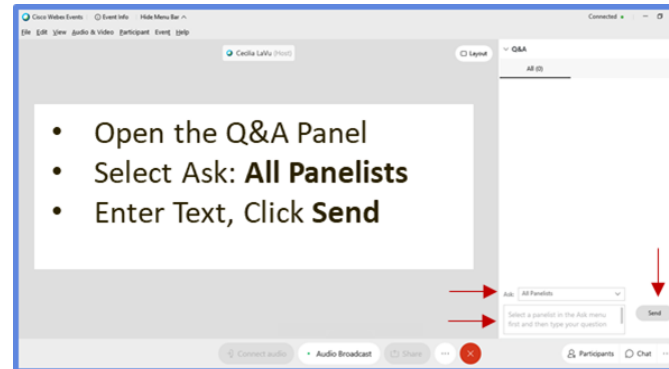


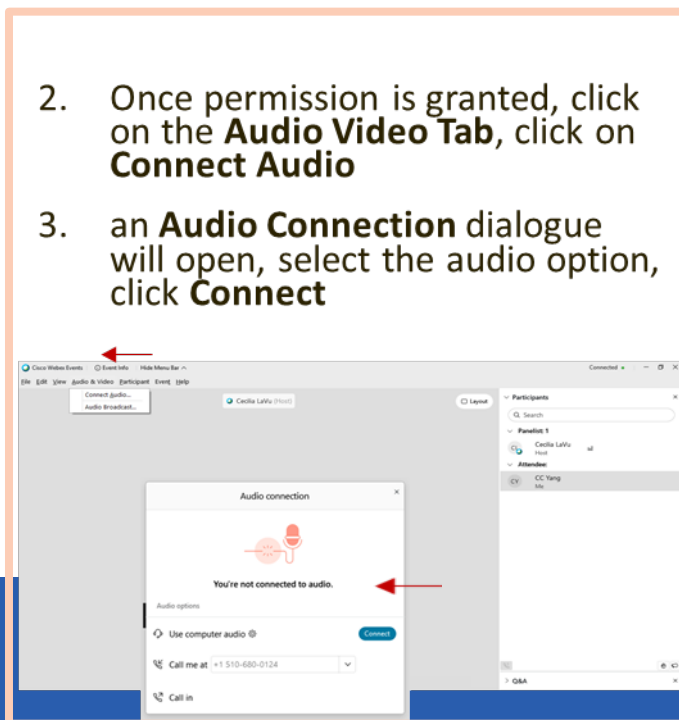
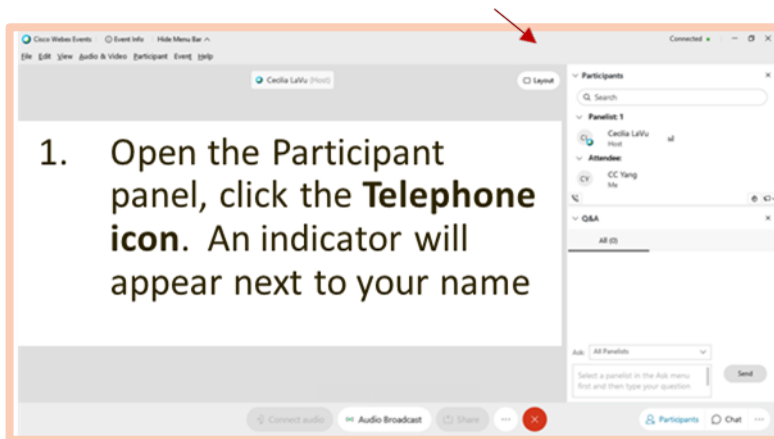
# Welcome to Provider Office Hours

We will begin shortly. During the event, please use one of these methods to ask a question:

## OPTION #1: Via the Q&A Panel



## OPTION #2: Request to Join Audio



3. an **Audio Connection** dialogue will open, select the audio option, click **Connect**



