How to Manage or Override Eligibility

AVBS User Guide – Health Care Provider and Provincial Operations

As of August 30th, 2021

Pharmacy Staff: For any guidance and/or technical support, please contact:

📞 1-844-705-1265

✉️ AlbertaVaccineBookingSystemSupport@gov.ab.ca

AHS Staff: For any guidance and/or technical support, please contact:

📞 1-877-311-4300

Alberta

Privacy Policy

The appropriate collection, use and disclosure of an Albertan's personal health information is the requirement of Alberta's Health Information Act and FOIP Act.

Whenever you see this icon, please ensure that you collect verbal consent from the Albertan for disclosure of their personal health information.

Whenever you see this icon, please ensure that you are correctly entering the information provided by the Albertan (e.g. legal first name, legal last name, health card number). The search may result in many records containing sensitive information like PI/PHI.
It is your responsibility to access only those records that are necessary to perform your duties. All access is monitored and recorded for compliance and audit purposes.

Whenever you see this icon, please pay attention to the action that is being performed. It is important you follow these instructions.

Please note that following practices are prohibited and against the code of conduct related to the handling of sensitive information (PI/PHI) **unless your role authorizes you to do so:**

- Saving lists locally on computer
- Saving lists on other storage media
- Printing lists
- Taking pictures
- Taking screenshots

Alberta

Managing or Overriding Eligibility: Overview

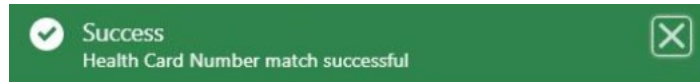|	
Objectives:	To understand the different eligibility scenarios for registration and booking COVID-19 vaccination appointments, and to learn how to override ineligibility
AVBS Role:	Health Care Provider and Provincial Operations
Pre-Requisite:	Review the processes / user guides for registering Albertans and booking COVID-19 vaccination appointment in AVBS

Please note that eligibility information is subject to change. For the most up to date eligibility information, please refer to Alberta Government website (COVID-19 vaccine program | Alberta.ca).

3

Note: The term vaccination site used throughout this user guide refers to pharmacies, AHS clinics and physician offices.

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Eligibility: Valid Health Card Number

1 Real-time eligibility checks will happen automatically for an Albertan who registers with a **valid Health Card Number (HCN).** A successful match will display the following message when validated against PCR during the registration process:

and the **Invalid Health Card Number** checkbox will *not* be checked off in the Person Account Page.
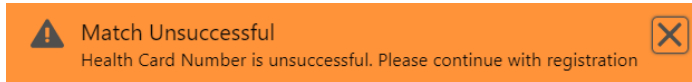
A Program Eligibility Record will be created automatically for all Albertans who register with a valid HCN.

Eligibility: Invalid Health Card Number

2 In AVBS, an **Invalid Health Card Number** is defined by:

- an Albertan who has registered with a HCN that does not have a successful match against PCR. An unsuccessful match will display the following message when an **invalid HCN** is validated against PCR:

