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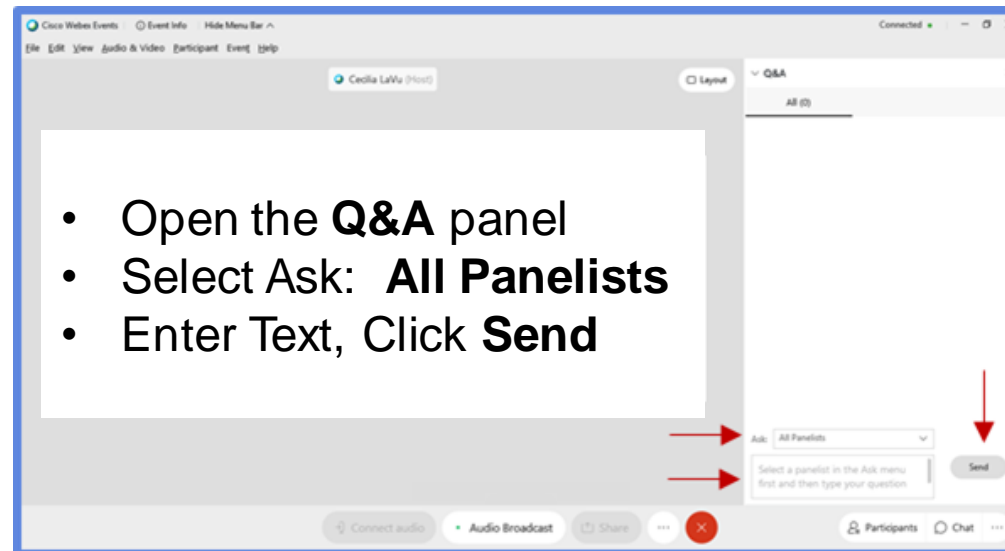# Friday Provider Office Hours

Friday, August 27, 2021

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

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**

Vaccinate
ALL 58

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/

Vaccinate **ALL** 58

Agenda: Friday, August 27, 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	Enrollment & CalVaxGrant	Nisha Gandhi (CDPH)	9:10 – 9:15
4	Clinical Update	Louise McNitt, M.D. (CDPH)	9:15 – 9:25
5	Storage & Handling	Kate McHugh (CDPH)	9:25 – 9:30
		Q&A	9:30 – 9:35
6	Vaccine Management	Maria Volk (My Turn) & Claudia Aguiluz (CDPH)	9:35 – 9:55
7	Wrap Up & Resources	Leslie Amani (Moderator)	9:55 – 10:00
		Q&A	

Announcements

Vaccinate ALL 58

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 30, 2021**

Note: Calendar subject to change

	Monday 8/30	Tuesday 8/31	Wednesday 9/1	Thursday 9/2	Friday 9/3
myCAvax	myCAvax Vaccine Order Request – with Q&A *10:00 am – 10:30 am* *PW: myCAvax2021!*	What's New in myCAvax *12:30 pm – 1:00 pm* *PW: myCAvax2021!*	Provider 101 Enrollment *10:00 am – 11:00 am* *PW: myCAvax2021!*		CalVaxGrant Application Webinar *1:00 pm – 2:00 pm*
My Turn			What's New in My Turn *4:00 pm – 4:30 pm*		
Combined Office Hours and Events	My Turn and myCAvax Office Hours *12:00 pm – 1:00 pm* *PW: Immunize2020!*		My Turn and myCAvax Onboarding Office Hours *1:00 pm – 2:00 pm*		Provider Office Hours *9:00 am – 10:00 am* *PW: Immunize2021!*
View On Demand	• Introduction to My Turn Onboarding *(7/19/21)* • Provider 101 Account Enrollment *(8/11/21)*		• Vaccine Marketplace *(8/25/21)* • What's New in myCAvax *(8/24/21)*		

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

Vaccinate ALL 58

COVID-19 Vaccine Provider FAQs

- **Answers to Provider questions**

- **Updated weekly: Last updated 08.26.2021**

- **Currently in its 34th iteration!**

New Q: Where can COVID-19 vaccine Providers find information on the Pfizer-BioNTech vaccine expiration extension?

A: The FDA authorized an expiration extension for the Pfizer-BioNTech COVID-19 vaccine from 6 months to 9 months. COVID-19 vaccine Providers can visit the COVID-19 Vaccine Lot Number and Expiration Dates webpage to confirm the latest expiration dates of vaccine. For further information and to access a table with COVID-19 vaccine lot numbers and new expiration dates, please visit Pfizer COVID-19 Vaccine Expiration Extension.

New Q: Where can COVID-19 vaccine Providers find guidance on the full approval of the Pfizer-BioNTech (Comirnaty) vaccine?

