



BULLETIN

What Massachusetts COVID-19 Vaccine Providers Need to Know Week of 2/11/21

Latest Numbers

- As of 2/12/21, 1,503,925 doses of COVID-19 vaccine have shipped to Massachusetts, and 1,034,018 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 any individuals in Phase 1 (health care workers, first responders, congregate care settings, and home-based health care workers) and anyone in the first group of Phase 2 (those 75 years of age or older).
- **New** Effective 2/11/21, an individual who accompanies a person age 75 or older to one of four mass vaccination sites to receive the vaccine will be eligible to receive the vaccine too, if they have an appointment booked on the same day.
- Sites should maintain wait lists of eligible individuals they can quickly call if they have extra vaccine and schedule an appointment in order to administer by the end of the day to prevent wastage.

What to Know this Week

- **New** *Weekly MCVP survey holiday schedule*: The weekly MCVP survey will be sent out on Monday 2/15, even though it is a holiday. The survey will be due by **Tuesday at 5 PM**.
- **Updated** *Limited vaccine supply*: COVID-19 vaccine is in extremely limited supply. Providers will receive their second doses if they are requested in their weekly survey and they meet the threshold outlined above. **IMPORTANT: DPH will not be able to fulfill all first dose requests. Do NOT schedule new first dose appointments until you have a vaccine allocation commitment from the Department of Public Health.**
- **New** *Sixth dose in Pfizer vials*: Starting 2/16/21, Pfizer COVID-19 vaccine will be packaged with 6 doses per vial (previously 5 doses per vial). Each tray will still contain 195 vials, but the number of doses is increased to 1,170. The drug code for Pfizer (NDC) will not change. Pfizer COVID-19 vaccine already in inventory will not be updated to 6 doses per vial. Sites should expect to see this change in vaccine shipped the week of 2/22/21. Ancillary kits have already been increased to support the administration of 1,170 doses per tray and include low dead space syringes.
 - **Note: If a provider is unable to pull the 6th dose from a vial, they will need to report the 1 dose lost as waste.**
- **New** *Receipt of vaccine shipments*: When a shipment arrives, open vaccine packages **immediately**, check the temperature monitor reading, inspect the vaccine boxes, compare the vaccine received with the vaccine products that show on the packing list, and store at the appropriate temperature. If you believe that a vaccine shipment has been compromised,

temperature monitors are out-of-range, or a warm indicator is not activated, **contact the distributor immediately**. Contact information is included in the shipment boxes.

- Inspect ancillary kits for damage and check the package against the packing list. If the product is damaged or does not match the packing list, **contact McKesson immediately**.
- Calls about product viability, damage, or packing slip discrepancies must reach McKesson the same day the shipment arrived at the office as documented by the carrier.
- Phone: 833-343-2703, Email: COVIDVaccineSupport@McKesson.com
- *Vaccine inventory:* All providers must meet inventory thresholds prior to receiving additional vaccine allocation. Community Health Centers will not receive a new vaccine allocation if less than 65 percent of doses received have been administered. All other health care providers must meet a threshold of 85 percent to receive a new vaccine allocation. The percentage will be calculated by dividing cumulative doses administered by cumulative doses shipped on Tuesdays; vaccine shipments received on Monday and Tuesday are excluded from the calculation.
- *MIIS reporting:* Provider sites must comply with the [MIIS Reporting Order for COVID Vaccine](#) to report vaccine administration data to the MIIS within **24 hours** (not the 72 hours previously required). Your doses administered information in the MIIS and 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 jeopardize your next allocation.**
- *Vaccine request process:* Review the [COVID-19 vaccine request process](#), including a timeline for requesting second doses, for MCVP-enrolled providers. This process will continue until supply is sufficient to allow providers to place their own order through the MIIS. Only request the number of vaccine doses that you can fully administer within 10 days of receipt. Future state allocation decisions will be based upon provider inventory. Unused vaccines will be redistributed to other providers.
 - Sites will receive a confirmation email after completing the weekly MCVP survey which will include a copy of their survey responses. Surveys must be submitted by **Tuesday at 5 PM**. If you do not receive a confirmation email it means your survey was not submitted correctly and you should complete a new survey and submit again.
 - When submitting the weekly MCVP survey, use Google Chrome, Firefox, or another modern browser. Internet Explorer is not supported.
- *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!**
- *Timing of second doses:* People should get their 2nd dose of COVID-19 vaccine as close to the recommended interval as possible (3 weeks for Pfizer, 4 weeks for Moderna). In situations where this is not feasible, the second dose of Pfizer and Moderna COVID-19 vaccines may be administered up to 6 weeks (42 days) after the first dose. In exceptional situations in which the first-dose vaccine product cannot be determined or is no longer available, any available mRNA COVID-19 vaccine may be administered at a minimum interval of 28 days between doses to complete the mRNA COVID-19 vaccination series.
- *Wastage:* Providers should make every effort to reduce lost or expired COVID-19 vaccine. If vaccine is lost/expired, report the wastage in the Vaccines Module of the MIIS. Review the

