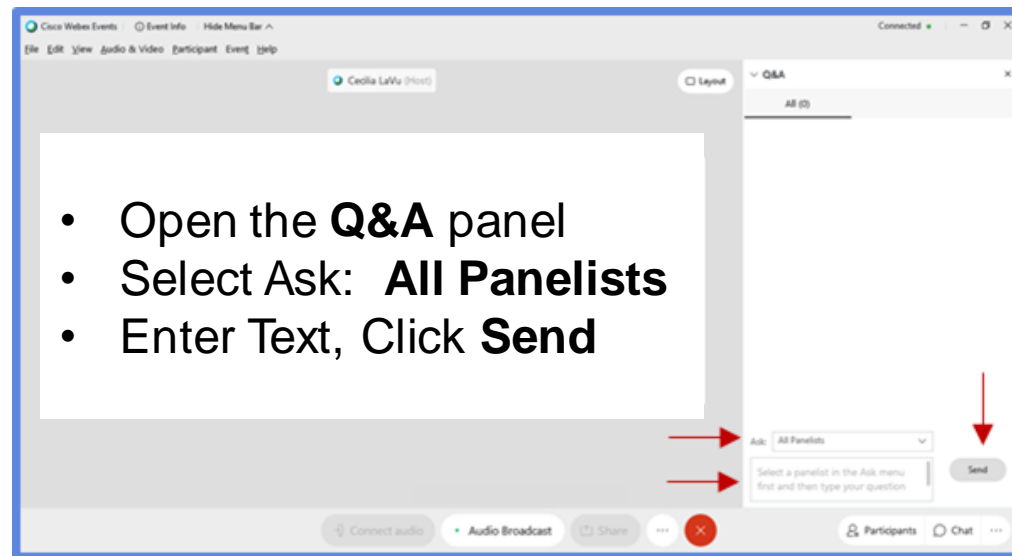


Welcome to Provider Office Hours

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

Q&A Panel



The screenshot shows the Q&A panel in a Cisco Webex event. The panel is titled "Q&A" and has a dropdown menu set to "All (0)". Below the dropdown is a text input field with a placeholder "Select a panelist in the Ask menu first and then type your question". To the right of the input field is a "Send" button. A red arrow points to the "Send" button. Another red arrow points to the "Ask" dropdown menu. A third red arrow points to the text input field. The panel is part of a larger interface with a "Layout" button and a "Q&A" dropdown menu. The main content area of the event is visible in the background, showing a list of items:

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

Housekeeping

Reminder to Panelists:

Please mute yourself when not speaking.

Please monitor the Q&A panel for questions you may be able to answer.

Reminder to Participants:

Please access today's slides and archived presentations at:

<https://eziz.org/covid/education/>



Agenda

| No. | Item | Speaker | Time (AM) |
|--------------------------------------|--------------------------------|---|--------------|
| 1 | Welcome & Announcements | Leslie Amani (Facilitator) | 9:00 – 9:03 |
| 2 | Administration & Allocation | Amy Pine (CDPH) | 9:03 – 9:07 |
| 3 | Communications Update | Cielo Avalos (CDPH) | 9:07 – 9:10 |
| 4 | Occupational Health Update | Monice Wong and Sara Nelson (CDPH) | 9:10 – 9:15 |
| 5 | My Turn and myCAvax | Eric Norton (My Turn) and Nisha Gandhi (CDPH) | 9:15 – 9:20 |
| 6 | Vaccine Marketplace | Claudia Aguiluz (CDPH) | 9:20 – 9:25 |
| Q&A for TPA/ My Turn | | | 9:25 – 9:35 |
| 7 | Provider Call Center | Ana Ramirez (CDPH) | 9:35 – 9:40 |
| 8 | Pediatric Provider Recruitment | Nisha Gandhi (CDPH) | 9:40 – 9:45 |
| 9 | Clinical Update | Louise McNitt, MD (CDPH) | 9:45 – 9:50 |
| 10 | Storage & Handling | Claudia Aguiluz (CDPH) | 9:50 – 9:55 |
| 11 | Wrap-Up & Feedback Poll | Leslie Amani (Facilitator) | 9:55 |
| Q&A for myCAvax / General | | | 9:55 – 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. TPA is working closely with local health departments to identify facilities that have the capacity to properly maintain COVID-19 vaccine and meet additional 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](#)



Vaccinate ALL 58
Together we can end the pandemic.

Provider FAQs

- Answers to questions on the hottest topics
- Updated weekly: Last updated 05.27.2021
- Currently in its 21st 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 |



Archived webinars from the week

- Providers of Adolescent Services: What to Expect After Enrolling in the CA COVID-19 Vaccination Program
[recorded webinar](#) | [slides](#)
- Afternoon TEAch: Catching up on Routine Vaccination During the COVID-19 Pandemic
[recorded webinar](#) (coming soon!) | [slides](#)
- CIC/AAP-CA COVID Conversations Program #6: COVID-19 and Children
[recorded webinar](#) (coming soon!)

