

# VFC 2024-2025 Flu Vaccine Order Frequently Asked Questions



California  
Vaccines for  
Children Program

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

### What is Pre-book?

- Pre-book is the first phase 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.

### 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?

- Pre-book will be available in January. When available, you can pre-book doses by logging in to your [myCAvax](#) account.

### We were unable to submit our Pre-Book requests before the deadline. Can we still request VFC flu vaccines during the 2024-2025 flu season?

- Yes! If your location was unable to submit before the deadline, we have allocated vaccine doses to your location based on our current and projected supply for the season. Please note brand preference cannot be accommodated.

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

- Although there are 3 available brands for the 6 months through 18 years age group, they all have identical presentations as trivalent 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.

## Flu Order Frequently Asked Questions, continued

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### **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 year 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 confirmation will be emailed to the Vaccine Coordinator, and the Backup Vaccine Coordinator.
- The email confirmation is your confirmation that your request was received by VFC.

### **How can I view a copy of my submitted request?**

- A copy of the submitted request is emailed to the Vaccine Coordinator, and Backup Vaccine Coordinator.

### **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 has been emailed to providers late spring or summer.
- Actual products available for VFC Flu Ordering is dependent upon demand, product availability, and doses approved by the CDC.

### **When will I receive my pre-booked doses?**

- Typically, flu inventory arrives at McKesson, VFC's distributor, late summer to early Fall. However, this varies for different products. VFC communicates to providers once supply is sufficient to open VFC Flu orders. Initial flu vaccine orders will not be shipped automatically by VFC.
  - For the 2024-2025 season, providers must order through their myCAvax account and will be expected to actively go in and submit their flu vaccine request up to their allocated amount.
- You will be able to order doses up to your total pre-booked doses or confirmed season allotment. As supply comes in, VFC will add doses to your allocation for you to draw down from and place flu orders as needed. Make sure to only order what you can stored.
- The initial amounts available to order will be dependent on available supply. We will notify providers each time additional doses are added to allocations.

## VFC FLU ALLOCATIONS

### **What is a flu allocation?**

- Allocations are the number of flu doses that will be allotted to your practice for the duration of the flu season.

### **How much allocation will my clinic receive?**

- Doses will be allocated up to the provider's approved pre-book amount.
- For providers who did not pre-book in January 2024, VFC will allocate doses based on available supply.

### **How can I view my flu allocation numbers?**

- Before you order, view your allocations and the number of doses you will be expected to account for. There are two ways to view your allocation numbers:
  1. Click on the "View Provider Inventory" link in the vaccine order form.
  2. Navigate to your VFC Program Location page then click on the "Vaccine Inventories" tab.

## Flu Order Frequently Asked Questions, continued

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- On the “Provider Inventories” page:
  - You can sort the page by product, or the doses allocated. 0 doses mean that the product is not allocated.
    - Sort by "Total to be Allocated by CDPH" which will display what is allocated to you.
    - Available quantity is what the system knows you already have in inventory. If available quantity is 0, this means that the system does not have any record of shipments or transfers in of that product.
      - You may see negative "available quantity" numbers for products that are not allocation based.
- You can also add a filter and enter the product name (e.g. "flu").

### I see several numbers on the Provider Inventory page. What do they mean?

- You will see several numbers based on your approved pre-book or available supply.
  - **Total to be Allocated by CDPH:** This is the full total number of doses (approved pre-book, or allocated amount if you did not pre-book) that CDPH will allocate to your practice for the entire season.
  - **Allocation Received to Date:** As supply is received, this is the amount allocated to your practice.
  - **Remaining Allocation:** The amount left that still needs to be allocated (“Total to be Allocated by CDPH” minus “Allocation Received to Date”)
  - **Doses Available to Order:** The number of doses that can be requested right now (“Allocation Received to Date” minus doses ordered). You are not required to request the full amount. Consider how much flu vaccine you can store and the number of doses that you need for your patients.
  - **Available Quantity:** The system calculated inventory based off the inventory summaries (not allocations, but orders, shipments, transfers, waste, etc.)

### How often will the VFC Program be allocating doses to my program location?

- As flu supply is received at our national vaccine distributor, McKesson, the VFC Program will allocate flu doses throughout the season.
- Providers should expect to receive multiple allocations during the first part of the flu season, as supply arrives at McKesson in increments. Influenza vaccine from different manufacturers arrives at different times, therefore the VFC Program may not be able to allocate doses in full.

### Can I request more flu doses beyond what is allocated to my clinic?

- Initially, as supply is coming in from McKesson, providers cannot order beyond what we allocate to them.
- After all our supply is received at McKesson, the VFC Program will allow providers to request doses beyond what was allocated but would need to submit a justification. The VFC Program will review and add doses to providers’ allocations as needed.

### I pre-booked in January, but I don’t want all the flu doses allocated to my practice. Can you decrease my allocation?

- If any adjustments need to be made to your overall allocation, please reach out to the VFC Customer Service Center.
- You may be required to provide a reason why you would like to be allocated fewer doses for the season.
- Keep in mind, you are not required to request your full allocation, but should order enough doses that can adequately be stored in your refrigerator and enough to vaccinate your VFC eligible patients.