> ⚠️ Match Unsuccessful
> Health Card Number is unsuccessful. Please continue with registration ✕
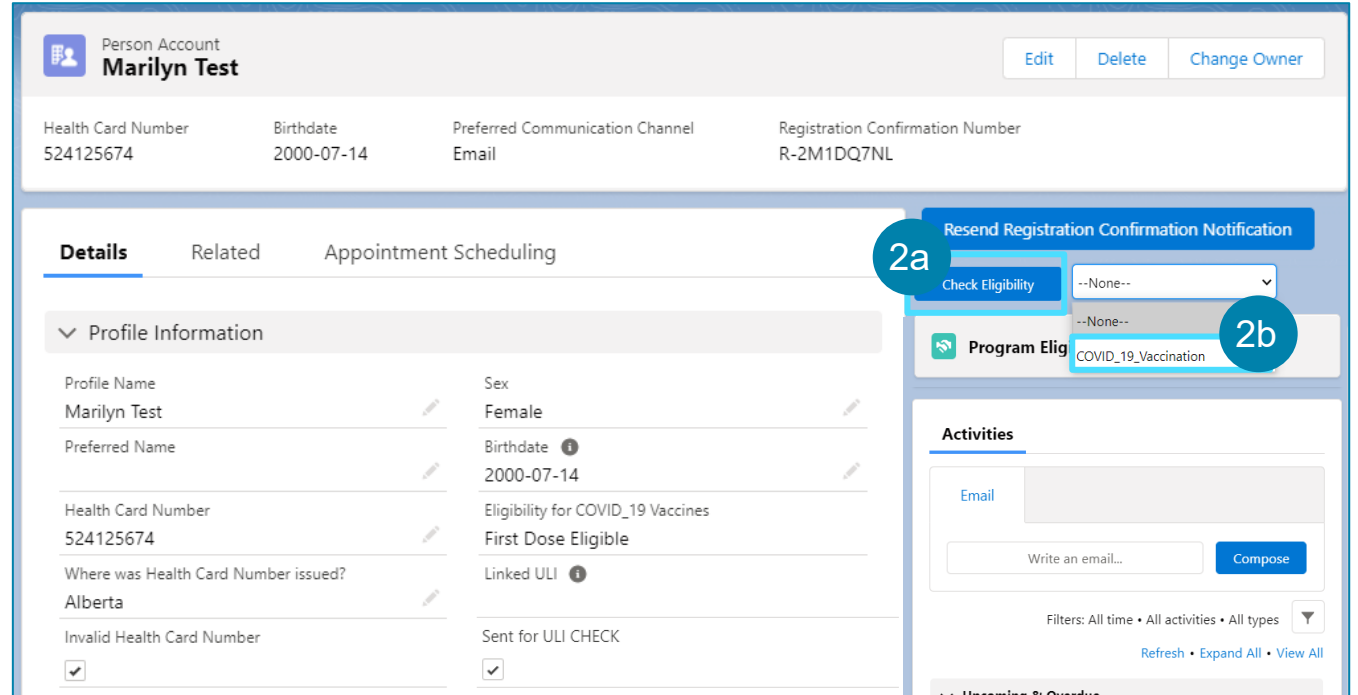
OR

- an Albertan who has registered with **no HCN** at all.

In both cases, the **Invalid Health Card Number** checkbox will be checked off and a **Program Eligibility Record** will not be created automatically. Manual eligibility checks must be performed for all Albertans who register with an Invalid Health Card Number.

To perform a manual eligibility check, follow the steps below:

2a Click **Check Eligibility** button.

2b Select **COVID_19_Vaccination** from the drop-down menu in the new field that appears.

Person Account
Marilyn Test

Edit · Delete · Change Owner

Health Card Number: 524125674
Birthdate: 2000-07-14
Preferred Communication Channel: Email
Registration Confirmation Number: R-2M1DQ7NL

Details · Related · Appointment Scheduling

Resend Registration Confirmation Notification

2a Check Eligibility · --None--

--None--
COVID_19_Vaccination **2b**

Program Elig

Activities

⌄ Profile Information

Profile Name: Marilyn Test
Sex: Female
Preferred Name:
Birthdate ℹ️: 2000-07-14
Health Card Number: 524125674
Eligibility for COVID_19 Vaccines: First Dose Eligible
Where was Health Card Number issued?: Alberta
Linked ULI ℹ️
Invalid Health Card Number: ✔
Sent for ULI CHECK: ✔

Email
Write an email... · Compose
Filters: All time • All activities • All types
Refresh • Expand All • View All

5

Eligibility: Invalid Health Card Number

A success banner will display indicating whether the Albertan is eligible for their COVID-19 Vaccination and a **Program Eligibility Record** will appear.

i An Albertan whose Invalid Health Card Number's checkbox is checked off, will automatically be sent for ***ULI CHECK.***

ii If HCN is found, it will appear under the **Linked ULI** and the Albertan will be able to book their appointment through a Pharmacy or AHS clinic.

