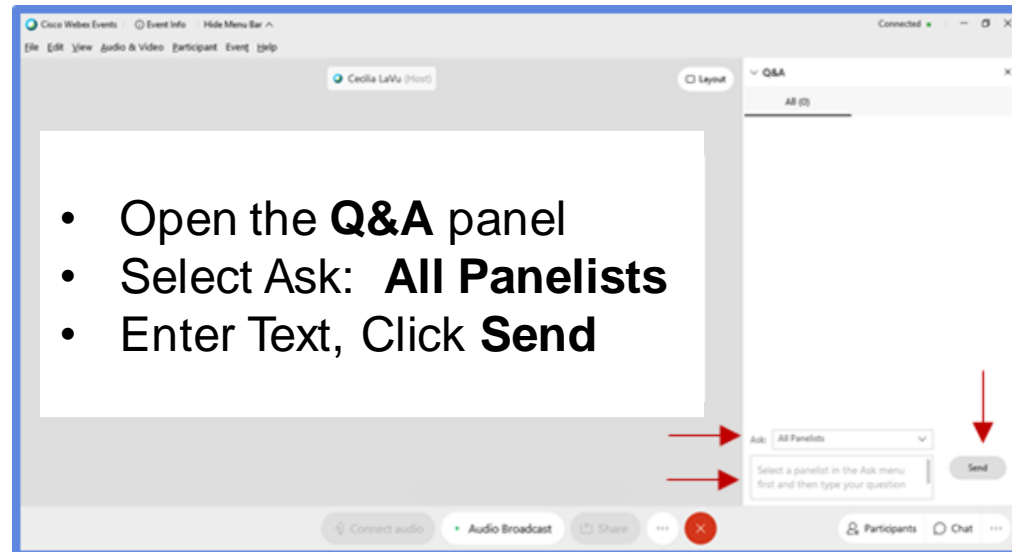


Welcome to Provider Office Hours

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

Q&A Panel



The screenshot shows the 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 overlaid on a video feed of a host named "Ceelia LaVa (Host)".

- 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/>



Agenda

Guest Speaker

- Allocation Update – Jeff Merritt, Director of Product Transformation at Blue Shield of California
- My Turn – Eric Norton, My Turn Project Manager

Q&A

Announcements

- EZIZ's new look – Amy Pine
- Translation Line – Amy Pine
- COVID Conversations – Amy Pine

Vaccine Updates

- Administration & Allocation – Amy Pine
- myCAvax – Claudia Aguiluz
- Clinical – Caterina Liu, MD
- Storage & Handling – Kate McHugh

Q&A



Allocation Update

Jeff Merritt, Director of Product Transformation at Blue Shield of California

My Turn Update

Eric Norton, My Turn Project Manager



My Turn Executive Update Packet

Week of March 29, 2021



- Context and Landscape
- Product Roadmap
- Onboarding Journey and Key Milestones
- Organizing for Success
- Geofencing Update

Our Current Focus



myCAVax (LHJ's and Providers)

Enables program enrollment into the California COVID-19 Vaccination Program

- Provider Enrollment
- Vaccine Inventory Management
- Dose Allocation
- Reporting



My Turn Public (Patients/Individuals)

Connects Californians with tools and resources to receive a vaccination

- Eligibility Status Check
- Vaccine Appointment Scheduling & Management
- Email & SMS Confirmations and Reminders



My Turn Clinic (Clinic Managers, Vaccine Administrators, VA Assistants)

Provides tools to manage vaccinations

- Clinic Management
- Dose Accountability & Reporting
- Public Eligibility
- Walk-in Registration



My Turn Volunteer

Enables registration of Californians as volunteers in support of statewide vaccination efforts

- Volunteer Registration
- Recruit, Vet, and Match Support
- Request Medical and General Support Volunteers

RECENTLY DEPLOYED

March 18th, 19th (R6)

CURRENT

March 19th – March 30th (R7)

UPCOMING

March 31st – April 14th (R8)

