

2023 Immunization Program Statewide Training FAQ's

General			
<p>Help Desk Information: Phone Number: (833) 882-6454 Monday-Friday 8:00am-5:00pm Closed for Lunch 12:00-1:00pm</p>	<ul style="list-style-type: none"> • Immunization Record Requests • Exemption Inquiries • VFC Inquiries • Inventory Issues Inquires • Reconciliation Issues/Inquiries • Vaccine Return Issues/Inquiries • Data Logger Issue/Inquiries • Data Exchange Inquiries • NMSIIS Training Inquiries • CHILE Training/Certification • Password Resets • Duplicate Record Issues • New Location/Provider Inquiries • User/ Provider Updates 		
<p>Help Desk operators are available during operating hours to answer calls as they are received. Auto feature on the Help Desk line, after 20 minutes, caller will automatically be transferred to voicemail. There is a live person checking voicemails throughout the day to ensure a call back in a timely manner.</p>			
<p>NMSIIS.Access@doh.nm.gov</p>	<p>NMSIIS user and access inquiries, password resets, merging duplicate accounts, removing duplicate vaccines</p>		
<p>COVID.Vaccines@doh.nm.gov</p>	<p>COVID-19 orders, COVID-19 returns, COVID-19 reconciliations, COVID-19 staffing, and all other COVID-19 related questions or concerns</p>		
<p>www.VaxViewNM.org</p>	<p>NMSIIS Immunization Records Public Portal allows patients, parents, or guardians to go online and find their immunization records, including all childhood vaccinations and COVID-19 vaccinations. This can be used by any smart device with the ability to print, send, or save all consolidated immunization records.</p>		
<p>Does this training count toward recertification or any type of credit?</p>	<p>The 2023 Statewide Training is not mandatory but is highly recommended and does not count toward any credit or CEU's. Training does not take the place of NMSIIS Training or CHILE Training. -VFC requires CHILE Training to be taken annually from original training date. -NMSIIS Access requires NMSIIS Training and pass with an 80% or higher and Certificate of Completion will be sent with further documents to be completed and submitted to NMSIIS Access email.</p>		
<p>Regional Coordinators:</p>	<table style="width: 100%; border: none;"> <tr> <td style="vertical-align: top;"> <p><u>NE Region</u></p> <ul style="list-style-type: none"> • <u>Scarlett Swanson</u> <u>Scarlett.Swanson@doh.nm.gov</u> <p><u>Metro Region</u></p> <ul style="list-style-type: none"> • <u>Erica Flores</u> <u>Erica.Flores@doh.nm.gov</u> • <u>Crystal Trujillo</u> <u>Crystal.Trujillo@doh.nm.gov</u> </td> <td style="vertical-align: top;"> <p><u>NW Region</u></p> <ul style="list-style-type: none"> • <u>Amarilys Martinez-Medina</u> <u>Amarilys.Martinez-M@doh.nm.gov</u> <p><u>SE Region</u></p> <ul style="list-style-type: none"> • <u>Kelly Bassett</u> <u>Kelly.Bassett@doh.nm.gov</u> <p><u>SW Region</u></p> <ul style="list-style-type: none"> • <u>Ceci Sanchez</u> </td> </tr> </table>	<p><u>NE Region</u></p> <ul style="list-style-type: none"> • <u>Scarlett Swanson</u> <u>Scarlett.Swanson@doh.nm.gov</u> <p><u>Metro Region</u></p> <ul style="list-style-type: none"> • <u>Erica Flores</u> <u>Erica.Flores@doh.nm.gov</u> • <u>Crystal Trujillo</u> <u>Crystal.Trujillo@doh.nm.gov</u> 	<p><u>NW Region</u></p> <ul style="list-style-type: none"> • <u>Amarilys Martinez-Medina</u> <u>Amarilys.Martinez-M@doh.nm.gov</u> <p><u>SE Region</u></p> <ul style="list-style-type: none"> • <u>Kelly Bassett</u> <u>Kelly.Bassett@doh.nm.gov</u> <p><u>SW Region</u></p> <ul style="list-style-type: none"> • <u>Ceci Sanchez</u>
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<h2>NMSIIS</h2> <h3>Data Quality, Reports, Staff Access Requests, VaxViewNM</h3>		
<p>What is a historical dose?</p>	<p>A historical dose is a vaccine dose given to a patient in the past by another location or state that is not listed in NMSIIS and needs to be added to the patients Immunization record. It is NOT a dose administered by the reporting provider at the time the vaccine is given.</p>	
<p>Can you proceed with required information fields left blank?</p>	<p>Any and all information needs to be entered accurately into the patient record and verified at every patient visit. This includes: first and last name, date of birth, gender, physical and mailing address, (street number, street name, city, state, county, and zip codes) and race and ethnicity.</p> <p>Other pieces of information that are not required but preferred are phone numbers and email addresses.</p> <p>When adding vaccine doses, make sure to list all required fields. This includes: the type of vaccine, the date it was administered, the provider that administered the vaccine, the lot # and the expiration date. Site and route of the vaccine are preferable, but not required.</p>	
<p>When I add historical doses into our EHR, does it automatically upload to NMSIIS?</p>	<p>Historical doses will not cross over until an administered vaccine for that location is submitted through the HL7 feed.</p>	

