

COVID-19 Vaccinator Questions and Answers

General Questions About the Vaccines

1. Do we know how long the vaccine will protect the population until they need another 2-shot series?

There is no definitive data on how long immunity will last with a vaccine. A COVID-19 vaccine will trigger an immune system response to develop active immunity. Active immunity results when exposure to a disease organism triggers the immune system to produce antibodies to that disease. If an immune person comes into contact with that disease in the future, their immune system will recognize it and immediately produce the antibodies needed to fight it. Although we don't know exactly how long immunity will last for the specific vaccines in trial, active immunity can be long-lasting. <https://covidvaccine.mo.gov/facts/>

2. Since this is multi-dosing, is there a preservative or Thimerosal in the vials?

There is no preservative or Thimerosal in the Pfizer or Moderna vaccine vials.

3. Is there an estimate for when vaccine will be available for people in Group 1B?

Vaccinating Phase 1 may take a few months or more as there will be limited supplies. [Vaccinator Enrollment Guide and Considerations.pdf \(morx.com\)](#)

Vaccine Prioritization

1. Where can a list of vaccination priorities be found?

Phases	Who	Estimated population
Phase 1A	LTCF Staff: SNFs, RCFs, ICFs, ALF	70,000
	Paid & Unpaid Patient Facing HCW with Comorbidities (who are unable to work from home)	102,000
	Remaining Patient Facing HCW	250,000
	LTCF Residents (SNF)	38,000
Phase 1B	LTCF Residents (ALF, RCF, ICF)	18,000
	High Risk Individuals (18-64 YO)	590,000
	>65 YO	1,000,000
	First Responders (Fire, EMS, Law Enforcement)	55,000
	Critical Infrastructure with High Risk	310,000
	Critical Infrastructure (childcare, schools, energy, etc.)	660,000
Phase 2	Populations at Increased Risk (Prisoners, Homeless, etc.)	40,000
Phase 3	General Population	Remaining, unvaccinated population

2. Since pharmacists have been contracted to immunize LTCF residents, will those pharmacists be vaccinated first?

According to our Federal partners, pharmacies may use their allotted vaccine that has not been used or is slated to be used in the LTCF may be used for pharmacy staff vaccination.

3. Into which phase do the following workers/facilities fall?

Worker/Facility	Phase
Non-patient facing healthcare workers	TBD
Group home employees	TBD
Public health workers, patient facing	1A
Public health workers, non-patient facing	1B
Home care workers (homemakers working in client homes, not at an actual facility, but working at the client's house performing personal care services) (a.k.a. community-based workers)	TBD
Retail pharmacy staff if patient facing providing direct care	1A
A health care worker who does not have comorbidities but who cares for COVID-19 patients in a critical unit or a health care worker who does not care for COVID-19 (but does provide direct patient care) but has comorbidities	1A
HCW who work at pediatric post-acute care hospitals	1A
Children at high risk with autoimmune disorders, cancer, etc. – children are not eligible for vaccine	N/A
Immunocompromised patients	TBD
FQHCs	1A

4. If a private pediatric office is not given permission for providing vaccine since their patient population is not authorized to receive the vaccine, do the employees (HCW) still qualify for a vaccine and how do they get it administered?

The HCW in pediatric offices are still considered for Phase 1A.

Vaccine Ordering

1. Is the initial order only for the pre-position sites?

No. All providers registered and approved in ShowMeVax to administer COVID-19 vaccine can order vaccine.

2. When can I place my order shipments after the first doses have been requested?

We will notify providers when they are able to start placing orders.

3. How will providers know that their application to receive vaccine has been accepted?

Providers should check the enrollment status in ShowMeVax routinely to view their status.

4. Will the same number of second (booster) doses be automatically sent to providers that ordered primary doses?

No. Providers must order booster doses at least one week before booster doses are scheduled to be administered (21 days after the primary dose for Pfizer, and 28 days after the primary dose for Moderna).

5. I represent the school of pharmacy at UMKC and lead the immunization training and protocol. We have storage capacity, garage space, and student capacity to help with vaccinating. We want to help in the best way we can. Should we sign up to receive vaccine for Phase 1A, Phase 1b or 2/3?

This is the School of Pharmacy's choice. They can sign up for any of the Phases.

