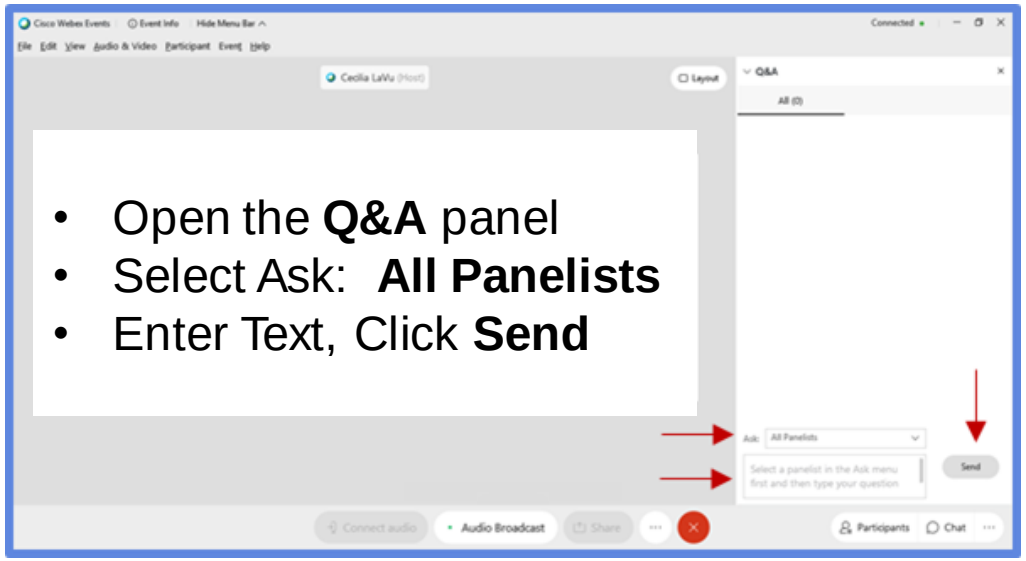
Welcome to Provider Office Hours

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

Q&A Panel



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

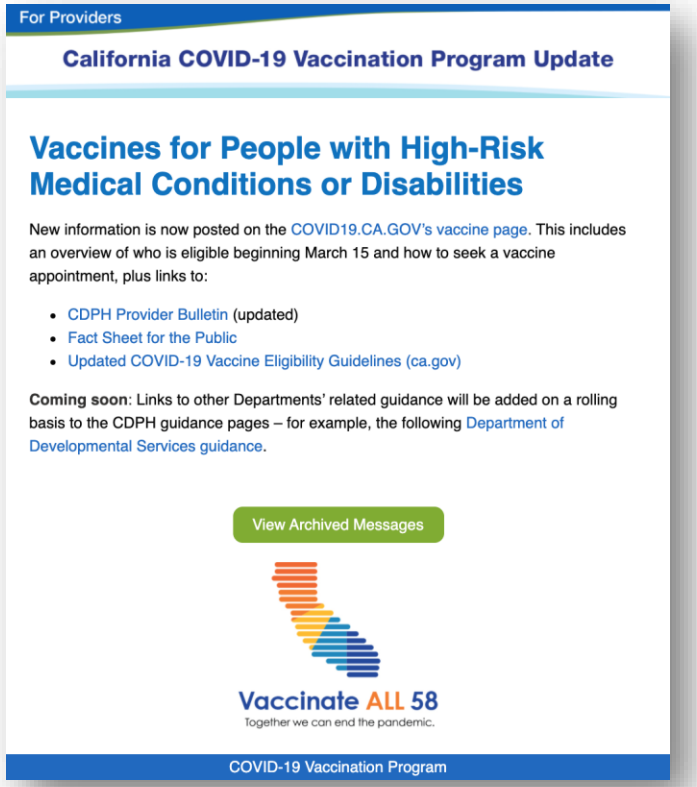
Vaccine Updates

- 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


For Providers

California COVID-19 Vaccination Program Update

Vaccines for People with High-Risk Medical Conditions or Disabilities

New information is now posted on the COVID19.CA.GOV's vaccine page. This includes an overview of who is eligible beginning March 15 and how to seek a vaccine appointment, plus links to:

