**FAQs for Providers**

**Where do we submit Section B to? An email, Fax, or mailing address? Section A was already completed for our primary care clinics, so I don’t want to resubmit using the electronic link since it requires section A to be completed again.**

**A:** You can submit the section B forms through the email (RA-DHCOVIDVAX@pa.gov), and we can get those into the system. Ideally for this situation, put a note in that email saying that section A was previously submitted or include another copy of it on the email. We have to have that information in order to connect those forms.

**Q:** When will we be notified if our site is chosen as an administration site?

**A:** Every provider who meets the requirements and is fully enrolled will be eligible to receive/administer vaccine. We are finalizing our notification strategy to those who are fully enrolled. Basically, every provider who meets requirements will be enrolled. If we received your agreement and need additional information we are reaching out on a one-to-one basis. Please note that there is a 40 character limit in our system for email addresses, so please ensure that contacts.

**Q:** The provider agreement is asking for “approximate number of patients/clients routinely served by this location” - Is this number per year, or per week? It is unclear since the last question asks the number of unique patients/clients seen per week on average?

**A:** Keep it consistent, with number of pts/clients per week- the form doesn’t specify annual or weekly client totals. As we are reviewing, will follow up with each of the sites.

**Q:** In the prescribers section of the provider agreement do we need to list nurses that will be administering the vaccine?

**A:** No, you do not need to ID the nurses administering the vaccine. In that provider section, we want to see the provider’s physicians, pharmacists, those who are ordering the vaccine. The form can only accept up to 25. File transfer to CDC only allows max of 25- put in your top 25 and that will satisfy that requirement.

**Q:** Do we need an accurate number of employees willing to receive the vaccine?

**A:** Use best estimate, we understand some staff may refuse vaccine and other factors that can impact numbers. Please keep in mind when you puncture a MDV of Pfizer vaccine you have to use it in a certain timeframe. Sites are encouraged to vaccinate emergency personnel such as EMS and this would aid them in utilization of the vaccines. Others such as family members should not be included in this first round. First doses not intended for anybody outside 1A.

**Q:** How do we enroll in Vtrcks?

12/14/2020
A: If you completed the provider agreement your facility will be automatically be enrolled in PA-SIIS as well as Vtrcks.

Q: If a hospital is a COVID provider does the practices the hospitals owned, do the practices need to enroll separately?
A: The hospital information can be entered as corporate information for section A, but each physical practice needs complete a section B in order to receive vaccines.

Q: How would we be able to register a location if it is temporarily closed?
A: Once you know when your site is going to open you can fill out a Provider Agreement to have vaccines ready but wait until it is closer to the date when the site opens.

Q: If we are already enrolled with VFC, Tot Tracks or some other program do we need to complete an agreement?
A: Yes, an existing account will likely make processing time faster, but in order to receive any COVID vaccines sections A and B must be completed and submitted to the PA DOH.

Q: How do I enroll multiple locations?
A: If an organization would like to enroll multiple sites, they can complete section A representing the organization and a section B for each individual site that will be administer the vaccine. Ideally the agreements should be submitted at the same time.

SIIS Questions- Vaccine Reporting and Inventory Management
Q: Will we be required to enter every person given vaccine thru the SIIS site or just keep track of ordering and inventory thru SIIS site?
A: Per the agreement patients who have received the vaccines must be reported to the registry within 24 hours. This can be done via HL7 interface or direct entry into the site. Inventory must also be updated within 24 hours.

Q: How will I be notified when my vaccines are shipped to me?
A: Those listed as the primary and backup staff will be emailed when the shipment is sent, and tracking information will be included in the email.

Q: Will you provide training on inventory management and other PA-SIIS requirements?
A: Upon enrollment user access for PA SIIS as well as training will be available to provide instruction on inventory management, documentation of administered doses, and how to report wasted or expired doses. Training will be located on TrainPA

Q: How do I request user access for additional staff to be able to enter patient records into the registry?
A: Additional users can be requested directly from PA SIIS.

