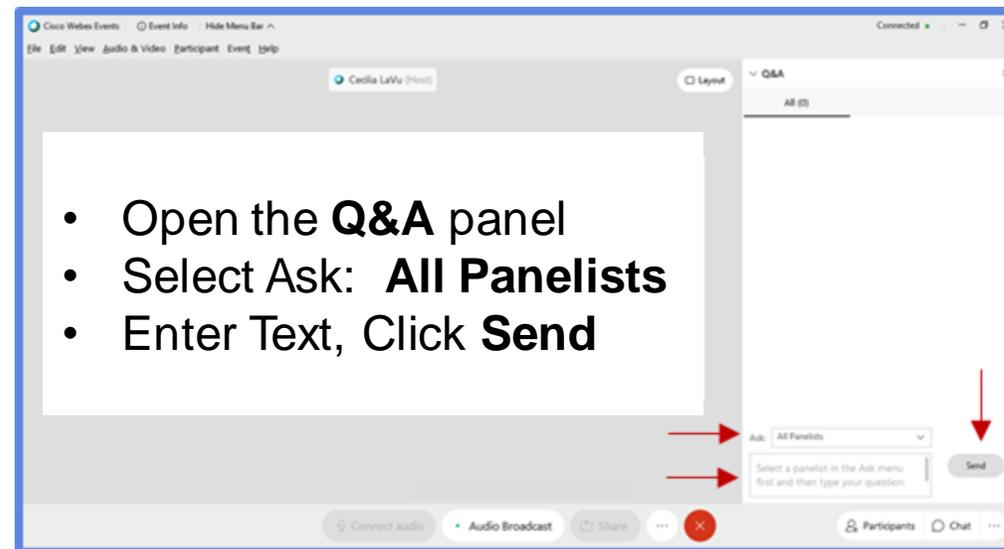


Welcome to Provider Office Hours

During the session, please use the Q&A panel to comment or ask a question:

Q&A Panel



The screenshot shows a Cisco Webex interface with a Q&A panel open on the right. The panel is titled "Q&A" and shows "All (0)". Below the panel, there is a dropdown menu for "Ask:" with "All Panelists" selected. A red arrow points to this dropdown. Below the dropdown is a text input field with the placeholder text "Select a panelist in the Ask menu first and then type your question." Below the input field is a "Send" button, with a red arrow pointing to it. The main content area of the Webex window contains a list of instructions:

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

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 Participants:

Please access today's slides and archived presentations at: <https://eziz.org/covid/>



Agenda

Special Guests

- **My Turn** – Eric Norton, My Turn Project Manager & Ron Thompson, Vice President of IT Shared Services
- **TPA Allocations** – Seth Glickman, MD, Senior Vice President and Chief Health Officer

Q&A

Announcements & Updates

- Clinical – Louise McNitt
- Storage & Handling – Al Hendrickson
- Allocations – Amy Pine
- myCAvax – Claudia Aguiluz

Q&A



Please Participate in Today's Poll

Poll:

Have you registered with My Turn?

- A. Yes!
- B. No
- C. Not yet
- D. I tried, but was unsuccessful



Eric Norton
Project Manager, My Turn

&

Ron Thompson
Vice President of IT Shared Services,
Blue Shield of California



Vaccine Management

Provider Office Hours 3/5/2021





MYTURN





My Turn is Now the *Main Way* for Californians to Schedule an Appointment for COVID-19 Vaccination

1

Go to [Myturn.ca.gov](https://myturn.ca.gov) to register to be notified when it's your turn to get vaccinated.
If you do not have a smart phone or internet access, you may call 1-833-422-4255 for assistance in determining your eligibility for a vaccine. Multilingual support is available.

2

Once it is your turn to be vaccinated, make an appointment using the [MyTurn](#) scheduling tool.



Online

Go to [Myturn.ca.gov](https://myturn.ca.gov), enter required information to reconfirm your eligibility, see a list of all vaccination clinics, and directly book your appointment online.