A: The FDA granted full approval for the Pfizer-BioNTech COVID-19 vaccine, which will now be marketed as Comirnaty, for use as a two-dose series in individuals 16 years of age and older. The Pfizer-BioNTech COVID-19 vaccine continues to be available under emergency use authorization (EUA), for individuals 12 through 15 years of age and for third dose administration in certain immuncompromised individuals. For further information, please visit FDA Approves First COVID-19 Vaccine and Pfizer FDA Approval.

New Q: Should the same mRNA vaccine as the initial vaccination series be given for additional COVID-19 doses?

A: Yes. The additional mRNA COVID-19 vaccine dose should be the same vaccine as the initial two-dose primary vaccination series (Pfizer or Moderna). If the mRNA COVID-19 vaccine product given for the first two doses is not available, the other mRNA COVID-19 vaccine product may be administered. A person should not receive more than three mRNA COVID-19 vaccine doses. For further information, please visit COVID-19 Vaccines for Moderately to Severely Immunocompromised People.

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

Vaccinate ALL 58

Provider FAQs on EZIZ

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 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.

CONTINUED ON BACK

Ways To Get Vaccinated
- Here at your visit today!
- Schedule an appointment at **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

Vaccinate ALL 58
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.

Vaccine Administration

Dr. Louise McNitt, CDPH

Vaccine Equity Metric
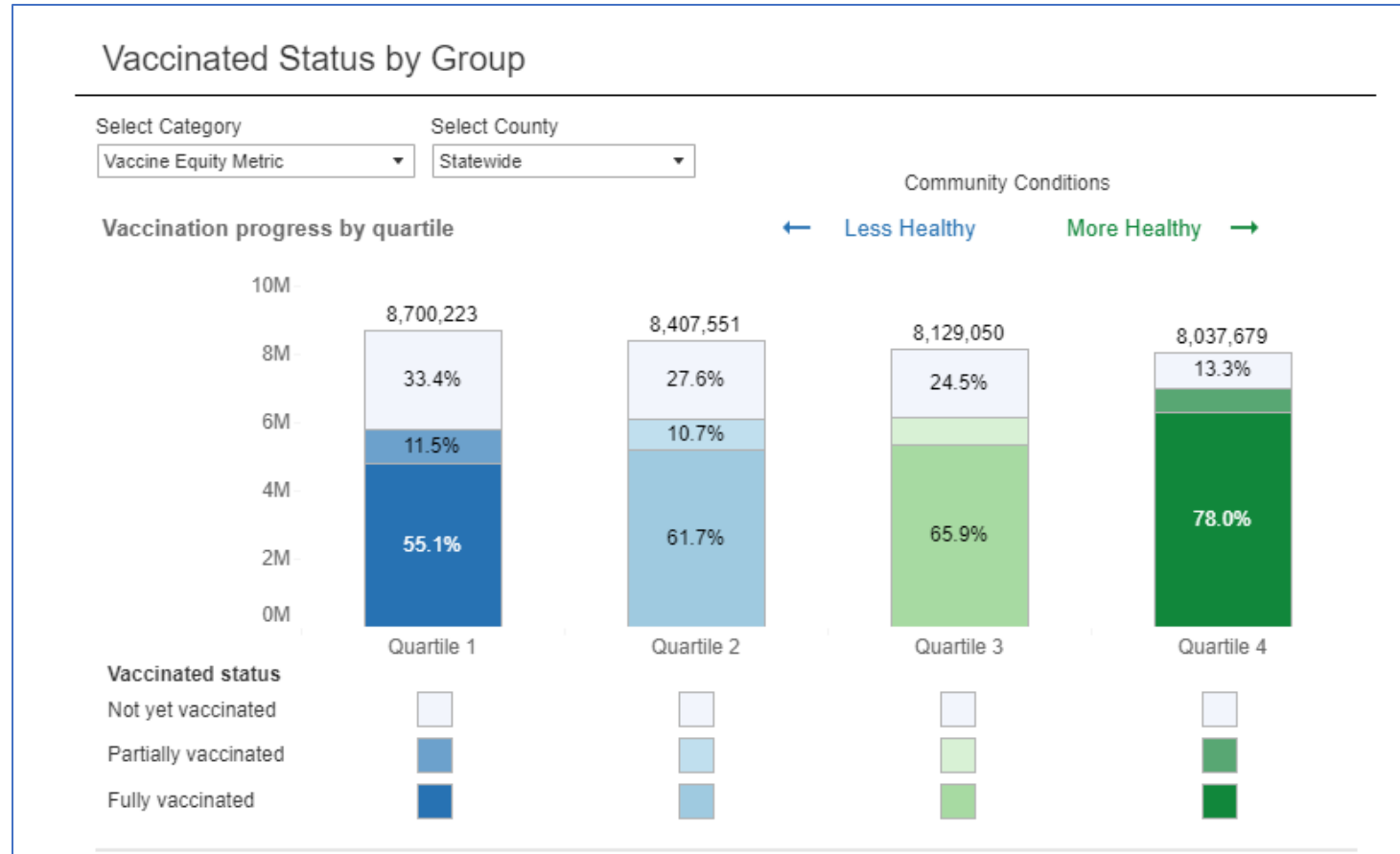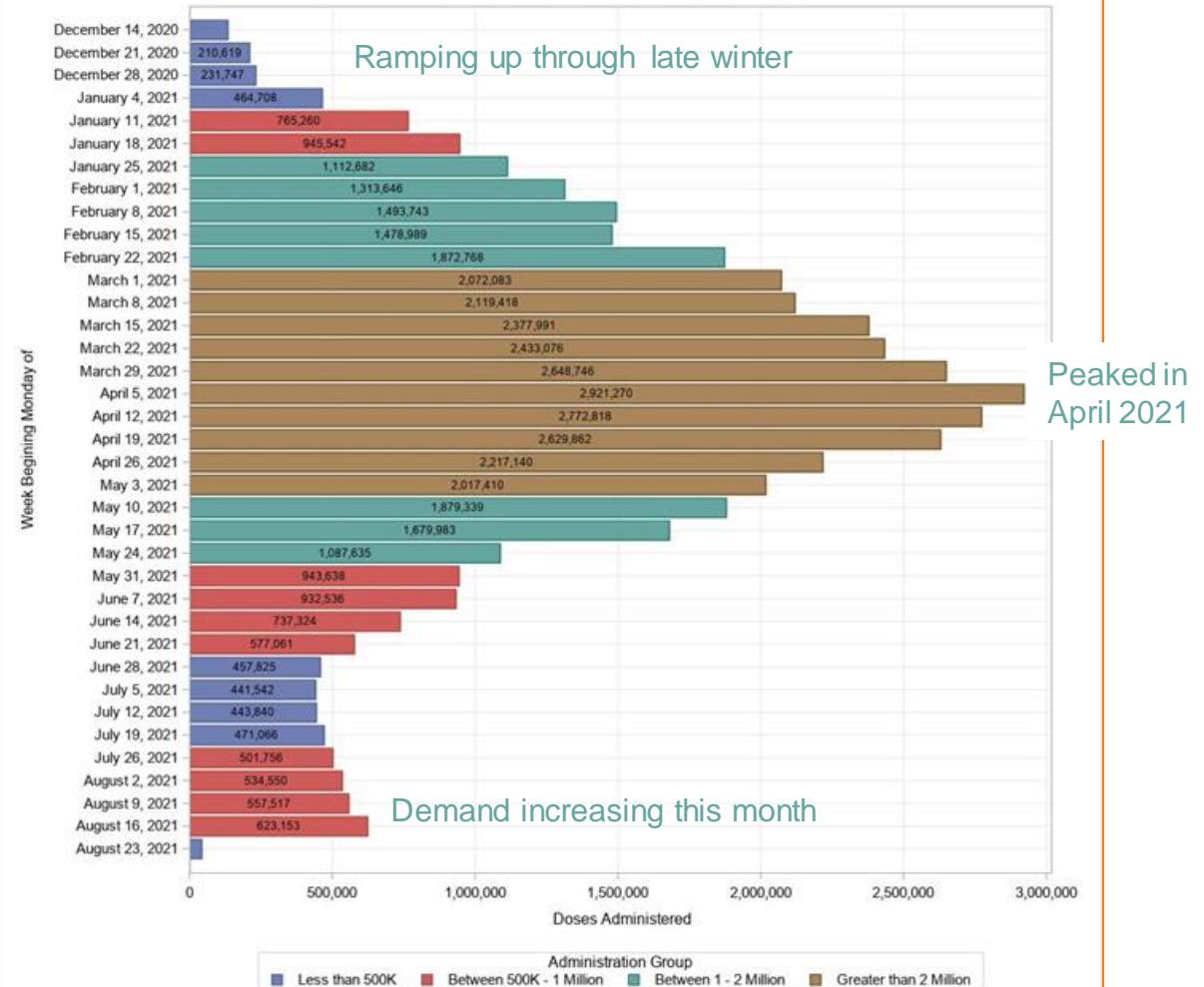
Doses Administered to Date (8/25/21)

46,390,955 doses administered!

- **76.1%** of 12+ population has received at least one dose and 65.8% are fully protected!

