

# Welcome to California COVID-19 Vaccination Program Friday Provider Office Hours!

Friday, June 11, 2021

[You Tube: VA  
58 Chinese "Anthem"](#)



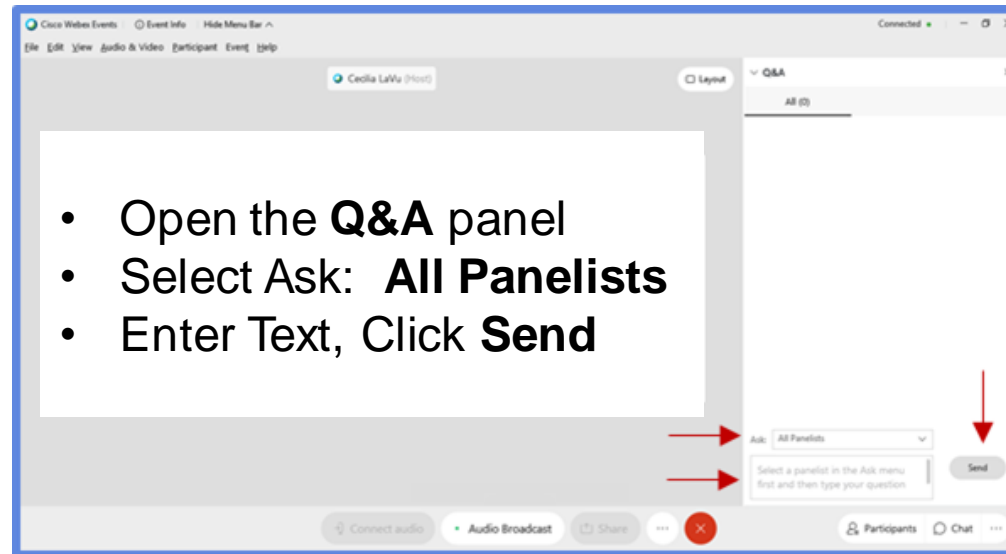
Vaccinate  
ALL 58

[VaccinateAll58.com](https://VaccinateAll58.com) / [Partner Toolkit for Week of Action & Vax for the Win Marketing Materials](#)

# Welcome to Provider Office Hours

Thank you for joining our call. Please stand by; we will begin momentarily.  
During the session, please use the Q&A panel to comment or ask a question:

## Q&A Panel



# Housekeeping

## **Reminder to Panelists:**

Please mute yourself when not speaking.

Please monitor the Q&A panel for questions you may be able to answer.

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## **Reminder to Participants:**

Please access today's slides and archived presentations at:

<https://eziz.org/covid/education/>



# Agenda: Friday, June 11, 2021

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Facilitator)	9:00 – 9:02
2	Allocation & Administration	Amy Pine (CDPH)	9:02 – 9:07
3	My Turn and myCAvax	Jessica Agona (My Turn) & Claudia Aguiluz (CDPH)	9:07 – 9:17
4	Vaccine Marketplace and Vaccine Ordering	Claudia Aguiluz (CDPH)	9:17 – 9:27
5	Third Party Administrator (TPA)	Jeff Merritt (TPA)	9:27 – 9:30
Q&A for My Turn/ myCAvax / TPA			9:30 – 9:40
6	Clinical Update	Tom Boo, MD (CDPH)	9:40 – 9:45
7	Storage & Handling	Kate McHugh (CDPH)	9:45 – 9:50
8	Wrap-Up & Feedback Poll	Leslie Amani (Facilitator)	9:50
Q&A General			9:50 – 10:00

# Announcements

# My Turn – Clinic Manager (CM) Training Schedule



*We've added additional trainings on Tuesdays this month.*

*CMs, please attend if you have not had a chance to attend in the past.*



## Upcoming Trainings Time: 10 AM – 12 PM PST

- Tuesday, 6/15
- Thursday, 6/17
- Thursday, 6/24
- Tuesday, 6/29



## How to Register

1. Go to <https://eziz.org/covid/myturn/>
2. Locate “Clinic Manager Training” in the “Demos” section
3. Click “Register Here”

### Demos

#### Introduction to My Turn Onboarding Session:

For LHJs and Providers who are ready to onboard to My Turn. This will include a My Turn end-to-end demo.

Mon / Wed / Fri: 1-3:00 PM PST

To register for this session, please contact [MyTurnOnboarding@cdph.ca.gov](mailto:MyTurnOnboarding@cdph.ca.gov)

#### My Turn & MyCAVax Onboarding Office Hours:

For LHJs and Providers who have attended the Introduction to My Turn Onboarding Session, have questions about My Turn Onboarding/ MyCAVax, or would like a deep-dive on coded clinics, clinic scheduling and new user forms.

Tue / Th: 1-2 PM PST

To register for this session, please contact [MyTurnOnboarding@cdph.ca.gov](mailto:MyTurnOnboarding@cdph.ca.gov)

#### User Training:

For end users who have started the My Turn onboarding process, prior to their first clinic. This includes a My Turn end-to-end demo and tips and tricks for clinic users when logging in and using My Turn.

Tue / Th: 3-4 PM PST

[Register Here](#)

#### Train-the-Trainer Session:

For LHJ / Provider Training teams or Training point(s) of contact to implement a train-the-trainer model to achieve training self-sufficiency. Please attend the End-to-End Overview and User Training prior to joining this session. Starting 3/15.

Mon: 1-2 PM PST

[Register Here](#)

#### Clinic Manager Training:

For Clinic Managers to attend after they have launched their first clinic and are ready to take over full Clinic Manager capabilities (i.e., independently creating their own clinics in My Turn).


Every Thurs: 10 AM – 12 PM PST [Register Here](#)

#### What's New in My Turn Session:


Overview of new functionality and any updates after a release.

Every other Wed, starting 4/14: 4-4:30 PM PST [Register Here](#)

# Required Trainings, Resources, and Job Aids



[en Español](#)[Contact Us](#)[About](#)[News & Media](#)[Jobs/Careers](#)



Q

I am looking for

I am a

Programs

A-Z Index

Home

Programs

Center for Infectious Diseases

Division of Communicable Disease Control

COVID-19 Vaccine Training

IMMUNIZATION BRANCH

Vaccination Program

Training

Program Enrollment

Vaccine Management

Vaccine Administration

Reporting Requirements

Training and Resources

Required Training for Providers in the California COVID-19 Vaccination Program


Vaccination providers and key practice staff storing, handling, managing, or administering vaccines must complete the required training to meet federal and state program requirements. Click on the interactive lesson checked for your role. Download the pdf version as a reference guide. Review times are approximate.

Interactive Lessons	Organization Coordinator	Location Coordinator	Providers
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CDPH Training and Resources Link

Ordering Vaccines

California COVID-19 Vaccination Program



Moderna offers 140- and 100-dose configurations; ancillary kits are the same for both

Moderna 100 will be phased out when inventory is depleted

Pfizer offers 1170- and 450-dose configurations; if you need 900 or more doses, order Pfizer 1170

Pfizer 450 ancillary kit contains 100% 1" needles; no dry ice refresher shipped for this configuration

All active and approved providers may submit order requests in myCavax. All COVID-19 vaccines, constituent products, and ancillary supplies are procured and distributed by the federal government at no cost to approved providers. Request vaccines for each vaccination site (if possible) to avoid breaks in the cold chain.

Key Points

Submit order requests on **Mondays by 5 pm**; shipments delivered the following Mon-Tue

Local health departments review order requests and allocate vaccines, Blue Shield (TPA) reviews all requests, the State approves, and CDPH submits orders to CDC for fulfillment

Location Coordinators will be emailed once order requests are approved and when orders are submitted to CDC on Fridays

Request doses in multiples according to vaccine packaging; smaller order sizes available mid-June

To calculate order quantity, start with your expected appointment capacity and factor in any doses on hand; if your forecast falls short, you may place another order the following Monday

Report number of doses administered (since previous order) and doses on hand (at time of order)

Need Smaller Orders?

myCavax will be upgraded in mid-June to support smaller order sizes. In the meantime, local health departments approved for redistribution will work with providers that cannot use the minimum quantity, -- especially for Pfizer. If picking up redistributed doses requires lengthy travel, providers may coordinate with their local health department for more than a week's worth of vaccine.

