

Frequently Asked Questions About the HEROS Program

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 or Narcan) 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 apply to receive emergency opioid antagonists. 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* and 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.

Application Process

Q: When is the application period?

A: Eligible agencies may apply one time per month.

Q: How do I apply?

A: The DOH has created a simple online application form. The link to this online tool can be found at: <http://www.floridahealth.gov/licensing-and-regulation/ems-system/heros.html>. You will need your agency's FEIN to get started. If you share a FEIN with an associated agency, be sure to select a different "organization type" in your application.

Q: Will there be additional application periods?

A: Application, and re-order applications, can be submitted one time per month and will be filled based on the availability of program funding.

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

A: No, each agency must make a separate application regardless of affiliation.

Q: Did the DOH receive my application?

A: You should have received confirmation from the online application tool that your application was received and being processed when you applied. Please email EMS@flhealth.gov if you applied and did not receive confirmation.

Q: A HEROS applicant has submitted an application, has been awarded 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 re-order application. Applications are reviewed monthly by the DOH. Approved applications are ordered by the DOH the first week of each month, based on funding availability.

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. That definition may be found at: <http://www.floridahealth.gov/licensing-and-regulation/ems-system/documents/heros-eligibilityreqs.pdf>.

1. Applicants must meet the reporting requirements (ODMAPs for law enforcement/non-licensed fire or EMSTARS for EMS agencies).
2. Applicants must register for the Minnesota Multi-State Contracting Alliance for Pharmacy Agreement (MMCAP) through the Bureau of Public Health Pharmacy. Please visit: <http://www.hidta.org/odmap>. Applicants must also agree to have DOH setup an account with the medication wholesaler, Cardinal.

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. That definition may be found at: <http://www.floridahealth.gov/licensing-and-regulation/ems-system/documents/heros-eligibilityreqs.pdf>.

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: <http://www.hidta.org/odmap>.

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

A: It all depends on how quickly registration moves through your agency specifically as it relates to 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 on to receive an award?

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 successful applicant. There is no charge to HEROS applicants.

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 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.

Type of Naloxone Available

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

A: See below:

- Option # 1 Intranasal (naloxone HCL) (NDC# 69547-0353-02)-4mg dose
1 package contains **2** doses
- Option # 2 Autoinjector (naloxone HCL) (NDC # 60842-0051-01)-0.4ml dose
1 package contains **2** doses
- Option # 3 Luerlock pre-filled syringe (naloxone HCL) (NDC # 76329-3369-01)-2ml
1 package contains **10** doses
- Option # 4 MIN-I-JET 21ga x 1-1/2" syringe (naloxone HCL) (NDC #76329-1469-01)-2ml
1 package contains **10** doses
- Option # 5 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

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

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

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 applicant 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
- Option # 3 MIN-I-JET 21ga. x 1-1/2" syringe (naloxone HCL) (NDC # 76329-1469-01)-2ml
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- 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

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 the medication wholesaler 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: Yes.

Q: Will my agency receive naloxone in multiple shipments?

A: This depends on what product is ordered and the current availability.

Expired Medication

Q: Are HEROS awardees allowed to return unused product?

A: No, as of August 2021, the Department no longer accepts unused or expired naloxone.