

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

Friday, June 10, 2022

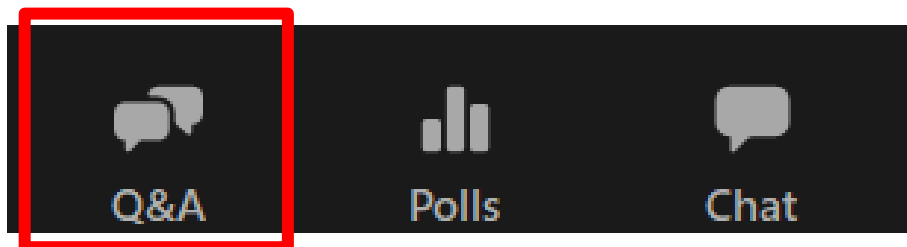


Vaccinate ALL 58

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 post-webinar questions, please email leslie.amani@cdph.ca.gov

Agenda: Friday, June 10, 2022

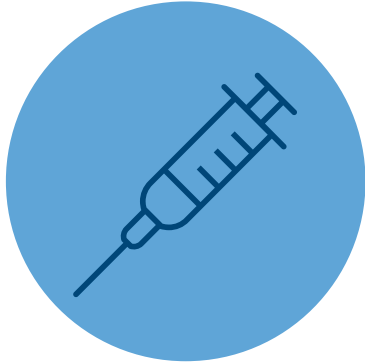
No.	Item	Speaker	Time (AM)
1	Welcome, Announcements & Poll	Leslie Amani (Moderator)	9:00 – 9:05
2	COVID-19 Clinical Update	Cora Hoover, M.D. (CDPH)	9:05 – 9:10
3	COVID-19 Provider Call Center	Arlene Zavala (CDPH)	9:10 – 9:15
4	Vaccine Administration	Elizabeth Reosti (CDPH)	9:15 – 9:20
Q&A			9:20 – 9:30
5	Storage & Handling	Kate McHugh (CDPH)	9:30 – 9:35
6	Vaccine Management	Eric Norton (My Turn) and Daniel Conway (myCAvax)	9:35 – 9:45
7	Wrap Up & Resources	Leslie Amani (Moderator)	9:45 – 10:00
Q&A			

Announcements

Leslie Amani, CDPH

CA COVID-19 Call Center: Call Drivers

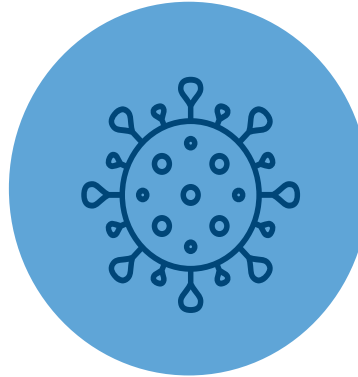
May 2022



Vaccine Line

48.6% of calls

- Can you assist me with scheduling an appointment?
- Which locations allow walk-in appointments?
- Am I eligible for the second booster?
- Can I get help with my Digital Vaccine Record?



C19 Line

30.1% of calls

- Can you assist me with locating a testing facility?
- Can you assist me with my results?
- What are the guidelines after exposure to COVID-19?
- What are the current recommendations for people with positive tests?
- What are the current recommendations for masks and testing when traveling to California?



In-Home Vaccine and Transportation Services Line

14.5% of calls

- Booking in-home vaccination appointments
- Booking transportation to vaccination appointments

Uninsured Californians: Free At Home Test Kits

The California Department of Public Health has OTC (Over the Counter) test kits ready for distribution for those without insurance.

Organizations

- ❖ Click [here](#) to be directed to the OTC Test Order Form. You will be asked to provide information
- ❖ For Questions about the kits, or to address delivery concerns, please contact: testing.taskforce@cdph.ca.gov

Households

- ❖ [Order here](#)

A graphic illustration of a COVID-19 test kit. It features a white test card with a blue handle and a blue cap, and a blue test tube with a blue cap. The test card has a blue line indicating a positive result. The test tube has a blue line indicating a positive result. The background is purple with yellow stars and a green test swab.

COVIDtests.gov

Residential households in the U.S. can order a 3rd round of

FREE At-Home COVID-19 Tests

covid19.ca.gov

*Limit 8 tests per household

Today! COVID-19 Crucial Conversations Webinar

Please join Emma Olivera, MD for “Talking with Spanish-Speaking Patients about COVID-19 Vaccines and Booster Doses”

This webinar will be in Spanish.

Únase a la Dra. Emma Olivera para "Hablar con Pacientes de Habla Español Sobre las Vacunas Contra el COVID-19 y Dosis de Refuerzo”

Este seminario web será en español.

Cuando: 10 de junio de 2022, 12:00-1:00PM

[¡Regístrate aquí!](#)



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.

This activity has not received commercial support.

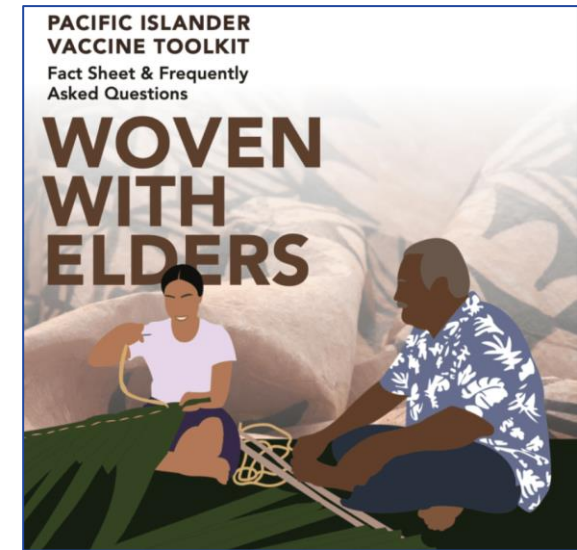


Upcoming COVID-19 Crucial Conversations Webinar

Please join Dr. Kawika Liu, Kiki Rivera, and Dr. Vicki Chan for “Talking with Patients in Pacific Islander Communities about COVID-19 Vaccines.”

When: Wednesday, June 15 at 4:00-5:00PM

[Register here!](#)



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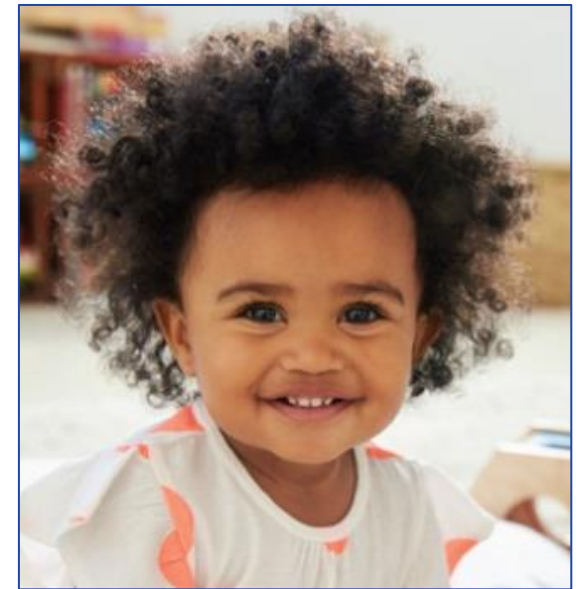
Planning for Infant/Toddler COVID-19 Vaccinations

Please join Dr. Erica Pan, Deputy Director, Center for Infectious Diseases, and CDPH Subject Matter Experts for a "Planning for Infant/Toddler COVID-19 Vaccinations". Topics will include clinical, storage and handling, ordering, resources, and more.

