

Welcome Kit

WELCOME! A resource guide for onboarding new providers.

Welcome

Thank you for joining a partnership of federal, state and local health jurisdictions working to vaccinate all eligible populations as quickly as possible.

Now that your enrollment application has been approved, there are additional steps to complete the onboarding process and ensure your practice is ready to receive vaccine and begin vaccinations.

This kit walks you through key requirements and links to resources for more information.

Thanks again, and welcome!



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Glossary

CAIR2	California Immunization Registry	EMR	Electronic Medical Record
CDC	Centers for Disease Control and Prevention	EZIZ	California's VFC Program e-learning and resource website
CDPH	California Department of Public Health	FQHC	Federally Qualified Health Centers
CEO	Chief Executive Officer	IIS	Immunization Information Systems
CHC	Community Health Center	myCAvax	California Vaccine Management System
CMA	California Medical Association	RIDE	Regional Immunization Data Exchange (San Joaquin)
CMO	Chief Medical Officer	SDIR	San Diego Regional Immunization Registry
EHR	Electronic Health Record	VFC	Vaccines For Children

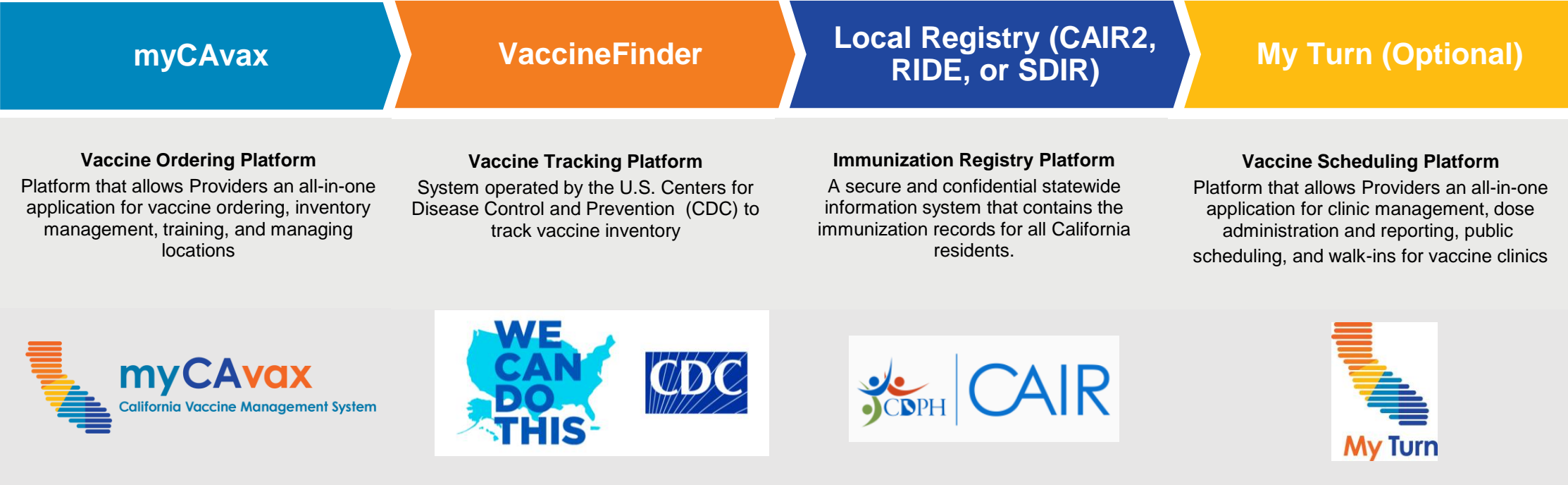
The Platforms You Will Interact With

Now That You are Enrolled in myCAvax

Next Steps



Platforms



Next Steps

Step 1

Register with VaccineFinder

Providers are required to report inventory daily

Use VaccineFinder to Report to CDC

How to Onboard

- Organization Coordinator will receive Welcome Email from the CDC's VaccineFinder Team ~24hrs after myCAvax application approval
- **The link to register expires in 7 days!**
- Organization Coordinator sets up account in VaccineFinder, and may invite Location Coordinators
- Location Coordinators begin reporting vaccine inventory daily

Resources

- For any general questions about VaccineFinder, refer to our [VaccineFinder lesson](#) or [this guide](#) for tips to complete your registration.
- For **technical assistance** once onboarding is complete:
 - vaccinefinder@castlighthouse.com
 - (855) – 886 – 4317
- If your location is expecting to receive vaccine in the next 2 weeks and **has not received** the initial email to complete VaccineFinder onboarding, please contact the COVID-19 Administration Reporting System:
 - CARS_HelpDesk@cdc.gov
 - 833-748-1979

How to Validate Information

To change a provider's contact info or location in VaccineFinder (update the Section A or Section B email information in the CDC Provider Agreement): covidcallcenter@cdph.ca.gov

Step 2

Confirm Readiness to

Report Doses Administered

Daily

Providers are required to report inventory daily

Options for Reporting Doses Administered

Providers MUST report doses administered, socio-demographic data, and contact information to your local immunization registry daily. If using an EHR, please confirm that your system is reporting to the correct registry at the appropriate times.

