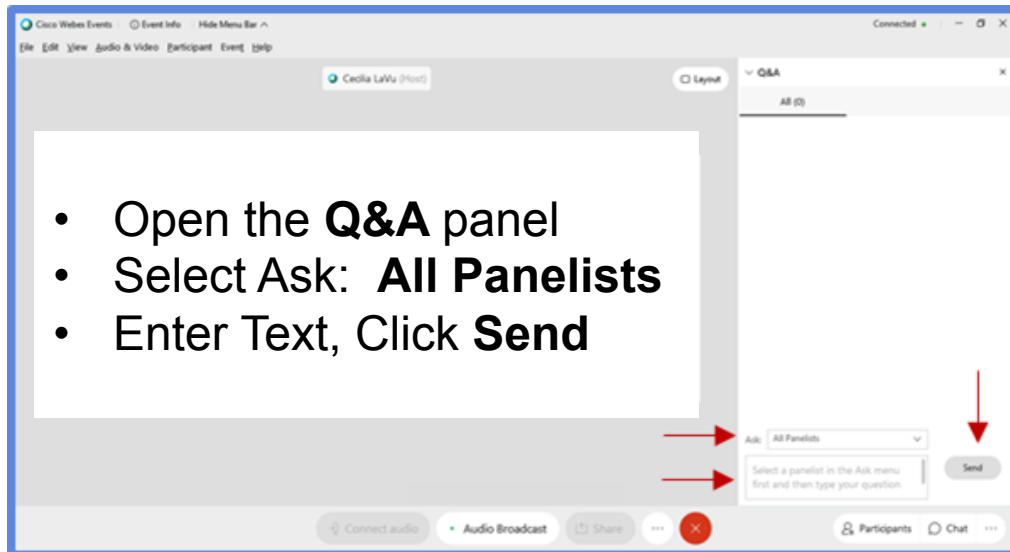


Welcome to Provider Office Hours

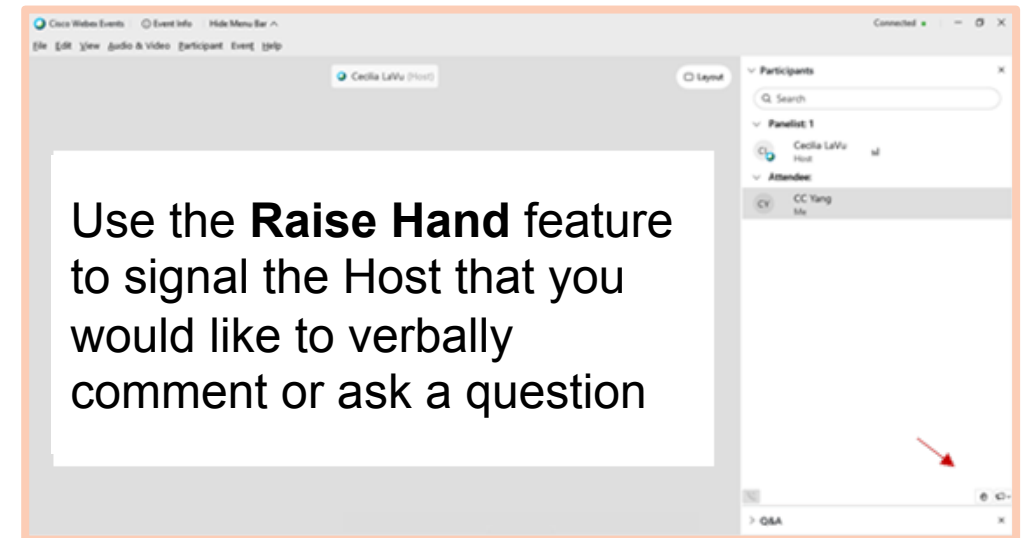
During the session, please use one of these methods to comment or ask a question:

OPTION #1: Q&A Panel



- Open the **Q&A** panel
- Select Ask: **All Panelists**
- Enter Text, Click **Send**

OPTION #2: Request to Join Audio



Use the **Raise Hand** feature to signal the Host that you would like to verbally comment or ask a question

