

## New York State Vaccines for Children Program (NYS VFC)

### Instructions for Expired/Waste/Loss Vaccine Returns

*Expired/Loss Report:* The NYS VFC *Expired/Loss Report* is only required when there is vaccine to be returned. VFC expired/loss vaccines must be returned to McKesson Specialties Inc. See process below.

- Collect all expired or lost vaccine for a single month and submit one *Expired/Loss Report* listing all expired/lost vaccines.
- Submit the report no more than once per month.
- NDC numbers and lot numbers are required for all expired and wasted vaccines.
- The *Expired/Loss Report* must be faxed to 518-449-6912.
- **Reminder:** open or damaged vials or syringes with NDC numbers and lot numbers must be reported on the *Expired/Loss Report* for inventory purposes, and then disposed of as medical waste.
- Once the *Expired/Loss Report* is submitted, you will receive a return label from McKesson by mail or email (see new email process below) **AND** a return authorization form from the NYS VFC Program by email or fax.
- Place the authorization form in the box of expired vaccines to be returned, the label on the box, and return via UPS to McKesson. To expedite the process, make sure your office staff is aware that the labels will be for VFC vaccine.
  - Only return the vaccines listed on the authorization sheet. Do not add additional expired/lost vaccines to the box. A new *Expired/Loss Report* must be submitted for additional vaccines.
- All expired/lost vaccine must be returned within 6 months of the expiration or loss.
- **ONLY report the vaccines once. If a label does not come, DO NOT include the vaccines again on a new form with additional vaccines that are expired/lost. Call and request a label again instead.**

Providers should return ALL vaccines **in their original vials or pre-filled syringes.**

The following products should **NOT** be returned:

1. Used syringes, with or without needles;
2. Broken vials;
3. Wasted products such as a syringe that was drawn up but not used;
4. Multi-dose vials (e.g., IPV) from which some doses have already been withdrawn; (Only full vials can be returned. If any doses have been drawn out prior to expiration, the doses cannot be returned);
5. IG, HBIG, PPD; or
6. Expired diluent

These products are not available for federal excise tax credit and should be disposed of properly by the provider, with any documentation required by the NYS VFC Program.

**Please Note:** If the vaccine on the *Expired/Loss Report* cannot be returned per the list above, the vaccine will not be listed on the authorization sheet sent to you. If the vaccine is not listed on the authorization sheet, do not return the product. Dispose of the product properly as medical waste.

## NEW RETURN LABEL PROCESS (Effective April 2015)

The NYS VFC Program and CDC have a new process for sending out return labels to providers for expired/lost vaccines. All providers who have given the VFC Program a valid email address for the VFC Vaccine Coordinator at the site will receive the return label in an e-mail instead of in the mail. Once the *Expired/Loss Report* is received by the NYS VFC Call Center staff and processed, an authorization sheet will be emailed to include in the return box. On average it could take up to 2 weeks before the report is processed and the authorization sheet is emailed. Once you receive an authorization sheet from the NYS VFC Program, the label email should arrive within 15-30 minutes. If you do not receive the label by email within 1.5 hours after you receive the authorization sheet, call the NYS VFC Call Center at 1-800-543-7468 and staff will follow up with McKesson Specialties.

If an email address has **not** been supplied, the return label will be mailed and will take much longer to receive. If you would like to receive the return labels by email and are not sure if the email address for the VFC Vaccine Coordinator at the provider location is correct, please send the VFC Program the most current email address to [nyvfc@health.ny.gov](mailto:nyvfc@health.ny.gov).

### PLEASE NOTE:

- The label will be emailed from [voltsupport@ups.com](mailto:voltsupport@ups.com) to a single email address that is associated with the VFC Vaccine Coordinator.
- The subject line on the email will be "UPS Shipping API".
- One unique return label will be included per email.
- Labels cannot be photocopied or reprinted for multiple uses. (Ex: if 3 boxes are required to return all the vaccines, 3 labels will be sent in 3 separate emails).
- Do not return any expired vaccines until the Return Authorization Sheet has been received from the NYS VFC Program to include in the box. (This sheet will be emailed or faxed to the provider site).
- Tape one label on each box.
- Give the packed and labeled box to UPS.

\*Only one *Expired/Loss Report* can be processed at a time. **Do not submit any additional *Expired/Loss Reports* until the first box of expired vaccines has been returned to McKesson**, even if it has been more than a month since the last report was submitted to the program. This allows you to match the correct email return label with the appropriate return box.