

Welcome to California COVID-19 Vaccination Program Provider Office Hours!

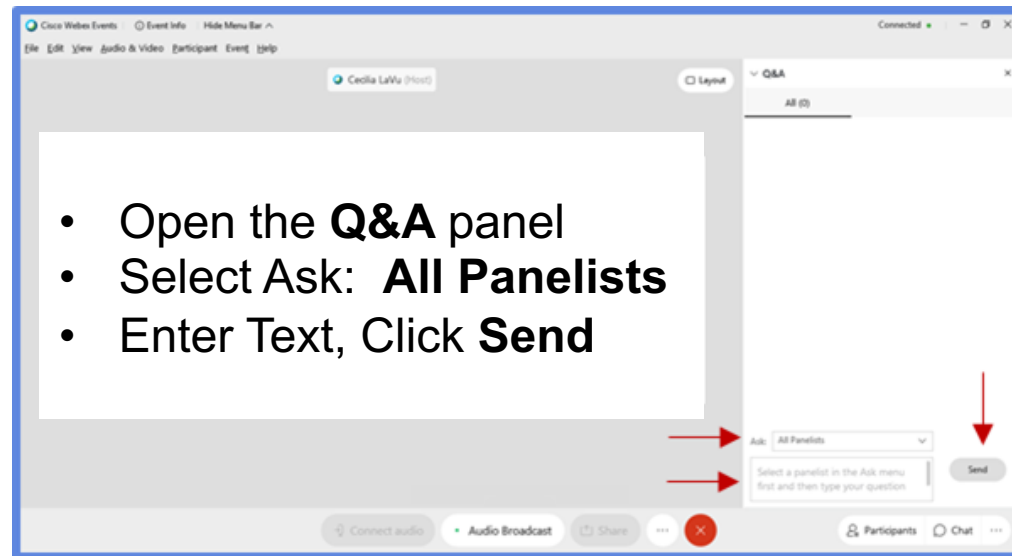
Providers, please share a brief story or shout-out that highlights successful vaccination outreach and administration efforts happening in your community.

Use the "Chat" function to tell us about it!

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: Friday, June 18, 2021

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements & Poll	Leslie Amani (Moderator)	9:00 – 9:05
2	Allocation & Administration	Amy Pine (CDPH)	9:05 – 9:10
3	My Turn and myCAvax	Claudia Aguiluz (CDPH)	9:10 – 9:20
4	Vaccine Marketplace and Vaccine Ordering	Claudia Aguiluz (CDPH)	9:20 – 9:30
Q&A for My Turn / myCAvax			9:30 – 9:40
5	Provider Call Center	Ana Ramirez (CDPH)	9:40 – 9:45
6	Clinical Update	Louise McNitt, MD (CDPH)	9:45 – 9:50
7	Storage & Handling	Alan Hendrickson (CDPH)	9:50 – 9:55
8	Wrap-Up & Feedback Poll	Leslie Amani (Moderator)	9:55
Q&A 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!

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 5/27

Alerts:

Need Vaccine? Have Too Much Vaccine?

- The new Marketplace feature in myCAvax allows providers to request doses if they are able to use short-dated vaccine or share excess vaccine that they won't be able to use.
- All providers (approved in myCAvax) may request doses, including those who are not in the TPA network, have not yet received vaccine, or are no longer receiving vaccine.

Providers of Pediatric Services

- How to Enroll in the California COVID-19 Vaccination Program: Recorded Webinar (slides) | Enrollment Steps | Begin Enrollment at myCAvax
- What to Expect After Enrolling: Recorded Webinar (slides)

No Vaccine Deliveries on Memorial Day Holiday (May 31)

- There will be no deliveries of COVID-19 vaccines on 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.

