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

New and Updated FAQs ................................................................. 2

Pediatric Providers .......................................................................... 2

Vaccine Program Management ......................................................... 3

Provider Enrollment ........................................................................ 3

Ordering .......................................................................................... 4

Distribution/Redistribution ............................................................. 4

Vaccine Administration .................................................................... 4

Booster Doses ................................................................................ 7

Vaccine Storage & Handling ............................................................ 10

Reporting ......................................................................................... 11

Billing & Reimbursement ............................................................... 11

Communication Resources ............................................................. 12
New and Updated FAQs

**Q: If a child moves from a younger age group to an older age group during the primary series or between the primary series and receipt of the booster dose(s), which dosage should they receive?**

A: In general, children should receive the age-appropriate formulation and follow the vaccine timing schedule (calendario de la vacuna) based on their age on the day of vaccination, regardless of their size or weight. If a child moves from a younger age group to an older age group during the primary series or between the primary series and receipt of the booster dose(s), they should receive the vaccine dosage for the older age group for all subsequent doses.

The only exception to this guidance applies to children transitioning from 4 years to 5 years who received the Pfizer primary series.

For the Pfizer vaccine, FDA Emergency Use Authorization (EUA) requires children who turn from age 4 years to 5 years during the primary series to complete the series they start, either:

- The 3-dose primary series recommended for children ages 6 months – 4 years or
- The 2-dose primary series recommended for children ages 5 years – 11 years.

For further information, please see Special Situations for COVID-19 Vaccination of Children and Adolescents.

**Q: Where can COVID-19 vaccine Providers find a list of COVID-19 vaccine-related codes?**

A: COVID-19 vaccine Providers can reference CDC COVID-19 Vaccine Related Codes.

**Pediatric Providers**

1.1 **Q: Where can Providers find best practice strategies to effectively integrate pediatric COVID-19 vaccination into clinics and clinical talking points for recommending COVID-19 vaccines for children?**

1.2 Q: **Now that COVID-19 vaccine eligibility has expanded, have minor consent requirements changed?**

A: No, minor consent requirements have not changed. Minors still need the consent of the parent or legal guardian to receive the COVID-19 vaccine. An emancipated minor (a minor with legal independence from their parents or guardians) may consent for themselves. Minor consent can be given through My Turn or through the COVID-19 vaccine sample consent forms in 14 languages [here](#).

**Vaccine Program Management**

2.1 Q: **Where can new COVID-19 vaccine Provider staff find a startup guide with all key requirements, setup considerations, and documentation of all key tasks?**

A: New COVID-19 vaccine Provider staff can access a startup guide at [California COVID-19 Vaccination Program Provider Operations Manual](#) and a startup worksheet [here](#).

2.2 Q: **How can COVID-19 vaccine Providers make requests for supplemental vaccine staff to assist with COVID-19 vaccine administration and related activities?**

A: COVID-19 vaccine Providers can request supplemental staff to assist with COVID-19 vaccine administration at **no cost** through your local Medical Health Operational Area Coordination (MHOAC) program. For details and frequently asked questions, please visit [Requesting COVID-19 Vaccination Staff](#).

2.3 Q: **Where can COVID-19 vaccine Providers direct patients to find digital vaccine records?**

A: COVID-19 vaccine Providers can direct their patients to find their digital vaccine records [here](#).

**Provider Enrollment**

3.1 Q: **Where can prospective providers find information and receive assistance on enrolling in the California COVID-19 Vaccination Program?**

A: Prospective providers can find information on enrolling in the California COVID-19 Vaccination Program [here](#). To receive assistance with the California COVID-19 Vaccination Program enrollment process, Providers can email myCAvax Clinic Operations at myCAvaxinfo@cdph.ca.gov, or contact the COVID-19 Provider Call Center via email at covidcallcenter@cdph.ca.gov, or by phone at 833.502.1245, M-F, 8AM-6PM.
Ordering

4.1 Q: What is the ordering and distribution cadence for COVID-19 vaccine shipments?
A: Please visit Ordering & Distribution Cadence to view vaccine ordering and distribution times.

Distribution/Redistribution

5.1 Q: Where can COVID-19 vaccine Providers find information on AmerisourceBergen, the state’s Third-Party Redistributor (TPR)?
A: AmerisourceBergen redistributes small orders of Pfizer vaccine and Pfizer pediatric (5-11 years, orange cap) vaccine in minimum quantities of 30, including ancillary supplies. For information on receiving shipments from the TPR, please visit Receiving Small Orders from Third-party Redistributor (TPR).

