

Provider Operations Manual

Revised October 28th, 2022

Oregon Health Authority
800 NE Oregon St
Portland, OR 97232
Email: oha.therapeutics@odhsoha.oregon.gov



Purpose of this guide:

Oregon Health Authority (OHA) appreciates the continued support of our providers and interest in ordering the available therapies for COVID-19 infection. Thank you for working with us to improve access to COVID-19 therapeutics for Oregonians. The Provider Operations Manual provides information on ordering and using monoclonal antibody and oral antiviral therapies.

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Section 1: Ordering Process

Overview

If you are interested in receiving Evusheld, Bebtelovimab, Lagevrio (molnupiravir), or Paxlovid, the below information outlines the process for ordering these medications. AmerisourceBergen (ABC) is the company that ships these therapies, so you will see this name used in relation to the ordering process.

Ordering Process Overview

Bebtelovimab is now commercially available for purchase

- Providers can order directly through their AmerisourceBergen accounts. If you do not have an AmerisourceBergen account, contact service@asdhealthcare.com.
- CMS updated their [payment structure](#) for Bebtelovimab
- **Reporting inventory and utilization for commercially purchased Bebtelovimab is not required.**

To order Evusheld, Paxlovid, or Lagevrio, from OHA, follow the below instructions:

- Submit order requests directly in the [Health Partner Ordering Portal](#) (HPoP)
- **Surveys are due on Wednesdays by 11:59 pm** to be considered for the current weekly allocation. Surveys submitted after the due date will be considered for the next allocation cycle.
- Please refer to the additional resources, below, to assist in the ordering process. These can also be found on this page in the "Healthcare Provider Resources" section.
 - [Profile Enrichment](#) (Used to setup and maintain provider profiles)
 - [Direct Ordering](#) (How to place orders in HPoP)
 - [Reporting](#) (How to record inventory, utilization, and transfers)

Additionally, Evusheld can now be directly ordered in small quantities for individual providers through this form: [OrderEvusheld.com](https://www.order-evusheld.com)

If you have not registered as a provider, have never received therapeutics, or placed orders before and need to be on-boarded to the ordering process, please complete the [COVID-19 Therapeutics Provider Registration Survey](#).

- You will receive an email from the Health Partner Ordering Portal (HPOP) after OHA creates your new account. (If you don't see it, check your spam folder.)
 - Follow the prompts to login, create a password and PIN, and verify your HPOP profile details

Cadence (For Orders Placed via OHA)

Please refer to the below table for cadence on the ordering process.

Monday	Wednesday	Thursday	Friday
HHS informs Oregon of total therapeutics available to Oregon OHA sends sites an email reminder with link to HPOP to submit their requests for each product NOTE: HHS informs Oregon of Evusheld allotment available to the state monthly, every 4 th Monday	Requests are due in HPOP by 11:59 pm NOTE: Orders received after the deadline will be considered for the next allocation cycle	OHA sends invitations for the new ordering cycle. NOTE: Providers have between Thursday morning and Wednesday by 11:59pm to place orders in HPOP.	OHA staff processes orders in HPOP for delivery to sites next calendar week NOTE: AmerisourceBergen anticipates shipping the product within 3-5 days of order submission

Product Case Size

Number of courses per case of each product is outlined below. Please consider this in making your order to streamline the shipping process.

Product	Case Size
Evusheld	12 courses
Molnupiravir (Lagevrio)	15 courses
Paxlovid	20 courses
Renal Paxlovid	5 courses

Section 2: Allocation and Methodology

Overview

OHA remains committed to equitable distribution of Evusheld, Lagevrio (molnupiravir), and Paxlovid by making these medications available to cultural communities that have been disproportionately affected by severe COVID-19 illness and that have had limited access to effective treatment

Monoclonal Antibodies (mAbs) and Antivirals

All providers are now eligible to order all therapeutics. However, due to supply fluctuations, OHA may not be able to fulfill 100% of the courses requested.

Section 3: Health Partner Ordering Portal (HPOP) – Provider Registration

Overview

The Health Partner Ordering Portal (HPOP) is a web-based tool used for order submission, management, monitoring, and reporting key metrics associated with the distribution and administration of therapeutics. Federal allocation of therapeutics to the state is based on utilization, as well as cases and hospitalization rates. **Reporting of inventory and utilization twice a week on Mondays and Thursdays by 11:59pm is crucial to improving visibility on where therapeutics are available in Oregon. It also provides important data to ensure OHA continues to equitably allocate therapeutics.** Therefore, we need provider's continued diligence in reporting inventory and utilization. We thank you for your understanding.

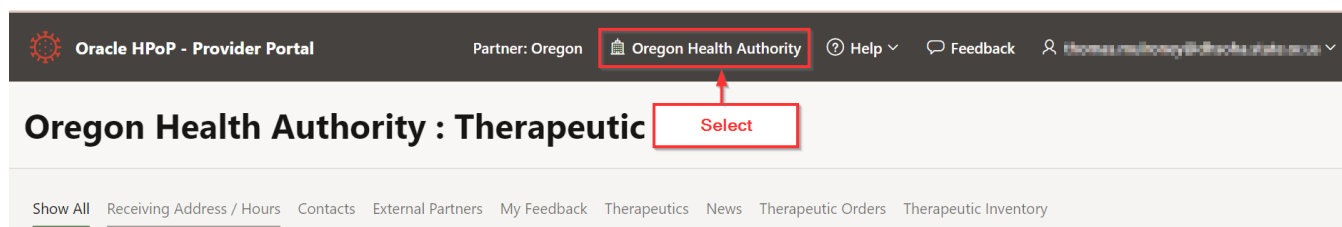
Provider Enrichment Checklist

<u>Theme</u>	<u>Checklist Item</u>	<u>Mandatory</u>	<u>Recommended</u>
<i>Provider Details</i>	Provider Type	✓	
	Provider Location Setting	✓	
	Populations Served	✓	
<i>Location & Operating Hours</i>	Physical Address	✓	
	Receiving Hours	✓	
	Address & Hours Verified Checkbox	✓	
<i>Site Contact Info</i>	Primary Point of Contact	✓	
	Additional Points of Contact		✓

