



NORTH CAROLINA COVID-19 VACCINE PROGRAM

How to switch reporting system from CVMS to NCIR in the Provider Enrollment Portal

This guide is intended for users already registered in the Provider Enrollment Portal with an Organization Administrator profile.

If your organization is currently using CVMS to report your COVID-19 vaccinations, and you decide to start using NCIR instead, please follow those steps:

1. Connect to the NCDHHS Provider Enrollment Portal: <https://covid-enroll.ncdhhs.gov/>.
2. Enter your USERNAME (the email address you registered with) and PASSWORD, then click LOG IN.

3. In the Home tab, navigate to the "COVID-19 System Submittal" section. If you read "Your current system selection is NONE", then you are eligible to switch to NCIR. To proceed, click on the link under the word "here" at the end of the sentence "For more information on choosing a COVID-19 System and to make a selection for your Organization, click here".



4. Read the System Selection information text. When you reach the bottom of the page, make your selection by using the drop-down and select NCIR.

NCDHHS
CVMS Provider Enrollment

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Home CEO Review/Sign CMO Review/Sign Provider Enrollment Locations

System Selection Information

To better meet the various needs of North Carolina providers, NC DHHS is now offering two options for the documentation and tracking of COVID-19 vaccine as a CDC COVID-19 vaccine program provider: the **COVID-19 Vaccine Management System (CVMS)** or the **NC Immunization Registry (NCIR)**. Each enrolled organization administering COVID-19 vaccine must choose which system the organization and its participating sites will use to submit vaccine administration data. While each organization may have its own needs and should evaluate the benefits of both systems before transitioning, some considerations are included below.

Vaccine Administration Documentation and Management

- NCIR is for documentation of all routine childhood, adolescent, and adult vaccines, not just COVID-19. For providers who currently use NCIR to manage non-COVID-19 vaccines, selecting NCIR would allow them to manage all vaccines in a single system. NCIR also has a mass view module that supports multiple record entries at the same time instead of individual record entries.
- CVMS is for COVID-19 vaccine documentation only associated with inventory for NC. For providers who plan to only administer COVID-19 vaccines, CVMS is a pandemic module that would allow for providers to continue to register individuals, schedule appointments, document COVID-19 vaccine administration, manage inventory, and generate reports in CVMS.

Inventory Management

Ordering

All system users will continue to submit orders through the existing Allocation Request Form survey until CDC guidelines allow for more traditional ordering practices to resume.

Inventory Transfers

- Inventory transfers can only occur between same-system providers in both CVMS and NCIR.
- Providers selecting NCIR will be operating under direct shipments or limited to transfers from other providers using NCIR.

If you have an urgent need to send or receive a transfer from a provider unavailable for selection in your system of use, you should contact the NC Vaccines Help Desk at (877) 873-6247 or submit a ticket via the Immunization Inquiry webform.

CVMS Marketplace

CVMS Marketplace will be limited to CVMS-only organization providers.

Reports

- Providers will only be able to access the reports available in their system of use. (NCIR-only users will only get the reports that are available in NCIR, etc.)
- CVMS cross-location reports will continue to be requested through web ticket and generated by the reporting team and delivered through a secure file sharing mechanism.

Scheduling

- NCIR does not have appointment scheduling capability. HCPs should use their practice scheduling software for appointments.
- CVMS has scheduling functionality available for those providers who opt in to using the scheduling tool.

COVID-19 Vaccine Information Access

- Providers will have access to query recipient COVID-19 vaccine information in the chosen system (NCIR or CVMS) to view COVID-19 vaccine status.
- NCIR providers will continue to have access to the NCIR Immunization Record, which includes all vaccines, including COVID-19.
- All recipients, entered through either system (CVMS or NCIR), will be eligible for a CVMS COVID-19 Vaccine Portal account in order to access their vaccination information. If an email address is provided at time of appointment registration, recipients will receive an email invitation to set up their account.

