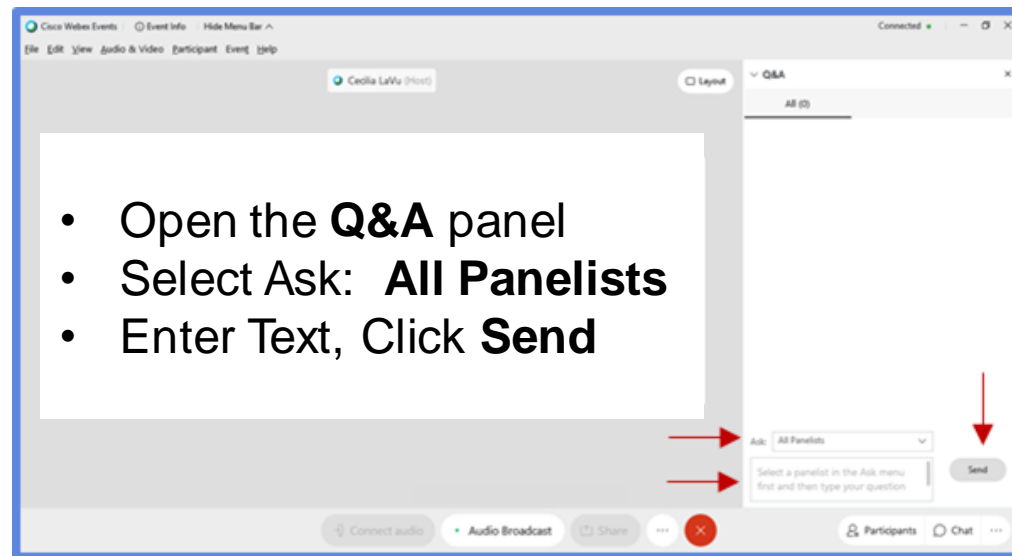


# Welcome to Provider Office Hours

Thank you for joining our call. Please stand by; we will begin momentarily.  
During the session, please use the Q&A panel to comment or ask a question:

## Q&A Panel



The screenshot shows the Q&A panel in a Cisco Webex event. The panel is titled "Q&A" and 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. Another red arrow points to the "Ask" dropdown menu. A third red arrow points to the text input field. The panel is part of a larger interface with a "Layout" button and a "Q&A" dropdown menu. The main content area of the event is visible in the background, showing a list of items:

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

# 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/education/>



# Agenda

## Guest Speakers

- Achieving & Monitoring Equity – Kimberley Goode, Senior Vice President, External Affairs, Blue Shield of California
- Allocations – Jeff Merritt, Director of Product Transformation, Blue Shield of California

## Q&A

## Announcements

- Resources – Amy Pine
- SB 95 – Amy Pine

## Vaccine Updates

- Janssen Pause
- Administration & Allocation – Amy Pine
- Provider Call Center – Brenton Louie
- myCAvax – Claudia Aguiluz
- My Turn – Eric Norton
- Prioritization & Eligibility – Louise McNitt, MD
- Clinical – Louise McNitt, MD
- Storage & Handling – Kate McHugh
- Communications – Asbury Jones

## Q&A



# Achieving & Monitoring Equity

Kimberley Goode, Senior Vice President, External Affairs  
Blue Shield of California

# The TPA supports California’s 5-point Plan for Vaccination Equity



## Allocation

### State’s five-point plan on equity

Provide ultimate determination and approval of all vaccine allocation with a **focus on equity**

### How the TPA will support

Develop and recommend for adoption by the state an **appointment prioritization approach** for State Vaccine Network sites



## Network

Ensure that the State Vaccine Network includes appropriate access in **disproportionally impacted communities** (may include extended hours, translation and / or transportation services)

Provide reports to the State on **performance of the network** overall and by provider



## Community Partners

Invest in special programs to **support community-based organizations** that are critical to reaching target communities

Support state efforts, including **promoting outreach to disproportionately affected groups**



## Data analytics

Use **real-time data analytics** to adjust and intensify targeted efforts and resource allocation to meet equity goals

Perform **timely data analytics** to adjust and intensify targeted efforts and resource allocation to meet equity goals  
Provide weekly **Vaccine Allocation Reports** to the state, which include identifying high performing geographies and providers



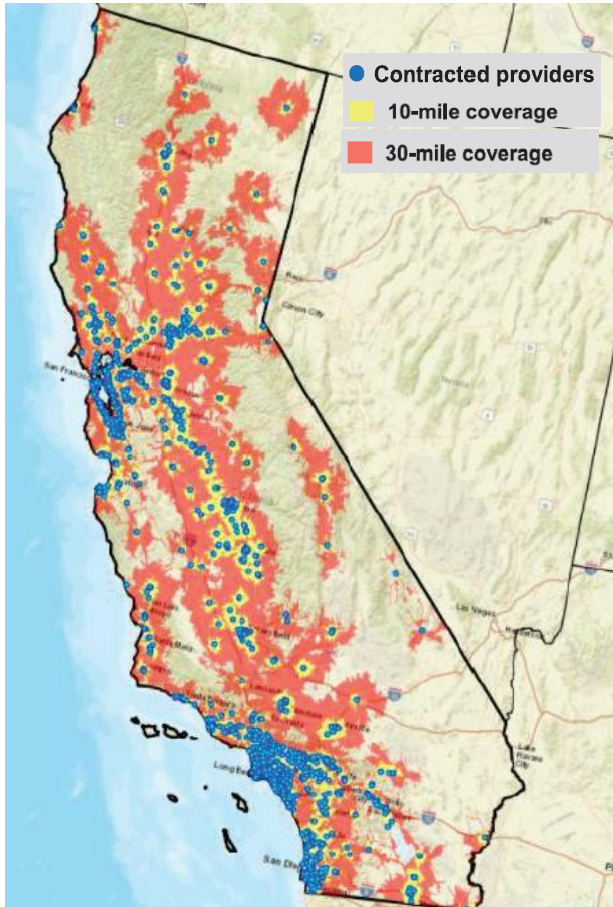
## Public Education

Provide **consistent messaging** and meet Californians where they are in order to reach California’s diverse populations

Support state initiatives on public education

Source: TPA equity workstream Apr 8, 2021

# Here's How the TPA Network Supports Equity



The TPA network is designed to **rapidly scale vaccine provider capacity to efficiently and equitably vaccinate Californians**

Network waves are designed to reach the most **vulnerable** and **disproportionately impacted**. The network will:

- Utilize various types of providers, **with specific focus on HPI Quartile 1 geographies via** mobile solutions and FQHCs
- Continue to build out in additional geographies, **phased by disease burden**

TPA will support the State's efforts to expand access through identification of providers and sites that offer support services, including extended hours, translation, and transportation.

**Access:**  
Individuals with access to in-network sites based on adequacy requirements<sup>2,3</sup>  
Percent of 16+ population<sup>4</sup>

Overall access  
**99%**

Access in 1st quartile HPI areas  
**99%**

1. Pending additional focus on Wave 3 LHJs to identify additional local partners 2. Based on input from TPA Network workstream and existing Core + Wave 1 network. Access based on adequacy requirements of 10 miles in urban areas and 30 miles in rural areas assuming all engaged providers sign contracts to join the network 3. FEMA sites included for access analysis and will not be operated under the TPA 4. Network scenario modeling uses age bracket 15+ at the census tract level from U.S Census tract data (2020 total population, 2010 distribution at census tract level)

Sources: U.S. Census Bureau population statistics, 2010, 2020; myCAVax Provider Locations Applications 2.19.21; CDC Federal Pharmacy Partnership for COVID-19 Vaccination Program: Appendix 1; Optum locations from 20-10917 Logistics Health Vaccination (shared February 4) and including 111 LA Fitness Sites (as of 2/10/21); COVID-19 Vaccine Task Force; Kaiser (COVID-19 SCAL Vaccination Sites – Updated 2.4.21 – Submitted 2-5-21.xlsx, COVID-19 NCAL Vaccination Sites – Updated 2.5.21 – Submitted 2-5-21.xlsx; LHJ mass vaccination survey received 2/19/2021); TPA Provider contracts

# Approach for first dose allocations

---

- 1 Assess the total doses available for allocation**
  - Begin with the total first doses allocated by the Federal government to CA
  - Adjust for allocations reserved to State bodies (e.g., DSH, CDCR) and other urgent issues (e.g., unmet second dose needs)
- 2 Apply a geographical weighting**
  - For 80% of the remaining vaccine, calculate the share of vaccine each zip code should receive based on eligible population in the zip code
    - Currently, eligible population is weighted by age (16 and older)
    - Before week of 03/22, eligible population was weighted as 70/30 by age (65+) and sector (first responders, food/agriculture sector, education & childcare) respectively
- 3 Perform an equity weighting to reflect the State's equity priorities**
  - **To double weight to those areas of highest need, allocate remaining 20% of vaccine to lowest quartile HPI zip only, based on share of eligible population**
- 4 Allocate vaccine to network sites based on their geographical service and their performance**
  - TPA considers input from LHJs and MCEs plus other factors such as zip codes served, performance including success in vaccinating target populations, inventory-on hand, compliance to network requirements to recommend final allocation by provider

