

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

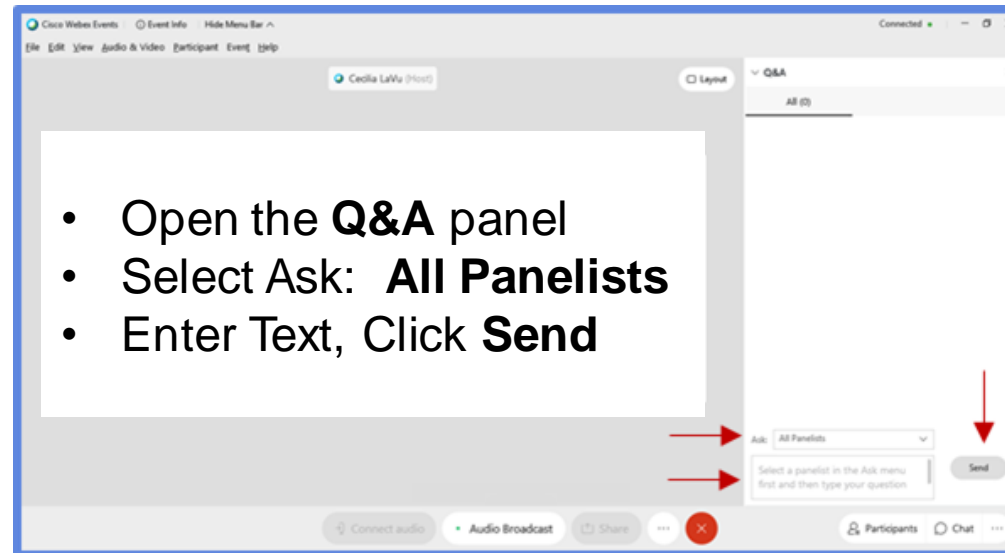
Friday, July 16, 2021



Provider Office Hours Q&A

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.

Reminder to Participants:



Please access today's slides and archived presentations at: <https://eziz.org/covid/education/>

We Appreciate Your Feedback!

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



Agenda: Friday, July 16, 2021

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 – 9:05
2	Administration & Allocation	Amy Pine (CDPH)	9:05 – 9:10
3	Provider & Public Call Centers	Ana Ramirez & Rachel Zillner (CDPH)	9:10 – 9:15
4	My Turn & myCAvax	Eric Norton (My Turn) & Nisha Gandhi (CDPH)	9:15 – 9:25
5	CalVaxGrant Update	Mike Steenburgh (CMA)	9:25 – 9:30
6	School Guidance Update	Naomi Bardach, MD (CHHS)	9:30 – 9:40
Q & A			9:40 – 9:45
7	Clinical Update	Louise McNitt, MD (CDPH)	9:45 – 9:50
8	Storage & Handling	Kate McHugh (CDPH)	9:50 – 9:55
9	Wrap-Up & Feedback Poll	Leslie Amani (Moderator)	9:55
Q & A			9:55 – 10:00

Announcements


Stay informed!

Provider Resources on eziz.org/covid

Frequent Content Updates:

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





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-6PM

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
Mon-Fri: 7AM-7PM
Sat-Sun: 8AM-1PM

Clinic Translation Line:
(833) 980-3933

Program Updates

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. If you need assistance with accessing documents on this website, email covidcallcenter@cdph.ca.gov or call (833) 502-1245. Call center hours are Mon-Fri 8 am-6 pm.

Program Education and Support

- [Provider Office Hours and myCAvax Training Sessions](#)
- [Weekly Calendar of Provider Webinars and Trainings](#)
- [Frequently Asked Questions](#) Updated 7/15
- [Guide to Other COVID-19 Vaccine Related Websites](#)

Alerts:

No Missed Opportunities!

- Vaccinate every eligible person who comes to your vaccination site—even if it means puncturing a vial at the end of the day. See [Missed Vaccination Opportunities and Wastage](#) job aid for details.

CalVaxGrant for COVID-19 Vaccine Providers

- [Grants Up to \\$55,000 Available for Support of Small Practices](#)
- Have questions about the application or grant process? Register for an upcoming webinar:

Thursday, July 15, 2021, at 10:00 AM
Friday, July 30, 2021, at 1:00 PM
Monday, August 9, 2021, at 9:00 AM

Now Enrolling 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 \(slides\)](#)

Be Prepared for Power Shutoffs!

If your site does not have a generator, we recommend having a partner facility (out of the immediate area) to move vaccine to if power is lost.



CalVaxGrant

Have questions about the application or want more information on the grant process?

Register for any of PHC's upcoming one-hour webinars:

- Friday, July 30, 2021, 1PM – 2PM [Register here](#)
- Monday, August 9, 2021, 9AM – 10AM [Register here](#)



#DontWaitVaccinate Campaign

- [Don't Wait Vaccinate social media messages/images](#)
- [School Robocall message templates](#) (English and Spanish)
- [School letter templates](#) (English and Spanish)



Recent communications including template school to parent letter and robocall messages:

- [Additional Immunization Reporting, May 26, 2021](#)
- [Catch Up Pediatric Patients, April 27, 2021](#)

COVID-19 Vaccination Program

Webinars and Training for Providers: **Week of July 19, 2021**

Note: Calendar subject to change

	Monday 7/19	Tuesday 7/20	Wednesday 7/21	Thursday 7/22	Friday 7/23
myCAvax	myCAvax Vaccine Order Request – with Q&A 10 am – 10:30 am PW: myCAvax2021!	Provider 101 Enrollment 10 am – 11 am PW: myCAvax2021!	Provider 101 Enrollment 10 am – 11 am PW: myCAvax2021!	Provider Vaccine Inventory Management 1 pm - 2 pm PW: myCAvax2021!	
MyTurn		Introduction to My Turn Onboarding 1 pm – 2 pm	What's new in My Turn Session 4 pm - 4:30 pm	Introduction to My Turn Onboarding 1 pm – 2 pm	
Combined Office Hours	My Turn and myCAvax Office Hours 12 pm – 1 pm PW: Immunize2020!				Provider Office Hours 9 am – 10 am PW: Immunize2021!

Help

Website: www.eziz.org/covid, [FAQs](#)
 General email: covidcallcenter@cdph.ca.gov
 CDPH Provider Call Center: 1-833-502-1245, 8am-6pm

My Turn email: myturnonboarding@cdph.ca.gov
 myCAvax Help Desk Email: myCAvax.HD@accenture.com
 Phone: (833) 502-1245, option 2

COVID-19 Vaccine Provider FAQs

- Answers to Provider questions
- Updated weekly: Last updated 07.15.2021
- Currently in its 28th iteration!



Q: Is a courier service available to transport vaccine between COVID-19 vaccine Providers using the myCAvax Vaccine Marketplace?

