

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

My Turn and myCAvax Office Hours

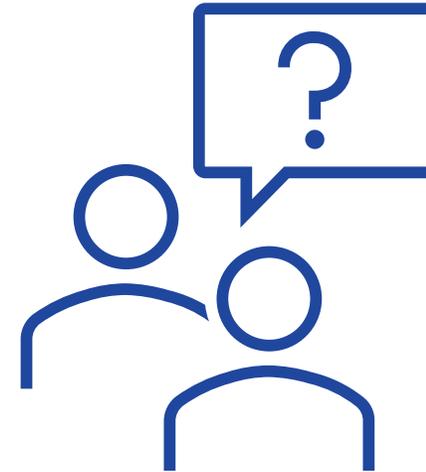
Monday, June 12, 2023

12:00PM – 1:00PM



My Turn myCAvax Questions

During today's webinar, please use the Q&A panel to ask your questions so subject matter experts can respond directly.



Resource links will be dropped into, “Chat”

Announcements

Leslie Amani, CDPH

COVID-19 Vaccine Provider FAQs

- Answers to provider questions
- Updated weekly: last updated 6/8/2023
- Currently in its 123rd iteration!



Q: How will COVID-19 vaccines for adult and pediatric patients be distributed once commercialization occurs?

A: Commercialization of COVID-19 vaccines is expected to occur in Fall 2023. Vaccine availability for insured adult and pediatric populations will transition to the traditional health care market.

After transition to the traditional health care market, vaccines for uninsured and underinsured adult populations will be made available through the [HHS Bridge Access Program](#). Vaccines for eligible pediatric populations will be made available through the [Vaccines for Children \(VFC\) Program](#). VFC Program eligibility includes children 0 through 18 years of age who meet at least one of the following criteria:

- Medi-Cal eligible: A child who is eligible for the Medi-Cal program
- Uninsured: A child who has no health insurance coverage
- American Indian or Alaska Native: As defined by the Indian Health Care Improvement Act (25 U.S.C. 1603)
- *Underinsured: A child who has health insurance, but the coverage does not include vaccines; a child whose insurance covers only selected vaccines (VFC-eligible for non-covered vaccines only); A child whose insurance has a fixed dollar limit or cap for vaccines (VFC-eligible once fixed dollar amount or cap is reached).

*Note: Underinsured children are eligible to receive VFC vaccine only through a Federally Qualified Health Center (FQHC) or Rural Health Clinic (RHC).

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	3
Vaccine Program Management.....	4
Provider Enrollment	5
Ordering	5
Distribution/Redistribution	5
Vaccine Administration	6
Vaccine Storage & Handling	11
Reporting.....	13
Billing & Reimbursement	14
Communication Resources.....	14



My Turn and myCAvax

Josh Pocus, My Turn Updates

Hannah Shows, My Turn and myCAvax Demos

Daniel Conway, myCAvax Updates

Table of Contents

1. What's New in My Turn? – R40
 1. Testing Site Update Form and Process:
 1. Public Form
 2. New Dropdowns for Listing a New Location
 3. Final Confirmation
 2. 'Latest Vaccine Updates' Button Added
 3. One Appointment Scheduling System
 4. Transportation Assistance Question Removed
2. My Turn Demo
 1. Clinic Changes to 'Manage Users'
3. Overview of State General Funds (State Flu) Direction
4. What's Next in myCAvax? – R40
5. VaccineFinder Reporting Cadence Change
6. VaccineFinder Flag on Vaccine Order Review Page
7. Upcoming Provider Community Feedback Sessions
8. myCAvax Demo
 1. VaccineFinder Flag
 2. Refresher Topic: Viewing Reports (LHDs and Providers)

Appendix

1. Slide Icon Key
2. My Turn Best Practices
3. myCAvax – Known Issues and Workarounds
4. My Turn – Known Issues and Workarounds
5. Release Roadmaps
6. [Link to Feedback Form](#)

What's New in My Turn? – Release 40

Clinic Managers and Vaccine Administrators



New updates for My Turn Public and Clinic launched on
Wednesday, June 7, 2023!



