

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

Friday, January 21, 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

Agenda: Friday, January 21, 2022

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 – 9:05
2	Vaccine Administration	Joshua Quint (CDPH)	9:05 – 9:10
3	Clinical Update	Caterina Liu, M.D. (CDPH)	9:10 – 9:15
Poll and Q&A			9:15 – 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.

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!

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California COVID-19 Vaccination Program

ENHANCED 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.

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

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:

Vaccine Orders

- [Adjusted Delivery Schedule This Week for MLK Holiday](#)
- [Janssen \(J&J\) Product No Longer Available for Standard Orders](#)
- [Third-party Redistributor Transitions from Dry Ice to Refrigerated Shipments](#)

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 number of doses being redistributed)

COVID-19 Vaccine Provider FAQs

- Answers to provider questions
- Updated weekly: last updated 1/20/2022
- Currently in its 55th iteration!

Updated

Q: Can COVID-19 vaccine Providers offer the Janssen COVID-19 vaccine?

A: Based on CDC's recommendations, COVID-19 vaccine Providers should start a two-dose mRNA COVID-19 vaccine series even if there is uncertainty about how the patient will receive their second dose. However, the Janssen (Johnson & Johnson) COVID-19 vaccine may be offered in the situations described below:

- 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).
- A person would otherwise remain unvaccinated for COVID-19 due to limited access to mRNA COVID-19 vaccines.
- A person wants to receive the Janssen (Johnson & Johnson) COVID-19 Vaccine despite the safety concerns identified.

It is contraindicated to administer Janssen (Johnson & Johnson) COVID-19 vaccine to people with a history of thrombosis with thrombocytopenia syndrome (TSS).

For detailed information, please review [Updated Recommendations from the CDC Advisory Committee on Immunization Practices for Use of the J&J COVID Vaccine](#).

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 24, 2022

Note: Calendar subject to change

	Monday 1/24	Tuesday 1/25	Wednesday 1/26	Thursday 1/27	Friday 1/28
myCAvax	myCAvax Vaccine Order Request with Q&A 10:00 am – 10:30 am PW: myCAvax2022!				Provider Office Hours 9:00 am – 10:00 am PW: Immunize!
Combined Office Hours and Events	My Turn and myCAvax Office Hours 12 pm – 1 pm				
View On Demand	<ul style="list-style-type: none">Intro to My Turn Onboarding (v. 1/4/22)What's New in My Turn (v. 1/12/22)	<ul style="list-style-type: none">Provider 101 Account Enrollment: Section A: Organization Application (v. 10/21/21)Provider 101 Account Enrollment: Section B: Location Application (v. 10/21/21)Provider Office Hours and MCE Office Hours Archived Sessions	<ul style="list-style-type: none">What's New in myCAvax for Release 21 (v. 1/18/22)Recording a Transfer/Redistribution Report (v. 12/20/21)Recording a Shipment Incident (v. 12/20/21)	<ul style="list-style-type: none">Recording an Excursion Event (v. 12/20/21)Recording a Waste Event (v. 12/20/21)	

Help

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

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

Crucial COVID-19 Conversations Webinar Recordings

Black Communities & COVID-19 Vaccines: Respectful & Caring Conversations

Topics Covered:

- Key messages addressing common patient COVID-19 vaccine concerns.
- Considerations to make when communicating with members of Black communities.

Watch [here!](#)

Talking with Patients in Latinx Communities about COVID-19 Vaccines

Topics covered:

- Key messages addressing common patient COVID-19 vaccine concerns.
- Considerations to make when communicating with members of Latinx communities.

Watch [here!](#)

Vaccine Administration Data

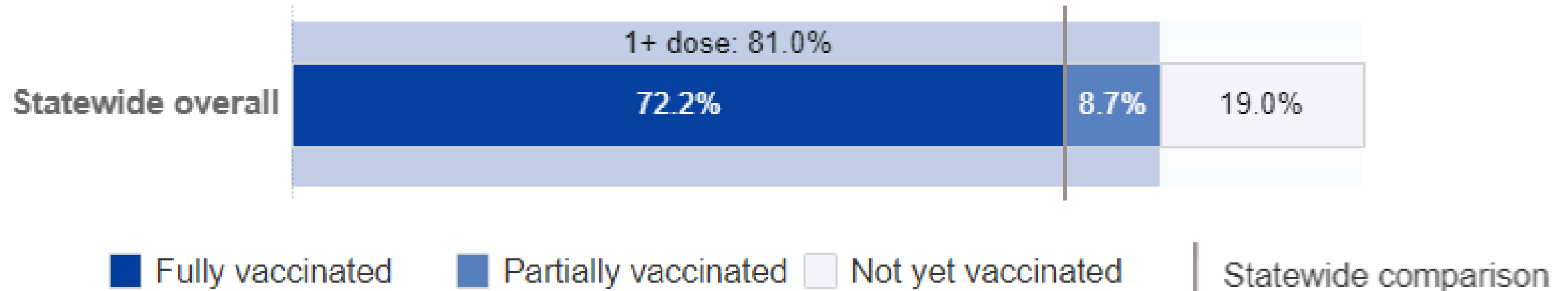
Joshua Quint, CDPH

Vaccine Administration Data

as of January 20, 2022

Total doses administered: **68,065,582 doses**

↑ 1,246,642 doses from previous week



Vaccine Type over Time

as of January 18, 2022

Since September 2021, increase in vaccine administration driven by new eligibility groups:

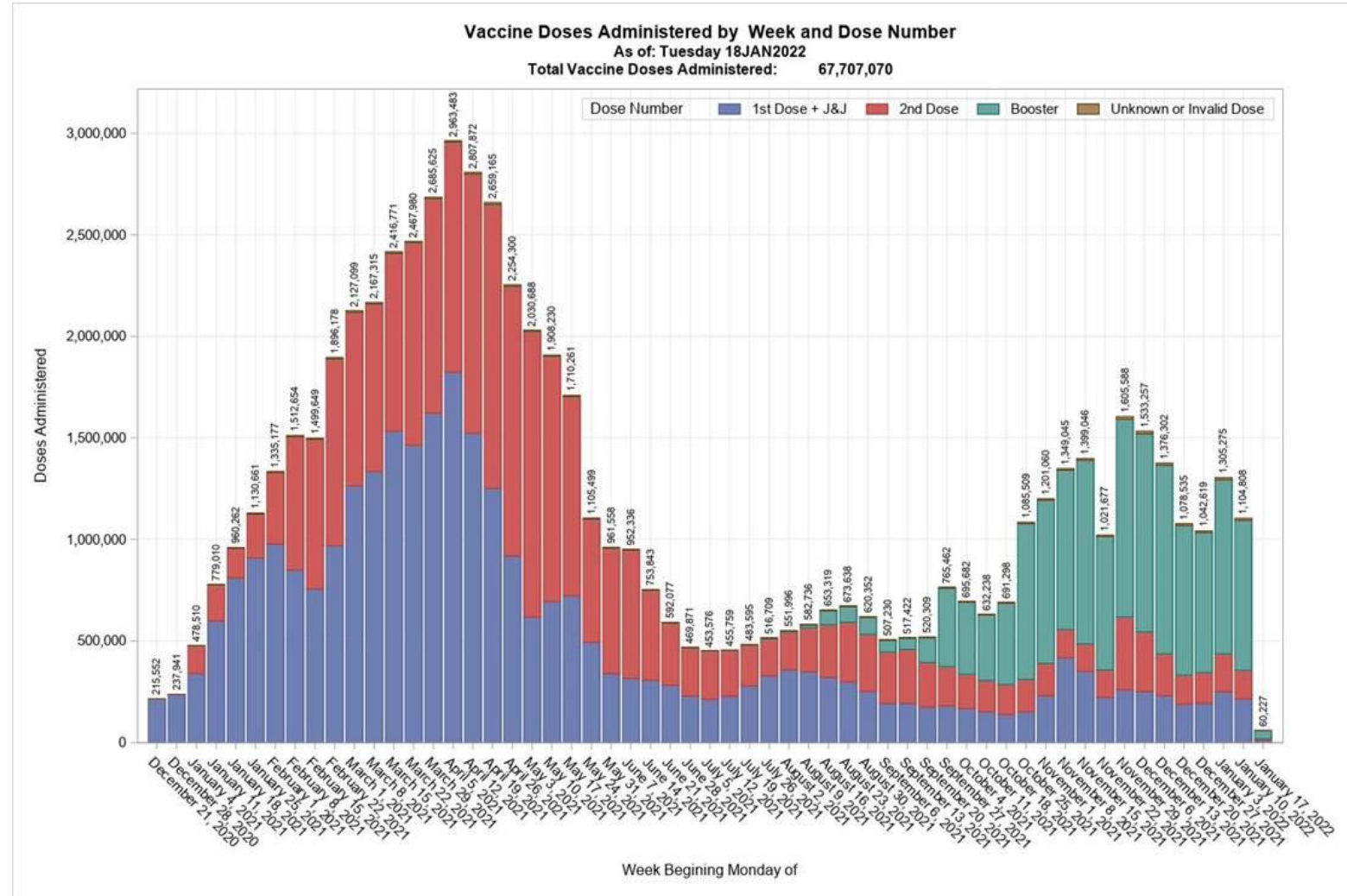
- adult booster shots
- 5-to-11-year-olds.

