

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

Friday, August 13, 2021



**Vaccinate ALL 58**  
Together we can end the pandemic.

# Poll: What content updates do you find most helpful to your work? (Choose up to 3 items.)

- a. Job Aids and Resources
- b. My Turn
- c. myCAvax
- d. Clinical/Vaccine Safety & Efficacy
- e. Storage & Handling
- f. Billing and Reimbursement
- g. Communication
- h. Enrollment
- i. Vaccine administration

**To Participate: Scan the QR code with your Smartphone**

**OR open with this link:**

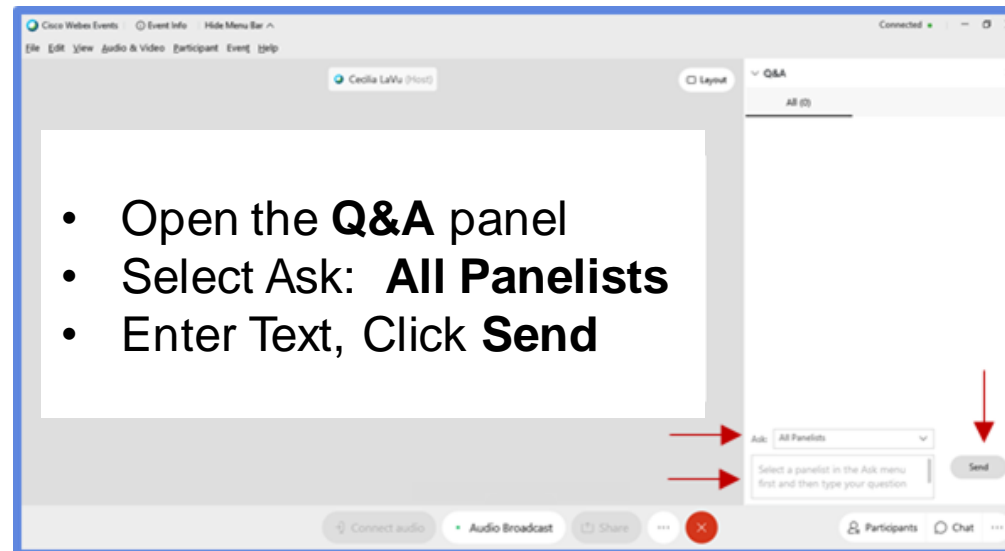
<https://app.sli.do/event/qmuyme7>



# 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.

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## Reminder to Participants:



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

# Agenda: Friday, August 13, 2021

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 – 9:05
2	Vaccine Administration	Amy Pine (CDPH)	9:05 – 9:10
3	Enrollment & CalVaxGrant Update	Amy Lara (CDPH)	9:15 – 9:20
4	Vaccine Management	Eric Norton (My Turn), Claudia Aguiluz (CDPH), and Ryan Bohac (myCAVax)	9:20 – 9:30
Q&A			9:30 – 9:40
5	COVID-19 Provider Call Center	Ana Ramirez (CDPH)	9:40 – 9:45
6	Clinical Update	Louise McNitt, M.D. (CDPH)	9:45 – 9:50
7	Storage & Handling	Kate McHugh (CDPH)	9:50 – 9:55
8	Wrap-Up & Feedback Poll	Leslie Amani (Moderator)	9:55
Q&A			9:55 – 10:00

# Announcements

# Poll: What content updates do you find most helpful to your work? (Choose up to 3 items.)

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# Need for Valid Contact Info

- ☐ Name
- ☐ Date of birth
- ☐ **Cell phone**
- ☐ **Email address**
- ☐ Good address data – if person is experiencing homelessness, put "homeless" in street address but include city and zip code so that the vaccination is attributed to the county.







# COVID-19 Vaccine Brochures

- FAQ brochures
  - English & Spanish
  - Parents & Adults
- Request free brochures using this [order form](#)

## HOW DOES THE VACCINE WORK?

Scientists have made the COVID-19 vaccines by using part of the virus's genetic code, either a messenger RNA (mRNA) or DNA, depending on the type of vaccine. Once inside the cell, this piece of the genetic code gives instructions to make a small, harmless piece of the COVID-19 virus called the spike protein. Our body notices the spike protein, and the immune system makes antibodies to destroy the spike proteins. This process teaches your body how to recognize and fight

CONTINUED ON BACK

against the virus. If you are exposed to the virus in the future, even currently circulating variants of the virus, your immune system will quickly recognize the virus and have the antibodies and T-cells ready to fight infection.

## Ways To Get Vaccinated

- Here at your visit today!
- Schedule an appointment at [MyTurn.ca.gov](https://myturn.ca.gov) or call the CA COVID-19 Hotline at 1-833-422-4255.
- At your retail pharmacy.

## COVID-19 Vaccine TOP 5 FAQs



[VaccinateALL58.com](https://VaccinateALL58.com)

## IS THE VACCINE SAFE?

Yes, the vaccines are highly effective at preventing people from getting seriously ill, being hospitalized, or death.

## IS COVID-19 STILL A THREAT?

Yes. Viruses constantly change through mutation resulting in variants. As expected, multiple variants of SARS-CoV-2 have been documented in the United States and globally throughout this pandemic. The COVID-19 vaccine is our best tool in stopping the development of new variants and ending the pandemic.

## WHAT ABOUT THE RISK OF UNKNOWN LONG-TERM SIDE EFFECTS?

The nation's immunization experts study and analyze all reports of any possible serious side effects following a COVID-19 vaccine. A specialized committee of the CDC meets frequently to examine vaccine safety issues. In their most recent meeting, on July 22, the group maintained its strong encouragement that everyone ages 12 and older get vaccinated against COVID-19, finding that the benefits of vaccination far outweigh any harm.

## DOES THE VACCINE IMPACT FERTILITY AND IS IT SAFE FOR PREGNANT PEOPLE?


No loss of fertility was reported in the clinical trials or in the millions of women who have since received the vaccines.

Yes, the vaccine is safe for pregnant people. Pregnant people are at higher risk of getting very sick with COVID-19. Pregnant and lactating people may receive any of the authorized COVID-19 vaccines to protect themselves.

# Resource: COVID-19 Vaccine Access & Inclusion

## Satellite, Temporary, and Off-Site Clinics section Vaccine Management

- [CDC's Guidance for Planning Vaccination Clinics at Off-Site Locations](#)
- [Checklist of Best Practices for Satellite, Temporary, or Off-Site Locations](#)
- [Access and Inclusion Tips for People with Disabilities at Mobile and Pop-up Sites](#)
- [COVID-19 Infection Control Guidance](#)
- [Interim Guidance for Immunization Services During the COVID-19 Pandemic](#)



### Access and Inclusion Tips for People with Disabilities At Mobile and Pop-Up Vaccination Sites

This guidance provides tips on ensuring vaccination sites are prepared to accommodate the needs of people with disabilities and individuals with access and/or functional needs. The intent is to ensure the sites are accessible and inclusive for all Californians.

