

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

Friday, December 3, 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 Attendees:



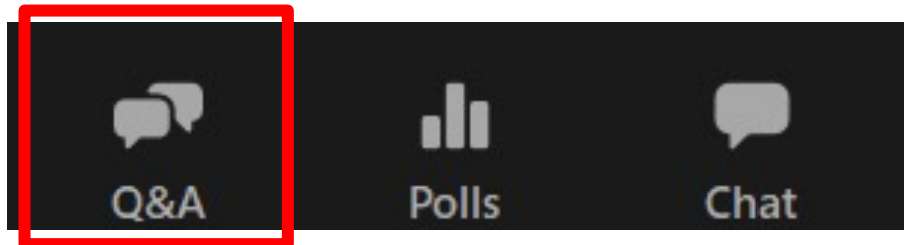
Today's session is being recorded. Access today's slides and archived presentations at:
<https://eziz.org/covid/education/>



If you have technical difficulties, please contact samuel.kerr@cdph.ca.gov

Provider Office Hours Q&A

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



Please do not put questions in Chat.

Agenda: Friday, December 3, 2021

No.	Item	Speaker	Time (AM)
1	Welcome, Announcements & Poll	Leslie Amani (Moderator)	9:00 – 9:05
2	Reporting Requirements	Jennifer Womack (CDPH)	9:05 – 9:10
3	Vaccine Administration	Leslie Amani (CDPH)	9:10 – 9:13
4	CalVaxGrant Reminder	Rachel Jacobs (CDPH)	9:13 – 9:15
5	Clinical Update	Caterina Liu, M.D. (CDPH)	9:15 – 9:20
Q&A and Poll Discussion			9:20 – 9:30
6	Provider Call Center	Ana Ramirez (CDPH)	9:30 – 9:35
7	Storage & Handling	Kate McHugh (CDPH)	9:35 – 9:40
8	Vaccine Management	Claudia Aguiluz (CDPH)	9:40 – 9:50
9	Wrap Up & Resources	Leslie Amani (Moderator)	9:50 – 10:00
Q&A			

Announcements

Leslie Amani, CDPH

Today's Poll and Discussion Item

Please provide the following:

1. We currently have the following average appointment wait time for a patient to obtain a booster:
 - a. 2 days or less
 - b. 3 to 7 days
 - c. 8 to 14 days
 - d. 15 days to 30 days
 - e. 30 days or more

2. The primary reason for an extended appointment wait time is (select all that apply):
 - a. N/A – for wait times less than 7 days
 - b. Staffing
 - c. Vaccine supply
 - d. Holiday closures

3. Provider zip code: _____

Job Aid: Vaccine Management Checklist

We encourage all providers to:

- Check your inventory.
 - See recent communication: [Upcoming Vaccine Expiration](#)
 - Report vaccine wastage in myCAvax.
- Dispose of expired vaccine.
- Report updated inventory to VaccineFinder, including expired doses.

See [Vaccine Management Checklist](#) job aid for details.

Vaccine Management Checklist

California COVID-19 Vaccination Program



Manage your inventory carefully to maximize vaccinations, protect vaccine potency, and minimize wastage—but don't turn away potential recipients to avoid puncturing a vial at the end of the day! ([CDC Guidance](#).)

Check Your Inventory

- Don't reject shipments; [report shipment incidents](#) in myCAvax upon notice for resolution.
- Store vaccines under [these temperatures](#); label cartons with beyond use dates as recommended by vaccine manufacturers (see [Receiving Pfizer-BioNTech](#) | [Moderna](#) | [Janssen](#)).
- Group vaccines (pediatric, adolescent, adult) and label in large block letters (vaccine cartons, baskets, or shelf space) to help ensure correct products are removed for administration.
- [Record storage unit temperatures](#) **twice daily** on a temperature log (see [sample](#)); [report temperature excursions](#) daily in myCAvax.
- Rotate stock weekly to ensure vaccines soon to expire are used first.
- If unable to use vaccines before expiration, report doses to myCAvax Vaccine Marketplace (well before expiration) for redistribution to other sites.
- As expiration dates draw near, check stock using CDC's [Vaccine Expiration Date Report](#) for possible extensions; clearly label product with updated expiration dates to prevent administration errors.
- For pending extensions, mark vaccine as "DO NOT USE pending extension" and leave in storage units.
- Remove spoiled and expired vaccine (including product past BUD date/time) from storage units IMMEDIATELY to prevent administration errors.

Report Vaccine Wastage

- [Report doses spoiled, expired, or wasted](#) in myCAvax (including product, lot number, and expiration date) before disposal.

Dispose of Expired Vaccine

- Do not return nonviable COVID-19 vaccines. Please Do NOT leave vaccine in returned shippers.
- Pfizer, Moderna, and Janssen vaccines may be disposed of in a pharmaceutical waste container, or a comingled pharmaceutical/Sharps waste container. ([Read more](#).)

Report Updated Inventory

- [Report inventory to VaccineFinder](#) daily—even if inventory hasn't changed.
- Before reporting, adjust counts to reflect vaccine shipments added to inventory; doses used; transfers in/out of inventory; and doses spoiled, expired, or wasted that are removed from inventory.
- Report doses redistributed or transferred in/out of inventory in myCAvax within 24 hours of event.

(Also see [Patient Visit Checklist](#).)

California COVID-19 Vaccination Program

IMM-1397 (11/4/21)

Tips for Public Display on Vaccines.gov


(Optional)

Help meet increased demand for boosters by displaying your clinics on the map and include:

- How to make an appointment
- What vaccine product you stock (no inventory counts)

Log in to the COVID Locating Health portal (just like you're reporting inventory to VaccineFinder) and use File Upload or Log Manually options.

See checklists for providers (and federal retail pharmacies: manual and automated)



The screenshot shows the Vaccines.gov website. At the top is the 'WE CAN DO THIS' logo and the 'Vaccines.gov' header with a 'Home' link. A 'Need help' link is in the top right. The main heading is 'Find COVID-19 Vaccines', powered by 'VaccineFinder'. Below this are search filters: '5-digit Zip Code' (with a 'Zip Code' input field) and 'Search Radius' (set to '25 miles'). Under 'Show COVID-19 Vaccines and Boosters', there are four checkboxes for vaccine types: 'Pfizer-BioNTech (age 5-11)', 'Pfizer-BioNTech (age 12+)', 'Moderna (age 18+)', and 'Johnson & Johnson/Janssen (age 18+)'. Under 'Show Only Locations That', the checkbox 'Have appointments available' is checked. A large blue button at the bottom says 'Search for COVID-19 Vaccines'.