Use Vaccine Marketplace to Get Doses Quickly

Before placing an order request, check the myCavax Vaccine Marketplace to see if doses are available locally. The myCavax Vaccine Marketplace allows providers to post excess or short-dated inventory that can't be used and to request vaccine doses. All active providers, in or out of TPA network, may request doses posted in the marketplace and in smaller quantities than routine minimum order quantities.

Local health departments will review order requests and check the marketplace to see if orders can be fulfilled locally. If a match is found, Location Coordinators will be contacted to arrange for vaccine transport, and the order request will be rejected with an explanation that the order was filled through the marketplace.

Vaccine Products & Kits

Providers may request orders for all available vaccine products. Ancillary kits will be automatically added to orders to match vaccine product and do not require additional action; kits arrive within 48 hours of vaccine.

California COVID-19 Vaccination Program

IMM-1298 (6/4/21)

Dry Ice Kit (Direct Ship from Pfizer)

Kit is automatically ordered with Pfizer 1170 to support initial dry ice recharge; kit should arrive within 24 hours of vaccine. Additional dry ice will not be provided for subsequent recharges. Source dry ice if planning to store vaccines in the thermal shipper for more than 5 days. (Dry ice kit does not ship with Pfizer 450.)

Notifications

Providers will receive emails from various systems and senders. Notifications include order status changes, order confirmation, advance shipment notice of product and kits, Pfizer temperature monitoring in transit, Pfizer/Controlant temperature monitoring of shippers, and more. To ensure emails aren't blocked by firewalls or sent to Junk folders, add [these senders](#) to your contact list and work with your IT staff to include in your organization's email whitelist.

Shipment Details

Never reject a vaccine shipment. Shipments will be delivered to the provider's shipment address within the provider's receiving days/hours as recorded in myCavax. Ensure data is accurate to avoid shipment delays.

Orders ship within 48 hours of order approval

Vaccines, diluent, and ancillary kits ship separately but should arrive around the same time

Plan for shipments arriving Mon-Tue

Receiving & Storing Vaccines

COVID-19 vaccines have different receiving processes and storage requirements. Any shipping incidents (including product viability, damage or packing slip discrepancies) must be reported the same day. Step-by-step Receiving & Storing job aids can be found for all vaccines on EZIZ's [Vaccine Management](#) website.


Instructions

Active sites may submit order requests using myCavax **Vaccine Orders** tab. Job aid and video are available in the myCavax **Training** tab.

California COVID-19 Vaccination Program

IMM-1298 (6/4/21)

[Ordering Job Aid Link](#)

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7




# Stay informed!

## Provider Resources on [eziz.org/covid](https://eziz.org/covid)

### Frequent Content Updates:

- Alerts
- Program Enrollment
- My Turn Onboarding
- Reporting Requirements
- Patient Resources
- Archived Communications
- Education & Support Materials
- More to explore!

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California COVID-19 Vaccination Program

ENHANCED BY Google

Program Updates

Program Enrollment

My Turn Onboarding

Vaccine Management

Vaccine Administration

Reporting Requirements

Archived Communications

Patient Resources

**Provider Support**

COVID Call Center

Email: [For Program Info](#)  
Phone: (833) 502-1245  
Hours: Mon–Fri, 8AM–8PM

**myCAvax Help Desk**

Email: [For Technical Support](#)  
Phone: (833) 502-1245, option 2

**Vaccines**

[Manufacturer Contacts](#)

**My Turn**

Email: [For Onboarding, Technical Support](#)  
Help Desk: (415) 621-9494  
Sun–Sat, 7AM–7PM

Clinic Translation Line:  
(833) 980-3933.  
M–F 8AM–8PM,  
Sun–Sat 8AM–5PM

## Program Updates

The state of California signed a 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 is working closely with local health departments to identify facilities that have the capacity to properly maintain 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 myCAvax Training Sessions](#)
- [COVID Call Center and Vaccine Manufacturers' Contact Info](#)
- [Guide to Other COVID-19 Vaccine Related Websites](#)
- [Frequently Asked Questions Updated 5/27](#)

Alerts:

#### Need Vaccine? Have Too Much Vaccine?

- The new [Marketplace](#) feature in myCAvax allows providers to **request doses** if they are able to use short-dated vaccine or **share excess vaccine** that they won't be able to use.
- All providers (approved in myCAvax) may request doses, including those who are not in the TPA network, have not yet received vaccine, or are no longer receiving vaccine.

#### Providers of Pediatric Services

- [How to Enroll in the California COVID-19 Vaccination Program: Recorded Webinar \(slides\)](#) | [Enrollment Steps](#) | [Begin Enrollment at myCAvax](#)
- [What to Expect After Enrolling: Recorded Webinar \(slides\)](#)

#### No Vaccine Deliveries on Memorial Day Holiday (May 31)

- There will be no deliveries of COVID-19 vaccines on Monday, May 31. McKesson-shipped vaccine orders will not be delivered on Tuesday either. Providers may receive ancillary kits on Tuesday, June 1 for Moderna or Janssen vaccine orders arriving Wednesday, June 2.



# COVID-19 Vaccine Provider FAQs

- Answers to questions on the hottest topics
- Updated weekly: Last updated 06.10.2021
- Currently in its 23rd iteration!



**Q: Where can COVID-19 Providers go to receive vaccine quickly?**

A: If COVID-19 Providers would like to receive vaccine quickly, typically within 48 hours, they should request vaccine through the Vaccine Marketplace on myCAvax. Additional information is available here: [Vaccine Marketplace](#).



**Q: When will COVID-19 Providers be able to order smaller shipments of vaccine in myCAvax?**

A: COVID-19 vaccine Providers will be able to order smaller shipments of COVID-19 vaccine in myCAvax by the end of June 2021. In the meantime, Providers can contact their Local Health Department to coordinate redistribution of smaller doses. For more information, please visit [Ordering Vaccines](#).



**Q: Should all COVID-19 vaccine Providers use the new vaccine ordering process in myCAvax?**

A: Yes. All active and approved COVID-19 vaccine Providers should use the new vaccine ordering process in myCAvax. For more information, please visit [Ordering Vaccines](#).

## 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

New and Updated FAQs.....	2
Pediatric Providers.....	4
Vaccine Program Management.....	6
Provider Enrollment.....	10
Allocation.....	12
Ordering.....	14
Distribution/Redistribution.....	17
Vaccine Storage & Handling.....	18
Phases & Tiers.....	20
Vaccine Administration.....	20
Inventory.....	23
Reporting.....	24
Costs & Reimbursement.....	27
Communication Resources.....	28

[Provider FAQs on EZIZ](#)



# We Appreciate Your Feedback!

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- ▶ We will have a short, 1-question poll at the end of our agenda items.
- ▶ Please complete our poll!



# Allocation & Administration

Amy Pine, CDPH

# California's Allocations (as of 6/9/21)

Currently 6,090,400 Doses on Hand (41 days of inventory)



Program State or Pharmacy	Doses Delivered
Dialysis Partnership	10,530
FEMA	755,430
HRSA-Funded Health Centers	2,945,480
Pharmacy Partnership	11,979,170
Jurisdiction	31,324,050
<b>Totals</b>	<b>47,014,660</b>

Posted on [COVID19.CA.Gov/Vaccine](https://COVID19.CA.Gov/Vaccine) Dashboard

- [Overview of vaccine administration](#)
- [Vaccination progress by group](#)
- [Vaccinating equitably across groups](#)

# Doses Administered to Date (6/9/21)

**39,140,150** doses administered!

**65.7%** of 12+ population has received at least one dose and 54.3% is fully protected.

**1,113,841** doses administered in 12-17-year-olds

- 46.9% of 16-17-year-olds and
- 29.6% of 12-15-year-olds have received at least one dose

