

# Welcome to California COVID-19 Vaccination Program Friday Provider Office Hours

Friday, April 1, 2022

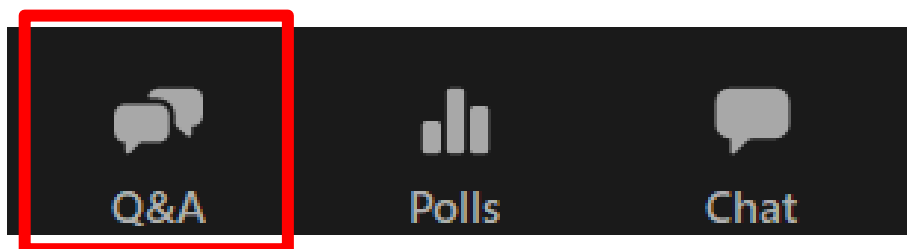


**Vaccinate ALL 58**

Together we can end the pandemic.

# Provider Office Hours Q&A

**During today's session, please use the Q&A panel to ask your questions so our subject matter experts can respond directly.**



# Housekeeping

## 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 Attendees:



Today's session is being recorded. Access today's slides and archived presentations at:  
<https://eziz.org/covid/education/>



If you have technical difficulties, please contact [Rachel.Jacobs@cdph.ca.gov](mailto:Rachel.Jacobs@cdph.ca.gov)

# Agenda: Friday, April 1, 2022

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 – 9:05
2	Vaccine Administration	Elizabeth Reosti (CDPH)	9:05 – 9:10
3	Department of Healthcare Services	Yingjia Huang (DHCS)	9:10 – 9:15
4	Clinical Update	Caterina Liu, M.D. (CDPH)	9:15 – 9:20
Survey and Q&A			9:20 – 9:30
5	Storage & Handling	Kate McHugh (CDPH)	9:30 – 9:35
6	Vaccine Management	Eric Norton and Claudia Aguiluz (CDPH)	9:35 – 9:45
7	Wrap Up & Resources	Leslie Amani (Moderator)	9:45 – 10:00
Q&A			

# Announcements

Leslie Amani, CDPH

# Crucial COVID-19 Conversations Upcoming Webinars

Please join Dr. Atul Nakhasi, co-founder of [#ThisIsOurShot](#), for a webinar training on talking to **colleagues** about COVID-19 vaccines.

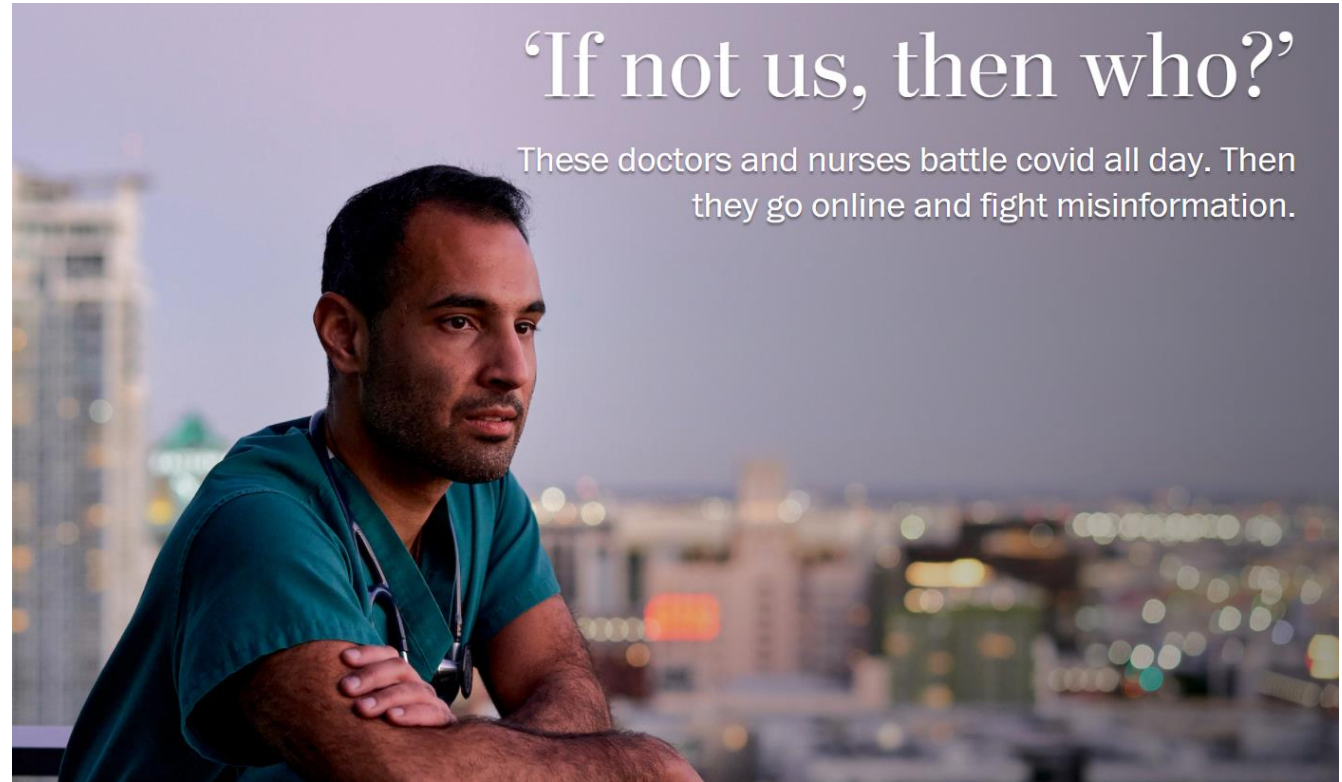
**When:** Friday, April 15 at 12:00PM-1:00PM

[Register here!](#)

The following week, please join Dr. Eric Ball, pediatrician, for a webinar training on talking to **parents** about COVID-19 vaccines for children.

