

# Welcome to California COVID-19 Vaccination Program Friday Provider Office Hours

Friday, January 14, 2022

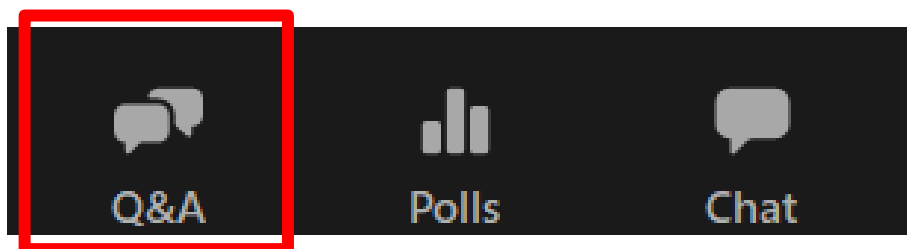


**Vaccinate ALL 58**

Together we can end the pandemic.

# Provider Office Hours Q&A

**During today's session, please use the Q&A panel to ask your questions so our subject matter experts can respond directly.**



# 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 Attendees:



Today's session is being recorded. Access today's slides and archived presentations at:  
<https://eziz.org/covid/education/>



If you have technical difficulties, please contact [Rachel.Jacobs@cdph.ca.gov](mailto:Rachel.Jacobs@cdph.ca.gov)

# Agenda: Friday, January 14, 2022

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 – 9:05
2	Vaccine Administration	Tanu Sreedharan (CDPH)	9:05 – 9:10
3	Clinical Update	Caterina Liu, M.D. (CDPH)	9:10 – 9:20
Q&A			9:20 – 9:30
4	Storage & Handling	Kate McHugh (CDPH)	9:30 – 9:35
5	Vaccine Management	Eric Norton (My Turn) and Claudia Aguiluz (CDPH)	9:35 – 9:45
6	Wrap Up & Resources	Leslie Amani (Moderator)	9:45 – 10:00
Q&A			

# Announcements

Leslie Amani, CDPH

# Monday's My Turn/myCAvax are Moving to Zoom!

Beginning **Monday, January 24, at 12PM** My Turn and myCAvax Office Hours will be held on Zoom!

**Access new registration link for meeting [here](#)**

**Password: Immunize!**

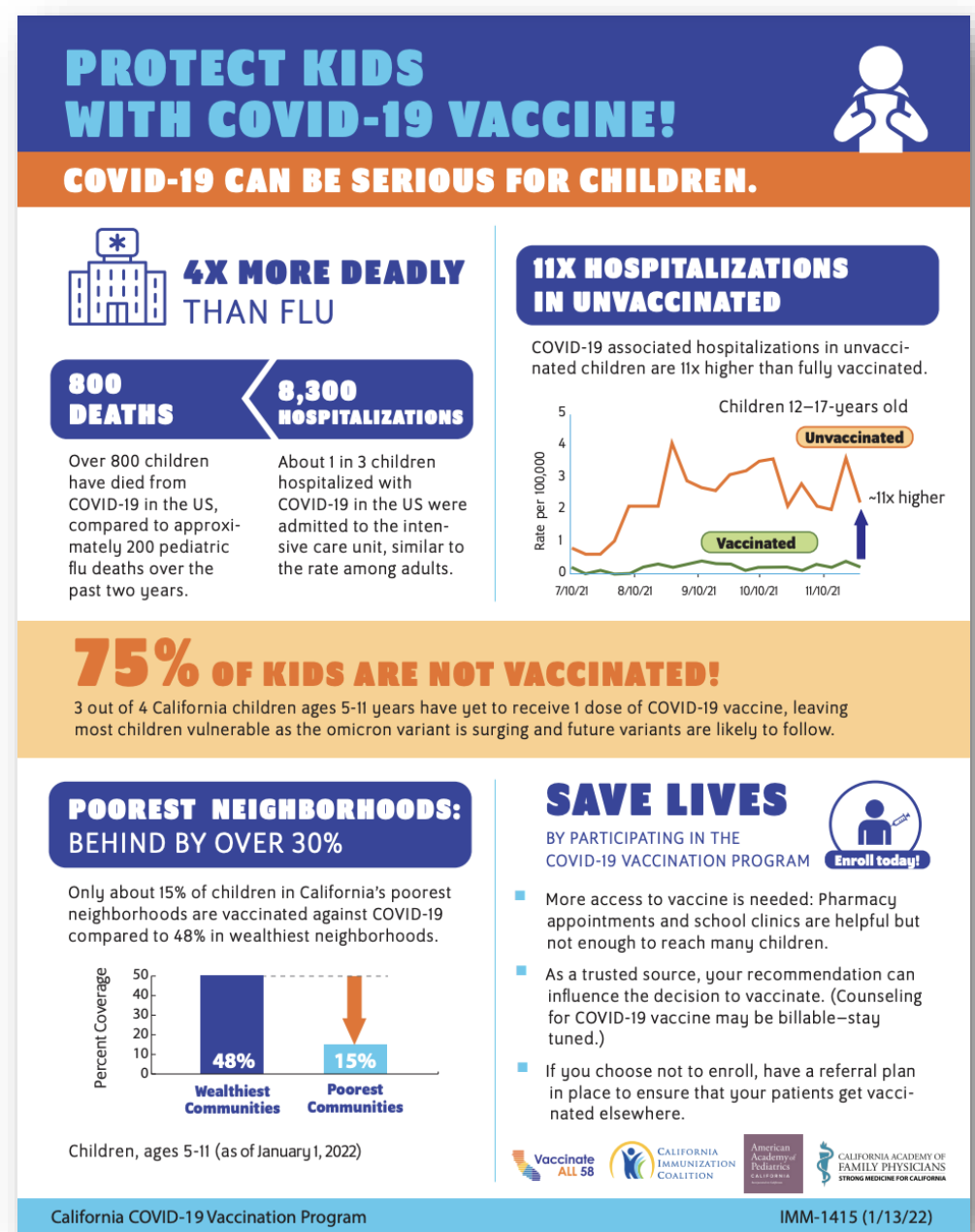
- ✓ One-time registration for Monday meetings.
- ✓ Once registered, look for an email confirming registration from Zoom in your focused, other, or spam email folder.
- ✓ Please add the series to your calendar using the option provided in the registration confirmation from Zoom.



# Protect Kids with COVID-19 Vaccine Infographic

- Shows importance of immunization against COVID-19 disease for children.
- Highlights disparities in COVID-19 vaccine coverage.
- Encourages providers of pediatric services to enroll in the CA COVID-19 Vaccination Program.

Share with other HCPs!



# California Immunization Coalition

A horizontal banner composed of seven vertical panels showing diverse people: a woman with a child, a man with a child, a pregnant woman, a woman with a coffee cup, a family walking, a couple, and a close-up of a smiling man. Overlaid on the center is the text "Vaccines Protect All of Us" in white. A blue "Donate" button is positioned over the family walking panel.

**Vaccines Protect All of Us**

[Donate](#)

### Don't Wait Vaccinate Campaign

CIC in collaboration with partners throughout California want to encourage families to keep up with check ups and routine immunizations.

### School Toolkit

Our new School Located Vaccination Event Toolkit can assist you with creating another option for families to access the COVID-19, influenza, and other vaccines in a convenient, accessible location Find out more here

### COVID-19 Vaccine

COVID Conversation webinar series as well as updated resources and links to the most up to date COVID-19 Vaccine information.

[Don't Wait Vaccinate](#)

[School Toolkit](#)

[COVID Conversations & Resources](#)

[COVID Collaborative: Get Answers](#)





# Upcoming: CDC COCA Call

## Topic: What Clinicians Need to Know About the New Oral Antiviral Medications for COVID-19

- When: Wednesday, January 12 from 11AM – 12PM, PST
- [Zoom Registration Link](#)

## Overview:

Presenters from the Centers for Disease Control and Prevention (CDC), Office of the Assistant Secretary for Preparedness and Response, U.S. Food and Drug Administration (FDA), and the National Institutes of Health (NIH) will describe the recent EUAs and NIH treatment guidelines, patient prioritization, and resources for healthcare providers.

# Crucial COVID-19 Conversations Update

- Two webinars next week:
  - Talking with Patients in the Latinx Community about COVID-19 Vaccines, Wednesday, January 19, at 12:00PM | [Register here](#)
  - Talking with Patients in the Black/African American Community about COVID-19 Vaccines, Thursday, January 20, at 12:00PM | [Register here](#)
- Updated [Medical Professionals Program Toolkit](#)




# #ThisIsOurShot/#VacunateYa All-Coalition Meeting

Join #TIOS to hear special guest, Dr. Peter Hotez, discuss the latest with the Omicron variant.

**When:** Thursday, January 20, at 4PM

**Register [here](#)**




**PETER HOTEZ,  
MD PHD**

scientist, researcher, author,  
science explainer

THURSDAY 1/20/22 at 4pm PST/7pm EST

All-Coalition Meeting



# Stay informed!

## Provider Resources on [eziz.org/covid](https://eziz.org/covid)

### Frequent Content Updates:

- Alerts
- Program Enrollment
- My Turn Onboarding
- Reporting Requirements
- Patient Resources
- Archived Communications
- Education & Support Materials
- More to explore!

California COVID-19 Vaccination ProgramENHANCED BY Google

Program Updates

Program Enrollment

My Turn Onboarding

Vaccine Management

Vaccine Administration

Reporting Requirements

Archived Communications

Patient Resources

### Provider Support

#### COVID Call Center

Email: [Program Info](#)  
Phone: (833) 502-1245  
Hours: Mon-Fri, 8AM-6PM

Contact us for questions about the program or help with accessing documents.