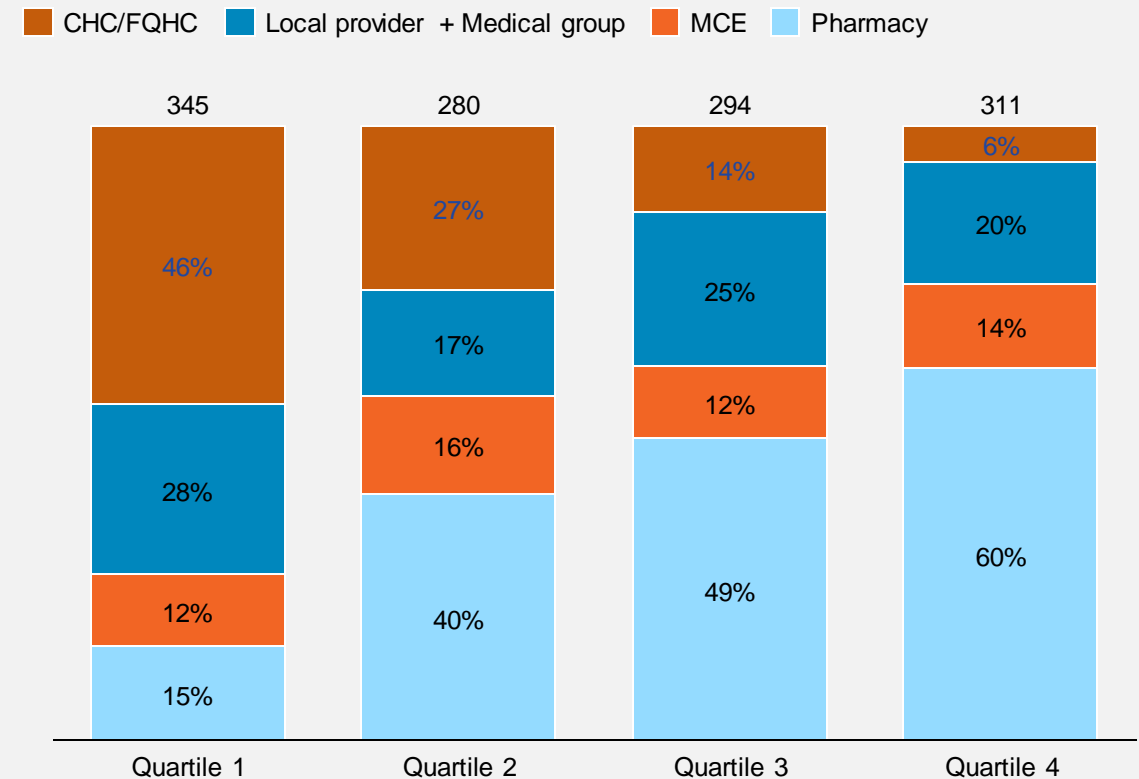


# Vaccine Allocation and Network Diversity Support Equitable Distribution

The current allocation approach doubles the weight of COVID-19 vaccine allocation to zip codes HPI quartile 1 (least healthy quartile), to **reflect the disproportionate disease burden experienced by individuals in these areas**

All provider types are expected to support equity goals

**Contracted provider sites, by HPI quartile of site location as of 3/22<sup>1</sup>**



1. Includes Core, Wave 1, Wave 2, Wave 3 providers who have completed or are ready for onboarding. Excludes Optum sites and correctional services.

Source: TPA Allocation Workstream, TPA contracting team, Master Provider List



# Where Access Challenges Exist, the TPA is Proactively Identifying and Augmenting Mobile and Pop-Up Solutions to Support Equity

**The TPA will follow a two-pronged approach for mobile vaccination...**

## **Proactively identify**

geographic areas where expanded capacity or access is needed, and mobile units are the most convenient and cost-efficient solution

## **Respond to LHJ requests**

for mobile vaccination sites within their jurisdictions based on local knowledge



**...and will scale mobile capacity by:**

## **Supporting the existing mobile infrastructure**

Several contracted LHJs, MCEs and providers have existing mobile capabilities in place

TPA is working with providers with existing mobile capabilities to scale mobile services where needed

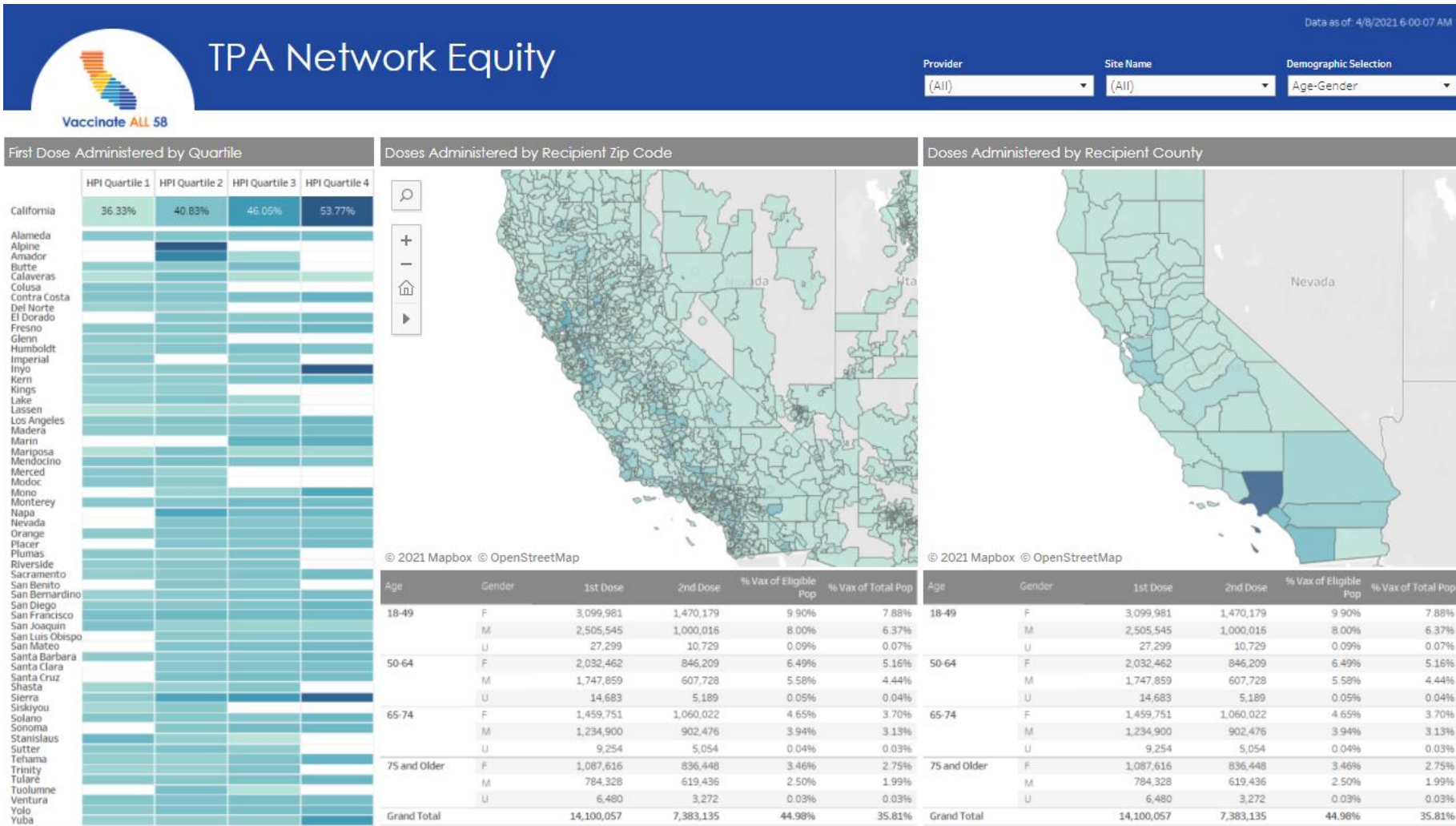
## **Developing new partnerships with organizations**

TPA is collaborating with OptumServe to launch vaccination solutions in rural and remote areas

TPA may engage other partners who are already working with the state to provide mobile testing for state employees and retirees

