



## VFC Customer Service Center Updates

### Customer Service Center Closures

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

- Thursday, December 16, 2021 from 12 – 1 pm (Staff Meeting)
- Friday, December 24, 2021 (In observance of the Christmas Holiday)
- Friday, December 31, 2021 (In observance of the New Year's Holiday)
- Monday, January 17, 2022 (Martin Luther King, Jr. Day)

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.

### December – January Holiday Shipping Schedule

There will be limited shipping the week of December 13<sup>th</sup>. **Place your VFC vaccine order by Thursday, December 9** to receive vaccines before the Christmas Holiday. 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 December and January:

- Monday, December 20, 2021 through Friday, December 31, 2021.
- Monday, January 17, 2022 (Martin Luther King Jr. Day Holiday).

Normal vaccine deliveries will resume the week of January 3, 2022. We will continue to receive orders throughout these blackout dates and process for shipping based on the above dates.

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

### **Continue Ordering Additional Flu Vaccine**

Don't forget to continue ordering the remaining balance of influenza vaccine your practice pre-booked or were allocated for the 2021-2022 season. As a reminder, flu vaccine usage and inventory are now required with every VFC vaccine order (both flu and non-flu vaccine orders). To expedite the submission and processing of your vaccine order, make sure you are ready to report VFC flu vaccine doses administered since the last order and the number of flu vaccine doses on-hand by lot number.

## CalVaxGrant Ending Soon!

As California continues its efforts to vaccinate against COVID-19, the state is offering providers up to \$55,000 to support vaccination efforts through the CalVaxGrant. If you have enrolled in the COVID-19 Vaccination Program and have not yet taken advantage of it, the deadline to apply is December 17, 2021. Enrollment in the COVID-19 Vaccine Program is one of the [requirements](#), so if you have not yet enrolled in the COVID-19 Vaccination Program, visit their [webpage to enroll now](#) before applying for the CalVaxGrant.

Happy holidays and happy new year from all of us here at the VFC Program!

Thank you,



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**Email:** [MyVFCVaccines@cdph.ca.gov](mailto:MyVFCVaccines@cdph.ca.gov)

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