**Healthy Davis Together** @HealthyDavis · Jun 9

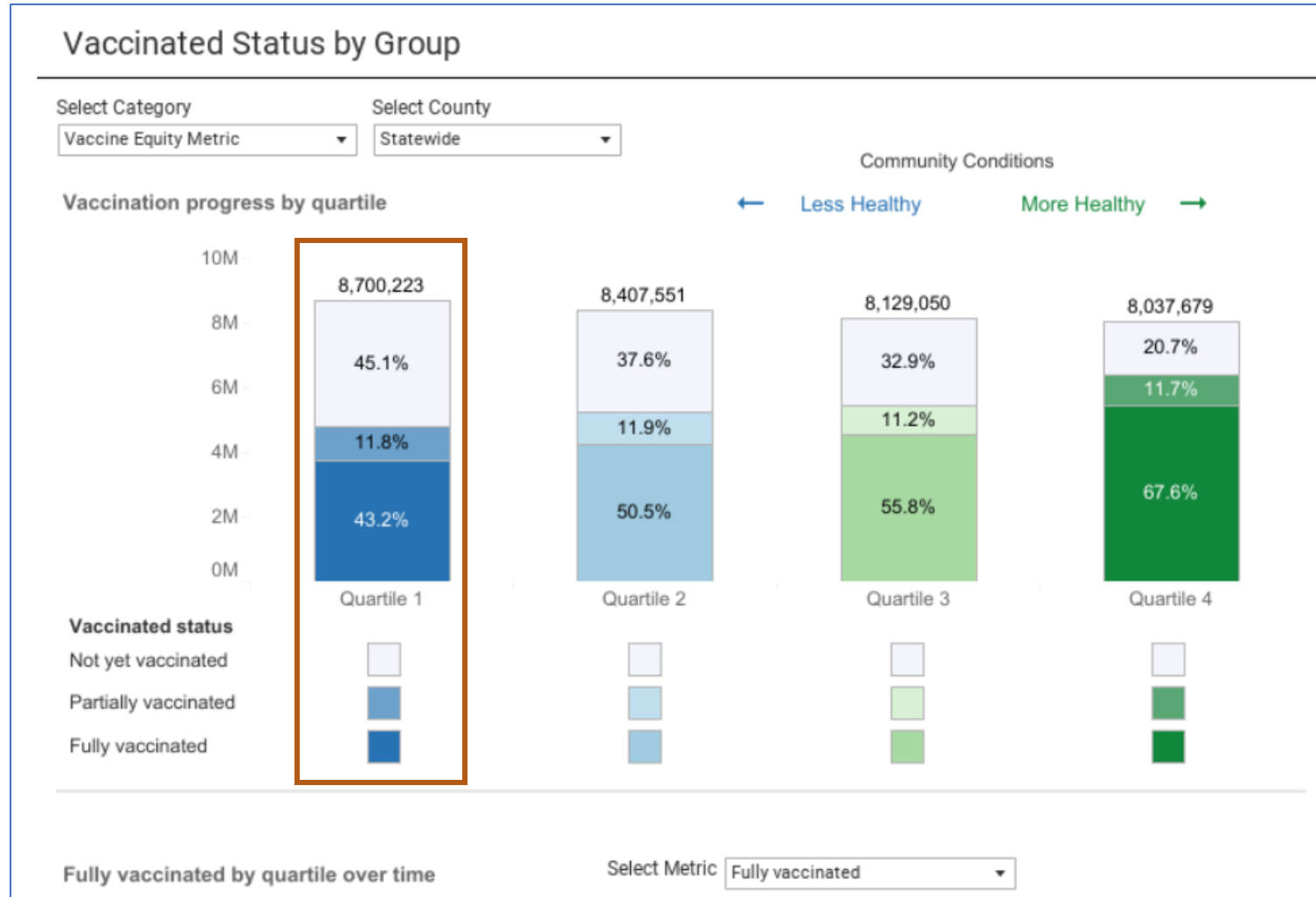
Let's reclaim graduation by getting vaccinated and tested! To schedule your vaccination, visit [myturn.ca.gov](https://myturn.ca.gov), and to schedule a testing appointment, visit [healthydavistgether.org](https://healthydavistgether.org).

**LET'S RECLAIM GRADUATION.**



# Vaccine Equity Metric

- **GOAL:** Protect **75%** of Q1 population by June 15th.
- **55.0%** of Q1 population has received at least one dose; 43.2% are fully protected. Still need to vaccinate **20%** of Q1 population to reach goal and we're getting closer!

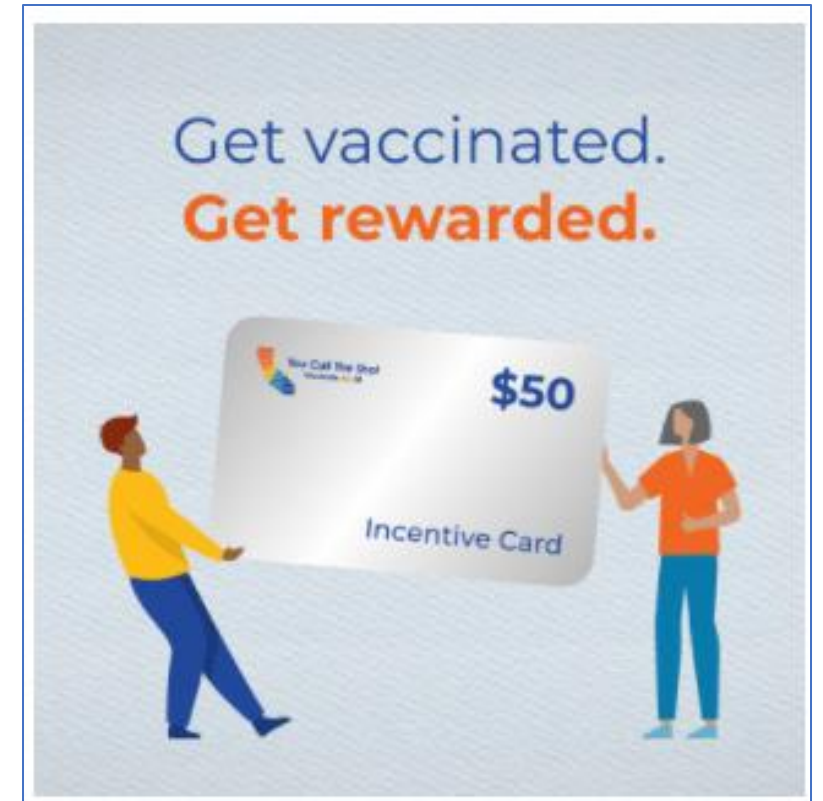




# Reminders to Patients after Vaccine Administration....don't delete this text....



- Inform patients that they should receive an email or text 5-10 days post-vaccination, reserving or finalizing their gift card.
- Do not delete messages that begin *"Official message from the California Department of Public Health: Thank you for completing your <brand> vaccination. You are eligible to receive a You Call The Shot California incentive card....."* -- it's not spam!
- Important to include cell phone or email address with all IZ data uploaded into IIS





# My Turn and myCAvax

Jessica Agona, My Turn and Claudia Aguiluz, CDPH

# Table of Contents

- My Turn Clinic and My Turn Public
- myCAvax Release 11 Enhancements
- Account Status Change for Providers
- Small Order Request
- Group Scheduling
- Update on Vaccine Marketplace

# This Week on My Turn Clinic: Release 12 and Release 12.2.0

## Release 12 (6/9)

### Priorities

- ✓ Filter Pfizer-specific clinic names for minors
- ✓ Enable Clinic Managers to bulk add vaccine inventory to clinics
- ✓ Cloning clinics – detail & availability

## Release 12.2.0 (6/16)

- ✓ IIS Functionality

### General Enhancements

- ✓ Vaccine supply on Clinic Detail Page
- ✓ Coded clinics guidance / help text
- ✓ Rewording cancelation reasons
- ✓ Move "Cancel Check-In" button
- ✓ Capture patient notes on Vaccine Administrator flow
- ✓ Capture address for homeless on walk-in
- ✓ Intraday reports component

# What's Next on My Turn Public: Release 12.1 (6/14)

## Priorities

- ✓ **Ability to filter by brand tags**
- ✓ Group scheduling
- ✓ Increase vaccine scheduling window to five days
- ✓ Filter for walk-in clinics during the scheduling flow

## General Enhancements

- ✓ Add link to minor consent on confirmation page
- ✓ Google Maps proximity search for walk-in clinics
- ✓ Remove County of work/school question from screening page
- ✓ Remove 3 appointment buffer for clinics to display in clinic search
- ✓ Incentives program content update on homepage

# myCAvax Release 11 Enhancements

New functionality and enhancements are available in the myCAvax system this week! Providers will notice the following changes:

