

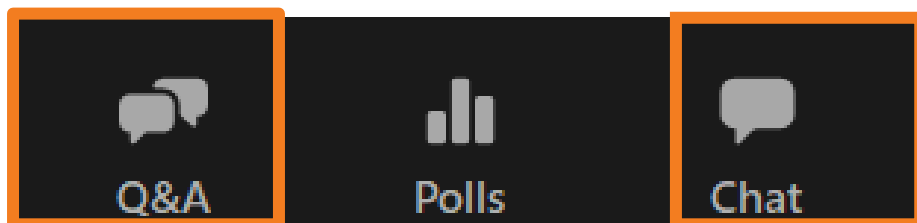
Welcome to the California Department of Public Health California COVID-19 Vaccination Program

My Turn and myCAvax Office Hours

Monday, November 14, 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/>



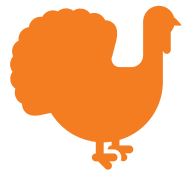
If you have post-webinar questions, please email leslie.amani@cdph.ca.gov

Announcements

Leslie Amani, CDPH

Upcoming Friday Provider Webinar Holidays

Friday Provider Webinar is cancelled on the following dates:



Friday, November 25, 2022 (Thanksgiving Friday)

My Turn and myCAvax Updates

Daniel Conway, myCAvax

Josh Pocus, My Turn

Hannah Shows, My Turn and myCAvax

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Appendix

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4. [Link to myCAvax Trainings](#)
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What's Next in My Turn? - Release 33



New updates for My Turn Public and Clinic will launch on November 16, 2022



Release Highlights



My Turn Public

- ✓ Patients will be unable to schedule appointments for Pfizer and Moderna Monovalent Booster vaccines.
- ✓ The expiration date for clinic-specific links will automatically update to match the clinic's closing date.
- ✓ Descriptions for patient information and final steps pages will be added.
- ✓ The eligibility page will be reconfigured to enhance the user experience.

Release Highlights



My Turn Clinic

- ✓ CMs will be unable to edit/create appointments, create clinics, or add new Monovalent Booster supply.
- ✓ VAs will be able to mark that a patient has health insurance but does not want to provide information during the walk-in flow.
- ✓ VAs will be able to add Novavax Monovalent Booster appointments during walk-in flow and using bulk upload.
- ✓ CMs will be able to view two new columns, brand and dose, in the list view under the IIS Status tab.
- ✓ CMs and VAs will view job aids in new categories in the Knowledge Center and access updated links embedded into the clinic portal.
- ✓ VAs, when filtering for appointments via the Appointments tab, will no longer see age in the brand filter dropdown.

Creating Novavax (18years+) Monovalent Booster Clinics



With Release 33, Clinic Managers and Vaccine Administrators will be able to create Novavax 18+ Monovalent Booster clinics.

*** Vaccine Type**

☒ COVID-19

☐ Flu

☐ Vaccinia (monkeypox)

*** What type of appointment will your clinic host? Please select all that apply. ⓘ**

☐ First Dose Only

☐ Second Dose Only

☐ Third Dose Only

☐ Additional Dose

☐ All Doses

☒ Booster

Vaccine brand(s)

Select all brands your clinic plans to have in inventory

COVID-19

☐ Moderna (12+)

☐ Moderna (6-11)

☐ Moderna (6m-5yrs)

☐ Moderna Bivalent Booster (12+)

☐ Moderna Bivalent Booster (6-11)

☐ Pfizer (12+)

☐ Pfizer (5-11)

☐ Pfizer (6m-4yrs)

☐ Pfizer Bivalent Booster (12+)

☐ Pfizer Bivalent Booster (5-11)

☐ Johnson and Johnson

☒ Novavax

Expiration Date for Clinic-Specific Links



Clinic Managers will be able to update the clinic's closing date, which will simultaneously update the expiration date of all the active clinic-specific links to the new closing date of the clinic.

Note: Links that have already expired will not be updated, and new links must be generated.

Details Vaccine Inventory Vaccine Supply Availability SMS Requests Tags Reporting Contacts Clinic Links



Clinic links
All

Generate New Link

URL	Expiration Date	Landing Page	Language	Active	QR Code	Action
https://uat.myturn.ca.gov?co...		Eligibility	English		View code	Deactivate link
https://uat.myturn.ca.gov?co...	Apr 17, 2022	Scheduling	English		View code	Deactivate link
https://uat.myturn.ca.gov?co...	Apr 22, 2022	Eligibility	English	✓	View code	Deactivate link
https://uat.myturn.ca.gov?co...	Apr 22, 2022	Eligibility	English	✓	View code	Deactivate link

Marking a Patient Has Health Insurance Without Providing Information



Vaccine Administrators (VA) will see a new option under the 'Health Insurance' section in the Walk-In flow. By choosing 'Yes, but cannot provide information,' for the question, 'Does the patient have health insurance?', VAs will be able to mark that a patient has health insurance but does not want to provide information during the Walk-In flow for My Turn Clinic only.

