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## **Good Neighbor Pharmacy/Elevate Provider Network COVID-19 Vaccine Program Implementation Guide – Updated April 15, 2021**

This Implementation Guide will walk you through the **required readiness steps** for participating in the Federal Pharmacy Partnership with Elevate and *Good Neighbor Pharmacy*. We encourage you to complete the necessary steps **as soon as possible**, as we know that the timing between our receipt of allocation and the rollout of vaccine shipments to our participating pharmacies will be rapid. This COVID-19 Vaccine Implementation Guide will continue to evolve so please continue to check back for updates. If you have questions, please e-mail [COVIDvaccines@amerisourcebergen.com](mailto:COVIDvaccines@amerisourcebergen.com)

**IMPORTANT:** The timing between the allocation notification and shipment can be as little as 12-24 hours. ***If you enrolled, and are not prepared to accept product immediately, with little to no notice, email [COVIDvaccines@AmerisourceBergen.com](mailto:COVIDvaccines@AmerisourceBergen.com) for assistance with putting your participation on pause or terminating it completely.***

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### **ABBREVIATED CHECKLIST**

Specific resources, links, and guidance on each step in this checklist are available throughout this document. This is a consolidated checklist. Click on the checklist item to jump to more specific details within this document.

### **PREPARING TO VACCINATE:**

#### **Action Required**

- [Register with your local IIS to report immunizations](#)
- [Complete the required CDC training through \*Good Neighbor Pharmacy University\*](#)
- [Complete VaccineFinder registration through the Federal program](#)
- [Prepare to bill for the vaccine in a timely manner](#)
- [Choose a method for scheduling appointments and second doses](#)
- [Set up a method to screen patients according to local jurisdiction's guidance](#)
- [Familiarize yourself with proper storage and handling](#)
- [Obtain the proper supplies to vaccinate and manage anaphylaxis](#)
- [Set up a socially-distanced observation area in line of sight to the clinician](#)

#### **Action Recommended:**

- Determine your marketing strategy



- Order print marketing materials
- Determine any necessary staffing changes
- Communicate expectations and process to staff
- Prepare your pharmacy for increased traffic flow

## **DAILY VACCINE ADMINISTRATION REQUIREMENTS:**

### **For each patient:**

- [Provide each patient with all required forms:](#)
  - COVID-19 Vaccination Screening Form
  - COVID-19 Vaccination Consent/Release Form
  - EUA Fact Sheet for the relevant vaccine (**provide to patient PRIOR to appointment**)
  - Vaccination cards for patients (provided by the CDC with vaccine shipment)
  - V-Safe Informational Flyer
- [Monitor each patient and report adverse events](#)
- Schedule each patient's second dose (if applicable)

### **Daily Reporting:**

- Report Inventory to VaccineFinder daily
- Report vaccine administrations to your local IIS
- Complete billing in a timely manner

### **As Needed:**

- Report returns /wastage and order feedback quantity (if necessary) in ABCOrder\*
  - Provide Feedback on order quantity in ABCOrder\*
- \*Additional guidance will be provided when you receive allocation.*

## **BILLING AND REIMBURSEMENT REQUIREMENTS**

- [Click here](#) for Medical Billing & Reporting Solutions
- For additional detail on billing and reimbursement, review the [COVID-19 Vaccine Billing and Reimbursement Guide](#) from NCPA
- Please see the [Claims Submission and Reimbursement Guidelines](#) resource page for additional specifics and guidance for billing by payer type.

### **To bill for administering the vaccine, participating pharmacies will need to do the following:**

- Each vaccinating pharmacist will need to [obtain an individual NPI number](#).
  - **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



- **Uninsured** - Complete the steps to [register for HRSA billing](#). Uninsured claims for COVID-19 vaccine are not included in Elevate's contract with OptumRx and payment would not go through our Central Pay.
- **Commercial** - Current PBM notices for COVID-19 vaccines are available on the Elevate tab of your Patient Engagement Center. Many PBMs announced their commercial plans will reimburse for COVID-19 vaccine at the new higher rate of \$40.00 per administration (exceptions apply).
- The pharmacy 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.**

**IMPORTANT:** Be prepared to complete billing in your Pharmacy Management System within **48 hours**. In addition to reporting to your local IIS and to VaccineFinder daily, **it's also critical that you are billing for the vaccine in a timely manner**. One of the requirements of participation in the program is to report administration data back to the CDC daily. AmerisourceBergen captures this vaccine data 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 clinical services. We understand there will be circumstance where billing through these avenues may not be possible. In these cases, you can process the administration as a cash claim with \$0 copay using the BIN 610144 so that data is still captured for the CDC. 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.

