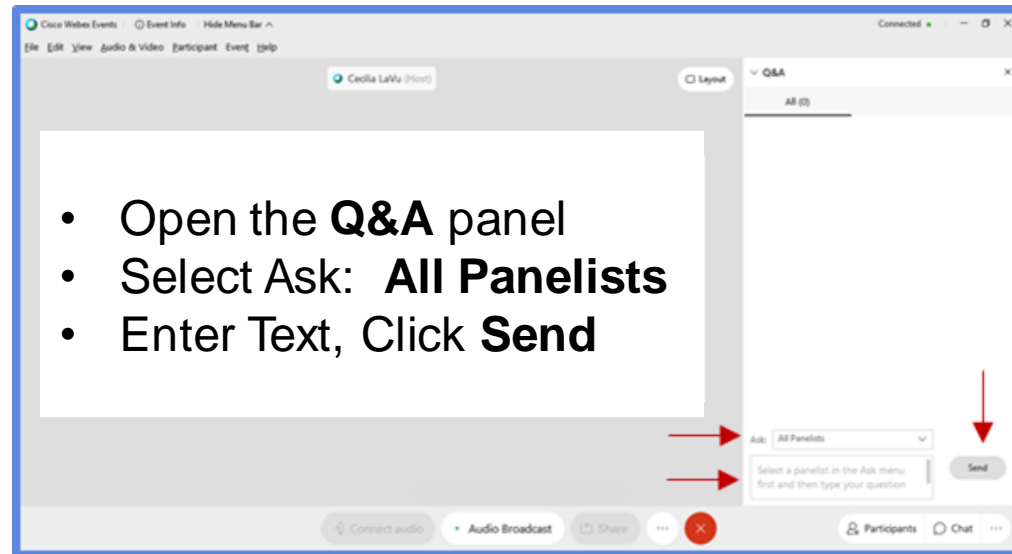


Welcome to Provider Office Hours

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 menu bar at the top and a toolbar at the bottom.

- 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

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Facilitator)	9:00 – 9:05
2	Administration & Allocation	Amy Pine (CDPH)	9:05 – 9:10
3	My Turn and myCAvax	Josh Pocus (My Turn)/Claudia Aguiluz (myCAvax)	9:10 – 9:15
4	TPA Update	Jeff Merritt (TPA)	9:15 – 9:20
Q&A for TPA/ My Turn			9:20 – 9:30
5	Provider Call Center	Ana Ramirez (CDPH)	9:30 – 9:35
6	Clinical Update	Louise McNitt, MD (CDPH)	9:35 – 9:40
7	Storage & Handling	Kate McHugh (CDPH)	9:40 – 9:45
8	Wrap-Up & Feedback Poll	Leslie Amani (Facilitator)	9:45
Q&A for myCAvax / General			9:45 – 10:00

Announcements

Stay informed! Provider Resources on eziz.org/covid

Frequent Content Updates:

- Alerts
- Program Enrollment
- My Turn Onboarding
- Reporting Requirements
- Patient Resources
- Archived Communications
- Education & Support Materials
- More to explore!

- 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 Help Desk

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

Clinic Translation Line:
(833) 980-3933.
M-F 8AM-8PM,
Sun-Sat 8AM-5PM

Third Party Administrator

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

Program Updates

The state of California signed a Third Party Administrator (TPA) contract with 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 state requirements.

Providers currently enrolled or in the process of enrolling in the California COVID-19 Vaccination Program can access program-related resources and communicate through 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 5/6](#)

Alerts:

Providers of Pediatric Services

- [How to Enroll in the California COVID-19 Vaccination Program webinar 5/11 recording](#)
- [Read about changes to requirements for non-TPA-contracted providers of pediatric services, individual practitioners, small group practices for COVID-19 Vaccine Program and Network](#)
- [What Clinicians Need to Know About Pfizer-BioNTech COVID-19 Vaccination of Adolescents \(CDC Webinar\): Friday, May 14, 2021, 11 AM - 12 PM PT](#)

myCAVax Users: We Need Your Feedback

- Please take the survey for your user type: [Provider](#) or [LHD/MCE](#) by 7:00 p.m. on May 18.

Submit Vaccine Capacity Form by 4pm Monday

Providers in the TPA Network need to complete the Capacity Form by 4pm Monday, every week. Please submit the form even if you do not need doses for the following week.