Accessing Multiple Profiles

This is for Users who are listed as a Point of Contact for Multiple Provider Profiles

1. [Log in to HPoP](#)
2. In the top ribbon, select the name of the profile you are currently logged into
 - You will be automatically logged into the last provider profile accessed



3. View the Profiles available and make a selection to view profile

Oracle HPoP - Provider Portal Partner: Oregon ? Help Feedback thomas.mahoney@ohas.state.or.us

Select a Provider

COLDCHAIN TECHNOLOGY SERVICES [Therapeutic Provider]
- TIGARD, OR 97223-4236

Oregon Health Authority [Therapeutic Provider]
- Portland, OR 97232

Oregon Health Authority (PSOB) [Therapeutic Provider]
- Portland, OR 97232

Oregon Health Authority1 [Therapeutic Provider]
-

Provider Details

1. Click the green *Edit* button under the *Provider Details* tab to display all provider details (only a portion of your details are displayed in the Overview screen below)

Oracle HPoP - Provider Portal Partner: Oregon Oregon Health Authority ? Help Feedback thomas.mahoney@ohas.state.or.us

Oregon Health Authority : Therapeutic

Show All Receiving Address / Hours Contacts External Partners My Feedback Therapeutics News Therapeutic Orders Therapeutic Inventory

Therapeutic Create New Order not available as using Partner Apportionment.

Therapeutic Orders

No orders submitted

Therapeutic Inventory

Courses Administered and Available (since last reported)

WastageTransfe

Courses Administered and Available (since last reported) Save Therapeutic Courses

Provider Details Receiving Address / Hours Support Information

Provider Details

Name

Oregon Health Authority

Federal PIN

State PIN

National Provider Identifier (NPI)

ORAHTEST0

Provider Type

[UNK] Unknown

Alternative Vaccine ID

Alternative Therapeutic ID

Non-Public Provider

2. View Options Available (Mandatory Fields Outlined Below)

Name
Oregon Health Authority

Federal PIN

State PIN
ORAHTESTO

National Provider Identifier (NPI)

Provider Type
[UNK] Unknown

Alternative Therapeutic ID

Alternative Diagnostic ID

Non Public Provider? **No**

Approximate number of patients/clients routinely served by this location
(Enter "0" if the location does not serve this age group.)
Number of children 18 years of age and younger ☐ Unknown
Number of adults 19 – 64 years of age ☐ Unknown
Number of adults 65 years of age and older ☐ Unknown
Number of unique patients/clients seen per week on average ☐ Unknown
☐ Not applicable (e.g., for commercial vaccination service providers)

Modules
☐ Vaccine ☒ Therapeutic ☐ Diagnostic

Therapeutic Categories
☒ Monoclonal Antibody ☒ Monoclonal Antibody Special ☒ Antiviral ☒ Antiviral Special

License
EXEMPT

License Expiration Date
12/31/2022

Diagnostic Categories
☐ Test Kits ☐ Personal Protective Equipment ☐ Point of Care

Status **ACTIVE**

Setting(s) where this location will administer products (select all that apply) *
☐ [1] Child care or day care facility
☐ [2] College, technical school, or university
☐ [3] Community center
☐ [4] Correctional/detention facility
☐ [5] Health care provider office, health center, medical practice, or outpatient clinic
☐ [6] Hospital (i.e., inpatient facility)
☐ [7] In home
☐ [8] Long-term care facility (e.g., nursing home, assisted living, independent living, skilled nursing)
☐ [9] Pharmacy
☐ [10] Public health clinic (e.g., local health department)
☐ [11] School (K – grade 12)
☐ [12] Shelter
☐ [13] Temporary or off-site vaccination clinic – point of dispensing (POD)
☐ [14] Temporary location – mobile clinic
☐ [15] Urgent care facility
☐ [16] Workplace
☐ [17] Other

Population(s) served by this location (select all that apply)
☐ [1] General pediatric population
☐ [2] General adult population
☐ [3] Adults 65 years of age and older
☐ [4] Long-term care facility residents (nursing home, assisted living, or independent living facility)
☐ [5] Health care workers
☐ [6] Critical infrastructure/essential workers (e.g., education, law enforcement, food/agricultural workers, fire services)
☐ [7] Military – active duty/reserves
☐ [8] Military – veteran
☐ [9] People experiencing homelessness

☐ [10] Pregnant women
☐ [11] Racial and ethnic minority groups
☐ [12] Tribal communities
☐ [13] People who are incarcerated/detained
☐ [14] People living in rural communities
☐ [15] People who are underinsured or uninsured
☐ [16] People with disabilities
☐ [17] People with underlying medical conditions* that are risk factors for severe COVID-19 illness
☐ [18] Other people at higher risk for COVID-19

Programs

	Code	Name	Vaccine	Therapeutic	Diagnostic	Description
<input type="checkbox"/>	T2T	Test to Treat	No	Yes	No	
<input type="checkbox"/>	LTCP	Long Term Care Pharmacy	No	Yes	No	

Cancel

Apply Changes

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OHA 4074 (02/10/2022)

Provider Type

This field is a single-select only. Choose the option that best describes your facility.

Maintain Provider Information

Name Oregon Health Authority		
Federal PIN	State PIN ORAHTEST0	National Provider Identifier (NPI)
<div>Provider Type [UNK] Unknown</div> <div><ul style="list-style-type: none">[1] Commercial vaccination service provider[2] Corrections/detention health services[3] Health center – community[4] Health center – migrant or refugee[5] Health center – occupational[6] Health center – STD/HIV clinic[7] Health center – student[8] Home health care provider[9] Hospital[10] Indian Health Service[11] Tribal health[12] Medical practice – family medicine[13] Medical practice – pediatrics[14] Medical practice – internal medicine[15] Medical practice – OB/GYN[16] Medical practice – other specialty[17] Pharmacy – chain[18] Pharmacy – independent[19] Public health provider – public health clinic</div>		
Modules		
<input type="checkbox"/> Vaccine	<input checked="" type="checkbox"/> Therapeutic	<input type="checkbox"/> Diagnostic

Provider Location Setting

Select as many as apply to your *primary setting(s)*.

