



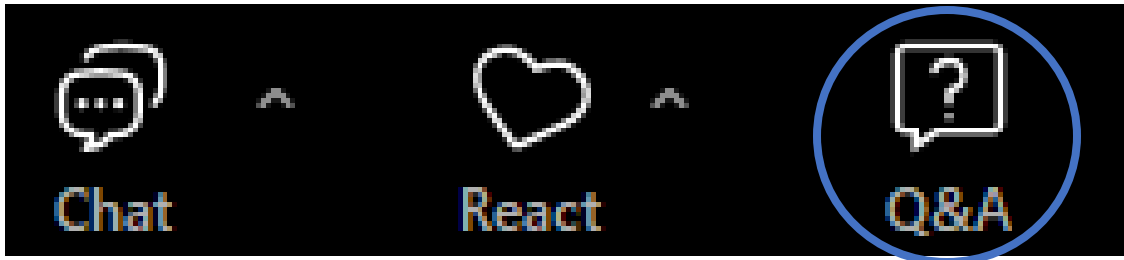
VFC Office Hours

Thursday, June 20, 2024



Questions

During today's webinar, please use the Q&A panel to ask your questions so CDPH panelists and subject matter experts (SMEs) can respond.



Resource links will be dropped into, "Chat"



Housekeeping



Today's session is being recorded and will be accessible on [EZIZ](#).



If post-webinar questions about upcoming trainings, email myCAvaxinfo@cdph.ca.gov.



If VFC support is needed, contact the VFC Customer Service Center at MyVFCvaccines@cdph.ca.gov or (877) 243-8832, Monday – Thursday, 9 AM – 4:30 PM PT, Friday 9 AM – 4 PM PT.



Access on-demand support resources via the Knowledge Center (myCAvax login required). This deck includes an Appendix summarizing today's demo.

UPDATE: VFC Office Hours Date and Time Change



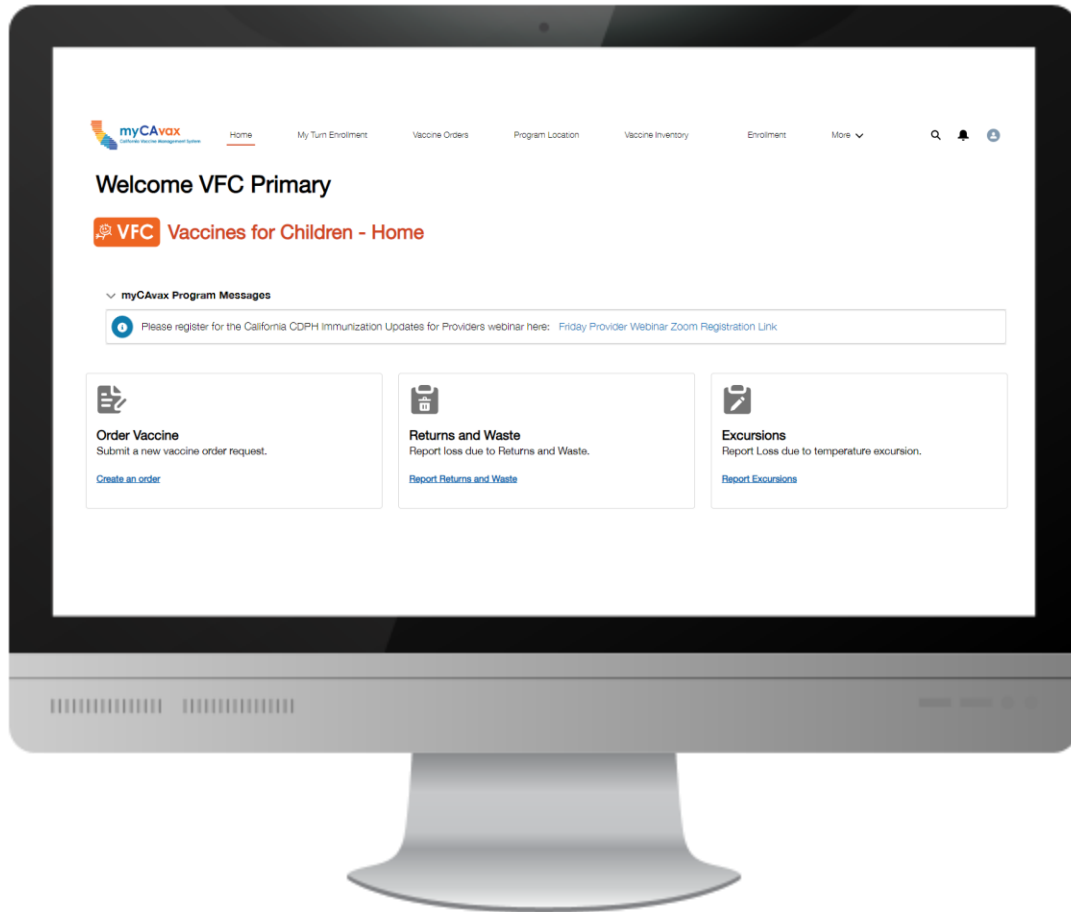
The Thursday, June 27, 2024, 12:30 pm – 1:00 pm, **VFC Office Hours** are now rescheduled to **Friday, June 28, 2024, from 11:00 am – 11:30 am.**