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

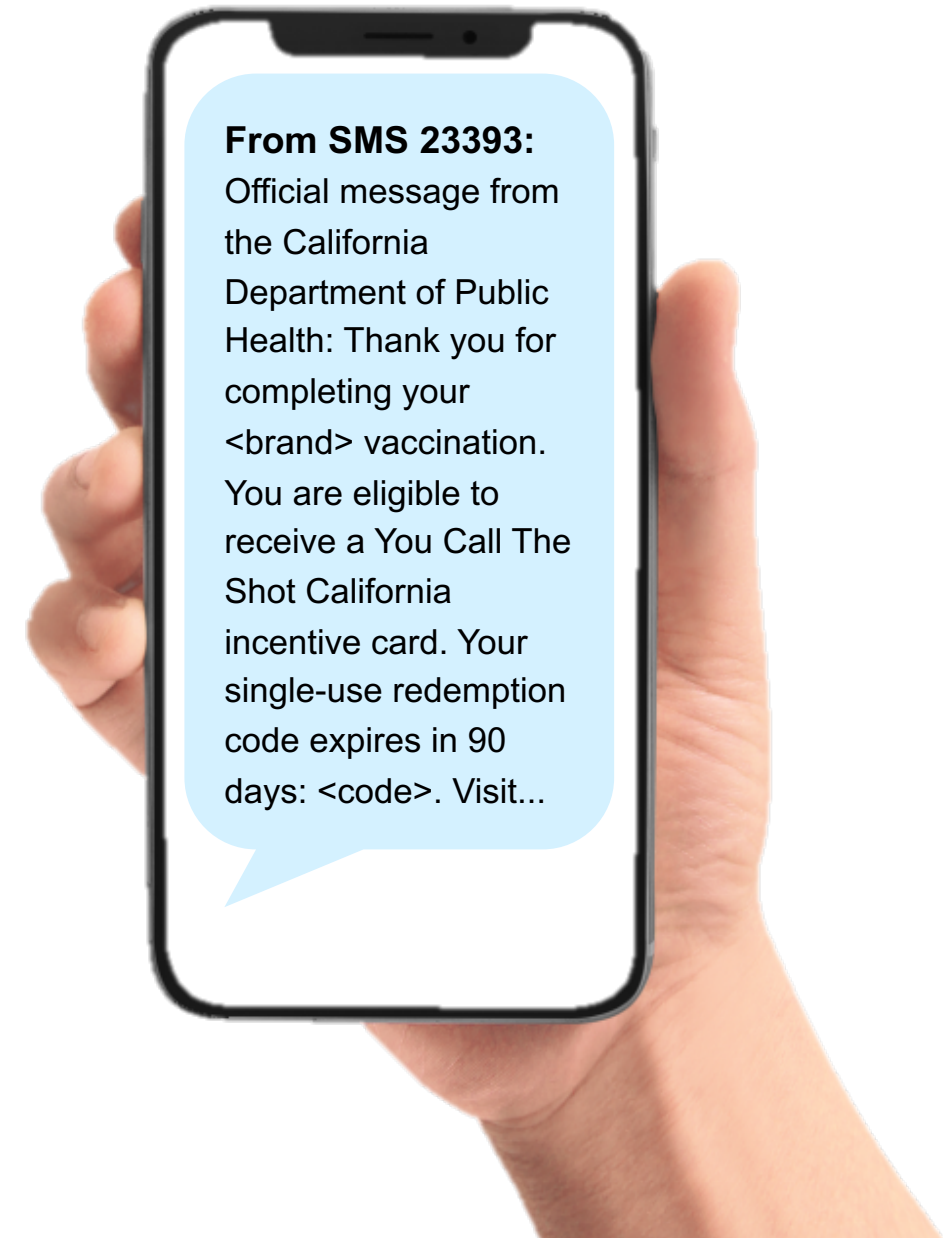
[Manufacturer Contacts](#)

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

Vax for the Win Prize Notifications



COVID-19 Vaccine Provider FAQs

- Answers to Provider questions
- Updated weekly: Last updated 06.17.2021
- Currently in its 24th iteration!



Q: How do COVID-19 vaccine recipients redeem their Vax for the Win virtual prepaid credit cards and grocery gift cards?

A: COVID-19 vaccine recipients are contacted via text message or email to redeem their virtual prepaid credit cards and grocery gift cards. The official text message begins with, “Official message from the California Department of Public Health,” and the official email subject line is, “Congratulations from the California Department of Public Health!” If a COVID-19 vaccine recipient suspects a notice is fraudulent, they can contact the State to verify at 1.833.993.3873. Further information is available at [Vax for the Win Notifications](#).



Q: Where can COVID-19 Providers access myCAvax Vaccine Marketplace training materials?

A: Please visit [Vaccine Marketplace Job Aid](#), [Vaccine Marketplace FAQs](#) and [Vaccine Marketplace Training](#) for myCAvax Vaccine Marketplace training materials. The password for the training is myCAvax2021!

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
Pediatric Providers.....	4
Vaccine Program Management	6
Provider Enrollment.....	10
Allocation	12
Ordering.....	13
Distribution/Redistribution.....	15
Vaccine Storage & Handling	17
Phases & Tiers.....	18
Vaccine Administration.....	18
Inventory	21
Reporting	23
Costs & Reimbursement.....	25
Communication Resources	26



[Provider FAQs on EZIZ](#)

Vaccine Marketplace FAQs and Job Aid

- Updated 6/17

The graphic features the California State Seal and the myCAvax logo at the top. Below is a blue banner with the text "myCAvax Vaccine Inventory Management Vaccine Marketplace". Underneath are three images: a group of healthcare workers, two individuals wearing masks, and a close-up of a person's eyes. At the bottom, it says "Job Aid" and "Last Updated on May 28, 2021".

