



VFC Vaccine Return Guidance

Reporting and Returning Non-Viable VFC Vaccines

The vaccine storage and handling and inventory management requirements of the VFC program are put in place to prevent the loss of vaccine. Vaccine losses include doses that can no longer be used because they are expired or are spoiled, wasted or unaccounted for. In the event of vaccine loss, VFC providers are **required** to report the vaccine losses and to either return or dispose of the doses properly.

VFC vaccines that have expired or spoiled must be returned to McKesson, the VFC vaccine distribution center, within 6 months after expiration or the date the vaccine was spoiled. It is important to return these vaccines to McKesson because a portion of their value is returned to the CDC and used to purchase more VFC vaccines. Vaccines that expired or were spoiled more than six months ago must still be returned to McKesson but are not eligible for the credit to purchase more VFC vaccine.

With the transition to reporting inventory through the Colorado Immunization Information System (CIIS) Inventory Module, the process to report and return non-viable vaccines has changed to a two step process: 1) providers must account for the doses in their electronic inventory in CIIS and 2) return or dispose of the doses out of their physical inventory.

- All doses of VFC vaccine that are expired, spoiled, wasted or unaccounted for must be reported through the CIIS as part of the inventory reconciliation process.
- Use the VFC Vaccine Return Form to return doses to McKesson, the VFC Vaccine distribution center. The Return Form is available in the Forms for health care providers section at www.coloradovfc.com. Remember McKesson will only accept:
 - Expired or spoiled vaccine in the original vial or manufacturer pre-filled syringe.
 - Unused manufacturer pre-filled syringes with an NDC printed on them.
- Dispose of wasted VFC vaccine that cannot be returned to McKesson according to your usual medical biosafety procedures. DO NOT return these items to McKesson:
 - Used syringes, with or without needles.
 - Broken vials or multi-dose vials with some doses administered.
 - Doses drawn up but not administered.
 - Diluent or IG, HBIG, PPD.
 - Privately purchased vaccine cannot be returned to McKesson.

Reporting Vaccine Losses in the CIIS Inventory Module

- Step by step guidance to account for expired doses in CIIS is available. Guidance differs for manual users (you enter immunization information directly into CIIS) and aggregate users (you enter aggregate doses administered when reconciling inventory). Make sure you select the correct guidance for your clinic, it is available on the CIIS Training website at: <https://www.colorado.gov/pacific/cdphe/ciis-vfc-health-care-provider-quick-guides-and-job-aids>
- The same guidance for expired vaccines can be used to make adjustments for other types of vaccine losses by selecting a different reason code when making the adjustment.
 - Spoiled vaccines - Vaccines that have been exposed to out of range temperatures and

according to the manufacturer are no longer viable. Select IMPROPERLY STORED as the reason when making the adjustment.

- Wasted vaccines – Vaccines that cannot be returned to McKesson include: vaccines drawn up but not administered, single dose vaccine vials opened but not administered and broken vaccine vials or syringes. Select WASTED as the reason when making the adjustment.
- Unaccounted for - Doses that are no longer in your vaccine inventory, were not administered, spoiled or wasted; you do not know what happened to these doses. Providers must account for VFC doses they receive, and should **not** report many doses as “unaccounted for”. Select UNACCOUNTED FOR as the reason when making this adjustment.
- If you need technical assistance making adjustments for vaccine losses, please contact the VOM help desk at 303-692-2437, option 1.

Returning Vaccine Using the VFC Vaccine Return Form

Providers must submit a VFC Vaccine Return form to the VFC Program to request a vaccine return shipping label from McKesson.

- Always use the most current forms available at www.coloradovfc.com under the Forms for health care providers section.
- Use the separate VFC Flu Return Form to return influenza vaccine.
 - Viable flu vaccine cannot be returned until after it has expired, and must be properly stored through the expiration date.
- The VFC Return form can be printed and filled out by hand or saved to your computer to type in your responses. Fax the completed form to 303-691-6118 or email to cdphe_vfc@state.co.us
- Follow the instructions on the form to complete and submit your return request to the VFC Program.
 - Package non-viable vaccine in a box or boxes. There is no need to pack with ice or with a monitoring thermometer.
 - Include a copy of the return form in the package with the returned vaccines and keep a copy for your VFC records.
 - McKesson will email the number of labels requested on the VFC vaccine return form to the email address on record for the VFC contact listed on the return form. If a label doesn't arrive within one week, please check your spam folder and contact the VFC Program at 303 692-2650 or email cdphe_vfc@state.co.us.
 - Print the label(s) and place on your box or boxes. Give your return package to the UPS delivery person next time they come to your office.
 - Do NOT put additional expired or spoiled vaccines in the package without contacting the VFC Program. You will need to complete another VFC Return Form to report the additional doses.

A viable vaccine supply is maintained through good storage and handling practices, including accurate and consistent temperature monitoring, rotation of stock and assessing vaccine inventory. These practices reduce vaccine wastage and keep patients protected.

If you need further assistance with spoiled, wasted or expired VFC supplied vaccine please call the Colorado VFC program at 303 692-2650 or email cdphe_vfc@state.co.us.