

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

Friday, October 1, 2021



Vaccinate ALL 58
Together we can end the pandemic.

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 Participants:

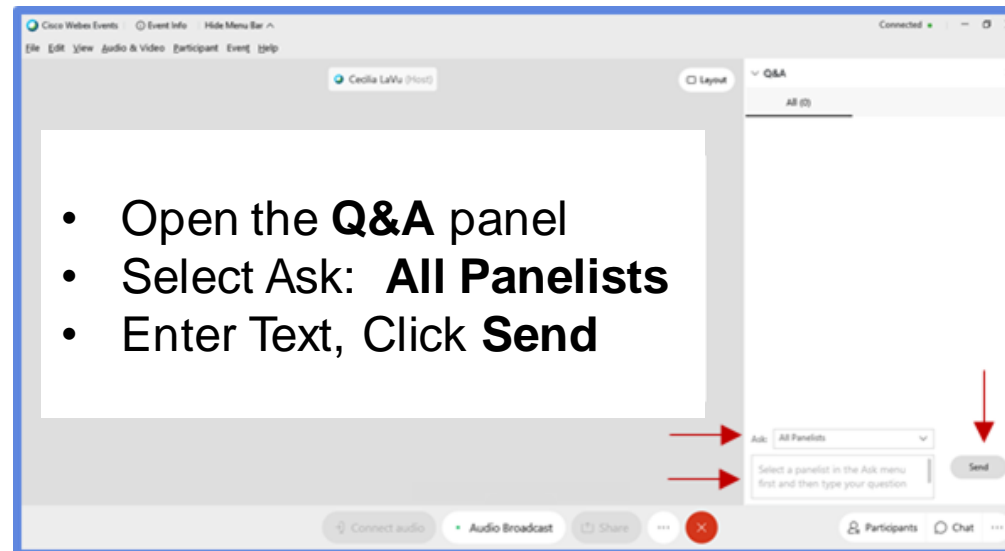


Please access today's slides and archived presentations at: <https://eziz.org/covid/education/>

Provider Office Hours Q&A

During the session, please use the Q&A panel to comment or ask a question:

Q&A Panel



Poll Questions

- **Poll 1:** What barriers do you foresee in administering booster doses over the next month?
- **Poll 2:** What specific actions could CDPH take to support you in implementing booster doses across patient populations?
- **Poll 3:** Would you participate in a 45-minute Teams call and discuss operational challenges specific to boosters?
(If yes, please enter your name and contact email.)



Agenda: Friday, October 1, 2021

No.	Item	Speaker	Time (AM)
1	Welcome, Poll, and Announcements	Leslie Amani (Moderator)	9:00 – 9:05
2	Vaccine Administration	Amy Pine (CDPH)	9:05 – 9:10
3	Billing Guidance	Nisha Gandhi (CDPH)	9:10 – 9:15
4	Clinical Update	Louise McNitt, M.D. (CDPH)	9:15 – 9:20
Q&A			9:20 – 9:30
5	Storage & Handling	Alan Hendrickson (CDPH)	9:30 – 9:35
6	CalVaxGrant	Nisha Gandhi (CDPH)	9:35 – 9:40
7	Data Quality	Jennifer Womack (CDPH)	9:40 – 9:45
8	Vaccine Management	Eric Norton (My Turn) and Nisha Gandhi (CDPH)	9:45 – 9:55
9	Wrap Up & Resources	Leslie Amani (Moderator)	9:55 – 10:00
Q&A			

Announcements

Resources for Providers

- [Provider Booster Readiness Checklist](#)
- [COVID-19 Vaccination Co-administration Tips](#)
- [Immunization Strategies for Healthcare Practices and Providers \(CDC\)](#)
- [California's COVID-19 Vaccine Action Plan](#)

Are You Ready for Booster Doses?

California COVID-19 Vaccination Program



All enrolled providers should prepare now for the anticipated demand for COVID-19 booster doses, as well as the possible expanded eligibility later in 2020 of children younger than 12 years of age. California [may need to increase vaccine administration by up to four to five times our current rate.](#)

Readiness Checklist

- ☐ Continue to outreach to patients who have not yet been vaccinated against COVID-19 or who haven't received their second dose of the initial series of an mRNA vaccine
- ☐ Continue to outreach to [immunocompromised patients for an additional dose](#)
- ☐ Consider ways to increase your vaccination capacity; use lessons learned from vaccination to date
- ☐ Review current protocols and workflow and develop enhancements to promote vaccination
 - o Establish policies to vaccinate at every opportunity—and schedule the next appointment before patients leave the clinic
 - o Ensure providers strongly recommend immunization against COVID-19 and other diseases, including influenza
 - o Instruct staff that [co-administration has been authorized](#) for COVID-19 vaccine [with influenza vaccine](#) and other routine immunizations ([including TB testing](#)). Review [co-administration tips](#) with vaccinators; post co-administration signage ([provider](#) | [patient](#)) where appropriate
 - o Establish a policy to immunize other family members, including siblings, present during visits
- ☐ Identify *physical vaccination barriers* (e.g., inconvenient hours for working patients, long waits at clinics, transportation issues) or *psychological barriers* (e.g., fear, misconceptions, and misinformation about vaccines & vaccine safety) for your patients
 - o Expand vaccination clinic hours as needed (e.g., consider extended clinic hours, weekend clinics, special vaccination events, and vaccine-only visits)
 - o Prepare staff to have proactive conversations with your patients about the merits of COVID-19 vaccines and help them make appointments (see [free training videos and slides & toolkit](#))
 - o Request free trifold educational brochures for parents (see [Patient Resources](#) to order)
 - o Consider implementing standing orders to improve vaccination rates in children and adults (see [Pfizer](#) | [Moderna](#) | [Janssen](#))
- ☐ Review your administration data to estimate the number of eligible patients; adjust vaccine ordering and appointment scheduling accordingly
 - o [Order vaccine](#) (including Small Order requests) as needed based on actual demand (see [ordering cadence job aid](#) to prepare for shipments) while using up existing inventory
- ☐ Ensure reminder-recall systems are configured to notify eligible patients when vaccinations are due
- ☐ Implement vaccination reminders for providers (e.g., computer-generated list of patients past due, stamp or notes on patient charts, electronic reminder when provider accesses electronic health record)

For more ideas, refer to CDC's Pink Book "[Immunization Strategies for Healthcare Practices and Providers.](#)"

California COVID-19 Vaccination Program

IMM-1394 (9/17/21)

Resources for Patients

- [Real footage from ICU nurse](#) (English/video)
- [COVID-19 Conversation with Latinx Community Leaders](#) (Spanish/video)
- [COVID-19 Conversation with Korean Community Leaders](#) (Korean/video)
- [Protect Yourself and Your Family from COVID-19](#) (fact sheet)
 - See [Protect Yourself Toolkit](#) for fact sheet in more languages and additional resources



New State Public Health Orders



Adult Care Facilities and Direct Care Worker Vaccine Requirement

The following individuals must be fully vaccinated by November 30, 2021:

- Adult and Senior Care Facilities workers
- In-home direct care services workers
- Personal care services providers
- Hospice workers
- Regional center workers

Requirement that COVID-19 Providers request patients' email addresses and phone numbers for the State's Immunization Registry

- Requires COVID-19 vaccine Providers to request patients' mobile phone numbers and email addresses and submit them, if known, to the IIS.
- Patients are not required to provide their phone numbers and email addresses to receive the COVID-19 vaccine.

