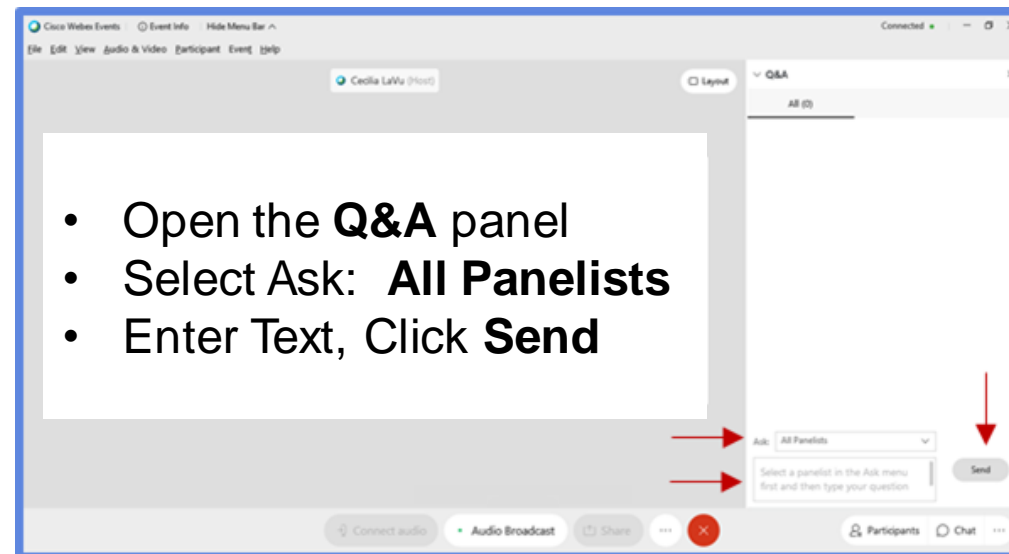


# Welcome to Provider Office Hours

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

## Q&A Panel



The screenshot shows a Cisco Webex interface with a Q&A panel open on the right side. 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 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. A third red arrow points to the text input field. The main content area of the Webex window displays a list of instructions:

- 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 Speaker

- My Turn – Eyal Darmon & Ron Robinette

## Q&A

## Announcements

- TBD

## Vaccine Updates

- Administration & Allocation – Louise McNitt, MD
- myCAvax – Claudia Aguiluz
- Clinical – Louise McNitt, MD
- Storage & Handling – Kate McHugh
- Provider Call Center – Brenton Louie

## Q&A



# My Turn Update

Eyal Darmon, My Turn Delivery Lead

Ron Robinette, Office of Statewide Project Delivery, CA Dept of Technology



# My Turn Update

Provider Office Hours: April 9, 2021



- Product Roadmap: What's Coming
- SMS Distribution of Access Codes to Coded Clinics
- Reporting Capabilities

## My Turn Public

April 9: Prevent residents from booking outside of their county (Geo-Fencing)

April 14:

- ✓ Add notes section under clinic info for respective clinic notes (e.g., Parking, etc.)
- ✓ Add Arabic/ Farsi
- ✓ Block residents under 18 from scheduling certain vaccines
- ✓ Improve language selection accessibility
- ✓ Allow for more pages of results of available clinics

## My Turn Clinic

April 14:

- ✓ Clinic managers will have the ability to send targeted SMS to waitlist (registrants) for clinic availability
- ✓ 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
- ✓ Make reasonable accommodation fields more visible 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
- ✓ Reporting enhancements for providing clinic managers with up-to-date information on appointment status by clinic

## Targeted SMS Approach

Identify coded clinics within one or more zip codes to be used with an "access code"



Determine zip code(s) to target with SMS



Identify additional criteria (Age Range or Industry) that is collected in My Turn during the registration process



My Turn Operations generates 1-time use codes and maps to correlated coded clinics



My Turn Operations distributes SMS to targeted population



Resident will select location and complete details to book appointment

## DRAFT SMS COPY

**(Currently in review with Communication**

*Hi, Good news! A limited number of new COVID-19 vaccination appointment slots are now available using a 1-time code. Please visit [MyTurn.ca.gov](https://myturn.ca.gov) and input this code: **<access code>** in the "Access Code" field to check for available appointment. Please note, this single-use code cannot be transferred and should be used as soon as possible.*

*Msg&data rates may apply. Reply STOP to cancel or HELP for more info.*

*Questions? Chat now at [chat.myturn.ca.gov](https://chat.myturn.ca.gov)*



## Approach

1. Build a single, integrated vaccine reporting and analytics team and approach (i.e., across My Turn, myCAvax, immunization records & Federal systems; CDPH & TPA)
2. Expand self-service options and enablement to allow users to pull their own queries, and create customized analyses
3. Establish integrated and recurring feedback loops to prioritize your needs and suggested enhancements

