

2025 Annual Immunization Program Statewide Training FAQ'S

General			
Resources	<p>Help Desk Information: M-F 8:00am-5:00pm (Closed for lunch 12-1:00pm)</p> <ul style="list-style-type: none"> • (833) 882-6454 • NMSIIS.Access@doh.nm.gov • https://vaxview.doh.nm.gov <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>		
Does this training count toward recertification or any type of credit?	<p>The 2025 Statewide Training is not mandatory but is highly recommended and does not count toward any credit or CEU's. Training does not take the place of NMSIIS Training, CHILe Training, or You call the shots Training.</p> <ul style="list-style-type: none"> • VFC requires CHILe Training and You Call The Shots Modules 10&16 to be taken annually from original training date. • 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 NMSIIS.Access@doh.nm.gov email. 		
Immunization Program Contact Information:	<p>Immunization Program Manager: Andrea Romero Andrea.Romero@doh.nm.gov</p> <p>Adult Program: Vanessa Hansel Vanessa.Hansel@doh.nm.gov Bianca Gonzales BiancaD.Gonzales@doh.nm.gov Brandy Jones Brandy.Jones@doh.nm.gov Veronica Llamas veronica.llamas@doh.nm.gov</p> <p>Compliance: Scarlett Swanson ScarlettC.Swanson@doh.nm.gov</p>	<p>VFC Program: Lynne Padilla Lynne.Padilla-Truji@doh.nm.gov Daisy Lujan Daisy.Lujan@doh.nm.gov VFC.Health-Educator@doh.nm.gov Carl Schoepke Schoepke@doh.nm.gov</p> <p>Transact Rx: Kiana Vigil Kiana.Vigil@doh.nm.gov Marissa Estrada Marissa.Estrada@doh.nm.gov</p>	<p>NMSIIS Program: Kathryn Cruz Kathryn.Cruz@doh.nm.gov Marlene Peña Marlene.Pena@doh.nm.gov Samantha Sanchez Samantha.Sanchez@doh.nm.gov Felicia Martinez Felicia.Martinez2@doh.nm.gov Marissa (Missy) Valenzuela Marissa.Valenzuela@doh.nm.gov Nathaniel Webb Nathaniel.Webb@doh.nm.gov</p>

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Regional Offices Contact Information	REGIONAL OFFICES				
	Metro	Northwest	Northeast	Southeast (a) (b)	Southwest
	Bernalillo, Sandoval, Valencia, Torrance	Cibola, McKinley, San Juan	Colfax, Guadalupe, Los Alamos, Mora, Rio Arriba, San Miguel, Santa Fe, Taos, Union, Harding	A-Eddy, Lea, Lincoln, Chaves, B-Quay, Roosevelt, Curry, De Baca	Catron, Doña Ana, Grant, Hidalgo, Luna Otero, Sierra, Socorro
	Immunization Coordinators: Erica Flores, RN 505-709-7866 Erica.Flores@doh.nm.gov Crystal Trujillo, RN 505-709-7811 Crystal.Trujillo@doh.nm.gov Melissa Padilla 505-670-0153 Melissa.Padilla@doh.nm.gov	Health Educator: Angelica Torres Phone 505-534-0865 Angelica.Torres@doh.nm.gov	Immunization Coordinator: Vacant Health Educator: Vacant Immunization Clerk: Renee Encinias 505-476-2622 Renee.Encinias@doh.nm.gov	Immunization Coordinator: Kelly Bassett, RN 575-288-9618 Kelly.Bassett@doh.nm.gov Immunization Coordinator: Zach Washington, RN 505-222-9011 Zachariah.Washington@doh.nm.gov Immunization Clerk: Theresa Rubio 575-288-9463 Theresa.Rubio@doh.nm.gov	Immunization Coordinator: Vacant Immunization Coordinator: Kimberly Orozco, RN 575-528-5186 Kimberly.Orozco@doh.nm.gov

