Welcome to
California Department of Public Health
California COVID-19 Vaccination Program
Friday Provider Office Hours

Friday, March 11, 2022

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.

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/

For assistance, please contact Rachel.Jacobs@cdph.ca.gov

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Agenda: Friday, March 11, 2022

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 – 9:05
2	Vaccine Administration	Elizabeth Reosti (CDPH)	9:05 – 9:10
3	COVID-19 Quality Assurance Site Visits	Steven Vantine and Kelsey Florio (CDPH)	9:10 – 9:15
4	Clinical Update	Caterina Liu, M.D. (CDPH)	9:15 – 9:20
	Q&A		9:20 – 9:30
5	Storage & Handling	Kate McHugh (CDPH)	9:30 – 9:35
6	Vaccine Management	Eric Norton (My Turn) and Claudia Aguiluz (CDPH)	9:35 – 9:45
7	Wrap Up & Resources	Leslie Amani (Moderator)	9:45 – 10:00
	Q&A		

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Announcements

Leslie Amani, CDPH

My Turn Screening Questions: 16 Languages

NEW

- Arabic
- Armenian
- Dari
- English
- Farsi
- Japanese
- Khmer
- Korean
- Pashto
- Punjabi
- Russian
- Simplified Chinese
- Spanish
- Tagalog
- Traditional Chinese
- Vietnamese

#CrucialCOVIDConversations on Social Media

CDPH needs your help on social media to guide the public, answer questions, and fight back against the latest misinformation.

We are encouraging all healthcare providers to post at least one message on the social media platform of their choice using the hashtag #CrucialCOVIDConversations.

Sample social media posts:

- Social Media Alert 1

- Social Media Alert 2

- Social Media Alert 3

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VA58 Trust & Safety Team Updates

The VA58 Trust & Safety Team reports on trending narratives about COVID-19, delivers biweekly briefings, and develops comprehensive resources to increase awareness around mis-, dis-, and mal-information, as well as the State's capacity to counter it.

BIWEEKLY BRIEFINGS

Biweekly briefings provide partners with the top COVID-19 vaccine mis/dis topics and trends, and invitees receive a copy of the report post-briefing.

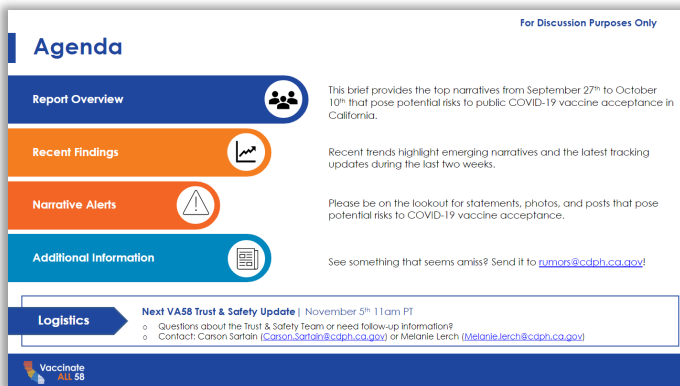**To be added to the invite**, email **rumors@cdph.ca.gov**.

RUMORS INBOX

The Rumors Inbox serves as a tip line for our partners to submit the COVID-19 rumors they're hearing online and within their communities to our team. We incorporate the submissions into our team's reporting.

Report COVID-19 Vaccine Rumors to:

rumors@cdph.ca.gov

RECENT TOPICS & RESOURCES

Mis/Dis/Mal-information: Public health agencies & pharmaceutical companies are lying and withholding data about COVID-19 vaccine efficacy and safety.

Trusted Resources: Developing COVID-19 Vaccines (cdc.gov), COVID-19 Vaccine Effectiveness | CDC

Mis/Dis/Mal-information: Natural Immunity conferred by COVID-19 infection serves as a superior alternative to COVID-19 vaccines.

Trusted Resources: Beneficios de vacunarse contra el COVID-19 | CDC, Preguntas frecuentes sobre la vacunación contra el COVID-19 | CDC, VA58 Video with Mexican Consulate in Fresno: https://fb.watch/bfN3zKrttE/ , Post-COVID Conditions (Long COVID) (ca.gov)

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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!

COVID-19 Vaccine Provider FAQs

- **Answers to provider questions**
- **Updated weekly: last updated 3/10/2022**
- **Currently in its 62nd iteration!**

New Q: *Where can COVID-19 vaccine Providers find information on the Janssen (J&J) vaccine shelf-life extension?*

A: The Food & Drug Administration (FDA) extended the Janssen (J&J) vaccine shelf life from 6 months to 9 months. This shelf-life extension applies to all inventory dated to expire on March 7, 2022 or later. For further information, please visit Janssen (J&J) COVID-19 Vaccine Expiration Extension.

Updated Q: *Is there a job aid that outlines COVID-19 vaccination interval timing by age?*

A: CDPH created a new job aid that outlines vaccine timing by age for both immunocompromised and immunocompetent individuals. Please view the COVID-19 Vaccine Timing by Age Chart in English here and in Spanish here.

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

Provider FAQs on EZIZ, Updated Weekly

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Provider FAQs on EZIZ

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COVID-19 Vaccination Program Webinars and Training for Providers

Week of March 14, 2022   Note: Calendar subject to change

	Monday 3/14	Tuesday 3/15	Wednesday 3/16	Thursday 3/17	Friday 3/18
myCAvax	Previewing Multi-Line Vaccine Ordering *10:00 am – 10:30 am*				Provider Office Hours *9:00 am – 10:00 am*
My Turn					
Combined Office Hours and Events	My Turn and myCAvax Office Hours *12 pm – 1 pm*	Pfizer BioNTech COVID-19 Vaccine Training & Education* *12:00 pm – 1:00 pm* *PW:* fVJzVYdN326	Pfizer BioNTech COVID-19 Vaccine Training & Education* *9:00 am – 10:00 am* *PW:* jEAtpMcM365	Pfizer BioNTech COVID-19 Vaccine Training & Education* *9:00 am – 10:00 am* *PW:* hwE2sdzwZ53	

* Pfizer BioNTech COVID-19 Vaccine Training & Education topics vary by day and include the latest information about vaccine storage, handling, preparation, and administration; recent medical updates, healthcare provider resources, and a Q&A session

View On Demand	• What's New in myCAvax for Release 21 *(v. 1/18/22)* • Intro to My Turn Onboarding *(v. 1/4/22)* • Latest Features in My Turn *(* Requires My Turn Login)*	• Provider 101 Account Enrollment: Section A: Organization Application *(v. 10/21/21)* • Provider 101 Account Enrollment: Section B: Location Application *(v. 10/21/21)* • Provider Office Hours and MCE Office Hours Archived Sessions	• Recording a Transfer/Redistribution Report *(v. 12/20/21)* • Recording a Shipment Incident *(v. 12/20/21)* • Using Multi-Line Ordering to Request Vaccine in myCAvax *(v. 2/23/22)*	• Recording an Excursion Event *(v. 12/20/21)* • Recording a Waste Event *(v. 12/20/21)*

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

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Last updated: 3/10/22

Vaccine Administration Data

Elizabeth Reosti, CDPH

Vaccine Administration Summary

as of March 10, 2022

Total Doses Administered: **72,069,472**

- ■ Fully vaccinated
- ■ Partially vaccinated
- □ Not yet vaccinated

	1+ dose: 83.4%		
Statewide overall	74.1%	9.4%	16.6%
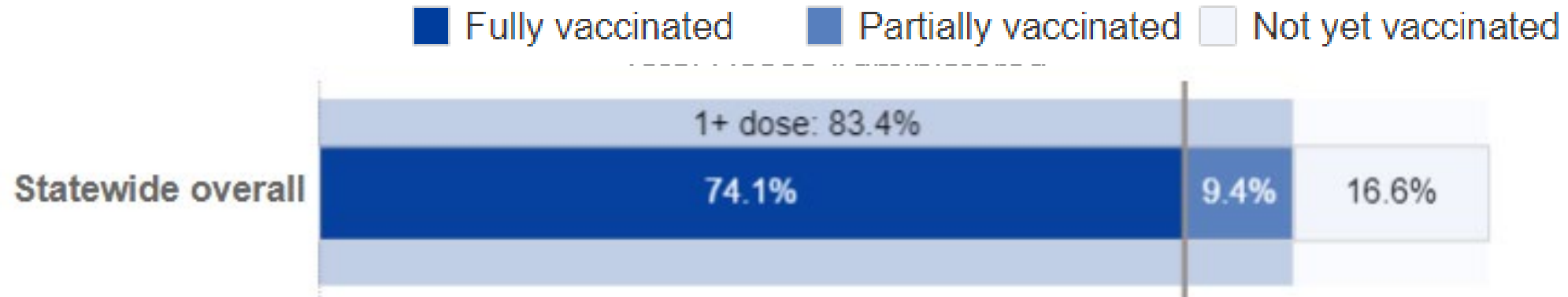
Trends in Vaccine Administration

