My Turn myCAvax Questions

During today's webinar, please use the Q&A panel to ask your questions so subject matter experts can respond directly.

Resource links will be dropped into, "Chat"

Announcements

Leslie Amani, CDPH

Upcoming Holiday: Plan Ahead

In observance of the Labor Day holiday, CDPH will be closed on Monday, September 4, 2023.
There will be no scheduled webinars.
The Provider Call Center will be closed.

CDPH will host the Friday Provider Webinar on Friday, September 1, 2023, at 9AM.

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What's Next in My Turn? – Release 42
Clinic Managers and Vaccine Administrators

New updates for My Turn Public and Clinic will launch on
Wednesday, August 30, 2023!

My Turn Public

Release Highlights

When scheduling vaccine appointments, patients **will be able to view:**

✓ The clinic card that now includes the clinic's full closing date and phone number in its description on the 'Select a Location' page

✓ Only the vaccine brand for the vaccine tags on the 'Select a Location' page

✓ An updated eligibility chart link in the attestation on the 'Screening' page

✓ Clinics that have the location tag matching their response to the health insurance question on the 'Screening' page

When scheduling vaccine appointments, patients **will no longer be able to view:**

✓ A description of the health insurance information on the 'Select a Location' page

My Turn Clinic

Release Highlights

Clinic Managers and Vaccine Administrators **will be able to view**:

✓ An updated COVID-19 timing chart link within the attestation on the 'Appointment Details' section in the Walk-in flow and single appointment editing, as well as under the 'Address' field in the 'Patient Background' section in the VA flow.

✓ An updated help desk email on the footer 'Communications' tab and each tab on the My Turn Clinic portal

What's Next in My Turn? – Release 42
New and Existing myCAvax Users

New updates for My Turn Clinic will launch on
Wednesday, August 30, 2023!

Release Highlights

My Turn Clinic

New users **will be able to view**:

- ✓ An option to enroll in My Turn by clicking the 'My Turn' tab next to the 'Home' tab on the myCAvax landing page

- ✓ The 'Benefits of the Platform' section, 'Who Can Use it?' section, the 'Enroll Now' button under the 'Enrollment Overview' section, the 'Enroll your organization' button under the 'My Turn Overview,' section on the 'My Turn' page

- ✓ An option to create a My Turn account within the digital enrollment process.

- ✓ The appropriate error messages if the information related to location, the user being in a clinic manager / related role, CAIR ID, or the user currently exists in the system.

- ✓ The option to input details related to Provider Location, Organization, Provider of Record, and Clinic Manager and validate the information they have provided

- ✓ The option to enroll in My Turn with either a new Provider location or an existing one

- ✓ An email confirmation regarding the status of their enrollment application, indicating whether it is under review, approved, or rejected

Existing myCAvax users **will be able to view**:

- ✓ A new 'My Turn Enrollment' tab added on the left side of the 'Enrollment' tab that will allow them to start a digital enrollment for My Turn

- ✓ A redirection to the 'Required Training' page within the Digital Enrollment Flow upon clicking the 'My Turn - Enrollment' tab

- ✓ The 'Enroll Location' button on the 'My Turn - Enrollment' page that allows them to use an existing Provider location.

- ✓ The option to input details related to Provider Location, Organization, Provider of Record, and Clinic Manager and validate the information they have provided

- ✓ The 'Provider Location Information' page after checking the training attestation

- ✓ A new 'Delivery Instruction' field added to the 'Provider Location' page on the My Turn Clinic portal

- ✓ An 'Address Information' section that displays the Provider location address under the 'Provider Location Details' tab

- ✓ The 'Duplicate Found' pop-up window if the entered Provider location already exists in the system with the same IIS ID

- ✓ The 'My Turn - Enrollment' page with 'Location Account,' 'Location Address,' 'Clinic Manager,' 'Provider of Record,' 'Status,' 'Enrollment forms,' and 'Manage Account' columns

- ✓ The applications they submitted, and the applications they are listed as the Clinic Manager under the 'My Turn Enrollment' page

- ✓ A redirection to the 'Required Training' page within the Digital Enrollment Flow by clicking the 'My Turn - Enrollment' tab

- ✓ The 'Account Owner,' 'Status,' 'Account Record Type,' and 'Clinic Manager' details on the 'Accounts' page of the Provider Location on the My Turn Digital Enrollment application

- ✓ The 'Enrollment Request Submitted' page after they complete all the steps involved in the Digital Enrollment Flow

Recording Appointment Information Offline

My Turn allows users to download an Excel CSV bulk upload template for offline use, which can later be uploaded to the system when online. In preparation, users need to confirm their clinic setup in My Turn before downloading and uploading the CSV file, as they will need to input the clinic information to which they want the appointments linked.