Reporting Methods

- **EHR/EMR connected CAIR2, RIDE, or SDIR**
 - **To ensure data quality:**
 - Make sure staff enters accurate and complete demographic and shot information
 - Include email and/or cell phone information so patients can access digital records
 - Monitor the data submissions through your EHR and CAIR2, RIDE, SDIR reports to make sure data is submitted successfully. For more information, contact your local [Data Exchange Representative](#)
 - Contact EHR vendor to resolve any issues
- **My Turn**
 - **If you do not have an EHR capable of reporting to your local registry, MyTurn can automate the process for you. Please contact us [here](#) to get started**
 - Slides 25 - 37 in the appendix provide additional MyTurn information
 - MyTurn is updated regularly to collect and send required demographic and contact data to CAIR2, RIDE, SDIR

*Providers already manually entering data into CAIR2 may continue to do so.

Step 3

Confirm Where You'll Store Vaccines

Providers are required to store all vaccines according to CDC guidelines and record vaccine temperatures.

Pfizer Storage Details

COVID-19 vaccines must be kept within specific temperature ranges. Vaccine shelf life depends on your facility's storage equipment. Pfizer vaccine ships at ultra-low temperatures in thermal shippers packed with dry ice and monitored to track temperatures in transit. Plan accordingly.

Storage Equipment and Expected Pfizer Shelf Life	
Storage Unit	Maximum Shelf Life
Thermal shipper to freezer to refrigerator*	30 + 14 + 31 = 75 days
Standalone freezer only	14 days
Standalone refrigerator only	31 days
Freezer to refrigerator	14 + 31 = 45 days

If you will be ordering Pfizer vaccines, ensure you are properly trained to unpack and store it.

- Watch Pfizer's [Storage & Handling video](#) and review [Receiving & Storing Pfizer Vaccine](#) to learn how to receive a thermal shipper
- Ensure staff are trained on [use of dry ice PPE](#) before delivery
- Upon delivery, Point of Contact on the order will receive an email used to accept delivery and add contacts who will receive daily temperature monitoring alerts; ensure staff understand they will receive daily temperature reports and know how to respond
- Please note that Pfizer is the only vaccine currently approved for ages 12-18**
- *Locate a dry ice source before vaccine receipt if planning to use thermal shipping container to store vaccine for more than 5 days
 - Pfizer 450 dose packaging does not ship with dry ice recharge kit

** Please see next slide for information on expected Moderna approval

Moderna & Janssen Storage Details

COVID-19 vaccines must be kept within specific temperature ranges. Vaccine shelf life depends on your facility's storage equipment.

If you will be ordering Moderna vaccines, ensure you are properly trained to unpack and store it.

- Review [Receiving & Storing Moderna Vaccine](#) for details in preparation for receiving and storing Moderna vaccines.
- Please note that Moderna vaccine can be stored 30 days in the refrigerator, or in the freezer until expiration. Plan accordingly.
- Utilize the [TagAlert Indicator](#) feature to alert you if vaccines were exposed to out-of-range temperatures during transit.
- To check for expiration dates scan QR code on outer carton or look up expiration dates [online](#).
- Moderna is awaiting FDA approval for 12 to 17-year-olds; expected approval by July 31st.

If you will be ordering Janssen vaccines, there is no decision needed!

- This vaccine must be stored in the refrigerator, and until expiration.
- For additional details, please review [Receiving & Storing Janssen Vaccine](#) before receiving your first shipment.
- Each carton contains 10 multidose vials (50 doses), and each order requires a minimum of 2 cartons (100 doses).
- Unpunctured vials may be stored in a refrigerator between 2 and 8 degrees Celsius until expiration, and punctured vials may be stored in the same temperature range for up to 6 hours, or at room temperature for up to 2 hours.
- J&J is not currently shipping new Janssen vaccine in the US. Janssen is only available in the CDPH Vaccine marketplace in myCAvax.

