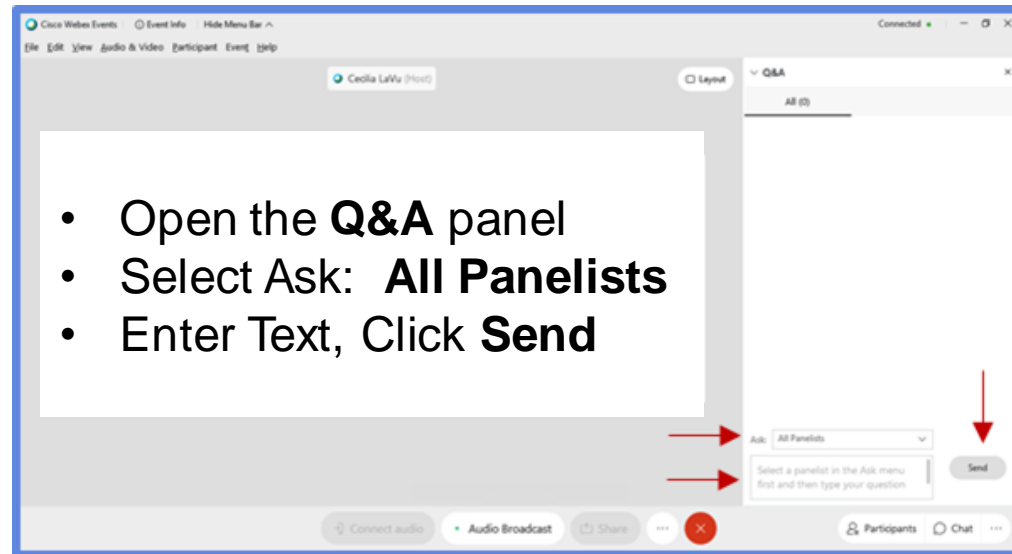


Welcome to Provider Office Hours

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



- 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 – 9:06
3	My Turn Update	Eric Norton, My Turn	9:06 – 9:11
4	Pediatric Provider Webinar	Edgar Ednacot (CDPH)	9:11
5	Allocations	Jeff Merritt, Third Party Administra	9:12
Q&A for TPA/ My Turn			9:12 – 9:25
6	Provider Call Center	Ana Ramirez (CDPH)	9:25 – 9:28
7	myCAvax Update	Nisha Gandhi (CDPH)	9:28 – 9:33
8	Clinical Update	Louise McNitt, MD (CDPH)	9:33 – 9:38
9	Storage & Handling	Kate McHugh (CDPH)	9:38 – 9:42
10	Wrap-Up & Feedback Poll	Leslie Amani (Facilitator)	9:42 – 9:43
Q&A for myCAvax / General			9:43 – 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!

Vaccinate ALL 58 California COVID-19 Vaccination Program

ENHANCED BY Google

Program Updates

The state of California signed a Third Party Administrator (TPA) contract with Blue Shield of California to help the state optimize and accelerate COVID-19 vaccine allocation and distribution equitably, efficiently, and safely throughout the state. The TPA is working closely with local health departments to identify facilities that have the capacity to properly maintain COVID-19 vaccine and meet additional federal and state requirements.

Providers currently enrolled or in the process of enrolling in the California COVID-19 Vaccination Program can access program-related resources and communications on this website.

Program Education and Support

- [Provider Office Hours and myCAvax Training Sessions](#)
- [COVID Call Center and Vaccine Manufacturers' Contact Info](#)
- [Guide to Other COVID-19 Vaccine Related Websites](#)
- [Frequently Asked Questions Updated 4/29](#)

Alerts:

Resume Use of Johnson & Johnson COVID-19 Vaccine:

- [Johnson & Johnson Vaccine and Thrombosis with Thrombocytopenia Syndrome \(TTS\): CDC Update for Clinicians 4/27](#)
- [CDPH Press Release | Fact Sheet 4/24](#)
- [Western States Scientific Safety Review Workgroup statement 4/24](#)
- [Joint FDA and CDC statement 4/23](#)

Never Refuse Vaccine Shipments:

1. Accept, 2. Verify shipment & contents, 3. Store in appropriate units, 4. Report any discrepancies immediately. Refer to [Reporting Shipment Incidents](#) job aid.

