

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

Friday, October 15, 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:

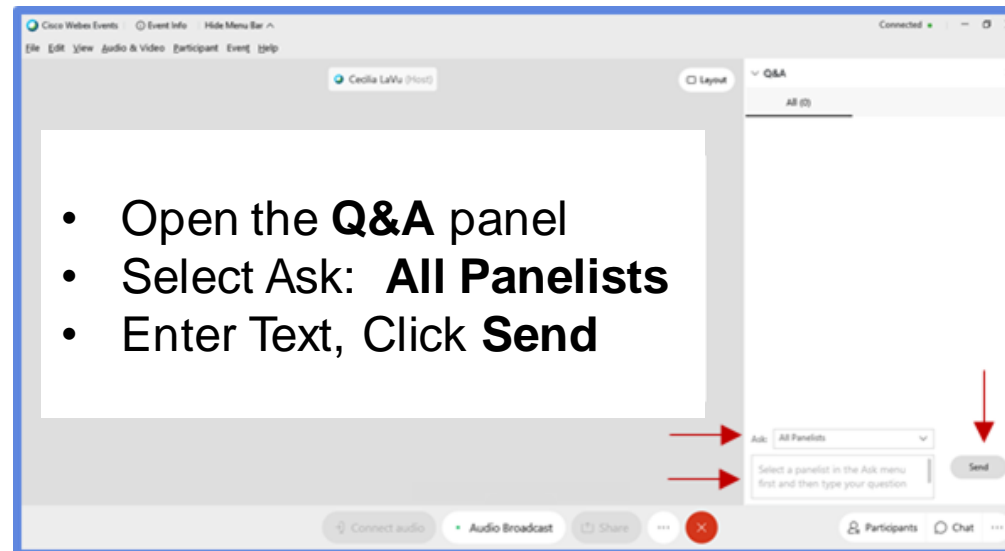


Please access today's slides and archived presentations at: <https://eziz.org/covid/education/>

Provider Office Hours Q&A

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

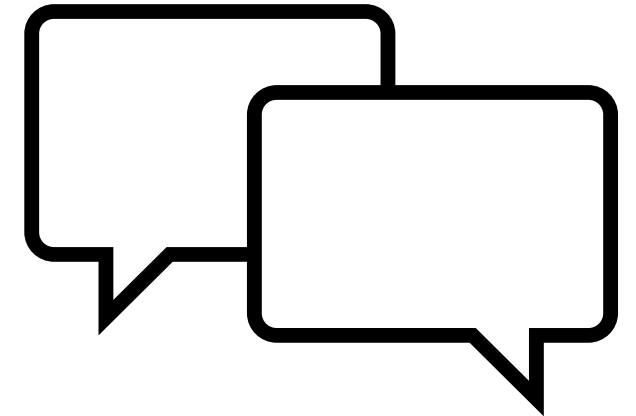
Q&A Panel



Provider Poll

What educational materials and resources do you need?

- Job aids for staff
- Patient education materials (e.g., FAQs, fact sheets)
- Posters
- Talking points
- Infographics
- Videos



What languages are needed?

Example: *I need a fact sheet in Russian to address COVID-19 vaccination and pregnancy.*

Agenda: Friday, October 15, 2021

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements / Poll	Leslie Amani (Moderator)	9:00 – 9:05
2	Vaccine Administration	Amy Pine (CDPH)	9:05 – 9:10
3	CalVaxGrant	Nisha Gandhi (CDPH)	9:10 – 9:15
4	Clinical Update	Caterina Liu, M.D. (CDPH)	9:15 – 9:20
5	Storage & Handling	Alan Hendrickson (CDPH)	9:20 – 9:25
Q&A			9:25 – 9:35
6	Communications	Rachel Jacobs (CDPH)	9:35 – 9:40
7	California Volunteers	Laura Maloney (CA Volunteers)	9:40 – 9:45
8	Vaccine Management	Eric Norton (My Turn) & Claudia Aguiluz (CDPH)	9:45 – 9:55
9	Wrap Up & Resources	Leslie Amani (Moderator)	9:55 – 10:00
Q&A			

Announcements

Leslie Amani, CDPH

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	
Program Updates	
Program Enrollment	
My Turn Onboarding	
Vaccine Management	
Vaccine Administration	
Reporting Requirements	
Archived Communications	
Patient Resources	
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	

In-language (Translated) Resources

- [Vaccinate All 58 Toolkit](#) (CDPH): Arabic, Chinese, East Armenian, English, Farsi, Hmong, Japanese, Khmer, Korean, Punjabi, Russian, Spanish, Tagalog, Vietnamese and West Armenian
- [Communication Toolkit for Hispanic Audiences](#) (Ad Council) 9/21: Spanish
- [Communication Toolkit for Workers](#) (CDPH) 10/21: English, Spanish
- [COVID, Pregnancy and Breastfeeding for Patients](#) FAQs (ACOG) 10/21: Arabic, English, Chinese, Spanish
- [COVID-19: A Message to Persons Pregnant and Breastfeeding](#) webpage (ACOG) 10/21: Arabic, English, Chinese, Spanish
- [COVID-19 Vaccination FAQs](#) (CDC) 10/21: Chinese, English, Korean, Spanish, Vietnamese, and others
- [COVID-19 Vaccine Education Campaign](#) (Ad Council and COVID Collaborative): English and Spanish
- [COVID-19 Vaccine Information for the Public](#) webpage (CDPH): Arabic, Chinese, English, Korean, Spanish, Tagalog, Vietnamese, and others
- [COVID-19 Vaccine for Preteens and Teens](#) webpage (CDC): Chinese, English, Korean, Spanish, Vietnamese, and others
- [COVID-19 Vaccines While Pregnant or Breastfeeding](#) webpage (CDC) 10/21: Chinese, English, Korean, Spanish, Vietnamese, and others
- [Get Vaccine Answers](#) website (Ad Council and COVID Collaborative): Chinese, English, Haitian, Korean, Spanish, Russian, Vietnamese
- [Get Vaccine Answers for Parents](#) webpage (Ad Council): Chinese, English, Haitian, Korean, Russian, Spanish, Vietnamese
- [Know the Benefits and Risks for COVID-19 Vaccine fact sheet for lower-literacy audience | Spanish | Portuguese](#)
- [LGBTQ+ Community Toolkit](#) (HHS) 9/21: English, Spanish
- [Multi-Lingual Communication Toolkit](#) (FDA) 8/21: Chinese, English, Hmong, Korean, Portuguese, Somali, Spanish, Tagalog, Vietnamese
- [Myths and Facts about the COVID-19 Vaccine](#) webpage (CDC) 10/21: Chinese, English, Korean, Spanish, Vietnamese, and others
- [Promoting Vaccination Uptake in Communities of Color](#) toolkit (National Academy of Medicine): English and Spanish
- ["Protects Me/Protects You" Campaign for Indigenous/LGBTQ/General Audience](#) (Protects Me/Protects You): Arabic, Catalan, Chinese, Czech, Dutch, English, French, German, Hebrew, Hindi, Japanese, Kannada, Korean, Portuguese, Russian, Spanish, Swahili, Swedish, Tamil, Telugu, Turkish, Vietnamese
- [Your COVID-19 Vaccination](#) (CDC) 9/21: Chinese, English, Korean, Spanish, Vietnamese