- CDPH Provider Bulletin (updated)
- Fact Sheet for the Public
- Updated COVID-19 Vaccine Eligibility Guidelines (ca.gov)

Coming soon: Links to other Departments' related guidance will be added on a rolling basis to the CDPH guidance pages – for example, the following Department of Developmental Services guidance.

View Archived Messages

Vaccinate ALL 58

Together we can end the pandemic.

COVID-19 Vaccination Program

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
- ✓ Save 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 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
My Turn End-to-End Demo 2-3 PM PST	Clinic Manager Training 10 AM – 12 PM PST	My Turn End-to-End Demo 2-3 PM PST	My Turn User Training 3-4 PM PST	My Turn End-to-End Demo 2-3 PM PST
Train-the-Trainer Session 1-2 PM PST	My Turn User Training 3-4 PM PST	My Turn User Training 3-4 PM PST		What's New in My Turn (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
Audience				
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.
Agenda				
• Introduction to My Turn and Support Models • End-to-End Process Flow and User Personas • Clinic Creation Features • Patient and Vaccine Administrator Features	• Logging into My Turn • Demo for My Turn Users - Vaccine Administrator - Clinic Manager (only dashboards and reports) • Account Troubleshooting and General Tips	• My Turn Training Resources • Clinic Manager, Vaccine Admin., and Patient Functionality • Tips to Best Leverage Content in Support of Their Teams • Account Troubleshooting and General Tips	• Adding Vaccine Inventory to Account • Creating Clinics and Hours of Operation • Adding Vaccine Supply • Adding Vaccine Administrators • Viewing Dashboards and Reports	• Summary of Release Notes and Updates

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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
- 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

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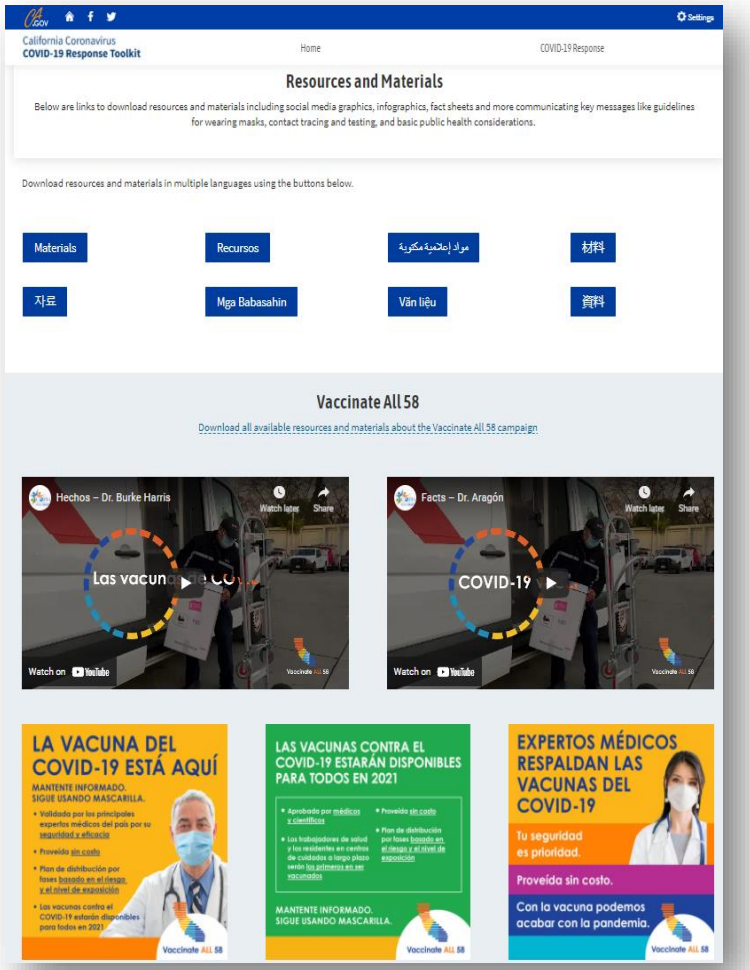
https://eziz.org/covid/myturn/