When: Friday, June 17, 2022

Time: 2:00PM – 3:00PM

[Register here](#)



Updated

Pfizer COVID-19 Vaccine Updates & Trainings

Date & Time (linked)	Password
Tuesday, June 14 - 12PM	RjewW2qJn62
Wednesday, June 15 - 9AM	SJpFYrKS223
Thursday, June 16 - 9AM	UJip5mSgw23
Monday, June 20 - 12PM	uCNgtvSj644
Tuesday, June 21 - 12PM	b7AUdidkC42
Wednesday, June 22 - 9AM	FKqizmRb735
More sessions listed! NOTE: All times listed here are PDT.	

Audience:

Providers and immunization staff.

Session Topics Include:


- Potential new vaccine presentation (**Maroon Cap**) for individuals 6 months through 4 years of age** (Starting June 7)
- FDA approvals, authorizations - including recent authorizations
- Extended expiry for **Purple**, **Orange**, and **Gray Cap**
- **Gray Cap**, Comirnaty®
- Use of each vaccine presentation, including storage, handling, preparation, and administration

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 Program**ENHANCED 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

Updates for Providers

**FAQs**

**Provider Office Hours**

**Training**

**Training Calendar**

Alerts:

Planning for Infant/Toddler Vaccinations

- [Pre-Ordering Now Open! View Schedule.](#)
- [Preparing for Under 5 Vaccination Job Aid](#)
- [Planning for Under 5 Vaccinations Webinar Recording and Slides](#)
- [What is Long COVID? \(English & Spanish\)](#)
- [COVID-19 Vaccination Risk Comparison for Teens \(English & Spanish\)](#)
- [COVID-19 Vaccination Risk Comparison for Youth \(English & Spanish\)](#)
- [Pediatric Provider Kids Sprint Toolkit](#)
- [Recommending COVID-19 Vaccination: Clinical Talking Points for Providers of Pediatric Services](#) - last updated 6/1/22
- [Requesting COVID-19 Vaccination Staff](#)

Now Enrolling Providers of Pediatric Services

- [Find Information on How to Enroll](#)
- [Dispelling Provider Myths About Joining the California COVID-19 Vaccination Program](#)
- [Welcome VFC Providers | Flyer | VFC vs. COVID Programs](#)

COVID-19 Vaccine Provider FAQs

- Answers to provider questions
- Updated weekly: last updated 6/09/2022
- Currently in its 75th iteration!

Updated **Q: What are the anticipated storage and handling guidelines for the Pfizer Infant/Toddler (6 months – 4 years) vaccine and the Moderna Infant/Toddler (6 months – 5 years) vaccine?**

A: The following are anticipated storage and handling guidelines for the Pfizer Infant/Toddler (6 months – 4 years) vaccine:

- 10-dose multidose vial; 100 dose minimum order
- Can be stored at ultracold temperatures (-90C to -60C) until published expiration date
- Can be stored for 10 weeks at refrigerated temperatures; not to be stored at standard frozen temperatures (-50C to -15C)
- Can be stored at room temperature for up to 12 hours prior to puncture and up to 12 hours after puncture
- Requires 2.2mL of diluent per vial (Please note: The amount of diluent required for this vaccine will be different than what is required for the 5-11 age group. If your clinic plans on administering both Pfizer vaccines, please make sure staff are aware of this.)
- Dose: 0.3 mcg dose (0.2 mL injection volume)

The following are anticipated storage and handling guidelines for the Moderna Infant/Toddler (6 months – 5 years) vaccine:

- 10-dose multidose vial; 100 dose minimum order
- Can be stored 9 months at frozen temperatures (-50C to -15C); 30 days at refrigerated temperatures
- Can be stored up to 12 hours after puncture at room temperature
- Does not require diluent
- CDPH is awaiting information on injection volume

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](#)



COVID-19 Vaccination Program Webinars and Training for Providers

Week of June 13, 2022

Note: Calendar subject to change

	Monday 6/13	Tuesday 6/14	Wednesday 6/15	Thursday 6/16	Friday 6/17
myCAvax	My Turn and myCAvax Office Hours 12:00 pm – 1:00 pm				
Combined Office Hours and Events	Vaccine Order Request with Q&A 10:00 am – 10:30 am	Pfizer BioNTech COVID-19 Vaccine Training & Education* 12:00 pm – 1:00 pm PW: RjewW2qJn62	Pfizer BioNTech COVID-19 Vaccine Training & Education* 9:00 am – 10:00 am PW: SJpFYrKS223 COVID-19 Crucial Conversations Webinar: Talking with Patients in Pacific Islander Communities about COVID-19 Vaccines 4:00 pm – 5:00 pm	Pfizer BioNTech COVID-19 Vaccine Training & Education* 9:00 am – 10:00 am PW: UJip5mSgw23	Provider Office Hours 9:00 am – 10:00 am Planning for Infant/Toddler COVID-19 Vaccinations 2:00 pm – 3:00 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. NOTE: June 7 will begin training to include potential Maroon Cap presentation for individuals 6 months through 4 years of age.					
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)COVID-19 Crucial 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

Poll: Your Feedback is Appreciated!

If you were to receive the following items in the future, how helpful would they be? Extremely helpful, Helpful, Somewhat helpful, Slightly helpful, Not helpful at all, N/A

1. Ask me about COVID-19 vaccines!” buttons
2. Flyers that educate parents and patients on COVID-19 vaccines
3. Flyers with COVID-19 vaccine talking points as reference sheets for providers.
4. Pocket cards with talking points for clinicians on COVID-19 vaccine safety and efficacy for children
5. FAQ Pocket cards that provide information for parents and patients.
6. **Any other comments or feedback regarding printed materials?** [Write-in]



Clinical Update

Cora Hoover, M.D., CDPH



FDA VRBPAC & ACIP MEETINGS: JUNE 2022

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6	7 Novavax EUA Request for 18+	8	9	10	11
13	14 Moderna EUA request for children 6- 17 years	15 Moderna EUA request for 6mo to <6 years Pfizer EUA request for 6mo to <5 years	16	17 ACIP	18 ACIP
20 Juneteenth Holiday	21	22	23	24	25
First shipments of vaccine for <5's scheduled to arrive, if authorized					
27	28 Strain composition of COVID-19 Vaccines				