Source: TPA Network Workstream

# The TPA and State are Using Data to Assess Progress and Respond to the Greatest Needs



Source: TPA Network Equity dashboard

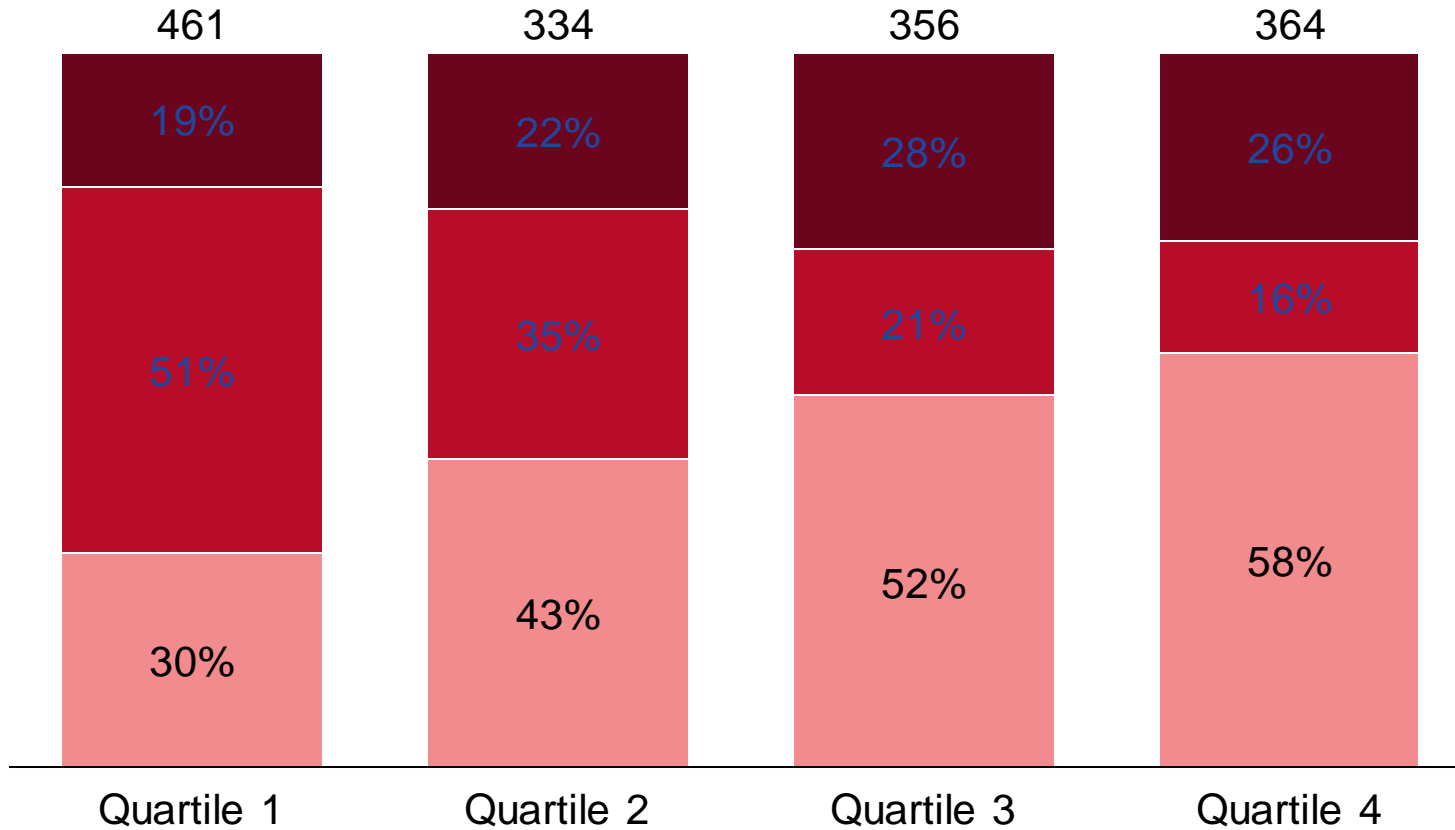
Real time data feed to help providers and LHJs understand performance toward equity goals

# Data helps us see where we may need to extend coverage

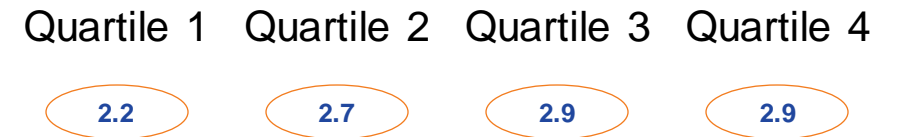
## In which HPI quartiles are extended hours available?

Contracted provider vaccination hours, by HPI quartile, number of sites as of 4/5

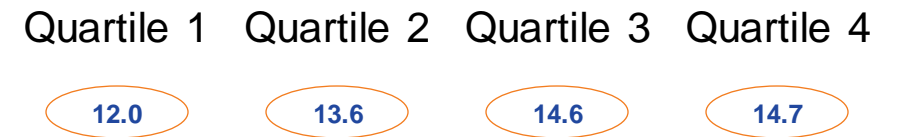
■ Regular weekday hours only (9a-5p) ■ Extended weekday hours ■ Extended weekday + weekend hours



**Avg number of extended weekday hours**  
(among sites offering)



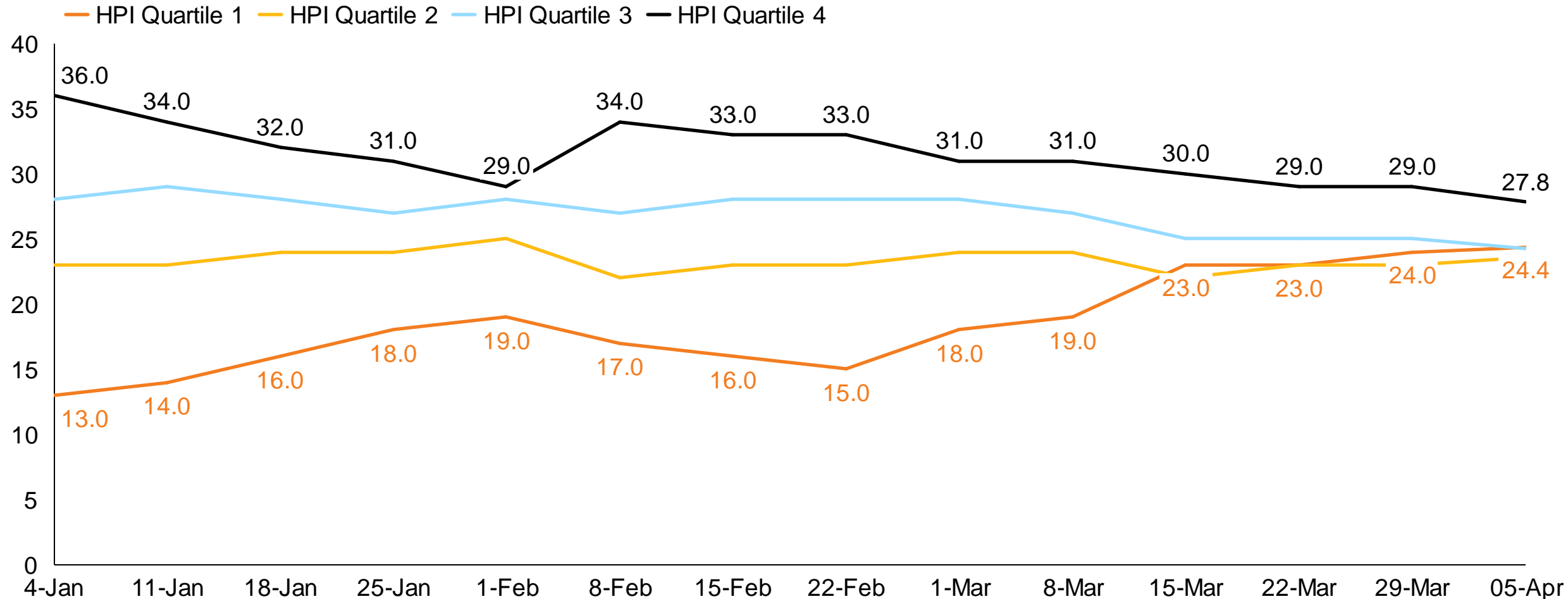
**Avg number of weekend hours**  
(among sites offering)



Source: TPA contracting team, TPA Master Provider List, Provider Surveys

# We are Making Progress Toward Reaching HPI Quartile 1 Individuals and More Must be Done

Weekly persons fully vaccinated, by HPI quartile, %, as of 4/12



1. Includes individuals who received either one J&J dose or two Pfizer or Moderna doses. 2<sup>nd</sup> Pfizer or Moderna dose is considered late if received greater than 6 weeks after 1<sup>st</sup> dose

Source: [COVID19\\_Race\\_and\\_Ethnicity\\_Data](#), EMSI 2020, U.S. Census Bureau, 2015-2019 American Community Survey, 5-Year Estimates, [CDPH\\_COVID19\\_VaccineDashboard](#), CA COVID-19 Vaccine Willingness and Consumer Experience Survey, Mar 2021

# Next Step: Pilot Programs in LHJs with Low HPI Quartile 1 Vaccine Coverage

## Pilot objective

Increase vaccination rates among HPI Quartile 1 population by identifying and supporting needs of counties with low HPI Quartile 1 vaccination coverage

## Approach

Deep dive on the following equity levers:

### Equity levers

### Potential questions

Allocation

Are the appropriate amount of doses being allocated to the appropriate LHJs and providers?