ENHANCEMENTS	RATIONALE
<ul style="list-style-type: none"><li>• The myCAvax Dashboard will be available for Providers to view Provider histories</li></ul>	<ul style="list-style-type: none"><li>• This centralized dashboard alongside the consolidated charts and reports allow for easy access and viewing on myCAvax</li></ul>
<ul style="list-style-type: none"><li>• The “All” list view and the “Recently Viewed” list view will now have standardized columns across Shipment Events, Excursion Events, and Waste Events</li></ul>	<ul style="list-style-type: none"><li>• This enhancement allows for increased standardization across the whole system, and more user-friendly filtering within lists</li></ul>
<ul style="list-style-type: none"><li>• Automated transfer emails (transfer requested, transfer accepted, and transfer rejected) will now include the product brand name and date of transfer in the email</li></ul>	<ul style="list-style-type: none"><li>• This enhancement gives more accurate information to Location Coordinators and will help prevent any transfer inconsistencies</li></ul>

# List Views

Views will now have standardized columns across Shipment Events, Excursion Events, and Waste Events

myCAVax  
California Vaccine Management System

Home Training Organization Redistribution Locations Vaccine Orders Vaccine Inventory More

Use shipment incident report to collect information that the manufacturer or McKesson will need to resolve your incident. Shipping incident must be reported the same day as shipment arrives to receive replacement vaccine.

Need help? Review our Receiving & Storing Job aids for Pfizer and Moderna Vaccines

Shipment Incidents  
**All Shipment Incidents**

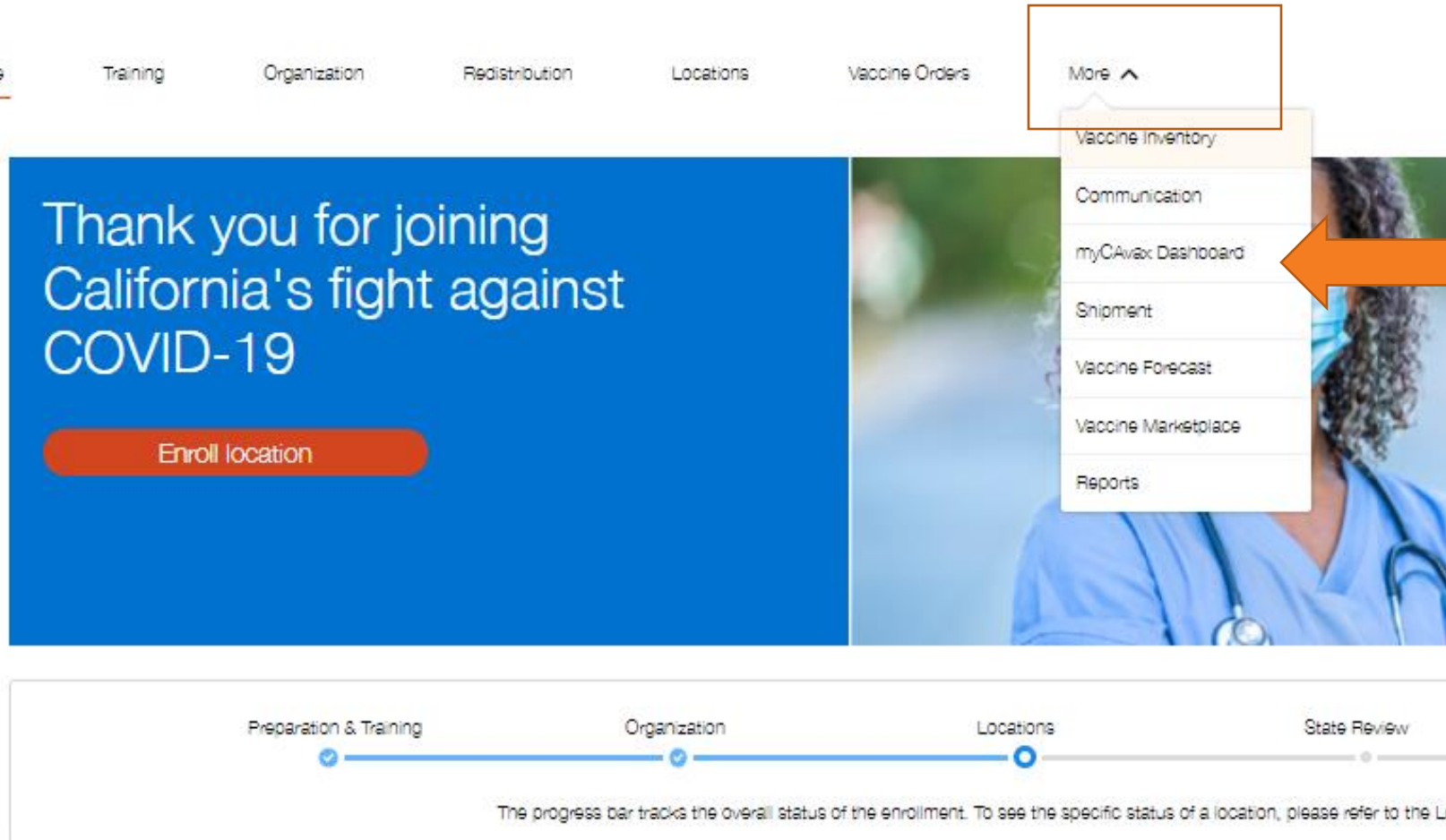
9 Items LIST VIEWS

- ✓ All Shipment Incidents (Pinned list)
- Recently Viewed

Search this list...

					Product	Created Date	Date shipm...	Status		
1					Moderna-100/box - COVID-19 Vaccine	2/3/2021, 11:51 AM	2/2/2021	Open		
2	<input type="checkbox"/>	S-0088	Queen1	McKesson	Broken, torn, or tampered with	Moderna-100/box - COVID-19 Vaccine	2/5/2021, 7:43 PM	2/3/2021	Open	
3	<input type="checkbox"/>	S-0088	Queen1	Pfizer	Broken, torn, or tampered with	Pfizer-BioNTech-1170/box - COVID-19 Vaccine	3/15/2021, 4:08 PM	3/3/2021	Resolved	
4	<input type="checkbox"/>	S-0109	Queen1	McKesson	Shipping contents discrepancies	Pfizer-BioNTech-1170/box - COVID-19 Vaccine	3/26/2021, 2:19 AM	3/25/2021	Open	
5	<input type="checkbox"/>	S-0110	Queen1	McKesson	Out-of-range temperature	Moderna-100/box - COVID-19 Vaccine	3/26/2021, 2:33 AM	3/25/2021	Open	
6	<input type="checkbox"/>	S-0123	Queen1	McKesson	Broken, torn, or tampered with	Moderna-100/box - COVID-19 Vaccine	4/14/2021, 10:21 AM	4/14/2021	Open	
7	<input type="checkbox"/>	S-0124	Queen1	McKesson	Broken, torn, or tampered with	Pfizer-BioNTech-1170/box - COVID-19 Vaccine	4/14/2021, 10:23 AM	4/7/2021	Open	
8	<input type="checkbox"/>	S-0151	Queen1	McKesson	Broken, torn, or tampered with	Pfizer-BioNTech-1170/box - COVID-19 Vaccine	4/21/2021, 4:16 PM	4/20/2021	Resolved	
9	<input type="checkbox"/>	S-0175	Priya clinic	Pfizer	Broken, torn, or tampered with	Moderna-100/box - COVID-19 Vaccine	5/17/2021, 8:02 PM	5/16/2021	Open	

