ASIIS

Question: Does anyone use Office Ally with ASIIS? Can Office Ally interface with ASIIS?

> **Answer:** Office Ally is compatible. We are currently working on setting our Office Ally with ASIIS.
> - Start the HL7 connection request form here:
>   https://azdhs.gov/documents/preparedness/epidemiology-disease-control/meaningful-use/initial-interest-form.pdf

Question: Is anyone else finding that their inventories do not match what ASIIS says you should have? We have no vaccines left. Those that had be wasted were recorded appropriately, but ASIIS still says we have about 250 vaccines on hand. Not sure how to reconcile.

> **Answer:** Each patient record has to be linked to the doses in your inventory.
> How to add patients to ASIIS:
> https://azdhs.gov/documents/preparedness/epidemiology-disease-control/immunization/job-aids/how-to-search-add-edit-a-patient-record-in-asiis.pdf
>
> Some tips to make sure every record you report decrements:
> - Accept your order in ASIIS before you report patient records
> - Make sure you are using the **box** NDC code (**not the vial**) on the patient record

Question: We have our vaccines go electronically to ASIIS. Does the COVID vaccine go over the same or is there different information needed?

> **Answer:** You have to make sure you select *Publicly Funded* in the funding designation where you usually select *Private* or *VFC*. Those doses will transmit to ASIIS. Some EHR systems have all COVID doses auto transmit without having to select anything. Do a few test records to make sure and check to see if inventory is being decremented.

Question: If we give leftover vaccine to members of the community, so we don't have a chart already made for them in our EMR, do we need to create a chart to decrement properly? Or can we enter community member's info directly into ASIIS?

> **Answer:** You can enter directly into ASIIS for community members. Or see if your EMR will set up an "event" that won't add those to your regular patient panel.

Question: How can we join the ASIIS User Group?

Answer: link to survey to join the ASIIS User Group
https://www.surveymonkey.com/summary/cqkHBI0rOTYPWxTd26CYVhbEP_2B5yqOD9E1hLYhn_2BDRytJOT1BCNAc7YXoWcfaYqA?ut_source=my_surveys_list

Question: Are doses supposed to decrement?

Answer: Yes, if you link the patient record by the lot number of your doses in ASIIS and the NDC code on the box, when you report a record, the inventory will decrement.

Tips shared:
- I use the patient detail report in ASIIS (under *Report Module*) at end of the day to double check if patients went through in ASIIS and if the vaccines decremented (we are a VFC mobile kids clinic).
- All administered vaccine doses must be recorded in ASIIS using the "Add Administered" function and selecting a vaccine on the *Vaccination Detail Add* screen. This will ensure accurate linkage between the patient and the vaccine that was administered.
- If there are remaining doses, run the *Inventory Transaction Report*, *the Lot Recall Report* and *Patient Detail Report* for that lot number to determine why there are doses still reflected in the inventory.
- What we do is keep a list of patients, and if we need to check against ASIIS, we use that. I check ASIIS once I enter into chart.

Question: We often got more than 10 doses out of the vials, so you have to reconcile in ASIIS inventory. How do we reconcile?

Answer: Here is a link to how to change inventory based on extra doses:
https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/infectious-disease-epidemiology/novel-coronavirus/vaccine/correcting-negative-doses-covid-19.pdf?utm_medium=email&utm_source=govdelivery

Question: PAN is not showing up as an option in our funding source.

Answer: PAN Shows up in ASIIS, but on the EHR side, you will see *Public* under the funding source. Some EHR systems have all COVID doses auto transmit without having to select anything. Do a few test records to make sure, and check to see if inventory is being decremented.

Question: We are an FHQC, and we will be starting up soon. Can someone send the link to where I need to upload the vaccine information?

Answer: You report Federal/state/county supplied patient records to ASIIS. The Federal doses will also be reported to VTrCKS/HRSA by marking those doses as *Private* in your EHR. Once you begin to receive Federal doses, you will be sent the reporting links**.**

Question: Where can we get help on creating individual ID's for billing purposes for those with no insurance coverage?

   Answer: You can reach out to our billing policy specialist PattyG@tapi.org.

Question: Can you use the VFA ID for uninsured?

   Answer: You should use the other Public ID for COVID vaccine. Most EHRs have *Private, VFC, Public/317* for VFA, and *Public/other* for COVID.

Question: How do you enter a mass vaccine into ASIIS? I haven't seen that in the training.

   Answer: For ASIIS Training - https://aipo.myabsorb.com/#/login
   AIPO TRAIN has a training lesson on how to set up a mass immunization clinic with screenshots. First you need to enter all your vaccinators, all the facility information and make sure your vaccine lots have been accepted. Then, under *Main, Select Application* and choose *Mass Immunization.*

Question: We are using Redox. When the race is "other," it's coming up blank in ASIIS. Does it map on the text field or the ID? Ex. Text - Other / ID - 2131-1

   Answer: It is all dependent on how their EHR vendor, Redox, wants to map user defined value 2131-1 (PID-10). They would need to contact their EHR vendor. Ask vendor to use the values in the 2.5.1 IG1.5.

Question: Where do you add your vaccinators in ASIIS?

