• Step-by-step annual provider enrollment guidance
  • Instructions for new enrollees highlighted with *
  • Worksheet available to simplify online enrollment
• Before attempting enrollment in TennIIS:
  • Review this guide – Instructions Start on Page 11
  • *Complete worksheet before starting online process
• Contact details:
  • TennIIS Help Desk: TennIIS.Help@tn.gov or (844)206-9927
  • VFC Help Desk: TennIIS.VFC@tn.gov
  • VFC Enrollment Desk: VFC.Enrollment@tn.gov or (615)253-4072 or (615)532-8501
1. *Register as a TennIIS user*
   - VFC enrollment requires an active TennIIS user account *(see next slide)*

2. *Complete all TennIIS training prerequisites*
   - *TennIIS training*
   - *Vaccine Ordering Management System (VOMS)*
   - **Mandatory Annual VFC Provider Training**
     - *Agreement signatory, primary & backup VFC Coordinators must complete the CDC’s “You Call the Shots” Modules 10 & 16 for the current calendar year.*

**Have documentation of completed initial &/or annual training:**
- CDC’s “You Call the Shots” Modules 10 & 16 for the current calendar year [http://www.cdc.gov/vaccines/ed/youcalltheshots.html](http://www.cdc.gov/vaccines/ed/youcalltheshots.html)
- On-site VFC Provider Education or Compliance Site Visit within the last 12 months
Registering for TennIIS

• Email TennIIS.Registration@tn.gov if:
  – Facility (or Organization) has no TennIIS account
  – An active TennIIS account needs to add, delete, or update users

• *Steps for new VFC Providers without TennIIS account:
  1. Register for Full TennIIS Access
  2. Receive email from TennIIS staff confirming setup in TennIIS
  3. Send email to VFC.Enrollment@tn.gov
     • Provide your organization/facility name (as set up in TennIIS)
     • Note your desire to enroll in the VFC Program
VFC-Related Training on TennIIS

• Click the blue “TennIIS Training” bar on TennIIS Home Page

* If you have not completed training on the TennIIS Vaccine Ordering & Management System (VOMS), do so before enrolling.

VFC providers are required to use VOMS.
Finding Enrollment Documents

• Information on Program and Enrollment
  – Required documents in two locations:

A. After signing in to the secure area of TennIIS: click the TennIIS Document Center on the Main Left-hand navigation bar

B. Public site: From the Blue “VFC Program Information” Bar on TennIIS home page, click “VFC Program Info” and transfer to immunization program page, then click on VFC Provider Guidance Documents & Toolkits for Providers, or
Guidance & Toolkits found on TN.Gov

VFC Provider Guidance Documents & Toolkits for Current Providers

Guidance
- Current VFC Provider Handbook - Program Requirements (Rev. 9/27/2016)
- CDC Vaccine Storage and Handling Toolkit (Rev. 07/27/2016)
- Packing Vaccines for Transport

Toolkits
- Patient Eligibility Screening Record (CDC FORM-2014)

VFC Eligibility Screening Tools
- Private Providers
- FOHC/RHC

Vaccine Storage & Handling Tools
- Template to Determine Vaccine Storage Space (Excel Spreadsheet)
- Temperature Logs
  - Vaccine Storage Unit Digital Data Logger Sign
  - Fahrenheit (°F) Refrigerator Temperature Log

http://tn.gov/health/article/vfc-provider-guidance
Pre-Enrollment Check List – Do you have …

1. A TennIIS user name and password
2. TennIIS and VOMS training completed
3. Proof of Annual training for Agreement Signatory, Primary and Backup VFC Contacts
4. VFC documents (Vaccine Management Plan)
5. Information on each of your vaccine storage units
   a. Manufacturer name
   b. Model number
   c. Date purchased/issued
6. Information on each of your temperature monitoring devices
   a. Type of device – **NO MIN/MAX**- Must be Data Logger
   b. Date of last calibration & expiration of calibration
   c. Thermometer serial number

If you answered YES to all – you are ready for VFC re-enrollment!
Web browsers

- TennIIS is compatible with most web browsers for PC/Mac desktops and Android/Apple mobile devices.

- For best performance, use the most current version of a browser. Older versions → poor performance or errors.

