

# 2024 Annual Immunization Program Statewide Training FAQ's

General			
<p><b>Resources</b></p>	<p>Help Desk Information: M-F 8:00am – 5:00pm (Closed for lunch 12 – 1:00pm)</p> <ul style="list-style-type: none"> <li>• (833) 882-6454</li> <li>• <a href="mailto:NMSIIS.Access@doh.nm.gov">NMSIIS.Access@doh.nm.gov</a></li> <li>• <a href="https://vaxview.doh.nm.gov/">https://vaxview.doh.nm.gov/</a></li> </ul> <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><b>Does this training count toward recertification or any type of credit?</b></p>	<p>The 2024 Statewide Training is not mandatory but is highly recommended and does not count toward any credit or CEU's.</p> <p>Training does not take the place of NMSIIS Training or CHILe Training.</p> <ul style="list-style-type: none"> <li>• VFC requires CHILe Training to be taken annually from original training date.</li> <li>• NMSIIS Access requires NMSIIS Training completion with an 80% or higher and Certificate of Completion will be sent with further documents to be completed and submitted to the <a href="mailto:NMSIIS.Access@doh.nm.gov">NMSIIS.Access@doh.nm.gov</a> email.</li> </ul>		
<p><b>Immunization Program Contact Information:</b></p>	<p><b>Immunization Program Manager:</b>            Andrea Romero  <a href="mailto:Andrea.Romero@doh.nm.gov">Andrea.Romero@doh.nm.gov</a></p> <p><b>Adult Program:</b>            Vanessa Hansel  <a href="mailto:Vanessa.Hansel@doh.nm.gov">Vanessa.Hansel@doh.nm.gov</a>            Brandy Jones  <a href="mailto:Brandy.Jones@doh.nm.gov">Brandy.Jones@doh.nm.gov</a>            Veronica Rosales  <a href="mailto:Veronica.Rosales@doh.nm.gov">Veronica.Rosales@doh.nm.gov</a></p> <p><b>Compliance:</b>            Scarlett Swanson  <a href="mailto:ScarlettC.Swanson@doh.nm.gov">ScarlettC.Swanson@doh.nm.gov</a></p>	<p><b>VFC Program:</b>            Lynne Padilla  <a href="mailto:Lynne.Padilla-Truji@doh.nm.gov">Lynne.Padilla-Truji@doh.nm.gov</a>            Samantha Sanchez  <a href="mailto:Samantha.Sanchez@doh.nm.gov">Samantha.Sanchez@doh.nm.gov</a>            Carl Schoepke  <a href="mailto:Carl.Schoepke@doh.nm.gov">Carl.Schoepke@doh.nm.gov</a></p> <p><b>TransactRx:</b>            Grace Gonzales  <a href="mailto:Grace.Gonzales@doh.nm.gov">Grace.Gonzales@doh.nm.gov</a>            Kiana Vigil  <a href="mailto:Kiana.Vigil@doh.nm.gov">Kiana.Vigil@doh.nm.gov</a></p>	<p><b>NMSIIS Program:</b>            Katie Cruz  <a href="mailto:Kathryn.Cruz@doh.nm.gov">Kathryn.Cruz@doh.nm.gov</a>            Marlene Pena  <a href="mailto:Marlene.Pena@doh.nm.gov">Marlene.Pena@doh.nm.gov</a>            Felicia Martinez  <a href="mailto:Felicia.Martinez2@doh.nm.gov">Felicia.Martinez2@doh.nm.gov</a>            Marissa (Missy) Valenzuela  <a href="mailto:Marissa.Valenzuela@doh.nm.gov">Marissa.Valenzuela@doh.nm.gov</a>            Lyndsey Cordova  <a href="mailto:Lyndsey.Cordova@doh.nm.gov">Lyndsey.Cordova@doh.nm.gov</a></p>

