Vaccines for Children (VFC) Pharmacy Pilot Program Roundtable

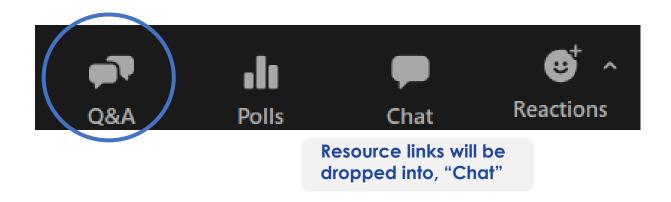
Thursday, May 16, 2024 12:00 p.m. – 1:00 p.m.





Questions

During today's Roundtable, please use the Q&A panel to ask your questions so VFC panelists and subject matter experts can respond directly.







Housekeeping

Reminder to Attendees:



Today's session is being recorded. For slides, webinar recordings, and other postings, see the VFC Pharmacy Pilot Program EZIZ Webpage.



If you have post-webinar questions, please email **leslie.amani@cdph.ca.gov**

Reminder to Panelists:



Please mute yourself when not speaking.

Please monitor the Q&A panel for questions you may be able to answer.



Tuesday, May 14, 2024

No.	Item	Speaker(s)	Time (PM)
1	Welcome, Announcements, and Introductions	Leslie Amani (CDPH)	12:00 – 12:05
2	VFC Pharmacy Pilot Program Update	Claudia Aguiluz and Edward Salaguinto, PharmD, RPh (CDPH)	12:05 – 12:20
3	Survey Summary	Brenton Louie (CDPH)	12:20 – 12:25
4	Q&A and Discussion	Attendees and VFC Pharmacy Pilot Program SMEs (CDPH)	12:25 – 12:55
5	Resources	Leslie Amani (CDPH)	12:55 – 1:00

Thank you for attending today's session!



Announcements Leslie Amani, CDPH



myVFCvaccines to myCAvax System Transition

VFC vaccine ordering, and other related VFC activities will go live in myCAvax on Monday, June 10, 2024.

Once live, VFC providers will be able to easily:

- Report shipping incidents electronically
- Access practice dashboards
- View support resources in the Knowledge Center
- Read important broadcast messages from CDPH upon logging in to myCAvax
- Access multiple state-funded vaccine
 programs

VFC vaccine ordering and management is moving off myVFCvaccines to the new myCAvax system on June 10.





COMINGSOO

myCAvax System Transition Details and Trainings



GÓN, M.D., Dr.P.H. le Public Health Office		GAVIN NEWSI Governor
May 15, 202	4	IZB-FY-23-24-14
TO:	California Vaccines for Children Program Providers Immunization Coordinators	
FROM:	Robert Schechter, M.D., Chief, Immunization Division of Communicable Disease Control Center for Infectious Diseases	
SUBJECT:	VFC is Moving to a New Vaccine Managem	nent System - myCAvax
Q	 VFC is moving to the myCAvax sys May 24, 2024, is the last day to sub return, transfer, or wastage form us 	omit a new vaccine order,
vaccine orde	a VFC Program is excited to announce the t ring and provider management system, My Avax, This transition is expected to occur or	VFCVaccines, to a new

to MyCAvax as CDPH aligns its vaccine programs into to one single system: myCAvax already supports the Local Health Department (LHD) 317 Vaccine Program, the Vaccines for Adults (VFA) Program, State-purchased influenza vaccine, and the California COVID-19 Bridge Access Program (BAP). VFC providers may be familiar from the pandemic with using myCAvax for COVID-19 vaccine ordering.

BENEFITS OF myCAvax include:

- Improved access and security. myCAvax requires individual user login for better security instead of just the VFC PIN and zip code.
- Providers who are part of multiple CDPH Immunization Programs will only need to use one system for all vaccine ordering and management.
- Modernized system. The myCAvax system uses updated technology to streamline vaccine management activities.

California Vaccines for Children (VFC) Program 850 Marina Bay Parkway, Bldg. P, 2nd Floor, Richmond, CA 94804 (877) 243-8832 + FAX (877) 329-9832 + Internet address: <u>www.eziz.org</u>



Join us for a 30-minute **introductory webinar** to learn the basics of using myCAvax.

