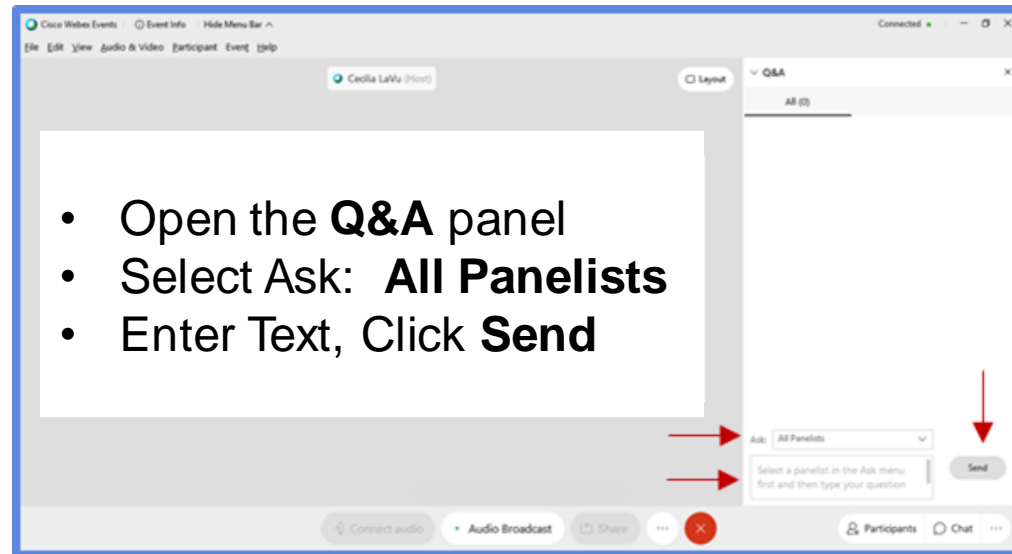


Welcome to Provider Office Hours

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 "Connected" status indicator.

- 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

Announcements

- Third Party Administrator (TPA) – Jeff Merritt
- COVID Conversations archived webinar
- COVID-19 Vaccination Program Resources

Vaccine Updates

- Administration & Allocation – Amy Pine
- Provider Call Center – Brenton Louie
- myCAvax – Claudia Aguiluz
- My Turn – Eric Norton & Dumini (Duli) Wilson
- Clinical – Louise McNitt, MD
- Storage & Handling – Claudia Aguiluz

Q&A



Announcements

COVID Conversations Program #5

Instilling Trust in the COVID-19 Vaccine and Beyond

Archived [here](#)

- Talking with patients about COVID-19 vaccines
- Social media resources

Hosted by:

***California Immunization Coalition
& American Academy of Pediatrics
California***

@ 6pm

**COVID
Conversations**

Program #5
Instilling Trust in the Covid-19 Vaccine
and Beyond

ALEX MCDONALD, MD, CAQSM, FAAFP
#ThisIsOurShot
Southern California Kaiser Permanente

TODD WOLYNN, MD, MMM, IBCLC
Shots Heard Round The World
Kids Plus Pediatrics

**CALIFORNIA
IMMUNIZATION
COALITION**

**American
Academy of
Pediatrics
CALIFORNIA**
Incorporated in California

Resources on eziz.org/covid

Constantly Updating Resources!

New!
TPA Information



Vaccinate ALL 58 California COVID-19 Vaccination Program

ENHANCED BY Google

Program Updates

The state of California signed a 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 is 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 4/15

Alerts:

Pause Use of Johnson & Johnson COVID-19 Vaccine:

- Operational Guidance April 14
- Program Email | CDPH Statement April 13 | CDC Updates
- Cases of Cerebral Venous Sinus Thrombosis with Thrombocytopenia after Receipt of the Johnson & Johnson COVID-19 Vaccine April 13
- FAQs from American Society of Hematology

Never Refuse Vaccine Shipments:

- Accept, 2. Verify shipment & contents, 3. Store in appropriate units, 4. Report any discrepancies immediately. Refer to Reporting Shipment Incidents job aid.

COVID-19 Vaccination Record Cards:

Please remember to ask patients to verify their information and keep their card as an official record of vaccination.