A: Yes. A courier service is available to transport vaccine between COVID-19 vaccine Providers using the myCAvax Vaccine Marketplace. To request a Vaccine Marketplace courier, Providers can contact the COVID-19 Provider Call Center via email at covidcallcenter@cdph.ca.gov, or by phone at 833.502.1245. For details on the Vaccine Marketplace, please visit [Vaccine Marketplace Job Aid](#).



Q: Should COVID-19 vaccine Providers puncture a new vial to vaccinate a small number of patients when all doses cannot be administered?

A: Yes. The CDC recommends COVID-19 Providers administer the vaccine to all eligible patients at vaccination sites, even if this requires puncturing a new vial without administering all doses. Providers should minimize waste, when possible, and continue to report any waste. Please see [Missed Vaccine Opportunities & Wastage](#) and [Identification, Disposal, and Reporting of COVID-19 Vaccine](#) for complete guidance.



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

A: Eligible COVID-19 vaccine Providers, in participating Local Health Jurisdictions, can order smaller quantities of vaccine in myCAvax. The “Small Order” option will appear on the myCAvax Order Request Form for Providers who are designated to receive smaller shipments by their Local Health Jurisdictions. Please note: Providers should only submit small order requests when a standard order cannot be accommodated, or when vaccine doses cannot be found on the Vaccine Marketplace. For further details, please visit [Updates for Providers: Small Ordering](#).

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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Vaccinate ALL 58

Provider FAQs on EZIZ

Administration & Allocation

Amy Pine, CDPH

Doses Administered to Date (7/14/21)

42,707,762 doses administered!

- **70.1%** of 12+ population has received at least one dose and 60.9% is fully protected!
- **72.68%** of 18+ population has received at least one dose and 63.38% is fully protected.
- **79.42%** of 65+ population has received at least one dose and 69.45% is fully protected.



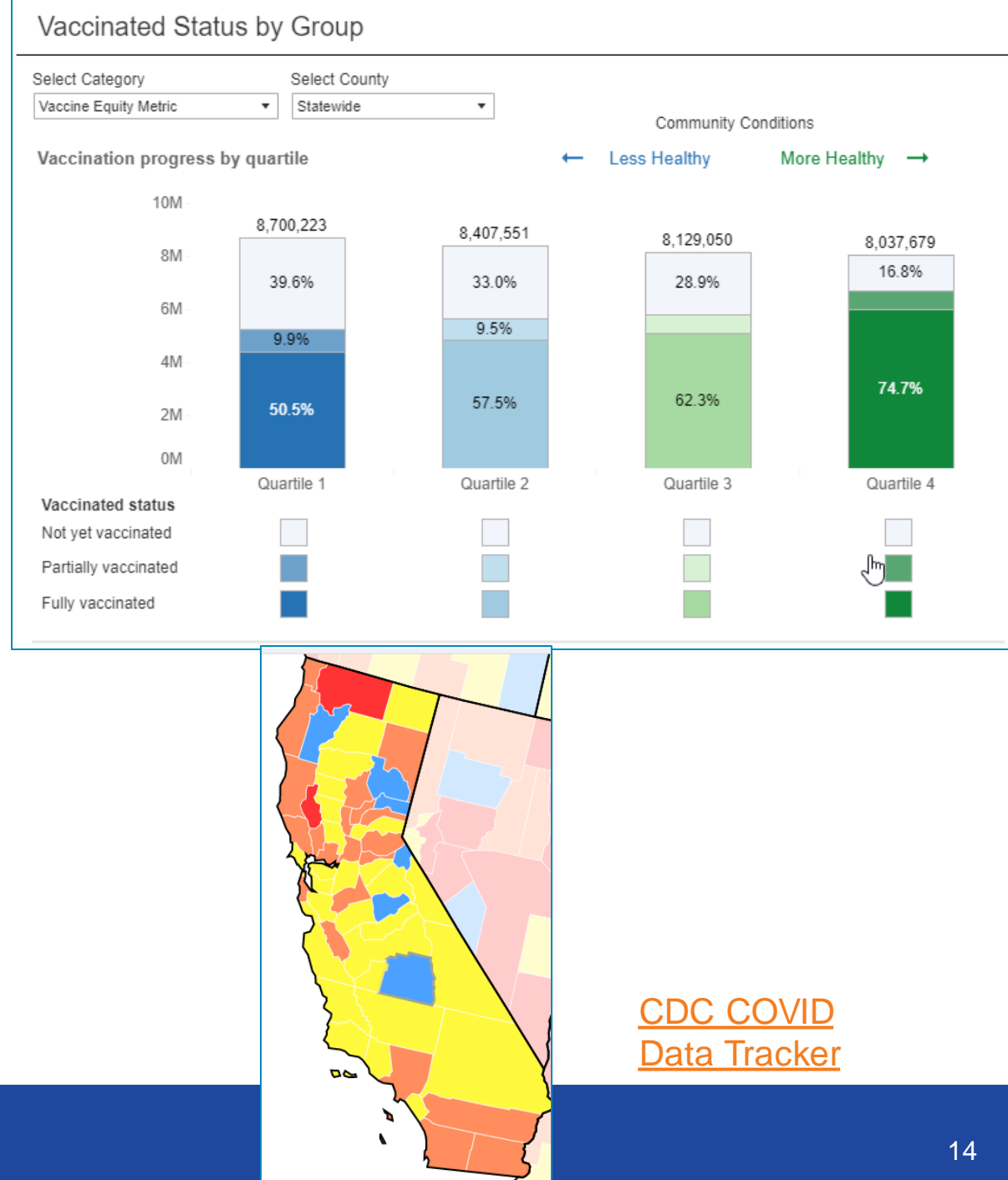
Vaccine Equity Metric

Target: Protect **70%** of Q1 and Q2 populations

- **60.4%** of Q1 population has received at least one dose; 50.5% are fully protected.

California is seeing upticks in cases and hospitalizations.

- Over 9,900,000 eligible Californians remain unvaccinated.

