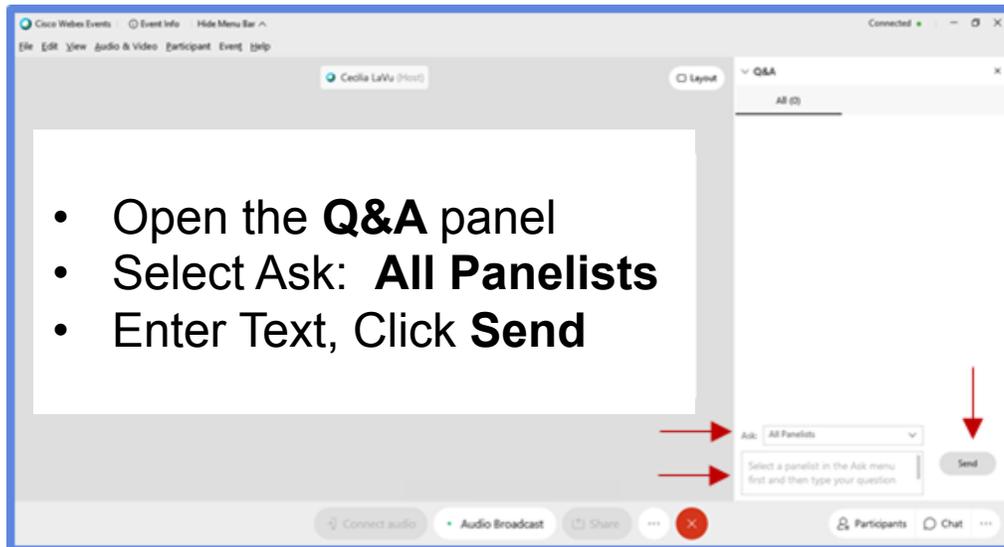# Welcome to Provider Office Hours
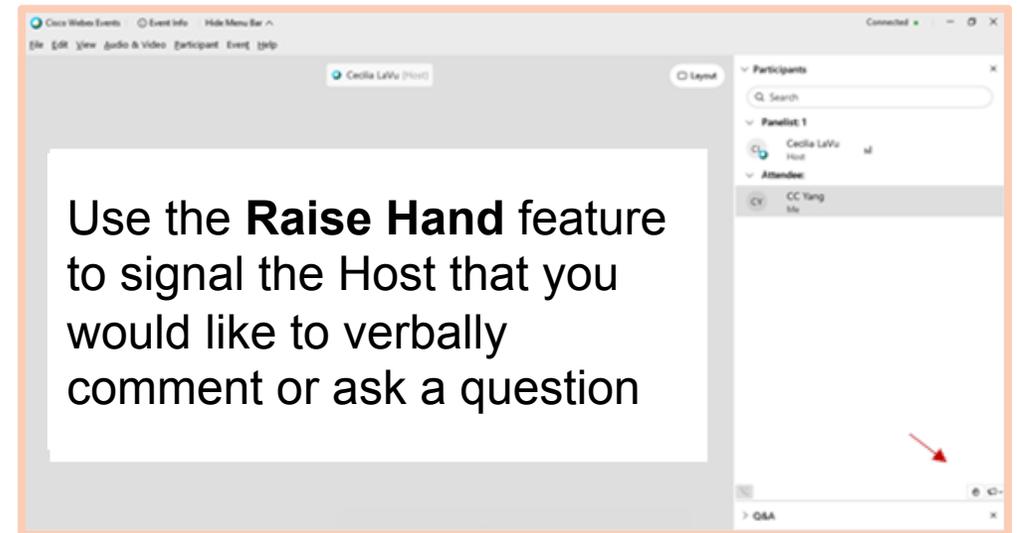
During the session, please use one of these methods to comment or ask a question:

OPTION #1: Q&A Panel

- Open the **Q&A** panel
- Select Ask: **All Panelists**
- Enter Text, Click **Send**

OPTION #2: Request to Join Audio

Use the **Raise Hand** feature to signal the Host that you would like to verbally comment or ask a question

Vaccinate ALL 58

Poll

In a few words, what is the biggest challenge you continue to face with COVID-19 vaccine administration?