Archived Webinar Recordings & Slides


- **Provider Town Hall on Booster Capacity:** [Recording](#) & [Slides](#)
- **Rural Communities: How to Have Effective Conversations about COVID-19 Vaccines:** [Recording](#) & [Slides](#)
- **What Clinicians Need to Know About the Latest CDC Recommendations for Pfizer-BioNTech COVID-19 Booster Vaccination (CDC COCA Call):** [Slides](#)
- **Evaluating and Supporting Patients Presenting with Fatigue Following COVID-19 (CDC COCA Call):** [Additional information](#)
- **Equity and Access to COVID-19 Vaccines (COVID Conversations Series by CIC):** [Additional information](#)

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!

**Vaccinate
ALL 58**

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

Program Updates

Providers currently enrolled or in the process of enrolling in the California COVID-19 Vaccination Program can access program-related resources and communications on this website. If you need assistance with accessing documents on this website, email covidcallcenter@cdph.ca.gov or call (833) 502-1245 Mon-Fri 8 AM-6 PM.

Program Education and Support

- [Provider Office Hours](#)
- [myCAvax Training](#)
- [Weekly Calendar of Provider Webinars and Trainings](#)
- [Frequently Asked Questions Updated 9/23](#)
- [Guide to Other COVID-19 Vaccine Related Websites](#)

Alerts:

Vaccine Expiration

- [Upcoming COVID-19 Vaccine Expiration Dates 9/27](#)

Booster Dose Preparation

- [Western States Scientific Safety Review Workgroup Statement](#)
- [Readiness Checklist](#)
- Dr. Tomás Aragón, CDPH Director, led a town hall discussion to help prepare for increase in vaccination capacity in anticipation for booster doses and doses for those under 12 years of age. The webinar includes vaccination projections for the next 6-8 months, vaccine ordering guidance, and steps to prepare clinics for the increased vaccine demand. [View Archived Webinar](#) | [Slides](#)

Rural Communities Webinar: How to Have Effective Conversations about COVID-19 Vaccines

Please join Dr. Jasmeet Bains, based in Kern County, California, for a webinar training on how to effectively communicate with your patients about COVID-19 vaccines in rural communities.

This training will cover:

- The latest data and insights on COVID-19 vaccination rates in rural communities.
- Key messages addressing common rural patient concerns about the COVID-19 vaccine.
- Communication tips for individuals in rural communities.

[View Archived Webinar](#) | [Slides](#)

Now Enrolling Providers of Pediatric Services

- [Benefits for Primary Care Providers](#)
- [How to Enroll in the California COVID-19 Vaccination Program:](#)

Provider Support

COVID Call Center

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

myCAvax Help Desk

Email: [For Technical Support](#)
Phone: (833) 502-1245, option 2

Vaccines

[Manufacturer Contacts](#)

My Turn

Email: [For Onboarding, Technical Support](#)
Help Desk: (833) 502-1245, option 4
Mon-Fri: 7AM-7PM
Sat-Sun: 8AM-1PM

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

COVID-19 Vaccination Program

Webinars and Training for Providers: **Week of October 4, 2021**

Note: Calendar subject to change

	Monday 10/4	Tuesday 10/5	Wednesday 10/6	Thursday 10/7	Friday 10/8
myCAvax	myCAvax Vaccine Order Request with Q&A 10:00 am – 10:30 am PW: myCAvax2021!		MCE Office Hours 9 am – 10 am Email to request invite: leslie.amani@cdph.ca.gov Provider 101 Account Enrollment 10:00 am – 10:30 am PW: myCAvax2021!	Introduction to My Turn Onboarding 4:00 pm – 5:00 pm	
My Turn	Introduction to My Turn Onboarding 12:00 pm – 1:00 pm	My Turn Flu Functionality Review 10:00 am – 11:30 am		My Turn Flu Functionality Review 10:00 am – 11:30 am	
Combined Office Hours and Events	My Turn and myCAvax Office Hours 12:00 pm – 1:00 pm PW: Immunize2020!		My Turn and myCAvax Onboarding Office Hours 1:00 pm – 2:00 pm Provider Feedback: Operational Barriers 10:30 am – 11:15 am Email to request invite: chris.casement@cdph.ca.gov		Provider Office Hours 9:00 am – 10:00 am PW: Immunize2021!
View On Demand	<ul style="list-style-type: none"> Provider 101 Account Enrollment (v. 8/11/21) Introduction to My Turn Onboarding (v. 8/27/21) 		<ul style="list-style-type: none"> Vaccine Marketplace (v. 8/26/21) What's New in myCAvax (v. 8/24/21) 		<ul style="list-style-type: none"> What's New in myCAvax for Reactivated Providers (v. 9/8/21)

COVID-19 Vaccine Provider FAQs

- Answers to Provider questions
- Updated weekly: Last updated 09.30.2021
- Currently in its 39th iteration!



Q: Should COVID-19 vaccine Providers require proof of underlying medical conditions for booster doses?

A: No. COVID-19 vaccine Providers do not need to require proof of underlying medical conditions. For further information, please visit [COVID-19 Vaccines for People with Underlying Medical Conditions](#).



Q: How should COVID-19 vaccine Providers record a booster dose on the COVID-19 vaccination card?

A: A booster doses should be documented the same way as doses of previous COVID-19 vaccines. In the “other” or spare row on the immunization card, record information on the booster dose, such as date and formulation. The dose does not necessarily need to be labeled with the term “booster.”

