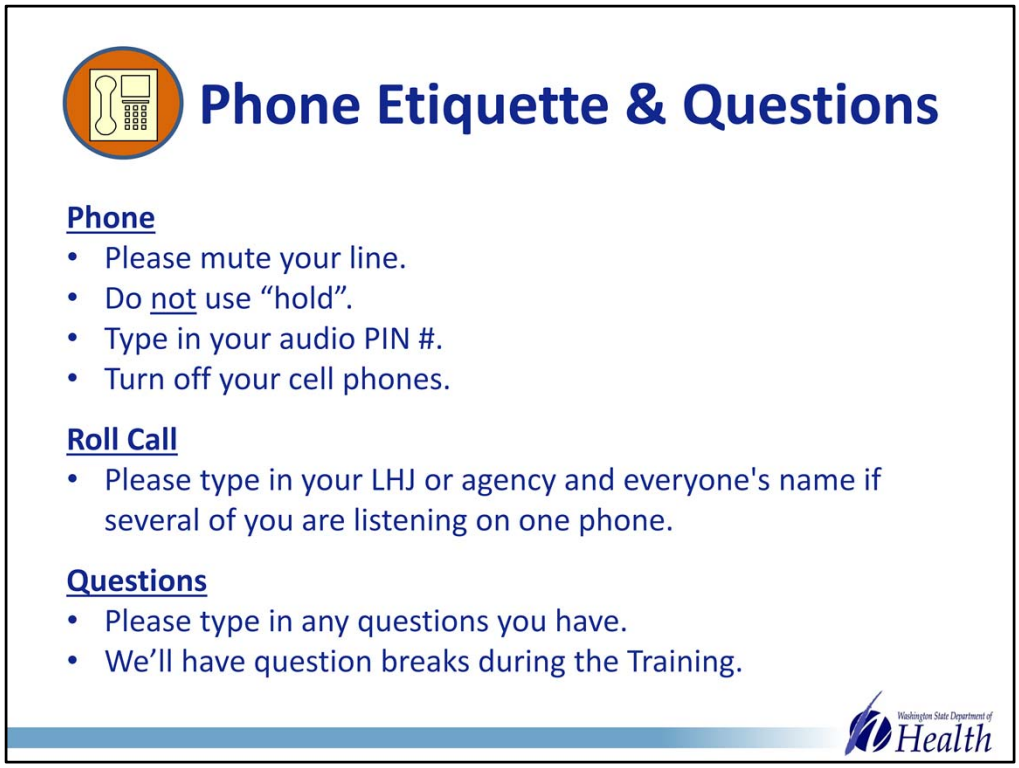
Welcome to the 2015 Annual VFC Compliance Site Visit Reviewer Training.

CDC requires that all VFC Compliance Site Visit Reviewers <u>and their supervisors,</u> take this annual training.



- Please mute your phone line.
- Also, do not use your "hold" button. [If you do, **all** of us will hear your agency's hold messages. (DOH staff too, please!)] ☺
- Please type in your unique audio PIN#. That number was given to you when you logged into this training.
- And, please turn off your cell phones.

Rather than take time from this training **for Roll Call,** we ask that you type in your LHJ or agency and everyone's name if several of you are listening in on one phone.

If you have **questions**, please type them in. We will answer these during the Question breaks in this Training.

There is a Post-Test. It is on the VFC site visit web page.

All those who complete this training and submit their completed post-test, will receive a Certificate of Completion.

For those who could not attend today, the slides (with notes) are posted on the VFC Site Visit web page.

Visit this same web page for the 2015 Updated VFC Site Visit materials. (See the link on this slide.)

Today's Training is …

- An overview of conducting VFC Compliance Site Visits
  - Part of CDC and DOH contract requirements for all reviewers AND their supervisors
- There are some additional requirements for all persons conducing VFC Compliance Site Visit reviews…

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Today's training is an overview of conducting VFC Compliance Site Visits, including using CDC's online VFC Site Visit system called "VFC-PEAR" or "Provider Education Assessment and Reporting."

All site visit reviewers are required to use this system.

Additional Requirements

Required for all VFC Compliance Site Visit reviewers:

- **Self–study of CDC's PEAR Trainings:**
  - 2015 version of CDC's "PEAR" Training slides and tools
- **Formal Observation**
  - Receive at least once every two years

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There are additional requirements for all VFC Compliance Site Visit reviewers:

- There is Self-study of the PEAR Training slides CDC compiled for 2015, and
- All reviewers must also receive a Formal Observation at least once every two years.
  - CDC requires this, so we can assure that all site visits are standardized. Each reviewer will receive a formal observation

Additional Requirements

Self–Study of CDC's "You Call the Shots" Training Modules:

- **VFC**
- **Storage & Handling**

- **REQUIRED FOR ALL NEW REVIEWERS**
- **Recommended for existing reviewers**
- **Submit copies of certificates of completion to OICPContracts@doh.wa.gov**
- **Link -** http://www.cdc.gov/vaccines/ed/youcalltheshots.htm

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This also includes completing the 2 "You Call the Shots" Modules that CDC revised for 2015.

- One is on VFC
- The other is on Storage and Handling.
- These will help the reviewer to learn more about program requirements.

Completion is required for all new reviewers
It is also recommended for existing providers since CDC has updated it for 2015.

Please send in copies of your completion certificates to OICPContracts@doh.wa.gov
I included the link to the CDC Trainings.

Not Done VFC Site Visits Before?

New Reviewers (in addition to self-study):

- **"Shadow" Visit Process**
  must be done before doing visits on your own
  - ✓ Watch experienced reviewer do visit(s)
  - ✓ When ready, conduct visit while experienced reviewer watches you
  - ✓ Can also do in tandem until new reviewer ready to go solo

- **First formal Observation**
  - ✓ will occur within first six months

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Also, before a new reviewer can do VFC Site visits alone, he or she needs to go through a "shadow" visit process.

- First, the new reviewer shadows, or watches, a 'seasoned' reviewer do one or more visits.
- Then, when the new reviewer is ready to do a visit on their own, the 'seasoned' reviewer watches them.
- The new reviewer can also do site visits in tandem with an experienced reviewer until he or she is ready to do visits solo
- Also, a new reviewer receives their first formal Observation within the first six months.

What We Will Cover in Today's Training

- Goals of the VFC Compliance Site Visit.
- What is "VFC-PEAR"?
- What's New in "VFC-PEAR" for 2015?
- What's the Same in "VFC-PEAR"?
- How to get to "VFC-PEAR" and "VFC-PEAR" Self-Study.
- Preparing for your VFC Compliance Site Visit.
- Using "VFC-PEAR" - paper vs. online.
- Requirements for Conducting VFC Site Visits.
- Review the Site Visit Steps.
- Some other things to know about.
- Where to get more info and ongoing support.

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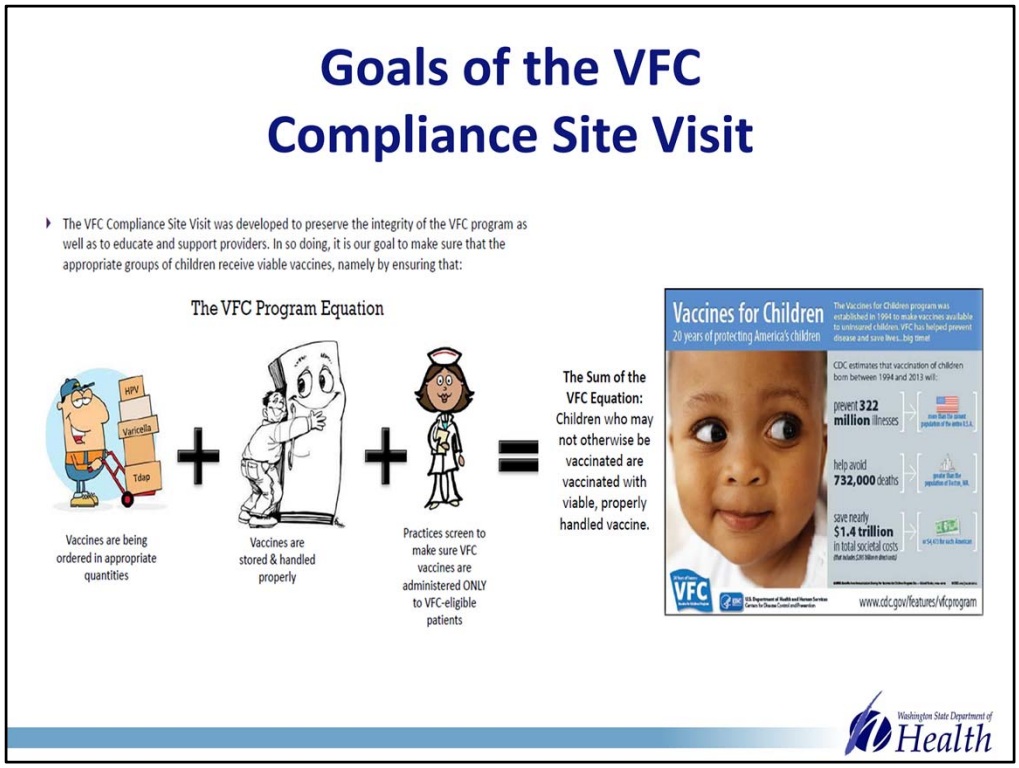
- Today, we will go over the goals of the VFC Compliance Site Visit
- For you new folks, we will briefly go over what "VFC-PEAR" is.
- We will also cover what is new for 2015 and what is the same
- Then we will look at how to get to "VFC-PEAR" and how to find the PEAR Self study slides and tools.
- Next, we will go over preparing for your site visit
- And then the differences between using the paper version of PEAR and the on-line version.
- Next we cover the requirements for conducting a VFC Compliance Site Visit
- Then we'll review the VFC Site Visit steps.
- We'll also look at a few other things that will be helpful to know when going through the questions with the provider.
- And, finally, we will look at where to get more information and ongoing support.



This is a composite of a couple of slides from CDC about the Goals of the VFC Compliance Site visit.
I am using them because they show a good visual of the goals to keep in mind when conducting your site visits.

