

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

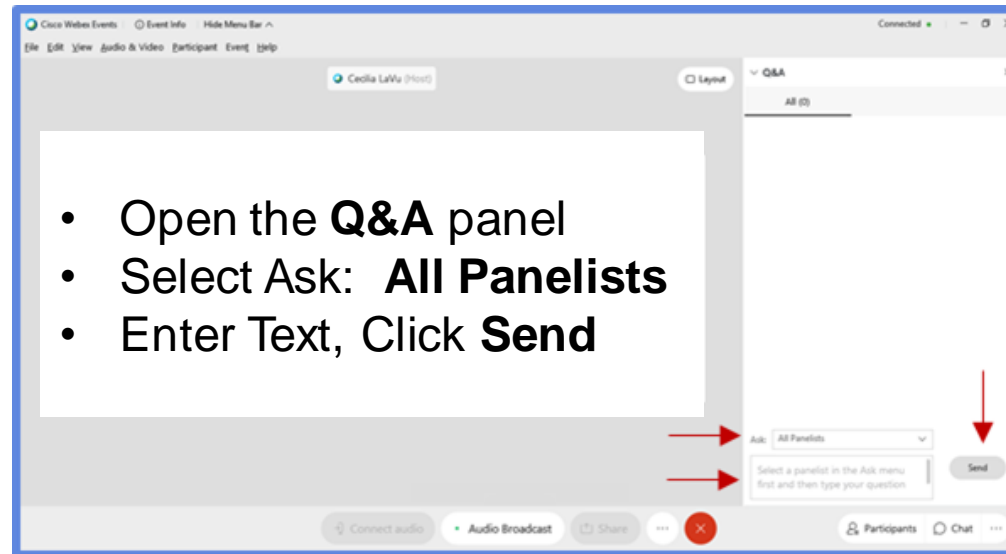
Friday, June 4, 2021



# 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

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Facilitator)	9:00 – 9:02
2	Allocation & Administration	Jane Grey (CDPH)	9:02 – 9:05
3	Communications Update	Cielo Avalos (CDPH)	9:05 – 9:10
4	Third Party Administrator (TPA)	Jeff Merritt (TPA)	9:10 – 9:15
5	My Turn and myCAvax	Josh Pocus (My Turn) & Claudia Aguiluz (CDPH)	9:15 – 9:20
6	Vaccine Marketplace and Vaccine Ordering	Claudia Aguiluz (CDPH)	9:20 – 9:25
<b>Q&amp;A for TPA/ My Turn / myCAvax</b>			9:25 – 9:35
7	Provider Call Center	Ana Ramirez (CDPH)	9:35 – 9:40
8	Pediatric Provider Recruitment	Nisha Gandhi (CDPH) & Mike Steenburgh (CMA)	9:40 – 9:45
9	Clinical Update	Louise McNitt, MD (CDPH)	9:45 – 9:50
10	Storage & Handling	Claudia Aguiluz (CDPH)	9:50 – 9:55
11	Wrap-Up & Feedback Poll	Leslie Amani (Facilitator)	9:55 – 10:00
<b>Q&amp;A General</b>			

# Announcements

# FREE Stickers & Buttons

- The Immunization Action Coalition (IAC) is offering FREE “I Got My COVID-19 Vaccine” buttons and stickers in English, Spanish, or both. Use them to boost confidence in COVID-19 vaccines!
- Available to public health departments and nonprofit organizations and clinics providing COVID-19 vaccination services in communities experiencing health disparities and vaccine hesitancy
- Click this link to access the order form:  
[www.surveymonkey.com/r/2KQZJ6B](http://www.surveymonkey.com/r/2KQZJ6B)




# 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!

 Vaccinate  
ALL 58

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.



# Vaccine Marketplace Demonstration Archived



## myCAVax Vaccine Marketplace Demo

If you have questions regarding the **vaccination process**, please contact the COVID Call Center, [covidcallcenter@cdph.ca.gov](mailto:covidcallcenter@cdph.ca.gov) or call (833) 502-1245.

Please direct **all technical questions** (password resets, etc.) to the Help Desk [myCAVax.HD@accenture.com](mailto:myCAVax.HD@accenture.com) or call (833) 502-1245 and select option 2.

### Upcoming Provider Training Sessions:

Find schedule and register for upcoming sessions here: <https://eziz.org/covid/education/>

If you have myCAVax system and navigation questions, please post them in the Q&A field.



[Link: myCAVax Vaccine Marketplace Demo](#)

**PW: myCAVax2021!**



# COVID-19 Vaccine Provider FAQs

- Answers to questions on the hottest topics
- Updated weekly: Last updated 06.03.2021
- Currently in its 22nd iteration!



**Q: What is the new Vaccine Incentive Program?**

A: The Vaccine Incentive Program is a \$116.5 million initiative implemented by the State to reinforce the value of COVID-19 vaccination for all Californians, especially those in communities hardest hit by the pandemic. The Vaccine Incentive Program offers eligible Californians who have received the COVID-19 vaccine, a chance to receive virtual prepaid credit cards and grocery gift cards and win cash prizes. For more information, please visit [Vax for the Win: California's COVID-19 Incentive Program](#).



**Q: Are COVID-19 vaccine Providers involved in implementing the Vaccine Incentive Program?**

A: COVID-19 vaccine Providers are not involved in implementing the Vaccine Incentive Program but are encouraged to share information with patients and answer patient questions. For more information on the Vaccine Incentive Program, please visit [You Call the Shot California](#), [You Call the Shot California FAQs](#), and [Vax for the Win: California's COVID-19 Incentive Program](#). To access a printable flier, please visit [You Call the Shot California Flier](#).



