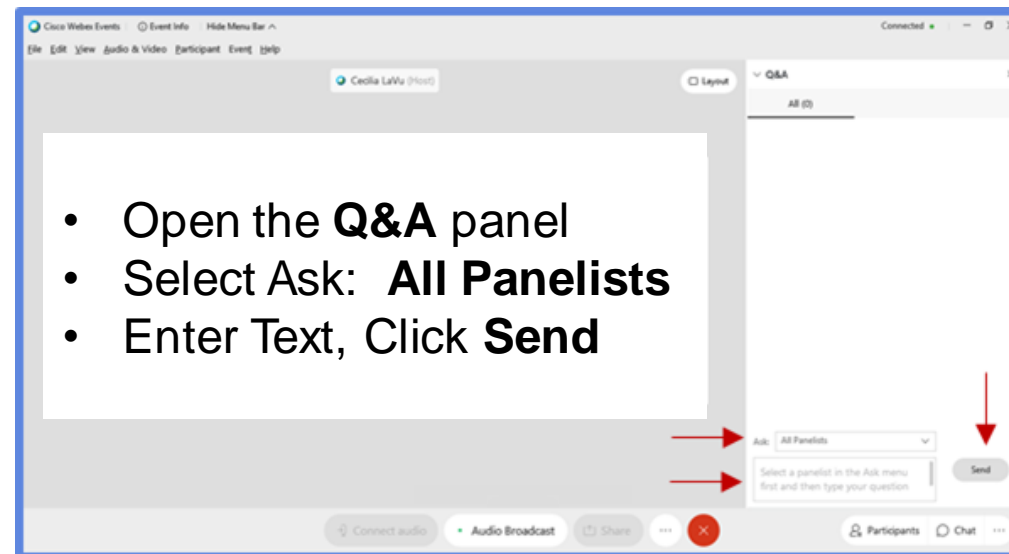


# Welcome to Provider Office Hours

During the session, please use the Q&A panel to comment or ask a question:

## Q&A Panel



The screenshot shows the Cisco Webex interface with the Q&A panel open. The panel is titled "Q&A" and shows "All (0)" questions. A list of instructions is overlaid on the left side of the panel:

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

Red arrows point to the "Ask" dropdown menu, the "Send" button, and the text input field. The "Ask" dropdown is currently set to "All Panelists". The text input field contains the placeholder text "Select a panelist in the Ask menu first and then type your question".

# Housekeeping

## **Reminder to Panelists:**

Please mute yourself when not speaking.

Please monitor the Q&A panel for questions you may be able to answer.

---

## **Reminder to Participants:**

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



# Agenda

## Announcements

- Listserv Messages – Jane Grey
- Webinar – Vaccine Eligibility Guidance for People Experiencing Homelessness
- My Turn Office Hours – Leslie Amani
- Provider FAQs – Leslie Amani
- Communication Toolkits – Leslie Amani

## Vaccine Updates

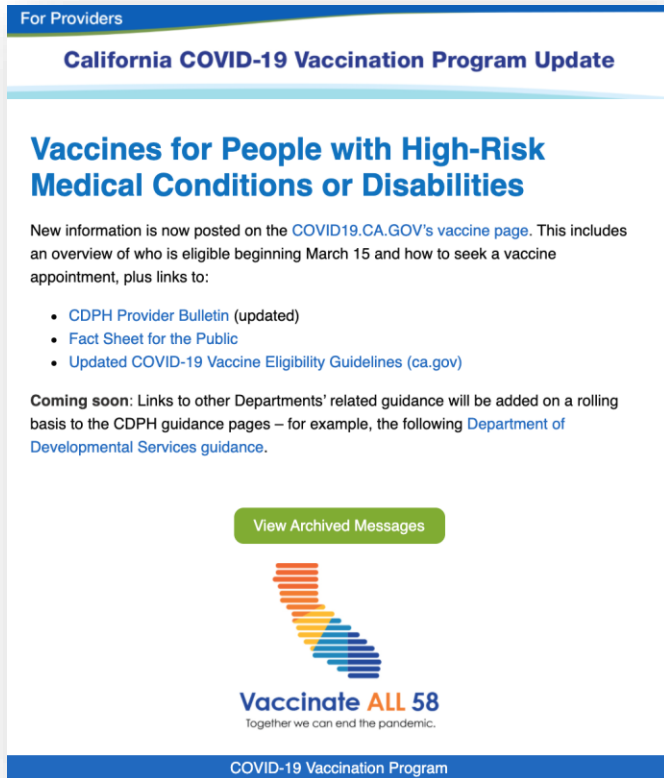
- Allocations – Amy Pine
- myCAvax – Claudia Aguiluz
- Clinical – Louise McNitt
- Storage & Handling – Kate McHugh
- Provider Call Center – Brenton Louie

## Q&A



# Announcements

# COVID-19 Vaccination Program emails – Jane Grey



## Having trouble receiving email messages from our COVID-19 listserv?

Please review the following troubleshooting tips:

- ✓ Check your junk/spam/bulk email folder for emails from [COVIDCallCenter@cdph.ca.gov](mailto:COVIDCallCenter@cdph.ca.gov)
- ✓ Save [COVIDCallCenter@cdph.ca.gov](mailto:COVIDCallCenter@cdph.ca.gov) in your contacts
- ✓ Check with your IT department to see if emails are blocked because of anti-spam protection. These messages may be labeled by your ISP or other software filter as junk, spam, bulk, or greymail.