All current registrants have been notified via Zoom and have already been transferred into the Friday, June 28, 2024, 11:00 am – 11:30 am session. For current registrants: If this time change does not work, you may find information for other VFC Office Hours sessions using this link: [myCAvax on EZIZ](#).

If you have not registered and would like to register for the Friday, June 28, 2024, 11:00 am – 11:30 am session, please register using this link: [VFC Office Hours Zoom Registration Link](#).

If you have any VFC-related questions, please email MyVFCvaccines@cdph.ca.gov or contact VFC Customer Service Center. Phone & hours: (877) 243-8832, Monday – Thursday, 9:00 am – 4:30 pm, PT, Friday 9:00 am – 4:00 pm, PT.

Agenda



- System Updates
- Q&A
- Appendix



VFC is live in myCAvax!

VFC vaccine ordering and other related VFC activities are live in myCAvax as of **Monday, June 10, 2024**.

VFC providers can:

- Submit routine orders (according to their order frequency)
- Submit Returns/Transfers/waste reports
- Report vaccine temperature excursions AND....
- **Report shipping incidents electronically**
- **Access practice dashboards**
- **View support resources in the Knowledge Center**
- **Read important broadcast messages from CDPH upon logging in to myCAvax**
- **Access multiple state-funded vaccine programs**

The screenshot displays the 'California's Vaccine Programs' section of the myCAvax interface. It features four program tiles: VFC (California Vaccines for Children Program), VFA (California Vaccines for Adults Program), BAP (California Bridge Access Program), and 317 (Local Health Departments). Below these is a navigation bar with 'Ordering & Vaccine Management' and 'Storage Requirements'. The 'Ordering & Vaccine Management' section is highlighted with an orange border and lists 'MyCAvax (VFC, VFA, BAP, and 317)' and 'MyVFCvaccines (read-only)'. The 'Storage Requirements' section lists 'Vaccine Storage Units' and 'Digital Data Loggers'.

Providers will NO longer use the MyVFCvaccines portal for ordering VFC supplied vaccines. **MyVFCvaccines is only available for read-only access** to view previous Practice Profiles, Flu Progress Reports, COVID Awareness Cards, and prior Storage and Handling Online Triage System (SHOTS) reports.

Accessing the VFC Program in myCAvax

You must login to myCAvax using your own unique login credentials. Contact the VFC Customer Service Center if you did not activate your login credentials via email and need assistance.

Have myCAvax Access

- **Organization Vaccine Coordinator** – Coming soon! This role is for one person who oversees multiple vaccine clinics.
- **Primary and Backup Vaccine Coordinator** – Are primarily responsible for routinely ordering and managing VFC vaccines in myCAvax. Attending myCAvax training is highly recommended. Completing EZIZ training is required.
- **Additional Vaccine Coordinator** – High- and very high-volume VFC providers may request one additional vaccine coordinator, if needed, by contacting the VFC Customer Service Center. EZIZ training requirements must be completed by the additional Coordinator, and requests for must be reviewed by VFC, before approval and processing access to myCAvax.

Do Not Have myCAvax Access*

- **Provider of Record (POR)** – Provider of Record (POR) and POR Designee contacts have not yet been moved from MyVFCVaccines to myCAvax for VFC accounts. Once these roles have been added, VFC will notify providers. In the meantime, if any changes need to be made to these roles, complete a [VFC Key Practice Staff Change Request Form for POR or PORD](#).
- **Medical Staff / POR Designee**
- **Additional Staff / Communication Staff Members**

***NOTE:** This is true assuming the above roles are the only role assigned to a provider. The above can be primary, backup or additional vaccine coordinators, too, which would grant them system access.

Key Actions for Providers



As a VFC provider, you should:



Log in to myCAvax to familiarize yourself with all VFC functions now available.



Submit VFC vaccine orders, returns, transfers, etc. in myCAvax.



Contact the VFC Customer Service Center for support via phone or email when needed.



Conduct all VFC program activities in myCAvax moving forward. Do not log in to MyVFCvaccines to manage or order VFC vaccine.



Review and **update** expired certificate of calibration on storage units to place VFC vaccine order requests in myCAvax. You will not be able to select your VFC program location when ordering vaccine.



Update expired data loggers.



