

From: Wisconsin Department of Health Services <widhs@public.govdelivery.com>

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To: Joel Kurzman <JKurzman@NACDS.org>

Subject: Immunization Program: COVID-19 Vaccine Enrollment Q&A



**WISCONSIN DEPARTMENT
of HEALTH SERVICES**

Immunization Program

Frequently Asked Questions-COVID-19 Vaccine Program Enrollment

Thank you to all of the organizations that have already enrolled or have started enrolling in the Wisconsin COVID-19 Vaccine program. We deeply appreciate your partnership and your willingness to work together through this process. We wanted to share some of the most frequently asked questions that we've received about the process thus far. We will continue to update this information regularly and share it with you. If you have additional enrollment questions, please email DHSCOVVIDVACCINATOR@wi.gov.

The following topics are included in this email:

- General enrollment
- Filling out the forms
- Resubmitting forms
- Vaccine delivery and redistribution
- LTC Pharmacy Partnership program.

General enrollment questions

Q: How do I enroll?

A: Please follow the steps outlined on the [DHS COVID-19 Vaccinator page](#). Once you log into the enrollment tool, there is blue hover text in the instructions that provides additional details.

Q: Should I enroll in the COVID-19 Vaccine program if my organization is already a VFC and/or VFA provider?

A: Yes you need to enroll. This is a new program and all providers need to sign the CDC COVID-19 Vaccine agreement regardless of VFC/VFA status.

Q: Do pharmacies that are partnering with LTC through the LTC Pharmacy Partnership need to enroll in the Wisconsin COVID-19 program, too (with the exception, at this time, of CVS and Walgreens sites)?

Yes. Please see below for additional details.

Q: Is there a certain web browser I must use for the enrollment tool?

A: Yes, please use Google Chrome. Do not use Internet Explorer or Microsoft Edge. If you do submit your forms in the wrong browser you may get an error. If this happens, please regenerate the forms and resubmit them in another browser.

Q: Where can I find additional instructions to complete the enrollment forms?

A: In the instructions in the enrollment tool you will see blue text. When you hover your mouse over the blue text, additional information will pop-up.

Q: How do I know what the next steps are after I submit the enrollment forms?

If there are not follow-up questions from the enrollment team, we will verify your forms within two business days. Once verified, our training team will email you with next steps in the process.

Q: Is there a deadline to enroll?

A: No. Enrollment is ongoing.

Q: How do I electronically sign my agreement?

1. Use Google Chrome to download the forms.
2. Save the forms to your desktop.
3. Complete your forms in Adobe (not in a web browser such as Internet Explorer).
4. Follow the instructions found in the enrollment tool to upload your forms and complete your signature.

Questions about filling out the forms

Q: How many section As need to be submitted?

A: Only one section A needs to be submitted for the entire organization.

Q: Which sites in my organization need to fill out the section B?

A: Complete a section B for each site that will be administering COVID-19 vaccine.

- If vaccine is being taken to a off-site clinic two consecutive days or more, then a section B is needed.
- If vaccine is taken more than once to an off-site clinic, then a Section B is needed.
- If vaccine is taken to an off-site clinic only one day, then no section B is needed.

Example 1. If an off-site clinic is planned Monday and Friday, then a section B is needed.

Example 2. If an off-site clinic is planned for Monday and Tuesday (two consecutive days), then a section B is needed.

Example 3. If an off-site mass vaccination clinic is planned by a site for just Monday, no section B is needed.

Q: Is there a limit to how many section Bs can be filled out for every section A?

A: No, there is not limit.

Q: What if a location has more than 25 providers to list on its Provider Agreement?

A: If a section B location has more than 25 providers to be listed, an additional section B will need to be submitted.

Q: What if sites begin submitting section Bs before the organization's section A is submitted?

A: Section B will not be registered until the corresponding section A is verified. Once both sections are submitted and verified, an organization and sites will be registered.

Q: Which providers should be included on my section B?

A: Any provider, who can prescribe, that will be administering the COVID-19 vaccine.

Q: If additional sites are identified after my original submission, can I submit additional section Bs at a later date?

A: Yes, please make sure to match your organization name on the originally submitted forms.

Q: How I do not know which option-single or multiple-to pick before I generate my forms?

