



NEW YORK CITY DEPARTMENT OF  
HEALTH AND MENTAL HYGIENE  
Mary T. Bassett, MD, MPH  
*Commissioner*

December 11, 2014

Dear Colleague:

The New York City (NYC) Department of Health and Mental Hygiene Bureau of Immunization would like to provide an update on influenza activity and vaccine availability. We also want to make you aware of new provider and patient education materials on flu vaccination.

Currently, influenza activity is minimal but increasing in NYC. Early data suggest this influenza season could be severe. Over 90% of influenza viruses collected in the United States have been identified as an H3N2 strain, and about half are antigenically different from the H3N2 strain in the vaccine. Influenza seasons with predominant H3N2 strains have been associated with higher rates of hospitalization and mortality. It is important that you vaccinate all your patients with flu vaccine as it can offer protection against circulating strains and may offer cross-protection against the antigenically different H3N2 strain. Additionally, providers should be prepared to use the antiviral medications oseltamivir (Tamiflu®) and zanamivir (Relenza®) for treatment and prophylaxis of influenza as an adjunct to vaccination, especially among groups at higher risk of complications from influenza. More information on antiviral treatment can be found at <http://www.cdc.gov/flu/professionals/antivirals/summary-clinicians.htm>. NYC influenza surveillance data are available at <http://www.nyc.gov/html/doh/flu/html/data/data.shtml>. Providers can also direct questions to the Provider Access Line at 866-692-6341.

The Vaccines for Children (VFC) program has all formulations of flu vaccine still available for order. Providers wishing to purchase additional vaccine for privately insured patients can obtain information from all major distributors through the Influenza Vaccine Availability Tracking System (IVATS) at [www.izsummitpartners.org/ivats/](http://www.izsummitpartners.org/ivats/). For providers using FluMist®, MedImmune has a FluMist® Replacement Program, which allows for replacement, at no cost, of unused or expiring FluMist doses for the 2014-15 season. For more information, see the attached letter.

We would like to make you aware of two resources on influenza and flu vaccination. First is the annual City Health Information (CHI) publication "[Influenza Prevention and Control, 2014-15](#)." The CHI summarizes flu and pneumococcal vaccine recommendations for all age and risk groups, and has information on vaccine administration technique, vaccine safety, influenza treatment and control, and influenza disease reporting, as well as a list of additional resources. Second is the 2014-15 Health Bulletin "Influenza Germs are Everywhere - The Vaccine is Your Best Protection" brochure which can be made available to your patients to explain the importance of flu vaccination. Free print versions are available for order in English, Spanish, Chinese, Russian and Haitian Creole by calling 311. Downloadable versions are also available in Arabic, French, Korean, Bengali, Urdu and Yiddish at <http://www.nyc.gov/html/doh/html/living/immun.shtml>.

We thank you for helping to protect New Yorkers against influenza. General information on influenza can be found at [www.nyc.gov/flu](http://www.nyc.gov/flu).

Sincerely,

A handwritten signature in black ink that reads "Jane R. Zucker".

Jane R. Zucker, MD, MSc  
Assistant Commissioner  
Bureau of Immunization

TO: Immunization Provider or Awardee  
RE: FluMist® 2014-2015 Replacement Program

This letter is to inform you of the FluMist® Replacement Program for product purchased through the CDC contract for 2014-2015 ("Replacement Program"). The Replacement Program allows for the replacement of unused, expiring FluMist doses, at no cost, to help you maximize product usage opportunities. MedImmune has contracted with McKesson Specialty Health Distribution (MSH) for implementation of this Replacement Program. **This contract is between MedImmune and McKesson, and is separate from and unrelated to the CDC's contract for centralized product distribution.**

**How the Program Works:**

1. Contact the [FluMist® Replacement Program](#) by email ([flumistreplacement@mckesson.com](mailto:flumistreplacement@mckesson.com)) or phone (1-877-633-7375) and provide the number of doses you need replaced, how many boxes you will need shipped, and your Provider Identification Number (PIN).
2. Follow all instructions provided to send the expiring doses to the MSH distribution center.
3. Pack the expired/expiring doses and have them ready to ship or be picked up by the carrier the following business day. FluMist does not have to be returned cold
4. Once the doses arrive at the distribution center, they will be validated against your initial request.
  - a. If the doses received match the request, replacement doses will ship within 72 business hours.
  - b. If the doses received are in excess of the request, only replacements doses that were initially requested will be shipped within 72 business hours.
    - Additional doses received in excess of the request will not be replaced.
  - c. If the doses received are actually less than requested, only the doses received (rounded down to the nearest multiple of 10) will be replaced.