Weekly Vaccination Rates:

High: 3.0 M (4/5)

Low: 0.5 M (7/5)

Current: 1.1 M (1/10)



Vaccine Type over Time

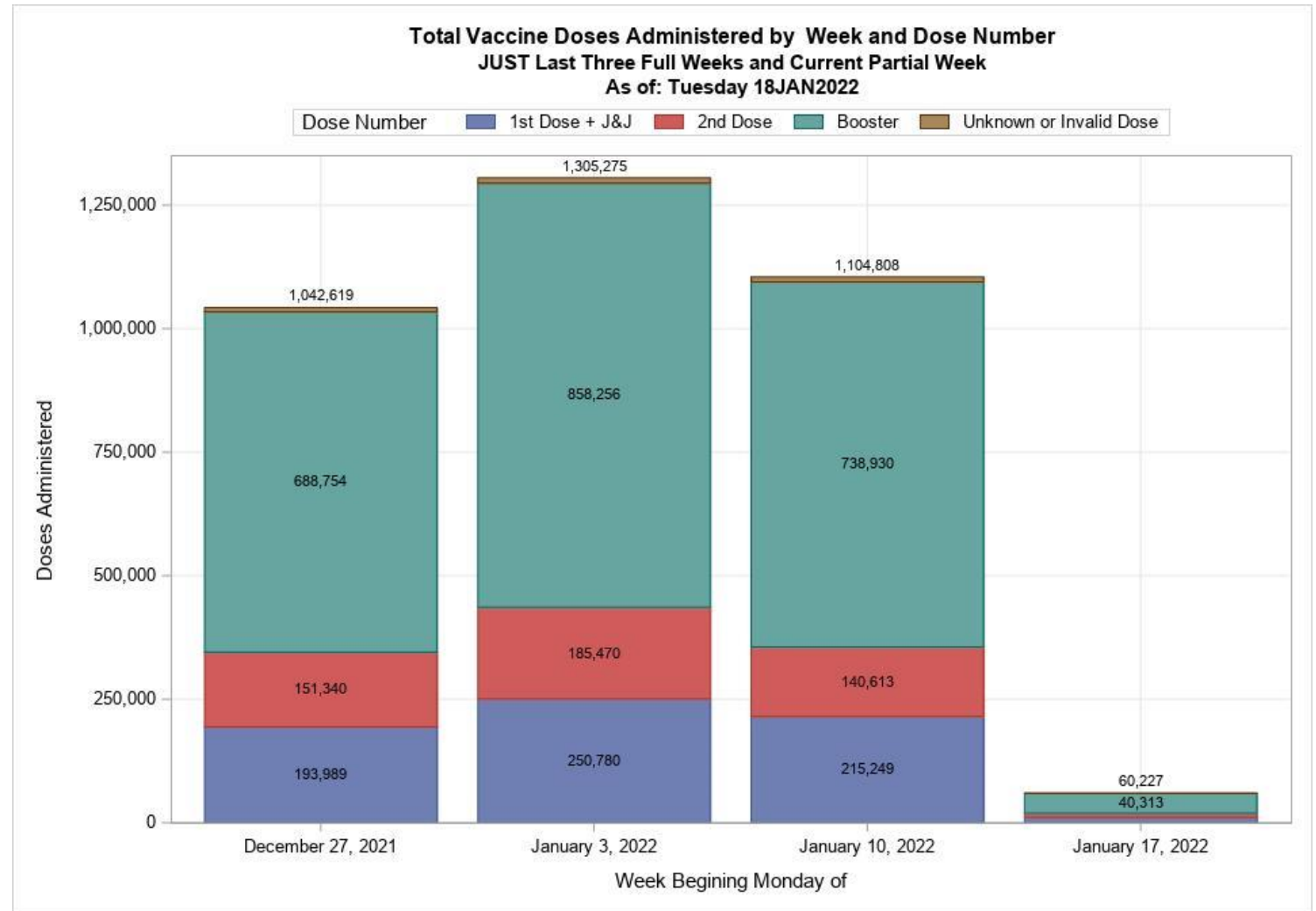
as of January 18, 2022

Vaccine administration
picking back up after the
holidays.

1.1 M doses 1/10 – 1/16

↓ 25% from previous week

↑ 6% from 2 weeks prior



Vaccination Ages 5-11

as of January 18, 2022

Total doses administered:
to 5-to-11-year-olds

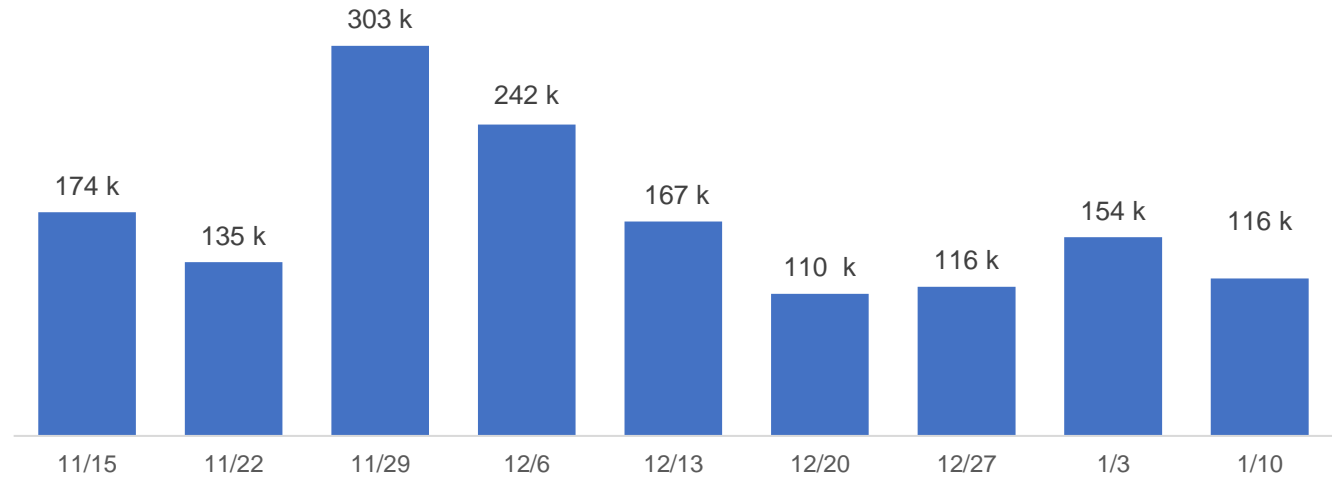
1,888,080 doses

↑ 150,042 doses from previous week

32%

of 5-to-11-year-olds in CA
have received **≥ 1 dose**,
up 3 percentage points from
previous week.