▼ **Health Insurance**

* Does the patient have health insurance?

--None--

--None--

Yes

Yes, but cannot provide information

No

▼ **Appointment Details**

* Clinic Name ⓘ

--None--

* Which dose is this? ⓘ

--None--

New Brand and Dose Columns in IIS Status Tab



Clinic Managers and Vaccine Administrators will be able to view two new columns, 'Brand' and 'Dose', in the list view under the 'IIS Status' tab.

myCAvax
California Vaccine Management System

Home Clinics Vaccine Inventory Appointments **IIS Status** Add Walk-In Appointment More

Need Help? Please see the [Clinic Manager - IIS Registry Updates Quick Sheet](#) job aid.

Appointments
All Appointments
36 items

Search appointments

Search by Appointment Number Only

Date of Birth

Last Name

First Name

Age Min

Age Max

Status

* From

* To

Vaccine Type

Vaccine Brand

Dose

Clinic

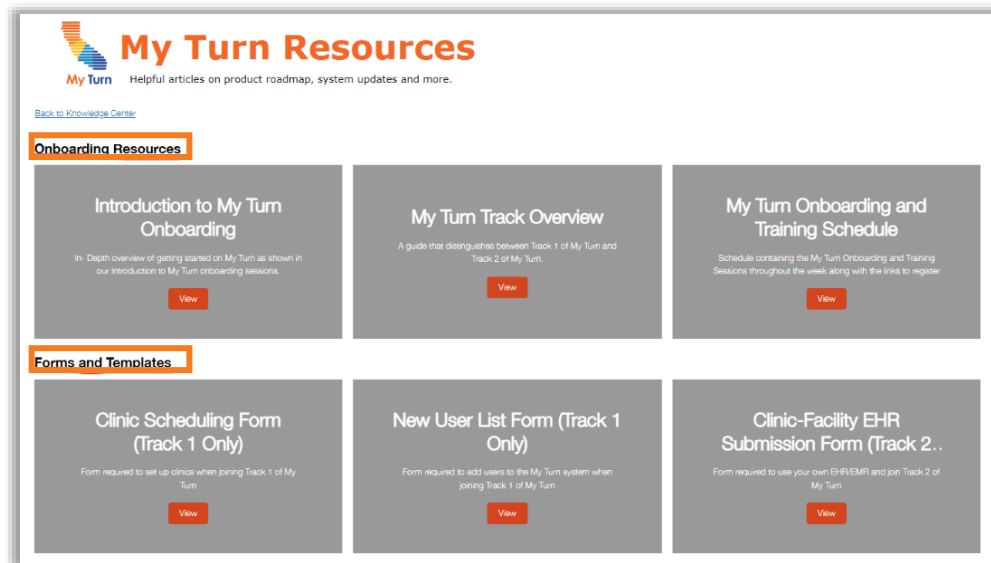
First Previous Next Last 1-36 of 36

Date	Time	Appointmen...	Patient	Clinic	Appointmen...	Vaccine Type	Brand	Dose	IIS Upload S...	Error Message
Nov 5, 2022	10:00:00 AM	yodbzfdry.1	RENEE SURFE ...	For Delete 2	Vaccinated	Vaccinia	JYNNEOS	1	Warning	Warning
Nov 5, 2022	10:00:00 AM	dx1yqrswb.1	RENEE SURFF ...	For Delete 2	Vaccinated	Vaccinia	JYNNEOS	1	Warning	Warning
Nov 6, 2022	10:00:00 AM	r6wzsrfmeg.1	RENEE SURFG ...	For Delete 2	Vaccinated	Vaccinia	JYNNEOS	1	Success	

