

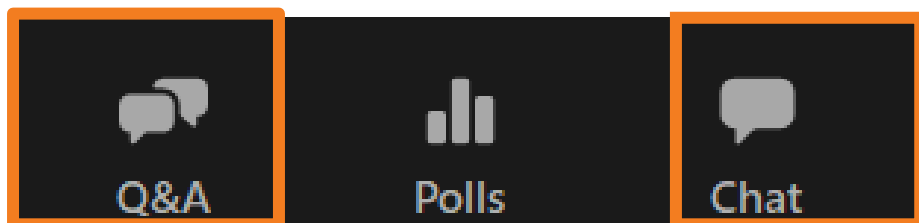
# Welcome to the California Department of Public Health California COVID-19 Vaccination Program

## My Turn and myCAvax Office Hours

Monday, March 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](mailto:leslie.amani@cdph.ca.gov)

# Announcements

Leslie Amani, CDPH

# Providers Beware of Phishing and Email Scams!

From: Appointment Booker <[noreply@appointment-confirmation.com](mailto:noreply@appointment-confirmation.com)>  
Sent: Tuesday, February 28, 2023 9:54 AM  
To: [REDACTED]  
Subject: COVID-19 Vaccine - Book Appointment

Use caution with .com emails!

CDPH uses .gov; Sample@cdph.ca.gov

**WARNING:** If you believe this message may be malicious use the Phish Alert Button

Report suspicious activity to your organization's IT security team.

Hi [REDACTED]

You are now eligible to book your appointment to receive the COVID-19 Vaccine.

Please use the following link to book your appointment. Once booked, you will receive a confirmation email with your appointment details.

[CLICK HERE TO BOOK APPOINTMENT](#)

Registration ID: V-61672313

Full Name: [REDACTED]

If you have any questions or concerns please let me know.

Thank you,

Lois Perez

*Appointment Scheduler*

No identifiable way to contact sender

If you receive a suspicious email, do not open or forward the email. Do not click on links!

# My Turn and myCAvax

Dan Conway, myCAvax

Nisha Gandhi, myCAvax

Josh Pocus, My Turn

Hannah Shows, My Turn and myCAvax

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# What's Next in My Turn? - Release 37

## Clinic Managers and Vaccine Administrators



New updates for My Turn Public and Clinic will launch on March 14, 2023!



### Release Highlights



#### My Turn Public

- ✓ Patients will not be allowed to choose more than one option when they select the 'Prefer not to say' option in the question related to race and nationality.
- ✓ While scheduling vaccine appointments on the screening page, patients will only see the answer options for the questions that they are eligible for.
- ✓ Patients will no longer be able to see the question related to Derma fillers while scheduling vaccine appointments on the 'Patient Information' page.
- ✓ Patients will be able to view the correct translations as per the language selected while scheduling vaccine appointments via the 'Make an Appointment' tab.

### Release Highlights



#### My Turn Clinic

- Clinic Managers will be able to:
  - ✓ Activate / Deactivate users and reset passwords as the 'Manage Users' functionality has been restored for managing My Turn Only users.
- Clinic Managers and Vaccine Administrators will be able to:
  - ✓ View the correct value, 'Prefer not to say' instead of 'Prefer Not to Say' under the 'Sex Assigned at Birth' picklist while editing a patient's contact information in the 'Patient Background' section.
  - ✓ Choose only one option if they select 'Prefer not to say' option in the Race / Nationality picklist in the Walk-in, Vaccine Administration and IIS flow.
  - ✓ View only the 'Pfizer Bivalent (6mo-4yrs)' option in the 'Product' field while scheduling Pfizer Bivalent Third Dose vaccine appointments for 5-year-old patients.
  - ✓ Update the usernames of the reactivated users from '.myturn' to '.mycavax' via the 'Manage Users' tab.

# 'Manage Users' Functionality Restored in R37



The 'Manage Users' functionality will be restored for Clinic Managers on **March 15, 2023**, with Release 37.

Clinic Managers can *only* manage My Turn Only users. The 'Manage Users' functionality will be enabled for Combo Users in a future release. Stay tuned for additional updates!