Contact [jane.grey@cdph.ca.gov](mailto:jane.grey@cdph.ca.gov) with questions

# Join today's webinar – Jane Grey

## Vaccine Eligibility Guidance for People Experiencing Homelessness

**When?** Today Friday, March 19  
12:30 PM – 2:00 PM PDT

### **Webinar will include:**

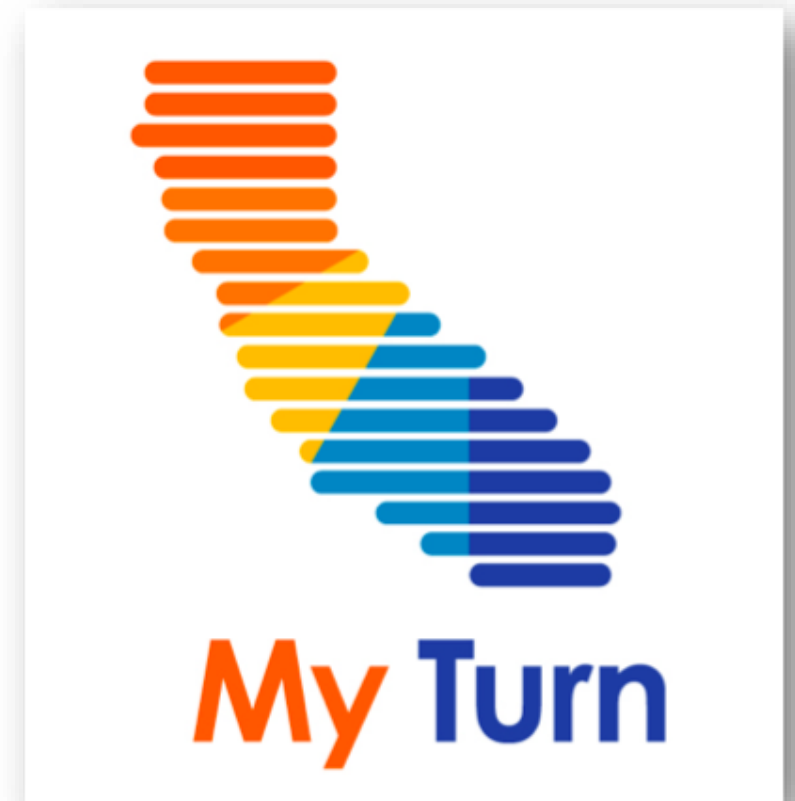
- Guidance on preparing for and implementing vaccine rollout for people experiencing homelessness
  - Forging partnerships between health providers and homelessness response systems
  - Planning with people with lived experience of homelessness
  - Building vaccine confidence
  - Logistics planning
- Q&A about COVID-19 vaccine, supply, and logistics



# Please Participate in Today's Poll

**Poll: Have you participated in a My Turn training or demonstration session online?**

- A. Yes
- B. No



# Training and Tools for Providers

## My Turn Training Schedule



The My Turn Training Team hosts a set of weekly recurring trainings to enable providers to use My Turn successfully.

Monday	Tuesday	Wednesday	Thursday	Friday
<a href="#">My Turn End-to-End Demo</a> 2-3 PM PST	<a href="#">Clinic Manager Training</a> 10 AM – 12 PM PST	<a href="#">My Turn End-to-End Demo</a> 2-3 PM PST	<a href="#">My Turn User Training</a> 3-4 PM PST	<a href="#">My Turn End-to-End Demo</a> 2-3 PM PST
<a href="#">Train-the-Trainer Session</a> 1-2 PM PST	<a href="#">My Turn User Training</a> 3-4 PM PST	<a href="#">My Turn User Training</a> 3-4 PM PST		<a href="#">What's New in My Turn</a> (Biweekly) *4-4:30 PM PST