# NMSIIS

<p>Can providers have manual entry access to update demographics only?</p>	<p>If the location that the provider is associated to is manual entry, then they can edit patient demographics. If the location that the provider 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 <a href="mailto:NMSIIS.Access@doh.nm.gov">NMSIIS.Access@doh.nm.gov</a> for the update to occur.</p>
<p>How do we update a last name change on a pediatric patient after they have been adopted?</p>	<p>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 <a href="mailto:NMSIIS.Access@doh.nm.gov">NMSIIS.Access@doh.nm.gov</a>. Any route of these requests will need to be submitted with adequate documentation attached. <i>Examples include, but not limited to: Birth Certificate, Adoption Court Decree, Marriage Certificate, Divorce Court Decree, Insurance Cards</i></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 patient’s 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. <a href="https://www.nmhealth.org/resource/view/1687/">https://www.nmhealth.org/resource/view/1687/</a> <a href="https://www.nmhealth.org/resource/view/1684/">https://www.nmhealth.org/resource/view/1684/</a> Federal agencies are not <b>required</b> to report vaccines but are encouraged to.</p>
<p>Who monitors providers that aren’t reporting doses in NMSIIS?</p>	<p>The NMSIIS Team. Please send an email to the <a href="mailto:NMSIIS.Access@doh.nm.gov">NMSIIS.Access@doh.nm.gov</a> email or to Katie at <a href="mailto:Kathryn.Cruz@doh.nm.gov">Kathryn.Cruz@doh.nm.gov</a> for trouble shooting and record keeping.</p>
<p>Do Regional Providers have access to the Forecaster tool?</p>	<p>Yes.</p>
<p>Is there a way to connect with surrounding states via IZ Gateway?</p>	<p>We are currently unable to connect with Texas because of their current vaccine platform. Our next steps are to connect with Arizona, Colorado, and Federal IHS.</p>
<p>Will this PowerPoint be available to view after the training?</p>	<p>Yes, the PowerPoint will be posted on our website along with the recordings and FAQ’s.</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.  <a href="https://nmsiis.health.doh.nm.gov/webiznet_nm/WebCode/Reports/ReportStream.aspx?REPORT_GUID=e87b253d-dd5f-e611-8136-001dd8001407">https://nmsiis.health.doh.nm.gov/webiznet_nm/WebCode/Reports/ReportStream.aspx?REPORT_GUID=e87b253d-dd5f-e611-8136-001dd8001407</a></p>
<p>How do input historical vaccines?</p>	<p>A quick reference guide on entering historical doses is available in the NMSIIS reports and documents section, titled “Adding Historical Vaccines to Immunization Record.”  <a href="https://nmsiis.health.state.nm.us/webiznet_nm/WebCode/Reports/ReportStream.aspx?REPORT_GUID=510711f4-ff2c-ec11-a83a-001dd8403623">https://nmsiis.health.state.nm.us/webiznet_nm/WebCode/Reports/ReportStream.aspx?REPORT_GUID=510711f4-ff2c-ec11-a83a-001dd8403623</a></p>
<p>Is there a way to pull in vaccines that were administered in another country?</p>	<p>Historical doses will not cross over until an administered vaccine for that location is submitted through the HL7 feed. If a patient needs vaccines added either the Help Desk (833-882-6454) can be contacted for a ticket to be placed, or you can submit an email request to this email account. (<a href="mailto:NMSIIS.Access@doh.nm.gov">NMSIIS.Access@doh.nm.gov</a>).</p>
<p>If we have a patient who is vaccinating on a different schedule than the recommended schedule—Do, they need to fill out an exemption during each encounter or would an annual exemption cover that?</p>	<p>Once a completed, notarized, original Certificate of Exemption Form is filed with the Department of Health, the Department has up to sixty days to notify the parent/guardian if the request is approved or denied.           If approved, the parent/guardian will receive two copies of the original form with a clear “Approved” check box, a signature from an officer of the Department, and an expiration date. The parent/guardian must take the Approved form to the child's school.           Exemption is active for one-year from approval date.</p>
<p>A lot of employees were removed from the drop-down list—How do we get them updated for our facility?</p>	<p>Requests for providers to be added to the clinic’s drop-down by contacting our Help Desk at 833-882-6454, or you can submit an email request to the <a href="mailto:NMSIIS.Access@doh.nm.gov">NMSIIS.Access@doh.nm.gov</a></p>
<p>If a provider only needs to be listed as an “Administering/Prescribing” provider, do they need to take the NMSIIS Training and sign NMSIIS User Agreements?</p>	<p>A provider will only need to complete NMSIIS Training and submit a Certificate of Completion along with their NMSIIS User Agreement if they require access to NMSIIS. If they are only listed as an “Administering/Prescribing” provider, an “In-Active” account for the provider will be created.</p>

