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 01.05.21
  - 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)

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 1st or 2nd dose	Total Doses Administered that day	1st doses administered that day	2nd 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 1st and 2nd 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

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)
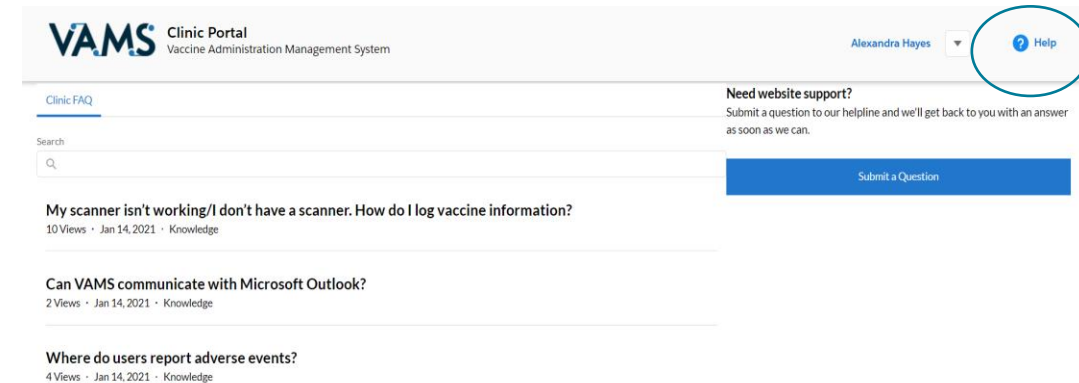 - Exporting Report Data

South Carolina Department of Health and Environmental Control

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

CONTACT US

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VAMS: VAMS@dhec.sc.gov

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