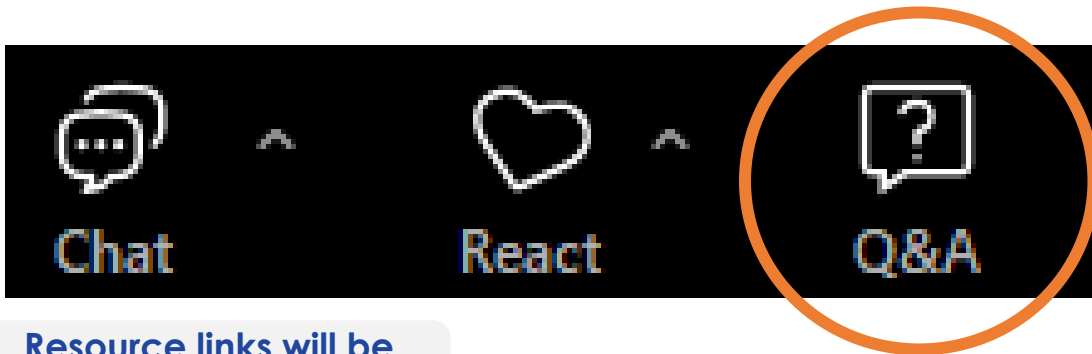myCAvax

Getting Started with myCAvax

Tuesday, June 4, 2024
12:30 – 1 PM

Questions

During today's webinar, please use the Q&A panel to ask your questions so CDPH panelists and subject matter experts can respond directly.

Resource links will be dropped into "Chat"

Housekeeping

Today's session is being recorded and will be accessible on EZIZ within 3-5 business days.

If post-webinar questions about upcoming trainings, email myCAvaxinfo@cdph.ca.gov.

If VFC support is needed, contact the VFC Customer Service Center at MyVFCvaccines@cdph.ca.gov or (877) 243-8832, Monday – Thursday, 9 AM – 4:30 PM PT, Friday 9 AM – 4 PM PT.

Access on-demand support resources via the Knowledge Center (myCAvax login required). This deck includes an Appendix summarizing today's demo.

Agenda
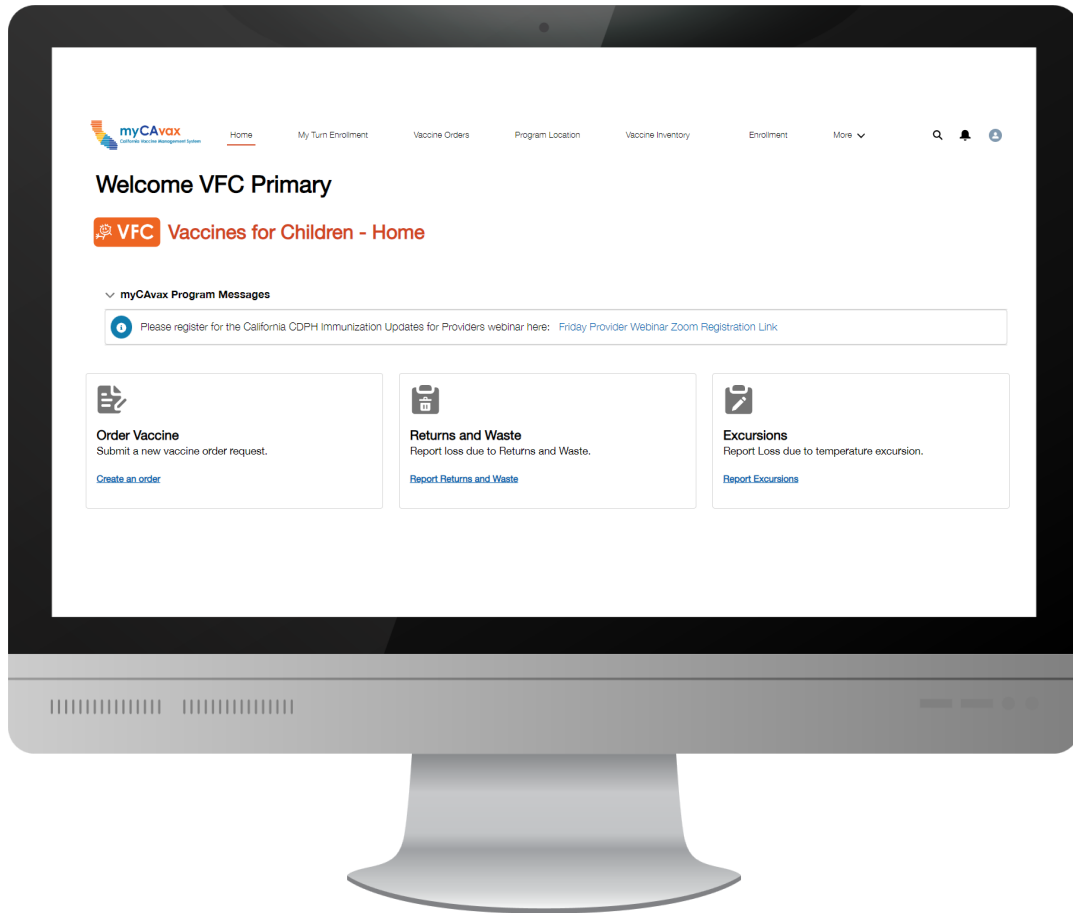
- The VFC Program in myCAvax
- Logging into myCAvax as a VFC Provider
- System Demo – Navigating myCAvax
- Upcoming Webinars
- Q&A
- Appendix