Doses Administered to 5-11-Year-Olds

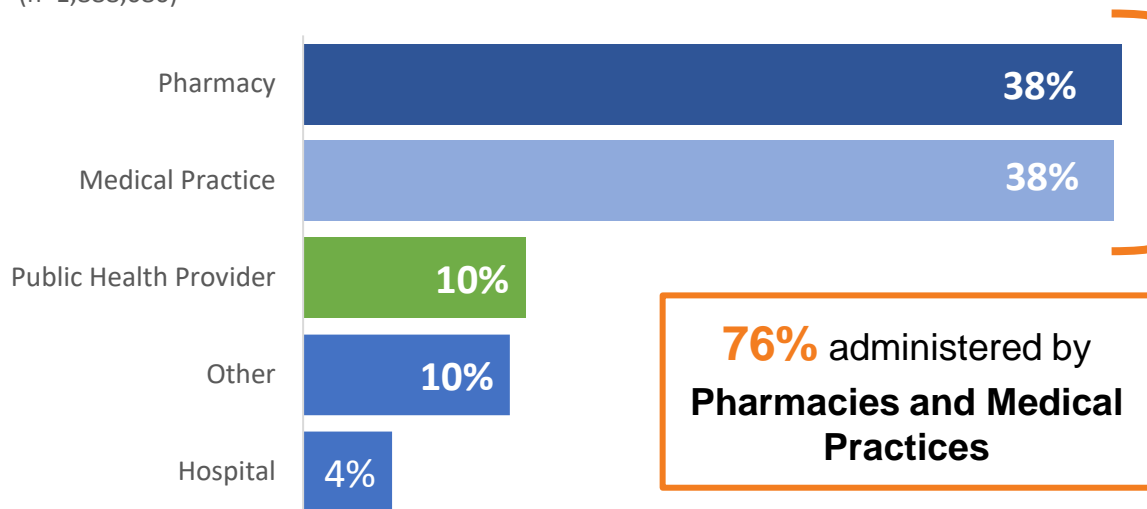


Vaccine Equity Ages 5-to-11

as of January 18, 2022

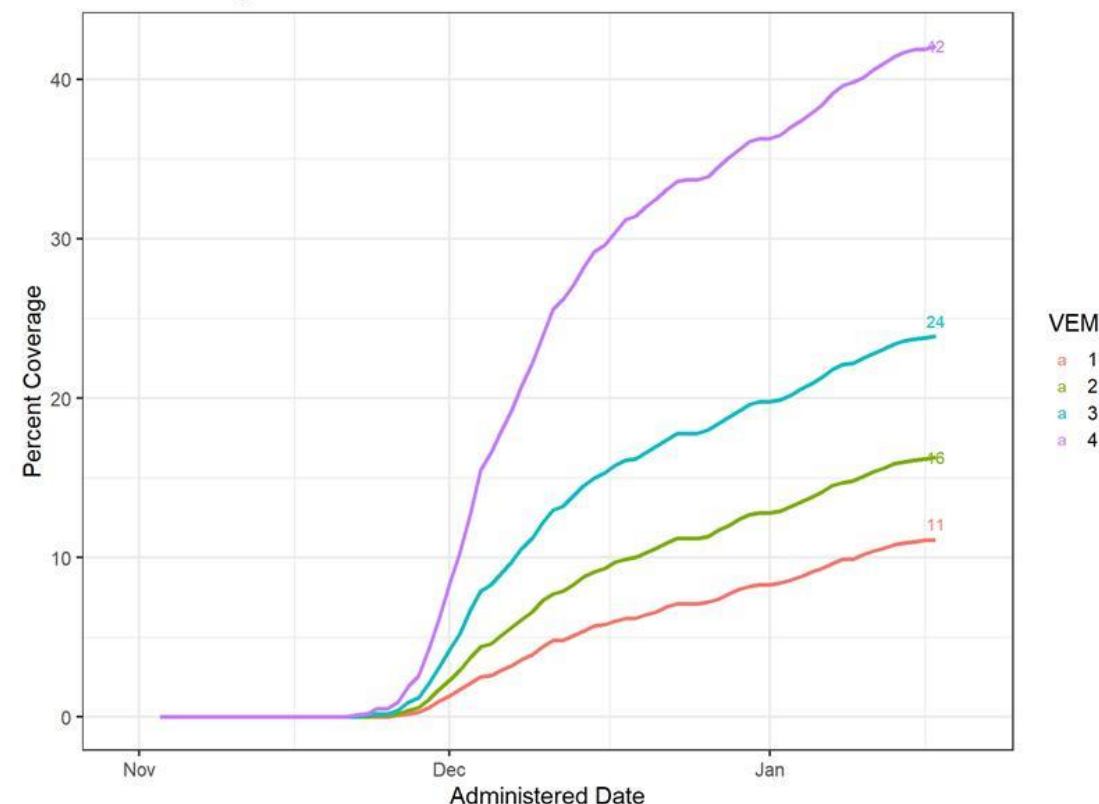
Doses Administered to 5-to-11 By Provider Type

(n=1,888,080)



VEM/HPI Q4 vs Q1 Equity Gap

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



- **31%** gap between Q4 and Q1 youth
- Q4 youth **3.8x** more likely to be vaccinated than their Q1 counterparts

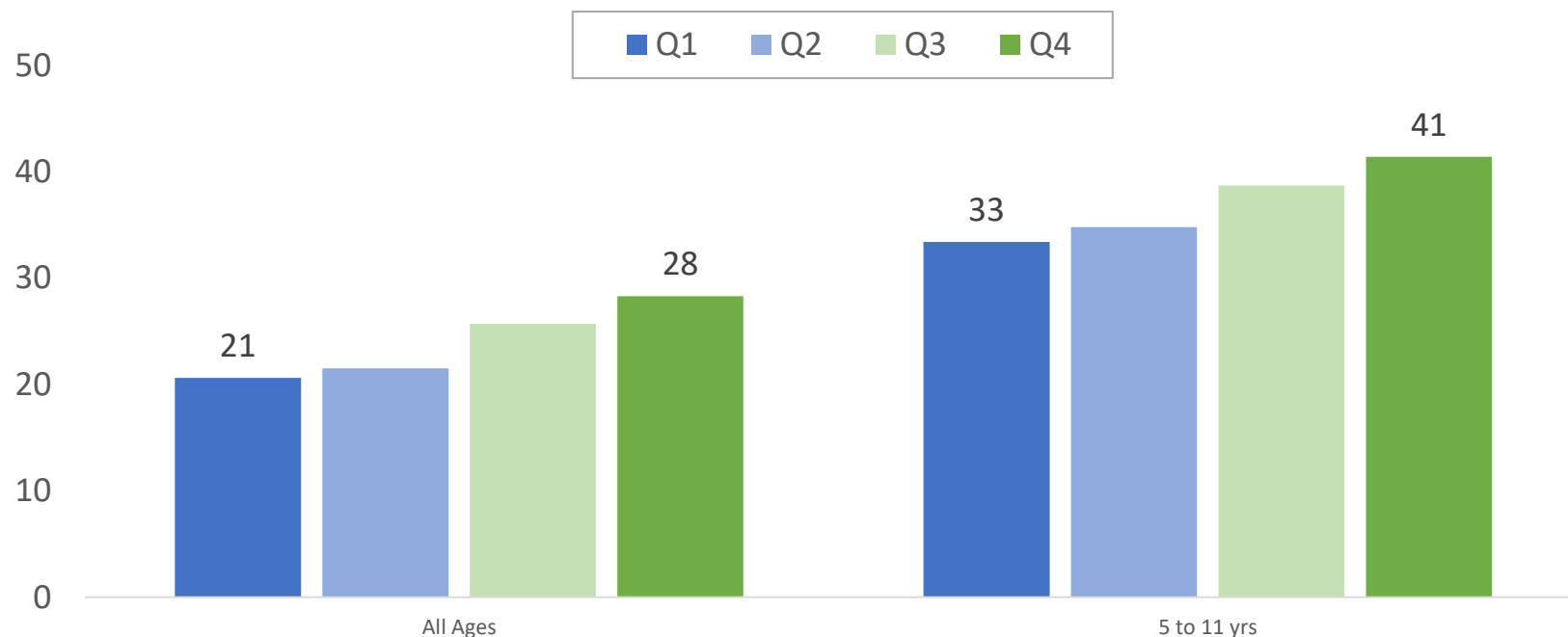
Vaccination Equity Ages 5-to-11

as of January 18, 2022

Role of Medical Practices for Vaccination:

- **5-to-11-year-olds** are more likely to be vaccinated by a **Medical Practice** than the general population.
- People living in **Q4 (healthier) areas** are more likely to be vaccinated by a **Medical Practice** than people living in Q1 (less healthy) areas.