Examples:

- Allocation
- Reporting
- Eligibility
- Supply
- Storage and handling
- Vaccine hesitancy

2

Agenda

Announcements
- Third Party Administrator – Kathleen Billingsley
- Shipping Delays – Claudia Aguiluz
- FEMA Sites – Kate McHugh

Vaccine Updates
- Allocations – Amy Pine
- Systems Overview – Claudia Aguiluz
- VaccineFinder – Troy Parrish
- myCAvax – Claudia Aguiluz
- Vaccinate All 58 Campaign – Edgar Ednacot
- Storage & Handling – Kate McHugh
- Temperature Monitoring – Claudia Aguiluz
- Provider Call Center – Brenton Louie

Q&A

Vaccinate ALL 58

Announcements

Third Party Administrator – Kathleen Billingsley

California is committed to equitable, efficient, & safe distribution of COVID-19 vaccines.

- To help reach those goals, it has contracted with a Third Party Administrator (TPA) to create, manage, and oversee a statewide network of vaccine providers.

- Key functions of the TPA include:
  - Contracts
  - Communications & education
  - Implementation
  - Reporting

The state released its contract with Blue Shield of California to be its Third-Party Administrator on February 15, fulfilling a commitment by the Governor.

What questions do you have for the TPA?

Please start your question with "TPA"

SAMPLE:
"TPA: As a provider, how will my dose allocations change under the TPA?"

Submit your question into the Q&A panel
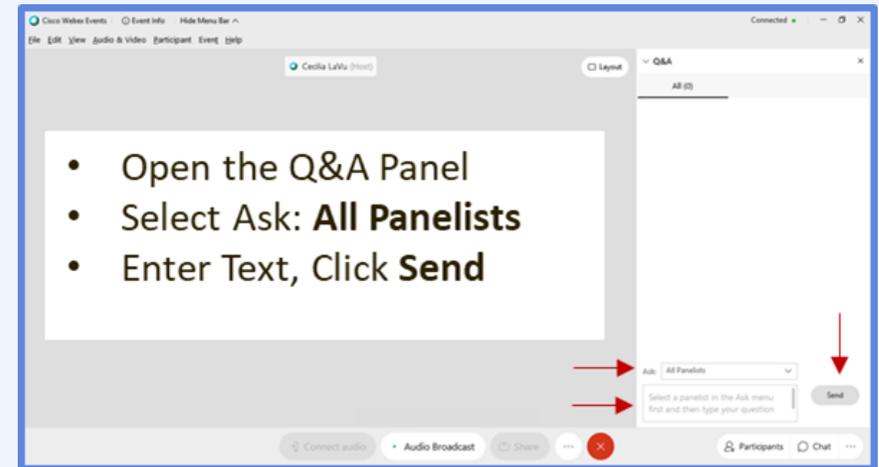
- Open the Q&A Panel
- Select Ask: **All Panelists**
- Enter Text, Click **Send**