EHR Connectivity/Integrations

- CVMS organizations using an EHR may have the option to submit COVID-19 vaccine administration reporting files through CVMS Direct from their EHRs. If your organization would like to establish CVMS Direct reporting capabilities from your EHR, please contact an HIE representative to get started (mnedith.bennett@sas.com, mehwah.fatima@sas.com, or brittani.adams@nc.gov).
- NCIR organizations using an EHR may utilize their integration between their EHR and NCIR for COVID-19 vaccine administration reporting and querying. If your organization is currently utilizing, or would like to utilize HL7 data exchange, please contact the NC Vaccines Help Desk by submitting a web ticket via the Immunization Inquiry webform or call (877) 873-6247 to speak to an agent.

To learn more about NCIR bi-directional data exchange, please visit the NCIR Promoting Interoperability webpage.

Vaccines.gov Vaccine Site Locator

The CDC's Vaccines.gov website allows people to search for COVID-19 vaccine providers near them and obtain information on how to schedule an appointment and receive the COVID-19 vaccine.

All COVID-19 vaccine providers and community COVID-19 vaccine events should be listed on the Vaccine Site Locator website, even if you do not have available appointments, unless you are a provider that is only vaccinating your own patients (e.g. a long-term care facility, correctional facility, primary care provider only vaccinating existing patients).

- Providers using CVMS will maintain their location and appointment information in the CVMS Provider Portal under the Locations tab in CVMS for Vaccines.gov display.
- Providers using NCIR will maintain their location and appointment information in the CVMS Provider Enrollment Portal under the Vaccines.gov Locations tab for Vaccines.gov display.

Currently enrolled COVID-19 providers transition from CVMS to NCIR:

The system selection is made in the CVMS Provider Enrollment Portal at the organization level, therefore, all locations/sites beneath an enrolled organization will be transitioned as well. NCIR set up must be completed for ALL organizations/locations/sites associated with a single organization entity before any of them can begin managing COVID-19 vaccine in NCIR.

- EHR providers currently sending administration data via the CVMS Direct reporting mechanism may transition to NCIR data exchange utilizing their EHR's HL7 messaging capabilities. If this is the organization's selected reporting mechanism, ALL locations/sites under a single organization entity must have established connectivity before the remaining transition activities can be performed.
- The Immunization Branch NCIR enrollment team will add the first NCIR Administrator user for each organization/location/site, who will then be responsible for adding additional NCIR users.
- All stakeholders will receive final email communication indicating that the transition activities have been completed and when they will be able to begin COVID-19 reporting in NCIR. Sites should continue reporting COVID-19 vaccine administrations in CVMS until the time indicated in the final "Start using NCIR for COVID-19 vaccines tomorrow" email.
- At the time of transition, any remaining COVID-19 inventory in CVMS will be transferred to NCIR.
- All CVMS users having a primary relationship with the locations/sites under a single organization entity will be deactivated in CVMS and will no longer have access to the CVMS Provider Portal. (The Organization Administrator, CMO, CEO, and Vaccine Coordinators will retain their access to the Provider Enrollment portal.)

Additional Information

- For more information about NCIR, please visit the North Carolina Immunization Registry (NCIR) webpage.
- For more information about CVMS, please visit COVID-19 Vaccine Management System (CVMS) webpage.

Provider Support

- For CVMS Provider Enrollment or COVID-19 vaccine questions, you can find helpful knowledge articles or submit an inquiry by visiting the CVMS Help Desk Portal. Before you can submit an inquiry, you must register for a CVMS Help Desk Portal account by following the detailed instructions found in the Provider Help Desk Submission - Process Summary User Guide.
- For non-COVID-19 vaccine or NCIR system questions, inquiries can be submitted via the Immunization Inquiry webform where they will be routed to the appropriate team for more timely response. There is no login required to access this webform.
- Providers can also call the NC Vaccines Help Desk at (877) 873-6247 (Monday - Friday 7:00 AM - 7:00 PM ET and Saturday 8:00 AM - 4:00 PM ET).