TPA Information

- TPA-Direct Allocation Process and Cadence
- TPA and My Turn Presentations at Provider Office Hours
- 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
- Vaccinating Homebound Persons

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.

Provider FAQs

- Answers to questions on the hottest topics
- Updated weekly: Last updated 4.22.2021
- Currently in its 16th iteration!



Q: Can a Provider refuse a COVID-19 vaccine shipment?

A: Providers should never refuse a COVID-19 vaccine shipment. Providers should accept the shipment, verify the shipment and content, store the vaccine according to storage and handling guidelines, and report any discrepancies immediately using the [Reporting Shipping Incidents job aid](#). Providers should contact the Provider Call Center at 833.502.1245 or their Local Health Department for help in transferring vaccine to another Provider.



Q: How should Providers handle Janssen vaccine inventory during the pause?

A: Currently, CDC asks Providers to maintain proper storage of the Janssen vaccine, document storage unit temperatures, monitor expiration dates, and mark any Janssen vaccine with "Do Not Use.". Providers should not transfer or redistribute any Janssen vaccine at this time. Further details can be found at [Janssen Vaccine Storage & Handling](#) and [Expiry Checker](#).



Q: Where can Providers direct TPA-related questions?

A: Providers can email general questions to TPA_Inquiry@blueshieldca.com, allocation questions to TPA_allocations@blueshieldca.com and questions specific to signing the TPA agreement to CovidVaccineNetwork@blueshieldca.com.

Note: There is an underscore between 'TPA' and 'Inquiry', and 'allocations'.

California COVID-19 Vaccination Program Provider FAQs

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

Directions: [Click on a category to be directed to related FAQs.](#)

Contents

New and Updated FAQs.....	2
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Vaccine Updates

Administration & Allocation

Amy Pine, CDPH

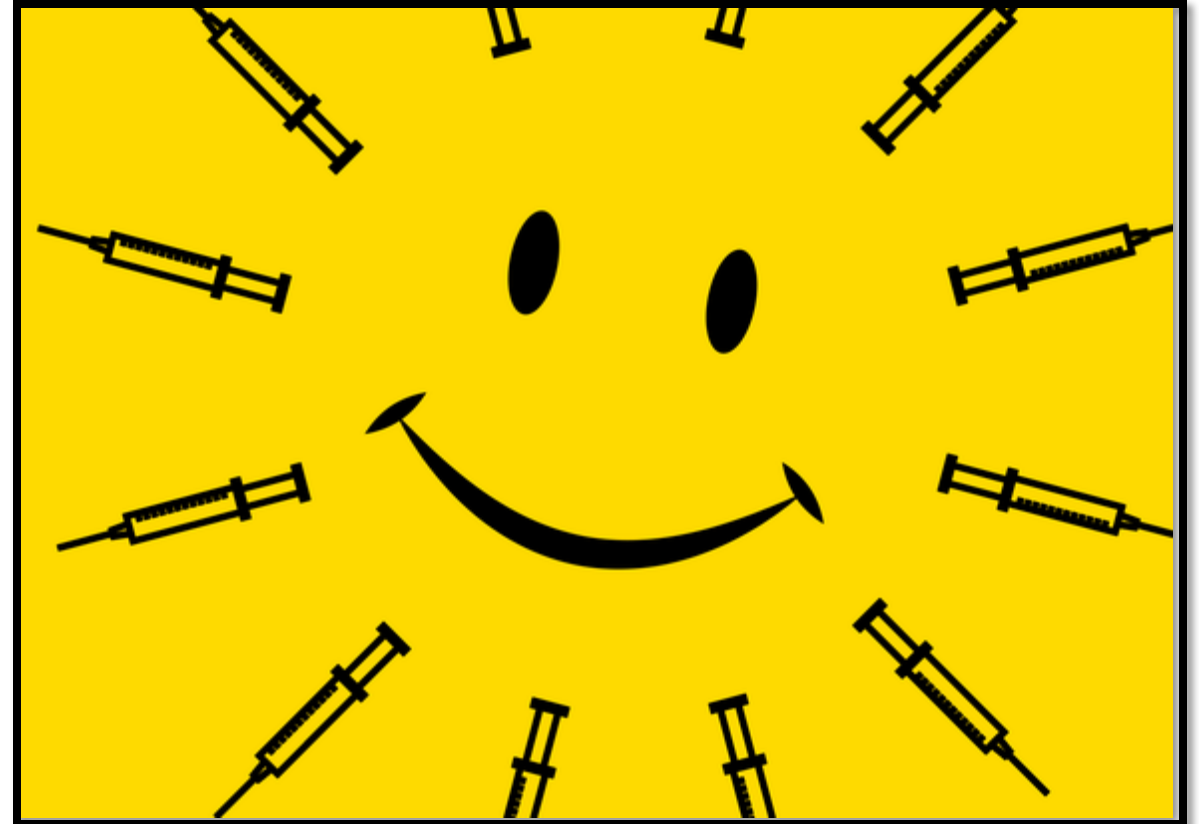
Doses Administered to Date (4/21/2021)

