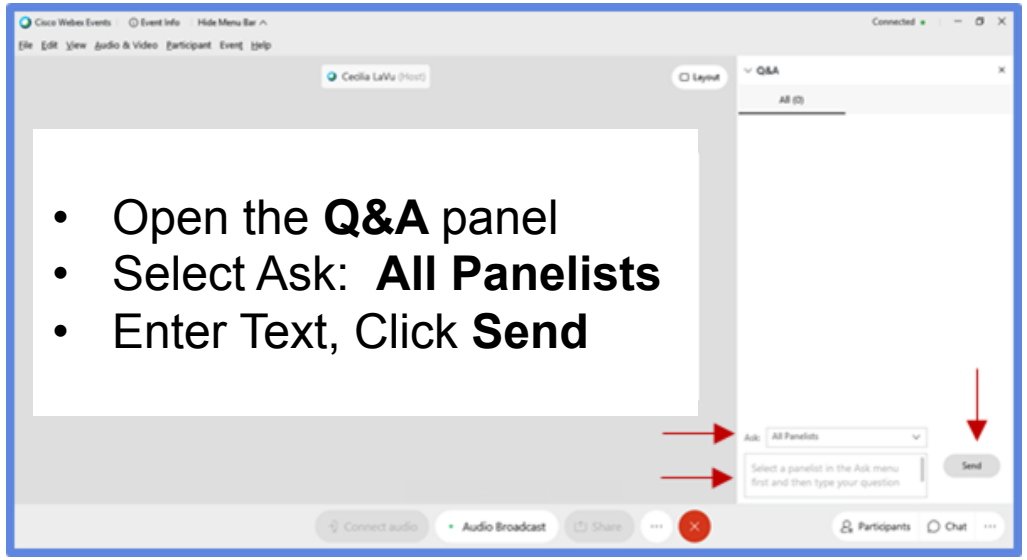
Welcome to Provider Office Hours

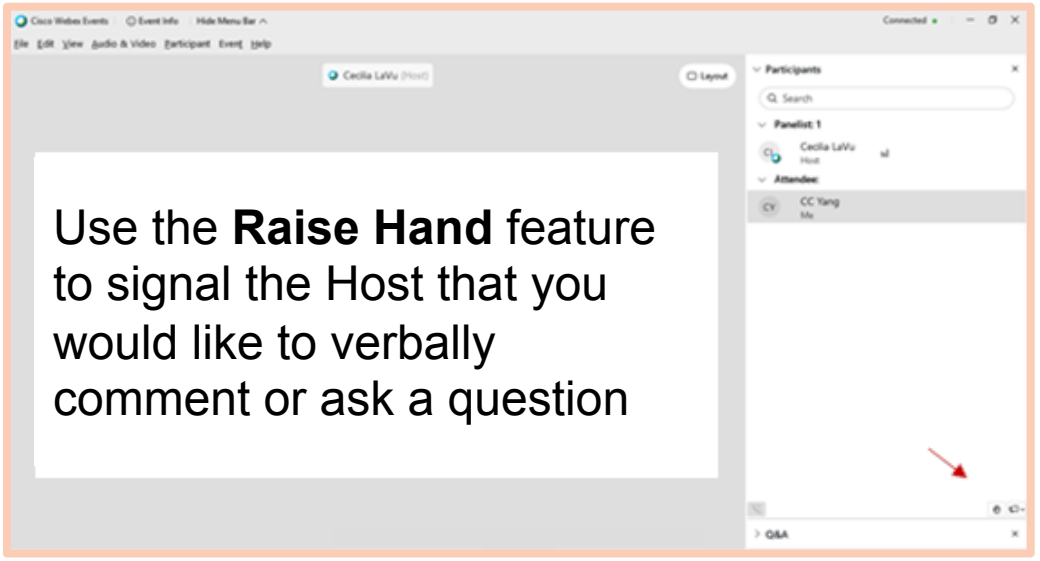
During the session, please use one of these methods to comment or ask a question:

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

Housekeeping

Reminder to Panelists:

Please mute yourself when not speaking

Reminder to Participants:

Please access today's slides and archived presentations at: https://eziz.org/covid/education/

Agenda

Third Party Administrator – Marta Green & Aliza Arjoyan

Q&A

Announcements & Updates

- Vaccine Shipments – Claudia Aguiluz
- myCAvax – Claudia Aguiluz
- My Turn – Claudia Aguiluz
- Storage & Handling – Kate McHugh
- Janssen Vaccine Webinar – Kate McHugh
- Janssen Vaccine Ordering – Claudia Aguiluz
- Vaccine Allocation & Prioritization – Amy Pine
- Clinical – Caterina Liu

Q&A

Third Party Administrator
Blue Shield of California

Marta Green, Project Coordinator for Statewide Vaccine Network

Aliza Arjoyan, Senior Vice President of Network Management Provider Partnerships

Vaccinate ALL 58
Together we can end the pandemic.