# Agenda

Item	Time
Announcements and Updates	9:00 AM – 9:10 AM
<b>Provider Q&amp;A</b> * Please hold questions about CalVax until after CalVax Provider System Demonstration	9:10 AM – 9:30 AM
<b>CalVax Provider System Demonstration</b>	9:30 AM – 10:00 AM
<b>CalVax Provider System Q&amp;A</b>	10:00 AM – 10:30 AM

# Reminders

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## Reporting requirements:

- Report COVID-19 doses administered within 24 hrs of administration to your local immunization registry
- Report COVID-19 doses in inventory daily to the VaccineFinder website
- Submit race and ethnicity information for every vaccinated patient

# Provider Resources on EZIZ

<https://eziz.org/covid/>

View archived communications from COVID Call Center here

View patient resources on tabs here

View FAQs for Providers here

View recording and slides and find links to upcoming events here

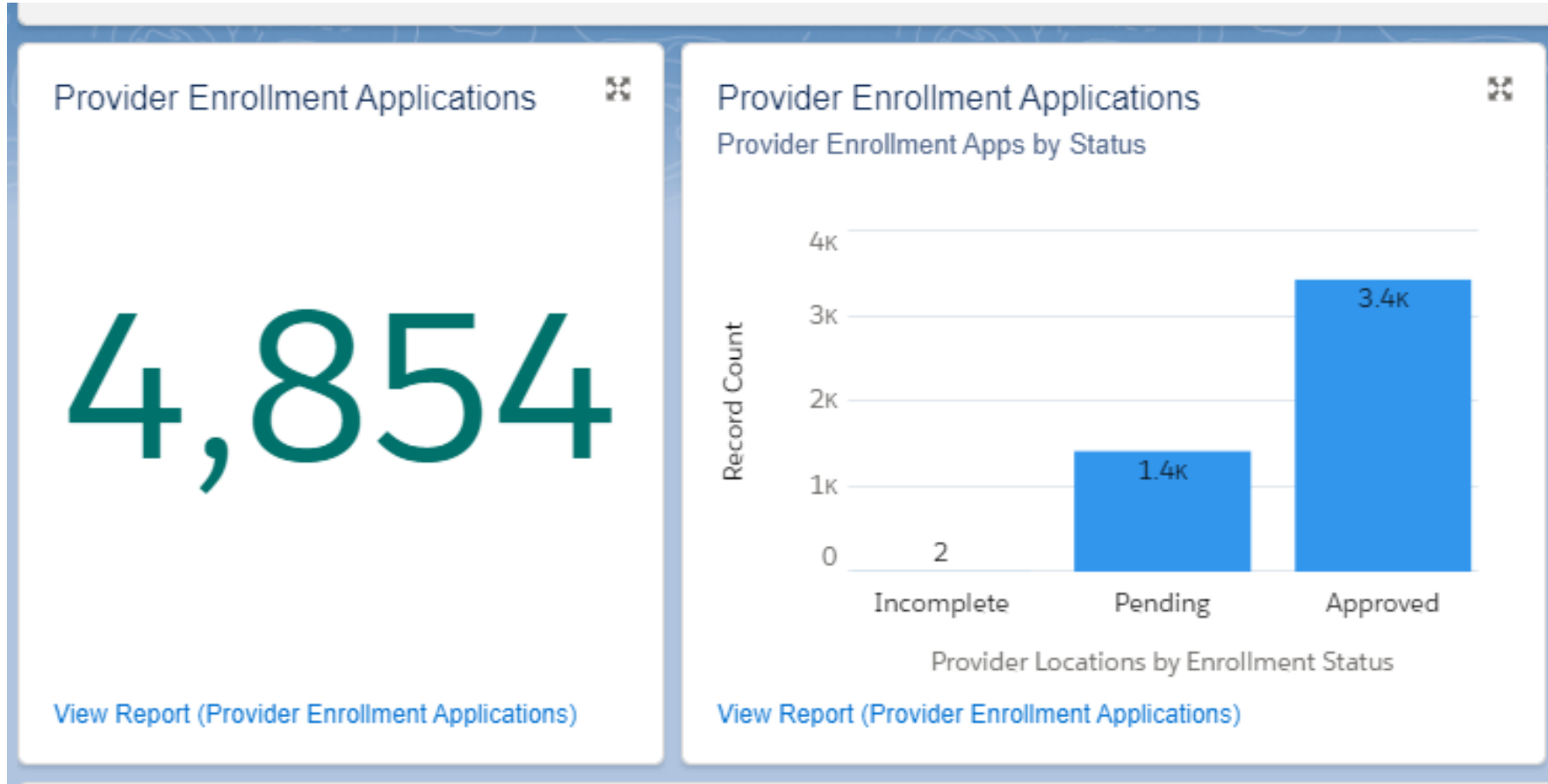
The screenshot shows the EZIZ website interface. At the top left is the EZIZ logo with an illustration of a healthcare provider and a child. To the right of the logo is the text "ENHANCED" and "A one-stop shop for immuniza". Below the logo is a vertical navigation menu with the following items: COVID-19 Vaccination, Program Enrollment, Vaccine Management, Vaccine Administration, Reporting Requirements, Archived Communications (highlighted with an orange border), Clinical Care, and Patient Resources (highlighted with an orange border). Below the menu is a section titled "Contact Public COVID Call Center" with contact information: Phone: 1-833-422-4255, Business hours: M-F 8AM-8PM, Sa-Su 8AM-5PM. At the bottom of the menu is a sign-up box for "EZIZ news and VFC letters via email". On the right side of the page, there is a "COVID-19 Vaccine" section with the heading "California COVID-19 Vaccination Program" and a description: "The COVID-19 resources on this website are for facilities that have enrolled or are planning to enroll into the California COVID-19 Vaccination Program." Below this is a "COVID-19 Call Center for Providers" section with contact information: Email: covidcallcenter@cdph.ca.gov, Phone: (833) 502-1245, Business hours: Monday through Friday 9AM-5PM. Below that is a "Resources" section with two links: "COVID-19 Vaccination Program: FAQs for Providers" and "Guide to Other COVID-19 Vaccine Related Websites". At the bottom right is a "Provider Webinars & Office Hours" section with two items: "January 15 Provider Office Hours (9am-10:30am)" and "January 8 Provider Webinar Recording and Slides".