Vaccinate ALL 58
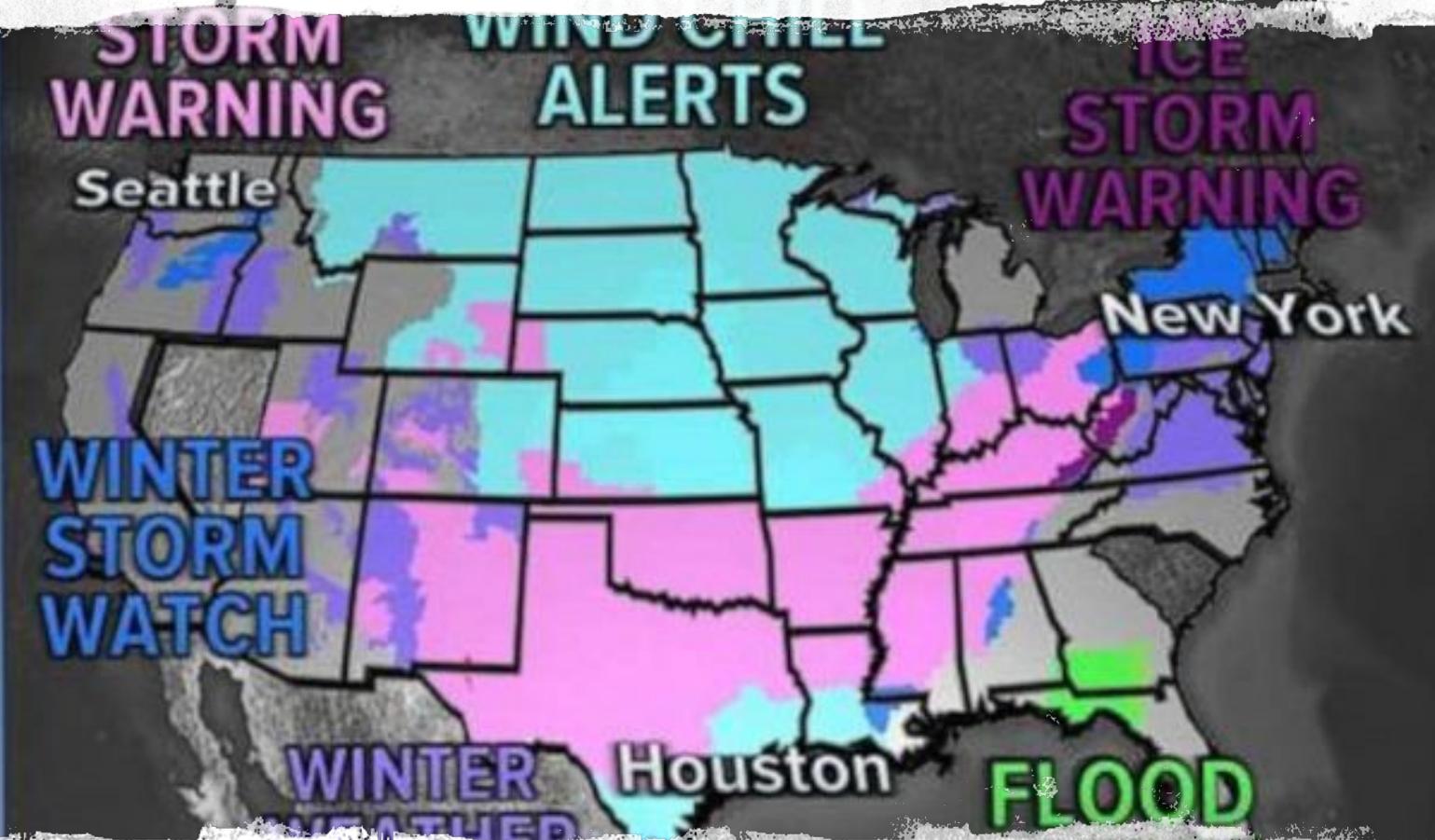
Shipping Delays – Claudia Aguiluz

Update: vaccine shipments delays

- Adverse weather has impacted vaccine distribution and shipment across the US

- Impact on the ground at distribution hubs and commercial carriers

- **Pfizer** had limited shipping this week; most pending vaccine orders have were delivered this week

- **Moderna** orders placed since mid-late last week have not yet shipped

- Limited vaccine packing and shipment preparation have created a back log of orders that will need to get out once weather conditions improve

- It is likely that all orders arrive next week- waiting for confirmation on estimated shipping day
  - May need to be prepared to receive all pending orders

- Consider the impact of delayed deliveries to planned COVID-19 vaccination efforts & ability to store multiple shipments

- Shipment delay notifications have been issued to all providers and posted on eziz.org/COVID.

For Providers

California COVID-19 Vaccination Program Update

Continued Shipment Delays & Provider Office Hours Tomorrow

CONTINUED VACCINE SHIPMENT DELAYS

Please be aware that COVID-19 vaccine shipments continue to experience delays due to ongoing adverse weather conditions throughout the country. Orders are being held until weather conditions permit carriers to resume vaccine shipments. Some orders may arrive tomorrow (Friday), but many will likely arrive next week. You should consider the impact of delayed deliveries to planned COVID-19 vaccination efforts during this time.

We currently do not have information on expected delivery time frames for your order, however we will communicate with you as soon as shipments of all held orders are resumed.

Please contact our COVID-19 Call Center for Providers with questions at covidcallcenter@cdph.ca.gov or (833) 502-1245.