COVID-19 Vaccine Provider FAQs

- Answers to Provider questions
- Updated weekly: Last updated 10.14.2021
- Currently in its 41st iteration!



Q: What is the difference between an “additional dose” and a “booster dose?”

A: An additional dose of the COVID-19 vaccine is administered when the immune response following a primary vaccination series is likely to be insufficient. An additional dose is recommended for immunocompromised individuals at least 28 days after completing their initial mRNA COVID-19 vaccine series (PfizerBioNTech and Moderna vaccines). A booster dose is administered when the initial sufficient immune response to a primary vaccination series is likely to have waned. The CDC recommends the use of a single Pfizer-BioNTech booster dose at least 6 months after completion of the primary series for the Pfizer-BioNTech vaccine only. The Janssen vaccine by Johnson & Johnson has not been authorized for additional doses or boosters. To access a chart with booster dose and additional dose eligibility information, please visit [COVID-19 Vaccine Eligibility Chart](#).



Q: How does the CDC define high-risk occupations that qualify individuals for COVID-19 Pfizer booster doses?

A: According to the CDC, examples of high-risk occupations that qualify individuals for Pfizer booster doses include first responders, education staff, food and agriculture workers, manufacturing workers, corrections workers, U.S. postal service workers, public transit workers, and grocery store workers. For the full list of high-risk occupations, please visit [COVID-19 Vaccine Booster Eligibility](#).

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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Vaccinate ALL 58

Week of October 18, 2021

Note: Calendar subject to change

	Monday 10/18	Tuesday 10/19	Wednesday 10/20	Thursday 10/21	Friday 10/22
myCAvax	myCAvax Vaccine Order Request with Q&A 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	Clinic Manager Training 10:00 am – 12:00 pm Vaccine Administrator / VA Assistant Training 1:00 pm – 2:00 pm	What's New in My Turn 4:00 pm – 5:00 pm	Clinic Manager Training 10:00 am – 12:00 pm Vaccine Administrator / VA Assistant Training 1:00 pm – 2:00 pm	
Combined Office Hours and Events	My Turn and myCAvax Office Hours 12:00 pm – 1:00 pm PW: Immunize2020!		Onboarding (My Turn & myCAvax) Office Hours 1:00 pm – 2:00 pm		Provider Office Hours 9:00 am – 10:00 am PW: Immunize2021!

View On Demand	<ul style="list-style-type: none">Introduction to My Turn Onboarding (v. 9/24/21)My Turn Flu Functionality Review (v. 10/1/21)	<ul style="list-style-type: none">Provider 101 Account Enrollment (v. 8/27/21)Vaccine Marketplace (v. 8/26/21)	<ul style="list-style-type: none">What's New in myCAvax (v. 9/28/21)What's New in myCAvax for Reactivated Providers (v. 9/8/21)
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Help

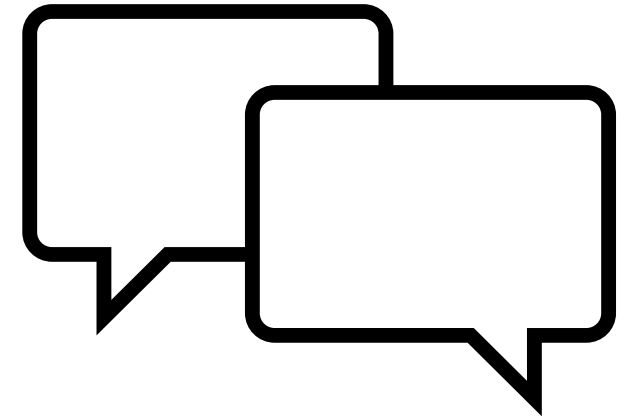
Website: www.eziz.org/covid, [FAQs](#)
General email: covidcallcenter@cdph.ca.gov
CDPH Provider Call Center: 1-833-502-1245, 8am-6pm

My Turn email: myturnonboarding@cdph.ca.gov
myCAvax Help Desk Email: myCAvax.HD@accenture.com
Phone: (833) 502-1245, option 2

Provider Poll

What educational materials and resources do you need?