My Turn Public

- ✓ TPA: Ability to display 3rd party clinic availability in My Turn via API (March 19)
- ✓ TPA: UI update for 3rd party locations to display below My Turn clinics and include a description indicating that they are 3rd party locations (to provide context to patients)
- ✓ Ability to schedule a 2nd dose only appointment (to support 1 dose clinics or need to reschedule a 2nd dose appointment (on hold)
- ✓ Ability to send an email when new appointments become available in patient's county or patient becomes eligible for a vaccine
- ✓ Changes to SMS & email notifications for J&J vaccine
- ✓ SMS & email notification for expanded eligibility
- ✓ Adding 4 additional languages (Arabic and Farsi are scheduled for future release)

Hot Fix - Release 6.1, March 24, 2021

- ✓ Added visibility to the assistant role on the contact object
- ✓ Added new option for industry drop down - "Other – Janitor"
- ✓ Added My Turn public satisfaction capability – link to survey

Release 7, March 30, 2021

- Link to Lock / Unlock Record in CAIR2
- New insurance Fields for Medicare & Medicaid
- Updates to Confirmation Page: "What to Bring" section
- Additional field Validations – Date of Birth and name fields
- Additional Race & Ethnicity options
- Additional Insurance Carriers added

Release 7.1, April 9, 2021

- ✓ Prevent residents from booking outside of their county (Geo-Fencing)

- ✓ Appointment Rescheduling
- ✓ Add notes section under clinic info for respective clinic notes (e.g., Parking, etc.)
- ✓ Align language to the right for lor specific languages
- ✓ Block residents under 18 from scheduling
- ✓ Improve language selection accessibility
- ✓ Update clinic search results pagination to see additional pages of returns

RECENTLY DEPLOYED

March 18th, 19th (R6)

- ✓ Coded clinics: single use codes
- ✓ New Vaccine Administrator Assistant role with access to check-in page, adverse reaction page and appointment tab
- ✓ Bulk cancel appointments due to supply shortage, scheduling issue, no show, or inclement weather via SMS/email
- ✓ Duplicate appointment prevention
- ✓ Add vaccine manufacturer (Moderna/Pfizer/J&J) in appointment details for visibility
- ✓ Validate address fields in demographics
- ✓ Enhanced clinic UI/UX: walk-in, Vaccine Administrator check-in & verification page, vaccine administration details
- ✓ Display "exclude from search" button for Clinic Managers

CURRENT

March 19th – March 30th (R7)

Security Release (reports/dashboards), March 26, 2021

- ✓ Re-architecture of the security model to align to security and sharing requirements
- ✓ Roll out of Clinic Manager reports

Release 7

- ✓ Walk in portal text and validation additional and changes (ethnicity drop down, Medicaid/Medicare beneficiary, primary care selection, etc.)
- ✓ Improvements to the Vaccine Administrators UI and flow (back button to go to previously filtered appointment list, auto populate Vaccine Administrator's name)
- ✓ Security enhancements for reports and dashboards
- ✓ Security enhancements for search and walk-in (Clinic Managers and Vaccine Administrators can see all appointments and clinics to the locations they are associated with)
- ✓ Provide notification to all end users in the application
- ✓ Bulk upload error handling enhancements
- ✓ SMS notification that sends the unique code in each SMS message
- ✓ TPA: automatic cancelation of no-shows: cancelling 2nd dose appointments after 24 hours if patient has not shown up for first dose appointment
- ✓ Capability to allow Clinic Managers to mass cancel appointments

UPCOMING

March 31st – April 14th (R8)

Release 8

- ✓ Make it easier for Vaccine Administrator/Clinic Manager to sort by vaccine type in appointment tab
- ✓ Automatically cancel the second appointment after 1st appt manual cancellation
- ✓ My turn public satisfaction
- ✓ UI enhanced homepage - Clinic Managers
- ✓ UI placements for reasonable accommodation fields in Vaccine Administrator flow
- ✓ Add bulk upload for Vaccine Administrator Assistant
- ✓ Spanish translations for the verbal consent checkbox in the Vaccine Administrator flow
- ✓ Edit records already submitted to IIS
- ✓ Improved report for providing clinic managers with up-to-date information on appointment status by clinic

DAY 1 - 2



JOIN

- **Sign contract with TPA**
- 📌 Attend [My Turn Onboarding Introduction](#) Session
- Receive email from your regional My Turn team with training schedule, resources and required forms, which are also readily available on [EZIZ](#)
- 📌 **Submit required forms** from [EZIZ](#) to your regional My Turn team at MyTurnOnboarding@cdph.ca.gov
 - Full Track: clinic scheduling and new user forms
 - EHR track: EHR form

