If you have any questions, issues or requests, please go to the CVMS Help Desk Portal* at https://ncgov.servicenowservices.com/csm_vaccine

* On the home page of the CVMS Help Desk Portal, select the "Vaccine Provider" option to submit your question, issue, or request.

Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:
1. Register for an account on the portal by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, business e-mail, and your registration code
   NOTE: The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add “NCA” to the front of the six-digit PIN#)
   For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register: VAC2021
3. You will receive an e-mail with your username and temporary password to log into the portal
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In this user guide, we will discuss how to complete the executive review and signature during the CVMS Provider Enrollment Process.

The content included in this training is for the following roles: **CMOs** and **CEOs**

Additionally, you will need to:
- Use the latest version of Chrome, Firefox, or Safari
- Log into the CVMS Provider Enrollment Portal ([https://covid-enroll.ncdhhs.gov/](https://covid-enroll.ncdhhs.gov/))

Now, let’s get started!
Provider Enrollment Process Overview
The COVID-19 Vaccination Program Provider Enrollment Process takes place in the **CVMS PROVIDER ENROLLMENT PORTAL**. The CVMS Provider Enrollment Portal is a cloud-based solution.

**Start**
- Provider Enrollment

**Section A**
- (Organization Administrator)
  - Organization Details
  - Location(s) Contact Information
  - Responsible Officer

**Section B**
- (Vaccine Coordinator)
  - Location Details
  - Practicing Provider Details
  - Vaccine Shipping/Storage Details

**End**
- Responsible Officer E-signs

**Additional Resources**
- Provider Enrollment Portal (link to the portal included in the email inviting you to register)
- Provider Enrollment Checklist - [https://immunize.nc.gov/providers/covid-19training.htm](https://immunize.nc.gov/providers/covid-19training.htm)

**Relevant Roles**
- Organization Administrator
- Vaccine Coordinator
- Responsible Officer (CEO and CMO)
A provider is anyone who provides and administers healthcare services.

- Pharmacies
- Community health centers
- Hospitals
- Clinics
- Long-term care facilities
- Acute care hospitals
- Urgent care clinics
- Other medical care facilities

**Organization Administrator**
- Completes Section A for the entire organization.

**Vaccine Coordinator**
- Completes Section B for their assigned location(s)
- On-site at the location

**Chief Executive Officer (CEO)**
- Reviews and signs on behalf of all locations within the organization

**Chief Medical Officer (CMO)**
- Reviews and signs on behalf of all locations within the organization
# Provider Enrollment Role Checklist

**COMPLETE THE CHECKLIST below for EACH ROLE that you serve in your organization**

<table>
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<tr>
<th>Role</th>
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| **Organization Administrator** | - Register for a Provider Enrollment account  
- Mark if your organization is a Redistribution Participant  
- Add all locations  
- Add your organization’s CEO  
- Add your organization’s CMO  |
| **Vaccine Coordinator**     | - Register for a Provider Enrollment account via the link in the welcome email  
- Upload pictures of the interior and exterior of your storage units  
- Input all practicing providers at your location  
  **For locations with at least 25 practicing providers:**  
  - Request & return the Provider Bulk Upload Template to CVMS Help Desk Portal at [https://ncgov.servicenowservices.com/csm_vaccine](https://ncgov.servicenowservices.com/csm_vaccine)  
  - Review and sign the CDC COVID-19 Vaccination Program Provider Agreement  
  - If applicable, review and sign the CDC Supplemental COVID-19 Vaccine Redistribution Agreement  |
| **Chief Executive Officer (CEO)** | - Register for a Provider Enrollment account via the link in the welcome email  
- Review and sign the CDC COVID-19 Vaccination Program Provider Agreement  
- If applicable, review and sign the CDC Supplemental COVID-19 Vaccine Redistribution Agreement  |
| **Chief Medical Officer (CMO)** | - Register for a Provider Enrollment account via the link in the welcome email  
- Review and sign the CDC COVID-19 Vaccination Program Provider Agreement  
- If applicable, review and sign the CDC Supplemental COVID-19 Vaccine Redistribution Agreement  |
Completing the Responsible Officer Review & Sign Process
Provider Enrollment Workflow – Providing E-Signature