My Turn Public Product Roadmap

RECENTLY DEPLOYED
July 6th (R41)

CURRENT
August 30th (R42)

UPCOMING
September 27th (R43)*

My Turn Public

Release 41

✓ Phase 2: updated scheduling experience
  - ✓ Remove some timing and eligibility questions on screening page and replace with new timing and eligibility attestation
✓ Store immunocompromised information on patient account
✓ Update CDC screening questions on Final Steps page

Release 42

✓ Display full clinic closing date on clinic card on Select a Location page
✓ Backend cleanup and optimization

Release 43

✓ Bridge program updates
  - ✓ Display clinic phone number on clinic cards
  - ✓ Display tags for whether clinic accepts insured or uninsured patients
  - ✓ Add clinic description reminding patient to call the clinic to verify insurance acceptance

★ Received via user feedback

Submit system feedback to the Vaccine Management Feedback Form.
*Release date subject to change pending release of the Bridge Access Program go-live date.

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My Turn Clinic Product Roadmap

RECENTLY DEPLOYED
July 6th (R41)

CURRENT
August 30th (R42)

UPCOMING
September 27th (R43)*

My Turn Clinic

Release 41

- ✓ [Experience Refresh] Updates
  - ✓ Walk-in flow
  - ✓ Vaccine Administration flow
  - ✓ IIS status
  - ✓ [CSV / Inline] Bulk Upload
  - ✓ Dashboards
  - ✓ Clinic Creation Flow
  - ✓ Appointments tab / IIS Filters
  - ✓ Vaccine Supply
  - ✓ Single / Bulk Edit

Release 42

- ✓ New enrollment landing page
- ✓ Updated enrollment training package
- ✓ New community portal location enrollment menu and page
- ✓ Allow non-myCAvax Providers a full digital enrollment process with enrollment screens, setup, and questions for enrollment in My Turn
- ✓ Allows current providers ability to enroll a new location in My Turn
- ✓ Full digital enrollment processes with the CDPH enrollment team

Release 43

- ✓ Bridge Program Updates
  - ✓ Add new tags on Clinic Creation flow
    - ✓ Make phone field required
  - ✓ Remove the option "Yes but cannot provide information" on the health insurance question
    - ✓ Walk-in flow
    - ✓ VA flow
    - ✓ CSV/Inline Bulk Upload

Submit system feedback to the Vaccine Management Feedback Form.
Release date subject to change pending release of the Bridge Access Program go-live date.

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My Turn Demo

1. **Digital Enrollment Without a myCAvax Login Landing Page**
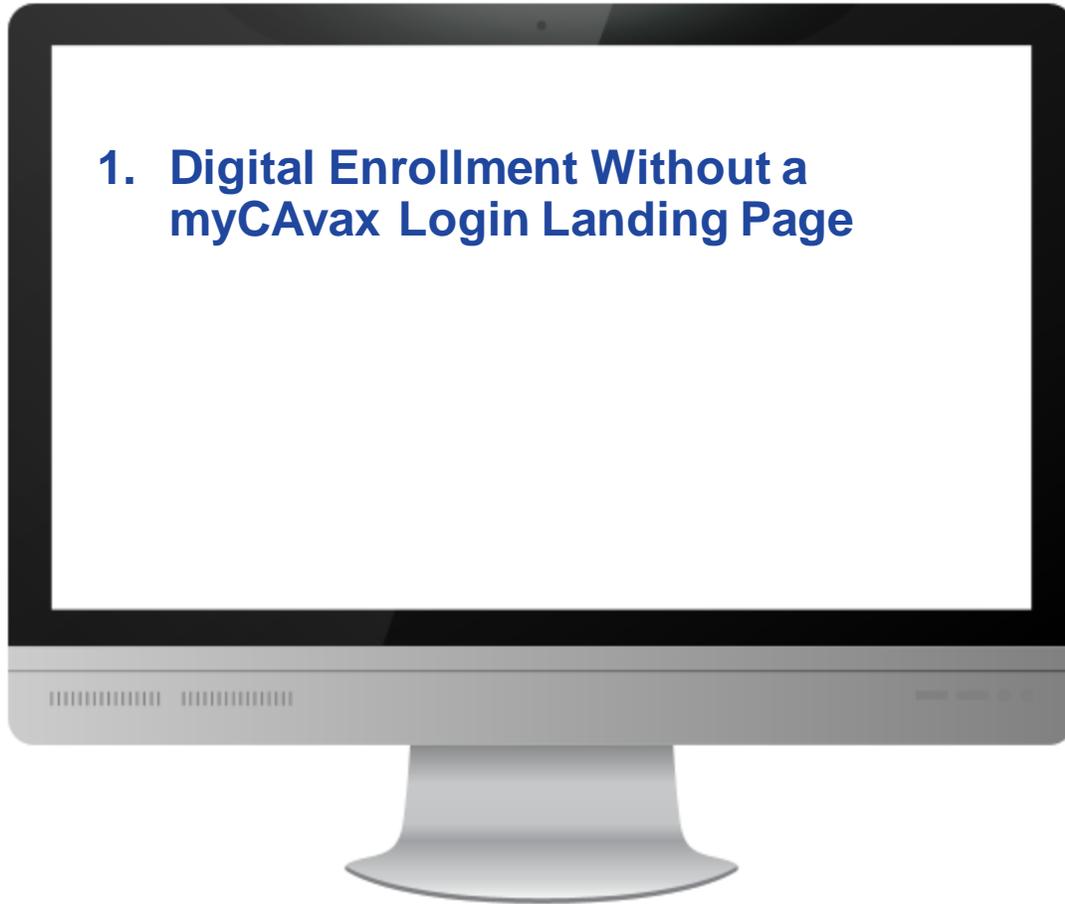
Q&A