COVID-19 Vaccination Record Cards:

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

TPA Information

- [TPA-Direct Allocation Process and Cadence](#)
- [TPA and My Turn Presentations at Provider Office Hours](#)
- [Coming Soon: Third Party Administrator \(TPA\) Site-Level Direct Allocation Process 3/26](#)

New Resources:

- [VanishPoint® Syringe video](#)
- [COVID-19 Vaccine Product Information Guide](#)
- [Low Dead-Volume Syringes/Needles: Optimizing Preparation and Safety Vaccinating Dialysis Patients and Healthcare Personnel](#)

Navigation Menu:

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

Provider Support

COVID Call Center

Email: [For Program Info](#)
Phone: (833) 502-1245
Hours: Mon-Fri, 8AM-8PM

myCAvax 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](#)

Vaccinate ALL 58
Together we can end the pandemic.

Provider FAQs

- Answers to questions on the hottest topics
- Updated weekly: Last updated 05.06.2021
- Currently in its 18th iteration!



Q: When are Providers eligible to attend a TPA training through myCAvax?

A: Once the TPA notifies myCAvax that a Provider is TPA-approved, myCAvax sends a training invitation to the Provider. The one-hour training is an overview of the program, a demonstration of the “Vaccination Capacity Report”, and an opportunity for questions and answers.



Q: Should COVID-19 vaccine Providers puncture a new vial to vaccinate a small number of patients when all doses cannot be administered?

A: CDC recommends Providers administer the COVID-19 vaccine to all eligible patients at vaccination sites even if this requires puncturing a new vial without administering all doses. Providers should minimize waste, when possible, and continue to report any waste. Please see [Repositioning Vaccines: Guidance for Clinics](#) for complete guidance.

10.1 Q: Are COVID-19 Vaccine Providers required to report a patient’s race and ethnicity?

A: Providers who administer the COVID-19 vaccine in California are required to record the race or ethnicity of everyone who receives COVID-19 vaccine. For tips to ensure California’s race and ethnicity is accurate and consistent please see [Tips for Reporting Race & Ethnicity](#).

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

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Phases & Tiers.....	13
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Reminder:

COVID-19 Vaccination Program Providers are required to report "race/ethnicity" for every patient receiving COVID-19 vaccine.

Link:

[Tips for Reporting Race & Ethnicity](#)

REQUIRED: REPORT "RACE/ETHNICITY" FOR EVERY PATIENT RECEIVING COVID-19 VACCINE

The first step in ensuring that COVID-19 vaccine is distributed equitably is to report the race/ethnicity of every patient immunized in whichever method your clinic is using to submit immunization data to your local immunization registry (e.g. manual entry, electronic health record system [EHR], PrepMod).



Documenting "race/ethnicity" for every immunized patient is a requirement of the California COVID-19 Vaccination Program.

Reporting race/ethnicity of your patients helps:

- Meet the California COVID-19 Vaccination Program requirement
- Ensure COVID-19 vaccine is distributed equitably among vulnerable communities
- Public health departments and providers assess gaps in immunization coverage
- Support interventions to address health disparities
- Improve data quality/accuracy

Clinic staff are encouraged to get in the habit of documenting "race/ethnicity" for patients receiving any vaccine, not only COVID-19 vaccine.

Coming May 10 – Give us your feedback!

Your responses help us to improve the support you need.



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

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.

How long have you been using myCAvax (formerly CalVax)?

Have not used

Less than a month

12:29

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.

How long have you been using myCAvax (formerly CalVax)?

We Appreciate Your Feedback!

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



Administration & Allocation

Amy Pine, CDPH

Doses Administered to Date (5/5/2021)

31,398,938 doses administered!

60.9% of 16+ population that has received at least one dose! **42.3%** of 16+ population is fully protected.

