



**North Carolina Department of Health and Human Services
Division of Public Health**

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Daniel Staley
Acting Division Director

February 5, 2014

MEMORANDUM

TO: North Carolina Immunization Program (NCIP) Participants

FROM: Wendy Holmes, RN, Acting Head *WH*
Immunization Branch

SUBJECT: New Process for Returning Spoiled and Expired Vaccine

The purpose of this memo is to announce a new process for reporting and returning state supplied vaccine which has spoiled or expired. This will be a new process for all NCIP providers as they previously have been returning the vaccine back to the Immunization Branch via a prepaid shipping label supplied by the Branch.

Any nonviable VFC vaccine that can be returned for federal excise tax (FET) must be sent to McKesson within **six months** of the expiration/spoilage date. This includes expired vaccine or vaccine that has been spoiled as a result of the following: failure to store properly upon receipt; mechanical failure; natural disaster/power outage; vaccine recall; refrigerator too cold; refrigerator too warm; or vaccine spoiled in transit (freeze/warm monitor activated).

Because of new requirements from the Centers for Disease Control and Prevention (CDC), providers will need to follow a two-step process to return spoiled and expired vaccine directly to McKesson. For providers that use the North Carolina Immunization Registry (NCIR), these doses will first need to be reported through the NCIR. For providers that do not use the NCIR, please call the Helpdesk and press option 5. McKesson will automatically send providers a pre-paid shipping label to use for returning the vaccine. **Providers may NOT contact McKesson to coordinate pick up of spoiled/expired vaccine.**

It is imperative that providers: **1) correctly report the number of spoiled/expired doses to be returned, and 2) use the Wasted/Expired Form supplied by the Immunization Branch, which includes a Transaction ID, to send the vaccine back to McKesson.**

Providers are encouraged to participate in one of the webinars which will be offered next week. The webinars are expected to last about half an hour and the content will be repeated in each session. Providers should go to the web site indicated below, call the phone number, and enter the access code. **No pre-registration is required. Please remember to mute your phone.**

Date	Time	Website	Phone number/Access code
Thursday, February 13	9 AM	https://ncpublichealth.ncgovconnect.com	877-336-1828 Access code: 6928785#
Thursday, February 13	1 PM	https://ncpublichealth.ncgovconnect.com	877-336-1828 Access code: 6928785#

Detailed instructions for how to document and return the vaccine properly are below. Please post these instructions near your vaccine refrigerator. These instructions may also be found on the NCIP web site at: www.immunize.nc.gov/providers.

CC: SMT Regional Immunization Staff Central Office Staff Vaccine Manufacturers Steve Shore Peter Graber
Terri Pennington Frank Skwara Lisa Weeks Jason Swartz Taryn Edwards
Joy Reed Gregg Griggs Ann Nichols

www.ncdhhs.gov • www.publichealth.nc.gov • www.immunize.nc.gov

Tel 919-707-5550 • Fax 919-870-4824

Location: 5601 Six Forks Road • Raleigh, NC 27609

Mailing Address: 1917 Mail Service Center • Raleigh, NC 27699-1917

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Instructions for Documenting and Returning Spoiled/Expired NCIP Vaccines

How to Document Spoiled/Expired Vaccine in the NCIR

- Log in to the NCIR to document state supplied spoiled/expired vaccine.
- Verify the correct number of doses to be returned as spoiled or expired vaccine.
 - If the number of doses in the NCIR matches those to be returned, remove the spoiled or expired doses through the Manage Transfers/Transfer All Expired function.
 - If the number of doses in NCIR to be returned is does **not** match, call the Help Desk and press Option #5.
- Once the state supplied spoiled/expired vaccine has been reported through the NCIR correctly, a representative from the Immunization Branch will fax your facility an updated copy of the Wasted/Expired Form from the NCIR with a Transaction ID number within 48 hours.

This form MUST be included in the box with the vaccines being returned.

If your facility is not on a standard UPS Route, you will need to call the Help Desk at 877-873-6247 and press Option 5.

How to Return Spoiled/Expired Vaccine to McKesson

- PLEASE DO NOT SEND THE VACCINES BACK TO THE IMMUNIZATION BRANCH.
- Wait for shipping labels to arrive at your practice from McKesson--they have been ordered by an Immunization Branch representative at the time the doses were reported in the NCIR. They should arrive within 7-10 business days. (See examples below).



Envelope containing the shipping labels will look like this



Shipping labels will look like this

- When the shipping labels arrive through the mail, place the spoiled/expired vaccine **along with the updated Wasted/Expired Form** in the box to be shipped back to McKesson.
- Attach the shipping label to the outside of the box and hand the labeled box of spoiled/expired vaccine to the UPS driver at the next pick up.

Questions concerning the documentation and return of expired/spoiled vaccine may be addressed by calling the Help Desk at 877-873-6247 and selecting Option 5.