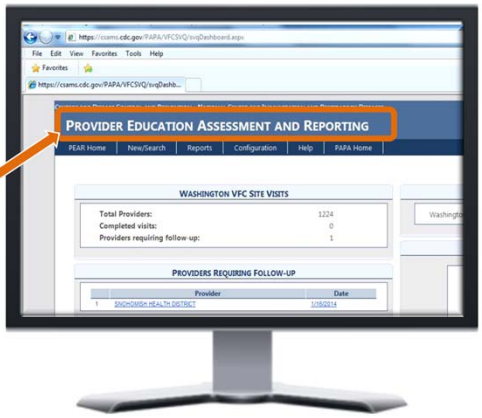
The Reviewer goes out to the enrolled provider site to assure that:

- The provider staff are ordering vaccine properly and accounting for each dose of public-purchase vaccine they receive from the WA State Childhood Vaccine Program
- The provider site is properly storing and handling that vaccine; and
- The provider staff are screening and documenting the VFC status of each child who receives a public-purchase vaccine.

All these steps add up to helping assure that all children in WA State can be vaccinated with viable vaccine to help protect them from vaccine-preventable diseases.

What is VFC-PEAR?

- 2014 – CDC Introduced a new online system for conducting VFC Compliance Site Visits
- Called "VFC-PEAR"
- All VFC Compliance Site Visit reviewers must use VFC-PEAR



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- Last year, CDC introduced a new method for conducting VFC Compliance site visits, an online system called VFC-PEAR.
- This stands for "Provider Education Assessment and Reporting".
- All VFC site visit reviewers must use PEAR to document their site visits.

What's New in "VFC-PEAR" for 2015?

- **Name for 'questionnaire': *"2015 Site Visit Reviewer Guide"***
- **New Version of PEAR plus updated:**
  - PEAR User Manual
  - PEAR Self-study Training Slides
  - PEAR Training Site
- **Provides more guidance for each question**
- **Scoring – gives provider scores for different parts of visit**
- **Improved Follow-Up Process**
  - More areas to add notes/explanations & custom follow-up
  - Now do more with **"Root Cause Analysis"**

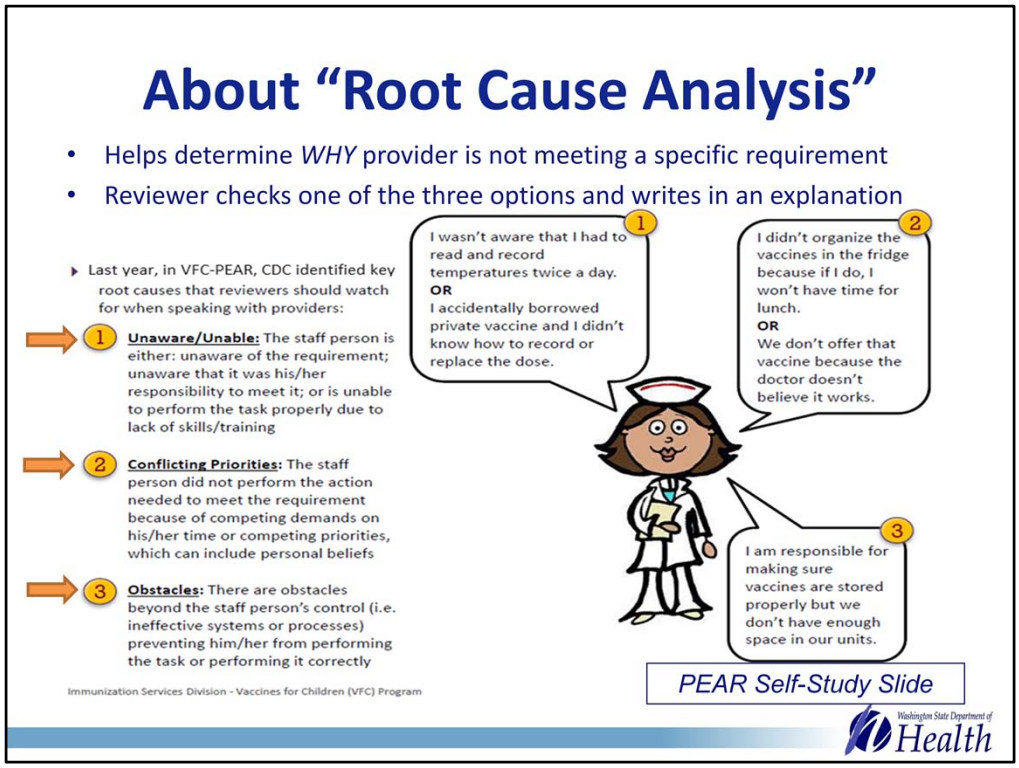
First of all:

- the name for what we used to call, the questionnaire, is now the *"2015 Site Visit Reviewer Guide"*
- CDC also released a new version of PEAR - version 2
- They also updated all of the PEAR Trainings and Tools to reflect the new functions
- This includes: the PEAR User Manual, the PEAR Self-study Training Slides and the PEAR Training Site
- NOTE: CDC will be making improvement updates throughout 2015, as needed

This year's version of PEAR:

- Provides more guidance for each question and gives scores for the different sections. (These scores can be shared with the provider.)
- The Follow-Up Process has been improved; there are more areas to add notes/explanations and the reviewer can also add custom follow-up.

Also, this year's version of PEAR and the 2015 Site Visit Reviewer Guide now do more with the **Root Cause Analysis**.



In 2014, when questions were answered incorrectly, PEAR had a section called "Root Cause Analysis". PEAR offered three various possibilities, but only one box needed to be checked to verify that the reviewer discussed these with the provider staff.

The same options are provided for 2015, but now PEAR asks the reviewer to actually choose one of these three options to determine **WHY** the provider is not meeting a particular Program requirement. The reviewer will also be asked to write in a brief explanation of the details.

This 2015 CDC training slide shows the three different options: 1) Unaware or unable; 2) Conflicting Priorities; or 3) Obstacles. This slide also gives some examples for each.

As you can see, each of these options is likely to be the reason why a provider is not meeting a Program requirement.

Using the Root Cause Analysis is going to help you and the provider get to the **real** reason why staff are having problems in a specific area.

For example, Option #2 is "conflicting priorities." Say that the staff person did not follow the requirement because he or she had too many other priorities. If this was the case, you would choose option #2 and then write an explanation of the situation. This information would also come up in the final Follow-Up Plan. That allows you to share this information with the staff (and supervisor) to help develop a solution that will hopefully resolve this issue.

More – New in 2015 PEAR

- **Organized differently**
  - Separates VFC administration questions from the storage and handling questions
- **Documentation sections modified and changes made to record review**
  - Broken out differently depending on whether provider has electronic or paper patient charts
  - Provider cannot pull patient charts in advance
- **Expanded sections for Eligibility and Billing**
  - Helps to assure provider understands how to bill for each VFC screening eligibility category

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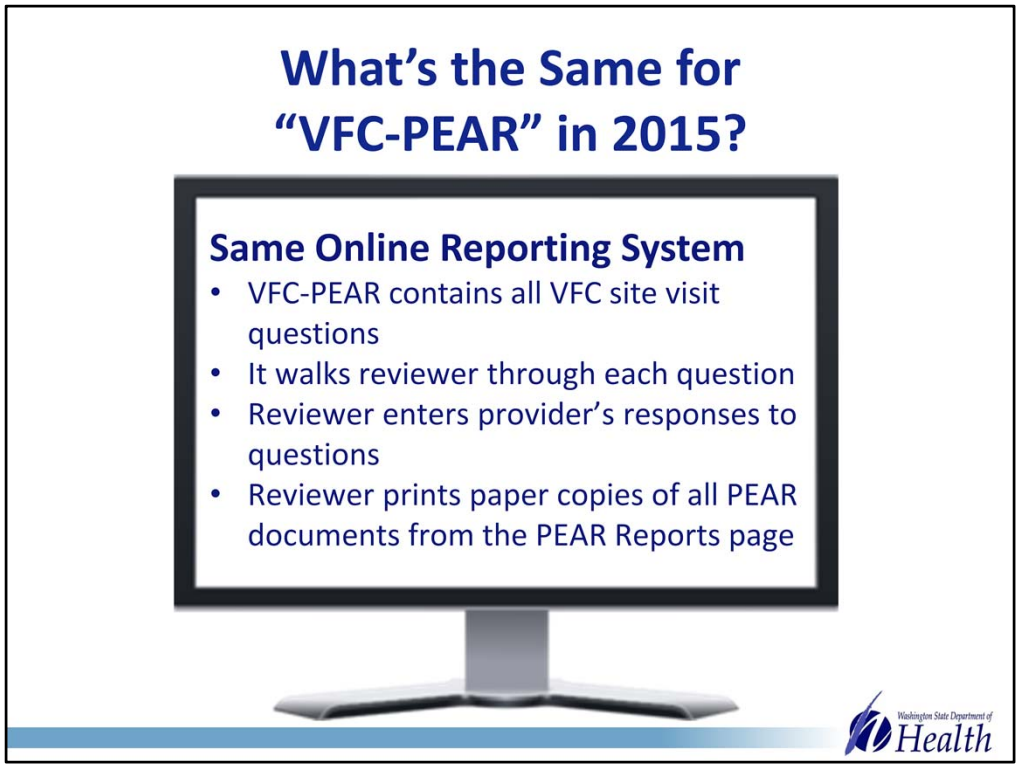
Reviewers from last year will find that PEAR 2.0 and the 2015 Reviewer Guide are organized differently form 2014.

They separate the VFC administration questions from the storage and handling questions, including the storage equipment inventory

The documentation sections have been modified and changes made to the record review

- The questions are now broken out differently depending on whether the provider has electronic or paper patient charts.
- Also, CDC no longer allows providers to pull patient charts in advance of the site visit. This year, the reviewer can use the WAIIS to review patient charts for VFC screening and vaccine documentation.

CDC has also expanded the sections for Eligibility and Billing. This will help to assure the provider understands how to bill for each VFC screening eligibility category.



This year, we are using the same online system – VFC-PEAR (I will be calling it PEAR).

- PEAR contains all of the questions the reviewer needs to ask the provider
- PEAR still walks the reviewer through each question
- The Reviewer still enters the provider's responses to those questions into PEAR
- The Reviewer still goes to the PEAR Reports page to find the most current paper copies of the PEAR documents that she or he will need to print out for each visit.
- (We will talk more about this in a minute.)

What Else is the Same for 2015?

- Follow-Up Plan and Corrective Actions if incorrect responses to questions
- Reviewer gets a signature on the Acknowledgement of Receipt (AoR)
- Reviewer assures provider completes corrective actions on time and assures actions entered into PEAR in timely manner
- If use paper version of PEAR, reviewer must enter into PEAR online within 10 business days of initial visit

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- PEAR still generates a formal Follow-up plan with required corrective actions if the provider does not meet the program requirements.
- The reviewer still goes over this with the provider, including the time limits PEAR gives for the provider to address the issues.
- And the reviewer still gets a signature on the Acknowledging of Receipt (or 'AoR'). This document helps to assure that a person with signature authority receives the Follow-up Plan and understands the corrective actions required and the time limits.
- The Reviewer also assures that the provider completes the corrective actions on time and that the provider's actions are entered into PEAR in a timely manner.

