



Navigating the Health Partner Order Portal (HPoP)

Last Updated June 24, 2022

Health Partner Order Portal (HPoP) Job Aid

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Purpose

The [Health Partner Order Portal \(HPoP\)](#) is a single platform through which healthcare facilities across the nation report COVID-19 therapeutics administered and inventory. This document has been created by the Virginia Department of Health (VDH) for use by Virginia therapeutic providers and provides instructions on how to access and report into the portal.

Reporting Frequency

Reporting on the use of COVID-19 therapeutics is required by the Department of Health and Human Services (HHS) **every Monday and Thursday by 11:59PM ET**, so that the Virginia Department of Health (VDH) may continue to receive and supply providers with COVID-19 therapeutics, and inform constituents of where therapeutics are available across the Commonwealth via the [COVID-19 Therapeutics Locator Tool](#).

If the facility does not report on both Monday and Thursday, they are expected to report all doses administered since the date of the last report. Additionally, providers that fail to report their inventory and utilization on both Monday and Thursday will be considered non-compliant by VDH. Those providers will not have their order requests fulfilled until they report on both Monday and Thursday.

Legacy Therapeutics

Legacy Therapeutics are therapeutics that have had their Emergency Use Authorization (EUA) amended due to low efficacy against current variants of COVID-19 and are not reported in HPoP. As of 6/10/22, Sotrovimab, BAM/ETE, and REGEN-COV have had their EUAs amended to exclude them from use in any U.S. region. To return these products, please review our [Guidance on Expiring & Expired Therapeutics](#).

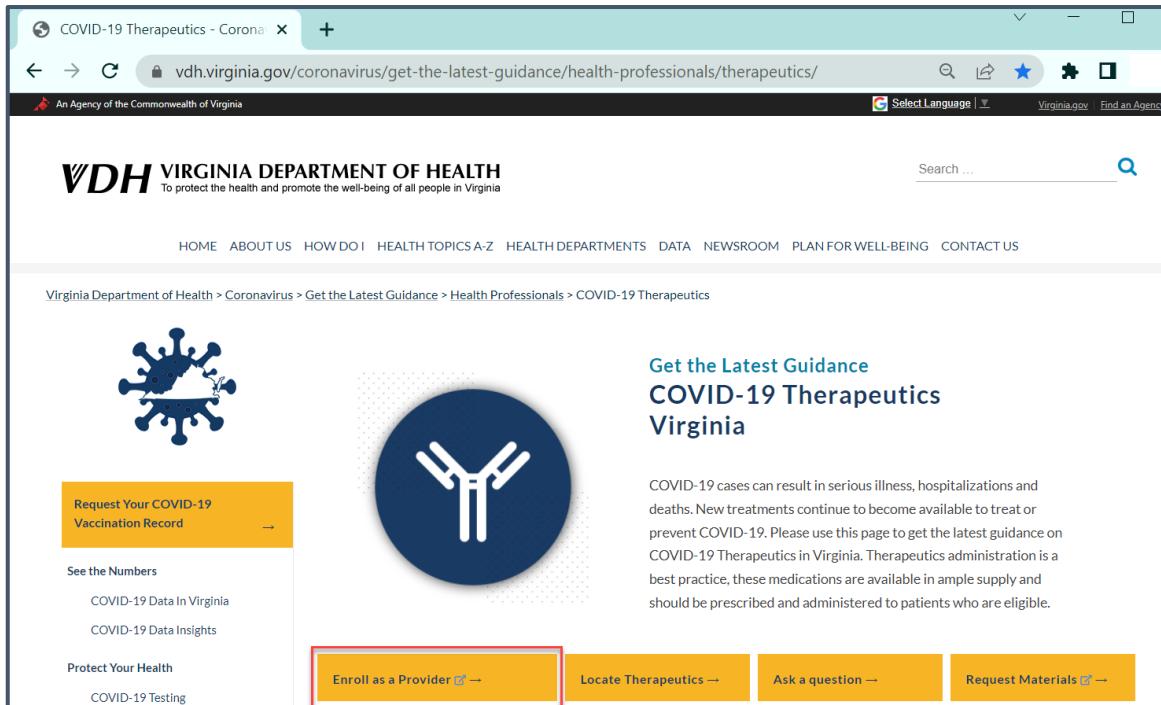
HPoP and VDH Contact Information

- **HPoP Contact Information (For Help Logging into HPoP & Using the HPoP Portal):**
 - Phone: (833) 748-1979
 - Email: cars_helpdesk@cdc.gov
- **VDH Healthcare Coordination & Therapeutics Team (For Requesting HPoP Access & General Therapeutics Information):**
 - Website: [VDH COVID-19 Therapeutics](#)
 - Email: COVID19Therapeutics@vdh.virginia.gov

