

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

Friday, February 4, 2022

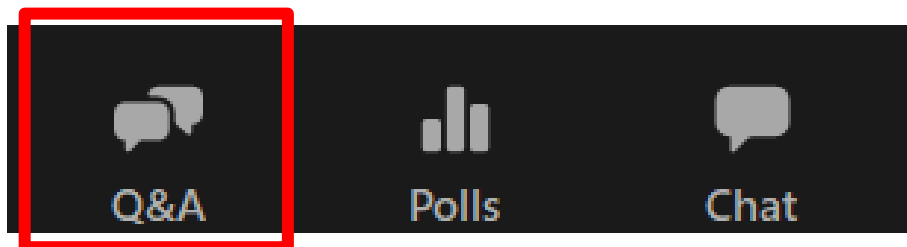


**Vaccinate ALL 58**

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, February 4, 2022

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 – 9:03
2	Public Call Center	Darrin Gross (CDPH)	9:03 – 9:05
3	Communications	Rachel Jacobs (CDPH)	9:05 – 9:10
4	Vaccine Administration	Joshua Quint (CDPH)	9:10 – 9:15
5	Clinical Update	Caterina Liu, M.D. (CDPH)	9:15 – 9:20
Q&A			9:20 – 9:30
6	Storage & Handling	Kate McHugh (CDPH)	9:30 – 9:35
7	Vaccine Management	Claudia Aguiluz (CDPH)	9:35 – 9:45
8	Wrap Up & Resources	Leslie Amani (Moderator)	9:45 – 10:00
Q&A			

# Announcements

Leslie Amani, CDPH

# CDC COCA Now

## How to Talk with Parents and Caregivers about COVID-19 Vaccination

Tips for Pediatricians, Family Medicine Practitioners, Nurses, Pharmacists, Public Health Officials, & Other Vaccine Providers

More information can be found [here](#)

### CDC: Safety of COVID-19 Vaccines

- [CDC COVID-19 Vaccine Safety Information](#)
- [Your COVID-19 Vaccination](#)
- [Stay Up to Date on Your Vaccine](#)




# 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

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**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**

- [COVID-19 Vaccination Program FAQs Updated 2/3](#)
- [Connect with Vaccine Experts – Provider Office Hours Every Friday](#)
- [myCAVax Training](#)
- [Weekly Webinars and Training Calendar](#)

**Alerts:**

**Vaccine Orders**

- [Third-party Redistributor Transitions from Dry Ice to Refrigerated Shipments](#)

**Boosters**

- [Expansion to Ages 12+ and Additional Dose for Immunocompromised Ages 5-11](#)
- [COVID-19 Vaccine Eligibility Chart | Spanish Summary of Related Guidance and Requirements](#)
- [Expanding Vaccination Capacity \(Provider Readiness Checklist\)](#)

**Now Enrolling Providers of Pediatric Services**

- [Make NO Mistake–COVID-19 Is A Childhood Illness](#)
- [Benefits for Primary Care Providers](#)
- [Find Information on How to Enroll](#)

**Featured Resources**

**CDPH COVID-19 Treatments:**

- For information regarding COVID-19 treatments, please visit the [CDPH Therapeutics Webpage](#)

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

- [Comparison Guide of COVID-19 Vaccine Products](#)
- [Vaccine Administration Checklist](#)
- [Preventing Administration Errors](#)
- [Coadministration of COVID-19 Vaccine with Other Vaccines | Tips | Preteens](#)

**Vaccine Management:**

# COVID-19 is a Childhood Illness

- 4x more deaths than flu
- 11x higher risk of hospitalization for unvaccinated children
- Poorest neighborhoods are far behind
- 65% of kids not vaccinated





# Top 5 Reason to Get Kids Vaccinated



**Unvaccinated children are at risk of getting COVID-19**, + potential serious complications, and/or long-term impacts.



**The vaccine is safe and effective, and no long-term problems have been seen for any vaccine.**



**Getting those who are eligible vaccinated can help keep schools & communities safe.**



**Getting them safely back to the classroom and their favorite afterschool activities** supports mental health & wellness.



**Vaccines are safe, effective, and free**



# COVID-19 Vaccine Provider FAQs

- Answers to provider questions
- Updated weekly: last updated 2/3/2022
- Currently in its 57th iteration!



**Q: Where can COVID-19 vaccine Providers find information on the Pfizer COVID-19 vaccine for children under 5 years of age?**

A: Pfizer submitted their COVID-19 vaccine to the FDA [for children ages 6 months through 4 years of age](#). Note: When authorized, this COVID-19 vaccine will share the same storage and handling characteristics as the Pfizer pediatric (5-11 years, orange cap) vaccine:

- 9-month shelf life at ultra-low temperature
- 10-week shelf life at normal refrigerated temperature
- Comes in a 10-dose vial with 10 vials per carton
- Requires dilution, provided by the U.S. Government
- Maroon cap



**Q: When will the third-party redistributor (AmerisourceBergen) transition from frozen shipments to refrigerated shipments of COVID-19 vaccine?**

A: The third-party redistributor (TPR), AmerisourceBergen will be switching to all refrigerated shipments this week. Vaccine products must be refrigerated at 2°C to 8°C upon receipt. Once stored, vaccine cannot be stored at ultra-cold or frozen temperature ranges. For further information, please visit [Receiving Small Orders from TPR](#).

## 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 February 7, 2022

Note: Calendar subject to change

	Monday 2/7	Tuesday 2/8	Wednesday 2/9	Thursday 2/10	Friday 2/11
myCAvax	<a href="#">Training for VIP Early-Access Providers</a> 10:00 am – 10:30 am Email for info: <a href="mailto:hannah.shows@accenture.com">hannah.shows@accenture.com</a>	<a href="#">What's New in myCAvax</a> 12:30 pm – 1:00 pm PW: myCAvax2022!			<a href="#">Provider Office Hours</a> 9:00 am – 10:00 am PW: Immunize!
My Turn			<a href="#">What's New in My Turn</a> 4:00 pm – 4:30 pm		
Combined Office Hours and Events	<a href="#">My Turn and myCAvax Office Hours</a> 12 pm – 1 pm				
View On Demand	<ul style="list-style-type: none"><li><a href="#">What's New in myCAvax for Release 21</a> (v. 1/18/22)</li><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="#">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>	<ul style="list-style-type: none"><li><a href="#">Recording a Transfer/Redistribution Report</a> (v. 12/20/21)</li><li><a href="#">Recording a Shipment Incident</a> (v. 12/20/21)</li></ul>	<ul style="list-style-type: none"><li><a href="#">Recording an Excursion Event</a> (v. 12/20/21)</li><li><a href="#">Recording a Waste Event</a> (v. 12/20/21)</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

# Communications

Rachel Jacobs, CDPH

# Vaccinate All 58 Vaccine Task Force Comms Updates

## Partner Communications



- Updating communications for anticipated full approval of Moderna
  - [COVID-19 Vaccine Eligibility Chart | Spanish](#)
- Promoting Make No Mistake – COVID-19 is a Childhood Illness [Infographic](#)
- Communicating about COVID-19 Vaccines on Social Media scheduled for February 16



## Paid Media

- Scheduled Q1 broadcast for urban and rural families, vaccinating 5+, boosters on digital, radio, television, print, and out of home (billboards, bus shelters, etc.)
- Running booster/harm reduction campaigns digital and radio
- Rural 17 Ground Game Media running in print (English/Spanish), transit, digital, & out of home



## Public Communications

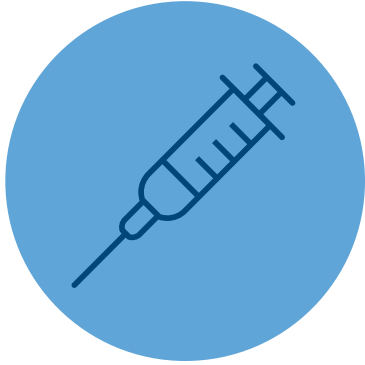
- Working on public messaging for anticipated full approval of Moderna
- Celebration of Lunar New Year – reporting piece with Dr. Erica Pan
- Gearing up for next Week of Action – Valentine’s Day “How to show someone you love them by getting vaccinated”
- Super Bowl assets – series of advertisements in LA on how people can celebrate safely
- Finalizing VA58 website updates and looking to push live soon

# Public Call Center

Darrin Gross, CDPH

# CA COVID-19 Call Center: Call Drivers

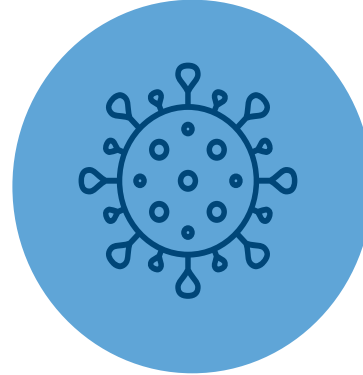
January 2022



## Vaccine Line

35% of calls

- Appointment scheduling/canceling assistance (incl. boosters, pediatric appointments)
- Identifying vaccine locations close to resident



## C19 Line

24% of calls

- Finding testing locations/getting results
- Information on in-home test kits
- Current mask requirements



## Vaccine Incentive Line

8% of calls

- Redemption code assistance
- Eligibility questions for vaccine incentive
- Is vaccine incentive program still running?