Step 4

Prepare to Receive Time-Sensitive Emails

Receiving Time Critical Information

Location Coordinators will receive time sensitive emails regarding order confirmation, advance shipments notices of vaccine and ancillary kits, and temperature monitoring alerts. To ensure these emails are not sent to Spam or Junk mail add these critical senders to your contact list or have them Whitelisted.

Examples of Time Sensitive Communications

Notice of orders; alert to expect Vaccine shipments within 24-48 hours of the notice.

no-reply-mycavax@cdph.ca.gov

McKesson Moderna/Janssen vaccine order confirmation and advance shipment notices.

*CDCCustomerService@McKesson.com
CDCnotifications@Mckesson.com*

Confirmation of the ancillary kit shipment or status depending on vaccine brand.

*donotreply@pfizer.com
SNSSupport@McKesson.com*

Pfizer Vaccine Advance Shipment. including notice at time of vaccine shipment with tracking information, exceptions for either shipment delay or cancellation.

Pfizer.logistics@controlant.com

Controlant Monitoring. If storing Pfizer vaccines in thermal shippers, all temperature notifications and alerts will come from this email address.

ServicePfizer.logistics@controlant.com

Step 5

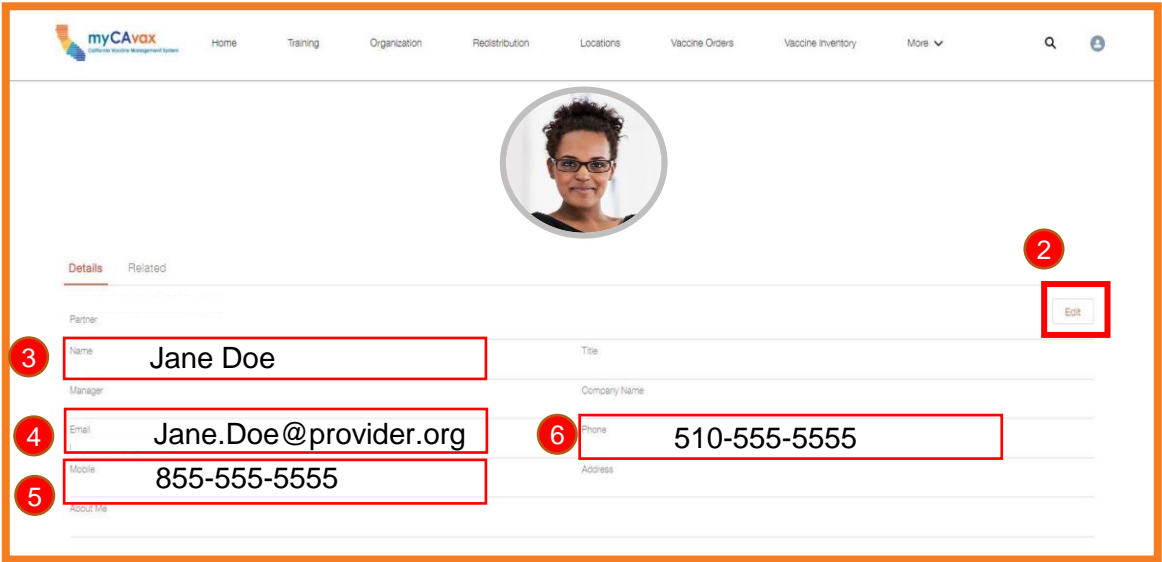
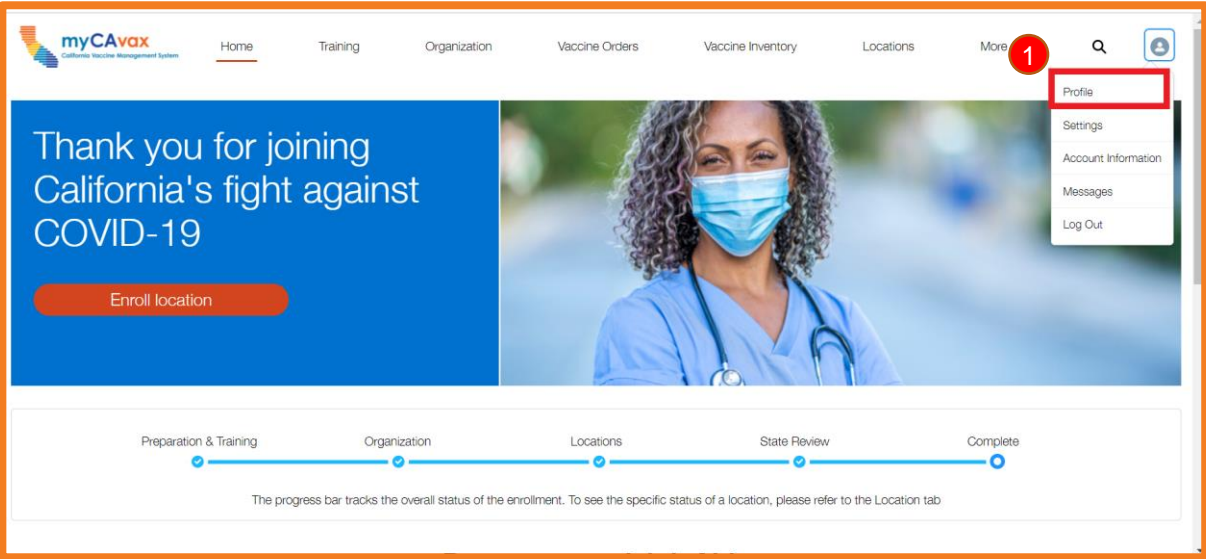
Confirm Contact Information is in myCAvax

