

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

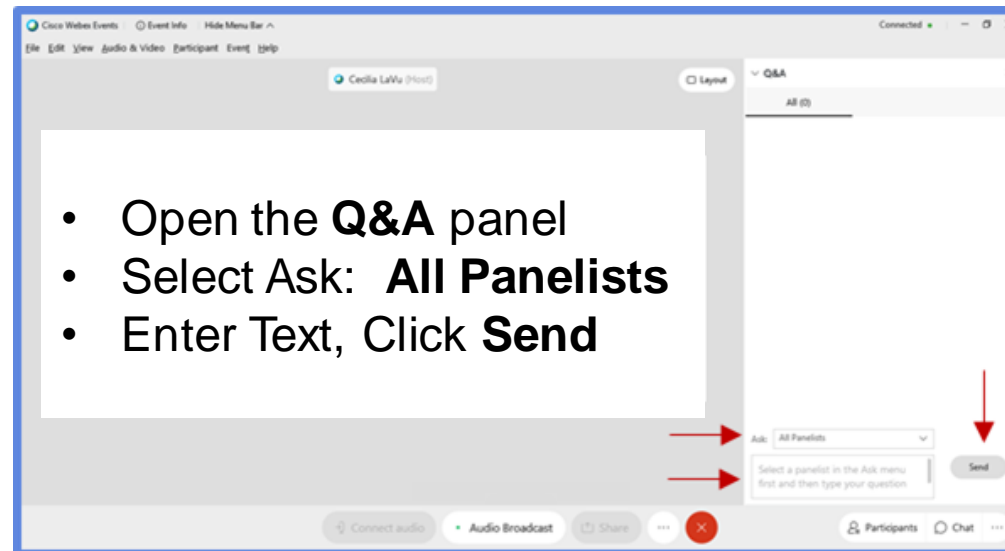
Friday, July 30, 2021



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 30, 2021

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 – 9:05
2	Vaccine Administration	Jane Grey (CDPH)	9:05 – 9:10
3	Communications Update	Dayanna Macias-Carlos (CDPH)	9:10 – 9:15
4	Enrollment & CalVaxGrant Update	Nisha Gandhi (CDPH)	9:15 – 9:20
5	myCAvax	Claudia Aguiluz (CDPH)	9:20 – 9:25
Q&A			9:25 – 9:35
6	COVID-19 Provider & Public Call Centers	Ana Ramirez & Darrin Gross (CDPH)	9:35 – 9:42
7	Clinical Update	Lily Horng, MD (CDPH)	9:42 – 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

Webinar: How to Have Crucial Conversations about COVID-19 Vaccines with your Patients

Join the **CDPH Director, Dr. Tomás Aragón**, and other health care experts for a training on having proactive conversations with your patients about COVID-19 vaccines. The training will cover:

- The latest research on vaccine hesitancy
- Key messages addressing common patient concerns about the COVID-19 vaccine
- Communication tools for effective patient conversations.

As part of National Immunization Awareness Month, learn how to have 30 conversations in 30 days.

Register [here](#).



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
Mon-Fri: 8AM-8PM
Sun-Sat: 8AM-5PM

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 7/29
- [Guide to Other COVID-19 Vaccine Related Websites](#)

Alerts:

Learn How to Have Crucial Conversations About COVID-19 Vaccines With Your Patients

Webinar: August 2, 12:00pm-12:45pm

Join the CDPH Director, Dr. Tomás Aragón, and other health care experts for a training on having proactive conversations with your patients about COVID-19 vaccines. This training will cover:

- The latest research on vaccine hesitancy
- Key messages addressing common patient concerns about the COVID-19 vaccine
- Communication tools for effective patient conversations

As part of National Immunization Awareness Month, learn how to have 30 conversations in 30 days. [Register Here.](#)

CalVaxGrant for COVID-19 Vaccine Providers

- [Grants Up to \\$55,000 Available for Support of Small Practices](#)
- Register for an upcoming webinar to find out more:
[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: [Enrollment Steps](#) | [Begin Enrollment at myCAvax](#)
- What to Expect After Enrolling: [Recorded Webinar \(slides\)](#)

Third-Party Administrator (TPA) Transition

The State and Blue Shield of California recently announced that Blue Shield has transitioned from its role as third-party administrator (TPA) to an advisory role, as needed. California Department of Public Health (CDPH) has resumed leading the day-to-day operations and oversight of the State's COVID-19 Vaccination Program in partnership with the local health jurisdictions. [Read more.](#)

COVID-19 Vaccination Program

Webinars and Training for Providers: **Week of August 2, 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!				
MyTurn					
Combined Office Hours	My Turn and myCAvax Office Hours 12 pm – 1 pm PW: Immunize2020!		My Turn and myCAvax Onboarding Office Hours 1 pm – 2 pm PW: Immunize2020!		Provider Office Hours 9 am – 10 am PW: Immunize2021!
CalVax Grants					

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 07.29.2021**
- **Currently in its 30th iteration!**

New **Q: Where can I find information about the Janssen by Johnson & Johnson shelf-life extension?**

A: The FDA authorized an extension of the shelf life for the Janssen COVID-19 vaccine from 4 ½ months to 6 months. For information on storage temperature requirements, please visit [FDA EAU Amendment](#) and [Johnson & Johnson Statement on Extended Shelf Life](#). COVID-19 vaccine Providers can check COVID-19 vaccine expiration dates for the Janssen by Johnson & Johnson vaccine at [Vial Expiration Date Lookup: Janssen](#).

