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

Friday, September 24, 2021

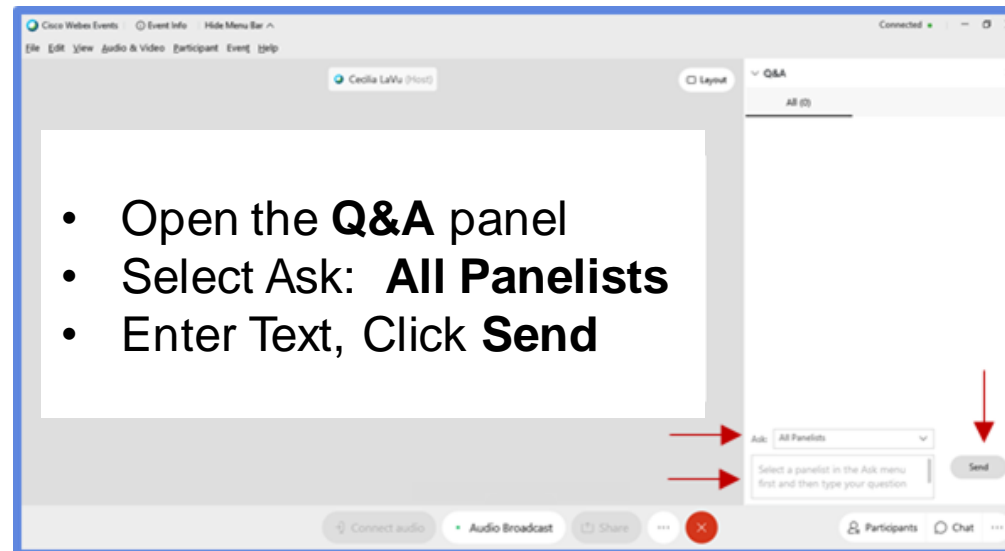# A moment of gratitude...

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/

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Agenda: Friday, September 24, 2021

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 – 9:05
2	Vaccine Administration	Amy Pine (CDPH)	9:05 – 9:10
3	Capacity Needs & Booster Doses	Jennifer Womack (CDPH)	9:10 – 9:15
4	CalVaxGrant	Nisha Gandhi (CDPH)	9:15 – 9:20
5	Clinical Update	Louise McNitt, M.D. (CDPH)	9:20 – 9:25
6	Storage & Handling	Alan Hendrickson (CDPH)	9:25 – 9:30
	Q&A		9:30 – 9:40
7	Vaccine Management	Eric Norton (My Turn), Maria Volk & Claudia Aguiluz (CDPH)	9:40 – 9:50
8	Wrap Up & Resources	Leslie Amani (Moderator)	9:50 – 10:00
	Q&A		

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Announcements

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!

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California COVID-19 Vaccination Program

ENHANCED BY Google

Program Updates
Program Enrollment
My Turn Onboarding
Vaccine Management
Vaccine Administration
Reporting Requirements
Archived Communications
Patient Resources

Program Updates

Providers currently enrolled or in the process of enrolling in the California COVID-19 Vaccination Program can access program-related resources and communications on this website. If you need assistance with accessing documents on this website, email covidcallcenter@cdph.ca.gov or call (833) 502-1245 Mon–Fri 8 AM–6 PM.

Program Education and Support

- Provider Office Hours
- myCAvax Training
- Weekly Calendar of Provider Webinars and Trainings
- Frequently Asked Questions Updated 9/23
- Guide to Other COVID-19 Vaccine Related Websites

Alerts:

Booster Dose Preparation

- What Clinicians Need to Know About the Latest CDC Recommendations for Pfizer-BioNTech COVID-19 Booster Vaccination Tuesday, September 28, 2021 at 11:00 AM – 12:00 PM PT
- Town hall discussion, led by Dr Tomás Aragón, CDPH Director and State Public Health Officer, to help prepare for increase in vaccination capacity in anticipation for booster doses and doses for those under 12 years of age. The webinar includes vaccination projections for the next 6-8 months, vaccine ordering guidance, and steps to prepare clinics for the increased vaccine demand. View Archived Webinar | Slides

Rural Communities Webinar: How to Have Effective Conversations about COVID-19 Vaccines

Please join Dr. Jasmeet Bains, based in Kern County, California, for a webinar training on how to effectively communicate with your patients about COVID-19 vaccines in rural communities.

This training will cover:

- The latest data and insights on COVID-19 vaccination rates in rural communities.
- Key messages addressing common rural patient concerns about the COVID-19 vaccine.
- Communication tips for individuals in rural communities.

Register here: Monday, September 27 at 12:00PM

Now Enrolling Providers of Pediatric Services

- Benefits for Primary Care Providers
- How to Enroll in the California COVID-19 Vaccination Program: Enrollment Steps | Begin Enrollment at myCAvax

Provider Support

COVID Call Center

Email: For Program Info
Phone: (833) 502-1245
Hours: Mon–Fri, 8AM–6PM

myCAvax Help Desk

Email: For Technical Support
Phone: (833) 502-1245, option 2

Vaccines

Manufacturer Contacts

My Turn

Email: For Onboarding, Technical Support
Help Desk: (833) 502-1245, option 4
Mon–Fri: 7AM–7PM
Sat–Sun: 8AM–1PM

Clinic Translation Line: (833) 980-3933
Mon–Fri: 8AM–8PM
Sun–Sat: 8AM–5PM

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Resources

- [Provider Booster Readiness Checklist](#)

- [COVID-19 Vaccination Co-administration Tips](#)

- [Immunization Strategies for Healthcare Practices and Providers (CDC)](#)

Are You Ready for Booster Doses?
California COVID-19 Vaccination Program

All enrolled providers should prepare now for the anticipated demand for COVID-19 booster doses, as well as the possible expanded eligibility later in 2020 of children younger than 12 years of age. California may need to increase vaccine administration by up to four to five times our current rate.

Readiness Checklist

- ☐ Continue to outreach to patients who have not yet been vaccinated against COVID-19 or who haven't received their second dose of the initial series of an mRNA vaccine
- ☐ Continue to outreach to immunocompromised patients for an additional dose
- ☐ Consider ways to increase your vaccination capacity; use lessons learned from vaccination to date
- ☐ Review current protocols and workflow and develop enhancements to promote vaccination
  - o Establish policies to vaccinate at every opportunity—and schedule the next appointment before patients leave the clinic
  - o Ensure providers strongly recommend immunization against COVID-19 and other diseases, including influenza
  - o Instruct staff that co-administration has been authorized for COVID-19 vaccine with influenza vaccine and other routine immunizations (including TB testing). Review co-administration tips with vaccinators; post co-administration signage (provider | patient) where appropriate
  - o Establish a policy to immunize other family members, including siblings, present during visits
- ☐ Identify *physical vaccination barriers* (e.g., inconvenient hours for working patients, long waits at clinics, transportation issues) or *psychological barriers* (e.g., fear, misconceptions, and misinformation about vaccines & vaccine safety) for your patients
  - o Expand vaccination clinic hours as needed (e.g., consider extended clinic hours, weekend clinics, special vaccination events, and vaccine-only visits)
  - o Prepare staff to have proactive conversations with your patients about the merits of COVID-19 vaccines and help them make appointments (see free training videos and slides & toolkit)
  - o Request free trifold educational brochures for parents (see Patient Resources to order)
  - o Consider implementing standing orders to improve vaccination rates in children and adults (see Pfizer | Moderna | Janssen)
- ☐ Review your administration data to estimate the number of eligible patients; adjust vaccine ordering and appointment scheduling accordingly
  - o Order vaccine (including Small Order requests) as needed based on actual demand (see ordering cadence job aid to prepare for shipments) while using up existing inventory
- ☐ Ensure reminder-recall systems are configured to notify eligible patients when vaccinations are due
- ☐ Implement vaccination reminders for providers (e.g., computer-generated list of patients past due, stamp or notes on patient charts, electronic reminder when provider accesses electronic health record)

For more ideas, refer to CDC's Pink Book "Immunization Strategies for Healthcare Practices and Providers."