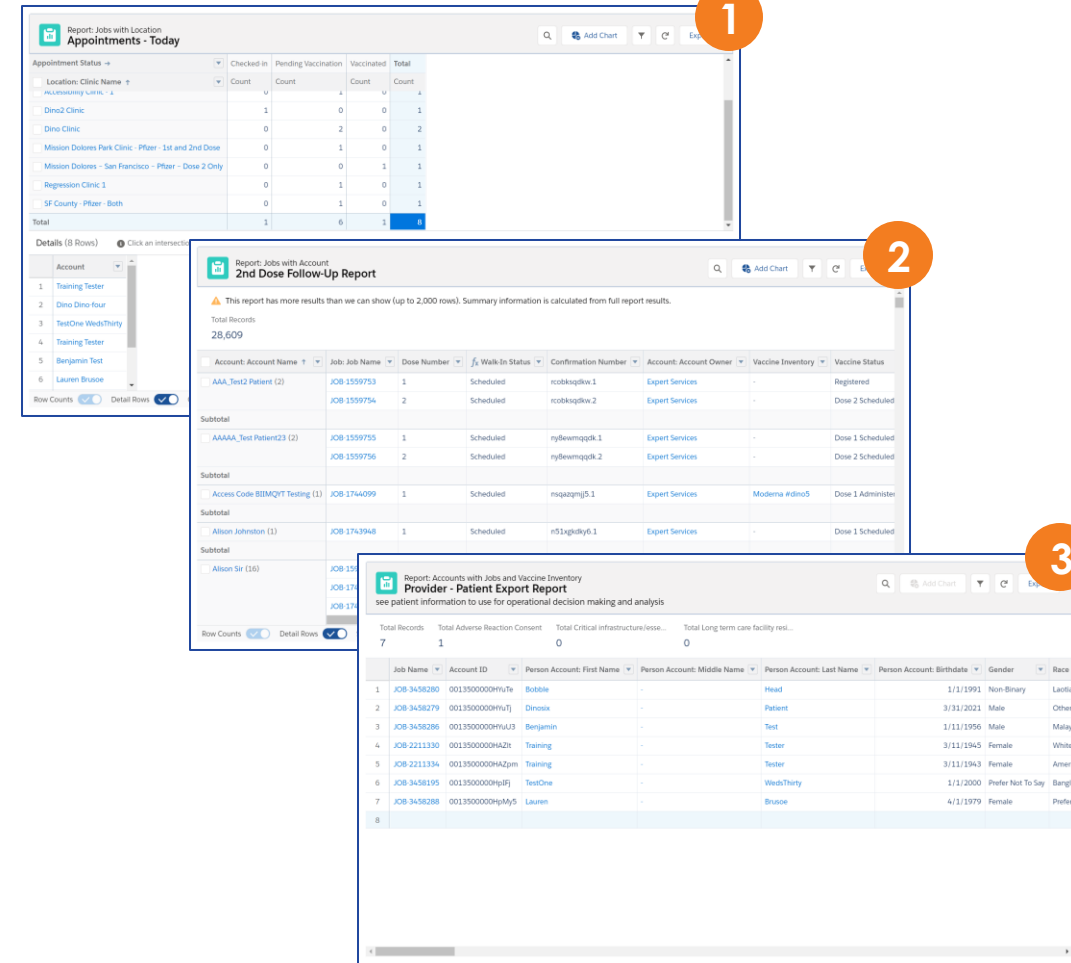


## Our Goal:

**Help providers accelerate vaccination, particularly in the hardest hit communities, by improving access to quality, actionable data.**

## Sample Reports (28 Available):

- 1 How many appointments do I have today?**  
**Appointments – Today Report:** Contains scheduled appointments broken down by status (Pending Vaccination, Checked-in, and Vaccinated).
- 2 Which patients did not schedule a second dose appointment?**  
**The 2nd Dose Follow-Up Report:** Contains a list of patient names, patient vaccine status (Dose 1 Scheduled/Administered, Dose 2 Scheduled/Administered) as well as appointment dates and times.
- 3 Where can I find patient insurance information for billing?**  
**Patient Export Report:** Contains all data fields associated with a patient's record including patient health insurance data (if the patient provided it).



