



1. VFC Vaccine Order Placement

- VFC vaccine providers must submit orders for routine VFC vaccines via the Hawaii Immunization Registry (HIR). If you experience HIR technical/system difficulties and/or are unable to log in, please contact the HIR Help Desk at (808) 586-4665, 1-888-447-1023 (toll-free) or registryhelp@doh.hawaii.gov.
 - **EXCEPTION:** Orders for seasonal and/or allocated products with limited availability (e.g., influenza, COVID-19, nirsevimab-alip) may be requested on specialized VFC order forms.
- Providers are encouraged to submit vaccine orders by the 15th of every month (1-2 month supply of vaccine is allowed, at maximum).
- **Required order components:**
 - **Current VFC enrollment status.**
 - **Completion of VFC Educational Requirement within the last year (either “You Call the Shots” modules or participation in a VFC Enrollment or Compliance Site Visit).**
 - **Evidence that the provider has submitted Vaccine Administration Visit Records or data exchange with the Hawaii Immunization Registry within the last 6 months.**
 - **Report of doses used since last inventory and the number of doses currently on hand via the HIR “record inventory” function**
 - **Do not submit inventory information only for the vaccines you are requesting. Complete inventory/usage must be reported regardless of your intent to order vaccines.**
 - **Provider submission (fax or email) of refrigerator, freezer, and ultracold freezer temperature logs for all units that house VFC vaccine.**

2. How to Ensure Vaccine Orders are Received in a Timely Manner:

- If any of the elements in section 1 (above) are missing, provider order processing will be delayed.
- Providers should verify that their delivery address and hours of operation are up-to-date in HIR. If the provider office will be closed for holidays or other reason within the next month, this should be noted in the “Special Shipping Instructions” section of the provider’s “Delivery Days and Times” page. Note, “Special Shipping Instructions” are for Hawaii VFC Program use and are not transmitted to the CDC.

3. Urgent/Emergency Vaccine Requests

- All orders for VFC vaccine must be placed via the Hawaii Immunization Registry (HIR).
- If vaccine is needed urgently, place your order via HIR then immediately contact the Immunization Branch at (808) 586-8300 or 1-800-933-4832 (toll-free) to notify VFC staff of the urgent request.



4. Order Notification

- You may use the order status indicator in HIR to track the progress of your VFC vaccine order:
 - PENDING – VFC vaccine order has been submitted to the Hawaii VFC program but Hawaii VFC staff have not yet reviewed. Orders in “Pending” status may still be modified (i.e., vaccine order quantities may be adjusted and vaccines may be added/deleted from order).
 - IN PROGRESS – Hawaii VFC staff are reviewing the order for processing. Orders that are “IN PROGRESS” cannot be modified by providers. Providers that would like to make adjustments to an order that is “IN PROGRESS” must contact the Hawaii VFC Program at (808) 586-8300 or (800) 933-4832 (toll-free).
 - APPROVED – Hawaii VFC staff have approved the provider’s vaccine request. Please note that approved quantities may differ from the quantities originally requested by the provider. Providers may view APPROVED orders to determine the number of doses they will be receiving. Approval amounts are based on the availability of vaccine (i.e., manufacturer production delays or other shortages) as well as the provider’s reported inventory usage and current inventory on hand.
 - SENT TO CDC – Hawaii VFC staff have transmitted the provider’s approved order for order fulfillment. Please note that order fulfillment may occur via multiple vaccine shipments:
 - Varicella and MMRV (Proquad) - shipped to providers directly from the manufacturer (Merck).
 - Pfizer COVID-19 vaccines – shipped to providers directly from the manufacturer.
 - Influenza vaccines – shipped to providers by the CDC’s contracted vaccine distributor (McKesson) but under a separate contract from all other refrigerated vaccines. Influenza vaccines may arrive separately from all other vaccines ordered.
 - All other refrigerated vaccines and Moderna frozen vaccines – shipped to providers by the CDC’s contracted vaccine distributor (McKesson).
 - FULFILLED – All or some of the vaccines ordered have shipped. Click on the order status link in HIR to determine the vaccines that will be arriving at your clinic. NOTE: Orders with FULFILLED status will have vaccine transfers pending in HIR. When vaccines arrive, providers should accept the transfers to add the vaccines to their HIR inventories.
 - ACCEPTED – Providers have accepted pending order transfers.
- For orders of seasonal and/or allocated products with limited availability (e.g., influenza, COVID-19, nirsevimab-alip) placed via submission of an order form, providers will receive fax or emailed confirmation of the Hawaii VFC Program’s receipt of your order form as well as notification of when your order has been submitted to the CDC.
- If you have any questions or concerns regarding VFC vaccine order status please contact the Immunization Branch/VFC Program at (808) 586-8300, 1-800-933-4832 (toll-free) or hawaiiivfc@doh.hawaii.gov.



