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WHAT DOES IT MEAN TO CREATE A COVID-19 VACCINE ORDER?

COVID-19 vaccine is allocated by the NYS Vaccine Program to providers (outside of NYC) enrolled in the NYSDOH COVID-19 vaccination Program. As of June 2021, COVID-19 vaccine supply is sufficient to transition from weekly planning requests via the Manage Prebooking module, to as needed ordering. Creating an order for COVID-19 vaccine will allow providers to request an amount of vaccine they are able to store and administer, as indicated in the most current guidance from NYSDOH. The NYSDOH COVID-19 Vaccination Program will allow providers to request enough vaccine to support three weeks of on-hand inventory (or the minimum ordering quantity). Providers will be able to create an order any day of the week, as needed based upon administration needs and current inventory.

FIRST STEPS

- To create an order and administer COVID-19 vaccine, NYS providers must first enroll with the Vaccine Program using the COVID19 Vaccine Program Provider Enrollment application located on the HealthCommerce System (HCS) from the link below: https://commerce.health.state.ny.us/hpn/ctrldocs/covidvacc/#/vaccinationProvider
- Orders for COVID-19 vaccine is performed in NYSIIS. Users must have valid HCS and NYSIIS accounts and have taken NYSIIS Administrative User training prior to accessing this functionality.



ACCESSING NYSIIS

Access NYSIIS via NYSDOH Health Commerce System (HCS)

Enter the Web Address: https://commerce.health.state.ny.us

A. Log in to the HCS Portal with your unique ID and password.

B. First time users must add the NYSIIS application to the My Applications section of the HCS Portal. This only needs to be added once and will remain in My Applications for all future access.

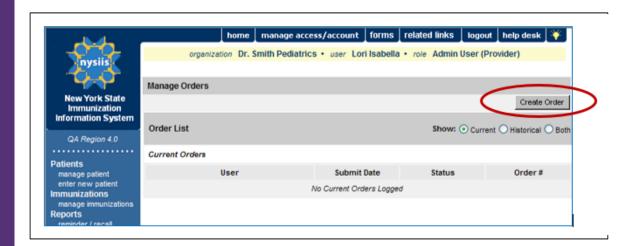
- From the top navigational bar, click on My Content then select All Applications.
- Click on the letter "N" and scroll down to locate NYSIIS Production.
- Click on the green plus sign (+) to the far right.
- The application will automatically appear on the left side bar under My Applications.

From the HCS Homepage, click on NYSIIS – Production in your My Applications panel.

CREATE A COVID-19 VACCINE ORDER

On the left side menu panel under the Inventory heading, click on Manage Orders.

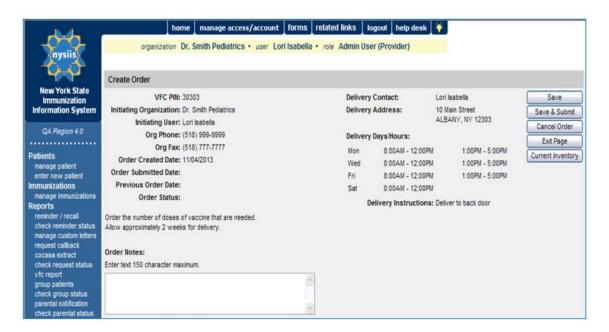
On the Manage Orders screen, click Create Order.





The top of the **Create Order** screen displays your organization's PIN, contact person, organization name, name of the user who is placing the order, organization phone and fax, the delivery address and days/hours, and any special delivery instructions.

The **Order Notes** section can be used to enter any details about the use of the vaccine or extenuating circumstances. It is important to enter a note if your inventory or administration history does not reflect the need for the requested number of doses. For example, if you have COVID-19 vaccine in inventory but planning to redistribute it or if you are planning to expand administration (i.e. collaborating with a specific community based organization or school), indicate these plans in the Order Notes.