**Q: On what date will vaccine order requests replace the capacity report in myCAVax for TPA-Network COVID-19 vaccine Providers?**

A: Beginning Friday, June 4, TPA-network COVID-19 vaccine Providers will complete COVID-19 vaccine order requests in myCAVax. The vaccine order requests will replace the weekly COVID-19 Vaccine Capacity Reports.

## 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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[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

Jane Grey, CDPH

# California's Allocations (as of 5/31/21)

Currently 6,425,683 Doses on Hand (50 days of inventory)



Program	Doses Shipped	Doses Delivered
Dialysis Partnership	10,530	10,530
FEMA	755,430	755,430
HRSA-Funded Health Centers	2,920,370	2,920,170
Pharmacy Partnership	11,623,260	11,559,070
Federal Entity	2,125,880	1,107,000
Jurisdiction – State Allocations	31,305,655	31,251,260
<b>Totals</b>	<b>48,741,125</b>	<b>47,603,460</b>
<b>Totals Minus Fed</b>	<b>46,615,245</b>	<b>46,496,460</b>

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

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

# Doses Administered to Date (6/2/2021)

**37,826,298** doses  
administered!

**64.4%** of 12+ population has  
received at least one dose and  
51.6% are fully protected!

**GOAL:** protect **75%** of Q1  
population...we're at 53.6%.  
Incremental progress is being made  
from innovative efforts getting vaccine  
out in more Q1 communities.



Cal State Fullerton nursing students protecting each other.

# Communications Update

Cielo Avalos, CDPH

# Week of Action: June 7-12

## June 7:

- Ask-A-Peer on CDPH's [Instagram](#) and [Facebook](#)
- **TV** - Univision's Medical Chief Correspondent Dr. Juan
- **TV** - Azteca LA - KJLA "COVID Special Integration" airing 6-630pm

## June 8:

- Ask-A-Peer on CDPH's [Instagram](#) and [Facebook](#)
- Spoken Word Video Debut on CDPH's [Instagram](#) and [Facebook](#)
- **YouTube** Pepe Garza interview and performance with Mariachi Aguilas de Piedra song "Vacúnate"
- Estrella and Univision **Radio** Stations Call in interviews with CDPH experts

## June 9:

- Ask-A-Peer on CDPH's [Instagram](#) and [Facebook](#)
- Small Business Video post on CDPH's [Instagram](#) and [Facebook](#)
- [Facebook](#) Live with El Potrillo and Kaiser Permanente's Dr. Rodriguez
- **LIVE Radio** Call in Interviews on Estrella Radio, Hmong Radio
- **YouTube** World Release of Mariachi Aguilas de Piedra Video "Vacúnate"
- Univisión "Despierta América" **TV** Segment

## June 10:

- Ask-A-Peer on CDPH's [Instagram](#) and [Facebook](#)
- Spoken Word Video Debut on CDPH's [Instagram](#) and [Facebook](#)
- Univisión "Despierta América" **TV** Segment
- **LIVE Radio** Call in Interviews on Estrella Radio, Hmong Radio

## June 11:

- Ask-A-Peer on CDPH's [Instagram](#) and [Facebook](#)
- **Radio** Call in Interviews with CDPH expert on Radio Bilingue

Visit our website at: <https://www.vaccinateall58.com/>



# TPA Update

Jeff Merritt, Blue Shield of CA - TPA

1. Overview of upcoming changes
2. Reminder to use Vaccine Marketplace (minimum viable product)
3. Process flow
4. Eligibility & Upcoming training
5. Communication and training plan for LHJs/Providers

# Upcoming allocation and supply chain changes

**Upcoming changes to allocation and supply chain systems and processes are expected to involve a number of stakeholders;** appropriate change management is needed to ensure all stakeholders are prepared for changes prior to expect roll out dates

Upcoming changes in vaccine allocation and supply chain	Proposed roll out	Stakeholders involved					Specific asks for LHJs, as applicable
		CDPH and TPA	LHJs and MCEs	In-network providers	VFC providers	Other out-of-network providers	
Onboarding new providers for adolescent vaccination on myCAVax	Ongoing <sup>1</sup>	x			x	x	
Redistribution of existing on-site inventory	Ongoing <sup>1,2</sup>	x	x	x	x	x	Continued support to facilitate redistribution in the respective geography
Vaccine Marketplace for on-site inventory – Phase 1	May 25 <sup>th</sup>	x	x	x	x	x	
Pfizer 30-day storage	May 20 <sup>th</sup> <sup>1</sup>	x	x	x	x	x	
Moderna box size change from 100 to 140	June 1 <sup>st</sup> <sup>3</sup>	x	x	x	x	x	
Pfizer 450 box and different needle kits available to order	June 1 <sup>st</sup> <sup>3</sup>	x	x	x	x	x	Reinforce communication to providers that only one 450 Pfizer box to be ordered per site and larger orders to be fulfilled through 1170 Pfizer box
Transition to a new ordering system - Phase 1; and updated Vaccine Marketplace	June 4 <sup>th</sup> system update / June 7 <sup>th</sup> roll out	x	x	x	x		Review and approve requests submitted by in-network providers in the geography
Transition to new ordering system - Phase 2	TBD	x	x	x	x	x	Review and approve requests submitted by in-network and select ( <i>criteria tbd by appropriate state decision makers</i> ) out-of-network providers
Redistribution of new Pfizer orders to small providers for adolescent vaccination	TBD for system update, manual process is ongoing	x	x	x	x	x	Support re-distribution of Pfizer to small providers, per LHJ preference
Transition to new ordering system – End state	TBD	x	x	x	x	x	

