

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

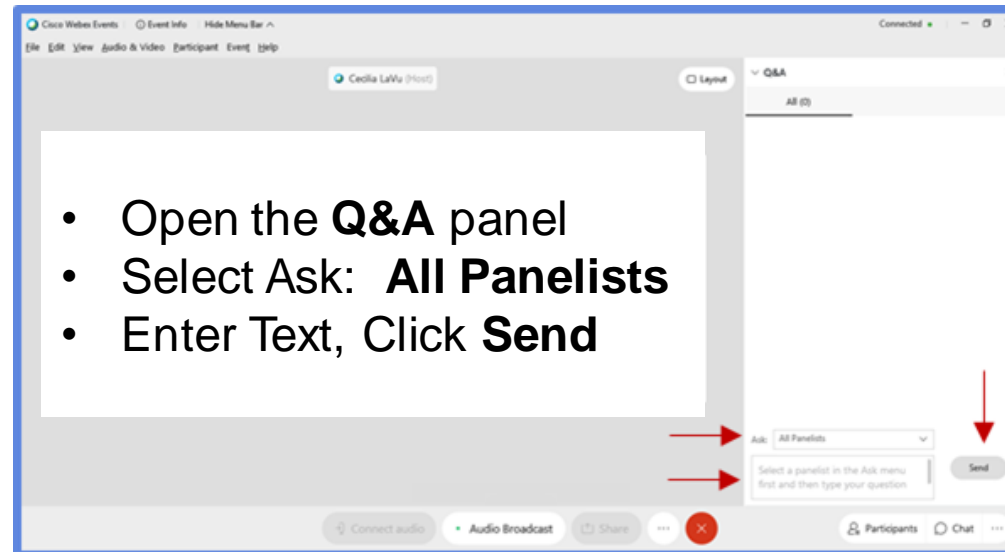
Friday, July 23, 2021



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 23, 2021

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 – 9:02
2	Administration & Allocation	Leslie Amani (CDPH)	9:02 – 9:05
3	Third Party Administrator	Larry Hilty & Jeff Merritt (BSC)	9:05 – 9:10
4	Billing Update	Mark Lane (CMA)	9:10 – 9:15
5	CalVaxGrant Update	Nisha Gandhi (CDPH)	9:15 – 9:20
6	My Turn & myCAvax	Eric Norton (My Turn) & Claudia Aguiluz (CDPH)	9:20 – 9:30
Q & A			9:30 – 9:40
7	COVID-19 Provider Call Center	Ana Ramirez (CDPH)	9:40 – 9:45
8	Clinical Update	Lily Horng, MD (CDPH)	9:45 – 9:50
9	Storage & Handling	Kate McHugh (CDPH)	9:50 – 9:55
10	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!



Vaccinate ALL 58 California COVID-19 Vaccination Program ENHANCED BY Google

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 7/22](#)
- [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.

- Make sure your [Vaccine Management Plan](#), including the emergency sections, is up to date.
- Keep transport containers/data loggers on hand and ready to go. Some containers may be qualified to hold appropriate temperatures for a long

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
Mon–Fri: 8AM–8PM
Sun–Sat: 8AM–5PM



Upcoming Webinars:

Multisystem Inflammatory Syndrome in Children

Multisystem Inflammatory Syndrome in Children (MIS-C) is a health condition in children and adolescents who have been infected with SARS-CoV-2 and later have an immune response characterized by persistent fever, inflammation, and multiorgan dysfunction. MIS-C is rare and can be very serious and even deadly.

Webinar 1

Wednesday, July 28 12:30-1:45 PM PDT

Don't MISS the Signs of MIS-C: Data, Trends & What Providers Need to Know

[Meeting Registration - Zoom](#)

Webinar 2

Tuesday, August 24 12:00-1:15 PM PDT

***Don't MISS the Signs of MIS-C:
Panel Discussion with Pediatric Specialists***

[Meeting Registration - Zoom](#)

Hosted by CDPH Clinical COVID-19 Team

Updated Multi-Lingual Pfizer EUA Fact Sheets

- Note date the fact sheet was updated (June 25, 2021 are current)
- Access at FDA.gov:
[Multi-lingual Pfizer EUA FactSheets](#)

Translations of the Fact Sheet for Recipients and Caregivers

Fact Sheet	Language
بيان حقائق للمتلقي القاح ومقدمي الرعاية (June 25, 2021)	عربي (Arabic)
প্রাপক ও পরিচর্যাকািীদেজিন্য তথ্যপত্র (May 10, 2021)	ইংরেজী (Bengali)
ကကွယ်ဆေး လက်ခံရရှိသူများနှင့် စောင့်ရှောက်မှု ပေးသူများအတွက် သတင်းအချက်အလက် စာရွက် (June 25, 2021)	မြန်မာ (Burmese)
O'V.OC A.22W0. 06Y0 Jh.10Y Dd O'0LS40J. J0L0Sf00Y (June 25, 2021)	ᏆᏚᏍᏔ (Cherokee)
接受者和护理者须知 (June 25, 2021)	中文 (Chinese, Simplified)
TAROPWEN AFFAT (IKA FACT SHEET) REN CHON ANGEI ME CHON TUMUN (May 10, 2021)	Foosun Chuuk (Chuukese)
برگه اطالعات برای دریافت کنندگان و ارائه کنندگان مراقبت (June 25, 2021)	فارسی (Farsi)
FICHE D'INFORMATION POUR LES BÉNÉFICIAIRES ET LES AIDANTS (June 25, 2021)	Français (French)
MERKBLATT FÜR EMPFÄNGER UND BETREUER (June 25, 2021)	Deutsch (German)
પ્રાપ્તકર્તાઓ અને કાળજી રાખનારા માટે ફેક્ટ શીટ (June 25, 2021)	ગુજરાતી (Gujarati)
FEY ENFOMASYON POU MOUN K'AP RESEVWA AVEK MOUN K'AP BAY SWEN (June 25, 2021)	Kreyòl Ayisyen (Haitian Creole)
प्राप्तकर्ताओं और देखभाल कर्ताओं के लिए तथ्य पत्र/फैक्ट शीट	हिन्दी (Hindi)

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](#)





