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

Friday, October 8, 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.

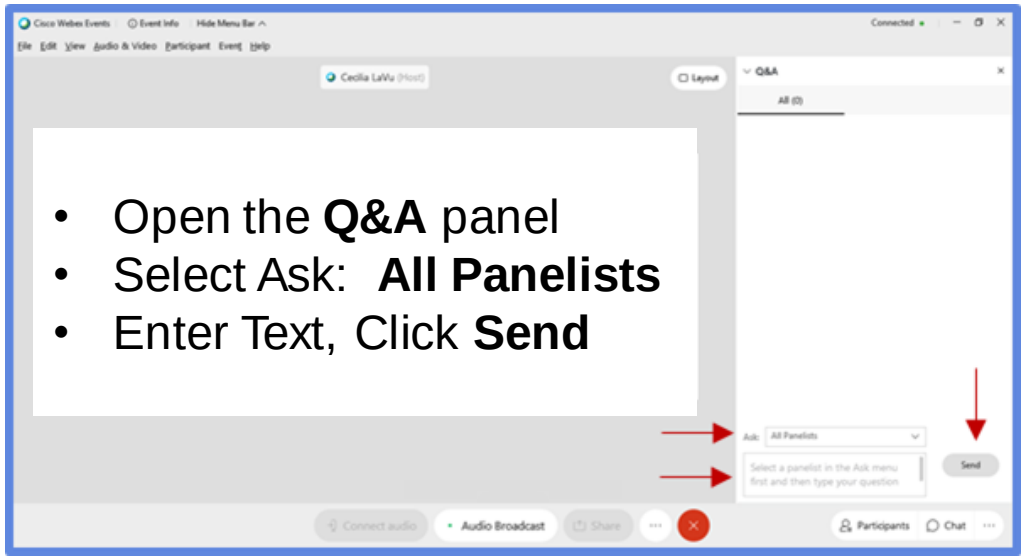
Reminder to Participants:

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

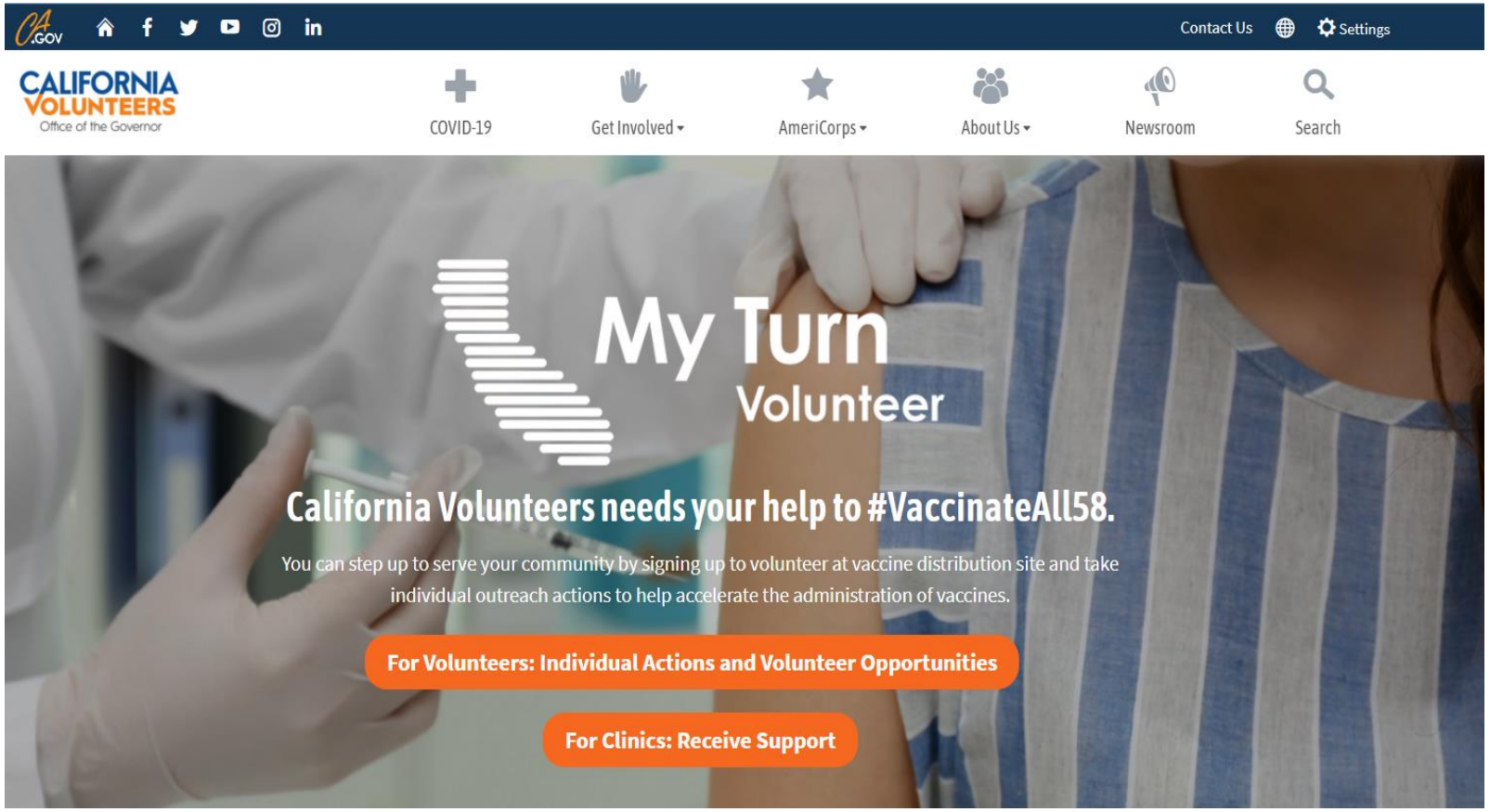


Agenda: Friday, October 8, 2021

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 – 9:05
2	Vaccine Administration	Amy Pine (CDPH)	9:05 – 9:10
3	CalVaxGrant	Amy Lara (CDPH)	9:10 – 9:15
4	Clinical Update	Caterina Liu, M.D. (CDPH)	9:15 – 9:20
	Poll / Q&A		9:20 – 9:30
5	Provider Call Center	Ana Ramirez (CDPH)	9:30 – 9:35
6	Storage & Handling	Kate McHugh (CDPH)	9:35 – 9:40
7	Vaccine Management	Eric Norton (My Turn) and Maria Volk (CDPH)	9:40 – 9:50
8	Wrap Up & Resources	Leslie Amani (Moderator)	9:50 – 10:00
	Q&A		

