

Welcome to the California COVID-19 Vaccination Program MCE Office Hours

Discussion document

July 28, 2021

Welcome

TPA transition to an advisory role

General announcements and order process review

Q&A

Align on future communication forums



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 Participants:

Please access today's slides and archived presentations

at: <https://eziz.org/covid/education/>

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With the enormous gains California has achieved just in the past few months enabling anyone who wants to receive the COVID-19 vaccine to get vaccinated, the State and Blue Shield have agreed that the time is right for Blue Shield to transition from its role as third-party administrator (TPA) to an advisory role, as needed.

California Department of Public Health (CDPH) will resume leading the day-to-day operations and oversight of the State's COVID-19 Vaccine Program.

Changes in the vaccine ordering and administration program are outlined in the next page



Source: State COVID-19 Vaccine ordering working group

Activity

Description



Ordering

No change, current order-based system will stay in place. Providers may place orders in myCAvax to be reviewed by LHDs.



Reporting

No change, administration reporting requirements into state immunization registries will remain as before



Enrollment and onboarding

No change, the current provider enrollment and onboarding process remains same as before. See details here - <https://eziz.org/covid/enrollment/>. A TPA contract is no longer required to receive and administer vaccines



TPA Contract

TPA contracts will terminate in the coming months. TPA will send notification to providers in the coming weeks. Providers and LHDs may continue administering vaccine as before.



Communication channels

Email boxes monitored by the TPA will be transitioned to the CDPH COVID call center. All allocation and order-related inquiries may be directed to covidcallcenter@cdph.ca.gov (833) 502-1245

Source: State COVID-19 Vaccine ordering working group

Type of support

Description



General program related questions from Providers / LHDs / MCEs

As of July 21, all general program, order-related, allocation, and TPA provider-related questions can be directed towards the CDPH COVID call center

covidcallcenter@cdph.ca.gov
(833) 502-1245



Order and allocation-related questions



TPA Provider Agreement inquiries

Note, the TPA is no longer contracting new providers as a TPA agreement is no longer required to receive vaccine allocation



myCAvax related inquiries including enrollment, webinar training schedule, and status inquiries or changes

Dedicated staff are available to support at **the myCAvax help desk:**
myCAvax.HD@Accenture.com or (833) 502-1245, option 2



My Turn / My Turn Clinic help desk including onboarding and technical support

For those in **the My Turn onboarding process**, contact myturnonboarding@cdph.ca.gov
For **technical support**: MyTurn.Clinic.HD@Accenture.com; (415) 621-9494
Job aids, demo, and training opportunities: <https://eziz.org/covid/myturn/>

Source: State COVID-19 Vaccine ordering working group

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Current products available to order via myCAvax:

- Pfizer 450
- Moderna 140

Pfizer 1170, and Moderna 100 are no longer available from the CDC. Please order Pfizer 450 and/or Moderna 140 instead

Janssen is not currently available due to supply shortages

Please enroll your VFC providers in the vaccine program!

Planning for Fall: Pediatric Immunizations & the CA COVID-19 Vaccination Program

Wednesday, July 28, 2021

Presentation: 12:00 PM – 1:00 PM PT

Q&A Session: 1:00 PM – 1:30 PM PT

[Register here](#)



Have questions about the CalVaxGrant application or want more information on the grant process?

Physician medical practices with no more than 200 physicians within the organization are eligible

Register for any of PHC's upcoming one-hour webinars:

Friday, July 30, 2021, 1PM – 2PM PT

[Register here](#)

Monday, August 9, 2021, 9AM – 10AM PT

[Register here](#)



Source: State COVID-19 Vaccine ordering working group

- We are expecting that J&J will receive another 45-day expiry extension
- If this happens, the full shelf life of the vaccine would be 6 months
- There is a large amount of J&J expiring August 7, and we expect the extension to be announced close to that date
- Please don't pre-emptively dispose of the vaccine expiring early August!
- If the decision regarding the J&J extension is delayed or denied, CDC recommends disposing of expired vials held **at provider sites** to avoid accidental administration of expired vaccine.
- Doses at MCE Depots: If the vaccine is being held at a depot where doses can be appropriately quarantined at the proper temperature, we may ask to continue to store vaccine pending FDA approval of the expiration date extension.