California COVID-19 Vaccination Program   IMM-1394 (9/17/21)

COVID-19 Vaccination Program
Webinars and Training for Providers: **Week of September 27, 2021**

Note: Calendar subject to change

	Monday 9/27	**Tuesday 9/28**	**Wednesday 9/29**	**Thursday 9/30**	**Friday 10/1**
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 Account Enrollment *10:00 am – 10:30 am* *PW: myCAvax2021!*	Introduction to My Turn Onboarding *4:00 pm – 5:00 pm*	
My Turn	Introduction to My Turn Onboarding *12:00 pm – 1:00 pm*		What's New in My Turn *4:00 pm – 5:00 pm*	My Turn Flu Functionality Review *10:00 am – 11:30 am*	
Combined Office Hours and Events	My Turn and myCAvax Office Hours *12:00 pm – 1:00 pm* *PW: Immunize2020!* Webinar: How to Have Effective Conversations about COVID-19 Vaccines in Rural Communities *12:00 pm – 1:00 pm*		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	• Provider 101 Account Enrollment *(v. 8/11/21)* • Introduction to My Turn Onboarding *(v. 8/27/21)*		• Vaccine Marketplace *(v. 8/26/21)* • What's New in myCAvax *(v. 8/24/21)*	• What's New in myCAvax for Reactivated Providers *(v. 9/8/21)*	

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Last updated: 9/23/21

COVID-19 Vaccine Provider FAQs

- **Answers to Provider questions**

- **Updated weekly: Last updated 09.23.2021**

- **Currently in its 38th iteration!**

New

Q: Where can COVID-19 vaccine Providers access resources to prepare for booster doses and expanded vaccine eligibility?

A: The following resources are available to prepare COVID-19 vaccine Providers for booster doses and expanded vaccine eligibility: Booster Dose and Expanded Eligibility Readiness Checklist and Provider Town Hall: Booster Doses slides and archived recording.

Updated

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 (PfizerBioNTech and Moderna vaccines). A booster dose is a supplemental dose given to persons whose immune response has weakened over time since completion of their initial COVID-19 vaccine series. The FDA amended the emergency use authorization (EUA) to allow for use of a single booster dose at least 6 months after completion of the primary series for only the Pfizer-BioNTech vaccine. For eligibility requirements, please visit FDA News Release: Booster Dose and CDPH Joint Statement on FDA Authorization of Pfizer Boosters. The Janssen vaccine by Johnson & Johnson has not been authorized for additional doses or boosters. For further information, please visit CDC 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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Today! Town Hall Webinar for Providers

Led by Dr. Tomás Aragón, CDPH Director and State Public Health Officer, the town hall is to help prepare providers to increase their vaccination capacity. Webinar to cover:

- Vaccination projections for the next 6-8 months
- Vaccine ordering guidance
- Steps to prepare clinics for the increased vaccine demand

Friday, September 24, from 3 PM - 4 PM
Click here to register
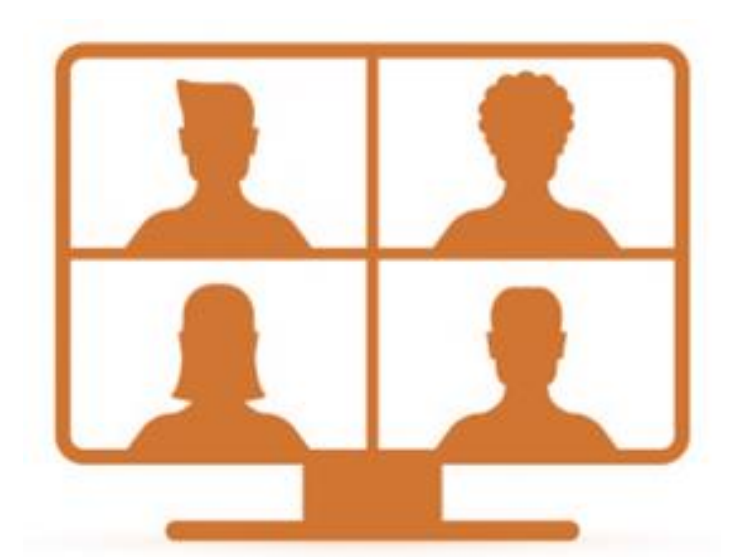
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Rural Communities Webinar:
How to Have Effective Conversations about COVID-19 Vaccines

Please join Dr. Jasmeet Bains, based in Kern County, California, for a webinar training on how to effectively communicate with your patients about COVID-19 vaccines in **rural communities.**

- The latest data and insights on COVID-19 vaccination rates in rural communities.

- Key messages addressing common rural patient concerns about the COVID-19 vaccine.

- Communication tips for individuals in rural communities.

Register here: Monday, September 27 at 12:00PM

Upcoming CDC COCA Calls:

What Clinicians Need to Know About the Latest CDC Recommendations for Pfizer-BioNTech COVID-19 Booster Vaccination

Date: Tuesday, September 28, 2021
Time: 11:00 AM – 12:00 PM PT

- This COCA Call will give clinicians an overview of the Pfizer-BioNTech COVID-19 booster vaccination.

- Clinicians will learn about the vaccine booster recommendations, safety of booster dose, and clinical guidance for using the Pfizer-BioNTech COVID-19 booster vaccine.

Click here for information and webinar link to join.

Evaluating and Supporting Patients Presenting With Fatigue Following COVID-19

Date: Thursday, September 30, 2021
Time: 11:00 AM – 12:00 PM PT

- Presenters will discuss Post-COVID conditions (PCC), an umbrella term for the wide range of health consequences present ≥ 4 weeks after infection with SARS-CoV-2.

- Call will provide guidance to clinicians when assessing and treating individuals with fatigue and a history consistent with PCC. (See Collaborative Consensus Guidance Statement.)

Click here for information and webinar link to join.

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COVID Conversation Series

California Immunization Coalition (CIC) welcomes Dr. Nadine Burke Harris, MD, MPH, FAAP, and Surgeon General of the State of California. Dr. Burke Harris will provide an update on COVID-19 vaccination in California and how the state is working to ensure equity and access in our public health response.

Thursday, September 30, at 6:00 PM PST **Click here to register**

The conversation will be moderated by CIC Board member Dr. Eric Ball of the Children's Hospital of Orange County, Primary Care Network and Dr. Pia Pannaraj, Infectious Disease Specialist at Children's Hospital Los Angeles.

California Immunization Coalition (CIC)

Digital COVID-19 Vaccine Record (DCVR)

Over 5 million Californians have digital proof of their COVID-19 vaccination.

Access your record at
myvaccinerecord.cdph.ca.gov
#DigitalCopy #VaccinateAll58
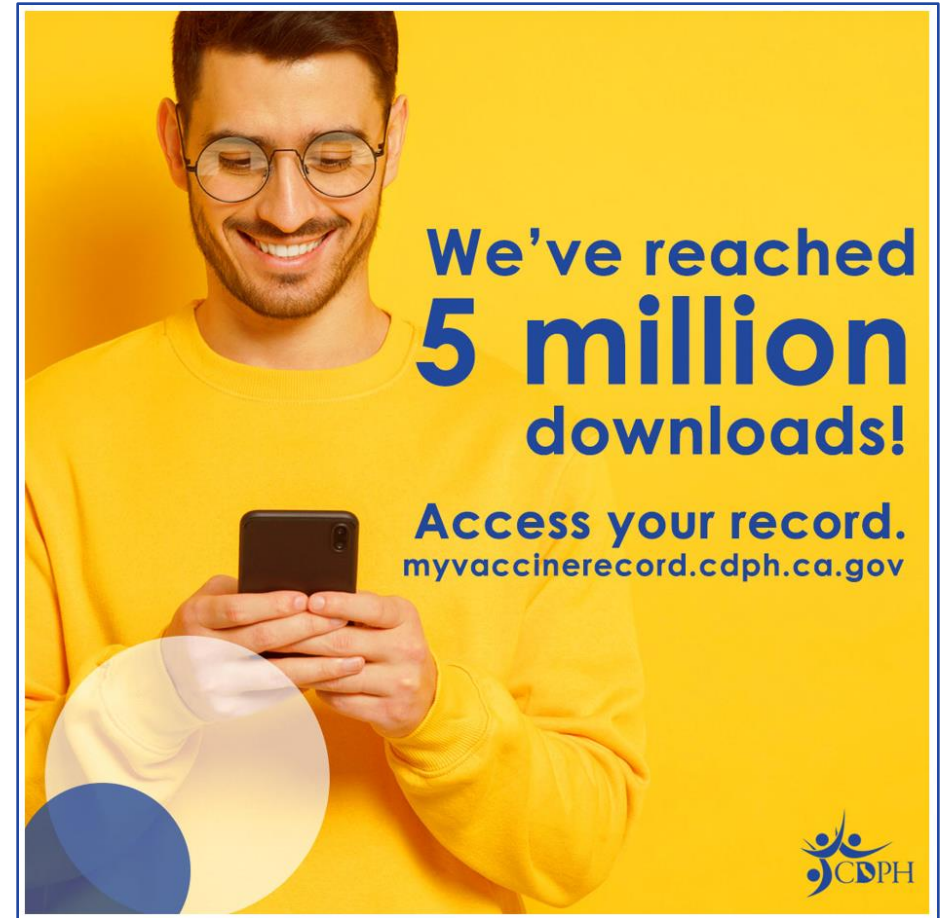
And now, a PSA from...Family Guy?