**1 Report: Jobs with Location Appointments - Today**

Location: Clinic Name	Checked In Count	Pending Vaccination Count	Vaccinated Count	Total Count
Dino2 Clinic	1	0	0	1
Dino Clinic	0	2	0	2
Mission Dolores Park Clinic - Pfizer - 1st and 2nd Dose	0	1	0	1
Mission Dolores - San Francisco - Pfizer - Dose 2 Only	0	0	1	1
Regression Clinic 1	0	1	0	1
SF County - Pfizer - Bath	0	1	0	1
<b>Total</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>8</b>

**2 Report: Jobs with Account 2nd Dose Follow-Up Report**

Total Records: 28,609

Account: Account Name	Job: Job Name	Dose Number	Walk-In Status	Confirmation Number	Account: Account Owner	Vaccine Inventory	Vaccine Status
AAA_Test Patient (2)	JOB 1559753	1	Scheduled	rcobkqglw.1	Expert Services	-	Registered
	JOB 1559754	2	Scheduled	rcobkqglw.2	Expert Services	-	Dose 2 Scheduled
<b>Subtotal</b>							
AAAAA_Test Patient(2) (2)	JOB 1559755	1	Scheduled	ryf6emqgk.1	Expert Services	-	Dose 1 Scheduled
	JOB 1559756	2	Scheduled	ryf6emqgk.2	Expert Services	-	Dose 2 Scheduled
<b>Subtotal</b>							
Access Code B1M2Q7 Testing (1)	JOB 1746099	1	Scheduled	msqazmj5.1	Expert Services	Moderna #dmo5	Dose 1 Administered
<b>Subtotal</b>							
Allison Johnston (1)	JOB 1743948	1	Scheduled	r51gkily6.1	Expert Services	-	Dose 1 Scheduled
<b>Subtotal</b>							
Allison Sir (16)	JOB 15...						
<b>Subtotal</b>							

**3 Report: Accounts with Jobs and Vaccine Inventory Provider - Patient Export Report**

Total Records: 7

Job Name	Account ID	Person Account: First Name	Person Account: Middle Name	Person Account: Last Name	Person Account: Birthdate	Gender	Race
JOB 3458280	001350000hpjtu	Bobbie		Head	1/1/1991	Non-Binary	Latvia
JOB 3458279	001350000hpjtu	Dinosax		Patient	3/31/2021	Male	Other
JOB 3458286	001350000hpjtu	Benjamin		Test	1/11/1956	Male	Malay
JOB 2211330	001350000hpjtu	Training		Tester	3/12/1945	Female	White
JOB 2211334	001350000hpjtu	Training		Tester	3/11/1943	Female	Ameri
JOB 3458195	001350000hpjtu	TestOne		WebThirty	1/1/2000	Prefer Not To Say	Bangl
JOB 3458288	001350000hpjtu	Lauren		Bruce	4/1/1979	Female	Prefer

### How do I get access?

Request a Clinic Manager user account  
My Turn Clinic Login [Here](#)

### Where can I find a list and description of all available reports?

Please see the Clinic Manager Reporting Quick Sheet available on [EZIZ](#)

## Sample Dashboards (8 Available):

### 1 What is the progress for the state and my county?

**Public Vaccine Dashboard:** Contains total doses administered by county, average doses per day, and percentages of partially and fully vaccinated people in California.

### 2 How has the state committed to equity in vaccine administration?

**HPI % of People Vaccinated Over Time:** Contains the percentages of people partially or fully vaccinated by Vaccine Equity Metric (HPI) Quartile over time.

### 3 Which groups have received their vaccines?

**Vaccine Demographics by County:** Contains percentages of vaccines administered by race and ethnicity, age, and gender statewide and by county.