My Turn End-to-End Demo	My Turn User Training	My Turn Train-the-Trainer Session	My Turn Clinic Manager Training	What's New in My Turn Session
<b>Audience</b>				
For LHJs/Providers who are new to My Turn.	For users to attend prior to their first clinic.	For LHJ/Provider Training Teams or POCs.	For CMs to attend after they have launched their initial clinic.	For users to stay up-to-date with new releases.
<b>Agenda</b>				
<ul style="list-style-type: none"> <li>Introduction to My Turn and Support Models</li> <li>End-to-End Process Flow and User Personas</li> <li>Clinic Creation Features</li> <li>Patient and Vaccine Administrator Features</li> </ul>	<ul style="list-style-type: none"> <li>Logging into My Turn</li> <li>Demo for My Turn Users                             <ul style="list-style-type: none"> <li>Vaccine Administrator</li> <li>Clinic Manager (only dashboards and reports)                                     <ul style="list-style-type: none"> <li>Account Troubleshooting and General Tips</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>My Turn Training Resources</li> <li>Clinic Manager, Vaccine Admin., and Patient Functionality</li> <li>Tips to Best Leverage Content in Support of Their Teams</li> <li>Account Troubleshooting and General Tips</li> </ul>	<ul style="list-style-type: none"> <li>Adding Vaccine Inventory to Account</li> <li>Creating Clinics and Hours of Operation</li> <li>Adding Vaccine Supply</li> <li>Adding Vaccine Administrators</li> <li>Viewing Dashboards and Reports</li> </ul>	<ul style="list-style-type: none"> <li>Summary of Release Notes and Updates</li> </ul>

3/10/2021

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



### Onboarding Resources



- [My Turn Overview Quick Sheet](#)
- [My Turn Onboarding Playbook](#)
- [Clinic Readiness Checklist](#)
- [Clinic Scheduling Form](#)
- [New User List Form](#)
- [Account Creation & Password Reset Template](#)
- [My Turn Clinic Login Guide Video](#)
- [How to Log in to My Turn](#)
- [My Turn Track Overview](#)
- [My Turn Onboarding Scheduling](#)
- [Clinic-Facility EHR Submission Form](#)

## SUPPORT RESOURCES



### Help Desk

- Email: [MyTurn.Clinic.HD@accenture.com](mailto:MyTurn.Clinic.HD@accenture.com)
- Phone: 1-415-621-9494, option 4
- Hours: 7 days a week, 7am – 7pm pst
- Contact for password resets, adding new users to the system, changing user access rights, system functionality issues, registration or appointment set up issues, etc.

### Onboarding questions and information

- For more information around onboarding, please refer to <https://eziz.org/covid/myturn/>
- Contact your My Turn Onboarding Liaison if you need further assistance
- Contact for questions and support regarding onboarding documents, process, and general readiness for launch

3/10/2021

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# Communication Toolkits

**COVID-19 VACCINATION IN CALIFORNIA**

Getting this vaccine will help protect you from getting sick with COVID-19. Even if you are undocumented and/or don't have insurance, you can get the vaccine—for free.

- Visit [VaccinateALL58.com](https://VaccinateALL58.com) for the newest information about when and where the vaccine will be available to you.
- Sign up at [myturn.ca.gov](https://myturn.ca.gov) or call 1-833-422-4255 to find out if it's your turn to get vaccinated and schedule vaccination appointments. Appointment availability is limited by vaccine supply.
- Find your local public health department website which can provide COVID-19 vaccination sites near you: [covid19.ca.gov/get-local-information/#County-websites](https://covid19.ca.gov/get-local-information/#County-websites)

**COVID-19 VACCINATION IN KERN COUNTY**

**WHO CAN GET THE VACCINE**

People who are:

- 65 years of age and older
- Childcare, Food, Agriculture, Healthcare, Home Healthcare, In-Home Supportive Services (IHSS), and Community Health Workers

**HOW TO GET AN APPOINTMENT**

Appointments at the Kern County Health Clinic are available for Monday, February 22 - Thursday, February 24

Priority for residents in zip codes 94601, 94602, 94604, 94605

Call 661-574-0545 or go to [kernpublichealth.com](https://kernpublichealth.com)

**THINGS TO KNOW FOR YOUR APPOINTMENT**

- Wear a loose fitting or short sleeved shirt
- You will be asked to wait 15 minutes after you receive the vaccine
- Wear a mask. You will still need to wear a mask after you are vaccinated.
- Documentation that shows proof of age, documentation that shows proof of Kern County residency, and documentation of your occupation.

**Please DO NOT come to get a vaccine if you:**

- Have symptoms of COVID-19, such as a cough, fever, difficulty breathing, chills, muscle aches, new loss of taste or smell, nausea, vomiting, or diarrhea within the last 2 days.
- Been asked to isolate or quarantine due to COVID-19 or are waiting for COVID-19 test results.

California Coronavirus  
COVID-19 Response Toolkit

Home COVID-19 Response

**Resources and Materials**

Below are links to download resources and materials including social media graphics, infographics, fact sheets and more communicating key messages like guidelines for wearing masks, contact tracing and testing, and basic public health considerations.