Updated 1/2025

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NMSIIS	
Can we query other states for Immunization records via the IZ Gateway?	NMSIIS has automated jobs that run each day that query the jurisdictions that NM is connected with via the IZ Gateway. These queries specifically look at patients with residence addresses (either current or historical) in other states. For instance, if a student has a historical address in Colorado, then NMSIIS will query the Colorado IIS to import the student's immunization record. This is to help ensure that the immunization records in NMSIIS are as complete and accurate as possible, eliminating the need to enter historical doses from a paper record.
Which jurisdictions is NMSIIS connected to via the IZ Gateway?	NMSIIS is connected to multiple IIS from other jurisdictions including Colorado, Kentucky, Kansas, Delaware, Connecticut, Nevada, Utah, Oklahoma, Arkansas, Missouri, and Oregon. NMSIIS is also connected to the federal Veteran's Health Association (VHA) system via the IZ Gateway.
What do we do if we know of providers that aren't reporting to NMSIIS after administering vaccines?	Let the IIS program, or Kathryn Cruz (Kathryn.cruz@doh.nm.gov), and we will reach out to them. We start with an educational letter to help the provider understand the reporting requirements as well as identifying and resolving barriers to reporting. If the issue remains unresolved, we will move onto legal action, which can include monetary fines, if they still refuse to report.
How do federal changes in exemption processes impact state processes for exemptions?	So far, they don't. We have been told to continue processes as business as usual. We allow medical and religious exemptions only and exemptions are allowed for day care-12 th grade of 0-18 years old. If an adult needs an exemption for work or university, they need to work with those entities to complete an exemption. If it is a 19-year-old who is in 12 th grade in NM, we would manage that exemption through NM DOH IZ Program. If it is a 19-year-old who needs an exemption to attend UNM, they would work with UNM to obtain the exemption.
Who do contact if a new staff member needs to access to NMSIIS?	NMSIIS.Access@doh.nm.gov
If a parent/guardian refuses to vaccinate to their child for routine childhood vaccinations, will that go against the clinic that the child goes to?	No. If a parent/guardian refuses to vaccinate their child, please refer them to our website to complete a vaccine exemption certificate (https://www.nmhealth.org/about/phd/idb/imp/siis/school/)
How many times can a parent send an exemption form for a child?	There is no limit to vaccine exemptions that can be submitted. Approved vaccine exemptions are valid for one (1) year.
Does the exemption form need to be signed by the parent/guardian?	Yes, the vaccine exemption form must be signed by a parent/guardian in the presence of the Notary Public.

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What does clinical staff need to do if there are duplicate profiles in NMSIIS- can the clinic themselves merge the profile?	<p>There are several options:</p> <ol style="list-style-type: none">I. Contact the NMSIIS Help desk 833-882-6454 and a staff member can merge the profiles.II. Email the NMSIIS staff at NMSIIS.Access@doh.nm.gov and a staff member can merge the profiles.III. Mark the profiles as duplicates and the NMSIIS staff will merge the profiles (instructions for making a profile as a duplicate are in the NMSIIS Report Module under “NMSIIS Duplicate Identification Process”)
If we accidentally report a dose to NMSIIS with the incorrect information, do we delete it or fix it?	Contact the NMSIIS Help Desk (833-882-6454) or email NMSIIS.Access@doh.nm.gov and we can delete it for you so you can resubmit the correct dose/information.
Do vaccine exemption forms have to be notarized for both religious and medical exemptions?	Yes.

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VFC/Compliance	
During a power outage, a return was rejected because the TSR dates didn't match the return, since the expiration dates has been extended. What do I do then?	You can update the expiration dates through an inventory line edit to ensure that the TSR always matches the return. If you only need to edit the expiration dates for some of the vaccines, contact your Regional Coordinators for assistance.
For COVID doses that are ready to expire, can they be transferred?	Yes.
Do you always have to do an adjustment to an inventory line after a return?	No, NMSIIS will automatically adjust the doses out of the inventory line after a return is completed and approved.
Do PSA's have to take the CHILe training?	Yes.
Do both the Primary and Back-up have to acknowledge receipt of the VFC manual?	Yes, every primary, back-up and PSA for each location need to upload an acknowledgement of the receipt of the VFC manual.
Where are the VFC recertification dates located?	On the VFC calendar located in NMSIIS/Reports Module.
For VFC re-enrollment, do the #s submitted need to be 100% accurate?	Not 100% accurate but as close as possible. Funding split is most important.
PHO's get sent their VFC patient count numbers from Katie?	Yes, We send them their numbers for recertification.
Is the CHILe training good for a year from when it was taken, or does it need to be done each calendar year?	If taken in Nov 2024, it's good until Nov 2025. Won't need to re-take or re-upload.
What is recertification time period for this year?	Recertification will open from March 31-April 30. Instructions were sent out on 3/31/2025.
How often are recertifications and provider population reports due?	Recertification is done every 2 years and provider populations are due every year.
When I am putting together my emergency plan, my backup might have the same issues we have for emergency management. Should we have a plan C?	Yes.
How can I know who has my clinic/location listed as a back-up?	It is each providers responsibility to contact their back-up clinics prior to adding them as a back-up to ensure that they can hold their vaccines for an emergency situation.
When changing our physician signing, do they need to do any trainings or uploads?	Yes, CHILe training, You Call the Shots Modules 10 & 16, Sign Acknowledgement form.

