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

Friday, August 20, 2021
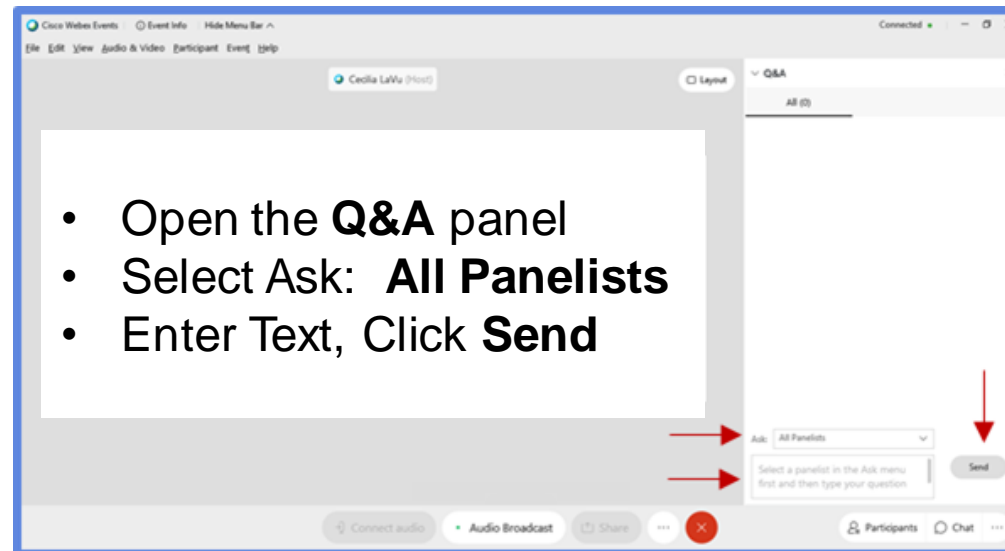
Provider Office Hours Q&A

During the session, please use the Q&A panel to comment or ask a question:

Q&A Panel

- Open the **Q&A** panel
- Select Ask: **All Panelists**
- Enter Text, Click **Send**

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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/

Agenda: Friday, August 20, 2021

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 – 9:05
2	Vaccine Administration	Louise McNitt, M.D. (CDPH)	9:05 – 9:10
3	Clinical Update	Louise McNitt, M.D. (CDPH)	9:10 – 9:20
4	Storage & Handling	Kate McHugh (CDPH)	9:20 – 9:25
	Q&A		9:25 – 9:30
5	Enrollment & CalVaxGrant	Claudia Aguiluz (CDPH)	9:30 – 9:35
6	Vaccine Management Update and Q&A	Maria Volk & Claudia Aguiluz (CDPH)	9:35 – 9:55
7	Wrap-up	Leslie Amani (Moderator)	9:55 – 10:00
	Thank you!		

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CalVaxGrant

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

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

- Monday, August 23, 2021, 9AM – 10AM **Register here**

- Wednesday, September 3, 2021, 1PM – 2PM **Register here**

PHYSICIANS FOR A HEALTHY CALIFORNIA

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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!

COVID-19 Vaccination Program
Webinars and Training for Providers: **Week of August 23, 2021**

Note: Calendar subject to change

	Monday 8/23	**Tuesday 8/24**	**Wednesday 8/25**	**Thursday 8/26**	**Friday 8/27**
myCAvax	myCAvax Vaccine Order Request – with Q&A *10 am – 10:30 am* *PW: myCAvax2021!*	What's New in myCAvax *12:30 pm – 1:00 pm* *PW: myCAvax2021!*			
My Turn On Demand	Introduction to My Turn Onboarding *access at your convenience*				
Combined Office Hours and Events	My Turn and myCAvax Office Hours *12 pm – 1 pm* *PW: Immunize2020!*		My Turn and myCAvax Onboarding Office Hours *1 pm – 2 pm*		Provider Office Hours *9 am – 10 am* *PW: Immunize2021!*

Help

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

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

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COVID-19 Vaccine Provider FAQs

- **Answers to Provider questions**
- **Updated weekly: Last updated 08.19.2021**
- **Currently in its 33rd iteration!**

New Q: *Should immunocompromised people receive additional doses of mRNA COVID-19 vaccines?*

A: The CDC and CDPH recommend that people who are moderately to severely immunocompromised receive an additional dose of an mRNA COVID-19 vaccine (Pfizer-BioNTech or Moderna) at least 28 days after the completion of the initial mRNA COVID-19 vaccine series. For further information, please visit Talking with Immunocompromised Patients and Additional COVID-19 Vaccine Doses for People Whose Immune Systems are Compromised.

New Q: *What is the difference between an "additional dose" and a "booster dose?"*

A: An additional dose of the COVID-19 vaccine dose is recommended for immunocompromised individuals at least 28 days after completing their initial mRNA COVID-19 vaccine series. A booster dose is a supplemental dose given to persons whose immune response has weakened over time since completion of their intial COVID-19 vaccine series. Currently, booster doses are not recommended. For more information, please visit Talking with Immunocompromised Patients.

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.

Contents

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Provider FAQs on EZIZ

Announcements

Fraud: False Immunizations and False Immunization Cards

If Providers receive a report or suspect fraud:

- Alert your local health department

- Report to the federal Health & Human Services Office of the Inspector General Tip line at 1-800-HHS-TIPS or https://oig.hhs.gov/fraud/report-fraud/contact/

QR Code Readers for Digital Vaccine Records

If asked about QR code readers, this SMART Health Card Verifier App — The Commons Project is a preferred application.

This SMART Health Card Verifier:
- Free service created by The Commons Project Foundation.
- Built on standards from SMART Health IT and powered by Affinidi
- Allows persons to scan a SMART Health Card QR code to verify an individual's COVID-19 vaccination status.