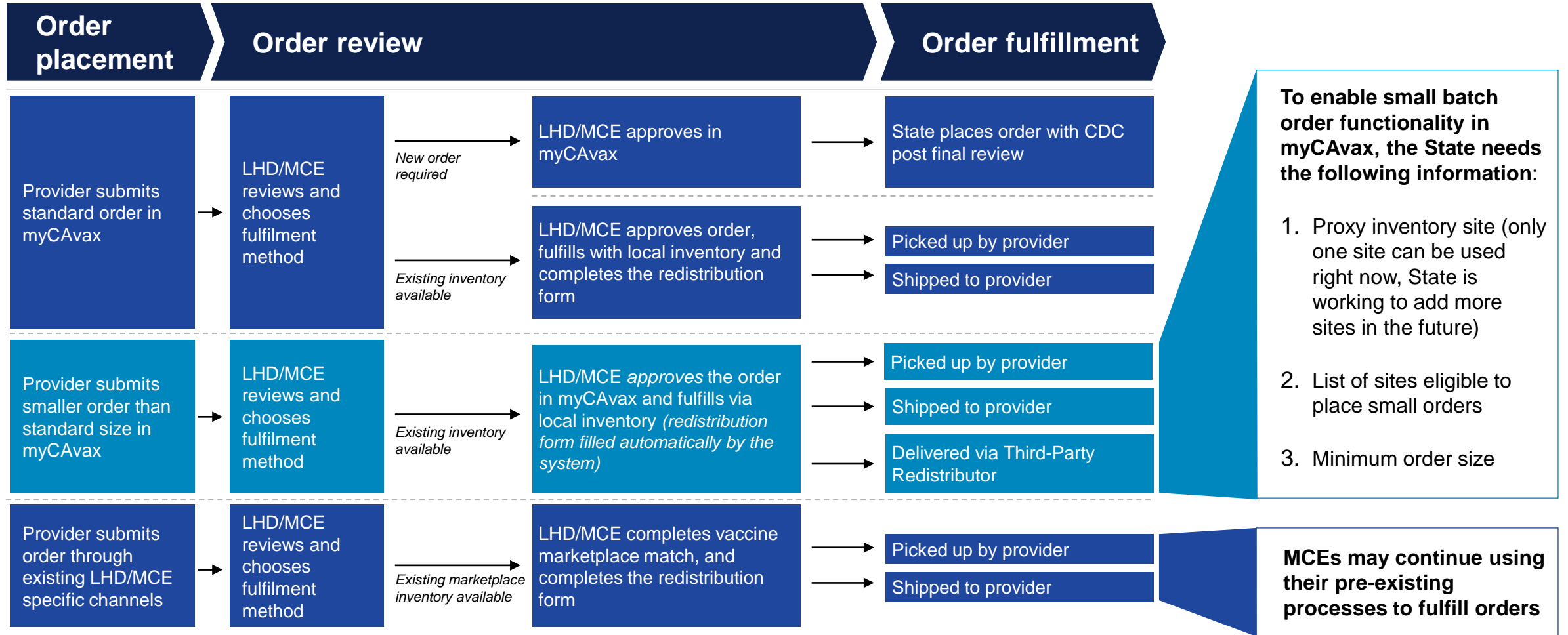
Order process overview (1/2)

- MCEs are still responsible for reviewing and approving orders for providers/sites listed as part of your organizations in myCAvax
- Please make sure your sites have all of the doses they need, and that you are reviewing new orders for vaccine on a weekly basis
- If you need additional virtual inventory, please email CovidCallCenter@cdph.ca.gov

Source: State COVID-19 Vaccine ordering working group

Existing processes that will continue

New process available since 7/9



Source: State COVID-19 Vaccine ordering working group

To activate small batch order functionality

Please submit the following information to
CovidCallCenter@cdph.ca.gov:

1. Which site will be used for inventory management?
2. Which of your sites should be eligible to place small batch orders?
3. What is the smallest order size your sites should be able to place for each brand (e.g., 1 vial of Pfizer, 5 vials of Moderna, etc.)?

The Third-Party Redistributor will only be available for orders fulfilled via small batch order process

You should have received a survey regarding your preference to use the Third-Party Redistributor to fulfill orders. Please contact CovidCallCenter@cdph.ca.gov if you have not received it

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- How is the current ordering process going?
- How have small order/ redistribution processes worked for you? Would you like to make any changes?
- Do you feel prepared for the potential uptick in vaccine demand as the school year starts, and to meet the State's employee vaccination mandate?
- How can the State better support you?

Source: State COVID-19 Vaccine ordering working group

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COVID-19 Vaccination Program Webinars and Training for Providers: Week of July 27, 2021

Note: Calendar subject to change

	Monday 7/26	Tuesday 7/27	Wednesday 7/28	Thursday 7/29	Friday 7/30
myCAvax	myCAvax Vaccine Order Request – with Q&A 10 am – 10:30 am PT PW: myCAvax2021!	What's New in myCAvax 12:30 – 1:00 pm PT PW: myCAvax2021!	Provider 101 Enrollment 10 am – 11 am PW: myCAvax2021! Afternoon TEACh: Planning for Fall: Pediatric Immunization and the California COVID-19 Vaccination Program 12 pm – 1:30 pm PT		
MyTurn		Introduction to My Turn Onboarding 1 pm – 2 pm PT		Introduction to My Turn Onboarding 1 pm – 2 pm PT	
Combined Office Hours	My Turn and myCAvax Office Hours 1 pm – 2 pm PT		My Turn and myCAvax Office Hours 12 pm – 1 pm PT PW: Immunize2020!		Provider Office Hours 9 am – 10 am PT PW: Immunize2021!
CalVax Grants					CalVaxGrant Application Webinar 10 am – 11 am PT