Agenda

Announcements

- Pfizer Doses – Kate McHugh
- myCAvax – Claudia Aguiluz
- Presidents' Day Shipments – Claudia Aguiluz
- Reporting Requirements – Kathleen Billingsley

Vaccine Updates

- Top Provider Call Center Questions – Brenton Louie
- Distribution and Allocation – Amy Pine
- Provider Enrollment – Nisha Gandhi
- Vaccine Management & Reporting – Claudia Aguiluz
- Storage & Handling – Kate McHugh
- Clinical Updates – Dr. Louise McNitt

Q&A



Announcements

Pfizer Doses – Kate McHugh

Effective Tuesday, February 16, the quantity in a Pfizer-BioNTech vaccine vial is changing from 5 to 6 doses per vial

- Updated quantity is 1,170 per tray
- Federal data systems will be updated to reflect the change on 2/15

Orders

- Minimum order size will change
- Orders approved **PRIOR** to 2/15 will be considered 5-dose vials in “Quantity Ordered” and “Shipment Quantity” reports
- Orders submitted on or after 2/16 will be considered 6-dose vials and will be reflected as 6-dose vials in “Quantity Ordered” and “Shipment Quantity” reports

Pfizer Doses – Kate McHugh

Inventory

- Dose count change will not be applied to inventory already on hand at the time of transition
- New dose count will be applied to inventory received after the transition
- Providers should report 6 doses to VaccineFinder for vaccine received on or after 2/16
 - Consider labeling trays received on or after 2/16 to facilitate accurate reporting

Accounting

- If a provider is unable to access the 6th dose, the 6th dose should be reported as wastage with a code of “other” in the wastage report

myCAvax – Claudia Aguiluz



- Name and logos have changed
- URL will change next week
- Keep an eye out for communications on actions system users will need to take