or



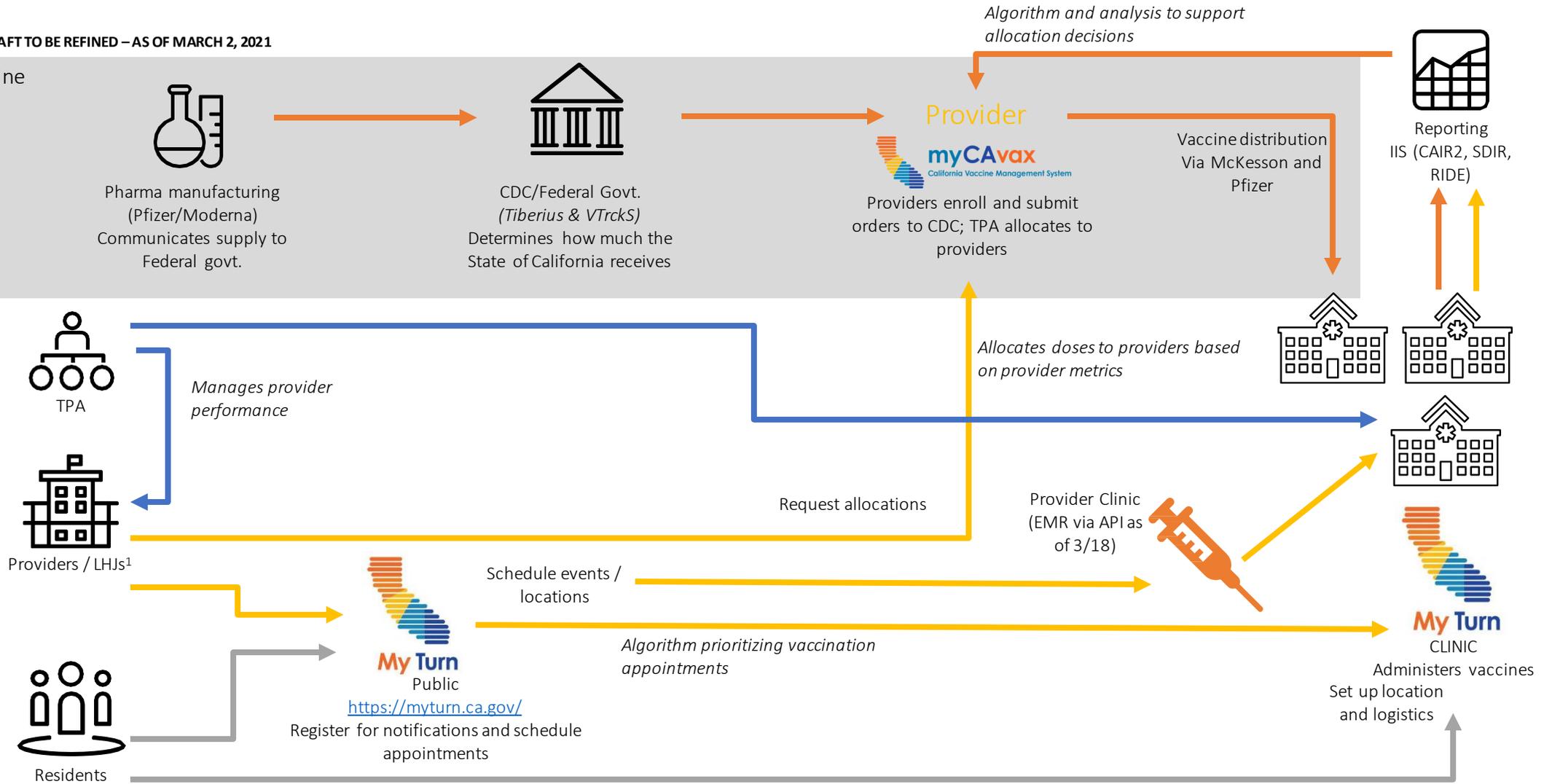
By Phone

If you do not have a smartphone or internet access, call 1-833-422-4255 for help to confirm your eligibility and make an appointment. Multilingual speakers are available.

Tech platforms powering vaccine delivery

ILLUSTRATIVE DRAFT TO BE REFINED – AS OF MARCH 2, 2021

Flow of vaccine



1. Pharmacies will have a different relationship with the TPA and state due to direct CDC allocations. The next phase of the federal retail program will be announced next week. Details on this program still pending.

Vaccine management systems core functionality

myCAvax as of 03/4/21

- Registration (Invitation & Open Enrollment)
- Section A & B Application (Provider Organization & Location)
- DocuSign integration to capture e-signature
- License Verification
- Enrollment Review & Approval
- Allocations & Ordering
- Migration of Interim calvax data to myCAvax and decommission interim system
- TPA Account Setup (Flag)
- TPA Bulk Allocation Capabilities
- In Network Provider Conversion Process
- In Network Ordering Restrictions
- In Network Provider Capacity Management
- Transfers/Redistribution
- Waste
- Temperature Excursion
- Shipment Incident



3/4/2021

My Turn – Public as 03/1/21

- Landing page with introductory content to outline the vaccination process to residents
- Questions to capture and determine a resident's eligibility to get vaccinated
- Questions to capture an eligible resident's personal information in order to get vaccinated
- 11 CDC questions a resident is required to answer in order to get vaccinated
- Optional questions regarding a resident's health insurance coverage
- Questions that capture an ineligible resident's information in order to determine future eligibility
- Functionality to let a resident select a vaccination location and available time slot for first and second dose
- Functionality to let a resident cancel their first and second dose vaccination appointments
- SMS and email notifications regarding a resident's appointments
- SMS & email confirmation upon residents successfully registering to receive vaccine updates
- **.X as of 3/8** - Ability to use a single use code to access targeted clinics and clinics of choice

Copyright © 2021 My Turn. All rights reserved.