Families bringing students to the first day of school at Normont Elementary in the Harbor City neighborhood of Los Angeles on 8/16/21. Credit...Allison Zaucha for The New York Times

Total Vaccine Doses Administered by Week

Ramping up through late winter

Peaked in April 2021

Demand increasing this month

Week Beginning Monday of	Doses Administered
December 14, 2020	
December 21, 2020	210,619
December 28, 2020	231,747
January 4, 2021	464,708
January 11, 2021	765,260
January 18, 2021	945,542
January 25, 2021	1,112,682
February 1, 2021	1,313,646
February 8, 2021	1,493,743
February 15, 2021	1,478,989
February 22, 2021	1,872,768
March 1, 2021	2,072,083
March 8, 2021	2,119,418
March 15, 2021	2,377,991
March 22, 2021	2,433,076
March 29, 2021	2,648,746
April 5, 2021	2,921,270
April 12, 2021	2,772,818
April 19, 2021	2,629,862
April 26, 2021	2,217,140
May 3, 2021	2,017,410
May 10, 2021	1,879,339
May 17, 2021	1,679,983
May 24, 2021	1,087,635
May 31, 2021	943,638
June 7, 2021	932,536
June 14, 2021	737,324
June 21, 2021	577,061
June 28, 2021	457,825
July 5, 2021	441,542
July 12, 2021	443,840
July 19, 2021	471,066
July 26, 2021	501,756
August 2, 2021	534,550
August 9, 2021	557,517
August 16, 2021	623,153
August 23, 2021	

Administration Group: Less than 500K | Between 500K - 1 Million | Between 1 - 2 Million | Greater than 2 Million

Vaccinate ALL 58

5,508,897 Doses on hand - 61 days of inventory.

Second Dose Completion Rates

Status	# individuals*	% individuals*
% Completed on Time	20,475,169	85%
% Completed, but not on Time	1,727,568	7%
% Not Completed	1,946,053	8%
Grand Total	24,148,790	100%

- **What strategies are you implementing to ensure second doses are completed?**
  Email reminders? Text messages? Incentives that are issued after series completion?

- CDPH is beginning to send SMS nudges to those who appear to be >42 days since first dose.

Vaccinate ALL 58

* Those eligible for 2 doses (mRNA vaccines)

Enrollment & CalVaxGrant Update

Nisha Gandhi, CDPH

VFC Onboarding Status as of 8/23

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

- **892** (+7 since 8/20) started but did not finish an app
- **111** (-5 since 8/20) have a completed app under review
- **325** (+3 since 8/20) applications have been approved

Session	Month	# Sessions	# Attended
myCAvax 101	May	11	411 providers
	June	9	120 providers
	July	6	55 providers
	August	1	7 providers
Vaccine Marketplace	May	3	167 providers
Vaccine Order Training	May	3	254 providers
	June	11	605 providers
	July	7	378 providers
	August	3	109 providers
Inventory Management	June	4	64 providers
	July	2	12 providers
What's new in myCAvax	June	2	66 providers
	July	3	103 providers

Legend: ■ Vaccinating ■ On myCAvax ■ Not on myCAvax

VFC Provider Universe 3,441

- 828 (24%)
- 275 (8%)
- 2,338 (68%)
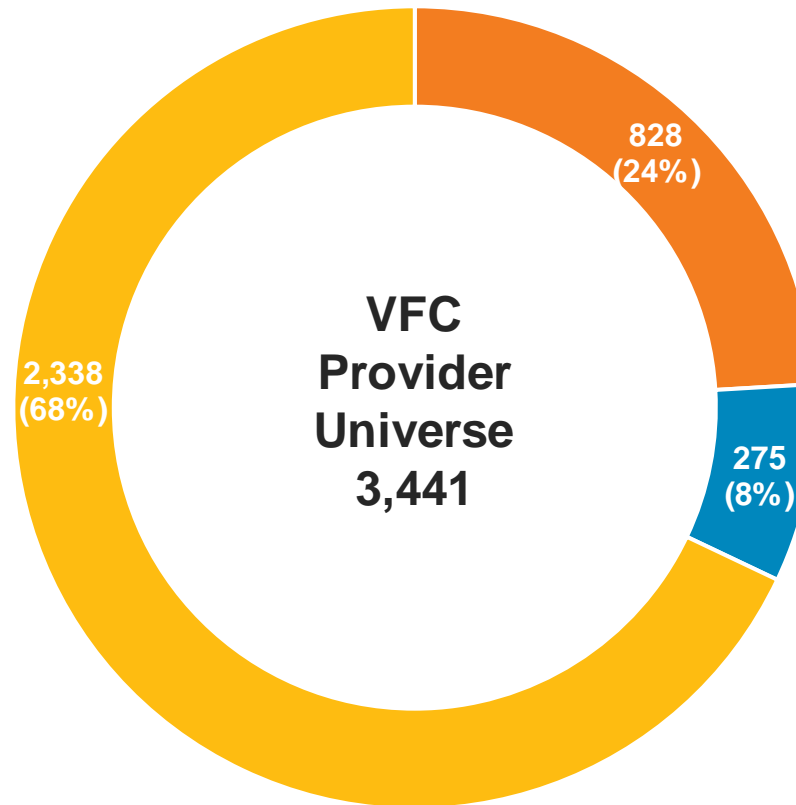
828 locations administered 2.2M doses last month

