

Health Partner Order Portal (HPoP) Job Aid

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Purpose

The [Health Partner Order Portal \(HPoP\)](#) is a single platform where 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 gives 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) on **every Monday and Thursday by 11:59PM ET**. Being compliant with reporting allows the Virginia Department of Health (VDH) to 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 a facility does not report on both Monday and Thursday, they are expected to report all doses administered since the date of the last report. Providers that fail to report their inventory and utilization on both Monday and Thursday will be considered non-compliant by VDH. These providers will not have their order requests fulfilled until they become compliant with reporting requirements.

Legacy Therapeutics

Legacy Therapeutics are therapeutics that 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 had 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](#) and click **Enroll as a Provider**.

The screenshot shows the VDH website's COVID-19 Therapeutics page. At the top, there is a navigation menu with links for Home, About, How Do I, A-Z Index, Locations, Data, Clinicians, Newsroom, and Contact. A search bar is also present. The main content area includes a breadcrumb trail: Virginia Department of Health > Coronavirus > Get the Latest Guidance > Health Professionals > COVID-19 Therapeutics. A large blue circular graphic with a white antibody symbol is the central focus. To the right of the graphic, the text reads: "Get the Latest Guidance COVID-19 Therapeutics Virginia. COVID-19 cases can result in serious illness, hospitalizations and deaths. New treatments continue to become available to treat or prevent COVID-19. Please use this page to get the latest guidance on COVID-19 Therapeutics in Virginia. Therapeutics administration is a best practice, these medications are available in ample supply and should be prescribed and administered to patients who are eligible." Below this text are several yellow buttons: "Enroll as a Provider", "Locate Therapeutics", "Request Printed Materials", "Order Therapeutics (Providers)", "Redistribute Excess Therapeutics", and "Join Waitlist for USG Supplied Bectelovimab". On the left side, there are links for "Request Your COVID-19 Vaccination Record", "See the Numbers" (with sub-links for COVID-19 Data In Virginia, COVID-19 Data Insights, and COVID-19 Modeling), and "Protect Your Health" (with sub-links for COVID-19 Vaccinations and COVID-19 Testing).

- B. Complete the form in 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 up 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.

Provider Details Partner Notes Receiving Address / Hours Permissions

Provider Details 

Name
[REDACTED]

Federal PIN State PIN National Provider Identifier (NPI)
[REDACTED]

Team Provider Group

Provider Type
[9] Hospital

Alternative Vaccine ID Alternative Therapeutic ID Non Public Provider
No

Modules
 Therapeutic

Classifications
 COVID Monkeypox

Therapeutic Categories
 Monoclonal Antibody Monoclonal Antibody Special
 Antiviral Antiviral Special
 MPX Vaccine MPX Antiviral

Pharmacy Type

License License Expiration Date
[REDACTED] [REDACTED]

- 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.

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.

Please review the following before Therapeutic Monkeypox ordering is available:
Monkeypox Address Verified

Please ignore the Monkeypox alerts/notifications if you are only working with COVID-19 Therapeutics.

Therapeutic Orders Create Order

TX-VAA- [REDACTED] [COVID] Total Order Lines: 1	SHIPPED >
TX-VAA- [REDACTED] [COVID] Total Order Lines: 1	SHIPPED >
TX-VAA- [REDACTED] [COVID] Total Order Lines: 2	SHIPPED >
TX-VAA- [REDACTED] [COVID] Total Order Lines: 2	CANCELLED >
TX-VAA- [REDACTED] [COVID] Total Order Lines: 2	SHIPPED >

Load more...

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

Contacts +

- 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).

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

- Email: [Redacted]
- Active: Yes
- First Name: [Redacted]
- Last Name: [Redacted]
- Primary Contact: (unchecked)
- Title: [Redacted]
- 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. All of the contacts associated with this provider account will be listed.

Contacts		
[Redacted] (Primary Contact)	Phone: [Redacted] Email: [Redacted]	TC >
[Redacted]	Phone: [Redacted] Email: [Redacted]	TC >

C. Click on the “**TC**” Button to open the contact’s detailed information.

Provider Contact ✕

Email Active **Yes**

First Name Last Name

Primary Contact Title

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

Phone Phone Extension Fax

Modules *

Therapeutic

Therapeutic Classifications *

COVID

D. Click **Delete Contact**.

E. Repeat Steps ‘**C - D**’ 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 displays the HPOp interface. On the left, there is a 'Therapeutic Orders' section with a 'Create Order' button and a list of orders with status indicators (SHIPPED, CANCELLED). Below this is the 'Therapeutic Inventory' section, with tabs for 'Courses / Vials / Bottles Administered and Available', 'Wastage', 'Transfers', and 'Replacements'. The 'Courses / Vials / Bottles Administered and Available' tab is active, showing a table with columns for Therapeutic, Administered, Available, History, Classification, and Category. On the right, the 'Provider Details' section is visible, including fields for Name, Federal PIN, State PIN, National Provider Identifier (NPI), Team, Provider Group, Provider Type (Hospital), and Alternative Vaccine/Therapeutic IDs.