Network

What additional provider types are needed (e.g., mobile clinics)?  
What support needs have providers expressed (e.g., staffing)?

Community Partners

Which CBOs should be engaged to help reach target populations?  
What administrative and financial support is needed?

Public Education

How can vaccine willingness be improved?  
What messaging/collateral support is needed?

1. Does not include all LHJs below statewide average. Mix of LHJs were selected to represent geographic diversity

Source: CA COVID-19 Vaccine Task Force

# We are moving in the right direction together

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

**Delivering an improved  
and connected  
experience**



**More options  
to vaccinate  
Californians  
faster**

- Statewide network of providers
- Geographically diverse sites
- 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
- 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
- Detailed reporting to ensure equity, efficiency, and speed of network
- Ongoing community and stakeholder engagement

# Allocations

Jeff Merritt, Director of Product Transformation  
Blue Shield of California



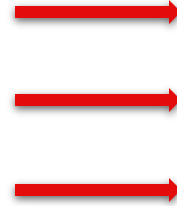
# Announcements

# Resources on [eziz.org/covid](http://eziz.org/covid)

## Constantly Updating Resources!

### New!

- [Patient Safety Checklist for Vaccination Clinics Held at Satellite, Temporary or Off-Site Locations](#) under Vaccine Administration, at the bottom under Vaccination During a Pandemic



**Vaccinate ALL 58** California COVID-19 Vaccination Program

ENHANCED BY Google

**Program Updates**

The state of California has signed a new Third Party Administrator (TPA) contract with Blue Shield of California to help the state optimize and accelerate COVID-19 vaccine allocation and distribution equitably, efficiently, and safely throughout the state. The TPA will be working closely with local health departments to identify facilities that have the capacity to properly maintain COVID-19 vaccine and meet additional federal and state requirements.

Providers currently enrolled or in the process of enrolling in the California COVID-19 Vaccination Program can access program-related resources and communications on this website.

**Program Education and Support**

- [Provider Office Hours and myCAvax Training Sessions](#)
- [COVID Call Center and Vaccine Manufacturers' Contact Info](#)
- [Guide to Other COVID-19 Vaccine Related Websites](#)
- [Frequently Asked Questions Updated 4/7](#)

**Alerts:**

- **Pause Use of Johnson & Johnson COVID-19:** Program Email | CDPH Statement April 13
- **Cases of Cerebral Venous Sinus Thrombosis with Thrombocytopenia after Receipt of the Johnson & Johnson COVID-19 Vaccine April 13**
- **COVID-19 Vaccination Record Cards:** Please remember to ask patients to verify their personal information and keep the card as their official record of vaccination.
- **Never Refuse Vaccine Shipments!** 1. Accept, 2. Verify shipment, & contents 3. Store in appropriate units 4. Report any discrepancies immediately. Refer to [Reporting Shipment Incidents](#) job aid.

**News**

- [Moderna's Approved EUA Amendment and Reference Guide 4/6](#)
- [TPA and My Turn Presentations at Provider Office Hours: Recording and Slides 4/2](#)
- [Coming Soon: Third Party Administrator \(TPA\) Site-Level Direct Allocation Process 3/26](#)

**New Resources:**

- [VanishPoint® Syringe video](#)
- [COVID-19 Vaccine Product Information Guide](#)
- [Low Dead-Volume Syringes/Needles: Optimizing Preparation and Safety](#)
- [Vaccinating Dialysis Patients and Healthcare Personnel](#)
- [Federal Allocations for Dialysis Patients – Fact Sheet for LHDs](#)

**Navigation Menu:**

- Program Updates
- Program Enrollment
- My Turn Onboarding
- Vaccine Management
- Vaccine Administration
- Reporting Requirements
- Archived Communications
- Patient Resources

**Provider Support**

**COVID Call Center**

Email: [For Program Info](#)  
Phone: (833) 502-1245  
Hours: Mon-Fri, 8AM-8PM

**myCAvax**

Email: [For Technical Support](#)  
Phone: (833) 502-1245, option 2

**Vaccines**

[Manufacturer Contacts](#)

**My Turn**

Email: [For Onboarding, Technical Support](#)  
Help Desk: (415) 621-9494  
Sun-Sat, 7AM-7PM

**Third Party Administrator**

Email: [For Allocations, TPA Agreement, General Questions](#)

**Vaccinate ALL 58**  
Together we can end the pandemic.

# FAQs – Updated Weekly!

- Frequently Asked Questions for Providers
- Answers to questions on the hottest topics
- For providers & LHJs
- Updated weekly: last updated 4/14/2021
- Currently in its 15<sup>th</sup> iteration!

## 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

<a href="#">Vaccine Program Management</a>	2
<a href="#">Provider Enrollment</a>	5
<a href="#">Allocation</a>	8
<a href="#">Ordering</a>	10
<a href="#">Distribution/Redistribution</a>	13
<a href="#">Vaccine Storage &amp; Handling</a>	14
<a href="#">Providers</a>	15
<a href="#">Administration</a>	15
<a href="#">Immunization</a>	18
<a href="#">Reporting</a>	19
<a href="#">Reimbursement</a>	23



**1.1 Q: Who can Providers contact if they don't know their My Turn Clinic Ops Lead for coded clinic support?**

A: Providers who are currently active in My Turn may contact [codeczars@accenture.com](mailto:codeczars@accenture.com) to be connected with their My Turn Clinic Ops Lead. All coded clinic requests must be routed through a Provider's assigned My Turn Clinic Ops Lead.



**1.2 Q: How do I change contacts in VaccineFinder?**

A: Because VaccineFinder pulls contacts from the myCAvax provider agreement data, Organization Coordinators and Location Coordinators can be edited once the enrollment application has been approved. To make changes, contact myCAvax Technical Support 833.502.1245, option 2 for assistance.



**8.3 Q: Is it permissible for parents or guardians to provide written and signed consent if they are not accompanying minors being offered the COVID-19 vaccine?**

A: Yes. Providers may accept written and signed consent from a parent or guardian if they are unable to accompany the non-emancipated minor who is being offered the COVID-19 vaccine.

# SB 95 - Law allowing 2 weeks paid sick leave

- SB 95 creates California Labor Code Sections 248.2 and 248.3. It went into effect on March 19, 2021 and **applies retroactively** to January 1, 2021. This new COVID-19 Supplemental Paid Sick Leave law allows covered employees to take up to an **additional** 80 hours of paid COVID-19 related sick leave.
- CA Labor Commissioner recently posted a [frequently asked questions list addressing SB 95](#).
- Provide this [poster](#) -- all employers with 25 or more employees **must display** in a conspicuous place in the workplace or must disseminate to the workforce through electronic means if employees are telecommuting and do not physically report to work.
- All public or private employers with 25 or more employees are covered.
- Includes time spent at vaccination appointments and any lost time due to symptoms post-vaccination.

## 2021 COVID-19 Supplemental Paid Sick Leave

Effective March 29, 2021

Covered Employees in the public or private sectors who work for employers with more than 25 employees are entitled to up to 80 hours of COVID-19 related sick leave from January 1, 2021 through September 30, 2021, immediately upon an oral or written request to their employer. If an employee took leave for the reasons below prior to March 29, 2021, the employee should make an oral or written request to the employer for payment.

**A covered employee may take leave if the employee is unable to work or telework for any of the following reasons:**

- Caring for Yourself: The employee is subject to quarantine or isolation period related to COVID-19 as defined by an order or guidelines of the California Department of Public Health, the federal Centers for Disease Control and Prevention, or a local health officer with jurisdiction over the workplace, has been advised by a healthcare provider to quarantine, or is experiencing COVID-19 symptoms and seeking a medical diagnosis.
- Caring for a Family Member: The covered employee is caring for a family member who is subject to a COVID-19 quarantine or isolation period or has been advised by a healthcare provider to quarantine due to COVID-19, or is caring for a child whose school or place of care is closed or unavailable due to COVID-19 on the premises.
- Vaccine-Related: The covered employee is attending a vaccine appointment or cannot work or telework due to vaccine-related symptoms.