Family Guy COVID-19 Vaccine PSA: YouTube

Vaccine Administration

Amy Pine, CDPH

Doses Administered to Date (9/22/21)

48,813,863 doses administered!

- **77.8%** of 12+ population has received at least one dose and 69.6% are fully protected!

- **80.8%** of 65+ population has received at least one dose (73.4% fully protected)

- **59.9%** of 12-to-15-year-olds have received at least one dose (51.4% fully protected)

- In the 12+ age group, 21 counties are above the 75% vaccination rate

- In the 18+ age group, 24 counties are above 75% vaccination rate

The doormat we all need ☺

Vaccine Equity Metric

- 71.1% of Q1 population has received at least one dose

- 75.2% of Q2 population has received at least one dose

- Over 4.5 million people from quartiles 1 and 2 have still not been vaccinated

- There is still a gap of 20 percentage points between fully vaccinated populations in Q4 vs Q1
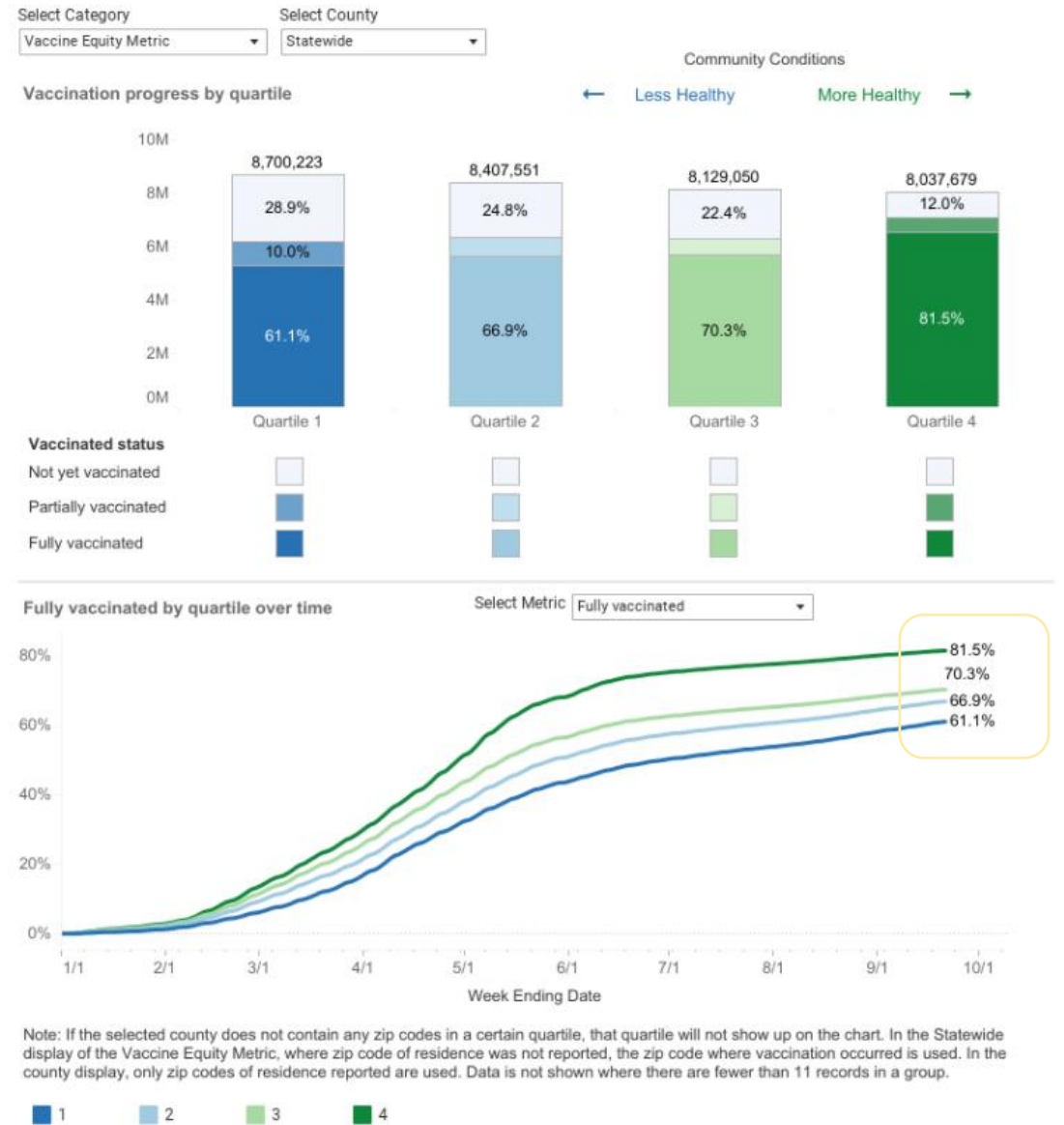
Case Rates and Community Transmission

Unvaccinated and vaccinated cases

Vaccines prevent serious illness, save lives, and reduce further spread of COVID-19. As more people are vaccinated, the virus is less likely to spread, mutate, and potentially become even more dangerous. Vaccines will help put an end to the pandemic.

From September 5, 2021 to September 11, 2021, unvaccinated people were **7.9 times more likely** to get COVID-19 than fully vaccinated people.
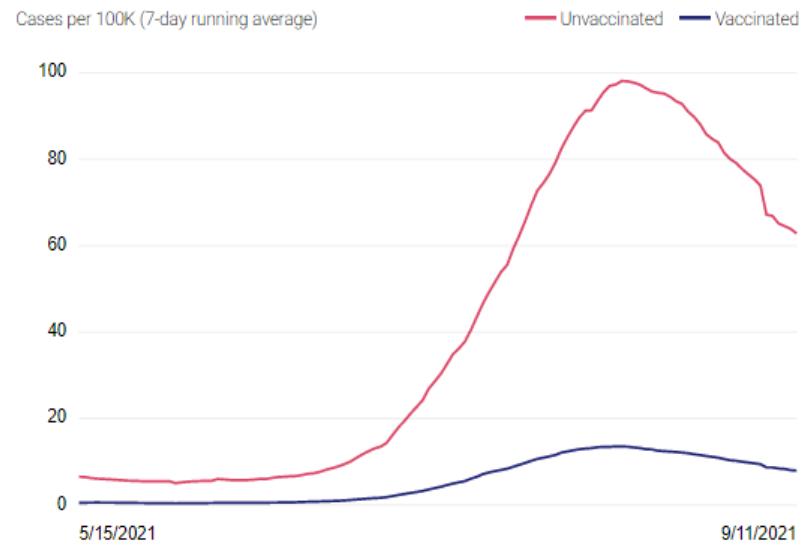
Level of Community Transmission is based on the number of cases in the last 7 days per 100,000 population and the number of tests in the last 7 days that have a positive result