- **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

Vaccinate ALL 58

General Updates

- 7,177 enrolled providers

- CMA turnkey efforts end Aug 31—Accenture will step and support providers in the enrollment process

- Additional plans
  - Clean up the Vaccines for Children (VFC) list
  - McKinsey team reaching out to select VFC providers (not enrolled in COVID-19 Vaccine Program)
  - Will send out a survey to VFC non-COVID-19 providers
  - Follow-up with few key informant interviews

Vaccinate
ALL 58

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:
  - Friday, September 3, 2021, at 1:00 PM

- Latest stats:

Category	# applications
Approved	1,018
Pending	33
Not eligible	15
Incomplete	90
Total	**1,156**

$15.7 million in funding requested

$21.3 million in funding remaining

Vaccinate ALL 58
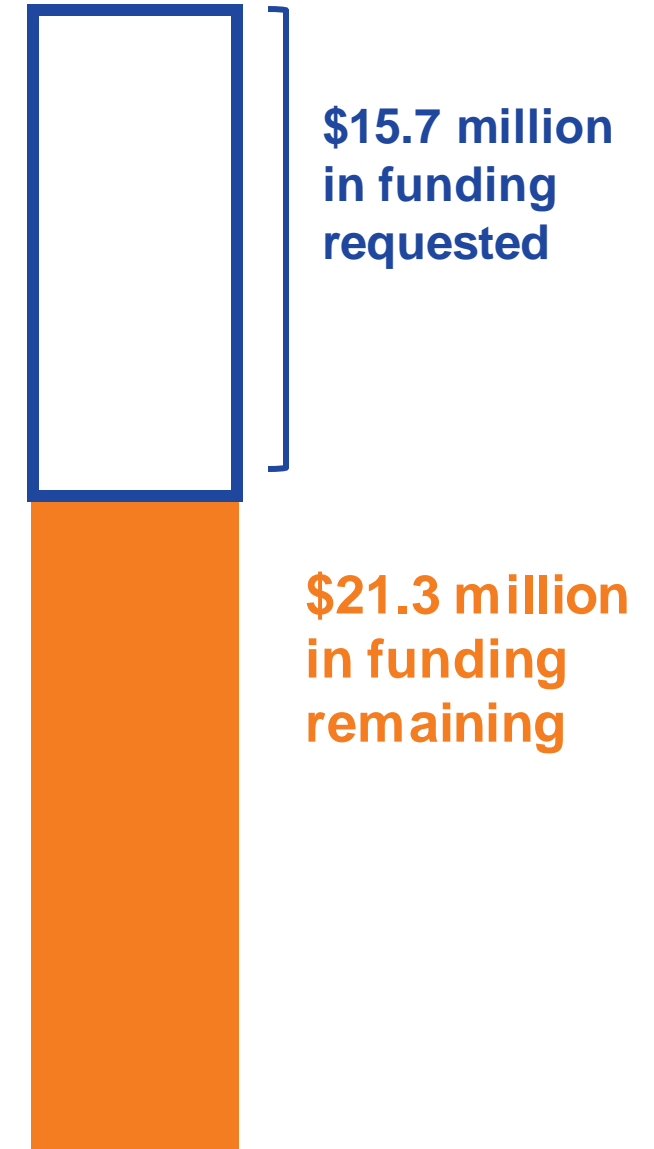
Clinical Update

Dr. Louise McNitt, CDPH

FDA Approves First COVID-19 Vaccine | FDA

- FDA has approved Pfizer-BioNTech COVID-19 vaccine as Comirnaty (koe-mir'-na-tee) in ages 16 and older.

- Continue use in 12-15 years, and provide a third dose to immunocompromised individuals ≥12 under EUA

- FDA-approved Comirnaty and the FDA-authorized Pfizer-BioNTech COVID-19 vaccine have the same formulation and can be used interchangeably.

- Continue to use EUA factsheets for patients/caregivers and providers: Comirnaty and Pfizer-BioNTech COVID-19 Vaccine | FDA

- Package Insert - COMIRNATY (fda.gov)

COVID-19 Provider Use Agreement

- Vaccine providers are responsible for adhering to all requirements outlined in the provider agreement
  - o Off-label may not be covered under the PREP Act → providers may not have immunity from claims.
  - o Individuals who receive an off-label dose may not be eligible for compensation under the Countermeasures Injury Compensation Program after a possible adverse event.
  - o Providers giving off-label doses would be in violation of the CDC Program provider agreement potentially impacting their ability to remain a provider in the CDC program.
  - o Administration fees may not be reimbursable by payers.