Accelerating Vaccine Distribution and Administration for Californians

February 25, 2021

Information contained in this file is confidential, preliminary, and pre-decisional

What we are trying to deliver as we build and expand the network

California's Statewide Vaccine Network is designed to save more lives.

Delivering an improved and connected experience

MyTurn.ca.gov

More options to vaccinate Californians faster	• Statewide network of providers • Geographically diverse mega sites • Home visits • Mobile providers • Pharmacies
More resources to reach diverse communities	• Network designed to reach the most vulnerable and those disproportionately affected by COVID-19 infection and death • Support to providers and local health jurisdictions for FEMA-eligible costs associated with supporting the transition to a new system and workflow • Patient navigators • Support services, including extended hours, language capacity, accommodations for physical accessibility and mobile clinics
More user data and reporting for transparency	• A more consistent and reliable user experience for all Californians • Timely data sharing • Daily allocation reports to ensure equity, efficiency, and speed of network • Ongoing community and stakeholder engagement

Source: CA COVID-19 Vaccine Task Force

Information contained in this file is confidential, preliminary, and pre-decisional

Therefore, it is absolutely essential to address this challenge. . .

Current state

- ✖ Recorded on **multiple systems** (including paper-based at some sites)
- ✖ **Lags** in data reporting
- ✖ **Gaps** in data reported
- ✖ **Difficulty supporting real-time** decision-making
- ✖ **Missing or unaccounted** for vaccines
- ✖ **Inconsistent user experience** for access to and getting vaccinated

Future state

- ✓ **One system** for data collection – from appointments to vaccine administration
- ✓ **Enhanced availability of data** for data monitoring and tracking as well as reporting
- ✓ **User-friendly tool for the public** to register (via My Turn) for vaccinations
- ✓ Consistent **tracking for follow-up doses**
- ✓ Consistent and **integrated user experience**

Source: CDPH Interviews and FAQ - Allocation

Information contained in this file is confidential, preliminary, and pre-decisional

. . . while supporting the local health jurisdictions and current vaccinators through the power of "and"

How we will support…

Develop a rigorous, reliable, **statewide** performance management system	***and***	Maintain and enhance the performance of local health jurisdictions
Get all network providers to adopt the operational and technical changes needed to support the new performance management system	***and***	Position network providers to succeed without disruption
Vaccinate equitably, ensuring we are prioritizing the highest risk populations first	***and***	Vaccinate efficiently, effectively, and rapidly

AND TIME IS OF THE ESSENCE

Source: CA COVID-19 Vaccine Task Force

Network Providers will meet these criteria to help us achieve our goals

- Meeting CDC's requirements as CDC COVID-19 Vaccination Program provider
- Willingness to participate in payment incentives as appropriate and local community efforts to ensure the state meets its equity goals
- Ability to reach vulnerable populations and communities disproportionately impacted by COVID-19
- Ability to work with the technology platform(s) as identified by the TPA for appointment scheduling, vaccine administration and management
- Agreement to submit daily data feed with respect to capacity, throughput and other data as needed to assess equity, effectiveness and efficiency of administration
- Willingness to vaccinate all who are eligible, including the most vulnerable, whether insured or not – and without any preference for specific provider affiliation or residency
- Multi-county coverage preferred, but not required with ability and willingness to provide services to underserved communities
- Must be able to bill Medicare, Medi-Cal, HRSA for uninsured members and large insurance carriers (as appropriate for the type of provider) with ability to bill directly for those services
- Willingness to coordinate with supportive services as provided by the state to meet equity goals

To achieve these outcomes, Blue Shield as the TPA will begin managing the statewide vaccination network, effective March 1st

Now through March 31st	Additional details
Provider status in the current network does not change Providers who wish to continue vaccinating post March 31st will need to join the TPA network by March 22nd.	• All providers currently approved in the system to vaccinate will maintain that status and will continue to receive doses through the transition period.
Blue Shield will be making recommendations regarding vaccine allocation to providers in part based on key performance measures	Key performance measures include (but are not limited to): • Contribution to equitable administration of vaccine • Signing a contract • Committing to adopt the performance management system, including My Turn
Blue Shield will co-create with all local health jurisdictions a transition plan	Transition plan will include: • Achieving equity goals • The transition of all jurisdictions to a new performance management system by March 31st

