

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

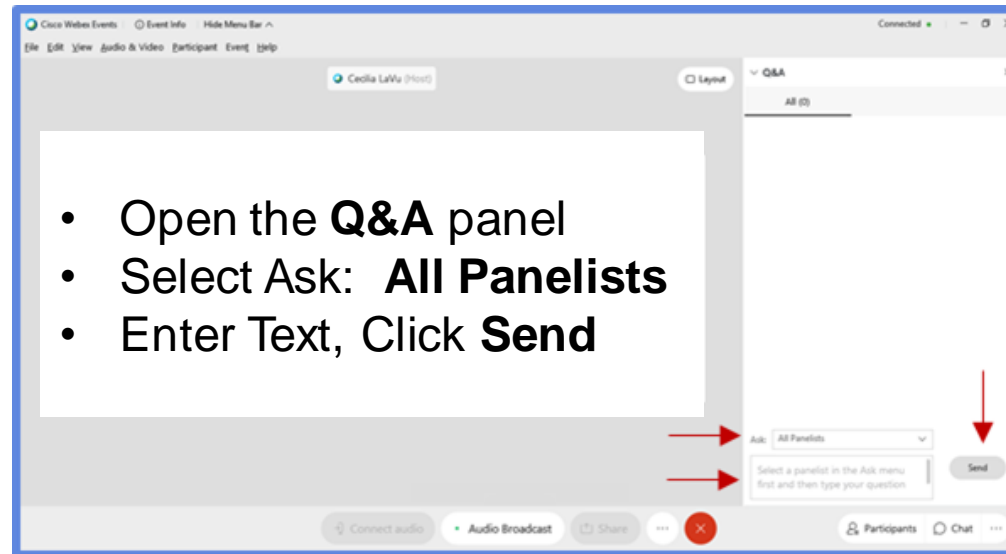
Friday, July 2, 2021



# 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/>

# 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!



# Agenda: Friday, July 2, 2021

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements & Poll	Leslie Amani (Moderator)	9:00 – 9:02
2	Administration, Allocation, and Digital Vaccine Record	Amy Pine (CDPH)	9:02 – 9:05
3	Enrollment & CalVaxGrant Update	Nisha Gandhi (CDPH) & Mike Steenburgh (CMA)	9:05 – 9:15
4	California Medical Association Billing Update	Mark Lane & Jodi Black (CMA)	9:15 – 9:25
<b>Q &amp; A - CMA/ General</b>			9:25 – 9:35
5	My Turn and myCAvax	Josh Pocus (My Turn) & Nisha Gandhi (CDPH)	9:35 – 9:40
6	Clinical Update	Louise McNitt, MD (CDPH)	9:40 – 9:45
7	Storage & Handling	Kate McHugh (CDPH)	9:45 – 9:50
8	Wrap-Up & Feedback Poll	Leslie Amani (Moderator)	9:50
<b>Q &amp; A - General</b>			9:50 – 10:00

# Announcements

# 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!

#### 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  
Sun-Sat, 7AM-7PM

Clinic Translation Line:  
(833) 980-3933  
Mon-Fri 8AM-8PM,  
Sun-Sat 8AM-5PM

#### Third Party Administrator

Email: [For Allocations, TPA Agreement, General Questions](#)

### 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](#)
- [Weekly Calendar of Provider Webinars and Trainings](#)
- [Guide to Other COVID-19 Vaccine Related Websites](#)
- [Frequently Asked Questions](#) Updated 7/1

### Alerts:

#### Vaccine Ordering

- [Pfizer 1170 & Janssen Vaccine Currently Unavailable for Ordering](#)

#### Need Vaccine?

- All providers (approved in myCAVax) may request doses using the [Vaccine Marketplace](#) feature. [Find out how.](#)

#### Providers of Pediatric Services

- [\\$55,000 Grant Available for Support of Small Practices](#)
- [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 \(slides\)](#)

### TPA Information

- [New State Program Supports Workplace COVID-19 Vaccinations](#)
- [Changes to requirements for non-TPA-contracted pediatricians, individual practitioners and small group practices for participation in the COVID-19 Vaccine Program](#)

### Vaccine Updates:

- [ACIP Meeting on Myocarditis/Pericarditis and Booster Doses](#) 6/23
- [List of COVID-19 Vaccine Lots Expiring June 20-July 1](#)
- [Extended Shelf Life for Janssen Vaccine and Vaccine Management Tips](#), 6/11
- [Ordering Vaccines in a bid](#)



# COVID-19 Vaccine Webinars and Training for Providers: **Week of July 5, 2021**

Note: Calendar subject to change

Monday 7/5

Tuesday 7/6

Wednesday 7/7

Thursday 7/8

Friday 7/9

myCAvax

myCAvax Vaccine Order Request – New Providers  
11 am – 11:30 am

Provider 101 Enrollment  
10 am – 11 am

Combo

Holiday

myCAvax Office Hours and My Turn Onboarding  
1 pm – 2 pm

Provider Office Hours  
9 am – 10 am  
PW: Immunize2021!