DAY 3 - 4



READY

- **Receive email confirmation of setup in My Turn system**
- **Sign-in to My Turn**
- Attend check-in with your regional My Turn Team
- 📌 Attend [office hours](#) (posted on [EZIZ](#))

DAY 5



LAUNCH

- 📌 Clinic staff watch [training videos](#) before clinic(s) begin
- 📌 Ensure all staff can login
- 📌 Complete [Technical Readiness Checklist](#)
- **Launch initial clinic(s)**
- Use My Turn Help Desk and Command Center for login and technical support as needed

DAY 6+



OPERATIONALIZE

- Attend [Clinic Manager](#) training to launch clinics independently
- Clinic staff watch [training videos](#) before launching additional clinics
- Continue to use Help Desk and Command Center for technical support as needed

Key

Bold text indicates key milestone

📌 Requirement for Go Live



Organizing for Success: My Turn Support Structure

PROGRAM LEADERSHIP State of California, Blue Shield, Accenture

REPORTING & PERFORMANCE

Process ownership, reporting, and tracking across the provider onboarding process

myCAvax

Driving the MyCAvax system development and training

DATA STRIKE

Ensuring data accuracy from myCAvax to downstream teams

ONBOARDING

Drive onboarding to completion, including onboarding and office hour sessions, and one-on-one outreach where appropriate

JOIN POD

Host onboarding sessions and create/refine onboarding artifacts and meetings

HIGH TOUCH POD

Dedicated provider outreach to ensure onboarding completeness and clinic launch

CLINIC OPERATIONS TEAM

COMMAND CENTER

TICKET MANAGEMENT – SERVICENOW

ADHOC REPORTS

MASS USER MGMT

CLINIC OPS PODS

Provide focused User Management and Clinic Management support from initial clinic setup to day-to-day maintenance. Additional pods can be flexed and mobilize (e.g., FQHC)

MCE 1 (Kaiser)

CaIOES

MCE 2 (Optum)

LA Region

SD Region

EHR

Region #1

Region #2

Region #3

Region #4

INTEGRATED COMMUNICATIONS

Designing and driving standardized communications to scale across the provider onboarding and support journey

TRAINING

Enabling provider onboarding through integrated, deliberate training for provider and internal stakeholders

My Turn clinics will have the ability to be setup as a **Geofenced Clinic**, **Public Clinic**, and **Third-Party Clinics**.

NEW

- **Geofenced Clinics will be accessible to residents based on the resident response to the following eligibility questions:**

- What county/LHJ do you live in?
- What county/LHJ do you work in?

The county/LHJ will only be used in the location search to return clinic locations that are identified in these two eligibility questions.

- **Public Clinics will be accessible to residents searching for appointments in My Turn and no location-specific (County/LHJ) eligibility constraints will be established for them.** For example, CalOES/FEMA, KP Hub Locations that are considered “public” will always show in the location search results regardless of the county selected by the resident.

- **Third Party EHR Clinics will be accessible to residents searching for appointments in My Turn and no location eligibility constraints will be established for them.** For example, Albertson’s/Safeway, UC Schools, etc.) will always show in the location search results and will link out to the Third Party website.

Geofenced and Public Clinics can be setup by all types of organizations including LHJs and providers.