<p>Can clerks have manual entry access to update demographics only?</p>	<p>If the location that the clerk is associated to is manual entry, then the clerk has the ability to edit patient demographics. If the location that the clerk is HL7 data exchange, then the edits will need to be made in the EHR and once a vaccine is administered, the change will cross into NMSIIS. If a dose will not be administered, then any demographic changes that need to occur will need to be called into the NMSIIS Help Desk at (833) 882-6454 or an email sent to NMSIIS.Access@doh.nm.gov for the update to occur.</p>
<p>Can a parent use their phone number for multiple children's records?</p>	<p>Yes. As long as the child is under the age of 18, the parent's phone number can be utilized on multiple patient records.</p>
<p>Can VaxViewNM be utilized for all immunizations documented in NMSIIS?</p>	<p>Yes. All immunizations ever received will be listed in NMSIIS.</p>
<p>Are all facilities required to enter immunizations into NMSIIS? What documentation states that all immunizations need to be recorded in NMSIIS?</p>	<p>Per Senate Bill 58, physicians, nurses, pharmacists, and other health care providers shall report all immunizations administered to NMSIIS unless the patient, or the patients parent/guardian, if the patient is a minor, refuses to allow reporting of this information. All administered immunizations must be reported to NMSIIS, including but not limited to adult, pediatric, and employee vaccinations. Administered vaccines must be reported to NMSIIS per the time reporting guidelines in NMAC 7.5.5. https://www.nmhealth.org/resource/view/1687/ https://www.nmhealth.org/resource/view/1684/</p> <p>Federal agencies are not required to report vaccines but are encouraged to.</p>
<p>Can we do a legal name change before submitting documentation to NMSIIS?</p>	<p>No. All legal name changes should be sent to the NMSIIS Team via fax at (505) 476-3128, a Cherwell ticket, or an email to the NMSIIS.Access@doh.nm.gov. Any route of these requests will need to be submitted with adequate documentation attached. <i>Examples include, but not limited to:</i> <i>Birth Certificate, Adoption Court Decree, Marriage Certificate, Divorce Court Decree, Insurance Cards</i></p>
<p>If the child has only one last name listed in NMSIIS, but the insurance lists both last names, are we able to add both last names in NMSIIS?</p>	<p>If the provider is data exchange, the information would need to be updated in the EHR system and the next administered vaccine would come across through the data exchange feed and update the record with both last names. If the patient does not have a dose to be administered, or the provider is manual entry then a call will need to be made to the NMSIIS Help Desk at (833) 882-6454 or an email sent to NMSIIS.Access@doh.nm.gov to make the update to the patient record in NMSIIS with verifying documentation.</p>
<p>How do you correct incorrect name spellings that are not allowing for a match in your EHR?</p>	<p>The information would need to be updated in the EHR system and the next administered vaccine would come across through the Data Exchange feed and update the record if it can associate the record to a matching record in NMSIIS. If it does not find a matching record or MRN between the 2 systems, it would create a duplicate record that would need to be flagged and merged. If the change needs to occur because the patient does not have a scheduled appointment for an extended period, then a call will need to be made to the NMSIIS Help Desk at (833) 882-6454 or an email sent to NMSIIS.Access@doh.nm.gov to make the update to the patient record in NMSIIS.</p>

