

Welcome to the  
California Department of Public Health  
California COVID-19 Vaccination Program

My Turn and myCAvax Office Hours

Monday, October 3, 2022

12:00PM – 1:00PM

# My Turn and myCAvax Q&A

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



**Resource links will be dropped into the “Chat”**

# 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 post-webinar questions, please email [leslie.amani@cdph.ca.gov](mailto:leslie.amani@cdph.ca.gov)

# Reminder: Consolidated Provider Webinar

Friday's 9AM – 10:30AM: CDPH COVID-19 and MPX Consolidated Provider Webinars.  
Included are the following topics:

- COVID-19 Vaccine
- COVID-19 Therapeutics
- MPX Vaccine
- MPX Therapeutics

Next session: Friday, October 7, 2022 (Ongoing, weekly)

Time: 9:00AM – 10:30AM (90-minutes)

Webinar link: [Provider COVID-19 and MPX Webinars](#)



# My Turn and myCAvax

Daniel Conway, myCAvax

Josh Pocus, My Turn

Hannah Shows, My Turn and myCAvax

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# 5-11 Bivalent Pediatric Vaccine Update

## Clinic Managers and Vaccine Administrators



**We are prioritizing releasing Clinic functionality to support 5-11 Pediatric Bivalent Boosters in mid October.** Updates will be shared next week.

# Flu Functionality Went Live on 9/28

## Clinic Managers and Vaccine Administrators



Flu functionality went live on **September 28<sup>th</sup>** on both **My Turn Public** and **My Turn Clinic**. Patients may book flu appointments via the public portal.

### Vaccine Type

Please specify what type and brand of vaccine your clinic will offer. These values can be updated later in your clinic's vaccine inventory tab.

- \*Vaccine Type
- COVID-19
- Flu
- Vaccinia (Monkeypox)

My Turn Clinic

### Please confirm which vaccine you would like to schedule.

- COVID-19
- Flu
- Other vaccine (monkeypox)

My Turn Public



# What's Next in My Turn? - Release 31

## Clinic Managers and Vaccine Administrators



New updates for My Turn Public and Clinic launched on September 28<sup>th</sup>, 2022.



### Release Highlights



My Turn Public

- ✓ Eligible patients can schedule flu appointments.
- ✓ Eligible patients in the age group 12 – 17 years can schedule Novavax 12+ appointments.
- ✓ Patients can see additional screening questions when scheduling a Monkeypox (MPX) vaccine.
- ✓ Patients can view the text on third-party clinics to check the specific clinic's vaccine supply when scheduling an appointment.