Announcements

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

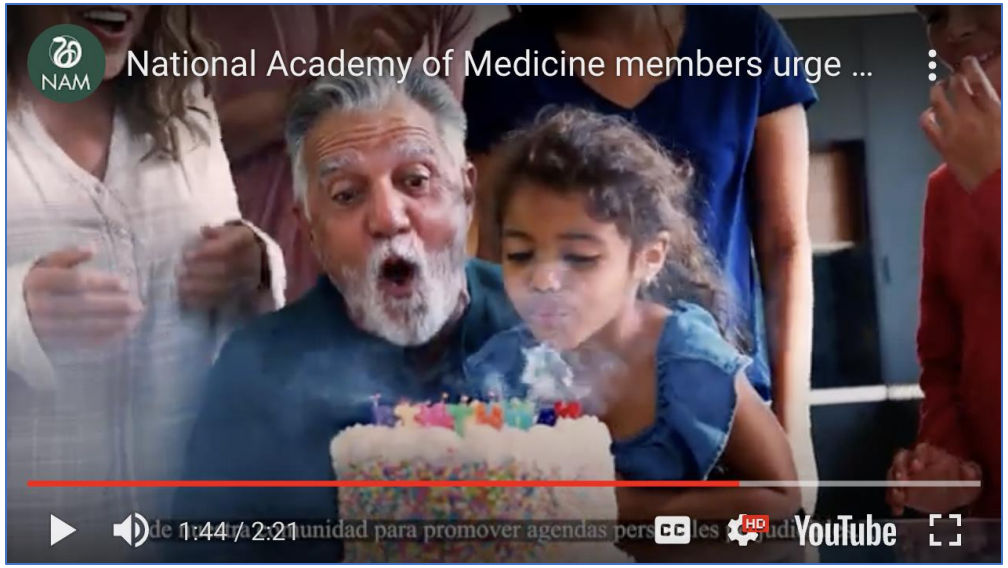
My Turn – Volunteer Technical Support: Request technical support for the My Turn – Volunteer Digital Recruitment Tool

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

https://www.californiavolunteers.ca.gov/myturnvolunteer/

Promoting Uptake in Communities of Color

- Collection of resources from the National Academy of Medicine (NAM) | Spanish
- Video from Latinx members of NAM on importance of COVID-19 vaccination
- Stories from the community on overcoming vaccine hesitancy
- Social media toolkit | Spanish



New COVID-19 Vaccine School Requirement

- Students will be required to be vaccinated for in-person learning starting the term following FDA full approval of the vaccine for their grade span (7-12 and K-6).
- Accomplished by regulations promulgated pursuant to section 120335(b)(11), which authorizes vaccine requirements for “any other disease deemed appropriate” by CDPH.
- Requirements established by regulation, not legislation, must be subject to exemptions “for both medical reasons and personal beliefs.” (HSC section 120338).
- All staff will be required to be vaccinated no later than when the requirement takes effect for students.

California Becomes First State in Nation to Announce COVID-19 Vaccine Requirements for Schools

Oct 1, 2021

After implementing first-in-the-nation school masking and staff vaccination measures, California becomes the first state to announce plans to require student vaccinations – adding the COVID-19 vaccine to list of vaccinations required for school, such as the vaccines...

Upcoming FDA Vaccines and Related Biological Products Advisory Committee (VRBPAC) Meetings

U.S. FOOD & DRUG ADMINISTRATION

- Meeting on **Janssen and Moderna COVID-19 Vaccine Boosters**: October 14 -15
- Meeting on **Pfizer COVID-19 Vaccine for Children Aged 5-11**: October 26

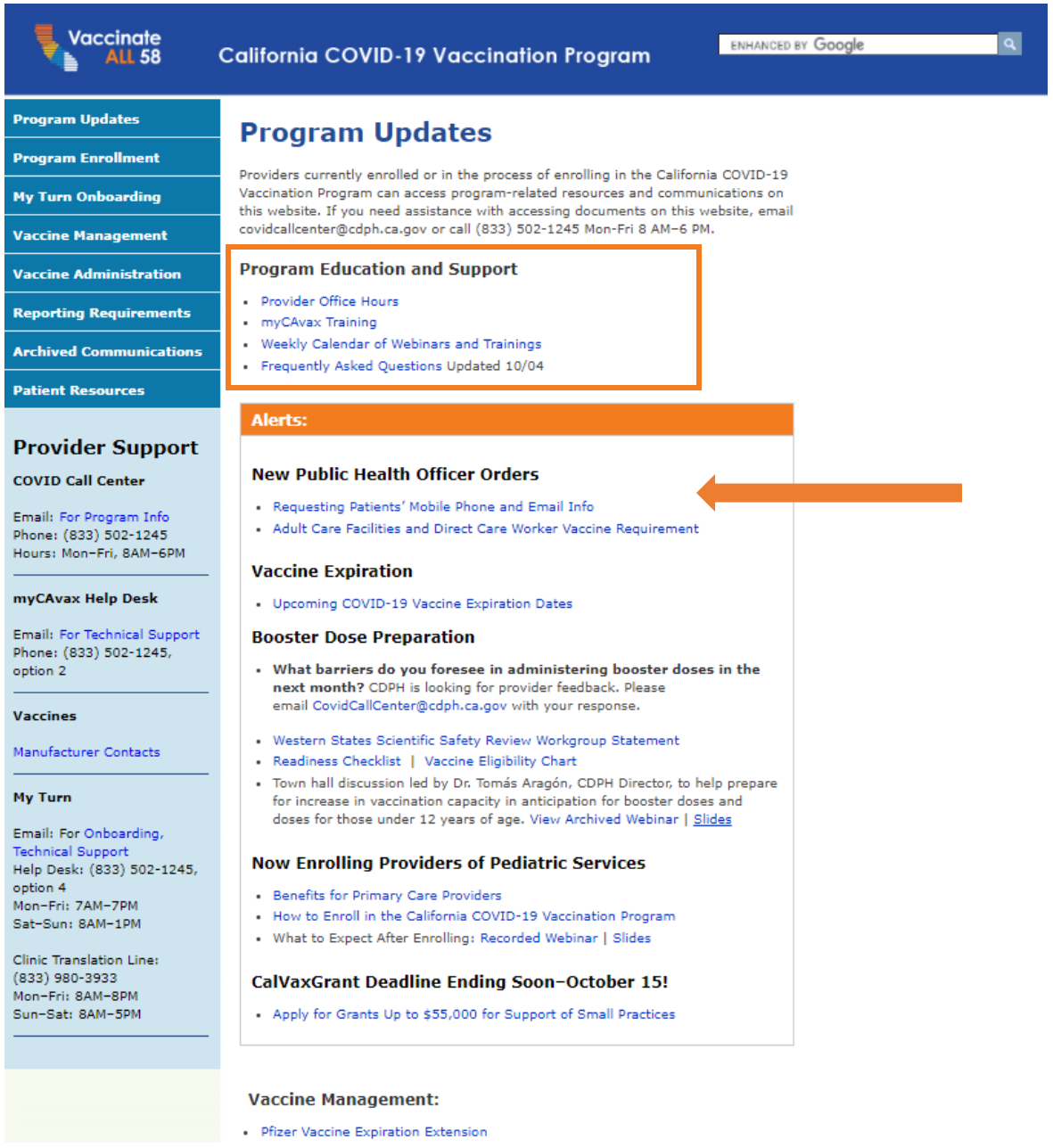
FDA Advisory Committee Meetings on Booster Doses and Vaccines for Younger Children