# Helpful Patient Resources Available in EZIZ

In the Patient Resources tab in EZIZ, you will find a variety of materials:

- [COVID-19 Vaccines and Allergic Reactions \(CDC\)](#)
- [Talking to Recipients and Recipient Materials for Providers \(CDC\)](#)
- [Healthcare Workers FAQs \(CDPH\)](#)
- [Long-term Care Facility Residents and Loved Ones FAQs \(CDC\)](#)

# Provider Enrollment Update



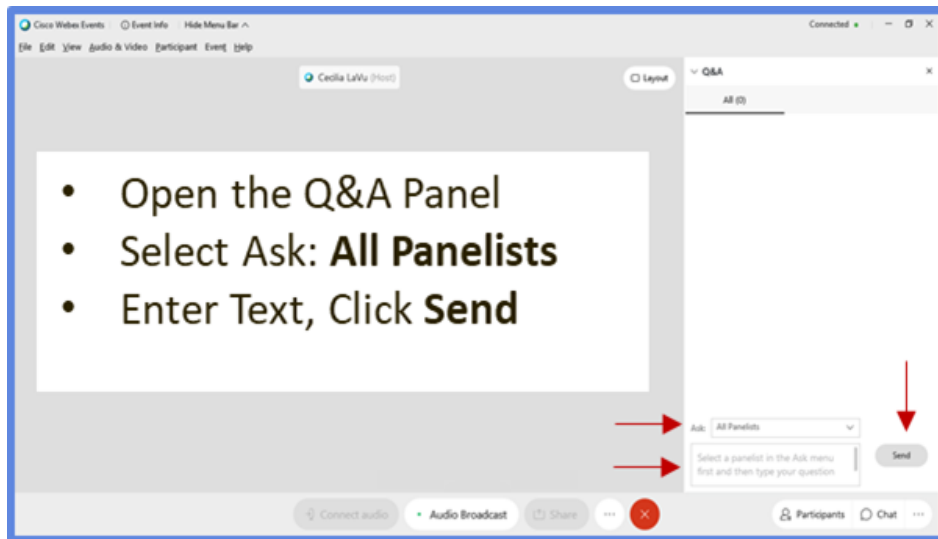
# Provider Q&A

Please hold questions about CalVax Provider System until after the Demonstration

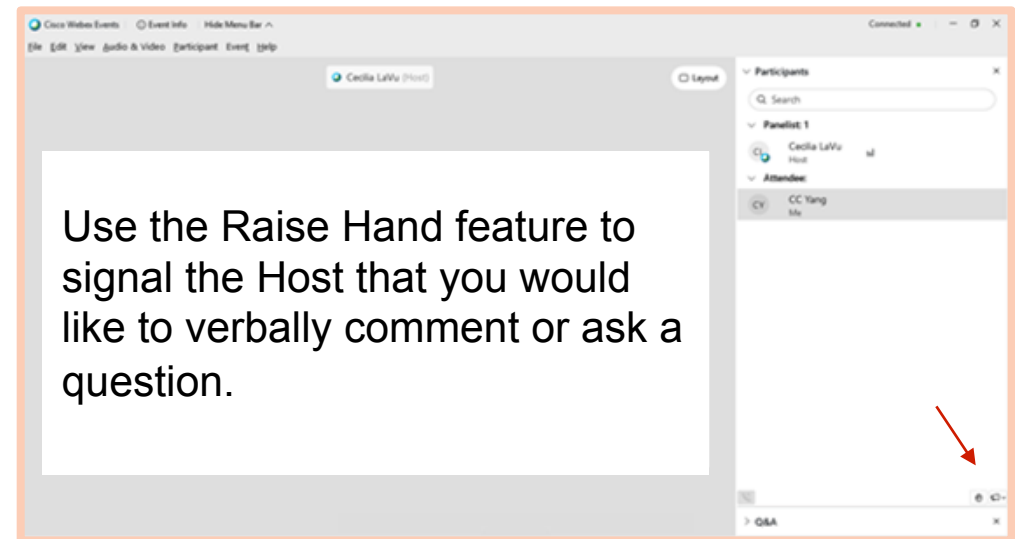
## How to Ask a Question

During the webinar, please use one of the following methods to ask a question or make a comment.