The bottom of the create order screen is where you will record the quantity of vaccine you would like to order. It also displays what is available to order in the Orderable Vaccines section based on the campaign(s) the Vaccine Program has enrolled you in. If you are enrolled in Vaccines for Children or Vaccines for Adults, you will see those products in addition to COVID-19 vaccines available for ordering. IMPORTANT: Please enter COVID-19 vaccine orders separate from routine vaccine orders.

Orderable vaccines will be separated by Intention (Pediatric vs Adult). At this time, all COVID-19 vaccine products are available only as Adult intention, with the exception of Pfizer 450-dose package. The Pfizer 450-dose package is available in both Pediatric and Adult intention, which only determines the ancillary kit received. The pediatric kit contains all 1" needles and the adult kit contains approximately 20% 1.5" needles. All other contents of the kit, and the vaccine received, are the same for the Pediatric and Adult intention.

A summary of each COVID-19 vaccine product, including storage and handling and vaccine administration, can be found in the CDC COVID-19 Vaccine Quick Reference Guide for Healthcare Professionals.



Columns in the Orderable Vaccines table include:

- Trade Name Name of vaccine manufacturer
- Packaging Description of the vaccine product packaging, including total number of doses per package and number of vials
- NDC Number National Drug Code assigned by the FDA
- Doses Admin (EOQ) Number of doses administered of that product/NDC in the last 90 days
- Doses on Hand Total number of doses from all lot numbers currently in active NYSIIS Inventory for that product/NDC
- Doses Ordered Area where you enter the number of doses you are requesting. The number of doses per package is listed in the Packaging description.

ediatric Intention						
Trade Name	Packaging	NDC Number	Doses Admin (EOQ)	Doses on Hand	Doses Ordere	
Pfizer COVID-19 Vaccine	Pfizer 450 doses; 3 trays of 25 vials each	59267-1000-03	18	264		
It Intention			25 2	2 93	200	
Trade Name	Packaging	NDC Number	Doses Admin (EOQ)	Doses on Hand	Doses Ordered	
Janssen COVID-19 Vaccine	J&J 100 doses; 5-dose vials, 2 boxes of 10 vials	59676-0580-15	1	0		
Moderna COVID-19 Vaccine	Moderna 140 doses; 14-dose vials, 10 pack	80777-0273-98	0	0		
Moderna COVID-19 Vaccine	Moderna 100 doses; 10-dose vials, 10 pack	80777-0273-99	2	66		
Pfizer COVID-19 Vaccine	Pfizer 450 doses: 3 trays of 25 vials each	59267-1000-03	18	264		

Order Quantity and Estimated Delivery Timeline

Vaccine orders should be placed to support approximately three weeks of inventory. This will ensure doses are used timely to avoid wastage of vaccine not used before expiration or beyond use date. Vaccine Program staff will review your reporting and inventory, as well as order notes, to determine if the number of doses requested is reasonable. **See Appendix A: NYS COVID-19 Vaccine Order Review Process** for information on the data reviewed and solutions to correct reporting or inventory issues prior to submitting an order.

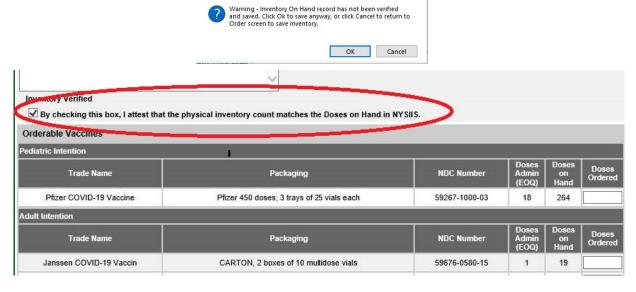
You must enter the request in DOSES, not packages. Order must be in multiples of the doses per package. NYSIIS will round up to the nearest order quantity if you do not enter your order in the minimum ordering quantity (i.e. if you enter 10 for Janssen, your order quantity will change to 100 upon saving).

Orders placed in NYSIIS will typically be delivered within two to four business days. Orders are not delivered on Saturdays, Sundays, or holidays. Ancillary supplies may arrive the day prior to or the same day as vaccine.

