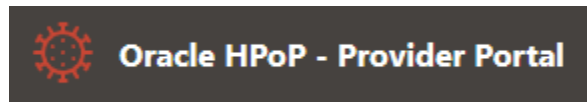


# Health Partner Order Portal (HPOP)

## Provider Portal

### Quick Start Guide – Therapeutics



<https://vpop.cdc.gov/provider/signin/>

Version 5.3 – 14 APR 2022

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## Introduction

### Purpose of this Guide:

This Quick Start Guide provides an overview of the therapeutics module of the Health Partner Order Portal (HPOP) Provider Portal for use by clinics and pharmacies that have been identified by a Central Partner organization as providers of therapeutics to patients.

For more detailed information about topics introduced in this guide, see the main documentation page at <https://docs.oracle.com/en/industries/health-sciences/vpop-partner/index.html>.

### Purpose of HPOP:

Health and Human Services developed HPOP to support their mission to order and distribute effective COVID-19 vaccines, therapeutics, and diagnostics on accelerated timelines.

### What is HPOP:

HPOP is a web-based tool for **managing, monitoring, and reporting** key metrics associated with the **distribution and administration** of vaccines, therapeutics, and diagnostics.

Within HPOP there are three types of entities:

**Central Partners** manage the allocation, distribution, and inventory within their area of responsibility. Central Partners include jurisdictions (states and territories), federal agencies (e.g., DOD, DOS, FEMA), and large healthcare/pharmacy organizations (e.g., CVS, Walgreens, etc.). Central Partner Contacts (described below) have access to the Central Partner portal and can create and manage Providers.

**Providers** are the organizations that administer therapeutics to patients and customers. Providers include individual stores within a pharmacy chain (e.g., Walgreens store #1234) and organizations such as hospitals, clinics, doctors' offices, dialysis centers, and local pharmacies. Provider contacts have access to the Provider Portal for management of inventory and information including addresses, licensing, and operating hours.

**Contacts** (users) represent Central Partners or Providers who interact with HPOP on behalf of that organization or government entity. Contacts who are affiliated with a Central Partner have access to the Central Partner Portal, while Contacts who are affiliated with a Provider have access to the Provider Portal.

### Key Definitions within HPOP:

**Threshold:** The term Threshold is used in the HPOP therapeutics module to describe the maximum quantity of each therapeutic product that is available to each Central Partner to distribute to their Providers.

**Apportionment:** The term Apportionment is used in the HPOP therapeutics module to describe the process by which the Central Partner suballocates an amount of its therapeutic threshold to a Provider.

**Central Partner Portal:** Interface for Central Partners to control the therapeutic allocation process from Central Partners to their Providers. Central Partners can add and manage Providers within the Portal and apportion the therapeutic threshold they receive from the Federal government to their Providers.

**Provider Portal:** Interface for Providers to manage inventory and information including addresses, licensing information, and delivery instructions.

**Direct Order Request:** The process by which the Provider requests therapeutics from the Central Partner in HPOP. This is only a requested order and the Central Partner must review and approve the order request before the therapeutic will be processed and distributed to the Provider.

**State PINs:** Each Provider must be assigned a PIN by their Central Partner before they can receive therapeutics. This PIN is a combination of the Central Partner’s Grantee Code and a six-digit value assigned by the Central Partner. For example, a state PIN for a Provider under the Florida Central Partner may be FLA123456.

**Provider Types:** Each Provider must be designated one of the types of primary function (e.g., hospital, pharmacy, health center – community, etc.). Types of providers that can be designated are listed in [Appendix A](#) and can be found under Documentation in the HPOP Application.

**Location Types:** For each Provider, there must be one or more designated types of services offered at the location. Types for locations that can be designated are listed in [Appendix A](#).

**Non-Public Provider:** This type of Provider is not part of the distribution system to the general public and will not be included in the public website that shows the American people where they can find a therapeutic.