Help	Website: www.eziz.org/covid , FAQs General email: covidcallcenter@cdph.ca.gov CDPH Provider Call Center: 1-833-502-1245, 8am-6pm PT	My Turn email: myturnonboarding@cdph.ca.gov myCAvax Help Desk: myCAvax.HD@accenture.com Phone: (833) 502-1245, option 2
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Source: State COVID-19 Vaccine ordering working group; Last updated 7/22/21

CDPH currently hosts several weekly forums which MCEs can attend (as shown in the table to the left)

Please reach out to **CovidCallCenter@cdph.ca.gov** to get invited to the weekly series if you do not have the information already

We will also be contacting you shortly to confirm correct points of contact for order-related questions

Poll questions – please type your answers into the Zoom chat

1 Would it be helpful to hold an MCE specific forum?

a) Not at all – existing forums are sufficient

Preferred →

b) Monthly

c) Ad hoc meetings as needed

d) Other (please suggest)

2 What types of information would be most helpful for you as MCEs?

Links from the Meeting:

Vaccine Marketplace information on EZIZ: <https://eziz.org/covid/vaccine-management/#Marketplace>

TPR message: <http://www.icontact-archive.com/archive?c=1685203&f=9345&s=18845&m=200322&t=d5d015e4788f297ec3d6b7891198a53fcca5a1742d50d1e37d378774c06114fa>

Job Aid: Ordering Vaccines - <https://eziz.org/assets/docs/COVID19/IMM-1298.pdf>

Provider FAQs: <https://eziz.org/assets/docs/COVID19/Vax58ProviderFAQs.pdf>

- Answers to Provider questions
- Updated weekly: Last updated 07.22.2021
- Currently in its 29th iteration!

New Q: *Have COVID-19 vaccine reporting requirements changed for COVID-19 vaccine Providers, now that Blue Shield of California has transitioned from its role as third-party administrator?*

A: COVID-19 vaccine reporting requirements have not changed for COVID-19 Providers. Within 24 hours of administering COVID-19 doses, Providers should continue to report [doses administered](#) to their local immunization registry, submit [race and ethnicity](#) for every vaccinated patient, and report COVID-19 vaccine [doses in daily inventory](#) to the [VaccineFinder](#) website.

New Q: *Can COVID-19 Providers who signed the TPA agreement continue to place vaccine orders and administer vaccines?*

A: Yes. COVID-19 Providers who signed the TPA agreement can continue to place vaccine orders in myCAvax and administer vaccines. Vaccine orders will be approved by Local Health Jurisdictions and the California Department of Public Health. For more information, please visit [Ordering Vaccines](#).

New Q: *Where can I find guidance on K-12 schools returning to in-person instruction safely?*

A: The CDC and the California Department of Public Health released guidance to enable all schools to safely provide full in-person instruction to all students. In general, K-12 students and staff are required to wear masks indoors. Masks are optional outdoors but are recommended in crowded outdoor settings. Some school districts may opt to make mask-use universally required in schools. For more information, please visit [COVID-19 Public Health Guidance for K-12 Schools](#) and [CDC Guidance: K-12 Schools](#). K-12 guidance for parents can be found at [Safe Schools Parent Page](#).

