

California Department of Public Health CA COVID-19 Vaccination Program

EZIZ COVID Webpages: Resources for Providers

Monday, May 16, 2022

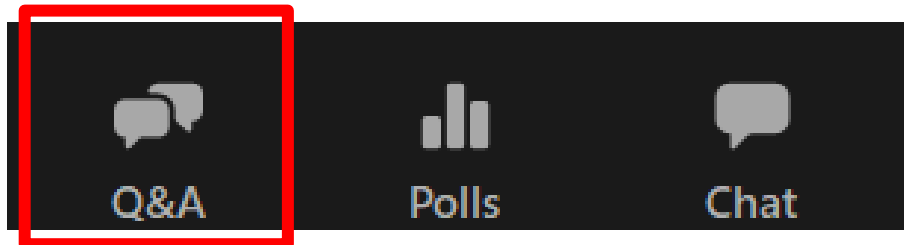
2PM – 2:30PM



Vaccinate ALL 58
Together we can end the pandemic.

Q&A: EZIZ COVID Webpages: Resources for Providers

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



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 Attendees:



Today's session is being recorded. Access today's slides and archived presentations at:
<https://eziz.org/covid/education/>



For post-webinar-related questions, please email leslie.amani@cdph.ca.gov

Poll: Your feedback is appreciated

1. How frequently do you use resources from EZIZ COVID webpages?

- a. Daily
- b. 2-3 times per week
- c. 2-3 times per month
- d. Rarely
- e. Never

2. How confident are you in finding available resources on EZIZ COVID webpages?

- a. Very Confident
- b. Confident
- c. Somewhat confident
- d. Not at all confident



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

Provider Support
COVID Call Center
Email: [Program Info](#)
Phone: (833) 502-1245
Hours: Mon-Fri, 8AM-6PM
Contact us for questions about the program or help with accessing documents.

myCAvax and My Turn
Email: [myCAvax Technical Support](#), [MyTurn Onboarding](#), [MyTurn Technical Support](#)
Phone: (833) 502-1245
Mon-Fri, 7AM-7PM
Sat-Sun, 8AM-1PM

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

Vaccines
[Manufacturer Contacts](#)

Updates for Providers

Alerts:

Planning for Under 5 Vaccinations

- Long COVID in Kids (English & Spanish)
- Risk Comparison in Teens (English & Spanish)
- Risk Comparison for Youth (English & Spanish)
- Pediatric Provider Kids Sprint Toolkit
- Recommending COVID-19 Vaccination: Clinical Talking Points for Providers of Pediatric Services
- Preparing for Under 5 Vaccination
- Planning for Under 5 Vaccinations Webinar Recording and Slides

Second COVID-19 Booster Resources

- CDC: COVID-19 Vaccine Boosters (Multi-language)
- CDC: Thinking about Getting a Second COVID-19 Vaccine Booster Dose
- CDC: Clinical Considerations Second COVID-19 Vaccine Booster Dose
- HHS: Resources about COVID-19 Vaccine Boosters
- Second COVID-19 Booster Dose FAQs for Long-term Care Settings
- CDPH Healthcare Worker Booster Poster
- CDPH Older Adult Booster Poster

Updated Vaccination Schedule

- COVID-19 Vaccine Timing by Age (Eligibility Chart)
Spanish: Calendario de la Vacuna COVID-19 por Edad (Tabla de Elegibilidad)
- COVID-19 Vaccine Timing for 2nd Dose
- COVID-19, Myocarditis, and Vaccines Fact Sheet

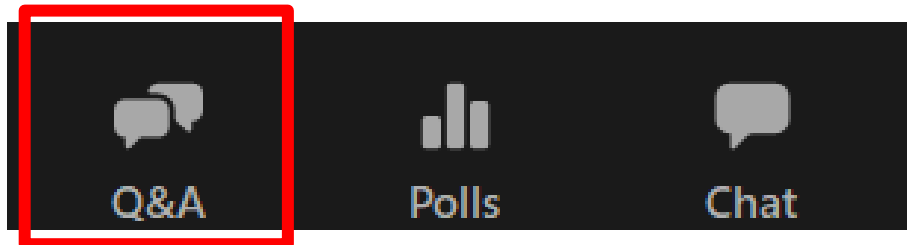
Now Enrolling Providers of Pediatric Services

- Find Information on How to Enroll
- Mis-Disinformation "6 Myths" Provider Poster
- Welcome VFC Providers | Flyer | VFC vs. COVID Programs

Other New Resources

Provider Office Hours Q&A

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



Poll: Your feedback is appreciated

Following this webinar, how confident are you in finding available resources on EZIZ COVID webpages?