CDPH is offering three training sessions for brand new users. The content is repeated, so you only need to sign up for one of the following webinars:

•Wednesday, May 22, 2024, from 10 – 10:30 AM
•Wednesday, May 29, 2024, from 9 – 9:30 AM
•Tuesday, June 4, 2024, from 12:30 – 1 PM
Register on Zoom.



VFC 101&102 Trainings for All VFC Providers

VFC 101: Requesting VFC Vaccine in myCAvax

30-minute webinar exploring how to place a vaccine order request in myCAvax with an opportunity for Q&A. The content is repeated, so you only need to sign up for one of the following webinars:

- Thursday, May 30, 2024, from 9 9:30 AM
- Thursday, June 6, 2024, from 9:30 10 AM
- Tuesday, June 11, 2024, from 12 12:30 PM
- Tuesday, June 18, 2024, from 11:30 AM 12 PM

VFC 102: Managing VFC Vaccine in myCAvax

30-minute webinar intended for staff who will be responsible for managing VFC vaccine in myCAvax (e.g., reporting waste, transfers, shipment incidents, and excursions).

- Friday, June 7, 2024, from 9:30 10 AM
- Wednesday, June 12, 2024, from 10 10:30 AM
- Wednesday, June 19, 2024, from 12:30 1 PM

Register on **Zoom**.

Register on **Zoom**.

NOTE: The content is repeated, so you only need to sign up for one of each 101 & 102 series.



Questions for Discussion

- 1. What is working well for you as a participant in the VFC Pharmacy pilot program?
- 2. In what ways could the VFC Program better support you as a participant in the VFC Pharmacy Pilot Program?
- 3. Are VFC-eligible patients being referred to you, if so, how?
- 4. Are vaccine orders and administration in alignment of what you expected?
- 5. How can we support your billing needs as we coordinate with DHCS? E.g., materials, trainings, webinars?
- 6. What best practices would you share with a pharmacy that is considering enrollment in the VFC Pharmacy Pilot Program?



VFC Pharmacy Pilot Program Claudia Aguiluz, CDPH Edward Salaguinto, PharmD, RPh CDPH





Pilot Background-Purpose



- Learn how pharmacy enrollment in VFC could assist with expansion of the VFC network in key geographic areas of CA
- Leverage pharmacy's expertise in vaccinations during the COVID-19 pandemic, to quickly reach vulnerable Medi-Cal/VFC-eligible children outside the existing provider network
- Identify VFC Program support levels required to support an open enrollment of pharmacies statewide



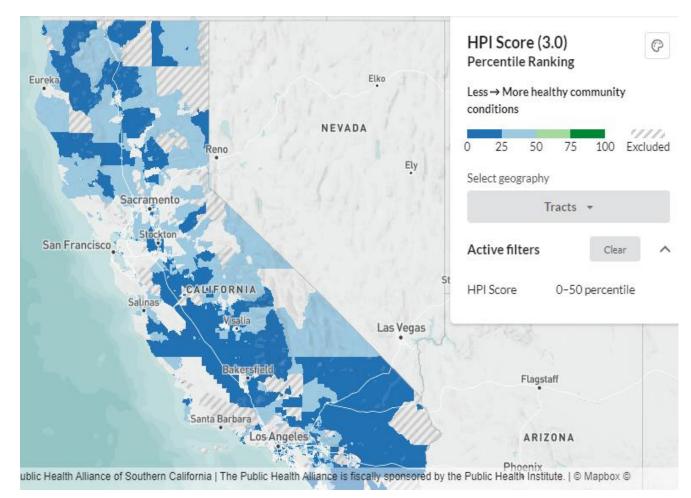
Pharmacy Pilot Selection

Selection Criteria

- Initial recruitment limited to a small number of • pharmacies (25)
 - located in zip codes that rank in the two lowest quartiles of California's Healthy Places Index (HPI 1&2)
 - High COVID-19 vaccine administration rates 0
 - Independent/Community pharmacies 0

Pharmacy Outreach

- First round of invitations (25) sent via email, with subsequent outreach communications if no response received (participate or decline)
- Second round of invitations (50 additional ٠ pharmacies) and outreach follow-ups conducted
- Survey to all pharmacy locations that did not respond • or enroll
 - 7 responses out of 60 pharmacies contacted 0





