

Flu Order

Frequently Asked Questions

3 Phases of VFC Flu Ordering

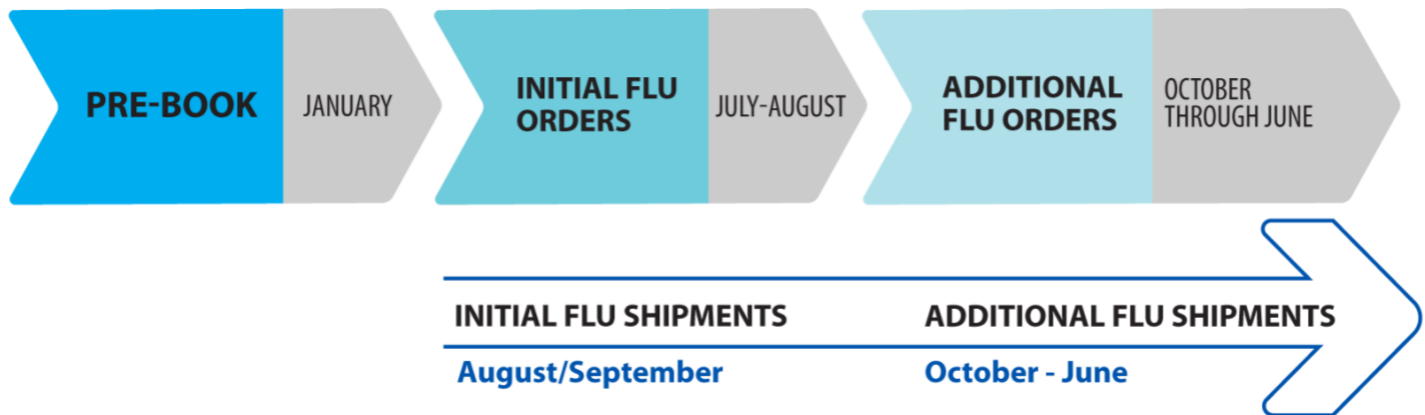


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PRE-BOOK (PHASE 1) – WINTER, BEFORE NEXT FLU SEASON

What is Pre-book?

- Pre-book is the first of three phases in the VFC Flu order process. During this phase, all providers are required to pre-book flu doses with us for the upcoming flu season by determining their total vaccine need and submitting a request. This will guide our pre-booking with CDC.

Why do I have to pre-book for the upcoming influenza season when the current season is not even over?

- The California VFC Program is required to submit its annual influenza vaccine supply pre-book to Centers for Disease Control and Prevention (CDC) for each upcoming flu season in February each year.
- The number of doses requested by California VFC providers during the Influenza Pre-Book process is used to guide the California VFC Program to know how many doses will be needed in the upcoming season to adequately support providers in their efforts to ensure that all VFC eligible patients are provided their annual influenza vaccination.

Flu Order Frequently Asked Questions, continued

When is pre-book due?

- To ensure we have adequate time to prepare the number of doses to pre-book with CDC by February, the deadline is typically late January or early February.

Where do I go to pre-book doses?

- When available, you can pre-book doses by logging in to your [MyVFCVaccines](#) account and clicking the “Submit Flu Pre-book” button.

Am I required to request the full season target?

- No, you are not required to request the full season target. However, if the amount requested is less than half of the season target, you will be required to provide an explanation for the reduction.
- Keep in mind, your Season Target is based on the number of routine pediatric vaccines your practice administered to your patients; therefore, if your patients are receiving other vaccines, they should also get the flu vaccine.

Can I request more than the season target?

- Yes, you may request more than the season target.
- Submitted pre-book requests will be reviewed, and requests significantly more than the season target may be reduced.

Why am I limited to ordering only two products for the 6 months through 18 years age group?

- Although there are 4 available brands for the 6 months through 18 years age group, they all have identical presentations as quadrivalent 0.5mL pre-filled syringes. There is no specific evidence that indicates one brand should be used over the others.
- However, vaccine products from the different manufacturers are delivered at different times. Allowing requests for products from two manufacturers can help increase the chances that practices can have supplies earlier in the season once doses begin to ship.

Why am I required to enter a request for a product for the 6 months through 18 years age group?

- Providers who have reported in their annual Recertification that they will be providing immunization services to patients less than one years old must have an influenza product that can be used on these patients. These providers will be required to order a product that can be used on all of their VFC eligible patients 6 months through 18 years of age.

How will I know that my pre-book request has been submitted and received by VFC?

- Upon submission a copy of the print page will be emailed to the Vaccine Coordinator, Backup Vaccine Coordinator and the person who submitted the form.
- The email confirmation is your confirmation that your request was received by VFC.

Flu Order Frequently Asked Questions, continued

How can I view a copy of my submitted request?

- A copy of the submitted request is emailed to the Vaccine Coordinator, Backup Vaccine Coordinator and the person who submitted the form.
- If you did not receive the email confirmation, contact VFC Customer Service to have a copy of your request emailed to you.