Release Highlights



When scheduling vaccine appointments, patients will be able to:

- ✓ View a new 'Chat Bubble' icon instead of the previous version of the 'Chat with us' button
- ✓ View updated information regarding a second Bivalent Booster available for patients of age 65+ years
- ✓ View updated information and data in the 'Eligibility' chart and 'Q&A' page reflecting 1-dose changes
- ✓ View updated information about pharmacies vaccinating patients under 3 years on the 'Select a Location' page
- ✓ No longer view information and questions regarding transportation on the 'Home' page, 'Q&A' page, and 'Screening' page
- ✓ No longer schedule multiple COVID-19 vaccine doses at a time
- ✓ View updated information, filters, and tags on the 'Testing' page
- ✓ View updated information on mpox module after the conclusion of Pride month
- ✓ View the question 'Does the patient have health insurance?' on the 'Screening' page instead of the 'Patient Information' page

My Turn Public

Release Highlights



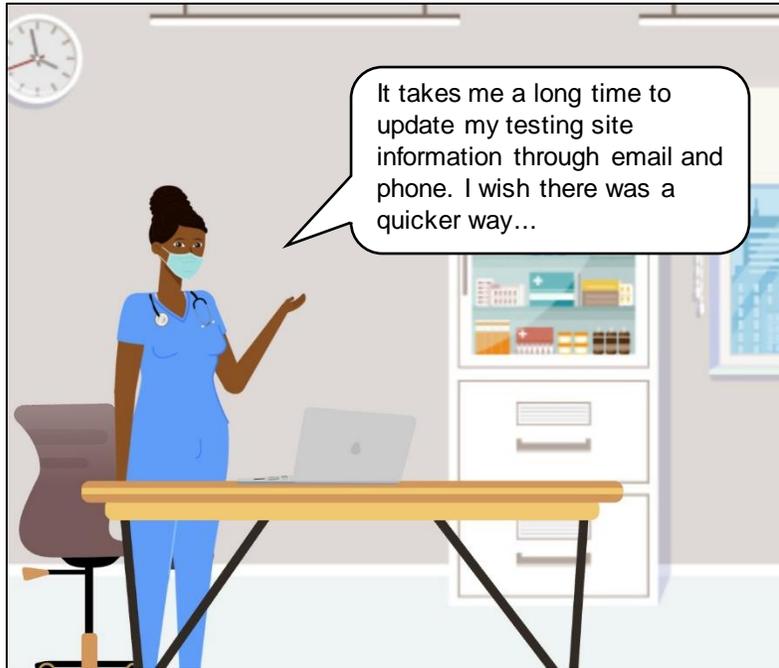
Clinic Managers and Vaccine Administrators will be able to:

- ✓ View an 'Active' checkbox while viewing contacts under the 'Clinics' and 'Manage Users' tab
- ✓ No longer view the 'Related' subtab while viewing contacts or accounts on the 'Clinics' and 'Manage Users' tab
- ✓ No longer edit the 'Account Name' field while viewing a contact on the 'Clinics' and 'Manage Users' tab

My Turn Clinic

Testing Site Update Form and Process: Public Form

Testing Sites



Filter results

- Free testing locations for COVID-19
- Testing and treatment locations for COVID-19
- Free testing locations for COVID-19 & flu
- Testing and treatment locations for COVID-19 & flu

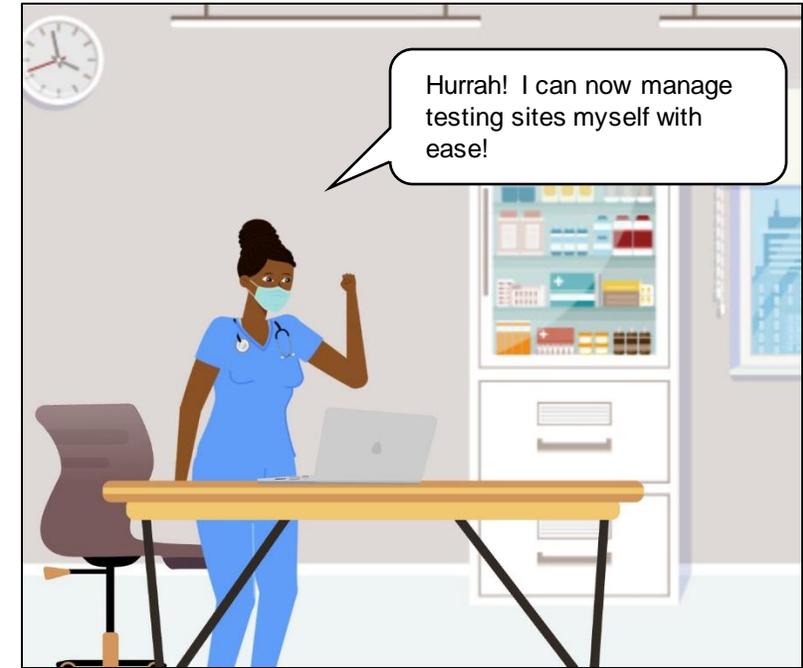
Walgreens

5427 Wilshire Blvd
Los Angeles, CA 90036
1-800-555-1234

Map Satellite

Note to providers: You can list a new location or update your current location information by submitting a [testing site information form](#).
Questions? Email us at testinglocations@cdph.ca.gov.

