

# COVID-19 Vaccine Management Plan

---

Developing, implementing, and maintaining a COVID-19 vaccine management plan for routine and emergency vaccine management is strongly encouraged. We recommend that the plan be reviewed and updated annually or more frequently if changes occur, such as new employee hire, when key staff change, and/or when there are updates to best practices.

Every provider enrolled in the Washington State COVID-19 Vaccine Program is recommended to have a Vaccine Management Plan that contains the following:

- Contact information for current primary and backup coordinators
- Provider staff roles and responsibilities
- Documented training related to vaccine management
- Proper storage and handling practices, and how to handle a temperature excursion
- Shipping and receiving procedures
- Vaccine ordering, inventory management, and procedures for handling spoiled or expired vaccine
- Procedures for monitoring expiration dates and beyond-use dates/times
- Emergency procedures for equipment malfunctions, power failures, or natural disasters

Templates for all the recommended Vaccine Management Plan components are available in this document.

**Complete and keep these templates near the vaccine storage units in a readily available location to meet this recommendation.**

Is this Vaccine Management Plan near the storage unit(s)?  Yes  No

# Provider Information and Contact Page

---

PIN: \_\_\_\_\_

Facility Name: \_\_\_\_\_

Facility Address: \_\_\_\_\_

Facilities enrolled in the Washington State COVID-19 Vaccine Program should maintain a vaccine management plan for routine and emergency situations to protect vaccines and minimize loss due to negligence. Each facility must designate a primary and back up vaccine coordinator responsible for implementing the plan and maintaining program compliance. Any personnel changes to the positions below need to be communicated by email to [COVID.Vaccine@doh.wa.gov](mailto:COVID.Vaccine@doh.wa.gov).

**Primary Vaccine Coordinator Name:**

Telephone:

Email:

**Back-Up Vaccine Coordinator Name:**

Telephone:

Email:

**Medical Director Name:**

Telephone:

Email:

**Chief Financial Officer Name:**

Telephone:

Email:

Washington State Department of Health  
COVID-19 Vaccine Program  
(360) 236-3873  
[covid.vaccine@doh.wa.gov](mailto:covid.vaccine@doh.wa.gov)

# Training and Annual Review Documentation

---

We encourage all staff who are involved in the storage, preparation and/or administration of COVID-19 vaccines to receive training regarding vaccine management best practices and the COVID-19 Vaccine Program’s Vaccine Management Plan. All staff should sign and date this page once their training is complete.

- Training Resources:
  - [CDC Training and Education for COVID-19 Vaccination](#)
  - [CDC Vaccine Administration Competencies Assessment](#)

**All staff should have awareness of the Vaccine Management Plan in the event of an emergency and review the plan yearly.**

<b>Employee Name</b> (Print First and Last Name)	<b>Moderna</b> (Date Completed)	<b>Pfizer</b> (Date Completed)	<b>Novavax</b> (Date Completed)	<b>J&amp;J</b> (Date Completed)	<b>Vaccine Management Plan</b> (Date Reviewed)