**When:** Friday, April 22 at 12:00PM-1:00PM

[Register here!](#)



# Pfizer COVID-19 Vaccine Medical Updates & Training Sessions



April 2022 dates have been added!

Date & Time (linked)	Password
<a href="#">Tuesday, April 5 - 12PM</a>	rdPJ3ZKVf49
<a href="#">Wednesday, April 6 - 9AM</a>	e3pJQmizR32
<a href="#">Thursday, April 7 - 9AM</a>	vbKK2Dbs38j
<a href="#">Tuesday, April 12 - 12PM</a>	gaKVvMUP733
<a href="#">Wednesday, April 13 - 9AM</a>	mkP722m68GC
More sessions listed! NOTE: All times listed here are P.S.T.	

For providers and immunization staff personnel. **Please attend one of these sessions!**

## Updated Session Format!

- Medical updates, including recent updates to the CDC Interim Clinical Considerations
- Overview of healthcare provider resources
- Storage, handling, and administration for:
  - Ages 5 through 11 Years
  - Ages 12 Years and Older

# CA Digital COVID-19 Vaccine Record



Digital COVID-19  
Vaccine Record

## Welcome to the Digital COVID-19 Vaccine Record (DCVR) portal

Get a digital copy of your vaccine card. Just enter a few details below to get a link to a QR code. Save it on your phone and use it as proof of vaccination wherever you go.

If you are a parent or guardian and have multiple vaccine records associated with a single mobile number or email address, enter each digital vaccine record request separately.

NOTE: If you received your vaccinations from a federal agency (e.g., Department of Defense, Indian Health Services, or Veterans Affairs), you will need to contact those agencies for assistance with your vaccination record.

If you have questions about your Digital COVID-19 Vaccine Record [CA DCVR FAQs](#)




# Stay informed!

## Provider Resources on [eziz.org/covid](https://eziz.org/covid)

### Frequent Content Updates:

- Alerts
- Program Enrollment
- My Turn Onboarding
- Reporting Requirements
- Patient Resources
- Archived Communications
- Education & Support Materials
- More to explore!

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California COVID-19 Vaccination Program

POWERED BY Google

Program Updates

Program Enrollment

My Turn Onboarding

Vaccine Management

Vaccine Administration

Reporting Requirements

Archived Communications

Patient Resources

**Provider Support**

**COVID Call Center**

Email: [Program Info](#)

Phone: (833) 502-1245

Hours: Mon-Fri, 8AM-6PM

Contact us for questions about the program or help with accessing documents.

**myCAvax and My Turn**

Email: [myCAvax Technical Support](#)

[MyTurn Onboarding](#), [MyTurn Technical Support](#)

Phone: (833) 502-1245

Mon-Fri, 7AM-7PM

Sat-Sun, 8AM-1PM

**My Turn Clinic Translation Line:**

(833) 980-3933


Mon-Fri: 8AM-6PM


Sun-Sat: 8AM-5PM


**Vaccines**


[Manufacturer Contacts](#)

Updates for Providers

FAQs

Provider Office Hours

myCAvax Training

Training Calendar

**Alerts:**

**Vaccine Expiration**

- Janssen (Johnson & Johnson) Expiration Extension
- March & April COVID-19 Vaccine Expiration Dates

**Updated Vaccination Schedule**

- COVID-19 Vaccine Timing by Age (Eligibility Chart)
- Spanish: Calendario de la Vacuna COVID-19 por Edad (Tabla de Elegibilidad)
- COVID-19 Vaccine Timing for 2nd Dose
- COVID-19, Myocarditis, and Vaccines Fact Sheet

**Now Enrolling Providers of Pediatric Services**

- Infographic: MAKE NO MISTAKE-COVID-19 Is A Childhood Illness
- Benefits for Primary Care Providers
- Find Information on How to Enroll
- Mis-Disinformation "6 Myths" Provider Poster
- Welcome VFC Providers | Flyer | VFC vs. COVID Programs

**Other New Resources**

- Requesting COVID-19 Vaccination Staff

**Featured Resources**

**Hear It. Clear It.**

If you see or hear of any vaccine-related rumors within the communities you serve, share them with our Trust and Safety team via the CDPH Rumors Inbox at [rumors@cdph.ca.gov](mailto:rumors@cdph.ca.gov).

**Tools to Avoid Vaccine Mix-Ups:**

- Comparison Guide of COVID-19 Vaccine Products
- COVID-19 Vaccine Timing by Age (Eligibility Chart)
- Vaccine Administration Checklist
- Preventing Administration Errors
- Coadministration of COVID-19 Vaccine with Other Vaccines | Tips | Preteens

**Vaccine Management:**

- Ordering Vaccines | Ordering & Distribution Cadence
- Receiving Small Orders from Third Party Redistribution (TPR)
- Vaccine Management Checklist
- Reporting Doses Spoiled, Expired, or Wasted (including Moderna booster doses)
- Download the Ancillary Kit Configuration Tool (helps calculate number of items to pack for number of doses being redistributed)
- Pfizer Trainings

**Vaccination Guidance:**

# COVID-19 Vaccine Provider FAQs

- Answers to provider questions
- Updated weekly: last updated 3/31/2022
- Currently in its 65th iteration!



**Q: Where can COVID-19 vaccine Providers find second booster dose information for the mRNA COVID-19 vaccines?**

A: During the week of March 28, 2022, the FDA, CDC, and Western States Scientific Safety Review Workgroup released the following recommendations:

- A second booster dose of the Pfizer or Moderna vaccine may be administered to individuals 50 years of age and older at least 4 months after receiving the first booster dose.
- A second booster dose of the Pfizer vaccine may be administered to immunocompromised individuals 12 years of age and older at least 4 months after receiving the first booster dose.
- A second booster dose of the Pfizer or Moderna vaccine may be administered to individuals who received a primary vaccine and booster dose of Janssen (J&J) four months previously.