Confirm Contact Information

All communication for the COVID-19 Vaccination Program will be transmitted through email or phone. All **Location Coordinators** should ensure that they have been correctly identified in the myCAvax system and that mobile phone numbers and emails are accurate. Please note that accounts with no activity after 30 days are inactivated, and the user must contact the myCAvax Help Desk to reactivate the account.

myCAvax Home Page

myCAvax Profile Page

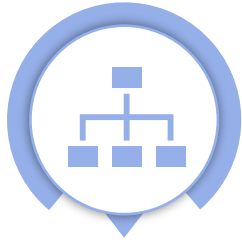


Step 6

Attend Training on myCAvax

Learn More About the myCAvax Features

myCAvax is a self-service platform that allows Providers an all-in-one application for managing locations, ordering vaccine, and filing reports for inventory management. Please find training resources on the bolded topics [here](#).



MANAGE LOCATIONS

- View location status(es) under the Locations tab
- **Organization Coordinators** can add individual locations by inviting new **Location Coordinators** to complete Section B of the CDC's COVID-19 Vaccination Provider Form
- Add bulk Locations by filling out the template provided in the Locations tab



ORDER VACCINE

- **Location Coordinators** can submit **Vaccine Order Requests** via the Vaccine Order tab for each location
- Orders submitted by 5pm on Monday will be delivered by the following Monday or Tuesday
- Vaccine Marketplace allows you to post short-dated vaccine or receive short-dated vaccine posted by other providers



VACCINE MARKETPLACE

- Forum for providers with excess vaccine inventory to redistribute their vaccine to providers able to short short-dated inventory
- LHDs will review requests within the Marketplace to help identify matches and coordinate with providers to ensure proper transport
- Learn more about the **Vaccine Marketplace** via the recorded training or reviewing the **Vaccine Marketplace FAQ**



INVENTORY MANAGEMENT

- Learn how to manage **Vaccine Inventory**
- **Location Coordinators** file reports to record:
 - [Transfers](#) and [redistributions](#) of vaccine inventory
 - [Spoiled, expired, or wasted doses](#)
 - [Shipment incidents](#)
 - [Temperature excursions](#) (when a vaccine is exposed to out-of-range temperatures)

FEATURES & FUNCTIONALITY

Training Sessions and On-Demand Resources

	Type	Links
Vaccine Order Requests	Vaccine Order Request Recorded Training	Here
Vaccine Marketplace Overview	Vaccine Marketplace Recorded Training	Here
	Vaccine Marketplace FAQs	Here
Vaccine Inventory Management	Vaccine Inventory Management Recorded Training	Here
	Transfers	Here
	Redistributions	Here
	Spoiled, Expired or Wasted Doses	Here
	Shipment Incidents	Here
	Temperature Excursions	Here
	Reporting Inventory to VaccineFinder (Daily)	Here

Step 7

Prepare Clinic Staff to Vaccinate

Must Have Roles

PROVIDER-DESIGNATED*

These are the roles that need to be filled by provider or organization staff



Organization Coordinator

After completing the provider enrollment, the Organization Coordinator should ensure that all locations are prepared for conducting vaccine operations, including that all staff are appropriately-trained and the facilities are prepared.



Location Coordinator

After completing the location enrollment and obtaining CDPH approval, the on-site Location Coordinator is responsible for ensuring all site staff are properly trained, ordering and maintaining vaccine inventory, and completing and implementing the site vaccine management plan.

