

FAQ for COVID-19 Vaccination Providers

As of 11/24/21

How do I become a COVID-19 Vaccination Provider?

Please visit this website for information on how to get started: [Disease Outbreak Control Division | COVID-19 | Become a COVID-19 Vaccine Provider \(hawaii.gov\)](#)

What is the general process after completing the COVID-19 Provider Survey Form?

Please visit this website, under COVID-19 Vaccine Provider Process Flow Chart to learn more about the steps taken to become a Vaccination Provider: [Disease Outbreak Control Division | COVID-19 | Become a COVID-19 Vaccine Provider \(hawaii.gov\)](#)

How do I report COVID-19 vaccinations?

- **Vaccine Administration Reporting**
 - **HIR (Hawaii Immunization Registry):**
 - The HIR system is now operational and functional for providers to submit patient immunization data (old and current). If you are currently enrolled in the HIR, you may submit your COVID-19 vaccination records here.
 - Please visit [Disease Outbreak Control Division | Hawaii Immunization Registry \(HIR\)](#) for additional information on HIR on the HDOH Disease Outbreak Control Division website.
- **Inventory Reporting:**
 - **VaccineFinder:**
 - Daily inventory reporting to [VaccineFinder](#) is a CDC requirement for all enrolled COVID-19 providers.
 - Please visit [COVID-19 Vaccination Locations on VaccineFinder | CDC](#) for additional information on VaccineFinder on the CDC website.

Who do I contact if I need VaccineFinder login assistance?

If you require login/password reset assistance, please contact [VaccineFinder](#) at vaccinefinder@castlighthealth.com.

Who do I contact if I need assistance with HIR?

The Hawaii Department of Health has dedicated teams who assist with HIR. Please contact the Hawaii Immunization Branch at (808) 586-8300 or toll-free at 1-800-933-4823 for assistance.

Where can I find detailed information on Pfizer, Moderna, and Janssen COVID-19 vaccines?

Please use the below links to find detailed information on each COVID-19 vaccine.

- **Pfizer Vaccine:** [Pfizer-BioNTech COVID-19 Vaccine Information | CDC](#)
 - Standing Orders
 - Preparation and Administration Summary
 - Storage and Handling Summary

- BUD labels
- Prevaccination Checklist
- **Moderna Vaccine:** [Moderna COVID-19 Vaccine Information | CDC](#)
 - Standing Orders
 - Preparation and Administration Summary
 - Transporting Vaccine for Vaccination Clinics Held at Satellite, Temporary, or Off-Site Locations
 - Prevacination Checklist
- **Janssen Vaccine:** [Johnson & Johnson's Janssen COVID-19 Vaccine Information | CDC](#)
 - Standing Orders
 - Preparation and Administration Summary
 - Storage and Handling Summary
 - Prevacination Checklist

Are there any training modules on how to administer COVID-19 vaccines?

CDC COVID-19 Vaccine Overview and Best Practices, Pfizer, Moderna, and Janssen training modules can be accessed at: [COVID-19 Vaccine Training Modules \(cdc.gov\)](#)

Is there a quick reference guide to compare Pfizer, Moderna, and Janssen COVID-19 vaccines?

Please visit [COVID-19 Vaccine: Quick Reference Guide for Healthcare Professionals Poster \(cdc.gov\)](#) for a quick reference guide on all three COVID-19 vaccines.

How do I order COVID-19 vaccines?

After becoming an enrolled vaccine provider, the HDOH has a dedicated Distribution Team who will assist you as you order vaccines. Please contact the Hawaii Immunization Branch Call Center at (808) 586-8300 or toll-free at 1-800-933-4823 for additional assistance.

What is the minimum amount of vaccines I can order?

- **Pfizer:**
 - Adult/Adolescents: 6 doses
 - Pediatrics: 10 doses
- **Moderna:** 10 doses
- **Janssen:** 50 doses

How are COVID-19 vaccines supplied?

- Vaccines are either supplied via redistributions from local COVID-19 vaccine providers who may have excess inventory on hand, or via direct-shipment from the vaccine manufacturer (Pfizer) or contracted CDC vaccine distributor (McKesson).
- Note that it is possible for Pfizer and Moderna vaccines to be supplied via redistributions in quantities less than the minimum direct ship order amounts.

How do you report vaccine wastage?

Wastage of COVID-19 vaccine ordered/supplied by HDOH must be reported to the HDOH Immunization Branch via the Hawaii COVID-19 Vaccine Loss Reporting Form.

Am I able to transfer vaccines?

Yes, however COVID-19 vaccine may only be transferred to other enrolled COVID-19 providers. COVID-19 vaccine transfers must be reported to the HDOH Immunization Branch via the Hawaii COVID-19 Vaccine Transfer Form.

How does vaccine redistribution work?

- Vaccine supplied via redistribution will be transported to requesting Oahu providers via qualified, temperature-monitored, freezer packouts. Temperature during transport will be between -25°C and -15°C. Note, Pfizer vaccine may be stored frozen at -25°C to -15°C for up to two weeks, then at refrigerated temperatures (2°C to 8°C) for up to 31 days (see: [COVID-19 Vaccine: Quick Reference Guide for Healthcare Professionals \(cdc.gov\)](https://www.cdc.gov/vaccines/imz/downloads/pdf/covid-19-quick-reference-guide-for-healthcare-professionals.pdf)). Providers should consider Pfizer storage Beyond Use Date limitations when placing order requests (i.e., order no more than a 31 day - 6 week supply, based on provider vaccine storage capability).
- For neighbor island requests, HDOH will check with local-area hospitals to see if redistribution is possible. Delivery transport may need to occur at refrigerated temperatures (2°C to 8°C) based on local capacity/capabilities.
- HDOH will try to ensure delivery of requested vaccines within 3-7 days of order placement.

