

# Health Partner Ordering Portal [HPOP] Frequently Asked Questions

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# HPOP Registration & General Account Questions

## What is HPOP?

- HPOP is an abbreviation for Health Partner Ordering Portal, which is a federal system for ordering and tracking COVID Therapeutics.

## How do I get an HPOP account?

- We are actively working to create accounts for all our partners. We appreciate your patience as we work through this process.

## I didn't click the HPOP registration link within 72 hours, how do I activate my account?

- Please send an email to [COVID.Therapeutics@flhealth.gov](mailto:COVID.Therapeutics@flhealth.gov) and we can resend your welcome email.

## I have a VPoP account, can it be connected to my HPoP account?

- Please send an email to [COVID.Therapeutics@flhealth.gov](mailto:COVID.Therapeutics@flhealth.gov) and include your facility's name and Federal/State PIN you see in VPoP. We will do our best to link your accounts, if possible.

## Can a single site have more than one person with access to HPOP?

- Yes. Once the Primary Contact's account has been activated, they will be able to add other Contacts. When these contacts are created, they will receive their own account activation email to set up their login information.
- Contacts can be added or disabled (removed) as needed in the HPOP system.
- It is advisable to have redundancy in access to HPOP.

## Can I create an HPOP account with multiple "ship to" addresses?

- **No.** If you have multiple facilities or sites that will receive therapeutics, each site will need its own page in HPOP.
- Brick and mortar facility addresses only. No home addresses.
- If you are the contact for multiple sites, you will receive a welcome email for each site. You will not need to re-register or create an additional account for these sites; all sites attached to your email address should appear in your account. If you believe some of your sites are missing, you can reach out to [COVID.Therapeutics@flhealth.gov](mailto:COVID.Therapeutics@flhealth.gov) for assistance.

## If I have questions about the HPoP system, who can I contact?

- You can email [COVID.therapeutics@flhealth.gov](mailto:COVID.therapeutics@flhealth.gov) for general HPoP questions, questions about allocations by the Florida Department of Health, and questions about becoming a therapeutics provider.

# HPOP Inventory Reporting and Transfers Questions

## Which COVID-19 Therapeutics are reported in the HPOP system?

- Currently Evusheld, Paxlovid, and Molnupiravir are reported in the HPOP system.

## Why do I have to report every day?

- Reporting every day is important because if we do not have accurate inventory information, we may not receive an adequate allocation from the federal government, and you might not be able to receive an allocation from the state.

## If our inventory has not changed, do we still need to log in to HPOP daily and enter inventory data?

- **Yes.** Reporting is required every day your facility is in operation during the week, i.e., Monday – Friday or 7 days a week. Reporting is required even if your inventory has not changed due to changes to the EUA, lack of demand, etc. A daily report in HPOP is a requirement of having access to the therapeutics.

## Do we have to report in HPOP every day?

- Your facility is required to report in HPOP every day that your facility is open for operation. If your facility is open seven days a week, then you must report every day. If your facility is open Monday through Friday, then you must report everyday Monday through Friday. Daily inventory is critical to understand availability and to secure future allocations.
- If you miss a reporting day – for whatever reason – report the total doses of therapeutics used since the last reporting date and update your product inventory accordingly.

## What happens if we miss a day of reporting?

- Accurate and timely reporting is important, but we understand that sometimes things happen. Please catch up your reporting the next day and continue to report daily.

## Can I transfer therapeutics to another facility?

- The HPOP system has the ability to document the transfer of therapeutics from your facility to another facility, for all therapeutics in the HPOP system (currently Molnupiravir, Paxlovid, and Evusheld). You will need to know how the receiving provider's name as it is listed in the HPOP system. The HPOP system will document the transfer from one site to another, however the sending and receiving sites will each need to adjust their inventories in the system.
  - You will still need to arrange the actual physical transfer with the receiving facility outside of the HPOP System
- Sotrovimab is not currently tracked in HPOP; in HHS Protect, you can remove it from your inventory and the receiving site can add it to theirs.