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

Doses Administered to Date (5/26/2021)

36,904,212 doses administered!

63% of 12+ population has received at least one dose with **50.1%** fully protected!

443,111 doses administered in 12-15 year olds (21%) - we're approaching 1 million doses administered to 12-17 year olds.

GOAL: protect **75%** of Q1 population by June 15 – innovative ideas are working!



COVID-19 vaccine has been proven to be SAFE & EFFECTIVE

YOUTH 12+ are eligible

LEARN MORE

Vaccinate ALL 58

Delivered Doses in California



| Program State or Pharmacy | Doses Shipped | Doses Delivered |
|----------------------------|-------------------|-------------------|
| Dialysis Partnership | 10,530 | 10,530 |
| FEMA | 755,430 | 755,430 |
| HRSA-Funded Health Centers | 2,873,620 | 2,871,080 |
| Pharmacy Partnership | 11,212,990 | 10,939,390 |
| Federal Entity | 1,107,620 | 1,103,450 |
| Jurisdiction | 31,286,895 | 31,074,830 |
| Totals | 47,247,085 | 46,754,710 |
| Total Minus Fed | 46,139,465 | 45,651,260 |

Currently 7,179,461 Doses on Hand – 36 days of inventory

Posted on COVID19.CA.Gov/Vaccine Dashboard Website:

- [Overview of vaccine administration](#)
- [Vaccination progress by group](#)
- [Vaccinating equitably across groups](#)

Communications Update

Cielo Avalos, CDPH

Let's get to immunity.

1. Preparing for Week of Action Starting June 7- 11:
 - Q/A video addressing fertility concerns
 - Spoken Word
 - Partnership with John Legend
2. Small Business Toolkit:
 - 3 new infographics
 - Small business social media messaging
 - Question and Answer document
 - Posters

More to come! Visit our website at:

<https://toolkit.covid19.ca.gov/immunity/>

California Vaccine Incentive Program: "Vax for the Win"

116.5 Million vaccine incentive program :

1. **10** grand cash prizes of *1.5 Million* to be selected on June 15
2. **30** cash prizes of \$50,000 to be selected June 4 and June 11

All vaccinated Californians are automatically entered to win!

3. **2 Million**- \$50 incentive cards- to be distributed to *new fully vaccinated* people starting May 27 while supplies last.

See [archived communication](#) for details.

Occupational Health Branch Update

Sara Nelson & Monice Wong

COVID-19 Worker Tools

Not only did Hector have COVID-19, he also didn't know his rights at work...

...it was all pretty stressful.



SAM DRIVES A SHUTTLE BUS TO KEEP CALIFORNIA MOVING. HE TRANSPORTS ESSENTIAL WORKERS TO AND FROM WORK.

LA VACUNA
CONTRA EL
COVID-19

Segura. Eficaz.
Y no lo contagia
del virus.

Aprenda Más: [trabajaseguro](#)



OCCUPATIONAL HEALTH BRANCH

[OHB Home](#)

[What We Do](#)

[Publications & Videos](#)

[A-Z Index of Workplace Health Topics](#)

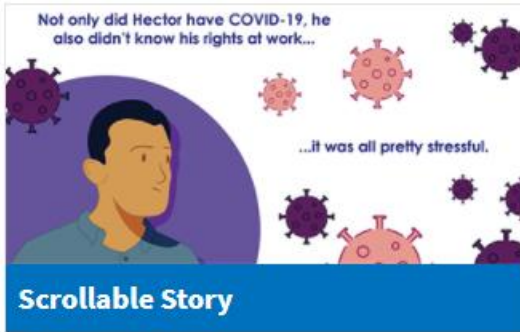
[Newsletter](#)

[Workplace Health & Safety Resources](#)

COVID-19 & the Workplace

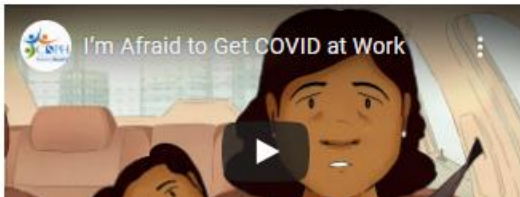


Expect a California workplace where you're protected from COVID-19. Learn how in our suite of digital educational tools.



