



MASSACHUSETTS COVID-19 VACCINE PROGRAM

COVID-19 Vaccine Request Process February 8, 2021

The Commonwealth receives a weekly vaccine allocation from the Federal Government every week and places an order on Fridays and Mondays on behalf of providers. **Providers must use vaccine that is shipped to them as quickly as possible and will be held accountable to vaccine administration performance targets.** Failure to administer distributed vaccine in a timely manner jeopardizes the Commonwealth's future allocations from the Federal Government. Unused vaccines will be redistributed to other providers.

State allocation decisions are based on provider inventory, storage capacity, weekly throughput, and priority populations being vaccinated.

The COVID-19 vaccine request process, outlined below, will continue until supply is sufficient to allow providers to place their own order through the Massachusetts Immunization Information System (MIIS).

Key updates since previous version shared on 1/25:

- Providers must meet vaccine administration performance targets in order to receive an allocation for the week. See *Vaccine administration performance targets* below.
- Minor clarifications to *Instructions for completing Weekly MCVP Survey* section.

For providers who are already receiving vaccine

All providers enrolled in the Massachusetts COVID-19 Vaccine Program (MCVP) must indicate their weekly vaccine needs (**both first and second doses**) through the Weekly MCVP Survey sent via the MIIS (see *Overview of COVID-19 vaccine ordering process* below).

- Orders need to be in multiples of 100 for Moderna and 1,170 for Pfizer and will be rounded down to minimize waste of extra vaccine for as long as supply is constrained. For example, if there is a need for 115 doses, the order will be rounded down to 100 and the provider will be expected to open only 100 appointments.
- Sites should create and maintain wait lists of eligible individuals they can quickly call if they have extra Moderna vaccine that needs to be administered the same day to prevent wastage.
- The Weekly MCVP Survey request should be for first and second doses that are needed for clinics planned in the next week and that can be used within 10 days of receipt at maximum. Appointments should not be confirmed until providers receive an order confirmation.

At this time, due to limited supply from the Federal Government, DPH cannot fulfill every first dose vaccine request. When DPH is not able to fulfill the request, the site will be contacted either by email or phone with the reason the request could not be fulfilled.

For providers not yet receiving vaccine

While supply is limited and the Commonwealth is still in Phases 1 and 2 of vaccine distribution, not all MCVP-enrolled providers will be able to receive vaccine. If you are identified as working with a priority population in Phases 1 or 2, a representative of the Commonwealth will begin to work with you to identify your plans for vaccination. When it is time to request vaccine (see *Overview of the COVID-19 vaccine ordering process* below), this representative will send you a unique link to complete the Weekly MCVP Survey.

The Weekly MCVP Survey request should be **for first and second doses** that are needed for clinics planned in the next week and that can be used within 10 days of receipt at maximum. Appointments should not be confirmed until providers receive an order confirmation.

At this time, due to limited supply from the Federal Government, DPH cannot fulfill every first dose vaccine request. When DPH is not able to fulfill the request, the site will be contacted either by email or phone with the reason the request could not be fulfilled.

Overview of COVID-19 vaccine ordering process

- At this time, the DPH Vaccine Unit will continue to order from CDC on behalf of providers.
- Every Monday, DPH sends a Weekly MCVP Survey to providers who have received COVID-19 vaccine to support allocation decisions. To request vaccine (including second doses), this survey must be submitted by **Tuesday at 5pm**. Failure to submit the survey will result in no allocation of vaccine the following week. At this time, due to limited supply from the Federal Government, DPH cannot fulfill every first dose vaccine request.
 - The survey is emailed to the primary and back-up COVID-19 vaccine coordinators. If you have not received the survey please email DPH-Vaccine-Management@massmail.state.ma.us.
- The Federal Government has indicated that it will make allocation decisions based on states' success in vaccine administration numbers. Vaccine sitting idle in freezers risks the Commonwealth's future allocations from the Federal Government. Only request a quantity of vaccine that you can fully administer within 10 days.
- Based on the survey responses, DPH places orders in the MIIS and then transmits to CDC for fulfillment. Orders will routinely be placed on Fridays and Mondays for arrival at most sites by Monday to Wednesday of the following week.
- You will be notified once you can order doses directly through the MIIS.

Due to limited supply, vaccine will be prioritized for existing second dose commitments and for strategic channels (e.g., mass vaccination sites, providers that offer appointments to all eligible populations). Completing the survey does not guarantee an order for the following week.

