

California COVID-19 Vaccination Program Update

Dear COVID-19 vaccination providers,

See program updates regarding

- Provider Microsite
- Reporting Vaccine Shipment Incidents
- Reporting Temperature Excursions in Vaccine Storage Units
- New Job Aids

Provider Microsite

Once you are an approved COVID-19 vaccination provider, you will see the opportunity to request vaccines. Please be aware that we are still in a limited vaccine supply situation, and all requests are reviewed by the local health departments. Your request will be shared with the local health department—you will receive communications once an order is placed by the health department on your behalf.

Reporting Vaccine Shipment Incidents

Complete the [Report Vaccine Shipment Incident](#) e-form to gather the information needed to resolve the incident and submit to the COVID Call Center. You will receive an electronic copy of your report. Then contact the shipper (McKesson or Pfizer) to resolve the incident directly. Keep all paper and electronic records for three years.

For Moderna incidents, McKesson requires that the following items be emailed to COVIDVaccineSupport@McKesson.com:

- Picture of the TagAlert temperature monitoring device and its location in the shipping container (for temperature excursions only)
- Scan and attach the packing list (for all incidents)

McKesson COVID-19 Temperature Excursion Hotline: 833-272-6635

McKesson COVID-19 General Line: 833-343-2703

Pfizer Customer Service: 800-666-7248

Reporting Temperature Excursions in Vaccine Storage Units

Any temperature excursion must be documented and immediately reported. First complete the [Report Temperature Excursion Worksheet](#) to gather the information the

manufacturer will need to determine whether vaccine doses may be administered. Then contact the manufacturer and report excursion and stability determination to the COVID Call Center using the [Report Temperature Excursion](#) e-form. (See [Reporting Temperature Excursions](#) for additional guidance.)

New Job Aids

- [Receiving & Storing Moderna Vaccine](#)
- [VaccineFinder Provider Resources](#)
- [COVID-19 Temperature Log](#)
- [Moderna Vaccine Resources](#) (sent 12/21/20)
- [EZIZ's COVID-19 Resources](#) for vaccine administration, clinical guidance, vaccine management, and reporting requirements



Vaccinate ALL 58

Together we can end the pandemic.