With Release 40, Mary will be able to create, update, or delete testing sites using the new hyperlink at the bottom of the 'Find a Testing Site' page.



Testing Site Information: Drop-downs for Listing a New Location

Testing Sites



Starting date [?]

Closing date [?]

Additional information
Dates and times of operations, vending machine locations, etc.

***This site offers testing for:**

COVID-19
 COVID-19 & flu
 RSV
 None
 Other

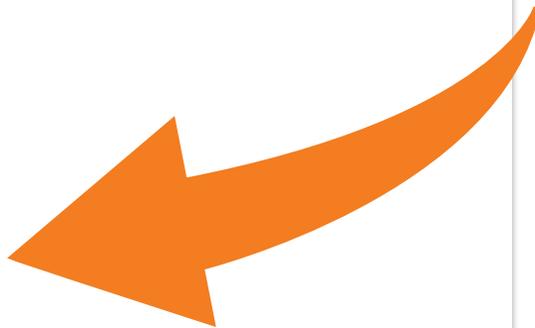
***This site offers treatment for:**

COVID-19
 COVID-19 & flu
 RSV
 None
 Other

***This site offers the following services:**

On-site testing
 Take home tests
 Vending machine

Providers will view new dropdown lists for listing a new location and different testing site services on the 'Testing Site Information' form.



Testing Site Update Form and Process: Final Confirmation

Testing Sites



After CDPH reviews your testing site creation / update request, you'll receive an email approving or denying the request. If denied, the email will provide a reason and link to resubmit.

Your request has been approved - Request ID [R-002] 😊 ↶ ↷ ↸

 CDPH My Turn Form <myturn.ca.gov> Tuesday, November 01, 2022 at 10:00 AM

To: CDPH Testing Locations

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.

This email contains a reference to coronavirus or COVID-19. Please be aware of coronavirus-themed active phishing campaigns, and use extra vigilance when responding or clicking.

Congratulations! Your request [R-002] for testing site [TS-620] has been approved and will be live on My Turn within 3 business days.

Please remember to review and update your testing site information every 90 days. These reviews help ensure our records are correct and the public receives the most up-to-date information about your testing site.

Note: Your unique testing site ID appears on the bottom right of your site's card on the [Find a testing site page](#).

Your request has been declined - Request ID [R-002] 😊 ↶ ↷ ↸

 CDPH My Turn Form <myturn.ca.gov> Tuesday, November 01, 2022 at 10:00 AM

To: CDPH Testing Locations

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.

This email contains a reference to coronavirus or COVID-19. Please be aware of coronavirus-themed active phishing campaigns, and use extra vigilance when responding or clicking.

We're sorry, your request [R-002] for testing site [TS-620] has been declined for one of the following reasons:

- Received a request for removal
- Duplicate site
- Inactive site
- Site only offers take home test
- Site is only for specific patients

Please review and correct the information you provided for this listing and submit a new [Testing site information form](#).