75.2% of 65+ population has received at least one dose, **61.3%** fully protected.

20.7% of all doses administered in lowest Healthy Places Index (HPI) quartile.



Visit the COVID-19 Information Center for vaccine resources.

Liked by aurivero and 105 others

savissavvy There are many vaccine selfies, but this one is mine. The relief of shot one is overwhelming. Full of gratitude for all those working hard to make this happen, and hope for what lies ahead. So much hope.

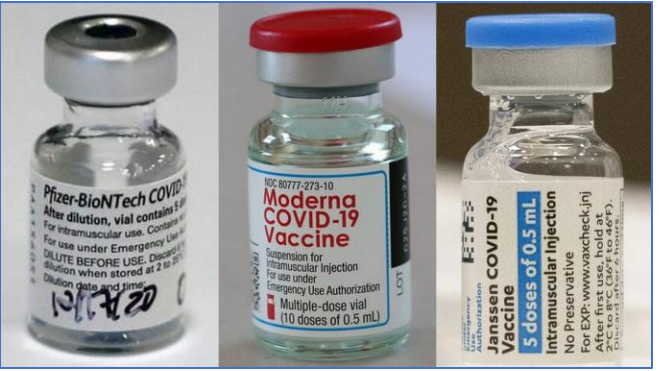
#vaccine #covidvaccine #vax #VACCINESSAVELIVES #vaccinateall58 #vaccinateca #oakland #oaklandcoliseum #massvax #vaxcard #jab #fauciouchie #pfizer #oak #myturnca #myturncagov #vaxselfie #vaccineselfie #ca #covid #pandemic #lightattheendofthetunnel #hope #science

CBS Los Angeles @CBSLA · 19h
High rates of vaccination have proven successful for LA County's skilled nursing facilities, which have seen a nearly 99% drop in new COVID-19 cases from December to April. cbsloc.al/3t4gh8G



California's Allocations (as of 5/5/21)

Vaccine (week of 5/3/21)	Doses	Boxes
Janssen	67,600	1,352
Moderna	438,100	4,381
Pfizer	575,640	492
Total	1,081,340	6,225
Cumulative 39,942,590 Total Doses Delivered!		



Dose/Allocation Source	Program State or Pharmacy	Doses Shipped	Doses Delivered
Direct Federal Allocation	Dialysis Partnership	10,530	10,530
Direct Federal Allocation	FEMA	755,430	755,430
Direct Federal Allocation	HRSA-Funded Health Centers	2,635,200	2,635,000
Direct Federal Allocation	Pharmacy Partnership	8,680,030	8,403,060
Federal Doses	Federal Entity	1,079,700	1,078,400
State Allocation	Jurisdiction	28,530,445	28,138,570
Totals		41,691,335	41,020,990
Totals Minus Fed		40,611,635	39,942,590

Posted on COVID19.CA.Gov/Vaccine Dashboard Website

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



My Turn Update

Provider Office Hours

May 7, 2021

Today's Special Topics:

- Second Dose Appointments
- 12-15 Age Range



Challenge

From CAIR data, 2M+ people have not received their 2nd dose within 42 days or were at risk of not getting their 2nd dose

Action

- Sent SMS messages encouraging residents to get their 2nd dose
- My Turn now asks residents if they have received a 1st dose. If they select yes, they can then search for 2nd dose clinics that provide their vaccine type
- Clinics can now:
 - Highlight 2nd dose appointment in clinic name
 - Provide 2nd dose appointment details in the description field
 - Create a new clinic, designated to support 2nd dose only appointments

Have you received your first dose of the COVID-19 vaccine?

