

Mission:

To protect, promote and improve the health of all people in Florida through integrated state, county and community efforts.



Ron DeSantis
Governor

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State Surgeon General

Vision: To be the **Healthiest State** in the Nation

HEROS Program Frequently Asked Questions 9/23/2024

General Program Information

Q: What is the HEROS Program?

A: Helping Emergency Responders Obtain Support (HEROS) is a program at the Department of Health (DOH) that can provide emergency responders with emergency opioid antagonist medications (naloxone) free of charge.

Q: Is HEROS a grant with guidance and performance periods?

A: The HEROS Program is not a grant. HEROS is a program for emergency responder agencies to enroll to receive emergency opioid antagonists at no cost to their agency. Currently, naloxone is the only product available. The DOH will work with local emergency responders through an application process to supply agencies with the medication.

Q: How does my agency obtain training on the administration of naloxone?

A: There are multiple types and opportunities for naloxone training. The DOH does not approve or deny naloxone training. The DOH provides naloxone training through its online learning management system *TRAIN Florida* which can be accessed at: <https://www.train.org/florida/course/1078977/>. *TRAIN Florida* requires a registration and is free of charge to view.

Q: Can an individual emergency responder make an application for naloxone?

A: No, only emergency response agencies can apply.

Q: Can an individual make an application for naloxone?

A: No, the HEROS Program is only for emergency responder agencies. If you, or your agency, are interested in obtaining naloxone for the community in general, including the ability to leave behind doses of naloxone, please visit the Florida Department of Children and Families [Save Florida](#) Program for additional resources.

Eligibility Requirements

Q: What are the eligibility requirements?

A: All applicants must meet the definition of an emergency responder agency or have a written agreement to supply emergency responders with the medication. Definitions of emergency responders may be found at: [Helping Emergency Responders Obtain Support \(HEROS\) Program | Florida Department of Health \(floridahealth.gov\)](#).

1. Applicants must meet the naloxone administration reporting requirements:
 - For law enforcement/non-licensed fire agencies: Applicants must register for the Washington/Baltimore High Intensity Drug Trafficking Overdose Detection



Mapping Application Program (OD Maps) free of charge at [ODMAP - High Intensity Drug Trafficking Areas \(hidta.org\)](https://hidta.org)

- For Licensed EMS agencies: Applicants must report through the Emergency Medical Services Tracking and Reporting System ([EMSTARS - Emergency Medical Services Tracking And Reporting System \(floridaemstars.com\)](https://floridaemstars.com)) Version 3.
- 2. Applicants must also register for the Minnesota Multi-State Contracting Alliance for Pharmacy Agreement (MMCAP). MMCAP's primary function is to provide a full range of pharmaceuticals to its participating agencies. This allows the Florida Department of Health to procure naloxone at a reduced price. MMCAP participation is free of charge and applicants may register at [MMCAP Infuse Group Purchasing Organization for Government / Minnesota.gov \(infuse-mn.gov\)](https://infuse-mn.gov).
- 3. Applicants must also agree to have DOH set-up an account with Cardinal Health, the medication wholesaler, for shipping purposes. This ensures the billing information is accurate for DOH payment.

Q: Does a HEROS applicant have to meet the eligibility requirements at the time they submit the application?

A: No, however, all eligibility requirements must be met and verified by DOH before any naloxone can be shipped. It is important to pursue the eligibility requirements as soon as possible.

Q: My agency is a non-profit. Am I eligible to apply?

A: All applicants must meet the definition of an emergency responder agency or have a written agreement to supply emergency responders with the medication. Definitions of emergency responders may be found at: [Helping Emergency Responders Obtain Support \(HEROS\) Program | Florida Department of Health \(floridahealth.gov\)](https://floridahealth.gov). If you do not meet the eligibility requirement, please visit the Florida Department of Children and Families [I Save Florida](https://saveflorida.com) Program for additional resources.

Application Process

Q: How do I apply for the HEROS Program on behalf of my agency?

A: An agency contact advises the HEROS Program staff that their agency is interested in enrolling in the HEROS Program. The HEROS Program staff will obtain the MMCAP. Once the MMCAP is obtained, the DOH staff will request an account from Cardinal Health, the wholesale distributor.

The agency is responsible for applying to the ODMaps or EMSTAR reporting system based on the organizations emergency responder status (ie. law enforcement or emergency medical services)..

Q: Can a HEROS applicant apply for multiple agencies within a county? Example: The county EMS service applies for both the law enforcement and fire agencies within the county.

A: No, each agency must submit a separate request regardless of affiliation.

Q: Did the DOH receive my request for enrollment?

A: All emails sent to the HEROSProgram@FLHealth.gov are responded to in a timely manner.

Reporting Requirement

Q: What is ODMAP?

A: ODMAP is a free tool provided by the High Intensity Drug Trafficking Areas (HIDTA) Program. ODMAP provides real-time overdose surveillance data across jurisdictions to support public safety and health efforts to mobilize an immediate response to an overdose spike. It is a tool that the DOH will use to monitor and report naloxone administrations by emergency responders. Refer to the following link: at [ODMAP - High Intensity Drug Trafficking Areas \(hidta.org\)](http://hidta.org).

