



# IMPORTANT MESSAGE

California Department of Public Health  
Immunization Branch  
Vaccines for Children (VFC) Program  
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June 13, 2013

## VFC Call Center Operations Update

Dear VFC Provider,

Please refer to the following updates regarding the VFC Call Center hours of operation.

### VFC Call Center Closures

The VFC Program Office will be closed during the following dates for all staff meetings:

- Tuesday and Wednesday June 18-19, 2013

Orders will continue to be accepted during these dates.

### New VFC Call Center Hours of Operations

Beginning July 1, 2013, the VFC Customer Service Call Center will have new hours of operations. The change in the call center hours will allow time for daily staff updates and trainings to enhance customer service quality to our providers.

The new hours of operations will be **Monday through Fridays from 9:00am to 5:00pm.**

If you have any questions, please call the VFC Customer Service Center at 1-877-243-8832.

Did you know VFC providers can now submit VFC vaccine orders online?  
Visit our website at [www.eziz.org](http://www.eziz.org) and log in MyVFCVACCINES!