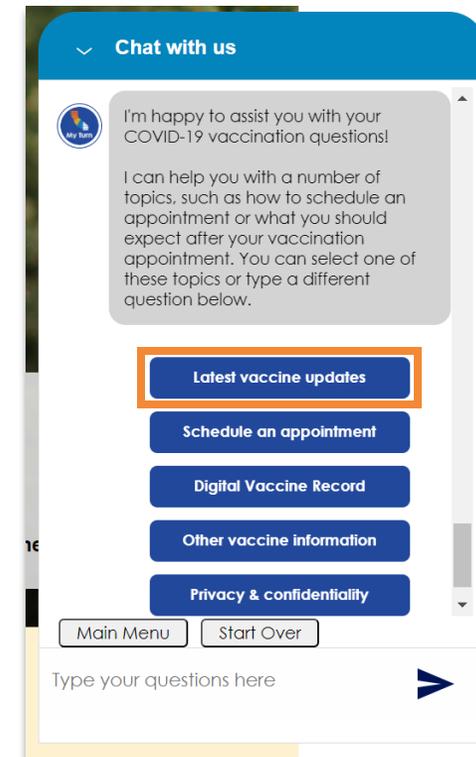
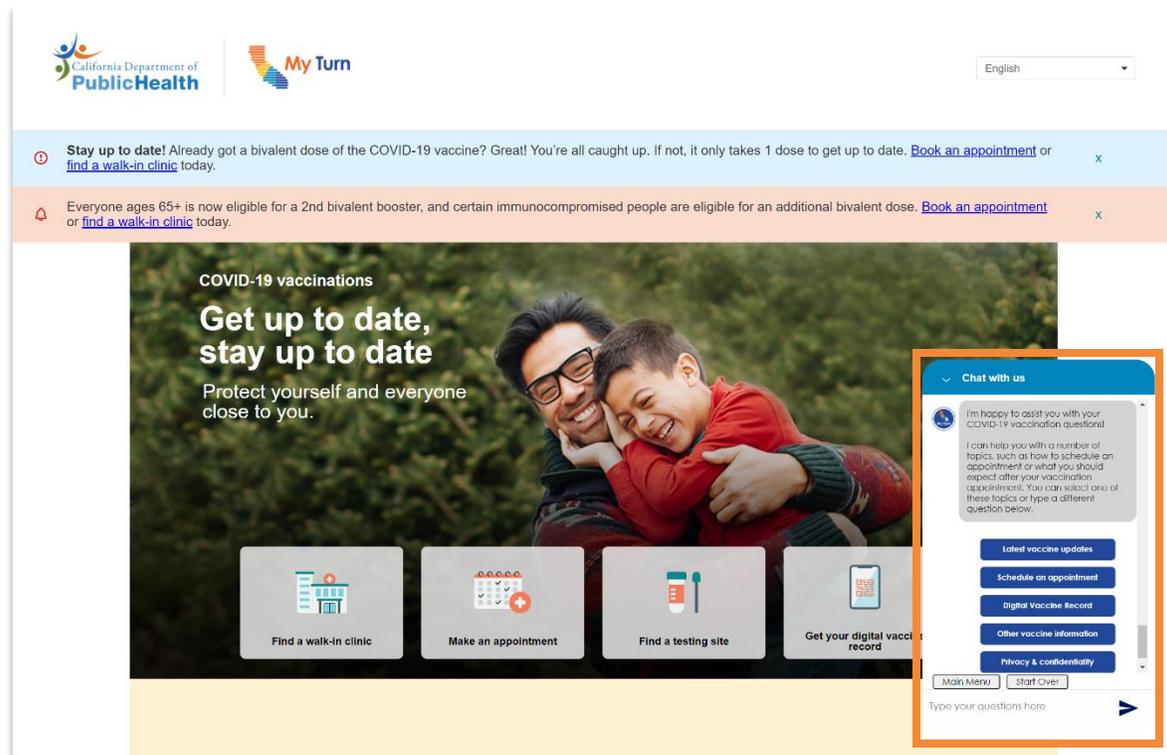
Note: Each approved testing site on My Turn is assigned a TS number. This unique ID appears on the bottom right of your site's card on the [Find a testing site page](#).

'Latest Vaccine Updates' Button Added

Patients



Patients will be able to view a new 'Latest Vaccine Updates' button added to the My Turn FAQ Virtual Assistant main menu.



One Appointment Scheduling System

Patients



Patients will only be able to schedule a single dose appointment instead of multiple COVID-19 vaccine doses at a time.

Select a location

Most pharmacies vaccinate people ages 3 and older and some even younger. Please check with the provider/pharmacy to confirm they have the appointment you need.

NOTE: Selecting "See availability" on a clinic below will take you to a different website. Contact the provider/pharmacy to confirm they have the appointment you need.

Locations nearest to Firestone Park, CA 90001, USA
[Change address](#)

Filter results and distance

Search for clinics that offer: 200 miles

- COVID & flu
- Free flu vaccine
- Moderna - Single dose
- Novavax - Single dose
- Pediatric patients only (under 18)
- Pfizer - Single dose
- Walk-ins welcome

Select date & time

Rewards Health Clinic
555 Angel Drive, Los Angeles, CA 90001, USA - [Change location](#)

Please select an available appointment slot below.