5.2 Q: What are the guidelines and resources for receiving a shipment of the COVID-19 vaccine?
A: Please see the following job aids for guidelines and resources for receiving a shipment of COVID-19 vaccines: Pfizer | Moderna | Novavax | Janssen (J&J)

5.3 Q: What are the guidelines for redistributing, repositioning, transferring, and transporting COVID-19 vaccines?
A: Please see Redistributing and Transferring Vaccines for guidelines.

Vaccine Administration

6.1 Q: Can COVID-19 vaccine Provider “mix and match” the Pfizer infant/toddler (ages 6 months – 4 years) bivalent vaccine and the Moderna infant/toddler (ages 6 months – 5 years) bivalent vaccine?
A: No. COVID-19 vaccine Providers cannot “mix-and-match,” or administer a different brand than the brand administered previously, for infant/toddler (ages 6 months – 5 years) bivalent vaccines.
6.2 Q: How can COVID-19 vaccine Providers avoid administration errors for the Pfizer infant/toddler (ages 6 months – 4 years) vaccines?

A: The Pfizer infant/toddler (ages 6 months - 4 years) monovalent and bivalent vaccine caps and label borders are identical. Prior to administration, please develop a plan for storing the vaccines and clearly label all individual syringes containing vaccines. Take the following steps to avoid vaccine administration errors:

- Verify the patient is 6 months through 4 years of age.
- Verify the vial has a maroon cap and maroon label border.
- Determine whether the patient is presenting for dose 1, dose 2, or dose 3.
- Verify the vaccine name on the vial.

Please see the COVID-19 Vaccine Product Guide for a comparison of all COVID-19 vaccines. For additional resources to help prevent vaccine administration errors, please see Vaccine Administration Checklist and Preventing Administration Errors.

6.3 Q: When will Pfizer and Moderna offer single-dose and small-dose vials?

A: Pfizer single-dose vials of the COVID-19 bivalent (12+ years, gray cap) booster vaccine are available to order in myCAvax with a maximum order size of 50 doses. Shipping, storage, and handling remains the same, but ancillary kits, including COVID-19 vaccination cards, are not included. Moderna may soon distribute 2-dose vials of the COVID-19 monovalent (6+ years) vaccine. CDPH will continue to provide updates as they become available.

6.4 Q: Who is eligible for the Novavax COVID-19 vaccine?

A: On August 19, 2022, the FDA expanded the Emergency Use Authorization (EUA) for the Novavax COVID-19 vaccine, adjuvanted, to all individuals 12 years and older. For a visual aid of COVID-19 vaccine eligibility, please see COVID-19 Vaccine Timing Guide.

6.5 Q: Can the COVID-19 primary series and booster dose vaccines be co-administered with other vaccines, including the influenza vaccine and orthopoxvirus vaccine?

A: Yes, the COVID-19 primary series and booster dose vaccines can be co-administered with other vaccines, including the influenza vaccine and the orthopoxvirus vaccine. However, there are additional considerations if administering an orthopoxvirus vaccine. For detailed guidance, please visit Interim Clinic Considerations for COVID-19 Vaccines: Coadministration. Please see COVID-19 Vaccine Coadministration Tips for a coadministration guide.
6.6 Q: Is the 15-minute post-vaccination observation period still recommended?

A: The 15-minute post-vaccination observation period is now optional. COVID-19 vaccine Providers, particularly when vaccinating adolescents, should consider observing vaccine recipients for 15 minutes. For further information, including considerations for 30-minute observation periods, please see CDC Interim Clinical Considerations for Use of COVID-19 Vaccines.

6.7 Q: Are individuals who received their COVID-19 primary vaccination series outside of the United States eligible to receive a bivalent booster dose?

A: If an individual completed their primary series with a COVID-19 vaccine that is FDA-authorized, FDA-approved, or listed for emergency use by WHO, then they are eligible to receive a bivalent booster dose. For further information, please visit CDC Interim Clinical Considerations.

6.8 Q: How long after COVID-19 illness can people receive COVID-19 vaccination?

A: People with known current SARS-CoV-2 infection should defer any COVID-19 vaccination, including booster vaccination, at least until recovery from the acute illness (if symptoms were present) and criteria to discontinue isolation have been met. People who recently had SARS-CoV-2 infection may consider delaying a primary series dose or booster dose by 3 months from symptom onset or positive test (if infection was asymptomatic). For further information, please see CDC Interim Clinical Considerations for Use of COVID-19 Vaccines.

