COVID-19 Vaccine Transfers in VAOS

October 25, 2021
Vaccine Transfers in VAOS

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Keep in mind...

VAOS works best with **Chrome** as your browser.

Please **check your Spam** folder for emails from [noreply@salesforce.com](mailto:noreply@salesforce.com) as needed. You may also receive emails from [CDCCustomerService@McKesson.com](mailto:CDCCustomerService@McKesson.com).

If possible, flag these addresses as safe-senders to avoid emails being sent to Spam.

Regardless of the number of Providers or facility locations you are associated with, you will have **one set of login credentials**.
1: Transfer Requirements

What You Need to Know Before You Begin the Transfer Process
Before requesting to transfer vaccines, note that it is the responsibility of the *Transferring Provider* to ship or physically transport the vaccine *with ancillary supplies* while maintaining the cold chain. *Transferring Providers* are responsible for any costs incurred in transferring vaccines.

- **Vaccine Arrival at Provider Facility**
- **Vaccine Storage & Handling at Provider Facility**
- **Transferring Provider Ships or Transports Vaccine**
- **Vaccine Administration at Receiving Provider Facility**

*Transferring Provider responsible for maintaining the cold chain & including any ancillary supplies from the original order*

Before requesting a transfer, **verify that the facility you want to receive the vaccine is an approved COVID-19 Vaccine Provider**. COVID-19 vaccines may only be transferred to an approved COVID-19 Vaccine Provider.
Before submitting a request to transfer, you should coordinate with the Receiving Provider or facility so that you can submit their correct information – including their Provider PIN.
2: Initiating a Transfer

Making Your Transfer Request in VAOS
1. Log into VAOS at [https://texasvaccines.dshs.texas.gov/](https://texasvaccines.dshs.texas.gov/) and navigate to the Transfers & COVID Vaccine Requests tab.

2. Click **New**.
Create Vaccine Transfer Request

1. Select Vaccine Transfer Request.

2. Select Next.
Enter all mandatory information.

Vaccine transfer requests require a **Receiving Provider PIN**. Providers can find their Provider PINs on the **Account Details** page in VAOS.

The **Inventory Record** field refers to the Lot ID for the vaccine you want to transfer.

You will not be able to request to transfer more doses than your facility has available under the Lot ID.

You can verify the number of doses you have under a Lot ID by searching for the Lot ID. *(see next page for instructions)*
Enter Transfer Request Information

You can find your organization’s PIN in VAOS on the *Account Details* page.

Vaccines can only be transferred to an approved COVID-19 Vaccine Provider.

Use your Provider PIN and the PIN of the Receiving Provider. **Approved COVID-19 Providers will all have Provider PINs.**
1. To search for the inventory record, start by typing the Lot ID in the field. The associated *Inventory Record*, if available, will appear in the search results below. Select it.

2. Select the inventory item you wish to transfer and note the *Quantity On Hand* for that Lot ID. You will not be able to request to transfer more doses than is listed here.

3. Your selection will populate in the *Inventory Record* field back on the *Vaccine Transfer Request* page.
Enter Transfer Information

After completing all mandatory information, click **Save**.

Once your transfer request has been filled out and saved, a DSHS staff person will submit the required CDC Redistribution Agreement for e-signature through DocuSign.

Remember, you cannot request to transfer more doses than are available under your selected Lot ID/VI.
When a transfer request is been **submitted**, the **primary & backup vaccine coordinators at the Receiving Provider** will receive an email notification.

If you believe a transfer request has been submitted in error, contact Covid19VacShipments@dshs.Texas.gov
When a transfer is **approved**, the **primary & backup vaccine coordinators at the Receiving Provider** will receive an email notification. This can take up to one week after the transfer request is submitted.

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Dear Provider,

A request to transfer 100 doses of Moderna from Place 1 to Place 2 has been **approved**.

As the receiving provider, you are responsible for supporting the coordination of the physical transfer of the approved doses to [receiving provider account name]. You can view the relevant details of your vaccine transfer in the Texas Vaccine Allocation and Ordering System (VAOS) at [https://texasvaccines.ddhs.texas.gov](https://texasvaccines.ddhs.texas.gov). No action is required to confirm receipt of this transfer, your inventory will be updated automatically.

