**Connecticut Vaccine Program (CVP)**
**Frequently Asked Questions**

## General Questions

**1. Q: What is the Connecticut Vaccine Program?**

**A:** The Connecticut Vaccine Program ("CVP") is Connecticut's expanded pediatric vaccination program. The CVP was developed in response to the enactment of Public Act 12 – 1, which requires healthcare providers who administer pediatric vaccines to obtain the vaccines through the State in most cases. The Department of Public Health administers the CVP. Our contact information is:


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**2. Q: Is the Vaccines For Children (VFC) Program part of the CVP?**

**A:** Yes. VFC is a component of the CVP. The CVP expands the opportunity to obtain State purchased vaccine for many pediatric vaccinations.

The VFC program is limited to children who are: (1) enrolled in Medicaid; (2) without health insurance; (3) underinsured; or (4) American Indian or Alaskan Native American. The VFC program covers all recommended childhood vaccines.

The CVP expands the provision of pediatric vaccines beyond VFC eligible children for many vaccines. The non-VFC component of the CVP is funded by a "health and welfare" assessment fee on insurance companies. Presently, human papillomavirus (HPV), rotavirus and pneumococcal conjugate vaccines are not provided for privately insured patients. Also, hepatitis A and influenza are only provided for specific age cohorts.

**3. Q: When can I begin obtaining CVP vaccine?**

**A:** As soon as providers enroll in the CVP, they can begin obtaining pediatric vaccines for CVP eligible patients through the CVP.

**4. Q: Do practices have to enroll separately in the CVP and VFC Programs?**

**A:** No. Now, there is only one program. Providers will enroll in the CVP, which also covers patients who are VFC eligible.

**5. Q: Who can complete the CVP paperwork?**

**A:** CVP enrollment documents are required for each facility at which children are vaccinated with vaccines that are included in the CVP (see Eligibility Criteria form)

http://www.ct.gov/dph/lib/dph/infectious_diseases/immunization/cvp/vaccine_eligibility_criteria.pdf

Only a healthcare provider who is authorized under state law to administer vaccines and has authority to act as an agent for the facility can sign the CVP documents.

6. **Q: Which vaccines are being supplied by the Connecticut Vaccine Program?**

   **A:** The attached document, which can be obtained through the CVP, lists the current CVP supplied vaccines: http://www.ct.gov/dph/lib/dph/infectious_diseases/immunization/cvp/Vaccines_Supplied_By_CVP.pdf.

7. **Q: How does the Connecticut Vaccine Program communicate with healthcare providers enrolled in the program?**

   A: The CVP uses contact information obtained during annual enrollments to communicate via fax and email. Providers must promptly notify the CVP of contact information changes to continue to obtain information about vaccine supply shortages, programmatic changes impacting availability of vaccines supplied by CVP, vaccine policy updates, and vaccine preventable disease activity and outbreaks, among other things.

## Enrollment Questions

8. **Q: When can I enroll?**

   **A:** Providers can enroll immediately. For providers to have vaccine on-hand so that they can administer vaccines on January 1, 2013 and therefore in compliance with Public Act 12-1, they should enroll before December 1, 2012.

9. **Q: Should I re-enroll if I participate in the VFC program?**

   **A:** Yes. Each year providers who administer pediatric vaccines must enroll in the CVP. Re-enrollment only requires completing one (1) form.

10. **Q: Will the CVP contact providers about enrollment?**

    **A:** No. Since providers choose the timing of enrollment, providers must contact the CVP to enroll. After the provider contacts the CVP, a staff member will contact the practice to go over enrollment materials, program requirements and best practices. A site visit may be required. Once the enrollment paperwork has been received and approved by the CVP and a site visit conducted, if required, vaccine can be ordered.

## Ordering Questions

11. **Q: Can I order VFC and non-VFC vaccines at one time using one form?**

    **A:** Yes. Providers will order all CVP vaccines using a single form.

**12. Q: Can I order a particular vaccine brand?**

**A:** Yes. Beginning October 1, 2012, providers may choose any of the recommended childhood vaccine brands that are available through the CDC contract. The CDC's list is available at: http://www.cdc.gov/vaccines/programs/vfc/awardees/vaccine-management/price-list/index.html. Once you have selected your preferred brand from the list, just indicate it on the Vaccine Order Form.

