Welcome to
California COVID-19 Vaccination Program
Friday Provider Office Hours
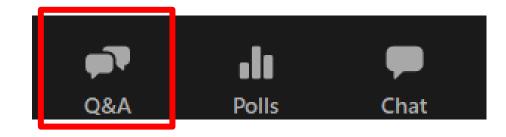
Friday, March 18, 2022

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

Agenda: Friday, March 18, 2022

No.	Item	Speaker	Time (AM)
1	Welcome & Announcements	Leslie Amani (Moderator)	9:00 – 9:05
2	Vaccine Administration	Elizabeth Reosti (CDPH)	9:05 – 9:10
3	Clinical Update	Caterina Liu, M.D. (CDPH)	9:10 – 9:15
4	Treatments	Kate McHugh (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), Claudia Aguiluz (CDPH) & Hannah Shows (myCAvax)	9:35 – 9:45
7	Wrap Up & Resources	Leslie Amani (Moderator)	9:45 – 10:00
	Q&A		

Announcements

Leslie Amani, CDPH

Responding to Administration Errors

Includes:

[Vaccine Administration Checklist](#)

[Vaccine Administration at a Glance](#)

[Reporting Requirements at a Glance](#)

Pfizer COVID-19 Vaccine Medical Updates & Training Sessions

NEW

Date & Time (linked)	Password
Tuesday, March 22 - 12PM	miSmuZnQ358
Wednesday, March 23 - 9AM	iPdKJ8Cia66
Thursday, March 24 - 9AM	xpM3jXQu7K5
Tuesday, March 29 - 12PM	56ThY2qfVmX
Wednesday, March 30 - 9AM	yhXz3Pepb78
Thursday, March 31 - 9AM	XJphWptY432
More sessions listed! NOTE: All times listed here are P.S.T.	

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

Topics include:

- Introduction of new Controlant Temperature Monitoring Device

- Use of each vaccine presentation, including storage, handling, preparation, 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!

COVID-19 Vaccine Provider FAQs

- **Answers to providers' questions**

- **Updated weekly w/last update 3/17/2022**

- **Currently in its 63rd iteration!**

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.

Contents

Provider FAQs on EZIZ, Updated Weekly

New ⭐ **Q: What is the Physicians for a Healthy California KidsVaxGrant program?**

A: The KidsVaxGrant Program, administered by Physicians for a Healthy California and funded by the California Department of Public Health, is an exclusive grant opportunity for Vaccines for Children (VFC) providers who are enrolled in or will enroll in the California COVID-19 Vaccination Program. For further information, please visit KidsVaxGrant and VFC Provider Webpage.

Updated ⭐ **Q: What is the recommended time interval between first and second dose administration of the Pfizer and Moderna COVID-19 Vaccines?**

A: The FDA-approved or FDA-authorized intervals between the first and second dose are 3 weeks for Pfizer-BioNTech and 4 weeks for Moderna. However, an interval up to **8 weeks** may be preferable for some people ages 12 years and older, especially for males ages 12-to-39-years-old. Please view the **new** COVID-19 Vaccine Timing: 2nd Dose Job Aid for a visual aid. For further information, please reference the considerations listed on the CDC's Primary Series COVID-19 Vaccination Schedule. To learn more, please visit COVID-19 Vaccine Dosing Schedules.

Provider FAQs on EZIZ

CA COVID-19 Vaccination Program Webinars and Training for Providers

Week of March 21, 2022   Note: Calendar subject to change

	Monday 3/21	Tuesday 3/22	Wednesday 3/23	Thursday 3/24	Friday 3/25
myCAvax	Exploring New Multi-Line Vaccine Ordering *10:00 am – 10:30 am*	What's New in myCAvax *12:30 pm – 1:00 pm*			Provider Office Hours *9:00 am – 10:00 am*
My Turn					
Combined Office Hours and Events	My Turn and myCAvax Office Hours *12 pm – 1 pm*	Pfizer BioNTech COVID-19 Vaccine Training & Education* *12:00 pm – 1:00 pm* *PW: miSmuZnQ358*	Pfizer BioNTech COVID-19 Vaccine Training & Education* *9:00 am – 10:00 am* *PW: iPdKJ8Cia66*	Pfizer BioNTech COVID-19 Vaccine Training & Education* *9:00 am – 10:00 am* *PW: xpM3jXQu7K5*	