- B. Navigate to the section titled **Therapeutic Inventory**, then to the tab titled **Courses/Vials/Bottles Administered and Available**.

This is a close-up of the 'Therapeutic Inventory' table. The table has the following columns: Therapeutic, Administered, Available, History, Classification, and Category. The first row is highlighted with a blue border.

Therapeutic	Administered	Available	History	Classification	Category
Bebtelovimab (0002-7589-01) [COVI...]			30:181 on 09/...	COVID	mAb
Evusheld (0310-7442-02) [COVID]			30:301 on 09/...	COVID	mAbSp
Paxlovid [COVID]			0:0 on 09/27 b...	COVID	AV
Lagevrio (molnupiravir) (0006-5055-...			0:0 on 09/27 b...	COVID	AV
Renal Paxlovid (0069-1101-20) [COV...			0:0 on 09/27 b...	COVID	AV

- C. To enter courses administered, click in the row under **Courses Administered** and enter the total number administered since you last reported. When entering Therapeutic administrations, ensure you are putting a number even if it is “0”, please do not leave it blank.

▼ Therapeutic Inventory

Courses / Vials / Bottles Administered and Available Wastage Transfers Replacements

Courses / Vials / Bottles Administered and Available

Therapeutic	Administered	Available	History	Classification	Category
Bebtelovimab (0002-7589-01) [COVI...			30:181 on 09/...	COVID	mAb
Evusheld (0310-7442-02) [COVID]			30:301 on 09/...	COVID	mAbSp
Paxlovid [COVID]			0:0 on 09/27 b...	COVID	AV
Lagevrio (molnupiravir) (0006-5055-...			0:0 on 09/27 b...	COVID	AV
Renal Paxlovid (0069-1101-20) [COV...			0:0 on 09/27 b...	COVID	AV

- D. To enter courses on-hand, click in the row under **Courses Available**, and enter the total number on-hand. When entering Therapeutic inventory, ensure you are putting a number even if it is “0”, please do not leave it blank. If you have not ordered a specific therapeutics, you do not need to enter a value.

Please Note: To stay consistent with historical reporting, we ask that you report **Evusheld** inventory and administrations per 300mg units (1 carton)

- Thus, **one patient dose with 600mg should be reported as 2 administrations for Evusheld**
- Administrations reporting should always be an even number
- 2 patients dosed → report in HPOP as “4” (2 patients, 4 cartons , 8 vials)
- 6 patients dosed → report in HPOP as “12” (6 patients, 12 cartons , 24 vials)

▼ Therapeutic Inventory

Courses / Vials / Bottles Administered and Available Wastage Transfers Replacements

Courses / Vials / Bottles Administered and Available

Therapeutic	Administered	Available	History	Classification	Category
Bebtelovimab (0002-7589-01) [COVI...			30:181 on 09/...	COVID	mAb
Evusheld (0310-7442-02) [COVID]			30:301 on 09/...	COVID	mAbSp
Paxlovid [COVID]			0:0 on 09/27 b...	COVID	AV
Lagevrio (molnupiravir) (0006-5055-...			0:0 on 09/27 b...	COVID	AV
Renal Paxlovid (0069-1101-20) [COV...			0:0 on 09/27 b...	COVID	AV

- 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).

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 displays the HPOp interface. At the top, a notification reads: "Please review the following before Therapeutic Monkeypox ordering is available: Monkeypox Address Verified". Below this, the "Therapeutic Orders" section lists several orders with status indicators like "SHIPPED" and "CANCELLED". The "Therapeutic Inventory" section is active, showing a table with columns for Therapeutic, Administered, Available, History, Classification, and Category. The table lists various COVID-19 treatments like Bebtelovimab, Evusheid, Paxlovid, and Lagevrio. To the right, the "Provider Details" form is visible, containing fields for Name, Federal PIN, State PIN, National Provider Identifier (NPI), Team, Provider Group, Provider Type (Hospital), and Alternative Vaccine/Therapeutic IDs.

- B. Navigate to the section titled **Therapeutic Inventory**, then to the tab titled **Wastage**.