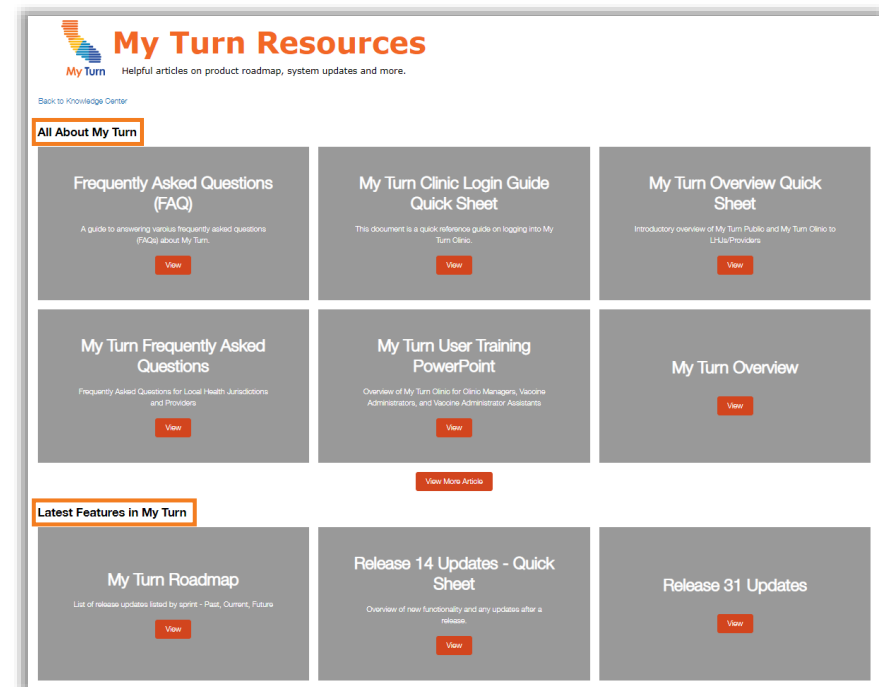
Knowledge Center Updates



Clinic Managers and Vaccine Administrators will be able to view job aids in new categories in the Knowledge Center and access updated links embedded into the clinic portal.



**Previous Knowledge Center –
My Turn Resources**



**New Knowledge Center –
My Turn Resources**

Brand Filter Dropdown



Clinic Managers and Vaccine Administrators will no longer see age under the 'Vaccine Brand' dropdown when filtering appointments via the 'Appointments' tab.

The screenshot shows the 'myCAvax California Vaccine Management System' interface. The 'Appointments' tab is selected in the top navigation bar. Below the navigation bar, there is a message: 'Need Help? Please see the Appointment Management job aid.' The main section is titled 'Appointments All Appointments' with '0 items' listed below. The 'Search appointments' section contains several filters: 'Search by Appointment Number Only' (text input), 'Date of Birth' (calendar icon), 'Last Name' (text input), 'First Name' (text input), 'Age Min' and 'Age Max' (dropdowns), 'Status' (dropdown set to 'Pending Vaccination'), 'Dose' (dropdown set to 'All Doses'), and 'Clinic' (text input). The 'Vaccine Type' dropdown is set to 'COVID-19'. The 'Vaccine Brand' dropdown is open, showing a list of options: 'All Covid Brands', 'Pfizer', 'Moderna', 'Novavax', 'J&J', and 'All Covid Brands' (highlighted in blue). The 'Search' and 'Reset' buttons are located to the right of the filters. At the bottom, there are buttons for 'Bulk Update', 'Bulk Cancel', and pagination controls: 'First', 'Previous', 'Next', 'Last', and '0-0'.

Entering Valid Lot Numbers



New Vaccine Inventory: New Vaccine

Asset Information

* Asset Name ⓘ	Status ⓘ
<input type="text"/>	--None--
* Vaccine Type	* Account
--None--	<input type="text"/>
View all dependencies	
Brand	* Lot ⓘ
--None--	<input type="text"/>
View all dependencies	
Presentation	* Expiration Date
--None--	Date Time
View all dependencies	<input type="text"/> <input type="text"/>
* Product	Packaging
<input type="text"/>	--None--