TPA Information

- [TPA-Direct Allocation Process and Cadence](#)
- [Changes to requirements for non-TPA-contracted pediatricians, individual practitioners and small group practices for participation in COVID-19 Vaccine Program and Network](#)
- [TPA and My Turn Presentations at Provider Office Hours](#)



New Simplified-Literacy Materials – posted at Patient Resources section of EZIZ.org/COVID

Should I get the vaccine today?

Know the benefits:

COVID-19 Vaccine

- Helps keep you and your family healthy
- Safe
- Free

There are 3 types of COVID-19 vaccines in the US:

- Johnson and Johnson
- Moderna
- Pfizer

Talk to the doctor or nurse about which vaccines are available for you and your family!

Know the risks:

Common Temporary mild reactions may happen 1-2 days after all 3 vaccines.

- arm pain
- headache
- feeling tired
- body aches
- fever

Very Rare Severe allergic reactions may happen in 1-2 hours for all 3 vaccines.

- trouble breathing, swollen face or throat
- fast heartbeat
- rash
- dizziness, weakness

Very Rare Blood clots may happen 1-2 weeks after Johnson & Johnson vaccine.

Blood clots in the brain, abdomen, and legs; with risk of bleeding. Women under 50 years of age are at higher risk.

Seek medical attention right away if you have any:

- shortness of breath or chest pain
- severe headaches or abdominal pain
- leg swelling
- blurred vision
- easy bruising or tiny blood spots under the skin (not just where the shot was given)

¿Debería vacunarme hoy?

Conozca los beneficios:

La vacuna contra el COVID-19

- Ayuda a que usted y su familia se mantengan sanos
- Es segura
- Es gratis

Hay 3 tipos de vacunas contra el COVID-19 en los EE. UU.:

- Johnson & Johnson
- Moderna
- Pfizer

¡Consulte al doctor o a la enfermera sobre las vacunas disponibles para usted y su familia!

Conozca los riesgos:

Común Las reacciones leves y pasajeras pueden ocurrir 1-2 días después de cualquiera de las 3 vacunas:

- dolor en el brazo
- dolor de cabeza
- cansancio
- dolor de cuerpo
- fiebre

Muy poco común Reacciones alérgicas graves pueden ocurrir 1-2 horas después de cualquiera de las 3 vacunas:

- dificultad para respirar, cara o garganta hinchadas
- latidos del corazón acelerados
- sarpullido
- mareos, debilidad

Muy poco común Los coágulos de sangre pueden aparecer de 1 a 2 semanas después de la vacuna de Johnson & Johnson.

Busque atención médica de inmediato si tiene:

- Coágulos de sangre en el cerebro, abdomen y piernas con riesgo de hemorragia. Las mujeres menores de 50 años corren un mayor riesgo.
- dificultad para respirar o dolor de pecho
- fuertes dolores de cabeza o dolor abdominal
- hinchazón de la pierna
- visión borrosa
- desarrolla moretones con facilidad o pequeñas manchas de sangre debajo de la piel (no sólo donde se aplicó la vacuna).

Provider FAQs

- Answers to questions on the hottest topics
- Updated weekly: Last updated 05.20.2021
- Currently in its 20th iteration!



Q: *Where can I find detailed information on storage and handling of the COVID-19 vaccine?*

A: For detailed guidance of storage and handling for the COVID-19 vaccines currently available, please refer to the CDC's [Vaccine Storage and Handling Toolkit](#) and to [Moderna](#), [Pfizer-BioNTech](#), and [Janssen](#) guides.



Q: *Can a TPA network Provider transfer COVID-19 vaccines that are close to their expiration dates to a non-TPA network Provider?*

A: Yes. Any California COVID-19 Vaccination Program Provider enrolled in myCAvax may transfer and receive an emergency transfer of COVID-19 vaccines that are close to their expiration dates. This includes a transfer from a TPA network Provider to a non-TPA network Provider. Please see [Transferring Vaccines](#) for more details.



Q: *Where can Providers access a sample written consent form for non-emancipated minors receiving the COVID-19 vaccine?*

A: Providers can access a sample written consent form for non-emancipated minors receiving the COVID-19 vaccine at [Pfizer Vaccine Minor Consent Guidance](#).

