

Vaccines For Children Provider FAQ's

SCIAPPS

1. Q: What other enrollments are now available in the SCIAPPS portal for providers regarding Immunizations?

A: SCIAPPS is the portal for all Immunization Division's programs. VFC enrollment was the first to be created in SCIAPPS. SCI Registry (HL7 and Direct Data Entry), HL7 and Direct Data Entry for School Nurses are available now. SCIONx is a web-based portal within SCIAPPS to report diseases and conditions listed on the current South Carolina List of Reportable Conditions to SCDHEC. Vaccine Order forms are also available under each providers VFC enrollment dashboard.

2. Q: How do I get my Password Reset?

A: If you need a password reset contact our SCIAPPS Help Desk at 866-439-4082 or email at sciregistry@dhec.sc.gov.

3. Q: How do I get the optimal results from SCIAPPS with my Internet Browser?

A: **1. For optimal use and benefit of SCIAPPS, user should utilize one of the following internet browsers, which have been listed in order of preference:**

- Microsoft Internet Explorer: Version 9 or greater
- Google Chrome: Version 17 or greater
- Mozilla Firefox: Version 8 or greater

2. JavaScript must be enabled.

3. To ensure optimal printing of SCIAPPS documents, user should have the following printing settings:

- Zoom: 100% or less
- Print Scale: 100% or shrink-to-fit
- Text Size: Normal/Medium

4. Q: If I need assistance with SCIAPPS who should I contact?

A: Call the Immunization Division SCIAPPS Help Desk at 866-439-4082 or email at sciregistry@dhec.sc.gov.

5. Q: I have other VFC enrolled sites, and we are opening a new office. How do I add a new provider location in SCIAPPS?

A: **Adding a new provider location**

1. Log in to [SCIAPPS](#).
2. On the SCIAPPS Dashboard, click on "Admin" at top right of screen.
3. Menu to the Left, click on "Providers".
4. Click blue "Add New Provider/Location" at bottom of screen.
5. Under "Facility Information", enter information for new site
6. Under "Enrollment/Registration Types", enter the check box for all that apply (VFC program)
7. Click "Submit" and exit [SCIAPPS](#).

If you have any questions, please call the Immunization Division at 800-277-4687 or scvfc@dhec.sc.gov.

VFC Program Enrollment

6. Q: If I need assistance with VFC/STATE vaccine program enrollment who should I contact?

A: Contact the VFC Program by telephone at 800-277-4687 or by email: scvfc@dhec.sc.gov. Please include the Provider PIN (if applicable) in Subject line. Submit your question in the body of the email and allow staff 24 to 48 hours to reply.

7. Q: How do I check my VFC enrollment status in SCIAPPS?

A: The users designated as the ESA or the VFC Coordinator can log into SCIAPPS and select VFC Enrollment (under Enrollments and Applications). The provider's current status of the application will be listed under the enrollment cycle.

8. Q: What notification has been sent to Providers regarding Annual Enrollment/Re-enrollment?

A: An email was sent from the Immunization Division to Providers about Annual Re-enrollment. Beginning March 12 and throughout the 75 day enrollment timeframe. Emails are sent to the ESA's, Primary/Backup Vaccine Coordinators listed in SCIAPPS.

If one of the listed contacts noted above is no longer in the designated role, the provider must notify the VFC program as soon as possible. It is the ESA's responsibility to ensure that all ***email contact information is current in SCIAPPS VFC Enrollment System. This information will ensure appropriate communications from the Immunization Division Program to identified users of SCIAPPS VFC Enrollment system.***

9. Q: What information can affect receipt of vaccines once the vaccine order has been placed with the Immunization Division?

A: The most common factors that affect a provider's ability to receive vaccine are as follows:

- ✦ Change in office hours for receiving vaccine shipments
- ✦ Change of address (shipping/mailling)
- ✦ Change of Email address for ESA, Primary/Back-Up Vaccine Coordinator
- ✦ Change of Telephone Number or Fax Number
- ✦ Change of Provider's Facility Status (Private vs. Public)
- ✦ Additions or Deletions of Practicing Staff with Prescribing Authority (MD, DO, NP, PA, RPh.)
- ✦ Incomplete vaccine order forms
- ✦ Expired certificates of calibration for continuous temperature monitoring devices also known as digital data loggers (DDL's_
- ✦ Non-Compliant VFC Site Visit Findings
- ✦ Storage and Handling Incidents
- ✦ Delayed shipments from CDC centralized vaccine distributor
- ✦ Vaccine manufacturer delays or recalls
- ✦ Non-Submittal of Provider Enrollment

10. Q: How do providers enroll into the VFC and State Vaccine Programs?

A: Providers will utilize the online system called South Carolina Immunization Application (SCIAPPS) to enroll or re-enroll into the VFC program.