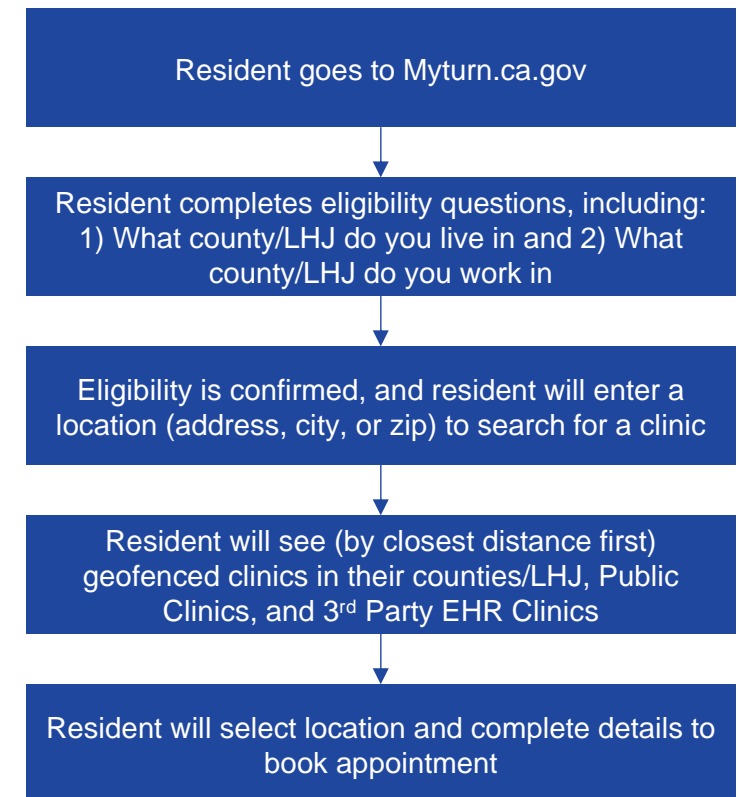
The information submitted on the My Turn eligibility page will determine the clinics that are searchable and meet the criteria in the My Turn Clinic location search. Residents can still enter an address in the location search that is outside their county/LHJ that they live or work at but the results will only bring back clinics that are **Public clinics** and **Third Party EHR clinics** and will not return any **Geofenced clinics**.

Role of Clinic Manager & My Turn Clinic Operations

1. When **clinic managers** setup a new clinic in self-service they will be able to denote a new clinic as a **Geofenced Clinic**
2. **Clinic Managers** will be able to turn on or turn-off geofencing for a clinic at any time
3. When the **Clinic Operations** team setup a new clinic they will be able to denote a new clinic as a **Geofenced Clinic**
4. **Clinic Operations** will be able to turn on or turn-off geofencing for a clinic based on request from the County/LHJ.

- Each clinic can only be mapped to one category (Geofenced or Public) at time.
- Geofenced Clinics can only be mapped to one County/LHJ and cannot be mapped to multiple County/LHJs.
- Coded clinics can be used with either Geofenced Clinics, Public Clinics, or Third Party Clinics. At this time, if a geofenced clinic is a coded clinic, My Turn Clinic Operations team support will be needed to setup the clinic.

Public Experience

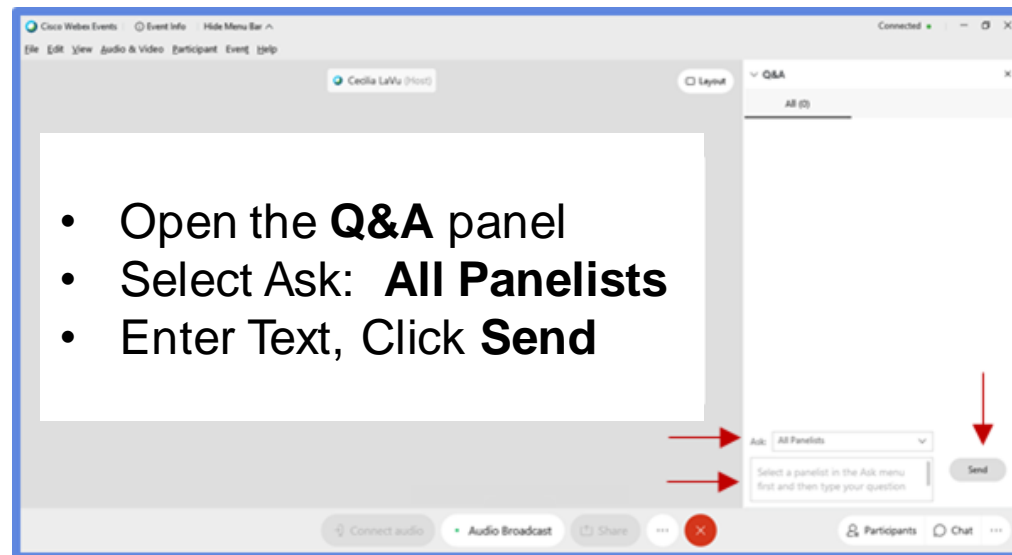


Note: The address entered in the personal information fields to complete the appointment booking will not be validated/checked against the County/LHJ.