Pilot Background-Timeframe

Anticipated Duration: 1 Year

Enrollment Approach & Requirements

- By invitation only
- Flu only with an option to provide all ACIP
 recommended vaccines
- Participate in surveys designed to identify barriers, successes, and benefits of pharmacy participation in VFC
- Follow all VFC program participation requirements

Planning & Implementation Timelines:

- October- December 2022: Initial planning and outreach
- January- May 2023: Pharmacy enrollment
- Mar- May 2023: Pilot Pharmacy Survey (Non-respondents)
- November 2023: Pilot Pharmacy Survey-(enrolled pharmacies)



CA VFC Pharmacy Pilot Sites-Current status



Participation details

Collectively, sites have ordered a total of 3,495 doses of VFC vaccines in a 14-month period (January 2023-March 2024)

- 30% (1,050 doses) COVID-19
- 55% (1,915 doses) Routine
- 15% (530 doses) Flu

An average of 4 orders submitted during the participation period

All sites have completed an initial VFC Pharmacy Pilot Participation survey



VFC Pharmacy Pilot Participation Survey



Overall enrollment experience



Preparations and implementation of VFC in pharmacies VFCVACC

IFORNIA'S VFC PROGRAM PRC

Vaccine Ordering



Vaccine Administration

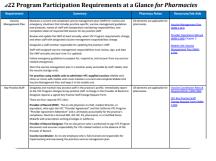
- Required for all participating sites
 Gather participant
- ✓ Gather participant feedback and experiences in 7 key areas



VFC Eligibility Screening and Documentation



Billing and Reimbursement



Participation Resources & Program Support



Challenges- Program Perspective- Operationally

Outreach & Communication

- Active provider enrollment process, requiring strategy & targeted communications
- Enhanced communications needed
- Hard to get a response from prospective participants

Training and support

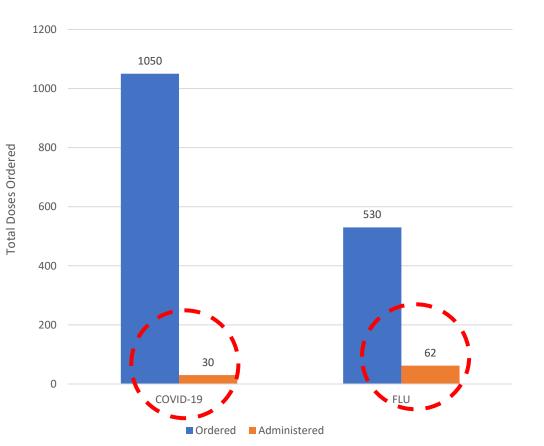
- Need to invest time in supporting and setting up pharmacies for success
- Key areas include initial and subsequent vaccine ordering guidance
- Routine ordering differs from traditional provider offices who can forecast need based on historical ordering or patient schedules

Vaccine Ordering

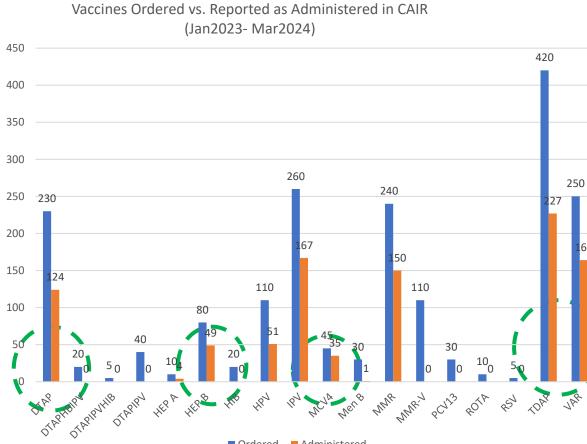
- Order totals and frequencies significantly lower than anticipated
- While most pharmacies placed initial orders, subsequent ordering decreased (1-3 orders placed)
- Some cited low patient demand

Billing and reimbursement

- Not an area of expertise programmatically on how pharmacies bill for services provided; however, this was an area pilot participants expected program to know
- Must highlight differences between COVID programs and VFC regarding billing and reimbursements
- Billing challenges leading to low vaccine usage and ordering