26,823,157 doses administered!

54.4% of 16+ population has received at least one dose!

33.9% of 16+ population is fully protected.

21% of all doses administered in lowest California Healthy Places Index (HPI) quartile.



California's Allocations (as of 4/20)

Week of 4/19/21	Doses	Boxes
Janssen	paused	
Pfizer	575,640	492
Moderna	428,600	4286
Total	1,004,240	4,778
34,013,640 doses delivered to date!		



Dose/Allocation Source	Program State or Pharmacy	Doses Shipped	Doses Delivered
Direct Federal Allocation	Dialysis Partnership	7,020	7,020
Direct Federal Allocation	FEMA	797,550	797,550
Direct Federal Allocation	HRSA-Funded Health Centers	1,865,480	1,865,280
Direct Federal Allocation	Pharmacy Partnership	6,934,930	6,653,270
Federal Doses	Federal Entity	1,043,050	1,035,130
State Allocation	Jurisdiction	24,911,915	24,690,520
Totals		35,559,945	35,048,770
Totals Minus Fed		34,516,895	34,013,640

Posted on COVID19.CA.Gov/Vaccine dashboard website:

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

Provider Call Center

Brenton Louie, CDPH

Calls of the Week

- Order status can be found in the Vaccine Orders section
- myCAvax Username Change
 - Phase 3 – scheduled for next week, April 27th!
 - Password reset not required, unless it has expired
- Vaccination Capacity Form (TPA Providers Only)
 - Due every Monday, by 4 PM
 - Whether you want 0 doses or 1,000 doses, providers need to fill this out
- TPA enrollment questions
 - Visit <https://eziz.org/covid/enrollment/> for steps to participation
 - Email TPA_Inquiry@blueshieldca.com for additional questions, including status on your enrollment



Provider Call Center: Contact Us!

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



myCAvax

Claudia Aguiluz, CDPH

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)



Direct Allocations & Vaccine Shipments

- In the past couple of weeks, we have seen an increase in refused shipments & undeliverable events

Refused shipments

- May lead also to vaccine waste. If doses are returned (due to refusal), doses may arrive back at the distribution center as non-viable.
- When shipments are refused, McKesson contacts CDC and State with an urgent request to ensure shipment is received.
- Local health department (LHD) may step in to assist with contacting the provider and/or transfer doses to LHD.

Direct Allocations & Vaccine Shipments

Undeliverable shipments

- If doses are returned (due to office being closed), carrier will attempt secondary delivery before doses are sent back to the distribution center.
- Returned undeliverable shipments may arrive at the distribution center non-viable, resulting in waste.
- Up-to-date hours of operations must be maintained!
- Please respond in a timely manner on redelivery attempts in order to complete the shipment.

▼ Coordinator Availability to Receive Vaccine Shipments

Monday AM From 07:00 AM	/	Monday AM To 12:00 PM	/
Monday PM From 12:30 PM	/	Monday PM To 08:00 PM	/
Tuesday AM From 07:00 AM	/	Tuesday AM To 12:00 PM	/
Tuesday PM From 12:30 PM	/	Tuesday PM To 08:00 PM	/
Wednesday AM From 07:00 AM	/	Wednesday AM To 12:00 PM	/

Checking on Vaccine Orders



Home

Organization

Vaccine Orders

Vaccine Inventory

Locations

Communication

More ▾



Order Guidance

You must add at least one location for your organization to complete myCAVax enrollment. Each location where your organization plans to administer vaccine must complete an individual enrollment form (Section B).