COVID Conversation Series



American
Academy of
Pediatrics
CALIFORNIA
Incorporated in California

Upcoming webinar: School Vaccination Updates

Join hosts California Immunization Coalition and American Academy of Pediatrics California to learn more about:

- New policies around medical exemption from vaccines
- Review of strategies for communicating with parents and guardians around immunizations
- Resources for holding school-located vaccine events
- COVID-19 vaccine requirements in California

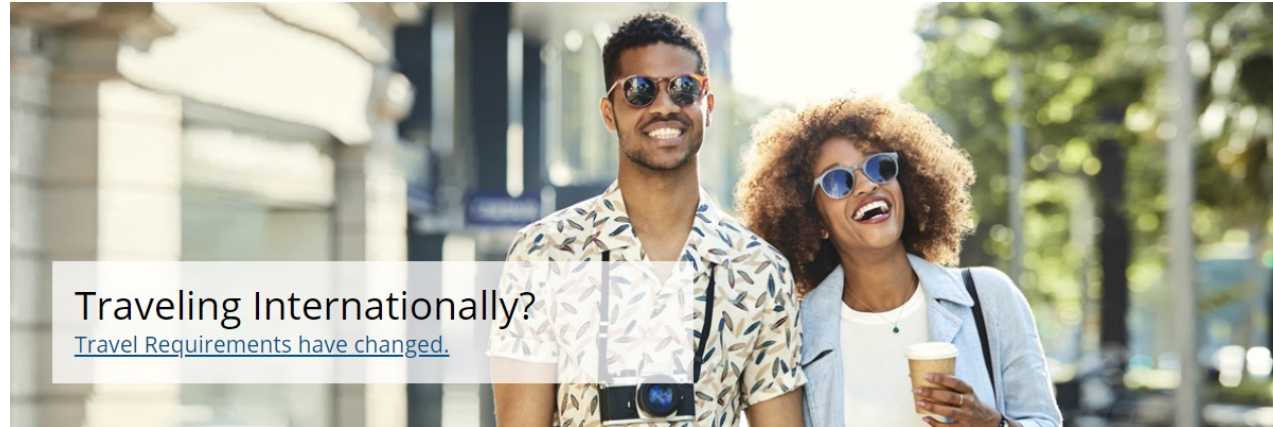
Speakers: Pamela Kahn, MPH, RN, NCSN and Joan Edelstein, DrPH, MSN, RN, PHN

When: Wednesday, December 15 at 3:00 PM PST

Register [here](#)

CDC Travel Guidance

- Domestic Travel
- International Travel
- Mask Requirements
- Cruise Ship Travel
- Travel FAQs
- Communication Resources for Travelers



Do NOT travel if...

- You have been exposed to COVID-19 unless you are fully vaccinated or recovered from COVID-19 in the past 90 days.
- You are sick.
- You tested positive for COVID-19 and haven't ended isolation (even if you are fully vaccinated).
- You are waiting for results of a COVID-19 test. If your test comes back positive while you are at your destination, you will need to isolate and postpone your return until it's safe for you to end isolation. Your travel companions may need to self-quarantine.



CDPH Resources

Tips for protecting yourself and others this holiday season

- [Webpage](#)
- Factsheet [English](#) | [Spanish](#)

Spread Joy, Not COVID

Tips for Protecting Yourself and Others This Holiday Season

Get Vaccinated, Including a Booster Shot if You're Eligible

Vaccines are the best way to end the pandemic and they prevent COVID-19 illness, hospitalization and death. They're safe, effective and free. [Learn more about COVID-19 vaccines](#) and visit [MyTurn.ca.gov](https://myturn.ca.gov) to get vaccinated.



Stay Home if You're Sick

Anyone feeling sick, even with mild [symptoms](#) (sore throat, cough, sniffles), should stay home, isolate from others, and get tested. Download our [testing fact sheet](#) and read our [testing guidance](#).

Get Tested Before and After Traveling or Gathering for the Holidays

Know Before You Go. Get tested 1-3 days before a family gathering, or prior to any travel, even if you have no symptoms. Antigen testing should be done 24 hours prior to a gathering or travel. PCR testing should be done within 72 hours – with results available prior to a gathering or travel. There are no out-of-pocket costs to get tested. Visit a [state testing site](#) or call (833) 422-4255. Learn more about [types of COVID tests](#).

Know When You Return. Test upon returning from the holidays. Test again 3-5 days later.

Also Consider the Following:

- Take precautions if some in your group are unvaccinated (e.g., wear masks, socialize outdoors, keep gatherings short).
- Be sure to wear a good mask, that fits well. N95 and KN95 or surgical masks do the best job filtering out viruses and particles.
- Gather outside or increase airflow in indoor spaces. Read our [ventilation fact sheet](#).
- [Activate CA Notify](#) (California's COVID-19 exposure notification system) on your smartphone. Ask your guests to do the same.



Scan the QR code to see the interactive links on this flyer.




November 2021 • © 2021, California Department of Public Health

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

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 Support and Education

- COVID-19 Vaccination Program FAQs Updated 11/10
- Connect with Vaccine Experts – Provider Office Hours Every Friday
- myCAVax Training
- Weekly Webinars and Training Calendar

Alerts:

Limited Vaccine Delivery for Week of Thanksgiving

- [Holiday Ordering and Delivery Cadence Calendar](#)

COVID-19 Vaccination of 5 to 11-Year-Olds:

- [CDPH Clinical Summary for Pfizer Vaccine in Children 5-11 Years](#)
- [Upcoming Pfizer Vaccine Training](#)
- [View Recent Town Hall with Dr. Erica Pan: Archived Webinar | Slides](#)

Tools to Avoid Vaccine Mix-Ups:

- [Comparison Guide of COVID-19 Vaccine Products](#)
- [COVID-19 Vaccine Eligibility Chart | Summary of Related Guidance and Requirements](#)
- [Vaccine Administration Checklist](#)
- [Preventing Administration Errors](#)
- [Coadministration Tips](#)

Boosters

- [State's Expectations for Administering COVID-19 Vaccine Boosters and Patient Eligibility](#)
- [Clinical Considerations for People Who Received COVID-19 Vaccine Outside the US](#)
- [Expanding Vaccination Capacity \(Provider Readiness Checklist\)](#)

Now Enrolling Providers of Pediatric Services

- [Benefits for Primary Care Providers](#)
- [Find Information on How to Enroll](#)
- [Apply for Grants Up to \\$55,000 for Support of Small Practices. Ends Dec. 17!](#)

COVID-19 Vaccine Provider FAQs

- Answers to Provider questions
- Updated weekly: Last updated 12.2.2021
- Currently in its 48th iteration!



