

**Subject:** FW: Action Needed: Verification of address, hours, license number and expiration date  
**Date:** Monday, December 13, 2021 at 5:57:40 PM Eastern Standard Time  
**From:** Bastinelli, Kate  
**Attachments:** image001.png, image002.png, image003.png, image004.png, image005.png, image006.png, image007.png, image008.png




**From:** NYS DOH PREP mAb <PREPMAB-L@LISTSERV.HEALTH.STATE.NY.US> on behalf of doh.sm.COVID19therapeutics <000000e70387b1f8-dmarc-request@LISTSERV.HEALTH.STATE.NY.US>  
**Sent:** Monday, December 13, 2021 2:44 PM  
**To:** PREPMAB-L@LISTSERV.HEALTH.STATE.NY.US <PREPMAB-L@LISTSERV.HEALTH.STATE.NY.US>  
**Subject:** Action Needed: Verification of address, hours, license number and expiration date


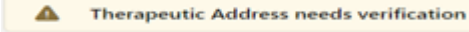
Hello,

We are still seeing provider accounts in HPOP that do not have a verified address, hours, and license number and expiration date. If you have registered in HPOP, but this information is not in the system, you will not be eligible to be selected to receive EVUSHELD.

### Instruction to Verify Receiving Address/Hours

A key feature of HPOP is that it maintains a master address list of all providers share between all HPOP modules i.e. Vaccines and Therapeutics. HPOP supports two types of addresses: physical and hub.

- Click the tab named “Receiving Address / Hours”
- To assign a new address click the  (if this button does not exist contact your Partner)  
To modify an existing address, click the  **Hub** or  **Physical**
  - Check the box next to “Therapeutic” at the top
  - Address Type:
    - Hub address: This type of address should be used if product is shipped to a central hub and then distributed to the provider from there.
      - Select from the drop down. Hub addresses/hours are created, modified, and verified by the. If the hub address is not in the drop down or it needs to be modified contact your Partner admins to have it added/modified.
    - Physical Address: This type of address should be used if product is shipped directly to the provider site.
      - The address information should be the shipping address
      - The receiving email can be an organizational email vs an individual email. Note: this does not create a provider contact account
      - The receiving phone can be a shared phone number vs an individual phone
      - Receiving hours:
        - Double click in the second column to set the hours to be 24 hrs

- Select the drop down in the third and beyond column to set the time.
- Receiving Address & Hours Verified : This should be selected by the provider after they have validated the address/hours information
- The address has been successfully assigned to receive therapeutics if it has a **T** next to it and if the banner at the top looks like . If the banner says  the provider contact will need to log into the provider portal and check the  Receiving Address & Hours Verified .

If you have a Hub address please send an email to [COVID19therapeutics@health.ny.gov](mailto:COVID19therapeutics@health.ny.gov) with your hours and we will verify on our end.

For issues logging into HPOP, please email [cars\\_helpdesk@cdc.gov](mailto:cars_helpdesk@cdc.gov)

Please attempt to have this account verification complete by EOD 12/13.

Thank you.

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[PREPMAB-L-signoff-request@listserv.health.state.ny.us](mailto:PREPMAB-L-signoff-request@listserv.health.state.ny.us)