Yes

No

Select first dose vaccine

Pfizer

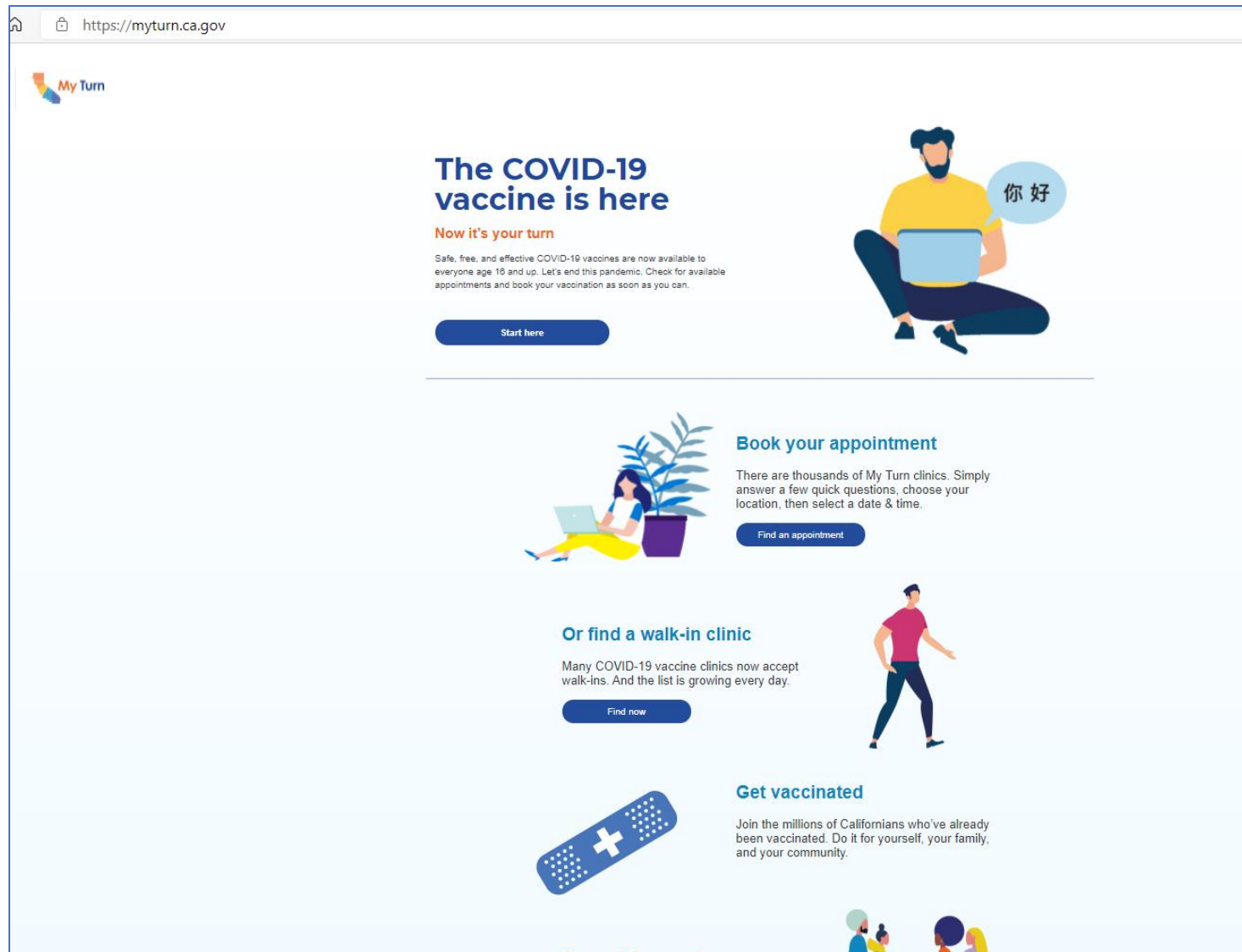
Moderna

myCAvax currently has 1,000 VFC providers enrolled in the COVID-19 vaccination program.

Once vaccinations are available for 12-15-year-olds...

(1) We will conduct informational webinars with VFC providers to assist them in preparing for enrollment and (2) will execute a coordinated enrollment with myCAvax and My Turn.