* 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	• What's New in myCAvax for Release 21 *(v. 1/18/22)* • Intro to My Turn Onboarding *(v. 1/4/22)* • Latest Features in My Turn *(* Requires My Turn Login)*	• 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	• Recording a Transfer/Redistribution Report *(v. 12/20/21)* • Recording a Shipment Incident *(v. 12/20/21)* • Using Multi-Line Ordering to Request Vaccine in myCAvax *(v. 2/23/22)*	• Recording an Excursion Event *(v. 12/20/21)* • Recording a Waste Event *(v. 12/20/21)*

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

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Last updated: 3/17/22
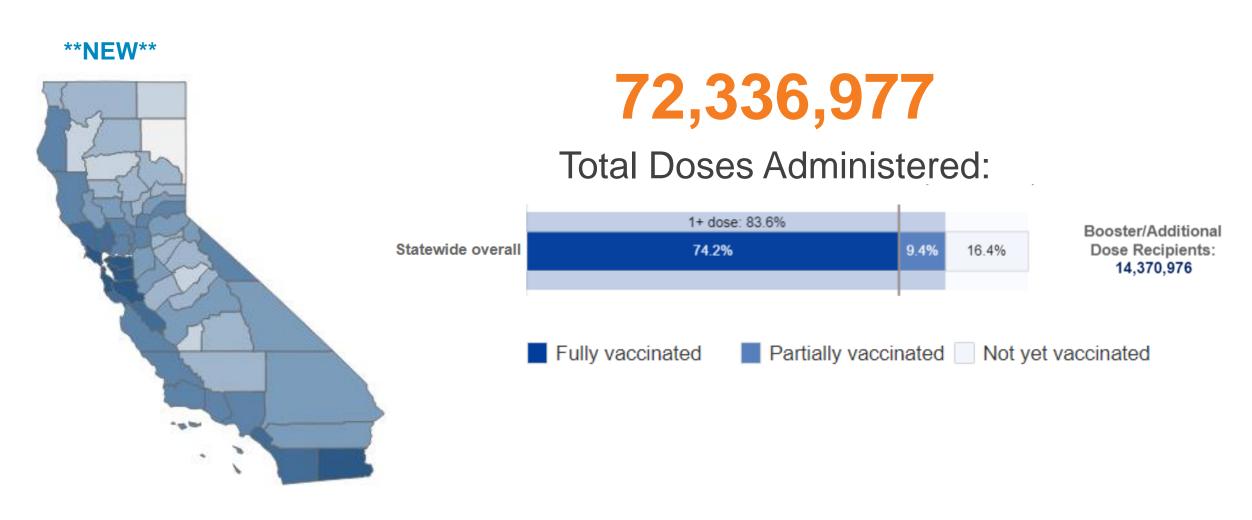
Vaccine Administration Data

Elizabeth Reosti, CDPH

Vaccine Administration Summary
as of March 17, 2022

NEW

72,336,977
Total Doses Administered:

Statewide overall	1+ dose: 83.6%		
	74.2%	9.4%	16.4%

Booster/Additional Dose Recipients: **14,370,976**

■ Fully vaccinated ■ Partially vaccinated □ Not yet vaccinated
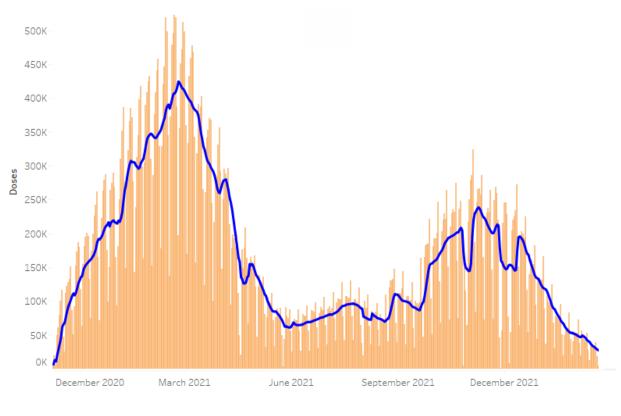
Trends in Vaccine Administration