Vaccine Marketplace FAQs on EZIZ



Job Aid for Providers on EZIZ



myCAvax Vaccine Marketplace FAQs



- 1. When will the Vaccine Marketplace go live?**
A: It's live now on myCAvax! Updates will continually be made to the Marketplace as Providers and LHJs continue to use it more.
- 2. Where do I access the Vaccine Marketplace?**
A: Log on to [myCAvax](#) and click "More" on the right-hand side of the top bar. A drop-down menu will expand and will have "Vaccine Marketplace" tab at the bottom of the list. Click on the "Vaccine Marketplace" tab and it will load the Marketplace list view of the Marketplace posts.
- 3. Should all doses in inventory be entered into the Vaccine Marketplace?**
A: Providers should only enter short-dated and/or excess doses you are wanting to re-home or the amount you are wanting to receive. Local Health Jurisdictions (LHJs) will make the match and amounts do not have to be exact.
- 4. Does a redistribution form need to be completed for doses put into the Marketplace?**
A: A redistribution form will not be required to participate in the Vaccine Marketplace. Providers will, however, need to document the transfer in the myCAvax system as an emergency transfer.
- 5. How does Redistribution differ from the Vaccine Marketplace?**
A: To participate in the Redistribution program, an organization must complete required paperwork and be approved for redistribution. Redistribution involves vaccine distribution from a central location to Providers (aka: "Hub and Spoke Model) on a regular basis. Use of the Vaccine Marketplace in myCAvax does not require that a location be enrolled in the "Redistribution Program", as the COVID-19 vaccine is transferred between two Provider locations.
- 6. Can any Provider in myCAvax access the Vaccine Marketplace?**
A: Only Providers with an active account in the myCAvax system can access the Vaccine Marketplace. LHDs/LHJs will review the Marketplace to help identify matches.
- 7. Can Providers use the Marketplace for HRSA (Federal) doses?**
A: The Vaccine Marketplace is for State doses only.
- 8. Can Providers make excess vaccines available in the Vaccine Marketplace if they do not have enough corresponding Ancillary Kit supplies?**
A: Yes. Provide that type of information in the "Notes" text box on the form.
- 9. Is there any way to see excess vaccines available and locations prior to submitting a request?**
A: Yes, you can browse the Vaccine Marketplace, and click on any listing ID (on the far left) to learn more about the Excess Doses available.
- 10. What is the the role of Local Health Jurisdictions (LHJs)?**
A: The LHJs will be looking at postings to see a best match and then coordinating with the Providers which will include sharing match and contact information, as well as reminding on proper transport guidance. LHDs can find guidance on this role in the Job Aid [linked here](#).
- 11. Can Providers coordinate the exchange of COVID-19 vaccine amongst themselves without approval?**
A: No. Providers must be approved and matched by LHJs before proceeding with transferring doses.

For Program Questions Contact the myCAvax Help Desk:
Hours of Operation: Monday-Friday, 8 AM - 6 PM PT | Phone: 833-502-1245 Email: covidcallcenter@cdph.ca.gov
For Technical Issues Please Email: myCAvax.HD@accenture.com

Beyond the Blueprint Resources



CDPH Guidance for All Californians

[Beyond the Blueprint Fact Sheet](#)



Includes links to:

[Face Covering Guidance](#)

[Beyond the Blueprint for Industry & Business](#)

[Beyond the Blueprint Q & A](#)

[California is Open Flyer](#)

BEYOND THE BLUEPRINT

Safely reopening the economy while continuing vaccinations and protecting the health & wellbeing of Californians

- California is moving **Beyond the Blueprint** and safely, fully reopening the economy on June 15 – that means no more physical distancing, no more capacity limits on businesses, no more county tiers, and relaxed mask guidance.

California has made significant progress in the fight against COVID-19, becoming a **world leader with nearly 40 million vaccines administered** while having the **lowest case rates in the entire country**. Now, California is moving [Beyond the Blueprint](#) to safely fully reopen the economy on June 15 – lifting the restrictions that have played such a significant part of Californians' lives over the past year by **eliminating physical distancing, capacity restrictions, county tier systems, masks for vaccinated Californians, and more**.

RESUMING EVERYDAY LIFE

- **Everyday life will feel a lot like before COVID-19.** Restaurants, shopping malls, movie theaters, and most everyday places will be open as normal with no capacity limits or social distancing required. The county tier system will also be eliminated entirely.
- **Lifting mask requirements for vaccinated Californians.** California's Department of Public Health has [updated statewide masking guidance](#) to match the CDC's guidance, lifting California's mask requirements for vaccinated individuals starting on June 15.

LIMITED EXCEPTIONS FOR UNIQUE SETTINGS

- **Mask requirements for uniquely vulnerable settings.** In accordance with CDC guidance, masks will still be required for uniquely vulnerable settings, such as: hospitals, long-term care facilities, homeless shelters, and public transit.
- **Public health recommendations for mega events.** For indoor events of 5,000 people or more, attendees must confirm proof of vaccination or negative COVID-19 status in order to attend. For outdoor events of 10,000 people or more (like concerts, sporting events, festivals, and conventions), it is recommended that attendees confirm proof of vaccination or negative COVID-19 status to attend, due to increased risk caused by travel and crowds.

Poll Q: If you have **NOT** used the myCAvax Vaccine Marketplace, choose as many responses as are applicable.

(If you have successfully used the Vaccine Marketplace, select option 'i').

- a. I have not heard of the Vaccine Marketplace.
- b. I don't know whether I'm eligible to get vaccine through the Vaccine Marketplace.
- c. I don't want to deal with vaccine transfer forms.
- d. I don't want to deal with vaccine transport logistics.
- e. I'm concerned about the viability of short-dated and beyond-use-date vaccine.
- f. I have enough vaccine to meet my needs.
- g. I'm concerned I will not be able to use all doses received.
- h. I gave up on trying to get vaccine.
- i. I have successfully used the Vaccine Marketplace.



We Appreciate Your Feedback!

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



Allocation & Administration


Amy Pine, CDPH

myturn.ca.gov

I got vaccinated because...

