



**Department  
of Health**

# **NYS Vaccines for Children (VFC) Program Training Series 13: Vaccine Orders**

New York State Department of Health  
Bureau of Immunization

Hello and welcome.

This training is intended to provide guidance to New York State Vaccines for Children (VFC) providers on placing orders for publicly-funded vaccine.

This training does not include detailed instructions on using the New York State Immunization Information System (or NYSIIS) to place vaccine orders. NYSIIS offers user trainings separately. Visit the Resources slide at the end of this training for a link to those trainings.

It is strongly recommended that you also view trainings #12, 14 and 15 in addition to this training.

## NYS VFC Program Requirement

- All vaccine orders must be placed using NYSIIS
- Must be 30 days between orders
- Current & complete NYSIIS data:
  - Doses administered
  - Public vaccine inventory
  - Temperature Logs



The NYS VFC program requires that providers use NYSIIS to order publicly-funded vaccine and to report and maintain vaccine inventory information.

VFC providers may place new orders for non-flu vaccine every 30 days, if necessary. Stockpiling vaccine is actively discouraged due to the risk of vaccine expiration and potentially a loss of a larger amount of inventory if there are storage and handling issues.

VFC providers are required to maintain complete and accurate data in NYSIIS. This includes reporting all doses administered within 14 days, reviewing public vaccine inventory to ensure accuracy and completing temperature logs in a timely manner.

Providers who report all vaccine doses administered and who have low levels of vaccine wastage will be far more likely to receive their orders without modification or delay.

Orders will be reduced or denied if any of the above requirements are not met or if a provider's order exceeds what they can be expected to administer in the next

three months.

# NYSIIS Ordering\*

Inventory  
 manage inventory  
manage orders  
 manage transfers  
 shipping documents  
 record temp log  
 manage returns and  
 wastage

**Create Order**

VFC PIN: 242526  
 Initiating Organization: Sheila's Test Organization  
 Initiating User: Scott Coley  
 Org Phone: (716) 555-1212  
 Org Fax: (716) 555-1313  
 11/16/2016

Delivery Contact: Sheila Brown  
 Delivery Address: 123 Anywhere  
 BUFFALO, NY 12121-2121

Delivery Days/Hours:  
 Mon 7:00AM - 10:00PM  
 Wed 7:00AM - 9:00AM  
 Fri 8:00AM - 9:00AM

Delivery Instructions:

Save  
 Save & Submit  
 Cancel Order  
 Exit Page  
 Current Inventory  
 Edit Organization

**Orderable Vaccines**

Pediatric Intention						
Trade Name	Packaging	NDC Number	Doses Admin (EOQ)	Doses on Hand	Recommended Order Qty	Doses Ordered
Bexsero	Is de da	87876-7878-78	0	0	0	<input type="text"/>
Flu-Mist	FluMist Value Pack	85656-5656-56	0	0	0	<input type="text"/>
FluLaval	~_*%S#Q!~	12345-1234-56	0	0	0	<input type="text"/>

\*Administrative user role is needed

Image obtained from the New York State Immunization Information System (NYSIIS) Create Order screen



You will need the Administrative user role in NYSIIS to place orders. On the left side of the NYSIIS home page under the Inventory header, select Manage Orders to access this functionality. Instructions for using this NYSIIS function are in a separate tutorial. Visit the Resources slide at the end of this training to access the associated NYSIIS tutorials.

# Order Approvals

## VFC staff review orders and:

- Approve
- Hold
- Deny or
- Approve with reduced quantity

## Check for Basic Program Compliance

- Current VFC Provider Agreement
- Current NYSIIS Temperature Logs
- Wastage
- Outstanding issues
  - e.g. temperature excursion, site visit findings

## Amount approved will reflect:

- Current inventory
- Average monthly usage
- No more than 3 months supply on hand at any given time
- Small volume immunizers may have more



VFC staff review all orders to determine whether the order meets requirements and will approve the order if everything that is required is in place. Otherwise, VFC staff may hold the order and contact you to request information. If you are out of compliance with program requirements, NYS VFC staff will deny your order

In particular, your order may be held or denied if you have not submitted a complete provider agreement for the current year, if you have not kept your temperature logs up to date, if you have unexplained high levels of vaccine wastage or if you have any outstanding temperature excursion or site visit compliance issues.

Your order may also be held, denied or modified if the order would result in more than 3 months of vaccine inventory being stored in your practice. This assessment depends on your current inventory and average monthly doses administered as reflected in NYSIIS. This rule will be applied in a manner consistent with the needs of all providers.