### Paid Leave for Covered Employees

- 80 hours for those considered full-time employees. Full-time firefighters may be entitled to more than 80 hours, caps below apply.
  - For part-time employees with a regular weekly schedule, the number of hours the employee is normally scheduled to work over two weeks.
  - For part-time employees with variable schedules, 14 times the average number of hours worked per day over the past 6 months.
- Rate of Pay for COVID-19 Supplemental Paid Sick Leave: Non-exempt employees must be paid the highest of the following for each hour of leave:
  - Regular rate of pay for the workweek in which leave is taken
  - State minimum wage
  - Local minimum wage
  - Average hourly pay for preceding 90 days (not including overtime pay)
- Exempt employees must be paid the same rate of pay as wages calculated for other paid leave time.

**Not to exceed \$511 per day and \$5,110 in total for 2021 COVID-19 Supplemental Paid Sick leave.**

**Retaliation or discrimination against a covered employee requesting or using COVID-19 supplemental paid sick leave is strictly prohibited.** A covered employee who experiences such retaliation or discrimination can file a claim with the Labor Commissioner's Office. Locate the office by looking at the [list of offices on our website](#) (<http://www.dir.ca.gov/dlse/DistrictOffices.htm>) using the alphabetical listing of cities, locations, and communities or by calling 1-833-526-4636.

This poster must be displayed where employees can easily read it. If employees do not frequent a physical workplace, it may be disseminated to employees electronically.



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# Vaccine Updates

# Janssen Vaccine Pause

California Department of Public Health

# Janssen (J &J) Vaccine Pause – April 13, 2021

- Out of an abundance of caution, CDC and FDA have recommended a pause in use of the Janssen vaccine as of 4/13/21
  - 6 cases of cerebral venous sinus thrombosis (CSVT) in combination with low platelets in vaccine recipients reported to VAERS
  - All 6 cases occurred in women ages 18-48, within 6 to 13 days after vaccination
  - CSVT is an extremely rare event; CSVT with thrombocytopenia even more rare
  - Highlights the ability of vaccine safety monitoring system to detect very rare adverse events
- Emergency ACIP meeting held Wednesday 4/14/21 to review the cases
  - Not enough data to make recommendations on the use of the vaccine
  - Pause will continue until ACIP reconvenes to review more data in 1-2 weeks



# Janssen Pause – for Providers

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- Maintain high index of suspicion for symptoms of thrombotic events or thrombocytopenia in recently vaccinated patients
  - Severe headache
  - Backache
  - New neurologic symptoms
  - Severe abdominal pain
  - Shortness of breath
  - Leg swelling
  - Petechiae, or new or easy bruising

[HAN Archive - 00442 | Health Alert Network \(HAN\) \(cdc.gov\)](#)

# Janssen Pause – for Providers

- In patients with a thrombotic event
  - Screen for thrombocytopenia
  - Screen for heparin-induced thrombocytopenia (HIT) with a screening PF4 enzyme-linked immunosorbent (ELISA) assay
  - Do not treat patients with heparin, unless HIT testing is negative
  - If HIT testing is positive or unavailable, non-heparin anticoagulants and high-dose intravenous immune globulin should be strongly considered
  - ***Consultation with a hematologist is strongly recommended***

[Vaccine-induced Immune Thrombotic Thrombocytopenia - Hematology.org](https://www.hematology.org/education/patient-education/vaccine-induced-immune-thrombotic-thrombocytopenia)

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## Janssen Pause – for Patients

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If you have received the J&J COVID-19 vaccine and develop severe headache, abdominal pain, leg pain, or shortness of breath within three weeks after vaccination, contact your healthcare provider, or seek medical care.



# Report Adverse Events to VAERS



- CDC was able to respond rapidly to this safety signal because of reports that were entered into VAERS
- Demonstrates the effectiveness of vaccine safety monitoring system
- Serious adverse events are required to be reported to VAERS per the FDA EUA authorization:  
<https://vaers.hhs.gov/reportevent.html>

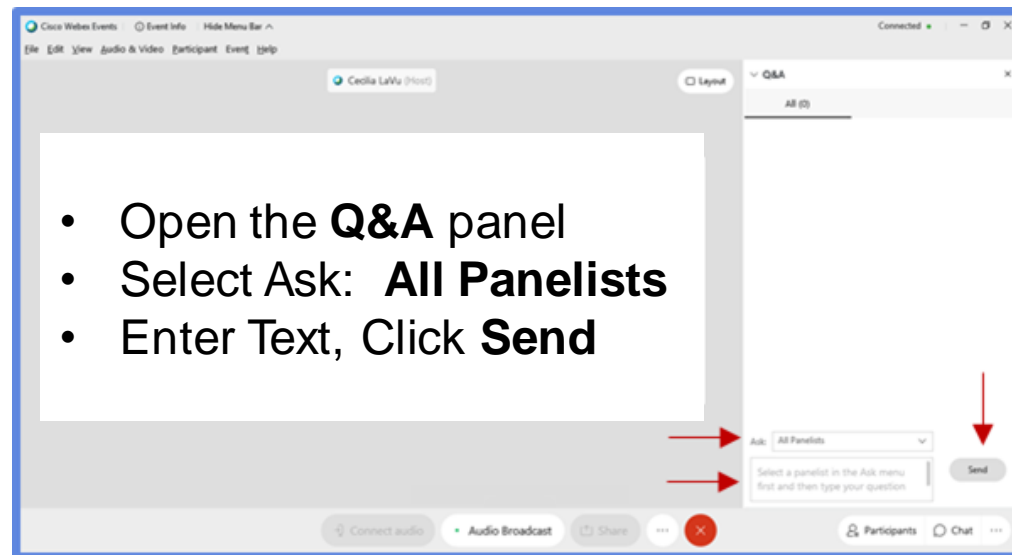
# Operational Guidance

- Please immediately implement the following guidance:
  - Mark any Janssen vaccine in your inventory “Do not use. Awaiting guidance.”
  - Continue to store the vaccine in the refrigerator between 2° - 8°C (36° - 46°F)
  - Follow [vaccine storage practices](#) and continue to monitor and document storage unit temperatures
  - Keep doses on hand. Do not transfer or redistribute Janssen COVID-19 doses at this time.
- Please do not reject any Janssen shipments. Receive them and then follow the above guidance.
- Federal government is currently holding unfilled orders submitted prior to the new guidance and is not currently accepting new orders.

# 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 is titled "Q&A" and 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" and 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:

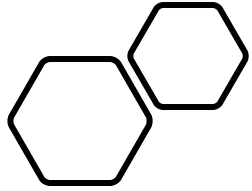
- Open the **Q&A** panel
- Select Ask: **All Panelists**
- Enter Text, Click **Send**

Red arrows point from the text box to the "Ask" dropdown menu and the "Send" button in the Q&A panel. The bottom of the screenshot shows the Webex control bar with buttons for "Connect audio", "Audio Broadcast", "Share", "Participants", and "Chat".

# Administration & Allocation

Amy Pine, CDPH





## Doses Administered to Date (4/15)

**24,163,906** doses administered!!

**49%** of our 16+ population that has received at least one dose!

**29.4%** of our 16+ population is fully protected.



# California's Allocations (as of 4/15)



Week of 4/12/21	Doses	Boxes
Janssen	paused	
Pfizer	575,640	492
Moderna	428,600	4,286
<b>Total</b>	<b>1,004,240</b>	<b>4,778</b>
<b>30,450,640 doses delivered to date!</b>		

Dose/Allocation Source	Program State or Pharmacy	Doses Shipped	Doses Delivered
Direct Federal Allocation	Dialysis Partnership	4,680	4,680
Direct Federal Allocation	FEMA	776,490	776,490
Direct Federal Allocation	HRSA-Funded Health Centers	1,418,540	1,418,340
Direct Federal Allocation	Pharmacy Partnership	5,780,660	5,503,800
Federal Doses	Federal Entity	986,470	976,410
State Allocation	Jurisdiction	23,036,225	22,747,330
<b>Totals</b>		<b>32,003,065</b>	<b>31,427,050</b>
<b>Totals Minus Fed</b>		<b>31,016,595</b>	<b>30,450,640</b>

Posted on [COVID19.CA.Gov/Vaccine](https://COVID19.CA.Gov/Vaccine) website:

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

# Provider Call Center

Brenton Louie, CDPH

# myCAvax Profile Information

- Submitted application but not yet approved
  - **In Review** – An enrollment team member is reviewing the account for completeness and accuracy.
  - **Follow Up** – An enrollment team member sent an email to the Location Coordinator for clarification before the account can be approved. Please respond directly to that email for quickest resolution.
- Approved Accounts
  - Edits are made in the Section B Form.
    - Unable to edit a field? Contact the myCAvax Help Desk at [myCAvax.HD@accenture.com](mailto:myCAvax.HD@accenture.com), or 833-502-1245, option 2.
  - If you are changing your Shipping Street Address, verify it's a valid address using the [USPS ZIP Code lookup tool](#).