  - Currently, the only supported browser is:
    - Internet Explorer 11

If you use another browser, some functions may not work as expected. If you experience problems, please retry using the supported browser.

* Turn off Pop-Up Blockers for the TennIIS site by going to the Tools menu in Explorer 11.
Annual Enrollment
Guided Instruction
Starting Enrollment

- www.tennesseeiis.gov

Go to TennIIS home page and login to TennIIS account
Select Your Facility

1. Choose your “facility” from the drop-down box and (2.) click “continue”

2. You must click “Continue” before being able to start your provider agreement or nothing will be found in the “Orders/Transfers” menu.
Select Provider Agreement

Click on “Orders/Transfers” to open dropdown menu

Next, click “Provider Agreement”

* Contact VFC.Enrollment@tn.gov, if you don’t see Provider Agreement.
Current VFC providers will see their 2016 agreement listed. Click “Add” to open a new Provider Agreement.
• Provider Agreements will pre-populate using 2016 data for returning providers.

• **Review all pre-filled fields for accuracy**

• **Edit** fields as needed to update information

• *New VFC providers will see blank fields*

• Items in **BOLD RED** are required elements
Agreement Signatory = Responsible Party

- The Practice's Owner or Medical Director is usually the signatory.

**Returning Providers select 2016. New Providers leave this blank.**

**Disregard “Information Sharing” – Do Not Check.**

This is the “responsible provider” who signs VFC provider agreement and Routine Vaccine Management Plan accepting responsibility for VFC participation.

Current PIN will pre-populate field
Why is the vaccine address needed?

- The correct vaccine delivery address is **critical**!
  - Errors cause undeliverable vaccine shipments and waste
- Double-check for accuracy

- If delivery address is the same as facility address; entering the same process applies to mailing address field
VFC Coordinators & Facility Contacts

• Required: name/details for one of each type of contact

The VFC contacts must be unique to that facility and cannot be VFC contacts for another location:

Minimum of one each must be listed:
1. Primary VFC Coordinator
2. Backup VFC Coordinator
3. Facility Contact
4. Agreement Signatory (medical Director)

A total of five total contacts may be entered. “Facility contact” may be one of the VFC coordinators, an office staff member or central organization person, who does not need training.

“Annual Training” fields will highlight as mandatory fields when entering Primary and Backup VFC Coordinator details. All listed Backups are also required to complete and submit certificates for CDC’s “You Call the Shots” (modules 10 & 16) for the current calendar year.
Phones and Email: Critical

- All contact emails are added to the VFC Listserv, the primary VFC Program communication tool
- Phone, email are required for all contacts and for the Signatory
  - If available, please provide direct-line phone numbers or extensions
  - Cell phones may be provided, if no alternative
- Use work-related email address associated with the facility, not personal email

- TIP should be notified immediately of changes in contacts to avoid missing critical VFC Program communications!
VFC Providers are required to provide/offer **all child and adolescent ACIP Recommended Vaccines**.

Exceptions include *TIP-approved* specialty providers:
- Hospitals giving only birth dose hepatitis B
- Juvenile Detention Centers
- Providers serving only adolescents
Shipping Days & Hours – Critical

- Indicate the days and hours vaccine shipments can be accepted. If incorrect, this can cause missed shipments and wasted vaccine.

1. Using drop down lists, adjust times for each day to show hours open and able to receive shipments.
2. Ensure the check box is marked for each day you are able to receive shipments.
3. Lunch/mid-day closure:
   - If closed for lunch, or otherwise unable to receive shipments at any time during the day all 4 columns must be completed. (See Tuesday above)
   - If able to receive a shipment all day, put beginning and ending hours in the first 2 columns. In the 3rd and 4th columns have the word “select” showing. (See Wednesday above)
4. Select facility type using the drop down list.

Times are based on a 24-hour clock.

If all required fields on the first screen of the agreement are correct, click “Save and Add Provider.”

