

VTrckS Provider Readiness

Brad Prescott



Program Managers Meeting 2012

The proposed provider rollout schedule allows all grantees until Sept 2013 to transition providers to VTrckS

2



	2010		2011										2012					2013		
	DEC	...	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	...	SEP
CDC/ Pilots																				
Spend Plan																				
Grantees						CNMI Guam	AL NE VI	DC VT	MO NH SA			CT NV	IN	KY	AS Mis Micro Palau					
Providers								VM 5-12	VM 6-12	VM 7-12	VM 8-12			VM 11-12	VM 12-12	VM 1-13	VM 2-13			

Grantee Pilot Period	Grantee Transition to Spend Plan	Grantee Must Start to Transition Providers ¹	Grantee Go-Live	Target goal of 85% of eligible providers on VTrckS
----------------------	----------------------------------	---	-----------------	--

Developing a provider deployment plan is important to prioritize the order that your providers roll on to VTrckS

3

Provider Criteria	Description / Category
Provider Type	<ul style="list-style-type: none">▪ Private▪ Public
Size	<ul style="list-style-type: none">▪ Could be based on Estimated Order Quantity (EOQ) groupings or some other grouping that is logical to your state
Ordering Date	<ul style="list-style-type: none">▪ Select providers who plan on ordering within 1-2 months rather than those who only order once/year or only flu vaccines
Order Frequency	<ul style="list-style-type: none">▪ Select providers who order every month first as opposed to those who order less frequently (or similar type categories)
Geographic	<ul style="list-style-type: none">▪ Select providers who are concentrated within a particular area and move across your state via geographical groupings

Every provider user must complete the following steps to gain access to VTrckS via SAMS

4

1

New provider user is identified



2

Responsible clinician completes an Identity Voucher for each new user



Identity Voucher must be completed by the Responsible Clinician and the new provider user



The signed document must be kept on file for 7.5 years after the user's last interaction with VTrckS

3

Responsible clinician submits the provider user request to the grantee office



4

Grantee reviews provider site request by:



Determining if additional validation is required



Determining if provider site exists in VTrckS

5

Grantee creates a new user account in VTrckS and associates the user to the provider site



6

Grantee DPA sends approved applicant list to CDC via the Contact Center



7

CDC loads approved provider user information into SAMS



8

CDC sends provider user an invitation to register with SAMS online



9

Provider user accesses SAMS from url in e-mail message



10

Provider user creates a personal password and enters identifying information into SAMS



11

Provider user is granted access to VTrckS



We have created a series of communications tools to help inform your providers of changes related to their VTrckS implementation

5



Communication Production Schedule

- Helps you plan the timing and type of communication to send to your stakeholders
- Prepare your own production schedule for customizing specific pieces contained in the Communication Toolkit



VTrckS Communication Toolkit

- Contains CDC-approved materials to help facilitate communications with your providers
- Adapt materials to incorporate your organization's branding protocols and to fit your specific needs

Sample: Recommended Communication Production Schedule for Your Providers

6

Stage	Audience	Messaging	Timing	Sample Provided by CDC?
Pre Go-Live	All Providers	<ul style="list-style-type: none"> ▪ VTrckS Overview Fact Sheet ▪ Plans for Provider VTrckS Deployment 	At least 12 weeks prior to Go-Live	Fact Sheet: Yes, inside Communication Toolkit Plans: No, unique for each grantee
	VTrckS Providers	<ul style="list-style-type: none"> ▪ Technical Setup Provider Fact Sheet 	10 Weeks Prior to Provider Go-Live	Yes, inside Communication Toolkit
	VTrckS Providers	<ul style="list-style-type: none"> ▪ Identity Proofing Reminder E-mail Template 	2 Weeks prior to Identity Proofing	Yes, inside Communication Toolkit
	VTrckS Providers	<ul style="list-style-type: none"> ▪ Vaccine Order Management Contact Center Fact Sheet 	Distribute to Providers during Training	Yes, inside Communication Toolkit
Go-Live	All Providers	<ul style="list-style-type: none"> ▪ “VTrckS is Live” Announcement 	Day 1 of Go-Live	No
Post Go-Live	All Providers	<ul style="list-style-type: none"> ▪ Blackout Notices 	As CDC informs of you blackout dates, ensure providers are aware of these dates	No

You will learn about the provider functionality during your Vaccine Management Training

7

Provider Deployment Functionality

Formulary (Grantee function)

- Users learn how to create unique formularies and assign to provider groups

Vaccine Order Request/Support Documentation (Provider Function)

- Users learn how providers can create vaccine order requests
- Users learn how providers submit support documentation including: inventory on hand, doses administered and temperature logs
- Users also learn how providers can search for their support documents and vaccine order requests

Vaccine Returns, Wastage and Transfer Orders (Provider Function)

- Users learn how providers can create and search vaccine return orders for non-viable vaccines that are returned to the distributor or disposed of at their provider site
- Users learn how providers can create transfer orders to transfer vaccines

While you plan your deployment, CDC will provide several resources available to you for assistance

8



FTP Site

Access FTP site for up-to-date Manual and Module documents

- Access Manual and Module and supplemental documents referred to in the MMs



Training Library

Access Web-based training support in the VTrckS Training Library

- Retrieve the latest VTrckS training materials
- Access the training library at: <http://vtrcks-library.cdc.gov/>



Go-Live Liaison / Super User

Consult for onsite assistance

- Serves as an additional onsite resource for your deployment related issues and questions



Contact Center

Call the Vaccine Order Management Contact Center

- Serves as the central resource for VTrckS issues
- Call 877-878-6247 for the fastest response
- E-mail is also available: vaccineordermgmt@cdc.gov
- Fax number is 866-958-6247
- Open 8:00 AM-8:00 PM ET, Monday-Friday
- All completed action items and deliverables related to the MM process should be submitted here
- Questions regarding the pre go-live process should also be submitted to the Contact Center
- Serves as a weekly forum for discussing issues related to MMs, deadlines, milestones, or other deployment topics
- Held every Thursday @ 2-3 PM ET for any grantee in the current deployment cycle
- Begins the Thursday before the first MM (SP-MM1)
- Monthly Readiness calls will also take place 3 to 6 months prior to your Go Live date



Flash Call

Ask questions during the weekly Flash Call

- Reach out to your Project Officer for any issues related to your VTrckS deployment



Project Officer

Contact your Project Officer for VTrckS Deployment related issues

Tips For Success

- Get started planning your provider rollout strategy now:
 - Consider the timing of your provider rollout: recommendation is any time 30-60 days after grantee Go-Live on VTrckS
 - Include a provider training strategy and deployment support plan
- Block off dedicated time to focus on how your business processes may change – get started now (e.g., NDC usage)
- Take advantage of the CDC provided resources: meetings, manual and module webinars, training webinars and practice sessions and training environments
- Take advantage of the CDC provided communication toolkits
- Actively participate in the Grantee Readiness Calls and weekly Flash Calls during your pre Go-Live implementation planning



10

Questions and Answers