# Provider Call Center: Contact Us!

---

## **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

# myCAvax

Claudia Aguiluz, CDPH

# myCAvax 7.0.0 Release

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System updates introduced last night include:

- Shipping hours field enhancements
- System E-mail notifications to include provider name
- Added new order status
  - LHDs/TPA rejected status (order unable to be approved)



# Shipping Hours

Section enhanced to make sure correct shipping hours for morning and afternoon are correctly entered.

- Users should not be able to enter in PM time for the AM fields and/or enter in AM time for the PM fields

▼ **Coordinator Availability to Receive Vaccine Shipments**

Monday AM From	Monday AM To
06:30 AM	08:30 AM
Monday PM From	Monday PM To
10:30 AM	05:00 PM
Tuesday AM From	Tuesday AM To
--None--	--None--
Tuesday PM From	Tuesday PM To
--None--	
Wednesday AM From	Wednesday AM To
--None--	
Wednesday PM From	Wednesday PM To
--None--	

Review the following errors

- Please Enter appropriate Shipping Hours, the FROM time should be less than the TO time

Cancel Save



# System Notification e-mails

- System e-mail notifications to include provider name
  - Approval of location application
  - Vaccine transfers (acceptance/rejection)
  - Vaccine order processed
  - Pended vaccine requests



# Transfers

## Review Transfer

Confirm details of receipt of the transfer.



Product	Transfer Type
Pfizer-BioNTech COVID-19 Vaccine	Emergency / unplanned transfer
Lot Number	Transfer Date
12325	2021-02-02
Number of Doses Transferred	Transfer Time
1750	
*Doses Received?	*New beyond use date
<input type="radio"/> Yes <input type="radio"/> No	<input type="text"/>
*Indicate if you are accepting or rejecting this shipment	*Were vaccines exposed to out-of-range temperature?
<input type="text" value="Select an Option"/>	<input type="radio"/> Yes <input type="radio"/> No

[Cancel](#)
[Submit](#)

## Vaccine Transfer

[New Transfer/Redistribution](#)

- Emergency transfers should be used for unplanned vaccine transfers only. Routine transfers should be handled as redistributions. If your location plans to routinely transfer vaccines, please contact us to apply to become a redistributor.
- Need help? Review our job aids for [emergency transfers](#), [redistribution transfers](#) and [COVID-19 Vaccine Transport Log](#)

### Transfers

#### All Transfers/Redistributions

33 items -- Sorted by Date and Time

Transfer Id	Type	Status	Product	Lot Number	Number of Doses Tra...	Sending Provider	Receiving Provider	Date and Time ↑	Act...
00002787	Emergency / unplan...	In Progress	Pfizer-BioNTech COV...	12325	1750	Queen Clinics	Queen's Dialysis Unit...	2021-02-03T00:00:0...	▼
00002960	Redistribution transfer	In Progress	Moderna COVID-19 ...	12325	1750	Queen1	Queen1	2021-02-05T00:00:0...	▼
00003035	Redistribution transfer	In Progress	Moderna COVID-19 ...	147	100	Queen1	Queen1	2021-02-06T00:00:0...	▼
00003034	Redistribution transfer	Accepted	Pfizer-BioNTech COV...	123	22	test 19	Queen1	2021-02-06T00:00:0...	▼
00003031	Emergency / unplan...	In Progress	Pfizer-BioNTech COV...	147	1750	Queen1	Queen1	2021-02-06T00:00:0...	▼
00003030	Emergency / unplan...	In Progress	Moderna COVID-19 ...	123	100	Queen1	location3	2021-02-06T00:00:0...	▼
00003029	Redistribution transfer	In Progress	Moderna COVID-19 ...	12325	100	Queen1	location1	2021-02-06T00:00:0...	▼
00003028	Redistribution transfer	In Progress	Moderna COVID-19 ...	123	100	Queen1	location3	2021-02-06T00:00:0...	▼
00003027	Emergency / unplan...	In Progress	Moderna COVID-19 ...	12325	100	Queen1	location1	2021-02-06T00:00:0...	▼
00003026	Emergency / unplan...	In Progress	Moderna COVID-19 ...	12325	100	Queen1	location1	2021-02-06T00:00:0...	▼

< Prev   Next >

Transfer Status ⓘ

# Tip for Transfers

## New Transfer

Complete this form to report each vaccine transfer event within 24 hours. If applicable, transfer corresponding amounts of vaccine diluents, and ancillary supplies (needles, syringes, alcohol prep pads, masks, and other personal protective equipment).

\*Transport Type

- Redistribution transfer  
 Emergency / unplanned transfer

\* Sending Provider

Queen1

\* Transfer Date

\* Transfer Time

\* What is the storage method for transport?

--None--

### Vaccine Details

If you are transferring multiple vaccine products you will need to submit separate forms for each product.

\*Product

Search Products...

\* Number of Doses Transferred

Only un-opened multi-dose vials can be transferred

\* Receiving Provider

safeway 16

SAFEBWAY 1648  
Address: 2449 W Kettleman Ln;  
City: Lodi  
Zip: 95242  
County: San Joaquin

High and Low Alarms to monitor temperatures

\*Lot Number

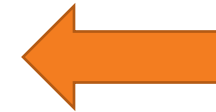
\* Vaccines previously redistributed to or transferred from another location?

- Yes  
 No

Cancel

Submit

Must enter receiving provider account name!

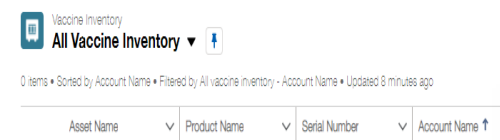
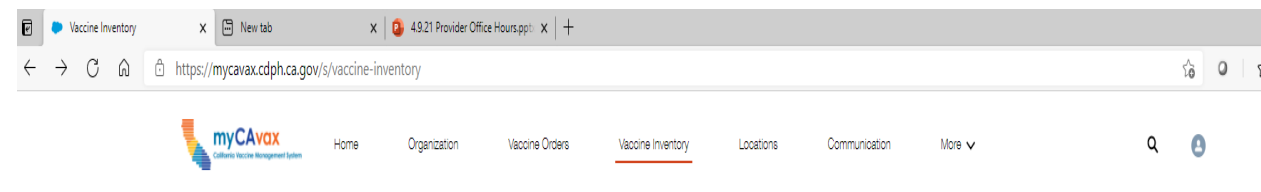


# Vaccine shipments

## Never refuse shipments!

1. **Accept**
2. **Verify** shipment & contents
3. **Store** in appropriate units
4. **Report** any discrepancies immediately (see [Reporting Shipment Incidents](#))

Orders cannot be cancelled. Contact our Provider Call Center (833-502-1245) or your LHD contact for help transferring to another Provider who can use them.



### Reporting Shipment Incidents

California COVID-19 Vaccination Program

Vaccine shipments must be received and inspected immediately upon arrival. (See Receiving & Storing Pfizer | Moderna | Janssen Vaccine for details.) Report all shipment incidents for vaccine product or kits (including product viability, damage or packing slip discrepancies) the same day the shipment arrived at the office as documented by the carrier.

#### Centrally Distributed Vaccines (McKesson)

Moderna and Janssen vaccines and standard ancillary supply administration kit ship from McKesson. McKesson requires that shipment incidents be reported the day of receipt for resolution.

- Shipping packing slip must be compared against what was ordered and contents in the box; any discrepancies (e.g., missing doses or overage) must be reported immediately upon discovery
- Note the box (if multiple boxes were received) and its tracking number
- Scan and attach the packing list for all incidents
- Include picture of the TagAlert temperature monitoring device and its location in the shipping container (for temperature excursions only)

Login to the myCAvax provider system and click **Vaccine Inventory** to gather the information needed to resolve the shipping incident. Then contact the manufacturer or McKesson to resolve the incident directly and report the case number and any resolution in your shipment incident report.

	Point of Contact	Contact Info
General Vaccine Shipment Issues	McKesson Customer Service	Phone: 833-343-2703
Temperature Excursions during shipment	McKesson Customer Service	<b>Vaccine Viability – Temperature Excursions during shipment for McKesson Specialty Distributed COVID Vaccine.</b> Questions/concerns about vaccine viability issues during shipment must be reported on the <b>same day as delivery.</b>  Phone: (833) 272-6635 Monday – Friday, 8 a.m. – 8 p.m. ET Email: COVIDVaccineSupport@McKesson.com (only send email if after hours)
Ancillary kit issues	McKesson Customer Service	Phone #: 833-272-6634 Email: SNSSupport@McKesson.com

California COVID-19 Vaccination Program IMM-1342 (3/16/21)

# Username Change for Providers



## USERNAME CHANGE IMPACT

Your myCAVax username suffix will change from “CalVax” to “myCAVax” during your assigned wave (below). If you login to myCAVax with the incorrect username, you will not have access to the system.



