Welcome to the California Department of Public Health California COVID-19 Vaccination Program

My Turn and myCAvax Office Hours



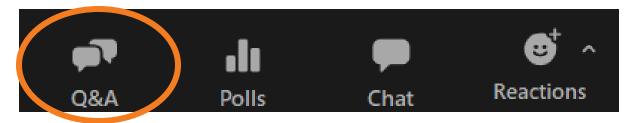
Monday, August 7, 2023 12:00PM – 1:00PM



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"

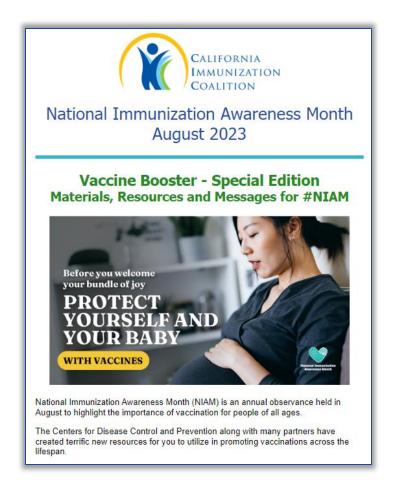


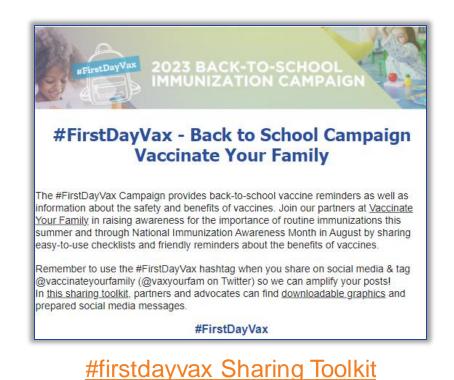
Announcements

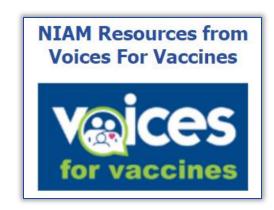
Leslie Amani, CDPH



August: National Immunization Awareness Month







Voices for Vaccines

V4V NIAM

National Immunization Awareness Month



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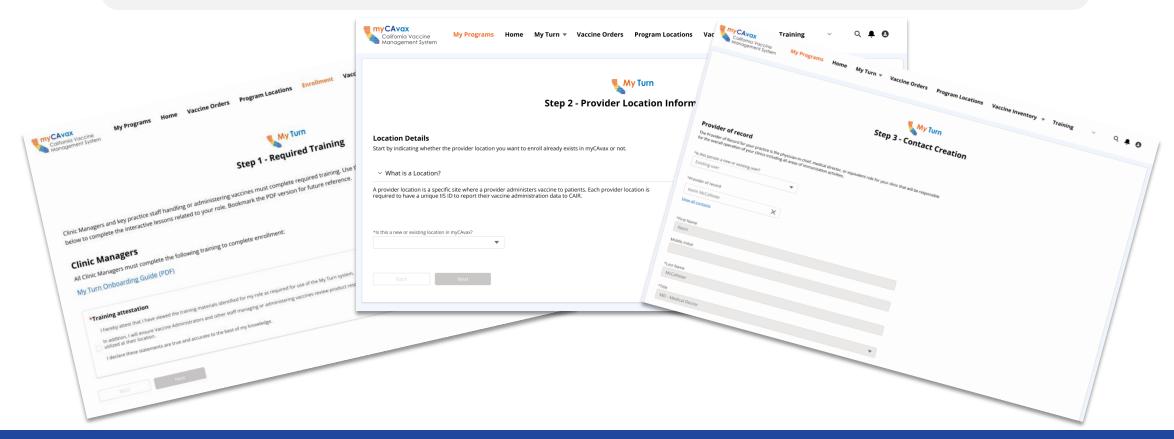
- 1. Slide Icon Key
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First Steps for Digital Enrollment



To enroll a location in My Turn, users will need to complete the required training and input key location, organization, and contact information.

