

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

My Turn and myCAvax Office Hours

Monday, February 6, 2023

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: [EZIZ COVID Education](#)



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

Announcements

Leslie Amani, CDPH



Reminder: Upcoming February Holiday

In observance of Presidents' Day on Monday, February 20, 2023, please note the following:

- My Turn and myCAvax Office Hours are canceled.
- The COVID-19 Provider Call Center will be closed.


Reminder: Record Vaccine Waste in myCAvax

- A large amount of COVID-19 vaccine is expiring right now.
- Remember to **report all expired, wasted, and spoiled vaccine to myCAvax.**
- Properly **dispose of any expired vaccine** so that it is not accidentally administered to patients.

Managing Vaccine Inventory

Reporting & Disposal of Nonviable Doses

Vaccine Coordinators may report nonviable doses in myCAvax. Remove spoiled, expired, or wasted vaccines from storage unit immediately. Do not return vaccines to manufacturer or McKesson.



- [COVID-19 Provider Operations Manual \(eziz.org\)](https://eziz.org)

Pfizer COVID-19 Vaccine On-Demand Trainings

Pfizer Medical COVID-19 Vaccine Immunization Site Training webinars for all healthcare providers have **transitioned from live events to ON DEMAND content.**

LIVE sessions will still occur from time to time to inform providers of potential new vaccine information. Visit the website frequently for the latest schedule: [Pfizer Medical Information](#)

The **ON DEMAND** content is available at the link above, via the QR code or you can click on the links below to view product training videos and the interactive PDF.

Gray Caps, 12 years of age and older (DO NOT DILUTE): Click here	13:20 min Video
Orange Caps, 5 through 11 years of age (DILUTE BEFORE USE): Click here	11:48 min Video
Maroon Caps, 6 months through 4 years of age (DILUTE BEFORE USE): Click here	18:21 min Video
Storage and Handling: Click here	11:10 min Video
Pfizer and BioNTech's COVID-19 Vaccine Product Information Overview: Click here (once PfizerPro Medical site opens, click Learn more to launch iPDF)	Interactive PDF





Novavax Office Hours

Dates & Times (2023)

February 8 at 9:00AM

February 15 at 9:00AM

February 22 at 9:00AM

All Times Pacific Standard Time

Providers may choose to register for and attend one, or more, of the Novavax Office Hours sessions listed.

[Novavax Office Hours Zoom Registration](#)

My Turn and myCAvax Updates

Josh Pocus, My Turn

Hannah Shows, My Turn

Daniel Conway, myCAvax

Jamie Fuega, myCAvax

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What's New in My Turn? - Release 36

Clinic Managers and Vaccine Administrators



New updates for My Turn Public and Clinic will launch on February 15, 2023.



Release Highlights



My Turn Public

- ✓ Patients will no longer be able to schedule a vaccine appointment using the group scheduling option.
- ✓ Patients will be able to view the 'Date of Birth' question as the first question on the screening page while scheduling vaccine appointments.

Release Highlights



My Turn Clinic


- Clinic Managers will be able to:
 - ✓ Add / remove clinic tags on existing clinics when they check / uncheck the checkboxes that generate the relevant tags on the Clinic Setup process and vice versa.
 - ✓ View the updated screening question, 'Have you recently been diagnosed with mpox?' while scheduling a vaccine appointment or resubmitting an IIS record.
- Clinic Managers and Vaccine Administrators will be able to:
 - ✓ View 'Vaccinia (monkeypox)' relabeled to 'Vaccinia (mpox)' while filtering appointments on the homepage dashboards and under the 'Vaccine Type' field in the Clinic Creation, IIS, Walk-in, Bulk Walk-in and VA flow.
 - ✓ Backdate the 'Date and Time of Vaccination' filed under the 'Vaccination Details' page for up to three years from the current date while scheduling Walk-in or Bulk Walk-in appointments or editing an IIS record.
 - ✓ View the correct value, 'Prefer not to say' instead of 'Prefer Not to Say' under the 'Please select your ethnicity' picklist in the Clinic Creation, IIS, Walk-in, Bulk Walk-in and VA flow.
 - ✓ View the 'Third Dose (Bivalent)' option for the question 'Which dose is this?' while scheduling vaccine appointments for patients 5 years old.