[MyTurn.CA.GOV](https://myturn.ca.gov)



The screenshot shows the My Turn landing page for COVID-19 vaccinations. The browser address bar displays <https://myturn.ca.gov>. The page features a 'My Turn' logo in the top left. The main heading is 'The COVID-19 vaccine is here', followed by the sub-heading 'Now it's your turn'. A paragraph of text states: 'Safe, free, and effective COVID-19 vaccines are now available to everyone age 16 and up. Let's end this pandemic. Check for available appointments and book your vaccination as soon as you can.' Below this text is a 'Start here' button. To the right is an illustration of a man sitting on the floor with a laptop, with a speech bubble containing the Chinese characters '你好' (Hello). The second section is titled 'Book your appointment' and includes the text: 'There are thousands of My Turn clinics. Simply answer a few quick questions, choose your location, then select a date & time.' Below this is a 'Find an appointment' button, accompanied by an illustration of a woman sitting on the floor with a laptop and a potted plant. The third section is titled 'Or find a walk-in clinic' and includes the text: 'Many COVID-19 vaccine clinics now accept walk-ins. And the list is growing every day.' Below this is a 'Find now' button, accompanied by an illustration of a man walking. The fourth section is titled 'Get vaccinated' and includes the text: 'Join the millions of Californians who've already been vaccinated. Do it for yourself, your family, and your community.' Below this is an illustration of a blue bandage with a white cross. At the bottom right, there is a small illustration of a group of people.



Webinar Announcement

Pediatric Providers: How to Enroll in the California COVID-19 Vaccination Program

Informational session on the enrollment process and requirements for providers of pediatric services interested in participating in the COVID-19 vaccination program.

Tuesday, May 11
5PM - 6PM Pacific Time

[Register Today](#)

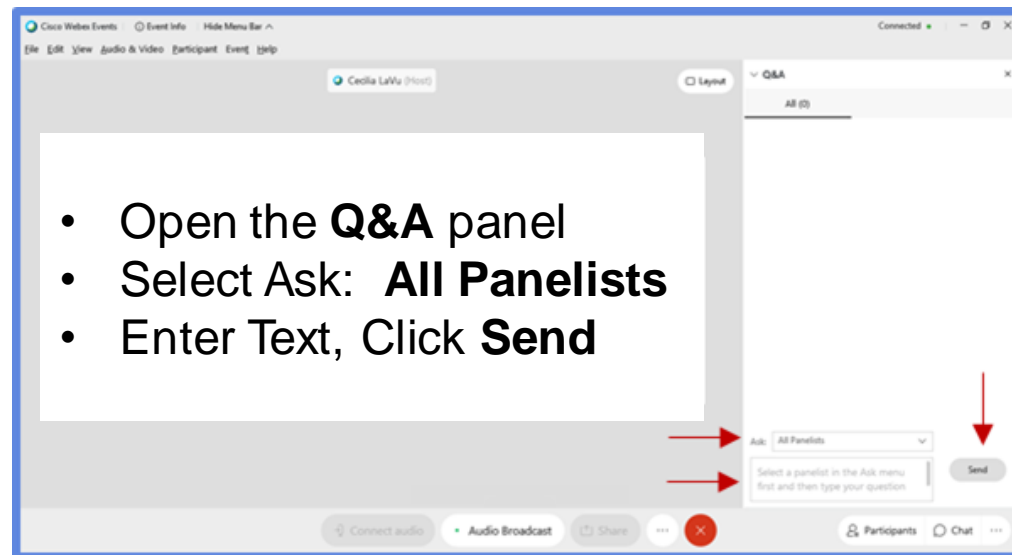
Allocations

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 title is 'Q&A' and it shows 'All (0)'. Below the title 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. 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**

At the bottom of the Webex window, there are buttons for 'Connect audio', 'Audio Broadcast', 'Share', and 'Participants'. The 'Participants' button is highlighted with a red arrow.