Q: How should COVID-19 vaccine Providers report vaccine wastage?

A: COVID-19 vaccine Providers must report spoiled, expired, and wasted vaccines in myCAvax before disposing of COVID-19 vaccines. The report should include the product, lot number, and the expiration date. Daily reporting to VaccineFinder should be adjusted to include doses spoiled, expired, or wasted that are removed from inventory. For detailed information, please visit [Vaccine Management Checklist](#) and [Reporting Doses Spoiled, Expired, or Wasted](#).



Q: Can COVID-19 vaccine Providers “mix and match” the regular COVID-19 vaccine and the new Pfizer Comirnaty COVID-19 vaccine, or administer one formulation for the first dose and the other for the second dose?

A: Yes. While the regular Pfizer COVID-19 vaccine is being phased out, COVID-19 Providers can “mix-and-match” the regular Pfizer COVID-19 vaccine and the new Pfizer Comirnaty COVID-19 vaccine.

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.....	6
Provider Enrollment.....	8
Ordering.....	10
Distribution/Redistribution.....	11
Vaccine Administration.....	12
Additional Doses for Immunocompromised.....	16
Booster Doses.....	17
Vaccine Storage & Handling.....	20
Inventory.....	21
Reporting.....	22
Costs & Reimbursement.....	24
Communication Resources.....	25

[Provider FAQs on EZIZ, Updated Weekly](#)



COVID-19 Vaccination Program Webinars and Training for Providers

Week of December 6th, 2021

Note: Calendar subject to change

	Monday 12/6	Tuesday 12/7	Wednesday 12/8	Thursday 12/9	Friday 12/10
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 pm PW: myCAvax2021! PHC CalVaxGrant Application Webinar 5:00 pm – 6:00 pm			Provider Office Hours 9:00 am – 10:00 am PW: Immunize!
My Turn					
Combined Office Hours and Events	My Turn and myCAvax Office Hours 12:00 pm – 1:00 pm PW: Immunize2020!		Onboarding (My Turn & myCAvax) Office Hours 1:00 pm – 2:00 pm		
View On Demand	<ul style="list-style-type: none">Intro to My Turn Onboarding (v. 11/10/21)What's New in My Turn (v.11/17/21)Provider Office Hours and MCE Office Hours Archived Sessions	<ul style="list-style-type: none">Provider 101 Account Enrollment: Section A: Organization Application (v. 10/21/21)Provider 101 Account Enrollment: Section B: Location Application (v. 10/21/21)Vaccine Marketplace (v. 8/26/21)	<ul style="list-style-type: none">What's New in myCAvax (v. 10/12/21)What's New in myCAvax for Reactivated Providers (v. 9/8/21)Patient Check-in and Vaccine Administration (v.11/18/21)	<ul style="list-style-type: none">Clinic Manager Training (v. 11/18/21)Vaccine Administrator / VA Assistant Training (v. 11/18/21)My Turn Flu Functionality Review (v. 11/18/21)	

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

Plan Ahead: Upcoming Holidays

DECEMBER 2021

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24 No Provider Office Hours	25
26	27	28	29	30	31 No Provider Office Hours	

Today's Poll and Discussion Item

Please provide the following:

1. We currently have the following average appointment wait time for a patient to obtain a booster:
 - a. 2 days or less
 - b. 3 to 7 days
 - c. 8 to 14 days
 - d. 15 days to 30 days
 - e. 30 days or more

2. The primary reason for an extended appointment wait time is (select all that apply):
 - a. N/A – for wait times less than 7 days
 - b. Staffing
 - c. Vaccine supply
 - d. Holiday closures

3. Provider zip code: _____

Reporting Requirements

Jennifer Womack, CDPH

Provider Outreach – Key Reporting Reminders

Goal: Collaborate with providers to ensure complete and accurate data reporting per CDPH and CDC guidelines.

Topic	Requirements & Guidance	Detailed Resource
Administer doses to correct age group	Dose administration - check vaccine vials before use to ensure: 1) Proper storage guidelines are being met 2) Administration to correct age group (adult versus pediatric) Reporting to IIS Registry: Ensure correct lot # and CVX code are being sent to CAIR2/SDIR/RIDE	COVID-19 Vaccine Product Guide (eziz.org)
Prevent vaccine administration errors	An administration error is any preventable event that may cause or lead to improper use of vaccine or patient harm. To reduce errors, complete COVID-19 vaccine product training and demonstrate competency for products your site will administer.	Preventing Administration Errors
Check expiration dates before administering doses	Dose administration: Utilize the Moderna and Janssen expiration look-up tools to determine if lot # has expired before administering dose. <ul style="list-style-type: none">• Vaccine Administration Checklist Reporting to IIS Registry: Ensure correct lot # and CVX code are being sent to CAIR2/SDIR/RIDE	<ul style="list-style-type: none">• Vial Expiration Date Lookup Moderna COVID-19 Vaccine (EUA) (modernatx.com)• Janssen COVID-19 Vaccine Expiry Checker (vaxcheck.jnj)

Vaccine Administration

Leslie Amani, CDPH

Doses Administered to Date (12/1/21)

58,802,815 doses administered!

- **76.5%** of 5+ population has received at least one dose and **67.9%** are fully vaccinated
- **603,716** 5-11-year-olds partially vaccinated - (17.16% with at least one dose)
- **6,084,246** Booster recipients (30.7% of eligible population) – boosters represented about 65% of total doses administered last week and recipients