# Vaccine Administration Data

Joshua Quint, CDPH

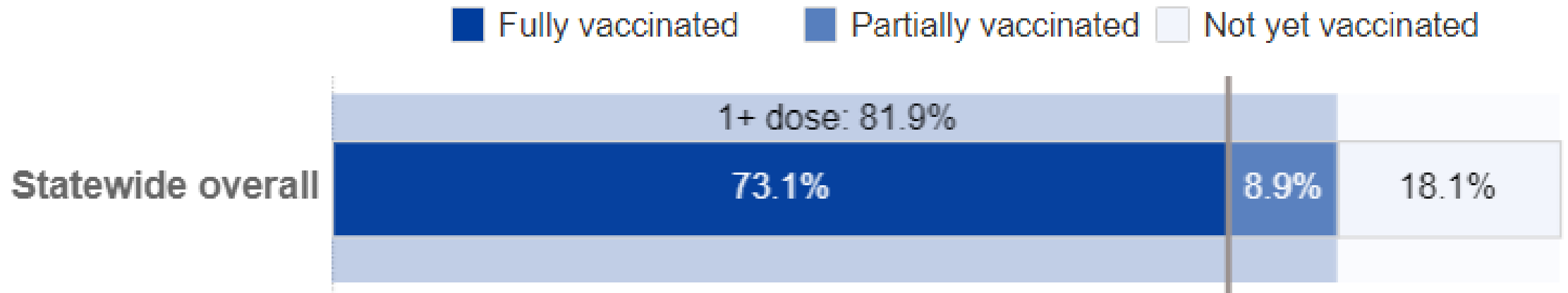


# Vaccine Administration Summary

as of January 31, 2022

Total Doses Administered: **69,485,832**

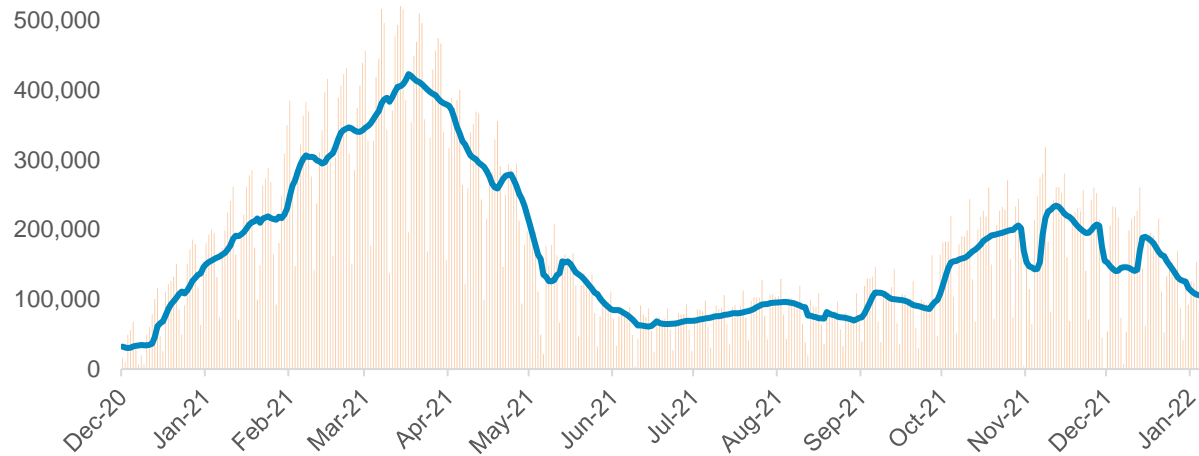
↑ **886,069**  
(from previous week)



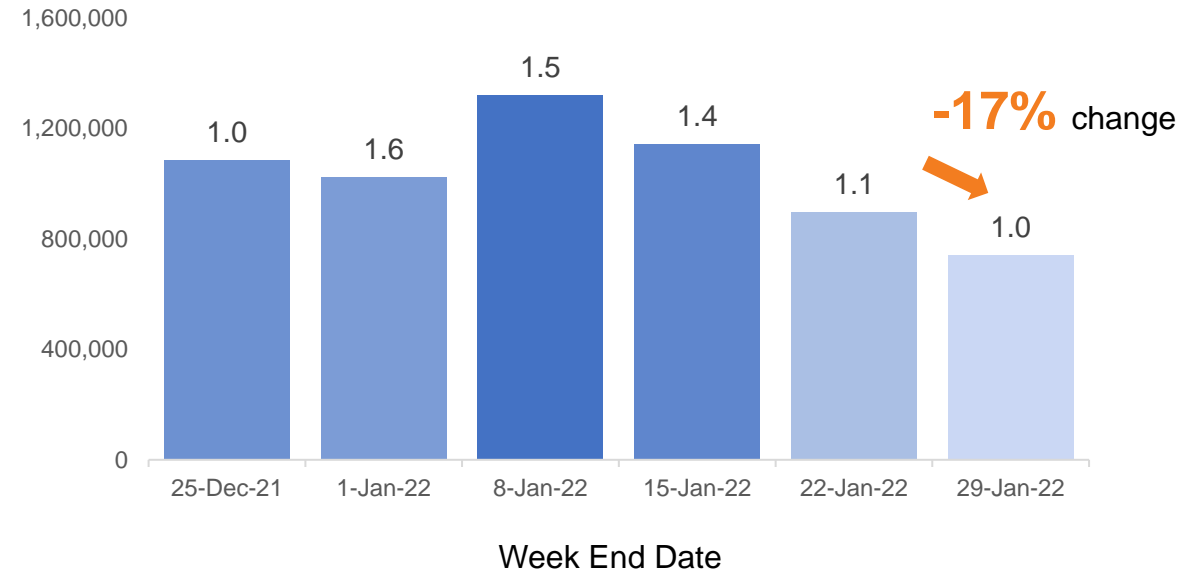
# Trends in Vaccine Administration

as of January 31, 2022

## New Doses Administered



## New Doses Administered



# Booster\* Vaccinations

as of January 31, 2022

Total Persons: **12,924,308**

**↑ 552,789**  
(from previous week)

**54%** of eligible\*\* population

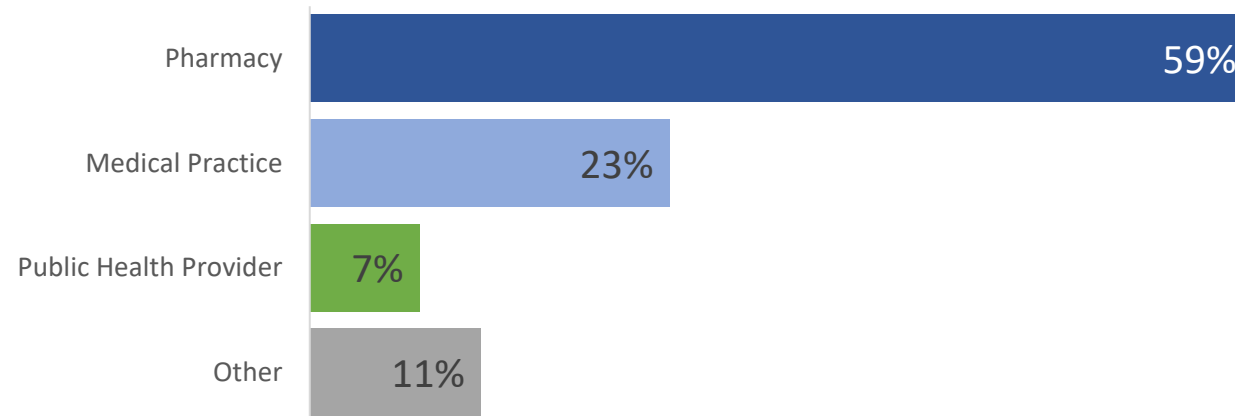
**+ 2%**

\*\*24,018,835 individuals, 12+ years of age,  
and J&J + 2 months or MRNA + 6 months

**71%** of 65+ eligible population

**+ 1%**

Booster Doses By Provider Type  
(n=12,995,691)