The VFC Program in myCAvax

Why is VFC Moving Systems?

As CDPH continues to modernize, we are aligning all our publicly funded programs (including VFC) to one single system – myCAvax. VFC vaccine ordering, and other related VFC activities will go live in myCAvax on **Monday, June 10, 2024.**

MyVFCvaccines was built over 10 years ago, and CDPH is utilizing this opportunity to enhance the robust system built for COVID-19 to also accommodate non-COVID-19 programs.

Some benefits of this transition include:

- Improved access & security
- Centralized platform to include all state-funded programs
- Modernized system to enhance user experience
- Expanded data metrics and robust reporting

CDPH is migrating your provider PIN information into myCAvax. Once live, VFC providers will be able to easily manage the entirety of their VFC vaccine inventory in myCAvax, including:

- Order and manage VFC vaccine inventory
- View support resources in the Knowledge Center
- View key historical data for the VFC program (2 years of orders, returns, and transfers)

What is myCAvax?

myCAvax is a state-wide centralized system for health care providers to enroll in various state-funded vaccine programs. Providers can place vaccine order requests and manage vaccine inventory for the state-funded vaccine programs that they participate in.

myCAvax currently supports the Bridge Access Program, State General Fund, Outbreak, Vaccines for Adults, and LHD 317 programs. myCAvax also supports the My Turn system, which allows patients to book vaccine appointments and clinicians to manage vaccine administration.
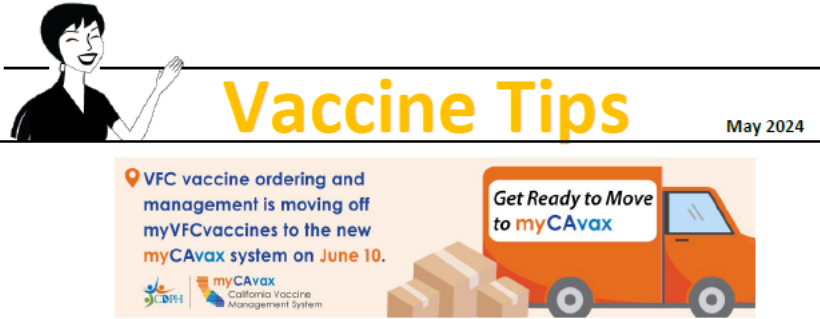
VFC Key Actions for Providers Checklist

Vaccine Tips *May 2024*

📍VFC vaccine ordering and management is moving off myVFCvaccines to the new myCAvax system on June 10.

Get Ready to Move to myCAvax

myCAvax California Vaccine Management System

Prepare for the myCAvax transition:

By Friday, May 24: The last day to submit orders in MyVFCvaccines!

☐ Submit orders along with transfers, wa... and returns to MyVFCvaccines to ensure vaccine su... and availability for your VFC-eligible patie...

