

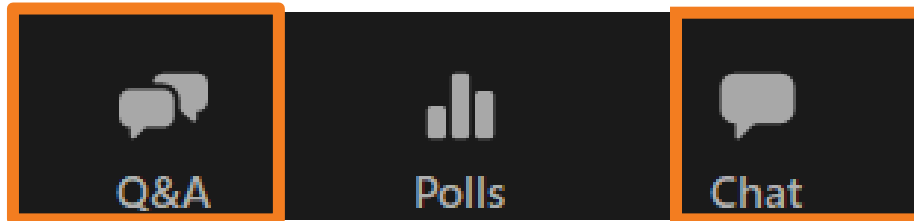
# Welcome to the California Department of Public Health California COVID-19 Vaccination Program

## My Turn and myCAvax Office Hours

Monday, November 28, 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)

# Announcements

Leslie Amani, CDPH



## COVID-19 Provider Call Center

Tuesday, December 6 the COVID-19 Provider Call Center is closed for an All-staff Meeting.

The COVID-19 Provider Call Center will resume its regularly scheduled hours on Wednesday, December 7, 2022.

# My Turn and myCAvax Updates

Daniel Conway, myCAvax

Josh Pocus, My Turn

Hannah Shows, My Turn and myCAvax

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5. [Link to Feedback Form](#)

# Notice of Email Change for My Turn EHR (Track 2) Providers



Beginning today, **Monday, November 28, 2022**, the My Turn Electronic Health Record (EHR) distribution ([MyTurnEHR@accenture.com](mailto:MyTurnEHR@accenture.com)) will be discontinued.

My Turn EHR (Track 2) Providers should direct future service requests to the My Turn Clinic Help Desk at [MyTurn.Clinic.HD@cdph.ca.gov](mailto:MyTurn.Clinic.HD@cdph.ca.gov).



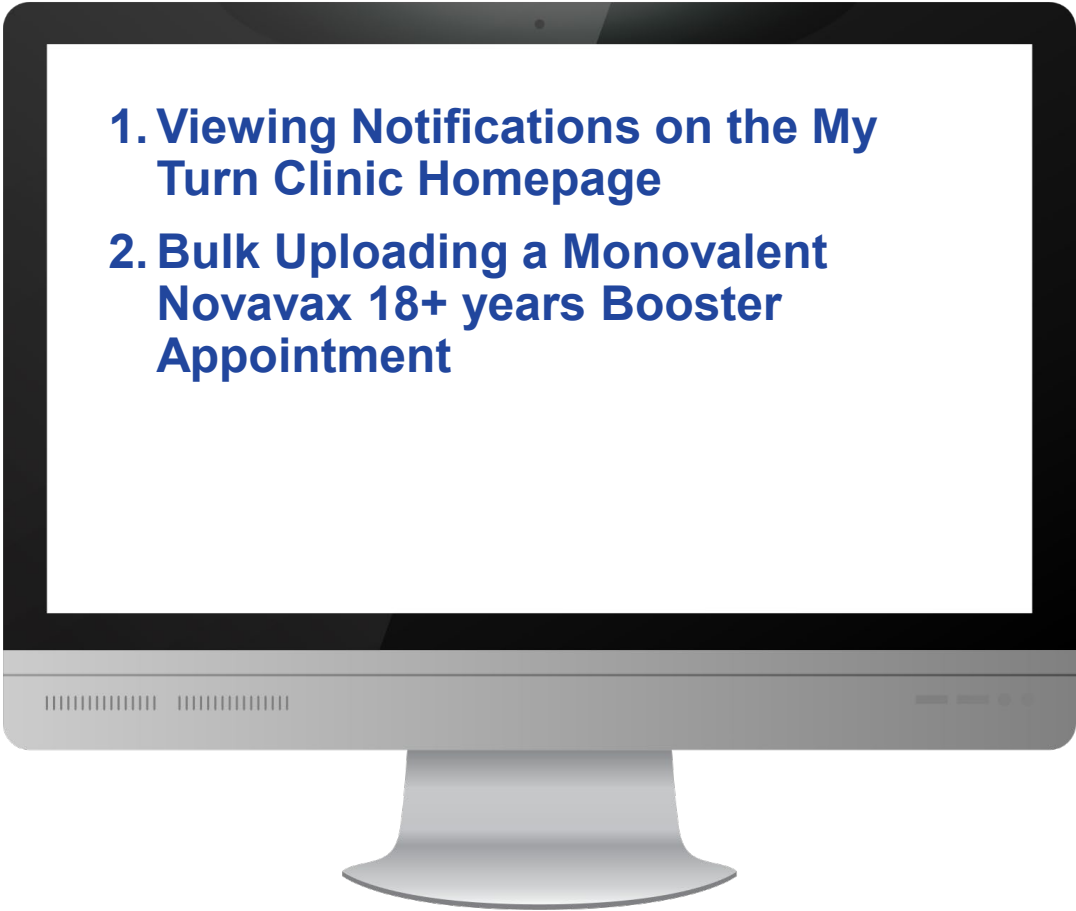
# Account Changes for My Turn Users with the Unified Login Experience