Level of Community Transmission of COVID-19, by State/Territory

Tracking COVID-19 in California - Coronavirus COVID-19 Response

CDC COVID Data Tracker
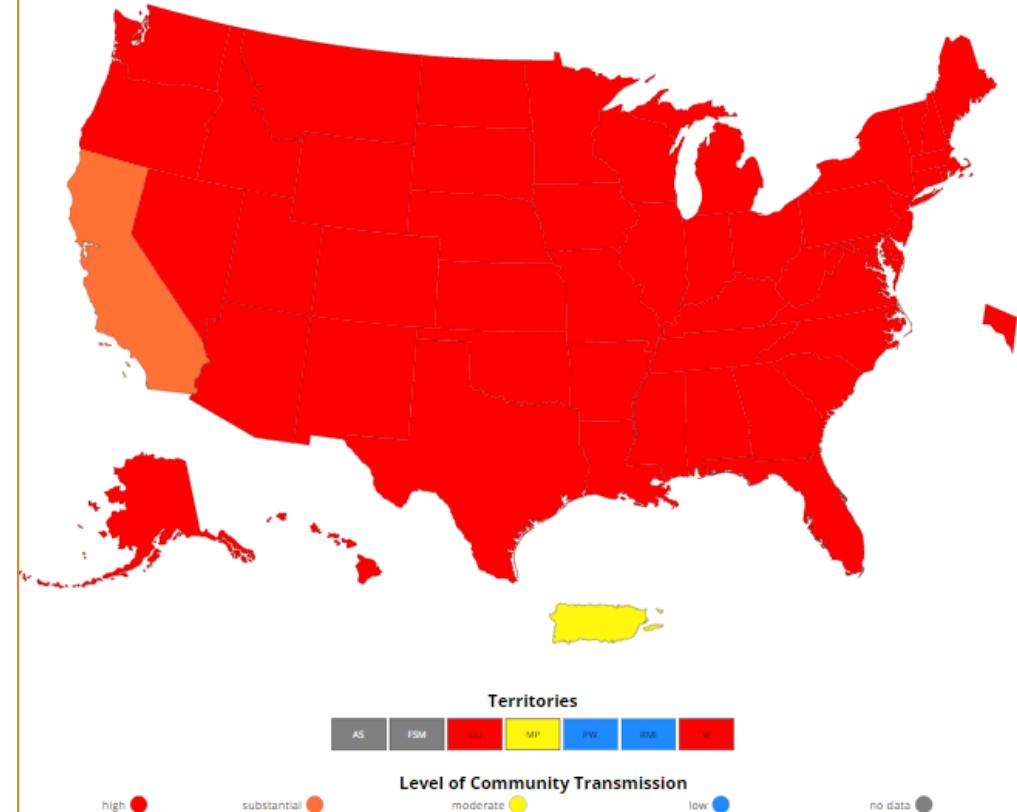
Capacity Needs & Booster Doses

Jennifer Womack, CDPH

Daily administration requirement for 6 months booster eligibility scenario[1,2]

(Assumes all fully vaccinated individuals are eligible for boosters) If Moderna booster is approved 2 weeks after Pfizer[3], and State meets all accumulated demand for boosters within 2 weeks of approval, peak daily demand may increase to **~600K doses per day** and State may operate for **4 weeks above the historical peak** of 410k doses per day[4]

Daily administration requirement, M doses

Legend: ■ Immunocompromised ■ 65+ ■ 12-64 ■ Under 12

Potential peak: ~600k doses/day[4]

Current admin.: ~80k doses/day[5]

2021

2022
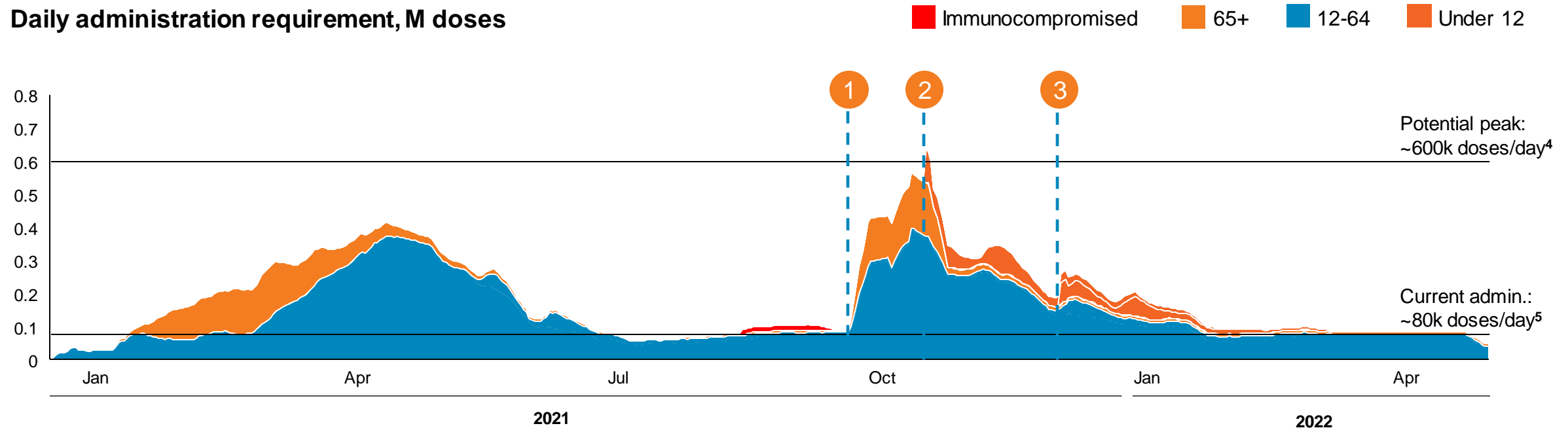
Timeline assumptions[1,4,5]

1 Booster approved for all age groups 6 months after full vaccination (Pfizer on Sept 20, Moderna on Oct 4); accumulated demand met within 2 weeks[4]

2 5-11 age group eligible to receive vaccines (Pfizer on Oct 15)[4]

3 0-4 age group eligible to receive vaccines (Pfizer on Dec 1)[4]

Source: Snowflake (data as of 8/16/2021), CDPH scenario assumptions

1. Scenario represented is one of many models under consideration, and is not illustrative of the full scope of scenarios considered
2. See detailed scenario assumptions page for additional scenario details
3. https://www.cnn.com/2021/09/05/health/coronavirus-fauci-moderna-vaccine-booster/index.html
4. Based on scenario being illustrated
5. Based on historical data as of August 16 2021 (latest historical data available at time of scenario modeling)

Note: Details on the methodology and assumptions are included in the appendix.

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CalVaxGrant Update

Nisha Gandhi, CDPH

Latest CalVaxGrant Stats

- Application deadline: October 15th

- For a full list of eligible Providers visit PHC website

- Latest stats:

Category	# applications
Approved	1,165
Pending	71
Not eligible	16
Incomplete	307
Total	**1,559**
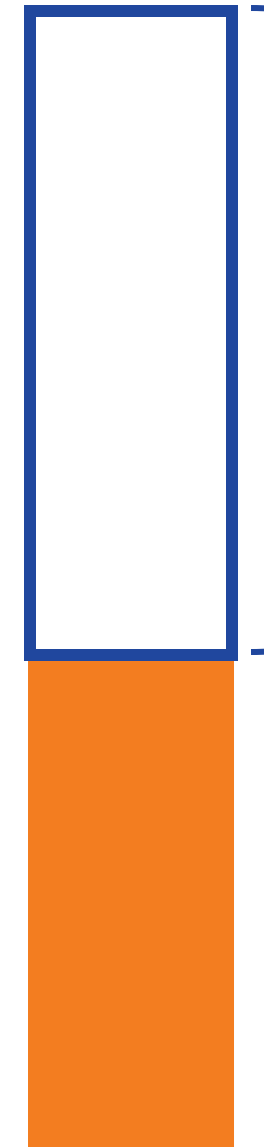
$21.3 million in funding requested

$15.7 million in funding remaining

PHYSICIANS FOR A HEALTHY CALIFORNIA

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Clinical Update

Dr. Louise McNitt, CDPH

COVID-19 Vaccines Summary

Brand	Need	Age				
		65+	64-18	17-12	11-5	5-0
Pfizer	Intial Vaccination	●●	●●	●●		
	Additional Dose*	●	●	●		
	Booster	○ Pending Approval	○ Pending Approval - based on additional criteria			
Moderna	Intial Vaccination	●●	●●			
	Additional Dose*	●	●			
	Booster					
J&J	Intial Vaccination	●	●			
	Additional Dose*					
	Booster					

As of 9.24.21

*For the immunocompromised only

Booster Update

- **FDA** amended the emergency use authorization (EUA) for the Pfizer-BioNTech COVID-19 Vaccine to allow for use of a single booster dose, to be administered at least six months after completion of the primary series.