### Q&A Panel



### Raise Hand (must have requested to join audio)



# CalVax Provider System Demonstration



# CalVax Provider System

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Nisha Gandhi

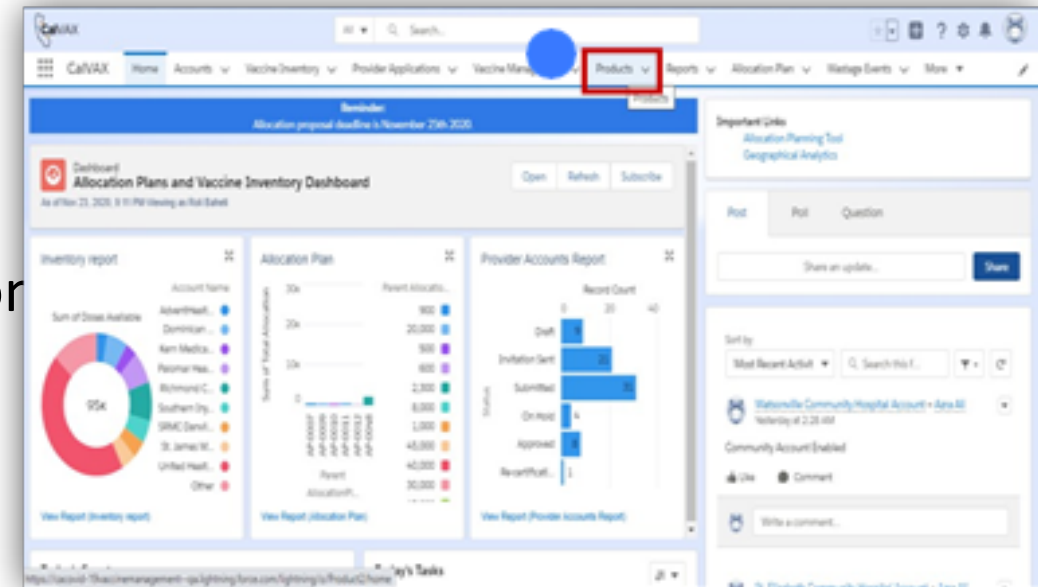


# CalVax – Vaccine Management System

- What is it?** • A CalVax application built in Salesforce enables case management for vaccine administration and maintenance
- A centralized repository which enables the CDPH, LHDs, Providers and staff to capture and review the necessary data related to immunization administration

## What functionality is enabled in this release?

- CalVax Enrollment
- Accessing/Updating Provider Information
- Placing a New Vaccine Order
- Orders-Related Reporting



# “I started my enrollment in COVIDReadi...so what is next in CalVax???”

- You do NOT need to start a new enrollment in CalVax provider portal
- You will use CalVax provider portal to do the following:
  - At the Organization level, you can:
    - Update organization info
    - Add a location
  - At the location level, you can:
    - Add vaccine requests
    - Update location level info

# User Support

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- Quick Job-Aids and Videos for each function and role
- FAQ Documents
- Office Hours
  - Friday, January 15 from 2 pm – 4 pm
- Help Desk
  - [Helpdesk.calvax@calvax.Accenture.com](mailto:Helpdesk.calvax@calvax.Accenture.com)
  - (833) 502-1245

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# CalVax Provider System Demonstration

# Frequently Asked Questions

- **Vaccine Order Request:** You will not be able to submit a vaccine order request until your location is approved. We have put language on the Order Page, but are also working on a more descriptive error message so that this is less confusing. Once your location is approved and a vaccine request is made, we will send that information to your local health department (LHD). LHDs are making difficult decisions on where to allocate the currently extremely limited vaccine. Once your LHD has allocated your doses, you will receive an email confirmation that the doses will be arriving shortly
- **Storage Units:** The system is currently programmed to reflect that Moderna vaccine requires frozen storage and Pfizer vaccine requires ultra cold storage, and won't allow ordering if you do not have those unit. We understand that products can be stored short term in the refrigerator, so we are working on a system change to resolve this. In the meantime, be assured that LHDs are still considering enrolled providers even without vaccine requests. The vaccine requests will help provide additional information to understand the location needs.