Vaccinate
ALL 58

Additional Doses and Booster Doses

- August 12, 2021 – FDA authorized use of an *additional* dose of mRNA vaccine in immunocompromised patients
  - Increase immune response to vaccine in patients at risk of poor immune response due to immunocompromising condition/medications
  - Interim Clinical Considerations for Use of COVID-19 Vaccines | CDC

- August 18, 2021– White House Statement: *Booster* doses starting September 20
  - Contingent on FDA authorization and ACIP guidelines
  - **ACIP meeting scheduled**:
    - August 30-31, 2021, 10PM – 4PM ET (7AM – 1PM, PST)
    - ACIP Meeting Agenda August 30-31, 2021 (cdc.gov)
    - Link to meeting information: ACIP Webcast Link

Further Booster Information

ACIP meeting scheduled:

- **August 30-31, 2021, 10PM – 4:00PM ET (7AM – 1PM, PST)**
- Agenda not yet posted
- Link to meeting information: ACIP Webcast Link

Storage & Handling

Kate McHugh, CDPH

Pfizer Shelf-Life Extension

- FDA has approved an amendment to the EUA for Pfizer to extend the expiration date from 6 to 9 months.

- Cartons and vials of Pfizer vaccine with an expiry date of August 2021 through February 2022 printed on the label may remain in use for 3 months beyond the printed date as long as authorized storage conditions between -90°C and -60°C have been maintained

  - This extension does apply to vaccine that had been moved once into -25°C to -15°C and then back to ultracold storage

  - The extension does apply to vaccine that was recently moved into refrigeration (example: vaccine that originally expired 08/31 was moved into the refrigerator 08/25. You now have the entire 31-day shelf life to use the vaccine.)

- The extended expiration date is effective immediately for all currently available batches that have not yet expired

Pfizer Shelf-life Extension – Cont.

- This change is based on stability data generated on batches manufactured over approximately the past nine months of COVID-19 vaccine development, from the batches that supplied early clinical trials through the commercial scale batches currently in production.

- See email from COVID Call Center for detailed expiration date list

Printed Expiry Date	Updated Expiry Date
August 2021	November 2021
September 2021	December 2021
October 2021	January 2022
November 2021	February 2022
December 2021	March 2022
January 2022	April 2022
February 2022	May 2022

Third Party Redistributor

- AmerisourceBergen will ship small quantities of Pfizer vaccine (30 doses minimum)

- Shipments will be packed with dry ice and shipped with a temperature range of -94°C to -15°C.
  - The vaccine and data logger will be packaged together in cushioned envelope.
  - Providers will need dry ice gloves to unpack the vaccine

- The shipments will include a data logger. The data logger can only be turned off by removing the logger from the envelope containing the vaccine.

- Providers will need to plug the data logger via USB into their computer to download the logger reading if an excursion showed on the screen. There is no special software required.

- Vials should be stored in the refrigerator (2°C to 8°C) upon receipt.

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**
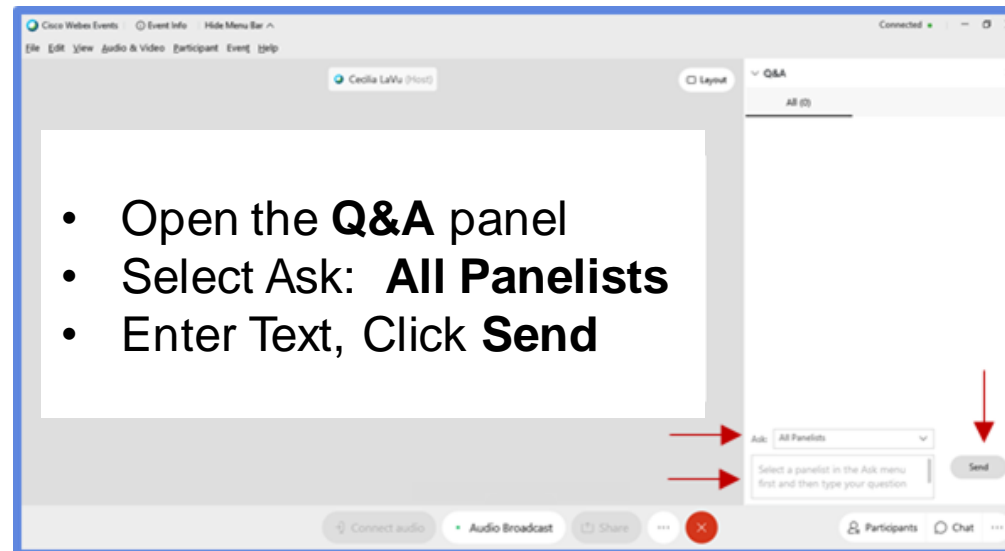
Vaccine Management