If you exit before saving, or TennIIS times out, information will be lost. You can return after saving or continue to add providers.
Returning to a Saved Agreement

- From the Provider Agreement Screen, edit or complete a saved application
- Click the arrow button under “Select” to re-enter an agreement to make changes

- Above are saved, incomplete enrollment applications. Once saved, the Approval Status is “Pending Provider Submission.” Agreements reviewed by VFC staff and requiring corrections are marked “Returned.”
- Providers may edit agreements marked “Pending Provider Submission” or “Returned.”
- Once you have selected a saved or editable agreement, scroll down and click “Add Providers” to continue to the next section
For current VFC participants, provider information will pre-populate from previous agreement. Add or inactivate providers as needed.

Provider names must be entered *exactly as shown on provider’s license* and must be a valid Tennessee license. Licenses must be 10-digit numbers. Add leading zeros “0” in front of the number until the total digits are 10. Do NOT put letters (like TN) in the license number. It is assumed to be a TN license.

Agreements with errors in name or license will be returned for corrections, delaying approval.
Adding Providers

• “Providers” are those with responsibility for medical decisions and vaccine prescribing authority
  – Medical Doctors (MD, DO)
  – Advanced Practice Nurses (Nurse Practitioners)
  – Physician Assistants
  – The supervising physician for a listed APN or PA provider

• License Numbers
  – Enter names exactly as shown on the license
    • TIP cannot verify the license if the name is different
  – Use the highest level license number
    • If a person is licensed as an RN and APN, use the APN license #
  – Need to find a number? Look up healthcare license numbers at the TDH website: https://apps.health.tn.gov/Licensure/
Once all required information is entered for all providers who will prescribe vaccines, click “Save and Add Provider/Practice Profile” to continue.
Provider/Practice Profile
The VFC Program judges the appropriateness of all VFC vaccine orders using the Provider/Practice Profile. Order patterns inconsistent with the profile are flagged for further investigation.

<table>
<thead>
<tr>
<th>Provider/Practice Profile</th>
<th># of children who received VFC Vaccine by Age Category</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&lt; 1 Year</td>
</tr>
<tr>
<td>Enrolled in Medicaid (TermCare)</td>
<td>75</td>
</tr>
<tr>
<td>No Health Insurance (Uninsured)</td>
<td>0</td>
</tr>
<tr>
<td>VFC eligible- American Indian/Alaskan Native</td>
<td>0</td>
</tr>
<tr>
<td>Underinsured (FGHD, RHC, Health Department only)</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total VFC:</strong></td>
<td><strong>75</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Non-VFC Vaccine Eligibility Categories</th>
<th># of children who received non-VFC Vaccine by Age Category</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&lt; 1 Year</td>
</tr>
<tr>
<td>Ineligible (Private Insurance/CoverKids)</td>
<td>5</td>
</tr>
<tr>
<td>Children's Health Insurance Plan CHIP (CoverKids)</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Non-VFC:</strong></td>
<td><strong>5</strong></td>
</tr>
</tbody>
</table>

**Total Patients** (must equal sum of Total VFC + Total Non-VFC): 80 + 295 + 700 = 1075

1 Underinsured includes children with health insurance that does not include vaccines or only covers specific vaccine types. Children are only eligible for vaccines that are not covered by insurance.

In addition, to receive VFC vaccine, underinsured children must be vaccinated through a Federal Qualified Health Center (FQHC) or Rural Health Clinic (RHC) or under an approved deputized provider. The deputized provider must have a written agreement with an FQHC/RHC and the State/local/Municipal Immunization program in order to vaccinate these underinsured children.

2) CHIP - Children enrolled in the state Children's Health Insurance Program (CHIP). These children are considered insured and are not eligible for vaccines through the VFC program. Each state provides specific guidance on how CHIP vaccine is purchased and administered through participating providers.
Complete, Accurate Profile Required

- Below is a completed profile. Every category must be completed. Totals calculate automatically.
  - Current sites: profiles pre-populate from most recent agreement
  - Update numbers before submission with current year-to-date or previous calendar year period
  - The profile will be reviewed at the VFC Compliance site visit and as a routine part of VFC fraud/abuse screening

![Image of table with data]
Data Sources Used to Prepare Profile

1. Indicate original source of the data provided to VFC
2. Check as many options as apply
3. Click “Save and Certify Frozen Vaccine” to proceed
Acceptable Storage Units

- The next section addresses the site’s vaccine storage.
- You will need the storage unit types, data on temperature monitoring devices, serial numbers and calibration dates.
- Free-standing refrigerators and freezers recommended
  - Or units purpose-built for vaccine storage
  - TN VFC will phase out inferior combination household units by January 2018 as federal guidelines evolve.