as of March 7, 2022

New Doses Administered
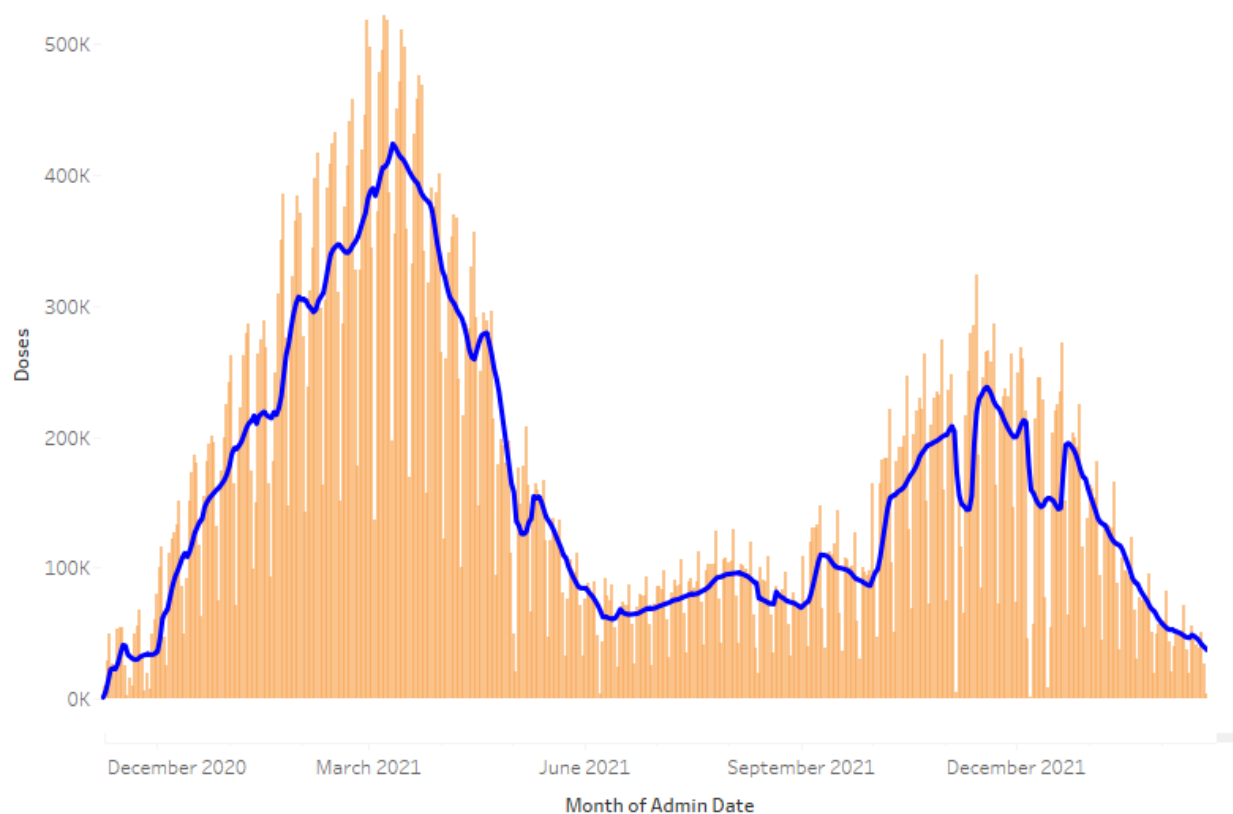
New Doses Administered (thousands)
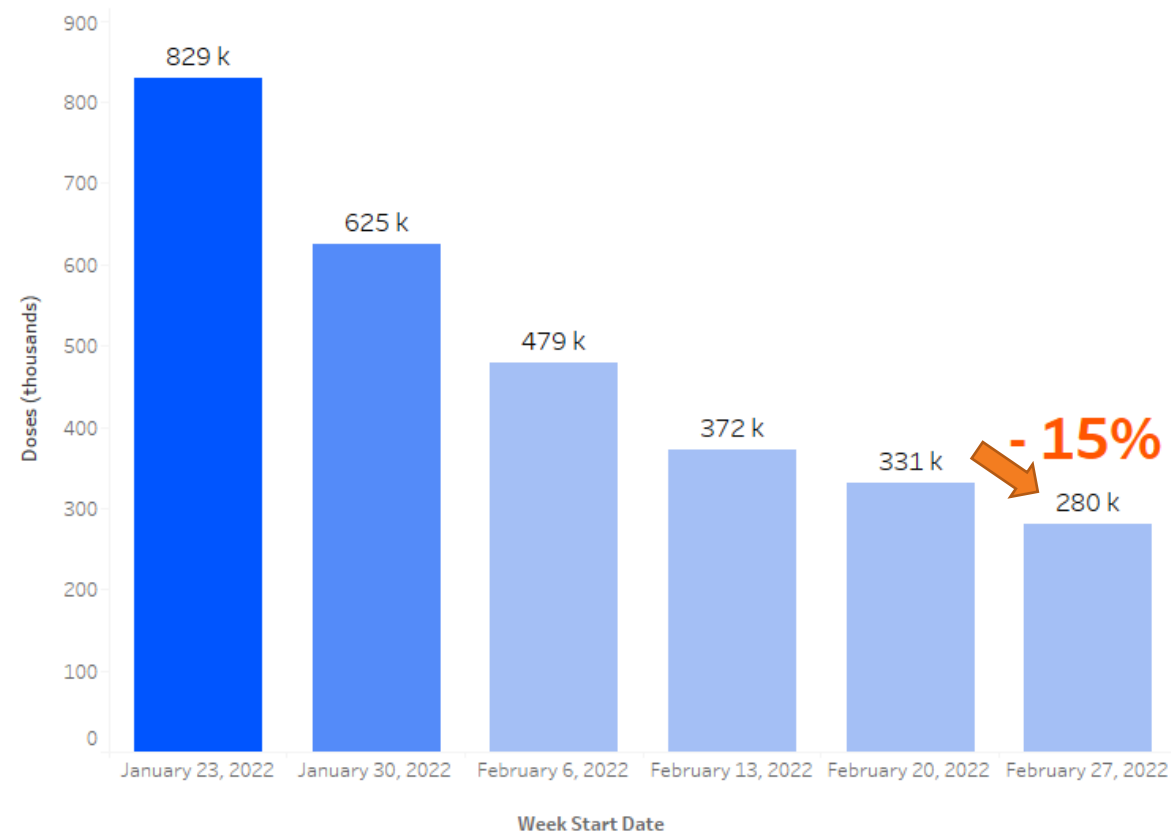
Booster* Vaccinations

as of March 7, 2022

Booster Rates by VEM/HPI Quartile

- ■ Q1
- ■ Q2
- ■ Q3
- ■ Q4

-0%

23% gap in booster vaccinations between Q1 and Q4

45%

52%

60%

68%

% Eligible, Has Received Booster
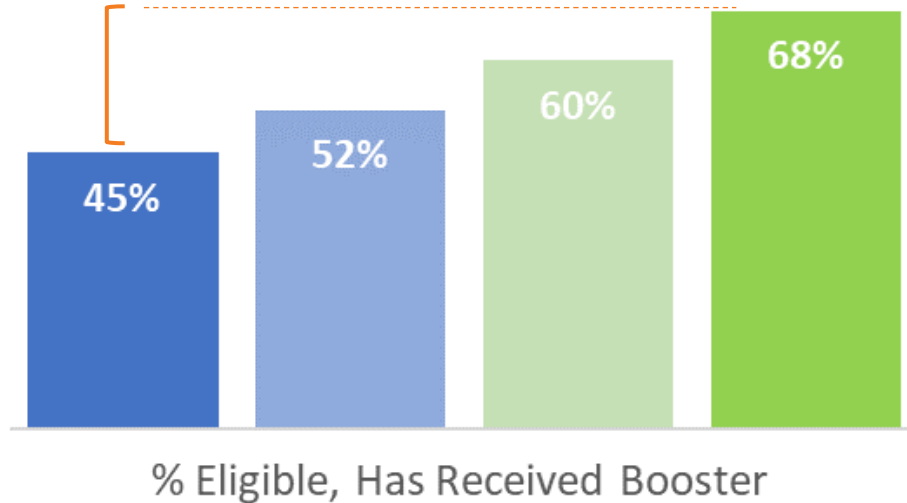
Booster Rates by Race/Ethnicity