[Storage/Handling Issue Mini Guide](#) for instructions. Failure to properly report vaccine wastage causes inaccurate inventories leading to less vaccine being allocated to you in future orders.

- *Vaccine redistribution:* It is critical to document all vaccine transfers in the MIIS; failure to do so will cause inaccurate inventories leading to less vaccine being allocated to you in future orders. You should only transfer COVID-19 vaccine to providers that have completed the MCVP agreement. Providers receiving COVID-19 vaccine should confirm what has been physically received is what has been transferred before completing the transfer. Please review:
 - **New** Transferring vaccine from one site to another 6-minute video [instruction video](#)
 - [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.
 - For questions about the transfer process, contact DPH-Vaccine-Management@massmail.state.ma.us.

- *Transport of mRNA COVID-19 vaccines:* Preliminary CDC guidance on transport of mRNA COVID-19 vaccines allows for the transport of punctured vials, as long as the cold chain is maintained. Transporting vaccine in prefilled syringes is discouraged but, when necessary, may be done with strict adherence to the guidance in the [USP COVID-19 Vaccine Handling Toolkit](#). More detailed guidance from CDC will be forthcoming.
 - **New** *Transport of Moderna COVID-19 Vaccine:* Moderna COVID-19 Vaccine maintains its quality attributes in the liquid state at 2-8°C for up to 12 hours when shipped: (i) using shipping containers which have been qualified to maintain 2-8°C; and (ii) under routine road and air transport conditions with shaking and vibration minimized. Once thawed and transported in liquid state at 2-8°C, the Moderna COVID-19 Vaccine should not be refrozen and should be stored at 2-8°C until use.

- *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.

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

I need help with...	Contact...
Pfizer vaccine shipment has a problem; or temperature excursion	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

<p>Moderna vaccine shipment has a problem; or 23 temperature excursion</p>	<p>Vaccine Viability – Temperature Excursions during shipment for McKesson Specialty Distributed COVID Vaccine</p> <ol style="list-style-type: none"> 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 <u>same day as delivery</u>. <p>Phone: (833) 272-6635 Monday – Friday, 8 a.m. - 8 p.m. ET Email: COVIDVaccineSupport@McKesson.com (only send email after hours)</p>
<p>Moderna ancillary kit has a problem</p>	<p>Need to verify - McKesson Customer Service 833-272-6634, Email: SNSSupport@McKesson.com</p>

- **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)
 - 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** ACOG. [COVID-19 Vaccines and Pregnancy: Conversation Guide for Clinicians](#)
- COVID-19 Vaccine Live Q&A. These live Q&A sessions supplement the MDPH [training modules](#).
 - 2/22 from 1-2pm: [Registration \(gotowebinar.com\)](#)
 - 3/8 from 1-2pm: [Registration \(gotowebinar.com\)](#)
 - 3/22 from 1-2pm: [Registration \(gotowebinar.com\)](#)
- Webinar, 2/17 at 1pm: [Information for Healthcare Providers about Moderna COVID-19 Vaccine](#)
- COVID-19 Vaccination Record Card in English and Spanish are available for providers to order from the [Massachusetts Clearing House](#).
- Massachusetts [COVID-19 Vaccine Education and Outreach Materials](#)
- 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.
- [EUA fact sheets](#) for providers and caregivers, available in multiple languages
- MIIS FAQ for providers: <https://www.miisresourcecenter.com/pages/ResourceCenterFaq>
- MDPH trainings in COVID-19 vaccine [storage and handling and administration](#)
- [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.