## Provider Checklist

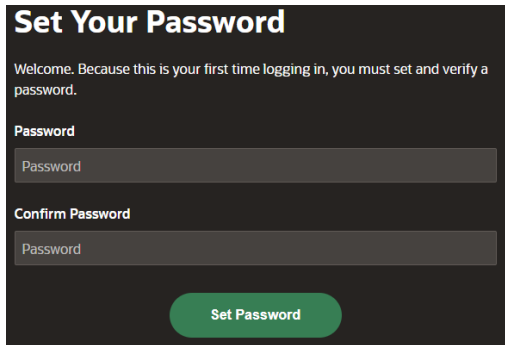
Prior to receiving therapeutics, Providers must accomplish these items regarding system setup. Documentation for additional features of the HPOP therapeutics module not covered by this guide can be found after you log in, by clicking “Help” then “Documentation” at the top right of the screen.

| Item   | Reference on how to complete the task             |
|--|---|
| 1. Log in to Provider Portal<br>- Sign the attestation statement | <a href="#">Logging in to the Provider Portal</a> |
| 2. Update/validate your address/hours                            | <a href="#">Receiving Address/Hours</a>           |
| 3. Update/validate your license information and expiration date  | <a href="#">Provider Details</a>                  |

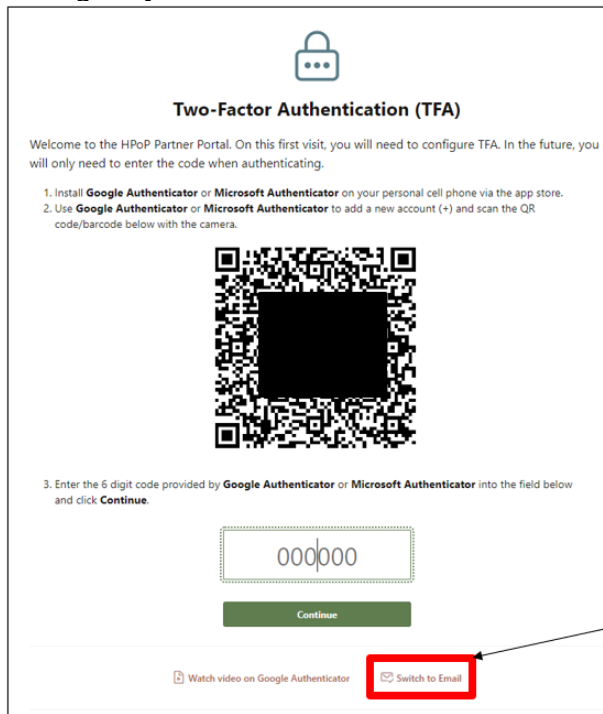
## Logging in to the Provider Portal

After the Central Partner Contact creates a Provider Contact, the Provider Contact will receive a registration email from vpop-no-reply@cdc.gov. In that email will be a registration link that will expire after 72 hours. After opening the registration link, you will be taken to a screen to set your password and configure your two-factor authentication.

1. Set your password:



2. Configure your two-factor authentication:



- Download Google Authenticator to your smart phone:



- Scan barcode in App
- Type the code that is generated into the box
- Click Continue

Alternatively, use Email

- Click the "Switch to Email"

3. If you run into errors, contact the help desk at [cars\\_helpdesk@cdc.gov](mailto:cars_helpdesk@cdc.gov).
4. After completing password and two-factor authentication setup, you will be presented with a screen to agree to an attestation statement regarding the therapeutics program. You will be unable to continue logging in to the system until you agree to the attestation statement.

# Therapeutics Orders

## Create New Order (Direct Order Request enabled)

Note: The Create Order or Create External Order button will only be displayed in the Therapeutic Orders section of the portal when the Central or External Partner, respectively, has given therapeutic ordering permission to the provider. A created order request does not guarantee that an order will be distributed to the provider. It must first be reviewed and approved by the associated Partner.

1. Under Therapeutic Orders, select either the green “Create Order” or black “Create External Order” button.
2. The Therapeutics the partner can order for the provider are shown.
3. Select one of the therapeutics. Select a quantity.
4. Review and confirm, then submit; or select “Add another therapeutic” and continue.
5. When satisfied with the order request, select Submit. The requested order now appears under Therapeutic Orders along with the status (see Status table below).