Vaccine Equity Metric

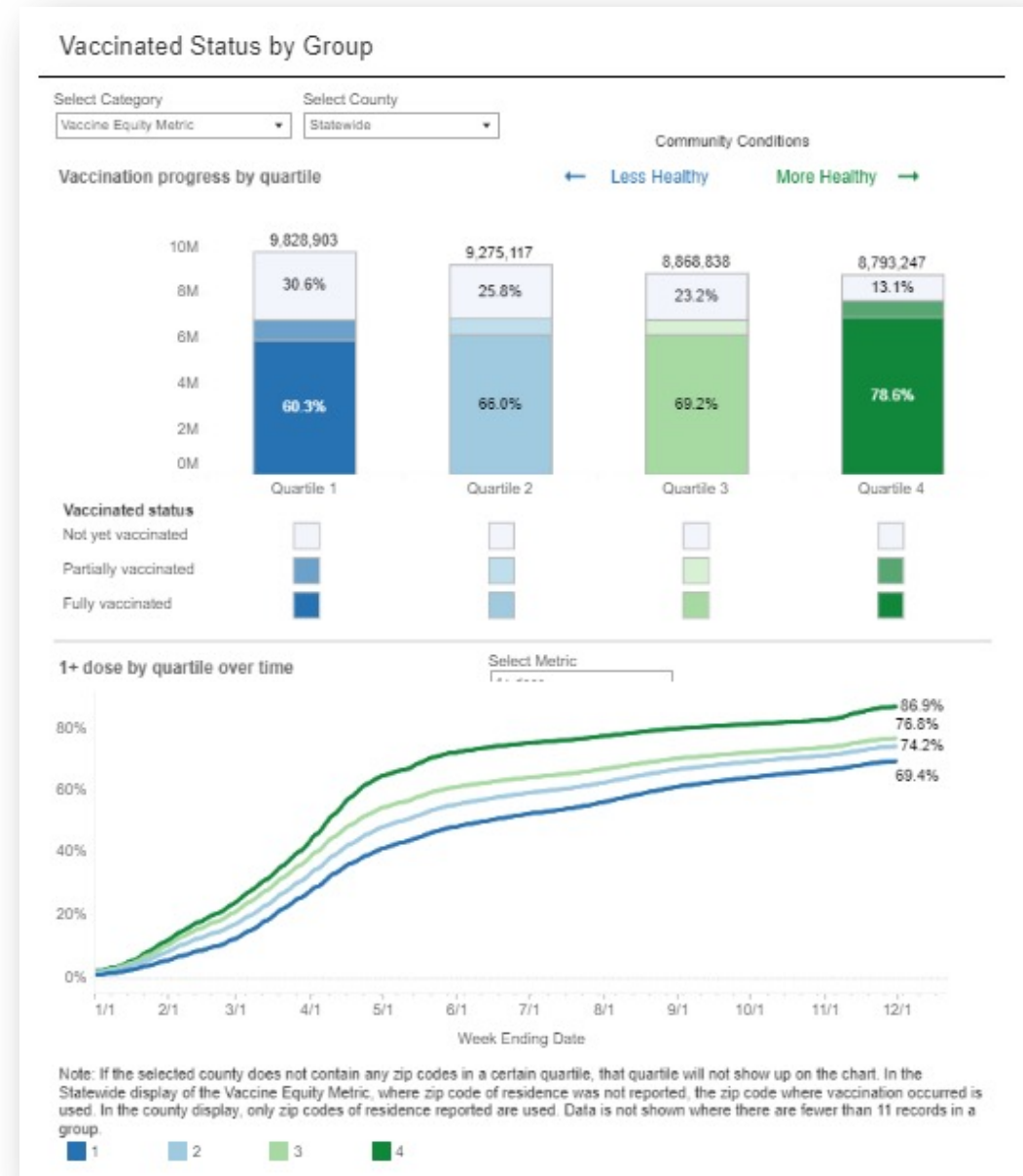
69.4% of VEM **Quartile 1** has received at least one dose.

86.9% of VEM **Quartile 4** has received at least one dose.

Goal to have the difference between these quartiles at less than 10% by Jan 1.



[Holiday Gatherings and Travel \(ca.gov\)](#)

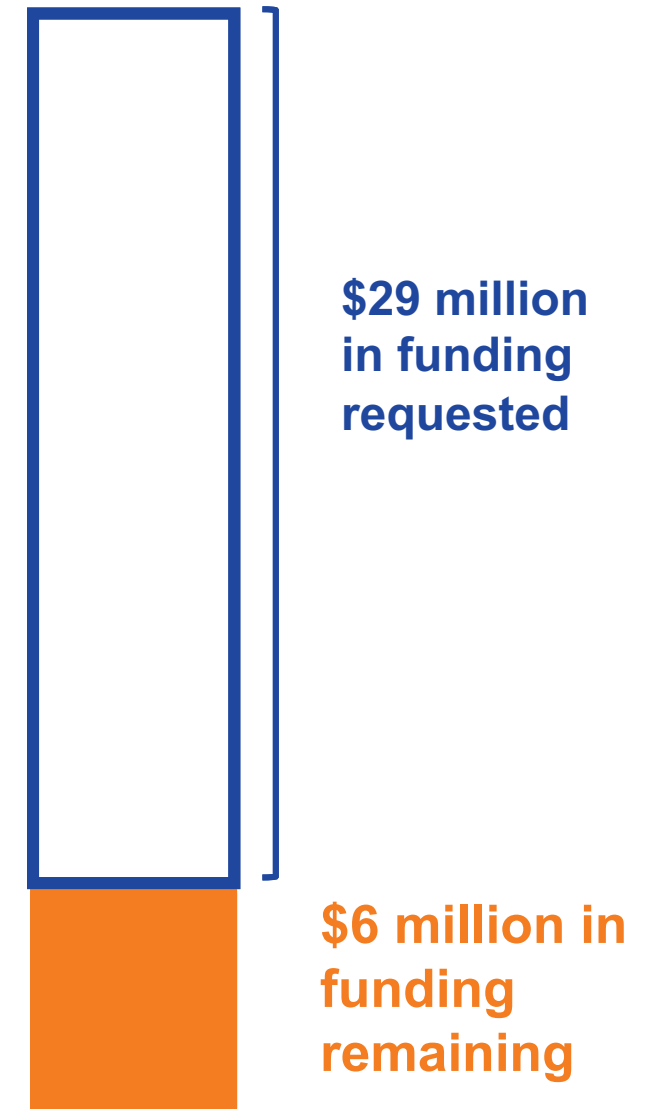


CalVaxGrant

Rachel Jacobs, CDPH

Latest CalVaxGrant Status

- Application deadline EXTENDED to December 17th or until funding is spent. **First come, first served!**
- Visit [PHC website](#) for list of eligible provider types.
- 1,873 applications approved.
- Webinars to provide information on grant process and answer provider questions.
 - [December 7 from 5-6 PM](#)
 - [Recorded Application Tutorial Webinar](#)



Clinical Update

Caterina Liu, M.D., CDPH

Omicron Variant (B.1.1.529)

- Classified as a Variant of Concern by WHO and CDC.
- Known mutations raise theoretical concerns about transmissibility, disease severity, effectiveness of vaccines or prior infection, effectiveness of therapeutics.
- Studies are underway; more information forthcoming
- Variant confirmed in 22 countries as of 12/1/21.
 - [CDC Global Variant Report](#)
- Additional info on Omicron:
 - [CDC and CDPH Health Alert Network Alert \(CAHAN\)](#) – 11/29/21
 - [CDPH Fact Sheet: Omicron Variant \(ca.gov\)](#)

Omicron Variant: First U.S. Case Detected in CA

- First U.S. case detected in San Francisco.
- Case was a traveler who returned from South Africa on November 22, 2021.
- Individual had mild symptoms that are improving.
- All close contacts have been tested and tested negative.
- Additional case in Minnesota [reported by CDC on 12/2/21.](#)

Omicron Variant: Next Steps

- It is important that we collectively focus on the things we know prevent the spread of COVID-19, and its variants.
- Individuals should:
 - (1) Get vaccinated and boosted.
 - (2) Wear your mask in indoor settings.
 - (3) Get tested if you have symptoms.
 - (4) Stay home if you are sick.