# Upcoming My Turn Communications Campaigns



Parents / Guardians will be receiving text (SMS) and email communications on Infant / Toddler Primary Series completion and Infant / Toddler Bivalent Booster updates!

Texts (SMS) will be sent out on **Monday, March 6, 2023.**  
Emails will be sent out on **Thursday, March 9, 2023.**



# Example of CDPH My Turn Campaigns



Sample messages for Parents / Guardians of Infant / Toddler patients that have received exactly two Infant / Toddler Pfizer doses (6 months – 4 years) and due for third Bivalent dose.

## SMS

A message from CA Dept of Public Health: Has your child received a 3<sup>rd</sup> dose of COVID-19 vaccine yet? If yes, great! If not, ask your doctor for the updated (bivalent) dose. To make an appt. or find a walk-in clinic, go to [MyTurn.ca.gov](https://myturn.ca.gov). Reply STOP to cancel or HELP for more info. Msa&data rates may apply.

## Email

[Subject line] Keep everyone safe and up to date with a bivalent dose

[Body]

The threat of COVID-19 isn't over yet. Ensuring our families are up to date is an easy way to keep everyone safe. If your child hasn't received a third dose of COVID-19 vaccine, visit [MyTurn.ca.gov](https://myturn.ca.gov) to make an appointment or find a walk-in clinic near you today. You can also contact your child's healthcare provider to schedule an updated (bivalent) dose.

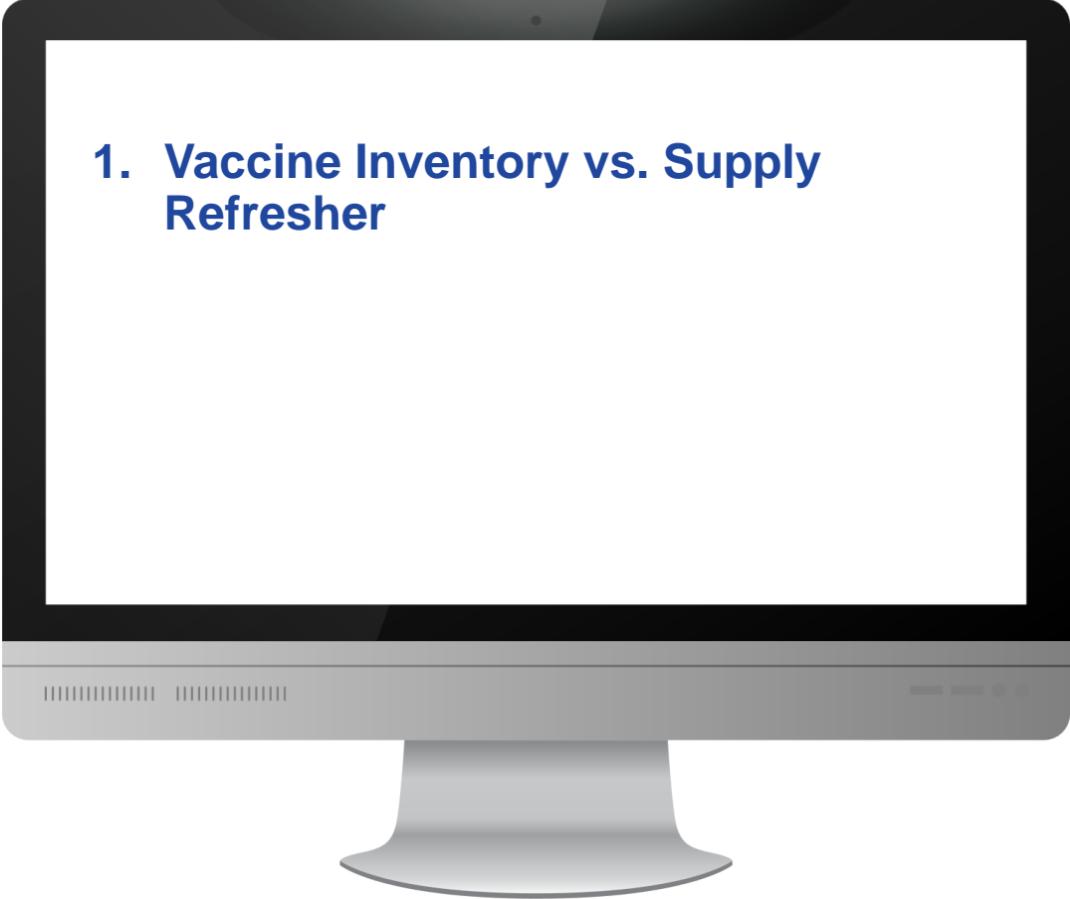
Updated COVID-19 vaccines offer the best protection by targeting both original and new strains of the virus. If your child has already received their third vaccine dose, please ignore this message.