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Vaccine Administration

Amy Pine, CDPH

Doses Administered to Date (10/13/21)

**50,896,327
Doses
Administered**

- **79.6%** of 12+ population has received at least one dose and 71.7% are fully protected!
- **81.9%** of 65+ population has received at least one dose and 74.5% are fully protected.
- **65.2%** of 12-to-17-year-olds have received at least one dose and 57.1% are fully protected.
 - **Opportunities to still vaccinate 1,097,688 12-to-17-year-olds (34.8% eligible population)**

Booster Doses:

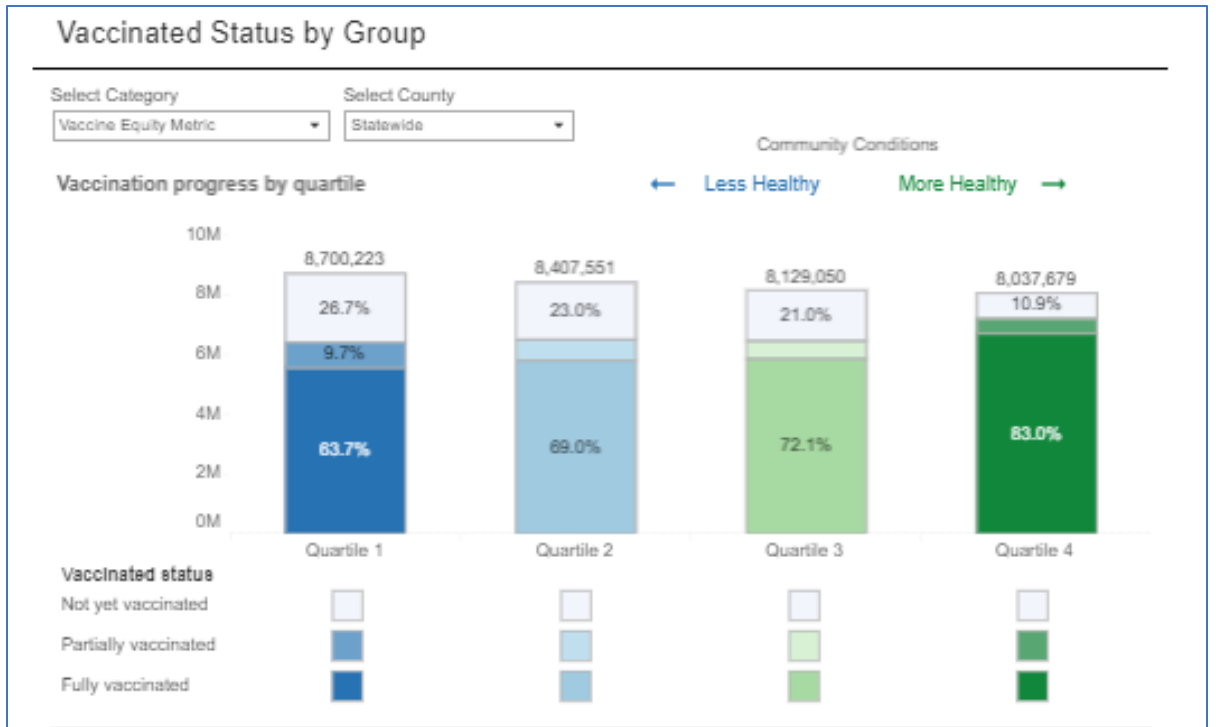
- **803,270** Pfizer Booster total doses administered since September 24, 2021
- **278,663** Pfizer booster doses administered October 4-10, equaling **47%** of total doses administered last week.
- Age 65 + Majority population receiving Pfizer booster doses (61%)
- VEM Quartile 4 has the largest volume of booster doses being administered at 38% and 13.1% in VEM Quartile 1.
- Pharmacies are administering majority of booster doses (54%) followed by Medical Practices at 27%.



Vaccine Equity Metric

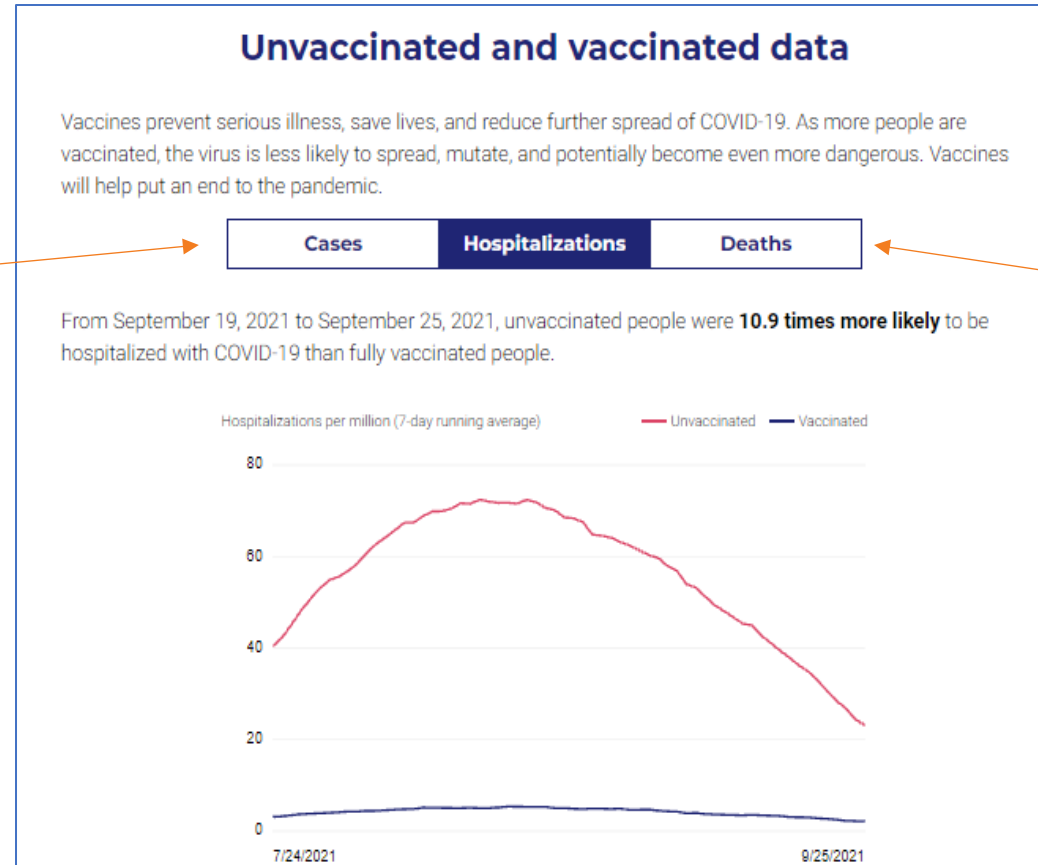
- **73.4%** of Q1 population has received at least one dose with 63.7% fully protected.
- 76.9% of Q2 population has received at least one dose with 69% fully protected.
- Vaccine Equity Metric disparities are much steeper in younger age groups