Your location cannot submit a vaccine request until it is in "approved" status.

Vaccine Orders
All Orders ▾

50+ items • Sorted by Created Date • Filtered by All vaccine orders • Updated 2 minutes ago

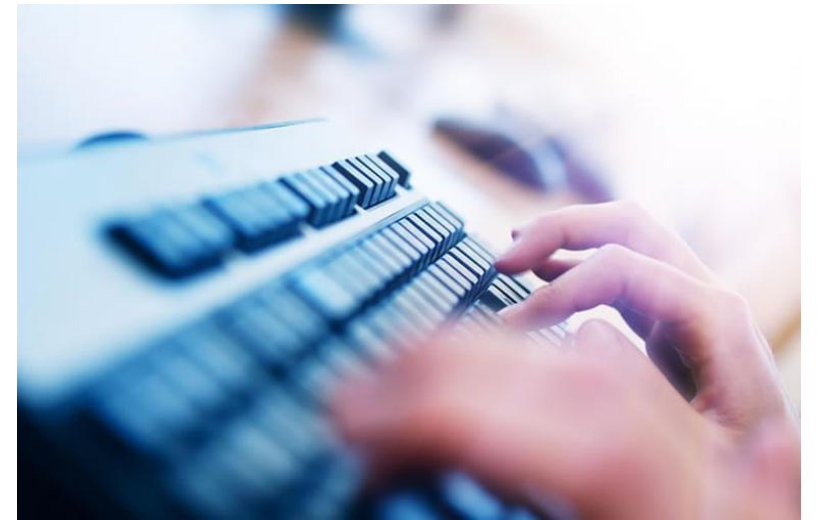
Search this list...



Order Num...	Account Name	Vaccine	Doses R...	Approve...	Status	Created Date ↓
1 00066362	Central Health Center	Moderna COVID-19 Vaccine	0	5,600	Fulfillment Pending	4/23/2021, 12:42 AM

Important Tip!

- Making a change of information in your myCAvax account?
- Make sure your browser auto-save feature does not replace information in the system!



Release 7 Enhancements

- New Functionality and enhancements are available in the myCAvax system this week! Providers will notice the following changes:

ENHANCEMENTS:	RATIONALE:
<ul style="list-style-type: none">• Refrigeration/freezer/ultra-freezer units are now a <u>required entry</u>.	<ul style="list-style-type: none">• Helps CDPH validate the unit information and determine which vaccine a location can support.
<ul style="list-style-type: none">• System has a validation to prevent inaccurate time selection for shipment delivery time.	<ul style="list-style-type: none">• Helps validate that the start time (from) is before the end time (to)

- Replaced .calvax with .mycavax in community usernames (data update) Wave 2
- Shipping tracking number is correctly hyperlinked

My Turn Update

Eric Norton & Dumini (Duli) Wilson, CDPH



My Turn Update

Provider Office Hours

April 23, 2021

Today's Special Topics:

- SMS Functionality
- Overbooking Appointments





4 MILLION people registered

1 MILLION online on day one of 16+ eligibility

700k text notifications sent on 4/15

1500 clinics on the site

Serving approx.
100k a day with vaccinations

My Turn Clinic

April 28:

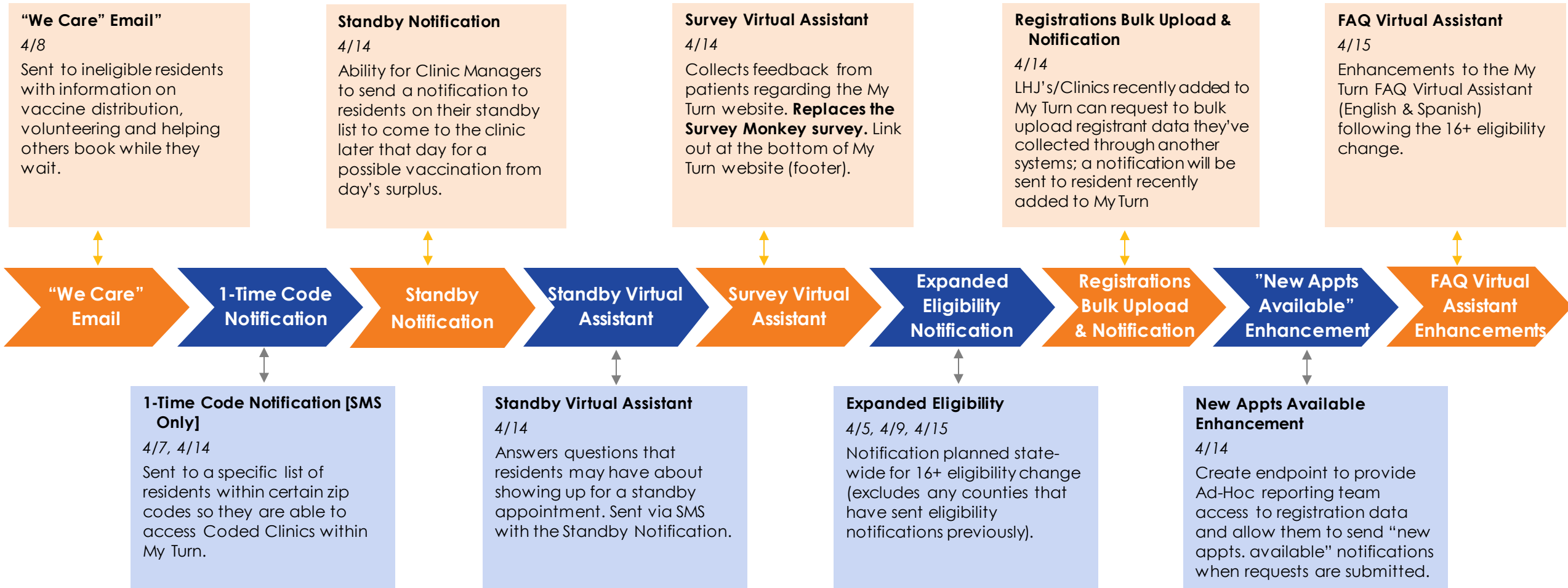
- ✓ Further enhancements to ensure only clinics with three available appointments or more appear in search results
- ✓ Communication Hub for system information, process and training materials, and on-boarding materials
- ✓ Provide Clinic Managers ability to edit records already submitted to the Immunization Information System (IIS)
- ✓ Clinic Managers will be able to bulk cancel appointments on both the Clinic and Public sides up to 100 cancellations at a time

My Turn Public

April 28:

- ✓ **Ability for residents to request in home vaccination and/or transit assistance to get vaccinated (vetted by Call Center)**
- ✓ **For Call Center booking, remove one-time-passcode (6-digit number) – targeting April 28**
- ✓ **Appointment rescheduling without having to cancel first**
- ✓ Increase search radius for locations from 50 to 200 miles (April 20th)
- ✓ DOB Validation: system check of date of birth entered early in flow to prevent residents under 16 from scheduling an appointment
- ✓ Improved look and feel for Farsi/Arabic – right to left languages
- ✓ Ability to view appointments available and vaccine type for each clinic in the public portal
- ✓ Ability to add description on the address field for those experiencing homelessness
- ✓ Enhanced landing page: new landing page to more clearly outline process, address FAQ's, and improve language accessibility

Available SMS Functionality: Virtual Assistant & Notifications



Many Clinics have seen no-show or vaccine under-utilization at rates as high as 20% and have found success in minimizing waste by overbooking appointments.

Determining Vaccine Waste

Salesforce reports to understand waste:

- Hourly No-Show Report
- No-Shows Report

Rates vary by clinic type, size, location, day, and time. Monitor numbers frequently.

Moving to an Overbooking Methodology

Week 1

Don't overbook immediately. Fill no-show appointments with walk-ins

Week 2

Review no-show rate and overbook at lowest single day rate

Week 3+

Match typical no-show rate

Clinical Update

Louise McNitt, MD, CDPH

Janssen COVID-19 Vaccine from J&J Update

- Pause in administration of vaccine continues
- The Advisory Committee on Immunization Practices (ACIP) is [meeting](#) today, April 23 regarding next steps
- [Vaccine Adverse Reporting System \(VAERS\)](#) worked as intended to detect a potential safety signal
- Any cases of thrombosis with thrombocytopenia after vaccine should be reported to VAERS
- [CDPH California Health Alert Network \(CAHAN\)](#) requested that providers report cases to VAERS and their Local Health Department (LHD)
- LHDs should report cases to CDPH (copy of VAERS form or minimal data elements if form not available)