Download resources and materials in multiple languages using the buttons below.

Materials Recursos مواد إحصائية مكتوبة 材料

자료 Mga Babasahin Văn liệu 資料

**Vaccinate All 58**

Download all available resources and materials about the Vaccinate All 58 campaign.

Hechos - Dr. Burke Harris Facts - Dr. Aragón

Las vacunas COVID-19

LA VACUNA DEL COVID-19 ESTÁ AQUÍ

MANTENTE INFORMADO. SIGUE USANDO MASCARILLA.

Validada por los principales expertos médicos del país por su seguridad y eficacia

Proveída sin costo

Plan de distribución por fases basado en el riesgo y el nivel de exposición

Las vacunas contra el COVID-19 estarán disponibles para todos en 2021

Las vacunas contra el COVID-19 estarán disponibles para todos en 2021

MANTENTE INFORMADO. SIGUE USANDO MASCARILLA.

Aprobada por expertos científicos

Proveída sin costo

Plan de distribución por fases basado en el riesgo y el nivel de exposición

MANTENTE INFORMADO. SIGUE USANDO MASCARILLA.

EXPERTOS MÉDICOS RESPALDAN LAS VACUNAS DEL COVID-19

Tu seguridad es prioridad.

Proveída sin costo.

Con la vacuna podemos acabar con la pandemia.

Find additional resources at:  
EZIZ

<https://eziz.org/covid/patient-resources/>

Vaccinate All 58

<https://toolkit.covid19.ca.gov/partners/>

# Vaccine Updates

# Doses Administered – Amy Pine



## COVID-19: Vaccine Dashboard

### Statewide

**13,382,046 (77.7%) Doses administered**  
**231,968 Average doses per day**

**4,361,910 (13.5%) People partially vaccinated**  
**4,650,814 (14.4%) People fully vaccinated**

**2,317,907 Doses on hand**  
**(10 days of inventory)**

**17,213,150 Doses Delivered**  
**2,363,990 CDC Pharmacy Doses Delivered**

### Doses Administered by County of Residence

County

(All)



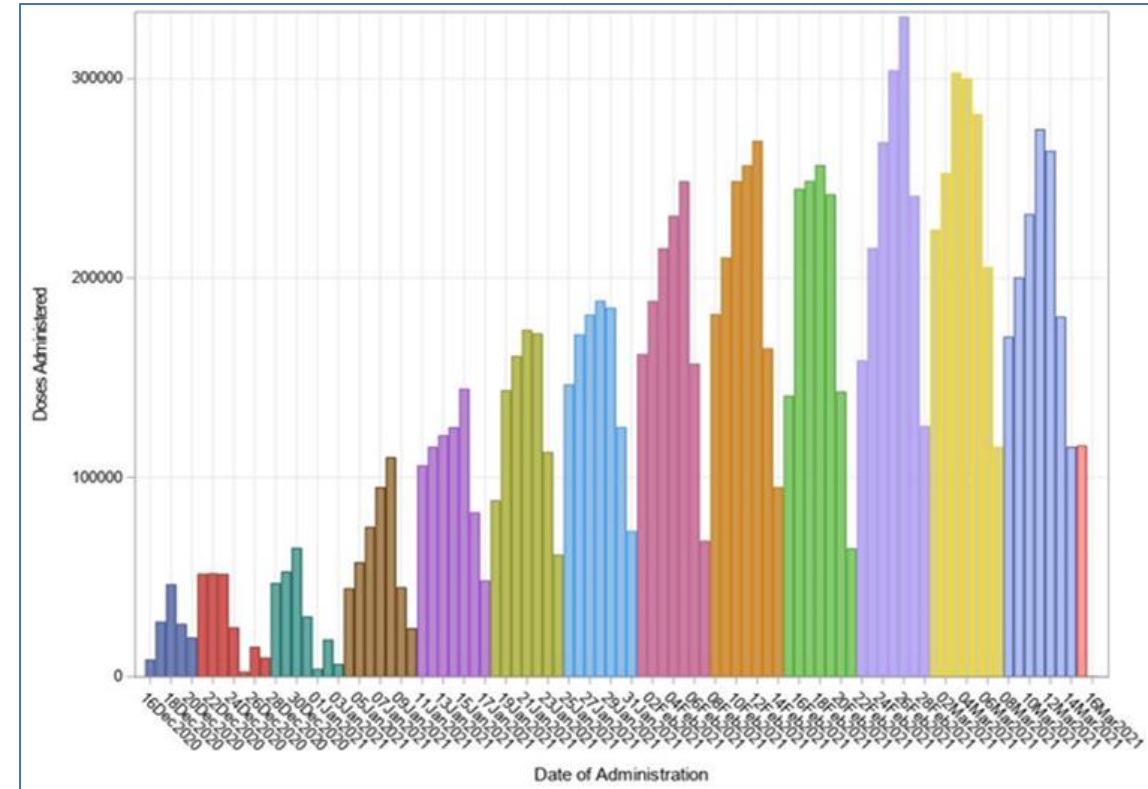
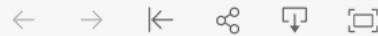
Los Angeles	3,226,237
San Diego	1,326,259
Orange	1,092,758
Riverside	678,069
Alameda	658,190
Santa Clara	651,579
San Bernardino	516,943
Contra Costa	478,150
Sacramento	462,240
San Francisco	386,702
San Mateo	331,729
Fresno	285,151
Ventura	280,535