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#### myCAVax and My Turn

Email:  
[myCAVax Technical Support](#)  
[MyTurn Onboarding](#),  
[MyTurn Technical Support](#)  
Phone: (833) 502-1245  
Mon-Fri, 7AM-7PM  
Sat-Sun, 8AM-1PM

My Turn Clinic Translation Line:  
(833) 980-3933  
Mon-Fri: 8AM-8PM  
Sun-Sat: 8AM-5PM

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#### Vaccines

[Manufacturer Contacts](#)

### Updates for Providers

- [COVID-19 Vaccination Program FAQs](#) Updated 1/13
- [Connect with Vaccine Experts – Provider Office Hours Every Friday](#)
- [myCAVax Training](#)
- [Weekly Webinars and Training Calendar](#)

**Alerts:**

- Prepare for MLK Holiday, January 17**
  - [Regular Order Deadline \(Monday 5pm\) but No Delivery | Holiday Schedule](#)

### Boosters

- [Expansion to Ages 12+ and Additional Dose for Immunocompromised Ages 5-11](#)
- [COVID-19 Vaccine Eligibility Chart | Summary of Related Guidance and Requirements](#)
- [Expanding Vaccination Capacity \(Provider Readiness Checklist\)](#)

### Now Enrolling Providers of Pediatric Services

- [Protect Kids With COVID-19 Vaccine—COVID-19 Can Be Serious for Children!](#)
- [Benefits for Primary Care Providers](#)
- [Find Information on How to Enroll](#)

### Featured Resources

#### Tools to Avoid Vaccine Mix-Ups:

- [Comparison Guide of COVID-19 Vaccine Products](#)
- [Vaccine Administration Checklist](#)
- [Preventing Administration Errors](#)
- [Coadministration of COVID-19 Vaccine with Other Vaccines | Tips | Preteens](#)

#### Vaccine Management:

- [Upcoming Expiration Dates](#)
- [Pfizer Transition to the New "Gray Cap" Vaccine for Ages 12+ on December 23 | Pfizer Training](#)
- [Reporting Doses Spoiled, Expired, or Wasted \(including Moderna booster doses\)](#)
- [Ordering Vaccines | Ordering & Distribution Cadence](#)
- [Receiving Redistributed Small Orders](#)
- [Vaccine Management Checklist](#)
- [Ancillary Kit Configuration Tool](#) (helps calculate number of items to pack for

# COVID-19 Vaccine Provider FAQs

- Answers to provider questions
- Updated weekly: last updated 1/13/2022
- Currently in its 54th iteration!



**Q: What are the recommended time intervals between the Pfizer and Moderna COVID-19 primary vaccination series and the booster dose?**

A: The CDC recommends a shortened booster interval to 5 months after completion of the Pfizer COVID-19 primary vaccination series for people 12 years and older and 5 months after completion of the Moderna COVID-19 primary vaccination series for people ages 18 years and older.



**Q: When will the third-party redistributor (AmerisourceBergen) transition from frozen shipments to refrigerated shipments of COVID-19 vaccine?**

A: The third-party redistributor (TPR), AmerisourceBergen, has begun transitioning from frozen to refrigerated shipments. The transition will continue over the next couple of weeks. Please note: Pfizer pediatric (5-11 years, orange cap) and Pfizer Tris-sucrose (12+ years, gray cap) vaccine must be refrigerated at 2°C to 8°C upon receipt. Once stored, vaccine cannot be stored at ultra-cold or frozen temperature ranges. For further information, please visit [Receiving Small Orders from TPR](#).

## 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.](#)

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[Provider FAQs on EZIZ, Updated Weekly](#)



Vaccinate ALL 58

# COVID-19 Vaccination Program Webinars and Training for Providers

Week of January 17, 2022

Note: Calendar subject to change

	Monday 1/17	Tuesday 1/18	Wednesday 1/19	Thursday 1/20	Friday 1/21
myCAvax	Holiday	<a href="#">What's New in myCAvax</a> 12:30 pm – 1:00 pm PW: myCAvax2022!			<a href="#">Provider Office Hours</a> 9:00 am – 10:00 am PW: Immunize!
Combined Office Hours and Events			<a href="#">Talking with Patients in the Latinx Community about COVID-19 Vaccines</a> 12:00 pm – 1:00 pm	<a href="#">Talking with Patients in the Black/African American Community about COVID-19 Vaccines</a> 12:00 pm – 1:00 pm  <a href="#">Special Event! TIOS All-Coalition Meeting with Dr. Peter Hotez: A Conversation about the Omicron Surge and the New Normal</a> 4:00 pm – 5:00 pm	

View On Demand	<ul style="list-style-type: none"><li><a href="#">Intro to My Turn Onboarding</a> (v. 11/10/21)</li><li><a href="#">What's New in My Turn</a> (v. 12/8/21)</li><li><a href="#">Provider Office Hours and MCE Office Hours Archived Sessions</a></li></ul>	<ul style="list-style-type: none"><li><a href="#">Provider 101 Account Enrollment: Section A: Organization Application</a> (v. 10/21/21)</li><li><a href="#">Provider 101 Account Enrollment: Section B: Location Application</a> (v. 10/21/21)</li><li><a href="#">Vaccine Marketplace</a> (v. 8/26/21)</li></ul>	<ul style="list-style-type: none"><li><a href="#">What's New in myCAvax</a> (v. 10/12/21)</li><li><a href="#">What's New in myCAvax for Reactivated Providers</a> (v. 9/8/21)</li><li><a href="#">Patient Check-in and Vaccine Administration</a> (v. 12/8/21)</li></ul>	<ul style="list-style-type: none"><li><a href="#">Clinic Manager Training</a> (v. 12/8/21)</li><li><a href="#">Vaccine Administrator / VA Assistant Training</a> (v. 12/8/21)</li></ul>
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Help

Website: [www.eziz.org/covid](http://www.eziz.org/covid), [FAQs](#)  
General email: [covidcallcenter@cdph.ca.gov](mailto:covidcallcenter@cdph.ca.gov)  
CDPH Provider Call Center: 1-833-502-1245, 8am-6pm

My Turn email: [myturnonboarding@cdph.ca.gov](mailto:myturnonboarding@cdph.ca.gov)  
myCAvax Help Desk Email: [myCAvax.HD@accenture.com](mailto:myCAvax.HD@accenture.com)  
Phone: (833) 502-1245



# Vaccine Data

Tanu Sreedharan, CDPH

# Vaccine Administration Data

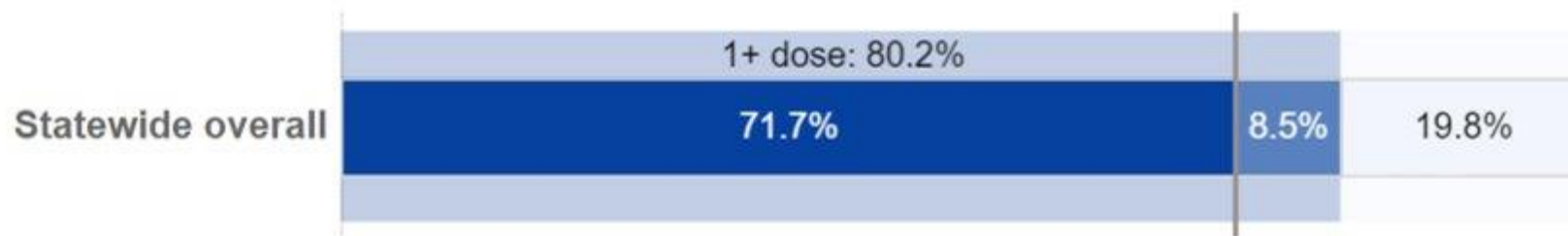
as of January 13, 2022

# 66,974,365

**+1,350,946** (from previous week)

■ Fully vaccinated   ■ Partially vaccinated   ■ Not yet vaccinated

Total Doses Administered





# Vaccine Type over Time

as of January 10, 2022

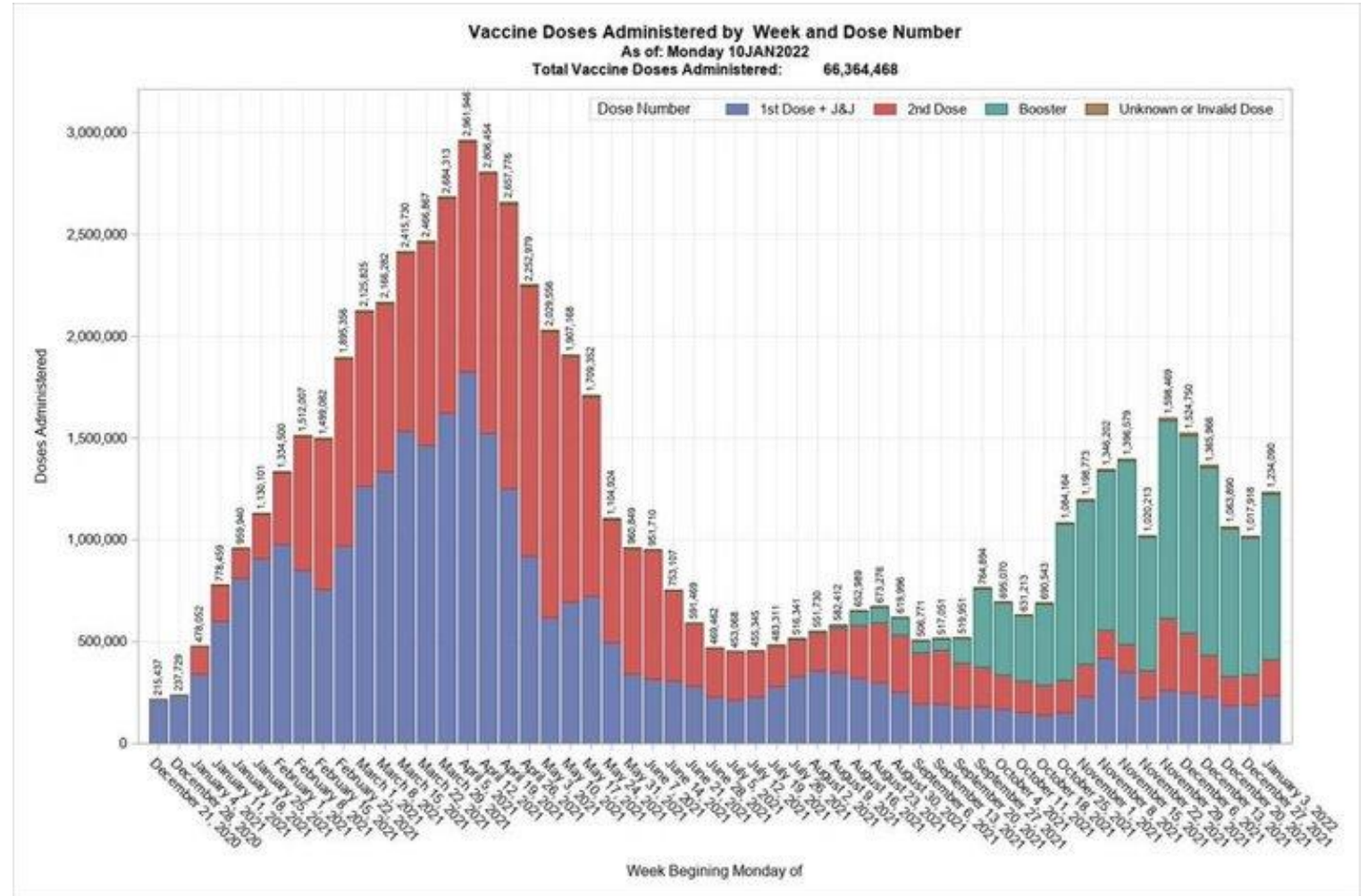
Increase in vaccine administration driven by new eligibility groups: adult booster shots and 5-to-11-year-olds.