HPI Quartile	Age Group	Fully Vaccinated %	1+ Vaccinated %	Unvaccinated %
1	12-15	45.68%	55.01%	44.99%
	16-17	53.88%	63.64%	36.36%
	18+	65.71%	75.36%	24.64%
2	12-15	51.91%	59.78%	40.22%
	16-17	59.06%	67.29%	32.71%
	18+	70.61%	78.52%	21.48%
3	12-15	56.56%	63.51%	36.49%
	16-17	63.74%	70.68%	29.32%
	18+	73.40%	80.28%	19.72%
4	12-15	73.67%	80.16%	19.84%
	16-17	81.19%	86.99%	13.01%
	18+	83.64%	89.82%	10.18%



Unvaccinated and Vaccinated Data: Now Includes Hospitalizations

From 9/26/21 - 10/2/21, unvaccinated people were **7.0 times more likely** to get COVID-19 than fully vaccinated people.



From 9/12/21 - 9/18/21, unvaccinated people were **18.7 times more likely** to die from COVID-19 than fully vaccinated people.

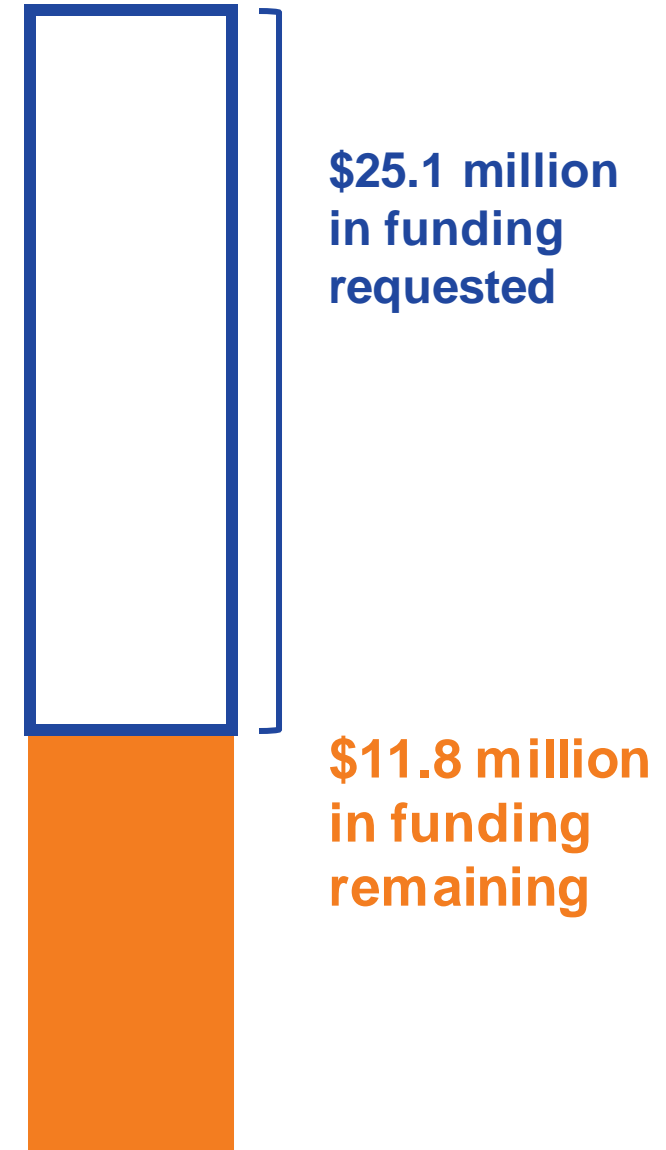
CalVaxGrant

Nisha Gandhi, CDPH

Latest CalVaxGrant Statistics

- Application deadline EXTENDED! First come, first served.
- Skilled Nursing Facilities and Home Health Agencies now eligible. Visit [PHC website](#) for a full list of who's eligible.
- Latest stats:

Category	# applications
Approved	1,566
Pending	36
Not eligible	22
Incomplete	229
Total	1,853



Clinical Update

Caterina Liu, M.D., CDPH

Flu Vaccine Announcement

Annual flu vaccine is recommended for anyone 6 months of age and older.

Getting vaccinated against flu is particularly important for people at high-risk of severe disease and hospitalization, including:

- People 65 years and older
- People who smoke or have underlying medical conditions
- Pregnant women and children under 5 years of age
- Caregivers and residents in long-term care facilities
- Essential workers who encounter others outside their homes or are at higher risk because of their occupation



CDPH policy team's anticipated timeline of vaccine authorization pipeline²

PRELIMINARY; AS OF OCTOBER 13, 2021

	Approved / Authorized	Jun '21	Jul	Aug	Sep	Oct	Nov	Dec
Pfizer-BioNTech 235,518,908 doses administered	<ul style="list-style-type: none"> EUA: 16+ (12/20) EUA: 12-15 (5/21) EUA: Additional Dose (8/21) EUA: Booster (9/21) FDA approval: 16+ (7/21) 			Applied for EUA (5-11)			Upcoming Decisions: <ul style="list-style-type: none"> 10/26 VRBPAC 10/27-28 FDA authorization¹ 10/29-30 ACIP 10/30 WSSSRW 	
Moderna 153,216,702 doses administered	<ul style="list-style-type: none"> EUA: 18+ (12/20) EUA: Additional Dose (8/21) 	Applied for EUA (12-17)					Upcoming Decisions: <ul style="list-style-type: none"> 10/14-15 VRBPAC 10/16 FDA authorization¹ 10/20-21 ACIP 10/21 WSSSRW 	
Janssen (J&J) 15,225,611 doses administered	<ul style="list-style-type: none"> EUA: 18+ (2/21) 						Upcoming Decisions: <ul style="list-style-type: none"> 10/14-15 VRBPAC 10/16 FDA authorization¹ 10/20-21 ACIP 10/21 WSSSRW 	
Mix & Match Boosters								