1. Change has already occurred and/or is in progress

2. Several LHJs / MCEs have been engaging in redistribution for several weeks

3 System changes to be in place by May 28th

Please use vaccine marketplace as the primary way to fulfill vaccine needs

### Vaccines Available for All Providers in myCAvax

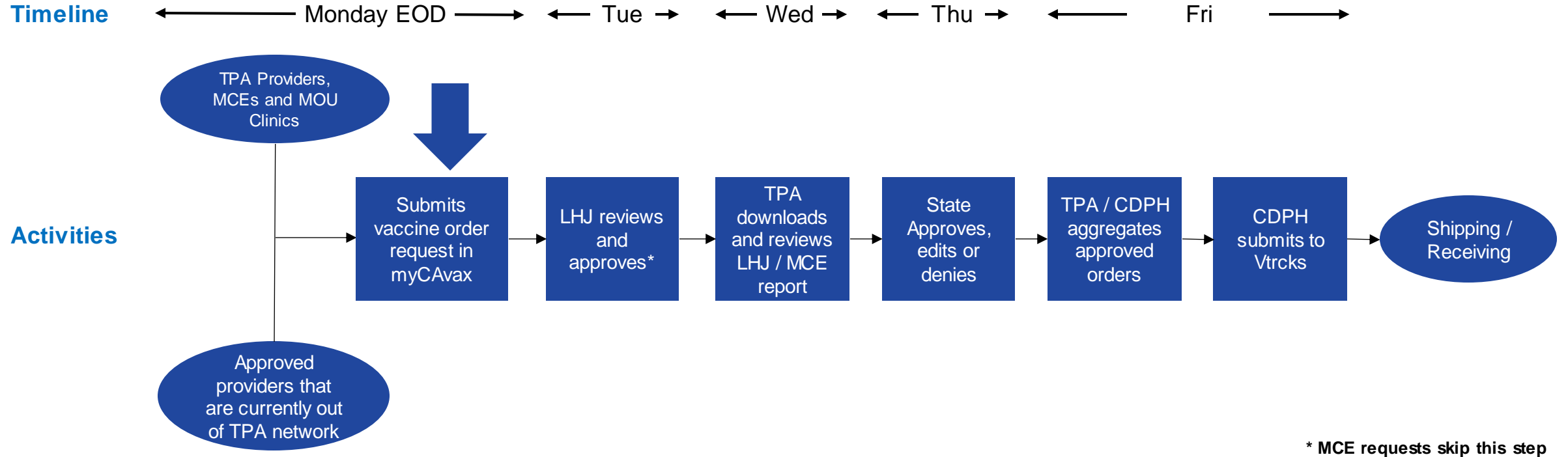
- Providers are now able to post excess state-allocated doses that can't be used and request vaccine doses in the [myCAvax Vaccine Marketplace](#)!
- This new feature is open to **all** Providers in the COVID-19 Vaccination Program who are approved in myCAvax, including newly enrolled providers and all other providers regardless of TPA network enrollment or if they have never received doses. See links to Vaccine Marketplace Overview training sessions above.

### Vaccine Marketplace Trainings

Password for all sessions is **myCAvax2021!**

Vaccine Marketplace Overview [archived session](#)

# Recap: transition to a simplified request-based allocation process



Source: myCAvax team, TPA allocation & supply chain workflow



## Ordering Training/Refresh

Both coordinators associated with each site in the TPA network & covered under MOU should have received an invitation to the trainings/refreshers below:

- Eligible for orders Monday, June 7
  - TPA, Indep. Ped. & Fam. Practice/VFC Onboarded in last week
    - Wednesday 6/2 at 1 PM
    - Thursday 6/3 at 2 PM
    - Monday 6/7 at 10 AM (Q&A)
    - Tuesday 6/8 at 11 AM
    - Thursday 6/10 at 11 AM
- All other providers will be placed on suspend status
  - If we missed someone with a valid exemption, please contact call center
- Coverage will include a refresh on how to use ordering in myCAvax
  - Training job aids are also in myCAvax



# Communication and Training Schedule week of May 31 – TPA Phase 1

	May 31	June 1	June 2	June 3	June 4
What's changing (Release update)	HOLIDAY	6 am Vaccine Marketplace enhancements available			Release 10.1 – Order Request Updates
LHJ communication / Training		1 pm weekly meeting 3 pm LHJ Information Communication Phase 1 TPA Order Request Process	9 AM LHJ OH & Marketplace demo	11 am 411 LHD – Order Allocation Refresh	LHJ End of Week Communication – Hot Topics, New functionality, Release 10.1
Provider communication / Training		10 am Vaccine Marketplace Demo 3 pm Provider Information Communication Vaccine Marketplace Reminder	10 am Vaccine Marketplace Demo 10 am Provider - Enrollment 1 pm TPA Provider Network Training Session	2 pm Provider Vaccine Order Request Refresh – TPA Users 3 pm Provider Vaccine Order Request Refresh – New Users	9 am Provider OH & Marketplace demo 10 am Provider - Enrollment Provider Weekly Wrap Up Communication – Hot Topics, new functionality, Release 10.1
Leadership communication					
CDPH internal team(s) communication		8 am Call Center Training	3 pm Weekly Help Desk Training 3 pm Upskilling Call Center & Enrollment	9 am Upskilling Call Center & Enrollment	