**Eligibility Guidelines:**

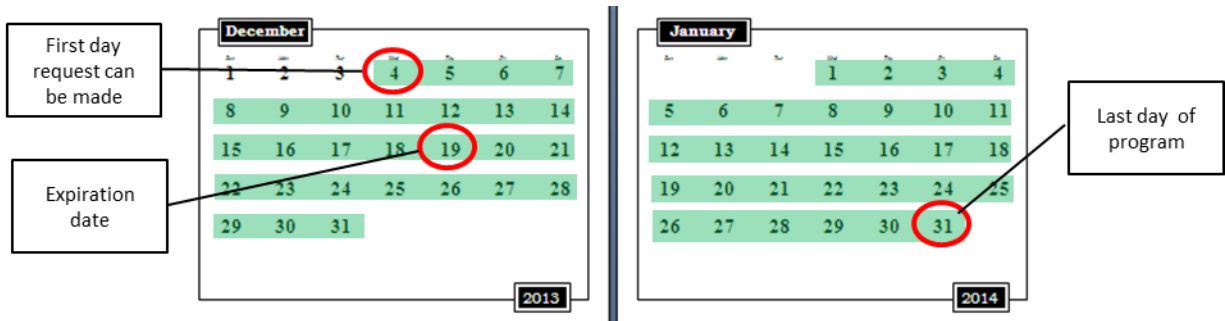
- Doses must have been purchased on the CDC contract
- Expiration Dates must be between November 15, 2014 and January 31, 2015
- Requests on expiring doses can be made within 15 days of the expiration date stamped on the sprayer through January 31, 2015. Requests on expired doses can be made at anytime through January 31, 2015.
  - Any doses received sooner than 15 days prior to the expiration date will not be replaced.
- Doses will be replaced in increments of 10, therefore the minimum number of doses that can be replaced is 10 doses. Doses from multiple eligible lot #'s can be used to achieve a multiple of 10
  - Doses received that are less than a multiple of 10 will be rounded down to the nearest 10
- Requests can be made starting at 7am CST on November 17, 2014 through January 31, 2015 at 7:00pm CST.
- All expired/expiring doses must be received by McKesson by Friday, February 13, 2015. Replacement product will not be shipped until expired/expiring doses are received.
  - Any doses received after February 13, 2015 will not be replaced

**Example Scenario # 1 [Returning less than the replacement request]:**

- Provider requests to replace 50 expiring doses and all doses are eligible with an expiration of December 19, 2014 .

Note: Provider can call within 15 days prior to the expiration date through January 31<sup>st</sup> shown here:

- Provider then returns expiring doses and the MSH distribution center only receives 48 doses.
- **40 replacement doses are shipped** since the doses received are less than initially requested and the replacement doses are rounded down to the nearest multiple of 10.

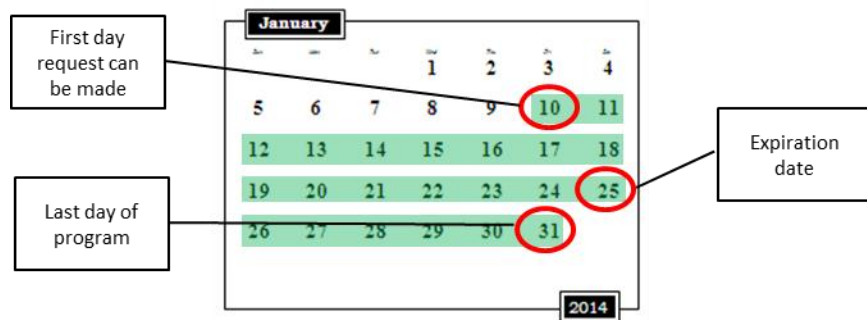


**Example Scenario # 2 [Returning more than the replacement request]:**

- Provider requests to replace 50 expiring doses and all doses are eligible with an expiration of January 25 , 2015.