## *Weekly Vaccination Rates*

High: 3.0 M (4/5)

Low: 0.5 M (7/5)

Current: 1.2 M (1/3)



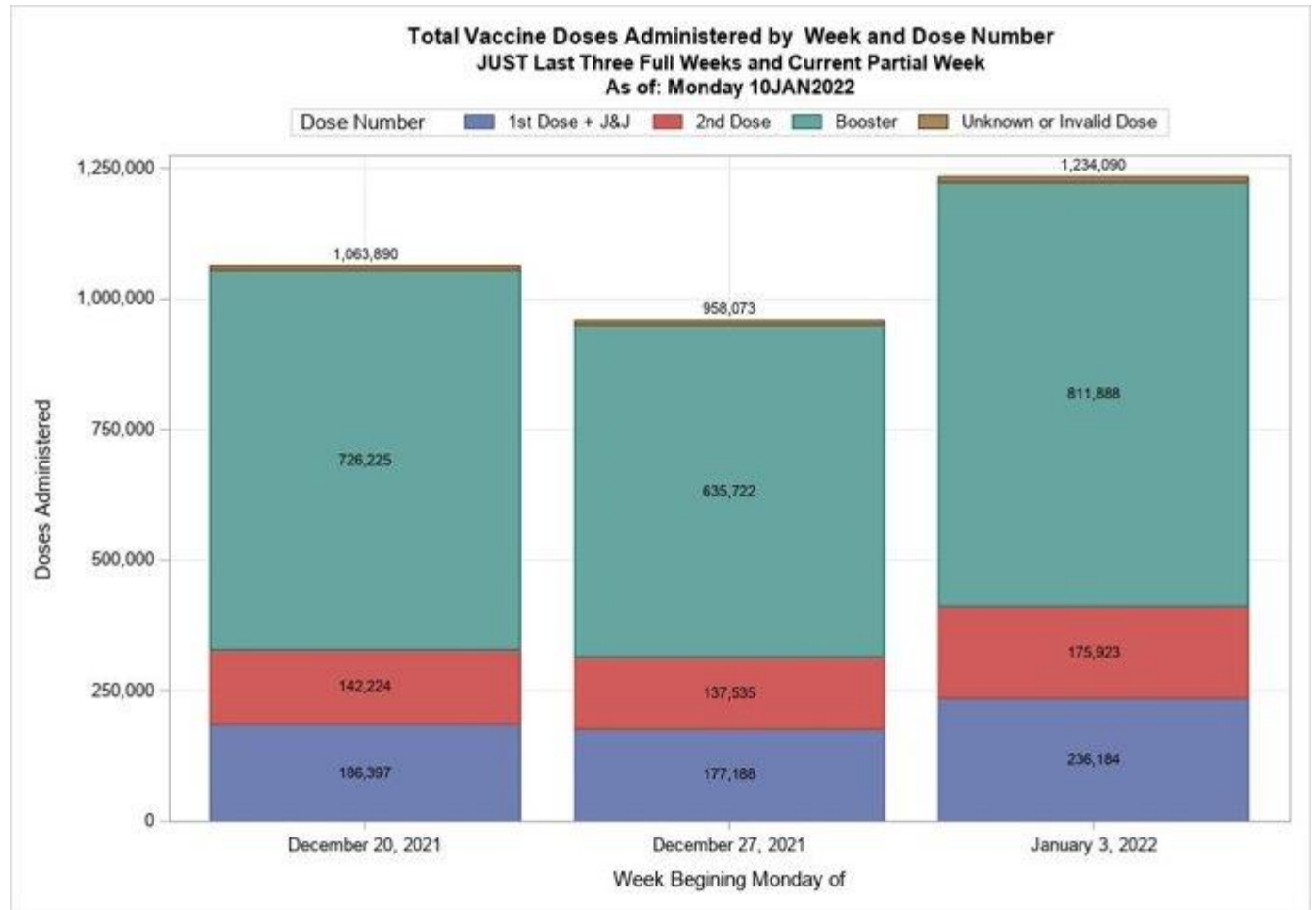
# Vaccine Type over Time

as of January 10, 2022

Vaccination  
administration picking  
back up after the  
holidays

1.23 M doses 1/3 – 1/10

+ 29% from previous week  
+ 16% from 2 weeks prior



# Vaccination Ages 5-to-11

as of January 10, 2022

**1,738,038** doses

**+165,767** (from previous week)

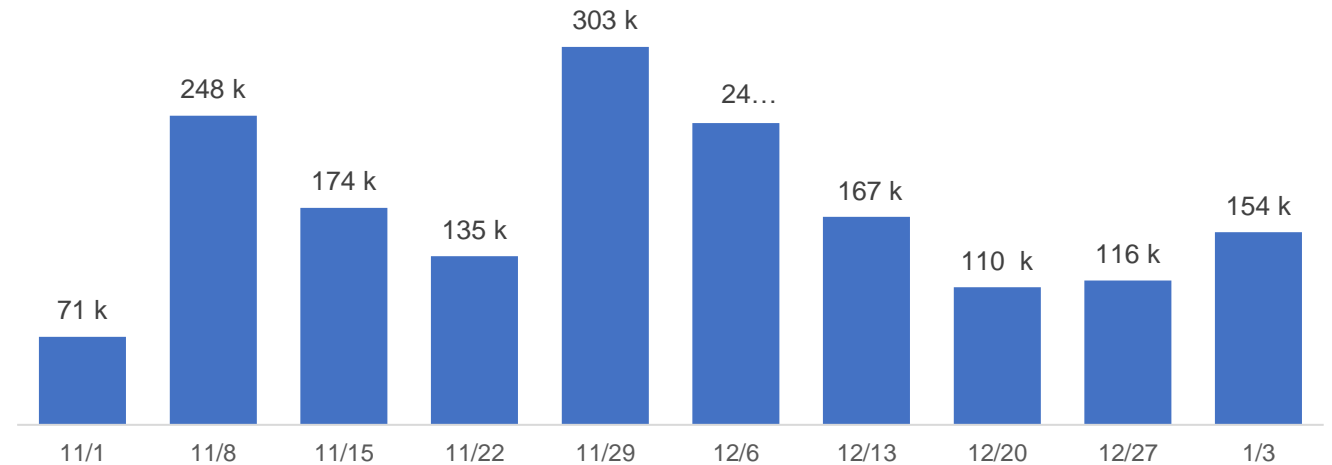
Total Doses Administered

**29%**

**+2%** (from previous week)

of all 5-11 year olds in CA  
have received **at least 1 dose**

Doses Administered to 5-11 Year Olds



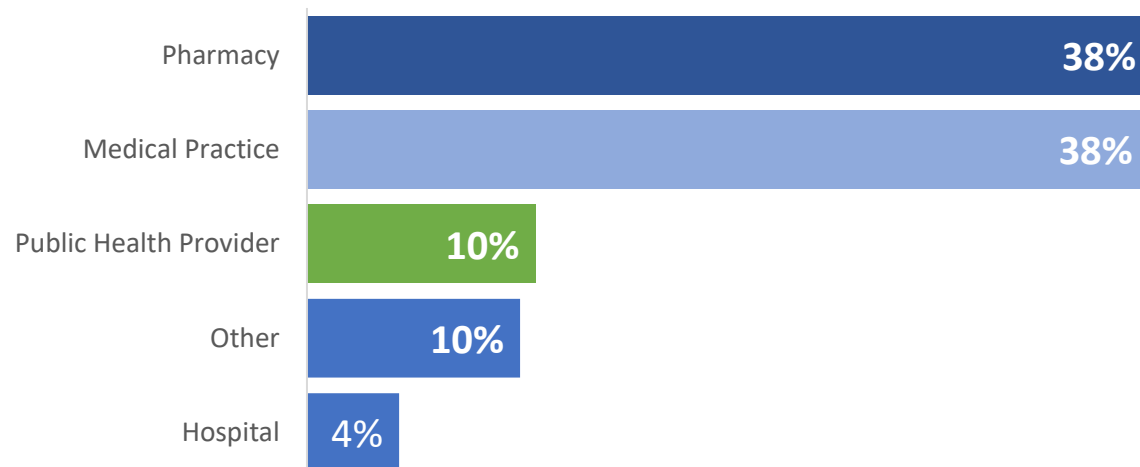
# Vaccination Equity Ages 5-to-11

as of January 10, 2022

## Doses Administered of 5-11 By Provider

### Type

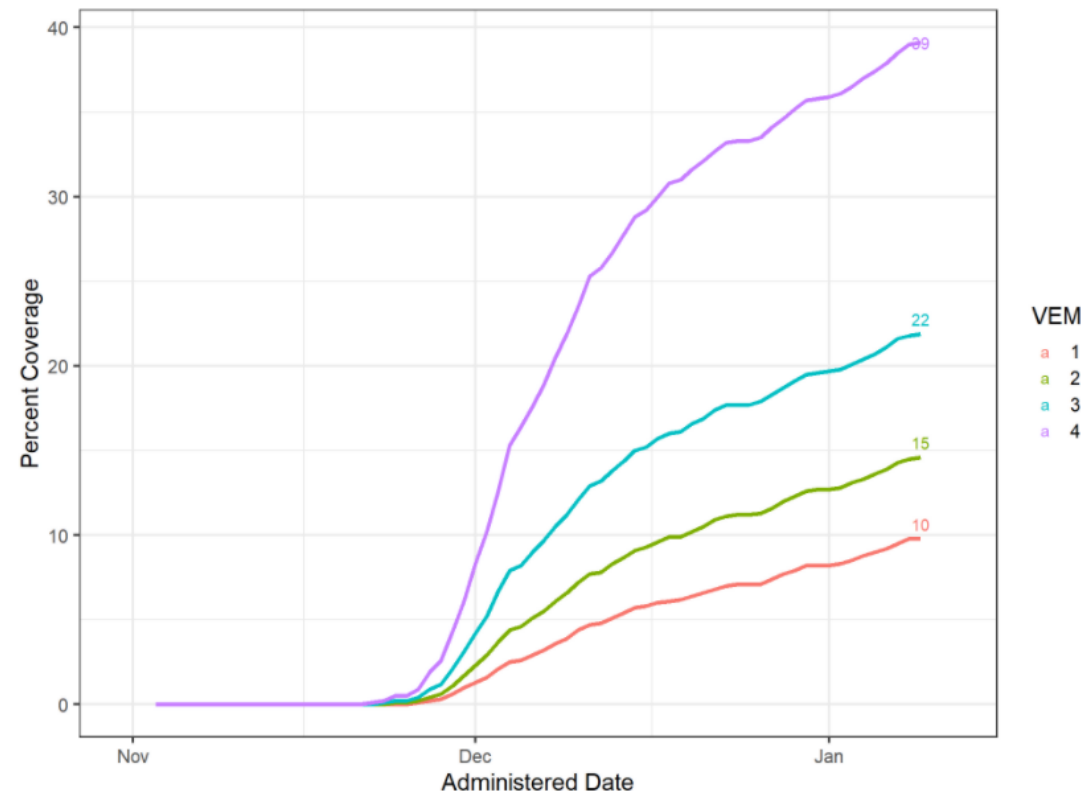
(n=1,738,038)



### Provider Type for Vaccination

**76%** of doses administered to the 5-to-11 population are by  
**Pharmacies and Medical Practices**

Percent Fully Vaccinated Among 5 to 11 Year Olds by VEM,  
Since Nov 1, 2021



### VEM/HPI Q4 v Q1 Equity Gap

**29%** gap between Q4 and Q1 youth  
Q4 youth **4.5x** more likely to be vaccinated than their Q1 counterparts

# Booster\* Vaccinations

as of January 10, 2022

10,922,928 persons

+874,328 (from previous week)

Total Doses Booster Doses Administered

51% of eligible\*\* population

+ 4%

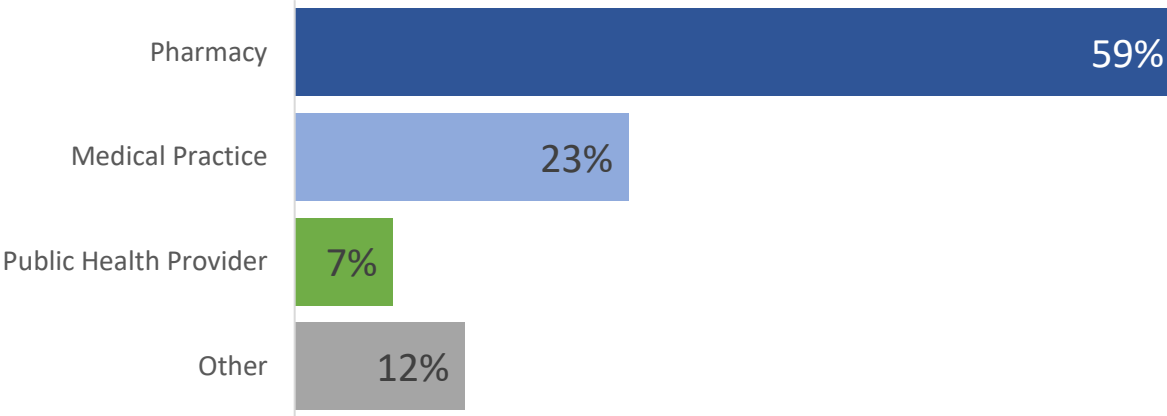
\*\*21,470,897 individuals, 16+ years of age,  
and J&J + 2 months or MRNA + 6 months

69% of 65+ eligible population

+ 2%

\*Includes Additional Doses

Booster Doses By Provider Type  
(n=10,985,272)

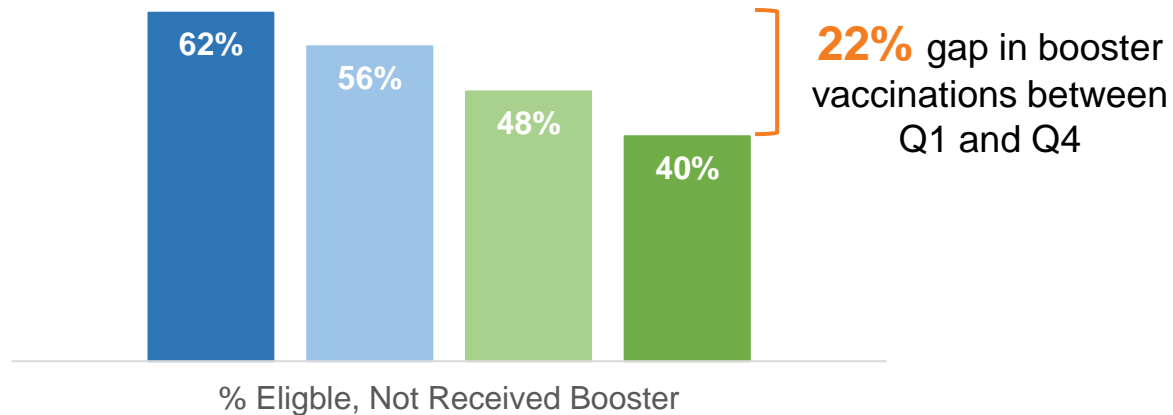


# Booster\* Equity Vaccinations

as of January 10, 2022

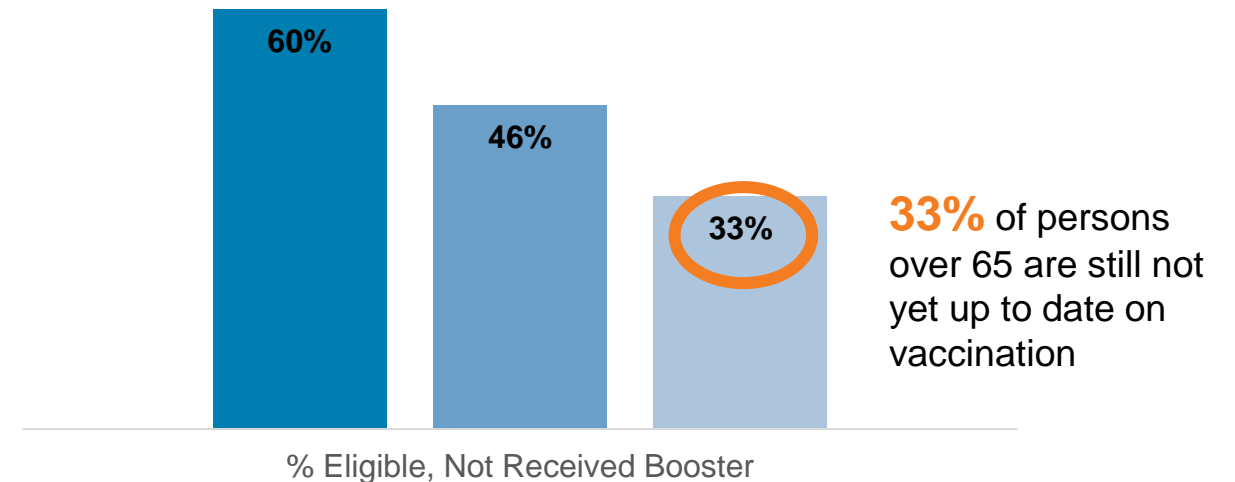
## Booster Eligible by VEM Quartile

■ Q1 ■ Q2 ■ Q3 ■ Q4



## Booster Eligible by Age Group\*\*

■ 18-49 ■ 50-64 ■ 65+