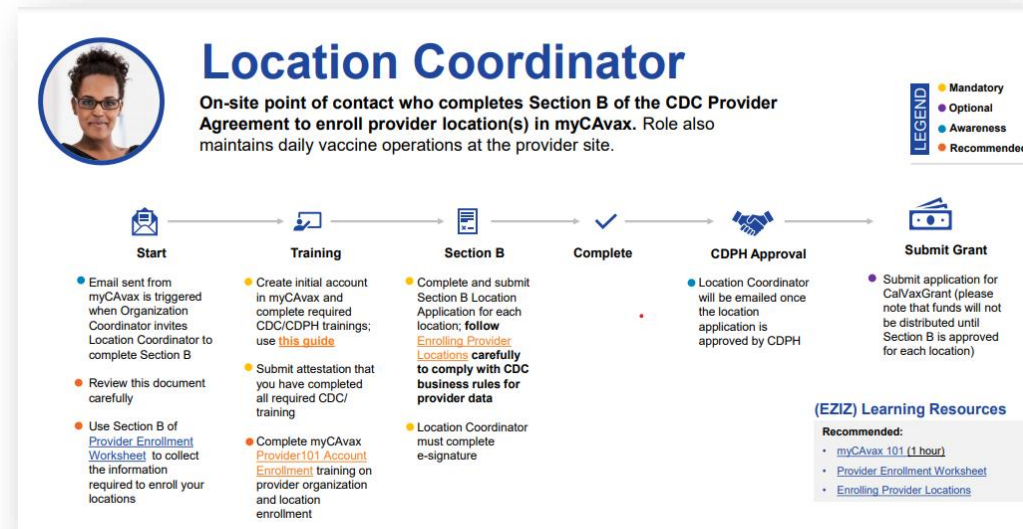


Provider & Public Call Centers

Ana Ramirez & Rachel Zillner, CDPH

Provider Call Center

- Enrollment process questions
 - New [Enrollment Kit](http://www.eziz.org/covid/enrollment) on www.eziz.org/covid/enrollment
- Vaccine Marketplace matching assistance
 - Mobile Med courier service
 - Transport only
 - Available federal doses
 - Reminder to close out vaccine posts
 - Already matched vaccine
 - Keeping vaccine
 - Expired Vaccine



Details the courier will need:

- Pickup location, hours, access details, POC
- Drop-off location, hours, access details, POC
- Amount of vaccine being shipped (number of coolers/transport containers)
- Whether transport container/data logger need to be returned to the original location; etc.

Digital Vaccination Record Call Center Report
Last Data Updated: 2021-07-12

Running Totals since June 18th, 2021

30,406

*Total DVR
Inbound Calls*

0:06:32

*Average Call Length
(hh:mm:ss)*

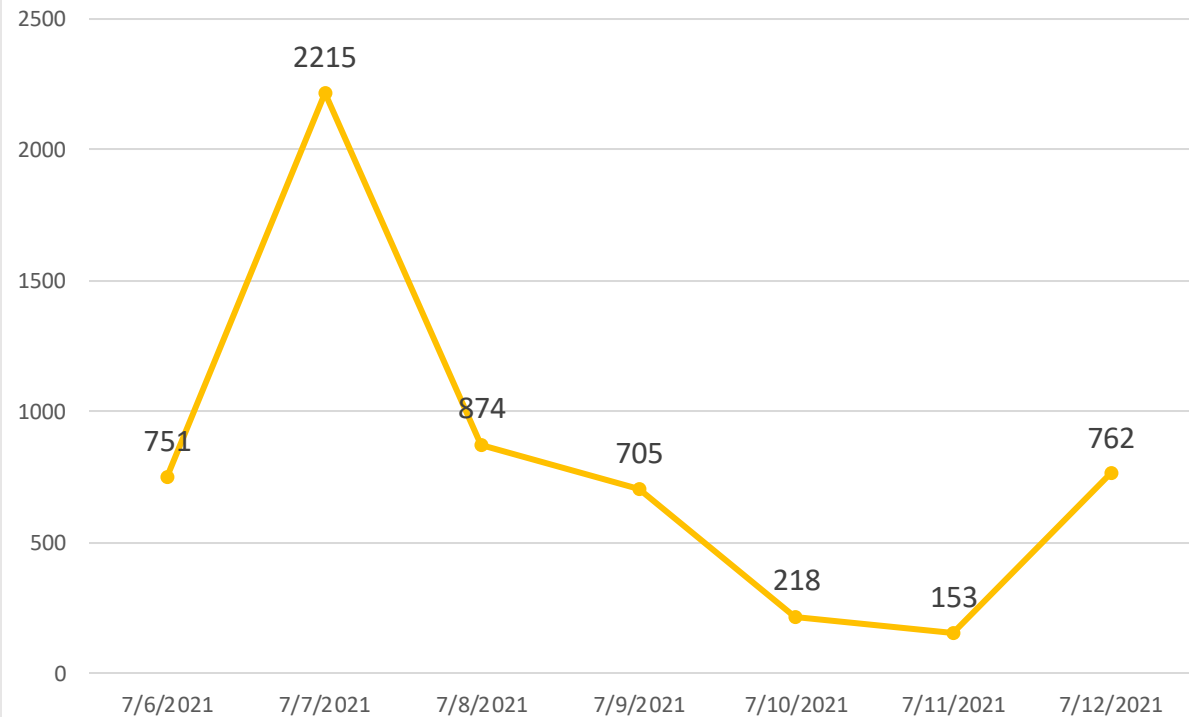
0:00:08

*Average Speed to Answer
(hh:mm:ss)*

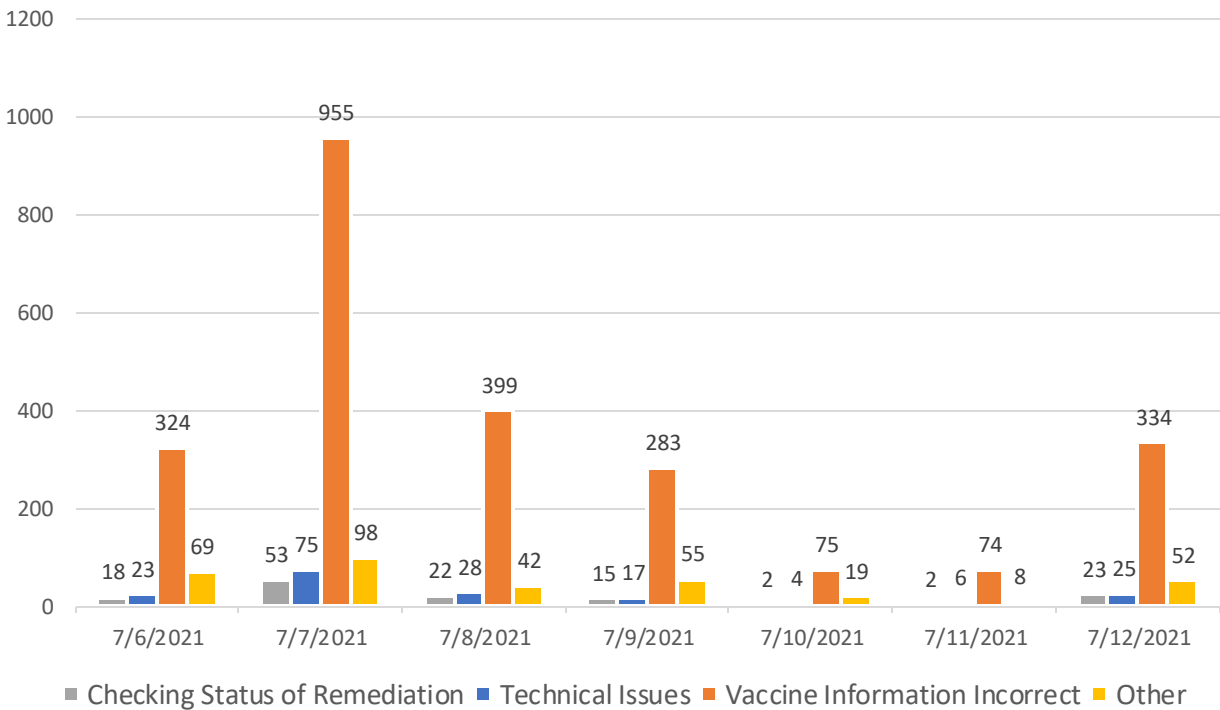
5,215

*Total Issues Reported
(starting June 29th)*

DVR Call Volume - Last 7 Days



DVR Issues Reported - Last 7 Days



Edge cases of Issues Reported:

- Helping to download/print DVR code
- PIN not working after 24 hours
- No DVR, vaccinated outside of California
- Caller wanting help walking through VA
- No phone or email to retrieve record



CalVaxGrant Physician Practice Support Grant

Mike Steenburgh, California Medical Association

July 15, 2021

Mission Statement



The CalVaxGrant is committed to increasing providers vaccinating against the COVID-19 pandemic by supporting and incentivizing small physician organizations to increase and maintain their participation in the myCAvax program and administer COVID-19 vaccines.



Overview and Funding

- The California Department of Public Health (CDPH) appropriated \$40 million to the CalVaxGrant physician practice support program.
- CalVaxGrant is anticipating awarding approximately 3,000-4,000 practices with the funds.
- CDPH has contracted with Physicians for a Healthy California (PHC) to administer the program.

Eligibility Requirements



- Completed and approved section A and B of the **myCAvax** application process
- Be a physician medical practice, community clinic or FQHC
- Have 200 physicians or less within the organization
- Will expend or plan to expend \$10,000 per site for up to 5 sites between November 1, 2020 and November 1, 2021
- Have not received pandemic grant funds to support COVID-19 vaccine administration such as the State Innovation Fund



Practice Support Grant Requirements

- Have expended or will expend the grant funds on allowable expenses such as:
 - Staffing
 - Training
 - Technology
 - Infrastructure
 - Supplies and Equipment
 - Administrative Overhead
- Order COVID-19 vaccines through myCAvax
- Respond to all PHC and CDPH requests in a timely manner and follow all conditions within the Awardee Agreement



CDPH Equity Index and Priority Areas

- An additional \$1,000 will be given to administering vaccination locations matching CDPH's identified equity zip codes for up to five (5) locations.
- Eligible zip codes are identified through CDPH's VEM Quartile system and match either Quartile 1 or 2 for identifying them as the least healthy communities' condition.
- CDPH assigned quartiles to zip codes for the purposes of COVID-19 vaccine allocation and reporting only

Award Amounts



Eligible Practice Sites	Amount*
Practice Site 1	\$10,000
-Met equity need	\$1,000
Practice Site 2	\$10,000
-Met equity need	\$1,000
Practice Site 3	\$10,000
-Met equity need	\$1,000
Practice Site 4	\$10,000
-Met equity need	\$1,000
Practice Site 5	\$10,000
-Met equity need	\$1,000
Total Awarded	\$55,000

*Maximum amount is shown in the table and assumes applicant has 5 practice sites and all 5 vaccine administering sites met equity index.

Grant Submission Process



**Meet
Eligibility**



**Create
CalVaxGrant
account**



**Open
confirmation
email with
link, log in to
account and
complete
application**



**Review and
sign STD
204 Form
and
Awardee
Agreement**



**Once
reviewed
and
approved by
PHC, receive
grant by
check in mail
between 45-
60 days**



Important Dates and Deadlines

- Application deadline is August 13, 2021 at 11:59 p.m. (PST) or once funding is expended
- Webinar dates
 - Thursday, July 15, 2021 from 10:00 AM – 11:00 AM
 - Friday, July 30, 2021 from 1:00 PM – 2:00PM
 - Monday, August 9, 2021 from 9:00 AM – 10:00 AM

Connect with PHC



CalVaxGrant.org

CalVaxGrant@phcdocs.org (email for faster service)

(916) 551-2565

phcdocs.org | @phcdocs |     

My Turn and myCAvax

Eric Norton, My Turn and Nisha Gandhi, CDPH

Table of Contents

- What's Next On My Turn
- “You Call the Shot California” Gift Cards Update
- What's Next On myCAvax
- Small Order Functionality
- myCAvax Vaccine Program, Allocation, and TPA Process & System Improvements

What's Next on My Turn Clinic: Release 14 (7/21)

Priorities

- ✓ **Patient language needs report**
- ✓ Alphabetizing all clinic locations and cancelation reasons

IIS Enhancements

- ✓ Opening edit and delete functionality for IIS records

General Enhancements

- ✓ **Refined appointment searches**
 - Add dose number column to appointments tab
 - Synchronize "From" and "To" date fields on appointments tab
 - Ability to sort appointments by DOB
- ✓ **Facilitated User Search**
 - Add active / inactive column on user list view
 - Contacts tab on clinic record (Clinic Managers / Vaccine Administrators)

What's Next on My Turn Public: Release 14 (7/21)

General Enhancements

- ✓ Display clinic descriptions on walk-in search page
- ✓ Display clinic start and end date on walk-in search page
- ✓ Refresh the landing page for more enhanced user visibility and experience
- ✓ Screening questions update (see additional slide)

“You Call the Shot California” Gift Cards Update

The *You Call The Shot California* program offers \$50 incentive cards to all Californians starting their COVID-19 vaccination series on or after **May 27th**. The eligibility to be entered will **end July 18th**.

Eligibility

- Californians who began their COVID-19 vaccination **between 5/27 and 7/18**, provided they complete their vaccination.
- This program applies to all vaccination sites in California that use their electronic health records or any site using My Turn proper, including in-home vaccinations. All providers administering COVID-19 vaccines already report administered doses into IIS/CAIR.

Incentive Card Options

1. **Virtual Mastercard®**: Digital card, can be added to phone wallet
2. **Kroger** (includes Ralphs, Food 4 Less, and Foods Co.): Recommended to print
3. **Albertsons / Safeway** (includes Safeway, Vons, and Andronico's Community Markets): Required to print to redeem for in-store purchases

What's Next on myCAvax: Release 13 (7/23)

LHD Role

- ✓ Add Fulfillment Method to Orders
- ✓ Updates to Order Review Page
- ✓ Flag for Local Fulfillment Participation
- ✓ Flag for TPR Eligible

Redistributor Role

- ✓ Create New Tab on Community Page for Redistributor
- ✓ Update Fulfillment File
- ✓ Add Fulfillment Download Option
- ✓ Add Fulfillment Upload Option

Small Order Functionality

- ✓ Order Validations for Product, Fulfillment Method and Delivery
- ✓ Create New Shipment Record
- ✓ Update Fulfill Order Button to Locally Fulfilled Orders
- ✓ CDPH Fulfillment Pending Process
- ✓ Create New Record Type for Order Fulfillment
- ✓ Add Redistributor to Shipper Type
- ✓ Configure Redistribution Minimum Doses

Small Order Functionality

The Small Order Functionality allows providers who do not have the need or capacity to store vaccines in the standard lot size, to place a vaccine order in smaller quantities. Eligible providers can select “Small Order” when submitting an order request.

