CLIENT REFERENCE MANUAL

BASIC ®

This reference manual is intended to assist you in properly implementing Vaccination Verification, whether your program is an employer-established vaccine verification program or to comply with a local, state, or federal mandate.

Please note: This manual provides suggestions for establishing a Vaccination Verification program. If establishing a program to meet local, state, or federal requirements be sure to confirm all necessary requirements are met.

If you have any questions, please contact us 800-444-1922 and enter your account manager's extension (if you have an assigned account manager) or Press 4.

Welcome

As an employer, your organization faces an ongoing obligation to establish and maintain a healthy workplace as we continue to live in an era of COVID-19. We understand the challenges that come with rapidly changing COVID-19 vaccination requirements and the additional workload and liability required for compliance. We're here to help.

Whether your organization is subject to a state or federal mandate, or you have implemented your own workplace testing and vaccination requirements to ensure a healthy environment, Vaccination Verification will relieve the burden, cost, and liability of managing the compliance process as well as the resulting medical records for your employees.

BASIC makes it easy for your workplace individuals to submit their vaccination records and/or testing results using our secure mobile app. We then track and store the submitted data so you, the employer, can effortlessly verify compliance for each individual subject to the requirements.

HR solutions should be simple. Keep it BASIC.

What is Vaccination Verification?

Vaccine Verification gathers the necessary information to confirm if an individual (employee, contractor, vendor, etc.) is fully vaccinated against COVID-19 and/or to track the results of a COVID-19 test. In some cases, employers may be subject to a state or federal mandate, others are implementing their own workplace standards. *(Note: Federal or state mandates may require certain standard and protocols when it comes to vaccination and testing for COVID-19. These specific standards and protocols may differ from those already put in place by an employer.)*

What are the benefits of Vaccination Verification from BASIC?

Develop, implement, and enforce your COVID-19 policy by tracking vaccinations and/or COVID-19 testing results.

- Determine the vaccination status of each individual in your workplace (employees, contractors, vendors, etc.)
- Obtain acceptable proof of vaccination from vaccinated individuals
- Maintain secure records of each individual's vaccination status
- Track individual's reported COVID-19 test results
- Secure storage of individual's submitted medical records and/or tests
- Audit report services if/when needed by regulators to avoid costly noncompliance fines and penalties
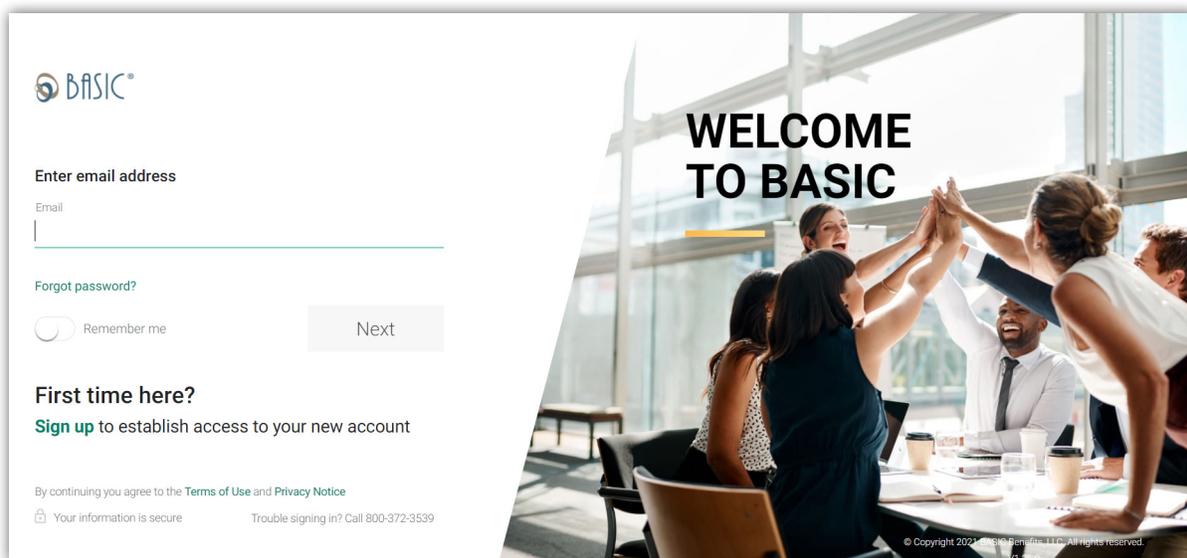
Sign Up / Sign In

Sign Up

To get started, visit www.cdaclient.basiconline.com. *(Chrome is the preferred browser for accessing BASIC online system.)*

- The first time you access CDA, you will need to sign up. To do so, select *Sign Up* under the *First Time Here?*
- Enter your email and create a password. (If the email you entered is not recognized, please contact BASIC Customer Care for assistance with adding your email address to your profile.)
- To ensure the safety of your information, you can set up two-factor authorization by entering and verifying your mobile phone number. For the initial sign up process, BASIC will send a verification code to your email address. Enter the six digit code and click *Verify*. Two factor security is required for benefit managers
- Congratulations! You have successfully signed up for CDA.