Accessing HPoP and Setting Up Facility Account

Request Facility Access to HPoP

a. Visit VDH's COVID-19 Therapeutics Website [here](https://vdh.virginia.gov/coronavirus/get-the-latest-guidance/health-professionals/therapeutics/) and click **Enroll as a Provider**.



b. Complete the form to its entirety and read all instructions sent to the provided email address(es).

c. Check your email within the next 24-48 hours for a registration email from vpop-no-reply@cdc.gov. This email will contain a registration link that will be valid for only 72 hours.

d. Click on the registration link. You will be taken to HPoP's registration page to set your password and two-factor authentication.

e. Set up your password and two-factor authentication.

f. Agree to the Attestation Statement.

g. On your facility's homepage, navigate to **Provider Details** and complete the following tasks (see *following page for screenshot*):

- Enter or update provider type, setting(s) where your facility will administer product, and population(s) served by your facility.
- Enter the facility's license and expiration date.

h. On the homepage, navigate to **Receiving Address / Hours** and complete the following tasks:

- Enter the address where your facility will receive shipments and contact details.
- Enter the hours the facility is open to receive shipments.
- Click the “**Receiving Address & Hours Verified**” checkbox.
- Click “**Apply Changes**” once complete.

Day	All Hours	From1	To1	From2	To2
Monday	<input checked="" type="checkbox"/>	09:00 AM	05:00 PM		
Tuesday	<input checked="" type="checkbox"/>	09:00 AM	05:00 PM		
Wednesday	<input checked="" type="checkbox"/>	09:00 AM	05:00 PM		
Thursday	<input checked="" type="checkbox"/>	09:00 AM	05:00 PM		
Friday	<input checked="" type="checkbox"/>	09:00 AM	05:00 PM		
Saturday	<input checked="" type="checkbox"/>				
Sunday	<input checked="" type="checkbox"/>				

When editing To and From values 12:00 am at the top of the list represents 00:00.
However, 12:00 am at the bottom of the list represents 24:00.

Receiving Address & Hours Verified

Add Contacts to Facility Account

- a. Log into HPoP and access your facility's Therapeutics account.
- b. Navigate to **Contacts**, which can be accessed on the main page or the "Contacts" tab.

VA DEPT OF HLTH PHARMACY SERVICES : Therapeutic

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

⚠ Therapeutic Create New Order not available as using Partner Apportionment.

Therapeutic Orders

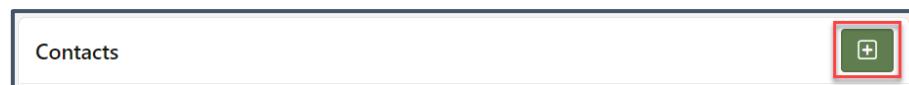
TX-VAA [REDACTED] 04/28/2022 15:38 TRANSMITTED

Total Order Lines: 1

TX-VAA [REDACTED] 03/29/2022 16:20 SHIPPED

Total Order Lines: 1

- c. To create a new contact, click the **+** button.



- d. Enter the user's email address, then click **Next**.

Oracle HPoP - Add Contact

Email

Cancel

Next

e. Populate the user's information, including checking the **Therapeutic** module, then click **Create (Note: If the email address is already associated with a Contact in HPoP, this screen will be prepopulated with the contact information)**.

Provider Contact

Email [REDACTED] Active Yes

First Name Last Name

Primary Contact *

Phone number, Phone Extension, and Fax will only accept numeric input.