Communication Toolkits

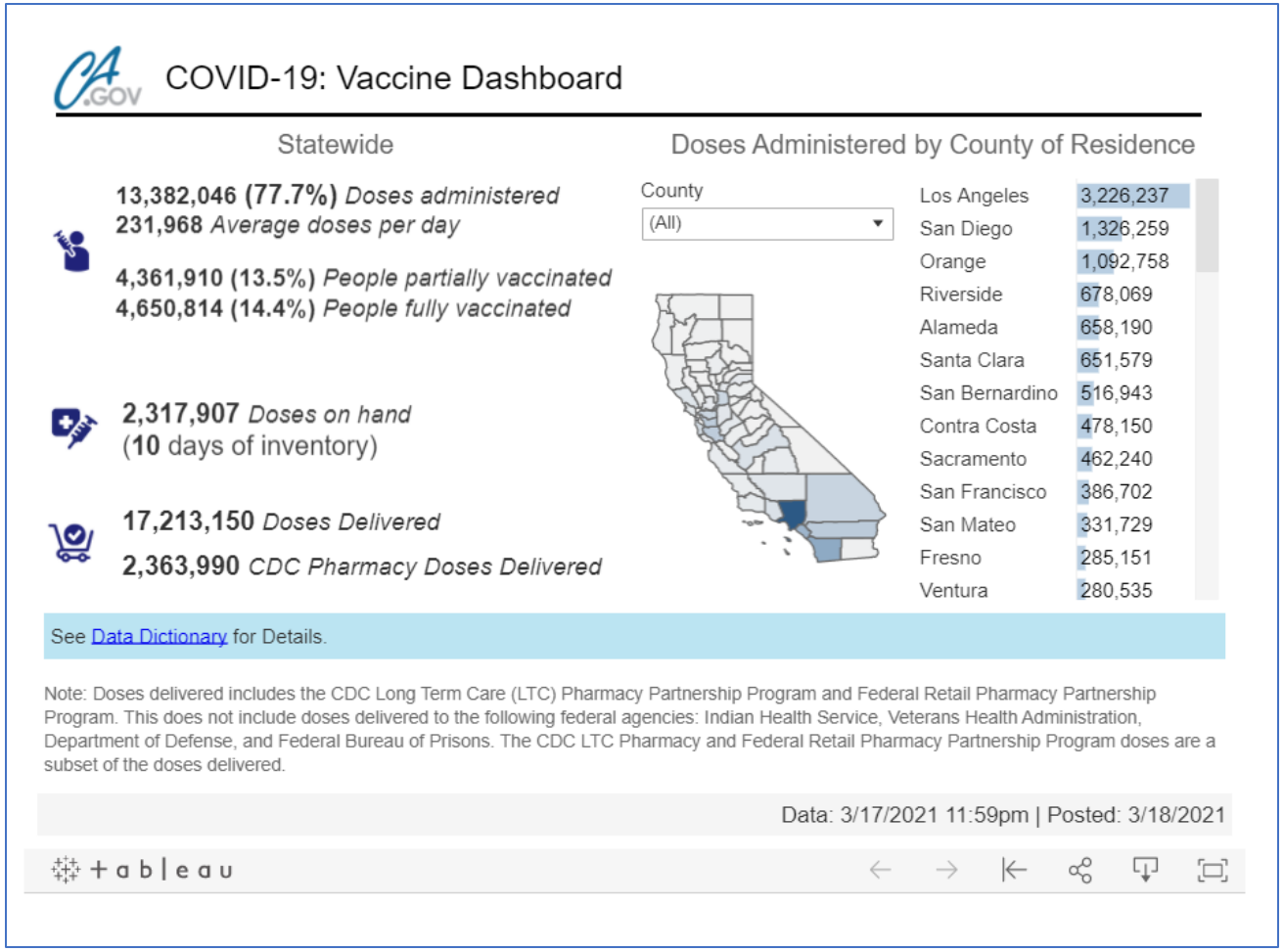


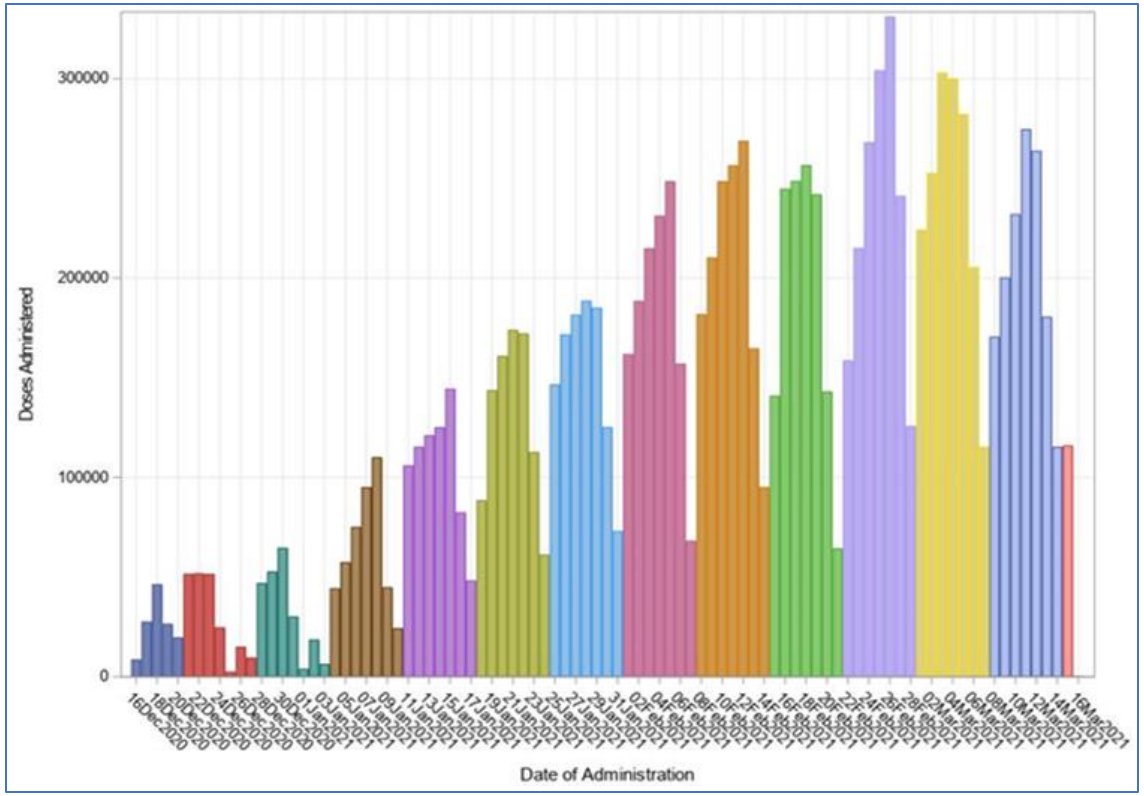
Find additional resources at:
EZIZ
https://eziz.org/covid/patient-resources/

