

# VaccineFinder Updates



## California COVID-19 Vaccination Program

CDC guidance is grouped into these categories:

- Registration Emails
- Account Setup
- Reporting Inventory
- Public-Facing Site
- Pharmacies
- FQHCs
- VaccineFinder Support Team

### Registration Emails

#### 1. Are approved providers automatically registered for VaccineFinder?

No. Once your provider enrollment application (myCAvax) is approved and provider data sent to CDC, the registration email is automatically sent to the organization's Point of Contact, typically within 24 hours.

#### 2. Who receives the registration email?

The **Organization Email** (provided in Section A of the Provider Agreement during enrollment) receives the registration email. This email must be monitored and will serve as a dedicated point of contact for the COVID-19 Vaccination Program.

#### 3. How do I change the VaccineFinder contacts?

VaccineFinder pulls contacts from the myCAvax provider agreement data. Coordinators at the Organization (Section A) or Location (Section B) can be edited once the enrollment application has been approved.

To make changes, contact myCAvax Technical Support (833-502-1245, option 2) for assistance changing the Organization Coordinator/Email or the Primary or Backup Location Coordinator/Email on approved accounts.

myCAvax provider agreement data is synchronized with CDC (IZ Data Lake) daily by close of business PT. VF pulls provider data daily around 2 pm ET. Therefore, VaccineFinder updates will appear the following day. Note: The previous account(s) will be inactivated on VaccineFinder.

## Account Setup

### 1. ***My organization has many locations. Who is responsible for reporting for affiliated locations?***

During account setup, the organization point of contact must choose to report either centrally at the organizational level for all affiliated locations, or delegate reporting responsibility to the individual locations.

**If choosing organization-level reporting:** Be sure the organization point of contact provided in Section A of the Provider agreement has visibility on vaccine inventory—probably not the CEO or CMO.

**If choosing location-level reporting:** Communicate with all affiliated locations receiving COVID-19 vaccines so they understand their responsibilities. Tell them that the Primary and Backup Vaccine Coordinators should expect registration emails from [vaccinefinder@auth.castlighthhealth.com](mailto:vaccinefinder@auth.castlighthhealth.com).

### 2. ***Will primary/backup location contacts automatically receive the invitation to onboard with VF?***

If the Organization Coordinator delegates reporting to the locations, the registration email will be automatically sent to Location Coordinators for all active locations under the Organization.

### 3. ***How many user accounts are allowed if I choose reporting at the organization level?***

The organization point of contact will be the only user account available for the organization. This account will be responsible for reporting inventory for all locations that fall under the organization, regardless of whether there is 1 or many affiliated locations.

### 4. ***How many user accounts are allowed if I choose reporting at the location level?***

Each location is limited to two accounts in addition to the organization account. If the organization point of contact chooses to report inventory at the location level, registration emails will be automatically sent to the Primary and Backup Vaccine Coordinators provided in **Section B** of the Provider Agreement for each location.

### 5. ***Can we add additional contacts at either the organization or location?***

No. The state has communicated this enhancement request with CDC.

### 6. ***If I choose location-level reporting, will the organization account remain active and able to view/report for all affiliated locations?***

Yes.

**7. Is the organization user able to select location-level reporting during account creation even if the organization has only 1 location?**

Yes.

**8. Who do providers contact for password resets, file upload issues, and other technical issues?**

Contact the IT Support Desk at [vaccinefinder@castlighthouse.com](mailto:vaccinefinder@castlighthouse.com) or 855-886-4317. (Note that this is different that the sender address used to email the initial registration email.)

## Reporting Inventory

**1. Do we need to report inventory even on weekends?**

Please report doses on hand 7 days a week—even on non-operating days—except for holidays explicitly announced by CDC. There is public scrutiny of doses on hand (and doses administered). Daily reporting gives greater visibility into national inventory levels. (1/27/21)

Uploads can be performed remotely. Using the [COVID Locating Health](#) provider portal, providers can either upload the previous day's inventory file if inventory has not changed (select "Your most recent file" option in step 1 of the upload file screen) or manually edit and submit the inventory.

**2. Are we reporting vials or doses?**

Report doses on hand.

**3. Do I have to report daily if inventory is 0 or unchanged?**

Yes. VaccineFinder can't tell if you just have no vaccine or are forgetting to report. Providers will get reminder emails if they fail to report.

**4. Do I need to upload my 0 inventory when I haven't yet received any COVID-19 Vaccine? VaccineFinder keeps sending reminders to upload inventory.**

Reminder emails start after providers report inventory for the first time. If you have already reported 0 once to try out the system, then either report 0 until you receive vaccine or just delete the emails.

**5. We are sometimes able to extract an additional dose for Moderna and Pfizer vaccines. How do we report extra doses?**

Report Moderna vials as 10 doses. For Pfizer vaccine, federal systems are being updated to reflect 6-dose vials. Continue reporting 5 doses per vial for inventory already on hand or orders approved before the system update on February 15. For orders **submitted on or after February 16**, report Pfizer vials as 6 doses. Consider labeling vial trays for orders submitted on or after February 16 to facilitate accurate reporting of 6-dose vials.