Coming Soon: Vaccinating Children Transitioning from a Younger to Older Age Group

Clinic Managers and Vaccine Administrators



Special Situations for COVID-19 Vaccination of Children and Adolescents
Age Transitions and Interchangeability



Pfizer-BioNTech COVID-19 Vaccine for Children who Transition from Age 4 Years to Age 5 Years
FDA emergency use authorization (EUA) requires children who will turn from age 4 years to 5 years during the primary series to complete the series they start, either:




- The 3-dose primary series recommended for children ages 6 months–4 years or
- The 2-dose primary series recommended for children ages 5 years–11 years

Because no other dosing options are authorized for this age transition, CDC's standard guidance to administer the age-appropriate vaccine product and dosage based on age on the day of vaccination does **NOT** apply.

Children who turn from age 4 to age 5 years



✓ **Authorized:** Children who turn from age 4 years to 5 years between any doses in the primary series should receive either:

- A 3-dose primary series using the:
 - Monovalent Pfizer-BioNTech COVID-19 Vaccine product authorized for children ages 6 months–4 years (maroon cap and label border) for doses 1 and 2 and
 - Bivalent Pfizer-BioNTech COVID-19 Vaccine product authorized for children ages 6 months–4 years (maroon cap and label border) for dose 3

Dose 1: 0.20 mL (3 mcg) of the monovalent product authorized for children ages 6 months–4 years (maroon cap and label border)  3–8 weeks **Dose 2:** 0.20 mL (3 mcg) of the monovalent product authorized for children ages 6 months–4 years (maroon cap and label border)  8 weeks **Dose 3:** 0.20 mL (3 mcg) of the bivalent product authorized for children ages 6 months–4 years (maroon cap and label border) 

Or

- A 2-dose primary series using the monovalent Pfizer-BioNTech COVID-19 Vaccine product authorized for children ages 5–11 years (orange cap and label border)

Dose 1: 0.20 mL (10 mcg) of the monovalent product authorized for children ages 5–11 years (orange cap and label border)  3–8 weeks **Dose 2:** 0.20 mL (10 mcg) of the monovalent product authorized for children ages 5–11 years (orange cap and label border) 

Note: Vial icons with an "M" indicate monovalent vaccine and those with a "B" indicate bivalent vaccine.

The CDC has issued guidelines regarding the administration of the Pfizer Infant / Toddler vaccine to children who transition to a different age group before completing their primary series. Previously, you could not document this in My Turn.

With Release 36, Clinic Managers and Vaccine Administrators may now document the completion of the primary series that was started in My Turn through the walk-in flow.