Continue to attend VFC trainings and VFC office hours.



DO NOT enroll your organization in myCAvax if you are an existing provider. Your primary and backup vaccine coordinator should have received a myCAvax welcome email on Monday, June 10, 2024, with instructions to finish setting up their myCAvax user account.

Ordering in myCAvax

The screenshot shows the myCAvax interface for VFC - Order Request. At the top, there is a navigation bar with links for Home, My Turn Enrollment, Vaccine Orders, Program Location, Vaccine Inventory, Enrollment, and More. A search icon, a notification bell, and a user profile icon are also present. Below the navigation bar, a light blue banner contains a help link: "Need help? Review the job aid(s) for [placing vaccine order requests](#), [VFC product guide](#), [shipping cadence](#) and [managing storage units](#)." The main heading is "VFC - Order Request" with a sub-heading "Step 1 - Select Account and Product". A progress bar shows the current step. Below this, a text instruction reads: "To change the program selected, navigate back to the [Vaccine Orders page](#)." A search box labeled "Program Location" with the placeholder "Enter search key" is highlighted with an orange border. Below the search box, a bold instruction states: "Select Location, Provide Inventory and Doses Administered for Vaccines listed." This is followed by a bulleted list of requirements: "Select the location account.", "Ensure the current VFC inventory in your vaccine storage units matches the On-Hand Inventory you enter.", "Your VFC Doses Administered inventory must match the immunization registry (CAIR/Healthy Futures).", "Complete all required transfers, waste events, and returns prior to this order request.", and "Account for every dose of VFC-supplied vaccine ordered and received by the provider location." A grey box below the list contains the text: "Account for every dose of VFC-supplied vaccine ordered and received by the provider location." At the bottom, there are five colored tabs: "Vaccine Products" (blue), "VFC On-hand Inventory" (yellow), "VFC Doses administered" (blue), "Provider inventory" (blue), and "Order size" (orange). Below these tabs is a table header with the following columns: "Vaccine product", "Quantity", "Lot number", "Expiration Date / Beyond use date", "Qty since last order", "Provider inventory", "Recommended Order size", and "Doses requested".

You may be prevented from ordering VFC vaccines in myCAvax if there's pending action needed from your location, like updating an expired digital data logger (DDL) or resolving a storage and handling incident. You will not be able to select your VFC program from the dropdown upon opening the order form.

Please contact the VFC Customer Service Center if assistance is needed.

Q&A

Check out the Knowledge Center in myCAvax, your one-stop-shop for system job aids and support materials.

myCAvax
California Vaccine Management System

Home My Turn Enrollment Vaccine Orders Program Location Vaccine Inventory Enrollment More

Reports
myCAvax Dashboard
Knowledge Center

myCAvax Coordinator Resources

Job aids, quicksheets, and other resources specifically designed for Location and Organization Coordinators using myCAvax.

[Back to Knowledge Center](#)

Vaccine Order Requests

Video: Placing a Vaccine Order Request

Click the link below to watch a short video and learn how to place a vaccine order request in myCAvax.

[View](#)

Provider Startup Worksheet

Briefly describe the article. The summary is used in search results to help users find relevant articles. You can improve the accuracy of search results by including phrases that yo...

[View](#)

Reporting Inventory to VaccineFinder

This job aid explains how to report COVID-19 vaccine inventory to VaccineFinder daily once the shipments arrive. Providers must adjust the counts for shipments, transfers...

[View](#)

Placing Vaccine Order Requests

Briefly describe the article. The summary is used in search results to help users find relevant articles. You can improve the accuracy of search results by including phrases that yo...

[View](#)

Reviewing Shipments

This document explains how to navigate the Shipment tab, where users can find the shipping information for their vaccine orders.

[View](#)

CDC Product Guide

This guide provides specifications for COVID-19 vaccine and associated products. This is NOT a catalog from which you can order products. It provides key product information...

[View](#)

[View More Articles](#)

Support Resources



Viewing Support Resources

The screenshot shows the EZIZ website interface. At the top, there is a search bar and the tagline "A one-stop shop for immunization training and resources." The left sidebar contains a navigation menu with categories like Home, Vaccine Programs, Vaccine Management, Storage Units, Temperature Monitoring, Training & Webinars, Clinic Resources, Patient Resources, and Contact VFC. The main content area features the myCAvax logo and a prominent announcement: "VFC vaccine ordering moved to myCAvax on June 10, 2024!". Below this, there is a "Reminder" section with a bulleted list of key points regarding ordering policies, reporting, and shipping. A "Starting June 10, log in to myCAvax!" section provides instructions for existing and new users. At the bottom, a "Recorded Trainings and FAQs" section lists specific training sessions with dates and times.