My Turn – Clinic as of 03/1/21

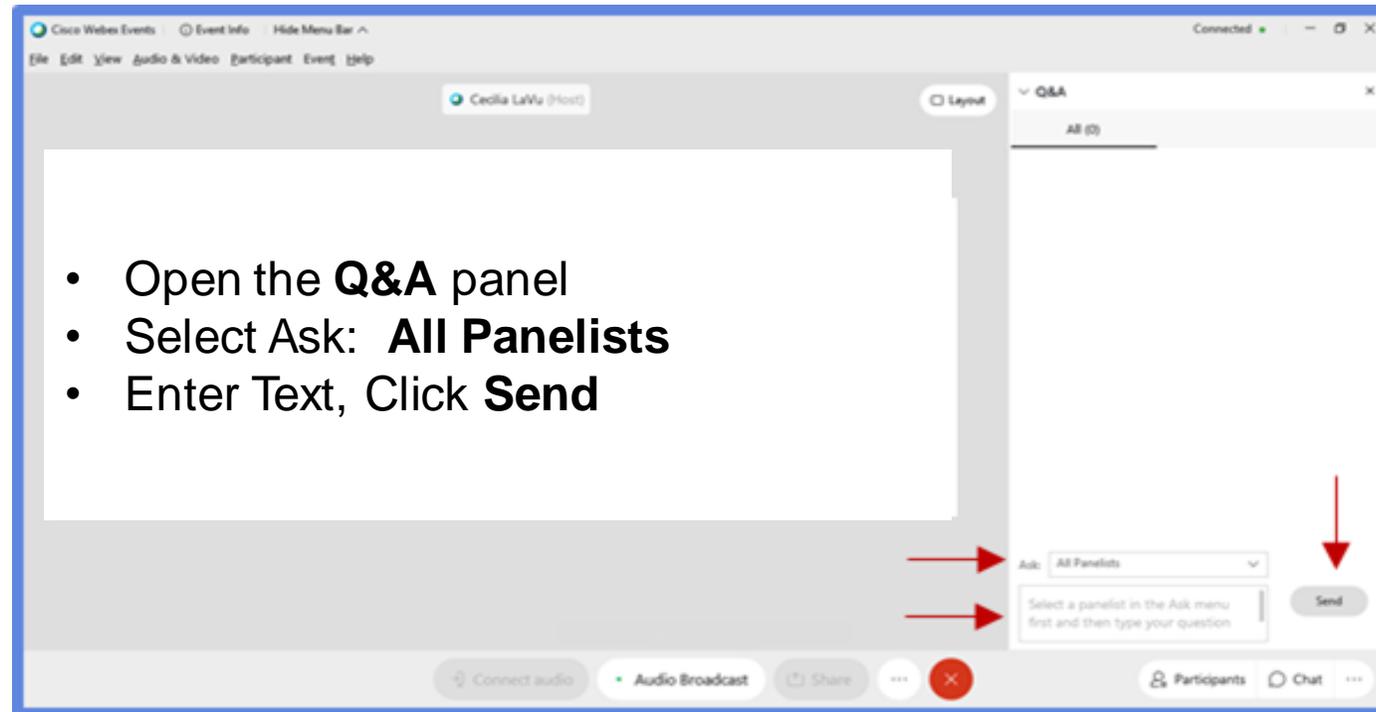
- Functionality to allow clinic managers to input location, name, and other clinic details
- Availability, hours, and capacity information that clinic managers can input for each clinic
- Clinic Managers can enter the current supply of Moderna or Pfizer vaccine that the clinic has in stock
- Functionality to add vaccine administrators and clinic managers for each location
- Capability for clinic managers to add additional vaccine administrators



Provider Q&A

How to Ask a Question

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- Enter Text, Click **Send**

TPA Allocations

Seth Glickman, MD

Senior Vice President and Chief Health Officer
Blue Shield of California

Ensuring equitable vaccine allocation for Californians

March 4, 2021

Context

California will build a **statewide vaccine network** to ensure the **equitable delivery of current and anticipated supply** to Californians. The state will allocate vaccines directly to providers to **maximize distribution efficiency, have real-time transparency** into where the vaccines are and to whom they've been administered, and ensure they are **distributed to communities disproportionately impacted** by COVID-19.

The state has entered into a **cost-basis contract with Blue Shield of California to serve as the third party administrator (TPA)** for the statewide vaccine network. This network will include providers who meet program requirements, such as data integration, equity, and volume capacity. The provider types will include health systems, hospitals, clinics, pharmacies, mass vaccination sites and mobile clinics.

This document describes how the TPA will evolve the allocation process to ensure an equitable approach for Californians

Source: TPA

California's Statewide Vaccine Network is designed to save more lives.

Delivering an improved and connected experience



More options to vaccinate Californians faster

- Statewide network of providers
- Geographically diverse mega sites
- Home visits
- Mobile providers
- Pharmacies

More resources to reach diverse communities

- Network designed to reach the most vulnerable and those disproportionately affected by COVID-19 infection and death
- Support to providers and local health jurisdictions for FEMA-eligible costs associated with supporting the transition to a new system and workflow
- Patient navigators
- Support services, including extended hours, language capacity, accommodations for physical accessibility and mobile clinics

More user data and reporting for transparency

- A more consistent and reliable user experience for all Californians
- Timely data sharing
- Daily allocation reports to ensure equity, efficiency, and speed of network
- Ongoing community and stakeholder engagement



Vaccinate ALL 58
Together we can end the pandemic.

