VFC Recertification
Frequently Asked Questions

Contents

Know what you are looking for? Use the following links to easily locate the answer.

Managing EZIZ Training Account

Q: What information related to my account can be updated?
A: Using the "Edit Profile" link in the blue My Account section in the upper right-hand corner of the page, the following information on file for your account may be updated: First Name, Last Name, Email, Account Password and PINs your account is currently linked to.

Q: How do I link my existing EZIZ training account to a VFC PIN?
A: If the PIN you would like your account linked to is not listed on the Edit Profile page, use "Link to PIN" to search for the VFC account you would like to link your training account to. When instructed, provide the zip code for the location you would like to link your training account to. Once zip code is provided, a list of VFC provider sites will display. Choose the "Select" button for the location you would like to link your training account to. After selecting the location, it will send you back to the "Edit Profile" page.
TIP: If the PIN does not display in the list of linked PINs, refresh the page.

Q: Can I un-link an EZIZ training account from a VFC PIN?
A: Yes. For individuals, contact VFC Customer Service and provide them with the username for your training account and request to un-link your account from a PIN. For active VFC providers, login to your MyVFCvaccines.org account and use the EZIZ Training Accounts link to view all EZIZ training accounts linked to your PIN. Use the checkbox on the right side of the page to mark accounts that you would like un-linked from your PIN. After the accounts you would like to be removed have been selected, use the Submit button at the bottom of the page to un-link the selected accounts from your PIN.

Q: How do I update the email address for my EZIZ training account?
A: Use the "Edit Profile" link in the blue My Account section in the upper right-hand corner of the page.

EZIZ Lessons

Q: What lessons are the Vaccine Coordinator, Backup Vaccine Coordinator, Provider of Record, and Provider of Record Designee required to complete for Recertification?
A: The lessons required by role are listed below:

	✓ = Required Lesson	When to Start Lesson	Key Practice Staff			
			Vaccine Coordinator	Backup Vaccine Coordinator	Provider of Record	Provider of Record Designee
Lessons	**VFC Program Requirements***	December 2023	✓	✓	✓	✓
	Storing Vaccines*	December 2023	✓	✓	✓	✓
	Monitoring Storage Unit Temperatures*	December 2023	✓	✓	✓	✓
	Conducting a Vaccine Inventory*	December 2023	✓	✓	Encouraged	Encouraged
Review & Acknowledge	**Provider Operations Manual**	December 2023	✓	✓	✓	✓
	Vaccine Management Plan	December 2023	✓	✓	✓	✓

* *Test-out option available*

Q: When can providers and key practice staff start taking the EZIZ lessons required for Recertification?
A: Lessons completed starting 12/1/2023 or later will receive credit for the annual training requirement for Recertification. Staff may begin taking the required lessons now and receive credit for completion, prior to the availability of the online Recertification Form. **IMPORTANT**: Any lessons completed prior to 12/1/2023 will not receive credit towards Recertification.

Q: How do I get credit for taking the lessons required for Recertification?
A: The lesson completion date that shows on the Learning History page must be 12/1/2023 or later. If the date that shows is before that, the lesson must be reset and taken again to receive credit for Recertification.

Q: How do I reset the lessons required for Recertification?
A: Use the "Reset" button that shows at the top of the learning history page to reset all the lessons required for Recertification. To reset individual lessons, use the "Reset individual lessons" link in the upper right-hand corner of the page.

Q: Can I opt out of the lessons?
A: No. It is a program requirement that staff complete the lessons required for their role. However, some lessons may have a test-out option available. For more information on the test-out option, review the "Test-Out Option" section in this FAQ.

Q: I cannot remember the password for my training account and the reset password link is not working, what do I do?
A: Contact VFC Customer Service at (877) 243-8832 to have your password reset. Make sure to have your username ready when you call.

Q: Does it matter which internet browser I use to complete the lessons?
A: Microsoft Edge (PC), Google Chrome (PC/Mac), and Mozilla Firefox (PC/Mac) have been the most compatible with the EZIZ lessons. Ensure that your internet browsers are up-to-date and that your browser history is cleared to prevent issues with accessing the lessons.