If the paper version of PEAR is used during the visit, the reviewer must still enter the information into the PEAR online system within 10 business days of the initial visit.

How to Get to "VFC-PEAR"?

- If you used PEAR last year, you already have access
- If you have not used it before, send an email to OICPContracts@doh.wa.gov
  - ✓ You'll receive an email invitation from CDC's "*SAMS Portal*"
  - ✓ Please watch for this; it is date-sensitive
  - ✓ If you do not receive the email from CDC within two weeks, please contact us

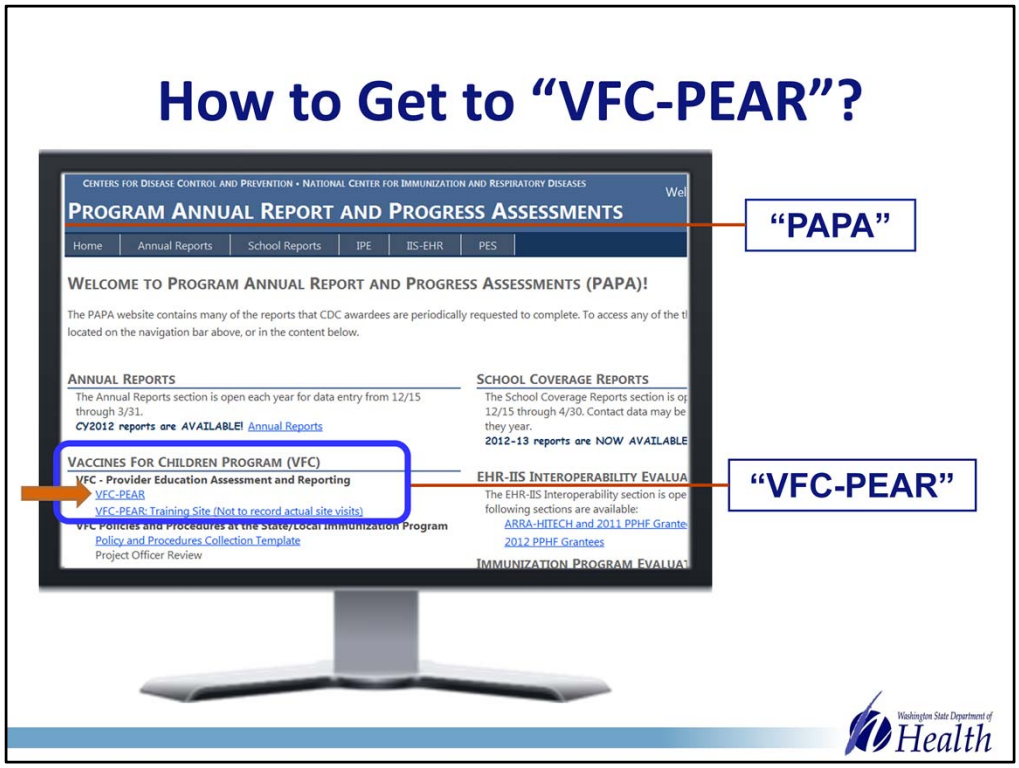
Now we will talk about how to get to "PEAR".

- All reviewers from last year already have access to the VFC-PEAR system via what CDC calls, the "SAMS" portal.
- If you have not used PEAR before, please send an email to OICPContracts@doh.wa.gov and include "Need PEAR Access" in the subject line.

- You will receive an invitation email from "SAMS". Please watch for this invitation as it is date-sensitive. You have only a short window to respond to CDC to activate your log-on ID.

- If you do not receive an email like this one from "SAMS" within two weeks of requesting access from us, please send another email to: OICPContracts@doh.wa.gov, this time with "2nd request; need PEAR access" in the subject line.

All VFC Compliance Site Visit Reviewers will need access to PEAR in order to conduct your required VFC Visits.



Once you log onto the "SAMS Portal", you will go to the site called "PAPA." This is short for "Program Annual Report and Progress Assessments." You access VFC-PEAR from this page.

In the box toward the bottom of this slide, you will see the Vaccines for Children heading and two links. One link says "VFC-PEAR" and the other says "VFC-PEAR Training Site."

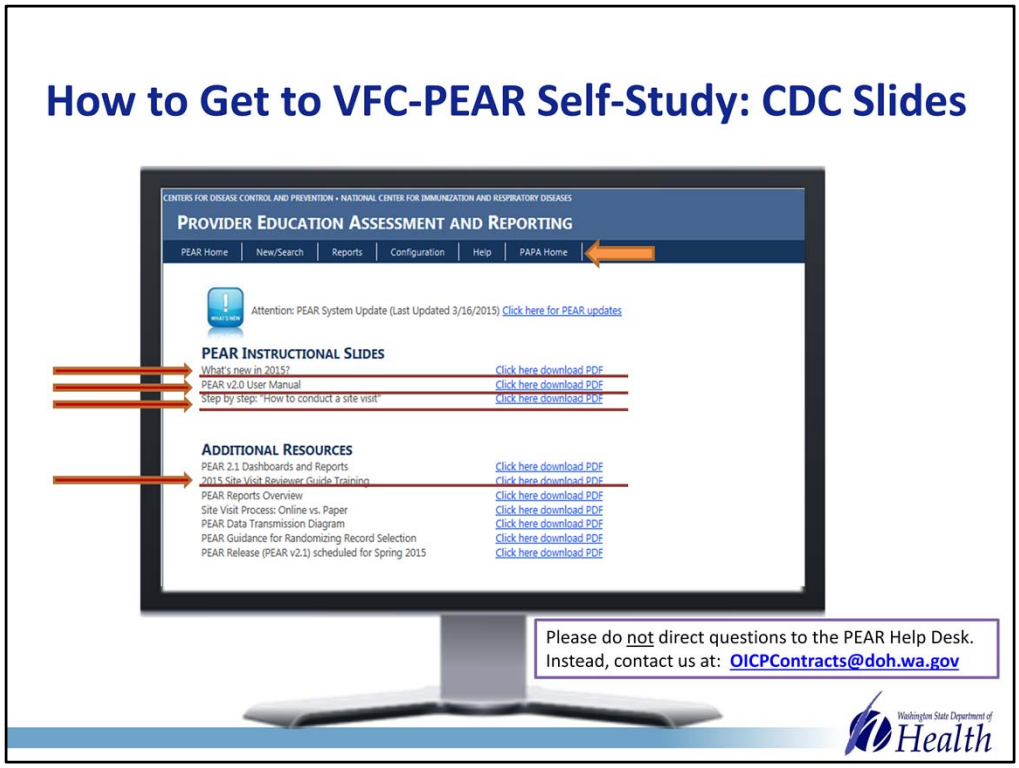
For the most current PEAR training slides, please click on the "**VFC-PEAR**" link. This gives you the best access to the CDC PEAR training tools. Also, CDC keeps this site up-to-date when they make revisions. (This is also the link you will use later where you conduct an **actual** site visit.)

***Note**: You only use the "VFC-PEAR: Training Site" link when you **practice** using PEAR with **mock** providers.

How to Get to VFC-PEAR Self-Study?

Once you log onto the “VFC-PEAR” link, you see a screen similar to this one.

Next, click on the HELP tab at the top of the page. (HELP is next to the arrow.)

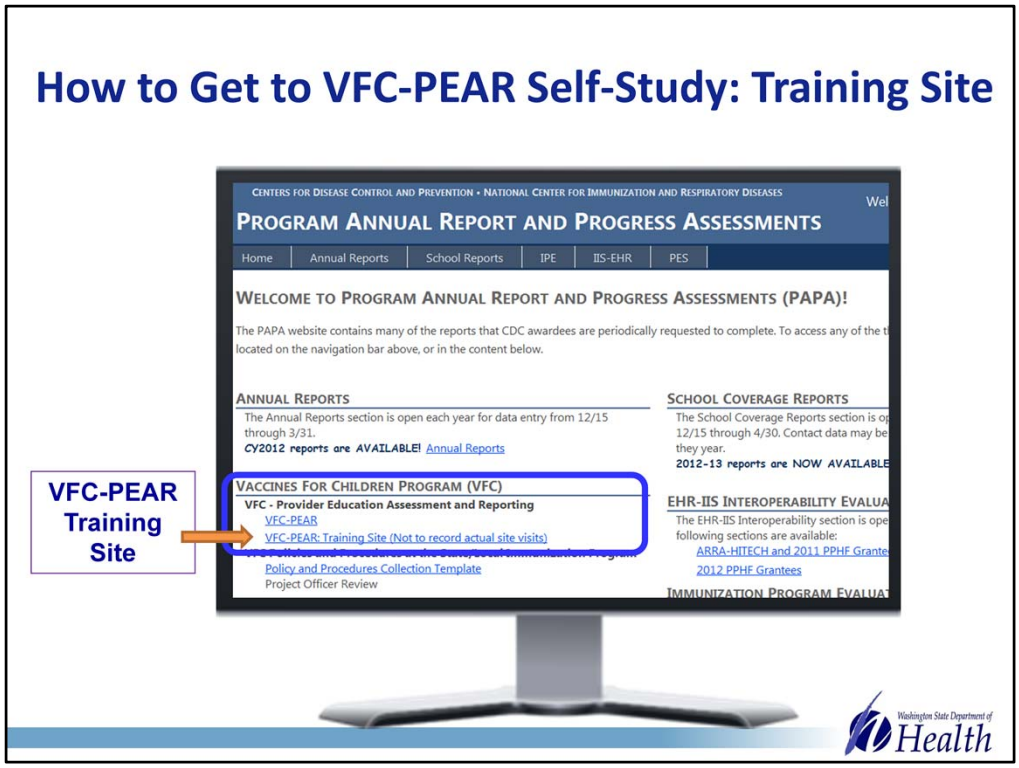


Here you find the new PEAR self-study training slides and documents, including:

- What's new in 2015? – This summarizes the changes for 2015.
- Next is the PEAR version 2.0 User Manual – This document is interactive; it has links you can click on for more information.
- Then is the "Step by Step: How to conduct a Site Visit" slide set. These walk you through each of the site visit steps, from start through finish.
- And then, there is the 2015 Site Visit Reviewer Guide Training which covers each of the questions and gives you tips on corrective actions and follow-up.