*Selected COVID-19 Vaccine Documentation System

--None--

Next



- Once you select NCIR, an agreement for the North Carolina Immunization Registry (2021 COVID) will appear below the drop-down. Read the agreement, click the CHECKBOX next to the agreement attestation, and click NEXT.

• Providers can also call the NC Vaccines Help Desk at (877) 873-6247 (Monday – Friday 7:00 AM – 7:00 PM ET and Saturday 8:00 AM – 4:00 PM ET).

* Selected COVID-19 Vaccine Documentation System

NCIR

NORTH CAROLINA IMMUNIZATION REGISTRY AGREEMENT (2021 COVID)

I understand that as part of this COVID-19 Vaccine Agreement, the organization and participating COVID-19 vaccination locations as part of this organization shall comply with the following terms related to use of the North Carolina Immunization Registry (NCIR) for COVID-19 vaccine information.

1. Designate a minimum of two NCIR Administrators to be responsible for the maintenance of all organization users. This will ensure if the primary administrator is unavailable, the backup can perform the necessary NCIR functions.
2. Maintain and protect the confidentiality of information contained in NCIR in accordance with applicable North Carolina state and federal law as well as the requirements set forth in the NC DHHS Privacy and Security Manuals (<https://policies.ncdhhs.gov/departamental/policies-manuals/section-viii-privacy-and-security/>) and the NC Statewide Information Security Manual (<https://it.nc.gov/statewide-information-security-policies>).
3. Require all new and existing organization users accessing NCIR under your authority to sign a *NCIR User Confidentiality Agreement*. The signed agreement should be maintained on site and made available to the Immunization Branch upon request.
4. Assume responsibility for all organization users accessing NCIR under your authority. Ensure all current and new organization staff receive NCIR training, agree to not share NCIR user ID and/or passwords or other credentials with any other individual, and protect the confidentiality and integrity of the information contained in NCIR in accordance with this agreement and applicable law.
5. Deactivate all organization users immediately should they leave your organization or are assigned to different duties within the organization that do not require NCIR access.
6. Provide the North Carolina Immunization Branch with notice of all suspected and confirmed privacy/security incidents or privacy/security breaches involving unauthorized access, use, disclosure, modification, or destruction of the information retained in NCIR, including a breach of account credentials or user permissions. Notice shall be provided within twenty-four (24) hours after the incident is first discovered by submitting a report at: <https://security.ncdhhs.gov/>.
7. Provide an immunization record, at no charge, to the patient each time an immunization is given.
8. Share immunization information upon request as specified in G.S. 130A-153 and 10A.NCAC 41A.0406.
9. Report all adverse events as they occur through the Vaccine Adverse Events Reporting System (VAERS) electronically. For a complete list of required reportable events go to: <http://www.vaers.hhs.gov/reportable.htm>. Add an appropriate client comment in NCIR.
10. Acknowledge and agree that all medical treatment and diagnostic decisions are the sole responsibility of the COVID-19 vaccine providers and Supervising Physician.

The Immunization Branch or the Provider may terminate this agreement at any time for personal reasons or failure to comply with all conditions of this agreement. The conditions of this agreement are subject to change.

Next

- You are then sent back to the homepage. Under “COVID-19 System Submittal”, you should now read “Your Current System Selection is NCIR”.

NCDHHS
CVMS Provider Enrollment

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Home CEO Review/Sign CMO Review/Sign Provider Enrollment Locations

Welcome to the NCDHHS Provider Enrollment Portal in the COVID-19 Vaccine Management System (CVMS). Please read the following instructions before enrolling your organization.

As an Organization Administrator, you are about to complete Section A of the CDC COVID-19 Vaccination Program Provider Agreement and CDC Supplemental COVID-19 Vaccine Redistribution Agreement (if applicable), which gathers information on your organization. To complete this section, you will be asked for:

[View More](#)

COVID-19 System Submittal

Your current System Selection is NCIR.

For more information on choosing a COVID-19 System and to make a selection for your Organization, click [here](#).

Once your Organization has made a selection, this cannot be changed.