New **Q: Are healthcare workers required to receive the COVID-19 vaccination?**

A: The California Department of Public Health released a state order that requires healthcare facilities to verify the vaccination status of workers, or have workers undergo regular testing. For detailed guidelines and information, please visit [State Public Health Officer Order of July 26, 2021](#).

New **Q: Which COVID-19 vaccines are available for ordering in myCAvax?**

A: The Moderna 140-dose shipments and Pfizer 450-dose shipments are available for Standard Orders in myCAvax. The Janssen from Johnson & Johnson, smaller orders of Moderna, and the Pfizer COVID-19 vaccine can be requested through the myCAvax [Vaccine Marketplace](#) and Small Order Requests in myCAvax, dependent upon availability.

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

Vaccine Administration

Jane Grey, CDPH

Doses Administered to Date (7/28/21)

43,772,466 doses administered!

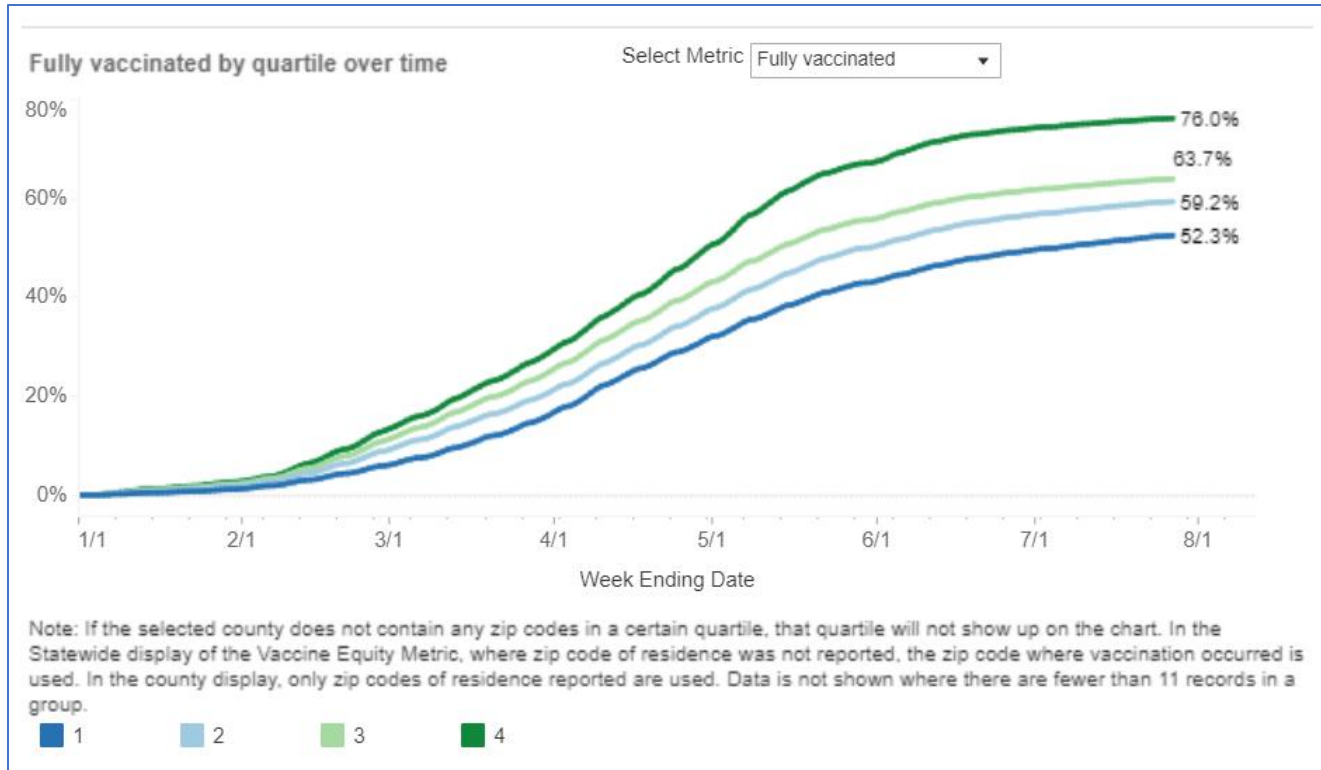
- **71.8%** of 12+ population has received at least one dose and 62.4% is fully protected!
- Good news in that total doses (1st, 2nd, & J&J) increased by 20,766 doses between July 12 and July 19 for a 4.77% increase!*

*Contributing factors include more primary care providers vaccinating, fear of delta variant, trusted messengers actively outreaching, availability of J&J vaccine at events, stellar staff!!