6.9 Q: Where can COVID-19 vaccine Providers find a job aid for COVID-19 vaccine eligibility?


6.10 Q: Where can COVID-19 vaccine Providers find information on anaphylaxis management after COVID-19 vaccination?

A: COVID-19 vaccine Providers can find information on anaphylaxis management at Recognizing and Responding to Anaphylaxis and Interim Clinical Considerations for Use of COVID-19 Vaccines: Anaphylaxis.

6.11 Q: Are COVID-19 vaccine Providers required to provide COVID-19 vaccination to anyone who is eligible, even non-patients?

A: Pharmacies, public health clinics, and community clinics are required to offer COVID-19 vaccination to anyone who is eligible. Private providers are not required to provide vaccination to anyone who is not currently a patient. However, CDC and CDPH strongly encourage providers to make vaccine available to others in their local communities, including patients’ family members. For further information, please visit FAQs for Private & Public Healthcare Providers.
6.12 Q: **Who is licensed to administer COVID-19 vaccines in California?**

A: A listing of licensees authorized to administer COVID-19 vaccines in California is located on the California Department of Public Health (CDPH) Immunization Branch webpage available [here](#).

6.13 Q: **Where can COVID-19 vaccine Providers find resources to help prevent vaccine administration errors?**

A: For resources to help prevent vaccine administration errors, please see [Vaccine Administration Checklist](#) and [Preventing Administration Errors](#).

6.14 Q: **Can COVID-19 vaccine Providers administer COVID-19 vaccines interchangeably?**

A: COVID-19 vaccines are **not** interchangeable. The same mRNA vaccine product should be used for all doses in the primary series. In exceptional situations in which the mRNA vaccine product administered for a previous dose(s) of the primary series cannot be determined or is not available, any age-appropriate mRNA COVID-19 vaccine product may be administered at a minimum interval of 28 days between doses to complete the mRNA COVID-19 primary vaccination series. For further information, please visit [CDC Interim Clinical Considerations: Interchangeability of COVID-19 vaccine products](#).

6.15 Q: **Should COVID-19 vaccine Providers puncture a new vial to vaccinate a small number of patients when all doses cannot be administered?**

A: Yes. Providers should never miss an opportunity to vaccinate. COVID-19 vaccine wastage is expected, may be unavoidable, and will increase as vaccine rollout continues. The CDC recommends COVID-19 Providers administer the vaccine to all eligible patients at vaccination sites, even if this means puncturing a vial at the end of the day. Please see [Missed Vaccine Opportunities & Wastage](#) and [Identifying, Disposing, and Reporting COVID-19 Vaccine Wastage](#) for complete guidance.

6.16 Q: **Where can COVID-19 vaccine Providers find video trainings on proper dose withdrawal of the Moderna infant/toddler (6 months – 5 years) vaccine and the Moderna adolescent (6 – 11 years) vaccine?**

A: COVID-19 vaccine Providers can find these video trainings at [How to Withdraw a 0.25 mL dose: Infant/Toddler 6 months – 5 years](#) and [How to Withdraw a 0.5 mL Dose: 6 – 11 years](#).

6.17 Q: **Can COVID-19 vaccine Providers offer the Janssen COVID-19 vaccine?**

A: Based on CDC’s recommendations, COVID-19 vaccine Providers should start a two-dose mRNA COVID-19 vaccine series even if there is uncertainty about how the patient will receive their second dose. However, the Janssen (Johnson & Johnson) COVID-19 vaccine may be offered in the situations described in [Interim Clinical Considerations for Use of COVID-19 Vaccines](#).
Booster Doses

7.1 Q: Are COVID-19 bivalent vaccines authorized for infants and toddlers ages 6 months – 5 years?

A: Yes. The [FDA authorized](#) and [CDC recommended](#) a Moderna bivalent booster for infants/toddlers ages 6 months – 5 years and a Pfizer bivalent third dose (included as part of the Pfizer 3-dose primary series) for infants/toddlers 6 months – 4 years. For a visual aid of COVID-19 vaccine eligibility, please see [COVID-19 Vaccine Timing Guide](#) | [Calendario de la Vacuna COVID-19](#).

7.2 Q: Are children ages 6 months – 4 years who have received a 3-dose Pfizer primary series authorized to receive a booster dose?