# Vaccine Storage and Handling

## Requirements

<b>Thermometers</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Vaccine storage units must have a continuous <a href="#">temperature monitoring device</a>. A temperature monitoring system or digital data logger (DDL) is required.</li> <li><input type="checkbox"/> One thermometer is required for each refrigerator, freezer and ultra-cold freezer storing vaccine.</li> <li><input type="checkbox"/> Have at least one backup temperature monitoring device in case a primary device breaks or malfunctions.</li> <li><input type="checkbox"/> Thermometers must be placed in a central area of the storage unit.</li> </ul>
<b>Storage Units</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Place a “<a href="#">Do Not Unplug</a>” sign by the electrical outlet used by each storage unit.</li> <li><input type="checkbox"/> Place a “<a href="#">Do Not Break Circuit</a>” sign on the circuit breaker and include breaker number along with contact name and phone number.</li> <li><input type="checkbox"/> Food or drinks are not allowed in a storage unit containing publicly supplied vaccine.</li> <li><input type="checkbox"/> Do not store vaccine in the door, vegetable bins, floor, or under the cooling vents of a storage unit.</li> <li><input type="checkbox"/> Dorm-style storage units are NOT allowed for vaccine storage.</li> <li><input type="checkbox"/> Do not use the thermal shipper for vaccine storage after vaccine arrives at your facility.</li> </ul>
<b>Temperatures</b>	<p><b>Pfizer</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Stay up-to-date regarding storage and handling recommendations with the most recent <a href="#">EUA for providers</a>.</li> </ul> <p>Refrigerator:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain refrigerator temperatures between <a href="#">36° F and 46° F (2°C and 8°C)</a> and set the unit to approximately 40°F (5° C) for the best safety margin.</li> </ul> <p>Ultra-cold:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain ultra-cold freezer temperatures between <a href="#">- 112° F and -76° F (-80°C and -60°C)</a> and set the unit to -94° F (-70°C) for the best safety margin.</li> </ul> <p><b>Moderna</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Stay up-to-date regarding storage and handling recommendations with the most recent <a href="#">EUA for providers</a>.</li> </ul> <p>Refrigerator:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain refrigerator temperatures between <a href="#">36° F and 46° F (2°C and 8°C)</a> and set the unit to approximately 40°F (5° C) for the best safety margin.</li> </ul> <p>Freezer:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain freezer temperatures between <a href="#">- 58° F and +5° F (-50°C and -15°C)</a> and set the unit to 0° F (-18°C) for the best safety margin.</li> </ul> <p><b>Novavax</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Stay up-to-date regarding storage and handling recommendations with the most recent <a href="#">EUA for providers</a>.</li> </ul> <p>Refrigerator:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain refrigerator temperatures between <a href="#">36° F and 46° F (2°C and 8°C)</a> and set the unit to approximately 40°F (5° C) for the best safety margin.</li> </ul> <p><b>Johnson and Johnson (Janssen)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Stay up-to-date regarding storage and handling recommendations with the most recent <a href="#">EUA for providers</a>.</li> </ul> <p>Refrigerator:</p>

	<ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain refrigerator temperatures between <a href="#">36° F and 46° F (2°C and 8°C)</a> and set the unit to approximately 40°F (5° C) for the best safety margin.</li> </ul>
<b>Temperature Monitoring</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Record Min/Max temperatures on temperature logs each day, preferably in the morning.</li> <li><input type="checkbox"/> If DDL does not display Min/Max temperatures, then record temperatures at the beginning and end of each clinic day.</li> <li><input type="checkbox"/> Download and review thermometer data at least once a week.</li> </ul>

## Recommendations and Best Practices

- Store vaccine in its original packaging.
- Store vaccine in the middle of the storage unit compartment, with space between vaccines and the side/back of the unit.
- Place water bottles and coolant packs in the storage units to help stabilize temperatures, unless otherwise stated by the storage unit manufacturer.
- Install locks on vaccine storage units, and place covers on electrical outlets to avoid disconnection from power.
- Allow only authorized personnel access to the vaccine supply.
- Check the temperature each time vaccines are accessed in the unit.
- Plug vaccine storage units directly into an outlet, preferably one storage unit per electrical outlet.
- Avoid using power outlets that can be tripped or switched off, including multi-outlet power strips (unless medical grade), outlets that can be activated by a wall switch, and/or built-in circuit switches (may have a reset button).

## Resource

- [CDC Storage and Handling Toolkit](#)

# Vaccine Transport

It is critical vaccine potency is always protected by maintaining the cold chain during transport of vaccines. Program guidelines for transporting vaccine and use of proper equipment must be followed when transferring, conducting off-site clinic and emergency transport.

Vaccine Transfer/Transport Equipment			
Type of Unit	Emergency Transport	Routine Transfer	Off-site Clinic
Portable Vaccine Refrigerator or Freezer	Yes	Yes	Yes
Qualified Container and Packout	Yes	Yes	Yes
<a href="#">Conditioned Water Bottle Transport System</a>	Yes	No	No
Hard-sided Cooler	Yes	No	No
Manufacturer's Original Shipping Container	Yes (Last resort only)	No*	No*
Pre-approval Required	No**	Yes	Yes

\*The original shipping container for ultra-cold COVID-19 vaccine can be used for transport.

\*\*Transporting vaccine during an emergency (e.g.: power outage) does not require pre-approval

## Vaccine Transport Requirements

- Use proper vaccine transport equipment (see table).
- Place the buffered thermometer probe inside the transport container with the vaccine.
- Monitor vaccine temperatures during transport with a digital data logger.
- Always stay with the vaccine during transport. Promptly place the vaccine into appropriate storage units upon arrival.
- When transporting vaccines in vehicles, use the passenger compartment and not the trunk.