\*Includes Additional Doses

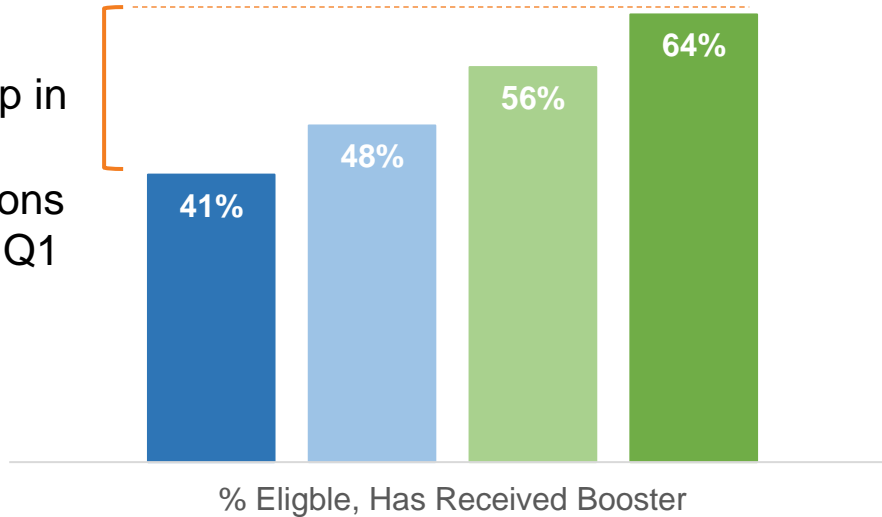
# Booster\* Equity Vaccinations

as of January 31, 2022

## Booster Eligible by VEM Quartile

■ Q1 ■ Q2 ■ Q3 ■ Q4

+1%  
**23%** gap in  
booster  
vaccinations  
between Q1  
and Q4

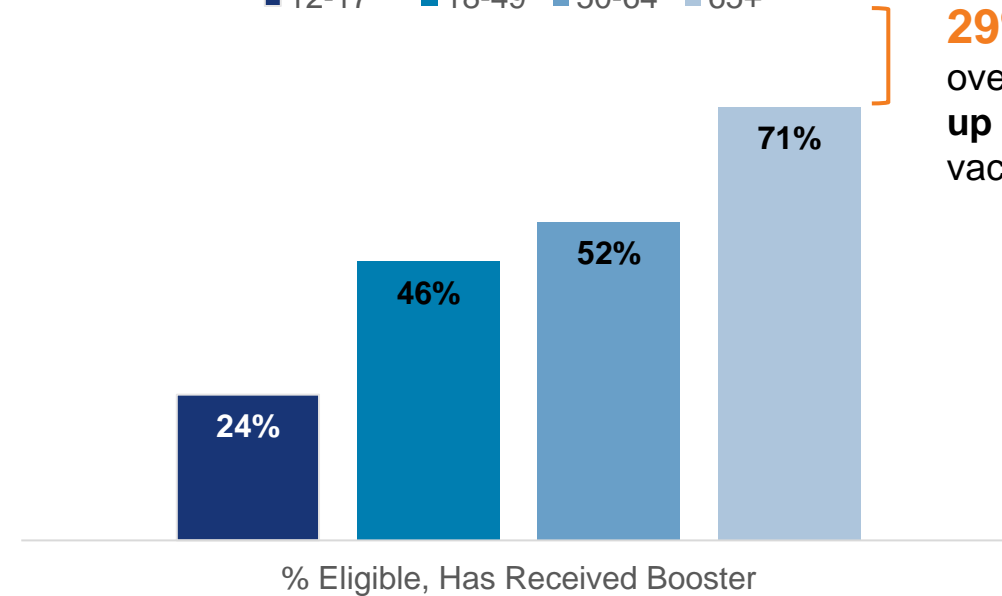


## Booster Eligible by Age Group\*\*

■ 12-17\*\* ■ 18-49 ■ 50-64 ■ 65+

-4%

**29%** of persons  
over 65 are **not yet**  
**up to date** on  
vaccination



\*\*Note that 12-17 is the newest eligible age group for booster vaccination.

\*Includes Additional Doses

# Vaccine Equity Ages 5-to-11

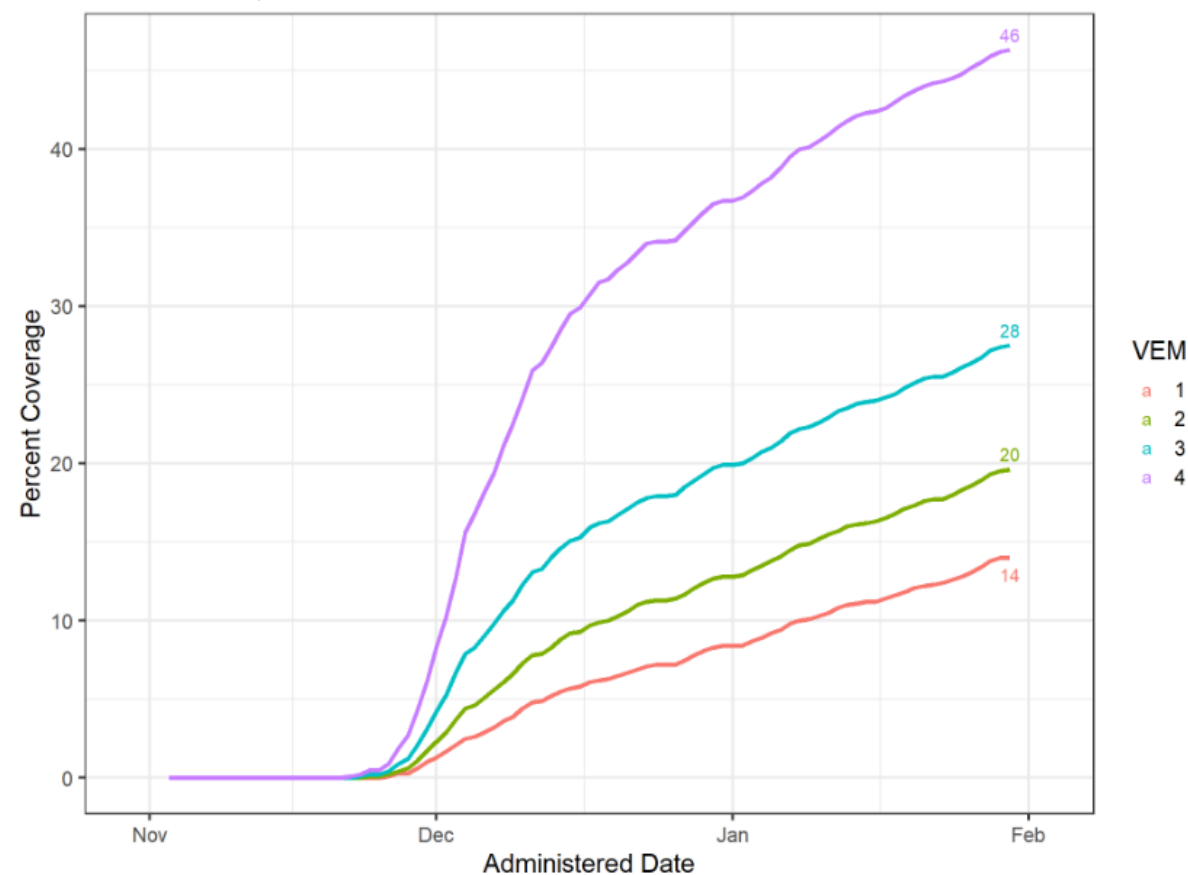
as of January 31, 2022

## VEM/HPI Q4 vs Q1 Equity Gap

- 0%

- **32%** gap between Q4 and Q1 youth
- Q4 youth **3.3x** more likely to be vaccinated than their Q1 counterparts

