

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

My Turn and myCAvax Office Hours

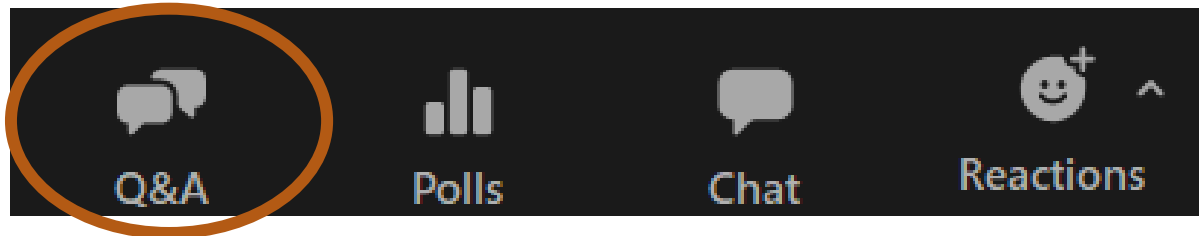
Monday, June 26, 2023

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 6/22/2023
- Currently in its 125th iteration!

 **Q: Which COVID-19 vaccines can no longer be administered?**

A: As of June 15, 2023, the following vaccines can no longer be administered:

- Janssen (J&J) vaccine – **Expired and Deauthorized**
- Novavax 10-dose vials – **Expired** | Note: Novavax 5-dose vials remain available.
- Pfizer infant/toddler (6 months – 4 years, maroon cap) monovalent vaccine – **Deauthorized**
- Pfizer pediatric (5 – 11 years, orange cap) monovalent vaccine – **Deauthorized**
- Pfizer adolescent/adult (12+ years, grey cap) monovalent vaccine – **Deauthorized**
- Moderna infant/toddler (6 months – 5 years, dark blue cap/magenta border) monovalent vaccine – **Deauthorized**
- Moderna pediatric (6 - 11 years, dark blue cap/purple border) monovalent vaccine – **Deauthorized**
- Moderna adolescent/adult (12+ years, red cap) monovalent vaccine – **Deauthorized**

For a job aid with this information, see [COVID-19 Vaccine Product Guide](#). For information on the deauthorization of the Janssen (J&J) vaccine, please see [FDA Janssen \(J&J\) Vaccine EUA Revocation](#). For information on the deauthorization of monovalent mRNA vaccines, see [FDA Press Release: 4/18/2023](#) and [CDC Press Release: 4/19/2023](#).

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.](#)

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My Turn and myCAvax

Josh Pocus, My Turn Updates

Daniel Conway, myCAvax Updates

Hannah Shows, myCAvax Demo

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1. Slide Icon Key

What's Next in My Turn? – Release 41 (1 of 2)

Clinic Managers and Vaccine Administrators



New updates for My Turn Public and Clinic will launch on
Thursday, July 6, 2023!



Release Highlights



When scheduling vaccine appointments, patients **will be able to view:**

- ✓ Updated 'Chat bot' icon on the 'SMS' and scheduling pages on the My Turn Public portal
- ✓ Updated Q&A order on the 'Home' page and on the 'Q&A' page
- ✓ Updated Clinic vaccine supplies to use brand and age
- ✓ Updated screening questions on the 'Final Steps' page while creating vaccine appointments
- ✓ Minor enhancements to the Testing site request form on the My Turn Public portal
- ✓ The question 'Is the patient immunocompromised?' on the 'Patient Background' section instead of the 'Appointment Details' section
- ✓ Updated information on the mpox module after the conclusion of Pride month

When scheduling vaccine appointments, patients will **no longer be able to view:**

- ✓ The 'Search by Dose' option while creating vaccine appointments on the 'Walk-in' page

What's Next in My Turn? – Release 41 (2 of 2)

Clinic Managers and Vaccine Administrators



New updates for My Turn Public and Clinic will launch on
Thursday, July 6, 2023!