## Flu Order Frequently Asked Questions, continued

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### I am a new VFC Provider, how can I get doses allocated to my program location?

- Newly enrolled VFC providers will be initially allocated a limited amount of flu vaccine. They may contact the VFC Customer Service Center or VFC Field Representative if they have significantly more VFC-eligible patients since initial enrollment.

## VFC FLU ORDERS

### When can I begin to order VFC flu vaccine?

- Once your practice has received flu vaccine allocations, you may begin ordering.

### Is there a separate order form for flu vaccine?

- No, starting this flu season, flu vaccine will not be available to order through a separate flu vaccine order form. Instead, flu vaccine will be available to order on the regular VFC vaccine order form alongside other routine vaccines.

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

- Yes! Flu vaccine orders will NOT be shipped automatically by VFC.
- For the 2024-2025 season, providers must order through their myCAvax account and will be expected to actively go in and submit their flu vaccine request up to their allocated amount.

### What if I need to order more doses but I do not have enough allocated to my program location?

- Providers should expect to receive multiple allocations during the first part of the flu season, as supply arrives at McKesson in increments. Influenza vaccine from different manufacturers arrives at different times, therefore the VFC Program may not be able to allocate doses in full.
- You can order more doses once more allocations have been added.
- If you need more doses allocated to you beyond the amount listed under “To be Allocated by CDPH”, you can request more doses on the order form but will need to provide a justification. The VFC Program will review these requests and will adjust accordingly.

### I need to submit another flu order, but the system is not letting me. When can I request more flu vaccine?

- Providers who have not received their previous order cannot request for additional doses until your last order is in “Complete” status.

### On the VFC vaccine order form, my “recommended order size” generated by the system is not the same as what I actually need to request. How can I order more than what is recommended?

- On the myCAvax VFC vaccine order form, the system will calculate your “recommended order size.” The purpose of the “recommended order size” is to guide you on the number of doses you should be ordering based on your inventory and doses administered.
- The VFC Program understands that your actual flu vaccine need may differ from what is recommended (e.g. planned flu clinics, influx of patients, etc.). If you need more doses beyond what is in your “recommended order size,” please enter a justification.
- **NOTE:** For your first flu order, since there would be no inventory and usage information for this season's flu vaccine, your recommended order size will default to zero. You will be prompted to provide a justification for requesting doses beyond what is initially recommended. Select "other" and write "first order for this product/NDC".

### Do I need to order up to my full allocation all at once?

- Order enough flu doses that you can adequately store in your vaccine refrigerator, alongside your other VFC vaccines. Keep in mind, you do not have to order up to your full allocation at once.

### Why am I unable to place a flu order?

- If you are unable to submit a flu vaccine order, please contact the VFC Call Center at 877-243-8832.

## SUPPLEMENTAL ORDERS

### What is a supplemental order?

- A supplemental order is any order outside of a provider's routine VFC order frequency. Low volume providers can order every 3 months, medium volume providers can order every 2 months, and high volume providers can order every month.
- On **September 5**, the myCAvax system will have new functionality for supplemental orders that would not require some providers to report full usage and inventory for all VFC vaccines if:
  - (1) the last routine order was within the past 30 days for low and medium volume providers. You would only be required to report usage and inventory for the vaccine being requested.
  - (2) the last routine order was within the past 20 days for high and very-high volume providers.

### I placed a supplemental order, but why was I still required to report my full usage and inventory?

- If your last VFC order was more than 30 days ago, you will be expected to report full usage and vaccine inventory to prevent any accountability errors.
- For high volume providers, full usage and inventory would be required if your last routine order was more than 20 days ago.
- **Important Note:** *If the provider's last VFC order was more than 30 days ago, they will be expected to report full usage and vaccine inventory to prevent any accountability errors.*

*Low or medium volume VFC Providers who are not yet due for their routine order, may have to report full usage and inventory each time a supplemental order is submitted.*

### What is the purpose of reporting VFC vaccine usage and inventory?

- VFC providers are required to account for every dose of VFC-supplied vaccine ordered and received by the provider's practice.
- If your last routine order was more than 30 days ago (for medium and low volume providers) or more than 20 days ago (for high volume providers), we require that you report your full VFC vaccine on-hand inventory and doses administered with your supplemental order request. This is to prevent potential accountability issues if there is a long gap between orders.

### 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	Flucelvax®	0.5mL syringe, 10 pack	Seqirus	70461-0654-03
	FluLaval®	0.5mL syringe, 10 pack	GSK	19515-0810-52
	Fluzone®	0.5mL syringe, 10 pack	Sanofi	49281-0424-50
2-18 years	FluMist®	0.2mL intranasal sprayer	AstraZeneca	66019-0311-10

- 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.

#### Why is Fluarix® (GSK) no longer available through the VFC Program?

- Changes to the CDC contracts with vaccine manufacturers did not include Fluarix® (GSK) on the pediatric contract. However, the other GSK product, FluLaval®, is available for ordering through the VFC Program.

#### 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 offer 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 allocate 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 allocated to VFC providers all at once.

#### What if my clinic will be closed temporarily (e.g. vacation or extended holiday closure)?

- To prevent vaccine spoilage, immediately notify the VFC Program by reporting in myCAVax if you will have a vacation closure and update any changes to your clinic hours for receiving shipments.