Afternoon **TEACH** with **VFC**

VFA
California Vaccines
for Adults



VFC
California Vaccines
For Children

Planning for Fall: Pediatric Immunizations & the CA COVID-19 Vaccination Program

Wednesday, July 28

Presentation: 12:00 PM – 1:00 PM

Question and Answer Session: 1:00 PM – 1:30 PM

[Register here](#)

COVID-19 Vaccination Program

Webinars and Training for Providers: **Week of July 26, 2021**

Note: Calendar subject to change

	Monday 7/26	Tuesday 7/27	Wednesday 7/28	Thursday 7/29	Friday 7/30
myCAvax	myCAvax Vaccine Order Request – with Q&A 10 am – 10:30 am PW: myCAvax2021!	What's New in myCAvax 12:30 – 1:00 pm PW: myCAvax2021!	Provider 101 Enrollment 10 am – 11 am PW: myCAvax2021! Afternoon TEAch: Planning for Fall: Pediatric Immunization and the California COVID-19 Vaccination Program 12 pm – 1:30 pm		
MyTurn		Introduction to My Turn Onboarding 1 pm – 2 pm		Introduction to My Turn Onboarding 1 pm – 2 pm	
Combined Office Hours	My Turn and myCAvax Office Hours 1 pm – 2 pm		My Turn and myCAvax Office Hours 12 pm – 1 pm PW: Immunize2020!		Provider Office Hours 9 am – 10 am PW: Immunize2021!
CalVax Grants				CalVaxGrant Application Webinar 10 am – 11 am	

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 07.22.2021
- Currently in its 29th iteration!



Q: Have COVID-19 vaccine reporting requirements changed for COVID-19 vaccine Providers, now that Blue Shield of California has transitioned from its role as third-party administrator?

A: COVID-19 vaccine reporting requirements have not changed for COVID-19 Providers. Within 24 hours of administering COVID-19 doses, Providers should continue to report [doses administered](#) to their local immunization registry, submit [race and ethnicity](#) for every vaccinated patient, and report COVID-19 vaccine [doses in daily inventory](#) to the [VaccineFinder](#) website.



Q: Can COVID-19 Providers who signed the TPA agreement continue to place vaccine orders and administer vaccines?

A: Yes. COVID-19 Providers who signed the TPA agreement can continue to place vaccine orders in myCAVax and administer vaccines. Vaccine orders will be approved by Local Health Jurisdictions and the California Department of Public Health. For more information, please visit [Ordering Vaccines](#).



Q: Where can I find guidance on K-12 schools returning to in-person instruction safely?

A: The CDC and the California Department of Public Health released guidance to enable all schools to safely provide full in-person instruction to all students. In general, K-12 students and staff are required to wear masks indoors. Masks are optional outdoors but are recommended in crowded outdoor settings. Some school districts may opt to make mask-use universally required in schools. For more information, please visit [COVID-19 Public Health Guidance for K-12 Schools](#) and [CDC Guidance: K-12 Schools](#). K-12 guidance for parents can be found at [Safe Schools Parent Page](#).

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](#)

Administration & Allocation

Leslie Amani, CDPH

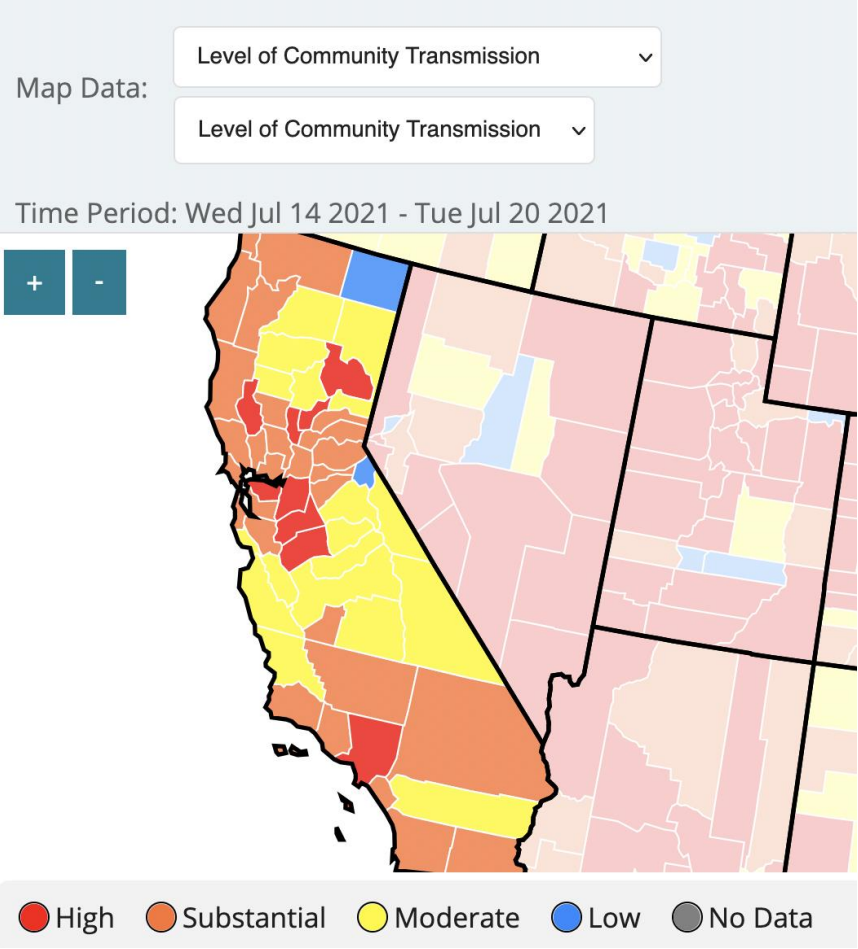
Doses Administered to Date (7/21/21)

43,214,612 doses administered!

- **71%** of 12+ population has received at least one dose and 61% is fully protected!
- **73%** of 18+ population has received at least one dose and 64% is fully protected.
- **80%** of 65+ population has received at least one dose and 70% is fully protected.