-11% below state Average

71%

64%

56%

46%

Asian

White

Black

Latino

% Eligible, Has Received Booster

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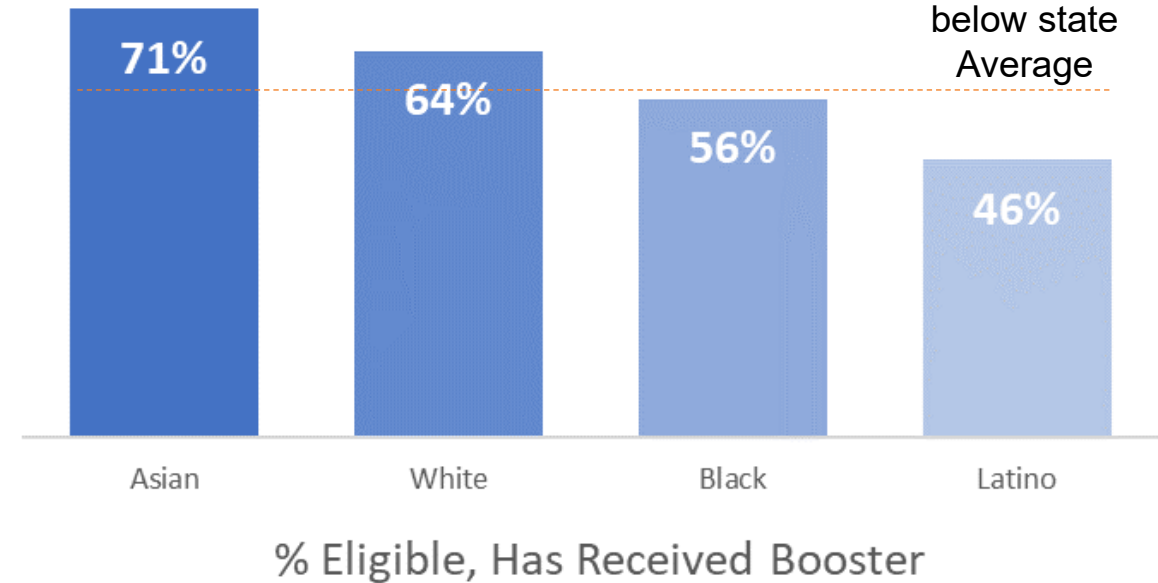
5-to-11 Vaccinations

as of March 7, 2022

- Over the past 2 months, the gap in vaccination coverage between the most and least healthy places for children ages 12-to-17 has *decreased* by **2%** but *increased* for children ages 5-to-11 years by **5%**
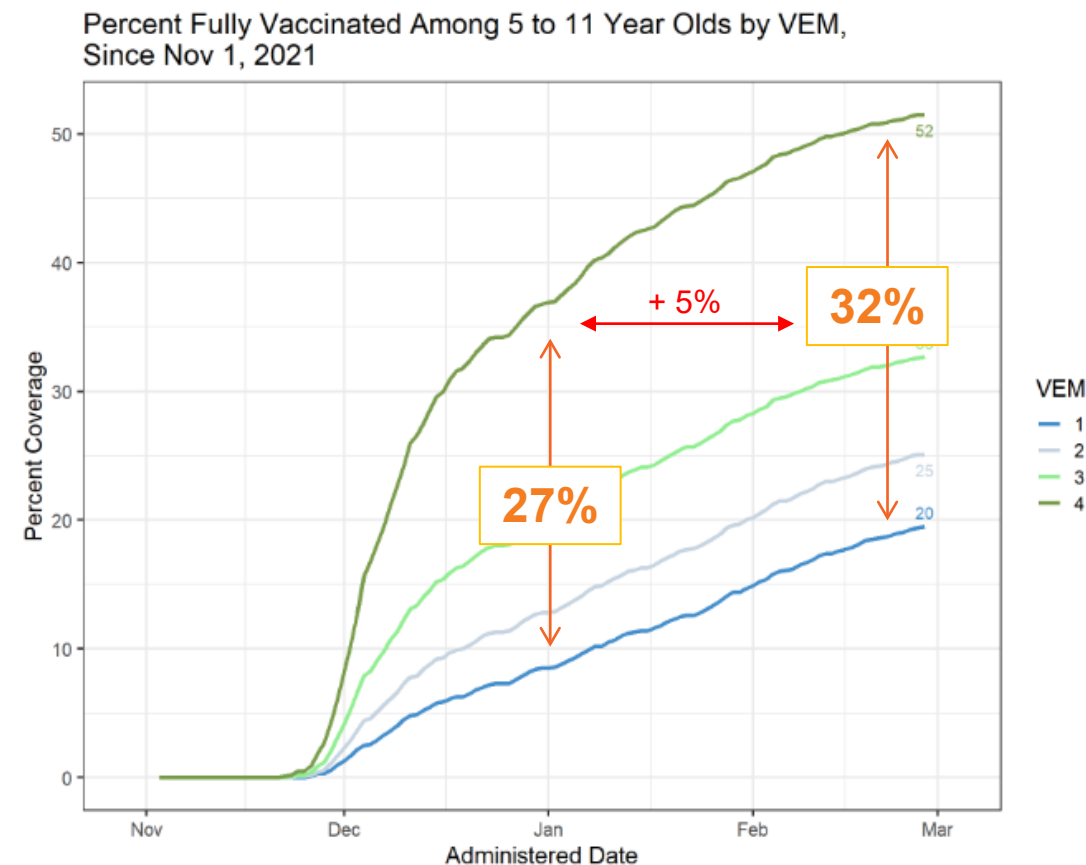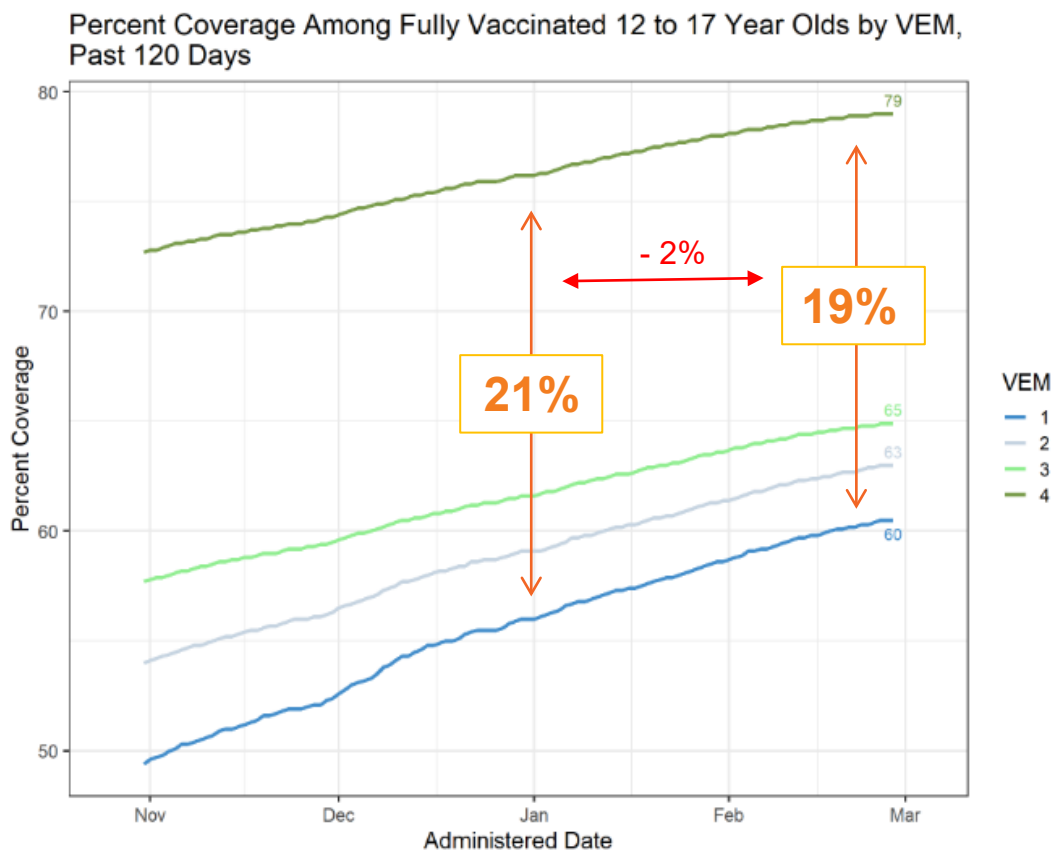
Percent Coverage Among Fully Vaccinated 12 to 17 Year Olds by VEM, Past 120 Days