Release Highlights



Clinic Managers and Vaccine Administrators **will be able to view:**

- ✓ An updated list of vaccine brands with age on the 'Vaccine Brand & Dose' dropdown in the 'Vaccine Supply' subtab under the 'Clinics' tab
- ✓ New Medical Screening questions that mirror the CDC screening on the Vaccine Administration flow
- ✓ New immunocompromised question / attestation in the 'Patient Background' section
- ✓ Updated descriptions / tool-tips on the 'Dose,' 'Has the patient been exposed to mpox,' 'Sexual Orientation' and for Parents / Guardian address and contact fields-while creating Bulk Walk-in appointments via the CSV and Inline Bulk Upload flow
- ✓ An error message if they try to create a vaccine inventory using a lot number that already exists in the system
- ✓ An error message if they select an appointment date past three years from the current date while single / bulk editing vaccine appointments
- ✓ 'Vaccine Type' as the first field while creating Bulk Walk-In appointments
- ✓ The 'Internal Clinic Name' field that will only populate clinics with the same 'Vaccine Type,' 'Vaccine Supply,' and the 'DOB' as of the appointments they are editing
- ✓ The updated EUA factsheets on the 'Resource' accordion in the 'Appointments' section

Clinic Managers and Vaccine Administrators will **no longer be able to view:**

- ✓ The 'Which dose is this?' and 'Do you want to create a single appointment only?' fields in the 'Appointment Details' section on the Walk-in flow
- ✓ The question 'What type of appointment will your clinic host?' while creating a new clinic via the 'Clinic Setup' flow
- ✓ Pending Pfizer, Moderna and Booster appointments tiles on the Homepage Dashboard
- ✓ The 'Dose' filter in the 'Appointments,' 'IIS Status' tabs, and on the 'Home page' Dashboard

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 will allow Providers enrolled and not enrolled in myCAVax to register as My Turn locations so their clinics are visible on the My Turn website.

★ Received via user feedback

My Turn – Known Issues – *Updated 06/15*



Known Issues

Missing Access to 'My Turn Clinics' Reports Folder?

- ✓ We are investigating an issue where some hybrid/non-hybrid clinic managers are missing access to the 'My Turn Clinics' reports folder

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.

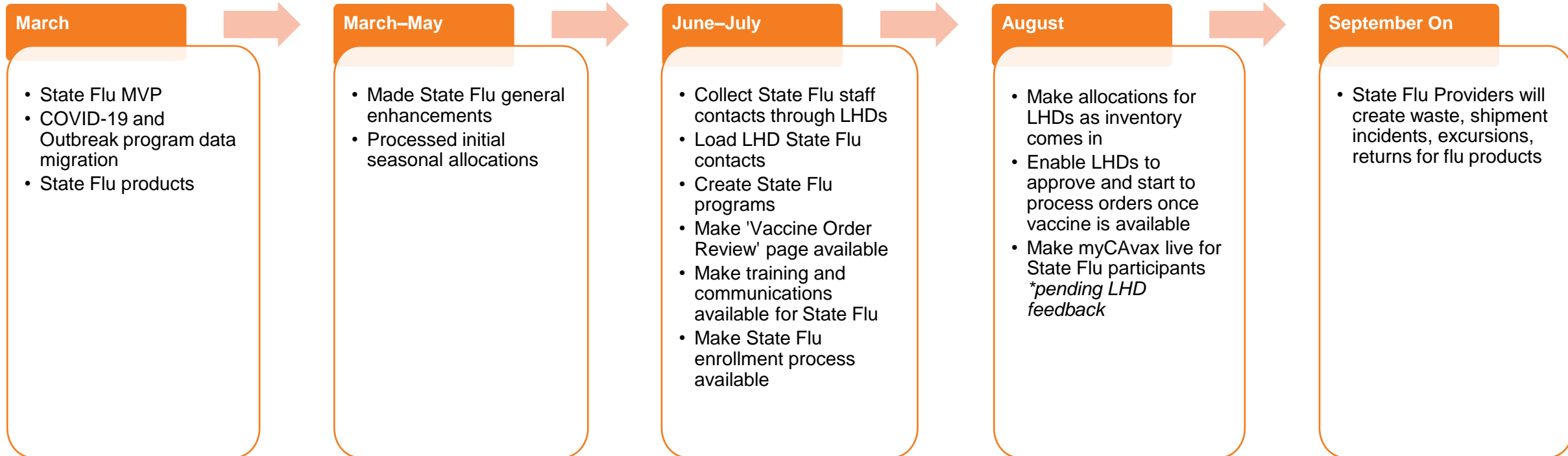


Workaround / Next Steps

- ✓ Estimated Fix: TBD
- ✓ Workaround: If you believe you are affected, please reach out to the Provider Call Center.