Percent of Doses Administered at a **Medical Practice** by Age Group and HPI Quartile



Booster* Vaccinations

as of January 18, 2022

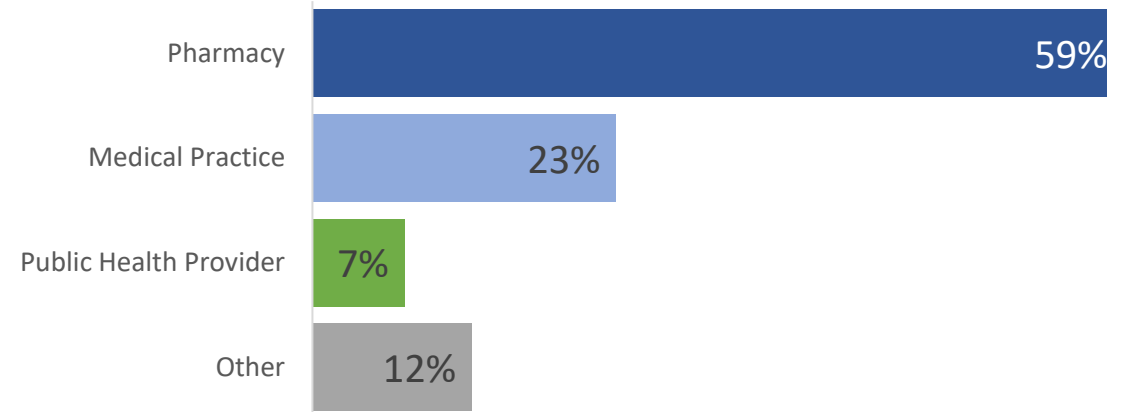
Total booster doses administered: **11,801,328** persons
↑ 878,400 persons from previous week

51.7% of eligible** population has received a booster dose, up 0.7 percentage points from previous week.

69.7% of 65+ eligible population, up 0.7 percentage points from previous week.

Booster Doses By Provider Type

(n=11,864,582)

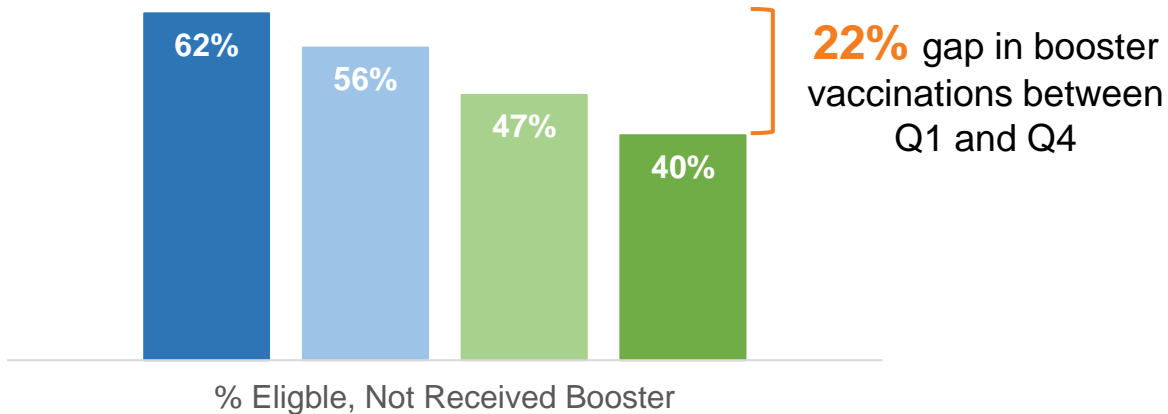


Booster* Equity Vaccinations

as of January 18, 2022

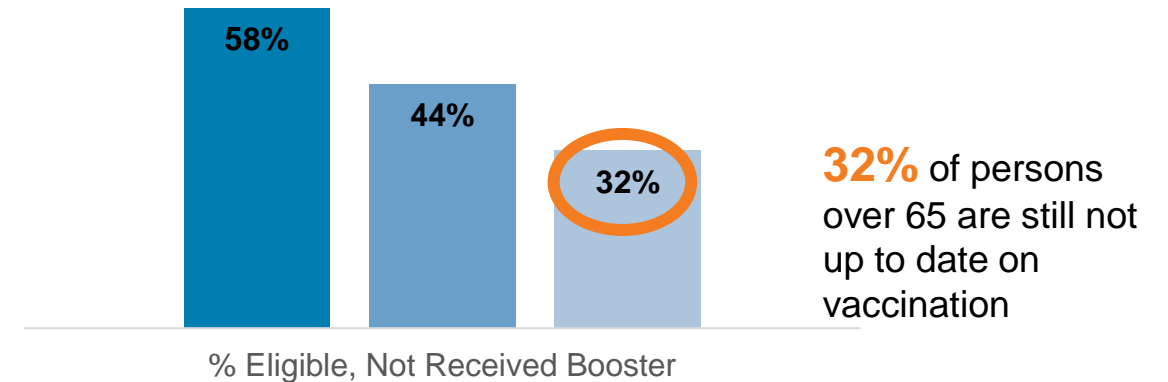
Booster Eligible by VEM Quartile

■ Q1 ■ Q2 ■ Q3 ■ Q4



Booster Eligible by Age Group**

■ 18-49 ■ 50-64 ■ 65+



**82% of the 12-to-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

Stay Up to Date with Your Vaccines

- **Fully vaccinated** means a person has received their primary series of COVID-19 vaccines.
- **Up to date** means a person has received all recommended COVID-19 vaccines, including any additional primary or booster dose(s) when eligible.
 - The recommendations will be different depending on your age, your health status, and when you first got vaccinated.

Job Aids: COVID-19 Vaccine Eligibility Chart & Guidance for COVID-19 Vaccine Eligibility

Includes recent 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 after 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+
Pfizer– Pediatric (5-11)	Primary 2 doses (21 days apart)		✓		
	Additional (3rd) dose for immunocompromised , at least 28 days after 2nd Pfizer dose		✓		
Pfizer/ Comirnaty (12+)	Primary 2 doses (21 days apart)			✓	✓
	Additional (3rd) dose for immunocompromised , at least 28 days after 2nd Pfizer dose			✓	✓
	Booster dose* of Pfizer (or Moderna if age 18+), at least 5 months after 2nd dose of Pfizer			✓	✓
Moderna (18+)	Primary 2 doses (28 days apart)				✓
	Additional (3rd) dose for immunocompromised , at least 28 days after 2nd Moderna dose				✓
	Booster dose* of Moderna (half-dose) or Pfizer, at least 5 months after 2nd dose of Moderna				✓
Johnson & Johnson (18+)	Primary 1 dose				✓
	Booster dose* of different brand (preferred) or J&J, at least 2 months after primary J&J dose				✓
Use of Pfizer or Moderna is preferred.*					

* 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.)

California COVID-19 Vaccination Program

IMM-1396 (1/7/22)

Guidance for COVID-19 Vaccine Eligibility

California COVID-19 Vaccination Program

Refer to these additional resources for specific eligibility criteria listed in the [COVID-19 Vaccine Eligibility chart](#). Information is subject to change as guidance is updated.