## Vaccine Transfers

Vaccine transfers increase the risk of a temperature excursion and therefore are not a recommended practice. However, for orders smaller than the minimum order size or for large organizations whose vaccine is shipped to a central depot and requires redistribution to additional clinic locations, vaccine redistribution may be allowed with proper documentation and approval.

- Before COVID-19 vaccines can be transferred a [CDC Redistribution Agreement](#) must be on file for your facility.
- Follow vaccine transport guidelines for transfers (see above).
- Follow the [COVID-19 Vaccine Transfer Process](#) which includes instructions to submit and receive on-line transfers in the WA State Immunization Information System (IIS).

## Off-Site Vaccination Clinics

- Submit your [request](#) to the COVID-19 Vaccine Program for approval 24 hours before an off-site vaccination clinic.
- Follow the [Off-Site Vaccination Clinic Checklist](#), which includes requirements, best practices, and reference material.
- Follow vaccine transport guidelines for off-site clinics (see above).

# Shipping and Receiving

## Vaccine Delivery

- Contact the primary coordinator, back-up coordinator, or other individuals responsible for receiving the vaccine shipment.
- Inspect the container and contents for damage.
  - If the package and contents **ARE NOT** damaged – continue unpacking.
  - If the package or contents **ARE** damaged – **immediately** contact the vaccine distributor.
    - ✓ Label the vaccine **Do Not Use** and store under proper conditions.
- Open the package immediately and check the temperature indicators or shipping insert.
  - Vaccines ship with temperature indicators. Read the indicators to determine if vaccines were exposed to out of range temperatures.
  - If the indicators or shipping insert **ARE** within range/time – continue unpacking and store under proper conditions.
  - If the indicators or shipping insert **ARE NOT** within range/time – **immediately** contact the vaccine distributor.
    - ✓ Note the date, time, and temperature monitor reading.
    - ✓ Label the vaccine **Do Not Use** and store under proper conditions.
  - For additional information on specific delivery instructions for COVID-19 Vaccines see the [CDC Storage and Handling Toolkit](#): pg.52
    - ✓ Pfizer – Pg. 59
    - ✓ Moderna – Pg. 60
    - ✓ Janssen – Pg. 63
- Crosscheck package contents and expiration dates with the packing slip.
- Report any identified issues **immediately**. **The vaccine distributors for the COVID Vaccine Program must be contacted the same day the vaccine arrived from the carrier.**

<b>McKesson Specialty</b>	1-877-836-7123
<b>COVID-19 Vaccine Program</b>	360-236-3873 or <a href="mailto:COVID.Vaccine@doh.wa.gov">COVID.Vaccine@doh.wa.gov</a>

## Receive Vaccine

- Enter all vaccine inventory into the IIS by receiving vaccine shipments through the Inbound Order Screen. [Vaccine Ordering & Receiving Guide](#)

Staff Responsible for Vaccine Receiving	
Primary	
Back up	
Other	

# Ordering, Inventory Management, Reporting and Wastage

Accurate inventory management assures vaccine is available for patients when needed and prevents vaccine waste.

## Ordering and Tracking Inventory

<b>Ordering Vaccine</b>	<input type="checkbox"/> <a href="#">Vaccine Ordering and Receiving Guide</a>
<b>Inventory Management</b>	<input type="checkbox"/> Rotate stock every time an inventory is conducted so vaccine doses closest to expiration are used first. <input type="checkbox"/> Expired vaccines and diluents must be removed immediately from storage units to avoid inadvertently administering them. <input type="checkbox"/> Vaccine Lot Number and <a href="#">Expiration Date Look-up Tool</a> <input type="checkbox"/> Beyond Use Date Tracking Labels <ul style="list-style-type: none"> <li>○ <a href="#">Pfizer</a></li> <li>○ <a href="#">Moderna</a></li> </ul>
<b>Inventory Reporting</b>	<input type="checkbox"/> Capture vaccine administration data in the <a href="#">WAIS</a> within 24 hours of giving vaccine. <input type="checkbox"/> <a href="#">Reconcile</a> your inventory in the WAIS daily. <input type="checkbox"/> Report vaccine inventory to <a href="#">VaccineFinder</a> weekly. <input type="checkbox"/> Report your appointment availability to <a href="#">WA Health</a> as needed. <input type="checkbox"/> Report any suspected adverse events to <a href="#">VAERS</a> .
<b>Wasted Vaccine</b>	<input type="checkbox"/> <a href="#">How to Report Wastage of the COVID-19 Vaccine in the IIS.</a> <input type="checkbox"/> <a href="#">Avoiding COVID-19 Vaccine Waste</a> <input type="checkbox"/> Remove wasted, expired, and spoiled vaccine from vaccine storage units to prevent inadvertent administration to patients. <input type="checkbox"/> The COVID-19 Vaccination Provider Agreement states that providers should dispose of COVID-19 vaccine waste in accordance with local regulations and processes currently being used to dispose of regulated medical waste.

