

Missouri COVID-19 Vaccinator Newsletter

March 15, 2021

MOStopsCovid.com

MOStopsCovid.com/vaccinators

Are you ready?

We are encouraged that vaccine supply has continually increased the past several weeks. Last week, our federal partners informed us that we would be seeing a significant increase again in April. The pace is certainly changing, and now is the time to think about what you and your team will need to be successful when the week comes that Missouri vaccinators receive more than double the vaccine that they are seeing now. Will you need more people? More storage capacity? Plan now for what lies ahead so that we can quickly and safely get all willing Missourians vaccinated.

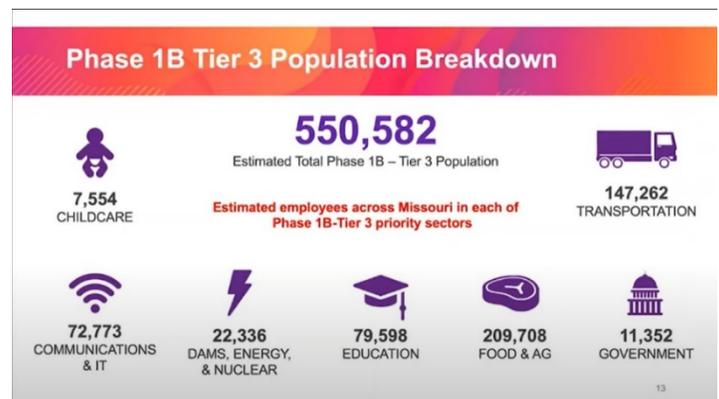
Vaccine distribution Standing Order revised

A revised standing order for vaccine distribution modifies the original order in the following ways:

1. Changes the date of the order to 3/12/21
2. Rescinds the original order and the library order
3. Opens Phase 1B-Tier 3 on 3/15/21
4. Adds library staff to Phase 2 (done by the 3/4/21 order)
5. Adds clergy visiting long-term care facilities or hospitals to Phase 1A
6. Adds unpaid healthcare workers to Phase 1A.
7. Adds construction sector to Phase 2

Construction Sector: Employees or contractors engaged in the construction or repair of buildings, infrastructure or industrial facilities.

8. Adds licensed foster parents to Phase 1B-Tier 3
*Childcare: Faculty and staff in a DHSS or DSS-licensed facility providing basic care to children.
Foster parents, who are licensed with DSS.*



Phase 1B-Tier 3 activated March 15

Our team and partners from the Department of Economic Development presented resources and planning information to many employers and groups representing critical industries who will be eligible under Phase 1B-Tier 3. View that presentation [here](#), and feel free to share with your local community members so they can prepare to help their teams get vaccinated. Business and organization resources are available at the bottom of www.MOStopsCovid.com/priority.

Clarification: As DSS contractors, foster parents are included in Phase 1B-Tier 3.

Changes are coming to the Vaccine Order Request Form

- What's changing: DHSS will shift from our current [webform link](#) to a REDCap tool.
- What will be different: While the form's appearance will change, most of the information you previously submitted will not change.
- Where can I find the form: The form will still be located at the same link on the [Vaccinator Resource webpage](#).
- How will the ordering process change: It won't. The process of requesting vaccine will remain the same for all vaccinators who have previously been using the Vaccine Order Request Form.
- When does this change occur: Change takes effect on Wednesday, March 17, at 5:01 p.m.
- What if I still have questions: Reach out to covidvaccineorders@health.mo.gov with the email subject line that reads "Vaccinator Question."

Why the need for the change

- ShowMeVax (SMV) and COVID enrollment: To save your team and our team time, all vaccinators requesting COVID-19 vaccine must verify SMV enrollment and approved COVID-19 vaccinator status.
- Region identification: To further refine our data systems, vaccinators will indicate their Missouri State Highway Patrol [Region](#).
- Redistribution submission: If you do not have a [Redistribution Agreement](#) on file with DHSS, you have the option to complete and upload a Redistribution Agreement.
 - Please note: A Redistribution Agreement must be on file prior to receiving and/or redistributing vaccine. Each vaccinator only requires the completion of one Redistribution Agreement. Once on file, a [Redistribution Request Form](#) must be completed and approved prior to each transfer of vaccine.
 - Public access: Your answers to the Public Information section will update the [Vaccinator Map at MOStopsCOVID.com](#). This will assist citizens of Missouri in finding vaccine. Your answers will serve your fellow citizens in our collective effort to defeat this virus.

