

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](#).

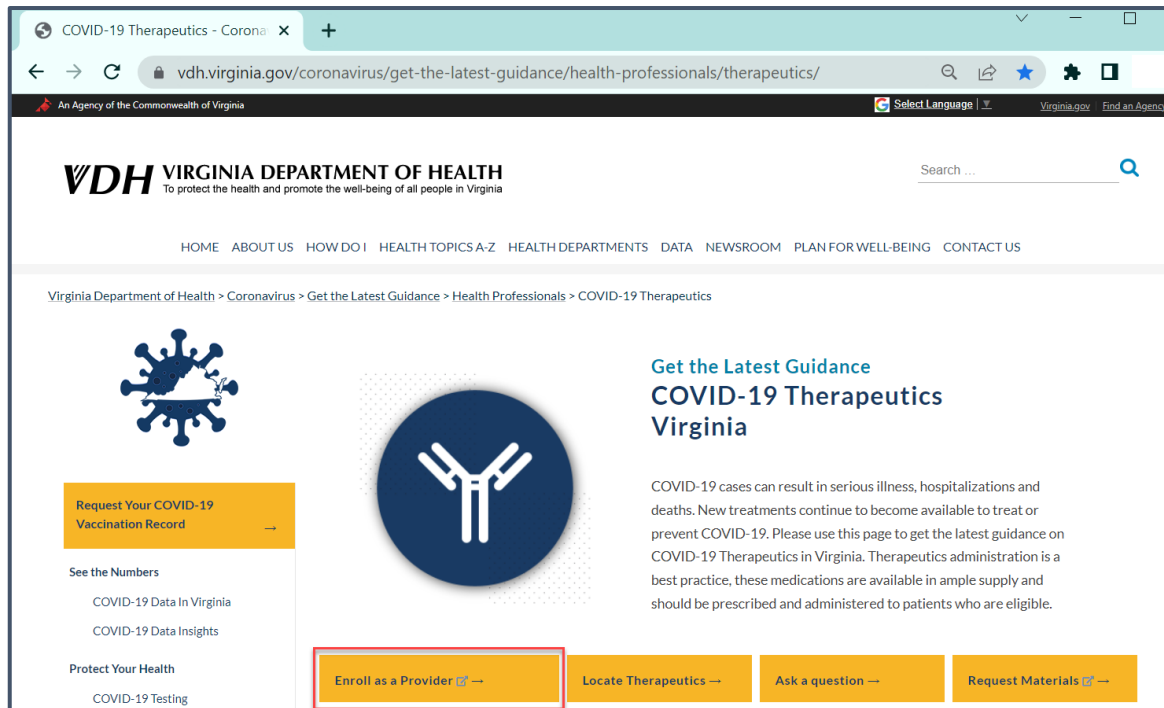
HPoP and VDH Contact Information

- **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		09:00 AM	05:00 PM		
Tuesday		09:00 AM	05:00 PM		
Wednesday		09:00 AM	05:00 PM		
Thursday		09:00 AM	05:00 PM		
Friday		09:00 AM	05:00 PM		
Saturday					
Sunday					

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.