Test-Out Option

Q: What is the test-out option?
A: The test-out option allows eligible providers and key practice staff to get credit this year for lessons they successfully completed or tested out of during the previous year's recertification period. This applies only to lessons where the test-out option is available.

Q: What lessons will the test-out option be available for?
A: For this year's Recertification, providers have the option to test-out of the following lessons:
- VFC Program Requirements
- Storing Vaccines
- Monitoring Storage Unit Temperatures
- Conducting a Vaccine Inventory

Q: Who is eligible for the test-out option?
A: Any EZIZ user who took the required lessons after 12/1/2023 AND either passed the post-lesson check with a passing score of 80% or higher, or tested out, is eligible to test-out of the lessons where the test-out option is available.

Q: How does the test-out option work?
A: First, providers and key practice staff must reset all the lessons required for 2024 VFC Recertification using the "Reset" button on the Learning History page. The previous year's lesson data will be erased.

Next, EZIZ users will click "Begin" to take the pre-lesson check for each required lesson. If the pre-lesson check is completed with a passing score of 80% or higher, the following message will display.
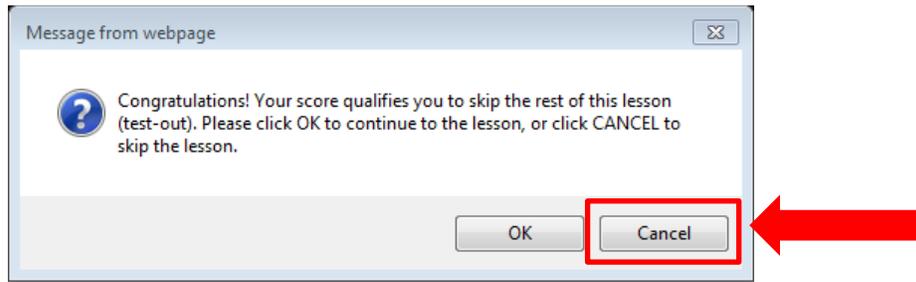
Click the "Cancel" button on the right if you want to test-out and skip the lesson.

The Learning History page will display "Test Out", and the EZIZ user can then print the certificate and proceed to the next lesson.

If the pre-lesson check is not completed with a passing score, the EZIZ user will be redirected to the lesson, which must be successfully completed with a passing score to receive credit for Recertification.

Q: Why is the test-out option not available for the Review and Acknowledgement of the Provider Operations Manual and the Vaccine Management Plan?
A: The Review and Acknowledgement of the Provider Operations Manual and the Vaccine Management Plan are not lessons. The Provider and key practice staff will need to view the documents from the links on the EZIZ Learning History page and acknowledge that they have reviewed the documents. There is no pre- or post-lesson check.

Learning History Page

Q: What will the Learning History page look like for Recertification?
A: For EZIZ users who are associated with a PIN, the following screen will appear to walk providers and key practice staff through the education requirements for Recertification.

Q: One of the lessons did not display my post-lesson test results - how do I know if I passed?
A: If there is a link that says "Certificate" and a date completed in your learning history for that lesson, then you passed. If there is a link that says "Retry", then you did not pass the lesson and must retake it.

Q: How do I connect my EZIZ username with a VFC PIN?
A: Click on the "Edit Profile" link in the blue My Account section in the upper-right hand of the Learning History page. Once on the Edit Profile page, click on the "Link to PIN" to search for the VFC account you would like to link your training account to. When instructed, provide the zip code for the location you would like to link your training account to. Once zip code is provided, a list of VFC provider sites will display. Choose the "Select" button for the location you would like to link your training account to. After selecting the location, it will send you back to the "Edit Profile" page.
TIP: If the PIN does not display in the list of linked PINs, refresh the page.

Recertification Site

Q: I am a new provider that just enrolled in VFC shortly before the Recertification launch. Do I still need to Recertify?
A: Yes, all active VFC providers (regardless of their initial enrollment date) are required to complete Recertification in order to agree to comply with the most current VFC Provider Agreement and VFC Provider Agreement Addendum.