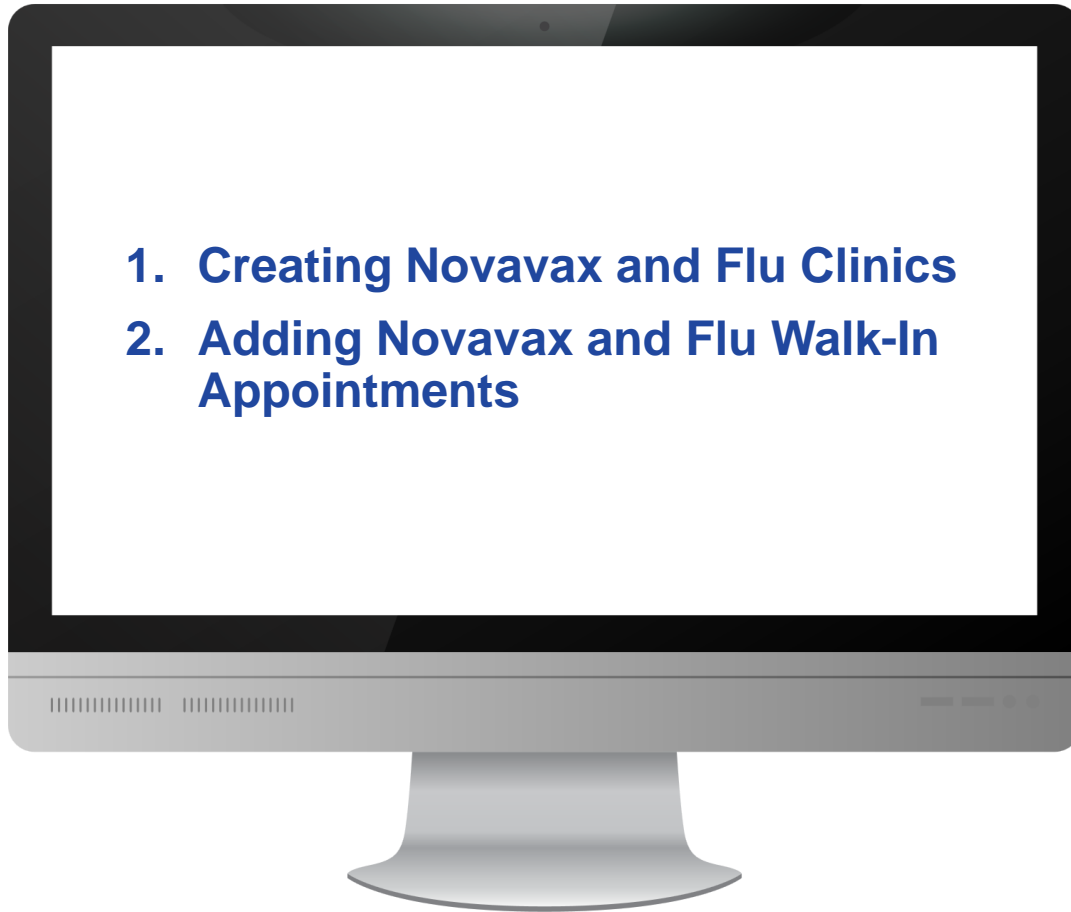
### Release Highlights



My Turn Clinic

- ✓ CMs and VAs can view updated dashboards/reports including Novavax 12+ to accommodate the new 12 – 17 years age range.
- ✓ CMs and VAs can view an updated Additional Question section in the Monkeypox (MPX) Walk-In Appointment flow related to the patient risk group.
- ✓ CMs can filter Novavax 12+ appointments on the Appointments tab.
- ✓ CMs and VAs cannot edit / update the appointment Dose Number on the Appointments tab. Instead, they can single update an appointment to change the Vaccine Brand before the VA flow.
- ✓ CMs and VAs can vaccinate patients with the Omicron Booster vaccine and add other appointments at the end of the VA flow.

# My Turn Demo



# Columbus Day Holiday Ordering

## Providers



**Vaccines will be delivered on the Columbus Day holiday (Monday, October 10<sup>th</sup>).** If your Provider location will be closed and unable to accept shipment of the vaccine, please update your **temporary closure** hours in myCAvax by **Wednesday, October 5<sup>th</sup>**.

### Temporary Closure

Temporary Closure Start

10/10/2022



Temporary Closure End

10/10/2022



# What's New in myCAvax? - Release 31

## Providers and LHJs



New updates for Providers, LHDs, and MCEs will launch on October 6<sup>th</sup>.



### LHDs/MCEs

- ✓ LHJs can view updates to the Product page layout: Transport Options are displayed instead of Storage Requirements.
- ✓ LHJs can view enhanced Vaccine Order Review page layout with updated vaccine inventory tiles and vaccine orders table.
- ✓ LHJs can click 'Update Order Status' to easily approve orders that are 'In Review' if the 'Doses Approved' field is filled.
- ✓ LHJs can filter vaccine orders on the Vaccine Order Review page by the Vaccine Group – COVID-19 and Vaccinia.

### Providers

- ✓ Providers can place vaccine order requests only if they have the required storage units that match the Transport Options and support storing the product.
- ✓ Providers can view an enhanced product ordering experience: a step path at the top of each page, more specific help text and headings, and a new Managing Storage Unit job aid link.

# Update Storage Capacities in myCAvax

## Providers



Storage Capacities (1) <span>New</span>			
Storage Capacity Name	Storage Type	Unit Priority	Storage Capacity
<a href="#">SC-10929</a>		Primary	56 <span>▼</span>

[View All](#)



**Storage Capacities** must be updated by **Thursday, October 6<sup>th</sup>**, including temperature monitoring expiration dates, types of storage, etc. Beginning **Friday, October 7<sup>th</sup>**, vaccine order requests can only be placed for products corresponding to the storage logged in myCAvax.