[Provider FAQs on EZIZ](#)

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
Vaccine Program Management.....	3
Provider Enrollment.....	5
Allocation.....	7
Ordering.....	9
Distribution/Redistribution.....	11
Vaccine Storage & Handling.....	12
Phases & Tiers.....	13
Vaccine Administration.....	13
Inventory.....	17
Reporting.....	18
Costs & Reimbursement.....	21
Communication Resources.....	21

Sample Consent/Permission Slip for Parents/Guardians who are unable to accompany minors to vaccine visits

Found on [CDPH website](#) and linked in My Turn


Home | Programs | Center for Infectious Diseases | Division of Communicable Disease Control | Pfizer Vaccine Minor Consent Guidance

COVID-19 Home [Protect Your Health](#) [Get Latest Guidance](#) [See the Numbers](#) [Learn More](#)



State of California—Health and Human Services Agency
California Department of Public Health

TOMÁS J. ARAGÓN, M.D., Dr.P.H.
State Public Health Officer & Director



May 13, 2021

TO: To all Californians

SUBJECT: Pfizer Vaccine Minor Consent Guidance

Background

Administration of COVID-19 vaccines to as many Californians as possible is critical to control the pandemic. Based on evidence of safety and efficacy, the U.S. Food and Drug Administration (FDA) has now reduced the minimum age for its Emergency Use Authorization of Pfizer COVID-19 vaccine from 16 years of age down to 12 years.

In an ongoing clinical trial, two doses of this vaccine given three weeks apart has been shown to prevent illness, hospitalization, or death from COVID-19. The duration of protection against COVID-19 is currently unknown. More information on the risks and benefits of the Pfizer vaccine can be found on the Pfizer COVID-19 Vaccine Benefits and Risks Fact Sheet.

Options for Consent

Persons younger than 18 years must have parental or guardian consent given by a legally authorized representative (parent or guardian). An emancipated minor may consent for him/herself. Currently, only the Pfizer vaccine has received Emergency Use Authorization for people under 18.

Allowable consent includes:

- Parent/guardian accompanies the minor in person.
- If the parent/guardian cannot accompany the minor, a signed written consent is acceptable. The written consent must verify the parent/guardian has been provided the Pfizer EUA Fact Sheet.
- Phone or video consent is possible if the parent/guardian confirms that they have been provided the Pfizer EUA Fact Sheet or the Fact Sheet is read to the parent/guardian.

To learn more about risks, benefits, and side effects of the Pfizer vaccine, check the CDPH website [Get the Facts on Vaccines \(ca.gov\)](#) and/or read the U.S. Food and Drug Administration's Fact Sheet for Recipients and Caregivers.

Download the Sample Consent Form:

- [Editable Word Doc template](#)
- [Fillable PDF form](#)

Pfizer-BioNTech COVID-19 Vaccine Consent For Individuals Under 18 Years of Age

Section 1: Information about the child to receive Pfizer-BioNTech COVID-19 Vaccine (please print):

Child's Name (Last, First, Middle)	Date of Birth (mm/dd/yyyy) Age
Street Address	City State Zip
Phone Number	

Section 2: Information on the risks and benefits of the Pfizer-BioNTech COVID-19 Vaccine (Pfizer Vaccine).
Currently the U.S. Food and Drug Administration (FDA) has authorized emergency use of the Pfizer Vaccine to prevent COVID-19 in individuals 12 years of age and older. The FDA has not yet approved licensure of vaccine to prevent COVID-19. To learn more about risks, benefits, and side effects of the Pfizer vaccine, read the U.S. Food and Drug Administration's [Fact Sheet for Recipients and Caregivers](#).

Section 3: Consent.
I have reviewed the information on risks and benefits of the Pfizer Vaccine in Section 2 above and understand the risks and benefits. I agree that:

1. I reviewed this consent form and have read and understand the "Fact Sheet for Recipients and Caregivers" about the potential risks and benefits of the Pfizer Vaccine.
2. I have the legal authority to consent to have the child named above vaccinated with the Pfizer Vaccine.
3. I understand I am not required to accompany the child named above to the vaccination appointment and, by giving my consent below, the child will receive the Pfizer Vaccine whether or not I am present at the vaccination appointment.
4. I understand that as required by state law (Health and Safety Code, § 120440), all immunizations will be reported to the California Immunization Registry (CAIR2). I understand the information in the child's CAIR2 record will be shared with the local health department and State Department of Public Health, shall be treated as confidential medical information, and shall be used only to share with each other or as allowed by law. I may refuse to allow the information to be further shared and can request the CAIR2 record be locked by visiting the [Request to Lock My CAIR Record](#) web form.

