



VFC Office Hours

Friday, June 28, 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.

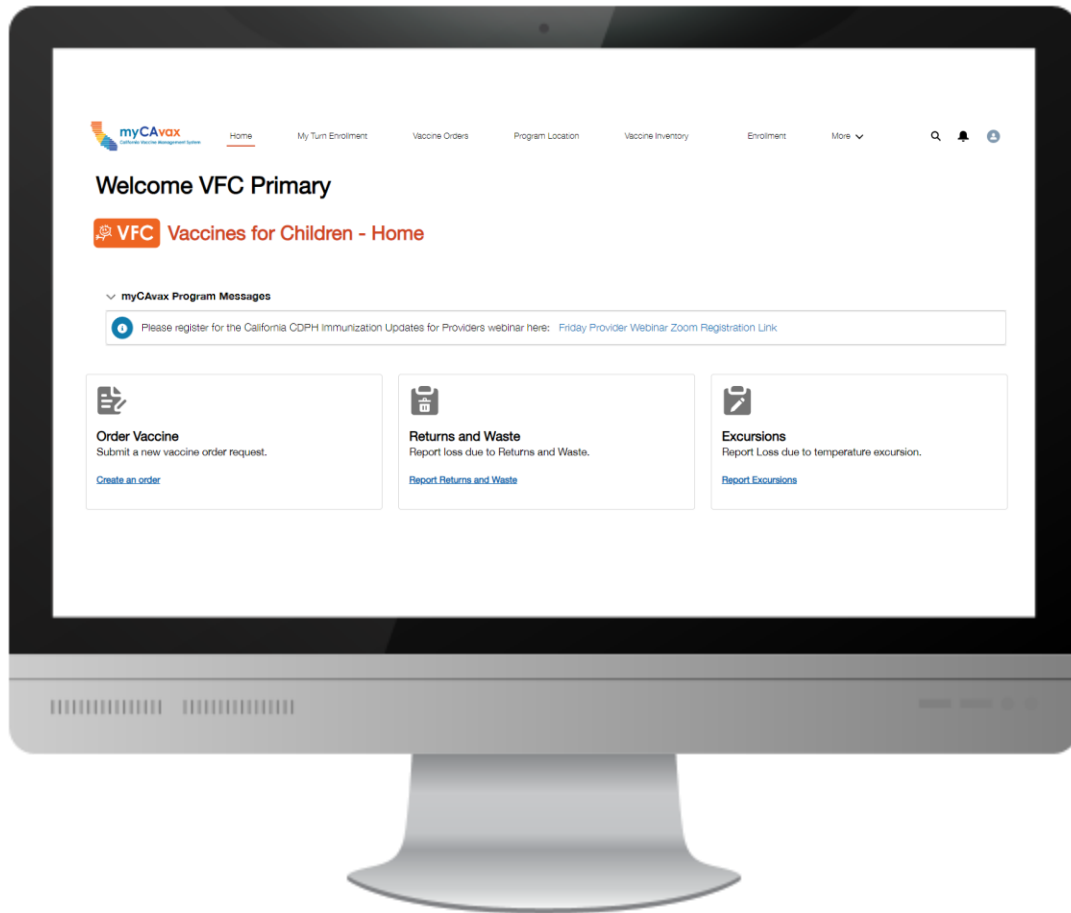


If VFC program support is needed, contact the VFC Customer Service Center at MyVFCvaccines@cdph.ca.gov or (877) 243-8832, Monday – Thursday, 9 AM – 4:30 PM PT, Friday 9 AM – 4 PM PT. If myCAvax technical system support is needed, call (877) 243-8832 and select option 9.



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

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 this, there are two main sections: '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 and user profile icon are also present. Below the navigation bar, a 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 for "Program Location" is highlighted with an orange border, containing the placeholder text "Enter search key". 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." Below the list, a grey box 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.



myCAVax – Known Issues and Workarounds



Known Issues

VFC Orders for COVID-19 Products

- Some VFC Providers who placed an order request that contains a COVID-19 vaccine, may receive multiple email messages, one for each individual order line item in addition to the email notification for the entire batch of orders. We are actively working on a fix, but you may experience the issue again if you submit an order prior to the estimated fix date of **Thursday, July 18, 2024**.