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". To the right of the input field is a "Send" button. A red arrow points to the "Send" button. In the center of the screen, there is a white box with a list of instructions:

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

At the bottom of the screen, there are buttons for "Connect audio", "Audio Broadcast", "Share", and "Participants".

Announcements

Amy Pine, CDPH

Resources on eziz.org/covid

New Look!



Vaccinate ALL 58

Together we can end the pandemic.

Vaccinate ALL 58 California COVID-19 Vaccination Program ENHANCED BY Google

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

Provider Support

COVID Call Center

Email: covidcallcenter@cdph.ca.gov

Phone: (833) 502-1245

Hours: Mon-Fri, 8AM-8PM

Technical Support for myCAvax

Email: myCAvax.HD@accenture.com

Phone: (833) 502-1245, option 2

Vaccines

[Manufacturer Contacts](#)

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 3/25](#)

News

- [Coming Soon: Third Party Administrator \(TPA\) Site-Level Direct Allocation Process 3/26](#)
- [TPA Presentation at Provider Office Hours: Recording | Slides 3/26](#)
- [Vaccine Eligibility Changes and Clarifications 3/16](#)
- [Considerations for Use of Janssen COVID-19 Vaccine in California 3/15](#)
- [Janssen Vaccine Resources Available 3/12](#)
- [Updated Guidance: Syringes for Pfizer Vials 3/3](#)

New Resources:

- [Low Dead-Volume Syringes/Needles: Optimizing Preparation and Safety](#)
- [Vaccinating Dialysis Patients and Healthcare Personnel](#)
- [Federal Allocations for Dialysis Patients – Fact Sheet for LHDs](#)
- [Vaccinating Homebound Persons](#)

[Archived Communications](#)

COVID19.ca.gov | [View CDPH's privacy policy](#)

Vaccine Clinic Translation Line



The Vaccine Clinic Translation Line enables My Turn Clinic Providers to communicate and provide vaccinations and related care to residents who need translation services.



**Translation services available M-F 8AM-8PM, Sat-Sun 8AM-5PM
at 833.980.3933**

- Costs covered by the State with zero cost to Providers and vaccine recipients
- 150+ languages available
- Customer service representatives connect translators, clinic representatives, and vaccine recipients

Questions? Contact the COVID-19 Provider Call Center at 833.422.4255

COVID Conversation Series

Program 5 – April 14, 6-7PM



Featuring Vaccine Champions:

- Alex McDonald, MD, CASQM, FAAFP, Southern California Permanente Medical Group
- Todd Wolynn, MD and CEO, Kids Plus Pediatrics, Pittsburgh, Pennsylvania and co-founder of Shots Heard Round the World

[Register here!](#) Will discuss strategies for building confidence in vaccines and healthcare.



Vaccine Updates

Administration and Allocation

Amy Pine, CDPH

Administered Doses

18,401,747 administered doses!

- ✓ 38% of CA's 16+ pop has received at least one dose
- ✓ 20.7% of CA's 16+ pop is fully vaccinated
- ✓ CA has given more doses than most all other countries



Governor Newsom getting immunized by CHHSA Secretary Dr. Mark Ghaly

CA's Allocation (3/30)

	Doses	Boxes
Janssen	572,700	11,454
Pfizer	524,160	448
Moderna	397,400	3974
Total	1,494,260	15,876

- ✓ Supply remains limited for eligible population
- ✓ Supply expected to INCREASE mid-April
- ✓ **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, CDPH

Release Update

- MyCAvax 6.0 release (4/1/2021) highlights include:
 - **Auto Expiration of Unfulfilled Orders**
 - New order status of 'Expired'
 - Auto update of status for order older than 20 days
 - Unfilled orders will automatically expire
 - Waste report - "unable to draw all doses in vial"- bulk error has been fixed

Currently working on resolving....