See [Data Dictionary](#) for Details.

Note: Doses delivered includes the CDC Long Term Care (LTC) Pharmacy Partnership Program and Federal Retail Pharmacy Partnership Program. This does not include doses delivered to the following federal agencies: Indian Health Service, Veterans Health Administration, Department of Defense, and Federal Bureau of Prisons. The CDC LTC Pharmacy and Federal Retail Pharmacy Partnership Program doses are a subset of the doses delivered.

Data: 3/17/2021 11:59pm | Posted: 3/18/2021

+ a b l e a u



# CA's Allocation – Amy Pine (3/19)

Over 17 million total doses received in CA to date.

	Doses	Box
Janssen	44,000	440
Pfizer	524,160	448
Moderna	380,300	3,803
Total	<b>948,460</b>	<b>4,691</b>

- ✓ Supply remains limited for eligible population
- ✓ **Prioritize second doses** over immunizing additional patients with first doses

Posted on [Vaccinate all 58](#) website:

- Doses on-hand **by provider**
- Weekly allocations of vaccine by health jurisdiction and multi-county-entity (MCE)



# myCAvax Update – Claudia Aguiluz



## Update your information in myCAvax

- If you are administering vaccines at a location not reflected under your organization, you must add that location
  - Please ensure the accuracy of **all** information submitted in the Section B form.
  - To review this information, navigate to *Locations > View Section B Form*.
- Please review and update the following information:
  - Freezer capacity (thermometer specifics)
  - Shipping Hours
  - If Shipping and Admin Addresses has changed- inform the call center
- For forms in the *In Review*, *Follow-up* or *Submitted* status contact the [Helpdesk](#) to update this information. Also, Location Coordinator information can only be changed by the contacting the [Helpdesk](#). Please review and update each location in the myCAvax system.

# myCAvax Update – Claudia Aguiluz



## myCAvax URL Change

- Be sure to bookmark the new myCAvax web address  
<http://mycavax.cdph.ca.gov/>
- Be on the lookout for future communications about updating your myCAvax login credentials
- See the myCAvax [FAQ document](#) for additional details about the name and URL change

# myCAvax Update – Claudia Aguiluz



## myCAvax System Updates

- **TPA Improvements**

- Update the date picker on the Vaccination Capacity form

- **Inventory Management (Part 1)**

- Decrementing of waste events, shipping incidents, and outgoing transfers from provider inventory
- Incrementing of shipments and incoming transfers to provider inventory

- **Incident Reporting Improvements**

- Update to shipping incident form for CDPH research and waste decrementing



# Clinical: Vaccine Eligibility – Louise McNitt, MD

## Starting March 15, vaccine eligibility will expand to include:

- 16-64 y/o at the very [highest risk for morbidity and mortality](#) (next slide)
- Individuals who reside or work in a high risk congregate residential setting
  - E.g., detention facility, homeless shelter, or behavioral health facility
  - Includes all people experiencing homelessness who may transition into congregate settings at short notice
- Public transit workers, including airport and commercial airline workers
- [Provider Bulletin \(ca.gov\)](#)
- [Fact Sheet \(ca.gov\)](#)