1. FDA deliberation and anticipated authorization

2. Subject to change; may be updated as additional information becomes available

Links to Upcoming Meetings


- [Vaccines and Related Biological Products Advisory Committee
October 14-15 | FDA](#)
 - Discuss EUA for Moderna and J&J “booster” doses for ≥ 18 y/o
- [Vaccines and Related Biological Products Advisory Committee
October 26 | FDA](#)
 - Discuss EUA for administration of Pfizer/Comirnaty vaccine to children 5-11y/o
- [Advisory Committee on Immunization Practices \(ACIP\) | CDC](#)
 - October 20-21 from 10 AM-5 PM ET
 - November 2-3 from 10 AM-5 PM ET
 - Agendas pending

Interim Clinical Considerations for Use of COVID-19 Vaccines | CDC

- Additional dose:
 - Administer when the immune response following a primary vaccine series is likely to be insufficient.
 - Recommended for moderately to severely immunocompromised people at least 28 days after an initial 2-dose mRNA primary vaccine series.
- Booster dose:
 - Administer when the initial sufficient immune response to a primary vaccine series is likely to have waned over time.
- No recommendation for immunocompromised who have received an additional dose to receive a booster dose at this time → No more than 3 doses per person

CDPH Booster Guidance Posted

- [Vaccines - Coronavirus COVID-19 Response \(ca.gov\)](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Imz/COVID-19/Vaccines/COVID-19%20Response.aspx)
- SHOULD receive booster:
 - 65 or older, or
 - Long-term care resident 18 and over
 - 50-64 and have an underlying medical condition, or
 - 50-64 and at increased risk due to social inequity (including that of communities of color)


Vaccinate
ALL 58

COVID-19 Vaccine Eligibility

Use this chart to help determine which COVID-19 vaccine is recommended for a patient, by age or health conditions.

	Dose	Age:	12-17	18-49	50-64	65+
Pfizer (Comirnaty)	Primary 2-doses		✓	✓	✓	✓
	Additional (3rd) dose for immunocompromised		✓	✓	✓	✓
	Booster dose at least 6 months after 2nd Pfizer dose					✓
	• Long-term care facility resident			✓	✓	
	• Underlying medical condition or increased risk of social inequities			✓ may receive	✓	
	• Increased risk of exposure from work or institutional setting			✓ may receive	✓ may receive	
Moderna	Primary 2-doses			✓	✓	✓
	Additional (3rd) dose for immunocompromised			✓	✓	✓
Johnson & Johnson	1 dose			✓	✓	✓

Resources:

- Western States Scientific Safety Review Workgroup, 9/24/2021
- Interim Clinical Considerations for Use of COVID-19 Vaccines (CDC)
- Who Is Eligible for a COVID-19 Vaccine Booster Shot? (CDC)

California COVID-19 Vaccination Program

IMM-1396 (10/4/21)

Also summarized in
[COVID-19 Vaccine Eligibility Chart](#)

CDPH Booster Guidance Posted

MAY receive booster:

- 18-49 and have an underlying medical condition or are at increased risk due to social inequity, or
- 18-64 and work or live in a high-risk setting (like a shelter)
- CDC defines high-risk jobs as:
 - First responders (healthcare workers, firefighters, police, congregate care staff)
 - Education staff (teachers, support staff, daycare workers)
 - Food and agriculture workers
 - Manufacturing workers
 - Corrections workers
 - U.S. Postal Service workers
 - Public transit workers
 - Grocery store workers

COVID-19 Vaccine Eligibility

Use this chart to help determine which COVID-19 vaccine is recommended for a patient, by age or health conditions.

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	Additional (3rd) dose for immunocompromised		✓	✓	✓	✓
	Booster dose at least 6 months after 2nd Pfizer dose					✓
	• Long-term care facility resident			✓	✓	
	• Underlying medical condition or increased risk of social inequities			✓ may receive	✓	
	• Increased risk of exposure from work or institutional setting			✓ may receive	✓ may receive	
Moderna	Primary 2-doses			✓	✓	✓
	Additional (3rd) dose for immunocompromised			✓	✓	✓
Johnson & Johnson	1 dose			✓	✓	✓

Resources:

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California COVID-19 Vaccination Program

IMM-1396 (10/4/21)

Also summarized in
[COVID-19 Vaccine Eligibility Chart](#)

Storage & Handling

Alan Hendrickson, CDPH

Moderna Booster Doses – Ancillary Supplies

- Moderna booster doses will likely be a half dose (.25mL)
- Federal government plans to send out future shipments of Moderna – after boosters are approved – with double the ancillary supplies
 - Don't recommend stockpiling Moderna in advance of the announcement
- Providers who will be using Moderna already in inventory may need to use their own syringe/needle supply for boosters
 - Must be 1 mL syringes
- FDA may approve pulling around 20 booster doses from the vial

Moderna Extension

- Currently a mystery - nothing in writing yet and the Moderna website has not updated expiration dates
- CDC told us that Moderna was going to start uploading the new lot numbers into their [expiry checker](#) on 10/13
- No formal announcement or list of lot numbers will be provided
- Please hold onto recently expired Moderna in your inventory and keep checking to see if your lots were updated



