myCAvax

VFA 101

Recertification and Ordering

Thursday, February 22, 2024
11:00 AM – 12:00 PM

CDPH

Questions

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

Resource links will be dropped into, “Chat”

Today’s slide deck is available in the myCAvax Knowledge Center
Note: Log-in is required.

Syllabus – VFA Trainings

Today, Thursday, February 22, 2024

- **The VFA Program in myCAvax**
  - What is myCAvax?
  - The VFA Program in myCAvax for Providers
  - Go-Live myCAvax System Access
- **Recertification "Part Two" in myCAvax**
  - Recertification "Part Two" Overview
  - Preparing for Recertification “Part Two”
  - Completing Recertification in myCAvax
- **Demo**
  - Completing VFA Recertification as a Provider
- **Ordering Vaccine in myCAvax**
  - VFA Order Cadence in myCAvax
  - VFA Functionality in myCAvax
  - Navigating to Place a Vaccine Order Request
  - Placing Vaccine Order Requests
  - Submitting Vaccine Order Requests
  - Final Submission: Note on Multi-Vaccine Product Orders
  - Possible Order Status: Corrections Needed
  - Making Corrections as a Provider
- **Demo**
  - Placing Vaccine Order Requests as a Provider

Thursday, February 29, 2024

- **Vaccine Inventory Management in myCAvax**
  - Reporting Shipment Incidents
  - Reporting Excursions
  - Reporting Returns / Waste
  - Placing Transfers
- **Demos**
  - Reporting a Shipment Incident
  - Reporting an Excursion Event
  - Reporting a Return / Waste Event
  - Placing a Transfer
- **Updating Storage Units in myCAvax**

The VFA Program in myCAvax

Dan Conway, myCAvax

What is myCAvax?

myCAvax is a state-wide Vaccine Management System for health care providers to enroll in various state-funded vaccine programs. The system provides a platform to allocate, order, and distribute vaccines to program participants across California. Providers, Local Health Departments, and the California Department of Public Health use myCAvax to enroll, order, and manage vaccine inventory.

Important!
Multiple state-funded vaccine programs are live in myCAvax, including the State General Fund (SGF) program, the Bridge Access Program (BAP), and the Outbreak program. System roles, provider eligibility, enrollment requirements, and vaccine inventory management standards vary program-to-program. Providers, LHDs, and CDPH have different roles and responsibilities between each program.

NOTE: The VFA program will have different user roles and responsibilities from prior programs. Find program-specific distinctions later in this deck.

The VFA Program in myCAvax for Providers

As of Tuesday, February 20, 2024, providers who participate in the VFA programs will be prompted to complete recertification "part two" upon logging in to myCAvax. Providers will need to provide information for key program staff, verify clinic information, and complete recommended training. Providers can only participate in one program, VFA or LHD 317, in myCAvax.

Once their Provider of Record signs the program agreement and addendum via DocuSign, recertification is complete.

Upon completion of recertification, providers can:

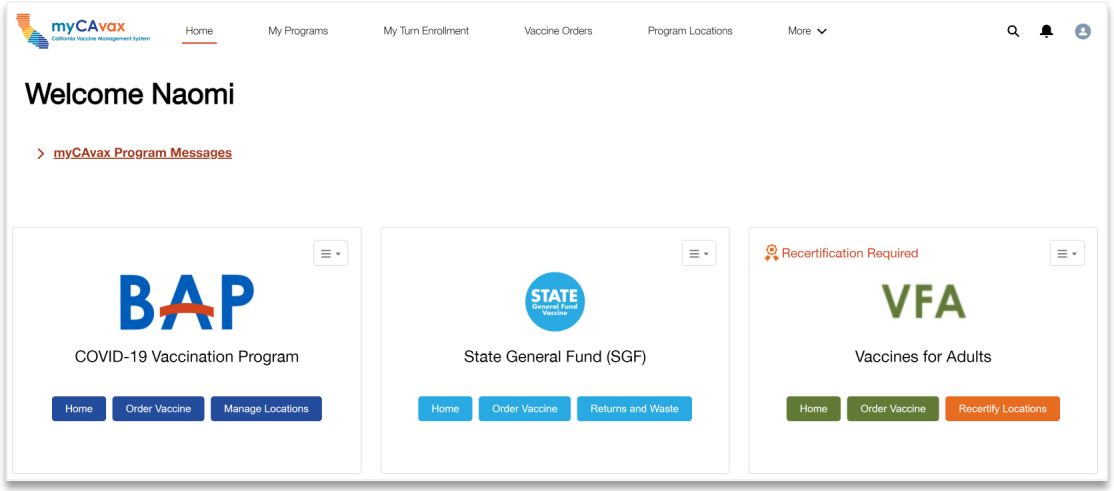
- View shipping history
- Record shipment incidents, temperature excursions, transfers, and waste
- Return spoiled, expired, or wasted vaccines
- Prepare to order vaccine when the next VFA ordering cycle opens in April 2024