☐ Make sure your ...mation ... to date for your Vaccine Coordinator and D...R ...oggers (DDLs).

☐ Identify staff to sign up ...d attend trainings/office hours.

From Monday, May 27   MyVFCvaccines is CLOSED.

☐ If order corrections are needed, promptly submit corrections as requested by the VFC program.

☐ Maintain documentation for excursions, transfers, returns, or waste, and have them ready to enter in myCAvax when the system goes live.

☐ Contact the VFC Call Center for urgent shipping incidents.

Starting Monday, JUNE 10: myCAvax system will be ready to use!

☐ Log in to myCAvax for your VFC vaccine needs.

Logging into myCAvax as a VFC Provider
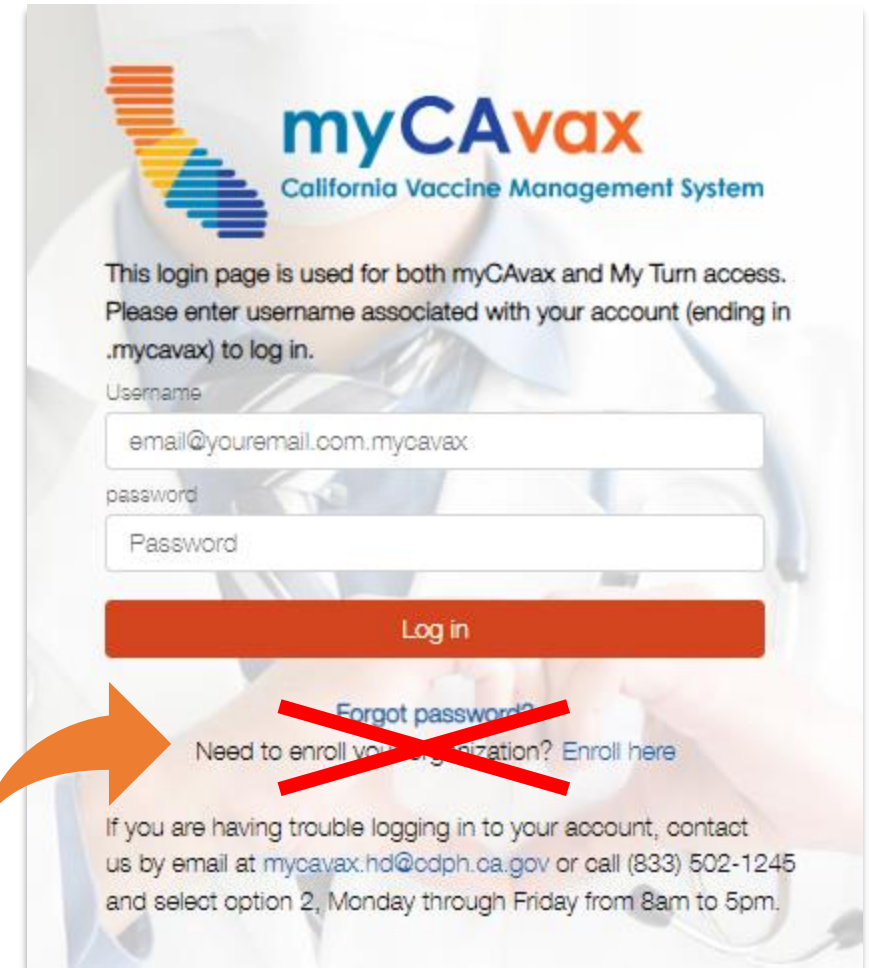
Preparing to Access the VFC Program in myCAvax

Primary and backup vaccine coordinators will be granted access to myCAvax based on the information provided in MyVFCvaccines. **You do not need to take any action to setup or restore myCAvax credentials today. You will be granted system access automatically, based on the information provided in MyVFCvaccines.**

- Your primary and backup vaccine coordinator will receive a myCAvax welcome email on **Monday, June 10, 2024**, which will ask them to finish setting up their myCAvax user account.

You do **NOT** need to enroll your organization myCAvax as CDPH will migrate your PIN information into myCAvax.

Preparing to Access the VFC Program in myCAvax

You must log in to myCAvax using your own unique login credentials.