Resources for Janssen Pause, Case Detection, Clinical Guidance

- Health and Human Services (HHS): [VAERS Reporting Portal](#)
- HHS: [VAERS Overview](#)
- CDC: [Interim Clinical Considerations for Use of COVID-19 Vaccines Currently Authorized in the United States](#)
- CDC Clinician Outreach and Communication Activity (COCA) call materials (4/15/2021): [Johnson & Johnson/Janssen COVID-19 Vaccine and Cerebral Venous Sinus Thrombosis with Thrombocytopenia – Update for Clinicians on Early Detection and Treatment](#)
- American Society of Hematology (ASH): [Clinical Guidance](#)
- Brighton Collaboration: [Case-Finding Definition of Thrombosis with Thrombocytopenia Syndrome](#)

Administration Errors – Appendix A

- [Interim Clinical Considerations for Use of COVID-19 Vaccines | CDC](#)
- Administer 2nd dose even if >42 days since 1st dose

Type	Administration error	Recommendation
Intervals	2nd dose administered earlier than 4-day grace period (17 days for Pfizer, 24 days for Moderna)	- Do not repeat dose. - Report in VAERS.
	2nd dose administered more than 42 days after the 1st dose	- Do not repeat dose. - VAERS report not required.



COVID-19 Vaccine Safety in Pregnancy

Preliminary Findings of mRNA Covid-19 Vaccine Safety in Pregnant Persons | NEJM

- Early data do not indicate any obvious safety signals for pregnancy or neonatal outcomes associated with COVID-19 vaccination in 3rd trimester
- Overall side-effect profile similar between pregnant and non-pregnant women
 - Injection-site pain more frequently reported among pregnant women
 - Headache, myalgia, chills, and fever were reported less frequently
- Monitoring continues to further assess maternal, pregnancy, neonatal, and childhood outcomes associated with maternal COVID-19 vaccination, including in earlier stages of pregnancy and during the preconception period

COVID-19 Vaccination in Pregnancy

- Risk of COVID-19 disease to pregnant women
 - Increased relative risk of severe illness: ICU admission, mechanical ventilation, extracorporeal membrane oxygenation or death
 - Possible poor pregnancy outcomes such as preeclampsia, coagulopathy, preterm birth
- Limited safety data of COVID-19 vaccines in pregnant women
 - No safety concerns in animal models
 - Other Janssen adenovirus vector vaccines used in pregnant women – no adverse pregnancy- or infant-related outcomes in these trials
 - COVID-19 vaccines are non-replicating and cannot cause infection in mother or fetus → unlikely to pose a risk to the pregnant woman or fetus

COVID-19 Vaccination in Pregnancy

- Pregnant and lactating women are recommended to receive COVID-19 vaccine
- Can discuss with healthcare provider, though not required
- When making decision to vaccinate or not, should consider
 - Level of community transmission
 - Personal risk of contracting COVID-19
 - Risks of COVID-19 to the patient and fetus
 - Lack of data on vaccination in pregnancy and lactation
- Can be vaccinated in same settings as non-pregnant and non-lactating people

For more information:

- [Interim Clinical Considerations for Use of mRNA COVID-19 Vaccines | CDC](#)
- [Vaccinating Pregnant and Lactating Patients Against COVID-19 | ACOG](#)

Storage & Handling

Claudia Aguiluz, CDPH

Moderna Update

- The current 10 dose vials will be phased out in May and replaced with the new "13 to 15 dose" vials.
- The new vials may begin shipping in the next couple weeks!
 - Federal government will allocate these "13 to 15 dose" vials as 14 dose vials
 - New NDC for the 14 dose vials: NDC 80777-273-98
 - Old NDC for the 10 dose vials: NDC 80777-273-99
 - Very similar NDCs, please notify your staff to prepare to look at the NDC closely!
 - Ancillary kits will be developed for 140 doses per kit
 - Cartons will still contain 10 vials each and the vials will be the same size, they will just be filled with more vaccine

What counts as waste when drawing up Moderna?