Select a vaccine brand

Moderna - Single dose

Novavax - Single dose

Pfizer - Single dose

Appointment 1

Choose a date and time

June 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

For Thursday, June 1, 2023

10:00am	10:30am	11:00am
11:30am	12:00pm	12:30pm
1:00pm	1:30pm	2:00pm
2:30pm	3:00pm	3:30pm
4:00pm	4:30pm	5:00pm

Transportation Assistance Question Removed

Patients



Patients will no longer be able to view the question regarding transportation assistance on the 'Home' page, 'Q&A' page, and 'Screening' page.

The screenshot displays the My Turn patient portal interface. At the top left are the logos for the California Department of Public Health and My Turn. A language dropdown menu is set to "English". Below the logos are two notification banners: a blue one about staying up to date on COVID-19 vaccines and an orange one about a 2nd bivalent booster for ages 65+. A large banner for COVID-19 vaccinations features a photo of a man and a child and the text "Get up to date, stay up to date". To the right is a form with the following questions and options:

- Is the patient someone who:**
 - served in the U.S. military
 - is a spouse or a surviving spouse of a Veteran
 - is a child or a surviving child of a Veteran (VA clinics only accept minors ages 12+)
 - is a caregiver of a Veteran
 - is receiving the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) benefits
 - is employed by the U.S. Department of Veterans Affairs, Department of Homeland Security, General Services Administration, Food and Drug Administration, National Archives and Records Administration, or Federal Judiciary

NOTE: VA clinics offer COVID-19 vaccines to all Veterans, spouses, caregivers, and CHAMPVA recipients ages 12+.

Yes

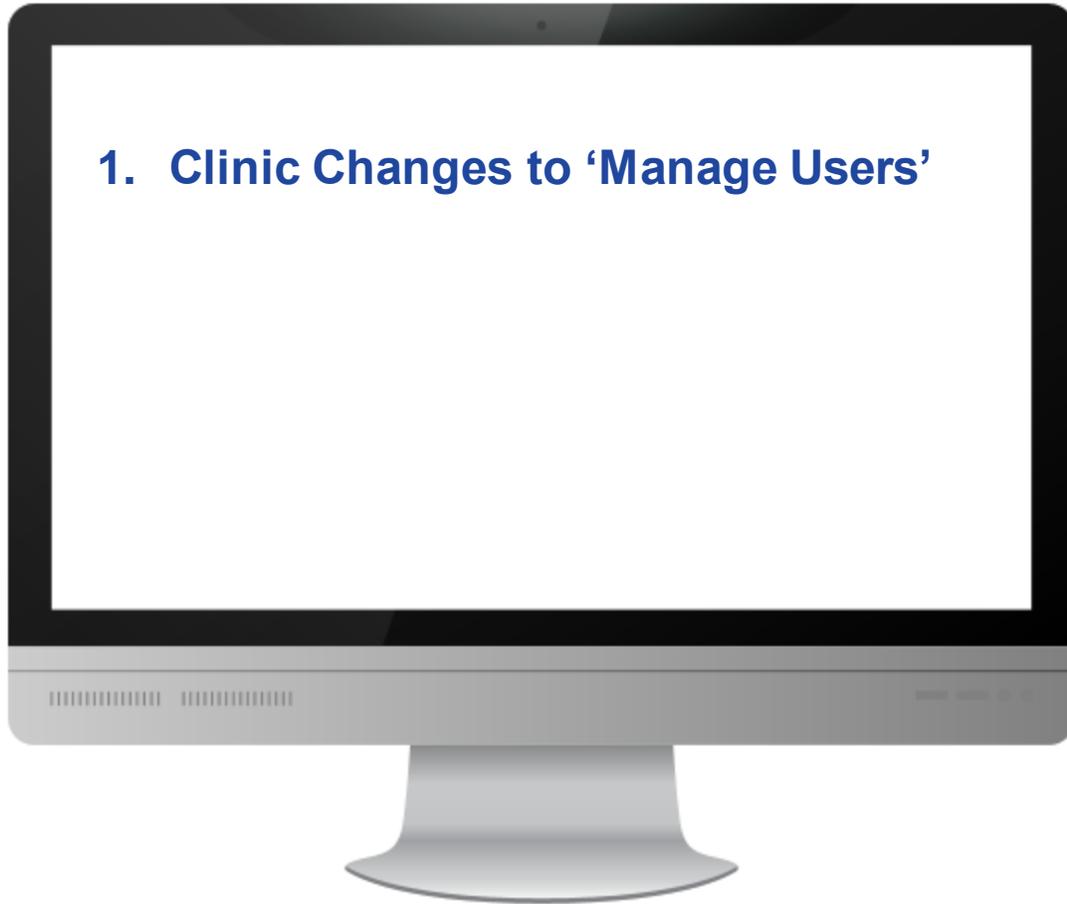
No
- Does the patient have health insurance?**

