



VFC Customer Service Center Updates

VFC Flu Vaccine Ordering and Supply

Continue to order the remaining balance of influenza vaccine your practice pre-booked or were allocated for the 2020-2021 season. As a reminder, flu vaccine usage and inventory are now required with every VFC vaccine order (both flu and non-flu vaccine orders).

The California Vaccines for Children (VFC) Program has not received adequate supply of Sanofi’s Fluzone® syringes, and as a result, cannot complete initial flu vaccine orders for this product. In the meantime, we have updated the Flu Vaccine Order Form to allow requests for alternate VFC flu vaccine products. To ensure that you have enough flu vaccine for your patients, login to your MyVFCVaccines account and submit your flu order as soon as possible.

Alternate Flu Vaccine Products Available

Age Group

Afluria® Quadrivalent Preservative Free
0.25mL, Single-Dose Syringes, Seqirus

6 months-35 months

FluMist® Quadrivalent Preservative Free
0.20mL, Nasal Sprayer, AstraZeneca

2-18 years

Fluzone® Quadrivalent 5mL, Multi-dose vial, Sanofi	36 months-18 years
Flucelvax®, Quadrivalent Preservative Free 0.5mL, Single-Dose Syringes, Seqirus	4-18 years

The remaining balance of initial orders for Fluzone® syringes will not be shipped automatically. Once additional Sanofi Fluzone® syringe vaccine supply is available, anticipated for mid-November, you can actively place an order for this product.

Flu Progress Reports

To support clinic efforts, VFC provides each practice with a Season Target and Flu Vaccine Ordering Progress Report throughout the season (beginning of the season, mid-season, and end-of-season). The first progress report of the 2020-2021 season was sent the last week of October to each VFC Provider. The progress report contains a practice's latest ordering data, so clinics can see how close they are to reaching their season target. The season target is our estimate of the number of flu vaccine doses a practice needs to immunize and protect their VFC-eligible patients. It is based on the number of VFC-eligible patients the practice immunized against routine pediatric vaccines during the past year.

The VFC Program acknowledges that providers who ordered Fluzone® syringes may not have received their entire initial orders due to supply delays. This will reflect in the number of doses received on their flu progress report. While waiting for additional supply to arrive, these providers can request for alternate VFC flu vaccine products on their flu vaccine order form so that there is no delay in protecting their patients.

Customer Service Center Closed

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

- Wednesday, November 11, 2020 (Veterans Day Observed)
- Thursday and Friday, November 26-27, 2020 (Thanksgiving 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.

November Holiday Shipping Schedule

There will be limited shipping the week of November 23rd. The VFC Program's National Vaccine Distributor, McKesson Specialty, and Merck (shipments of varicella-containing vaccines) will not ship vaccines during the following dates in November:

- Wednesday, November 25, 2020 through Friday, November 27, 2020.

Please submit vaccine orders by Tuesday, November 17, to ensure adequate time for processing prior to the holiday. Normal vaccine deliveries will resume the week of November 30, 2020.

For any ordering or delivery questions, please call a VFC Customer Service Representative at (877) 243-8832, Monday through Thursday, 9 am to 4:30 pm, and Friday, 9 am to 4 pm, or visit our website EZIZ.org for important VFC Program communications and information.

Thank you,

VACCINES for CHILDREN
CALIFORNIA



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