# Vaccine Eligibility – Louise McNitt, MD

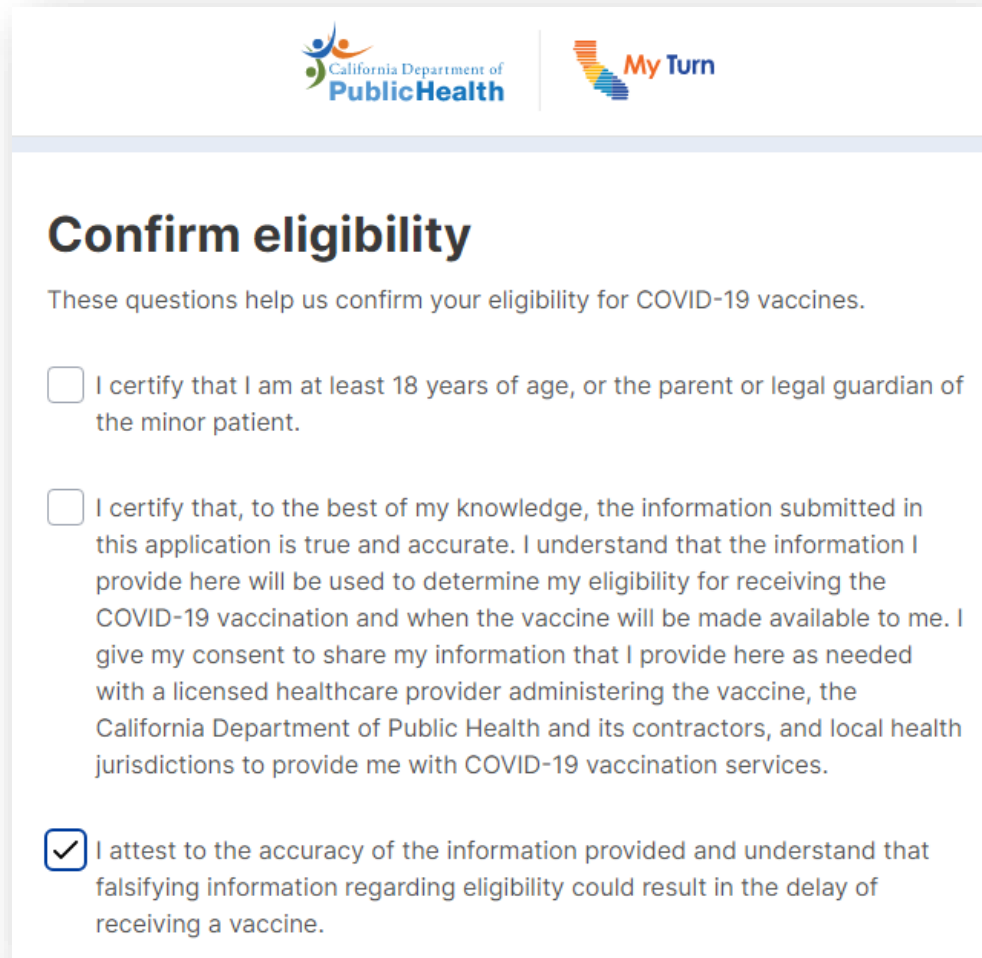
Severe health conditions putting those between 16-64 yrs. at highest risk of COVID-19 sickness:

- **Cancer**, current with weakened immune system
- **Chronic kidney disease**, stage 4 or above
- **Chronic pulmonary disease**, oxygen dependent
- **Down syndrome**
- **Solid organ transplant**, leading to a weakened immune system
- **Pregnancy**
- **Sickle cell disease**
- **Heart conditions**, such as heart failure, coronary artery disease, or cardiomyopathies (but not hypertension)
- **Severe obesity** (Body Mass Index  $\geq 40$  kg/m<sup>2</sup>)
- **Type 2 diabetes mellitus** with hemoglobin A1c level greater than 7.5%



Healthcare providers may also vaccinate individuals with developmental or other severe disabilities or illness if:

- The individual is likely to develop severe life-threatening illness or death from COVID-19 infection
- Acquiring COVID-19 will limit the individual's ability to get ongoing care or services vital to their well-being and survival
- Providing adequate and timely COVID care will be particularly challenging as a result of the individual's disability

# Vaccine Eligibility & My Turn – Louise McNitt, MD



The screenshot shows the top of a web form. On the left is the California Department of Public Health logo, and on the right is the My Turn logo. Below the logos is a section titled "Confirm eligibility" with a sub-header "These questions help us confirm your eligibility for COVID-19 vaccines." There are three checkboxes with text describing age, consent, and attestation.

## Confirm eligibility

These questions help us confirm your eligibility for COVID-19 vaccines.

- I certify that I am at least 18 years of age, or the parent or legal guardian of the minor patient.
- I certify that, to the best of my knowledge, the information submitted in this application is true and accurate. I understand that the information I provide here will be used to determine my eligibility for receiving the COVID-19 vaccination and when the vaccine will be made available to me. I give my consent to share my information that I provide here as needed with a licensed healthcare provider administering the vaccine, the California Department of Public Health and its contractors, and local health jurisdictions to provide me with COVID-19 vaccination services.
- I attest to the accuracy of the information provided and understand that falsifying information regarding eligibility could result in the delay of receiving a vaccine.

No specific CDPH-supplied document that patients will be expected to complete for self-attestation – embedded in My Turn.