Have myCAvax Access

- **Organization Vaccine Coordinator –** Coming soon! This role oversees multiple vaccine clinics.

- **Primary and Backup Vaccine Coordinator –** Are primarily responsible for routinely ordering and managing VFC vaccines in myCAvax. Attending myCAvax training is highly recommended. Completing EZIZ training is required.

- **Additional Vaccine Coordinator –** If you have a third person who routinely supports the VFC program, you may request one additional vaccine coordinator by calling the VFC Customer Service Center. Completing EZIZ training is required before access can be granted.

Do Not Have myCAvax Access*

- **Provider of Record (POR) –** Must DocuSign VFC program agreement only for <u>newly enrolling VFC providers</u>.

- **Medical Staff / POR Designee**

- **Additional Staff / Communication Staff Members**

*NOTE: This is true assuming the above roles are the only role assigned to a provider. The above can be primary, backup or additional vaccine coordinators, too, which would grant them system access.

First Time Login to myCAvax as a VFC-Only Provider

Primary and backup vaccine coordinators, identified in MyVFCvaccines prior to system transition, who do not have myCAvax access will receive a welcome email from **no-reply-mycavax@cdph.ca.gov** on **Monday, June 10, 2024**. Once password setup is complete (which must be done within 7 days), you will be able to login to myCAvax and manage VFC vaccine.

Welcome Email
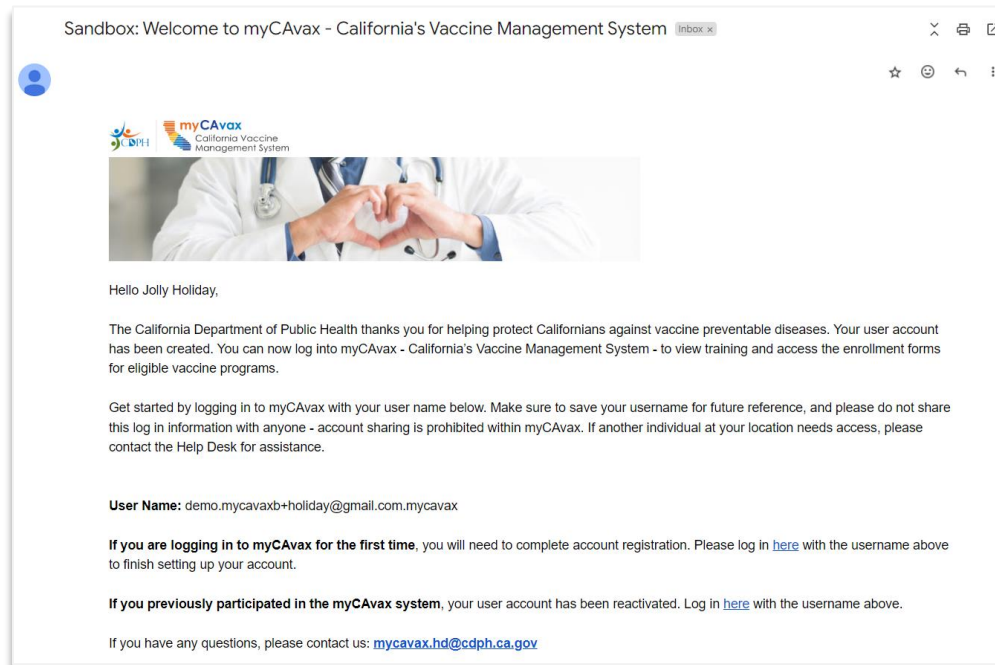
Password Creation

Preparing for Login on June 10, 2024

1. Mark **no-reply-mycavax@cdph.ca.gov** email as a safe sender before Monday, June 10, 2024 to ensure you receive the welcome email.
2. If issues logging in on June 10, contact the VFC Customer Service Center at MyVFCvaccines@cdph.ca.gov or (877) 243-8832, Monday – Thursday, 9 AM – 4:30 PM PT, Friday 9 AM – 4 PM PT.