- **Advisory Committee on Immunization Practices** (ACIP) voted to recommend a single booster dose of Comirnaty (Pfizer-BioNTech) COVID-19 vaccine to be administered at least six months after completion of the primary series in:
  - People aged ≥ 65 and residents of long-term care facilities (LTCF)
  - People aged 50-64 years with underlying medical conditions
  - Based on individual benefit and risk in people aged 18-49 years with underlying medical conditions

- **Western States Scientific Safety Review Workgroup**
  - Thursday, September 23, 4PM meeting
  - Official language will be forthcoming

During booster rollout, please:

- **Vaccinate the unvaccinated!** – Reach out to patients who have not been vaccinated against COVID-19.

- Continue outreach to <u>immunocompromised patients</u> for an <u>additional dose.</u>

- Send reminders to patients who are overdue for their 2nd dose of Pfizer or Moderna vaccines.

- Send reminders to patients who are overdue for other routine vaccines.

During booster rollout, please continue to:

- Offer seasonal flu vaccine to all eligible patients:
  - CDC 2021 Flu Recommendations
  - COCA Call: Influenza Vaccination Recommendations and Guidance on Coadministration with COVID-19 Vaccines
- Plan additional opportunities for seasonal flu vaccination.
  - Consider extended clinic hours, weekend clinics, special vaccination events, and vaccine-only visits.

Reminder: Other vaccines and TB testing may be done on the same day as COVID-19 vaccines, or within 14 days of any COVID-19 vaccine dose.
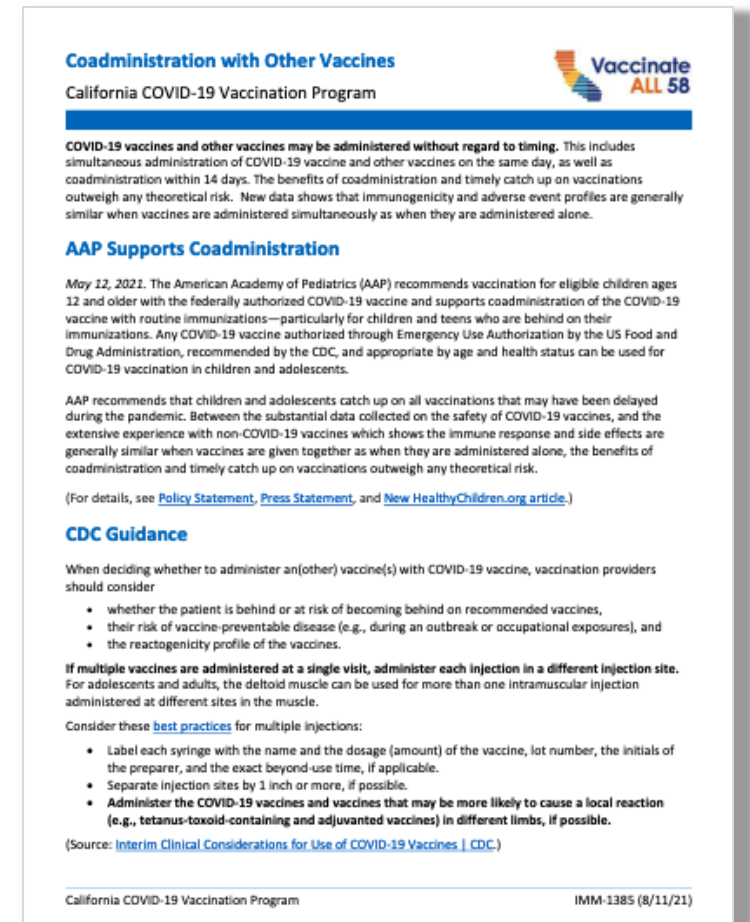
Coadministration of COVID-19 Vaccine with Other Vaccines job aid

Storage & Handling

Alan Hendrickson, CDPH

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This Week's Helpful Hints:

- Please report your wastage.
  - See [Reporting Doses Spoiled, Expired, or Wasted](#) job aid

- Report inventory to Vaccine Finder.
  - See [Reporting Inventory to Vaccine Finder](#) job aid

Reporting Doses Spoiled, Expired, or Wasted

California COVID-19 Vaccination Program

Remove spoiled, expired, or wasted vaccines from the storage unit immediately. Do not return nonviable vaccines to the manufacturer or McKesson. Follow these instructions to report doses spoiled, expired, or wasted to CDPH electronically and dispose of vaccines.

Program Requirements

- Enrolled providers must document and track vaccine wastage as part of routine vaccine inventory management activities and report the number of doses of COVID-19 vaccine and adjuvants that were unused, spoiled, expired, or wasted as required by the relevant jurisdiction.

Spoiled Vaccines

Careful storage and handling should minimize spoiled vaccines. Vaccines still in their original container (vial or syringe) are considered spoiled and nonviable if the vaccine manufacturer has determined that vaccines were exposed to out-of-range temperatures. Vaccines could spoil as a result of the following conditions:

- natural disaster or power outage
- refrigerator or freezer temperatures that are too warm or too cold
- failure to store vaccines properly upon receipt
- vaccines spoiled during transfer
- mechanical failure
- unmonitored temperatures

Expired Vaccines

Vaccines are considered expired if their expiration dates are past the manufacturer expiration date on the vial or the expiration date after reconstitution, depending on the vaccine and according to manufacturer instructions. Beyond use dates may also be shortened if storing frozen or ultra-cold vaccines in a vaccine refrigerator, for example.

Wasted Vaccines

Careful vaccine management and administration should minimize wasted vaccines. See **Repositioning Vaccines: Guidance for Satellite, Temporary, and Off-Site Clinics** for tips to reduce waste in mass vaccination clinics. See **Missed Vaccination Opportunities & Wastage** to ensure you aren't delaying vaccination due to concerns about wastage.

California COVID-19 Vaccination Program   IMM-1347 (7/8/21)

Waiting for COMIRNATY

- COMIRNATY – the rebranded Pfizer COVID-19 vaccine

- Potentially, three presentations: adult, adolescent & pediatric

- Common to all three:
  o ULT shipping and storage
  o Dry ice – but no restocking by the federal government
  o Shelf-life and beyond use dating
  o Vial size – 6 doses per vial adult/10 doses per vial pediatric
  o Order size – smaller order sizes available (100 pediatric/300 adult)
  o Ancillary supply kits

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Waiting for COMIRNATY(Cont'd.)

- How they differ:
  - NDCs (National Drug Codes)
  - Adult (12 or 16 years plus): The vaccine will be premixed so no diluent is required.
  - Adolescent (5-11 years): The vaccine requires dilution and dosing is less.
  - Pediatric (> 4 years): The vaccine requires dilution and dosage is even less.

- When:
  - October/November: adult/adolescent
  - Unknown for pediatric
  - FDA approval/ACIP recommendation

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Moderna

- Moderna EUA expansion for 12-to-17-year-olds?
- Shelf-life extension?
  - Certain lot numbers
  - Undetermined time and/or storage condition

Third-party Redistributor

Receiving Redistributed Small Orders

Receiving Redistributed Small Orders

TPR job aid:

- https://eziz.org/assets/docs/COVID19/IMM-1387.pdf

TPR award-winning YouTube video:

- https://www.youtube.com/watch?v=8eo9jxXrKq0

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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Vaccine Management