**Next Steps**
- Login to VAOS to view details of the transfer, which can be found under “Vaccine Shipments”
- Begin vaccinations as soon as possible after your facility receives your transfer of COVID-19 vaccines
- Report doses administered to ImmTrac2 and doses wasted to VAOS within 24 hours

You can find additional information about VAOS and how to use it on the [COVID-19 Vaccine Management Resources](https://texasvaccines.ddhs.texas.gov) site.

For questions about COVID-19 orders or the Vaccine Ordering and Management system, please contact [COVID19VacEnroll@dshs.texas.gov](mailto:COVID19VacEnroll@dshs.texas.gov).

Thank you.

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**Receiving Providers** do not need to confirm receipt of the transfer in VAOS. The inventory will update automatically.
3: Transfer Approval

Completing the CDC Redistribution Form and DocuSign Process
When you fill out the required CDC Redistribution Form for transfers between facilities, utilize *DocuSign* to sign the form electronically.

The form enables vaccine coordinators to enter the CMO title, License # (no need to enter “TX”), and Executive address details, so that the CDC form is fully populated before it is automatically routed to the CEO and CMO via email for electronic signature.

If your form is denied due to missing or incomplete information, you should create a new transfer request.
REMINDER: If you do not complete the CDC Redistribution Agreement through DocuSign within two weeks, your transfer request will be denied.

CDC Redistribution Form

CDC Redistribution Agreement must be signed for your service request to be approved with all forms completed correctly.

CDC Redistribution Forms submitted via email will not be accepted.
Reminders for new eSignature Process

The CMO will receive the DocuSign email first.

If the same person is listed as both CMO and CEO, they must sign, date, and submit the DocuSign form first as CMO, and then as CEO, for it to be reviewed. **This will be two separate submissions through two different links.**

You can change the CEO and CMO contacts in your Provider Enrollment by emailing COVID19VacEnroll@dshs.texas.gov.

You can check the status of your DocuSign signature under the VAOS “Service Requests” view.

Your transfer request will be denied if the CDC Redistribution form is **not properly signed and completed** by your CEO and CMO.

The DocuSign must include a signature and date for both the **CEO and CMO** to be approved.

If you do not complete both links, the status will remain “Delivered” and the transfer request will NOT process.
You can monitor the status of your transfer request in VAOS. The DocuSign Signature Status will indicate where your CDC Redistribution Form stands in the signature process.

<table>
<thead>
<tr>
<th>DocuSign Status</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Status (blank)</td>
<td>No document has been sent for signature</td>
</tr>
<tr>
<td>Sent</td>
<td>Document has been sent for signature, but not yet opened by both parties</td>
</tr>
<tr>
<td>Delivered</td>
<td>Document has been viewed by both parties, but not yet signed</td>
</tr>
<tr>
<td>Completed</td>
<td>Document has been signed by both parties</td>
</tr>
</tbody>
</table>
1. To view your detailed DocuSign status in VAOS, navigate to the Transfers & COVID Vaccine Requests tab.

2. From the drop-down menu, select Transfers and Returns.
3. The DocuSign status of your request will be listed in the far-right column.

4. To find more detail about this status, select the **Service Request Name** from the leftmost column.
New DocuSign Status Viewing

5. To view your DocuSign status from within the Service Request page, select **Related.** Then select **DocuSign Status.**

6. Select the Envelope# associated with the status you would like to view.

7. From here, you will be able to see what the DocuSign status is for each individual.
DSHS will review your transfer request *only after* the request to transfer is submitted with signatures from both CMO and CEO. The requesting person at the *Transferring Provider* will receive an email once the request has either been approved or denied.

Dear Provider,

Thank you for your transfer request submission. Your request to transfer 50 doses of COVID Adult from VO Test Provider to Person Test has been approved.

As the transferring provider, you are responsible for the physical transfer of the approved doses to Person Test. You can view the relevant details of your vaccine transfer, including the address and contact information for the receiving provider, in the Texas Vaccine Allocation and Ordering System (VAOS) at [https://texasvaccines.dshs.texas.gov](https://texasvaccines.dshs.texas.gov).

