



IMPORTANT MESSAGE

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

Toll Free Phone:
877-2GET-VFC (877-243-8832)

Toll Free Fax:
877-FAXX-VFC (877-329-9832)

May 5, 2015

VFC Customer Service Center Operation Hours and 2014-2015 Influenza Vaccine Update

Dear VFC Provider,

VFC Customer Service Center Operation Hours:

The VFC Program Customer Service Center will be closed during the following date in May:

- Monday, May 25, 2015 (Memorial Day Holiday)

Orders will continue to be received during the call center closure. Normal business hours will resume after the Holiday. You may reach a VFC Customer Service Representative at (877) 243-8832, Monday through Friday from 9am to 5pm.

TIP: Upon order submission, please allow up to 15 business days for the processing and delivery of your vaccine request. Make sure to place your vaccine request with sufficient inventory on hand (3 weeks recommended).

2014 – 2015 Influenza Vaccine Update:

VFC will close supplemental ordering for influenza vaccines on Monday, May 11, 2015.

As a reminder, any expired or spoiled VFC seasonal flu vaccines must be returned to McKesson Specialty to recoup the federal excise tax credit. Upon expiration, please remove expired flu vaccines from your storage units immediately and then complete and submit the VFC Return form online by logging into your MYVFCVACCINES account on eziz.org.

**Are you not receiving VFC's emailed program letters and communications?
Visit our website at www.eziz.org and log into MyVFCVaccines to check your email address. Also be sure to check your spam folder!**