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

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

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 Webinars and Trainings
- Frequently Asked Questions Updated 10/04

Alerts:

New Public Health Officer Orders

- Requesting Patients' Mobile Phone and Email Info
- Adult Care Facilities and Direct Care Worker Vaccine Requirement

Vaccine Expiration

- Upcoming COVID-19 Vaccine Expiration Dates

Booster Dose Preparation

- **What barriers do you foresee in administering booster doses in the next month?** CDPH is looking for provider feedback. Please email CovidCallCenter@cdph.ca.gov with your response.
- Western States Scientific Safety Review Workgroup Statement
- Readiness Checklist | Vaccine Eligibility Chart
- Town hall discussion led by Dr. Tomás Aragón, CDPH Director, to help prepare for increase in vaccination capacity in anticipation for booster doses and doses for those under 12 years of age. 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
- What to Expect After Enrolling: Recorded Webinar | Slides

CalVaxGrant Deadline Ending Soon–October 15!

- Apply for Grants Up to $55,000 for Support of Small Practices

Vaccine Management:

- Pfizer Vaccine Expiration Extension

COVID-19 Vaccination Program Webinars and Training for Providers

Week of October 11, 2021

Note: Calendar subject to change

	Monday 10/11	Tuesday 10/12	Wednesday 10/13	Thursday 10/14	Friday 10/15
myCAvax	myCAvax Vaccine Order Request with Q&A *10:00 am – 10:30 am* *PW: myCAvax2021!*	What's New in myCAvax *12:30 pm – 1:00 pm* *PW: myCAvax2021!*	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*			
Combined Office Hours and Events			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	• Introduction to My Turn Onboarding *(v. 9/24/21)* • My Turn Flu Functionality Review *(v. 10/1/21)*	• Provider 101 Account Enrollment *(v. 8/27/21)* • Vaccine Marketplace *(v. 8/26/21)*	• What's New in myCAvax *(v. 8/24/21)* • What's New in myCAvax for Reactivated Providers *(v. 9/8/21)*

Help

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

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

COVID-19 Vaccine Provider FAQs

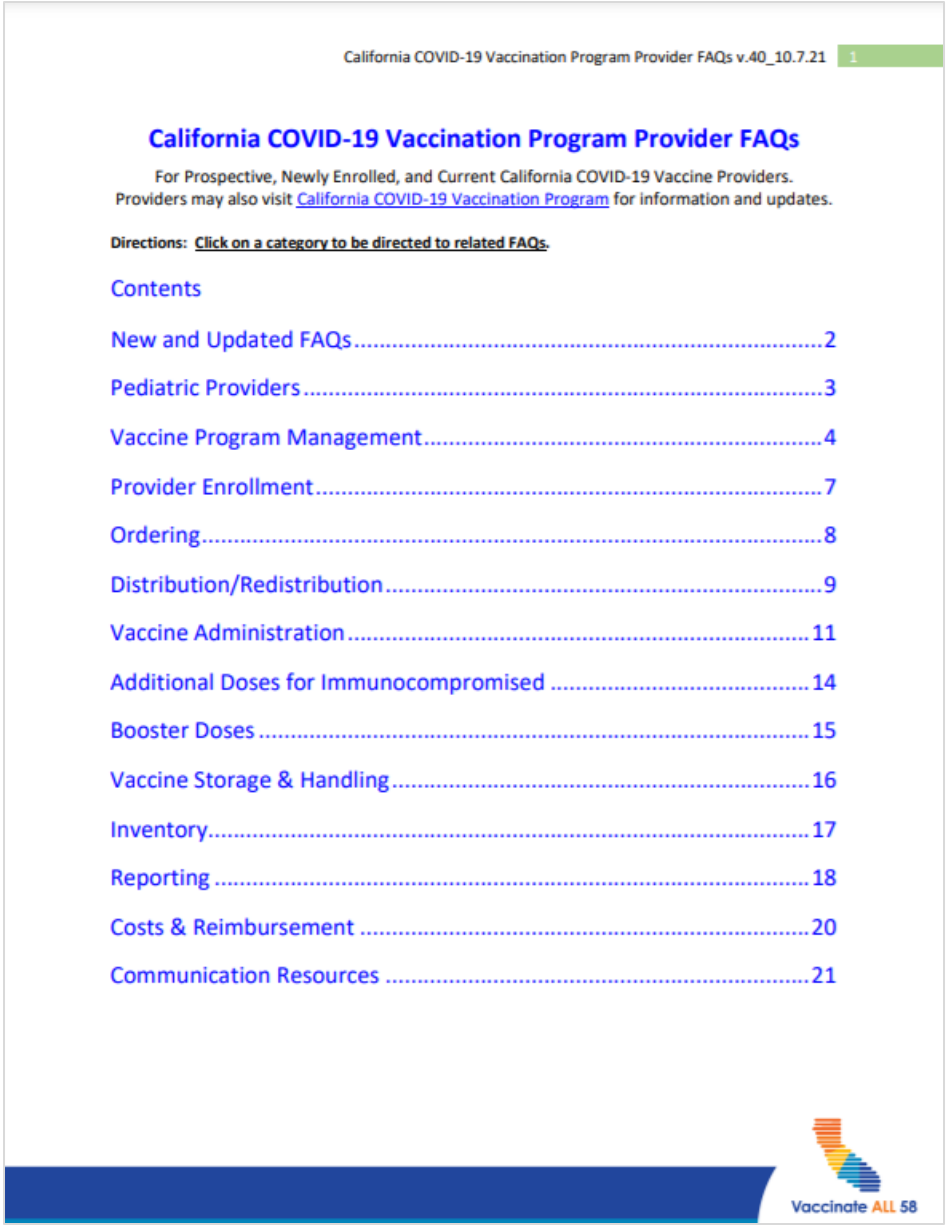
- **Answers to Provider questions**
- **Updated weekly: Last updated 10.7.2021**
- **Currently in its 40th iteration!**

