

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

Friday, May 6, 2022

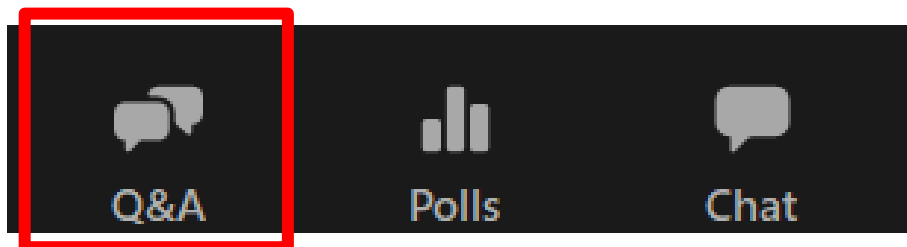


Vaccinate ALL 58

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/>



For Provider Office Hour questions, please email Leslie.Amani@cdph.ca.gov

Agenda: Friday, May 6, 2022

No.	Item	Speaker	Time (AM)
1	Welcome, Announcements & Surveys	Leslie Amani (Moderator)	9:00 – 9:05
2	Vaccine Administration Data	Elizabeth Reosti (CDPH)	9:05 – 9:10
3	COVID-19 Vaccine Clinical Update	Caterina Liu, M.D. (CDPH)	9:10 – 9:15
4	Therapeutics	Alan Hendrickson (CDPH)	9:15 – 9:20
Q&A			9:20 – 9:30
5	Storage & Handling	Kate McHugh (CDPH)	9:30 – 9:35
6	Vaccine Management	Eric Norton (My Turn) 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

VA58 Trust & Safety Team Updates

The VA58 Trust & Safety Team reports on trending narratives about COVID-19, delivers biweekly briefings, and develops comprehensive resources to increase awareness around mis-, dis-, and mal-information, as well as the State's capacity to counter it.

BIWEEKLY BRIEFINGS

Biweekly briefings provide partners with the top COVID-19 vaccine mis/dis topics and trends, and invitees receive a copy of the report post-briefing.

To be added to the invite, email rumors@cdph.ca.gov.

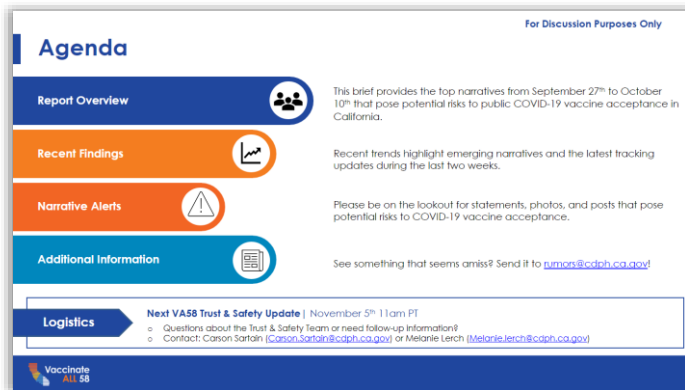
RUMORS INBOX

The Rumors Inbox serves as a tip line for our partners to submit the COVID-19 rumors they're hearing online and within their communities to our team. We incorporate the submissions into our team's reporting.



Report COVID-19 Vaccine Rumors to:

rumors@cdph.ca.gov



RECENT TOPICS & RESOURCES

Mis/Dis/Mal-information: Social media users oppose CA COVID-19 vaccine mandate due to tinnitus adverse effect

•**Trusted Resources:** [v-safe After Vaccination Health Checker | CDC \(Spanish\)](#), [Ensuring COVID-19 Vaccine Safety in the US | CDC \(Spanish\)](#)

Mis/Dis/Mal Information: COVID-19 vaccines cause immunodeficiency, resulting in liver infections among children

•**Trusted Resources:** [COVID-19 Vaccine Safety in Children and Teens | CDC \(Spanish\)](#), [Why COVID-19 Vaccines are Important for Children \(aap.org\)](#)

Webinar: Planning for Under 5 Vaccinations

Please join CDPH for a Planning for Under 5 Vaccinations Webinar. Content will include current information about Under 5 COVID-19 vaccines, clinical updates, storage & handling, job aids, resources, and trainings.

May 9, 2:00PM-3:00PM [Register here!](#)

May 10, 5:30PM-6:30PM [Register here!](#)





California Vaccine News and Resources: Events

Webinar: Addressing the Decline in Routine Immunizations

Featuring Presentations from CDC

Date: May 11, 2022

Time: 7:30AM PDT

Register [here](#)

Online Modules: Communicating About Vaccines – COVID-19 & More

A free web-based, interactive session offering a two-hour training divided into three parts; developed by the Children's Hospital of Philadelphia (CHOP) Vaccine Education Center for adult and pediatric providers, immunization champions, and community members. To access the modules*, please click on [CHOP Education Modules](#)

Conference: California Immunization Coalition Virtual Conference: Boosting Community Trust in Vaccines

Date: Wednesday, June 8

Time: 8:30AM - 12:00PM PDT

Register [here](#)

Topics:

- Where we are at with overall immunization rates across the lifespan
- How we can address new gaps in vaccination coverage
- Identify immunization programs and projects that were strengthened or stretched as a result of COVID-pandemic
- How to reframe the messages in support of public health and build confidence in public health interventions.

Archived: CDC COCA Call

Topic: Evaluating and Supporting Patients Presenting with Cognitive Symptoms Following COVID-19

Presenters: Jennifer Cope, MD, MPH, Michelle Haddad, PhD, Jeffrey S. Fine, MD, FAAPMR, and Talya K. Fleming, MD

From: Thursday, May 5, 2022

CDC Link:

[COCA Archived Webinar](#)



Centers for Disease Control and Prevention
CDC 24/7: Saving Lives, Protecting People™

Upcoming Webinar: Crucial COVID-19 Conversations

Webinar: COVID-19 Vaccine Myths and Facts with Ricardo Correa, MD

When: Thursday, May 12, 2022

Time: 12:00PM-1:00PM

[Register here!](#)

NEW

Continued Medical Education (CME) Credits Available!

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the California Medical Association (CMA) and California Department of Public Health. CMA is accredited by ACCME to provide continuing medical education for physicians.

The California Medical Association designates this enduring material for a maximum of 1 *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Archived Crucial COVID-19 Conversations Webinars

Talking with Parents about COVID-19 Vaccines for Children with Dr. Eric Ball

Access the webinar [recording](#) and [slides](#)

Outcome: Before the webinar, **38%** of attendees were confident or very confident in their ability to speak with patients about COVID-19 vaccines. After the webinar, **90%** of attendees were confident or very confident.

Back to the Basics: Talking with Patients about COVID-19 Vaccines with Sharon Goldfarb

Attendee Testimonial: *I like the fact this talk is during May which is Mental Health Awareness Month. Sharon, you are such a wonderful and compassionate health care provider. The mental piece of Covid is almost worse than the physical. This is helping...so thank you!*

Access the webinar [recording](#) and [slides](#)

Access all archived Crucial COVID-19 Conversations webinars at eziz.org/covid/30conversations.



Archived: Billing and Reimbursement Webinar

CDPH hosted a COVID-19 Vaccine Billing and Reimbursement webinar. Hear information and updates from Dr. Hisham Rana and Cindy Garrett from the Department of Healthcare Services, and Mark Lane from the California Medical Association.

To hear the webinar recording, click [here](#).

To view the slides, click [here](#).



Poll: COVID-19 Billing and Reimbursement Webinar

1. How helpful was the Friday, April 29 COVID-19 Billing and Reimbursement Webinar?
 - a. Very helpful
 - b. Helpful
 - c. Somewhat helpful
 - d. Not helpful at all
2. If offered, would you attend another COVID-19 Billing and Reimbursement Webinar?
 - a. Yes
 - b. No
3. Which settings would you like addressed in a COVID-19 Billing and Reimbursement Webinar?
 - a. LHJs
 - b. Providers
 - c. FQHCs/RHCs/Tribal Clinics
 - d. Pharmacy
4. Other topics or comments? [Please provide a written response.]



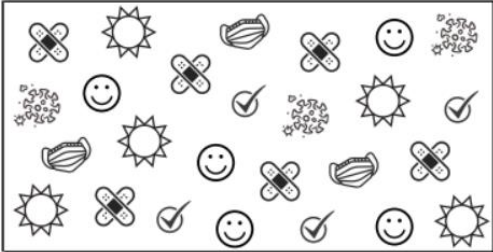


- Safety and Efficacy
- Product Training
- Timing for Doses
- Vaccine Organization
- Preparing Staff
- Links to Resources

Resources: KidsSprint Toolkit & Graphics

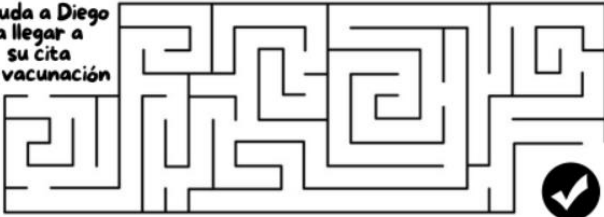
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Encuentra y cuenta



Laberinto

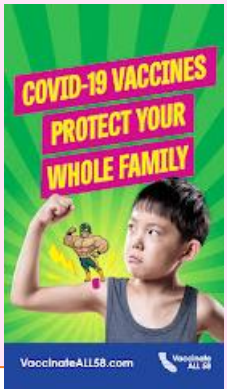
Ayuda a Diego a llegar a su cita de vacunación



BÚSQUEDA DE PALABRAS

V	A	C	U	N	A	E	A	M	P	F
I	P	A	E	R	M	E	R	Á	E	H
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SEGURO PLAYA FAMILIA GRATIS
 MÁSCARA VACUNA JUGAR PROTEGER
 SOL SONRISA DIVERSIÓN AMIGO
 VIRUS PELOTA ARENA VERANO



COLORING SHEET

Vaccines are safe, free and help protect you from COVID-19



Vaccinate ALL 58 1-833-422-4255 | myturn.ca.gov

Pfizer COVID-19 Vaccine Medical Updates & Training Sessions

Date & Time (linked)	Password
Tuesday, May 10 - 12PM	2smGP2QX9pB
Wednesday, May 11 - 9AM	jvPDkRtH366
Thursday, May 12 - 9AM	UJkfgamM948
Tuesday, May 17 - 12PM	r6V3H96bwkJ
More sessions listed! NOTE: All times listed here are PDT.	