### How do I get access?

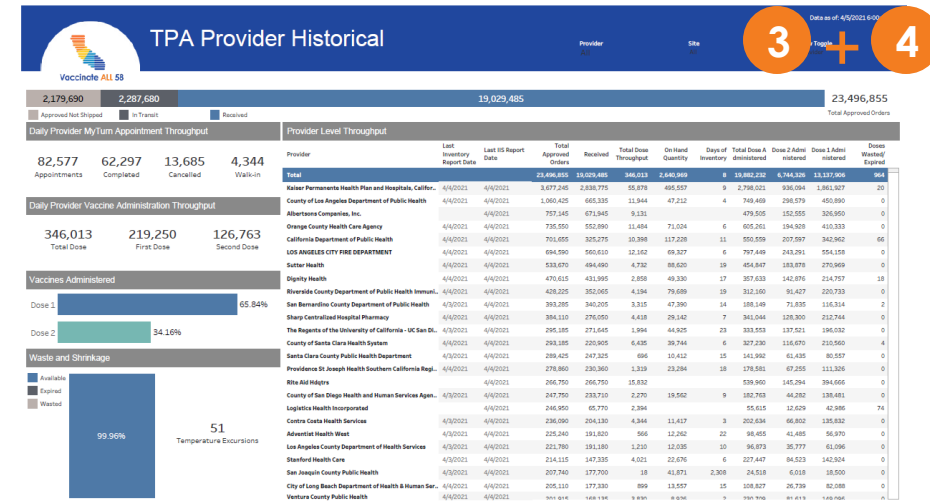
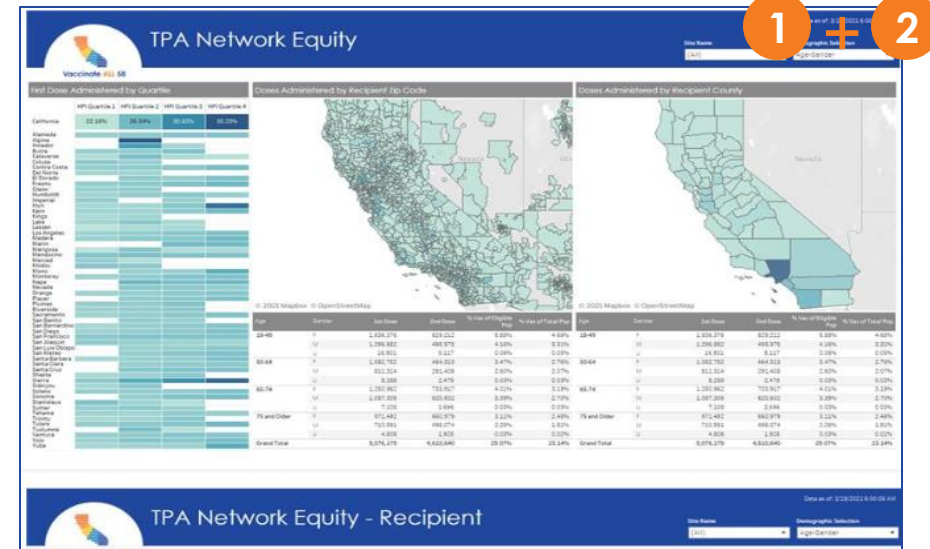
All dashboards are published on [COVID19.ca.gov](https://COVID19.ca.gov)

### Where can I find a list and description of all available reports?

Please see the Clinic Manager Reporting Quick Sheet available on [EZIZ](#)

## Sample Dashboards:

- 1 How many residents have we partially and fully vaccinated in x county and state?
  - **TPA Network Equity Dashboard – in development:** Contains detail on partial and full vaccinations by HPI, race & ethnicity, age, and gender.
- 2 How does my vaccine administration data look by HPI Quartile, Race, Ethnicity, Age, and Gender? How does my data compare to the state average?
  - **TPA Network Equity Dashboard – in development:** Contains detail on partial and full vaccinations by HPI, race & ethnicity, age, and gender.
- 3 How many days of inventory do I have on hand?
  - **Provider Performance Dashboard – in development:** Displays the total inventory on hand for a Provider at the aggregated Provider level and at the detailed site level
- 4 What is my administration throughput? What is my appointment throughput?
  - **Provider Performance Dashboard – in development:** Contains allocation, delivery, inventory, appointment throughput, administration data by site where available.



	My Turn Clinic	LHJ Dashboards
How do I get access?	<ul style="list-style-type: none"> <li>A My Turn <b>Clinic Manager user account</b> is required</li> <li>Please request during onboarding onto My Turn or contact the My Turn Clinic Help Desk</li> <li>Login to My Turn Clinic <a href="#">Here</a></li> </ul>	Access Information Coming Soon
Where can I find a list and description of what is available?	<ul style="list-style-type: none"> <li>Please see the "<b>Clinic Manager Reporting Quick Sheet</b>" available on <a href="#">EZIZ</a></li> </ul>	
Who can I contact if I am having trouble accessing?	<ul style="list-style-type: none"> <li>My Turn Clinic Help Desk</li> <li><b>Email:</b> <a href="mailto:MyTurn.Clinic.HD@accenture.com">MyTurn.Clinic.HD@accenture.com</a></li> <li><b>Phone:</b> 415-621-9494</li> <li><b>Hours:</b> 7 days/week, 7 AM - 7PM PT</li> </ul>	

# You're Invited!

## Monday My Turn & myCAvax Office Hours

**Time:** Mondays from 12PM-1PM

**Audience:** Local Health Jurisdictions & Providers

**Agenda:** My Turn and myCAvax updates and announcements  
Q&A opportunities for LHJs and Providers

**Use this link to join:**

<https://cdph-conf.webex.com/cdph-conf/k2/j.php?MTID=t406edbdb3a6a3d2fd9b71771427be0bb>