Workaround / Next Steps

Estimated Fix: **7/18/2024**

- If this happens to you, please make note of the first email titled 'Important Notice: Your [Location Account Name] - Vaccines for Children order has been approved!' and ignore all the subsequent emails titled 'Vaccines for Children Vaccine requests Processed.'

	myCAVax ... Vaccines for Children Vaccine requests Processed CAUTION: External email. Be cautious with links and attachments.
	myCAVax ... Vaccines for Children Vaccine requests Processed CAUTION: External email. Be cautious with links and attachments.
	myCAVax ..Vaccines for Children Vaccine requests Processed CAUTION: External email. Be cautious with links and attachments.
	myCAVax ... Vaccines for Children Vaccine requests Processed CAUTION: External email. Be cautious with links and attachments.
	myCAVax ... Vaccines for Children Vaccine requests Processed CAUTION: External email. Be cautious with links and attachments.
	myCAVax ... Vaccines for Children Vaccine requests Processed CAUTION: External email. Be cautious with links and attachments.
	myCAVax ... Important Notice: Your [Location Account Name] - Vaccines for Children order has been approved! CAUTION: External email. Be cautious with links and attachments.



myCAvax – Known Issues and Workarounds



Known Issues

Excursion Events Form Not Accepting Decimals

- ✓ Our Excursion Event form is currently blocking users from entering a decimal when reporting temperatures.

Report data logger information

* Temperature excursion type
Select an Option

* Min temp -2.3 Your entry isn't a valid increment.	* Max temp 4.6 Your entry isn't a valid increment.	* °F/°C Sele... ▼
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* Were affected vaccines involved in previous temperature excursions?
 Yes
 No

* Were doses administered to patients?
 Yes



Workaround / Next Steps

- ✓ Estimated Fix: [7/18/2024](#)
- ✓ For the time being, please enter whole numbers where the error is received and use the 'Comments' field at the bottom of the screen to report the accurate values.

Add blank row

Comments
Min Temp: -2.3
Max Temp: 4.6

Cancel



myCAvax – Known Issues and Workarounds



Known Issues

VFC-Only Providers Unable to See 'myCAvax Program Messages'

- ✓ We are currently investigating why some users who are only staffed on their location's VFC program are unable to see alerts under 'myCAvax Program Messages' on their homepage.

VFC-Only Providers Unable to See Transfers from the Related List Views of their VFC Program Location

- ✓ We are working on a fix to make sure users who are only staffed on their location's VFC program can see their 'Transfers Received' & 'Transfers Sent' records from their VFC Program Location record's related tab.



Workaround / Next Steps

- ✓ Estimated Fix: [7/18/2024](#)

- ✓ Estimated Fix: [7/18/2024](#)

- ✓ For the time being this transfer information can be found on the Provider Location Account related list view. You can navigate from your VFC Program Location into the Provider Location Account by clicking into the 'Account Name' field.



Getting Support

VFC Customer Service Center

If general VFC program 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.

Provider Call Center

If myCAvax technical system support is needed, such as accessing your account, updating or adding contacts to your location, and editing practice profile information, call (877) 243-8832 and select option 9 or email myCAvax.HD@cdph.ca.gov, Monday – Friday, 8 AM – 5 PM PT.

myCAvax:

- Account creation, modification, and re/deactivation
- Password resets
- Unlocking accounts
- Updating contacts
- Email & username changes
- VFC enrollment technical support and status questions
- VFC order status questions
- General technical support and troubleshooting

My Turn Clinic:

- Account creation, modification, and deactivation
- Password resets
- Unlocking accounts
- Clinic and user management
- CAIR Quick Entry support
- General technical support and troubleshooting

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

Move to myCAvax

VFC vaccine ordering moved to myCAvax on June 10, 2024!

The Vaccines for Children (VFC) Program moved its vaccine ordering and provider management system to myCAvax, on June 10, 2024. Use myCAvax to view/submit vaccine orders and report transfers, waste, returns, temperature excursions and shipping incidents!