<p>Where do you mark a duplicate record in NMSIIS?</p>	<p>After the search results are returned in NMSIIS, the “Duplicates” option can be selected from the drop-down arrow next to the “Demographics” button. Instructions can be found on the NMSIIS website, in the “Reports” section. https://nmsiis.health.doh.nm.gov/webiznet_nm/WebCode/Reports/ReportStream.aspx?REPORT_GUID=e87b253d-dd5f-e611-8136-001dd8001407</p>
<p>I have a child that was adopted, but we are unable to get paperwork with their previous name and updated name. How can we get the name corrected in NMSIIS?</p>	<p>Please submit the request to the NMSIIS.Access@doh.nm.gov email address and we will work with our Office of Legal Counsel on updating the child’s name in the system. Additional efforts or paperwork may be required.</p>
<p>As a nurse I do not have permission to create a record for a patient in NMSIIS.</p>	<p>Data Exchange location and users do not have permission to add new patients to the registry. These new patients should be entered into your EHR (electronic health records) system and come through the Data Exchange feed when an <u>administered</u> vaccine is given to the patient. If you are a manual entry location without a Data Exchange feed. You will need to make sure you take the appropriate training (Basic/Standard User-90 minute) course to have the access needed to enter new patients into the registry after a best practice lookup for the patient has been done.</p>
<p>Our EHR system is a data exchange but when the patient has an address change or phone number change, we are not able to change it in NMSIIS.</p>	<p>The patient address or phone update will only occur through your EHR if the patient is receiving an administered vaccine at the provider location. If the patient is not being seen or a records review is being done NMSIIS vs EHR information review the request will need to be called into the NMSIIS Help Desk at (833) 882-6454 or an email sent to NMSIIS.Access@doh.nm.gov for the update to occur.</p>
<p>What do we do, when we have a patient that has two or more separate NMSIIS accounts?</p>	<p>There is a flagging option for those users that have the appropriate permissions-Standard user, Inventory Control will be allowed to flag the duplicate records. Users with Reports Only access will need to call the Help Desk at (833) 882-6454 or an email sent to NMSIIS.Access@doh.nm.gov to get the records merged. Only NMSIIS staff have the ability to merge records. Instructions can be found on the NMSIIS website, in the “Reports” section. https://nmsiis.health.doh.nm.gov/webiznet_nm/WebCode/Reports/ReportStream.aspx?REPORT_GUID=e87b253d-dd5f-e611-8136-001dd8001407</p>
<p>If a patient is deceased, how do you update that record in NMSIIS? Who has access to do that?</p>	<p>Contact the NMSIIS Help Desk and the NMSIIS staff will make the change. Please be sure to capture the date of death. This information also comes across from a Vital Records feed to NMSIIS on a weekly basis.</p>
<p>For manual entry, are we able to update a name change or correct incorrect spelling?</p>	<p>With the right manual entry access in NMSIIS, demographic information can be updated, but ensure to verify with government issued ID, such as a driver’s license or passport.</p>

When should we be using the Duplicate option in NMSIIS?	If you are certain of the duplicate, use the flagging option in NMSIIS. This notifies NMSIIS staff there is a duplicate and the records will be merged. These records are reviewed and resolved on a daily basis. If there is question whether it is a duplicate: Submit a request in a secure email to the NMSIIS.Access@doh.nm.gov email.
What was the app for the verification of vaccine? I am trying to download the smart health card it is asking me scan vaccination card; we did not get cards?	QR Code-SMART Health Card Verifier Smart Health Card Verifier App can be downloaded from apple store or google play store and works in tandem with the Smart Health card that comes from QR Code- scan with your phone camera—Only digital copies have QR Code, not actual COVID-19 Card from CDC does not include QR Code.
We did not get COVID-19 cards when we got our COVID-19 vaccine.	Contact the Help Desk at (833) 882-6454 and request COVID-19 Card, or email can be submitted to COVID.Vaccines@doh.nm.gov
Is VaxView in other languages other than English?	Currently, only English
If someone identifies as transgender another gender, what type of documentation is needed to request a change to their NMSIIS record?	Typically, if a patient asks for a name change- verification is reviewed, and name will be updated, if a gender change is requested, change will be made.
Our facility does not allow patient sensitive information to be sent via email. Is that also a restriction for NMSIIS?	Secure email can be sent to the NMSIIS staff, or you may request that a NMSIIS staff member send a secure email for provider to respond to. If email is impossible for facility to utilize, they may fax documents to (505) 476-3128 , or call to the NMSIIS Help Desk at (833) 882-6454 .
How do input historical vaccines?	A quick reference guide on entering historical doses is available in the NMSIIS reports and documents section, titled “Adding Historical Vaccines to Immunization Record.” https://nmsiis.health.state.nm.us/webiznet_nm/WebCode/Reports/ReportStream.aspx?REPORT_GUID=510711f4-ff2c-ec11-a83a-001dd8403623
What if some vaccines that are entered through the EHR do not show in NMSIIS?	Check with your EHR vendor to ensure it is an open feed. If the problem persists, contact the Help Desk at (833) 882-6454 and a ticket through Cherwell can be submitted.
Can Public Health Office clerks have manual entry access to update demographics only, even though our clinics are considered data exchange?	No. Any demographic changes that need to occur will need to be called into the NMSIIS Help Desk at (833) 882-6454 or an email sent to NMSIIS.Access@doh.nm.gov for the update to occur.