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

Stay informed!

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!

California COVID-19 Vaccination ProgramENHANCED 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-8PM
Sun-Sat: 8AM-5PM


Vaccines


[Manufacturer Contacts](#)

Updates for Providers

FAQs

Provider Office Hours

Training

Training Calendar

Alerts:

Second COVID-19 Booster Resources

- CDC: [Thinking about Getting a Second COVID-19 Vaccine Booster Dose](#)
- CDC: [Clinical Considerations Second COVID-19 Vaccine Booster Dose](#)
- HHS: [Resources about COVID-19 Vaccine Boosters](#)
- [Second COVID-19 Booster Dose FAQs for Long-term Care Settings](#)
- [CDPH Healthcare Worker Booster Poster](#)
- [CDPH Older Adult Booster Poster](#)

Medi-Cal News Flash

- [FQHC, RHC and Tribal FQHC Providers May Now Submit Claims for COVID-19 Vaccine Administration](#)

Updated Vaccination Schedule

- [Interim Clinical Considerations Updated for 2nd Booster March 31](#)
- [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](#)

Vaccine Expiration

- [Janssen \(Johnson & Johnson\) Expiration Extension](#)

Now Enrolling Providers of Pediatric Services

- [Find Information on How to Enroll](#)
- [Mis-Disinformation "6 Myths" Provider Poster](#)
- [Welcome VFC Providers | Flyer | VFC vs. COVID Programs](#)

Other New Resources

- [Recommending COVID-19 Vaccination: Clinical Talking Points for Providers of Pediatric Services](#)
- [Requesting COVID-19 Vaccination Staff](#)
- [Preparing for Under 5 Vaccination](#)

Poll: EZIZ Webpage Walk-through Webinar

If offered, would you attend a 30-minute EZIZ Webpage Walk-through Webinar?

- a. Yes
- b. No



COVID-19 Vaccine Provider FAQs

- Answers to provider questions
- Updated weekly: Last updated 5/5/2022
- Currently in its 70th iteration!



Q: Where can COVID-19 Vaccine Providers find current information and resources on COVID-19 vaccine billing and reimbursement?

A: COVID-19 Vaccine Providers can find current information from the April 29, 2022 CDPH COVID-19 Billing and Reimbursement webinar held with the California Medical Association and the Department of Health Care Services. Please use the [webinar recording](#) and [slides](#) links to find updates and additional resources such as California Medical Association's [Quick Guide: COVID-19 Vaccine Reimbursement: Summary by Payor Type](#) and [COVID-19 Vaccine Toolkit for Medical Practices](#).



Q: Where can COVID-19 vaccine Providers find direction on how to submit COVID-19 vaccine administration reimbursement claims through the COVID-19 Uninsured Group?

A: For direction on the COVID-19 vaccine administration claim submission methods through the COVID-19 Uninsured Group, please visit [COVID-19 Medi-Cal Response](#). For questions about the COVID-19 Uninsured Group, please email COVID19Apps@dhcs.ca.gov.

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 May 9, 2022

Note: Calendar subject to change

	Monday 5/9	Tuesday 5/10	Wednesday 5/11	Thursday 5/12	Friday 5/13
myCAvax					Provider Office Hours 9:00 am – 10:00 am
Combined Office Hours and Events	My Turn and myCAvax Office Hours 12:00 pm – 1:00 pm Planning for Under Age 5 Vaccinations 2:00 pm – 3:00 pm What's New in My Turn 4:00 pm – 5:00 pm	Pfizer BioNTech COVID-19 Vaccine Training & Education* 12:00 pm – 1:00 pm PW: 2smGP2QX9pB Planning for Under Age 5 Vaccinations 5:30 pm – 6:30 pm	Pfizer BioNTech COVID-19 Vaccine Training & Education* 9:00 am – 10:00 am PW: jvPDkRtH366	Pfizer BioNTech COVID-19 Vaccine Training & Education* 9:00 am – 10:00 am PW: UJkfgamM948 Crucial COVID-19 Conversations Webinar: COVID-19 Myths and Facts 12:00 pm – 1:00 pm	
* Pfizer BioNTech COVID-19 Vaccine Training & 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&A session					
View On Demand	<ul style="list-style-type: none">Intro to My Turn Onboarding (v. 1/4/22)Latest Features in My Turn (*Requires My Turn Login)	<ul style="list-style-type: none">Latest Features in myCAvax for Providers (*Requires myCAvax Login)myCAvax Release Notes for LHJs and CDPH Users (*Requires myCAvax Login)Crucial COVID-19 Conversations Archived Webinars and Slides		<ul style="list-style-type: none">Provider 101 Account Enrollment: Section A: Organization Application (v. 10/21/21)Provider 101 Account Enrollment: Section B: Location Application (v. 10/21/21)Provider Office Hours and MCE Office Hours Archived Sessions	

Help

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

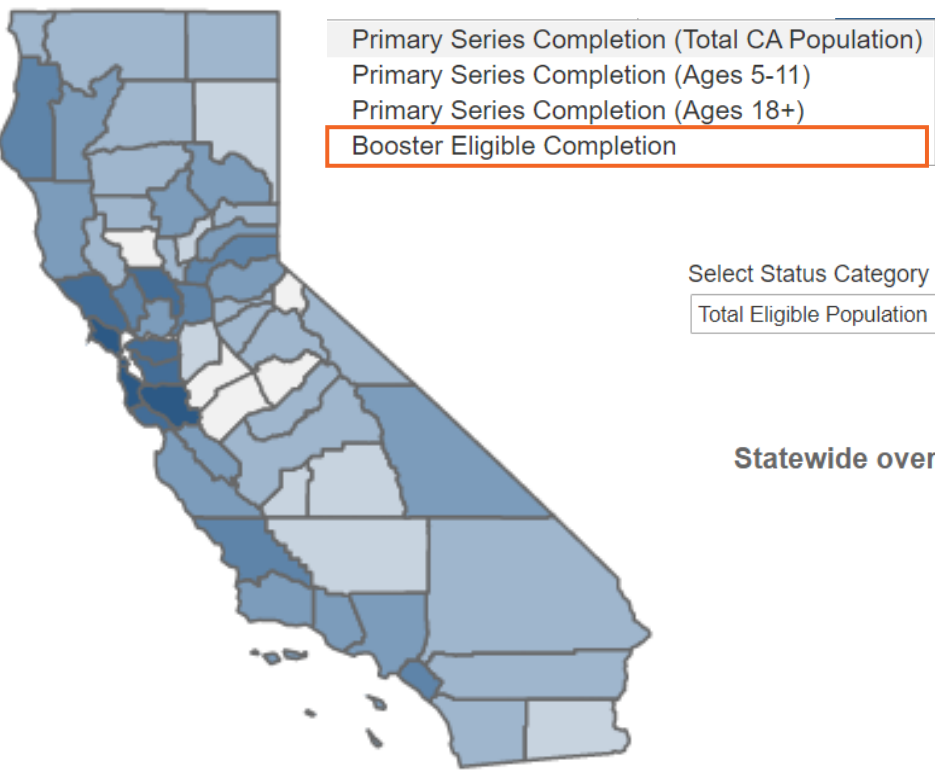
My Turn email: myturnonboarding@cdph.ca.gov
myCAvax Help Desk Email: myCAvax.HD@accenture.com
Phone: (833) 502-1245

Vaccine Administration Data

Elizabeth Reosti, CDPH

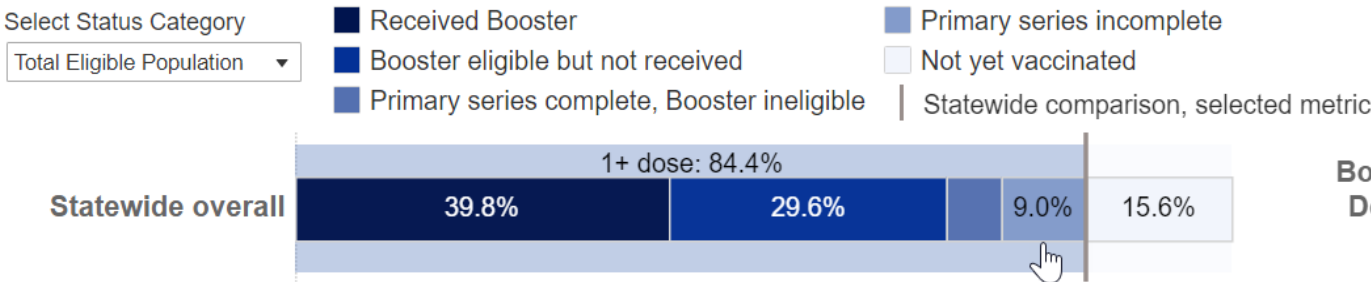
Vaccine Administration Summary

as of May 03, 2022



75,238,171

Total Doses Administered:

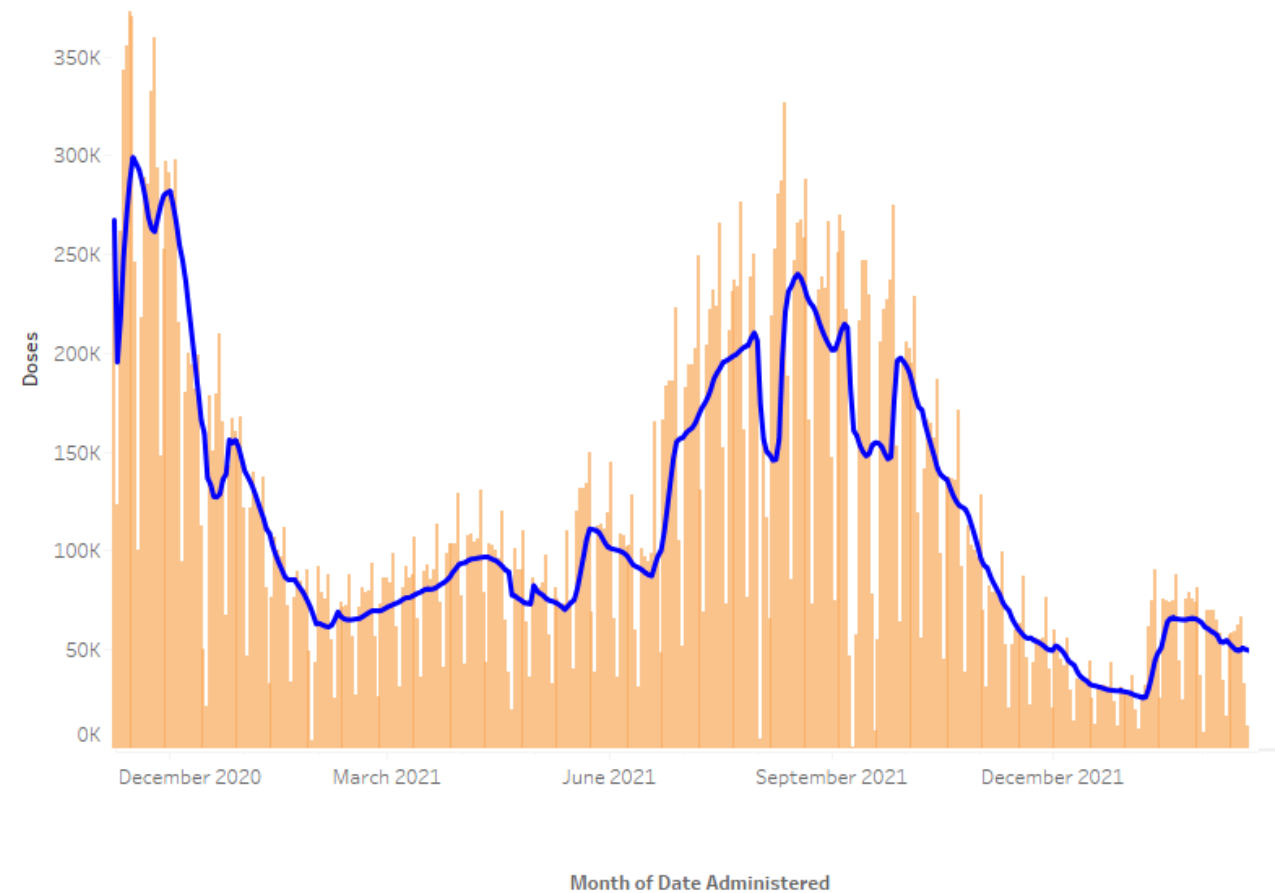


Booster/Additional
Dose Recipients:
15,016,290

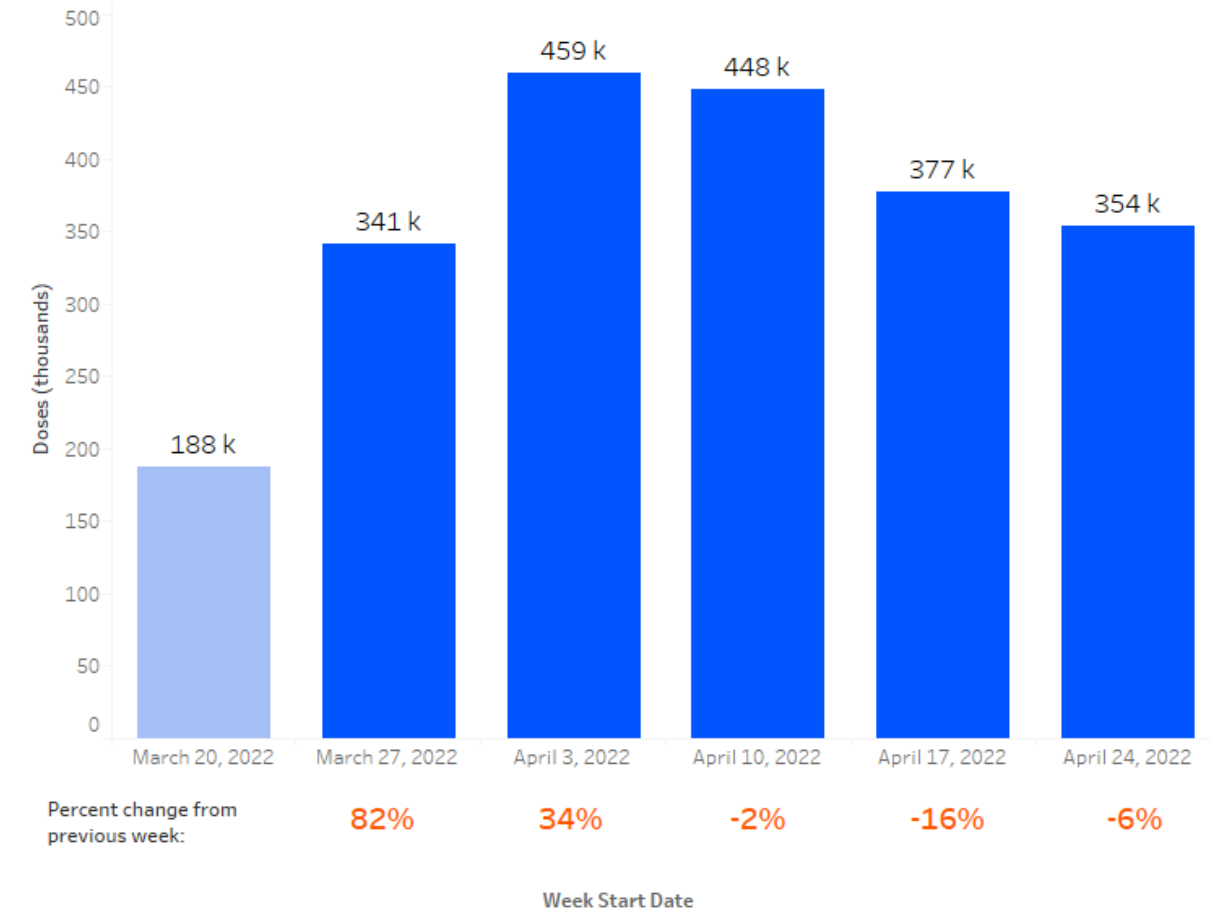
Trends in Vaccine Administration

as of May 02, 2022

Daily New Doses Administered



Weekly New Doses Administered (thousands)



Trends in Vaccine Administration

as of May 02, 2022

- Additional doses/boosters among 50-64 and 65+ age groups are driving overall vaccine administration

CDC Centers for Disease Control and Prevention
CDC 24/7: Saving Lives. Protecting People™

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CDC Newsroom

CDC > Newsroom Home > CDC Newsroom Releases

[Newsroom Home](#)

[CDC Newsroom Releases](#)

[2022 News Releases](#)

[2021 News Releases](#)

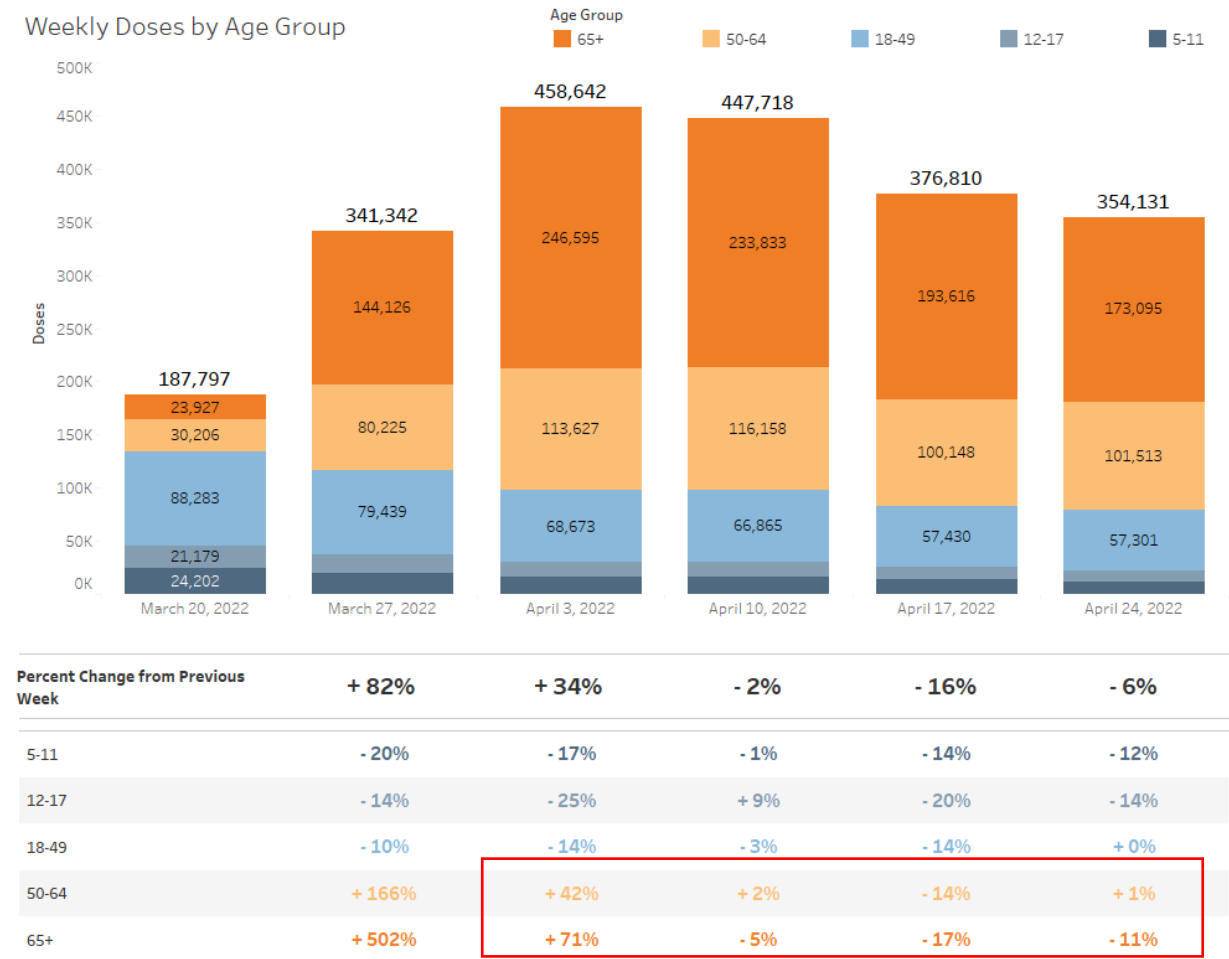
[2020 News Releases](#)

[2019 News Releases](#)