Sign In

After you sign up and create an account, go to www.cdaclient.basiconline.com.

- Enter your established email address and password and click *Sign In.*
- Your six digit verification code will automatically be sent to the mobile phone number you entered during the sign up process.
- Enter the verification code and click on *Verify* to access your account.

Managing Your Program Online

When you sign in to CDA you are presented with the Overview dashboard. This is where you can review information about your Vaccination Verification program.

At the top right of the page, click *Employees* and you will be able to view your Vaccine Tracking information. This will show all individuals you downloaded in your initial census. If you loaded all individuals but are just tracking some, you will still see all individuals who were downloaded in your census file on this page, however only those individuals whom you are tracking will have an entry in the *Designation* column.

This report will provide you the following information per employee:
- Benefits ID
- Individual ID
- Name
- Status
- Status Reason
- Designation
- Positive Tests
- Last Tracking Event

You can sort this report by *Name, Status Reason, or Designation* by clicking on the up arrow symbol next to the appropriate column header.

To view an employee's *Submission History* (if applicable), double click anywhere on the employee report line. This will show you the following information for those past submissions:
- Submission Type
- Status
- Status Details
- Tracking Date
- Reported

To sort this employee view, you can click on one of the filter buttons to sort/filter by:
- Status Reason
- Last Tracking Event (by date or date range); and/or
- Designation

To download a .cvs copy of this report, scroll to the left hand bottom corner of the screen and click on the link for *Download Vaccine Report*. This will allow you to further sort the report. (Please note to view an individual's full history you may need to expand the row height for that individual row.)

Submitting Census and Enrollment
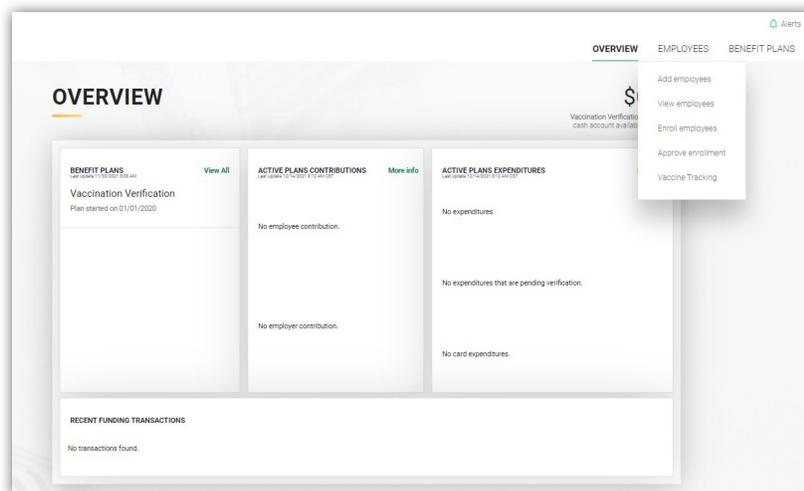
Adding Individuals

Individuals will be loaded into the system via a census file. File specifications for the census file can be found [HERE](#) or by accessing the client welcome page you were linked to in your welcome email.

Please note that the census file will require you enter a *Designation* for every individual you will track. These designations allow you to categorize the individual for tracking purposes.

BASIC will request your designations in your on-boarding call; these designations must be entered into our system before you download your census. You will be notified by BASIC once your designations have been loaded. Once you have been notified, please follow these instructions for uploading the completed individual census file below:

There are two options to upload individual data:

1. Employees
   - Click *Employees*, then *Add Employee.* (The word "employee" includes vendors, visitors, contractors, etc.)
   - Click *Start* in the *Add Multiple Employees* box
   - Enable the *Test File* switch and upload your completed census
   - If no file errors occur, click *Upload*
2. Data Files
   - Click *Files* tab and select *Data Files*
   - Click *Upload Data Files* button
   - Select *Census* from the *Document Category* drop-down list
   - Drag and drop files or use the *Browse* button to locate the new completed file template
   - Click *Upload* button
   - Refresh your page to view the status of your uploaded data file

Enrolling Individuals

Once your census file has successfully uploaded, you must then prepare and upload an enrollment file.

To retrieve the enrollment file template:
- Click Files, then Templates from the top navigation menu
- Click the icon next to the enrollment file template to download
- Complete the enrollment template as directed
- Once completed, follow the instructions for uploading the completed employee-enrollment file below

There are two options to upload Enrollment data.