# Ordering Limited by Storage Capacities

## Providers



Reported Inventory (VaccineFinder)			On-hand Inventory			Doses administered		Order size		
*Vaccine product	Quantity	Last updated	*Quantity	Lot number	Expiration/Beyond use date	*Qty since last order	Order increments	*Doses requested		
Booster Pediatric	Pfizer Bivalent Booster (5 years -11 years)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/>	+ <input type="text"/>	100 dose min 100 (over 100)	<input type="text" value="0"/>	<input type="button" value="Clear Row"/>
	Pfizer Bivalent Booster - (12 years - 100+years)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/>	+ <input type="text"/>	30 dose min 6 (under 300) 300 (over 300)	<input type="text" value="0"/>	<input type="button" value="Clear Row"/>
Booster Adolescent/Adult	Moderna Bivalent Booster (18 years - 100+ years)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/>	+ <input type="text"/>	0 dose min 5 (under 100) 100 (over 100)	<input type="text" value="0"/>	<input type="button" value="Clear Row"/>
	Your location does not have a storage unit on file to support storage of this product. Required Storage: Refrigerated (2C to 8C) or Frozen (-15C to -45C). Learn how to <a href="#">manage storage units</a> .									
Infant/Toddler	Pfizer (6 Months - 4 years)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/>	+ <input type="text"/>	0 dose min 10 (under 100) 100 (over 100)	<input type="text" value="0"/>	<input type="button" value="Clear Row"/>
	Moderna (6 Months - 5 years)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/>	+ <input type="text"/>	0 dose min 10 (under 100)	<input type="text" value="0"/>	<input type="button" value="Clear Row"/>
Primary Pediatric	Pfizer (5 years - 11 years)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/>	+ <input type="text"/>	50 dose min 10 (under 100)	<input type="text" value="0"/>	<input type="button" value="Clear Row"/>
	Moderna (6 Years - 11 years)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/>	+ <input type="text"/>	70 dose min 10 (under 100) 100 (over 100)	<input type="text" value="0"/>	<input type="button" value="Clear Row"/>
	JYNNEOS (0 months - 100+ years)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/>	+ <input type="text"/>	1 dose min 1 (over 1)	<input type="text" value="0"/>	<input type="button" value="Clear Row"/>
Your location does not have a storage unit on file to support storage of this product. Required Storage: Refrigerated (2C to 8C). Learn how to <a href="#">manage storage units</a> .										

Providers will be able to place vaccine order requests only if their location account has the required storage units that match the Transport Options of the product. If the required storage units are not available at the location, the product row is disabled on the vaccine ordering screen. Refer to the [Managing Storage Units](#) job aid for more information.

# Vaccine Order Review Enhancements

## LHJs



Standard Orders (CDC) Small Order (Redistributor)

Need Help? View the job aid for [reviewing and approving a vaccine order request](#).