Adult
Adult/317, IQIP, TransactRx Guidelines

<p>What are ASP Vaccines?</p> <p>What are 317 Vaccines?</p>	<p>ASP is for Public Health office ONLY and is designed for adult individuals with insurance. <i>Example: Adult with Medicaid or Medicare Part B Insurance</i></p> <p>317 is for uninsured or underinsured individuals. <i>Example: Those that are incarcerated, have a high deductible, or only major medical insurance.</i> <i>Example2: Self pay or Family Planning Supplemental insurance.</i></p>
<p>Are ASP and 317 vaccines different vaccines?</p>	<p>ASP and 317 vaccines are the same vaccines. <i>Hep A, Hep B, MMR, HPV, Tdap, PCV15, PCV20, PPSV23, Td, Varicella, and Zoster</i></p>
<p>The majority of my clients do not have insurance... If I order ASP vaccines for the few clients I have, can I use 317 vaccines for clients nearing expiration dates?</p>	<p>317 vaccines CANNOT be used for individuals who have insurance. It can ONLY be used for individuals who qualify under 317 eligibility criteria. For non 317 clients, contact the NMSIIS Help Desk at (833) 882-6454 or submit a Cherwell ticket to have vaccines moved into appropriate inventory.</p>
<p>How can we become a 317 provider with 317 vaccines in our inventory?</p>	<p>Email the Adult.Vaccines@doh.nm.gov email address and a member of the Adult Vaccines Program will provide a new provider packet to review and complete.</p>
<p>For ASP vaccines, are we still only billing for Medicaid and not private Insurance or Medicare?</p>	<p>We can bill/submit claims to Medicaid MCO's and Medicare Part B for ASP vaccines and administration fee.</p>
<p>Do we need approval for transfer of vaccines if getting from hub clinics?</p>	<p>Yes, if you are receiving from HUB Clinic, approval is necessary... Once vaccines are received a Transfer log will then be completed.</p>
<p>Do you have to report internal transfers?</p>	<p>No, only from one outside organization to another.</p>
<p>What if we are sending vaccines to an outreach clinic then receiving them back, do we need to fill out transfer forms?</p>	<p>Yes, they are highly recommended, or your outreach tracking form needs to be updated.</p>
<p>When people are requesting vaccines with private insurance, can we vaccinate?</p>	<p>Anyone with private insurance can be referred to a local pharmacy. If there are no local pharmacies in the area, a public health office can do administer the vaccine.</p>
<p>When documenting an adult history in NMSIIS, do we still list them as (11-Adult (Other))?</p>	<p>Yes, list them as 11-Adult.</p>