Weekly LHJ and Provider Email communications  
 Weekly Provider and LHJ meetings/ Office Hours  
 Internal CDPH teams communication and trainings  
 Green – Demos  
 Purple – Training



# Communication and Training schedule week of June 7

## TPA Phase 2

Weekly LHJ and Provider Email communications  
Weekly Provider and LHJ meetings/ Office Hours  
Internal CDPH teams communication and trainings  
Green –Demos  
Purple – Training

	June 7	June 8	June 9	June 10	June 11
<b>What's changing (Release update)</b>					Release 11.0 - Enhance Vaccine Marketplace Additional validations in VTrckS files per CDC requirements
<b>LHJ Communication / Training</b>		1 pm LHJ weekly meeting 3 pm LHJ Information Communication Phase 2	9 am LHJ OH & Marketplace & Orders demo	11 am 411 LHD – Order Allocation Refresh	LHJ End of Week Communication – Hot Topics, new functionality, LHJ - Release 11.0 1 pm What's New in myCAvax
<b>Provider Communication / Training</b>	10 am Vaccine Order Request Q&A 2pm Provider 101 - Enrollment	11 am Provider Vaccine Order Request 3pm Provider Vaccine Inventory Management 3 pm Provider Information Communication Phase 2	10 am Provider 101 - Enrollment	10 am Clinic Manager Training 11 am Provider Vaccine Order Request 1 pm Provider Vaccine Inventory Management	9 am Provider OH & Marketplace demo 10 am Provider 101 –Enrollment 11:30 am What's New in myCAvax Provider Weekly Wrap Up Communication – Hot Topics, new functionality Provider – Release 11.0
<b>Leadership Communication</b>	2pm LHJ/TPA steerco				
<b>CDPH internal team(s) Communication</b>		8 am Call Center Training	3 pm Weekly Help Desk Training 3 pm Upskilling Call Center & Enrollment	9 am Upskilling Call Center & Enrollment	



# My Turn and myCAvax Update

Eric Norton (My Turn) and Claudia Aguiluz (CDPH)



myCAvax



My Turn



My Turn  
Volunteer



# Table of Contents

- Vax For The Win
- Update on Move to Order Request Transition
- Update on Vaccine Marketplace

Announced on May 27, Governor Newsom's historic \$116.5 million vaccine incentive program – the biggest in the entire country – is a multi-faceted initiative to reinforce the value of vaccination for all Californians, especially those in communities hardest hit by the pandemic, as California prepares to safely reopen the economy on June 15th. Californians who have received the vaccine are already entered for cash prizes, and those who haven't yet should get vaccinated ASAP to receive a \$50 card and a chance to win cash prizes.

### **\$15 MILLION GRAND CASH PRIZES FOR 10 WINNERS:**

On June 15, ten residents\* will win cash prizes of \$1.5 million each, totaling \$15 million in cash prizes.

### **\$50,000 FRIDAYS FOR 30 WINNERS:**

Fifteen winners\* will be selected on Friday, June 4 and an additional fifteen winners will be selected on Friday, June 11 to win a \$50,000 cash prize each, totaling \$1.5 million in cash prizes.

### **\$50 INCENTIVE CARDS FOR THE NEXT 2 MILLION VACCINATED:**

The next two million people\*\* who begin and complete their COVID-19 vaccination will automatically be eligible for a \$50 Virtual Prepaid Card.



One day after the announcement of the program, there was an 11.08% increase in 1<sup>st</sup> doses. We will continue to monitor the data.

# Vaccine Marketplace & Vaccine Ordering

Claudia Aguiluz, CDPH

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

### Market

72 Requests posted (from 10 counties), and 275 posts reporting excess from provider locations in 40 Counties. Note that each location may post up to 3 products. For the posting of excess doses: There is a total of 239,578 doses posted: 66% of these are Janssen, 23% Moderna, 11% Pfizer.

### Responsibilities

The sender is responsible for coordinating a responsible and safe transfer, and ensuring the receiver is covered by a COVID-19 provider agreement and adheres to its requirements.

Sender and receiver are responsible for closing posts.

### Engagement

Agents have communicated with all providers about availability of the Vaccine Marketplace on EZIZ, webinar, call center info, and email communications. The TPA is also actively reviewing information.

#### Note

- This list supports Vaccine Order Request processes.
- You will continue to use transfer processes for transferring vaccine in the myCAvax system.
- The Marketplace does not replace emergency transfers. Emergency transfer is a one-time, unplanned event.
- The Marketplace is not redistribution. Redistribution is an approved CDPH program, for routine breakdown and transfer of vaccine in a hub and spoke model.

## Update on Transition to Vaccine Order Requests

As we roll out new processes and functionality in the myCAvax system, the Vaccination Capacity Report will be phased out.

### TPA Network Providers

Starting June 4, you can submit a vaccine order request using the Order Request Form. You may be familiar with this form from previous use prior to the switch to the Vaccine Capacity Report.

### New Providers (e.g., VFC/Adolescent Providers, Mobile/Pop-up Clinics)

You will submit a vaccine order request using the Order Request Form.

### Details

- Orders submitted by 5 PM PT Mondays will be processed that week for vaccine receipt the following Monday or Tuesday.
- Providers do not have to order vaccine weekly if they have a sufficient supply of properly stored vaccine.