For this training, we are focusing on recertification and ordering. Additional functionality will be covered in future trainings.

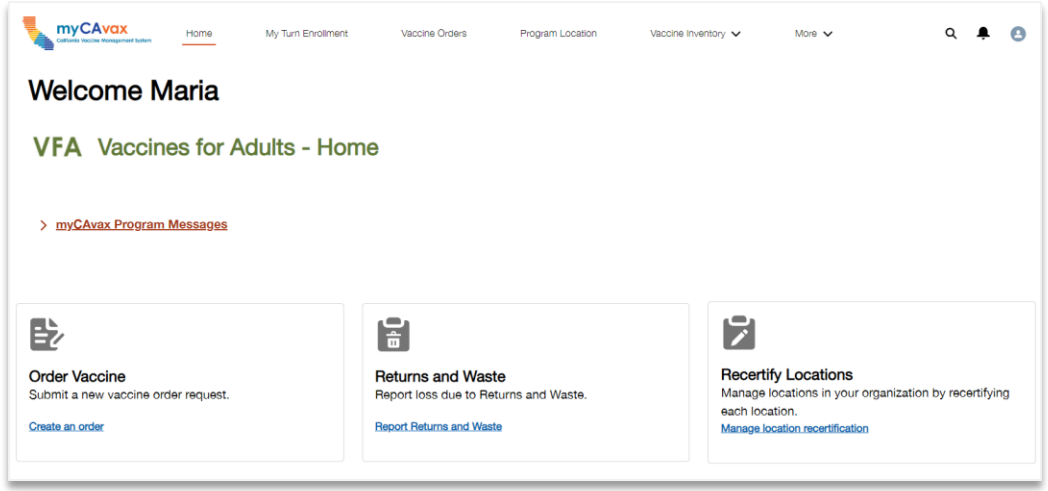
Go-Live myCAvax System Access

Primary Vaccine Coordinators, identified during recertification "part one," have access to the VFA program in myCAvax as of Tuesday, February 20, 2024. Backup Vaccine Coordinators will be granted access to myCAvax upon completion of recertification. If a provider currently uses myCAvax to manage other vaccine programs (e.g. SGF, BAP, Outbreak), their current program access will not be impacted.

Multi-Program Provider Homepage



VFA-Only Provider Homepage



Recertification “Part Two” in myCAvax

Lindsay Reynoso, CDPH

Day One System Access by Role

The Primary VFA Contact (who is the Primary Vaccine Coordinator in myCAvax) is responsible for completing recertification “part two” in myCAvax. If your Primary VFA Contact is unable to complete recertification “part two” in myCAvax, contact the Provider Call Center for assistance.

Your Primary Vaccine Coordinator can add a Backup Vaccine Coordinator to myCAvax during recertification “part two.”

