Table of Contents

Introduction ........................................................................................................................................... 3
Request a User ID ................................................................................................................................. 3
Review the checklist ............................................................................................................................. 5
Getting Started .................................................................................................................................. 6
Adding Assets ......................................................................................................................................... 6
Review Clinic Information .................................................................................................................... 8
Update Clinic Address/Name ................................................................................................................ 9
Update Clinic Contact Information ....................................................................................................... 10
Update Delivery Hours .......................................................................................................................... 10
Update Clinic Staff and Training .......................................................................................................... 11
  Add new staff ..................................................................................................................................... 11
  Remove staff ...................................................................................................................................... 12
  Update an existing staff member’s information: .............................................................................. 14
  Add Training for Clinic Staff ............................................................................................................. 15
Complete the Enrollment ...................................................................................................................... 16
Sign the Agreement ............................................................................................................................... 24
Help with ShowMeVax ......................................................................................................................... 28
Introduction
Welcome to the ShowMeVax COVID-19 Vaccine Provider Enrollment Training Guide, a detailed and user-friendly document for the clinics.

All providers must enroll in ShowMeVax. This is an electronic form and signature.

This guide is for the ShowMeVax Immunization Information System. It focuses on how to complete your COVID-19 Vaccine Provider Enrollment into the Missouri Vaccine Program (MVP). Additional training materials can be found on the ShowMeVax Immunization Program website at:


Request a User ID
Before you get started with the enrollment, you want to make sure you have a few things completed. Make sure the primary/backup coordinator, Chief Medical Officer (or equivalent), and the Chief Executive Officer (or Chief Fiduciary) have access to ShowMeVax. If you already have access, you do not need to request access again.

NOTE: If you already have a ShowMeVax username but do not see the Clinic Tools module in the left menu, send an email to the helpdesk at vfc-smvsupport@health.mo.gov to have your permissions updated. Please indicate this is for the Provider Profile enrollment.

1. If you need to request access, you may do so on our website by clicking on the Request User Account link. You must have a unique email address to request a user account.

![ShowMeVax Login Screen](image-url)
2. Fill in all fields with a red asterisk.
   a. Your Access Requested depends on your role in the clinic.
      - Coordinators should choose Primary or Backup Coordinators from the drop down.
      - Chief Medical Directors should choose ‘Chief Medical Officer/Physician Signing Agreement’.
      - Chief Executive Officers should choose ‘Chief Executive or Fiduciary Officer Signing Agreement’.
   b. If you belong to multiple PINs, do not register multiple times. Complete the registration form and enter the PINs (separated by a comma) in the “Organization Name” field. We can associate multiple PINs to your user account.
   c. Review the ShowMeVax User Agreement. You must open this document, review it, close it and click accept in order to complete this section.

3. Move the slider until you see a green check and click on “Submit Registration”.
Once your request has been approved, you will be sent 2 e-mails. One e-mail contains your username, and the second email contains your temporary password.

NOTE: You may need to check your spam or junk folder in your email if you do not receive them.

4. Login to ShowMeVax once you receive the emails.
5. Once signed in, reset your password, and set up your security questions.

In the future, if you forget your password, you can use your security questions to reset your password by using the “Forgot Password” link. You can also click on “Forgot Username” link if you cannot remember your username.

Review the checklist
Refer to the checklist, also available on our webpage, for steps to take before you enroll.

COVID-19 Vaccine Provider Enrollment Checklist

Please use the following checklist to help you complete all the sections in the COVID-19 Enrollment. Review the checklist to make sure your clinic has completed all the proper paperwork and steps needed. This checklist is just to help you. It does not need to be completed only viewed in the enrollment.

Prior to completing the Enrollment

- Make sure the Primary/Backup Coordinator, Chief Medical Officer (or Equivalent) and the Chief Executive Officer (or Chief Fiduciary) have access to ShowMeVax. If you need to request access, please visit https://showmevax.health.mo.gov/smv/login.aspx and click on “Request User Account.”
  Coordinates should pick the appropriate “Access Requested” (primary or backup), and physician’s signing the agreement (or equivalent) should choose “Chief Medical Officer/Physician Signing Agreement”.