Manufacturer	Dose	Was the dose extracted in full?	Is it counted as waste?
Moderna 10 to 11 dose vial (NDC 80777-273-99)	10th dose	Yes	No
		No	Yes
	11th dose	Yes	No
		No	No
Moderna 13 to 15 dose vial (NDC 80777-273-98)	13th dose	Yes	No
		No	Yes
	14th dose	Yes	No
		No	Yes
	15th dose	Yes	No
		No	No

Smaller Pfizer Trays

- Pfizer is developing smaller trays
- Expected to start shipping late May or early June
- Minimum dose order will be 450 doses
- New trays will be 150 doses
 - 25 vials/tray x 6 doses/vial = 150 doses/tray
 - 1 shipper = 3 trays = 450 doses/shipper
- New ancillary kits for these smaller orders will be kitted for 450 doses
- The trays with 1,170 doses will stay in production and will continue to make up the larger share of the national allocation



Janssen/J&J Storage Reminder

Note: *The information below is the current guidance. Should CDC or CDPH release new guidance following the ACIP meeting taking place today, please follow that guidance instead.*

- Mark any Janssen/J&J 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.
- Do not transfer or redistribute Janssen at this time.

Janssen/J&J Expiration Dates

- CDC has reviewed Janssen expiration dates.
- The earliest expiration date for J&J/Janssen COVID-19 vaccine is May 25th.
- At this time, CDC asks that you maintain the vials in proper storage, continue documenting storage unit temperatures, and monitor expiration dates.
- To find expiration dates:
 - Scan the QR code located on the outer carton, or
 - Call 1-800-565-4008, or
 - Go to www.vaxcheck.jnj
 - Use CDC's expiration date tracking tool to document expiration date changes.

Your Feedback is Important to Us

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

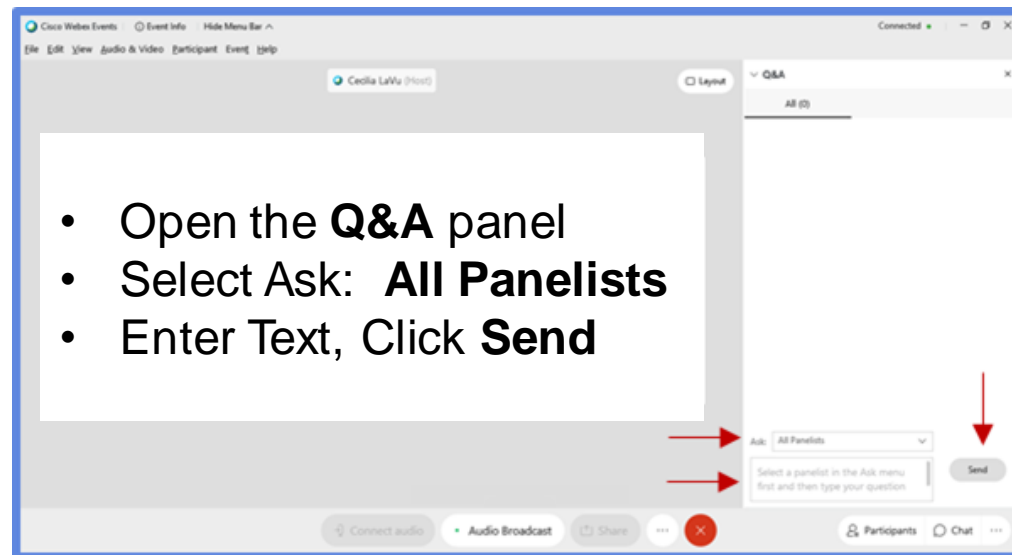
- A. Very helpful
- B. Helpful
- C. Somewhat helpful
- D. Slightly helpful
- E. Not helpful at all



Provider Office Hours Q&A

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

Q&A Panel



The screenshot shows a Cisco Webex interface with a Q&A panel open on the right. The panel has a title bar that says "Q&A" and "All (0)". Below the title bar is a text input field with a placeholder that says "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, which is currently set to "All Panelists".

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



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



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. (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 Technical Support: 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
- 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

Thank you!



Next Monday:

My Turn & myCAvax Office Hours

Monday, April 26th 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 30th

9:00 AM