Percent Fully Vaccinated Among 5 to 11 Year Olds by VEM, Since Nov 1, 2021



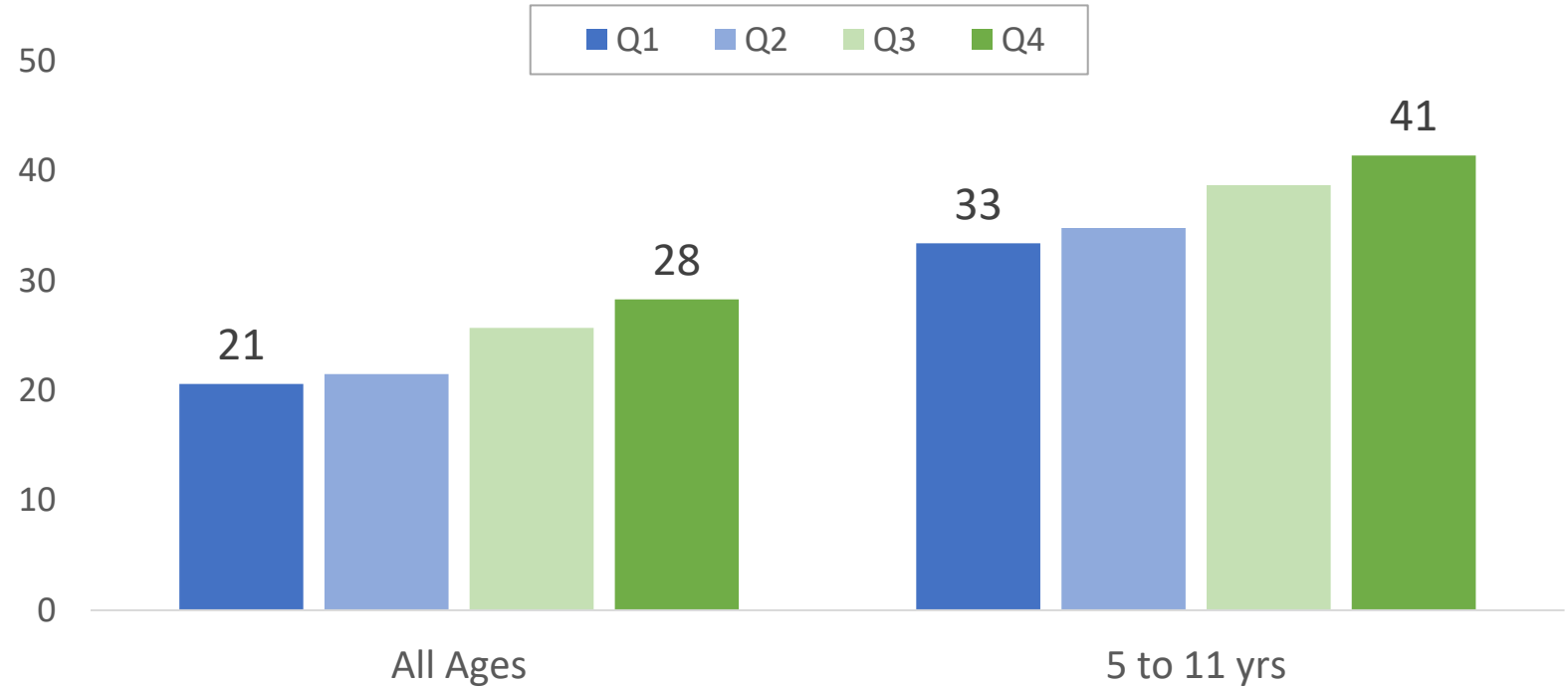
# Vaccination Equity Ages 5-to-11

as of January 31, 2022

## Role of Medical Practices for Vaccination:

- **5-to-11-year-olds** are more likely to be vaccinated by a **Medical Practice** than the general population.
- People living in **Q4 (healthier) areas** are more likely to be vaccinated by a **Medical Practice** than people living in Q1 (less healthy) areas.

Percent of Doses Administered at a **Medical Practice** by Age Group and HPI Quartile



# Clinical Update

Caterina Liu, M.D., CDPH

# FDA Approves Moderna COVID-19 Vaccine

The FDA announced the approval of the Moderna Vaccine (**Spikevax**)

- Moderna vaccine has been available under EUA for  $\geq 18$  years-old persons since 12/18/2020.
- It has met the FDA's approval standards for safety, effectiveness and manufacturing.
  - Effectiveness:
    - 93% VE against COVID-19 infection
    - 98% VE against severe disease
  - Safety:
    - Increased risks for myocarditis in males 18 – 24 years of age
    - Majority of cases had resolution of symptoms



# ACIP Meeting Today 2/4/22

- Agenda includes:
  - Review of Moderna COVID-19 vaccine safety and efficacy
  - Updates on myocarditis and pericarditis following Moderna COVID-19 vaccine
  - Extended intervals for mRNA COVID-19 vaccines
- [Watch online](#) or [view slides](#)

# Myocarditis Cases Reported After mRNA-Based COVID-19 Vaccination in the U.S. December 2020 to August 2021

- Descriptive study of the myocarditis reports to the Vaccine Adverse Event Reporting System (VAERS).
- Rates of reported cases of myocarditis after second vaccination are higher than expected in males aged 12-15 and 16-17 years.
- Of those myocarditis cases requiring hospitalization, 98% were discharged at time of the review.
- No verified cases of myocarditis requiring heart transplant, extracorporeal membrane oxygenation (ECMO), or ventricular assist device.

# COVID-19 Vaccination After Myocarditis or Pericarditis

*“Until additional safety data are available, experts advise that people who develop myocarditis or pericarditis after a dose of an mRNA COVID-19 vaccine not receive a subsequent dose of any COVID-19 vaccine.”*

- CDC's Interim Clinical Considerations for use of COVID-19 Vaccines

- Considerations for vaccination may include:
  - Personal risk of severe acute COVID-19 (age, underlying conditions, etc.)
  - Level of COVID-19 community transmission and risk of infection
- If choose re-vaccination:
  - Consult with clinical team, including cardiologist
  - Ensure episode of myo- or pericarditis is completely resolved
  - Males  $\geq 18$ y/o could consider dose of J&J (expert opinion)

# Why Vaccinate During Omicron Surge?



COVID-19 testing in Gardena. The New York Times

# Third Dose Improves Vaccine Effectiveness in Preventing COVID-19 Hospitalizations Among Immunocompetent and Immunocompromised Adults

**TABLE 3. Effectiveness of 2-dose and 3-dose regimens of COVID-19 mRNA vaccines against COVID-19 hospitalization among adults with and without immunocompromising conditions — 21 hospitals, 18 U.S. states,<sup>\*,†</sup> August–December 2021**

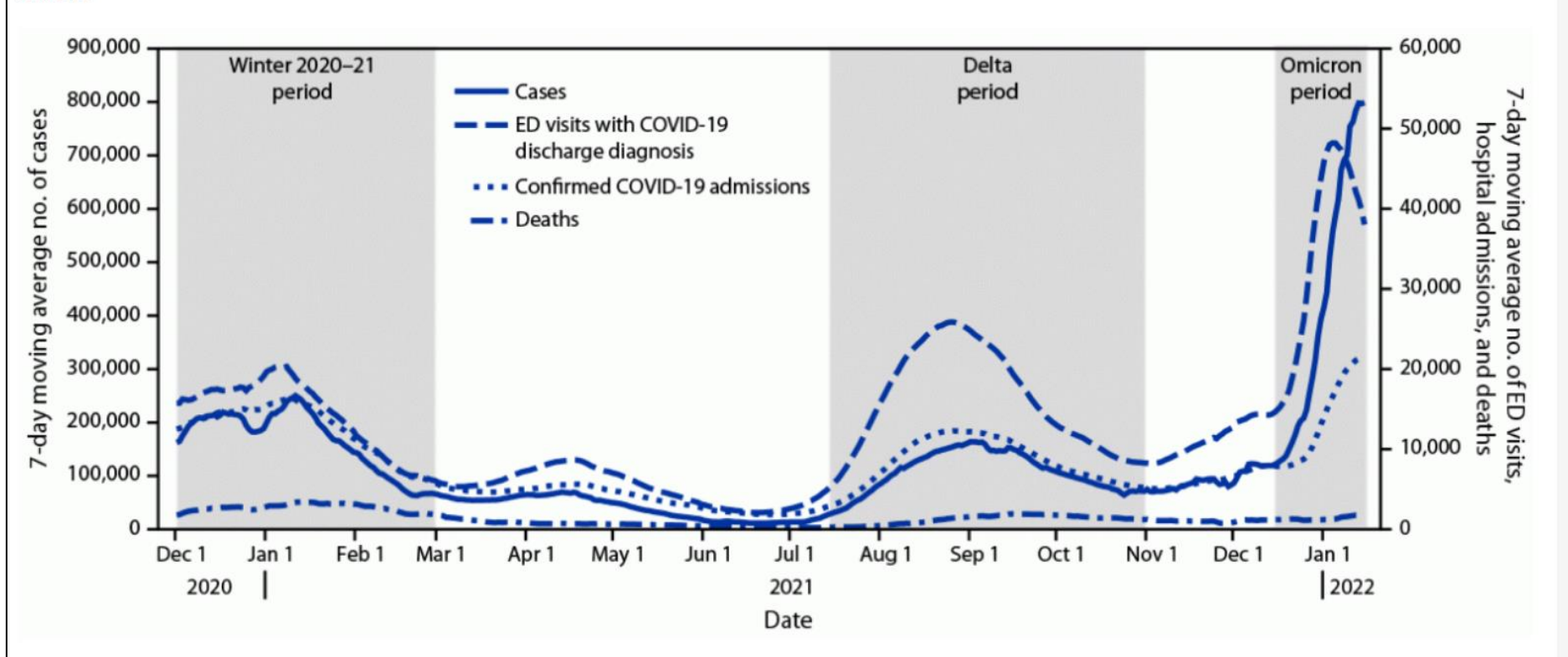
Subgroup	Vaccinated versus unvaccinated, 2 doses		Vaccinated versus unvaccinated, 3 doses		P-value for VE comparison for 2-dose versus 3-dose recipients <sup>5</sup>
	No. vaccinated/ Total no. (%)	VE (95% CI)*	No. vaccinated/ Total no. (%)	VE (95% CI)*	
Patients without immunocompromising conditions					
COVID-19 case-patients	212/956 (22)	82 (77–86)	10/754 (1)	97 (95–99)	<0.001
Control patients	467/788 (59)		121/442 (27)		
Patients with immunocompromising conditions					
COVID-19 case-patients	196/383 (51)	69 (57–78)	36/223 (16)	88 (81–93)	<0.001
Control patients	376/513 (73)		145/282 (51)		