Vaccinate ALL 58

FEMA Sites – Kate McHugh

- Oakland Coliseum and Cal State University, Long Beach
- Federally staffed and allocated
- Capacity of up to 6,000 people/day
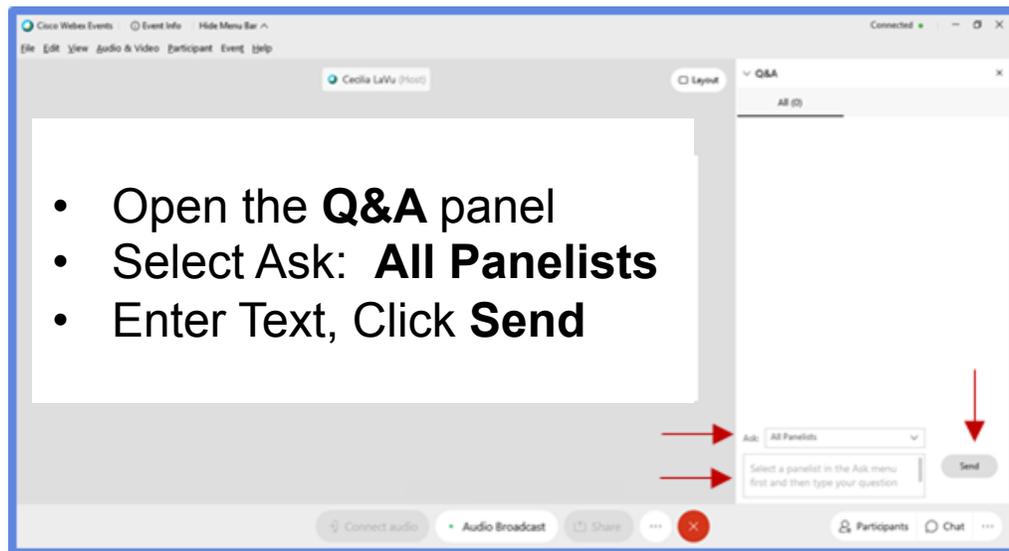- Appointments made at www.myturn.ca.gov

Provider Q&A

How to Ask a Question

During the webinar, please use one of the following methods to ask a question or make a comment.
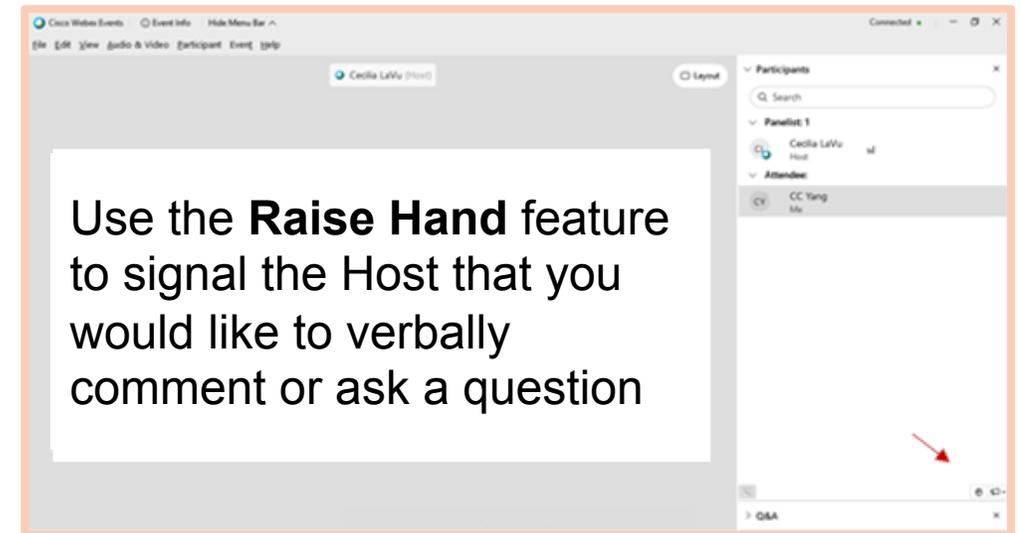
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- Enter Text, Click **Send**

Use the **Raise Hand** feature to signal the Host that you would like to verbally comment or ask a question

Vaccinate ALL 58

Vaccine Updates

Allocations – Amy Pine

Food/Ag, Education/Child Care and Emergency Responders added to denominator

CA's allocation this week from CDC:
- 380,300 Moderna doses (3803 boxes)
- 382,590 Pfizer doses (327 boxes)
- **762,890 total doses**

Systems Overview –
Claudia Aguiluz

Keep this Job aid near you!

Access Systems Overview at:

https://eziz.org/assets/docs/
COVID19/IMM-1354-Provider.pdf

VaccineFinder – Troy Parrish

Vaccinate ALL 58

VF's Role in COVID-19 Response

Daily inventory reporting of COVID-19 vaccines (required)

- Providers agree to report doses on hand daily to provide visibility into vaccine uptake

Increase access to COVID-19 vaccines (optional, launch TBD)

- Providers may choose to make their location(s) visible on the public-facing website when vaccine is more widely available

- COVID Locating Health portal was **updated in February** to allow providers to populate data in advance of the public launch

VaccineFinder

Topics

- Completing registration
- Reporting inventory

https://eziz.org/covid/reporting/

1. Request Invitation Email

If your facility is expecting vaccine:

- Email the VaccineFinder Help Desk at eocevent522@cdc.gov

- Provide organization name, address, email (Section A in myCAvax)

- Invitation sent within 12-24 hrs. if CDC can identify the organization; for new enrollees, takes a few days

1. Request Invitation Email

- **Organization Email** (Section A) will receive the email; email must be monitored
- Sender: vaccinefinder@auth.castlighthealth.com
- Click **Create Account** to complete registration
- Use Edge, Chrome, or Safari browsers
- Link expires after 7 days
- **Can't find it?** Check Spam/Junk folders, or have IT list VaccineFinder as a safe sender
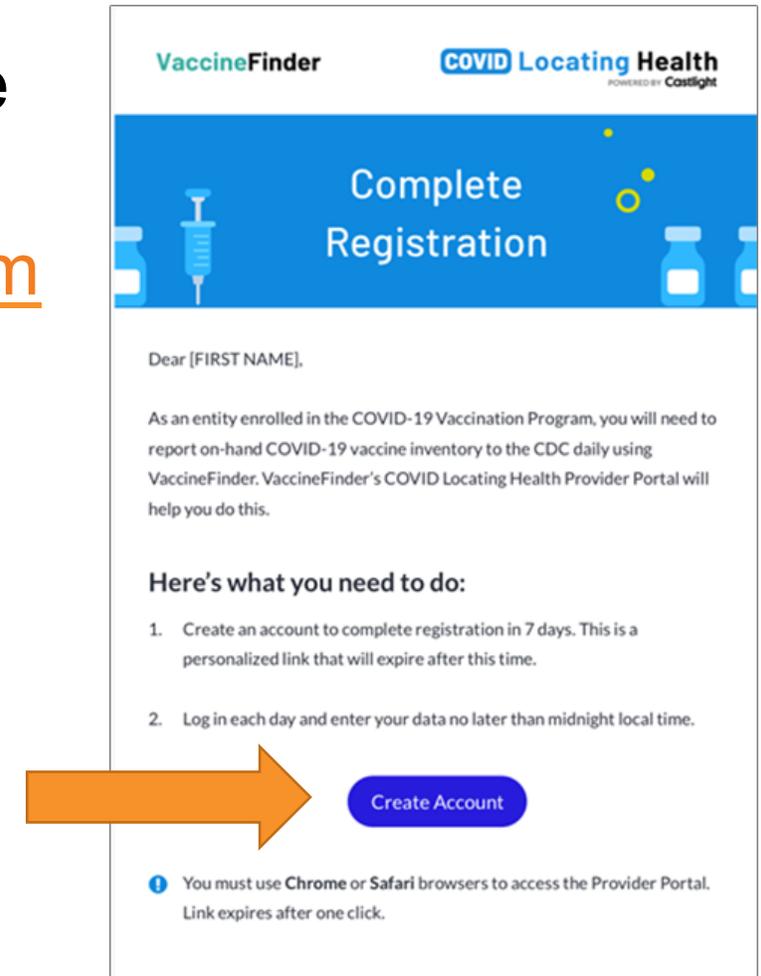
2. Complete Registration

Which vaccines will you administer?

- Select vaccine from dropdown menu and click **Add**

- Repeat for additional vaccines

- Selections appear under **Vaccines Added**

- Vaccines can be added later

2. Complete Registration

How will you report vaccine inventory?

- Organization may report aggregate doses on hand for all affiliated provider locations

- Or locations may report their inventory

Registration email sent to Section B **Location Contacts**; each location goes through this onboarding process to begin inventory reporting

How are you going to report your vaccine inventory?

⓵ Your selection cannot be changed for the duration of the COVID-19 vaccination program

YOUR LOCATIONS (2)

Wellness Clinic 1
Wellness Clinic 2

○ I will be reporting vaccine inventory on behalf of all locations listed above.

○ Each of the locations listed above will be responsible for reporting their own vaccine inventory.