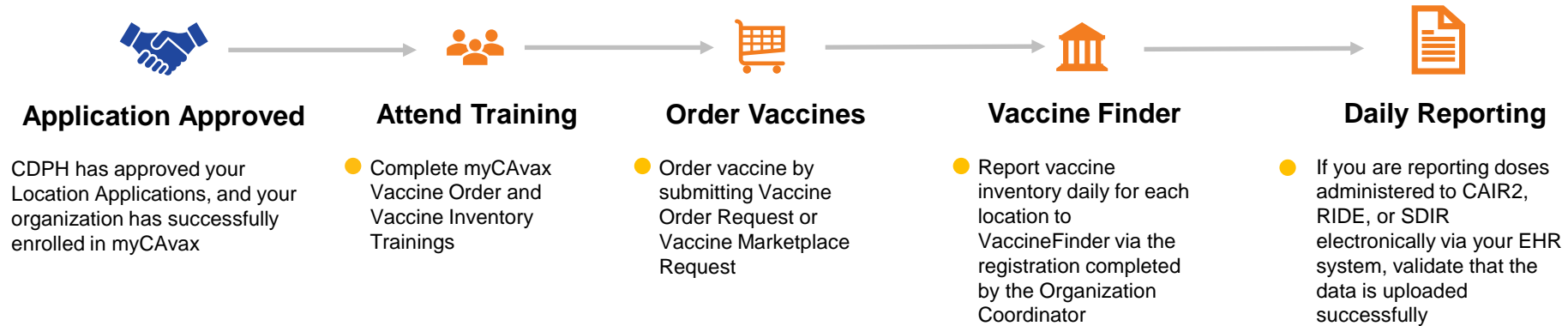


Location/Vaccine Coordinator

On-site point of contact who enrolls the provider location in myCAvax, completes Section B, and maintains daily vaccine operations at the provider site.

LEGEND

- Completed
- Next Steps
- Mandatory
- Optional
- Awareness
- Recommended



(EZIZ) Learning Resources

Required:

- [Vaccine Order Training](#) (30 minutes)
- [Vaccine Inventory](#) (1 hour)

Recommended:

- [What's New in myCAvax?](#) (30 minutes)

Complete Required CDPH Training for Providers

Providers and staff storing, handling, managing, or administering COVID-19 vaccines must complete the required training to meet federal and state requirements. OC's attest to training completion by key practice staff.

Training Information

Role	Time Commitment
Provider	15 min
Organization Coordinator *	~ 1 hour
Location Coordinator *	~ 1 hour

- Forward COVID-19 vaccination providers and key practice staff [this link](#) to complete training by role; complete CDC's Product Training (for any products your location will be administering), to ensure your practice is aligned on protocols for receiving, storing, preparing, administering, and managing vaccines.
- Keep a log of training completions with your COVID-19 documentation for potential site visits. We recommend tracking completion in your location [COVID-19 Vaccine Management Plan](#).

* Training for Organization and Location Coordinators should have been completed during the enrollment process

Complete CDC's Required Product Trainings

Prior to receiving vaccine shipments, complete CDC vaccine training for the products you will be administering to ensure staff is knowledgeable on the current protocols for receiving, storing, preparing, and managing vaccines as well as clinical guidance

Training Information

Vaccine Product	Time Commitment
Pfizer Vaccine	40 min
Moderna Vaccine	20 min
Janssen Vaccine	20 min

- Forward COVID-19 vaccination providers and key practice staff [this link](#) to complete CDC's Product Training.
- Vaccinators who do not plan on enrolling in the program to potentially receive vaccine doses and will only administer vaccine should review the technical training for new vaccinator. Non-traditional or expanded vaccinators should also review [these additional training requirements](#).

Step 8

Understand Your Reimbursement Options

Review Your Reimbursement Options

Please review the [COVID-19 Vaccine Reimbursement Quick Guide](#) for more information on the vaccine administration CPT codes and reimbursement/billing information by payor type including:

- 1 Medicare Fee-For Service and Medicare Advantage
- 2 Medi-Cal Fee-For-Service and Medi-Cal Managed Care
- 3 Commercial Plans Regulated by the Department of Managed Health Care
- 4 Insurers Regulated by the California Department of Insurance
- 5 ERISA plans
- 6 Uninsured Patients

*For questions/concerns regarding reimbursement or vaccine billing please contact CMA at memberservice@cmadocs.org or call (888) 401-5911

Step 9

Create Your Vaccine Management Plan

Create Your Vaccine Management Plan

Providers are required to maintain a vaccine management plan for routine and emergency situations to protect vaccines and minimize loss due to negligence. With your key practice staff, please complete, review, and sign the Vaccine Management Plan with the following sections:

Section 1	Important Contacts <i>Key practice staff and emergency & support personnel</i>
Section 2	Equipment Documentation <i>Vaccine Storage Units; Digital Data Loggers, Notifications, & Maintenance; Pfizer temperature monitoring</i>
Section 3	Roles & Responsibilities <i>Provider of Record, Vaccine Coordinator & Backup Vaccine Coordinator, Immunization Champion</i>
Section 4	Plan for Routine Situations <i>Initial equipment setup; daily, weekly, bi-weekly, monthly, and annual tasks; routine vaccine operations</i>
Section 5	Emergency Vaccine Management <i>Information and actions in the event of an emergency</i>
Section 6	Plan for Emergencies <i>Emergency checklists for before, during, and after an emergency</i>
Section 7	Training Log <i>Signature log for all staff with vaccine-related responsibilities to acknowledge they have completed the required training</i>
Section 8	Annual Signature Log <i>Signature log for all key practice staff to sign annually and when updating practice-specific information</i>

The Location Coordinator and Backup Coordinator are responsible for implementing this plan. Keep the plan near storage units and available for review by CDC or program staff during site visits.

Step 10

Complete the Readiness Assessment

Use the Checklist to Help Assess Readiness

Readiness Checklist



California COVID-19 Vaccination Program

A lot goes into preparing your practice to vaccinate your patients and community with the growing list of authorized COVID-19 vaccines. Before vaccines arrive, review this checklist of key tasks and available videos and job aids to make sure your practice is ready.

Task	Frequency	Provider	LHD	Job Aids
Before Vaccines Arrive				
Ensure key practice staff (storing, handling, managing, or administering COVID-19 vaccines) complete CDC's vaccine training for each vaccine product administered	Before receipt	Y	Y	What Healthcare Professionals Need to Know (CDC lessons for each vaccine includes storage & handling, preparation & administration, clinical guidance, and resources)
Review CDC's information guide to get familiar with ancillary kits and components	Before receipt	Y	Y	COVID-19 Vaccine Product Information Guide
Ensure providers complete the required training, and review EUA Fact Sheets for HCPs and CDC guidance	Before receipt	Y	Y	<ul style="list-style-type: none"> • Program Requirements (15 mins) • EUA Facts Sheets by Product • Interim Clinical Considerations • COVID-19 ACIP Vaccine Recommendations
Train vaccinators to inform patient/family of importance of dosing interval, 2 nd -dose reminder protocols, vaccination record card (take a picture in case lost)	Before receipt	Y	Y	<ul style="list-style-type: none"> • VaxTextSM COVID-19 Vaccination Second-Dose Reminder • V-safe After Vaccination Health Checker
Work with IT to ensure critical emails (e.g., advance order notice) aren't filtered to Junk or Spam folders	Before receipt	Y	Y	Critical Systems & Senders
If ordering Pfizer vaccine, ensure staff are trained on use	Before receipt	Y	Y	Dry Ice Safety for HCPs

- ❑ Before vaccine arrival review the [Readiness Checklist](#) to ensure your practice is ready to go.
- ❑ Bookmark the [COVID-19 Resource Page](#) to find Job Aids, Video Walk-throughs, Clinical Guidance, & Reporting

Additional Resources

Where can I go for additional help?

Updated 9.9.21

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.

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



myCAvax Help Desk

Dedicated staff provides 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 8AM–8PM, 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**: MyTurn.Clinic.HD@Accenture.com or (415) 621-9494: 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

Provider Onboarding Journey



Start

Receive email that your application has been approved by CDPH



1.

Register with VaccineFinder



2.

Confirm Readiness to Report Doses Administered Daily



3.

Confirm Where You'll Store Vaccines



4.

Prepare to Receive Time-Sensitive Emails



8.

Understand Your Reimbursement Options



7.

Complete Required CDPH Training for Each Role



6.

Attend Training on myCAVax



5.

Confirm Contact Information is in myCAVax



9.

Create Your Vaccine Management Plan



10.

Complete the Readiness Assessment



11.

Give Shots in Arms



12.