## Resource

- [IIS Training Materials Portal](#)



# Vaccine Emergency Plan

**Do not risk staff safety during an emergency.** Use common sense when attempting to protect vaccines. Use the following guidance for safeguarding vaccines in the event of an emergency, such as mechanical failure, power outage, natural disaster, or human error.

In an emergency, contact the following people in the order listed:

Name	Role/Responsibility	Phone #	Alt Phone #	E-mail Address
1.				
2.				
3.				
4.				

Does the facility have a generator? <input type="checkbox"/> Yes <input type="checkbox"/> No	If so, where is it located?
--	-----------------------------

It may be necessary to transport vaccines to an alternate storage location (e.g., a local hospital or another provider). Identify alternate location(s) that has vaccine storage units.

Alternate Facility	Address & City	Contact Name	Contact Information

Do you have a written agreement between you and your back-up facility?  Yes  No

Location of Back-up Temperature Monitoring Device:	
Location of Emergency Packing Supplies:	

## Useful Emergency Numbers

Service	Name	Phone #	Alt Phone #	E-mail
Utility Company				
Building Maintenance				
Building Alarm Company				
Refrigerator/Freezer Alarm Company				
Refrigerator/Freezer Repair				

## During an Emergency

Due to the risk to vaccines from improper packing and transporting, follow these instructions during an emergency to determine whether vaccines should be transported or sheltered in place.

Step	Description
1.	Do not open the unit.
2.	Place a "DO NOT OPEN" sign on vaccine storage unit(s) and leave door(s) shut to conserve cold air.
3.	Notify the emergency contacts.
4.	Note the time the outage started and document storage unit temperatures (CURRENT, MIN, and MAX).
5.	Assess the cause of the power failure and estimate the time it will take to restore power.
6.	<p>Take appropriate action.</p> <p><b>In the event of appliance failure:</b></p> <ul style="list-style-type: none"> <li>Place vaccines in an approved backup storage unit with a program compliant data logger, or transport vaccines to the designated alternate storage facility. (Refer to Vaccine Transport section for instructions.)</li> </ul>
	<p><b>In the event of thermometer failure:</b></p> <ul style="list-style-type: none"> <li>Place backup thermometer in storage unit.</li> <li>Monitor and continually document temperatures until thermometer is reading temperatures within required ranges.</li> </ul>
	<p><b>For power outages:</b></p> <ul style="list-style-type: none"> <li>Monitor storage unit temperatures.</li> <li>If temperatures near out of range conditions, or for outages that extend beyond the current business day, transport vaccines to the alternate storage facility. (Refer to Vaccine Transport section for instructions.)</li> <li>Monitor temperatures throughout transport and report any excursions. (Refer to <a href="#">Vaccine Temperature Excursion Guide</a>.)</li> </ul>
7.	Once power has been restored, follow the steps listed in After an Emergency section.

## After an Emergency

Follow these instructions after vaccine-related emergencies.

