



FAQ for COVID-19 Therapeutics Providers using HPOP

Updated as of January 26, 2022

General

What is HPOP?

The Health Partner Ordering Portal (HPOP) is a system developed and maintained by US HHS. HPOP is currently used for three therapeutics: Paxlovid, Molnupiravir, and Evusheld. As of January 5, 2022, DSHS will allocate to and place orders for these therapeutics on behalf of a select group of facilities that follow specific requirements. Providers will not order these therapeutics in HPOP but will use HPOP for **daily** reporting and viewing orders and shipping information.

Which therapeutics use HPOP?

The therapeutics currently in HPOP are Paxlovid, Molnupiravir, and Evusheld. Please note that as of January 7, 2022, DSHS allocates and places order requests for these therapeutics to a select group of facilities that follow specific requirements. Providers do not order these therapeutics directly and will not be able to order these therapeutics through HPOP. At some point, US HHS will move reporting of the monoclonal antibodies used for treatment (bamlanivimab plus etesevimab, REGEN-COV, and sotrovimab) to HPOP. There is no estimated date for this transition.

Who can enroll in HPOP?

Only certain facilities can enroll in HPOP at this time. See

<https://www.dshs.texas.gov/coronavirus/docs/therapeutics/RecentlyAuthorizedCOVID19Therapeutics.pdf>.

Oral Antivirals sites

Sites that dispense the oral antivirals MUST have a valid Texas Pharmacy license. The initial selection of pharmacies was based on geography, population distribution, and patient vulnerability/risk. Texas DSHS selected several Federal Retail Pharmacy Therapeutics Program (FRPTP) partners including Albertsons, CPESN, HEB, Kroger, Topco Associates, Walgreens and Walmart. In addition to the FRPTP pharmacies, other pharmacies were initially identified.

Site selection is expanding to pharmacies that contract with long term care facilities and/or nursing facilities and some health facilities (hospitals, health systems, FQHCs).

Additional pharmacies will be considered as the allocations increase to allow for expansion.

Evusheld sites

Facilities that may receive and administer Evusheld serve a concentrated population of the patients that qualify for this therapeutic (moderate to severe immune compromise and who may have an inadequate response to the COVID-19 vaccine because of certain medical conditions or who may be unable to receive a vaccine because of a history of severe allergic reaction) and are where these patients receive their medical care. Such sites include cancer and transplant centers, immunologists caring for those with



primary immune deficiencies, Evusheld will not be allocated to sites may care for these patients, but do not specialize in the care of these patients (emergency rooms, urgent care, general practice offices, etc.).

What is a Partner or Central Partner?

Central Partner and Partner are the same entity. HPOP is designed around the concept of a Central Partner managing their Providers. A Partner is a:

- Jurisdiction (e.g. Texas, California, Guam, District of Columbia)
- Federal Retail Pharmacy Therapeutic Program (FRPTP) (e.g. CVS, Walgreens, Publix, Albertsons)
- Federal Entity (e.g. Department of Defense, Department of State, Indian Health Service)

DSHS is the Partner that will place orders on behalf of Texas providers and support the accounts of Texas providers that do not fall under another Partner.

What is a Provider?

A provider is the individual site-of-care (e.g., CVS store123, doctor's office, hospital) that receives therapeutic products. Providers are managed by the Partner.

What is a Contact?

A contact is a user that has access to their site(s) within HPOP. They are responsible for verifying that the site information is correct and for daily required reporting.

A contact may add another contact for their facility.

Access

How do I set up an HPOP account?

DSHS must set up an account in HPOP. Providers cannot set up their own account. Once a Contact is created within HPOP, the system automatically sends out an activation email to begin the login process.

- **Emails expire after 72 hours.** Emails will come from "VTrckS Provider Ordering Portal," vpop-no-reply@cdc.gov. Please respond within this timeframe to verify provider information. Providers should email therapeutics@dshs.texas.gov to have an activation email resent if they miss the 72-hour window.
- Organizations should work with their Information Technology Departments to whitelist this for email servers, firewalls, etc.
- If providers encounter errors when setting up their accounts, they should try using Google Chrome as the browser.

How do I activate my HPOP account?

If you are a provider, on the first day of receiving your account, please:

- Complete the account activation process.
- Verify address and business hours. On the Receiving Address/Hours tab, verify/update your address, hours, and the contact for the distributor. Click on "Physical" to open the window. Once you have updated and/or verified the address and hours, please **check the box** at the bottom of the page labeled, "Receiving Address & Hours Verified".
- Enter their license number and expiration date (Ex. BoP, medical license, etc.). This is the license that allows you to dispense medications. If you have a pharmacy license at the address, use that. Otherwise, use the medical license of the authorizing provider.