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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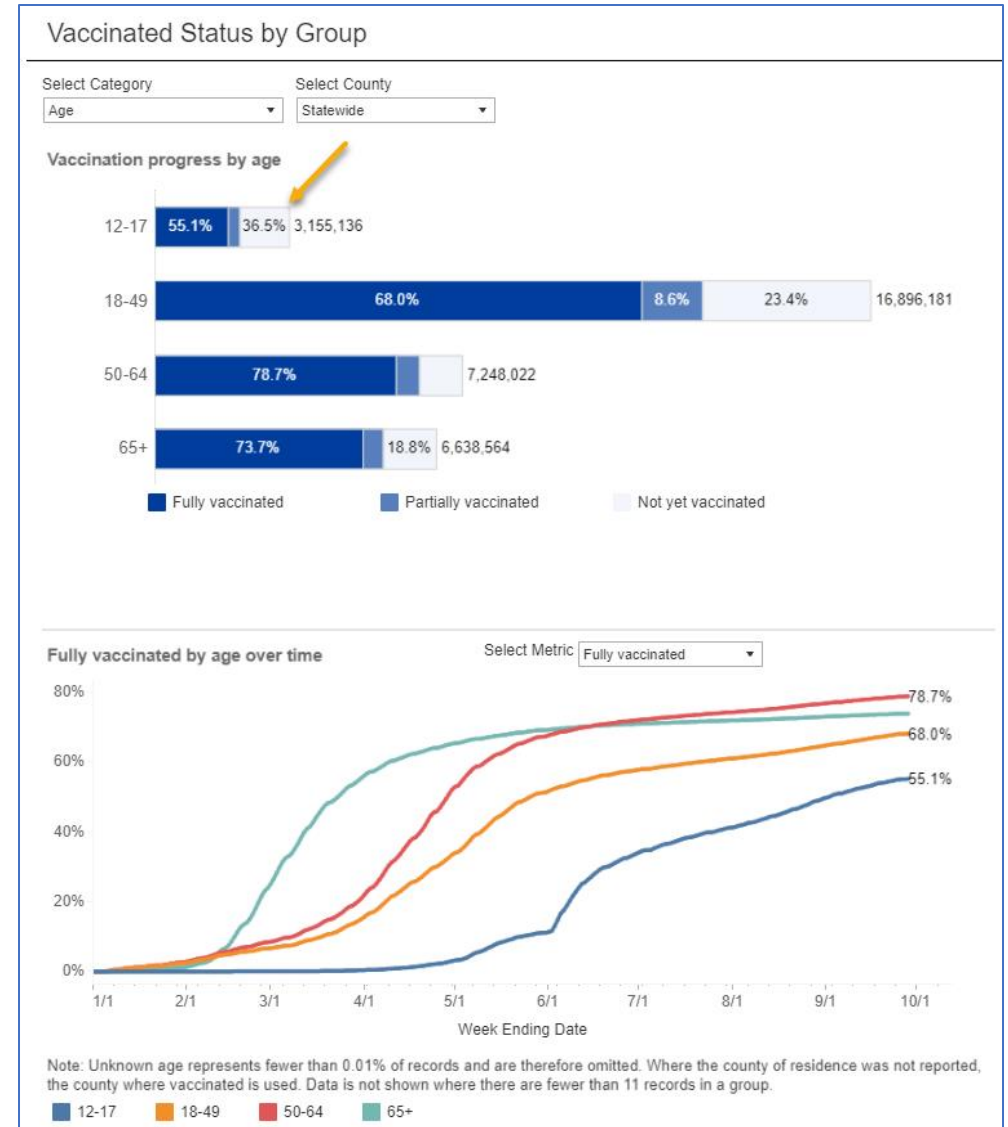
Vaccine Administration

Amy Pine, CDPH

Doses Administered to Date (9/29/21)

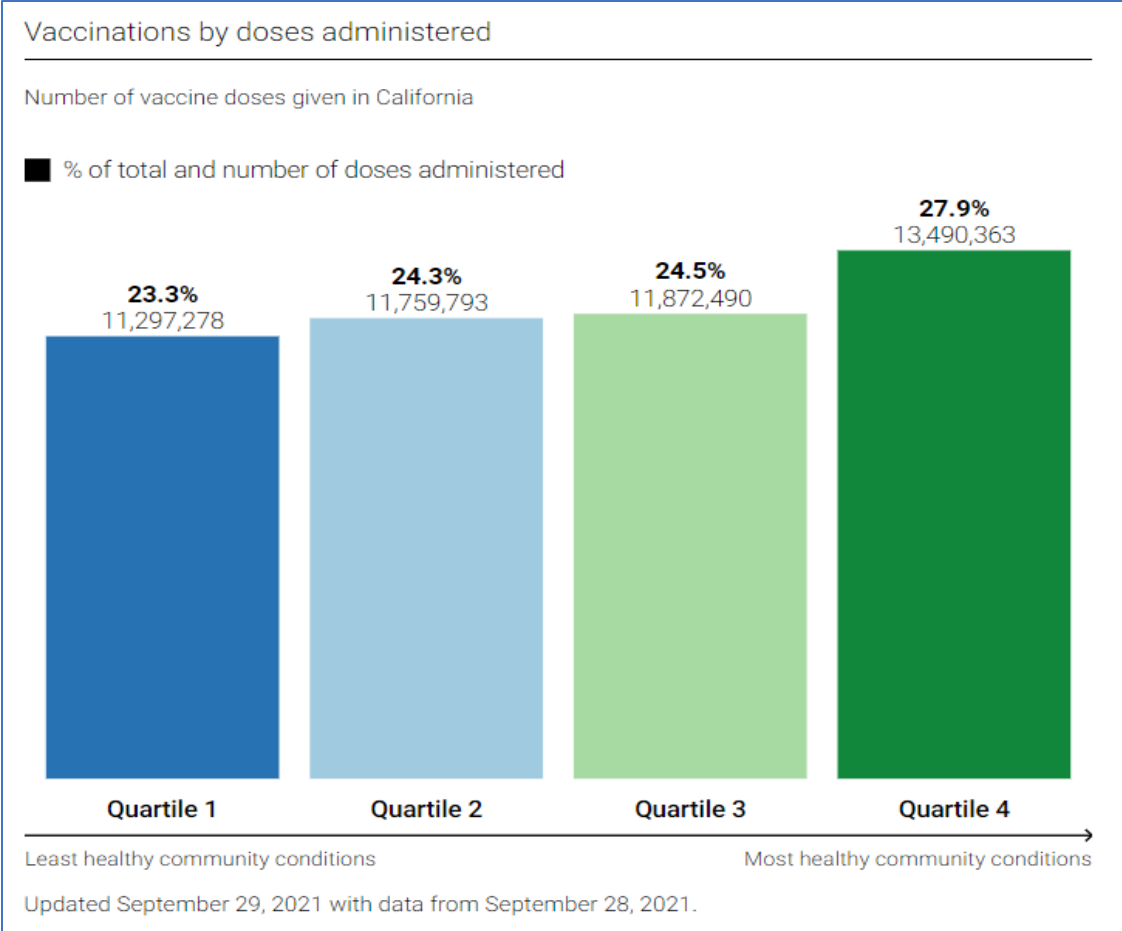
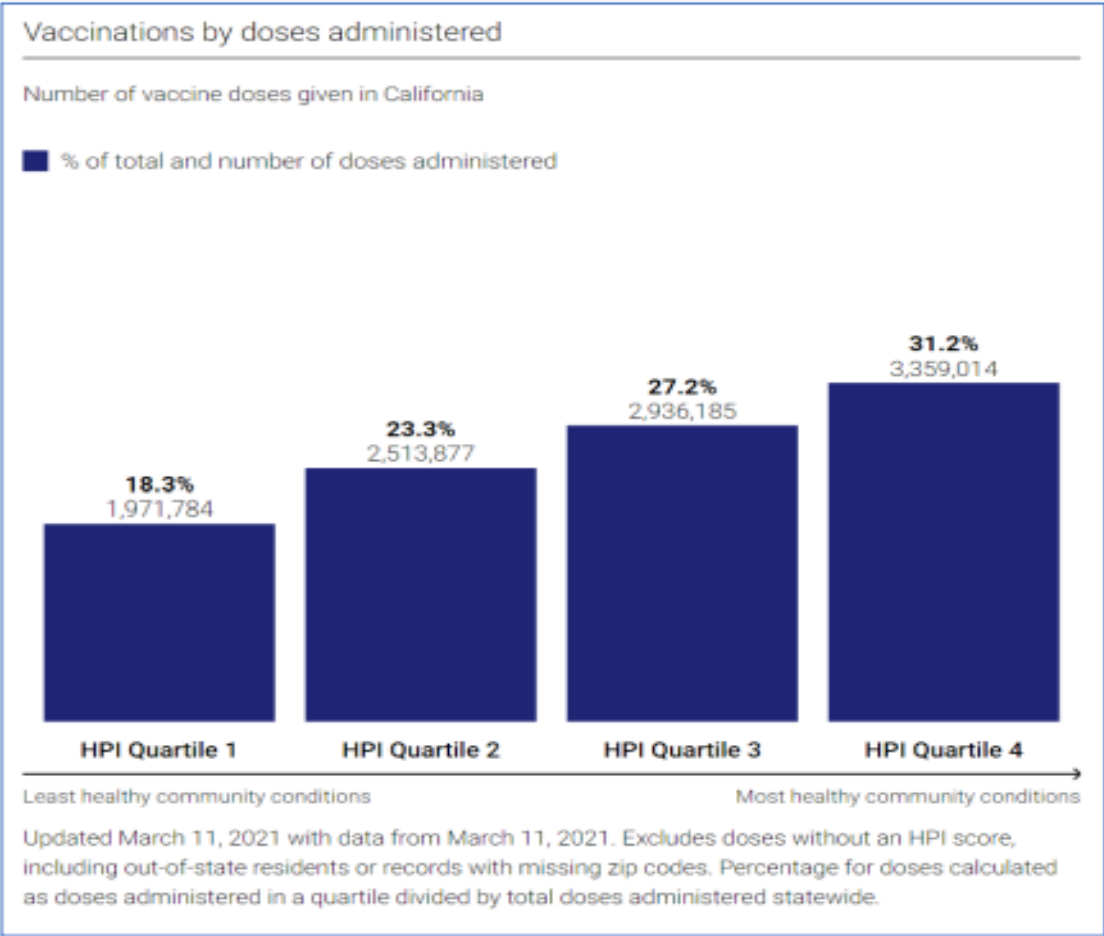
49,352,744 doses administered!