1. Responsible Official (CEO, CMO) logs in to the CVMS Provider Enrollment Portal
2. CEO and CMO reviews submitted organization information
3. CEO and CMO provide e-signature to approve submitted information
4. CEO and CMO review the CDC Supplemental COVID-19 Vaccine Redistribution Agreement*
5. CEO and CMO provide e-signature for the CDC Supplemental COVID-19 Vaccine Redistribution Agreement*

*Skip if the Organization Administrator did not indicate that the organization is not a redistribution participant.

If any changes are made to Section A or Section B after your organization is approved and the CEO / CMO signatures are provided, the organization must be re-approved and CEO / CMO signatures will be required again.

Audience
- CEO
- CMO

Time Estimate
- <20 minutes to enter information
Step 1 of 6: Log into the CVMS Provider Enrollment Portal Responsible Officer Log-in

Once you are ready to review and sign the **CDC COVID-19 VACCINATION PROGRAM PROVIDER AGREEMENT** and the **CDC SUPPLEMENTAL COVID-19 VACCINE REDISTRIBUTION AGREEMENT** (if applicable) for your organization, navigate to the CVMS Provider Enrollment Portal.

It is **RECOMMENDED** that you **DO NOT COMPLETE THIS STEP** until your Organization Administrator and Vaccine Coordinator have **FULLY COMPLETED SECTION A AND SECTION B**.

1. Enter your **USERNAME**
2. Enter your **PASSWORD**
3. Click **LOG IN**

**Tips**

- Link to the portal included in the email inviting you to register.
- Review the [CVMS Provider Enrollment Account Registration and Password Reset User Guide](https://immunize.nc.gov/providers/covid-19training.htm) if you do not have an account, which is located on the NC Immunization Branch website.
After logging in, you will see a message appear with a few IMPORTANT REMINDERS about the ORGANIZATION AGREEMENT REVIEW PROCESS. The Organization Agreement Process will work similarly for BOTH CMOs and CEOs.

1. Read the REVIEW

2. CLOSE the window
Step 3 of 6: Provide an e-Signature - CDC COVID-19 Vaccination Program Provider Agreement

After closing the message, you will be able to review the **CDC COVID-19 VACCINATION PROGRAM PROVIDER AGREEMENT** and your **ORGANIZATION INFORMATION**. After reviewing the agreement and all provided details, you can **E-SIGN THE DOCUMENT.**

1. **REVIEW** the agreement and organization details
2. **DRAW YOUR SIGNATURE HERE**
3. Click the **ADOPT AND USE**
4. Click **NEXT**
If your Organization Administrator indicated that your **ORGANIZATION IS A REDISTRIBUTION PARTICIPANT**, you will see the CDC SUPPLEMENTAL COVID-19 VACCINE REDISTRIBUTION AGREEMENT.

If you are not a redistribution participant, continue to the next step.

1. **REVIEW** the agreement and organization details
2. **DRAW YOUR SIGNATURE HERE**
3. Click the **ADOPT AND USE**
4. Click **NEXT**
Once you are **DONE REVIEWING AND SIGNING** the appropriate agreement for your organization, the provider enrollment **PROCESS IS COMPLETE**.

*If any changes are made to Section A or Section B of after your organization is approved and the CEO / CMO signatures are provided, the organization must be re-approved and signatures will be required again.*

If **YOU ARE BOTH THE CEO AND CMO**, continue to the **NEXT STEP**.
If YOU ARE BOTH THE CEO AND CMO, you can COMPLETE ALL THE SAME STEPS for the REMAINING ROLE.

You will be able to complete the remaining steps using the navigation bar the top of your page.