## myCAvax Production Priority Release 10.1.0

### Announcement Details

This Priority Release deployment contains following items:

#### **Phase 1 implementation of next phase of ordering process**

- TPA In Network Providers will have access to Vaccine Order Request Form (instead of Vaccine Capacity Form).
- Vaccine Orders placed by TPA In Network Providers will go to LHD/MCE (instead of TPA) for review and approval.



# Vaccine Ordering

[Home](#)[Training](#)[Organization](#)[Vaccine Orders](#)[Vaccine Inventory](#)[Locations](#)[More](#)

Thank you for joining  
California's fight against  
COVID-19

[Enroll location](#)

## New Vaccine Order Request

### Primary Information

\* Account

\* Vaccine



Moderna-140/box - COVID-19 Vaccine



Pfizer-BioNTech-450/box - COVID-19 Vaccine



Janssen - 100/box COVID-19 Vaccine



Pfizer-BioNTech-1170/box - COVID-19 Vaccine



Moderna-100/box - COVID-19 Vaccine

\* Doses Requested

\* Doses Administered

\* How many doses in this order will be used for dose 2?

Comments/Extra Quantity Justification

### Inventory Information



#### Inventory Detail

Lot Number

Quantity

Expiration Date

Action

[Cancel](#)[Save as Draft](#)[Save & Submit](#)

1. Click to select name of location

6. Report on-on hand inventory. **Tip-** Enter -0- if first time order or have no inventory on-hand

7. You can save a draft or submit the request

## New Vaccine Order Request

Primary Information

Account

Vaccine

Moderna-140/box - COVID-19 Vaccine

Pfizer-BioNTech-450/box - COVID-19 Vaccine

Janssen - 100/box COVID-19 Vaccine

Pfizer-BioNTech-1170/box - COVID-19 Vaccine

Moderna-100/box - COVID-19 Vaccine

Doses Requested

Doses Administered

How many doses in this order will be used for dose 2?

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

Add Row

Cancel

Save as Draft

Save & Submit

2. Click to select from 4 vaccine products. Only Select 1 product per order.

3. Enter number of doses requested, in multiples of lot size

4. Enter number of doses administered. **Tip-** Enter -0- for first time orders or if have not submitted capacity forms.

5. Of doses requested, how many will be used for 2nd doses?

# Products



## New Vaccine Order Request

### Primary Information

Account

Q Enter Search Key

Vaccine

Q Enter Search Key

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

Doses Requested

Doses Administered

How many doses in this order will be used for dose 2?



Comments/Extra Quantity Justification

## Moderna

2 different packaging available to order (140 and 100 dose packaging)

Ancillary kits are the same for both products

100 dose/box will be phased out once inventory is depleted

## Pfizer

2 different packaging available to order (450 and 1,170 doses)

Ancillary kits for Pfizer 450 box will contain 100% 25G x 1" needles.

No dry ice refresher will be sent to follow the Pfizer 450 order size.

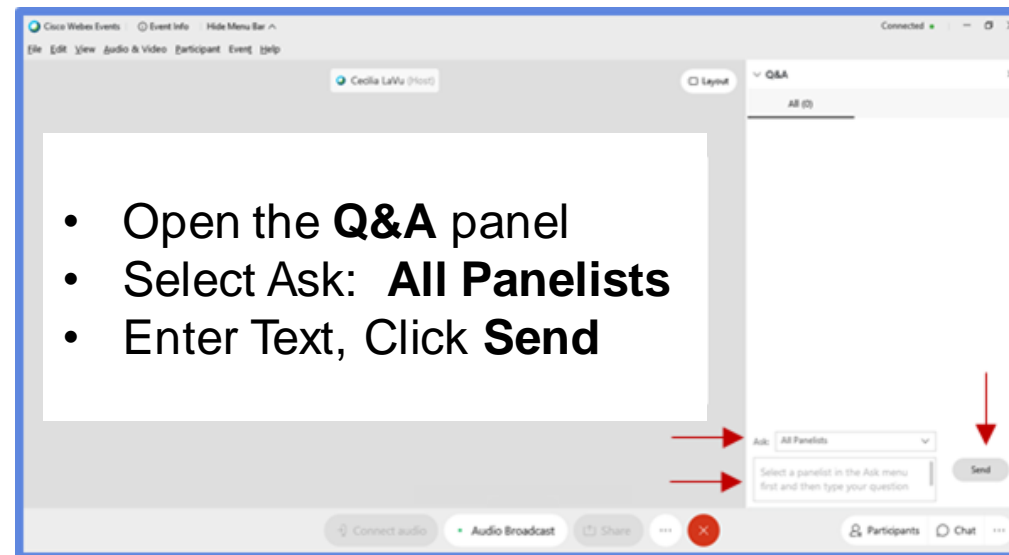
Max order Qty for 450 is 450! If need 900 doses or more, place orders for the 1,170 NDC.