What's New in myCAvax? – Release 42

New SGF updates for LHDs / MCEs launched on
Thursday, August 17, 2023!

With this release, LHDs will have to place SGF flu vaccine orders on behalf of Providers.

LHDs / MCEs

Release Highlights

LHDs / MCEs will:

Vaccine Ordering – Internal

✓ See the 'Fund Type' field on the 'Vaccine Order' page

Vaccine Order Review

✓ See new fields on the vaccine inventory tiles under the 'State General Fund' tab

✓ Be able to place vaccine orders for accounts owned by MCEs in their county

✓ No longer have an upper limit on the 'Requested Quantity' field while placing small vaccine orders
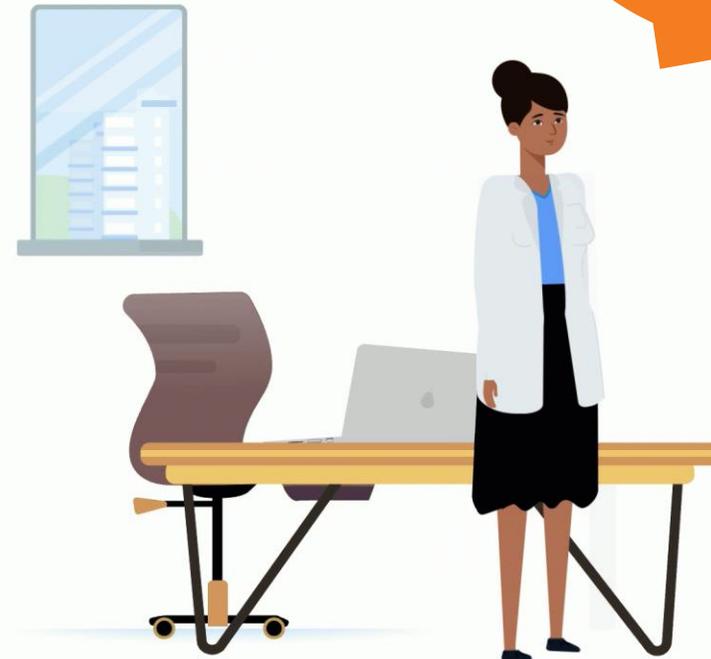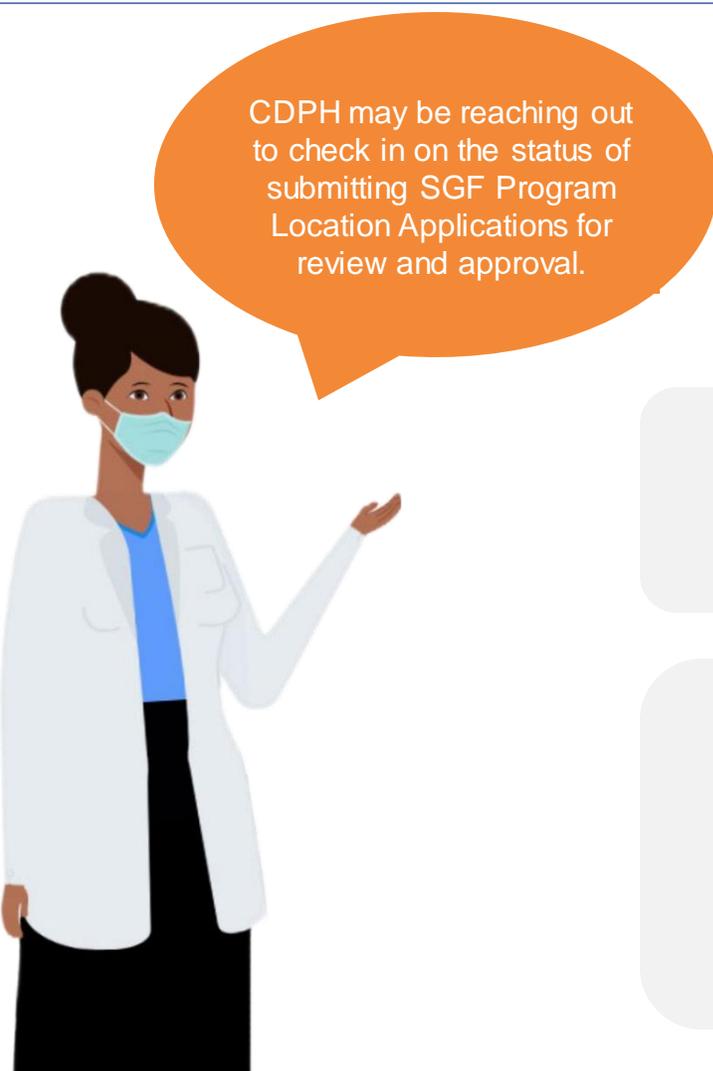
LHDs will:

State General Fund

✓ Be able to add the 'Title' and 'Medical License Number' for the Provider of Record

✓ See updated fields on the 'Orders Fulfillment' page and order fulfillment files

Answering State General Fund FAQs

CDPH may be reaching out to check in on the status of submitting SGF Program Location Applications for review and approval.

Q: Where can LHDs direct requests for new provider-user account creation in myCAvax?
A: Local Health Departments (LHDs) can contact the Provider Call Center via email at myCAvax.HD@cdph.ca.gov or by phone at (833) 502-1245.

Q: When vaccine inventory appears, will LHDs be notified?
A: CDPH is currently exploring notification methods through myCAvax for inventory allocation notifications.

Q: Will multi-county entities (MCEs) still exist in SGF Flu Program in myCAvax?
A: No. The concept of MCEs does not exist with the SGF Flu Program in myCAvax. LHDs can enroll any Provider within their jurisdiction to the SGF Flu Program in the myCAvax system if the Provider is administering SGF Flu vaccine to uninsured adults and children.

myCAvax Release Roadmap

RECENTLY DEPLOYED
August 17th (R42)

CURRENT
September 14th (R43)

UPCOMING
October 12th (R44)

myCAvax Roadmap

Release 42

Bridge Access Program (BAP)
- ✓ Existing providers will have access to the BAP enrollment flow to sign a new agreement once BAP enrollment opens
- ✓ Existing Providers will be able to be marked as Pending BAP Enrollment
- ✓ Provider training will be updated with new BAP requirements
- ✓ Welcome Email will be updated to remove COVID-19 details

State General Fund
- ✓ SGF Order Fulfillment Process enhanced
- ✓ CDPH will be able to select which program they are generating VtrckS files for
- ✓ VtrckS will be enhanced to handle multiple programs
- ✓ VOR Calculation enhancements and Product Name display

Release 43

Bridge Access Program (BAP)
- ✓ Existing Providers will be able to be marked as Pending BAP Enrollment when Program is open

State General Fund Community Site
- ✓ Providers will be able to create orders
- ✓ Providers will be able to create Shipment Incidents
- ✓ Providers will be able to view their SGF Dashboard
- ✓ Community users participating in multiple programs will see a new updated site

Release 44

Bridge Access Program (BAP)
- ✓ COVID-19 and BAP Transactions will be separated in the system

State General Fund Community Site
- ✓ Providers will be able to create Waste Events
- ✓ Providers will be able to create Excursions
- ✓ Providers will be able to view their SGF Locations Tab

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myCAvax – Known Issues - *Updated 8/16*

Known Issues

Incorrect Program Listed on Vaccine Orders?

