CVMS Solution Overview

What is CVMS?

The **COVID-19 Vaccine Management System (CVMS)** is a secure, cloud-based vaccine management solution for COVID-19 that enables vaccine management and data sharing across North Carolina healthcare providers, hospitals, agencies, and local, state, and federal governments on one common platform.

CVMS Users

How is CVMS being used?

1. **Providers** will use the **CVMS Provider Enrollment Portal** to enroll themselves as administrators of the COVID-19 vaccine. They will also use the **CVMS Provider Portal** to manage COVID-19 vaccine inventory and document the administration of the COVID-19 vaccine to recipients.

2. **Organizations** that are invited can upload their eligible employees into the **CVMS Organization Portal** so they can register to receive the COVID-19 vaccine in the **CVMS Recipient Portal**.

3. COVID-19 vaccine **Recipients** will use the **CVMS Recipient Portal** to complete their registration, determine their eligibility status, and receive their proof of vaccination.

4. **Providers, Employers, and Recipients** can use the **CVMS Help Desk Portal** to get answers to their questions and submit requests for assistance

Contents
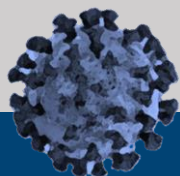
CVMS Overview

1. **How can I connect to the different CVMS Portals?**

    o   CVMS Provider Enrollment Portal: https://covid-enroll.ncdhhs.gov/
    o   CVMS Provider Portal: https://covid-vaccine-provider-portal.ncdhhs.gov
    o   CVMS Recipient Portal: https://covid-vaccine-portal.ncdhhs.gov/
    o   CVMS Help Desk Portal: https://ncgov.servicenowservices.com/csm_vaccine

2. **What is the difference between CVMS Provider Enrollment Portal and the CVMS Provider Portal?**

    o   The ***CVMS Provider Enrollment Portal*** is where eligible North Carolina healthcare providers will start their journey. In this portal, they will complete, sign and submit the CDC COVID-19 Vaccination Program Provider Agreement. If they need to redistribute or transfer vaccines from one location to another, they will sign the CDC Supplemental COVID-19 Vaccine Redistribution Agreement.
    o   Once enrolled, healthcare providers will utilize the ***CVMS Provider Portal*** to manage their COVID-19 vaccine inventory and document COVID-19 vaccine administrations to Recipients.
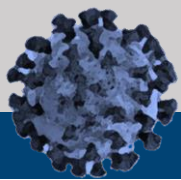
3. **Where can I find CVMS-related Training Guides, Job Aids, Forms, and Recordings?**

    o   Comprehensive training materials, presentations, recordings, step-by-step user guides and required forms are available on the NC Immunization Branch website: https://immunize.nc.gov/providers/covid-19training.htm
    o   This website contains Provider Enrollment, Provider and Recipient training

4. **What browser should I use to navigate the CVMS Portals?**

    o   Use Google Chrome, Safari, Edge Chromium or Firefox browser; Internet Explorer and Edge Non-Chromium browsers are not compatible with CVMS.
    o   Do not have multiple browser sessions open at the same time.
    o   We recommend reviewing the CVMS Sign-In Troubleshooting Guide on the NC Immunization Branch website under the FAQs and Troubleshooting Guide section: NC DPH, WCH: Immunization: Providers before submitting a ticket on CVMS Help Desk Portal: https://ncgov.servicenowservices.com/csm_vaccine.

5. **How will I be informed of CVMS downtime windows?**

- o CVMS Provider Portal users will be informed in advance by an email from vaccineinfo@dhhs.nc.gov when CVMS will be unavailable due to scheduled maintenance.

CVMS Provider Enrollment Portal

6. **What is the link to the CVMS Provider Enrollment Portal?**

   The link to the CVMS Provider Enrollment Portal is https://covid-enroll.ncdhhs.gov/.