- Order confirmation emails
 - Identified why some users were not receiving emails
- Shipping incidents - If you get an error while entering an incident with today's date, use prior day to allow entry (temporary solution)

Vaccine Reallocations (LHDs)

Task: Reallocation of vaccine [Completed] [Edit] [Delete] [Edit Comments]

Name: Related To [LHD/MCE-0146](#)

Details Related

Task Information

Subject	Reallocation of vaccine		
Assigned To	Return Allocation Queue	Due Date	3/29/2021
Name	Reallocation of vaccine	Related To	LHD/MCE-0146
Comments	Requesting reallocation to Adventist Health White Memorial, 2,340 doses of Pfizer vaccine		

Additional Information

Priority	High
Status	Completed

Other Information

Reminder Set	No reminder is set	Create Recurring Series of Tasks	<input type="checkbox"/>
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System Information

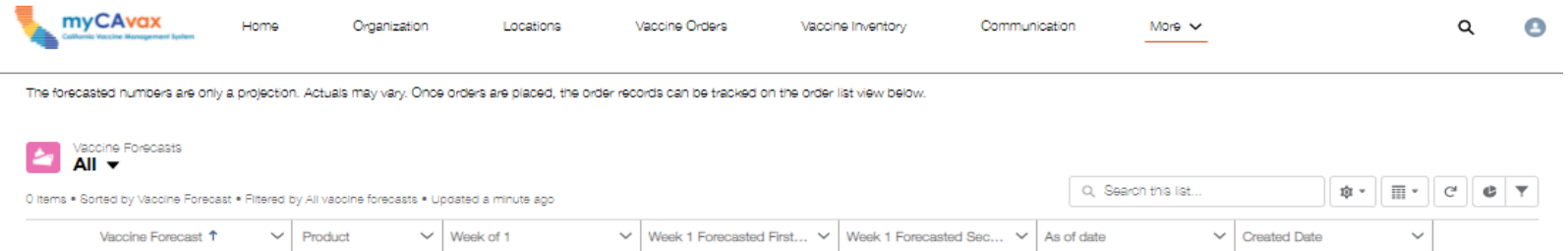
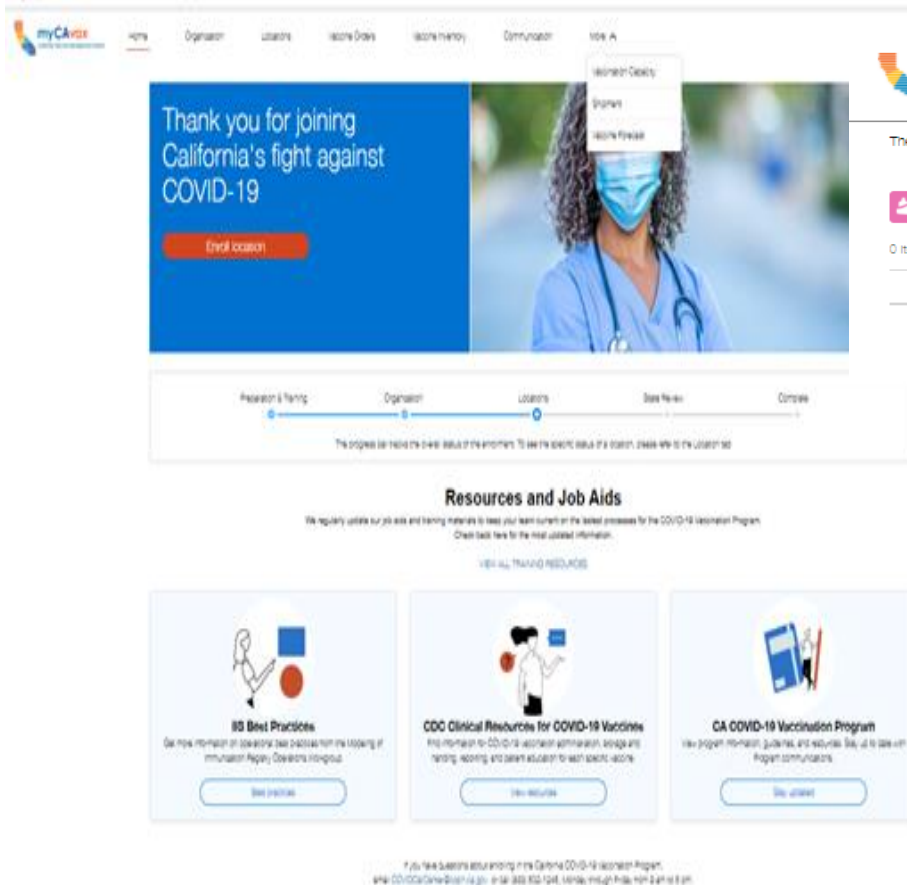
Created By	Laurel Fowler , 3/24/2021, 4:04 PM	Last Modified By	Christina Sapad , 3/29/2021, 3:09 PM
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- Do you need to transfer allocated vaccines from your LHD allocation to location NOT listed on your Vaccine Order Review page?
 - ✓ Enter a Vaccine Reallocation Task in myCAvax
 - ✓ Assign them to the "Return Allocation Queue"
 - ✓ Provide details on # of doses and the information for the location to receive doses (Name and Covid ID)
 - ✓ Reallocations are done at the end of the day