LHD Key Responsibilities:

- Maintain on hand inventory to fill small orders
- Review and approve orders placed by providers within their jurisdiction
- Determine minimum dose quantity, delivery preference, and eligible providers
- Coordinate with providers on fulfillment of orders based on LHD delivery preference
- Download fulfillment file, complete required information, and upload file to complete the order in myCAvax

Provider Key Responsibilities:

- Submit small order requests in a timely manner
- Submit small order requests only when a standard order cannot be accommodated, or doses cannot be found on marketplace
- Coordinate with LHDs on fulfillment of orders based on LHD delivery preference
- Report waste, excursion, and shipping incidents that may occur

myCAvax Vaccine Program, Allocation, and TPA Process & System Improvements

In response to the myCAvax survey feedback, the **Vaccine Program, Allocation, and TPA Process & System Teams** have implemented the following measures to improve their level of service:

Feedback

Vaccine Program, Allocation, and TPA Process

- Lack of vaccine allocation / delivery
- Long wait to be an approved provider
- Tedious enrollment process
- Great CA program

System

- Reporting requested for Providers
- Multiple log ins - different for each system
- Too many updates
- System does not support the process
- Easy to use

Improvements

Vaccine Program, Allocation, and TPA Process

- Vaccine is available to approved providers through the Order Request Form in myCAvax; small order capability added
- Streamlined enrollment processing provides most approvals to less than 1 week
- Job aids and COVID Call Center better equipped to provide enrollment support

System

- Provider reporting functionality added to myCAvax
- Review system capability for single sign-on
- Working towards a 3-week release cycle, updates to align, simplify, and support processes

COVID-19 Vaccine New Guidance for Schools

Naomi Bardach, MD, California Health & Human Services

CALIFORNIA

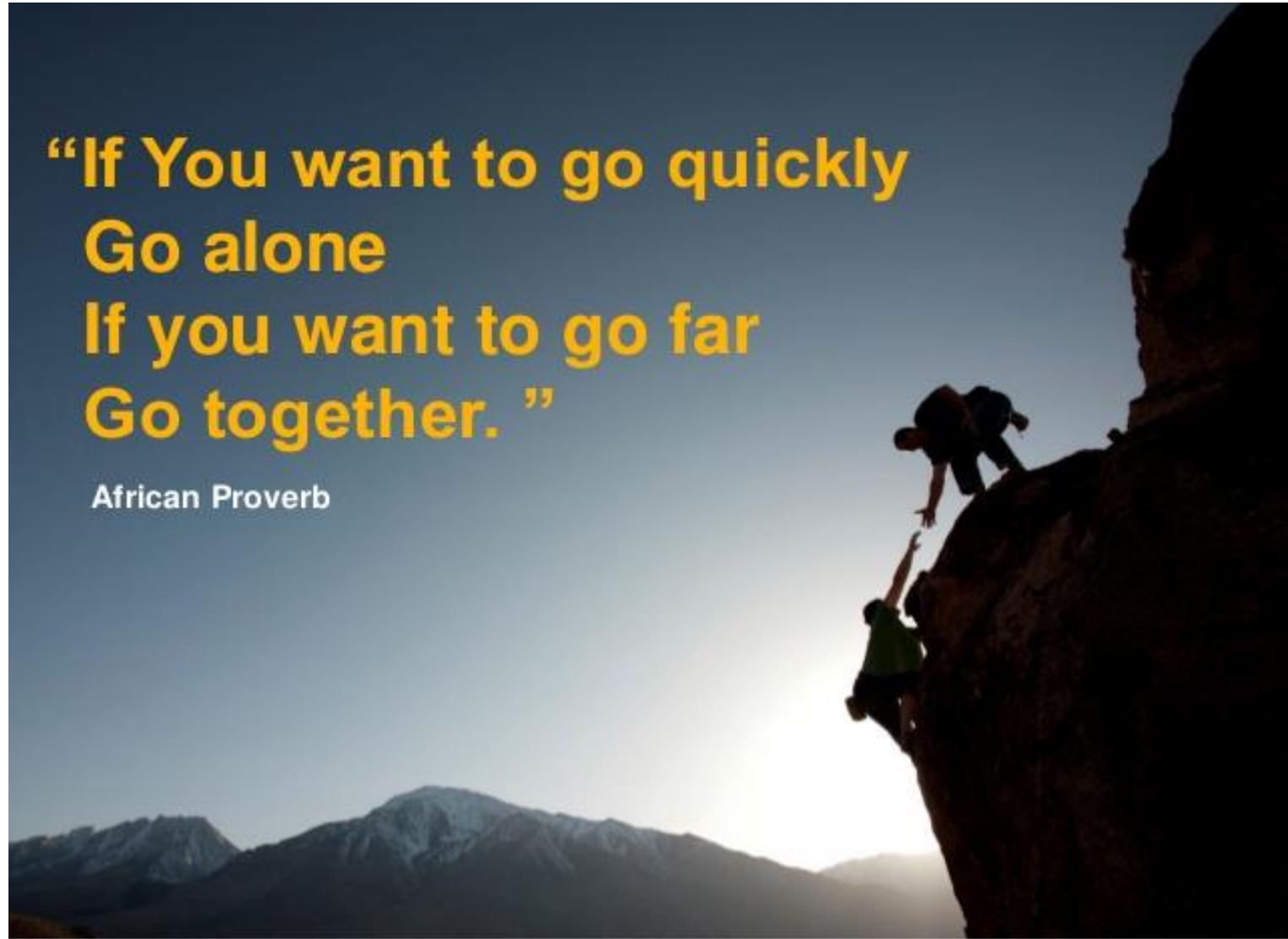
ALL

Your Actions
Save Lives



**“If You want to go quickly
Go alone
If you want to go far
Go together. ”**

African Proverb



Framework and Rationale for CDC and CDPH guidance

- SARS-CoV-2 causes damage directly and indirectly
 - Infections, hospitalizations, death, long COVID
 - School closures, distance learning, loss of school days—
Substantial educational losses, inequity, social and emotional consequences
- The goal of the K-12 Schools guidance is safe and successful schools
 - Full, in-person instruction for all students, with minimized school days lost, safely
- CDC and CDPH: layered approach to safety

CDPH Tools in the tool kit, Weapons in the arsenal

- Vaccination for all eligible individuals to get COVID-19 rates down throughout the community
- Universal masking in schools
 - Simple and highly effective, and which enables:
 - No minimum physical distancing, allowing all students access to full in-person learning, and
 - More targeted quarantine practices, keeping students in school
 - Prevents outbreaks, avoiding many days of missed instruction
- Contact tracing, isolation, quarantine, including modified quarantine to allow students to stay in school if mask on mask (in schools with universal masking policy)
- Access to a robust COVID-19 testing program as an available additional safety layer and to optimize school days

Additional considerations

- Current unknowns associated with more transmissible variants, including the Delta variant
- Operational barriers of tracking vaccination status, classroom and hallway monitoring
- Potential detrimental effects of differential mask policies based on vaccination status (high schools and middle schools, since all elementary school students not yet eligible)
- Will revisit mask guidance no later than November 1, 2021



Current pandemic metrics

Vaccine metrics

- Statewide fully vaccinated 12-17 year olds: 36%
- Fully vaccinated overall: 61% (9% partially)

Reproductive rate of the virus in CA

Current R-effective in California

The effective reproduction number (R-effective) is the average number of people each infected person will pass the virus onto and represents the rate at which COVID-19 is spreading.