\*Includes Additional Doses

\*\*75% of the 12-17 booster eligible population have not yet received a booster. Note that booster vaccinations for this age group have just been made available.

# Clinical Update

Caterina Liu, M.D., CDPH

# mRNA Booster Interval Shortened to 5 months

- FDA and CDC shortened the booster interval to **5 months** after completion of:
  - Pfizer-BioNTech COVID-19 vaccine primary series for people 12-years-and-older
  - Moderna COVID-19 vaccine primary series for people 18-years-and-older.
- A shorter interval is recommended to provide better protection sooner for individuals against the highly transmissible Omicron variant.



# Additional Primary Dose for Immunocompromised Children 5-to-11-Years-Old

- FDA also expanded the Pfizer-BioNTech EUA to allow for a third primary series dose for certain immunocompromised children 5-to-11-years-old.
- CDC and Western States Safety Review Workgroup recommend an additional primary dose for immunocompromised children 5-to-11-years-old.

# Pfizer-BioNTech Boosters for 12-to-15-Year-Olds

- FDA expanded EUA for the Pfizer-BioNTech COVID-19 vaccine to include booster doses for adolescents 12-to-15-years-old.
- CDC and Western States Safety Review Workgroup now recommend that adolescents ages 12-to-17-years-old **should receive** a booster shot 5 months after their initial Pfizer-BioNTech vaccination series.
- Note: Only the Pfizer-BioNTech COVID-19 vaccine is authorized and recommended for adolescents aged 12-to-17.

# Job Aid: COVID-19 Vaccine Eligibility Chart

Includes new recommendations for:

- Additional dose in immunocompromised 5-to-11-year-olds
- Booster dose in 12-to-15-year-olds
- Booster dose at 5 months after primary series of Pfizer for those 12+ and Moderna for those 18+

## COVID-19 Vaccine Eligibility

Use this chart to help determine when to give COVID-19 vaccine based on age or health conditions.