**Next Steps:**

1. In VAOS, navigate to Service Requests and download Vaccine Transfer form to view relevant details for the receiving provider
2. Contact the receiving provider to coordinate the transfer of doses
3. Ship or otherwise physically transfer doses to the receiving provider as soon as possible

You can find additional information about VAOS and how to use it on the [COVID-19 Vaccine Management Resources](https://dshs.texas.gov) site.

For any questions related to COVID-19 orders, or technical questions on how the Vaccine Ordering and Management system operates, please contact [COVID19VacEnroll@dshs.texas.gov](mailto:COVID19VacEnroll@dshs.texas.gov)
4: Coordinating a Transfer

Responsibilities of Transferring and Receiving Providers
If the transfer is approved, the **primary & backup vaccine coordinators at the Receiving Provider** will receive an email notification. This can take up to one week after the transfer request is submitted.

Dear Provider,

A request to transfer 100 doses of Moderna from Place 1 to Place 2 has been approved.

As the receiving provider, you are responsible for supporting the coordination of the physical transfer of the approved doses to [receiving provider account name]. You can view the relevant details of your vaccine transfer in the Texas Vaccine Allocation and Ordering System (VAOS) at [https://texasvaccines.dshs.texas.gov](https://texasvaccines.dshs.texas.gov). No action is required to confirm receipt of this transfer, your inventory will be updated automatically.

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Thank you.

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**Receiving Providers** do not need to confirm receipt of the transfer in VAOS. The inventory will update automatically.
1. To view information for the Receiving Provider, navigate to VAOS and select **Transfers & COVID Vaccine Requirements** to view your Service Requests.

2. Under the Service Requests drop-down menu, select **Transfers and Returns**.
Access Receiving Provider Information

Select the relevant *Service Request Name*.

<table>
<thead>
<tr>
<th>Service Request</th>
<th>Record Type</th>
<th>Transferring Provider</th>
<th>Receiving Provider</th>
<th>Status</th>
<th>Q</th>
<th>Vaccine Type</th>
<th>Reason for transfer</th>
</tr>
</thead>
<tbody>
<tr>
<td>SR-52724</td>
<td>Vaccine Transfer Request</td>
<td>Texas test</td>
<td>Texas test</td>
<td>New</td>
<td>10</td>
<td>Moderna</td>
<td>Other: I want to transfer vaccine doses to a partner...</td>
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<tr>
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<td>Texas test</td>
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<td>Moderna COVID-19 ...</td>
<td>Other: I can't store all the vaccine doses allocated ...</td>
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<tr>
<td>SR-52720</td>
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<td>Haltco Pharmacy</td>
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<td>Moderna COVID-19 ...</td>
<td>Other: I can't store all the vaccine doses allocated ...</td>
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<tr>
<td>SR-52676</td>
<td>Vaccine Transfer Request</td>
<td>Texas County Hospital's N...</td>
<td>New</td>
<td>100</td>
<td>Pfizer COVID-19 Vac...</td>
<td>Withdrawal from the COVID-19 Program</td>
<td></td>
</tr>
</tbody>
</table>
Access Receiving Provider Information

View the relevant Service Request Record and select **Download Vaccine Transfer Form** to view Receiving Provider Information.
Coordinating Transfer of Vaccine

As the **Transferring Provider**, your role is to:

- Ship or physically transport vaccine
- Maintain the cold chain
- Cover any costs incurred in the transfer of vaccines
- Include any ancillary supplies that were shipped with the original order

As the **Receiving Provider**, your role is to:

- Be prepared to receive and properly store the transfer
- Work with the Transferring Provider to coordinate a shipment of 2nd doses (if needed), as you will NOT automatically be shipped 2nd doses

COVID-19 vaccines may only be transferred to an approved COVID-19 Vaccine Provider.
Transfer Reports

Generating a Report of Previous Transfers in VAOS
1. Log into VAOS at [https://texasvaccines.dshs.texas.gov/](https://texasvaccines.dshs.texas.gov/) and navigate to the **Reports** tab.

2. Select **Doses Transferred Report** from the report dashboard.
Select Report Dates

1. Enter the date range you would like the report to capture.

2. Select **Fetch**.
1. Your report will populate in a table containing data from the date range you selected.

2. Select **Download Report** to export your report to a spreadsheet.
Questions?

Access Provider Support Resources Here or

Contact COVID19VacShipments@dshs.Texas.gov