

Requesting COVID-19 Vaccine in MIIC Training Transcript

5/24/2021

All right. Good morning. Thank you so much for joining us. Uh sorry for the third time for those who have been on the call for a few minutes, this is Lucy Cosgrove at the Minnesota Department of Health. Um and I am the vaccines for Children program coordinator at MDH and then also part of the team that operationalizes the distribution of COVID-19 vaccine. Um, so today's training is about the new process of directly requesting Covid 19 vaccines with us here at MDH. Um and I am going to get started and share my screen in just a second here. All right. So hopefully you can see my slides. Actually, I'm on the wrong side, just one second. All right. So, um again, thank you for joining us. I just wanted to mention a couple of housekeeping items. This training is being recorded and I also just posted in the chat a link to our user guide, which is a pdf that you can use for the first time that you request Covid 19 vaccines with us via MIIC. I think you'll find that after you do this once it's a pretty straightforward process. But I think that user guide will be a nice tool to have on hand for the first time that you try it. All right. So, I just want to mention who this training is intended for. This is intended for registered COVID-19 providers that plan to request their COVID-19 vaccine doses directly to your site. Anyone who is a registered COVID-19 provider that plans to receive doses via redistribution does not need to attend. However, you're more than welcome to join us if you want to see the process.

So, the reason we're all here today is beginning the week of May 24, which is today, you can begin requesting Covid 19 vaccine doses in the Minnesota Immunization Information Connection, also known as MIIC. So, the weekly cadence for requesting COVID-19 vaccine doses moving forward will be as follows: sites will be able to submit requests every Monday and Tuesday as needed. A new event will open in MIIC every Monday morning at eight am and you'll have until close of business every Tuesday to submit requests to us. Any requests that we receive will be submitted to MDH will be out for delivery the following Monday and Tuesday. So, any requests that we receive today and tomorrow will be out for delivery next week. And certainly, if your site does not need any additional COVID-19 vaccine doses next week, then there's no need to submit requests to us. So, this new functionality can be found under the vaccine management header and MIIC. You're going to be selecting the new menu item link called *request special event vaccine* that's highlighted on this slide. Once you click on that, there will be an event drop down and you'll select the delivery week that you are requesting doses for. Today, when you see this functionality in MIIC, it will be the only option which is helpful. Um and for those of you that are familiar with the Vaccines for Children or On and Underinsured Adult Vaccine Program ordering in MIIC, this is completely separate from that. So, this is new functionality that you'll be using specifically for COVID-19 vaccine requests. A couple of things we wanted to highlight is entering a request in MIIC is a full commitment to your doses. So, please be sure of what you would like to request before you submit it to us. A big change here is that the request should be the total number of doses needed for the week ahead. So that's a combination of any 1st and 2nd doses that your site needs for next week. MDH is no longer automatically sending 2nd doses to you. I think most of you will appreciate this now this change but we really wanted to note that. So, MDH, again, we're no longer automatically sending second doses to you and all the request that you submit to us should be a total number of 1st and 2nd doses needed for the for the following week. Yeah, I will demo this shortly but throughout the process on step two there's a new field called *special delivery instructions*. And in that field, you can indicate if you're able to