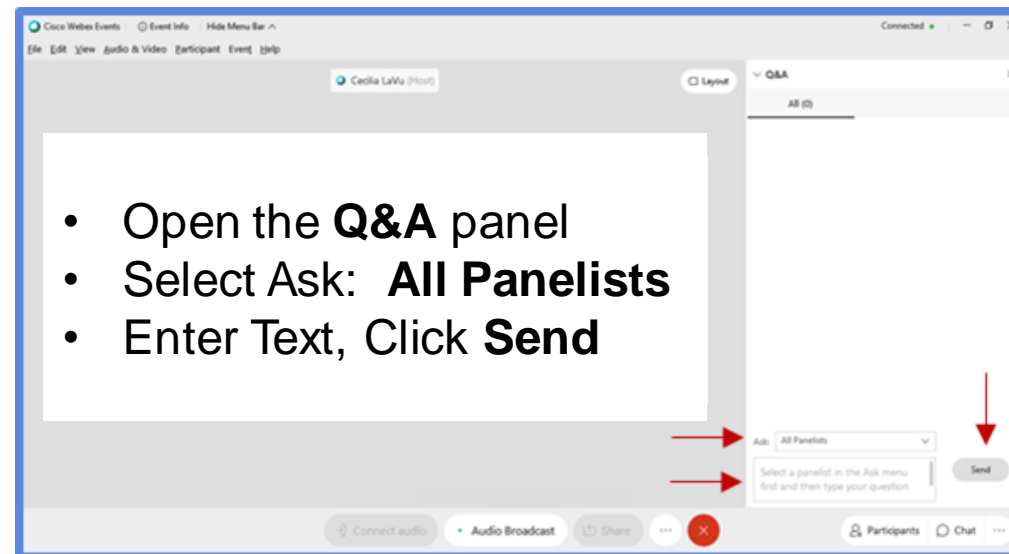
Audio Conference: 415-655-0001 Access Code: 145 995 8782

Session Number: 145 995 8782 Session Password: Immunize2020!

# 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".

# Announcements & Updates



# Administration & Allocation

Louise McNitt, MD, CDPH

## Doses Administered to Date (4/8)

**21,483,192 doses administered**

44% of our 16+ population that has received at least one dose!

25% of our 16+ population is fully protected.

Source: <https://covid19.ca.gov/vaccines/>



# CA's Allocation (4/06)

	Doses	Box
Pfizer	535,860	458
Moderna	397,400	3,974
Janssen	67,600	676
Total	1,000,860	5,108

- ✓ 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

# Vaccine Orders

- Orders in **Approved** status in myCAvax are processed daily after the 4PM submission deadline
- Once orders are pulled and processed on myCAvax, they are immediately imported into a CDC system (VTrckS) for transmission to CDC
  - Status will change from **Approved** to **Fulfillment Pending**
- Orders transmitted to CDC cannot be cancelled\*
  - Federal Policy: COVID-19 vaccine order cancellations can only be requested by Awardee (not by providers or administration sites)
- Once orders are shipped and vaccine shipment date is received from CDC, that is imported into myCAvax and the status of the orders will change to **Completed**

# Vaccine Order Status

**Expired**= Auto update of status for order older than 20 days

**Submitted** = Orders requests submitted by providers/LHD/TPA

**Pending**= Submitted order has been pended by a LHD that order will be filled once additional doses are available (*email notification is sent*)

**Approved** = Submitted request has been approved (manually or after bulk upload)

**\*Fulfillment Pending**= Order has been submitted to CDC (McKesson or Manufacturer) for shipment

**Complete** = Shipment information has been added to the order. Order is now complete.

Vaccine Orders  
All Orders ▼

50+ Items • Sorted by Order Number • Filtered by All vaccine orders • Updated 7 minutes ago

Order Number ↑	Account Name	Vaccine	Doses Requested	Approved Qua	Status	Created D
1	Lindora LLC	Moderna COVID-19 Vaccine	500	500	Expired	1/12/2021
2	WesternU Health	Moderna COVID-19 Vaccine	2,000	300	Fulfillment Pending	1/12/2021
3	Orthopaedic Institute for Children- Los Angeles	Moderna COVID-19 Vaccine	600		Pending	1/12/2021
4	LAKE ELSINORE CLINICA MEDICA FAMILIAR A MEDICAL CORPORATION	Moderna COVID-19 Vaccine	2,000		Pending	1/12/2021, 6:35 PM
5	Hoag Hospital Newport Beach	Moderna COVID-19 Vaccine	3,000	500	Fulfillment Pending	1/12/2021
6	MedCenta Pharmacy	Moderna COVID-19 Vaccine	100	0	Pending	1/12/2021
7	West LA Medical & Skincare	Moderna COVID-19 Vaccine	100		Submitted	1/12/2021
8	Universal Community Health Center	Moderna COVID-19 Vaccine	100		Submitted	1/12/2021
19	HealthySmile 360	Moderna COVID-19 Vaccine	200		Submitted	1/12/2021
20	David E. Goodman, MD, MSE, A Professional Medical Corporation	Moderna COVID-19 Vaccine	200	15,000	Complete	1/12/2021

\* Once an order is in Fulfillment Pending these cannot be cancelled.