Percent Fully Vaccinated Among 5 to 11 Year Olds by VEM, Since Nov 1, 2021

COVID-19 Quality Assurance Site Visits

Steven Vantine and Kelsey Florio, CDPH

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CDC Provider Participation Requirements

Providers are responsible for adhering to all requirements outlined in the agreement, including updated recommendations, requirements, and other guidance provided in the footnoted web links incorporated in the agreement.

Requirements for COVID-19 Vaccination Program Providers

All organizations and providers participating in the CDC COVID-19 Vaccination Program:

- **must** administer COVID-19 Vaccine at no out-of-pocket cost to the recipient
- may **not** deny anyone vaccination based on the vaccine recipient's coverage status or network status
- may **not** charge an office visit or other fee if COVID-19 vaccination is the sole medical service provided
- may **not** require additional medical services to receive COVID-19 vaccination
- **may** seek appropriate reimbursement from a program or plan that covers COVID-19 Vaccine administration fees for the vaccine recipient, such as:
  - vaccine recipient's private insurance company
  - Medicare or Medicaid reimbursement
  - HRSA COVID-19 Uninsured Program for non-insured vaccine recipients
- may **not** seek any reimbursement, including through balance billing, from the vaccine recipient

Individuals aware of any potential violations of these requirements are encouraged to report them to the Office of the Inspector General, U.S. Department of Health and Human Services, by calling 1-800-HHS-TIPS or the website TIPS.HHS.GOV ☑ .

COVID-19 Vaccine is Provided at 100% No Cost to Recipients

CDC COVID-19 Vaccine Provider Agreement

Requirements for COVID-19 Vaccination Providers

Data and Reporting

Additional Resources

Reporting Requirements at a Glance

Share with staff that are responsible for oversight of the vaccination program within your practice.

Quality Assurance Site Visits

- **QA site visit goals:** Support providers to safely administer COVID-19 Vaccine!
  - Educational opportunities for you and staff to ensure compliance and vaccine safety
  - Highlight best practices/lessons learned
  - Share resources
- Resources available to you:
  - Readiness Checklist for Covid Vaccine Program
  - Vaccine Timing by Age
  - Reporting Excursions

CDC Requirements for Conducting Site Visits

- CDC requires states to conduct quality assurance site visits to COVID-19 Vaccination Program provider locations
  - Virtual site visits began June 2021
  - Currently virtual; In-person coming soon
  - Program requirement to allow site visits
- If your site is selected, you will receive communication from one of our reviewers at CDPH or an LHJ representative
  - LHJ's may be conducting visits in your county

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Meet the QA Team

Colleen Mallen, MPH

Section Chief of Field Services

Eugene Beronilla, MPH

Covid-19 QA Supervisor

Francisco Borboa, MPH

Covid-19 QA Coordinator

Steven Vantine

Educational Consultant

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Meet the QA Team

Covid-19 Vaccine Nurse Consultants

Kelsey Florio, RN

Kelley Leung, RN, BSN, PHN, CEN, TNCC

Reviewers

Blanca Brosig, MPH

Christine Liu, MPH
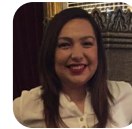
Mayra Jacinto

Kasey Sumeriski

Sophia Artis

Pending

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Quality Assurance Site Visits

Upcoming:
Where are common areas for support & improvement?

Coming soon:
COVID QA-Dedicated Email for Questions

Clinical Update

Caterina Liu, M.D., CDPH

Calendario de la Vacuna COVID-19 por Edad

1-page COVID-19 vaccine guidance schedule in Spanish

Guide breaks down the vaccination interval schedule by age and vaccine type

UK: Pfizer Vaccine Effectiveness (VE) vs Omicron Symptomatic Infection in Adults

B Two Doses of BNT162b2 with a Booster Dose of BNT162b2 or mRNA-1273
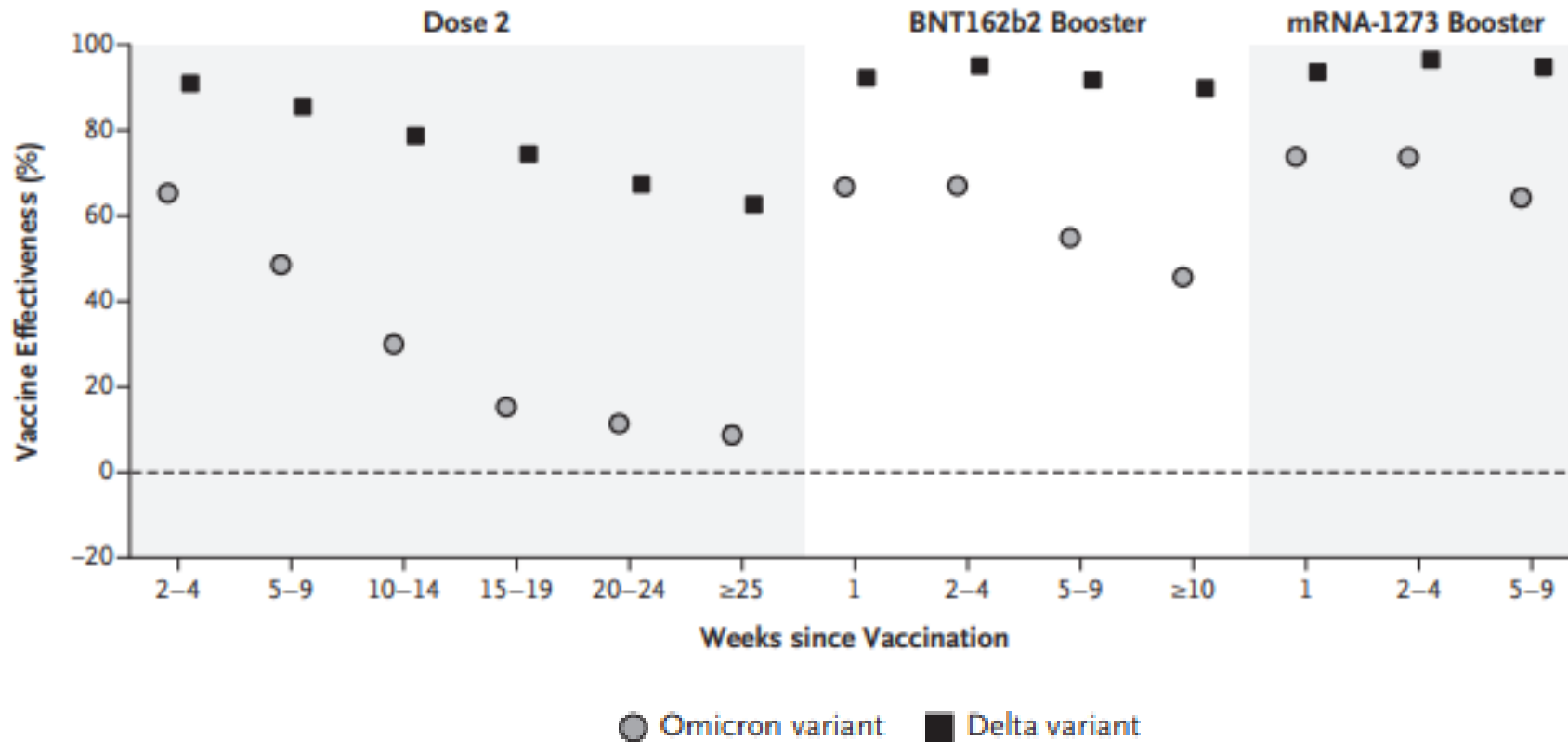
- UK study in adults 18+
- VE lower for Omicron compared to Delta
- VE against infection wanes substantially after primary series
- VE against infection improves with a booster.