- 315 needles (25G X 1")
- 315 syringes (1 mL, LDV)
- 160 needles (25G X 1")
- 160 syringes (1 mL)
- 80 mixing needles (21G-25G X 1.5")
- 80 mixing syringes (3 mL or 5 mL)
- 1,200 alcohol pads
- 450 vaccination record cards
- 4 needle gauge and length charts
- 10 face shields
- 20 surgical masks
- 75 diluent vials

# Provider Office Hours Q&A

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

## Q&A Panel



# Provider Call Center

Ana Ramirez, CDPH

# Calls of the Week

- Enrollment Status
  - Approval Review - ~ 1-2 business days
  - VFC Review – Varies; can be as fast as same day
  - Follow Up – Varies; depends on number of issues and provider responsiveness
- Vaccine Order Status
  - Must be approved by LHD
  - “Rejected” could mean vaccine from Vaccine Marketplace
- New hours of operation June 7: 8AM - 6PM Monday-Friday



# Pediatric Provider Recruitment

Nisha Gandhi, CDPH and Mike Steenburgh, California Medical Association

# Provider Enrollment Update

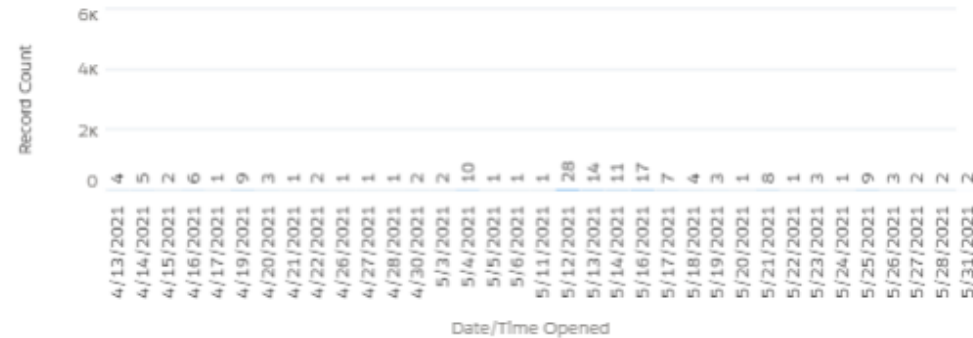
Approved Provider Enrollment Apps

Total Approved Provider Enrollment Apps

6,434

[View Report \(Approved Provider Enrollment Apps\)](#)

Provider Location Enrollment Apps



[View Report \(Provider Location Enrollment Apps\)](#)

Provider Location Enrollment Apps

8,419

[View Report \(Provider Location Enrollment Apps\)](#)

# VFC Onboarding Status

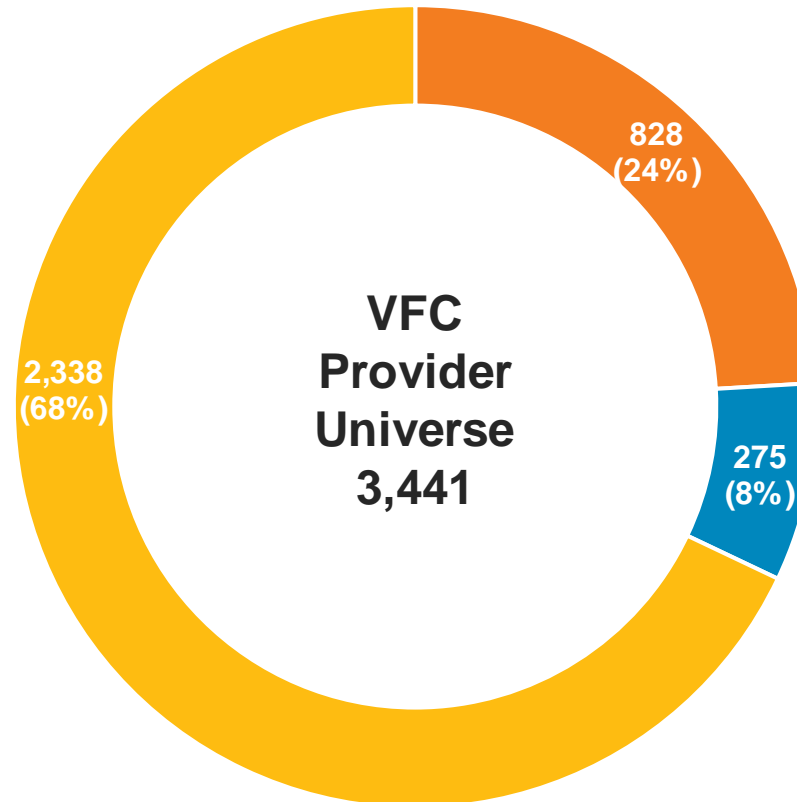
**On 5/11, 2,338 locations** were not on myCAvax

- **12%** (270) started but did not finish an app.
- **2%** (55) have a completed app under review
- **2%** (37) applications have been approved

## ATTENDANCE METRICS

Session	Date	# Attended
CDPH Webinar	Tue, 5/11	635 individuals
	Tue, 5/25	156 individuals
myCAvax Training101	Tue, 5/18	59 providers – AM session 38 providers – PM session
	Wed, 5/19	39 providers – AM session 33 providers – PM session
	Thu, 5/20	27 providers – AM session 22 providers – PM session
	Fri, 5/21	26 providers – AM session
	Mon, 5/24	39 providers – PM session
	Wed, 5/26	36 providers – PM session
Vaccine Marketplace Demo	Thurs, 5/27	74 providers – PM session

■ Vaccinating ■ On myCAvax ■ Not on myCAvax



**828 locations vaccinating** and administered 2.2M doses last month

- **46%** of doses in VEM Q1 locations
- **29%** of doses in VEM Q2 locations

**275 locations (166 unique providers)** are on myCAvax, but did not receive supply

- **98%** (269 locations) did not submit capacity form

## OUTREACH COMPLETED

**100% of the 166 providers** received a comm. (5/20)

- Sent via the CMA mailbox
- Response requested by 5/21, providers to indicate whether they plan to vaccinate
- 40 providers have responded so far
  - 35 will vaccinate
  - 5 will not vaccinate