7. **As a location within a larger Healthcare Provider organization, how will I know when to register for an account in CVMS?**

   The designated Organization Administrator for your organization will initiate the CVMS provider enrollment process and enter your location contact information. This contact will be invited to register at that time. Learn more on this process by reading the *CVMS Provider Enrollment Account Registration and Password Reset User Guide* located on the NC Immunization Branch's website under the CVMS Provider Enrollment Portal section https://immunize.nc.gov/providers/covid-19training.htm.

8. **How do I update my Provider Agreement after it has been submitted (e.g., to add a new location, add a new freezer)?**

   A provider may update any of the information in their Provider Agreement by accessing the COVID-19 Vaccine Management System (CVMS) Provider Enrollment Portal. For providers that completed the Provider Agreement in REDCap, all of their Provider Agreement information was migrated to the CVMS Provider Enrollment Portal. Please contact the CVMS Help Desk if you need assistance accessing the CVMS Provider Enrollment Portal: https://ncgov.servicenowservices.com/csm_vaccine.

CVMS Provider Portal

9. **What is the link to the CVMS Provider Portal?**

   The link to the CVMS Provider Portal is https://covid-vaccine-provider-portal.ncdhhs.gov. In the CVMS Provider Portal, enrolled providers can manage COVID-19 vaccine inventory, check-in recipients, and capture vaccine administration details.

10. **How do our employees get access to the CVMS Provider Portal so they can manage COVID-19 vaccine inventory, check-in patients, and document the administration of COVID-19 vaccines to recipients?**
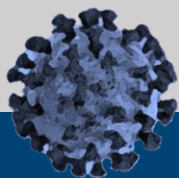
The designated Vaccine Coordinator for each enrolled location should complete and submit a HCP User Onboarding Template to CVMS Help Desk Portal: https://ncgov.servicenowservices.com/csm_vaccine.

Please see the *HCP User Onboarding Process User Guide* and *HCP User Onboarding Template* that are located on the NC Immunization Branch's website under the CVMS Provider Portal section: https://immunize.nc.gov/providers/covid-19training.htm.

Please note that a Vaccine Coordinator can submit the HCP User Onboarding Template multiple times if needed as new employees need to get access to the CVMS Provider Portal.

11. **How does a CVMS Provider Portal user obtain an NCID username?**

CVMS Provider Portal users will need to go to the NC Department of Information Technology website at https://ncid.nc.gov/ to obtain an NCID username. Please see the *Logging In and Getting Started User Guide* that is located on the NC Immunization Branch's website under the CVMS Provider Portal section: https://immunize.nc.gov/providers/covid-19training.htm. Please note that CVMS Provider Portal users that need to work in CVMS across multiple locations will need to obtain separate NCID usernames for each location.

12. **What should I do if I experience a logon issue when trying to access the CVMS Provider Portal?**

We recommend trying the following troubleshooting tips before submitting a ticket through the CVMS Help Desk Portal: https://ncgov.servicenowservices.com/csm_vaccine.:

- Use Google Chrome, Safari, Edge Chromium or Firefox browser; Internet Explorer and Edge Non-Chromium browsers are not compatible with CVMS
- Clear your browser's history
- Use this link https://covid-vaccine-provider-portal.ncdhhs.gov to directly access CVMS Provider Portal; do not use previous bookmarks
- Use your <u>NCID username and password</u> for the specific location
- Do not use a VPN to connect to CVMS
- Do not have multiple browser sessions open at the same time

13. **Do you recommend all office staff (e.g., receptionist, medical assistants) be added as users to CVMS, or just those that will be administering the COVID-19 vaccine?**

We recommend that any employee that may need to support the COVID-19 vaccine administration process for your organization be added as a user to the CVMS Provider Portal. This includes staff that are involved with receiving and managing the COVID-19
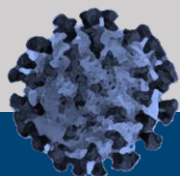
vaccine inventory, checking in recipients, and capturing vaccine administration information.