- **26,611,337 people** with at least one dose (23,844,831 people fully protected)
- **78.5%** of 12+ population has received at least one dose and 70.3% are fully protected!
- 63.5% of 12-to-17-year-olds have received at least one dose and 55.1% are fully protected!
 - Opportunities now to vaccinate 1,150,953 12-to-17-year-olds, in advance of 5-to-11-year-old authorization



Vaccine Equity Metric

As of 9/28/21, 71.8% of HPI Quartile 1 population has received at least one dose (61.9% fully protected).



Billing Guidance

Nisha Gandhi, CDPH



AMA CPT Guidance



The new vaccine administration CPT codes are specific to the manufacturer and the dose.

Manufacturer	National Drug Code	Vaccine Serum CPT	1 st Admin CPT	2 nd Admin CPT	3 rd Admin CPT	Booster CPT
Pfizer	59267-1000-1	91300	0001A	0002A	0003A	0004A
Moderna	80777-273-10	91301	0011A	0012A	0013A	N/A
Janssen (Johnson & Johnson)	59676-0580-05	91303	0031A	N/A	N/A	N/A

- Physicians should not bill for the vaccine itself at this time.
- 3rd dose vs. booster



General Information (3rd dose vs. booster)

- CDC recommends that people with moderately to severely compromised immune systems receive an additional “3rd” dose of mRNA COVID-19 vaccine at least 28 days after a second dose of Pfizer COVID-19 vaccine or Moderna COVID-19 vaccine.
- The CDC advises that COVID-19 Vaccine booster shots are available for the following Pfizer vaccine recipients who completed their initial series at least 6 months ago:
 - 65 years and older
 - 18+ who have underlying medical conditions
 - 18+ who work in high-risk settings
 - 18+ who live in high-risk settings



Vaccine Administration Resources

- CMA's COVID-19 Vaccine Toolkit for Medical Practices and Reimbursement Quick Guide
www.cmadoocs.org/covid-19/vaccine
- CMS COVID-19 Insurers Toolkit
www.cms.gov/files/document/COVID-19-toolkit-issuers-MA-plans.pdf
- Personalized claims support for CMA members and their staff
(888) 401-5911.

Clinical Update

Dr. Louise McNitt, CDPH

COVID-19 Vaccine Eligibility Chart

As of: 9/29/2021

Manufacturer	Need	Age					
		0-5	5-11	12-17	18-49	50-64	65+
Pfizer	Initial Vaccination			● ●	● ●	● ●	● ●
	Additional Dose*			●	●	●	●
	Booster <i>At least 6 months after 2nd dose of initial Pfizer vaccination</i>				◎ Should ✓ LTC Resident** May ✓ Underlying Medical Condition; or ✓ Occupation Risk; or ✓ Institutional Setting; or ✓ Social Inequity	◎ Should ✓ LTC Resident**; or ✓ Underlying Medical Condition; or ✓ Social Inequity May ✓ Occupation Risk; or ✓ Institutional Setting	● Should ✓ Anyone 65 and older
Moderna	Initial Vaccination				● ●	● ●	● ●
	Additional Dose*				●	●	●
	Booster						
J&J	Initial Vaccination				●	●	●
	Additional Dose*						
	Booster						

* For the immunocompromised only. ** Includes group homes.

Source for Booster eligibility: Western States Scientific Safety Review Workgroup. 9/24/2021

Booster Update: CDC Statement on ACIP Booster Recommendations

Who **should** receive a booster:

- People 65 years and older and residents in long-term care settings **should** receive a booster shot of Pfizer-BioNTech's COVID-19 vaccine at least 6 months after their Pfizer-BioNTech primary series.
- People aged 50–64 years with underlying medical conditions **should** receive a booster shot of Pfizer-BioNTech's COVID-19 vaccine at least 6 months after their Pfizer-BioNTech primary series.

Who **may** receive a booster:

- People aged 18-49 years with underlying medical conditions **may** receive a booster shot of Pfizer-BioNTech's COVID-19 vaccine at least 6 months after their Pfizer-BioNTech primary series, based on their individual benefits and risks.
- People aged 18-64 years at increased risk for COVID-19 exposure and transmission due to occupational or institutional setting **may** receive a booster shot of Pfizer-BioNTech's COVID-19 vaccine at least 6 months after their Pfizer-BioNTech primary series, based on their individual benefits and risks.