Please see the [CDC Interim Clinical Con Release](#), [CDC News Release](#), [Western S Release](#) for further information.



**Q: Can COVID-19 vaccine Providers submit reimbursement claims for COVID-19 vaccine administration costs for uninsured individuals?**

A: Currently, the U.S. Health Resources & Services Administration plans to stop accepting COVID-19 vaccine reimbursement claims on April 5, 2022. However, this funding may be extended. Until determined, COVID-19 vaccine Providers can submit reimbursement claims through the California Department of Health Care Services' [COVID-19 Uninsured Group Program](#). For questions about the COVID-19 Uninsured Group, please email [COVID19Apps@dhcs.ca.gov](mailto:COVID19Apps@dhcs.ca.gov). Please note: The [\\$40 reimbursement rate for patients with Medicare/Medi-Cal](#) is not affected by this funding and is still in effect.

## 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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[Provider FAQs on EZIZ, Updated Weekly](#)



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# COVID-19 Vaccination Program Webinars and Training for Providers

Week of April 4, 2022

Note: Calendar subject to change

	Monday 4/4	Tuesday 4/5	Wednesday 4/6	Thursday 4/7	Friday 4/8
myCAvax	<a href="#">Vaccine Order Request with Q&amp;A</a> 10:00 am – 10:30 am		<a href="#">VFC Webinar: Billing &amp; Reimbursement</a> 12:30 pm – 1 pm		<a href="#">Provider Office Hours</a> 9:00 am – 10:00 am
My Turn			<a href="#">What's New in My Turn</a> 4:00 pm – 5:00 pm		
Combined Office Hours and Events	<a href="#">My Turn and myCAvax Office Hours</a> 12 pm – 1 pm	<a href="#">Pfizer BioNTech COVID-19 Vaccine Training &amp; Education*</a> 12:00 pm – 1:00 pm PW: rdPJ3ZKVf49	<a href="#">Pfizer BioNTech COVID-19 Vaccine Training &amp; Education*</a> 9:00 am – 10:00 am PW: e3pJQmizR32	<a href="#">Pfizer BioNTech COVID-19 Vaccine Training &amp; Education*</a> 9:00 am – 10:00 am PW: vbKK2Dbs38j	
<i>* Pfizer BioNTech COVID-19 Vaccine Training &amp; Education topics vary by day and include the latest information about vaccine storage, handling, preparation, and administration; recent medical updates, healthcare provider resources, and a Q&amp;A session</i>					
View On Demand	<ul style="list-style-type: none"><li><a href="#">Intro to My Turn Onboarding</a> (v. 1/4/22)</li><li><a href="#">Latest Features in My Turn</a> (*Requires My Turn Login)</li></ul>		<ul style="list-style-type: none"><li><a href="#">Latest Features in myCAvax for Providers</a> (*Requires My Turn Login)</li><li><a href="#">myCAvax Release Notes for LHJs and CDPH Users</a> (*Requires myCAvax Login)</li></ul>		<ul style="list-style-type: none"><li><a href="#">Provider 101 Account Enrollment: Section A: Organization Application</a> (v. 10/21/21)</li><li><a href="#">Provider 101 Account Enrollment: Section B: Location Application</a> (v. 10/21/21)</li><li><a href="#">Provider Office Hours and MCE Office Hours Archived Sessions</a></li></ul>

Help

Website: [www.eziz.org/covid](http://www.eziz.org/covid), [FAQs](#)  
General email: [covidcallcenter@cdph.ca.gov](mailto:covidcallcenter@cdph.ca.gov)  
CDPH Provider Call Center: 1-833-502-1245, 8am-6pm

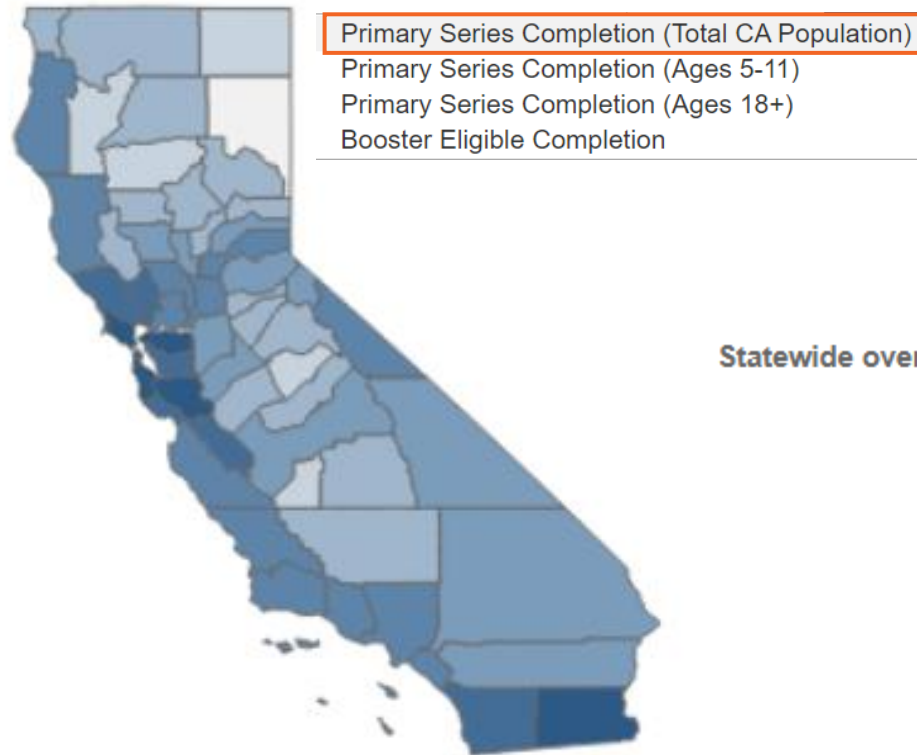
My Turn email: [myturnonboarding@cdph.ca.gov](mailto:myturnonboarding@cdph.ca.gov)  
myCAvax Help Desk Email: [myCAvax.HD@accenture.com](mailto:myCAvax.HD@accenture.com)  
Phone: (833) 502-1245