Eric Norton, My Turn, Maria Volk & Claudia Aguiluz, CDPH

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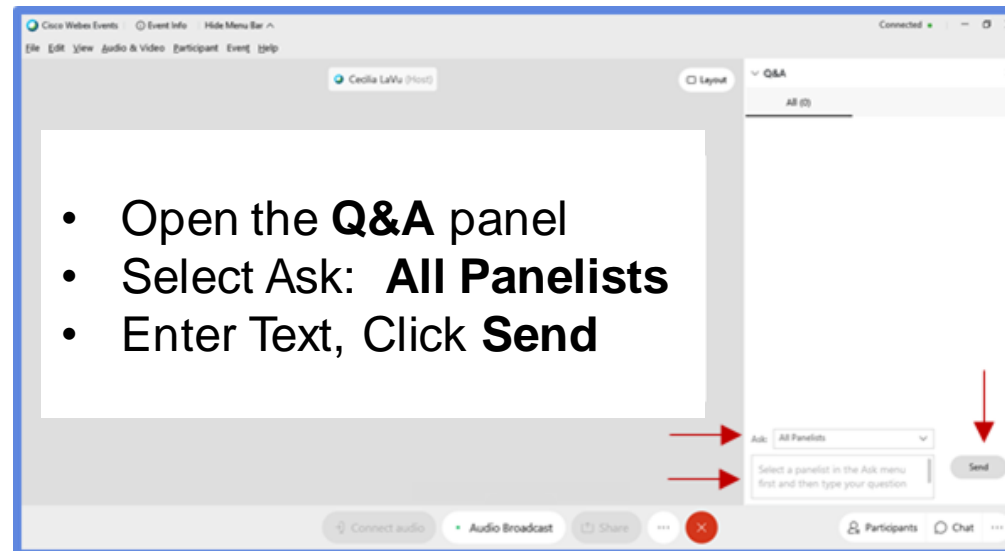
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- Onboarding and Training Schedule for My Turn flu
- What's New on myCAvax – Key Updates
- TPR Orders and Review and Approval Cadence
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  - Upcoming myCAvax Live Trainings
  - My Turn and myCAvax Feedback Form
  - What's New on myCAvax Breakdown

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Onboarding and Training Schedule for My Turn flu **September**

Guide	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
TO REGISTER, CLICK ON THE SESSION TITLES.	27	28	29 ⭐	30
For Schools / LHDs / Providers who are **NEW** to My Turn Clinic: • Intro to My Turn Onboarding • My Turn & myCAvax Onboarding Office Hours	**Intro. to My Turn Onboarding** 12 – 1PM **My Turn & myCAvax Office Hours** 12 – 1PM		**What's New in My Turn** 4 – 5PM **Onboarding (myCAvax & My Turn) Office Hours** 12 – 1PM	**My Turn flu Functionality Review** 10 – 11:30AM **Intro. to My Turn Onboarding** 4 – 5PM
For EXISTING LHDs / Providers who are familiar with My Turn Clinic: • My Turn flu Functionality Review • What's New in My Turn • Onboarding (My Turn &myCAvax) Office Hours				
For LHDs: • My Turn & myCAvax Office Hours				

⭐ My Turn flu functionality is live

My Turn + myCAvax	My Turn

What's New on myCAvax: Release 16 (9/23/21)

We've spent the past few weeks finalizing exciting Account Enrollment changes for Org and Location Coordinators.

1 **User-friendly welcome and landing page with helpful tips on pre-enrollment**

2 **Clearer guidance on expectations and steps for enrolling organizations and locations in myCAvax**

What's New on myCAvax: Release 16 (9/23/21)

Organization and Location Coordinators will follow more streamlined pathways based on their role in myCAvax.

1. Easy-to-follow landing pages will guide Org and Location Coordinators on what is needed to complete enrollment steps

2. A new tracking feature will easily collect CEO/CMO e-signatures; Org Coordinators can resend the request if needed

3. Section B has a clearer path that will enable Location Coordinators to seamlessly enroll locations

4. Key enrollment resources will be readily available

What's New on myCAvax: Release 16 (9/23/21)

Pop-up windows with clear instructions will encourage Organization Coordinators on what to enter next.

1. When Organization Coordinators add locations in myCAvax, they are clearly told what a Location Coordinator is and what they do.

2. An explanation of the term Vaccination Coordinator vs. Location Coordinator is also thoughtfully explained to eliminate confusion.

Let's begin by setting up your location

Invite your location to complete the Section B forms, or get started on the process yourself.

What is the name of your location?

*Location Name

Happy Pediatrics

Who will be the Vaccine Coordinator for this site?

Vaccine Coordinator is the CDC terminology for the individual who is the on-site point of contact for the provider location; oversees vaccine ordering, receiving, transport, temperature monitoring, and reporting. Within the myCAvax system, you will see this role referred to as Location Coordinator.

*

Someone else from my organization ▼

Save and New   Save

Order Submission, Review and Approval Cadence

Key Points

- Providers submits orders weekly (Monday by 5 PM)
  - Secondary catch-up day
- Sites may submit Standard and Small Order requests throughout the week, but requests will be processed twice weekly
- Vaccine requests are locally reviewed and approved by LHJs/MCEs
- Approved orders are processed by CDPH
  - Standard orders are transmitted to CDC
  - TPR orders are processed and packaged for AmerisourceBergen (AB) for fulfillment
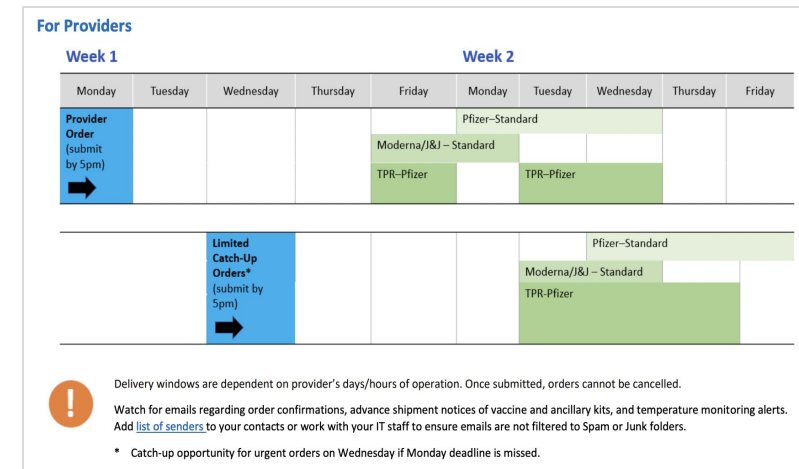
COVID-19 Vaccine Ordering and Distribution Cadence job aid

Order Submission, Review and Approval Cadence

For Providers

Week 1 / Week 2

	Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday	Thursday	Friday
Provider Order (submit by 5pm) ➡						Pfizer–Standard				
					Moderna/J&J – Standard					
					TPR–Pfizer		TPR–Pfizer			
			Limited Catch-Up Orders* (submit by 5pm) ➡					Pfizer–Standard		
							Moderna/J&J – Standard			
							TPR-Pfizer			

⚠ 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 or work with your IT staff to ensure emails are not filtered to Spam or Junk folders.

*   Catch-up opportunity for urgent orders on Wednesday if Monday deadline is missed.

COVID-19 Vaccine Ordering and Distribution Cadence job aid

Small Pfizer Orders filled by CA's TPR

- TPR orders are locally approved by LHJs

- Approved orders follow same order approval cadence as Standard orders (twice per week)

- Approved orders are processed by CDPH
  - Standard orders are uploaded into VTrckS and transmitted to CDC
  - TPR orders are processed (marked "fulfillment pending") and packaged for AmerisourceBergen (AB) to access approved order file for fulfillment

- TPR CSV file is uploaded by AB to complete the fulfillment of pending orders
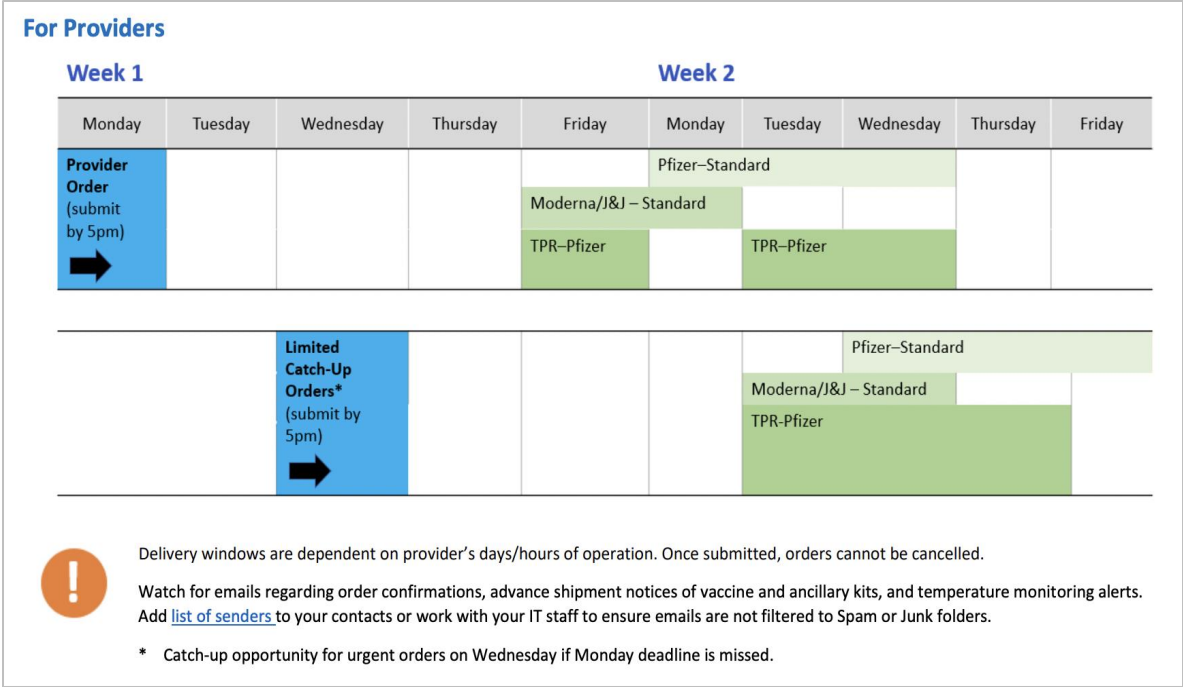
COVID-19 Vaccine Ordering and Distribution Cadence job aid