State & County

Regions

Latest Estimate of R-effective is:

1.38

Spread of COVID-19 is likely increasing rapidly

What does a R-eff of this size mean?

Low/High Estimates of R-effective:

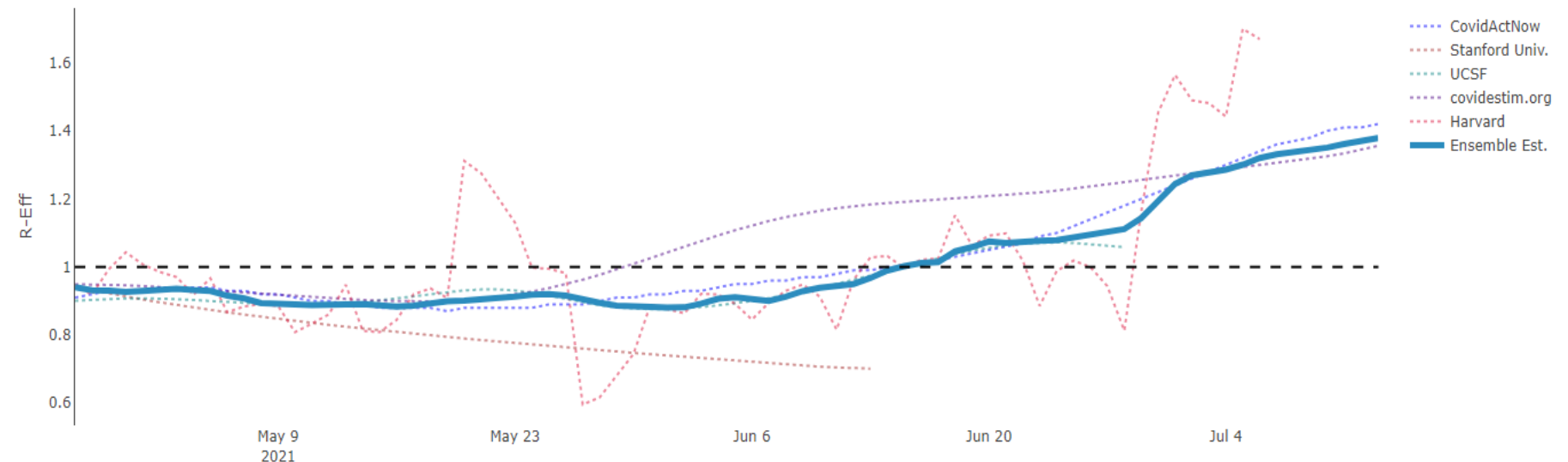
1.36 - 1.42

covidestim.org - CovidActNow

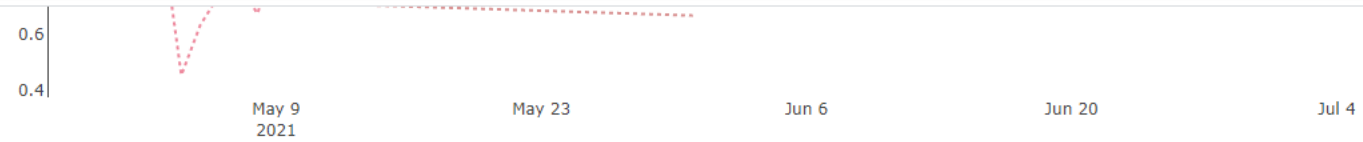
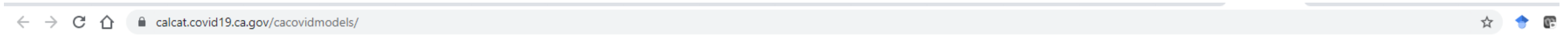
Download R-eff Values

Statewide Estimates of R-effective

The effective reproductive number (R) is the average number of secondary infected persons resulting from a infected person. If $R > 1$, the number of infected persons will increase. If $R < 1$, the number of infected persons will decrease. At $R = 1$, the number of infected persons remains constant.



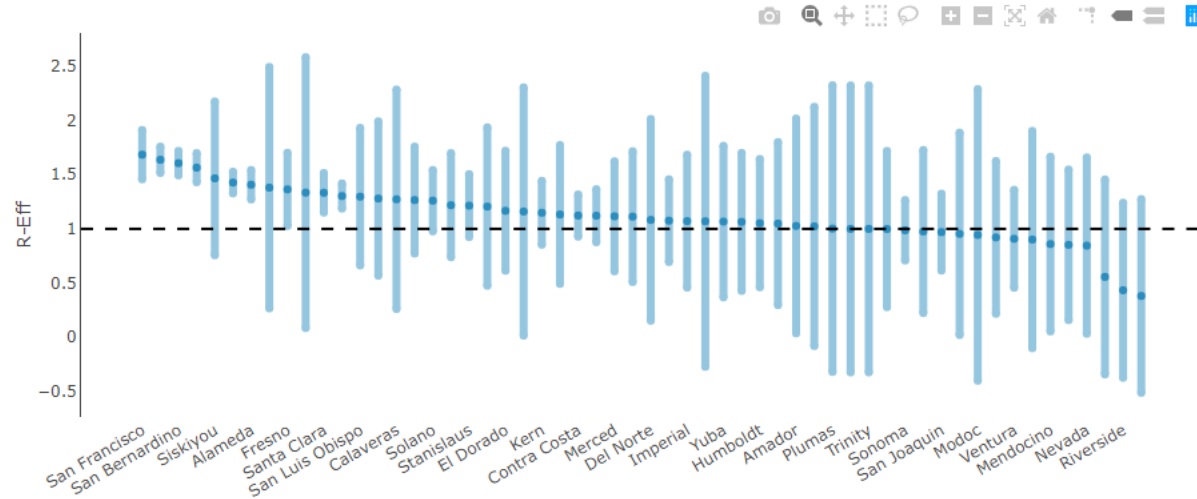
Reproductive rate of the virus by county in CA