1. Employees
   - Click *Employees*, then *Enroll Employee.* (The word "employee" includes vendors, visitors, contractors, etc.)
   - Click *Start* in the *Enroll Multiple Employees* box
   - Enable the *Test File* switch and upload your completed enrollment file
   - If no file errors occur, click *Upload*

2. Data Files
   - Click *Files* and select *Templates* from top navigation menu
   - Click *Templates* from the *Files* menu
   - Select *Files* from the *Templates* menu
   - Click the icon next to the enrollment file template to download
   - Complete the enrollment template as directed. Once completed, follow the instruction for uploading the completed enrollment file below.
   - If no file errors occur, click *Upload*

Once your enrollment file is successfully uploaded, your employee will receive information on enrolling in the Vaccination Verification program via our mobile app.

Please Note: If you have an individual who does not own a smart phone and therefore cannot use the mobile app, they should be provided the Vaccination Verification Form <u>HERE</u> or from your welcome page. Your individual should fax this form along with the necessary documentation to 269-327-0716.

Establishing Acceptable Proof of Vaccination

Employers will need to establish what constitutes acceptable proof of vaccination status, including whether the individual is fully or partially vaccinated. The following list includes suggested documentation that is considered as reliable proof of COVID-19 vaccination:

- a record of immunization from a health care provider or pharmacy
- a copy of the U.S. COVID-19 Vaccination Record Card
- a copy of medical records documenting the vaccination
- a copy of immunization records from a public health, state, or tribal immunization information system
- a copy of any other official documentation that contains the type of vaccine administered, date(s) of administration, and the name of the health care professional(s) or clinic site(s) administering the vaccine(s)

Vaccination documentation would generally include the individual's name, type of vaccine administered, date(s) of administration, and the name of the health care professional(s) or clinic site(s) administering the vaccine(s). In some cases, state immunization records will not include one or more of these data fields, such as clinic site; in those circumstances, an employer may still chose to rely upon the State immunization record as acceptable proof of vaccination. It should be noted that clinic sites can include temporary vaccination facilities used during large vaccine distribution campaigns, such as schools, churches, or sports stadiums.

Lost Vaccination Documentation

While each individual who has been partially or fully vaccinated should be able to provide one of the forms of acceptable proof listed previously, an individual who does not possess their COVID-19 vaccination record (e.g., because it was lost or stolen) should contact their vaccination provider (e.g., local pharmacy, physician's office) or state health department to obtain a new copy of their immunization information system. In those instances where an individual is unable to produce acceptable proof of vaccination listed above, a signed and dated statement by the individual can be acceptable. The employer should provide individuals in this situation an attestation form which states the following:

    i.   vaccination status (fully vaccinated or partially vaccinated)

    ii.   the fact that they have lost or are otherwise unable to produce proof as required

    iii.   language to the effect of: "I declare (or certify, verify, or state) that this statement about my vaccination status is true and accurate. I understand that knowingly providing false information regarding my vaccination status on this form may subject me to disciplinary action."

In filling out this attestation, individuals should include (to the best of their recollection) the type of vaccine administered, date(s) of administration, and the name of the health care professional(s) or clinic site(s) administering the vaccine(s).

Download an Attestation Form on the <u>BASIC Vaccination Verification Resource Page</u>.

Establishing If Unvaccinated Workers Will Be Allowed to Test

Employers may wish to allow employees to remain unvaccinated, but require testing on a weekly basis or some other reasonable accommodation from vaccination requirements. If testing for COVID-19 conflicts with a worker's sincerely held religious belief, practice or observance, the worker may be entitled to a reasonable accommodation. For more information about evaluating requests for reasonable accommodation, employers can consult the Equal Employment Opportunity Commission's website. The employer may further require unvaccinated workers wear a mask while at work.

Establishing the Frequency for Testing

Employers will want to set the frequency that unvaccinated employees will test for COVID-19. Employers may wish to require that employees who are not fully vaccinated are tested for COVID-19 once every seven days (or within seven days of returning to a workplace). The employer will usually require that any allowable COVID-19 test be administered in accordance with the authorized instructions provided for the test (e.g., specimen collection and handling, test procedures for processing specimens, result interpretation) to ensure results are valid.

Establishing Who Pays for Testing

Employers are not required to pay for any costs associated with testing, however, employer payment for testing may be required by law, regulation, collective bargaining agreement, or other collectively negotiated agreement. In the absence of any restrictions, who pays for the test is left up to the employer to decide.

Establishing What Documentation Will be Kept for Testing Results

Employers may wish to establish how testing documentation is conducted and how results will be stored. For example, the employer may require documentation that contains the name of the person tested for COVID-19, the date and time of the test, the type of test, and the results. If the employer allows an individual to use an over-the-counter COVID-19 test, they my want those tests observed by the employer or a health professional (including the name, title and signature of the person observing the test.) These records **must** be maintained as employee medical records and must not be disclosed except as required by law.