## Where do I report my inventory of [COVID Therapeutic]?

	Sotrovimab	Evusheld, Paxlovid, and/or molnupiravir	Bam/Ete & Regen-COV
How do I create an order?	You cannot currently create an order for sotrovimab	You cannot currently create an order for these products	Please continue to store these medications as they may be reauthorized in the future.
How do I request doses?	Using the same ReadyOp link you've been using	Doses cannot be requested at this time	
What do I have to report?	Inventory and utilization data for all mAbs in the order request link (bam-ete, regen-cov, and sotrovimab)	Courses administered and courses available	
When and where do I have to report?	<b>Weekly (up to 2x per week)</b> <ul style="list-style-type: none"> <li>By midnight every Wednesday in HHS Protect or TeleTracking</li> <li>By 5:00pm on Fridays in ReadyOp link</li> </ul>	<b>Daily in HPOP</b>	

## COVID Therapeutics Allocation & Availability Questions

### Which license type is needed to administer or dispense the various therapeutics?

- Antivirals (Paxlovid & Molnupiravir) require a pharmacy (facility) dispensing license.
- Monoclonal antibodies (currently Sotrovimab & Evusheld only) can be requested with a facility license that permits the receipt and storage of pharmaceuticals.
- If you have questions about which license number should be provided, please contact the Therapeutics Team at [COVID.Therapeutics@flhealth.gov](mailto:COVID.Therapeutics@flhealth.gov)
- License number does *not* refer to DEA number or CLIA number.

### Who is considered an “provider” for purposes of the HPOP system?

- HPOP considers the provider to be the facility and the facility license is entered in the HPOP system.

### What should we do with our Bam-Ete and Regen-COV?

- Our federal partners are asking that sites hold on to these medications. The EUA may be re-issued when the Omicron prevalence decreases or new data is released.

### Will the expiration date of [COVID Therapeutic] be extended?

- We share any information we receive about expiration dates with our partners as we receive it. These updates can be found via HHS websites.

## How do I get [COVID Therapeutic]?

	Sotrovimab	Evusheld, Paxlovid, and/or molnupiravir	Bam/Ete & Regen-COV
How do I create an order?	You cannot currently create an order for sotrovimab	You cannot currently create an order for these products	Please continue to store these medications as they may be reauthorized in the future.
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When and where do I have to report?	<b>Weekly (up to 2x per week)</b> <ul style="list-style-type: none"> <li>By midnight every Wednesday in HHS Protect or TeleTracking</li> <li>By 5:00pm on Fridays in ReadyOp link</li> </ul>	<b>Daily in HPOP</b>	

### Do we request therapeutics through HPOP?

- No. Continue to request therapeutics through the ReadyOp link provided to you. All therapeutics are still being allocated to providers by FDOH leadership. FDOH will enter provider allocations into the appropriate Federal system for ordering.

### How do we request Sotrovimab?

- Continue to use the ReadyOp link provided to you by FDOH. Orders must be placed by 5:00 pm Friday each week. FDOH will allocate Sotrovimab weekly and place orders in HPOP.

### How do we report Sotrovimab inventory?

- Sotrovimab inventory and utilization data are required to be reported weekly by 11:59pm Wednesday in the HHS Protect or Tele-tracking systems.
- If you are requesting additional doses, you will also need to report your inventory weekly when you submit your ReadyOp request form.

### How do we know if we have been selected to receive therapeutics?

- You will see an “order pending” in the HPOP system if you have been allocated therapeutics for that ordering cycle. (Another great reason to log in to your HPOP system daily and update the information as needed.)

### **Can we return inventory we don't want?**

- For Sotrovimab, Molnupiravir, Paxlovid, and Evusheld:
  - Please try to transfer your surplus inventory to another facility in need. If you are unable to find another facility and facilitate a transfer, you can reach out to [COVID.Therapeutics@flhealth.gov](mailto:COVID.Therapeutics@flhealth.gov) for additional assistance.
- If the inventory is therapeutics not currently authorized for use by EUA (Bam-Ete and Regen-COV):
  - The federal government is asking facilities to hold their inventory. The EUA may be re-issued when the Omicron prevalence decreases or new data is released. If you are unable to store your inventory or find a facility that can take a transfer, you can reach out to [COVID.Therapeutics@flhealth.gov](mailto:COVID.Therapeutics@flhealth.gov) for additional assistance.

### **How do we put future shipments of therapeutics on hold if we no longer want additional product?**

- Yes. Contact the FDOH Therapeutics Team through [COVID.Therapeutics@flhealth.gov](mailto:COVID.Therapeutics@flhealth.gov) and indicate that you want to pause receiving more of the particular therapeutic(s).