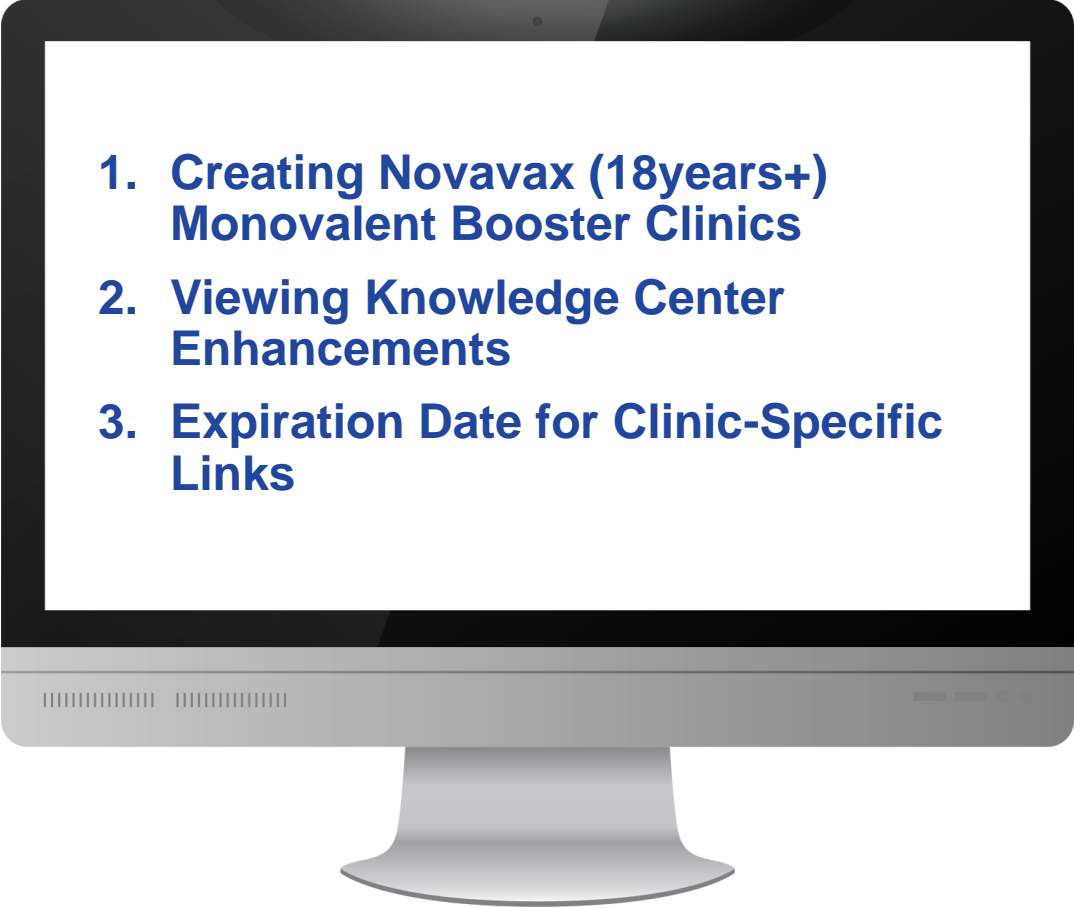
Enter up to 10 characters, including dashes. (xXx-12489)

When creating Vaccine Inventory and entering lot numbers in the 'Lot' field, only input the lot number as it appears on the vial. Please do not provide any additional information in the 'Lot' field. Refer to the tooltip for more information.

Incorrect Lot Number
12345 – STATE

Correct Lot Number
12345

My Turn Demo

- 
1. **Creating Novavax (18years+) Monovalent Booster Clinics**
 2. **Viewing Knowledge Center Enhancements**
 3. **Expiration Date for Clinic-Specific Links**



Q&A

What's New in myCAvax? - Release 32



New updates for LHDs / MCEs and Providers launched on November 3, 2022.



Release Highlights



LHDs / MCEs

- ✓ LHDs / MCEs can find separate tabs on the Vaccine Order Review page for COVID-19 and Outbreak vaccine orders.
- ✓ LHDs / MCEs will be able to opt-out of ancillary kits on applicable products when creating a new vaccine order (Standard and Small both).
- ✓ LHDs will be able to create vaccine transfer records (including Monkeypox (MPX)) for Provider location accounts under their jurisdiction.
- ✓ When LHDs edit the Storage Capacity record of an approved Provider location, a Task is automatically created and assigned to the Enrollment team.

Release Highlights



Providers

- ✓ Providers will be able to scroll through the available list of products on the New Transfer page and select the required product for a vaccine transfer.
- ✓ Providers will only be able to enter and save whole numbers when providing the Total Doses Wasted for creating a new waste event.



LHDs are encouraged to shift to vaccination for the prevention of MPX in at-risk populations.

Priority groups include:

- People Living with HIV
- People Eligible for HIV Pre-exposure Prophylaxis (PrEP)
- Gay, Bisexual, and other men who have sex with men (MSM)
- Black and Latinx persons at risk for MPX. These groups have higher case rates and lower vaccination rates.

LHDs should encourage vaccination by Safety Net Providers who can reach priority populations on an ongoing basis, including Ryan White Providers, HIV Providers, Sexual Health Clinics, and Federally Qualified Health Centers (FQHCs).

Marking Providers Eligible to Order MPX Vaccine



LHDs can mark Providers eligible to order MPX vaccine through myCAvax by activating the 'Outbreak' Program for the Provider Location.

The MPX vaccine product will be taken off 'blackout' as of today. The product will be visible on the 'New Vaccine Order' screen for Providers with an active 'Outbreak' Program.

Account

Mickey Mouse Clubhouse

Account Owner

San Francisco County LHD

Status

Active

Account Record Type

Provider Location

Type

Details

Programs

Vaccine Requests

Storage And Handling

Site Management

Vaccine Inventories

More

Programs (2)

Program Number	Program Name	Program Participation
PR-04554	COVID-19	Active
PR-10078	Outbreak	Active

View All

MPX Ordering for Providers



Providers that have received an MPX order or transfer have been marked with an active 'Outbreak' program.

CDPH encourages Providers that serve priority populations and are interested in ordering the MPX vaccine to contact their LHD for activation. LHDs can contact the COVID-19 Provider Call Center for assistance in activating Provider Locations.