Beginning **Monday, December 12, 2022**, My Turn only users with a username ending in **.myturn** will receive a new username ending in **.mycavax**. Your password will **not** change. **Your old login will no longer work.**

If you currently access both My Turn and myCAvax, beginning **Monday, December 12, 2022**, you can use the same login credential, ending in **.mycavax**, to access both systems.

# My Turn Demo

- 
1. Viewing Notifications on the My Turn Clinic Homepage
  2. Bulk Uploading a Monovalent Novavax 18+ years Booster Appointment



**Q&A**

# myCAvax and My Turn System Outage



To complete deployment of Release 33, both myCAvax and My Turn will be unavailable from **Friday, December 9, 2022, at 6:00PM PT** until **Monday, December 12, 2022, at 8:00AM PT**.

# What's Next in myCAvax? - Release 33



New updates for LHDs / MCEs and Providers will launch on December 12, 2022.



## Release Highlights



- ✓ LHDs / MCEs will be able to process Small orders of the Outbreak vaccines through the local fulfillment process.

LHDs / MCEs

## Release Highlights



- ✓ With the Unified Login Experience, Providers will be able to access both My Turn and myCAvax using one login credential.
- ✓ Providers will no longer have to create duplicate Contact records during Enrollment or when adding Contact roles such as CEO / CMO, Organization Vaccine Coordinator, and Vaccine Coordinators.
- ✓ Providers will be able to view accurate account contact relationships between Contacts, Locations, and Organizations.

Providers

# Unified Login Experience – New Login Process



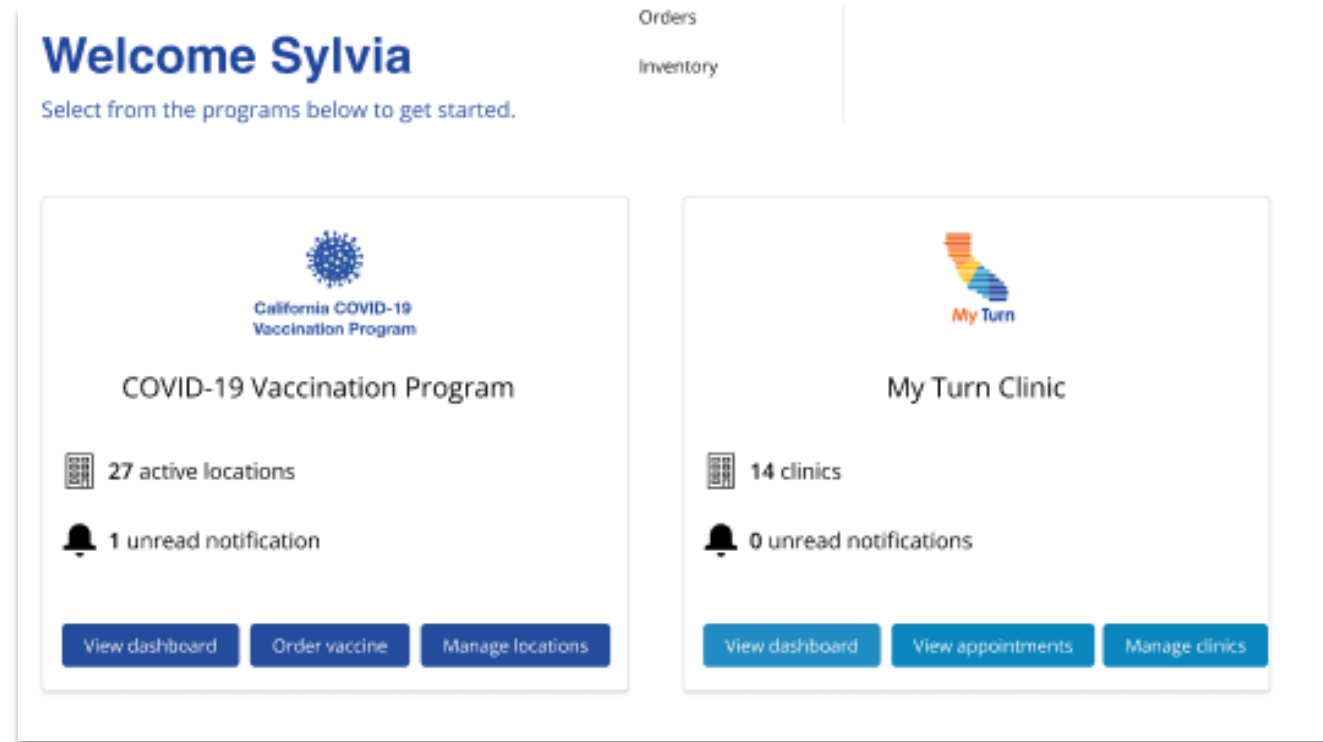
The Unified Login Experience (ULE) will go live on **Monday, December 12, 2022!**