## ACTION REQUESTED

- On your assigned date, login to myCAVax with your new username
  - For example, if your current username is john.doe@domain.com.CalVax, your new username will become john.doe@domain.com.myCAVax.
- Check your email! We have sent notifications and reminders for each wave that provide details on next steps to retain access.
- You do NOT need to change your password unless it has expired.

**Wave 1 (4/13)**  
**Last Names (A-G)**



**Wave 2 (4/20)**  
**Last Names (H-P)**



**Wave 3 (4/27)**  
**Last Names (Q-Z & Others)**





# My Turn Update

## Provider Office Hours

### April 16, 2021

Today's topics:

- Meeting our Commitment to You for April 14
- Master Code Experience



## COMPLETED

- **Geofencing** – This deployed April 9. Although the default is one LHJ per Geofenced Clinic, Clinic Managers can contact their Clinic Operations Pod Lead to geofence multiple LHJs together. Allowing multiple counties to be grouped together will need to be a request that the functional team handles.
- **LHJ-level eligibility** – LHJs may relax eligibility criteria ahead of the State until April 15, when the state opens eligibility to everyone 16 and older. The My Turn team worked with LHJs to configure eligibility to their specific needs within 24 to 48 hours of receiving requests.
- **Bulk Upload of Registrants** – LHJs can upload lists of patients into My Turn for system-generated notifications.
- **Expanded Clinic Self-Service** – LHJs can create their own clinics as well as batch cancellation for multiple reasons.
- **Streamline the creation of coded clinics** – The process is now streamlined to 24 hours (from 72 hours) including TPA approval and My Turn setup time.
- **Enhanced User Visibility to Multiple Clinics** – Clinic managers can set up and manage clinics across the LHJ. This reduces multiple logins and facilitates easier clinic management for the LHJ.

## IN PROGRESS

- **Walk-in bulk upload for appointments** – Upload a spreadsheet of appointments to reduce the data-entry workload associated with walk-in clinics. This will go live April 30.

## What is it?

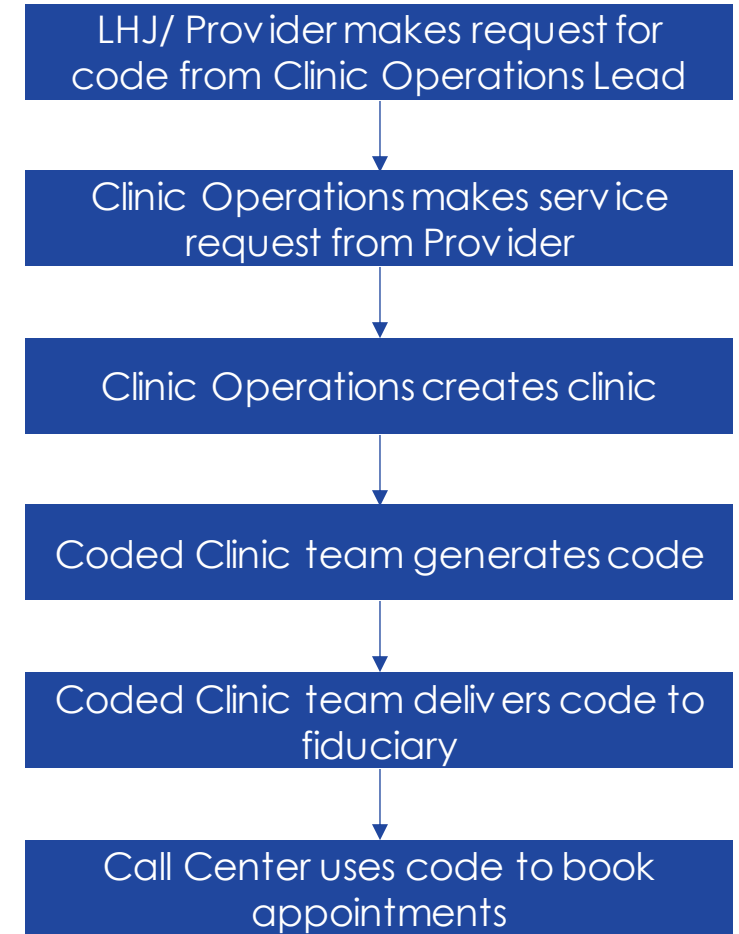
A single My Turn code that can be used by a clinic's call center to schedule appointments on behalf of the patient on the My Turn website. Master Code can be linked to multiple clinics. Master Codes are not to be distributed to the general public.

## What are the benefits?

- Simple: Call Center staff and LHJ's doing target outreach do not need My Turn Salesforce roles or formal training
- Accommodating: Enables residents who don't have a computer/smart phone or tech savvy to book a vaccine appointment via clinic's existing appointment line
- Customizable in My Turn: Show only coded clinic(s) to display to clinic staff making appointments

**NOTE: This code can NOT be shared with the public.**

## The Experience





# Prioritization & Eligibility

Louise McNitt, MD, CDPH

# Anticipating childhood & adolescent immunization

- Children & adolescents will soon be able to receive COVID-19 vaccination
  - 16+ years – eligible April 15!
  - 12+ years – added to EUA May 2021?
  - <12 years – approved late 2021?
- Start thinking about how childhood & adolescent vaccination fits into your practice
- Many pediatric patients are behind on routine vaccination due to the pandemic. Now is a good time to catch up!



# Storage & Handling

Kate McHugh, CDPH

# Number of Doses in Each Vial

- **Janssen (Johnson & Johnson)**

- Pull only what is outlined in the EUA as the maximum number of doses (5 doses)
  - Both Johnson & Johnson and CDC recommend the maximum 5 doses
  - Johnson & Johnson has said they are not confident the overfill consistently allows for a full 6 doses and have not studied pulling more than 5 doses
- VAERS needed only if partial dose volume given

- **Moderna**

- 10 to 11 doses for current NDC 80777-273-99
- 13 to 15 doses for new NDC 80777-273-98

- **Pfizer**

- 6 doses



# Moderna Updates

- Moderna will start shipping the 13-15 dose vials announced last week
  - The federal government will allocate these in quantities of 14 doses per vial and provide kits to correspond with 140 doses per carton
  - Timeline for these shipments starting is uncertain, sounds as if it will be several more weeks
- Plan is to fully transition to the 15 dose vials; the current 10/11 dose vials will be phased out
- There will be a short period of time where both NDCs are being shipped out
  - Proper inventory management and training of staff will be important
- Ancillary kits and allocations for the 10/11 dose vials will remain in quantities of 100 (10 doses per vial), if providers are able to pull more doses, they can use their own supplies
- Carton dimensions and quantity of vials (10) in a carton will remain the same
- Timeline is still uncertain

# Communications

Asbury Jones, CDPH

**Let's get to  
immunity.**

## **Paid Social – Asian/Pacific Islander**

# Punjabi

## Educate // Side effects



ਮਾੜੇ ਪ੍ਰਭਾਵਾਂ  
ਦਾ ਚੰਗਾ ਪੱਖ  
ਵੀ ਹੋ ਸਕਦਾ ਹੈ

COVID-19 ਟੀਕੇ ਤੋਂ ਹੋਣ ਵਾਲੇ  
ਮਾਮੂਲੀ ਪ੍ਰਭਾਵ ਇਹ ਸੰਕੇਤ ਦਿੰਦੇ  
ਹਨ ਕਿ ਤੁਹਾਡਾ ਸਰੀਰ ਤੁਹਾਡੀ ਰੱਖਿਆ  
ਲਈ ਕੰਮ ਕਰ ਰਿਹਾ ਹੈ।

[VaccinateALL58.com/info](https://VaccinateALL58.com/info)  
ਕੈਲੀਫੋਰਨੀਆ ਜਨਤਕ ਸਿਹਤ ਵਿਭਾਗ

ਵੱਧ ਜਾਣੋ

### Back-translation

HL:  
Some side effects can be beneficial

COPY:  
Minor side effects from the COVID-19 vaccines are  
a normal sign that your body is working to protect you.