# Provider Vaccination Onboarding Journey – CMA Turnkey Solution

## Provider Vaccination Onboarding Journey

Enroll in local registry



Enroll in myCAvax



Marketplace Vaccine Sourcing



Prepare for Vaccine Clinic



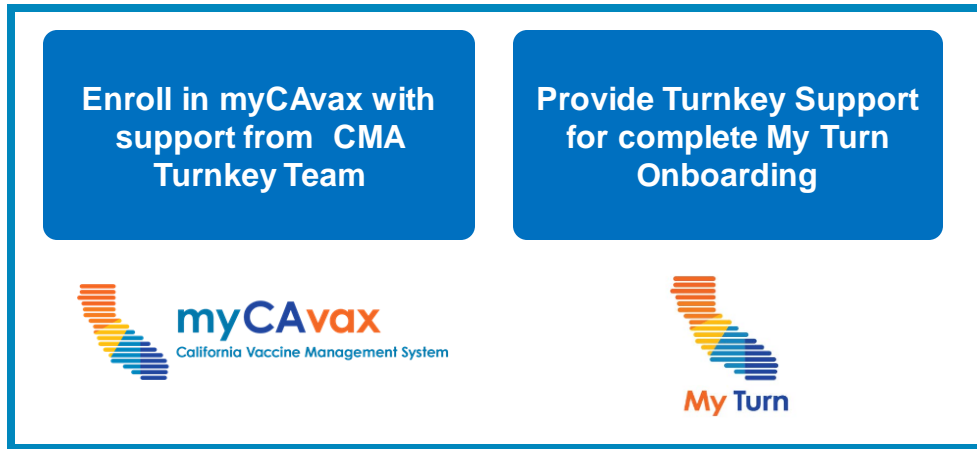
Reporting Vaccine Administration



- CMA intakes providers when they email [vaccinenetwork@cmadocs.org](mailto:vaccinenetwork@cmadocs.org)
  - TPA directing traffic
  - CDPH directing traffic
  - Outreach to stalled applicants
- Over 200 provider accounts under management
- 30 practice Liaisons with expertise and backend access across all journey platforms

# Provider Vaccination Onboarding Journey – CMA Turnkey Solution

## Truncated Provider Onboarding Journey



## Ongoing : Clinic Turnkey Solution

- Initial Clinic Setup
- Open Appointments
- User Management
- Access Reports
- Issue Management
- Access Help Desk

## Highlights:

- **NO** TPA Provider Agreement
- Assuming they're on CAIR2 (if not, we can assist)
- Expedited myCAvax enrollment process
- Turnkey support for My Turn onboarding for a “closed” clinic
- Utilize My Turn “walk-in” feature


# Clinical Update

Louise McNitt, MD, CDPH

# Myocarditis/Pericarditis Update


## CDPH Health Advisory: Myocarditis and Pericarditis after Receipt of mRNA COVID-19 Vaccines Among Adolescents and Young Adults May 28, 2021

- CDC continues to investigate
- COVID-19 immunization is still recommended for persons 12 years of age and older
- 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 \(VAERS\)](#)



State of California—Health and Human Services Agency  
California Department of Public Health

TOMAS J. ARAGON, M.D., Dr.P.H.  
Director and State Public Health Officer



GAVIN NEWSOM  
Governor

**Health Advisory: Myocarditis and Pericarditis after Receipt of mRNA COVID-19 Vaccines Among Adolescents and Young Adults**  
May 28, 2021

- CDC is investigating recent reports of myocarditis and pericarditis in young adults and adolescents shortly after receipt of mRNA COVID-19 vaccines.
- COVID-19 immunization is still recommended for persons 12 years of age and older.
- All cases of myocarditis following receipt of COVID-19 vaccine, as well as other adverse events following vaccination, should be reported promptly to the [CDC/FDA Vaccine Adverse Event Reporting System \(VAERS\)](#).

CDC has posted the following [Clinical Considerations: Myocarditis and Pericarditis after Receipt of mRNA COVID-19 Vaccines Among Adolescents and Young Adults](#)

Since April 2021, cases of myocarditis and pericarditis have been reported in the United States after mRNA COVID-19 vaccination (Pfizer-BioNTech and Moderna), particularly in adolescents and young adults. There has not been a similar reporting pattern observed after receipt of the Johnson & Johnson COVID-19 vaccine.

In most cases, patients who presented for medical care have responded well to medications and rest and had prompt improvement of symptoms. Reported cases have occurred predominantly in male adolescents and young adults 16 years of age and older. Onset was typically within several days after mRNA COVID-19 vaccination, and cases have occurred more often after the second dose than the first dose. CDC and its partners are investigating these reports of myocarditis and pericarditis following COVID-19 mRNA vaccination.

CDC continues to recommend [COVID-19 vaccination](#) for everyone 12 years and older given the risk of COVID-19 illness and related, possibly severe complications, such as long-term health problems, hospitalization, and even death.

**Background**

Myocarditis is inflammation of the heart muscle, and pericarditis is inflammation of the lining outside the heart. In both cases, the body's immune system is causing inflammation in response to an infection or some other trigger. Symptoms can include chest pain, shortness of breath, or palpitations.

The severity of cases of myocarditis and pericarditis can vary. For the cases reported after mRNA COVID-19 vaccination, most who presented to medical care have responded well to medications and rest.

