

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 healthcare 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 advice 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 2021 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 (January 1, 2021 – December 31, 2021) 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:

- [AIPO Train](#) - Arizona Vaccines for Children Training - OR -
- Certificate of Completion from AIPO Train: Keeping on track with ASIIS and Vaccine Storage and Handling

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 immunizations also take the training.

Question 6. 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 7. 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.

- [Vaccines for Children \(VFC\) 2022](#) - OR -

- [Vaccine Storage and Handling 2022](#) - OR –
- [AIPO Train](#) - Arizona Vaccines for Children Training - OR –
- Certificate of Completion from AIPO Train: Keeping on track with ASIIS and Vaccine Storage and Handling

Question 8. 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 9. Does my backup VFC coordinator have to take the training too?

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.

Question 10. How long do we keep the training certificates?

Answer: The Arizona Immunization Program Office requires that all VFC documents are kept for 6 years.

Question 11. Can you please explain more about who can be the signatory for the Provider Agreement?

Answer: A provider licensed in the state of Arizona to prescribe vaccines (M.D., D.O., NP or FNP), who is responsible for making decisions about the clinic and its operations. The signatory provider must have authority to ensure that the practice/clinic/facility and all providers listed on the agreement adhere to the requirements of the program, must be an active provider within that facility, and must have a valid medical license to administer vaccines.

Question 12. Can you clarify the American Indian/Alaska Native status?

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

Question 13. Can the primary and backup vaccine coordinators be the primary and/or backup coordinators at other locations?

Answer: No, there needs to be a unique primary and backup coordinator designated for each site and located on-site.

Question 14. Why are we doing electronic re-enrollment?

Answer: The electronic re-enrollment is quick, efficient and the online form uses the existing information that is in ASIIS, therefore simplifying the process.

Question 15. Why is re-enrollment done every year if you already have my information?

Answer: VFC re-enrollment 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; as a training refresher and to ensure VFC vaccines are being administered to Arizona's VFC population.

Question 16. My office is small; why do I need a backup coordinator?

Answer: All VFC providers must have a primary and backup coordinator. The coordinators can be anyone in the office. The primary and backup coordinators are required to know the same policies and procedures of the VFC Program and both must complete the required annual training. Please see [Operations Guide](#) Module 2 for specifics of staff requirements.

Question 17. Can a P.A. sign as the medical director?

Answer: No, a P.A. cannot sign as the medical director. Only a M.D., D.O., NP or FNP can sign. The signing physician is responsible for making sure their practice stays in compliance with the VFC program.

Question 18. What are the steps for re-enrollment?

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

Question 19. I enrolled within the last 6 months, why do I have to complete the re-enrollment again?

Answer: The time period in which you were initially enrolled was during the 2021 enrollment. Please be prepared to re-enroll annually. The CDC requires all active VFC providers to re-enroll at the same time, annually.

Question 20. What documents (information) will I need to complete the re-enrollment?

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

Question 21. 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 22. 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 Arizona Immunization Program Office strongly encourages all staff with vaccine responsibilities be trained annually.


Question 23. 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 use the Intelligent front-line automated chat, available 24/7 or chat with an agent during working hours. If everything else fails, call the ASIIS HelpDesk at 602-364-3899.

Question 24. What time frame do I have to complete the re-enrollment and how long will the process take?

Answer: If you gathered all necessary information, the average time to complete the electronic re-enrollment will depend on the number of changes you need to report - approximately 20 minutes to 2 hours.

Ensure that your vaccine ordering is not disrupted. Don't wait until the last minute to complete your online re-enrollment!

The Arizona Immunization Program Office will review the submitted Provider Agreements in the order they were received. Check the status of your Provider Agreement in ASIIS at any time. Log into ASIIS, select Orders/Transfers  Provider Agreement. Look at Approval Status:

- **Pending:** 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 Arizona Immunization Program Office to review and approve
- **Returned:** You need to make corrections within the Provider Agreement. Click on the Select arrow to view comments made by the Arizona Immunization Program Office staff. Make the requested corrections and re-submit the Provider Agreement
- **Approved:** The Arizona Immunization Program Office staff has 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 25. How will I be notified once my re-enrollment is complete?

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