For Providers

California COVID-19 Vaccination Program Update

Weekly Wrap Up – March 25, 2022

DHCS COVID-19 Uninsured Group Program Update

Please see the following message from DHCS regarding the COVID-19 Uninsured Group Program:

Dear Stakeholders,

The Health Resources & Services Administration (HRSA) recently announced that the Uninsured Program will stop accepting claims for testing, treatment, and vaccination claims due to insufficient funds.

However, DHCS will still accept claims for individuals enrolled in the COVID-19 Uninsured Group Program. Individuals must apply for the COVID-19 Uninsured Group Program through a Medi-Cal Qualified Provider (QP). QPs are providers of the following programs: Presumptive Eligibility for Pregnant Women, Breast and Cervical Cancer Treatment Program, Hospital Presumptive Eligibility, and Child Health and Disability Prevention. Providers must submit applications via the COVID-19 Uninsured Group Application Portal. Providers can submit their COVID-19 testing, testing-related, and treatment claims to DHCS for claims processing.

As a reminder, the COVID-19 Uninsured Group Program is authorized under the Families First Coronavirus Response Act enacted in March 2020. The COVID-19 Uninsured Group Program will end the last day of the calendar month in which the federal COVID-19 public health emergency ends. For questions or concerns, please email COVID19Apps@dhcs.ca.gov.
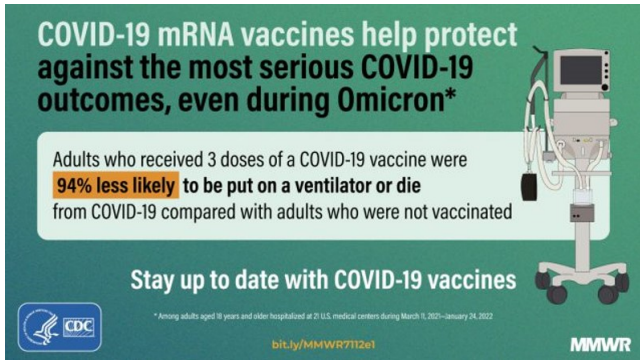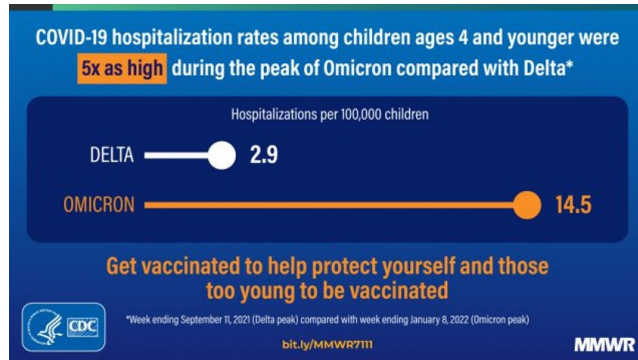
Thank you,

Department of Health Care Services

COVID-19 Hospitalization Rates in Children and Adults

Omicron period compared to the Delta period.

- COVID-19 vaccines remain highly protective among adults against hospitalization caused by Omicron infection.
- Vaccine effectiveness against severe outcomes (mechanical ventilation and death) caused by COVID-19 infection is high among vaccinated adults.

Please recommend that all persons eligible for COVID-19 vaccination get vaccinated and stay up to date with vaccination to protect themselves and those not eligible for vaccination.

Sources:

- [Hospitalizations of Infants and Children Aged 0-4 Years with COVID-19: CDC](#)
- [Effectiveness of mRNA Vaccination in Preventing COVID-19 Associated Invasive Mechanical Ventilation and Death: CDC](#)

myCAvax Reminders

Help Desk Chat Reminder

CDPH wants to ensure that you are getting the best quality assistance with the Help Desk. Please follow the tips below to help us address your issues quickly.