as of March 14, 2022

Daily New Doses Administered
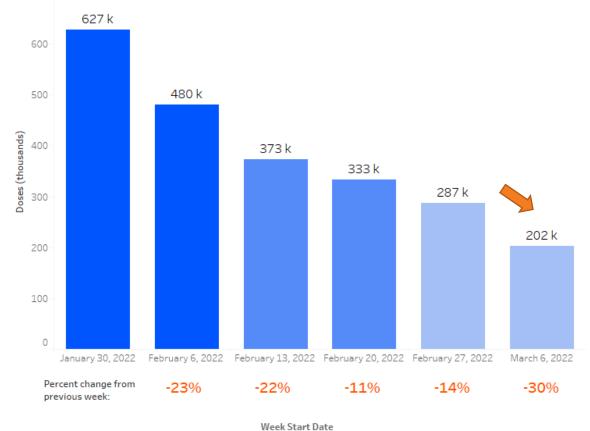
Month of Date Administered

Weekly New Doses Administered (thousands)

	January 30, 2022	February 6, 2022	February 13, 2022	February 20, 2022	February 27, 2022	March 6, 2022
Doses	627 k	480 k	373 k	333 k	287 k	202 k
Percent change from previous week:		-23%	-22%	-11%	-14%	-30%

Week Start Date

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13
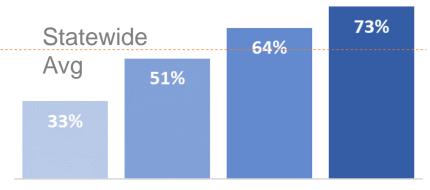
Booter Vaccinations

as of March 14, 2022

Booster Rates by VEM Quartile

■ Q1 ■ Q2 ■ Q3 ■ Q4

-1%

22% gap in booster vaccinations between Q1 and Q4

- 46%
- 53%
- 60%
- 68%

% Eligible, Has Received Booster
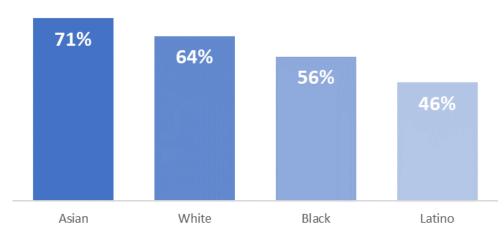
Booster Rates by Age Group

■ 12 to 17 ■ 18 to 49 ■ 50 to 64 ■ 65+

57%

of total eligible** population

Statewide Avg

- 33%
- 51%
- 64%
- 73%
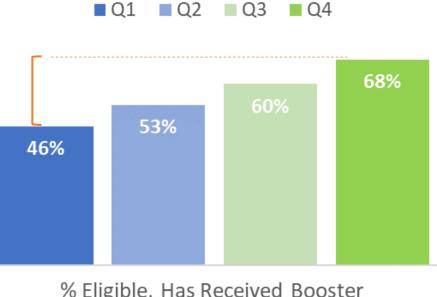
% Eligible, Has Received Booster

Booster Rates by Race/Ethnicity

- 71% Asian
- 64% White
- 56% Black
- 46% Latino

% Eligible, Has Received Booster

*Includes Additional Doses

**25,077,993 individuals, 12+ years of age, and J&J + 2 months or mRNA + 5 months

Persistent Equity Gaps, Declining Demand

as of March 14, 2022

Fully Vaccinated Progression in Age Groups, Difference from VEM Q4

VEM and Age Group
- Q1,05 to 11
- Q1,12 to 15
- Q1,12 to 17
- Q1,16 to 17
- Q2,05 to 11
- Q2,12 to 15
- Q2,12 to 17
- Q2,16 to 17
- Q3,05 to 11
- Q3,12 to 15
- Q3,12 to 17
- Q3,16 to 17
- Q4,05 to 11
- Q4,12 to 15
- Q4,12 to 17
- Q4,16 to 17

17.7% pts
Q4-Q1
12 to 15 yrs

31.6% pts
Q4-Q1
5 to 11 yrs

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

VEM Quartile
- Q4
- Q3
- Q2
- Q1

	January 23, 2022	January 30, 2022	February 6, 2022	February 13, 2022	February 20, 2022	February 27, 2022	March 6, 2022
Total	**69,197**	**62,448**	**49,887**	**38,793**	**30,611**	**24,442**	**18,081**
Q4	15,992	14,194	10,534	7,322	5,396	4,369	3,398
Q3	15,234	13,586	9,917	7,827	5,790	4,698	5,048
Q2	17,294	16,010	13,398	10,480	8,639	6,698	6,343
Q1	20,677	18,658	16,038	13,164	10,786	8,677	

| Percent Change from Previous Week | | -10% | -20% | -22% | -21% | -20% | -26% |