Source: CA COVID-19 Vaccine Task Force

Information contained in this file is confidential, preliminary, and pre-decisional

We will transition to the network in three waves subject to stakeholder feedback

As of FEB 25, 2021

Wave 1

Fresno
Imperial
Kern
Kings
Madera
Merced
Riverside
San Joaquin
Stanislaus
Tulare

Wave 2

Amador[1]
Butte
Calaveras
Colusa
El Dorado
Glenn
Inyo
Lake
Lassen
Los Angeles[1]
Monterey
Nevada
Orange
Placer
Sacramento
San Benito
San Bernardino
San Diego
San Luis Obispo
Shasta
Sierra
Solano
Sonoma
Sutter
Tehama
Trinity
Tuolumne
Ventura

Wave 3

Alameda
Alpine
Contra Costa
Del Norte
Humboldt
Marin
Mariposa
Mendocino
Modoc
Mono
Napa
Plumas
San Francisco
San Mateo
Santa Barbara
Santa Clara
Santa Cruz
Siskiyou
Yolo
Yuba

The three Wave go-live dates are to be determined but all waves are expected to be complete by March 31, 2021

1 Execution of transition for Amador and Los Angeles will occur with Wave 1, though go-live will occur with Wave 2

Source: Third-Party Administrator (Blue Shield of California) analysis

Next steps

- Providers interested in joining the state vaccine network should contact TPA at CovidVaccineNetwork@blueshieldca.com
- Existing providers registered in the state's COVID-19 vaccine system will receive information from the state's existing provider communication channels
- The state and TPA will work directly with providers and provider associations on enrollment processes

blue california

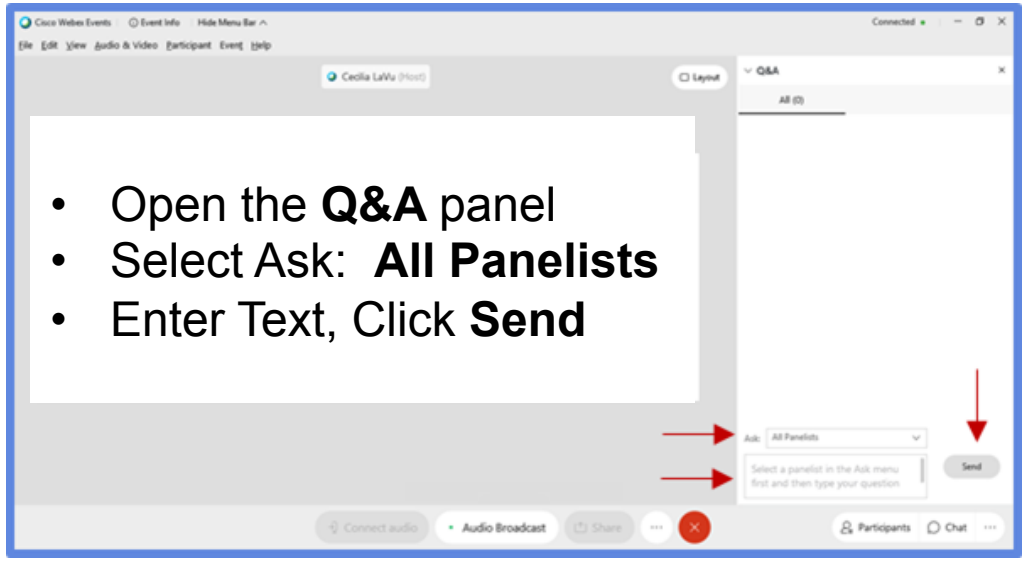
Provider Contact:
CovidVaccineNetwork@blueshieldca.com

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.

