



Department  
of Health

# NYS Vaccines for Children (VFC) Program

## Order Review Process

All vaccine orders placed in the New York State Immunization Information System (NYSIIS) are reviewed by NYS Vaccine Program staff to reduce over-ordering and vaccine waste due to expiration. To expedite the order review process, providers must:

- Ensure vaccine doses administered are accurately recorded in NYSIIS
- Ensure that NYSIIS vaccine inventory is up to date, by:
  - Accepting all previous orders,
  - Reviewing inventory not deducted
  - Ensuring error correct has not been used without Vaccine Program approval.
- Place a new order no sooner than 30 days from the date of previous order

### How Orders are Evaluated

NYS Vaccine Program uses 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.

The NYS Vaccine 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 How to Resolve

- 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, electronic medical record (EMR), and decrementing issues to NYSIIS at [nysiis@health.ny.gov](mailto:nysiis@health.ny.gov) or 518-473-2839.
- Provider is placing vaccine orders too frequently (providers may place an order as frequently as every 30 days).
  - 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 an order sooner than 30 days place a note in your NYSIIS order explaining the reason(s).
- Doses administered and inventory reported in NYSIIS indicate that the provider currently has sufficient vaccine in stock.
  - Solution(s):
    - Ensure doses administered are reported in NYSIIS within 14 days of administration per New York State Public Health Law § 2168.
      - Each dose reported in NYSIIS must contain the correct VFC eligibility category (including those that are not VFC-eligible)

- Always run the NYSIIS VFC Report before placing an order to ensure that vaccine doses administered are being recorded appropriately in NYSIIS.
  - Providers should also perform a physical inventory count to ensure it matches the doses on hand in NYSIIS.
    - If your inventory does not match NYSIIS, contact the NYS VFC Program at [nyvfc@health.ny.gov](mailto:nyvfc@health.ny.gov) or 1-800-543-7468 for inventory assistance.
  - If you have an extenuating circumstance that requires a larger-than-usual order, place a note in your NYSIIS order to explain the order quantity.
  - Check your order status every 1-2 days. Vaccine orders labeled “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.
- An out-of-range temperature (excursion) was not reported to VFC.
    - Solution: All out-of-range temperatures must be reported to the New York State Vaccine Program the day they are discovered by submitting Part 1 of the [Temperature Excursion Report](#) to [vaccinetempexcursion@health.ny.gov](mailto:vaccinetempexcursion@health.ny.gov). Providers are required to perform datalogger downloads at least every two weeks. For datalogger questions email [nyvfc@health.ny.gov](mailto:nyvfc@health.ny.gov).
  - Previous orders not accepted into the NYSIIS inventory.
    - Solution: When orders are not accepted in NYSIIS, the vaccine does not go into your NYSIIS inventory and immunizations cannot properly deduct. Without being able to see a valid inventory on hand, NYS Vaccine Program staff cannot evaluate your orders. Please contact [nyvfc@health.ny.gov](mailto:nyvfc@health.ny.gov) for assistance with your inventory.
  - Inventory contains duplicate lot numbers or invalid NDCs
    - Solution: Review inventory and ordering screen to see if previous orders were not accepted and/or improperly manually entered
  - Provider places a vaccine order but currently has a large amount of another brand of the same vaccine type in their inventory (e.g., 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 RSV monoclonal antibody (mAb) and regular vaccine (RSV mAb orders must be placed as a separate order).
    - Solution: Place regular vaccine orders and RSV mAb vaccine orders separately.

### **Reasons Providers are Unable to Order, and How to Resolve**

- NYS Vaccine Program has not received the provider reenrollment and/or provider agreement in NYSIIS.
  - Solution: Ensure your practice submits the provider reenrollment in NYSIIS by the annual deadline.
- Practice information was changed in NYSIIS but not communicated to the VFC Program.
 

Solution: Submit a new Provider Agreement and Profile that reflects the updates/changes and contact the VFC Program at [nyvfc@health.ny.gov](mailto:nyvfc@health.ny.gov) or 1-800-543-7468 for assistance.

For questions or concerns, contact the NYS VFC Program at [nyvfc@health.ny.gov](mailto:nyvfc@health.ny.gov)