Name Oregon Health Authority		
Federal PIN	State PIN ORAHTEST0	National Provider Identifier (NPI)
Provider Type [UNK] Unknown		
Alternative Therapeutic ID	Alternative Diagnostic ID	Non Public Provider? No
Approximate number of patients/clients routinely served by this location (Enter "0" if the location does not serve this age group.)		
Number of children 18 years of age and younger <input type="text"/> <input type="checkbox"/> Unknown		
Number of adults 19 – 64 years of age <input type="text"/> <input type="checkbox"/> Unknown		
Number of adults 65 years of age and older <input type="text"/> <input type="checkbox"/> Unknown		

Setting(s) where this location will administer products (select all that apply) *

- ☐ [1] Child care or day care facility
- ☐ [2] College, technical school, or university
- ☐ [3] Community center
- ☐ [4] Correctional/detention facility
- ☐ [5] Health care provider office, health center, medical practice, or outpatient clinic
- ☐ [6] Hospital (i.e., inpatient facility)
- ☐ [7] In home
- ☐ [8] Long-term care facility (e.g., nursing home, assisted living, independent living, skilled nursing)
- ☐ [9] Pharmacy
- ☐ [10] Public health clinic (e.g., local health department)
- ☐ [11] School (K – grade 12)
- ☐ [12] Shelter
- ☐ [13] Temporary or off-site vaccination clinic – point of dispensing (POD)
- ☐ [14] Temporary location – mobile clinic
- ☐ [15] Urgent care facility
- ☐ [16] Workplace
- ☐ [17] Other

Populations Served

Select as many as apply to your *Primary* Patient Population.

Number of adults 19 – 64 years of age <input type="text"/> <input type="checkbox"/> Unknown Number of adults 65 years of age and older <input type="text"/> <input type="checkbox"/> Unknown Number of unique patients/clients seen per week on average <input type="text"/> <input type="checkbox"/> Unknown <input type="checkbox"/> Not applicable (e.g., for commercial vaccination service providers)		<input type="checkbox"/> [15] Urgent care facility <input type="checkbox"/> [16] Workplace <input type="checkbox"/> [17] Other
Modules <input type="checkbox"/> Vaccine <input checked="" type="checkbox"/> Therapeutic <input type="checkbox"/> Diagnostic		<p>Population(s) served by this location (select all that apply)</p> <ul style="list-style-type: none"> <input type="checkbox"/> [1] General pediatric population <input type="checkbox"/> [2] General adult population <input type="checkbox"/> [3] Adults 65 years of age and older <input type="checkbox"/> [4] Long-term care facility residents (nursing home, assisted living, or independent living facility) <input type="checkbox"/> [5] Health care workers <input type="checkbox"/> [6] Critical infrastructure/essential workers (e.g., education, law enforcement, food/agricultural workers, fire services) <input type="checkbox"/> [7] Military – active duty/reserves <input type="checkbox"/> [8] Military – veteran <input type="checkbox"/> [9] People experiencing homelessness <input type="checkbox"/> [10] Pregnant women <input type="checkbox"/> [11] Racial and ethnic minority groups <input type="checkbox"/> [12] Tribal communities <input type="checkbox"/> [13] People who are incarcerated/detained <input type="checkbox"/> [14] People living in rural communities <input type="checkbox"/> [15] People who are underinsured or uninsured <input type="checkbox"/> [16] People with disabilities <input type="checkbox"/> [17] People with underlying medical conditions* that are risk factors for severe COVID-19 illness <input type="checkbox"/> [18] Other people at higher risk for COVID-19
Therapeutic Categories <input checked="" type="checkbox"/> Monoclonal Antibody <input checked="" type="checkbox"/> Monoclonal Antibody Special <input checked="" type="checkbox"/> Antiviral <input checked="" type="checkbox"/> Antiviral Special		
License EXEMPT		
License Expiration Date 12/31/2022		
Diagnostic Categories <input type="checkbox"/> Test Kits <input type="checkbox"/> Personal Protective Equipment <input type="checkbox"/> Point of Care		

Address & Hours

Click on the *Receiving Address / Hours* Tab to view the Address or Addresses recorded for your specific Provider Location.

Oracle HPOp - Provider Portal

Partner: Oregon Oregon Health Authority Help Feedback

Oregon Health Authority : Therapeutic

Show All Receiving Address / Hours Contacts External Partners My Feedback Therapeutics News Therapeutic Orders Therapeutic Inventory

Therapeutic Create New Order not available as using Partner Apportionment.

Therapeutic Orders
No orders submitted

Therapeutic Inventory
Courses Administered and Available (since last reported) Wastage Transfers

Courses Administered and Available (since last reported) [Save Therapeutic Courses](#)

Therapeutic	Courses Administered	Courses Available	History
Bebtelovimab (0002-7589-01)			
Erusheld (0310-7442-02)			
Paxlovid (0069-1085-30)			
Lagevrio (molnupiravir) (0006-5055-06)			
Renal Paxlovid (0069-1101-20)			

Provider Details **Receiving Address / Hours** Support Information

Receiving Address / Hours

[Physical](#) **800 NE Oregon St**
Portland MULTNOMAH OR 97232

row(s) 1 - 1 of 1

Physical Address

1. Click the *'Edit Physical'* button next to the Address to view all details and begin editing.

Provider Details **Receiving Address / Hours** Support Information

Receiving Address / Hours

[Physical](#) **800 NE Oregon St**
Portland MULTNOMAH OR 97232

row(s) 1 - 1 of 1

2. Ensure that the following fields are 100% accurate:
 - 1) Address 1
 - 2) Address 2 (i.e., Suite 123)
 - 3) Zip (if you enter the 5-digit zip code the City and State will auto-populate)
 - 4) Receiving Email
 - 5) Receiving Phone # & Extension

Maintain Address

Address1: 800 NE Oregon St

Address2:

City: Portland

County: MULTNOMAH

State Code: Oregon

Zip: 97232

Loading Dock capable of handling 53' trailers? ☒

Special Delivery Instructions:

Receiving Email:

Phone number, Phone Extension, and Fax will only accept numeric input.