CDC Recommends Additional Boosters for Certain Individuals

Media Statement

For Immediate Release: March 29, 2022
Contact: [Media Relations](#)
(404) 639-3286

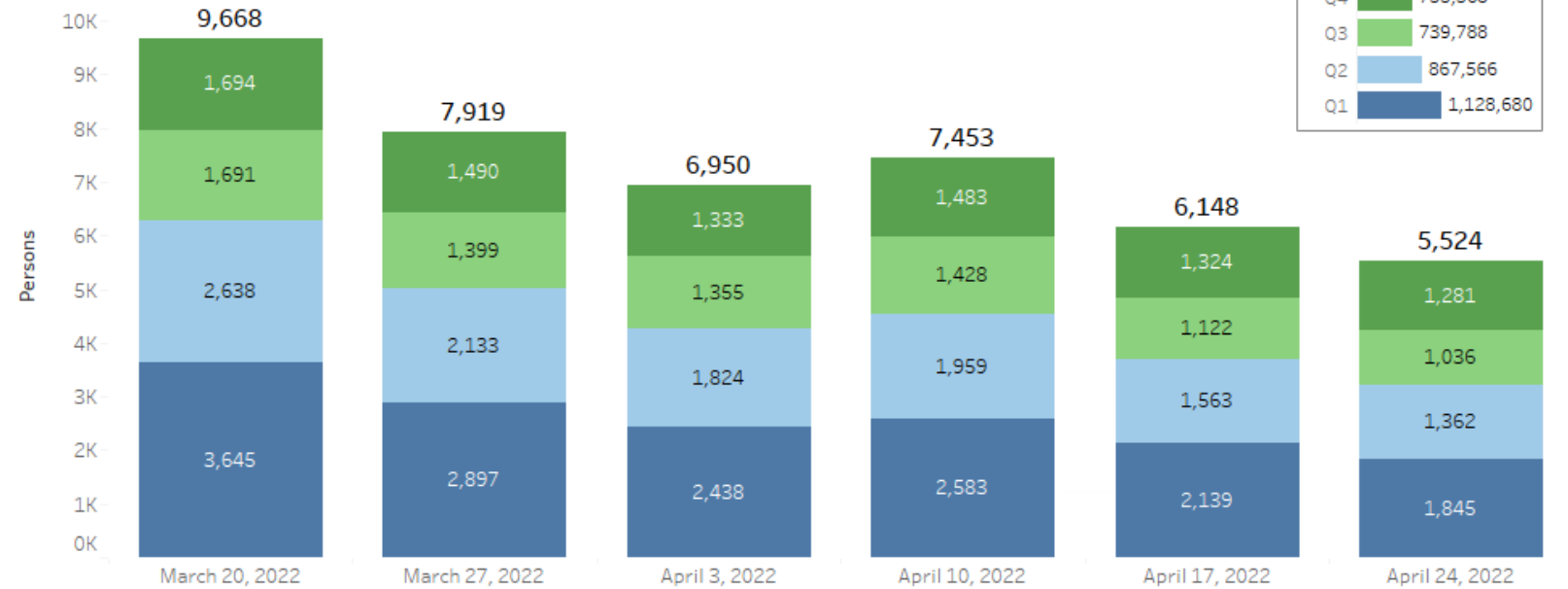


5-to-11-year-old Vaccination Trends

as of May 02, 2022

- Overall demand/uptake among all equity quartiles are slowing

Weekly New 5-11 year-old Partially Vaccinated Recipients by VEM: **Statewide**

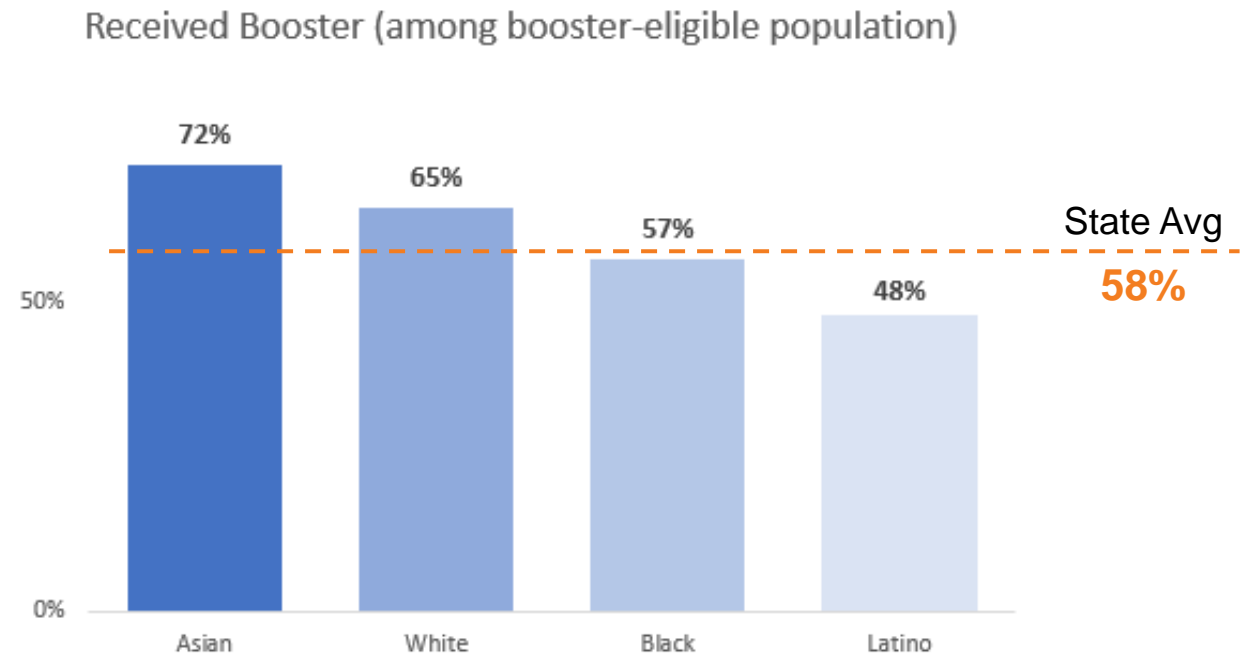


Percent Change from Previous Week:	- 19%	- 12%	+ 8%	- 18%	- 10%
Q4	- 12%	- 11%	+ 11%	- 11%	- 3%
Q3	- 17%	- 3%	+ 5%	- 21%	- 8%
Q2	- 19%	- 14%	+ 7%	- 20%	- 13%
Q1	- 21%	- 16%	+ 6%	- 17%	- 14%

1st Booster Vaccination Rates

as of May 02, 2022

- Booster rates are lower among Black and Latinx populations.



Data Summary

as of May 02, 2022

Latest Metrics

75 Million doses administered

354k doses administered in previous week (-6% pt change)

5,524 new 5-to-11-year-old recipients (-10% pt change)

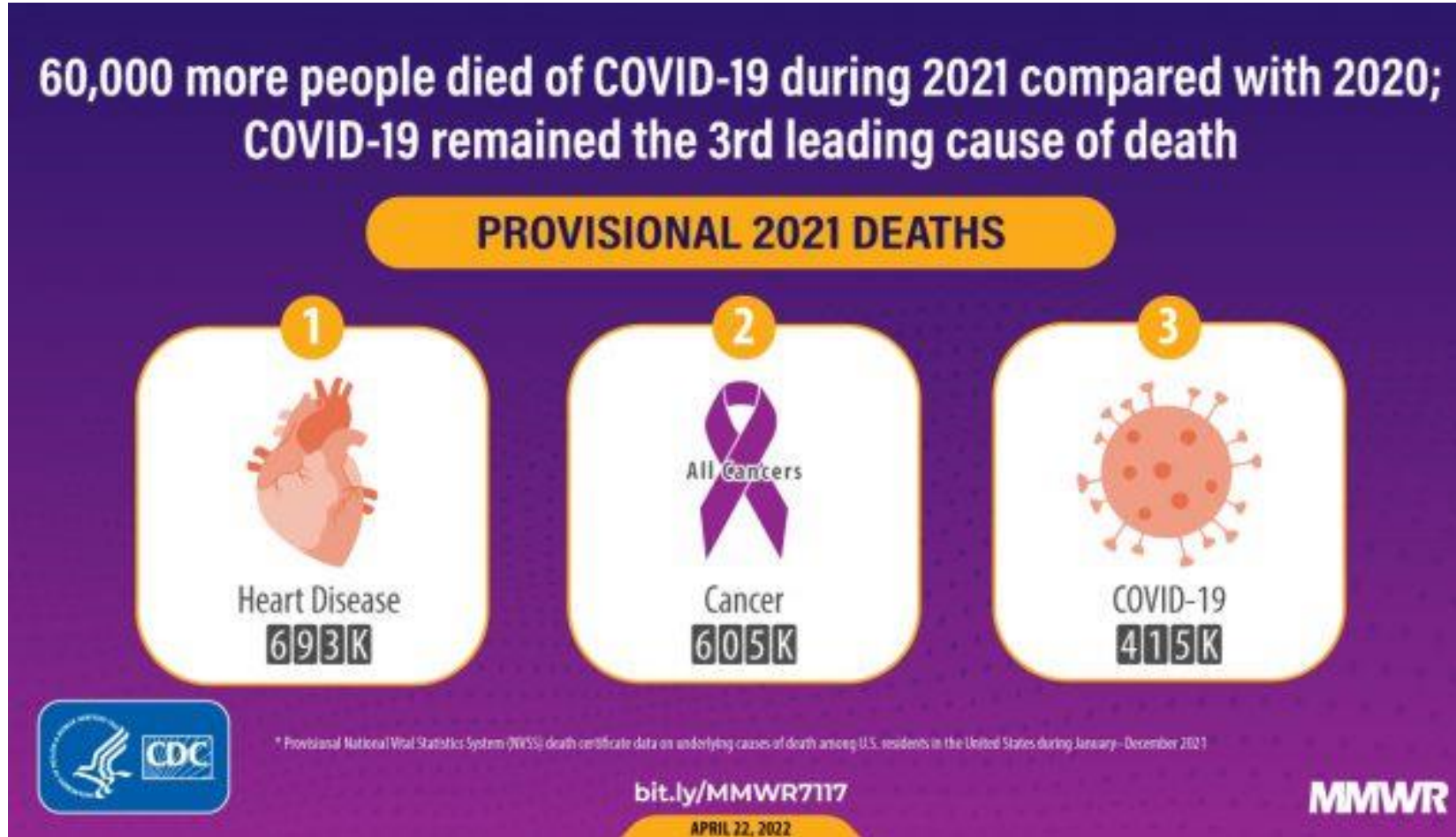
System Updates

- Public Dashboard reporting now Tuesdays and Fridays
- 4th doses included in overall dose admin count, but not currently displayed in immunization status

COVID-19 Clinical Update

Caterina Liu, M.D., CDPH

Provisional Mortality Data – United States, 2021



- COVID-19 death rates highest among persons aged ≥ 85 years, non-Hispanic Native Hawaiian or other Pacific Islander and American Indian or Alaskan Native populations, and males.
- From 2020 to 2021, the disparities in age-adjusted death rates from COVID-19 decreased for most racial and ethnic groups.
- Effective preventive interventions provided to all communities in proportion to their need is necessary to reduce disparities.

