



AIRA
AMERICAN IMMUNIZATION
REGISTRY ASSOCIATION

INFORMATION REQUEST

Topic: Enrolling Providers

Request Date: April 6, 2020

Information Requested:

The MIIC team is interested in better understanding challenges related to enrolling in or using the IIS for providers that are not currently enrolled. They are hoping to reach out to these potential users to determine how to troubleshoot issues in advance and ensure maximum participation is possible once a COVID-19 vaccine comes out. They are looking for sample messaging and/or strategies that have been developed by other jurisdictions to reach providers for this purpose. In addition, they are looking for strategies for identifying providers or provider types with whom to conduct outreach.

Requesting Member: Rachel Favero (MN)

Responding Member(s): Patricia Swartz (MD), Nathalie Hartert (TN)

Results:

MD:

Maryland has similar challenges, even with a recent statewide reporting mandate in place. We post all our information online (see [here](#)) and sent out a clinician letter last fall about the mandate. Due to lack of staff, we have not been as proactive about identifying potential vaccine administrators in our state who did not respond to the clinician letter and are still not enrolled/participating in our IIS. Maryland is looking into the possibility of having our vaccine supplier contacts at Sanofi, Pfizer, Galaxo, etc. promote our IIS and raise awareness about the reporting mandate to their provider client base in Maryland.

Currently, providers enroll using an online form, which staff has to do manual checks if the provider org is already in the IIS. If not, they manually add the org and users. The online form asks about the providers reporting status, and the ones that need to report is placed in an onboarding queue that gets followed up by onboarding staff. In order to order vaccines, a VFC Profile will need to be created. Maryland plans to use the same process for COVID vaccine orders and management, but we are looking for a more efficient registration method to enroll the providers.



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Maryland is planning to send out another clinician letter in the near future to get providers to enroll/participate in our IIS before the COVID-19 vaccine comes out, so we will not have a bottleneck enrolling/onboarding all the providers when the vaccine is available.

TN:

Please see attached excel spreadsheet with the questions that we sent out in a survey to Tennessee providers, pharmacies and long-term care facilities. The purpose of the survey is to collect information from facilities who would like to collaborate with the Tennessee Department of Health during a pandemic response so that TDH can be prepared to distribute resources should they become available. At this time, we are preparing for any scenario and are working to identify providers who could distribute anti-viral medication, personal protective equipment (PPE), and vaccine once developed. The partnering providers are asked to consider their facility's capacity to store and administer or distribute pandemic supplies to eligible members of the public and/or to the population they serve.

We also ask if the provider currently works with the IIS. We will use these answers to determine who we need to reach out to for IIS registration and training purposes.