



# IMPORTANT MESSAGE

California Department of Public Health  
Immunization Branch  
Vaccines for Children (VFC) Program  
850 Marina Bay Parkway  
Richmond, CA 94804

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July 1, 2019

## VFC Program Updates

Dear VFC Provider,

### VFC Customer Service Center Closures:

The VFC Program Customer Service Center will be closed on the following dates:

- Thursday, July 4, 2019 (Fourth of July Holiday)
- Tuesday, September 10, 2019 (All-Day Staff Meeting)

Orders will continue to be received during these call center closures. Normal business hours will resume after each event. Please ensure that your practice has an adequate supply of VFC vaccines in stock to prevent running out of inventory during closures.

### Return Expired 2018-2019 Influenza Vaccine:

As we wrap-up this past flu season, and begin to gear up for the 2019-2020 season, please make sure your practice has removed any remaining flu doses from your fridge.

- 2018-2019 flu products have expired at the end of June. If you have remaining flu doses on-hand, remove them from your storage unit immediately, and complete and submit a VFC Return Form by logging into your [MyVFCvaccines](#) account.
- Doses shipped back to McKesson must match doses reported in your electronic Return Form. Do not include expired private vaccine doses, any broken vials or syringes, or open multi-dose vials on the Return Form.
- Each return shipping label requested in the [Return Form](#) is associated with that specific Return ID. Therefore, **ONLY** ship doses listed in the corresponding Return ID/Form.
- Return shipping labels are only valid for 30 days; ensure expired flu doses are returned to McKesson as soon as possible.

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**For any ordering or delivery questions, please call a VFC Customer Service Representative at (877) 243- 8832 during normal business hours, Monday through Friday 9am to 5pm or visit our website [EZIZ.org](#) for important VFC Program communications and information.**