- Confirm that the Primary and Backup coordinators have completed the CDC module You Call the Shots Module Ten-Storage and Handling.

- To avoid having to do so during the enrollment, update all clinic information and assets in ShowMeVax using the Clinic Tools screen. This includes your clinic’s assets, address, contact information, delivery hours, staff, and staff training. For Chief Medical Officer, please select the option of “Physician Signing the Agreement” as the contact type.

- You will need the following information for the enrollment so have it handy:
  - Approximate number of children 18 years and younger at your location ______
  - Approximate number of adults 19-64 years of age at your location ______
  - Approximate number of adults 65 years of age and older at your location ______
  - Approximate number of unique patients seen per week on average ______
  - Approximate number of influenza vaccine doses administered during the peak week of the 2019-20 influenza season ______
  - How many full-time equivalent providers at your clinic can administer immunizations ______
  - What is the maximum number of Immunizations your clinic can administer in a single day ______
  - How many days per week does your clinic offer immunizations ______

When Completing the Enrollment

- After the enrollment is completed, remember that the Chief Medical Officer and Chief Executive Officer (or equivalent) must log in to ShowMeVax to electronically sign the agreement. The Primary Coordinator cannot sign the document.
- If a question is not applicable to your clinic, please write UNK, NA or enter a 0. All questions must have a value in the field to submit the enrollment.
- Click “Save Progress” in the upper right-hand corner after completing each section to save your work.
- All providers must enroll with the COVID-19 Vaccine Enrollment directly in ShowMeVax to receive COVID-19 vaccines.
Getting Started
Before you begin, make sure you are in the correct Provider and Clinic. In the Provider and Clinic dropdowns in ShowMeVax, you can see all the providers and clinic’s your username is associated with. An enrollment must be processed for each clinic.

Adding Assets
On the left-hand navigation, click on Clinic Tools- Manage Assets. Here you will add your refrigerator and freezer as well as the thermometers in each unit.

1. Click on the down arrow on the blue ‘Add Asset’ button in the right-hand corner and select ‘Add Storage Unit’.

2. Fill in all fields with an *, as well as others if you choose.

3. Click ‘Create’. Once you click Create you will notice that your Status defaults to Pending. DHSS will review and approve refrigerator and freezer assets.
4. Click ‘Cancel’ to return to the asset home screen.

5. Click the ‘Add Asset’ button and select ‘Add Thermometer’.

6. Fill in all fields with an * as before.
   
   a. CTM refers to Continuous Temperature Monitoring, or in other words, would qualify as a data logger thermometer.
   
   b. Manual thermometers would be thermometers that do not record temperatures and require to be manually checked and temperatures added to ShowMeVax manually.

   **NOTE:** Manual thermometers are not allowed by the Immunization program for use in storing state supplied vaccines.

7. For Assigned Storage Unit, select the storage unit previously created. By doing this, you are specifying that this thermometer is measuring the temperature in this specific unit.

8. When all information has been entered, click ‘Create’. For thermometers assigned to a storage unit, the status will automatically display as Active.

9. Click ‘Cancel’ to go back to the Manage Asset home screen.

10. Continue these steps for all your units that store state supplied vaccines. Remember to always assign your unit to the correct thermometer. ShowMeVax will only display units that do not currently have an assigned thermometer in the drop down.

Once you have finished, on the Manage Asset home screen you should see Pending for all storage units and Active for all Thermometers.
Review Clinic Information

Your clinic information may be outdated so review the information and make updates as needed. When you make changes to a clinic’s information such as the clinic’s name, address or staff contact, a notification is submitted to the ShowMeVax team to review and either approve or reject the change. Keep this in mind before you begin the enrollment. The change must be approved first to reflect on your enrollment.

In ShowMeVax, click on Clinic Tools in the left navigation menu then Clinic Information. These four screens show your clinic’s name and address, phone and fax numbers, shipping information and the staff in your clinic.
Update Clinic Address/Name
On the Address/Name screen, you can make changes to the clinic’s name, email address, mailing and shipping address. Please enter the effective date the change is taking place. The shipping address is what is used to ship your vaccines to. Click ‘Create’ when finished.

