



California Vaccines for Children (VFC) Program 2019-2020 Flu Order Confirmation Frequently Asked Questions

How were my products allocated?

- For providers who submitted a 2019-2020 Pre-Book, the products available for ordering 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 2019-2020 Pre-book, the products available for ordering are based on remaining available vaccine supply.

Why don't I have an allocation?

- Providers participating in the VFC Program agree to offer all ACIP recommended vaccines in addition to influenza vaccine ([VFC Provider Agreement Addendum #14A](#)).
- Providers who did not order routine vaccines in 2018 and 2019 were not allocated influenza doses.
- If you have questions, please follow up with your VFC Field Representative.

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.

How were my allocations calculated?

- For providers who submitted a 2019-2020 Pre-Book, allocations 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 2019-2020 Pre-Book, the number of doses allocated to your practice is based on administration data for key pediatric and adolescent vaccines.
- Please note that no changes can be accommodated as doses have already been pre-booked through the CDC.

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

- Due to supply limitations, 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.
- It is recommended that additional flu orders are placed at the same time as routine vaccine orders.

I don't want all of the flu doses allocated to my practice - can you decrease my initial order for me?

- You may decrease the number of doses in your initial order by simply reducing the amounts you request before submitting your initial order confirmation.

I was not allocated Flumist® for the initial order. After the initial orders ship, will I be able to order Flumist®?

- Given the limited supply, not all providers will be allowed to order Flumist®.
- Only providers whose confirmed and approved 2019-2020 pre-book request includes Flumist® may order.

Will Sanofi's 0.25mL Pediatric Fluzone be available for ordering?

- Sanofi's Pediatric Fluzone® 0.25mL will no longer be made available for ordering.
- Multiple brands come in 0.5mL pre-filled syringes and are licensed for administration down to 6 months of age.
- The full dose of the entire syringe of the 0.5mL products should be given at the time of administration.
- Children under 9 years of age with a history of <2 doses of influenza vaccine are recommended to receive 2 doses this flu season.

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 flu order system will be opened up, 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.

What if I need more doses?

- Once the initial orders are shipped in full, the flu order system will open up 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 or allocated 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 must be submitted to the VFC Program.

I'm a new provider, 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 do we have different products than last year?

- California pre-booked flu products based on submitted 2019-2020 Pre-Book requests and available vaccine supply for distribution to VFC providers.
- For more information about the available flu products this year, please refer to the VFC Program communication regarding 2019-2020 Influenza Ordering Instructions.
- Your practice should also refer to the official VFC Program Influenza Letter and Advisory Committee on Immunization Practices (ACIP) 2019-2020 flu recommendations when they are available.

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

- All confirmed initial flu orders will remain in queue until flu vaccine supplies are received at VFC's national vaccine distributor.
- 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.
- Providers will receive their flu vaccine doses at different times and in multiple shipments throughout the season.

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.