



# VOMS 2.0 Frequently Asked Questions & Answers

## General Questions

Why did the Immunization Division make changes to the old version of VOMS?

Indiana wanted to provide a more user friendly system for our providers so that you had access to a multitude of information regarding your vaccine orders, returns and wastage. This system also provides a greater level of assistance with finding and correcting non-decremented doses.

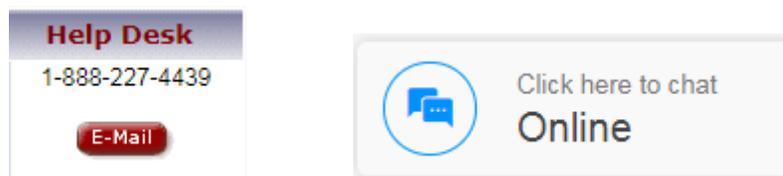
How do I get access to the new system?

You should log into CHIRP in the normal fashion and choose Dashboard on the toolbar or you can simply choose VOMS 2.0 under Inventory Management.



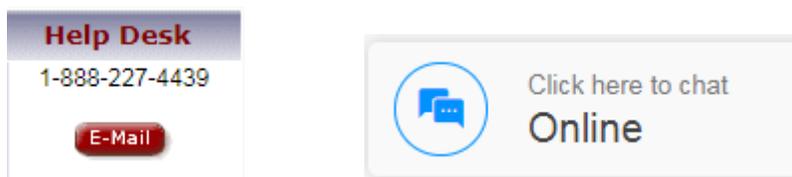
I have general questions related to VOMS 2.0 functionality. Who can provide assistance to me?

Please contact the CHIRP Helpdesk by phone, email or chat. You can find these icons on the CHIRP Homepage at the top of the screen and below the toolbar:



I don't have the same access to VOMS 2.0 so I cannot complete the same tasks as I did with VOMS 1.0. What should I do?

Please contact the CHIRP Helpdesk by phone, email or chat. The Helpdesk staff will route the question to the correct team. You can find these icons on the CHIRP Homepage at the top of the screen and below the toolbar:



## VOMS 2.0 Training Resources

## Will anyone come to my office to train me on VOM 2.0?

No, the Immunization Division will not be offering in-person training for the new system. We have developed a new training system, **LMS: Invest**, to assist with your training needs. You can access this system by following the following document [LMS: INvest Quick Reference Guide](#) . We also have Quick Reference Guides available at [STC VOMS](#)

## I am not sure how to work thru the VOMS 2.0 screens. What should I do?

We have developed several training modules or tutorials to assist with this transition on the new Learning Management System (LMS), **LMS: Invest**. You can access the LMS system via the Dashboard on your toolbar. We also have Quick Reference Guides available at [STC VOMS](#)

## How can I access the training for VOMS 2.0?

You can access training on the new Learning Management System (LMS), **LMS: Invest**. We have centralized resources to meet the training needs of enrolled Vaccine for Children (VFC) providers. This site will include courses, quick reference guides, screencasts, and more to support our immunization providers in the VFC program. You can access this system by following the following document [LMS: INvest Quick Reference Guide](#).