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Data Summary

as of March 14, 2022

Statewide Trends – modest increase, rates slowing

72.2 Million doses administered

-30% change in new doses from previous week

Equity Metrics (VEM) - no change

23% pt gap for boosters

32% pt gap for 5-to-11-year-olds

Regional Metrics – considerable variation

41% pt difference between highest and lowest regional 5-to-11 vaccination rates

Ongoing Data Work

Improved Geographic Data (Region-Zip)

Pediatric Access (VFC)

Race/Ethnicity Quality Improvement

Population Denominators

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Clinical Update
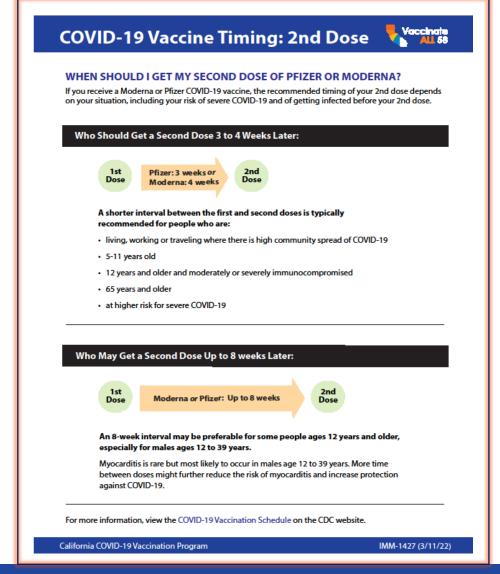
Caterina Liu, M.D., CDPH

COVID-19 Vaccine Timing: 2nd Dose

NEW

- COVID-19 Vaccine Timing: 2nd Dose
- CDC Clinical Considerations for Use of COVID-19 Vaccines

U.S.: Two-Dose Pfizer Vaccine Effectiveness (VE) vs Any Omicron Infection in Children

TABLE 3. COVID-19 Pfizer-BioNTech vaccine effectiveness against asymptomatic or symptomatic SARS-CoV-2 infection among children and adolescents aged 5–15 years, by time since receipt of second vaccine dose and variant — PROTECT* cohort study, four states, July 2021–February 2022

Age group and COVID-19 vaccination status (no. of days since receipt of most recent dose)	No. of contributing participants[†]	Total person-days	Median no. of days (IQR)	No. of SARS-CoV-2 infections[§]	VE, % (95% CI)	
					Unadjusted	Adjusted[¶]
Children aged 5–11 yrs						
Omicron variant infections						
Unvaccinated (referent)	336	13,801	41 (28 to 62)	137	—	—
2 doses (14–82 days)	640	29,996	53 (34 to 61)	184	47 (32 to 59)	31 (9 to 48)
Adolescents aged 12–15 yrs						
Omicron variant infections						
Unvaccinated (referent)	76	3,001	37 (24 to 62)	38	—	—
2 doses (≥14 days)	192	5,432	22 (22 to 31)	18	64 (37 to 80)	59 (24 to 78)
2 doses (14–149 days)	65	2,623	42 (28 to 56)	14	62 (30 to 79)	59 (22 to 79)
2 doses (≥150 days)	134	2,809	22 (22 to 22)	4	74 (16 to 92)	62 (−28 to 89)

- PROTECT cohort: n=1364 children 5-to-15, tested weekly regardless of symptoms

- VE vs Omicron was similar for children 5-to-11 and adolescents 12-to-15 years

- Vaccinated children with Omicron infection missed fewer hours of school (missed 11 fewer hours) and spent less time sick in bed compared to unvaccinated children (0.6 days less)

Summary: COVID-19 Vaccine Effectiveness in Children and Adults

- COVID-19 vaccines remain highly protective at all ages against severe COVID-19 caused by Omicron.

- Immunization is less protective against milder Omicron infection, and protection against infection may be briefer for children 5-to-11.