VFC Pharmacy Pilot

Ordered Administered



Los Angeles (L.A.) County Pharmacy Pilot

Background

- 5 pharmacies in LA County selected to participate in a pilot project for the CA VFC Program
- These pharmacies were strong partners in the county's COVID-19 provider network and provided mobile clinics; one entered into a Collaborative Practice Agreement to be able to serve younger children
- Community pharmacies are critical in underserved communities, and often provide key health services to its members
- Experience with COVID-19 helped prepare them to meet VFC program requirements and expand vaccines that could be offered, especially in school settings





L.A. County Pharmacy Pilot Lessons Learned



- Enrollment:
 - Clinics were already following COVID-19 protocols, implementation was fairly seamless; though Enrollment process more complicated for some
 - VFC staff support was critical for helping them navigate enrollment requirements (dos/don'ts/expectations)

Participation-Some barriers included:

- Temperature logging
- o inventory management required improved processes; wanted to co-mingle with commercially purchased vaccines;
- Ordering how to gauge demand to avoid waste
- o community outreach challenge with getting the word out that the pharmacy was now a VFC provider
- training required additional training to help pharmacies understand nuances of different programs (VFC & COVID)

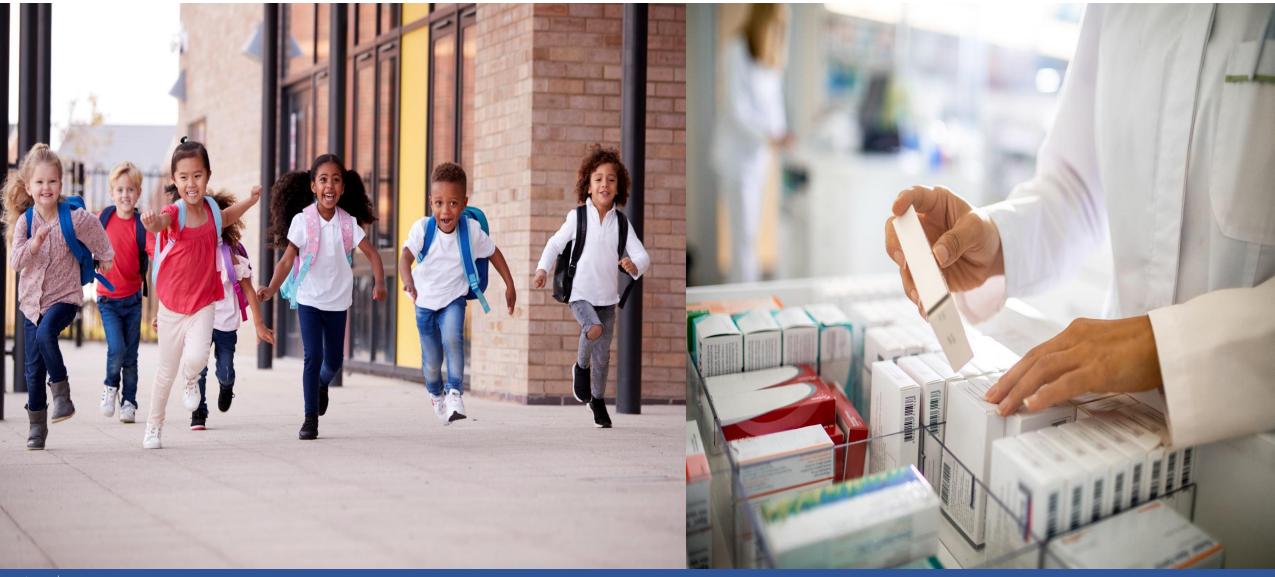
Reimbursement

- Experienced challenges when trying to bill Medi-Cal
- o Affected their ability to scale up to serve eligible children
- Faced having to absorb costs even with reimbursement issues (couldn't turn children away)
- More support was needed for successful claims submission

Opportunities

- Address Medi-Cal challenges and improve reimbursement experience & guidance for submitting claims successfully
- Advertising about availability
- Align requirements for different programs
- Consider different operational models*

CA VFC Pharmacy Pilot-Next Steps





CA VFC Pharmacy Pilot Next Steps: Phase 2

What are we doing differently?