Coming soon!

TPA Network providers- 2 Week Vaccine Forecasts



Anticipated:

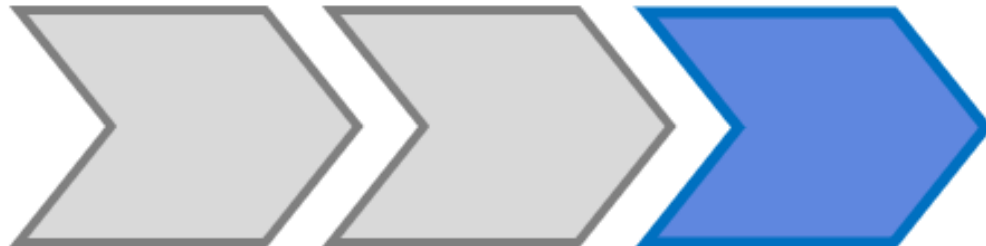
- 2 week forecast projections will be available in myCAVax for TPA providers (under "more" menu option)
- The forecasted numbers will be a projection- Actuals may vary
- Location Coordinators will be able to see vaccine forecasts, by products, for the next 2 weeks (for all locations)
 - Week 1 (Dose 1 and 2)
 - Week 2 (Dose 1 and 2)
- TPA working thought the best way to provide the forecasts

Coming soon!



CalVax to myCAVax: Username Change

Phases



Phase 1 –
System Name
Changed and
New Website
Appearance

Phase 2 –
Website link
(URL) changed

Phase 3 –
Change
Username

Phase 3 introduce in Waves



Wave 1 (4/13)



Wave 2 (4/20)



Wave 3 (4/27)



Clinical Update

Caterina Liu, MD, CDPH

Eligibility Expansion is Coming Soon!



When you can get vaccinated

California is allocating COVID-19 vaccines as they become available to ensure equitable distribution. Vaccinations are prioritized according to risk and age.

Healthcare workers and long-term care residents (Phase 1A) **Now vaccinating**

People with a high chance of exposure and those 65 or older (Phase 1B) **Now vaccinating**

Sector populations with high chance of exposure:

- Agriculture and food
- Education and childcare
- Emergency services

Individuals age 16 or older at higher risk **Now vaccinating**

People with certain significant high-risk:

- Medical conditions
- Disabilities
- Illnesses
- Living spaces
- Work environments

Individuals 50 or older **Starts April 1, 2021**

Every Californian 16 or older **Starts April 15, 2021**

Vaccination of people younger than 16 will start as soon as the COVID-19 vaccines are approved for them

See CDPH's [Updated COVID-19 Vaccine Eligibility Guidelines](#) for details.

Vaccine Effectiveness in Health Care Workers and Other Essential Workers



- 3,950 participants with no prior documented SARS-CoV-2 infection; weekly testing; 75% received at least one vaccine dose
- Vaccine effectiveness of mRNA vaccines was 90% for full immunization and 80% for partial immunization (≥ 14 days after a single dose)
- Infection = symptomatic AND asymptomatic
- Study population majority white, <50 yo, female, healthy

TABLE 2. Person-days, SARS-CoV-2 infections, and vaccine effectiveness among health care personnel, first responders, and other essential and frontline workers, by messenger RNA immunization status — eight U.S. locations, December 14, 2020–March 13, 2021



COVID-19 immunization status	Person-days	SARS-CoV-2 infections		Unadjusted vaccine effectiveness*	Adjusted vaccine effectiveness* [†]
		No.	Incidence rate per 1,000 person-days	% (95% CI)	% (95% CI)
Unvaccinated	116,657	161	1.38	N/A	N/A
Partially immunized	41,856	8	0.19	82 (62–91)	80 (59–90)
≥14 days after receiving first dose only [‡]	15,868	5	0.32		
≥14 days after first dose through receipt of second dose	25,988	3	0.12		
Fully immunized					
≥14 days after second dose	78,902	3	0.04	91 (73–97)	90 (68–97)

Abbreviations: CI = confidence interval; N/A = not applicable.