Pediatric COVID-19 Vaccine Products

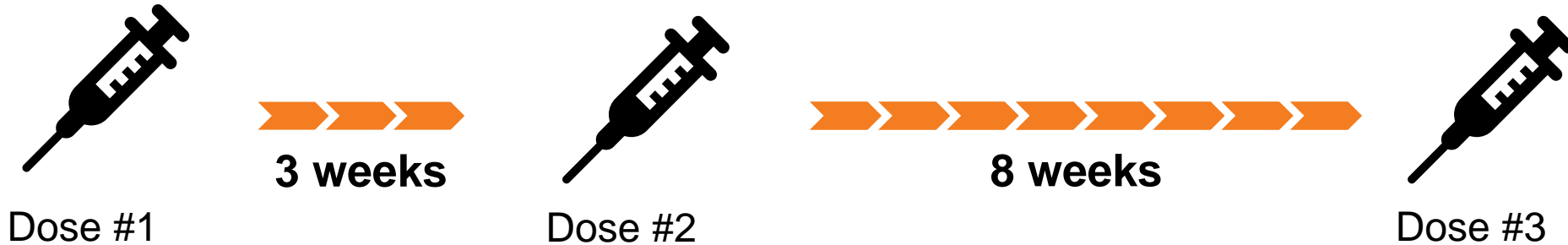
Under FDA Review (& already Authorized)

Age	Brand	Dose	Volume per dose	Primary Series
12+ years	(Pfizer Moderna)	30ug 100ug	0.3ml 0.5ml	2 doses) 2 doses
5-11 years 6-11 years	(Pfizer Moderna)	10ug 50ug	0.2ml 0.5ml	2 doses) 2 doses
6-59 months 6-71 months	Pfizer Moderna	3ug 25ug	0.2ml 0.25ml	3 doses 2 doses

Subject to change: stay tuned for updates

Number and Timing of Infant/Toddler Doses?

- **Pfizer** (3 micrograms): 3 doses for ages 6 months to under 5 years.



- **Moderna** (25 micrograms): 2 doses for ages 6 months to under 6 years.



Comparison of Infant/Toddler COVID-19 Vaccines

- Press releases indicate that both Pfizer Infant/Toddler (6 months-4 years, **maroon cap**) and Moderna Infant/Toddler (6 months-5 years, **blue cap**) vaccines:
 - Generated a comparable immune response to adult immunization (primary endpoint)
 - Reduced the risk of COVID-19 illness
- Full data will be available soon.

COVID-19 Provider Call Center

Arlene Zavala, CDPH

Reporting Shipment Incidents

Friendly reminder: Report shipment incidents for vaccine and ancillary kits the same day the shipment arrived. Once the report has been made in myCAvax, Providers are responsible for reaching out to the manufacturer, or TPR (AmerisourceBergen), for a resolution.

- **Report Shipment Incidents for:**

- damaged/missing shippers or packages
- missing (or surplus) vaccine or missing ancillary kit supplies
- temperature excursions in transit.

- **Point of Contact for Resolution**

- Small orders fulfilled by the TPR, AmerisourceBergen: c19vaccineops@amerisourcebergen.com. If the incident was a temperature excursion the provider should include a copy of the temperature monitor log in their email to the TPR.
- Standard Moderna/Janssen orders, McKesson: 833-272-6635 (M-F 8 AM–8 PM PST) or email COVIDVaccineSupport@McKesson.com if after hours
- Standard Pfizer orders, Pfizer Customer service: 800-666-7248 or email cvgovernment@pfizer.com
- For Ancillary kit issues (Pfizer/Moderna/Janssen): 833-272-6634 or email SNSSupport@McKesson.com

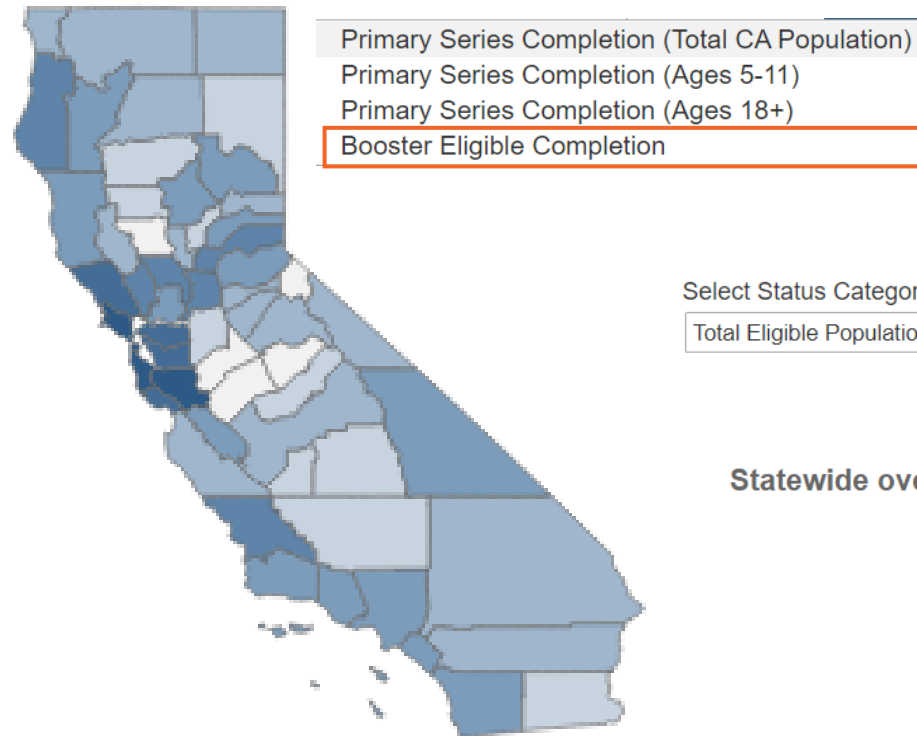
If you have any issues or need assistance with reporting, please contact the COVID Call Center at covidcallcenter@cdph.ca.gov or 833-502-1245.