Disparities exist in California's COVID-19 burden and vaccine administration

Disparities in COVID's impact on California's diverse communities are severe...

Death rate for Latino people is **21% higher** than statewide
Deaths per 100K people:
151 Latino
125 all ethnicities

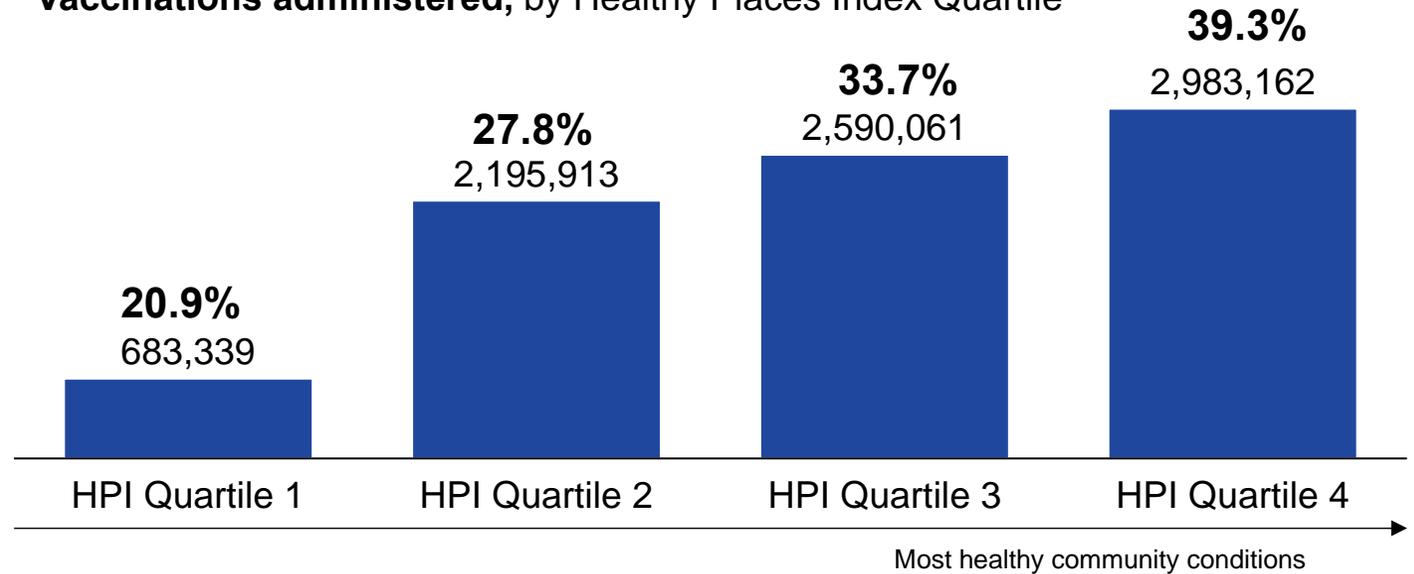
Case rate for Pacific Islanders is **31% higher** than statewide
Cases per 100K people:
11,206 NHPI
8,533 all ethnicities

Death rate for Black people is **7% higher** than statewide
Deaths per 100K people:
133 NHPI
125 all ethnicities

Case rate for communities with median income <\$40K is **38% higher** than statewide
Deaths per 100K people:
11,717 income <\$40K
8,533 all income brackets

...and these disparities also exist in COVID vaccine administration

Vaccinations administered, by Healthy Places Index Quartile



The Healthy Places Index (HPI) measures overall well-being in a zip code by evaluating 25 different factors that can impact health, including income, education, and access to health care

Areas are given a score, ranging from least healthy community conditions (Quartile 1) to most healthy community conditions (Quartile 4), with disproportionately higher rates of people of color in lower quartile HPIs

Source: covid19.ca.gov/equity

Role of the allocation process

- California is building an enhanced Statewide Vaccine Network to ensure equitable delivery to all Californians
- The TPA will make recommendations to the State to allocate vaccines directly to providers in order to:
 - Ensure vaccines are equitably distributed to communities disproportionately impacted by COVID-19
 - Optimize distribution efficiency
 - Give real-time transparency into where the vaccines are and to whom they have been administered
- Final allocation decision rights remain with the State

Goals for the allocation process

- ✓ Transparent, consistent and predictable for providers
- ✓ Provides flexibility to address urgent public health needs
- ✓ Incorporates input from LHJs and MCEs
- ✓ Supports equitable and timely vaccination for all Californians
- ✓ Allows for an appropriate pace of transition to the new allocation model

Planned approach for first dose allocation recommendations

As of MAR 2, 2021
DRAFT – BEING REFINED

- 1 Assess the total doses available for allocation**

 - Begin with the total first doses allocated by the Federal government to CA
 - Adjust for allocations reserved to State bodies (e.g., DSH, CDCR) and other urgent issues (e.g., unmet second dose needs)
- 2 Apply a geographical weighting**