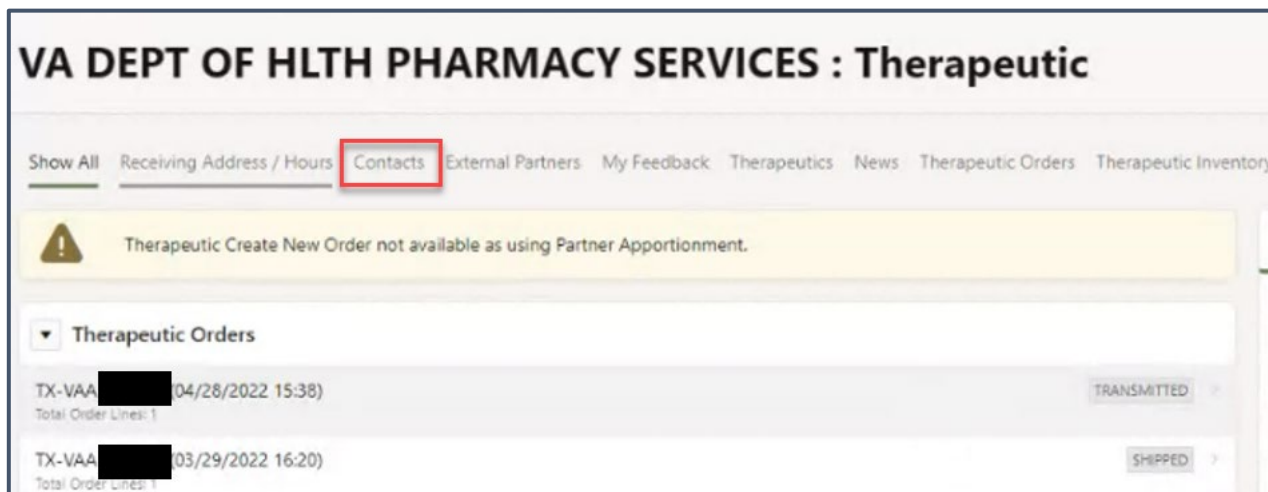
☐ Receiving Address & Hours Verified

Cancel Apply Changes

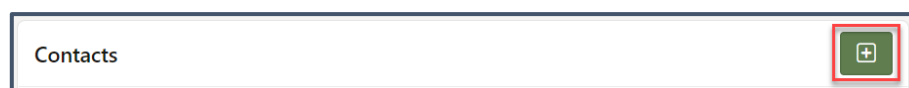


Add Contacts to Facility Account

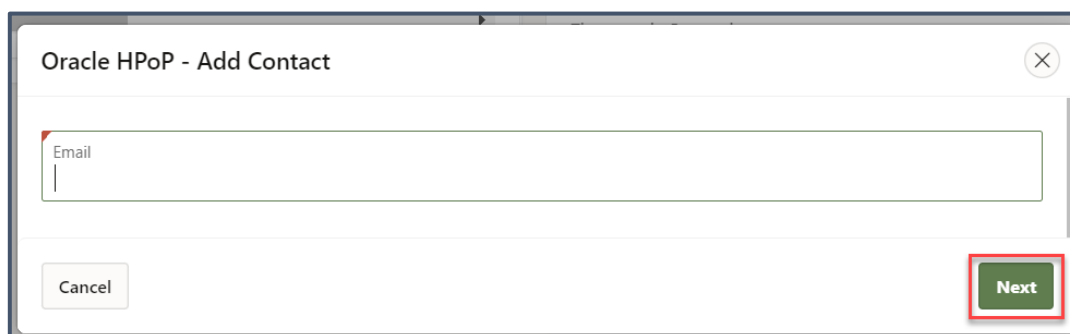
- a. Log into HPoP and access your facility's Therapeutics account.
- b. Navigate to **Contacts**, which can be accessed on the main page or the "Contacts" tab.



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



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

Buttons: 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

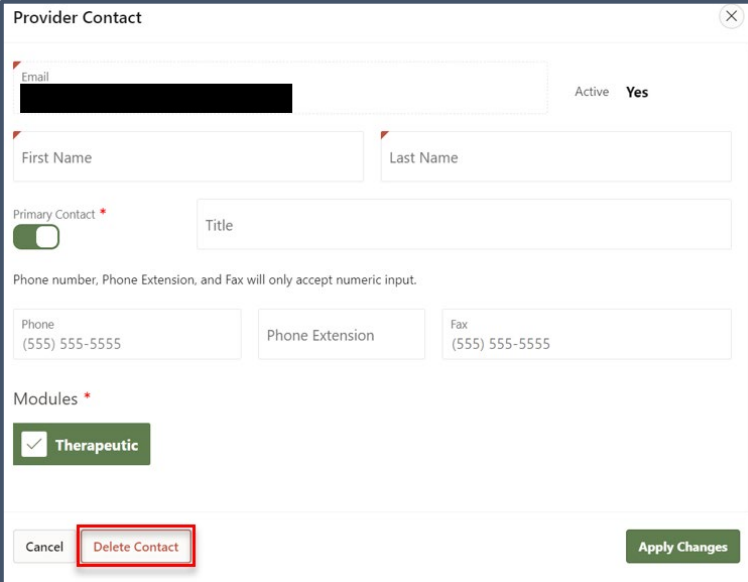
Navigation: Show All, Receiving Address / Hours, **Contacts**, External Partners, My Feedback, Therapeutics, News, Therapeutic Orders, Therapeutic Inventory