Primary Series for Ages 5+

COVID-19 vaccination is recommended for everyone aged 5 years and older.

- [Preferential Recommendation for mRNA COVID-19 Vaccines](#) (WSSSRW)
- [Interim Clinical Considerations for Use of COVID-19 Vaccines Currently Approved or Authorized in the United States](#) (CDC)
- [Guidance for Vaccination During Pregnancy](#) (CDPH)
- [COVID-19 Vaccines While Pregnant or Breastfeeding](#) (CDC)
- [Considerations for Vaccination of People with Certain Underlying Medical Conditions](#) (CDC)
- [Requirement that COVID-19 immunization providers request patients' email addresses and mobile phone numbers for the State's Immunization Registry](#) (State Public Health Officer Order, CDPH)

State Public Health Officer Orders and Requirements for Work or Institutional Settings:

- [Adult Care Facilities and Direct Care Worker Vaccine Requirement](#) (State Public Health Officer Order, CDPH)
- [Requirements for Visitors in Acute Health Care and Long-Term Care Settings](#) (State Public Health Officer Order, CDPH)
- [State and Local Correctional Facilities and Detention Centers Health Care Worker Vaccination Requirement](#) (State Public Health Officer Order, CDPH)
- [Vaccine Verification for Workers in Schools](#) (State Public Health Officer Order, CDPH)
- [Upcoming Requirements for School](#) (Governor's Announcement)
- [Health Care Worker Vaccine Requirement](#) (State Public Health Officer Order, CDPH)
- [Cruise Ship Operators: Minimum Recommended Standards for Local Agreements under CDC's Conditional Sailing Order](#) (CDPH)
- [Revisions to the COVID-19 Prevention Emergency Temporary Standards](#) (Cal/OSHA)

California COVID-19 Vaccination Program

IMM-1398 (1/7/2022)

Reminder: mRNA Vaccines Preferred Over Janssen

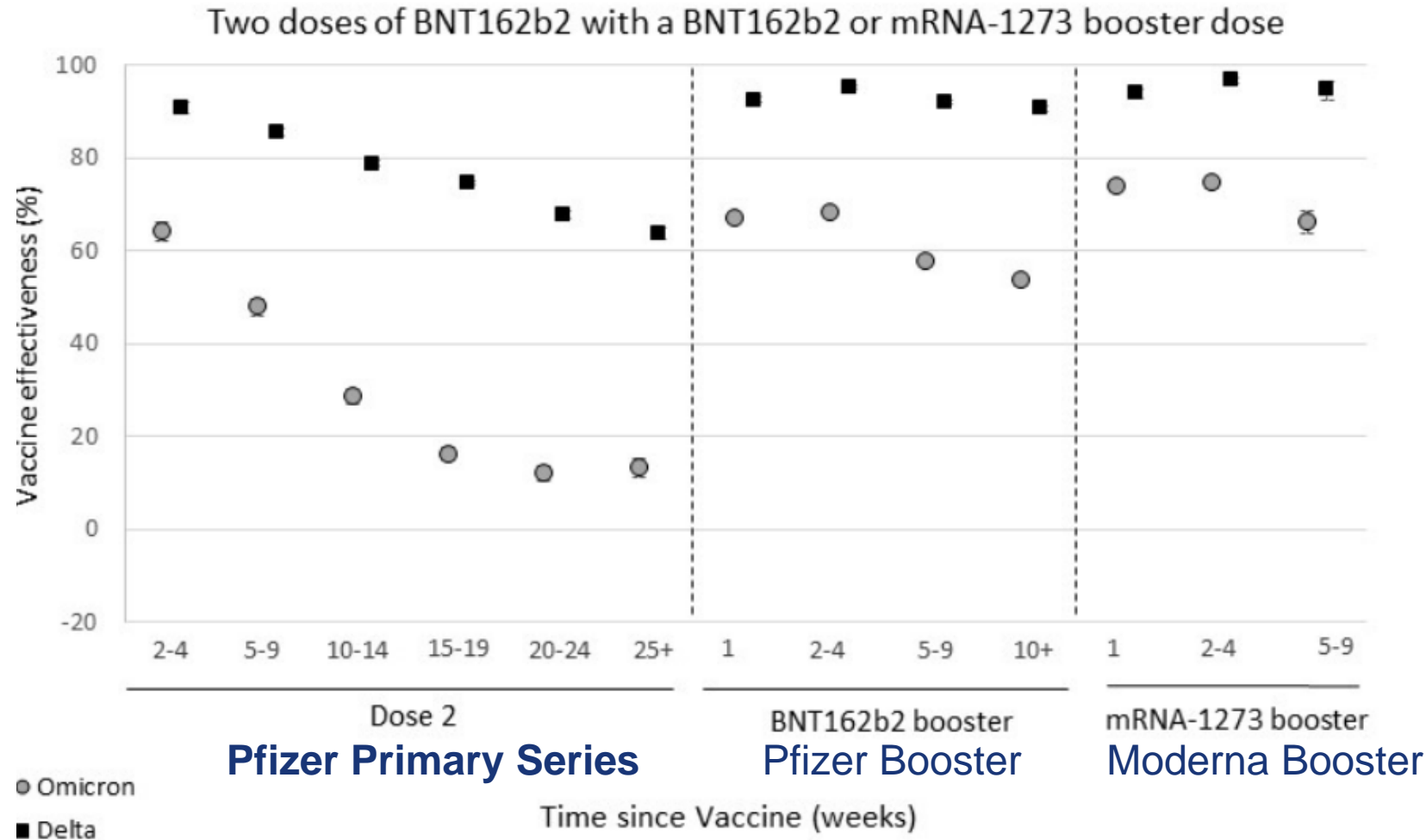
- CDC and WSSSRW preferentially recommend mRNA vaccines over Janssen (J&J) COVID-19 vaccine for primary vaccination and for boosters.
- Janssen COVID-19 vaccine may be considered in some situations:
 - When there is a contraindication to mRNA COVID-19 vaccines
 - When a person would otherwise remain unvaccinated for COVID-19 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
- It is contraindicated to administer Janssen COVID-19 vaccine to people with a history of thrombosis with thrombocytopenia syndrome (TTS) following receipt of Janssen COVID-19 vaccine or any other adenovirus vector-based COVID-19 vaccines (e.g., AstraZeneca COVID-19 vaccine, which is not authorized or approved in the US).

Why Vaccinate During Omicron Surge?



COVID-19 testing in Gardena. The New York Times

Boosters Improve Vaccine Effectiveness against Infection



- Vaccine protection from primary series of Pfizer (and Moderna) against Omicron infection is less than against Delta
- Immunity against infection decreases over time
- Boosters improve vaccine effectiveness and improve protection

Boosters Protect Against Hospitalization

Table 2. Hazard ratios and vaccine effectiveness against hospitalisation (all vaccine brands combined). OR = odds ratio, HR = hazards ratio, VE = vaccine effectiveness

Dose	Interval after dose (weeks)	OR v symptomatic disease	HR vs hospitalisation	VE vs hospitalisation
1	4+	0.74 (0.72-0.76)	0.57 (0.38-0.85)	58% (37-72)
2	2 to 24	0.81 (0.8-0.82)	0.45 (0.36-0.56)	64% (54-71)
2	25+	0.94 (0.92-0.95)	0.6 (0.49-0.74)	44% (30-54)
3	2 to 4	0.32 (0.31-0.33)	0.26 (0.19-0.35)	92% (89-94)
3	5 to 9	0.42 (0.41-0.43)	0.29 (0.23-0.37)	88% (84-91)
3	10+	0.5 (0.49-0.51)	0.34 (0.26-0.44)	83% (78-87)

- Vaccine protection against Omicron hospitalization decreases 6 months after the primary series
- **Booster vaccination improves protection against hospitalization**