Phone (555) 555-5555 Phone Extension Fax (555) 555-5555

Modules *

Therapeutic

Cancel Create and Create Another Create

f. After the Contact is created, an email will be sent from vpop-no-reply@cdc.gov to the user with instructions to register their account.

g. Repeat Steps 'c - f' for additional users.

Remove Contacts from Facility Account

a. Log into HPoP and access your facility's Therapeutics account.

b. Navigate to **Contacts**, which can be accessed on the main page or the "Contacts" tab.

VA DEPT OF HLTH PHARMACY SERVICES : Therapeutic

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

Therapeutic Create New Order not available as using Partner Apportionment.

Therapeutic Orders

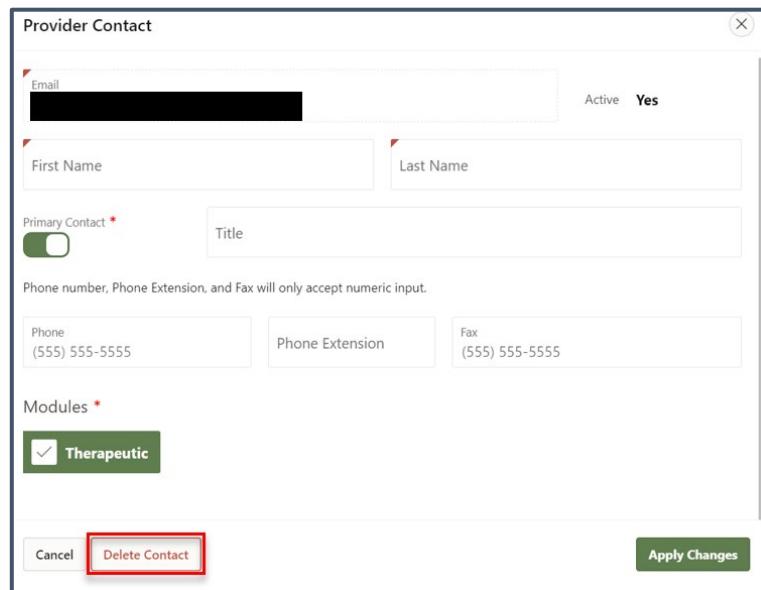
TX-VAA [REDACTED] 04/28/2022 15:38 TRANSMITTED

Total Order Lines: 1

TX-VAA [REDACTED] 03/29/2022 16:20 SHIPPED

Total Order Lines: 1

c. Click on the user's name, and then click **Delete Contact**.



Provider Contact

Email: [REDACTED] Active: Yes

First Name: [REDACTED] Last Name: [REDACTED]

Primary Contact *: Title: [REDACTED]

Phone number, Phone Extension, and Fax will only accept numeric input.

Phone: (555) 555-5555 Phone Extension: [REDACTED] Fax: (555) 555-5555

Modules *: Therapeutic

Cancel **Delete Contact** Apply Changes

d. Repeat Step c for additional users.

Reporting to HPoP

Reporting Therapeutics Administered and On-Hand

a. Log into HPoP. If your account is associated with only one facility, your screen should look like the screenshot below. Otherwise, click on the relevant facility to access the facility's Therapeutics page.

The screenshot shows the Oracle HPoP - Provider Portal. The main title is "VA DEPT OF HLTH PHARMACY SERVICES : Therapeutic". The left sidebar has sections for "Therapeutic Orders" and "Therapeutic Inventory". The "Therapeutic Orders" section lists several entries with status indicators: TRANSMITTED, SHIPPED, SHIPPED, SHIPPED, and SHIPPED. The "Therapeutic Inventory" section has tabs for "Courses Administered and Available (since last reported)", "Wastage", and "Transfers". The "Courses Administered and Available" tab is selected. The provider details on the right include the name "VA DEPT OF HLTH PHARMACY SERVICES", Federal ID, State ID (VA), and National Provider Identifier (NPI). The provider type is listed as "[19] Public health provider - public health clinic". The contact information for Kimberly Thompsons (Primary Contact) is also shown.

b. Navigate to the section titled **Therapeutic Inventory**, which can be accessed on the main page or the "Therapeutics" tab, then to the tab titled **Courses Administered and Available**.