Current and Potential Future Formulations of Pfizer Vaccine

PRELIMINARY – SUBJECT TO CHANGE PENDING REGULATORY GUIDANCE AND AUTHORIZATION/APPROVAL

Description	Current Formulation	Future Formulations	
	<i>Dilute Prior to Use</i>	<i>Do Not Dilute</i>	<i>Dilute Prior to Use</i>
Age Group	12 years and older	12 years and older	5 to <12 years*
Vial Cap Color	PURPLE 	GRAY 	ORANGE 
Dose	30 mcg	30 mcg	10 mcg
Injection Volume	0.3 mL	0.3 mL	0.2 mL
Fill Volume (before dilution)	0.45 mL	2.25 mL	1.3 mL
Amount of Diluent* Needed per Vial	1.8 mL	NO DILUTION	1.3 mL
Doses per Vial	6 doses per vial (after dilution)	6 doses per vial	10 doses per vial (after dilution)
Storage Conditions			
ULT Freezer (-90°C to -60°C)	9 months	6 months	6 months
Freezer (-25°C to -15°C)	2 weeks	N/A	N/A
Refrigerator (2°C to 8°C)	1 month	10 weeks	10 weeks

Q. If the vaccine is authorized for 5-to-11-year-olds, can I use a vial of vaccine of the current formulation (purple cap) to provide a dose to a child in this age group?

- ✗** No. For children under 12 years of age you **cannot** use the current formulation.
- The current formulation (purple cap) is authorized for use in those aged 12 and older.
 - If the vaccine receives emergency use authorization for children 5-to-11 years, a separate vaccine formulation (orange cap) specific for a 10mcg dose will be introduced.



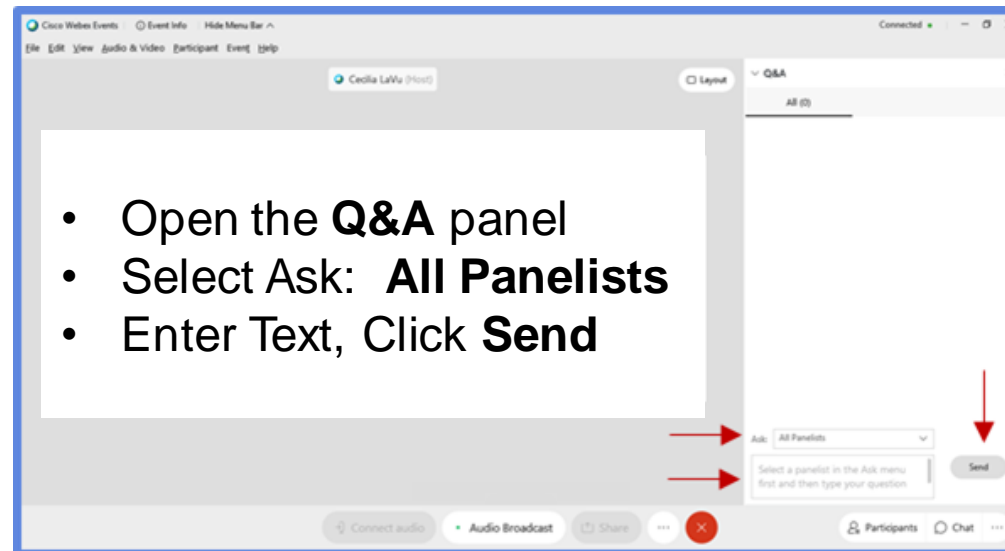
Note: Use of the current formulation (purple cap) to prepare doses for children 5-11 years would result in an injection volume for the 10mcg dose of 0.1mL, which is considered too small for typical IM injections and has not been studied.

PRELIMINARY – SUBJECT TO CHANGE PENDING REGULATORY GUIDANCE AND AUTHORIZATION/APPROVAL

Provider Office Hours Q&A

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

Q&A Panel



Communications

Rachel Jacobs, CDPH

Vaccinate All 58 Updates

External Affairs

- “Present Arms!” campaign with CalVet featuring veterans getting vaccinated
 - First post on Twitter and Instagram
- Starbucks partnership: 2 events completed, 13 to come



Partner Communications

- Conducted LHJ, MCE, and Provider Feedback sessions giving insights into operational barriers to administering booster doses
 - Drafting guide on how to address staffing issues
- 30 Conversations in 30 Days upcoming specialized webinars: How to Talk to Patients about COVID-19 Vaccination During Pregnancy and How to Talk to Parents about COVID-19 Vaccination for Children

Public Communications

- [COVID-19 Vaccine Booster FAQs](#) for the public added to CDPH website
- Upcoming event:
 - Saturday, October 16: Sacramento County Helping People Helping Pets Vaccine Clinic