- ✓ Estimated Fix: 7/6

Overview of State General Fund (State Flu) Direction



Upcoming myCAvax releases (R40 to R42) will primarily focus on enhancements for the State General Funds program in preparation for the upcoming flu season.

myCAvax Release Roadmap



myCAvax

RECENTLY DEPLOYED

June 22nd (R40)

CURRENT

July 20th (R41)

UPCOMING

August 17th (R42)

myCAvax Roadmap

Release 40

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 Flu orders which displays Seasonal Allocation

Community Multi-line Ordering

- ✓ Providers will no longer see the 'VaccineFinder information out-of-date' message from the 'Multi-line Ordering' page

CDPH Help Desk Transition

- ✓ CDPH super users will now have access to update the myCAvax 'ID' and 'Status' on Location Application, DocuSign-related fields, and Shipment-related fields.

Release 41

LHD Flu Enrollment

- ✓ Load LHDs' Provider Data into myCAvax Program Location Application
- ✓ LHDs will be able to complete and enroll their Provider in the State General Funds (State Flu) Program
- ✓ CDPH Users will be able to approve applications and review for data accuracy

Vaccine Order Review

- ✓ Create Orders for SGF Program

Release 42

Community Site

- ✓ SGF Providers receive access to myCAvax
- ✓ Users participating in multiple programs will see a new landing page and navigation throughout the site
- ✓ SGF Ordering will be available on the community site

CDPH Order Processing

- ✓ SGF Orders will start to be processed in myCAvax

★ Received via user feedback

What's New in myCAvax? – Release 40



New updates for LHDs / MCEs and Providers launched 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 Fund' on the 'Vaccine Order Review' page
- ✓ See the 'Direct Ship' and 'Local Ship' subtabs under the 'State Flu' tab on the 'Vaccine Order Review' page

LHDs / MCEs

Release Highlights

Providers will:



VaccineFinder

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

Providers

6/30 myCAvax LHJ Council Cancelled



Due to upcoming SGF Workshop Sessions, the **Friday, June 30, 2023**, myCAvax LHJ Council session has been cancelled. The next myCAvax LHJ Council session will take place on **Friday, July 28, 2023**, from **12:00 PM to 1:00 PM PT**.



myCAvax – Known Issues - *Updated 06/23*

Known Issues

Unable to See 'Related Contacts' Lists

- ✓ We are currently working an issue in which Providers are unable to see the 'Related Contacts' at either the 'Provider Organization' level or 'Provider Location' level(s).

