



June 21, 2024

# VFC is now in myCAvax, Tips for Reporting Excursions and Ordering Vaccine, Updates to COVID-19 Vaccine Ordering and Call Center Closures

## VFC Program is Now Live in myCAvax!

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.

For more details about the transition, please refer to the communications sent on [May 13](#) and [June 14](#). For links to resources and recorded trainings, or to register for upcoming Office Hours, go to the [myCAvax Move page on EZIZ.org](#).

## Access to myCAvax

On June 10, 2024, the 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 and were instructed to complete password setup within 7 days. Since it is now more than 7 days past the transition, any coordinators who have not yet logged in to myCAvax to activate their account and set their password will now need to contact the Provider Call Center through the VFC Program for help activating their account. Call (877) 243-8832, option 9, for assistance.

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.

- If you need to add an Additional Vaccine Coordinator to your location, please email the Provider Call Center ([providercallcenter@cdph.ca.gov](mailto:providercallcenter@cdph.ca.gov)) for the request form.
- Please note that only **one** Additional Vaccine Coordinator can be added per program location to ensure only those that need access will be making changes to their account.

## **Tips for Reporting Temperature Excursions in myCAvax**

Temperature excursions must now be reported in myCAvax, and can no longer be reported in the Storage and Handling Online Triage System (SHOTS) that was in the previous myVFCvaccines system. A couple of things to keep in mind as you report your temperature excursion in myCAvax:

- Upload 90 days of temperature files to your report. This helps complete the documentation of your excursion report.
- The maximum file size is 3MB, but multiple files can be uploaded. If your file size is larger 3MB, try these tips to help reduce the size:
  - Compress a pdf file through Adobe online services
  - Save your data logger report in smaller timeframes and upload multiple data logger reports instead of one large report.
- Temperatures from your data logger are typically displayed with decimal points. You can still enter the numbers with the decimal points on the excursion report in myCAvax. The numbers with the decimal points will be recorded in the system, but will display as the rounded number.
- Contact the vaccine manufacturers to determine vaccine viability. Manufacturer contact information including links to online stability calculators can be found on [EZIZ](#).

## **Tips to Prevent Delays in Ordering - Update your storage unit information:**

- Storage unit information must be up to date before you can place an order in myCAvax. Primary and Backup Vaccine Coordinators are able to login and update storage unit information under the “Storage & Handling” tab in Provider Location. A job aid is available in the myCAvax Knowledge Center with additional details.

- If your location was enrolled in myCAVax for the Bridge Access Program or State General Fund, active or inactive, your account will retain the information about storage units and digital data loggers (DDLs) entered for those programs. Indicate if your current storage units are also being used to store VFC vaccines.
- Ensure your data logger calibration expiration date is current. Expired data logger calibrations will also block you from placing a VFC order.

## **COVID-19 Vaccine Products**

### **Pfizer:**

As of June 6, 2024, all Pfizer COVID-19, 2023 - 2024 formulations are no longer available for ordering through the VFC Program due to the end of federal Pfizer COVID-19 vaccine contracts with CDC. We anticipate that Pfizer COVID-19 products will once again become available for ordering through the VFC Program this fall, as there will be updated COVID-19 formulations for 2024-2025.

Providers may continue to administer the 2023 - 2024 formulation of the Pfizer products until on-hand inventory has depleted, or until vaccine reaches expiration or deauthorization of the 2023 - 2024 presentations. Once expired, providers must remove the product from the vaccine storage unit, report expired doses in myCAVax, and return expired doses to McKesson.

### **Moderna:**

The VFC Program will continue to have Moderna COVID-19 vaccine available for ordering. The latest 2023 - 2024 expiry for 6 months – 11 years and 12 years+ vaccines is late September or better. Moderna indicates sufficient supply to meet demand between now and when the 2024 - 2025 vaccine is available. Please refer to the [COVID-19 Vaccine Product Guide](#) for information about Moderna vaccine.

For more information about COVID-19 vaccine interchangeability, refer to the [CDC Interim Clinical Considerations for Use of COVID-19 Vaccines](#).

## **VFC's Customer Service Center Closure**

The VFC Customer Service Center will be closed on the following date:

- Thursday, July 4, 2024 (Independence Day Holiday)

Normal business hours will resume on Friday, July 5, 2024. For any questions, please contact the VFC Program at (877) 243-8832 or [MyVFCVaccines@cdph.ca.gov](mailto:MyVFCVaccines@cdph.ca.gov) or visit our website for important VFC Program communications and information.

Thank you,



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