



Connecticut Vaccine Program Financial Restitution Policy Effective November 1, 2012

The Financial Restitution Policy was developed in accordance with the Connecticut Vaccine Program (CVP) for the purpose of replacing vaccine wasted or spoiled due to negligence and/or failure to properly store, handle, or rotate vaccine inventory. The policy has been updated to address the increased costs of replacing wasted, expired or spoiled vaccines provided through the Connecticut Vaccine Program. The policy also includes a provision that providers who notify the CVP of vaccine they will not be administering four months or more prior to expiration will not be financially liable for replacing any doses that ultimately expire.

Definitions

- Wasted:** Any vaccine that cannot be used. This includes expired, spoiled and lost vaccines.
- Expired:** Any vaccine with an expiration date that has passed.
- Spoiled:** Any vaccine that exceeds the limits of the approved cold chain procedures or is pre-drawn / reconstituted and not used within acceptable time frames. Always consult with the State Immunization Program before determining if a vaccine is non-viable.
- Lost:** Any vaccine ordered but not delivered (or not delivered in a timely manner) by McKesson resulting in lost and/or spoiled vaccine.

Situations Requiring Financial Restitution

The following situations are examples of negligence that may require financial restitution. This list is not exhaustive:

- Failure to rotate vaccine that results in expired doses
- Handling and storage mistakes by provider staff
- Vaccine left out of the refrigeration unit that becomes non-viable
- Freezing vaccine meant to be refrigerated
- Refrigerating vaccine meant to be frozen
- Refrigerator left unplugged or electrical breaker switched off
- Refrigerator door left open or ajar by provider staff, contractors, or guests
- Refrigerator/freezer equipment problems where proof of repair or equipment replacement is not provided to the Immunization Program within 30 days from the date the problem is identified
- Situations in which health care providers must re-vaccinate due to previous administration of non-viable vaccine (i.e. spoiled or expired) or improper administration. Provider will be responsible for the cost of vaccine for re-vaccination.
- Ordering habits resulting in overstock that lead to expiration of vaccines
- Delivery of vaccine during the provider's stated business hours but the office is closed resulting in the loss of vaccine product

Examples of Situations Not Requiring Financial Restitution

The following examples are situations considered to be out of the providers' control, and generally do not require financial restitution. This list is not exhaustive. Providers should always contact the Connecticut Vaccine Program for a determination regarding the viability of suspect vaccine.

- Vaccine that is damaged, improperly stored during transit, or not delivered to the provider in a timely manner
- A company contracted to alert a provider when a refrigerator malfunctions fails to notify the provider
- A provider moves vaccine to a location with a secure power source due to anticipated inclement weather, but power is lost at that location
- Partially used multi-dose vials
- Vaccine drawn up but not administered due to a parent changing their mind
- A vial that is accidentally dropped or broken by a provider
- Vaccine that a provider transfers to another provider four months or more prior to expiration
- Vaccine accepted by a provider that expires in four months or less
- Vaccine returned to the immunization program for redistribution to another provider four months or more prior to expiration
- Expired doses of influenza vaccine
- Refrigerator/freezer equipment problems where proof of repair or equipment replacement is provided to the Immunization Program within 30 days from the date you become aware of the situation
- Extraordinary situations not listed above which are deemed by the Connecticut Vaccine Program to be beyond the provider's control (e.g. acts of mother nature). When reporting wastage of any kind, providers should document the staff's use of the practice's Back-Up Protocol For Vaccine Recovery Plan.

Wastage Allowance

All practices will be allowed a "one strike" credit towards vaccine wastage up to a limit of \$1300. On the first instance of vaccine wastage the Connecticut Vaccine Program will absorb the cost of vaccine replacement up to \$1300; any vaccine wastage totaling over \$1300 will result in the provider being responsible for replacing the vaccine on a dose for dose basis at their own cost. Any subsequent occurrences will require that the provider replace all wasted doses again at their own cost. **Providers will not be allowed to order additional doses of vaccine until they submit to the Connecticut Vaccine Program an invoice showing that they have replaced all wasted doses.**

Procedure for Financial Restitution

This policy applies to any vaccine reported to the Connecticut Vaccine Program as wasted on or after May 1, 2011. Providers who already have reported vaccine wastage since January 1, 2010 and experience a subsequent loss of vaccine will need to replace vaccine on a dose for dose basis at their own cost since they have already used up their one strike credit.

- Each incident reported will be reviewed on a case-by-case basis by the Connecticut Vaccine Program to determine whether restitution will be required or if extenuating circumstances prevail.
- The provider will be required to submit an invoice to the Connecticut Vaccine Program showing they have privately purchased the vaccine reported as wasted.
- Failure to replace any wasted vaccine will result in a delay or forfeiture of future program enrollment for the practice.

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Procedure for Returning Vaccine

- Call the Connecticut Vaccine Program as soon as you suspect vaccine may be spoiled to determine viability status.
- Complete and fax a copy of the **Vaccine Return Form** to the Connecticut Vaccine Program. The Connecticut Vaccine Program will request a postage paid mailing label be sent from McKesson to the provider for return of the wasted vaccine.
- Once the mailing label is received the provider will return all **unopened vials & pre-filled syringes** of wasted vaccine to McKesson along with a copy of the **Vaccine Return Form**.

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