ASPR Administration for Strategic **Preparedness & Response**

Fact Sheet

Process for Ordering COVID-19 Therapeutics
Information for State, Tribal, and Territorial Partners

The Health Partner Ordering Portal (HPOP) Therapeutics is an ordering portal for allocating and/or requesting COVID-19 therapeutic products. HPOP is used to order U.S. Government procured COVID-19 therapeutic products.

HPOP Onboarding
HPOP onboarding is mandatory for all jurisdictional partners (also known as central partners). The required forms must be 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.

What is a Partner or Central Partner?
A partner and central 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)
- Test-to-Treat and Long-Term Care Pharmacies

What is a Provider?
A provider is the individual site of care that receives therapeutic products (e.g., CVS store 123, doctor's office, hospital). Providers are managed and onboarded by the partner.

What is a contact?
A contact is 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 the feature.

Contact emails must be sent to an individual. You must not use generic or group emails

Are there any user guides for HPOP?
Yes, written user guides for partners and providers are posted in HPOP. The guides were also distributed to partners.

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

Each jurisdiction must have at least one user with Tiberius access. Contact your ASPR Regional Emergency Coordinator to request an account.

HPOP-Tiberius Interaction
HPOP is for ordering and reporting of inventory/ utilization while Tiberius is used as the analytics platform to view the data collected in HPOP.

In addition to providing analytical dashboards to partners, Tiberius is used to facilitate the transfer of the antiviral therapeutic allocations between jurisdictions and pharmacy partners. After the therapeutic transfers are completed, they are manually uploaded to HPOP for partners to order against.

Day 1 Activities for Partners:

1. Complete account activation process.
2. Review your current list of providers for the following:
   - Are providers active? If not, please activate them.
   - Are providers properly categorized as "monoclonal special" (for Evusheld) or "Antiviral" (for molnupiravir, sotrovimab, bebtelovimab and Paxlovid)? 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 providers have a state and/or federal PIN? If not, add a state PIN. This is required as an identifier for the provider record.
   - Do all categorized providers have a primary contact loaded? If not, you must add a primary contact to that provider to allow them to log in.
3. Add any missing provider addresses. Review the provider list to ensure the address is actually "missing" before a new one is entered.

Day 1 Activities for Providers:

1. Complete account activation process.
2. Verify the address.
3. Verify the business hours.
4. Enter the 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 and lead to system issues.

Jurisdictions need to work with the FRPTP partner to set up those relationships if they are required to support their distribution plan.

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 twice a week, by end of day Monday and Thursday, and should just report the quantities since their last report (not cumulative). Providers will only be required to report on AstraZeneca, Merck, Lilly, and Pfizer products in HPOP. Sotrovimab will continue to be reported in TeleTracking or NHSN. The remaining therapeutics should be reported in HPOP.

Help Desk and Support

CARS Helpdesk should be the first stop for all issues related to HPOP Therapeutics:

cars_helpdesk@cdc.gov or 833-748-1979.

CARS Help Desk will escalate issues to the HPOP Therapeutics Help Desk.

For other issues or inquiries see:

- Password resets - use the "I forgot my password..." link on the sign-in screen.
- General therapeutic program questions - covid19.therapeutics@hhs.gov.
- Tiberius access or account questions - Tiberius-Help@cdc.gov.
- OptumServe - representatives are available for Tiberius user support and questions.