Save   Cancel

2. Complete Registration

For location-level reporting:

- At least one location emailed invitation

- Uninvited locations processed within 3-4 days

To expedite all affiliated locations:

- Email eocevent522@cdc.gov

- Provide location name, address, and primary & backup location coordinators (Section B)

- Or **VTrkS PIN** (visible in myCAvax)

2. Complete Registration

VF user accounts are synchronized with myCAvax

- <u>Organization Reporting</u>: Organization email will be the only user account (Section A)

- <u>Location Reporting</u>: Primary & Backup Location Coordinator emails each have accounts (Section B)

- No other user accounts can be added at this time

- Role must have visibility into inventory

- Changes to accounts require updates to Section A and/or B; contact COVID Call Center for assistance

Vaccinate ALL 58

Report Inventory Daily- Provider Portal

Report Inventory: **Log Manually**

Report Inventory: **Log Manually**

4 steps to report even if inventory hasn't changed

Report Inventory: **Log Manually**

4 steps to report

Enter new doses (overwrite old value)

Report Inventory: **Log Manually**

Report Inventory: **Upload File**

POWERED BY Castlight

Update Vaccine Inventory

Upload File | Log Manually

ⓘ In preparation of the public search on vaccinefinder.org, new fields have been added for you to update. More information about when this will become publicly available will be provided shortly.

Last updated 1/27/21, 1:13 PM

Step 1

Download an inventory spreadsheet.

Blank template

Your most recent file

Step 2

Update the spreadsheet with your current inventory. Save and rename the file to include today's date.

ⓘ In Stock is only required when your location is set to display to the public. Supply level is optional and will not be displayed on vaccinefinder.org at this time.

💡 Tips

Step 3

Drag & drop today's spreadsheet here. Or browse to upload your file.

Browse

Upload

Helpful if inventory hasn't changed

Vaccinate ALL 58

Report Inventory: **Upload File**

Organization Name	Provider Location Name	Provider ID	Address	Medi-cation	NDC	Medi-cation	Quantity
Wellness Hospital	Clinic 1	abcd1234	123 South Lane	V	1000-0 ➡	Pfizer	Enter Quantity
Wellness Hospital	Clinic 1	abcd1234	123 South Lane	V	2000-0 ➡	Moderna	Enter Quantity
Wellness Hospital	Clinic 2	jklm56789	456 North Lane	V	1000-0	Pfizer	Enter Quantity
Wellness Hospital	Clinic 2	jklm56789	456 North Lane	V	2000-0	Moderna	Enter Quantity

**prepopulated with your locations
one row for each vaccine stocked**

Report Inventory: **Upload File**

Organization Name	Provider Location Name	Provider ID	Address	Medi-cation	NDC	Medi-cation	Quantity
Wellness Hospital	Clinic 1	abcd1234	123 South Lane	V	1000-0 ➡	Pfizer	Enter Quantity
Wellness Hospital	Clinic 1	abcd1234	123 South Lane	V	2000-0 ➡	Moderna	Enter Quantity
Wellness Hospital	Clinic 2	jklm56789	456 North Lane	V	1000-0	Pfizer	Enter Quantity
Wellness Hospital	Clinic 2	jklm56789	456 North Lane	V	2000-0	Moderna	Enter Quantity

1

Save As: vaccine-inventory_2021-01-27

Tags:

Where: Downloads

Online Locations   File Format: Comma Separated Values (.csv)

Options...

Cancel   Save

2

Vaccinate ALL 58

Report Inventory: **Upload File**

Report Inventory: **Upload File**

Report Inventory: **Upload File**

VaccineFinder Updates & Reminders

Providers agree to report doses on hand daily—except excluded holidays—to support nationwide scrutiny of on-hand doses

- Reporting begins once doses are received
- Uploads can be performed remotely at COVID Locating Health

Inventory hasn't changed?

- Browse & upload Your most recent file, or
- Manually **edit**, **overwrite** old value, click **done** and **submit inventory** (do not skip or data will not be transmitted to VF)

Vaccinate ALL 58

VaccineFinder Updates & Reminders

- Report Moderna as 10-dose vials
- For Pfizer orders **submitted on or after February 16,** report as 6-dose vials; separate inventory to track these doses

1,170 doses
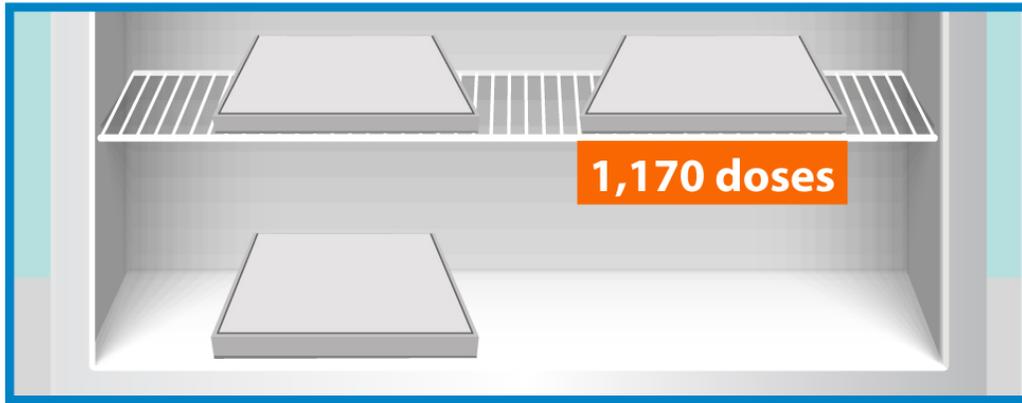
VACCINES	PAST DOSES	NEW DOSES
Moderna, COVID-19 Vaccine, 100mcg/0.5mL 80777-0273-XX	100 →	0
Pfizer, COVID-19 Vaccine, 30 mcg/0.3mL 59267-1000-XX	0 →	3120