Training Questions

Q: Can you provide clarification around what is required for training module--who is required to be complete this? All personnel or all immunizing personnel or vaccine coordinators, etc?
A: Site are to be training their staff and make sure they are comfortable with the process and procedures as this will vary site by site.

Q: Will DOH/DOI be providing COVID-19 specific training? If so, when?
A: Formal training is being developed, but unfortunately until vaccines are approved for use this training cannot be finalized. We hope to offer webinars and links to training information on our website when available. Preliminary information from CDC can be found at https://www.cdc.gov/vaccines/covid-19/downloads/COVID-19-Clinical-Training-and-Resources-for-HCPs.pdf

Q: Where can I find information on storage and handling, dosing, and general administration of vaccines?
A: The CDC COVID-19 Vaccination Playbook has resources for both vaccines listed and can be found at https://www.cdc.gov/vaccines/imz-managers/downloads/COVID-19-Vaccination-Program-Interim_Playbook.pdf

Vaccine Administration

Q: If person recently had COVID or tested positive for COVID antibodies, will the person still qualify for vaccine?
A: This guidance will be available when the vaccine is approved as to whom should receive the vaccines and those that the vaccine is contraindicated for.

Q: Is there a requirement for healthcare systems to vaccinate first responders / EMS?
A: Hospitals are not being required to vaccinate anyone, however we are asking that EMS or other healthcare providers outside of your system be offered the vaccines if possible to ensure we can maintain a healthy workforce.

Q: Are ultracold freezers needed? What is the equipment necessary to store the Pfizer and Moderna vaccine?
A: Pfizer vaccine requires ultracold storage, but a freezer is not needed if doses can be administered within the timeframe outlined by the manufacturer. Moderna vaccine requires freezer temperatures, but not ultracold.

12/14/2020
Q: Are there age restrictions for the vaccine? Same restrictions/requirements for both manufacturers?
A: This guidance will be available upon EUA approval and ACIP recommendations. At this time we expect the vaccines to only be approved for ages 18 and up.

Q: Will private practices, if enrolled, be receiving doses for their employees in the phase 1 distribution?
A: Unfortunately, due to the large minimum order quantities for the first available doses private practices will not be provided with doses during phase 1.

Q: Do any of the vaccines need to be reconstituted, or are they ready to give?
A: Many vaccines are in development, but the first vaccine expected to get approval, developed by Pfizer, needs to be thawed and then does need to be reconstituted. The Moderna product requires thawing, but does not require reconstitution.

Q: Is the State sending needles and syringes along with the vaccine?
A: Ancillary supply kits will be provided with your shipment and includes needles and alcohol wipes and limited PPE for vaccinators.

Q: Will the PA Department of Health be providing the freezers we need, or do we obtain them ourselves?
A: In Part B of the Provider Agreement the organization filling out the form must document it’s storage capacities. You do not have to have an ultra-freezer to receive a vaccine shipment and it is not recommended to purchase at this time. Vaccine shipments will be coming in dry ice and the dry ice will last 5 days and then be restocked afterwards.

Q: Does DOH need to approve redistribution?
A: Yes. Redistribution, sending vaccines from one site to another site that will now be responsible for the vaccines requires approval from DOH prior to moving the vaccines. Repositioning, such as doing a mass vaccination event for a day where the main site will retain inventory and responsibility for the vaccines does not require approvals. When available the redistribution agreement will be on our webpage at https://www.health.pa.gov/topics/programs/immunizations/Pages/COVID-19-Vaccine-Providers.aspx.

Q: How will we know which other organizations we can redistribute to?
A: Each site receiving and storing vaccines must have a completed Provider Agreement. Any site planning to redistribute must complete a redistribution agreement to ensure vaccine is sent to an approved provider who agrees to abide by required protocols.

Q: I understand as the agreement states, that we cannot bill for the vaccine or the ancillary supplies. Can you confirm if we can bill for the administration of the vaccine?
A: An administration fee may be billed to insurance, however any balance not paid by the insurance or anyone without insurance cannot be billed for the administration fee.
Q: How do I report reactions to the vaccines?
A: There is a website to report any sort of reactions at https://vaers.hhs.gov. Reactions can be reported by providers, patients, or parents. Reactions do not have to be known to be directly related to vaccine administration in order to be reported.