Matching prime and booster doses

Prevent unmatched doses

Before we provide guidance about what to do with an unclaimed booster, here are the best practices vaccinators use to prevent the problem:

- Reach out on the day-of the missed appointment (Day-of appointment)
- Reach out the following day (Day +1 of appointment)
- Provide a final full-day for the patient to reach out (Day +2 of appointment)
- After two full days and two attempts, the vaccine is now open to alternative use

Understanding the issue

What does "unmatched" mean:

When you receive your shipment of prime vaccines for Pfizer and/or Moderna those vaccine have "matching" booster doses. When the boosters arrive, they serve to provide those who received the first doses their second doses. For reasons discussed below, booster vaccines become "unmatched" when they are unable to vaccinate their intended recipient. Even though both prime and booster doses are the same vaccine—meaning, there is no substantive difference—unmatching creates operational problems when an intended booster is used as a prime; the recipient of the prime now does not have a matching booster vaccine. In short, a booster used as a prime does not have a booster.

How doses unmatch:

The most common causes arise from appointment no-shows and extracting more vaccine than expected.

- We highly encourage you to visit our [vaccinator resource page](#) where you can find a rich set of vaccination best-practice resources. These resources help reduce wastage and prevent unmatched doses.

Unmatched booster options

Solve internally:

When vaccinators are conducting booster clinics, and have extra doses, those doses can be used to meet the future booster need instead of being converted to prime doses, provided the vaccine has not already been drawn and can be returned to storage. In addition, vaccinators may also convert a dose originally allocated as a prime to a booster dose to meet the need. It is expected that the rate of vaccine allocation coming into the state will increase significantly in the next few weeks which will aid vaccinators in solving this challenge internally.

Reach out to a community partner:

If a vaccinator is unable to internally solve the need for a matching booster in time to meet the booster need, vaccinators should reach out in advance to other local community vaccinators for availability of a booster match. It is DHSS's intent that vaccinators develop community partnerships that will lead to mutual, local solutions in many of these circumstances and will maximize dose administration while minimizing wastage.

Use EMResource as a reference to report or identify booster dose needs

EMResource is a statewide communications platform routinely used by hospitals, local public health agencies, emergency medical services and emergency management to collect and disseminate time-sensitive health care related information during disasters and emergency activations. The platform, supported through federal grant funding, has been used through the COVID-19 response for a variety of queries and data sharing.

At this time, hospitals, local public health departments, and Regional Implementation Teams can report booster doses shortages in the system. Current EMResource users are encouraged to use the COVID-19 Vaccine – Booster Deficit Request query as a tool to enter these deficits. The information submitted to the query then populates a static view to summarize current booster needs by region. Vaccinators with a time-sensitive booster dose shortage are encouraged to update the query status as soon as an unmet booster need is identified. EMResource users with surplus vaccine should reference this information to identify potential opportunities for vaccine redistribution.

When all other avenues have been exhausted

Please note that if a matching booster dose need is going to be significant and no other option has addressed the need, vaccinators should reach out to the Vaccine Ordering Team at covidvaccineorders@health.mo.gov for further discussion. DHSS is committed to the equitable distribution of vaccine. Since there are minimum order limits for each vaccine, and there is no single dose avenue for ordering or providing vaccine from federal partners, DHSS is therefore limited in its capacity to address booster shortfalls created by vaccinators. In the event DHSS is able to provide a solution to the vaccination issue, there will be detailed guidance on how to use the vaccine provided.

When receiving a redistribution of vaccine:

When a vaccinator receives vaccine from another vaccinator, it needs to be communicated and understood whether the doses being redistributed are prime or booster doses. In addition, a vaccinator must determine their plan for the doses being received as this will determine what follow-on actions will need to be taken.

- If a vaccinator receives prime doses from another vaccinator and plans to use them as prime doses, then it will need to be established as part of the redistribution process that the vaccinator distributing the prime doses will also need to provide the receiving vaccinator the matching booster at a later time.
- If a vaccinator receives booster doses and plans to use them as prime doses, then the receiving vaccinator will need to take steps to ensure they have a booster match at the required time. This

could mean that a vaccinator uses only half of the doses received as prime doses, then the other half as the booster match.

- If a vaccinator receives booster doses and plans to use them as booster doses, then no further planning action will be required.