OPTION #1: Q&A Panel



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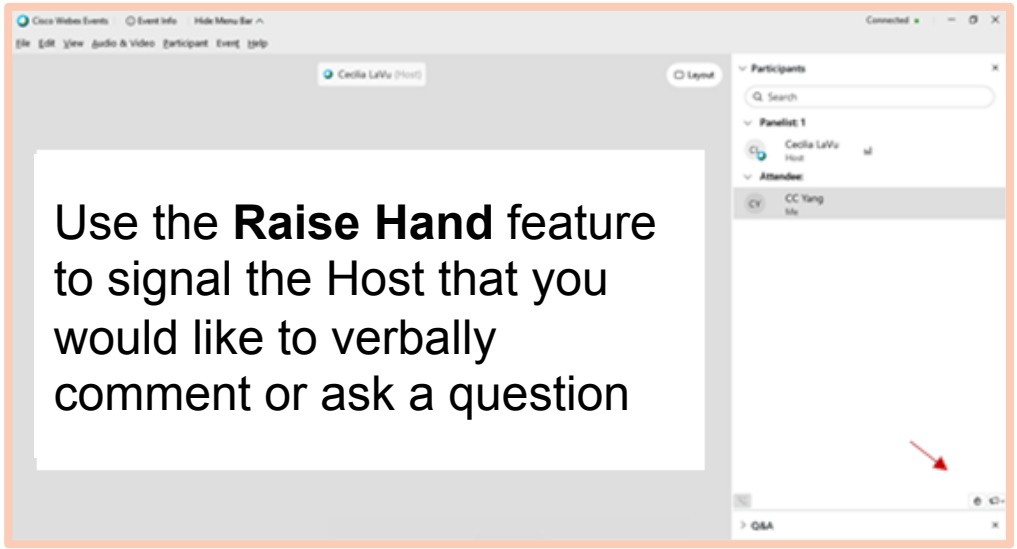


Announcements & Updates

Moderna Vaccine Order Backlog Now Cleared – Claudia Aguiluz

- McKesson completed shipments of backlogged orders resulting from weather delays
- Orders begun to ship 2/21 and continued throughout this week
- Notifications were issued to providers

myCAvax – Claudia Aguiluz

myCAvax
California Vaccine Management System

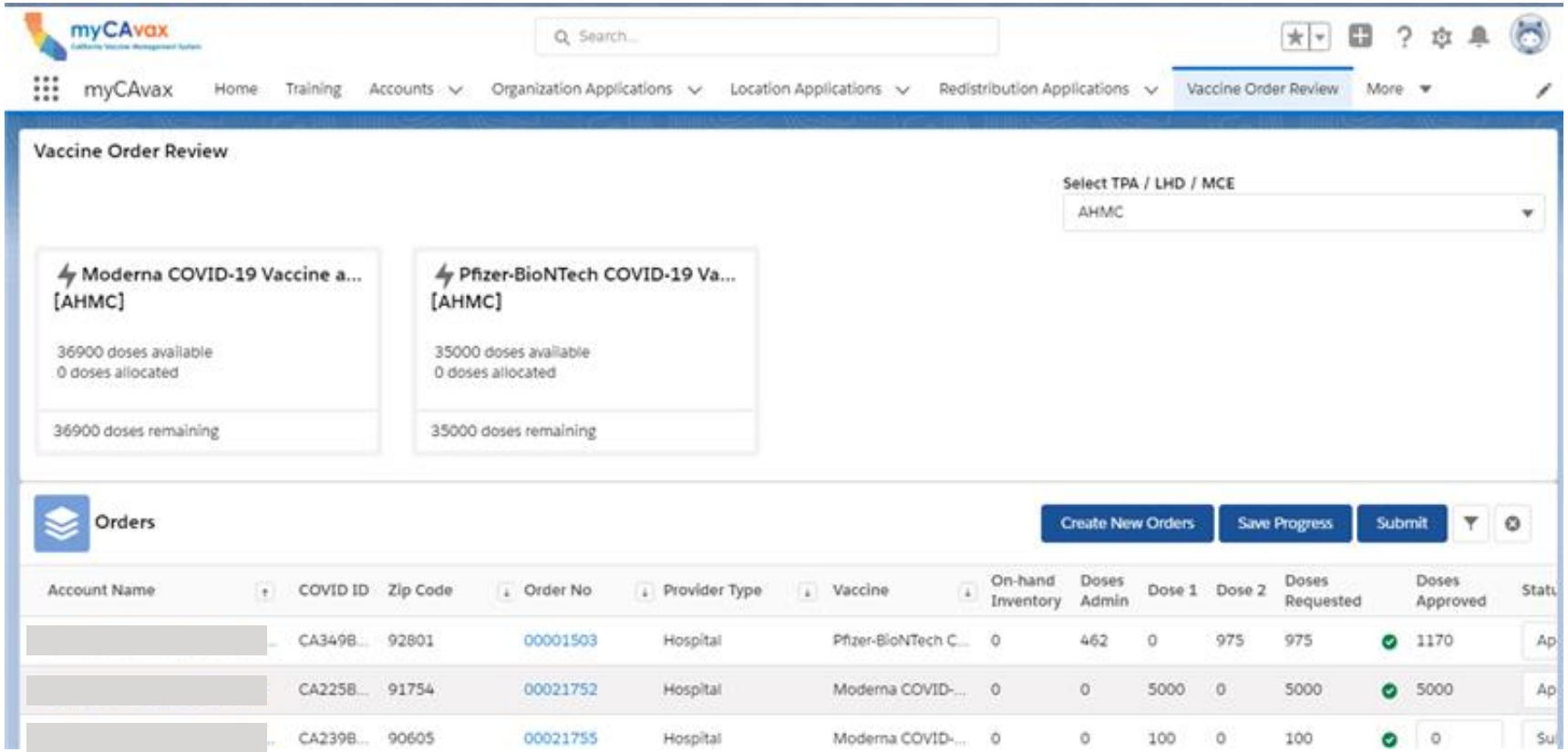
This weekend, Dose Allocation functionality will be available in myCAvax.

