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## ALLOCATION GUIDE

**Good Neighbor Pharmacy/Elevate Provider Network COVID-19 Federal Retail Pharmacy Program – Updated July 28, 2022**

**Review the relevant manufacturer guidelines and resources thoroughly and carefully:**

- [Moderna Vaccine Overview for Vaccination Providers](#)
- [Quick Access Resources to the Pfizer-BioNTech COVID-19 Vaccine](#)
- [Janssen COVID-19 Vaccine Information](#)
- [Novavax COVID-19 Provider Information](#)

### TABLE OF CONTENTS

- [ALLOCATION REQUESTS](#)
- [SHIPPING](#)
- [UPON RECEIPT OF VACCINE SHIPMENT](#)
- [ANCILLARY SUPPLY KITS](#)
- [TEMPERATURE MONITORING & STORAGE](#)
- [MANDATORY REPORTING](#)
- [QUARTERLY ATTESTATION](#)
- [BILLING & REIMBURSEMENT](#)
- [VACCINEFINDER PUBLIC DISPLAY](#)
- [PAPERWORK & SCREENING](#)
- [ADVERSE EVENTS MONITORING & REPORTING](#)
- [REPORTING WASTAGE](#)
- [PATIENT COMMUNICATION GUIDE](#)
- [MEDIA INTERVIEW TOOLKIT](#)
- [MyGNP.com COVID-19 VACCINE LOCATOR](#)

### ALLOCATION REQUESTS:

Pharmacies participating in the Federal Retail Pharmacy Program (FRPP) with AmerisourceBergen who have completed all readiness requirements must request their COVID-19 vaccine allocation directly through ABC Order.

TO SUBMIT AN ALLOCATION REQUEST: Login into ABC Order: <https://abcorder.amerisourcebergen.com/> and select "Resources". Next, select "COVID Immunization Program," then click "Allocation Request."

[Review the ABC Order COVID Portal guide and FAQs](#) for detailed instructions and screen shots.

TO SUBMIT AN ALLOCATION REQUEST FOR NOVAVAX: email [COVIDvaccines@amerisourcebergen.com](mailto:COVIDvaccines@amerisourcebergen.com)

### SHIPPING:



- The primary email address you indicated on your survey response will receive notification of shipment. Please ensure the appropriate email address is on your approved senders list

and keep an eye on your junk/spam folder. Ancillary supply kits will ship and arrive separately.

- **Moderna Shipments:** email will come from [CDCCustomerService@McKesson.com](mailto:CDCCustomerService@McKesson.com)
  - **Pfizer-BioNTech Shipments:** email will come from [Pfizer.logistics@controlant.com](mailto:Pfizer.logistics@controlant.com)
  - **Janssen Shipments:** email will come from [CDCCustomerService@McKesson.com](mailto:CDCCustomerService@McKesson.com)
- When you receive the notification of shipment, note the expected delivery time, as these delivery times may fall outside of your business hours.

#### **UPON RECEIPT OF VACCINE SHIPMENT:**

- Examine the shipment carefully for signs of damage.
- Confirm that the vaccine has been kept at a stable temperature during transit. To do so, follow the instructions on the appropriate Storage and Handling Summary:
  - **Moderna:** [Storage and Handling Summary](#)
  - **Pfizer-BioNTech:** [Storage and Handling Summary](#)
  - **Janssen:** [Storage and Handling Summary](#)
  - **Novavax:** [Storage and Handling Summary](#)
- If a COVID-19 vaccine shipment arrives damaged or arrives with a temperature problem noted upon delivery, report this directly using the appropriate contact below. If they advise the product should be reported as waste, do so through the [COVID-19 Vaccine portal on ABCOrder](#). See the [WASTAGE](#) section below for additional instruction.
  - **Moderna:** Contact McKesson Specialty Customer Care temperature excursion support at (833) 272-6635 for next steps.
  - **Pfizer-BioNTech:** Contact Pfizer Customer Service at (800) 666-7248 for next steps
  - **Janssen:** Contact McKesson Specialty Customer Care temperature excursion support at (833) 272-6635 for next steps.
  - **Novavax:** send an email to [COVIDvaccines@amerisourcebergen.com](mailto:COVIDvaccines@amerisourcebergen.com)
- Look up or note the Vaccine expiration date:
  - **Moderna:** Look up the expiration date by entering the lot number [HERE](#)
  - **Pfizer-BioNTech:** Expiry dates will be provided with the product
  - **Janssen:** Look up the expiration date by scanning the QR code on the carton, or by entering the lot number [HERE](#)
  - **Novavax:** To find the expiration date, access [HERE](#), navigate to the United States Healthcare Professional section of the website, and enter the lot number printed on the carton or vial into the “Expiry Date Checker” tool
- Return the shipping container (if applicable). Do NOT return containers with AmerisourceBergen totes.
  - **Moderna:** [Click here](#) for Moderna shipping container return instructions.
  - **Pfizer-BioNTech:** Follow the return instructions located at the bottom of the [Vaccination Storage and Dry Ice Safety Handling](#) page. If using the shipping container for storage of the Pfizer-BioNTech product, return the thermal shipping container, including the temperature-monitoring device after use.