Booster Update: Western States Scientific Safety Review Workgroup

Who **should** receive a booster:

- People 65 years and older or residing in a long-term care facility.
- People 50-64 years with underlying medical conditions or at increased risk of social inequities.

Who **may** receive a booster:

- People 18-50 years with underlying medical conditions, or at increased risk of social inequities.
- People 18-64 years who are at increased risk for SARS-CoV-2 exposure and transmission because of occupational or institutional setting.

Underlying Medical Conditions – A Sampling

- People subjected to long-standing [systemic health and social inequities](#)
 - Racial and ethnic minority groups
 - [People with disabilities](#)
- Cancer
- Chronic Kidney Disease
- Chronic lung disease
- Type I and II Diabetes
- Dementia or other neurological conditions
- Pregnancy
- Heart Conditions
- Link: [People with Certain Medical Conditions | CDC](#)

Booster FAQs

Q: With the approval of the booster dose for Pfizer, will this change the definition of "fully-vaccinated"?

A: No change in definition: ≥ 2 weeks after completion of primary series

Q: Should immunocompromised patients who received an additional (3rd) dose receive a booster?

A: No. There are no recommendations for a booster dose in this population currently. More data is needed.

Q: Do we need to get a proof of underlying conditions? Or if they check the box of it on my turn, we give the shot (after 6 months)?



A: No proof is necessary; self-attestation only.

Recording an Additional or Booster Dose on COVID-19 Vaccination Cards

In the "Other" row on the vaccination card, record vaccine administration information such as date and formulation for an additional or booster dose.

The dose does not necessarily need to be labeled with the term "additional" or "booster."

COVID-19 Vaccination Record Card **SAMPLE**

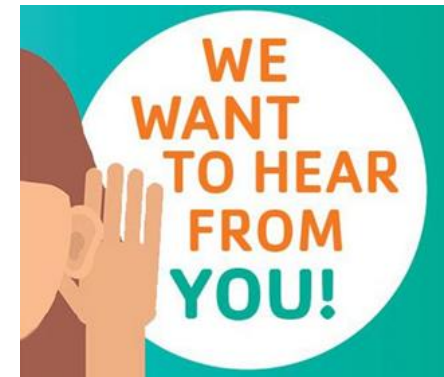
Garcia Vanessa MI
Last Name First Name MI

12/31/1999 123456
Date of birth Patient number (medical record or IIS record number)

Vaccine	Product Name/Manufacturer Lot Number	Date	Healthcare Professional or Clinic Site
1 st Dose COVID-19	Pfizer Lot # 010V21A	1 / 30 / 21 mm dd yy	Happy Clinics Richmond Campus
2 nd Dose COVID-19	Pfizer Lot # 025T13B	3 / 02 / 21 mm dd yy	Happy Clinics Richmond Campus
Other	Pfizer Lot # 032J92K	10 / 01 / 21 mm dd yy	Happy Clinics Richmond Campus
Other		mm / dd / yy	

Poll #1

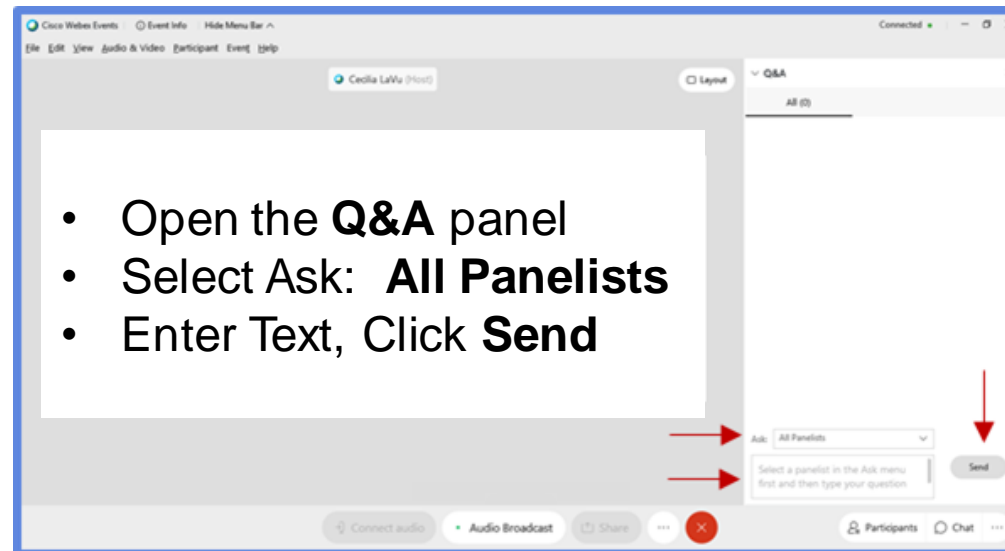
What barriers do you foresee in administering booster doses over the next month?



Provider Office Hours Q&A

Please use the Q&A panel to comment or ask a question:

Q&A Panel



Storage & Handling

Alan Hendrickson, CDPH

COVID-19 Vaccine Provider Locations

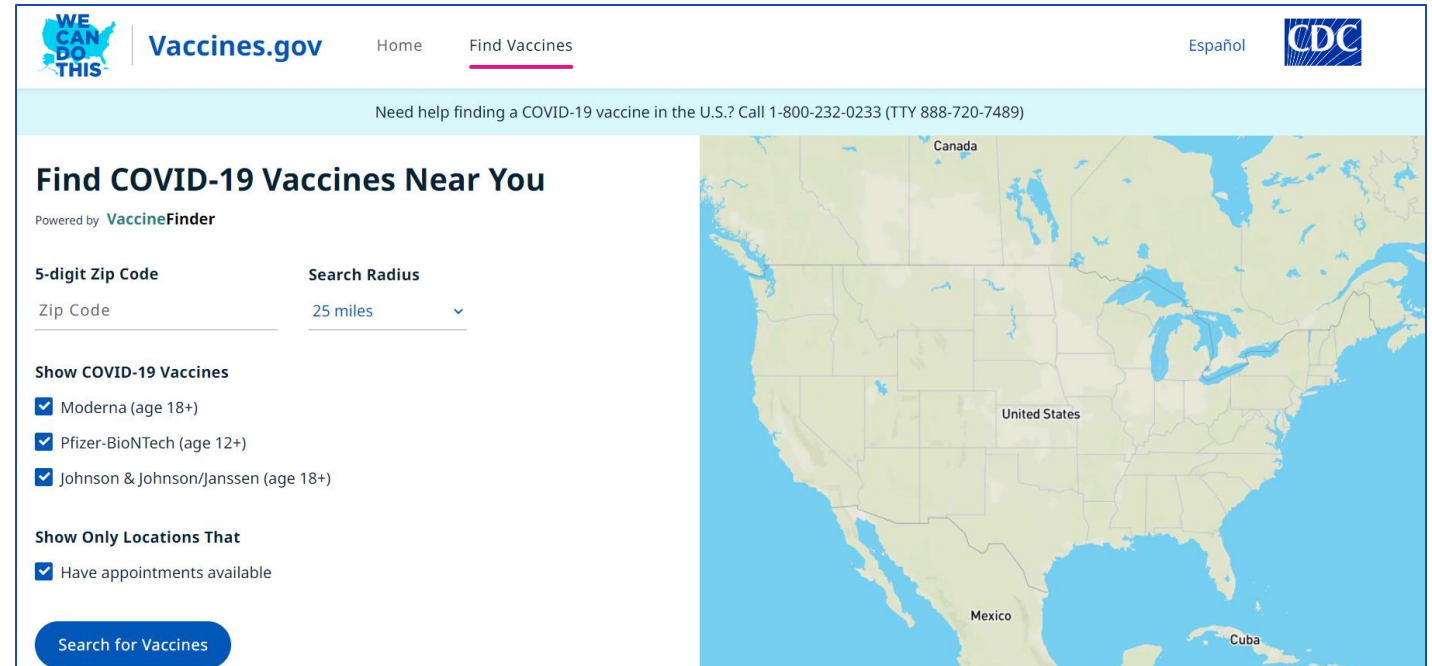
COVID-19 vaccine Provider locations have the option to be activated on Vaccine Finder's public-facing map so patients can locate COVID-19 vaccine.