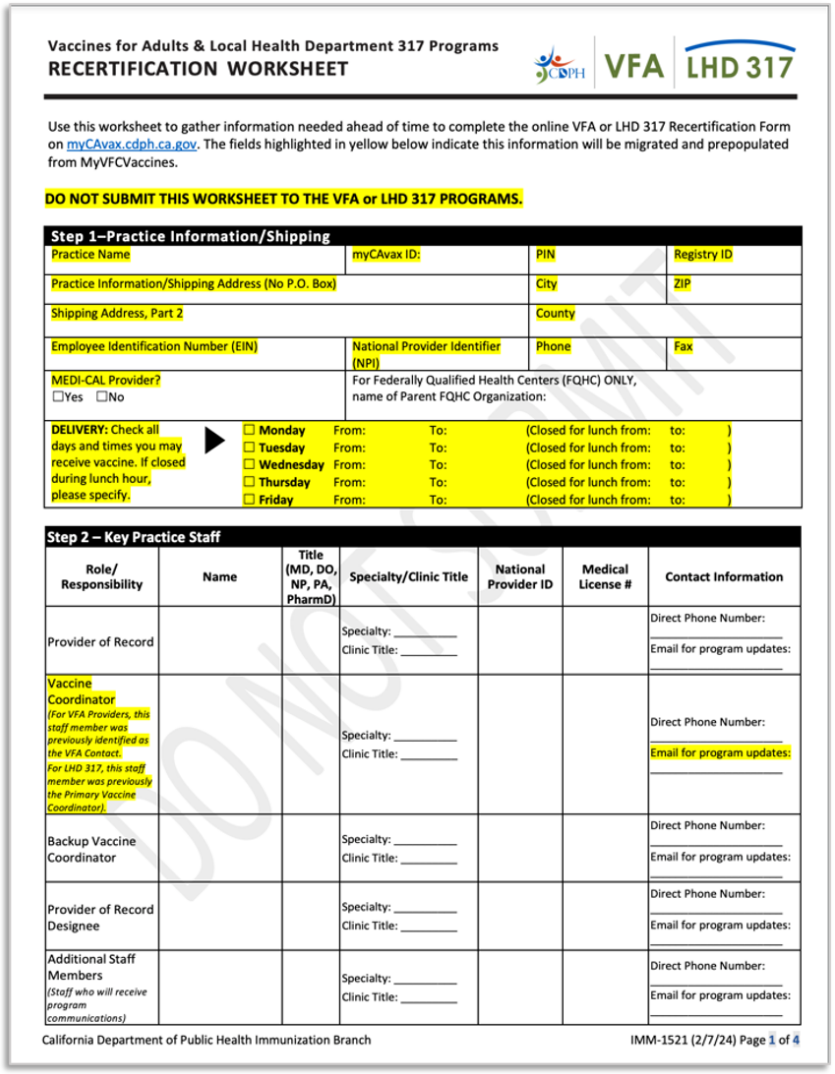
Recertification “Part Two” Overview

At this point in time, providers have completed recertification “part one” in MyVFCvaccines. CDPH decided to require recertification “part two” in myCAvax to gather important information and facilitate a smooth transition into the new system. To complete recertification in myCAvax, a location’s Provider of Record must sign the VFA agreement and addendum via DocuSign.

Data Migration and Recertification

- CDPH migrated some information from MyVFCvaccines to assist the Primary VFA Contact (who will be the Primary Vaccine Coordinator in myCAvax) in completing recertification “part two.”
- The location address, patient estimates and Primary VFA Contact will be migrated into myCAvax and populated into a provider’s recertification.
- The Primary Vaccine Coordinator is responsible for inputting additional non-migrated data and submit their recertification.

Preparing for Recertification “Part Two”



Vaccines for Adults & Local Health Department 317 Programs
RECERTIFICATION WORKSHEET

VFA | LHD 317

Use this worksheet to gather information needed ahead of time to complete the online VFA or LHD 317 Recertification Form on myCAvax.cdph.ca.gov. The fields highlighted in yellow below indicate this information will be migrated and prepopulated from MyVFCvaccines.

DO NOT SUBMIT THIS WORKSHEET TO THE VFA or LHD 317 PROGRAMS.

Step 1–Practice Information/Shipping

Practice Name	myCAvax ID:	PIN	Registry ID
Practice Information/Shipping Address (No P.O. Box)		City	ZIP
Shipping Address, Part 2		County	
Employee Identification Number (EIN)	National Provider Identifier (NPI)	Phone	Fax
MEDI-CAL Provider? ☐Yes ☐No	For Federally Qualified Health Centers (FQHC) ONLY, name of Parent FQHC Organization:		

DELIVERY: Check all days and times you may receive vaccine. If closed during lunch hour, please specify.

☐ Monday	From:	To:	(Closed for lunch from:	to:)
☐ Tuesday	From:	To:	(Closed for lunch from:	to:)
☐ Wednesday	From:	To:	(Closed for lunch from:	to:)
☐ Thursday	From:	To:	(Closed for lunch from:	to:)
☐ Friday	From:	To:	(Closed for lunch from:	to:)

