

From: noreply-dphimmunizations@ct.gov <noreply@everbridge.net>

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To:

Subject: CoVP Provider Bulletin, Week of February 8, 2021

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DEPARTMENT OF PUBLIC HEALTH

Dear Connecticut COVID-19 Vaccine Providers,

This bulletin is sent to all key contacts at provider organizations administering COVID-19 vaccine. Please feel free to share it with others in your organization who may benefit from the update. Note that all of our communications are archived on our [web site](#).

In this week's bulletin, we want to reiterate some important information shared in previous communications. There are also several updates contained within this message. Please read the bulletin in its entirety.

Current Phase eligibility

All Phase 1a individuals living or working in Connecticut:

- **Healthcare Personnel:** All paid and unpaid persons serving in healthcare settings who have the potential for direct or indirect exposure to patients of infectious materials.
- **Long-Term Care Facility Residents: Adults** who reside in facilities that provide a range of services, including medical and personal care, to persons who are unable to live independently.
- **Medical first responders:** Individuals who face risk of exposure to COVID-19 through their response to medical emergencies.

Select Phase 1b individuals living or working in Connecticut:

- **Individuals 75-years of age and older**
- **Residents and staff of select congregate settings:** Residential facilities that provide supportive or supervisory services to their residents and where social distancing is not possible due to shared bedrooms, shared kitchens, or shared bathrooms. These facilities are either licensed by or otherwise formally affiliated with the State of Connecticut and are administered by a private non-profit or other formal entity. In Phase 1b, congregate settings do **not** include supported apartments, foster or family settings, college dormitories, or boarding schools.
- The formal launch of 65+ will be announced today (2/8) effective Thursday (2/11). The "formal launch" means that on Thursday, all providers should update their portals and eligibility language to include 65+ and schedule individuals 65+ over the subsequent 4 weeks. See attached communication sent out on 2/7 for more information.

Individuals who accidentally received a first dose of vaccine but did not meet current eligibility requirements should be scheduled for a second dose once the appropriate interval has passed (21 or 28 days based on product).

Vaccine Orders--Reminder

ALL providers should now submit their orders in our COVID-19 Vaccine Ordering portal, which can be accessed at <https://dphsubmissions.ct.gov/ClinicVaccinationOrder>. **Orders submitted in VAMS will no longer be considered in provider allocation decisions.**

In addition to the new platform, we are asking all providers to submit their orders **no later than noon on Tuesdays** to allow greater time for planning and communication of provider allocations. We hope this will allow providers to plan clinics for the following week in a timelier manner.

Last week, we communicated weekly baseline allocations that will be in place for providers for the month of February to support planning efforts. However, **all providers with a baseline allocation must continue to submit an order through the COVID-19 Vaccine Ordering portal** if they would like to receive an allocation for the upcoming week. Your baseline allocation is only guaranteed if you submit an order through the Ordering Portal and you have a plan to administer the allocation within 7 days of receipt. You may also request zero doses or fewer doses than your baseline allocation within a given week if the doses are not needed – this will not change your baseline allocation for subsequent weeks.

Orders should be submitted for each PIN that is requesting a shipment of vaccine. If you are utilizing a hub and spoke model, you only need to submit and order for the hub. Those who are not operating under a hub and spoke model but need their order shipped to an alternate location may indicate this in the order form.

REMINDER: You must still log in to CT WiZ or VAMS, whichever system you use, to balance your vaccine inventory.

We recognize some of you may not be open for deliveries on Monday, February 15th in observation of Presidents' Day. **Please notify us in the comment section of the order portal.** If you have already submitted your order, please reach out to <mailto:DPH.Immunizations@ct.gov> ATTN: Patricia Firmender.