ULE Login Changes By User		
Providers Accessing My Turn and myCAvax	My Turn Only Users	LHDs / MCEs
Providers who currently access both My Turn and myCAvax will use <b>.mycavax</b> login credentials to access <b>both</b> systems.	My Turn only users with a username ending in <b>.myturn</b> will receive a new username ending in <b>.mycavax</b> . Your password will <b>not</b> change. The <b>.myturn</b> username will no longer work.	The Salesforce System Admin login process will not change.

# Unified Login Experience – New Landing Page



Providers that currently access both My Turn and myCAvax, will see a new landing page to select access to myCAvax or My Turn.



# Unified Login Experience: Contact Changes for Providers



When enrolling new Locations, Providers may select existing Contacts to associate with the new Location.



### Add location(s)

Use this form to add **up to three new locations**. Each location must designate a Primary Vaccine Coordinator, who will be responsible for filling out Section B application.

#### New Location

\* Location Name ⓘ

\* Primary Vaccine Coordinator ⓘ

OR

swe bradley

Swenewco bradley

Swenewco bradley

# Unified Login Experience: Contact Changes for LHJs



Beginning **Monday, December 12, 2022**, existing duplicate Contacts will be combined into a single Contact. The Contact will be assigned one or more roles such as CMO, CEO or Organization Coordinator and will display all relationships for each Contact.

[Contacts](#) > [Tanner Bryan](#)

**Related Accounts**

[Add Relationship](#)

5 items • Sorted by Account Name • Updated a few seconds ago

	Account Name ↑	Status	Status Re...	Account Record Type	Roles	
1	<a href="#">Locnameule25</a>	Active		Provider Location	Primary Vaccine Coordinator	▼
2	<a href="#">TannerBryan Org One</a>	Active		Provider Organization	CEO;Clinic Manager;CMO;Organization Vaccine Coordinator;Vaccine Coordinator	▼
3	<a href="#">TannerBryanLoc1</a>	Active		Provider Location	Primary Vaccine Coordinator	▼
4	<a href="#">TannerBryanLoc2</a>	Active		Provider Location		▼
5	<a href="#">TannerDocuTestTwo</a>	In Progress		Provider Location	Backup Vaccine Coordinator	▼



# Locally Fulfilling Outbreak Orders



Orders Fulfillment

ORDF-0001176

Generate Fulfillment File

Upload Fulfillment File

Related

Details

Order Fulfillment History

Files (3)

Add Files

Outbreak Order Re-generate File\_2022-11-01T20:30-24\_Uploaded By User

Nov 1, 2022 • 1KB • csv

Outbreak Order Re-generate File\_2022-11-01T20:30:24

Nov 1, 2022 • 1,004B • csv

Outbreak Order File\_2022-11-01T20:30:05

Nov 1, 2022 • 1,000B • csv

View All

Vaccine Orders (1)

1 item • Sorted by Order Number • Updated a minute ago

Order Number

Account Name

Status

Vaccine

Opt Out of Anc...

