

COVID-19 Vaccine Management System (CVMS) - Provider Portal

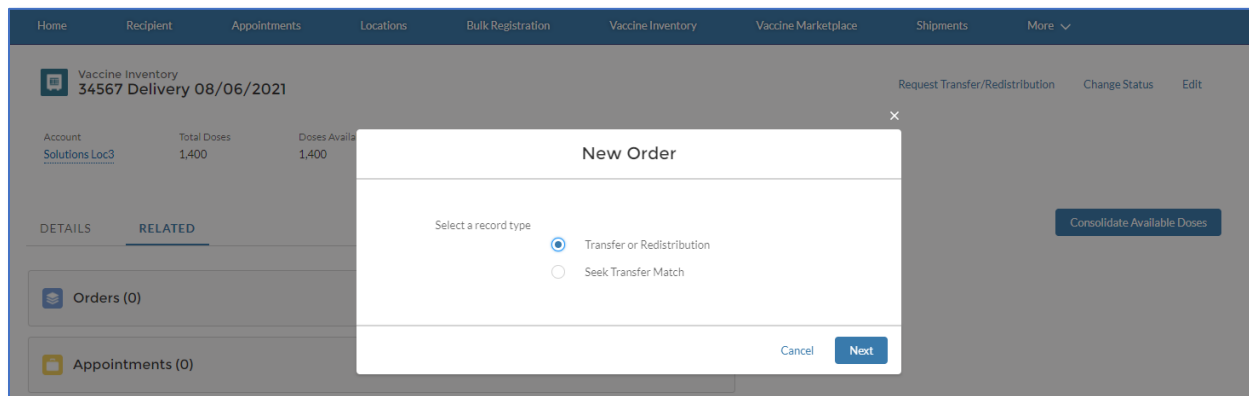
Inventory Transfers to Providers Not Using CVMS - Job Aid

Follow the instructions below if you are transferring any of your vaccine inventory to a provider that does not use CVMS.

CVMS is a unique platform developed specifically by and for the State of North Carolina. The system is designed to allow for transfers and redistributions of vaccine inventory supply within the State. However, this does not prevent providers for transferring vaccine inventory outside of the State to providers that do not have access to CVMS.

For example:

- A provider has surplus vaccine supply and is transferring to a provider in a neighboring state.
- A provider agrees to donate a portion of their vaccine supply to a mass-vaccination event at a pop-up site supported by NC but in a neighboring state.



Only users with a HEALTHCARE LOCATION MANAGER profile can initiate transfers in the CVMS Provider Portal.

This process is similar to completing a regular transfer or redistribution in CVMS but contains a few additional steps.



Transfer Vaccine Inventory to an Entity Not Using CVMS

1. Navigate to the CVMS Provider Portal (<https://covid-vaccine-provider-portal.ncdhhs.gov>)
2. Connect using your NCID username and password
3. Navigate to the **VACCINE INVENTORY** tab

The screenshot shows the CVMS Provider Portal interface. The 'Vaccine Inventory' tab in the top navigation bar is highlighted with a red box. Below the navigation bar, the user is logged in as 'Solutions Loc1'. There are buttons for 'Switch Locations', 'Recipient Check-In', and 'Today's Appointments'.

4. Search for the applicable inventory record

The screenshot shows the 'All Vaccine Inventories' table. A search bar at the top right of the table is highlighted with a red box. The table contains 8 rows of inventory records with columns for Vaccine Inve..., NDC (Pro..., Account Name, Product Name, Lot, To..., Do..., D..., Ex..., D..., Stat, Expiration Date, Account Name, NDC (Product), Extra Doses, Created Date, Doses Administered, Product Name, Doses Wasted, Doses Available, total Doses, and Date Received aren't searchable. Use filters or sort on these fields instead.