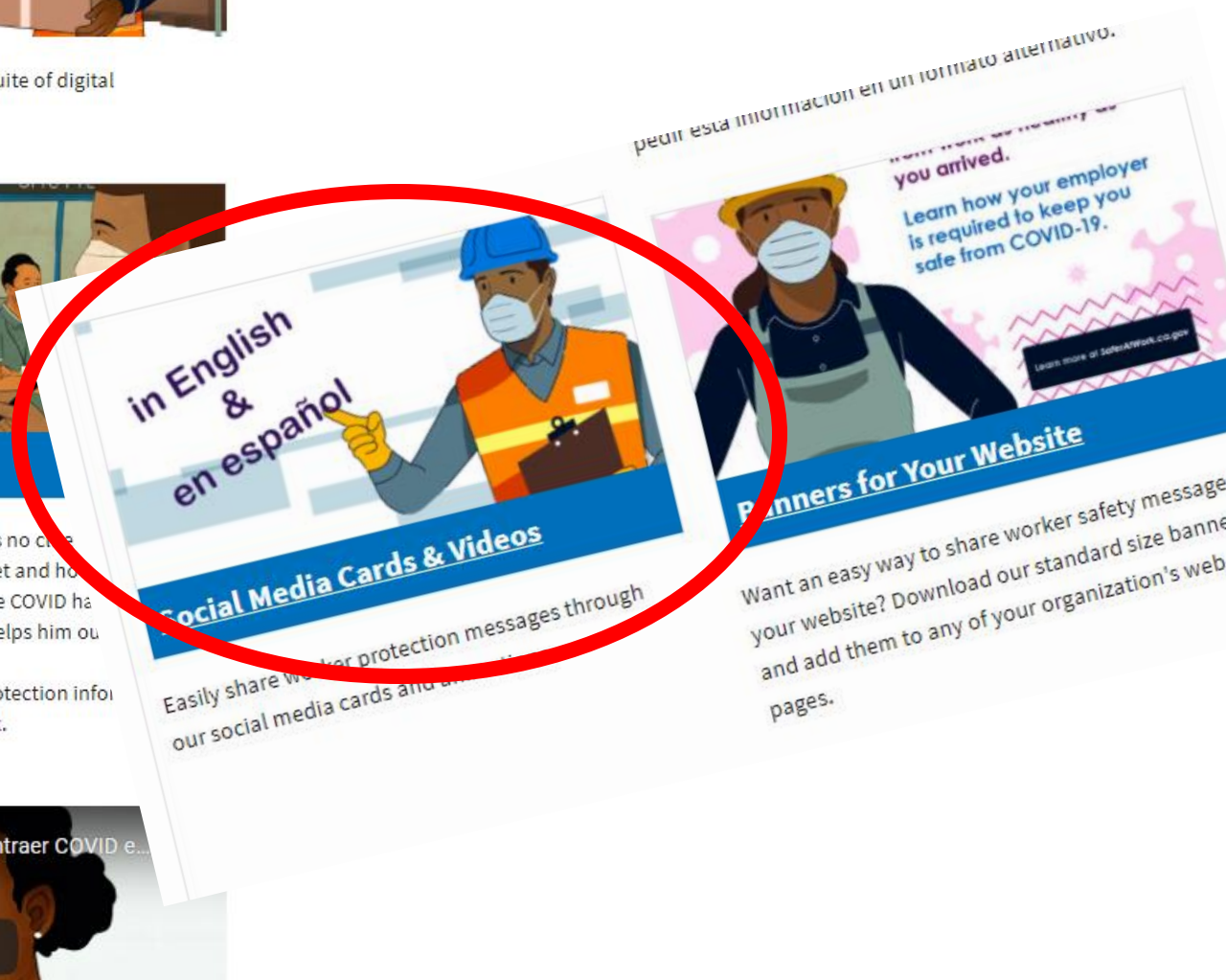
Hector, who works at a grocery store, finds out he has COVID. Other workers also test positive and it soon turns into an outbreak.

Find this and other worker protection information on our partner site, Safer At Work.
English | Spanish



Victor's new to his job and has no clue of COVID training he should get and his company is required to handle COVID. His mom, a seasoned manager, helps him out.

Find this and other worker protection information on our partner site, Safer At Work.
English | Spanish



Training



Get the COVID-19 Vaccine



Safe and Effective



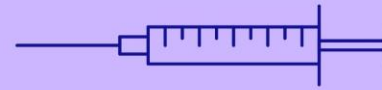
Minor Side Effects, Major Protection



Don't Relax After the Vax



MINOR SIDE EFFECTS, MAJOR PROTECTION



You might have a sore arm, fever, or headache after getting the COVID-19 vaccine. These are normal signs your body is building protection.

Learn more at cdph.ca.gov/vaccines



Please help us reach workers in your network!

