

Vaccines for Children

Frequently Asked Questions (FAQs)

Enrollment



Why should I enroll?

For several reasons:

- No out of pocket expense
- You can offer over \$500.00 of free vaccine for each eligible child
- No need to refer patients to public clinics for free vaccines
- You can continue to decide who you see in your practice
- Enrollment, screening and distribution are simple
- VFC is helping to ensure the physician's office serves as the child's medical home

How does the program work?










Once your practice is enrolled, we will provide vaccine free of charge for all eligible children that may visit your practice. Here's how it works:

1. **[Document patient eligibility](#)**  A child's eligibility is recorded on the Patient Eligibility Screening Record and maintained in the patient's chart, your computer billing system or a central location of your choosing.
2. **[Track vaccine administration](#)**  A record of vaccines administered is maintained by utilizing the Georgia Registry of Immunization Transactions and Services and/or Vaccine Usage Tally Sheets provided by the VFC Program. A separate tally sheet is used for each VFC eligibility category. For example, all Medicaid-enrolled children are listed on the same tally sheet each month. These sheets are designed to make it easier for your practice to keep track of and tally usage. They do not have to be sent to our office, but should be kept on file in yours.
3. **Track vaccine usage, wastage and inventory** The Monthly Comprehensive Report is a record summarizing your practice's vaccine usage, vaccine wastage, and inventory on hand. (All wastage must be reported monthly, complete with reason code, lot number, and expiration date information.) **Submit report of vaccines administered** Generate the Monthly Comprehensive Report in GRITS once per month, at any time during the month. When our office receives and processes your Comprehensive Report, we will replenish your vaccine stock based on the number of doses listed in the 'Doses Presumed Needed' column of the Vaccine Accountability Statement attached to the Monthly Comprehensive Report. During times of vaccine shortage, allotments will be adjusted according to vaccine availability.

Vaccines are packed and shipped on Mondays, Tuesdays, Wednesdays and Thursdays. Vaccines are delivered to you on Tuesdays, Wednesdays, Thursdays and Fridays, except for holidays. It is essential that you notify us promptly of any special shipping instructions such as restricted delivery days, or changes in office hours or delivery address, in order to avoid vaccine loss.

How do I enroll?

If you wish to participate in the Vaccines for Children Program, please review the Agreement Policy, Vaccine Loss Policy, and the Fraud and Abuse Policy listed below. Items with an asterisk (*) must be submitted to the program to begin the enrollment process.

1. [Enrollment Introduction Letter](#) 
2. [Equipment Requirements](#) 
3. [VCF Agreement Policy](#) 
These are the conditions that are agreed to when a provider signs the Provider Agreement form.
4. [Accountability Policy- Revised April 2012](#) 
5. [Vaccine Loss Policy - Revised April 2012](#) 
These are the policies for management of incidents that result in a loss of VFC vaccine.
6. [Fraud and Abuse Policy - Revised 2012](#) 
7. [Provider Agreement Signature Page*](#) 
Please make sure all physicians, nurse practitioners, nurse midwives and physician's assistants in your practice read and sign the Provider Agreement. Professional licenses of the mentioned individuals must be submitted with the Provider Agreement. All staff must read the Provider Agreement Policy and Vaccine Loss Policy prior to signing this form. Keep in mind that signatures of all new providers/physicians added to your practice after initial enrollment must be added to this agreement, and the agreement faxed to the VFC office.
8. [Provider Profile and Enrollment Form*](#) 
9. [Vaccine Order Form* - Revised April 2012](#) 
10. Complete in order to receive your first vaccine shipment. Our standard of practice is to [send 10 doses of each vaccine to newly enrolled providers](#). *If you need more than this amount, please contact us and provide justification for the additional doses needed. Please mark "0" for any vaccines you do not wish to receive. This form should only be completed for your first vaccine shipment or for special immunization initiatives, such as health fairs.*

How long will it take to get the vaccines after we send in our enrollment application?

We process enrollment applications on a daily basis. Once we receive your application, it is entered and a packet of VFC forms and reference material will be sent to your practice via USPS mail. You will receive a call from your IPC to set up a meeting during which your refrigerator and temperature monitoring equipment will be approved and you will be given a chance to ask any questions and to review VFC policies. Once the IPC approves your site for vaccine shipments, your order will be entered and your shipment will arrive within 5 business days.