6. Will the vaccine be shipped to providers directly or will they need to pick it up at one of the 10 prepositioned sites?

The vaccine will be shipped directly to providers.

7. What ancillary items will come with the vaccine?

Pfizer Vaccine Ancillary Kit will come from Pfizer along with the vaccine will contain the diluent needed for the vaccine enough for 100 doses. Dosing syringes with needles, vaccination documentation cards, Face Mask (not a lot). 1 Additional kit initially will contain PPE for handling dry ice and one recharge of dry ice provided by Operation Warp Speed.

Moderna Vaccine Ancillary Kit will contain needles, syringes, a vaccine information sheet (VIS), alcohol prep pads, bandages, consent forms, and vaccination record cards. The Pfizer vaccine kit will also include diluent.

8. If we only want to receive the Moderna vaccine, when should we request vaccine?

Yes, but this is not guaranteed that you will receive this vaccine.

9. Will Missouri be allocated 340,000 doses for the 2nd vaccination of the series?

Yes this is factored into our allotted amounts.

10. Will rural hospital/clinics receive the Moderna vaccine versus the Pfizer vaccine?

Rural hospitals/clinics are not precluded from receiving the Pfizer vaccine, but it is assumed that their ability to maintain vaccine at ultracold temperatures will be limited, therefore, the Moderna vaccine may be more appropriate.

Vaccine Storage

1. How does the Moderna vaccine need to be stored?

- Frozen (-20 Degrees Celsius) – up to 6 months
- Refrigeration (2 to 8 Degrees Celsius) – up to 14 days (Working on approval for up to 30 days o
- Room Temperature (closed vial) – up to 12 hours
- Room Temperature (opened vial) – up to 6 hours (if there are any doses left after 6 hours then the left-over vaccine must be wasted)

2. Should the Moderna vaccine be stored in a refrigerator/freezer unit or a standalone freezer?

Combination units (refrigerator/freezer) are not recommended for use; however they are allowed as long as the unit can maintain required temperatures at all times.

3. What amount and size of dry ice blocks are needed for the recharges?

Unless a provider opts out, dry ice will be delivered within 24 hours of vaccine delivery to refill thermal shipping containers for the first re-ice only. Afterwards, dry ice pellets (9 mm to 16 mm) should be added to the containers every 5 days or as needed to maintain temperatures. (www.pfizer.com).

4. Can products other than vaccine be stored in the freezer?

Vaccine storage units should not store food or beverage products; however, other vaccines can be stored in the same unit.

Vaccine Administration

1. Do providers need to verify a person is eligible to receive the vaccine in Phase 1A (i.e., do providers need documented proof that a person is a Phase 1A healthcare worker)?

Providers are not expected to verify a patient's employment status as a HCW to receive the vaccine.

2. Will the second dose of vaccine be required to come from the same provider as the initial dose?

Yes

3. Should we order enough vaccine (if we have storage capacity) to cover both doses for everyone we intend to immunize?

Each week you request primary doses of vaccine, you should order one dose for everyone you expect to vaccinate. The week before these individuals are scheduled to receive their booster vaccine (21 days after the first dose of the Pfizer vaccine and 28 days after the Moderna vaccine), you should order one booster dose for everyone who received a primary dose.

4. Besides doctors, RN's, LPN's, and pharmacists, who else can provide vaccines? What about MedTechs, CMTs, and EMT's or Paramedics? Family nurse practitioners?

DHSS is working to clarify this question. More information to follow.

5. When will the other the other materials be available (e.g. VIS, education material, consent forms)?

When the EUA is made available.

6. Do providers on the state line and facilities in MO/KS administer the vaccine to employees/patients based on their work/visit location or based on their state of residency? Also: we are a LTC Pharmacy based in MO with facilities in KS. Can we go vaccinate their employees like we do for flu?

Vaccine must stay in Missouri. If a person works in Missouri and the employer offers vaccine that individual is okay for vaccine.

7. What is timeframe between doses?

The second dose of the Pfizer vaccine can be administered 21 days after the initial dose, and the second dose of Moderna can be administered 28 days after the initial dose.

8. What is the maximum amount of time after the first dose that the second dose can be given? If someone misses the window do they have to start over?