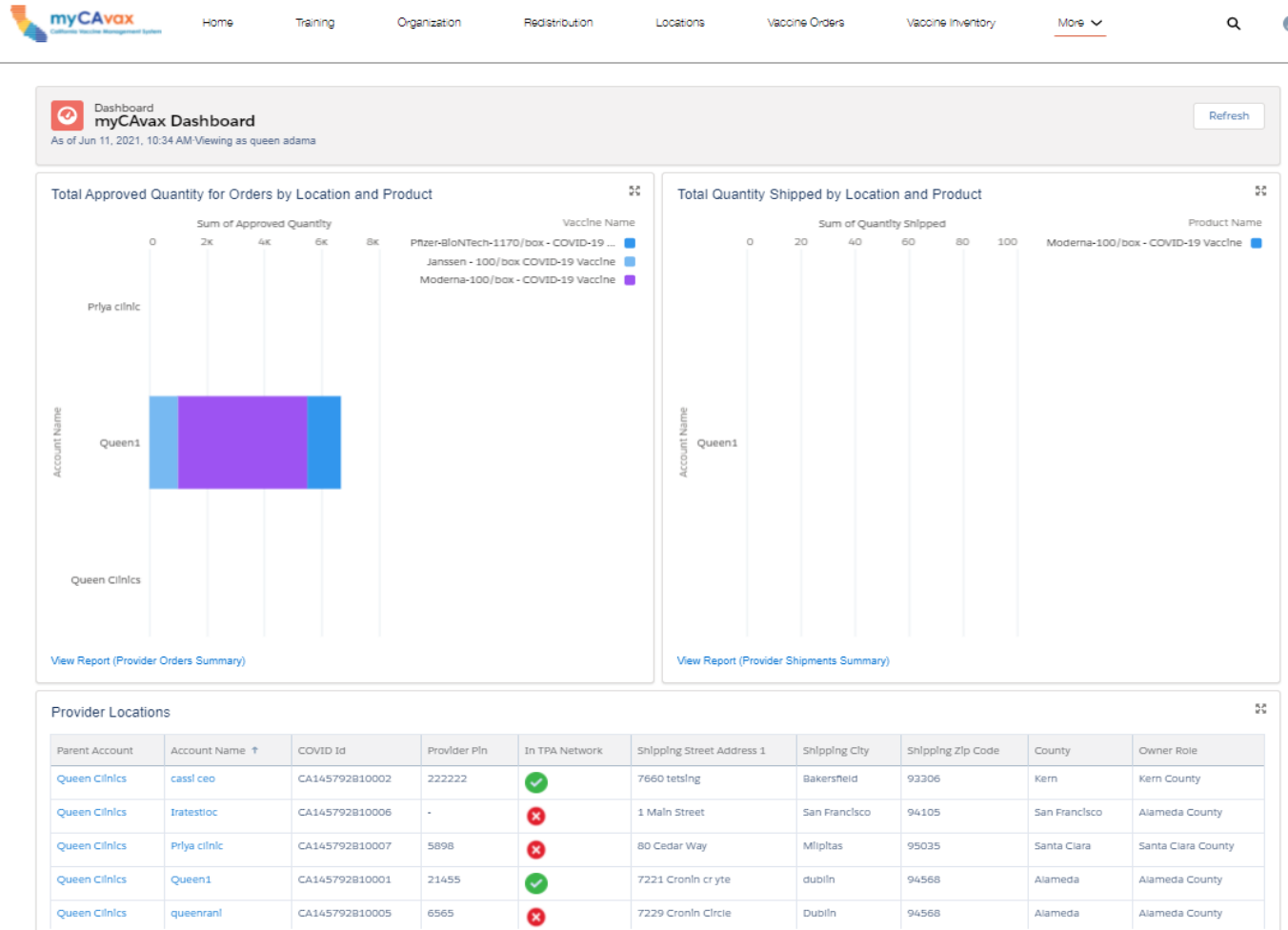
# myCAvax Dashboard



New! A centralized dashboard inclusive of consolidated charts and reports summarizing key transaction histories



# myCAvax Dashboard



## Summaries include:

1. Total Approved Quantity for Orders by Location and Product
2. Total Approved Quantity for Orders by Location and Product
3. Provider Locations
4. Doses Wasted by Location and Product

# Account Status Change for Providers (6/7)

Beginning June 7, myCAvax accounts that are not currently receiving vaccine will be placed in a new status as we transition back to vaccine ordering instead of the direct allocation processes in place by the TPA.

## Those exempt include:

- TPA Provider Network sites
- Independent pediatric and family practice sites (including VFC Program participants) already onboarded to myCAvax

## Weekly Process

- Network team/Accenture/CMA provides the list of NEWLY active providers for the following week on Thursday
- Friday status is changed and have until Monday at 5 PM to put in order request

## If a site or LHJ believes they should be allowed to place an order:

- Email [covidcallcenter@cdph.ca.gov](mailto:covidcallcenter@cdph.ca.gov)
- New providers need to be onboarded per the normal process
  - Add new sites on Friday weekly, who are then eligible to submit order requests until Monday, 5 PM

# Group Scheduling (6/9)

Group scheduling will allow families and groups to schedule multiple appointments together at the same time.

## Public Overview

- Two initial questions will be added to the flow:
  - Are you booking for a group?
  - How many people are you booking for?
- If booking for a group, a resident will see clinics accepting group bookings
- A resident will only fill out information for the primary patient

## Clinic Manager Overview

- To help planning and scheduling, create a new clinic with a “group scheduling” tag
- A group will take up one time slot regardless of group size so manage capacity conservatively

## Vaccine Administrator Overview

- Vaccine Administrators will find the appointment for the primary patient and see a new field for “Group Size” (2-5)
- For the additional group members, the Vaccine Administrator will use the walk-in flow to create appointments

# Group Scheduling (6/9)

**Are you scheduling an appointment for an individual or a group/family?**

You can schedule up to five people at a time.

☐ Individual

☒ Group/family

The appointment booking flow will begin by asking:

- **Are you scheduling an appointment for an individual or a group/family?**

**How many people are you scheduling an appointment for?**

☐ 2

☐ 3

☐ 4

☒ 5

**Please select the age of the youngest person in your group/family.**

You must be the parent/guardian of any minors included in your group/family. [Learn more](#)

[Pfizer COVID-19 Vaccine Fact Sheet](#)

☒ 12

☐ 13 - 17

☐ 18 and older

- ☐ I certify that I, the person completing the registration process, am over the age of 18 years old.
- ☐ I confirm that I am the parent/guardian of all minors included in my group/family.

Then...

**Parent/guardian first name**

Emancipated minors can enter their own contact information below.

**Parent/guardian last name**

**Parent/guardian home street address (optional)**

Please enter parent/guardian address if different than minor's

**Parent/guardian city (optional)**

**Parent/guardian zip code (optional)**

**What county do you live in?**

Select 

**Do you need help with transportation to a vaccine clinic, or need a home appointment because you're unable to leave home due to limited mobility or fragile health?**

NOTE: Someone will call you to help schedule transportation or home appointment

☐ Yes

☐ No

If a group appointment includes a minor, they will be required to provide a **Parent/guardian first name** and **last name**

# Update on Vaccine Marketplace

The Vaccine Marketplace allows Providers enrolled in myCAvax—even if not in the TPA—to (1) post excess inventory that can't be used and (2) request short-dated vaccine.



## Metrics (as of 6/3)

**Total Records:** 347 posts

**Excess:** 275 posts

- 14 have been closed
- 5 counties out of 40 counties with posts have matched

**Need Doses:** 72 posts

- 2 have been closed
- 10 counties requested
- LA, San Diego, and San Mateo posts count for the majority of posts



## Reminders

- **Close posts once doses expire OR once doses are transferred in or out.**
- Accounts under "order hold" status can still participate in the Vaccine Marketplace pending approval of requests by local health jurisdiction.
- This Marketplace does NOT replace your current Vaccine Capacity Report/Vaccine Order Request processes. This list does NOT replace emergency transfers. It does NOT replace redistribution.

# Vaccine Marketplace & Vaccine Ordering

Claudia Aguiluz, CDPH

# COVID-19 Vaccine Ordering & Approvals: Key Points

- June 1, 2021: Announced new process for requesting COVID-19 Vaccine, and sunset of the Vaccine Capacity Form
- June 4th, 2021: Vaccine order requests can be submitted by all active and approved Providers via myCAVax
- Provider guidance: Submit order requests on Mondays by 5 pm; shipments delivered the following Mon-Tue
  - Note: Providers can submit an order request at any point after that but may not be delivered by Monday or Tuesday the following week

For Providers

California COVID-19 Vaccination Program Update

Weekly Wrap Up


New Process for Requesting COVID-19 Vaccine

As announced on Tuesday, June 1, the Order Request Form will be used by Providers to order vaccine doses moving forward. Vaccine order requests made by all active and approved Providers using the form will then be reviewed and approved by Local Health Jurisdictions (LHJs). The TPA will be allocating doses to LHJs weekly to ensure that they have enough doses in their virtual inventory to approve pending orders. **Please note that for TPA Network Providers, the Vaccine Capacity Report has been phased out and they will now return to completing Order Requests in the myCAVax system as of Friday, June 4th.**

Providers can submit an order request at any point, but orders submitted by 5 PM PT on Mondays can expect to receive their approved doses by Monday or Tuesday the following week. We recommend that both Providers and LHJs check the Vaccine Marketplace for excess/short-dated doses prior to completing the Order Request Form. Please see the [Ordering Vaccines](#) job aid for additional information.