My Turn

Introduction to My Turn Onboarding  
1 pm – 2 pm



My Turn Clinic Manager Training  
10 am – 12 pm

Introduction to My Turn Onboarding  
1 pm – 2 pm

Help

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

FAQs: <https://eziz.org/assets/docs/COVID19/Vax58ProviderFAQs.pdf>  
Allocation email: [tpa\\_allocations@blueshieldca.com](mailto:tpa_allocations@blueshieldca.com)  
My Turn email: [myturnonboarding@cdph.ca.gov](mailto:myturnonboarding@cdph.ca.gov)

 = training  
 = webinar or office hours



# COVID-19 Vaccine Provider FAQs

- Answers to Provider questions
- Updated weekly: Last updated 07.01.2021
- Currently in its 26th iteration!



**Q: Where can COVID-19 vaccine Providers find CDC Provider trainings?**

A: COVID-19 vaccine Providers can find CDC vaccination provider trainings related to vaccine preparation, administration, storage and handling, documentation, and safety at [New COVID-19 Vaccination Provider Trainings](#).



**Q: How can COVID-19 vaccine Providers avoid delays and denials when submitting COVID-19 vaccine administration claims for reimbursement?**

A: COVID-19 vaccine Providers can avoid delays and denials when submitting COVID-19 vaccine administration claims for reimbursement by ensuring they are submitted appropriately. For a quick guide to COVID-19 vaccine reimbursement and billing, please see the California Medical Association's guide at [COVID-19 Vaccine Reimbursement](#).



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

A: If allowed by your Local Health Jurisdiction, COVID-19 vaccine Providers will be able to order smaller shipments of COVID-19 vaccine in myCAvax by mid July 2021. Currently, Providers can use the Vaccine Marketplace or contact their Local Health Jurisdiction to request smaller shipments of vaccines, dependent upon availability. For more information about the Vaccine Marketplace, please visit [Vaccine Marketplace Job Aid](#).

## 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**

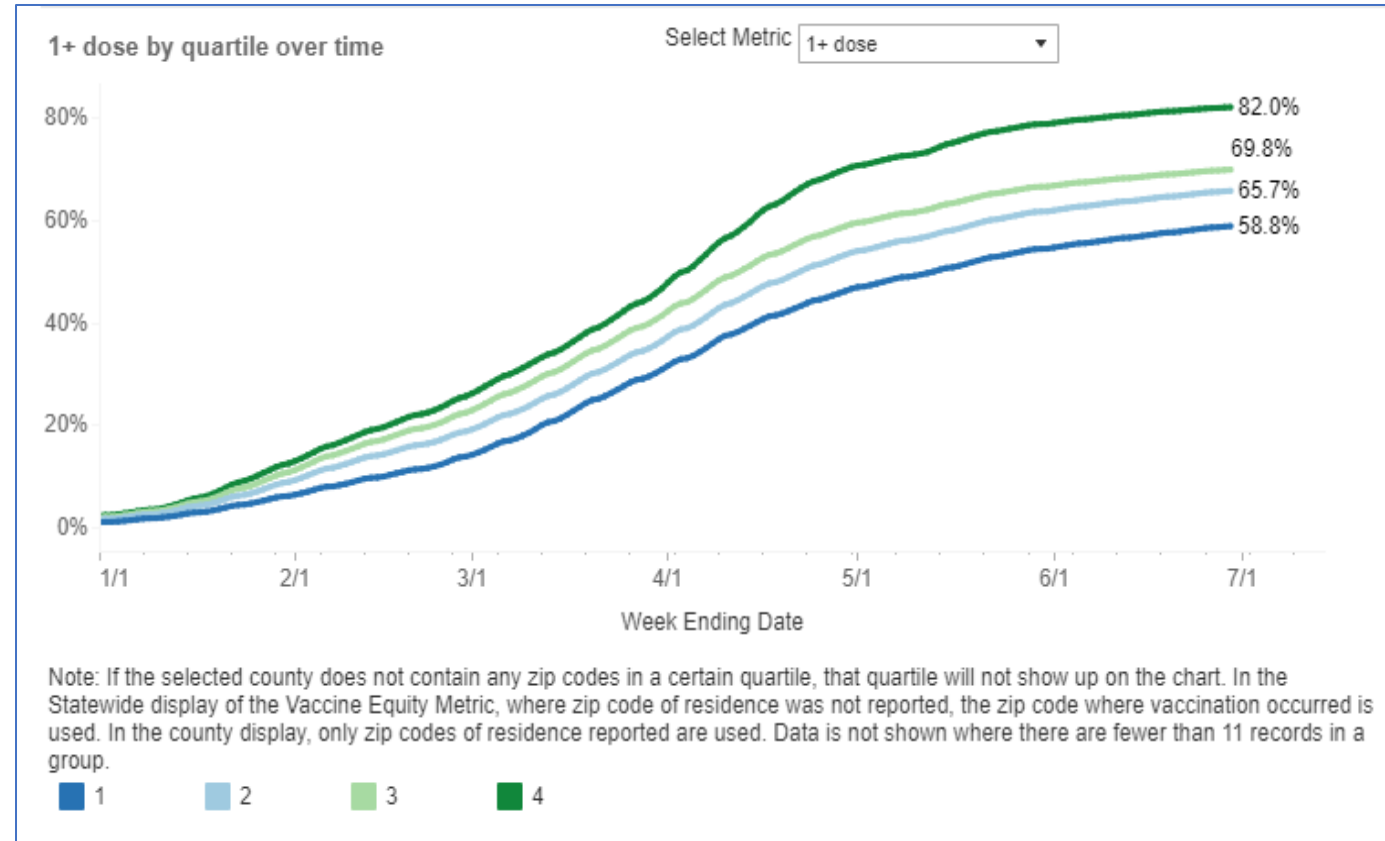
# Allocation, Administration & Digital COVID-19 Vaccine Record (DCVR)