Resources & FAQs

Occasionally, the Vaccine Team receives questions from vaccinators that fall just outside previously published guidance. We will be taking the opportunity to address these questions in this forum. If you have a question that has not been met by the previously or currently published guidance for vaccinators, please email your questions to covidvaccineorders@health.mo.gov with the subject line: VACCINATOR QUESTION.

Q: What should I do when someone needs only a booster dose because they received their prime dose elsewhere and were not able to return at the designated time (due to illness, hospitalization, etc.) to receive the booster at the same location?

A: Provide the booster and understand that scheduling and inventory management will provide the opportunity for a dose to be used such as when there is a no-show at a booster clinic; or when those scheduled for a booster receive a booster dose elsewhere. If a vaccinator is having a large volume of requests for booster only appointments, please reach out to the Vaccine Team for further discussion.

When in doubt, please reach out. If after reading this document, you have questions, please send us an email.

Avoiding vaccine wastage at vaccination events

Before the Event

1. Order enough doses for all appointment slots, assuming everyone will show up for the event. Do not register for the event until the order is made and the number of doses is confirmed to avoid over-booking of an event if a full order requested is not approved. **NOTE: Doses for MONG mass vaccine events are allocated by the state. Communicate with the state RIT coordination team regarding possible over- or under-allocation of doses as soon as possible before the event to determine how to adjust as appropriate.**
2. When ordering vaccine for smaller events, consider ordering vaccine that comes in smaller tray sizes and/or smaller dose vials. Four doses left from a 5-dose vial is easier to manage than 9 doses left from a 10-dose vial. Here is a comparison of the current COVID-19 vaccine tray sizes and doses:

Vaccine	Minimum Ordering Quantity	Number of Doses per Vial
Pfizer	975 doses (195 vials per tray)	5 (or up to 6) doses
Moderna	100 doses (10 vials per tray)	10 doses
Johnson & Johnson (J&J)	100 doses (10 vials x 2 cartons)	5 doses

3. If the vaccine will be provided at an offsite event, verify that there is a cold chain plan for safely transporting vaccine to the site, storing the vaccine at the site, and potentially transporting the vaccine back to the storage site and/or a redistribution partner site if there are extra, unopened vials. **NOTE: For MONG mass vaccination events, coordinate with the state RIT coordination team on necessary redistributions of doses from these events.** For guidance on the safe transport of vaccine, refer to page 21 in CDC's Vaccine Storage and Handling Toolkit.
4. Look at data from previous events to estimate the number of no-shows. Have a waitlist of people with AT LEAST the number of anticipated no-shows who are eligible to receive the vaccine but are not registered for the event. They should be available to come to the event within 30 minutes of being notified that a dose is available for them.

- Plan for a worst-case scenario for vaccine storage and/or redistribution in case the event needs to be cancelled after your vaccine has been delivered. In order for one COVID-19 vaccine provider to redistribute vaccine to another provider, both must be approved COVID-19 vaccinators, and a Vaccine Redistribution Agreement must be in place, and a COVID-19 Vaccine Redistribution Form must be completed.

During the Event

- Identify one or more “Vaccine Champions” who are responsible for monitoring vaccine temperatures and preventing vaccine wastage. Everyone who handles vaccine should be reminded of the following:
 - Only thaw the amount of vaccine needed. Thawed vaccine cannot be refrozen!
 - Vaccine may be thawed in a refrigerator (between 2°C and 8°C or 36°F and 46°F) or at room temperature (between 15°C and 25°C or 59°F and 77°F).
 - Refrigerator: 25 to 195 vials may take 2 to 3 hours to thaw in the refrigerator. Fewer number of vials will take less time.
 - Room temperature: Thawing will take between 30 minutes and 2 hours.
 - When you open and puncture a vial, write the date and time on the vial.

Vaccine	Intact vials may be stored ...	If cap is removed and stopper punctured, vaccine must be ...
Pfizer	At room temperature for 2 hours before mixing with diluent	Used within 6 hours after mixing
Moderna	At room temperature for up to 12 hours	Used within 6 hours
Johnson & Johnson (J&J)	In a refrigerator until its expiration date	Refrigerated and used within 6 hours or (NOT recommended) Stored at room temperature for 2 hours*

** If you do not reach the 2-hour time limit at room temperature, you may transfer the punctured vial to a refrigerated storage unit for the remaining time, up to 6 hours total storage time (time vial was held at room temperature plus time vial held in refrigerator). However, it is **STRONGLY** recommended that vaccine be stored in a refrigerated vaccine cooler instead of being stored at room temperature for any period of time.*