Vaccine Equity Metric



View [CDC COVID Data Tracker](#)

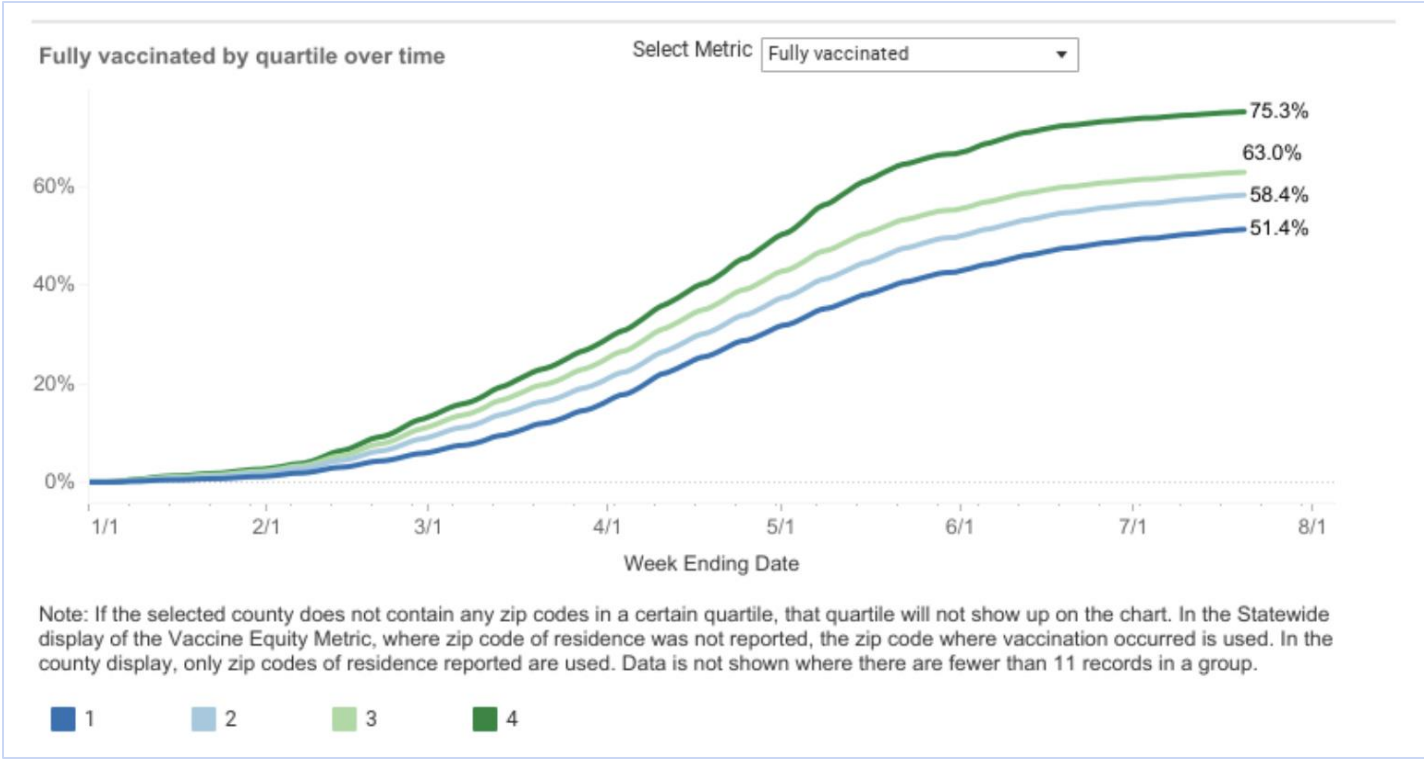


Photo: Orange County Register-Promotoras from Orange County

Third Party Administrator

Larry Hilty & Jeff Merritt, Blue Shield of California

With the enormous gains California has achieved just in the past few months enabling anyone who wants to receive the COVID-19 vaccine to get vaccinated, the State and Blue Shield have agreed that the time is right for Blue Shield to transition from its role as third-party administrator (TPA) to an advisory role, as needed.

California Department of Public Health (CDPH) will resume leading the day-to-day operations and oversight of the State's COVID-19 Vaccine Program.






Very little will change in the current vaccine ordering and administration process



Source: State allocation working group

What is changing in the COVID-19 vaccination program?






DRAFT AS OF JULY 20, 2021

Activity	Description
 Ordering	<p>No change, current order-based system will stay in place. Providers may place orders in myCAvax to be reviewed by LHJs.</p>
 Reporting	<p>No change, administration reporting requirements into state immunization registries will remain as before</p>
 Enrollment and onboarding	<p>No change, the current provider enrollment and onboarding process remains same as before. See details here - https://eziz.org/covid/enrollment/. A TPA contract is no longer required to receive and administer vaccines</p>
 TPA Contract	<p>TPA contracts will terminate in the coming months. TPA will send notification to providers in the coming weeks. Providers and LHJs may continue administering vaccine as before.</p>
 Communication channels	<p>Email boxes monitored by the TPA will be transitioned to the CDPH COVID call center. All allocation and order-related inquiries may be directed to covidcallcenter@cdph.ca.gov (833) 502-1245</p>

Source: State allocation working group

Streamlined communication channels starting July 21

DRAFT AS OF JULY 20, 2021

Type of support	Description
 General program related questions from Providers / LHJs / MCEs	As of July 21, all general program, order-related, allocation, and TPA provider-related questions can be directed towards the CDPH COVID call center covidcallcenter@cdph.ca.gov (833) 502-1245
 Order and allocation-related questions	
 TPA Provider Agreement inquiries	<i>Note, the TPA is no longer contracting new providers as a TPA agreement is no longer required to receive vaccine allocation</i>
 myCAvax related inquiries including enrollment, webinar training schedule, and status inquiries or changes	Dedicated staff are available to support at the myCAvax help desk: myCAvax.HD@Accenture.com or (833) 502-1245, option 2
 My Turn / My Turn Clinic help desk including onboarding and technical support	For those in the My Turn onboarding process, contact myturnonboarding@cdph.ca.gov For technical support: MyTurn.Clinic.HD@Accenture.com ; (415) 621-9494 Job aids, demo, and training opportunities: https://eziz.org/covid/myturn/

Source: State allocation working group



**CALIFORNIA
MEDICAL
ASSOCIATION**

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.