This screenshot shows the "Therapeutic Inventory" section with the "Wastage" tab selected. The interface includes tabs for "Courses / Vials / Bottles Administered and Available", "Wastage", "Transfers", and "Replacements". The "Wastage" section is currently empty, displaying "No Data Found" and an "Add Wastage" button.

- C. Fill out the **New Wastage Report** with the appropriate information. Click **Add Therapeutic**.



New Wastage Report

Please select a reason for this wastage and provide a short summary

Classification Code
 COVID

Wastage Date 📅

Reason


Provider Contact

Assign Primary Contact

Description

Cancel
Add Therapeutic

- D. Fill out the **Line Details** with the appropriate information. Click **Add**.



Line Details

Select a therapeutic and enter in the quantity of courses / vials / bottles that were wasted.

List All Products

Therapeutic

Courses / Vials / Bottles Use Courses for COVID Therapeutics, Vials for MPX Vaccine, and Bottles for MPX Antiviral.

Destroyed on Site
 Returned to Manufacturer

Lot Number

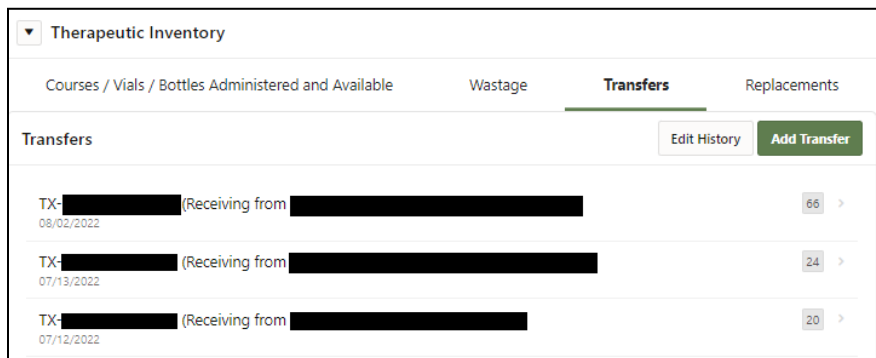
Lot Expiration Date 📅

<
Add

- E. Review and confirm the information, then click **Submit**.

Reporting the Transfer of Therapeutics

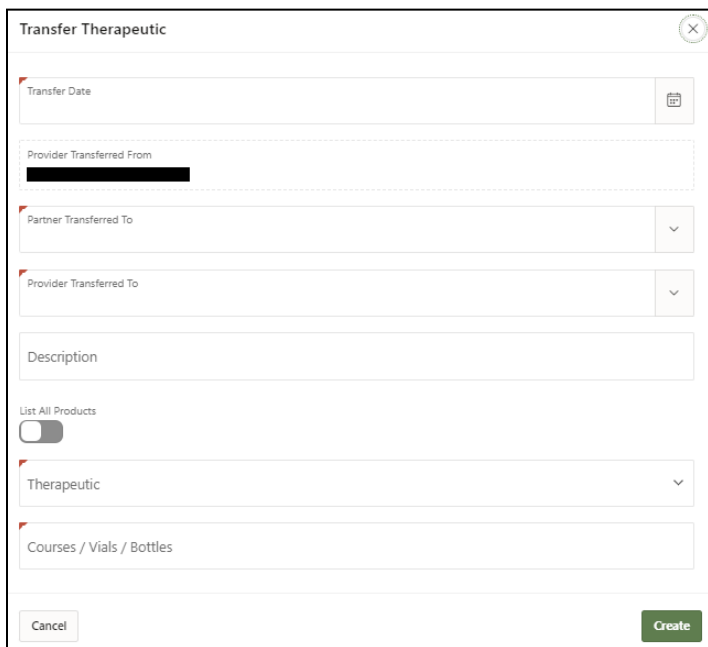
- If your facility has received a shipment of therapeutics and has already or plans to redistribute product(s) to another Provider, this transfer must be reported in HPOp to track the location of the therapeutic product(s).
- Navigate to the section titled **Therapeutic Inventory**, which can be accessed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



The screenshot shows the 'Therapeutic Inventory' section with the 'Transfers' tab selected. The interface includes tabs for 'Courses / Vials / Bottles Administered and Available', 'Wastage', 'Transfers', and 'Replacements'. Below the tabs, there are buttons for 'Edit History' and 'Add Transfer'. A table lists three transfers:

TX- [REDACTED]	(Receiving from [REDACTED])	[REDACTED]
08/02/2022		66 >
07/13/2022		24 >
07/12/2022		20 >

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



The screenshot shows the 'Transfer Therapeutic' form with the following fields:

- Transfer Date (calendar icon)
- Provider Transferred From (text input)
- Partner Transferred To (dropdown menu)
- Provider Transferred To (dropdown menu)
- Description (text input)
- List All Products (toggle switch)
- Therapeutic (dropdown menu)
- Courses / Vials / Bottles (text input)
- Buttons: Cancel and Create

- Repeat Step C for all additional transfers.