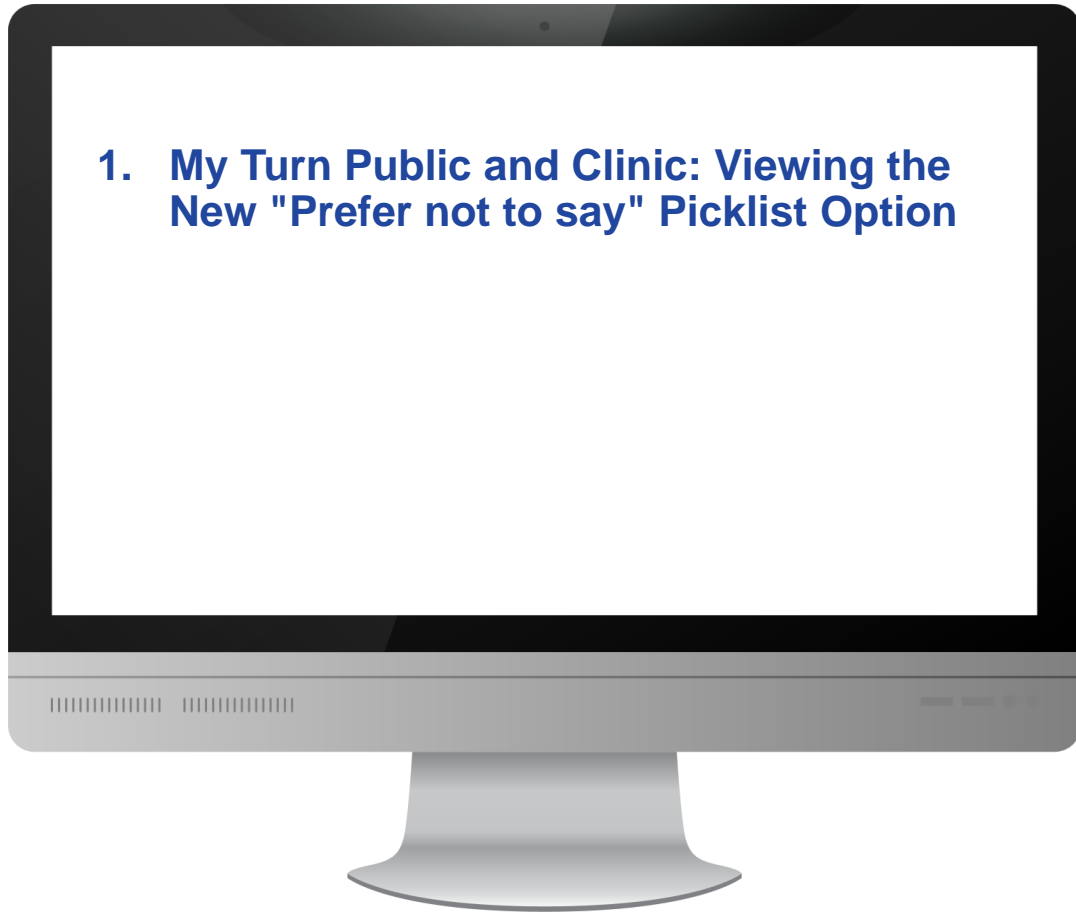
For more information, please see the [Special Situations for COVID-19 Vaccination of Children and Adolescents](#) job aid in the My Turn Knowledge Center.



On **Saturday, February 11, 2023**, My Turn Clinic and myCAvax will be unavailable from 8:00 AM to 10:00 AM PT for a scheduled system upgrade.

Please be sure to complete any necessary tasks before the scheduled upgrade time.

My Turn Demo



Q&A

myCAvax R35 and State Flu Go Live Announcement

LHDs / MCEs and Providers



myCAvax Release 35 will go live on **Thursday, February 9, 2023**. This release includes important data clean up and system fixes that will improve overall user experience.

State Flu is targeted to go-live in myCAvax **early March 2023**.
Attend future webinars for updates!





The **Friday, February 10, 2023**, myCAvax LHJ Council call has been cancelled. Please be sure to accept the meeting cancellation or remove this call from your calendar.

The next LHJ Council Call will take place on **Friday, March 10, 2023**.

Vaccine Finder Data Update Delay

LHDs / MCEs and Providers



Due to a Vaccine Finder data transmission issue to myCAvax, the CDC Vaccine Finder data has not been available to myCAvax since last week. For Providers, this extended Vaccine Finder data delay may generate an order warning message when entering your orders. Please continue to report to VF and submit your order as planned. A resolution is anticipated by **end of day Monday, February 6, 2023**. If the CDC resolves this as planned, the Vaccine Finder data will automatically be updated on your myCAvax orders by Tuesday morning.

New Vaccine Order Request

Step 1 - Select Products

Need help? Review the job aid(s) for placing vaccine order requests, COVID-19 product guide, shipping cadence and managing storage units.