Presidents' Day Shipment – Claudia Aguiluz

Presidents' Day

Federal Holiday Monday, February 15, 2021

FEBRUARY 2021						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

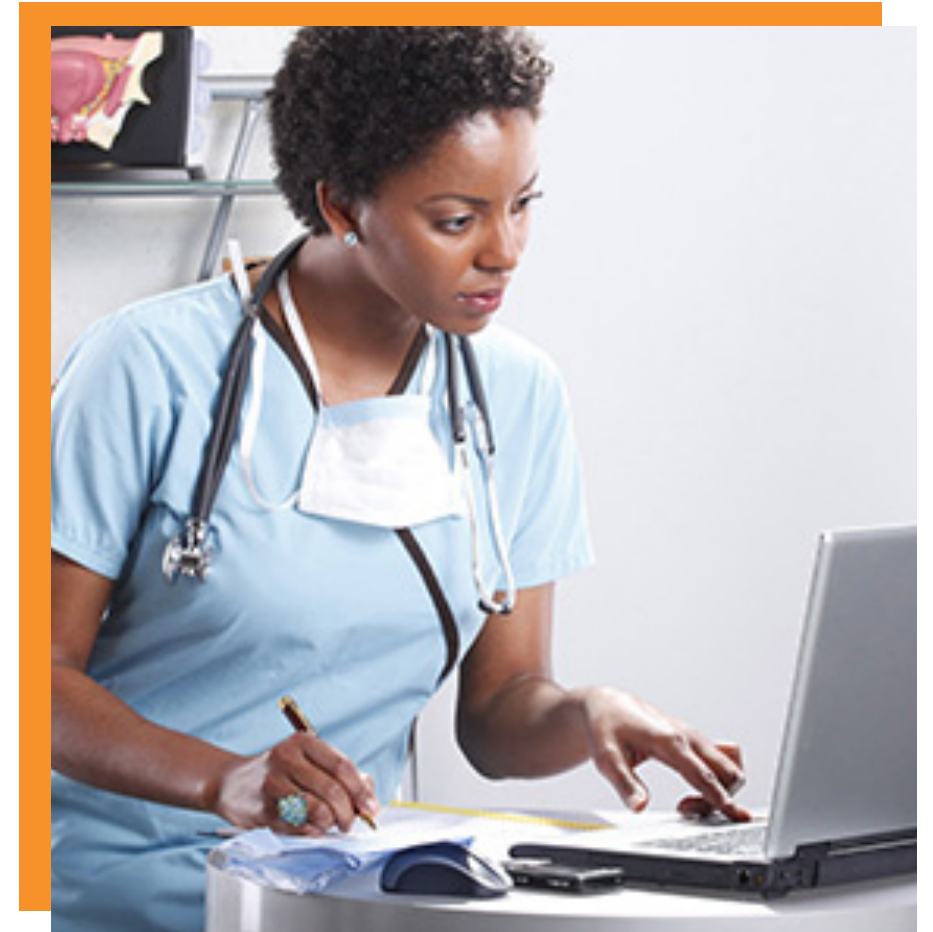
www.zudocalendrio.com

Many provider sites will close for the holiday, Monday, February 15th. To avoid delivery failures and possible vaccine wastage, all COVID-19 vaccine deliveries will be held on Monday and delivered on the following day, Tuesday, February 16th.

Poll

Enrolled providers must report "race/ethnicity" into their immunization registry for every patient receiving a dose of COVID-19 vaccine.

- a. True
- b. False



Reporting Requirements

Providers must report:

- Doses administered within 24 hours to IIS*
- Race/ethnicity of every patient immunized to IIS* (e.g., manual entry, EHR, PrepMod)
- Vaccine inventory daily to VaccineFinder
- Temperature excursions and doses wasted, spoiled, & expired



Failure to report impacts our ability to track inventory and will be considered in vaccine allocation and ordering decisions.

For additional information, see:

[FAQs for Providers](#)