#### **MANDATORY REPORTING AND TRAINING REQUIREMENTS**

- **Required Immunization Information System (IIS) Setup:** You are required to report immunizations daily to your required local IIS. [Click here](#) to find your local IIS contact information, confirm your status, and/or register. Familiarize yourself with the process for reporting vaccines *before* you start administering doses *AmerisourceBergen cannot allocate COVID-19 vaccines to your participating pharmacy until you are able to transmit to your local jurisdiction's IIS.*
- **Required VaccineFinder Registration:** You should have received an email from "COVID Locating Health" with instructions to register for a VaccineFinder account. Once you receive the email, you will have 7 days to complete your Registration.  
**NOTE:** Even if you already have a VaccineFinder account, you must also complete the onboarding process as part of the Federal Partner Program. If you did not receive the email, contact [vaccinefinder@castlighthouse.com](mailto:vaccinefinder@castlighthouse.com) or call 855-886-4317. Include your store name, NCPCP, and include that you're taking part in the Federal Partnership Program with *Good Neighbor Pharmacy* and AmerisourceBergen. *AmerisourceBergen cannot allocate*



*COVID-19 vaccines to your participating pharmacy until you are able to report inventory to VaccineFinder.*

- **Required CDC Training:** Participants in the Federal Pharmacy Partnership Strategy for COVID-19 Vaccination with AmerisourceBergen are required to complete COVID-19 CDC Training and attestation through *Good Neighbor Pharmacy University*. [Access the instructions and training links here](#). *AmerisourceBergen cannot allocate COVID-19 vaccines to your participating pharmacy until this training is completed through GNPUniversity.*
- **Required Adverse Events Monitoring and Reporting:** Patients must be monitored for adverse events for at least 15 minutes post-vaccination. Ensure you have an area that is within line of sight to the clinician and allows patients to maintain a six-foot social distance.
- 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 \(VAERS\)](#)
- The CDC strongly recommends that you encourage patients to participate in the CDC's V-safe program. Provide this [V-Safe Informational Flyer](#) to all patients who receive the vaccine.

#### **ADDITIONAL CDC-RECOMMENDED TRAINING RESOURCES**

- [Proper Administration of COVID-19 Vaccines](#)
- [Proper Storage and Handling of COVID-19 Vaccines](#)
- [Interim Clinical Considerations for Use of mRNA COVID-19 Vaccines](#)
- [ACIP Recommendations](#)
- [COVID-19 Communication Vaccination Toolkits](#)

#### **PAPERWORK, SUPPLIES, AND STORAGE REQUIREMENTS**

- **Required Patient Paperwork:** Prepare and print all required paperwork that will be provided to each patient. **Patients must receive the [EUA Fact sheet](#) prior to their COVID-19 Vaccination Appointment.** It's recommended that you leverage your [scheduling tool](#) to provide the EUA Fact sheet and other required paperwork to patients when they confirm their appointments. Additional technology may also be used to share the EUA Fact Sheet proactively, including but not limited to your website, social media, or app. You can also leverage a scanning solution like *Fujitsu* to store and track patient paperwork within your Pharmacy Management System: [Fujitsu Scanning Solution](#)

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 by the CDC with vaccine shipment)
- \*NOTE:** Pharmacies must have the capability to screen patients and determine eligibility for the vaccine based on the state or local jurisdiction's requirements. Each state and local jurisdiction is deploying recommendations differently so ensure that all guidance set forth by the local jurisdictions is reflected in your screening form.
- **Vaccination Supplies:** Ensure that your pharmacy has the necessary supplies to vaccinate, including alcohol prep pads, appropriate PPE, gloves, bandages, sharps containers, and extra disposable masks for patients. An ancillary supply kit **will** be provided with vaccine shipments, but it's recommended that you have additional supplies on hand as well.
  - **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.](#)
  - **Storage and Handling:** Create proper storage and handling procedures. Review the COVID-19 Vaccine Storage and Handling Information Addendum (pages 49-55) in the [Vaccine Storage and Handling Toolkit](#). [Click here](#) for a list of the freezers, refrigerators, coolers, containers, and data loggers. *Please note that AmerisourceBergen does not endorse any of the vendors or products listed on this document. These are simply solutions available in the marketplace. All dialogue and questions regarding these products should take place directly with the manufacturers.*
    - **Moderna:** [Storage and Handling Summary](#)
    - **Pfizer-BioNTech:** [Storage and Handling Summary](#)
    - **Janssen:** [Storage and Handling Summary](#)

## **COMMUNICATION AND MARKETING CONSIDERATIONS**

- Determine your marketing strategy for the COVID-19 vaccine.
- Determine how you will receive and answer questions specific to COVID19 vaccine. Will it be on a specific phone line or a dedicated email inbox? Should your IVR system be adjusted accordingly?
- Identify the communication channels you can access to reach patients in your community (social media, call campaigns, in-store print marketing materials, etc.)
- Access marketing materials and messaging from [GNP Brand Central Station](#) and [SOCi](#). *Marketing materials for Elevate members are available in the [Patient Engagement Center](#).*
- Inform patients and members of your community that you will be offering the vaccine when it's available.
- Proactively educate patients on vaccine benefits prior to its arrival and be prepared to answer questions. [Click here for CDC guidance on patient education.](#)



- Social media is one of the quickest methods of communication to keep your patients informed with news about the vaccine. Keep social media channels up to date with details on vaccine availability, days/hours of vaccine administration, scheduling guidance, vaccine education, and more.
- Develop a workflow to flag and capture the business of first-time customers.