The screenshot shows the "Therapeutic Inventory" page. The "Courses Administered and Available" tab is selected. The table lists the following data:

Therapeutic	Administered	Available	History
Bebtelovimab (0002-7589-01)			
Evusheld (0310-7442-02)			
Paxlovid (0069-1085-30)	1	18	[REDACTED]
Lagevrio (molnupiravir) (0006-5055-06)			
Renal Paxlovid (0069-1101-20)			

Buttons for "Edit History" and "Save Therapeutic Courses" are visible.

c. To enter courses administered, double-click in the row under **Courses Administered** and enter the total number administered since you last reported (see *following page* for screenshot).

Therapeutic Inventory

Courses Administered and Available		Wastage	Transfers
Courses Administered and Available		Save Therapeutic Courses	
Therapeutic	Administered	Available	History
Bebtelovimab (0002-7589-01)			
Evusheld (0310-7442-02)		:86 on 01/19 by	
Paxlovid (0069-1085-30)			
Lagevrio (molnupiravir) (0006-505...			
Renal Paxlovid (0069-1101-20)			

d. To enter courses on-hand, double-click in the row under **Courses Available**, and enter the total number on-hand. If you have not received therapeutics, you do not need to enter a value.

Therapeutic Inventory

Courses Administered and Available		Wastage	Transfers
Courses Administered and Available		Save Therapeutic Courses	
Therapeutic	Administered	Available	History
Bebtelovimab (0002-7589-01)			
Evusheld (0310-7442-02)		:86 on 01/19 by	
Paxlovid (0069-1085-30)			
Lagevrio (molnupiravir) (0006-505...			
Renal Paxlovid (0069-1101-20)			

e. Once you have entered your facility's courses administered and available for each therapeutic, click **Save Therapeutic Courses** (Note: After clicking “Save Therapeutic Courses,” the columns will still show the data you input. These values will remain until the system moves them to the History column, which happens daily at 12AM ET).

▼ Therapeutic Inventory

Courses Administered and Available	Wastage	Transfers																								
Save Therapeutic Courses																										
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding-bottom: 5px;">Therapeutic</th> <th style="text-align: left; padding-bottom: 5px;">Administered</th> <th style="text-align: left; padding-bottom: 5px;">Available</th> <th style="text-align: left; padding-bottom: 5px;">History</th> </tr> </thead> <tbody> <tr> <td>Bebtelovimab (0002-7589-01)</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Evusheld (0310-7442-02)</td> <td></td> <td></td> <td>:86 on 01/19 by</td> </tr> <tr> <td>Paxlovid (0069-1085-30)</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Lagevrio (molnupiravir) (0006-505...</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Renal Paxlovid (0069-1101-20)</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>			Therapeutic	Administered	Available	History	Bebtelovimab (0002-7589-01)				Evusheld (0310-7442-02)			:86 on 01/19 by	Paxlovid (0069-1085-30)				Lagevrio (molnupiravir) (0006-505...				Renal Paxlovid (0069-1101-20)			
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Lagevrio (molnupiravir) (0006-505...																										
Renal Paxlovid (0069-1101-20)																										

f. After saving, you should see a pop-up in the top-right corner of your screen that indicates the data was successfully saved.

Partner: Virginia VA DEPT OF HLTH PHARMACY SERVICES [Help](#) [Feedback](#)

✓ Changes saved

Therapeutic Address verified

Provider Details	Receiving Address / Hours	Support Information
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> Provider Details <div style="text-align: right; margin-top: -5px;"> ✎ </div> </div> <div style="border: 1px solid #ccc; padding: 5px; border-top: none;"> Name VA DEPT OF HLTH PHARMACY SERVICES </div>		