**Abbreviation:** VE = vaccine effectiveness.

- COVID-19 vaccination is highly effective against hospitalization
- Boosters provide additional protection against hospitalization in immunocompromised and immunocompetent people

# Trends in Disease Severity and Health Care Utilization December 2020-January 2022

FIGURE. Seven-day moving average number of COVID-19 cases, emergency department visits, hospital admissions, and deaths — United States,\* December 1, 2020–January 15, 2022





# Trends in Disease Severity and Health Care Utilization December 2020-January 2022

**TABLE 2. Total hospitalizations, hospitalized COVID-19 patients, and indicators of disease severity among hospitalized COVID-19 patients during the Omicron period compared with the winter 2020–21 and Delta periods,\* by age group, 199 hospitals—United States, January 2021–January 2022**

Indicator/ Age group, yrs	No. (%)			Comparison of Omicron with winter 2020–21 period		Comparison of Omicron with Delta period	
	Winter 2020–21 period Jan 1–21, 2021	Delta period Aug 22–Sep 11, 2021	Omicron period Dec 26, 2021– Jan 15, 2022	Percentage point or mean difference	Relative % difference	Percentage point or mean difference	Relative % difference
<b>Total hospitalizations</b>							
All	108,360	110,950	98,920	—	—	—	—
0–17	11,504	13,946	11,517	—	—	—	—
18–50	31,070	34,537	28,040	—	—	—	—
>50	65,786	62,467	59,363	—	—	—	—
<b>Hospitalized COVID-19 patients as a percentage of total hospitalizations</b>							
All	12,963 (12.0)	10,440 (9.4)	12,800 (12.9)	−1.0 <sup>†</sup>	8.2	3.5 <sup>†</sup>	37.5
0–17	147 (1.3)	272 (2.0)	405 (3.5)	2.2 <sup>†</sup>	175.2	1.6 <sup>†</sup>	80.3
18–50	2,474 (8.0)	3,304 (9.6)	3,988 (14.2)	6.3 <sup>†</sup>	78.6	4.7 <sup>†</sup>	48.7
>50	10,342 (15.7)	6,864 (11.0)	8,407 (14.2)	−1.6 <sup>†</sup>	−9.9	3.2 <sup>†</sup>	28.9
<b>ICU admission among hospitalized COVID-19 patients</b>							
All	2,359 (18.2)	1,824 (17.5)	1,658 (13.0)	−5.2 <sup>†</sup>	−28.8	−4.5 <sup>†</sup>	−25.9
0–17	25 (17.0)	50 (18.4)	42 (10.4)	−6.6 <sup>‡</sup>	−39.0	−8.0 <sup>‡</sup>	−43.6
18–50	346 (14.0)	438 (13.3)	377 (9.5)	−4.5 <sup>†</sup>	−32.4	−3.8 <sup>†</sup>	−28.7
>50	1,988 (19.2)	1,336 (19.5)	1,239 (14.7)	−4.5 <sup>†</sup>	−23.3	−4.7 <sup>†</sup>	−24.3
<b>IMV among hospitalized COVID-19 patients<sup>§</sup></b>							
All	764 (7.5)	503 (6.6)	358 (3.5)	−4.0 <sup>†</sup>	−53.4	−3.1 <sup>†</sup>	−46.5
0–17	1 (0.8)	1 (0.4)	0 (—)	NC	NC	NC	NC
18–50	122 (6.2)	118 (4.9)	73 (2.3)	−3.9 <sup>†</sup>	−63.2	−2.6 <sup>†</sup>	−53.2
>50	641 (8.0)	384 (7.7)	285 (4.3)	−3.7 <sup>†</sup>	−46.2	−3.4 <sup>†</sup>	−44.3
<b>In-hospital death among hospitalized COVID-19 patients<sup>**</sup></b>							
All	976 (12.9)	803 (12.3)	533 (7.1)	−5.8 <sup>†</sup>	−44.9	−5.2 <sup>†</sup>	−42.3
0–17	1 (1.1)	0 (—)	0 (—)	NC	NC	NC	NC
18–50	57 (4.0)	110 (5.4)	38 (1.7)	−2.3 <sup>†</sup>	−58.3	−3.7 <sup>†</sup>	−69.2
>50	918 (15.2)	693 (16.0)	495 (10.0)	−5.2 <sup>†</sup>	−34.2	−6.0 <sup>†</sup>	−37.5
<b>Length of stay among hospitalized COVID-19 patients, by age group, yrs</b>							
<b>Median</b>							
All	5	5	3	—	—	—	—
0–17	2	2	2	—	—	—	—
18–50	3	4	2	—	—	—	—
>50	5	6	4	—	—	—	—
<b>Mean (SD)</b>							
All	8.0 (15.6)	7.6 (10.6)	5.5 (13.1)	−2.5 <sup>†</sup>	−31.0	−2.0 <sup>†</sup>	−26.8
0–17	4.4 (10.1)	3.9 (5.3)	3.5 (9.7)	−0.9	−20.3	−0.4	−9.5
18–50	5.8 (7.8)	6.1 (6.9)	4.3 (7.4)	−1.5 <sup>†</sup>	−25.6	−1.8 <sup>†</sup>	−29.9
>50	8.6 (17.0)	8.4 (12.0)	6.2 (15.1)	−2.4 <sup>†</sup>	−27.7	−2.2 <sup>†</sup>	−25.8

# Omicron may cause milder illness

But the record number of cases is leading to a record number of hospital admissions

Highest daily average cases\*

**5x  
higher**

**Omicron:** 799,000  
**Delta:** 164,000

Highest daily average hospital admissions†

**1.8x  
higher**

**Omicron:** 22,000  
**Delta:** 12,000

Help slow the spread and decrease the strain on hospitals:

**stay up to date on vaccines and wear a mask**



[bit.ly/mm7104e4](https://bit.ly/mm7104e4)

\* Delta 8/1/2021–9/30/2021 and Omicron 12/19/2021–1/15/2022  
† Maximum daily average values observed during the two periods

**MMWR**



# COVID-19 Vaccination Following SARS-CoV-2 Infection

- COVID-19 vaccination is recommended for everyone ages 5 years and older, regardless of a history of symptomatic or asymptomatic SARS-CoV-2 infection. This includes people with prolonged post-COVID-19 symptoms and applies to primary series, additional primary doses, and **booster doses**.
- People with known current SARS-CoV-2 infection should defer vaccination at least until recovery from the acute illness (if symptoms were present) has been achieved and criteria to discontinue isolation have been met.
- Current evidence about the optimal timing between SARS-CoV-2 infection and vaccination is insufficient to inform guidance.

# CDC Interim Clinical Considerations for Use of COVID-19 Vaccines:

## Appendix A. Vaccine administration errors and deviations

- In general, vaccine administration errors should be reported to VAERS.
- This table in Appendix A provides detailed VAERS reporting and revaccination guidance:


Table. Interim recommendations for COVID-19 vaccine administration errors and deviations

Type	Administration error/deviation	Interim recommendation
Site/route	• Incorrect site (i.e., site other than the deltoid muscle or anterolateral thigh)	• Do not repeat dose.
	• Incorrect route (e.g., subcutaneous)	• Do not repeat dose. Inform the recipient of the potential for local and systemic adverse events.
Age	• Unauthorized age group	• If received dose at age less than 5 years, do not give another dose at this

- This job aid summarizes the guidance and can be shared with providers.

### COVID-19 Vaccine

Administration Errors Revaccination Guidance



A vaccine administration error is any preventable event that may cause or lead to inappropriate use of vaccine or patient harm. When an error occurs with a COVID-19 vaccine, follow the revaccination guidance in the table below, using an age-appropriate COVID-19 vaccine and formulation. Then continue with the recommended schedule of subsequent dose(s) unless otherwise noted (see footnotes).

**For all vaccine administration errors:**

- Inform the recipient of the vaccine administration error.
- Consult with the state immunization program and/or immunization information system (IIS) to determine how the dose should be entered into the IIS, both as an administered dose and to account for inventory.
- Providers are required to report all COVID-19 vaccine administration errors—even those not associated with an adverse event—to [VAERS \(https://vaers.hhs.gov/\)](https://vaers.hhs.gov/).
- Determine how the error occurred and implement strategies to prevent it from happening again.