For direct orders to the warehouse, the minimum order for the MPX vaccine is 20 vials. Small order functionality for the MPX vaccine will be available on **December 9, 2022!**

Single Dose Pfizer (12 years+) Bivalent Ordering



CDC has provided states with very limited allocations of the new Single Dose Pfizer (12 years+) Bivalent product. LHJ allocations will be uploaded by **Tuesday, November 15, 2022**. The product will be on 'blackout' this week so only LHJs and the Third-Party Redistributor can prepare for small ordering. We anticipate opening ordering for Providers the week of **November 21, 2022**. The minimum order is 50 doses, and the maximum order is 150 doses.

November Holiday Ordering & Delivery Cadence



Given the upcoming November holidays, there will be **no catch-up orders the week before and that of Thanksgiving**. Regular ordering will resume the week after Thanksgiving. Providers should order enough vaccine at the beginning of the month, as CDPH expects delayed delivery windows around the holidays.

November 2022 Holiday Ordering & Delivery Cadence (Providers)


Monday	Tuesday	Wednesday	Thursday	Friday
November 7	8	9	10	11
Order by 5pm for		Submit Catch-Up Orders by 5pm	TPR deliveries *** Moderna/J&J/Novavax deliveries***	Veterans Day – No deliveries
14	15	16	17	18
Order by 5pm	TPR deliveries***	TPR catch-up deliveries***		TPR deliveries
Moderna/J&J/Novavax deliveries***		Moderna/J&J/Novavax catch-up deliveries***		Moderna/J&J/Novavax deliveries
Pfizer Deliveries***			Pfizer catch-up deliveries***	
21	22	23	24	25
Order by 5pm	TPR deliveries			
Moderna/J&J/Novavax deliveries				
Pfizer Deliveries & catch-up deliveries*** on 11/21				Thanksgiving Holiday – No deliveries
28	29	30		
Order by 5pm	TPR deliveries***	Submit Catch-Up Orders by 5pm		
Moderna/J&J/Novavax deliveries***				
Pfizer Deliveries***				



*** Holiday adjusted delivery windows

- Delivery windows are dependent on provider's days/hours of operation. Update hours in myCAvax for any holiday closures. Once submitted, orders cannot be cancelled.
- Watch for emails regarding order confirmations, advance shipment notices of vaccine and ancillary kits, and temperature monitoring alerts.