Changes made on this screen require Missouri Vaccine Program approval (MVP). You will receive a notification in your bell icon when the change is approved or rejected. You cannot make additional changes on this screen while the change is waiting to be approved.
Update Clinic Contact Information
Here you can update your clinic’s phone and fax numbers. Click on ‘Update’ when finished. These changes do not require MVP approval, however the MVP still receives notification.

Update Delivery Hours
These are the hours you are allowing COVID-19 vaccines to be delivered to you. You must be available to receive vaccines within four consecutive hours (i.e. 8:00 to 12:00). As you use ShowMeVax, please remember to update this section around holidays, vacations, and any other times your office may be closed. You cannot put dates or date ranges so remember to update these when your office will be closed. These changes also do not require MVP approval.
Update Clinic Staff and Training
Review the list of clinic staff shown. It is important that you have a Primary Vaccine Coordinator, a Back-up Vaccine Coordinator, and a Physician Signing Agreement (this would be what you would list your Chief Medical Officer) and Chief Executive Officer listed in your contacts.

If you do not have all four contact types listed and do not document them now, you will have to leave the enrollment screens later to complete this information. Missing information will prevent you from submitting the enrollment.

NOTE: Changes made on this screen require MVP approval. The MVP team receives a notification when there is a change. The team reviews the change(s) and approve or reject the change(s) with a comment. When you receive a notification in the bell icon that your change has been approved, you may continue with the enrollment process. If you do not wait for the approval of these changes, the changes will not reflect on your enrollment.

Add new staff: (Do not overwrite existing staff with new staff):

1. Click on the ‘Add New Contact’ button.
2. Select the correct contact type from the dropdown. If they have an alternate role, choose this from the ‘Alternate Contact Type’ dropdown.
3. Complete the remaining fields. Be sure to include the license number, NPI, specialty and title.
4. When finished, click on ‘Create’.
5. You must have all prescribers added in this section i.e., MD, DO, NP, PA, RPh. Please make sure their titles and license numbers are included.

NOTE: When adding your Chief Medical Officer (or equivalent) please make sure to give them the contact type of “Physician Signing the Agreement.” They cannot sign off on the enrollment unless this is done.
Remove staff:

1. For the staff that is no longer there, click on the ‘EDIT’ dropdown next to the staff’s name.
2. Click on ‘REMOVE’.
3. A pop-up message appears to confirm or cancel the removal of the staff member.
4. Click OK to continue. Click Cancel if the change request should not happen.

The staff’s name appears in the Change Request History section with ‘Pending’ next to it. You also do not have an ‘EDIT’ option next to the staff’s name in the section above. Only 1 change can be made to a staff member at a time. MVP will review the request and either approve it or reject it.
When the request(s) is approved or rejected, you will see a notification(s) in the bell icon.

In the Change Request History section, you should also see all requests with either a Completed or Rejected status. Pending indicates the MVP team has not approved nor rejected the request yet.
Update an existing staff member’s information:

1. Click on ‘EDIT’ next to the staff’s name.
2. Add information to a blank field or type the new information over the existing information in the specific field. For example, a staff member’s last name changed due to marriage or divorce.
3. Type a note in the ‘Comments’ field to let the MVP know of any other changes.
4. Click ‘Update’.
Add Training for Clinic Staff
For the Primary and Back-up Vaccine Coordinators, training must be documented to complete the enrollment. As shown on the checklist, the training is watching You Call the Shots-Module Ten-Storage and Handling.

NOTE: You must enter the training otherwise you will receive an error message when you are completing the enrollment.

1. Click on ‘EDIT’ next to the appropriate clinic staff.
2. Click on ‘Add Training’ at the bottom.
3. Select a course name; ‘You Call the Shots-Module Ten-Storage and Handling’.
4. Enter the date the training was completed. Upload the certificate of completion from the training.
5. Click on ‘Save’ when finished.
6. When finished with all the updates on this screen, click on ‘Update’ then ‘Cancel’.
7. Repeat the steps above to document training for additional staff.
Complete the Enrollment
After all your clinic updates and training has been documented, you can begin the enrollment.