# Vaccine Administration Data

Elizabeth Reosti, CDPH

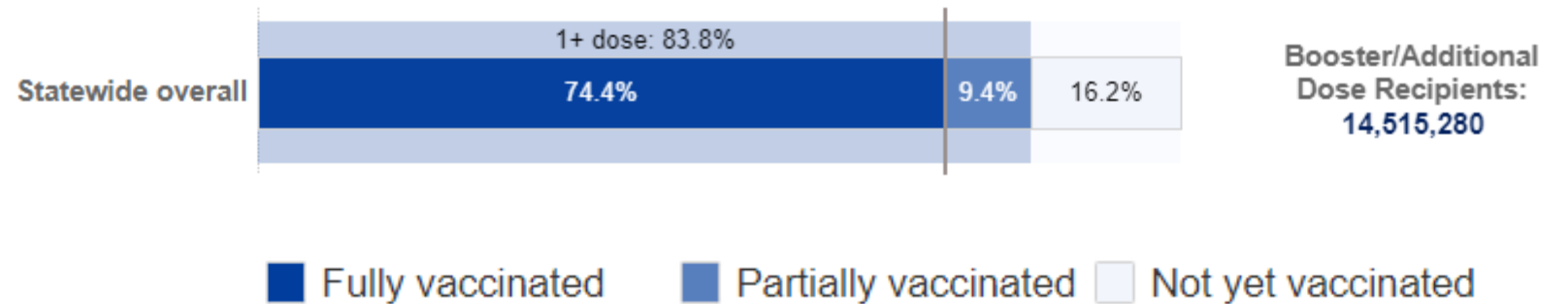
# Vaccine Administration Summary

as of March 31, 2022



## 72,777,568

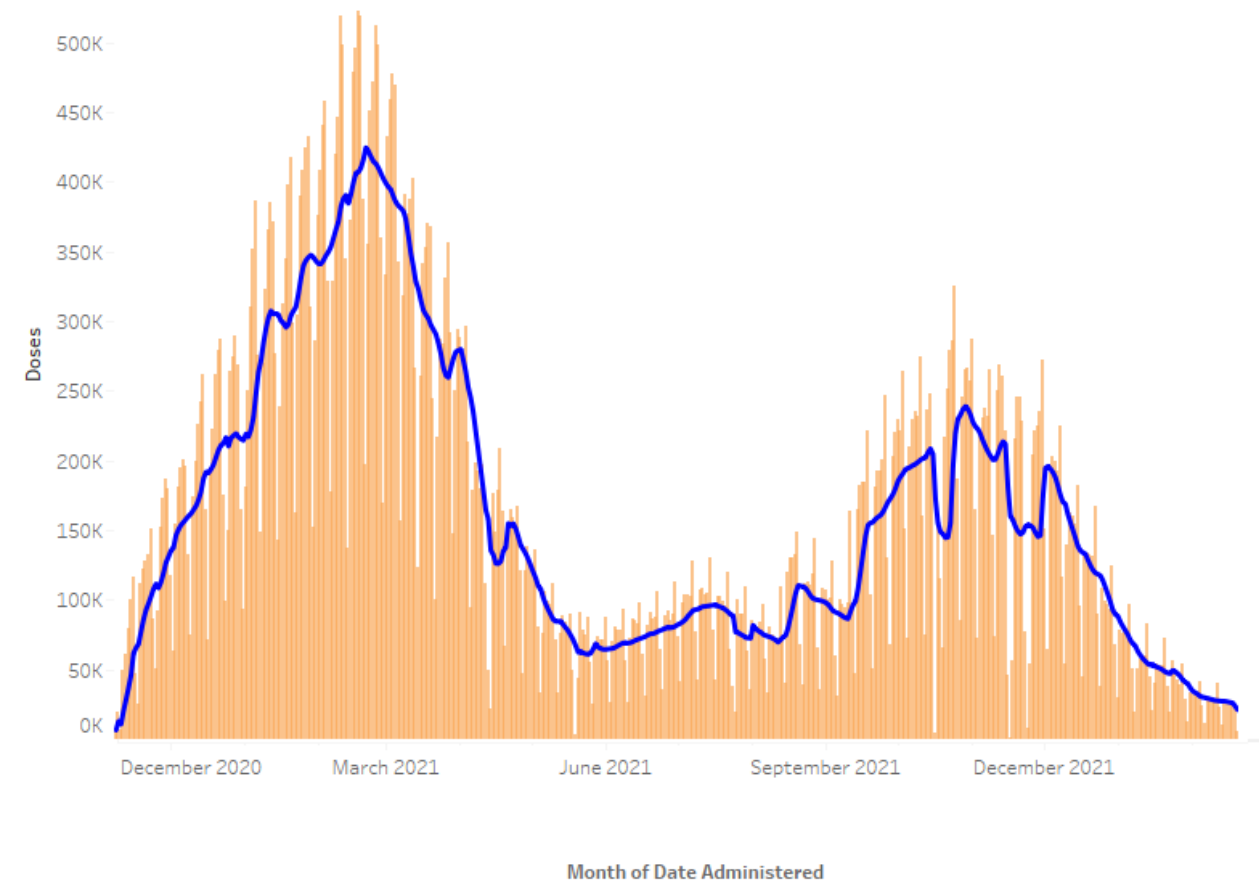
### Total Doses Administered:



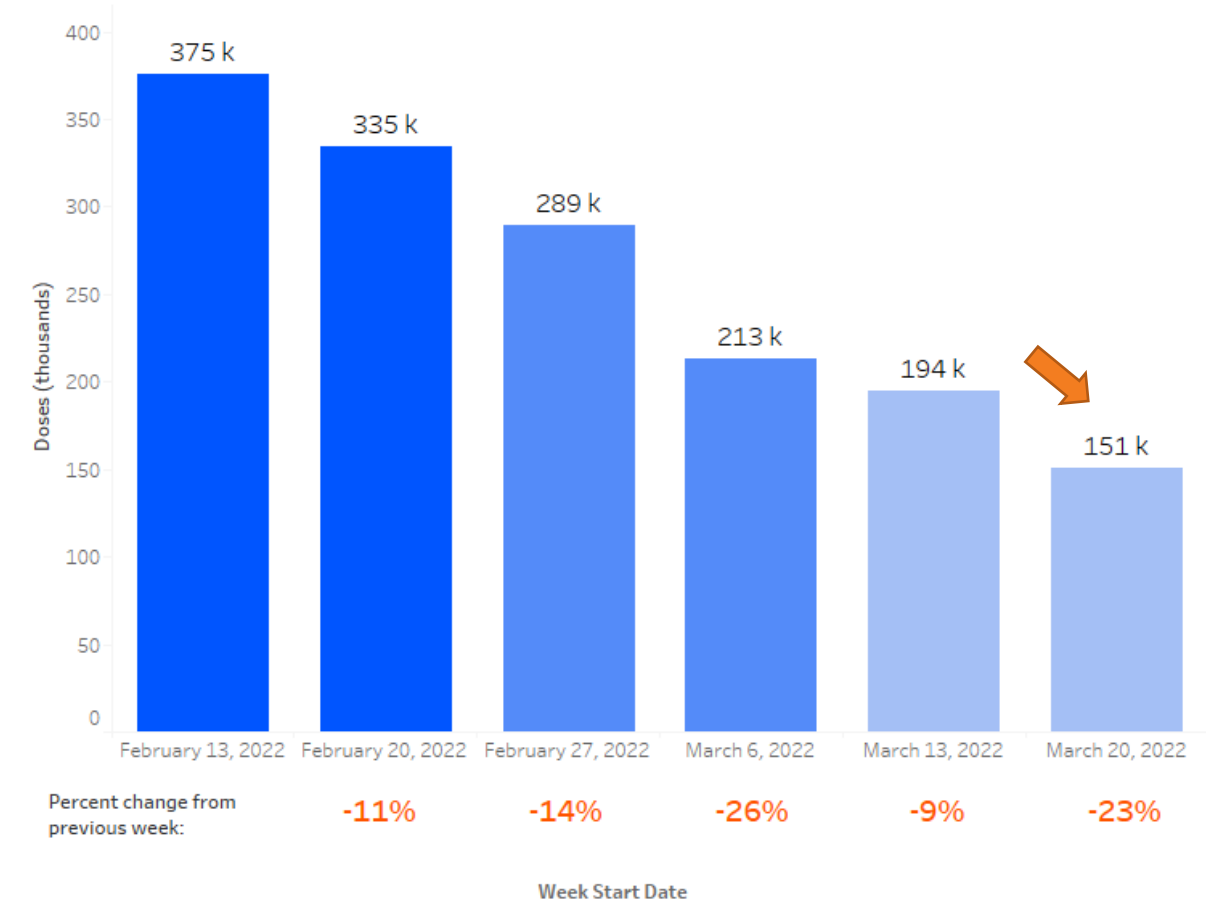
# Trends in Vaccine Administration

as of March 28, 2022

Daily New Doses Administered



Weekly New Doses Administered (thousands)