 - For 80% of the remaining vaccine, calculate the share of vaccine each zip code should receive based on eligible population in the zip code
 - Currently, eligible population is weighted 70/30 by age (65+) and sector (first responders, food/agriculture sector, education & childcare) respectively
- 3 Perform an equity weighting to reflect the State's equity priorities**

 - To double weight to those areas of highest need, allocation remaining 20% of vaccine to lowest quartile HPI zips only, based on share of eligible population
- 4 Allocate vaccine to network sites based on their geographical service and their performance**

 - TPA considers input from LHJs and MCEs plus other factors such as zip codes served, performance including success in vaccinating target populations, inventory-on hand, compliance to network requirements to determine final allocation by provider

Allocation formula will be in effect for week of March 1 and March 8 allocations. Formula will be adjusted after 2 weeks to account for Janssen (J&J) vaccine, new eligibility policy on March 15, and TPA onboarding implementation waves

State's five-point plan on equity

How the allocation process will support



Allocation

Provide ultimate determination and approval of all vaccine allocation with a **focus on equity**

Allocation approach which will additionally weight areas with the lowest quartile of HPI scores, to reflect the disproportionate burden of COVID-19 in these areas



Network

Promote **equity in vaccine delivery** by supporting vulnerable communities with accessible vaccination sites, patient navigators, extended hours, language capacity, accommodations for physical accessibility

Adapt to the developing network to reflect increased capacity and the ability to reach all Californians, especially in communities disproportionately impacted by COVID-19

Provide allocation recommendations **at site level** to reflect both performance and proximity to communities requiring vaccine



Community Partners

Invest in special programs to **support community-based organizations** that are critical to reaching target communities

Support effective allocation recommendations across the statewide provider network including through pop-up **clinics** and **mobile sites**



Data analytics

Use **real-time data analytics** to adjust and intensify targeted efforts and resource allocation to meet equity goals

Based on **timely data analytics** to adjust allocation recommendations as needed to reflect recent performance and the State's emerging vaccine priorities



Public Education

Provide **consistent messaging** and meet Californians where they are in order to reach California's diverse populations

Improve **predictability and clarity** for providers to make it easier for them to support communications in line with the State's messaging to all populations

We will be:

-  Good (not perfect)
-  Fast
-  Transparent
-  Collaborative (as much as possible given the urgency of our collective situation)

We ask for your understanding that:

- Vaccine supply remains limited, and we need to manage for the needs of the whole system
- Federal allocations are subject to change at short notice, either up or down
- We will be doing our best to support the State's goals to support vaccinating all Californians in an equitable way and ensuring transparency and consistency for providers

***We deeply value the efforts of local providers to vaccinate Californians.
The changes outlined here are meant to provide planning predictability in support of these efforts.***



LHJs: please contact your Blue Shield of California account manager

Providers: please contact CovidVaccineNetwork@blueshieldca.com

Provider Q&A

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- Enter Text, Click **Send**

Announcements & Updates



Janssen COVID-19 Vaccine from Johnson & Johnson

Louise McNitt, MD

Janssen COVID-19 Vaccine

- Single dose adenovirus vector vaccine that can be shipped and stored at refrigerator temperatures
 - [Interim Clinical Considerations for Use of COVID-19 Vaccines | CDC](#)
- FDA Emergency Use Authorization on 2/27/21 for persons ≥ 18 y/o
 - <https://www.fda.gov/emergency-preparedness-and-response/coronavirus-disease-2019-covid-19/janssen-covid-19-vaccine>
- ACIP voted to recommend 2/28/21
 - <https://www.cdc.gov/vaccines/acip/meetings/slides-2021-02-28-03-01.html>
- Western States Scientific Review workgroup [unanimously recommends use of Janssen COVID-19 vaccine](#)
- COCA call archived here: https://emergency.cdc.gov/coca/calls/2021/callinfo_030221.asp

Evidence from Clinical Trial – Efficacy

- Demonstrated efficacy against symptomatic, laboratory-confirmed COVID-19
 - Overall efficacy was **66.3%**
 - **83.5%** for severe disease
- COVID-associated hospitalizations:
 - 29 in the placebo group, 2 in the vaccine group
 - VE against hospitalization was **93%** (95% CI: 71%, 98%) at 14 days post vaccination and **100%** at 28 days post vaccination
- **100%** effective against COVID-related death at 28 days post vaccination
- Efficacy against severe disease remained high across world regions (**73-82%**) suggesting protection against severe illness with variant strains

Evidence from Clinical Trial – Safety

- Local reactions within 7 days occurred in ~50% vaccine recipients
 - Pain at the injection site most common
- Systemic reactions within 7 days occurred in ~55% vaccine recipients
 - Headache, fatigue, and myalgia most common
- Most symptoms resolved after 1-2 days

<https://www.cdc.gov/vaccines/acip/meetings/downloads/slides-2021-02/28-03-01/04-COVID-Oliver.pdf>

