



TO: Immunization Provider or Grantee

RE: FluMist® 2011-2012 Replacement Program

This letter is to inform you of the FluMist® Replacement Program for product purchased through the CDC contract for the 2011-2012 season (“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 Distribution for implementation of this replacement program. **This contract is between MedImmune and McKesson and is separate from and unrelated to CDC’s contract for centralized product distribution.** The Replacement Program requirements are listed below:

- FluMist doses must be purchased through the CDC contract and must expire between August 2011 and January 31, 2012 to be eligible for the Replacement Program.
- Product must be used on a first-to expire-first-used basis to be eligible for the Replacement Program.
- Providers or Grantees have from 15 days prior to the expiration date stamped on the sprayer until January 31, 2012 to request replacement doses. Any doses sent prior to 15 days of expiry will not be replaced.
- Requests for replacement doses by Providers or Grantees will be accepted until 7:00 PM (CST) on January 31, 2012. Requests for replacement doses after this date will not be honored. All requests should be placed with McKesson Specialty by calling 1-877-633-7375.
- All expired/expiring doses must be received by McKesson by Friday, February 17, 2012. Replacement product will not be shipped until expired/expiring doses are received.
- Replacement Request Rounding:
 - All requests for replacement doses must be in multiples of 10 units of product. Requests not in multiples of 10 will be rounded down to the nearest multiple of 10. Rounding up is prohibited. This requires a new order.
 - There will be no credit for doses returned in excess of those shipped for replacement.

The process to request replacement product is outlined below:

- 1) Call McKesson Specialty’s CDC Replacement Request line at 1-877-633-7375. Call center operating hours are 7:00 am CST – 7:00 pm CST.
- 2) McKesson Specialty will instruct Providers or Grantees on date and time of pickup and provide all necessary instructions and paperwork at the time of call. Providers or Grantees are to box up FluMist and have it ready for the scheduled pick up day. FluMist does not have to be returned cold.
- 3) Providers or Grantees are to place only the doses confirmed on the phone with McKesson Specialty in the box for return. **NOTE: Any doses included that were not confirmed during the original replacement request call will not be replaced.**
- 4) Within 1 business day from receipt of request and verification of information, McKesson Specialty’s preferred courier partner will pick up the boxed FluMist from specified location at no charge to the Providers.
- 5) Upon receipt and verification of the expiring/expired doses with the replacement request information provided to McKesson Specialty, replacement doses will be shipped at no charge to you.

If you have any questions regarding the Replacement Program, please call 1-877-633-7375. **Live response to inbound calls on the Replacement Hotline to begin on Nov 20, 2011.**