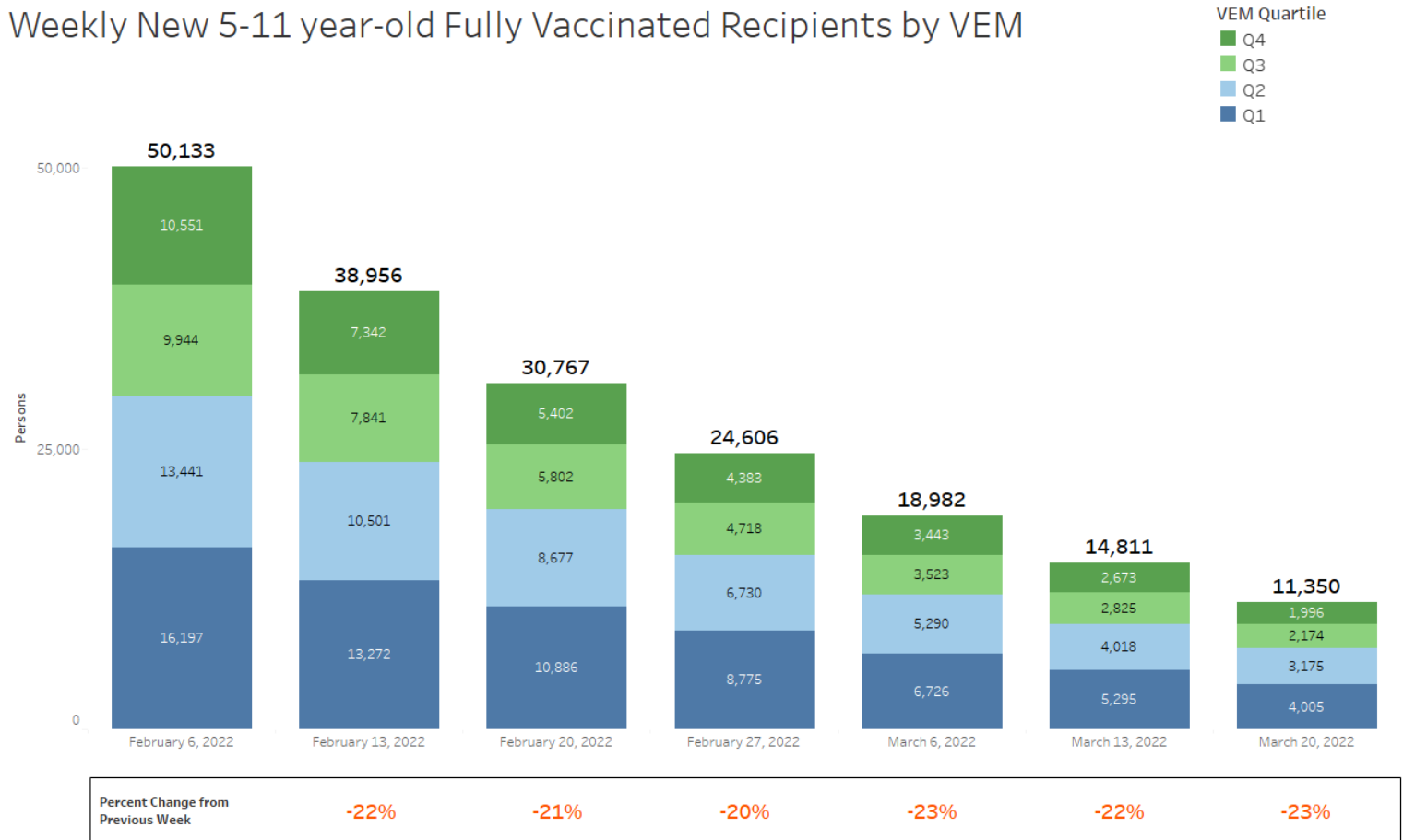


# 5-to-11-year-old Vaccination Trends

as of March 28, 2022

- Persistently declining demand/uptake among all equity quartiles

Weekly New 5-11 year-old Fully Vaccinated Recipients by VEM



# 5-to-11 Vaccination Rates (VA58 Campaign)

as of March 24, 2022

- Notable regional variation in 5-to-11 vaccination uptake and demand (20% - 61%)



VA58 Region	Est. Population	% with 1+ dose	Count No Shot	Change since 2/24	% Change
Northern California and the Sierras	92,665	20%	74,002	- 724	1.0%
Inland Empire	450,582	22%	350,708	- 4,132	1.2%
Central Valley-South	284,782	22%	220,361	- 3,654	1.6%
Central Valley-North	179,102	24%	135,340	- 3,352	2.4%
Orange County	272,060	36%	174,052	- 2,972	1.7%
Los Angeles	866,625	37%	545,884	- 13,038	2.3%
Central Coast	202,030	37%	126,665	- 3,736	2.9%
<b>Statewide</b>	<b>3,518,950</b>	<b>38%</b>	<b>2,169,097</b>	<b>- 63,883</b>	<b>2.9%</b>
Greater Sacramento Region	213,137	38%	130,775	- 2,915	2.2%
Border Region	344,905	49%	174,297	- 20,555	10.7%
Bay Area	613,062	61%	237,013	- 8,805	3.6%

\*VA58 regions listed in ascending order of % w/ 1+ dose (lowest to highest);

Note: region boundaries determined for campaign outreach based on a combination of geographic and demographic factors



# Data Summary

as of March 28, 2022

## Statewide Trends

**72.6 Million** doses administered

**-23%** change in all-new doses from the previous week

**-23%** change in new 5-11-year-old recipients from the previous week

## Ongoing Data Work

1. Improved Geographic Data (Region-Zip)
2. Pediatric Access (VFC)
3. Race/Ethnicity Quality Improvement
4. Population Denominators

# Uninsured Program Update

Yingjia Huang, Asst. Deputy Director of Healthcare Benefits and Eligibility,  
Department of Healthcare Services (DHCS)

# Clinical Update

Caterina Liu, M.D., CDPH

# FDA Authorizes Second Booster

- The FDA amended the Emergency Use Authorization to allow for a second booster dose for mRNA COVID-19 vaccines.
  - For all adults  $\geq 50$  years, a 2nd booster of either Pfizer or Moderna vaccine may be administered at least 4 months after receipt of 1st booster dose
  - For immunocompromised persons:
    - A 2nd Pfizer booster may be administered to  $\geq 12$  years at least 4 months after 1st booster dose
    - A 2nd Moderna booster may be administered to  $\geq 18$  years at least 4 months after 1st booster dose
- CDC/ Advisory Committee on Immunization Practices (ACIP), and Western States Scientific Safety Review Workgroup (WSSSRW) - TBD

# CDC Recommends Allowing Additional Booster Dose

- Press release endorsing expanded eligibility
  - Immunocompromised and 50+ who received booster dose  $\geq 4$  months ago are eligible for another mRNA booster dose to increase protection against severe disease from COVID-19
  - Based on [new data](#), adults who received a primary vaccine and booster dose of J&J COVID-19 vaccine  $\geq 4$  months ago may now receive a second booster dose using an mRNA COVID-19 vaccine
- Updated [Interim Clinical Considerations for Use of COVID-19 Vaccines | CDC](#)
- No ACIP meeting scheduled at this time

# FDA Vaccines and Related Biological Products Advisory Committee (VRBPAC) Meeting April 6, 2022



- This meeting is intended to assist the agency in developing a general framework that will inform its regulatory decision-making on:
  - What might warrant updating the composition of COVID-19 vaccines to address specific variants
  - Timing and populations for COVID-19 vaccine booster doses in the coming months
- No vote is planned at this meeting and there will not be any discussion of any product specific applications.

# Vaccine Products Possibly up for Review by the FDA in the Coming Months

**Stay tuned for updates. Currently, uncertain.**

- Pfizer

- Full licensure for adolescents (12-to-15 years)
- EUA for 3<sup>rd</sup> dose for 5-to-11 years
- EUA for children under 5 years

- Moderna



- EUA for children and adolescents (6 months – 17 years)

[\[Moderna data update press release – March 23, 2022\]](#)

- Novavax

- EUA for adults (18+ years)

[\[Novavax press release – January 31, 2022\]](#)

# Moderna Pediatric COVID Vaccine Update

## Plans to submit EUA requests

- 6 months -6 years 25ug x 2 doses
- 6-to-11 years 50ug x 2 doses
- (12-to-17 years 100ug x 2 doses - updating application under review)

## Results from KidCOVE trial for ages 6m-6y

- Infections predominantly from omicron variant
- Primary endpoint - Neutralizing antibody titers similar to adults
- Secondary endpoint - VE vs. symptomatic infection
  - Age 6-23 months 43.7%
  - Age 2-5 years 37.5%
- No severe COVID-19 in either group: No deaths, myo- or pericarditis or MIS-C

## Preparing to evaluate pediatric booster doses



# CDPH Survey: How are we doing?

How would you rate your overall satisfaction with the services and information provided by the CDPH COVID-19 Vaccine Team to support your work in the CA COVID-19 Vaccination Program?

