

BULLETIN

What Massachusetts COVID-19 Vaccine Providers Need to Know Week of 1/21/21

Latest Numbers

- As of 1/20/21, 620,875 doses of COVID-19 vaccine have shipped to Massachusetts, and 377,459 doses have been administered (data may differ from the [Weekly COVID-19 Vaccination Report](#) due to different dates of reporting).

Who to Vaccinate this Week

- As of 1/21/21, COVID-19 vaccine provider sites may request vaccine for and vaccinate any individuals in Phase 1 which includes: COVID and non-COVID facing health care workers, first responders, congregate care settings, and home-based health care workers.
- Sites should create and maintain wait lists of individuals they can quickly call if they have extra Moderna vaccine that needs to be administered the same day to prevent wastage.
- For more information, visit [When can I get the COVID-19 vaccine? | Mass.gov](#).

What to Know this Week

- *Administering vaccine within 10 days of receipt:* All providers must use vaccine shipped to them within 10 days of receipt. Future state allocation decisions will be based upon provider inventory. Failure to administer distributed vaccine within 10 days of receipt jeopardizes the Commonwealth's future allocations. Unused vaccines will be redistributed to other providers.
- *Access to COVID-19 vaccine for independent physician practices prioritized under Phase 1.* Certain hospitals serving each region of the state have been identified to act as a COVID-19 vaccine "depot." For clinical practices that are unable, due to their size and capacity, to receive larger, direct allocations of vaccine, a depot will redistribute vaccine and all ancillary materials for office-based vaccination or will provide direct vaccination to health care workers.
 - For independent physician practices to be a part of the program for office based vaccination, visit [COVID-19 Vaccine Locations for Health Care Workers | Mass.gov](#).
 - Use [this map](#) to find what depot hospital is covering independent practices within a community.
- *Partner providers for congregate care settings:* Many congregate care sites and shelters are still looking for partner providers to vaccinate their residents and staff. Providers willing to vaccinate congregate care and shelter sites should contact lindsey.tucker@mass.gov. Once linked, these providers may include the requests for vaccine for the congregate care sites and shelters in their weekly MCVP survey.
- *MIIS reporting:* MCVP-enrolled sites are required to report doses administered to the MIIS within 72 hours of administration. Your doses administered information in the MIIS and your responses to the weekly MCVP survey, together with the number of doses available to Massachusetts, are used to determine your allocations. If you do not report doses administered to the MIIS, it will appear that you have more inventory than you may actually have on hand.. This will reduce your next allocation.

- *Wastage:* Providers should make every effort to reduce lost or expired COVID-19 vaccine. In the event that vaccine is lost/expired, use the weekly survey to report those doses and then discard lost/expired doses. In the near future, this information will be reportable directly in the MIIS.
- *Vaccine for second doses:* Going forward, shipments will include vaccine for both first and second doses. Vaccine will not be labeled as first or second doses, and sites will need to manage their own inventory. You will receive your 2nd dose near the 2nd dose due date. **Do not hold vaccine in reserve for second doses; you must use vaccine within 10 days of receipt.** Use the vaccine in your inventory for scheduled first and second dose administration. **Keep vaccinating!**
 - If sites redistributed any vaccine, sites are responsible for also redistributing the same number of second doses *and* the necessary ancillary supplies that come with the vaccine.
 - You must use the weekly MCVP survey to request second doses. See **Vaccine Allocation & Ordering Process** below.
- *Vaccine redistribution:* Starting 1/25/21, the MIIS will be enhanced to allow providers to transfer vaccine to other providers who have completed the MCVP agreement. Registered users will begin to have access to the Vaccines Module in MIIS to complete and accept these transfers. Please review the following documents:
 - [How to Complete a Transfer Mini Guide](#)
 - [Quick Start – Complete a Transfer](#)
- *Sixth dose in Pfizer vials:* The FDA has amended the Emergency Use Authorization to reflect the additional dose in Pfizer vials and McKesson has increased the individual Pfizer ancillary kit contents from a kit that supported 975 doses to a kit supporting 1170 doses. The shipping of modified kits will begin this week. The 195-vial trays will contain 1,170 doses.
 - Only low dead-volume syringes and/or needles will consistently ensure extraction of six doses from a single vial. If standard syringes and needles are used, there may not be sufficient volume to extract a sixth dose from a single vial.
 - **Important:** Regardless of the type of syringe and needle, each dose must contain 0.3 mL of vaccine. If the amount in the vial cannot provide a full sixth dose of 0.3 mL, the vial and content should be discarded. Excess vaccine should never be pooled from multiple vials to make up a full dose.
- *Transporting vaccine for off-site clinics:* mRNA vaccines are very fragile and should only be transported once. Bring only enough vaccine for scheduled appointments for a half-day. If conducting an all-day clinic, bring only enough vaccine for appointments scheduled in the morning. Return to the central vaccine storage site to collect vaccine for appointments scheduled for the afternoon. For more information, see [Vaccine Redistribution](#).

