



# MASSACHUSETTS COVID-19 VACCINE PROGRAM

## BULLETIN

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

#### Latest Numbers

- As of 2/21, 1,686,160 doses of COVID-19 vaccine have shipped to Massachusetts, and 1,413,889 (83.9%) doses have been administered.
- As of 2/18, Massachusetts is #6 for first doses administered per capita amongst all states and #1 for total first doses administered per capital amongst the 24 states with 5M people according to the CDC.

#### Who to Vaccinate this Week

- **New** As of 2/18, individuals ages 65 and over and those with 2+ certain medical conditions, including moderate-to-severe asthma, and those residing in low-income and affordable senior housing are eligible to be vaccinated.
- **Updated** Provider sites may request vaccine for any individuals in Phase 1 and anyone in the first two groups of Phase 2. This includes health care workers, first responders, congregate care settings, and home-based health care workers, those 65 years of age or older, those with 2+ certain medical conditions, and those residing in low-income and affordable senior housing.
- 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 *Factors in determining a provider site's COVID-19 vaccine allocation:*** A major factor in determining a provider's (except community health centers) allocation is their ability to maintain a threshold of 85% for vaccine usage. This is calculated by dividing the cumulative number of doses received by the number of doses administered. Another factor in determining a provider's allocation is their ability to administer all doses received within 10 days of receipt.
- **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. DPH is not able to fulfill all first dose requests. Do NOT schedule new first dose appointments until you have a vaccine allocation commitment from DPH.
- **Updated Vaccine request process:** The [COVID-19 vaccine request process](#) was updated on 2/10/21. 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. The weekly survey must be submitted by **Tuesday at 5 PM.**

- You will receive a confirmation email after completing the weekly MCVP survey which will include a copy of your survey responses. 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.
- **New Initiative to increase equity in vaccine awareness and access:** On 2/16, the Baker administration announced a targeted outreach initiative in 20 cities and towns most disproportionately impacted by COVID-19 and \$1M to the MA League of Community Health Centers to support vaccination in historically underserved communities. Read the [press release](#).
- **New COVID-19 vaccination of homebound persons:** CDC has developed [new guidance](#) on management of vaccines and vaccination for persons vaccinated at home or in small group settings (e.g., residential facilities, group homes). This guidance addresses the transportation of small numbers of doses, including the transportation of punctured vials.
- **New CDC Storage and Handling Toolkit:** This [toolkit has been updated](#) to reflect specific information for Pfizer and Moderna, including transport information.
- **New Standing Orders and Vaccine Preparation and Administration Summaries:** [Materials for Pfizer and Moderna](#) COVID-19 vaccines were updated on 2/11/21.
- **New Interim considerations: preparing for the potential management of anaphylaxis after COVID-19 vaccination:** These [CDC considerations](#) were updated on 2/10/21.
- **New Interim Clinical Considerations for the Use mRNA Covid-19 Vaccines:** These [CDC considerations](#) were updated on 2/10/21 to include: new recommendations for preventing, reporting, and managing vaccine administration errors; clarification on contraindications and precautions; updated information on delayed, local injection-site reactions after the first vaccine dose; additional information and updated recommendations for testing for TB infection; and updated quarantine recommendations for vaccinated persons (**not yet implemented in MA**).
- **Sixth dose in Pfizer vials:** 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 one dose lost as waste.**
- **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 vaccine viability, damage, or packing slip discrepancies must reach McKesson (for Moderna vaccine) or Pfizer (for Pfizer vaccine) the same day the shipment arrived at the office as documented by the carrier.
- McKesson: 833-343-2703 or [COVIDVaccineSupport@McKesson.com](mailto:COVIDVaccineSupport@McKesson.com)
- Pfizer: 800-666-7248 or [cvgovernment@pfizer.com](mailto:cvgovernment@pfizer.com)
- **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). 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 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 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.
- **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 MCVF agreement. Providers receiving COVID-19 vaccine should confirm what has been physically received is what has been transferred before completing the transfer. Please review:
  - 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](#)
- **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](#).

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

Providers can save time by contacting the correct source to answer questions and resolve issues. Please check the following contacts when deciding whom to contact for assistance.

- **Pfizer vaccine shipment has a problem:**
  - 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)
- **If there is a problem with Moderna Vaccine shipment:**

- Phone: 833 272-6635 Monday-Friday, 8 a.m.- 8 p.m. ET
- Email (only send after hours): [COVIDVaccineSupport@McKesson.com](mailto:COVIDVaccineSupport@McKesson.com)
- **Moderna ancillary kit has a problem:**
  - 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 or email using the [CDC-Info web form](#)
- **Vaccine Unit** ([dph-vaccine-management@massmail.state.ma.us](mailto:dph-vaccine-management@massmail.state.ma.us))
  - Enrollment into MCVF
  - Vaccine storage and handling
  - Vaccine shipments, inventory, and number of doses allocated
  - Vaccine transfer
  - Vaccine wastage/expiration
- **MIIS** ([miishelpdesk@mass.gov](mailto:miishelpdesk@mass.gov)) **New Note:** Because of the high volume of inquiries, it is taking 2-3 business days for the Help Desk to respond. Answers to most questions about using the MIIS can be found at the MIIS Resource Center: <https://www.miisresourcecenter.com/>.
  - MIIS registration/onboarding
  - How to log in to the MIIS and report vaccines to the MIIS
  - Running reports in the MIIS
  - Adding users/sites to the MIIS
- **COVID-19 email box** ([COVID-19-Vaccine-Plan-MA@mass.gov](mailto:COVID-19-Vaccine-Plan-MA@mass.gov))
  - Who can get vaccine
  - Vaccine prioritization
  - Where and how to get vaccinated

### Resources & Learning Opportunities

- 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 \(gotowebinar.com\)](#)
- Order COVID-19 Vaccination Record Card from the [Massachusetts Clearing House](#).
- Download Massachusetts [COVID-19 Vaccine Education and Outreach Materials](#)
- Visit [www.mass.gov/CovidVaccineProviders](http://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>
- [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.
- ACOG. [COVID-19 Vaccines and Pregnancy: Conversation Guide for Clinicians](#)