Q: How long does it take to become an ODMAP participant?

A: It depends on how quickly the registration moves through your agency specifically as it relates to the signing of the participation agreement (electronically). However, most agencies find they have full access within 24-hours.

Q: I am an EMS agency. Do I have to be an EMSTARS participant to receive the medication?

A: Yes, EMS agency applicants must be EMSTARS participants.

Q: I am an EMSTARS participating agency. What version of EMSTARS does my agency have to be using to receive an order?

A: It is strongly encouraged to utilize EMSTARS Version 3 or higher. However, the program will accept any EMSTARS participating agency.

Minnesota Multi-State Contracting Alliance for Pharmacy Agreement (MMCAP)

Q: Will a HEROS applicant have to pay for the products obtained through the HEROS Program?

A: No, the DOH's Bureau of Public Health Pharmacy will work with MMCAP to ship the medication directly to each enrolled agency. There is no charge to HEROS-enrolled agencies

Q: Does the applicant have to be an MMCAP member?

A: Yes, the medication is being purchased through MMCAP at volume pricing and supplied directly to the applicant through the HEROS program.

Q: If the HEROS applicant is already an MMCAP member, do they need a second MMCAP account?

A: No, please provide the current MMCAP ID number in your HEROS application.

Q: Can my participation in MMCAP through the HEROS Program allow me to purchase other medications and supplies at a reduced price?

A: Yes, this would be handled directly between your agency and MMCAP.

Ordering and Type of Naloxone Available

Q: When is the ordering period?

A: Eligible agencies may order naloxone one time per month. All orders are processed the first week of the following month.

Q: Will there be additional ordering periods?

A: Orders can be submitted one time per month and will be filled based on the availability of program funding.

Q: A HEROS applicant has submitted an application, has received a quantity of doses, and is requesting additional doses. How can they obtain additional doses beyond what has been approved?

A: The applicant must submit a new order/application. Orders are reviewed monthly by the DOH HEROS Team. Approved orders are submitted by the DOH HEROS Team the first week of each month, based on funding availability.

Q: How are naloxone orders submitted?

A: Orders are submitted through the Health Operations and Medical Emergency Response ([HOMER](#)) System by creating a “new application”.

Q: What type of emergency opioid antagonist (naloxone) is available for ordering?

A: See below:

- Option # 1 Intranasal (naloxone HCL) (NDC # 69547-0353-02) - 4mg dose; 1 package contains **2** doses.
- Option # 2 Luerlock pre-filled syringe (naloxone HCL) (NDC # 76329-3369-01) - 2ml; 1 package contains **10** doses.
- Option # 3 MIN-I-JET 21ga x 1-1/2” syringe (naloxone HCL) (NDC # 76329-1469-01) - 2ml; 1 package contains **10** doses.
- Option # 4 Vial (naloxone HCL) (NDC # 00641-6132-25) - 0.4mg/ml = 1 vial; 1 package contains **25** vials
- Option #5 KLOXXADO (naloxone HCL) (NDC # 59467-679) - 8 mg/0.1ml; 1 package contains **2** doses.
- Option #6 Auto-injector FOR PROPHYLACTIC USE (naloxone HCL) (NDC # 60842-0002-02) 10 mg/0.4ml; package contains 10 doses

Q: Can I request different types of naloxone in one application?

A: Yes. Please indicate the number of doses being requested for each type of medication on the application. For example: If you order 30 doses of Option #1, you will receive 15 boxes as each box contains two doses.

Q: What will be the expiration date of the medication?

A: Each HEROS product shipment may have various expiration dates. It is recommended that each HEROS agency use the naloxone within their agency’s inventory with the earliest expiration date first.

Q: How many doses come in a package?

A: See below:

- Option # 1 Intranasal (naloxone HCL) (NDC # 69547-0353-02) - 4mg dose, 1 package contains **2** doses
- Option # 2 Luerlock pre-filled syringe (naloxone HCL) (NDC # 76329-3369-01) - 2ml; 1 package contains **10** doses
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Note: Order the number of doses your agency needs.

Shipping and Receiving Medication

Q: When will my agency receive our requested naloxone?

A: Two to four weeks after the HEROS Team validates that a HEROS applicant's eligibility requirements have been met. The DOH places an order with Cardinal Health once a month (first week of each month, based on availability of funding).

Q: Will I be notified that my medication has been shipped.

A: No. The HOMER System will notify the agency contacts once an order has been approved, but the shipment will typically arrive 1-2 weeks following this notification. This is contingent on each product(s) availability at the time.

Q: Will my agency receive naloxone in multiple shipments?

A: This depends on what product is ordered and the current availability of the product(s).

Expired Medication

Q: Are HEROS agencies allowed to return unused product?

A: No, as of August 2021, the Department no longer accepts unused or expired naloxone. Please dispose of product appropriately. The National Association of Boards of Pharmacy also has a webpage available to assist with locating a drug disposal site at [Drug Disposal - Safe.Pharmacy](#).