"I miss live music in small intimate settings, traveling, going out with friends and most importantly, so I could visit and hug my parents and grandma again. WOO science!!!"

Alex Woodard
Videographer



Humboldt County Joint Information Center

California's Allocations (as of 6/17/21)



Currently 5,459,080 Doses on Hand (44 days of inventory)

Program	Doses Delivered
Dialysis Partnership	10,530
FEMA	755,430
HRSA-Funded Health Centers	2,968,900
Pharmacy Partnership	12,213,320
Local Jurisdiction Deliveries	31,432,565
Total Doses Delivered	47,380,875

Posted on COVID19.CA.Gov/Vaccine Dashboard Website

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

Doses Administered to Date (6/17/21)



40,098,803 doses administered!

- **66.8%** of 12+ population has received at least one dose and 56.2% is fully protected!
- **1,196,551** doses administered in 12-17-year-olds.
- **78.15%** of 65+ population have received at least one dose (66.94% fully protected).

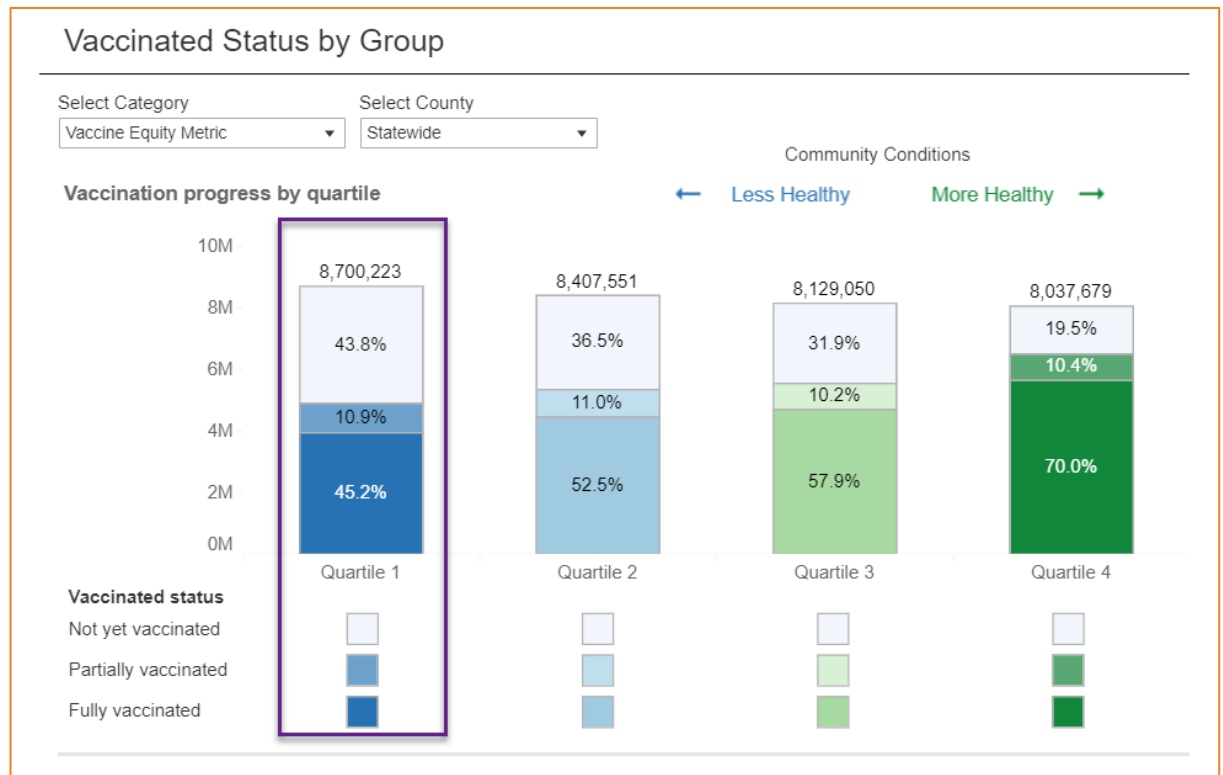


Vaccine Equity Metric

GOAL: protect **75%** of Q1 population

- **56.1%** of Q1 population has received at least one dose; **45.2%** are fully protected.
- Charge: Vaccinate remaining **18.9%** of Q1 population to reach goal.

Relentless Incrementalism is Working!



My Turn and myCAvax

Claudia Aguiluz, CDPH

Yay ! California fully open today for my birthday! Time for lunch & a mojito on the beach!



Table of Contents

- How We're Doing: My Turn & myCAvax Impact
- Update on Vaccine Marketplace
- Transition to Order Request Process

How We're Doing: My Turn & myCAvax Impact



IMPACT (6/16 data)	Vaccines Administered 40,098,803 total	56.2% CA Fully Vaccinated	10.6% CA Partially Vaccinated	66.8% CA Fully or Partially Vaccinated
------------------------------	--	---------------------------	-------------------------------	---

Vaccine Marketplace & Vaccine Ordering

Claudia Aguiluz, CDPH

Wow did I ever love hearing our phone lines ringing non-stop today!!

If availability in the market was tough a couple of months ago imagine now that CA has finally re-opened!