UK: Moderna VE vs Omicron Symptomatic Infection in Adults

C Two Doses of mRNA-173 with a Booster Dose of BNT162b2 or mRNA-1273
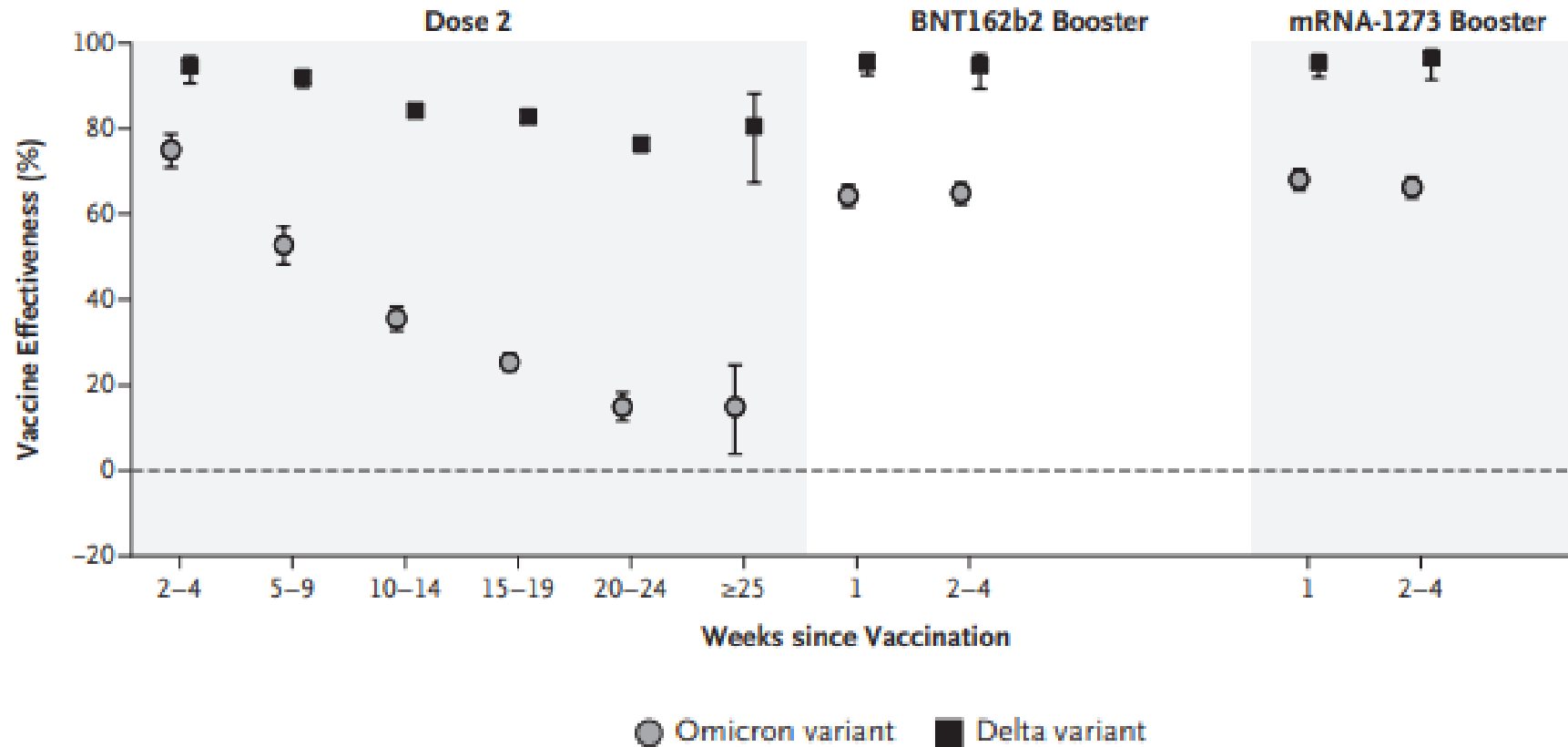
- Similar pattern for Pfizer and Moderna vaccines

- VE lower for Omicron compared to Delta

- VE against infection wanes substantially after primary series

- VE against infection improves with a booster.

UK: Pfizer VE vs Omicron Hospitalization in Adults

Two doses of BNT162b2 with a BNT162b2 or mRNA-1273 booster dose
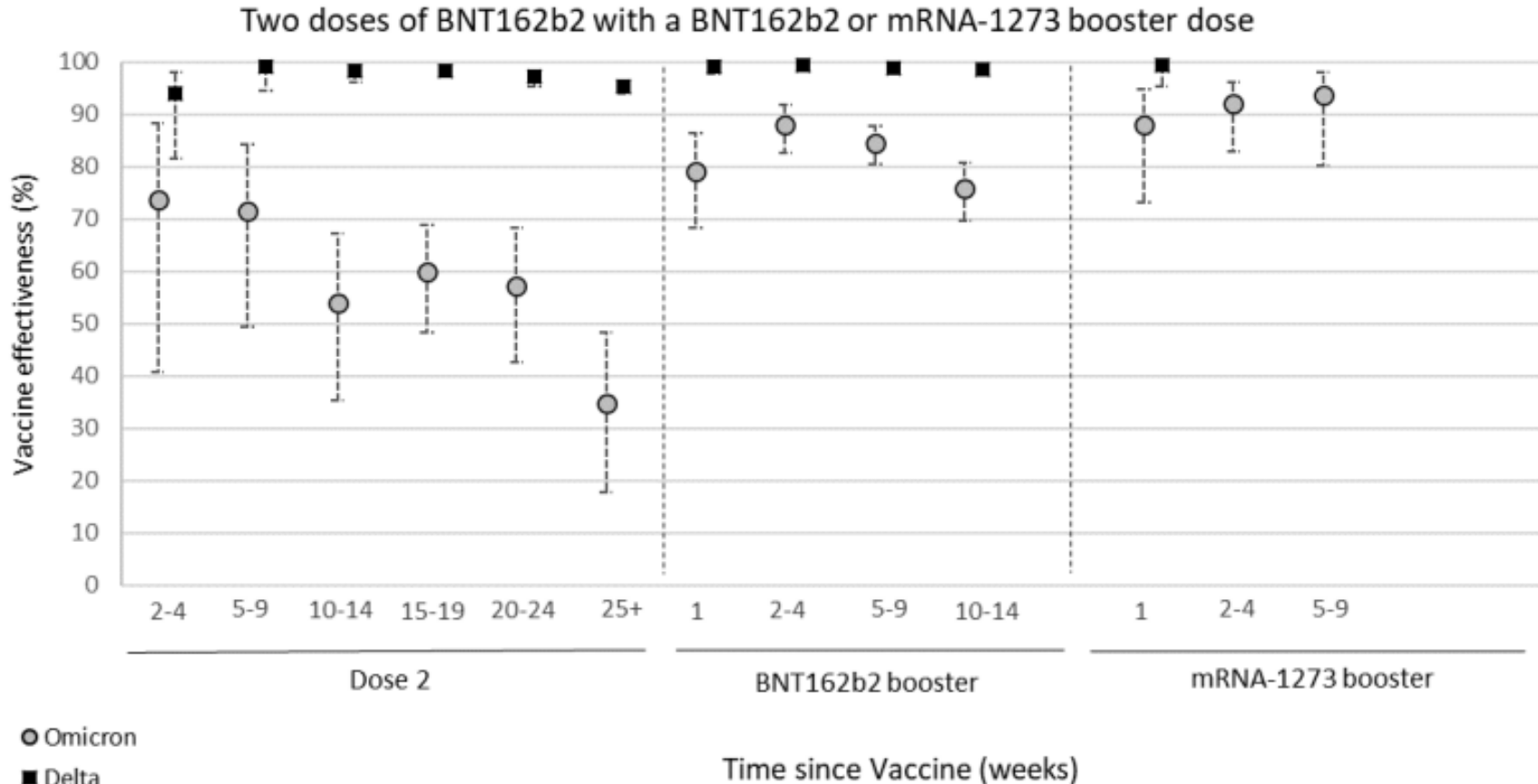
- UK study in adults 18+
- VE vs hospitalization lower for Omicron compared to Delta
- VE vs hospitalization wanes after Pfizer primary series
- VE against hospitalization improves with a booster.