- Expansion for second round, starting with a list of pharmacies interested in joining
- Timeframe: Spring-Summer 2024
- Removing some of the geographic restrictions
- Looking at provided feedback to enhance VFC resources to support onboarding of pharmacies
 - Vaccine ordering
 - Mass vaccination and off-site events
 - $_{\odot}\,$ Marketing and collaboration efforts
- Providing an option for pharmacies to enroll as a "Vaccine Replacement Model*" provider
- Continue to collaborate with CA's Department of Healthcare Services (DHCS) to support
 providers with billing and reimbursement support
- Provide enhanced support to current participants beyond annual participation survey



CA VFC Pharmacy Pilot Next Steps: Preparing to offer VFC Vaccine Replacement Model Enrollment

Vaccine Replacement: A process for vaccine replacement of private vaccine stock used for VFC eligible children, which is allowable (and approved by CDC) only if:

- An individual provider has the capacity to purchase private stock for VFC eligible children
- The provider utilizes an electronic system for documenting patient eligibility at the dose-level.
- The state's Immunization program has the capacity to perform oversight of the vaccine replacement process and ensure that doses replaced directly reflect the VFC eligible children served by the provider.

Replacement model enrollments have an added layer of enrollment approvals. These must be approved in writing by CDC.

Participating provider types in CA eligible for this model are specific to large HMOs, birthing hospitals, and pharmacies.

Key elements include:

- ✓ VFC screening and documentation during each immunization encounter or visit.
- ✓ Capturing patient's eligibility status at the dose level through CAIR and the provider's EHR system
- The total public vaccine inventory reported with vaccine orders must represent the public portion of the Provider's inventory on hand.
- Public vaccine returns must be submitted to represent the public portion of the total vaccine returns.
- Compliance with all other CA VFC Program Requirements.
- CA's VFC Program assessment of doses administered data prior to fulfilling replacement vaccine requests



Medi-Cal Reimbursement for VFC Pharmacies

Pharmacist initiated

VFC vaccine administration fee: List each administered vaccine CPT code with an SL modifier (state-supplied vaccine). SL modifier ensures that the cost of the vaccine is not reimbursed.

Billing details including vaccine CPT codes can be found in the <u>VFC section</u> of the Medi-Cal provider manual

Consultation and assessment fee (vaccine initiation): Providers must bill claims to DHCS/CAMMIS on a medical claim under Pharmacist Services using CPT codes 99202 (new patient) and 99212 (existing patient).

This must be submitted on a CMS 1500 medical claim form.

Note: Pharmacy providers must submit medical claims for Managed Care Plans (MCP) members under Pharmacists Services to applicable MCPs and claims for FFS members must be submitted to DHCS/CAMMIS.



Vaccines For Children (VFC) Program (vaccine) (ca.gov)

Medi-Cal Reimbursement for VFC Pharmacies

Other prescriber initiated

VFC vaccine administration fee: List each administered vaccine CPT code with an SL modifier (state-supplied vaccine). SL modifier ensures that the cost of the vaccine is not reimbursed.

Billing details including vaccine CPT codes can be found in the <u>VFC section</u> of the Medi-Cal provider manual.

This must be submitted on a CMS 1500 medical claim form.

Note: Pharmacy providers must submit medical claims for Managed Care Plans (MCP) members under Pharmacists Services to applicable MCPs and claims for FFS members must be submitted to DHCS/CAMMIS.



Medi-Cal Reimbursement for VFC Pharmacies

Coming Soon:

Professional Dispensing Fee will be reimbursed by Medi-Cal Rx: Expected Magellan release sometime between summer and winter this year.

- The professional dispensing fee methodology is two-tiered, based on total annual (Medi-Cal and non Medi-Cal) claim volume as follows:
 - \$13.20 when less than 90,000 prescriptions are dispensed
 - \$10.05 when 90,000 or more prescriptions are dispensed



For questions on VFC billing:

- Email to: <u>MediCalRxEducationOutreach@primetherapeutics.com</u>
- Subject line: VFC Billing Question

Pilot Participant Feedback & Survey Summary

Brenton Louie, CDPH

VFC Pharmacy Pilot Participation Survey



Overall enrollment experience



Preparations and implementation of VFC in pharmacies VFCVACC

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Vaccine Ordering

Vaccine Administration

- ✓ Required for all participating sites
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VFC Eligibility Screening and Documentation