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Is there an amount as far as wastage as to how many vaccines can be wasted?	Overall vaccines throughout the program, we try to avoid wasting any vaccines if possible.
Can I print the count sheet several times?	Yes.
What is the turnaround time for response for TSR's?	It varies for each TSR, depending on the complexity of the excursion and information given from the provider, also sometimes the manufactures can take a bit to send back the information needed for determining viability of the vaccines.
How do you update the prescribing staff?	Send a screenshot to Felicia Martinez at Felicia.martinez2@doh.nm.gov also, when sending the screenshot let Felicia know which staff needs to remain, be added or removed.
I am a provider and a Primary Coordinator, My access to order has been removed, who can help me with getting my access back?	Call, 833-882-6454 or email Felicia Martinez at Felicia.martinez2@doh.nm.gov .
How often do the Emergency management plans need to be updated?	All management plans must be updated annually and when there are staff changes.
When is the digital timestamp required?	The digital timestamp is required for all VFC forms
Why do Orders get reduced?	VFC uses the ordering formula located on pg. 47 of the VFC Provider Manual.
What do we do id Dr. Durham has not signed our recertification Who do we contact?	All PHO completed recertifications need to be sent to Lynne.padilla-truji@doh.nm.gov . Lynne will then send them to Dr. Durham for her signature and submittal.
Can there be more than one Physician Signing as a back-up?	VFC requires ONE Physician Signing Agreement, One Primary coordinator, and at least one Back-up, but the same person can not be all three.
Do Back-up coordinators have access to everything in NMSIIS like the Primary?	Yes.
What are the business hours for the VFC program to contact for any issues or emergencies?	8:00am-5:00pm
For recertifications, updating emergency stuff, does the Medical Director have to do all those trainings as well?	Yes, this is a new requirement located in the VFC Provider Manual on page 30.
What are the dates for the re-cert and where can I find them?	Go to NMSIIS/Reports Module- VFC Calendar (Jan-June). Recertification dates are from March 31-April 30 2025.
How do I pull population #'s for recertification?	VFC Category Patient count Report-Data Entry Providers

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Is the process the same with volunteer inactivation vs. being inactivated by the VFC Program?	Yes, An inactivation form must be filled out from the provider and all vaccines will be transferred to another VFC provider.
If data logger stops working will the serial number be different?	No, the serial number will not change if the data logger stops.
What does the Fahrenheit need to be set for a refrigerator?	36°F- 46°F
We had a battery symbol pop up on our data logger. What do we need to do?	There is a step-by-step guide in NMSIIS reports to help change out batteries for data loggers and reconfigure the data logger after changing the battery out.
When do providers have no temperature readings?	When a provider forgets to restart their data logger after uploading the temperature readings.
What is the difference between a battery pack and a back-up Generator?	These are both different types of generators. One is battery powered, and one runs off gasoline. If you facility has a gasoline-powered generator, there must be sufficient fuel on hand to continuously run the generator for at least 72 hours. Battery backup power sources and generators should be tested quarterly and serviced annually.
Is there only supposed to be one battery pack per refrigerator?	I am not sure what this is referring to- If this is in reference to battery back up generators, they are not required.
Can VFC update some of the sections on the Management forms to allow more space to type information, box fields are too small?	Yes.
Who is an Immunization champion?	Someone during the IQIP visit that is identified as the knowledgeable and capable resource. Probably the primary or back-up coordinator.
For those managing temperature logs, do they have to do the You Call the Shots annually?	Yes, they should complete Modules 10 & 16 annually.