- Only prepare vaccines when you are ready to use them. If possible, keep track of who registered for the event versus who presents. This will require communication between event greeters/screeners and the lead vaccinator.
- Do not pre-draw more vaccine than there are people immediately available to be vaccinated (1 to 2 vials at a time).
- If a vaccine dose is within 1 hour of expiration and there are no scheduled appointments, contact the people on the event wait list that can arrive within 30 minutes. If no waitlist individuals can be identified, administer the vaccine to eligible event staff or unregistered people who may have gathered at the event in hopes of leftover vaccine. If no eligible recipients are available (i.e., people on the waiting list developed before the event), administer to other individuals interested in receiving the vaccine regardless of phase eligibility.
- Be sure that all used and partially used vaccine vials are disposed of in an approved sharps container.

After the Event

Return all unopened vials to the designated storage facility or redistribute to a facility with which the event sponsor has an agreement. **NOTE: For MONG mass vaccination events, proposed redistributions of left over vaccine from an event need to be coordinated with the RIT, and state RIT coordination team as necessary, to assure doses are used primarily for the MONG mass vaccination events within the region allocated.**

IMPORTANT: The individual transporting vaccine back to a storage location or to a redistribution site must be trained in cold chain management and must understand what to do in the event of an emergency.

If absolutely necessary, a partially used vial may be transported to or from an off-site/satellite facility operated by the same provider, as long as the cold chain is properly maintained. However, a partially used vial cannot be transferred from one provider to another or across state lines. Also, vaccine drawn up in syringes may not be transported.

Reporting wastage

Attention ShowMeVax Users-Adjustments: Adjustments are not to be made unless it is a true wastage or a true adjustment. An adjustment is not to be used for reporting doses administered, this is completed through the reconciliation process. For reporting extra doses per vial the adjustment reason selected is Extra. True wastage is one of the following reasons that must be selected:

- VTRCKS – BROKEN VIAL/SYRINGE
- VTRCKS – VACCINE DRAWN INTO SYRINGE BUT NOT ADMIN
- VTRCKS - LOST OR UNACCOUNTED FOR VACCINE
- VTRCKS – NON VACCINE PRODUCT (E.G., IG, HBIG, DIL)
- VTRCKS – OPEN VIAL BUT ALL DOSES NOT ADMINISTERED.

Please contact the ShowMeVax helpdesk for assistance with adjustments at vfc-smvsupport@health.mo.gov and include your Covid/VFC PIN with all correspondence.

COVID-19 Vaccine Administration Fees (updated 02/25/2021)

All organizations and providers participating in the CDC COVID-19 Vaccination Program:

- **must** administer COVID-19 Vaccine at no out-of-pocket cost to the recipient
- may **not** deny anyone vaccination based on the vaccine recipient's coverage status or network status
- may **not** charge an office visit or other fee if COVID-19 vaccination is the sole medical service provided
- may **not** require additional medical services to receive COVID-19 vaccination
- may **not** seek any reimbursement, including through balance billing, from the vaccine recipient
- **may** seek appropriate reimbursement from a program or plan that covers COVID-19 Vaccine administration fees for the vaccine recipient, such as
 - vaccine recipient's private insurance company
 - Medicare or Medicaid reimbursement
 - HRSA COVID-19 Uninsured Program for non-insured vaccine recipients

For additional information on filing claims for reimbursement of COVID-19 vaccine administration fees, go to: HRSA COVID-19 Uninsured Program – <https://www.hrsa.gov/CovidUninsuredClaimexternal icon>
CMS Guidance – <https://www.cms.gov/covidvax-providerexternal icon>

Quality assurance visits

The CDC will be requiring DHSS to perform quality assurance visits on all COVID-19 vaccine providers enrolled with the state of Missouri. 100% of all enrolled providers will need to be visited by the end of 2022. These on-site visits will consist of a DHSS Bureau of Immunization (BI) staff member who will meet with a designated COVID-19 vaccine coordinator. The first focus will be on providers that vaccinated Tier 1A individuals and high volume providers. Pharmacies that are enrolled in the Federal pharmacy program will NOT be visited. The visits will consist of BI staff completing a CDC documentation that includes:

- Validation of vaccine storage units and validating units;
- Review of storage and vaccine handling;
- Review of vaccine documentation (e.g., wastage reports, temperature logs); and
- Review of patient eligibility screening.

