

## Frequently Asked Questions

### Related to VFC Provider Agreement Renewals

**Question 1. What is the NPI number?**

Answer: The National Provider Identifier (NPI) is a unique 10-digit identification number issued to health care providers in the United States by the Centers for Medicare and Medicaid Services (CMS). The NPI has replaced the unique provider identification number (UPIN) as the required identifier for Medicare services, and is used by other payers, including commercial healthcare insurers.

The NPI is one of the steps that CMS is using to improve electronic transactions for health care. National standards for electronic health care transactions encourage electronic commerce in the health care industry and simplify the processes involved to reduce the administrative burdens on health care providers. With national standards and identifiers in place for electronic claims and other transactions, health care providers can submit transactions to any health plan in the United States. Health plans can send standard transactions such as remittance advices and referral authorizations to health care providers. These national standards make electronic data interchange a viable and preferable alternative to paper processing for health care providers and health plans alike.

**Question 2. How can a provider use ASIIS to run a report to complete their Provider Practice Profile?**

Answer: If you captured VFC patient eligibility in ASIIS in 2016 the profile will auto populate the data according to your reported immunizations. You will be allowed to edit this information.

The VFC Profile Report in ASIIS may provide the data needed for the Provider Practice Profile in the Provider Agreement.

To run the reports: Log into ASIIS, select Reports → Report Module → VFC Profile Report. Enter the vaccine date range (past 12 months) and then run the report. The report results may provide the data to complete the Practice Profile.

Your billing system may also provide the data for populating the practice profile.

**Question 3. How do I get the patient population information (section K)?**

Answer: See answer to Question 2.

**Question 4. Do other trainings substitute for the “You Call The Shots” online training?**

Answer: The CDC Training on Vaccine Management – “You Call The Shots” is one of the methods of training. The other training option includes the training module on Vaccine Storage and Handling on the Arizona Immunization Program Office training site – [www.aipotrain.org](http://www.aipotrain.org)

**Question 5. Do all providers listed on the Provider Agreement need to complete an annual training?**

Answer: The primary and backup vaccine coordinators are required to complete an annual training. We strongly recommend that all staff and providers in the clinic who work with or manage any aspect of childhood immunizations also take the training.

**Question 6. What are the required trainings? Do providers only do the trainings that have 2017 dates?**

Answer: Coordinators are required to annually complete the CDC Vaccine Storage and Handling training and VFC Program training. If these trainings are being done online via the “You Call The Shots” trainings, coordinators should take the most current versions available or the training module on Vaccine Storage and Handling on the Arizona Immunization Program Office training site – [www.aipotrain.org](http://www.aipotrain.org)

**Question 7. Does the 2-day Epidemiology and Prevention of Vaccine- Preventable Diseases “Pink Book” course count for training of the vaccine coordinators?**

Answer: The 2-day “Pink Book” course does not count as training for vaccine coordinators.

**Question 8. Where do I complete the “You Call the Shots” training?**

Answer: To complete this training please click on the following link to get the instructions

[You Call The Shots Instructions.pdf](#)

**Question 9. I completed the “You Call the Shots” several years in row now; will I be allowed to complete another module for credit?**

Answer: Available options for the 2017 trainings are:

- The CDC Training on Vaccine Management – “You Call The Shots” (YCTS):
  - [Vaccines For Children \(VFC\) Jan 2017](#)
  - and
  - [Vaccine Storage and Handling Jan 2017](#)
  - or
- The Arizona Immunization Program Office training module on Vaccine Storage and Handling – [www.aipotrain.org](http://www.aipotrain.org)

**Question 10. What training is acceptable for the VFC coordinators?**

Answer: The CDC Training on Vaccine Management – “You Call The Shots” is one of the methods of training. The other training option includes the training module on Vaccine Storage and Handling on the Arizona Immunization Program Office training site – [www.aipotrain.org](http://www.aipotrain.org)

**Question 11. If I took the training last year, will I have to take it again? Why?**

Answer: Yes, training is an annual requirement. We want to make sure all of our VFC providers have the most accurate training and information and to ensure that staff are properly maintaining vaccines.

**Question 12. Does my backup VFC coordinator have to take the training too? How long do we keep the training certificates?**

Answer: Yes. Primary and backup coordinators are required to complete the training. All staff and providers participating in the immunizations program are strongly encouraged to do so as well. Arizona Immunization Program requires that all VFC documents are kept for 6 years.

**Question 13. Can you please explain more about who can be the signatory for the Provider Agreement?**

Answer: The signatory must have authority to ensure that the practice/clinic/facility and all providers listed on the agreement will adhere to the requirements of the program, must be an active provider within that facility, and must have a valid license to administer vaccines.

**Question 14. Can you clarify the American Indian/Alaska Native status?**

Answer: Yes, any patient who identifies as American Indian or Alaska Native should be counted towards your American Indian/Alaska Native VFC eligible population.

**Question 15. Does the backup vaccine coordinator need to be at the same site? Can they just be part of the same system?**

Answer: Yes, there needs to be a backup coordinator designated for each site that is located on-site.

**Question 16. Why are we doing Electronic Enrollment?**

Answer: The Electronic Enrollment is quick, efficient and the online form uses the existing information that is in ASIIS, therefore simplifying the process.