Any information on COVID-19 Vaccine Reimbursements?

Please visit this CDC website for additional information: <https://www.cdc.gov/vaccines/covid-19/vaccination-provider-support.html>

All organizations and providers participating in the CDC COVID-19 Vaccination Program:

- **May** seek appropriate reimbursement from a program or plan that covers COVID-19 Vaccine administration fees for the vaccine recipient, such as:
 - Vaccine recipient's private insurance company
 - Medicare or Medicaid reimbursement
 - HRSA COVID-19 Uninsured Program for non-insured vaccine recipients
- May **not** seek any reimbursement, including through balance billing, from the vaccine recipient

How do I get reimbursed for recipients who are non-insured?

HRSA COVID-19 Uninsured Program for non-insured vaccine recipients

The U.S. Department of Health and Human Services (HHS), provides claims reimbursement to health care providers generally at Medicare rates for testing uninsured individuals for COVID-19, treating uninsured individuals with a COVID-19 diagnosis, and administering COVID-19 vaccines to uninsured individuals.

- <https://www.hrsa.gov/CovidUninsuredClaim>
- <https://www.hrsa.gov/coviduninsuredclaim/frequently-asked-questions>
- <https://www.hrsa.gov/sites/default/files/hrsa/coronavirus/covid-uninsured-program-webinar.pdf>

HRSA COVID-19 Coverage Assistance Fund

A separate program, the HRSA COVID-19 Coverage Assistance Fund, is available to reimburse providers for COVID-19 vaccine administration to underinsured individuals whose health plan either does not include COVID-19 vaccination as a covered benefit or covers COVID-19 vaccine administration but with cost-sharing.

<https://www.hrsa.gov/covid19-coverage-assistance>

HRSA - FAQs for COVID-19 Claims Reimbursement to Health Care Providers and Facilities for Testing, Treatment and Vaccine Administration

<https://www.hrsa.gov/coviduninsuredclaim/frequently-asked-questions>

How do I get reimbursed through HMSA?

HMSA will reimburse health care providers at in-network or Medicare rates as applicable. HMSA will also work with self-funded customers who want to implement a similar approach.

<https://hmsa.com/media-center/2020/04/hmsa-waives-covid-19-related-copayments-for-fully-insured-plans/>

- o Go to <https://hmsa.com/>
 - o On the right top of the screen Click on “Providers” tab.
 - o Click on Coronavirus Disease 2019 (COVID-19)
 - o Click “read more...” on Information on the PRC that providers need to know about the Coronavirus Disease (COVID-19)
 - o Click on “FAQS for COVID-19 Vaccines, Testing, Testing-Related Visits, Treatment, and Audio-Only
- <https://prc.hmsa.com/s/article/Coronavirus-Disease-2019-COVID-19>
- o Download the file

How do I get reimbursed through FEMA?

The Hawaii Department of Health is working with Hawaii Emergency Management Agency (HIEMA) to provide FEMA reimbursement to eligible COVID-19 Vaccine Providers through their Public Assistance Grant Program. If you have been identified as a potential provider eligible for the FEMA reimbursement program, you will be contacted by the DOH directly to apply to the program. With proper documentation, the grant will reimburse the state for eligible expenses to distribute and administer the COVID-19 vaccines to its population.

If you are interested in the FEMA reimbursement program, you will complete **Vaccine Reimbursement Agreement** contract, which will be attached to the email from DOH that you receive.

While your contract is being processed, in order to receive reimbursement payment you will need to be registered and compliant with Hawaii Compliance Express -

<https://vendors.ehawaii.gov/hce/>

You will also submit the following documents:

- HCE Certificate of compliance
- Sample or actual invoice on company letterhead - for remit address and contact
- W-9
- SAM.gov
 - If they're not already in the system, they can click on the link below to create a SAM.gov user account and follow the simple instructions listed.
(https://www.fsd.gov/gsafsd_sp?id=gsafsd_kb_articles&sys_id=2f13b6451b94f8909ac5ddb6bc4bcb13)
 - SAM.gov uses Login.gov to allow you to sign in to your account safely and securely. To create a SAM.gov user account please follow the steps below:
 1. Navigate to SAM.gov and click the "Sign In" button in the upper right corner.
 2. Click "Accept" to accept the US Government terms and conditions.
 - Note: If you already have a login.gov account, login using the credentials you created. If you do not have a login.gov account, you will need to create one using the "Create an Account" button.
 3. After you log in, or create your account, you will be redirected to SAM.gov to complete your account details. Once you have completed your account details you will be redirected to your SAM.gov Workspace.

You will also be required to submit the following to be paid each month:

- Summary invoice on company letterhead (sample attached)
- Excel file with # daily doses administered (template attached)
- FEMA equity report (template w/sample language attached)

Funding has been extended to March 2022, originally ending December 2021.

If you have any questions, please contact the Hawaii Immunization Branch at (808) 586-8300 or toll-free at 1-800-933-4823 for assistance.

Want to see more FAQs?

Please visit the CDC FAQs website for Private and Public Healthcare Providers About Implementing the CDC COVID-19 Vaccination Program in Provider

Practices: <https://www.cdc.gov/vaccines/covid-19/vaccine-providers-faq.html>