A: The factor necessary to consider is how many sites will be administering COVID-19 vaccine.

The single site option is used if a site has one physical location to administer COVID-19 vaccine from (ex. A stand-alone long-term care facility would likely fall under this site choice).

The multiple site option should be used for COVID-19 providers who will have more than one physical location to administer COVID-19 vaccine from

Example 1: If a hospital houses several clinics and/or a pharmacy within the same building, you will use the single site option.

Example 2: If the clinics and pharmacy are located at different sites, you will use the multi-site option.

Example 3: If a health system with 3 urgency rooms, 2 large hospitals, and a retail pharmacy will have 6 section Bs, if all sites wish to administer COVID-19 vaccine.

Q: What if I don't know my IIS identifier?

A: Please include:

- Your WIR ID.
- If you do not know or have your WIR ID, enter your VFC PIN.
- If you do not have a VFC ID, please contact the dhscovidvaccinator@wi.gov

Questions about resubmitting forms

Q: I have signed the forms incorrectly and when I submitted it, I got an error. I fixed the signature (per the Signature Instructions), and the enrollment tool still will not accept my forms. What should be done?

A: Unfortunately you will need to generate a new version of the forms, refill it out, sign it correctly, and then resubmit it to the enrollment tool.

Q: What if I need to update information on the forms?

A: You will need to refill out the form and resubmit it. Your organization or site name will need to be identical to the previously submitted form.

Q: When will I know if my forms were submitted correctly?

A: After your forms have been submitted, you should receive a confirmation screen which will indicate that your forms have been submitted correctly.

Questions about vaccine delivery and redistribution

Q: How will my organizations be able to redistribute the COVID-19 vaccine?

A: You will need to email DHSCOVVIDVACCINATOR@wi.gov to have the redistribution form emailed to you along with instructions for completion. Reply back to the email to return it.

Some of the COVID-19 vaccine products have stringent storage and handling requirements and therefore, redistribution should be limited. Also due to the strict storage and handling, you can only redistribute sites within your organization and only to sites that are registered (they must have a registered a section B).

Q: Are there restrictions on when COVID-19 vaccine can be delivered to sites?

A: Yes, your sites must indicate they can receive vaccine delivery, **at minimum:**

- One day per week other than a Monday
- A delivery window of four consecutive hours which does encompass the noon hour

Questions about the LTC Pharmacy Partnership program

Q: Do pharmacies or LTC through the LTC Pharmacy Partnership need to know anything special about enrolling in the Wisconsin COVID-19 program?

Pharmacies: Local pharmacies that wish to provide COVID-19 vaccine and are not part of the CDC Pharmacy Partnership for Long Term Care Program will need to enroll in Wisconsin COVID-19 Vaccine program.

CVS and Walgreens pharmacy sites: You do not need to enroll in the Wisconsin COVID-19 Vaccination program at this time because your national chains have a direct contract with CDC to provide vaccine(s) during the first phase through the Pharmacy Partnership for Long Term Care

Program. We will reach out to you in later phases when it is time to enroll in the Wisconsin COVID-19 Vaccination program.

Nursing homes and assisted living facilities: If you do not have a vaccinator for your residents identified yet, we recommend that you participate in the [Vaccine Pharmacy Long Term Care Partnership](#).

Through the program you can partner with a pharmacy to manage and administer COVID-19 vaccine to your residents. Your pharmacy partner (except Walgreens and CVS) will need to enroll in the Wisconsin COVID-19 Vaccine program when it opens in a few weeks.

Please complete the survey information below by **November 6, 2020** (deadline extended one week), to either opt in or out of the partnership.

- **Skilled nursing facilities** (SNFs) can choose their selection through the [National Healthcare Safety Network](#) (NHSN). A nursing home or skilled nursing facility must be [enrolled in the NHSN LTCF COVID-19 module](#) to be able to make a selection of COVID-19 vaccine pharmacy providers. An “alert” will be incorporated into the NHSN LTCF COVID-19 module to guide users to the form.

Assisted living facilities (ALFs) will make their selection via an online [REDCap sign-up form](#).

Please do not reply directly to this email message. If you have a question, please email dhscovidvaccinator@wi.gov.

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