Reporting Therapeutic Wastage

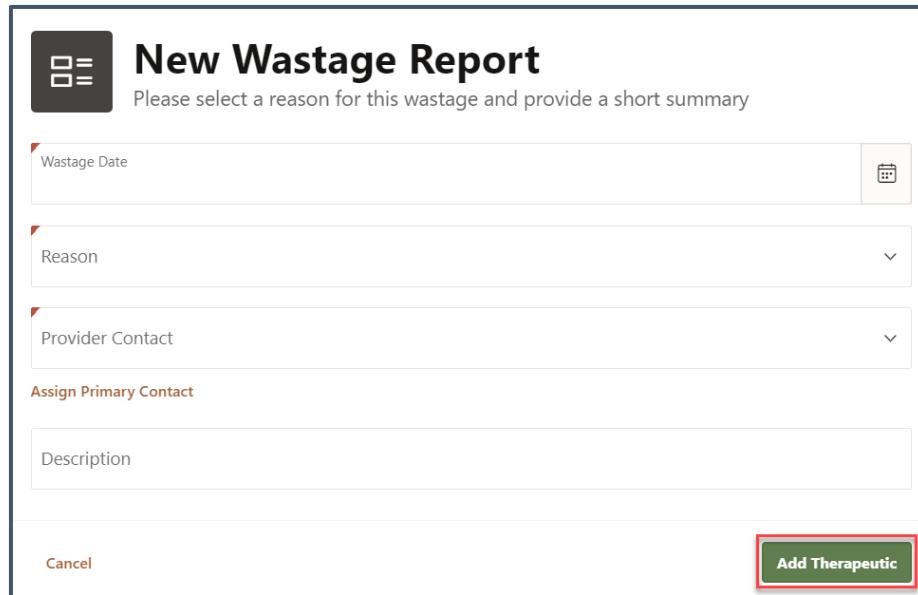
a. Log into HPoP. If your account is associated with only one facility, your screen should look like the screenshot below. Otherwise, click on the relevant facility to access the facility's Therapeutics page.

The screenshot shows the Oracle HPoP - Provider Portal interface. The main title is "VA DEPT OF HLTH PHARMACY SERVICES : Therapeutic". The left sidebar has a warning message: "Therapeutic Create New Order not available as using Partner Apportionment." Below this are sections for "Therapeutic Orders" and "Therapeutic Inventory". The "Therapeutic Orders" section lists several orders with status indicators (TRANSMITTED, SHIPPED) and dates. The "Therapeutic Inventory" section shows "Courses Administered and Available (since last reported)" with tabs for "Therapeutic", "Courses Administered", "Courses Available", and "History". A "Save Therapeutic Courses" button is present. The right side of the screen displays "Provider Details" for VA DEPT OF HLTH PHARMACY SERVICES, including fields for Name, Federal IDN, State ID, National Provider Identifier (NPI), Provider Type (119 Public health provider - public health clinic), Alternative Vaccine ID, Alternative Therapeutic ID, and Non-Public Provider status. It also shows "Modules" (Therapeutic), "Therapeutic Categories" (Monoclonal Antibody, Monoclonal Antibody Specialist, Antiviral, Antiviral Specialist), and a "Contacts" section listing Kimberly Thompson (Primary Contact).

b. Navigate to the section titled **Therapeutic Inventory**, which can be accessed on the main page. Select **Wastage**, then select **Add Wastage**.

The screenshot shows the "Therapeutic Inventory" section of the provider portal. It features a navigation bar with tabs: "Courses Administered and Available", "Wastage" (which is highlighted with a red box), and "Transfers". Below this, there is a sub-section titled "Wastage" with a green "Add Wastage" button (also highlighted with a red box).

c. Once selected, fill out the New Wastage Report with the appropriate information. Once completed, select **Add Therapeutic**.



New Wastage Report
Please select a reason for this wastage and provide a short summary