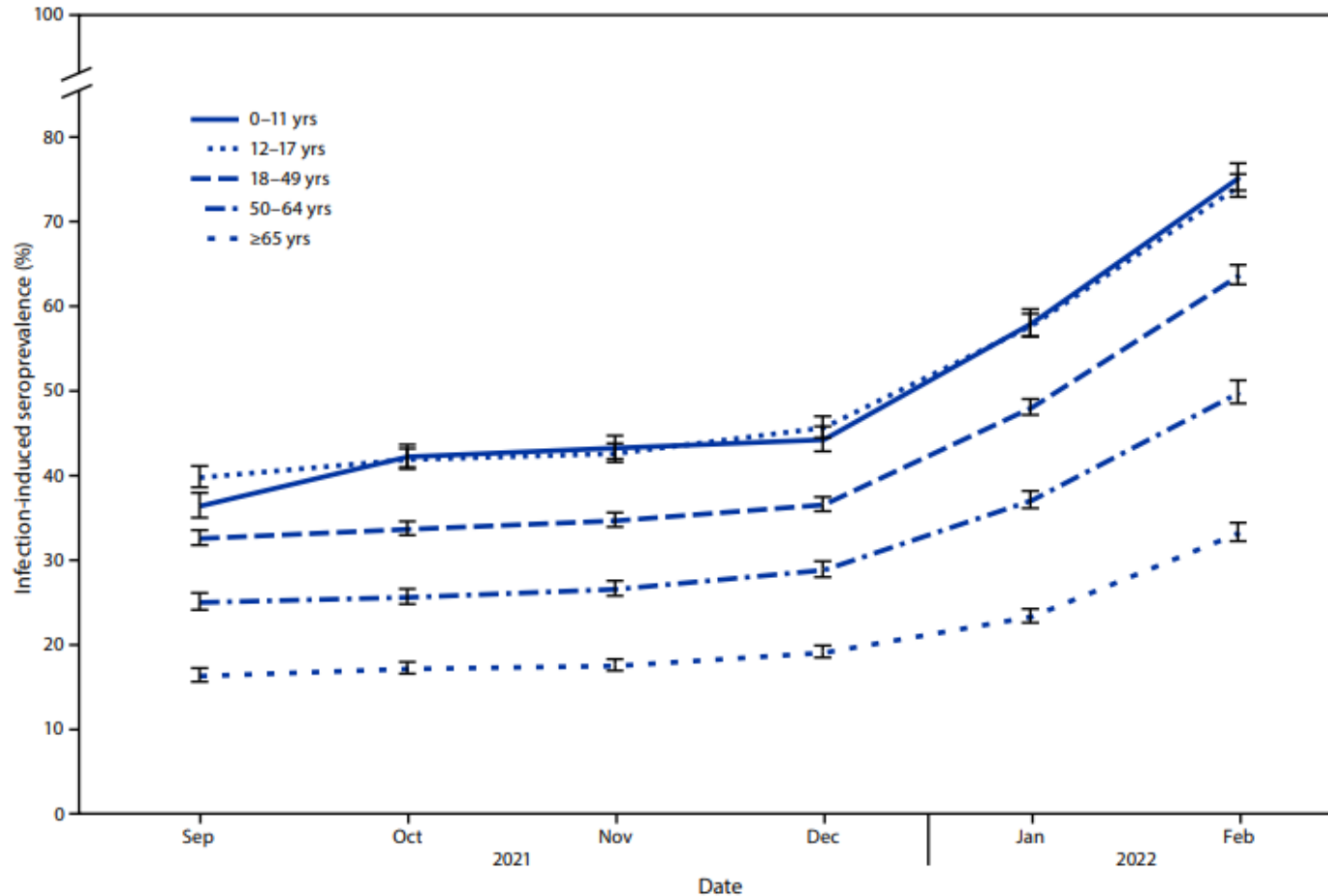
Higher Rates of Hospitalization from COVID-19 in Unvaccinated Children Compared to those Fully Vaccinated (2-doses of mRNA)



- 2X higher hospitalization rates in unvaccinated children during the Omicron period.
- Among those unvaccinated, the largest proportion identified (34%) as Non-Hispanic Black during Omicron.
- The risk for severe COVID-19 among the hospitalized was higher among those with diabetes and obesity across Delta and Omicron periods.

Seroprevalence of Infection-Induced SARS-CoV-2 Antibodies

FIGURE. Seroprevalence of infection-induced SARS-CoV-2 antibodies,* by age group — United States, September 2021–February 2022



- Convenience sample of blood specimens analyzed for anti-nucleocapsid (anti-N) antibodies - infection induced antibodies, not produced in response to vaccine.
- During the Omicron period, approximately 75% of children (ages 0-to-17 years) had evidence of previous infection with SARS-CoV-2.

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

Stay-tuned for updates. Much is uncertain.

- Pfizer

- Full licensure for adolescents (12-to-15 years)

- EUA for 3rd dose for 5-to-11 years



[\[Pfizer EUA application press release – April 26, 2022\]](#)

- EUA for children under 5 years

- Moderna

- EUA for children (6 months up to 6 years)



[\[Moderna application press release – April 28, 2022\]](#)

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

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

- Novavax

- EUA for adults (18+ years)

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

Moderna Pediatric COVID Vaccine Update

EUA application submitted to FDA 4/28/22

- 6 months -6 years 25ug x 2 doses

Submitted EUA requests

- 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 6 months – 6 years

- Infections predominantly from omicron variant
- Primary endpoint - Neutralizing antibody titers similar to adults
- Secondary endpoint - VE vs. symptomatic infection
 - Age 6-23 months 51% (95% CI: 21-69)
 - Age 2-5 years 37% (95% CI: 13-54)
- No severe COVID-19 in either group: No deaths, myo- or pericarditis or MIS-C

Preparing to evaluate pediatric booster doses

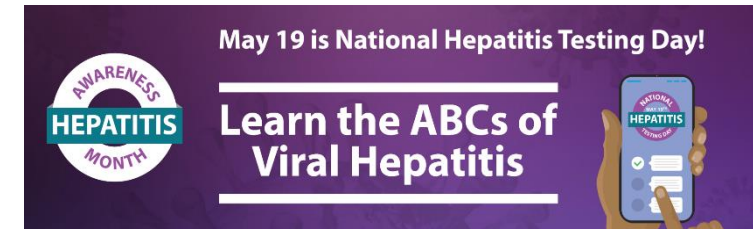
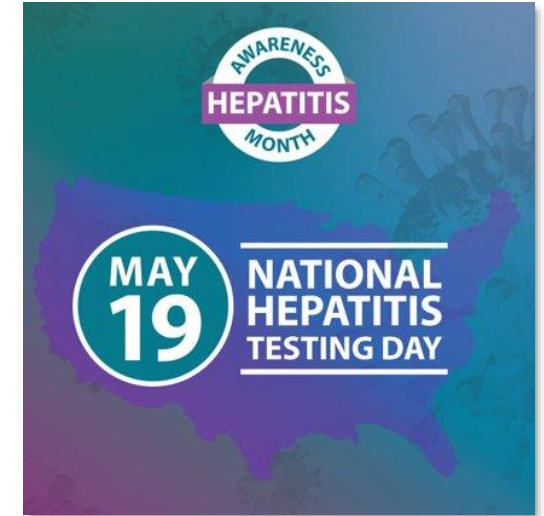
Tentative Dates for FDA Vaccines and Related Biological Products Advisory Committee (VRBPAC) Meetings

- June 7, 2022
 - Discuss EUA for Novavax vaccine for ≥ 18 years old
- June 8, 21, and 22, 2022
 - Discuss EUA updates to Moderna and Pfizer vaccines for younger populations
- June 28, 2022
 - Discuss future COVID-19 vaccines and SARS-CoV-2 strain composition

The FDA intends to livestream the VRBPAC meeting on the [FDA YouTube channel](#). The meetings will also be webcast from the [FDA website](#).

May is Hepatitis Awareness Month!

- **Screen your patients:** Primary care providers in California are now required to offer screening tests to adult patients meeting United States Preventive Services Task Force risk criteria:
 - Hepatitis C – age 18-to-79-years-old
 - Hepatitis B – adults and adolescents born in countries with prevalence of HBV infections $\geq 2\%$ and others at risk for infection
- The CDC hepatitis B serology guide has information about testing and interpretation of test results.
- **Vaccinate your patients:** ACIP now recommends Hep B vaccination for all people 19-to-59-years-old.



Share the ABCs of Hepatitis with your patients and check if screening or vaccination is needed!