Receiving Phone:

Phone Extension:

Fax: (555) 555-5555

Callouts: 1 (Address1), 2 (Address2), 3 (Zip), 4 (Receiving Email), 5 (Receiving Phone)

- Record any special delivery instructions (if you have a difficult to find office, or need to be badged into the building)

Receiving Hours & Verifications Check Box

- Click the '*Edit Physical*' button next to the Physical Address to view all details and begin editing.

Provider Details | **Receiving Address / Hours** | Support Information

Receiving Address / Hours

☒ Physical 800 NE Oregon St
Portland MULTNOMAH OR 97232

row(s) 1 - 1 of 1

- Enter the hours of operation for your facility – the times you are available to receive deliveries.

Maintain Address

Phone number, Phone Extension, and Fax will only accept numeric input.

Receiving Phone
(503) 354-7360

Phone Extension

Fax
(555) 555-5555

The Receiving Email and Phone must be monitored for communications from the distribution center.

Day	All Hours	From1	To1	From2	To2
Monday		09:00 AM	05:00 PM		
Tuesday		09:00 AM	05:00 PM		
Wednesday		09:00 AM	05:00 PM		
Thursday		09:00 AM	05:00 PM		
Friday		09:00 AM	05:00 PM		
Saturday					
Sunday					

24hr Operations

No Gaps in Receiving Hours

Gaps in Receiving Hours i.e. closed for lunch

When editing To and From values 12:00 am at the top of the list represents 00:00:00. However, 12:00 am at the bottom of the list represents 24:00.

MUST BE CHECKED

☒ Receiving Address & Hours Verified

Cancel

Apply Changes

- Verify that the Address & Hours are 100% correct then CHECK BOX for 'Receiving Address & Hours Verified'.

Points of Contact

View Contacts

Select the *Contacts* tab or scroll down to view contacts under the 'Show All' tab

Oracle HPoP - Provider Portal

Partner: Oregon Oregon Health Authority Help Feedback

Oregon Health Authority : Therapeutic

Show All Receiving Address / Hours **Contacts** External Partners My Feedback Therapeutics News Therapeutic Orders Therapeutic Inventory

Therapeutic Create New Order not available as using Partner Apportionment.

View Current Contacts

Contacts

Thomas Mulroney (Primary Contact)

Sarah Barnard

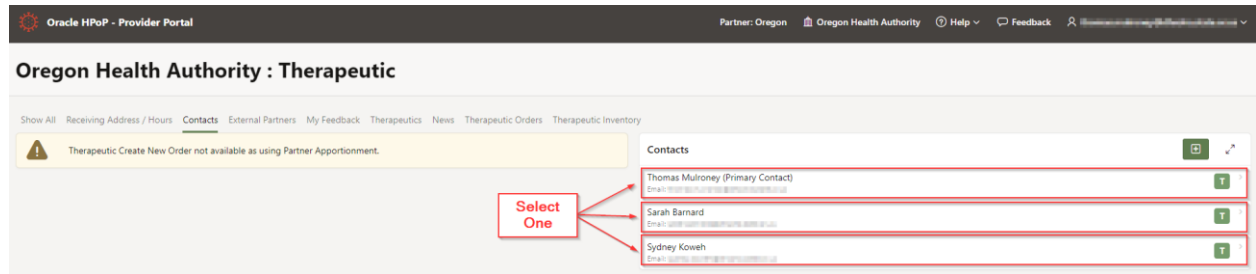
Sydney Koweh

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Edit Current Contacts

1. Select the contact you wish to edit



2. Enrich the Provider Contact as much as possible (First & Last Name, Title, Phone)

- a. Ensure the Therapeutic Module Checkbox is marked!
- b. You cannot edit the email address
 - i. If you wish to edit the email address, see [section to Edit Email Address](#)

3. Click 'Apply Changes' to Save

Add New Contact

1. Click the green “Add Contact” button in the Contacts section and enter the contact email address

The screenshot shows the Oracle HPOp - Provider Portal interface. At the top, there's a navigation bar with 'Partner: Oregon', 'Oregon Health Authority', 'Help', and 'Feedback'. Below this, the page title is 'Oregon Health Authority : Therapeutic'. A sidebar on the left contains links like 'Show All', 'Receiving Address / Hours', 'Contacts', 'External Partners', 'My Feedback', 'Therapeutics', 'News', 'Therapeutic Orders', and 'Therapeutic Inventory'. The main content area features an 'Add Contact' form on the left and a 'Contacts' list on the right. The 'Add Contact' form has an 'Email' field with 'Example123@nomail.com' and a green 'Create' button. The 'Contacts' list shows three entries: 'Thomas Mulroney (Primary Contact)', 'Sarah Barnard', and 'Sydney Koweh', each with a green 'T' icon and a right arrow.

2. Enter Contact Information

The screenshot shows the 'Provider Contact' form. It has a title bar with a close button. The form is divided into two sections: 'Mandatory Fields' (highlighted with a red box) and 'Optional Fields' (highlighted with a blue box). The 'Mandatory Fields' section includes an 'Email' field with 'Example123@nomail.com', a 'First Name' field, a 'Last Name' field, a 'Primary Contact' toggle switch, and a 'Modules' section with a checked 'Therapeutic' checkbox. The 'Optional Fields' section includes a 'Title' field, a 'Phone' field with '(555) 555-5555', a 'Phone Extension' field, and a 'Fax' field with '(555) 555-5555'. At the bottom, there are three buttons: 'Cancel', 'Create and Create Another', and a green 'Create' button with a hand cursor icon.

Assign Primary Point of Contact

View your contacts to see which (if any) are assigned as the Primary. In order to receive deliveries of Therapeutics you MUST have a Primary Contact Assigned.