Welcome Email

Sandbox: Welcome to myCAvax - California's Vaccine Management System Inbox ×

myCAvax
California Vaccine
Management System

Hello Jolly Holiday,

The California Department of Public Health thanks you for helping protect Californians against vaccine preventable diseases. Your user account has been created. You can now log into myCAvax - California's Vaccine Management System - to view training and access the enrollment forms for eligible vaccine programs.

Get started by logging in to myCAvax with your user name below. Make sure to save your username for future reference, and please do not share this log in information with anyone - account sharing is prohibited within myCAvax. If another individual at your location needs access, please contact the Help Desk for assistance.

User Name: demo.mycavaxb+holiday@gmail.com.mycavax

If you are logging in to myCAvax for the first time, you will need to complete account registration. Please log in here with the username above to finish setting up your account.

If you previously participated in the myCAvax system, your user account has been reactivated. Log in here with the username above.

If you have any questions, please contact us: **mycavax.hd@cdph.ca.gov**

Accessing myCAvax Day-to-Day
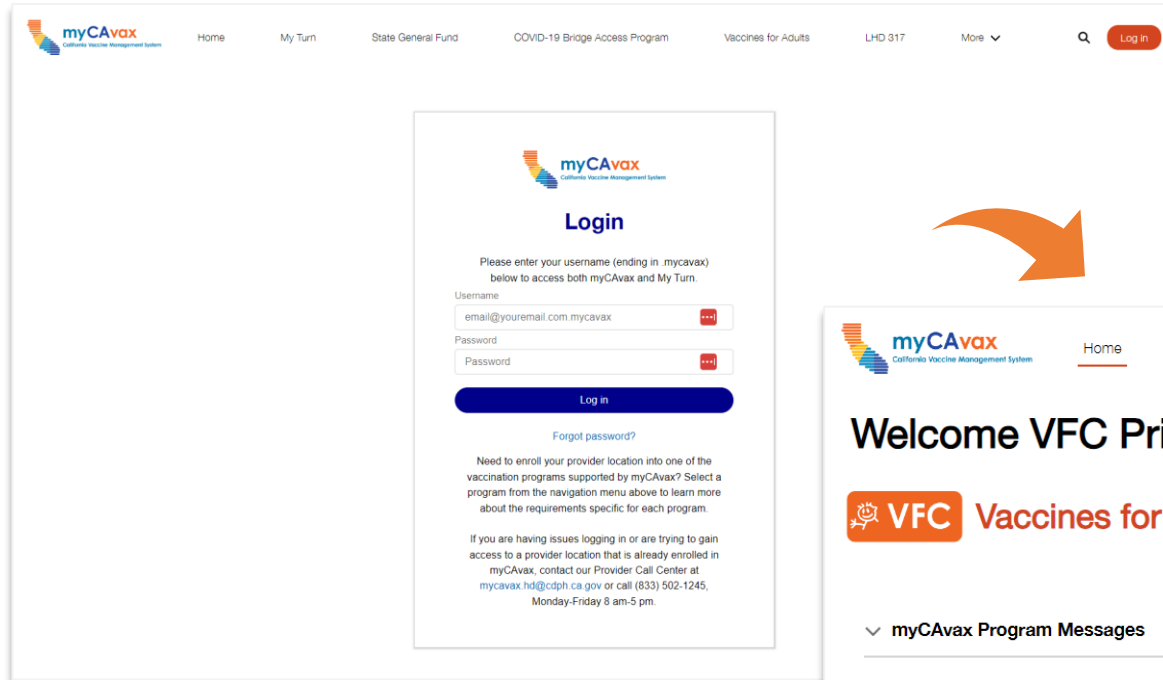
Navigate to mycavax.cdph.ca.gov and input your login credentials. Click 'Log in', and you will be taken to the myCAvax homepage. Each user will need their own unique login credentials.
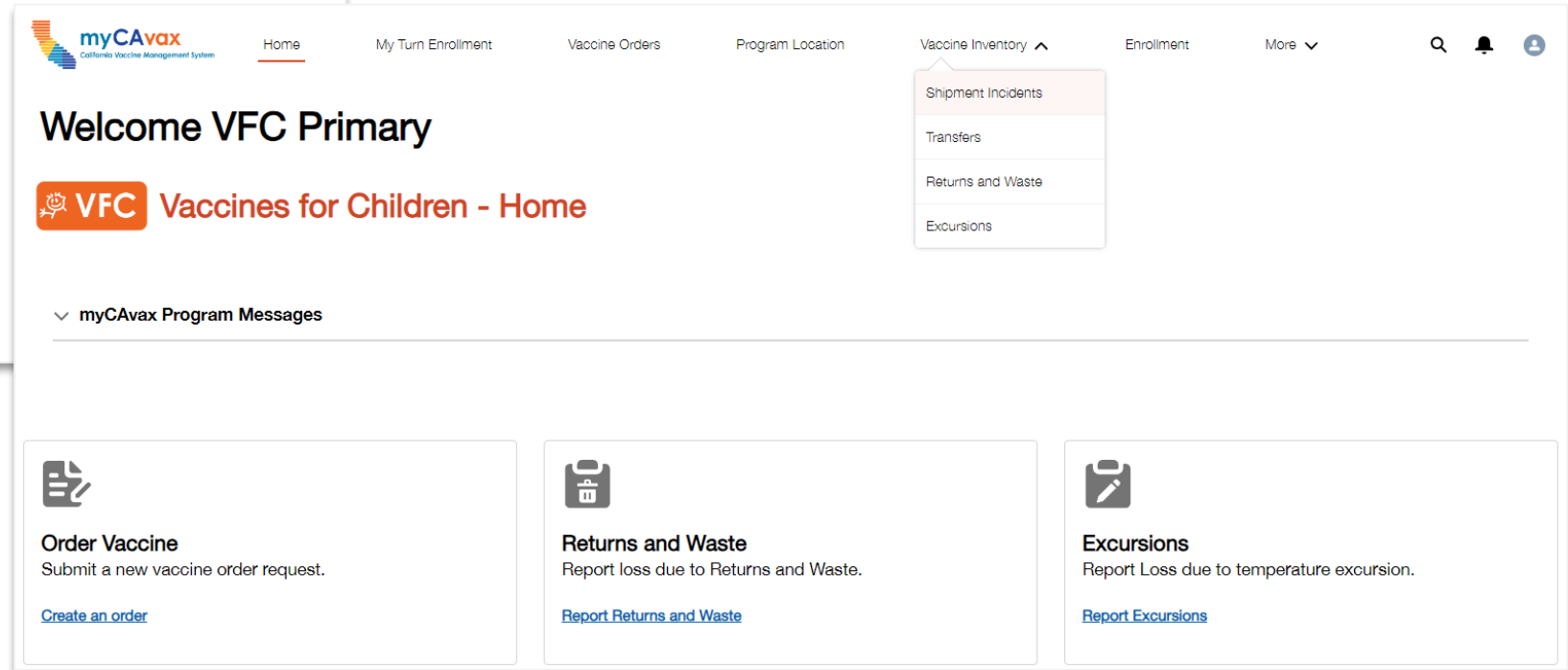
Demo: Exploring myCAvax