Billing and Reimbursement



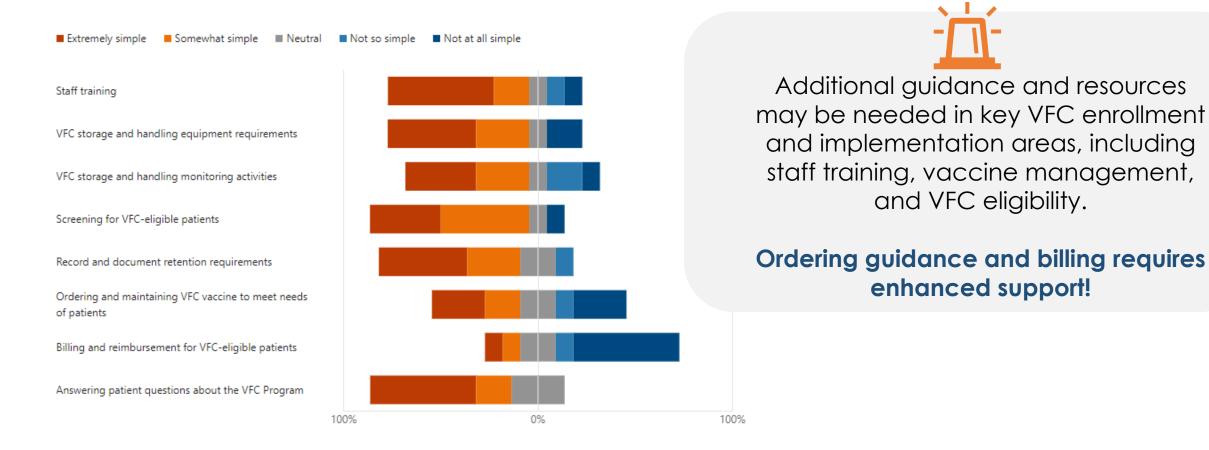
Participation Resources & Program Support



Program Participation Requirements & Activities

12. Please rate your experience with implementing the VFC Program in your pharmacy for the following areas:

More Details





Vaccine Ordering

26. We appreciate your efforts in ordering and administering all ACIP-recommended vaccines to the patients you serve. Can you share any suggestions and tips on how you...

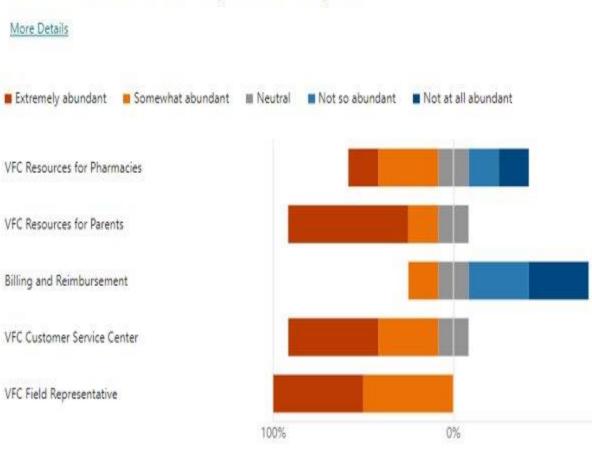
6 Responses

ID ↑	Name	Responses	clinics with Partnership	
1	anonymous	The BEST way forward would be to incorporate the immuniz workflow once we figure out the billing and reimbursement my head but have not been able to implement to the fullest.		
2	anonymous	We work closely with our local Public Health Department, the district, district nurses and local pediatricians. We held clinics HealthPlan and the school district. We also hold daily walk-ir necessary) clinics in the pharmacy. The answer to question 19 you referring to brand specific vaccines. We overlap some m defiantly dispense required ACIP vaccines to VFC and private	s with Partnership n (no appointment 9 is yes and no if anufacturers but	
3	anonymous	Partnering with schools		
4	anonymous	It is a challenge for pharmacies since there effectively is no though Medi-Cal reimburses through the ORP program, th patients are in a managed care plan and not eligible. So, di administration fees are \$0. We are grateful to be a provider however, implementation of the program is definitely finan	SCHOOL CLINICS AND COMMUNITY COMMUNICATIONS/SIGNS AT THE PHARMACY	
5	anonymous	SCHOOL CLINICS AND COMMUNITY COMMUNICATIONS/SI PHARMACY	IGNS AT THE	
6	anonymous	usually thru patients referring each other. We tried reaching pediatrician offices but we did not get any patients from the		



Participation Resources and Support

76. Please rate the level of availability for the following resources:



Participants were satisfied with VFC resources for pharmacies and patients; & overall participation support from VFC; however, billing and reimbursement resources and support were lacking.