#### 1. PLANNING

*Access works best when you prepare in advance and when there is accountability.*

- ☐ Collaborate or consult with Area Agencies for Aging, Independent Living Centers, Aging and Disability Resource Centers, and Community-Based Organizations.
- ☐ Designate a team member responsible for ensuring physical and communication accessibility and conducting orientation for staff and volunteers so they can respond to requests or questions about reasonable accommodations.
- ☐ Identify accessible public transportation to get to and from the site.

#### 2. STAFF AND VOLUNTEER ORIENTATION

*Provide orientation to "public facing" staff and volunteers on communication etiquette and protocols for interactions.*

- ☐ Ask individuals with disabilities if they need assistance. Don't make assumptions about what someone needs or wants.
- ☐ Communicate directly with the individual you are assisting, not the person with them.
- ☐ Have pen and paper or digital device to communicate with Deaf and hard of hearing people for short written exchanges. More complex conversations require ASL interpreters.
- ☐ Allow support personnel or caregiving staff to accompany individuals during appointments.
- ☐ Allow individuals to bring service animals into all areas of the site.
- ☐ Allow additional time for people before and after receiving the vaccine.
- ☐ Designate a point of contact to address questions or concerns.

#### 3. SITE SET-UP




*Consider how a person with a disability will navigate the location.*

- ☐ Is there clear, easy-to-read, visible signage directing people to the site? Is it in common languages or graphics?
- ☐ Are parking lots, walkways, and entrances completely flat and not a long distance from the site?
- ☐ Is there an entrance that does not require stairs?
- ☐ Are doors easily opened by someone who uses a wheelchair or who has limited mobility? If not, is there someone who can provide assistance?
- ☐ Are there chairs and shade for people waiting in lines and before and after getting the vaccine?
- ☐ Are registration tables and vaccination spaces physically accessible to wheelchair users?
- ☐ Is the area clear of furniture or other items (such as bags or extension cords) that would prevent ease of movement within the space by a blind person or wheelchair user?
- ☐ Is there a quiet or private space for people to use during the vaccination?
- ☐ Are there accessible bathrooms, washing stations, and service animal relief areas?

#### 4. COMMUNICATION

*Provide accessible information and communication about the vaccination process, side effects, and appointments for second doses. Resources for additional tips:*

- ☐ California COVID-19 Vaccine Resources (Includes Town Halls and Q&A Sessions) <https://bit.ly/3BldkWP>
- ☐ Find an Independent Living Center <https://bit.ly/3ets4ZP>
- ☐ Consider having a digital tablet on hand at your clinic with this link to the CDC's series of ASL videos about the Coronavirus, COVID-19, and the vaccines: <https://bit.ly/3re9v0N>



# New Fact Sheet: Coadministration of COVID-19 Vaccine with other Vaccines

COVID-19 vaccines and other vaccine **may be administered without regard to timing.** This includes administration of COVID-19 vaccine and other vaccines at the same visit, on the same day.

Whether your clinic is giving back-to-school vaccines or preparing for flu season, this is important information to share with your staff and patients to **ensure that no opportunities for vaccination are missed.**

## Coadministration with Other Vaccines

California COVID-19 Vaccination Program



COVID-19 vaccines and other vaccines may be administered without regard to timing. This includes simultaneous administration of COVID-19 vaccine and other vaccines on the same day, as well as coadministration within 14 days. The benefits of coadministration and timely catch up on vaccinations outweigh any theoretical risk.

### AAP Supports Coadministration

May 12, 2021. The American Academy of Pediatrics (AAP) recommends vaccination for eligible children ages 12 and older with the federally authorized COVID-19 vaccine and supports coadministration of the COVID-19 vaccine with routine immunizations—particularly for children and teens who are behind on their immunizations. Any COVID-19 vaccine authorized through Emergency Use Authorization by the US Food and Drug Administration, recommended by the CDC, and appropriate by age and health status can be used for COVID-19 vaccination in children and adolescents.

AAP recommends that children and adolescents catch up on all vaccinations that may have been delayed during the pandemic. Between the substantial data collected on the safety of COVID-19 vaccines, and the extensive experience with non-COVID-19 vaccines which shows the immune response and side effects are generally similar when vaccines are given together as when they are administered alone, the benefits of coadministration and timely catch up on vaccinations outweigh any theoretical risk.

(For details, see [Policy Statement](#), [Press Statement](#), and [New HealthyChildren.org article](#).)

### CDC Guidance

When deciding whether to administer an(other) vaccine(s) with COVID-19 vaccine, vaccination providers should consider

- whether the patient is behind or at risk of becoming behind on recommended vaccines,
- their risk of vaccine-preventable disease (e.g., during an outbreak or occupational exposures), and
- the reactogenicity profile of the vaccines.

If multiple vaccines are administered at a single visit, administer each injection in a different injection site. For adolescents and adults, the deltoid muscle can be used for more than one intramuscular injection administered at different sites in the muscle.

Consider these [best practices](#) for multiple injections:

- Label each syringe with the name and the dosage (amount) of the vaccine, lot number, the initials of the preparer, and the exact beyond-use time, if applicable.
- Separate injection sites by 1 inch or more, if possible.
- Administer the COVID-19 vaccines and vaccines that may be more likely to cause a local reaction (e.g., tetanus-toxoid-containing and adjuvanted vaccines) in different limbs, if possible.

(Source: [Interim Clinical Considerations for Use of COVID-19 Vaccines](#) | CDC.)

California COVID-19 Vaccination Program

IMM-1385 (8/10/21)

# New State Public Health Officer Orders

- [Health Care Worker Vaccine Requirement](#) (8/5/21)
  - Requires workers in hospitals, skilled nursing facilities, and in most other health care settings to be fully vaccinated or receive their 2nd dose by September 30, 2021.
- [Requirements for Visitors in Acute Health Care and Long-Term Care Settings](#) (8/5/21)
  - Directs hospitals, skilled nursing facilities, and intermediate care facilities to verify that visitors are fully vaccinated or have tested negative for COVID-19 in the prior 72 hours before indoor visits.
- [Vaccine Verification for Workers in Schools](#) (8/11/21)
  - Requires all school staff to either show proof of full vaccination or be tested at least once per week. Takes effect August 12, 2021, and schools must be in full compliance by October 15, 2021. Free testing resources are available to K-12 schools through the [CA K-12 schools testing program](#).



# CDC Clinician Outreach and Communication Activity (COCA) Call

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## Therapeutic Options to Prevent Severe COVID-19 in Immunocompromised People

- Date: Thursday, August 12, 2021
- Time: 11:00 AM – 12:00 PM PST
- Will be archived [here](#)




# 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!



# 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](mailto:covidcallcenter@cdph.ca.gov) or call (833) 502-1245 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 8/5](#)
- [Guide to Other COVID-19 Vaccine Related Websites](#)

#### Alerts:

**CalVaxGrant Deadline Extended to September 10, 2021!**

- [Apply for Grants Up to \\$55,000 for Support of Small Practices](#)

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

View [webinar archive](#) to hear CDPH Director, Dr. Tomás Aragón, and other health care experts give tips on how to have proactive conversations with your patients about COVID-19 vaccines. This training covers:

- 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](#).