Vaccine Administration Data

Elizabeth Reosti, CDPH

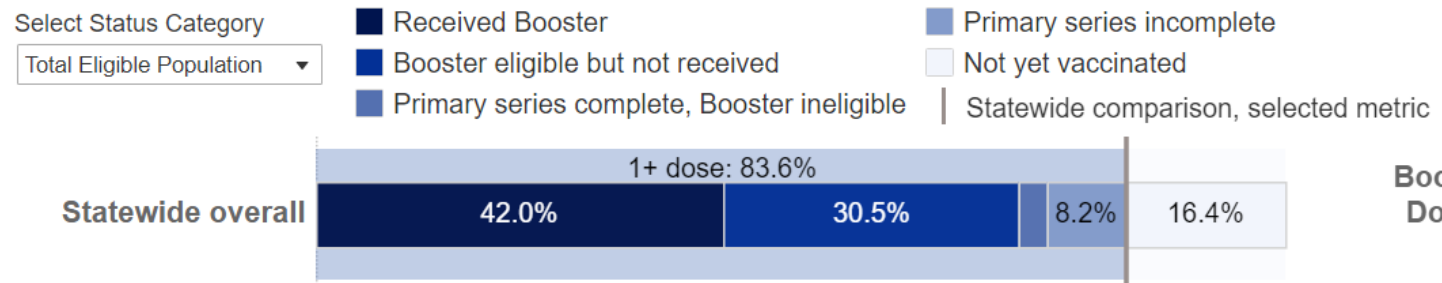
Vaccine Administration Summary

as of June 7, 2022



76,658,096

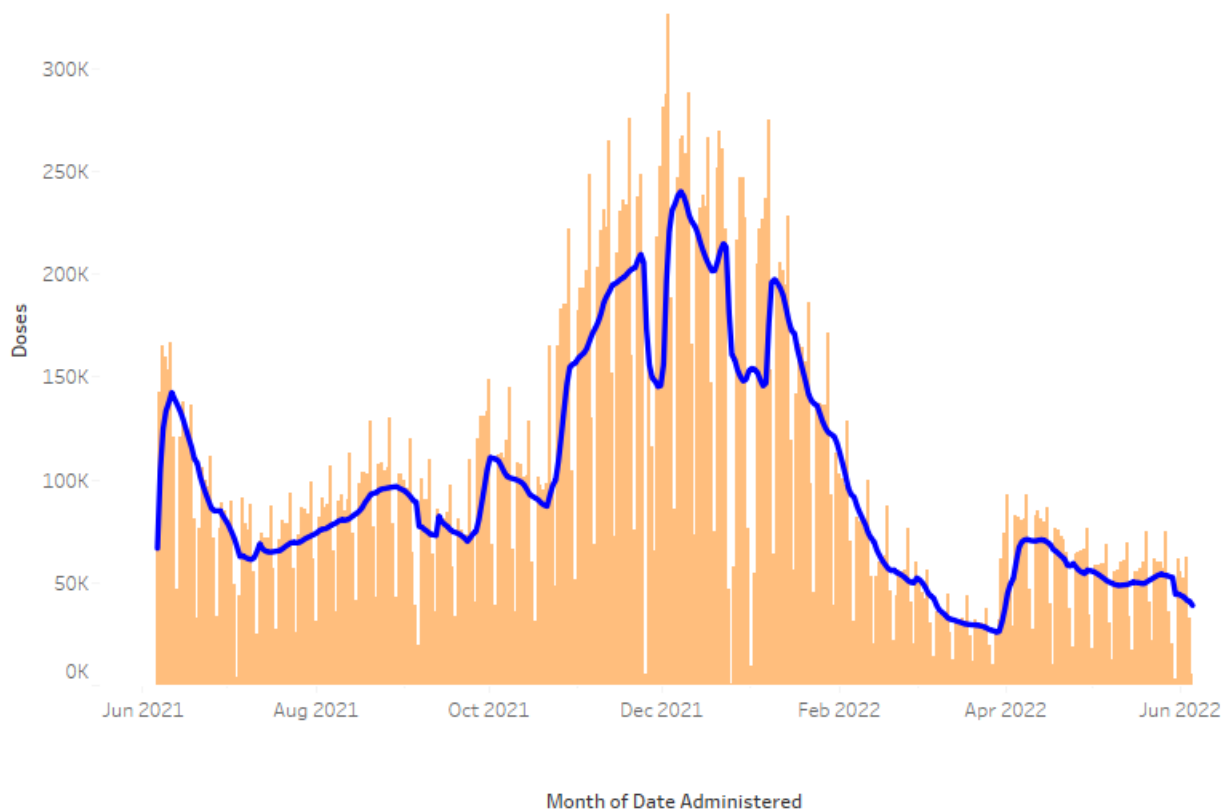
Total Doses Administered:



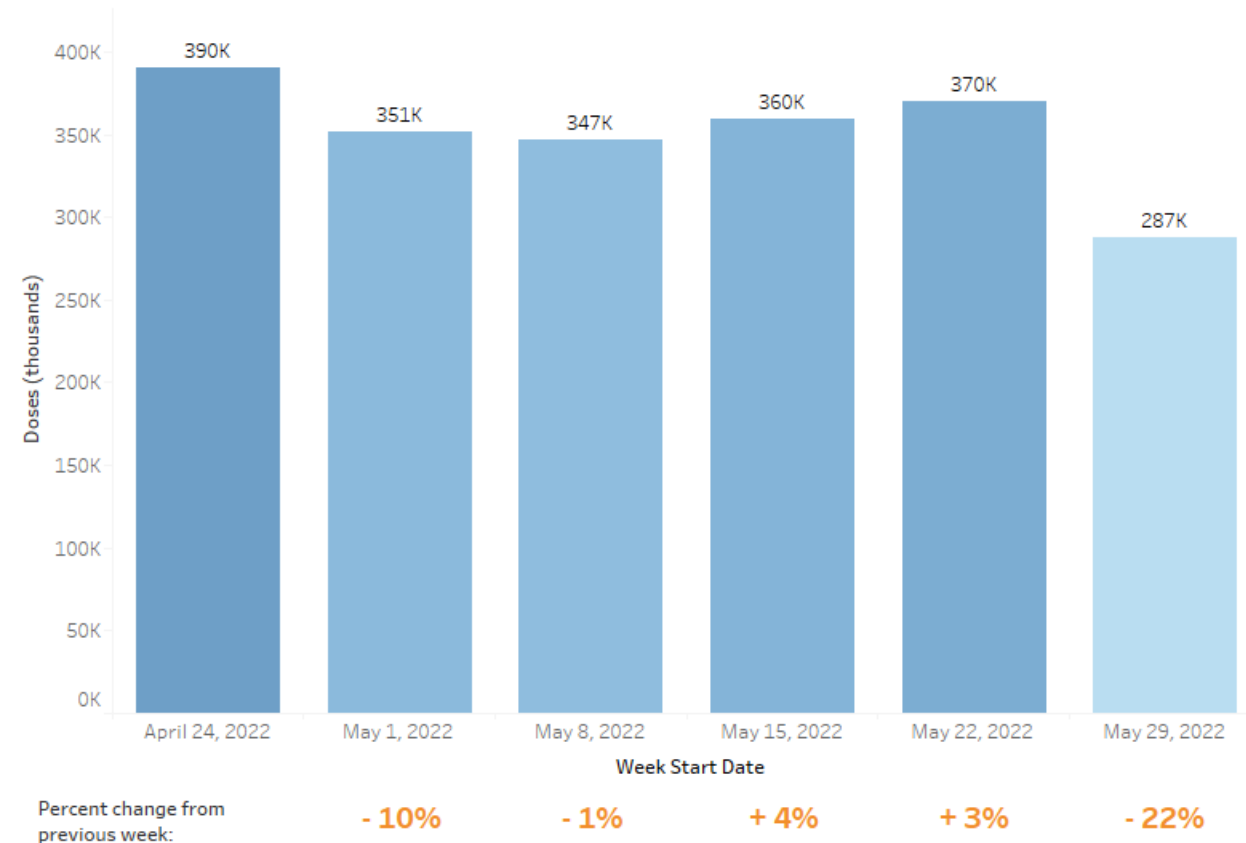
Trends in Vaccine Administration

as of June 6, 2022

Daily Doses Administered: **Statewide**



Weekly Doses Administered: **Statewide** (thousands)