Provider locations will:

- Appear in Google and Facebook searches
- Be translated into Spanish.

Providers can activate their profile and provide updates by referring to the Manual log-in or File Upload quick-start guides.

Please visit the VaccineFinder Provider Portal for additional training videos and documents.



The screenshot shows the 'Find COVID-19 Vaccines Near You' page on Vaccines.gov. The page features a search form on the left and a map of the United States on the right. The search form includes a '5-digit Zip Code' field, a 'Search Radius' dropdown set to '25 miles', and checkboxes for 'Show COVID-19 Vaccines' (Moderna, Pfizer-BioNTech, Johnson & Johnson/Janssen) and 'Show Only Locations That' (Have appointments available). A 'Search for Vaccines' button is at the bottom of the form. The map shows the United States with labels for Canada, Mexico, and Cuba. The page header includes the 'WE CAN DO THIS' logo, 'Vaccines.gov', navigation links for 'Home' and 'Find Vaccines', a language toggle for 'Español', and the CDC logo. A banner at the top right provides a phone number for help: 'Need help finding a COVID-19 vaccine in the U.S.? Call 1-800-232-0233 (TTY 888-720-7489)'.

Waiting for Updates & a Gentle Reminder

Updates:

- COMIRNATY
- Moderna Shelf-Life Extension – next week?
 - Do not dispose of expired Moderna until the particulars of the extension are known.
 - Check the website in early October:
<https://www.modernatx.com/covid19vaccine-eua/providers/vial-lookup>

Waiting for Updates & Gentle Reminder

Gentle Reminder: Pfizer Shelf-Life Extension:

- Not relabeling 7.5 million vials in storage with Pfizer/providers
- Add three months for any product with and expiry of: July 2021, August 2021, September 2021, October 2021, November 2021, December 2021, January 2022, & February 2022.
- Don't want to do the math? See the Pfizer EUA:

<http://labeling.pfizer.com/ShowLabeling.aspx?id=14471&format=pdf>

TPR - Receiving Redistributed Small Orders

TPR job aid:

- <https://eziz.org/assets/docs/COVID19/IMM-1387.pdf>

TPR award-winning YouTube video:

- <https://www.youtube.com/watch?v=8eo9jxXrKq0>



CalVaxGrant

Nisha Gandhi, CDPH

Latest CalVaxGrant Stats

- Application deadline: October 15th
- For a full list of eligible Providers visit [PHC website](#)
- Latest stats:

Category	# applications
Approved	1,185
Pending	84
Not eligible	18
Incomplete	307
Total	1,594



**\$21.9 million
in funding
requested**

**\$15.1 million
in funding
remaining**

Poll #2

What specific actions could CDPH take to support you in implementing booster doses across patient populations?



Data Quality

Jennifer Womack, CDPH

Provider Outreach – Key Required Reporting Reminders

Goal: Collaborate with providers to ensure complete and accurate data reporting per CDPH and CDC guidelines.

Topic	Requirements & Guidance	Detailed Resource
Reporting Doses Administered	Providers must report vaccination data (including race and ethnicity) within 24 hours of administration and report doses administered daily to your local immunization registry. Providers may use My Turn, or an EHR/EMR connected to CAIR2, RIDE, or SDIR. (Providers already manually entering data into CAIR may continue to do so.)	Reporting Doses Administered
Reporting Inventory to Vaccine Finder	All COVID-19 vaccination providers must report COVID-19 doses on hand daily into Vaccine Finder. The organization identified during enrollment may choose to report inventory for all affiliated provider locations or push reporting responsibility down to the provider level.	Reporting Inventory to VaccineFinder
Reporting Doses Wasted, Spoiled, & Expired	Report spoiled, expired, or wasted doses daily in myCAVax (Note: there are no repercussions for reporting wastage – it is important for CDPH to understand this data to best make allocation decisions)	Reporting Doses Spoiled, Expired, or Wasted

Source: [Reporting Requirements at a Glance](#) on EZIZ

Provider Outreach – Key Required Reporting Reminders

Topic	Requirements & Guidance	Detailed Resource
Race & Ethnicity	As best possible, collect and report patient "race/ethnicity" to ensure COVID-19 vaccine is distributed equitably among vulnerable communities across California.	Report Race & Ethnicity
Mobile Phone Number and Email Address	All immunization providers administering COVID-19 vaccinations within California who report immunization events to the California Immunization Registry (CAIR), including users of SDIR and RIDE, must request from the patient: (1) the patient's mobile phone number, and (2) the patient's email address.	State Public Health Officer Order Issued 9/24/21

The CDPH Provider Outreach team has begun to review these key fields and ensure compliance for reporting complete and accurate data

Poll #3

Would you participate in a 45-minute Teams call* and discuss operational challenges and other topics specific to boosters?

(If yes, please enter your name and contact email)

*Teams session date: Wednesday, October 6, 10:30AM-11:15AM



Vaccine Management

Eric Norton, My Turn, & Nisha Gandhi, CDPH

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- Support for Booster Dose & My Turn flu
- Onboarding and Training Schedule for My Turn flu
- What's New on My Turn - Key Updates
- What's New on myCAvax
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- Appendix
 - Vaccine Ordering & Fulfillment with TPR
 - What's New on My Turn – Breakdown
 - My Turn and myCAvax Feedback Form
 - Upcoming myCAvax Live Trainings

Booster Dose (9/23)

BREAKING NEWS*

CDC Endorses ACIP Recommendation for a *Singular* Booster Shot of the Pfizer-BioNTech COVID-19 Vaccine for **Certain Populations**

Recommendation: Single booster dose to be administered *at least* **6 months** after completion of Pfizer-BioNTech primary series.