[Reporting Requirements](#) tab

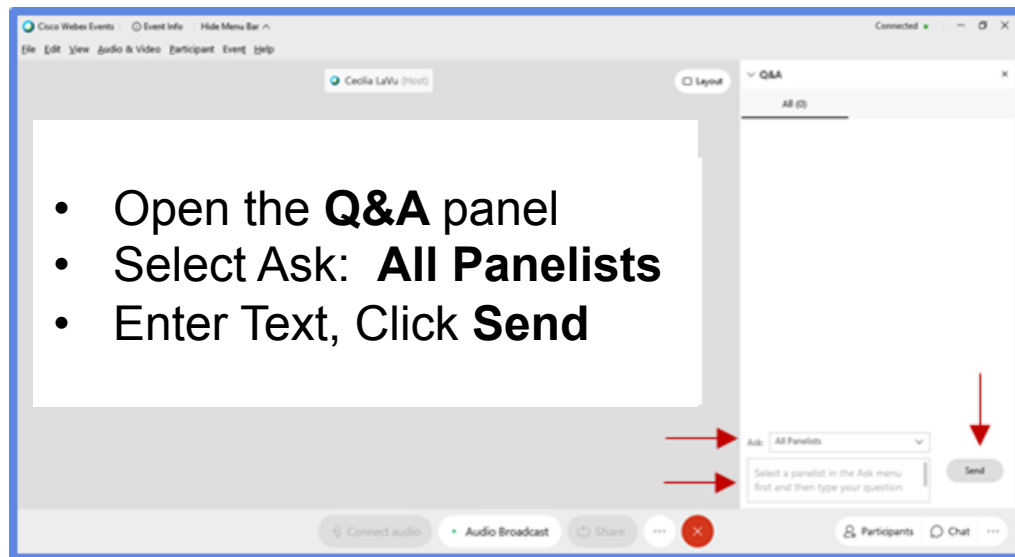


Provider Q&A

How to Ask a Question

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

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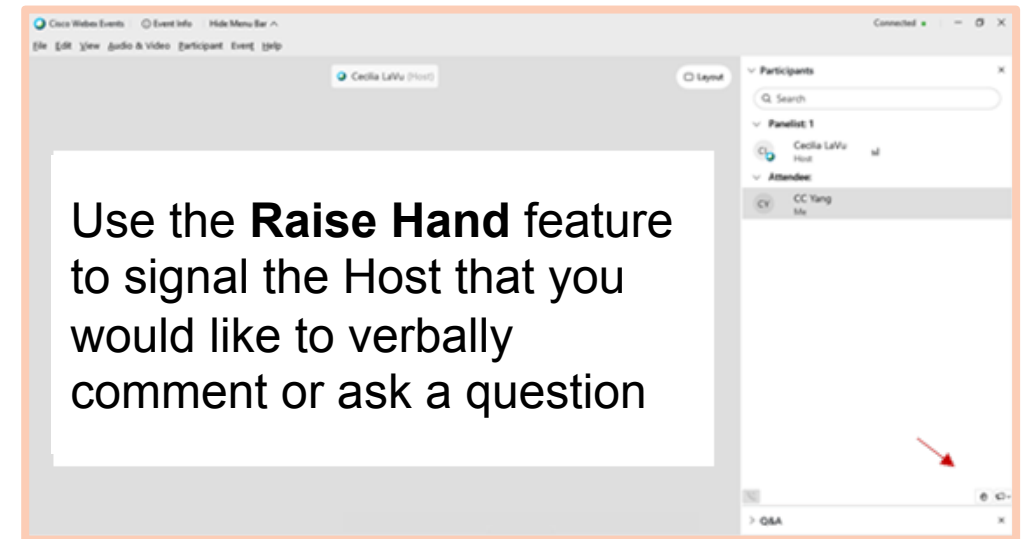


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Vaccine Updates

Top Provider Call Center Questions – Brenton Louie

What is the status of our enrollment?

- Approval usually takes up to 5 business days. To view your status, please log in to your myCAvax account.

How can we enroll?

- Due to limited vaccine supply, enrollment is currently limited to providers authorized by their [local health department](#) (LHD). As the COVID-19 vaccine supply increases, additional providers will be able to enroll. More information will be shared when enrollment is expanded.

What is the status of our vaccine order?

- Vaccine orders submitted in myCAvax are requests until fulfilled by the LHD. The LHDs are trying their best to provide vaccines to all providers but due to limited supply may not be able to fulfill all order requests.

Top Provider Call Center Questions – Brenton Louie

Why can't I see the Vaccine Order tab in myCAvax?

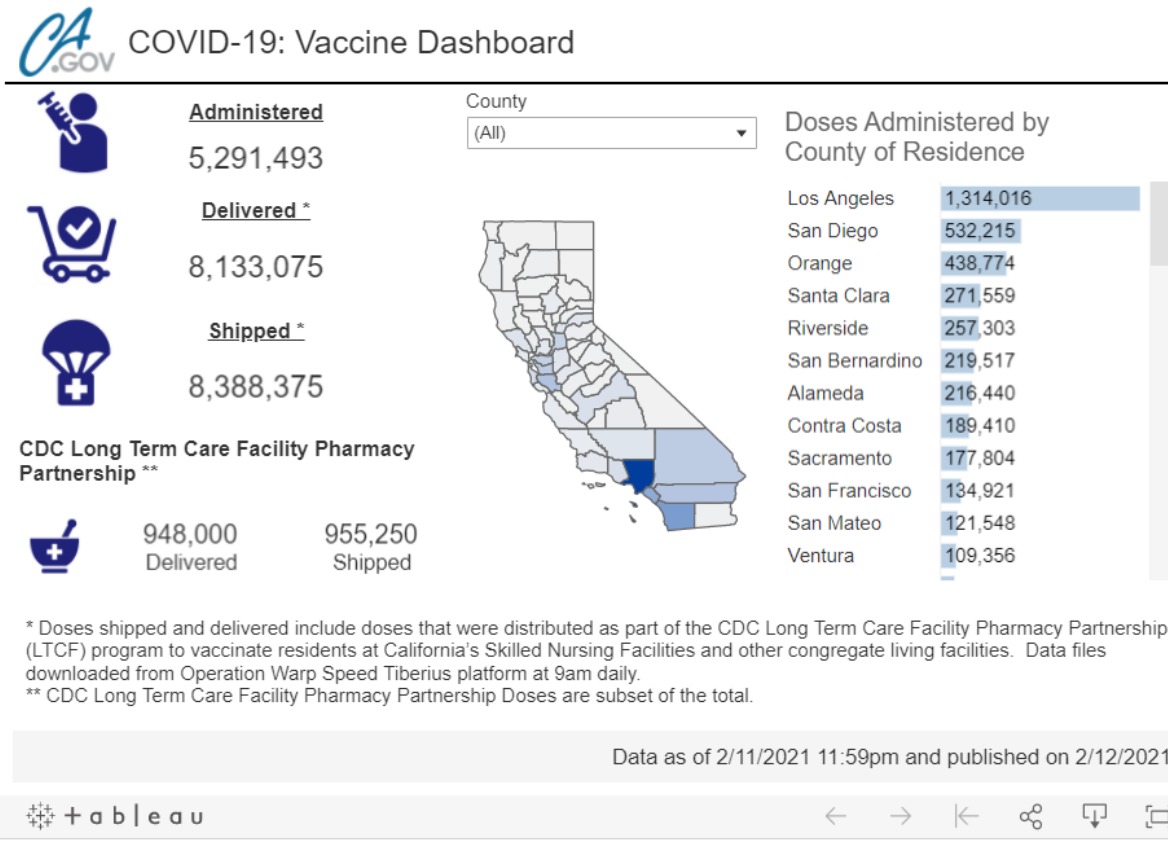
- Vaccine order requests may only be submitted by the designated location coordinators for each location. Please reach out to them if you would like to submit an order request for your location.