Trends in Vaccine Administration

as of June 6, 2022

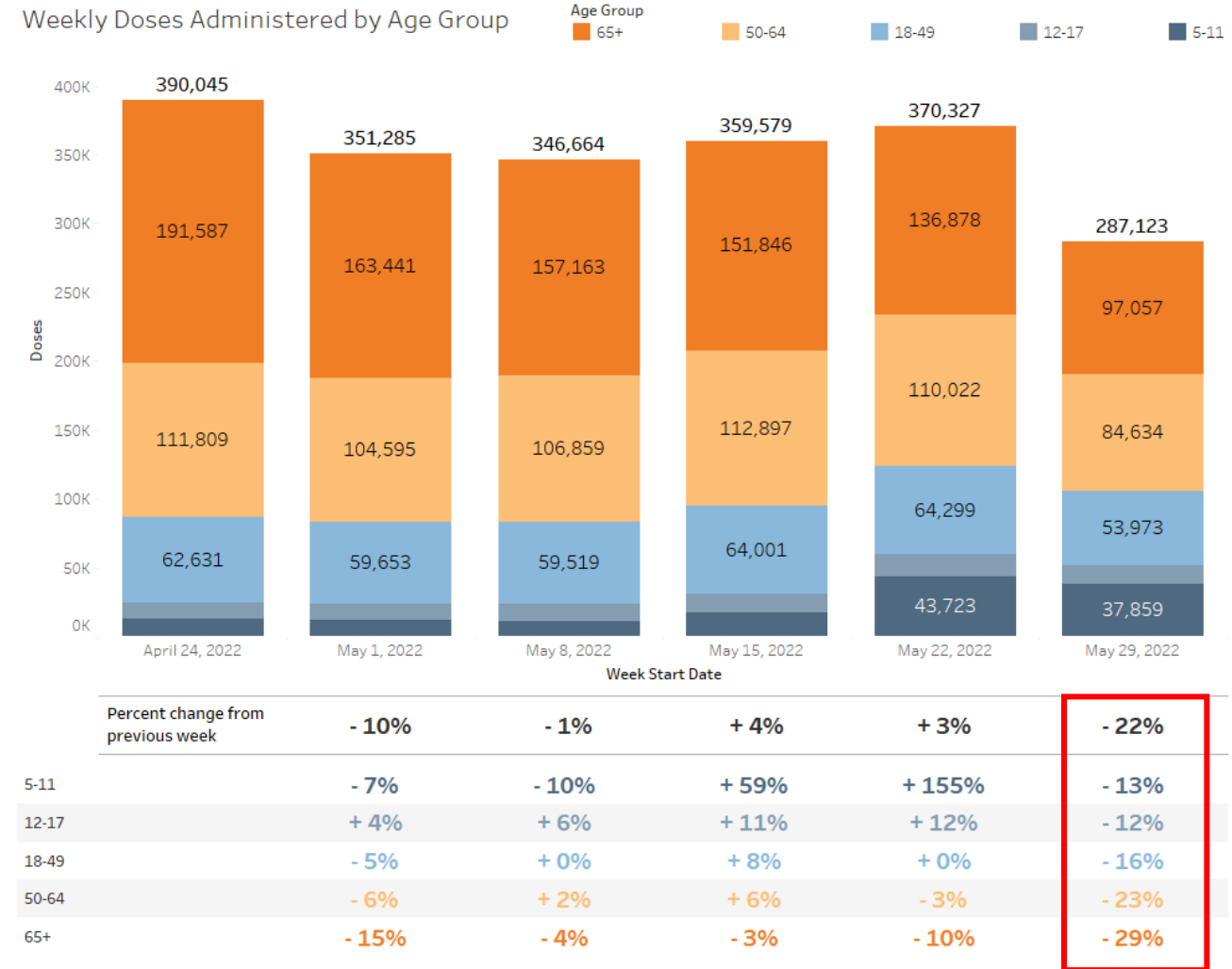
New Booster Eligibility Driving Demand

- Second boosters among 50+ year-olds
- First boosters among 5-to-11-year-olds

FDA NEWS RELEASE

Coronavirus (COVID-19) Update: FDA Expands Eligibility for Pfizer-BioNTech COVID-19 Vaccine Booster Dose to Children 5 through 11 Years

For Immediate Release: May 17, 2022

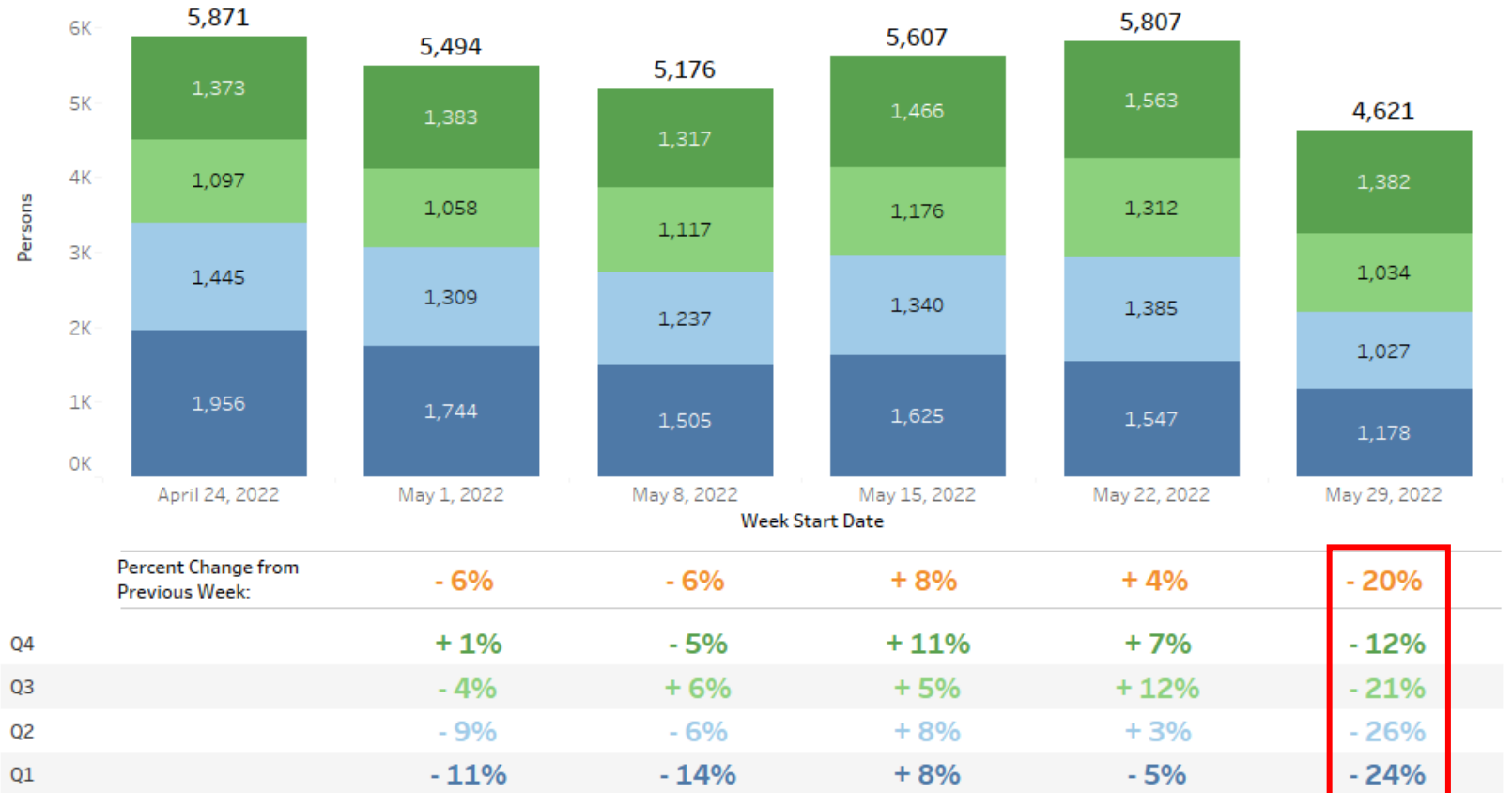


5-to-11-year-old Vaccination Trends

as of June 6, 2022

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

- Decrease in first doses among 5-to-11-year-olds



1st Booster Vaccination Rates

as of June 6, 2022

CDC Strengthens Recommendations and Expands Eligibility for COVID-19 Booster Shots

