Orders & Distribution

California COVID-19 Vaccination Program
Welcome

Allocating doses in quantities that can be used quickly is key to stretching our limited vaccine supply across California.

This lesson introduces orders and distribution plus key myCAvax functionality you’ll use to track order status and shipments.

By the end of this lesson, you’ll be able to
• explain how vaccines are ordered,
• explain the importance of vaccination capacity reports, and
• track order status and shipments.

Review Time: about 15 minutes
What You’ll Learn

1. Orders
2. Distribution
COVID-19 vaccines and ancillary supplies are procured and distributed by the federal government at no cost to enrolled providers.

Order status and tracking information can be accessed using myCAvax, which streamlines vaccine management processes.

**Resources:** Click the training link in myCAvax to access step-by-step job aids and videos demonstrating all system functionality.
How Do I Order Vaccines?

Orders

While vaccine supply remains limited, providers will not place orders directly.

Instead, vaccines will be allocated directly to sites based on storage and administration capacity and access to eligible populations—particularly those populations disproportionately impacted by COVID-19.

Providers will be notified if a vaccine order has been placed on their behalf.

Depending on vaccine availability, not all approved providers may be allocated vaccine.
How Are Vaccines Allocated?

Orders

California has engaged Blue Shield of California (TPA) to recommend allocations in partnership with Local Health Departments. Allocations are calculated weekly to minimize doses stored at the end of the week.

How will this work?
1. Provider locations report maximum vaccination capacity in myCAvax weekly.
2. TPA uses this site-level data (and State & LHD guidance) to allocate vaccines.
3. TPA recommends and the State approves final allocations.
4. The State submits vaccine orders to manufacturers.
5. Manufacturers ship vaccines to providers.
6. Providers report administration data in My Turn daily to guide future allocations.
What Factors Affect Allocations?

Orders

TPA allocation decisions may be informed by these factors:

• total doses available for allocation from the federal government
• overall weighting based on State criteria (e.g., 70/30 split by identified populations)
• equity weighting to reflect the State’s equity priorities (using Healthy Places Index)
• local health department recommendations
• site-level metrics such as administration zip codes, performance (including success in vaccinating target populations), inventory on hand, and compliance with network requirements
Vaccination Capacity Reporting

Provider locations submit weekly Vaccination Capacity reports, which the State uses as one factor guiding weekly allocations. This is not an order request.

Submit your location’s report in myCAvax by 4 pm each Monday. Set a recurring reminder to ensure you don’t forget.

- **Maximum vaccination capacity**: number of doses you could administer over the next two weeks; enter 0 if you don’t want vaccines
- **Dose-2 appointments scheduled**: total 2nd dose appointments scheduled over the next two weeks. (not required)
- **Inventory**: current doses on hand for each vaccine product

**Resources**: Click the training link in myCAvax and review the “Vaccination Capacity Submission” job aid or video.
How Will I Be Notified of Orders?

Orders

The primary Location Coordinator (Section B in myCAvax) receives emailed notifications. Because providers aren’t submitting orders directly, maintain accurate contact information so you aren’t surprised by unexpected shipments.

If allocations are approved, Location Coordinators receive emailed confirmation once the order has been submitted to CDC.

Emails are typically sent Friday for 1st dose allocations and Mondays for 2nd doses. Orders can be viewed in myCAvax once you receive notifications.

**Resources:** Refer to [Enrollment Next Steps](#) for critical systems & senders your IT should whitelist to ensure these emails aren’t blocked by your firewall.
How Can I Check Order Status?

Providers can view orders in myCAvax to confirm their status. Retrieve the Location and click on the Order ID to view order status:

- **Approved** (allocation has been approved but order not yet created)
- **Fulfillment pending** (order transmitted to CDC for fulfillment)
- **Complete** (CDC shipment info added to order; order now complete)

Orders transmitted to CDC cannot be canceled; please do not call McKesson or Pfizer for assistance. Contact the COVID Call Center or your local health department to transfer vaccines to another provider.
What Ship-To Address Is Used?

Orders

Vaccines ship to the location’s shipping address in myCAvax. The administration address is a factor for equitable allocations. Make sure location addresses in myCAvax are accurate.

*For large off-site events that can administer the minimum order:* Ship vaccines to arrive at least the day before the event. Clinic must be able to store vaccines according to CDC’s [Vaccine Storage and Handling Toolkit](#).

*For mobile clinics and PODs and temporary sites that lack a shipping address:* Vaccines must be received at the primary location and transported to the clinic according to manufacturer transport recommendations.

**Resources:** See [Repositioning Vaccines: Guidance for Satellite, Temporary, and Off-Site Clinics](#).
What You’ll Learn

1. Orders
2. Distribution
CDC uses its contract with McKesson to fulfill orders and ship vaccine products and associated ancillary supplies. Vaccine products with ultra-cold temperature requirements (currently Pfizer) will ship directly from the manufacturer.

<table>
<thead>
<tr>
<th>Shipper</th>
<th>Pfizer Vaccine</th>
<th>Pfizer Ancillary Kit</th>
<th>Pfizer Dry Ice Kit</th>
<th>Moderna Vaccine</th>
<th>Janssen Vaccine</th>
<th>Standard Ancillary Kit</th>
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<tbody>
<tr>
<td>McKesson</td>
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**Resources:** See CDC’s [COVID-19 Vaccine Product Information Guide](https://www.cdc.gov/vaccines/).
How Will I Be Notified of Shipments?