I GIVE CONSENT for the child named at the top of this form to get vaccinated with the Pfizer-BioNTech COVID-19 Vaccine and have reviewed and agree to the information included in this form.

Name (Last, First, Middle)	Date
Signature	Date
Address if different from above	
Phone Number if different from above	

Webinar Announcement

Providers of Adolescent Services: What to Expect After Enrolling in the California COVID-19 Vaccination Program

Informational session covering clinical guidance for COVID-19 vaccination of adolescents and provider requirements for participating in the state's COVID-19 Vaccination Program.

Tuesday, May 25

5PM - 6PM Pacific Time

[Register Today](#)





Register Today

COVID CONVERSATION

Wednesday, May 26 at 6pm PT

American
Academy of
Pediatrics
CALIFORNIA
Incorporated in California

Program #6
Covid-19 Vaccine & Children



JASJIT SINGH, MD
Children's Hospital of
Orange County



MARK SAWYER, MD
University of California
San Diego

Register Here

Program #6 will focus on children. The program will start with a brief refresher of COVID-19 and MIS-C in children/teens and back to school issues followed by an update on COVID vaccines in children.

Afternoon TEAch Webinar for Pediatric Providers

CDPH Vaccines for Children Program Presents: Catching up Routine Vaccines During the Pandemic

Join us as we discuss catch-up vaccination strategies for your practice during the COVID-19 pandemic.

In this webinar you will:

- Identify tools and resources to improve immunization rates in your clinic
- Review ACIP recommendations for catch-up immunizations
- Become familiar with current immunization rates/trends
- Learn how to utilize CAIR to identify which kids are missing which vaccines



Wednesday, May 26th

12:00 PM – 1:00 PM

[REGISTER HERE](#)

We Appreciate Your Feedback!

- ▶ We will have a short, 1-question poll at the end of our agenda items.
- ▶ Please complete our poll!



Vaccine Updates

Administration & Allocation

Amy Pine, CDPH

Note Regarding Retail Pharmacies and Minor Consent

- All retail pharmacy partners (CVS, Rite Aid, Walgreens, Albertsons, Walmart, Costco, and Krogers) have agreed that there is NO requirement for birth certificate or proof of age to receive the COVID-19 vaccine.
- There is a requirement of a signed consent form and a parent/guardian/adult present at the store for a minor.*



*Note: Some pharmacies do not require adult presence for those who are 16 years and older.

Doses Administered to Date (5/19/2021)

35,414,233 doses administered!

- **61.1%** of 12+ population has received at least one dose, **47.5%** are fully protected.
- Already vaccinated **271,025 (12.8%)** 12-15 year olds... they are **ASKING** to be immunized!
- Making progress on **goal** to have **75%** of Healthy Places Index Quartile 1 pop fully vaccinated by June 15, 2021.