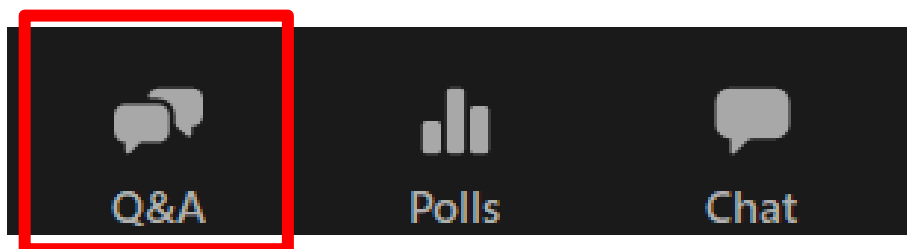
For more detailed information on COVID-19 errors, see: <https://www.cdc.gov/vaccines/covid-19/clinical-considerations/covid-19-vaccines-us.html#Appendix-A>

#### Interim Revaccination Guidance

Type	Administration error/deviation	Do NOT repeat dose	Repeat dose immediately	Repeat dose after invalid dose by the minimum interval*	Contact manufacturer
Site/route	Incorrect site (i.e., site other than deltoid or anterolateral thigh)	✓			
	Incorrect route (i.e., route other than intramuscular)	✓			

# 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

## Third-party Redistributor (TPR, AmerisourceBergen) Switching to Refrigerated Shipping

- AmerisourceBergen should be switching over to all refrigerated shipments starting this week
- Shipments are very similar, just packed with gel packs/bubble wrap instead of dry ice
- Data logger is the same, just set for 2°C to 8°C
- Job aid: Receiving Small Orders from TPR

# Preventing Administration Errors – Expiration and Beyond Use Dates (BUDs)

- Always double-check expiration and beyond use dates of vaccines before administering
- Expiration Checkers:
  - [Vial Expiration Date Lookup | Moderna COVID-19 Vaccine \(EUA\) \(modernatx.com\)](#)
  - [Janssen COVID-19 Vaccine Expiry Checker \(vaxcheck.jnj\)](#)
  - Pfizer: Check the EUA
    - [Pfizer-BioNTech COVID-19 Vaccine for 12 and older - purple cap must dilute \(fda.gov\)](#)
    - [Pfizer-BioNTech COVID-19 Vaccine for 12 and older - gray cap do not dilute \(fda.gov\)](#)
    - [Pfizer-BioNTech COVID-19 Vaccine for 5 - 11 Years of Age \(fda.gov\)](#)

# Large Quantities of Vaccine Expiring

- Large amounts of both Pfizer and Moderna vaccine recently expired or are expiring over the next couple of months.
  - CDPH is expecting that many more providers will be reporting waste from these events
- If vaccine has expired, please remove the vaccine from storage, dispose of the vaccine, and report the waste to myCAvax.
- [February and March COVID-19 Expiration Dates Communication \(1/27\)](#)

# Temperature Excursions

- Remember to report temperature excursions in myCAvax.
- How can you get quick answers about vaccine viability?
  - Moderna: [Storage & temperature excursion for Moderna COVID-19 vaccine \(modernamedinfo.com\)](https://www.modernamedinfo.com/storage-temperature-excursion-for-moderna-covid-19-vaccine)
  - Janssen: [Janssen COVID-19 Vaccine - Stability - Temperature Excursion \(Vials\) \(janssenmd.com\)](https://www.janssenmd.com/janssen-covid-19-vaccine-stability-temperature-excursion-vials)
  - Pfizer: Use the Digital Assistant: [Pfizer-BioNTech COVID-19 Vaccine also known as COMIRNATY \(COVID-19 Vaccine, mRNA\) | Pfizer Medical Information - US](https://www.pfizer.com/us/covid-19-vaccine)
    - Reminder: Please call medical Information for information on **gray** and **orange** cap vaccine: **1-800-438-1985**



# Pfizer Vaccine Ages 6 months to 4 years

- The vaccine may be ready to ship as soon as 02/21, depending on authorization timeline
- The vaccine will have a maroon cap
  - It is NOT interchangeable with the vaccine for the other age ranges!
  - You must wait to receive this product before you can start vaccinating this age range
- Will be 10 doses per vial (10 vials per carton)
  - Expected 100 dose minimum standard order
  - Our Third Party Redistributor (AmerisourceBergen) will likely make this product available via small orders
- It will require diluent
- Storage requirements are similar to the orange and gray cap Pfizer

# Vaccine Management

Claudia Aguiluz, CDPH

# Live Chat Feature Preview – Clinic Not Showing

Oh no! I want our patients to be able to schedule appointments ASAP, and our Clinic isn't showing up on the My Turn website.

Welcome to the vaccine management Help Desk, one of our agents will join you shortly.

Before we get started...

Please type "Yes" to acknowledge that you won't share any sensitive patient information (PHI/PII) during this chat (e.g., patient name, DOB, email address, etc.).

Yes.

Hi, my name is My Turn Marisol, and I will be helping you with your problem today. Before we get started, can you please provide your name, email address, role, and organization or account?

Of course! My name is My Turn Mary, my email is [myturnmary@happyclinic.com](mailto:myturnmary@happyclinic.com), I am the Clinic Manager, and the account is called Happy Clinic.

Thank you, My Turn Mary! What is the issue you are struggling with today?

Our Clinic, Happy Clinic 123 isn't showing on My Turn, and I want to make sure my patients can make appointments.

Some additional troubleshooting...

I'm so glad our Clinic is available now! I can't wait to vaccinate more patients.

# Live Chat Feature Preview – Updating Contacts

I just got a new email address assigned from my Organization. I should probably get my Contact Page changed to reflect my new email address.

Welcome to the vaccine management Help Desk, one of our agents will join you shortly.



Before we get started...

Please type "Yes" to acknowledge that you won't share any sensitive patient information (PHI/PII) during this chat (e.g., patient name, DOB, email address, etc.).

Yes.

Hi, my name is myCAVax Mark, and I will be helping you with your problem today. Before we get started, can you please provide your name, email address, role, and organization or account?

Of course! My name is myCAVax Maya, my email is [mycavaxmaya@123vaccine.com](mailto:mycavaxmaya@123vaccine.com), I am the Organization Coordinator, and the organization is called 123 Vaccine.

Thank you, myCAVax Maya! What is the issue you are struggling with today?

I need help updating my email to [mycavaxmaya@vaccine123.com](mailto:mycavaxmaya@vaccine123.com).

I was just able to update your email address to [mycavaxmaya@vaccine123.com](mailto:mycavaxmaya@vaccine123.com). Is there anything else I can help you with?

Thank you! No that is all.

That was easy! I am so glad my email could be updated so the information is up-to-date.

# What's Next on My Turn: Release 23 (02/09)\*

## My Turn Public



- ✓ Flu opt-in option will be added during the COVID flow if the clinic has COVID and flu Vaccine Supply.
- ✓ COVID flow will be added for individuals who received an initial dose(s) of an international WHO approved vaccine.

## My Turn Clinic



- ✓ Live Help Desk Chat implementation.
- ✓ A Walk-In Booster flow will be added for individuals who received an initial dose of an internal WHO approved vaccine.
- ✓ Group Scheduling.
- ✓ Improvements to the joint flow for COVID and flu vaccination.

# Find A Testing Site on My Turn

Patients will **soon** be able to look for testing sites using My Turn.

The screenshot shows the homepage of the My Turn website. At the top, there are logos for the California Department of Public Health and My Turn, along with a language selector set to English. A banner at the top states: "Free, confidential COVID-19 testing is available to everyone that needs it. Now, My Turn makes it easy to find a testing site near you." Below this, the main heading reads "It's your turn." followed by the text "The vaccine is free to everyone ages 5 and up." and a paragraph about the availability of safe, free, effective COVID-19 vaccines and confidential testing. A "Latest eligibility update" states that booster doses of Pfizer are now available to people age 12+. At the bottom, there are two columns of buttons. The left column, labeled "For COVID-19 vaccinations", contains "Find a walk-in clinic" and "Make an appointment". The right column, labeled "For COVID-19 testing", contains a button "Find a testing site" which is highlighted with an orange border. An orange arrow points from this button towards the right.

The screenshot shows the "Find a testing site" page. It features a search bar with the zip code "90063" and a "Search Radius" slider set to "250 miles". Below the search bar, there is a list of testing sites with their names, addresses, and "Learn more" buttons. The sites listed are: Valencia Regional Lab - City Of Santa Monica, Murawski Regional Lab - City Of Los Angeles, Walgreens, and RitePharm Pharmacy (14043 Ventura Blvd). To the right of the list is a map of the Los Angeles area with red pins indicating the locations of the testing sites. At the bottom, there is a "Need help or have questions?" section with a link to the "Official California State Government Website" and a "Chat with us" button.



# All About Geofencing



## What is Geofencing?

- ✓ If the Enable Geofencing checkbox is marked for your clinic, only Patients who work or live in the County the Provider Location's address is in will be able to view your clinic when searching for appointments on My Turn Public.



## Why Geofencing?

- ✓ You may want to specifically vaccinate populations in your county only for many reasons. There are currently 599 geofenced clinics. Please only Enable Geofencing when it is indicated/necessary.