**Now Enrolling Providers of Pediatric Services**

- [Benefits for Primary Care Providers](#)
- How to Enroll in the California COVID-19 Vaccination Program: [Enrollment Steps](#) | Begin Enrollment at [myCAvax](#)
- What to Expect After Enrolling: [Recorded Webinar \(slides\)](#)

**New Mobile Clinic Planning Resource**

- [Access and Inclusion Tips for People with Disabilities at Mobile and Pop-up Sites](#)

# COVID-19 Vaccination Program

## Webinars and Training for Providers: **Week of August 16, 2021**

Note: Calendar subject to change

	Monday 8/16	Tuesday 8/17	Wednesday 8/18	Thursday 8/19	Friday 8/20
<b>myCAvax</b>	<a href="#">myCAvax Vaccine Order Request – with Q&amp;A</a> 10 am – 10:30 am PW: myCAvax2021!		<a href="#">Provider 101 Enrollment</a> 10 am – 11 am PW: myCAvax2021!		
<b>My Turn Live Events</b>			<a href="#">What's new in My Turn R15.1</a> 4 pm – 4:30 pm		
<b>My Turn On Demand</b>	<a href="#">Introduction to My Turn Onboarding</a> access at your convenience				
<b>Combined Office Hours and Events</b>	<a href="#">My Turn and myCAvax Office Hours</a> 12 pm – 1 pm PW: Immunize2020!		<a href="#">My Turn and myCAvax Onboarding Office Hours</a> 1 pm – 2 pm		<a href="#">Provider Office Hours</a> 9 am – 10 am PW: Immunize2021!

### Help

Website: [www.eziz.org/covid](http://www.eziz.org/covid), [FAQs](#)

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

CDPH Provider Call Center: 1-833-502-1245, 8am-6pm

My Turn email: [myturnonboarding@cdph.ca.gov](mailto:myturnonboarding@cdph.ca.gov)

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

Phone: (833) 502-1245, option 2

# COVID-19 Vaccine Provider FAQs

- Answers to Provider questions
- Updated weekly: Last updated 08.12.2021
- Currently in its 32nd iteration!



**Q: Can the COVID-19 vaccine be coadministered with other vaccines?**

A: COVID-19 vaccines and other vaccines may be coadministered. This includes simultaneous administration of COVID-19 vaccine and other vaccines in the same visit on the same day as well as coadministration within 14 days. For further guidance and best practices for coadministration see, [Coadministration with Other Vaccines](#) and [CDC Administration Tools](#).



**Q: Is COVID-19 vaccination recommended during pregnancy?**

A: CDC recommends COVID-19 vaccination for persons who are pregnant, breastfeeding, trying to get pregnant now, or trying in the future. Providers can view The American College of Obstetricians and Gynecologists (ACOG) recommendations at [ACOG COVID-19 and Pregnancy](#) and view a conversation guide at [ACOG Conversation Guide](#) and an [ACOG Message to Persons Pregnant and Breastfeeding](#) in English, Spanish, and Arabic. Providers can also find information about the safety of the COVID-19 vaccine during pregnancy at [Vaccination During Pregnancy Guidance](#). To access a fact sheet about the safety of the COVID-19 vaccine during pregnancy, please visit [COVID-19 Vaccine and Pregnancy](#).

**3.4 Q: Are school districts, private schools, and charter schools eligible to enroll in the California COVID-19 Vaccination Program?**

A: Yes. School districts, private schools, and charter schools are eligible to enroll in the California COVID-19 Vaccination Program through myCAvax. Schools that cannot meet the provider requirements nor wish to enroll in the COVID-19 vaccine program, but would like to become a vaccination site, can partner with an approved provider or their local health department to administer the COVID-19 vaccine. Please visit [Enrolling Schools and School Districts](#) for more information.

## 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

Amy Pine, CDPH

# Doses Administered to Date (8/11/21)

**45,019,888** doses administered!

- **74.1%** of 12+ population has received at least one dose and **64%** is fully protected!
- **54.1%** of HPI Q1 population fully protected.
- Last week, (8/2-8/8) California administered **335,009 new first doses** and **515,174 total doses**.
  - This is a **4.2%** increase from the previous week (July 26-Aug 1) and an **10.5 %** increase from July 19-25.
  - **First time CA has passed the 500k threshold since the week of June 21-27!**
  - **65%** of all doses given last week were first doses and J&J.



# Second Dose Completion Rates

Total Number of Individuals that should be vaccinated with two doses

Status		
% Completed on Time	20,035,192	84.68%
% Completed, but Not on Time	1,674,046	7.08%
% Not Completed	1,951,186	8.25%
Grand Total	23,660,424	100%

- ☐ What strategies are you implementing to ensure second doses are completed?  
Email reminders? Text Messages? Regular Checks of those who are past due? Incentives that are issued after series completion?
- ☐ Beginning week of 8/23, CDPH will send SMS nudges to those who appear to be >42 days since first dose.

# Enrollment & CalVaxGrant Update

Amy Lara, CDPH

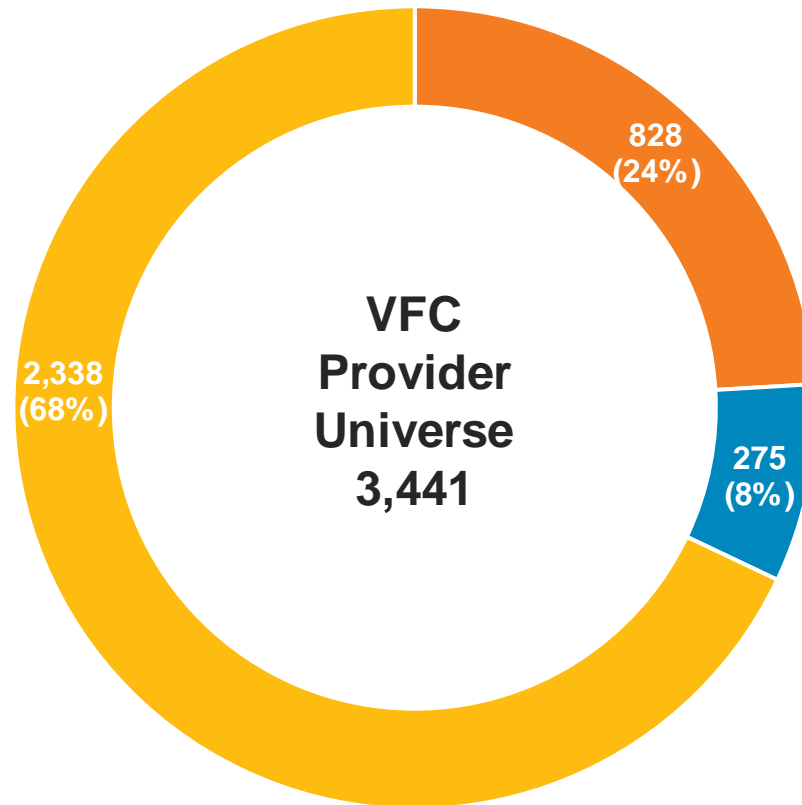
# VFC Onboarding Status as of 8/9

■ Vaccinating ■ On myCAvax ■ Not on myCAvax

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

- 784 (+33 since 8/6) started but did not finish an app
- 99 (+12 since 8/6) have a completed app under review
- 228 (+10 since 8/6) applications have been approved