New ***Q: When will booster doses be authorized for the Moderna and Janssen by Johnson and Johnson COVID-19 vaccines?***

A: The FDA's Vaccines and Related Biological Products Advisory Committee (VRBPAC) is meeting on October 14 and 15 to discuss the use of boosters for the Moderna and Janssen by Johnson and Johnson COVID-19 vaccines. For meeting information, please visit FDA Advisory Committee Meeting for Booster Doses.

New ***Q: Can COVID-19 vaccine Providers offer flu vaccine clinics to patients through My Turn?***

A: COVID-19 vaccine Providers can offer flu vaccine clinics to patients through My Turn Flu. Please note: Flu vaccine is not available for order in myCAvax. If a COVID-19 vaccine Provider is seeking flu vaccine, the following link includes distributors with supply: Influenza Vaccine Availability Tracking System. Providers who are enrolled in the Vaccines for Children Program can order flu vaccine through VFC Program Provider Site. For additional information on My Turn Flu, including demos, please visit My Turn Flu EZIZ Page.



California COVID-19 Vaccination Program Provider FAQs v.40_10.7.21 1

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.

Contents

New and Updated FAQs 2
Pediatric Providers 3
Vaccine Program Management 4
Provider Enrollment 7
Ordering 8
Distribution/Redistribution 9
Vaccine Administration 11
Additional Doses for Immunocompromised 14
Booster Doses 15
Vaccine Storage & Handling 16
Inventory 17
Reporting 18
Costs & Reimbursement 20
Communication Resources 21

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Vaccine Administration

Amy Pine, CDPH

Congratulations!

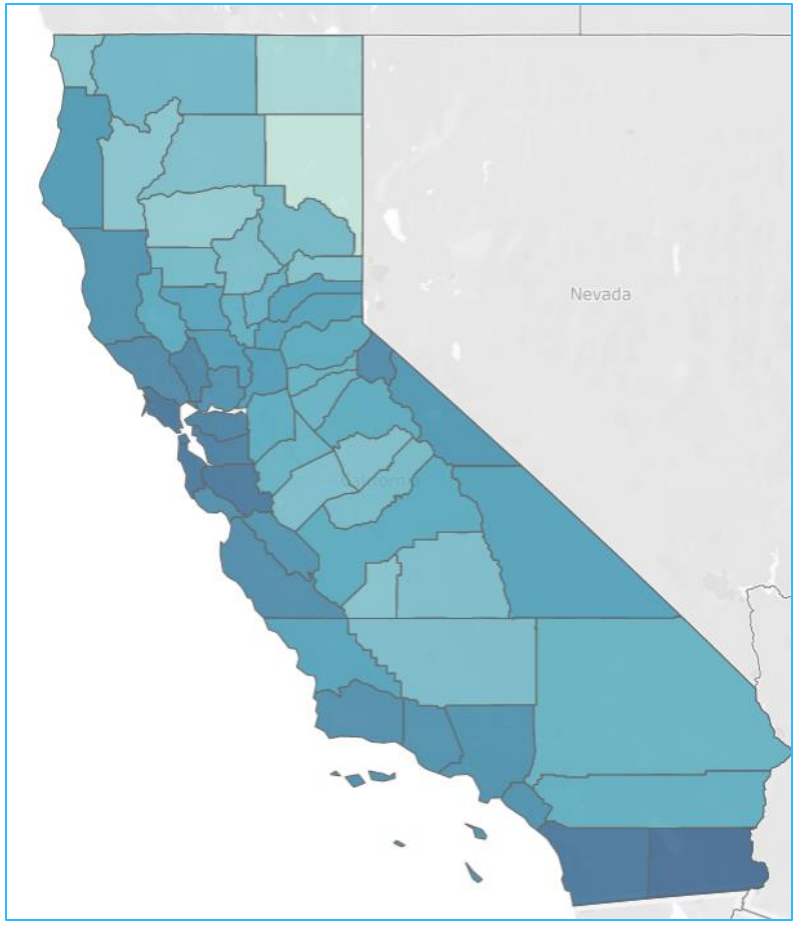
Thanks to you, over <u>50 MILLION</u> doses have been administered in California!

Doses Administered to Date (10/6/21)

50,214,151 doses administered!