Welcome back events! Welcome back phone inquiries! Welcome back to California!

Thank you [Jessica Randall](#) for staying on top of it all :)

[#excitingtimesahead](#) [#reopening](#) [#postpandemic](#)
[#postpandemicworld](#) [#california](#) [#weareback](#)
[#backtobusiness](#) [#f2f](#) [#liveevents](#)

Update on Vaccine Marketplace



Metrics (as of 6/17)

Total Records: 806 posts

Excess: 652 posts

- 79 have been closed
- 51 counties reported excess doses

Need Doses: 154 posts

- 45 have been closed
- 16 counties requested excess doses
- Los Angeles, Orange County, and San Diego count for the majority of requests



Reminder:






Close posts once doses expire OR once doses are transferred.



Enhancements Integrated With Call Center

- Leverage the Call Center to assist providers with matching vaccine needs. The Call Center will:
 - Screen providers for their ability to safely transfer, store, and administer the vaccine
 - Provide them with the necessary information and resources to complete matches
- Share *feedback* to help us maximize the Marketplace's benefits

Transition back to Order Request: *Phases & Progress*

 Phase 1 	 Phase 2 	 Phase 3
<p>Transition back to order request via myCAvax</p>	<p>Small Orders via myCAvax</p>	<p>Small Orders v2 (Third Party Redistributor) / Marketplace enhancements</p>
<p>Implemented 6/7/2021</p>	<p>Planned rollout 6/25/2021</p>	<p>TBD</p>
<p>LHJs review and approve submitted requests, TPA conducts secondary review, State approves and transmits orders to CDC.</p>	<p>LHDs will review and approve small 'orders' AND 'standard' order requests.</p> <p>Standard orders will follow phase 1 review and approval process.</p> <p>Small orders will be reviewed, approved, and filled by LHJs</p>	<p>TBD</p>
<p>Active locations submit orders Mon (if needed), LHDs review by Wed, TPA/state approvals & transmission Thu, vaccine arrives following Mon/Tue</p>	<p>Standard orders will follow phase 1 weekly order cycle</p> <p>Small orders (TBD)</p>	<p>TBD</p>

Vaccine Marketplace Information



List View:
Can Filter!

myCAVax Vaccine Marketplace System

Home Training Organization Vaccine Orders Vaccine Inventory Locations Communication More

Have short-dated COVID vaccine? Use the Vaccine Marketplace form to advertise to other myCAVax provider locations that you have short-dated vaccines that you would like to transfer out.

Willing to receive short-dated COVID vaccine? Use the Vaccine Marketplace form to share with other myCAVax provider locations the vaccine product and number of doses you are willing to receive.

Vaccine Marketplace
All

20+ items • Sorted by Vaccine Marketplace • Filtered by All vaccine marketplace • Updated a few seconds ago

Id	Record Type	Location Name	Provider Name	Status	Vaccine	N...	Expiry...	County	Shipping...	S...	S...
1	Request Excess Doses	Carbon Health - Midtown ...	Carbon Health	Open	Pfizer-BioNTech-1170/box ...	1,170		Los Angeles	Los Angeles	CA	90019
2	Request Excess Doses	Carbon Health - Midtown ...	Carbon Health	Open	Moderna-100/box - COVID...	1,200		Los Angeles	Los Angeles	CA	90019
3	Report Excess Doses	Southwest Pediatrics	Southwest Pediatrics	Open	Janssen - 100/box COVID...	200	8/23/2021	Kern	Bakersfield	CA	93311
4	VM-00003	South Central Family Healt...	South Central Family Health...	Closed	Moderna-100/box - COVID...	1,200	5/27/2021	Los Angeles	Los Angeles	CA	90011
5	VM-00004	South Central Family Healt...	South Central Family Health...	Closed	Moderna-100/box - COVID...	1,390	5/31/2021	Los Angeles	Los Angeles	CA	90011
6	VM-00005	Fresno County Department ...	Fresno County Department ...	Closed	Janssen - 100/box COVID...	80	7/28/2021	Fresno	Fresno	CA	93721
7	VM-00006	Fresno County Department ...	Fresno County Department ...	Closed	Janssen - 100/box COVID...	30	8/5/2021	Fresno	Fresno	CA	93721
8	VM-00007	Fresno County Department ...	Fresno County Department ...	Open	Janssen - 100/box COVID...	900	8/7/2021	Fresno	Fresno	CA	93721
9	VM-00008	Central Coast Health Servin...	Central Coast Health Services	Closed	Janssen - 100/box COVID...	0	8/13/2021	Central Coast	Martinez	CA	94553



LIST VIEW CONTROLS

New Clone

S... S...

CA 90019

CA 90019

Filters

Field: Status

Operator: equals

Value: Open

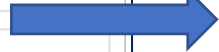
Filter by Owner: All vaccine marketplace

Matching all of these filters

New Filter*

Add Filter Remove All

Add Filter Logic



Filter by Owner: All vaccine marketplace

Matching all of these filters

County* contains los angeles

New Filter*

Add Filter Remove All

Add Filter Logic



Field: Shipping City

Operator: contains

Value:

Done

Filters: **Tip**-Select "contains" in the Operator field when values are blank

Vaccine Ordering: Reminders

- Janssen COVID-19 vaccines not available for ordering!