# Ordering Frequency\*

No more than once every 30 days  
Leave up to 2 weeks for the delivery of order from time it is placed

## Large volume

>50 doses per month or > 600 doses per year  
Plan to order once each month

## Medium volume

10-50 doses administered per month or 120-600 doses per year  
May wish to order every 30 to 60 days

## Small volume

Less than 10 doses administered in a month (<120 doses per year)  
Plan on 2 to 3 orders per year

\*Contact the VFC program for additional guidance on calculating order amounts  
1-800-543-7468 or [nyvfc@health.ny.gov](mailto:nyvfc@health.ny.gov)

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VFC providers may order as frequently as once every 30 days. Special circumstances may be considered if a provider needs to order less than 30 days after the previous order.

Remember when planning your ordering frequency to leave up to two weeks for the delivery of your order from the time it is placed.

As a rule of thumb, large providers that administer more than 600 doses a year should plan orders for once each month.

Providers that administer less than 10 doses of any particular vaccine in a month should plan to order once every other month or once every third month. These small volume providers will have small total numbers of doses in their inventory at any given time, but may have more inventory than what is needed for three months.

Contact the VFC Program for guidance on calculating ordering amounts.

## Review and update organizational information

- NYSIIS Edit Organization screen
- Vaccine coordinator and backup
- Phone numbers and email addresses
- For delivery:
  - ✓ Delivery Contact
  - ✓ Delivery Address
  - ✓ Days and times
    - When vaccine coordinator or backup available to accept vaccine
- **Contact the NYS VFC program anytime this information is updated!**



Regularly review and update contact and mailing information in NYSIIS using the Edit Organization screen. To ensure smooth communication, the vaccine coordinator and backup names, phone numbers and email addresses must be kept current.

Vaccine deliveries are made according to the delivery contact, address, days and hours for delivery and instructions that you enter. Vaccine cannot be delivered unless someone is available to accept the shipment. More information on accepting vaccine shipments is provided in the next training in this series.

Always contact the NYS VFC program anytime this information is updated to ensure the program has the most accurate contact information for you across systems.

## Prior to Placing an Order

- Review NYSIIS Temperature Logs
  - Complete and current
- Inventory
  - Manual count should match NYSIIS inventory
    - NYSIIS Inventory tutorial
    - Managing vaccine inventory, **Training #12**
- VFC Report
  - Use this to confirm VFC eligibility categories for administered vaccine
    - By age group, vaccine type or trade name
  - Training: NYSIIS Advanced Reports
  - Orders can be reduced if doses administered are not displaying correctly



Before you place an order, check your NYSIIS temp logs to ensure that you have entered complete and current temperature monitoring data.

Also, review your inventory. Your manual count should match the inventory displayed in the NYSIIS inventory page. Discrepancies between the inventories may indicate problems in decrementing of doses administered, expired, spoiled or wasted. Visit the resource slide for a link to review the NYSIIS Inventory tutorial.

Training #12 will familiarize you with vaccine inventory management best practices.

Make sure that you always review the VFC report in NYSIIS. This will show the VFC eligibility category for each vaccine type or trade name that you reported as administered. The VFC Report is covered in the NYSIIS Advanced Reports training webinar. A link is located on the Resources slide at the end of this training.

It is recommended that you run this report at least monthly to ensure that

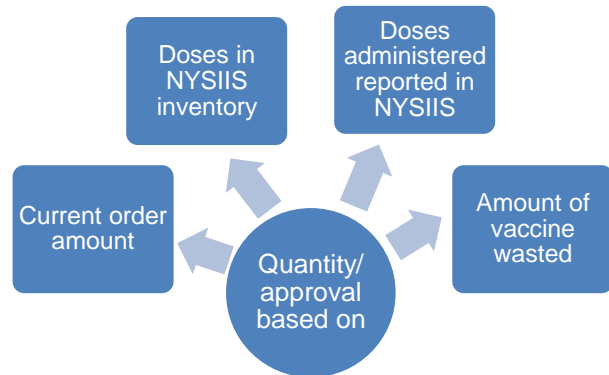


vaccine doses administered are being recorded appropriately in NYSIIS. In some cases, data may not be transferring properly between NYSIIS and providers who exchange data via electronic medical record due to system upgrades or changes. If doses administered are not displaying properly, this can impact your vaccine order and your order may be reduced.

It is also recommended that you review this information prior to placing an order especially reviewing previous year's usage to ensure that you are ordering appropriately.

