

# BULLETIN:

## WHAT MASSACHUSETTS COVID-19 VACCINE PROVIDERS NEED TO KNOW

Week of: 1.28.2021

### Latest Numbers

- As of 1/27/21, 783,750 doses of COVID-19 vaccine have shipped to Massachusetts, and 523,721 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

- 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.
- Beginning 2/1, providers may vaccinate anyone in the first group of Phase 2 (those 75 years of age and older).
- Sites should create and maintain wait lists of individuals they can quickly call if they have extra vaccine that needs to be administered the same day to prevent wastage.
- The Commonwealth has launched an [online attestation form](#). If an individual presents a signed paper or electronic copy of the attestation form that indicates they are in an eligible category to receive the vaccine, then the individual has sufficiently demonstrated their eligibility and you should administer the vaccine. For more information, please review this letter: [Confirming Eligibility Provider Communication](#).
- For more information, visit [When can I get the COVID-19 vaccine? | Mass.gov](#).

### What to Know this Week

- **Vaccine request process:** A new document outlines the [COVID-19 vaccine request process](#) for MCVP-enrolled providers. This process will continue until supply is sufficient to allow providers to place their own order through the MIIS.
- **Limited vaccine supply:** COVID-19 vaccine is in extremely limited supply. Providers will receive their second doses. DPH will not be able to fulfill all first dose requests.
- **Vaccine for second doses:** Shipments may 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. **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 also responsible for redistributing the necessary ancillary supplies that come with the vaccine.
- You must use the weekly MCVP survey to request second doses. See [COVID-19 vaccine request process](#) for more information. Requests for second doses will be prioritized over first doses.
- **Administering vaccine within 10 days of receipt:** Only request the number of vaccine doses that you can fully administer within 10 days. All providers must use vaccine shipped to them within 10 days of receipt. Future state allocation decisions will be based upon provider inventory. Unused vaccines will be redistributed to other providers.
- **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. As of this week, providers must report their wastage in two ways: 1) providers should continue to report the number of doses wasted per week on the weekly survey and 2) providers should report wastage in the Vaccines Module of the MIIS. Review the [Storage/Handling Issue Mini Guide](#) for instructions.
- **Vaccine redistribution:** The MIIS has been enhanced to allow providers to transfer vaccine to other providers who have completed the MCVP agreement. Registered users will have access to the Vaccines Module in MIIS to complete and accept these transfers. Please review:
  - [How to Login and Navigate the MIIS](#)
  - [How to Complete a Transfer Mini Guide](#)
  - [Quick Start – Complete a Transfer](#)
  - For questions on logging in to the MIIS, contact [MIISHelpDesk@massmail.state.ma.us](mailto:MIISHelpDesk@massmail.state.ma.us). For questions about the transfer process, contact [DPH-Vaccine-Management@massmail.state.ma.us](mailto:DPH-Vaccine-Management@massmail.state.ma.us).
- **Sixth dose in Pfizer vials:** The FDA has amended the Emergency Use Authorization to reflect the additional dose in Pfizer vials. McKesson increased the individual Pfizer ancillary kit contents from a kit that supported 975 doses to a kit supporting 1,170 doses. Coming soon, Pfizer vaccine will be sent as 195-vials with 1,170 doses, a change from 975 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](#).
- **COVID-19 Vaccine Management Standard Operating Procedure (SOP) Template:** All staff handling vaccines must read, sign, and adhere to the protocols described in the [SOP template](#) to ensure the vaccine cold chain is maintained for optimum potency.
- **Return thermal shipping containers.** Shipping containers for both Moderna and Pfizer should be returned to McKesson and Pfizer. Pfizer shipping containers contain a digital data logger. These shippers can be kept for up to 30 days and then must be returned along with the temperature monitors. Turn off the temperature monitoring device and return the shipping containers using the return label included with the box. Moderna shippers should also be returned using the return label located on the inside of the box.
- **Updated CDC forms:** The Moderna and Pfizer standing orders template and Pre-vaccination Checklist for COVID-19 Vaccines (screening form) are expected to be updated the week of 1/25. Please check the [CDC website](#) to ensure you are using the most up-to-date documents.
- **Updated CDC Interim Clinical Considerations:** The [CDC Interim Clinical Considerations for Use of mRNA COVID-19 Vaccines](#) were updated 1/21/21 to reflect the following:
  - Updated recommendations on intervals between the first and second dose
  - Updated recommendations on interchangeability of vaccine products
  - Updated language on vaccination of persons with a history of SARS-CoV-2 infection
  - New vaccination recommendations in persons with a history of dermal fillers
  - Additional resources on vaccine excipients (Appendix B)

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

### I need help with...

#### **Pfizer vaccine shipment has a problem; or temperature excursion**

Pfizer Customer Service

800-666-7248, Email: [cvgovernment@pfizer.com](mailto:cvgovernment@pfizer.com)

#### **Pfizer ancillary kit has a problem**

McKesson Customer Service

833-272-6634, Email: [SNSSupport@McKesson.com](mailto:SNSSupport@McKesson.com)

**Moderna vaccine shipment has a problem  
or 23 temperature excursion**

Vaccine Viability – Temperature Excursions during shipment for McKesson Specialty Distributed COVID Vaccine

1. Supports calls/emails from provider/admin sites and awardee or federal/pharmacy ordering points of contact.
2. Questions/concerns about vaccine viability issues during shipment must be reported on the same day as delivery.

**Phone:** 833-272-6635 Monday – Friday, 8 a.m. - 8 p.m. ET

**Email:** [COVIDVaccineSupport@McKesson.com](mailto:COVIDVaccineSupport@McKesson.com) (only send email after hours)

**Moderna ancillary kit has a problem**

Need to verify - McKesson Customer Service

833-272-6634, Email: [SNSSupport@McKesson.com](mailto:SNSSupport@McKesson.com)

**For clinical questions regarding COVID-19 vaccine:** <https://www.cdc.gov/cdc-info>

Call 1-800-232-4636

Email using the CDC-Info web form <https://wwwn.cdc.gov/dcs/ContactUs/Form>

**Vaccine Unit** ([dph-vaccine-management@massmail.state.ma.us](mailto: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](mailto: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](mailto: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** MDPH: COVID-19 Vaccine Live Q&A. These live Q&A sessions are meant to supplement the [training modules](#) created by the MDPH Immunization Division.
  - February 1 from 1-2pm: [Registration \(gotowebinar.com\)](#)
  - February 22 from 1-2pm: [Registration \(gotowebinar.com\)](#)
  - March 8 from 1-2pm: [Registration \(gotowebinar.com\)](#)
  - March 22 from 1-2pm: [Registration \(gotowebinar.com\)](#)
- **New** The [COVID-19 Vaccine Provider FAQ](#) was updated January 25, 2021
- **New** Spanish translation of the [PreVaccination Checklist](#) for patients
- **New** [CDC COVID-19 Vaccination Toolkits](#) for Medical Centers, Clinics, Pharmacies, and Clinicians; Healthcare Professionals and Pharmacists; LTCF Administrators and Leadership; Employers of Essential Workers; and Staff of Organizations Serving Communities.
- Vaccine Graphics [Stop COVID-19 – Vaccine graphics | Mass.gov](#)
- 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>
- 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](#)

MDPH Provider Website

MDPH - Immunization Division  
305 South Street  
Jamaica Plain, MA 02130