Step 2 – Key Practice Staff

Role/ Responsibility	Name	Title (MD, DO, NP, PA, PharmD)	Specialty/Clinic Title	National Provider ID	Medical License #	Contact Information
Provider of Record			Specialty: _____ Clinic Title: _____			Direct Phone Number: _____ Email for program updates: _____
Vaccine Coordinator *(For VFA Providers, this staff member was previously identified as the VFA Contact. For LHD 317, this staff member was previously the Primary Vaccine Coordinator).*			Specialty: _____ Clinic Title: _____			Direct Phone Number: _____ Email for program updates: _____
Backup Vaccine Coordinator			Specialty: _____ Clinic Title: _____			Direct Phone Number: _____ Email for program updates: _____
Provider of Record Designee			Specialty: _____ Clinic Title: _____			Direct Phone Number: _____ Email for program updates: _____
Additional Staff Members *(Staff who will receive program communications)*			Specialty: _____ Clinic Title: _____			Direct Phone Number: _____ Email for program updates: _____

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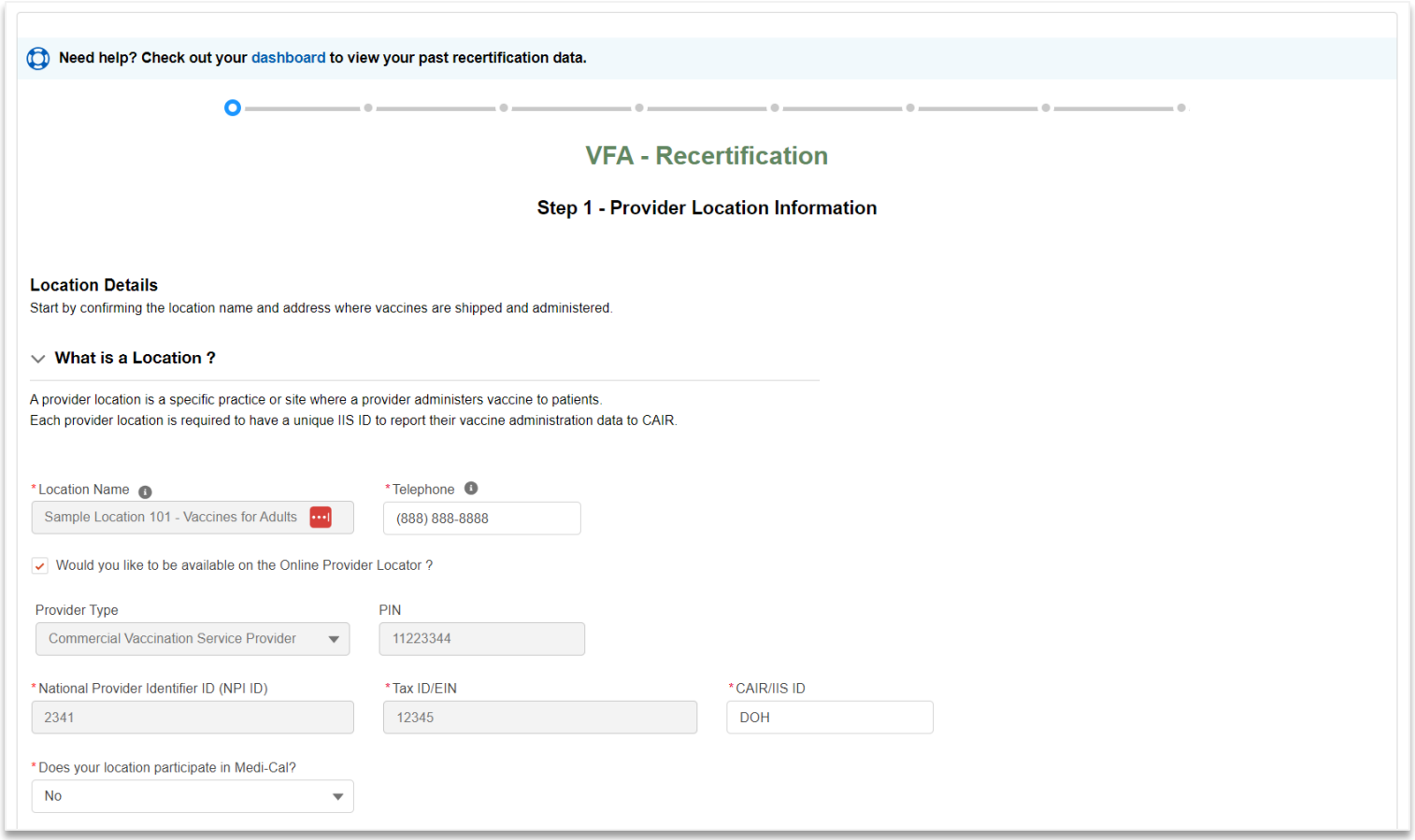
CDPH has prepared a worksheet to gather the required information that you will input into myCAvax to complete recertification “part two.” Please download from EZIZ and use the worksheet to prepare. If the information gathered from recertification “part one” in MyVFCvaccines is identical to your VFA program, much of that can be inputted into myCAvax.