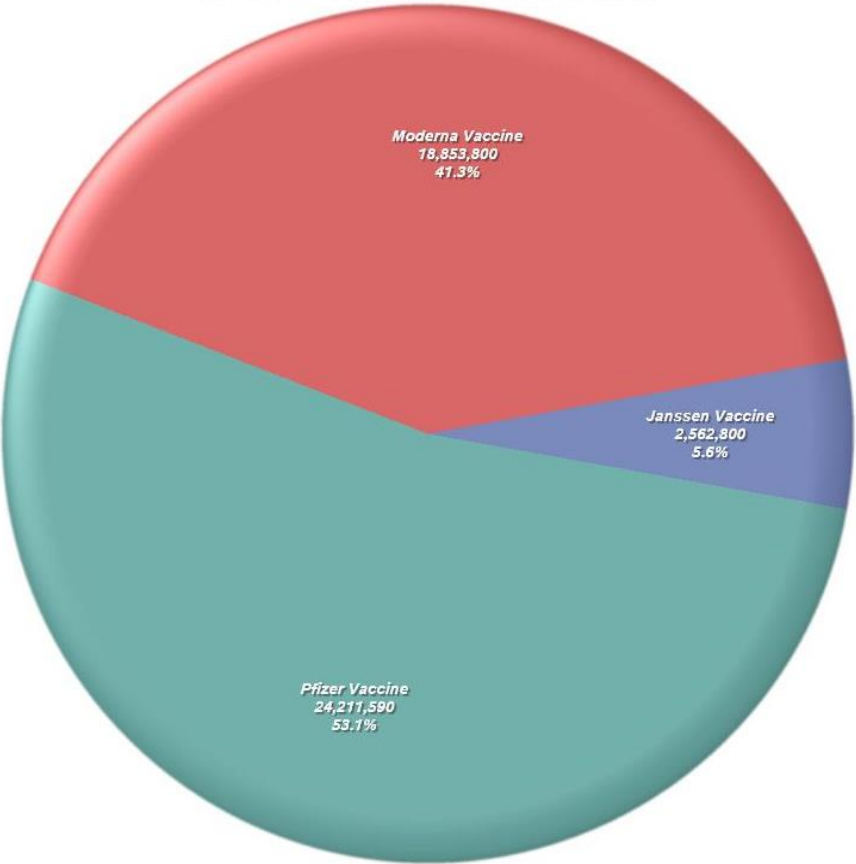


Allocations and Deliveries (from scarcity to abundance) (as of 5/18/21)

Weekly Allocation, 5/17/21	Doses	Boxes
Janssen		
Moderna	438,000	96@100, 3,060@140
Pfizer	575,640	492
Total	1,013,640	

Program State or Pharmacy	Doses Shipped	Doses Delivered
Dialysis Partnership	10,530	10,530
FEMA	755,430	755,430
HRSA-Funded Health Centers	2,826,790	2,826,590
Pharmacy Partnership	10,382,270	10,088,140
Federal Entity	1,101,280	1,098,480
Jurisdiction	30,900,615	30,849,020
Totals	45,976,915	45,628,190
Totals Minus Fed	44,875,635	44,529,710

Total Delivered Vaccine by Type: Thursday 20MAY2021



Posted on COVID19.CA.Gov/Vaccine

✓ There are **7,986,086 million** doses in **on-hand inventory**



My Turn and myCAvax Update

Provider Office Hours

May 21, 2021



myCAvax



My Turn



My Turn
Volunteer



- How We're Doing – My Turn and myCAvax
- As of 5/14, the one-time passcode functionality has been removed
- Update on Consent Process for Minors
- Update on Onboarding of Pediatric Providers

My Turn & myCAvax: How We're Doing



7.1 MILLION + appointments completed

2.7 MILLION + site visits since 12-15 y/o can be vaccinated
63% ↑

30.6k + total orders processed

12.6k + resolved Provider Call Center calls
11.6k + resolved Help Desk Tickets

6,266 approved providers

As of 5/13, 12–15-year-olds can schedule appointments for the **Pfizer vaccine** on My Turn.

Based on your feedback, we have updated the language to direct residents to the clinic and sample form:

Check with the clinic about how you can consent for your minor and if you need to be at the appointment. If the clinic will accept a signed consent form, here is a [sample](#) to use.

The [sample](#) hyperlink guides users to the CDPH site on “Pfizer Vaccine Minor Consent Guidance” where they can access the form.



Please select the patient's age range

Check with the clinic about how you can consent for your minor and if you need to be at the appointment. If the clinic will accept a signed consent form, here is a [sample](#) to use.

12

13 - 17

18 and older

I certify that I, the person completing the registration process, am over the age of 18 years old.

Engagement & Support

- myCAvax **webinar** hosted on 5/11 by CDPH & CMA
 - 1023 providers registered
 - 635 individuals attended
- 2nd webinar planned for 5/25, 5PM
- **Office Hours** held on 05/12 and 05/13, from 8 am- 7 pm
- **100+ Inquires** received by CMA and documented in Salesforce
- CMA is actively engaging
- Non-enrolled pediatric providers targeted for myCAvax 101 training the week of 05/17

myCAvax Enrollment Since 5/11*

Pediatric Provider Metrics

Draft	21
E-Signature Requested	3
E-Signature Received	1
In Review	1
Approved	2 (+1)

Total 28

All Other Provider Type Metrics

Draft	139 (+9)
E-Signature Requested	8 (+1)
E-Signature Received	2
Submitted	0
In Review	9
Approved	12

Total 170 (+8)

Stay tuned for functionality coming soon!