A: No. Children who received a 3-dose Pfizer primary series are not authorized to receive a booster dose, regardless of which Pfizer vaccine (monovalent or bivalent) was administered for the third primary dose. For further information, please see [CDC COVID-19 Update: Clinical Guidance and Patient Education for Bivalent COVID-19 Vaccines](#).

7.3 Q: Is the Pfizer COVID-19 monovalent vaccine authorized for use as the third dose of the Pfizer 3-dose primary series?

A: No. The Pfizer COVID-19 monovalent vaccine is [no longer authorized](#) for use as the third dose of the Pfizer 3-dose primary series.

7.4 Q: Is the Novavax vaccine authorized and recommended for use as booster doses?

A: On October 19, 2022, [the FDA](#) and [CDC](#) authorized and recommended the Novavax vaccine as a first booster dose for individuals 18 years of age and older at least 6 months after completion of their primary COVID-19 vaccination series.

Patient eligibility:

- 18 years and older and
- Have not received any booster doses and
- Have completed a primary vaccination series using any COVID-19 vaccine and
- Are unable to receive a bivalent booster vaccine (i.e., mRNA vaccine contraindicated or not available) or unwilling to receive an mRNA vaccine and would otherwise not receive a booster dose

For further information, please visit [Novavax Vaccine Fact Sheet](#).
7.5 Q: **Are pediatric (5+ years) COVID-19 bivalent booster vaccines authorized and recommended?**

A: Yes. On October 12, 2022, the [FDA](https://www.fda.gov), [CDC](https://www.cdc.gov), and Western States Scientific Safety Review Workgroup authorized and recommended bivalent booster doses for all individuals ages 5 years and older. The following are eligibility guidelines:

- **Pfizer pediatric bivalent booster vaccine** is authorized and recommended for those **5 years to 11 years**. This is a different product from the Pfizer bivalent booster vaccine for those 12 years and older.
- **The Moderna bivalent booster vaccine** is authorized and recommended for those **6 years and older**. This is the same product as the Moderna bivalent booster vaccine for those 18 years and older.
- Individuals cannot receive a bivalent booster dose without first completing a primary series.
- The bivalent booster recommendations replace previous booster recommendations for persons 5 years and older.


7.6 Q: **Are monovalent mRNA COVID-19 vaccines authorized by FDA as booster doses for individuals 5 years of age and older?**

A: No. The updated bivalent booster recommendations replace all prior booster recommendations for this age group. Monovalent mRNA COVID-19 vaccines are no longer authorized by the FDA as booster doses for individuals 5 years of age and older.

If a monovalent vaccine is incorrectly administered for a booster dose, please see [CDC Interim Clinical Considerations: Appendix D](https://www.cdc.gov/coronavirus/2019-ncov/vaccines/advisory-committees/interim-considerations.html) for guidance. All vaccine administration errors should be reported to [VAERS](https://vaers.hhs.gov).

7.7 Q: **Can bivalent booster doses be used for the primary COVID-19 vaccine series?**

A: No. Bivalent booster doses are not authorized for use as the primary COVID-19 vaccine series. Please see [CDC Interim Clinical Considerations: Appendix D](https://www.cdc.gov/coronavirus/2019-ncov/vaccines/advisory-committees/interim-considerations.html) for guidance on incorrectly administering a bivalent booster dose for the primary series. All vaccine administration errors should be reported to [VAERS](https://vaers.hhs.gov).
Vaccine Storage & Handling

8.1 Q: Where can CA COVID-19 Vaccine Providers find storage and handling guidelines for the infant/toddler Moderna bivalent booster (ages 6 months – 5 years) and the Pfizer bivalent third dose (ages 6 months – 4 years)?

A: Storage and handling guidelines for the infant/toddler bivalent vaccines can be found here:
COVID-19 Vaccine Product Guide | Moderna Infant/Toddler (Ages 6 Months - 5 Years) Bivalent Vaccine Fact Sheet | Pfizer Infant/Toddler (Ages 6 Months - 4 Years) Bivalent Vaccine Fact Sheet

8.2 Q: Where can COVID-19 vaccine Providers check expiration dates for all COVID-19 vaccines?

A: To check Novavax, Pfizer, Moderna, and Janssen (J&J) expiration dates, please use the following tools:
- Novavax Expiration Date Look-Up
- Pfizer Expiration Date Look-Up
- Moderna Expiration Date Look-Up
- Janssen (J&J) Expiration Date Look-Up

8.3 Q: Where can COVID-19 vaccine Providers find a guide to all COVID-19 vaccine products’ storage and handling?

A: For a guide of all COVID-19 vaccine products’ storage and handling, see COVID-19 Vaccine Product Guide.