Paid Media

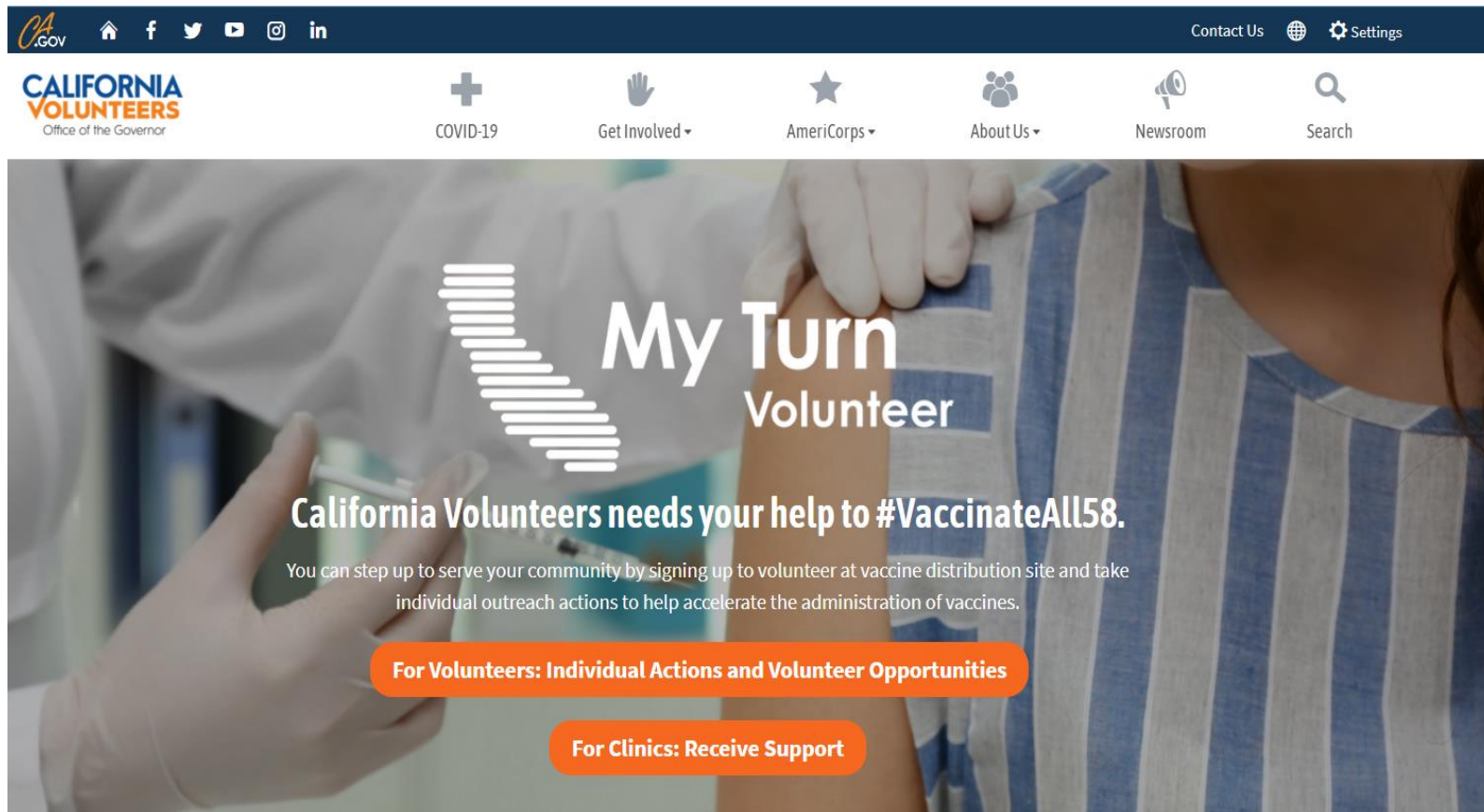
- Let's Get to Immunity Campaign has ended
- Paid media efforts are now focused on zip codes with low vaccination rates, with messaging focused on urban, rural, and family audiences



California Volunteers

Laura Maloney, Field Response Coordinator, California Volunteers

California Volunteers



Support Option Descriptions

Recruit Volunteers for Free through the My Turn – Volunteer Digital Recruitment Tool: Create medical and non-medical volunteer listings for your vaccine related volunteer opportunities. For My Turn users only

Recruit Volunteers for Free through Volunteer Match: Create as many volunteer listings as you need for your vaccine related opportunities

AmeriCorps Service Members: Express interest in short term deployments of AmeriCorps Service members potentially available upon approval

Email Blast/ Newsletter Promotion: Share your opportunity far and wide through our newsletter or targeted email blast

Volunteer Center Support: Get introduced to partner organizations across the state that may provide localized volunteer screening and/or management support

My Turn – Volunteer Technical Support: Request technical support for the My Turn – Volunteer Digital Recruitment Tool

Volunteer Recognition Certificate: Request a certificate template to present to your volunteers or partner organizations

CONTACT

Laura Maloney, Field Response Coordinator

Laura.Maloney@CaliforniaVolunteers.ca.gov

916-642-5186



Vaccine Management

Eric Norton, My Turn, & Claudia Aguiluz, CDPH

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- My Turn Data Reports
- My Turn flu Updates
- Third-Party Redistributor
- Coming Soon: Vaccine Authorization
- Appendix:
 - myCAvax – Known Issues & Workarounds
 - [*Link Only*] [myCAvax Trainings](#)
 - [*Link Only*] My Turn and myCAvax [Feedback Form](#)

My Turn Data Reports

To access **reports on appointments scheduled** by vaccine type, *Clinic Managers* can follow these steps:



1. Access the **Patient Export report** in the reports tab



2. Filter for *Additional / Booster Dose* or *flu* appointments

OR



1. The **Additional Dose Appointments report** in the reports tab identifies **only** Additional Dose and Booster Dose appointments at each clinic

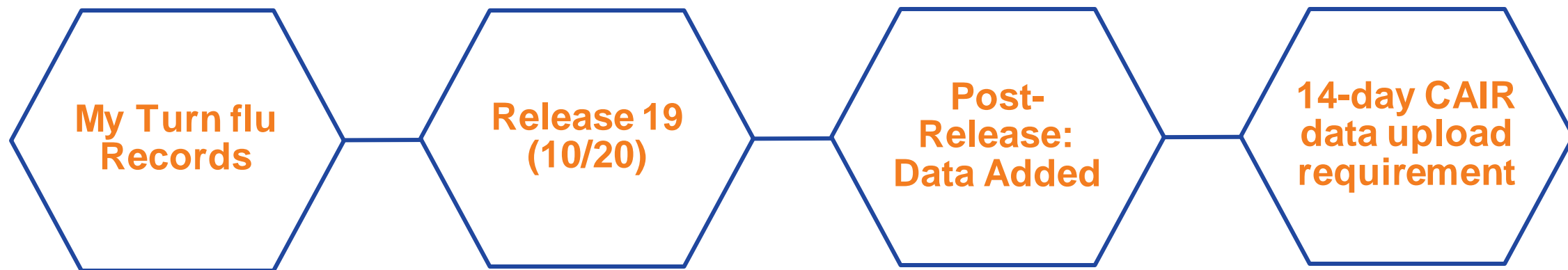
Metrics (10/03-10/09)

- 2,890 flu appointments

Metrics (9/26-10/02)