If a HCN is not found, the Albertan will be prompted to book their appointment through an AHS clinic, where they will create a valid HCN for them.

*Unique Lifetime Identifier (ULI) is assigned to an Albertan for identification.

Eligibility: Postal Code/Community Immunization

3 Registered Albertans who live in addresses with postal codes applicable for **Community Immunization** will be eligible for appointment booking.

All postal codes will be eligible as of August 23.

You are not able to check eligibility because the citizen's postal code is not available to book appointments.

Eligibility for First Dose: Age 12 to 17

4 Albertans who are **aged 12 to 17 (or born in the years of 2004 to 2009)** as of Dec 31, 2021 will be eligible to register and book their appointment for their first dose through AVBS.

Albertans aged 12 to 17 will only be eligible for the Pfizer vaccine.

*You will NOT be able to register Albertans who are **under 12 years** (born after 2009). An error message will display if you try registering anyone below the age of 12.*

* Date of birth

Apr 28, 2018

Registration is not available if you are under the age of 12 as of Dec 31, 2021

∨ Eligibility Information

Birth Year	**COVID-19 dosage?**
2007	First dose
Was your first dose received in Alberta?	First dosage vaccination type
☐	
Eligible Vaccine AstraZeneca	Eligible Vaccine Pfizer
☐	☑
Eligible Vaccine Moderna	Eligible Vaccine Janssen
☐	☐
	Eligible Postal Code
	☑

📶 Program Eligibilities (3)

PE-0000007349
Screening Program: COVID_19_Vaccination
Program Eligibility: Eligible
Reason For Ineligibility:

Alberta

Eligibility for First Dose: Age 18 and Above

5 Albertans who are **aged 18 + years (born in 2003 or earlier)** as of Dec 31, 2021 will be eligible to register and book their appointment for their first dose through AVBS.

Albertans aged 18 + will be eligible to receive Pfizer and Moderna. They will not be eligible to receive Janssen or AstraZeneca in AVBS.

A manual override may be required for Albertans aged 18 + years if they are eligible outside of system criteria to receive Janssen or AstraZeneca. Refer to page 14-15 of this User Guide for how to manually override eligibility.

Eligibility Information

Birth Year
2000

COVID-19 dosage?
First dose

Was your first dose received in Alberta?
☐

First dosage vaccination type

Eligible Vaccine AstraZeneca
☐

Eligible Vaccine Pfizer
☑

Eligible Vaccine Moderna
☑

Eligible Vaccine Janssen
☐

Eligible Postal Code
☑

Program Eligibilities (3)

PE-0000007349
Screening Program: COVID_19_Vaccination
Program Eligibility: Eligible
Reason For Ineligibility:

Alberta

Eligibility for Second Dose Based on Honour System

6 Albertans who have received their first dose vaccination outside of Alberta will be eligible for their second dose based on the honour system. You must rely on the information provided by the Albertan. When there is no data in ImmARI for the Albertan, eligibility will be based on the following fields that are filled out at the time of registration:

6a **First dosage or second dosage?**

6b **First dosage type**

In this case, the Albertan will be eligible right away.

*Albertans who are **aged 12 to 17 (or born in the years of 2004 to 2009)** as of Dec 31, 2021 will be eligible to receiver Pfizer.*

*Albertans who are **aged 18 + years (born in 2003 or earlier)** as of Dec 31, 2021 will be eligible to receive the same vaccine type as they received for their first dose, if their first dose was Pfizer or Moderna. If the Albertan received AstraZeneca as their first dose or does not know which vaccine they received as their first dose, they will be eligible for Pfizer or Moderna.*

*Please note that **when no ImmARI record is found, the Effective Dosage Counter will equal 0.***

Eligibility Information

Birth Year
2000

COVID-19 dosage? **6a**
Second dose

Was your first dose received in Alberta?
☐

First dosage vaccination type **6b**
Pfizer

Eligible Vaccine AstraZeneca
☐

Eligible Vaccine Pfizer
☑

Eligible Vaccine Moderna
☐

Eligible Vaccine Janssen
☐

Eligible Postal Code
☑

COVID-19 Immunization Forecast

Effective Dosage Counter
0

Forecasted Date ⓘ

Vaccine Type ⓘ

Eligible for next dose
☐

Eligibility for Second Dose Based on ImmARI

7 Eligibility criteria for subsequent dose vaccinations based on ImmARI data include the following:

7a The Albertan's **Effective Dosage Counter**.