**For more information about the COVID-19 vaccines**, read the [COVID-19 Vaccine Emergency Use Authorization \(EUA\) Fact Sheets](https://www.cdc.gov/vaccines/covid-19/eua/index.html). <<https://www.cdc.gov/vaccines/covid-19/eua/index.html>>

### Need help or have questions?

Our Virtual Assistant can help answer your vaccine and scheduling questions. Chat now at [MyTurn.ca.gov/?chat](https://myturn.ca.gov/?chat)

# My Turn Demo



1. Vaccine Inventory vs. Supply Refresher



**Q&A**

# Upcoming Product Availability Ordering Updates: Moderna Monovalent COVID Vaccine Expiry / Stock-Out Alert



Moderna 10 dose and Moderna 5 dose vials of monovalent products for individuals aged 6 and older are set to expire in **early April**. Additional shelf-life extensions for these products are **not** expected.

Products ordered and shipped in the next few weeks will be short-dated, with expirations in **early April**. Orders for these products will be accepted through **Friday, March 10, 2023**.

Note: **LHD approval deadline** for these orders is **Monday, March 13 by 12PM**.

After **Friday, March 10, 2023**, Providers will need to order alternative vaccines from Pfizer (6+ years) and Novavax (12+ years) for individuals seeking Monovalent primary series vaccines.

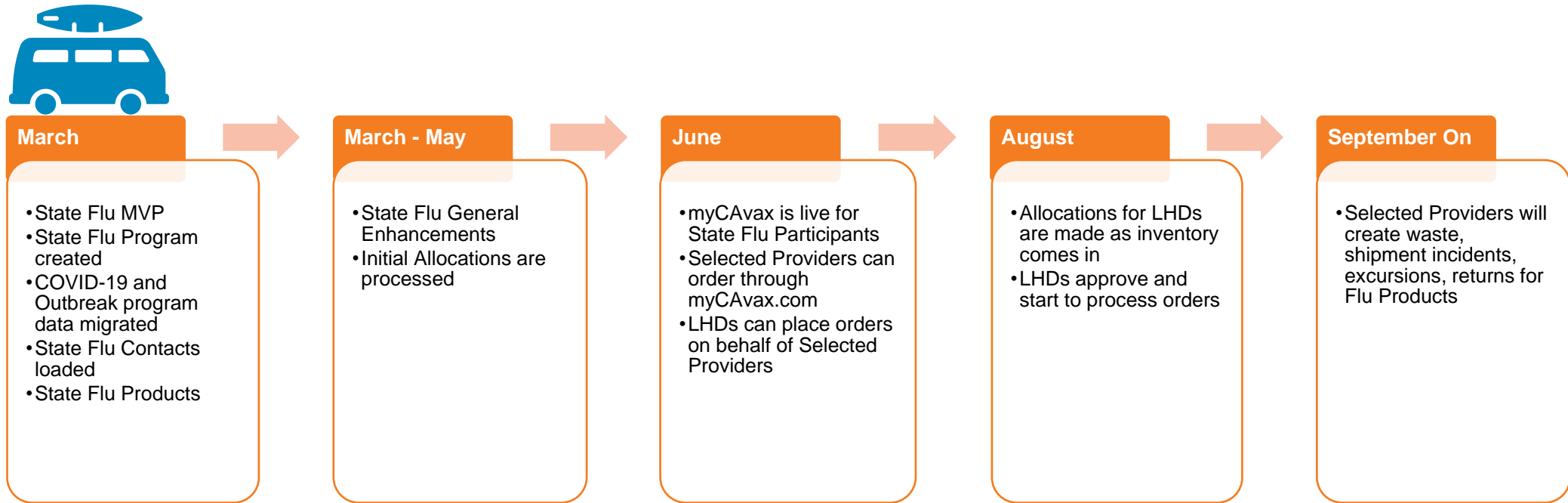
# myCAvax Release 36 Postponed!