Requesting Replacement Therapeutics

- A. If your facility has used a commercially purchased dose of a therapeutic to treat an under or uninsured patient, the facility can request a replacement dose to be shipped directly from the supplier.
- B. Navigate to the section titled **Therapeutic Replacement**, which can be accessed on the main page or the “Therapeutics” tab, then to the tab titled **Replacements**. (Note: The Therapeutic Replacement Program is currently only available for Bebtelovimab)
- C. Click **Add Replacement**. Fill out the required information, then click **Create**. Note: By clicking the Create button you are agreeing to the attestation required for participating in this replacement program.

Therapeutic Replacement ✕

Provider
[REDACTED]

By requesting a replacement dose through the Commercial Bebtelovimab Replacement Initiative, the provider affirms:

- The bebtelovimab dose being replaced was commercially-purchased, with cost associated with the procurement of that dose.
- The patient treated with the bebtelovimab dose to be replaced was uninsured, meaning the patient did not have private insurance and is not eligible for Medicaid or Medicare and cannot afford the cost of care, OR the patient is underinsured.
- The infusion fee charged was taken into consideration to be reasonable for the patient.

I agree to the Above

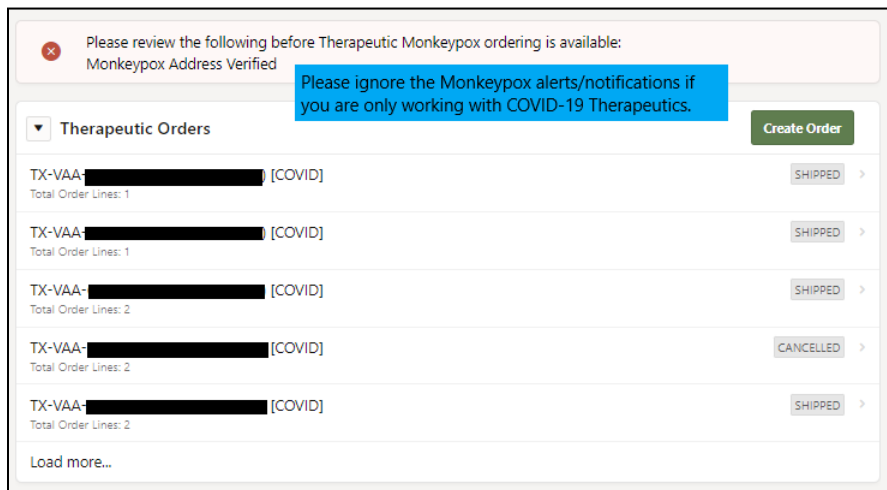
Replacement Date 📅	Replacement Reason ▼
Therapeutic Bebtelovimab (0002-7589-01) ▼	Courses
Lot Number	Lot Expiry Date 📅

- D. Repeat Step C for all additional replacements.

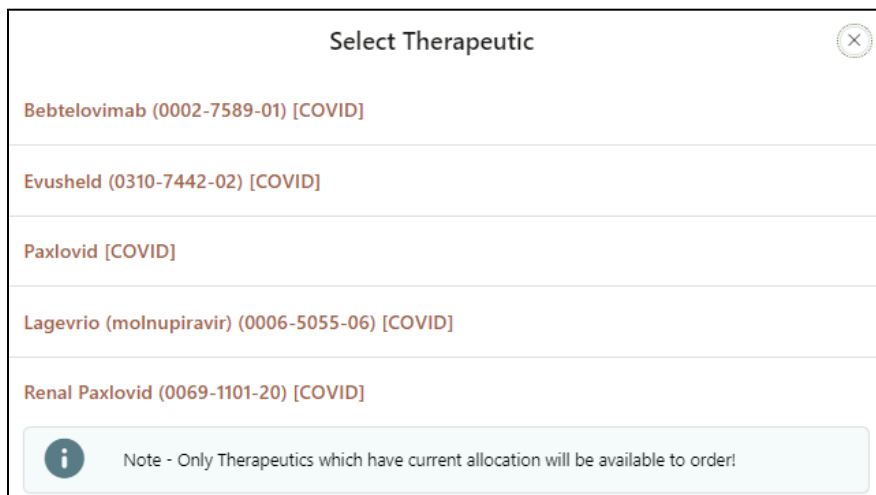
Requesting COVID-19 Therapeutics

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.