Interchangeability of COVID-19 Vaccine Products

- Any COVID-19 vaccine can be used when indicated; no product preference
- COVID-19 vaccines are **not** interchangeable
 - Safety and efficacy of a mixed series has not been evaluated
- If first doses of mRNA COVID-19 vaccine was received but patient unable to complete series with same or different mRNA vaccine (e.g, contraindication)
 - Single dose of Janssen COVID-19 vaccine may be administered at minimum interval of 28 days from mRNA dose*
 - Considered to have received valid, single-dose Janssen vaccination, not mixed vaccination series (mRNA/viral vector)

*Persons with a contraindication to mRNA COVID-19 vaccines have a precaution to Janssen COVID-19 vaccine. In these patients, vaccination should be undertaken in an appropriate setting under the supervision of a health care provider experienced in the management of severe allergic reactions. Consider referral to allergist-immunologist.

Contraindications & Precautions

CONTRAINDICATION TO VACCINATION	PRECAUTION TO VACCINATION	MAY PROCEED WITH VACCINATION
<p>History of the following:</p> <ul style="list-style-type: none"> • Severe allergic reaction (e.g., anaphylaxis) after a previous dose or to component of the vaccine† • Immediate allergic reaction* of any severity after a previous dose or known (diagnosed) allergy to a component of the vaccine† 	<p>Among people without a contraindication, a history of:</p> <ul style="list-style-type: none"> • Any immediate allergic reaction* to other vaccines or injectable therapies‡ <p>Note: people with a contraindication to mRNA COVID-19 vaccines have a precaution to Janssen COVID-19 vaccine, and vice versa. See footnote for additional information on additional measures to take in these people.#</p>	<p>Among people without a contraindication or precaution, a history of:</p> <ul style="list-style-type: none"> • Allergy to oral medications (including the oral equivalent of an injectable medication) • History of food, pet, insect, venom, environmental, latex, etc., allergies • Family history of allergies
<p>Actions:</p> <ul style="list-style-type: none"> • Do not vaccinate. • Consider referral to allergist-immunologist. • Consider other vaccine alternative.† 	<p>Actions:</p> <ul style="list-style-type: none"> • Risk assessment • Consider referral to allergist-immunologist • 30-minute observation period if vaccinated 	<p>Actions:</p> <ul style="list-style-type: none"> • 30-minute observation period: people with history of anaphylaxis (due to any cause) • 15-minute observation period: all other people

Janssen COVID-19 Vaccine Summary

- ACIP states no preference for any of the 3 authorized COVID-19 vaccines
 - Results of Janssen Phase III trials not comparable with mRNA vaccines
 - Different calendar time
 - Different geography
- } Different circulating variants
Higher background incidence
- Strong protection against severe COVID-19
 - 93% VE against hospitalizations (2 cases in vaccinated vs. 29 in placebo) at 14 days; 100% 28 days post vaccination
 - No COVID-associated deaths in vaccinated group vs. 7 in placebo group

CDC Safety Summary

- 75 million COVID-19 vaccine doses have been administered in US through February 28
- Reactogenicity profiles of mRNA vaccines in **v-safe** monitoring are consistent with what was observed in clinical trials
- Anaphylaxis following both vaccines has been reported to VAERS (4.5 cases per million)
- No other safety signals for serious adverse events have been detected in VAERS
- No safety concerns have been identified among VSD Rapid Cycle Analysis prespecified outcomes as of February 13
- No unexpected pregnancy or infant outcomes have been observed related to COVID-19 vaccination during pregnancy
- Safety monitoring in pregnant women is ongoing and planned in **v-safe**, VAERS, VSD and CISA

Take a look at the excellent pregnancy safety monitoring slides in this ACIP presentation (slides 26-38) <https://www.cdc.gov/vaccines/acip/meetings/downloads/slides-2021-02/28-03-01/05-covid-Shimabukuro.pdf>

Janssen COVID-19 Vaccine Storage & Handling – Al Hendrickson

- 100 dose minimum orders
 - 5 doses per vial
 - 10 vials (50 doses) per carton
 - 2 cartons per order
- 0.5mL dosage
- No diluent/reconstitution required
- Ancillary kits will be provided by the federal government
 - Same kits as Moderna
- Shipped by McKesson

Janssen COVID-19 Vaccine Storage & Handling – Al Hendrickson

- Store between 2°C and 8°C. Protect from light.
- Vaccine is shipped at refrigerated temperatures, but is packed while frozen
 - If still frozen when it arrives, thaw at 2°C to 8°C. If needed immediately, thaw at room temperature (will take approximately two hours to thaw a carton, one to thaw an individual vial).
- Do not store the vaccine at frozen temperatures.
- Can be stored between 9°C and 25°C (48°F to 77°F) for up to 12 hours
- After first puncture, the vial can be stored for up to six hours between 2°C to 8°C and at room temperature (maximum of 25°C/77°F) for 2 hours