**6. What do I do if errors in inventory are discovered after reporting to VaccineFinder?**

There is no retroactive reporting. If errors are discovered the same day, upload your inventory again (or manually edit through the provider portal) with updated numbers; the most recent inventory will be uploaded to VaccineFinder at 5am Eastern the next day. If errors are detected the next day, just accurately report inventory at the end of the day.

**7. Sometimes I get a lot of upload errors but can only see 11 errors at a time when uploading files. What do I do?**

Just upload multiple times to complete the upload. This issue has been reported to CDC for resolution.

**8. Do I report 1st or 2nd doses separately, or report nonviable (spoiled, expired, or wasted) doses?**

No. Just report doses on hand by brand.

**9. Do I report doses administered to VaccineFinder?**

No. Follow guidance in [Report Doses Administered](#) to report doses administered to CAIR.

**10. Do I report vaccine redistribution to VaccineFinder?**

If redistributing to another affiliated location (hub and spoke model) that does not have a VF account, report on their behalf. For example, for temporary sites it may not make sense to register them in VF. Otherwise, reporting is defined during setup as either organization- or location-level reporting.

**11. My VTrks PIN was changed and now my inventory is showing 0. Is my inventory reported under the previous PIN lost?**

If a provider VTrks PIN is changed, CDC will still maintain the inventory of that previous PIN.

All data in VaccineFinder is tied to the VTrks PIN and synchronized with the provider system (myCAVax). If the previous PIN is removed from the provider system, the PIN will also be removed from VaccineFinder. If the PIN still exists in the myCAVax system, the provider would be able to report 0 inventory for the previous PIN and start reporting the inventory under the new PIN; the new PIN will not include the historical data linked to the previous PIN. (See image below with multiple VTrks PINs.)

	D	E	F	G	H	I	J	K	L	M	N
1	VTrks PIN	Street Address	Street Address	City	State	Postal Code	GPI	Medication	NDC	Medication Name	Quantity
2	0050: VTRCKS_311	ADDRESS_599113		City	QA			V	10000-000-01	Sample COVID-19 Vaccine 100mcg 0.5mL	100
3	0050: VTRCKS_311	ADDRESS_599113		City	QA			V	20000-000-02	Sample COVID-19 Vaccine 200mcg 0.6mL	340
4	0050: VTRCKS_311	ADDRESS_599113		City	QA			V	30000-000-03	Sample COVID-19 Vaccine 300mcg 0.7mL	50
5	0050: VTRCKS_369	ADDRESS_356169		City	QA			V	10000-000-01	Sample COVID-19 Vaccine 100mcg 0.5mL	946
6	0050: VTRCKS_369	ADDRESS_356169		City	QA			V	20000-000-02	Sample COVID-19 Vaccine 200mcg 0.6mL	1000
7	0050: VTRCKS_369	ADDRESS_356169		City	QA			V	30000-000-03	Sample COVID-19 Vaccine 300mcg 0.7mL	1300

## Public-Facing Site

**1. When will VaccineFinder post COVID-19 vaccinators on their public-facing website?**

Facilities can now opt to turn on public display so consumers can check eligibility and schedule appointments at your locations when inventory shows In Stock. The default is set to no public display. CDC will begin promoting this feature to the public in May 2021.

See [Quick Start Guide: VaccineFinder Public Display Administration Fields](#) for details.

**2. Will provider inventory be visible to the public?**

No.

## Pharmacy Programs

**1. If we have both federal and state VTrks PINs due to the federal pharmacy program, do we need two VaccineFinder accounts?**

If you have designated the same point of contact for both the federal PIN and state PIN, then you will report inventory for both under the same VaccineFinder account. If you have assigned different points of contact, you will have separate VF accounts.

**2. How will pharmacies report inventory to VF?**

Pharmacies will report inventory using the same PIN used to order vaccine (state or federal VTrkS Provider PIN) except in the following cases:

- Pharmacies with federal and state-allocated doses report under the federal PIN only.
- Pharmacies centrally reporting to VF report under the federal PIN only

The location name for the federal PIN will have a number at the end of it (see image below). The California VTrkS PIN will always be “CAAxxxxx” while the federal PINs will start with MH1, CP1, GM1, TP1, MS1, IP1, or GN1 followed by 6 characters.

VACCINES	DOSES	Edit
Moderna, COVID-19 Vaccine, 100mcg/0.5ml, 80777-0273-00	10	ⓘ
Pfizer, COVID-19 Vaccine, 30mcg/0.3ml, 59267-1000-01	0	ⓘ

  

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## FQHCs

### 1. Do FQHCs report inventory to VF under the federal or state VTrkS PIN?

Report federally allocated inventory to a different system (VPOP) using the federal VTrkS PIN.

If they have state-allocated doses, report that inventory to VF using the state VTrkS PIN.

## VaccineFinder Support Team

- VaccineFinder Help Desk (request invitation email to begin onboarding): [eocevent522@cdc.gov](mailto:eocevent522@cdc.gov)
- IT Support Desk (password resets, file upload issues, account issues): [vaccinefinder@castlighthealth.com](mailto:vaccinefinder@castlighthealth.com) or 855-886-4317
- myCAvax Help Desk (change organization/location contacts for VF): (833) 502-1245, option 2
- COVID Call Center (general questions about reporting requirements) [covidcallcenter@cdph.ca.gov](mailto:covidcallcenter@cdph.ca.gov) or (833) 502-1245