CTA: [VaccinateALL58.com/info](https://VaccinateALL58.com/info)  
LEARN MORE

California Department of Public Health

## Educate // Millions have been vaccinated



ਲੱਖਾਂ  
ਕੈਲੀਫੋਰਨੀਆ  
ਵਸਨੀਕਾਂ  
ਨਾਲ ਸ਼ਾਮਲ ਹੋਵੋ

ਕਈ ਕੈਲੀਫੋਰਨੀਆ ਵਸਨੀਕਾਂ ਨੇ  
ਪਹਿਲਾਂ ਹੀ COVID-19  
ਲਈ ਟੀਕਾ ਲਗਵਾ ਲਿਆ ਹੈ।

[VaccinateALL58.com/info](https://VaccinateALL58.com/info)  
ਕੈਲੀਫੋਰਨੀਆ ਜਨਤਕ ਸਿਹਤ ਵਿਭਾਗ

ਵੱਧ ਜਾਣੋ

### Back-translation

HL:  
Join millions of Californians

COPY:  
Many Californians have already been vaccinated for  
COVID-19.

CTA: [VaccinateALL58.com/info](https://VaccinateALL58.com/info)  
LEARN MORE

California Department of Public Health

## Educate // Immunity



COVID-19 ਵਿਰੁੱਧ  
ਲੜਨ ਦਾ ਸਭ ਤੋਂ  
ਸ਼ਕਤੀਸ਼ਾਲੀ ਉਪਾ ਹੈ:

COVID-19 ਟੀਕਾ

[VaccinateALL58.com/info](https://VaccinateALL58.com/info)  
ਕੈਲੀਫੋਰਨੀਆ ਜਨਤਕ ਸਿਹਤ ਵਿਭਾਗ

ਵੱਧ ਜਾਣੋ

### Back-translation

HL:  
The most powerful solution for fighting against  
COVID-19:  
The COVID-19 vaccine

CTA: [VaccinateALL58.com/info](https://VaccinateALL58.com/info)  
LEARN MORE

California Department of Public Health



# Filipino

## Back-translation

HL:  
Let's unite in immunity

COPY:  
The more people are vaccinated, the faster we will be able to reunite with our loved ones and return to normal life. For the future of our families and our community, the COVID-19 vaccine is our best answer.

Join millions of people who have been vaccinated.

Let's all do our part.

Learn more at [VaccinateALL58.com/Tagalog](https://VaccinateALL58.com/Tagalog) so you can get vaccinated when it's your turn, or call (833) 422-4255 to schedule your appointment.



**Magkaisa  
tay sa  
immunity**

Habang mas maraming mga tao ang nabakunahan, mas mabilis nating makakasama muli ang ating mga minamahal at makakabalik sa normal na buhay. Para sa kinabukasan ng ating mga pamilya at ating komunidad, ang COVID-19 vaccine ang ating pinakamahasag na solusyon. Sumali sa milyun-milyong mga taong nabakunahan.

**GAWIN NATING LAHAT ANG ATING BAHAGI.**

Alamin ang higit pa sa [VaccinateALL58.com/Tagalog](https://VaccinateALL58.com/Tagalog) upang mabakunahan ka kapag panahon mo na o tumawag sa (833) 422-4255 para iskedul ang iyong appointment.

# Chinese

## Back-translation

HL:  
Perhaps you're still have questions.  
That's ok!

COPY:  
Maybe you're worried about the side effects of the COVID-19 vaccine. The fact is, side effects are a sign that the vaccine kick-starts your immune system. Of course, you may not notice any at all, which is normal, too.

Let's get to immunity.

Learn more at [VaccinateALL58.com/Chinese](https://VaccinateALL58.com/Chinese) so you can get vaccinated when it's your turn, or call (833) 422-4255 to schedule your appointment.



**也許你  
還有疑問  
沒關係！**

你可能擔心接種新冠疫苗的副作用，事實上，副作用代表疫苗正啟動身體的免疫系統；當然，你也可能不會感覺任何不適，兩者都是正常現象。

**全民全心齊免疫**

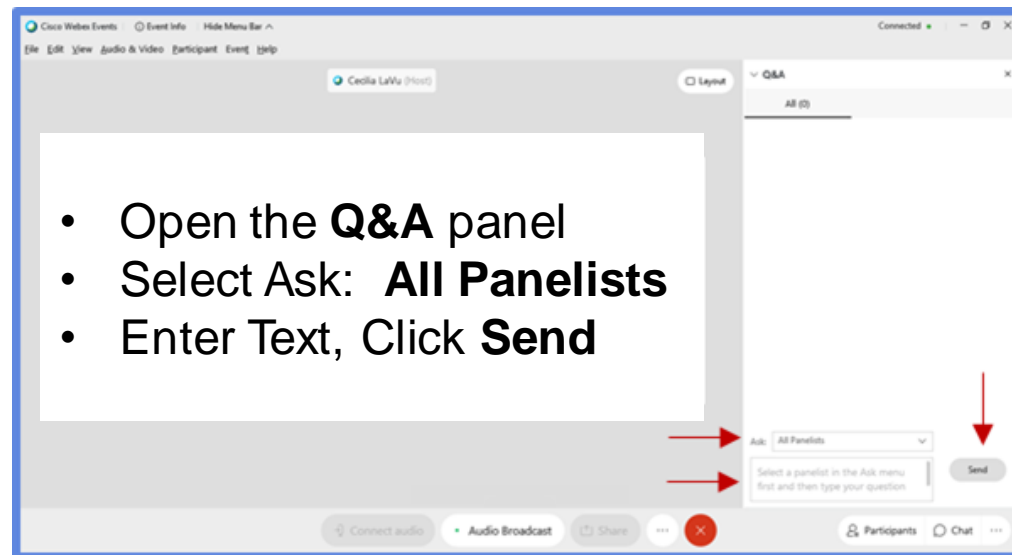
更多詳情請瀏覽 [VaccinateALL58.com/Chinese](https://VaccinateALL58.com/Chinese)，以便在輪到自己時可接種疫苗，或可致電(833)422-4255 安排預約接種。

# 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 title is "Q&A" and it shows "All (0)". Below the title is a text input field with a placeholder "Select a panelist in the Ask menu first and then type your question" and a "Send" button. A dropdown menu is open, showing "Ask: All Panelists". Red arrows point to the "Ask:" dropdown, the "Send" button, and the text input field. A list of instructions is overlaid on the left side of the screenshot:

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

# 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





Vaccinate ALL 58  
Together we can end the pandemic.

# Where can I go for additional help?

Updated 4/6/21

## Type of Support

## Description



### Signing the TPA Provider Agreement

- Send an email to the TPA Network Contracting team if you are interested in signing a TPA provider agreement to join the enhanced COVID-19 Vaccine Network.
- The team is working through a high volume of requests and will continue doing so during the next several weeks. They will contact you at their first opportunity to walk you through the agreement. Email: [CovidVaccineNetwork@blueshieldca.com](mailto:CovidVaccineNetwork@blueshieldca.com)



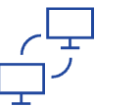
### Allocation process inquiries

This email box is being managed by a TPA team that is partnering with the State to set up the new site-level direct allocation process. They will obtain answers for you and respond to you. If you are representing an LHJ/County, it will be forwarded directly to your TPA representative for your LHJ/County, who will respond to you.  
Email: [TPA\\_allocations@blueshieldca.com](mailto:TPA_allocations@blueshieldca.com). (Note the underscore “\_” between TPA and allocations.)



### myCAvax help desk

- Dedicated staff provides up-to-date information and technical support through myCAvax help desk: [myCAvax.HD@Accenture.com](mailto:myCAvax.HD@Accenture.com) or (833)-502-1245, option 2.
- “411” myCAvax webinar training sessions are currently being scheduled each week. Send an email to the above address to inquire about the session schedule and invitation.



### My Turn / My Clinic help desk

- For Onboarding (those in process of onboarding): [myturnonboarding@cdph.ca.gov](mailto:myturnonboarding@cdph.ca.gov)
- For Technical Support: [MyTurn.Clinic.HD@Accenture.com](mailto:MyTurn.Clinic.HD@Accenture.com); (415) 621-9494 (Sunday through Saturday from 7AM–7PM)
- For job aids and demo and training opportunities: <https://eziz.org/covid/myturn/>



### COVID-19 Call Center for Providers/LHJs

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

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



### TPA general inquiry

This email box is being managed by a team at the TPA who will either respond to you directly with an answer to your general question or forward your question/request to the specialized team managing the information you are seeking, so that team can respond to you directly. Email: [TPA\\_Inquiry@blueshieldca.com](mailto:TPA_Inquiry@blueshieldca.com) (Note the underscore “\_” between TPA and inquiry.)

Source: TPA Vaccine Task Force

# Thank you!



**Next Monday:**

**My Turn & myCAvax Office Hours**

**Monday, April 19th 12:00 PM**

**Audio Conference: 415-655-0001**

**Access Code: 145 995 8782**

**Session Number: 145 995 8782**

**Session Password: Immunize2020!**

**Next Friday:**

**Provider Office Hours**

**Friday, April 23rd**

**9:00 AM**