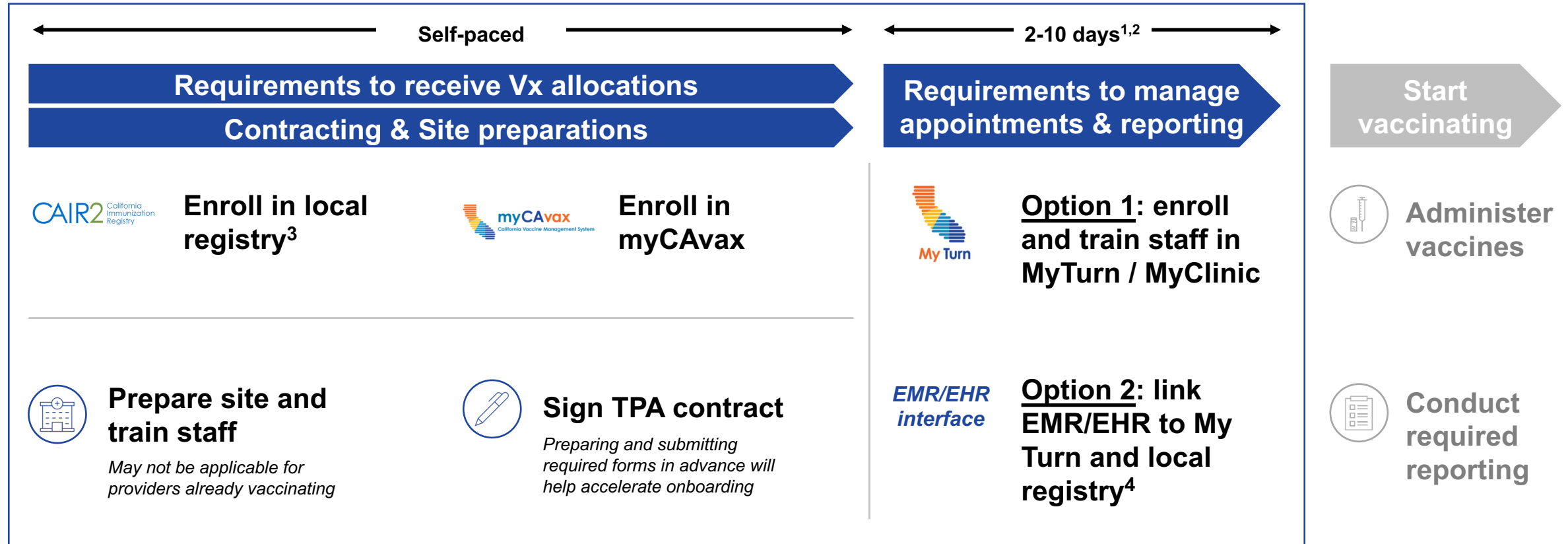


# Requirements to enroll in California's COVID-19 vaccine program

March 22, 2021

# Requirements to enroll in California's COVID-19 vaccine program



1. Standard onboarding time is 5-10 days, but can be accelerated if providers can accurately submit required onboarding forms in advance
2. Onboarding time varies by site capacity and accuracy and timeliness of data / form submission
3. Local registry can differ by county: CAIR2, SDIR, RIDE
4. Provider and EMR/EHR must meet standard requirements to interface with State's API

## Requirements to receive Vx allocations

Contracting & Site preparations

Requirements to manage appointments & reporting

Start vaccinating



### Enroll in local registry

California's Immunization Registry (CAIR) is comprised of three distinct registries: CAIR2, RIDE/CAIR San Joaquin, and SDIR/CAIR in San Diego.

Participating provider sites must be enrolled in their local registry and will be required to submit all administered COVID-19 doses.

If your organization is not currently enrolled in CAIR, please enroll in your local registry now. Refer to [CAIR Regions](#) for information on which registry you will enroll in and report to. You will need to provide the assigned IIS ID during the myCAvax enrollment process.



### Enroll in myCAvax

Each organization must enroll **all vaccinating locations** electronically through CDPH's provider registration and enrollment system.

- Chief Medical Officer (or equivalent medical official) and Chief Executive Officer (or chief fiduciary/legal official) completes the Section A of the enrollment process and sign/agree to the conditions of participation outlined in the COVID-19 Provider Agreement.
- If multiple locations, each location will complete Section B of the enrollment process, verifying site-level accuracy of hours, capacity, and freezer information on all locations.
- Each enrolled location should designate a vaccine coordinator and a back-up coordinator serving as the site's point of contact for receiving vaccine shipments, monitoring storage unit temperatures, managing vaccine inventory, etc.
- Provider enrollment worksheet (required for myCAvax enrollment): <https://eziz.org/assets/other/IMM-1307.pdf>

Requirements to receive Vx allocations

**Contracting & Site preparations**

Requirements to manage appointments & reporting

Start vaccinating



## Prepare site and train staff

*May not be applicable for providers already vaccinating*

Providers, key practice staff, and others managing, handling, or administering COVID-19 vaccines must complete the required training to meet federal and state requirements.

Anyone logging into the myCAVax (formally CalVax) provider vaccine management system must complete the training in myCAVax —completions are tracked through enrollment.

Other staff should access the training [here](#).



## Sign TPA contract

If you are a [credentialed/licensed](#) provider and interested in joining the California COVID-19 vaccine program, please contact [CovidVaccineNetwork@blueshieldca.com](mailto:CovidVaccineNetwork@blueshieldca.com)

Provider can accelerate next steps that follow signing the TPA contract by pre-collecting required information for the next step in onboarding: My Turn registration. Additional information can be found [here](#).