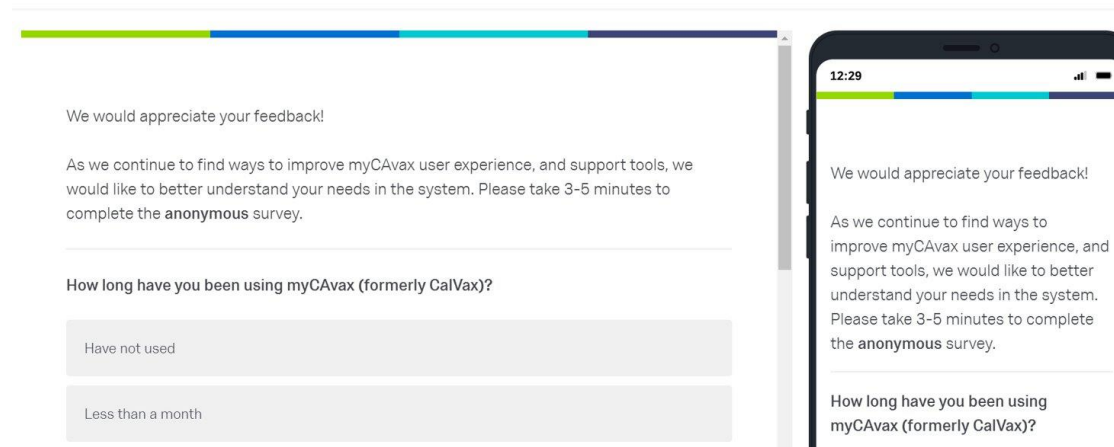
- Community page for short-dated vaccine inventory
- Addition of additional vaccine storage units

Reminder!

MyCAvax Survey is still open. Your responses help us to improve the support you need. Please share your feedback.



**In less than 5
minutes, you can
help us help you.**



The image shows two views of a survey. On the left is a desktop view with a progress bar at the top. The text reads: "We would appreciate your feedback! As we continue to find ways to improve myCAvax user experience, and support tools, we would like to better understand your needs in the system. Please take 3-5 minutes to complete the anonymous survey." Below this is a question: "How long have you been using myCAvax (formerly CalVax)?" with two radio button options: "Have not used" and "Less than a month". On the right is a mobile view of the same survey, showing the time 12:29 at the top.

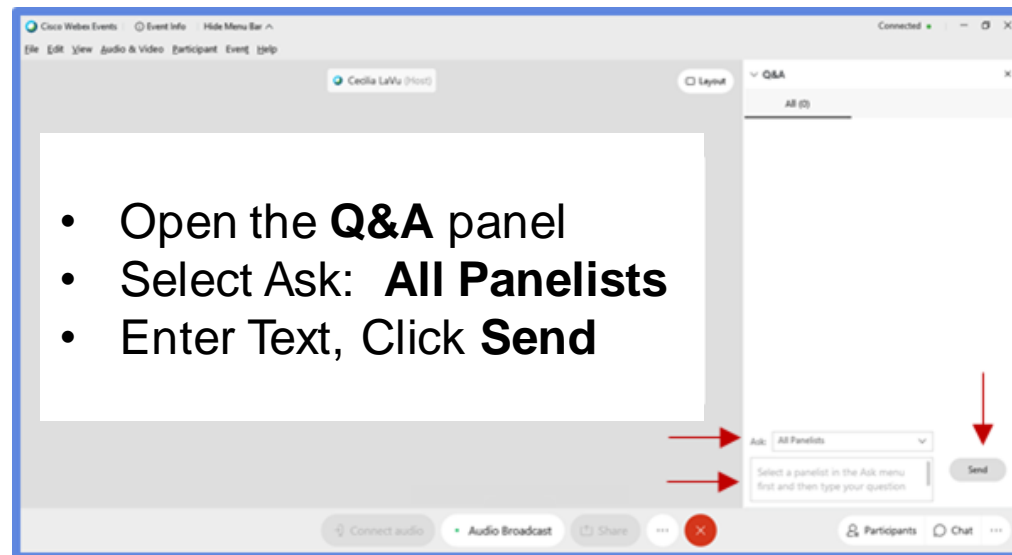
Third Party Administrator

Jeff Merritt, Third Party Administrator (TPA)

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'. A red 'X' button is also visible in the bottom right corner of the interface.