- Visit <https://www.scdhec.gov/Apps/Health/SCIAPPS/>

If you have any questions, please call the Immunization Division at 800-277-4687 or scvfc@dhec.sc.gov.

11. Q: How do I find out more information to explain the VFC/STATE enrollment process?

A: You may now access all information about the enrollment process on the SCIAPPS-VFC and State Vaccine Program page <https://www.scdhec.gov/Apps/Health/SCIAPPS/Public/VFCInfo>. All vaccine programs resource material is located at the above link.

12. Q: What is the deadline for the 2018-2019 VFC Annual Enrollment/Re-Enrollment?

A: **NOTE: Deadline is Friday, May 25, 2018. Providers who did not complete enrollment forms by the deadline, will not be able to order VFC vaccine until the application is approved.**

13. Q: Who completes the annual Federal (contract) VFC Program Provider Agreement?

A: The Electronic Signature Authority (ESA) is the facility's medical director or equivalent. In South Carolina, the medical director or equivalent may be:

- Doctor of Medicine (MD)
- Doctor of Osteopathy (DO)
- Advanced Practice Registered Nurse (APRN)

Registered Pharmacist (RPh) – A Doctor of Medicine (MD) or Doctor of Osteopathy (DO) must co-sign the Vaccines For Children Program Provider Agreement, DHEC 1144, for Registered Pharmacist (RPh).

The Electronic Signature Authority must have a SCIAPPS account to proceed. If the Electronic Signature Authority does not have a SCIAPPS account, please select and print the Quick Reference Guide for Establishing a New Account on the SCIAPPS home page (<https://www.scdhec.gov/Apps/Health/SCIAPPS/Public/VFCInfo>) and follow the step-by-step instructions to establish a new account.

14. Q: What information is needed to preauthorize a Medical Director or Equivalent who wants to sign the Federal (contract) VFC Program Provider Agreement?

A: The Medical Director or Equivalent must contact the Immunization Division VFC Program by email at scvfc@dhec.sc.gov. The new ESA will need to provide the following in the email:

- **VFC Provider Site Name**
- **VFC Provider Identification Number (six digit PIN)**
- **Full Name** (*as it appears on their medical license*)
- **Medical License number** (*must be license in the State of South Carolina*)
- **Medicaid/ NPI#**
- **ESA's Active email address** (*This must be a valid email used for their electronic signature and username for SCIAPPS; it cannot be the email of any other person in the practice*)
- **Reason for change of ESA**

15. Q: How long will it take to process my VFC enrollment application?

A: VFC applications are processed in the order (by date/time) that they were submitted in SCIAPPS by the provider.

16. Q: If my application is "Rejected", will I still be able to order vaccines?

A: Vaccine orders will be processed for provider sites that submitted applications by the deadline if they meet the following conditions:

- ✚ Provider or staff are not listed on the Office of Inspector General's Excluded List
- ✚ Provider is currently reporting to the SC Immunization Registry
- ✚ Shipping address is the same as previous
- ✚ Shipping times are correct
- ✚ VFC annual training has been completed within current calendar year by staff identified on the DHEC 1144
- ✚ DDL certificate of calibration is current and valid
- ✚ Provider does not have an open Storage and Handling event

17. Q: How long does it take to enroll a NEW provider site?

A: It typically takes one month for a new site to enroll in the VFC program. An enrollment site visit is required prior to the ordering of VFC vaccines. The site visit will educate staff and ensure that proper vaccines storage units and temperature monitoring devices are compliant with VFC requirements.

18. Q: Can a re-enrolling provider submit a VFC enrollment application after the VFC annual Enrollment deadline?

A: Yes, if a provider desires to re-enroll in the VFC program after the deadline they may submit an application for review. Unfortunately, the providers application will be processed last as it was submitted after the deadline of re-enrollment. The provider may also have a re-enrollment site visit. The application will have to be approved after the site visit and prior to a vaccine order being placed in our system.

VFC Training

19. Q: Who is required to take annual VFC Provider training's?

A: At a minimum, the VFC Primary & Back-up Vaccine Coordinators are required to complete the Annual VFC Provider Training prior to enrollment into the VFC program each year. In order to satisfy the requirement, please complete the following two trainings in the CDC public health training website.