	Vaccine Inve...	NDC (Pro...	Account Name	Product Name	Lot	To...	Do...	D...	Ex...	D...	Stat	Expiration Date, Account Name, NDC (Product), Extra Doses, Created Date, Doses Administered, Product Name, Doses Wasted, Doses Available, total Doses, and Date Received aren't searchable. Use filters or sort on these fields instead.	Date Received	Created Date
1	Lot 1111 Deliver...	80777-0273...	Solutions Loc1	Moderna (10 M...	1111	1,000	1,043	1	50	5	Ava		9/2021, 2:26 ...	7/19/2021, 2:
2	Lot 1111111 Dell...	80777-0273...	Solutions Loc1	Moderna (10 M...	11111	1,000	989	0		10	Ava		4/2021, 12:1...	3/24/2021, 1:
3	Lot 123 - Deliver...	59267-1000...	Solutions Loc1	Pfizer-BioNTech...	123	600	170	23		1	Ava		9/2021, 4:57 ...	2/19/2021, 4:
4	Delivery 03/24/...	59267-1000...	Solutions Loc2	Pfizer-BioNTech...	123	180	180	0	0	0	Available	8/13/2021, 12:0...	3/30/2021, 12:0...	3/24/2021, 9:
5	Delivery 03/24/...	59267-1000...	Solutions Loc3	Pfizer-BioNTech...	123	0	0	0	0	0	Incoming Transf...	8/13/2021, 12:0...		3/24/2021, 9:
6	Delivery 02/16/...	80777-0273...	Solutions Loc1	Moderna (10 M...	138495	200	194	3		3	Available	3/2/2026, 12:00 ...	3/2/2021, 11:39 ...	3/2/2021, 11:
7	Lot 222222 - Del...	80777-0273...	Solutions Loc2	Moderna (10 M...	222222	597	0	0	0	35	Available	12/31/2021, 12:...	2/24/2021, 3:00 ...	2/24/2021, 3:
8	Delivery 02/24/...	80777-0273...	Solutions Loc2	Moderna (10 M...	222222	100	0	0	0	0	Complete	12/31/2021, 12:...	2/24/2021, 5:35 ...	2/24/2021, 5:



5. From the inventory record, navigate to the **RELATED** tab then go to **ORDERS** and click **NEW**

The screenshot shows the 'Vaccine Inventory' page for record 34567, dated 08/06/2021. The account is 'Solutions Loc3'. A summary table shows 1,400 total doses, 1,400 available, and 0 administered, wasted, or insufficient. The 'RELATED' tab is selected. Under 'Orders (0)', a 'New' button is highlighted. Other sections for 'Appointments (0)', 'Wastage Events (0)', and 'Insufficient Quantities (0)' also have 'New' buttons.

Account	Total Doses	Doses Available	Doses Administered	Doses Wasted	Doses Insufficient Quantity
Solutions Loc3	1,400	1,400	0	0	0

6. Select **TRANSFER OR REDISTRIBUTION** and click **NEXT**

The 'New Order' dialog box is shown with the title 'New Order'. It asks to 'Select a record type' and has two radio button options: 'Transfer or Redistribution' (which is selected and highlighted) and 'Seek Transfer Match'. At the bottom right, there are 'Cancel' and 'Next' buttons, with the 'Next' button highlighted.



7. Fill in all required fields (identified by a red asterisk) and check the following:
 - a. Set **STATUS** as “Submitted”
 - b. Leave **VACCINE RECEIVER** blank and check **UNABLE TO FIND VACCINE RECEIVER** box
 - c. Enter “NCIP Central Office” as **REASON FOR REQUEST**

New Order: Transfer or Redistribution

COVID-19 Vaccine Redistribution/Transfer Request Form

Redistribution/Transfer Instructions

To request redistribution or transfer of COVID-19 vaccine inventory from a location with an approved redistribution agreement (not required for a transfer) on file to a location within their organization (Redistribution) or outside their organization (Transfer), the Sending Provider shall complete and submit this form. Redistribution and transfer requests for COVID-19 vaccines require NC DHHS Immunization Branch approval to ensure proper storage capabilities and tracking of COVID-19 vaccine inventory movements. All COVID-19 vaccine providers must comply with the CDC requirements for vaccine management, including storage and handling, and temperature monitoring at all times. Providers must keep all records related to COVID-19 vaccine management for a minimum of 3 years, or longer if required by law. Please call 1-877-873-6247 if you have any questions.

