

From: dph.immunizations@ct.gov <noreply@everbridge.net>

Sent: Tuesday, May 23, 2023 12:19 PM

Subject: New Process for Shipping/Delivery Issues with all Varicella & MMRV Vaccines



DEPARTMENT OF PUBLIC HEALTH

May 23, 2023

To: All CVP Providers

Please read the attached communication.

Questions can be directed to Dph.immunizations@ct.gov or 860 509-7929.

Thank You.

Connecticut Immunization Program

410 Capitol Avenue, MS # 11MUN

Hartford, CT 06134-0308

PHONE: (860) 509-7929

Dph.immunizations@ct.gov

STATE OF CONNECTICUT

DEPARTMENT OF PUBLIC HEALTH

Manisha Juthani, MD
Commissioner



Ned Lamont
Governor
Susan Bysiewicz
Lt. Governor

Immunization Program

TO: All CVP Providers

FROM: Mick Bolduc

Handwritten signature of Mick Bolduc in black ink.

Vaccine Coordinator-Connecticut Immunization Program

DATE: May 23, 2023

SUBJECT: New Process for Shipping/Delivery Issues with all Varicella & MMRV Vaccines

Effective immediately, Merck is implementing a new process to report **Vaccine shipping or delivery issues** related to VARIVAX (Varicella Virus Vaccine Live), ProQuad® (Measles, Mumps, Rubella, and Varicella Virus Vaccine Live), and/or diluent. This web-based form (called the CDC/VFC Vaccine Inquiry Tool) will collect the necessary information for the Merck team to evaluate and appropriately address a VFC location's shipping or delivery issue for the products mentioned above. **This process will be the only way to initiate an investigation for these products for CDC locations moving forward.** It should be noted that once an issue is successfully reported, the reporting individual will receive an immediate confirmation email and then a follow-up communication from Merck within 5 business days.

This new process has been created to improve the efficiency of communication, response time, and the customer experience. **Providers experiencing an issue with their Varivax, ProQuad® or diluent order must report the problem here <https://cdcshipping.merck.com/>**

As always if you have any questions, please feel free to contact me at (860) 509-7929.



Phone: (860) 509-7929 • Fax: (860) 706-5429
Telecommunications Relay Service 7-1-1
410 Capitol Avenue, P.O. Box 340308
Hartford, Connecticut 06134-0308
<https://portal.ct.gov/dph>

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