Ordering Vaccines

California COVID-19 Vaccination Program



All active and approved providers may submit order requests in myCAVax. All COVID-19 vaccines, constituent products, and ancillary supplies are procured and distributed by the federal government at no cost to approved providers. Request vaccines for each vaccination site (if possible) to avoid breaks in the cold chain.

Key Points

- Submit order requests on **Mondays by 5 pm**; shipments delivered the following Mon-Tue
- Local health departments review order requests and allocate vaccines, Blue Shield (TPA) reviews all requests, the State approves, and CDPH submits orders to CDC for fulfillment
- Location Coordinators will be emailed once order requests are approved and when orders are submitted to CDC on Fridays
- Request doses in multiples according to vaccine packaging; smaller order sizes available mid-June
- To calculate order quantity, start with your expected appointment capacity and factor in any doses on hand; if your forecast falls short, you may place another order the following Monday
- Report number of doses administered (since previous order) and doses on hand (at time of order)

Need Smaller Orders?

myCAVax will be upgraded in mid-June to support smaller order sizes. In the meantime, local health departments approved for redistribution will work with providers that cannot use the minimum quantity, – especially for Pfizer. If picking up redistributed doses requires lengthy travel, providers may coordinate with their local health department for more than a week's worth of vaccine.

Use Vaccine Marketplace to Get Doses Quickly

Before placing an order request, check the myCAVax Vaccine Marketplace to see if doses are available locally. The myCAVax Vaccine Marketplace allows providers to post excess or short-dated inventory that can't be used and to request vaccine doses. All active providers, in or out of TPA network, may request doses posted in the marketplace and in smaller quantities than routine minimum order quantities.

Local health departments will review order requests and check the marketplace to see if orders can be fulfilled locally. If a match is found, Location Coordinators will be contacted to arrange for vaccine transport, and the order request will be rejected with an explanation that the order was filled through the marketplace.

Vaccine Products & Kits

Providers may request orders for all available vaccine products. Ancillary kits will be automatically added to orders to match vaccine product and do not require additional action; kits arrive within 48 hours of vaccine.

California COVID-19 Vaccination Program

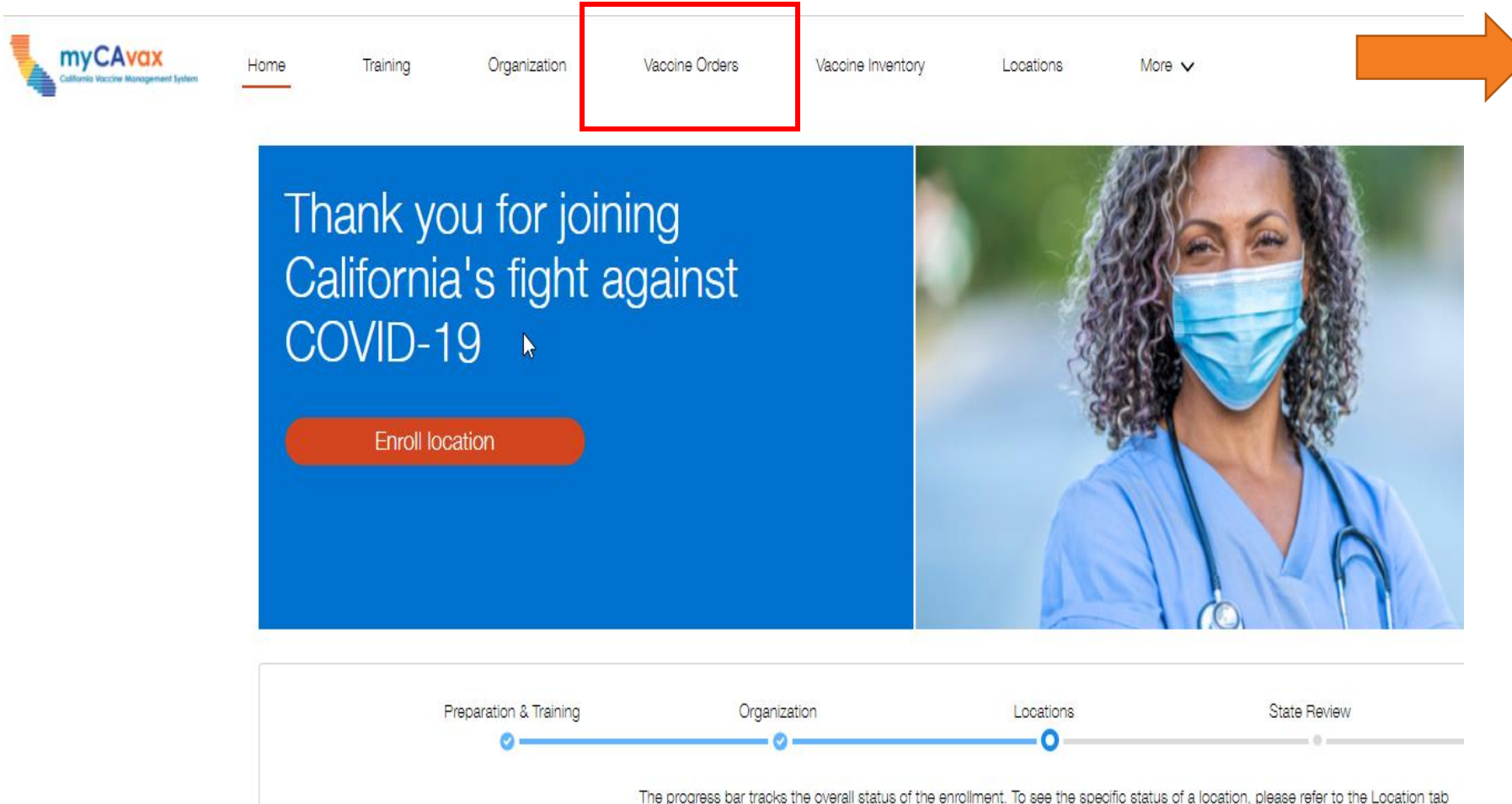
IMM-1298 (6/4/21)



# COVID-19 Vaccine Ordering & Approvals: Process

- 1) The TPA will be allocating doses to LHJs weekly to ensure that they have enough doses in their virtual inventory to approve pending orders (M)
- 2) All submitted orders will then be reviewed and approved by LHJs and MCEs (M-W)
- 3) Blue Shield (TPA) conducts second level review of all approved requests (edits if necessary), receives State approval, and informs CDPH to submit orders to CDC for fulfillment (W-Th)

# MyCAvax Vaccine Ordering



The image shows the MyCAvax Vaccine Ordering interface. At the top, there is a navigation bar with the following links: Home, Training, Organization, Vaccine Orders (highlighted with a red box), Vaccine Inventory, Locations, and More. An orange arrow points from the Vaccine Orders link to a detailed view of the 'New Vaccine Order Request' form on the right. Below the navigation bar, there is a large blue banner with the text 'Thank you for joining California's fight against COVID-19' and a button labeled 'Enroll location'. To the right of the banner is a photo of a healthcare worker wearing a blue surgical mask. At the bottom of the interface, there is a progress bar with four stages: Preparation & Training, Organization, Locations, and State Review. The progress bar shows that the first two stages are completed, and the third stage is currently active. Below the progress bar, there is a note: 'The progress bar tracks the overall status of the enrollment. To see the specific status of a location, please refer to the Location tab'.