Distribution

These notifications are sent to the primary Location Coordinator:

- Order acknowledgement (indication your order was received by McKesson)
- Advance shipment notices for vaccine and ancillary kits (McKesson and Pfizer)

Resources: See Enrollment Next Steps for a list of critical systems and senders; work with your IT department to ensure these emails aren’t blocked by firewalls.
What Kits Ship for Vaccines?

Ancillary supplies will be automatically added to orders to match vaccine product and order quantities. Providers will be notified if kit supplies increase to support any increased number of doses/vial per EUA revisions. Kits ship separately.

If vaccinators can draw more doses than stated in the vaccine’s EUA Fact Sheet for HCPs, providers must use their own ancillary supplies.

• Ancillary Supply Administration Kit: Standard Syringe (McKesson ships for Moderna and Janssen; includes overage & PPE)

• Large Combined Ancillary Supply Kit for Administration/Mixing (Pfizer ships; includes overage, normal saline diluent, & PPE)

• Dry Ice Kit (Pfizer ships; includes PPE and safety instructions)

Resources: See CDC’s COVID-19 Vaccine Product Information Guide.
How Can I Minimize Shipment Delays?

**Distribution**

Ensure the location’s shipping and administration addresses, and shipping days/hours, are accurate and complete in myCAvax. Updates to this Section B data must be reviewed by CDPH.

Locations should offer full-day receiving hours to facilitate delivery, or minimally a four-hour window on a weekday other than Monday. All orders must contain an up-to-date phone number and a monitored email address.

<table>
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<tr>
<th>Coordinator Information</th>
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<tbody>
<tr>
<td><strong>First Name</strong></td>
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<tr>
<td>Lilan</td>
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<td><strong>Mobile Initial</strong></td>
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<td></td>
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<tr>
<td><strong>Phone</strong></td>
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<tr>
<td>(888) 444-9999</td>
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<table>
<thead>
<tr>
<th>Coordinator Availability to Receive Shipment</th>
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<tbody>
<tr>
<td><strong>Monday AM</strong> From 08:00 AM To 12:00 PM</td>
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<tr>
<td><strong>Monday PM</strong> From 12:00 PM To 04:00 PM</td>
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<tr>
<td><strong>Tuesday AM</strong> From 08:00 AM To 12:00 PM</td>
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<td><strong>Tuesday PM</strong> From 12:00 PM To 04:00 PM</td>
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<td><strong>Wednesday AM</strong> From 08:00 AM To 12:00 PM</td>
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<td><strong>Wednesday PM</strong> From 12:00 PM To 04:00 PM</td>
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<tr>
<td><strong>Friday AM</strong> From 08:00 AM To 12:00 PM</td>
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<tr>
<td><strong>Friday PM</strong> From 12:00 PM To 04:00 PM</td>
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</tbody>
</table>

**Key Concepts**

- COVID-19 Vaccine Product Information Guide
When Should I Expect Shipments?

Distribution

Providers can typically expect this distribution schedule:

- Orders ship within 48 hours of order approval
- First doses ship on Monday/Tuesday, 2nd doses on Thursday/Friday
- Vaccines and ancillary kits ship separately but arrive within roughly 24 hours
- Plan for shipments arriving M-F

Never reject a vaccine shipment for any reason to minimize vaccine waste.

Resources: See Vaccine Ordering & Distribution Cadence for expected cycles.

Key Concepts

- Enrollment Next Steps
- COVID-19 Vaccine Product Information Guide
- Vaccine Ordering & Distribution Cadence
How Can I Track Shipments?

Distribution

Providers can track shipments in myCAvax using the **Shipment** menu option.

Click on a **Shipment ID** to access

- Product and quantity
- Carrier
- Date shipped
- Shipment tracking number (for order status COMPLETE)

**Resources:** Click training link in myCAvax to access “Viewing a Shipment Record” job aid and video.
Summary

You have now completed the lesson. You should now be able to perform the following tasks:

• **explain how vaccines are ordered**
  Providers will not place vaccine orders directly; CA will allocate vaccines directly to provider locations.

• **explain the importance of vaccination capacity reports**
  Providers submit weekly Vaccination Capacity reports (Monday by 4 pm) used to guide weekly allocations.

• **track vaccine order status and shipments**
  Login to myCAvax and click Order ID to view order status and Shipment ID to view tracking info.

Download a PDF of this training to reference at any time:
Got Questions?

Go to eziz.org/covid for program updates, job aids, contact information, and more

Program Education and Support:
- Provider Office Hours and myCAvax Training Sessions
- COVID Call Center and Vaccine Manufacturers’ Contact Info
- Guide to Other COVID-19 Vaccine Related Websites
- Frequently Asked Questions

Other Key Resources:
- Vaccine Management at a Glance
- Vaccine Administration at a Glance
- Reporting at a Glance
Got Questions?

Log in to myCAvax and click VIEW ALL TRAINING RESOURCES for system job aids and videos
Done!

• You have completed the Orders & Distribution lesson.
• Click “EXIT” at the top of page.