CDC Strengthens Booster Recommendation

[CDC Expands COVID-19 Booster Recommendations | CDC Online Newsroom | CDC](#)

- Everyone ages 18 and older **should** get a booster dose either when they are 6 months after their initial Pfizer or Moderna series or 2 months after their initial J&J vaccine.
- Statement from Dr. Walensky, CDC Director: “The recent emergence of the Omicron variant (B.1.1.529) further emphasizes the importance of vaccination, boosters, and prevention efforts needed to protect against COVID-19. ...I strongly encourage the 47 million adults who are not yet vaccinated to get vaccinated as soon as possible and to vaccinate the children and teens in their families as well because strong immunity will likely prevent serious illness.”

State Student Requirement for COVID-19 vaccine

- Students will be required to be vaccinated for in-person learning starting the term following FDA full-approval of the vaccine for grade span (K-6 and 7-12).
- Based on current projections for full approval for ages 12+, anticipate the requirement would apply to grades 7-12 starting on July 1, 2022.
- Requirement will be accomplished by regulation, therefore subject to exemptions “for both medical reasons and personal beliefs.” (HSC Section 120338).

State Student Requirement for COVID-19 vaccine

Stay tuned for additional information over the next months:

- [ShotsForSchool.org](https://shotsforschool.org)
- [California Becomes First State in Nation to Announce COVID-19 Vaccine to List of Required School Vaccinations](#)

Checklist: 5-to-11-year-olds

- CDC pre-vaccination checklist is the same for all age groups:
[Pre-vaccination Checklist for COVID-19 Vaccines Information for Healthcare Professionals \(cdc.gov\)](#)
- My Turn contains all CDC screening questions, even though some questions may not be pertinent to all populations.
- New question added:
 - Have you received hematopoietic cell transplant (HCT) or CAR-T-cell therapies since receiving COVID-19 vaccine?
 - HCT and CAR-T-cell recipients who received doses of COVID-19 vaccine prior to receiving an HCT or CAR-T-cell therapy should be revaccinated with a primary vaccine series at least 3 months (12 weeks) after transplant or CAR-T-cell therapy.

Today's Poll and Discussion Item

Please provide the following:

1. We currently have the following average appointment wait time for a patient to obtain a booster:
 - a. 2 days or less
 - b. 3 to 7 days
 - c. 8 to 14 days
 - d. 15 days to 30 days
 - e. 30 days or more

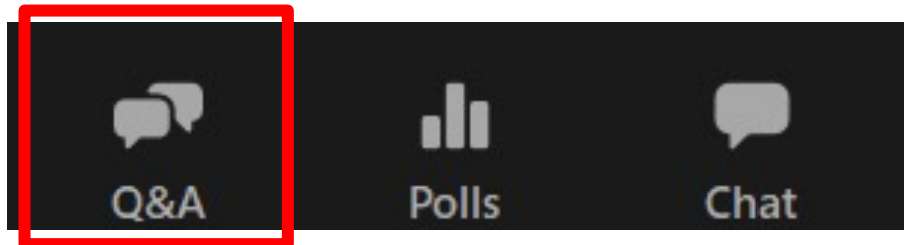
2. The primary reason for an extended appointment wait time is (select all that apply):
 - a. N/A – for wait times less than 7 days
 - b. Staffing
 - c. Vaccine supply
 - d. Holiday closures

3. Provider zip code: _____



Provider Office Hours Q&A

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



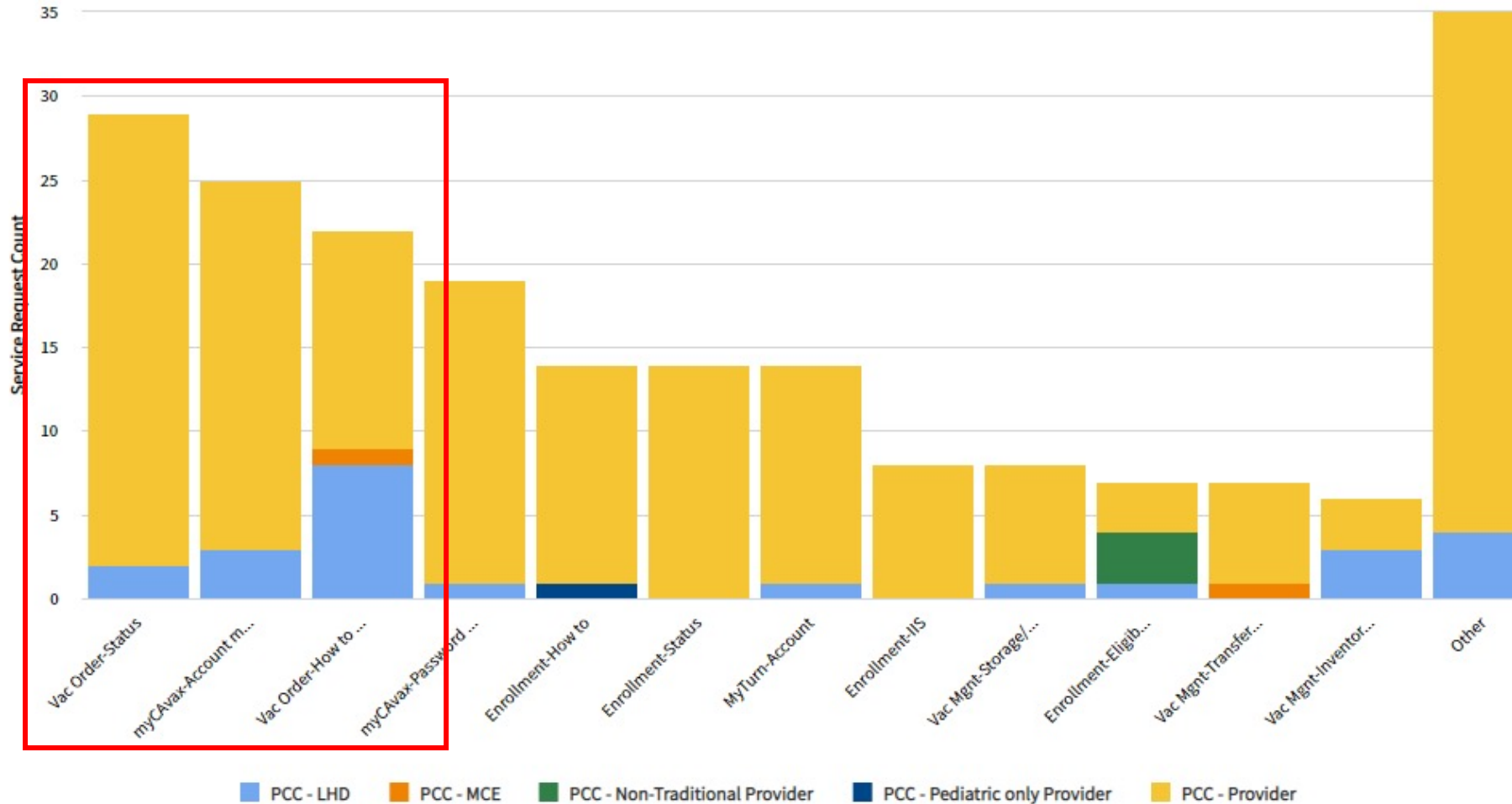
Please do not put questions in Chat.