- **26,766,148 people** with at least one dose (24,045,374 people fully protected)
- **79.1%** of 12+ population has received at least one dose and 71.1% are fully protected!
- **81.7%** of 65+ population has received at least one dose and 74.3% are fully protected.
- **64.4%** of 12-to-17-year-olds have received at least one dose and 56.1% are fully protected.
  - Opportunities to still vaccinate 1,123,046 12-to-17-year-olds

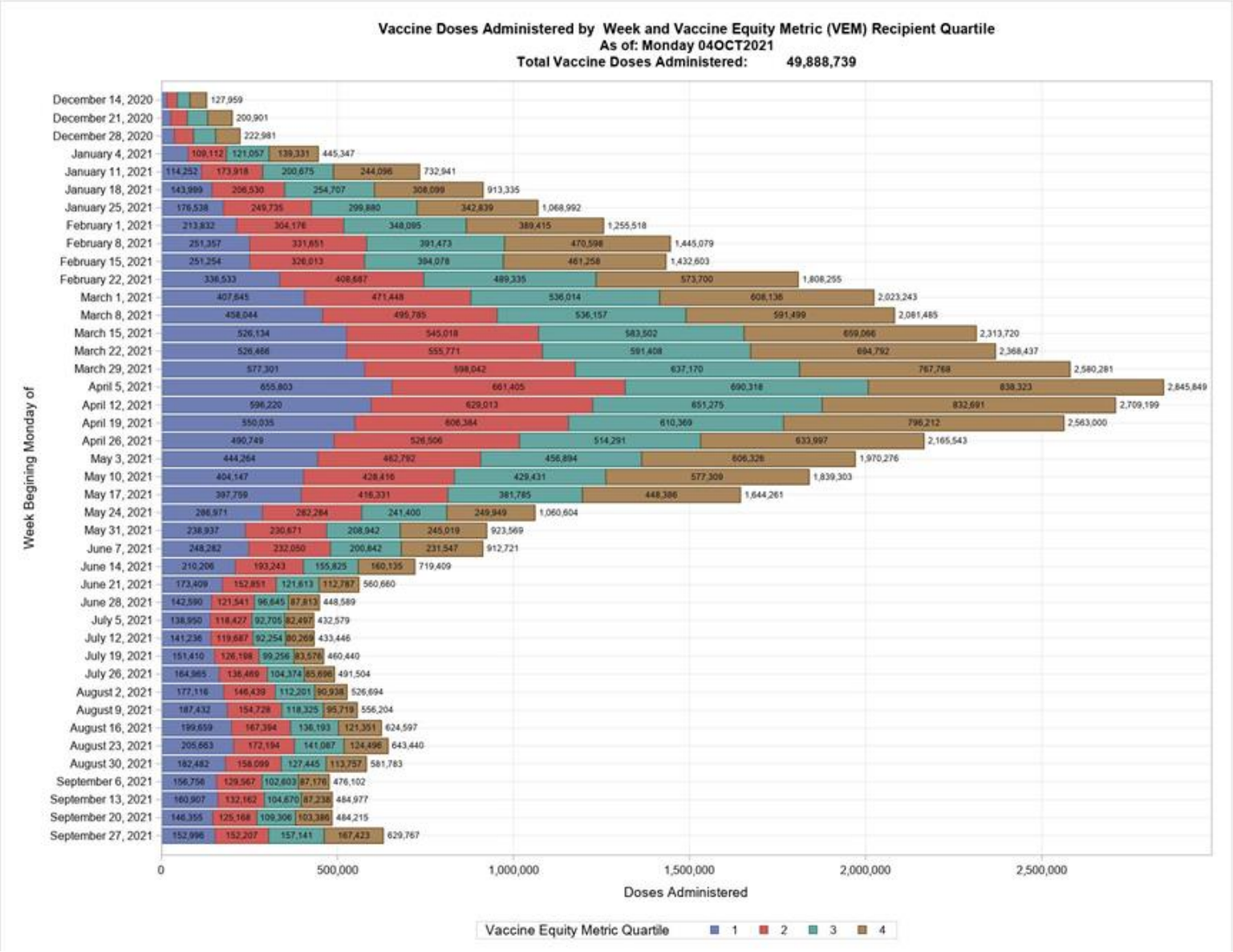
- In the 12+ age group, 22 counties are above the 75% vaccination goal
- In the 18+ age group, 26 counties are above 75% vaccination goal



4,956,927 Doses on hand - 51 days of inventory.

Vaccine Equity Metric

- HPI Quartile1 vaccine rates outpaced all other quartiles for 18 weeks in a row, with Quartile 2 in second place.
- In the week ending 9/26, Q1 populations received 30.5% total doses
- **72.8%** of Q1 population has received at least one dose with 63.0% fully protected.
- 76.4% of Q2 population has received at least one dose with 67.6% fully protected.



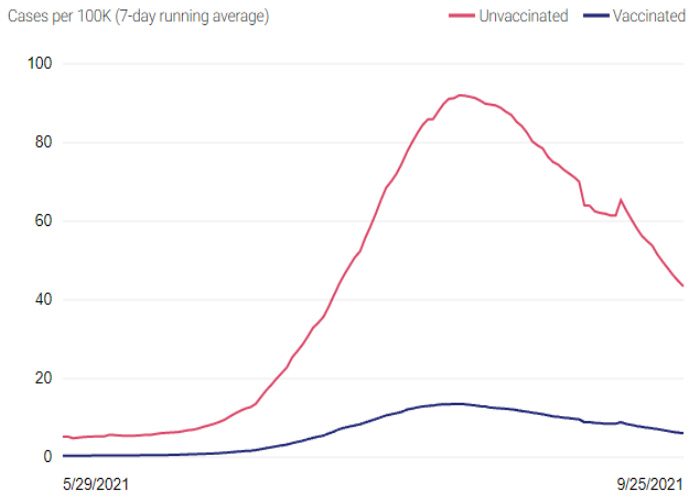
Unvaccinated and Vaccinated Data

Unvaccinated and vaccinated data

Vaccines prevent serious illness, save lives, and reduce further spread of COVID-19. As more people are vaccinated, the virus is less likely to spread, mutate, and potentially become even more dangerous. Vaccines will help put an end to the pandemic.

Cases | Deaths

From September 19, 2021 to September 25, 2021, unvaccinated people were **7.1 times more likely** to get COVID-19 than fully vaccinated people.