Note: All legitimate readers should follow the SMART Health Card framework, devised by VCI, a voluntary coalition of public and private organizations committed to empowering individuals with access to trustworthy, verifiable clinical information, in digital or paper form using open, interoperable standards.

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Vaccine Administration

Dr. Louise McNitt, CDPH

New State Public Health Officer Orders

- Health Care Worker Vaccine Requirement (8/5/21)
  - o 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)
  - o 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)
  - o 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

- Hospital and Health Care System Surge (8/16/21)
  - o Notification of ICU capacity/surge conditions to MHOAC, Health Officer, Licensing and Certification
  - o Patient transfers – must accept regardless of patient's insurance status or ability to pay
  - o Please read for details

News Release
CALIFORNIA DEPARTMENT OF PUBLIC HEALTH

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Vaccine Equity Metric

Vaccination progress by quartile   ← Less Healthy   More Healthy →

	Quartile 1	Quartile 2	Quartile 3	Quartile 4
Total	8,700,223	8,407,551	8,129,050	8,037,679
Not yet vaccinated	33.4%	27.6%	24.5%	13.3%
Partially vaccinated	11.5%	10.7%		
Fully vaccinated	55.1%	61.7%	65.9%	78.0%

Vaccinated status
- Not yet vaccinated
- Partially vaccinated
- Fully vaccinated
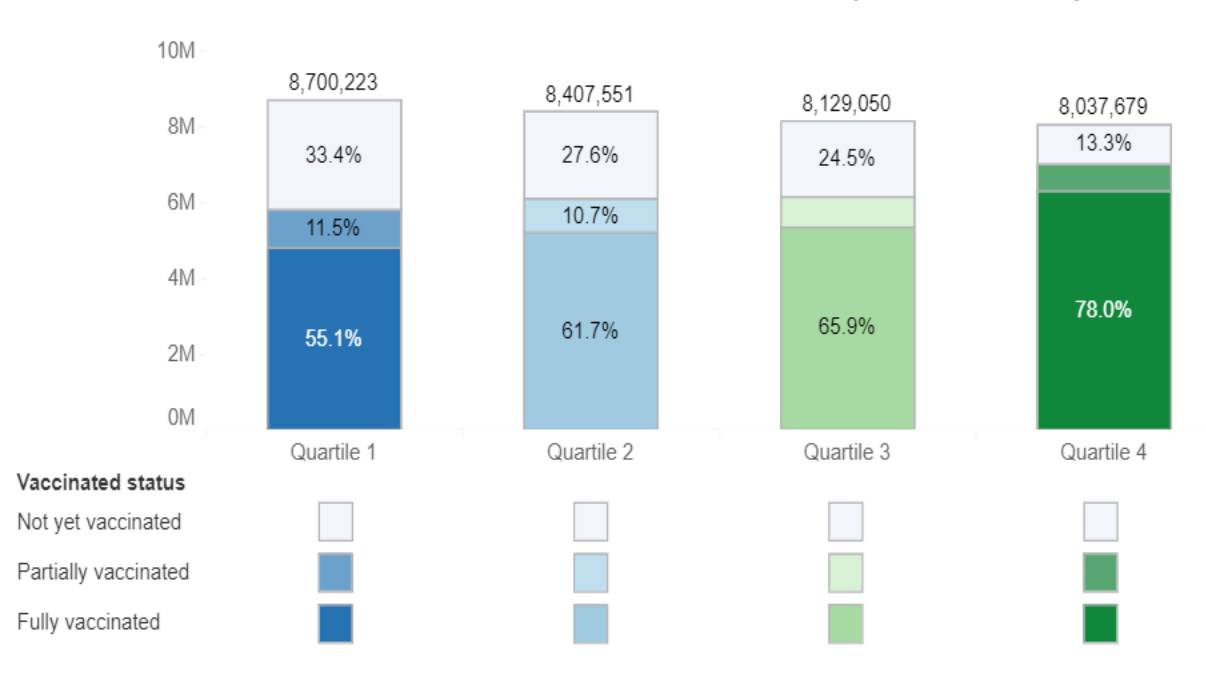
Fully vaccinated by quartile over time   Select Metric: Fully vaccinated

- 78.0%
- 65.9%
- 61.7%
- 55.1%

Week Ending Date

Note: If the selected county does not contain any zip codes in a certain quartile, that quartile will not show up on the chart. In the Statewide display of the Vaccine Equity Metric, where zip code of residence was not reported, the zip code where vaccination occurred is used. In the county display, only zip codes of residence reported are used. Data is not shown where there are fewer than 11 records in a group.

Legend: 1, 2, 3, 4

Doses Administered to Date (8/18/21)

45,681,458 doses administered!

- **75%** of 12+ population has received at least one dose and 65% are fully-protected!

- 55% of HPI Q1 population fully-protected.