Will I be guaranteed to receive the product(s) that I requested for the upcoming influenza season?

- A final confirmation with the number of approved pre-booked doses by brand will be emailed to providers late spring or summer.
- Actual products that will be available for VFC Flu Ordering will be dependent upon demand, product availability, and doses approved by the CDC.

When will I receive my pre-booked doses?

- In July/August, the Initial Order system will open for all providers. Providers that submitted a pre-book request will have an order entered on their behalf for 50% of the confirmed pre-book doses.
- The initial order created from confirmed pre-book will automatically ship in August/September as VFC receives doses at the national distributor, McKesson Specialty.
- After initial orders have been shipped, the remainder of doses pre-booked should be proactively ordered through the flu order system. Orders can be placed weekly.

INITIAL ORDERS (PHASE 2) - SUMMER

If I pre-booked doses in January, do I still need to place an initial flu order?

- To streamline VFC Flu Ordering, facilitate order readiness, and maximize the number of doses available to your practice early in the season, the VFC Program has submitted your initial order on your behalf. No further action is required for your initial order unless you would like a reduction of your initial order. The order confirmation has been sent to the key practice staff on file for your site.
- Fifty percent (50%) of your pre-booked doses will automatically be shipped to your practice this fall, in multiple shipments, as supply becomes available at VFC's national distributor, McKesson Specialty.
- You can request your remaining pre-booked doses during the third phase of VFC Flu Vaccine Ordering after all initial orders have shipped.

I pre-booked in January, but I don't want all the flu doses for my initial flu order - can you decrease my initial order for me?

- You may decrease the number of doses by going into the initial order form and reducing the amounts before submitting your initial order confirmation.
- Keep in mind that you will be required to provide a reason why you would like to receive fewer doses for your initial order.

Flu Order Frequently Asked Questions, continued

If I did not pre-book doses in January, is it too late for me to submit an initial flu order?

- You can place your initial flu orders now. Request the number of doses you would like to receive to start the flu season.
- Providers who did not pre-book in January may not have their preferred brand choice available. Flu vaccine products have been allocated to your practice based on remaining supply available. Brand switching will not be allowed.
- The maximum number of doses that may be requested for the initial flu vaccine order will be displayed by brand and by age group, which is a percentage of your practice's Season Target. Your target is based on the number of VFC-eligible patients your practice immunized against routine pediatric vaccines during the past year. You may request more doses during Phase 3 of VFC Flu Ordering in the fall.
- Initial orders will be sent in multiple shipments once vaccine arrives during the fall at our national vaccine distributor, McKesson.

How were my initial order amounts calculated?

- For providers who submitted a Pre-Book, initial orders are based on the confirmed pre-book requests. If you have questions about your confirmed pre-book, see the [Pre-Book FAQs](#) section in this document. Approved pre-booked doses will constitute your vaccine supply for the season.
- For providers who did NOT submit a Pre-Book, the maximum number of doses that may be requested for the initial flu vaccine order will be displayed by brand and by age group, which is a percentage of your practice's Season Target. Your target is based on the number of VFC-eligible patients your practice immunized against routine pediatric vaccines during the past year, determined based on usage information provided on routine vaccine orders.
- Please note that changes cannot be accommodated as doses have already been pre-booked through the CDC.

What if I need more doses?

- Once the initial orders are shipped in full, the third phase of VFC's flu order system will begin allowing providers to order additional doses as needed.

ADDITIONAL FLU ORDERS (PHASE 3) - FALL

Why do I need to report my flu usage and inventory before I place my routine VFC vaccine order?

- VFC providers are required to account for every dose of VFC-supplied vaccine ordered and received by the provider's practice.
- It is also a requirement to report on each vaccine order the VFC vaccine doses administered since the previous order and the current doses on hand, even if you are not ordering more vaccine doses. The requirement applies to both routine vaccine and flu vaccine orders.

Flu Order Frequently Asked Questions, continued

Why can't I order all my flu doses at once?

- The initial flu ordering system was developed as a method for providers to receive an initial amount of flu vaccines to get them started for the flu season and to facilitate improved vaccine management by preventing overcrowding of the vaccine refrigerator.
- Due to the nationwide process of flu vaccine distribution to all states with VFC Programs and the timing of availability from the vaccine manufacturers, allocated flu vaccine supply to California is distributed in increments; therefore, the CA VFC Program cannot distribute a practice's entire flu vaccine request for the season all at once.
- Proactively request additional flu vaccine doses, as needed, throughout the season; this helps to reduce the burden for the practice to store a large supply of flu vaccine at any given time in the vaccine refrigerator.

What if I need more doses?

- Once the initial orders are shipped in full, the third phase of VFC's flu order system will begin allowing providers to order additional doses as needed.
- It is expected that your practice will continue to order additional doses drawing down from your confirmed pre-book amounts.
- It is recommended that you look at your flu vaccine on-hand inventory when you are placing your routine order for other VFC vaccines; place additional flu orders at the same time as your routine VFC vaccine order and be sure to request all flu products that are needed.
- If flu vaccine doses requested are in significant excess of confirmed pre-book or allocated amounts, then a justification for these additional flu doses will be needed upon submission to the VFC Program.