**Question 17. Why is Re-enrollment done every year if you already have my information?**

Answer: VFC reenrollment is done every year to ensure that all provider information is current and the most accurate

information is reported to the CDC; to ensure that provider staff is fully engaged in the VFC program and as a training refresher; to ensure VFC vaccines are being administered to Arizona's VFC population.

**Question 18. Will I be allowed to send in attachments for our listed physicians?**

Answer: Unfortunately, this year we would like all VFC providers to use the Electronic enrollment to enter their physicians who prescribe VFC Vaccines. The goal is to have this information entered into the ASIIS and moving forward being able to delete/edit your physician listings. Please set aside the appropriate time to enter in all the accurate information.

**Question 19. My office is small; why do I need a backup coordinator?**

Answer: All VFC providers must have a primary and back up coordinator. The coordinators can be anyone in the office. Just remember the primary and back up coordinator are required to know the same policies and procedures for the Arizona Immunization Program and must both complete annual training.

**Question 20. Can a PA sign as the medical director?**

Answer: No. PA cannot sign as medical director. Only MD, DO, FNP and NP's can sign. The signing physician is responsible for making sure their practice stays in compliance with the VFC program.

**Question 21. What are the steps for re-enrollment?**

Answer: The steps for re-enrollment will be outlined in the e-mail communication from the Arizona Immunization Program to the VFC providers before the re-enrollment starts and for the duration of the re-enrollment.

**Question 22. If I have more than 1 physician, should each physician complete a provider profile?**

Answer: No. In such case there should be 1 profile per office, but each physician should be listed under physicians/vaccinators.

**Question 23. I enrolled within the last 6 months, why do I have to complete the enrollment again?**

Answer: The time period in which you were initially enrolled was during the 2016 enrollment. Please be prepared to enroll annually. The CDC requires all active VFC providers to re-enroll at the same time, annually.

**Question 24. What documents (information) will I need to complete the enrollment?**

Answer: The needed documents/information for re-enrollment will be outlined in the e-mail communication from the Arizona Immunization Program to the VFC providers before the re-enrollment starts and for the duration of the re-enrollment.

**Question 25. How long will it take for me to complete the enrollment?**

Answer: If you gathered all necessary information, the average time to complete the electronic enrollment will depend on the number of physicians and the size of your location - approximately 30 minutes to 2 hours.

**Question 26. What if my office does not have a computer or only 1 computer used by the physician?**

Answer: If necessary please make the appropriate arrangements to make sure you set up time for computer access.

**Question 27. Last year I received an email when my enrollment was complete and cleared for ordering, but ordering was still blocked. How will the Arizona Immunization Program fix this?**

Answer: The Arizona Immunization Program is working on streamlining our reviewing processes. With the electronic enrollment, once your provider agreement is approved by the state, ASIIS will automatically enable your ordering permissions.

**Question 28. I have multiple ASIIS users in my office, can I give all of them full edit/view privileges?**

Answer: Yes you can if that is required for their work duties. Just remember that the signing physician will be responsible for making sure all the users are reporting the information correctly into ASIIS. The Immunization

Program Office strongly encourage all staff with vaccine responsibilities be trained annually. (see Question 12)

**Question 29. I don't remember my ASIIS username. What do I do?**

Answer: Go to the ASIIS Login Page and click "[Forgot Password](#)" link. If you are unsuccessful in resetting your password, call the ASIIS HelpDesk at 602-364-3899.

**Question 30. When will my re-enrollment period start? How will I be notified?**

Answer: As of March 2017 your re-enrollment will begin with the vaccine order that you submit. The State will review your order and if all pre-requisites are met the state will approve your order. After that your re-enrollment process will start. You will also be notified via email.

**Question 31. Will all of my sister clinics have to complete the enrollment at the same time?**

Answer: In the beginning of the re-enrollment that will depend whether they submitted a vaccine order and if their order was approved (see the answer to Question 30)

**Question 32. What time frame do I have to complete the enrollment and how long will the process take?**

Answer: If you gathered all necessary information, the average time to complete the electronic enrollment will depend on the number of physicians and the size of your location - approximately 30 minutes to 2 hours. Ensure that your vaccine ordering is not disrupted. Don't wait until the last minute to complete your online enrollment!

The Arizona Immunization Program will review the submitted provider agreements in the order they were received. Check the status of your Provider Agreement at any time. Look at Approval Status:

- **Pending Provider Submission:** The Provider Agreement is saved and is not complete. You can open and continue working.
- **Submitted:** The Provider Agreement was submitted and is waiting for the Immunization Program review and approval.
- **Returned:** The Provider Agreement needs corrections. Click on the Select arrow to view comments made by the Immunization Program staff. Make the requested corrections and re-submit the Provider Agreement.
- **Approved:** The Immunization Program staff has received all signed pages and approved the Provider Agreement. ***\*\*Only when the Provider Agreement shows an Approved status is your facility officially enrolled in the program and able to place vaccine orders.\*\****

**Question 33. How will I be notified once my enrollment is complete?**

Answer: The primary vaccine coordinator from your VFC Pin will receive an e-mail once your re-enrollment is approved and completed.

**Question 34. Will reconciliation affect my enrollment status?**

Answer: The reconciliation will not affect your enrollment status. We expect all VFC providers to follow the correct protocol when dealing with vaccine inventory management.