- Vaccine effectiveness calculations are multifactorial (mitigation methods, local community rates, etc.).

- More data on vaccine effectiveness in pediatric populations is expected to follow over the coming weeks to months.

- No changes to recommendations or operations at this time.

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Multisystem Inflammatory Syndrome in Children (MIS-C)

- MIS-C is a rare inflammatory condition associated with COVID-19 that can damage organs, may require hospitalization, and be life-threatening.

- 900 cases in CA, as of March 14, 2022

- Resources:

  - MIS-C Communications Toolkit

    - Multi-lingual Fact Sheets, FAQs, and Social Media Graphics

  - MIS-C Data Page

Treatments

Kate McHugh, CDPH

Test-to-Treat (T2T), HHS/ASPR

- Biden/Harris Administration Announced T2T 2 March

- T2T Fact Sheet: Fact Sheet: COVID-19 Test to Treat

- Shipments began the week of 7 March

- CA T2T sites:
  - Predominately CVS Minute Clinics (79) - Bay Area, Fresno, SOCAL
  - A few Walgreens' Sites

- Health and Human Services (HSS) is developing a finder site for T2T sites

Test-to-Treat (T2T), CA Initiatives

- Add additional T2T sites, working with LHJs

- Guidance on T2T sites coming in a CAHAN* (this week)

- Longer-Term Planning

  - Adding telemedicine for the clinical support

  - Engage more FQHCs

- Local T2T sites can be added to the yet-to-be opened HSS T2T site finder webpage

Test-to-Treat (T2T), CAHAN Recommendations

- Equity – open to all individuals
- Provide comprehensive end-to-end test and treat services
- Either conduct rapid test onsite or evaluate home tests
- Provide timely and thorough assessment and discussion relevant to treatment option(s)
- Have a co-located pharmacy able to readily dispense oral medications to eligible patients.
- Have a plan to refer patients to infusion services should oral medications not be appropriate.

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Questions?
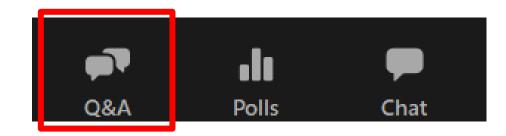
Please contact CDPH Therapeutics:

cdphtherapeutics@cdph.ca.gov

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

Janssen Shelf-Life Extension

- Shelf life extended from 6 months to 9 months

- Decision is based on data from ongoing stability assessment studies, which have demonstrated that the vaccine is stable at 9 months when refrigerated at temperatures of 2° – 8° Celsius.

- Applies to **inventory dated to expire on March 7, 2022, or later**

- Vaccine providers should visit the Janssen COVID-19 Vaccine Expiry Checker webpage to confirm the expiration dates.

- Expiration Extension Communication from Call Center

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AmerisourceBergen (Third-party Redistributor) Shipment Incidents

What do you do if you receive a shipment that has a temperature excursion?

- Report as a shipping incident in myCAvax

- Contact AmerisourceBergen (AB) at: c19vaccineops@amerisourcebergen.com

  o Include the downloaded temperature log, your order number, and your shipment incident number in your email

- AmerisourceBergen will contact Pfizer and determine if the vaccine is viable. The provider does not need to contact Pfizer!

- If you have any issues receiving a reply from AmerisourceBergen, reach out to the COVID Call Center: covidcallcenter@cdph.ca.gov to let us know.

- Job aid: Receiving Small Orders from TPR

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Moderna Smaller Vials

- Moderna likely to come out with smaller vials that contain 5 **booster** doses starting next month
- This is a good option to prevent waste, but may cause difficulties with vaccine management for some providers
- Waiting on CDC for more guidance on how to manage the booster-only vials
- Updates coming as CDPH gets more information on potential timelines

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Vaccine Management

Eric Norton, My Turn, Hannah Shows, myCAvax, & Claudia Aguiluz, CDPH

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Help Desk Chat Profile Level Notice