Boosters Protect Health Care Workers: South Africa Experience

Table 2: National and Gauteng (Epicenter) Vaccine Effectiveness against hospitalization of homologous Ad26.COV.2

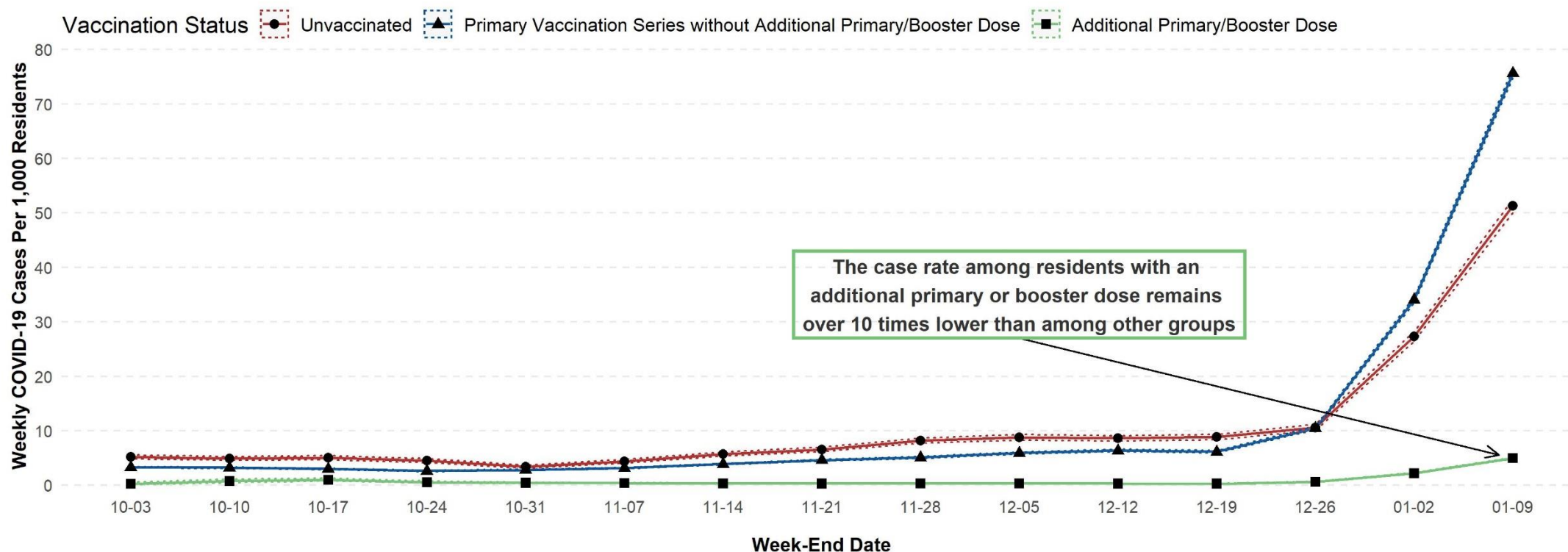
booster over time

National Data	Vaccine Effectiveness for hospitalisation	95% CI	Median follow up time in days since last dose (IQR)
Ad26.COV.2 booster (0-13 days)	63%	31-81	8 (5-11)
Ad26.COV.2 booster (14-27 days)	84%	67-92	20 (17-24)
Ad26.COV.2 booster (1-2 months)	85%	54-95	32 (29-34)
Gauteng (Epicenter)			
Ad26.COV.2 booster (0-13 days)	93%	47-99	8 (5-10)
Ad26.COV.2 booster	81%	49-93	20 (17-23)

- Healthcare worker participants received Janssen (Johnson & Johnson) booster 6-9 months after their Janssen primary dose.
- **Booster vaccination improves protection against hospitalization**

Boosters Protect Nursing Home Residents

Unadjusted COVID-19 Cases Per 1,000 Nursing Home Residents, by COVID-19 Vaccination Status (Including Additional Primary and Booster Doses) and Week, United States



Data source: Centers for Disease Control and Prevention, National Healthcare Safety Network
For more information: <https://www.cdc.gov/nhsn/ltc/weekly-covid-vac/index.html>
Note: Data reported in the most recent week may still be accruing.

Data as of 01/17/2022 05:30 AM

Risk Factors for Severe COVID-19 among People Who Completed Primary Vaccination

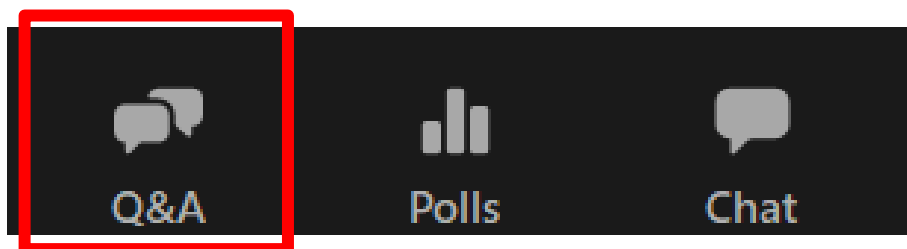
- December 2020-October 2021 (pre-Omicron) at 465 health care centers
- Risk factors for severe outcomes among patients who completed a primary COVID-19 vaccination series included:
 - Age ≥ 65 years
 - Immunosuppressed
 - Underlying conditions: lung, liver, kidney, cardiac, neurologic diseases or diabetes.
- All persons with severe outcomes had at least one risk factor.
- 78% of persons who died had at least four risk factors.

Why Get a Booster Now?

- Omicron cases are rising exponentially.
- After initial COVID-19 vaccine series, protection against infection decreases over time. A booster helps keep up protection against Omicron variant.
- Boosters help prevent infections and serious illness, hospitalization, and death.
- Boosters are safe. Side effects are like those after the initial COVID-19 vaccine series.

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 week of January 3
- TPR will eventually transition all shipments to refrigerated temperatures.
 - Expect to transition all Pfizer pediatric (5-to-11 years, **orange cap**) shipments the week of the 18th 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

Janssen Shelf-life Extension

- Janssen (J&J) COVID-19 vaccine doses currently in provider inventory and in federal distribution centers are all set to expire by April.
- We are expecting that the vaccine will receive a shelf-life extension in February.
- Current shelf-life is 6 months. The extension will add an additional 1.5-5 months to the shelf-life (to be determined).

Pfizer COVID-19 Vaccine Medical Updates & Training Sessions

Date & Time (linked)*	Password
<u>Tuesday, January 25 at 12PM</u>	AQqwYfKE522
<u>Wednesday, January 26 at 9AM</u>	2pSQT324TdC
<u>Thursday, January 27 at 9AM</u>	yVDHYiaF828
Scheduled sessions conclude next week! <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



1. **Are you aware that myCAVax training materials** (job aids, how-to videos, system updates) **are now housed in the myCAVax Knowledge Center?**
 - ☐ Yes
 - ☐ No
2. **Which tasks, if any, do you struggle with in the myCAVax system?**
 - ☐ Creating a Standard Order
 - ☐ Creating a Small Order
 - ☐ Creating a Vaccine Transfer
 - ☐ Accessing the status of an order
 - ☐ Accessing job aids or videos
 - ☐ None
3. **How would you like to receive new myCAVax information?** (system updates, program policy changes, communications)
 - ☐ Email communication with a short, embedded video or description of system update
 - ☐ Pop-up message within the myCAVax system when first logging in
 - ☐ Live training (e.g., *Provider Office Hours* demos, *What's New in myCAVax* training session)

