



VFC Program Operation Update

New VFC Call Center Hours

We hope everyone is staying safe and healthy in these times. Vaccine-preventable diseases do not take any days off, so the VFC Program is still here taking calls and reviewing vaccine orders to support your immunization efforts. With our Continuity of Operations Plan activated, we continue to meet virtually with our staff daily to ensure vaccine order approval, delivery, and response time to your calls and questions remain unchanged. Our Customer Service Representatives are the key to this, which is why we have temporarily restructured our Call Center hours to the following:

Monday – Thursday: 9 am – 4:30 pm

Friday: 9 am – 4 pm

We will use this time to address daily questions, review current immunization requirements/guidelines, impact on vaccine deliveries, among other key areas of operation that

may be affected by COVID-19. Currently, vaccine order approval and fulfillment of vaccine order deliveries remains unchanged.

Reminder: *To ensure proper vaccine storage and handling, the VFC Program is requesting 30 days' of written VFC Temperature Logs with every vaccine order submitted.*

Immunization Services Survey - Your Response to COVID-19

If you haven't had the chance to complete the Immunization Services Survey, please complete it as soon as you have a chance. Your responses will help us determine your needs so we can be of better service to you. Only one survey per PIN needs to be completed.

<https://immunizationbranch.wufoo.com/forms/vfc-and-vfa-provider-operations-during-covid19/>

Questions?

If you have any questions, please call the VFC Customer Service Center at 877-243-8832 (877-2GET-VFC).

Thank you,

VACCINES for CHILDREN
CALIFORNIA



California Department of Public Health | Immunization Branch

Vaccines for Children (VFC) Program

850 Marina Bay Parkway

Richmond, CA 94804

Phone: 877-2GET-VFC (877-243-8832)

Fax: 877-FAXX-VFC (877-329-9832)

Email: MyVFCvaccines@cdph.ca.gov

EZIZ.org