Requesting Records from BASIC

If vaccination or testing documentation is required for an audit or other purposes, information can be requested by calling BASIC toll-free at 800-444-1922 and enter your account manager's extension (if you have an assigned account manager) or Press 4.

BASIC Benefits Mobile App

To submit vaccination and/or testing results, individuals must first download the free BASIC Benefits Mobile App*.

Upon download, they will be prompted to establish a username and password.

Submitting Records

Once signed in to the BASIC Benefits Mobile App, individuals will easily be able to submit:

- Proof of vaccination (upload a photo)
- Proof of COVID-19 testing (upload a photo)
- Enter an exempt status / reason

Note: *When an individual submits proof of vaccination and/or testing results, they must also acknowledge that the information they are submitting is accurate and provided by an authorized service provider.*

Sample Screens:
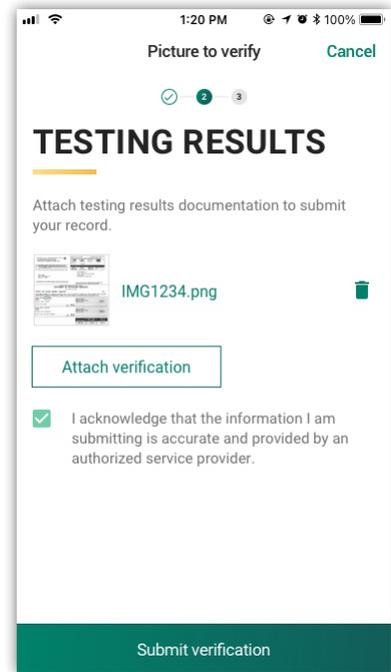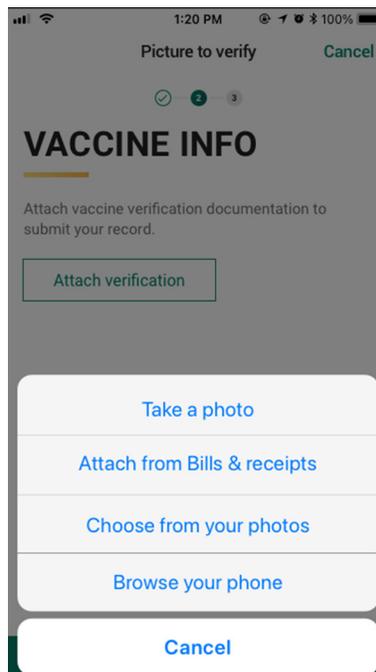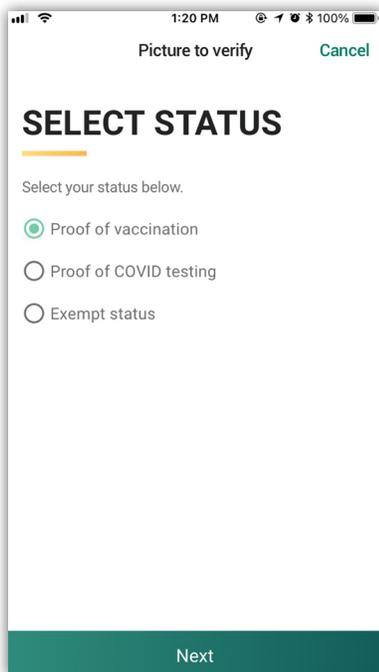
*Standard message and data rates may apply. Google Play and the Google Play logo are trademarks of Google LLC. Apple, the Apple logo, iPhone, and iPad are trademarks of Apple Inc., registered in the U.S. and other countries and regions. App Store is a service mark of Apple Inc.

Additional Resources

To help navigate the rapidly changing federal and state requirements--or a policy you are implementing within your own organization--we have developed a <u>Vaccination Verification Resource Page</u> where you will find the following:

»   **Policy template for mandatory vaccinations only.** This means you are not allowing individuals to be tested. Instead, all individuals must be vaccinated to come into your workplace.

»   **Policy template for mandating vaccination and testing.** This means you are allowing unvaccinated individuals to enter your workplace, but they must test and wear a face mask.

»   **Announcement letter to individuals pertaining to implementation of your Vaccination Verification program.** If you implement a vaccination mandate in your workplace, this letter announces the partnership with BASIC and for individuals to be aware that BASIC will be contacting them to update their status.

»   **Census template.** You are required to provide BASIC with census data for all individuals. This includes all full-time and part-time employees, as well as contractors, vendors and/or any individual entering your workplace.

»   **Individual / User Resource Guide.** An overview that provides general information to individuals on how to submit their status as well as illustrated instructions on how to use the BASIC Benefits Mobile App to upload their vaccination and/or testing records.