Scheduling vaccination appointments (this one does not belong!)

- Please contact the Public COVID Call Center at 833-422-4255 for information on how you can schedule vaccination appointments through My Turn.

Vaccine Distribution and Allocation – Amy Pine

Vaccine administration by county of residence



Vaccines - Coronavirus COVID-19 Response (ca.gov)

CA's Latest Weekly Allocation
2/9/21

241,800 Pfizer Doses
 380,300 Moderna Doses

622,100 Total Doses

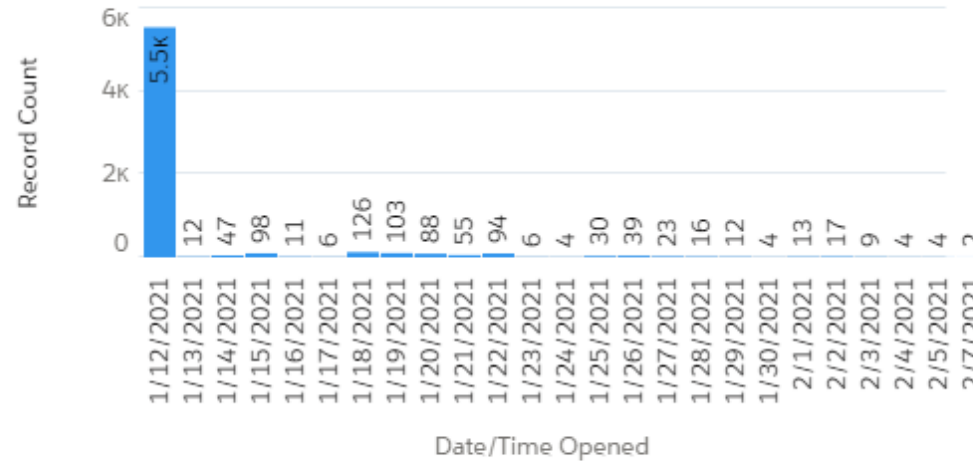
Provider Enrollment – Nisha Gandhi

Approved Provider Enrollment Apps
Total Approved Provider Enrollment Apps

4,930

[View Report \(Approved Provider Enrollment Apps\)](#)

Provider Location Enrollment Apps



[View Report \(Provider Location Enrollment Apps\)](#)

Provider Location Enrollment Apps

6,370

[View Report \(Provider Location Enrollment Apps\)](#)

Vaccine Management Reporting – Claudia Aguiluz

Vaccine management reporting now live in myCAvax

When at least one provider location is approved in system, you will see "Vaccine Inventory" on the navigation bar at top of page.