Amy Pine, CDPH

# Doses Administered to Date (6/30/21)

**41,707,555** doses administered!

- **68.5%** of 12+ population has received at least one dose and 59.1% is fully protected!



Guiding Principles to Reach Vaccine Equity Metric: *Radical Convenience and Relentless Incrementalism*

# CA's Digital COVID-19 Vaccine Record (DCVR)

- Over 1 million digital records successfully created to date!
- **Cell phone** and **email** data from pharmacies and providers being improved on a daily basis.
- Troubleshooting process and form posted, virtual assistant rollout next week.
- FAQs being regularly updated.
- Digital Vaccine Record Images and messages for Social Media in English and Spanish at [My Vaccine Record \(ca.gov\)](https://myvaccinerecord.cdph.ca.gov)

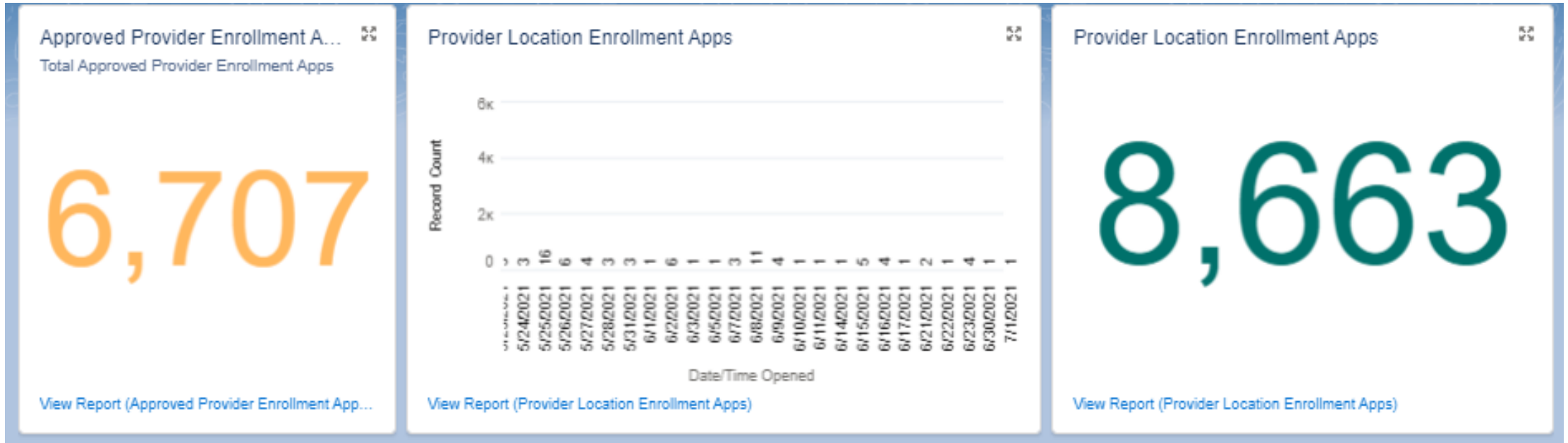


# Enrollment & CalVaxGrant Update

Nisha Gandhi, CDPH, and Mike Steenburgh, CMA



# Provider Enrollment Stats





**CALIFORNIA  
MEDICAL  
ASSOCIATION**



**PHYSICIANS  
FOR A HEALTHY  
CALIFORNIA**

# CalVaxGrant Physician Practice Support Grants

June 30, 2021



# Program Goal



- Funded by the California Department of Public Health (CDPH), the practice support grants will help physicians and medical practices administer COVID-19 vaccines in their community, as well as reimburse for related expenses incurred since November 2020. Allowable expenses include staffing, training, technology, infrastructure, supplies/equipment and administrative overhead.