### Vaccine Order Review

**Janssen**  
18 years - 100+ years

Doses Requested : 800  
Available : 30620  
Allocated : 0  
Remaining : 30620

**Moderna**  
6 Years - 11 years

Doses Requested : 500  
Available : 300  
Allocated : 0  
Remaining : 300

**Moderna**  
6 Months - 5 years

Doses Requested : 700  
Available : 300  
Allocated : 0  
Remaining : 300

**Moderna**  
12 years - 100+ years

Doses Requested : 420  
Available : 2570  
Allocated : 0  
Remaining : 2570

**Moderna Bivalent Booster-**  
18 years - 100+ years

Doses Requested : 0  
Available : 0  
Allocated : 0  
Remaining : 0

**Pfizer**  
5 years - 11 years

Doses Requested : 0  
Available : 5300  
Allocated : 0  
Remaining : 5300

**Pfizer**  
6 Months - 4 years

Doses Requested : 400  
Available : 9100  
Allocated : 0  
Remaining : 9100

**Pfizer Bivalent Booster**  
5 years - 11 years

Doses Requested : 300  
Available : 9900  
Allocated : 0  
Remaining : 9900

**Pfizer Bivalent Booster -**  
12 years - 100+ years

Doses Requested : 300  
Available : 900  
Allocated : 0  
Remaining : 900

**Pfizer Tris-sucrose**  
12 years - 100+ years

Doses Requested : 0  
Available : 3570  
Allocated : 0  
Remaining : 3570

**JYNNEOS**  
0 months - 100+ years

Doses Requested : 2  
Available : 8780  
Allocated : 0  
Remaining : 8780

Number of Records In Each Page: 50

Select TPA / LHD / MCE: San Mateo County Health Service Department

Save and Previous Page 1 of 1 Save and Next

Standard Orders (CDC) Create New Orders Save Qty / Method Update Order Status Bulk Upload Orders

SI No.	Account Name	COVID ID	Ship Zip Code	Order No	Vaccine	Created Date	On-hand Inventory	Reported Inventory (VF)	Most Recent Inventory Update	Doses Admin	Comments	Doses Requested	Doses Approved	Fulfillment Method	Status
1	loc351	CA5545962810001	94063	00055556	JYNNEOS (0 mont...	9/28/2022, 04:46 PM	1			2		2	0	CDC	Submitted
2	loc351	CA5545962810001	94063	00055497	Moderna (6 Years ...	9/28/2022, 12:00 PM	0			0		200	0	CDC	Submitted
3	loc351	CA5545962810001	94063	00055498	Moderna (6 Month...	9/28/2022, 12:00 PM	0			0		200	0	CDC	Submitted
4	loc351	CA5545962810001	94063	00055500	Janssen (18 years ...	9/28/2022, 12:00 PM	0			0		300	0	CDC	Submitted
5	loc351	CA5545962810001	94063	00055501	Pfizer Bivalent Boo...	9/28/2022, 12:00 PM	0			0		300	0	CDC	Submitted
6	location315	CA5464512810001	94063	00055439	Pfizer (6 Months ...	9/27/2022, 09:01 PM	0			0		100	0	CDC	Pending

LHJs will view an enhanced Vaccine Order Review screen with symmetrical vaccine inventory tiles containing product colors, manufacturer names, age range, etc. The vaccine orders table has also been updated to reduce spacing.

# Pfizer Pediatric Bivalent Booster Update

## Providers and LHJs



### Pre-ordering for Pfizer Pediatric Bivalent Booster for 5-11-year-olds is now open!

LHJ/MCE virtual inventory allocations have been updated in myCAvax. Pre-orders for the Pfizer product will be open until Monday, October 3 at 5PM. LHJs will approve orders by Tuesday at 12PM. Product will ship after emergency use authorization (EUA) approval, which is tentatively anticipated for the week of October 10.


Providers will **not** be able to opt-out of ancillary kits for orders of the **Pfizer Pediatric Bivalent Booster** as diluent is required. Vials will have orange caps (like Pfizer Pediatric vaccines) and labels distinguishing them as Bivalent Boosters. Standard orders can be requested in multiples of 100 doses, minimum 100 doses.

Monday	Tuesday	Wednesday	Thursday	Friday
September 26	27	28	29 Pre-Orders Open on myCAvax	30
October 3	4	5	6	7
Pre-Order Deadline: Order by 5pm	LHD/MCE Approval by 12pm CDPH submits orders			
10	11	12	13	14 Anticipated delivery of pediatric bivalent boosters (contingent upon FDA, ACIP, and Western States approval)
Anticipated shipping of pediatric bivalent boosters (contingent upon FDA, ACIP, and Western States approval)				
17	18	19	20	21
Anticipated delivery of pediatric bivalent boosters (contingent upon FDA, ACIP, and Western States approval)				



# Moderna Pediatric Bivalent Booster Update

## Providers and LHJs

A blue circular icon with a white megaphone inside, positioned to the left of the text box.

The **Moderna Pediatric Bivalent Booster** is the same existing Moderna product for all authorized age groups, therefore **there will be no pre-ordering**. The volume and dosage for 6-11 will be half the amount administered to adults. Orders of the Moderna Bivalent product will be sent with two ancillary kits to support pediatric dose administration.