- **22,008,262 persons are fully-vaccinated!**

IT'S TIME!
Don't Wait-Vaccinate
CDPH

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5,457,814 Doses on hand - 68 days of inventory.
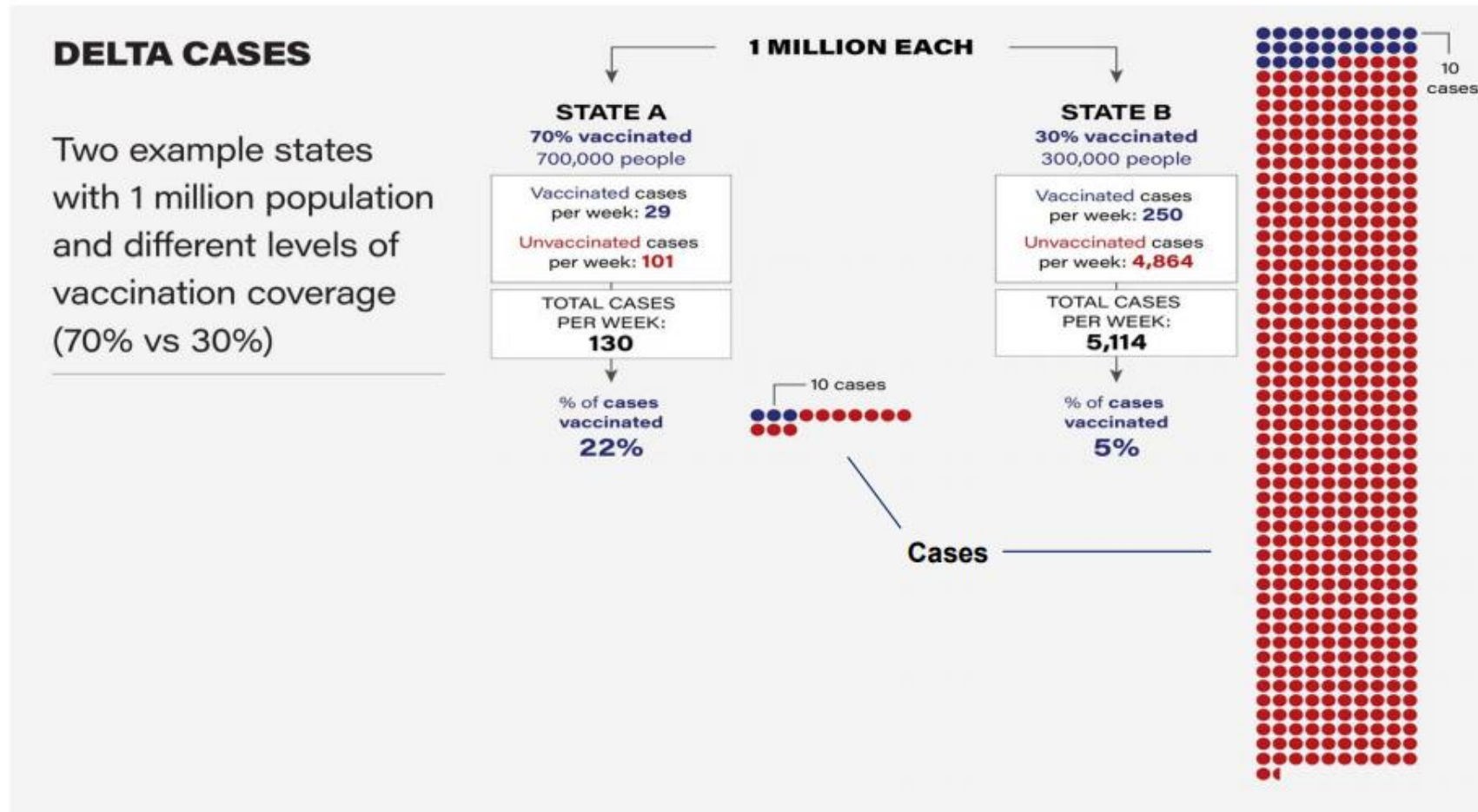
Clinical Update

Dr. Louise McNitt, CDPH

ACIP Meeting Notes

– Dr. Scobie

ACIP Meeting Notes

- [ACIP August 13, 2021 Presentation Slides | Immunization Practices | CDC](#) – Dr. Dooling

- Immunocompromised patients:
    - More likely to get severely ill from COVID-19
    - Higher risk for prolonged SARS-CoV-2 infection, shedding, incubation of variant
    - Lower antibody/neutralization titers to SARS-CoV-2
    - More likely to transmit SARS-CoV-2 to household contacts
    - More likely to have breakthrough infection: on US study showed 40-44% of hospitalized breakthrough cases were in immunocompromised people
    - Lower vaccine effectiveness: 59-72% VE among immunocompromised people vs. 90--94% among non-immunocompromised people

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ACIP Meeting Notes

Potential benefits of additional dose:

- Emerging experimental and observational data in adults suggest that an additional mRNA COVID19 vaccine dose in immunocompromised people enhances antibody response and increases the proportion who respond to COVID-19 vaccine

- No efficacy or effectiveness studies of COVID-19 prevention following a 3rd dose

Potential harms of additional dose:

- In small studies of an additional dose of mRNA vaccine

- No serious adverse events were observed

  o Reactogenicity of the 3rd dose of mRNA vaccine was similar to prior doses

- mRNA COVID-19 vaccines are associated with rare but serious adverse events, including anaphylaxis as well as myocarditis and pericarditis in young adults. The impact of immunocompromising conditions on these rare events is unknown.

- There are no safety studies of an additional mRNA dose in immunocompromised adolescents

Clinical Considerations

- An additional dose of an mRNA COVID-19 vaccine after an initial 2-dose primary mRNA COVID-19 vaccine series should be considered for people with _moderate to severe immune compromise_ due to a medical condition or receipt of immunosuppressive medications or treatments.

- The age groups authorized to receive the additional dose are unchanged from those authorized to receive the primary vaccination series:

  - Pfizer-BioNTech: aged ≥12 years

  - Moderna: aged ≥18 years

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Conditions and Treatments Include:

- Active treatment for solid tumor and hematologic malignancies
- Receipt of solid-organ transplant and taking immunosuppressive therapy
- Receipt of CAR-T-cell or hematopoietic stem cell transplant (within 2 years of transplantation or taking immunosuppression therapy)
- Moderate or severe primary immunodeficiency (e.g., DiGeorge syndrome, Wiskott-Aldrich syndrome)
- Advanced or untreated HIV infection

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Conditions and Treatments Include (cont):

- Active treatment with high-dose corticosteroids (i.e., ≥20mg prednisone or equivalent per day), alkylating agents, antimetabolites, transplant-related immunosuppressive drugs, cancer chemotherapeutic agents classified as severely immunosuppressive, tumor-necrosis (TNF) blockers, and other biologic agents that are immunosuppressive or immunomodulatory

- *A patient's clinical team is best positioned to determine the degree of immune compromise and appropriate timing of vaccination.*

Additional Considerations

- The additional mRNA COVID-19 vaccine dose should be the same vaccine product as the initial 2-dose primary vaccine series (Pfizer-BioNTech or Moderna).