Yes

No
- What county does the patient live in?**

San Francisco

My Turn Demo



Q&A

Overview of State General Funds (State Flu) Direction

LHDs / MCEs and Providers

March

What's Next in myCAvax? – Release 40

LHDs / MCEs and Providers



New updates for LHDs / MCEs and Providers will launch on
Thursday, June 22, 2023!



Release Highlights

LHDs / MCEs will:



Product

- ✓ See new fields and sections on the 'Program Products' page

Vaccine Order Review

- ✓ See a new tab called 'State General Funds' on the 'Vaccine Order Review' page
- ✓ See the 'Standard Order (CDC)' and 'Local Ship Eligible' subtabs under the 'State General Funds' tab on the 'Vaccine Order Review' page
- ✓ Be able to create standard and small orders of flu vaccines on behalf of Providers from the 'Vaccine Order Review' page

Location Application

- ✓ See new list views of Provider application data previously provided by LHDs

LHDs / MCEs

Release Highlights

Providers will:



VaccineFinder

- ✓ No longer see the 'VaccineFinder information out-of-date' message on the 'Multi-line Ordering' page

Providers

VaccineFinder Reporting Cadence Change



The VaccineFinder reporting cadence has changed from weekly to at least monthly by the second Wednesday of each month. This information, along with the date of your last VaccineFinder inventory report, will continue to be imported into myCAvax as a new order is created. All other COVID-19 vaccine reporting requirements remain the same.

VaccineFinder Flag on Vaccine Order Review Page



To align with new VaccineFinder (VF) reporting cadence, the VaccineFinder flag will no longer display on the 'Vaccine Order Review' page. LHJs will still be able to see when the location account's VF data was last updated and will need to ensure that VF data stays up to date according to the new reporting cadence.

Standard Orders (CDC)

Create New Orders Save Qty / Method Update Order Status Bulk Upload Orders

SI No.	Account Name	COVID ID	Order No	Vaccine	Created Date	On-hand Inventory	Reported Inventory (VF)	Most Recent Inventory Update	Doses Admin	Comments	Doses Requested
5	Death Star	CA5645938B10001	00060627	Moderna Monovalent (6 mos - 5 ...	5/8/2023, 03:52 PM	0			0		200
6	mycavax location New	CA5857162B10001	00060466	Janssen (18 yrs - 100+ yrs) - 100/...	4/24/2023, 01:08 A...	0			0		200
7	location171	CA5857156B10001	00060345	Pfizer Bivalent (6 mos - 4 yrs) - 1...	4/19/2023, 06:54 A...	0			100		100
8	location171	CA5857156B10001	00060343	Janssen (18 yrs - 100+ yrs) - 100/...	4/19/2023, 04:23 A...	0	0	4/29/2023	50		100
9	location171	CA5857156B10001	00060299	Pfizer Bivalent (6 mos - 4 yrs) - 1...	4/18/2023, 04:47 A...	11			111		100
10	location171	CA5857156B10001	00060295	Moderna Monovalent (6 yrs - 11 ...	4/18/2023, 04:33 A...	0			0		100
11	location171	CA5857156B10001	00060276	Janssen (18 yrs - 100+ yrs) - 100/...	4/18/2023, 12:58 A...	0	0	4/29/2023	100		100
12	Locsy0324	CA5856608B10001	00060103	Moderna Bivalent Blue Cap (6 m...	3/28/2023, 02:06 PM	0			0		100
13	AC	CA5856596B10001	00060075	Moderna Monovalent (6 mos - 5 ...	3/28/2023, 03:36 A...	0			100		450
14	Sprint 42 Location	CA5856576B10001	00059881	Pfizer Ped Bivalent (5 yrs - 11 yrs)...	3/24/2023, 03:40 A...	0			100		100