Sustainment and Launch Future Clinics

Day in the Life Activities after Onboarding



Order Vaccines

- ✓ Place Order Requests online at myCAvax (weekly or as needed)



Store Vaccines

- ✓ Monitor storage unit temperatures (twice daily)
- ✓ Report any vaccine management events at myCAvax (same day)



Manage Inventory

- ✓ Report doses on hand to VaccineFinder (daily)
- ✓ Rotate stock; monitor expiration dates (weekly)



Administer Vaccines

- ✓ Follow CDC guidelines (routine)
- ✓ Report doses administered (daily)
- ✓ Report any adverse events (immediately)

My Turn (Optional)

My Turn Features

My Turn is a platform that allows Providers an all-in-one application for clinic management, dose administration, dose reporting, and public or walk-in registration for vaccine clinics



TYPES OF CLINICS

- Scheduled
 - Visible to public on My Turn
- Coded
 - Visible on My Turn only to patients with an individual code or master code
- Walk-In
 - Fully closed for clinic's use
 - Public clinic visible to general population



GENERAL FEATURES

- Automatic dose reporting to IIS every 1-4 hours (depending on the time of day)
- Virtual Assistant that helps send SMS and email notifications, and appointment reminders
- Manage appointments
 - Bulk upload appointments
 - Bulk cancel appointments
 - Bulk update appointments
- Public and Clinic Call Centers available for support



REPORTING

- Report data for doses administered directly to your local immunization registry (CAIR2, SDIR, or RIDE)
- Accessible and Exportable Reports:
 - Clinic Reports
 - Appointment Reports
 - Patient Reports
 - Vaccines Administered
 - Clinic Capacity Report
 - Many more!



MY TURN VOLUNTEER

- Volunteer Registration
- Recruit, Vet and Match Support
- Request Medical and General Support Volunteers
- At no cost, value added application for those who are utilizing My Turn Clinic

My Turn Onboarding

Full My Turn Functionality

Overview: Organizations use the My Turn system for scheduling appointments, recording the administration of vaccines and automated reporting. In addition, organizations can self manage their user set-up, appointments, and operational reports. By using MyTurn Clinic providers will have automated reporting of all required data to their Local Immunization Registry.

A full service My Turn support team is available for providers to help setting up MyTurn and assisting in operations. If interested, please reach out to the My Turn Onboarding Team at MyTurnOnboarding@cdph.ca.gov .



Training Sessions and On-Demand Resources

	Type	Links
My Turn Onboarding	Intro to My Turn Onboarding Session	Here
	My Turn / myCAvax Office Hours Session	Here
My Turn	Clinic Manager	Here
	Vaccine Administrator (VA) / VA Assistant	Here
	What's New in My Turn Session	Here



My Turn Volunteer (Optional)

My Turn Volunteer



My Turn Volunteer connects medical personnel and the general public with volunteer opportunities around the state.

Depending on their volunteer status, **volunteers can assist with:**

- Vaccine Prep
- Administration and Observation
- Greeting, Registration and Management
- Community Outreach and encouragement
- Showing others how to check eligibility and make an appointment

Current Features & Functionality

Shift Scheduling

- ✓ Clinic Admin to assign Volunteer Director for a clinic
- ✓ Volunteer Directors can assign Volunteer Managers
- ✓ Volunteer Director can create and define volunteer types by shift, can review shifts
- ✓ Volunteers can search for, select, sign-up for shifts

Communications

- ✓ Notify Volunteer Director & Vol. Manager when assigned a clinic
- ✓ Notify volunteers when a registration is declined / accepted / clinic canceled
- ✓ Notify volunteers 72-48-24 hours before a shift, & thank you
- ✓ On-demand email to volunteers

Reporting

- ✓ Volunteer need dashboard
- ✓ Volunteer Director views & of sign-ups/show-ups
- ✓ Volunteer Director training completion summary
- ✓ Clinic Summary Dashboards

General

- ✓ Volunteer registration even if no shifts available
- ✓ Medical License verification for Medical volunteers
- ✓ Volunteer registration pending until training/vetting complete
- ✓ Training content for Medical volunteers and General Support volunteers

My Turn Roles (Optional)

Must Have Roles

PROVIDER-DESIGNATED*

These are the roles that need to be filled by provider or organization staff



Clinic Manager

Oversees general clinic operations by using My Turn to set up clinics, add Vaccine Administrators and other My Turn users, add vaccine inventory and supply, send SMS notifications to residents, view aggregate data, and export reports.

Provider Role: Nurse Supervisor, Operations Manager



Vaccine Administrator

Uses My Turn to check in patients, enter vaccine administration data, document adverse reactions, add walk-in appointments, reschedule, cancel, or update appointments, and edit patient vaccine records.