# Vaccine shipments

Never Refuse shipments!

1. **Accept**
2. **Verify** shipment & contents
3. **Store** in appropriate units
4. **Report** any discrepancies immediately

**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
<b>General Vaccine Shipment Issues</b>	McKesson Customer Service	Phone: 833-343-2703
<b>Temperature Excursions during shipment</b>	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> <b>Phone:</b> (833) 272-6635 Monday – Friday, 8 a.m. – 8 p.m. ET <b>Email:</b> COVIDVaccineSupport@McKesson.com (only send email if after hours)
<b>Ancillary kit issues</b>	McKesson Customer Service	Phone #: 833-272-6634 Email: SNSSupport@McKesson.com

# Vaccine shipments

View your shipment history



Home

Organization

Vaccine Orders

Vaccine Inventory

Locations

Communication

More ▾



Shipment

All Shipments ▾



27 items • Sorted by Shipment ID • Filtered by All shipment • Updated a few seconds ago

Search this list...



Shipment ID ↑	Product Name	Quantity Received	Date Shipped	
1 SHIP-007603	Moderna COVID-19 Vaccine	200	2/11/2021	▾
2 SHIP-007615	Moderna COVID-19 Vaccine	100	2/11/2021	▾
3 SHIP-007628	Pfizer-BioNTech COVID-19 Vaccine	5,800	2/11/2021	▾
4 SHIP-007828	Pfizer-BioNTech COVID-19 Vaccine	975	2/16/2021	▾
5 SHIP-008031	Pfizer-BioNTech COVID-19 Vaccine	3,510	2/20/2021	▾



# Username change

- For those with login username ending in CalVax, e.g., [username@county.org.CalVax](#)
  - Wave 1 – April 13 (Last names A-G)
  - Wave 2 – April 20 (Last names H-P)
  - Wave 3 – April 27 (Last names Q-Z)
- Follow instructions in email from COVID Vaccination Program listserv when it's time for your wave
- For technical issues (password resets, etc.): email [myCAvax.HD@accenture.com](mailto:myCAvax.HD@accenture.com) or call (833)-502-1245, option 2
- See [Name Change FAQ](#) for additional information



**CalVax**  
California Vaccine  
Management System



**myCAvax**  
California Vaccine Management System

# myCAvax Clean Up & Duplicate IIS IDs

For Providers

## California COVID-19 Vaccination Program Update


### Action Requested: myCAvax Clean Up

Thank you for your continued partnership in the CA COVID-19 vaccination campaign. As the state moves forward with a goal of driving equitable vaccine distribution, there is a need to track vaccine delivery and administration more closely across provider locations. Based on this, the state is requesting that location coordinators validate location details by **April 9** in myCAvax in order to receive doses going forward.

Below is a summary of the key fields that need to be reviewed. This [clean-up guide](#) has detailed information on each field, the reconciliation instructions needed to remediate, and who can assist if you encounter issues.

Items to Review	Validation / Updates Required	
Provider Org Structure	Review for accuracy and alignment with CDC Part A application	
Provider Locations	Review for accuracy and alignment with CDC Part B application. Add all locations that are contracted to administer under TPA.	
Fields within each Location Record	Location Coordinator name, email, and phone number	Ensure information is accurate and up to date (may have changed since initial application)
	Shipping Address	Ensure information is accurate and reflects where vaccines should be shipped
	Administration Address	Ensure information is accurate and reflects where vaccines will be administered (or where the mobile 'bus will be parked' at the end of the day)
	Fridge / Freezer / Ultra Freezer Capacity.	Review model and capacity information to ensure completeness and accuracy
Unique IIS ID for each provider location	Confirm each administration address has a distinct IIS ID. May need to request additional IIS IDs from CAIR (or SDIR or RIDE)	

[View Archived Messages](#)



Vaccinate ALL 58  
Together we can end the pandemic.

COVID-19 Vaccination Program

## Clean Up Requested for all Locations

- Location Coordinators should validate data by COB today\*
- Access archived [Clean-Up message](#)

## Locations with Duplicate IIS IDs (e.g., CAIR Org Code)

- Separate communication sent to limited users affected

# Clinical Update

Louise McNitt, MD, CDPH

# COVID-19 Vaccination Record Card

## Reminder:

Please remember to instruct patients to verify their personal information on their vaccination record card and retain the card as their official record of vaccination!

**COVID-19 Vaccination Record Card**

Please keep this record card, which includes medical information about the vaccines you have received.  
Por favor, guarde esta tarjeta de registro, que incluye información médica sobre las vacunas que ha recibido.