Therapeutics

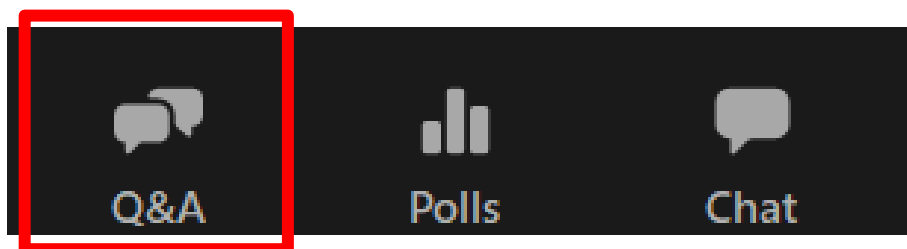
Alan Hendrickson, CDPH

Non-clinical Therapeutics Updates

- Thresholds and trends
- Test-to-Treat (T2T) CAHAN, May 4, 2022
 - Review of actions to date
 - Adding additional T2T sites
 - Best practice
 - LHDs vet additional T2T site
- T2T: legal and policy questions

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

Moderna Pediatric

- Moderna has submitted data to the FDA for an EUA application for children 6 months to under 6 years of age and children 6 years to under 12 years of age.
- Approval/ruling expected early to mid-June (6 months to 17 years)
- Nothing firm is known of the presentation(s)
- Storage and handling:
 - 9 months at frozen temperatures (-50° to -15°C)
 - 30 days at refrigerated storage (2° to 8°C)
 - 12 hours at room temperature after first puncture (2° to 25°C)

Moderna Shipper Returns

- Effective 4/29, providers will no longer receive UPS return labels for **medium and large** frozen shipping containers.
 - Medium and large shipping containers can be disposed of in the trash or recycling.
- UPS return labels will still be provided with **small** frozen shipping containers.
 - Please continue to return these small containers to Moderna.
 - Small shipping containers represent 98% of Moderna shipments.

Pediatric Pfizer (6 months – 4 years, maroon cap)

- Coming soon
- Storage and handling:
 - 12 months at ULT (-90° to -60°C)
 - 10 weeks at refrigerated temperatures (2° to 8°C)
 - 12 hours prior to first puncture at room temperature (8° to 25°C)
 - 12 hours after first puncture at room temperature (8° to 25°C)
- Presentation
 - 10 doses per vial
 - Diluent required
- May have inaccurate labeling

What's in a label?

Label Characteristics

Maroon Cap Ages 6 months through 4 years



If authorized by the FDA, **Maroon Cap** vaccine vials and cartons you receive will be labeled as Pfizer-BioNTech COVID-19 Vaccine

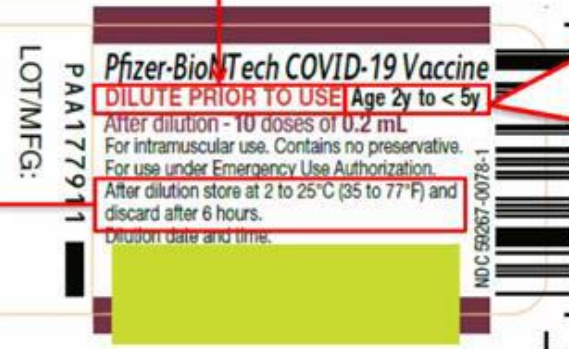
Applicable to the following cap colors:

MAROON
(Ages 6 months
thru 4)

Initial shipments of Maroon Cap vials and cartons will have the following label characteristics:

Maroon Cap vaccine requires dilution prior to use

*Maroon Cap vial labels and cartons may state that a vial should be discarded **6 hours** after the first dilution. Results from recent stability studies will supersede the current vial label and support discarding the vaccine after **12 hours** from the time of dilution



IMPORTANT INFORMATION

- The vial and carton labels may state **2 years to <5 years** of age or **6 months through 4 years of age**.
- Vials with labels that state for use in individuals **2 years to <5 years of age** can be used for individuals **6 months through 4 years of age**.

***Note:** Prior to preparation of the vaccine, please review the EUA Fact Sheet (if authorized by the FDA) as the timeframe for use post-dilution has been extended to **12 hours**



FOR TRAINING PURPOSES ONLY – THE VACCINE HAS NOT BEEN AUTHORIZED FOR USE IN INDIVIDUALS YOUNGER THAN 5 YEARS OF AGE

Updated!

Job Aid: Receiving & Storing Pfizer Vaccines

Multi-page Pfizer vaccine guidance

Includes:

- General Points
- Critical Notifications
- Fact Sheets
- Controlant
- Monitoring
- Expiration
- Instructions
- Reporting
- ...and more

Receiving & Storing Pfizer Vaccines

California COVID-19 Vaccination Program



Upon delivery, sites assume responsibility for storing vaccines in temperature-controlled environments. This job aid compiles guidance from CDC, Pfizer-BioNTech, and Controlant and is updated for California providers.

General Points

- Vaccines ship in ultra-cold thermal shipper with dry ice; ensure staff are trained on [dry ice safety](#)
- Vaccine products have a different formulation with different packaging, product configurations, dosages, National Drug Codes (NDC), and storage requirements
- See CDC [COVID-19 Vaccine Product Guide](#) (details about vaccine, kits, dimensions, PPE & needles; to be updated for pediatric products) or [product comparison guide](#) (CDPH chart includes NDCs)
- Other clinical resources can be found on [CDC's website](#)
- Ancillary kit ships within 24-48 hours of vaccine and includes PPE

Pfizer Tris-Sucrose (12Y+ Gray Cap) Formulation | [Fact Sheet](#)

- Comirnaty® is FDA-approved for ages 16+; authorized under EUA for ages 5 through 15
- NDC 59267-1025-4 available in smaller 300-dose configurations (5 cartons)
- Vial will not be labeled Comirnaty initially; look for Pfizer Tris-Sucrose Formulation
- Vaccine ships in a smaller, lighter, single-use shipper; [this video](#) shows how to receive the shipper and return the data logger; do not return shipper
- Sites should ideally carry only one Pfizer 12Y+ formulation at a time; use up Pfizer purple cap before ordering gray cap
- Does not require diluent; to avoid dilution errors, CDC doesn't recommend administering purple and gray cap products in a single clinic at the same time
- May be stored in ULT units (-90 to -60°C) until expiration, or routine refrigerators at 2-8°C (36-46°F) for up to 10 weeks; **do not store in routine freezers**
- **Do not use thermal shipper for on-site vaccine storage**; sites that previously used Pfizer thermal shipping containers for temporary storage must prepare for use of an ULT freezer or refrigerator
- Apply [storage and handling labels](#) to cartons to prevent administration and handling errors
- Apply [beyond-use tracking labels](#) to cartons when storing vaccine in the refrigerator

Pfizer (5-11Y Orange Cap) Formulation | [Fact Sheet](#)

- May be stored in ULT units (-90 to -60°C) until expiration, or routine refrigerators at 2-8°C (36-46°F) for up to 10 weeks; **do not store in routine freezers**
- **Do not use thermal shipper for on-site vaccine storage**
- NDC 59267-1055-4 available in 100-dose carton
- Vaccine ships in a smaller, lighter, single-use shipper; [this video](#) shows how to receive shipper
- [Storage and Handling Summary](#) details receiving and storing the product

California COVID-19 Vaccination Program

IMM-1339 (2/23/22)

Pfizer Monitors – Opting Out of Onsite Monitoring

- If you've never opted out all of your Pfizer shipments for onsite monitoring, the box may continue to monitor the temperature after receipt
 - You may get notifications about the shipper being out of range days after you unpacked the shipper!
- See EZIZ job aid: [Receiving & Storing Pfizer Vaccines \(eziz.org\)](https://eziz.org/Receiving%20&%20Storing%20Pfizer%20Vaccines)
- [Controlant Onsite Monitoring Playbook](#)

SAGA Digital Data Logger Issues – Pfizer Shippers

Quality Reporting

Once you open your shipper, press and hold the stop button on the logger for five seconds to stop temperature monitoring. A Quality Report should be provided via email within 1-3 hours. Do not use the vaccine within this shipper until you receive the quality report from Controlant advising on further use.

Manual Upload Instructions

If the temperature monitoring device is unable to connect with the cell network, please follow the steps below. These steps allow Points of Use (POUs) to ensure proper data connection through a manual data upload using your local internet network. The manual data process steps are the same for both Controlant 10.01 and/or Controlant SAGA loggers.

SAGA Digital Data Logger Issues (continued)

Step 1.

Connect the temperature monitoring device to a computer that has access to your local network using the USB cable provided with the temperature monitoring device. Manually upload the temperature monitoring data onto the computer.

Step 2.

The data file will upload onto the computer in the form of a *.bin file*. Once you have located the *.bin* file on your computer, please manually upload this file to <https://upload.controlant.com/>. Manually uploading the data to this website allows the data from the temperature monitoring device to reach the Pfizer Control Tower which helps to ensure supply chain visibility.

Step 3.

Once the data is received at the Control Tower, a quality disposition report is created which documents quality considerations and identifies any suspected nonconforming items.

A full set of instructions and troubleshooting information can be found on the Pfizer website at [Receiving your single-use Controlant shipment - Pfizer](#)

Vaccine Management

Eric Norton, My Turn, and Claudia Aguiluz, CDPH

Get Ready for My Turn Release 26!



New updates for My Turn Public and Clinic will launch 5/9.



My Turn Public

Release Highlights

- ✓ Post appointment communications will be updated to check administration date and time.
- ✓ Patient Name and DOB will be added on Manage Your Appointment page.
- ✓ Experience enhancements for Public Portal will occur.

My Turn Clinic

Release Highlights

- ✓ Email/Callback Fields will be added for the live chat feature.
- ✓ Use ENTER to Load Appointment Search Results.
- ✓ Use ENTER to Login.
- ✓ A rebooking option will be added for walk-in appointments.
- ✓ The bulk upload functionality will have some enhancements including selecting multiple races, and a better scrollbar.
- ✓ 4-day grace period for birthdays for Moderna, Pfizer and Janssen.