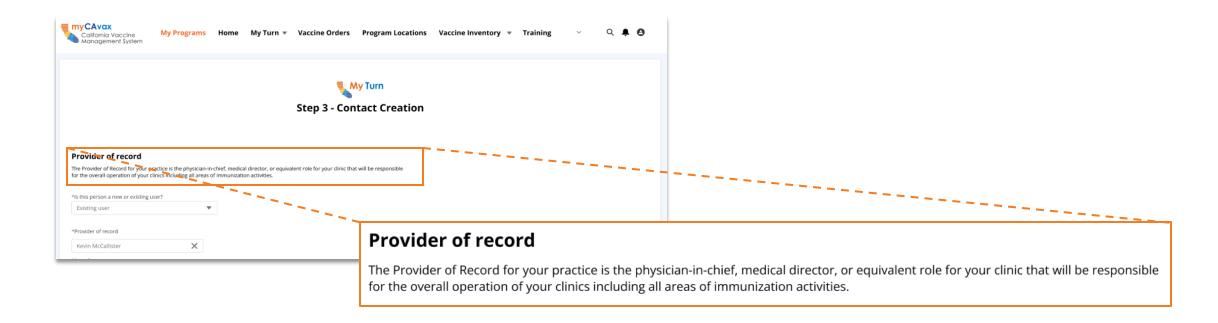




Final Step of My Turn Digital Enrollment



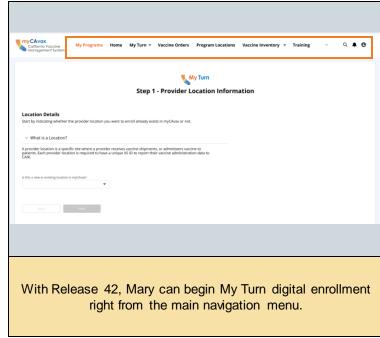
Inputting Provider of Record information is the final step of My Turn Digital Enrollment, aligning with SGF Flu enrollment process.

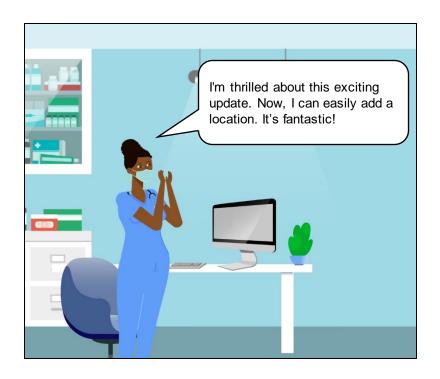




Enrolling a New Location in My Turn









My Turn – Known Issues – *Updated 8/3*



Known Issues

Unable to cancel 'Vaccinated' Jobs

- We are investigating an issue where My Turn users are unable to cancel appointments in 'Vaccinated' status that were booked through the Public site
- Cancelling appointments in other statuses is working as expected

'Accounts' dropdown blank and lot number blank when vaccinating?

- We are investigating an access issue for some Clinic Managers and Vaccine Administrators, even if your Contact is set up correctly
- ✓ If you are affected, you will see missing data, such as a blank 'Accounts' dropdown menu, and a blank 'Lot Number' dropdown menu when vaccinating



Workaround/Next Steps

✓ Estimated Fix: 8/3

- Estimated Fix: 8/3
- Workaround: If you believe you are affected, please reach out to the Provider Call Center.



My Turn Public

My Turn Public Product Roadmap



RECENTLY DEPLOYED

July 6th (R41)

CURRENT
August 30th (R42)

UPCOMING
September 27th (R43)*

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



My Turn Clinic

My Turn Clinic Product Roadmap

My Turn

RECENTLY DEPLOYED July 6th (R41)

CURRENT August 30th (R42)

UPCOMING September 27th (R43)*

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 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



LHDs/MCEs

What's Next in myCAvax? – Release 42



New updates for LHDs / MCEs will launch on Thursday, August 17, 2023!



Release Highlights

LHDs / MCEs will:



Master Program

✓ See the 'Funding Source' field on the 'Master Program' page

Vaccine Ordering - Internal

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

Vaccine Order Review

- ✓ Be able to update the order status on all pages for both standard and local ship SGF flu orders by clicking the 'Submit All Pages' button
- 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

Organization Application

 See a 'Bridge Access Program' training type on the training records of contacts who have submitted the training attestation LHDs / MCEs will:

Program

✓ See an updated page layout for COVID-19 Program Locations LHDs will:

State General Fund Enrollment

- Be able to add the 'Title' and 'Medical License Number' for the Provider of Record
- See the product names instead of the manufacturer when locally fulfilling local ship SGF flu orders
- See updated fields on the 'Orders Fulfillment' page and order fulfillment files



Providers

What's Next in myCAvax? – Release 42

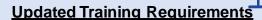


New updates for Providers will launch on Thursday, August 17, 2023!