Vaccine Allocation & Ordering Process

- At this time, the DPH Vaccine Unit will continue to order from CDC on behalf of providers.
- Every Monday, DPH sends a weekly MCVP survey to providers who have received COVID-19 vaccine to support allocation decisions. To request vaccine (including second doses), this survey must be submitted by **Tuesday at 5PM (previously Wednesday at 12pm)**. Failure to submit the survey may result in no allocation of vaccine the following week. At this time, due to limited supply from the Federal Government, DPH cannot fully fill every 1st dose vaccine request.
 - The survey is emailed to the primary and back-up COVID-19 vaccine coordinators. If you have not received the survey please email DPH-Vaccine-Management@massmail.state.ma.us.

- The Federal Government has indicated that it will make allocation decisions based on States' success in vaccine administration numbers. Vaccine sitting idle in freezers risks the Commonwealth's future allocations from the Federal Government. Only request a quantity of vaccine that you can fully administer within 10 days.
- Based on the survey responses, DPH places orders in the MIIS and then transmits to CDC for fulfillment. Orders will routinely be placed on Friday for arrival at most sites by Monday-Wednesday of the following week.
- You will be notified once you can order doses directly through the MIIS.

Where to go when you have questions about COVID-19 vaccination

| I need help with... | Contact... |
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| Pfizer vaccine shipment has a problem | Pfizer Customer Service (800) 666-7248, Email: cvgovernment@pfizer.com |
| Pfizer ancillary kit has a problem | McKesson Customer Service 833-272-6634, Email: SNSSupport@McKesson.com |
| Moderna vaccine shipment has a problem | <p><u>Vaccine Viability – Temperature Excursions during shipment for McKesson Specialty Distributed COVID Vaccine</u></p> <p>1. Supports calls/emails from provider/admin sites and awardee or federal/pharmacy ordering points of contact.</p> <p>2. Questions/concerns about vaccine viability issues during shipment must be reported on the <u>same day as delivery</u>.</p> <p>Phone: (833) 272-6635 Monday – Friday, 8 a.m. - 8 p.m. ET</p> <p>Email: COVIDVaccineSupport@McKesson.com (only send email after hours)</p> |
| Moderna ancillary kit has a problem | Need to verify - McKesson Customer Service 833-272-6634, Email: SNSSupport@McKesson.com |

- **Vaccine Unit** (dph-vaccine-management@massmail.state.ma.us)
 - Enrollment into MCVP
 - Vaccine storage and handling
 - Vaccine shipments, inventory
 - Number of doses allocated
 - Vaccine transfer
 - Vaccine wastage/expiration
- **MIIS** (miishelpdesk@mass.gov)
 - MIIS registration/onboarding
 - How to log in to the MIIS
 - How to report vaccines to the MIIS
 - Running reports in the MIIS
 - Adding users/sites to the MIIS
 - Assistance with MIIS functionality
- **COVID-19 email box** (COVID-19-Vaccine-Plan-MA@mass.gov)
 - Who can vaccinate
 - Who can get vaccine
 - Vaccine prioritization
 - Where and how to get vaccinated

Resources & Learning Opportunities

- **New** Vaccine Graphics [Stop COVID-19 – Vaccine graphics | Mass.gov](#)
- **New** The [COVID-19 Vaccine Provider FAQ](#) was updated January 15, 2021
- **New** [COVID-19 mRNA Vaccines – What Clinic Personnel Need to Know](#), a side-by-side comparison of Pfizer-BioNTech and Moderna COVID-19 vaccines

- Visit www.mass.gov/CovidVaccineProviders for [vaccine provider FAQ](#); detailed [guidance](#) on vaccine management and administration; and CDC and FDA [resources](#) such as v-safe After Vaccination Health Checker.
- Answers to [commonly asked questions](#) from the general public
- [EUA fact sheets](#) for providers and caregivers, available in multiple languages
- MIIS FAQ for providers: <https://www.miisresourcecenter.com/pages/ResourceCenterFaq>
- CDC MMWR Early Release - [Allergic Reactions Including Anaphylaxis After Receipt of the First Dose of Pfizer-BioNTech COVID-19 Vaccine](#) — United States, December 14–23, 2020
- COVID-19 Vaccine Overview: Learn the basics of COVID-19 vaccine Emergency Use Authorization (EUA) and vaccine storage, handling, and administration in CDC's [course](#).
- Visit [CDC Clinician Outreach and Communication Activity](#) for webinar recordings and slide sets on vaccination and other timely clinical topics.
- DPH strongly encourages the primary and back-up vaccine coordinators at each site and providers administering COVID-19 vaccine to complete the trainings in vaccine storage and handling and administration found at [COVID-19 Vaccine Information for Providers | Mass.gov](#).