   Answer:
   1. Login to ASIIS
   2. Navigate to *Physicians & Vaccinators* tab
   3. Select *Navigate to Physicians & Vaccinators* tab
   4. Before adding a new physician or vaccinator, you must first conduct a search to make sure they have already been added to the application
   5. Under the list of physicians/vaccinators in the Search Results, click "Add"
   6. If you attempt to add a physician or vaccinator who is already entered in the application, a message appears indicating that they already exist
   7. After clicking "Add", the Physician/Vaccinator Maintenance [Add] page opens
   8. Enter as much information about the physician/vaccinator as possible (the required fields are in bold red text) and click "Save"

Question: What if patient doesn't want to share name, address, DOB, etc.? How do I report that dose to ASIIS?

> **Answer**: You don't have to report the record to ASIIS, but you do have to have the *ADHS Opt Out Form* in your records for dose accountability. (Some patients who don't want to give their name may choose to fill in form with X).
>
> Go into ASIIS inventory and make inventory adjustment based on patient opting out of ASIIS: https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/infectious-disease-epidemiology/novel-coronavirus/vaccine/correcting-negative-doses-covid-19.pdf?utm_medium=email&utm_source=govdelivery

Allocation

For Maricopa County questions about allocation email: covid19allocations@maricopa.gov

Ordering

Question: Who do we contact about order status? I placed an order for 100 vaccines 3/25 and haven't heard of approval/denial. Do we just wait?

> **Answer:** Your vaccine status is given via email or check with: covid19allocations@maricopa.gov

Question: How quickly will our order be acknowledged? Bidirectional vaccine registry in EMR (Eclinical works) is adequate reporting. Will it automatically deduct from the allotment?

> **Answer:** With using ECW, the HL7 does not always work properly and you will need to check the non-decrementing doses frequently.

Question: I ordered the vaccine last week and have not heard when I might get the vaccine. How long does it normally take. Should I reorder?

> **Answer:** You should get an email from your county health department with doses allocated.
>
> **Tips shared**:
> - There have been shipping delays, so keep an eye out. Orders usually arrive on Wednesdays
> - Others also said resubmit your order
> - Allow for vaccine delivery up to Wednesday of each week. It ships on Monday but may take longer. We had weather issues....

Question: We are almost done administering our 100 doses. When could we place another order for additional COVID-19 doses?

> **Answer:** Each county has a different system. Work through the process that you used to get the original doses. Orders for the state are placed weekly.

Billing/Reporting

Question: We are pediatrics and have no social security numbers for children. Is this needed?

> **Answer:** It is not required but helpful when submitting claims to the uninsured program and Medicare. Uninsured claims submission:
> https://coviduninsuredclaim.linkhealth.com/get-started.html

Question: What are you doing for those that don't have a SSN?

> **Answer:** You can still submit claims using the Medicare ID number or the generated member number you'll get from the uninsured program. SS# and/or DL is helpful but not required.

Question: On that note, "undocumented patients" have huge hesitancy receiving the vaccine because consent forms ask for name, address and date of birth in order to input into ASIIS. Any advice on how to address the hesitancy?

> **Answer:** Reassure everyone that the information is just used for their vaccine record so other offices know when they need their next dose. This is a national issue that has been brought to the CDC for clarification.

Question: Why don't they use the ASIIS ID number?

> **Answer:** The Social Security Number is used for billing insurance plans. The ASIIS ID is only used by ASIIS. Since not all state registries use the same ID format, they were not able to set up the uninsured claims submission using it.

Question: Can you please repeat the plans that should include SL modifier?

> **Answer:** Aetna/BCBS/Medicare needs SL modifier. **Do not include the SL modifier for AHCCCS plans.**

Question: Would someone be able to post the link to report to CDC inventory?

> **Answer:** Vaccine Finder https://covid.locating.health/login

Question: If we report to ASIIS, do we have to send to CDC?

Answer: You must report patient data and inventory to ASIIS and just daily inventory totals to CDC's Vaccine Finder. If you are an FQHC, you will have to report some Federal doses to HRSA as well.

Setting up a clinic

Question: Is there a checklist other than the CDC Best Practices for vaccine clinics?

Answer: We recommend the Maricopa County Module that has video clips showing how to set up a clinic and how to give shots: https://phonlinetraining.maricopa.gov/courses/community-immunizations/story_html5.html

Vaccination

Question: If and when we get our shipment, are we vaccinating office staff, if they haven't already received one outside our office?

Answer: Vaccinate your staff with your allocation, so they are protected while you set up clinics.

Patient Registration:

Question: If we are listed on the Vaccine Finder, will that automatically set up an appointment for vaccine?

Answer: On Vaccine Finder, you can sign your clinics up as open for the public or private. The national Vaccine Finder system does not let patients make appointments. You provide the link to your registration system.

The state Vaccine Management System (VMS) is a patient registration system. You can post your clinics & patients make appointments based on the timeslots you set up.

Question: I have vaccine. I have an event scheduled. I am having problems getting set up with the location map. Help!

Answer: Vaccine Management System (VMS)- Clinician Guide to patient portal and Help Desk 602.542.1000 https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/infectious-disease-epidemiology/novel-coronavirus/vaccine/clinician-user-guide.pdf

Best Practices:

Have a person dedicated to entering vaccine in ASIIS for your larger clinics doing 75-100 doses a day.

If everyone who put in immunizations would make sure the demographics and insurance info is updated every time they get a vaccine, it makes it easier.