- **Janssen:** you do not need to return the shipping container.

#### **ANCILLARY SUPPLY KITS:**

##### **- Moderna, Pfizer-BioNTech, and Janssen:**

An ancillary supply kit will be **delivered separately from the vaccine**. This kit includes enough supplies to administer the doses of vaccine that are shipped to your pharmacy and includes needles, syringes, sterile alcohol prep pads, vaccination record cards (shot cards), diluent (if applicable) and some PPE. If the kit does not arrive, or is missing components, contact McKesson Specialty Customer Care COVID-19 Vaccine Support at (833) 272-6634 or [SNSSupport@McKesson.com](mailto:SNSSupport@McKesson.com).

##### **Novavax:**

An ancillary supply kit will be **delivered separately from the vaccine**. This kit includes enough supplies to administer the doses of vaccine that are shipped to your pharmacy and includes needles, syringes, and vaccination record cards (shot cards). If the kit does not arrive, or is missing components, contact [COVIDvaccines@amerisourcebergen.com](mailto:COVIDvaccines@amerisourcebergen.com).

#### **TEMPERATURE MONITORING & STORAGE**

##### **Moderna Temperature Monitoring & Storage:**

- Review all resources on Moderna's [Storage & Handling page](#) carefully and frequently.
- Storage unit temperatures must be monitored regularly and checked and recorded at the beginning of each workday to determine if any excursions have occurred since the last temperature check. If there are any temperatures recorded that fall out of range (see [Storage & Handling page](#) for temperature ranges), utilize Moderna's [Temperature Excursion Tool](#).

##### **Pfizer-BioNTech Temperature Monitoring & Storage:**

- Review all resources on Pfizer-BioNTech's [Vaccination Storage and Dry Ice Safety Handling](#) page carefully and frequently. If using the thermal shipping container for storage, follow the guidance and resources to help maintain the level of dry ice and the temperature of the vaccine product
- If you use the thermal shipping container as storage, you can use the temperature monitoring device from Controlant that arrives with the shipment. In the event of a temperature excursion (too hot/too cold), Controlant will alert you by email and phone calls. The emails will arrive from [onsitemonitoring@controlant.com](mailto:onsitemonitoring@controlant.com). For additional information, visit <https://in.controlant.com/onsitemonitoring>, call 24/7 support hotline: 1-855-442-6687 or 1-701-540-4039, or email [support@controlant.com](mailto:support@controlant.com)
- Continue to monitor temperature and replenish dry ice regularly (if storing in the shipping container) as indicated on the [Vaccination Storage and Dry Ice Safety Handling](#) page. If there are any temperatures recorded that fall out of range, report this directly by calling (800) 666-7248.

##### **Janssen Temperature Monitoring & Storage:**

- Review all resources on Janssen's [Storage, Dosage and Administration](#) page carefully and frequently.



- Storage unit temperatures must be monitored regularly and checked and recorded at the beginning of each workday to determine if any excursions have occurred since the last temperature check. If there are any temperatures recorded that fall out of range (see Janssen's [Temperature Excursion](#) information for temperature ranges), utilize the [Janssen COVID-19 Vaccine Temperature Excursion Interactive Resource](#) or call Janssen at 800-565-4008 for next steps.

#### **Novavax Temperature Monitoring & Storage:**

- Review all resources on Novavax's [Storage & Handling page](#) carefully and frequently.
- Storage unit temperatures must be monitored regularly and checked and recorded at the beginning of each workday to determine if any excursions have occurred since the last temperature check. If there are any temperatures recorded that fall out of range (see [Storage & Handling page](#) for temperature ranges), utilize Novavax's [Storage and Handling Toolkit](#).