For Providers

California COVID-19 Vaccination Program Update

Janssen COVID-19 Vaccine Currently Unavailable for Ordering

Due to supply issues, McKesson is not fulfilling orders for Janssen COVID-19 vaccine by Johnson & Johnson until further notice. Providers will be unable to order any additional Janssen vaccine in myCAvax. Any orders for Janssen vaccine that are currently in the system will be rejected in myCAvax, and affected providers will receive an automatic system notification. Providers may place a request for another COVID-19 vaccine. Alternatively, requests for Janssen vaccine may be fulfilled by your local health department if redistribution doses are available or through the Vaccine Marketplace, dependent on availability.

Vaccine Marketplace resources:

- Vaccine Marketplace job aid for [Providers](#) | [Local Health Departments](#)
- [Vaccine Marketplace FAQs](#)

For Providers

California COVID-19 Vaccination Program Update

Addendum: Janssen COVID-19 Vaccine Currently Unavailable for Ordering

After making changes in myCAvax to turn off ordering for Janssen COVID-19 vaccine to prevent new orders being placed, system users encountered a problem transferring and redistributing Janssen doses. For this reason, we will be turning ordering back on for Janssen vaccine, but only to facilitate transfers. All other limitations for ordering Janssen vaccine still apply.

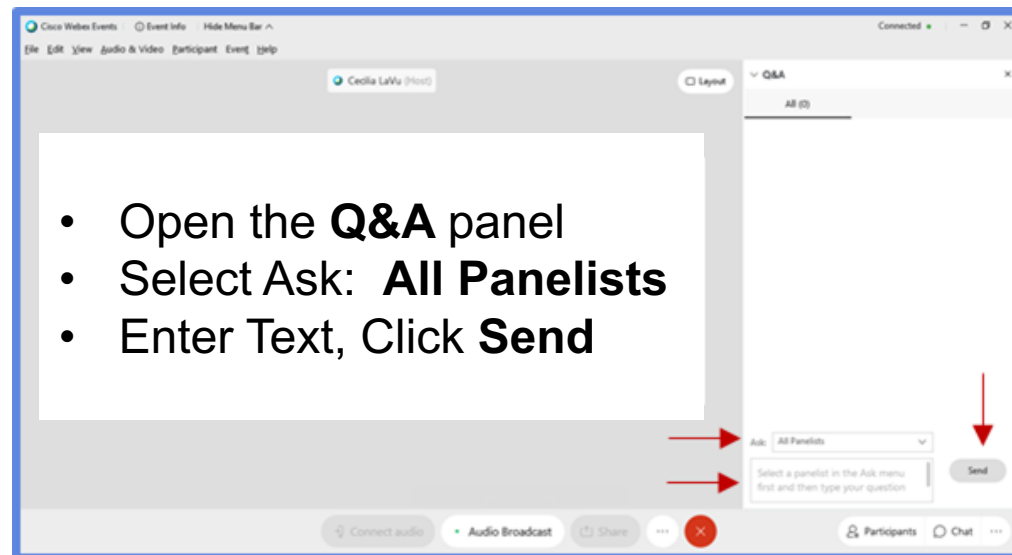
- Providers should not place new orders for Janssen vaccine in myCAvax. If any orders are placed, they will be rejected until Janssen vaccine again becomes available.
- Any orders for Janssen vaccine that are currently in the system will be rejected in myCAvax, and affected providers will receive an automatic system notification.
- Providers may place a request for another COVID-19 vaccine.
- Requests for Janssen vaccine may be fulfilled by your Local Health Department if redistribution doses are available or through the Vaccine Marketplace, dependent on availability.

As a reminder, these actions are due to supply issues with Janssen COVID-19 vaccine. McKesson is not fulfilling orders for Janssen vaccine until further notice.

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. The panel title is "Q&A" and it shows "All (0)". A list of instructions is overlaid on the left side of the panel:

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

At the bottom of the panel, there is a form with a dropdown menu set to "Ask: All Panelists", a text input field with a placeholder "Select a panelist in the Ask menu first and then type your question", and a "Send" button. Red arrows point to the dropdown menu, the text input field, and the "Send" button. The bottom of the interface shows "Connect audio", "Audio Broadcast", "Share", and "Participants" buttons.

Provider Call Center

Ana Ramirez, CDPH

California has reopened 🇺🇸 and I am filled with a rush of pure happy !

I moved from NYC to San Francisco a year and a half ago. It's hard to believe that the majority of my time in this great city and state has been spent inside the walls of my apartment.

I can't really say that I know what it's like to "live" in California. And I am so ready to change that. I look forward to exploring, seeing smiling faces and the sun shining on my face.

Happy re-opening Day California 🥰

[#happyday](#) [#happiness](#)



Calls of the week

- Update Janssen expiration in Vaccine Marketplace
 - Keeping Janssen? Please close out post
- Transfer/Redistribution of Janssen
 - Janssen turned back on for transfer/redistribution, NOT ordering
- Rejected orders
 - Contact LHD
 - Vaccine Marketplace option



Clinical Update

Dr. Louise McNitt, CDPH

California is open! Time to hit the road.