Session	Month	# Sessions	# Attended
myCAvax 101	May	11	411 providers
	June	9	120 providers
	July	6	55 providers
Vaccine Marketplace	May	3	167 providers
Vaccine Order Training	May	3	254 providers
	June	11	605 providers
	July	7	378 providers
	August	1	37 providers
Inventory Management	June	4	64 providers
	July	2	12 providers
What's new in myCAvax	June	2	66 providers
	July	3	103 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

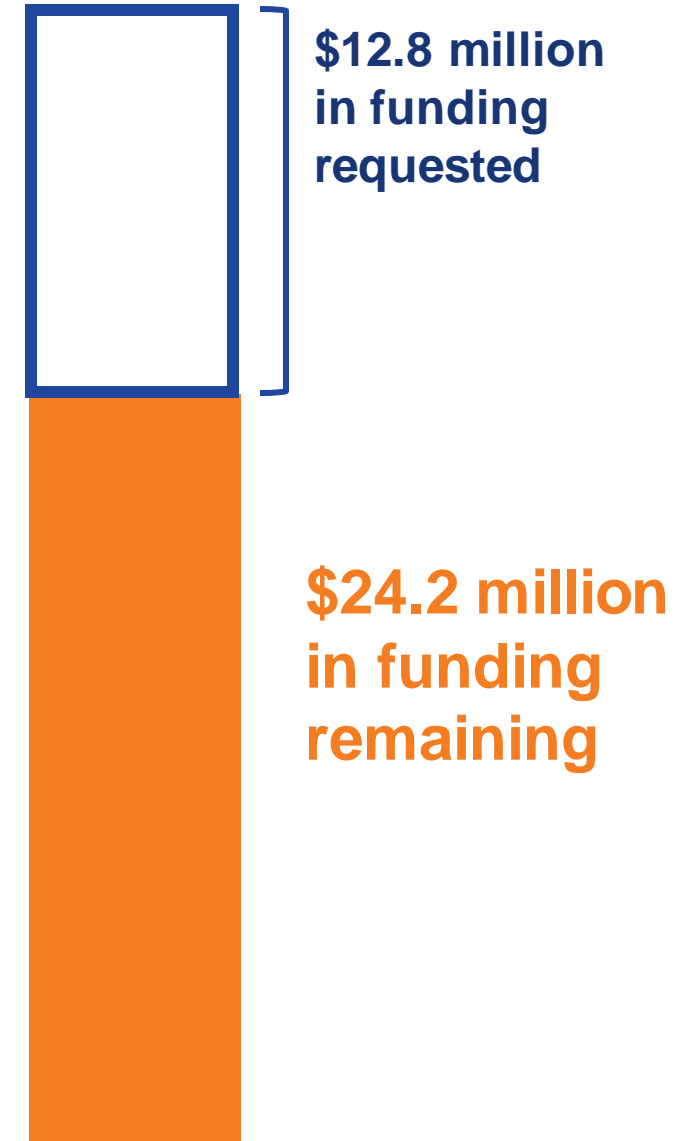
- 100% of the 166 providers received a comm. (5/20)
  - Sent via the CMA mailbox
- Response requested by 5/21, providers to indicate whether they plan to vaccinate
  - 40 providers have responded so far
    - 35 will vaccinate
    - 5 will not vaccinate

# CalVaxGrant

- Deadline Extended through September 10
- Expanded eligibility: Schools and school-based health centers now eligible (refer to [PHC website](#) for full list)
- Upcoming support webinars:
  - [Monday, August 23, 2021, at 9:00 AM](#)
  - [Friday, September 3, 2021, at 1:00 PM](#)

- Latest stats:

Category	# applications
Approved	811
Pending	56
Incomplete	101
<b>Total</b>	<b>971</b>



# My Turn & myCAvax

Eric Norton, My Turn, Claudia Aguiluz, CDPH, and Ryan Bohac, myCAvax

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- Now on My Turn – Key Updates
- Future State of My Turn
- Now on myCAvax – Key Updates
- Reminder: Small Order Eligibility Guidelines
- Vaccine Product Availability
- My Turn and myCAvax Feedback Form
- Appendix:
  - Now on My Turn and myCAvax Details
  - Release 14 Curriculum



# Now on My Turn\*: Release 15 (8/11)

## My Turn Clinic



### Facilitated Vaccine Supply Creation

- ✓ Replacing the Vaccine Codes for Vaccine Supply with the Brand and Dose Type in intuitive, written out language
- ✓ Clinic Managers and Vaccine Administrators can easily understand which vaccine brand and dose type they are selecting



### Self-Service

- ✓ Clinic Operations tab to include myCAvax users
- ✓ Enhanced Tooltip language
- ✓ Embedded Job Aids throughout the portal
- ✓ Improved search functionality for Clinic Operations tab job aids, videos, & resources

## My Turn Public



### Spanish Notification Translations

- ✓ Full list of communications sent to patients now available in Spanish
- ✓ Language of communications sent is determined by user's selection during the My Turn scheduling flow



### Google Address Validation

- ✓ Address will be validated with Google
- ✓ Address requested when booking an appointment on homebound flow, and parent / guardian address requested for minors

# Future State of My Turn



## My Turn Flu (9/22/2021)

- We are working to pilot new My Turn functionality for Providers to establish vaccination clinics for the upcoming flu season
- Providers will order flu vaccine the same way they do today (outside of myCAvax)
- Patients will book appointments for seasonal flu vaccines directly through My Turn

### Planned Benefits

- ✓ Vaccination data to interface directly into registries, minimizing manual data entry
- ✓ Paperless parental consent feature, reducing printing costs & enhancing clinic experience

### Support

- In-person training will begin after launch
- *More information to come*

### Note

- Current pilot audience: LHJs and schools



## COVID-19 Vaccine Boosters

- More guidance on boosters to come

# Now on myCAvax: Release 14 (8/6) – Vaccine Marketplace



## Providers

- ✓ New “ancillary kits and diluents” attestation on ‘Report Excess Doses’
- ✓ Addition of “Close” status field reason
- ✓ Error message on expired vaccine

**New Vaccine Marketplace: Report Excess Doses**

Review the errors on this page.