Dose		Age:	5-11	12-17	18+
<b>Pfizer–Pediatric (5-11)</b>	<b>Primary 2 doses</b> (21 days apart)		✓		
	<b>Additional (3rd) dose</b> for immunocompromised, at least 28 days after 2nd Pfizer dose		✓		
<b>Pfizer/Comirnaty (12+)</b>	<b>Primary 2 doses</b> (21 days apart)			✓	✓
	<b>Additional (3rd) dose</b> for immunocompromised, at least 28 days after 2nd Pfizer dose			✓	✓
	<b>Booster dose*</b> of Pfizer (or Moderna if age 18+), at least 5 months after 2nd dose of Pfizer			✓	✓
<b>Moderna (18+)</b>	<b>Primary 2 doses</b> (28 days apart)				✓
	<b>Additional (3rd) dose</b> for immunocompromised, at least 28 days after 2nd Moderna dose				✓
	<b>Booster dose*</b> of Moderna ( <b>half-dose</b> ) or Pfizer, at least 5 months after 2nd dose of Moderna				✓
<b>Johnson &amp; Johnson (18+)</b>	<b>Primary 1 dose</b>				✓
	<b>Booster dose*</b> of different brand (preferred) or J&J, at least 2 months after primary J&J dose				✓

\* Use of mRNA COVID-19 vaccines is preferred over the Janssen COVID-19 vaccine. However, the Janssen vaccine may be offered in some situations:

- When there is a contraindication to mRNA COVID-19 vaccines (e.g., severe allergic reaction after a previous dose or to a component of an mRNA COVID-19 vaccine)
- When a person would otherwise remain unvaccinated due to limited access to mRNA COVID-19 vaccines
- When a person wants to receive the Janssen COVID-19 Vaccine despite the safety concerns identified

View [Related Guidance and Requirements](#). (Eligibility is subject to change as guidance is updated.)

# Summary

## Public Health Problem

- US experiencing substantial **increase** in cases over last month
- **Omicron** variant represents over half of recent U.S. cases
- COVID-19 cases and hospitalizations **7–11 times higher** in unvaccinated adolescents, compared to vaccinated adolescents
- Vaccine effectiveness in adolescents 12–15 years of age remains high, but may have some waning over time
  - Current VE estimates primarily in the setting of the **Delta variant**

## Potential benefits of booster dose in 12–15 year olds

- 2-dose primary series of Pfizer-BioNTech COVID-19 vaccine in 12–15 year olds provides protection against COVID-19 symptomatic infection, hospitalization, MIS-C and death
- VE after the primary series is high, but likely impacted by Omicron variant
  - In persons  $\geq 18$  years of age in the UK: VE was lower for Omicron variant compared to Delta
  - Estimates of VE against Omicron in adolescents 12–15 years of age is unknown
- Booster dose shown to increase neutralization antibody level and VE in persons  $\geq 18$  years of age
  - In the UK, a booster dose increased VE in the setting of Omicron

## Potential harms of booster dose in 12–15 year olds

- Myocarditis rates among 12–15-year-olds who received a primary series lower than rates among 16–17-year-olds
- Among >6,000 12–15-year-olds who received a third dose in Israel, no cases of myocarditis were reported
  - In older age groups, rates of myocarditis after a third dose **lower** than what is seen after second dose



## VaST assessment: Pfizer-BioNTech COVID-19 vaccine booster dose in 12–15-year-olds

- VaST reviewed the most recent data from three U.S. safety monitoring systems\*, including data on safety after the primary vaccination series in 12–15-year-olds and after booster doses in 16–24-year-olds (the youngest age group for which boosters were previously authorized)
- No new safety signals or concerns were identified
- At the present time, data do not suggest safety concerns regarding a Pfizer-BioNTech COVID-19 vaccine booster dose for 12–15-year-olds, beyond those previously identified in older age groups

\*VAERS, v-safe, VSD

## Summary

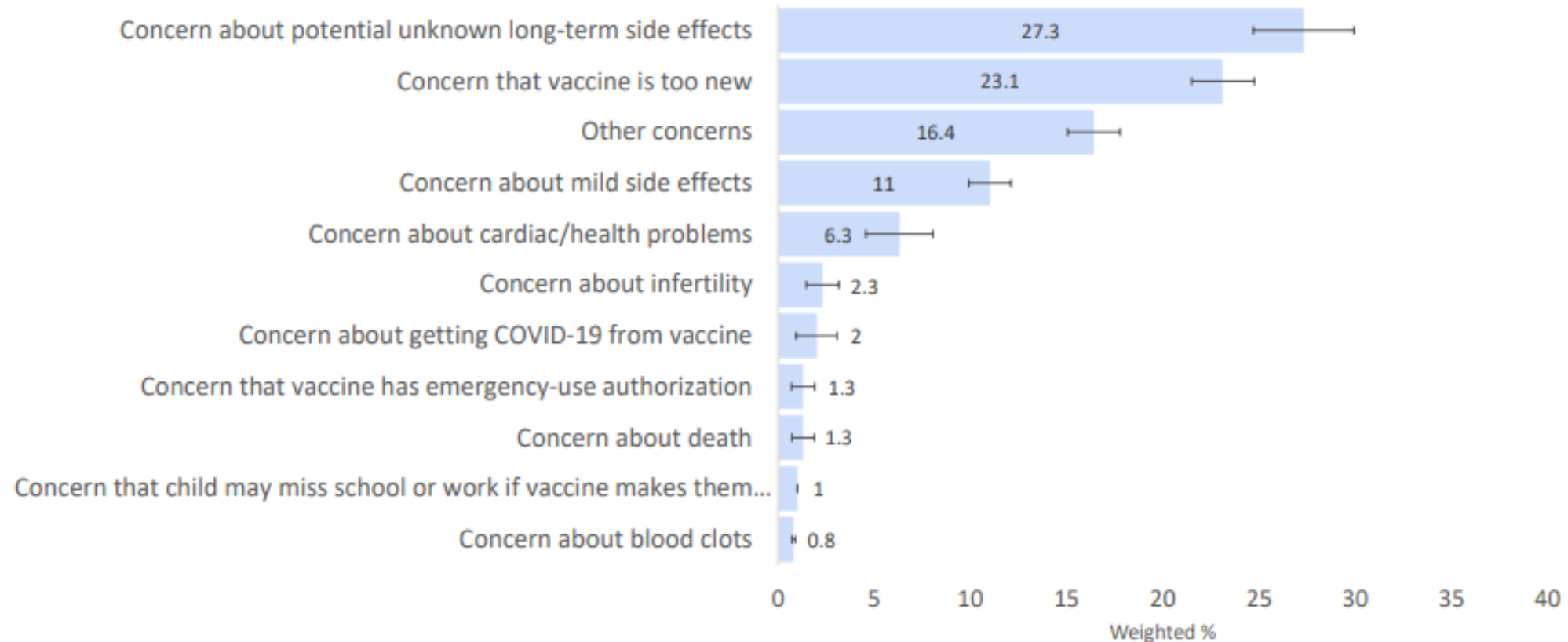
### Benefits and Harms

- In the setting of Omicron, likely lower vaccine effectiveness in all populations, compared to effectiveness seen with Delta variant
- Higher antibody titers improve neutralization of Omicron variant; booster doses of COVID-19 vaccines increase neutralization titers
- Impact of booster dose on neutralizing antibody or VE in adolescents 12–15 years of age is unknown, but likely to provide additional protection
- Myocarditis rates after booster dose likely lower than what is seen after a 2<sup>nd</sup> dose in younger adolescents



# Parental concern about safety of COVID-19 vaccines in adolescents

NIS-CCM – Oct 31, 2021 – Nov 27, 2021, n=877

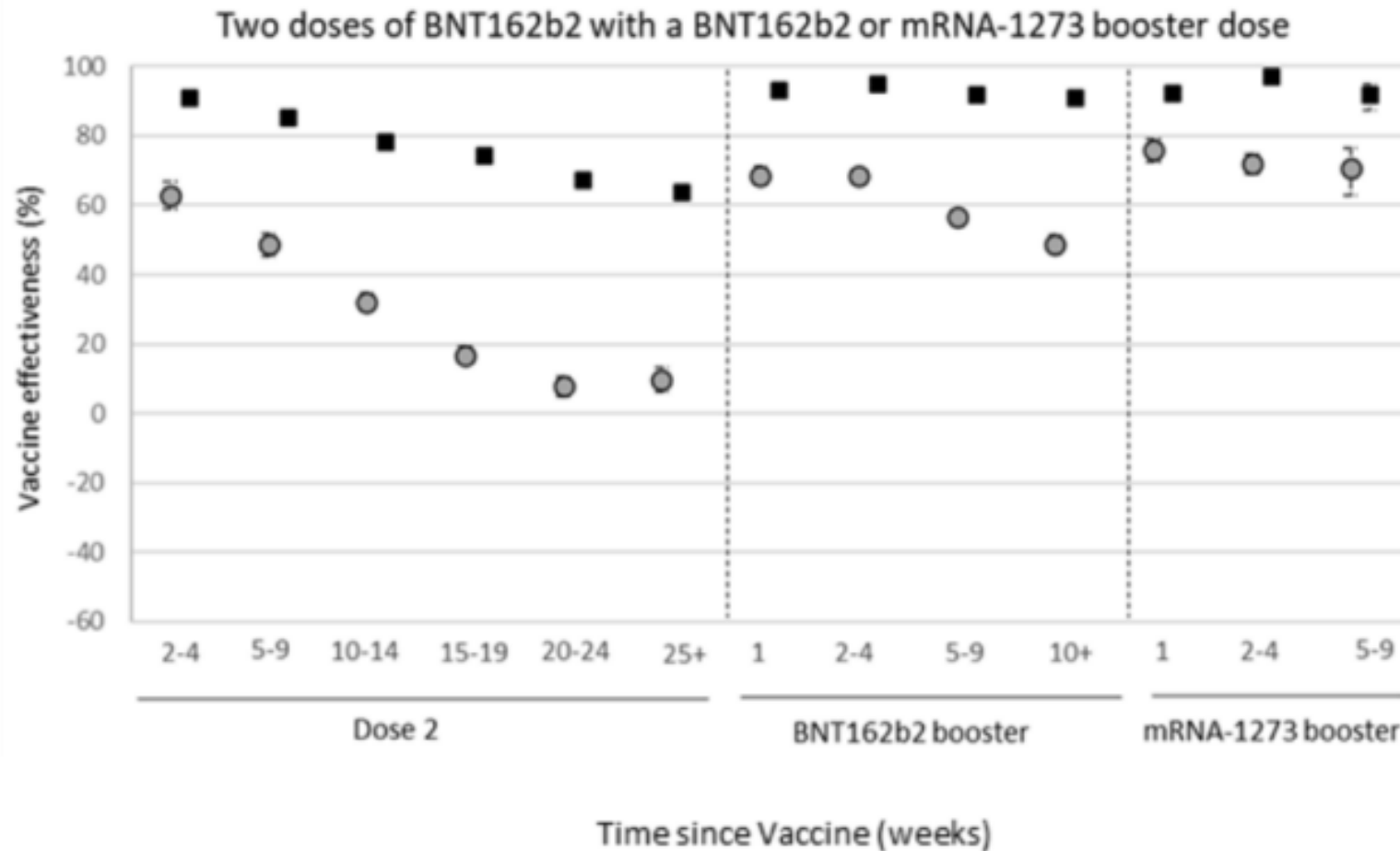


CDC Preliminary & Unpublished data, National Immunization Survey, October 31, 2021 – November 27, 2021