# Storage & Handling

Claudia Aguiluz, CDPH



# Pfizer 450

- Ordering began Friday, May 28 with first delivery on Tuesday, June 1
- When placing orders, awardees should select an order intention of Adult or Pediatric for their Pfizer BioNTech 450 order.
  - Determines which ancillary kit is shipped with vaccine
    - Pediatric ancillary kit contains 1" needles
    - Pediatric kits are only available with the 450 configuration (No pediatric kits with 1170 configuration)



# Pfizer 450

- Pfizer 450 will be 36% of allocation
- Ships in the same thermal container
  - 3 trays with 150 doses (25 vials) per tray
  - Ancillary kits are not divided into 150-piece sets.
- No dry ice arrives with the shipper. If dry ice is desired for continued storage, it must be arranged locally. Plan ahead!
- Pfizer would like thermal shippers returned within four days as there are fewer of them
- [COVID-19 Vaccine Product Information Guide v9, May 25, 2021](#)



# Demand, Supply & Expiry

## **Surge in vaccine expirations happening late May through June. To minimize wastage:**

- Monitor expiration dates weekly, rotate stock as needed, and follow a “first in, first out” strategy to manage inventory.
- As the expiration draws closer, check posted manufacturer information for the most up to date expiration/extension information for vaccine lots.
- REMOVE expired vaccine from the storage unit IMMEDIATELY. Do not give staff opportunity to administer expired vaccine.
- Dispose of the vaccine vial (with any remaining vaccine) and packaging as medical waste according to your local and state regulations. There is no return program for COVID vaccines.
- Do NOT return vaccine in the thermal shipping container.
- Check your vaccine stock using the CDC’s [Vaccine Lot Number and Expiration Date](#) web page.
- Use the Vaccine Marketplace.

# 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

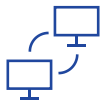


# Where can I go for additional help?

## Type of Support

## Description

Updated 4/6/21



### Signing the TPA Provider Agreement

- Send an email to the TPA Network Contracting team if you are interested in signing a TPA provider agreement to join the enhanced COVID-19 Vaccine Network.
- The team is working through a high volume of requests and will continue doing so during the next several weeks. They will contact you at their first opportunity to walk you through the agreement. Email: [CovidVaccineNetwork@blueshieldca.com](mailto:CovidVaccineNetwork@blueshieldca.com)



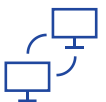
### Allocation process inquiries

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 to you. If you are representing a Local Health Jurisdiction (LHJ)/County, it will be forwarded directly to your TPA representative for your LHJ/County, who will respond to you. Email: [TPA\\_Allocations@blueshieldca.com](mailto:TPA_Allocations@blueshieldca.com) (Note the underscore “\_” between TPA and allocations.)



### 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, option 2.
- “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 Clinic help desk

For Onboarding (those in the process of onboarding): [myturnonboarding@cdph.ca.gov](mailto:myturnonboarding@cdph.ca.gov)

For Technical Support: [MyTurn.Clinic.HD@Accenture.com](mailto:MyTurn.Clinic.HD@Accenture.com); (415) 621-9494: Daily (including Saturdays and Sundays) 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–8PM)



### TPA general inquiry

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) (Note the underscore “\_” between TPA and allocations.)

# Where can I go for enrollment support?

## California Medical Association (CMA) Enrollment Support



To receive assistance with the enrollment process, contact CMA:

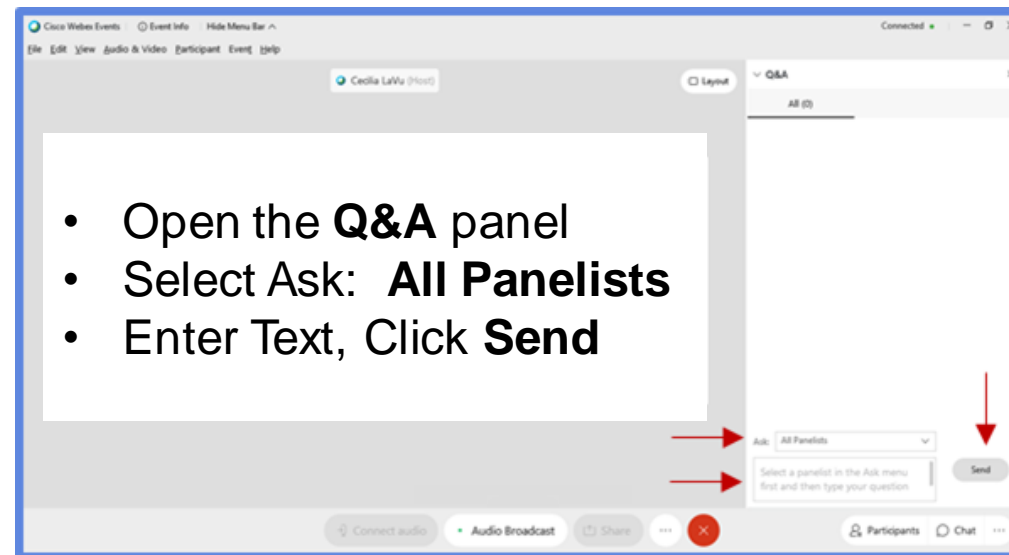
- Email: [VaccineNetwork@cmadocs.org](mailto:VaccineNetwork@cmadocs.org)



# Provider Office Hours Q&A

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

## Q&A Panel





# Thank you!



**Monday:**

**Next Friday:**

## My Turn & myCAvax Office Hours

## **Provider Office Hours**

**Monday, June 7th 12:00 PM**

**Friday, June 11<sup>th</sup> 9:00 AM**

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

**Access Code:** 145 995 8782

**Session Number:** 145 995 8782

**Session Password:** Immunize2020!