ABC Clinic

Account: Los Angeles County Vaccine Preventable Disease Control Program

Clinic Hours: 9am - 12pm Mon, 12:30pm Mon, 12am - 11:59pm Tue-Sun

Start Date: 7/5/2021

Closing Date: 31/1/2025

Book Appointments

Activate Location ☒

Details Vaccine Inventory Vaccine Supply Availability SMS Requests Tags Reporting Contacts Clinic Links

Internal Clinic Name: ABC Clinic

Clinic Name: ABC Clinic

Address: 1680 E 120th St, Los Angeles, CA 90059

Phone Number: (813) 444-0206

Description: This is a vaccine site

Vaccine Type: COVID-19

Location Map URL

Location Type

Coded Clinic: Yes

External URL: https://myturn.ca.gov/index.html

Exclude From Search: ☐

Enable Geofencing: ☒

Run Batch Cancellation: ☐

Assigned Volunteer Director

Active: ☒

Available Date: 7/5/2021

Start Date: 7/5/2021

Closing Date: 31/1/2025

Region: California ABC

Location Setting: CalVax

Account: Los Angeles County Vaccine Preventable Disease Control Program

San Diego Site Code

Location Pool: Amy\_Test\_Los\_Angeles

Status: Open

Owner: User16114480383253281723

Please reach out to the My Turn Help Desk if you wish to have a Coded Clinic that is also Geofenced.

# What's New on myCAvax: Release 22 (02/03)

## Contrasting Changes for **Providers**

### **Changes for All Providers:**

#### **Vaccine Marketplace Updates:**

- ✓ Vaccine Marketplace listings auto-close one day after the expiration day of the requested/reported vaccine.
- ✓ Vaccine Marketplace requests for excess doses auto-close one month after they are created.
- ✓ New list views help Providers organize the Vaccine Marketplace.

#### **Enrollment Updates:**

- ✓ Providers enrolling new locations see pop-ups regarding the status of their application in Submitted and Rejected status.
- ✓ Clarifying language has been updated on the Enrollment Checklist.

#### **Waste Events:**

- ✓ A new tool tip advises Providers to input (up to) 10 alphanumeric characters for the Lot number.
- ✓ Lot numbers are now validated to restrict character entry to only alphanumeric values.

### **Changes for Providers Enrolled in VIP Access:**

#### **Ordering**

- ✓ A new ordering screen has been enabled for VIP Early Access Providers.
- ✓ Providers enrolled in VIP Early Access can opt in/out of ancillary kits for small orders.



# Coming Soon: Brand-New Vaccine Ordering Screen



Changes are coming to your Vaccine Ordering screen.



**Reminder: LHDs/MCEs if you have not completed the survey regarding VIP Access, please complete it ASAP.**

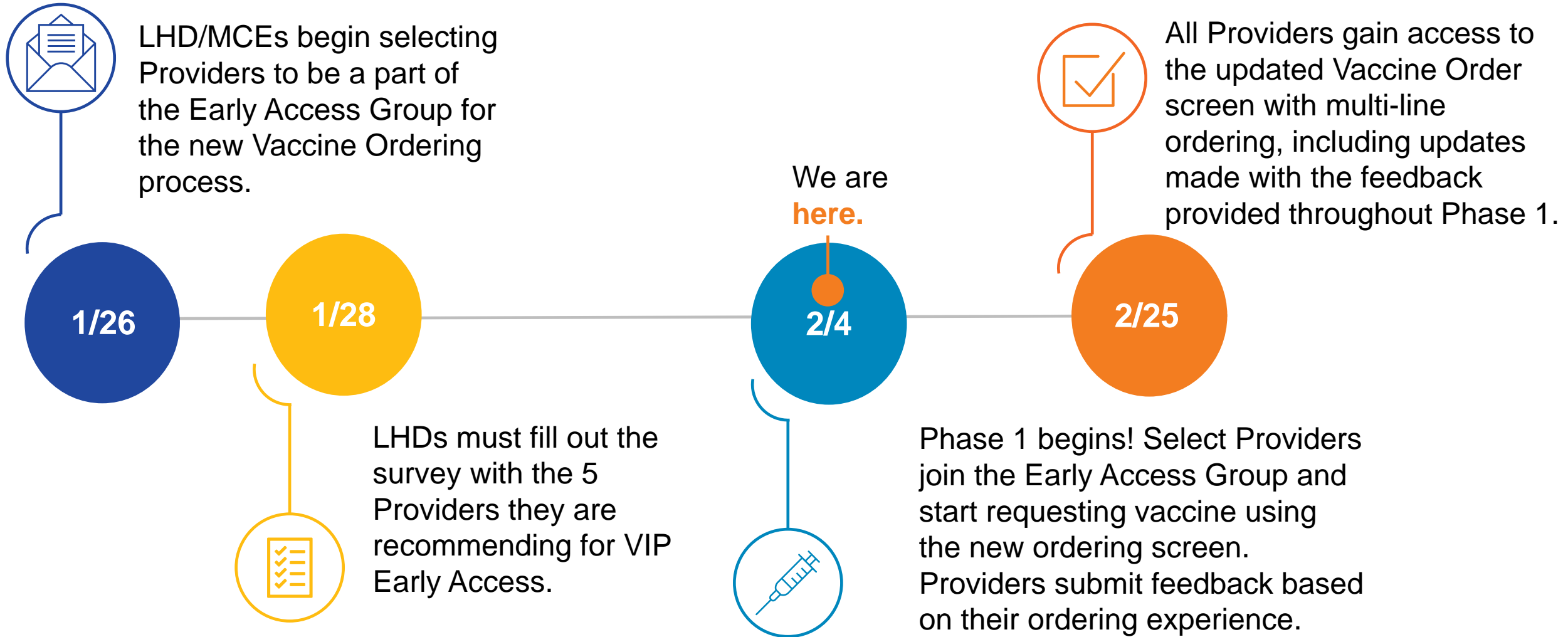


**2/4:** During Phase 1, **starting today**, a select group of Early Access Providers will use the interface in myCAvax and offer valuable feedback.



**2/25:** During Phase 2, multi-line ordering will become available to all Providers with Release 23.

# Coming Soon: Brand-New Vaccine Ordering Screen



# What's New on myCAvax: Release 22 (02/03)\*

## Changes for **VIP Early Access Providers**

**Single-line ordering is live for VIP Early Access Providers!**

*VIP Early Access Providers may request vaccine using the new interface and leave feedback after every order.*

3

New Vaccine Order Request

Need help? Review the job aid(s) for [COVID-19 product guide](#), [reporting to VaccineFinder](#), and [shipping cadence](#).

Account  
Cinderella's Castle X

Step 1: Inventory and order size

Utilize your on-hand inventory to estimate how much vaccine you need to order. Your reported inventory is automatically pulled from the latest data in VaccineFinder every morning at 9am PST. If the values below are incorrect, update inventory at the [VaccineFinder](#) website.

2

Reported Inventory (VaccineFinder)

Vaccine product	Quantity	Last updated
Pfizer Tris-sucrose (12 year X	294	2022-01-13

Doses administered

Quantity	Lot number	Quantity	Expiration / Beyond use date
60	1234	6	Feb 1, 2022

On-hand Inventory

1

Order size

Order increments	Doses requested
300(>300) 6(<300)	36

Next

New Vaccine Order Request

Need help? Review the job aid(s) for [COVID-19 product guide](#), [reporting to VaccineFinder](#), and [shipping cadence](#).

Step 2: Order review

Review your order, and provide any additional information required for processing your order.

Small order details

Product	Doses Requested	Intended Use	Ancillary Kits	Temperature preference	Delivery Method	Shipping Container
Pfizer Tris-sucrose (12 years - 100+ years)	36	2 options selected	Opt-in	Refrigerated (2C to 8C)	Pickup	Portable Vaccine Freezer

Comments(Optional)

Additional comments or notes about your order

4

Rate your experience

Your feedback will help us make improvements in future

★★★★★

Please provide your general feedback(optional)

Submit


1. Providers don't need to distinguish between placing a Small or Standard Order.
2. **VaccineFinder** information automatically populates within the interface.
3. Includes links to **updated product guides** and **job aids**.
4. Providers may leave **feedback** about their ordering experience.

# What's New on myCAvax: Release 22 (02/03)\*

## Changes for **VIP Early Access Providers**

### *Ancillary Kit Opt-Out for VIP Early Access Providers*

**New Vaccine Order Request**

 Need help? Review the job aid(s) for [COVID-19 product guide](#), [reporting to VaccineFinder](#), and [shipping cadence](#).