5. Timing of Vaccine Shipments

- Vaccine shipments typically arrive at provider offices within one to two weeks after the order is submitted to the CDC. Providers should be on the lookout for their vaccine deliveries.
- If an expected vaccine shipment has not arrived, please contact the Immunization Branch/VFC Program at (808) 586-8300, 1-800-933-4832 (toll-free) or hawaiiivfc@doh.hawaii.gov.

6. Warm, Damaged, or Delayed Shipments

- Providers should **never** refuse vaccine shipments under any circumstances including delivery after provider hours (i.e., suspected “warm”/spoiled vaccines) or damage to the exterior package.
- Open the package **immediately**, check the temperature monitor reading (if available), inspect the vaccine, compare the vaccine received with the vaccine products indicated on the packing list, and store at the appropriate temperature.
- If you suspect that vaccine viability has been compromised, vaccines should be separated from non-affected vaccine stock (e.g., placed in a paper or zip-top bag), labelled “Do Not Use,” and stored at appropriate temperatures until vaccine viability is determined.

Follow the procedures below based on where the vaccine was shipped from:

Shipments from McKesson (all refrigerated products and frozen Moderna COVID-19 vaccines):

- **VFC providers must contact McKesson directly on the same day that delivery has occurred to report the shipping incident.** McKesson has a telephone number specifically dedicated for receiving provider calls about vaccine viability: 1-877-TEMP123 (1-877-836-7123).
 - **Providers must leave a detailed voice message at the number above if reporting a shipping incident to McKesson after 8:00 pm Eastern Time. Please be sure to clearly state your name, a contact phone number, your VFC provider PIN, delivery number (from packing slip) and a description of the issue.**
- McKesson will request that you supply photos of the shipping container, packaging, and activated warm/freeze monitors. Take photos for documentation purposes and avoid disposal of shipping boxes/packaging, packing slips, and temperature monitors until the situation is resolved.
- Contact the Immunization Branch/VFC Program at (808) 586-8300 or 1-800-933-4832 (toll-free) to report the incident.
- VFC staff will work with McKesson to determine if vaccine is viable, replace vaccines (if needed), and arrange for the return of any spoiled vaccines.

Shipments from Merck (frozen vaccines – Varicella/MMRV)

- Shipping/delivery issues related to Merck frozen vaccine shipments must be reported to Merck via their web-based CDC/VFC Vaccine Inquiry Form: <https://cdcshipping.merck.com/>.
- Providers must contact Merck within 15 days of the original shipment to report the vaccine spoilage and request replacement vaccine.



- Note: For frozen vaccine shipments, diluent is located in the lid compartment of the shipping box.

Varivax (Varicella)

- Merck varicella vaccine shipments no longer include temperature indicators. Viability is determined by assessing shipment transit time. Providers will need to look on their packing slip to identify their shipment date.
- Orders of 40 doses or less will be shipped in the small 2 day box, unless those 40 doses are shipped on a Thursday or Friday in the large 4 day box for delivery on a Monday or Tuesday.
- Orders of 40 doses or more will ship in the large 4 day box.

ProQuad (MMRV)

- Orders are viable for 1 day regardless of shipping container size. ProQuad shipments may include a temperature monitoring device.

Shipments from Pfizer (Pfizer COVID-19 vaccines)

- Contact Pfizer Customer Service at 1-800-666-7248, option 2 or mrnavaccines@pfizer.com to report shipping/delivery issues.

Shipments from the Hawaii Immunization Branch/Vaccine Supply and Distribution Section (VSDS)

- VSDS will ship the following vaccines/biologics to providers on the Neighbor Islands:
 - HBIG (Hepatitis B Immune Globulin for Birthing Hospitals only)
 - Vaccines/biologics requested in response to a disease outbreak
- A warm temperature monitor strip and a freeze indicator will be included in the vaccine/biologics shipment.
- Inspect the temperature monitors and if any have activated, take photos of the monitors and contact the contact the Immunization Branch/VFC Program at (808) 586-8300 or 1-800-933-4832 (toll-free) to report the incident.
- VSDS/VFC staff will work with you to determine if vaccine is viable, replace vaccines (if needed), and arrange for the return of any spoiled vaccines.