# Mammography post COVID-19 vaccination – Louise McNitt, MD

- Reactive axillary adenopathy may occur after COVID-19 vaccination
  - Could potentially be confused with signs of malignancy on mammography
- **CDC has not recommended postponement of screening mammography for patients receiving COVID-19 vaccination**
- Society of Breast Imaging has released [Recommendations for Management of Adenopathy in Patients with Recent COVID-19 Vaccination](#)
  - Considerations for diagnostic workup of axillary adenopathy found on screening mammography
  - Considerations for scheduling of screening mammograms in relation to COVID-19 vaccination

# Mammography post COVID-19 vaccination – Louise McNitt, MD

- Society of Breast Imaging has released [Recommendations for Management of Adenopathy in Patients with Recent COVID-19 Vaccination](#)

"If possible, and when it does not unduly delay care, consider scheduling screening exams prior to the first dose of a COVID-19 vaccination or 4-6 weeks following the second dose of a COVID-19 vaccination."



# Storage and Handling Update: Temperature Excursions and Emergencies – Kate McHugh

- Best practice: develop a vaccine management plan that includes an emergency vaccine management plan (see EZIZ resource that can be modified: [IMM-1122.pdf \(eziz.org\)](#))
  - Must include staff roles, responsibilities, and current contact information. Should be updated regularly
  - All staff need to be trained on the plan
  - All staff should be familiar with backup power sources and transport containers/backup DDL locations
    - Ensure you have coolant for the transport container ready to be used in an emergency
    - Practice packing the transport containers with staff
  - Have designated backup facilities or units

# Temperature Excursions and Emergencies – Kate McHugh

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- Quarantine vaccine until viability is determined
  - Label "DO NOT USE"
- Pack and transport vaccine if necessary. Return vaccine to appropriate storage temperature. Do not refreeze if frozen vaccine had thawed, move into 2°- 8°C storage.
- Use vaccine within the room temperature time limit if necessary

# Temperature Excursions and Emergencies – Kate McHugh

- Report temperature excursion in myCAVax and check viability with manufacturer
- Janssen (Johnson & Johnson)
  - [Stability Information \(janssenmd.com\)](https://www.janssenmd.com) - Online Tool
- Moderna
  - [Temperature Excursion Tool | Moderna, Inc. \(modernamedinfo.com\)](https://www.modernamedinfo.com) - Online Tool
  - [excursions@modernatx.com](mailto:excursions@modernatx.com)
- Pfizer
  - 1-800-438-1985

# Medical Waste Generation – Kate McHugh

Please remember to report temporary waste generation events (like mass vaccination sites!)

- [Local Enforcement Agency Contact List](#)
- [CDPH Contact: Contact MWMP \(ca.gov\)](#)





# Provider Call Center: Contact Us!

## – Brenton Louie

### Q: How do we enroll in the TPA network?

A: Follow the [Steps to Participation](#) outlined on EZIZ.org. Once enrolled, you will need to sign an agreement (includes requirements for participation) with the TPA. Contact [TPA\\_Inquiry@blueshieldca.com](mailto:TPA_Inquiry@blueshieldca.com) with more questions.

### Q: What is the status of my vaccine request?

A: If you are a Location Coordinator, log in to [myCAvax](#), then navigate to Vaccine Orders. Click on the order requested to see status details. Most common statuses you will see are below:

- Submitted – Vaccine request has been submitted for LHD/MCE/TPA review.
- Approved – LHD/MCE/TPA has reviewed and approved your vaccine request.
- Fulfillment Pending – Approved vaccine request has been submitted to the vaccine distributor and is awaiting fulfillment.
- Completed – Vaccine order has been shipped and received.



# Provider Call Center: Contact Us!

## – Brenton Louie

### Q: What is our enrollment status?

A: After logging into myCAvax, navigate to Locations to see the Status. Common statuses you'll see are below:

Submitted – your application is complete and is awaiting review by our enrollment team.

In Review – our enrollment team is reviewing the application, which normally takes 2-3 business days.

Follow Up – the enrollment team needs clarification and is in contact with the location coordinator(s).

Approved – your application is now approved and active!

### Q: Now that we're enrolled, how do we know who is eligible to receive vaccines? How do we verify eligibility?

A: Visit our [COVID-19 Hotline's webpage](#) to see who is currently eligible to receive COVID vaccine.

Please keep an eye out for future e-mail communications from our Provider Call Center with updates as more people become eligible. Past communications can be found [here](#), including a [letter](#) from our State Public Health Officer, Tomás J. Aragón, M.D., Dr.P.H.