Transfer Information

<p>* Account Name</p> <input type="text" value="Solutions Loc3"/>	<p>* Status</p> <input type="text" value="Submitted"/>
<p>Vaccine Receiver ⓘ</p> <input type="text" value="Search Accounts..."/>	<p>Unable to find Vaccine Receiver</p> <input checked="" type="checkbox"/>
<p>* Dose Transferred</p> <input type="text"/>	<p>* Vials Transferred</p> <input type="text"/>
<p>* Reason for Request</p> <input type="text" value="NCIP Central Office"/>	<p>* Order Start Date</p> <input type="text"/>



- d. Enter all fields for the receiving location
- e. Read all requirements and check the **ADHERENCE TO ALL REQUIREMENTS** box

Associated Vaccine Inventory
34567 Delivery 08/06/2021

Receiving COVID-19 Enrolled Provider Information

Receiving Location Name (CVMS)

Receiving Location Street Address

Receiving Location City

Receiving Location Phone

Receiving Location Zip

Receiving Location Primary Vaccine Coord

Receiving Location Primary Coord Email

Sending Provider to check box below to confirm adherence to each requirement:

Adherence to all Requirements

Requirement 1:
Sending Provider and Receiving Provider location names listed above match exactly how they appear in the COVID-19 Vaccine Management System (CVMS) Provider Enrollment Portal

- f. Click **SAVE**

Requirement 2:
Sending Provider has a completed CDC COVID-19 Vaccine Redistribution Agreement (not needed for Transfers) in the CVMS Provider Enrollment Portal and the Receiving Provider has a fully completed and submitted CDC COVID-19 Vaccine Program Provider Agreement and Profile in the CVMS Provider Enrollment Portal

Requirement 3:
Sending Provider has confirmed with Receiving Provider that they have the appropriate capability and capacity to store the COVID-19 vaccines

Requirement 4:
Sending Provider is not requesting redistribution or transfer of open or partial vials

Requirement 5:
Sending Provider is also shipping associated ancillary kit

Requirement 6:
Only COVID-19 vaccines are listed on this request

Approval

Approver's Comments

Sending Location Details


Sending Location Date and Time ⓘ

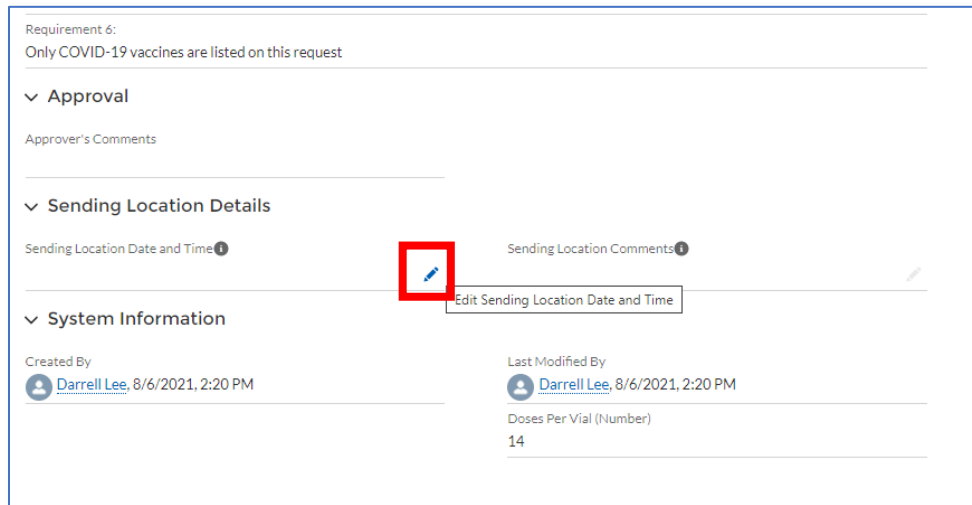
Date Time

Sending Location Comments ⓘ

[Cancel](#) [Save & New](#) [Save](#)



- Once the transfer is approved, open the transfer order (see Step 5) and edit the **SENDING LOCATION DETAILS** by clicking on the pencil icon 