Vaccinate All 58
https://toolkit.covid19.ca.gov/partners/

Vaccine Updates

Doses Administered – Amy Pine





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	**948,460**	**4,691**

- ✓ 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

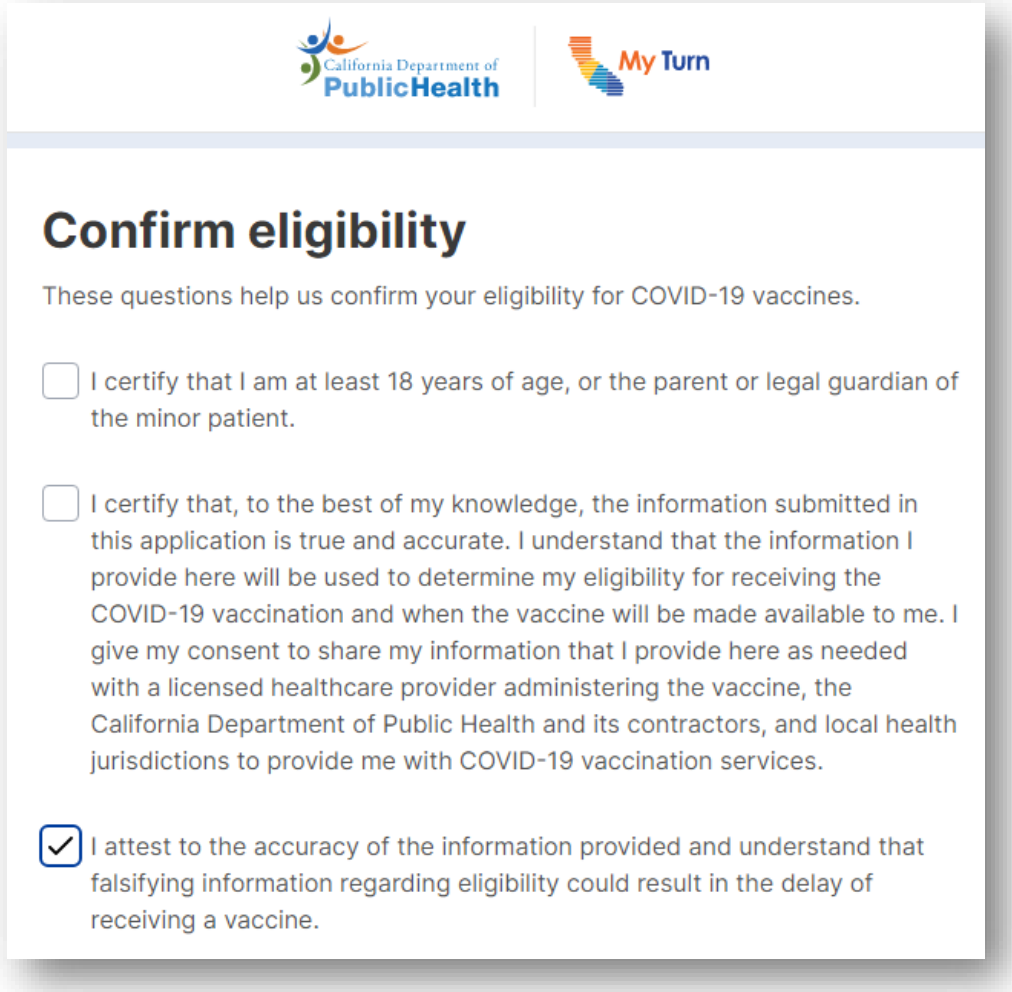
Severe health conditions putting those between 16-64 yrs. at highest risk of COVID-19 sickness:

- **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 ≥ 40 kg/m^2)
- **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



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

- 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) - Online Tool
- Moderna
  - Temperature Excursion Tool | Moderna, Inc. (modernamedinfo.com) - Online Tool
  - 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 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