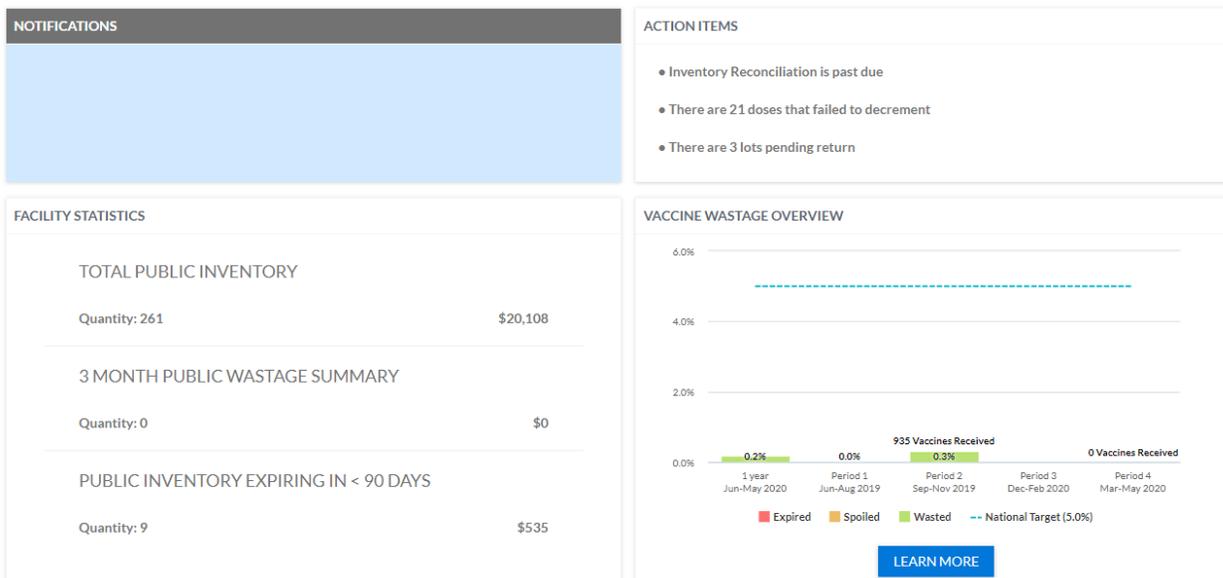
## Navigating VOMS 2.0

### VOMS 2.0 Home Screen



### How will VOMS 2.0 look?

VOMS 2.0 will have a Dashboard that will provide important **Notifications, Action Items** and **Facility Statistics** at a glance. It is will be very interactive and will allow providers to click on items for additional information or to take you to the exact area to complete the task.

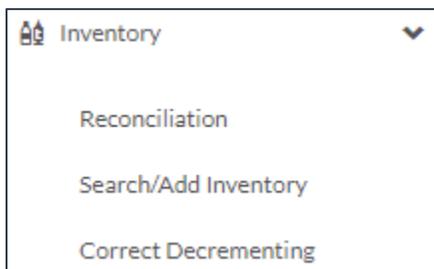


For example, if you click on the first **Action Item** below, Inventory Reconciliation is past due, it will take you to the **Reconciliation** page automatically.

| Vaccine  | Lot#  | Exp Date   | Funding Source | Lot History | Quantity On Hand | Physical Counts | Discrepancy | Adjustments | Inactivate               |
|--|-------|------------|----------------|-------------|------------------|-----------------|-------------|-------------|--------------------------|
| DTaP/DT/Td   |       |            |                |             |                  |                 |             |             |                          |
| Dtap<br>Infanrix; 58160-0810-11; Sdv; 10-pack<br>10 pack - VIALS<br>NDC: 58160-0810-11 | K92A4 | 02/09/2021 | PUB            | VIEW        | 5                |                 |             |             | <input type="checkbox"/> |

## Navigating VOMS 2.0

### Inventory



### Vaccine Reconciliation

#### Why am I required to submit my private inventory in VOMS 2.0?

This is a step that we are working on at this time. It was previously not a requirement for providers to submit their private inventory, but at this time, our vendor has this as a requirement if there are private doses in CHIRP. We are hopeful to get some resolution on this issue in the very near future. In the interim, you will be required to submit both your public and private inventories before proceeding to place a vaccine order.

I hit **Save** on the Reconciliation page, but I am still not able to get to the vaccine order screen. Why can't I place an order?

You must hit the **Submit Inventory** button in order to send your inventory totals to the State. By hitting the **Save** button, you only save the contents at that time. You will have to go back and re-enter all the physical counts, so we do not recommend using the **Save** button unless you are completing a vaccine return in VOMS 2.0 only.

Do I have to report my adjustments on the reconciliation page before proceeding to the order screen?

The system will prompt you to complete all the vaccine lines that have the **Adjust** button visible. We recommend doing this as you go along through the **Reconciliation** page so you do not miss anything. You can also make these adjustments on the **Search/Add Inventory** page prior to completing and submitting your inventory.