The CDC will provide states with further guidance as it relates to vaccine usage, and we will provide an update when this information becomes available. <https://covidvaccine.mo.gov/facts/>

9. Are enrolled vaccinators required to administer all received vaccines within 10 days to Phase 1a individuals? Is there a required number of vaccines that must be administered within a certain timeframe?

If your organization/agency has the appropriate vaccine refrigerator and freezer needed to store the vaccine but does not have the capacity to store AND/OR cannot administer 975 doses within a 10-day window, your organization/agency should still enroll. However, you may have to wait until the Moderna vaccine is available OR work with a nearby organization to have vaccine redistributed. (Please note that redistribution requires a separate CDC agreement and will be reviewed on a case-by-case basis). <https://covidvaccine.mo.gov/vaccinators/DHSS-COVID-Vaccine-Helpful-Info.pdf>

10. Will we know in advance how many doses we are allowed so that we can make preparations to ensure that all doses will be administered within 10 days?

Yes. You will know the number of doses you will be allocated.

Vaccinations at LTCFs

1. There has been mention of staggering vaccination of HCW in facilities due to reports of vaccine response that may potentially put someone “out of commission” for a day or two, especially with the second dose. Are you aware of any plans for the pharmacy program to offer more than 3 visits so not all staff are impacted at the same time?

It will not be feasible to stagger visits.

2. Can our LTC pharmacy provide vaccinations during Phase 1 for the LTCFs that we service if they chose us when they were making their selections in October? Or, will they only be able to use CVS or Walgreens? Our staff are approved vaccinators for COVID-19.

The LTCF pharmacy partnership is a federal program we did not control enrollment for that program. For Missouri CVS and Walgreens were chosen by the Federal authorities. If a LTC pharmacy would like to administer vaccine they would need to enroll with the state of Missouri to become a provider of COVID-19 vaccine. At this time we are unable to change this federal program or enrolled LTCF or pharmacy providers assigned,

3. Will LPHAs receive a list of LTCF in our county that are **not** partnered with a pharmacy and that need help in vaccinating residents and/or employees from their local LPHA?

We are working on this issue at this time.

4. What educational materials will be available for staff residents and families? When will they be available and who will provide those to the facility?

CDC now has educational and training materials for the COVID-19 vaccine which may be found here cdc.gov/vaccines/covid-19/index.html

5. Will it be up to each facility to get consent signatures, or will providers do this before they administer the vaccine?

Yes

6. Do we know which Walgreens and CVS locations are part of the federal contract to vaccinate at LTCF? Is it all?

No it is not all we work on how to make this available

Vaccination Sites Other than LTCFs

1. What is the process for submitting an application to be a vaccination site?

Instructions for enrolling in the COVID-19 Vaccinator program can be found on our website at <https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus/vaccine-enrollment.php>

2. Will independently owned pharmacies be allowed to register and give covid vaccine as they now do for flu and other vaccines?

Independently owned pharmacies can enroll in the COVID-19 Vaccinator program. Enrollment instructions can be found on the COVID-19 Vaccinator Enrollment website at <https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus/vaccine-enrollment.php>

Technology

1. Does the DDL temperature monitoring device need to be WiFi enabled or can it be USB? Do you have an example of a manufacturer/model # that is acceptable?

The DDL does not have to be WiFi enabled. The Berlinger Fridge-Tag 2L #225-9999-008 is an example of an acceptable DDL

2. Are data loggers required or can another type of continuous monitoring thermometer be used?

The Centers for Disease Control (CDC) recommends DDL's; however, other continuous monitoring devices are acceptable.

3. If the freezer has constant monitoring that can be downloadable, is that sufficient?

Yes, this has very recently been clarified.

4. Will Pfizer's storage units include their own data loggers?

Yes

5. Are electronic data loggers that use a paper wheel acceptable?

Yes.

- You might want to clarify that the temperature monitors have to have calibration certificates regardless of if they are continuous downloadable monitors with alarms.

DDL's will come with calibration certificates.

- Any recommendations on the size of a freezer?

Combination units are allowed but not recommended. The size of the freezer must be able to accommodate the vaccine order. The more vaccine you will have, the larger the unit will need to be.

Refrigerators less than 16.7 cubic feet are not allowed unless biomedical under counter



UNACCEPTABLE STORAGE UNITS

- Household Combination Units
- Dorm-Style Units
- Bar-Style Units

Do NOT Use!