Provider Call Center

Ana Ramirez, CDPH

Contact Drivers – Order related questions

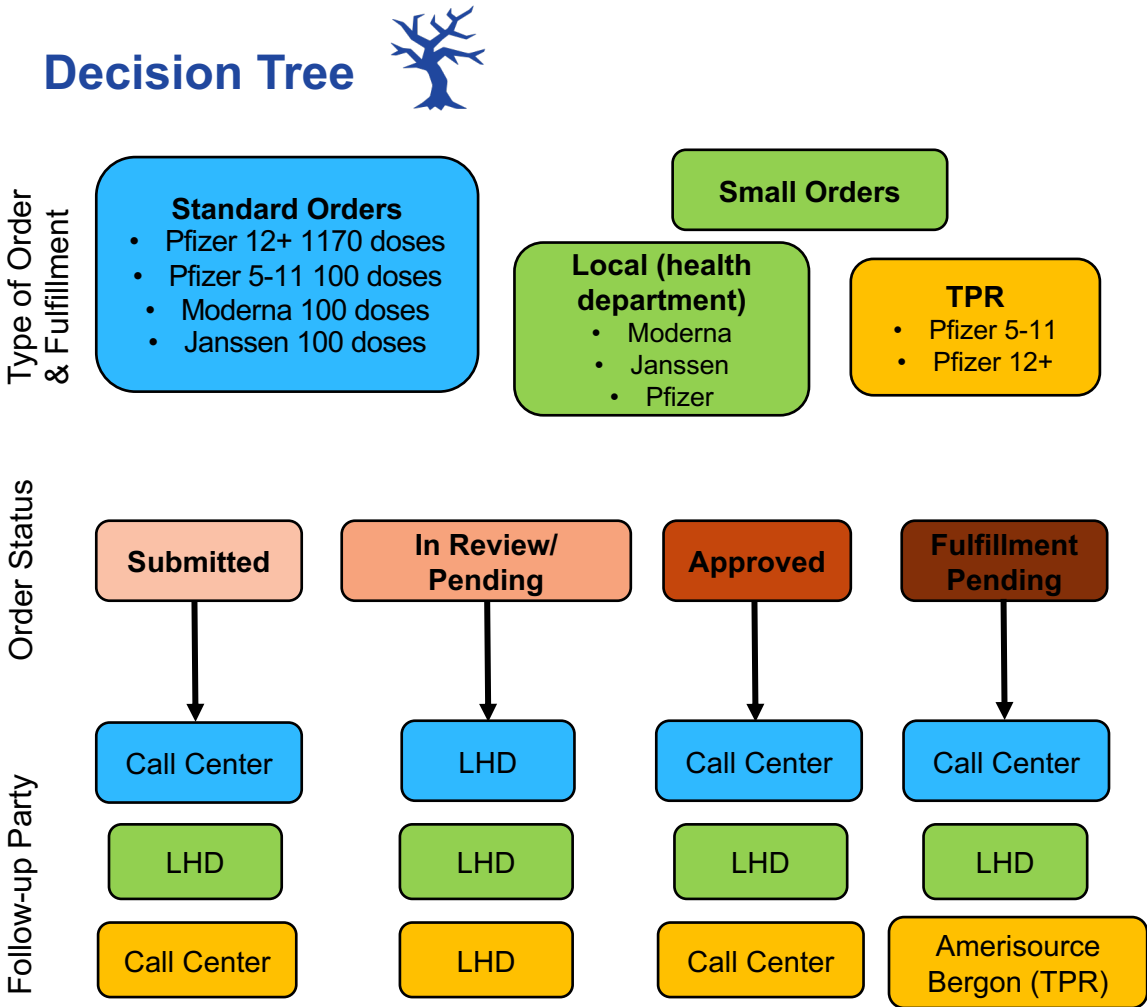
This Week's Contact Drivers



Common Questions:

- When will my order arrive?
- Why is my order not approved?

Call Center Tools to Answer Order Questions



Storage & Handling

Kate McHugh, CDPH

Comirnaty (Gray Cap)

- [EUA: Healthcare Providers for 12 years of age and older, gray cap \(no dilution\) \(fda.gov\)](https://www.fda.gov/emergency-preparedness-response-recovery/medical-products/updates-to-the-fda-approved-emergency-use-authorization-eua-for-pfizer-incs-comirnaty)
- Pfizer is expected to transition over to shipments of the new "gray cap" vaccine for ages 12+ in December/January.
- This vaccine does not require dilution.
- Ancillary kits will continue to be sent with this vaccine product.
- 6 doses per vial
- 10 vials per carton
- 300 dose minimum order

GRAY		
		
	30 mcg	
	0.3 mL	
	NO DILUTION	
30 mcg		10 mcg
0.3 mL		0.2 mL
1.8 mL		1.3 mL

Comirnaty (Gray Cap) Storage and Handling

- Shipped at ultracold temperatures in single-use shippers
- Can be stored in ultracold (-90°C to -60°C) temperatures until the expiration date (6 months).
- Can be stored in refrigerated (2°C to 8°C) temperatures for up to 10 weeks.
- **Cannot** be stored at standard frozen temps (-25°C to -15°C).
- Thaw times:
 - 6 hours in the refrigerator
 - 30 minutes at room temperature
- Discard 12 hours after the first puncture.