Vaccinating homebound individuals

Anyone seeking vaccination for a homebound individual should reach out to their local [Area Agency on Aging \(AAA\)](#). A family member, friend or caregiver may also contact the AAA on behalf of the homebound individual. Each AAA will maintain a listing of homebound individuals and coordinate vaccination in their home. To contact your local AAA, visit our website: MOStopsCovid.com/seniors and click on **Seniors and Homebound Adults** under the **Residents** tab or call the COVID-19 Hotline, 877-435-8411.

**Homebound persons include those that need the help of another person or medical equipment such as crutches, a walker, or a wheelchair to leave their home, or their medical provider believes that their health or illness could get worse if they leave their home, and they typically do not leave their home.

COVID-19 vaccination of homebound persons presents unique challenges to ensure the appropriate vaccine storage temperatures, handling, and administration to ensure safe and effective vaccination. CDC has [published guidance](#) on management of vaccines and vaccination for persons vaccinated at home as well as training and clinical resources for vaccinators.

Ancillary Kit Contents (Moderna, J&J, Pfizer) & Deficiency Reporting

Vaccine Ancillary Kit Contents

Moderna/Johnson & Johnson/ other 100 dose products			
Configured for 100 Doses w/ 5% surplus			
Kit Description	Product	Product Description	Qty / Ea
<i>Ancillary Adult</i>	Needles	22-25G x 1"	85
	Needles	22-25G x 1.5"	20
	Syringes	1ml or 3ml	105
	Alcohol Pads	Sterile, individually sealed	210
	Vaccination Card		100
	Needle Info Card		1
	Face Shield		2
	Surgical Mask		4

Pfizer 1170 dose			
Configured for 1175 Doses w/ 5% surplus			
Kit Description	Product	Product Description	Qty / Ea
<i>PMK Adult</i>	Needles	22-25G x 1"	1000
	Needles	22-25G x 1.5"	240
	Syringes	1ml	1240
	Needles, Mixing	21-25G x 1.5"	205
	Syringes, Mixing	3ml or 5ml	205
	Alcohol Pads	Sterile, individually sealed	2900
	Vaccination Card		1200
	Needle Info Card		10
	Face Shield		25
	Surgical Mask		50
	Diluent		200

Deficiency Reporting

Vaccine providers are encouraged to report any issues with equipment in the ancillary kits that are shipped with their federal vaccine orders. There are four steps to reporting to ensure enough information is gathered so problem trends in packaging and shipping can be identified.

1. Report deficiencies to McKesson directly; the customer service desk is charged with responding to problems and identifying trends.
2. Report deficiencies to the State Department of Health or clinic/hospital leadership who may then contact the Operation Regional LNO. This helps identify trends in problem equipment.
3. If an error or injury occurs during vaccine administration, enter the information into the [Vaccine Adverse Event Reporting System \(VAERS\)](#).
4. Because syringes are a medical device, complete [FDA form 3500](#).
Be prepared to provide photos, lot number, order number, date ordered and date received when filing a report for a deficient ancillary kit.

Janssen COVID-19 vaccine educational webinars

Janssen is providing online training to COVID-19 vaccine providers. See when classes are offered below and [click here](#) to register.

Janssen COVID-19 Webinar Offering Schedule											
Week 1			Week 2			Week 3			Week 4		
Day	Date	Time (EST)	Day	Date	Time (EST)	Day	Date	Time (EST)	Day	Date	Time (EST)
Monday	3/8/2021	1pm	Monday	3/15/2021	3pm	Monday	3/22/2021	7pm	Monday	3/29/2021	1pm
Tuesday	3/9/2021	7pm	Tuesday	3/16/2021	7pm	Tuesday	3/23/2021	1pm	Tuesday	3/30/2021	7pm
Wednesday	3/10/2021	3pm	Wednesday	3/17/2021	7pm	Wednesday	3/24/2021	3pm	Wednesday	3/31/2021	3pm
Thursday	3/11/2021	7pm	Thursday	3/18/2021	1pm	Thursday	3/25/2021	7pm	Thursday	4/1/2021	7pm
Friday	3/12/2021	1pm	Friday	3/19/2021	3pm	Friday	3/26/2021	1pm	Friday	4/2/2021	3pm
Week 5			Week 6			Week 7			Week 8		
Monday	4/5/2021	3pm	Monday	4/12/2021	7pm	Monday	4/19/2021	1pm	Monday	4/26/2021	3pm
Tuesday	4/6/2021	1pm	Tuesday	4/13/2021	3pm	Tuesday	4/20/2021	7pm	Tuesday	4/27/2021	1pm
Wednesday	4/7/2021	7pm	Wednesday	4/14/2021	1pm	Wednesday	4/21/2021	3pm	Wednesday	4/28/2021	7pm
Thursday	4/8/2021	7pm	Thursday	4/15/2021	7pm	Thursday	4/22/2021	7pm	Thursday	4/29/2021	7pm
Friday	4/9/2021	1pm	Friday	4/16/2021	3pm	Friday	4/23/2021	1pm	Friday	4/30/2021	3pm