Provider Role: Nurse, Medical Assistant

Clinic Manager

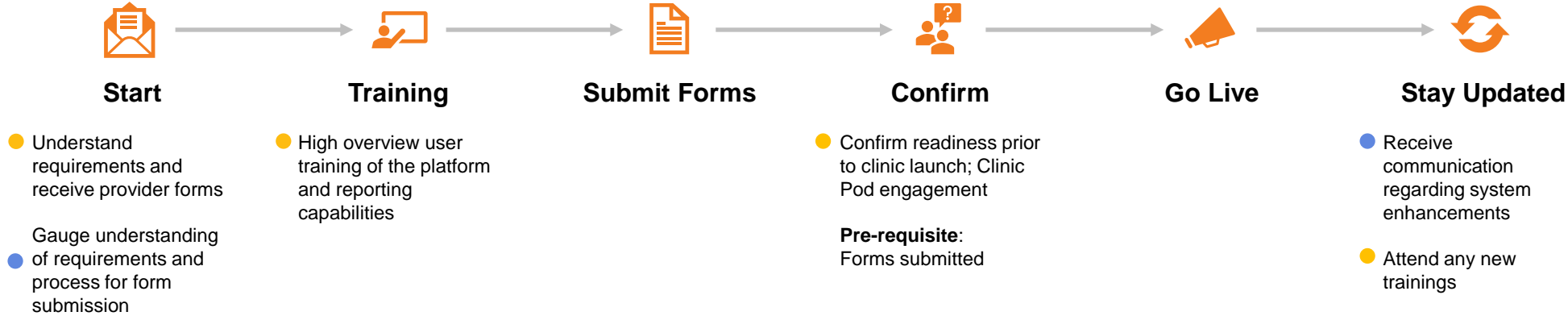


Uses My Turn Clinic to create and manage clinics, add vaccine inventory and supply, schedule hours of operation, add vaccine administrators, send SMS notifications to patients, view aggregate data, and view and export reports.

Estimated initial time commitment:
6-8 hours

LEGEND

- myCAvax
- My Turn
- Other
- Mandatory
- Optional
- Awareness



(EZIZ) Learning Resources

- Required:**
- [My Turn Onboarding](#) (1 hour)
 - [Clinic Manager Training](#) (2 hours)
- Recommended:**
- [Other My Turn trainings](#)

Vaccine Administrator/ VA Assistant

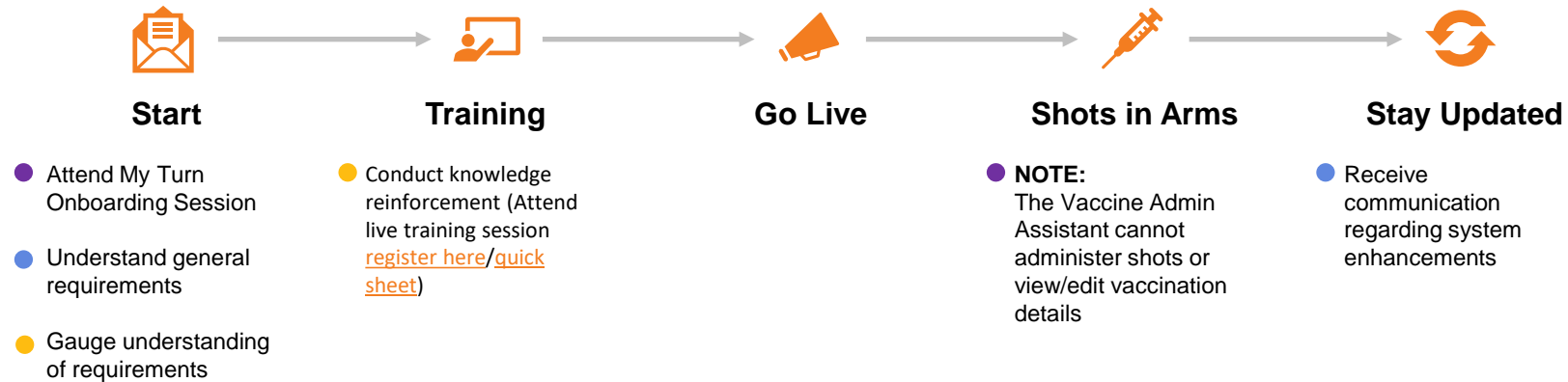


Uses My Turn Clinic to check in registered patients, add individual and bulk walk-in appointments, reschedule, cancel, or bulk update appointments, and edit a patient's vaccine record

Estimated initial time commitment:
1-2 hours

LEGEND

- myCAvax
- Mandatory
- My Turn
- Optional
- Other
- Awareness



(EZIZ) Learning Resources

Required:

- [My Turn User Training](#) (1 hour)

Recommended:

- [My Turn Onboarding](#) (1 hour)

Thank you!