!
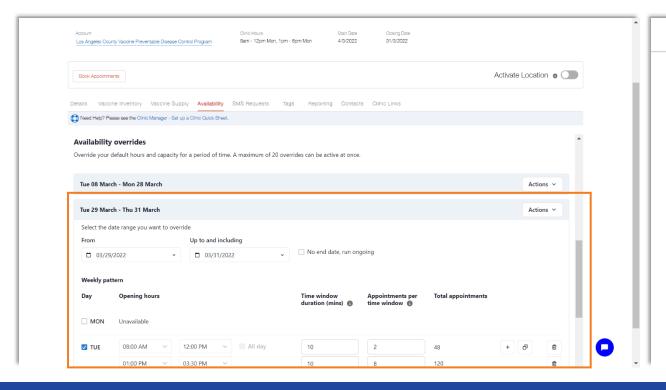
Note: When using the Help Desk Chat, any profile level can get help with a Password Reset. However, if an account needs to be reactivated, a Clinic Manager needs to be the one to reach out for assistance with that task. For account reactivation in myCAvax, this would need to come from an Organization Coordinator, CEO, or CMO.

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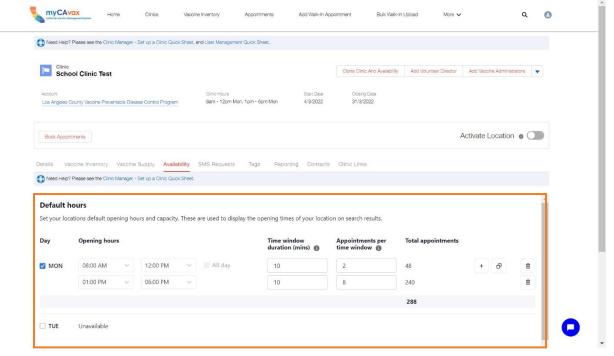
Availability Override

The Availability Override feature can be used to override and set temporary hours for a specific date range without changing your clinic's default hours. For example, **if your clinic will be closed for a holiday but you don't want to disrupt the clinic hours – you can use the Availability Override feature!**

Changes for **Providers**

myCAvax
California Vaccine Management System

New Release
March 17, 2022

Enhancement Details for Providers

The myCAvax system will have new functionalities available tomorrow. We are making many of these enhancements in response to user feedback. They have an impact on Providers, especially those newly enrolling, and Local Health Departments/MCEs. Please review what is changing based on your role in the system:

Multi-Line Ordering

Order Multiple Products	Providers will be able to order multiple products in one transaction with the new Vaccine Order screen.
Order Increments	The Vaccine Order screen will dynamically display Order Increment values based on whether the product is available for Standard, Small, or both types of orders.
Order Drafts	When completing an order, the order can be saved as a draft by clicking 'Save as Draft'. The order can be accessed again on the Orders page. If you click into the draft order, a new button 'Submit Order' will bring a draft order, with all products in that order, back to the Vaccine Order screen for ease of submitting the full order.
Ancillary Kits	Providers will see a tool tip for the 'Ancillary Kits' field on the Vaccine Order screen which will direct them to the product Job Aids.
Help Bar	Links will be added to the help bar on the Vaccine Order screen to access the Job Aid for reporting inventory to VaccineFinder and to access the COVID Locating Health Provider portal, where Providers should be reporting their daily inventory.
On Hand Inventory	Providers will only be required to enter a Lot Number and Expiration date for on-hand inventory when the on-hand inventory

Order Search

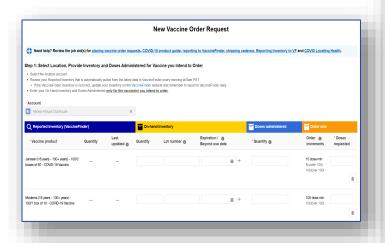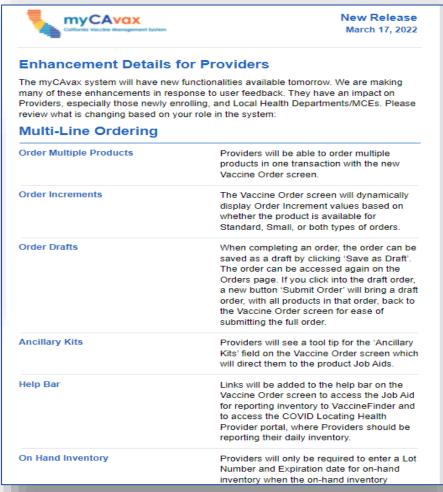|	
Global Search	Providers can now search orders by Order Number through the search bar.