# Bivalent / Monovalent Vaccine FAQs

## Providers



### **How long will the monovalent formulations be available for ordering in myCAvax?**

Monovalent formulations will be available in myCAvax as long as authorized by the federal government.

### **If / when the Moderna Pediatric Bivalent is authorized, how will we differentiate orders of pediatric vs adult vaccine and accurately report doses administered in myCAvax?**

We anticipate the Moderna Bivalent vaccine will be ordered in its current presentation. It will have the same NDC. This is an evolving situation, and CDPH will share updates from the CDC as details arise.

### **How will allocations of the Moderna Bivalent product look in myCAvax?**

CDPH anticipates we will receive one allocation of the Moderna Bivalent product. It will have the same NDC and presentation. This is an evolving situation, and we will share updates from the CDC as details arise.

### **Is the calculation of the number of doses in all orders of myCAvax will be based on the adult's number (5 doses per vial)?**

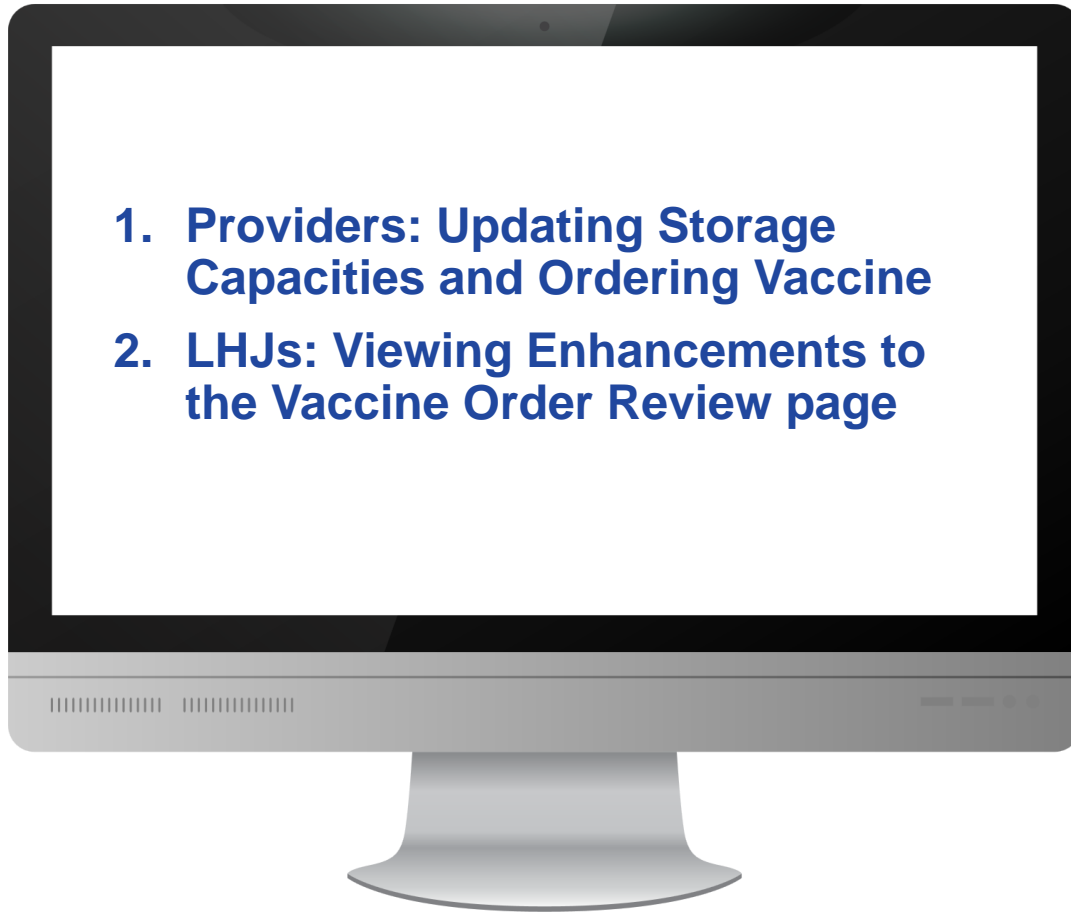
#### **Any guidance on how to teach this to our providers who are already struggling with Moderna's products?**

Yes, 5 doses per vial, 100 doses per package. For a standard orders, 100 dose minimum order. Providers can view official product fact sheets [here](#). We're developing additional support materials in sync with the FDA and CDC. Stay tuned for updates.