- If the same mRNA vaccine product is not available, the other mRNA COVID-19 vaccine product may be administered.
  - Does not need to be reported in VAERS as administration error

- A person should not receive more than 3 mRNA COVID-19 vaccine doses.

- Serologic testing or cellular immune testing…**is not recommended at this time.**

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Additional Considerations

- The additional dose should be administered at least 28 days after completion of the initial 2-dose series (based on expert opinion).

- Timing of additional dose

  o Providers should take into consideration current or planned immunosuppressive therapies to optimize both the patient's medical condition and response to vaccine.

  o When possible, all doses should be administered at least two weeks before initiation or resumption of immunosuppressive treatment.

- For public health purposes, immunocompromised people who have completed a primary vaccine series (2-does mRNA or 1-dose J&J) are considered fully vaccinated ≥2 weeks after completion of the series.

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Immunocompromised Should Continue Prevention Measures

- Immunocompromised patients should be counseled about the potential for a reduced immune response to COVID-19 vaccines, even after an additional dose.

- Immunocompromised patients should continue to follow current prevention measures (including mask wearing, maintaining 6-foot distance, and avoiding crowds and poorly ventilated indoor spaces).

- Close contacts of immunocompromised people should also be strongly encouraged to be vaccinated against COVID-19 to protect these people.

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Immunocompromised Who Have Received J&J

- CDC – Currently there are insufficient data to support the use of an additional mRNA COVID-19 vaccine dose after a single-dose Janssen COVID-19 vaccination series in immunocompromised people. Continue to consider options for these patients.

- WSSSRW statement: [Recommendations on Additional Doses for People Whose Immune Systems are Compromised (ca.gov)](ca.gov)

  - o Immunocompromised individuals who received the Janssen COVID-19 vaccine should consult with their health care providers

  - o Clinicians should weigh risks and benefits of a dose of an mRNA vaccine for each such patient and also consider the potential organizational and professional risks of the unauthorized administration of a supplementary dose of an mRNA vaccine.

  - o The patient should be informed that the recommendation exceeds current FDA and CDC guidance and is based on the clinician's individualized medical judgment.

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V-safe Updated

V-safe is now updated to accommodate third doses. Immunocompromised persons must initiate the review and will not be contacted automatically by the V-safe system.

V-safe After Vaccination Health Checker

Updated Aug. 13, 2021   Languages ▾   Print

Get vaccinated. Get your smartphone. Get started with v-safe.

Use your smartphone to tell CDC about any side effects after getting the COVID-19 vaccine. You'll also get reminders if you need a second vaccine dose.

V-Safe After Vaccination Health Checker

COVID-19 Vaccination in Pregnancy

- **CDC COVID Data Tracker:** Only ~20% of pregnant people in US have received at least one dose of COVID-19 vaccine

- **ACOG and SMFM Recommend COVID-19 Vaccination for Pregnant Individuals | ACOG** – July 30, 2021
    - Strong recommendation in support of vaccination during pregnancy
    - "COVID-19 vaccination is the best method to reduce maternal and fetal complications of COVID-19 infection among pregnant people" - William Grobman, MD, MBA, president of SMFM

- **Western States Scientific Safety Review Workgroup** – August 6, 2021
    - Reiterates strong recommendation for the immunization against COVID-19 of pregnant and recently pregnant women
    - No evidence that any vaccines, including COVID-19 vaccines, adversely affect fertility and that many women have become pregnant after receiving COVID-19 vaccine.

COVID-19 Vaccination in Pregnancy

New CDC Data: COVID-19 Vaccination Safe for Pregnant People | CDC Online Newsroom | CDC – August 11, 2021

- New data from v-safe pregnancy registry did not find an increased risk of miscarriage among nearly 2,500 pregnant women who received an mRNA COVID-19 vaccine before 20 weeks of pregnancy.

- "CDC encourages all pregnant people or people who are thinking about becoming pregnant and those breastfeeding to get vaccinated to protect themselves from COVID-19. The vaccines are safe and effective, and it has never been more urgent to increase vaccinations as we face the highly transmissible Delta variant and see severe outcomes from COVID-19 among unvaccinated pregnant people." -CDC Director Dr. Rochelle Walensky

Storage & Handling

Kate McHugh, CDPH

Beyond Use Dates and Expiration Dates

- Beyond Use Date (BUD): Sometimes called Use By Date. The BUD is determined by storage and preparation conditions.

  o Example: Pfizer that has been moved into the refrigerator has a BUD of 31 days from the date it was moved to the refrigerator. After 31 days, you must dispose of the vaccine.

- Expiration date: The date by which the vaccine absolutely must be used. Determined at the time of manufacture.

  o Example: If your Pfizer vaccine expires on 06/15, and you moved your Pfizer to the refrigerator on 06/13, you must still use or dispose of the vaccine by 06/15.