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Contraindications

1. Are there documented patient groups we should not be vaccinating (children, women of child bearing age, pregnant women in any trimester, etc.)?

The initial clinical trials do not include children or pregnant women. The safety and efficacy for these groups will be determined at a later date. Pfizer began including children age 12 and up in vaccine trials in October. <https://covidvaccine.mo.gov/facts/>

2. If someone currently has COVID, should they receive the vaccine?

More information should be available in the EUA.

3. If someone already has been infected and recovered should they get the vaccine?

Due to the severe health risks associated with COVID-19 and the fact that re-infection with COVID-19 is possible, people may be advised to get a COVID-19 vaccine even if they have been sick with COVID-19 before. At this time, experts do not know how long someone is protected from getting sick again after recovering from COVID-19. The immunity someone gains from having an infection, called natural immunity, varies from person to person. Some early evidence suggests natural immunity may not last very long. We won't know how long immunity produced by vaccination lasts until we have a vaccine and more data on how well it works. [\[Facts about COVID-19 Vaccines \(cdc.gov\)\]](#)

Reporting

1. Will the vaccine adverse reporting system be used for COVID-19?

Yes. Organization must report moderate and severe adverse events following vaccination to the Vaccine Adverse Event Reporting System (VAERS) <https://vaers.hhs.gov/reportevent.html>. <https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus/pdf/covid-vaccination-Program-provider-agreement-profile-form.pdf>

2. Is the facility responsible for reporting side effects of vaccine for staff and residents, or just staff?

All adverse reactions must be reported.

3. Do patients have to be monitored for adverse reactions after administering the vaccine and for how long?

It is recommended the patient be monitored for 15 minutes after administration.

4. For a hospital vaccinating employees only, what vaccination data must be submitted? Is this all to be completed in ShowMeVax?

Details of required information for reporting can be found on CDC's website <https://www.cdc.gov/vaccines/programs/iis/index.html> (<https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus/pdf/covid-vaccination-Program-provider-agreement-profile-form.pdf>) You can also review the training video at [ShowMeVax Training: Adding Administered and Historical Immunizations - YouTube](#). All doses administered must be documented in ShowMeVax either by manual entry or an HL7 interface.

5. Do you need a file sent with temperature data and if yes how long of a time period?

No, but temperature data should be kept for three years so they can be analyzed for long-term trends and/or recurring problems. <https://www.cdc.gov/vaccines/hcp/admin/storage/toolkit/storage-handling-toolkit.pdf>

ShowMeVax

1. What is the website to enroll?

<https://showmevax.health.mo.gov/smv/login.aspx>. Note: Providers cannot use Internet Explorer to access ShowMeVax. ShowMeVax performs best in the Google Chrome browser.

2. Where do you check on your application in ShowMeVax?

Missouri Vaccine Program (MVP) representatives review requests and either approve or reject them. When requests are approved or rejected, applicants will see a notification(s) in the bell icon on the top ribbon in ShowMeVax.



In the Change Request History section, providers should also see all requests with either a Completed or Rejected status. Pending indicates the MVP team has not approved nor rejected the request yet.

Once your request has been approved, you will be sent 2 e-mails. One e-mail contains your username, and the second email contains your temporary password. NOTE: You may need to check your spam or junk folder in your email if you do not receive them.

<https://covidvaccine.mo.gov/vaccinators/>

3. Are new vaccine provider applications still being processed?

Yes.

4. How long does it take to receive approval as a vaccinator? I have a couple applications that have been pending for more than one week.

The Bureau of Immunizations Enrollment Review Team are working as quickly as possible to process enrollments.

5. Will providers be denied enrollment if they do not have ultracold storage capabilities?

If your organization/agency does not have the appropriate vaccine refrigerator and freezer needed to store the vaccine but has the staffing capabilities to vaccinate, your organization/agency can still enroll. However, you would have to partner with a nearby organization to have the vaccine redistributed but you would have to get vaccine daily. (Please note that redistribution requires a separate CDC agreement and will be reviewed on a case-by-case basis).

<https://covidvaccine.mo.gov/vaccinators/DHSS-COVID-Vaccine-Helpful-Info.pdf>

6. For facilities that do not have a stand-alone freezer, if that is what is holding up our approval, will we be able to purchase one and then resubmit? We cannot afford to purchase a freezer and risk not being approved.