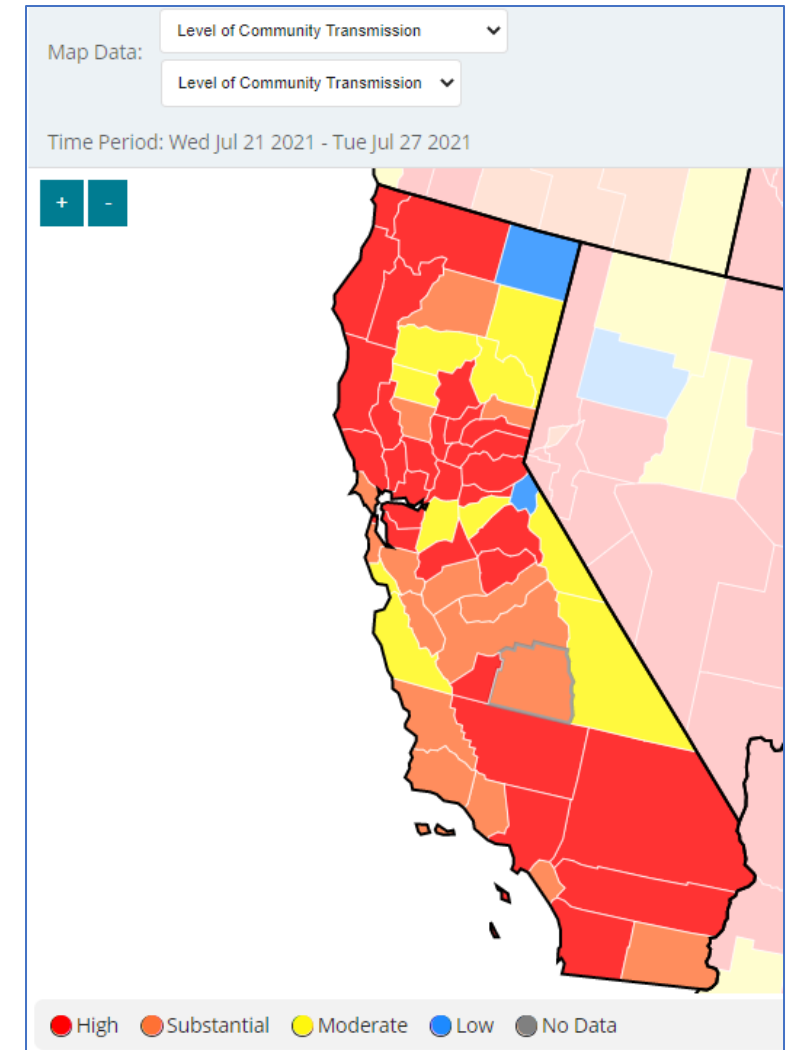


Ethel Guzman administers COVID-19 vaccine during a walk-up vaccination clinic held by the Los Angeles Mission College and Kaiser Permanente. The clinic was held as part of the college's "Eagle Enrollment Fair" in preparation for the fall 2021 semester. Students who enroll at LAMC while at the event will receive assistance to apply for a \$300 emergency grant and a free pass to Six Flags Magic Mountain if they received their COVID-19 vaccination on site. (Photo by Andy Holzman)

Vaccine Equity Metric and Transmission Data



While incredible progress has been made, pockets of under-immunization, especially in HPI Q1 areas, are contributing to increased community transmission rates.



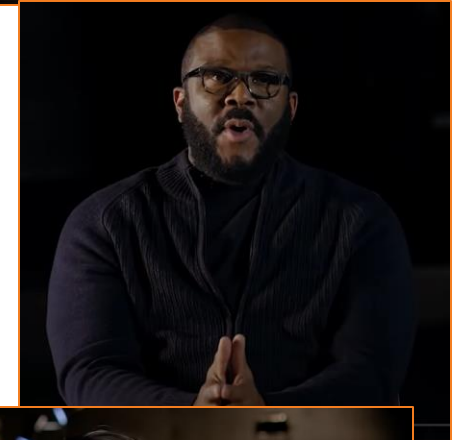
Communications Update

Dayanna Macias-Carlos, CDPH

Communication Campaigns Updates:

Supporting the GO, CHHS and CDPH with yesterday's announcement:

- Tyler Perry and African American physician “[How Vaccines work](#)” long-form and shorter video (social and digital) : [COVID-19 Vaccine And The Black Community: A Tyler Perry Special - YouTube](#)
- Short Animation “[How the vaccine works](#)” and “[Variants](#)”
- Continuing to locate and amplify relevant CBO vaccine-related events. Prioritizing any with a youth/back-to-school angle.
- Continuing paid media campaign on multiple platforms reaching African-American, Latino, AAPI, Tribal and multicultural communities.
- NUNA's continues to encourage people to redeem their \$50 incentive cards. Eligibility ended on 7/18, but redemption rates are low.