Wastage Date

Reason

Provider Contact

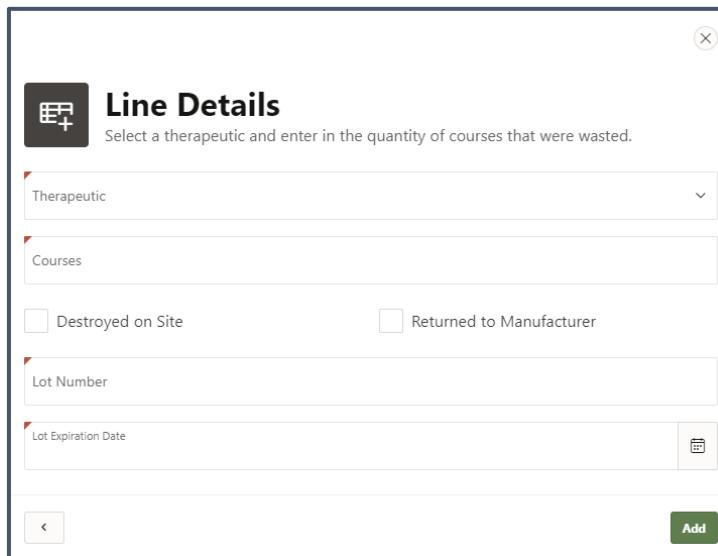
Assign Primary Contact

Description

Cancel

Add Therapeutic

d. The “Line Details” window will pop up. Select the therapeutic to be reported and enter the number of courses wasted. Check either “Destroyed on Site” or “Returned to Manufacturer.” Additionally, enter the lot number and lot expiration date. Once completed, click **Add**.



Line Details
Select a therapeutic and enter in the quantity of courses that were wasted.

Therapeutic

Courses

Destroyed on Site Returned to Manufacturer

Lot Number

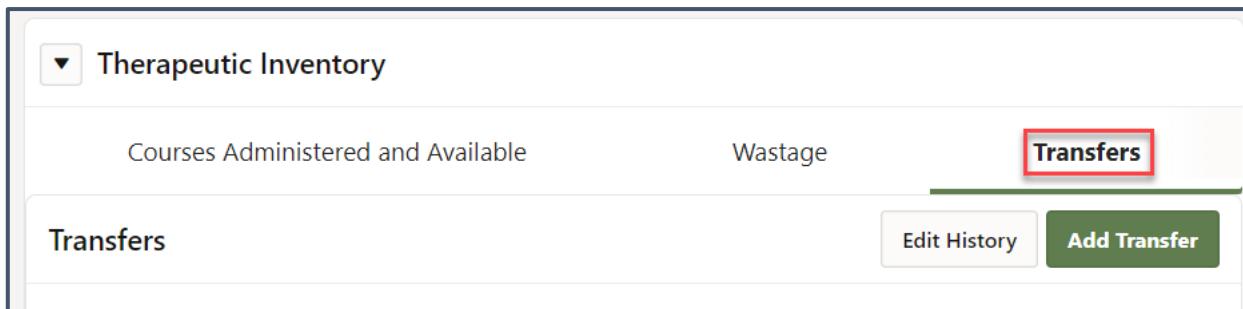
Lot Expiration Date

< Add

e. Review and confirm information, then click **Submit**.

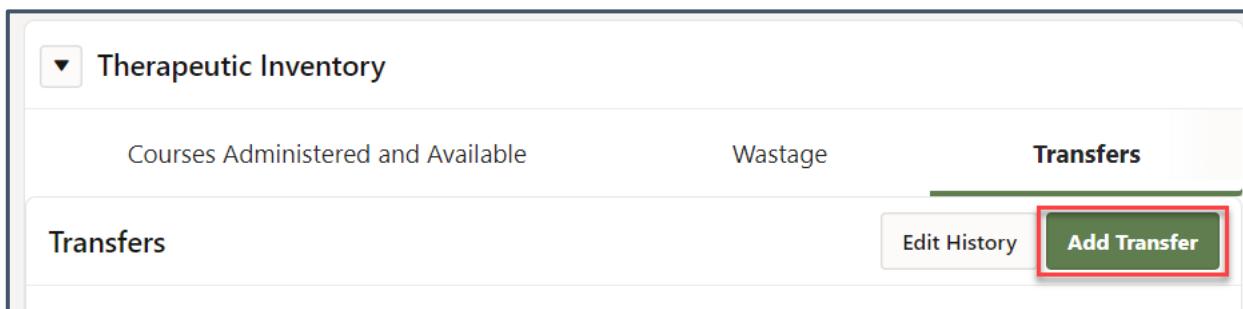
Reporting the Transfer of Therapeutics

- a. If your facility has received a shipment of therapeutics and has already or plans to redistribute product(s) to another Provider, this transfer must be reported in HPoP to track the location of the therapeutic product(s).
- b. Navigate to the section titled **Therapeutic Inventory**, which can be accessed on the main page or the “Therapeutics” tab, then to the tab titled **Transfers**.