Last Name \_\_\_\_\_ First Name \_\_\_\_\_

Date of birth \_\_\_\_\_

Patient number (medical record or IIS record) \_\_\_\_\_

Vaccine	Product Name/Manufacturer	Date	Healthcare Professional or Clinic Site
	Lot Number		
1 <sup>st</sup> Dose COVID-19		___/___/___ mm dd yy	
2 <sup>nd</sup> Dose COVID-19		___/___/___ mm dd yy	
Other		___/___/___ mm dd yy	
Other		___/___/___ mm dd yy	

# Guidance for 16-year-olds receiving Moderna

- If 16 or 17y/o inadvertently received Moderna instead of Pfizer-BioNTech:
  - Administer Moderna vaccine as the second dose (off-label use)
  - Report as an administration error in VAERs
- If Janssen vaccine administered inadvertently, do **not** repeat dose with Pfizer-BioNTech vaccine.



# Pediatric Vaccine Trial Update

- On 3/31 Pfizer released Phase 3 trial results in participants 12-15 years old
  - No cases of COVID-19 in the vaccinated group
  - Results not peer-reviewed yet
  - Data submission to the FDA planned; will seek amendment of the existing EUA
- Pfizer, Moderna and Janssen have additional trials under way
  - Pfizer 6 months to 11 years
  - Moderna 12-17 years and 6 months to 11 years
  - Janssen 12-17 years

# Minor Consent for COVID-19 Vaccine

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- Consent of the parent, legal guardian, or other adult having legal custody of the minor is required for a non-emancipated minor to receive COVID-19 vaccine
- Vaccine providers are responsible for verifying that informed consent is obtained from parents of non-emancipated minors, either in person or in writing
- Emancipated minors do not need parental consent for COVID-19 vaccination

<http://teenhealthlaw.org/wp-content/uploads/2019/08/2019CaMinorConsentConfChartFull.pdf>



# Storage & Handling

Kate McHugh, CDPH



# Moderna EUA Updates – Two NDCs

- Moderna has been approved to manufacture vials with up to 15 doses per vial
- Current NDC
  - Maximum 11 dose vial (may be able to draw 10-11 doses)
    - Unit of Sale (carton): NDC 80777-273-99
    - Unit of Use (vial): NDC 80777-273-10
    - Same product/NDC as your current Moderna inventory
    - Allocations, ancillary kits, and labeling will remain at 10 doses per vial



# Moderna EUA Updates – Two NDCs (cont.)

- Upcoming: Maximum 15 dose vial (may be able to draw 13-15 doses)
  - Unit of Sale (carton): NDC 80777-273-98
  - Unit of Use (vial): NDC 80777-273-15
  - Waiting on more details from CDC for when 15 dose vials might start shipping
    - Preliminary information from news reports suggests they may start shipping within the next month
- Number of vials per carton is 10 vials per carton for both NDCs
- The current NDC (maximum 11 dose vials) will be phased out
- How many doses providers can draw from the vials will depend on needle/syringe used and technique

# Moderna EUA Updates Storage & Handling

Link to EUA: [Moderna COVID-19 Vaccine EUA Fact Sheet for Health Care Providers \(fda.gov\)](https://www.fda.gov/oc/ohrt/moderna-covid-19-vaccine-eua-fact-sheet-for-health-care-providers)

THAW TIMETABLE		
Vial	Thaw in Refrigerator	Thaw at Room Temperature
Maximum 11-Dose Vial (range: 10-11 doses)	Thaw in refrigerated conditions between 2° to 8°C for 2 hours and 30 minutes. Let each vial stand at room temperature for 15 minutes before administering.	Alternatively, thaw at room temperature between 15° to 25°C for 1 hour.
Maximum 15-Dose Vial (range: 13-15 doses)	Thaw in refrigerated conditions between 2° to 8°C for 3 hours. Let each vial stand at room temperature for 15 minutes before administering.	Alternatively, thaw at room temperature between 15° to 25°C for 1 hour and 30 minutes.

# Moderna EUA Updates – Storage & Handling

FDA has revised the Moderna EUA to include the following:

- Unpunctured vials
  - Moderna vials can now be stored frozen between  $-50^{\circ}$  to  $-15^{\circ}\text{C}$  ( $-58^{\circ}$  to  $5^{\circ}\text{F}$ ) until published expiration date. This is new, wider temperature range that is consistent with other recommended vaccines stored in the freezer.
  - Unpunctured vials may be stored at  $8^{\circ}$  to  $25^{\circ}\text{C}$  ( $46^{\circ}$  to  $77^{\circ}\text{F}$ ) for up to 24 hours. This is an increase from 12 hours to 24 hours.
  - Unchanged: Vials may be stored refrigerated between  $2^{\circ}$  to  $8^{\circ}\text{C}$  ( $36^{\circ}$  to  $46^{\circ}\text{F}$ ) for up to 30 days prior to first use.
- Punctured vials
  - After the 1st dose has been withdrawn, the vial should be held at  $2^{\circ}$  to  $25^{\circ}\text{C}$  ( $36^{\circ}$  to  $77^{\circ}\text{F}$ ) for up to 12 hours. Vials must be discarded 12 hours after the 1st puncture. This is an increase from 6 hours to 12 hours.
- Added language about thawed transport
  - Transport at  $-50^{\circ}$  to  $-15^{\circ}\text{C}$  ( $-58^{\circ}$  to  $5^{\circ}\text{F}$ ) if possible
  - Thawed vials can be transported for up to 12 hours at  $2^{\circ}$  to  $8^{\circ}\text{C}$  ( $35^{\circ}$  to  $46^{\circ}\text{F}$ ) and under routine road and air transport conditions with shaking and vibration minimized
  - Do not refreeze vials
  - Same guidance as what was in CDC toolkit for Moderna previously

# How many doses can you pull from a vial?

## Follow what is in the EUA!

- Pfizer
  - 6 doses maximum
- Moderna
  - Up to 11 doses maximum for current NDC
  - Up to 15 doses maximum for new NDC when that enters the market
- Janssen
  - 5 doses maximum



# Provider Call Center

Brenton Louie, CDPH

# Vaccine Orders

- Shipment Incidents
  - Report immediately – refer to [this job aid](#) if you're unsure of where to begin
- Temperature Excursions not occurring during a shipment
  - Report as an Excursion in myCAvax
  - Contact Vaccine Manufacturer(s) for vaccine viability before use
- **Q:** We received vaccines but didn't order any and don't need it. What can we do with them?
  - **A:** Orders cannot be cancelled, and the vaccine shipment should not be refused. Contact our Provider Call Center or your LHD contact for help transferring to another Provider who can use them.
  - Reminder: If you are in the TPA network, complete your vaccination capacity form before 4 pm each Monday to indicate your vaccine need over the following two weeks.

# Provider Call Center: Contact Us!

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## **COVID-19 Provider Call Center**

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

Phone: (833) 502-1245, M-F 8 AM–8 PM

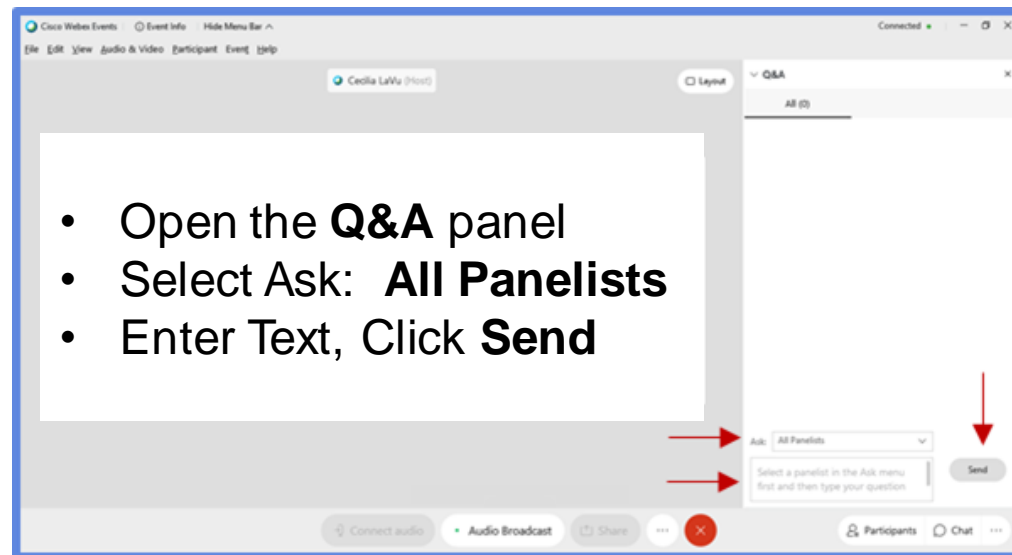
For questions from providers/LHJs regarding the COVID-19 Vaccine Program



# Provider Office Hours Q&A

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

## Q&A Panel



The screenshot shows a Cisco Webex interface with a Q&A panel open on the right. The panel 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 with a list of 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





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

# Resources on [eziz.org/covid](https://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](mailto:covidcallcenter@cdph.ca.gov)

Phone: (833) 502-1245

Hours: Mon-Fri, 8AM-8PM

**Technical Support for myCAvax**

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

# Thank you



for our next weekly  
**Provider Office Hours**

Friday, April 16th

9:00 AM