## VFC/ Compliance

<p>What causes order denials and/ or an ECAP?</p>	<p>Order Denials: Temp logs not submitted/not submitted on time for 2 months in a row. Unreported temp excursions. New staff needing training. No current Provider Signing VFC Agreement. Not reconciling monthly, reconciling more than once in a month.</p> <p>eCAPs: Assigned to identify issues and concerns for education and correction to avoid situations meeting the definition of negligence and non-compliance.</p>
<p>Is there a password for digital signatures?</p>	<p>Yes. If you forget your password, you can reset it the same way you created it.</p>
<p>Do we have to check temps every day?</p>	<p>At least four days a week. Be sure to keep in contact with your Regional Coordinator.</p>
<p>Does a reconciliation need to be completed before a transfer is completed?</p>	<p>When maintenance is occurring, a reconciliation must be completed before the transfer and after the transfer.</p>
<p>If there is more than one back-up listed, how will it be listed on the VFC form?</p>	<p>There is extra space on the form to list additional backups.</p>
<p>When is the Provider Population due?</p>	<p>April 2024.</p>
<p>Is MenB listed as a recommended vaccine in NMSIIS?</p>	<p>Not currently. hopefully with future releases, it will be listed as a recommended vaccine for children.</p>
<p>If a vaccine is reconstituted correctly, do we waste it or return it?</p>	<p>Return as a spoiled vaccine, and make sure to note it on the return.</p>
<p>Is there any information on RSV vaccine for children?</p>	<p>Currently there is no vaccine for children, only a monoclonal antibody treatment to prevent infection.</p>
<p>How do we put a client in for vaccine recall?</p>	<p>As long as the patient does not have the “Do Not Include Patient in Reminder/Recall” check box selected, the patient is enrolled to receive their reminders.</p> <p>Example: Do Not Include Patient in Reminder/Recall <input type="checkbox"/></p>
<p>If a parent changes their mind about a vaccine after the vaccine has been reconstituted and, in a syringe, —Do we return them or enter as wasted?</p>	<p>The dose will be wasted as drawn up and not administered.</p>

<p>Why would the program “assume a typo” and disapprove an order instead of reaching out to the clinic first?</p>	<p>If a site normally orders “3 boxes” and then the next month puts “30” ... the program would assume they are not wanting 300 doses. Accidental over orders happen and are difficult to resolve, if we approve the order and send 300 doses instead of 30. Orders will only be reduced if contacted by the provider and can be taken on a case-by-case basis.</p>
<p>If a new staff member gets approved for Back-up Coordinator—Does their access automatically get updated, or what is the process?</p>	<p>A NMSIIS User Agreement will need to be completed with the updated information and request for Inventory Control access. Once the form is received, it will be processed in the order it is received. Please allow at least 72 business hours for completion.</p>
<p>When will the new CHILe Training be available?</p>	<p>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.</p>
<p>Is there a link to the training “You Call the Shots?”</p>	<p><a href="https://www.cdc.gov/vaccines/ed/youcalltheshots.html">https://www.cdc.gov/vaccines/ed/youcalltheshots.html</a></p>
<p>Does CHILe training need to be completed by all users?</p>	<p>When the updated CHILe Training is complete, ALL Primary and Back-up Coordinators along with Physician Signing providers need to complete the updated training.</p>
<p>Who needs to complete the “You Call the Shots” training?</p>	<p>Primary, back up and providers. It is recommended for all vaccinators.</p>
<p>At my site, digital signatures are through Foxit—Does it have to be Adobe?</p>	<p>No, as long as the digital signature is listed with a date and time stamp, Foxit PDF will suffice for digital signatures.</p>
<p>How often are orders reviewed for approval?</p>	<p>Provider orders are reviewed at least once a week. We are working on getting them reviewed three times a week.</p>
<p>If a return approval is pending through the end of our ordering window, can we get approval to order outside of our window, or do we have to wait until the next window opens?</p>	<p>Returns pending approval do not affect your ordering. If your return is IN WORK, or you have expired vaccines still in inventory, this will stop your reconciliation. For returns IN WORK, submit them to the VFC program using the SUBMIT TO VFC PROGRAM button in the return. To locate expired vaccines still in inventory, go to on-hand inventory and change the status to DEPLETED/EXPIRED. Search for expired doses still in inventory and add a new vaccine return to return these doses as well. Once this is done a new recon can be created, and once finished a new order can be created.</p>
<p>Sometimes, frozen vaccines must be entered manually. The hyperlink will appear days, or even a week after the vaccine. Why does this happen?</p>	<p>The hyperlinks can be dismissed if it comes after you have already manually entered into your inventory.</p>