14. **How will users that have been granted access to the CVMS Provider Portal be notified?**

Once a user has been granted access to the CVMS Provider Portal, they will be notified by email and will be able to connect to the CVMS Provider Portal using their <u>NCID username and password</u> for the specific location.

15. **I am the Vaccine Coordinator for two different hospitals. The CVMS login I received only works for one of the two hospitals. How do I get a second login to transfer some doses from Hospital A to Hospital B?**

Having a Vaccine Coordinator able to support multiple locations <u>using the same NCID username</u> is not yet supported in CVMS. However, this has been identified as a future enhancement. For now, you will need to obtain a second business NCID username for the second hospital location and submit your name, email address, second NCID username, and assigned Profile to CVMS using the HCP User Onboarding Template.

16. **Are we required to use CVMS for registering employees for the COVID-19 vaccine, or can we use our dedicated employee health electronic health record system for that purpose?**

All recipients must be registered in CVMS and their COVID-19 vaccine administration information captured in CVMS to support federal reporting requirements. The State is exploring future enhancements to CVMS to support integration with leading electronic health record systems to help reduce double entry of information across systems.

17. **Are we able to see which uploaded recipients have completed their registration within CVMS?**

Healthcare Providers enrolled in CVMS can see all recipients that have successfully completed their registration, as well as any COVID-19 vaccine administration information.

18. **We are a multi-state health system; do we only load our NC-based employees to CVMS?**

You should only upload to CVMS your employees that live or work in North Carolina.

For more information on the Priority Tier guidelines, please see the appendix of the *CVMS Readiness Checklist* located on the NC Immunization Branch's website under the CVMS Provider Enrollment Portal section: https://immunize.nc.gov/providers/covid-19training.htm.

19. **How do we add eligible employees to CVMS?**

CVMS users with a Healthcare Location Manager profile can upload eligible employees to CVMS using the Recipient Bulk Upload template. Please see the *Recipient Bulk Upload User*
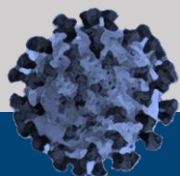
Guide for detailed guidance on the process and how to use the *Recipient Bulk Upload Template.* Both can be found on the NC Immunization Branch's website under the CVMS Provider Portal section at: https://immunize.nc.gov/providers/covid-19training.htm.

20. **Will recipients be able to use an alias?**

No. The information entered CVMS should be treated as an official medical record and recipients should provide their actual first name and last name so their COVID-19 vaccine history will be accurate.

21. **How can I upload more than 100 eligible employees into CVMS?**

Within the CVMS Provider Portal, there are two ways to upload your eligible employees. It is important to note that each option has a set limit on how many employees can be uploaded. The first option (low volume) has a set limit of 100 recipient names that can be bulk uploaded into CVMS at a time. You may upload as many files that contain 100 recipient names or less as needed. The second option (high volume) has a set limit of 101 to 5,000 recipient names that can be bulk uploaded into CVMS at a time.

Please see the *Recipient Bulk Upload User Guide* for detailed guidance on the process and how to use the *Recipient Bulk Upload Template.* Both can be found on the NC Immunization Branch's website under the CVMS Provider Portal section at: https://immunize.nc.gov/providers/covid-19training.htm.

If you have a significant number of eligible recipients to upload into CVMS, you can list all of the recipients PER LOCATION in a single Recipient Bulk Upload template and submit the completed template within the HCP Onboarding & Recipient Bulk Upload request form on the CVMS Help Desk Portal: https://ncgov.servicenowservices.com/csm_vaccine. This process will allow your employees to be uploaded into CVMS through the back-end.

22. **Will there be a paper-option to register recipients and document the administration of the COVID-19 vaccine in case the CVMS Provider Portal is not available?**

Yes, providers without access to CVMS can use the paper-option documents on the NC Immunization Branch website under the topic *CVMS Offline Operations – How to Proceed* at https://immunize.nc.gov/providers/covid-19training.htm

Providers are required to enter the information collected on the paper-option documents into CVMS as soon as they regain access to CVMS.

