

Pandemic H1N1 Influenza Vaccine FAQs for California Providers

Last updated 11/12/09

VACCINE REGISTRATION

Who is eligible to register for/order H1N1 influenza vaccine?

Any person licensed to practice medicine in California is eligible to register for and order H1N1 vaccine. Any entity such as a corporate community vaccinator, school health center, employee health program, or pharmacy is eligible—if they have a designated medical prescriber to complete the registration and ordering process. Registration is required to order; this includes VFC-enrolled providers and local health departments.

How long will registration take?

You should leave about 20 minutes to complete the registration online. It will be a little quicker if you are already enrolled in the Vaccines for Children (VFC) program. We recommend that you have your California medical license number handy to help you complete the data entry. If you do have to stop and start again before submitting your completed registration, you will have to start over again from the beginning. The system cannot save an incomplete registration.

My practice has multiple sites in different locations, does each one have to register?

This depends. If your practice or agency has:

- *a central depot* for receiving vaccine shipments and a way to transport vaccine to the different site locations, then **ONLY ONE** central site should register and order vaccine. The online registration system also asks you to enter the number of different locations you will share your vaccine order with.
- *multiple sites where you want vaccine shipped directly* to the different site locations by the distributor, then **EACH SITE LOCATION** must be registered separately. You can have one person order for all sites (using same license number is okay) or designate a lead physician to register for each site. Orders will need to be done separately for each registered site.

Can a school or college register for vaccine?

This depends on who will be administering the vaccine in the school setting.

- *If the school or college has a health center* with a medical director, then yes. You should register and order H1N1 vaccine.
- *If the school plans to use outside parties to vaccinate* students (like a community vaccinator or a local health department) you will **not** need to register or order H1N1 vaccine. For more information, you can contact your [local health department](#).

When should I register; is there a deadline?

There is no deadline for registering. Registration will remain open throughout flu season. However, early registration is recommended and will help minimize delays since your information will need to be authenticated before it can be processed.

VACCINE ORDERING

When can I start ordering H1N1 vaccine?

You can order any time, but shipping and delivery will depend on available vaccine supply.

Is there a cost to order H1N1 vaccine?

No. Vaccine may be ordered free of charge by all health care entities.

How much should I order?

We recommend you keep in mind these 3 factors:

- How much vaccine you anticipate needing for the first 30 days to vaccinate your patients
- How much vaccine you anticipate needing to vaccinate all your health care workforce
- How much available space you have in your vaccine refrigerator

How do I estimate “health care workers” who would be eligible for H1N1 vaccination?

According to the CDC, Health-care personnel include (but are not limited to):

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| ▪ Physicians | ▪ Autopsy personnel |
| ▪ Nurses/nursing assistants | ▪ Students and trainees |
| ▪ Therapists | ▪ Contract staff not employed by the health-care facility |
| ▪ Technicians | ▪ Others (e.g., clerical, dietary, housekeeping, maintenance, and volunteers) who could be exposed while on duty. |
| ▪ Emergency medical personnel (e.g., fire fighters) | |
| ▪ Dental personnel | |
| ▪ Pharmacists | |
| ▪ Laboratory personnel | |

Can I re-order vaccine?

Yes. First, please be sure to check that the amount of vaccine on the packing slip with your shipment matches the quantity of vaccine you received. If these do not match, please contact the H1N1 Customer Service Center at **888-867-6319** for assistance.

If you received less vaccine than you ordered, your vaccine shipment was adjusted. If you received:

- **a shipment without certain vaccine formulations** you ordered, PLEASE WAIT. Additional formulations will be sent out later, as they become available.
- **a partial order of any particular vaccine formulation** (e.g., FluMist®) you will need to place a new order online for that formulation. Unfortunately, the ordering system is not able to track the remainder of your request to fill later.

VACCINE SHIPPING & DELIVERY

How will I get my vaccine?

Vaccine will be shipped to your location by a distributor under contract to the CDC. Deliveries will come via UPS or another similar shipping company. Shipments will be in cold storage containers and must be placed in your vaccine-ready refrigerator immediately.

When will I receive my vaccine shipment?

Initial vaccine shipments have begun in October, however H1N1 vaccine supply continues to be limited and the most available vaccine formulation to date is FluMist®. Vaccine orders will be filled according to available supply. Every effort will be made to help vaccinators serving high-risk and recommended groups to get vaccine as quickly as possible. If you serve primarily healthy adults or seniors, your orders will be processed a little later.

What if I don't receive the amount of vaccine I ordered?

Vaccine shipments will be sent as supply permits and may be adjusted. Please be sure to check that the amount of vaccine on the packing slip with your shipment matches the quantity of vaccine you received. If these do not match, please contact the H1N1 Customer Service Center at **888-867-6319** for assistance.

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Will related supplies be shipped with each order?

Supplies will be provided, but will be shipped separately. You will receive the following supplies for each order: needles, syringes, sharps containers, and alcohol swabs. For FluMist® vaccine, only sharps containers will be sent.

What if the vaccine delivered is damaged or not kept cold after delivery?

Contact the H1N1 Vaccine Customer Service Center at **888-867-6319** ASAP for assistance. Do not use the vaccine if you suspect it has been compromised.

VACCINE STORAGE & HANDLING

What are the storage requirements for H1N1 vaccine?

The storage requirements for H1N1 vaccine are the same as storage requirements for regular seasonal flu vaccine. H1N1 vaccine will need to be refrigerated in accordance with the vaccine packaging. A [guidance document on vaccine storage requirements](#) from the California Vaccines for Children (VFC) program provides detailed specifications.

My refrigerator is already full of seasonal flu vaccine. How do I store additional H1N1 vaccine?

If your [vaccine storage unit](#) (refrigerator) is full, you may need to wait to order until you have some additional space. A [refrigerator vaccine storage diagram](#) is available on the EZIZ.org website. If you are interested in ordering a new refrigerator, see the State's VFC [refrigerator buying guide](#).

Where can I get more information about how to correctly store H1N1 vaccine?

Information about [proper vaccine storage and handling](#) is available at www.EZIZ.org.

VACCINE REIMBURSEMENT

Can I bill for administering the vaccine?

If you are a private practice provider, yes. You may bill private insurance companies and public insurers such as Medi-Cal, CHDP, and Healthy Families.

How much Medicare reimbursement will I receive for administering H1N1 vaccine?

Vaccine fees are set according to Medicare's regional administration fees. These vary across California counties from about \$21 to about \$27.

Anaheim/Santa Anna	\$24.94
Los Angeles	\$24.35
Marin/Napa/Solano	\$24.75
Oakland/Berkeley	\$25.16
San Francisco	\$27.43
San Mateo	\$27.39
Santa Clara	\$25.44
Ventura	\$24.82
The rest of California	\$21.64

Medi-Cal will reimburse \$9 per vaccine dose. Other public insurers are expected to reimburse their usual vaccine administration fees.

VACCINE EDUCATION & TRAINING

Is there any training available for new vaccinators?

Yes. An excellent *free* resource is available for medical assistants, nurses or other health workers who need training or a refresher.

[online skills training on immunization practices](#) is available on www.EZIZ.org.

- Preparing vaccines
- Administering vaccines
- Storing vaccines

Coming soon!

- Refrigerator temperature monitoring

What information is available to give to patients about the H1N1 influenza vaccine?

Every individual receiving H1N1 vaccine must receive the [Vaccine Information Statement](#) (VIS).

The H1N1 Vaccine VISs for both inactivated and LAIV are now available online.

To find the most current information for patients and parents, visit www.Flu.gov. General flu and respiratory disease prevention materials are also ready for download at www.EZIZ.org.