Provider Enrollment

Your Provider Enrollment Organization: TEST_Simon_Organization is Approved.

To review your Organization's agreement without making a change select Review and click Next.

To add a new Location or change your Responsible Officers (CEO/CMO or Equivalent) select Resubmit and click Next. This will change your Organization's status to New and prompt a review by the NCDHHS Immunization Branch.

For additional guidance refer to the [CVMS User Guides](#), [Recorded Trainings](#) and [Upcoming Trainings](#) website.

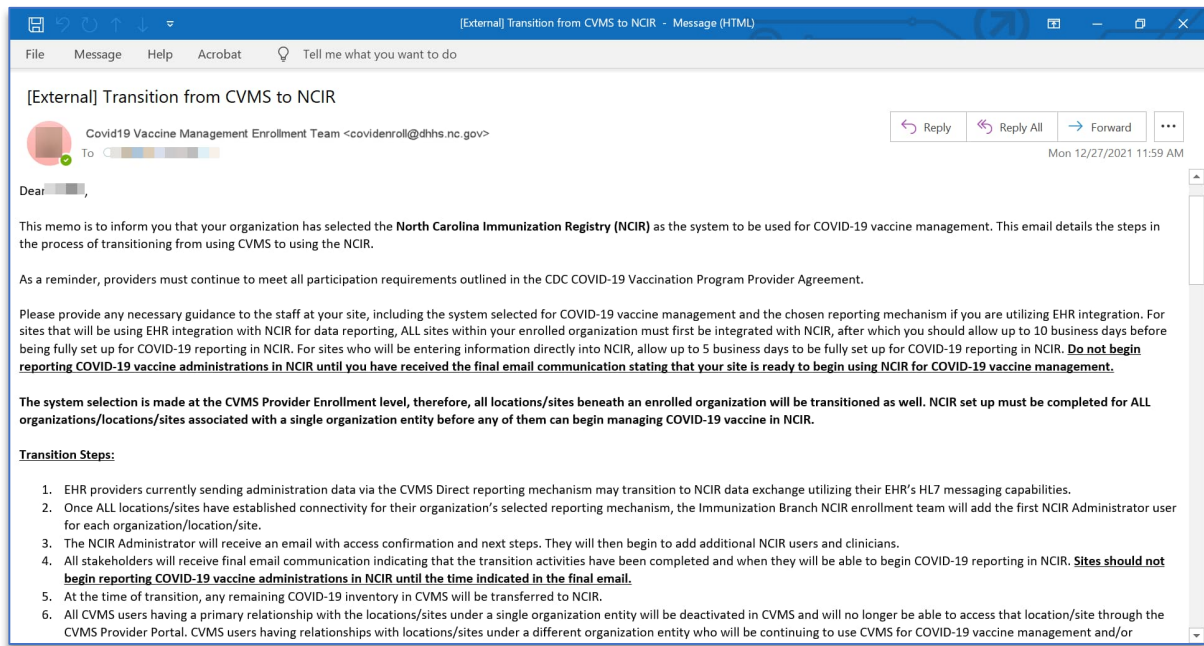
*Would you like to review or resubmit the organization record?

Review

Pause Next



7. In the following hours upon submitting system selection as NCIR, all users associated with your organization receive an automated confirmation email with the next steps.



8. Your organization still needs to use CVMS to log inventories and vaccinations until onboarding to NCIR is completed (around 10 days). You should not attempt to report COVID-19 Vaccine administrations in NCIR until you have received a final email communication stating that your organization is ready to begin using it next morning. This final email will be sent to all users associated with your organization.

If you have any questions, issues or requests, please go to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine

You can also call the NC Vaccines Help Desk at (877) 873-6247 and select option 1. The Help Desk is available during the following hours:

Monday to Friday, from 8:00 a.m.- 4:45 p.m.

For more information about NCIR, please go to the NCIR Learning Site at <https://covid19.ncdhhs.gov/vaccines/info-health-care-providers/ncir-user-guides-and-recorded-trainings>