# General Details

- Practices with up to 200 physicians can apply
- Must be registered or intend to register in myCAvax
- \$40 million available
- Open application cycle: Monday, July 12 – August 13
- Program is administered by Physicians for a Healthy California (PHC)



# Block Grant

- **\$10,000 per site, up to 5 sites**
- Allowable expenses (self attestation is required)
  - Staffing
  - Training
  - Technology
  - Infrastructure
  - Supplies and equipment
  - Administrative overhead
- Equity Index
  - An additional \$1,000 per site (if located in high priority area)

# Eligibility Details



- Must have completed Section A of myCAVax to apply
- Must have completed Section A and B of myCAVax to receive funding
- Will spend or plan to spend \$10,000 per site for up to five sites between November 1, 2020, and November 1, 2021 (self attestation)
- Have an unrestricted license and be in good standing with their licensing board
- **The CalVaxGrant is available to current Providers (retroactive).**

# Contact us!



- Website: [calvaxgrant.org](http://calvaxgrant.org)
- Email: [calvaxgrant@phcdocs.org](mailto:calvaxgrant@phcdocs.org)
- Telephone: (916) 551-2565

# Billing Update

Mark Lane and Jodi Black, CMA

# COVID-19 Vaccine Administration

## Billing and Reimbursement

For the most up-to-date information, please see CMA's COVID-19 Vaccine webpage at [www.cmadoes.org/covid-19/vaccine](http://www.cmadoes.org/covid-19/vaccine).

Mark Lane, Director of CES Publications and Resources





# General Information

- Physicians who participate in the CDC COVID-19 Vaccination Program contractually agree to administer regardless of an individual's ability to pay/coverage and billing.
- Both public and private payors are required to cover the vaccine administration **without any patient cost sharing.**
- Physicians will be reimbursed for vaccine administration, but may **not** seek reimbursement from vaccine recipients, including for CPT 99072 (PPE, cleaning supplies, etc.)
- Uninsured, or those without coverage for the vaccine, can also receive it at no cost and providers may submit for reimbursement through Provider Relief Fund.



# AMA CPT Guidance

- In accordance with new vaccine-specific product CPT codes, new vaccine administration codes were created.

Manufacturer	National Drug Code	Vaccine Serum CPT	1 <sup>st</sup> Admin CPT	2 <sup>nd</sup> Admin CPT
Pfizer	59267-1000-1	91300	0001A	0002A
Moderna	80777-273-10	91301	0011A	0012A
Janssen (Johnson & Johnson)	59676-0580-05	91303	0031A	N/A


- Physicians should **not** bill for the vaccine itself at this time. If accidentally submitted, it will be denied.



# Claim Submission and Reimbursement



## Medicare Fee-For-Service and Medicare Advantage Summary

- CMS carved out COVID-19 vaccine administration benefit from Medicare Advantage plans and will reimburse under Medicare fee-for-service (FFS) system.
- **Submit claims to Noridian with patient's Medicare FFSID number (not MA ID number).** 
  - Obtain Medicare FFS ID # with patient name and SSN <https://www.noridianmedicareportal.com/>
- Reimbursement = \$40 for each dose required.
- **To be paid, physicians MUST have Medicare billing privileges.**
  - Request provisional billing privileges during PHE - call (866)-575-4067

# Claim Submission and Reimbursement



## Medi-Cal (FFS and Managed Care)


- DHCS carved out COVID-19 vaccine administration benefit from Medi-Cal managed care plans and will reimburse under Medi-Cal FFS system.
- **Submit claims to Medi-Cal FFS with patient's Medi-Cal benefit ID number (not Medi-Cal managed care number).**
  - Obtain Mcal FFS ID number with patient name and SSN at <https://medi-cal.ca.gov/>.
- Reimbursement - \$40 for each dose required.
- **To be paid, physicians MUST be enrolled in Mcal system.**
  - Streamlined emergency Mcal enrollment process - [www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx](http://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx)



# Claim Submission and Reimbursement



## Commercial Health Plans and Insurers

- Submit claims to plan or delegated group as you normally would, unless notified otherwise by health plan/delegated group.
  - **Blue Shield HMO claims-bill Blue Shield directly, rather than delegated group.** 
- Submit claims to insurers as you normally would.
- Reimbursement
  - In-network physicians = reimbursed at contracted rate.
  - Out-of-network providers must be reimbursed at a “reasonable rate,” which CMS suggests is the Medicare rate (\$40 for each dose required).

# Claim Submission and Reimbursement



## Self-Funded/ERISA Plans

- CARES Act requires self-funded plans to cover administration of COVID-19 vaccines with no patient cost sharing for in- or out-of-network providers during national public health emergency.

