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

New ***Q: What are clinical recommendations for patients who cannot receive a second Moderna monovalent primary series dose due to depleted supply?***

A: Individuals in the middle of their Moderna primary series can receive the Pfizer monovalent vaccine (if 6 years and older) or Novavax vaccine (if 12 years and older) to complete their primary series at least 28 days from their last dose (no VAERS report is required). Clinical Guidance for COVID-19 Vaccination | CDC allows for mixing of vaccine brands if the original vaccine product is unavailable.

Updated ***Q: Are children ages 6 months – 4 years who have completed a 3-dose monovalent Pfizer COVID-19 vaccine primary series authorized to receive a bivalent booster dose?***

A: Yes. The FDA authorized and CDC recommends children ages 6 months through 4 years who completed a 3-dose monovalent Pfizer COVID-19 vaccine primary series to receive 1 Pfizer bivalent booster dose at least 2 months after completion of the monovalent primary series. **Please note: Children ages 6 months – 4 years who completed a primary series with two monovalent Pfizer COVID-19 vaccines and one bivalent Pfizer vaccine are not eligible for a booster dose of a bivalent vaccine at this time.**

Updated ***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 here. This page has been updated to reflect changes since the end of the State's COVID-19 public health emergency declaration, including to guidelines regarding emergency medical technicians (EMTs), supervision requirements for various licenses, and students in healthcare profession programs.

Updated ***Q: When will the Moderna adolescent/adult monovalent (12+ years, red cap) and Moderna monovalent pediatric (6 years – 11 years, dark blue cap) vaccines be discontinued?***

A: The Moderna adolescent/adult monovalent (12+ years, red cap) and Moderna pediatric monovalent (6 years - 11 years, dark blue cap) vaccines will expire in early April and there is no anticipated shelf-life extension. Ordering for these products is now closed in myCAvax. Providers may continue to order Moderna bivalent vaccine products for all age groups and Moderna monovalent infant/toddler (6 months - 5 years, dark blue cap) vaccines.

Updated ***Q: When will the Pfizer EUA-labeled monovalent (12+ years) vaccine transition to the Comirnaty monovalent (12+ years) vaccine in myCAvax?***

A: The Pfizer EUA-labeled monovalent (12+ years, gray cap) vaccine is no longer available for ordering in myCAvax due to depleted inventory. Providers can now order the Pfizer Comirnaty (12+ years, gray cap) vaccine. For an image comparison of the vaccine products, please visit the COVID Call Center Communication: EUA-labeled Monovalent Vaccine Transitions to Comirnaty Monovalent Vaccine.

Updated ***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. Digital vaccine records now include full immunization records, including recommendations for overdue immunizations. Find a digital vaccine record flyer to post in your clinic here.

Pediatric Providers

1.1 Q: Does the California Department of Public Health (CDPH) expect additional supply of the Pfizer bivalent infant/toddler (ages 6 months – 4 years) vaccine and the Moderna bivalent infant/toddler (ages 6 months – 5 years) vaccine?

A: No. CDPH does not currently expect additional supply of the Pfizer and Moderna infant/toddler bivalent vaccines. Providers are encouraged to continue vaccinating every eligible child. CDPH recommends that Providers place Small Orders and re-order as inventory depletes, as well as utilize the Vaccine Marketplace to post and request doses from neighboring providers. When possible, providers should schedule infants/toddlers on the same day to maximize vaccinations and reduce waste.

1.2 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?

A: Access the 1-page Pediatric COVID-19 Checklist here and the list of clinical talking points for recommending COVID-19 vaccination for children from this Clinical Talking Points for Providers of Pediatric Services job aid. The "Talking with Parents about COVID-19 Vaccines for Children" webinar, available in English and Spanish, is available at COVID-19 Crucial Conversations.

1.3 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 their self. 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: Are masks still required in healthcare settings, long-term care settings, and adult and senior care facilities?

A: Beginning April 3, masks will no longer be required in indoor high-risk and health care settings. Please see CA State Guidance: COVID-19 for important state guidance on activities related to COVID-19, including Guidance for Face Coverings.

2.1 Q: Where can Providers find updated CDC Immunization Schedules for 2023?

A: Providers can find updated CDC Immunization Schedules with new and updated recommendations, including influenza and COVID-19, here. For further information, reference Morbidity and Mortality Weekly Report (MMWR): ACIP Immunization Schedules for Children & Adolescents and MMWR: ACIP Immunization Schedule for Adults.