# Order Evaluation: Quantity

- NYS VFC Program staff estimate a 3-month supply
- General approval rule:
  - Maximum order size = *Average monthly vaccine use x 3 – Current Inventory*



Provider orders are evaluated based on the amount of the current order, the amount of vaccine a provider has in current inventory, the number of vaccine doses reported as administered to eligible children in NYSIIS and the amount of vaccine wasted. Staff use the NYSIIS VFC Report and the Inventory modules to review VFC doses administered to estimate how many doses are necessary to support three months of vaccine administration. NYS VFC staff will approve that amount as a maximum order.

## Tips for Placing Vaccine Orders

- Ensure that current inventory + new order will supply VFC-eligible children for at least two months and not more than three
- Consider:
  - Ages and types of patients the practice serves.
  - Time of year (back to school, flu season, etc.)
- Do not over-order
- Plan for smaller, more frequent orders:
  - Reduce risk of vaccine expiration
  - Minimize vaccine loss if incident occurs e.g. temperature excursion
- Allow 2 weeks for arrival
- **Avoid placing last-minute or rush orders**



When placing an order for vaccine, order sensibly. Order enough vaccine to ensure an adequate supply is on hand to meet patient needs of the practice.

The amount of vaccine ordered should be appropriate for the ages and types of patients that your practice serves. Take into account the times of year where the vaccine needs are less or more, when placing vaccine orders.

As mentioned previously, the NYSIIS VFC report can be helpful in estimating your ordering needs.

Providers are expected to order based on need, remembering that orders can be placed monthly. Do not over-order.

To reduce the risk of vaccine expiration and

minimize the impact of power outages, storage unit failures or other disruptions in your vaccine storage conditions,

plan for smaller more frequent orders.

It is wise to expect up to a two week delay between when you place your order and when vaccine arrives so plan your vaccine orders accordingly and avoid placing last-minute or rush orders.

# Order Denial Reasons

- You have ordered < 30 days prior
  - Wait until 30 days have passed to submit a new order
  - If vaccine need is urgent, call the NYS VFC Program at 1-800-543-7468.
- Doses administered data is incomplete or missing
  - VFC eligibility is required with each dose administered in NYSIIS
  - Patients with VFC unknown eligibility may cause vaccine orders to be held or denied
  - Proper screening and setup of EMR can help eliminate issues with VFC-Unknown Eligibility
  - If you are a data exchanging provider with NYSIIS, this could be issues due to data exchange errors. Contact the NYSIIS Help Desk at 1-866-389-0371 for assistance.



The following are some examples of why a vaccine order would be denied.

You have placed an order less than 30 days ago.

Wait until 30 days have passed to submit a new order. If the need for vaccine is urgent, call the VFC program at 1-800-543-7468.

A vaccine order will be denied if doses administered data is incomplete or missing.

Also, as mentioned previously, VFC eligibility is required to be documented with each dose administered in NYSIIS.

Patients with VFC unknown eligibility may cause vaccine orders to be held or denied.

Proper screening and setup of your practice's EMR can help eliminate issues with VFC-Unknown Eligibility.

If you are a data exchanging provider with NYSIIS, this could be issues due to

data exchange errors. Contact the NYSIIS Help Desk at 1-866-389-0371 for assistance.

# Order Denial Reasons (cntd)

- Temperature logs are missing or incomplete
  - No more than 14 days out
  - Depending on the date, you may be asked to either back-enter the temperatures in NYSIIS or submit copies of paper temperature logs.
- Your Annual VFC Provider Profile paperwork to renew with VFC Program has not been received
- You have some other unresolved compliance or storage and handling related issue



If your temperature logs are missing or are incomplete, your order may be denied or held.

Temperature recordings are required to be up to date in NYSIIS within no more than 14 days prior to submitting the order.

Depending on the date, you may be asked to either back-enter the temperatures in NYSIIS or submit copies of paper temperature logs.

If your annual VFC provider profile paperwork to renew with the VFC program has not been received, your order will be denied and you will need to submit the paperwork and a new order.

If you have some other unresolved compliance or storage and handling issue you will need to wait until that is resolved before placing an order. VFC staff will deny your order until they are sure you have the capacity to safely store the vaccine and appropriately monitor temperatures.

# Completing the process

- View NYSIIS Manage Orders screen to check order status
  - Select hyperlink in Status column to view detail and notes
    - **In progress:** Order may have comments or requests from NYS VFC staff
      - May require your response
    - **Final-Approved:** Your order has been approved and submitted to CDC
    - **Shipped:** CDC has shipped the order and sent a shipment file
      - Once your order has shipped, a transfer file will be available in NYSIIS.
    - **Tentative-Approved:** Your order has been tentatively approved and will be held until you submit additional information to VFC Program staff.
    - **Final-Denied:** Your order has been denied by VFC Program staff. You will need to correct identified issues and submit a new order.
- View Training #14 for:
  - Accepting a vaccine delivery
  - Accepting the transfer file to populate NYSIIS inventory



After placing a vaccine order, check the order status. While listed as "in progress", VFC staff may make additional comments or requests that require your attention.