### Search/Add Inventory

## Can I still search my inventory for a vaccine type or lot #?

Yes, there is still a Search/Add function in VOMS 2.0. You will be able to search by vaccine, facility, funding source and lot # by clicking on [Search/Add Inventory](#). Begin to type what you are looking for and VOM 2.0 will bring up options for you to click on. The options will update based on what and how much information is provided in the search box.

\*As of August 13, 2020, the pediatric publicly supplied funding source will change to [PUBSP](#). We will transition to using [PUBSP](#) instead of the usual [PUB](#). This new fund code encompasses our need to use multiple funding accounts for your VFC, CHIP and State-eligible pediatric patients who are birth through 18 years of age. These can all still be billed using the same billing code in your Electronic Health Record (EHR), VXC40. You should still see doses decrementing correctly and this will not interfere with any ordering processes with the CDC's system. Here is what the new funding code will look like in your inventory:

| Public   | Private  |  |                |                      |
|--|----------|--|----------------|----------------------|
| Date Range: 08/11/2020 - 08/25/2020  |          |  |                |                      |
| Vaccine  | Lot#     | Exp Date   | Funding Source | Lot History          |
| DTaP/DT/Td   |          |  |                |                      |
| Dtap, 5 Pertussis Antigens<br>Daptacel; 49281-0286-10; Sdv; 10-pack<br>10 pack - VIALS<br>NDC: 49281-0286-10 | C5624AA  | 06/21/2022   | PUBSP          | <a href="#">VIEW</a> |
| DTaP/DT/Td HIB POLIO   |          |  |                |                      |
| Dtap-Hib-Ipv<br>Pentacel; 49281-0510-05; Sdv; 5 -Pack<br>5 pack - VIALS<br>NDC: 49281-0510-05                | UJ018AAA |  10/12/2020 | PUBSP          | <a href="#">VIEW</a> |
|  | UJ216AAA | 04/06/2021   | PUBSP          | <a href="#">VIEW</a> |

You may also have instances where both public funding sources are visible in your inventory for a period of time. This is an example where you had previously ordered doses of publicly supplied Meningococcal vaccine and these are listed as [PUB](#) and the new lot # ordered now has the new funding source of [PUBSP](#). It is fine to leave both these funding sources or you can follow the steps in this [Quick Reference Guide](#) to change the [PUB](#) funding source to [PUBSP](#)

|   |         |            |       |                      |    |
|---|---------|------------|-------|----------------------|----|
| MENINGOCOCCAL   |         |            |       |                      |    |
| Meningococcal Mcv4p<br>Menactra; 49281-0589-05; Sdv; 5-pack<br>5 pack - VIALS<br>NDC: 49281-0589-05 | T002845 | 01/23/2022 | PUBSP | <a href="#">VIEW</a> | 10 |
|   | U6575AA | 05/08/2021 | PUB   | <a href="#">VIEW</a> | 15 |

## Can I make edits to my inventory on the Search/Add Inventory tab?

Yes, once you hit [View](#) for a specific lot #, there is an [Edit](#) button. You can view the total number of doses remaining for that lot # and see the total wasted and returned doses, as well. You can make adjustments to the vaccine for expired, spoiled or wasted doses. You will be prompted to choose the correct response for the adjustment and if necessary, a return of vaccines can be completed. See [Vaccine Returns and Wastage](#) for additional information.

## I don't like the date boxes. Why can't I manually type in the date box?



VOMS 2.0 currently only allows dates to be entered using the date boxes. This is an ongoing issue we are working with our vendor on for future changes. Thankfully this is only needed when you need to edit the expiration date or if you are manually adding vaccines, which should be limited if you are properly

## Correct Decrementing

### What is Correct Decrementing?

This is a streamlined method of updating and correcting any vaccine lots that did not decrement correctly. This is a process that will allow you to check more frequently and discover issues at an earlier time.

### Is this the same thing as the Accountability Verification Process?

This is very similar to this process but it has streamlined it to just how which doses have not decremented.