Figure 1: Therapeutic Direct Order Request has been enabled for the provider

**Oracle HPOP - Provider Portal** Partner: HPOP Validation Jurisdiction Partner Demo Site 001 Help Feedback steven.griffiths@hhs.gov

### Demo Site 001 : Therapeutic

Show All Receiving Address / Hours Contacts External Partners Therapeutics News Therapeutic Orders Therapeutic Inventory

**Therapeutic Orders** [Create Order](#)

|  |                             |
|--|-----------------------------|
| TX-HHX-186238 (04/13/2022 08:28)<br>Total Order Lines: 2 | <a href="#">SUBMITTED</a>   |
| TX-HHX-173838 (03/31/2022 13:12)<br>Total Order Lines: 1 | <a href="#">CANCELLED</a>   |
| TX-HHX-173819 (03/31/2022 12:28)<br>Total Order Lines: 2 | <a href="#">TRANSMITTED</a> |
| TX-HHX-173806 (03/31/2022 12:17)<br>Total Order Lines: 2 | <a href="#">CANCELLED</a>   |

**Therapeutic Inventory**

**Courses Administered and Available (since last reported)** Wastage Transfers

| Therapeutic                            | Courses Administered | Courses Available | Hist |
|--|----------------------|-------------------|------|
| Bebtelovimab (0002-7589-01)            |                      |                   |      |
| Evusheld (0310-7442-02)                |                      |                   |      |
| Lagevrio (molnupiravir) (0006-5055-06) |                      |                   |      |
| Paxlovid (0069-1085-30)                |                      |                   |      |

**Provider Details** Receiving Address / Hours Support Information

**Provider Details**

Name: Demo Site 001

Federal PIN: State PIN: HHX123456 National Provider Identifier (NPI):

Provider Type: [18] Pharmacy – independent

Alternative Vaccine ID: Alternative Therapeutic ID: Non-Public Provider: No

Modules: Vaccine  Therapeutic  Diagnostic

Therapeutic Categories:  Monoclonal Antibody  Monoclonal Antibody Special  Antiviral

License: 123456 License Expiration Date: 03/31/2025

## Status

This section shows history and status of all orders for the Provider. Clicking on the order name will present information about the order including the therapeutic type and quantity. Under apportionment, Providers are not able to submit an order. The orders are generated by the Partner, and if you want to receive a therapeutic you will need to contact the Central Partner outside of HPOP.

Table 1: Order Status Codes

| Who             | Order Status Message | Description  | Notes   |
|-----------------|----------------------|--|---|
| Central Partner | Submitted            | Order initially placed for a Provider.   | Only applies when doing Direct Order Requests rather than Apportionment.  |
|                 | Processing           | Order currently being reviewed by a user within the Central Partner Portal.  |   |
|                 | Completed            | Order completed within the Central Partner Portal that is ready for distribution.  | These orders will be collected by a background process on the hour and placed in On-Hold or Distributed status.   |
|                 | Cancelled            | Order that was being processed, and then cancelled by users within the Central Partner Portal.   |   |
| Distributor     | On-Hold              | Order has been completed but Provider does not have an AmerisourceBergen (ASD) # in the system. Orders are flagged for ASD review. ASD looks at the Provider info and update the ASD Account number in HPOP. After updating ASD number the order will flip to Distributed/Transmitted. | ASD has stated their goal is to complete this process within 24hrs of receiving the "On-Hold" notice. The timeline of this process is not under HPOP's control.   |
|                 | Distributed          | Order that has been completed and combined for each Distributor to pick up   | ASD has stated they will download the "Distributed" orders at 0900EST and 1700 EST every weekday.   |
|                 | Transmitted          | Order that has been downloaded by the Distributor.   | HPOP will update orders with this status to include shipping information when HPOP receives it, but note that this shipping data is only updated once a day. To find out any additional shipping information please contact <a href="mailto:C19Therapies@AmerisourceBergen.com">C19Therapies@AmerisourceBergen.com</a>  |
|                 | Shipped              | Order that has been shipped from the distributor and the status is "Shipped" in HPOP. Additional updates will follow as available. However, the ASD system should be considered the primary source of information regarding delivery.  | HPOP orders generally ship within 3 business days. The status in HPOP will update and the Provider will receive a message regarding the shipment information. To find out any additional shipping information please contact <a href="mailto:C19Therapies@AmerisourceBergen.com">C19Therapies@AmerisourceBergen.com</a> |

Once an order reaches a status of "Completed," "On-Hold," "Distributed," or "Transmitted" there is nothing additional that a Central Partner or Provider needs to do.

## Therapeutic Inventory

This section is composed of three tabs that allow the Provider to update therapeutic inventory information.

