**DEPARTMENT OF HEALTH & HUMAN SERVICES**

# COVID-19 Test Supply Distribution and Ordering Overview for Multifamily Housing and/or Section 202 Elderly Projects

U.S. Department of Health and Human Services
Administration for Strategic Preparedness and Response (ASPR)
and
U.S. Department of Housing and Urban Development (HUD)

# Contents

# Overview

The test kits provided through HHS-ASPR's COVID test distribution program are available for order by HUD sites through an HHS online ordering system called HPOP. To order tests, you must first create a user account and register your site in HPOP. This guide provides instructions for how to register in HPOP and order tests.

As you navigate the HPOP system, please kind in mind that the system was originally developed for health care providers. As such, some terminology used in the system – such as "health care providers" or "patients" may not be familiar or relatable to HUD sites. These instructions will help clarify how these concepts apply to your site.
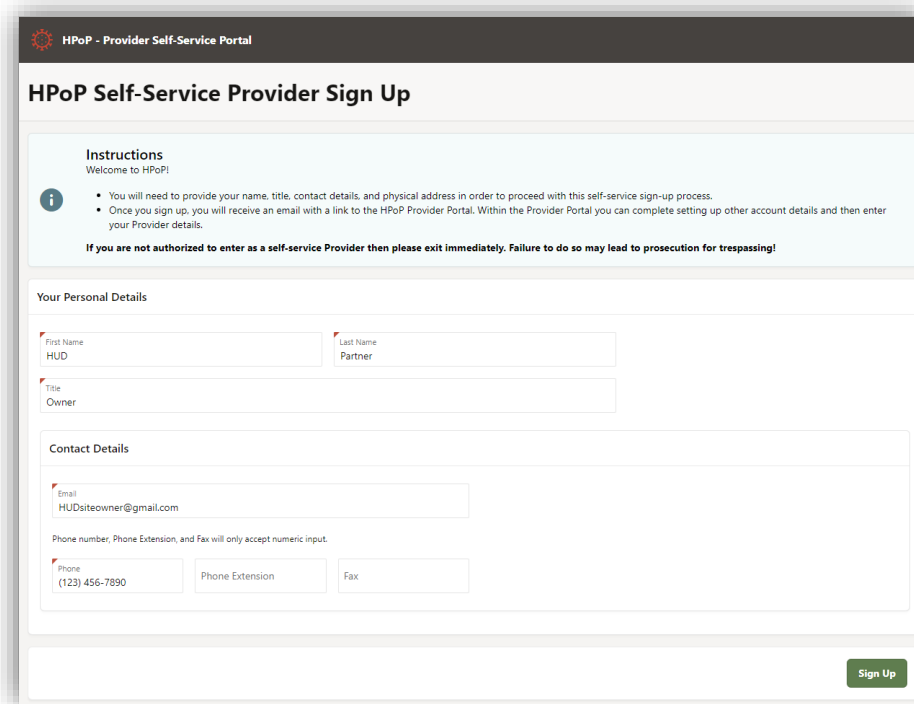
# HPOP Registration Steps

The following steps describe how to register to receive tests in HPOP.

This registration should be completed by the staff member in your site who will be ordering the test kits on behalf of the organization. This could be an Executive Director, office manager, or a warehouse manager – whoever will be managing the ordering process for test kit orders.

1. Visit https://vpop.cdc.gov/selfservice/register to begin the provider registration process. Use any browser other than Internet Explorer. This initial step will ask that you input the following Personal Details:

   - First Name (Required)
   - Last Name (Required)
   - Title (Required)
   - Contact information, including e-mail, phone, and fax (if applicable)

   Once the information is input, you will select "sign up." You will then see a "Thank You" page with instructions to check your email for a message to activate your account for Self-Service Provider Portal. You should get a response within a few minutes

2.  Within several minutes of selecting "Sign Up" you will receive an email titled Self-Service Provider Account Created.



Oracle HPoP Provider Portal

Hello Larry Blankenship,

A user account has been created for you to access the Provider Self Service Portal. Please click the following button to activate the account and set the password:

**Activate Account**

Please note that link is only valid for the next 72 hours.