23. **What is the difference between a redistribution and a transfer? How do we request a redistribution or transfer of COVID-19 vaccines?**

Transfers is the unplanned and unscheduled movement of inventory between two enrolled sites (move inventory between those who have vaccine to those who do not).
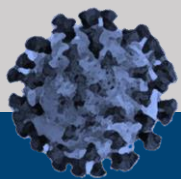
Redistributions is the planned and scheduled movement of inventory between two enrolled sites within the same organization with an approved redistribution agreement. Both Transfers and Redistributions require pre-approval and processing by the NC Immunization Branch.

Please see the *Inventory Wastage, Return, and Transfer User Guide* located on the NC Immunization Branch's website under the CVMS Provider Portal section: https://immunize.nc.gov/providers/covid-19training.htm.

24. **How can I update my inventory to reflect getting more doses than the manufacturer's listed doses per vial?**

Healthcare Location Managers have the ability to increase the total quantity of doses available on your inventory. Please see the *Updating Total Inventory Dose Quantities Job Aid* on the NC Immunization Branch's website under the CVMS Provider Portal section: https://immunize.nc.gov/providers/covid-19training.htm.

25. **Why can't I see my COVID-19 vaccine inventory?**

<u>On the Vaccine Administration screen in the CVMS Provider Portal, users will only be able to view their COVID-19 vaccine inventory that has not expired.</u> If you are not seeing COVID-19 vaccine inventory that you still have at your location, please check that the expiration date information for this inventory is accurately entered in CVMS in the Vaccine Inventory section.

26. **How can I see a list of the recipients that we have administered COVID-19 vaccines to at my location?**

A location manager can view the list of all recipients your location has administered the COVID-19 vaccine to. First, you will need to login into the CVMS Provider Portal. From there click the *Vaccine Inventory* tab. On the *Vaccine Inventory* page, click the correct *Account Name*. The specific *Account Name* record will appear. Click the *RELATED* tab. Within the *RELATED* tab, scroll down to the *Account History* section. Select the *View All* button on the bottom right. The *Account History* page will appear. Within this page you can view which recipients have received the COVID-19 vaccine. You also have the option to filter the list view tied to this information.

27. **How do I enter a recipient that is not employed or retired into CVMS?**

When creating a New Recipient during a walk-in registration for a recipient that is not employed, do not enter anything in the Select Employer (if Applicable) field and select "Other" under the Industry field.
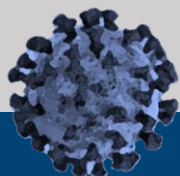
28. **From a Pharmacy Provider's perspective, what should a user expect after their location has been approved to administer the COVID-19 vaccine?**

    Navigate to the NC Immunization Branch site at https://immunize.nc.gov/providers/covid-19training.htm. Once you are on the website, scroll down to the section stating: ***Step 2 – Get Ready to Receive the Vaccines and Onboard your Organization Users***. The training materials, live training recordings, job aids, and forms provided will guide you through the next steps in the process.

CVMS Recipient Portal

29. **How can I register to receive the COVID-19 vaccine?**

    During the initial phase of the COVID-19 Vaccination Program, Healthcare Providers, Local Health Departments, and invited employers will be identifying and uploading Phase 1 eligible recipients into CVMS. In future phases, individuals will be able to register themselves in CVMS.

30. **Do I have to have an email to register in the CVMS Recipient Portal to get the COVID-19 vaccine?**

    No, having an email is not required. Recipients without an email address can be registered in CVMS by the provider at the time of their COVID-19 vaccination. However, receiving second dose reminders via email would not be possible without a valid email address in CVMS.

31. **What if I need to update my registration information in the CVMS Recipient Portal?**

    A recipient can access their account in the CVMS Recipient Portal at any time to update their responses. The link to the CVMS Recipient Portal is https://covid-vaccine-portal.ncdhhs.gov/.

