

# Provider Enrollment: Next Steps



## California COVID-19 Vaccination Program

### Complete Required Training

Providers and key practice staff managing, handling, or administering COVID-19 vaccines must complete the required training to meet federal and state requirements. Organization and Location Coordinators must complete the training in myCAvax; other staff should access the [COVID-19 Required Training](#) website.

### Sign the TPA Agreement (optional for pediatric providers)

Providers participating in the TPA Network must sign the Blue Shield of California TPA Agreement and comply with equity goals, volume capacity, and other metrics that will guide vaccine allocation decisions. After enrolling in myCAvax, email [CovidVaccineNetwork@blueshieldca.com](mailto:CovidVaccineNetwork@blueshieldca.com) to arrange for signing the agreement that outlines requirements for participation in the provider network. Go to [Program Enrollment](#) for details.

### Onboard to My Turn (optional for pediatric providers)

Doses administered must be reported daily to CAIR. Providers use My Turn (or an EHR that connects to My Turn) to record vaccination data and report doses used to the California Immunization Registry. (Pediatric providers choosing not to onboard to My Turn must report COVID-19 vaccine administration data to CAIR/RIDE/SDIR using their EHR.) See [My Turn Onboarding](#).

### Register for VaccineFinder

Vaccination providers must begin daily reporting of vaccine inventory into VaccineFinder once they receive COVID-19 vaccines. The Organization Coordinator identified in Section A receives the registration email and may choose to report inventory for all affiliated provider locations, or delegate reporting responsibility down to the Location Coordinators in the affiliated locations. Inventory will be reported through the [COVID Locating Health](#) provider portal.

**Next step:** Organization and Location Coordinators may follow guidance in [Reporting Inventory to VaccineFinder](#) to complete registration and begin reporting inventory. Support options are provided.

## Critical Systems and Senders

**Next step:** Work with your IT staff to have these addresses included in your organization’s email whitelist. Whitelisting ensures that emails are not filtered to “junk” and reach the intended recipient.

System	Purpose	Sender
<b>myCAvax</b>	Notify Organization and their locations of enrollment process and confirmation notice; notice of orders; alert to expect Vaccine shipments within 24-48 hours of the notice.	<a href="mailto:no-reply-mycavax@cdph.ca.gov">no-reply-mycavax@cdph.ca.gov</a>
<b>VaccineFinder Daily inventory reporting</b>	VaccineFinder onboarding email to set up an account (no-reply)	<a href="mailto:vaccinefinder@auth.castlighthouse.com">vaccinefinder@auth.castlighthouse.com</a>
<b>VaccineFinder IT Support Desk</b>	File upload issues, password resets, account issues	<a href="mailto:vaccinefinder@castlighthouse.com">vaccinefinder@castlighthouse.com</a>
<b>VaccineFinder Help Desk</b>	Provider support regarding new functionality	<a href="mailto:eocevent522@cdc.gov">eocevent522@cdc.gov</a>
<b>Pfizer Customer Service</b>		<a href="mailto:cvgovernment@pfizer.com">cvgovernment@pfizer.com</a>
<b>Pfizer Vaccine Advance Shipment (AS)</b>	For communication from Controlant, including notice at time of vaccine shipment with tracking information, exceptions for either shipment delay or cancellation, Delivery Quality Report	<a href="mailto:Pfizer.logistics@controlant.com">Pfizer.logistics@controlant.com</a>
<b>Pfizer Ancillary/ Mixing Kit (AS)</b>	For confirmation of the ancillary kit shipment	<a href="mailto:donotreply@pfizer.com">donotreply@pfizer.com</a>
<b>Pfizer Dry Ice Kit (AS)</b>	Notification of shipment	<a href="mailto:MckDryIceCS@ups.com">MckDryIceCS@ups.com</a>
<b>Pfizer Temperature monitoring</b>	In-transit temperature information recorded by the thermal shipper; instructions to reactivate the shipper’s DDL for temperature monitoring beyond transit event	<a href="mailto:Pfizer.logistics@controlant.com">Pfizer.logistics@controlant.com</a>
<b>Controlant Monitoring Service</b>	If storing vaccines in thermal shippers, all temperature	<a href="mailto:onsitemonitoring@controlant.com">onsitemonitoring@controlant.com</a>

