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
<table>
<thead>
<tr>
<th>Requirement Area</th>
<th>System</th>
<th>Metrics</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inventory</td>
<td>VAMS</td>
<td>New vaccine deliveries</td>
<td>Same Day</td>
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<tr>
<td></td>
<td>VaccineFinder</td>
<td>Doses Administered</td>
<td>Daily</td>
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<tr>
<td></td>
<td>DHEC Provider Portal H3707</td>
<td>On-hand inventory</td>
<td>Previous day totals due Daily by 12pm</td>
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<td>On-hand inventory, itemized by manufacturer and 1st or 2nd dose</td>
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<tr>
<td></td>
<td></td>
<td>Total Doses Administered that day</td>
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<tr>
<td></td>
<td></td>
<td>1st doses administered that day</td>
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<td>2nd doses administered that day</td>
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<td>Total number of upcoming appointments scheduled as of that day</td>
<td></td>
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<tr>
<td></td>
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<td>Total wasted vaccine for that day by manufacturer</td>
<td></td>
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<tr>
<td>Vaccine Administration</td>
<td>VAMS</td>
<td>Inventory Request with 1st and 2nd dose amounts specified in notes</td>
<td>Mondays by 11:59pm</td>
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<tr>
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<td>Electronic Medical Record/Electronic Health Record with established Interface with SIMON, or</td>
<td>Vaccine administration event</td>
<td>Within 24 hours</td>
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<td>Direct data entry into SIMON</td>
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<tr>
<td>Temperature Monitoring</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>
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<td>Facility Name in the subject line</td>
<td>Downloaded continuous temperature monitoring device reports</td>
<td></td>
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<tr>
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<td>COVID-19 Transport Logs</td>
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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.