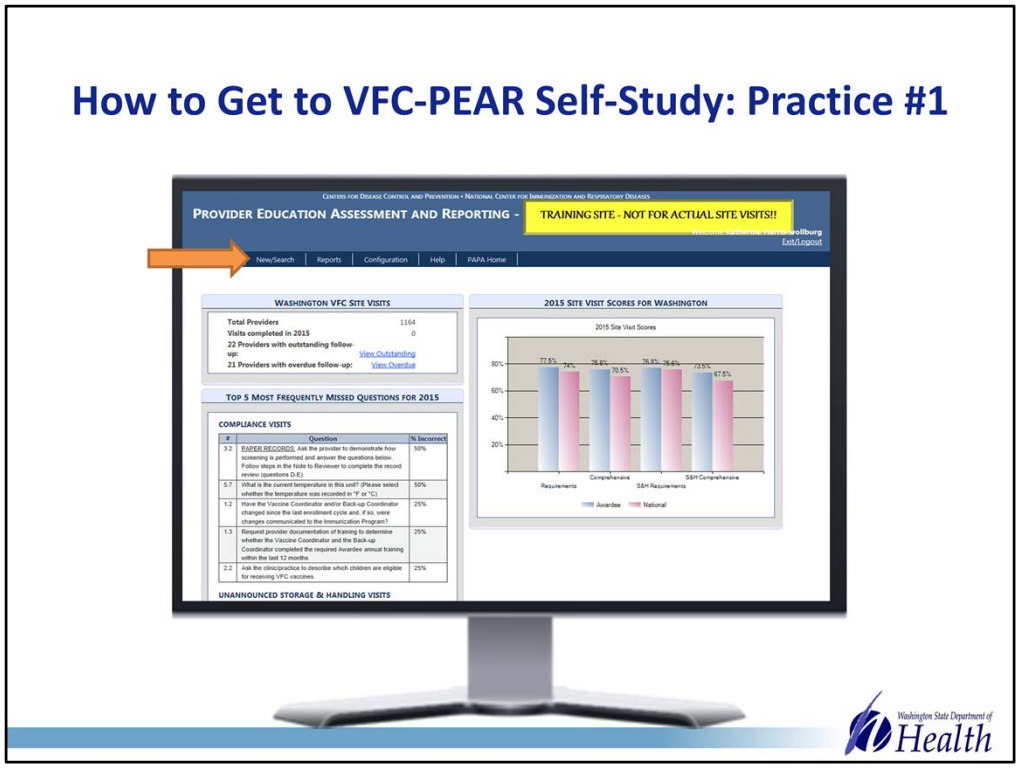
As a side note:
On the actual webpage, there is a link at the bottom of the screen for the VFC PEAR Help desk. Please, if you need help or have questions, we ask you to contact us instead of CDC. That way we can track if reviewers are having similar problems. This also allows us to see if there is a bug in the system and/or there are more training needs.

Another very important training piece is to actually practice using PEAR. But to do that, you need to **leave this page** and go back to the **PAPA Home** page. See the arrow at the top of this slide. ("**PAPA Home**" is next to the top arrow.)



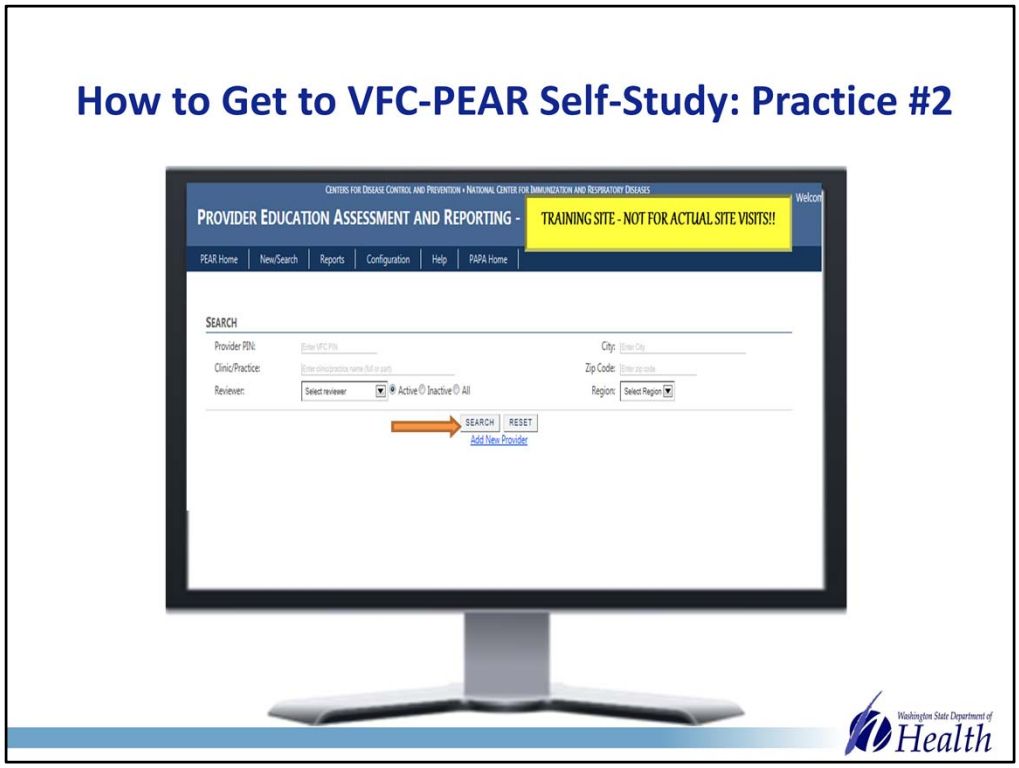
This is the PAPA Home page.

Click on the link for the "**VFC-PEAR Training Site**".



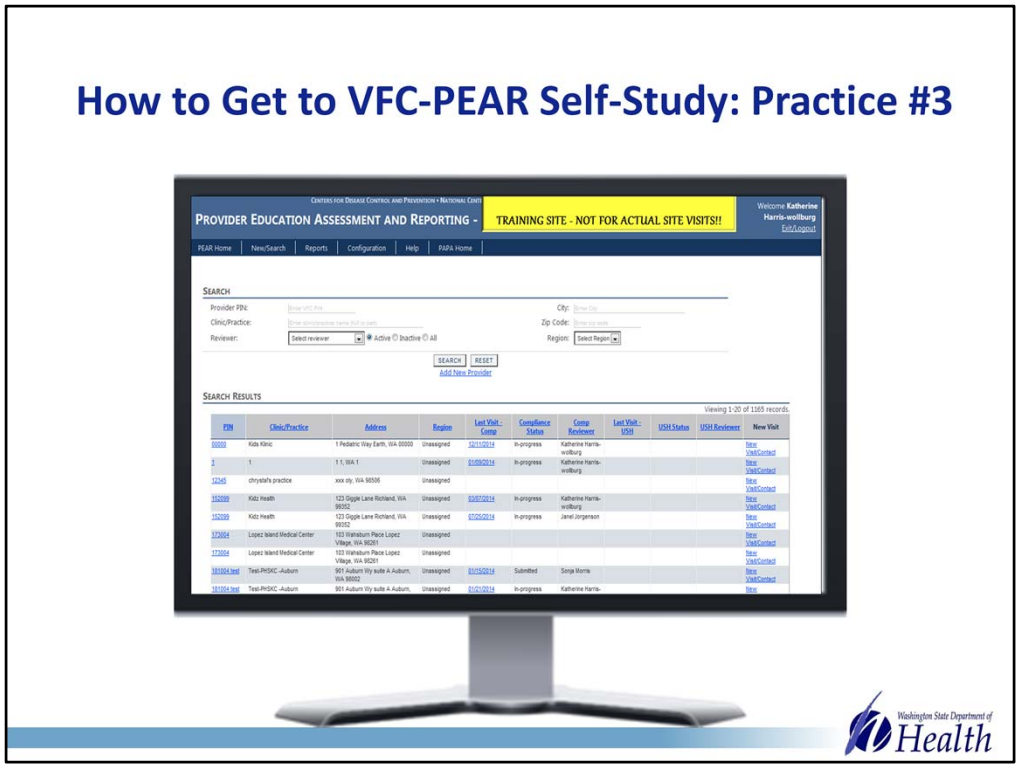
That takes you to a page that looks like this. You immediately know you are on the PEAR Practice Training Site when you see the large yellow box at the top of the page.

Look at the top left hand side of the screen and click on the **New/Search** tab.



That takes you to this page.

Next, click on the box in the middle of the page that says **SEARCH**. (Do not fill in any of the other boxes.)



This takes you to a list of pre-loaded providers where you can **practice** conducting site visits on-line.

(Even though this is a practice site, **please do NOT add any providers**.)

Since there are changes to the PEAR system for 2015, including the flow of the questions, this training site is an important tool for **ALL** reviewers to use, even those of you who conducted visits in 2014.

You will find that practice is going to be your best preparation for conducting site visits in 2015.

Questions?

Please remember to type in your questions. This will give us a record of all the questions for this training.

We will read the question and provide an answer. (If we cannot answer your question during this training, we will get back to you later.)

Now we will look at the things needed to prepare for your site visits.

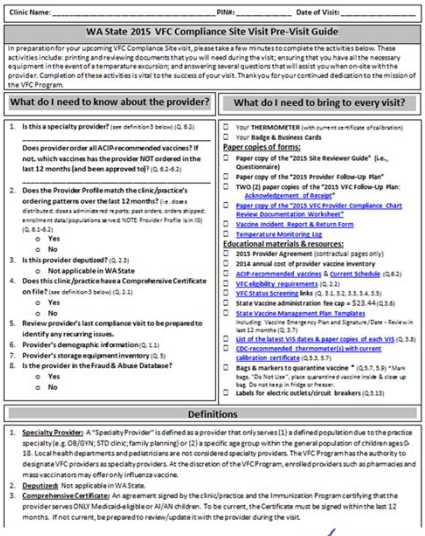
We will talk about:

- Information and educational materials you need to collect **before** you go out on your visit
- The equipment you need to use the **online** PEAR system when in a provider office
- And the paper versions of the PEAR documents that you need to bring to **every** VFC Compliance Site Visit.