### Courses Administered and Available

For each therapeutic type that you have received or dispensed:

1. Double-click in the row under Courses Administered and Courses Available.
2. Enter total number administered since the last report, click “Save Therapeutic Courses.”
3. After clicking “Save” you will see a short pop up indicating that the save operation completed successfully.
  - a. Note: After clicking “Save Therapeutic Courses,” the columns will still show the data that you entered. These values will remain until the system moves them to the History column, which happens once a day around midnight EST.

#### ***Ability to edit Administered / Available:***

If a person inadvertently enters an incorrect value, or transposes the Administered and Available numbers, they can edit and correct the data entry errors.

### Wastage

Wastage can now be entered for Therapeutics.

1. Click the “Add Wastage” button. The “New Wastage Report” window opens:
2. Select the date and reason for the wastage. A description is required if “other” is chosen for the reason.
3. Select the “Add Therapeutic” button. The “Line Details” window opens:
4. Select the therapeutic to be reports. Enter the number of courses wasted. Lot number and expiration date are optional.
5. Select the “Add” button. The “Review & Confirm” window opens:
6. Review and edit details. Select “Add another therapeutic” or “Submit” to complete the wastage report.
  - a. Note: Once a wastage report is submitted, the provider’s partner has an opportunity to review and accept or reject the wastage report.

### Transfers

This section is used if a Provider has received a shipment of some therapeutic, and instead of administering or dispensing them at their site, they transferred the therapeutic to another Provider. Using this “Transfer” section **will not automatically ship product** to another Provider: it is a tool to keep track of the location of the therapeutic product.

For each therapeutic product that you have transferred to another Provider:



1. Click the Add Transfer button and fill out the required information.
  - a. If the Provider that you shared product with does not appear as an option for the transfer, contact your Central Partner administrator and let them know (See the [Support Information](#) section).



## Provider Details


This section contains information associated with the Provider.



### Editing Provider details

1. Click the tab named "Provider Details"
2. Click the  button to edit this information. If the  button does not exist, contact your Central Partner to have them edit the information on your behalf or to grant you permission to edit the Provider Details.
  - **Name:** The name of the Provider
  - **Federal PIN:** Not required for therapeutics, only vaccines
  - **State Pin:** This is a combination of the Central Partner's three letter grantee code (issued by the CDC) and the numerical value assigned by the state. For example, the state pin for a Provider under the Florida Central Partner would be something like FLA123456.
  - **Provider Type:** Primary function (e.g., hospital, pharmacy, health center – community, etc.).
  - **Alternative ID:** This can be an internal ID that a Central Partner assigns to a Provider. It is not used by HPOP, but it is included in bulk data exported out of HPOP.
  - **Non-Public Provider:** If "Yes", the provider will not show-up on therapeutic locator websites.
  - **Therapeutic Categories:** Lists the categories of therapeutics that can be received by the Provider
  - **License:** Whatever license number is required by the state the Provider resides in. This field must be filled out prior to being able to receive therapeutics.
  - **License Expiration Date:** Expiration date of the license you input above. This field must be filled out prior to being able to receive therapeutics.
  - **Programs:** Indicates the therapeutic programs the partner has added the provider (see [Program Codes Table](#) below)

## Receiving Address/Hours

A key feature of HPOP is that it maintains a master address list of all Providers shared between all HPOP modules (vaccines, therapeutics and diagnostics). HPOP supports two types of addresses: physical and hub. See below for more information on each type of address.

1. Click the tab named “Receiving Address / Hours”
2. To assign a new address, click the  button. If you do not see this button, contact your Central Partner (find your Central Partner’s administrator Contact in [Support Information](#)).


To modify an existing address, click the  **Hub** or  **Physical**


a. Check the box next to “Therapeutic” at the top.


b. Address Types:

- i. **Hub address:** This type of address should be used if therapeutic products are shipped to a central hub and then distributed to Providers from there.
  1. Select “Hub Address” from the drop down. Hub addresses/hours are created, modified, and verified by the Central Partner. If needed, contact your Central Partner to modify information about Hub addresses (find your Central Partner’s administrator Contact in [Support Information](#)).
- ii. **Physical Address:** This type of address should be used if therapeutic products are shipped directly to the Provider site.
  1. The address should be the shipping address of the Provider site.
  2. The receiving email should be the email that a shipper/distributor can contact if there is a delivery issue, typically an organization’s email rather than an individual’s email. This email does NOT need to be associated with a Provider Contact account.  
**Note: entering an email address does not create a Provider Contact.**
  3. The receiving phone should be the phone number that a shipper/distributor can contact if there is a delivery issue, typically a shared phone number rather than an individual’s phone number.
  4. Receiving hours:
    - a. Double click in the second column to set hours to be 24 hrs or select the drop down in the third column to set time manually.
  5. After you have validated the address/hours information, check the

Receiving Address & Hours Verified box.