- ✓ We have identified an issue in which any order created by an LHD is currently showing the wrong Program. We are working on correcting this issue in an upcoming release, and once fixed, we will correct the historical data.

Wrong 'Primary Vaccine Coordinator' Listed on the Community's 'Locations' Tab

- ✓ We are working to correct an issue in which old 'Primary Vaccine Coordinators' are showing on the 'Locations' Tab in some circumstances.

Workaround / Next Steps

- ✓ Fixed: 8/17

- ✓ Estimated Fix: 9/14

U.S. Government COVID-19 Vaccine Program Closeout Activities

Accept / reject all transfers

✓ *Contact the Provider Call Center if assistance is needed closing transfers with retired products.*

Close all Vaccine Marketplace posts

✓ *All open Vaccine Marketplace postings should be closed.*

CDPH will be updating the program activity status for providers not eligible to participate in the Bridge Access Program.

File waste reports for appropriate vaccine

✓ *If expired or wasted, file a waste report asap. Once deauthorized, remove vaccine from storage and file a waste report in myCAvax.*

Continue to administer vaccine on-hand

✓ *Continue to support vaccine administration and manage your vaccine inventory in myCAvax until deauthorization.*

Prepare for vaccine demand post-program closeout

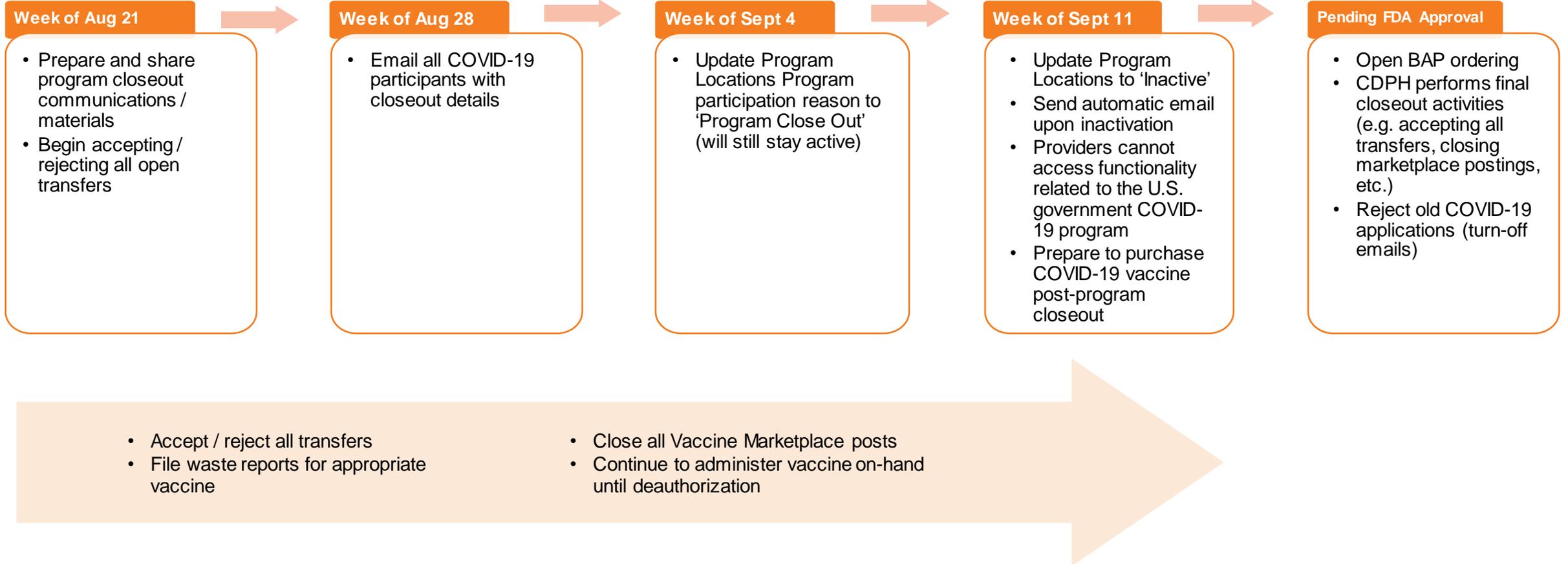✓ *Prepare to purchase COVID-19 vaccine post-program closeout.*

