FAQ for COVID-19 Therapeutics Providers using HPOP

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General

What is HPOP?
The Health Partner Ordering Portal (HPOP) is a system developed and maintained by US HHS. HPOP is used by DSHS to order all therapeutics that are allocated through the state. Providers will not order these therapeutics in HPOP but will use HPOP for daily reporting, viewing orders, and shipping information.

Which therapeutics use HPOP?
All available COVID-19 therapeutics are ordered by DSHS in HPOP. This includes:
- Oral antivirals (molnupiravir and Paxlovid)
- Monoclonal antibody treatments (sotrovimab and bebtelovimab)
- Monoclonal antibody for pre-exposure prophylaxis (Evusheld)
Providers will not be able to order these therapeutics through HPOP.

Who can enroll in HPOP?
Any facility that wishes to receive therapeutics must be enrolled in HPOP. Your site is eligible to receive only the therapeutics for which DSHS has enrolled your facility. Being an enrolled provider does not guarantee an allocation. Allocations are made based on population distribution, geographic distribution, disease burden, utilization, and available quantities of the product.

Oral Antivirals sites
Sites that dispense the oral antivirals MUST have a valid Texas Pharmacy license. If your pharmacy was associated with one of the federal partners for vaccines, please contact that partner to gain access to the oral antiviral medication.

Evusheld sites
Facilities that may receive and administer Evusheld serve a concentrated population of the patients that qualify for this therapeutic (moderate to severe immune compromise and who may have an inadequate response to the COVID-19 vaccine because of certain medical conditions or who may be unable to receive a vaccine because of a history of severe allergic reaction) and are where these patients receive their medical care. Such sites include cancer and transplant centers, immunologists caring for those with primary immune deficiencies.
What is a Partner or Central Partner?
Central Partner and Partner are the same entity. HPOP is designed around the concept of a Central Partner managing their Providers. A Partner is a:

- Jurisdiction (e.g. Texas, California, Guam, District of Columbia)
- Federal Retail Pharmacy Therapeutic Program (FRPTP) (e.g. CVS, Walgreens, Publix, Albertsons)
- Federal Entity (e.g. Department of Defense, Department of State, Indian Health Service)

DSHS is the Partner that will place orders on behalf of Texas providers and support the accounts of Texas providers that do not fall under another Partner.

What is a Provider?
A provider is the individual site-of-care (e.g., CVS store123, doctor’s office, hospital) that receives therapeutic products. Providers are managed by the Partner.

What is a Contact?
A contact is a user that has access to their site(s) within HPOP. They are responsible for verifying that the site information is correct and for daily required reporting.

A contact may add another contact for their facility within HPOP.

Access
How do I create an account in HPOP?
DSHS must set up an account in HPOP. Providers cannot set up their own account. Once the account for the site and the associated Contact is created within HPOP, the system automatically sends out an activation email to the contact to begin the login process.

How do I access my account in HPOP?
You will receive an activation email to log onto the HHS HPOP Provider Portal. Each user must activate their account within 72 hours of the email being sent.

- The HHS HPop activation email will expire after 72 hours. Please click on the Activate Account button in the email when you receive it.
- The activation email will come from “VTrckSProvider Ordering Portal” vpop-no-reply@cdc.gov. Please white list the email address above in email servers, firewalls, etc. Check the spam/junk folder if you do not see it.
- Troubleshooting. Please make sure:
  o You are not using Internet Explorer
  o Your browser does not have an extension for Internet Explorer compatibility
  o You are using this url to log in: https://vpop.cdc.gov/provider/signin/
- Email therapeutics@dshs.texas.gov to have activation email resent if you miss the 72-hour window.

What do I do when I first log onto my account?
One user per site must complete these steps. These are required before DSHS can order for the facility.

1. On the Provider Detail tab:
a. Add the license number and expiration date, if blank. This is the license that allows you to dispense medications. If you have a Texas pharmacy license at the address, use that. Otherwise, use the medical license of the authorizing provider.

2. On the Receiving Address/Hours tab:
   a. Click on Physical (with the pencil icon) to open the window.
   b. Verify/update your address
   c. Verify/Add the hours for receiving shipments
   d. Confirm/Add the email address and phone number that will be used by the distributor, AmerisourceBergen, for all communication.
   e. Check the box at the bottom of the page labeled, “Receiving Address & Hours Verified”.

For more help for using the HHS HPoP system please refer to this Resource Guide accessible from the Help section within HPOP. Providers should contact CARS_HelpDesk@cdc.gov or (833) 748-1979 if they have any issues with logging in and completing the steps.

