

Health Partner Ordering Portal (HPOP) FAQ

What is HPOP Therapeutics?

An ordering portal for allocating and/or requesting COVID-19 therapeutic products. HPOP will be used to order future products. The monoclonal antibodies of bamlanivimab/etesevimab (bam/ete), REGEN-COV, and sotrovimab will remain available using AmerisourceBergen's C-19 portal for ordering (until they are migrated into HPOP).

HPOP Onboarding

- Mandatory for all jurisdictional Partners
- Required forms (submitted to the appropriate **ASPR Regional Emergency Coordinator**):
 - New Partner Request Form (1 per Partner)
 - New User Access Request Form (1 per Contact)
 - HHS Rules of Behavior (1 per Contact)
- Each jurisdiction must have at least one administrator to manage the Partner and their Providers.
- The suspense for jurisdictions to complete onboarding was November 30, 2021.

What is Tiberius?

The Tiberius platform integrates data sources from federal agencies, jurisdictions, and Federal Retail Pharmacy Therapeutics Partners (FRPTP) to create a comprehensive common operating picture for COVID-19 therapeutics planning, distribution, and administration.

Tiberius Onboarding

- Mandatory for all jurisdictional partners
- Each jurisdiction must have at least one user with access.
- Jurisdictions should complete onboarding no later than December 10.
- Please contact your ASPR Regional Emergency Coordinator to request an account.

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. Florida, California, Guam, District of Columbia)
- FRPTP: (e.g. CVS, Walgreens, Publix, Albertsons)
- Federal Entity (e.g. Department of Defense, Department of State, Indian Health Service)

What is a Provider?

- The individual site-of-care (e.g., CVS store 123, doctor's office, hospital) that receives therapeutic products
- Providers are managed by the Partner.

What is a Contact?

- The individual HPOP user (e.g., Mr. John Doe, Ms. Jane Smith)
- Primary Contacts are managed by the Partner.
- Other Contacts can be added by the Provider itself...provided the Partner does not disable this feature.
- Contact emails must be sent to an individual. You must not use generic or group emails.

HPOP Account Activation Emails

- 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.
- Organizations should work with their Information Technology Departments to whitelist this address in email servers, firewalls, etc.
- The program is targeting December 1 to begin sending out activation emails to the Partner Contacts.

- Once Partners gain access, they can send activation emails to their Providers by simply creating a Provider Contact. This can be done individually or by a bulk upload process.

Are there any user guides for HPOP?

- Yes, we have written user guides for Partners and Providers.
- User guides will be posted in HPOP and distributed to Partners.

Day 1 Activities for Partners:

- Please complete account activation process.
- Review your current list of Providers for the following:
 - Are my Providers active? If not, please activate them.
 - Are my Providers properly categorized at “monoclonal special” (for AstraZeneca) or “Antiviral” (for Merck)? If not, categorize them. This is critical for ordering. Any address that is not categorized will NOT show up on the ordering screen.
 - Do all my Providers have a state pin? If not, you must add a state pin. This is required as an identifier for the Provider record.
- Add any missing Provider addresses. Review your Provider list to ensure the address is actually “missing” before you enter a new one.

Day 1 Activities for Providers:

- Complete account activation process.
- Provider must verify their address.
- Provider must verify their business hours.
- Provider must enter their license number and expiration date (Ex. BoP, medical license, etc.).

I do not see any FRPTP Providers in my Provider list. Who manages FRPTP Providers?

- FRPTP Providers are exclusively managed by the FRPTP itself.
- *Jurisdictional Partners must not add FRPTP Providers.* This will create duplicate Providers.
- Jurisdictions need to work with the FRPTP Partner to set up those relationships if required to support their program.

Reporting On-Hand Inventory and Utilization Data

- Providers will be able to enter inventory and utilization data into HPOP.
- Providers are asked to report numbers daily.
- Providers will only be required to report on AstraZeneca, Merck, and Pfizer products in HPOP. BAM/ETE, Regeneron, and sotrovimab will continue to report in TeleTracking or NHSN.
- Currently, there are no ordering restrictions associated with data entry, but this logic is coming.

Help Desk and Support

- For issues logging into HPOP, please email cars_helpdesk@cdc.gov.
- For **password resets**, please use the “I forgot my password...” link on the sign-in screen.
- For issues **using** the HPOP portal, please email HPOP-Therapeutics@hhs.gov.
- For **general program questions**, please email COVID-19Therapeutics@hhs.gov.

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