APPENDIX

Upcoming myCAvax Live Trainings

With so many opportunities for new Providers to onboard onto myCAvax, we're hosting additional live training sessions. Providers can bring questions and receive support!

Sessions will be interactive and include a high-level overview of the myCAvax enrollment process.

September 15 through October 27, 2021, weekly sessions will take place on **Wednesdays (10:00-10:30AM)**

September 29 – Register Here I October 6th – Register Here

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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>.

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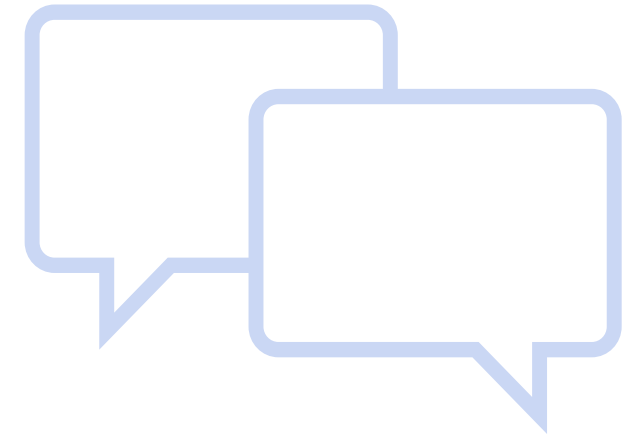
What's New on myCAvax: Release 16 (9/23)

Small Order Review and Ordering

- ✓ Updated columns and buttons for Vaccine Order Review Screen Small Order Tab for CDPH / LHD
  - ✓ Replaced 'Provider Type' Column with 'Preferred Vaccine Temperature' Column
  - ✓ Added 'Intended Use By Date' Column
  - ✓ Relabeled 'Save Approved Qty' Button with 'Save Qty / Method'
- ✓ Added 'In-Review' Status on Vaccine Order Review Screen Standard Order Tab for CDPH / LHD
- ✓ Added a 'Preferred Vaccine Temperature' Multi-Select Picklist and 'Intended Use By Date' Field to 'New Vaccine Order Request' Form for Providers
- ✓ Added 'Preferred Vaccine Temperature' and 'Intended Use By Date' Columns to Bulk Upload File for CDPH / LHD
- ✓ Added 'Preferred Vaccine Temperature' and 'Intended Use By Date' columns to the Local Order Fulfillment File for CDPH / LHD
- ✓ Removed the 'Requested Quantity' Column from the Local Order Fulfillment File for CDPH / LHD
- ✓ Remove 'Requested Quantity' Column from the TPR Fulfillment File for TPR
- ✓ Added 'Preferred Vaccine Temperature' and 'Intended Use By Date' columns to the 'Create Vaccine Order (Small Order)' screen
- ✓ Addition of a field labeled 'Intended Use By Date' to the create order screen for small orders, and addition of a multi-select picklist for preferred vaccine temperature
- ✓ Addition of a new component labeled 'Fulfill Orders', which displays the orders that are part of the orders fulfillment object with the required blank columns. Multiple fields have information mapped from the specific order

Enrollment Enhancements

Login and Landing Page
- ✓ Updated 'Don't have an account yet? Create an account' to 'Need to enroll your organization? Enroll your organization' on the myCAvax Login Screen
- ✓ Updated 'Create an account' button to 'Enroll your organization' on the myCAvax Landing Page
- ✓ Updates to the Self Registration Page that enhances the page layout and styling design. Additional help text will also be displayed as a footer to direct user questions to the COVID Call Center
- ✓ The authenticated landing page displays the users' name dynamically and additional styling enhancements have been made. There are clearer steps and instructions for system training, enroll your organization, and enroll your locations actions
- ✓ Unauthenticated landing page to give users clearer instructions about how to begin the enrollment process. Styling changes have also been made to enhance the look of the page

Location Overview Page
- ✓ Users should see the Location Name and Address at the top of the Location Overview Page, and the existing section labeled 'Location Setup' should be removed from the screen

Program Provider Capacity Page
- ✓ Specifically, in the 'refrigerated storage capacity' section, there is a relabeling of the field labeled 'Storage unit brand/model' and the addition of an overlay to this component in order to assist providers on this form

Request E-Signatures Page
- ✓ Styling changes, additional descriptive text, functional 'previous step' and 'next step' buttons and enhancements to the request e-signatures component

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What's New on myCAvax: Release 16 (9/23) – cont.

Section A

- Hid the 'Organization' Tab from myCAvax home page
- Created New 'Enrollment' Tab and 'Enroll Your Organization' Page
  - Added 'Section A - CDC Provider Agreement' Section That Requires the Organization's CEO and CMO Signatures via DocuSign
  - Added 'Vaccine Redistribution' Section That Determines if a Location Qualifies as a Redistributor and Needs to Submit Further Documentation
  - Added 'Enroll Your Location(s)' Section That Requires the Organization to Enroll Each Location That Plans to Administer Vaccine Prior to Receiving their Vaccine Inventory
  - Added 'Enrollment Resources' Section With 'Section A Quick Start Guide' That Opens in a New Tab
- Updated the 'Enroll Your Organization in the COVID-19 Vaccination Program' page header to 'Enrollment Criteria'
  - Removed sub header, 'Enrollment Overview Header' and section, as well as the 'Enrollment Criteria' Header from 'Enrollment Criteria' page
  - 'Vaccine Redistribution section to add clearer descriptive text for the user
- Removed 'COVID ID' and 'Redistribution of COVID-19 Vaccines' section from 'Section A - CDC COVID-19 Vaccination Program Provider' page
- Added 'Same as CEO' checkbox next to the CMO section to allow autofill for CEO section if CEO / CMO are the same person on 'Responsible Officers' page
  - Updated the 'License Number' tool tip to display 'Please Provide a Valid CA Medical License'
  - Updated the 'Request E-Signatures Button' to 'Next Step'
- Will now send one DocuSign email if the 'Same as CEO' checkbox on the 'Responsible Officers' page is checked and allow receiver to sign both CEO and CMO Sections of the Document

- Send Two Separate Section A DocuSigns if CEO and CMO are Different People
- Created New 'Request E-Signatures' Pop-up to Track E-Signatures for Organization and Start Enrollment Process for Each Location Once Both CEO and CMO E-Signatures are Received to Responsible Officers Page
- Email column added to the e-signature pages in both Section A and B
- Progress bar removed
- Update coordinator header titles formatting on the 'Vaccination Coordinators' page. These changes should be applied to the Primary and Backup Vaccine Coordinator roles

Section B

- Added 'Manage Organization Account' Button Next to Organization Name That Links to Organization's Account on the 'Locations' Landing Page
  - Removed 'Location Application Name' column to list view
  - Added 'Manage Account' Column on the list view
  - Updated 'Enrollment Form' to 'Enrollment Forms' Column on the List View
  - Updated 'Location Coordinator' name from Location's Primary Coordinator Contact on Location Coordinator Column
  - Updated 'View Section B Form' to 'Enrollment Overview' and Link to the Enrollment Overview Page 'Enrollment Forms' Column
  - Updated 'Manage Account' column to show the 'View Account' Hyperlink Once a Location is Approved
- Created New 'Enroll Your Locations' Page
  - Added 'Location Setup' Section That Provides Basic Information about Locations and Who Will Manage the Application section to prompt users to fill out the fields