Unvaccinated and vaccinated data

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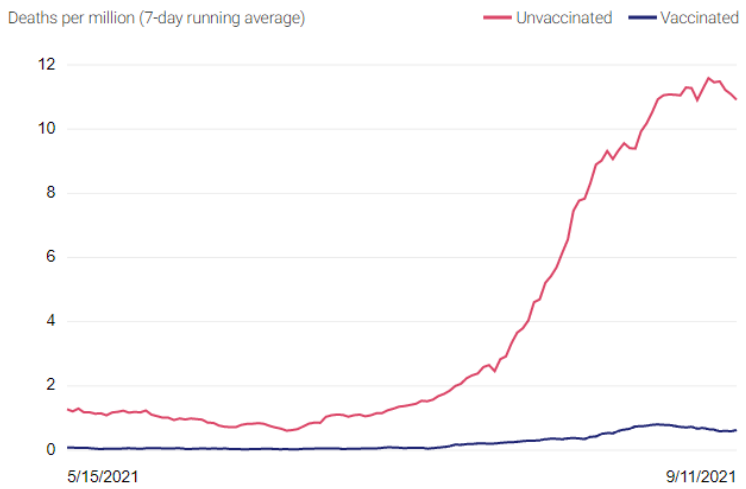
Cases | **Deaths**

From September 5, 2021 to September 11, 2021, unvaccinated people were **17.4 times more likely** to die from COVID-19 than fully vaccinated people.



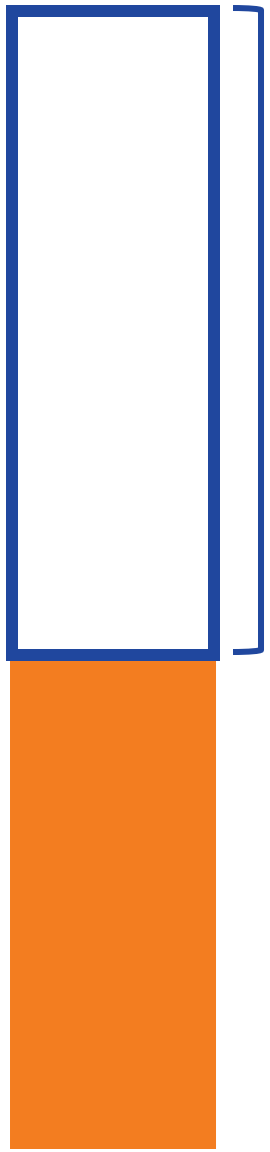
CalVaxGrant

Amy Lara, CDPH

Latest CalVaxGrant Statistics

- Application deadline: **October 15th**
- Skilled Nursing Facilities and Home Health Agencies now eligible! For a full list of eligible Providers, visit PHC website
- Latest stats:

Category	# applications
Approved	1,103
Pending	51
Not eligible	19
Incomplete	504
Total	**1,677**



$22.7 million in funding requested

$14.3 million in funding remaining

PHYSICIANS FOR A HEALTHY CALIFORNIA

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Clinical Update

Caterina Liu, M.D., CDPH

Vaccination After COVID-19 Disease

CDC continues to recommend that people with a history of SARS-CoV-2 infection receive complete vaccine course due to following:

- No correlate of protection, so no easy, reliable way to determine if someone is immune
- Duration of immunity after COVID-19 disease unknown
- Vaccination provides improved protection than history of disease alone

COVID-19 Vaccine Eligibility Chart

Includes information for primary, additional and booster doses such as:

- Health Considerations
- Age Considerations
- Social Inequities
- Work or Institutional Settings

COVID-19 Vaccine Eligibility

Vaccinate ALL 58

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)

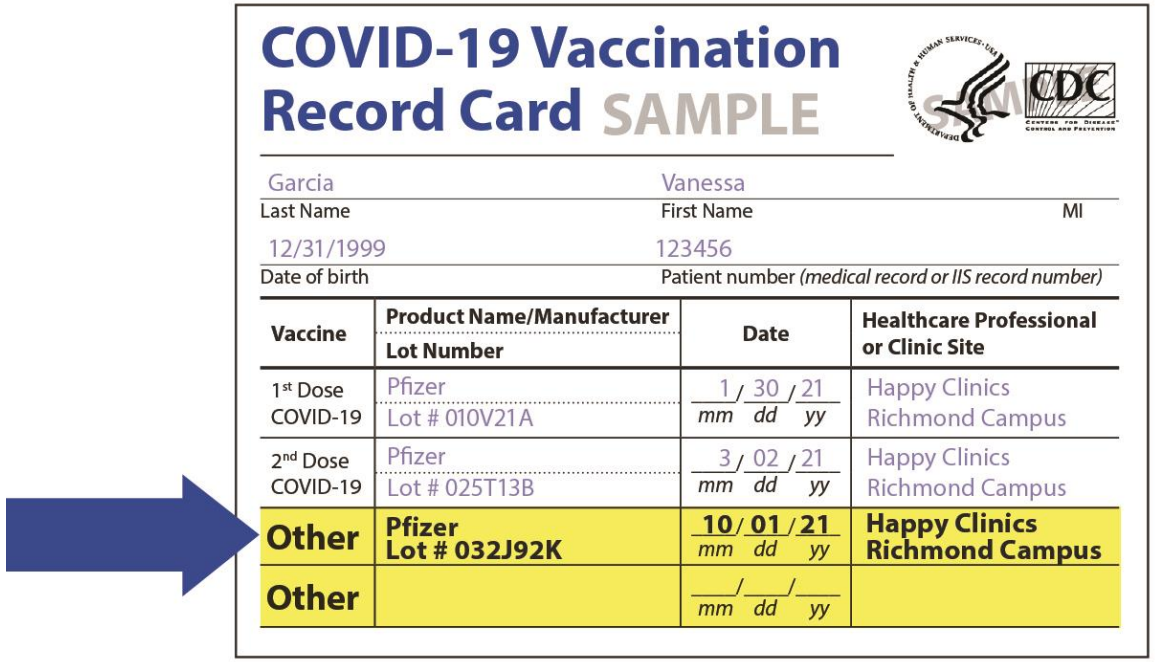
California COVID-19 Vaccination Program IMM-1396 (10/4/21)

Vaccine Eligibility Chart

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 — Last Name
Vanessa — First Name — MI
12/31/1999 — Date of birth
123456 — Patient number *(medical record or IIS record number)*

Vaccine	Product Name/Manufacturer Lot Number	Date	Healthcare Professional or Clinic Site
1st Dose COVID-19	Pfizer Lot # 010V21A	1 / 30 / 21 (mm dd yy)	Happy Clinics Richmond Campus
2nd 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)	

Provider Poll

What area of staffing is needed to support the administration of COVID-19 vaccine in your clinic?