Requirement 6:
Only COVID-19 vaccines are listed on this request

Approval

Approver's Comments

Sending Location Details

Sending Location Date and Time  Sending Location Comments

Edit Sending Location Date and Time

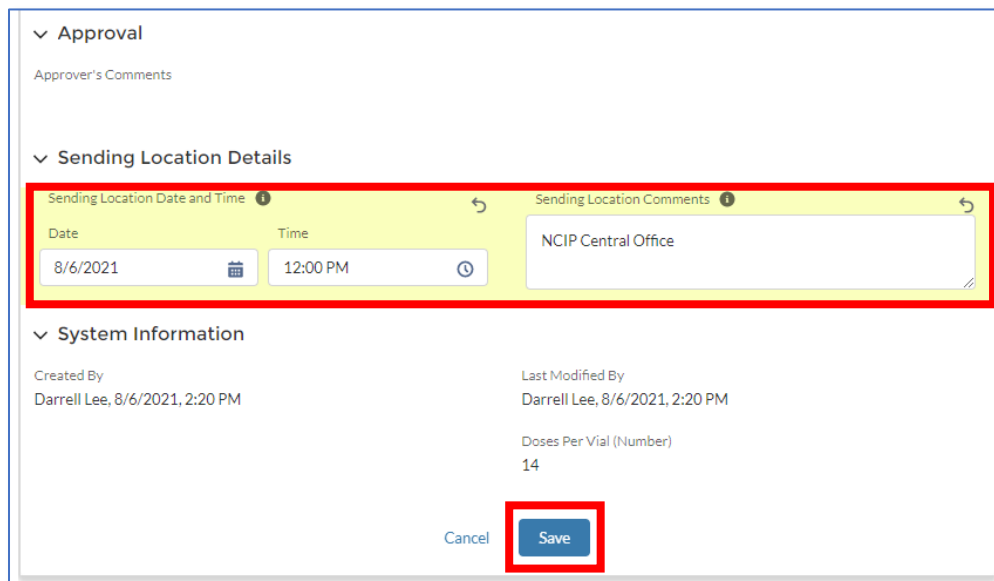
System Information

Created By
Darrell Lee, 8/6/2021, 2:20 PM

Last Modified By
Darrell Lee, 8/6/2021, 2:20 PM

Doses Per Vial (Number)
14

- Enter the date and time of the transfer, enter "NCIP Central Office" in **SENDING LOCATION COMMENTS**, then click **SAVE**



Approval

Approver's Comments

Sending Location Details

Sending Location Date and Time Sending Location Comments

Date Time

8/6/2021 12:00 PM

NCIP Central Office

System Information

Created By
Darrell Lee, 8/6/2021, 2:20 PM

Last Modified By
Darrell Lee, 8/6/2021, 2:20 PM

Doses Per Vial (Number)
14

Cancel Save



10. Navigate to the **VACCINE INVENTORY** tab and open the actual vaccine inventory record again

Home Recipient Appointments Locations Bulk Registration **Vaccine Inventory** Vaccine Marketplace Shipments More

Scan or type a barcode

Vaccine Inventories
All Vaccine Inventories

2 items • Sorted by Lot • Filtered by All vaccine inventories • Updated a few seconds ago

34567

	Vaccine Inve...	NDC (Pro...	Account Name	Product Name	Lot	To...	Do...	D...	Ex...	D...	Status	Expiration D...	Date Received	Created Date
1	1st dose Deliver...	59267-1000...	Solutions Loc1	Pfizer-BioNTech...	34567	200	190	1	6	10	Available	4/1/2026, 2:00...	4/6/2021, 2:50...	4/6/2021, 2:57...
2	34567 Delivery ...	30777-0273...	Solutions Loc3	Moderna (14 do...	34567	1,400	1,400	0		0	Available	4/30/2022, 12:0...	8/6/2021, 11:42...	8/6/2021, 11:42...

11. Click on **CHANGE STATUS**

Home Recipient Appointments Locations Bulk Registration Vaccine Inventory Vaccine Marketplace Shipments More

Vaccine Inventory
34567 Delivery 08/06/2021

Request Transfer/Redistribution **Change Status** Edit

Account	Total Doses	Doses Available	Doses Administered	Doses Wasted	Doses Insufficient Quantity
Solutions Loc3	1,400	1,400	0	0	0

DETAILS RELATED

12. From the drop-down, select "Transferred" then click **SAVE**

Change Status

* Status

Transferred

--None--

Complete

Reserved for Future Use

Available

Transferred

Wasted

Incoming Transfer in Transit

Transferred (Definition)
Indicates all doses & vials within this inventory were transferred/redistributed to another Location. Only records with 'Doses Available = 0' can have this status.

Transfer in Transit (Definition)
Please do NOT manually set this status. Indicates this inventory is an inbound transfer/redistribution that has not yet arrived. The 'Inbound Transfer' button & flow is used to accept the inventory and automatically updates the status to 'Available'.



If you have any questions or issues, please go to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine and select the "**Vaccine Provider**" option to submit your question or issue.

If you are in North Carolina, you can also call the COVID-19 Vaccine Provider Help Desk at (877) 873-6247 and select option 1. The COVID-19 Vaccine Provider Help Desk is available during the following hours:

Monday – Friday: 7:00 AM – 7:00 PM ET

Saturday – Sunday: 8:00 AM – 4:00 PM ET

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