Janssen expiration dates

Providers will need to determine expiration date of the Janssen COVID-19 vaccine: The expiration date is NOT printed on the vaccine vial or carton. To determine the expiration date:

- Scan the QR code located on the outer carton, or
- Call 1-800-565-4008, or
- Go to www.vaxcheck.jnj/

Including people with disabilities in Missouri's Vaccine Equity Campaign World Down Syndrome Day (WDSD)

The Department of Health and Senior Services (DHSS) with the support of the Missouri Advisory Committee on Equitable COVID Vaccine Distribution, is excited to host a special WDSD event.

March 18 at 11:30 a.m.

“Including People with Disabilities in Missouri's Vaccine Equity Campaign”

This event includes special guests DHSS Director Dr. Randall Williams and advocates, Todd & Elijah Mayfield, and will be moderated by Missouri Advisory Committee on Equitable COVID Vaccine Distribution Co-Chair and Special Advisor Sara Hart Weir. Please join this live event on the DHSS Facebook page, <https://www.facebook.com/HealthyLivingMo>.

Weekly March allocations by delivery channel

Coming changes:

- Below allocations remain through week of 15 March
- Starting the week of 22 March, allocations will shift to reflect unvaccinated eligible populations per region
- State will work with each delivery channel to incorporate coming changes

	HTHCs	Mass Vax Events	FQHCs	All Other Community Providers	LPHAs	Pharmacies	
Region							Totals
A	14,000	2,500	2,500	1,200	2,500	4,000	~28K
B	1,300	2,500	400	200	400	500	~5K
C	21,000	2,500	4,000	2,000	4,000	4,600	~44K
D	8,000	2,500	1,500	900	1,500	1,500	~17K
E	2,000	2,500	600	300	600	1,300	~7K
F	4,000	2,500	800	400	800	1,700	~8K
G	1,200	2,500	300	100	300	300	~4K
H	1,500	2,500	500	200	500	1,000	~6K
I	1,200	2,500	400	200	400	500	~5K
Totals	~50K	22,500	11,000	5,500	11,000	~16,500	~120K
% per D.C.	~40%	~20%	~10%	~5%	~10%	~15%	

Need more information?

We continuously update Missouri's [vaccinator resource hub](#) with the latest information on the approved vaccines, guidance, Missouri Vaccine Navigator, vaccinator FAQs and training opportunities.

DHSS contacts by topic area:

- ShowMeVax enrollment support: [Cathy Kennon](#)
- ShowMeVax troubleshooting: vcf-smvsupport@health.mo.gov
- Reporting Dose Administration assistance: ImmunizationHL7Onboarding@health.mo.gov
- Adverse events/clinical assistance: [Lana Hudanick](#)
- Vaccine redistribution: covidvaccineredistribution@health.mo.gov
- Ordering and supply management support: covidvaccineorders@health.mo.gov
- Additional PPE and other equipment: [Jenn Stockman](#)
- Newsletter/webinars: [Lisa Cox](#)
- All other questions: CovidVaccine@health.mo.gov

Upcoming Meetings

- Vaccine Call for local public health agencies: every **Tuesday at 4 p.m.** Reach out to [Tiffany Bayer](#) for more information.
- Vaccinator webinar: Past webinars can be found [here](#).
The next webinar will be from **3-4 p.m. on Tuesday, March 16**. [Click here to attend](#). You can now use this same link to attend each Tuesday! Or join by phone: 1-650-479-3207 | Meeting number (access code): 133 183 7153 Meeting password: AtqpY6fi7F5



Missouri Department of Health & Senior Services

Health.Mo.Gov

COVID-19 Hotline: 877-435-8411