### I have over 100 vaccines that require to be linked. Why do I have so many?

We suggest you log into VOMS 2.0 at least 1x/weekly to view doses that did not decrement so that you do not have so many to correct. There may also be an issue with one of the staff at your site entering vaccine lot numbers or CVX code incorrectly.

### How can I access this functionality?

This can be accessed either by choosing **Correct Decrementing** in the toolbar or you can look to see if you have a message in your **Action Items** on your Dashboard. This will notify you if you had any doses that did not decrement.

### If I select and choose to remove an item from the decrement screen, what happens to this item? Does it remove the item from CHIRP or just from the report?

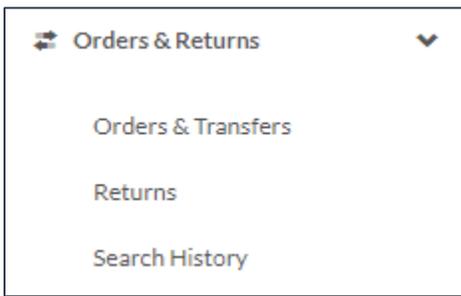
The item or vaccine will be removed from the **Correct Decrementing** screen. The deleted item will not display on **Correct Decrementing** or Patient Detail Report if the search is run again.

### I watched the training module for Correct Decrementing but the system did not require me to do this before placing an order. Why is that?

**Correct Decrementing will be phased in most likely in October 2020. We did not want there to be any barriers to placing your Back-to-School and Influenza vaccine orders, so we have decided to delay the launch of this functionality. You can still run your Patient Detail Report from the Reports tab in the interim.**

## Navigating VOMS 2.0

### Orders & Returns



## Vaccine Orders

### Why can't I access the Inventory Transaction Report and Lot Number Summary Reports any longer from the Order screen?

We are working with our registry vendor to enable these reports once again on the order screen but in the interim, you will have to run these reports in CHIRP. You can go back and forth between CHIRP and VOMS 2.0 to run these and other reports.

### Do I have to type in a "0" on the order screen if I do not need any doses?

No, VOMS 2.0 allows you to only type in the number of doses you are requesting for one or more vaccines. The remaining boxes are pre-populated with a "0".

### How can I change my delivery hours?

You will be prompted to make changes to your delivery days/hours after you have entered the number of doses you are needing of each vaccine. You must click [Next](#) to proceed to this screen:

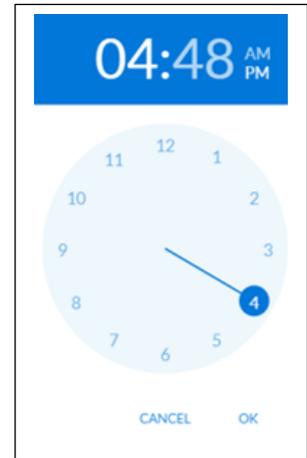


Once this button is pushed you can make changes to your Primary Coordinator and Delivery hours by clicking the  button in the upper right hand corner of these sections. You will be given the option to make the change in hours a permanent or temporary change. Please note: all changes to time will use the clock below. You must click on the numbers to make the changes to time and then choose AM or PM.

## EDIT DELIVERY HOURS

|                                     |           |         |         |     |       |       |
|-------------------------------------|-----------|---------|---------|-----|-------|-------|
| <input checked="" type="checkbox"/> | Monday    | 9:00 AM | 5:00 PM | and | --:-- | --:-- |
| <input checked="" type="checkbox"/> | Tuesday   | 9:00 AM | 5:00 PM | and | --:-- | --:-- |
| <input type="checkbox"/>            | Wednesday | --:--   | --:--   | and | --:-- | --:-- |
| <input checked="" type="checkbox"/> | Thursday  | 9:00 AM | 5:00 PM | and | --:-- | --:-- |
| <input checked="" type="checkbox"/> | Friday    | 9:00 AM | 5:00 PM | and | --:-- | --:-- |
| <input type="checkbox"/>            | Saturday  | --:--   | --:--   | and | --:-- | --:-- |
| <input type="checkbox"/>            | Sunday    | --:--   | --:--   | and | --:-- | --:-- |

- Permanent Changes:** Make change permanent. (e.g.: change in the dates or times this office is open)
- Temporary Change:** Make change for this order only. (e.g.: holidays, closings, vacations)



**CANCEL** **SAVE**

Please ensure you have at a minimum 2 days open for delivery and at least one day with a 4-hour delivery window on any day other than Monday. The system will not allow you to submit your order unless you meet these minimum requirements.