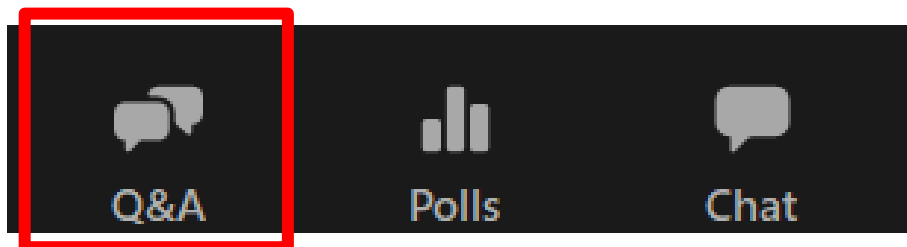
Examples: Office hours, webinars, call centers, job aids, FAQs, flyers/posters, weekly wrap-ups

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neither Satisfied Nor Unsatisfied
- ☐ Unsatisfied
- ☐ Very Unsatisfied



# Provider Office Hours Q&A

**During today's session, please use the Q&A panel to ask your questions so our subject matter experts can respond directly.**



# Storage & Handling

Kate McHugh, CDPH

# Possible Pfizer Shelf-Life Extension

- Pfizer may receive approval for shelf-life extension of its vaccine
- Shelf-life would go from 9 months to 12 months (when stored in ultra-cold temperatures)
- More information to come!

# Preparing for Pfizer Pediatric (6 months-4 years, Maroon Cap)

- Plan to organize ultracold freezer and refrigerator to accommodate three Pfizer vaccines
- Ensure staff are educated on the three vaccines and know how to identify which vaccine is for which age group
  - Staff can use both the vial labels and cap colors to differentiate the vaccines
- Ensure staff know the different storage/handling and preparation requirements for the three vaccines
  - Reminder: Pfizer Tris-sucrose (12+ years, **gray cap**) vaccine **does not** require diluent.
  - Pfizer pediatric (6 months-4 years, **maroon cap**) and Pfizer pediatric (5-11 years, **orange cap**) vaccines **do** require diluent.

# Pfizer Pediatric (6 months-4 years, Maroon Cap) Storage and Handling

- [COVID-19 Vaccine Product Guide \(eziz.org\)](https://eziz.org)
- Storage and handling for Pfizer pediatric (6 months-4 years, **maroon cap**) is the same as the Pfizer pediatric (5-11 years, **orange cap**) vaccine
  - 10 doses per vial
  - Long-term storage in ultracold freezer
  - Do not store in standard freezer
  - Stored in refrigerator for up to 10 weeks
  - Requires diluent
    - 2.2 mL per vial

# Moderna Booster Vials

- EUA was released: [Moderna COVID-19 Vaccine HCP FS Purple 03292022 \(fda.gov\)](#)
- These vials will have a blue cap and a different NDC
- The booster doses pulled out of these "booster only" vials are a 0.5mL volume
  - Booster doses from the current 10 dose vial are a 0.25mL volume
- We will update you with further information when we have it

# Vaccine Management

Eric Norton and Claudia Aguiluz, CDPH



# Get Ready for My Turn Release 25!

New updates for My Turn Public and Clinic will launch next week.  
Stay tuned for more information about the release!



## My Turn Public

### Release Highlights

- ✓ Translation Audit for Public Portal
- ✓ Add a new COVID + Flu clinic tag that Clinic Managers can add during clinic creation flow or under Tags tab for the specific clinic
- ✓ Scheduling option for patients eligible for the second booster dose

## My Turn Clinic

### Release Highlights

- ✓ Bulk Upload - [Hybrid] Import CSV File to Bulk Walk-In tab
- ✓ Self-Service Clinic Specific Link
  - ✓ Add an Expiration Date Column
  - ✓ Deactivation Functionality
- ✓ Automatically Set Pending Complete appointments to Vaccinated status
- ✓ Live Chat Enhancements
  - ✓ Redesign Live Chat Button
  - ✓ Add "in Queue" Chat
  - ✓ Live Chat Identification Fields/Form
- ✓ Adding Syncope as an Immediate Adverse Reaction
- ✓ Vaccinate second booster doses in the appointment flow.

# Second Booster Dose My Turn Workaround



The FDA and CDC updated their guidance and authorized a **Second Booster dose of the Pfizer-BioNTech vaccine and the Moderna COVID-19 vaccine for older and certain immunocompromised individuals, as well as those who received a primary vaccine and booster dose of Janssen.**

The Western States Scientific Safety Review Workgroup released a statement in support of this guidance, so you may begin administering these doses in My Turn.

This guidance will be reflected in My Turn Release 25 (April 6<sup>th</sup>) for scheduling, however in the meantime **please accept these patients as walk-ins to vaccinate based on the updated guidance.**

# Release 23: Multi-Line Feedback

## Total Order Records

(as of 3/28)

275

## Ratings Summary

(as of 3/28)



*“Very easy to use this ordering website. Thank you”*

*“Love the new order interface!!”*

*“Easy to complete forms. Prompt response when orders get placed.”*

*“Nice and easy, just like the training showed.”*

## Your concerns, addressed

**“I could not avoid ordering JJ. when I enter 0 for requested Q it gets changed to 25!”**



**Please only enter a quantity for products you wish to order.**



Please continue to share your thoughts! We will monitor your feedback and concerns.