Release Highlights

Providers will:



✓ See an updated 'Training' page reflecting the updated BAP training requirements

Program

✓ See an updated page layout for COVID-19 Program Locations

Bridge Access Program Enrollment (for Eligible Providers)*

- See a pop-up window listing locations that are yet to enroll into the BAP program on the landing page
- See a pop-up window on the COVID-19 Program Location if their program location has a 'Pending Bridge Program Enrollment' program participation reason



Answering State General Fund FAQs

Q: Will Providers be able to place vaccine order requests?

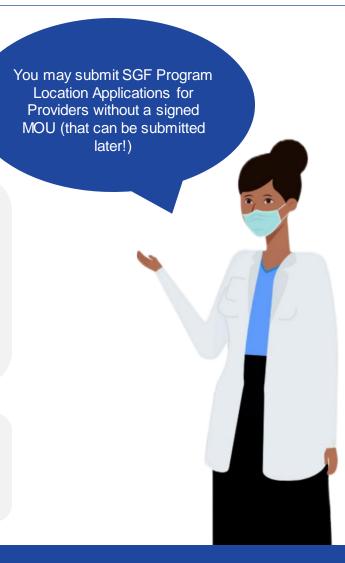
A: CDPH anticipates that Providers may place SGF order requests in September. LHDs need to submit SGF Program Location Applications in preparation for ordering.

Q: How will LHD allocations appear in myCAvax?

A: LHDs can view their flu vaccine allocations on the Vaccine Order Review tab in myCAvax. To learn more, please see the Reviewing and Approving Standard Vaccine Orders and Reviewing and Approving Small COVID-19 Vaccine Orders and Local Ship State General Fund (SGF) Flu Orders job aids. Note: To access, myCAvax login is required.

Q: Where can LHDs direct Providers who have vaccine questions?

A: LHDs can direct Providers to the Provider Call Center via email at myCAvax.HD@cdph.ca.gov or by phone at (833) 502-1245.





COVID-19 Vaccine Ordering Cadence

The COVID-19 vaccine threshold ended on **Thursday**, **August 3**, **2023**. Find the latest ordering and delivery cadence posted to <u>EZIZ</u>.

Small Order Cadence for Providers (starting 8/7/23)

Week 1	Week 2								
Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday	Thursday	Friday
Provider Order (submit									
by 5pm)				TPR deliveries		TPR deliveries			TPR deliveries



- Delivery windows are dependent on provider's days/hours of operation. Once submitted, orders cannot be cancelled.
- Watch for emails regarding order confirmations, advance shipment notices of vaccine and ancillary kits, and temperature monitoring alerts.

 Add list of senders to your contacts.



COVID-19 Vaccine – Small Orders Only



All COVID-19 vaccine products are on blackout. Providers may only place small vaccine orders, if enabled by your LHD.

Q Reported Inventory (VaccineFinder)				On-hand Inventory			Doses administered Order size		
	*Vaccine product	Quantity	Last updated 👩	*Quantity	Lot number 👩	Expiration/Beyond use date	*Qty since last order	Order increments	*Doses requested
	Pfizer Bivalent (6 mos - 4 yrs)					+		30 dose min 10 (under 100)	0
	Pfizer Ped Bivalent (5 yrs - 11 yrs)					= +		30 dose min 10 (under 100)	0
Sivalent	Pfizer Multi-Dose Bivalent (12 yrs - 100+ yrs)					= +		30 dose min 6 (under 180)	0
-	Pfizer Single-Dose Bivalent (12 yrs - 100+ yrs)					= +		3 dose min 1 (under 50)	0
	Moderna Bivalent Pink Cap (6 mos - 5 yrs)					= +		10 dose min 2 (under 100)	0
	Moderna Bivalent Blue Cap (6 mos - 100+ yrs)					= +		25 dose min 5 (under 100)	0 â Clear Row
Monovalent	Novavax 5-Dose MDV (12 yrs - 100+ yrs)					+		10 dose min 5 (under 100)	0 💼 Clear Row

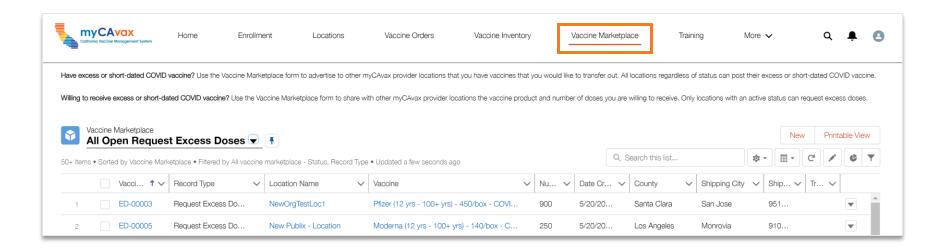


COVID-19 Vaccine – Managing Vaccine Marketplace Postings



Providers: To accelerate the use of vaccine before it expires, share or post interest in available doses in the myCAvax Vaccine Marketplace. Please update or close your posts on the Marketplace for doses that are expired or matched.