Share: cdph.ca.gov/covid19workertools

sara.nelson@cdph.ca.gov



My Turn and myCAvax Update

Eric Norton, My Turn and Nisha Gandhi (CDPH)

May 28, 2021



- You Call The Shot California
 - Patient Journey: Receive & Redeem Single-Use Redemption Code
- Mobile and Pop-Up Clinics in My Turn
- myCAvax Enhancements



You Call the Shot California

To increase vaccination numbers, effective **May 27**, the *You Call The Shot California* program will be initiated in California to offer \$50 incentive cards to all Californians just starting their COVID-19 vaccination series after the program start date. The program will initially issue 2 million incentive cards.

Eligibility

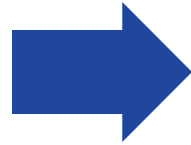
- Californians who are beginning their COVID-19 vaccination series on May 27 or later. Californians who are already vaccinated or have had their first dose of Moderna or Pfizer are not eligible.
- This program applies to all vaccination sites in California that use their electronic health records or any site using My Turn proper, including in-home vaccinations. All providers administering COVID-19 vaccines already report administered doses into IIS/CAIR.
- The support line at 1-833-993-3873 will work with eligible people experiencing homelessness to coordinate delivery (typically a nearby post office).

Incentive Card Options

1. **Virtual Mastercard®**: This card is digital and can be added to a phone wallet.
2. **Kroger** (includes Ralphs, Food 4 Less, and Foods Co.): It's recommended, but not required to print.
3. **Albertsons / Safeway** (includes Safeway, Vons, and Andronico's Community Markets): Requires recipient to print barcode to redeem for in-store purchases.

Patient Journey: Receive Single-Use Redemption Code

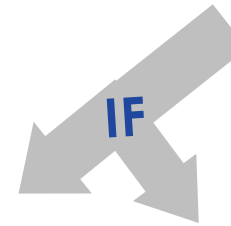
After May 27, 2021:
Patient receives J&J vaccine or first and second Pfizer/Moderna vaccine via My Turn Clinic, EHR/Hospitals, CHCs, or Pharmacy.



The data is sent to CAIR, the State's Immunization Information System (IIS). The My Turn team retrieves the data from CAIR and checks for duplicates.



My Turn then sends eligible patients an SMS with a link and single-use code to redeem incentive.



If the patient has no cell phone or email access, they should call 1-833-993-3873 to receive a single-use code and redemption instructions.

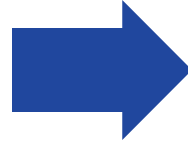


If the patient has no cell phone but has an email account, My Turn will send an email with a link and single-use code to redeem incentive.



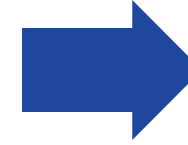
Patient Journey: Redeem Single-Use Redemption Code

Once they receive the single-use redemption code, patients can redeem it for their incentive card by calling 1-833-993-3873 or clicking the link sent through text message/email.



Patients select a prepaid card option:

1. Virtual Mastercard®
2. Kroger
3. Albertsons / Safeway



If the patient has issues redeeming their single-use redemption code or questions about the incentive card, they should contact 1-833-993-3873.



Single-use redemption codes expire 90 days after the patient has received it. The Mastercard® expires after 12 months of receipt and the Kroger and Albertsons / Safeway incentive cards never expire.

See [archived communication](#) for details and resources.

Purpose

Share information about mobile and pop-up clinics administering vaccines not already on My Turn.

Benefits

- Promote these sites on My Turn
- Surface these sites through CORD to provide wrap around support
- Add these sites into our site development work to ensure we know where resources are already deployed
- Connect these sites with community partners and campaigns

Process

- Submit a [Walk In Clinic Request Form](#) whenever there is a clinic addition, update, or removal to MyTurn.Clinic.HD@accenture.com or your Clinic Account Manager by 12 PM Monday/Thursday for processing that night.

Information Requested

- ✓ Clinic Name
- ✓ Clinic Address
- ✓ County
- ✓ Vaccine Type
- ✓ Availability for Week
- ✓ Walk-ins Available?
- ✓ Languages Supported

Release 10 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">• Users can now add multiple storage units (up to five) and choose to denote units as primary and back-up | <ul style="list-style-type: none">• Users will now have access to order larger dose amounts for their locations and can accommodate having doses with different temperature criteria (cold, frozen, ultra-cold) |
| <ul style="list-style-type: none">• The product names have been updated to reflect the number of doses per box | <ul style="list-style-type: none">• Providers will be able to order new product sizes of Moderna and Pfizer to help avoid vaccine wastage |
| <ul style="list-style-type: none">• The system directly notifies Providers of rejected Vaccine Order Requests by sending an automated email | <ul style="list-style-type: none">• Providers are notified quickly when Vaccine Order Requests are rejected for better and faster visibility |
| <ul style="list-style-type: none">• The Storage Capacity records for each location in the Account Details page will be view-only and will not be editable after initial creation | <ul style="list-style-type: none">• This will help avoid inconsistencies in storage availability |

Vaccine Marketplace

Claudia Aguiluz, CDPH

Vaccine Marketplace Is Now Live!