# Input Information Only For Vaccine You Intend To Order

Mickey Mouse Clubhouse

Please complete required fields before proceeding

Reported Inventory (VaccineFinder)			On-hand Inventory			Doses administered		Order size	
* Vaccine product	Quantity	Last updated	* Quantity	Lot number	Expiration / Beyond use date	* Quantity	Order increments	* Doses requested	
Janssen (18 years - 100+ years) - 100/2 boxes of 50 - COVID-19 Vaccine	---	---	<div>Complete this field.</div>		<div></div> + <div>Complete this field.</div>		10 dose min 5 (under 100) 100 (over 100)	<div>0</div> <div></div>	

**When requesting vaccine using multi-line ordering, only input information for vaccine that you intend to order.** If you enter any value into the Doses Requested column for a vaccine that you do **not** want to order, use the **trash can**  icon to clear data for that row (and avoid the above error). **Do NOT** use the Back arrow to clear the Doses Requested Qty – The system will do this for you when you use the **trash can**  icon.

# Requesting Vaccine Transportation Assistance

**Providers:** If you would like to request transportation assistance regarding a Vaccine Marketplace transfer, you **may request a data logger and/or a container during transportation.** Doses may also be transferred using your own equipment.

View the [Ordering Vaccine job aid](#) on EZIZ to learn more!

**New Vaccine Marketplace: Report Excess Doses**

**Dose Information**

Vaccine Marketplace

Assigned To

\*Status  
--None--  
View all dependencies

Status Reason  
--None--  
View all dependencies

Lot Number

Notes

\*Location Name  
Search Accounts...

\*Vaccine  
Search Products...

\*Number of Doses

\*Expiry Date

Transportation Assistance Required  
Yes  
View all dependencies

\*Transportation Logger Required  
Yes  
View all dependencies

\*Transportation Container Required  
No  
View all dependencies

\*Current Storage Temperature  
--None--

**System Information**

Owner  
Tom Holland

Cancel Save & New Save

# APPENDIX

# myCAvax – Known Issues - *Updated 3/29*



## Known Issues

### Multiple Emails Sent with Vaccine Order

- ✓ Multiple Emails may be going out with a Vaccine Order Request. If you receive multiple emails, there were not multiple orders created and processed. Any duplicate emails can be ignored.

### VaccineFinder Inventory Populating at 0

- ✓ We are investigating an issue where a Provider's VaccineFinder data populates on the Vaccine Order Review screen as 0.



## Workaround/Next Steps

- ✓ Fix: TBD

- ✓ Fix: TBD

# Wrap-up

Leslie Amani, CDPH



# Additional Support

## Type of Support

## Description

Updated 12.29.21



### 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, including the Vaccine Marketplace.

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



### Enrollment Support

For Provider enrollment support, please contact myCAvax Clinic Operations at

- Email: [myCAvaxinfo@cdph.ca.gov](mailto:myCAvaxinfo@cdph.ca.gov)



### myCAvax Help Desk

Dedicated staff provide up-to-date information and technical support on the myCAvax system.

- Email: [myCAvax.HD@Accenture.com](mailto:myCAvax.HD@Accenture.com)
- Phone: (833)-502-1245, option 3, Monday through Friday 7AM–7PM, 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](mailto:myturnonboarding@cdph.ca.gov)

For **technical support** with My Turn Clinic for COVID-19 and flu vaccines: [MyTurn.Clinic.HD@Accenture.com](mailto:MyTurn.Clinic.HD@Accenture.com) or (833) 502-1245, option 4: Monday through Friday 7AM–7PM, Saturday and Sunday 8AM–1PM.

For job aids, demos, and training opportunities: flu at <https://eziz.org/covid/myturn/flu/> and COVID at <https://eziz.org/covid/myturn/>



### Archived Communications

For archived communications from the COVID-19 Provider Call Center about the California COVID-19 Vaccination Program visit

- Website: [EZIZ Archived Communications](#)

# Hear it? Clear It.

If you see or hear of any vaccine-related rumors within the communities you serve, share them with our Trust and Safety team via the CDPH Rumors Inbox.



## Trust and Safety Team

Our shared mission is to reduce COVID-19 vaccine hesitancy and increase vaccination across the State of California.



## How You Can Help

You are critical in our effort to provide Californians accurate and timely information around COVID-19 vaccination.



## Monitor What You See and Hear

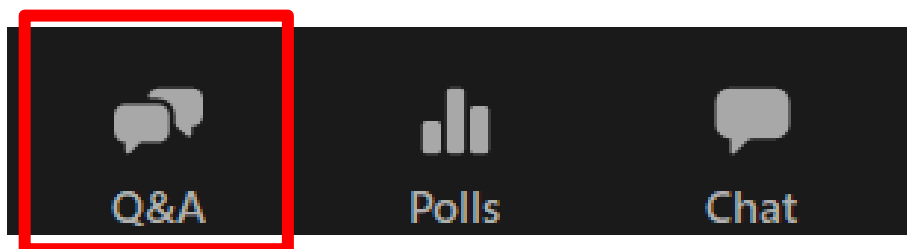
Monitor online media and what you hear in your local communities for potential rumors and inaccurate information.

If found, **report** it to **[rumors@cdph.ca.gov](mailto:rumors@cdph.ca.gov)**

[Contact](#)

# Provider Office Hours Q&A

**During today's session, please use the Q&A panel to ask your questions so our subject matter experts can respond directly.**



# Thank you!



**Monday:**

**My Turn myCAvax Office Hours**

Next session: Monday, April 4 at 12PM

**Friday:**

**Provider Office Hours**

Next session: Friday, April 8 at 9AM

Thank you to Provider Office Hours' Planning Team: Leslie Amani, Rachel Jacobs, Blanca Corona, and Hailey Ahmed.