Preparing for Your VFC Compliance Site Visit

Information and documents

- The **WA State 2015 VFC Compliance Site Visit Pre-Visit Guide** form
  - It includes tips and links to other materials you need to gather for your visit
  - After current revisions, you can find it on the DOH VFC Site Visit web page



Clinic Name: _____ PIN#: _____ Date of Visit: _____

WA State 2015 VFC Compliance Site Visit Pre-Visit Guide

In preparation for your upcoming VFC Compliance Site visit, please take a few minutes to complete the activities below. These activities include: printing and reviewing documents that you will need during the visit; ensuring that you have all the necessary equipment in the event of a temperature excursion; and answering several questions that will assist you when on-site with the provider. Completion of these activities is vital to the success of your visit. Thank you for your continued dedication to the mission of the VFC Program.

What do I need to know about the provider?

1. **Is this a specialty provider?** (see definition 3 below) (Q. 6.2)

   _____

   Does provider order all ACIP-recommended vaccines? If not, which vaccines has the provider NOT ordered in the last 12 months (and been approved to)? (Q. 6.2-6.2)

   _____

2. **Does the Provider Profile match the clinic/practice's ordering patterns over the last 12 months?** (i.e. doses distributed; doses administered reports; past orders; orders shipped; enrollment data/populations served; NOTE: Provider Profile is in IS) (Q. 6.1-6.2)
   - Yes
   - No
3. **Is this provider deputized?** (Q. 2.3)
   - Not applicable in WA State
4. **Does this clinic/practice have a Comprehensive Certificate on file?** (see definition 3 below) (Q. 2.1)
   - Yes
   - No
5. **Review provider's last compliance visit to be prepared to identify any recurring issues.**
6. **Provider's demographic information** (Q. 1.1)
7. **Provider's storage equipment inventory** (Q. 5)
8. **Is the provider in the Fraud & Abuse Database?**
   - Yes
   - No

What do I need to bring to every visit?

- ☐ Your **THERMOMETER** (with current certificate of calibration)
- ☐ Your **Badge & Business Cards**

Paper copies of forms:

- ☐ **Paper copy of the "2015 Site Reviewer Guide" (i.e., Questionnaire)**
- ☐ **Paper copy of the "2015 Provider Follow-Up Plan"**
- ☐ **TWO (2) paper copies of the "2015 VFC Follow-Up Plan: Acknowledgement of Receipt"**
- ☐ **Paper copy of the "2015 VFC Provider Compliance Chart Review Documentation Worksheet"**
- ☐ **Vaccine Incident Report & Return Form**
- ☐ **Temperature Monitoring Log**

Educational materials & resources:

- ☐ **2015 Provider Agreement** (contractual pages only)
- ☐ **2014 annual cost of provider vaccine inventory**
- ☐ **ACIP-recommended vaccines** & **Current Schedule** (Q.6.2)
- ☐ **VFC eligibility requirements** (Q. 2.2)
- ☐ **VFC Status Screening links** (Q. 3.1, 3.2, 3.3, 3.4, 3.5)
- ☐ **State Vaccine administration fee cap = $23.44** (Q.3.6)
- ☐ **State Vaccine Management Plan Templates**
  Including: Vaccine Emergency Plan and Signature / Date - Review in last 12 months (Q. 3.7)
- ☐ **List of the latest VIS dates & paper copies of each VIS** (Q. 3.8)
- ☐ **CDC-recommended thermometer(s) with current calibration certificate** (Q.5.3. 5.7)
- ☐ **Bags & markers to quarantine vaccine *** (Q.5.7, 5.9) *Mark bags: "Do Not Use", place quarantined vaccine inside & close up bag. Do not keep in fridge or freezer.
- ☐ **Labels for electric outlets/circuit breakers** (Q.5.13)

Definitions

1. **Specialty Provider:** A "Specialty Provider" is defined as a provider that only serves (1) a defined population due to the practice specialty (e.g. OB/GYN; STD clinic; family planning) or (2) a specific age group within the general population of children ages 0-18. Local health departments and pediatricians are not considered specialty providers. The VFC Program has the authority to designate VFC providers as specialty providers. At the discretion of the VFC Program, enrolled providers such as pharmacies and mass vaccinators may offer only influenza vaccine.
2. **Deputized:** Not applicable in WA State.
3. **Comprehensive Certificate:** An agreement signed by the clinic/practice and the Immunization Program certifying that the provider serves ONLY Medicaid-eligible or AI/AN children. To be current, the Certificate must be signed within the last 12 months. If not current, be prepared to review/update it with the provider during the visit.

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All reviewers should use the WA State 2015 Pre-Visit Guide to help prepare for their VFC Compliance Site Visits.

This checklist includes items you will need for your visit, such as, your:

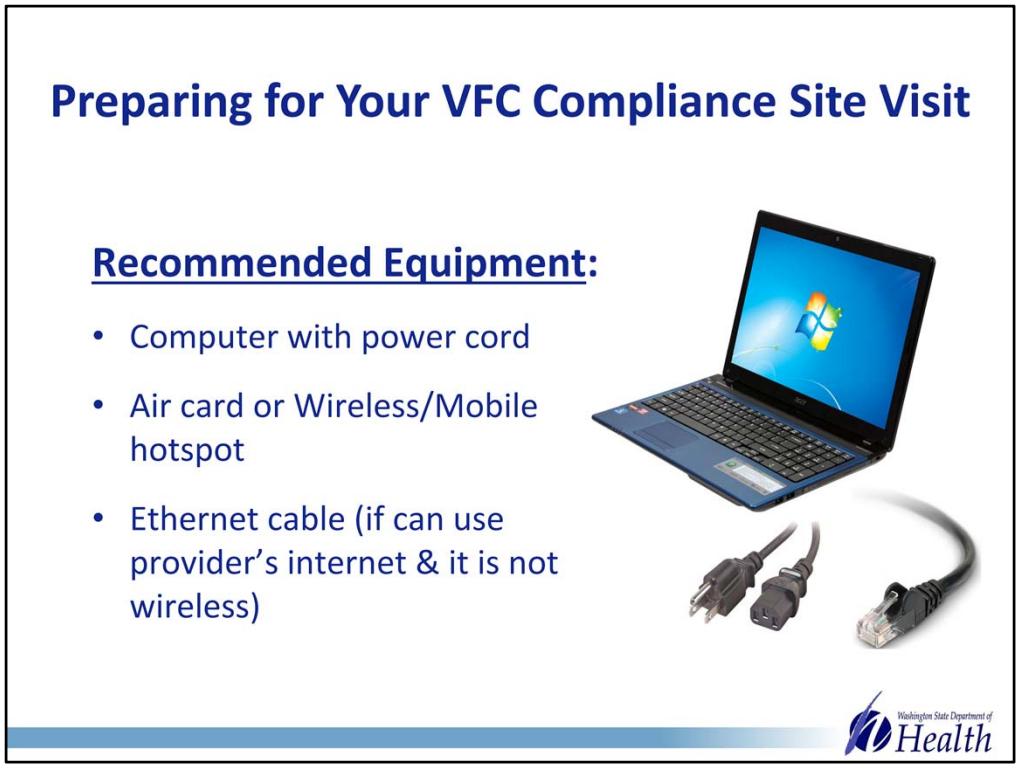
- Badge and business cards
- Your thermometer with current calibration certificate
- Labels for outlets and circuit breakers

It also has links to documents and materials you need to bring with you:

- The "2015 VFC Compliance Chart Review Documentation Worksheet"
- The WA State Vaccine Management Plan templates
- The WA State documents that provide storage and handling guidance
- And other educational materials that will help you address any issues the provider may be having

NOTE: This form is currently being revised. When completed, you can find it on the DOH VFC Site Visit web page.

We have also updated sample pre-visit letters you can use for setting up your visits.



Before you conduct your site visit, **PLEASE** make sure you have the proper computer equipment to successfully use the online VFC-PEAR system in the provider's office.

You need:

- Your computer laptop with all appropriate cords to connect to power and any external devices you may want to use. [For example, your smart phone for a mobile hotspot and a printer (**IF** you have these).]
- NOTE: some people have had success using a Tablet instead of a laptop.

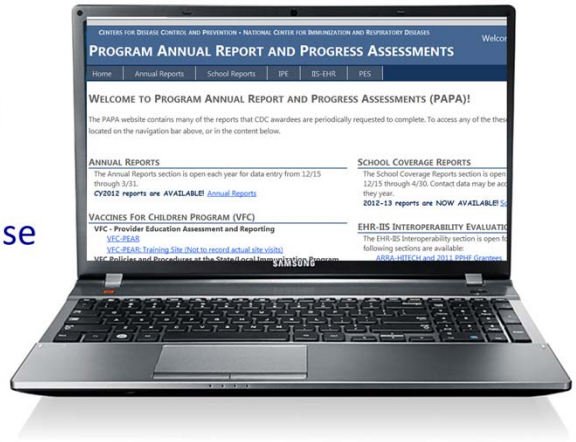
You also need access to the internet.

- This could be via: your Air card or iPhone to create your own mobile hotspot
- You could also check with the provider ahead of time to see if you can use his or her internet connection If **Yes,** find out if it's wireless or if you'll need an Ethernet cable.
- FYI: Some people have found that the 'SAMS Portal' will time out after about 15 minutes of no activity. If this happens, you have to log back in. You can use the paper version instead, if this becomes an issue.

Preparing for Your VFC Compliance Site Visit

★**IMPORTANT:**
Test your computer before you go out!!!