Provider Call Center

Ana Ramirez, CDPH

Weekly Call Drivers

- **Vaccine allocations**

- Whether you want 0 doses or 1,000 doses, you need to fill out the Vaccine Capacity Report
- Receiving allocations that do not match vaccine requests

- **Adding staff to myCAvax**

- Home page on myCAvax → Account information (top right-hand corner) → “Related” → Add staff to “Contacts” section

- **Transfer update**

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/local health jurisdictions (LHJs) regarding the COVID-19 Vaccine Program



myCAvax

Nisha Gandhi, CDPH

myCAvax Release 8.0.0

- New functionality and enhancements released include functionality for Providers and Local Health Departments (LHDs).
- LHDs
 - Reallocations have been streamlined
 - Reallocation button to the *LHD/MCE Virtual Inventory Tab*.
 - Reallocations have been added to the *LHD/MCE Allocations* dropdown list -- LHDs can easily filter for reallocations in the system.
 - Reallocation task submission is no longer required.



New Release

Announcement Details

New functionality and enhancements are available in the myCAvax system. These enhancements impact Local Health Departments (LHDs) and Providers differently. Please review what has changed based on your role in the system:

Enhancement: Shipping Incident Reporting

Location Coordinators (Provider View)

- We added functionality to edit privileges for Location Coordinators in the Shipping Incident Form in the Vaccine Inventory Tab. Previously, this form could not be edited after submission to add information in the Manufacturer/Shipper communication and Upload Documentation sections of the form. Now, Location Coordinators can edit the "Step 3: Manufacturer/Communication" portion of the form to include information from the manufacturer and resolution.
- The Shipment Incident Form stopped decrementing (subtracting) vaccine involved shipping incidents from vaccine inventory. Vaccine inventory is not incremented (added) until received by a location. Previously, shipping incidents led to discrepancies in vaccine inventory. Now, shipping incidents are not considered in vaccine inventory and the balance is correctly represented.

New Functionality: Additional Account Status for Providers

- We added a new account status of "suspended".
- Providers will continue to see their account status on the Account List page and the Account Detail page. In the event that a location is suspended from the COVID-19 Vaccination Program, the suspended status will display. As we continue with the transition to the TPA, providers may be suspended, meaning they cannot receive vaccine, until/unless they sign a contract with the TPA.

Enhancement: Reallocation

LHDs

Clinical Update

Louise McNitt, MD, CDPH

Updates: Interim Clinical Considerations for Use of COVID-19 Vaccines | CDC

People vaccinated outside US:

- Complete series with World Health Organization (WHO)-authorized COVID-19 vaccine – do not need to repeat vaccine series.
- Partially vaccinated or fully vaccinated with non-WHO authorized vaccine – offer FDA-authorized vaccine.
 - Wait at least 28 days from last dose of unauthorized vaccine.
- WHO-authorized COVID-19 vaccines:
 - Pfizer-BioNTech
 - Moderna
 - Janssen
 - AstraZeneca

Updates: Interim Clinical Considerations for Use of COVID-19 Vaccines | CDC

Contraindications and Precautions:

- Most people with a precaution can and should be given COVID-19 vaccine.
- Polysorbate allergy is no longer a contraindication to mRNA vaccination.
- Known polysorbate allergy is a contraindication to Janssen COVID-19 vaccine and thus, a precaution to mRNA COVID-19 vaccination.
- Consultation available from the [Clinical Immunization Safety Assessment COVIDvax](#) project for providers of patients with complex clinical vaccine safety issues not readily addressed by CDC guidance.

	FACTORS	ACTIONS
CONTRAINDICATION TO VACCINATION	<p>History of the following:</p> <ul style="list-style-type: none"> ✓ Severe allergic reaction (e.g., anaphylaxis) after a previous dose or to component of the vaccine† ✓ Immediate allergic reaction* of any severity after a previous dose or known (diagnosed) allergy to a component of the vaccine 	<ul style="list-style-type: none"> ✓ Do not vaccinate. ✓ Consider referral to allergist-immunologist. ✓ Consider other vaccine alternative.†
PRECAUTION TO VACCINATION	<p>Among people without a contraindication, a history of:</p> <ul style="list-style-type: none"> ✓ Any immediate allergic reaction* to other vaccines or injectable therapies‡ <p>Note: people with a contraindication to mRNA COVID-19 vaccines have a precaution to Janssen COVID-19 vaccine, and vice versa. See footnote for additional information on additional measures to take in these people.#</p>	<ul style="list-style-type: none"> ✓ Risk assessment ✓ Consider referral to allergist-immunologist ✓ 30-minute observation period if vaccinated