975 + 975 + 1,170 = **3,120**

VaccineFinder Resources

https://eziz.org/covid/reporting/

Support options

common issues

public-display info

myCAvax – Claudia Aguiluz

- Please submit all vaccine management related reports in myCAVax

California COVID-19 Vaccination Program

Sorry, but this form is no longer accepting submissions. Please report to myCAvax. Click Vaccine Inventory to access the Transfer/Redistribution button.
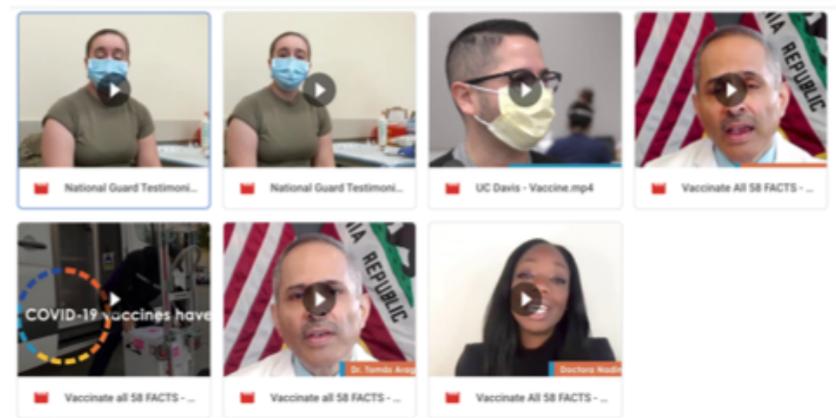
Vaccinate ALL 58 Campaign Toolkit –
Edgar Ednacot

- Fact Sheets in 18 languages
- Video PSAs
  - English and Spanish (feature Drs. Aragon and Burke-Harris)
  - Testimonials from HCWs and National Guard
- Social media posts
  - To build vaccine confidence in English, Spanish, Chinese
  - My Turn
- Web buttons, logos
- More tools being added, along with statewide campaign
- CDC/Ad Council to release campaign and resources soon
- Toolkit: https://toolkit.covid19.ca.gov/partners/

https://youtu.be/4PXRkfoF7_c
https://youtu.be/Nl-IUZ86K8Y (Spanish)

Vaccinate ALL 58 Campaign – Edgar Ednacot

https://eziz.org/covid/patient-resources/

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Storage & Handling – Kate McHugh

Moderna Transport

- Moderna has stated you can transport at refrigerated/thaws temperatures multiple times
- It is still a general best practice to minimize the transport of any type of vaccine as much as possible

Punctured Vial Transport

- Recommended over transporting pre-drawn syringes
- Do this sparingly (e.g., for homebound patients, for homeless patients, etc.)
- Transport punctured vials between 2°C and 8°C
- Must be used within 6 hours after puncture/reconstitution or discarded

Storage & Handling – Kate McHugh

General Transport Guidance

- ✅ Use a digital data logger!
- ✅ Record the time and min/max temperatures at the start of transport, every time the storage container is opened, and when transport is completed
    - If using the transport container to store during clinic, recommended to record temperatures every hour
- ✅ Protect vaccines as much as possible from drops, shocks, or vibration
- ✅ Transport in the carton whenever possible
- ✅ Use dunnage (bubble wrap or other padding, make sure to pre-condition)
- ✅ Secure storage containers in the vehicle
- ✅ Try to ensure vaccine vials stay upright

Vaccinate ALL 58

Storage & Handling – Kate McHugh

Pfizer Ancillary Kits

- Reconfigured to support 6 doses per multidose vial
- Kits include enough supplies to administer 1,170 vaccinations
- 1-inch needles and syringes in the kit are low dead-volume
- Use low dead-volume syringes/needles to withdraw 6 doses
  - If sufficient quantities of low dead-volume syringes are not available or a 1.5-inch needle is needed, withdraw vaccine using combination of low dead-volume syringes and non-low dead-volume syringes per vial (e.g., 3 low dead-volume syringes and 3 non-low dead-volume syringes)
  - Slowly inject the diluent to prevent excess foaming or bubbling
  - When mixing and withdrawing vaccine, insert the needle into different places on the vial septum

Temperature Monitoring – Claudia Aguiluz

- One of the most important activities of vaccine management

- Use the correct temperature monitoring device (DDL)

- Monitor temperatures at all times!