Evolution Hospitality

[+ Follow](#)

22,387 followers


2d • 🌐

We're so excited! California is officially open and we can't wait to welcome back all of our hotel guests! What's top of your bucket list here? ...see more




Vaccinate Before Discharge! [AFL-21-20 \(ca.gov\)](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/Vaccine-Recommendations-for-Eligible-Individuals-Prior-to-Discharge.aspx)

- CDPH recommends general acute and psychiatric hospitals offer COVID-19 vaccine to patients prior to discharge (including ER) Especially:
 - Patients 65+
 - Psychiatric patients
 - Patients being discharged to congregate care or residential settings (SNFs, ALFs, rehab, homeless shelter, psychiatric facility, etc.)
- No product preference
 - Do not delay vaccination to obtain a specific product.
 - 1 dose vaccine may be preferred in some situations (e.g., difficulty accessing 2nd dose, psychiatric patient).
 - If 2 dose vaccine is given, provide patient with information on where to get 2nd dose (e.g., My Turn).



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

GAVIN NEWSOM
Governor

June 9, 2021

TO: General Acute Care Hospitals (GACHs)
Acute Psychiatric Hospitals (APHs)

SUBJECT: Coronavirus Disease 2019 (COVID-19) Vaccine Recommendations for Eligible Individuals Prior to Discharge

All Facilities Letter (AFL) Summary

This AFL recommends GACHs and APHs offer COVID-19 vaccinations to eligible individuals prior to discharge. The California Department of Public Health (CDPH) recognizes that not all GACHs and APHs currently have the ability to take these steps. This AFL provides technical assistance on options and resources to assist GACHs and APHs vaccinate their patients.

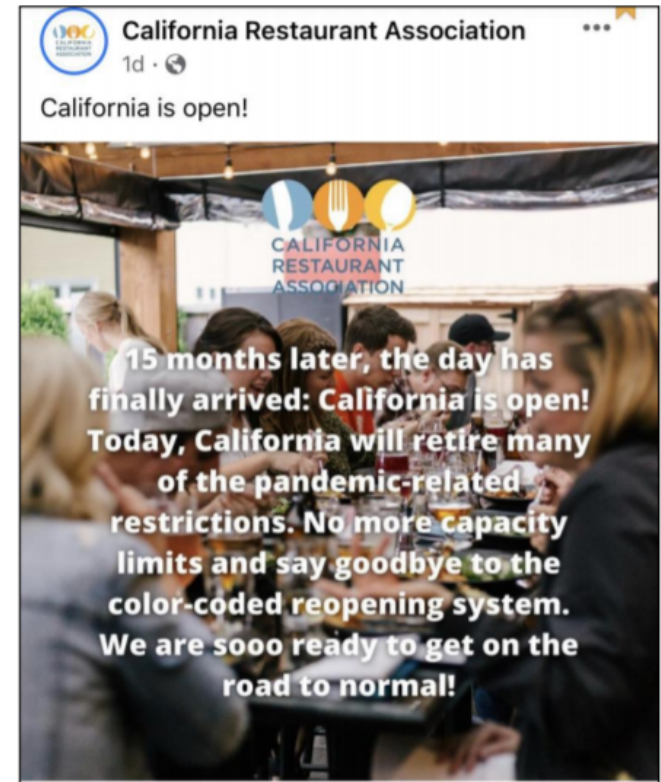
CDPH recommends that GACHs and APHs offer COVID-19 vaccine to **eligible individuals** prior to discharge from hospital admission, 24-hour observation, or emergency department, including those at highest risk of morbidity and mortality from COVID-19 such as:

- Patient age 65 years or older
- Patient being discharged to congregate care or residential settings, including: post-acute medical facilities, skilled nursing facilities, residential care facilities for the elderly, correctional facilities, behavioral health facilities, and homeless shelters
- Psychiatric patient being discharged

The Centers for Disease Control and Prevention Advisory Committee on Immunization Practices has no product preference among the COVID-19 vaccines, and CDPH recommends that providers offer any available COVID-19 vaccine at hospital discharge. Vaccination should not be delayed to offer a specific product. A single-dose vaccine could be preferable, if available, for patients whose second dose will occur following discharge from the hospital. However, if a two-dose vaccine is administered, hospitals are recommended to provide the first dose in a two-dose series and direct patients to MyTurn

Storage & Handling

Alan Hendrickson, CDPH



Janssen/J&J Expiration Dates

- [Janssen COVID-19 Vaccine Product Quality Checker \(vaxcheck.jnj\)](https://vaxcheck.jnj.com)
- FDA authorized an extension of the shelf life for J&J from 3 months to 4.5 months.
- This extension applies to refrigerated vials of J&J/Janssen COVID-19 vaccine that have been held in accordance with the manufacturer's storage conditions.
 - The extension is not applicable to any expired Janssen vaccine doses already taken out of the unit and reported as waste on myCAvax.
- Ensure staff are checking expiration dates on vaccine prior to pulling the vaccine from the refrigerator and again prior to administration to avoid any administration errors.