Select Location, Provide Inventory and Doses Administered for Vaccine you Intend to Order

- Select the location account.
- Review your Reported Inventory that is automatically pulled from the latest data in VaccineFinder every afternoon at 2pm PST.
 - If the VaccineFinder inventory is incorrect, update your inventory on the VaccineFinder website and remember to report to VaccineFinder weekly.
- Enter your On-Hand Inventory and Doses Administered only for the vaccine(s) you intend to order.

*Account

One or more of your products do not have up-to-date information in VaccineFinder. Visit the VaccineFinder website and update your inventory information to avoid delays to your order.

Only enter values for products you want to order, otherwise leave fields blank.

Reported Inventory (VaccineFinder)	On-hand Inventory	Doses administered	Order size	Chat with us				
*Vaccine product	Quantity	Last updated	*Quantity	Lot number	Expiration/Beyond use date	*Qty since last order	Order increments	*Doses requested

Limited COVID-19 Bivalent Infant / Toddler Vaccine

LHDs / MCEs and Providers



Supply of the Pfizer Bivalent Infant / Toddler (6 months – 4 years) vaccine and the Moderna Bivalent Infant / Toddler (6 months – 5 years) vaccine remains limited. Administration rates for the primary series with Monovalent products remain low, so there are a limited number of infants / toddlers that are eligible for a Bivalent Booster. In addition, there is significant inventory already ordered on-hand throughout the state. The state is not expecting additional inventory from CDC at this time.

Providers may still submit orders for this product as needed. LHDs / MCEs should submit requests for inventory by emailing the COVID-19 Provider Call Center at covidcallcenter@cdph.ca.gov or tagging the Ordering Leads Chatter group (@Ordering Leads). Please provide a rationale behind the need and confirmation that the Provider's on-hand inventory and administration data have been reviewed in the request.

Recommendations to Reduce COVID-19 Bivalent Infant / Toddler Wastage

LHDs / MCEs and Providers



To reduce waste, LHDs / MCEs should advise providers to:

- Place small orders and re-order as inventory is used up, even if this means placing more frequent orders. CDPH will continue to respond to requests as needed.
- Utilize the [Vaccine Marketplace](#) to share and obtain excess vaccines with neighboring Providers.
- If possible, schedule infants / toddlers on the same day to maximize vaccination opportunities.



Be sure to report wasted vaccine in myCAvax so CDPH has an accurate view of vaccine supply.

Check out [Wastage and Missed Vaccination Opportunities](#) in the Provider Operations Manual for more information.

Placing Requests / Reports on the Vaccine Marketplace

Providers



New Vaccine Marketplace: Request Excess Doses

Dose Information

Vaccine Marketplace

*Location Name ⓘ
Winterfell

*Status
Open

View all dependencies

Status Reason
--None--

View all dependencies

Lot Number

Notes

*Vaccine
Pfizer Bivalent

Q "Pfizer Bivalent " in Products

- Pfizer Ped Bivalent Booster (5 yrs - 11 yrs) - 10...
Pfizer Ped Bivalent Booster (5 yrs - 11 yrs)
- Pfizer Bivalent (6 mos - 4 yrs) - 100/box- COVI...
Pfizer Bivalent (6 mos - 4 yrs)**
- Pfizer Multi-Dose Bivalent Booster (12 yrs - 100...
Pfizer Multi-Dose Bivalent Booster (12 yrs - 100+ yrs)
- Pfizer Single-Dose Bivalent Booster (12 yrs - 10...
Pfizer Single-Dose Bivalent Booster (12 yrs - 100+ y...

Cancel Save & New Save

To reduce wastage and maximize existing vaccine product, Providers can report and request excess doses of the Pfizer and Moderna Bivalent Infant / Toddler vaccines on the Vaccine Marketplace.

Find the latest [Vaccine Marketplace](#) tips in the Provider Operations Manual.




1. Requesting and Reporting Bivalent Infant / Toddler Vaccine on the Vaccine Marketplace



Q&A

APPENDIX

Slide Icon Key

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.