Provider Call Center

Ana Ramirez, CDPH

Provider Call Center: Calls of the week

- Pediatric provider enrollment
 - <https://eziz.org/covid/enrollment/pediatric/>
 - "Enrolling Provider Organizations" Section A
 - "Enrolling Provider Locations" Section B
- Deactivated myCAvax accounts
 - Login regularly/monthly
 - myCAvax.HD@Accenture.com
- Deactivated My Turn accounts
 - Login weekly
 - MyTurn.Clinic.HD@Accenture.com
- Location account names – DO NOT include addresses

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



Clinical Update

Louise McNitt, MD, CDPH

Vaccine Authorization Update

- Emergency Use Authorization for Pfizer-BioNTech vaccine extended to persons 12-15 years of age. ACIP and Western States Science Work Group voted to recommend Pfizer-BioNTech for all people 12+
 - Fact sheets for [providers](#) and [recipients and caregivers](#) have been updated.
- [Interim Clinical Considerations for Use of COVID-19 Vaccines | CDC](#) updated to include information on adolescent vaccination
 - Dose volume and timing for vaccination of 12-15y/o are the same for adults: 0.3ml per dose, given 21 days apart.
 - Information added re: risk of syncope (fainting) in association with administration of injectable vaccines, particularly in adolescents. Procedures should be in place to avoid injury from fainting.
 - Parents and guardians can enroll adolescents (ages 12 and older) in [v-safe](#) and complete health check-ins on their behalf after COVID-19 vaccination.

Co-administration with COVID-19 Vaccine

- Per CDC guidance, FDA-authorized COVID-19 vaccines and other vaccines **may now be administered without regard to timing.**
- Can be administered on the same day, as well as within 14 days
- Unknown whether reactogenicity is increased with coadministration, including with other vaccines known to be more reactogenic, such as adjuvanted vaccines or live vaccines.
- When deciding whether to co-administer, Providers should consider whether the patient is behind or at risk of becoming behind on recommended vaccines, their risk of disease, and the reactogenicity profile of the vaccines.

Consider co-administration with COVID-19 vaccine

- Many adolescents are behind on routine immunizations
- Avoid the back-to-school rush and vaccinate now!
- COVID-19 vaccination can provide an opportunity for catch-up on other vaccines (Tdap, HPV, MenACWY) now that co-administration is permissible



Storage & Handling

Kate McHugh, CDPH

Pfizer Updates

- Can store for one month in the refrigerator
 - May 19th EUA amendment, page 2: [Pfizer-BioNTech COVID-19 Vaccine EUA Fact Sheet for Healthcare Providers Administering Vaccine \(Vaccination Providers\) \(fda.gov\)](#)
 - Updated guides and job aids coming from CDC and EZIZ in the near future
- 450 dose minimum order coming soon (June)
 - **NDC 59267-1000-03**
 - This order will include 3 trays of 150 doses each (25 vials per tray)
 - These small orders will not include the initial dry ice refresh from the federal government
 - New 450 dose ancillary kits
 - Shipped in the same shipper with the same Controlant data logger as the larger Pfizer trays
 - Approximately 35% of the nationwide allocation will be these small orders; the rest of the allocation will be the 1,170 dose trays

Maximizing Shelf Life for Pfizer Without Ultra-low Temperature (ULT) Freezer

- Smaller providers may start receiving Pfizer (direct shipment or redistribution) now that it is approved for ages 12+
 - May receive full trays or redistributed vaccine, depending on size of patient population
- Can be stored in the Pfizer shipper for 30 days, then standard freezer for 14 days, then refrigerator for one month to get a shelf life of 75 days (longest shelf life without ULT freezer)
- Can be stored in standard freezer for 14 days and then refrigerator for one month for 45-day shelf life
- If a provider only has a -25°C to -15°C freezer and no refrigerator, then they can store for 14 days total
- If a provider has only a refrigerator, they can store for one month total
- [EZIZ resource](#)

Excess Inventory

- Large amounts of excess inventory around the state (primarily J&J and Moderna)
 - J&J
 - Many expiration dates in May/June
 - Not many providers want to take on J&J as they already have enough J&J
 - Moderna
 - Most requests for re-homing due to reaching the beyond use date
 - Providers are putting Moderna straight into fridge and we do not have the demand to do that anymore
 - Can be very difficult to re-home due to short amount of time to use
 - Please store Moderna in your freezer and move it to the fridge only when you will use it

Excess Inventory (Cont.)