! What to expect approaching deauthorization

✓ *Small order processing will stop as deauthorization approaches, date to be determined. Tune into webinars for updates.*

COVID-19 Closeout Timeline

Week of Aug 21
- Prepare and share program closeout communications / materials
- Begin accepting / rejecting all open transfers

Week of Aug 28
- Email all COVID-19 participants with closeout details

Week of Sept 4
- Update Program Locations Program participation reason to 'Program Close Out' (will still stay active)

Week of Sept 11
- Update Program Locations to 'Inactive'
- Send automatic email upon inactivation
- Providers cannot access functionality related to the U.S. government COVID-19 program
- Prepare to purchase COVID-19 vaccine post-program closeout

Pending FDA Approval
- Open BAP ordering
- CDPH performs final closeout activities (e.g. accepting all transfers, closing marketplace postings, etc.)
- Reject old COVID-19 applications (turn-off emails)

- Accept / reject all transfers
- File waste reports for appropriate vaccine

- Close all Vaccine Marketplace posts
- Continue to administer vaccine on-hand until deauthorization

Activities are subject to change as the program is sunsetted.

myCAvax Demo

1. **Bridge Access Program Enrollment**

Q&A

# My Turn and myCAvax Office Hours Labor Day Cancellation

The **September 4, 2023** My Turn and myCAvax Monday Office Hours will be cancelled due to the Labor Day holiday. The next Monday Office Hours will occur on **Monday, September 18, 2023** from **12:00 PM - 1:00 PM PT**.

Slide Icon Key

Icon	Meaning
⭐	This is to label slides that are referencing upcoming or existing functionality and how to use it in the system.
🔔	This is to label slides that include important system reminders.
💡	This is to label slides that include tips and best practices to improve your system experience.

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My Turn myCAvax Questions

During today's webinar, please use the Q&A panel to ask your questions so subject matter experts can respond directly.

Resource links will be dropped into, "Chat"

Vaccinate ALL 58
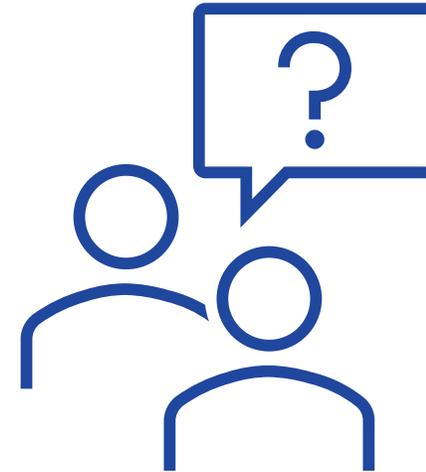
Resources

Leslie Amani, CDPH

COVID-19 Vaccine Support

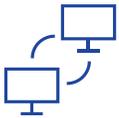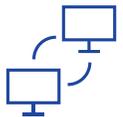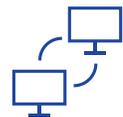| Type of Support	Description	Updated 8.21.23
Provider Call Center	The Provider Call Center for Providers and Local Health Departments is dedicated to medical providers in California and their COVID-19 response, specifically addressing questions about State program requirements, enrollment, and vaccine distribution, including the Vaccine Marketplace. • Email: **providercallcenter@cdph.ca.gov** • Phone: (833) 502-1245, Monday through Friday from 8AM–6PM	
Enrollment Support	For enrollment support: • Email: myCAvaxinfo@cdph.ca.gov	
myCAvax Help Desk	Dedicated staff provide up-to-date information and technical support on the myCAvax system. • Email: myCAvax.HD@cdph.ca.gov • Phone: (833)-502-1245, option 3, Monday through Friday 8AM–6PM 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** with My Turn Clinic for COVID-19 and flu vaccines: mail to: MyTurn.Clinic.HD@cdph.ca.gov or (833) 502-1245, option 4: Monday through Friday 8AM–6PM For job aids, demos, and training opportunities: flu at https://eziz.org/covid/myturn/flu/ and COVID at https://eziz.org/covid/myturn/	
Archived Communications	For archived communications from the COVID-19 Provider Call Center about the California COVID-19 Vaccination Program visit • Website: EZIZ Archived Communications	

Upcoming Opportunities

Monday

My Turn and myCAvax Office Hours

Next session: Monday, September 18, 12PM-1PM

Friday

Provider Consolidated Webinar

Next session: Friday, August 25, 9AM-10:30AM