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 st Admin CPT	2 nd 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, 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 FFS ID number (not MA ID number).**
 - Obtain Mcre FFS ID # with patient name and SSN <https://www.noridianmedicareportal.com/>
- Reimbursement = \$40 for each dose required.
- Effective June 8, 2021, Medicare allows additional \$35 payment per dose for administering the COVID-19 vaccine in the home for certain Medicare patients.
- **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 an 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



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.**
 - **Blue Shield error – denial of COVID-19 vaccine administration claims (ages 12-17).**
- 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
- CMS COVID-19 Insurers Toolkit
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
- Personalized claims support for CMA members and their staff
(888) 401-5911

CalVaxGrant Update

Nisha Gandhi, CDPH

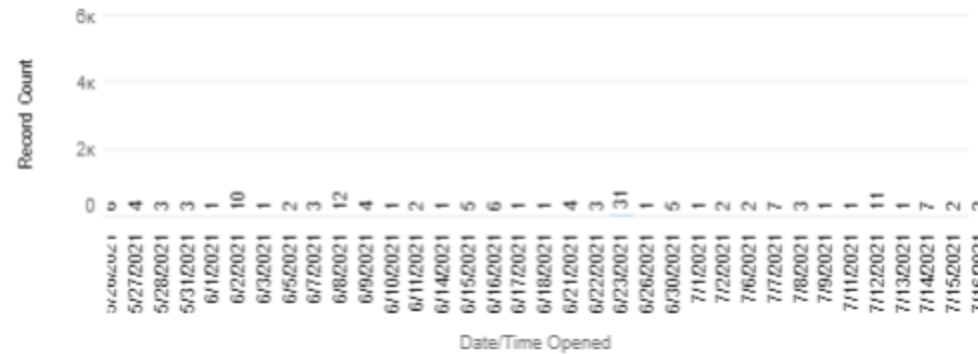
Provider Enrollment

Approved Provider Enrollment Apps
Total Approved Provider Enrollment Apps

6,823

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

Provider Location Enrollment Apps



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

Provider Location Enrollment Apps

8,818

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

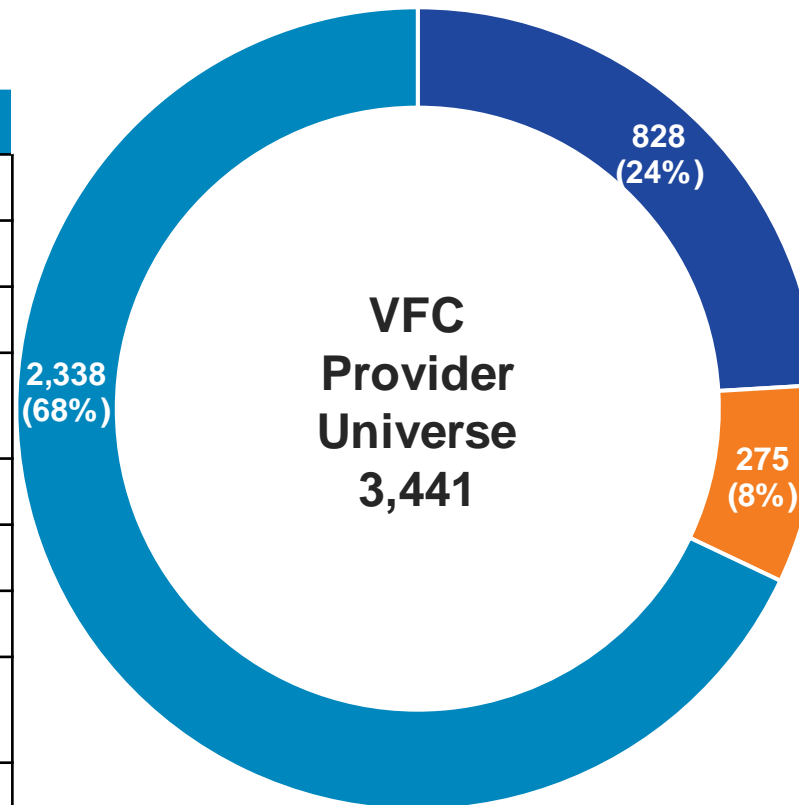
VFC Onboarding Status as of 7/20

■ Vaccinating ■ On myCAvax ■ Not on myCAvax

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

- 592 (+7 since 7/15) started but did not finish an app
- 46 (+8 since 7/15) have a completed app under review
- 145 (+13 since 7/15) applications have been approved

Session	Month	# Sessions	# Attended
myCAvax Training101	May	11	411 providers
	June	9	120 providers
	July	3	27 providers
Vaccine Marketplace	May	3	167 providers
Vaccine Order Training	May	3	254 providers
	June	11	605 providers
	July	4	241 providers
Inventory Management	June	4	64 providers
What's new in myCAvax	June	2	66 providers
	July	1	53 providers



828 locations 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

CalVaxGrant

- Application period: July 12 through Aug 13
- Expanded eligibility: Independent pharmacies now included
- Latest stats:

Category	# applications
Approved	270
Pending	49
Incomplete	47
Total	366



My Turn & myCAvax

Eric Norton, My Turn and Claudia Aguiluz, CDPH

Table of Contents

- What's Next on My Turn
- Digital Vaccine Record (DVR)
- What's Next on myCAvax
- Small Order Functionality Updates
- Small Order Flow with Third-Party Redistributor Option

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

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
- ✓ Alphabetizing all clinic locations and cancelation reasons

Reporting

- ✓ ESL Speaker Report

Facilitated User Search

- ✓ Add active / inactive column on user list view
- ✓ Contacts tab on clinic record (Clinic Managers / Vaccine Administrators)
- ✓ Updating access for Vaccine Administrators and Assistants: access to the portal from 6AM -10PM

IIS Enhancements

- ✓ CDC question validation removed
- ✓ Open access to all providers in My Turn Clinic

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
- ✓ Add DOB validation against age range on screening page

- ✓ Spanish SMS notification translations – Phase 1 (*table below*)

Notification	SPA – Priority
Registration Confirmation	Phase 2 [R15]
New Appts. Available	Phase 1 [R14]
Individual/Bulk Edit Appts.	Phase 1 [R14]
Appt. Confirmation (Skedulo)	Phase 1 [R14]
24 HR Appt. Reminder (1 st Dose/2 nd Dose/J&J)	Phase 1 [R14]
Post-Appt (1 st Dose/2 nd Dose/J&J)	Phase 1 [R14]
Cancellation: Supply Shortage	Phase 2 [R15]
Cancellation: Scheduling Issue	Phase 2 [R15]
Cancellation: Weather/Unexpected Event	Phase 2 [R15]
Cancellation: No Show	Phase 1 [R14]
Cancellation: Cross-County	Phase 2 [R15]
Cancellation: Voluntary (Skedulo)	Phase 1 [R14]
Standby Notification	Phase 2 [R15]
1-Time Code Notification	Phase 2 [R15]
Satisfaction Survey (Email)	Phase 2 [R15]

Digital Vaccine Record (DVR)

Deployed **June 19th**, the Digital COVID-19 Vaccine Record (DVR) portal draws COVID-19 records from California's immunization systems. Patients can share proof of vaccination with the electronic version provided from the portal, or the card given at time of vaccination. **1.26 million** Digital Vaccine Records have been issued to date.