Local Health Departments (LHDs) and Multi-County Entities (MCEs) will be able to:

- ✓ See Provider Enrollment Daily Dashboard
- ✓ View # of doses available to allocate & inventory
- ✓ Track orders
- ✓ Pull Virtual Inventory Reports
- ✓ Send email notifications about allocations to Providers & Location Coordinators

myCAvax – Claudia Aguiluz

myCAvax
California Vaccine Management System



New Functionality Demo and Q&A (*FOR LHD/MCE ONLY*):

Saturday 8AM-10AM

Sunday 1PM-2PM

411 Sessions (*all audiences*):

Monday, Wednesday, Friday 11AM-12PM

myCAvax Office Hours:

Tuesday 10AM-11AM &

Thursday 3PM-4PM

myCAvax – Claudia Aguiluz

myCAvax
California Vaccine Management System

In addition.....Providers will be able to:

✓ See detailed order information and status

Order History (6+)

Date	Field	User	Original Value
2/12/2021, 1:08 PM	Status	User1608665621925…	VTrckS File Written
2/12/2021, 1:00 PM	Status	User1610182215056…	Ready for VTrckS
2/12/2021, 12:59 PM	Status	User1608665621925…	Approved
2/12/2021, 12:49 PM	Approved Quantity	User1608665621925…	100
2/12/2021, 12:34 PM	Status	User1613150733531…	Submitted
2/12/2021, 12:34 PM	Approved Quantity	User1613150733531…	

411 Sessions (*all audiences*):

Monday, Wednesday, Friday
11AM-12PM

myCAvax – Claudia Aguiluz

myCAvax
California Vaccine Management System

New website address (URL) going live TONIGHT!

- Scheduled system outage from approximately 8 PM tonight – 8 AM Saturday to complete name change
- No impact to data, account information, or passwords
- You will be seamlessly redirected to the new myCAvax URL, mycavax.cdph.ca.gov
- *Username change coming soon...*
- See myCAvax Name Change FAQ Document

My Turn – Claudia Aguiluz

My Turn Volunteer Weekly Demos Now through April 1

- See how users can easily request, schedule, and vet medical and non-medical volunteers able to supplement your Clinic's staffing needs.
- The team will answer your questions and share how the platform will evolve over time to continuously improve the experience for My Turn users (clinic hosts, volunteer directors, and volunteers).

- Join on Thursdays from 2PM – 3PM through April 1 at https://governorca.zoom.us/j/93025293488?pwd=NExsNDZLVTlsbkFmSFNmVzIzYlFlUT09

- Questions? Contact My Turn – Volunteer at myturnvolunteer@cv.ca.gov

Storage & Handling – Kate McHugh

Janssen / Johnson & Johnson COVID-19 Vaccine

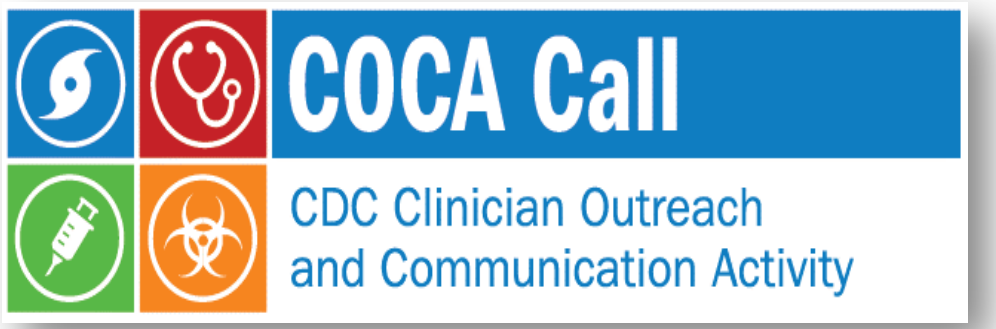
- Refrigerated storage 2°C - 8°C
- More to come with the EUA release
- Storage & handling very similar to other refrigerated vaccines (e.g., Tdap)
- Ancillary kits should be the same as Moderna
- Carton dimensions: 3.66” x 3.66” x 2.13"
- Packaging: 100 dose minimum order (20 vials)
  - 2 cartons per order, 10 vials/50 doses per carton, 5 doses per vial

