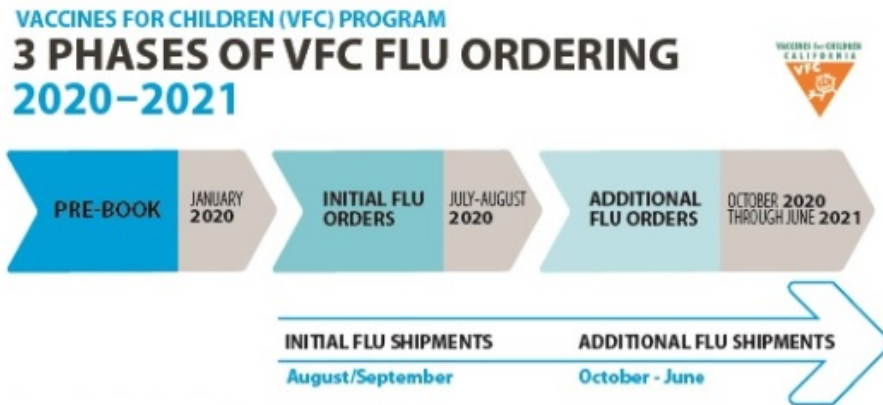




California Vaccines for Children (VFC) Program 2020-2021 Initial Flu Order Frequently Asked Questions



What flu products will be offered this year through the VFC Program?

- For more information about the available flu products this year, please refer to the VFC Program communication regarding 2020-2021 Influenza Ordering Instructions.
- California pre-booked flu products based on submitted 2020-2021 Pre-Book requests and available vaccine supply for distribution to VFC providers.
- Your practice should also refer to the official VFC Program Influenza Letter and Advisory Committee on Immunization Practices (ACIP) 2020-2021 flu recommendations when they are available.

What products will I be receiving for my initial order?

- For providers who submitted a 2020-2021 Pre-Book, the products you are receiving are based on the confirmed pre-book request. If you have questions about your confirmed pre-book, see the [Pre-Book FAQs](#) posted on eziz.org.
- For providers who did NOT submit a 2020-2021 Pre-book, the products available for ordering are based on remaining vaccine supply available.

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 of 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 less doses for your initial order.

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 by brand you would like to receive to start the 2020-2021 flu season.
- 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 2020-2021 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](#) posted on eziz.org. Approved pre-booked doses will constitute your vaccine supply for the season.
- For providers who did NOT submit a 2020-2021 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.

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.

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

- The initial flu ordering system was developed as a method for providers to request 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. The exact timing and duration of flu seasons can vary, but influenza activity often begins to increase in October and typically peaks between December and February, although activity can last as late as May.
- 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.
- Once initial orders ship in full, the third phase of VFC's flu order system begins, allowing providers to proactively request additional flu vaccine doses, as needed, throughout the season; this also helps to reduce the burden for the practice to store a large supply of flu vaccine at any given time in the vaccine refrigerator.

Why are the total doses I received last year more than the numbers I see in my initial flu order?

- This is just your initial flu vaccine order and is intended to get your practice started for the upcoming flu season.
- It is expected that the remainder of doses for your practice will be ordered, as needed, throughout the season.

I want more flu doses - can you increase my initial order for me?

- The VFC Program cannot grant your request to increase your initial order at this time.
- You can and should order more doses as needed once initial orders ship and ordering opens up again during the third phase of the VFC Order process.
- It is recommended to place additional flu orders at the same time routine vaccine orders are submitted.

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 requested upon submission to the VFC Program.

Why don't I have doses allocated for my initial 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.

Why can I not place an initial 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 2019 and 2020 were not allocated influenza doses.
- If you have questions, please follow up with your VFC Field Representative.

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 amount 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 flu vaccine supplies 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.