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TO: California Vaccines for Children Program Providers
Immunization Coordinators

FROM: John Talarico, DO, MPH 
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SUBJECT: Introducing VFC's Online Ordering System and "MyVFCVaccines"

The California VFC Program is excited to announce the launching of online vaccine ordering to enrolled providers. The ability to submit vaccine orders electronically will replace the antiquated faxing method and facilitate vaccine ordering, making it easier and faster for providers.

MyVFCVaccines

VFC has created an entry portal for all actively enrolled VFC providers to access various VFC Program applications, called *MyVFCVaccines*. Through *MyVFCVaccines*, providers will be able to log on to their individual accounts to submit VFC vaccine requests, report any returns or transfers of vaccines, and request shipping labels. In addition, seasonal VFC applications such as Flu Order Confirmation and the annual VFC Recertification will also be available through *MyVFCVaccines*. This online portal will allow providers to access all VFC-related program applications centrally in one place.

BENEFITS OF THE SYSTEM

There are multiple benefits of the new system for providers and VFC:

1. Providers will be able to submit orders electronically and get instant order confirmations.
2. Providers may update shipping and contact information for their practice.
3. Provider can submit Returns/Transfers form for VFC-supplied vaccine along with their VFC order. This will expedite the review and processing of submitted vaccine requests.

In addition, providers can look up their history of vaccine orders, vaccine returns, and transfers submitted online; and preview their entered orders and Returns/Transfers prior to submitting.

The new system streamlines overall order processing, provides instant access to submitted orders, facilitates order look-up, ensures the receipt of complete order information (information required for order review and approval), and prepares to interface with the new national ordering system, VTrckS, in late 2013.

ACCESSING THE SYSTEM

MyVFCVaccines and online vaccine ordering are now available to all VFC providers. Providers can access *MyVFCVaccines* by clicking on the *MyVFCVaccines* button that is located on the eziz.org homepage. Providers will need to enter their six-digit Provider Identification Number (PIN) and zip code to log into their account.

Providers without access to Internet should contact VFC for further instructions.

VACCINE ORDERS

Submitting Your Vaccine Order

VFC providers can submit their next VFC vaccine order through the *MyVFCVaccines* system. To prevent duplication, orders submitted electronically should not be faxed to VFC. In order to maintain a complete order history in the new system, please ensure all subsequent orders are submitted through the online ordering system once you have submitted your first vaccine order online. In lieu of a fax cover sheet, you may submit any comments regarding your order in the "comments box" at the bottom of the order form screen. Once you have begun submitting orders electronically, faxed orders will no longer be processed.

Providers should continue to follow their current ordering schedule and expect no changes in the timeframe of order processing and vaccine shipments.

Viewing Order History

Every order submitted through *MyVFCVaccines* will be maintained in the Order History feature, where providers can access and review previously submitted orders. The Order History captures the doses administered, doses requested, and the order submission date of every submitted order. In addition, the VFC Program has uploaded recent provider orders received through fax into providers' *MyVFCVaccines* account. These recent order histories will also be accessible through the Order History feature.

SYSTEM EMAILS

The VFC Program will provide many communications related to their orders to providers electronically. Upon successful submission of an order through *MyVFCVaccines*, the system will generate an automatic e-mail confirming the submission of your order to VFC. Providers will also receive a notification of when an order has been approved by VFC and submitted to McKesson for fulfillment. This e-mail notification will include any modification to the original order (requested doses and approved doses). In the event that an order cannot be readily approved, an e-mail notification will be sent to the practice with further instructions.

RETURN/TRANSFER

Submitting Your Return/Transfer

Vaccine transfers and returns can also now be submitted online through *MyVFCVaccines*. As with the order form, the online Return/Transfer form is modeled closely after the current paper-based form. The system will prompt you to indicate if any VFC vaccines have been returned or transferred during the ordering period. If this is the case, please ensure a Return/Transfer Form is submitted to VFC along with the order to properly account for the vaccines that were returned or transferred.

For spoiled or expired vaccines that are being returned to McKesson, you can also request shipping labels to be sent to you online. Print two copies of the submitted Return/Transfer form; keep one copy for your records and place the second copy in the box with the vaccines to be returned to McKesson.

Viewing Return/Transfer History

As with vaccine orders, every Return/Transfer submitted through *MyVFCVaccines* will be maintained in the Return/Transfer History feature where providers can access and review previously submitted Return/Transfers.

RESOURCES

There are several resources available to assist providers with utilizing *MyVFCVaccines* and the online ordering system.

- *Quick Reference Guide*: Attached is a quick reference guide to assist your clinic staff in navigating through the site and submitting vaccine requests.
- *VFC Vaccine Inventory Form*: The Vaccine Inventory Form is a tool that providers can use when conducting a physical inventory of their vaccines in the refrigerator prior to submitting an order on *MyVFCVaccines*. The exact doses of every vaccines in inventory can be captured on the form and be readily accessible for reference when placing an order on *MyVFCVaccines*. Attached is the VFC Vaccine Inventory Form that is prefilled with all VFC vaccines. A second version that is customizable will be available on EZIZ in the near future.
- *Tutorial Video*: A short recorded video available on *MyVFCVaccines* that provides step-by-step tutorial on how to log into *MyVFCVaccines*, how to submit a vaccine order, and how to report transfers and returns.
- *VFC Field Representatives*: Your regional VFC Field Representatives are also available as resources for online ordering.

FEEDBACK

The VFC Program requests your feedback on your experience with submitting your vaccine order online and on usability of *MyVFCVaccines*. We would like to ask you to please complete a short survey after the submission of your initial order by going to this link:

<https://www.surveymonkey.com/s/8N898ZM>. Your input will help us to make sure that *MyVFCVaccines* is an easy, convenient, and valuable resource for VFC providers.

If you have any questions, please call our VFC customer service line at (877) 243-8832.

Enclosures:

MyVFCVaccines Quick Reference Guide
VFC Vaccine Inventory Form
Introducing MyVFCVaccines card