Order Hold

Hold Email	If your order is placed on a CDPH hold, and the Status Reason is 'Outdated Vaccine Finder Data', you will receive an email detailing why the order was placed on hold.

Site Visits

Site Visit Page	A Site Visit page will be visible to Providers. If Providers select More, then Site Visit, they will see the page with any records. On this page, Providers can view records for any CDC Compliance visits conducted at their location, upload files (any required materials for the Site Visit), and use Chatter to communicate with CDPH/your LHD regarding the Site Visit. Site Visit findings will be available upon completion.

Shipment Incidents

Lookup Fields	Lookup fields when creating a Shipment Incident will now retain values entered by the user if error messages occur or if the Provider is switching between pages of the Shipment Incident creation flow.

Vaccine Marketplace

Status	Vaccine Marketplace posts can now be marked with the status "In-Progress".
Additional Fields	New fields have been added to Vaccine Marketplace posts: • Transportation Assistance Required • Transportation Logger Required • Transportation Container Required

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New Vaccine Order Request

Need help? Review the job aid(s) for placing vaccine order requests, COVID-19 product guide, reporting to VaccineFinder, shipping cadence, Reporting Inventory to VF and COVID Locating Health.

Step 1: Select Location, Provide Inventory and Doses Administered for Vaccine you intend to Order

- Select the location account
- Review your Reported Inventory that is automatically pulled from the latest data in VaccineFinder every morning at 6am PST.
  - If the VaccineFinder inventory is incorrect, update your inventory on the VaccineFinder website and remember to report to VaccineFinder daily.
- Enter your On-Hand Inventory and Doses Administered only for the vaccine(s) you intend to order.

*Account

Mickey Mouse Clubhouse

Reported Inventory (VaccineFinder)			On-hand Inventory			Doses administered	Order size	
*Vaccine product	Quantity	Last updated	Quantity	Lot number	Expiration / Beyond use date	*Quantity	Order increments	*Doses requested
Janssen (18 years - 100+ years) - 100/2 boxes of 50 - COVID-19 Vaccine	...	...					15 dose min 5(under 100) 100(over 100)	
Moderna (18 years - 100+ years) - 100/1 box of 10 - COVID-19 Vaccine	...	...					100 dose min 100(over 100)	

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Full list of updates in Appendix

What's New in myCAvax: Release 23 (03/17)*
Changes for **Providers**

The new interface features…

1. A streamlined order flow, with re-ordered columns.

2. Clarifying language under the Order Increments column.
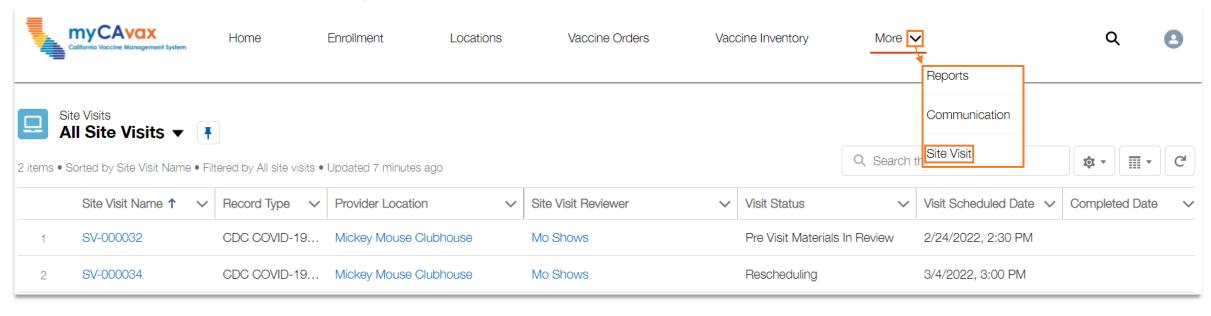
Providers can…

3. Request multiple products at once without distinguishing a Small or Standard Order.

4. Opt-out of ancillary kits for Standard and Small Orders (except Pfizer).

5. Leave feedback regarding their ordering experience.

What's New in myCAvax: Release 23 (03/17)*
Changes for **Providers**

Providers may now view scheduled Site Visits from the Site Visits tab.