janssen
PHARMACEUTICAL COMPANIES
OF Johnson & Johnson

Janssen Vaccine Webinar – Kate McHugh

Overview of Janssen/J&J COVID-19 vaccine

- Learn about vaccine characteristics and administration, vaccinating special populations, and contraindications
- Get answers to clinical questions about the vaccine



When: Tuesday, March 2 from 11:00 AM – 12:00 PM PST

Details at: https://emergency.cdc.gov/coca/calls/2021/callinfo_030221.asp

Janssen Vaccine Ordering – Claudia Aguiluz

Preparations are in the works for rolling out this vaccine upon approval

- Systems
  - myCAvax
  - Immunization Registry
  - My Turn
  - VF
- Clinical guidance & considerations
- Updating resources & job aids
- Training

Dates to Remember

FDA Meeting to discuss Janssen EUA Submission: February 26

Advisory Committee on Immunization Practices meeting on COVID-19 vaccines
February 28, 11:00am – 4:00pm EST;
March 1, 11:00am – 3:00pm EST
(times subject to change)

COCA call/webinar: What Clinicians Need to Know About the Janssen COVID-19 Vaccine
Tuesday, March 2, 2021
Time: 2:00–3:00 P.M. ET

Administration-Allocation-Prioritization – Amy Pine

8,003,120 doses administered!!

CA's vaccine allocation this week:

438,750 Pfizer doses
+ 380,300 Moderna doses
819,050 total doses

Eligible populations:

- Health Care Personnel
- Adults age 65+
- Those at occupational risk in Food/Ag, Education/Child Care and Emergency Responder Sectors

Clinical – Caterina Liu

- Encourage vaccine recipients to sign up for v-safe at vsafe.cdc.gov
  - Hand out the v-safe information sheet to vaccine recipients
- Updates next week on Janssen vaccine after FDA and ACIP meetings

Provider Q&A

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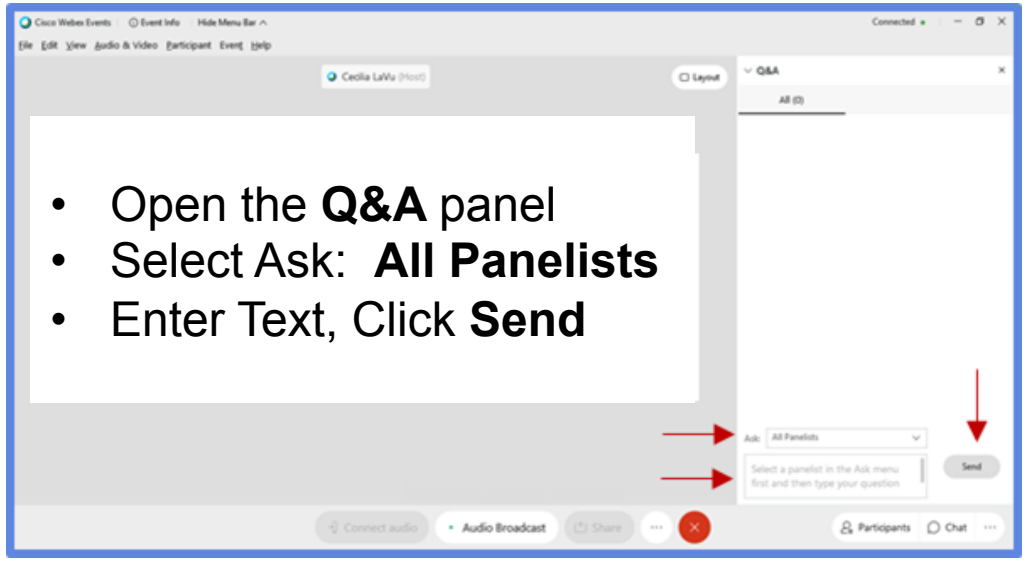