Upcoming Trainings

VFC 101: Requesting VFC Vaccine in myCAvax

The VFC program will be live in myCAvax on **Monday, June 10, 2024.**

Join CDPH for a 30-minute webinar exploring how to place a vaccine order request in myCAvax with an opportunity for Q&A. This training is intended for VFC key practice staff who will be responsible for requesting VFC vaccine in myCAvax (e.g., primary and backup vaccine coordinators). CDPH is offering four sessions of this live training. The content is repeated, so you only need to sign up for one of the following webinars:

- *Thursday, June 6, 2024, from 9:30 – 10 AM*
- *Tuesday, June 11, 2024, from 12 – 12:30 PM*
- *Tuesday, June 18, 2024, from 11:30 AM – 12 PM*

Register on Zoom.

VFC 102: Managing VFC Vaccine in myCAvax

The VFC program will be live in myCAvax on **Monday, June 10, 2024.**

Join CDPH for a 30-minute webinar exploring how to report storage and handling events in myCAvax with an opportunity for Q&A. This training is intended for VFC providers (i.e., primary and backup vaccine coordinators) who will be responsible for managing VFC vaccine in myCAvax (e.g., reporting waste, transfers, shipment incidents, and excursions). CDPH is offering three sessions of this live training. The content is repeated, so you only need to sign up for one of the following webinars:

- *Friday, June 7, 2024, from 9:30 – 10 AM*
- *Wednesday, June 12, 2024, from 10 – 10:30 AM*
- *Wednesday, June 19, 2024, from 12:30 – 1 PM*
- *Friday, June 21, 2024, from 9:30 – 10 AM*

Register on Zoom.

VFC Office Hours

The VFC program will be live in myCAvax on **Monday, June 10, 2024.**

Join CDPH for a 30-minute Q&A session about the VFC program in myCAvax. You will hear quick updates from subject matter experts and leadership before jumping into a dedicated Q&A session. CDPH will share similar updates at each session. Join one or many sessions as you have questions. CDPH recommends joining one session each week.

- *Thursday, June 20, 2024, from 9:30 – 10 AM | Register on [Zoom](#).*
- *Thursday, June 20, 2024, from 12:30 – 1 PM | Register on [Zoom](#).*
- *Thursday, June 27, 2024, from 9:30 – 10 AM | Register on [Zoom](#).*
- *Thursday, June 27, 2024, from 12:30 – 1 PM | Register on [Zoom](#).*

Q&A

Need additional support after this training concludes? Check out the Knowledge Center in myCAvax, your one-stop-shop for system job aids and support materials.

Getting Started with myCAvax

Thank you for attending the Getting Started with myCAvax training session. Please answer the questions below to help us continually improve our sessions to best support you.

* Required

1. How engaging was the training session? *

   ○ I was **ALMOST ALWAYS ENGAGED.**

   ○ I was **MOSTLY ENGAGED.**

   ○ I was **OFTEN ENGAGED, BUT OFTEN NOT ENGAGED.**

   ○ I was **OFTEN UNENGAGED.**

   ○ I felt **COMPLETELY UNENGAGED.**

2. In this session, you saw demonstrations of how to login and navigate myCAvax. When you are ready, how confident are you that you'll be able to perform the tasks demonstrated on your own? *

   ○ I am **EXTREMELY CONFIDENT** that I can perform these tasks on my own.

   ○ I am **CONFIDENT** that I can perform these tasks on my own.

   ○ I am **PARTIALLY CONFIDENT** that I can perform these tasks on my own.

   ○ I am **NOT VERY CONFIDENT** I can perform these tasks on my own.

   ○ I have **ZERO CONFIDENCE** that I can perform these tasks on my own.

Submit

Thank You!

If myCAvax system support is needed, contact the the VFC Customer Service Center at MyVFCvaccines@cdph.ca.gov or (877) 243-8832.

Your feedback is important to us. Please complete this two-question survey.

Appendix

For post-training reference

Data Migrated from MyVFCvaccines on Go-Live

The below VFC data will be migrated from MyVFCvaccines into myCAvax upon go-live.

Storage Units	VFC-Enrolled Provider Site	Contacts	Provider Inventory
New VFC providers or providers without an active program in myCAvax will have units migrated. Existing providers with an active program will have their freezers updated with VFC.	Active and suspended provider sites will be migrated over to myCAvax.	An account's primary vaccine coordinator, backup vaccine coordinator, provider of record, designee, and medical staff / additional contact will be migrated.	The last on-hand inventory and last shipment for completed order will be migrated into myCAvax.
Account Management Actions Any pending provider actions in MyVFCvaccines will migrate to myCAvax.	**Orders and Shipments** The past two years of orders and shipments will be migrated.	**Transfers** The past two years of transfers will be migrated.	**Returns and Waste Events** The past two years of returns and waste events will be migrated.

VFC Go-Live in myCAvax: Day One

On **Monday, June 10, 2024**, VFC providers will log in to myCAvax and be able to:

- View and place orders
- View and place transfers*
- View and report waste or returns
- Report shipping incidents
- Report excursions*

*NOTE: Reporting transfers and excursions in myCAvax are dependent on having up-to-date vaccine storage and temperature monitoring equipment logged in myCAvax.

NOTE: Expired Digital Data Loggers (DDLS) and vaccine storage unit information may have to be validated or confirmed to place an order.