This is a document titled "VFC Provider Training FAQs v.2_06.03.24". It includes a table of contents with the following items and page numbers: "Introduction" (2), "myCAvax" (2), "Account Management" (3), "Vaccine Management" (4), "Reporting" (5), "Shipping" (7), and "FAQs" (7). The document is presented as a tilted page, suggesting it is a digital recording or a scanned document.

View VFC training recordings, decks and FAQs on EZIZ's [Get Ready to Move page](#).

For question or support, providers can contact the VFC Program at MyVFCvaccines@cdph.ca.gov or 877-243-8832, Monday – Thursday, 9 AM – 4:30 PM PT, Friday 9 AM – 4 PM PT.



VFC Office Hours

Be sure to sign up for next week's VFC Office Hours session!

- **Thursday, June 27, 2024, from 9:30 – 10:00 AM | Register on [Zoom](#).**
- **Friday, June 28, 2024, from 11:00 – 11:30 AM | Register on [Zoom](#).**

Appendix




Data Migrated from MyVFCvaccines on Go-Live

The below VFC data will be migrated from MyVFCvaccines into myCAvax upon go-live.

| | | | |
|--|---|--|---|
| <p>Storage Units</p> <p>New VFC providers or providers without an active program in myCAvax will have units migrated.</p> <p>Existing providers with an active program will have their freezers updated with VFC.</p> | <p>VFC-Enrolled Provider Site</p> <p>Active and suspended provider sites will be migrated over to myCAvax.</p> | <p>Contacts</p> <p>An account's primary vaccine coordinator, backup vaccine coordinator, provider of record, designee, and medical staff / additional contact will be migrated.</p> | <p>Provider Inventory</p> <p>The last on-hand inventory and last shipment for completed order will be migrated into myCAvax.</p> |
| <p>Account Management Actions</p> <p>Any pending provider actions in MyVFCvaccines will migrate to myCAvax.</p> | <p>Orders and Shipments</p> <p>The past two years of orders and shipments will be migrated.</p> | <p>Transfers</p> <p>The past two years of transfers will be migrated.</p> | <p>Returns and Waste Events</p> <p>The past two years of returns and waste events will be migrated.</p> |

Preparing to Access the VFC Program in myCAvax

State General Fund COVID-19 Bridge Access Program Vaccines for Adults


California Vaccine Management System

Login

Please enter your username (ending in .mycavax) below to access both myCAvax and My Turn.

Username
email@youremail.com.mycavax

Password
Password

[Log in](#)

[Forgot password?](#)

Need to enroll your provider location into one of the vaccination programs supported by myCAvax? Select a program from the navigation menu above to learn more about the requirements specific for each program.

If you are having issues logging in or are trying to gain access to a provider location that is already enrolled in myCAvax, contact our Provider Call Center at mycavax.hd@cdph.ca.gov or call (833) 502-1245, Monday-Friday 8 am-5 pm.

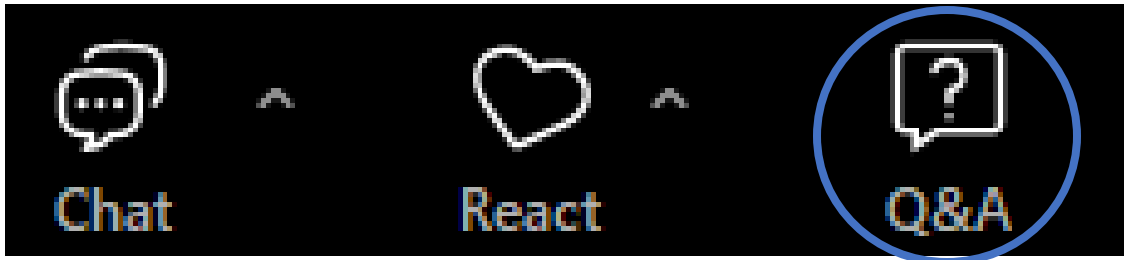
Primary and backup vaccine coordinators have been granted access to myCAvax based on the information provided in MyVFCvaccines.

- **If brand new to myCAvax**, your primary and backup vaccine coordinators should have received a myCAvax welcome email on **Monday, June 10, 2024**, asking them to finish setting up their myCAvax user account (if a new myCAvax provider).
- **If an existing myCAvax user**, your primary and backup vaccine coordinators can login to myCAvax using their existing credentials and the program will be added.

If support is needed, contact the VFC Customer Service Center at MyVFCvaccines@cdph.ca.gov or (877) 243-8832.

Questions

During today's webinar, please use the Q&A panel to ask your questions so CDPH panelists and subject matter experts (SMEs) can respond.



Resource links will be dropped into, "Chat"



Upcoming Webinar Opportunities

[CDPH Immunization Updates for Providers](#)

Next session: Friday, June 28, 2024

9:00 am – 10:30 am



California Department of Public Health
Immunization Branch