- 2,842 additional dose appointments
- 33,714 booster dose appointments

My Turn flu Updates



- ✓ Records are stored in My Turn

- ✓ R19 will allow for flu data registry into CAIR and Snowflake

To Facilitate the Upcoming Transition*:

- ✓ The daily upload will **automatically** add the data, **retroactively**
- ✓ The requirement will be lifted as long as data is **uploaded into My Turn** in the *interim*

Third-party Redistributor (AmerisourceBergen)



Timeframe

- **3-day Delivery:**
 - *Shipment* within **48 hours** of receiving shipping file
 - *Delivery* within **24 hours** of shipment



Fulfillment

- New standout packaging for easier order delivery identification
- **Email** sent once fulfilled
- Shipping Incidents?
 - Please complete a Shipment Incident report in myCAvax



Tracking

- View *all* shipping records in the Vaccine Orders '**Related**' tab

Preparing for COVID-19 Vaccine for 5-to-11-year-olds

What we know:

- Multiple vaccine manufacturers are currently developing COVID-19 vaccines for children <12 years old; however, the Emergency Use Authorization (EUA) application for the Pfizer-BioNTech COVID-19 Vaccine for children **5-11** years submitted to the FDA may receive authorization before other vaccines
 - Authorization may occur as soon as end of October/early November
 - Vaccine pre-orders, based on an initial allocated supply to states, will be done in waves, starting **mid next week**
 - Shipment for pediatric vaccines can begin once the FDA issues the EUA
 - Vaccine administration in California can begin once the CDC Director and the Western States Scientific and Safety Review Workgroup (WSSSRW) issue their independent recommendations.

Preparing for COVID-19 Vaccine for 5-to-11-year-olds



Coming Soon . . .

In anticipation, **we are preparing necessary:**

- **MyCAvax system changes** (i.e., Adding new Pfizer Pediatric 5-11 Yr product, allocations and pre-ordering capabilities)
 - **Provider updates & readiness guidance**
 - Will include vaccine information, pre-ordering guidance, ordering timelines for the pediatric vaccine formulation, and other COVID-19 vaccines*
- ***NOTE:** To support increased logistics needed to push out large number of pediatric doses during the first week, no orders for Pfizer adult vaccine shipments (1170 product configuration) will be distributed during the first few days of the pediatric product launch (exact dates to be determined based on timing of FDA authorization).

Future guidance forthcoming.

Preparing your Practice for Expanding Vaccination in Children Under 12 Years of Age



Vaccination expansion plan

- **Prepare communication strategies with patients**
 - ☐ Enhance capacity for call center/clinic phone lines
 - ☐ Update phone system and websites with relevant vaccination efforts and vaccine availability for your practice
 - ☐ Prepare patient notifications
- **Prepare systems**
 - ☐ Make system changes to clinic's EMRs, appointment systems, and reporting systems
- **Prepare staff**
 - ☐ Prepare processes and train staff on vaccine management and administration guidance for new product as they become available
- **Vaccine Administration**
 - ☐ Determine initial vaccine order need
 - ☐ Prepare to co-administer COVID-19, influenza, and other childhood vaccines, when appropriate.

APPENDIX

myCAvax – Known Issues & Workarounds

Known Issue

Location Application (Section B) Not Sending to Primary Location Coordinator

- ✓ When a Provider completes the location application (Section B), no eSignature email is sent to the primary location coordinator.
- ✓ When a Provider returns to the location application and selects the Re-send DocuSign button, no feedback is received on the screen and no eSignature email is sent to the primary location coordinator.

Workaround

- ✓ Providers should **notify the Helpdesk**. Once notified, Providers will receive a link to complete the DocuSign for Section B.

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.

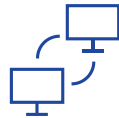
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



Enrollment Support

For Provider enrollment support, please contact myCAVax Clinic Operations at

- Email: myCAvaxinfo@cdph.ca.gov

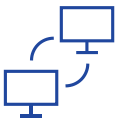


myCAVax Help Desk

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

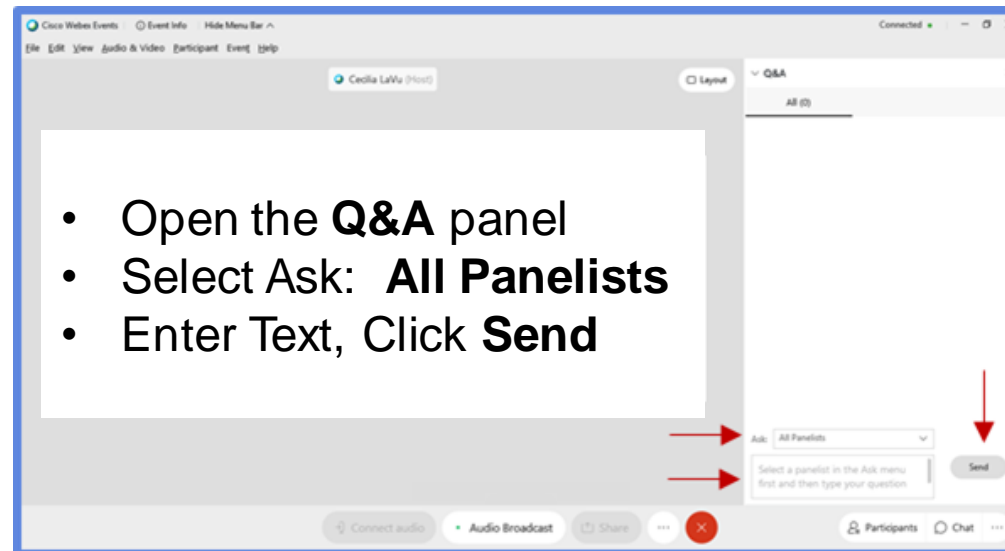
- Phone: (833) 422-4255: M-F 8AM-8PM; S-S 9AM-5PM
- For general COVID questions, including vaccines, scheduling vaccination appointments through My Turn, return to school, testing, etc.



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 18, 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 22, at 9:00 AM

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