Sorry, this submission cannot be posted to the vaccine marketplace due to the expiration date. Please submit a wastage report for the expired doses.

**Dose Information**

Vaccine Marketplace

\* Location Name  
Clinic Love #1000

\* Status  
Open

\* Vaccine  
Janssen - 100/box COVID-19 Vaccine

\* Number of Doses  
5

\* Expiry Date  
8/5/2021

Status Reason  
--None--

Lot Number

I agree to send ancillary kits for all doses I am providing in this vaccine transfer. If this vaccine transfer contains the Pfizer vaccine, I also agree to send the diluent for the Pfizer vaccine to the receiver.



## LHDs

- ✓ Enhancements to all list views
- ✓ Provider / LHD now have drop down menus to view how reporting excess doses posts are currently being stored and preference for receipt

**myCAvax** California Vaccine Management System

Search...

myCAvax Home Vaccine Marketplace Training Accounts Vaccine Order Review Orders Fulfillme

Vaccine Marketplace  
**VM-00137**

Status Reason: --None--

\* Number of Doses: 100

Lot Number

Shipping Country: United States  
*This field is calculated upon save*

Shipping Street Address 1: 430111 The Woods Drive  
*This field is calculated upon save*

Shipping State: CA  
*This field is calculated upon save*

Shipping Zip Code: 95136  
*This field is calculated upon save*

\* Expiry Date: 8/7/2021

Shipping City: San Jose  
*This field is calculated upon save*

\* Current Storage Temperature: Refrigerated

Notes

# Now on myCAvax: Release 14 (8/6) – Transfer / Redistribution



## Providers

- ✓ Organization Coordinators can complete Transfers/Redistributions
- ✓ “Sending Provider” and “Receiving Provider” fields function as a global search bar (e.g., you can search by COVID ID)

**New Transfer**

Complete this form to report each vaccine transfer event within 24 hours. If applicable, transfer corresponding amounts of vaccine diluents, and ancillary supplies (needles, syringes, alcohol prep pads, masks, and other personal protective equipment).

\*Transport Type

☐ Redistribution transfer

☐ Emergency / unplanned transfer

\* Sending Provider

\* Receiving Provider

\* Transfer Date

\* Transfer Time

\* What is the storage method for transport?

\* Temperature Monitoring

☐ Vaccine transports have been prepared according to vaccine cold chain guidance

☐ Temperature monitoring device included in the transport unit has been tested (High and Low Alarms) to monitor Temperatures



## LHDs

- ✓ Transfers a provider initiates, populate under Vaccine Orders
- ✓ Transfers a provider receives, populate under Vaccine Transfers

Account Clinic Love #999

Approval History (0)

Provider Locations (0)

Vaccine Orders (6+)

Order Number	Order Record Type	Status	Order Start Date
00039112	Provider Location Order	Fulfillment Pending	8/5/2021
00039111	Provider Location Order	Fulfillment Pending	8/5/2021
00039110	Provider Location Order	Complete	8/5/2021
00039090	Provider Location Order	Complete	8/4/2021
00039089	Provider Location Order	Complete	8/4/2021
00039088	Provider Location Order	Complete	8/4/2021

View All

Vaccine Transfer (6+)

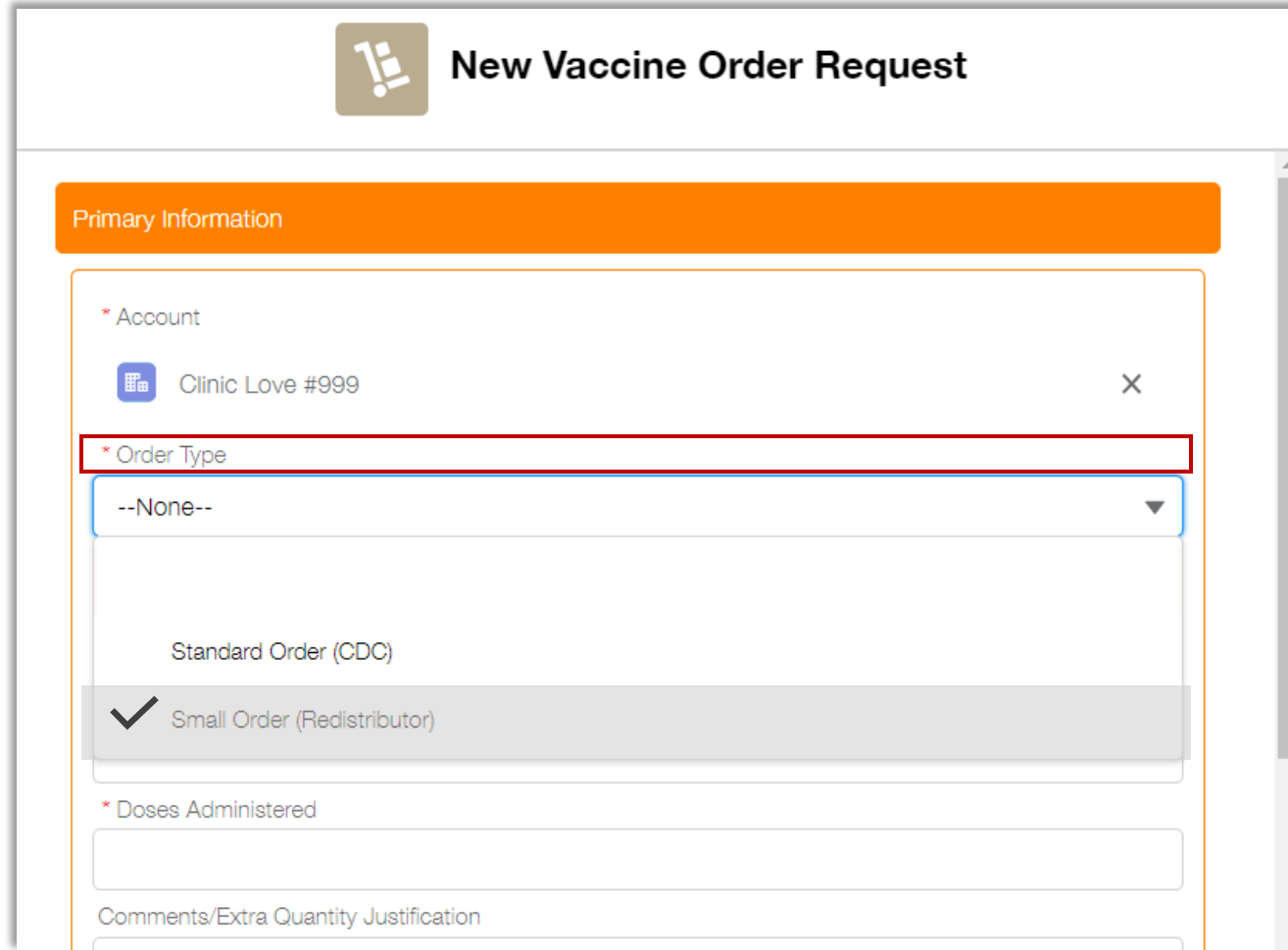
Order Number	Account Name	Order Record Type	Status
00030535	Clinic for COVID-19 Relief	Transfer	Accepted
00030551	Clinic for COVID-19 Relief	Transfer	Accepted
00030554	Clinic for COVID-19 Relief	Transfer	Accepted
00030724	Clinic for COVID-19 Relief	Transfer	Accepted
00030778	Clinic for COVID-19 Relief	Transfer	Accepted
00035499	Cansas West Region	Transfer	Accepted