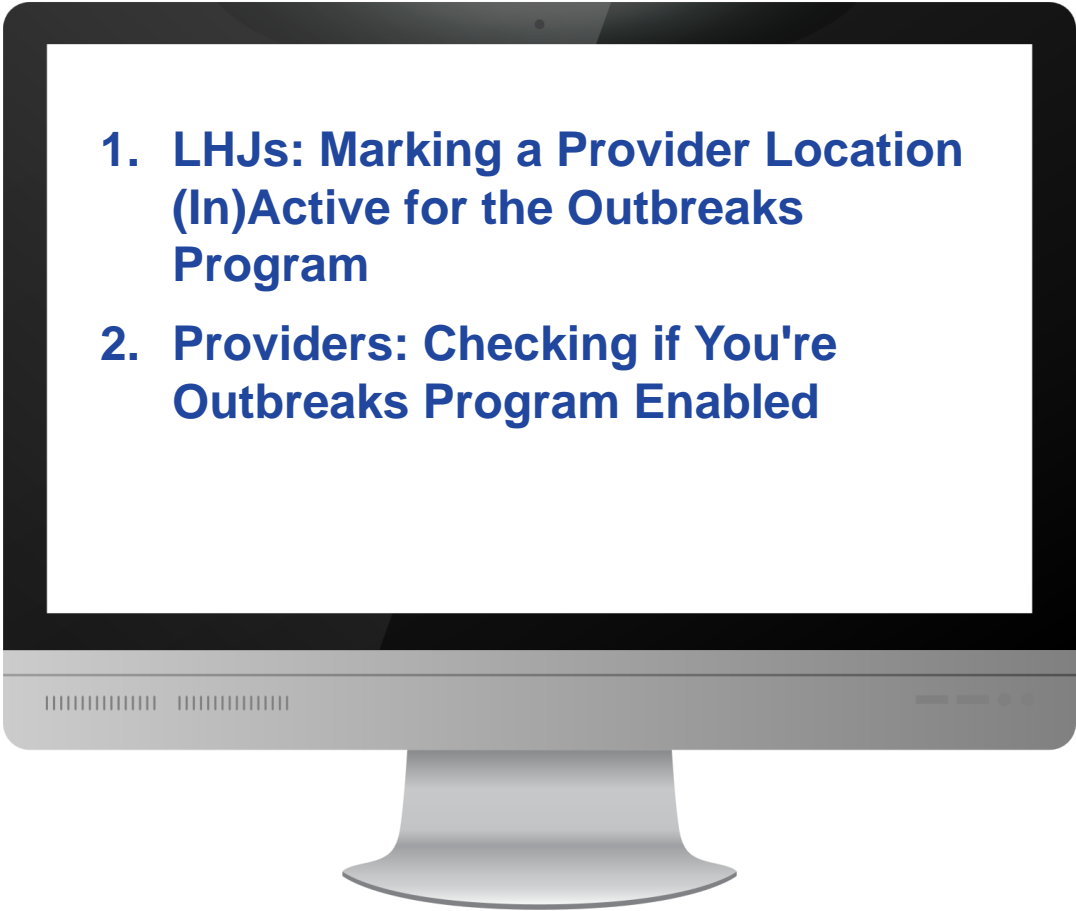
New Help Desk Email Addresses



Beginning tomorrow, **Tuesday, November 15, 2022**, contact the **My Turn and myCAvax Help Desk** at their new email addresses: MyTurn.Clinic.HD@cdph.ca.gov and myCAvax.HD@cdph.ca.gov. Please update any county websites and materials that contain the Help Desk contact information with the new email on **November 15**.

The existing Accenture email will auto-reply and direct you to contact the new CDPH email addresses. After **Thursday, December 15, 2022**, the Accenture Help Desk email will be permanently disabled.

myCAvax Demo

- 
1. **LHJs: Marking a Provider Location (In)Active for the Outbreaks Program**
 2. **Providers: Checking if You're Outbreaks Program Enabled**



Q&A

APPENDIX

myCAvax – Known Issues - *Updated 11/4*



Known Issues

Unable to complete Disenrollment for accounts on 'Order Hold'

- ✓ We are investigating an issue where an error message is shown when a provider attempts to disenroll an account on 'Order Hold'



Workaround/Next Steps

- ✓ Estimated Fix: TBD
- ✓ Workaround: Please contact the Provider Call Center



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.

Upcoming Holiday Closures for My Turn and myCAvax Help Desk and the COVID-19 Provider Call Center



The **My Turn and myCAvax Help Desk** and the **COVID-19 Provider Call Center** will be closed for holidays on the following days.

Holiday	Date
Thanksgiving Day	Thursday, November 24, 2022
Day After Thanksgiving	Friday, November 25, 2022
Christmas Day	Observed on Monday, December 26, 2022
New Year's Day	Observed on Monday, January 2, 2023

myCAvax Roadmap



myCAvax

RECENTLY DEPLOYED

November 3rd (R32)

IN PROGRESS

December 8th (R33)

UPCOMING

January 6th (R34)

myCAvax Roadmap

Community

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

Order Review

- ✓ Breakup Vaccine Order Review page by 'COVID-19' and 'Outbreak'
- ✓ Allow for LHDs / MCEs to Opt-Out of ancillary kits when creating orders

Transfers

- ✓ Make Transfers available internally

Training

- ✓ Update training links on the Community pages

Programs

- ✓ COVID-19 Programs and Outbreak Programs will be created for Location Accounts and control ordering

Storage Units

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

Community

- ✓ Unified Login Experience
- ✓ Enrollment changes to prevent duplicate contacts
- ✓ Duplicate contact merging
- ✓ Update the Help Desk email to myCAvax.HD@cdph.ca.gov wherever it is used

Order Review

- ✓ Allow Outbreak orders to be fulfilled locally

State Flu

- ✓ Groundwork for State Flu will begin to be built including creating new fields on the Program

My Turn Public Product Roadmap

RECENTLY DEPLOYED

October 27th (R32)

Release 32

- ✓ Remove Monkeypox (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
- ✓ Add note for Third-Party Clinics to check with clinic about vaccine supplies
- ✓ Refresh Translations
- ✓ Complete Monovalent Boosters disabling

CURRENT

November 16th (R33)

Release 33

- ★ ✓ SMS and Email Opt-In
- ✓ Automatically update clinic specific links' expiration date to the clinic's closing date
- ✓ Add description on Patient Information and Final Steps pages
- ✓ [Investigation] reconfigure eligibility page for better user experience

UPCOMING

December 14th (R34)

Release 34

- ✓ Novavax Monovalent Booster 18+ years – *pending need*
- ✓ Update "Monkeypox" to "MPX" - *pending approval*
- ✓ Minor consent updates – *pending approval*
- ✓ [Investigation] reconfigure eligibility page for better user experience

★ Received via user feedback

My Turn Clinic Product Roadmap

RECENTLY DEPLOYED

October 27th (R32)