# COVID-19 Vaccine Effectiveness vs Omicron

- Vaccine effectiveness (VE) against hospitalization:
  - 70% for Pfizer primary series in South Africa ([Collie, et al](#))
  - 88% for recipients of 3 COVID-19 vaccine doses in UK; combined result for Pfizer, Moderna, and AstraZeneca recipients ([UKHSA Report](#))
- VE against symptomatic COVID-19
  - decreased for Omicron compared to Delta
  - improves with booster dose

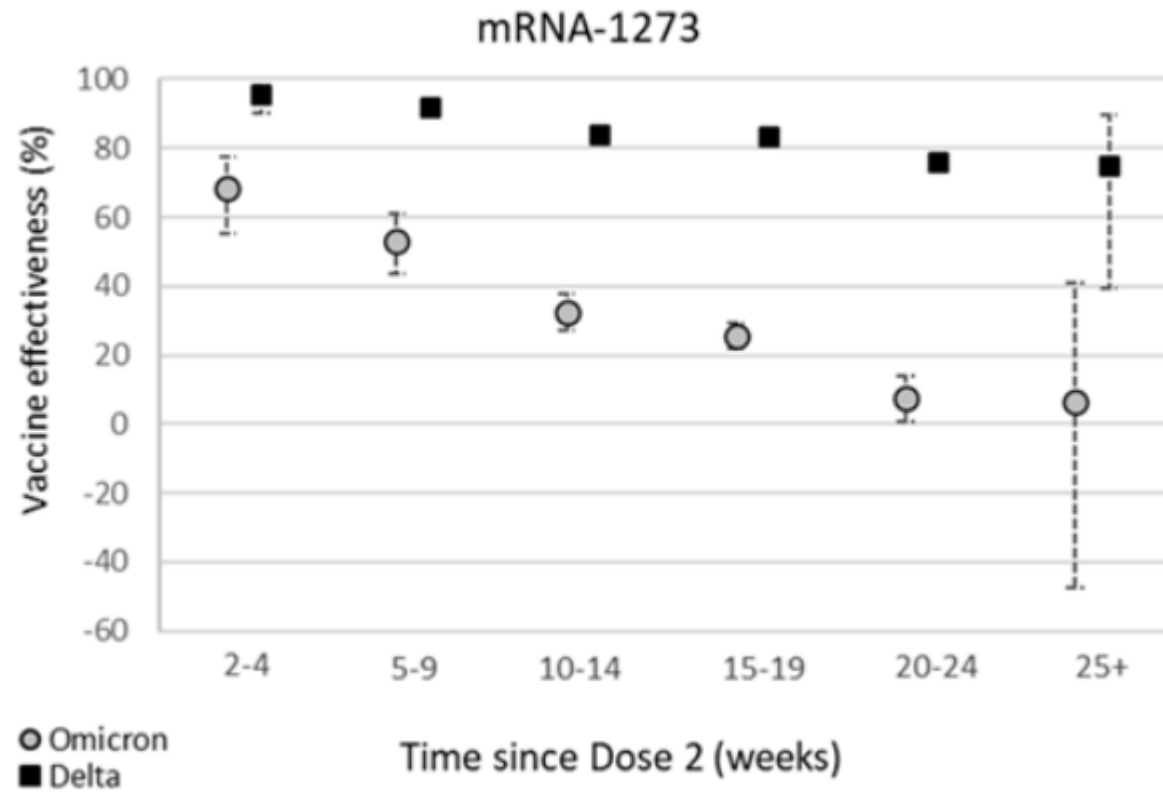
# Pfizer mRNA vaccine effectiveness (VE) against infections with Delta and Omicron variants, United Kingdom



- Increased waning immunity for Omicron vs Delta
- mRNA vaccine booster increased VE against Omicron

Andrews et al.. <https://khub.net/documents/135939561/430986542/Effectiveness+of+COVID-19+vaccines+against+Omicron+variant+of+concern.pdf/f423c9f4-91cb-0274-c8c5-70e8fad50074>

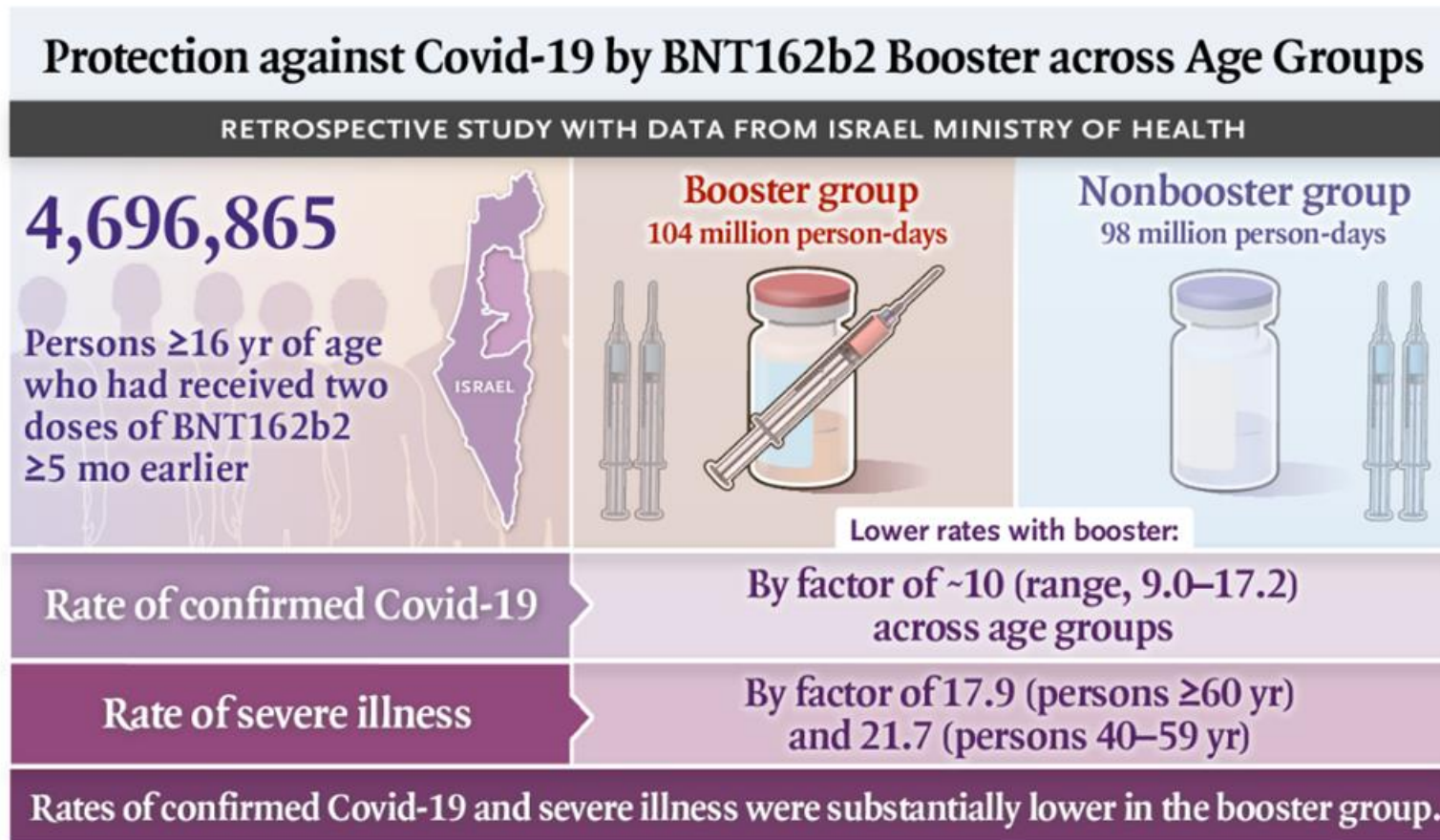
# Moderna VE vs symptomatic infection vs Omicron



- VE declines over time
- VE is decreased for Omicron compared to Delta

# Booster Dose Benefits

The NEW ENGLAND JOURNAL of MEDICINE



- Study conducted when Delta was a dominant variant
- Substantial protection against symptomatic COVID-19 and severe illness with booster

Y.M. Bar-On et al. 10.1056/NEJMoa2115926

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# Booster Safety: VAERS Findings for Pfizer-BioNTech Booster 16-to-24

- Since authorization, Pfizer-BioNTech COVID-19 vaccine booster doses have been administered to ~47,000 persons ages 16–17 years and ~930,000 persons ages 18–24 years in the United States
- Most reports (95%) were non-serious (similar to primary series)
  - Most frequently reported AEs were known and well-characterized AEs associated with Pfizer-BioNTech COVID-19 vaccination, or consistent with workup for myocarditis
  - 13 preliminary reports of myocarditis following a booster dose
    - 4 reports met CDC case definition (9 still under review)
      - All 4 reported patients had recovered from symptoms at time of report
    - Characteristics of case reports appear consistent with other reports of myocarditis after dose 1 and dose 2
- CDC will continue to monitor the safety of COVID-19 vaccine booster doses



# Reminder: mRNA Vaccines Preferred Over Janssen

- Although mRNA vaccines are preferentially recommended in most situations over the Janssen COVID-19 vaccine, the Janssen COVID-19 vaccine may be considered in some situations.
- As part of a pre-vaccination discussion with a vaccination provider, all people who elect to receive a Janssen COVID-19 vaccine booster should be informed about the risk and symptoms of thrombosis with thrombocytopenia syndrome (TTS), and the need to seek immediate medical care should TTS symptoms develop.