I have ASP Flu vaccines and have only administered two doses; Can I use them for adults with no insurance?	Contact the NMSIIS Help Desk at (833) 882-6454 or submit a Cherwell ticket to have vaccines moved into appropriate inventory.
Is it okay to use the vaccine sticker label?	Stickers are okay to use as long as they are legible, accurate, and make sure to designate funding source and administration site.
Who is required to utilize Transact?	All Public Health Offices are the only facilities that should be using Transact for outreach events only. Consent form can be utilized by private entities, but "NMDOH" logo needs to be removed.
Vaxelis is incorrect on the pediatric Part B, as this vaccine includes HIB.	Immunization Program is aware of this, but the Immunization Program needs to limit the consent form to two pages.
Can an individual with Medicare Part D receive any vaccines from a PHO?	Only if they are being treated at the clinic level. Medicare Part D coverage is only at the contracted pharmacies. Patient can receive vaccines from a local contracted pharmacy be 100% covered.
If a person that has Medicare Part D is receiving a COVID-19 vaccine, can other vaccines be administered?	Yes, but only if the patient is seen in a PHO clinic for other care and/or no pharmacy is available in the area. Promote individual to go to local pharmacy.
Do I have to enter information into EHR and Part B?	If patients' information is entered into the clinics EHR, you do not have to duplicate entry on Part B.
If consent form gets scanned into EHR, do we have to fax to program?	No, if consent form is scanned, there is no need to duplicate work and fax to program.

COVID-19

Reconciliations, Inventory Management, Patient Detail with Services Report

Do we still have to reconcile once a week if we only give six doses per month?	Yes, reconciliation needs to be completed once a week.
How can we tell what type of reporting our clinic does?	There are several ways to tell what type of reporting your clinic does. If you are a: <ul style="list-style-type: none"> • Manual Entry Provider <ul style="list-style-type: none"> • Manually enters the vaccine doses administered directly into NMSIIS. • Doses administered automatically deduct from your inventory when adding/administering to a patient's immunization record in NMSIIS.

- You will only see open text boxes under the “Physical Count” column while reconciling inventory.
- Data Exchange
 - Enters and records vaccination data to an electronic health records (EHR) system.
 - Administration data from the EHR is reported to NMSIIS through an automated, scheduled process. However, the data transfer does not decrease inventory automatically. You must keep track of the number of doses given to patients during the week/reconciliation timeframe and deduct doses from inventory during reconciliation.
 - You will see “Aggregate Reporter” displayed on the Vaccine Inventory On-Hand and Vaccine Inventory Reconciliation pages in NMSIIS.
 - Cannot add/administer vaccine to a patient’s immunization record in NMSIIS (this type of provider can only add Historical records to avoid duplicates and errors)
 - You must enter the total number of doses administered to patients within the reconciliation timeframe into open text boxes under the “Aggregate Administered” column when reconciling your inventory. Once the reconciliation is closed, the number of doses entered into these open text boxes will be deducted from your inventory.
- Fully-Hybrid
 - Your clinic ONLY carries COVID vaccines in inventory
 - Uses Real Time Solutions (RTS) statewide registration application to report administered doses to NMSIIS each night through an automated process. However, the data transfer does not decrease inventory automatically. You must keep track of the number of doses given to patients during the week/reconciliation timeframe and deduct doses from inventory during reconciliation.
 - You will see “Aggregate Reporter” displayed on the Vaccine Inventory On-Hand and Vaccine Inventory Reconciliation pages in NMSIIS.
 - You will see open text boxes under both the “Aggregate Administered” and “Physical Count” columns when reconciling inventory.
 - Cannot add/administer vaccine to a patient’s immunization record in NMSIIS (this type of provider can only add Historical records to avoid duplicates and errors)
 - You must enter the total number of doses administered to patients within the reconciliation timeframe into open text boxes under the “Aggregate Administered” column when reconciling your inventory. Once the reconciliation is closed, the number of doses entered into these open text boxes will be deducted from your inventory.
- Manual-Hybrid
 - Your clinic carries COVID AND non-COVID vaccines in inventory.
 - Uses RTS statewide registration application to report administered doses to NMSIIS each night through an automated process. However, the data transfer does not decrease inventory automatically. You must keep track of the number of COVID doses given to patients during the week/reconciliation timeframe and must be deducted from inventory using a “Hybrid” adjustment before reconciliation.
 - Should only add/administer non-COVID vaccine to patient record. To deduct administered COVID inventory, you must create a “Hybrid” adjustment.
 - You will only see the open text boxes under “Physical Count” column when reconciling inventory.