Approved Qua...

Date Needed By

Delivery Method

Temporary Clo...

1

00056512

Test OrgD2

Complete

JYNNEOS (0 mos - 100+ yrs) - Vaccinia

☐

100

☐

View All

Fulfill Orders

Update Order Status

Order No.	Account Name	Manufacturer	Status	Doses Approved	Doses Shipped	Date Shipped	Lot #	Expiration/Beyond Use Date	Product	Add lot #
00056512	Test OrgD2	JYNNEOS (0 mos - 100+ yrs)	Complete	100	100	10/10/2022	L45	12/12/2023	JYNNEOS (0 mos - 100+ yrs) - Vaccinia	

LHDs can locally fulfill Outbreak vaccine in the same manner as locally fulfilling COVID-19 orders.

myCAvax

myCAvax

Home

Accounts

Vaccine Orders

Vaccine Order Review

Orders Fulfillments

Small Order Product Settings

Products

Reports

Dashboards

Location Applications

Waste Events

Excursion Events

Shipment Incidents

Shipment

More

COVID-19

Outbreak

Standard Orders (CDC)

Small Order (Redistributor)

Need Help?

View the job aids for reviewing small orders, preparing bulk uploads, and fulfilling small orders.

Vaccine Order Review

Select LHD / MCE

AHMC

# Records to display

50

Configure Small Order Product Settings

Save and Previous

Page 0 of 0

Save and Next

Small Order (Redistributor)

Create New Orders

Save Qty / Method

Update Order Status


Fulfill Orders

SI No.	Account Name	COVID ID	Order No.	Preferred Vaccine Temperature	Vaccine	Date Needed By	Created Date	On-hand Inventory	Vials Admin	Comments	Vials Requested	Vials Approved	Fulfillment Method	Status
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# Setting Small Order Product Settings for Outbreak Vaccine



Beginning **Monday, December 12, 2022**, LHDs must enable local fulfillment in the **Small Order Product Settings** in order to fulfill small orders of the Monkeypox (MPX) vaccine. Minimum amounts are counted in vials.

 Small Order Product Settings  
**SO-000867**

Related	Details
Small Order Number	SO-000867
Account	
Product	<a href="#">JYNNEOS (0 mos - 100+ yrs) - Vaccinia</a>
Local Minimum	50
Redistributor Minimum	
Eligible for Local Distribution	<input checked="" type="checkbox"/>
Small Order Transport Options	Refrigerated (2C to 8C)

# Single Dose Pfizer (12+ years) Bivalent Ordering



The new Single Dose Pfizer (12+ years) Bivalent product is available for ordering to select Providers. To stretch limited supply, the maximum order size is 50 doses.

Third Party Redistributor small orders are expected to be available within the next 2-3 weeks.

Due to limited supply, MCEs have not yet received allocations for this product. Additional allocations are not expected until after the first of the year.

# Announcement: Infant/Toddler Bivalent Booster



CDC anticipates EUA approval and a recommendation for Pfizer and Moderna bivalent COVID-19 vaccine for additional pediatric age groups in early to mid-December.

CDC has provided allocations for Pfizer and Moderna pre-orders.

- LHJs/MCEs allocation uploaded by Tuesday, November 29
- myCAvax Ordering window (LHJs/Providers/MCEs): Tuesday, November 29 through Friday, December 2 by 5PM
- LHJs/MCEs approval deadline: Monday, December 5, 2022
- Minimum order: 100 **doses**

# myCAvax Demo

- 
1. **LHJs: Setting Small Order Product Settings**
  2. **LHJs: Locally Fulfilling Outbreak Orders**



**Q&A**

# APPENDIX

# myCAvax – Known Issues - *Updated 11/17*

## Known Issues

### **Duplicate Orders for the Same Account & Vaccine**

- ✓ We are investigating an issue in which some orders are being duplicated on the second page of the multi-line ordering form. Clicking 'Submit' will cause a duplicate order to be created.



## 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.



# New Help Desk Email Addresses



Contact the **My Turn and myCAvax Help Desk** at their new email addresses: [MyTurn.Clinic.HD@cdph.ca.gov](mailto:MyTurn.Clinic.HD@cdph.ca.gov) and [myCAvax.HD@cdph.ca.gov](mailto:myCAvax.HD@cdph.ca.gov). Update any county websites and materials that contain the Help Desk contact information to reflect the new email as soon as possible.