Media Statement

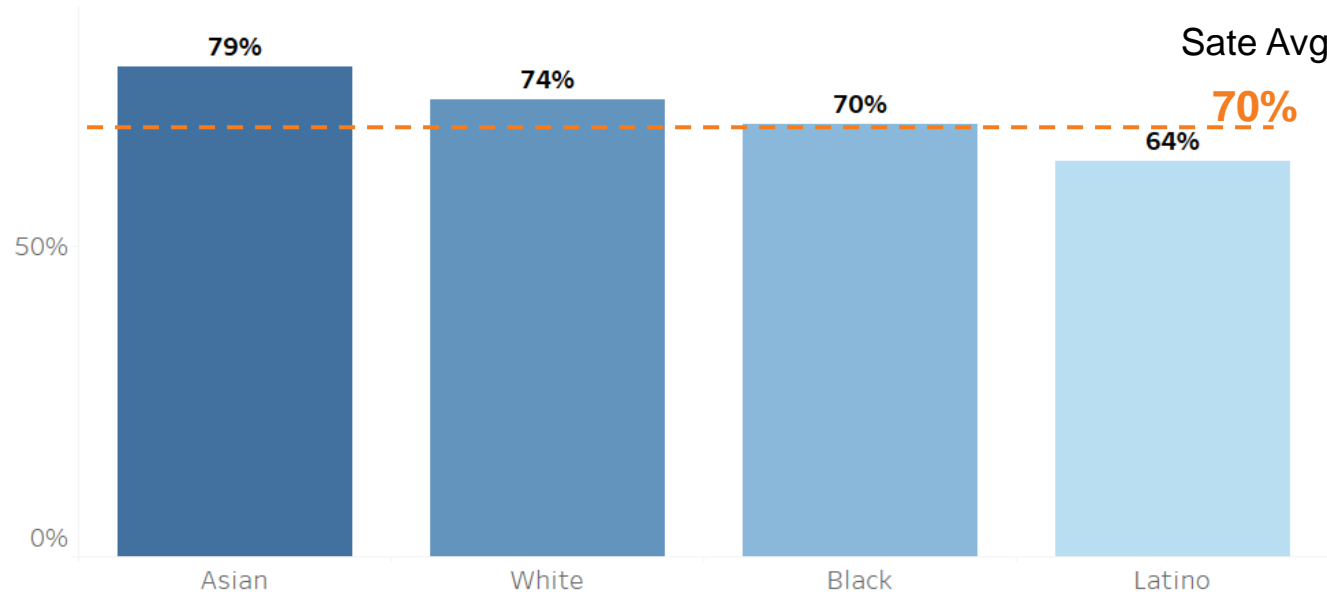
For Immediate Release: Thursday, May 19, 2022

Contact: [Media Relations](#)
(404) 639-3286

Following today's meeting of the Advisory Committee on Immunization Practices' (ACIP), CDC is expanding eligibility of COVID-19 vaccine booster doses to everyone 5 years of age and older. CDC now recommends that children ages 5 through 11 years should receive a booster shot 5 months after their initial Pfizer-BioNTech vaccination series. Since the pandemic began, more than 4.8 million children ages 5 through 11 have been diagnosed with COVID-19, 15,000 have been hospitalized and, tragically, over 180 have died. As cases increase across the country, a booster dose will safely help restore and enhance protection against severe disease.

In addition, today CDC is strengthening its recommendation that those 12 and older who are immunocompromised and those 50 and older should receive a second booster dose at least 4 months after their first. Over the past month we have seen steady increases in cases, with a steep and substantial increase in hospitalizations for older Americans. While older Americans have the highest coverage of any age group of first booster doses, most older Americans received their last dose (either their primary series or their first booster dose) many months ago, leaving many who are vulnerable without the protection they may need to prevent severe disease, hospitalization, and death.

Received Booster 50+ (among booster-eligible population)



Data Summary

as of June 6, 2022

Latest Metrics

76.5 Million doses administered

287k doses administered in previous week (-22% pt change)

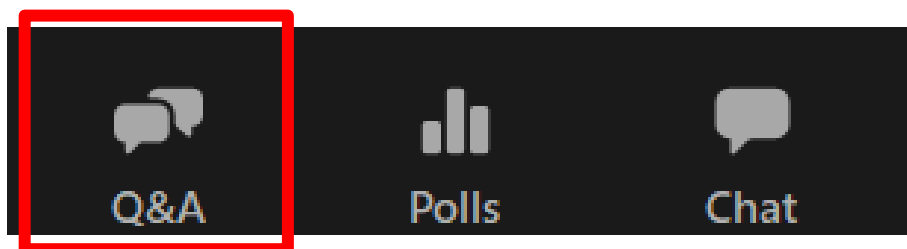
4,621 new 5-to-11-year-old recipients (-20% pt change)

System Updates

- 4th doses included in overall dose admin count, but not currently displayed in immunization status

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

Infant/Toddler COVID-19 Vaccines

Pfizer Infant/Toddler (6 months – 4 years, **maroon cap**):


- 12 months at ULT (-90° to -60° C)
- Do not store at frozen temperatures
- 10 weeks at refrigerated temperatures (2° – 8° C)
- 10 dose vial, 10 vial carton, 100 dose minimum order.
- 12 hours prior to puncture at normal room temperature (8° – 25° C)
- 12 hours after puncture at normal room temperature (8° – 25° C)
- Requires diluent
- TPR will redistribute no later than the week of 27 June
- And now, the label...

Infant/Toddler COVID-19 Vaccines

Pfizer Infant/Toddler (6 months - 4years, **maroon cap**), the 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

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

Pfizer-BioNTech COVID-19 Vaccine
DILUTE PRIOR TO USE Age 2y to < 5y
After dilution - 10 doses of 0.2 mL
For intramuscular use. Contains no preservative.
For use under Emergency Use Authorization.
After dilution store at 2 to 25°C (35 to 77°F) and discard after 6 hours.
Dilution date and time.