Q: How do I access the Recertification form?
A: To access the Recertification form, log in to your MyVFCVaccines account and select the "Submit Recertification" button located on the right-hand side of the page.

Q: If I must leave my computer for a period of time, will the data I already entered be saved?
A: Provider information is saved in real time as you move through the form and click on the "Save and Continue" button. However, we recommend allotting enough time to complete the Recertification Form in one sitting. The "VFC Recertification Worksheet" (IMM-1207) has been sent to providers as a guide on information needed for completing the Recertification Form. This worksheet should NOT be submitted to the VFC Program.

Landing Page

Q: I am trying to submit my Recertification, but the page is telling me that I am blocked for not meeting Mandatory Corrective Actions?
A: Please contact your VFC Field Representative so that they may verify that you have met any Mandatory Corrective Actions. For information on VFC Program requirements, click here.

Q: What are Mandatory Corrective Actions?
A: Mandatory corrective actions are the required follow-up actions listed in the VFC Site Visit Follow-Up Plan that was provided after your recent site visit. If you need additional information about the required follow-ups or need another copy of the follow-up plan, contact your VFC Field Representative.

Q: What information is displayed on the Recertification landing page?
A: Useful information about your practice's participation in the VFC Program during the previous year will display, such as your practice volume, order frequency, vaccine doses ordered and wasted, and your VFC-eligible patient population. The landing page will also display staff members associated with your PIN who have completed the required EZIZ lessons in order to move forward with Recertification.

Step 1: Practice Profile

Q: What is National Provider Identifier (NPI)? What if there is more than one NPI?
A: The National Provider Identifier (NPI) is a unique 10-digit numeric identifier for healthcare providers. Healthcare organizations and individual healthcare providers will have different NPIs. If there is more than one NPI, enter the organization NPI on the Practice Profile step; and enter the NPI for the individual healthcare provider on the Key Practice Staff page and Healthcare Providers with Prescription Writing Privileges page.

Q: What is "Parent FQHC Site"?
A: The official grantee name as listed on the Health Resources & Services Administration (HRSA) acceptance letter or notice of award. You can also go to the HRSA website https://findahealthcenter.hrsa.gov/. If you click on the + sign next to the site name in the map results, it will display the name of who is operating the clinic (who is the grantee).

Q: What is the Registry ID?
A: The California Immunization Registry (CAIR) is a secure, confidential, statewide computerized immunization information system for most California residents. The greater San Joaquin Valley utilizes different software (RIDE/Healthy Futures) to access patient immunization records. These registries are accessed online to help providers and other authorized users track patient immunization records, reduce missed opportunities, and help fully immunize Californians of all ages. Upon enrollment, each provider location is assigned a unique registry ID.

Q: Why am I required to include my Registry ID?
A: AB 1797, a new California bill effective January 1, 2023, requires all California providers to enter every immunization administered, as well as a patient's race and ethnicity, into a California immunization registry (CAIR OR Healthy Futures/RIDE). As a result of this law, all active participants of California's VFC Program are required to enter all vaccine doses administered into CAIR or RIDE. Providers without an immunization registry ID will not be able to move forward with 2024 Recertification. For more information, see the California Department of Public Health's AB 1797 Immunization Registry FAQs.

Q: Where can I find my Registry ID?
A: Providers in most of California use the CAIR system which is supported by a centralized Help Desk (CAIRHelpDesk@cdph.ca.gov, or 800-578-7889) and local support staff. The greater San Joaquin Valley utilizes different software (RIDE/Healthy Futures) to access patient immunization records. View the CAIR Regions map (PDF) to see which system is used in your county before contacting them for assistance locating your registry ID.

Q: What is the myCAvax ID?
A: myCAvax is a separate vaccine management system for the Bridge Access Program (BAP) for COVID vaccines and the State General Fund (SGF) Flu Program. A myCAvax ID is issued to sites enrolled in either of those programs. The VFC Program plans to transition to the myCAvax system in mid-2024. In the meantime, if you are a BAP or SGF provider and have a myCAvax ID, you can enter your information now as we prepare for the transition to the new system. This is an optional field.
- Your myCAvax ID can be between 10 to 17 alphanumeric digits (e.g., CA123B1234, or CA1234567B12345).