1. If you completed the CMO review / signature, click CEO REVIEW/SIGN at the top of your page
2. If you completed the CEO review / signature, click CMO REVIEW/SIGN at the top of your page
Appendix
Organization Status Notification

Your Organization Administrator, CEO, and CMO will receive an **EMAIL NOTIFICATION** once the status of your organization changes to **APPROVED** or **REJECTED**. Rejected statuses will generate an email with the **REASON FOR REJECTION**.

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**Sandbox: Provider Enrollment Complete + Next Steps for CVMS Activation**

**Covid19 Vaccine Management Enrollment Team <coviderroll@dhhnsnc.gov>**

**Wed, Feb 3, 2021 at 4:19 PM**

Dear COVID-19 Vaccine Provider Applicant,

The purpose of this memo is to confirm your enrollment in the Centers for Disease Control and Prevention (CDC) COVID-19 Vaccination Program in North Carolina and provide next steps for activation in the COVID-19 Vaccine Management System (CVMS). Your CDC COVID-19 Vaccination Program Provider Agreement and Provider Profile have been reviewed and accepted. Now that you have enrolled, you can complete the activation process in CVMS. **You do not have access to CVMS until you are enrolled AND you complete the activation process.** CVMS activation is required for all sites that will receive COVID-19 vaccine (either as direct allocation or transferred vaccine from another enrolled provider), but does not guarantee vaccine availability. If you have already started the activation process, please use the steps below to complete activation.

As a reminder, providers must be able to meet all participation requirements outlined in Section A of the CDC COVID-19 Vaccination Program Provider Agreement. Below is a summary of the information you provided and the status of each location:

- Number of Locations requested: 2,
- Number of Locations approved: 1,
- Number of Locations rejected: 1,
- Number of Practicing Providers requested: 7,
- Number of Practicing Providers approved: 2,
- Number of Practicing Providers rejected: 0.

Please ensure that any changes to Section B of your CDC COVID-19 Vaccination Program Provider Agreement and Provider Profile are updated in within 30 days. If there is a change to the signing Chief Medical Officer (or equivalent) and/or Chief Executive (or Fiduciary) Officer, the North Carolina Immunization Branch must be notified immediately.
Additional Notes

Key Items:

- **Hyperlinks** appear as light blue and will provide additional information or navigation.
- *Asterisks* are used to denote required information.
- A Toggle can be clicked to see selectable options.
- A Pen can be clicked to make edits to the field.
- Navigation Buttons can be clicked on to progress to the “next” or the “previous” step in a task.
- A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

Contact Information:

- All questions should be directed to the CVMS Help Desk Portal at [https://ncgov.servicenowservices.com/csm_vaccine](https://ncgov.servicenowservices.com/csm_vaccine).

Supported Web Browsers:

- Please use the latest version of Chrome, Firefox, Edge Chromium, or Safari browser to access CVMS.
- For more information on approved browsers, see [https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5](https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5)
- Note: Internet Explorer and Edge (Non-Chromium) browsers are not supported.
## User Guide Change Log

### Key Items:
- **Date of Change:** Date that any updates were made to the User Guide
- **Changes Made:** Summary of the updates made within the User Guide
- **Impacted Slides:** Specific slides that were updated or changed
- **Author:** The user that made the updates to the User Guide

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<tr>
<td>1</td>
<td>12/14/2020</td>
<td>• Original version</td>
<td></td>
<td>Kevin Kauffman</td>
</tr>
<tr>
<td>2</td>
<td>12/31/2020</td>
<td>• Removed link to the Provider Enrollment portal</td>
<td>4, 6</td>
<td>Simon Couderc</td>
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<td>3</td>
<td>1/7/2020</td>
<td>• Removed any mention of the 2 CVMS Help Desk emails. Added TIPS mentioning retired emails. Added Service Now Portal information.</td>
<td>1, 2, 4, 8, 12, 13, 18, 19</td>
<td>Courtney Seward</td>
</tr>
<tr>
<td>4</td>
<td>2/11/2021</td>
<td>• Took out any mention of the covidhelp email</td>
<td>4, 8, 12, 13, 18</td>
<td>Courtney Seward</td>
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