myCAvax Release 36 has been postponed to  
**Wednesday, March 8, 2023!**



# Overview of State Flu (State General Funds) Direction



# State Flu MVP: High Level Overview



## 1. COVID-19 and Outbreak program data migrated

- Data like address and hours are moving to the Program

## 2. State Flu Programs created

- Selected Providers that have received State Flu vaccine from direct ship during the 2022 – 2023 flu season will be loaded and marked for review
- For Selected Providers that have **not** received State flu during the 2022 – 2023 flu season will be loaded into the system based on data collected from LHDs and Selected Providers

## 3. State Flu Contacts loaded

## 4. State Flu Products loaded



# What's Next in myCAvax? - Release 36

## LHDs / MCEs and Providers



New updates for LHDs / MCEs and Providers will launch on March 8, 2023!



### Release Highlights



- ✓ LHDs / MCEs will :
  - ✓ Have to mark small order eligibility for a location from the location's Program. The 'Small Order Eligible' checkbox has been renamed to 'Local Ship Eligible.'
  - ✓ Be able to view a location's Program added to Waste Event, Site Visit, Transfer / Redistribution, Excursion, Shipment Incident and Disenrollment records.
  - ✓ Be able to view a location's Program added to a location application.
  - ✓ Be able to view enhanced Program Products records.
  - ✓ Be able to view location account status based on the program participation status and organization account status based on the location account's status.

LHDs / MCEs

### Release Highlights



- ✓ Providers will be able to:
  - ✓ View enhanced Program records for COVID-19, Outbreak and State Flu.
  - ✓ View a location's Program added to draft and submitted vaccine orders.
  - ✓ View a 'myCAvax Id' instead of a 'COVID ID' on a location account.
  - ✓ Report excess doses in the Vaccine Marketplace for location accounts that are active, inactive, suspended, or on-hold in the COVID-19 and Outbreak programs. They will be able to request excess doses only for accounts that are active in the COVID-19 or Outbreak programs.
  - ✓ View small order eligible products on the multi-line ordering page based on their program's 'Local Ship Eligible' field.


Providers

# Populate Program on Orders

## LHDs / MCEs and Providers



LHDs / MCEs and Providers may view the associated Program on a vaccine order's 'Details' tab. Existing COVID-19 and Outbreak vaccine orders will have the corresponding programs added to them.

 Vaccine Order  
**00059192**

Account Name  
[Mahi Taco Location](#)

Order Record Type  
Provider Location Order

Vaccine  
[JYNNEOS \(0 mos - 100+ yrs\) - Vaccinia](#)

Status  
Submitted

✓ Submitted

In Review

Pending

Rejected

Approved

CDPH Hold

Ready for ...

VTckS Fil...

**Details**

On-Hand Inventory

Shipments

Order History

Account Name  
[Mahi Taco Location](#)

Program  
**PR-11640**

Provider PIN  
99998888777

Vaccine  
[JYNNEOS \(0 mos - 100+ yrs\) - Vaccinia](#)


NDC Code  
50632-0001-02

Order Type  
Small Order (Redistributor)

Status  
Submitted

Status Reason

Other Reason

 Vaccine Order  
**00059192**

Account Name  
[Mahi Taco Location](#)

Order Record Type  
Provider Location Order

Vaccine  
[JYNNEOS \(0 mos - 100+ yrs\) - Vaccinia](#)

Status  
Submitted

DETAILS

RELATED

Order Type  
Small Order (Redistributor)

Account Name  
[Mahi Taco Location](#)

Program  
**PR-11640**

Vaccine  
[JYNNEOS \(0 mos - 100+ yrs\) - Vaccinia](#)

Opt Out of Ancillary Kits

Provider PIN  
99998888777

NDC Code  
50632-0001-02

Status  
Submitted

Sub Status

Status Reason

# Added Location Program Number

## LHDs / MCEs



LHDs / MCEs can see a location's Program added to Waste Event, Transfer / Redistribution, Excursion, Shipment Incident and Disenrollment records.