Transport Reminders

- Use qualified transport containers and digital data loggers when transporting vaccine
 - The records from the data loggers must be saved for three years as outlined in the CDC provider agreement
- Make sure you properly condition the transport containers and check that the temperature of the container is acceptable prior to packing the vaccine
- Never transport vaccine using dry ice (unless it is Pfizer in the original thermal shipper)
- Pfizer can be transported or stored at frozen temperatures and then returned to ultra-low storage one time
- If redistributing, it is necessary to provide the ancillary supplies to the final receiving provider, so make sure these are packed as well

Public Safety Power Shutoffs

- Summer months: Potential Public Safety Power Shutoffs (PSPS)
- For providers that do not have a generator, we recommend having a partner facility to take vaccine to if facility power is lost.
 - Note: Partner facility may need to be out of the immediate area.
- Make sure your Vaccine Management Plan, including the emergency portions, is up to date.



Public Safety Power Shutoffs (continued)

- Keep transport containers/data loggers on hand and ready to go.
 - Some containers may be qualified to hold appropriate temperature for a long period of time.
- As soon as you hear there will be a PSPS, start planning and determine if you may need to move the vaccine.
- You can always contact your local health department and the provider call center (covidcallcenter@cdph.ca.gov) if you need assistance.

Wrap-Up

Leslie Amani, CDPH

Hear it? Clear It.

If you see or hear of any vaccine-related rumors within the communities you serve, share them with our Trust and Safety team via the CDPH Rumors Inbox.



Trust and Safety Team

Our shared mission is to reduce COVID-19 vaccine hesitancy and increase vaccination across the State of California.



How You Can Help

You are critical in our effort to provide Californians accurate and timely information around COVID-19 vaccination.



Monitor What You See and Hear

Monitor online media and what you hear in your local communities for potential rumors and inaccurate information.

If found, report it to rumors@cdph.ca.gov

[Contact](#)



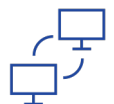
Vaccinate ALL 58
Together we can end the pandemic.

Where can I go for additional help?

Local Health Jurisdictions/County Representatives have an assigned TPA Account Manager for each LHJ/County. When sending an email to any of these teams, please :cc your TPA Account Manager so they can follow up on your behalf, if necessary.

Type of Support

Description



Allocations 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, or forward to the TPA Account Manager for your LHJ/County who will contact you directly. Email: TPA_allocations@blueshield.ca.com.



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
- “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 Turn Clinic help desk

For Onboarding (those in process of onboarding): myturnonboarding@cdph.ca.gov
 For General Questions: myturninfo@cdph.ca.gov
 For Technical Assistance: MyTurn.Clinic.HD@accenture.com or 415-621-9494, open 7 days/week 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–6PM)



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

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 at VaccineNetwork@cmadocs.org
- CMA Member Services: 800-786-4262



Your Feedback is Important to Us

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

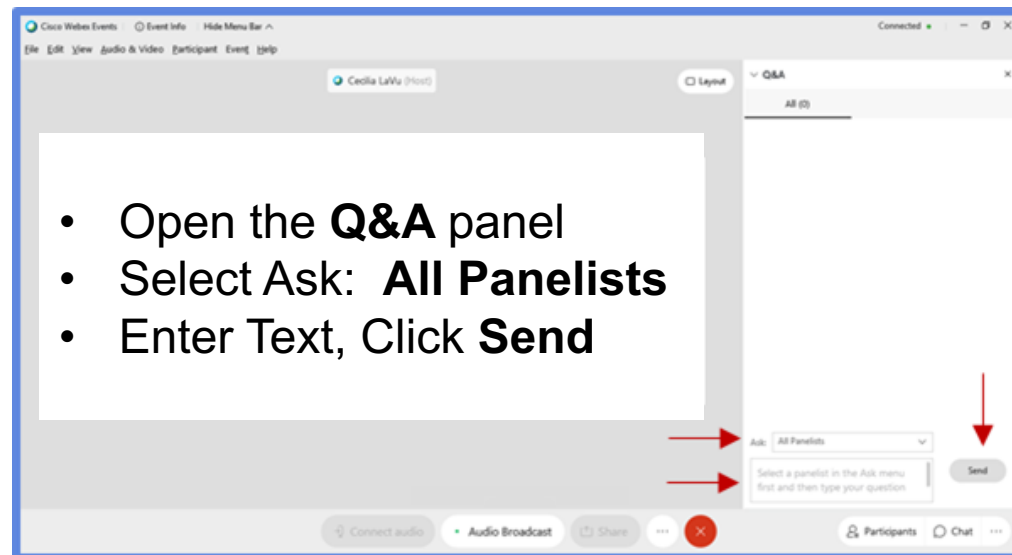
- A. Very helpful
- B. Helpful
- C. Somewhat helpful
- D. Slightly helpful
- E. Not helpful at all



Provider Office Hours Q&A

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

Q&A Panel



The screenshot shows a Cisco Webex interface with a Q&A panel open. 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. Red arrows point to the "Ask" dropdown, the text input field, and the "Send" button. A list of instructions is overlaid on the left side of the panel:

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

Thank you!



Next Monday:

Next Friday:

My Turn & myCAvax Office Hours

Provider Office Hours

Monday, June 21st 12:00 PM

Friday, June 25th 9:00 AM

Audio Conference: 415-655-0001

Access Code: 145 995 8782

Session Number: 145 995 8782

Session Password: Immunize2020!