- CDPH and LHDs are working to accelerate the use of state-allocated vaccine before it expires
- CDC acknowledges that not all vaccine may be rehomed in time, but let's do our best!
- To support our efforts, the **myCAvax Vaccine Marketplace** [went live May 24!](#)
- Open to all enrolled providers—even if they never received vaccines or opted not to join TPA Network
- Providers who need vaccine can request doses if they are can use them before expiration
- Providers with short-dated or excess vaccine can report doses that they will not be able to use
- Local Health Departments, CDPH, and the TPA will match up providers; providers do not need to contact each other
- Marketplace functionality will be expanded to support our efforts
- Marketplace doesn't replace order requests or reporting of emergency transfers or redistribution events in myCAvax

Vaccine Marketplace Is Now Live!

Tips for Posting in the Marketplace

- Login to myCAvax, find “Vaccine Marketplace” in the menu, and complete the required information.
- Follow proper Transport Options and Checklist in Transferring Vaccines or CDC's [Vaccine Storage & Handling Toolkit](#).

If you are requesting short-dated/excess doses:

- Add a note in your post if you are willing to take any brand.
- Also note if you are willing to pick up vaccines, following proper packaging and transport guidance.
- Once you received doses from a post, make sure to 1) close your post, and 2) enter the transferred doses in myCAvax.



New Vaccine Marketplace: Request Excess Doses

Dose Information

Vaccine Marketplace

*Location Name
Marathon Clinic #164

*Status
Open

*Vaccine
Moderna-100/box - COVID-19 Vaccine

Notes

System Information

Owner
Walt Disney

Cancel Save & New Save

Vaccine Marketplace Is Now Live!

Tips for Posting in the Marketplace (Cont.)

If you are reporting available short-dated/excess doses:

- Make sure to include product brand, lot number, expiration date, and beyond use date (BUD).
- Do not include vaccine that has been exposed to temperature excursions.
- Note where vaccines are stored now, and if you are willing to transport vaccines.
- Close excess vaccine post once vaccines have been transferred out.
- If only part of the doses reported are transferred, close the original post and enter a new post with new available amount.

The screenshot shows a web form titled "New Vaccine Marketplace: Report Excess Doses". The form is divided into two main sections: "Dose Information" and "System Information".

Dose Information:

- Vaccine Marketplace:** A text input field.
- *Status:** A dropdown menu with "Open" selected.
- Lot Number:** A text input field.
- Notes:** A large text area for additional information.
- *Location Name:** A dropdown menu with "Marathon Clinic #398" selected.
- *Vaccine:** A search field with "Search Products" and a magnifying glass icon.
- *Number of Doses:** A text input field.
- *Expiry Date:** A date picker field.

System Information:

- Owner:** A text input field with "Walt Disney" entered.

At the bottom right of the form, there are three buttons: "Cancel", "Save & New", and "Save".

Expiring Vaccine

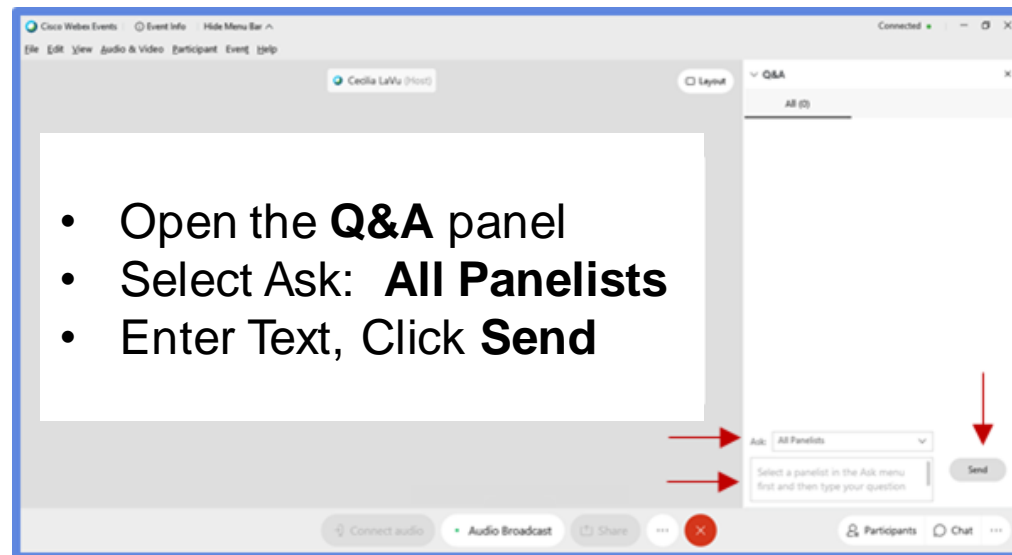
To minimize the number of unused expired doses, please follow this guidance:

- Monitor expiration dates weekly and rotate stock to ensure vaccines soon to expire are used first
- As expiry nears, check with the manufacturer to see if expiration dates have been extended for your vaccine lots; expiration dates may change as more stability data become available
- Check your vaccine stock using CDC's [Vaccine Lot Number and Expiration Date](#) webpage; request access to daily report that includes expiration dates and any extensions
- If you will not be able to use vaccine before expiration, report the doses to the Vaccine Marketplace well before expiration; this will allow us time to find another home for the vaccine before it expires
- **Remove expired vaccine from the storage unit IMMEDIATELY**
- Remember: Providers are responsible for disposing of vaccine waste in accordance with local regulations; dispose of Pfizer, Moderna, and Janssen vaccines in a pharmaceutical waste container or a comingled pharmaceutical/Sharps waste container
- Return Pfizer 1170 shippers within 30 days; return Pfizer 450 shippers within 10 days; **please don't return vaccine in shippers**
- [Report nonviable vaccine](#) in myCAvax daily

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 several icons: "Connect audio", "Audio Broadcast", "Share", a red "X" icon, "Participants", and "Chat".

Provider Call Center

Ana Ramirez, CDPH

Calls of the week

- Pediatric provider enrollment
 - www.eziz.org/covid/enrollment/pediatric
 - “Enrolling Provider Organizations” Section A
 - “Enrolling Provider Locations” Section B
- No ultra-low freezer? Not enough space for 1,170 doses of Pfizer?
 - New Pfizer shelf life!
 - **31 days fridge** + 14 days freezer +30 days shipper = 75 days
 - New Pfizer 450 dose shipment size
 - Smaller orders coming soon to myCAvax!
 - Moderna 12-17 FDA submission in early June
- Why can't I get vaccine? Help I have vaccine I can't use!
 - Vaccine Marketplace in myCAvax (See [archived communication](#))

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



Pediatric Provider Recruitment

Nisha Gandhi, CDPH

Becoming a COVID-19 Vaccine Provider

- The state actively encourages medical providers to enroll
 - Current focus on providers of medical care/vaccination to adolescents
- Independent and small providers no longer need to sign a provider agreement with Blue Shield, the Third-Party Administrator
- No requirement to use My Turn
- Enrollment support is available from the California Medical Association (CMA), the COVID-19 Provider Call Center, and the CA Department of Public Health (CDPH), Immunization Branch.

Clinical Update

Louise McNitt, MD, CDPH

Myocarditis/Pericarditis potentially associated with mRNA COVID-19 vaccine

- Since April 2021, increased cases of myocarditis and pericarditis have been reported after mRNA COVID-19 vaccination
- Reported cases
 - Predominantly in male adolescents and young adults 16+
 - Onset was typically within several days after mRNA COVID-19 vaccination
 - Cases have occurred more often after the second dose than the first dose.
- In most cases, patients have responded well to medications and rest and had prompt improvement of symptoms
- Investigation into these cases is ongoing

Myocarditis/Pericarditis potentially associated with mRNA COVID-19 vaccine

- CDC continues to recommend COVID-19 vaccination for everyone 12 years and older
- Providers should report cases of myocarditis/ pericarditis after vaccination promptly to the Vaccine Adverse Events Reporting System (VAERS):
<https://vaers.hhs.gov/reportevent.html>
- CDPH CAHAN expected today
- **For providers:** [“Clinical Considerations: Myocarditis and Pericarditis after Receipt of mRNA COVID-19 Vaccines Among Adolescents and Young Adults”](#)
- **For patients:** [“Myocarditis and Pericarditis Following mRNA COVID-19 Vaccination”](#)

Talking to Patients and Families about COVID-19 Vaccine

Key messages

- COVID-19 vaccines help protect kids from getting COVID-19. They also help keep kids from getting seriously ill even if they do get COVID-19.
- Parents should have their children vaccinated as soon as possible and learn more about the vaccine if they have questions.
- Pfizer COVID-19 vaccine was found to be safe for the 12-15 age group with only **non**-serious side effects like fatigue, fever and headache.
- COVID-19 vaccines have been used under the most intensive safety monitoring in U.S. history.
- Millions of kids in US and Canada have been vaccinated safely with Pfizer COVID-19 vaccine.

