This email is being sent to pediatric, family medicine, and other primary care providers that are not enrolled in CVMS.

NC Department of Health and Human Services

Good afternoon,

As a primary care provider or other outpatient provider in North Carolina, we would like to encourage you to enroll as a COVID-19 Vaccination Provider in North Carolina’s COVID-19 Vaccine Management System (CVMS). Everyone 16 and over is currently eligible for a COVID-19 vaccine. We want to ensure everyone who is currently eligible for and wants a vaccine has access to one. Let’s keep working together to get our vaccination rates as high as possible.

Currently, Pfizer is authorized for 16 and 17 year olds. We anticipate that the Pfizer COVID-19 vaccine may be authorized for adolescents 12 and over in the next couple of weeks. We are looking for your help to vaccinate North Carolinians 16 and older, as well as 12 – 15 year olds once they have been approved to receive the Pfizer vaccine.

North Carolina has shifted to a new allocation process where providers are asked to request the number of first doses of vaccine they would like for the coming week, with an opportunity each week to request more doses. There is no longer the 7 day requirement to use up all the first doses, and a provider can request doses on an as-needed basis. To be considered for additional requested doses, a provider should have administered at least 50% of the allocated vaccine.

Detailed steps on how to enroll your practice in CVMS can be found here on the NCDHHS website. A high-level overview of the steps your provider location will need to take to enroll are below:

- **Step 1**: Register your organization in the CVMS Provider Enrollment Portal.
- **Step 2**: Register each vaccine location and all prescribing providers who will administer vaccine.
- **Step 3**: Obtain NCID credentials.
- **Step 4**: Onboard your organization’s first healthcare location manager user.
  - This step is optional to complete in Step 1, while entering your location details in the CVMS Provider Enrollment Portal. If a Location Manager user was provided during enrollment, it does not need to be repeated.
- **Step 5**: Log into the CVMS Provider Portal.
  - Step 5 can only be done once all previous steps have been completed and your organization has been approved as a COVID-19 vaccination provider.

The process to become enrolled and activated can take up to two weeks depending on the completeness of the application, so now is a great time to get started. Please see the CVMS
Enrollment and Activation Process Roadmap for a condensed one-pager of all steps your provider location needs to take. If there is another practice partner in your community that is not yet enrolled in CVMS and should be prioritized, please reach out to your Immunization Branch Regional Nurse Consultant.

Once your practice is enrolled and activated in CVMS, your location will be able to request vaccine doses for the coming week. These emails are sent every Tuesday from vaccineinfo@dhhs.nc.gov with a request form to be filled out by Wednesday at 12PM ET. Again, there is no longer a requirement to use all doses within 7 days and providers can order more on an as-needed basis.

We realize that using all doses in the multi-dose vial can be a barrier to primary care. Every effort should be made to minimize leaving unused doses in a COVID vaccine vial. However, our top priority is to make vaccines easily accessible to North Carolinians in settings they trust, so that as many people as possible are vaccinated as quickly as possible. Providers are encouraged to accommodate walk-in appointments and to offer vaccines as part of a regular patient visits to provide the greatest flexibility and access to people wanting the vaccine. In these circumstances, getting vaccine to people who want the vaccine should be prioritized over ensuring that every dose is used in an open vial.

We also realize that as a primary care or other outpatient practice you may not have the capacity to receive and store shipments of Pfizer vaccine in the quantities in which it is ordered. To help support the vaccination effort, especially for adolescents for whom Pfizer is the only option, NCDHHS will be looking to engage community partners to help facilitate the ability for smaller practices to receive vaccine in lesser quantities than the current minimum shipment size. Please be on the lookout for more communications regarding this effort.

Thank you for your support,
NC Department of Health and Human Services

Please submit cases regarding COVID-19 vaccines and CVMS technology issues to the CVMS Help Desk Portal. Providers and organizations can also call the COVID-19 Vaccine Provider Help Center at (877) 873-6247 and select option 1 for COVID-19 questions (Monday – Friday 7:00 AM – 7:00 PM ET and Saturday – Sunday 10:00 AM – 6:00 PM ET).