- ✓ Report all shipping incidents (missing/overage) the day of receipt
[Receiving & Storing Pfizer](#) | [Moderna Vaccine](#)
- ✓ Report all out-of-range temperatures (a.k.a. excursions)
[Reporting Temperature Excursions](#)
- ✓ Report spoiled, expired, or wasted doses
[Reporting Spoiled, Expired, or Wasted Vaccines](#)
- ✓ Report emergency transfers and redistributions
[Redistributing](#) | [Transferring Vaccines](#)

myCAvax 411 Sessions – Claudia Aguiluz

Vaccine Management Reporting Demo Sessions TODAY!

- Cover new vaccine management reporting capabilities
- In-depth walkthrough of forms for vaccine transfer/redistribution, excursion, shipping incident and waste
- Ask live questions

Friday, February 12 11AM – 12PM - [Click here to join session](#)

Friday, February 12 1PM – 2PM - [Click here to join session](#)

Password for each session is the same: **myCAvax2021!**

Storage & Handling – Kate McHugh

Pfizer low temperature updated to -96°C

"Storage of the vials between -96°C to -60°C (-141°F to -76°F) is not considered an excursion from the recommended storage condition."

<https://www.fda.gov/media/144413/download>



Clinical Updates – Louise McNitt, MD

- Administration Errors
- Contraindications and Precautions
- Preparing for Anaphylaxis



<https://www.cdc.gov/vaccines/covid-19/info-by-product/clinical-considerations.html#Contraindications>

Administration Errors

Type	Administration error	Recommendation
Intervals	Second dose administered earlier than 4-day grace period (17 days for Pfizer, 24 days for Moderna)	<ul style="list-style-type: none">- Do not repeat dose- Report in VAERS
	Second dose administered more than 42 days after the first dose	<ul style="list-style-type: none">- Do not repeat dose- VAERS report not required

Administration Errors

Type	Administration error	Recommendation
Mixed Series	Incorrect mRNA COVID-19 vaccine product administered for second dose in 2-dose series	<ul style="list-style-type: none">- Do not repeat dose- Acceptable in <u>exceptional circumstances</u>- Report to VAERS

Administration Errors

Type	Administration error	Recommendation
Dosage	Higher-than-authorized dose volume administered	<ul style="list-style-type: none">- Do not repeat dose- Inform recipient of potential for local and systemic adverse events- Report to VAERS
	Lower-than-authorized dose volume administered (e.g., leaked out, equipment failure, recipient pulled away)	<ul style="list-style-type: none">- If <u>more</u> than half of the dose was administered, do not repeat dose- If <u>less</u> than half of the dose was administered or the proportion of the dose cannot be estimated, administer the appropriate dose ASAP in the opposite arm- Report to VAERS

Contraindications and Precautions

	CONTRAINDICATION TO VACCINATION	PRECAUTION TO VACCINATION	MAY PROCEED WITH VACCINATION
ALLERGIES	<p>History of the following are contraindications to receiving either of the mRNA COVID-19 vaccines*:</p> <ul style="list-style-type: none"> • Severe allergic reaction (e.g., anaphylaxis) after a previous dose of an mRNA COVID-19 vaccine or any of its components • Immediate allergic reaction[†] of any severity to a previous dose of an mRNA COVID-19 vaccine or any of its components[^] (including polyethylene glycol)[#] • Immediate allergic reaction of any severity to polysorbate^{^#} 	<p>Among persons without a contraindication, a history of:</p> <ul style="list-style-type: none"> • Any immediate allergic reaction[†] to other vaccines or injectable therapies[*] 	<p>Among persons without a contraindication or precaution, a history of:</p> <ul style="list-style-type: none"> • Allergy to oral medications (including the oral equivalent of an injectable medication) • History of food, pet, insect, venom, environmental, latex, etc., allergies • Family history of allergies
ACTIONS	<ul style="list-style-type: none"> • Do not vaccinate[#] • Consider referral to allergist-immunologist 	<ul style="list-style-type: none"> • Risk assessment • 30-minute observation period if vaccinated • Consider deferral of vaccination for further risk assessment and possible referral to allergist-immunologist 	<ul style="list-style-type: none"> • 30-minute observation period: Persons with a history of anaphylaxis (due to any cause) • 15-minute observation period: All other persons