# Thrombosis with Thrombocytopenia Syndrome

- It is contraindicated to administer Janssen COVID-19 vaccine to people with a history of TTS following receipt of the Janssen COVID-19 vaccine or any other adenovirus vector-based COVID-19 vaccines (e.g., AstraZeneca's COVID-19 vaccine, which is not authorized or approved in the United States).
- People should seek medical attention immediately if they develop any of the following symptoms:
  - Shortness of breath
  - Chest pain
  - Leg swelling
  - Persistent abdominal pain
  - Severe or persistent headaches or blurred vision
  - Easy bruising or tiny blood spots under the skin beyond the site of the injection

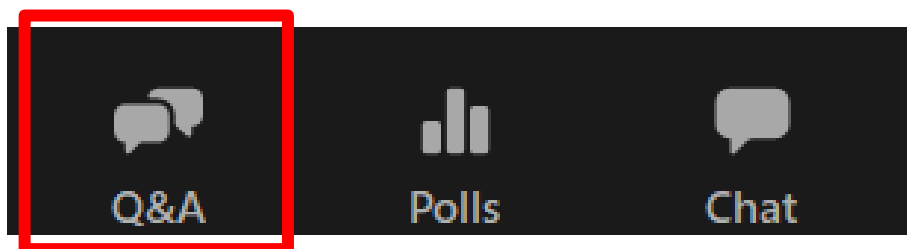


# COVID-19 Therapeutics Links

- [CDPH COVID-19 antiviral therapeutics page \(includes locations with antivirals\)](#)
- [CDPH monoclonals information page](#)
- [CDC therapeutics health advisory](#)
- [Therapeutics locations nationwide](#)
- For more information, please [contact your MHOAC](#)

# Provider Office Hours Q&A

**During today's session, please use the Q&A panel to ask your questions so our subject matter experts can respond directly.**



# Storage & Handling

Kate McHugh, CDPH

# Third-party Redistributor (TPR, AmerisourceBergen) Transitioning to Refrigerated Shipments

- TPR began shipping a small number of shipments at refrigerated temperatures last week.
- TPR will eventually transition all shipments to refrigerated temperatures.
  - Expect to transition all Pfizer pediatric (5-to-11 years, orange cap) shipments by January 18 and Pfizer Tris-sucrose (12+ years, gray cap) shipments by January 31.
- Receipt of vaccine is very similar, with gel packs/bubble wrap instead of dry ice.
  - The same data logger is used, just set for 2°C to 8°C

# Expiring Vaccines

- Many lots of vaccines are expiring in January and February.
- Reminder: Double check expiration dates of vaccines in inventory regularly and always check before administering vaccine.
- How to check expiration dates:
  - Moderna: [Vial Expiration Date Lookup | Moderna COVID-19 Vaccine \(EUA\) \(modernatx.com\)](#)
  - Janssen: [Janssen COVID-19 Vaccine Expiry Checker \(vaxcheck.jnj\)](#)
  - Pfizer: Check the EUAs ([Comirnaty and Pfizer-BioNTech COVID-19 Vaccine | FDA](#))

# Pfizer COVID-19 Vaccine Medical Updates & Training Sessions

Date & Time (linked)*	Password
<a href="#"><u>Tuesday, January 18 at 12PM</u></a>	FJyvmeG327W
<a href="#"><u>Wednesday, January 19 at 9AM</u></a>	kMapPATn986
<a href="#"><u>Thursday, January 20 at 9AM</u></a>	grB3WCzru23
More sessions coming! <small>*Note: Times are P.S.T.</small>	

For providers and immunization staff personnel. **Please attend one of these sessions!**

Topics include:

- Introduction of Pfizer Tris-sucrose (12+ years, **gray cap**) formulation
- Vaccine use
- Storage & handling
- Preparation & administration
- Medical updates
- Q&A

# Vaccine Management

Eric Norton, My Turn and Claudia Aguiluz, CDPH



# What's New on My Turn: Release 22 (01/12)\*

## My Turn Public



- ✓ Language was added to highlight mRNA vaccines are preferred over Janssen (J&J).
- ✓ There is now the ability to filter clinics and set vaccine brand preference on the clinic search page and the calendar page.
- ✓ Group scheduling language was removed from the calendar page to avoid confusion.
- ✓ The selected clinic's name shows on the calendar page for user's reference.

## My Turn Clinic



- ✓ It is indicated clearly if a Clinic is a School Vaccination Site and a Vendor Clinic.
- ✓ Multiple appointments can be administered in the VA flow.
- ✓ CDC translations are embedded in the VA flow.
- ✓ Address fields are required for IIS editing functionality.

## Release 21.2 Deployed 01/06

- ✓ 12-to-15-year-olds can make booster appointments.
- ✓ 5-to-11-year-olds can make additional dose appointments.
- ✓ Pfizer booster appointments can be made 5 months after completion of their second Pfizer Dose.

# FDA Moderna Booster Timeline Update



The U.S. Food and Drug Administration amended the emergency use authorization (EUA) for the Moderna COVID-19 vaccine to shorten the time between the completion of a primary series of the vaccine and a booster dose to at least **five months** for individuals 18 years of age and older.

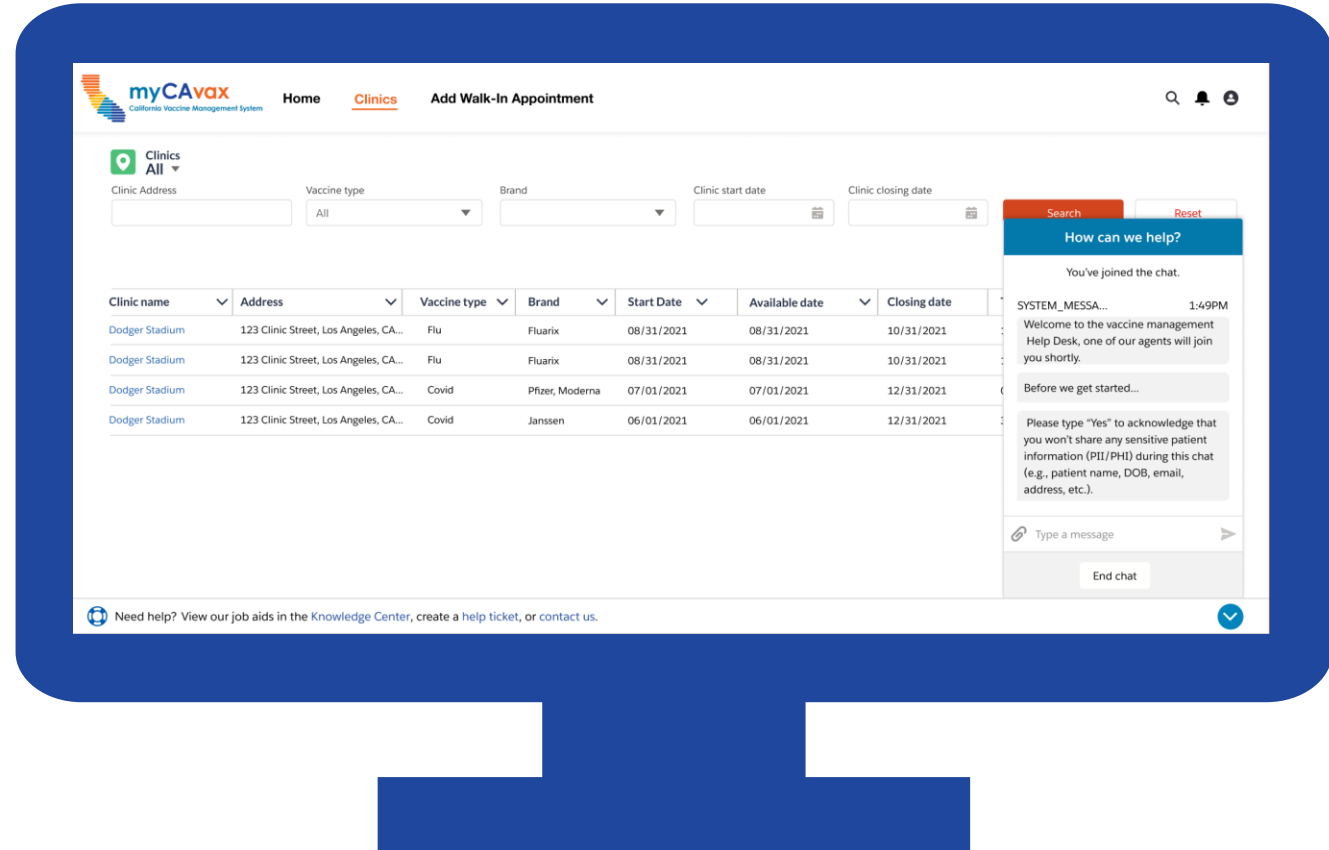
**The My Turn System has been updated to reflect these changes.**

# Live Chat Feature Preview

## Coming Soon:

A live Help Desk chat option will be coming soon to ensure help is easily available for you!

The live chat feature is to be used exclusively for technical support; you cannot get help with myCAvax Orders using this feature.



# Reminder: Help Desk Only Support Model



The Clinic Operations Support Team will be scaling back on direct support to Providers and requesting all to engage the **My Turn Help Desk for any issues as your first line of support.**



## **myCAvax and My Turn Help Desk**

Email: [MyTurn.Clinic.HD@accenture.com](mailto:MyTurn.Clinic.HD@accenture.com) Mon–Fri, 7AM–7PM

Phone: (833) 502-1245, Option 4 Sat–Sun, 8AM–1PM

# MLK Holiday Reminders



Providers should submit their orders by or before the **regular Monday deadline at 5:00 PM on January 17, 2022.**

Plan accordingly if you intend on observing the Dr. Martin Luther King Jr. holiday by **submitting your orders ahead of the deadline.**

**Shipments will not be delivered on the MLK holiday.**

There is **no** My Turn and myCAVax Office Hour session on MLK holiday.

Pfizer shipment delays have been resolved. (McKesson weather delays continue.)