**DELIVERY HOURS**

|           |                    |
|-----------|--------------------|
| Monday    | 9:00 AM - 12:00 PM |
| Tuesday   |                    |
| Wednesday |                    |
| Thursday  |                    |
| Friday    |                    |
| Saturday  |                    |
| Sunday    |                    |

**DELIVERY INSTRUCTIONS**

Do not enter Delivery Hours here. Driver will only use Delivery Hours specified to the left for valid delivery times.

Enter special instructions: landmarks, doors, etc.

PREVIOUS CANCEL SAVE SUBMIT ORDER

There must be at least 2 days open for delivery in order to submit.

### Why can't I change our facility address?

You must contact the Immunization Division for changes to your facility address. VOMS 2.0 will only allow you to make changes to your Primary VFC Coordinator and your delivery hours at the time you are placing a vaccine order. This ensures that proper notification has been made to our staff and your address can be updated in our permanent files.

### Where are there different funding sources on my order screen?

\*As of August 13, 2020, the pediatric publicly supplied funding source will change to **PUBSP**. We will transition to using **PUBSP** instead of the usual **PUB**. This new fund code encompasses our need to use multiple funding accounts for your VFC, CHIP and State-eligible pediatric patients who are birth through 18 years of age.

This will also change how your vaccine order looks in VOMS 2.0 since the change in funding code will be seen in all areas in VOMS. You will now see **PUBSP** in the Funding Source Column. Again, this will not cause any issues when you submit your inventory or when you place your order. It will just look different on your screen for the VFC Choice – Ped/Adol Order Set:

Choose an Order Set: **VFC CHOICE - PED & ADOL** ▼

INVENTORY REPORT LINKS ▼

- Inventory Transaction Report
- Lot Number Summary

VFC CHOICE - PED & ADOL

| Vaccine  | Funding Source | Doses On Hand | Doses Administered | Doses Requested                |
|--|----------------|---------------|--------------------|--------------------------------|
| DTaP/DT/Td   |                |               |                    |                                |
| Dtap, 5 Pertussis Antigens<br>Daptacel; 49281-0286-10; Sdv; 10-pack<br>10 pack - VIALS<br>NDC: 49281-0286-10 | PUBSP          | 10            | 0                  | <input type="text" value="0"/> |
| Dtap<br>Infanrix; 58160-0810-11; Sdv; 10-pack<br>10 pack - VIALS<br>NDC: 58160-0810-11                       | PUBSP          | 0             | 0                  | <input type="text" value="0"/> |
| Dtap<br>Infanrix; 58160-0810-52; Syr; 10-pack<br>10 pack - SYRINGES<br>NDC: 58160-0810-52                    | PUBSP          | 0             | 0                  | <input type="text" value="0"/> |

Do I need to list my storage unit temperatures in the Comments box at the bottom of the vaccine order?

You should use this box to include any comments regarding your order, such as, large school clinic planned, new physician added, trying to get patients caught up, etc. [You DO NOT need to include any min/max temperatures in this comment box.](#) Documentation of temperatures will only be required on the Cold Storage tab once we enable this in late July or early August.

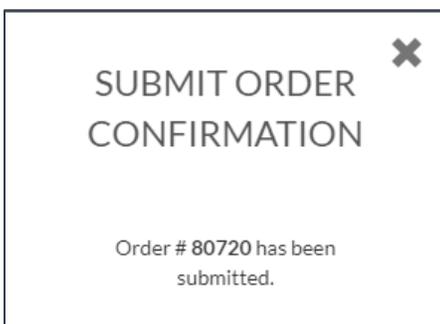
**Comments**

REMINDER: Please enter your min/max temperatures here.