Janssen Vaccine Temperature Excursion & Expiry Resources – Al Hendrickson

- J&J has released guidance on temperature excursions:
 - [Janssen COVID-19 Vaccine Product Quality Checker \(vaxcheck.jnj\)](#)
 - Temperature Excursion Sheet:
https://imedicalknowledge.veevavault.com/ui/approved_viewer?token=7994-e1cad332-7f1d-42d7-9297-e17291c17b11
 - Temperature Excursion Tool: [Stability Information \(janssenmd.com\)](#)
- Expiry dates can also be found on [Janssen COVID-19 Vaccine Product Quality Checker \(vaxcheck.jnj\)](#)
 - You can also scan the QR code or call 1-800-565-4008
 - Keep checking as expiration nears to see if expiry date has been extended

Allocations – Amy Pine

This week's Allocations (3/3/21)

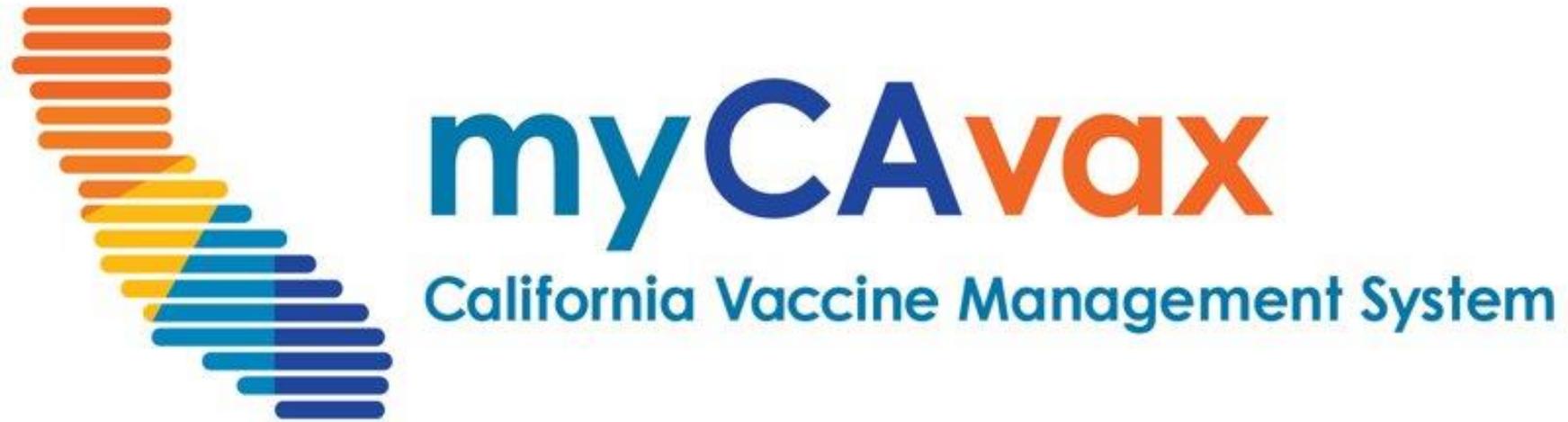
	Doses	Boxes
Pfizer	479,700	410
Moderna	380,300	3,803
J&J*	320,100	3,201
Totals	1,180,100	7,414

*CA will not receive another Janssen allocation until March 23

9,673,787
administered doses!!



Rebranding Update – Claudia Aguiluz



MyCAvax – Claudia Aguiluz

Allocation Functionality is Still in Progress

- For LHDs:
 - Allocation functionality in myCAvax was ON HOLD while Accenture resolved virtual inventory issues
 - **First and second dose allocations were done in interim CalVax this week**
 - **System will be ready for allocations this weekend**
- For providers:
 - MyCAvax provider portal is active



MyCAvax – Claudia Aguiluz

Did you receive an order confirmation e-mail FROM myCAvax over the weekend?

Please disregard. Some test emails were generated as part of the import of historic orders from Interim CalVax to myCAvax

You replied to this message on 2/27/2021 2:46 PM.
Sent: Saturday, February 27, 2021 6:59:06 AM
To: Maria Davila <mdavila@ph.lacounty.gov>
Subject: COVID-19 Vaccine Order Processed

CAUTION: External Email. Proceed Responsibly



IMPORTANT NOTICE: Your COVID-19 Vaccine and Corresponding Ancillary Kits are shipping soon!

Your COVID-19 Vaccine Order Confirmation

Practice: Los Angeles County Vaccine Preventable Disease Control Program
COVID ID: CA13881005
VFC PIN: 070345
Date Order Processed: 02/27/2021

Your COVID-19 vaccine order has been processed and submitted to CDC for fulfillment. Ancillary supply kits and diluent (if required) will ship separately from the vaccine due to different cold chain requirements, and timed to arrive before your vaccine shipment. Be aware that the Pfizer vaccine will be shipped by Pfizer and the Moderna vaccine will be shipped by McKesson.

Please share anticipated delivery information listed below with key staff in at your site.

Ancillary Kits
Please expect delivery of the ancillary kits within a 24 hour window of vaccine receipt.