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Adult	
Where do providers go to locate a vaccine for uninsured or underinsured populations?	Go to NMhealth.org , vaccine finder will help find a vaccine, but we don't have it for uninsured or underinsured. We recommend PHO's for uninsured or underinsured.
Can Jynneos be ordered in NMSIIS now?	Yes. It can only be ordered under ASP for the Public Health Offices.
Can Jynneos be ordered frozen, or only refrigerated?	(The manufacturer recommends frozen because then the vaccine viability last much longer). It can only be ordered refrigerated.

Perinatal Hep B/Adolescent HPV/ RSV	
Is there a specific gestation recommendation for Hep B in pregnant people?	There are no specific gestation/timing recommendations for the Hep B vaccine during pregnancy, only that if they are not already vaccinated with hepatitis B vaccine, they should be vaccinated in pregnancy. (CDC) I. Heplisav-B and PreHevbrio are NOT indicated for use in pregnant people due to lack of safety data. II. Engerix- B, Recombivax, or Twinrix can be used for hepatitis B vaccination during pregnancy.
Have there ever been any reports of an RSV reaction for Adults?	a. Please refer to the CDC's RSV Vaccine Information i. RSV Vaccine VIS b. Potential Vaccine Reactions: I. Pain, redness, and swelling at the injection site II. Fatigue III. Fever IV. Headache V. Nausea VI. Diarrhea VII. Muscle/Joint pain c. Neurological conditions (such as Guillain Barré Syndrome) have been reported in some older adults (60 yrs. and older); however, it has not been confirmed or ruled out that it was the result of the RSV vaccine.
Will HPV vaccine be a requirement, like the rest of the routine vaccines?	Not at this time.

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Billing

There seems to be some confusion on when ASP and 317 can be used. Is there any additional guidance if we can't always check insurance status of patients that come into the PHO offices?

- Part 1- All billing of vaccines should follow which funding source (VFC, 317, ASP), regardless of the circumstances it is being used for. Always follow and bill based on whichever funding source the vaccine came from. Ex. If the vaccine came from 97 funding source? bill as 97. If the vaccine came from ASP funding source? bill as ASP.
- Part 2- All patients should be screened for insurance eligibility status. The below chart may be of use when determining whether to vaccinate/bill a patient based on insurance plan.



Insurance Plan Coverage for Adult Vaccine: Clinical Visits

For NMDOH Purposes Only

DISCLAIMER: This "cheat sheet" is intended to be a quick reminder with the expectation that you are knowledgeable about the nuances regarding insurance coverage and vaccines. Please familiarize yourself with details from resources provided to you by NMDOH. Please contact Kiana (kiana.vigil@doh.nm.gov/505-827-2605) or Marissa (marissa.estrada@doh.nm.gov/505-827-2339) if you have any questions.

Does the patient have?	Yes	No	Not sure
* Medicare Part B	Vaccinate	Vaccinate	Vaccinate
+∞ Medicare Part C	Uninsured (May vaccinate)	Uninsured (May vaccinate)	Uninsured (May vaccinate)
∞ Medicare Part D	Refer: Pharmacy	Vaccinate	Vaccinate
* Medicaid – Turquoise Care Plans	Vaccinate	Vaccinate	Vaccinate
∞ Commercial/Private	Uninsured (May vaccinate)	Uninsured (May vaccinate)	Uninsured (May vaccinate)
No Insurance/Underinsured (317 Funded)	Vaccinate	Vaccinate	Vaccinate

+ :Medicare Part C is a Medicare Part B replacement plan (i.e., Humana, Blue Cross and Blue Shield, and Medicare Advantage).

∞ :NMDOH is not contracted with any plan; therefore, NMDOH cannot submit insurance claims.

* :NMDOH is contracted with these plans; therefore, NMDOH can submit insurance claims. Insurance plans we can bill below:

- * Blue Cross Blue Shield Turquoise Care Plan
- * Presbyterian Turquoise Care Plan
- * Molina Turquoise Care Plan
- * United Healthcare Turquoise Care Plan
- * Straight Medicaid
- * Medicare Part B (depending on vaccine patient received)

Designed by NMDOH/PHD/Immunization Program. NMSIIS Help Desk: 1-833-822-6454

01/10/2025