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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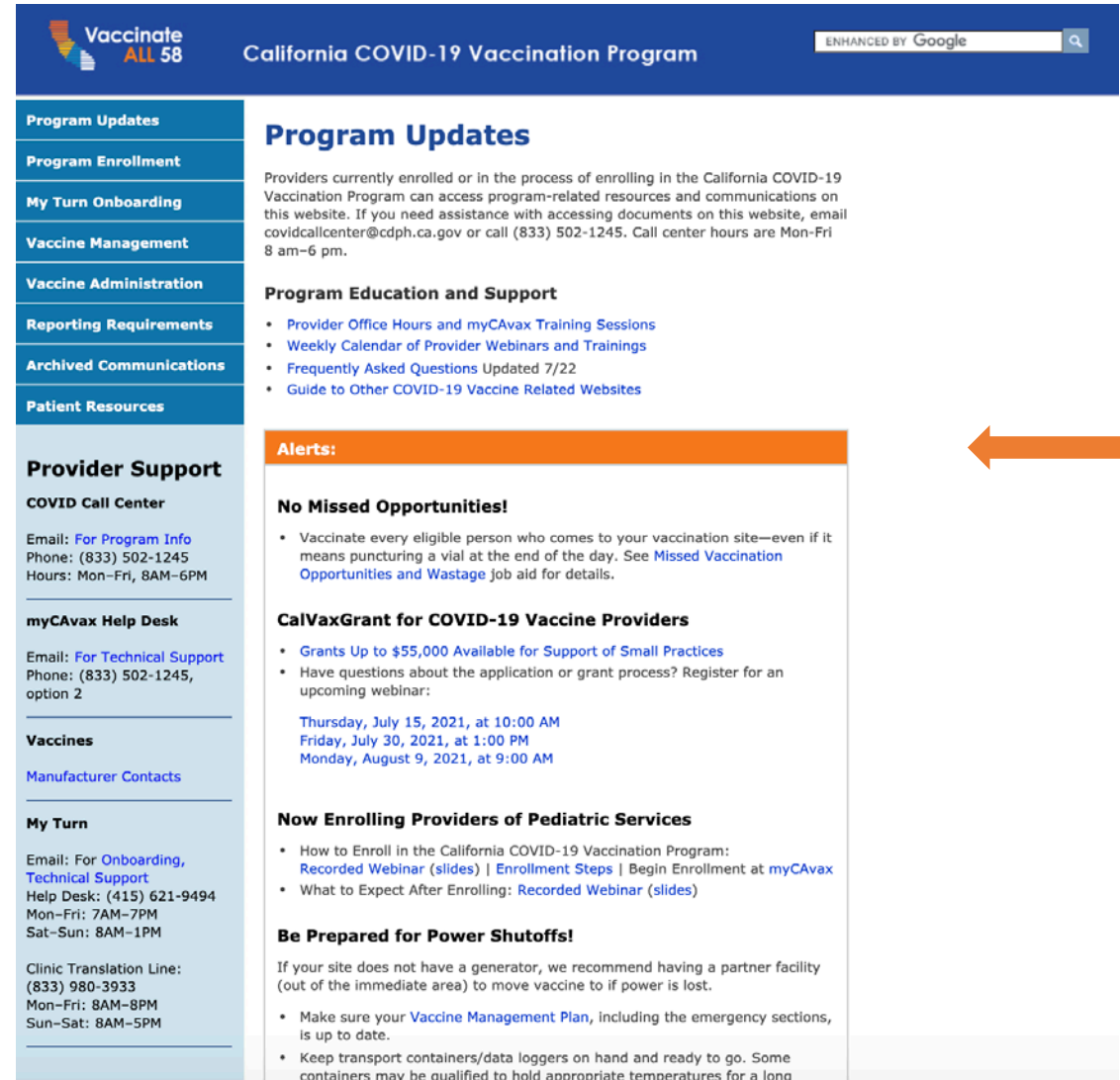
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[Provider FAQs on EZIZ](#)

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!

Vaccinate ALL 58 California COVID-19 Vaccination Program ENHANCED BY Google

Program Updates

Providers currently enrolled or in the process of enrolling in the California COVID-19 Vaccination Program can access program-related resources and communications on this website. If you need assistance with accessing documents on this website, email covidcallcenter@cdph.ca.gov or call (833) 502-1245. Call center hours are Mon-Fri 8 am-6 pm.

Program Education and Support

- [Provider Office Hours and myCAvax Training Sessions](#)
- [Weekly Calendar of Provider Webinars and Trainings](#)
- [Frequently Asked Questions Updated 7/22](#)
- [Guide to Other COVID-19 Vaccine Related Websites](#)

Alerts:

No Missed Opportunities!

- Vaccinate every eligible person who comes to your vaccination site—even if it means puncturing a vial at the end of the day. See [Missed Vaccination Opportunities and Wastage](#) Job aid for details.

CalVaxGrant for COVID-19 Vaccine Providers

- [Grants Up to \\$55,000 Available for Support of Small Practices](#)
- Have questions about the application or grant process? Register for an upcoming webinar:

Thursday, July 15, 2021, at 10:00 AM
Friday, July 30, 2021, at 1:00 PM
Monday, August 9, 2021, at 9:00 AM

Now Enrolling Providers of Pediatric Services

- How to Enroll in the California COVID-19 Vaccination Program: [Recorded Webinar \(slides\)](#) | [Enrollment Steps](#) | Begin Enrollment at [myCAvax](#)
- What to Expect After Enrolling: [Recorded Webinar \(slides\)](#)

Be Prepared for Power Shutoffs!

If your site does not have a generator, we recommend having a partner facility (out of the immediate area) to move vaccine to if power is lost.

- Make sure your [Vaccine Management Plan](#), including the emergency sections, is up to date.
- Keep transport containers/data loggers on hand and ready to go. Some containers may be qualified to hold appropriate temperatures for a long



Source: State COVID-19 Vaccine ordering working group; Last updated 7/22/21