## Uninsured Patients

- **Physicians can be reimbursed for administering COVID-19 vaccine through Provider Relief Fund, administered by the U.S. Health Resources and Services Administration (HRSA).**
- Reimbursement at Medicare rates (\$40/shot), subject to available funding.
- For more information on COVID-19 vaccine administration claim submission for uninsured individuals, HRSA website - <https://coviduninsuredclaim.linkhealth.com/>.





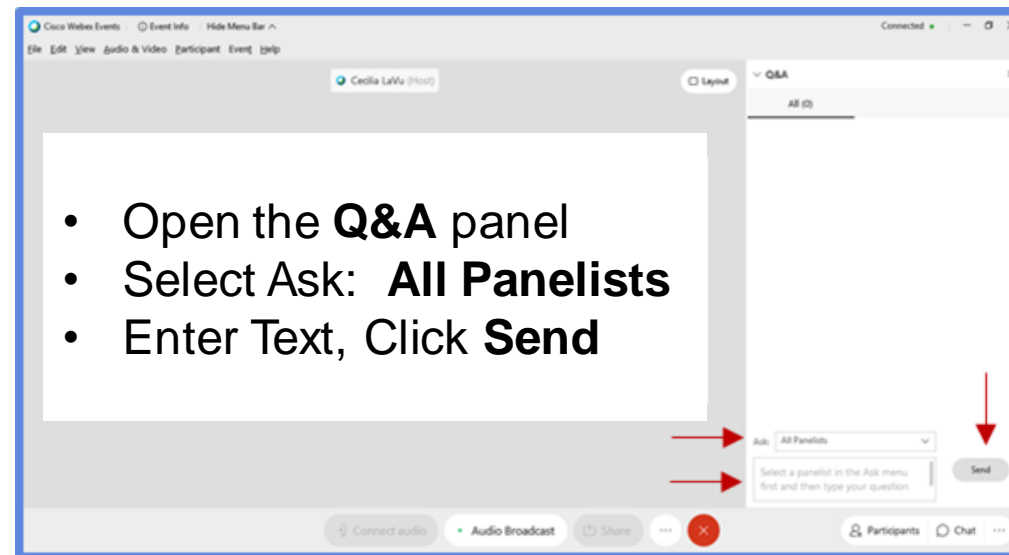
# Vaccine Administration Resources

- CMA's COVID-19 Vaccine Toolkit for Medical Practices and Reimbursement Quick Guide  
[www.cmadoocs.org/covid-19/vaccine](http://www.cmadoocs.org/covid-19/vaccine)
- CMS COVID-19 Insurers Toolkit  
[www.cms.gov/files/document/COVID-19-toolkit-issuers-MA-plans.pdf](http://www.cms.gov/files/document/COVID-19-toolkit-issuers-MA-plans.pdf)
- DHCS COVID-19 Medi-Cal Response webpage  
[https://files.medi-cal.ca.gov/pubsdoco/COVID19\\_response.aspx](https://files.medi-cal.ca.gov/pubsdoco/COVID19_response.aspx)
- Personalized claims support for CMA members and their staff  
(888) 401-5911

# Provider Office Hours Q&A

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

## Q&A Panel



# My Turn and myCAvax

Josh Pocus, My Turn, and Nisha Gandhi, CDPH

# Table of Contents

- What's Next On My Turn & myCAvax Key Updates
- My Turn Command Center New Schedule & July 4<sup>th</sup> Hours
- myCAvax Support Holiday Schedule – July 4<sup>th</sup> Hours
- myCAvax New Small Order Feature Postponed
- myCAvax Onboarding Process
- myCAvax Survey Feedback and Progress
- Appendix
  - What's Next On My Turn & myCAvax Breakdown



# What's Next on My Turn Release 13 (6/30) – Key Updates

## My Turn Public

- ✓ Add date parameter for 2nd dose scheduling flow
- ✓ Add cancel reason on public site
- ✓ Split patient details page into sections for clearer user experience

## My Turn Clinic

- ✓ Deploy editing of records from My Turn to IIS (CAIR2, SDIR, RIDE)
- ✓ Redesign of minor consent
- ✓ Matching public & clinic consent acknowledgements and mapping them to the Vaccine Administrator flow

# What's Next on myCAvax Release 12 (7/8) – Key Updates

## myCAvax

- ✓ Small order creation, approval, and fulfillment functionality
- ✓ Configuration of minimum doses for LHJs and small order eligibility for provider locations
- ✓ Enhancements to auto expiration of orders functionality

# My Turn Command Center New Schedule & July 4<sup>th</sup> Hours

## Count of Avg Tickets per Day

Day	Total Count	Avg Tickets
Monday	46	9.20
Tuesday	64	12.80
Wednesday	62	12.40
Thursday	60	12.00
Friday	67	16.75
Saturday	12	3.00