Shipment Incident  
S-0541

Details

Related

▼ Step 1 : Shipment Incident

Account	<a href="#">Comic Bookstore</a>	Status	Resolved
Date shipment was received	12/18/2022	Resolution	Viable
Product	<a href="#">Janssen (18 yrs - 100+ yrs) - 100/box - COVID-19 Vaccine</a>	Shipper	Third-Party Redistributor
Program	<a href="#">PR-11272</a>	Lot Number	6

▼ Step 2: Incident Details


Incident type	Out-of-range temperature	Incident related to	Vaccine;Dry Ice Kit
Tracking Number	8495897	Packing Slip for Correct Provider	<input checked="" type="checkbox"/>
Number of doses impacted (damaged)	68	Packing Slip matches Shipping Label	<input checked="" type="checkbox"/>

# Program Object Enhancement

## LHDs / MCEs and Providers



LHDs / MCEs and Providers may view enhanced Program records for COVID-19, Outbreak and State Flu (State General Funds) Programs, including program-specific details for a location account.

 Program  
**PR-11435**

Related

**Details**

▼ Information


Program Number	PR-11435	Account Name	Winterfell
Program Name	COVID-19	Program Participation	Active
Other Location ordering Vaccine		Receives redistribution	<input type="checkbox"/>
COVID-19 Vaccination Provider Type	Hospital	Repositions COVID Vaccine	<input type="checkbox"/>
PIN	12345	Local Ship Eligible	<input checked="" type="checkbox"/>
Exclude from VtrckS	<input type="checkbox"/>		
Site Visit Provider Category			
Depot Category			

# Small Order Eligibility Updates

## LHDs / MCEs



Small order eligibility will be marked on a location's program instead of the location account. LHDs / MCEs will have to select the 'Local Ship Eligible' checkbox on a program to make the location eligible for placing small vaccine orders.

 Program  
**PR-11435**

Related

**Details**

▼ Information

Program Number	PR-11435	Account Name	Winterfell
Program Name	COVID-19	Program Participation	Active
Other Location ordering Vaccine		Receives redistribution	<input type="checkbox"/>
COVID-19 Vaccination Provider Type	Hospital	Repositions COVID Vaccine	<input type="checkbox"/>
PIN	12345	Local Ship Eligible	<input checked="" type="checkbox"/>
Exclude from VtrckS	<input type="checkbox"/>		
Site Visit Provider Category			
Depot Category			

# COVID ID Enhancements for Bulk Upload

## LHDs / MCEs



COVID ID on a location account will be renamed to 'myCAvax Id.' LHDs / MCEs can see the myCAvax Id column in the 'Bulk Order Template (CSV)' file for both Standard and Small orders.

The 'Bulk Order Template (CSV)' file for Small orders only displays accounts that are active in the COVID-19 program and are small order eligible at the program level.

	A	B	C	D	E	F	G
1	Account Name	myCAvax Id	Product Name	Doses Requested	Doses Administered	Doses Approved	Comments/Extra Quantity Justification
2							
3							
4							