1. Navigate to the contacts section, note the current Primary and select the contact who will become the new Primary

Oracle HPOp - Provider Portal

Partner: Oregon | Oregon Health Authority | Help | Feedback

Oregon Health Authority : Therapeutic

Show All | Receiving Address / Hours | **Contacts** | External Partners | My Feedback | Therapeutics | News | Therapeutic Orders | Therapeutic Inventory

Therapeutic Create New Order not available as using Partner Apportionment.

Current Primary Contact

Desired New Primary Contact

Contacts
Thomas Mulroney (Primary Contact)
Sarah Barnard
Sydney Koweh

2. Toggle the Primary Contact Indicator & Apply Changes

Provider Contact

Email

Active **Yes**

First Name: Sydney

Last Name: Koweh

Primary Contact * ☒

Title

Phone number, Phone Extension, and Fax will only accept numeric input.

Phone: (555) 555-5555

Phone Extension

Fax: (555) 555-5555

Modules *

☒ Therapeutic

Cancel | Delete Contact | **Apply Changes**

3. Note the New Primary Contact appears at the top of the Contact list

Oracle HPOp - Provider Portal

Partner: Oregon | Oregon Health Authority | Help | Feedback

Oregon Health Authority : Therapeutic

Show All | Receiving Address / Hours | **Contacts** | External Partners | My Feedback | Therapeutics | News | Therapeutic Orders | Therapeutic Inventory

Therapeutic Create New Order not available as using Partner Apportionment.

Contacts
Sydney Koweh (Primary Contact)
Sarah Barnard
Thomas Mulroney

Editing an Email Address

You cannot outright edit an email address. The way around this is to:

1. [Add a New Contact](#) (with the new, correct email address)
 - a. You will receive an email from HPOp to your new email address. Follow the prompts before logging in.
2. Log in using the new email address
3. Delete the contact containing the old email address

Section 4: HPOP – Direct Ordering

Creating Orders

Under the *Therapeutic Orders* section, select the green “*Create Order*” button.

Oracle HPOP - Provider Portal Partner: Oregon COLDCHAIN TECHNOLOGY SERVICES Help Feedback

COLDCHAIN TECHNOLOGY SERVICES : Therapeutic

Show All Receiving Address / Hours Contacts External Partners My Feedback Therapeutics News Therapeutic Orders Therapeutic Inventory

Therapeutic Orders

TX-ORA-218983 (05/02/2022 11:52) CANCELLED
Total Order Lines: 1

TX-ORA-184085 (04/08/2022 13:34) SHIPPED
Total Order Lines: 2

TX-ORA-177418 (04/01/2022 10:03) SHIPPED
Total Order Lines: 3

TX-ORA-169918 (03/24/2022 16:16) SHIPPED
Total Order Lines: 4

Provider Details

Receiving Address / Hours Support Information

Provider Details

Name
COLDCHAIN TECHNOLOGY SERVICES

Federal PIN State PIN National Provider Identifier (NPI)
ORAC00220

4. Select a Therapeutic Product you wish to order

- You can only select one at a time.
- If you do not see the Therapeutic Product you wish to order, please contact OHA at OHA.therapeutics@dhsosha.state.or.us

Oracle HPOP - Provider Portal Partner: Oregon COLDCHAIN TECHNOLOGY SERVICES Help Feedback

COLDCHAIN TECHNOLOGY SERVICES

Show All Receiving Address / Hours C

Therapeutic Orders

TX-ORA-218983 (05/02/2022 11:52) Total Order Lines: 1

TX-ORA-184085 (04/08/2022 13:34) Total Order Lines: 2

TX-ORA-177418 (04/01/2022 10:03) Total Order Lines: 3

TX-ORA-169918 (03/24/2022 16:16) Total Order Lines: 4

TX-ORA-165366 (03/18/2022 14:18) Total Order Lines: 1

Load more...

Select Therapeutic

Bebtelovimab (0002-7589-01) - [Partner: Oregon]

Evusheld (0310-7442-02) - [Partner: Oregon]

Paxlovid (0069-1085-30) - [Partner: Oregon]

Lagevrio (molnupiravir) (0006-5055-06) - [Partner: Oregon]

Renal Paxlovid (0069-1101-20) - [Partner: Oregon]

Sotrovimab (0173-0901-86) - [Partner: Oregon]

Note - Only Therapeutics which have been allocated will be available to order!

5. Select your desired order quantity

Select Quantity

Paxlovid (0069-1085-30)

For the treatment of mild-to-moderate COVID-19 in certain adults and pediatric patients

Minimum Shipping Units 1

Maximum Shipping Units 200

Remaining Shipping Units 200
(Maximum - Submitted)

<

1 Shipping Units (20 courses)	2 Shipping Units (40 courses)
3 Shipping Units (60 courses)	4 Shipping Units (80 courses)
5 Shipping Units (100 courses)	6 Shipping Units (120 courses)

- a. If you wish to order more than 10 shipping units (cases), scroll down and click ‘Next’ to see the next set of shipping options.

Select Quantity

Paxlovid (0069-1085-30)

For the treatment of mild-to-moderate COVID-19 in certain adults and pediatric patients

Minimum Shipping Units 1

Maximum Shipping Units 200

Remaining Shipping Units 200
(Maximum - Submitted)

<

11 Shipping Units (220 courses)	12 Shipping Units (240 courses)
13 Shipping Units (260 courses)	14 Shipping Units (280 courses)
15 Shipping Units (300 courses)	16 Shipping Units (320 courses)
17 Shipping Units (340 courses)	18 Shipping Units (360 courses)
19 Shipping Units (380 courses)	20 Shipping Units (400 courses)

◀ Previous

11 - 20

Next ▶

6. Review and confirm, then submit; or select “Add another therapeutic” and repeat until ready to hit *Submit*.

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×

Review & Confirm

Line No. ↑↓	Therapeutic	Generic Description	Quantity	
1	Paxlovid	For the treatment of mild-to-moderate COVID-19 in certain adults and pediatric patients	1 Shipping Units (20 Courses)	✕
2	Bebtelovimab		4 Shipping Units (20 Courses)	✕