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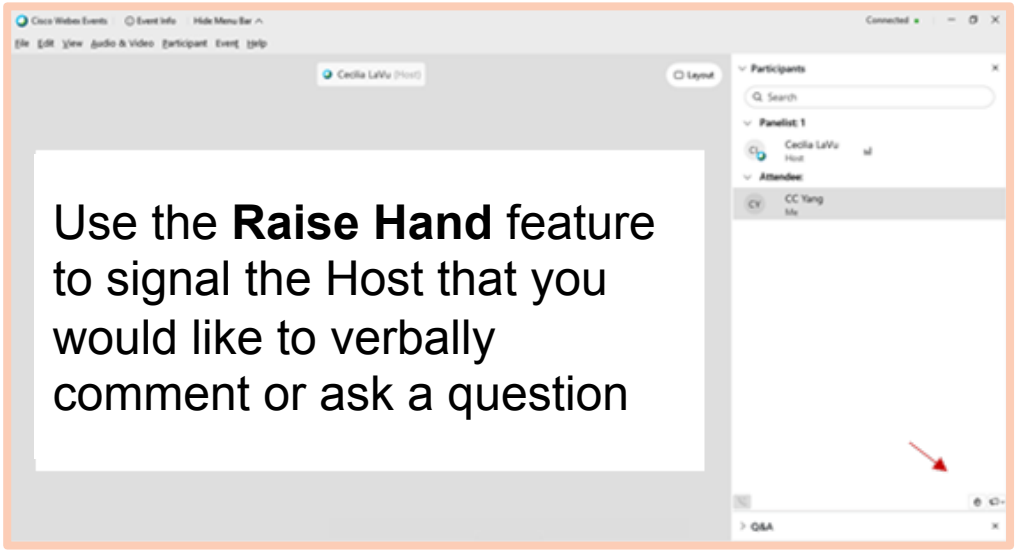


Your Feedback is Important to Us

Poll:

How helpful was today's Provider Office Hours to your work?

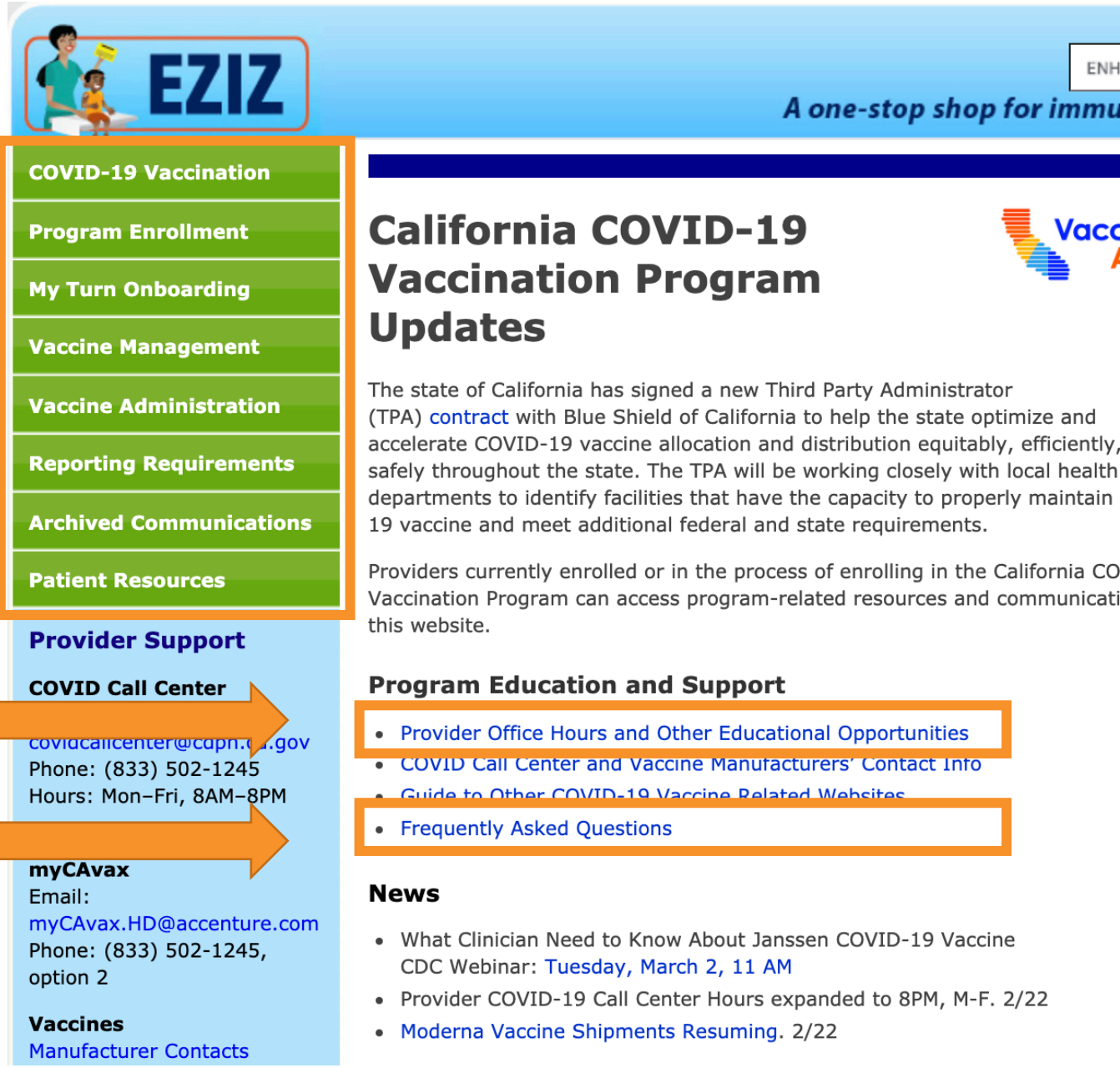
A. Very helpful
B. Helpful
C. Somewhat helpful
D. Slightly helpful
E. Not helpful at all