Vaccine Management

Eric Norton, My Turn and Claudia Aguiluz, CDPH

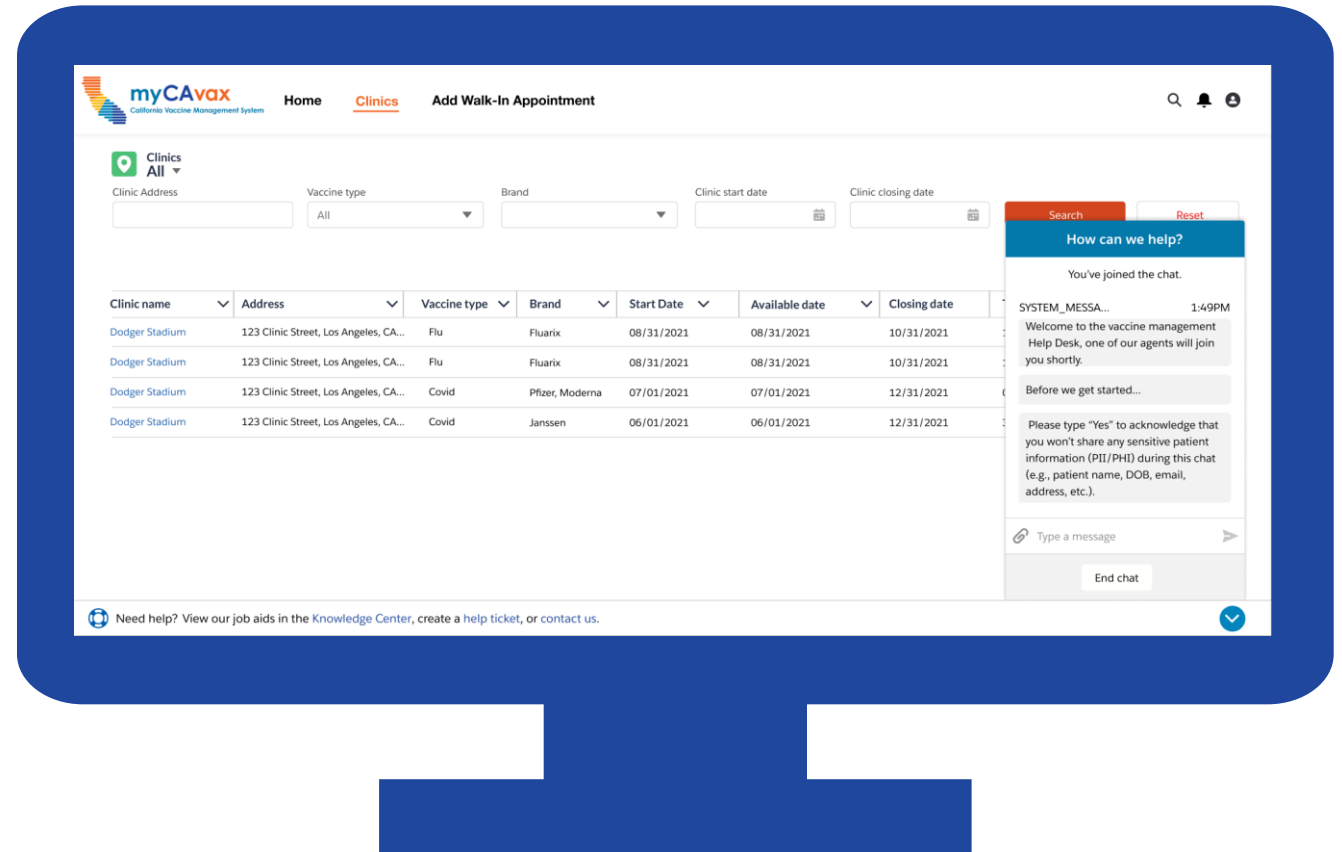
Reminder: Live Chat is Coming Soon!



A live Help Desk chat option is launching soon to ensure help is easily available for you! The target release date is 2/9/22.



This chat is to be used for technical support **only**. Please do not use the chat to inquire about Vaccine Order statuses.



Live Chat Feature Preview – Password Reset

Introducing My Turn Mary! My Turn Mary is a Clinic Manager.

Follow along each week to see how she uses the My Turn Help Desk Chat to overcome challenges and resolve issues quickly!

This week, she needs her password reset to be able to prepare for her clinic.

You can stay up-to-date with her in the Program Update, each week.



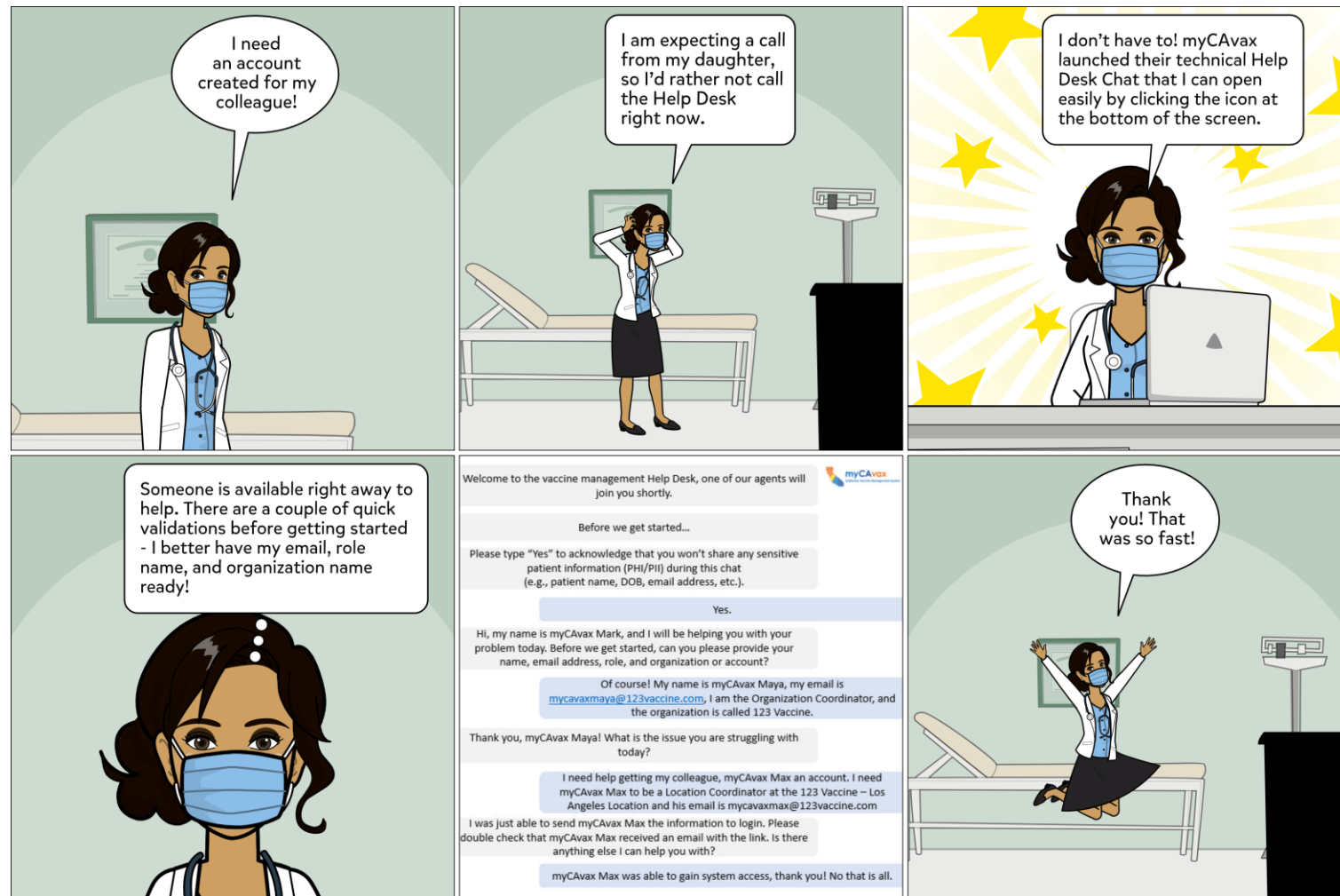
Live Chat Feature Preview – Account Creation

Introducing myCAvax Maya! myCAvax Maya is an Organization Coordinator.

Follow along each week to see how she uses the myCAvax Help Desk Chat to overcome challenges and resolve issues quickly!