	If you are unsure what type of reporting your clinic does, please contact the NMSIIS Help Desk at (833) 882-6454 .
Do we still have to report if our expiration date has been reached? Even if we do not have any vaccines to administer?	Yes, and make sure everything is zeroed out and finalized. If your location is no longer administering COVID vaccines and no longer wishes to participate as an enrolled NM COVID-19 vaccine provider, please email COVID.Vaccines@doh.nm.gov and ensure all inventory is correctly reported and zeroed out.
Do we need to complete a reconciliation if we do not administer COVID-19?	Yes, reconciliations need to be completed. If your location is no longer administering COVID vaccines and no longer wishes to participate as an enrolled NM COVID-19 vaccine provider, please email COVID.Vaccines@doh.nm.gov and ensure all inventory is correctly reported and zeroed out.
Who is allowed to run the "Patient Details with Services" report?	All staff with appropriate access.
We had a COVID-19 testing POD and inadvertently used our portable vaccine cooler to store specimens. If it were properly cleaned, could we use it for vaccines, or do you recommend we not?	Yes, the cooler can be used for transporting vaccines as long as it has been disinfected very well with the approved disinfectant and appropriate PPE has been worn.
VFC	
New Forms, TSR's, Wastage/Expiring Soon, Recertifications, Staff Changes	
<i>New forms will be implemented 03.01.2023.</i>	
After an excursion, are manufactures contacted before reporting to VFC?	Complete Trouble-shooting record, contact Manufacture, and contact Regional Coordinator
Where can we find the TSR's and the list of vaccines in case of temperature excursion?	NMSIIS Reports (CTRL+F, and then begin to type description of report) -After every excursion make sure you write the amount of time it was out of range on the vaccine box or logger as it does accumulate.
How many back-up coordinators are allowed for each site?	One Physician signing the agreement, One Primary Coordinator, as many Back-ups as needed.
If we are unable to vaccinate an unruly child, we use the adjustment, correct?	That is correct.

Is the new form-short, dated return form?	New form is posted in the “Reports” section in NMSIIS.
For a prefilled syringe, once a needle is attached, how long do we have to use it?	It is dependent on the vaccine how long it can be in a syringe.
<i>FYI: CHILe Training is currently being updated and will be posted when complete. If you require re-certification, take the most current CHILe Training from 2021 that is posted in NMSIIS.</i>	
What happens when the new CHILe training is available and I took the old version?	If you require re-certification the old version of the CHILe training needs to be completed and when the new version is published, that will also have to be completed.
If your CHILe is not expired yet, Will you still need to upload another copy?	As long as an updated—most recent copy of the CHILe training is uploaded.
Can we complete the CHILe and/or “You Call the Shots” training before the one-year mark?	Yes, but it is not necessary.
Can the CHILe recertification be extended, so double trainings don’t have to be completed?	Unfortunately, no, CHILe training needs to be completed annually. Once the updated CHILe training has been published, we will notify staff.
Where can I find the CHILe training link?	It can be found in NMSIIS under the Reports section labelled, “VFC Provider Educational Requirements.” https://nmsiis.health.state.nm.us/webiznet_nm/WebCode/Reports/ReportStream.aspx?REPORT_GUID=e1c28862-6e23-e611-8136-001dd80017be
What do we do for doses expiring in three months?	Submit an Attempt to transfer form to your Regional Coordinator 3 months prior to expiration for 10 or more doses of vaccines not to include Frozen vaccines, as frozen vaccines should not be transferred.
Do we have to submit the Routine Management form or just keep it for our record?	Keep the form for filing, post it on the pharmacy fridge, and send a copy to your regional staff. <i>(Regional staff for location can be found above)</i>
What is the best way to get our population data?	Provider/Clinic Population report found in NMSIIS in the “Reports” section.
Are there reminders sent when providers need to recertify?	A notification from the VFC Program will be sent to all recertifying providers with the recertification date beforehand.
Which “You Call the Shots” training is needed?	VFC does not require “You Call the Shots” training, but some regions require the training. Check with your regional coordinator(s) to verify if this training is required for your region. <i>The most up to date “You Call the Shots” training can be found at https://www.cdc.gov/vaccines/ed/youcalltheshots.html</i>