For future portal access, please bookmark and use this link:
https://vpop.test.ohms.oracle.com/provider/signin/

If you have any system-access related issues (password reset, unable to login), please contact us at cars_helpdesk@cdc.gov. If you have issues with the system itself (errors, usability concerns, data issues, feedback), please click the Feedback link from within the system and describe your issue there.

Thanks!
- The Oracle HPoP Support Team

Click the green box, Activate Account. Please ensure you save/bookmark the sign-in link provided: https://vpop.cdc.gov/provider/signin/

3. After clicking "Activate Account", you will be prompted to set a password for the system. After doing so, you can sign in with your e-mail address and password. You will need to sign to proceed to the next stage of the registration process.

4. Once you are signed in, you will need to set up two-factor authentication for your account. Two-factor authentication ensures the security of the Provider Portal by requiring that all users enter something they know (their passwords) and something they have (two-factor authentication codes) before given access to the system.
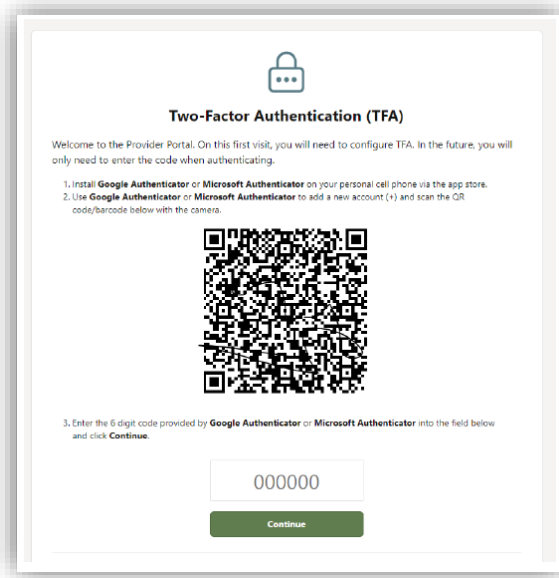


Two factor authentication can be set up in one of two ways:
- You can download an authenticator app to your cell phone, such as Google Authenticator or Microsoft Authenticator. These apps are available through your phone's app store. Once you install the application, choose to set up a new account (this may be done by selecting the + symbol in the app), and scan the QR code that appears in HPOP. From then on, you will enter a six-digit code provided in the app each time you wish to log in to HPOP.
- Alternately, you can use the email method. This will require you to enter a code that is emailed to you each time you log into HPOP.

5. After completing two-factor authentication and signing in, you will be able to register your site to be able to order tests using the self-service registration wizard in HPOP.
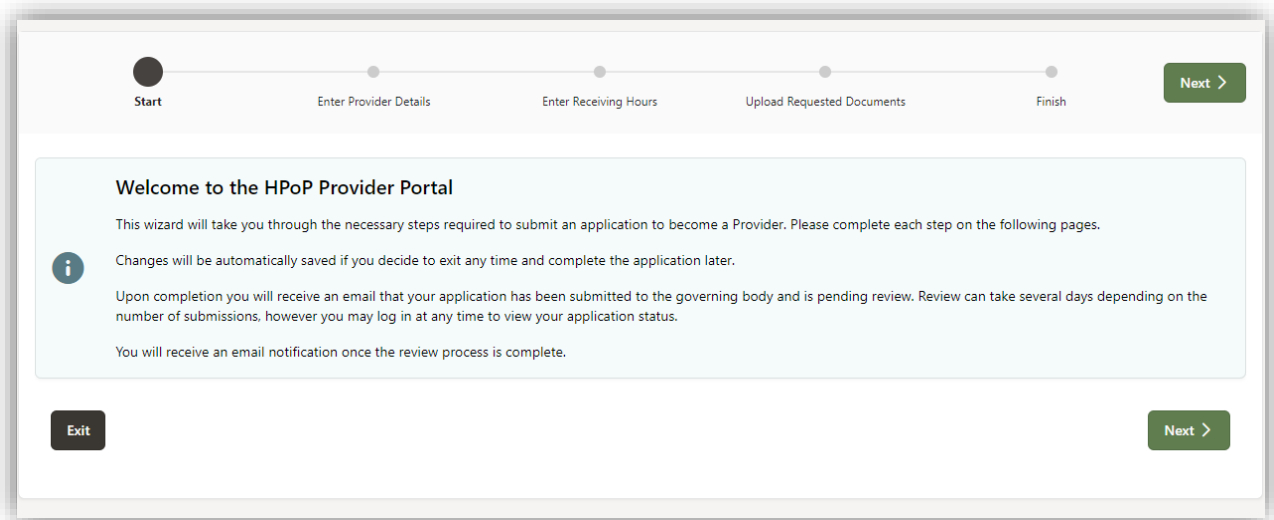
6. First, enter your "Provider" details:
   - Assigned Partner: U.S. Housing and Urban Development
   - Provider name: Input name of your site
   - State Partner ID: Input the Project's nine-digit IREMS Number
   - Provider Type: Select "Other"
   - Provider Type Other: "U.S. Department of Housing and Urban Development"
   - Modules: Select "Diagnostic"
   - Diagnostic Categories: Select "Test kits"