US: Pfizer VE vs Omicron ED visits in Children

Encounter type/Vaccination status	Total	SARS-CoV-2 test-positive, no. (%)	VE %* (95% CI)
ED or UC encounters, by age group and predominant variant			
5–11 yrs**			
Omicron predominant††			
Unvaccinated (Ref)	5,938	2,409 (40.6)	—
2 doses (14–67 days earlier)	486	118 (24.3)	51 (30–65)
12–15 yrs			
Omicron predominant††			
Unvaccinated (Ref)	2,336	1,254 (53.7)	—
2 doses (14–149 days earlier)	472	174 (36.9)	45 (30–57)
2 doses (≥150 days earlier)	719	346 (48.1)	−2 (−25–17)
3 doses (≥7 days earlier)	10	3 (30.0)	NC
16–17 yrs			
Omicron predominant††			
Unvaccinated (Ref)	1,363	771 (56.6)	—
2 doses (14–149 days earlier)	263	114 (43.4)	34 (8–53)
2 doses (≥150 days earlier)	565	282 (49.9)	−3 (−30–18)
3 doses (≥7 days earlier)	62	13 (21.0)	81 (59–91)

- VE against Emergency Department (ED) or Urgent Care (UC) visits

- VE higher vs ED/UC visits for Delta vs Omicron

- In children 12+, VE vs ED/UC encounters waned substantially after the primary series, similar to findings in adults

- In children 16-to-17, a booster dose improved protection vs ED/UC encounters

- In children 5-to-11, VE within 2 months of primary series was 51%, similar to estimates in adults

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US: Pfizer VE vs Hospitalization in Children

Encounter type/Vaccination status	Total	SARS-CoV-2 test-positive, no. (%)	VE %* (95% CI)
Hospitalizations during Delta or Omicron predominance, by age group			
5–11 yrs			
Unvaccinated (Ref)	262	59 (22.5)	—
2 doses (14–67 days earlier)	23	2 (8.7)	74 (−35–95)
12–15 yrs			
Unvaccinated (Ref)	496	149 (30)	—
2 doses (14–149 days earlier)	182	7 (3.8)	92 (79–97)
2 doses (≥150 days earlier)	63	13 (20.6)	73 (43–88)
16–17 yrs			
Unvaccinated (Ref)	437	136 (31.1)	—
2 doses (14–149 days earlier)	150	7 (4.7)	94 (87–97)
2 doses (≥150 days earlier)	82	14 (17.1)	88 (72–95)
3 doses (≥7 days earlier)	4	1 (25.0)	NC

- VE against hospitalization after 2 doses of vaccine remains high in all age groups during Delta and Omicron

- 5-to-11-year-old data limited by small numbers and large confidence interval

MMWR (3/1/2022): Klein et al. Effectiveness of COVID-19 Pfizer-BioNTech BNT162b2 mRNA Vaccination in Preventing COVID-19–Associated Emergency Department and Urgent Care Encounters and Hospitalizations Among Nonimmunocompromised Children and Adolescents Aged 5–17 Years

NY: Pfizer VE vs Any Omicron Infection in Children

Figure 1: Vaccine Effectiveness against Infection, by Week and Year of Age

Figure 2: Incidence rate ratios, comparing cases during January 3 - January 30, 2022 for unvaccinated versus children newly fully-vaccinated December 13, 2021-January 2, 2022, by Time Since Full Vaccination
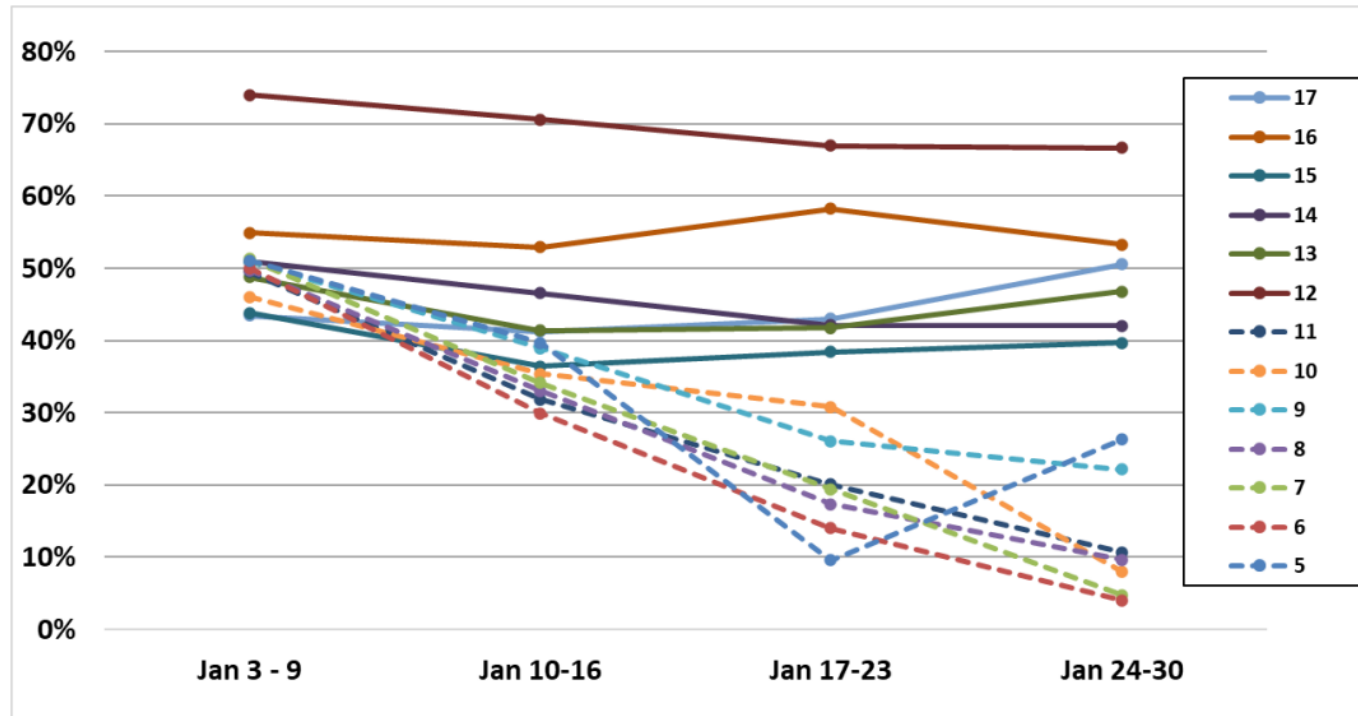
- Primary series VE against any Omicron infection (defined as positive PCR or antigen test)

- VE vs. infection estimates similar to findings in adults

- VE vs infection during Omicron surge in Jan 2022 waned rapidly for children 5-to-11 years

- VE vs infection remained sustained for children 12-to-17 during the same time period

NY: Pfizer VE vs Hospitalization in Children

Table 1: New COVID-19 Cases and Hospitalizations by Vaccine Status, Children Ages 5-17 in New York State, November 29, 2021 – January 30, 2022