Why don't I have doses allocated for my flu order?

- New providers that have reported usage data for key sentinel vaccines were allocated doses accordingly, but new providers without reported usage were allocated minimal doses.
- Newly enrolled providers with limited or no vaccine usage data may contact the VFC Customer Service Center or their VFC Field Representative to discuss their flu requests; please note these requests will be evaluated on a case-by-case basis and approved based on available vaccine supply.
- If your request is approved or a modified request is approved, your practice will see these amounts in your flu order history when you log-in to your MyVFCVaccines account and click on the flu order button.

I haven't received my entire initial flu vaccine order but why won't the system let me place additional orders?

- Providers who have not received their entire initial order cannot request for additional doses until initial orders are complete. Most flu vaccine products are available in ample supply through the VFC Program throughout the entire season.
- To request other available flu products, contact the VFC Program at 877-243-8832.

Flu Order Frequently Asked Questions, continued

Why am I unable to place a flu order?

- Providers participating in the VFC Program agree to order all ACIP recommended vaccines in addition to influenza vaccine (VFC Provider Agreement Addendum #8A).
- Providers who did not order routine vaccines in 2022 and 2023 were not allocated influenza doses.
- If you have questions, please follow up with your VFC Field Representative.

VFC FLU PRODUCTS

Which flu vaccines are offered this year through the VFC Program?

Age Group	Product	Presentation: All Single Dose	Manufacturer	NDC Code
6 months – 18 years	Fluarix®	0.5mL syringe, 10 pack	GSK	58160-0909-52
	Flucelvax®	0.5mL syringe, 10 pack	Seqirus	70461-0323-03
	FluLaval®	0.5mL syringe, 10 pack	GSK	19515-0814-52
	Fluzone®	0.5mL syringe, 10 pack	Sanofi	49281-0423-50
2-18 years	FluMist®	0.2mL intranasal sprayer	AstraZeneca	66019-0310-10

- California pre-booked flu products based on submitted Pre-Book requests and available vaccine supply for distribution to VFC providers.
- The annual VFC Program Influenza letter, including detailed information regarding this season’s ACIP influenza vaccination recommendations, product dosage and administration, storage and handling guidelines, and other important information, will be released once recommendations are published by the CDC.

What products will I be receiving for my flu orders?

- For providers who submitted a Pre-Book, the products you are receiving are based on the confirmed pre-book request.
- For providers who did NOT submit a Pre-book, the products available for ordering are based on remaining vaccine supply available.

Can I shift doses between the various flu vaccine products this year?

- Doses allocated for your Initial VFC Flu Order **cannot** be shifted between brands.
- Brand allocations were made based on confirmed pre-book requests and available vaccine supply.

FLU VACCINE DISTRIBUTION

Why does the VFC Program always ship flu vaccine later than our private supply of flu?

- Influenza vaccine supplies from different manufacturers arrive at VFC's national vaccine distributor at different times. CDC must then allocate flu doses among all VFC jurisdictions throughout the nation.
- The number of doses that California can ship to VFC Providers is dependent upon when doses are allocated to the state, how many doses, and which products. As a result, flu vaccine cannot be shipped to providers all at once.
- All confirmed initial flu orders will remain in queue until enough flu vaccine doses are received at VFC's national vaccine distributor.
- Providers will receive their flu vaccine doses at different times and in multiple shipments throughout the season.

What do I do if I cannot receive a VFC flu shipment?

- VFC will send communications prior to each shipment notifying providers of the percentages of vaccine that will be shipped based on what is available.
- Ensure that you can store all the doses you request, as **flu orders are shipped in full and cannot be canceled once sent for fulfillment**. An e-mail notification is sent to the practice's Vaccine Coordinator and Back-Up Coordinator upon processing of the order.
- To ensure successful delivery, confirm that shipping days and hours listed on your [MyVFCvaccines](#) account are up to date. If your clinic will be closed for an indefinite amount of time, please review and complete the [Temporary Clinic Closure form](#) with your Provider of Record to inform us of this change prior to vaccine processing.

SEASON TARGET AND VFC FLU PROGRESS REPORTS

What is the "season target"?

- The season target estimates the number of flu vaccine doses your practice needs to protect your VFC-eligible patients. It is based on the number of VFC-eligible patients your practice immunized against routine pediatric vaccines during the past year.

What is the VFC Flu Progress Report and how often will that be sent?

- To support your efforts, VFC will provide each practice with a Season Target and Flu Vaccine Ordering Progress Report throughout the season (beginning of the season, mid-season, and end-of-season). The Progress Report will include your latest ordering data, so you know how close you are to reaching your season target. In addition to this report, you can monitor your practice's progress in reaching your season target by logging in to your MyVFCVaccines account and view it on the Flu Order page.