Message: **Therapeutic Create New Order not available as using Partner Apportionment.**

Therapeutic Orders

TX-VAA [Redacted]	04/28/2022 15:38	TRANSMITTED
TX-VAA [Redacted]	03/29/2022 16:20	SHIPPED

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



The screenshot shows a 'Provider Contact' form with the following fields and controls:

- Email:** A text field containing a redacted email address.
- Active:** A toggle switch set to 'Yes'.
- First Name:** A text field.
- Last Name:** A text field.
- Primary Contact:** A toggle switch set to 'On'.
- Title:** A text field.
- Phone number, Phone Extension, and Fax will only accept numeric input.**
- Phone:** A text field containing '(555) 555-5555'.
- Phone Extension:** A text field.
- Fax:** A text field containing '(555) 555-5555'.
- Modules:** A section with a checkbox labeled 'Therapeutic' which is checked.
- Buttons:** 'Cancel', 'Delete Contact' (highlighted with a red box), and '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.

- 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**.

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

- 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

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)			

- 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

Provider Details

Name

VA DEPT OF HLTH PHARMACY SERVICES



Reporting Therapeutic Wastage

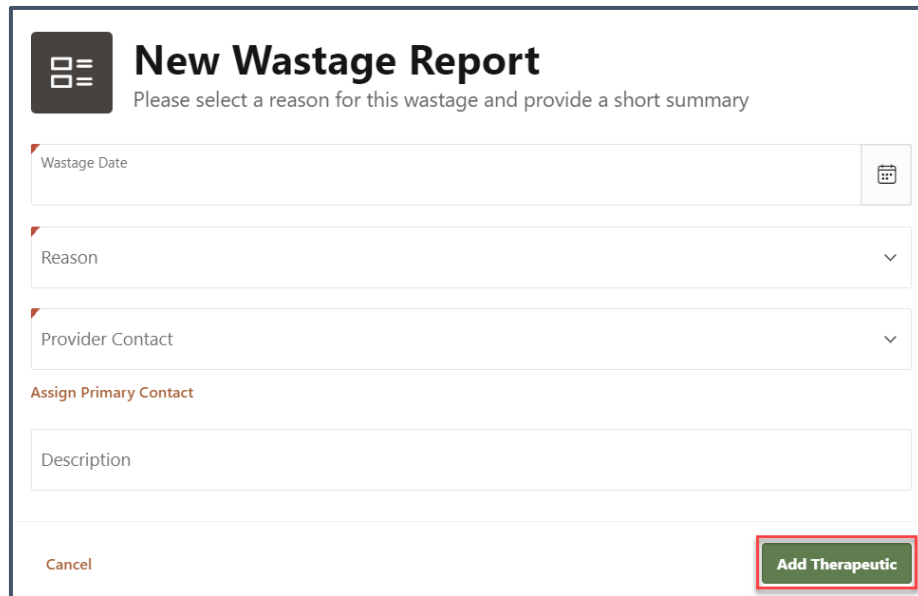
- a. Log into HPoP. If your account is associated with only one facility, your screen should look like the screenshot below. Otherwise, click on the relevant facility to access the facility's Therapeutics page.

The screenshot shows the Oracle HPoP - Provider Portal interface. The main header is "VA DEPT OF HLTH PHARMACY SERVICES : Therapeutic". Below the header, there are tabs for "Therapeutic Orders", "Therapeutic Inventory", "Provider Details", "Receiving Address / Hours", and "Support information". The "Therapeutic Orders" tab is active, showing a list of orders with columns for "TX-VAA", "Total Order", and "Status". The "Therapeutic Inventory" tab is also visible, showing a table with columns for "Therapeutic", "Courses Administered", "Courses Available", and "History". The "Provider Details" tab is also visible, showing fields for "Name", "Federal PIN", "National Provider Identifier (NPI)", "Provider Type", "Alternative Vaccine ID", "Alternative Therapeutic ID", and "Non-Public Provider".