Order Placed in NYSIIS	Orders Received By
Saturday - Monday	Friday
Tuesday	Monday
Wednesday	Tuesday
Thursday	Wednesday
Friday	Thursday



Before saving or submitting your order, review your inventory on hand and ensure it is accurate. You must check the inventory verification box prior to saving or submitting. If modifications are needed, please access your NYSIIS Inventory module to correct inventory. If you do not check the inventory verification, a warning will appear.



Once you have entered a Doses Ordered quantity and verified your inventory you can either click the Save button or the Save and Submit button.

- Save will save the order in Saved status and allows you to come back to it later and make edits. Saving the order does **not** submit it to the Vaccine Program.
- Save & Submit will save the order in Pending status. Save & Submit will submit the order to the Vaccine Program. The order can still be edited by your organization while it is in Pending status. However, once the Vaccine Program opens the order for review, the status will change to In Progress and you will no longer be able to make edits to the order.

MANAGE ORDERS

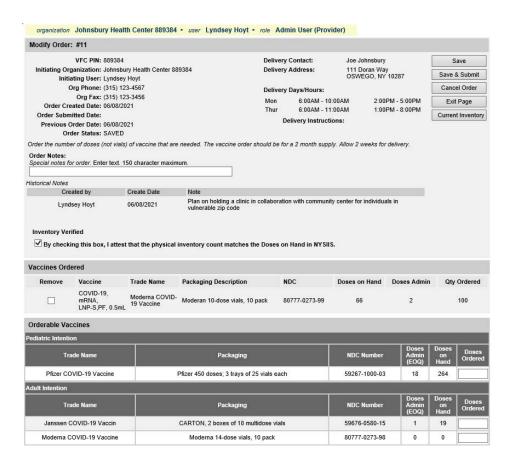
Once the order has been submitted, NYSIIS will direct you back to the Manage Order screen. Your order will display in the Current Order section as Pending.





Modifying an Order

- Orders can be edited if they are in Saved or Pending status
- From the Manage Orders screen, click on the status hyperlink of the order you would like to edit. NYSIIS will display the Modify Order screen.
- The Modify Order screen looks similar to the Create Order screen with organization info on top. Any order notes that were entered when the order was created will appear under Historical Notes.



The Vaccines Ordered section displays the vaccines included with this order. The vaccines may be:

- removed from the order by checking the "remove" box, then clicking Save & Submit; or
- increased by entering a quantity in the Doses Ordered column and then clicking Save & Submit.

Order Statuses

Orders listed under the Current Orders may have the following status:

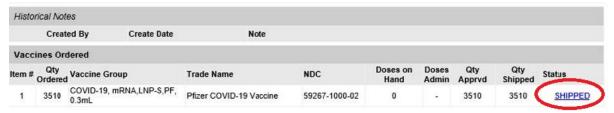
- Pending Order has been submitted but not yet reviewed by Vaccine Program. The order can still be modified in Pending status.
- In Progress the oder has been received and is under review by the Vaccine Program. Only Vaccine Program can modify the order.
- Final-Approved The order has been approved by the Vaccine Program. Check the order by clicking the status link to review quantity approved and any notes entered by Vaccine Program indicating corrective actions needed.
- Sent to CDC The approved order has been sent to CDC to be fulfilled. There is no way to cancel an order once it is sent to CDC.
- Shipped The order has shipped. Tracking information can be retrieved once the status is shipped.

Orders listed under the Historical Orders section may have the following status:

- Canceled Order was canceled by your organization
- Accepted Order was received and accepted by your organization
- Final-Denied Order was denied by the Vaccine Program

Tracking the Order Shipment

Once the order status says Shipped you may track the delivery. Click the Shipped status hyperlink. This will open the View Order screen. Click the Shipped hyperlink again.



This will open the View Transfer screen. Click the hyperlink under Ship Info to open the tracking information.





Shipment Information will open in another browser tab. Enter the Shipment Tracking Number into the carrier's tracking search online to determine estimated delivery date/time.