View All

Provider Inventories (6)

# Reminder: Small Order Eligibility Guidelines

- ✓ If you see an additional required field labeled 'Order Type' on the New Vaccine Order Request; then you are Small Order Eligible.
- ✓ Select 'Small Order (Redistributor)' to place a request for vaccine that is less than the standard orders.
- ✓ If you order less (or more) than the minimum (or maximum) of doses set by your LHD, then the system will give you an error message; you can easily update amount requested to meet the min/max requirements of Small Orders.
- ✓ Once you place the Small Order Request, vaccine is generally ready for pickup or delivery in 2-3 business days.



**New Vaccine Order Request**

Primary Information

\* Account  
Clinic Love #999

\* Order Type  
--None--

Standard Order (CDC)

✓ Small Order (Redistributor)

\* Doses Administered

Comments/Extra Quantity Justification

# 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 supply remains unavailable
- Janssen 100/box small orders are being distributed from locally available inventory at LHDs and via the Marketplace
- CDC anticipates Janssen will be available in September



## Reminder

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

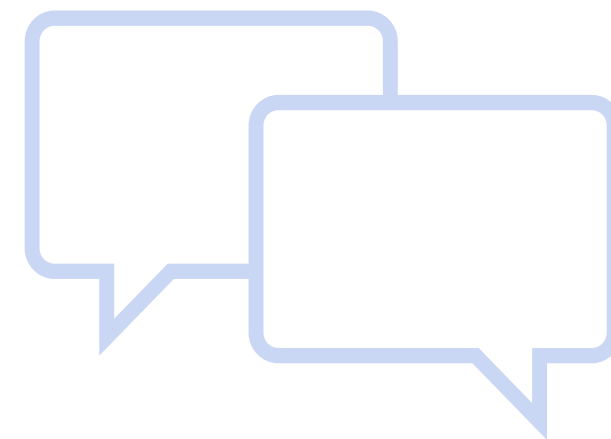
# My Turn and myCAvax Feedback Form

The Governance and Continuous Improvement team is looking for feedback and suggestions from our LHDs and Providers.

## Purpose

- Direct line of communication for feedback and/or suggestions
- Assist functional team in identify and prioritizing enhancements

**Please submit feedback [here](#).**



# APPENDIX



# Now on My Turn: Release 15 (8/11)

## My Turn Clinic

### Priorities

- ✓ Vaccine Supply creation replaces "Vax Codes" with the name of the brand

### Vaccine Administration Enhancements

- ✓ DOB filter on Appointments tab
- ✓ Emergency Use Authorization info sheet
- ✓ "Cancel Check-In" UI Update
- ✓ Able to schedule minors 4 days before their 12th birthday

### SMS Notifications

- ✓ SMS notifications for appointments

## My Turn Public

### Priorities

- ✓ Spanish notification translations
- ✓ Landing Page Updates: second dose Q&A
- ✓ Add additional race / nationality option
- ✓ Add birthdate and address field to homebound registration page

# Now on myCAvax: Release 14 (8/6)

## **Vaccine Marketplace**

- ✓ Internal Marketplace Records are now visible / editable for LHD / CDPH
- ✓ Provider / LHD now have picklists to view how excess doses are being stored and preference for receipt
- ✓ New "Closed" status reasons for Providers / LHD
- ✓ Helpful text at the top of the Vaccine Marketplace page
- ✓ Required ancillary kits and diluent text before submission of excess doses
- ✓ Prevent expired vaccine from being posted
- ✓ Enhancements to all list views

## **Waste Events**

- ✓ Enable Chatter on waste events

## **Account Enrollment**

- ✓ Update picklist values for CAIR Question on Section B

## **Third Party Redistributor**

- ✓ Configure redistributor minimum doses requirement

## **Vaccine Transfer / Redistribution**

- ✓ Transfer notification emails limited to Org Coordinator, primary and backup Location Coordinators
- ✓ Receiving location's transfer orders available to be viewed on their account
- ✓ Receiving and sending provider fields now function as an internal global search bar
- ✓ Org Coordinators able to transfer vaccine on behalf of a location

## **Vaccine Ordering (Standard & Small Order Requests)**

- ✓ Locally fulfilled Standard Orders added on Small Order Review page
- ✓ Standard Orders can now select fulfillment method and will receive an email based on preferred method selected
- ✓ The "Details" tab on Vaccine Order object is now the default tab on arrival