The screenshot shows a software interface for managing therapeutic inventory. At the top, there is a dropdown menu labeled "Therapeutic Inventory". Below the menu, there are three main categories: "Courses Administered and Available", "Wastage", and "Transfers". The "Transfers" category is highlighted with a red box. At the bottom of the screen, there are two buttons: "Edit History" and a green "Add Transfer" button, which is also highlighted with a red box.

- c. Click **Add Transfer**.



This screenshot is identical to the one above, showing the "Transfers" tab selected in the Therapeutic Inventory interface. The "Add Transfer" button at the bottom is highlighted with a red box, indicating the next step in the process.

d. Fill out the required information, then click **Create**. If the Provider that you transferred product(s) to does not appear as an option, please contact COVID19Therapeutics@vdh.virginia.gov.

Transfer Therapeutic

Transfer Date

Provider Transferred From
VA DEPT OF HLTH PHARMACY SERVICES

Provider Transferred To

Description

Therapeutic

Courses

e. Repeat Steps c & d for all additional transfers.

Requesting COVID-19 Therapeutics

Direct Order Request (DOR) Process

- Log into HPoP. If your account is associated with only one facility, your screen should look like the screenshot below. Otherwise, click on the relevant facility to access the facility's Therapeutics page.

The screenshot shows the Oracle HPoP - Provider Portal. The main title is "VA DEPT OF HLTH PHARMACY SERVICES : Therapeutic". The navigation bar includes "Show All", "Receiving Address / Hours", "Contacts", "External Partners", "My Feedback", "Therapeutics", "News", "Therapeutic Orders", and "Therapeutic Inventory". The "Therapeutic Orders" tab is active. A warning message says "Therapeutic Create New Order not available as using Partner Apportionment." Below this, there are two expandable sections: "Therapeutic Orders" and "Therapeutic Inventory". The "Therapeutic Orders" section lists several orders with their creation dates and statuses (e.g., TX-VAA [REDACTED] 04/28/2022 15:38, TRANSMITTED). The "Therapeutic Inventory" section shows courses administered and available. On the right side, there is a "Provider Details" section with fields for Name, Federal PIN, Provider Type, Alternative Vaccine ID, and Non-Public Provider status. Below that is a "Modules" section with "Therapeutic" selected, and a "Therapeutic Categories" section with "Monoclonal Antibody", "Monoclonal Antibody Specialist", "Antiviral", and "Antiviral Specialist" buttons. At the bottom, there is a "Contacts" section with "Kimberly Thompson (Primary Contact)" listed.

- Navigate to the section titled **Therapeutic Orders**, which can be accessed on the main page or the **Therapeutics Orders** tab. Click **Create Order**.

The screenshot shows the Oracle HPoP - Provider Portal with the "VA DEPT OF HLTH PHARMACY SERVICES : Therapeutic" title. The navigation bar includes "Show All", "Receiving Address / Hours", "Contacts", "External Partners", "My Feedback", "Therapeutics", "News", "Therapeutic Orders" (which is highlighted with a red box), and "Therapeutic Inventory". The "Therapeutic Orders" section displays a list of orders with their creation dates and statuses (e.g., TX-VAA [REDACTED] (06/10/2022 16:42), SHIPPED). A prominent green "Create Order" button is located in the top right corner of this section.

c. The “Select Therapeutic” box will appear. From the list of therapeutics provided, choose the therapeutic you wish to request (Note: Therapeutics must be requested one at a time, and you will have the opportunity to request other therapeutics after selecting your first therapeutic).

Select Therapeutic

Bebtelovimab (0002-7589-01)
Note: Courses Administered and Available Inventory should be entered for this product before ordering

Evusheld (0310-7442-02)

Paxlovid (0069-1085-30)

Lagevrio (molnupiravir) (0006-5055-06)

Renal Paxlovid (0069-1101-20)
Note: Courses Administered and Available Inventory should be entered for this product before ordering

Note - Only Therapeutics which have been allocated will be available to order!

d. Choose the number of shipping units you wish to request.