Should Receive:

- ☐ People **65+ years** of age AND residents in **long-term care setting**
- ☐ People 50 – 64 years of age with underlying medical conditions

May Receive:

- ☐ People 18 – 49 years of age with underlying medical conditions, based on **individual benefits and risks**
- ☐ People 18 – 64 years of age at increased risk of exposure and transmission because of **occupational or institutional setting**, based on **individual benefits and risks**

Sources:

- [CDC Statement on ACIP Booster Recommendations](#)
- [FDA Authorizes Booster Dose of Pfizer-BioNTech COVID-19 Vaccine for Certain Populations](#)
- [Statement on Pfizer Booster \(ca.gov\)](#)

Support for Booster Dose & My Turn flu

To support Providers for the launch of **booster doses** and **My Turn flu**, the following **support** is available:

My Turn Help Desk Support

- ✓ **Email** the My Turn Help Desk at myturn.clinic.hd@accenture.com or **call** the My Turn Technical Support line at 833-502-1245 (option 4).
- ✓ Available **M-F 7AM – 7PM, Sat-Sun 8AM – 1PM PST**.

Release Response Support

Escalations from the Help Desk will be supported by our Release Response Team during the first five days immediately after go-live.

Onboarding and Training Schedule for My Turn flu – October

Guide

TO REGISTER, CLICK ON THE SESSION TITLES.

For Schools / LHDs / Providers who are **NEW** to My Turn Clinic:

- [Intro to My Turn Onboarding](#) (Mon)
- [Intro to My Turn Onboarding](#) (Thur)
- [Onboarding \(My Turn & myCAvax\) Office Hours](#)
- [Vaccine Administrator / VA Assistant Training](#)
- [Clinic Manager Training](#)

For **EXISTING** LHDs / Providers who are familiar with My Turn Clinic:

- [My Turn flu Functionality Review](#)
- [What's New in My Turn](#)
- [Onboarding \(My Turn & myCAvax\) Office Hours](#)

For LHDs:

- [My Turn & myCAvax Office Hours](#)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY
4	5	6	7
My Turn & myCAvax Office Hours 12 – 1PM	My Turn flu Functionality Review 10 – 11:30 AM	Onboarding (myCAvax & My Turn) Office Hours 1 – 2PM	My Turn flu Functionality Review 10 – 11:30 AM
Intro. to My Turn Onboarding 12 – 1 PM			Intro. to My Turn Onboarding 4 – 5PM
11	12	13	14
My Turn & myCAvax Office Hours 12 – 1PM	My Turn flu Functionality Review 10 – 11:30 AM	Onboarding (myCAvax & My Turn) Office Hours 1 – 2PM	Clinic Manager Training 10AM – 12PM
Intro. to My Turn Onboarding 12 – 1 PM	Vaccine Administrator / VA Assistant Training 1 – 2 PM		Vaccine Administrator / VA Assistant Training 1 – 2 PM
18	19	20 ★	21
My Turn & myCAvax Office Hours 12 – 1PM	Vaccine Administrator / VA Assistant Training 1 – 2 PM	Onboarding (myCAvax & My Turn) Office Hours 1 – 2PM	Clinic Manager Training 10AM – 12PM
Intro. to My Turn Onboarding 12 – 1 PM		What's New in My Turn 4 – 5PM	Vaccine Administrator / VA Assistant Training 1 – 2 PM
25	26	27	28
My Turn & myCAvax Office Hours 12 – 1PM	Vaccine Administrator / VA Assistant Training 1 – 2 PM	Onboarding (myCAvax & My Turn) Office Hours 1 – 2PM	Clinic Manager Training 10AM – 12PM
Intro. to My Turn Onboarding 12 – 1 PM		My Turn flu Functionality Review 10 – 11:30 AM	Vaccine Administrator / VA Assistant Training 1 – 2 PM

What's New on My Turn: Release 18 (9/29)

My Turn Clinic



Vaccine Administration and Walk-In Flow

- ✓ The Vaccine Administration flow will update after determining if it is a flu or COVID appointment.
- ✓ The Walk-In flow has the flexibility of creating a flu or COVID appointment on-site.



Clinic Creation Flow

- ✓ Users can now create a flu or COVID clinic.

My Turn Public



Screening Page to Offer Flu Appointments

- ✓ Residents booking an appointment can indicate they specifically want a flu vaccine.
- ✓ They will be shown flu specific screening questions ensuring they are eligible to receive the flu vaccine that works best for them.



New Page on Public Site

- ✓ To improve user experience, a new page will be added to separate personal & contact information from flu CDC questions & minor consent.

MyCAvax Support for Booster Dose Launched (9/27)



Updated New Order Field

Revised language to ask providers for the number of doses in the order to be used for additional dose/booster

Number of doses to be administered as Additional or Booster doses per current CDC guidelines



New Vaccine Order Request

Primary Information

* Account

* Vaccine

* Doses Requested

* Doses Administered ⓘ


* How many doses in this order will be used for additional dose/booster?

ⓘ

Primary Information Make sure doses administered since the last order are reported.

Inventory Information Accurately report on-hand doses. Inventory must be current in Vaccine Finder.

Additional Information Comments are always helpful for vaccine order approval if order is significantly higher, and on-hand inventory levels are high


 **New Vaccine Order Request**

Primary Information

• Account


• Vaccine

• Doses Requested




• Doses Administered 


• How many doses in this order will be used for additional dose/booster?

Inventory Information

 **On-hand Inventory**

Please report the same product in your on-hand inventory as the product you are ordering.

Lot Number	Quantity	Expiration Date	Action
<input type="text"/>	<input type="text"/>	<input type="text" value=""/>	
<input type="text"/>	<input type="text"/>	<input type="text" value=""/>	
<input type="text"/>	<input type="text"/>	<input type="text" value=""/>	

 Add Row

Additional Information

Comments

Cancel

Save as Draft

Save & Submit

APPENDIX

Vaccine Ordering & Fulfillment with TPR (AmerisourceBergen)

Provider Submits Small Order Vaccine Request for Pfizer through the Provider Community Page



Order Requirements

- 30 order **min**
- 450 order **max**

LHD Reviews and approves order on Small Order (Redistributor) tab and selects *Fulfillment Method* as “Redistributor”



Order Timeline

- 3-day Delivery Window:
 - Orders **ship within 48 hours** of receiving the shipping file from CDPH
 - Delivery within **24 hours** of shipment

TPR Fulfills Smalls Orders and completes fulfillment process on the Provider Community Page



Order Fulfillment & Tracking

- **Email notification** sent once TPR has fulfilled order
 - Please do **not** manually update the order status
- Providers can continue viewing *all* shipping records on myCAvax