- Same computer and equipment you will use for the site visit
- Log into VFC-PEAR using: https://sams.cdc.gov



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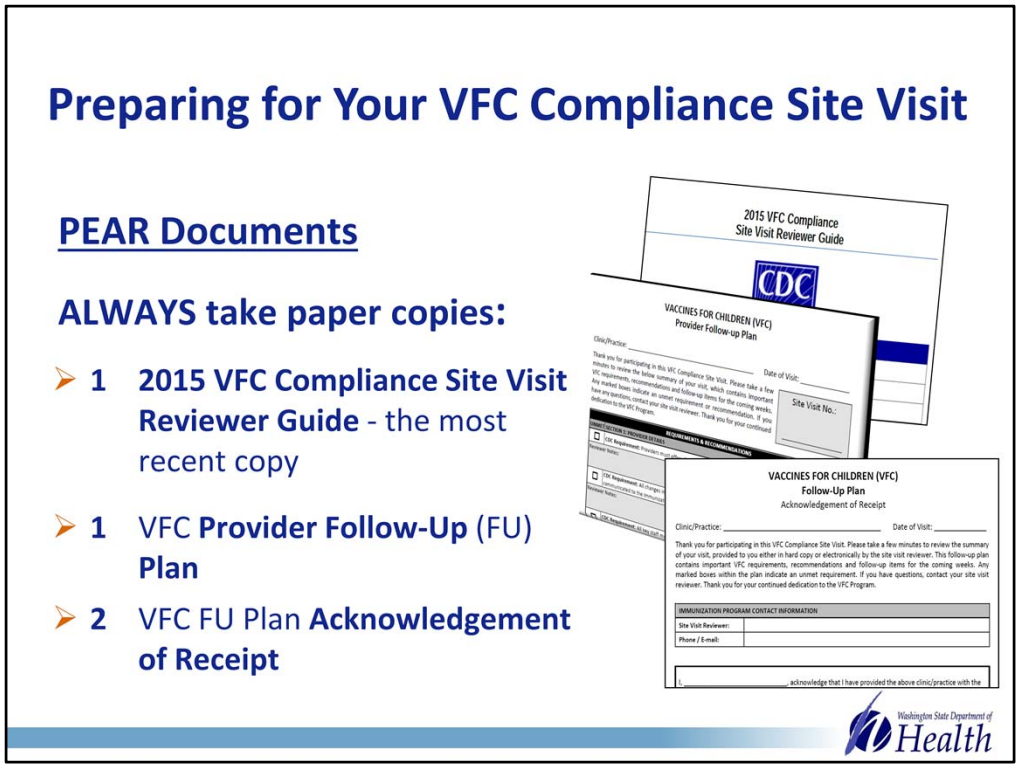
It is **CRITICAL** to test out the actual computer (or Tablet) you will be using.

As well as, actually logging into SAMS and onto VFC-PEAR **BEFORE** going out on your site visit.

PLEASE, give yourself the time to do this as some reviewers have had problems when logging into SAMS and onto VFC-PEAR for the first time on their laptop.

We recommend you use this URL when logging into SAMS, both at your office and at the provider site. (You can also click on this link.)



Always take paper copies of these PEAR Documents with you on your site visits:

- **1** copy of the 2015 VFC Reviewer Guide (formerly known as *"the questionnaire")*
- **1** copy of the VFC Provider Follow-Up Plan
- And **2** copies of the VFC Follow-Up Plan **Acknowledgement of Receipt**

Even if you plan to use a computer to conduct the site visit, you need to bring paper copies of these documents JUST IN CASE you find yourself with no or interrupted internet access.

This can happen more often than you might expect, especially in organizations with strong firewalls.

2015 VFC Compliance Site Visit Reviewer Guide

- Always take paper versions of the PEAR documents
- If no internet or interrupted access:
  - ✓ Complete paper version
  - ✓ Take it with you; do not leave it with provider
  - ✓ Enter info into PEAR – online within 10 business days

PEAR – paper version

2015 VFC Compliance
Site Visit Reviewer Guide

CDC

PLEASE COMPLETE THIS TABLE PRIOR TO EACH VISIT	
Clinic/Practice:	
Date of Visit:	
Site Visit Reviewer:	
Clinic/Practice staff interviewed:	

SITE VISIT REVIEWER GUIDE TABLE OF CONTENTS

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The paper version of the **2015 Site Visit Reviewer Guide** looks like this. Remember to take the most current version with you to every site visit.

If you have no (or interrupted) internet access, you can complete the paper version.
Read the questions carefully as you will not have the advantage of the online system to walk you through each question. (Note: The paper version does have the 'root cause analysis' and the corrective action steps for when there is an incorrect response.)

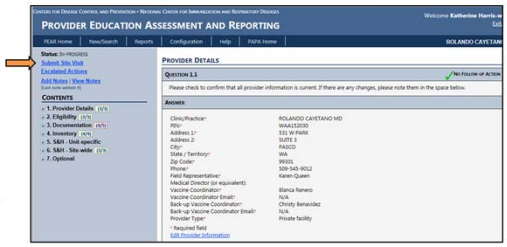
- Take the paper Reviewer Guide *(aka 'questionnaire')* back to your office. Do not leave it with the provider.

2015 VFC Compliance Site Visit Reviewer Guide

Enter the provider responses into PEAR online

- Enter responses carefully.
- If you must make changes, you can, but only within 10 business days from the initial visit date.
- Click on the **Submit Site Visit** tab (see arrow).
- Do not send this to DOH.

PEAR - online



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If using PEAR online during your visit, enter the provider responses on your computer/tablet.
If using the paper version, enter the responses into PEAR when you return to the office. You have 10 business days from the initial visit to get the data in.

Enter the responses carefully. You may make a change **IF** you must, **but** only within the 10 business day limit.

After you have entered all the information from the PEAR paper version into the PEAR-Online system, and you click on "Submit Questionnaire", then the site visit is in PEAR to stay. I put a picture here to show you what the online system looks like where you will click on Submit Site Visit (see the orange arrow).

Do not send the paper Reviewer Guide to DOH. You can choose whether or not to save the paper documents, based on your agency or LHJ policy.

Provider Follow-Up Plan

- Take PEAR-paper version
- If no internet access:
  - ✓ Complete paper version
  - ✓ Go over with staff <u>and</u> medical director* before you leave
  - ✓ Leave a copy
  - ✓ Do <u>not</u> send to DOH
  - ✓ Can print and send PEAR-generated Follow-Up Plan

PEAR - paper

VACCINES FOR CHILDREN (VFC)
Provider Follow-up Plan

Clinic/Practice: _____ Date of Visit: _____

Thank you for participating in this VFC Compliance Site Visit. Please review the summary of your visit below. First you will see a list of the VFC requirements assessed during the visit – those for which the box has been checked were "unmet" at the time of your visit. Some of the requirements contain follow-up items for you to complete in the coming weeks (only if the requirement was unmet). Immediately following the list of requirements, you will find the 2015 CDC Storage & Handling Recommendations. If you have any questions, please contact your site visit reviewer. *Thank you for your continued dedication to the VFC Program.*

Unmet	VFC REQUIREMENTS – SECTION 1: PROVIDER DETAILS
☐	All changes in key staff (i.e. Vaccine Coordinator and Back-up Coordinator) must be communicated to the Immunization Program. (Q.1.2) Notes:
☐	All key staff (i.e. Vaccine Coordinator and Back-up Coordinator) must undergo Awardee annual training on VFC program requirements. Training must be documented. (Q.1.3) Notes:
Unmet	**VFC REQUIREMENTS – SECTION 2: ELIGIBILITY**
☐	If permitted by awardee policy, providers who serve ONLY Medicaid-eligible or AI/AN children must have a signed Comprehensive Certificate on file. The Certificate must be verified and renewed annually. (Q.2.1) Required Actions: ☐ Submit to awardee a current, signed Comprehensive Certificate that certifies that they serve ONLY AI/AN or Medicaid eligible children. Due Date: Two weeks _____ Notes:
☐	Clinics/practices must possess a working knowledge of ALL VFC eligibility criteria and use those criteria to screen children prior to administering VFC vaccines. (Q.2.2) Notes:
☐	Clinics/practices must adhere to proper billing practices for vaccine administration fees and clearly understand VFC vaccine is provided at no cost both to the provider and eligible children. At no time should billing occur for the cost of VFC vaccine. (Q.2.3) Notes:
Unmet	**VFC REQUIREMENTS – SECTION 3: DOCUMENTATION**
☐	Providers must properly document eligibility status (including eligibility category) at each immunization visit. Providers must use screening results to ensure that only VFC-eligible children receive VFC vaccine and that proper billing practices associated with the VFC Program are followed. Eligibility documentation must be maintained for a minimum of three years from the date of the patient visit. Eligibility status must be readily available to staff administering vaccine prior to selecting which vaccine stock to use. (Q.3.2/3.4) Notes:
☐	All providers must maintain immunization records in accordance with federal law. Records must contain ALL of the following elements: (1) name of vaccine administered; (2) date vaccine was administered; (3) date VIS was given; (4) publication date of VIS; (5) name of vaccine manufacturer; (6) lot number; (7) name and title of person who administer the vaccine; (8) address of clinic where vaccine was administered. (Q.3.3/3.5) Notes:

Page 1 of 4 Latest Release: 01/05/2015

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This is what the PEAR-paper version of the Provider Follow-Up Plan looks like. You need to take a paper copy of this with you to every site visit, in case you do not have internet access.

If you don't have internet access or a printer, you will need to complete this by hand. Fill it in carefully using the responses to the Reviewer Guide. Double-check your work.

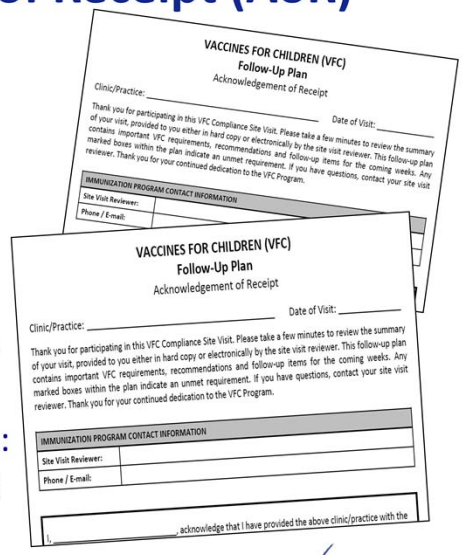
Go over it with provider staff before you leave their office **and** review it with the Medical Director, or a designee, who can (and will) take full responsibility for assuring the Follow-Up Plan is completed and understands the required corrective actions and time limits.

Have one of the office staff make a copy for you. Leave one with the provider and take one for your own records. Do <u>NOT</u> send this to DOH.

After you have entered the site visit into the PEAR online system, you can print out a copy of the PEAR-generated Follow-Up Plan and send it to the Medical Director (or other designee).

VFC Follow-Up Plan Acknowledgement of Receipt (AoR)

- You sign both paper 'AoR' forms.
- Medical Director (or other person with authority) signs both forms.
- Leave one at the provider's office and take one with you.
- Within 10 business days of initial site visit, email copy to: **OICPContracts@doh.wa.gov**



VACCINES FOR CHILDREN (VFC)
Follow-Up Plan
Acknowledgement of Receipt

Clinic/Practice: _____ Date of Visit: _____

Thank you for participating in this VFC Compliance Site Visit. Please take a few minutes to review the summary of your visit, provided to you either in hard copy or electronically by the site visit reviewer. This follow-up plan contains important VFC requirements, recommendations and follow-up items for the coming weeks. Any marked boxes within the plan indicate an unmet requirement. If you have questions, contact your site visit reviewer. Thank you for your continued dedication to the VFC Program.