My Turn Best Practices (A 2023 House Cleaning Guide)



Best Practice	How To
<p>1. Set clinic duration for three months to avoid having defunct clinics listed on the public site.</p>	<ul style="list-style-type: none">• You can create clinics before making them visible to the public using the ‘Clinic Visibility’ settings. Set an appropriate “Available Date” that you’d like the public to begin booking appointments.
<p>2. Create one clinic per location that supports multiple vaccines and brands to simplify management and updates.</p>	<ul style="list-style-type: none">• If you have multiple clinics at the same location offering different vaccine products, combine all clinics into one.• You can combine clinics by:<ul style="list-style-type: none">○ Ending all existing clinics and use the ‘Clinic Set Up Wizard’ to create a new clinic with all vaccine brands.○ Adding the appropriate Vaccine Inventory and Supply to an existing clinic and ending all other clinics.• Export Sexual Orientation and Gender Identity (SOGI) data within 4 weeks.• Visit the My Turn Known Issues for workarounds creating clinics with multiple vaccines.

My Turn – Known Issues - *Updated 02/02*



Known Issues

Outdated Job Aid Links

- ✓ Some of the job aids links are out of date

Incorrect Home Page for new VA and CM

- ✓ Newly created Clinic Managers and Vaccine Administrators from the Salesforce side are directed to the myCAvax home page.

Creating Clinics with Multiple Vaccines

- ✓ If you attempt to create a clinic using the 'Clinic Setup Wizard' with all the vaccine products, you'll receive an error preventing clinic creation.



Workaround/Next Steps

- ✓ Estimated Fix: TBD
- ✓ Workaround:
 - ✓ Please access the Knowledge Center for the most up to date job aids

- ✓ Estimated Fix: 2/15
- ✓ Workaround:
 - ✓ Please reach out to the My Turn Help Desk at MyTurn.Clinic.HD@cdph.ca.gov

- ✓ Estimated Fix: 2/15
- ✓ Workaround:
 - ✓ Use the 'Clinic Setup Wizard' to create a clinic with two or fewer vaccine products (e.g. Pfizer and flu).
 - ✓ After clinic creation, add Vaccine Inventory and Vaccine Supply for additional vaccine products.

myCAvax – Known Issues - *Updated 02/06*



Known Issues

Small Order Local Fulfillment of Novavax Issues

- ✓ LHJ users might be having problems processing their Small Orders for Novavax.
- ✓ Note: Novavax is currently not eligible for Standard Orders or for TPR fulfillment. Novavax will still appear on the multiline order form for providers whose LHJs are offering to fulfill small orders of Novavax locally. For LHJs that are no longer offering local fulfillment, turn off eligible for local distribution on your small order product settings for the Novavax product.



Workaround/Next Steps

- ✓ Workaround: CDPH will turn Novavax back on for Standard Orders, but the product will remain on blackout. This will allow LHJs to complete the processing of locally fulfilled orders. **Please note that Standard Orders are turned on for this product only as a workaround for Small Order processing until a long-term fix is available.**
- ✓ LHJ allocations will be zeroed out this week.
- ✓ Contact the COVID-19 Provider Call Center with any questions.

My Turn Public Product Roadmap



RECENTLY DEPLOYED

January 25th (R35.5)

Release 35.5

- ✓ New “Prefer not to say” picklist option for “Is the patient Hispanic, Latino, or of Spanish origin” question
- ✓ Copy description update on “Is the patient immunocompromised?” for accuracy
- ✓ [Investigation] reconfigure Eligibility Page for better user experience

CURRENT

February 15th (R36)

Release 36

- ✓ Deployment: re-order Eligibility Page so that ‘Date of Birth’ question is first
- ✓ Remove group scheduling
- ✓ Update Rite Aid hyperlink in footer of Select a Location page

UPCOMING

March 15th (R37)

Release 37

- ✓ Deployment: enhanced user experience on Eligibility Page based off patient’s age

