



ARIZONA DEPARTMENT OF HEALTH SERVICES

To: Vaccines For Children (VFC) Program Participants
From: Dana Goodloe, Immunization Program Office Chief
Date: June 1, 2018
RE: VFC Vaccine Restitution Policy Reminder

The Arizona Immunization Program Office (AIPO) has long required restitution from VFC providers when vaccine wastage is greater than 5% of the total number of vaccines received in a state fiscal year. See VFC Operations Guide [here](#). Beginning in June 2014, AIPO required providers to replace wasted vaccines on a dose for dose basis by purchasing private vaccine. Per CDC guidelines, AIPO can no longer receive monetary restitution from providers.

The doses required to be replaced will be doses exceeding 5% of doses distributed, if:

- This is the 1st incident and the total loss is 5% or over; or
- This is the 2nd incident (or greater) regardless of total value; or
- It is due to a failure to immediately open a vaccine shipment from McKesson or Merck resulting in non-viable vaccine, regardless of total value; or
- It is due to failure to contact the Arizona VFC Program (AIPO) at the first instance of a recorded temperature excursion resulting in spoiled vaccines.

In addition, effective July 1, 2018, all doses that are removed from the inventory using “Matches physical inventory”, “Administered but not linked to a patient”, “Administered but chose not to be in the registry” (without supporting documentation), as selected in the Arizona State Immunization Information System (ASIS) for reconciling VFC vaccine doses, or any unauthorized transfer of vaccine, or wasting vaccine without providing the appropriate documentation, must be replaced on a dose for dose basis.

As a VFC provider you have agreed to account for every VFC dose that you have received. Failure to do so will result in dose for dose replacement, at your expense via private vaccine purchase for all VFC doses that are not appropriately accounted for.

Douglas A. Ducey | Governor Cara M. Christ, MD, MS | Director



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Vaccine wastage will be monitored by AIPO. Providers will be advised in writing when there is need for restitution. Providers with wastage meeting one or more of the above criteria will receive a letter, a detailed invoice of vaccines that must be replaced, and the VFC Dose for Dose Replacement Form to be completed and returned providing evidence to the program that the doses have been replaced. Providers will be required to replace vaccines within 60 days of notice and return the VFC Dose for Dose Replacement Form along with the shipping invoice of the privately purchased vaccines. Providers will also be required to reconcile their inventory in ASIIS to reflect this replacement.

Providers are allowed to dispute the wastage invoice and adjustments. Waivers may be made on a case-by-case basis for wastage due to refrigerator failure or other events outside of the provider's control.

Providers who do not adhere to this policy and maintain an outstanding wastage invoice beyond the allowed 60 days will have a hold placed on their vaccine ordering privileges until they replace the wasted vaccines and submit the required documentation.

Good storage and handling techniques and proper reporting are essential for preventing vaccine wastage and avoiding the need for dose for dose vaccine replacement.

AIPO staff is available to assist you as needed:

Main Line: 602-364-3630

Vaccine Center: 602-364-3642 Email: ArizonaVFC@azdhs.gov

ASIIS Help Desk: 602-364-3899 Email: ASIISHelpDesk@azdhs.gov

Hours of operation: M-F 8:00am – 5:00pm

Closed on all federal holidays

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