We need additional staffing for: (Please choose up to 2)

a) Logistics and planning

b) Vaccine management

c) Patient registration/intake

d) Administering vaccine

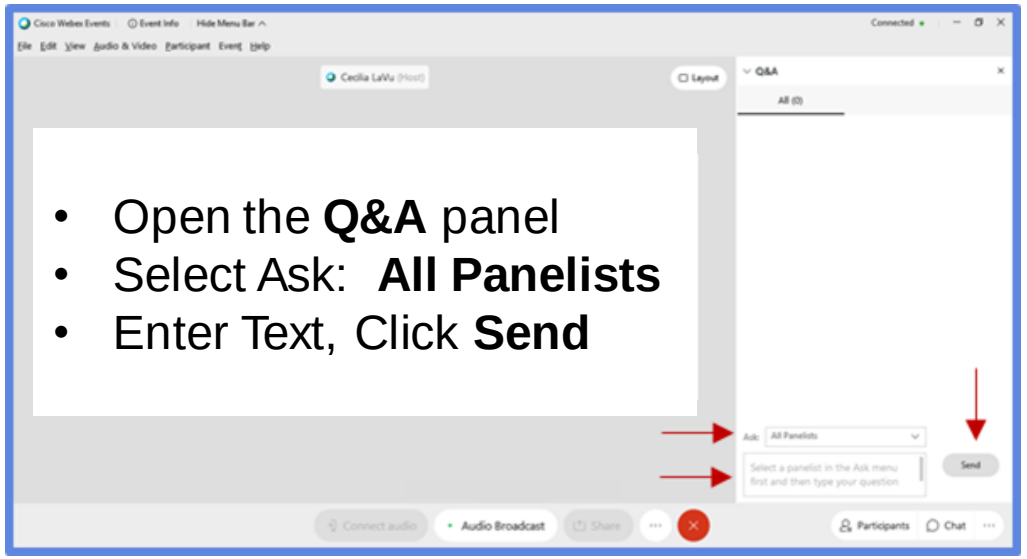
e) Post-vaccination observation

We appreciate your feedback!

Provider Office Hours Q&A

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

Q&A Panel



Provider Call Center

Ana Ramirez, CDPH

Provider Call Center – Order Communications

Reasons for orders "In Review"

- Outdated Vaccine Finder inventory reporting
- Large order with large on-hand inventory
- Both outdated Vaccine Finder inventory and large on-hand inventory

Communication

Email provider; LHD cc'd for awareness

Timely responses will ensure orders are included in end-of-week order review and fulfillment

Tips and tricks!

- ✓ Keep Vaccine Finder inventory up to date daily
- ✓ Leave Order Comments, i.e., events, new order needs, boosters, expired inventory, etc.

Storage & Handling

Kate McHugh, CDPH

Moderna Shelf-life Extension

- We are expecting a shelf-life extension for the Moderna vaccine.
  - Two additional months at frozen temperatures
- **Do not dispose of expired Moderna vaccine until there is decision made about extension.**
- We recommend marking these doses as “DO NOT USE pending extension decision,” keeping them within required temperature ranges, and checking Moderna's expiry website when the extension is announced.
- No extensions for the Janssen (J&J) vaccine.

Shelf-life Extension and BUD Reminder

- Critical to pay attention to details of a shelf-life extension
  - The shelf-life extension typically applies to long-term storage conditions and does not necessarily extend or change the Beyond Use Date (BUD).
  - **Example:** Pfizer shelf-life extension only applies to vaccine stored in ultra-cold temperatures. It does not allow the vaccine to be stored for multiple additional months in the refrigerator.
- If vaccine reaches its Beyond Use Date before its expiration date, it must be disposed of!

Third-party Redistributor (TPR) Orders

- We have heard that some providers left TPR small order shipments in the mail room upon arrival because of lack of noticeable identifying information on the packages.
- TPR is going to add more noticeable stickers to their shipping boxes.
- **Important**: Please remind mail room staff to be on the lookout for these boxes and to immediately notify the Vaccine Coordinator at your facility when they arrive.

Pfizer Formulations

Current and Potential Future Formulations: Product Characteristics

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

Description	Current Formulation	Future Formulations	
	Dilute Prior to Use	*Do Not Dilute*	*Dilute Prior to Use*
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 (-90ºC to -60ºC)	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

Pfizer Ages 5-11

Q: If the vaccine is authorized for children 5 to <12 years, 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 individuals aged 12 and older.

- If the vaccine receives emergency use authorization for children 5 to < 12 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 to <12 years would result in an injection volume for the 10mcg dose of 0.1mL, which is both generally considered too small for typical IM injections and has not been studied."