My Turn Clinic Product Roadmap



RECENTLY DEPLOYED January 25th (R35.5)

Release 35.5

- ✓ Adding the "Prefer not to say" option to the question "Are you of Hispanic, Latino, or Spanish origin?"
 - ✓ Walk-in Flow
 - ✓ Vaccine Administration Flow
 - ✓ IIS
 - ✓ [CSV / Inline] Bulk Upload

CURRENT February 15th (R36)

Release 36

- ✓ Relabel Vaccina (monkeypox) to "Vaccinia (mpox)"
 - ✓ Clinic Creation Flow
 - ✓ Walk-in Flow
 - ✓ CSV / Inline Bulk Upload
 - ✓ Vaccine Administration Flow
 - ✓ Appointment / IIS / Clinic / Dashboard Filters
- ✓ Clinic's Tag Tab
 - ✓ Add or remove clinic tags
- ✓ Update the 1-year validation to not backdate to 3-years
 - ✓ Vaccine Administration Flow
 - ✓ IIS
 - ✓ [CSV / Inline] Bulk Upload
- ✓ Remove the WHO-EUL options for 6 months – 11 years
 - ✓ Walk-in Flow
 - ✓ Vaccine Administration flow (Add New Appointment button)

UPCOMING March 15th (R37)

Release 37

- ✓ Remove the derma filler question on the Covid-19 Vaccine Administration flow and IIS resubmit flow
- ✓ Update the "Sex Assigned at Birth" value
 - ✓ Walk-in flow
 - ✓ Vaccine Administration flow
 - ✓ IIS
 - ✓ Bulk Upload [CSV / Inline]
- ✓ Add Validation to Race picklist
 - ✓ Walk-in flow
 - ✓ Vaccine Administration flow
 - ✓ IIS
 - ✓ Bulk Upload [CSV / Inline]

★ Received via user feedback

myCAvax Release Roadmap



myCAvax

RECENTLY DEPLOYED

January 16th (R34)

IN PROGRESS

February 9th (R35)

UPCOMING

March 2nd (R36)

myCAvax Roadmap

Release 34

Community

- ✓ Unified Login Experience – one login for Providers who participate in both My Turn and myCAvax
- ✓ Enrollment changes to prevent duplicate contacts
- ✓ Add 'Primary', 'Backup' and 'Addition Vaccine Coordinator' roles

Salesforce System Admin Portal

- ✓ Remove 'Role' from the 'Contact'
- ✓ Introducing an Account Contact Relation so that a 'Contact' can have multiple roles for Accounts they are associated with
- ✓ Merge duplicate contacts

Release 35

System

- ✓ Data clean-up post-Unified Login Experience
- ✓ Salesforce Spring 2023 upgrade preparation

Release 36

State Flu

- ✓ State Flu Products, CDPH Virtual Inventory, LHD Virtual Inventory
- ✓ Flu Programs loaded for existing COVID-19 Providers
- ✓ Non-COVID-19 Provider accounts and program loaded for flu
- ✓ New fields will be added to the program object
- ✓ New 'Program Product' fields will be added to control what products will be available for CDPH allocations
- ✓ LHD users will be able to review their flu Providers and update who is eligible for direct ship
- ✓ Move existing processes from Account to Program object (e.g., order holds)

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
- 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@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

For **technical support** with My Turn Clinic for COVID-19 and flu vaccines: mail to: 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

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 mpox

mpox Newsletter Sign Up

First Name*

Last Name*

Email*

Organization/Clinic*

Role/Title

Sign up to the following newsletters:

mpox-Providers, LHJ & Leadership

[Mpox Newsletter Sign-up](#)

Upcoming Opportunities



Monday

My Turn and myCAvax Office Hours

Next session: Monday, March 6, 12PM - 1PM

Friday

Provider Consolidated Webinar

Next session: Friday, February 10, 9AM-10:30AM

90-minutes to include

COVID-19 Vaccine and COVID-19 Therapeutics