### **How will waste be reported for the Moderna Bivalent vaccine, given its multiple uses?**

Tentative guidance: Report wastage as adult doses. Any combination of 5 doses administered per vial = no waste.

# myCAvax Demo



**Q&A**

# APPENDIX

# myCAvax – Known Issues - *Updated 9/29*



## Known Issues

### **Site Visit Emails Being Sent Even When the Site Visit Has Been Cancelled or is Being Re-Scheduled**

- ✓ We will correct an issue in which Site Visit reminder emails are sent prior to a Site Visit even if the Site Visit has been cancelled or is in the process of being re-scheduled



## Workaround/Next Steps

- ✓ Estimated Fix: 10/06/2022

# myCAvax – Known Issues - *Updated 9/9*



## Known Issues

### Accounts Incorrectly Put On Hold?




- ✓ Accounts who have had order/transfer activity in the past 180 days may have been incorrectly placed on hold
- ✓ We will correct our logic to prevent this from occurring in the future



## Workaround/Next Steps

- ✓ Fix: 10/6/22
- ✓ If you believe your account was incorrectly put on hold, please contact the Provider Call Center

# Slide Icon Key

Icon	Meaning
	This is to label slides that are referencing upcoming or existing functionality and how to use it in the system.
	This is to label slides that include important system reminders.
	This is to label slides that include tips and best practices to improve your system experience.

# myCAvax Release Roadmap

## RECENTLY DEPLOYED

Aug 19<sup>th</sup> (R29.2.0) and Sep 15<sup>th</sup> (R30.0)

### Orders

- ✓ Monkeypox (MPX) Integration with Office of Emergency Services
- ✓ Allow MPX Product during Bulk Allocation
- ✓ New Shipment Record Type for MPX orders

### Account

- ✓ Remove Status from Account Chatter Feed tracking
- ✓ Allow LHD / MCEs to create / edit Storage Units
- ✓ Allow LHD / MCEs to create Waste Events

### Site Visits

- ✓ Follow-Up Actions

### Community

- ✓ Create Waste Events for MPX

## IN PROGRESS

October 6<sup>th</sup> (R31.0)

### Orders

- ✓ Storage Unit logic check to look at Transport Options
- ✓ Add step guide and update Help Desk links on the Multiline Ordering page

### Product

- ✓ Remove Storage Requirements from Product page layout

### Order Review

- ✓ Add 'Vaccine Group' to the Vaccine Order Review page filters
- ✓ Automate the Status Update for In-Review Orders
- ✓ Enhance error messages
- ✓ Standardize Product Buckets
- ✓ Remove extra scrollbar

## UPCOMING

November 3<sup>rd</sup> (R32.0)

### Community

- ✓ Allow for the products look-up in Transfers to be scrollable
- ✓ Do not allow decimals in Waste Events

### Orders

- ✓ Create External Order Date field on Vaccine Orders to track when Integration sent the order to Office of Emergency Services

### Order Review

- ✓ Breakup Vaccine Order Review page by COVID-19 and Outbreak

### Transfers

- ✓ Make Transfers available internally
- ✓ Remove non-applicable statuses from Transfer / Redistribution records

### Training

- ✓ Update training links on the Community pages

### Storage Units

- ✓ Create Task when a Storage Capacity record is edited by LHDs



# My Turn Public Product Roadmap

## RECENTLY DEPLOYED *September 15th (R30.5)*

### Release 30.5

- ✓ Add updated Bivalent Boosters to Public Portal for 12+ years

## CURRENT *September 28th (R31)*

### Release 31

- ✓ Novavax for 12 – 17 years
- ✓ Bring Flu back on the Public Portal
- ✓ Add note for Third-Party Clinics to check with clinic about vaccine supplies
- ✓ Monkeypox (MPX) Updates
  - ✓ Add a screening question to ask if they have been diagnosed with MPX
  - ✓ Add a screening question to ask if they received a COVID-19 vaccine within the last 4 weeks