Release 32

- ✓ [Walk-In Flow]- Make the second Homelessness question optional
- ✓ Add validation to not backdate the past year on the:
 - ✓ Vaccine Administrator Flow
 - ✓ Bulk Upload
 - ✓ IIS Tab Filters
- ✓ Relabel Vaccinia to 'Vaccinia (monkeypox)'
 - ✓ Walk-In Flow
 - ✓ Clinic Creation Setup
 - ✓ Appointment / IIS Tab Filters
- ✓ [Inline Bulk Upload] - Only display ACTIVE clinics in the picklist
- ✓ Remove warning language on the Booster Flow if a patient received Novavax as their Primary Series:
 - ✓ Walk-In Flow
 - ✓ Vaccine Administrator Flow
 - ✓ Add New Appointment button
- ✓ Dashboard Updates
 - ✓ Add Monkeypox (MPX)
 - ✓ Add Bivalent Booster
- ✓ Add new values on the MPX Injection Site:
 - ✓ Vaccine Administrator Flow
 - ✓ IIS Tab Filters
 - ✓ CSV / Inline Bulk Upload

CURRENT

November 16th (R33)

Release 33

- ✓ Novavax Monovalent Booster 18+ years
 - ✓ Walk-In Flow
 - ✓ Clinic Creation Flow
 - ✓ Vaccine Supply
 - ✓ Bulk Upload (CSV / Inline)
 - ✓ Vaccine Administrator Flow
 - ✓ Appointment / IIS Filters
 - ✓ Single / Bulk Edit
- ✓ Knowledge Center Updates
 - ✓ My Turn General Resources
 - ✓ My Turn Clinic Manager
 - ✓ My Turn Vaccine Administrator & Assistant
 - ✓ myCAVax System
 - ✓ Updating Embedded Job Aids
- ✓ Updating Patient Script on the Monkeypox (MPX) Vaccine Administrator Flow
- ✓ [Home Page] Add a Notification section
- ✓ Add Another Option for the Health Insurance Section
 - ✓ Walk-In Flow
 - ✓ Vaccine Administrator Flow
 - ✓ Bulk Upload (CSV / Inline)
- ✓ [VA Flow]-Add do not display inactive products
- ✓ [Cancelling IIS Records]-Do not lock Cancelled record
- ★ ✓ [SMS / Email]- Opt-In on the Walk-In Flow

UPCOMING

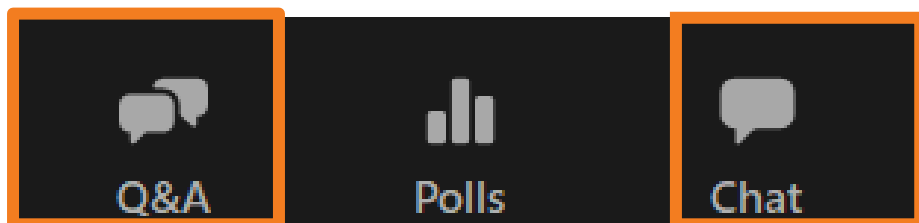
December 14th (R34)

Release 34

- ✓ Novavax Monovalent Booster 18+ years
 - ✓ Dashboards
 - ✓ IIS Cancel Appointments
- ✓ [Walk-In MPX Flow] Add a Confirmation Checkbox for Second Dose Appointments
- ✓ Add Patient Script on all flows and update language
 - ✓ Walk-In Flow
 - ✓ Vaccine Administrator Flow
- ✓ Update & Add Patient Script to all flows
 - ✓ Walk-In Flow
 - ✓ Vaccine Administrator Flow

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”

Resources

Leslie Amani, CDPH



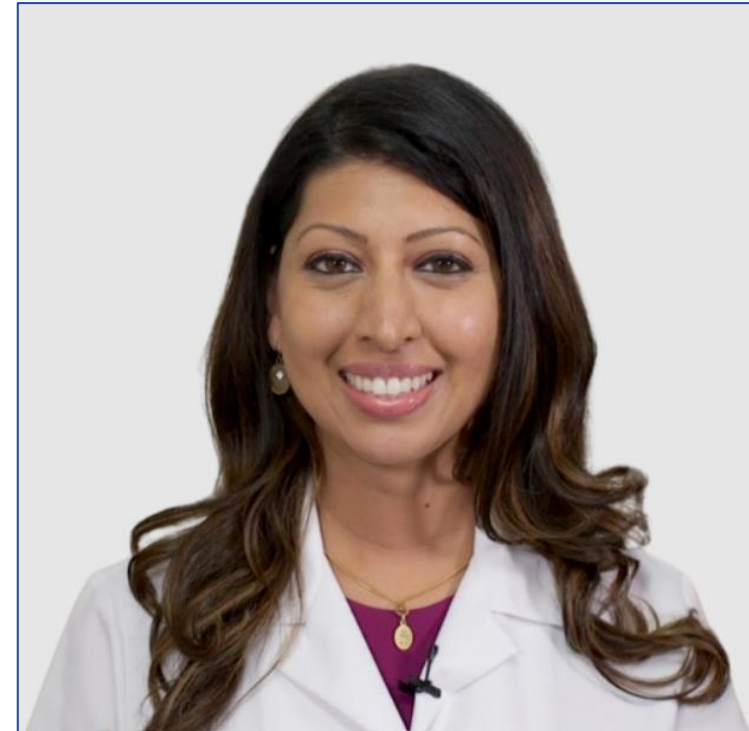
Next Crucial Conversations Webinar:

Talking with Patients about Staying Safe During the Holiday Season: The Importance of COVID-19 Vaccines

Please join Asha Shajahan, M.D., #ThisIsOurShot, to discuss what your patients need to know about staying safe during the holiday season.