2.2 Q: Can you explain the My Turn and myCAvax Unified Login Experience (ULE)?

A: The Unified Login Experience (ULE) is one login for both My Turn and myCAvax. Providers who had **accessed both My Turn and myCAvax** will now use a ".mycavax" login credential to access both systems. Providers who had **only accessed My Turn** will replace ".myturn" with ".mycavax." For example, a user with the login example@cdph.ca.gov.myturn will change to example@cdph.ca.gov.mycavax. Please note: Users whose .myturn username previously ended in a number (.myturn1, .myturn2, etc.) will continue to have their new username end with a number. For example, a user with the login example@gmail.com.myturn1 will change to example@gmail.com.mycavax1.

2.3 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.

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: Is the Janssen (J&J) vaccine available for ordering?

A: The Janssen (J&J) vaccine is no longer available for ordering, as supply is depleted. Please continue to check Janssen (J&J) vaccine expiration dates here.

4.2 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: Which COVID-19 vaccines does the the state's Third-Party Redistributor (TPR), AmerisourceBergen, redistribute in small quantities?

A: The TPR (AmerisourceBergen) redistributes small orders of the follow vaccines:

- Moderna infant/toddler bivalent (6 months – 5 years)
- Moderna pediatric/adolescent/adult bivalent (6+ years)
- Novavax (12+ years)
- Pfizer infant/toddler (6 months – 4 years)
- Pfizer infant/toddler bivalent (6 months – 4 years)
- Pfizer pediatric (5 years – 11 years)
- Pfizer pediatric bivalent (5 years – 11 years)
- Pfizer adolescent/adult (12+ years)
- Pfizer adolescent/adult bivalent (12+ years)

For further information, visit Receiving Small Orders from 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: When the state and federal COVID-19 Public Health Emergencies (PHEs) end, can Providers still administer COVID-19 vaccines under Emergency Use Authorization (EUA)?

A: Yes. Providers can still administer COVID-19 vaccines under Emergency Use Authorization (EUA) when the state and federal COVID-19 Public Health Emergencies (PHEs) end. The Food and Drug Administration (FDA) "EUA Declaration" remains in effect until terminated by the Health and Human Services Secretary; a date for this has not been announced. For further information, please visit FDA Emergency Use Authorization FAQs.

6.2 Q: In California, do FDA authorization and CDC recommendations still need to be approved by the Western States Scientific Safety Review Workgroup (WSSSRW) before proceeding?

A: No. Due to extensive and ongoing vaccine safety monitoring at the national level, the WSSSRW has disbanded. To proceed, FDA authorization and CDC recommendations will suffice.

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

A: COVID-19 vaccine Providers can find a COVID-19 vaccine eligibility job aid using CDPH's COVID-19 Vaccine Timing job aid in English and in Spanish.

6.4 Q: Can bivalent vaccines be used for the primary COVID-19 vaccine series?

A: No. **Except for the third dose of the Pfizer vaccine for children ages 6 months – 4 years,** bivalent vaccines are not authorized for use as the primary COVID-19 vaccine series, Please see CDC Interim Clinical Considerations: Appendix D for guidance on incorrectly administering a bivalent booster dose for the primary series. If a vaccine administration error occurs, refer to Responding to Vaccine Administration Errors.

6.5 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.

6.6 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.

6.7 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.

6.8 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.

6.9 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.

6.10 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.

6.11 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.

6.12 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.

6.13 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.

6.14 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.

6.15 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.

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

A: Based on CDC's recommmendations, 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.

6.17 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. 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 see COVID-19 Vaccine Timing Guide and Novavax Vaccine Fact Sheet.

Vaccine Storage & Handling

7.1 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

7.2 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.

7.3 Q: What is the difference between expiration dates and beyond-use dates?

A: The expiration date is determined by the manufacturer as to when the COVID-19 vaccine is no longer acceptable to administer to patients, **regardless of storage condition**. The beyond-use date is the last day/time that the COVID-19 vaccine can be safely used after it has been transitioned between storage states (thawed, refrigerated, etc.) or altered (diluted, drawn up for administration, etc.) for patient use. The beyond-use date replaces the manufacturer's expiration date **but never extends it**. Providers should properly dispose of the vaccine on whichever date/time comes first. For further information, please see Reporting & Disposal of Nonviable Doses.

7.4 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.

7.5 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

8.1 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.

8.2 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.

8.3 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.

8.4 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.

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

A: Please see Reporting Shipping Incidents for information.

Billing & Reimbursement

9.1 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.

9.2 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.

9.3 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

10.1 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.

10.2 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.

10.3 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.