Note: Provider can call within 15 days prior to the expiration date through January 31, 2015 shown here:

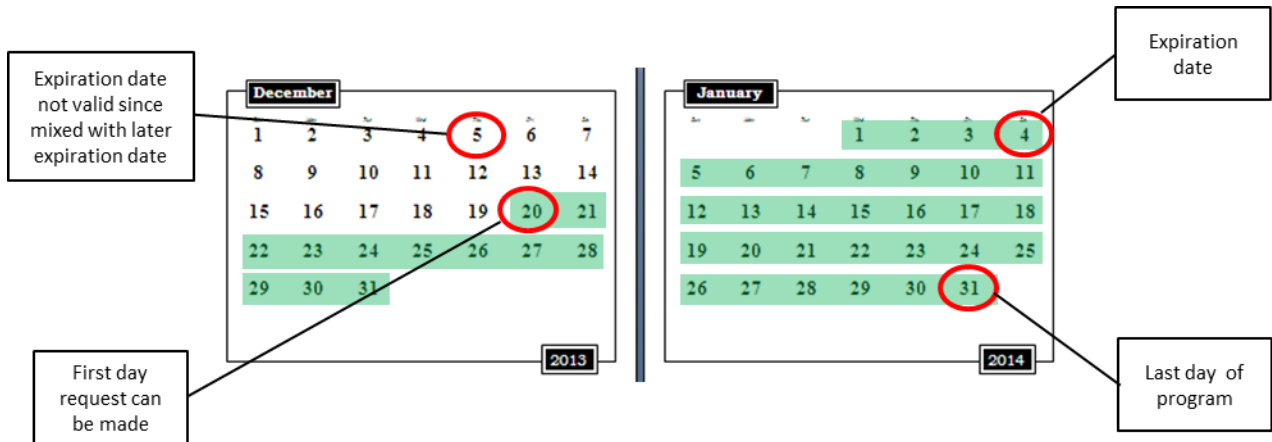
- Provider then returns expiring doses and the MSH distribution center receives 58 doses.
- **50 replacement doses are shipped** since the doses initially requested was 50. The 8 doses received in excess of the request will not be replaced.



**Example Scenario # 3 [Mixing different lot #'s to make a multiple of 10] :**

- Provider requests to replace 10 doses by mixing doses with two eligible lot #'s to make the minimum multiple of 10.
- 8 expired doses have an eligible expiration of December 5, 2014, and 2 expiring doses have an eligible expiration of January 4, 2015.

Note: Provider can call within 15 days prior to the expiring 2 doses (expiration January 4, 2015) through January 31, 2015 shown below as the other 8 doses had expired earlier.