Section B (continued)
- ✓ Added 'California Immunization Registry' Section to Have Locations Submit Their IIS ID to Enroll their location
- ✓ Added 'Section B - CDC Provider Profile Information' section that requires the organization to enroll each location that Plans to administer COVID-19 Vaccine
- ✓ Update 'Add Location' pop-up title to 'Let's Begin By Setting up Your Location' on click of 'Add Location' button on 'Locations' tab
  - • Add 'Who will be the Vaccine Coordinator for This Site?' question and description
  - • Added picklist Options: 'I Will be the Vaccine Coordinator' or 'Someone Else from My Organization'
  - • Added 'Invite Vaccine Coordinator' section if 'Someone Else from My Organization' is Selected from the Picklist
- ✓ Update field names to 'Annually' or 'Weekly' on 'Program Provider Profile' page
- ✓ Addition of a 'Save Progress' button for the IIS Page. This button will be displayed next to the 'Next Step' button on the IIS page and should serve as an aid for users so that they don't lose progress when filling out information
- ✓ 'IIS Field' will show if dropdown is Set to 'Yes' and Hide 'IIS Field' if dropdown is set to 'No' for the question 'Is Your Location Enrolled in California's Immunization Registry?' on the 'Immunization Information System' page
- ✓ Will now display 'Organization Name' field if Provider answers 'Yes' to 'Will Another Organization Order the COVID-19 Vaccine for This Site?' and display 'Organization Address of Location where COVID-19 Vaccine will be Administered' field if Provider answers 'Yes' to 'Will Your Organization Administer the COVID-19 Vaccine at a Location Different from the Shipment Address?' on 'Vaccination Program Provider Profile Information' page

- ✓ Add 'Add Vaccine Coordinators' Button to 'Vaccination Coordinators' page to allow three (maximum) additional Vaccine Coordinators to be added to Location account
- ✓ Add placeholder text on 'Thermometer' and 'Serial Number' fields and added a warning message if Calibration Expiration Date is within the next 30 days on 'Program Provider Capacity' page
- ✓ Update text under header on 'Staff Practicing at This Facility' page
- ✓ Relabel 'Submit for E-Signatures' button to 'Next Step' on 'Staff Practicing at This Facility' page
- ✓ Add error message for Medical License Verification on the 'Staff Practicing at this Facility' page for Partner Community users at top of page
- ✓ Create new 'Request E-Signatures' pop-up to request and track E-Signatures for locations prior to submission for review to the COVID-19 Vaccine Program for the 'Location Coordinators' page
- ✓ Can now retrigger E-Signature from 'Resend Request" button on the Staff Practicing at this Facility page

Account / Case Changes
- ✓ Account Status Updates to ensure the appropriate statuses are being sent to VtrckS and CDC Datalake File. This will improve reporting and ensure that it is accurate
- ✓ Creation of a new Account Status labeled 'Order Hold' so that users can provider more accurate status reasons for accounts. Only CDPH should be able to edit accounts in an Order Hold Status, and permissions for accounts with 'Order Hold' status are outlined and will be enforced
- ✓ Enhancement to location accounts that will automatically mark a location account as Small Order Eligible if the LHD supports small orders

What's New on myCAvax: Release 16 (9/23) – cont.

Account / Case Changes (*continued*)

✓ Inactive accounts will be able to transfer vaccine as a sender. If a location account status is marked as 'inactive' then users will be allowed to transfer vaccine as a sender. The transfer should be allowed to be accepted or rejected id the sender's account is inactive

✓ On the Location Account and Organization account, users will be able to select more status reasons for inactive and suspended accounts. The Location Account changes will be enforced both on the Salesforce and Community side, while the Org Account changes will only be enforced on the Salesforce side

Training

✓ Hid Vaccine Forecast Tabs on Community Page

✓ Add 'System Training' Section That Takes Org Coordinators to 'Training' Page to Complete and/or View Trainings

Vaccine Transfer

✓ Display an error message notifying that a transfer is completed if a transfer order is in an accepted or rejected status

Vaccine Inventory

✓ Enhance the 'New Vaccine Order Request' screen to relabel 'Inventory Detail' to 'On-hand Inventory' and to add a description message underneath 'On-hand Inventory Doses'

CDC Order Processing

✓ Enhancements to the Vtrcks Shipment File. Users will be able to process VtrckS shipments even I there are errors and receive an error file

Production Data Update

✓ Data update for the production environment to ensure that preferred vaccine temperature and intended use by date will be updated on all open orders. Update the Preferred Vaccine Temperature and Intended Use by Date where Order Record Type = Provider Location Order and Order Status = Draft, Submitted, In Review, Pending, Ready for VtrckS, VtrckS File Written, Fulfillment Pending, In Transit

Salesforce Winter '22

✓ Development team to perform an impact of the Salesforce Winter 22' release on the myCavax system. Winter 22' items will take place alongside enhancements as part of Sprint 20. The development team is also conducting regression testing to understand the systemic risk and impact of changes the Winter 22' release will have

Administrative

✓ Limit Community Users' Ability to Edit the Contact and Account Team Members Object. User permissions for select fields will be set to 'read-only' for community users

✓ Limit Community Users' Ability to edit the Account Object. User permissions for select fields will be set to 'read-only' for community users

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Wrap-Up & Resources

Leslie Amani, CDPH

Where can I go for additional help?

Type of Support	Description	Updated 9.23.21

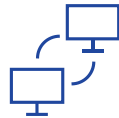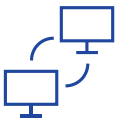| Type of Support	Description
COVID-19 Provider Call Center	The COVID-19 Call Center for Providers and Local Health Departments is dedicated to medical providers in California and their COVID-19 response, specifically addressing questions about State program requirements, enrollment, and vaccine distribution, including the Vaccine Marketplace. • Email: covidcallcenter@cdph.ca.gov • Phone: (833) 502-1245, Monday through Friday from 8AM–6PM
Enrollment Support	For Provider enrollment support, please contact myCAvax Clinic Operations at • 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@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** with My Turn Clinic for COVID-19 and flu vaccines: 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

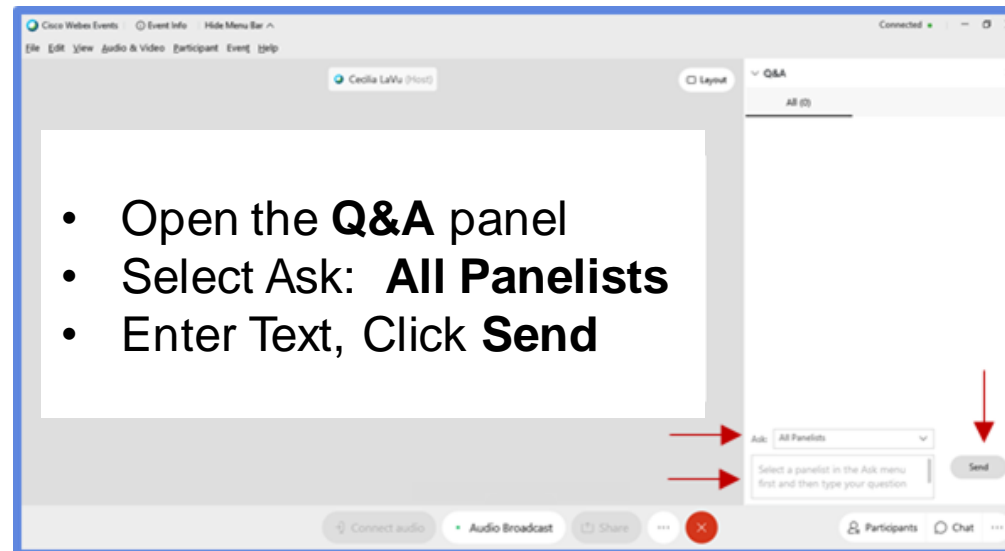Monitor online media and what you hear in your local communities for potential rumors and inaccurate information.

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

Contact

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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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Thank you!

Monday:
My Turn & myCAvax Office Hours Link

Monday, September 27, 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, October 1, at 9:00 AM

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