   - Address: Please enter the ship-to location for receiving the test kits, along with any special instructions associated with deliveries.
   - Receiving e-mail/phone: Please enter the ship-to location for receiving the test kits, along with any special instructions associated with deliveries.
   - Approximate number of patients: Select "unknown" for each age group

**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
- [x] **[17] Other**

Location Type Other
U.S. Department of Housing and Urban Development

- ▪ <u>Settings</u>: Select "Other"
- ▪ <u>Location Type Other</u>: Enter "U.S. Department of Housing and Urban Development"

**Population(s) served by this location (select all that apply)**

- [ ] [1] General pediatric population
- [x] **[2] General adult population**
- [x] **[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
- [x] **[15] People who are underinsured or uninsured**
- [x] **[16] People with disabilities**
- [x] **[17] People with underlying medical conditions\* that are risk factors for severe COVID-19 illness**
- [x] **[18] Other people at higher risk for COVID-19**

Population Other
U.S. Department of Housing and Urban Development

- ▪ <u>Population(s) served by this location (select all that apply)</u>:
- ▪ <u>Populations served Other</u>: Enter "U.S. Department of Housing and Urban Development"

7. On the next screen, enter the hours in which your site can receive deliveries of test kits. If you ever have changes to these hours, you will need to update them within the system by clicking on the from/to hours (e.g., 9:00 am).

8. The next screen will prompt you to upload any required documents. There are no required documents for sites participating in this program, so you can simply hit "submit" at the bottom of this screen to complete your registration.

9. Once you've completed the Self-Service registration, you'll receive the below notification stating that your request is "Pending Approval". If there are any issues with your request, we will contact you
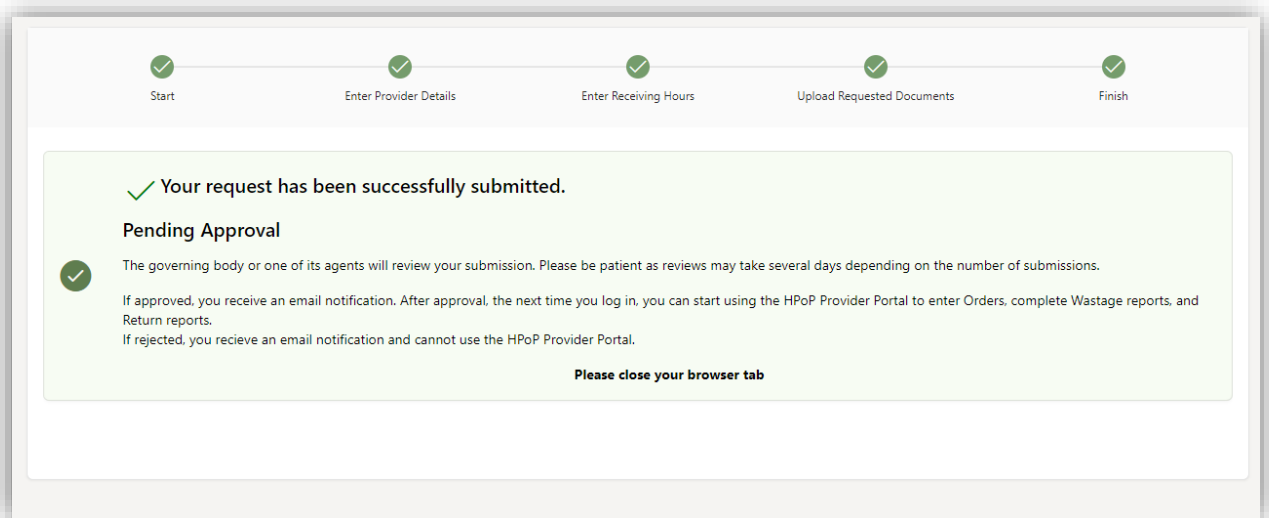
# HPOP Ordering Steps