*The **Effective Dosage Counter** will display how many doses the Albertan has received based on the data in ImmARI.*

*If the **Effective Dosage Counter** is greater than or equal to 2, the Albertan will not be **Eligible for Next Dose**.*

7b The Albertan's **Effective Dosage Type**.

*The **Effective Dosage Type** will display the type of vaccination the Albertan received as their previous dose.*

*If **Effective Dosage Type** is AstraZeneca, the Albertan will be **Eligible for Next Dose** to receive Pfizer or Moderna.*

*If **Effective Dosage Type** is Pfizer or Moderna, the Albertan will be **Eligible for Next Dose** to receive the same vaccine type as they received for their previous dose.*

*If **Effective Dosage Type** is Janssen, the Albertan will not be **Eligible for Next Dose**.*

Eligibility Information

Birth Year
2000

COVID-19 dosage?
Second dose

Was your first dose received in Alberta?
☐

First dosage vaccination type
Pfizer

Eligible Vaccine AstraZeneca
☐

Eligible Vaccine Pfizer
☑

Eligible Vaccine Moderna
☐

Eligible Vaccine Janssen
☐

Eligible Postal Code
☑

COVID-19 Immunization Forecast

Effective Dosage Counter — 7a
1

Forecasted Date ⓘ
2021-06-20

Vaccine Type ⓘ — 7b
Pfizer

Eligible for next dose
☑

11

Eligibility for Second Dose Based on ImmARI

7c The appointment's **Forecasted Date**.

The Albertan will become eligible to book their second dose vaccination 28 days after their previous immunization date. A manual override may be performed on an Albertan who must receive their vaccination before the 28 days with a valid reason. Refer to page 14-15 of this User Guide for how to manually override eligibility.

7d If the Albertan is eligible to book their second dose vaccination, the **Eligible Next Dosage** will appear checked off.

Eligibility for Second Dose Based on ImmARI

In the cases where:

i   **Effective Dosage Counter** is greater than or equal to 2

or,

ii   **Effective Dosage Type** is Janssen

the **Eligible for Next Dose** box will be unchecked and **Eligibility for COVID_19 Vaccines** field will be set to **Complete**.

Eligibility for Second Dose: Age 12 to 17

8   Albertans who are **aged 12 to 17 (or born in the years of 2004 to 2009)** as of Dec 31, 2021, will be eligible to book their appointment for their second dose through AVBS.

Albertans aged 12 to 17 are only eligible to receive the Pfizer vaccine as their second dose, no matter which vaccine type they received as their previous dose.

A manual override may be required for Albertans aged 12 to 17 who received their previous dose outside of province. Refer to page 14-15 of this User Guide for how to manually override eligibility.

Eligibility for Second Dose: Age 18 and Above

9 Albertans who are **aged 18 + years (born 2003 or earlier)** as of Dec 31, 2021, can book their appointment for their second dose through the AVBS.

Depending on the vaccination type of the Albertan's previous dose, a second dose may not be required (e.g., if the previous dose was Janssen). In this case, the Albertan will not be eligible to schedule another vaccination appointment.

*Which vaccine did you receive for your first dose?

Janssen

The Janssen COVID-19 vaccine does not require a second dose. If you have concerns regarding your Janssen COVID-19 vaccination, please contact your healthcare provider.

If the previous vaccination type is Unknown or AstraZeneca, Albertans will be eligible to receive Pfizer or Moderna. In the case where an Albertan belonging to this age cohort has received AstraZeneca as their first dose, and wants to receive AstraZeneca as their second dose, you will have to manually override eligibility. Refer to page 14-15 of this User Guide for how to manually override eligibility.