- 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. It has three tabs: "Courses Administered and Available", "Wastage", and "Transfers". The "Wastage" tab is selected and highlighted with a red box. Below the tabs, there is a section titled "Wastage" with a green button labeled "Add Wastage" 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 

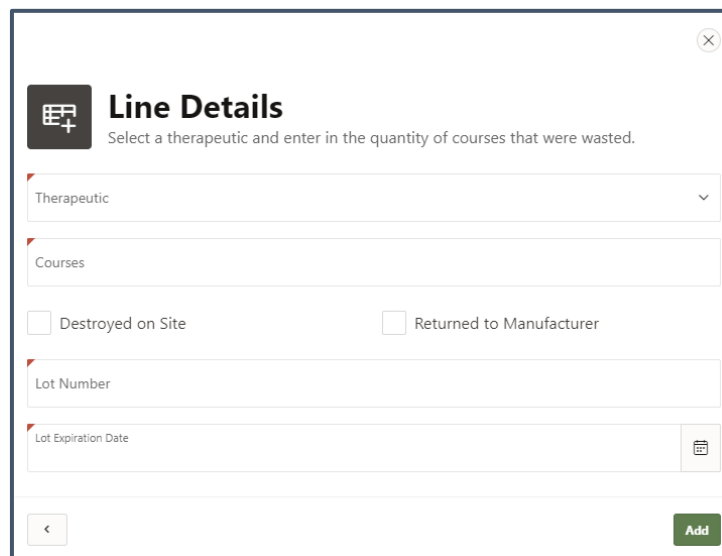
Provider Contact 

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

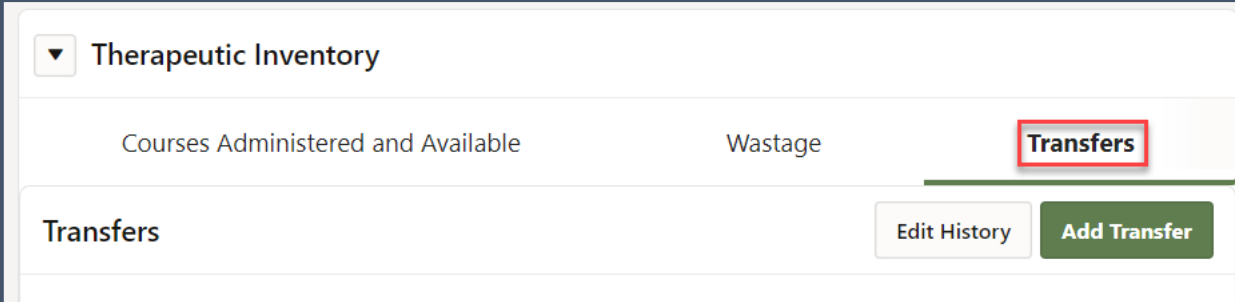
Lot Expiration Date 

[<](#) [Add](#)

