



TOMÁS J. ARAGÓN, M.D., Dr.P.H.
Director and State Public Health Officer

State of California—Health and Human Services Agency
California Department of Public Health



GAVIN NEWSOM
Governor

June 14, 2024

IZB-FY-23-24-16

TO: California Vaccines for Children Program
Providers Immunization Coordinators

FROM: Robert Schechter, M.D., Chief, Immunization Branch *RS* *RS*
Division of Communicable Disease Control
Center for Infectious Diseases

SUBJECT: **myCAvax is Now the VFC Vaccine Management System**



- The VFC Program is now using the **myCAvax** system.
- Go to **myCAvax** for all your VFC vaccine orders, returns, transfers, wastage, or excursion forms.

As of June 10th, 2024, the California VFC Program has moved to a new vaccine ordering and management system, **myCAvax**. Providers must use **myCAvax** for all VFC vaccine management activities such as submitting a new vaccine order; return, transfer, wastage, shipment incident; or temperature excursion form.

ACCESS TO **myCAvax**

Primary and backup vaccine coordinators identified in MyVFCVaccines before the system transition, who did not have prior **myCAvax** access, received a welcome email from no-reply-mycavax@cdph.ca.gov on June 10 and were instructed to complete password setup **within 7 days.**

Staff who already had access to **myCAvax** through participation in the VFA Program, LHD 317 Vaccine Program, or Bridge Access Program (BAP), if listed as the primary or backup vaccine coordinator on MyVFCVaccines, now have access to the VFC Program tile on their **myCAvax** home page.

High- and very high-volume VFC providers may request one additional vaccine coordinator, if needed, by contacting the VFC Program. EZIZ training requirements must be completed by the additional Coordinator, and requests for must be reviewed by VFC, before approval and processing access to **myCAvax**.

Key Provider Actions: If new to **myCAvax**, please complete your password set up as soon as possible and login to familiarize yourself with all VFC functions now available!



VFC PROVIDER INFORMATION FROM MyVFCVaccines

The information from MyVFCVaccines migrated to myCAvax includes contact information of the primary and backup vaccine coordinators, previous VFC vaccine orders, prior returns and transfers, and all information that you have provided about your VFC account since your 2024 VFC Recertification or before the transition timeline.

Provider of Record (POR) and POR Designee contacts have not yet been moved from MyVFCVaccines to myCAvax for VFC accounts. Once these roles have been added, VFC will notify providers. In the meantime, if any changes need to be made to these roles, complete a [VFC Key Practice Staff Change Request Form for POR or PORD](#).

The role of Organization Coordinator, one person within an organization with multiple VFC locations who needs access to myCAvax, will be added in a future myCAvax release. Until then, you may add this person as an Additional Vaccine Coordinator.

MyVFCVaccines is only available for read-only access to view previous Practice Profiles, Flu Progress Reports, COVID Awareness Cards, and prior Storage and Handling Online Triage System (SHOTS) reports.

VFC ORDERING IN myCAvax

VFC ordering policy has not changed for the new system. Providers must follow their order frequency, submit vaccine orders in a timely manner, and provide all the necessary information about on-hand inventory and vaccine doses administered in order to account for all VFC-supplied vaccines received since the previous order. Doses administered must be reported to the California Immunization Registry (CAIR). Therefore, doses reported as administered in the VFC Order Form must also be reflected in your CAIR reports.

Order sufficient amounts and report doses used and on-hand inventory accurately for all your vaccines, not just the products being requested, just as you have done in MyVFCVaccines. While the ordering functionality in myCAvax is similar to MyVFCVaccines, there are minor differences that may take some time for your staff to adapt to, so please take that into consideration when submitting your next vaccine order. Providers should continue to follow their current ordering schedule. The timing of order processing and vaccine shipments has not changed.

VFC TEMPERATURE EXCURSION REPORTING in myCAvax

The previous Storage and Handling Online Triage System (SHOTS) in MyVFCVaccines is no longer available. Only historical reports can be viewed. Report all VFC temperature excursions in myCAvax and, per instructions, contact [vaccine manufacturers](#) for determination of vaccine viability. Document the resolution on your [excursion report](#) in myCAvax. An excursion triage component will become available in myCAvax on Thursday, July 18, 2024.

STORAGE UNITS; DIGITAL DATA LOGGER CERTIFICATES & EXPIRATION

If your location was enrolled in myCAvax for the Bridge Access Program or State General Fund, active or inactive, your VFC account will retain the information about storage units and digital data loggers (DDLs) entered for those programs. As VFC vaccine ordering in myCAvax requires that at least one refrigerator and freezer are marked as storing VFC vaccines, and that all DDLs must have a valid certificate of calibrations and have not expired, please review and update as needed in myCAvax your storage unit and DDL information to ensure that these requirements are met.

VFC VACCINE RETURNS

VFC vaccine returns submitted in MyVFCVaccines prior to the transition should have already received a return label for returning nonviable vaccines back to McKesson. Moving forward, returns can now be submitted in the myCAvax system. Please return nonviable vaccine within 30 days before the return labels expire.

UPS return labels requested through email will be sent to the Primary Vaccine Coordinator email address, usually on the day the return is submitted. The email will come from McKesson Specialty Dist. [mailto:pkginfo@ups.com], and the subject of the email with the return label will be titled "UPS Label Delivery, <Label tracking Number>."

Return labels for standard mail will be sent to the provider location. The envelope containing the return label will have the wording "Return Label for Expired Vaccines" printed in a red font. If you do not receive your return label from McKesson within 7 days, contact the VFC Program for further assistance.

RESOURCES AND TRAININGS

[EZIZ.org](https://eziz.org) is still available for VFC and immunization-related resources, trainings, and communications. Webinars about myCAvax are available on the [myCAvax Move Resource Webpage](#). The Knowledge Center in your myCAvax account is available to view job aids and videos on topics such as how to submit vaccine orders, manage your vaccine inventory, and account management. Here are a few links to start with:

- [Placing Vaccine Order Requests](#) | [Video](#)
- [Recording Returns and Waste](#)
- [Recording Shipment Incidents](#) | [Video](#)
- [Recording Temperature Excursions](#) | [Video](#)
- [Managing Storage Units](#) (and updating Data Loggers!)

NEED ASSISTANCE?

The Provider Call Center, at (877) 243-8832, option 9, can help with myCAvax technical questions, such as trouble accessing your account, updating or adding contacts to your location, and editing your practice profile information. You may also email MyVFCVaccines@cdph.ca.gov for assistance.