## UPCOMING *October 19<sup>th</sup> (R32)*

### Release 32

- ✓ SMS and Email Opt-In
- ✓ Remove MPX Date Of Birth validation so patients younger than 6 months can get vaccine
- ✓ Add new COVID-19 final steps question on whether patient has received MPX vaccine
- ✓ Translations refresh
- ✓ Complete Monovalent Boosters disabling
- ✓ When approved: Add 5 – 11 Bivalent Boosters

# My Turn Clinic Product Roadmap

## RECENTLY DEPLOYED

September 15<sup>th</sup> (R30.5)

### Release 30.5

- ✓ Bivalent Boosters 12+ years
  - ✓ Add Vaccine Supply & Inventory
  - ✓ Clinic Creation Setup
  - ✓ Walk-In Flow Update
  - ✓ Vaccine Administrator Flow Update
  - ✓ Single / Bulk Edit Update
  - ✓ Appointment / IIS Tab Filter Update

## CURRENT

September 28<sup>th</sup> (R31)

### Release 31

- ✓ Novavax for 12 – 17 years
  - ✓ Clinic Creation Setup
  - ✓ Walk-In Flow Update
  - ✓ Vaccine Administrator Flow Update
  - ✓ Single / Bulk Edit Update
  - ✓ Appointment / IIS Tab Filter Update
  - ✓ CSV / Inline Bulk Upload
  - ✓ Dashboards
- ✓ Monkeypox (MPX) Updates
  - ✓ Add a screening question to ask if they have been diagnosed with MPX
  - ✓ Add a screening question to ask if they received a COVID-19 vaccine within the last 4 weeks
  - ✓ Update the risk group question answer options
- ✓ [Single Update]- Appointments Tab: Add "Vaccine Brand" field
- ✓ [Single / Bulk Update]- Appointments Tab: Remove "Dose Number" field

## UPCOMING

October 19<sup>th</sup> (R32)

### Release 32

- ★✓ [SMS / Email] Opt-In on the Walk-In Flow
- ✓ [Walk-In Flow] Make the second Homelessness question optional
- ✓ Add a validation to not backdate past one year on the:
  - ✓ VA Flow
  - ✓ Bulk Upload
  - ✓ IIS Tab
- ✓ Relabel Vaccinia to "Vaccinia (Monkeypox)"
  - ✓ Walk-In Flow
  - ✓ Clinic Creation Setup
  - ✓ Appointment / IIS Tab Filters
  - ✓ Bulk Upload (Inline / CSV)
  - ✓ Vaccine Inventory
- ✓ [Inline Bulk Upload]- Only display ACTIVE clinics in picklist

# Wrap-up

Leslie Amani, CDPH

# Additional Support

## Type of Support

## Description

Updated 6.6.22



### COVID-19 Provider Call Center

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

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



### Enrollment Support

For Provider enrollment support, please contact myCAvax Clinic Operations at

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



### myCAvax Help Desk

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

- Email: [myCAvax.HD@Accenture.com](mailto:myCAvax.HD@Accenture.com)
- Phone: (833)-502-1245, option 3, Monday through Friday 8AM–6PM

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



### My Turn Clinic Help Desk

For **onboarding support** (those in the process of onboarding): [myturnonboarding@cdph.ca.gov](mailto:myturnonboarding@cdph.ca.gov)  
For **technical support** with My Turn Clinic for COVID-19 and flu vaccines: [MyTurn.Clinic.HD@Accenture.com](mailto:MyTurn.Clinic.HD@Accenture.com) or (833) 502-1245, option 4: Monday through Friday 8AM–6PM

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](#)

# My Turn and myCAvax Q&A

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



**Resource links will be dropped into the “Chat”**

# Upcoming Opportunities



## Monday

### My Turn and myCAvax Office Hours

Next session: Monday, October 17, 12PM-1PM

## Friday

### Provider Consolidated Webinar

Next session: Friday, October 7, 9AM - 10:30AM

**Note:** New session length of 90-minutes to include COVID-19 Vaccine, COVID-19 Therapeutics, MPX Vaccine, and MPX Therapeutics