<p>Last time we pulled data from NMSIIS, the numbers were off and had to change the timeframe. Is this still the case?</p>	<p>This was an error for the PHOs. NMSIIS has provided a report for the PHO's and this report will be emailed with the PHO's recertification information on 4/3/23.</p>
<p>Who will be signing all of the vaccine management forms?</p>	<p>Dr. Miranda Durham will be signing the "Physician Signing" for all DOH- PHO's.</p>
<p>Do you need electronic signatures for the Plans?</p>	<p>Yes, all forms in NMSIIS require a digital signature.</p>
<p>Do you require a COVID Primary if you no longer administer COVID vaccines?</p>	<p>No, but if you are an active COVID Provider and wish to disenroll, please email COVID.Vaccines@doh.nm.gov for further instructions.</p>
<p>Do you have to remove a contact before adding a new contact?</p>	<p>When you are removing a contact, it will be included in the same process to add a contact.</p>
<p>The four-day mark for transfers, does that count for holiday breaks and weekends?</p>	<p>Any holiday office closures that have four consecutive business days, this does not include weekends. <i>You do not need to transfer VFC vaccines if the four-day mark includes weekends.</i></p>
<p>If we complete a transfer, do we have to send backup data loggers?</p>	<p>Yes, a transport data logger will need to be sent with the vaccines to monitor the vaccines throughout the duration of the transport. A VFC data logger will need to continuously monitor the vaccines at the transfer site.</p>
<p>Do we still require a transfer if a staff member is able to check the vaccine temps twice a day by phone while the location is closed?</p>	<p>Yes, facilities closing for four or more consecutive business days will need to transport VFC vaccines.</p>
<p>Does the transfer process account for Natural Disasters?</p>	<p>Yes. In the event of a natural disaster, vaccines will need to be transferred to Emergency sites located on your Emergency Management forms.</p>
<p>How will I know if my vaccines maintain their temp if I am not leaving and loading my data logger, if it is transferred?</p>	<p>The process for packing and transporting VFC vaccines has not changed. A transport data logger must be on at all times and monitoring the VFC vaccines the entire duration of the transport. The transport sheet is not a new form and must be completed from the minute the vaccines are placed into the transport cooler to the time of the vaccines are being unpacked at the transfer site. The site the vaccines are transferred to has the same responsibility to continuously monitor and maintain the vaccine temperatures and submit their DDL readings monthly. The new transfer site is also required to maintain paper temperatures. All temperature readings that have been uploaded in NMSIIS can be reviewed.</p>
<p>Will I get a report from the DDL or do I need to share the information with the transfer site for their record?</p>	<p>Transfer site is able to view the records in NMSIIS. Temperatures are reviewed and approved monthly by VFC before an order is sent to each VFC site. You may request temp logs from the VFC site you wish to be your back-up site. Each VFC site is required to keep all temp data for three years.</p>

If vaccines have been transferred, can vaccines be transferred back?	Yes, only frozen vaccines cannot be transferred back.
What do we do with frozen vaccines that cannot be transferred back?	The site the vaccines were transferred to will need to attempt to administer the VFC frozen vaccines until the expiration date.
If we are not a specialty provider, are we required to carry all vaccines?	Yes, all providers that are not specialty providers must carry All ACIP Recommended vaccines
When will MenB flag as a recommended/ due vaccine in NMSIIS?	MenB is not a required immunization, so the system will not flag it the same way it does other vaccines in NMSIIS.
What if our signing physician does not have enrollments listed in their NMSIIS menu?	When the Physician Signing Agreement receives their user name and password, they will then receive the Enrollment tab under Clinic Tools in NMSIIS.
What type of clinic is required to carry all vaccines?	That is dependent on the provider/clinic.
Our signing physician will change to our new medical director, how will this reflect on recertification?	You will need to submit a change of contact for enrollment.
Where can we find a license number for a provider?	For MDs: http://docfinder.docboard.org/nm/ For CNPs: https://nmbn.boardsofnursing.org/licenselookup For DOs: Please contact the New Mexico Regulation and Licensing Department for your request.
How many Z5's can each facility have?	Multiple per clinic, but keep in mind they are back-up to Primary.
Is NMSIIS access the same thing as Z5 access?	NMSIIS access is based on training completed (Read/Report Only or Basic/Standard User). Z5 Access is back-up to primary access and will need to fill in when primary is out, and also be available to answer any VFC staff questions and procedures.
What if staff want regular access to NMSIIS, but do not wish to be a back-up?	Staff will receive NMSIIS access by completing one of the NMSIIS trainings (NMSIIS New User or NMSIIS Basic/Standard User) and follow the directions that will be sent in an email with their Certificate of Completion after the selected training has been completed and passed with an 80% or better.