Type Order Comments, Temperature Information, etc.

Will I get an order confirmation?

Yes, if your order has been successfully submitted, you will receive the following message:



## How will I be notified if I am missing documentation for a vaccine order?

We will continue to place a note in the comments section of the vaccine order if there is missing documentation, such as a vaccine return, data logger download, cold storage documentation, etc. Please be aware that you should be completing a return or wastage transaction in VOMS if you have expired, spoiled or wasted doses.

| ORGANIZATION & FACILITY                         | SHIPPING INFORMATION   |
|---|--|
| Organization: Indiana Vaccinates With Care (2)  | First Name: Tracy  |
| Facility: King and Associates                   | Middle Name:   |
| PIN: 000001                                     | Last Name: Brunette  |
| Submitter: Jill King (JILLKING)                 | Address: 2 N. Meridian Street Suite 100 - Indianapolis, IN 46204                         |
| Order Frequency: 2 Times A Month                | Phone: (317) 606-5091  |
| Order Timing: Unavailable                       | Email: tbrunette@isdh.in.gov   |
| State Approver: Jill King (JILLKING)            | Delivery Hours: Mon: 9:00 AM - 12:00 PM<br>Wed: 9:00 AM - 12:00 PM and 1:00 PM - 4:00 PM |
| Comments: Cold Storage shows temps out of range |  |

## Vaccine Returns and Wastage

### Will I need to submit a paper Return form via fax any longer?

No, all vaccine returns and wastage can now be completed in VOMS 2.0. Beginning June 30, 2020, all expired, spoiled and wasted doses will be processed in VOMS 2.0 only.

### How do I submit returns in VOMS 2.0?

You will need to make the necessary adjustments to removed expired, spoiled or wasted doses from your inventory via the **Reconciliation** or **Search/Add Inventory** tab on the toolbar. This will prompt you to choose the correct response for the adjustment and if necessary, a return for expired or spoiled vaccines can be completed. If there are vaccines that meet the requirements to be returned to McKesson, a vaccine transaction form/packing slip will be generated and you will be prompted to download the form. This form needs to accompany any vaccines that need to be sent back to McKesson. A return label will be sent via email at a later time.

### Why aren't my wasted doses on the Returns page?

You will not need to complete anything further for doses marked as wasted on either your **Reconciliation** or **Search/Add Inventory** tab. These doses do not get sent back to McKesson so once these have been marked appropriately and removed from your inventory as a wasted dose, you have nothing further to do.

### Why are there are old returns from a long time ago on the page? I sent these back already.

If there are old vaccines that expired years ago ( i.e. 2016-2019), only include the doses that you physically have and currently need to return. We are working on getting these additional older returns removed. Feel free to email your Vaccine Order and Accountability Speciality to request that these old returns be deleted. Please note, do not include these older expired doses in your current returns, these will be uploaded to the CDC as duplicated doses and will count against your total vaccine loss for 2020.

## How do I get off the Adjust Quantity screen?

You must account for the total doses adjusted on this screen. If there are different reasons for the adjustment, you can add another reason here, as well. 100% of vaccines must be accounted for in VOMS 2.0. You can no longer just remove doses and then submit a return form for fewer doses. You should not be choosing Entry Error any longer since all doses should be properly linked and decremented using Correct Decrementing.

## My Returns did not save. What happened?

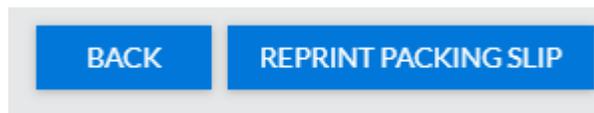
You must make the necessary adjustments and document the reason for the adjustment. You then must hit **Save** on the Adjust Quantity page and then also hit the **Save** button on the Reconciliation page. These both will have to happen for a return to show up under the Returns tab on the toolbar.