# Reminders: Pfizer Product Types

## Pfizer 1170 (12+ years, purple cap)

- ✓ 6 Doses per Vial.
- ✓ Carton size is 1170 (or 450) doses.
- ✓ Can remain in the thermal shipper for up to 30 days.
- ✓ Can be in the freezer for up to 14 days (-25°C to -15°C).
- ✓ Can be in the refrigerator for up to 31 days (2°C to 8°C).
- ✓ Check EUA for expiration.
- ✓ **1.8 mL per vial diluent.**
- ✓ **Standard Ordering and TPR Small Ordering is no longer available for this product.**

## Pfizer Tris-sucrose (12+ years, gray cap)

- ✓ 6 Doses per Vial.
- ✓ Carton size is 60 doses.
- ✓ **Do not freeze.**
- ✓ Can be in the refrigerator for up to 10 weeks (2°C to 8°C).
- ✓ 9-month expiration from manufacture.
- ✓ **Do not mix.**
- ✓ **300 dose minimum for Standard Orders.**
- ✓ **Small Orders will vary based on Local Supply. Small Orders are available through the TPR (AmerisourceBergen).**



Ensure you are Ordering and working with only one Pfizer formulation (Gray Cap or **Purple Cap**) at a time.

# What's New on myCAvax: Release 21 (01/13)\*

## Changes for Providers

**Account Enrollment enhancements are available to both Enrolling Providers and Coordinators enrolling a new location or adding new storage units.**

**Vaccination Program Provider Profile Information**

Please complete and sign this form for your Organization location.  
If you are enrolling on behalf of one or more other affiliated Organization vaccination locations, complete and sign this form for each location. Each individual Organization vaccination location must adhere to the requirements listed in the next step.

**Organization Identification for Individual Locations**

\* Provider Location Name: Erica M Villanueva  
COVID ID: CA928337B10002

Will another Organization location order COVID-19 vaccine for this site?  
☐ Yes  
☒ No

**Organization Location Address for Receipt of COVID-19 Vaccine Shipments**

\* Address

Search Address: [Search Address]

Country: United States

\* Street: 153 Pinkerton Ln

\* City: La Habra  
\* State: CA

\* Zip Code: 90631

\* Telephone: 9087329055

Validate Address

**You entered:**  
153 Pinkerton Lane La Habra 90631 CA

Found 1 Valid Address:  
153 Pinkerton Ln  
La Habra CA 90631-4645

Matched street and city and state  
Confirmed entire address

Accept Address

- ✓ Section B requires address validation. Coordinators must click the **'Accept Address'** button to confirm the location's address for COVID-19 vaccine shipments.

**Add Refrigerator**  
Refrigerated Storage (2°C to 8°C)

List brand/model/type of storage units to be used for storing COVID-19 vaccine at this location:

\* Brand and Model of Storage Unit: Brand and Model Number

Estimate number of 10-dose multidose vials (MDVs) your location is able to store during peak vaccination periods (e.g. during back-to-school or influenza season) at the following temperatures:

\* Thermometer Type: Select

\* Thermometer Model and Serial Number: Model - serial number

\* Calibration Expiration Date: [Calendar Icon]

\* Unit Priority:  
☐ Primary  
☐ Backup

Cancel Save

- ✓ New tool tips have been added to the storage unit capacity pages – these should help Coordinators enter precise information to the storage unit required fields.



# APPENDIX

# What's New on My Turn: Release 22 (01/12)

## My Turn Public

### General Enhancements

- ✓ There is now the ability to filter clinics and set vaccine brand preference on the clinic search page and the calendar page.
- ✓ Homebound page added text to clarify the home address must be in CA to be serviced.
- ✓ Language was added to highlight mRNA vaccines are preferred over Janssen (J&J).
- ✓ Group scheduling language was removed from the calendar page to avoid confusion.
- ✓ The selected clinic's name shows on the calendar page for user's reference.
- ✓ The Email field is required and an "I do not have an email address" checkbox has been added.
- ✓ Improved messaging has been added for clinic specific links if the link as expired or the clinic is booked.
- ✓ The insurance option has been updated from Medicaid to Medi-Cal
- ✓ "Mother or Guardian" has been updated to "Parent or Guardian" for inclusivity.

## My Turn Clinic

### General Enhancements

- ✓ The Booster attestation is saved in the Patient Background section.
- ✓ It is indicated clearly if a Clinic is a School Vaccination Site and a Vendor Clinic.
- ✓ "N/A" has been added as an answer option to COVID CDC questions.
- ✓ The language for Immunocompromised Walk-in appointments has been updated.
- ✓ Address fields are required for IIS editing functionality.
- ✓ Multiple appointments can be administered in the VA flow.
- ✓ The "Are you Hispanic, Latino, or Spanish?" question has been added to the Bulk Upload functionality.
- ✓ The insurance option has been updated from Medicaid to Medi-Cal.
- ✓ The industry field has been removed in the Walk-in flow.
- ✓ CDC translations are embedded in the VA flow.
- ✓ Bulk Update now includes Booster Eligibility for 16+ y/o.
- ✓ Support User role has been added.

# What's New on myCAvax: Release 21 (01/13)

## Vaccine Finder

- ✓ LHD users now can view Vaccine Finder inventory data on the Vaccine Order Review page.

## Storage Capacity

- ✓ Tool tips were added to the storage capacity modals in the section B application. The tool tips assist enrolling users in the initial creation of their storage capacity units.

## Reporting

- ✓ The Vaccines For Children Flag has been added to Salesforce Reports.

## Address Validation

- ✓ SmartyStreets API has been added to the Section A and B application to allow users to perform address validation for their organization address information. The validation is to check to see if the address information the user entered is USPS compliant.

## Training

- ✓ The CDC Product guide was added to the LHD Knowledge Dashboards and the Provider Knowledge Center.
- ✓ The Provider Resources component was added to the LHD/MCE Knowledge Center for quick access to related job aids.
- ✓ LHD users are no longer able to resend training emails to Providers who have already received an email notice to complete their product training.
- ✓ Training Related list was added for quick access to Training records on the associated Contact page.
- ✓ A new page was created for Authenticated providers to access the required Product Training. Once reviewed, the Provider can confirm via a checkbox which will log a new Training record on their Contact to show completion.
- ✓ The re-send training button has been removed once the user has completed their CDC product training.

# What's New on myCAvax: Release 21 (01/13)

## Location Application

- ✓ The Storage Acknowledgement Section information in Section B was added to the Location Application Object for LHD users. LHD users are now able to review the storage acknowledgement information in a collapsible section.

## Production Support

- ✓ If the only storage capacity unit is Ultra-Frozen it no longer deletes itself when the Location Application moves through the enrollment process.

# Wrap-up

Leslie Amani, CDPH

# Additional Support

## Type of Support

## Description

Updated 12.29.21



### COVID-19 Provider Call Center

The COVID-19 Call Center for Providers and Local Health Departments is dedicated to medical providers in California and their COVID-19 response, specifically addressing questions about State program requirements, enrollment, and vaccine distribution, including the Vaccine Marketplace.

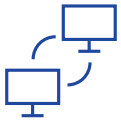
- Email: [covidcallcenter@cdph.ca.gov](mailto:covidcallcenter@cdph.ca.gov)
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



### Enrollment Support

For Provider enrollment support, please contact myCAvax Clinic Operations at

- Email: [myCAvaxinfo@cdph.ca.gov](mailto:myCAvaxinfo@cdph.ca.gov)

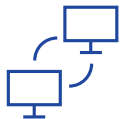


### myCAvax Help Desk

Dedicated staff provide up-to-date information and technical support on the myCAvax system.

- Email: [myCAvax.HD@Accenture.com](mailto:myCAvax.HD@Accenture.com)
- Phone: (833)-502-1245, option 3, Monday through Friday 7AM–7PM, Saturday and Sunday 8AM-1PM

For training opportunities: <https://eziz.org/covid/education/>

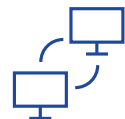


### My Turn Clinic Help Desk

For **onboarding support** (those in the process of onboarding): [myturnonboarding@cdph.ca.gov](mailto:myturnonboarding@cdph.ca.gov)

For **technical support** with My Turn Clinic for COVID-19 and flu vaccines: [MyTurn.Clinic.HD@Accenture.com](mailto:MyTurn.Clinic.HD@Accenture.com) or (833) 502-1245, option 4: Monday through Friday 7AM–7PM, Saturday and Sunday 8AM–1PM.

For job aids, demos, and training opportunities: flu at <https://eziz.org/covid/myturn/flu/> and COVID at <https://eziz.org/covid/myturn/>



### Archived Communications

For archived communications from the COVID-19 Provider Call Center about the California COVID-19 Vaccination Program visit

- Website: [EZIZ Archived Communications](#)

# 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.

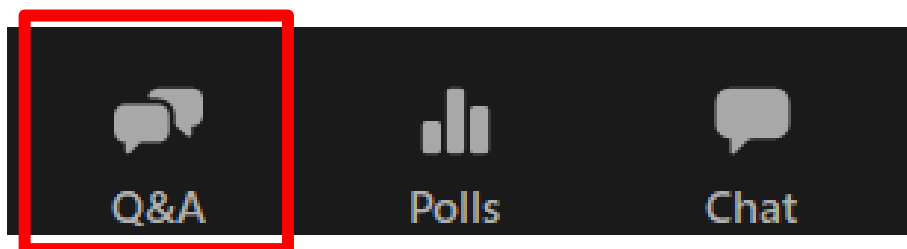
If found, **report** it to **[rumors@cdph.ca.gov](mailto:rumors@cdph.ca.gov)**

[Contact](#)



# Provider Office Hours Q&A

**During today's session, please use the Q&A panel to ask your questions so our subject matter experts can respond directly.**



# Thank you!



**Monday:**

**My Turn myCAvax Office Hours**  
**Zoom Link**

**Canceled Monday, January 17**

**Next meeting: Monday, January 24, at  
12:00 PM on Zoom**

**Friday:**

**Provider Office Hours link**

**Next session: Friday, January 21**

**Audio Conference:** Register to access

**Session Password:** Immunize!

Thank you to Provider Office Hours' Planning Team: Jane Grey, Rachel Jacobs, Hailey Ahmed, Blanca Corona, and Reva Anderson.