Rebooking a Canceled Appointment – Release 26



Appointments
All Appointments
53 items

Search appointments

Search by Appointment Number Only:

Date of Birth:

Last Name:

First Name:

Age Min:

Age Max:

Status:

* From:

* To:

Vaccine Type:

Vaccine Brand:

Dose:

Clinic:

1-53 of 53

<input type="checkbox"/>	Date	Time	DOB	Patient Name	Appointment	Clinic	Status	Type	Brand	Dose	Vaccine Ad...
<input type="checkbox"/>	Apr 28, 2022	12:10:00 AM	Nov 22, 1940	elakokaj thixitym	ggzthzseu7.1	Perf Testing - Pf...	Pending Vaccin...	COVID-19	Pfizer	Booster 1	
<input type="checkbox"/>	Apr 28, 2022	1:00:00 AM	Nov 22, 1980	viasao dmozigg	rumgggu91.1	Perf Testing - pf...	Pending Vaccin...	COVID-19	Pfizer	Booster 1	
<input type="checkbox"/>	Apr 28, 2022	1:55:00 AM	Nov 22, 1940	wrdkotope thm...	b3kdwysad3.1	Perf Testing - Pf...	Pending Vaccin...	COVID-19	Pfizer	Booster 1	
<input type="checkbox"/>	Apr 28, 2022	2:10:00 AM	Nov 22, 1940	looxkp pdrli	qbiky1yfoos.1	Perf Testing - Pf...	Canceled	COVID-19	Pfizer	Booster 1	
<input type="checkbox"/>	Apr 28, 2022	2:30:00 AM	Nov 22, 1980	ksobvm yrujexo	rix3tpyoady.1	Perf Testing - Pf...	Pending Vaccin...	COVID-19	Pfizer	Booster 1	
<input type="checkbox"/>	Apr 28, 2022	3:05:00 AM	Nov 22, 1940	edvgxmpofg yrb...	gsku17yczu.1	Perf Testing - pf...	Pending Vaccin...	COVID-19	Pfizer	Booster 1	
<input type="checkbox"/>	Apr 28, 2022	3:30:00 AM	Aug 11, 1981	schao ysakj	oggs3uofu3.2	Combo Flow Te...	Pending Vaccin...	COVID-19	Pfizer	2	
<input type="checkbox"/>	Apr 28, 2022	3:45:00 AM	Nov 22, 1980	gtgxf paobtu	z44ztoka3.1	Perf Testing - Pf...	Pending Vaccin...	COVID-19	Pfizer	Booster 1	
<input type="checkbox"/>	Apr 28, 2022	4:15:00 AM	Nov 22, 1940	zugwm ndbyus...	gc3oe1we9r.1	Perf Testing - pf...	Pending Vaccin...	COVID-19	Pfizer	Booster 1	
<input type="checkbox"/>	Apr 28, 2022	4:20:00 AM	Nov 22, 1940	nlgwben inayis	h339om8eu.1	Perf Testing - Pf...	Pending Vaccin...	COVID-19	Pfizer	Booster 1	

Rebook appointment

Use this form to rebook an appointment for this patient.

Patient Name:
Saniya Zaveri

Appointment date:
Monday, April 4, 2022 at 3:15 PM

Reason



Use the new rebooking functionality to rebook any Walk-In appointment in Canceled status. Just use the dropdown arrow next to the appointment to select “Rebook Appointment.” Then, you can select a new date, time, and reason. An SMS will be sent to the patient after submitting.

Bulk Upload Enhancements – Release 26



Upload all of your walk-ins at once with our CSV bulk upload feature, following the instructions below:

1. Download CSV template
2. Input required information and export the file as UTF-8 CSV.
3. Choose your file below, then click "upload".

[Choose File](#) [Upload File](#)

Bulk Uploads
Last 14 Days
3 records • Refreshed at 9:36:11 AM

	Upload ID	Created Time	Upload Type	Status	Status Message	Uploaded file	Success file	Error file	Inline errors
1	Bulk-0424	4/28/2022, 09:35 AM	CSV - inline	Complete		Uploaded file link	Success file link		View
2	Bulk-0423	4/28/2022, 09:35 AM	CSV	Complete		Uploaded file link		Error file link	View
3	Bulk-0422	4/28/2022, 09:35 AM	CSV	Complete		Uploaded file link		Error file link	View

Race*

White; Chinese

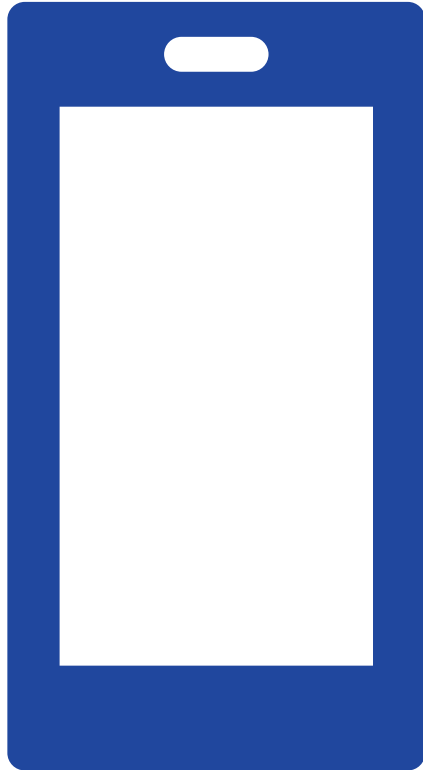


As a part of Release 26, you will be able to have an enhanced Bulk Upload experience. There will be more white space before the scrollbar so there are no additional clicks!



Select multiple races at once when using the Bulk Upload CSV file. Just select multiple options on the dropdown. Options will appear separated by a semicolon.

SMS Notification Coming Soon



Patients who are **eligible to complete their series and receive a Booster dose will receive an SMS soon** notifying them that it may be time to book an appointment.

My Turn Training Resources



If you are looking for additional My Turn training videos and resources to view on your own, please utilize the [My Turn YouTube Playlist](#).



Review topics like Clinic Setup, Patient Check-in, and everything in-between!

What's New in myCAvax? - Release 25



New updates for Providers launched April 28th.



Providers

Orders

- ✓ UI Updates to Multi-line Ordering occurred to update help text and add account name.
- ✓ Community vaccine order page layout is read-only.

Account

- ✓ Medical Staff now have a role of 'Medical Staff' instead of 'Other'

Vaccine Marketplace

- ✓ Moved the 'Assigned To' field for community users and filtering now only displays LHD and CDPH users

Other

- ✓ Improved experience for TPR Shipment incidents – email notification, new status reason, additional access.
- ✓ Chatter was enabled on Storage Capacity Object.
- ✓ Removed SDIR information during Enrollment to support SDIR to CAIR2 merge.

Location Application Reminders for Adding a Location



Once your enrollment application is submitted, it may not be edited until approved.



Location Coordinators will be emailed once the enrollment application is approved.



Location Applications cannot be deleted once created. Please contact the Provider Call Center to request a rejection for a Location Application if you submitted in error.

Order Comment Tips



When placing an order, remember to use the comments appropriately. Here are some DOs and DON'Ts for using the Order comments in myCAvax!*

ORDER COMMENTS DOS AND DON'TS

DO

USE THE ORDER COMMENTS
SECTION TO...

- ✓ PROVIDE RATIONALE FOR ORDERS
- ✓ NOTIFY OF DRAMATIC CHANGES IN ORDER PATTERN
- ✓ NOTIFY OF LATE VACCINEFINDER INPUT
- ✓ PROVIDE RATIONALE OF INCREASE IN ORDERS.
INCREASE IN DEMAND
ADDITIONAL CLINICS PLANNED
VACCINE EXPIRES SOON

DON'T

USE THE ORDER COMMENTS
SECTION TO...

- ✗ TO ADJUST HOLIDAY HOURS
- ✗ OPT OUT OF ANCILLARY KITS
- ✗ CUSTOMIZE ORDERS
- ✗ HAVE SHIPMENTS EXPEDITED OR DELAYED
- ✗ REQUEST SHIPMENTS ON A SPECIFIC DAY

Order and Delivery Cadence



Week 1					Week 2				
Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday	Wednesday	Thursday	Friday
Provider Order (submit by 5pm) ➡					Pfizer-Standard				
				Moderna/J&J – Standard					
				TPR-Pfizer		TPR-Pfizer			
		Limited Catch-Up Orders* (submit by 5pm) ➡				Pfizer-Standard			
					Moderna/J&J – Standard				
					TPR-Pfizer				



- ✓ Delivery windows are dependent on provider's days/hours of operation.
- ✓ Once submitted, orders cannot be canceled.
- ✓ Watch for emails regarding order confirmations, advance shipment notices of vaccine and ancillary kits, and temperature monitoring alerts.

Catch-up opportunity for urgent orders on Wednesday if Monday deadline is missed. **Note: Catch up orders for 5/11 will be delayed by a couple of days.*

How Will I Be Notified of Shipments?



Location Coordinators (point of contact on the order) receive these emails:

- ✓ **Order status changes** (pending, approved, rejected)
- ✓ **Order acknowledgement** (order was received by McKesson)
- ✓ **Advance shipment notices** (vaccine, ancillary kits, and Pfizer initial dry ice recharge kit) by McKesson and Pfizer
- ✓ **Pfizer temperature monitoring report** (in-transit temperatures in thermal shippers)

Shipment Incident Reminders



All Shipment Incidents must be recorded in myCAvax.



Submit Shipment Incident records for **Vaccine, Ancillary Supplies, and Data Loggers** (There's no dropdown option for Data Loggers but add Temperature as the reasoning).



When you record a new Shipment Incident in myCAvax, an email will be sent with next steps in the Shipment Incident process and information entered in the record.



If you record a shipment incident that involves California's Third-Party Redistributor, follow-up with AmerisourceBergen at the email provided!

How to Record a Shipment Incident



Step 1: Navigate to the Vaccine Inventory tab.

Step 2: Select 'Shipment Incident' from the top navigation bar.

Step 3: Select 'New' to create a new shipment incident.

Shipment Incident Report Information:

Use shipment incident report to collect information that the manufacturer or McKesson will need to resolve your incident. Shipping incident must be reported the same day as shipment arrives to receive replacement vaccine.

Need help? Review our Receiving & Storing job aids for [Pfizer](#) and [Moderna](#) Vaccines

Shipment Incidents
All Shipment Incident

1 item • Sorted by Shipment Incident Name • Filtered by All shipment incidents • Updated a few seconds ago

	Shipment Incident Name ↑	Account	Product	Incident type	Status	Shipment	Created Date
1	S-0307	Central Perk Primary Clinic	Pfizer Tris-sucrose (12 years - 100+ years) - 300/box - COVID-19 Vaccine	Package never arrived	Open		2/9/2022, 12:29 AM

To create a Shipment Incident:

1. Navigate to the Vaccine Inventory tab.
2. Select 'Shipment Incident'.
3. Select New.

VaccineFinder Reporting Cadence Reminder



Please remember to **submit VaccineFinder inventory data by COB every Friday.**

myCAvax will still flag for out-of-date VaccineFinder inventory data. Please continue to report inventory on time.

VaccineFinder is sending emails saying your data is out of date if you aren't reporting daily. The CDC is working with VaccineFinder align these reminders with the new reporting cadence.