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accept any substitute products if you prefer brand isn't available. So, for example let's say your site would like to request 100 doses of Johnson and Johnson vaccine. But if supplies short, if demand is higher than supply and you're able to take Moderna instead, you can simply write substitution is okay in that field. If you are not okay with substitution and you only want what you have requested, please just leave that field blank. You can check on the status of any submits, request that you submit to us at any time. The way that you do that is go to *vaccine management* again and select *manage special vaccine event*. Once you click on that link, you'll be able to select a specific event name from a drop-down menu and there you can see any submissions that have you have entered in MIIC for your site. So, there's three different statuses that your submissions will be in. One will be *submitted*, which indicates that we have received a request. Another status could be *allocated*, which indicates the MDH has placed vaccine orders to fulfill part of your request and the third status is *completed*, which is the most likely status you will all see. And that indicates that MDH place vaccine orders to completely fulfill your requests. And again, we're really emphasizing that what you're submitting to us is a request and not in order. Um, but it is very likely that we're at the point in this campaign, that supply is very high, and we will very likely be able to fulfill most of your request, if not all of them moving forward. One thing is we piloted this functionality with a small group of providers last week and one thing that they wanted, the feedback that we received was that it's a little confusing of what, when to expect confirmation emails. One thing I wanted to highlight is that you will not automatically get an email after you submit your request to us. The way you can check on the fact that we've successfully received your submission is to go to that *manage special event vaccine* area that I just highlighted. But you can expect to continue to receive emails from MIIC and usually it comes from the email address listed on this slide at the following times. So, one is when the order confirmation email order confirmation email goes out, when your order is placed by MDH staff and we are going to be placing your orders later in the week. So, you're going to submit your request to us on Mondays and Tuesdays and then those orders will be placed on Thursdays or Fridays by MDH staff and that's just so that they arrive on the appropriate timelines. And then you also can continue to expect to receive shipping confirmation emails when your order ships.

Alright, so bear with me I'm gonna switch over to MIIC now. Just one minute. Yeah. And I'm going to demo this functionality so you can see you how it works. All right. Kate, can you confirm that you can see MIIC now?

Yeah, we can see.

Thank you. All right. So, I am logged into MIIC and I'm actually in the test environment, but it mirrors production which is what you will be using. And I'm going to scroll down to the *vaccine management* header and in this section, I can see both *manage special vaccine event* and *request special event vaccine*. So, I'm gonna select on *request special event vaccine*. When I do that, the system brings me to this landing page and here is where, where I see an event and a drop-down menu. I am going to select *June first delivery week, request COVID-19 vaccine* and then I brought to this step one of the process. Here is where, in this red lettering here, MDH is going to have specific instructions each week that are relevant to that week's events. So please make sure to take time to read this language before you place your request. So, I'm gonna go ahead and read that now. It says,

“Follow the instructions to request the total number of COVID-19 vaccine doses 1st and 2nd doses that your site would like for the week of June first. Due to the Memorial Day holiday, vaccines will arrive Tuesday June 1st and Wednesday June 2nd. A request is a commitment to accept delivery of those

doses. Please indicate in the special delivery instructions on step two if you can accept substitute products if preferred brand is not available.”

Next you can see the different brands and their packaging sizes that are available for you to request this week. So here um Janssen is listed also known as Johnson and Johnson. And you can note that the package sizing is 20 multi dose vials of five doses each, so 20 times five equals 100 doses. And that is the minimum quantity size that you can request is 100 doses. And my sight would actually like 100 doses of Johnson and Johnson. So, I'm going to enter the number of doses requested here. You'll also note that Moderna comes currently we still have supply of both the 10 does files and the 14 does files. So, until we run out of the 10 does files, we'll maintain we'll keep having that on the list of doses you may request, we're guessing in the next couple of weeks here, those doses will completely phase out in the 14 does files will be the only option. But for now, if you would like to request the 10 multiple styles of 10 doses, the minimum package sizes for that is 100 doses And then the 14 does files, minimum size is 140 doses. And then breaking news this week, we're very excited that I'm sure many of you are as well, Pfizer is also now available in two different package sizes. So, Pfizer, you know, we continue to have 195 multiples files of six doses each, which is the minimum order quantity of 1170 doses. And then we also have the smaller packs of Pfizer available. This is comprised of about 35%, we're expecting about 35% of our Pfizer supply to be in these smaller packs. So that will contain 75 multiples files of six doses each. So, I'm going to pretend like the site that I'm logged in under is actually acting as a hub for other sites. And so, I'm going to request the 1170 doses of fighter because that's the most appropriate for what my needs are. So, I'm going to select *continue* and, on this page, I can confirm that my delivery address looks correct. My hours of operation are correct. If there was an issue with my delivery address, I could select this box here and type in the new delivery address. But since that doesn't apply to me, I'm going to leave that blank. Here is the special delivery instructions where you can communicate if substitution are okay for your site. So, I am going through write, “substitution Okay”. And then we also would like to have an email address for someone we can contact if you have a question about your request. So, you can do that here and then I'm going to select *continue*. On the next step, you just simply write in the name of your license prescribing professional and their credentials. If you are the license prescribing professional, you select this first option. If you're not, you can select the second option that says that you have the authority to complete the vaccine request on their behalf. And next I'm going to select *preview request*. Here is where I can take one final look at what I have submitted. I have requested a total of 1270 doses. My delivery address looks good. I said that substitutions are Okay. If there was something you wanted to change that simply you can select *modify request here* and that will bring you back to step one of the process. If everything looks good, just select “submit request” and then the system is going to automatically bring you to this manage special vaccine event area. So, here at the top I'm going to select specifically this week's events that I just requested doses for and I'm going to see that my sites successfully submitted a request for Pfizer and request for Johnson and Johnson and the status of that request is sitting at submitted, which makes sense because I just submitted to MDH later in the week. On Friday morning I could log in and this will likely have changed too completed and completed indicates that MDH ordered those doses on my behalf and they're out for delivery soon. So, you'll see the total doses ordered amount change when MDH places, fulfills your order on your behalf. So again, this is all in that user guide pdf, which I really recommend you follow the first time that you do this. Um and I think that ends the demo, but we are certainly here to take questions.