# Release 14 Curriculum

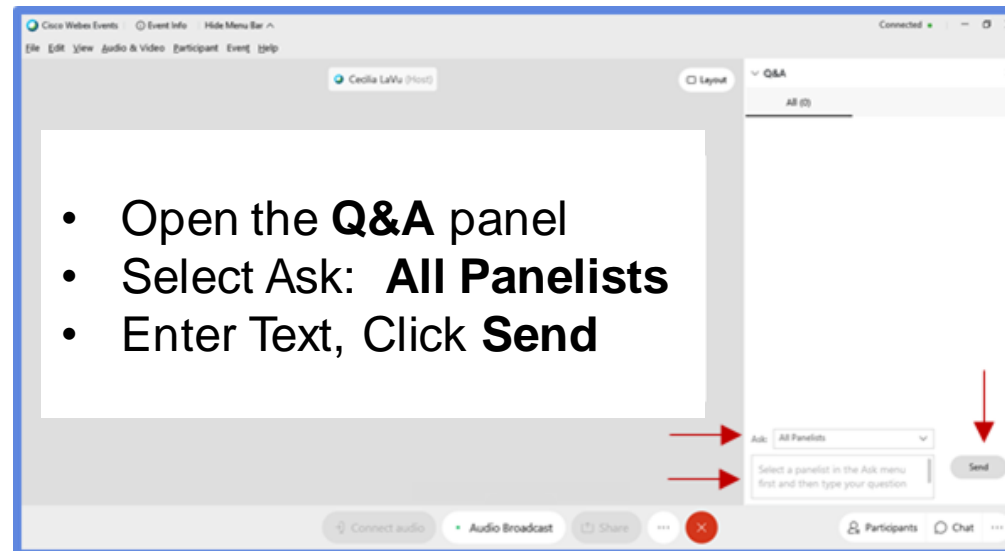
Job Aids: 8/6  
Videos: 8/6

Topic	Audience	Functionality	Key Objective	Job Aids/Videos Impacted
<b>Vaccine Marketplace</b>	Provider	Updates to posting options and help text	This training update will include the additional help text now on the screens for the general Vaccine Marketplace and required ancillary kits and dilutant for posting excess doses. It will also include the inability to post expired vaccines, new status reasons for closing a posting, and selections for storage conditions.	1
<b>Vaccine Marketplace</b>	LHD CDPH	Users can now edit marketplace postings	This training update will include the editing ability that LHD and CDPH users now have for vaccine marketplace. The changes made to posting and editing a request (described in the above change) will also be included.	1
<b>Email Notifications Summary</b>	LHD CDPH	Reference guide for all system emails	This new reference guide will have screenshots and descriptions for all system emails that are received while using the myCAVax system. This includes emails related end to end vaccine management (including enrollment, vaccine ordering and fulfillment, inventory, and system access).	1
<b>Vaccine Ordering</b>	Providers LHD CDPH	Moderna 100/box no longer available for ordering	This training update will reflect the <b>removal of the Moderna 100/box</b> product for vaccine ordering.	2
<b>Vaccine Ordering</b>	LHD CDPH	Fulfillment method change for standard orders	This training update will include the new option for LHDs to fulfill standard orders locally, as well as the related changes to the <b>Small Order (Redistribution) page</b> and the <b>Small Orders Fulfillment and Small Order Bulk Upload process</b> .	4
<b>Small Orders Report</b>	LHD CDPH	All Orders by Type Report	This training update will include the additional Small Order-related report, <b>All Orders by Type - Standard and Small</b> .	1
<b>TPR Report</b>	LHD CDPH	Additional report available	This new training will cover the navigation, exportation, and information on the <b>TPR Report</b> .	1
<b>Total Impacted Training Assets</b>				<b>11</b>

# Provider Office Hours Q&A

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

## Q&A Panel

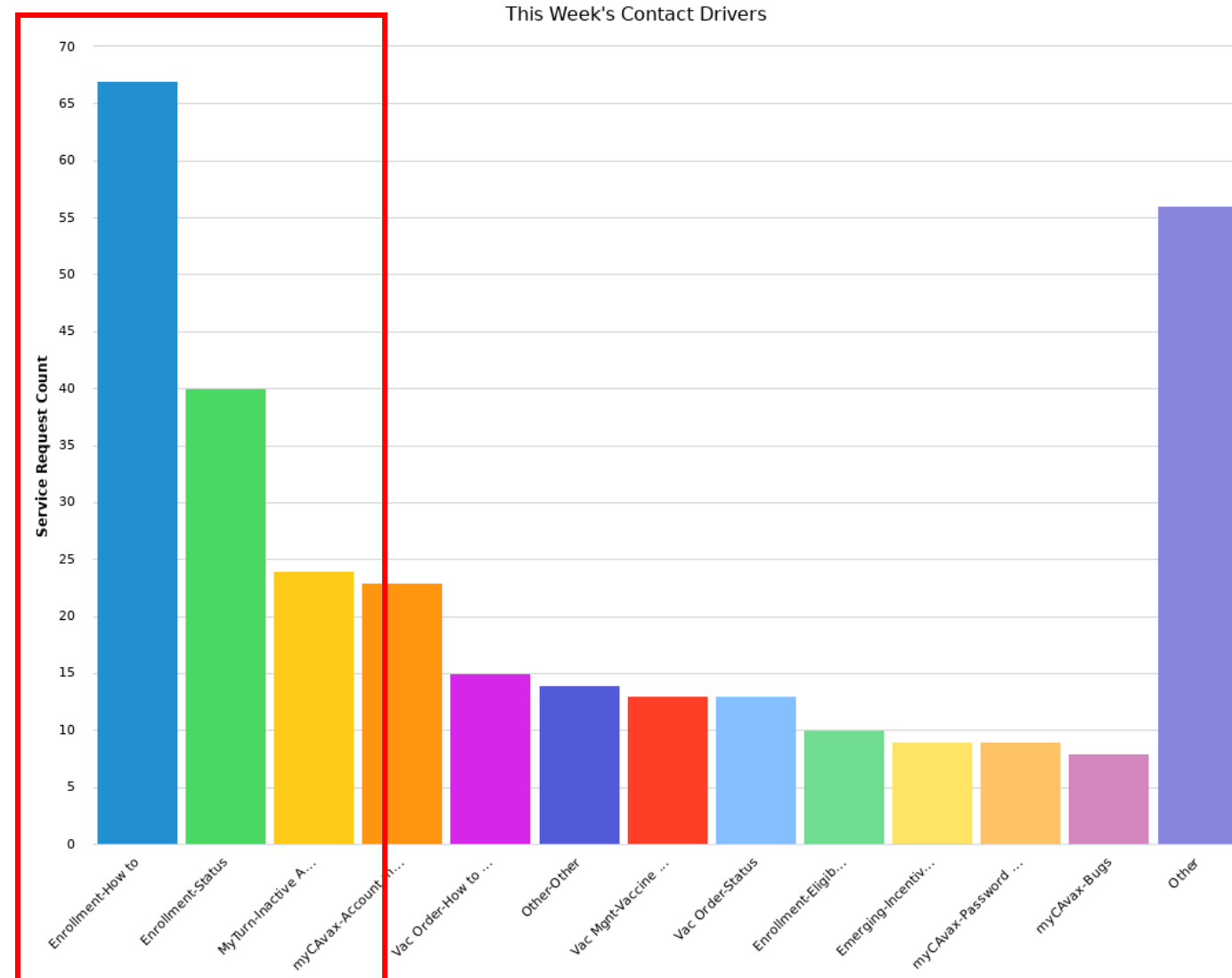


# COVID-19 Provider Call Center

Ana Ramirez, CDPH

# Calls of the Week

- Enrollment & Onboarding
  - [Enrollment Kit](#)
  - [Enrollment worksheet](#) - great tool to prepare for application process in myCAvax
  - [Welcome Kit](#)
- My Turn account reactivation
  - Login weekly
  - [myturn.clinic.hd@accenture.com](mailto:myturn.clinic.hd@accenture.com)



# Clinical Update

Louise McNitt, M.D., CDPH

# CDC Update: Interim Clinical Considerations

- People with a history of Guillain-Barre Syndrome (GBS) can receive any FDA-authorized COVID-19 vaccine.
  - Given the possible association between the Janssen COVID-19 vaccine and an increased risk of GBS, discuss the availability of mRNA COVID-19 vaccines to offer protection against COVID-19
- Appendix A – Mixed series is not authorized under the vaccine [Emergency Use Authorizations](#). Needs to be reported in VAERS as administration error. §

Type	Administration error/deviation	Interim recommendation
Mixed series	• Incorrect mRNA COVID-19 vaccine product administered for second dose in 2-dose series	• Do <b>not</b> repeat dose. §



# ACIP: Additional Doses

Advisory Committee on Immunization Practice (ACIP) holding emergency virtual meeting today.