Select Quantity

Bebtelovimab (0002-7589-01)

Minimum Shipping Units **1** Maximum Shipping Units **200**

Remaining Shipping Units **200**
(Maximum - Submitted)

1 Shipping Units (5 courses)	2 Shipping Units (10 courses)
3 Shipping Units (15 courses)	4 Shipping Units (20 courses)
5 Shipping Units (25 courses)	6 Shipping Units (30 courses)
7 Shipping Units (35 courses)	8 Shipping Units (40 courses)
9 Shipping Units (45 courses)	10 Shipping Units (50 courses)

1 - 10 Next ▶

e. If you wish to request additional therapeutics, click **Add another therapeutic**. If this is not needed, proceed to Step f (Note: Clicking **Add another therapeutic** will bring you to the screen from Step c. From there, continue through the steps. If you have already requested a therapeutic, that therapeutic will no longer appear in the box from Step c. If you need to update or cancel your request, see [Updating or Cancelling a DOR](#)).

Review & Confirm

Line No. ↑↓	Therapeutic	Generic Description	Quantity
1	Bebtelovimab	2 Shipping Units (10 courses)	

[Cancel](#) [Add another therapeutic](#) [Submit](#)

f. Once you are complete requesting all the therapeutics you need, click **Submit**. You have now completed your Therapeutics Direct Order Request (DOR).

Review & Confirm

Line No. ↑↓	Therapeutic	Generic Description	Quantity
1	Bebtelovimab	2 Shipping Units (10 courses)	

[Cancel](#) [Add another therapeutic](#) [Submit](#)

Updating or Cancelling a DOR

a. To request to update or cancel your order, please email the VDH Therapeutics & Healthcare Coordination Team at COVID19Therapeutics@vdh.virginia.gov with the following information:

1. Subject Line: COVID-19 Therapeutics Request Update/Cancel
2. Body of Email:
 - a. Point of Contact Name
 - b. Provider Name
 - c. Provider State PIN
 - d. Therapeutic Name: [Insert request details]

Viewing Order Status

- a. All orders for therapeutic products must be submitted in [HPoP](#) on **Tuesdays by 12PM ET** to be processed in the forthcoming week.
- b. Navigate to the section titled **Therapeutic Orders**, which can be accessed on the main page or the **Therapeutics Orders** tab.

- c. Under the **Therapeutic Orders** drop down, click on the order you would like to view.

d. Once selected, you will be able to view specific order details, including the order status, and shipping information. Please refer to the [Appendix](#) for status definitions.

VA DEPT OF HLTH PHARMACY SERVICES : Therapeutic

Order Details [PARTNER APPORTIONMENT]

Order # [REDACTED] Ordered Date 01/12/2022 16:37

Facility VA DEPT OF HLTH PHARMACY SERVICES Ordered By [REDACTED]@VDH.VIRGINIA.GOV

Federal PIN [REDACTED]

State PIN [REDACTED] Total Quantity Ordered courses

Therapeutics

Line Number ↑↓	Therapeutic	Product Trade Name (NDC)	Generic Description	Quantity Ordered	Cancelled
1	Molnupiravir	Molnupiravir (0006-5055-06)		5 Shipping Units (100 courses)	

Order Details

Receiving Details

Receiving Address [REDACTED] Primary Contact Kimberly.Thompson [REDACTED]@vdh.virginia.gov Remaining Hours Mon 08:00 AM - 04:30 PM
Tues 08:00 AM - 04:30 PM
Wed 08:00 AM - 04:30 PM
Thurs 08:00 AM - 04:30 PM
Fri 08:00 AM - 04:30 PM

Shipping

Line Number ↑↓	Order Label	Date Shipped	Date Delivered	Tracking Number
1	Molnupiravir (0006-5055-06)	01/17/2022	01/18/2022	561469799861

Receiving Details

Appendix

Order Status Definitions

Order Status Message	Description	Notes
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. There is nothing that the HPoP administration team can do to speed up this process.
Distributed	Order that has been completed and combined for each Distributor to pick up.	ASD has stated they will download the “Distributed” orders at 9AM ET and 5PM ET 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 C19Therapies@AmerisourceBergen.com .
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 C19Therapies@AmerisourceBergen.com .