Download R-eff for Counties

Latest R-effective in California Counties

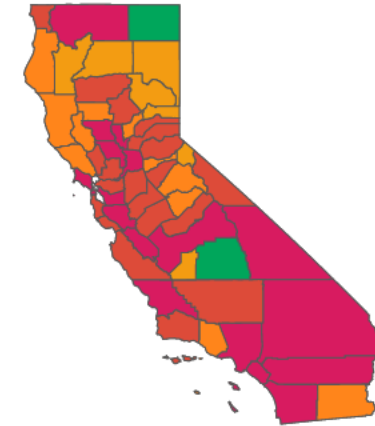
Using estimates and uncertainty intervals from Covid Act Now, the following graph presents the averaged R-effective over the last 7 days by county; (<1 decreasing spread, >1 increasing spread)



Download R-eff for Counties

Statewide Map of R-effective by County

The following map presents the ensemble R-effective, averaged over the last 3 days by county; (<1 decreasing spread, >1 increasing spread)

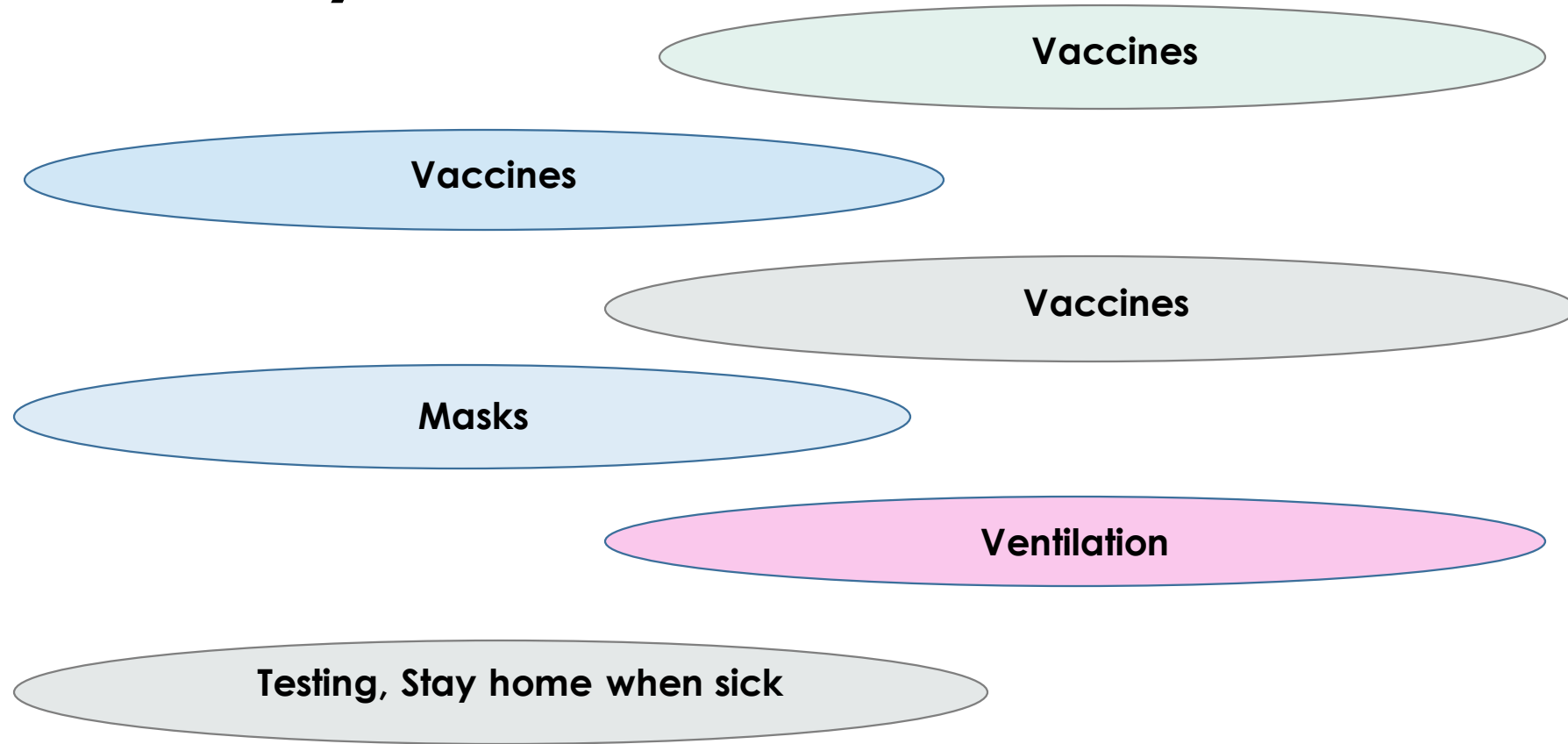


Additional Delta information

- Percent of cases in CA >40%
- Vaccines are still key prevention
 - Two doses provide high levels of protection from severe illness and hospitalization



Key Tools



Vaccines to all staff, adults living with staff, adults living with students, and all students 12+. Other safety layers because some may not yet be vaccinated, and younger students not eligible.

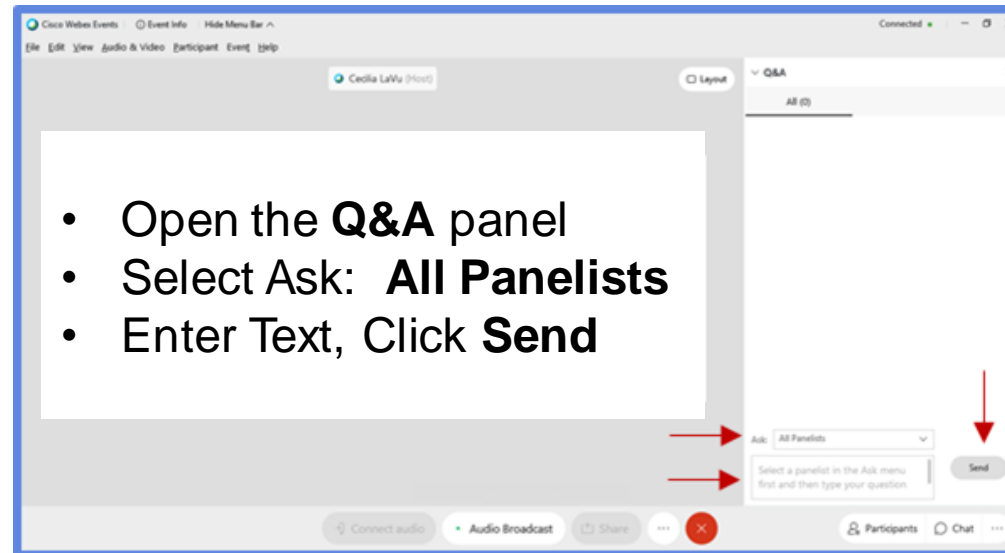
Summary

- The goal: safe, full, in-person instruction, with minimized missed school days due to quarantine or due to outbreaks that send a lot of kids out of school

Provider Office Hours Q&A

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

Q&A Panel



Clinical Update

Dr. Louise McNitt, CDPH

FDA Update to Janssen COVID-19 Vaccine EUA

- [Coronavirus \(COVID-19\) Update: July 13, 2021 \(FDA\)](#)
- Update to [Janssen COVID-19 Vaccine FDA EUA factsheets](#): Very low chance of developing Guillain-Barré syndrome after Janssen COVID-19 vaccine.
- For recipients and caregivers: Seek medical attention right away if you develop any of the symptoms:
 - Weakness or tingling sensations, especially in legs or arms, that worsens and spreads to other parts of the body
 - Difficulty walking
 - Difficulty with facial movements, including speaking, chewing, or swallowing
 - Double vision or inability to move eyes
 - Difficulty with bladder control or bowel function
- Per unofficial CDC report, 100 preliminary reports out of 12.8 million doses administered.
- Data insufficient to determine causality, and benefits of vaccination continue to outweigh risks.