- It is important that providers pay attention to **both** the BUD and expiration dates

- Vaccine administered past its BUD or expiration date is considered an administration error.

  o Manufacturer should be contacted for guidance and the error should be reported to VAERS

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Expired Vaccine

- It is crucial to check the expiration date and Beyond Use Dates of vaccine prior removing from the storage unit and again prior to administration.
  - Moderna Expiration Date Checker: [Vial Expiration Date Lookup | Moderna COVID-19 Vaccine (EUA) (modernatx.com)](#)
  - Janssen Expiration Date Checker: [Janssen COVID-19 Vaccine Expiry Checker (vaxcheck.jnj)](#)
  - Pfizer: Expiration date is physically printed on the vials
- Inventory vaccine weekly and remove expired vaccine
- [Pfizer Beyond Use Date labels](#)
- [Moderna Beyond Use Date labels](#)
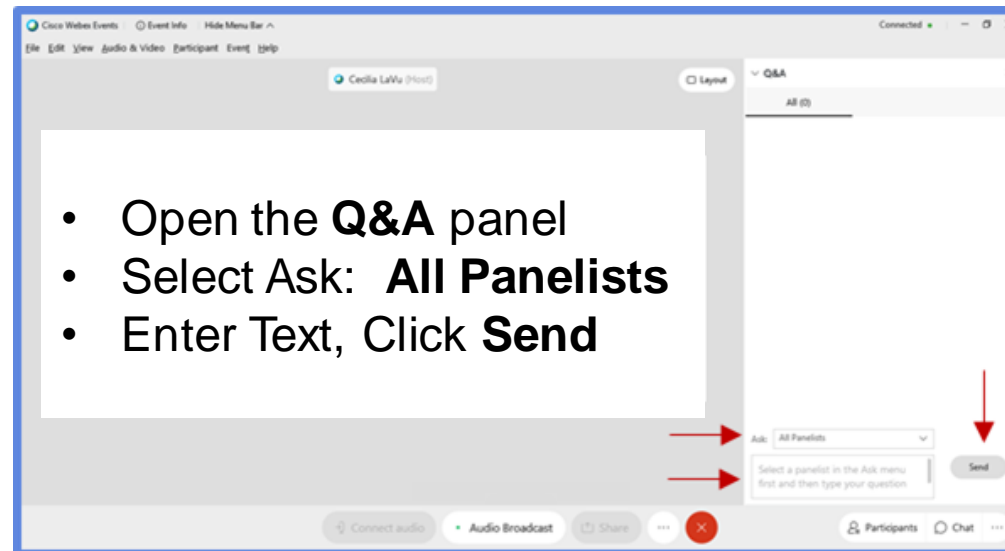
Public Safety Power Shutoffs (PSPS)

- It is PSPS season!
- Good idea for your facility to have a Vaccine Management Plan
    - Pan for both routine tasks and emergencies
- Consider partnering with other providers who may be able to house your vaccine if your facility loses power
- Have your vaccine transport containers and data loggers ready to go in case you need to transport your vaccine
    - Make sure your staff know how to pack vaccine!
- Pay attention to alerts for your area:
    - PGE: Sign up for PG&E PSPS notifications and updates (pge.com)
    - Southern California Edison: Public Safety Power Shutoff Alerts (sce.com)
    - San Diego Gas and Electric: PSPS More Info | San Diego Gas & Electric (sdge.com)
    - Or your local power company
- Report temperature excursions in myCAVax if they occur
- Contact the COVID Call Center (covidcallcenter@cdph.ca.gov) if you need any help!

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Provider Office Hours Q&A

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

Q&A Panel

- Open the **Q&A** panel
- Select Ask: **All Panelists**
- Enter Text, Click **Send**

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Enrollment & CalVaxGrant Update

Claudia Aguiluz, CDPH

VFC Onboarding Status as of 8/16

On 5/13, 2,338 locations were not on myCAvax

- **838** (+13 since 8/13) started but did not finish an app
- **108** (+5 since 8/13) have a completed app under review
- **290** (+7 since 8/13) 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

■ **Vaccinating** ■ **On myCAvax** ■ **Not on myCAvax**

VFC Provider Universe 3,441

828 (24%)

275 (8%)

2,338 (68%)

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

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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	921
Pending	28
Incomplete	90
Total	**1051**

$14 million in funding requested

$23 million in funding remaining

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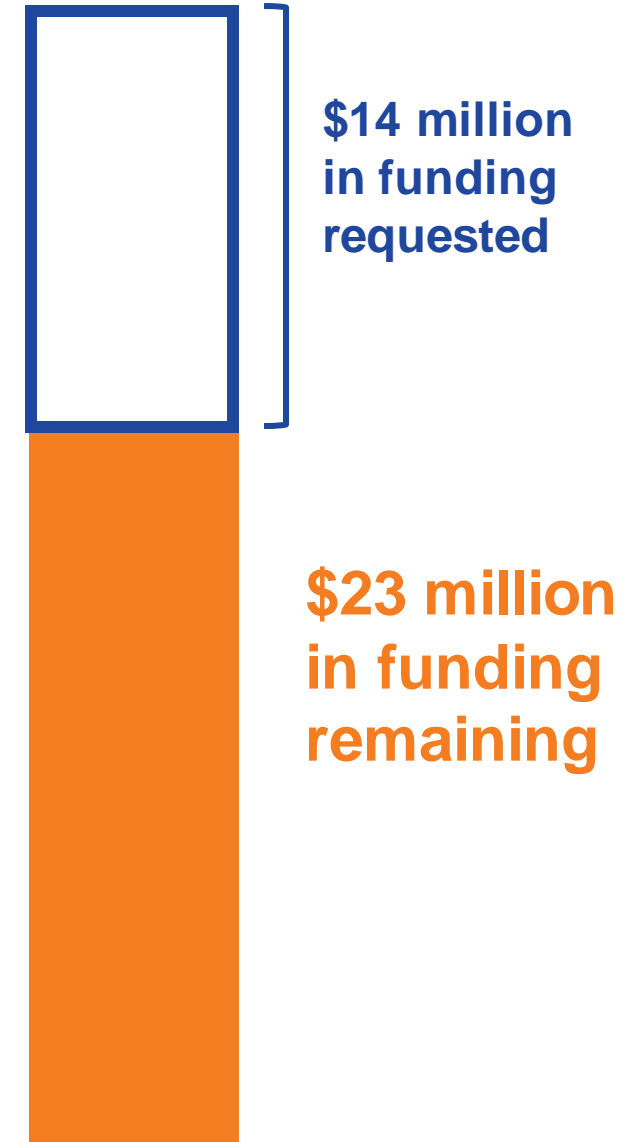
Vaccine Management