**13. Q: Will comparable vaccines be substituted for unavailable vaccines? If not, can a provider place a private purchase?**

**A:** CVP will supply the vaccine brand that is ordered unless there is a shortage of it in which case CVP may substitute a comparable vaccine. Usually, vaccines are unavailable only during nationwide shortages. During a vaccine shortage, CVP may direct a provider to obtain vaccine from another source.

**14. Q: How do I order CVP vaccines?**

**A:** Just fax, email or mail your completed Vaccine Order Form (VOF) to the CVP.

http://www.ct.gov/dph/lib/dph/infectious_diseases/immunization/cvp/vaccine_order_form_ef.pdf

**15. Q: What does CVP do with the orders?**

**A:** The attached Vaccine Ordering Instructions describes the ordering process.

http://www.ct.gov/dph/lib/dph/infectious_diseases/immunization/cvp/vaccine_order_form_instructions_6_25_15.pdf

The CVP staff orders all vaccines, except for varicella, from McKesson (a national distributor), which ships directly to the provider's office. The CVP staff orders varicella vaccine from Merck, which ships it to the provider.

**16. Q: What if there is a vaccine backorder?**

**A:** If there is a long backorder, the CVP staff will notify providers of the situation by fax and email (if provider has provided information for both). Also, see response to no. 13 above.

**17. Q: How will I receive CVP vaccine?**

**A:** McKesson and Merck ship vaccines to your facility during normal business hours (as reflected on the Provider Profile form). To ensure proper shipment, providers must notify the CVP staff in a timely fashion of practice closures or scheduled operations changes.

**18. Q: How often can providers order vaccine?**

**A:** Most providers order vaccine once a month by submitting their orders on or before the first business day of the month ("first of the month orders"). For those providers who need to order more frequently, CVP staff will work with you to custom-tailor an ordering frequency plan ("alternate frequency plan") that will work for your practice.

**19. Q: How soon after a vaccine order is placed can providers expect delivery?**

**A:** Receipt time varies. CVP processes first of the month orders beginning the first business day of the month. CVP begins processing all other orders as soon as they are received. CVP completes order processing within two (2) business days.

For vaccines other than varicella, McKesson ships the vaccine within three (3) business days of receiving the order from CVP. Those vaccines are typically delivered within twenty-four (24) hours after shipping. McKesson ships flu vaccine in one (1) business day during influenza season.

For varicella, vaccine is shipped within fifteen (15) days after Merck receives the order from CVP.

**20. Q: If a problem with a vaccine shipment occurs, who should providers contact?**

**A:** Providers should contact the CVP for any vaccine ordering issue.

**21. Q: What is the Vaccine Tracking System (VTrckS) and how does it work?**

**A:** VTrckS is a software application developed by the CDC. Providers will be given the option of entering their vaccine orders directly into VTrckS. Using VTrckS will require training and an identity verification process.

**22. Q: Will FluMist be available from the state?**

**A:** Yes. FluMist will be available for all children 24 through 59 months of age regardless of insurance status and for all VFC-eligible children 5 through 18 years of age.

## Administrative Questions

**23. Q: What is VFC eligibility?**

**A:** VFC eligibility is based upon the following criteria: children who are (a) enrolled in Medicaid (HUSKY A); (b) without health insurance; (c) underinsured; or (d) American Indian or Alaskan natives. VFC-eligible children can receive all Advisory Committee on Immunization Practices (ACIP) recommended pediatric vaccines through federal funds. A listing of all available vaccines with corresponding age groups and eligibility criteria is available at

http://www.ct.gov/dph/lib/dph/infectious_diseases/immunization/cvp/vaccine_eligibility_criteria.pdf

**24. Q: Is there a screening process providers must conduct before administering a vaccine supplied by the CVP?**

**A:** Yes. Providers must complete and retain a Patient Eligibility Screening Record for each patient less than nineteen (19) years of age. The screening record identifies which CVP vaccines a patient is eligible to receive. The screening record only has to be completed once unless a patient's status changes. The form is available at:

http://www.ct.gov/dph/lib/dph/infectious_diseases/immunization/cvp/patient_eligibility_screening_record-english.pdf

**25. Q: What are the reporting and record keeping responsibilities of enrolled providers?**

**A:** Each month providers must complete and submit to CVP the Vaccine Order Form. The Vaccine Order Form contains the information that needs to be reported to CVP on a monthly basis.

To comply with federal law, providers will also continue to record the date a vaccine is administered, the lot number and expiration date of the vaccine administered, the publication date of the Vaccine Information Statement (VIS), the date the VIS was given to the patient, and the name, office address and title of the person administering the vaccine in the patient's chart or the provider's permanent office log.