* Vaccine effectiveness was estimated using a Cox proportional hazards model accounting for time-varying immunization status.

[†] Hazard ratio is adjusted for study site.

[‡] Participants received first dose but had not received second dose by the end of the study period.

Janssen COVID-19 Vaccine by J&J

Factory Mix-Up Ruins Up to 15 Million Vaccine Doses From Johnson & Johnson

A manufacturing subcontractor in Baltimore mixed ingredients from the coronavirus vaccines of Johnson & Johnson and AstraZeneca, delaying U.S. shipments of the “one-and-done” shot.

- Delays future doses
- Does not affect any current doses that have been delivered and shipped

Storage & Handling

Kate McHugh, CDPH

Inventory Your Ancillary Kits

- It is important to inventory your ancillary kits immediately upon arrival
 - Inventory total number of kits, as well as supplies within the kits to ensure it all matches the vaccine order
- Any discrepancies must be reported ASAP
 - If reported too late, can cause issues rectifying the issue with McKesson
 - Report to McKesson and into myCAvax



Reminders

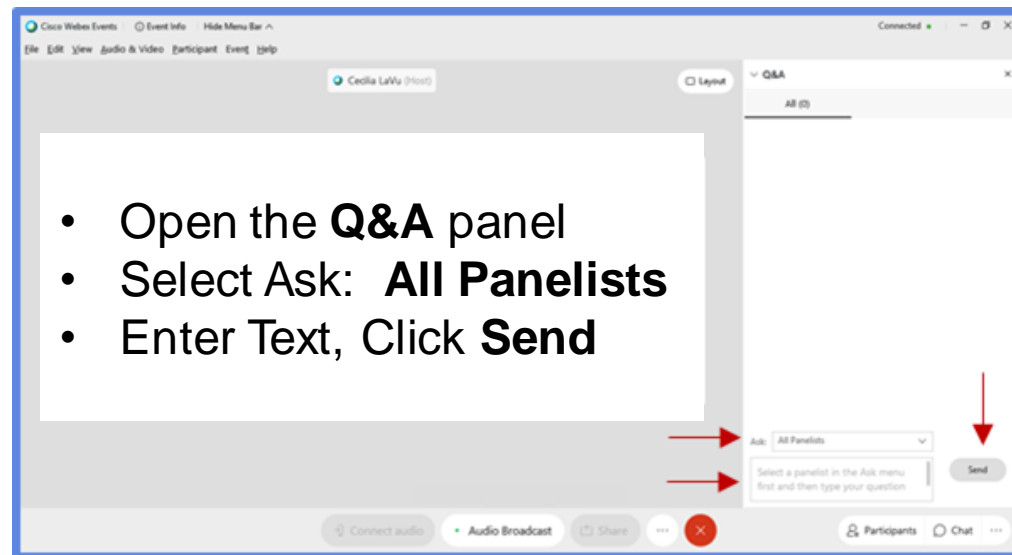


- Report temperature excursions to myCAvax
- Report all waste (including 6th dose of Pfizer) to myCAvax
- Record min/max temperature from your digital data logger (DDL) at least twice per day
- DDL should be set to record temperature every 30 minutes at most, every 15 is better
- Review DDL data on a regular basis (weekly)

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".

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, April 9th

9:00 AM



Vaccinate ALL 58
Together we can end the pandemic.

Where can I go for additional help?

Type of Support

Description

Updated 4/1/21



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



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@blueshield.ca.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 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
For General Questions: myturninfo@cdph.ca.gov
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
- 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 (Note the underscore “_” between TPA and inquiry.)

Source: TPA Vaccine Task Force