Provider Resources on EZIZ.org/COVID

Choose from menu options here

Link to Provider Office Hours, archived recordings, and slides

Link to Provider FAQs



Thank You

for our next weekly

Provider Office Hours

Friday, March 5th

9:00 – 10:00 AM

Provider Resources

COVID-19 Provider Call Center – for questions related to the COVID-19 Vaccine Program

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

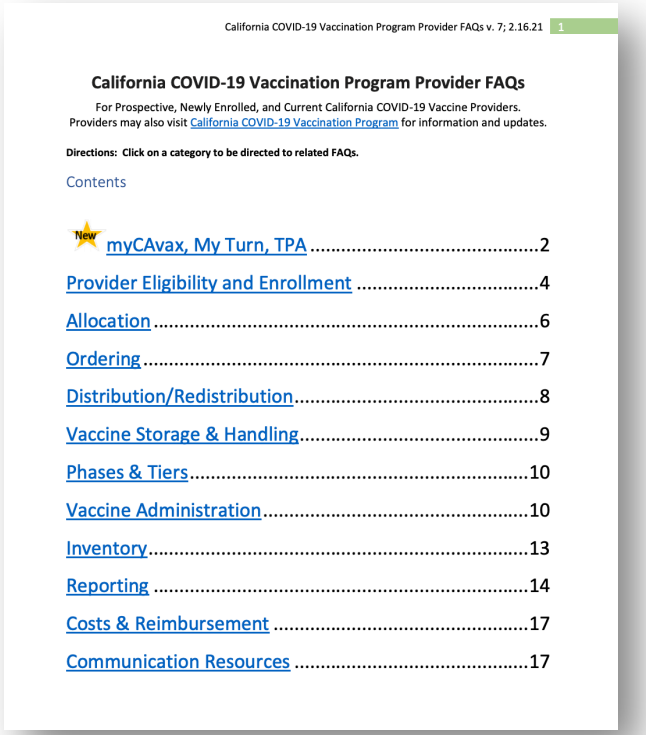
myCAvax Technical Help – for technical questions relating to CalVax

- Email: myCAvax.HD@accenture.com

My Turn – for questions regarding My Turn application

- Email about onboarding: myturnonboarding@cdph.ca.gov
- Email about general questions: myturninfo@cdph.ca.gov

Provider FAQs


California COVID-19 Vaccination Program Provider FAQs v. 7; 2.16.21 1

California COVID-19 Vaccination Program Provider FAQs

For Prospective, Newly Enrolled, and Current California COVID-19 Vaccine Providers.
Providers may also visit California COVID-19 Vaccination Program for information and updates.

Directions: Click on a category to be directed to related FAQs.

Contents

New myCAvax, My Turn, TPA 2
Provider Eligibility and Enrollment 4
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Ordering 7
Distribution/Redistribution 8
Vaccine Storage & Handling 9
Phases & Tiers 10
Vaccine Administration 10
Inventory 13
Reporting 14
Costs & Reimbursement 17
Communication Resources 17

https://eziz.org/assets/docs/COVID19/Vax58ProviderFAQs.pdf