Week	Events Vacci-nated	Events Unvacci-nated	Rates per 100k Vacci-nated	Rates per 100k Unvacci-nated	IRR	(95% CI)	VE	(95% CI)	Full-vaccine Coverage %
5 -11 years[a]									
Dec. 13-19	0	18	0.00	0.22	+inf.	(0.3, +inf.)	100%	(-189, 100%)	4.7%
Dec. 20-26	2	50	0.17	0.63	3.6	(1.0, 30.9)	73%	(-7, 97%)	10.6%
Dec. 27-Jan. 2	3	80	0.19	1.04	5.5	(1.8, 27.1)	82%	(45, 96%)	14.5%
Jan. 3-9	5	78	0.28	1.04	3.8	(1.6, 12.0)	74%	(36, 96%)	16.6%
Jan. 10-16	6	68	0.29	0.94	3.2	(1.4, 8.9)	68%	(28, 91%)	18.6%
Jan. 17-23	8	46	0.35	0.65	1.9	(0.9, 4.6)	46%	(-15, 77%)	21.0%
Jan. 24-30	8	42	0.31	0.60	1.9	(0.9, 4.8)	48%	(-12, 75%)	23.4%
12 – 17 years									
Nov. 29-Dec. 5	2	20	0.04	0.61	16.9	(4.1, 148.8)	94%	(76, 99%)	58.4%
Dec. 6-12	1	11	0.02	0.34	19.0	(2.8, 818.3)	95%	(64, 100%)	58.8%
Dec. 13-19	6	23	0.11	0.72	6.8	(2.7, 20.4)	85%	(63, 95%)	59.3%
Dec. 20-26	18	45	0.31	1.44	4.6	(2.6, 8.4)	78%	(63, 88%)	59.9%
Dec. 27-Jan. 2	38	77	0.66	2.50	3.8	(2.5, 5.8)	74%	(61, 84%)	60.4%
Jan. 3-9	47	94	0.81	3.10	3.8	(2.7, 5.6)	74%	(63, 82%)	60.9%
Jan. 10-16	41	85	0.70	2.84	4.1	(2.8, 6.0)	75%	(64, 86%)	61.3%
Jan. 17-23	34	67	0.58	2.26	3.9	(2.6, 6.1)	75%	(61, 83%)	61.9%
Jan. 24-30	22	40	0.37	1.36	3.7	(2.1, 6.5)	73%	(53, 87%)	62.4%

[a] <1% of this age group fully vaccinated in previous weeks

- Note: Omicron was >90% of cases starting January 2022
- High VE vs Omicron hospitalization after primary series in children 5-to-11 and 12-to-17
- Hospitalization remains uncommon among children

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Summary: COVID-19 Vaccine Effectiveness in Children and Adults

- COVID-19 vaccines remain highly protective at all ages against severe COVID-19 caused by Omicron.

- Immunization is less protective against milder Omicron infection, and protection against infection may be briefer for children 5-to-11.

- More data on vaccine effectiveness in pediatric populations is expected to follow over the coming weeks to months.

- There are no changes to recommendations or operations, currently.

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Booster Vaccines are Safe Among Persons Aged 12-to-17 years

- Updated review of national COVID-19 vaccine safety data

- Reactions after booster vaccination were mild to moderate and transient

- The frequency of reported local and systemic reactions were similar after the booster dose and second dose.

- Myocarditis was less frequently reported after a booster dose than after a second dose.

GET THE FACTS
COVID-19, Myocarditis, and Vaccines

Myocarditis is inflammation of the heart muscle. This can happen after viral infections like COVID-19 and, very rarely, after receiving mRNA COVID-19 vaccines.

Most people with myocarditis following vaccination recover completely with rest and simple treatment. However, myocarditis from COVID-19 can be very severe.

If you're UNVACCINATED:

4x to 8x higher risk of myocarditis from COVID-19 infection in all ages.

10x higher risk of hospitalization from COVID-19 infection.

If you received the COVID-19 vaccine:

The overall risk of myocarditis is EXTREMELY LOW. — 1 IN 200,000

Young males (12-29 yrs) have a slightly higher risk, but still VERY LOW. — 1 IN 14,000 → This is the same chance of being **struck by lightning** in one's lifetime.

Young females (12-29 yrs) have a MUCH LOWER risk. — LESS THAN 1 IN 100,000

Don't miss your shot! Your heart is safer with COVID-19 vaccines!

For more information on vaccines, visit: COVID19LearningNetwork.org

COVID-19 Real-Time Learning Network
Brought to you by CDC and IDSA

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- MMWR (3/1/22): Safety Monitoring of COVID-19 Vaccine Booster Doses Among Persons Aged 12-17 Years – United States, December 9, 2021 – February 20, 2022.
- IDSA Infographic: Get the Facts – COVID-19, Myocarditis, and Vaccines

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.

Storage & Handling

Kate McHugh, CDPH

Janssen Shelf-Life Extension

- Shelf life extended from 6 months to 9 months

- Decision is based on data from ongoing stability assessment studies, which have demonstrated that the vaccine is stable at 9 months when refrigerated at temperatures of 2° – 8° Celsius.

- Applies to **inventory dated to expire on March 7, 2022, or later**

- Vaccine providers should visit the Janssen COVID-19 Vaccine Expiry Checker webpage to confirm the expiration dates.

- Expiration Extension Communication from Call Center

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Expiration Dates

- [Janssen COVID-19 vaccine by Johnson & Johnson expiry checker](#)

- [Moderna COVID-19 vaccine expiry checker](#)

- [Pfizer COVID-19 adult (12+ years, purple cap(must dilute) expiry extension](#) (page 4)

- [Pfizer COVID-19 pediatric (5-11 years, orange cap) vaccine expiry extension](#) (page 4)

- [Pfizer COVID-19 adult (12+ years, gray cap) vaccine expiry extension](#) (page 5)

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Temperature Excursions

- Janssen: Stability Information (janssenmd.com)

- Moderna: Storage & temperature excursion for Moderna COVID-19 vaccine (modernamedinfo.com)

- Pfizer
  - Pfizer 1170 (12+ years, **purple cap**): medical information
  - Pfizer Tris-sucrose (12+ years, **gray cap**): medical information
  - Pfizer pediatric (5-11 years, **orange cap**): medical information
  - Pfizer Digital Assistant: Search Medical Information | Pfizer Medical Information - US
  - This information can help you find quick answers to temperature excursions.
  - If you have difficulty interpreting, you can contact CDPH or Pfizer.

- Even if the vaccine is viable, still report the excursion in myCAvax!

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AmerisourceBergen (Third Party Redistributor) Shipment Incidents

What do you do if you receive a shipment that has a temperature excursion?

- Report as a shipping incident in myCAvax

- Contact AmerisourceBergen (AB) at: c19vaccineops@amerisourcebergen.com
  - Include the downloaded temperature log, your order number, and your shipment incident number in your email

- AmerisourceBergen will contact Pfizer and determine if the vaccine is viable. The provider does not need to contact Pfizer!

- If you have any issues receiving a reply from AmerisourceBergen, reach out to the COVID Call Center: covidcallcenter@cdph.ca.gov to let us know.

- Job aid: IMM-1387.pdf (eziz.org)

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Pfizer COVID-19 Vaccine Medical Updates & Training Sessions

Date & Time (linked)	Password
Tuesday, March 15 – 12PM	fVJzVYdN326
Wednesday, March 16 – 9AM	jEAtpMcM365
Thursday, March 17 - 9AM	hwE2sdzwZ53
Tuesday, March 22 - 12PM	miSmuZnQ358
Wednesday, March 23 - 9AM	iPdKJ8Cia66
Thursday, March 24 - 9AM	xpM3jXQu7K5
More sessions listed! NOTE: All times listed here are P.S.T.	

For providers and immunization staff personnel. **Please attend one of these sessions!**

Topics include:

- Introduction of new Controlant Temperature Monitoring Device

- Use of each vaccine presentation, including storage, handling, preparation, and administration for:
  - Ages 5 through 11 Years
  - Ages 12 Years and Older