Resources

- [Vaccinate All 58 \(VA58\) Communication Toolkit](#) updated with adolescent resources
 - [Q&A for Parents and Adolescents \(Spanish\)](#)
 - [Talking Points \(Spanish\)](#)
 - [How to Talk to Your Patients about COVID-19 Vaccine](#) (CDC)
 - [COVID-19 Vaccine for Preteens and Teens flyer](#) (CDC)

FDA Safety Communication – 5/19/21

- Do not use currently authorized SARS-CoV-2 antibody tests to evaluate a person's level of immunity or protection from COVID-19, **either from vaccination or prior disease**
- While a positive antibody test can indicate an immune response has occurred (seroconversion), failure to detect such a response may suggest a lack of immune response. More research is needed
- Concern that results may be interpreted as an indication of a specific level of immunity or protection from SARS-CoV-2 infection; consequently, people may take fewer precautions against SARS-CoV-2 exposure
- [Antibody Testing Is Not Currently Recommended to Assess Immunity After COVID-19 Vaccination: FDA Safety Communication | FDA](#)

Storage & Handling

Claudia Aguiluz, CDPH

Maximizing Shelf Life of Pfizer

| Your Storage Unit(s) | Shelf Life |
|---|---------------------------------|
| Ultra-low freezer | Until published expiration date |
| Thermal shipper, standard freezer, and refrigerator | 75 days |
| Standard freezer and refrigerator | 45 days |
| Standalone freezer only | 14 days |
| Standalone refrigerator only | 31 days (one month) |

Expiring Vaccine

- There is a large amount of vaccine expiring in the near future across the state
- Please see this job aid for instructions on reporting and disposal of this vaccine: [IMM-1347.pdf \(eziz.org\)](#)
- We are trying to re-home vaccine but due to low demand may not be possible
- Please double check expiration dates, as they can get extended!
- Most of the Moderna has reached its beyond use date because the providers put too much in the refrigerator upon receipt.
- New myCAvax update ("Vaccine Marketplace") will hopefully help!

Moderna 90 days in refrigerator?

- Some news articles have mentioned that Moderna can be stored for 90 days in the refrigerator
- Upon speaking with Moderna, this is **not true** for vaccine currently in inventory
- Please stick with the storage guidelines outlined in the EUA (30 days in the refrigerator)

Holiday Schedule for Vaccine Deliveries

Reminder!

- Deliveries of COVID-19 vaccines will **not** occur on Memorial Day (Monday, May 31).
- McKesson-shipped vaccine orders will **not** be delivered on Tuesday either.
- Providers may receive ancillary kits on Tuesday, June 1 for Moderna or Janssen vaccine orders arriving Wednesday, June 2.