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



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

Select Quantity

✕

<

Paxlovid (renal) (0069-1101-20)
For the treatment of mild-to-moderate COVID-19 in certain adults and pediatric patients with moderate renal impairment

Minimum Shipping Units **1**

Maximum Shipping Units **200**

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

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

1 - 10 **Next** ▶

E. Review the details of your order

Review & Confirm

✕

Line No. ↑	Therapeutic	Generic Description	Quantity	
1	Paxlovid (renal) [COVID]	For the treatment of mild-to-moderate COVID-19 in certain adults and pediatric patients with moderate renal impairment	1 Shipping Units (5 courses)	✕

Cancel

Add another therapeutic
Submit

- a. If you wish to request additional therapeutics, click **Add another therapeutic**. This 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.
- b. If you do not wish to request additional therapeutics, go to Step F.

- F. Once you have requested all the therapeutics you need, click **Submit**. You have now completed your Therapeutics Direct Order Request (DOR).
- G. If you need to update or cancel your request, see [Updating or Canceling a DOR](#).

Updating or Canceling a DOR

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:

Subject Line: COVID-19 Therapeutics Request Update/Cancel

Body of Email:

- Point of Contact Name
- Provider Name
- Provider State PIN
- Therapeutic Name: [Insert request details]

Viewing Order Status

- A. All orders for therapeutics must be submitted in [HPoP](#) on **Tuesday by 12:00 PM EST** to be processed in the forthcoming week.
- **Ordering is temporarily suspended on Tuesdays from 12:00 pm to 5:00 pm to allow the VDH Therapeutics team to process therapeutic orders.**
- B. Navigate to the section titled **Therapeutic Orders**, which can be accessed on the main page or the **Therapeutics Orders** tab.

The screenshot displays a web interface for 'Therapeutic Orders'. At the top, there is a notification: 'Please review the following before Therapeutic Monkeypox ordering is available: Monkeypox Address Verified'. A blue callout box says 'Please ignore the Monkeypox alerts/notifications if you are only working with COVID-19 Therapeutics.' Below this is a dropdown menu labeled 'Therapeutic Orders' and a green 'Create Order' button. The main area shows a list of orders, each with a TX-VAA ID, a COVID status, and a 'Total Order Lines' count. The status of each order is shown in a grey box: 'SHIPPED' or 'CANCELLED'. A 'Load more...' link is at the bottom.

TX-VAA ID	Status	Total Order Lines
TX-VAA- [REDACTED] [COVID]	SHIPPED	1
TX-VAA- [REDACTED] [COVID]	SHIPPED	1
TX-VAA- [REDACTED] [COVID]	SHIPPED	2
TX-VAA- [REDACTED] [COVID]	CANCELLED	2
TX-VAA- [REDACTED] [COVID]	SHIPPED	2

- 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.

Therapeutic Order Details

Order # **TX-VAA** [REDACTED]

Facility [REDACTED]

Federal PIN [REDACTED]

State PIN [REDACTED]

Team [REDACTED]

Ordered Date [REDACTED]

Ordered By [REDACTED]

Therapeutics

Line No. ↑	Therapeutic	Threshold Partner	Generic Description	Order Label	Substitution Group	Manufacturer	Line Order Status	Provider Requested	Partner Processed
1	Evusheld	Virginia	For the pre-exposure prophylaxis of COVID-19	Evusheld (0310-7442-02) [COVID]		AstraZeneca	SHIPPED	6 Shipping Units (144 courses)	6 Shipping Units (144 courses)

Receiving Details

Receiving Address

[REDACTED]

Primary Contact

[REDACTED]

Hours

Mon 07:00 AM - 03:30 PM

Tues 07:00 AM - 03:30 PM

Wed 07:00 AM - 03:30 PM

Thurs 07:00 AM - 03:30 PM

Fri 07:00 AM - 03:30 PM

i If you have any issues with shipment of these COVID product(s) send an email to c19therapies@amerisourcebergen.com with Order Number **TX-VAA**-[REDACTED]

Shipping

Line Number ↑	Order Label	Substitution Group	Date Shipped	Date Delivered	Tracking Number

Requesting COVID-19 Therapeutics

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 updates the ASD Account number in HPoP. After updating ASD number, the order will be updated to Distributed/Transmitted status.	ASD has stated their goal is to complete this process within 24hrs of receiving the "On-Hold" notice. There is nothing 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. Note that shipping data is only updated once a day. For 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. The ASD system is 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. For additional shipping information please contact C19Therapies@AmerisourceBergen.com .