Stand-alone freezers are not required, but recommended.

7. If we only want to receive the Moderna vaccine, when should we enroll to be a provider?

You should enroll whenever you are ready.

8. Do hospitals need to apply for vaccinator application also?

Yes.

9. Will the local health departments automatically be providers of the COVID vaccine?

No. The CDC requires every COVID-19 vaccinator to complete an enrollment. There are no exceptions.

10. How are organizations with multiple enrollments being handled? We have several clinic locations and our hospital location.

If you belong to multiple sites, do not register multiple times for a ShowMeVax username. All your sites can be attached to one username. If you are associated with multiple clinics, please make sure you include PINs for each site when completing your ShowMeVax user registration. If your organization has multiple sites, please submit the Immunization Site Demographics Template along with the MOU. (COVID-19 Vaccine Provider Checklist)

11. Can college campus providers register to be vaccinators?

Yes. They must complete the COVID-19 Vaccinator Enrollment.

12. What is the deadline to complete the vaccinator enrollment?

There is no deadline for enrollment.

13. Can this be signed by pdf signature methods?

No. When the Chief Medical Officer (Physician Signing Agreement contact type in ShowMeVax) signs in to ShowMeVax and accepts the enrollment agreement, that is considered the electronic signature.

14. Do you have to have a physician sign an agreement?

The Chief Medical Officer can designate another individual; however, that needs to be provided to the Bureau of Immunizations via email or in writing.

15. If we signed up with a Federal Pharmacy Partner (CPESN) do we also need to sign up for the state program?

If you have a large population of Phase 1 patients, are rural, near a manufacturer, or someone else you can service in Phase 1, please consider enrolling as a state provider through ShowMeVax. You will not be penalized to enroll with your Federal Partner and ShowMeVax. [Vaccinator Enrollment Guide and Considerations.pdf \(morx.com\)](#)

16. What is a VFC pin in the ShowMeVax?

It is the Vaccines for Children PIN number.

17. How do we obtain a VFC Pin?

Vaccines for Children providers are assigned VFC PIN's. COVID only providers are assigned unique PIN's starting with CV.

18. If the NPI number is required, when entering the Provider's NPI number we receive the error "Unique NPO for this contact" and we are not able to create an account.

This happens when an NPI number is associated with more than one clinic/facility. Providers can enter the NPI in the comments section of the staff change screen as a workaround.

19. Can a health department administrator or nursing supervisor sign the agreement or does it have to be a medical director? Our administrator signs our VFC agreement in place of our medical director.

Yes. The medical director is entered as the Physician Contact. The LPHA administrator is able to sign as Physician Signing Agreement and CEO/CFO.

20. Can the CEO and the back up person be the same if he is a Pharmacist and the CEO?

Yes.

21. Is ShowMeVax going to keep a record of COVID vaccines?

Yes

22. ShowMeVax enrollment is different than COVID vaccine enrollment?

Yes. A user must first have ShowMeVax access to begin the COVID-19 vaccinator enrollment within ShowMeVax.

23. If you are a hospital and not going to be a vaccinator - do you still need to enroll with ShowMeVax to get the vaccines for our HCW?

No.

24. If I purchase a new asset to hold more vaccine should I update that in my assets on ShowMeVax?

Yes. DHSS needs to review and approve refrigerator and freezer assets.
<https://covidvaccine.mo.gov/vaccinators/>

25. On the clinic staff change request: is that where you put anyone who will vaccinate or is only for key people?

For COVID-19 Enrollment, the roles of primary vaccine coordinator, back-up vaccine coordinator, Physician Contact (prescribers), Physician Signing Agreement, and CEO/CFO are required. Other vaccinators can be added, but not required.

Miscellaneous

1. Is there a cost for the vaccinations for the community?

People can expect to pay between \$0 and \$25 to be vaccinated, depending on the vaccinator they choose and their exact situation. Doses provided by the federal government will be given to Missourians at no cost. However, vaccinators can charge an administration fee for giving someone the shot. A maximum fee amount has not been set at this time. Most insurance companies will cover an administration fee Missouri residents cannot be denied a vaccine if they cannot afford the administration fee or do not have insurance. <https://covidvaccine.mo.gov/facts/>

2. Are you using RedCap for onboarding?

No, HL7 is being used to onboard providers.