When your shipment is physically received, check it over. Make sure you received what was ordered and approved and no vaccine has been damaged in transit. If there are any issues with the shipment, including temperature monitoring alarms, you must notify Vaccine Program the day the order is received by emailing COVID19Vaccine@health.ny.gov.

After placing the vaccine into your storage unit, you will log into NYSIIS and accept these vaccine lots into your NYSIIS inventory. It is important to do this **before** using any vaccine from the delivery so that doses administered properly deduct from inventory.

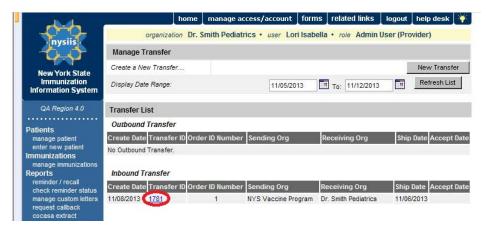
ACCEPTING VACCINE ORDER INTO INVENTORY

Click on Manage Transfers on the left side menu panel:



This will take you to the Manage Transfer screen. If you have transfers that need to be accepted, they will display as hyperlinks under the Transfer ID column. A Transfer ID may have a single or multiple vaccine products ready to be accepted.





Click on one of the Transfer IDs that needs to be accepted. You will navigate to the Receive Transfer screen. Here you will see detailed information about the order including: quantity shipped, trade name, lot number, expiration date, and NDC description. Inspect the physical inventory received and make sure it matches all of the information in NYSIIS. Next, click the Accept Transfer button in the upper right-hand corner.



Once the item or items are accepted, NYSIIS will populate your inventory with the lot information automatically.

Note: only orders placed in NYSIIS and received via a shipment from the manufacturer or distributor (McKesson) will appear in the Manage Transfers screen. If you receive vaccine via a redistribution from another enrolled provider, you need to manually adjust your inventory via the instructions found here.



APPENDIX A - NYS COVID-19 VACCINE ORDER REVIEW PROCESS

All vaccine orders placed in the New York State Immunization Information System (NYSIIS) are reviewed by NYS Vaccine Program staff to reduce over-ordering and the risk of vaccine being wasted due to expiration. To expedite the ordering process, providers should ensure:

- Vaccine doses administered are accurately recorded in NYSIIS; and
- Vaccine inventory is up to date.

How Orders are Evaluated

NYS Vaccine Program staff evaluate COVID-19 vaccine orders by comparing doses administered reports over a period of time (via the VFC report), inventory on hand, and doses requested. Therefore, it is critical that all providers keep inventory and doses administered up to date in the system. NYS Vaccine Program staff also review provider notes on orders and will take any extenuating circumstances under consideration when determining an appropriate order.

Reasons Orders might be Denied or Reduced and Solutions

- ➤ Vaccine doses administered are not reflected in NYSIIS. The COVID-19 Vaccination Program Provider Agreement requires reporting of doses administered to NYSIIS within 24 hours of vaccine administration. Timely reporting of doses administered is also a condition of receiving federally-funded COVID-19 vaccine.
 - Solution: Always run the NYSIIS VFC Report before placing an order, to ensure that vaccine doses administered are being recorded appropriately in NYSIIS (see instructions that follow). Some providers who exchange data find that data may not transfer properly after an electronic medical record upgrade or change. Report data exchange, EMR and decrementing issues to nysiis@health.ny.gov.
- ➤ Historical usage does not support number of doses requested. Vaccine Program staff will compare your COVID vaccine administration over the past three weeks as a reference. For example, if your past three weeks of vaccine administration was 500 doses, and your current on-hand inventory is 200 doses, an order of up to 300 doses would be considered reasonable.
 - Solution: Add a note to the order to justify the requested doses. For example, if you are planning a vaccination event to increase capacity compared to prior weeks or need to redistribute doses to another provider, add this information to the Order Notes area.
- Doses administered and inventory reported in NYSIIS indicate that the provider currently has sufficient vaccine in stock.
 - Solution(s):
 - Ensure doses administered are reported within 24 hours of administration in NYSIIS, per the Provider Agreement and as a condition of receiving federally-funded COVID-19 vaccine.
 - Always run the NYSIIS VFC Report before placing an order, to ensure vaccine doses administered are being recorded appropriately in NYSIIS.
 - Ensure all orders have been accepted into NYSIIS Inventory. This must be done PRIOR to administer vaccine from the order for inventory to decrement properly. (See: <u>Accepting Vaccine</u> Shipments into NYSIIS Inventory).