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 Roadmap



myCAvax

## RECENTLY DEPLOYED

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

## IN PROGRESS

December 12<sup>th</sup> (R33)

## UPCOMING

January 6<sup>th</sup> (R34)

myCAvax Roadmap

### Release 32

#### 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

### Release 33

#### Community

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

#### Order Review

- ✓ Allow Outbreak orders to be fulfilled locally

### Release 34

#### State Flu

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

Submit system feedback to the [Vaccine Management Feedback Form](#).

# My Turn Public Product Roadmap

## RECENTLY DEPLOYED

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

## CURRENT

December 14th (R34)

### Release 34

- ✓ Novavax Monovalent Booster 18+ years – *pending need*
- ✓ Minor consent reconfiguration
- ✓ [Investigation] reconfigure eligibility page for better user experience

## UPCOMING

January 11<sup>th</sup> (R35)

### Release 35

- ✓ Update "Monkeypox" to "MPX" – *pending approval*
- ✓ MPX minor consent updates – *pending approval*
- ✓ [Investigation] reconfigure eligibility page for better user experience

Submit system feedback to the [Vaccine Management Feedback Form](#).

★ Received via user feedback

# My Turn Clinic Product Roadmap

## RECENTLY DEPLOYED

*November 16<sup>th</sup> (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

## CURRENT

*December 14<sup>th</sup> (R34)*

### Release 34

- ✓ Novavax Monovalent Booster 18+ years
  - ✓ Dashboards
  - ✓ IIS Cancel Appointments
- ✓ Remove the Reports section on the Dashboard page for Vaccine Administrators and Vaccine Administrator Assistants
- ✓ [Walk-In MPX Flow] Add a confirmation checkbox for Second Dose Appointments
- ✓ Update & Add Patient Script to all flows
  - ✓ Walk-In Flow
  - ✓ Vaccine Administrator Flow
- ✓ Clinic's Tag Tab
  - ✓ Add or remove clinic tags
  - ✓ Add validation to not create duplicate tags
- ✓ Inline Bulk Upload
  - ✓ Display only active Vaccine Administrators
  - ✓ Display only active Vaccine Inventory Lot Numbers

## UPCOMING

*January 11<sup>th</sup> (R35)*

### Release 35

- ✓ [Investigation] Updating Clinic Creation Flow

★ Received via user feedback

# Resources

Leslie Amani, CDPH



# COVID-19 Vaccine Support

## Type of Support

## Description

Updated 11.15.22



### 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.

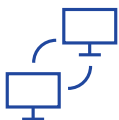
- Email: [covidcallcenter@cdph.ca.gov](mailto:covidcallcenter@cdph.ca.gov)
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



### Enrollment Support

For Provider enrollment support, please contact myCAvax Clinic Operations at

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

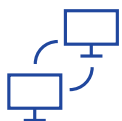


### myCAvax Help Desk

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

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

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

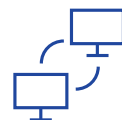


### My Turn Clinic Help Desk

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: mail to: [MyTurn.Clinic.HD@cdph.ca.gov](mailto:MyTurn.Clinic.HD@cdph.ca.gov) 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](#)

# California Providers Stay Informed!

To be added to CDPH messaging services is as easy as 1-2-3!

**1 COVID-19 Vaccine** Provider Listserv Emails: Please email [blanca.corona@cdph.ca.gov](mailto:blanca.corona@cdph.ca.gov)

**2 COVID Therapeutics:**

**COVID Tx Providers Newsletter Sign Up**

First Name\*

Last Name\*

Email\*

Organization/Clinic\*

Role/Title\*

Sign up to the following newsletters:

☒ COVID Tx Providers/LHJs

[COVID-19 Therapeutics Newsletter Sign-up](#)

**3 Monkeypox (MPX)**

**MPX Newsletter Sign Up**

First Name\*

Last Name\*

Email\*

Organization/Clinic\*

Role/Title

Sign up to the following newsletters:

☒ MPX-Providers, LHJ & Leadership

[MPX Newsletter Sign-up](#)

# Upcoming Opportunities



## Monday

### My Turn and myCAvax Office Hours

Next session: Monday, December 12, 12PM

## Friday

### Provider Consolidated Webinar

**Next session: Friday, December 2, 9AM**

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