Out of 317 Command Center service requests and incidents from 5/18 – 6/17, Saturday saw the **least average tickets: 3.00**

Due to **less traffic** seen statistically on Saturdays, the Command Center's **new schedule** is:

**M-F:** 8 AM to 5:30 PM  
**Sat:** Closed  
**Sun:** Closed

## July 4<sup>th</sup> Hours

**Command Center will be closed Sat July 3<sup>rd</sup> through Mon July 5<sup>th</sup>; therefore, for support, contact:**

### My Turn Help Desk Hours:

Sat July 3<sup>rd</sup>: 8AM-1PM

Sun July 4<sup>th</sup>: Closed

Mon July 5<sup>th</sup>: 7AM-7PM

### My Turn Help Desk:

Email: [MyTurn.Clinic.HD@accenture.com](mailto:MyTurn.Clinic.HD@accenture.com)

Phone: (415) 621-9494

# myCAvax Support Holiday Schedule - July 4<sup>th</sup> Hours

## **myCAvax Help Desk Hours:**

Sat July 3<sup>rd</sup>: 8AM-1PM

Sun July 4<sup>th</sup>: Closed

Mon July 5<sup>th</sup>: 8AM-8PM

## **COVID-19 Provider Call Center Hours:**

Sat July 3<sup>rd</sup>: Closed (as usual)

Sun July 4<sup>th</sup>: Closed (as usual)

Mon July 5<sup>th</sup>: 8AM-6PM

## **For support, contact the myCAvax Help Desk:**

Email: [myCAvax.HD@accenture.com](mailto:myCAvax.HD@accenture.com)

Phone: (833) 502-1245, option 2

## **For support, contact the COVID-19 Provider Call Center:**

Email: [covidcallcenter@cdph.ca.gov](mailto:covidcallcenter@cdph.ca.gov)

Phone: (833) 502-1245

# myCAvax New Small Order Feature Postponed (7/8)

In order to create the best user experience and to alleviate additional oversight to manage small orders, we **postponed** the release of the new functionality surrounding for Small Order Requests until the next release on **July 8<sup>th</sup>**.

## Postponing allows us additional time to:

- ✓ Refine and communicate the process
- ✓ Add additional functionality that limits the capability to place small orders to only those Providers approved for this feature
- ✓ Preset shipping / delivery selection for the county
- ✓ Provide trainings and answer questions to enhance your user experience

# Transition from Allocation to Order Request Process

	Phase 1- Completed	Phase 2 - In Progress	Phase 3 – In Progress
Changes	Transition back to Order Request	Small Orders via myCAvax (fulfillment by your LHD/MCEs)	Small Orders v2 (Third Party Redistributor) / Requests, Marketplace enhancements
Roll out Date	June 4 <sup>th</sup> system update / June 7 <sup>th</sup> roll out	July 8 <sup>th</sup>	TBD
Specific asks for LHJs As applicable	<ul style="list-style-type: none"> <li>Review and approve requests submitted by in-network providers in the geography</li> </ul>	<ul style="list-style-type: none"> <li>Review and approve small orders AND standard order requests submitted by active providers via myCAvax</li> <li>Order delivery will continue following local processes</li> </ul>	<ul style="list-style-type: none"> <li>Review and approve small orders AND standard order requests submitted by active providers via myCAvax</li> <li>Fill orders locally when possible to deplete surplus inventory</li> <li>Shipments will be done by a state-contracted vendor via UPS / FedEx</li> </ul>
Specific asks for Providers		<ul style="list-style-type: none"> <li>Be on the lookout and follow transition guidance shared by your LHD/MCE</li> <li>Participate in myCAvax sessions (when available) covering new functionality</li> </ul>	<ul style="list-style-type: none"> <li>Be on the lookout and follow transition guidance shared by your LHD/MCE</li> <li>Participate in myCAvax sessions (when available) covering new functionality</li> </ul>

# myCAvax Onboarding Process

## Onboarding: Ensuring Data Quality

We are providing extra support during the onboarding process to:

- Ensure Providers are submitting to CAIR accurately
- Ensure Providers are reporting to VaccineFinder accurately
- Verify reporting data and help fix discrepancies

## Support

- For local CAIR user support, contact your Local CAIR Representative
- For data exchange issues, contact your Local Data Exchange Representative
- To update information for an existing Organization / Site or any associated User Accounts, login to the CAIR2 Account Update page
  - For SDIR and RIDE, contact your local representative

# myCAvax Survey Feedback and Progress

## THEME

- Vaccine Program, Allocation, and TPA Process
  - Lack of vaccine allocation / delivery
  - Long wait to become an approved provider
  - Tedious enrollment process
  - Great CA program
- Training
  - Timing / length of training sometimes difficult
  - Recorded videos appreciated
- Communication
  - Too many emails
  - To understand future vision of the system
- System
  - Reporting requested for Providers
  - System does not support the process
  - Difficult with multiple log ins
  - Too many updates
  - Easy to use
- Support / Call Center
  - Knowledge gap for specific inquiries
  - Lack of knowledge to support LHJ
  - Prompt response