Maria Volk and Claudia Aguiluz, CDPH

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- Now on myCAvax – Key Updates

- Vaccine Ordering & Fulfillment Process with TPR

- Appendix:
  - Now on myCAvax Details
  - My Turn and myCAvax Feedback Form

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Now on My Turn: Release 15.1 (8/18)*

My Turn Clinic

Self-Service

✓ Embedded Job Aids throughout the portal, directing clinic staff to related training materials

General Enhancements

✓ Pre-registration clinic specific link

✓ Knowledge Center Phase 1

My Turn Public

Group Scheduling v2

✓ Create appointments for everyone in the group to ensure accurate capacity tracking

General Enhancements

✓ Add Clinic start and end date to clinic display on public site

✓ Increase active availability overrides limit to 20

✓ Google address validation for patient home address

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Additional Dose Overview

- On Thursday August 12th, the FDA announced their recommendation for certain immunocompromised individuals to receive an additional vaccine dose.

- Providing additional doses requires changes to the My Turn public and clinic solutions – the following slides are meant to outline those changes.

- Our approach is to implement and deploy the initial set of requirements, "Minimal Viable Product" (MVP) with Release 15.1 scheduled on Wednesday night (8/18).

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Additional Dose – My Turn Public

*MVP Changes (8/18)

- New landing page section to provide information on additional doses

- New questions to screen for patients eligible for additional doses

- Updates to the logic to allow for scheduling additional dose shots

Post MVP (9/1)

- Clinic tag to advertise / identify clinics that offer additional doses

- Updates to Q&A and Virtual Assistant

*Minimum Viable Product

Additional Dose – My Turn Public

Have you received your first dose of the COVID-19 vaccine?

- ✓ Yes
- ○ No

Which vaccine did you receive for your first dose?

No additional doses have been authorized for Johnson & Johnson recipients at this time. Remember to bring your vaccine card to your appointment.

- ○ Pfizer
- ✓ Moderna

Which appointment would you like to schedule?

- ○ 2nd dose
- ✓ Additional dose

✓ I certify that the patient is immunocompromised.

Additional doses have been prioritized for moderately to severely immunocompromised people. This includes people who have:

- Been receiving active cancer treatment for tumors or cancers of the blood
- Received an organ transplant and are taking medicine to suppress the immune system
- Received a stem cell transplant within the last 2 years or are taking medicine to suppress the immune system
- Moderate or severe primary immunodeficiency (such as DiGeorge syndrome, Wiskott-Aldrich syndrome)
- Advanced or untreated HIV infection
- Active treatment with high-dose corticosteroids or other drugs that may suppress your immune response

✓ I confirm that the patient received their second COVID-19 vaccine at least 28 days ago.

Additional Dose – My Turn Clinic

*MVP Changes (8/18)

- Update walk-in flow to add additional dose as option

- Update clinic set up to allow for booster vaccines to be added on new or existing clinics

- Additional dose indicator on appointment record

- Additional dose report

*Minimum Viable Product

Post MVP (9/1+)

- Editing and Bulk updating appointments

- Add additional dose indicator on appointment tab

- Bulk Upload of additional doses

- Dashboard components

- Appointment update & reminder SMS / email

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Additional Dose – My Turn Clinic

Walk-in Flow

Vaccine Administrator Flow

Now on myCAvax: Release 15 (8/19)

Areas of new functionality include:

- Vaccine Transfers

- Small Orders (Ordering and Review/Processing)

- Vaccine Wastage

- Redistribution

- Training

For Providers

California COVID-19 Vaccination Program Update

myCAvax
California Vaccine Management System

New Release
August 19, 2021

Enhancement Details for Providers

The myCAvax system will have new functionality available tomorrow. We are making these enhancements in response to user feedback. They have an impact on Providers. Please review what is changing based on your role in the system:

Small Order Review, Processing, and Ordering

What's Changing	Why It Matters
Specifying Date Needed: The pre-populated date will be removed when completing a New Vaccine Order Request for a Small Order. Providers will be able to add a customized Date Needed. Help text will note that the supply may not be received by the Date Needed specified.	Providers can specify the date they need the vaccine. The help text will read, **'This date is not guaranteed. Contact your LHD if you need the order sooner.'** Utilize this job aid for additional questions.

Vaccine Transfers

What's Changing	Why It Matters
Beyond Use Date: will not be required for Providers to input while updating a Vaccine Transfer. Additionally, a new rejection reason of 'Other' will be added for Vaccine Transfers.	This streamlines the process when changing a vaccine so there is no need to input the Beyond Use Date if there is no change from the initial Transfer request.
Required Acceptance of Transfers: A pop-up will appear to Receiving Location	Location and Organization Coordinators are reminded to accept/reject any

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Now on myCAvax: Release 15 (8/19)

- **Pfizer 450 packs will be unavailable for ordering until further notice starting this Friday, August 20th, 2021.**

- **Pfizer 1170 packs have been reintroduced and will be available for ordering starting tomorrow.**
  - o Ancillary kits for Pfizer 1170 are configured with 1" needles for administration.
  - o If you intend to use the Pfizer thermal shipping container for storage, you must have a plan in place for replenishing the dry ice every 5 days, as dry ice recharges will not be provided to support the 1170 packs.
  - o Also be sure to activate the data monitoring system via email from Controlant.)

- Expiration date extension for Pfizer vaccine stored at ultra-low temp conditions will be forthcoming. Please consider these possible extensions prior to placing orders for additional Pfizer vaccine.