- Use the right log

- Document Min, Max, and current temperatures

- Review data logger files

- If a temperature is out of range, take actions & document and report them

Temperature Monitoring

- How to Record Temperatures job aid
- COVID-19 Temperature Log
- Hourly Temperature Log
- Data Logger Setup & Use job aid
- Reporting Temperature Excursions: Job Aid | Worksheet

Provider Call Center – Brenton Louie

When will I receive my vaccine order?

- Due to inclement weather, McKesson and Pfizer were unable to deliver vaccines this past week. Once weather improves, carriers will resume vaccine shipments.

Why is my application stuck in E-signature requested?

- There may be issues with DocuSign linking to the correct accounts causing this error. Please contact the Accenture Helpdesk at myCAvax.HD@accenture.com for assistance.

Updated Hours starting Monday, February 22

- Monday through Friday, 8AM - 8PM

Provider Q&A

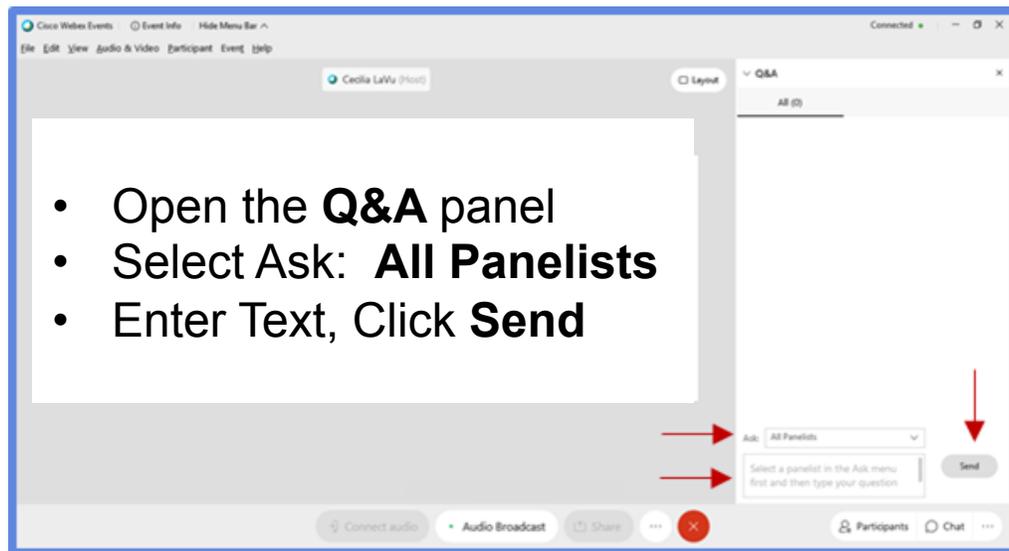## How to Ask a Question

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Vaccinate ALL 58

Summary Slide

- For Pfizer orders **submitted on or after February 16,** report doses on hand to VF as 6-dose vials; separate inventory to track these doses

- Monitor temperatures at all time

- Report inventory in VaccineFinder daily

Provider Resources

COVID-19 Call Center – for questions regarding the COVID-19 Vaccine Program

- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245
  Monday through Friday from 8 AM – 5 PM

myCAvax Technical Help – for technical questions relating to CalVax

- Email: myCAvax.HD@accenture.com

My Turn – for questions regarding My Turn application

- Email about onboarding questions: myturnonboarding@cdph.ca.gov
- Email about general questions: myturninfo@cdph.ca.gov

Provider FAQs

California COVID-19 Vaccination Program Provider FAQs v. 7; 2.16.21   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

https://eziz.org/assets/docs/COVID19/Vax58ProviderFAQs.pdf

Vaccinate ALL 58

Thank You

Join us for our next weekly **Provider Office Hours** Friday, February 26th 9:00 – 10:00 AM

Vaccinate ALL 58