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

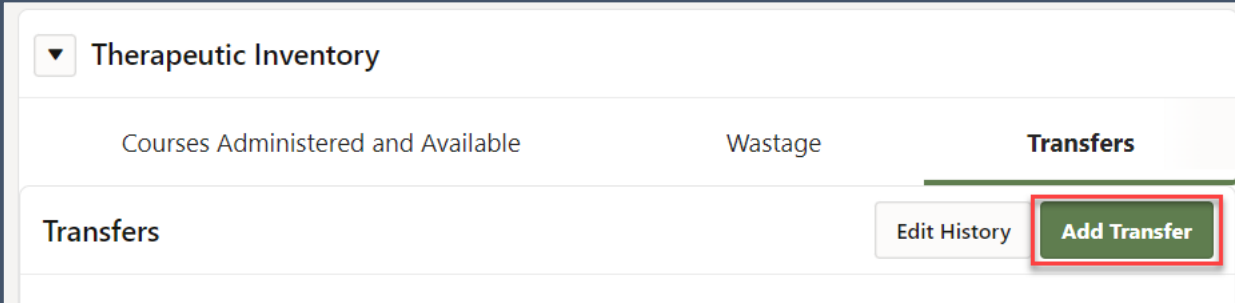
Reporting the Transfer of Therapeutics

- 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**.
-



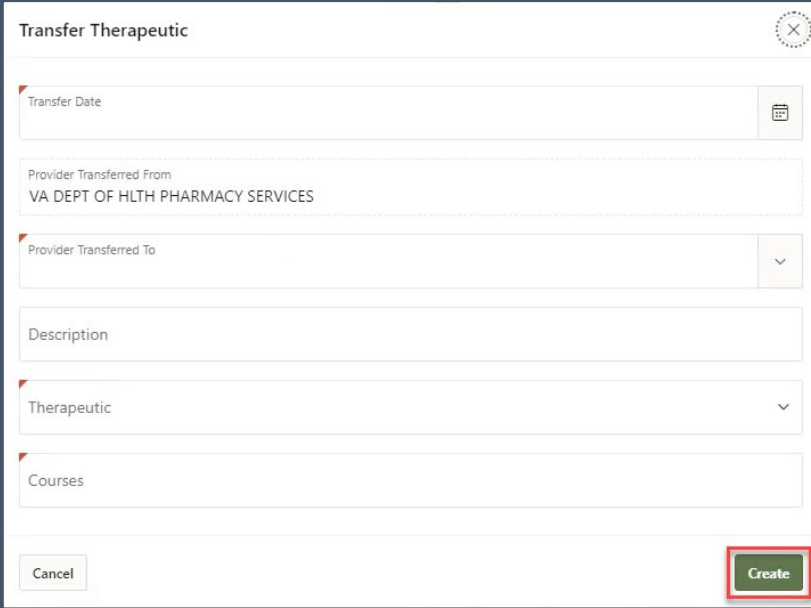
The screenshot shows a web interface for 'Therapeutic Inventory'. At the top, there is a dropdown menu labeled 'Therapeutic Inventory'. Below it, there are three tabs: 'Courses Administered and Available', 'Wastage', and 'Transfers'. The 'Transfers' tab is highlighted with a red box. Below the tabs, there is a section labeled 'Transfers' with two buttons: 'Edit History' and 'Add Transfer'.

- c. Click **Add Transfer**.
-



This screenshot is identical to the previous one, showing the 'Therapeutic Inventory' interface with the 'Transfers' tab selected. However, the 'Add Transfer' button is now 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.



The screenshot shows a web form titled "Transfer Therapeutic" with a close button in the top right corner. The form contains several input fields: "Transfer Date" with a calendar icon, "Provider Transferred From" with the text "VA DEPT OF HLTH PHARMACY SERVICES", "Provider Transferred To" with a dropdown arrow, "Description", "Therapeutic" with a dropdown arrow, and "Courses". At the bottom left is a "Cancel" button, and at the bottom right is a "Create" button, which is highlighted with a red rectangular box.

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

Requesting COVID-19 Therapeutics

Direct Order Request (DOR) Process

- 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.

Oracle HPoP - Provider Portal

Partner: Virginia | Help | Feedback

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 15:30) **TRANSMITTED**
- TX-VAA [redacted] (03/29/2022 16:20) **SHIPPED**
- TX-VAA [redacted] (03/24/2022 15:30) **SHIPPED**
- TX-VAA [redacted] (03/24/2022 11:27) **SHIPPED**
- TX-VAA [redacted] (03/23/2022 10:10) **SHIPPED**

Load more...

Therapeutic Inventory

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

Courses Administered and Available (since last reported) **Save Therapeutic Courses**

Therapeutic	Courses Administered	Courses Available	History
Betelkumab (0002-7369-01)			
Enavetel (0310-7442-02)			
Pedivid (0009-1085-30)			

Provider Details

Receiving Address / Hours | Support information

Provider Details

Name: VA DEPT OF HLTH PHARMACY SERVICES

Federal PIN: [redacted] | State PIN: [redacted] | National Provider Identifier (NPI): [redacted]

Provider Type: [19] Public health provider - public health clinic

Alternative Vaccine ID: [redacted] | Alternative Therapeutic ID: [redacted] | Non-Public Provider: No

Modules

Therapeutic

Therapeutic Categories

Monoclonal Antibody | Monoclonal Antibody Special | Antiviral | Antiviral Special

License: [redacted] | License Expiration Date: 12/31/2022

Contacts

Kimberly Thompkins (Primary Contact)

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

Oracle HPoP - Provider Portal

VA DEPT OF HLTH PHARMACY SERVICES : Therapeutic

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

Therapeutic Orders

Create Order

- TX-VAA [redacted] (06/10/2022 16:42) **SHIPPED**
- TX-VAA [redacted] (06/01/2022 09:51) **CANCELLED**
- TX-VAA [redacted] (04/28/2022 15:38) **TRANSMITTED**
- TX-VAA [redacted] (03/29/2022 16:20) **SHIPPED**
- TX-VAA [redacted] (03/24/2022 15:30) **SHIPPED**

Load more...

