



IMPORTANT MESSAGE

California Department of Public Health
Immunization Branch
Vaccines for Children (VFC) Program
850 Marina Bay Parkway
Richmond, CA 94804

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November 15, 2018

VFC Customer Service Center: Call Center Closures and Holiday Shipping Schedule

Dear VFC Provider,

The VFC Program Customer Service Center will be **closed** on the following dates:

- Thursday and Friday, **November 22-23, 2018** (Thanksgiving Holiday)
- Tuesday and Wednesday, **December 4-5, 2018** (All-Staff Meetings)
- Monday and Tuesday, **December 24-25, 2018** (Christmas Holiday)
- Monday and Tuesday, **December 31, 2018 to January 1, 2019** (New Year's Holiday)
- Monday, **January 21, 2019** (MLK Holiday)

Orders will continue to be received during these call center closures. Normal business hours will resume after each event. Please ensure that your practice has an adequate supply of VFC vaccines in stock to prevent running out of inventory during holiday closures.

Holiday Vaccine Shipment Schedule:

The VFC Program's National Vaccine Distributor, McKesson Specialty, and Merck (shipments of varicella-containing vaccines) will not ship vaccines during the following dates:

- **November 16 through November 23, 2018.** Normal vaccine deliveries will resume on November 26, 2018.
- **December 18, 2018 through January 1, 2019.** Normal vaccine deliveries will resume after January 2, 2019.

Please submit routine vaccine orders and supplemental flu vaccine orders well before these dates to ensure adequate time for processing prior to the holidays.

For any ordering or delivery questions, please call a VFC Customer Service Representative at (877) 243-8832 Monday through Friday 9am to 5pm or visit our website EZIZ.org for important VFC Program communications and information.