



State of California—Health and Human Services Agency  
California Department of Public Health



Director & State Health Officer

EDMUND G. BROWN JR.  
Governor

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TO: Vaccines for Children (VFC) Providers

FROM: Maria E. Volk, MPA, Acting Chief *Maria E. Volk*  
Center for Infectious Diseases  
Division of Communicable Disease Control, Immunization Branch

SUBJECT: VFC's On-line Ordering System Upgrade

We are pleased to announce that a complete system upgrade has been completed for MyVFCVaccines, the California VFC program's on-line vaccine ordering and account management system. This critical upgrade was necessary to resolve intermittent system errors and connectivity issues recently experienced by provider and program staff. The site will re-open to all providers on Tuesday February 17, 2015.

Participating providers were notified of MyVFCVaccines's temporary shutdowns via FAX and e-mail communications. While our site's temporary shutdown interrupted normal program operations, this critical system upgrade was absolutely necessary to allow providers to perform uninterrupted on-line program transactions, and allow the processing of vaccine requests by the VFC Program's Customer Service Center.

The following procedures and deadlines have been modified in light of the system's unavailability during the upgrade period:

- **Recertification** : The deadline for submitting VFC's Annual Recertification has been extended to February 27, 2015.
- **Vaccine Requests**: All orders submitted through MyVFCVaccines prior to the system's shutdown on 2/10/2015, or faxed during MyVFCVaccine's unavailability, have been processed.
- **E-mail Notifications**: E-mail notifications have been restored. You should receive a VFC program e-mail upon order approval and prior to your order shipping. In the event that additional information is needed before an order can be approved, the Vaccine Coordinator for that practice will receive a VFC e-mail notification. Email notification to the Provider of Record upon submission of a completed online VFC Recertification form has also been restored.

The California Vaccines for Children Program remains committed to providing enrolled providers with exceptional customer service, and reliable on-line technology to submit and receive vaccine requests in a timely manner. We value your participation in the VFC Program and appreciated your patience and understanding during this transition.

If you have any questions, please call your VFC Field Representative or the VFC Program at 877-243-8832 (877-2GET-VFC) or visit [www.EZIZ.org](http://www.eziz.org).