Enrollment & CalVaxGrant Update

Nisha Gandhi, CDPH

Provider Enrollment

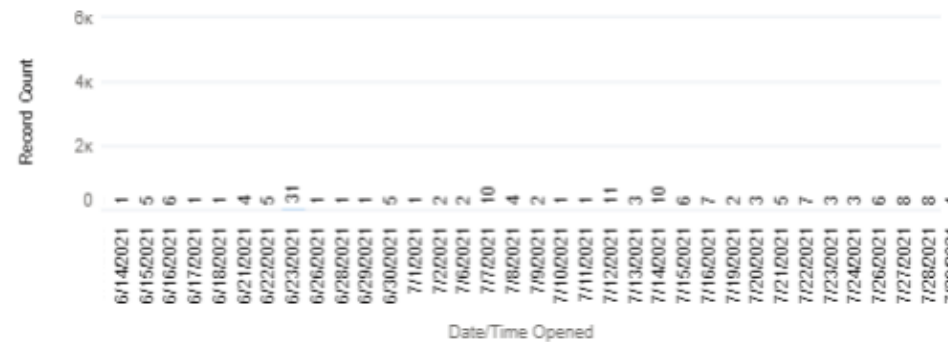
Approved Provider Enrollment Apps

Total Approved Provider Enrollment Apps

6,934

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

Provider Location Enrollment Apps



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

Provider Location Enrollment Apps

8,957

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

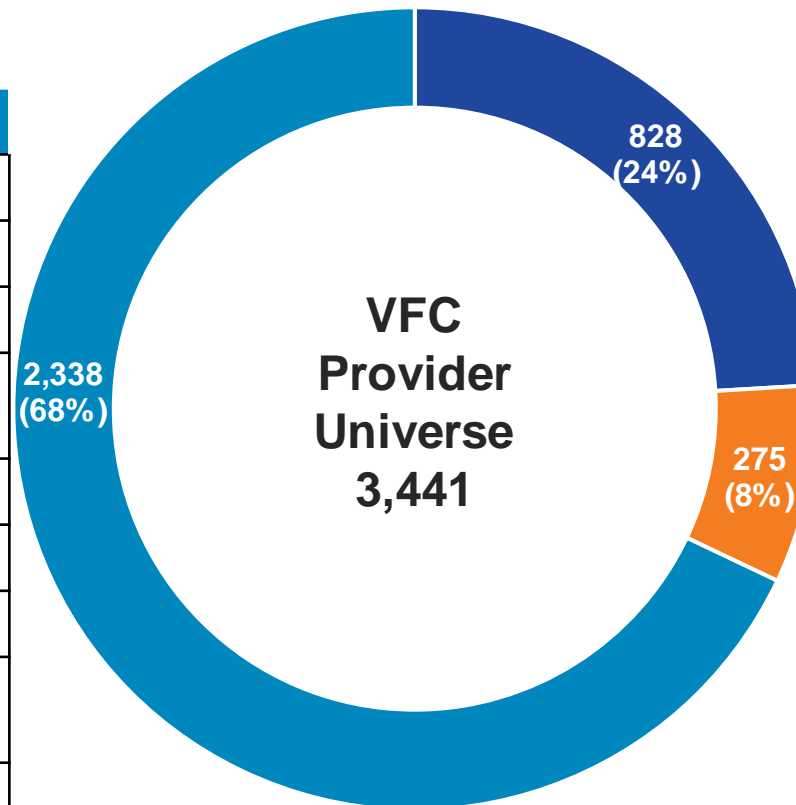
VFC Onboarding Status as of 7/26

■ Vaccinating ■ On myCAvax ■ Not on myCAvax

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

- 631 (+9 since 7/23) started but did not finish an app
- 39 (+7 since 7/23) have a completed app under review
- 166 (+2 since 7/23) applications have been approved

Session	Month	# Sessions	# Attended
myCAvax Training101	May	11	411 providers
	June	9	120 providers
	July	5	50 providers
Vaccine Marketplace	May	3	167 providers
Vaccine Order Training	May	3	254 providers
	June	11	605 providers
	July	5	292 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 Update

Funded by CDPH and administered by Physicians for a Healthy California (PHC), the [CalVaxGrant](#) offers grant funding, one-on-one myCAvax support, and vaccine administration resources for medical practices administering COVID-19 vaccines. **Grant ending August 13th, 2021.**

Updated Eligibility

- ✓ Physician medical practice* with ≤ 200 physicians or independent pharmacy organization
Additional eligibility forthcoming
- ✓ Be enrolled in [myCAvax](#)
- ✓ Expend or plan to expend \$10,000 between 11/1/2020 - 11/1/2021
 - Allowable expenses include staffing, training, technology, infrastructure, supplies / equipment and administrative overhead