IMMUNIZATION PROGRAM CONTACT INFORMATION	
Site Visit Reviewer:	
Phone / E-mail:	

I, _____, acknowledge that I have provided the above clinic/practice with the

Washington State Department of Health

This is what the "VFC Follow-Up Plan **Acknowledgement of Receipt"** (or AoR) looks like. Remember to take two paper copies with you to every visit.

BEFORE you leave the office (and after you have gone over the Follow-Up Plan), sign both AoRs and then have the medical director sign both forms.

If the medical director is not available to sign, another person can sign **if** they have authority to act on behalf of the organization.

Leave one signed AoR with the provider office and take the other back to your office for your records.

AND within 10 days of the initial site visit, you need to email a copy of the signed AoR to our "OICP Contracts" mailbox. Please include the PIN# and the letters "AoR" in the subject line.

Remember: You need to do this for EVERY site visit.

VFC Follow-Up Plan
Acknowledgement of Receipt (AoR)

- No Medical Director in attendance?
  - You can use electronic signatures as long as the Medical Director (or other authorized person who can make changes to office practices) actually receives the Follow-Up Plan

- Remember to send a copy of the signed AoR to OICPContracts@doh.wa.gov (with the PIN# and 'AoR' in the subject line). This is due **within 10 business days of the initial visit**

If you do not have a Medical Director (or authorized person) attending the site visit, you can leave one of the signed AoRs with the office staff and send the electronic version of the Follow-Up Plan to the Medical Director asking that they sign the AoR and send it back to you.

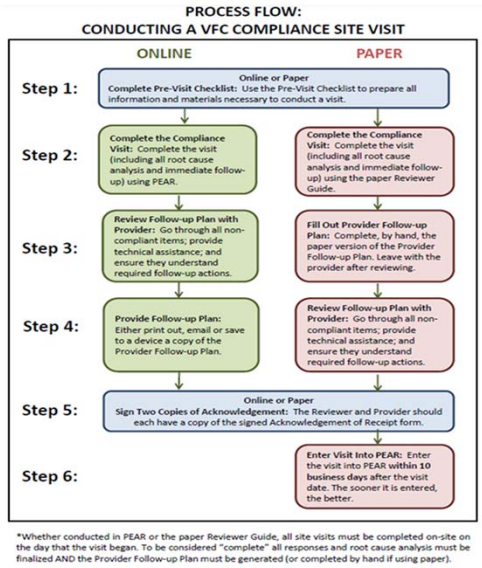
The Director (or other person with the authority to make changes in that office) can use an electronic signature. However, you want to be sure that person actually receives the Follow-Up Plan. You will find this signed document to be very important if this office has trouble meeting their follow-up deadlines later on.

Again, you keep one signed AoR for your records. Also make a copy and send it to us via the OICPContracts email box **within 10 business days** of the initial visit.

TIP: It may be easier to just ask that the medical director (or designee) be available at the end of the site visit for about 15 minutes to go over the findings.

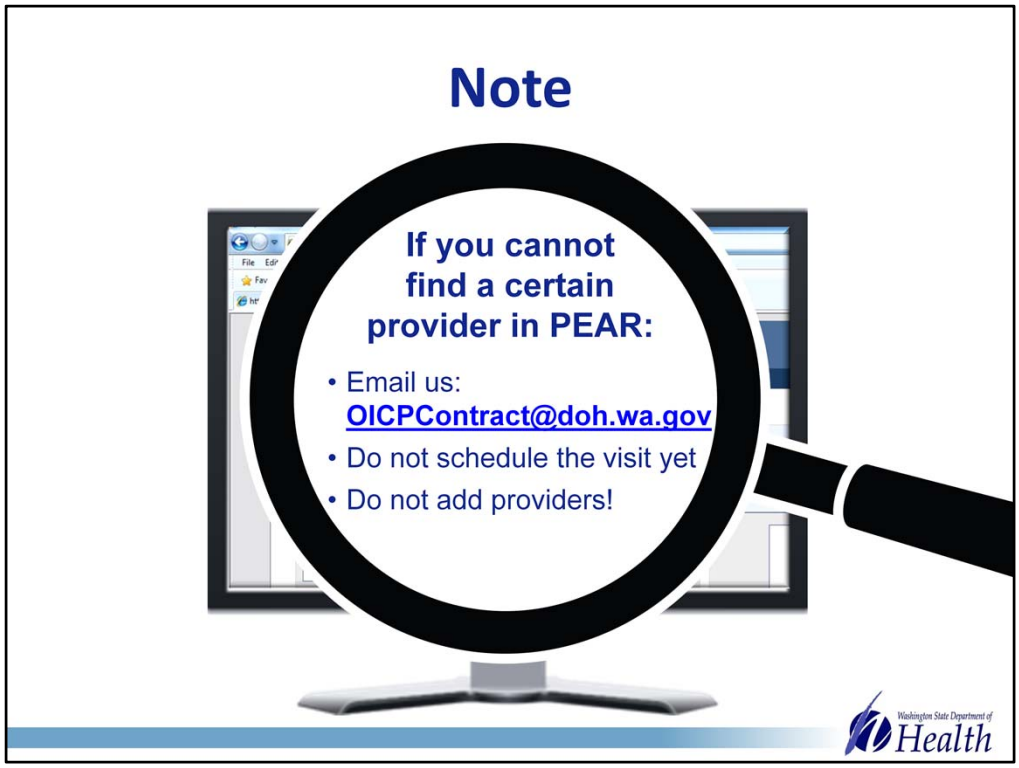
Using "VFC-PEAR": Paper vs. Online

- Handy guide comparing different steps reviewer takes when using the PEAR online system vs. the paper version
- This document is on the PEAR Help Page & the DOH VFC Site Visit web page



Use this handy chart as a guide to completing a VFC Compliance Site Visit whether you use the PEAR online system or the paper process.

You will find it is a very helpful tool. This document is on Help page in PEAR and the DOH VFC Site Visit web page.



Please do not add any providers or PINs into PEAR.

If you cannot find the provider you are looking for, it is very important that you DO NOT add that provider.

Instead send an email to the OICP Contracts mailbox.

We ask that you do not schedule a visit until you have connected with us. There is generally a good reason you cannot find the provider listed.

For example, if it is a new provider, it may be that they have not yet completed the entire enrollment process.

TIP: If you are doing a search for a provider and have not seen the provider yet, do not put your name in the reviewer box. Putting your name in the reviewer box limits the search to only the sites you have already visited.

Questions?

Washington State Department of Health

Please type in your questions.

Requirements for Conducting VFC Site Visits

ALWAYS:

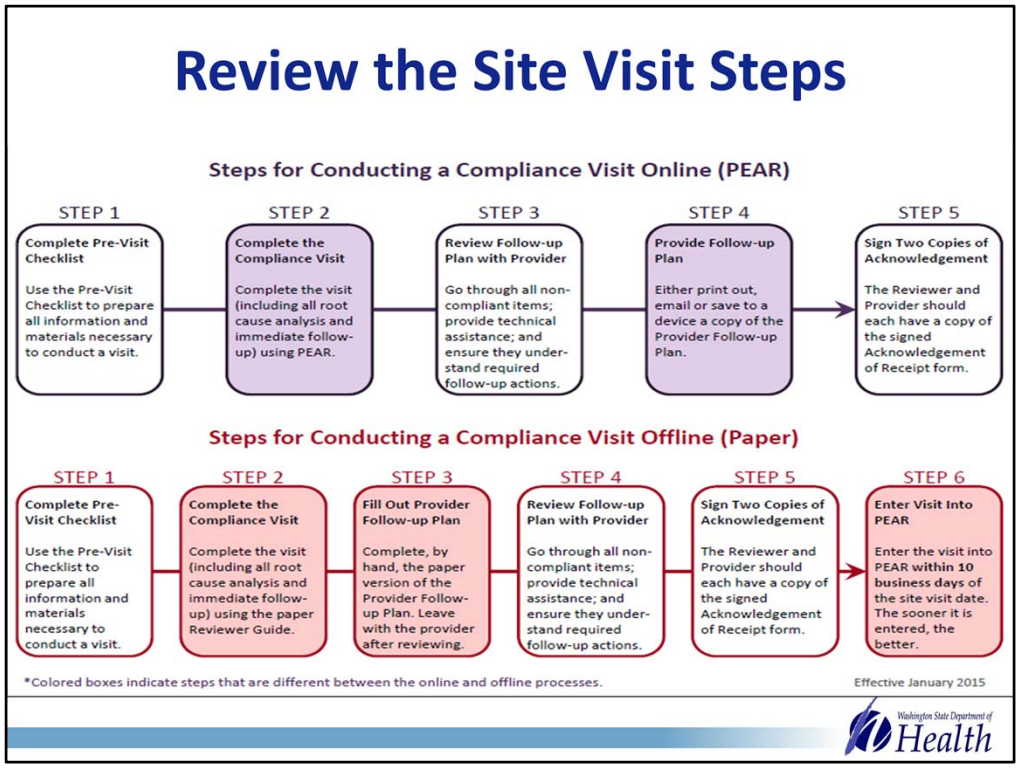
1. Prepare before you go out on your site visit
2. Take paper copies of all PEAR documents
3. Send copy of signed Acknowledgement of Receipt (AoR) to OICPContracts@doh.wa.gov **within 10 business days** of the initial visit
4. If you use the paper version of the 2015 Reviewer Guide, you must enter it into PEAR **within the same 10 day limit**
5. When you complete the online version of the 2015 Reviewer Guide, remember to click on Submit Site Visit
6. If follow-up is required after the Visit, make sure it is completed within the time limit PEAR gives you

Washington State Department of Health

ALWAYS:

1. Prepare before you go out on your site visit; the more prepared you are, the smoother the visit will go
2. Take paper copies of all the PEAR documents: the Reviewer Guide, the Provider Follow-Up Plan & the AoR. Take these even if you plan to use the computer, as you may find you do not have internet access as you had hoped.
3. Send a copy of the signed Acknowledgement of Receipt (or AoR) to the OICP Contracts mailbox **within 10 business days** of the initial visit. Last year a number of you did not do this. This year, we will be monitoring this more closely.
4. If you use the paper version of the 2015 Reviewer Guide, you must enter it into PEAR **within the same 10 day limit.** Changes to PEAR are discouraged. IF you must make a change, it can only be done within 10-business days from the initial visit. [Do you see a trend here with the 10 business day limit??] ☺
5. When you complete the online version of the 2015 Reviewer Guide, remember to click on Submit Site Visit when you are done entering the responses. If you missed entering anything, the system will take you back to those questions.
6. If there is follow-up for the provider to complete after the Visit, it is your responsibility to assure that follow-up is completed and within the timelines that PEAR gives you. Do not let the Follow-Up go. This is an important part of completing the SV. You can put reminders on your calendar, but do not wait until the last minute to start reminding the provider office.