Temperature Excursion Reporting Method (new as of 2/1/2021)

If you experience a temperature excursion or receive a non-viable shipment, please follow these steps:

1. **Ensure all vaccine is stored at the appropriate temperature and mark “do not use” until you determine viability.** This may require you to enact your [backup plan](#) and transport vaccine.
2. **For a non-viable excursion: Call the number in the shipper to report a non-viable delivery**
[McKesson](#) is the centralized distributor of Moderna COVID-19 vaccine and all ancillary kits; 1-833-343-2703, COVIDVaccineSupport@McKesson.com.
3. **Call Moderna/Pfizer to determine viability and request documentation.**
[Moderna Call Center](#)
1-866-MODERNA (1-866-663-3762)
[Moderna Storage and Handling Summary](#)
[Pfizer Vaccine](#)
1-800-TRY-FIRST (1-800-879-3477); directshipCOVID@cdc.gov
[Pfizer-BioNTech Storage and Handling Summary](#)
4. **Report outcome to the Department of Public Health. Submit a ticket via [DPH Ticketing System \(ct.gov\)](#)** and choose: COVID-19 Vaccination – Clinic – Report Vaccine Temperature Excursion – Select appropriate subtopic. Please include your PIN.
 - Briefly describe the temperature excursion

- Attach a copy of your temperature log (for temperature excursions)
- Attach Manufacturer documentation on viability determination

Updates have been made to the [COVID-19 Vaccine Provider Manual](#) and [Storage and Handling Readiness Checklist](#).

All providers who completed enrollment and / or read the manual prior to January 31 should review the manual and checklist for updates and be sure to comply with new requirements. All new requirements have also been communicated in previous weekly bulletin communications.

Memo on Transport of Moderna Vaccine in the Liquid State

See attached memo regarding stability of Moderna vaccines being transported in the liquid state.

Pfizer Vaccine and the Sixth Dose

CDC will be changing the way they describe Pfizer trays. Effective the week of February 21, Pfizer trays will be considered to have 1170 doses. This accounts for the sixth dose that is able to be pulled from each vial. We will provide more detailed information regarding ordering and inventory management in the coming weeks.

VAMS Support/Trainings and Updates

Click this [link](#) for the **VAMS and CoVP Training Calendar** for course descriptions and target audiences. (*Join for some or all of the time, based on your availability.*)

- Special Topic: VAMS Types of Clinics: Wed 2/10 12-1pm
- VAMS Live Helpdesk Office Hours: Tuesday/Thursday 9:30am-12pm
- VAMS Office Hours – Overview and Q&A: see calendar on website.
- VAMS Organization/Employer Coordinator Training and Q&A: Mon 2-3:30pm

Updates Under 'Latest News' at: [VAMS Training \(ct.gov\)](#) please review the:

- **VAMS Enhancements** that will assist you to fully utilize *NEW* VAMS functionality
- [Transition Business Process](#) if your clinic wants to transition from VAMS to CT WiZ. Please submit a [helpdesk ticket](#) with your PIN and expected date of transition. A meeting will be scheduled to review the process and expectations.

Vaccine Appointment Assist Line (VAAL)

United Way of Connecticut 2-1-1 operates the CT COVID-19 Vaccine Appointment Assist Line (VAAL) and assists to schedule appointments for people who are eligible under the current guidelines for each phase of the vaccine rollout. Clinics manage their own availability and appointment inventory in Appointment Plus, which is a shared third-party scheduling platform.

- If your clinic is wants to learn more about **telephonic support for vaccine appointment scheduling**, please register your contact information at: <https://uwc.211ct.org/vax/>

COVID-19 Vaccine Clinic Registration

CoVP Clinics should register your clinic's information with 2-1-1 so that eligible groups of the public can search for vaccine clinics nearest to them. If you need to report a change (different hours, no longer operating, new scheduling process), there is a form on the website.

- Please visit: [https://uwc.211ct.org/contact/request-agency-update/.COVID-19 Vaccine Clinic Registration - United Way of Connecticut - 211 and eLibrary \(211ct.org\)](https://uwc.211ct.org/contact/request-agency-update/.COVID-19 Vaccine Clinic Registration - United Way of Connecticut - 211 and eLibrary (211ct.org))