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I see one question so far, Nathan. Yes, we will make sure to send out these slides so you can forward it to other folks. And then I said this earlier, but this training is also recorded, and we hope to have that posted later this week. So, feel free to write in the chat if you have any questions or you can also unmute yourself and asked a question that way as well.

I think for those of you who have used MIIC in the past for either Vaccines for Children or On and Underinsured Adult Vaccine Program, you'll find that this will be pretty straightforward. That's what we're hoping at least. Um, I will type in the chat the email address where you can send any questions if you're, you know, while you're submitting your questions or at any point in the process, feel free to contact us. We have plenty of staff available to assist with this. There is that email address in the chat.

Yeah. What time is delivery? Great question. So, um, any requests that we receive uh, this week, so, you'll, you have until the end of day tomorrow to submit them, will be out for delivery early next week. So next week is an exception because of the Memorial Day holiday on Monday. So next week they'll be out for delivery on Tuesday and Wednesday. But moving forward as long as there's no Monday federal holiday, you can expect all of your shipments arrive on Monday and Tuesday the following week.

Oh, time of day? We actually don't have specifics on the time of day that your deliveries will be made. Um It should follow in the same cadence of what you've been, you know when you've been receiving Covid 19 shipments throughout the last five months. Um Every site varies. And um you know your shipping confirmation email will have that tracking number and carrier name. So, you can go ahead and plug your tracking number into either the FedEx or UPS website and get a better estimate of when you can expect the time that you can expect those deliveries.

Are there any other questions? Good question. So, someone's asking what's considered end of the day on Tuesday? Um I think just whatever the end of your day is will be fine. We're technically going to be closing things very early on Wednesday mornings, but we'd like to get everything in whenever your day ends on Tuesdays.

Yes, Casey. Um, there has been an update to the storage and handling for Pfizer so Pfizer can now be stored in the fridge for up to 30 days, which is very exciting news.

Any other questions? Again, this pdf user guide is attached in the chat. We have recorded today's training and we'll be posting it later this week to our website. We'll probably have a link to that in our provider bulletin that goes out on Thursdays. Any doses you need for next week need to be submitted by close of business tomorrow.

Great, well I don't see any other questions. Thank you so much for joining us today. We really appreciate it. And again, we have plenty of staff available at that email address listed above to help answer any questions you have along the way. Have a great day, Everyone.

Minnesota Department of Health
health.miichelp@state.mn.us
www.health.state.mn.us/miic

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