- CDPH is collecting requests for redistribution from Providers
 - Contact covidcallcenter@cdph.ca.gov if your local health department does not have another provider in mind to take the doses
 - We are creating a formal process to match excess inventory with new vaccine requests, coming very soon! More information will be sent out in a provider communication
 - CDPH not able to redistribute all doses due to low demand but trying to redistribute as much as possible
 - Providers are responsible for disposing of their own wasted/expired vaccine: [Job aid](#)

Holiday Schedule: Orders & Distribution

- No vaccine deliveries on Memorial Day (May 31); McKesson-shipped vaccine orders will not be delivered on Tuesday either.
- Submit orders **by 4 pm on Tuesday, May 25th** to ensure delivery prior to Memorial Day weekend.
- Pfizer orders submitted between Wednesday, May 26 and Friday, May 28 will arrive on Tuesday, June 1.
- Moderna/Janssen orders placed between Thursday, May 27 and Tuesday, June 1 will arrive on Wednesday, June 2.
 - Providers may receive ancillary kits on Tuesday, June 1 for vaccine orders arriving Wednesday.

Wrap-Up

Leslie Amani, CDPH

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





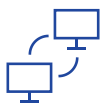
Vaccinate ALL 58
Together we can end the pandemic.

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



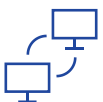
Allocation process inquiries

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 a Local Health Jurisdiction (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 the process of onboarding): myturnonboarding@cdph.ca.gov

For Technical Support: MyTurn.Clinic.HD@Accenture.com; (415) 621-9494: Daily (including Saturdays and Sundays) 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

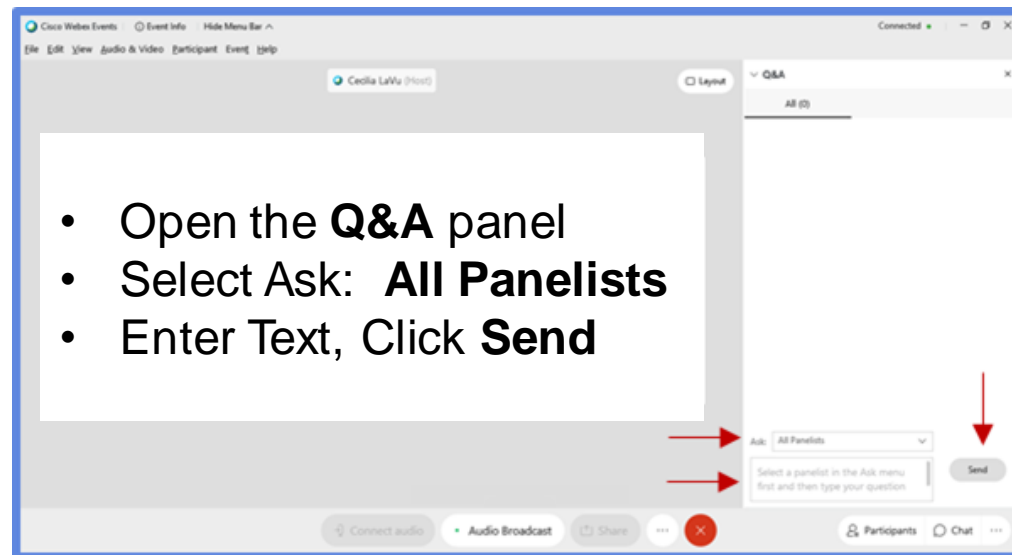
This email box is being managed by a team at the TPA who will either respond to you directly with an answer to your general question or forward your question/request to the specialized team managing the information you are seeking, so that team can respond to you directly. Email: TPA_Inquiry@blueshieldca.com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

Source: TPA Vaccine Task Force

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".

Thank you!

Next Monday:



Next Friday:

My Turn & myCAvax Office Hours

Monday, May 24th 12:00 PM

Audio Conference: 415-655-0001

Access Code: 145 995 8782

Session Number: 145 995 8782

Session Password: Immunize2020!

Provider Office Hours

Friday, May 28th 9:00 AM