Cancel

Add another therapeutic
Submit

7. When satisfied with the order request, select *Submit*. The requested order now appears under Therapeutic Orders along with the status
 - a. The number of individual therapeutic products ordered appear as the ‘Total Order Lines’: figure

[Show All](#) [Receiving Address / Hours](#) [Contacts](#) [External Partners](#) [My Feedback](#) [Therapeutics](#) [News](#) [Therapeutic Orders](#) [Therapeutic Inventory](#)

▼ Therapeutic Orders

Create Order

TX-ORA-220700 (05/02/2022 15:19)
SUBMITTED

Total Order Lines: 2

View Past Orders

1. Navigate to the *Therapeutics Orders* Tab / Section
2. Orders are displayed with most recent on top

⚙ **Oracle HPoP - Provider Portal** Partner: Oregon

COLDCHAIN TECHNOLOGY SERVICES : Therapeutic

[Show All](#) [Receiving Address / Hours](#) [Contacts](#) [External Partners](#) [My Feedback](#) [Therapeutics](#) [News](#) [Therapeutic Orders](#) [Therapeutic Inventory](#)

▼ Therapeutic Orders

Create Order

Order Key

<div style="display: flex; justify-content: space-between;"> TX-ORA-220700 (05/02/2022 15:19) </div> <div style="background-color: #c8e6c9; padding: 2px 5px;">Total Order Lines: 2</div>	<div style="border: 1px solid #f44336; padding: 2px 5px;">SUBMITTED</div>	Order TimeStamp
TX-ORA-218983 (05/02/2022 11:52) Total Order Lines: 1	<div style="background-color: #ccc; padding: 2px 5px;">CANCELLED</div>	Products Ordered
TX-ORA-184085 (04/08/2022 13:34) Total Order Lines: 2	<div style="background-color: #ccc; padding: 2px 5px;">SHIPPED</div>	Order Status

3. View order details by clicking the order line
 - a. Shipping information is only displayed for orders with status “Shipped”

Oracle HPoP - Provider Portal

Partner: Oregon COLDCHAIN TECHNOLOGY SERVICES Help Feedback

COLDCHAIN TECHNOLOGY SERVICES : Therapeutic \

TX-ORA-184085

Return

Order Details [PARTNER APPORTIONMENT]

Order # **TX-ORA-184085** Ordered Date **04/08/2022 13:34**

Facility **COLDCHAIN TECHNOLOGY SERVICES** Ordered By **[REDACTED]**

Federal PIN **[REDACTED]** Status **Shipped**

State PIN **ORAC00220**

Therapeutics

Line Number ↑	Therapeutic	Threshold Partner	Product Trade Name (NDC)	Generic Description	Provider Requested	Partner Processed
1	Bebtelovimab	Oregon	Bebtelovimab (0002-7589-01)		Partner Apportionment	23 Shipping Units (115 courses)
2	Paxlovid	Oregon	Paxlovid (0069-1065-30)	For the treatment of mild-to-moderate COVID-19 in certain adults and pediatric patients	Partner Apportionment	51 Shipping Units (1020 courses)

Receiving Details

Receiving Address **[REDACTED]**

Primary Contact **[REDACTED]**

Receiving Hours
 Mon 09:00 AM - 04:00 PM
 Tues 09:00 AM - 04:00 PM
 Wed 09:00 AM - 04:00 PM
 Thurs 09:00 AM - 04:00 PM
 Fri 09:00 AM - 04:00 PM

Shipping

Line Number ↑	Order Label	Date Shipped	Date Delivered	Tracking Number
1	Bebtelovimab (0002-7589-01)	04/11/2022	04/12/2022	561397319930561397318842
2	Paxlovid (0069-1065-30)	04/11/2022	04/12/2022	561397333912561397333923

4. For more information on Order Statuses see the Therapeutics User Guide in HPoP (Appendix A > Order Status Codes)

Oracle HPoP - Provider Portal

Partner: Oregon COLDCHAIN TECHNOLOGY SERVICES Help Feedback

COLDCHAIN TECHNOLOGY SERVICES : Therapeutic

Show All Receiving Address / Hours Contacts External Partners My Feedback Therapeutics News Therapeutic Orders Therapeutic Inventory

Therapeutic Orders Create Order

Provider Details Receiving Address / Hours Support Information

Documentation
 Provider Portal Overview
 Therapeutics User Guide

Canceling & Amending Orders

ORDERS CANNOT BE EDITED OR AMENDED AFTER SUBMISSION

If you need to make an edit or amendment, **communicate to the Central Partner** by using the **Feedback** function. Include the following Information:

- “*Order Amendment*”
- State PIN
- Order Key
- New Order Details (Therapeutic & Courses Requested)

The screenshot shows the Oracle HPoP - Provider Portal interface. The main page displays order details for TX-ORA-220700, including the facility COLDCHAIN TECHNOLOGY SERVICES and the state PIN ORAC00220. A feedback form is open in the foreground, titled "Oracle HPoP - Feedback". The form asks "Which module is this feedback regarding?" and has "Therapeutic" selected. It also includes fields for "Partner Therapeutic Support Email", "Partner Therapeutic Support Phone", and "Experience" (with three smiley face icons). The "Feedback Type" section has "Comment" and "Bug" options. The "Feedback" text area contains the following information: "Order Amendment*", "State PIN: ORAC00220", "Order Key: TX-ORA-220700", and "New Order: [Therapeutic 1]: [total courses requested] [Therapeutic 2]: [total courses requested]". A callout box on the right side of the form lists the required information with numbered markers: 1. *Order Amendment*, 2. State PIN: ORAC00220, 3. Order Key: TX-ORA-220700, and 4. New Order: [Therapeutic 1]: [total courses requested] [Therapeutic 2]: [total courses requested].