If the previous vaccination type is Pfizer or Moderna, the Albertan will only be eligible to receive the same vaccine type as their previous dose (e.g., if previous dose was Moderna, the Albertan will only be eligible for Moderna as a second dose).

Eligibility Information

Birth Year
2000

Was your first dose received in Alberta?
☑

Eligible Vaccine AstraZeneca
☐

Eligible Vaccine Moderna
☑

COVID-19 dosage?
Second dose

First dosage vaccination type
Moderna

Eligible Vaccine Pfizer
☐

Eligible Vaccine Janssen
☐

Eligible Postal Code
☑

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Eligibility for Additional Dose: Age 12 to 17

10 An additional dose may be required for Albertans who are immunocompromised or are restricted to travel due to mixed vaccines. Albertans who are **aged 12 to 17 (or born in the years of 2004 to 2009)** as of Dec 31, 2021, will be eligible to book their appointment for their additional dose through AVBS.

*Albertans who are **aged 12 to 17 (or born in the years of 2004 to 2009)** as of Dec 31, 2021 will be only eligible to receiver Pfizer. If Moderna is selected, they will not be eligible.*

Eligibility Information

Birth Year	COVID-19 dosage?
2007	Additional dose
Was your first dose received in Alberta?	First dosage vaccination type
☐	
Eligible Vaccine AstraZeneca	Additional dosage vaccination type
☐	Pfizer
Eligible Vaccine Moderna	Eligible Vaccine Pfizer
☐	☑
	Eligible Vaccine Janssen
	☐
	Eligible Postal Code
	☑

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Eligibility for Additional Dose: Age 18 and Above

11 An additional dose may be required for Albertans who are immunocompromised or are restricted to travel due to mixed vaccines. Albertans who are **aged 18 + years (born 2003 or earlier)** as of Dec 31, 2021, will be eligible for their additional dose based on the honour system. You must rely on the information provided by the Albertan. Eligibility will be based on the following field that is filled out at the time of registration:

* Please select the additional dose required

*Albertans who are **aged 18 + years (born in 2003 or earlier)** as of Dec 31, 2021 will be eligible to receive the same vaccine type as they received for their previous dose, if their first dose was Pfizer or Moderna. If the previous vaccination type is Unknown, AstraZeneca, or Janssen, Albertans will be eligible to receive Pfizer or Moderna. The Albertan will be eligible right away to receive whichever dose they selected.*

Eligibility Information	
Birth Year 2000	**COVID-19 dosage?** Additional dose
Was your first dose received in Alberta? ☐	First dosage vaccination type
Eligible Vaccine AstraZeneca ☐	**Additional dosage vaccination type** Moderna
Eligible Vaccine Moderna ☑	Eligible Vaccine Pfizer ☐
	Eligible Vaccine Janssen ☐
	Eligible Postal Code ☑

Alberta

Manual Override of Ineligibility

At this time, a manual override should not be used for any other reason except for those mentioned in this User Guide. To manually override ineligibility, follow the steps below:

1 Scroll down on the Person Account page to the **Registration Details** section and click on **Edit** (pencil icon) next to **Eligibility Override**.

2 Select the check box for **Eligibility Override**.

3 Enter the **Eligibility Override Reason**.

This is a free-text field and mandatory to enter.

4 Click **Save**.

18

Manual Override of Ineligibility (Continued)

5 Click **Check Eligibility** button.

6 Select **COVID_19_Vaccination** from the drop-down menu in the new field that appears.

A success banner will display indicating that the Albertan is eligible for the COVID-19 Vaccination.

*The **Program Eligibility** will then be **Eligible**, and the **Reason for Eligibility** will be **Manual Override**.*

*You will notice that there is an audit trail of all manual Eligibility Override recorded in the AVBS system. This section tracks the details of the manual override, **date and time** of the override, and the **user** who performed the override.*