1. Click on ‘Clinic Tools’ in the left navigation menu.
2. Click on ‘Enrollments’. This screen lists all your enrollments, past and present. You can also see when the enrollment was submitted and the status of either accepted or rejected with the date.
3. Click on ‘Add Enrollment’.
   a. If you see a row with this year’s enrollment(s) and a ‘Not Submitted’ status, click on ‘View’ to the right of the ‘Not Submitted’ one. You can continue working on this one.
4. Select ‘COVID-19 Vaccine Program Enrollment’ in the dropdown.

Choose Enrollment Template

When in the enrollment, there are 3 modules and sections/questions within each module that must be completed. Each section with a yellow exclamation point indicates the section has not been completed yet. A green checkmark indicates the section is complete.
5. Click on the ‘+’ sign on the right side of each section to open it and complete the information.
6. Start at the top and click on ‘Checklist’.

![Checklist Image]

7. Click on the blue link for the Enrollment checklist.
   a. The checklist opens in a separate window showing everything that needs to be done prior to enrolling, as well as things to help you fill out the enrollment.
   b. Once you have reviewed this PDF you can minimize or print it.
   c. If you are all set reviewing the information, simply close the checklist then click on ‘Close Section’.

Notice that the yellow exclamation point changed to a green checkmark.

![Checklist Link Image]

**NOTE:** Click on ‘Save Progress’ in the top right corner to save your work as you go.

1. You can also print your enrollment. The printout shows all the information that has been entered thus far, as well as any PDF documents included in the enrollment.
2. Click on ‘Required Staff and Staff Training’.
   a. If all the necessary training was documented on the ‘Clinic Staff’ screen for the primary and back-up vaccine coordinators you should see a green checkmark.
b. If the training was not documented, the missing requirements for each staff member will be listed in this section. The error message specifically lists the staff contact type who is missing the training.

c. You can document the missing training by clicking on ‘Manage Clinic Staff’. This link brings you out of the ‘Enrollment’ screen and to the ‘Manage Clinic Staff Change Request’ screen where you can document the required training.

3. There is already a green checkmark in ‘Delivery Hours’. Since you have your delivery hours loaded in ShowMeVax and reviewed them prior to completing the enrollment, no further action is required.

4. Click on ‘Save Progress’ to save the work you have completed thus far.

5. In the ‘Required Forms’ section, click on ‘Provider/Clinic Profile’.

6. Click on ‘Review Facility/Clinic Information’. This shows the provider name, the clinic name, the delivery address, phone number, email, and clinic type.
   a. Verify the information is correct. If you made changes before starting the enrollment, ensure the changes you made show here. Remember, any changes to the clinic name, address or staff must be approved first by the MVP team for it to reflect on the enrollment.
   b. If you need to make changes, click on the blue ‘Edit Clinic Info’ link. Again, this link brings you out of the Enrollment screen and to the Manage Address Name Change Request screen where you can make changes.
   c. If the information is correct, check the box confirming all information is correct. You should see a green check mark for this section.
7. Click on ‘Source of Data’. Select how you determined your population totals (you will have to enter these totals later in the enrollment). Select all that apply. You should see a green check mark when done. This completes the Provider/Clinic Profile section.

In the ‘Provider/Clinic Agreement’ section, you are confirming the clinic information, the medical director, vaccine coordinators, and prescribing staff members are entered correctly in ShowMeVax.

1. Click on ‘Review Facility/Clinic Information’.
   a. Confirm the information is correct.
   b. **If any changes need to be made**, click on the blue ‘Edit Clinic Info’ link. Remember, this brings you out of the enrollment screen and to the appropriate screen.

2. **If the information is correct**, click on the “I confirm” checkbox in each section. Green check marks should appear for each section you complete.