Vaccine Management

Eric Norton and Claudia Aguiluz, CDPH

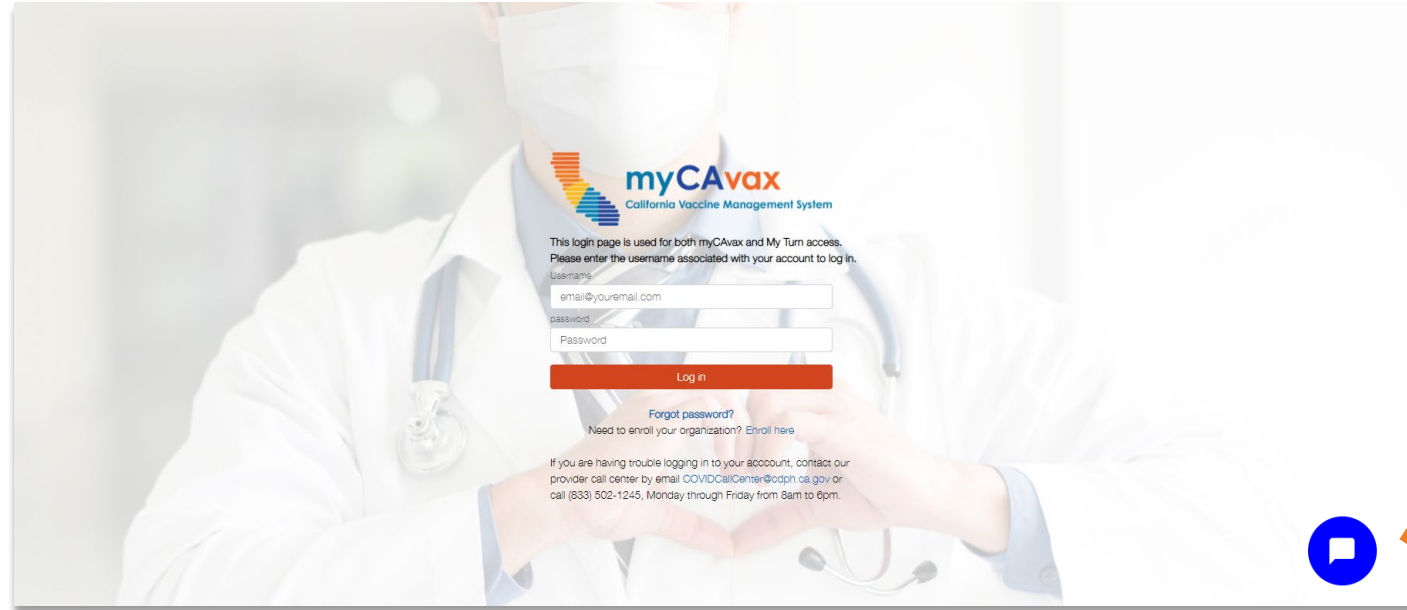# Release 24: Joint Clinic Set-Up for COVID-19 and Flu

During Clinic Set-Up, there is now the option to **select both COVID-19 and Flu for the Vaccine Type** and the product options will all be available for selection.

Release 24: Help Desk Chat Updates

The Help Desk Chat Icon is available on the unauthenticated Login page for both My Turn and myCAvax.

Additionally, you can **upload attachments** when using the Help Desk Chat feature.
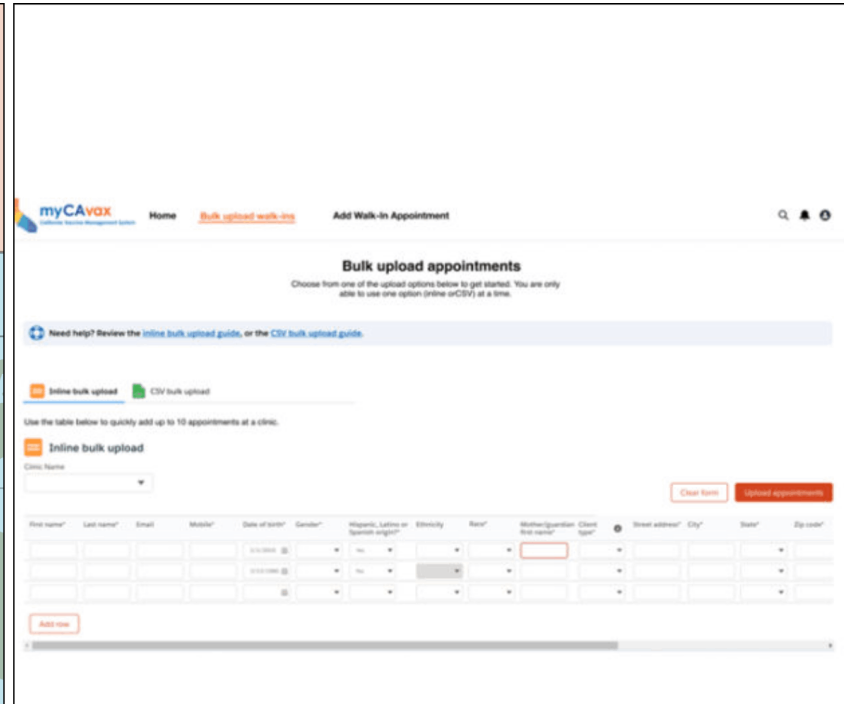
Release 24: Bulk Inline Edit/Upload Feature

This new inline feature will make Bulk Uploads *so easy!*

1. Use the **Inline Bulk Upload** feature to add appointments directly in My Turn.
2. After processing the upload, you can access **links to reports regarding the success of the upload** and outlining any errors.
3. You can review the error report and **make updates directly to any uploaded field that's associated with an error**. Once you submit the error report, the upload should be processed.

My Turn Mary - Bulk Inline Upload Feature

Release 23 Update

We are planning a big release that will incorporate all scheduled updates from February 24th and March 17th. This will go live on **March 17th** .

We are also incorporating feedback for the Multi-line Ordering feature such as:

Removing the Intended Use question.

Adding an Ancillary Kit Opt-out tool tip and message that lets Providers know whether they can Opt-out for certain Products.

Updating the Order Increments column to clarify what the minimum for that Product is and how it should increment based on the Order size

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Janssen Reminders

Providers – **please place Small Orders for Janssen when possible**! Ensure your orders follow current guidance for use and ordering.

LHDs/MCEs--When ordering J&J, email the COVID-19 Provider Call Center at covidcallcenter@cdph.ca.gov with rationale of need received from providers. We are aware specific populations are requesting this product and will do our best to support where we can.

Work with your LHJs when placing these orders!

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APPENDIX

What's Next on My Turn: Release 24 (03/09)

My Turn Public

General Enhancements

✓ Age range question was updated with the date of birth on Let's Get Started page for COVID individual and Flu flow.

✓ Third-party clinics are filtered based on Vaccine Supply

✓ 8-week interval between 1st and 2nd dose for Pfizer and Moderna initial series is allowed.

✓ Security update was processed.

✓ Date of Birth validation was updated for the homebound flow so that the patient is at least 5 years old.

✓ Minors can get Pfizer booster only on Moderna or J&J flow.

My Turn Clinic

General Enhancements

✓ Clinic Managers can create a clinic for both Flu and COVID.

✓ Auto-populate COVID-19 calendar date based on eligibility when processing a walk-in appointment.

✓ Geofencing Tooltip language was updated.

✓ Live Chat was added to myCAvax & My Turn Portal login, and you can attach Files through Live Chat.

✓ Pediatric Filter was added on the Appointments tab.

✓ Resource link was added for the accordion flu flow.

✓ Inline Bulk Editing Functionality was added.

✓ J&J eligibility expansion was assessed and solutioned.

✓ You can right click to open Record Detail page in new window.

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myCAvax – Known Issues - *Updated 3/3*

Known Issues

Not all Users are Assigned "Calvax Partner Community User"

- ✓ We are investigating an issue where some users are not being automatically assigned to the correct profile when their first Location Application is approved.

Shipping Hour Four-Hour Window Requirement Bypass

- ✓ We are working on fixing an issue where users who do not add a four-hour window in their shipping hours are not shown an error immediately and are allowed to continue with their Section B enrollment up until it's time to submit DocuSign.

Workaround/Next Steps

- ✓ Fix: TBD
- ✓ Please contact the Provider Call Center, if you are unable to see 'Vaccine Orders' and 'Vaccine Inventory' tabs in your Community portal after your Location Application has been approved

- ✓ Fix: 3/17/2022
- ✓ No Workaround. Please enroll new locations with at least one four-hour window.

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Wrap-up

Leslie Amani, CDPH

Additional Support

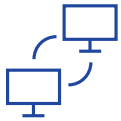| Type of Support	Description	Updated 12.29.21
COVID-19 Provider Call Center	The COVID-19 Call Center for Providers and Local Health Departments is dedicated to medical providers in California and their COVID-19 response, specifically addressing questions about State program requirements, enrollment, 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, 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	

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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

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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.

Thank you!

Monday:

My Turn myCAvax

Zoom Link

Next session: Monday, March 14 at 12:00 PM

Friday:

Provider Office Hours

Zoom Link

Next session: Friday, March 18 at 9:00 AM

Thank you to Provider Office Hours' Planning Team: Leslie Amani, Rachel Jacobs, Hailey Ahmed, Blanca Corona, and Reva Anderson.

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