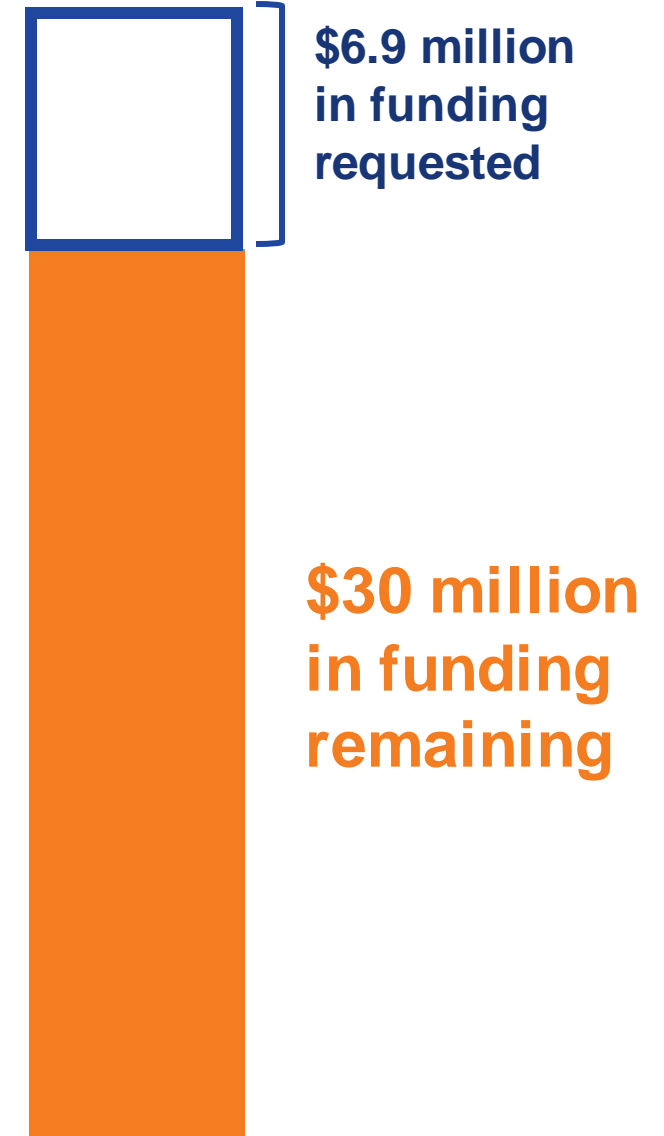
Support

- Complete grant guidelines [here](#)
- PHC one-hour webinars:
 - [July 30, 2021, at 1:00 p.m. PT](#)

CalVaxGrant

- Application period: July 12 through Aug 13
- Expanded eligibility: Independent pharmacies, urgent care, STD clinics (refer to PHC website for full list)
- Latest stats:

Category	# applications
Approved	427
Pending	44
Incomplete	64
Total	535



CalVaxGrant

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

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

- TODAY Friday, July 30, 2021, 1PM – 2PM [Register here](#)
- Monday, August 9, 2021, 9AM – 10AM [Register here](#)
- **Please spread the word to Primary Care and VFC providers and Independent Pharmacies.**

myCAvax

Claudia Aguiluz, CDPH

Vaccine Product Availability

Moderna

- Moderna 100/box is no longer available
- Moderna 140/box standard and small orders are available

Pfizer

- Pfizer 450/box standard and small orders are available

Janssen

- Janssen 100/box standard orders are still not available
- Janssen 100/box small orders are available based on local on hand inventory



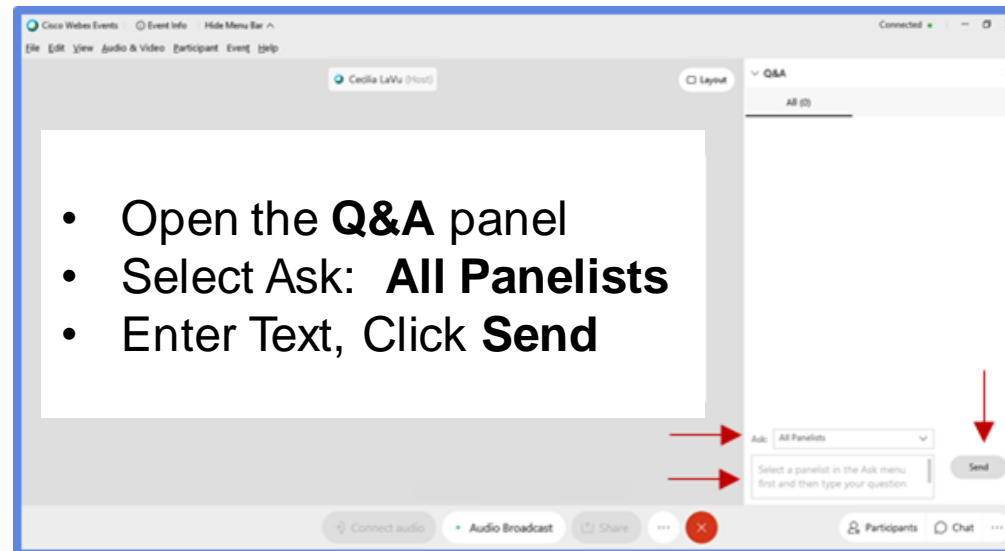
Reminder

Expedited delivery of vaccine or vaccine in other than standard order quantities can be fulfilled through the Vaccine Marketplace or through redistribution.