## How do I get a return label?

Once the return process has been completed in VOMS 2.0, your return will be approved and uploaded to the Centers for Disease Control and Prevention (CDC) via VTrckS. Once uploaded, McKesson will send out a return label via email. This process may take longer since your returns must be upload to VTrckS. If you do not have your return label after 4 business days, please notify the division at [immunize@isdh.in.gov](mailto:immunize@isdh.in.gov)

## I forgot to print my transaction form/packing slip for my return. Can I get another one?

You can print another form by going through **Search History** on the toolbar and clicking on the **Returns** tab. You will then need to scroll to the correct return ID and click on the **Return #**. Once you confirm this is the correct return transaction, scroll to the bottom of the page and click **Reprint Packing Slip**:



## Navigating VOMS 2.0

### Cold Storage



## Cold Storage, Data Logger Downloads and Temperature Tracking Logs

### Do I no longer need to email my data logger download to my field staff?

As long as you are submitting monthly orders in VOMS, you do not have to routinely send the data logger download to either your Quality Assurance Specialist or Vaccine Order and Accountability Specialist. You can now document your temps by choosing **Cold Storage** on the toolbar. You may be asked to submit a data logger download as a random spot check so please do comply with these requests. You can find a Quick Reference Guide for further assistance with submitting your temperatures at [STC VOMS](#)

## My refrigerator is not showing up as one of my storage units on the Cold Storage page. How do I fix this?

The storage units that are included on the [Cold Storage](#) tab are reflective of the units provided during the 2020 Provider Recertification process. Any active unit included on your Provider Agreement will show up on this page. You are responsible for documenting temperature data for all your units at the before a vaccine order can be submitted. If you need to add additional storage units, please consult with your Vaccine Order and Accountability Specialists for proper notification. You can also find a Quick Reference Guide for further assistance with submitting your temperatures at [STC VOMS](#)

## How many days do I need to document temperatures on the Cold Storage Page?

The system will require you to document temperatures in your storage units for 7 days prior to the date of the vaccine order. For example, if you are placing your order on 6/24/20, VOMS 2.0 will require documentation from Thursday, June 18<sup>th</sup> – Wednesday, June 24<sup>th</sup>:

| Storage Unit  | Thursday<br>06/18/2020  | Friday<br>06/19/2020  | Saturday<br>06/20/2020  | Sunday<br>06/21/2020  | Monday<br>06/22/2020  | Tuesday<br>06/23/2020   | Wednesday<br>06/24/2020   |
|---|---|---|---|---|---|---|---|
| <input checked="" type="checkbox"/><br>BIOTECH FREEZER<br>ID 7381<br>°C | <input checked="" type="checkbox"/><br>8:00 am<br><input type="text"/> °C |
|   | <input checked="" type="checkbox"/><br>3:00 pm<br><input type="text"/> °C |
|   | <input checked="" type="checkbox"/><br>8:00 am<br><input type="text"/> °C |
|   | <input checked="" type="checkbox"/><br>3:00 pm<br><input type="text"/> °C |

I saw the Quick Reference Guide for Cold Storage but the system did not require me to do this before placing an order. Why is that?

**Cold Storage and temperature documentation will be phased in later, most likely in October 2020. We did not want there to be any barriers to placing your Back-to-School and Influenza vaccine orders, so we have decided to delay the launch of this functionality. Please be aware, you should still submit your monthly data logger download to your Vaccine Ordering and Accountability Specialist until notified otherwise.**

## Why are the ordering staff still asking for my data logger downloads?

We are phasing out the weekly, bi-weekly and monthly data logger download submissions but we will be doing random spot checks to ensure that the temperature data that was included with your order matches the data from your data logger. Please comply with these requests within 2 business days, when requested.

## Other Related VOMS 2.0 Questions

### Do I still have to submit a Vaccine Borrowing Form?

Yes, if you have had to borrow doses between your public and private inventory, you still must submit a paper Borrowing Form either by fax or email. This is a CDC requirement that we have not encompassed in VOMS 2.0 and must still adhere to.