Once a vaccine is reconstituted with the prefilled syringe, can we withdraw the vaccine into the same prefilled syringe and change the needle to administer?	According to Merck, yes.
Why would a return be done on a vaccine if it is thrown away?	It removes the vaccine from your NMSIIS inventory.
How does a facility get approved to order twice per month?	Contact Lynne Padilla with the VFC Program at <a href="mailto:Lynne.Padilla-Truji@doh.nm.gov">Lynne.Padilla-Truji@doh.nm.gov</a>
Is there a way to request expedited order reviews since there is no timeline for approvals?	CDC does not expedite orders unless it is for an outbreak.
If the facility is scheduled to order twice a month, but we don't need to order twice on a specific month—Do we still need to complete a reconciliation twice?	Yes, to keep your inventory consistent with your ordering cycle.
How would we reconcile if the vaccine is still showing in our inventory?	Vaccine inventory does not automatically deduct doses as you administer. Doses are removed after reconciliation. If your count in your on-hand inventory is not correct, doses must be administered on your next reconciliation. If there was a mistake on a previous recon, contact the help desk for assistance with corrections.
If I didn't receive my first shipping label and need another one, who do I contact?	Please contact our team at <a href="mailto:Vaccine.Orders@doh.nm.gov">Vaccine.Orders@doh.nm.gov</a>
If we had a circumstance where we had to submit a VFC Action Plan, how long does this stay on our record?	This is in reference to an eCAP- they are on the record for 12 months.

## Adult

What are ASP Vaccines? What are 317 Vaccines?	<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></p> <p><i>Example2: Self pay or Family Planning Supplemental insurance.</i></p>
What are the barriers with other states on adult vaccines?	What we gathered from our reverse site visit is that they aren't sure how to move forward with the Adult Vaccine Program to make it successful in their state.
I've noticed a decline in vaccinations among the adults—Is this statewide?	We are seeing it statewide, and we think it is due to vaccine burnout.
On 317 Vaccines—Can we vaccinate adult males with HPV vaccine?	Yes, uninsured/underinsured males up to the age of 26 can be vaccinated under the 317 program.
Where can we order the small yellow adult immunization cards?	<p>For sale by the Superintendent of Documents, U.S. Government Printing Office.  <a href="https://bookstore.gpo.gov/">https://bookstore.gpo.gov/</a>  Phone: 866-512-1800  Fax: 202-512-2104</p>
How often are adult orders approved? We have had orders pending that were submitted in the beginning of our window?	Orders are approved every Monday depending on availability.
Is there a way in NMSIIS to look up if you are a 317 Provider?	There is not a way on the user or providers side to look in NMSIIS on 317 provider status. If you are unsure if you are currently enrolled in the Adult Vaccines Program, you can contact our team by contacting our Help Desk at 833-882-6454, or you can submit an email request to the <a href="mailto:NMSIIS.Access@doh.nm.gov">NMSIIS.Access@doh.nm.gov</a>
Can we vaccinate private insured individuals whose insurance does not cover certain vaccines?	Yes, they would be considered, “underinsured” and qualify for 317 vaccines.
Do we send expired COVID vaccines back to the manufacturer or do we waste them?	Please send them back to the manufacturer. Do not waste them!
Are we able to order COVID vaccines all year round, or is it like flu?	COVID vaccines are available for order year-round.

Is there a limit on the amount of COVID vaccines, we can order?	You should order what you think you will need. Please do not order in excess, so we don't waste the vaccine.
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## Vaccines

If a baby is traveling to a state that is high in measles outbreaks, but they are not 12 months—Should they get vaccinated?	<p>For children under 12 months who are international travelers: People 6 months of age and older who will be traveling internationally should be protected against measles. Before any international travel: —Infants 6 through 11 months of age should receive one dose of MMR vaccine. Infants who get one dose of MMR vaccine before their first birthday should get two more doses (one dose at 12 through 15 months of age and another dose separated by at least 28 days). Before travel to areas experiencing a measles outbreak in the US, infants ages six through 11 months can receive one dose of MMR vaccine. Children who received MMR vaccine before age 12 months should be considered potentially susceptible to all three diseases and should be revaccinated with 2 doses of MMR vaccine, the first dose administered when the child is aged 12 through 15 months (12 months if the child remains in an area where disease risk is high) and the second dose at least 28 days later. Do not administer MMR vaccine to infants under 6 months of age. <a href="https://www.cdc.gov/mmwr/preview/mmwrhtml/rr6204a1.htm">https://www.cdc.gov/mmwr/preview/mmwrhtml/rr6204a1.htm</a></p>
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