#### **IMPORTANT: MANDATORY REPORTING**

- **Report vaccine administrations to your local IIS *daily*.** Be sure that you can log in to your local IIS and familiarize yourself with the process for reporting vaccine BEFORE you start administering doses. For troubleshooting, contact your local jurisdiction IIS
- **Report your on-hand inventory to VaccineFinder *Weekly***
  - Log in to VaccineFinder: <https://covid.locating.health/login>
  - Click the "Log Manually" tab.
  - If you have previously reported immunizations through VaccineFinder, you may see two store names listed. Report inventory under the federal program by selecting the name with this format: Pharmacy Name #NCPDP. (Ex: AB Pharmacy #1234567)
  - Select the "Edit" button in the header bar and enter your most recent inventory quantities. **Inventory must be logged as the number of doses on-hand at each location.** Then select "Done."
  - **Notes:** If you have vaccine in stock, you need to report the amount daily regardless of whether the amount changes or not.
  - The only time you can stop reporting is after your inventory goes to zero doses on hand and has been reported as such.
  - You must begin reporting again as soon as you receive additional inventory from any source.
  - After 3 days of not reporting, your store is removed from vaccine.gov and is no longer viewable
  - **Need help?** Email [vaccinefinder@castlighthouse.com](mailto:vaccinefinder@castlighthouse.com), or call 855-886-4317
- **Complete billing in your Pharmacy Management System within 48 hours of vaccine administration**
  - Lot number and expiration date of the vaccine, and race/ethnicity of the patient must be populated into your pharmacy management system for each administration
  - **View Billing & Reimbursement section below for more information**

#### **QUARTERLY ATTESTATION**

All pharmacies receiving COVID-19 vaccine allocation will be asked to complete and e-sign a mandatory quarterly attestation to verify compliance with the requirements of the vaccine



program. The completed attestation with e-signature needs to be emailed to AmerisourceBergen within two weeks of receiving the attestation. The email with the attestation form will be sent to the authorized signer on file.

### **VACCINEFINDER PUBLIC DISPLAY**

VaccineFinder is a critical tool for patients to identify you as a COVID-19 vaccination site. We encourage all pharmacies who are receiving vaccine allocation to display their pharmacy locations publicly on VaccineFinder. For more details about adjusting Public Display settings, [click here](#) and review pages 2 – 5. **Need help?** Email [vaccinefinder@castlighthhealth.com](mailto:vaccinefinder@castlighthhealth.com), or call 855-886-4317

### **BILLING & REIMBURSEMENT**

**REQUIRED:** Complete billing in your Pharmacy Management System within 48 hours of vaccine administration. Lot number and expiration date of the vaccine, and race/ethnicity of the patient must be populated into your pharmacy management system for each administration.

- One of the requirements of participation in the FRPP is to report certain data back to the CDC. AmerisourceBergen and the CDC is capturing this data from your submissions to your state IIS, VaccineFinder, and via your claims submission when you bill for the vaccine administration fee.
- **This required data is missing when you do not bill for the vaccine.**
- Every attempt should be made to bill commercial insurance, Medicare, Medicaid, and HRSA for uninsured patients so you can be properly compensated for your services.
- We understand there will be circumstance where billing through these avenues may not be possible. **In these cases**, you need to **process the administration as a cash claim** with \$0 copay using the BIN 610144 \* so that data is still captured for the CDC.  
*\*QS 1 stores should use BIN 015301 and PCN ABCCASHALT*  
Please note that **you will NOT be reimbursed if you submit claims this way**, and you cannot charge the patient for the vaccine. If you need assistance in setting up Cash Billing, reach out to your pharmacy management system vendor.
- Review the [COVID-19 Vaccine Billing and Reimbursement Guide](#) from NCPA
- Review the [Claims Submission and Reimbursement Guidelines](#) resource
- [Click here](#) for Medical Billing & Reporting Solutions
- CMS [billing and coding website](#)
- You must administer COVID-19 Vaccine regardless of the vaccine recipient's ability to pay COVID-19 Vaccine administration fees or coverage status. The pharmacy may not seek any reimbursement, including through balance billing, **from the vaccine recipient.**
- **Medicare** will be billed through Part B which requires a PTAN. Check your enrollment status by [Clicking here](#) and signing in. If you aren't registered, you can register one of two ways:
  - Option 1 - Hotline registration: [Click here](#) to determine the MAC (Medicare Administrative Contractor) that services your area. Then, [Click here](#), and go to question 3 to find phone number for the MAC that services your geographic area.
  - Option 2 - [Online registration](#)