Step	Description
1.	Verify power is restored and storage units are functioning properly.
2.	Once vaccine storage unit temperatures have stabilized, notify the emergency contacts identified on the vaccine management plan.
3.	If vaccines were transported due to an emergency: <ul style="list-style-type: none"> <li>Follow the same transportation procedures and transfer vaccine back to original storage unit.</li> <li>If vaccines were kept within proper temperature during the power outage, notify supervisor that the vaccines may be used.</li> </ul>
4.	If vaccines were maintained within required temperatures: <ul style="list-style-type: none"> <li>Remove the "DO NOT OPEN" sign from storage unit(s).</li> <li>Notify supervisor that vaccines may be used.</li> </ul>
5.	If vaccines were exposed to out-of-range temperatures: <ul style="list-style-type: none"> <li>Store vaccine under proper conditions as quickly as possible.</li> <li>Label affected vaccines "Do Not Use."</li> <li>Follow the <a href="#">Vaccine Temperature Excursion Guide</a> and contact vaccine manufacturers to determine whether the vaccines are viable.</li> <li>Report incident to COVID-19 Vaccine Program at <a href="mailto:COVID.Vaccine@doh.wa.gov">COVID.Vaccine@doh.wa.gov</a> as soon as possible.</li> </ul>

In case of a temperature excursion, contact the manufacturers to determine vaccine viability	
<b>Pfizer:</b> 800-666-7248 <a href="mailto:cvgovernment@pfizer.com">cvgovernment@pfizer.com</a>	<b>Janssen:</b> 800-565-4008 <a href="mailto:jsscovidtempexcursion@its.jnj.com">jsscovidtempexcursion@its.jnj.com</a>
<b>Moderna:</b> 866-663-3762 <a href="#">Moderna Temperature Excursion Tool</a>	<b>Novavax:</b> 844-668-2829 <a href="http://www.NovavaxMedInfo.com">www.NovavaxMedInfo.com</a>

# COVID-19 Billing

Enrolled providers must administer COVID-19 Vaccine regardless of the vaccine recipient’s ability to pay the administration fee. Providers may seek appropriate reimbursement from a program or plan that covers COVID-19 vaccine administration fees for the vaccine recipient, but may not seek any reimbursement, including through balance billing, from the vaccine recipient. Providers cannot accept payment or donations.

## Billing for Administration Fees

<b>Medicaid Eligible</b>	<input type="checkbox"/> Cost of vaccine: Do not bill <input type="checkbox"/> Administration Fee: Bill Medicaid
<b>Uninsured</b>	<input type="checkbox"/> Cost of vaccine: Do not bill <input type="checkbox"/> Administration Fee: Do not bill recipient.*
<b>Underinsured</b>	<input type="checkbox"/> Cost of vaccine: Do not bill <input type="checkbox"/> Administration Fee: Do not bill recipient.*
<b>Fully Insured</b>	<input type="checkbox"/> Cost of vaccine: Do not bill <input type="checkbox"/> Administration Fee: Bill insurance, but do not bill vaccine recipient (ex. co-pay, balance billing)

\*If you have questions about covering the administration costs for patients without insurance, please reach out to [covid.vaccine@doh.wa.gov](mailto:covid.vaccine@doh.wa.gov). There may be opportunities for funding available.

Billing Contact Information		
Contact Name:	Phone Number:	Email
Contact Name:	Phone Number	Email

# COVID-19 Vaccine Transfer Tracking Form

# Appendix A

This form can be used as an optional resource for providers and depots during transfer of COVID-19 vaccine. Ensure that the transferring provider has a [Redistribution Agreement](#) approved by the Vaccine Program prior to transfer.

Date of Transfer:		Courier name:	
IIS Transfer Approval Number:			
<b>Transferring Provider Signature:</b>			
Transferring Provider:		PIN	
Contact Person:		Phone Number	
<b>Receiving Provider Signature:</b>			
Receiving Provider:		PIN	
Contact Person:		Phone Number	

<b>Vaccine Packaged Safely for Transport:</b>			
Vaccine transport supplies used*:			
Vials upright	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
Protected from light	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
Secure in pack-out	Yes	<input type="checkbox"/>	No <input type="checkbox"/>

\*Include make/model of qualified packout or portable unit

<b>COVID-19 Vaccines Transferred:</b>				
Vaccine Mfg/Presentation	Lot Number from Box	Beyond-Use Date	Number of Doses	Ancillary supplies Included
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>

**Note: Partially used vials cannot be transferred between providers.**

<b>Vaccine Transport Temperatures:</b>					
Temp. of vaccine at beginning of transfer:		Celsius	<input type="checkbox"/>	Fahrenheit	<input type="checkbox"/>
Temp. of vaccine at delivery:		Celsius	<input type="checkbox"/>	Fahrenheit	<input type="checkbox"/>
Min./Max. during transport:		Celsius	<input type="checkbox"/>	Fahrenheit	<input type="checkbox"/>
Total transport time:					