When: Wednesday, November 16 at
12:00PM-1:00PM

[Register here!](#)



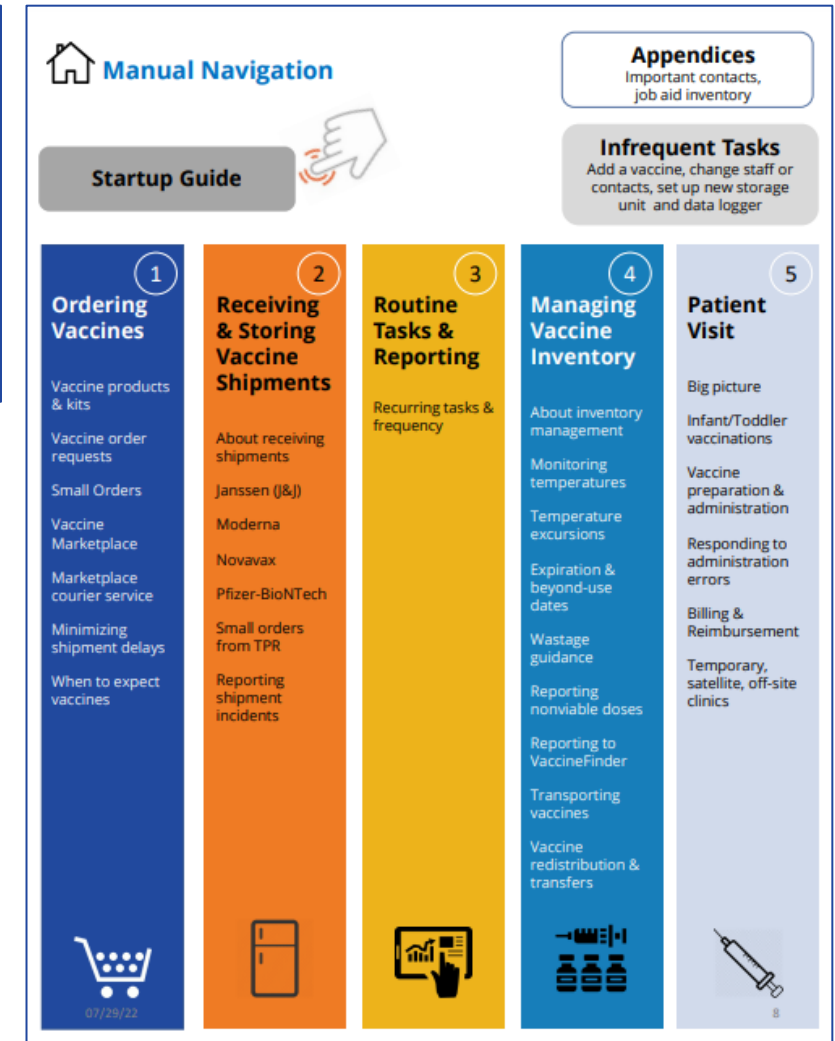
COVID-19 Provider Operations Manual (POM)

Please bookmark this comprehensive resource!

- CDPH will begin to retire job aids that are now contained within the COVID-19 POM.
- No more searching across EZIZ for key programmatic and clinical job aids!
- One-stop shop for all things COVID-19!
- Quick link to the POM Start-up Guide

Q: Where can new COVID-19 vaccine Provider staff find a startup guide with all key requirements, setup considerations, and documentation of all key tasks?

A: New COVID-19 vaccine Provider staff can access a startup guide at California COVID-19 Vaccination Program Provider Operations Manual and a startup worksheet.



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
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



Enrollment Support

For Provider enrollment support, please contact myCAVax Clinic Operations at

- Email: myCAvaxinfo@cdph.ca.gov



myCAVax Help Desk

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

- Email: myCAvax.HD@Accenture.com
- Phone: (833)-502-1245, option 3, Monday through Friday 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
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 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](#)

Upcoming Opportunities



Monday

My Turn and myCAvax Office Hours

Next session: Monday, November 28, 12PM-1PM

Friday

Provider Consolidated Webinar

Next session: Friday, November 18, 9AM - 10:30AM

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