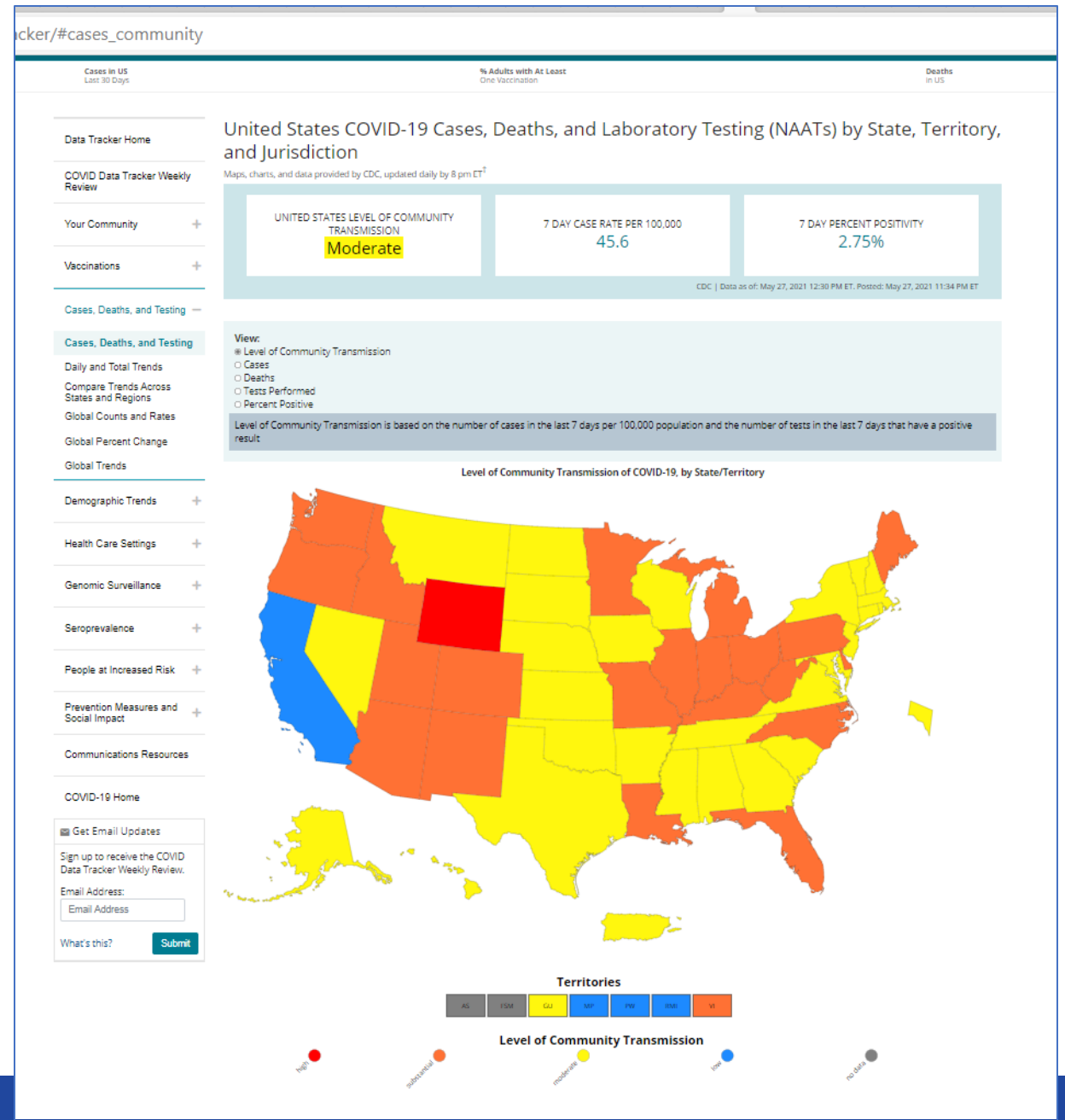
Wrap-Up

Leslie Amani, CDPH

California:

State with Lowest rate of community COVID transmission...

Vaccines are working!



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





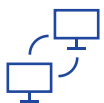
Vaccinate ALL 58
Together we can end the pandemic.

Where can I go for additional help?

Updated 4/6/21

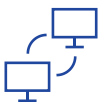
Type of Support

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



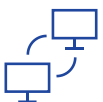
Allocation process inquiries

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

Where can I go for enrollment support?

California Medical Association (CMA) Enrollment Support



To receive assistance with the enrollment process, contact CMA:

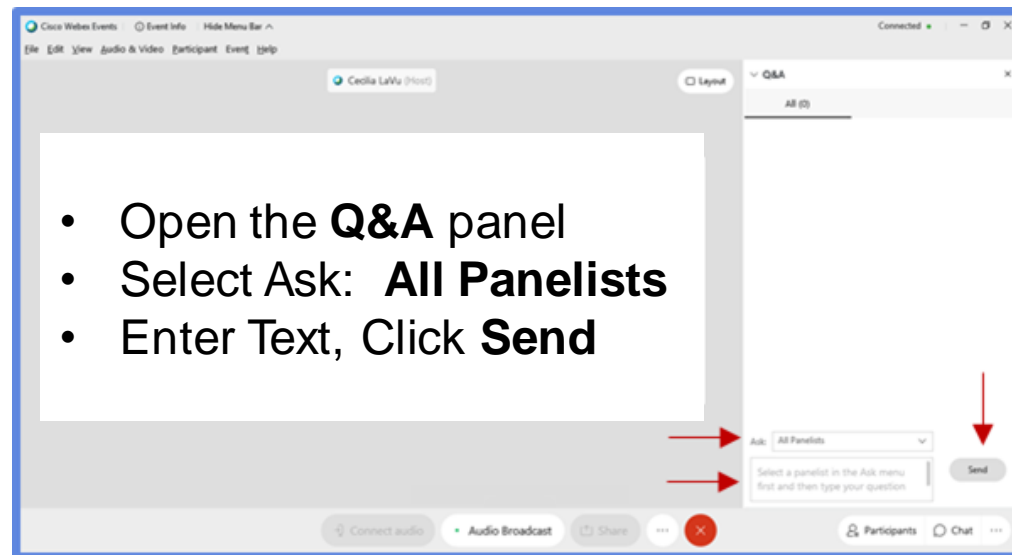
- Email: VaccineNetwork@cmadocs.org



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!



Monday:

My Turn & myCAvax Office Hours

Monday, June 7th 12:00 PM

Note: Office Hours on May 31 are cancelled due to holiday

Audio Conference: 415-655-0001

Access Code: 145 995 8782

Session Number: 145 995 8782

Session Password: Immunize2020!

Next Friday:

Provider Office Hours

Friday, June 4th 9:00 AM