Pfizer Medical

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

Vaccine Management

Eric Norton, My Turn, and Maria Volk, CDPH

Table of Contents

- Oct 8, 10:00PM-10:15PM PT
  - *My Turn Public: Potential Appointment Scheduling* ***Disruption***
  - *My Turn Clinic and myCAvax:* ***Outage***
- Oct 11, *Mon. Office Hours Update* **Canceled** in Observation of Indigenous People's Day
- Booster Dose Traffic
- What's Next in myCAvax – Key Updates
- Third-Party Redistributor
- Appendix:
  - myCAvax – Known Issues & Workarounds
  - What's Next in myCAvax – Breakdown
  - [*Link Only*] myCAvax Trainings
  - [*Link Only*] My Turn and myCAvax Feedback Form

Booster Dose Traffic

Below are tips to manage the incorporation of booster dose functionality:

Recommended Workflow

1. Create new clinic for Additional Dose / Booster vaccine supply **only**
2. Add “Booster Only”, “Additional Dose Only”, or “Additional Dose / Booster Only” to **Clinic Name**
3. Select the “**Additional Dose / Booster” checkbox** in “*What types of appointments will your clinic host? Please select all that apply*.” field
4. Control **clinic’s visibility** with these fields:
   - Exclude from Public Site
   - Availability Date
   - Clinic Start Date

EZIZ Resources

- COVID – Additional Dose & Booster Allocation Quick Sheet
- COVID – Clinic Manager Resources and Special Use Cases

What's Next on myCAvax: Release 17 (10/7) – Providers

Account Enrollment

- ✓ Autofill is now **blocked** in Section A Enrollment forms
- ✓ Removed the 'Unknown' checkboxes and updated the '**Program Provider Profile**' text in Section B

Section A

Centers for Disease Control and Prevention
National Center for Health Statistics

Section A.

CDC COVID-19 Vaccination Program Provider

The Centers for Disease Control and Prevention (CDC) greatly appreciates your organization's (Organization) participation in the CDC COVID-19 Vaccination Program. Your Organization's chief medical officer (or equivalent) and chief executive officer (or chief fiduciary)-collectively, Responsible Officers-must complete and sign the CDC COVID-19 Vaccination Program Provider Requirements and Legal Agreement (Section A). In addition, the CDC COVID-19 Vaccination Program Provider Profile Information (Section B) must be completed for each vaccination location covered under the Organization listed in Section A

COVID-19 Vaccination Program Provider Requirements and Legal Agreement

*Organization's Legal Name: Turtle Pediatric Clinic

*Number of affiliated vaccination locations covered by this agreement: 1

*Phone (415) 985-6667

Ext. 54

*Email (must be monitored and will serve as dedicated contact method for the COVID-19 Vaccination Program): maria.rivera@gmail.com

*Organization address

Search Address

*Street 2250 Hayes St

*City San Francisco

*State CA

Section B

Approximate Number of Patients/Clients Routinely Served by This Location

Number of Children 18 years of age and younger annually

Number of Adults 19-64 years of age annually

Number of Adults 65 years of age and older annually

Number of patients/clients seen weekly on average

Influenza Vaccination Capacity for This Location

*Number of influenza vaccine doses administered during the peak week of the most recent influenza season:

Third-party Redistributor (AmerisourceBergen)

AmerisourceBergen has successfully transitioned their warehouse location to Reno, NV. No disruptions in the order fulfillment process were created.

- We are implementing a process to collect information, possibly every 2 weeks
- We are working with MCEs and LHDs for this process
- We may have ad-hoc trainings in the future

APPENDIX

myCAvax – Known Issues & Workarounds

Known Issue

Order Maximum for Products

- ✓ Need to have order maximum validation for Pfizer and Moderna products
- ✓ Currently, allows Standard Order requests to be over the CDC Maximum

Workaround

No workaround identified

- ✓ In the meantime, do not allow doses requested on Standard Orders to be over the CDC Maximum
- ✓ Estimated fix: 10/7

What's Next on myCAvax: Release 17 (10/7)

Small Order Processing

- ✓ Added 'Update Order Status' button on the Order Fulfillment page for LHDs. When button is selected, completed orders are marked as 'Complete', the shipment record is created, 'Order Fulfillment' object status is updated, and the 'inventory summary' record is created. When 'Upload Fulfillment File' button is selected and user selects 'Finish' on the pop-up screen, orders will no longer be available for editing

Products

- ✓ Added order maximum validation rules and error messages for Pfizer and Moderna products for LHDs and Provider.
- ✓ Configured Order Maximums for Pfizer (10530) and Moderna (10500) products on Standard Orders – LHD / Providers can view but not edit order maximums

Enrollment

- ✓ Autofill is now blocked in Section A Enrollment forms for Providers
- ✓ Removed the 'Unknown' checkboxes and updated text on Section B 'Program Provider Profile'
- ✓ Enrollment Page for Location Coordinator:
  - Updated the Error Message and Error Code for IIS number validation
    - Logging the Error Code for internal tracking
  - Removed 'Add Vaccine Coordinator' Button on Section B 'Vaccination Coordinators' Enrollment Page

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

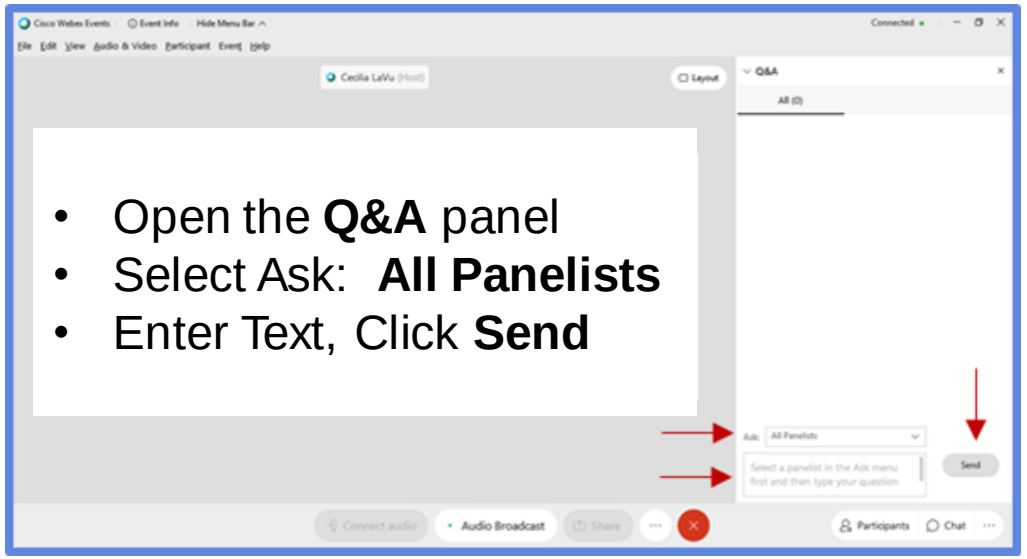
Public COVID-19 Call Center

- 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 8, at 9:00 AM

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