Provider Office Hours Q&A

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

Q&A Panel

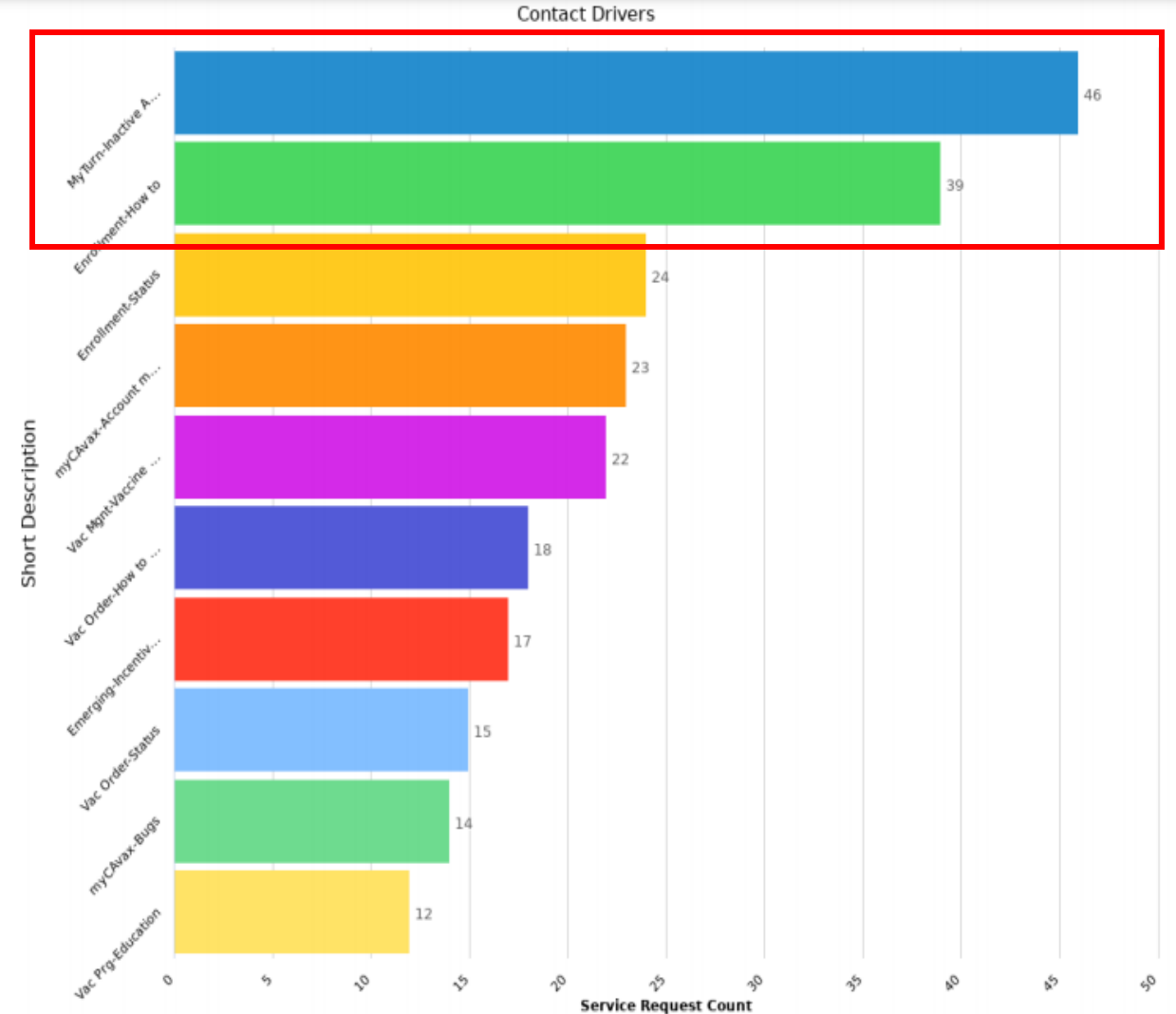


COVID-19 Provider Call Center

Ana Ramirez, CDPH

Provider Call Center

- Enrollment Status
 - Approval Review ~ 1-2 business days
 - VFC Review ~ 1-2 business days
 - Follow-Up – Varies depending on # of issues and provider responsiveness
- Deactivated myCAvax account
 - Login regularly/monthly
 - myCAvax.hd@accenture.com
- Deactivated My Turn accounts
 - Login weekly
 - myturn.clinic.hd@accenture.com



