

Private Providers' **FREQUENTLY ASKED QUESTIONS**

VFC VACCINE ORDERING AND INVENTORY MAINTENANCE IN FLORIDA SHOTS

Contact Information

www.flshots.com

Free help desk:

877-888-SHOT (7468)

Monday – Friday, 8 A.M. to 5 P.M. Eastern

GENERAL OVERVIEW OF VFC VACCINE CHANGES IN FLORIDA SHOTS

1. What changes were implemented in Florida SHOTS regarding VFC vaccine and why were they needed?

The Centers for Disease Control and Prevention (CDC) rolled out a new system for VFC vaccine ordering. The CDC provided all states with a choice to use the new CDC system or to use the state immunization registry at each VFC provider site for direct VFC vaccine orders. Florida elected to use Florida SHOTS for managing VFC vaccine inventory ordering and receipt, calculating doses administered, vaccine accountability, and forecasting vaccine need based on information each site enters into Florida SHOTS. Managing VFC vaccine inventory in Florida SHOTS will eliminate the need for VFC providers to use two different systems and enter data several times for vaccine ordering, receipt, and accountability.

2. There appears to be more emphasis on National Drug Codes (NDC) codes and vaccine lot numbers recently. Why is there an increased focus on this?

The focus on accurate NDC codes and lot numbers is a result of CDC's initiative to achieve greater vaccine accountability for very expensive VFC vaccine. Vaccine that is available through the VFC Program office is provided through CDC's contracts with manufacturers and reflects only certain NDC codes. Only NDC codes that relate to the CDC's contracts should be attributed to the VFC Program vaccine. Florida SHOTS implemented a very easy way for VFC providers to track NDC codes, lot numbers, and expiration dates by automatically accepting these in the system without the need for user data entry. This removes the burden and inaccuracies that result from user data entry and contributes to better vaccine accountability and, very importantly, to a more complete and accurate immunization record for patients.

3. How often should I log in to Florida SHOTS to manage my VFC vaccine?

We highly recommend that you have someone in your practice designated as responsible for ordering, receiving, and managing your VFC vaccine supply. Users with inventory permissions should log in regularly to ensure that there are no pending receipts to accept. A pending receipt is created in Florida SHOTS for each of your pending orders as soon as McKesson ships the vaccine. Not addressing these pending receipts regularly could impact your ordering process and how quickly the VFC Program office is able to complete your order.

VFC VACCINE ORDERS IN FLORIDA SHOTS

4. I have vaccine purchased as part of my private stock vaccine that I used to repay the VFC Program. These lot numbers do not appear in my VFC vaccine inventory but I need to show that this vaccine stock is now VFC vaccine. How do I add lots to my VFC inventory?

VFC vaccine lots that were **not** sent to your site through VFC Program office shipped orders but that are now considered part of your site's VFC vaccine inventory must be added using the "Adjust Inventory" page. Your site must select one of the VFC NDC codes in Florida SHOTS and click "New Lot Number" in order to provide the needed detail on this vaccine.

5. Can I view my order status in Florida SHOTS?

Yes, if you have inventory roles and privileges assigned to you in Florida SHOTS. You will be able to view the order status from the point of entry into the system all the way to delivery and receipt of the vaccine order.

6. I work with inventory for multiple VFC sites within my organization. Will I be able to view orders and manage the inventory for all the sites?

Yes, as long as you have the permission needed to manage VFC inventory for all of the sites you work with, you will be able to adjust lots, transfer inventory from site to site, and view each site's orders.

7. My organization has a central pharmacy that orders vaccine for our VFC sites. How will these changes affect my organization?

Data has already been updated in Florida SHOTS to indicate which providers have a central pharmacy distribution site. Your shipments (except direct-shipped vaccine) will continue to be ordered and received by your central pharmacy. The central pharmacy will then use the vaccine transfer function within Florida SHOTS to transfer vaccine to your other VFC sites by VFC PIN. These transfers will create a pending receipt at the transfer sites that will need to be acknowledged by the receiving site. Florida SHOTS will track vaccine transferred from one VFC PIN to another through acceptance of the pending receipt.