7. Over Shipments and Misshipments

- “Over Shipments” are defined as situations in which the vaccine quantity shipped to a provider exceeds the amount that was ordered.
- “Misshipments” are defined as shipments that include at least one vaccine product that was not ordered by the provider.
- In each of the above-listed situations, vaccines which exceed a provider’s immediate need have been shipped. **The preferred action is for the provider to keep the additional vaccine and use it. If this is not possible, vaccine should be transferred to a VFC provider in the near vicinity. If vaccine will be transferred to another facility, please complete and submit the Vaccine Transfer Form to the Immunization Branch/VFC program.**



- Contact the Immunization Branch at (808) 586-8300 or 1-800-933-4832 (toll-free) to report the incident.

8. Delivery Shortage

- A delivery shortage has occurred if a product is listed on the packing slip but is not included in the vaccine shipment.

Shipments from McKesson (all refrigerated vaccines):

- Contact the Immunization Branch at (808) 586-8300 or 1-800-933-4832 (toll-free) to report the incident and request additional vaccine. VFC staff will work with McKesson to arrange for the shipment of additional vaccine.
- **Delivery shortage reports must be made on the same day that delivery has occurred.**
- Please be prepared to provide the following information and answer the following questions:
 - Provider PIN
 - Provider Name
 - Order Delivery Date
 - NDC
 - Number of missing doses
 - Is the packing slip for the correct provider?
 - Does the product that was shipped match the packing slip?
 - Does the delivery number on the packing slip match the delivery number on the shipping label affixed to the outside of the shipping container?

Shipments from Merck (Varicella/MMRV)

- Promptly contact Merck at: <https://cdcshipping.merck.com/> to report delivery shortages.

9. Concealed Shortage

- A concealed shortage is defined as product shortages that are found within the manufacturer's packaging. For example, after you open a new box of MMR vaccine, you find that only 6 doses are included in the package, rather than 10. *For all concealed shortages, the manufacturer should be contacted directly to arrange shipment for the product that is missing.*

10. Diluent Shortage

MMR (shipped from McKesson)

- For shipments containing MMR vaccine, please ensure that you count the number of diluent doses supplied as soon as the shipment arrives to verify that the number supplied matches the number of vaccine doses received. **Requests for missing diluent must be made on the same day the shipment is received.**



- If there is a shortage, contact the Immunization Branch at (808) 586-8300 or 1-800-933-4832 (toll-free) to report the incident and request additional diluent. VFC staff will work with McKesson to arrange for the shipment of additional diluent.
- McKesson will not fill requests for additional MMR diluent that are not related to a specific order that had been missing diluent doses.
- Please note that diluent and vaccine may **not** have the same expiration dates.

Varicella, MMRV (shipped from Merck)

- Diluent for Merck's frozen vaccines is packed in the top compartment of the shipping container. Please ensure that you remove the diluent from the top compartment prior to discarding/disposing of the shipping container.
- Report any shortages of diluent for Merck vaccines here: <https://cdcshipping.merck.com/>.

Pfizer 6m-4y COVID-19 Vaccine

- NOTE: Diluent for VFC Pfizer 6m-4y vaccine will arrive separately from the vaccine shipment, and delivery may occur several days after the vaccine shipment arrives. Pfizer DOES NOT supply diluent for privately purchased 6m-4y COVID-19 vaccines.
- Contact Pfizer Customer Service at 1-800-666-7248, option 2 or mrnavaccines@pfizer.com if diluent has not been supplied within a week of receipt of vaccine delivery.

11. Repackaging

- Providers are permitted to order single doses of non-routinely administered VFC vaccines, including Td and Pneumococcal Polysaccharide (PPSV23) vaccines, rather than the 10-dose package size.
- McKesson will supply the requested vaccine vial(s) in a 6" x 8" amber bag. Since the repackaged vaccines are sent directly from McKesson, the bags are considered "original packaging."
- Vaccines should remain in the amber bags during storage at your facility as the bags offer protection for light-sensitive vaccines.

12. Conclusion

- This document will be updated as information evolves.
- Please pay close attention to Hawaii VFC Program communications (emailed notices) to stay current with program updates and as well as any changes to current policy/procedures.
- You are encouraged to share this resource with other staff members.
- The Hawaii VFC Program values your input. If you have any comments or questions pertaining to VFC vaccine ordering and deliveries, please contact us at (808) 586-8300, 1-800-933-4832 (toll-free), or hawaiiivfc@doh.hawaii.gov.