COVID-19 Public Call Center

Darrin Gross, CDPH

In-Home Vaccination & Transportation Services



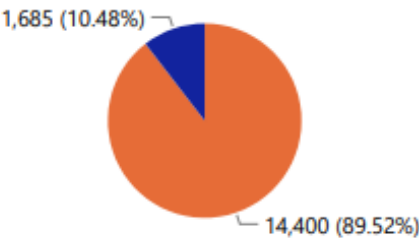
In-Home Vx and Transportation Services

Last updated: Sunday, July 25, 2021 8:00 PM

Running Totals since April 30, 2021							Current
16,085	9,086	5,479	4,606	557	3,526	6,573	507
Requests received	Residents reached	Requests resolved	In-Home Vx Request	Transport Reserv.	Requests Rescinded	Requests Closed	Residents In-Progress

Request Source

● My Turn ● Public Call Center

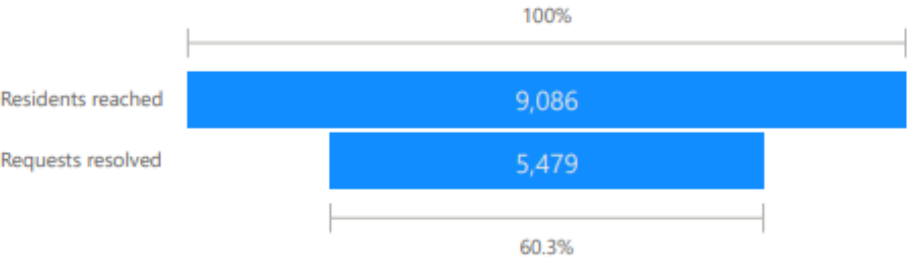


Types of Resolutions

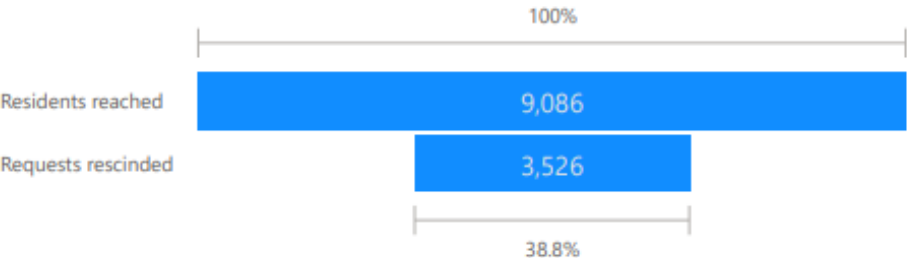
● In-home Vx Requests
● Vaccine Appointment Only
● Vaccine and Transportation
● Transportation Only
● Referred to Medi-Cal



Request Conversion Rate



Request Closed Rate



Clinical Update

Dr. Lily Horng, CDPH

New Public Health Officer Order

Order for healthcare and congregate settings (7/26)

Unvaccinated Workers in High-Risk Settings

Order applies to the following facilities:

A. Acute Health Care and Long-Term Care Settings:

1. General Acute Care Hospitals
2. Skilled Nursing Facilities (including Subacute Facilities)
3. Intermediate Care Facilities

B. High-Risk Congregate Settings:

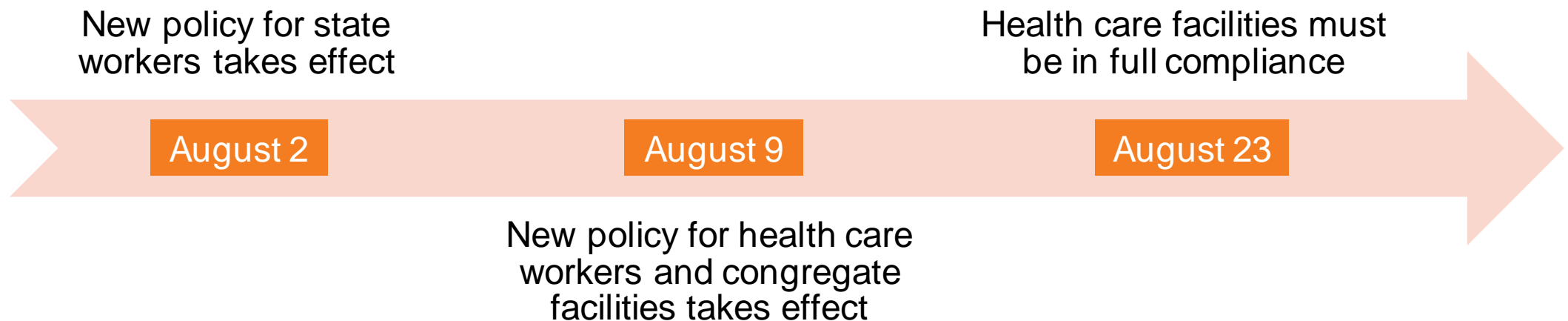
4. Adult and Senior Care Facilities
5. Homeless Shelters
6. State and Local [Correctional Facilities and Detention Centers](#)