Beginning the week of 2/8, the weekly cadence will be as follows:

Week 1	Mon, 9am	Weekly MCVP Survey automatically sent to providers who have received inventory before; eligible new providers will be emailed a unique link
	Tue, 5pm	Weekly MCVP Survey due
	Thu	Email sent to providers to explain the rationale behind any adjustments to their allocation and which date their amount will be ordered
	Fri	Round of doses ordered by DPH; providers receive a MIIS-generated email with the allocation amount
Week 2	Mon	Another round of doses ordered by DPH; providers receive a MIIS-generated email with the allocation amount
	Mon-Wed	Providers receive shipments

Ordering second doses

MCVP-enrolled providers must request second doses through the Weekly MCVP Survey. Second dose needs indicated in the survey are prioritized so that vaccine is shipped to providers in time to meet their second dose commitments. Providers with surplus inventory (more than 10 days) on hand must use those doses before second vaccine doses will be allocated and shipped to them. Providers should not “save” or “hold back” second doses in a reserve. Providers should make appointments for upcoming second doses even if they do not have those doses on hand when the appointment is made.

Instructions for completing Weekly MCVP Survey

The Weekly MCVP Survey will include the following questions:

1. **How many doses of vaccine do you have on hand?** Please indicate how many doses of Pfizer and Moderna you have in inventory at the time of survey completion, including any doses that are intended for upcoming appointments. **Do not include doses that arrive on Monday or Tuesday in the same week that the survey is submitted.** Do not include any doses you are planning to redistribute to another provider, and please ensure that any redistributed vaccine is transferred appropriately in MIIS. This self-reported inventory will be cross-checked with vaccine inventory data from MIIS, so reporting into MIIS is very important to ensure DPH has an adequate understanding of providers’ current supply.
2. **Weekly (7 day) vaccine administration capacity:** Please indicate the maximum number of vaccines that your site expects to administer in the next week, Monday through Sunday, taking into account your site’s staffing and the number of appointments you can open. This self-reported capacity will be cross-checked with your administration data for recent weeks.
3. **How many doses do you plan to administer at your facility?** Please indicate how many doses you plan to administer, by first and second doses, for the next two weeks (Monday through Sunday). This includes appointments that have already been scheduled, that have been made available for booking, or that you plan to make available for booking. The sum of first and second doses for each week should equal your response in

#2, unless you plan to operate at less than maximum capacity, in which case the sum of first and second doses will be less than #2.

4. **First doses requested for the next week (Mon-Sun):** Please only request doses that you can use within this time period. If you have doses in inventory, your response to this question should be less than your response in #3. Orders need to be in multiples of 1,170 for Pfizer and 100 for Moderna, and will be rounded down to minimize waste of extra vaccine for as long as supply is constrained. Do not request doses that you plan to receive as a transfer from another provider.
5. **Second doses requested for the next week (Mon-Sun):** Same instructions as #4.
6. **Notes:** Please include any additional notes related to your dose requests. If your site is providing vaccinations in multiple settings (i.e., congregate care, public clinics) please include those details here.

Vaccine administration performance targets

To hold providers accountable for the efficient and timely administration of doses that are shipped to them, providers are subject to vaccine administration performance targets, effective the week of 2/8:

- Community Health Centers must maintain a **65% cumulative administration rate**, calculated as the provider's cumulative doses administered as a percentage of the provider's cumulative doses received (shipments net of transfers). Calculations may be aggregated across systems that pool inventory.
- All other providers must maintain a **85% cumulative administration rate**, calculated as described above.

A provider's cumulative administration rate is calculated using data reported to MIIS. Shipping data (net of transfers) is taken from a snapshot of cumulative data from Sunday to include doses reported as shipped by the end of the day on Saturday. Administration data is taken from a snapshot of cumulative reported doses from Wednesday to include doses reported as administered by the end of the day on Tuesday. To ensure vaccinations performed on Monday are included in the administration rate, provider sites must comply with the *MIIS Reporting Order for COVID Vaccine* to report vaccine administration data to MIIS within 24 hours (previously 72 hours).

These targets will be assessed weekly as an input to the allocation process. Providers who **are below their target** will have their allocations adjusted to zero and will receive no new doses for the following week. Providers who **are above their target but are still over inventory limits** will have their allocations adjusted to ensure no more than 10 days of inventory is allocated to them.