How can I access HPOP?
HPOP can be accessed online at: https://vpop.cdc.gov/provider/signin/.

How can I remove my facility from the US HHS Therapeutics Locator?
Please email therapeutics@dshs.texas.gov, and DSHS will set the account to Non-Public. Facilities are not able to make this change directly.

Provider Portal
Orders
How can I view my order status?
After logging into the provider portal, providers will be able to access the Order section. The Order section shows a history of all orders and the status of each orders. The tracking number will populate on the bottom of the order once a tracking number has been assigned.

Can I order therapeutics through HPOP?
As of January 10, 2022, DSHS allocates and orders of Paxlovid, Molnupiravir, and Evusheld to pharmacies and providers. Providers will not be able to order these therapeutics directly and will not use HPOP to order. US HHS does have plan to allow providers to place requests for therapeutics in HPOP in the future.

How do I edit my facility’s address and hours?
Providers should set up their account the same day they receive it. During this process, they must verify their address, business hours, and license number and expiration date.
To edit a facility’s address and hours, providers can navigate to the Receiving Address/Hours section of the provider portal.

Inventory/Reporting
What am I required to report into HPOP?
Providers are required to report daily
• The number of therapeutics administered/dispensed since their last entry and
• The number of therapeutics courses on-hand

Providers will report on Evusheld, Molnupiravir, Paxlovid, and bebtelovimab in HPOP. Continue reporting sotrovimab in the TDEM portal (hospitals) and HHS TeleTracking (non-hospitals) until US HHS transitions sotrovimab reporting to HPOP. A site does not need to report zeros for products that they do not have in their inventory.

How do I report Evusheld courses after the change in the recommended dosage?
Please report inventory and administration in HPOP by cartons (150 mg tixagevimab/150 mg cilgavimab). The patient receiving the larger initial dose (300 mg each of tixagevimab/cilgavimab) would be reported as TWO units (cartons or courses) administered while the repeated, smaller dose (150 mg tixagevimab/150 mg cilgavimab) would be reported as ONE unit administered.

How can I report the therapeutics I have administered?
For each Therapeutic type a provider has administered/dispensed, providers select the space in the row under Courses Administered and Courses Available and enter the total number administered then select “Save Therapeutic Courses”. After selecting Save, the provider will see a short live pop up saying the saving operation completed successfully. NOTE: After clicking “Save Therapeutic Courses” the columns will still show the data the provider input. These values will remain until the system executes a batch job once a day and saves the data to the History column.

How can I transfer my inventory?
The Transfers section, under Inventory, is used if a Provider has received a shipment of some therapeutic and instead of administering/dispensing them at their site they transferred the therapeutic to another Provider. Providers may only transfer to another site that is enrolled in HPOP for the same therapeutic type (oral antiviral and/or Evusheld). All transfers must follow applicable state and federal laws regarding medication dispensing. Please contact DSHS the first time you transfer to a site to confirm that their site is ready to enroll in HPOP.

Using this “Transfer” section will not automatically ship product to the provider; this is a mechanism to account for the transfer. Providers must make arrangements to physically move the medications to the new facility. Select the Add Transfer button and fill out the required information. See Transfer therapeutics to a provider.

Contacts
How can I view my organization’s contacts?
The contacts section shows all the Provider contacts that exist for the Provider. If a provider selects a name, they will be presented with specific information about that user. Every provider needs at least one contact to be designated as the “Primary Contact” to receive products. To edit/view a user, select their name.

Can I add users to my site on HPOP?
Yes. For more details, see “How can I add contacts?”
How can I add contacts?
To create a new contact, click the +. If that button does not exist, contact the Partner admins to enable that permission. For the “Email” field, enter the user’s email. If the user already exists, the next screen will have contact information prepopulated otherwise the provider will have to fill it out. For the “Primary Contact” field, every Provider will need at least one contact tagged as a primary contact to receive product. After the contact is created, an email will be sent to the contact to activate their account.

How do I edit my provider details?
Navigate to the Provider Details section of the provider portal. This section lists information such as the federal/state pins associated with the provider. To edit provider details, select the Provider Details tab. Select the button with the pen icon to edit the information. Only certain fields are editable by the provider.

Resources
Who can I contact for support?
- If you need the activation email resent, please email therapeutics@dshs.texas.gov
- For issues logging into HPOP, please email cars_helpdesk@cdc.gov or call (833) 748-1979.
- For password resets, please use the “I forgot my password...” link on the sign-in screen.

Where can I find more information on HPOP?
For more detailed explanation on using the HHS HPoP system view the Resource Guide accessible from the Help section within HPOP.