# Frequently Asked Questions

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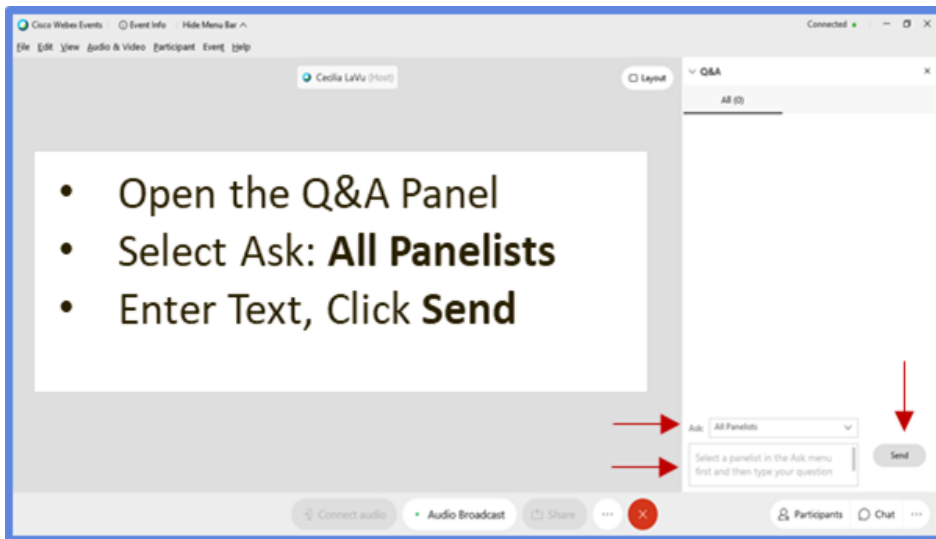
- **Training:** If you have come over from COVIDReadi, when you log in you will see the Home Page with enrollment options. Please do not re-enroll. You must click on the Training button on the top and take the training. Once that is done, the system will open up to show your organization and location information.
- **License Verification:** Some providers have had issues with their license verification. You do not need to add the letter to the beginning. For example, if your license is A12345, please just put in 12345.

# Calvax Provider System Q&A

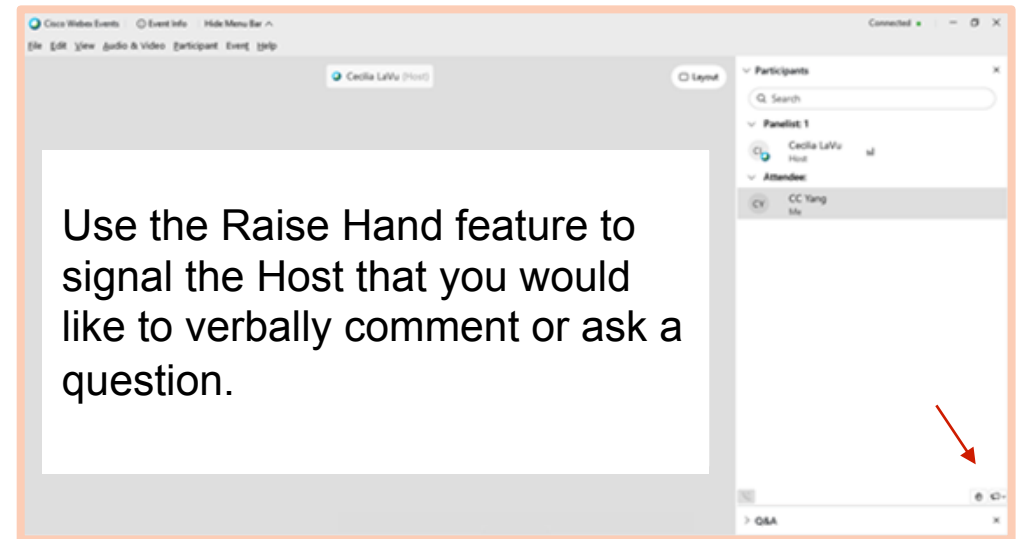
## How to Ask a Question

During the webinar, please use one of the following methods to ask a question or make a comment.

### Q&A Panel



### Raise Hand (must have requested to join audio)





# **Next Provider Webinar:**

Friday, January 22, 2021

9:00 AM

# **Next Provider Office Hours:**

Friday, January 29, 2021

9:00 AM

# Thank You

COVID-19 Call Center for Providers

Email: [covidcallcenter@cdph.ca.gov](mailto:covidcallcenter@cdph.ca.gov)

Phone: (833) 502-1245

Monday through Friday from 9 am–5 pm