Help Desk Tips:

- When sending an email to the Help Desk, please wait for the **automated email reply with the Reference Number (REF#)**. Example: The following HelpDesk Ticket Number has been created: SRQ1234567.
- When following up, make sure to always **Reply All** to the Help Desk email with the **Reference Number (REF#)** Important: Make sure you do not reply to a Help Desk email in your sent folder to ensure duplicate tickets are not created.

Expiration Dates and Storage Reminder

adhere to the expiration date specific to the lot number, regardless of when the vaccine was thawed or in-use. Providers cannot prolong expiration by re-freezing product or keeping it frozen longer. Any vaccine administration after the dates listed on the manufacturer's site must be reported. If you believe expired doses have been administered, please contact CDPH.CDPHVaccineTaskForce@cdph.ca.gov immediately for reporting purposes.

Please use the following links to check vial expiration dates:

- Janssen COVID-19 vaccine by Johnson & Johnson expiry checker
- Moderna COVID-19 vaccine expiry checker
- Pfizer COVID-19 adult (12+ years, purple cap(must dilute) expiry extension (page 4)
- Pfizer COVID-19 pediatric (5-11 years, orange cap) vaccine expiry extension (page 4)
- Pfizer COVID-19 adult (12+ years, gray cap) vaccine expiry extension (page 5)

Additional Resources:

- COVID-19 Vaccine Product Guide
- March & April Expiration Dates
- Reporting Doses Spoiled, Expired, or Wasted
- Reporting Temperature Excursions

Reminder: Excess Ancillary Supplies

Excess ancillary supplies cannot be sent back to McKesson. Ancillary supplies may not be donated or transferred outside of the United States. Supplies can be used elsewhere in your clinic for non-COVID vaccine activities and can be given to another provider. Vaccine cards can be shredded if you have a large excess supply and don't foresee being able to use them.

Pfizer COVID-19 Vaccine Medical Updates & Training Sessions

Please attend one of the following training sessions:

- Tuesday, March 29 at 12PM | Password: 56ThY2qfVmX
- Wednesday, March 30 at 9AM | Password: yhXz3Pepb78
- Thursday, March 31 at 9AM | Password: XJphWptY432

Useful Resources

- COVID-19 Vaccine Timing by Age Chart in English | Spanish
- Coadministration with Other Vaccines | Tips | Preteens
- Tips to Ease Anxiety During Vaccination
- COVID 19, Myocarditis, and Vaccines Fact Sheet
- Protect Kids with COVID-19 Vaccine Infographic
- Boosters for Aging Adults Poster
- Receiving Small Orders from Third-Party Redistributor
- Preventing Vaccine Administration Errors
- CDPH COVID-19 Treatments Webpage

Support Opportunities

Provider Office Hours

Please attend our weekly webinars to hear updates from the COVID-19 Vaccination Program and have your questions answered.

- Fridays 9–10 AM
- Archived Sessions | Frequently Asked Questions

My Turn & myCAvax Office Hours for LHDs and Providers

- Every Monday at 12:00 PM

COVID Call Center for Providers

- For Program information: email covidcallcenter@cdph.ca.gov or call (833) 502-1245 (Monday – Friday, 8AM–6PM)
- **Caesar Chavez Holiday: Closed on Thursday, March 31**

myCAvax Help Desk

- For technical issues (password resets, etc.): email myCAvax.HD@accenture.com or call (833) 502-1245, option 3 (Monday – Friday 7AM – 7PM, Saturday – Sunday 8AM – 1PM)
- System related training materials are available via the Knowledge Center in myCAvax and at EZIZ.org/COVID

My Turn Help Desk

- Onboarding: email myturnonboarding@cdph.ca.gov
- Technical support for My Turn Clinic: email MyTurn.Clinic.HD@Accenture.com or call (833) 502-1245, option 4 (Monday – Friday 7AM – 7PM, Saturday – Sunday 8AM–1PM).
- Job aids, demos and training opportunities

View Archived Messages

Vaccinate ALL 58
Together we can end the pandemic.

COVID-19 Vaccination Program