If you need assistance locating your myCAvax ID, contact the Provider Call Center at (833) 502-1245.

Step 2: Key Practice Staff

Q: Can one person be the Provider of Record for multiple sites?
A: Yes. The EZIZ training account for the provider must be linked to each site.

Q: What if my Provider of Record is out on medical leave or is about to retire?
A: The practice needs to have a provider with a valid California medical license. The practice will not be able to recertify unless it has a provider available to sign and agree to VFC Program requirements.

Q: Does the Provider of Record Designee have to be a different person from the Provider of Record?
A: The Provider of Record Designee is the person that is authorized by the Provider of Record to sign VFC documents on his/her behalf and assume responsibility for VFC-related matters in the absence of the Provider of Record (e.g., being present during VFC site visits on behalf of the Provider of Record). Ideally, the Provider of Record Designee should be a different person, but in rare instances, for example, when the clinic is a solo practice and the Provider of Record does all the roles of key practice staff, then the Provider of Record

Designee can be the same as the Provider of Record. The Recertification Form will allow the same person to be selected for all four key practice roles to accommodate for these situations. You must click on the check box at the top of the page to confirm that you have the correct staff listed, if the same person or email address is listed for each key clinic role.

Q: Can I just use one email address for all key practice staff?
A: Each staff member should have a unique email address. Important program information is emailed to all key practice staff but only the Vaccine Coordinator and Backup Vaccine Coordinator receive emails relating to vaccine orders. If staff are out of the office, it is best to have different email addresses listed to ensure that communications are being routed properly and are read on time.

Q: Why is there a character limit for the Vaccine Coordinator email address?
A: There are limitations when communicating data between the Centers for Disease Control and Prevention (CDC), McKesson Specialty and UPS. For this reason, email addresses that are used to receive electronic return labels cannot be longer than 40 characters.

Q: Why is the electronic return label only sent to the Vaccine Coordinator?
A: The Vaccine Coordinator is the staff member responsible for vaccine management, which includes returning federally funded (VFC, VFA or 317) vaccines that have expired or spoiled to McKesson Specialty.

Q: What is the Additional Staff Member for? Is it required?
A: It is a role that was added to the Key Practice Staff page for providers to add an additional staff member to receive official VFC Program communications. It is not required.

Q: Why are certain fields not showing properly?
A: Some pages (such as storage units) display fields to the far right; you might need to adjust the zoom in your internet browser settings to display those fields since there are no scroll bars for the windows.

Step 3: Vaccine Storage and Temperature Monitoring Equipment

Q: What is a Mobile Unit?
A: Mobile units are vehicles equipped with vaccine storage equipment (refrigerators/freezers) and act as an extension of the medical home. They are often used to provide outreach to under-served, high-risk populations.
If a mobile unit is used at any time to store VFC, VFA or 317 vaccines then the mobile unit's vaccine storage equipment and temperature monitoring devices must be listed under your account. The vaccine storage equipment and temperature monitoring devices used in the mobile clinics must follow all VFC Program requirements.

To identify a refrigerator or freezer that is used in a mobile unit, select "Mobile Unit" from the Unit Use drop-down on Step 3, VFC/317 Vaccine Storage and Temperature Monitoring Equipment, of the Recertification form.

Q: What if I do not have a freezer?
A: All VFC Providers are expected to offer all age-appropriate Advisory Committee on Immunization Practices (ACIP) recommended vaccines, including frozen vaccines such as MMR (Merck), Varicella, and MMRV. Please contact your VFC Field Representative if you see patients that would not need any of these immunizations.

Q: Am I required to have an ultra-cold freezer?
A: Ultra-low temperature freezers are only used for storing Pfizer COVID-19 vaccines. However, Pfizer COVID-19 vaccines can also be stored at refrigerated temperatures, therefore having an ultra-cold freezer is not required. For more information on COVID-19 vaccine storage, refer to the [COVID-19 Vaccine Product Guide (IMM-1399).](#)

Q: Why is there only space for one backup data logger?
A: The California VFC Program requires that practices minimally have available one VFC-compliant backup data logger in an easily accessible area for use when primary devices are being calibrated or are not functional, or for emergency vaccine transport. Practices with multiple vaccine storage units may need more than one backup data logger, but only one is required. Therefore, for now only one backup data logger must be entered in the Recertification Form. List any additional backup data loggers on your Vaccine Management plan.