**Step 2: Order review**  
Review your order, and provide any additional information required for processing your order.

☒ Small order details

Product	Doses Requested	Intended Use ⓘ	Ancillary Kits	Temperature preference	Delivery Method	Shipping Container
Pfizer Tris-sucrose (12 years - 100+ years)	36	2 options selected ▼	Opt-In ▼	Refrigerated (2C to 8C) ▼	Pickup ▼	Portable Vaccine Freezer ▼

Comments(Optional)

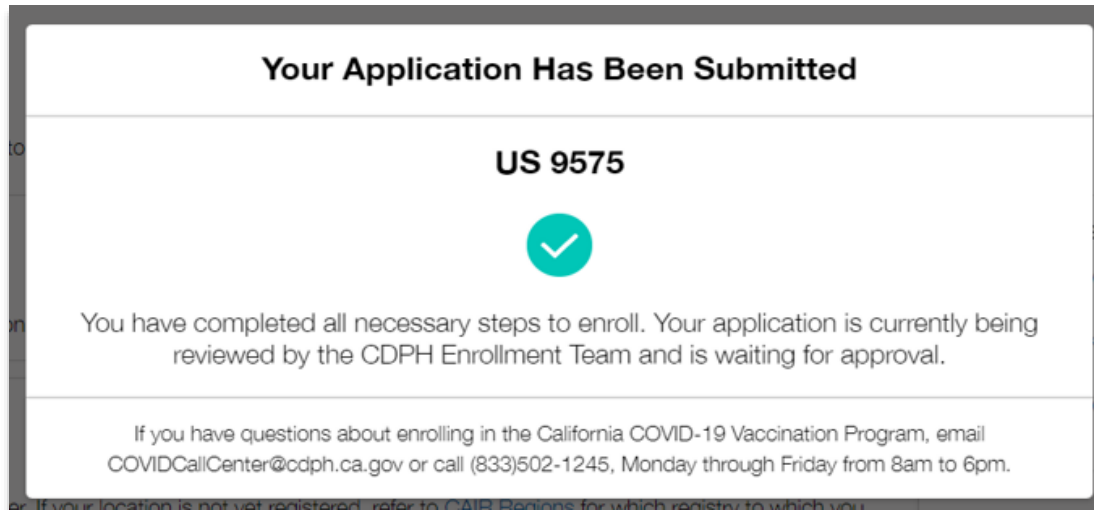
✓ VIP Early Access Providers may now **opt-out** of Ancillary Kits related to Small Order requests.

**Reminder:** You can opt-out for all products EXCEPT Pfizer.

# What's New on myCAvax: Release 22 (02/03)\*

## Changes for Providers

*Updates to the **Account Enrollment** process for Coordinators enrolling and/or managing a Location.*



- ✓ Providers enrolling new locations can see pop-ups regarding the status of their application in **Submitted** and **Rejected** status.

### Hi Gus, welcome to the COVID-19 Vaccination Program

#### Enrollment checklist

Follow the steps below to complete your organization's enrollment.



#### Required Program Training

Completed

[View](#)

You must complete the required training before your location can be approved.



#### Section A - CDC Provider Agreement

Completed

[View Account](#)

This step requires signature from your organization's CEO and CMO



#### Manage your location(s)

[Manage Location\(s\)](#)

Once Section A is complete, your organization will need to enroll each location that plans to administer vaccines. If your organization only has one location, you still must complete this enrollment step to receive vaccines.

- ✓ Clarifying language was updated on the **Enrollment Checklist** for all Providers.

# What's New on myCAvax: Release 22 (02/03)\*

## Changes for Providers

### Vaccine Marketplace

	Vacc... ▾	Record Type ▾	Location Na... ▾	Provider... ▾	St... ▾	Vaccine ▾
1	VM-002...	Request Exces...	Cinderella's Ca...	Magic Care B	Closed	Pfizer (5 years -...

- ✓ Vaccine Marketplace listings auto-close one day after the expiration day of the requested/reported vaccine.
- ✓ New **list views** help Providers organize the Vaccine Marketplace.

### Waste Events

New Waste Report  
Use this form to report wasted, expired or spoiled vaccine to CDPH

\* Provider Location  
Search Accounts... 🔍

\* Product  
Search Products... 🔍

\* Number of Doses Wasted

\* Date Wastage Occurred

\* Lot Number ⓘ  
Lot number field only accepts a maximum of 10 alphanumeric characters and dashes. ✕

Waste Details  
Please provide the type and reason for the vaccine waste.

\* Type Of Wastage  
Expired ⋮

\* Vaccine Storage  
Refrigerator ⋮

Next

- ✓ A new **tool tip** advises Providers to input (up to) 10 alphanumeric characters for lot number.
- ✓ Lot numbers are now **validated** to restrict character entry to only alphanumeric values.

# APPENDIX

# What's Next on My Turn: Release 23 (02/09)

## My Turn Public

### General Enhancements

- ✓ Flu opt-in option will be added during the COVID flow if the clinic has COVID and flu vaccine supply.
- ✓ COVID flow will be added for individuals who received an initial dose(s) of an international WHO approved vaccine.
- ✓ Coded Clinics: Super User/Clinic Admin access.
- ✓ Coded Clinics: List view for previously generated codes.
- ✓ Patient's address will be restricted to California when using google validation.
- ✓ "Country" field will be removed if the user is entering patient address manually.
- ✓ Copy consistency updates for more enhanced user experience.
- ✓ Add a line break between Clinic name and address on Select a location page.
- ✓ Ask Resident 2nd dose date (tentative).

## My Turn Clinic

### General Enhancements

- ✓ A Walk-in Booster flow will be added for individuals who received an initial dose of an internal WHO approved vaccine.
- ✓ The Help Desk Live Chat will be implemented.
- ✓ The Walk-in Existing Appointments module will be updated.
- ✓ A re-design of the Bulk Upload Functionality will be implemented.
- ✓ Scheduling Multiple Appointments in Walk-In flow will be possible.
- ✓ Group Scheduling.
- ✓ Improvements to the joint flow for COVID and flu vaccination.



# What's New on myCAvax: Release 22 (02/03)

## Ordering

- ✓ Multi-line ordering has been enabled for VIP Early Access Providers.
- ✓ LHDs fields have been added and removed from the Vaccine Order Review page.
- ✓ Providers can opt in/out of ancillary kits for small orders.

## Waste Events

- ✓ A new tool tip advises Providers to input (up to) 10 alphanumeric characters for the Lot number.
- ✓ Lot numbers are now validated to restrict character entry to only alphanumeric values.

## Enrollment

- ✓ Providers enrolling new locations see pop-ups regarding the status of their application in Submitted and Rejected status.
- ✓ Clarifying language has been updated on the Enrollment Checklist.

## Vaccine Marketplace

- ✓ Vaccine Marketplace listings auto-close one day after the expiration day of the requested/reported vaccine.
- ✓ Vaccine Marketplace requests for excess doses auto-close one month after they are created.
- ✓ New list views help Providers organize the Vaccine Marketplace.

# myCAvax – Known Issues - *Updated 1/31*



## Known Issues

### 'Redistributor' Fulfillment Small Orders for Products that are NOT Eligible for TPR?

- ✓ Some LHD Users were able to incorrectly create Redistributor Small Orders for products that are not Eligible for TPR through the Vaccine Order Review Page

**As a LHD User, I want to get rid of an order that's in Submitted Status, an order that's in higher than approved status (not yet completed), and/or a small order that's in completed status. How should I?**

### Increase in Shipment Incidents...

- ✓ There has been an influx of shipment incidents recently.



## Workaround/Next Steps

- ✓ Fix: 2/03/2022
- ✓ In the meantime, remember **only Pfizer Gray Cap and Pfizer Pediatrics are eligible for TPR Orders** - If you are unsure, you can always check product configurations through the 'Products' tab in admin view
- ✓ All Orders prior to approval status can be rejected to remove them from the pending order queue. All Orders above approved status (not yet marked completed), can be cancelled by calling into the Provider Call Center, and a **small** order in completed status can be cancelled by calling into the Provider Call Center. **We never recommend deleting orders.**
- ✓ We recommend that **each** Provider validate that their shipping hours are correct for each Active Location Account

# 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

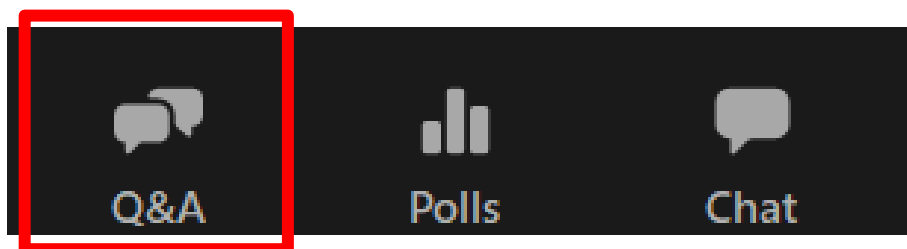
Monitor online media and what you hear in your local communities for potential rumors and inaccurate information.

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**  
**Zoom Link**

Next session: Monday, February 7, at  
12:00 PM

**Friday:**

**Provider Office Hours**

Next session: Friday, February 11

**Audio Conference:** Register to access

**Session Password:** Immunize!

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