### New Vaccine Order Request

**Primary Information**

**Account**  
quesenari

**Vaccine**  
Q. Enter Search Key

- Janssen - 100/box COVID-19 Vaccine
- Moderna-140/box - COVID-19 Vaccine
- Pfizer - BioNTech - 450/box - COVID-19 Vaccine
- Pfizer-BioNTech-1170/box - COVID-19 Vaccine
- Moderna-100/box - COVID-19 Vaccine

**Doses Requested**

**Doses Administered**

Comments/Extra Quantity justification

**Inventory Information**

**Inventory Detail**

Lot Number	Quantity	Expiration Date	Action
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="X"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="X"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="X"/>

# COVID-19 Vaccine Ordering and Approval Process

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## myCAvax Upcoming Trainings:

Password for all sessions is myCAvax2021! Training links can be accessed at <https://eziz.org/covid/education/>

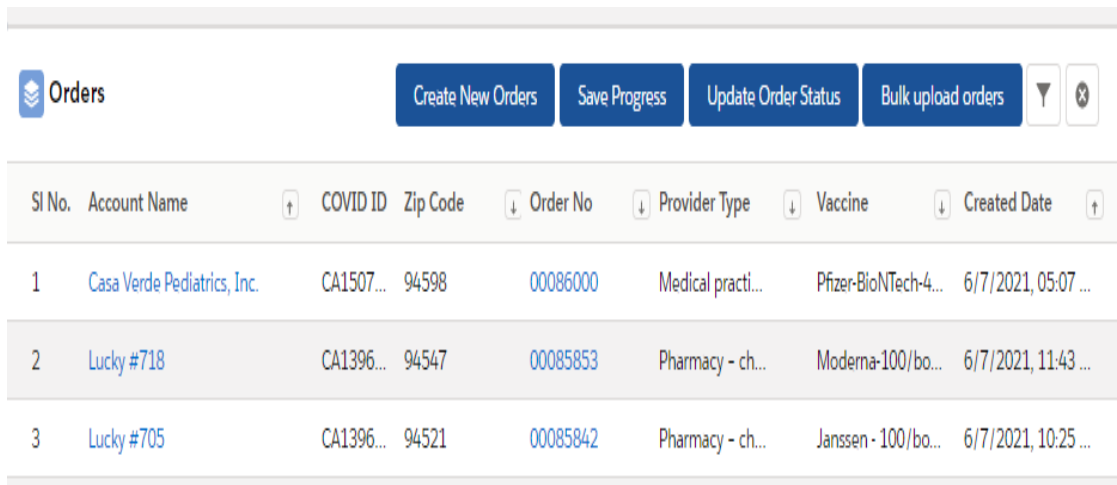
## Trainings Today, Friday June 11

- Provider 101 Account Enrollment: 10AM-11AM
- What's New in myCAvax – All Providers: 11:30AM-12PM



# LHDs Order approval Process & Vaccine Marketplace

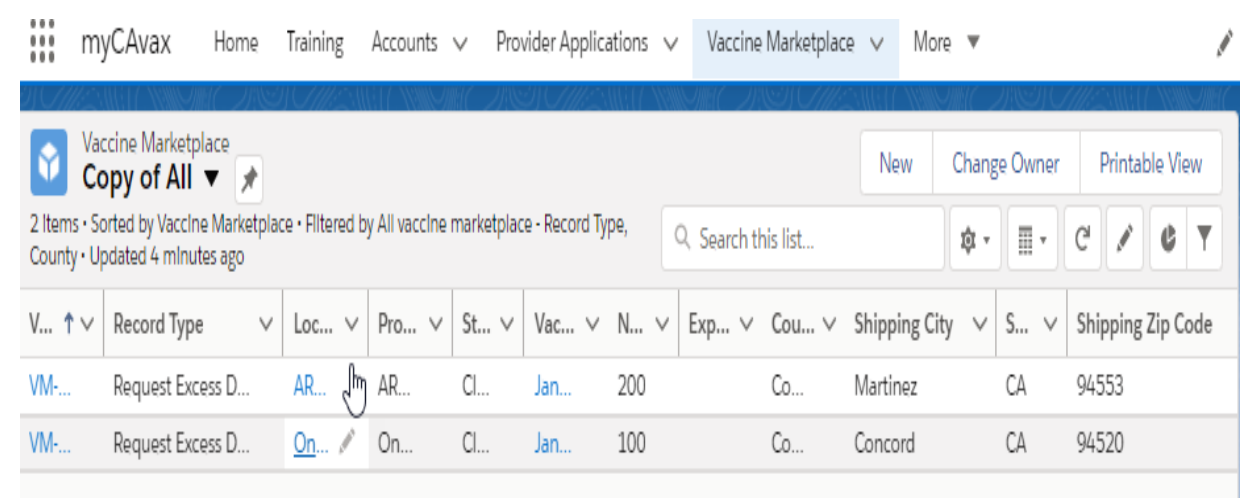
## Review Orders



SI No.	Account Name	COVID ID	Zip Code	Order No	Provider Type	Vaccine	Created Date
1	Casa Verde Pediatrics, Inc.	CA1507...	94598	00086000	Medical practi...	Pfizer-BioNTech-4...	6/7/2021, 05:07 ...
2	Lucky #718	CA1396...	94547	00085853	Pharmacy - ch...	Moderna-100/bo...	6/7/2021, 11:43 ...
3	Lucky #705	CA1396...	94521	00085842	Pharmacy - ch...	Janssen - 100/bo...	6/7/2021, 10:25 ...

**Approve (No match) or Reject (match and provider agrees)**

## Review Market Place



V...	Record Type	Loc...	Pro...	St...	Vac...	N...	Exp...	Cou...	Shipping City	S...	Shipping Zip Code
VM...	Request Excess D...	AR...	AR...	CI...	Jan...	200		Co...	Martinez	CA	94553
VM...	Request Excess D...	On...	On...	CI...	Jan...	100		Co...	Concord	CA	94520

**Filter and Match**

Provider transfers doses following proper transfer guidance; documents transfer in myCAVax, and close posts

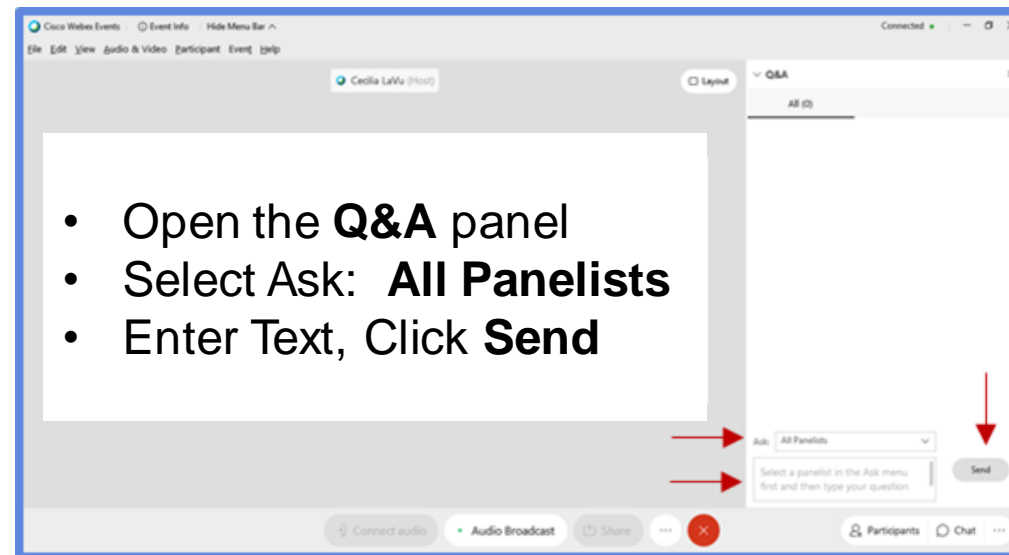
# TPA

Jeff Merritt, Blue Shield of CA - TPA

# Provider Office Hours Q&A

Please use the Q&A panel to comment or ask a question:

## Q&A Panel



# Clinical Update

Dr. Tom Boo, CDPH



# Myocarditis Update

- [CDC and FDA continue to investigate myocarditis after mRNA vaccination](#)
- COVID-19 immunization remains recommended for persons 12 years of age and older
- Consider myocarditis in younger people with chest pain, shortness of breath or tachycardia after vaccination
- M>F; Second dose > first dose
- Consider troponin, EKG, inflammatory markers, cardiology consultation if indicated
- All cases of myocarditis, as well as other adverse events following COVID vaccination, should be reported promptly to the [CDC/FDA Vaccine Adverse Event Reporting System \(VAERS\)](#)

# Vaccine Safety Resources:

- [AAP News Summary](#) – links to last week's *Pediatrics* case report and accompanying editorial
- California Health Alert Network (CAHAN) Health Advisory: [Myocarditis and Pericarditis after Receipt of mRNA COVID-19 Vaccines Among Adolescents and Young Adults](#)
- (CDC) Public: [Myocarditis and Pericarditis Following mRNA COVID-19 Vaccination](#)
- (CDC) Clinicians: [Clinical Considerations: Myocarditis after mRNA COVID-19 Vaccines](#)
- [FDA Vaccines and Related Biological Products Advisory Committee June 10, 2021 Meeting](#) – COVID-19 vaccine safety update
- ACIP meeting next Friday, June 18 will include CDC myocarditis update

# Storage & Handling

Kate McHugh, CDPH

# Janssen Shelf Life Extension

- FDA has approved a shelf-life extension of J&J/Janssen for 4.5 months after manufacture:
  - Expiration date used by be 90 days after manufacture
  - We are waiting for CDC guidance to receive more of the details and specific lot numbers involved.
  - We will provide more guidance soon as soon as we receive it.