COVID-19 Provider Call Center

Email: covidcallcenter@cdph.ca.gov

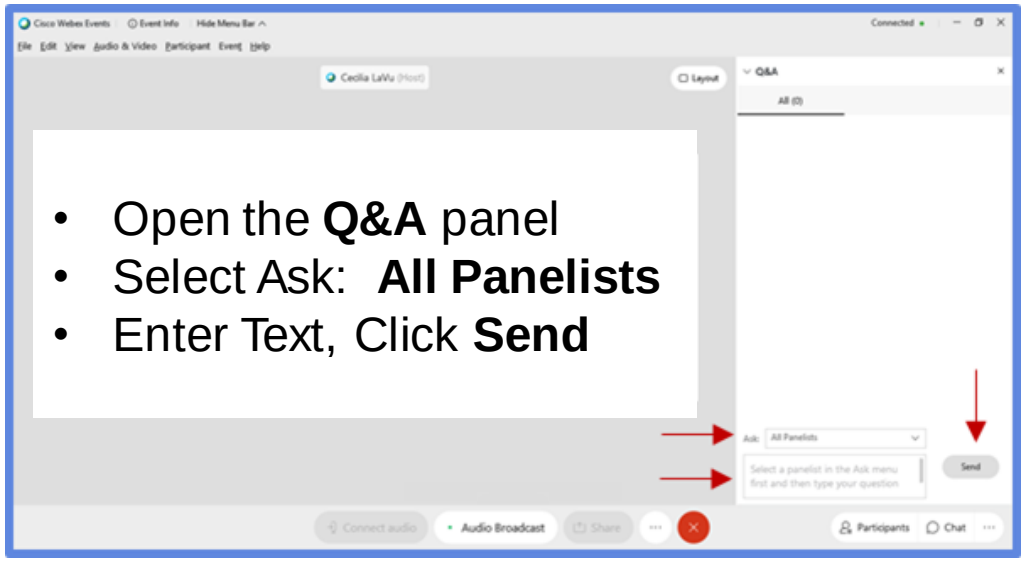
Phone: (833) 502-1245, M-F 8 AM–8 PM

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



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
- Phone: (833) 502-1245
  Monday – Friday from 8 AM–8 PM

myCAvax Technical Help – for technical questions

- Email: myCAvax.HD@accenture.com

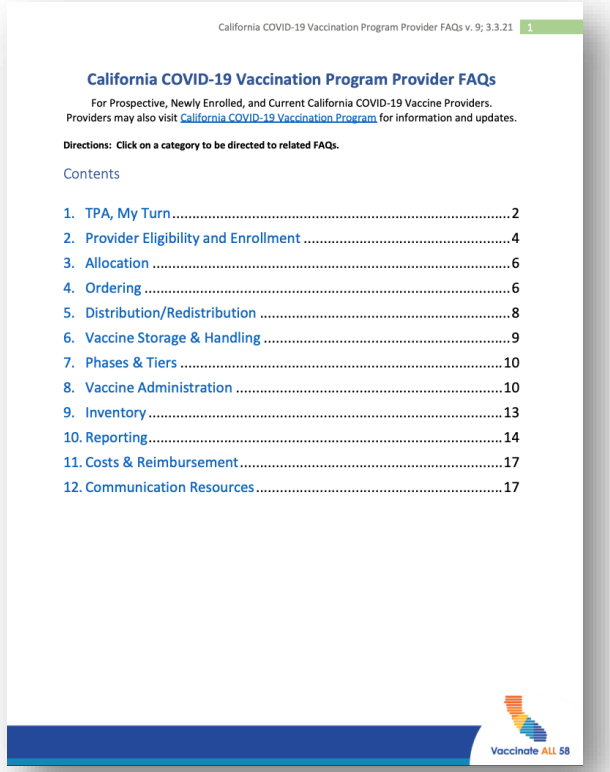
My Turn – for questions regarding My Turn application

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

Third-Party Administrator Blue Shield of California

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

Provider FAQs


California COVID-19 Vaccination Program Provider FAQs v. 9; 3.3.21 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

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Vaccinate ALL 58

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