- a. Very Confident
- b. Confident
- c. Somewhat confident
- d. Not at all confident



To Receive Messages...

To be added to LISTSERV Messages, please email Hailey.Ahmed@cdph.ca.gov



The screenshot shows the website interface for the California COVID-19 Vaccination Program. The header includes the 'Vaccinate ALL 58' logo, the program name, and a search bar. A navigation menu on the left lists various sections, with 'Archived Communications' selected. The main content area displays a list of communications from April 2022, including weekly wrap-ups, release notes, and webinar recordings.

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myCAvax and My Turn

Archived Communications

April 2022

- Weekly Wrap Up: Billing & Reimbursement Webinar Recording and Slides, COVID-19 Vaccine Products Possibly Up for Review, Second Booster Materials April 29
- myCAvax: Release Notes for Providers (Multi-Line Ordering Update, Vaccine Marketplace, Enrollment, Shipment Incident, Other) April 29
- Billing & Reimbursement Webinar April 27
- Weekly Wrap Up: VaccineFinder Reporting Now Weekly, Updated CDC Clinical Guidance for Second Booster Dose, Pfizer 1170 Expiring Soon April 25
- New Webinars and Provider Office Hours Reminder April 22
- Pfizer Tris-sucrose COVID-19 Vaccine Shelf-life Extension April 20
- DHCA Published COVID-19 Reimbursement Guidance for FQHC, RHC, and Tribal FQHC Providers April 18
- Weekly Wrap Up: Statement on Timeline for COVID-19 Vaccine Requirements in Schools, Clinical Talking Points for Providers of Pediatric Services, myCAvax Updates, Vaccine Shelf-Life Extension April 15
- Upcoming Crucial COVID-19 Conversations Webinars and Provider Office Hours Reminder April 14
- Easter Holiday Delivery Calendar & Crucial COVID-19 Conversations Webinar April 13
- Upcoming Crucial COVID-19 Conversations Webinars April 12
- myCAvax: Release Notes for Providers (Multi-Line Ordering, Community Page, Enrollment) April 8
- Weekly Wrap Up: Upcoming Easter Holiday Ordering & Delivery, Site Visit Compliance, Billing & Reimbursement April 8
- Crucial COVID-19 Conversations Upcoming Webinar and Social Media Alert April 7
- April & May COVID-19 Vaccine Expiration Dates April 4
- Weekly Wrap Up: Second mRNA Booster Dose, Preparing for Pfizer Pediatric (6 months – 4 years) vaccine, Moderna Booster Vials April 1

March 2022

- Updated Interim Clinical Considerations March 31

COVID-19 Vaccine Provider FAQs

- Answers to provider questions
- Updated weekly: last updated 05/12/2022
- Currently in its 71st iteration!



Q: Where can COVID-19 vaccine Providers find resources, webinars, and outreach materials to prepare for vaccinating children under age 5?

A: COVID-19 vaccine Providers can find information at [Preparing for Under 5 Vaccinations](#).

This job aid outlines:

- Clinical, safety, and efficacy talking points
- COVID-19 vaccine product training
- Timing for doses by age
- Clinic flow organization
- Storage unit organization to reduce vaccine administration errors
- Resources and training to administer under 5 vaccines

Please listen to the “Planning for Under 5 COVID-19 Vaccinations” webinar recording [here](#) and download slides [here](#).

VA58 also developed a [communications toolkit](#) for providers of pediatric services, with activity sheets for children, flyers for families, and social media posts to share with patients and networks.

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.](#)

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[Provider FAQs on EZIZ, Updated Weekly](#)



Additional Support

Type of Support

Description

Updated 12.29.21



COVID-19 Provider Call Center

The COVID-19 Call Center for Providers and Local Health Departments is dedicated to medical providers in California and their COVID-19 response, specifically addressing questions about State program requirements, enrollment, and vaccine distribution, including the Vaccine Marketplace.

- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



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 3, 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, 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](#)

Thank you!



Monday

My Turn and myCAvax Office Hours

Next session: Monday, May 23, 12PM

Friday:

Provider Office Hours

Next session: Friday, May 20, 9AM