I don't know how many children we will see in a year. How do I complete this section on the Provider Profile and Enrollment Form?

We realize that many practices are not able to calculate this information and ask for your best estimate as to how many children will be seen in your practice in a year. If your estimate is too high or too low, it may be changed at any time.

Which forms must be completed?

In order to become enrolled in the Vaccines for Children Program, your office must complete the Provider Agreement and the Provider Profile and Enrollment Form. All medical personnel who wish to enroll must read the Provider Agreement Policy, Accountability Policy, Vaccine Loss Policy, and Fraud and Abuse Policy prior to signing the Provider Agreement. The signed Provider Agreement and a copy of each provider's medical license must be included with your enrollment application. The Order Form helps guide your initial order. All subsequent orders are based on

replenishment rather than on provider orders, though a provider may always request an increase or decrease in shipment amounts.

VFC Provider Requirements at a Glance

VFC provides vaccine free of charge to enrolled providers. This program allows patients to receive well child checkups in their primary physician's home. Our goal is to assist enrolled sites with management of state supplied vaccines. To assist your site with cutting losses and maintaining active enrollment in VFC, please review the following provider requirements with your staff:

1. **RECORD** temperatures twice per day. Refrigerator temps should remain between 35°- 46° Fahrenheit and 2°- 8° Celsius. Freezer temperatures should remain between 5° or colder Fahrenheit and -15° or colder Celsius. Temperature excursions outside of the required range should be reported to VFC immediately!

2. **VERIFY AND DOCUMENT** eligibility status for each patient during each immunization encounter. Be sure to differentiate between Medicaid and PeachCare patients. All Medicaid recipients (regardless of CMO affiliation) should be reported under the Medicaid Column and all PeachCare recipients (regardless of CMO affiliation) should be reported under the PeachCare column on the GRITS and the manual Excel reporting form.

3. **REPORT** usage, inventory, and wastage monthly via GRITS. Monthly reports are used to replenish vaccine shipments based on usage and inventory totals. Replenishment totals are based on a 3 month storage cushion and is calculated as follows:

Usage x 3 months – Inventory = # of doses to ship/doses presumed needed

Note** Always review your GRITS Vaccine Accountability Report for "Doses Presumed Needed". Review your manual Excel report for "Doses to Ship". Contact VFC immediately to modify amounts to maintain a 2-3 month vaccine supply.

4. **REVIEW** GRITS monthly reports for errors presented as doses listed in the "Insured/Ineligible" column and doses listed as (-) or (over) on the Vaccine Accountability Statement. Errors may result in delayed shipments.

5. **REPORT** short dated vaccines 90 days prior to expiration. Per the VFC Loss Policy, providers are required to report expiring vaccines 90 days prior to expiration. This requirement cuts back on vaccine wastage and therefore saves the program money.

6. **NOTIFY** VFC of changes in staff, breaks in servicing patients, vacation, power outages, moving from one location to another, and etc. Physicians and nursing staff signed to the provider agreement are responsible for the overall management of VFC supplied vaccines. Signed providers are ultimately responsible for notifying VFC of any changes that may affect vaccine shipments.

7. **RETURN** wasted and expired doses to McKesson within 6 months of expiration. VFC vaccine should not be discarded. Exemptions to this rule include expired/wasted multi-dose vials or expired/wasted syringes. Both however, must be reported monthly.

Providers may contact the VFC Administrative Office for assistance at (404) 657-5013 or gavfc@dhr.state.ga.us. Your Immunization Program Consultant (IPC) is also available to assist you with hands on training. IPC's may be contacted by calling the VFC Administrative Office. Remember, if in doubt, call VFC. Calling for help may save your office from costly vaccine replacement. We are here to help!

Patient Eligibility

Is it necessary to complete the Patient Eligibility Screening Record each time a child is seen in our office?

No. Complete the Patient Eligibility Screening Record upon the patient's first visit. Parents should be asked if their child's eligibility status has changed each time they visit your office. If the child's status has changed, your office must update the Patient Eligibility Screening Record.

Is our office required to verify the insurance status of each child participating in the VFC Program?

No. You only complete the Patient Eligibility Screening Record once, and update it each time the child is seen for vaccinations by your practice. Parents should be asked if their child's eligibility status has changed each time they visit your office. If the child's status has changed, your office will need to indicate the change on the line corresponding with that date's visit.