Now on myCAvax: Release 15 (8/19)

Vaccine Inventory Management: Transfers
- ✓ **Pop-up** added for receiving location / organization coordinators with open transfers
- ✓ "Beyond Use Date (If Applicable)" not required and **new rejection reasons** added
- ✓ Vaccine **Accept / Reject button** at the top right of Vaccine Order page

Vaccine Wastage
- ✓ **COVID ID** added to Waste Events
- ✓ Added **Transfer Submitted** field to Excursion Report Form for Waste Events

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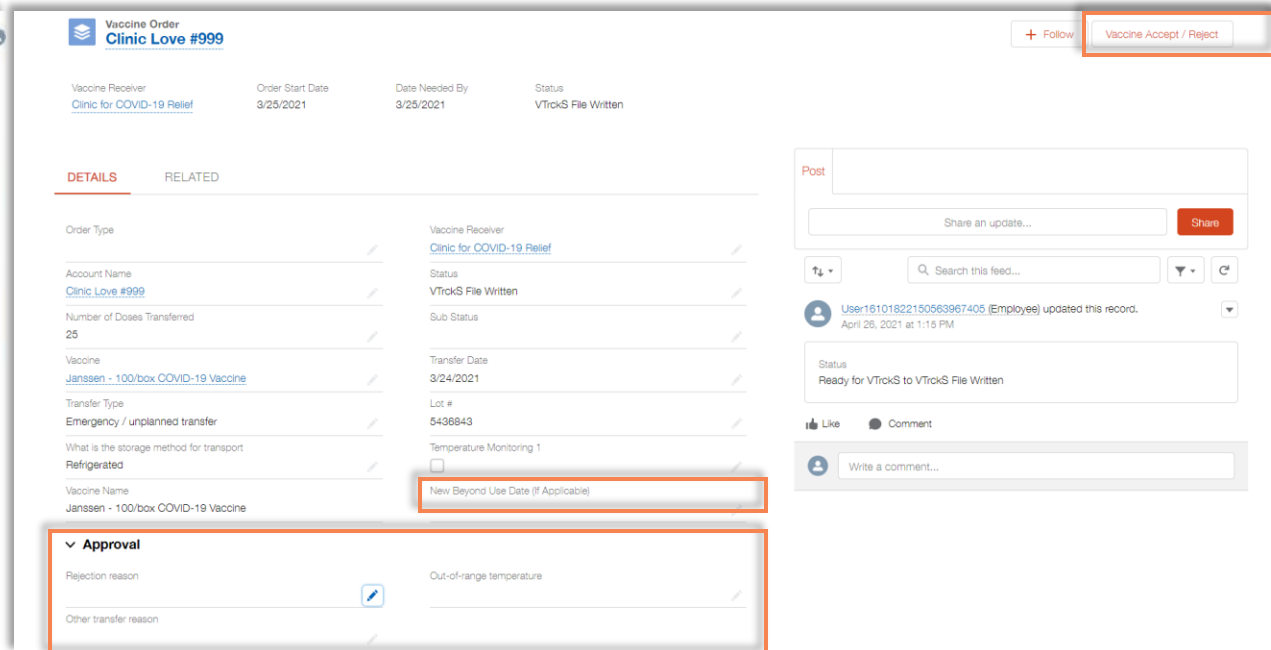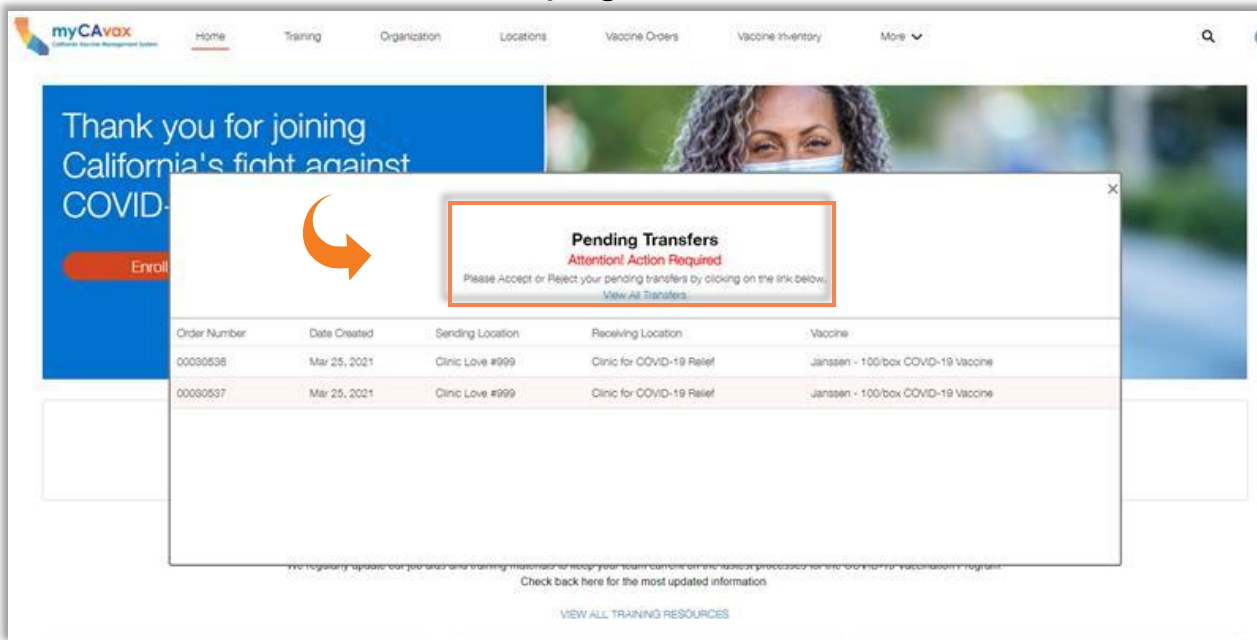
APPENDIX

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 identifying and prioritizing enhancements
- Help identify additional trainings and / or job aids needed

Please submit feedback here.