**RECOMMENDED ACCEPTABLE STORAGE UNIT TYPES**

**Refrigerators:** *Pharmaceutical-grade or household-grade* standalone unit. As of Jan. 1, 2018, household-grade combination units will not be allowed anymore for existing VFC providers.

**Freezers:** Standalone (counter high acceptable), auto-defrost commercial or pharmaceutical grade unit.

**NO DORM-STYLE REFRIGERATORS or COMBINATION FRIDGE/FREEZER UNITS**
Check Freezer Button

- If you have a freezer, you must check YES for the “certified for frozen vaccine” question. A location for freezer information will automatically be added.
  - For current VFC sites, freezer and refrigerator data will pre-populate from the most recent past agreement. Review and correct this information as needed.
  - During site visits, VFC representatives will confirm the accuracy of the information.
Required Questions

- Information is required for each unit storing VFC vaccine

Answer “yes” to freezer questions to be certified for frozen vaccines. Add information for each unit. Use the “Add” button to add additional units.
To inactivate a unit, click the “INACTIVE” button below that unit’s entry.

Inactive units cannot have the same name as an other unit. The system will not allow you to save if two units have the same name.
Filling out storage unit details

• “Thermometer” must be digital data logger or continuous temperature monitoring device
  – Serial numbers are required; No Min/Max allows in 2017, except as backups
• Name for each unit must be unique

**Required** – Unique Name, Serial #, Calibration Expiration Date
• If you need to add, change or correct information later: click the “Save For Later” button

• You’re nearly done. This is the time to catch errors. Errors found after submission will delay approval.
  1. Review each section one last time for any mistakes before clicking “Submit to State”
  2. After clicking “Submit to State,” the application will be locked and the VFC Program will be notified to begin a review
Final steps: Print/Submit Key Documents

Thank you

Thank you for submitting your application online. Additional documents must be submitted to complete your enrollment.

The Enrollment Walk-Through Guide should be consulted for the specific documents you will need to submit. The guide can be found in the Document Center on TennIIS or in the instructions linked on the Provider Agreement menu.

For best results, please scan or photograph the required documents, then email those to VFC.Enrollment@tn.gov. Alternatively, you can fax to 615-401-6831.

If you need additional help, please email your questions to VFC.Enrollment@tn.gov or call 615-253-4072.

You have submitted your VFC enrollment agreement application, but you are not done with enrollment yet:

REQUIRED DOCUMENTS:

1. Click “PDF-Full” to print and save a copy of the enrollment form for your files

2. Click “PDF Signature Page” to print and sign a 2-page Provider Agreement.

3. Submit signed Provider Agreement to the VFC Program with the Routine Vaccine Management Plan and proof of Agreement Signatory, VFC Coordinator & Backup annual training.
   i. Scan & Email all documents to VFC.Enrollment@tn.gov or fax to 615-401-6831.
Reviewing or Printing Your Agreement

- To view saved agreement, return to “Provider Agreement”
- Click arrow under “Select” to review submitted agreement
- To print, click the PDF link

REMINDERS:
- Agreements may be edited if the Approval Status is “Pending” or “Returned.” “Submitted” agreements can only be viewed.
- Enrollment cannot be completed until the signed signature page, the completed Routine Vaccine Management Plan, and proof of Agreement Signatory, Primary and Backup VFC Coordinator training has been received.
What Happens Next?

- VFC staff may need about two weeks from the date you submit your application to update you on approval status.
- Once reviewed, VFC staff will send **TennIIS messages** and email notices to the Primary VFC Coordinator: “returned” or “approved”
  - Many applications must be returned to correct errors.
- To view TennIIS messages, click “Messages” in the mail menu. You will also see a red “New Messages to Read” sign at the top of the page to alert you to new messages when you log in.
Thank you for being part of the VFC Program!

We hope you found this guide to be helpful.

Should you have any questions, please contact the VFC Enrollment Team at VFC.Enrollment@tn.gov or at 800-404-3006.

VFC Enrollment Team
Missy Brown, Shelby Funk, & Becky Loveless