- **Medicaid** – Check with your state [Medicaid office](#) to confirm registration status
- **Commercial** - Many PBMs announced their commercial plans will reimburse for COVID-19 vaccine at the new higher rate of \$40.00 per administration (exceptions apply). Make sure you are billing for COVID-19 vaccine administration at the new \$40.00 rate for Medicare/Medicaid and commercial plans.
- **Uninsured or Underinsured** - The HRSA COVID-19 Coverage Assistance Fund stopped accepting vaccination claims due to a lack of sufficient funds. For additional information, refer to <https://www.hrsa.gov/covid19-coverage-assistance> or contact the Provider Support Line at 833-967-0770.

### PAPERWORK & SCREENING

- Patients must receive the [EUA Fact sheet](#) prior to receiving their COVID-19 Vaccination. Ensure patients are informed of which vaccine manufacturer they that they will receive.
- **The following paperwork** is required for each patient:
  - COVID-19 Vaccination Screening Form\* ([Click here for CDC sample](#))
  - COVID-19 Vaccination Consent/Release Form
  - EUA Fact Sheet for the relevant vaccine ([available from the CDC here](#))
  - [V-Safe Informational Flyer](#)
  - Vaccination cards for patients (provided with the ancillary supplies)

### ADVERSE EVENTS MONITORING & REPORTING

- **Adverse Events:** Patients must be monitored for adverse events for at least 15 minutes post-vaccination, and you are responsible for recognizing, responding to, and reporting anaphylaxis and any other adverse events to VAERS in accordance with FDA EUA requirements and CDC guidance. To report an adverse event to VAERS:
  - Go to <https://vaers.hhs.gov/reportevent.html> and submit a report online
  - For help: Call 1-800-822-7967 or email [info@VAERS.org](mailto:info@VAERS.org)
  - CDC guidance: [Preparing for the Potential Management of Anaphylaxis After COVID-19 Vaccination](#)
  - [12 Things States Need to Know about the Vaccine Adverse Event Reporting System \(VAERS\)](#)
- **Anaphylaxis Supplies:** Ensure you have the necessary supplies for assessing and managing anaphylaxis. Per CDC guidance, COVID-19 vaccination sites should have at least 3 doses of epinephrine among other supplies (stethoscope, etc.) on hand at any given time. [Click here for additional CDC guidance.](#)
- **V-safe:** Strongly encourage patients to participate in the CDC's V-safe program, which allows patients to report side effects through a smartphone-based tool. Provide this [V-safe Informational Flyer](#) to all patients who receive the vaccine.

### REPORTING WASTAGE

If you receive product that is damaged or out of temperature, or if the product you receive becomes unusable or expires, you will report the wastage through ABCOrder. [Review the instructions here.](#) Note that product/wastage should never be sent to AmerisourceBergen.



## **PATIENT COMMUNICATION**

[Use this guide](#) to develop patient communications that are informative and set clear expectations about the vaccine.

As you begin vaccinating, new patients will be visiting your pharmacy for the first time. Make the most of this opportunity to capture new patients by following the tips in [this document](#). You can visit the “COVID-19: Capturing New Patients” library on [Brand Central Station](#) and [SOCi](#) to get started.

## **MEDIA INTERVIEW TOOLKIT**

Once you start to receive COVID-19 vaccines, you may receive inquiries or interview requests from the local media regarding your role. [Click here](#) for our Media Interview Toolkit, which includes potential interview questions, messaging points to guide your interview conversation, and best practices for various interview settings

## **MyGNP.com COVID-19 VACCINE LOCATOR**

All *Good Neighbor Pharmacy* stores that receive vaccine allocation through the FRPP with AmerisourceBergen will appear as a vaccination site on the MyGNP.com store locator. If you do not wish to receive COVID-19 marketing support through this and channels and don't wish to appear as a vaccination site, you may opt-out by completing [this form](#).