ACIP Meeting June 22, 8AM-1PM PT

- Meeting information: [Advisory Committee on Immunization Practices \(ACIP\) | CDC](#)
- Draft Agenda:
 - Guillain-Barré Syndrome (GBS) after Janssen COVID-19 vaccine – data review and risk-benefit analysis
 - Clinical considerations for additional doses in immunocompromised individuals

Storage & Handling

Kate McHugh, CDPH

Pfizer 450 Shipper Update

- Due to large number of international shipments, Pfizer is running low on supply of thermal shipper inventory.
- Pfizer-450 orders of 2 or more to the same location may automatically be combined within the same shipper box.
 - Carton size will remain the same, but rather than receiving two separate shippers, there will be more cartons in the shipper when you receive it.
- Storage and handling of the shipper will remain the same.
- Providers are welcome to store the vaccine in the shipper if needed, but please return it as soon as possible to allow the shipper to be used for other shipments.

International Donations

- CDC recognizes that Providers and state/local governments have a desire to donate vaccine internationally
 - Complex legal issues involved
 - Questions about proper storage and handling
 - Potential safety concerns for vaccine donated internationally
- CDC working to assist U.S. government with transfer and distribution of vaccine to foreign governments directly from federal depots to assure that global distribution of vaccine is both efficient and safe.
- We need to continue finding homes for our unused COVID-19 vaccines with other Providers in the State.

Summer Storage & Handling

- Important to monitor vaccine temperature and ensure it does **not** become too warm.
- All three vaccine EUAs only recommend room-temperature storage at temperatures up to 77°F
 - Manufacturers have limited stability data for excursions at hotter temperatures.
 - Excursion at a higher temperature? Each of the COVID-19 vaccines have different stability information, therefore resulting viability of vaccine will depend on manufacturer.
- **Continue storing vials and pre-drawn syringes in refrigerated transport container, monitored by a digital data logger, up until time of administration!**



Wrap-Up

Leslie Amani, CDPH

Hear it? Clear it.

If you see or hear of any vaccine-related rumors within the communities you serve, share them with our Trust and Safety team via the CDPH Rumors Inbox.



Trust and Safety Team

Our shared mission is to reduce COVID-19 vaccine hesitancy and increase vaccination across the State of California.



How You Can Help

You are critical in our effort to provide Californians accurate and timely information around COVID-19 vaccination.



Monitor What You See and Hear

Monitor online media and what you hear in your local communities for potential rumors and inaccurate information.

If found, **report** it to **rumors@cdph.ca.gov**

[Contact](#)

Where can I go for additional help?

Type of Support

Description

Updated 7.16.21



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.

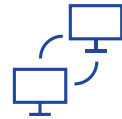
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



California Medical Association

For Provider enrollment support, please contact the California Medical Association.

- Email: vaccinenetwork@cmadocs.org
- Phone: (800) 786-4262

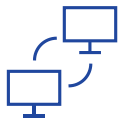


myCAvax Help Desk

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

- Email: myCAvax.HD@Accenture.com
- Phone: (833)-502-1245, option 2, Monday through Friday 8AM–8PM, Saturday and Sunday 8AM–1PM

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**: MyTurn.Clinic.HD@Accenture.com or (415) 621-9494: Monday through Friday 7AM–7PM, Saturday and Sunday 8AM–1PM.

For job aids and demo and training opportunities: <https://eziz.org/covid/myturn/>



CalVaxGrant Program Support

For questions and support around [CalVaxGrant](#), contact the program's administrator, Physicians for a Healthy California.

- Email: calvaxgrant@phcdocs.org
- Phone: (916) 551-2565

Your Feedback is Important to Us

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

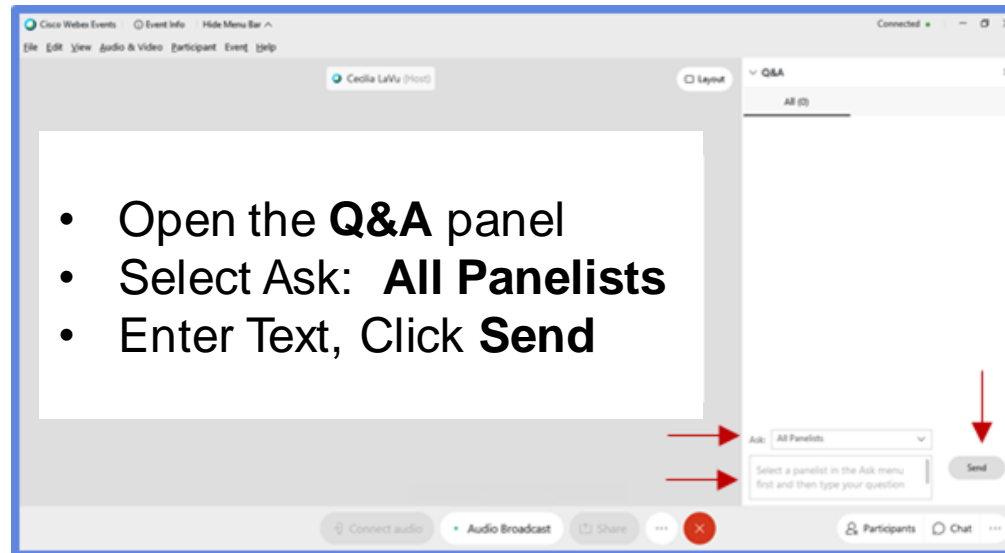
- A. Very helpful
- B. Helpful
- C. Somewhat helpful
- D. Slightly helpful
- E. Not helpful at all



Provider Office Hours Q&A

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

Q&A Panel



Thank you!



Next Monday:

My Turn & myCAvax Office Hours

Monday, July 19 at 12:00 PM

Audio Conference: 415-655-0001

Access Code: 145 995 8782

Session Number: 145 995 8782

Session Password: Immunize2020!

Next Friday:

Provider Office Hours

Friday, July 23 at 9:00 AM