	notifications and alerts will come from this email address. This address must be unblocked to receive temperature notifications.	
<b>Controlant Support</b>	24/7 support inbox and line. Contact this address for issues or call 1-701-540-4039 or 1-855-442-668765 to reach the Controlant 24/7 hotline	<a href="mailto:support@controlant.com">support@controlant.com</a>
<b>Moderna Customer Service</b>		1-866-MOD-ERNA or 1-866-663-3762 Email: <a href="mailto:excursions@modernatx.com">excursions@modernatx.com</a>
<b>Janssen Customer Service</b>		Phone: 800-565-4008 (or) 1-908-455-9922 Email: <a href="mailto:JSCCOVIDTEMPEXCURSION@its.inj.com">JSCCOVIDTEMPEXCURSION@its.inj.com</a>
<b>McKesson Order Emails</b>	For communications from McKesson regarding Moderna/Janssen vaccine order confirmation and advance shipment notices	<a href="mailto:CDCCustomerService@McKesson.com">CDCCustomerService@McKesson.com</a> <a href="mailto:CDcnotifications@mkcession.com">CDcnotifications@mkcession.com</a>
<b>McKesson Ancillary Kits (AS)</b>	For communication from McKesson about ancillary kits	<a href="mailto:SNSSupport@McKesson.com">SNSSupport@McKesson.com</a>
<b>Track Expiration Dates</b>	To receive auto-generated email updates for COVID-19 Lot Number Expiration Date Reporting registration	<a href="mailto:No-reply@emailupdates.cdc.gov">No-reply@emailupdates.cdc.gov</a>
<b>v-safe</b>	General questions and support	<a href="mailto:eocevent523@cdc.gov">eocevent523@cdc.gov</a>
<b>Data Clearinghouse</b>	COVID-19 DCH new user registration details and Two-Factor Authentication via email	<a href="mailto:covdch-no-reply@cdc.gov">covdch-no-reply@cdc.gov</a>
<b>HRSA Only</b>	VTrckS Provider Order Portal (VPoP) new user registration details and Two-Factor Authentication via email (Federal and Pharmacy Partners ONLY)	<a href="mailto:vpop-no-reply@cdc.gov">vpop-no-reply@cdc.gov</a>

## Pfizer Thermal Shippers

Point of Contact on the order will receive an email (after vaccine delivery) used to add up to 4 contacts who will receive emails and text alerts in the event of temperature excursions.

**Next steps:** [Add up to 4 contacts](#) when POC receives email from Pfizer after vaccine receipt. Ensure contacts understand that they will receive daily temperature reports by email or text. Review the [Receiving & storing Pfizer Vaccine](#) job aids to ensure staff are familiar with Controlant's escalation procedure and expected actions to protect vaccines.

## Sourcing Dry Ice

Pfizer ships in ultra-cold thermal shippers. Dry ice kit is automatically ordered with vaccine to support initial dry ice recharge if an ultra-low freezer is not listed in the location's account. Additional dry ice will not be provided. If using the thermal shipper to store vaccines, providers must add dry ice pellets (9 mm to 16 mm) within 24 hours of delivery and every 5 days after initial icing. Requires about 22 lbs. of dry ice/recharge.

**Next step:** Locate a dry ice source before vaccine receipt if planning to use thermal shipping container to store vaccine for more than 5 days.

## Use of PPE

Dry ice kit includes gloves, face shield, ice scoop, and dry ice safety card. Do not use or store dry ice or liquid nitrogen (LN2) in confined areas, walk-in refrigerators, environmental chambers, or rooms without ventilation. A leak in such an area could cause an oxygen-deficient atmosphere.

**Next step:** Ensure staff are trained on [use of dry ice PPE](#).

## Changes to Your Account

All orders must contain an up-to-date, monitored email address and phone number. Make sure the Location Coordinators (Section B) are correctly identified in myCAVax and that their contact information is correct. To make changes, contact the myCAVax Help Desk; the COVID Call Center cannot make these changes. (Location Coordinators can update addresses and receiving days and times in myCAVax under Section B Locations.)

## Readiness Checklist

A lot goes into preparing your practice to vaccinate your patients and community with the growing list of authorized COVID-19 vaccines. Job aids are available to walk you through each step of the way. Before vaccines arrive, review the [Readiness Checklist](#) to make sure your practice is ready.

Bookmark EZIZ's [COVID-19 Resources](#) to find job aids for enrollment, clinical guidance, eligibility, vaccine management, reporting, and more.