8. What is a pending VFC vaccine receipt?

When your VFC vaccine order is approved and processed by the VFC Program office, it is then sent to CDC and from there to McKesson (the central national distributor) for all vaccines except varicella (due to the special handling requirements for the varicella vaccine). Varicella vaccine is shipped directly from the manufacturer (Merck). Once McKesson or Merck fills your order and ships the vaccine, a pending receipt is created automatically in Florida SHOTS. This pending receipt has all relevant information pertaining to your order such as doses, packaging, NDC codes, vaccine lot numbers, expiration dates, and other important information that you need to track inventory. Your site will need to check the vaccine delivered with the pending receipt in Florida SHOTS and accept the pending receipt before future orders can be placed. Since all of the vaccine receipt information is available in Florida SHOTS, the acceptance of a pending receipt automatically provides all the important information you need with minimal data entry. You must simply check the order accuracy and accept the pending receipt. It is that simple. Staff at your site that have inventory permissions in the system will receive reminders of pending receipts each time they sign into Florida SHOTS.

VFC VACCINE RECEIPTS IN FLORIDA SHOTS

9. If I have a pending receipt, can the VFC Program office process my site's next order?

No, the VFC Program office cannot process your site's next order if you have pending receipts. Once your site accepts a pending receipt, inventory is automatically increased. Florida SHOTS will block orders until all pending receipts have been resolved and reflected in your inventory-on-hand balance regardless of the source of the pending receipt (i.e., McKesson, Merck, or another VFC provider PIN).

10. How often will my site have pending receipts?

You can have one order request open at a time; however, order requests include many line items for various vaccines. The shipper may send your order in several different packages, which will, in turn, create several pending receipts. Also, any transfers received from other VFC sites are included in your site's pending receipts, so you may have several pending receipts at any given time. We strongly recommend that you check your shipments for accuracy (i.e., count doses and verify lot numbers and expiration dates), compare your physical vaccine count with information on the packing slip and with the information in Florida SHOTS pending receipts, then accept shipments received immediately into Florida SHOTS. This will ensure an accurate inventory-on-hand and order requests.

11. Where do I process my transfers?

VFC vaccine transfers are only allowed between one site with a VFC PIN and another site with a VFC PIN. VFC vaccine transfers from one PIN will create pending receipts for the receiving VFC PIN and will appear on that site's pending receipts page. Specific instructions for completing transfers are included in the "Managing Your VFC Vaccine Inventory" training guide.

12. What about adjusting inventory? Does Florida SHOTS provide a "Return and Waste Form" or do I still have to obtain that form through VFC's website?

Adjusting inventory pertains to documenting any wasted, spoiled, or expired vaccine. Florida SHOTS provides each site with the ability to adjust their inventory lots and produce the form that documents inventory adjustments directly from the system. Each site will then report their "Returns and Waste" directly through Florida SHOTS. This will facilitate the receiving of the shipping labels and printing of the packing slip information. Specific instructions for completing inventory adjustments are included in the "Managing Your VFC Vaccine Inventory" training guide.

TRANSFERS AND ADJUSTMENTS IN FLORIDA SHOTS

13. What happens if my site transfers vaccine to another VFC PIN and it is rejected by that site?

Once a site transfers VFC vaccine, your inventory for that NDC and lot number is automatically reduced by the amount transferred. If the receiving site rejects a transfer, the sending site will have their inventory automatically adjusted to increase the doses to the original amount. The system will provide your site with a notification of this adjustment.

14. Can I review transactions that occurred with VFC vaccine in Florida SHOTS?

If you have inventory permissions for your site, you can review all transactions pertaining to your VFC vaccine under the “Transaction History.” This information can be reached by clicking “Transaction History” under the “Vaccine Inventory” menu. This will allow you to pull up a specific NDC and lot number to view all transactions that have occurred since your site established its initial inventory.