APPENDIX

What's Next on My Turn: Release 26 (05/09)

My Turn Public

General Enhancements

- ✓ Failure Point Notification – setting up monitoring tools throughout My Turn System to flag (potential) issues
- ✓ FHIR Integration – redirect residents from vaccine.gov to My Turn
- ✓ Add Patient Name and DOB on Manage Your Appointment page
- ✓ Add Clinic Address on confirmation page for patient's reference
- ✓ Continued Analysis - Consider Walk-in and bulk upload appointments for clinic's Public Portal capacity and availability
- ✓ Update post appointment communications to check administration date and time
- ✓ Experience enhancements for Public Portal

My Turn Clinic

General Enhancements

- ✓ [Pfizer & Moderna 2nd Booster]
 - ✓ Add New Appointment
 - ✓ Single/Bulk Update
 - ✓ Bulk Upload/Inline
 - ✓ IIS Status Tab
- ✓ [POC] - Accounting for Clinic Appointments for Public Portal Availability (AWS)
- ✓ 4 Day Grace Periods for Pfizer, Moderna & J&J
- ✓ [Live Chat Enhancements] Email/Callback Fields
- ✓ Use ENTER to Load Appointment Search Results
- ✓ Use ENTER to Login
- ✓ New Link to the Walk-in and VA flow
- ✓ Bulk Upload Enhancements
 - ✓ Show History of the past 7 days
 - ✓ Update Scrollbar
- ✓ Add a Rebooking Option
 - ✓ Confirmation Page
 - ✓ SMS/Email confirmation
- ✓ Consent Type Enhancements
 - ✓ Bulk Upload "Consent Type" field

myCAvax – Known Issues - *Updated 4/29*



Known Issues

Vaccine Finder Data Not Updating on Your Order?

- ✓ We are currently investigating 'Most Recent Inventory Update' showing incorrectly for users who believe that they reported accurately. If you just recently updated 'Vaccine Finder', please wait at least 24-36 hours before the system can update accordingly. If you are still not seeing your expected result, please verify that the NDC code you are reporting under matches the NDC code for your order, minus the last two digits.



Workaround/Next Steps

- ✓ If after waiting 24-36 hours and confirming that the NDC code is correct, you are still not receiving the expected results, please contact the Provider Call Center

myCAvax Release Roadmap

Providers and LHDs/MCEs

RECENTLY DEPLOYED

April 7th (R24.0)

Order

- ✓ Opt Out of Ancillary Kit Help Text
- ✓ Doses Requested Minimum and Fulfillment Method Automation for Redistributor
- ✓ Make Order Doses Requested "Smart"
- ✓ TPRs will only have access to their own orders and Redistribution Orders
- ✓ Remove Intended Use
- ✓ Create Order on Internal screen allows LHDs to search by account or COVID ID

Account

- ✓ Reconfigure Related Lists on Account for CDPH
- ✓ Add Bounced Email field on Contact records

Community

- ✓ Dynamic Landing Pages for Providers
- ✓ IIS ID Address Static Text Updates
- ✓ Remove Rejected Applications for Providers

Waste Events

- ✓ Flag Waste Events with High '# Doses Wasted'

RECENTLY DEPLOYED

April 28th (R25.0)

Order

- ✓ Capture Approval and Submission Dates on Orders
- ✓ UI Updates to Multi-line Ordering to update help text and add account name
- ✓ Community vaccine order page layout read-only and allowing providers to save a draft order on Page 1

Account

- ✓ Medical Staff will now have a role of 'Medical Staff' instead of 'Other'
- ✓ Account Tab Changes for LHD/MCEs, Help Desk Staff

Vaccine Marketplace

- ✓ Moving the 'Assigned To' field for community users and filtering to only display LHD and CDPH users

Other

- ✓ Improved experience for TPR Shipment incidents – email notification, new status reason, additional access
- ✓ Visit Scheduled date on Site Visits no longer be required
- ✓ Chatter enabled on Storage Capacity Object
- ✓ Removing SDIR information during Enrollment to support SDIR to CAIR2 merge

UPCOMING

May 19th (R26.0)

Orders

- ✓ Product Groupings and Colors on Multi-line Order screen
- ✓ Allow LHDs to easily move standard orders to small orders
- ✓ Mass Update Order Flows to Include or Exclude Orders
- ✓ Dynamically Filter Preferred Vaccine Temperature on Vaccine Order Review Page

Account

- ✓ Easily identify active contacts
- ✓ Allow Enrollment team to easily reject Location Applications

Community

- ✓ Training Page for Product and CDC Training

Site Visits

- ✓ Email Automation for Site Visits
- ✓ Addition of VFC Information on Site Visits
- ✓ Update Status of Site Visit based on Scheduled Date

Other

- ✓ Enable Quick Text in myCAvax
- ✓ Exclude Waste Events with a High '# of Doses Wasted' from VTrckS

My Turn Public Product Roadmap

RECENTLY DEPLOYED

April 6th (R25)

Release 25

- ✓ 2nd Booster dose
 - ✓ Pfizer and Moderna for 50+ patients and 18-49 immunocompromised patients (individual and group flow)
 - ✓ Pfizer Only for 12-17 immunocompromised residents (individual and group flow)
- ✓ Add a new "COVID + Flu" tag for combo clinics
- ★ ✓ Translation Audit for Public Portal
- ★ ✓ Data Templates Technical Review (enhancement to reduce release risk)
- ✓ Testing Public flows for Government Cloud Plus migration
- ✓ Analysis - Consider Walk-in and bulk upload appointments for clinic's Public Portal capacity and availability
- ✓ Experience enhancements:
 - ✓ Public site to support format customization for checkboxes
 - ✓ Enhanced Landing page
- ★ ✓ Create a Group Scheduling specific report

CURRENT

May 9th (R26)

Release 26

- ✓ Failure Point Notification – setting up monitoring tools throughout My Turn System to flag (potential) issues
- ★ ✓ FHIR Integration – redirect residents from vaccine.gov to My Turn
- ✓ Add Patient Name and DOB on Manage Your Appointment page
- ✓ Add Clinic Address on confirmation page for patient's reference
- ✓ Continued Analysis - Consider Walk-in and bulk upload appointments for clinic's Public Portal capacity and availability
- ✓ Update post appointment communications to check administration date and time
- ✓ Experience enhancements for Public Portal

UPCOMING

June 1st (R27)

Release 27

- ✓ Baby Moderna (if approved)
- ✓ Deactivate Flu vaccine from Public Portal
- ✓ Update error messaging for better user experience, and accessibility
- ✓ (Continued) Failure Point Notification – setting up monitoring tools throughout My Turn System to flag (potential) issues
- ✓ Continued Analysis - Consider Walk-in and bulk upload appointments for clinic's Public Portal capacity and availability
- ✓ Allow patients 4 days from their 5th birthday to book initial COVID appt

TBD (as approved):

- ✓ Baby Pfizer
- ✓ Baby Moderna
- ✓ Moderna 6 years to 11 years
- ✓ 5-11 Pfizer Booster

My Turn Clinic Product Roadmap

RECENTLY DEPLOYED

April 6th (R25)

Release 25

- ✓ SDIR Merge with CAIR2
- ✓ [Clinic Specific link] - Add an Expiration Date Column
- ✓ Self-Service Clinic Specific Link
 - ✓ Deactivation Functionality
- ✓ [Walk-In 5-11 Update] - Clinics without 5-11 Vaccine Supply/Inventory
- ★ ✓ Adding filters to the Clinic Tab
- ★ ✓ Automatically Set 'Pending Complete' appointments to 'Vaccinated'
- ✓ Live Chat Enhancements
 - ✓ Redesign Live Chat Button
 - ✓ Add "in Queue" Chat
 - ✓ Live Chat Identification Name Field/Form
 - ✓ Agree/Decline PII Statement
- ✓ Bulk Upload Hybrid Import
- ★ ✓ Adding Syncope as an Immediate Adverse Reaction
- ✓ Flu Add-on Tag Validation on Clinic
- ✓ Removal of Hybrid Profiles
- ✓ Use ENTER to Load IIS Search Results
- ✓ Pfizer & Moderna 2nd Booster Eligibility

CURRENT

May 9th (R26)

Release 26

- ✓ [Pfizer & Moderna 2nd Booster]
 - ✓ Add New Appointment
 - ✓ Single/Bulk Update
 - ✓ Bulk Upload/Inline
 - ✓ IIS Status Tab
- ✓ [POC] - Accounting for Clinic Appointments for Public Portal Availability (AWS)
- ✓ 4 Day Grace Periods for Pfizer, Moderna & J&J
- ✓ [Live Chat Enhancements] Email/Callback Fields
- ✓ Use ENTER to Load Appointment Search Results
- ✓ Use ENTER to Login
- ✓ New Link to the Walk-in and VA flow
- ✓ Bulk Upload Enhancements
 - ✓ Update Scrollbar
- ✓ Add a Rebooking Option
 - ✓ Confirmation Page
 - ✓ SMS/Email confirmation
- ✓ Consent Type Enhancements
 - ✓ Bulk Upload "Consent Type" field

UPCOMING

(R 27)

Release 27




- ✓ Moderna 6m-6y Updates
- ✓ Pfizer 5-11 Booster Updates
- ✓ Flu Removal from My Turn
 - ✓ Walk-in Flow
 - ✓ Clinic Setup Flow
 - ✓ VA flow
 - ✓ Bulk Appointment Upload

TBD

Priorities

- ★ ✓ **Pfizer three-dose vaccine rollout for 6 months to 4-year-old residents**
 - ✓ VA Flow Updates & EUA Links
 - ✓ Update to Dose Fields
 - ✓ Add Vaccine Supply & Inventory
 - ✓ Bulk Upload Appointment Template Update
 - ✓ Clinic Setup
- ★ ✓ **Pfizer Booster 5-11 y/o**

Slide Icon Key

Icon	Meaning
	This is to label slides that are referencing upcoming or existing functionality and how to use it in the system.
	This is to label slides that include important system reminders.
	This is to label slides that include tips and best practices to improve your system experience.

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
- 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



myCAvax Help Desk

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

- Email: 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

For **technical support** with My Turn Clinic for COVID-19 and flu vaccines: 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](#)

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 and myCAvax Office Hours

Next session: Monday, May 9, 12PM

Friday:

Provider Office Hours

Next session: Friday, May 13, 9AM