Comirnaty (Gray Cap) Transport

- Can be transported either ultracold (if you have the right equipment) or at refrigerated temperatures
- Do not transport at standard frozen temperatures (-25°C to -15°C).
- Unlike the purple cap vaccine, the gray cap has no time limit on refrigerated transport.



Waste Reporting

- Please continue to report waste!
- Reporting Doses Spoiled, Expired or Wasted job aid
- Waste should be reported when doses are:
 - Spoiled
 - Expired
 - Wasted
 - Vaccines drawn into the syringe but not administered
 - Vaccines in open vials but doses not administered
 - Damaged vials (e.g., due to a drop causing damage to vial integrity or sterility)
 - Lost or unaccounted for vaccines
 - Unable to draw a dose in vial



Vaccine Management

Claudia Aguiluz, CDPH

Table of Contents

- What's Next on myCAvax – Release 20
- Knowledge Center Training Resources
- Orders and Deliveries
- Live Support Holiday Schedule
- Patients Traveling to the UK-CA DVR
- Appendix
 - What's Next on myCAvax – R20
 - Link to [myCAvax Trainings](#)
 - Link to the My Turn and myCAvax [Feedback Form](#)

What's Next on myCAvax: Release 20 (12/02) Highlights

Standard Orders

- ✓ **Ancillary Kits Opt Out!**
 - ✓ Providers can now opt out of Moderna and J&J ancillary kits when placing standard orders.
- ✓ **Blocking Standard Duplicate Orders**
 - ✓ Providers and LHDs (Local Health Departments) will now NOT be able to place multiple standard orders for the same product.

Small Orders

- ✓ **Preferred Vaccine Temperature**
 - ✓ On the Vaccine Order screen, "Preferred Vaccine Temperature" will be limited to temperature ranges appropriate for the vaccine product being ordered.

For Providers

California COVID-19 Vaccination Program Update



New Release
December 2, 2021

Enhancement Details for Providers

The myCAvax system will have new functionalities available tomorrow. We are making many of these enhancements in response to user feedback. They have an impact on Providers, especially those newly enrolling, and Local Health Departments/MCEs. Please review what is changing based on your role in the system:

Knowledge Center (Coming Soon)

Transitioning to Knowledge Center

Providers will be able to access information on enrollment & account management, vaccine orders & management, and reports & dashboards inside Salesforce's Knowledge Center. Information about the Knowledge Center's location in myCAvax is forthcoming.

Standard Orders

Ancillary Kits Opt Out

Providers will be able to opt out of ancillary kits by checking the "Opt Out of Ancillary Kits" checkbox when placing Standard Orders on the New Vaccine Order Request screen. Once orders are approved, providers will not be able edit the ancillary kit status and will receive an error message.

Blocking Standard Duplicate Orders

To prevent duplicate ordering, providers will be unable to place multiple standard orders for the same vaccine product. If a product has a status of "Submitted," "In-Review," or "Pending," additional standard orders for the same product will be blocked.

Small Orders

What's Next on myCAvax: Release 20 (12/02)*

Standard Orders-Ancillary Kits



Primary Information

* Account

* Order Type
Standard Order (CDC) ▼

* Vaccine
Moderna (18 years - 100+ years) -100/box - COVID-19 Vaccine ×

Opt Out of Ancillary Kits ☐

* Doses Requested
[Text Field]

* Doses Administered ⓘ
[Text Field]

* How many doses in this order will be used for dose 2? ⓘ
0

* How many doses in this order will be used for additional dose/booster? ⓘ
[Text Field]

Ancillary Kits Opt Out

- Providers will be able to opt out of Moderna and Janssen ancillary kits by checking the “Opt Out of Ancillary Kits” checkbox when placing Standard Orders on the New Vaccine Order Request screen.
- Once orders are approved, providers will not be able edit the ancillary kit status and will receive an error message.
- Kits for Pfizer cannot be opted out.

Knowledge Center Provider Training Resources

- ✓ The Knowledge Center will house training resources (job aids, PDFs, URLs) for Providers. Training assets will now be easily accessible and in one central location.
- ✓ Information about the Knowledge Center's location in myCAvax is forthcoming.



myCAvax Coordinator Resources

Job aids, quick sheets, and other resources specifically designed for Location and Organization Coordinators using myCAvax.

[Back to Knowledge Center](#)

Vaccine order requests

Placing a small order vaccine request

This document summarizes the vaccine small ordering process and steps to place small vaccine order requests in the myCAvax system.

Placing a standard vaccine order request

Article short description here can be one line, or two lines.

Reviewing shipments

Article short description here can be one line, or two lines.

Vaccine inventory management

Transferring vaccine inventory

Article short description here can be one line, or two lines.

Recording waste events

Article short description here can be one line, or two lines.

Recording temperature excursions

Article short description here can be one line, or two lines.

Recording shipment incidents

Article short description here can be one line, or two lines.

Navigating and posting on Vaccine Marketplace

Article short description here can be one line, or two lines.

Orders and Deliveries



Deliveries resumed Monday, 11/29. Delivery for **Standard Orders and TPR Orders** placed November 29th starts today, Friday, December 3rd.



If your clinic(s) will be closed or have limited hours this holiday season, **please update your hours in the myCAvax system to indicate that you will be unavailable to receive shipments those days.** Remember to update your hours again upon return to resume receiving shipments.



December's Holiday Delivery and Ordering Cadence calendar will be available next week.



Please **submit your orders by 5pm on Mondays** in order to help determine vaccine need and support LHDs/MCE allocations.

Comirnaty (Gray Cap)-Preparing for Ordering

- Pfizer is expected to transition over to shipments of the new "gray cap" vaccine for ages 12+ in December/January.
 - 300 dose minimum order
- Pfizer 1170 (purple cap) will be retired
- myCAvax product formulary will be adjusted to reflect changes
- Preferably, providers should only stock 2 Pfizer products
 - Consider current inventories of 12+ Pfizer when placing orders in the next few weeks

Ages 12+

GRAY

30 mcg
0.3 mL
NO DILUTION

**300 dose Min
Standard
Order**

Ages 5-11

ORANGE

10 mcg
0.2 mL
1.3 mL

**100 dose Min
Standard
Order**

Live Support Holiday Schedule – December (Tentative)

**My Turn and
myCAvax Help Desk**



Limited Operation

- December 24th
- December 25th
- January 1st

Shortened Hours

- December 31st,
8AM-1PM

**COVID-19 Provider
Call Center**



Limited Operation

- December 24th
- December 31st

Patients Traveling to the UK?



As of November 22nd, the UK Government has authorized California residents traveling to the UK to use the California Digital COVID-19 Vaccine Record as verifiable proof of vaccination status, in lieu of carrying a physical CDC vaccine card.