This week, she needs a Location Coordinator account created for her colleague, myCAvax Max.

You can stay up-to-date with her in the Weekly-Wrap-Up each week.



Pfizer Product Ordering Updates



Pfizer Tris-sucrose (12+ years, gray cap) is ***now available*** for Standard Orders, Small Orders for local fulfillment (dependent on local supply), and Small Orders for Third-party Redistributor Fulfillment (TPR, AmerisourceBergen).

Pfizer 1170 (12+ years, purple cap) is ***not available*** for Standard Ordering and is no longer available for Small Orders fulfilled by the TPR (AmerisourceBergen).

Janssen Product Update



There is limited Janssen inventory that has been acquired for Standard Ordering.



Please check your Vaccine Marketplace posts to close out old posts and create new posts with your excess doses.

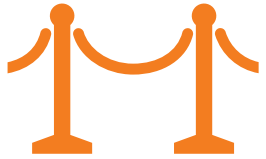


Order mRNA vaccines as primary source of COVID-19 vaccine (mRNA vaccines are preferentially recommended).

Coming Soon: Brand-New Vaccine Ordering Screen



Changes are coming to your Vaccine Ordering Screen.



During Phase 1, there will be a VIP early access group before the Phase 1 Ordering screen will become widely available.



During Phase 2, multi-line ordering will become available to everyone.

Coming Soon: Brand-New Vaccine Ordering Screen

Phase 1 *for Providers*

New Ordering Screen Benefits:

- ✓ Integrated Vaccine Finder information.
- ✓ No more guessing product increments, we're building that into the system.
- ✓ We'll need 5 Providers per LHD/MCE to enroll in the Early VIP Access Group.
- ✓ Early VIP Access Group gains access to a new screen and provides feedback beginning February 4.

The screenshot shows the 'myCAvax' interface for a 'New Vaccine Order Request'. The top navigation bar includes 'Home', 'Organization', 'Locations', 'Orders' (highlighted), and 'Vaccine Inventory'. A search bar and notification icons are on the right. Below the title, a help link is provided. An account dropdown shows 'Kern Medical HQ Location'. The main section is 'Step 1: Inventory and order size', with instructions on using on-hand inventory. A warning message states: 'One or more of your products do not have up-to-date information in VaccineFinder. Visit the Vaccine Finder website and update your inventory information to avoid delays to your order.' The table below has four tabs: 'Reported Inventory (VaccineFinder)', 'Doses administered', 'On-hand Inventory' (active), and 'Order size'. The 'On-hand Inventory' tab shows a table with columns for Vaccine product, Quantity, Last updated, Quantity, Lot number, Quantity, Expiration / Beyond use date, Order increments, and Doses requested. The first row shows 'Moderna-100' with a quantity of 2000, last updated 12/01/2021, lot number EW0167, quantity 56, expiration 10/29/21, order increments 100 (>100) and 10 (<100), and doses requested 47. A red box highlights the '47' with the text 'Enter valid order increment'. At the bottom are 'Cancel' and 'Next' buttons.

Vaccine product	Quantity	Last updated	Quantity	Lot number	Quantity	Expiration / Beyond use date	Order increments	Doses requested
Moderna-100	2000	12/01/2021		EW0167	56	10/29/21	100 (>100) 10 (<100)	47

Coming Soon: Brand-New Vaccine Ordering Screen

Phase 2 *for Providers*

After Phase 1, **ALL** Providers will experience a new ordering screen with the following benefits:

- ✓ Incorporated feedback from Phase 1.
- ✓ Integrated Vaccine Finder information.
- ✓ Easier access to vaccine multi-line ordering in one-go.
- ✓ No more guessing product increments.
- ✓ Stay tuned for more information!

New Vaccine Order Request

Need help? Review the job aid(s) for [COVID-19 product guide](#), [reporting to VaccineFinder](#), and [shipping cadence](#).

* Account

Step 1: Inventory and order size

Utilize your on-hand inventory to estimate how much vaccine you need to order. Your reported inventory is automatically pulled from the latest data in VaccineFinder every morning at 9am PST. If the values below are incorrect, update inventory at the [VaccineFinder](#) website.

One or more of your products do not have up-to-date information in VaccineFinder. Visit the Vaccine Finder website and update your inventory information to avoid delays to your order.

Reported Inventory (VaccineFinder)			Doses administered		On-hand Inventory		Order size	
Vaccine product	Quantity	Last updated ⓘ	Quantity ⓘ	Lot number ⓘ	Quantity	Expiration / Beyond use date ⓘ	Order increments ⓘ	Doses requested
Moderna-100	20	12/01/2021	<input type="text"/>	EW0167	56	10/29/21	100 (>100) 10 (<100)	100
			<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
			<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
			<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
Pfizer 5-11	70	12/13/2021	<input type="text"/>	EW0167	56	10/29/21	100 (>100) 10 (<100)	0
			<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
			<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		

Coming Soon: Brand-New Vaccine Ordering Screen



Phase 1 begins! Select Providers join VIP Early Access Group and start requesting vaccine using the new ordering screen. Providers submit feedback based on their ordering experience.

2/4



All Providers gain access to the updated Vaccine Order screen with multi-line ordering, including updates made with the feedback provided throughout Phase 1.

2/25

My Turn and myCAvax Office Hours is Moving To Zoom



The My Turn and myCAvax Monday Office Hours session is moving to Zoom! Please use [this link](#) to register for the My Turn and myCAvax Office Hours sessions starting Monday, January 24, at 12PM.

APPENDIX

myCAvax – Known Issues - *Updated 1/13*



Known Issues

Ability to Edit Existing Standard Orders to 'Opt out of Ancillary Kit' Field Even if the Product Does Not Allow it (Pfizer)?

- ✓ Some Community Users were able to Opt Out of Ancillary Kits for Pfizer Standard Orders - which should not be possible. We will have a permanent bug fix that will prevent users from opting out of ancillary kits for products that do not allow that option. In the meantime, we took away Community Users ability to edit the 'Opt Out of Ancillary Kits' checkbox for existing orders.



Workaround/Next Steps

- ✓ Temporary Fix: 1/13/2022
- ✓ Permanent Fix: 2/03/2022
- ✓ If you need to change your response to 'Opt out of Ancillary Kits' for **Moderna** or **Janssen Standard Orders** in **Submitted** or **Draft** Status, you should contact the Provider Call Center. When our permanent fix goes in Release 22.0.0, we will give Community users back the ability to edit that field post-order creation.

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.

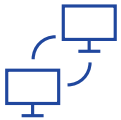
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



Enrollment Support

For Provider enrollment support, please contact myCAvax Clinic Operations at

- Email: myCAvaxinfo@cdph.ca.gov

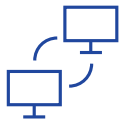


myCAvax Help Desk

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

- Email: 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/>

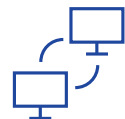


My Turn Clinic Help Desk

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

For **technical support** with My Turn Clinic for COVID-19 and flu vaccines: 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

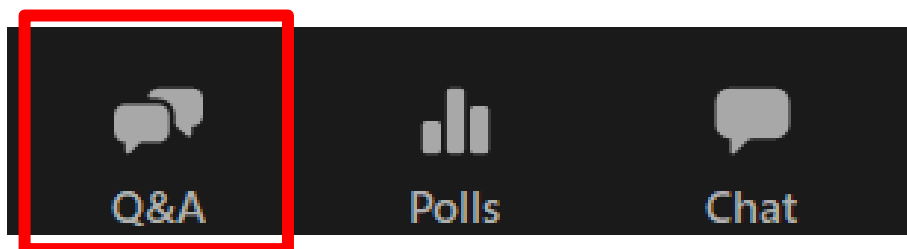
Monitor online media and what you hear in your local communities for potential rumors and inaccurate information.

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

[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

Next session: Monday, January 24, at
12:00 PM

Friday:

Provider Office Hours

Next session: Friday, January 28

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.