C. Other Health Care Settings:

7. Acute Psychiatric Hospitals
8. Adult Day Health Care Centers
9. Adult Day Programs Licensed by the California DSS
10. Program of All-Inclusive Care for the Elderly (PACE) and PACE Centers
11. Ambulatory Surgery Centers
12. Chemical Dependency Recovery Hospitals
13. Clinics & Doctor Offices (including behavioral health, surgical)
14. Congregate Living Health Facilities
15. Dental Offices
16. Dialysis Centers
17. Hospice Facilities
18. Pediatric Day Health and Respite Care Facilities
19. Residential Substance Use and Mental Health Treatment Facilities

New CDPH Public Health Officer Order

- Requires facilities to verify vaccine status of workers or be tested at least once per week, depending on facility type
- Requires facilities to provide appropriate PPE/respirator or mask to unvaccinated/partially vaccinated workers, depending on facility type



FDA Review of Pfizer Full-Licensure Application

- Pfizer submitted Biologics License Application (BLA) requesting licensure (full approval) of Pfizer-BioNTech COVID-19 Vaccine for prevention of COVID-19 in individuals ≥ 16 years
- FDA has granted application **priority review**
- FDA news release: [July 16, 2021](#)

Storage & Handling

Kate McHugh, CDPH

Janssen/J&J Extension

- J&J was granted another 45-day shelf-life extension
 - The stability data has determined that the vaccine has a 6-month shelf life when refrigerated at 36 – 46° Fahrenheit (2 – 8° Celsius)
- There is a lot of J&J vaccine across the state that had August expiry dates, so now most of those doses will expire in September!
- Check the new expiry date of your J&J vaccine: [Janssen COVID-19 Vaccine Expiry Checker \(vaxcheck.jnj\)](#)
- If you have posted doses of J&J/Janssen COVID-19 doses on the Marketplace, please review your post and update the expiration information accordingly.

General Waste and Expiry Guidance

- If you have vaccine doses that have expired, remove expired vaccine from the storage unit immediately so staff do not inadvertently administer expired vaccine.
- Dispose of the vaccine vial (with any remaining doses) in a pharmaceutical waste or Sharps container, according to local and state regulations.
- There is no return program for COVID-19 vaccines, so providers must dispose of their own vaccines!
- Reporting Doses Spoiled, Expired or Wasted job aid



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.

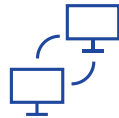
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



California Medical Association

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

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

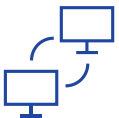


myCAvax Help Desk

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?

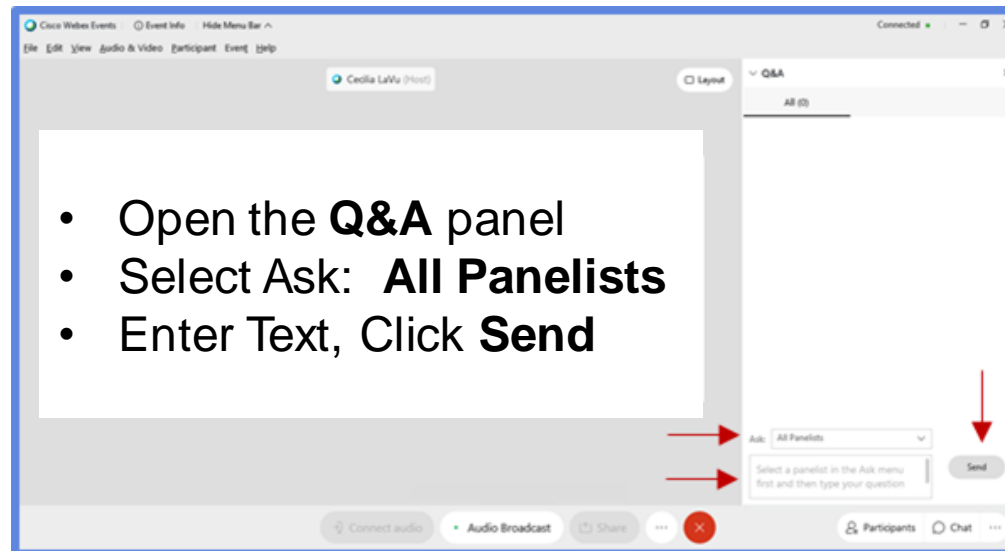
- A. Very helpful
- B. Helpful
- C. Somewhat helpful
- D. Slightly helpful
- E. Not helpful at all



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, August 2, 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, August 6, at 9:00 AM