Step 4: Provider Population

Q: The Recertification Form already has numbers for my provider population. Where do these numbers come from and how is it calculated?
A: Your provider population estimates are calculated based on your reported VFC vaccine usage history. Provider population data reported must accurately represent the patient population served by your practice over the last 12-months.

Update the number of all pediatric patients (both VFC and privately insured) your practice plans to immunize during the upcoming year based on the actual patient population served by your practice and indicate the source of data used to formulate your estimates (billing information, immunization registry usage reports, Electronic Health Record (EHR) usage reports, VFC usage logs, or other sources).

If you select EHR as the source of your patient population data, you will be required to provide the name of the EHR system. If you select "Other" you will be required to provide the type of source used that is different from the possible sources listed on the drop-down.

Q: For privately insured patient estimates, do we enter the number of privately insured patients that we administer VFC vaccine to or do we enter the number of privately insured patients that our practice sees?
A: Enter the number of privately insured patients that your practice sees. The patient population numbers entered should match the patient population that your practice serves. Utilize reports from your immunization registry or EHR to assist you with determining these numbers.

Print Page

Q: Why can't my medical license be verified with my name?
A: Enter your name as it appears on the medical license. Do not include middle name, middle initial, or title (e.g., MD, DO, etc.). Verify license numbers through the California Department of Consumer Affairs website: https://www.breeze.ca.gov/datamart/loginCADCA.do;jsessionid=6CAB34DB1E80CDCA5D0ACE1A8331DB20.vo19

If you have entered your license exactly as it appears and it still cannot be verified, please contact the VFC Customer Service Center at 1-877-243-8832.

Q: I am a Nurse Practitioner; do I use my NP license number or my RN license number?
A: Enter your NP license number on the Recertification form. Entering an RN license for an NP may lead to incorrect license verification.

Q: How do I correct my medical license number?
A: Contact VFC Customer Service to have your recertification re-opened. Once your recertification has been re-opened, resubmit with the correct information.

Q: Who will receive the email confirmation after I finish submitting my Recertification?
A: The email confirmation will be sent from <eziz.org>noreply@eziz.org to the Provider of Record, Vaccine Coordinator, Backup Vaccine Coordinator, Provider of Record Designee, and the person submitting the form. Be sure to check your 'Junk' folder if you do not receive an email confirmation right away.

Q: There was a message with a link to the Vaccine Management Plan template. Do we need to complete a new Vaccine Management Plan?
A: Providers are not required to complete a new Vaccine Management Plan; however, providers are required to review and update the plan at least annually, when VFC Program requirements change, and when staff with designated vaccine-management responsibilities change.
Completion of Recertification and agreement to the upcoming year's Program requirements is a good time to review and update the Vaccine Management Plan for your practice.

After Recertification

Q: What happens if I do not submit Recertification by the deadline?
A: Providers who do not submit Recertification before the deadline will have their account suspended and will not be able to place a VFC vaccine order until Recertification has been submitted. If Recertification is still not submitted after the account has been suspended, the VFC Provider account will be terminated from the program. If you decide you want to participate in VFC after being terminated from the program, you must wait until the next year's Recertification cycle, complete a New Enrollment form to enroll as a new provider, and participate in a new enrollment site visit.

Q: I reviewed my Vaccine Management Plan as instructed after submitting the Recertification form. Is there anything else that I need to do?
A: Update "Section 7: Training Log for Required EZIZ Lessons" with current EZIZ lesson completion dates for all staff with vaccine-related responsibilities and complete a new signature block in "Section 8: Annual Signature Log."
TIP: A new feature on MyVFCvaccines.org displays all EZIZ training accounts linked to your PIN with the most recent lesson completion dates. This page may be printed and attached to "Section 7: Training Log for Required EZIZ Lessons" of your Vaccine Management Plan.