Support for LHJs and Providers

- LHJs and Providers can submit questions and requests to submit additional contact information by emailing:
DCVRRemediation.Requests@cdph.ca.gov
- Providers can send questions relating to data exchange to:
CAIRDataExchange@cdph.ca.gov

Support for Patients

- For issues obtaining the DVR, patients can use the virtual assistant to submit a request for remediation at:
<https://chat.myturn.ca.gov/?id=17> or get questions answered at: [COVID-19VaccineRecord \(ca.gov\)](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19VaccineRecord.aspx)
- For additional information about all vaccination records (COVID and non-COVID), go to the [California Immunization Registry](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/CaliforniaImmunizationRegistry.aspx) or email questions to:
CAIRHelpDesk@cdph.ca.gov

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

LHD Role

- ✓ Updated fulfill orders button to only include local small orders
- ✓ Add fulfillment method to orders
- ✓ Updates to order review page
- ✓ Flag for local fulfillment participation

Third Party Redistributor Role

- ✓ Update fulfillment file for redistributor small orders
- ✓ Add fulfillment upload option to complete redistributor small orders
- ✓ Create new tab on community page for redistributor
- ✓ Add fulfillment download option

Small Order Functionality

- ✓ Create new email template for redistributor small orders when order is moved to fulfillment pending
- ✓ Order validations for product, fulfillment method and delivery
- ✓ Create new shipment record
- ✓ Update fulfill order button to locally fulfilled orders
- ✓ Create new record type for order fulfillment
- ✓ Add redistributor to shipper type
- ✓ Configure redistribution minimum doses

**Functionality may be visible but disabled.*

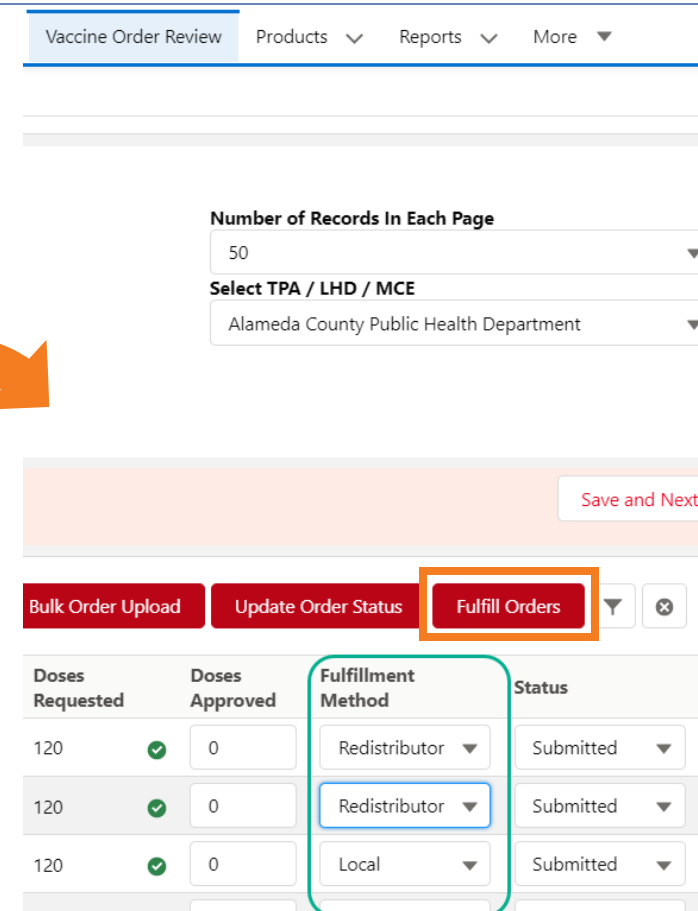
Small Order Functionality Updates

Coming soon:

- LHDs who do not have the ability for redistribution will be able to fulfill small Pfizer orders by a third-party redistributor
- The 'Fulfill Orders' button on the Order Review page will only pick up locally fulfilled orders
- CDPH will pick up the approved redistribution orders and flip them to 'Fulfillment Pending' for the third-party redistributor to process
- When the redistributor orders are moved into 'Fulfillment Pending', Providers will receive a custom redistribution fulfillment pending email with instructions specific to the redistributor

Note: Orders 'In Review'