Courses Administered & Available

1. Navigate to the ‘*Courses Administered and Available*’ (since last reported) section under the *Therapeutic Inventory* Tab
2. Enter the Courses on hand – Currently Available
3. Enter the Courses Administered
 - a. Please note that this figure reflects **total administration since last reported**
 - b. Also note the help text (highlighted blue) below can be misleading. Bottom line is that:
 - i. **Courses Available** = current courses on hand right now
 - ii. **Courses Administered** = Courses Administered between right now and the last report

4. If you have not reported administration in 3 weeks, the figure you enter is your administration for the last three weeks. If you have never reported, the figure you enter is your total historical administration.

Section 5: HPoP – Transfers

Transfers

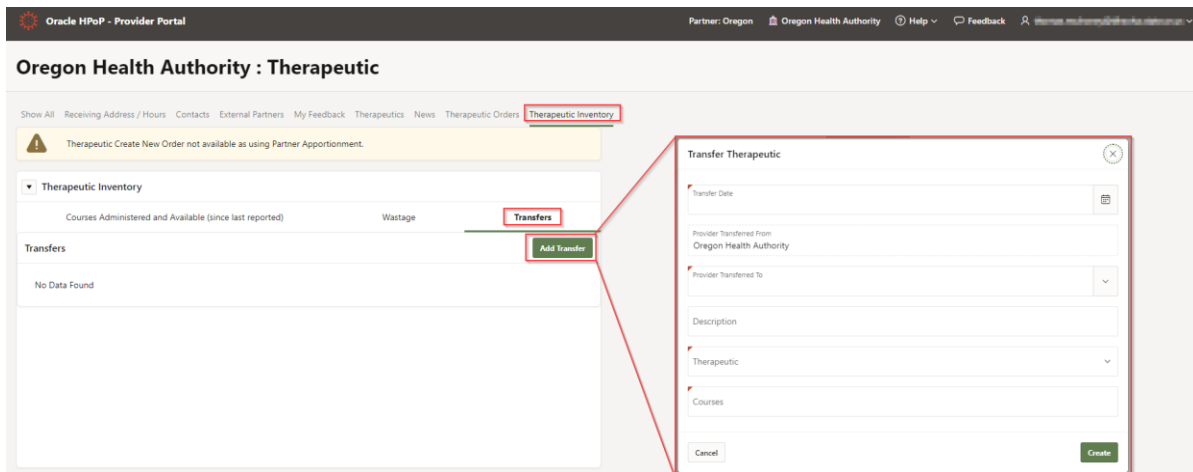
Utilize this feature if you have *ever* sent or received therapeutics from another provider.

This feature does not *trigger* the physical transfer of product, it is only for record keeping purposes.

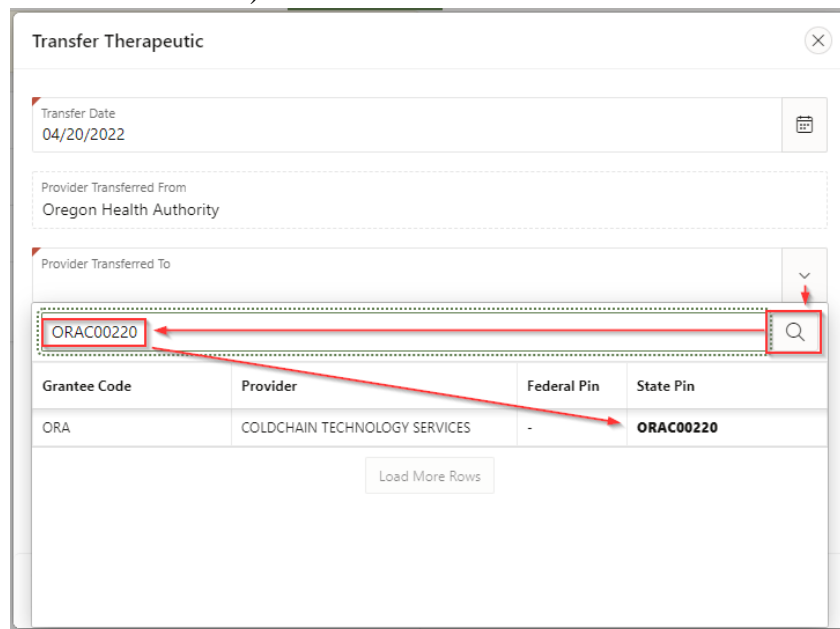
Responsible Party	HPoP Action Required
Sender (Transferred From)	'Create'
Receiver (Transferred To)	'Review & Amend'

Create a Transfer

1. Navigate to the *Transfers* Section of the 'Therapeutic Inventory' tab, Select Add Transfer



2. Enter the Date (can be a date in the past)
3. Select the 'Provider Transferred To' Party
 - a. Utilize the Search function in the Drop-Down
 - i. You can search by Provider Name or State PIN – We recommend the receiving party provides you with their State PIN. This is the most accurate method of searching as not all Provider names in HPoP perfectly match the actual Provider facility name (HPoP has a character limit, and many names are abbreviated).



4. Select the Provider after a successful search
5. Enter a Description
 - a. Helpful to OHA and provides context to the receiving party
6. Select a Therapeutic, Enter the Courses Transferred

Transfer Therapeutic

Transfer Date

04/20/2022

Provider Transferred From

Oregon Health Authority

Provider Transferred To

COLDCHAIN TECHNOLOGY SERVICES

Description

Demo Example

Therapeutic

Molnupiravir [Qty 20] (0006-5055-06)

Courses

12

7. Click 'Create'

Receive a Transfer

1. Navigate to the *Transfers* section of the '*Therapeutic Inventory*' tab
2. Select the Transfer Line you are expecting
 - a. Note the Transfers are arranged by date and the date of the transfer is the date recorded by the transferring party. If the date is in the past, it may appear lower down in your list.

The screenshot shows the Oracle HPOP - Provider Portal interface. The 'Therapeutic Inventory' tab is selected, displaying a list of transfers. A red box highlights the first transfer line: TX-T019887 (Receiving from Oregon Health Authority) dated 04/20/2022. A red arrow points from this line to a 'Transfer Therapeutic' modal window. The modal shows the following details: Transfer Date: 04/20/2022; Provider Transferred From: Oregon Health Authority; Provider Transferred To: 278573684404618474349717738430749364548; Description: Demo Example; Therapeutic: Molnupiravir [Qty 20] (0006-5055-06); Courses: 12. The modal has 'Cancel', 'Delete', and 'Apply Changes' buttons.