Will we be required to provide the patient with a copy of the EUA/VIS and vaccine record card at the time of administration. Will these supplies be provided with the other ancillary supplies?
A: EUA forms will be required to be given prior to vaccine administration. A card for patients receiving vaccines will be included in the ancillary supplies shipped with the vaccines.

Q: Are the vaccines interchangeable?
A: No, whatever brand a patient receives initially they should also receive as the second dose. Also, the spacing is different between the two brands.

Vaccine Distribution

Q: When do you anticipate shipments to start?
A: We anticipate vaccines to begin shipping as early as the third week of December. We expect Pfizer vaccines to be shipping the week of December 14th and Moderna the week of December 22nd. As a reminder no one is eligible to receive vaccines unless a completed provider agreement has been submitted and processed.

Q: Who is included in Group 1A?
A: As vaccines will be limited in early weeks and CDC has outlined a tiered approach with healthcare workers and long-term care staff and residents to take priority.

Q: How will reordering occur after the first 975 doses are administered?
A: Regional nurses will be checking back in with sites to confirm that they are in need of another tray for second doses, and CDC has indicated that they will be holding allotments so there is vaccine available for sites to receive a second tray 21 days after the first.

Q What organizations do you anticipate shipping to first?
A: Based on the guidance from CDC hospitals will be the first sites to receive shipments. A partnership with pharmacies to vaccinate at long term care facilities will also be implemented. As more vaccines become available other sites such as FQHCs will be offered vaccines if they have an approved provider agreement on file.

Q: How will the administering sites be notified of expected shipments?
A: Email notifications will be sent to the contacts that were assigned in your provider agreements.

Q: What are the minimum order requirements?
A: Pfizer vaccine will have a minimum order quantity of 975 doses. These vaccines require either ultracold storage or access to dry ice to permit up to 15 days to administer vaccines. There will be 195 multi-dose vials...
and 5 doses per vial. Moderna will have a minimum order quantity of 100 doses. These will be supplied in 10 multi-dose vials and each box has 10 vials. This vaccine requires freezer storage.

Q: Not all enrolled providers will receive vaccine in phase 1A, so how is this determine? First come first serve, lottery system, or something else?
A: Pennsylvania will be using the guidance provided by CDC. First factor is we must have a provider agreement for sites, second factor will be the ability to administer doses. An executive summary from Pennsylvania is available at https://www.health.pa.gov/topics/Documents/Programs/Immunizations/Pennsylvania%20COVID-19%20Vaccination%20Plan%20Executive%20Summary.pdf

Q: We are currently doing COVID testing outdoors, so we already have a set up, would there be any problems with doing these potentially mass vaccinations outdoors?
A: There are no restrictions to doing clinics outdoors however there is a period where patients should be monitored after the administration of the vaccines and this should be factored in when planning clinics.

Q: How will we manage getting residents the second dose when they leave our sites? (Short term rehab unit)
A: We need to take this back to our partners at WARP SPEED.

Q: Please provide any updates you can relating to product shipment dates. Hospitals are trying to setup employee vaccination clinics and can't make scheduled appointments until we know more. Getting as many shots in arms as possible before the Christmas break seems important.
A: When orders are shipped from the manufacturer/distributor tracking information will be included so that sites will have a better idea of when the vaccines will be arriving.

Long Term Care and Pharmacies

Q: If we are participating with Fed pharmacy partnership do we need to complete the PA agreement?
A: If your site is planning to receive vaccines via the federal partnership you do not need to also enroll directly with the PA DOH as the agreement with the pharmacy will

Q: How does an LTC facility enroll in the federal pharmacy partnership?
A: Unfortunately, the timeframe to enroll in the federal pharmacy partnership has ended. If your site is not enrolled with the federal program, they can apply directly.