LOT/MFG: PAA177911

NDC 59267-0078-1

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**

Infant/Toddler COVID-19 Vaccines

Moderna Infant/Toddler (6 months-5 years, **blue cap**):

- 9 months at frozen temperatures (-50° to -15° C)
- 30 days at refrigerated temperatures (2° – 8° C)
- 12 hours after puncture at normal room temperature (2° – 25° C)
- No diluent required/but you may not opt-out of ancillary kits, yet
- 10 dose vials, 100 dose minimum order
- 12 hours travel time
- TPR redistribution, in negotiations

Shelf Life

- Multiple Shelf-life Extensions
- [Moderna's Look-up Toolkit](#)
 - All 14-dose Moderna vials are now expired
- [J&J's Janssen Vax check site](#)
- Pfizer Fact Sheet for Healthcare Providers:
 - [Purple Cap](#)
 - [Gray Cap](#)
 - [Orange Cap](#)

Janssen Sunset Plan

- The USG purchased a second batch of Janssen in October 2021.
- December 2021, CDC endorsed ACIP recommendations, expressing a clinical preference for mRNA vaccines.
- March/April 2022, Janssen shelf life extended.
- May 2022, all Janssen released to the CDC's McKesson, Memphis site
- The 11-month shelf life takes the vaccine to February 2023.
- Demand takes it too...
- February 2023 Janssen is gone.
- Novavax: no contract, no money, come August?

Transporting COVID-19 Vaccines

- There's a Job Aid for that: [Transporting Vaccines](#)
- Qualified Packout Containers & a DDL
 - Portable refrigerator/freezer/ULT
 - Phase Change Materials
- Emergency Transport:
 - Conditioned water bottles
 - Manufacturers shipping container
- Never use food beverage containers

Vaccine Management

Eric Norton, My Turn, and Daniel Conway, myCAvax

Pfizer Infant/Toddler (6 months-4 years, **maroon cap**) and Moderna Infant/Toddler (6 months-5 years, **blue cap**) Updates



- For the forecasted My Turn release, the **VRBPAC meeting is scheduled for June 14th and 15th** followed by the **ACIP meetings scheduled for June 17th, 18th and 22nd, 23rd and the WSSSRWG will meet shortly after.** The first delivery date for the infant/toddler vaccine is scheduled for June 20th.
- By June 15th, My Turn Clinic will have the ability to input infant/toddler Pfizer and Moderna via inline and bulk upload functionality in case of early approval.
- By June 21st, My Turn Public and Clinic will be ready to deploy infant/toddler Pfizer (3 doses) and infant/toddler Moderna (2 doses) through scheduling, walk-ins, and inline/bulk upload.

What's New in My Turn - Release 27



New updates for My Turn Public and Clinic launched 6/7.



Release Highlights

- ✓ Post appointment communications were updated to check administration date and time.
- ✓ Test to Treat information was updated and Q&A will be added.

My Turn Public

Release Highlights

- ✓ Expiration Date was automatically set to 6 months after the clinic close date for Clinic Specific Links.
- ✓ "Other" was added as an option to the State field for bulk uploads.
- ✓ A New report was created for Appointments that Automatically Change to 'Vaccinated' status.
- ✓ Data fix for 5-to-11 additional doses was processed.
- ✓ A 4-hour grace period for bulk uploads was added before records are sent to the IIS registry.

My Turn Clinic

My Turn Clinic Link – Release 27 Update



Expiration date for a clinic specific link now automatically sets to 6 months after the Clinic closing date!

This way, if you choose to extend your clinic beyond the initial close date the clinic link will still work!

The screenshot displays the 'ABC Clinic' management page. At the top, there are buttons for 'Clone Clinic And Availability', 'Add Volunteer Director', and 'Add Vaccine Administrators'. Below this, a table shows clinic details: Account (Los Angeles County Vaccine Preventable Disease Control Program), Clinic Hours (12am - 11:59pm Mon-Sun), Start Date (5/7/2021), and Closing Date (1/9/2025). A 'Book Appointments' button is on the left, and an 'Activate Location' toggle is on the right. The 'Clinic Links' tab is selected in the navigation bar. Below the tab, there is a 'Generate New Link' button and a table with columns for URL, Expiration Date, Landing Page, Language, Active, QR Code, and Action.

URL	Expiration Date	Landing Page	Language	Active	QR Code	Action
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Pfizer Pediatric (5-11 years, **Orange Cap**) Booster Data Fix

Clinic Managers and Vaccine Administrators



The My Turn system data fix was processed on June 7th as a part of Release 27 to convert Booster doses administered to this age group during the workaround period to 'Booster' doses.

Any true 'Additional Dose' appointments from the workaround period need to be changed back to 'Additional Dose'. Clinic Managers need to utilize the Edit IIS functionality to update these doses based on tracked identification information from the workaround period.

Infant/Toddler COVID-19 Vaccine Pre-Orders



**Pfizer Infant/Toddler: Ages 6 months – 4 years and
Moderna Infant/Toddler: Ages 6 months – 5 years**

Pre-Ordering for both Pfizer and Moderna Infant/Toddler products is in progress for LHDs/MCEs and Providers. The minimum order amount is 100 doses for both.

Wave 1:

- Pre-Orders for wave 1 are complete.
- These vaccines will be delivered on Monday, June 20th (Federal Juneteenth Holiday observed).

Wave 2:

- Pre-Orders are open in myCAvax **until today Friday, June 10th at 5 PM.**
 - **Don't miss your opportunity to place a Pre-Order!**
 - Vaccine will be delivered June 21st through June 24th.
-
- Routine ordering for the new products and small orders timeline (Pfizer only through TPR) will be shared once we receive more information.
 - Regular order cadence will continue for existing approved COVID-19 vaccine products.

Infant/Toddler COVID-19 Vaccine Pre-Orders



Monday	Tuesday	Wednesday	Thursday	Friday
May 30	31	June 1	2	3 Wave 1 Pre-Orders Opens on myCAvax (Delivery on 6/20) [†]
6 Wave 1 Order by 5pm (Delivery on 6/20) [†]	7 LHD Approval by 12pm CDPH submits orders–Wave 1 Wave 2 Order Period (Delivery on 6/21-6/24)	8	9	10 Wave 2 Order by 5pm (Delivery on 6/21-6/24)
13 LHD Approval by 12pm CDPH submits orders–Wave 2	14 FDA VRBPAC	15 FDA VRBPAC (anticipated approval [^])	16	17 ACIP (17 th and 18 th) Western States (anticipated approval [^])
20 Juneteenth Holiday Wave 1 Deliveries (contingent upon approval [^])	21 Wave 2 Deliveries (contingent upon approval [^])	22	23	24

[†] Only order during Wave 1 if you can receive vaccines on Monday, June 20th, otherwise order during Wave 2.

^{**} Pre-orders submitted after 6/6 at 5pm will be included in Wave 2.

[^] Delivery is contingent upon FDA, ACIP, and Western States approval

Product Groupings – Now Live!



The Product Groupings went live in myCAvax on the evening of Friday, June 3rd. These will be helpful when ordering products!

*Account
Cinderella's Castle

Only enter values for products you want to order, otherwise leave fields blank.

Reported Inventory (VaccineFinder)			On-hand Inventory			Doses administered		Order size	
*Vaccine product	Quantity	Last updated	*Quantity	Lot number	Expiration/Beyond use date	*Qty since last order	Order increments	*Doses requested	
Pfizer (6 Months - 4 years)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/> + <input type="text"/>	100 dose min 100 (over 100)	<input type="text"/>	<input type="text"/>	Clear Row
Moderna (6 Months - 5 years)	---	---	<input type="text"/>	<input type="text"/>	<input type="text"/> + <input type="text"/>	100 dose min 100 (over 100)	<input type="text"/>	<input type="text"/>	Clear Row

APPENDIX

What's New on My Turn: Release 27 (06/07)

My Turn Public

General Enhancements

- ✓ Post appointment communications were updated to check administration date and time.
- ✓ Phase 2 of the FHIR Integration to redirect residents from vaccines.gov to My Turn was completed.
- ✓ [Continued] Failure Point Notification – monitoring tools were set up throughout My Turn System to flag (potential) issues.
- ✓ Continued Analysis – Walk-in and bulk upload appointments were considered for clinic's Public Portal capacity and availability.
- ✓ Test to Treat information was be updated and Q&A was added.