Upcoming Provider Feedback Sessions



- In late June, a selected group of Providers will be engaged to provide feedback on the multi-program community site.
- CDPH and Accenture are working together to curate the list of selected Providers.
- The list of selected Providers will be shared with LHDs to review and provide any feedback.
- Providers will preview what the community site will look like if they are participating in multiple programs and be able to provide feedback to increase ease of use.
- Below are sample experiences they will preview:
 - Place orders for multiple programs
 - View account, contacts, program staff information
 - Complete different inventory events such as Waste Events

myCAvax Demo

1. VaccineFinder Flag
2. Refresher Topic: Viewing Reports (LHDs and Providers)



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



Best Practice	How to
Set clinic duration for four to six months to avoid having defunct clinics listed on the public site.	<ul style="list-style-type: none"> • 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 would like the public to begin booking appointments.
Create one clinic per location that supports multiple vaccines and brands to simplify management and updates.	<ul style="list-style-type: none"> • CMs may create clinics that offer all available vaccine products 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. • If a CM would like to offer different vaccine products at different times of the 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. • CMs should export Sexual Orientation and Gender Identity (SOGI) data within 4 weeks.
Update Vaccine Supply.	<ul style="list-style-type: none"> • CMs can update vaccine supply by navigating to the 'Clinics' tab and choosing the desired clinic. Under the 'Vaccine Supply' tab, CMs can edit, delete, or clone any existing vaccine supply entry by clicking the 'Edit,' 'Clone,' or 'Delete' buttons at the top right of the page.
Reopen an Expired Clinic.	<ul style="list-style-type: none"> • CMs may reopen an expired clinic by adjusting the availability, start date, end date, and available date, and adding the appropriate vaccine supply and vaccine inventory.
Create Third-Party Clinics with Walk-ins.	<ul style="list-style-type: none"> • CMs may navigate to the 'Clinic Availability' tab for the Third-Party clinic and add availability to the clinic for it to show on the Walk-in page only if the clinic offers walk-ins.

My Turn – Known Issues - *Updated 06/09*

Known Issues

Missing 'Manage Clinics' button on hybrid user home page

- ✓ We are investigating an issue where the 'Manage Clinics' button is missing on the home page for hybrid users
- ✓ Hybrid users can still navigate to their clinics under the 'My Turn' dropdown

Non-hybrid CM / VAs unable to select hybrid users as vaccinators in VA flow

- ✓ We are tracking an issue where non-hybrid Clinic Managers and Vaccine Administrators are unable to select hybrid users as vaccinators in the VA flow
- ✓ Hybrid users can select other hybrid users. However, non-hybrid Clinic Managers and Vaccine Administrators are only able to select other non-hybrid users



Workaround / Next Steps

- ✓ Estimated Fix: 7/6

- ✓ Fixed: 6/7

myCAvax – Known Issues - *Updated 06/05*

Known Issues

New 'LHD / MCE' Field on the Program Location May Be Referring to the Wrong LHD / MCE?

- ✓ We are currently investigating an issue in which the new 'LHD / MCE' field added to the Program Location object may not refer to the correct LHD / MCE if the Organization belongs to a different zip code than the Provider Location. This will not affect the ordering process or any record access or sharing. For the time being, please ignore the field if it appears to be incorrect.



Workaround / Next Steps

- ✓ Estimated Fix: TBD

My Turn Public Product Roadmap



RECENTLY DEPLOYED

June 7th (R40)

Release 40

- ✓ Phase 1: updated scheduling experience:
 - ✓ Move health insurance question to screening page
 - ✓ Remove two dose scheduling for COVID
- ✓ Update chat bubble icon
- ✓ View updated information about pharmacies vaccinating patients under 3 on Select a Location page

CURRENT

July 6th (R41)

Release 41

- ✓ Phase 2: updated scheduling experience
 - ✓ Remove some timing and eligibility questions on screening page and replace with new timing and eligibility attestation
- ✓ Store immunocompromised information on patient account
- ✓ Update CDC screening questions on Final Steps page

UPCOMING

August 2nd (R42)

Release 42

- ✓ Display full clinic closing date on clinic card on Select a Location page

My Turn Clinic Product Roadmap



RECENTLY DEPLOYED

June 7th (R40)

Release 40

- ✓ Move My Turn contacts to the Organization level
- ✓ Add an 'Active' checkbox to display a different list view and filter out myCAvax contacts
 - ✓ 'Manage Users' tab
 - ✓ 'Clinic' tab
- ✓ Create a Dose (minor) field on the Product

CURRENT

July 6th (R41)

Release 41

- ✓ [Experience Refresh] Updates
 - ✓ Walk-in flow
 - ✓ Vaccine Administration flow
 - ✓ IIS status
 - ✓ [CSV / Inline] Bulk Upload
 - ✓ Dashboards
 - ✓ Clinic Creation Flow
 - ✓ Appointments tab / IIS Filters
 - ✓ Vaccine Supply
 - ✓ Single / Bulk Edit