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

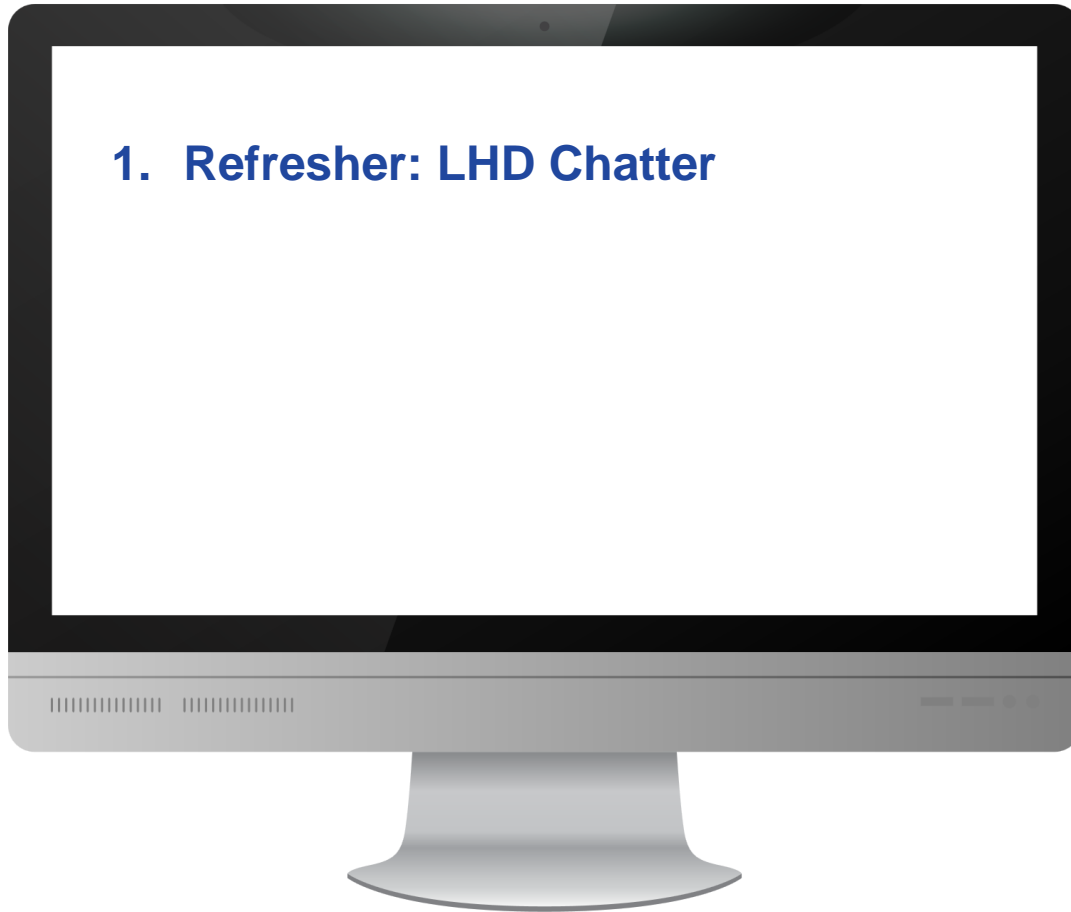
- ✓ We are currently investigating an issue in which the new 'LHD / MCE' field added to the Program Location object may not refer to the correct LHD / MCE if the Organization belongs to a different zip code than the Provider Location. This will not affect the ordering process or any record access or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



Workaround / Next Steps

- ✓ Fixed: 6/22




- ✓ Estimated Fix: TBD



Q&A

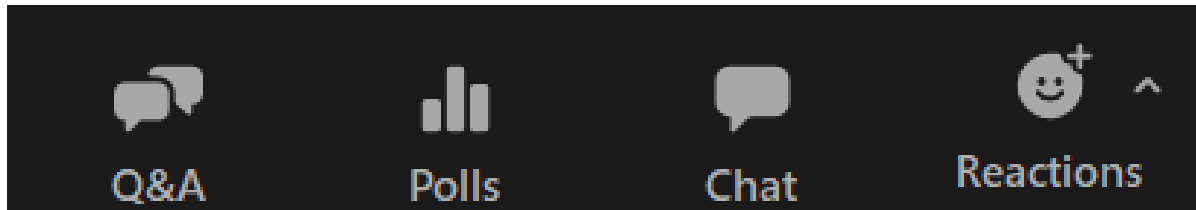
APPENDIX

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 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.

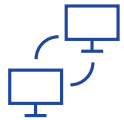
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



Enrollment Support

For Provider enrollment support, please contact myCAvax Clinic Operations at

- Email: myCAvaxinfo@cdph.ca.gov

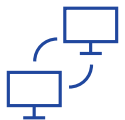


myCAvax Help Desk

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/>



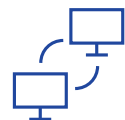
My Turn Clinic Help Desk

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, July 10, 12PM-1PM

Friday

Provider Consolidated Webinar

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

Note: 90-minute session to include COVID-19 Vaccine and Therapeutics updates