8.4 Q: How should COVID-19 vaccine Providers record vaccine temperatures and report temperature excursions?

A: COVID-19 vaccine Providers should record vaccine temperatures at least twice per day. Please follow the instructions in the How to Record Temperature Job Aid. If a temperature excursion occurs, please use the Monitoring Storage Unit Temperatures and the Temperature Excursion Worksheet.

8.5 Q: Where can I find detailed information storage and handling for COVID-19 vaccines?

A: For detailed guidance of storage and handling for the COVID-19 vaccines currently available, please refer to the CDC’s Vaccine Storage and Handling Toolkit and to Moderna, Pfizer-BioNTech, and Janssen guides. COVID-19 vaccine Providers can find storage and handling information for receiving small orders of vaccine at Receiving Small Orders.
Reporting

9.1 Q: What are the major reporting requirements for COVID-19 Vaccine Providers?

A: VaccineFinder requires all COVID-19 vaccine Providers to report weekly inventory by Friday, close of business. Within 24 hours of administering a dose of COVID-19 vaccine, Providers must also report COVID-19 doses administered to the local immunization registry (e.g., CAIR2, Healthy Futures, or SDIR) and submit race and ethnicity for every vaccinated patient.

9.2 Q: How should COVID-19 vaccine Providers report vaccine wastage?

A: COVID-19 vaccine Providers must report spoiled, expired, and wasted vaccines in myCAvax before disposing of COVID-19 vaccines. Weekly reporting to VaccineFinder should be adjusted to include doses spoiled, expired, or wasted that are removed from inventory. For detailed information, please visit Vaccine Management Checklist and Reporting & Disposal of Nonviable Doses.

9.3 Q: How long must COVID-19 vaccine Providers keep COVID-19 and flu vaccine administration records?

A: COVID-19 vaccine Providers must maintain COVID-19 and flu vaccine administration records for a minimum of three years, or longer if it is required by local law. It is each clinic's responsibility to appropriately maintain these records for the three-year duration.

9.4 Q: How do I report an adverse event to the COVID-19 vaccine?

A: Adverse reactions should be reported through the Vaccine Adverse Event Reporting System (VAERS) by Reporting an Adverse Event to VAERS.

9.5 Q: How do I report a COVID-19 vaccine shipment incident?

A: Please see Reporting Shipping Incidents for information.

Billing & Reimbursement

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

A: COVID-19 vaccine Providers can find current billing and reimbursement information on the California Medical Association’s COVID-19 Vaccine Reimbursement Quick Guide and COVID-19 Vaccine Toolkit for Medical Practices. Please also see the DHCS (Department of Healthcare Services) billing and reimbursement webinar slides and recording.
10.2 Q: **How can COVID-19 vaccine Providers submit COVID-19 vaccine reimbursement claims for uninsured individuals?**

A: The U.S. Health Resources & Services Administration (HRSA) stopped accepting COVID-19 vaccine reimbursement claims on April 5, 2022. COVID-19 vaccine Providers who were receiving reimbursement for vaccine administration through HRSA may receive reimbursement through the California Department of Health Care Services (DHCS) COVID-19 Uninsured Group. For guidance on the COVID-19 Uninsured Group, please visit COVID-19 Vaccine Reimbursement FAQs on the DHCS COVID-19 Medi-Cal Response page.

**Communication Resources**

11.1 Q: **How can COVID-19 vaccine Providers stay informed on California COVID-19 Vaccination Program updates?**

A: COVID-19 vaccine Providers can stay informed on updates by subscribing to the CDPH COVID Call Center’s email listserv or by viewing EZIZ’s Archived Communications. To be added to the listserv, please email blanca.corona@cdph.ca.gov.

11.2 Q: **Where can I access COVID-19 vaccination data dashboards?**

A: COVID-19 vaccination data dashboards are available at CDC COVID Data Tracker and California Vaccination Progress Data.

11.3 Q: **Where can Providers access COVID-19 vaccine information to build public confidence in the vaccine?**

A: To build public confidence in the COVID-19 vaccine, Providers can visit Vaccinate with Confidence, Patient Communication Tools, and COVID-19 Crucial Conversations Campaign.