Janssen Updates

- Janssen COVID-19 vaccine is approved by the FDA under Emergency Use Authorization (EUA) in all persons aged ≥ 18 years
- Women < 50 years can receive any FDA-authorized COVID-19 vaccine but should be aware of the rare risk of Thrombosis with Thrombocytopenia Syndrome (TTS) after the receipt of Janssen vaccine and the availability of other FDA-authorized vaccines.
- Pt with history of an episode of immune-mediated syndrome characterized by thrombosis and thrombocytopenia, such as HIT, should be offered mRNA vaccine if within 90-180 days of resolution of illness.
- People with a history of thrombosis or risk factors for thrombosis can receive any FDA-authorized vaccine, including the Janssen COVID-19 vaccine.
- People who take aspirin or blood thinners as part of their routine medications do not need to stop these medicines prior to the receipt of the Janssen COVID-19 vaccine.

Safety Monitoring of the Janssen (Johnson & Johnson) COVID-19 Vaccine — United States, March–April 2021 | MMWR (cdc.gov)

- 97% of reported side effects were classified as non-serious
- Most commonly reported side effects: headache, fever, chills, pain, fatigue
- 17 reports consistent with TTS (thrombosis with thrombocytopenia) out of almost 8 million doses administered
- More information on reported TTS cases:
 - [US Case Reports of Cerebral Venous Sinus Thrombosis With Thrombocytopenia After Ad26.COVS Vaccination, March 2 to April 21, 2021 | Coagulation Disorders | JAMA | JAMA Network](#)

Planning for Pediatric Vaccination

- Adding 12-15y/o in next week(s); 2-11y/o in the fall(?)
- Planning for peds vaccination:
 - Broaden access to Pfizer COVID-19 vaccine at existing locales, including LHDs and pharmacies
 - Enroll peds and VFC providers – simplified requirements (TPA contract and use of My Turn platform optional)
 - Permit appointments for children 12+ in MyTurn
 - School-base clinics, distribution hubs
- CMA, AAP-CA, CAFP assisting in recruitment
- Kickoff webinar scheduled for Tuesday, May 11

Storage & Handling

Kate McHugh, CDPH

Opportunities to Vaccinate vs. Wasting Doses?....Choose Vaccination!

CDC has recommended focusing on "no missed opportunities" in vaccination efforts:

- This means do not turn people away at vaccination sites, because they might not come back!
- If you need to open a vial to vaccinate a just few people at the end of the day and will have doses leftover, that is ok
- Continue to try to minimize waste
- Make sure you continue to report any waste!

New Moderna National Drug Code (NDC)

- You may start seeing the new NDC arrive in your shipments next week
 - Please inform all staff handling or administering the vaccine about the new NDC
 - Pay close attention to your inventory, especially if you have both the Moderna NDCs in inventory!
- The new Moderna NDC will be shipped with ancillary kits for 140 doses of the vaccine
 - If providers are able to draw 15 doses out of the vials, they will need to use their own supplies for the 15th doses

11 Dose Vial Label



15 Dose Vial Label



Moderna Wastage Table

Manufacturer	Dose	Was the dose extracted in full?	Is it counted as waste?
Moderna 6.3mL vial	10 th dose	Yes	No
		No	Yes
	11 th dose	Yes	No
		No	No
Moderna 8mL vial	13 th dose	Yes	No
		No	Yes
	14 th dose	Yes	No
		No	Yes
	15 th dose	Yes	No
		No	No

Vaccine Management Plan

- All providers are highly encouraged to develop a vaccine management plan
 - Has details regarding important contact information, receiving/storing procedures, daily/weekly/monthly tasks, emergency procedures, etc.
 - This is important to have so all staff can have clear, written procedures!
 - Keep hard copies printed and stored near vaccine storage units
- CDPH template: <https://eziz.org/assets/docs/COVID19/IMM-1362.pdf>