Is a child that only has a limited amount of immunization coverage on their insurance plan (for example, \$100 or less) eligible for vaccines through the VFC Program?

Yes. Once a child has reached or exceeded his/her insurance coverage cap on vaccines, the child is then classified as "Underinsured" and, therefore, eligible for vaccine supplied by the VFC Program. It should be noted that a child with this type of coverage will become ineligible for VFC vaccine at the beginning of each new year, until coverage caps have been reached.

What if a child has insurance coverage that only pays for certain vaccines and not all vaccines?

The child would be considered "Underinsured" for those vaccines not covered by the insurance policy. Those vaccines should be administered out of VFC stock.

We have had several situations involving a child that is fully insured but there is a high deductible to be met on the insurance policy before the insurance company will pay. Is this child eligible for VFC because of the deductible?

No. The child is still considered "Fully Insured" and cannot receive VFC vaccine. The parent will be responsible for paying for medical services billed prior to the deductible being met.

Vaccine Reporting

When do we send in the Comprehensive (Vaccine Usage and Inventory) Report?

The Comprehensive Report must be submitted every month in order for your office to receive a vaccine shipment. The importance of this report is that it details your practice's usage and inventory, which is crucial for your practice's vaccine accountability. This report may be submitted at any time during the month, but only once during the month.

How does your system calculate how much vaccine to send us based on our Vaccine Usage Report?

The Georgia VFC Program operates on a replenishment system. Providers should maintain a 2-3 month supply of vaccine as a cushion to avoid missed opportunities to vaccinate. The difference between your three month need and your reported inventory is your recommended vaccine shipment.

If I send in my Comprehensive Report today, how soon will I receive my shipment?

Usually you will receive your vaccines within seven to ten business days from the date your Comprehensive Report is received by our office.

Vaccines

Is there any special type of refrigerator or freezer I need to have to store the vaccines?

Information regarding VFC's storage requirements can be found in the following slides. Storage Equipment Requirements *include a link to the Storage Equipment Requirements doc*
Additional and more detailed information is included in the CDC's Storage and Handling Toolkit – <http://www.cdc.gov/vaccines/recs/storage/toolkit/storage-handling-toolkit.pdf>

What should I do if I receive warm or damaged vaccines?

You should call our office IMMEDIATELY at 1-800-848-3868. We will be able to help you determine if the vaccine is still viable and generate a replacement shipment if needed. Vaccines should be placed back into the proper storage temperature as quickly as possible. Vaccines should not be discarded prior to calling our office to determine viability.

What do I do if I have vaccines that are about to expire or have expired?

It is our desire in Georgia to have "0" doses of expired vaccine. If you have vaccines that are within three months of the date of expiration, it is imperative that you notify our office. In many instances we are able to transport vaccines that are about to expire to another location to be used before the expiration date. Depending on the number of doses that will expire, we may also recommend you use as much as you can and expire remaining doses. However, we will make every attempt to transfer the vaccines to another location for administration before the expiration date.

Expired vaccine that is not reported to the VFC Program at least three months prior to the date of expiration may require replacement at your expense. In some cases, replacement of vaccine may be required. Fill out the Wastage portion of the Comprehensive Data Report and send a copy to our office. When we receive this form, we will credit your inventory for the expired doses.

What should I do if there is a discrepancy between my invoice and what is actually in the shipment?

You should always check the quantity, lot number, and expiration date of the vaccines in your shipping container against your invoice to ensure you have received the correct vaccine quantities. If a discrepancy is found, double check your shipping container. The foam padding included in the container can hide some of the smaller vials. If you have double-checked the shipper and there is still a discrepancy, please call our office at 1-800-848-3868, and we will contact McKesson to have the problem resolved and the vaccines reshipped.

Administration Fee & Reimbursement

How much can we charge for an administration fee?

You are not required to charge any amount for an administration fee, but you may charge up to \$21.93 per injection. You may also charge on a sliding scale.

Who pays the administration fee for children who are underinsured or uninsured?

The parent or guardian would pay the administration fee at the time of service if their child is underinsured or uninsured. However, no child should be denied VFC vaccine due to the parent's inability to pay the administration fee. If a child is enrolled in Medicaid the administration fee is reimbursed after your claim is filed.