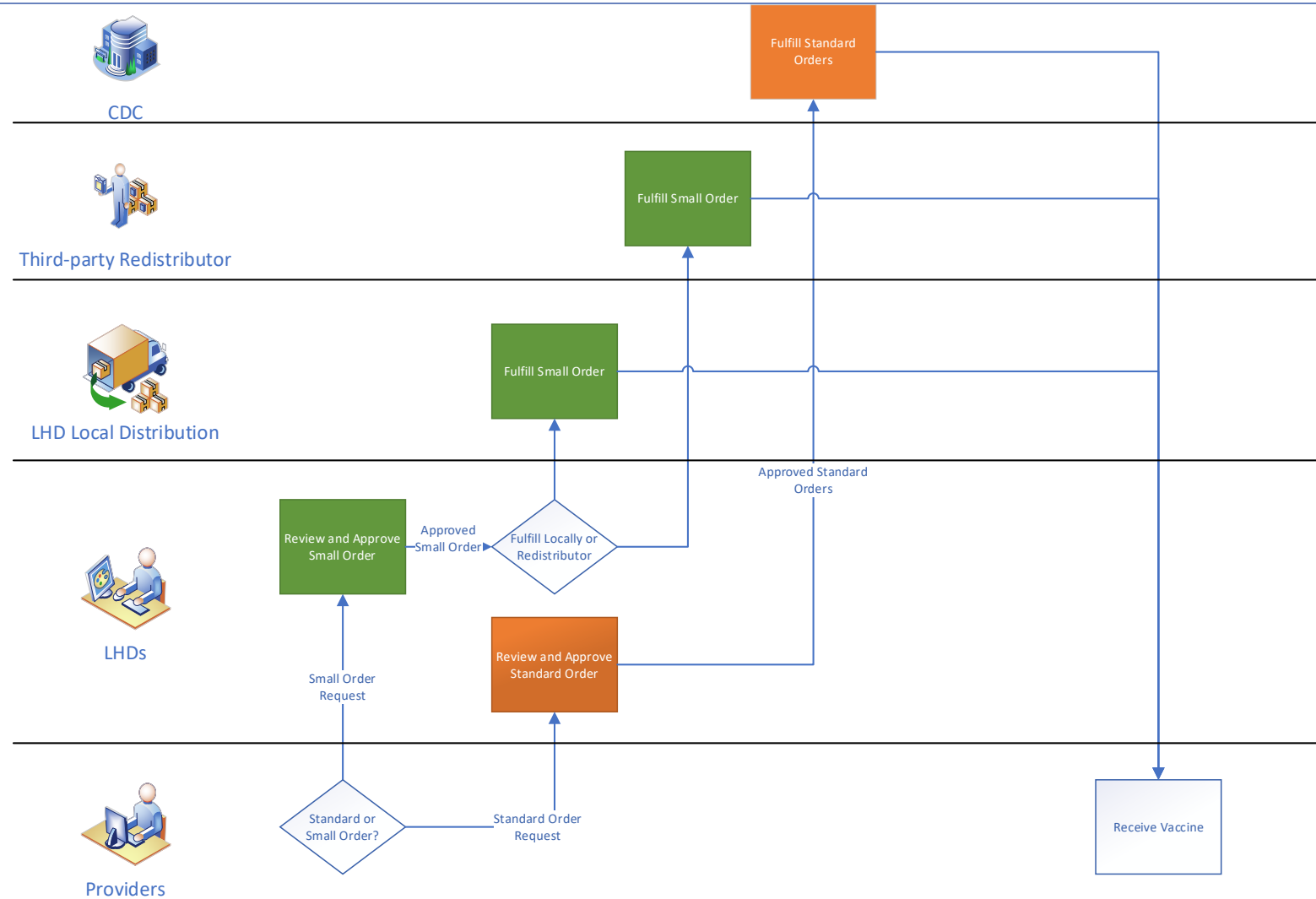
'In Review' is used when an order review process has been started but cannot yet be approved because the LHD has questions about the order or the Provider.



The screenshot shows the 'Vaccine Order Review' page. At the top, there is a navigation bar with 'Vaccine Order Review' selected, and links for 'Products', 'Reports', and 'More'. Below this, there are filters for 'Number of Records In Each Page' (set to 50) and 'Select TPA / LHD / MCE' (set to 'Alameda County Public Health Department'). A red 'Save and Next' button is in the top right. Below the filters, there are three red buttons: 'Bulk Order Upload', 'Update Order Status', and 'Fulfill Orders'. The 'Fulfill Orders' button is highlighted with an orange box. An orange arrow points from the text 'The 'Fulfill Orders' button on the Order Review page will only pick up locally fulfilled orders' to this button. Below the buttons is a table with columns: 'Doses Requested', 'Doses Approved', 'Fulfillment Method', and 'Status'. The table contains three rows of data. The 'Fulfillment Method' column has dropdown menus with options 'Redistributor' and 'Local'. The 'Status' column has dropdown menus with the option 'Submitted'. The first two rows have 'Redistributor' selected, and the third row has 'Local' selected. A green box highlights the 'Fulfillment Method' column.

Doses Requested	Doses Approved	Fulfillment Method	Status
120	0	Redistributor	Submitted
120	0	Redistributor	Submitted
120	0	Local	Submitted

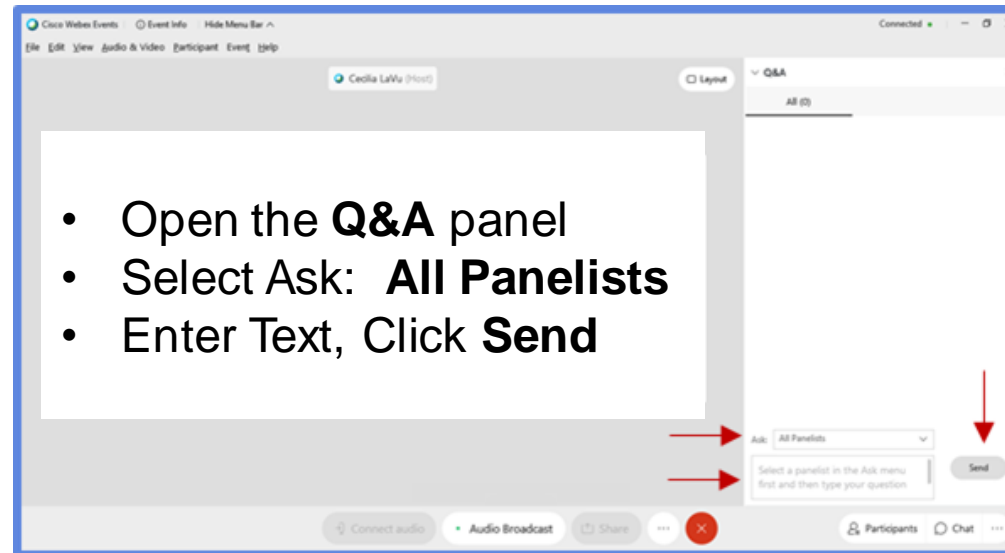
Small Order Flow with Third-Party Redistributor Option