My Turn Clinic

General Enhancements

- ✓ [Clinic Specific Links] Expiration Date was made to be Optional and will automatically set to 6 months.
- ✓ [Bulk Walk-In Upload] "Other" has been added as an option to the State field.
- ✓ [Reports] A New report for Appointments that Automatically Change to 'Vaccinated' status was created.
- ✓ Data fix for 5-to-11 additional doses was processed.
- ✓ Investigation
 - ✓ Incorrect lot numbers being entered.
 - ✓ Turned off SMS Confirmation for In-Home Vaccinations.
 - ✓ Added grace period between Bulk Uploads & Contact records before sent to IIS.

myCAvax – Known Issues - *Updated 6/03*



Known Issues

‘Qualified Frozen Vaccine Transport Container’ Missing in the Community multi-line form?




- ✓ We are working on correcting an issue where the option to select ‘Qualified Frozen Vaccine Transport Container’ is missing in the Community multi-line ordering form



Workaround/Next Steps

- ✓ Fix: TBD
- ✓ Workaround: If you would like to select this option, you can make note in the ‘Comments’ field

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.

Release Roadmap

RECENTLY DEPLOYED

May 19th (R26.0)

Orders

- ✓ Product Colors on Multi-line Order screen
- ✓ Allow LHDs to Move Standards 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
- ✓ Modify Account Compact Layout for LHD Account Record Type

Community

- ✓ Training Page for Product and CDC Training
- ✓ Update Links for on Product Training page for Pfizer
- ✓ Address Validation Language Enhancements

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
- ✓ Changes to 'Community - CalVax Welcome Email Template' email template

IN PROGRESS

June 16th (R27.0)

Orders

- ✓ Allow LHDs to Move Small Orders to Standard Orders
- ✓ Order Page Layout Changes
- ✓ Addition of new cancelation 'Status Reason' options for orders
- ✓ Update Audit History for Order/Transfers
- ✓ Add 'Doses Requested' to Standard Order Screen

Account

- ✓ Storing DocuSign at the Location Application

Community

- ✓ Add Knowledge Center article to account page
- ✓ Change Flow Title for Multiple Flows

Other

- ✓ Auto-Deactivate Licenses
- ✓ Allow CDPH Super Users to edit distributor proxies
- ✓ Default tab display on opening of records
- ✓ Remaining email templates to Lightning

UPCOMING

July 14 (R28.0)

Orders

- ✓ Order Fulfillment Updates to allow multiple lots, edit information, general UI enhancements
- ✓ Allow CDPH to change Vaccine/Qty on Shipment Records

Account

- ✓ Vacation Holds for Location Accounts
- ✓ Add VFC Regions to Accounts

Community

- ✓ Update Thermometer Type options and
- ✓ Add Data Logger as Shipment Incident Type

Site Visits

- ✓ Provider Category
- ✓ VFC Assigned Pin

Other

- ✓ New registration emails
- ✓ Sharing enhancements

My Turn Public Product Roadmap

RECENTLY DEPLOYED

June 7th (R27)

Release 27

- ✓ Update post appointment communications to check administration date and time
- ✓ [Analysis] 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

CURRENT

June 29th (R28)

Release 28

- ✓ Pfizer Infant/Toddler rollout for 3 dose primary series for children 6mo-4yrs old
- ✓ Moderna Infant/Toddler rollout for 2 dose primary series for children 6mo-5yrs old
- ✓ Removing flu – zero out flu vaccine supplies to remove nasal spray and flu shot tags
- ✓ [Testing] 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

UPCOMING

July 27th (R29)

Release 29

- ✓ [Testing] Custom flows for vaccine type
- ✓ [Delivery] 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
- ✓ [Testing] Consider Walk-in and bulk upload appointments for clinic's Public Portal capacity and availability

TBD (as approved):

- ✓ 6-11 y/o Moderna

My Turn Clinic Product Roadmap

RECENTLY DEPLOYED

June 7th (R27)

Release 27

- ✓ [Clinic Specific Links] Extending Expiration Date
- ✓ [Bulk Walk-In Upload] Add "Other" as an option to the State field
- ✓ [Reports] Create a New report for Appointments that Automatically Change to 'Vaccinated' status
- ✓ Data fix for 5-11 additional doses to booster
- ✓ [IIS - Inline Bulk Upload]-UPDATE: Adding 4hr grace period validations
- ✓ Investigation
 - ✓ Incorrect lot numbers being entered
 - ✓ Turn off SMS Confirmation for In-Home Vaccinations
 - ✓ Add grace period between Bulk Uploads & Contact records before sent to IIS

CURRENT

June 29th (R28)

Release 28

- ✓ Moderna Infant/Toddler 6 months-5-years two dose series
- ✓ Pfizer Infant/Toddler 6 months-4-years three-dose vaccine rollout
 - ✓ VA Flow Updates & EUA Links
 - ✓ Update to Dose Fields
 - ✓ Add Vaccine Supply & Inventory
 - ✓ Bulk Walk-In Upload
 - ✓ Clinic Creation Setup
 - ✓ Walk-in flow Update
 - ✓ Vaccine Administrator Flow Update
 - ✓ Single/Bulk Update
 - ✓ Appointment/IIS Tab Filter Update
 - ✓ Dashboard Homepage Update

UPCOMING

July 27th (R29)

Release 29

- ✓ [SMS/Email] Opt-out on the Walk-In flow
- ✓ [Vaccine Inventory] UPDATE: Entering Lot Numbers correctly

TBD (as approved):

- ✓ Moderna 6 year-11-year two dose series
- ✓ Moderna 12 year-17-year two dose series

Wrap-up

Leslie Amani, CDPH

Additional Support

Type of Support

Description

Updated 6.6.22



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 8AM–6PM

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 8AM–6PM

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

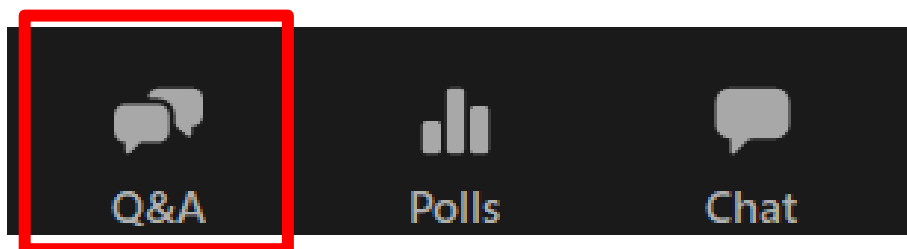
Monitor online media and what you hear in your local communities for potential rumors and inaccurate information.

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

[Contact](#)

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, June 13, 12PM

Friday

Provider Office Hours

Next session: Friday, June 17, 9AM