Responses

Please help with the billing. Thank you!

WOULD LIKE TO CONTINUE SUPPORTING THE PROGRAM BUT NEED TO BE REIMBURSED AS A PHARMACY PROVIDER AS THE MEDICAL OFFICES & OTHER VFC PROVIDERS GET FULL REIMBURSMENTS.

Step by step billing guidance from an expert would be great.

Training would be lovely, although we have worked out most of the issues now.

How to bill medi-cal rx



Q&A and Discussion

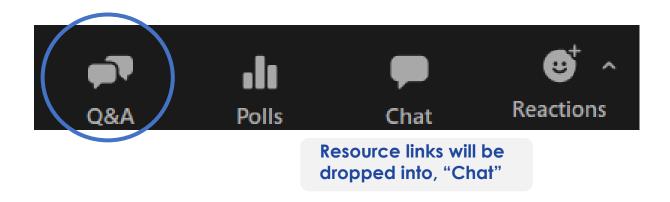
VFC Subject Matter Experts





Questions

During today's Roundtable, please use the Q&A panel to ask your questions so VFC panelists and subject matter experts can respond directly.







Questions for Discussion

- 1. What is working well for you as a participant in the VFC Pharmacy pilot program?
- 2. In what ways could the VFC Program better support you as a participant in the VFC Pharmacy Pilot Program?
- 3. Are VFC-eligible patients being referred to you, if so, how?
- 4. Are vaccine orders and administration in alignment of what you expected?
- 5. How can we support your billing needs as we coordinate with DHCS? E.g., materials, trainings, webinars?
- 6. What best practices would you share with a pharmacy that is considering enrollment in the VFC Pharmacy Pilot Program?



Resources

Leslie Amani, CDPH





Resource: <u>VFC</u> Pharmacy <u>Pilot Program</u> on EZIZ

Home Vaccine Programs Vaccine Management Storage Units Temperature Monitoring Training & Webinars Clinic Resources Patient Resources Contact VEC Phone: (877) 243-8832 Hours: Mon-Thurs, 9AM-4:30PM Friday, 9AM-4PM Send us an email Fax: (877) 329-9832

- VFC Field Representatives
- Find VFC providers
- Sign up for EZIZ emails
- Frequently Asked Questions

The VFC Program is exploring how pharmacy enrollment could assist with expansion of the VFC network in geographic areas with a scarcity of VFC providers. Leveraging the pharmacy's expertise in vaccinations could allow VFC to quickly reach vulnerable Medi-Cal/VFC-eligible children outside the existing provider network. This pilot will provide valuable data to identify the needs and support services that would be required to ensure successful participation in the VFC Program should enrollment be expanded to support enrollment of pharmacies statewide.

Pharmacy Benefits

VFC Pharmacy Pilot

- No-cost vaccine.
- Pharmacists would be entitled to the Professional Consultation fee.

Thank you for your interest in the VFC Pharmacy Pilot.

- Pharmacists who initiate the vaccine are providing Professional Pharmacist Services. They may bill for the evaluation and management portion of the visit (evaluation or assessment of the patient to determine the appropriateness of the vaccine and includes history, examination, and medical decision making).
- Pharmacists would be entitled to the Professional Administration fee.
- Pharmacies serve as an important community-based access point for vaccinations and have the potential to better serve children by participating in the California VFC Program.

Selection Criteria

The VFC Program is recruiting 25 pharmacies with successful vaccine administration rates that are located in zip codes that rank in the two lowest quartiles of the Healthy Places Index. Additionally, pharmacies based in areas of high VFC-eligible populations will increase access to VFC vaccines. Participation in the COVID-19 Vaccination Program is encouraged but not required.

Pilot Duration

The pilot will last one year. Accounts may be terminated at the end of the pilot. Enrollment is conditional upon compliance with pilot participation requirements.

Requirements for Pilot Participation

• CDPH

Upcoming Webinar Opportunities

<u>CDPH IZB Bi-weekly Updates for Providers</u> Next session: Friday, May 17, 2024 9:00 am – 10:30 am