Contraindications and Precautions

- Contraindication – DX allergy to PEG, another mRNA vaccine component, or polysorbate.
- Precaution – Immediate allergic reaction to vaccine or injectable therapy that contains multiple components, including PEG, another mRNA vaccine component, or polysorbate, but unknown which component elicited the reaction.
- Not a contraindication or precaution – Delayed-onset local reaction
 - Erythema, induration, pruritus around the injection site
 - Occurs a few days through the second week after injection
 - Unknown if will occur with 2nd dose, but recommendation is to give it

[Interim Clinical Considerations for Use of mRNA COVID-19 Vaccines | CDC](#)

Preparing for Anaphylaxis

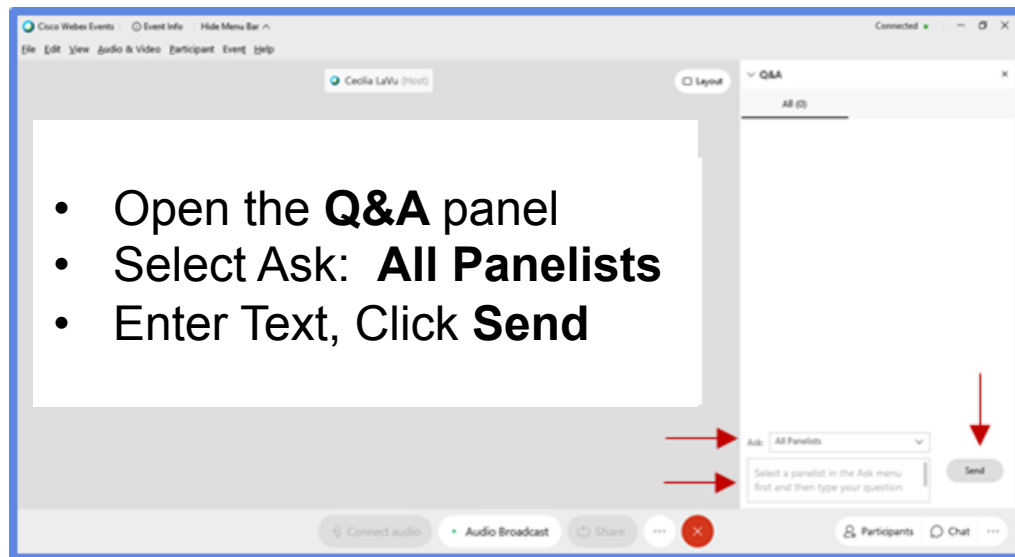
- [Management of Anaphylaxis at COVID-19 Vaccination Sites | CDC](#)
- Personnel qualified to recognize and treat symptoms of anaphylaxis should be available at vaccination locations at all times
- Additional information on anaphylaxis symptoms
- Management of homebound persons requiring home vaccination

