



November 9, 2023

Flu/COVID/RSV Updates, Call Center Closures, and Holiday Shipping Schedule

VFC Flu Vaccine Ordering

Continue to order the remaining balance of influenza vaccine your practice pre-booked or were allocated for the 2023-2024 season. As a reminder, flu vaccine usage and inventory are required with every VFC vaccine order (both flu and non-flu vaccine orders). The flu order form will always display before you can access the routine vaccine order form so that you can report flu vaccine usage and inventory. This must be reported even if you do not plan on requesting additional influenza vaccine doses.

COVID Vaccine Ordering

All VFC providers are required to order and offer ACIP recommended vaccines, which includes COVID vaccines, to their patient population. The VFC Program's goal is to reduce barriers to vaccination, and ensure children receive all the indicated vaccine doses within their medical home. Please ensure your practice continues to order and administer COVID vaccine to meet the needs of all VFC-eligible patients seen at your practice. Any vaccine spoiled/wasted due to ordering and not administering the minimum amounts needed for your total VFC-eligible patient population will not be considered a negligent vaccine loss. If you need any additional information or assistance in the implementation of this vaccine, please email us at MyVFCVaccines@cdph.ca.gov.

Dosing for Moderna COVID-19 Vaccine (6 months through 11 years, 0.25 mL)

FDA released [important information](#) to ensure correct administration of the Moderna COVID-19 Vaccine (2023-2024 Formula) for individuals 6 months through 11 years.

The announcement advises that providers who administer the Moderna COVID-19 Vaccine (2023-2024 Formula) to individuals ages 6 months through 11 years should ensure that the correct volume of the vaccine (0.25 mL) is withdrawn from the vial and administered to the recipient. Providers should discard the vial and excess volume after extracting a single 0.25mL dose. Excess volume should not be used to administer an additional dose. Additionally, never combine partial doses from multiple vials to make one dose for a patient.

FDA has not identified any safety risks associated with administration of the higher dose in individuals 6 months through 11 years of age, and no serious adverse events related to this issue have been identified.

For additional information, see the [FDA announcement](#), updated [Moderna fact sheet](#), and the vaccine administration resources listed at the end of this email.

RSV Supply Update

We continue to work with limited supply of nirsevimab for both 50 mg and 100 mg presentations. While our current allocation is only available to hospitals, Tribal Health Clinics, selected Federally Qualified Health Centers (FQHCs)/Rural Health Centers (RHCs), and Public Health Department Clinics, we plan to open ordering soon for all VFC providers. Ordering limits will be in place but may change depending on supply. We will continue to provide updates as more doses are received throughout the season. More information will be communicated once ordering is made available to additional provider types.

Merck Diluent

The diluent for Merck's MMR, MMR-V, and varicella vaccines are now being supplied in a prefilled syringe rather than a vial. This update only impacts the sterile diluent, and there is no change to the vials containing lyophilized M-M-R®II, ProQuad, or VARIVAX (ie, packaging, NDC, etc.). When reconstituting these vaccines using the prefilled diluent syringe, the need to withdraw the sterile diluent from a vial is eliminated. For additional information about this change, contact Merck directly at 877-829-6372 or visit merckvaccines.com.

Customer Service Center Closures

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

- Friday, November 10, 2023 (Veterans Day)
- Tuesday, November 14, 2023 (Staff Development Day)
- Thursday and Friday, November 23-24, 2023 (Thanksgiving Holiday)

During our Tuesday, November 14th closure, we will be monitoring our MyVFCVaccines@cdph.ca.gov email inbox for any urgent matters that need immediate assistance. Orders will continue to be received during all of 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 Shipping Schedule

There will be limited shipping the weeks of November 20th and December 18th. The VFC Program’s National Vaccine Distributor, McKesson Specialty, Pfizer (shipments of COVID-19 vaccine), and Merck (shipments of varicella-containing vaccine) will not ship routine vaccines during the following dates:

- Friday, November 10, 2023 (Veterans Day Holiday)
- Wednesday, November 22, 2023, through Friday, November 24, 2023
- Wednesday, December 20, 2023, through Friday, December 29, 2023
- Monday, January 1, 2024 (New Year’s Day Observance)
- Monday, January 15, 2024 (Martin Luther King Jr. Day Holiday)

Key Order Cutoff Dates

Order By*	Receive By
Tuesday, November 14	Tuesday, November 21
Tuesday, December 12	Tuesday, December 19

*Please note, orders must be approved by the VFC Program by the above “Order By” date

Normal shipping resumes on Monday, November 27th, 2023, through Tuesday, December 12th, 2023, and again on Tuesday, January 2nd, 2024. We will continue to receive orders throughout these blackout dates and process for shipping based on the above dates.

IMPORTANT: If your site plans to close temporarily for the holidays, please wait to submit your vaccine order upon your return. Update your shipping hours to reflect your closure to prevent any shipping incidents that could lead to vaccine waste.

For any questions, please call the VFC Customer Service Center at (877) 243-8832 or visit our website EZIZ.org for important VFC Program communications and information.

Thank you,



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