# Provider Call Center: Contact Us!

– Brenton Louie

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## COVID-19 Provider Call Center

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

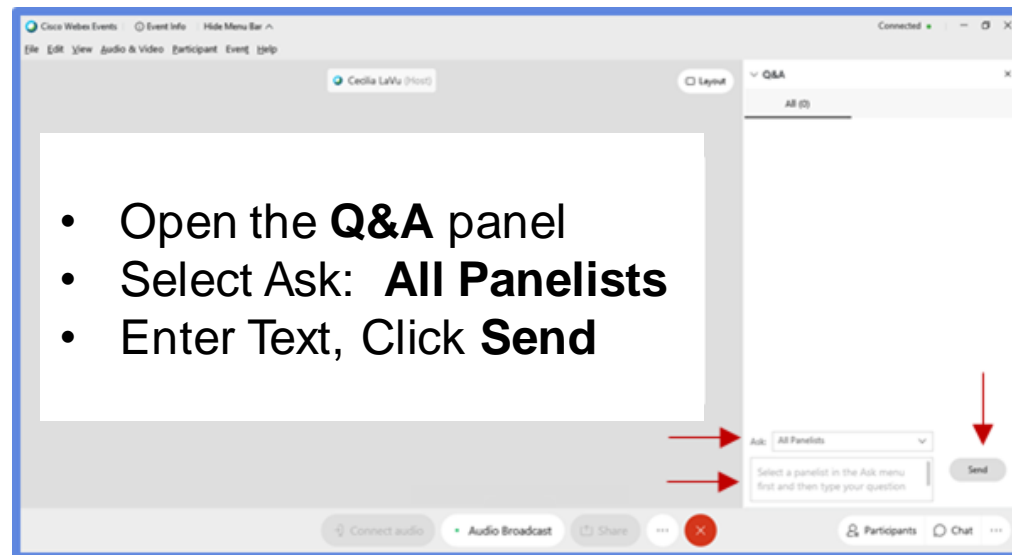
Phone: (833) 502-1245, M-F 8 AM–8 PM

For questions from providers/LHJs regarding the COVID-19 Vaccine Program

# Provider Office Hours Q&A

Please use the Q&A panel to comment or ask a question:

## Q&A Panel



The screenshot shows a Cisco Webex interface with a Q&A panel open on the right. The panel has a dropdown menu set to 'All (0)'. Below the dropdown is a text input field with a placeholder 'Select a panelist in the Ask menu first and then type your question'. To the right of the input field is a 'Send' button. A red arrow points to the 'Send' button. On the left side of the screenshot, there is a white box containing the following instructions:

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

At the bottom of the interface, there are buttons for 'Connect audio', 'Audio Broadcast', 'Share', and 'Participants'. A red 'X' button is also visible in the bottom right corner of the interface.

# 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



# Thank you



for our next weekly  
**Provider Office Hours**  
Friday, March 26th  
9:00 AM

# Provider Resources

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

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

## myCAvax Technical Help – for technical questions

- Email: [myCAvax.HD@accenture.com](mailto:myCAvax.HD@accenture.com)

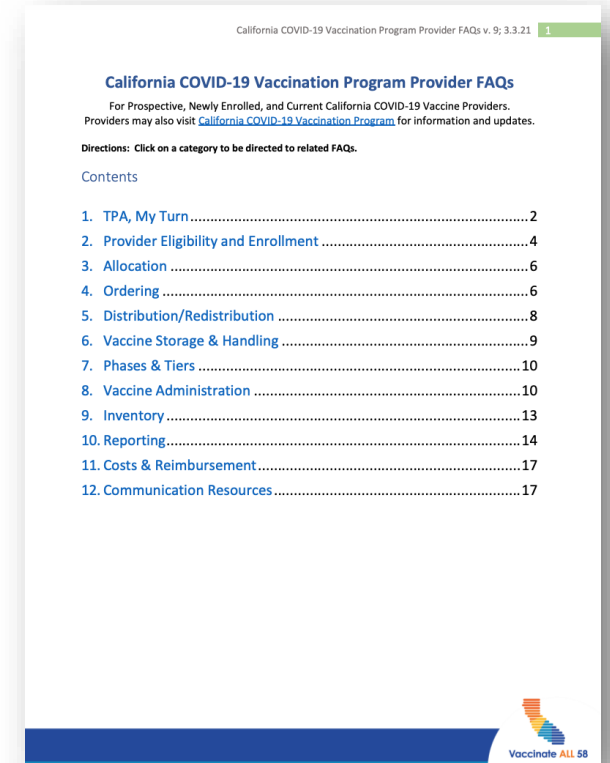
## My Turn – for questions regarding My Turn application

- Email about onboarding: [myturnonboarding@cdph.ca.gov](mailto:myturnonboarding@cdph.ca.gov)
- Email about general questions: [myturninfo@cdph.ca.gov](mailto:myturninfo@cdph.ca.gov)

## Third-Party Administrator Blue Shield of California

- [TPA\\_Inquiry@Blueshieldca.com](mailto:TPA_Inquiry@Blueshieldca.com)  
(Note: There is an underscore "\_" between TPA and Inquiry.)

## Provider FAQs



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