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
	Account Id	Order Id	Account Name	myCAvax Id	Order Number	Order Status	Preferred Vaccine Temperature	Manufacturer	Doses Requested	Doses Approved	Fulfillment Method	Delivery Method	Transport Container	Created By	Shipping Address			
1																		
2	0013500018013500	Loc B test	CA5698925B1	59071	Submitted	Refrigerated (2C to 8C)	Janssen (18 yrs - 24 yrs)		80	0	Local	Delivery		Mark Twain	2452 Watson Ct Palo Alto CA 94303			
3	0013500018013500	Loc B test	CA5698925B1	59043	Submitted	Refrigerated (2C to 8C)	Moderna Bivalent		20	0	Local	Pickup	Portable Vacc	Test 60 R Org	2452 Watson Ct Palo Alto CA 94303			
4	0013500018013500	Loc B test	CA5698925B1	59044	Submitted	Refrigerated (2C to 8C)	Pfizer Monovalent		30	0	Local	Delivery		Test 60 R Org	2452 Watson Ct Palo Alto CA 94303			
5	0013500018013500	Loc B test	CA5698925B1	59045	Submitted	Refrigerated (2C to 8C)	Pfizer Monovalent		50	0	Local	Delivery		Test 60 R Org	2452 Watson Ct Palo Alto CA 94303			
6	0013500018013500	Loc C test	CA5698925B1	59073	Submitted	Refrigerated (2C to 8C)	Janssen (18 yrs - 24 yrs)		50	0	Local	Delivery		Mark Twain	4589 Hamilton Ave San Jose CA 95130			
7	0013500018013500	Loc C test	CA5698925B1	59038	Submitted	Refrigerated (2C to 8C)	Pfizer Ped Bivalent		30	0	Local	Delivery		Test 60 R Org	4589 Hamilton Ave San Jose CA 95130			
8	0013500018013500	Loc C test	CA5698925B1	59039	Submitted	Frozen (-15C to -4C)	Pfizer Multi-Dose		30	0	Local	Pickup	Portable Vacc	Test 60 R Org	4589 Hamilton Ave San Jose CA 95130			
9	0013500018013500	Loc C test	CA5698925B1	59040	Submitted	Refrigerated (2C to 8C)	Pfizer Single-Dose		30	0	Local	Pickup	Portable Vacc	Test 60 R Org	4589 Hamilton Ave San Jose CA 95130			
10	0013500018013500	Loc C test	CA5698925B1	59106	Submitted	Refrigerated (2C to 8C)	Moderna Monovalent		40	0	Redistributor	Delivery		Gabby Mark	4589 Hamilton Ave San Jose CA 95130			
11	0013500000P7mj	Comic Book	CA5645364B1	0001											4984 Baxter Rd Le Grand null null			
12	0013500000P7mr	The Con	CA5645364B1	0002											498 Nassau St Morro Bay null null			
13	0013500000P7Of	Auto Tel	CA5645711B1	0001											4700 5th Ave N St Petersburg null null			

# Vaccine Marketplace Updates

## LHDs / MCEs and Providers



Providers and LHDs / MCEs can **report** excess doses in the Vaccine Marketplace for location accounts that are active, inactive, suspended, or on-hold in the COVID-19 and Outbreak programs. They can **request** excess doses **only** for accounts that are active in the COVID-19 or Outbreak programs.

Account **Winterfell**

Account Owner: **Sacramento County LHD** | Status: **Active** | Account Record Type: **Provider Location** | Type: **Provider Location**

Details | **Programs** | Vaccine Requests | Storage And Handling | More ▾

**Programs (2)** New

Program Number	Program Name	Program Participation
PR-11435	COVID-19	Inactive ▾
PR-11491	Outbreak	Inactive ▾

[View All](#)

### New Vaccine Marketplace: Request Excess Doses

**Dose Information**

Vaccine Marketplace

\* Location Name 🔍  
Winterfell  
🔍 "Winterfell" in Accounts  
Search Products... 🔍

\* Status  
Open ▾  
View all dependencies

Status Reason  
--None-- ▾  
View all dependencies

Lot Number

Notes


\* Number of Doses

Expiry Date  
 📅

Transportation Assistance Required  
--None-- ▾

Cancel Save & New Save

# myCAvax Demo




- 
1. **Marking a Program 'Local Ship Eligible' on a Provider Account (LHJ)**
  2. **Viewing Program Records on a Location (Provider Community)**



**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 Clinic Best Practices: Creating Multi-Vaccine Clinics



Best Practice	How To
1. Set clinic duration for four to six months to avoid having defunct clinics listed on the public site.	<ul style="list-style-type: none"><li>• Clinic Managers (CMs) 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.</li></ul>
2. Create one clinic per location that supports multiple vaccines and brands to simplify management and updates.	<ul style="list-style-type: none"><li>• CMs may create clinics that offer all available vaccine product using the <i>Clinic Setup Wizard</i>. CMs should ensure that their vaccine supply is accurate for each vaccine, as that will determine appointment availability.</li><li>• If a CM would like to offer different vaccine product at different times of day (e.g., offer MPX appointments only in the morning and COVID-19 vaccines only in the afternoon), create separate clinics for each vaccine product.</li><li>• Export Sexual Orientation and Gender Identity (SOGI) data within 4 weeks.</li></ul>