LHDs: If you are actively working on a post, please self-assign it to your LHD/MCE. Change a post to an "in progress" status if you are already coordinating a match.

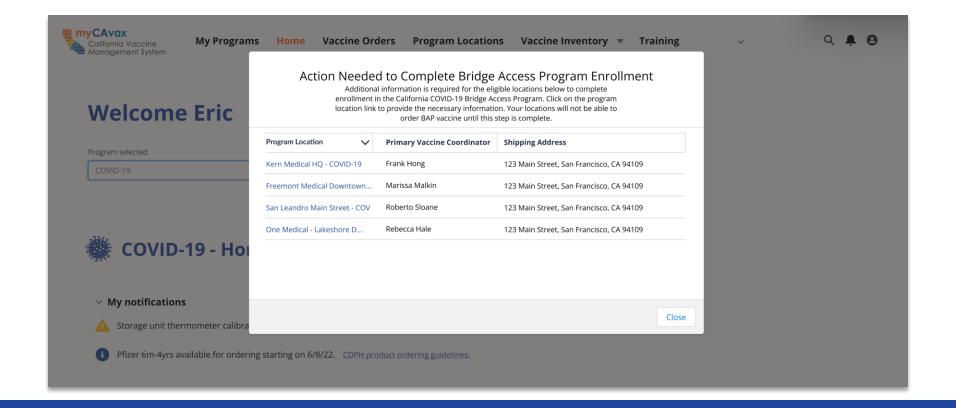




Upcoming Bridge Access Program Enrollment



Coming soon: Selected myCAvax Providers will be prompted to enroll in the Bridge Access Program.





myCAvax Roadmap

myCAvax Release Roadmap

RECENTLY DEPLOYED

July 25th (R41)

CURRENT

August 17th (R42)

UPCOMING September 14th (R43)



Release 41 State General Fund

- ✓ Load LHDs' Provider Data into myCAvax ✓ Program Location Application
- LHDs will be able to complete and enroll their Provider in the State General Funds (State Flu) Program
- CDPH Users will be able to approve applications and review for data accuracy

Vaccine Order Review

Create Orders for SGF Program

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

- ✓ Will Capture Provider Type during SGF Enrollment
- ✓ SGF Order Fulfillment Process Enhanced
- ✓ CDPH will be able to select which program they are generating VtrckS files
- VtrckS will be enhanced to handle multiple programs

Release 43

Bridge Access Program (BAP)

 Existing Providers will be able to be marked as Pending BAP Enrollment

State General Fund

- Community Site Ordering, Shipment Incidents, Dashboards, homepage live for SGF Providers
- Community users participating in multiple programs will see a new updated landing page



myCAvax Demo

1. Bridge Access Program (BAP) **Enrollment "First Look"**





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.
Q	This is to label slides that include tips and best practices to improve your system experience.



Resources

Leslie Amani, CDPH



COVID-19 Vaccine Support

Type of Support	Description				
Provider Call Center	The Provider Call Center for Providers and Local Health Departments is dedicated to medical providers their COVID-19 response, specifically addressing questions about State program requirements, enrollmed distribution, including the Vaccine Marketplace.				



Enrollment Support

For Provider enrollment support, please contact myCAvax Clinic Operations at

Email: myCAvaxinfo@cdph.ca.gov

Email: covidcallcenter@cdph.ca.gov



myCAvax Help Desk

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

- Email: <u>myCAvax.HD@cdph.ca.gov</u>
- Phone: (833)-502-1245, option 3, Monday through Friday 8AM–6PM

• Phone: (833) 502-1245, Monday through Friday from 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://exiz.org/covid/myturn/flu/ and COVID at https://exiz.org/covid/myturn/flu/ and COVID at https://exiz.org/covid/myturn/flu/ and <a href="https://exiz.org



Archived Communications

For archived communications from the COVID-19 Provider Call Center about the California COVID-19 Vaccination Program visit

• Website: <u>EZIZ Archived Communications</u>



Upcoming Opportunities



Monday

My Turn and myCAvax Office Hours

Next session: Monday, August 21, 12PM-1PM

Friday

Provider Consolidated Webinar

Next session: Friday, August 11, 9AM-10:30AM