NOTE: We will be monitoring Outstanding Follow-Up in 2015. (As an FYI - CDC also monitors this and so do the auditors.)



On the top row, you can see the steps for conducting the VFC Site visit using the **PEAR online** system.
The steps are:

1) Complete the Pre-Visit Checklist
2) Complete the Visit using the 2015 Reviewer Guide online
3) Review any Follow-Up needed with the provider
4) Provide a copy of the Follow-Up Plan to the provider, and
5) Sign two copies of the Acknowledgement of Receipt (or AoR). Another part to Step #5 is to send an electronic <u>copy</u> of the signed AoR to our contracts mailbox .

The bottom row shows the steps to use for conducting the site visit using the paper documents.

Here you can see that Step 2, 3 and 6 are different from the online process.

- In Step 2, the reviewer uses the paper version of the 2015 Reviewer Guide,
- In Step 3, the reviewer fills out a paper version of the Follow-Up form
- And in Step 6, the reviewer must enter the responses from the paper document into the online version of PEAR
- Remember, you need to do this within 10 business days.

Again, part of step #5 is sending an electronic copy of the signed AoR to our contracts mailbox.

Some Other Things to Know About…

Eligibility and Billing:

In Washington State, all children are 'eligible' for public-purchase vaccine regardless of insurance status

"Underinsured" children do NOT need to be sent to a FQHC or RHC

State insured children ('CHIP')

- Are considered insured when documenting VFC status
- When billing the administration fee, the provider needs to follow what the patient's insurance/managed care plan requires

Maximum amount a non-Medicaid VFC-eligible child can be charged for administration of vaccine is **$23.44 per dose**

Washington State Department of Health

A note about Eligibility and billing for WA State

In WA State, all children are 'eligible' for public purchase vaccine, regardless of their insurance status

Underinsured children do NOT need to be sent to a Federally qualified health center or a rural health clinic

You may see "CHIP" when reviewing patient records. This is the State's Children's Health Insurance Plan.

- These kids are considered "insured" when documenting VFC status
- When the provider bills the administration fee, they need to follow what the patient's insurance or managed care plan requires.

This would be the same for any insured child.

Some More Things to Know About…

Escalated actions:

- You can put a hold on a vaccine order if a provider is not complying with the CDC required follow-up
- For all other options, please discuss with DOH first

Documentation and EMRs:

- It is the provider's responsibility to document VFC screening and vaccine info for each and every immunization visit; it is federal law
- If their EMR does not (or cannot) do this within the number days PEAR allows to resolve this issue, then they need to come up with a 'work around' until their EMR can meet the requirement

Washington State Department of Health

Escalated actions:

- You can put a hold on a provider's vaccine order if they are not addressing the corrective actions from the VFC Compliance site visit.
- This is often a very good incentive for the provider staff.
- For all other options of escalated action (such as pulling their vaccine), please discuss with us first so we know about it. There have been cases where the provider becomes very defensive of what they see as "their" vaccine and calls to complain.

Documentation and EMRs:

- It is the provider's responsibility to document VFC screening and vaccine info for each and every immunization visit. This federal law is in effect even if the provider's EMR does not (or cannot) show this documentation.
- If their EMR cannot be modified within the number of days PEAR allows to resolve this issue, then the provider office needs to come up with a 'work around' until their EMR can meet the requirement

Documentation: Why all the fuss?

- Although documentation can seem burdensome, it is the only way to verify provider actions, behaviors and/or processes
- The site visit should be a combination of probing conversation followed by verification of relevant documentation
- For example: You would never deposit $500 at the bank if you weren't certain that the bank carefully documented exactly how much money was associated with your account or if you weren't absolutely sure you would be able to withdraw those $500 when you needed them
- Similarly, when we entrust 500 doses of VFC vaccine to providers, we expect that they use care in all associated documentation and that, ultimately, those 500 doses are viable and are available to the children entitled to receive them

Washington State Department of Health

A couple notes about why documentation is so important.

I love the example in this slide about depositing $500 into a bank that is not documenting how much money is in your account.

Documentation is just as important when we entrust 500 doses of vaccine to a provider.

Documentation: Why all the fuss?

- **Lack of documentation during a visit results in:**
  - ✓ Reliance on the memory of individual provider and/or reviewer staff
  - ✓ Possible loss of data if individuals with information leave the provider office
- **Documentation provides:**
  - ✓ Tangible verification
  - ✓ Program accountability
  - ✓ A reliable information trail

Washington State Department of Health

I also have to share this cartoon. I cannot tell you how many times I have been in a provider office and I have heard, "Oh, THAT is Mary's job" OR "I'm the person who takes care of all of that and I know what to do."

Documentation <u>IS</u> important!!

Some Other Things to Know About…

Provider and Staff Changes:

When a Provider Changes Locations/Sites:

They cannot just change locations without your reviewing the new location to assure that:

- ✓ All vaccine storage equipment is appropriate and in proper working order
- ✓ All staff are properly trained for the new location
- ✓ All vaccine management plans are updated (including the emergency plan)

Staff Changes:

As providers need to inform you of immunization staff changes, we ask that you also let us know of changes in your immunization staff

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When a Provider Changes Locations/Sites:
They cannot just decide to move and change locations without your reviewing that new location to assure that:

- ✓ all the vaccine storage equipment is appropriate and in proper working order
- ✓ all staff are properly trained for the new location
- ✓ all vaccine management plans are updated (including the emergency plan)

As providers need to inform you of immunization staff changes, we ask that you also let us know of any change to your immunization staff

Where to Get More Info and Ongoing Support

- **VFC-PEAR Help page** (self-study PEAR training slides)
- **VFC-PEAR Training Site** (practice site visits)
- **Monthly Reviewer Technical Assistance calls –**
  - **Resume on Thursday February 19**
  - **Continue on third Thursday each month (1:30-2:30pm)**
- **DOH VFC Compliance Site Visit Reviewer web page**

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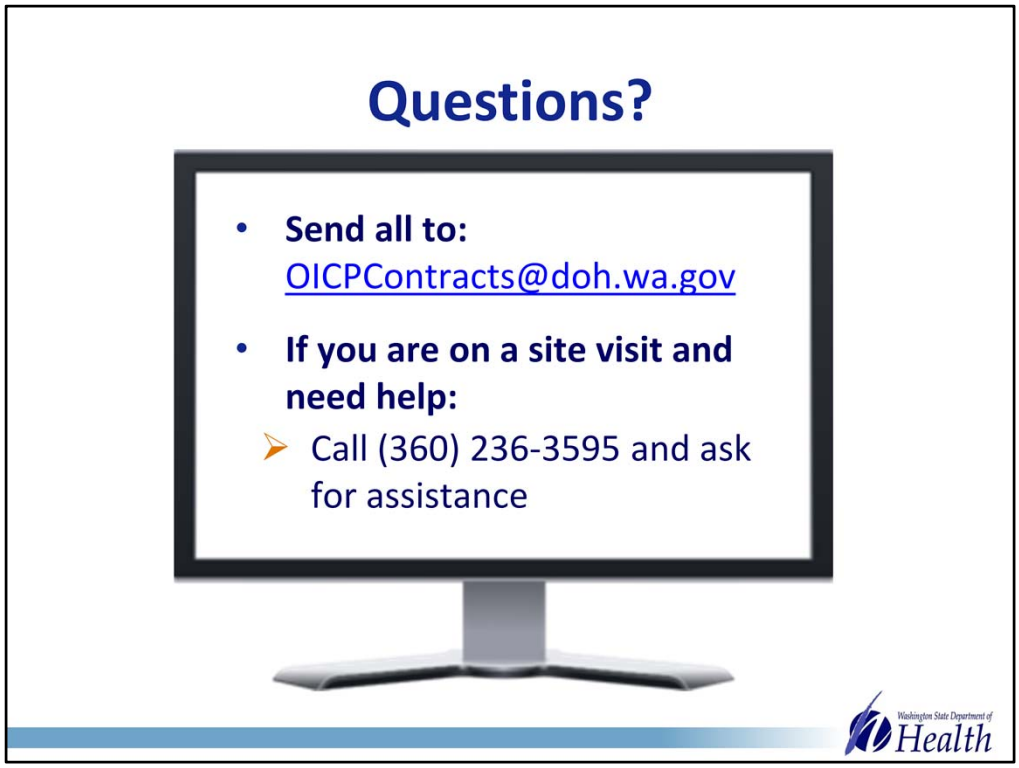
You can get more info on:

- The VFC-PEAR Help page (including self-study PEAR training slides & documents
- The VFC-PEAR Training Site (where you can actually practice conducting site visits online)
- Also we are resuming the Monthly Reviewer Technical Assistance calls –
  - The first one is on Thursday February 19 from 1:30 to 2:30pm
  - We will continue to hold these TA calls on the third Thursday each month (again from 1:30-2:30pm)
- We are working on the DOH VFC Compliance Site Visit Reviewer web page to make it more user friendly and we will have links to documents there.



If you have ANY questions, please send them to the OICP contracts mailbox. We have had some shifting of staff so you are more likely to get your question answered if you send it to the Contracts mailbox.

If you're on a site visit and need help, call this number and tell the operator you're at the provider office doing a VFC site visit and you need assistance. (The admin staff are very good at finding someone who can help.)

Please remember, the 2015 VFC-PEAR changes are new for us too. Please be patient. We are working to help you in the best possible way.

Coming Soon.

VFC Site Visit Reviewer Technical Assistance (TA) Calls are every 3rd Thursday of the month, from 1:30-2:30p

- We cover hot topics
- We cover questions you have regarding your site visits and PEAR
- Please send your questions before the next call so we can have answers ready. Send them to - OICPContracts@doh.wa.gov

Questions?

Questions?
If you have questions after this training, remember to send them to OICPContracts@doh.wa.gov.

Thank you!

Washington State Department of Health

Thank you for attending this Training.

PUBLIC HEALTH

ALWAYS WORKING FOR A SAFER AND HEALTHIER WASHINGTON

If you have a disability and need this document in another format, please call 1-800-322-2588 (711--TTY relay). 348-500

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