Once the status is "Final-Approved", your order has been approved by the VFC program and sent on to CDC to be filled. You should alert appropriate staff that an order has been placed.

The status of the order will be changed to "Shipped" once the CDC alerts NYS VFC staff that they have shipped the vaccine.

The shipment file is available to you in the Accept Transfer section of NYSIIS. When you receive the vaccine, verify the contents and accept the transfer. By accepting the transfer, you automatically update your NYSIIS inventory with the vaccine that you have received.

If the order is in a "Tentative-Approved" status, the VFC Program has tentatively approved the order but has been held. This means that additional items that are needed before VFC staff will fully approve the order.



If your order is in a “Final-Denied” status, the VFC Program will notate what required items are needed in the request or you may call the VFC Program for more information. You will be required to correct any identified issues and resubmit the order in NYSIIS.

Additional information on accepting vaccine deliveries and accepting transfers in NYSIIS can be found in Training #14.

# Flu Orders

- Place separate from regular order in NYSIIS
- NYS VFC program receives specific allocations of flu vaccine, often not all at once
  - Orders may be reduced until full supply is received
- Can be placed more often than every 30 days
  - as long as use is demonstrated (doses administered reported)



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Flu orders should be placed separately from your regular vaccine order.

The NYS VFC Program receives an allocated amount of flu vaccine every year and supply is not always available in bulk. Therefore, your flu order may be reduced, especially early in the season, so that publicly-funded flu vaccine can be distributed fairly among all NYS VFC providers when supply is low.

Flu orders can be placed more often than once every 30 days as long as use of flu products is demonstrated, by documenting flu doses administered in NYSIIS.

## Key Messages – Vaccine Ordering

- Program compliance problems will result in delays or denials of vaccine orders.
- Doses administered needs to be accurately recorded in NYSIIS.
- Public inventory must be correct and temperature logs complete.
- Always confirm organization delivery contact information and hours.
- All orders must be placed using NYSIIS.
- Minimum interval of 30 days for ordering non-flu vaccines.
- Order enough vaccine for at least 2 months, no more than 3.



Let's summarize the key messages about ordering publicly-funded vaccine:

Before you order, make sure that you have addressed all compliance and/or storage and handling issues.

Verify that the VFC doses you have administered have been recorded and are reported in NYSIIS.

Your NYSIIS public inventory should match your physical inventory. Lastly make sure that your temperature logs are complete and up to date

and that your delivery contact information and hours are correct in NYSIIS.

Log into NYSIIS to place your vaccine orders.

You can place a new order a minimum of 30 days after a previous order for non-flu vaccines but may wish to order every 2 or 3 months if you use less vaccine.

Remember that you should be ordering enough vaccine for at least 2 months at

a time but you should not have more than 3 months' supply on hand at any given time. VFC staff will reduce your order if necessary to prevent you from having too large of an inventory.

# Resources

## **NYS Vaccines for Children (VFC) program**

Order Review Process

[http://www.health.ny.gov/prevention/immunization/vaccines\\_for\\_children/docs/nys\\_vfc\\_order\\_review\\_process.pdf](http://www.health.ny.gov/prevention/immunization/vaccines_for_children/docs/nys_vfc_order_review_process.pdf)

## **New York State Immunization Information System (NYSIIS)**

[Advanced Reports Training](#)

Tutorials (Health Commerce Account Required):

<https://commerce.health.state.ny.us/hcsportal/docs/Source/hpn/bcdc/immunization/instantdemo/tutorials.html>

19. Vaccine Ordering Using NYSIIS Part 1. Preparation For Vaccine Ordering

20. Part 2. Vaccine Ordering Process

21. Manage Inventory



Here is a listing of available resources.

# Additional Training for NYS VFC Providers

## NYS VFC Program Training Series

### Next:

**#14      Accepting Vaccine Deliveries**

### Other Related Trainings in NYS VFC Program Training Series:

**#12      Managing Vaccine Inventory**

**#15      Vaccine Disposal and Returns**

Providers completing trainings for annual renewal need to complete the attestation survey located at this link: <https://www.surveymonkey.com/r/X5RQSXS>.



There are a number of additional trainings available.

The next training in this series is #14, Accepting Vaccine Deliveries.

Other related trainings in this series are #12, Managing Vaccine Inventory and #15, Vaccine Disposal and Returns.