What's New on myCAvax: Release 16.2 (9/29)

LHD Enhancements



Don't Display Flu Products

- ✓ Orders will not display the flu products or allow orders to be created with flu products in the drop down



List Views

- ✓ Separate list views will be created for flu and COVID-19 products



Product Record Types

- ✓ Both flu and COVID-19 product record types will be available

Provider Enhancements



Don't Display Flu Products

- ✓ Orders will not display flu products or allow orders to be created with flu products in the drop down

What's New on My Turn: Release 18 (9/23)

My Turn Public

Flu Updates

- ✓ New landing page with flu specific information
- ✓ Updated screening page for offer flu appointments
- ✓ Additional clinic tags related to flu vaccination
- ✓ Updated copy and footer section on the site to support COVID and flu
- ✓ New page on public site to separate personal & contact information from flu CDC questions & minor consent for better user experience
- ✓ Updated confirmation page for enhanced user experience and generic pre-appointment guidance
- ✓ Capture generic paperless consent for minors for flu appointments

My Turn Clinic

Flu Updates

- ✓ Clinic & appointment management
- ✓ Tooltips
- ✓ Clinic tab
- ✓ Appointment tab
- ✓ Clinic setup
- ✓ Clinic tags

Vaccine Administration Enhancements

- ✓ Minor consent
- ✓ Administration details
- ✓ New CDC questions
- ✓ Nasal mist eligibility
- ✓ Egg allergy warning banner
- ✓ Capturing funding source

Vaccine Management Enhancements

- ✓ Tooltips
- ✓ New product details
- ✓ New supply values
- ✓ New inventory values

Walk-in Enhancements

- ✓ Minor consent
- ✓ Appointment details

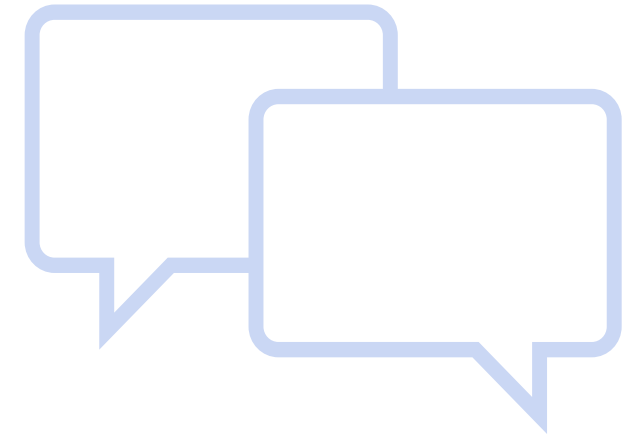
My Turn and myCAvax Feedback Form

The Governance and Continuous Improvement team is looking for feedback and suggestions from our LHDs and Providers.

Purpose

- Direct line of communication for feedback and / or suggestions
- Assist functional team in identifying and prioritizing enhancements
- Help identify additional trainings and / or job aids needed

Please submit feedback [here](#).



Upcoming myCAvax Live Trainings

With so many opportunities for new Providers to onboard onto myCAvax, we're hosting additional live training sessions. Providers can bring questions and receive support!



Sessions will be interactive and include a high-level overview of the myCAvax enrollment process.

September 15 through October 27, 2021, weekly sessions will take place on **Wednesdays (10:00-10:30AM)**

October 6th – [Register Here](#) | October 13th – [Register Here](#)

Wrap-Up & Resources

Leslie Amani, CDPH

Where can I go for additional help?

Type of Support

Description

Updated 9.23.21



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.

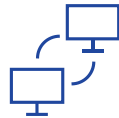
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



Enrollment Support

For Provider enrollment support, please contact myCAvax Clinic Operations at

- Email: myCAvaxinfo@cdph.ca.gov

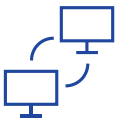


myCAvax Help Desk

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

- Email: myCAvax.HD@Accenture.com
- Phone: (833)-502-1245, option 2, 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 and demo and training opportunities: <https://eziz.org/covid/myturn/>



CalVaxGrant Program Support

For questions and support around [CalVaxGrant](#), contact the program's administrator, Physicians for a Healthy California.

- Email: calvaxgrant@phcdocs.org
- Phone: (916) 551-2565

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](#)

Public Call Center

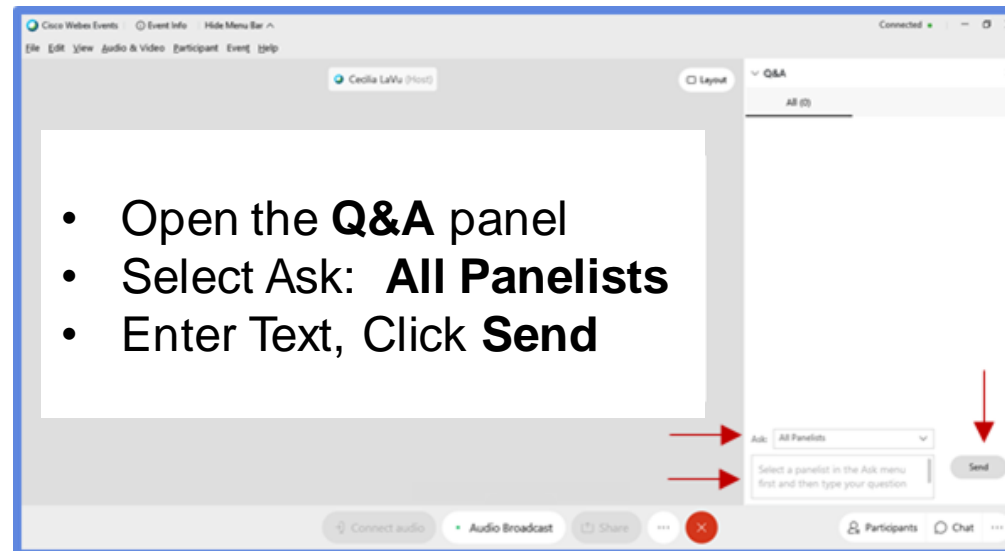
Public COVID-19 Call Center

- Phone: (833) 422-4255: M-F 8AM-8PM; S-S 9AM-5PM
- For general COVID questions, including vaccines, scheduling vaccination appointments through My Turn, return to school, testing, etc.

Provider Office Hours Q&A

Please use the Q&A panel to comment or ask a question:

Q&A Panel



Thank you!



Monday:

[My Turn & myCAvax Office Hours Link](#)

Monday, October 4, at 12:00 PM

Audio Conference: 415-655-0001
Access Code: 145 995 8782
Session Number: 145 995 8782
Session Password: Immunize2020!

Next Friday:

[Provider Office Hours Link](#)

Friday, October 8, at 9:00 AM

Audio Conference: 415-655-0001
Access Code: 145 195 9307
Session Number: 145 195 9307
Session Password: Immunize2021!