## RESPONSE

- Vaccine Program, Allocation, and TPA Process
  - Decreased demand for vaccine = vaccine availability
  - Enrollment application processing time reduced
  - Provide more Q / A sessions, support channels, training
- Training
  - Added training sessions including reports
  - Promote self-service capabilities
  - Provide training recordings
- Communication
  - Integrating myCAvax and My Turn programs, leveraging existing communication channels
  - Provide additional insight to future of myCAvax
- System
  - Report functionality added to Community pages
  - Continuous releases incorporating functionality needed for ease of use
  - Explore single sign-on capability
  - Adjusting release schedule to 3-week intervals
- Support / Call Center
  - Established Call Center / Help Desk upskilling, monitoring, escalation processes



# APPENDIX

# What's Next on My Turn Public: Release 13 (6/30)

## Priorities

- ✓ Adding date parameter for 2nd dose scheduling flow
- ✓ Add cancel reason on public site
- ✓ Save language selection to person account

## General Enhancements

- ✓ Add DOB validation against age range on screening page
- ✓ Split patient details page into sections for clearer user experience
- ✓ Remove Parent / Guardian phone number from screening page

# What's Next on My Turn Clinic: Release 13 (6/30)

## Priorities

- ✓ Updates to consent for minors
- ✓ Bifurcating parent or guardian name into First / Last name
- ✓ Requiring parent or guardian First / Last name and phone number for all minors
- ✓ Breaking parent or guardian address into separate fields
- ✓ Matching public & clinic consent acknowledgements and mapping them to the Vaccine Administrator flow
- ✓ Date validations for 2nd dose appointments
- ✓ New Intraday report
- ✓ SMS / Email notifications for appointments
- ✓ Vaccination brand & vaccine administered validation
- ✓ Bulk reschedule date and time separately

## General Enhancements

- ✓ "Other" option for vaccine site
- ✓ Highlight error fields on walk-in
- ✓ Make "Policy Holder Middle Name" field optional
- ✓ Populate Vaccine Administrator selector with recently added Vaccine Administrators

# What's Next on myCAvax: Release 12 (7/8)

- ✓ Small Order Process MVP V1
- ✓ Extract and Import Small Orders
- ✓ Update to Order Submission for Small Orders
- ✓ Vaccine Order Review Page Updates for Small Orders
- ✓ Validations for Small Order
  - Who is Eligible
  - Min and Max Order size
- ✓ Update Expiration Batch
- ✓ Data Updates for Small Order Eligible and Order Type
- ✓ Configure Small Order Min by LHD
- ✓ Small Order Process V2
  - Validations for Distribution
  - Implement Product Family
  - Configure Delivery Method
  - Notify Providers of Small Order Requirements
- ✓ Transfers Enhancements
- ✓ Updates to Order Expire Batch
- ✓ Updates to Product Record Logic
- ✓ Account Status Updates

# Clinical Update

Dr. Louise McNitt, CDPH

# Vaccine effectiveness (VE) vs. Delta variant?

- **Pfizer: UK Study** – VE after 2 doses
  - 88% VE against symptomatic COVID-19
  - 96% VE against hospitalization
- **Moderna: Sera of immunized persons**
  - 2-fold (“modest”) reduction in neutralization of Delta and other variants
  - 7 to 8- fold reduction against Beta variant (1<sup>st</sup> detected in S. Africa)
- **Janssen:** No data yet
- Vaccine recommendations unchanged
- Surveillance of variants and VE continue

# Storage & Handling

Kate McHugh, CDPH

# July 4 Holiday Schedule

**COVID-19 Vaccine Will Not be Delivered on Monday, July 5 (federally observed holiday)**

- **Pfizer**

- No vaccine deliveries will occur on Monday, July 5

- **Moderna and J&J/Janssen Centrally Distributed Vaccines**

- No vaccine deliveries will occur on Monday, July 5 or Tuesday, July 6





# July 4 Holiday Schedule Table

	Saturday, July 3	Sunday, July 4	Monday, July 5	Tuesday, July 6
PFIZER	Deliveries upon Request	No Deliveries	No Deliveries	Deliveries
McKesson Specialty (Moderna)	Deliveries upon Request	No Deliveries	No Deliveries	No Deliveries

# Expiration Dates

- Please remind staff to check expiration dates regularly
  - Monitor expiration dates weekly and rotate stock to ensure vaccines soon to expire are used first. Use the “first in, first out” strategy to manage inventory.
  - Check the expiration date of the vaccine prior to removing the vaccine from the storage unit and again prior to administration
- Remove expired vaccine from the storage unit IMMEDIATELY so staff do not inadvertently administer expired vaccine.
- EZIZ Job Aid: [IMM-1347.pdf \(eziz.org\)](#)

