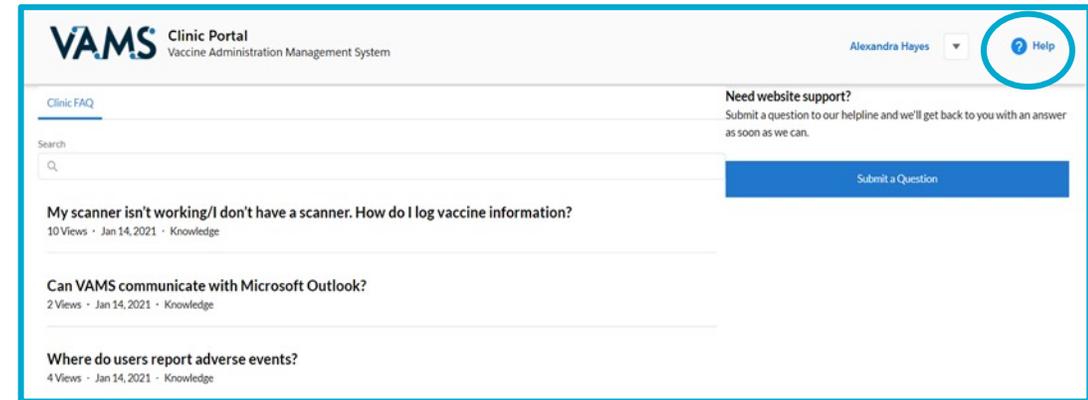


VAMS 5.1 Release

Tuesday, June 29, 2021

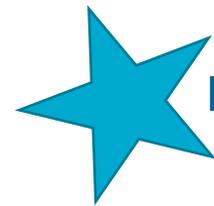
VAMS Help Desks

- 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 1-833-748-1979, 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



COVID-19 Provider: DHEC Contacts

- Provider Operations: COVID-19 Vaccine Management
 - Vaccine inventory requests, vaccine orders, direct ship vaccine shipments/deliveries, temperature monitoring, transport logs
 - COVIDVaccines@dhec.sc.gov
 - [COVID-19 Vaccine Temperature Excursion Reporting Form and Guidance Document](#)
- Provider Operations: COVID-19 Provider Support
 - New enrollment form submissions, vaccine coordinator contact information changes, enrollment form updates, redistribution agreements
 - COVIDProviderEnrollment@dhec.sc.gov
- DHEC Vaccine Location Web [Map](#)
 - Red/green color updates, information updates
 - VaxStatus@dhec.sc.gov
- COVID-19 Provider Portal Reporting
 - Inquiries or assistance with DHEC H3707 Provider Portal
 - Vaxreportinghelp@dhec.sc.gov
- Provider Operations: New Provider Onboarding and VAMS
 - Technical assistance, additional clinics, and questions regarding VAMS
 - VAMS@dhec.sc.gov



Please, do NOT submit a SIMON Help Desk Request for any COVID-19 vaccine related issue.

General COVID-19 Vaccination Updates

Independence Day Delivery Cadence



NO ORDERS WILL BE DELIVERED Independence Day MONDAY, July 5, (federally observed holiday).

All channels should plan to order early prior to the Holiday weekend.

Pfizer

No vaccine deliveries will occur on Monday, July 5th

If you need vaccine for clinics scheduled on the holiday weekend

- Submit your orders early in the week (Mon/Tues) prior to Independence Day weekend
- Limited Saturday deliveries* are available and can be requested by submitting a [holiday order template to Pfizer](#) by Wednesday, June 30, 9:00am ET to cvgovernment@pfizer.com

If exception for Saturday delivery is not submitted, orders placed into VTrckS between 9am ET Wednesday, June 30 and 9am ET Friday, July 2 will deliver on Tuesday, July 6

Moderna and J&J/Janssen Centrally Distributed Vaccines

No vaccine deliveries will occur on Monday, July 5 or Tuesday, July 6

If you need vaccine for clinics scheduled on the holiday weekend

Submit your orders early in the week (Mon/Tues) prior to Independence Day weekend

Limited Saturday deliveries* are available and can be requested by submitting a [holiday order template to McKesson](#) by Friday, July 2, 9:00am ET to COVIDVaccineSupport@McKesson.com

If exception for Saturday delivery is not submitted, orders placed into VTrckS between 12 noon ET Thursday, July 1 and 12 noon ET Friday, July 2 will deliver on Wednesday, July 7

Exceptions for Delivery

Jurisdictions may request special deliveries on Saturday by submitting the order templates (see attachments) to Pfizer and McKesson.

Please note—there are separate templates for Pfizer and McKesson. If you want to request deliveries of Pfizer vaccine, you must submit a completed template to Pfizer, and if you want to request deliveries of Moderna vaccine, you must submit a completed template to McKesson.

The Deadline to request Saturday deliveries:

Pfizer: Submit the completed Pfizer template prior to 9 a.m. Eastern on Wednesday, June 30 to: cvgovernment@pfizer.com

Moderna and J&J/Janssen: Submit the completed McKesson template prior to 9 a.m. Eastern on Friday, July 2 to: COVIDVaccineSupport@McKesson.com

Last Town Hall

June 23, 2021

Weekly updates will continue to be posted to the COVID-19 Vaccine Provider Guidance [webpage](#).

CONTACT US

Provider Operations Unit

COVID-19 Vaccine Management : COVIDVaccines@dhec.sc.gov

COVID-19 Provider Support : COVIDProviderEnrollment@dhec.sc.gov

VAMS: VAMS@dhec.sc.gov

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