As we transition the VFC program from MyVFCvaccines to myCAvax, the below policies / procedures will stay the same:

- Information required to place orders will not change – doses administered and on hand inventory will still need to be reported.
- Timeframes for order submission and order processing will not change.
- Providers will still receive email confirmations once orders are approved and are being filled by McKesson or directly (Merck / Pfizer).
- Providers will still be able to receive shipping labels for returning doses.

Navigating myCAvax: Homepage

Upon logging in to myCAvax, important messages from CDPH will appear under 'myCAvax Program Messages'.

California Department of Public Health
Immunization Branch

Navigating myCAvax: Navigation Bar

A navigation bar is always visible, which you can use to move between pages in myCAvax. Be sure to click 'More' to view all page options! Let's explore some commonly used pages together.

Navigating myCAvax: Program Location

To view relevant information about your VFC program location, click the 'Program Location' tab and select 'View Program Location'.

Navigating myCAvax: Program Location

On the 'Details' tab for your program location, you can view and update your:

- VFC program location status (view only)
- VFC program location address (select fields only)
- Hours of availability to receive VFC vaccine shipments

Click your 'Account Name' to view and edit details related to your provider account.

California Department of Public Health
Immunization Branch

NOTE: If questions, check out the 'Managing myCAvax Provider Accounts' job aid in the Knowledge Center.

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Navigating myCAvax: Provider Location

On the 'Details' tab of your provider location, you can view account details, change your location address, and add a temporary closure.

California Department of Public Health
Immunization Branch

NOTE: If questions, check out the 'Managing myCAvax Provider Accounts' job aid in the Knowledge Center.

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Navigating myCAvax: Provider Location

On the 'Related' tab of your provider location, you can view a list of all vaccine programs your location participates in, along with associated program staff.

You can also add, edit, and retire storage units, among other capabilities.

California Department of Public Health
Immunization Branch

NOTE: If questions, check out the 'Managing myCAvax Provider Accounts' job aid in the Knowledge Center.

Navigating myCAvax: Vaccine Orders

If you'd like to place or view a VFC vaccine order request, click 'Vaccine Orders' from the main navigation bar. You can view and place orders on the 'Vaccine Orders' page.

NOTE: To learn more about how to place a vaccine order request, attend one of our upcoming trainings!

Navigating myCAvax: Vaccine Orders

Click 'New Orders' to place a vaccine order request. Search and filter historical orders using the 'Search Orders' fields. Sort orders by column header, ascending or descending.

View the details and status for historical orders by selecting the order number.

Navigating myCAvax: Vaccine Inventory

If you'd like to report a shipment incident, transfer, return / waste, or excursion, click 'Vaccine Inventory'. **NOTE:** To learn more about how to manage your vaccine inventory in myCAvax, attend one of our upcoming trainings!

Each vaccine inventory management task has its own landing page, where you can view a summary of past reports and create new ones. In this example, we're viewing the shipment incidents page.

California Department of Public Health
Immunization Branch

Navigating myCAvax: Vaccine Inventory

Click 'New Shipment Incident' to create a new shipment incident. Search the table using the fields available in 'Search Shipment Incidents'. Filter the table by column header, ascending or descending.

NOTE: This basic navigation applies to all other vaccine inventory reports.

California Department of Public Health
Immunization Branch

Navigating myCAvax: Vaccine Inventory

View the details for previously-reported shipment incidents by selecting the unique shipment incident ID. **NOTE:** This basic navigation applies to all other vaccine inventory reports.

Navigating myCAvax: Knowledge Center

If questions about navigating myCAvax, check out the job aids in the Knowledge Center!

Understanding Accounts in myCAvax

Provider Organization

A **Provider Organization** is the parent company of a location (e.g. parent FQHC).

Provider Location

A **Provider Location** is a specific site where a provider receives vaccine shipments and administers vaccine to patients.

Program Location

A **Program Location** houses program-specific information for each vaccine program at one Location. A single Location may have multiple Program Locations (e.g. VFC, VFA, SGF).

Understanding Accounts in myCAvax

Provider Organization

Provider Location

Provider Location

VFC Program Location

VFA Program Location

SGF Program Location

VFC Program Location