- When: Today! Friday, August 13
- Time: 8:00AM -11:00AM PST
- There will be an update on additional COVID-19 vaccine doses for immunocompromised people.
- Agenda available at: [ACIP Virtual Meeting Agenda](#)

# Should Providers Check Vaccine History Before Administering COVID-19 Vaccine?

- Analysis of vaccine administration data for extra doses:
  - Anyone who received J&J plus dose of any mRNA vaccine
  - Anyone who received 3+ doses of any combination of vaccines
- 99,979 individuals received an extra dose out of 24,799,187 individuals partially or completely vaccinated = 0.4% of vaccinees receiving an extra dose
- No recommendation from CDC or CDPH at this time
  - Is the "juice worth the squeeze"?
  - Consider impact: Staff time/Clinic flow to look up patients prior to COVID-19 vaccination

# It's Time to Prepare for Flu Vaccination!

- Expect state-purchased flu doses and Vaccines for Children (VFC) flu doses to ship in early September.
- Remember: [Coadministration](#) with COVID-19 vaccine is permitted and is convenient for patients.
- [Updated job aid](#) shows available flu vaccine products and formulations (all quadrivalent!).
- Flu vaccine promotion materials:
  - #dontwaitvaccinate campaign [updated flu resources](#) – talking points, social media posts, etc.
  - [EZIZ resources](#)



# Expired Vaccine

- It is crucial to check the expiration date and Beyond Use Dates of vaccine prior to administration
  - Moderna Expiration Date Checker: [Vial Expiration Date Lookup | Moderna COVID-19 Vaccine \(EUA\) \(modernatx.com\)](https://modernatx.com/vial-expiration-date-lookup/)
  - J&J Expiration Date Checker: [Janssen COVID-19 Vaccine Expiry Checker \(vaxcheck.jnj\)](https://vaxcheck.jnj.com/)
  - Pfizer: Expiration date is physically printed on the vials
- Inventory vaccine weekly and remove expired vaccine
- Check expiration prior to removing from storage unit and again prior to administration

# Storage & Handling

Kate McHugh, CDPH

# Third-party Redistributor Shipping

- AmerisourceBergen will support CDPH as third-party redistributor (TPR)
- TPR will be shipping at ultracold temperatures
- Due to repackaging processes, recommendation will be that providers store Pfizer vaccine received from TPR at refrigerated temperatures
  - Providers will need to use the vaccine within 31 days
- Data logger (pictured here) will come with the vaccine
  - Providers will not need to return the logger or the shipper.
  - The shipper cannot be refreshed or used to store the vaccine.



# Pfizer Shelf-Life Extension

- We are expecting Pfizer to be approved for shelf-life extension for another 3 months (9 months shelf-life total)
- This is expected to apply to vaccine stored in ultra-cold conditions
- We will keep you updated!
- Continue to store your vaccine according to the manufacturer's recommendations at this time
- Pfizer does physically print the expiration date on the vials, so this may be confusing for vaccinators

# Wrap-Up

Leslie Amani, CDPH



# Poll: What content updates do you find most helpful to your work? (Choose up to 3 items.)

- a. Job Aids and Resources
- b. My Turn
- c. myCAvax
- d. Clinical/Vaccine Safety & Efficacy
- e. Storage & Handling
- f. Billing and Reimbursement
- g. Communication
- h. Enrollment
- i. Vaccine administration

**To Participate: Scan the QR code with your Smartphone**

**OR open with this link:**

<https://app.sli.do/event/qmuymeu7>



# 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](#)

# Where can I go for additional help?

## Type of Support

## Description

Updated 7.30.21



### 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.

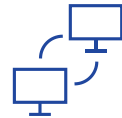
- Email: [covidcallcenter@cdph.ca.gov](mailto:covidcallcenter@cdph.ca.gov)
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



### California Medical Association

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

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

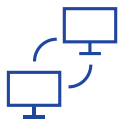


### myCAvax Help Desk

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

- Email: [myCAvax.HD@Accenture.com](mailto:myCAvax.HD@Accenture.com)
- Phone: (833)-502-1245, option 2, Monday through Friday 7AM–7PM, 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](mailto:myturnonboarding@cdph.ca.gov)

For **technical support**: [MyTurn.Clinic.HD@Accenture.com](mailto:MyTurn.Clinic.HD@Accenture.com) or (833) 502-1245, option 4: 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

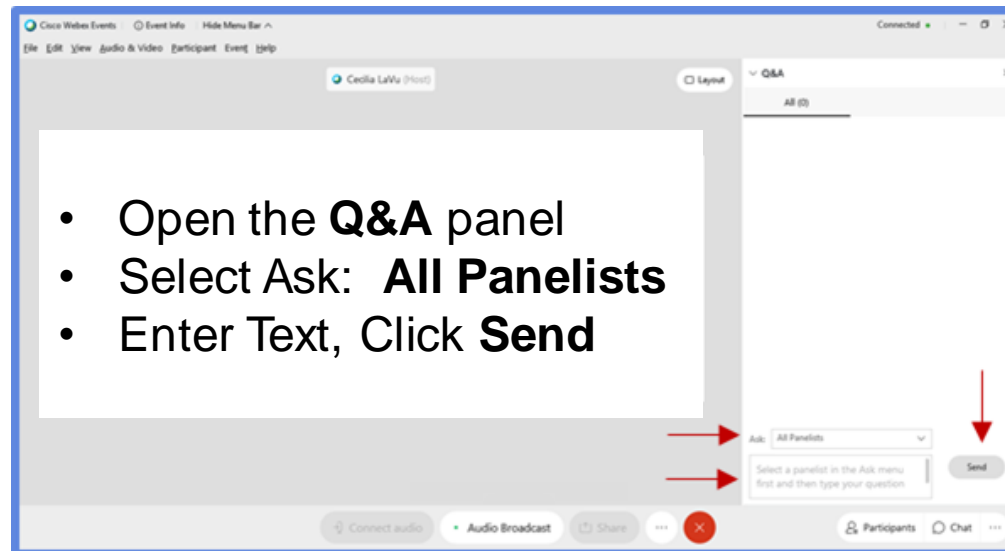
For questions and support around [CalVaxGrant](#), contact the program's administrator, Physicians for a Healthy California.

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

# 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 Link](#)**

**Monday, August 16, 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 Link](#)**

**Friday, August 20, at 9:00 AM**

**Audio Conference:** 415-655-0001  
Access Code: 145 195 9307  
Session Number: 145 195 9307  
Session Password: Immunize2021!