- iii. The address has been successfully assigned to receive therapeutics if it has a  next to it and if the banner at the top says:

 **Therapeutic Address verified**


- iv. If the banner says  **Therapeutic Address needs verification**, the Provider Contact must log into the Provider portal and check the

Receiving Address & Hours Verified

## Contacts

This section shows the Provider Contacts that exist for the Provider. Clicking on the name of a Contact will present information about that Contact. Every Provider needs at least one Contact to be designated as the “Primary Contact” to receive therapeutic products. To edit/view a Contact, click on their name.

### *Creating a Contact*

1. To create a new Contact, click the  button. If you do not see that button, contact your Central Partner to enable that permission.
  - a. When entering a new Contact’s email address, if that email address is already associated with a Contact in HPOP, the next screen will have Contact information prepopulated. Otherwise, you will need to fill out the Contact information.
2. After Contact is created, an email is sent with instructions on setting up their account.

### *Deleting a Contact*

“Inactive” contacts can be deleted. This will completely remove them from all reports. These Contacts will no longer be included in any downloads.

## Support Information

The information in the “Support Information” tab is “read only” and should have been populated by your Central Partner so that you know how to get in contact with them.

## Appendix A: HPOP Program Codes and Location and Provider Types

(As of February 15, 2022)

### Program Codes

| HPOP Program Code | Services Offered at the Location (List All) |
|-------------------|---|
| T2T               | Test to Treat                               |
| LTCP              | Long Term Care Pharmacy                     |

### Location Types

| HPOP Location Services Type Code | Services Offered at the Location (List All)  |
|----------------------------------|--|
| 1                                | Child care or day care facility  |
| 2                                | College, technical school, or university   |
| 3                                | Community center   |
| 4                                | Correctional/detention facility  |
| 5                                | Health care provider office, health center, medical practice, or outpatient clinic                 |
| 6                                | Hospital (i.e., inpatient facility)  |
| 7                                | In home  |
| 8                                | Long-term care facility (e.g., nursing home, assisted living, independent living, skilled nursing) |
| 9                                | Pharmacy   |
| 10                               | Public health clinic (e.g., local health department)   |
| 11                               | School (K – grade 12)  |
| 12                               | Shelter  |
| 13                               | Temporary or off-site vaccination clinic – point of dispensing (POD)                               |
| 14                               | Temporary location – mobile clinic   |
| 15                               | Urgent care facility   |
| 16                               | Workplace  |
| 17                               | Other  |

## Provider Type

| HPOP Provider Type Code | Provider Type (Select One)   |
|-------------------------|--|
| 1                       | Commercial vaccination service provider  |
| 2                       | Corrections/detention health services  |
| 3                       | Health center – community  |
| 4                       | Health center – migrant or refugee   |
| 5                       | Health center – occupational   |
| 6                       | Health center – STD/HIV clinic   |
| 7                       | Health center – student  |
| 8                       | Home health care provider  |
| 9                       | Hospital   |
| 10                      | Indian Health Service  |
| 11                      | Tribal health  |
| 12                      | Medical practice – family medicine   |
| 13                      | Medical practice – pediatrics  |
| 14                      | Medical practice – internal medicine   |
| 15                      | Medical practice – OB/GYN  |
| 16                      | Medical practice – other specialty   |
| 17                      | Pharmacy – chain   |
| 18                      | Pharmacy – independent   |
| 19                      | Public health provider – public health clinic                                    |
| 20                      | Public health provider – Federally Qualified Health Center                       |
| 21                      | Public health provider – Rural Health Clinic                                     |
| 22                      | Long-term care – nursing home, skilled nursing facility, federally certified     |
| 23                      | Long-term care – nursing home, skilled nursing facility, non-federally certified |
| 24                      | Long-term care – assisted living   |
| 25                      | Long-term care – intellectual or developmental disability                        |
| 26                      | Long-term care – combination   |
| 27                      | Urgent care  |
| 28                      | Dialysis Center  |
| UNK                     | Unknown  |
| 29                      | Other  |