Vaccines
Pfizer: Expect to receive your vaccine request within 3 business days. Sites with ULT units were opted out of dry-ice shipments automatically, unless specifically requested. If your site requested dry-ice, this shipment is timed to arrive the same day as vaccines. Please expect a number of communications from Pfizer alerting you to the delivery of this product.
Moderna: Expect to receive your vaccine request within 2 business days. NOTE: Most orders will be delivered within the next business days. However some may take up to 2 business days.

The following vaccine(s) will be shipped to your practice within 48 hours of order approval.

Vaccine/NDC Code	Doses Requested	Doses Approved
59267-1000-02	104325	104325

• Shipments with Dry-Ice: Place shipment in a well-ventilated area to safely handle the thermal shipping container and dry ice
• Follow instructions provided in each shipment for checking the shipper's temperature monitor.

Additional changes

- J & J Janssen's vaccine was added for ordering
- Product added to the vaccine management reports
- Working on the system for readiness to transition ordering through the TPA

Provider Q&A

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- Enter Text, Click **Send**

My Turn Program Enrollment on EZIZ!

Select "My Turn Onboarding" tab



California COVID-19 Vaccination Program Updates

The state of California has signed a new Third Party Administrator (TPA) contract with Blue Shield of California to help the state optimize and accelerate COVID-19 vaccine allocation and distribution equitably, efficiently and safely throughout the state. The TPA will be working closely with local health departments to identify facilities that have the capacity to properly manage COVID-19 vaccine and meet additional federal and state requirements.

Providers currently enrolled or in the process of enrolling in the California COVID-19 Vaccination Program can access program-related resources and communications on this website.

Program Education and Support

- [Provider Office Hours and Other Educational Opportunities](#)
- [COVID Call Center and Vaccine Manufacturers' Contact Info](#)
- [Guide to Other COVID-19 Vaccine Related Websites](#)
- [Frequently Asked Questions](#)

News

- [Janssen Resources Available: ACIP Recommendations, EUA fact sheet and Info](#)
- [Updated Guidance: Syringes for Pfizer Vials March 3](#)
- [Letter from the State's Third Party Administrator, Blue Shield of California](#)
- [TPA Presentation for Provider Office Hours \(Recording and Slides\)](#)
- [Provider COVID-19 Call Center Hours expanded to 8PM, M-F. 2/22](#)

Education & Support



My Turn Onboarding

My Turn allows Local Health Jurisdictions and providers the opportunity to have an all-in-one application from clinic management, dose accountability and reporting, public eligibility, public scheduling and walk-in registration for vaccine clinics.

Steps

1. Visit our [Program Enrollment](#) page to review all the steps to complete before onboarding to My Turn.
2. Once the Third Party Administrator notifies CDPH of your onboarding readiness, a My Turn Liaison will contact you with next steps regarding the onboarding process.
3. While you are waiting for us to contact you, review the onboarding resources below to learn about My Turn.

Contact Us:

If you are in the process of onboarding and have questions, contact your assigned liaison or myturnonboarding@cdph.ca.gov.

Onboarding Resources

- [My Turn Onboarding Playbook](#)
- [Clinic Readiness Checklist](#)
- [Clinic Scheduling Form](#)
- [New User List Form](#)
- [Account Creation & Password Reset Template](#)
- [Training Journey](#)
- [Training Schedule](#)

Thank You



for our next weekly

Provider Office Hours

Friday, March 12th

9:00 – 10:00 AM

Provider Resources

COVID-19 Provider Call Center – for questions related to the COVID-19 Vaccine Program

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

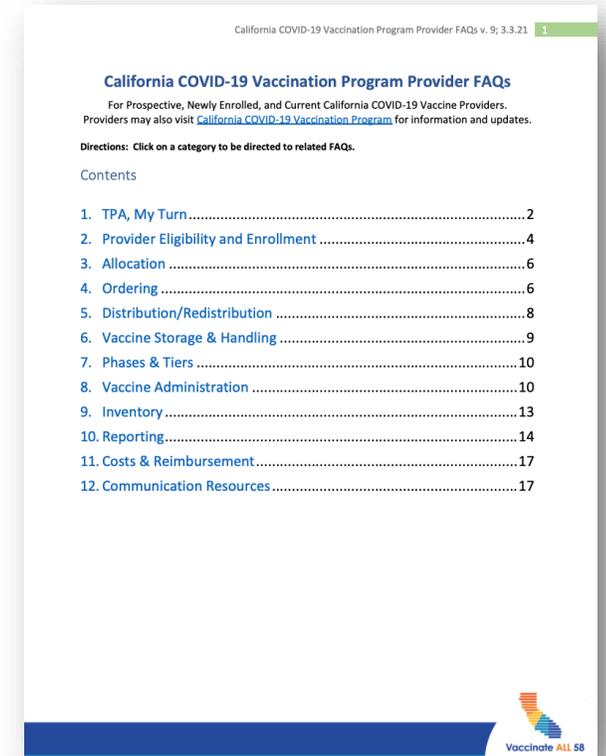
myCAvax Technical Help – for technical questions relating to CalVax

- Email: myCAvax.HD@accenture.com

My Turn – for questions regarding My Turn application

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

Provider FAQs



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