Maria Volk, My Turn and Claudia Aguiluz, CDPH

Table of Contents

- *With full FDA approval of Pfizer for 16+, we are evaluating and updating all relevant copies on My Turn Public, Clinic, and myCAvax.*
- Additional Dose
- Third Party Redistributor
- Appendix:
  - My Turn and myCAvax Feedback Form
  - myCAvax – My Trailhead Training Resources

Vaccinate
ALL 58

Additional Dose – My Turn Public

Let's Get Started page:

Patients indicate they
(1) received a first dose,

(2) are immunocompromised, and
(3) received a second dose at least 28 days ago

Select Location page:

Filter will display only clinics offering Additional Dose appointments

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.

Select a location

Select a clinic location below to schedule your COVID-19 vaccination. NOTE: Clicking 'See availability' button will take you to a different website. Locations nearest to Beverly Hills, CA 90210, USA Change

Filter results

Search for clinics that offer: ⌄

DO NOT USE Cedars-Sinai Medical Center

⬈ 2.55 miles away

◉ 8700 Beverly Boulevard, Los Angeles, CA 90048

See availability ⬀

Vaccinate ALL 58

Additional Dose – My Turn Clinic

Add Walk-In Appointment tab:

Question added to indicate Booster appointment and eligibility attestation

Vaccine Administration flow:

Booster indicated at top of Patient Details header

Third Party Redistributor (TPR)*

AmerisourceBergen will facilitate the distribution of **Small Order Pfizer vaccine** orders placed within the myCAvax system. The TPR will receive Pfizer vaccine at their facilities, repackage the vaccine and ancillary supplies, and distribute to Providers free of charge.

Order Requirements
- 30 order **min**, 240 order **max**
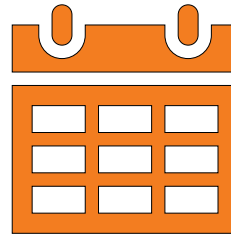
Order Timeframe
- Orders will **ship within 48 hours** of receiving the shipping file from CDPH (approval cadence TBD)
  - Delivery within 24 hours of shipment

Order Tracking
- Providers will continue viewing *all* shipping records on myCAvax

Vaccine Ordering- Labor Day Holiday Ordering Cadence

Deliveries

- No orders will be delivered Labor Day MONDAY, September 6
    - **Pfizer:** No deliveries will occur on Monday, 9/6
    - **Moderna:** No deliveries will occur on Monday, 9/6 or Tuesday, 9/7

Ordering

- All providers should plan to order early prior to the Holiday weekend.
- Please submit orders by **8/30/2021** to receive them before the holiday

Approvals

- Short turnaround time for LHD/MCE approval-Approve by 4 pm 8/31

Vaccinate ALL 58

APPENDIX

Reminder-Accepting Vaccine Transfers

New functionality includes:

- Pop-up for receiving Location / Organization Coordinators for outstanding Transfers
- Excursion Form Pop-up from the Receipt Transfer page
- Can see more Transfers / Redistribution records (50, 100, 150, 200)

Reminders:

- All transfers (redistribution or emergency) and Marketplace transfers must be reported in myCAvax within 24 hours.
- After receiving vaccines, locations must report (in myCAvax) that they have accepted the vaccine.

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 <u>here</u>.
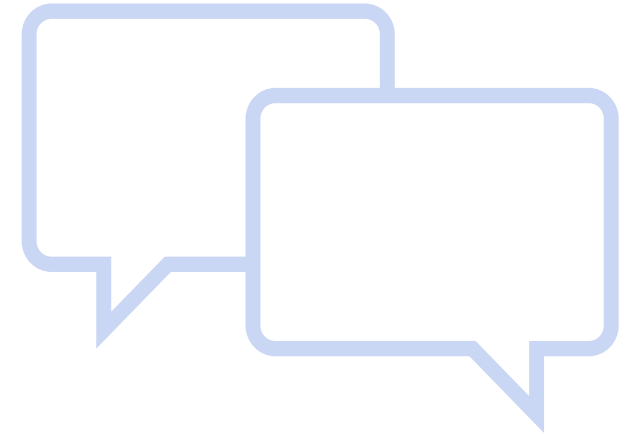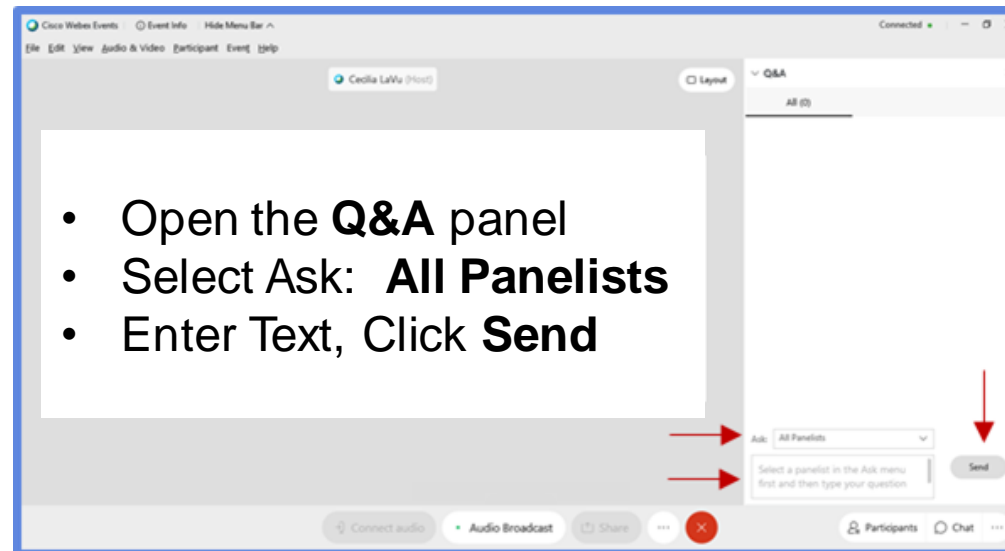
myCAvax – My Trailhead Training Resources