The following steps describe how to order tests in HPOP. Once your self-service registration is complete and your requests is approved, you will receive an email notification. Once you receive that notification, you can log into HPOP and begin ordering tests.

You may log into HPOP at https://vpop.cdc.gov/provider/signin/

1. After you log in, click the "Diagnostics" menu tab at the top and select "Create New Order"

2.  Select "Available Diagnostic". In this scenario, the test kit brand "Quidel" has been made available. The brands available order may be different for your site and may change.

3. You will then be prompted to select the quantity of test kits you wish to order. In this scenario, 30 Packages were selected. Please note that the minimum order is one package which contains 45 kits that have 2 tests per kit. This option as been added to the screen below in the actual system.
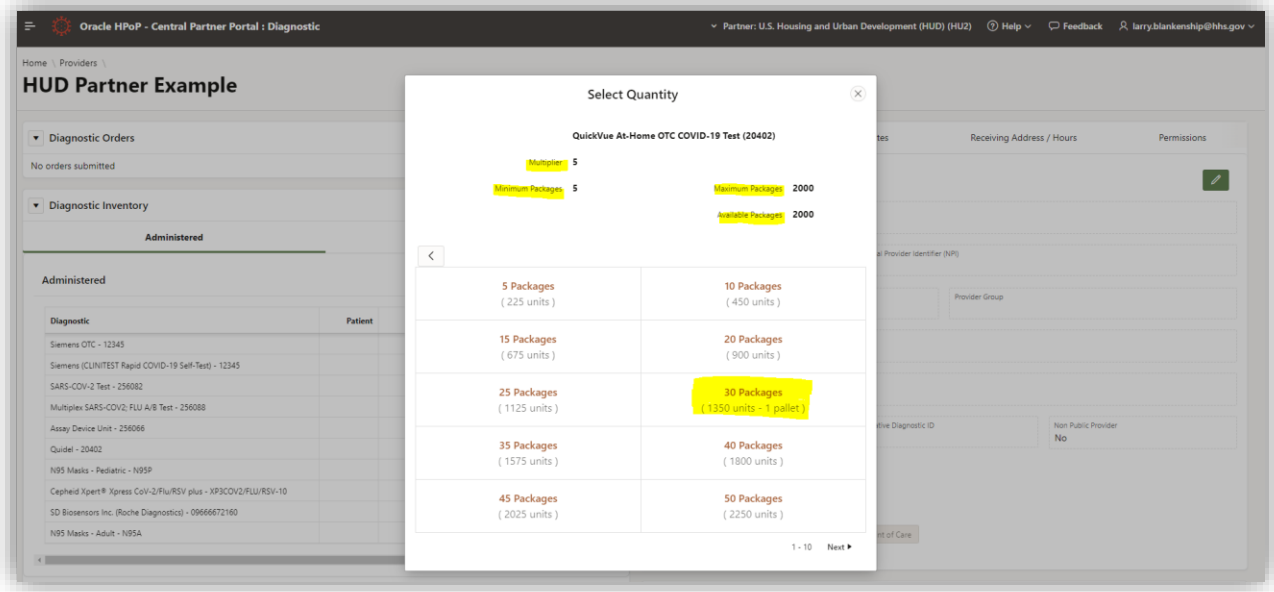
4. Review and Confirm the quantity shown. Then click "Submit".

5. The order will now appear under the Diagnostics Orders tab and show a status of "submitted".

# Help Desk Resources

For issues accessing the system, you may contact the Tier 1 Helpdesk:

COVID-19 Administration Reporting System (CARS) Help Desk

Email: CARS_HelpDesk@cdc.gov

Phone: 1-833-748-1979

8:00 AM to 8:00 PM ET, Monday-Friday