Provider Office Hours Q&A

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

Q&A Panel

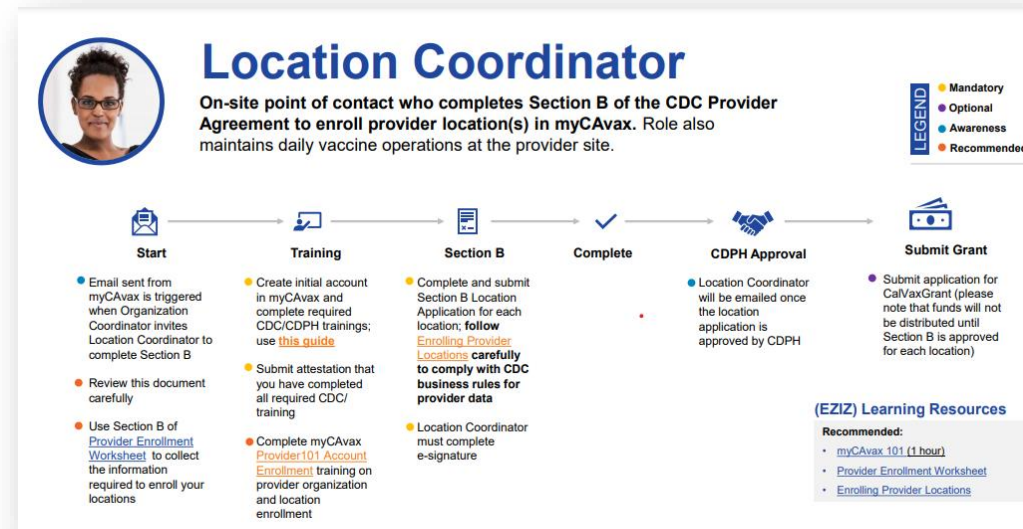


COVID-19 Provider Call Center

Ana Ramirez, 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.

Clinical Update

Dr. Lily Horng, CDPH

CDC ACIP 7/22/21 updates

Slides available here: <https://www.cdc.gov/vaccines/acip/meetings/slides-2021-07-22.html>

Future recording will also be posted.

Topics covered:

- 1) Guillain-Barré Syndrome after J&J/Janssen vaccine
- 2) Clinical considerations for additional doses in immunocompromised hosts

Potential Harms of the Janssen COVID-19 vaccine: Guillain-Barré Syndrome

- 12.6 million vaccine doses administered* and 98 GBS cases as of June 30, 2021

	Females n= 37			Males n=61		
Age group	Cases	Doses admin	Reporting rate [†]	Cases	Doses admin	Reporting rate [†]
18-29 years old	1	1,037,996	1.0 per million	3	1,258,963	2.4 per million
30-49 years old	13	1,957,663	6.6 per million	18	2,407,430	7.5 per million
50-64 years old	14	1,888,715	7.4 per million	33	2,115,411	15.6 per million
65+ years old	9	1,037,996	8.7 per million	7	932,764	7.5 per million

* Source of doses administered: FDA, through June 30, 2021; Some age- and sex-specific dose administered data were imputed

[†] Reporting rate = GBS cases per 1 million Janssen COVID-19 vaccine doses administered

GBS = Guillain-Barré Syndrome

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www.cdc.gov/vaccines/acip/meetings/downloads/slides-2021-07/05-COVID-Rosenblum-508.pdf

Benefits of COVID-19 vaccination continue to outweigh risks

For every million doses of vaccine given with U.S. exposure risk and hospitalization rates from June 19, 2021

	Janssen COVID-19 vaccine						mRNA COVID-19 vaccine			
Age	Prevented COVID-19 hospitalizations/ ICU admissions/deaths			GBS Cases	TTS Cases		Prevented COVID-19 hospitalizations/ ICU admissions/deaths			Myocarditis Cases
FEMALES										
18-29 years	700	50	5	1	4-5		750	50	5	3-4
30-49 years	900	140	20	6-7	8-10		950	140	20	1-2
50-64 years	1600	350	120	7-8	3-4		1,700	375	125	1
65+ years	5,900	1250	840	8-10	0		6,200	1300	900	<1
MALES										
18-29 years	300	60	3	2	2-3		300	60	3	22-27
30-49 years	650	150	25	7-8	1-2		700	160	25	5-6
50-64 years	1,800	480	140	14-17	1-2		1,900	500	150	1
65+ years	11,800	3300	2300	7-8	0		12,500	3500	2400	<1

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www.cdc.gov/vaccines/acip/meetings/downloads/slides-2021-07/06-COVID-Mbaeyi-508.pdf

Updates to CDC Clinical Considerations

- Persons with a prior history of GBS:
 - Can receive any of the authorized vaccines
 - Given possible association between Janssen vaccine and GBS, **patients with a history of GBS and their clinical team should discuss the availability of mRNA vaccines to offer protection against COVID-19**
- Information on signs and symptoms of GBS

Updates will be posted at: <https://www.cdc.gov/vaccines/covid-19/clinical-considerations/covid-19-vaccines-us.html>

Interim Clinical Considerations for Use of COVID-19 Vaccines Currently Authorized in the United States



Interim considerations: preparing for the potential management of anaphylaxis after COVID-19 vaccination

Reference Materials

Summary Document for Interim Clinical Considerations

Summary Document for Interim Clinical Considerations poster

COVID-19 Vaccine Administration Errors and Deviations

COVID-19 Vaccine Administration Errors and Deviations Poster

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Email Address

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Summary of recent changes (last updated July 16, 2021):

- Updated considerations regarding mRNA vaccine dosing intervals
- Updated considerations for immunocompromised people.

Key points

COVID-19 vaccination is recommended for everyone 12 years and older for the prevention of coronavirus disease 2019 (COVID-19) in the United States. The Advisory Committee on Immunization Practices (ACIP) has issued interim recommendations for the use of:

- Pfizer-BioNTech COVID-19 vaccine (in persons [ages 12-15 years](#) and [ages ≥16 years](#))
- [Moderna](#) COVID-19 vaccine (in persons ages ≥18 years)
- [Janssen \(Johnson & Johnson\)](#) COVID-19 vaccine (in persons ages ≥18 years)

These clinical considerations provide additional information to healthcare professionals and public health officials on use of COVID-19 vaccines.