3. Click on ‘Review Medical Director or Equivalent Information’.
   a. This staff member is the one who must sign the Enrollment.
   b. Confirm the information is correct.
   c. **If any changes need to be made**, click on the blue ‘Manage Clinic Staff’ link. Remember, this brings you out of the enrollment and to the appropriate screen.
   d. **If the information is correct**, click on the “I confirm” checkbox. Green check marks should appear for each section you complete.
4. Click on ‘Review Vaccine Coordinators’.
   a. Review the information.
   b. The Primary and Back-up Coordinators names only display when their training has been documented on the Clinic Staff screen.
   c. If any changes need to be made, click on the blue ‘Manage Clinic Staff’ link. Remember, this brings you out of the enrollment screen and to the appropriate screen.
   d. When the Coordinators information is listed and training documented correctly, click on the “I confirm” checkbox. Green check marks should appear for each section you complete.
5. Click on ‘Prescribing Staff Members’.
   a. Confirm the information is correct.
   b. If the information listed is correct, click on the “I confirm” checkbox. Green check marks should appear for each section you complete.
   c. To add new prescribers, click on the blue Edit Clinic Staff link.

The next section is the ‘Primary Agreement’. Only users with the physician signing the agreement access can electronically sign the agreement. The following message appears if you do not have the proper access: “You cannot accept this Agreement because you are not noted as the Contact that is authorized to sign the Enrollment Agreements”.

The Primary Agreement attachment is NOT a fillable PDF. This document does not need to be filled out and sent to us.
6. In the Comments section, enter any other comments you would like the MVP to see.
7. Click on ‘Save Progress’ to save your work.
8. Answer all questions listed under Additional Questions. All fields must have a value, either NA, UNK or 0 if the question does not apply to your specific clinic. Remember the Chief Executive Officer must electronically sign the appropriate question.
9. Once questions have been answered, click on ‘Save Progress.’
At this time, the Medical Director/Chief Medical Officer (physician signing agreement) must complete the enrollment by logging into ShowMeVax.

**Sign the Agreement**

When the Medical Director/Chief Medical Officer is ready to sign the enrollment, all the sections should show complete except for the Agreement.

1. Log into ShowMeVax with your username and password.
2. Click on ‘Clinic Tools’ in the left navigation menu.
3. Click on ‘Enrollments’.
4. Click on ‘View’ for the COVID-19 Enrollment. The status should be ‘Not Submitted’.
5. Click on the ‘Provider/Clinic Agreement’ section.
6. Click on ‘Primary Agreement’.
7. Click on ‘Agreement’.

Click the 'Agreement' button to sign the Primary Agreement required to complete the enrollment.

Click ‘Close Section’.
The provider agreement appears in a separate window.

8. Review the agreement.

Please print or save a copy for your records. You do not need to send us a copy of the agreement.

9. Click on the checkbox, which provides your electronic signature to accept all things stated in the agreement.

10. Click on ‘Click to Accept’.

11. Click on ‘Save Progress’ at the top to save your work. All sections should have green checkmarks.
12. When you are ready to submit the enrollment, click on the ‘Save Progress’ dropdown, and click on ‘Submit Forms’. If you do not have all the sections complete, ShowMeVax will not allow you to click on this option.

13. Click ‘OK’ to complete the enrollment.
When your enrollment is successfully submitted, the status shows ‘Pending Review’.

After you submit the enrollment, the MVP team is notified and reviews the submitted agreement. You can print your enrollment or go back to the original enrollment screen to see your status.

When your enrollment has been reviewed and either approved or rejected, you will receive a notification via email or in the bell icon of the status.

If your enrollment was approved, the status on the Enrollment screen shows Approved and the ‘Accept Date’ is listed in the next column.

If you see a Rejected status, you can click on ‘View’ to see the comments made by the MVP team in the ‘Jurisdiction Comments’ field. You can make changes to the enrollment and resubmit it when ready. You do not need to have the Medical Director sign the agreement again.
Help with ShowMeVax

If you have questions about the process, there are many ways to find information and receive help.

1. In ShowMeVax, there is an icon located next to the screen name. Click on the for a detailed explanation of the page you are on.

2. On our website, we have a specific COVID-19 Vaccine Information for Vaccinators webpage where you can find training documents to guide you in the completion of your Provider Profile and Provider Agreement. Once you have this webpage up, we highly recommend you bookmark it to quickly find it again.

3. After you have exhausted all these help topics and still cannot find your answer, simply submit an email to vfc-smvsupport@health.mo.gov. During this busy enrollment time, this is the quickest way to contact us. We will review the email and respond to you in a timely manner.