✓ LHD: [Editing and Accepting Transfers Job Aid](#)
✓ LHD: [Configuring Small Orders Settings Job Aid](#)
✓ Provider: [Transfer / Redistribution Job Aid](#)
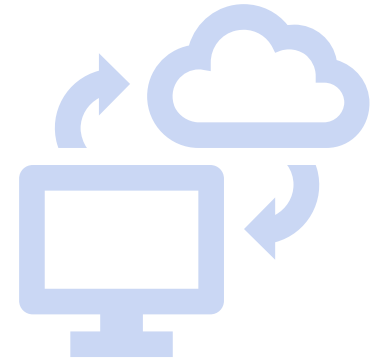
Provider Office Hours Q&A

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**

Wrap-Up & Resources

Leslie Amani, CDPH

Where can I go for additional help?

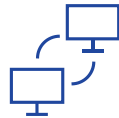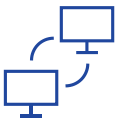| Type of Support	Description
COVID-19 Provider Call Center	The COVID-19 Call Center for Providers and Local Health Departments is dedicated to medical providers in California and their COVID-19 response, specifically addressing questions about State program requirements, enrollment, and vaccine distribution, 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

Vaccinate ALL 58

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.
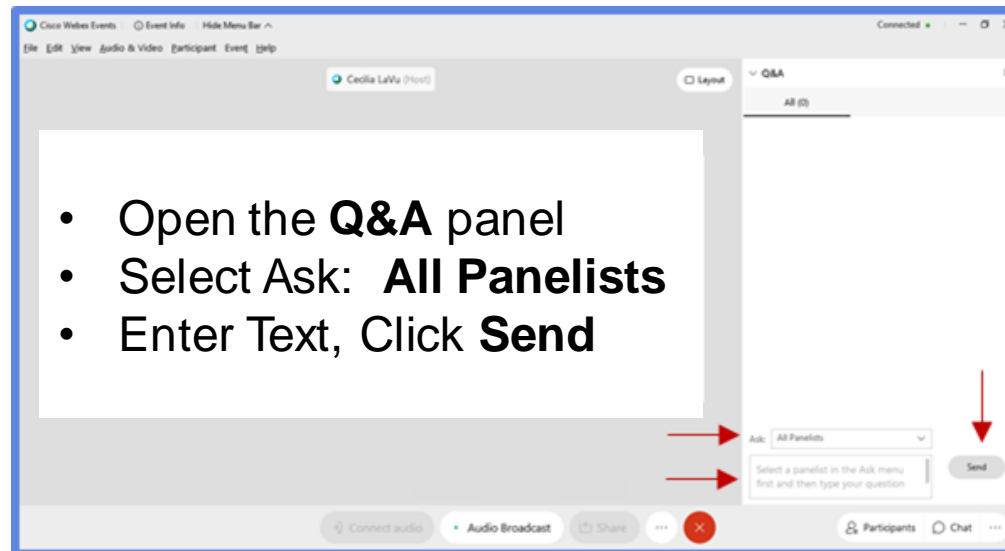
If found, **report** it to **rumors@cdph.ca.gov**

Contact

Vaccinate ALL 58

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**

Vaccinate
ALL 58

Thank you!

Next Monday:
My Turn & myCAvax Office Hours Link

Monday, August 30, 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, September 3, at 9:00 AM

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

Vaccinate ALL 58