The Advisory Committee on Immunization Practices (ACIP) update on the use of mRNA COVID-19 vaccines after reports of myocarditis or pericarditis in vaccine recipients

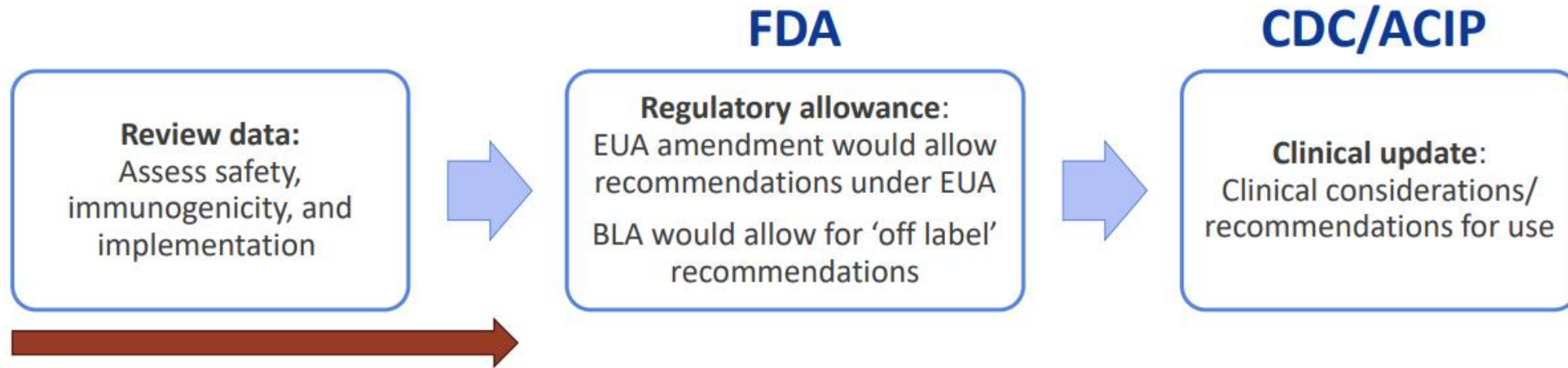
On June 23, 2021, ACIP met to review reported cases of myocarditis or pericarditis in mRNA COVID-19 vaccine (Pfizer-BioNTech and Moderna) recipients. Cases of myocarditis or pericarditis have occurred predominantly in males aged 12-29 years, with symptoms typically developing within a few days after receipt of the second dose of vaccine.

ACIP reviewed the benefits and risks of mRNA COVID-19 vaccines in the United States and determined that the benefits of using mRNA COVID-19 vaccines under the Food and Drug Administration's (FDA) Emergency Use Authorization (EUA) clearly outweigh the risks of myocarditis and pericarditis in all people aged 12 years or older. The FDA updated the EUA Fact Sheet for Healthcare Providers Administering Vaccine (Vaccination Providers) and the Fact Sheet for Recipients and Caregivers for [Pfizer-BioNTech COVID-19 vaccine](#) and [Moderna COVID-19 vaccine](#) to include information about the occurrence of myocarditis or pericarditis in some people following use of the vaccine. Based on the benefit-risk assessment, COVID-19 vaccination continues to be recommended for everyone aged 12 years and older under the

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www.cdc.gov/vaccines/acip/meetings/downloads/slides-2021-07/06-COVID-Mbaeyi-508.pdf

Additional doses in immunocompromised people



Now:

Immunocompromised people should continue to **follow infection prevention measures:**

Wear a mask, stay 6 feet apart from others, avoid crowds and poorly ventilated spaces

Close contacts (≥ 12 years) of immunocompromised people should be **vaccinated against COVID-19**

Early treatment with monoclonal antibodies may be beneficial in this population

EUA= Emergency Use Authorization; BLA= Biologics License Application

www.cdc.gov/vaccines/acip/meetings/downloads/slides-2021-07/07-COVID-Oliver-508.pdf

Storage & Handling

Kate McHugh, CDPH

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 the manufacturer.
- **Continue storing vials and pre-drawn syringes in refrigerated transport container, monitored by a digital data logger, up until time of administration!**



No Missed Opportunities

- Vaccine supply in U.S. now abundant!
- Never miss a vaccination opportunity! Vaccinate every eligible person who presents at a vaccination site — even if it means puncturing a vial at the end of the day.
- Reduce waste when possible and plan clinics accordingly, but vaccinating every patient is more important than saving every dose.

Resources:

[Missed Vaccination Opportunities & Wastage](#)
[Reporting Doses Spoiled, Expired, or Wasted](#)

Wrap-Up

Leslie Amani, CDPH

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.

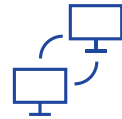
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



California Medical Association

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

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

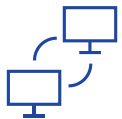


myCAvax Help Desk

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

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](#)

Your Feedback is Important to Us

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

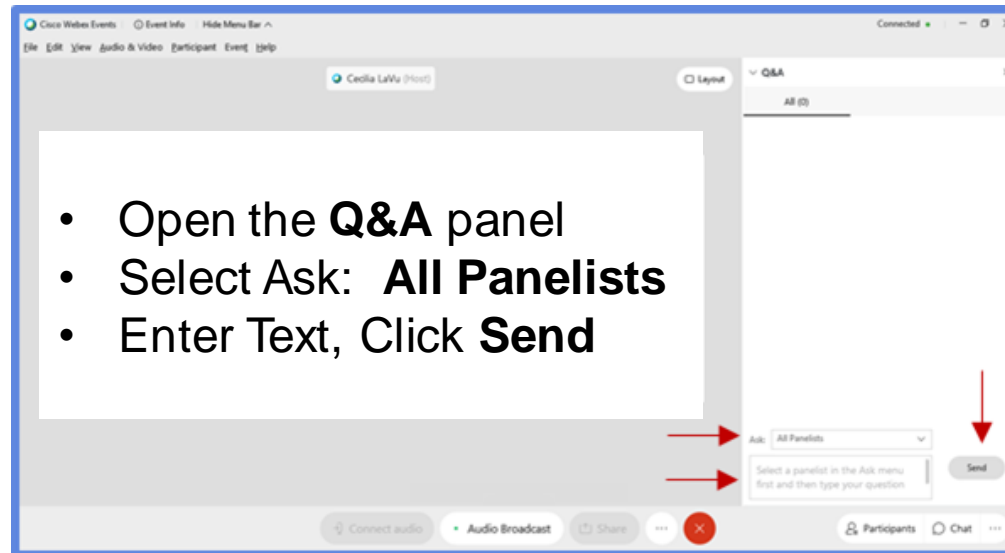
- A. Very helpful
- B. Helpful
- C. Somewhat helpful
- D. Slightly helpful
- E. Not helpful at all



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 26 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 30 at 9:00 AM