**26. Q: What is the purpose of the reporting and record keeping requirements?**

**A:** Reporting and record keeping requirements ensure vaccine accountability and safety and state and federal law compliance.

**27. Q: Can a practice transfer vaccine between offices without notifying the Connecticut Vaccine Program each time?**

**A:** No. All providers that want to transfer vaccine from one facility to another, even those within the same group practice, must submit a vaccine transfer form to the CVP.

**28. Q: Can a practice with multiple sites use the same Provider Identification Number (PIN)?**

**A:** No. Federal law requires a unique Provider Identification Number (PIN) for each provider site.

**29. Q: What is the current system for dealing with vaccines that are near the expiration date?**

**A:** CVP staff help providers transfer vaccine that will not be administered by four (4) months before the expiration date. This transfer policy has cut the wastage rate for state-supplied vaccines to less than one percent (1%) per year.

To transfer CVP vaccine that cannot be used before the expiration date, contact the CVP at least four (4) months before the vaccine expires. CVP staff will then attempt to find another health care provider who can use the vaccine.

If the vaccine will expire in less than four (4) months (120 days), the provider must find another health care provider who can use the vaccine.

**30. Q: What is the system for returning vaccines?**

**A:** Providers can contact CVP to obtain a Vaccine Return Form (or obtain it from our website). Once CVP receives a completed Vaccine Return Form, CVP will arrange for a postage paid mailing label to be sent to the provider so that the vaccine can be returned to McKesson for proper credit.

**31. Q: How do I report adverse vaccine reactions?**

**A:** Providers should report an adverse reaction (i.e., reactions requiring medical attention) through the Vaccine Adverse Event Reporting System (VAERS). The VAERS website now accepts adverse event reports in an encrypted and secure electronic transmission format that can be accessed at www.vaers.hhs.gov.

Also, providers must notify the Department of Public Health (by phone or fax) within two (2) weeks of the adverse reaction.

**32. Q: Should providers be able to account for the separate use of private and state-supplied vaccines?**

**A:** Yes. Beginning January 1, 2013, providers should be able to account for the separate use of: (1) CVP-supplied vaccine for VFC-eligible children; (2) CVP-supplied vaccine for children with private insurance; and (3) non-CVP provided vaccine.

**33. Q: Does the state pay administration fees for state insured patients?**

**A:** The CVP does not control the administration fee for state insured patients. Providers should contact the Medicaid provider or the Department of Social Services with questions concerning the proper billing and payment of administration fees.

**34. Q: Are administration fees being paid per vaccine component?**

**A:** The CVP does not control how administration fees are paid to providers. Providers should contact the individual insurance carrier with questions on the proper billing and payment of administration fees.

**35. Q: Can patients from other states (e.g. New York, Massachusetts) receive CVP-supplied vaccines?**

**A:** Yes. Patients from other states who are seen by Connecticut providers in Connecticut can receive CVP-supplied vaccine.

**36. Q: Does a provider have to administer CVP-supplied vaccine to walk-in patients?**

**A:** Providers do not have to honor vaccine requests by CVP-eligible children, including VFC-eligible children, who "walk in" for immunizations only and are not established patients in the practice. If the provider opts to honor such a request, the provider must follow the CVP program rules. This guidance is based on the CDC's current interpretation of the requirements under 42 U.S.C. § 1396s and may be revised if CDC's interpretation changes.

**37. How do I know which vaccines a patient can receive from the Connecticut Vaccine Program?**

**A:** A list of available vaccines and who is eligible to receive these vaccines is available at: http://www.ct.gov/dph/lib/dph/infectious_diseases/immunization/cvp/vaccine_eligibility_criteria.pdf

There are four eligibility categories: (1) VFC-eligible children; (2) Non-VFC Privately Insured children; (3) Non-VFC underinsured children and (4) S-CHIP (HUSKY B) children.

VFC-eligible children, S-CHIP children, and Non-VFC underinsured children can receive all vaccines provided by CVP.

Non-VFC Privately Insured children can receive all vaccines provided by CVP except for influenza for 5-18 year olds, Hepatitis A for 2-18 year olds, Pneumococcal Conjugate vaccine, HPV vaccine, and Rotavirus vaccine.

For those vaccines providers can purchase them privately and submit billing requests to the appropriate private insurer in accordance with normal billing procedures.

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