Provider Q&A

How to Ask a Question

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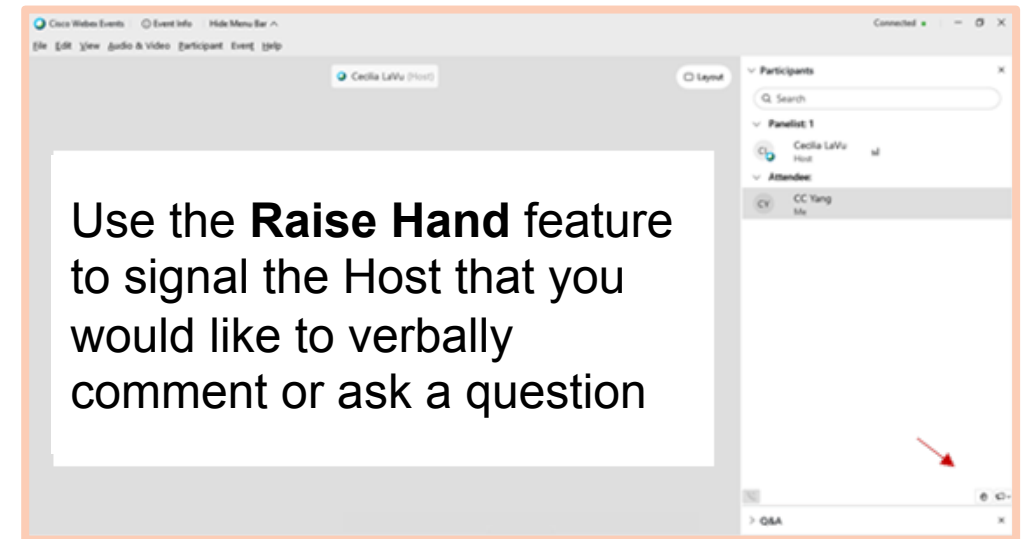


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Summary Slide

- Effective Tuesday, February 16, Pfizer vials changing from 5 to 6 doses per vial
- Communication coming soon re: action steps to complete transition from CalVax to myCAvax
- myCAvax 411 sessions today and next week

Be sure to read emails from COVIDCallCenter@cdph.ca.gov for important updates and information!

For Providers


California COVID-19 Vaccination Program Update

Important Announcement: CalVax Provider is Getting a New Name

What is changing?

As part of our effort to simplify and streamline vaccine management processes, the recently launched CalVax Provider system will become **myCAvax**.

The new name of the system, **myCAvax**, reduces confusion with other systems, and has a similar look to California's vaccine scheduling system My Turn. The name change also means a new look and feel of the system, including a new logo as shown below:



The image shows the transition from the CalVax logo to the myCAvax logo. On the left is the CalVax logo, which includes the CDPH logo and the text 'CalVax California Vaccine Management System'. An arrow points to the right, where the new myCAvax logo is shown, featuring a stylized 'myCAvax' text and the text 'California Vaccine Management System'.

Why is the system name changing?

The name change reduces confusion with other systems, and has a similar look to

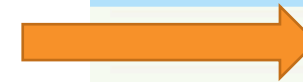
Provider Resources

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

View vaccine management resources and job aids on tab here



View recording and slides and find links to upcoming events here



View FAQs for Providers here



EZIZ ENHANCED
A one-stop shop for immunization

COVID-19 Vaccine

California COVID-19 Vaccination Program

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](#).

COVID-19 Call Center for Providers

The COVID-19 Call Center for Providers is dedicated to medical providers in California and their COVID response, specifically addressing questions about program requirements, enrollment, and vaccine distribution.

- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245
- Business hours: Monday through Friday, 8AM–5PM

CalVax (myCAvax) Vaccine Management System

- Technical issues: email myCAvax.HD@accenture.com
- [Upcoming 411 Sessions](#)

Provider Office Hours

- Join every Friday at 9 AM.

US Toll: +1-415-655-0001
Access code: 145 305 3168
Session password: Immunize2021!

Archived sessions:

- February 5 [Recording](#) and [Slides](#)
- January 29 [Slides](#)
- January 22 [Recording](#) and [Slides](#)
- January 15 [Recording](#) and [Slides](#)
- January 8 [Recording](#) and [Slides](#)

- [FAQs for Providers](#)

Pfizer Customer Service

[Pfizer COVID-19 vaccine website](#) features manufacturer-specific COVID-19

Provider Office Hours Satisfaction Survey

After today's Provider Office Hours, we will be sending out a **brief satisfaction survey** via email.

- Your responses are anonymous, will help us serve you better, and improve these weekly Provider Office Hours.
- Thank you in advance for completing the survey!



<http://bit.do/providerOH>

Thank You



for our next weekly

Provider Office Hours

Friday, February 19th

9:00 – 10:00 AM