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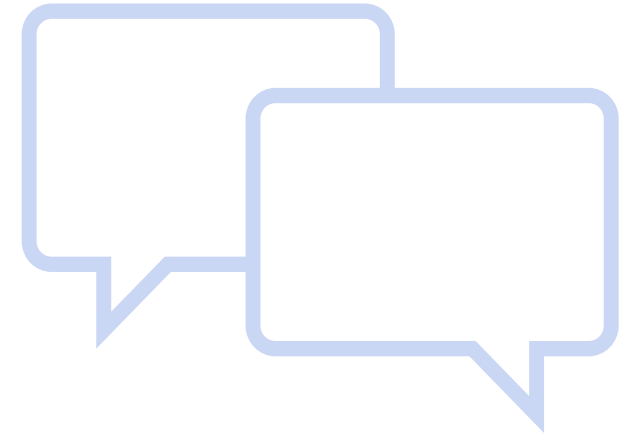
Now on myCAvax: Release 15 (8/19)

Vaccine Transfers
- ✓ New "beyond use date" not required for Providers and new rejection reasons added for Providers / LHDs on vaccine transfers
- ✓ Update Vaccine Order Approve / Reject button to allow LHD to approve / reject orders
- ✓ Pop-up added to receiving location and org coordinators with outstanding transfer orders on community login page
- ✓ Transfer error message added when users do not meet requirement to accept / send transfer
- ✓ Pop-up added to prompt Provider to complete excursion form upon transfer record submission
- ✓ Update community all transfers / redistributions list view to allow providers to view more records (50, 100, 150, 200)

Vaccine Wastage
- ✓ COVID ID added to Waste Events
- ✓ Added Transfer Submitted field to Excursion Report Form for Waste Events

Training
- ✓ Help text tool tip added for Providers on the Extension Number field on Enrollment Forms
- ✓ Help text tool tip added for Doses Administered Field on Vaccine Order Request Form
- ✓ Help text tool tip added for Sending Provider Field on Transfer / Redistribution Form

Small Order Review, Processing, and Ordering
- ✓ Checkbox for LHDs to customize available products to Providers for small orders
- ✓ Update small orders list view for locally fulfilled orders to include order type column and differentiate between standard and small orders (standard orders highlighted in blue)
- ✓ Add tool tips to explain calculations for doses on the vaccine order review aggregate screen
- ✓ Doses approved column validation allows for both Moderna vial sizes on small orders vaccine review page
- ✓ Small Order Eligible field now only available at location account level
- ✓ Removed pre-populated date for Date Needed and added tool tip on Vaccine Order screen
- ✓ LHDs able to create new orders on small orders vaccine review page
- ✓ Comments field now visible for all users

CDC Order Review and Processing
- ✓ Add New "Order Comments" field only visible to LHD
- ✓ Vaccine Orders tab now visible to LHDs
- ✓ Assigned Users to LHD user group
- ✓ Removed Provider type column and added Fulfillment Method on Vaccine Order Review Page
- ✓ Update Standard Order Status to include "In Review" for LHD

Redistribution
- ✓ Validation Rules for when LHD is not participating in Local Fulfillment which includes maximum dose (240 doses) requirements

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Provider Office Hours Q&A

During the session, please use the Q&A panel to comment or ask a question:

Q&A Panel

- Open the **Q&A** panel
- Select Ask: **All Panelists**
- Enter Text, Click **Send**

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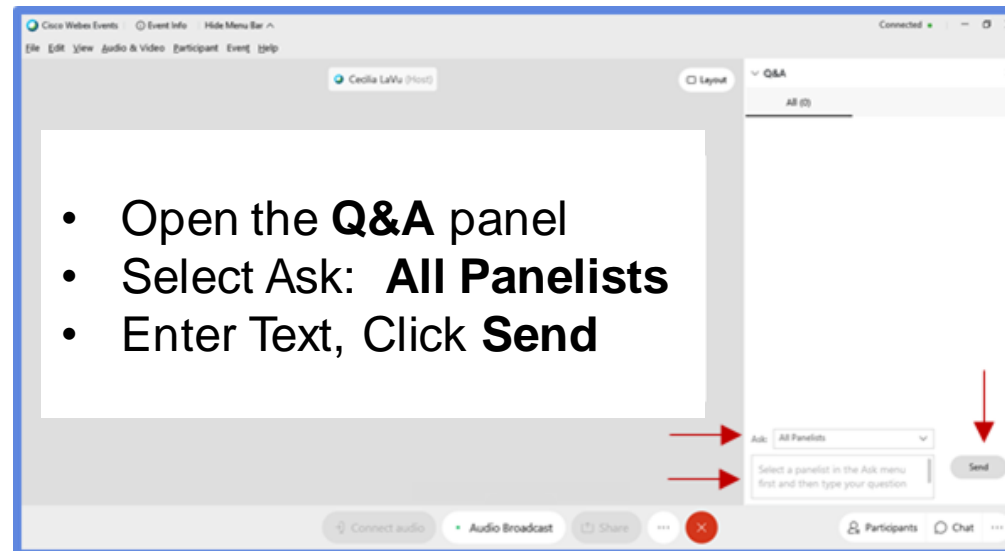
Wrap-Up

Leslie Amani, CDPH

Where can I go for additional help?

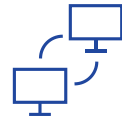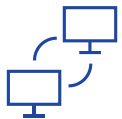| Type of Support	Description Updated 7.30.21
COVID-19 Provider Call Center	The COVID-19 Call Center for Providers and Local Health Departments is dedicated to medical providers in California and their COVID-19 response, specifically addressing questions about State program requirements, enrollment, and vaccine distribution, including the Vaccine Marketplace. • Email: covidcallcenter@cdph.ca.gov • 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 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 For **technical support**: 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 • Phone: (916) 551-2565

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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

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Thank you!

Next Monday:
My Turn & myCAvax Office Hours Link

Monday, August 23, 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 27, at 9:00 AM

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

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