- 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

i 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)

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

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)	✕

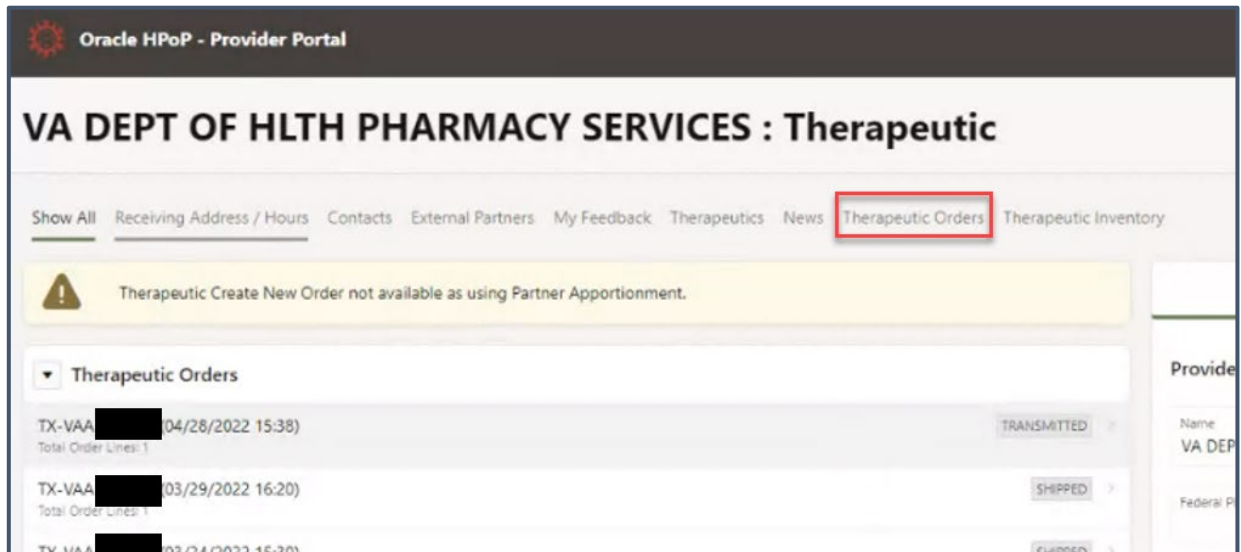
Cancel
Add another therapeutic
Submit

Updating or Cancelling a DOR

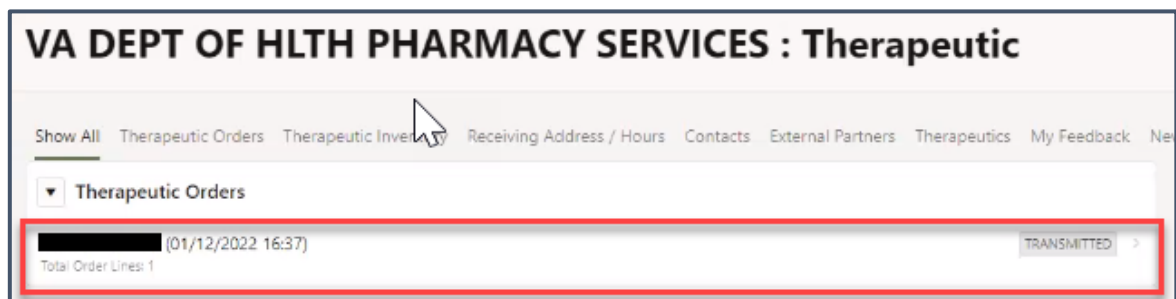
- a. To request to update or cancel your order, please email the VDH Therapeutics & Healthcare Coordination Team at COVID19Therapeutics@vdh.virginia.gov with the following information:
1. Subject Line: COVID-19 Therapeutics Request Update/Cancel
 2. Body of Email:
 - a. Point of Contact Name
 - b. Provider Name
 - c. Provider State PIN
 - d. Therapeutic Name: [Insert request details]

Viewing Order Status

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



- 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

[Return](#)

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] Total Quantity Ordered: **courses**

State PIN: [REDACTED]

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]
RICHMOND, VA 23219

Primary Contact: Kimberly Thompkins
[REDACTED]@vdh.virginia.gov

Receiving 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	561463799601

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 .