# Inventory Management Reminders

- Always double check the expiration date of your vaccine on the manufacturer websites prior to disposing of the vaccine
  - It is possible the expiration date has been extended (as seen with J&J)
- Monitor expiration dates weekly, rotate stock as needed, and follow "first in, first out" strategy.
- Ensure staff are checking expiration dates on vaccine prior to pulling the vaccine vial from the refrigerator, and again prior to administration.
- Expired or unused vaccine should not be returned to the manufacturer!
  - Please do not return the vaccine to McKesson or Pfizer in the shippers. We have had reports that this is occurring in California.
  - It is your responsibility to dispose of vaccine that has expired or reached the beyond use date
  - [IMM-1347.pdf \(eziz.org\)](#)

# Inventory Management Reminders – Contin.

- Please upload doses that you do not plan to use on the Vaccine Marketplace
  - Note that it may be difficult to find homes for very short-dated vaccine on the Vaccine Marketplace.
  - Please do not upload vaccine that has already expired.
- Most of the Moderna vaccine that was disposed of reached its beyond use date rather than its expiration date.
  - Please do not put your Moderna straight into your refrigerator upon receipt.
  - Move Moderna to refrigerator only when you know you will be using it.

# Transport Reminders

- Use a qualified packout for transporting vaccine
  - A packout that has been tested to keep temperatures stable enough for transporting vaccine
- Do not use dry ice to transport vaccine (unless it is Pfizer in the thermal shipper)
- You must use digital data loggers at all times to record the temperature of the transport container
  - This is the only way the manufacturer can determine viability if there is an excursion
  - We have seen most excursions occur during transport!
- See [CDC's Storage and Handling Toolkit](#)

# Smaller Pfizer Shipments

- New 450-dose minimum orders
  - Comes with three trays in the shipper
  - Each tray has 150 doses (25 vials)
- Ancillary kits
  - Ancillary kits for these orders will come kitted for 450 doses
- These smaller shipments will not come with dry ice refresh packages from the federal government, so plan accordingly





# Wrap-Up

Leslie Amani, CDPH

# Your Feedback is Important to Us

**Poll: How helpful was today's Provider Office Hours to your work?**

- A. Very helpful
- B. Helpful
- C. Somewhat helpful
- D. Slightly helpful
- E. Not helpful at all



# Where can I go for additional help?

**Local Health Jurisdictions/County Representatives have an assigned TPA Account Manager for each LHJ/County. When sending an email to any of these teams, please :cc your TPA Account Manager so they can follow up on your behalf, if necessary.**

## Type of Support

## Description



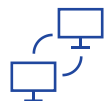
### Allocations process inquiries

This email box is being managed by a TPA team that is partnering with the State to set up the new site-level direct allocation process. They will obtain answers for you and respond, or forward to the TPA Account Manager for your LHJ/County who will contact you directly. Email: [TPA\\_allocations@blueshield.ca.com](mailto:TPA_allocations@blueshield.ca.com).



### myCAvax help desk

- Dedicated staff provides up-to-date information and technical support through myCAvax help desk: [myCAvax.HD@Accenture.com](mailto:myCAvax.HD@Accenture.com) or (833)-502-1245
- “411” myCAvax webinar training sessions are currently being scheduled each week. Send an email to the above address to inquire about the session schedule and invitation.



### My Turn/ My Turn Clinic help desk

For Onboarding (those in process of onboarding): [myturnonboarding@cdph.ca.gov](mailto:myturnonboarding@cdph.ca.gov)  
For General Questions: [myturninfo@cdph.ca.gov](mailto:myturninfo@cdph.ca.gov)  
For Technical Assistance: [MyTurn.Clinic.HD@accenture.com](mailto:MyTurn.Clinic.HD@accenture.com) or 415-621-9494, open 7 days/week 7am - 7pm  
For job aids and demo and training opportunities: <https://eziz.org/covid/myturn/>



### COVID-19 Call Center for Providers/LHJs

The COVID-19 Call Center for Providers is dedicated to medical providers in California and their COVID-19 response, specifically addressing questions about State program requirements, enrollment, and vaccine distribution.

- Email: [covidcallcenter@cdph.ca.gov](mailto:covidcallcenter@cdph.ca.gov)
- Phone: (833) 502-1245 (Monday through Friday from 8AM–6PM)



### TPAgeneralinquiry

This email box is being managed by a team at the TPA who will either respond to you directly with an answer to your general question or forward your question/request to the specialized team managing the information you are seeking so that team can respond to you directly. Email: [TPA\\_Inquiry@blueshieldca.com](mailto:TPA_Inquiry@blueshieldca.com)

Source: TPA Vaccine Task Force

# Where can I go for enrollment support?

## California Medical Association (CMA) Enrollment Support



To receive assistance with the enrollment process, contact:

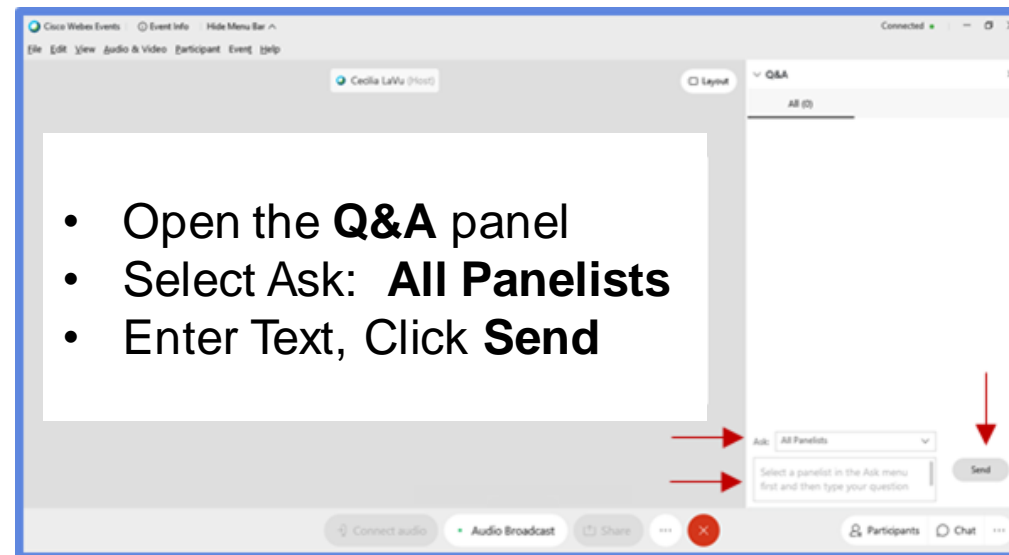
- CMA at [VaccineNetwork@cmadocs.org](mailto:VaccineNetwork@cmadocs.org)
- CMA Member Services: 800.786.4262



# Provider Office Hours Q&A

Please use the Q&A panel to comment or ask a question:

## Q&A Panel



# Thank you!

**Next Monday:**



**Next Friday:**

## My Turn & myCAvax Office Hours

**Monday, June 14th 12:00 PM**

**Audio Conference:** 415-655-0001

**Access Code:** 145 995 8782

**Session Number:** 145 995 8782

**Session Password:** Immunize2020!

## **Provider Office Hours**

**Friday, June 18<sup>th</sup> 9:00 AM**