Health Partner Order Portal (HPoP) Job Aid

Last Updated February 15, 2023

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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 reported in HPoP. Reporting on Legacy COVID-19 therapeutics is required by the Department of Health and Human Services (HHS) **every Thursday by 11:59PM ET.** As of 01/26/2023, Bebtelovimab, Sotrovimab, BAM/ETE, REGEN-COV, and Evusheld have had EUAs amended to exclude them from use in any U.S. region. To return these products, please review our guidance on the [VDH COVID-19 Therapeutics website](#) under *Summary of COVID-19 Therapeutics*.

HPoP and VDH Contact Information

- **HPoP Contact Information (For Help Logging into HPoP & Using the HPoP Portal):**
    o   Phone: (833) 748-1979
    o   Email: HPOP.Support@hhs.gov

- **VDH Healthcare Coordination & Therapeutics Team (For Requesting HPoP Access & General Therapeutics Information):**
    o   Website: [VDH COVID-19 Therapeutics](#)
    o   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 <u>here</u> and click **Enroll as a Provider**.
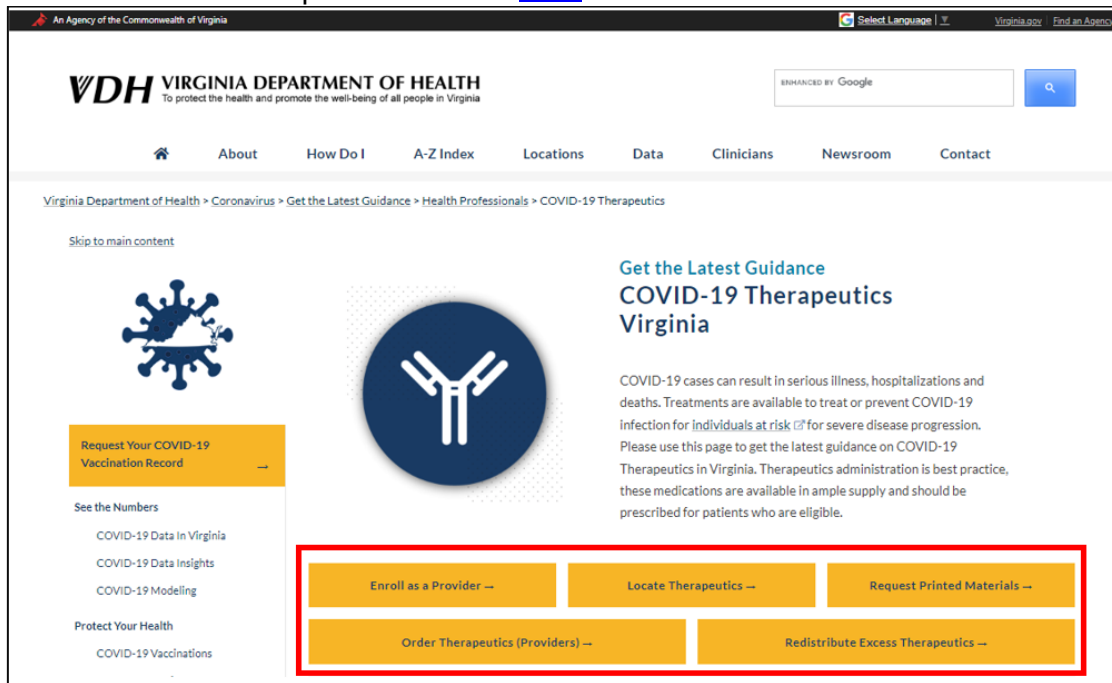
B. Complete the form in its entirety and read all instructions sent to the provided email address(es).

C. Check your email within the next 24-48 hours for a registration email from <u>vpop-no-reply@cdc.gov</u>. 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)*:
   a. Enter or update provider type, setting(s) where your facility will administer product, and population(s) served by your facility.

b. Enter the facility's license and expiration date.

H. On the homepage, navigate to **Receiving Address / Hours** and complete the following tasks:
   a. Enter the address where your facility will receive shipments and contact details.
   b. Enter the hours the facility is open to receive shipments.
   c. Click the **"Receiving Address & Hours Verified"** checkbox.
   d. 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.

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).

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.

C. Click on the "**TC**" Button to open the contact's detailed information.

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.

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

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, <u>ensure you are putting a number</u> even if it is "0", please do not leave it blank.

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

 Please Note: To stay consistent with historical reporting, we ask that you report **Evusheld** <u>inventory and administrations</u> 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)

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).

Product Destruction Guidelines

A. For licensed provider locations with destruction procedures in place that follow all federal, state, and local regulations, therapeutics can be destroyed on site only if:

- Guidelines are followed on what product can be destroyed
- Only expired product or unauthorized product that can no longer be stored
- No unexpired product that is currently authorized for use can be destroyed

B. To record product destruction, follow the section on Reporting Therapeutic Wastage (below).

C. Sites are following established protocols for destruction and attest in HPOP to following all regulations.

D. Quantities of any product destroyed must be recorded in HPOP.

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.

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

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

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**.

▾ **Therapeutic Inventory**

Courses / Vials / Bottles Administered and Available   Wastage   **Transfers**   Replacements

Transfers   Edit History   **Add Transfer**

TX-███████ (Receiving from ██████████████████)   66 ›
08/02/2022

TX-███████ (Receiving from ██████████████████)   24 ›
07/13/2022

TX-███████ (Receiving from █████████████████)   20 ›
07/12/2022

C. 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

D. Repeat Step **C** 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.

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).

Select Therapeutic   ⊗

Evusheld (12 Courses) (0310-7442-02) [COVID]

Paxlovid [COVID]

Lagevrio (molnupiravir) (min 15 courses) (0006-5055-06) [COVID]

Renal Paxlovid (0069-1101-20) [COVID]

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 (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. Review the details of your order

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.

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.

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.