Reminder: The following ordering policies/procedures remain the same:

- Report doses administered and on hand inventory on each order
- Timeframes for order submission and order processing will not change
- Vaccine Coordinators receive email confirmations once orders are approved and are being filled by McKesson or directly (Merck/Pfizer)
- Provider can request shipping labels for returning doses

Starting June 10, log in to myCAvax!

Primary and backup vaccine coordinator will receive a myCAvax welcome email on June 10, 2024, which will ask them to finish setting up their myCAvax account. (Unique login credentials will be created using Vaccine Coordinators information from MyVFCvaccines).

- Log in to myCAvax to familiarize yourself with all VFC functions now available!
- Submit vaccine orders in myCAvax!
- Attend Office hours as needed.
 - Note: Existing myCAvax users will see a new VFC Program tile upon logging in. Access all the new VFC functions available to you there.

For existing myCAvax users:

The VFC program will be added to your account on June 10, 2024.

- Update storage units as soon as possible in myCAvax. Make a new storage unit and indicate that VFC vaccines are stored in it OR add the VFC Program to the storage unit accordingly (if your VFC vaccine is stored in a storage unit already tracked in myCAvax). For more information on updating/adding storage units, view the Managing myCAvax Provider Accounts job aid on the Knowledge Center (myCAvax login required).

All Vaccine Coordinators will be able to complete the following VFC activities for their VFC locations:

- View and place orders
- View and place transfers
- View and report waste or returns
- Report shipping incidents

If an additional Vaccine Coordinator needs to be added to your account to complete the above activities, please fill out this online form: [Additional Vaccine Coordinator Request Form](#).

Recorded Trainings and FAQs:

All VFC providers should attend the following trainings. Multiple sessions will be offered for each training. Please see the registration links provided below to sign up for available sessions.

- **Getting Started with myCAvax for Brand New Users | FAQ**
 - Wednesday May 22, 2024, from 10:00-10:30am | Recording and deck
 - Wednesday May 29, 2024, from 9:00-9:30am | Recording and deck
 - Tuesday June 4, 2024, from 12:30-1:00pm | Recording and deck
 - Friday June 7, 2024, from 11:30am-12:00pm | Recording and deck
 - Zoom registration link

VFC Provider Training FAQs v.2_06.03.24

VFC Provider Training FAQs

...nt is to support VFC providers through the transition from MyVFCvaccines to myCAvax. For the latest transition updates, visit [EZIZ](#).

in a category to be directed to related FAQs.

Introduction	2
myCAvax	2
Account Management	3
Order Management	4
Reporting	5
FAQs	7

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

For program 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.

If myCAvax technical system support is needed, contact the Provider Call Center at ProviderCallCenter@cdph.ca.gov or (833) 502-1245, Monday – Friday, 8 AM – 5 PM PT.

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.

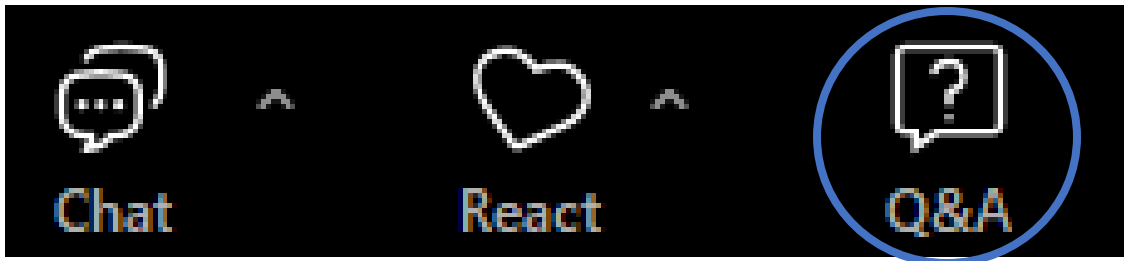
Primary and backup vaccine coordinators have been granted access to myCAvax based on the information provided in MyVFCvaccines.

- **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, July 12, 2024

9:00 am – 10:30 am



California Department of Public Health
Immunization Branch