- Immunization: You Call the Shots - MODULE SIXTEEN - Vaccines For Children Program
- Immunization: You Call The Shots - MODULE TEN - Storage and Handling

However, any person who handles or stores VFC vaccines in the provider's office are strongly encouraged to take trainings offered through CDC public health training website.

Continuous Temperature Monitoring Devices (Digital Data Loggers)

Please refer to the DDL FAQ on the Storage and Handling Resource Page

Vaccine Orders

20. Q: What information can affect receipt of vaccines once the vaccine order has been placed with the Immunization Division?

A: The most common factors that affect a provider's ability to receive vaccine are as follows:

- ✦ Change in office hours for receiving vaccine shipments
- ✦ Change of address (shipping/mailling)
- ✦ Change of Email address for ESA, Primary/Back-Up Vaccine Coordinator
- ✦ Change of Telephone Number or Fax Number
- ✦ Change of Provider's Facility Status (Private vs. Public)
- ✦ Additions or Deletions of Practicing Staff with Prescribing Authority (MD, DO, NP, PA, RPh.)
- ✦ Incomplete vaccine order forms
- ✦ Expired certificates of calibration for continuous temperature monitoring devices (digital data loggers)
- ✦ Non-Compliant VFC Site Visit Findings
- ✦ Storage and Handling Incidents
- ✦ Delayed shipments from CDC centralized vaccine distributor
- ✦ Vaccine manufacturer delays or recalls
- ✦ Non-Submittal of Provider Enrollment

21. Q: If my application is rejected, will I still be able to order vaccines?

A: Vaccine orders will be processed for provider sites that submitted application by deadline if they meet the following conditions:

- ✦ Provider or staff are not listed on the Office of Inspector General's Excluded List
- ✦ Provider is currently reporting to the SC Immunization Registry
- ✦ Shipping address is the same as previous
- ✦ Shipping times are correct
- ✦ VFC annual training has been completed within current calendar year by staff identified on the DHEC 1144
- ✦ DDL certificate of calibration is current and valid
- ✦ Provider does not have an open Storage and Handling event

22. Q: I missed the deadline for annual VFC enrollment, can I order vaccine?

A: Yes, however the provider must enroll/re-enroll in the VFC program and the application be approved prior to receiving vaccines. An enrollment site visit may be required to the provider practice.

23. Q: How can I obtain a vaccine order form for the provider site?

A: **Vaccine Order Forms**

Providers may now access blank vaccine order forms via SCIAPPS. To access vaccine order forms:

1. Log in to [SCIAPPS](#).
2. Under Enrollments & Applications, click on **VFC Enrollment**.
3. Under Documents, click on **Generate Order Forms**.
4. Click **Open** to view vaccine order forms in pdf.
5. Click **Printer Icon** (or **File, Print**)
6. Close forms and exit [SCIAPPS](#).
7. Review vaccine order forms to ensure correct forms printed.

If you have any questions, please call the Immunization Division at 800-277-4687 or scvfc@dhec.sc.gov.

24. Q: How do I obtain a label for a vaccine return?

1. Call 803-898-0460 or email scvfc@dhec.sc.gov to report the vaccines that need to be returned.
2. Fill out the DHEC 1209 Wastage and Return form and fax it to 803-898-0318
3. The Primary Coordinator listed for the site will receive a shipping label by email within 14 days.
4. The email with the return label will appear as follows:
From e-mail address: McKesson Specialty Care Dist. [mailto:pkginfo@ups.com]
Subject Line: UPS Label Delivery <Label tracking Number>
5. The label must be printed out within 30 days of receiving the email or the label will expire and have to be re-processed.

25. Q: What information needs to be included on my vaccine order forms when placing an order?

1. The lot number, expiration date, and doses on hand for each vaccine brand name in each vaccine program in which your site is enrolled (VFC and/or State Program).
2. The doses used since last order.
3. Number of doses requested.
4. All forms for each program in which your site is enrolled should be submitted with each vaccine order.
5. Any missing information could result in a delay in placement of the vaccine order.

26. Q: How long will it take for my order to arrive at my site?

1. Providers should allow 14 days for an order to arrive at the provider's site from the day the order is submitted to the DHEC Immunization Division.
2. If 14 days have passed and the order is not received, please call our office and ask to speak to a Vaccine Ordering Specialist for more information regarding the vaccine order.

Please note: Practices with multiple office locations must enroll each office as a separate VFC Program Provider Site if that site will be offering immunization services using federally funded VFC vaccine.

If you have any questions, please call the Immunization Division at 800-277-4687 or scvfc@dhec.sc.gov.