## **WORKFLOW, SCHEDULING REQUIREMENT, AND STAFF CONSIDERATIONS**

**Scheduling Requirement:** An appointment-based model is **required** by the CDC for administering the COVID-19 vaccine, and you must have a plan in place for **second-dose scheduling**. There is a high demand for the vaccine in many areas and planning how you communicate and schedule patients will help streamline expectations and their experience. Consider leveraging your scheduling tool to provide the EUA Fact sheet and **other required paperwork** to patients when they schedule their appointments.

- If you do not currently utilize a scheduling tool, we recommend that you explore options and test prior to deployment. Below is a list of available vendors. This is not an endorsement of these vendors, and there are many other vendors available. Please confirm with individual vendors on specific capabilities as they are in various phases of development.

Appointment Scheduling Vendor	Cost	Appt. Reminders	Website Integration	Online Booking	HIPAA Compliant	Intake Form Completion
<a href="#">PrescribeWellness</a>	\$30+	Yes	No	Yes	Yes*	Yes
<a href="#">Acuity Scheduling</a>	\$0 - \$45/mo.	Yes	Yes	Yes	Yes*	Yes
<a href="#">AppointmentPlus</a>	\$49-\$199/mo.	Yes	Yes	Yes	Yes*	Yes
<a href="#">10 to 8</a>	\$0-\$40/mo.	Yes	Yes	Yes	Yes*	Yes
<a href="#">DragonFly PHD</a>	\$200+/mo.	Yes	Yes	Yes	Yes*	Yes
<a href="#">JotForm</a>	FREE-COVID/\$14.50+/mo.	Yes	unknown	Yes	Yes*	Yes

*\*additional steps may be required for HIPAA compliance.*

- **Patient traffic flow:** Plan for how additional patients and traffic flow will impact your daily routine and existing patients. You will need a private area to administer vaccines, and ensure that all areas of your pharmacy, such as the waiting area, and observation area, allows for six-foot social distancing. Think proactively about the observation area - patients must be monitored for adverse events for at least 15 minutes post-vaccination within line of sight to the clinician. This space must also allow patients to be socially distanced at least six feet apart.
- **Vaccination targets and staffing:** Determine if you'll need any additional staffing requirements. How many vaccinations can you feasibly administer daily? Are you planning to vaccinate in the morning and report in the afternoon? How many vaccinations can you incorporate per day while continuing your normal daily operations? Are there appropriately trained pharmacy residents or on-call pharmacists who might be able to help temporarily?
- **Prepare your staff:** As you plan for your workflow adjustments, it is vital that your staff is informed of and fully trained for these changes. It is helpful to share the vital role that the entire business will be playing for your community and patients by providing this critical



service. A team that has the proper training and understands the “why” will rally around this effort and provide a patient experience that differentiates independent pharmacies.

### **ALLOCATION DETAILS**

Pharmacies who are selected to receive allocation will be notified via a welcome email at the primary email address indicated on the survey response. This initial email will NOT specify the number of doses or the manufacturer of the vaccine product. You will be notified which location(s) will be receiving product, the manufacturer of the product, and the number of doses you will be receiving via a separate order/shipment notification email. Note: Pharmacies will NOT be shipped the Pfizer-BioNTech product without prior approval from the pharmacy.

**Vaccine inventory is shipped by the CDC contracted distributor directly to the pharmacy.** AmerisourceBergen does not control the ship days and will not be physically shipping vaccine inventory.

Additionally, **pharmacies will not be able to choose which vaccine they receive or place orders for the product** from the CDC or through ABC Order.

**IMPORTANT:** The timing between the allocation notification and shipment can be as little as 12-24 hours. *If you enrolled, and are not prepared to accept product immediately, email [COVIDvaccines@AmerisourceBergen.com](mailto:COVIDvaccines@AmerisourceBergen.com) for assistance with putting your participation on hold or terminating it completely.*

Carefully review our NEW [Allocation Guide](#). This resource walks the pharmacy through the steps to take once they receive the vaccine product - from shipment, to receiving the vaccine, storage, administration, marketing, adverse events, and mandatory billing and reporting.