

LHD Responsibility for VFC Provider Return/Wastage Reports in MCIR

CDC requires VFC providers to report all non-viable VFC vaccine, including wasted doses that are discarded in a sharps container and doses that will be returned to McKesson.

Local Health Department (LHD) staff are responsible for ensuring their providers are educated and trained on Return/Wastage reporting in MCIR. This education and training should include:

- Where to find the Returns/Wastage link from their MCIR homepage
- How to create a report
- Ensure they have a MCIR/VIM transaction tip sheet and the Correct VIM Vaccine Lot Transactions for Returns & Wastage Reports handout
 - Ensure they understand how the transactions they create in MCIR affect the Return/Waste reports. Transactions cannot be changed once they are made. Please contact MDHHS VFC so we can make adjustments, if possible, before the file goes to CDC/McKesson if a provider made an incorrect transaction that populated a return/wastage report and/or they did not give an explanation for this error under their Action Plan.
 - Remember- MDV vaccine is not returned to McKesson. The correct transaction for an open MDV is Non-Return, Open MDV. Even if the vaccine expired or was exposed to inappropriate temperatures, the correct transaction to use for a MDV vaccine is Non-Return, Open MDV.
- How often they should create a report
 - Providers should be creating and submitting Return/Wastage reports at least monthly – more often if they have a Return due to temperature excursion or expired vaccine and need a label to send the vaccine back to McKesson.
- How to fill out the Action Plan
 - Providers need to provide an explanation of why the return/wastage occurred and their plan of action to avoid this type of return/wastage in the future
 - Plan of action should include the lot number and expiration date of the replaced vaccine. If the vaccine was not yet replaced at the time the loss was created and submitted to the LHD, the LHD must follow up with the provider to obtain this information and then provide it to MDHHS VFC staff.
 - Refer to the VFC Vaccine Loss Policy found in Section I of the VFC Resource Book for more information on the replacement policy for vaccine returns and wastage.

LHDs are responsible for monitoring their providers to ensure they are creating and submitting Return/Wastage reports on a monthly basis. When you are processing a provider's vaccine order or reviewing their monthly balancing reports, you can check to see if a provider has created a Return/Wastage by running the Return/Waste Transaction Report. This report allows LHDs to view all unreported Return/Waste transactions within their county. To run the report please follow these steps:

- Click Vaccine under the Reports tab of the MCIR home screen.
- Choose the Return/Waste Transaction Report from the Report dropdown and enter a name in the Name field of your choosing.
- Click Submit.
- Once returned to the MCIR home screen click Retrieve Results under the Reports tab. Locate the report with the name chosen earlier and click Report on the same line. If Report does not appear on the same line as the name than click the Refresh button at the top right of the screen until Report does appear.

The report will contain information on all provider transactions that are available for Return/Waste reporting but which have not yet been submitted. Borrowed doses do not populate a Return/Wastage report so accessing the Transaction History Report on a regular basis will help you regulate providers who are borrowing VFC vaccine.

When you are reviewing Return/Wastage reports, watch for patterns that show the provider may need intervention and education.

- Are they using the same transactions over and over, month to month?
- Are they dropping and “breaking” vaccine just before it expires?
- Are they pre-drawing vaccine?
- Do they consistently have vaccine they cannot find?
 - Providers should not be recording doses as Unable to Locate until they have exhausted all efforts to find the dose(s), including checking all EMR transactions, patient charts, re-counting the doses in the refrigerator, etc. Providers must have LHD approval to use the Unable to Locate transaction.
- Do they have a corrective action plan?
 - Does it address the issues outlined by the transactions they used?
- Are they using the correct transactions?
 - Providers should not be using Natural Disaster unless they were hit by a tornado or flood (or some other catastrophic event).
 - Providers should not be using Return to Distributor for any open multi-dose vial product.
 - Provide education on any incorrect transactions. Ensure they have a copy of the MCIR/VIM Transaction Tip Sheet and the **Correct VIM Vaccine Lot Transactions for Returns & Wastage Reports** document.
- LHDs should follow the Fraud and Abuse / Corrective Action Procedure guideline outlined under Section IV of the VFC Resource Book if there is a provider that continually uses the same wastage transactions over and over and does not show improvement with their accountability.