CDPH will be recording **Site Visit** data in myCAvax. If a Provider is selected for a CDC compliance visit, then they can upload their requested materials on this **Site Visit** tab. They can also reference it to confirm the date/time/scheduled staff for their visit.

Full list of updates in Appendix

myCAvax Demo

1. **Placing a Vaccine Order Using Multi-Line Ordering**

APPENDIX

What's New on myCAvax: Release 23 (03/17)

Multi-Line Ordering

✓A button has been added to bring a draft Order, with all products in that order, back to the Multiline interface for ease of submitting the full Order.

✓The Order screen dynamically displays Order Increment values based on whether the product is available for Standard, Small, or both types of orders.

✓New Ordering interface gives Providers the ability to Order multiple products in one transaction.

✓Help Text with links is available.

Shipment

✓Lookup fields on the shipment incident object now retain values entered by the user if error messages occur or if the user is switching between pages of the shipment incident creation flow.

Site Visits

✓List Views have been created to show Site Visit information.

✓Organization Contacts List View is available on the Site Visit Records. The List View will show all contacts at the Organization level based on the Provider location listed in the Site Visit Record.

✓Fields are added to the Site Visits page to show visit scheduling information and important Provider Location information (account and address information).

✓Provider Site Visits tab has been added.

Reports

✓Tiles for several reports have been added to the LHD dashboard.

✓Vaccine Finder Inventory fields have been added to Order reports.

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What's New on myCAvax: Release 23 (03/17)

Vaccine Orders

✓New email to providers that will send if Order Status is 'CDPH Hold' & 'Status Reason' is Outdated Vaccine Finder Data' to tell the provider why the order was placed on hold (will be automated).

✓Adjusted the Order Follow Up emails to be based on the Order Status and Status Reasons as well as verbiage changes to the emails to best reflect the Order

Vaccine Marketplace

✓4 new fields were added to capture all needed information when resolving a marketplace post. An In-Progress status will be created to better represent Marketplace posts that are being worked on.

Small/Standard Orders

✓Vaccine Order Review Screen was updated to include the Most Recent Inventory field for reference for LHD/MCE users.

✓A new status was added when an order is on hold during their review called CDPH Hold. This is supplemented with new status reasons to clarify why it's on hold. If there is an existing order in this status, a second order will be restricted.

✓LHDs and MCEs can see a flag on the Vaccine Order Review screen when it's a Providers first order or if their Vaccine Finder Data is out of date. Hovering over the flag will give LHD and MCE users more details regarding the flag.

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myCAvax – Known Issues - *Updated 3/10*

Known Issues

Users Unable to Edit Certain Fields on the Distribution Shipments they Create

- ✓ We will fix an issue where LHD users are unable to edit the "Lot Number" and "Lot Expiration Date" fields for Distribution Shipments that they created through Small Order Fulfillment

Updates to Default Navigation Bar

- ✓ The default navigation bar will be updated for LHD/Admin users to enhance visibility into the most relevant tabs. For example, you will find 'Vaccine Order Review' and 'Orders Fulfillment' as some of the first few options when in Admin view

Workaround/Next Steps

- ✓ Fix: 4/7/2022

- ✓ Fix: 4/7/2022

- ✓ If you have customized your navigation bar, you will not lose the custom changes you made, but you may notice some new links added to the very bottom of the 'More' list. If you would like to revert your changes and receive the new custom default navigation, click the 'Pencil' icon next to the navigation bar and click 'Reset Navigation to Default'

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Wrap-up

Leslie Amani, CDPH

Additional Support

Type of Support	Description
COVID-19 Provider Call Center	The COVID-19 Call Center for Providers and Local Health Departments is dedicated to medical providers in California and their COVID-19 response, specifically addressing questions about State program requirements, enrollment, and vaccine distribution, 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

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.
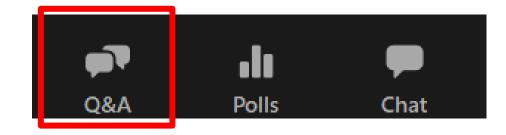
If found, **report** it to **rumors@cdph.ca.gov**

Contact

Vaccinate ALL 58

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 Zoom Link

Next session: Monday, March 21, at 12:00 PM

Friday:

Provider Office Hours Zoom Link

Next session: Friday, March 25

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