32. **After a recipient completes their registration in CVMS, will they be told if they are eligible or not?**

    Yes, recipients that complete their registration in the CVMS Recipient Portal will see their Eligibility status in CVMS.

33. **Is there a way for recipients to opt out in CVMS, or do they just not set up their profile?**

    If a recipient prefers not to receive the COVID-19 vaccine, they do not need to complete the set-up and registration process in the CVMS Recipient Portal. We do recommend
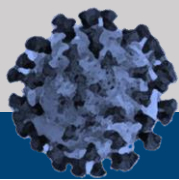
recipients save the welcome email just in case they decide later to receive the COVID-19 vaccine.

34. **How can a recipient get proof of vaccination?**

Recipients can obtain a proof of vaccination by accessing the CVMS Recipient Portal. Please see the *Recipient Portal User Guide* located on the NC Immunization Branch's website under the CVMS Recipient Portal section: https://immunize.nc.gov/providers/covid-19training.htm.

35. **When will the CVMS Recipient Portal support Spanish community members?**

The NC Immunization Branch understand the importance of making CVMS accessible to our Spanish-speaking community members and is prioritizing the translation of the recipient-facing components of the CVMS Recipient Portal to Spanish.

36. **What is the accepted phone number format in the CVMS Recipient Portal?**

Please enter your phone number without any spaces or dashes (e.g., 9195555555).

CVMS Organization Portal

37. **What is the difference between the CVMS Provider Portal and the CVMS Organization Portal?**

The CVMS Provider Portal is where enrolled Healthcare Provider organizations can upload their Phase 1 eligible employees into CVMS, as well as manage COVID-19 inventory and vaccine administration information. The CVMS Organization Portal is where invited non-Healthcare Provider organizations can upload their Phase 1 eligible employees into CVMS.

38. **How will organizations be identified to use the CVMS Organization Portal to upload Phase 1 eligible employees or individuals?**

The NC Immunization Branch is working with local health departments to identify organizations that will be invited to the CVMS Organization Portal to enable them to upload their eligible employees / individuals.

CVMS Help Desk Portal

39. **How can I submit questions to the CVMS Help Desk?**

o   Providers, Employers, and Recipients can submit questions or issues using the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine

o   If you are an individual registering / registered to receive the vaccine, select the Vaccine Recipient on the Homepage to submit a question, issue, or request via the Vaccine
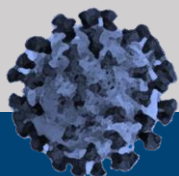
Recipient Form:
https://ncgov.servicenowservices.com/csm_vaccine?id=csm_vaccine_get_help&sys_id=9f49245a1bf8ec5099510f6fe54bcbf5

- o If you are a healthcare provider, select the Vaccine Provider section to log in and submit your question, issue, or request.
- o Be sure to view the listed articles or search the Knowledge section for answers to commonly asked questions.

40. How will I receive responses from the CVMS Help Desk?

- o If you provide your email address when submitting an inquiry to the CVMS Help Desk Portal, you will receive responses / updates by email from ncgov@servicenowservices.com.

41. As a provider, how do I register to access the Vaccine Provider section for the first time?

- o First time provider users of the CVMS Help Desk Portal Homepage should follow the steps below:
  - Register for an account on the portal by clicking 'Register' in the top right-hand corner
  - Populate your first name, last name, business e-mail, and your registration code
  - The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add "NCA" to the front of the six digit PIN#)
  - For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register: VAC2021
  - You will receive an e-mail with your username and temporary password to log into the portal
- o Upon login, you will be able to submit questions or issues via the intake form
- o Your inquiry will be routed to the appropriate team and you will receive an e-mail notification once the inquiry has been resolved with resolution notes
- o In addition to submitting questions or issues via the CVMS Help Desk Portal, providers can also search the CVMS Help Desk Portal for information to help immediately address your questions or issues.
- o If you have issues registering for the CVMS Help Desk portal, email CVMS-Help@dhhs.nc.gov for assistance.