# myCAvax – Known Issues - *Updated 02/17*



## Known Issues

### Location Application Approval Delays

- ✓ We are currently working on an issue that has been delaying some Location application approvals. In the meantime, the Enrollment Team has a workaround to help with getting the applications processed in a timely manner.



## Workaround/Next Steps

- ✓ Estimated Fix: 3/2/2023
- ✓ Workaround: Reach out to the COVID-19 Provider Call Center ([covidcallcenter@cdph.ca.gov](mailto:covidcallcenter@cdph.ca.gov)) for support with processing applications.

# My Turn – Known Issues - *Updated 03/02*



## Known Issues

### **Users showing as not active in Manage Users tab and Contact details**

- ✓ The 'Active' column value on the Manage Users tab and the 'User Active?' field on a Contact may be false for a Contact that is active

### **Bivalent Booster shown as an option to select for a 5-year-old Pfizer Third Dose appointment**

- ✓ Pfizer 5-11 Bivalent Booster is being shown as an option to select for a Pfizer Third Dose appointment for a 5-year-old patient
- ✓ The only option that should show is Pfizer Bivalent 6m-4y



## Workaround/Next Steps

- ✓ Estimated Fix: 3/15

- ✓ Estimated Fix: 3/15
  - ✓ Please select the Pfizer Bivalent 6m-4y option when vaccinating.

# myCAvax Release Roadmap



myCAvax

## RECENTLY DEPLOYED

*February 9th (R35)*

## IN PROGRESS

*March 8th (R36)*

## UPCOMING

*March 30th (R37)*

### 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
- ✓ 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
- ✓ Move existing processes from Account to Program object (e.g., order holds)

### Release 37

#### Program Staff

- ✓ Contacts will now be tied to Programs to show what their role in a Program is

#### Site Visits

- ✓ Add new sub-question options to 'Follow-up' Object
- ✓ Create a Sub-Status field on the 'Site Visit' object
- ✓ Only display relevant Contact information

#### State Flu

- ✓ General enhancements from feedback

# My Turn Public Product Roadmap



## RECENTLY DEPLOYED

February 15<sup>th</sup> (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

## IN PROGRESS

March 14<sup>th</sup> (R37)

### Release 37

- ✓ Deployment: enhanced user experience on Eligibility Page based off patient's age
- ✓ Add validation on questions with "Prefer not to say" option so that additional answer options cannot be selected
- ✓ Remove dermal filler question

## UPCOMING

April 12<sup>th</sup> (R38)

### Release 38

- ✓ Testing site automation
- ✓ Tentative: Race questions expansion

★ Received via user feedback

# My Turn Clinic Product Roadmap



## RECENTLY DEPLOYED

February 15<sup>th</sup> (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)

## IN PROGRESS

March 14<sup>th</sup> (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]
- ✓ Update the "Has the patient been exposed to monkeypox?"
  - ✓ Walk-in flow
  - ✓ VA flow
  - ✓ IIS
- ✓ Enable the 'Manage User' button and update the duplicate check validation
  - ✓ Clinics tab
  - ✓ Manage Users tab
  - ✓ Account Icon flow

## UPCOMING

April 12<sup>th</sup> (R38)

### Release 38

- ✓ Rearrange the Vaccine Type field on the Bulk Upload
  - ✓ CSV template
  - ✓ Inline

★ Received via user feedback

# 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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

Submit

[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

Submit

[Mpox Newsletter Sign-up](#)

# Upcoming Opportunities



## Monday

### My Turn and myCAvax Office Hours

Next session: Monday, March 20, 12PM - 1PM

## Friday

### Provider Consolidated Webinar

**Next session: Friday, March 10, 9AM-10:30AM**

90 minutes to include

COVID-19 Vaccine and COVID-19 Therapeutics

