

VFC FAQ

Inventory

How often should I submit Inventory?

Answer: Inventory should be submitted before every vaccine order or every 14 days.

How do I add expired vaccine back to my Inventory?

Answer: You can only add expired Lots to your Inventory if they are less than 6 months past the expiration date. *Best practice is to complete the Vaccine Return or Wastages requests then wait until they are approved before removing the vaccine from your Inventory.*

How is vaccine removed from my Inventory?

Answer: You should place a “0” in the Quantity field to remove the vaccine from your Inventory.

How can I add Flu vaccine to my Inventory?

Answer: Flu vaccine cannot be added to your inventory. Please send an email to vfc@adph.state.al.us with the NDC, Lot number, and Quantity. Be sure to include your VFC Pin and Site Name.

What should I do if there is a discrepancy in the Lot or expiration date on the vaccines I received and the packing list?

Answer: Update the inventory by adding the Lots received and zeroing out the Lots that you don’t have. Usually, the Lot is already Approved, so no Lot Request is required. [VFC Inventory Instructions](#)

Ordering

Who is allowed to order VFC vaccines for my site?

Answer: Only the Site Administrator, Primary Coordinator, and Back up Coordinator are allowed to order VFC vaccines. [Assigning Users Instructions](#)

How do I order vaccine?



Alabama Department of Public Health

Immunization Division, 201 Monroe St, Montgomery, AL 36104

1-800-469-4599 www.alabamapublichealth.gov/immunization/index.html 07/11/22

Answer: Make sure that you have been assigned the role of the Site Administrator, Primary Coordinator, or Back up Coordinator. Then follow the [Ordering Instructions](#).

How can I find my vaccine order status?

Answer: Follow the [Track Vaccine Order Instructions](#)

How do I order the current season's flu vaccine?

Answer: There is a link on the VFC Widget labeled **Additional Doses**. This link will be available from mid- November until mid-June.

How can I Prebook VFC Flu?

Answer: The Flu Prebook usually becomes available between late January or early February. A blast email will be sent to the Site Administrator, Primary Coordinator, and Back up Coordinator as soon as it becomes available. You will have 2 weeks to complete your Prebook (the due date will be listed on the email). The Flu Prebook is in the Enrollment tab (left menu) on the VFC widget in ImmPRINT. **The Pre-Book is your order.**

What should I do if miss the deadline to Prebook Flu vaccine?

Answer: You may continue to use the Flu Prebook form until it is no longer available (mid-November). Please note that Prebooking after the deadline does not guarantee you will receive the Flu presentation you have requested.

Is it possible to change my Flu presentation after I have prebooked?

Answer: Yes, you can change your Prebook. However, there is a possibility that you may not receive the requested presentation. Please send your changes to vfc@adph.state.al.us and be sure to include your VFC Pin.

Provider Profile/ Enrollment

How often should the Provider Profile be submitted?

Answer: Annually. The Provider Profile should be updated with current information and training certificates between January and March 31st each year even if you became a new Provider after the general enrollment period, in the previous year (April 1st -December 31st). [VFC Enrollment / Provider Profile Instructions](#)



Alabama Department of Public Health

Immunization Division, 201 Monroe St, Montgomery, AL 36104

1-800-469-4599 www.alabamapublichealth.gov/immunization/index.html 07/11/22

How do I update my Provider Profile?

Answer: Only update your Provider Profile if your business hours have changed by calling 1-800-469-4599 option 2 or email vfc@adph.state.al.us to request your profile be unlocked for corrections. Use the [Assigning Users Instructions](#) to update your coordinators. Use the [Site Enrollment Agreement \(SEA\)](#) to update your Physicians.

Vaccine Returns

When should I submit a Vaccine Return?

Answer: A Vaccine Return should be submitted when you have unopened boxes of vaccines or a large amount of expired (no longer than 6 months past the expiration date) or spoiled/non-viable vaccines. [Vaccine Return Instructions](#)

If I have a temperature excursion, can I submit a Vaccine Return for all the spoiled vaccines?

Answer: Yes. You should contact your Immunization Compliance Consultant and the vaccine's manufacturers (to determine viability) before submitting the Vaccine Return.

If my vaccine expires next week, can I go ahead and place the Vaccine Return request?

Answer: No. The vaccine must be expired before a request is submitted.

If I am done with the vaccine for this season and believe I will no longer administer it, can I go ahead and return this vaccine even though it does not expire for months?

Answer: No. Vaccine should be stored at the correct temperatures until it has expired, and the Vaccine Return request has been approved.

Why have I not received my label from my approved Vaccine Return request?

Answer: The label will be sent via email to the person that has submitted the request. Please allow 2-3 business days for the label. The email will come from UPS. Please be sure that the person who submitted the request checks their inboxes and any spam folders.

Why is my Return Label only a barcode?

Answer: This usually happens when your pop-up blocker is on. Please turn the pop-up blocker off then try to download the label again.



Alabama Department of Public Health

Immunization Division, 201 Monroe St, Montgomery, AL 36104

1-800-469-4599 www.alabamapublichealth.gov/immunization/index.html 07/11/22

What should I do once my Vaccine Return request is approved?

Answer: After the Return label is printed, place it on the box that contains the expired or spoiled vaccines. Then give the box of vaccines to the UPS carrier on their next visit to your site.

Vaccine Wastages

What is a Vaccine Wastage?

Answer: A Vaccine Wastage is for reporting open boxes or small amounts of vaccines that are being discarded on site. This report is also used when vaccines are over 6 months past its expiration date. [Vaccine Wastage Instructions](#)

If I do not have a box (or the original box) to return vaccines that meet the vaccine return requirements, should I just submit a Wastage request?

Answer: No. You should submit a Vaccine Return and find a box that all the vaccines you are returning can fit in.

What should I do once my wastage request is approved?

Answer: Safely dispose of the vaccine on site.

Vaccine Shipments

What should I do if my vaccine order arrives, and the temperature is out of range (or ice packs are completely thawed)?

Answer:

1. If there is any question of viability, store the vaccine appropriately until viability is determined.
2. Contact and inform your Immunization Compliance Consultant to inform them of the situation.
3. Once information has been gathered, inform the central office of the excursion and we will assist in the Replacement process.



Alabama Department of Public Health

Immunization Division, 201 Monroe St, Montgomery, AL 36104

1-800-469-4599 www.alabamapublichealth.gov/immunization/index.html 07/11/22

What should I do if my frozen vaccine order arrives past the “Deliver by date”?

Answer:

1. Store the vaccine appropriately.
2. Send an email to vfc@adph.state.al.us with a brief description of the incident and an attached copy of the packing slip.
3. We will submit a claim with Merck.
4. Merck will contact you with further instructions within 5-7 business days about the Return and Replacement process.

Medicaid Reimbursement

Why are my Provider’s Medicaid claims being denied for “No VFC Contract”?

Answer: If your Provider does not have a VFC Contract you must submit a [Medicaid Data Sheet](#) . We create the VFC contract and submit it to Medicaid usually within 24 hours. Medicaid asks for 14 business days to process the new VFC contract and then you may resubmit claims. Medicaid will reimburse any claims made after the stated Medicaid Effective Date.

Why is Medicaid reimbursing my Providers at different rates?

Answer: This is a question for Alabama Medicaid.



Alabama Department of Public Health

Immunization Division, 201 Monroe St, Montgomery, AL 36104

1-800-469-4599 www.alabamapublichealth.gov/immunization/index.html 07/11/22