Please note that the above steps must be completed before DSHS can process an allocation for a facility. For more detailed explanation on using the HHS HPoP system please refer to this [Resource Guide](#) accessible from the Help section within HPOP. Providers should contact CARS_HelpDesk@cdc.gov or (833) 748-1979 if they have any issues with logging in and completing the steps.

How can I access HPOP?

HPOP can be accessed online at: <https://vpop.cdc.gov/provider/signin/>.

How can I remove my facility from the public facility locator/map?

Please email therapeutics@dshs.texas.gov, and we will set the account to Non-Public. Facilities are not able to make this change directly.

Provider Portal

Orders

How can I view my order status?

After logging into the provider portal, providers will be able to access the Order section. The Order section shows a history of all orders and the status of each orders. The tracking number will populate on the bottom of the order once a tracking number has been assigned.

Can I order therapeutics through HPOP?

As of January 10, 2022, DSHS allocates and orders of Paxlovid, Molnupiravir, and Evusheld to pharmacies and providers. Providers will not be able to order these therapeutics directly and will not use HPOP to order.

How do I edit my facility's address and hours?

Providers should set up their account the same day they receive it. During this process, they must verify their address, business hours, and license number and expiration date.

To edit a facility's address and hours, providers can navigate to the Receiving Address/Hours section of the provider portal.

Inventory/Reporting

What am I required to report into HPOP?

Providers are asked to report the number of therapeutics administered/dispensed since their last entry and the number of therapeutics courses on-hand daily. Providers will only be required to report on Evusheld, Molnupiravir, and Paxlovid. A site does not need to report zeros for products that they do not have in their inventory.

How can I find my inventory?

Providers can find their inventory by navigating to the Therapeutic Inventory section of the provider portal. Here, providers can enter the courses administered/dispensed and on-hand and can document their transfers.

How can I report the therapeutics I've administered?



For each Therapeutic type a provider has administered/dispensed, providers select the space in the row under Courses Administered and Courses Available and enter the total number administered then select "Save Therapeutic Courses". After selecting Save, the provider will see a short live pop up saying the saving operation completed successfully. NOTE: After clicking "Save Therapeutic Courses" the columns will still show the data the provider input. These values will remain until the system executes a batch job once a day and saves the data to the History column.

How can I transfer my inventory?

The Transfers section, under Inventory, is used if a Provider has received a shipment of some therapeutic and instead of administering/dispensing them at their site they transferred the therapeutic to another Provider. Providers may only transfer to another site that is enrolled in HPOP for the same therapeutic type (oral antiviral and/or Evusheld). All transfers must follow applicable state and federal laws regarding medication dispensing.

Using this "Transfer" section will not automatically ship product to the provider, this is just a mechanism account for the transfer. Providers must make arrangements to physically move the medications to the new facility. Select the Add Transfer button and fill out the required information. If the provider that was given some of a facility's inventory to does not appear, the sending facility should notify their Partner administrator.

Contacts

How can I view my organization's contacts?

The contacts section shows all the Provider contacts that exist for the Provider. If a provider selects a name, they will be presented with specific information about that user. Every provider needs at least one contact to be designated as the "Primary Contact" to receive products. To edit/view a user, select their name.

Can I add users to my site on HPOP?

Yes. For more details, see "How can I add contacts?"

How can I add contacts?

To create a new contact, click the +. If that button does not exist, contact the Partner admins to enable that permission. For the "Email" field, enter the user's email. If the user already exists, the next screen will have contact information prepopulated otherwise the provider will have to fill it out. For the "Primary Contact" field, every Provider will need at least one contact tagged as a primary contact to receive product. After the contact is created, an email will be sent to the contact with instructions on setting up their account.

How do I edit my provider details?

Navigate to the Provider Details section of the provider portal. This section lists information such as the federal/state pins associated with the provider. To edit provider details, select the Provider Details tab. Select the button with the pen icon to edit the information. Providers should contact their partners if the pen icon button is not available.

Resources

Who can I contact for support?



- For issues logging into HPOP, please email cars_helpdesk@cdc.gov or call (833) 748-1979.
- For password resets, please use the "I forgot my password..." link on the sign-in screen.
- For general program questions, please email COVID19Therapeutics@hhs.gov.

Where can I find more information on HPOP?

For more detailed explanation on using the HHS HPoP system view the [Resource Guide](#) accessible from the Help section within HPOP.