- If using data exchange to report, check the Inventory Not Deducted module in NYSIIS. If there are any records in Inventory Not Deducted, update non-deducted inventory prior to submitting the order following the Inventory Not Deducted Cheat Sheet instructions.
- Perform a physical inventory count and ensure it matches the Doses on Hand in NYSIIS. If the NYSIIS inventory is higher than actual inventory and you have checked your doses administered and Inventory Not Deducted, ensure:
 - Doses redistributed to another provider have been subtracted from inventory (See: Updating Inventory in NYSIIS for Redistributions).
 - If all above solutions have been examines and inventory is still not correct, you may need to manually correct inventory (See: Modifying NYSIIS Inventory).
- Check your order status every few days. Vaccine orders that say, "in progress," may have a note from VFC staff that requires providers to give additional information.
- Check the notes section of vaccine orders to determine why an order was denied or reduced. If your order was denied or reduced due to inventory or reporting issues you may place another order once the issue is resolved.
- ➤ Inventory contains duplicate lot numbers, invalid NDCs and/or negative or partial doses.
 - Solution(s):
 - Always 'Accept transfers' in NYSIIS for all orders received directly from the manufacturer or McKesson (don't manually add direct orders).
 - Use caution when manually adding inventory received from a redistribution. Ensure the lot number is not already in active or inactive inventory before manually adding so that a duplicate lot is not entered. Data exchange will not properly decrement inventory when duplicate lots exist.
 - Always report whole doses unless there was an administration error.
- > Order contains both COVID-19 vaccine and regular (VFC and/or VFA) vaccine. COVID-19 vaccine orders must be placed as a separate order from monthly VFC/VFA orders.
 - Solution: Place regular vaccine orders and COVID-19 vaccine orders separately.
- > The Vaccine Program has not received the signed NYS COVID MOU.
 - Solution: Ensure your organization submits the MOU and Addendum for each vaccination location. Email the COVID-19 Vaccine team at COVID19Vaccine@health.ny.gov for inquiries.

Email the COVID-19 Vaccine team at COVID19Vaccine@health.ny.gov if you have any questions or concerns regarding a COVID-19 vaccine order, inventory, or MOU.

Additional Resources:

For NYSIIS assistance please review trainings at https://www.health.ny.gov/prevention/immunization/information system/status.htm

For COVID-19 Guidance and Resources visit https://coronavirus.health.ny.gov/covid-19-vaccine-information-providers



How to run VFC Report

Step 1: Log into NYSIIS

Step 2: If you have access to more than one NYSIIS organization, select the organization you want to review. If you only have access to one NYSIIS account, skip to step 3.

Step 3: From the blue menu bar on the left choose VFC Report under the Reports module



Step 4: Choose report parameters.

Report Date Range: Choose the past three weeks (i.e. if today is June 28th, choose 06/06/2021 to 06/27/2021

Report Type: Choose Trade Name

File Type: Choose PDF

Click Generate





Step 5: If the Report Name does not appear with a blue hyperlink, click Refresh until the link appears. Click the hyperlink.

FC By Trade Name Request Status				
Report Name	Started	Completed	Status	
FC By Trade Name	06/28/2021 12:42 PM	06/28/2021 12:42 PM	100%	

All COVID-19 doses reported to NYSIIS within the date range will be listed. Add together all eligibility categories (columns) for total doses. In the example below, COVID-19 doses were reported under Non-VFC Eligible category and 317 category. If your organization also participates in VFC, you will see other vaccine products listed in addition to COVID-19 vaccines.