# Pfizer 450 Orders

- The Pfizer 1,170 trays are no longer available to order
- You can still order the Pfizer 450 boxes
  - These do not come with a dry ice refresh from the federal government, so if you plan to store in the shipper be prepared to have dry ice on site within 24 hours of delivery
- The thermal shipping container for Pfizer 450 is meant to be returned within 10 days of delivery. If vaccines will be stored in the thermal shipper utilizing locally sourced dry-ice, then return the shipper within 30 days.
- These do still come with ancillary kits, kitted for 450 doses!



# Wrap-Up

Leslie Amani, CDPH

# Where can I go for enrollment support?

## California Medical Association (CMA) Enrollment Support

To receive assistance with the enrollment process, contact:

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



# 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](mailto:rumors@cdph.ca.gov)**

[Contact](#)

# Call Centers: Contact Us!\*

\*Note: Due to the holiday, hours will vary

- **Public COVID-19 Call Center**
  - Phone: (833) 422-4255: M-F 8AM-8PM; S-S 9AM-5PM
  - For questions about general COVID questions, including vaccines, scheduling vaccination appointments through My Turn, return to school, testing, etc.
- **Provider COVID-19 Call Center**
  - Email: [covidcallcenter@cdph.ca.gov](mailto:covidcallcenter@cdph.ca.gov)
  - Phone: (833) 502-1245, M-F 8 AM–6 PM
  - For questions from Providers/LHJs regarding the COVID-19 Vaccine Program

# Where can I go for additional help?

## Type of Support

## Description

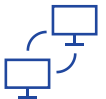
Updated 7.1.21



### California Medical Association

For Provider enrollment support, please contact the California Medical Association

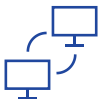
- Email: [vaccinenetwork@cmadocs.org](mailto:vaccinenetwork@cmadocs.org)
- Phone: (800) 786-4262



### 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.

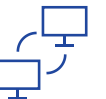
Email: [TPA\\_Allocations@blueshieldca.com](mailto:TPA_Allocations@blueshieldca.com) (Note the underscore “\_” between TPA and allocations.)



### 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. Monday through Friday 8AM–8PM, Saturday and Sunday 8AM–1PM **CLOSED SUNDAY, JULY 4**

- “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 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: Monday through Friday 7AM–7PM, Saturday and Sunday 8AM–1PM **CLOSED SUNDAY, JULY 4**

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



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

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

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



### 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.)



# Your Feedback is Important to Us

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

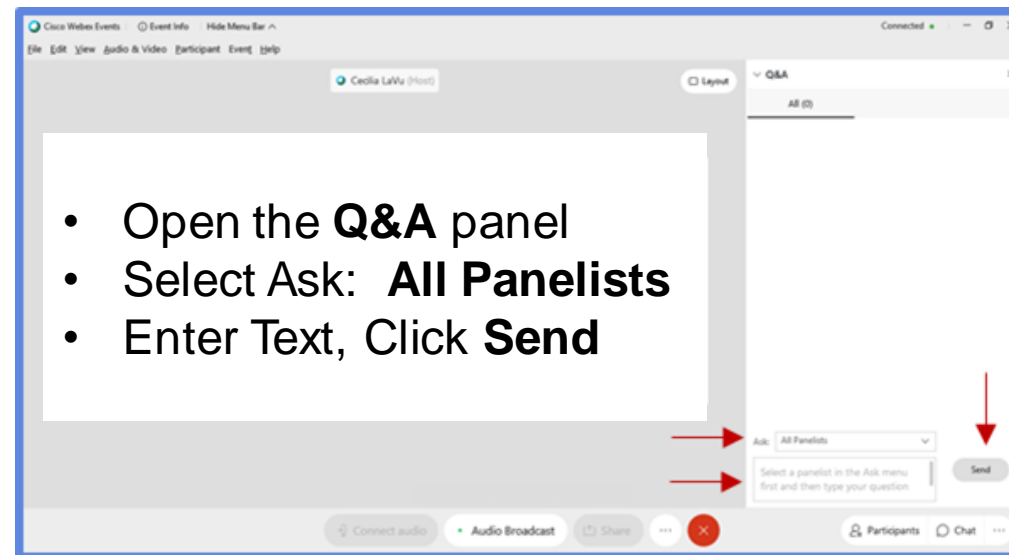
- A. Very helpful
- B. Helpful
- C. Somewhat helpful
- D. Slightly helpful
- E. Not helpful at all



# 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 5, canceled due to the holiday.

**Next Friday:**

**Provider Office Hours**

Friday, July 9, 9:00 AM