Closely Monitor Vaccine Expiration and Beyond Use Dates

- Please keep an eye on vaccine expiration and beyond-use dates.
- Inventory weekly, if not daily.
- When you are nearing an expiration or beyond-use date, think it through: Will be able to use the vaccine by expiration?
 - If not, contact your TPA account manager, your local health department, or the Provider Call Center (covidcallcenter@cdph.ca.gov)
 - Please contact well in advance with enough time left so other providers can potentially use the vaccine!

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





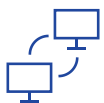
Vaccinate ALL 58
Together we can end the pandemic.

Where can I go for additional help?

Type of Support

Description

Updated 4/6/21



Signing the TPA Provider Agreement

- Send an email to the TPA Network Contracting team if you are interested in signing a TPA provider agreement to join the enhanced COVID-19 Vaccine Network.
- The team is working through a high volume of requests and will continue doing so during the next several weeks. They will contact you at their first opportunity to walk you through the agreement. Email: CovidVaccineNetwork@blueshieldca.com



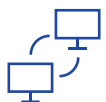
Allocation process inquiries

This email box is being managed by a TPA team that is partnering with the State to set up the new site-level direct allocation process. They will obtain answers for you and respond to you. If you are representing 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

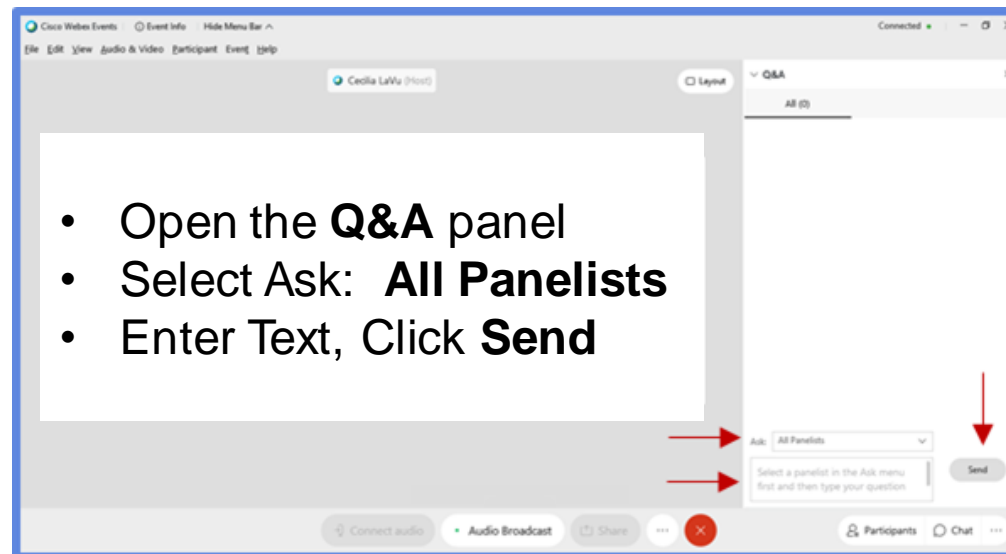
This email box is being managed by a team at the TPA who will either respond to you directly with an answer to your general question or forward your question/request to the specialized team managing the information you are seeking, so that team can respond to you directly. Email: TPA_Inquiry@blueshieldca.com (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 title is 'Q&A' and it shows 'All (0)'. Below the title 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 controls for 'Connect audio', 'Audio Broadcast', 'Share', and 'Participants'. A red arrow points to the 'Ask: All Panelists' dropdown menu.

Thank you!



Next Monday:

My Turn & myCAvax Office Hours

Monday, May 10th 12:00 PM

Audio Conference: 415-655-0001

Access Code: 145 995 8782

Session Number: 145 995 8782

Session Password: Immunize2020!

Next Friday:

Provider Office Hours

Friday, May 14th 9:00 AM