UPCOMING

August 2nd (R42)

Release 42

- ✓ Digital Enrollment

myCAvax Release Roadmap



myCAvax

RECENTLY DEPLOYED

June 1st (R39.1)

CURRENT

June 22nd (R40)

UPCOMING

July 20th (R41)

myCAvax Roadmap

Release 39.1

- ✓ No longer display VaccineFinder flags on the Vaccine Order Review Page
- ✓ Update VaccineFinder according to the new policy on the Provider Multi-line page

Release 40

LHD State Flu Enrollment

- ✓ Load LHDs' Provider Data into myCAvax Program Location Application
- ✓ Enable CDPH Users to review applications for data accuracy
- ✓ Load Flu programs for LHD Location Accounts

Season Allocation

- ✓ Enable CDPH Users to distribute season allocation to providers

Vaccine Order Review

- ✓ Display a new tab for LHDs on the Vaccine Order Review page for State Flu orders

Release 41

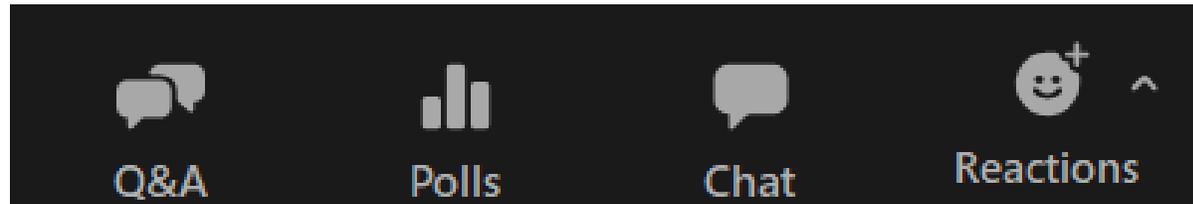
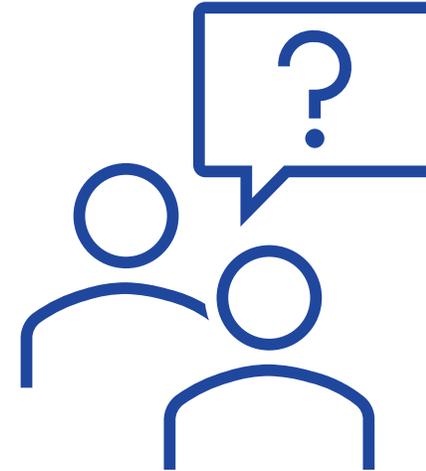
LHD Flu Enrollment

- ✓ LHDs will be able to enroll their Provider in the State General Funds (State Flu) Program
- ✓ CDPH Users will be able to approve applications and review for data accuracy
- ✓ State General Funds (State Flu) Programs will automatically be created when a flu application is approved
- ✓ LHD Contacts and Program Staff updates

★ Received via user feedback

My Turn myCAvax Questions

During today's webinar, please use the Q&A panel to ask your questions so subject matter experts can respond directly.



Resource links will be dropped into, “Chat”

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.

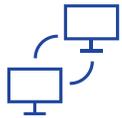
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



Enrollment Support

For Provider enrollment support, please contact myCAvax Clinic Operations at

- Email: myCAvaxinfo@cdph.ca.gov

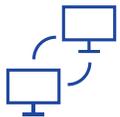


myCAvax Help Desk

Dedicated staff provide up-to-date information and technical support on the myCAvax system.

- Email: myCAvax.HD@cdph.ca.gov
- Phone: (833)-502-1245, option 3, Monday through Friday 8AM–6PM

For training opportunities: <https://eziz.org/covid/education/>

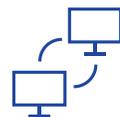


My Turn Clinic Help Desk

For **onboarding support** (those in the process of onboarding): myturnonboarding@cdph.ca.gov

For **technical support** with My Turn Clinic for COVID-19 and flu vaccines: mail to: 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](#)

Upcoming Opportunities



Monday

My Turn and myCAvax Office Hours

Next session: Monday, June 26, 12PM-1PM

Friday

Provider Consolidated Webinar

Next session: Friday, June 16, 9AM-10:30AM

Note: Session of 90 minutes to include COVID-19 Vaccine and Therapeutics updates