3. Review the Details of the Transfer
4. Amend any Details of the Transfer (Date, Description, Therapeutic, Courses) that are incorrect

This screenshot shows the 'Transfer Therapeutic' modal with several updates indicated by red boxes and arrows. The 'Transfer Date' is updated to 04/26/2022. The 'Description' is updated to 'Demo Example - Changed Description'. The 'Courses' value is updated from 12 to 6. A red box labeled 'Updated' points to the 'Add Transfer' button in the background. The 'Apply Changes' button in the modal is also highlighted with a red box.

5. The initiating party will see your changes on their side

The screenshot shows the Oregon Health Authority - Therapeutic Inventory interface. The 'Transfer Therapeutic' modal is open, showing the updated details: Transfer Date: 04/26/2022; Provider Transferred From: Oregon Health Authority; Provider Transferred To: COLDCHAIN TECHNOLOGY SERVICES; Description: Demo Example - Changed Description; Therapeutic: Molnupiravir [Qty 20] (0006-5055-06); Courses: 6. The 'Apply Changes' button is highlighted with a red box. In the background, the 'Transfers' list shows the updated transfer: TX-T019887 (Sending to COLDCHAIN TECHNOLOGY SERVICES) dated 04/26/2022.

Wastage

1. Navigate to the *Wastage* section of the ‘*Therapeutic Inventory*’ tab, select ‘Add Wastage’

The screenshot shows the Oracle HPoP - Provider Portal interface. At the top, there's a navigation bar with 'Oracle HPoP - Provider Portal' and a list of tabs: 'Show All', 'Receiving Address / Hours', 'Contacts', 'External Partners', 'My Feedback', 'Therapeutics', 'News', 'Therapeutic Orders', and 'Therapeutic Inventory'. The 'Therapeutic Inventory' tab is selected and highlighted with a red box. Below the tabs, there's a yellow warning banner that says 'Therapeutic Create New Order not available as using Partner Apportionment.' Below the banner, there's a section titled 'Therapeutic Inventory' with a dropdown menu. Under this section, there are two tabs: 'Courses Administered and Available (since last reported)' and 'Wastage'. The 'Wastage' tab is selected and highlighted with a red box. Below the 'Wastage' tab, there's a section titled 'Wastage' with a button labeled 'Add Wastage' highlighted with a red box. Below the 'Add Wastage' button, it says 'No Data Found'.

2. Select your Wastage Report Criteria (date of product destruction, reason, optional comment), select ‘Add Therapeutic’

The screenshot shows the 'New Wastage Report' form. The title is 'New Wastage Report' with a subtitle 'Please select a reason for this wastage and provide a short summary'. There are four input fields: 'Wastage Date' with the value '04/13/2022', 'Reason' with the value 'T100 - Expired Product', 'Provider Contact' with the value 'Thomas Mulroney', and 'Description'. The 'Add Therapeutic' button at the bottom right is highlighted with a red box. There are also 'Cancel' and 'Add Therapeutic' buttons at the bottom.

3. Select the Therapeutic, Enter the courses destroyed, Enter Lot Number and Lot Number Expiration Date

The screenshot shows the 'Line Details' form. The title is 'Line Details' with a subtitle 'Select a therapeutic and enter in the quantity of courses that were wasted.' There are four input fields: 'Therapeutic' with the value 'Evusheld (0310-7442-02)', 'Courses' with the value '3', 'Lot Number', and 'Lot Expiration Date'. The 'Add' button at the bottom right is highlighted with a red box. There are also 'Cancel' and 'Add' buttons at the bottom.

- a. Lot Number and Expiration Date are optional but very helpful for inventory tracking purposes.
 - b. If you have multiple lot numbers to report on, please batch the wastage reports according to lot number
4. Select Add
5. Repeat the process for another therapeutic or hit Submit

Section 6: Storage and Returns

Since January 2022, FDA authorization has been removed for some monoclonal antibodies. It is recommended to retain any remaining stock at the site level as one or more of these drugs may be effective against future COVID-19 variants.

Considerations:

- Any returned product will be destroyed, as product integrity cannot be verified
- Non-expired product should not be destroyed, returns should only be initiated for damaged products or quality concerns
- Long-term utility of authorized mAb products is expected
- If product is to be returned, the preferred method is through the manufacturer if a return mechanism is available.

Reconstituted (diluted) product SHOULD NOT be returned

Upon these considerations, if undamaged product needs to be returned, follow the below instructions:

- **Sotrovimab ([Fact Sheet](#)):** See the [GSK Returns Goods Policy](#) at <https://www.gsk-ecs.com/>
- **Bam and Bam/Ete ([Fact Sheet](#)):** See the Lilly Return Goods Procedure, detailed guidance can be found at <https://www.lillytrade.com/>.
- **REGEN-COV ([Fact Sheet](#)):** Call (844) 734-6643

Logistics of returns/discarding:

- Since returned products must be destroyed regardless of expiration status, returns do not need to be packaged in a temperature-controlled manner
- Doses discarded on site (compromised vial, unused diluted vials, etc) should be recorded in HPOP. It is preferred that product is returned if there is a return mechanism in place with the manufacturer
- Make inventory on hand adjustments in HPOP

Additional Resources

- Visit the [OHA's Antiviral Webpage](#) and [OHA's Monoclonal Antibodies Webpage](#) for additional information, FAQs, Newsletters, and updates on therapeutics.
- Visit [Reporting Utilization of COVID-19 Therapeutics](#) for additional information on registering, reporting, entering data, and utilization.
- If you are needing additional assistance with provider registration, ordering, or any other process related to therapeutics, please fill out the [Office Hours Request Form](#) to select office hour availability.
- For any questions, concerns, or feedback please contact oha.therapeutics@odhsoha.oregon.gov.

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