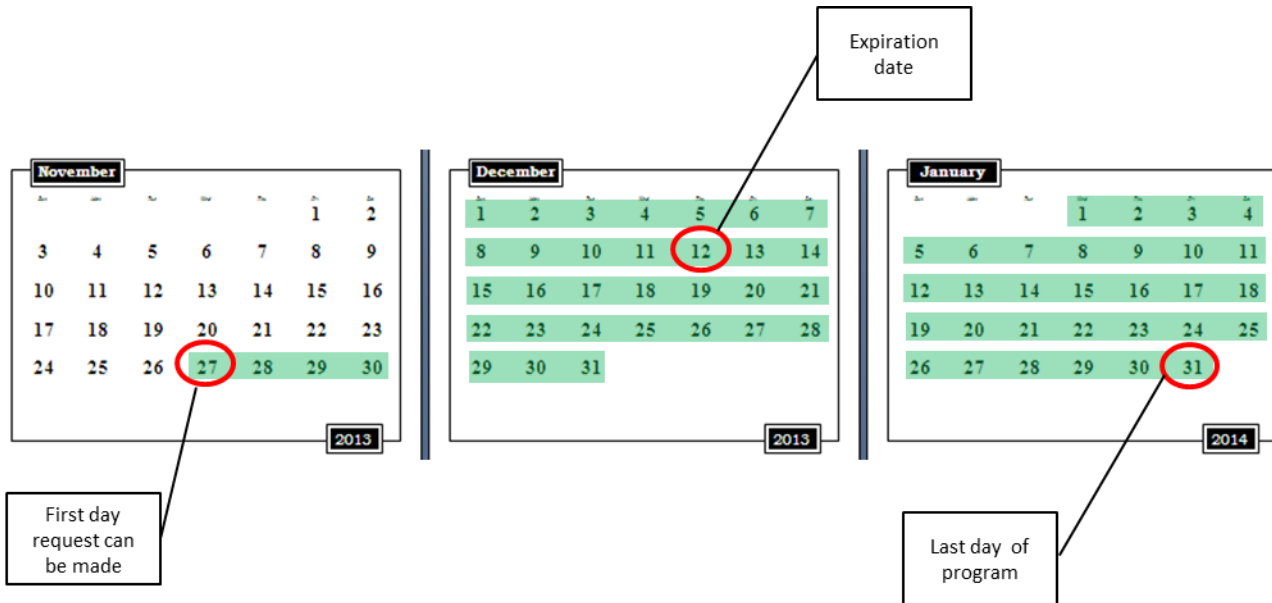


- Provider then returns doses and the MSH distribution center receives 10 doses
- **10 replacement doses are shipped** since the doses received match the quantity that was requested.

**Example Scenario # 4 [Waiting to send doses after replacement request]:**

- Provider requests to return 50 expiring doses and all doses are eligible with an expiration of December 12, 2014.

Note: Provider can call within 15 days prior to the expiration date through January 31, 2015 shown here:



- Provider decides to wait and return the doses at a later time. The doses are returned and received at the MSH distribution center on February 20<sup>th</sup>, 2015
- **0 replacement doses are shipped** since the doses were received after the **February 13<sup>th</sup>, 2015** deadline.

## **Important Dates to Remember**

November 17, 2014	First day to make replacement requests
December 20, 2014– January 3, 2015	No Shipping
January 31, 2015	Last day to make replacement requests
February 13, 2015	Last day expired doses can be received at the MSH Distribution Center for replacement

## **Contact Information**

FluMist <sup>®</sup> Replacement Program (for doses purchased on the CDC contract)	1-877-633-7375 flumistreplacement@mckesson.com
Hours of Operation	7am-7pm CST Mon-Fri
FluMist <sup>®</sup> Replacement Program (for private purchases)	877-625-4358

## **Frequently Asked Questions**

What do I do if I don't receive the email label?

- Normally, the label is received within a few minutes of sending, however, If you do not receive the email label within an hour of your request, please call or email the program to let them know and another email will be attempted .

If I can't use the email label and need my expiring doses picked up, what if they are not ready when the carrier arrives?

- The carrier will make 3 pickup attempts – the first one will be on the business day following your request. If you miss all 3 attempts, a new pickup will need to be scheduled through the Replacement Program.

Can I make copies of the label that is emailed to me if I have additional boxes to send?

- No. The carrier will not be able to take the box(es) with the duplicate label.

What do I do if my expiring doses are not on the eligible for replacement?

- We will try to validate that the doses were purchased on the CDC contract. If there is no record of this, then the doses that are not eligible for the replacement program can be returned using the same process as other expired vaccines through the VFC Program. Please contact your state Awardee for further information.

What if I have private stock/purchase doses and not VFC doses?

- Please contact the private stock hotline at 877-625-4358

What if I do not want a replacement and just want to return my expired doses?

- These doses can be returned using the same process as other expired vaccines through the VFC Program. Please contact your state Awardee for further information.

What if I return more than the doses requested for replacement?

- If you request to have 10 doses replaced and you return 20 doses, only the 10 doses initially requested will be replaced.

What container do I use to return my doses?

- You can ship your expiring doses in any shipping box that you have - the product does not have to be kept cold.

What if the carrier takes the wrong box and that box contains something other than expiring doses of FluMist<sup>®</sup> ?

- If this occurs, and you notify the program in a timely manner, you have the option to have the box shipped back at your expense.