



# New York State Vaccines for Children (NYS VFC) Program Order Review Process

All vaccine orders placed in the New York State Immunization Information System (NYSIIS) are reviewed by NYS VFC staff in an effort to reduce over-ordering and reduce the risk of vaccine being wasted due to expiration. To expedite the ordering process, providers should:

- Ensure vaccine doses administered are accurately recorded in NYSIIS,
- Ensure that vaccine inventory is up-to-date,
- Ensure temperatures (including min/max temps) are recorded in NYSIIS, and
- Place a new order no sooner than 30 days from the date of previous order.

## How Orders are Evaluated

NYS VFC staff evaluate orders by comparing doses administered reports over a period of time, inventory on hand, and doses requested. Staff use the NYSIIS VFC Report that includes 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. NYS VFC staff also review provider notes on orders and will take any extenuating circumstances under consideration when determining maximum order.

The NYS VFC Program also analyzes the amount of provider wastage over a 12-month period. Providers who report all vaccine doses administered and who have low levels of vaccine wastage will be far less likely to have their vaccine orders reduced.

## Reasons Orders might be Denied or Reduced and Solutions

- Vaccine doses administered, including VFC eligibility, are not reflected in NYSIIS. If vaccine eligibility is not recorded for an eligible child, VFC doses administered will not be reflected in the VFC report.
  - Solution: Always run the NYSIIS VFC Report before placing an order, to ensure that vaccine doses administered are being recorded appropriately in NYSIIS. Some providers who exchange data find that data may not transfer properly after an electronic medical record upgrade or change. Report data exchange, EMR and decrementing issues to **NYSIIS** (518-473-2839).
- Provider is placing vaccine orders too frequently (providers may place an order as frequently as every 30 days). This requirement does not apply to influenza vaccine orders.
  - Solution: Please wait until at least 30 days after the date of the previous order before placing a new order. If you have an extenuating circumstance that requires a more-frequent order, call the NYS VFC Program at 1-800-543-7468, and place a note in your NYSIIS order about any extenuating circumstance or to explain the reason(s) behind the more-frequent order.
- Doses administered and inventory reported in NYSIIS indicate that the provider currently has sufficient vaccine in stock.
  - ⊖ Solution(s):
    - Ensure doses administered are reported by VFC eligibility within 14 days of administration in NYSIIS, per New York State Public Health Law 2168.
    - Always run the NYSIIS VFC Report before placing an order, to ensure that vaccine doses administered are being recorded appropriately in NYSIIS.



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- Providers should also perform a physical inventory count and ensure it matches the Doses on Hand in NYSIIS.
  - If you have an extenuating circumstance that requires a larger-than-usual order, call the NYS VFC Program at 1-800-543-7468, and place a note in your NYSIIS order about any extenuating circumstance or to explain the order quantities.
  - Check your order status every few days. Vaccine orders that say, “in progress,” may have a note from VFC staff that requires providers to provide additional information.
  - Check the notes section of vaccine orders to determine why an order was denied or reduced.
- Vaccine storage unit temperatures are not current and/or complete in NYSIIS. Twice daily temperatures including Min/Max temperatures are not consistently reported in NYSIIS.
    - Solution: Ensure twice daily temperatures, including min/max temps are up-to-date (within 14 days) in NYSIIS before placing an order.
  - An out of range temperature was not reported to VFC.
    - Solution: All out of range temperatures must be reported to VFC within 24-hours by calling (800) 543-7468. Providers are encouraged to perform datalogger downloads at least every two weeks. For datalogger questions: [dataloggers@health.ny.gov](mailto:dataloggers@health.ny.gov)
  - Inventory contains duplicate lot numbers, invalid NDCs and/or negative or partial doses.
    - Solution:
      - ‘Accept transfers’ in NYSIIS for all orders received and ensure vaccine inventory is accurate before placing an order. Use caution if manually adding lots numbers in the NYSIIS inventory module.
  - Provider places a vaccine order but currently has a large amount of another brand of the same vaccine type in their inventory (Daptacel/Infanrix; Adacel/Boostrix).
    - Solution(s):
      - Utilize the remaining vaccine in inventory before ordering more of the same vaccine type.
      - Ensure your inventory is up-to-date and include a note in your vaccine order explaining any extenuating circumstances.
  - Order contains both influenza and regular vaccine (influenza orders must be placed as a separate order).
    - Solution: Place regular vaccine orders and influenza vaccine orders separately.
  - VFC has not received Provider Agreement and Profile.
    - Solution: Ensure your practice submits the Provider Agreement and Profile by the January deadline.
  - Practice information was changed in NYSIIS but not communicated to the VFC Program.
    - Solution: Call VFC to have VFC make any updates/changes to the “edit organization” screen in NYSIIS. Submit a new Provider Agreement and Profile that reflects the updates/changes.

Call the NYS VFC Program at 1-800-543-7468 if you have any issues or concerns or visit the NYS VFC website at: [https://www.health.ny.gov/prevention/immunization/vaccines\\_for\\_children/](https://www.health.ny.gov/prevention/immunization/vaccines_for_children/) or [https://www.health.ny.gov/prevention/immunization/vaccines\\_for\\_children/ordering\\_and\\_inventory.htm](https://www.health.ny.gov/prevention/immunization/vaccines_for_children/ordering_and_inventory.htm)