USA

CDC card showing you've had a full course of an FDA-approved vaccine in the USA, or:

- California Digital COVID-19 Vaccine Record
- New York State Excelsior Pass Plus
- Washington State WA Verify Pass

Additional proof of US residence is no longer required.

APPENDIX

What's Next on myCAvax: Release 20 (12/02)

Chatter

- ✓ If a Provider posts a chatter without tagging someone with an @ symbol, then an email is sent to the COVID Call Center.

Small Orders

- ✓ LHDs are able to configure their preferred transport temperatures and make only those options available to Providers.
- ✓ The Small Order tiles display the products the LHD is offering regardless of if they have orders for that product. LHDs also have a direct link to their minimum small orders list from the Small Order Review page.
- ✓ If there is an unknown issue with an order fulfillment file, such as an old file missing a column, the LHDs and TPR (Third Party Redistributor) users will receive an error message and be able to generate a new file.
- ✓ LHDs and TPR users can generate a new order fulfillment file for any orders that are not yet completed.
- ✓ The order fulfillment files now have a standardized naming convention when uploading a file or receiving an error file.

Training

- ✓ Section B staff members can now see Pfizer 5-11 product information on the unauthenticated training page.

Standard Orders

- ✓ Providers can now opt out of ancillary kits when placing standard orders.
- ✓ Providers and LHDs (Local Health Departments) are NOT able to place multiple standard orders for the same product.

Enrollment

- ✓ Providers have a new interface when entering their shipping hours during the location application. The hours to select have also been shortened to 7:00am – 8:00pm. LHDs will now see an updated Location Account and Account User Interface labels for the shipping hours.
- ✓ The IIS (Immunization Information System) screen during section B enrollment has been updated to make it easier for providers to find where they can get IIS help.
- ✓ Providers have access to a new Add Locations pop-up which allows them to add up to 3 locations at one time.

What's Next on myCAvax: Release 20 (12/02)

Contact

- ✓ LHDs/MCEs users are able to identify primary and backup POCs for areas related to ordering, allocations, account approvals, etc.

Knowledge Center

- ✓ Trailhead has been decommissioned for LHD/MCE users. They will be able to access job aids inside Salesforces Knowledge Center through a dashboard or by searching for an article.

What's Next on myCAvax: Release 20 (12/02)*

Provider Enrollment

Days and Times Vaccine Coordinators are Available for Receipt of COVID-19 Vaccine Shipments

- Enter all of the days and times that your practice can receive vaccine shipments, accounting for any breaks or lunch closures.
- If you accept deliveries during all hours of operation, 'Break/Lunch closure' fields are not required.
- At least one day a week, providers must be available to receive vaccine for at least four consecutive hours.

Entry Examples:
Below is an example of an availability with a one-hour break for lunch.

From:	To:	Break/Lunch Closure	From:	To:
9:00 AM	12:00 PM		01:00 PM	05:00 PM

Below is an example of an availability with no break/lunch closure:

From:	To:	Break/Lunch Closure	From:	To:
9:00 AM	05:00 PM		--None--	--None--

Monday

From:	To:	Break/Lunch Closure	From:	To:
07:00 AM	05:30 PM		11:00 AM	02:00 PM

Tuesday

From:	To:	Break/Lunch Closure	From:	To:
--None--	--None--		--None--	--None--

Wednesday

From:	To:	Break/Lunch Closure	From:	To:
--None--	--None--		--None--	--None--

Thursday

From:	To:	Break/Lunch Closure	From:	To:
--None--	--None--		--None--	--None--

myCAvax
California Vaccine Management System

Home

COVID-19 Vaccine Product Training

Print and review the summary sheets for the products your location will be ordering prior to receiving vaccine shipments.

Pfizer

1. Vaccine Preparation & Administration: Ages 5-11 | Ages 12+
2. Mixing Diluent & Vaccine
3. Storage & Handling: Ages 5-11 | Ages 12+
4. Delivery Checklist

Moderna

1. Vaccine Preparation & Administration
2. Storage & Handling

Janssen (Johnson & Johnson)

1. Vaccine Preparation & Administration
2. Storage & Handling

Additional resources (Optional)

- For more product details and guidance, review [CDC's COVID-19 Training Modules](#).
- For more resources and updates from the California COVID-19 Vaccination Program refer to the [EZIZ/COVID website](#).

Enrollment

- ✓ Providers have a new interface when entering their shipping hours during the location application. The hours to select have also been shortened to 7:00am – 8:00pm.

Training

- ✓ Section B staff members can now see Pfizer 5-11 product information on the unauthenticated training page.

Wrap-up

Leslie Amani, CDPH

Where can I go for additional help?

Type of Support

Description

Updated 11.19.21



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.

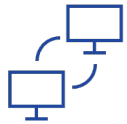
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



Enrollment Support

For Provider enrollment support, please contact myCAvax Clinic Operations at

- Email: myCAvaxinfo@cdph.ca.gov

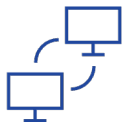


myCAvax Help Desk

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

- Email: myCAvax.HD@Accenture.com
- Phone: (833)-502-1245, option 3, 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: Flu: <https://eziz.org/covid/myturn/flu/> COVID: <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

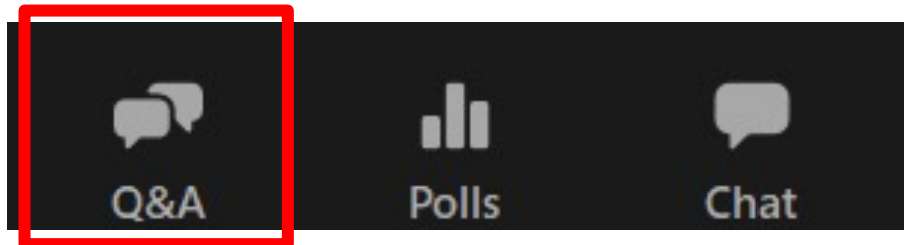
Monitor online media and what you hear in your local communities for potential rumors and inaccurate information.

If found, **report** it to **rumors@cdph.ca.gov**

[Contact](#)

Provider Office Hours Q&A

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



Please do not put questions in Chat.

Thank you!



Monday:

My Turn & myCAvax Office Hours link

Monday, December 6, at 12:00 PM

Audio Conference: 415-655-0001
Access Code: 145 995 8782
Session Number: 145 995 8782
Session Password: Immunize2020!

Friday:

Provider Office Hours link

Next session: Friday, December 10
at 9:00 AM

Audio Conference: Register to access
Session Password: Immunize!