# My Turn Onboarding “Track Overview”

All Californians will be directed to [My Turn](#) to determine their eligibility and to find and make COVID-19 vaccine appointments. There are two methods to interface with My Turn.



## Track 1: Full MyTurn / MyClinic Experience



1. Standard onboarding time for MyTurn / MyClinic is 5-10 days depending on size and scale of implementation
2. Providers will work closely with the onboarding team to ensure that each My Turn / MyClinic location is set up, operational readiness criteria are met, process and system training are complete, and vaccination work flow and patient data entry procedures are in place.
3. CDPH will use a “train the trainer” onboarding model. CDPH will train up to three locations per provider. Providers will be responsible for training additional locations.
4. Additional information can be found [here](#).



## Track 2: Link EMR/EHR Scheduling Information into My Turn



To be eligible to use the EMR/EHR track two solution, it is highly recommended that a provider *should* have 10+ locations planned or >10,000 vaccines in weekly capacity and meet the following criteria:

1. Commit to API integration to display available clinics. This will require effort to ensure your information is passed from your EMR / EHR to My Turn. Deadline is April 2<sup>nd</sup>, 2021.
2. Offer full community access to schedule appointments in support of State equity goals
3. Ensure reporting of vaccine data to the state meets IIS and CDC data requirements; additionally, you must **ensure race, ethnicity, and zip code** are turned on and required in your EHR workflow and that the data is being sent to CAIR
4. Configure the EMR system’s landing page to direct residents to My Turn to confirm eligibility, search for an appointment and then be directed back to the EMR / EHR to complete the appointment scheduling. i.e., eligibility information must be aligned with State guidelines
5. **Commit to providing general co-morbidity and occupation eligibility data counts in a survey to be sent and completed weekly or upon request**

\* If a provider is on the EMR/EHR Track, MyTurn will still be used to determine eligibility. The first iteration the EMR interface requires that a provider, during on-boarding, provide to the My Turn implementation team a list of clinics and locations. Those clinics will be loaded to My Turn for visibility and users will then be directed to the provider’s EMR to complete scheduling.

## COVID-19 Call Center for Providers

The COVID-19 Call Center for Providers is dedicated to medical providers in California and their COVID-19 response, specifically addressing questions about program requirements, enrollment, and vaccine distribution.

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

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## TPA provider inquiry

Providers interested in joining the California COVID-19 vaccine program should contact [CovidVaccineNetwork@blueshieldca.com](mailto:CovidVaccineNetwork@blueshieldca.com). Any general inquiries about TPA operations should be directed to [TPA\\_Inquiry@blueshieldca.com](mailto:TPA_Inquiry@blueshieldca.com). To learn about all the steps to participation from beginning to end, visit [EZIZ.org/COVID/enrollment](https://EZIZ.org/COVID/enrollment)

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## Provider Office Hours and FAQs

Office hours are held every Friday at 9 a.m., announcing key updates and answering Q&As from providers

- Session registration can be found [here](#)
- [Provider FAQ](#)

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## For technical issues with myCAvax (formerly CalVax)

Email: [myCAvax.HD@accenture.com](mailto:myCAvax.HD@accenture.com)

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## For technical issues with My Turn / My Clinic

For Onboarding: [myturnonboarding@cdph.ca.gov](mailto:myturnonboarding@cdph.ca.gov)  
For General Questions: [myturninfo@cdph.ca.gov](mailto:myturninfo@cdph.ca.gov)



# My Turn Team Roles (1/2)

Recommended My Turn team roles and responsibilities.

Your My Turn Team is essential in a successful onboarding, launch, and stabilizing of My Turn.



**My Turn Team Lead**

Leads the My Turn Team and partners with the My Turn Liaison to plan and successfully launch My Turn; meets with the Liaison to complete the My Turn onboarding process; completes the New User and initial scheduling form; communicates training resources and schedule to team; escalates questions or issues; establishes the My Turn Team and coordinates with all team members; and ensures My Turn is successfully launched



**Scheduler**

Completes the scheduling form daily and send to the Liaison or [Clinic Ops via central mailbox, hopefully this will come in the immediate future] The scheduler may also submit new user form updates, based on staff availability



**Site Coordinator**

Coordinates all sites, identifies and works with the Training Lead and on-site Site Leads for all clinics, and reports any successes and issues to the My Turn Team Lead  
**NOTE: The Site Lead is responsible for identifying and onboarding Site Lead(s) for each clinic.**



**Training Lead**

Plans and coordinates training clinic site staff via My Turn prescheduled trainings, the My Turn training videos and materials, or train the trainer methods; loads the YouTube playlist and EZIZ site onto their clinic devices; and ensures proper set up (audio, screen, computer, projector, etc.) on site if they will be dialing into scheduled trainings or running trainings themselves.



**IT / Help Desk Lead**

Escalates bugs or system-wide issues for My Turn to the My Turn Team Lead and My Turn Help Desk; coordinates with on-site Site Leads and assists clinics in resolving any technical requests, questions, and issues (e.g., adding users, updating account access/permissions, and resetting passwords)

Source: My Turn onboarding team



## My Turn Team Roles (2/2)

Recommended My Turn team roles and responsibilities.

Your My Turn Team is essential in a successful onboarding, launch, and stabilizing of My Turn.



### Clinic Manager

Adds walk-in appointments, views and cancels appointments, checks patients in, and records key vaccination details, including any adverse reactions. Views patient medical history, demographic data, and insurance information provided by the patient. Views and downloads patient and clinic reports



### Vaccine Administrator

Adds walk-in appointments, views and cancels appointments, checks patients in, and records key vaccination details, including any adverse reactions. Views patient medical history, demographic data, and insurance information provided by the patient



### System Administrator

Has access to the back end of the My Turn platform on Salesforce to view permissions

Source: My Turn onboarding team