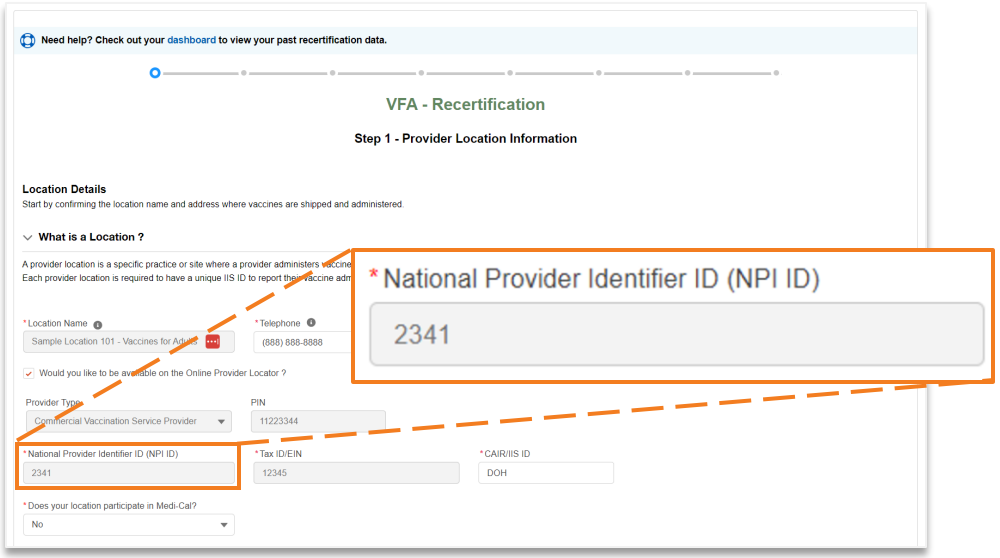
Recertification – Provider Location Information



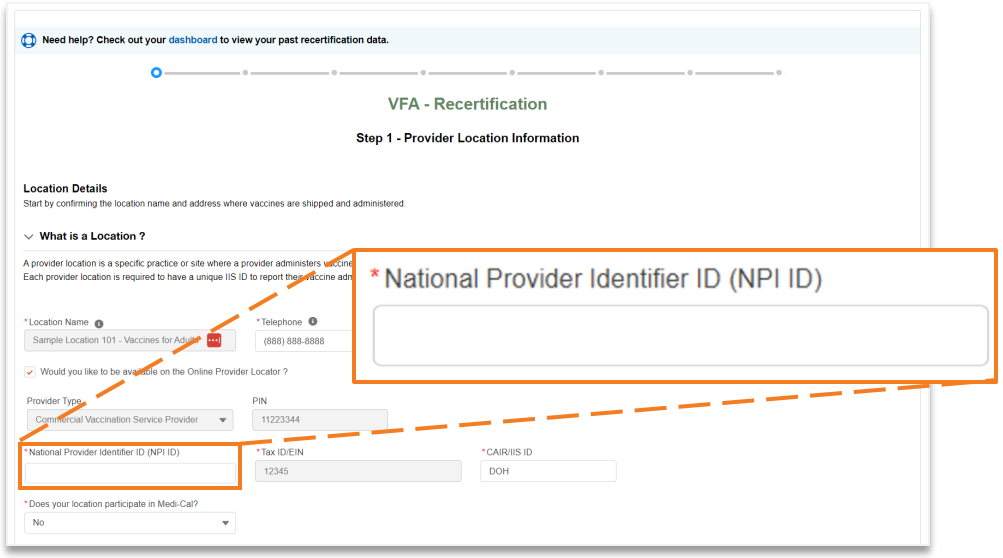
There are seven steps to the recertification process. To begin recertification, providers must verify key location information. Some of this information will be pre-populated and locked from the data migration, which you cannot edit. If you need to update any information in locked fields, contact the Provider Call Center.

Recertification – NPI IDs Workaround

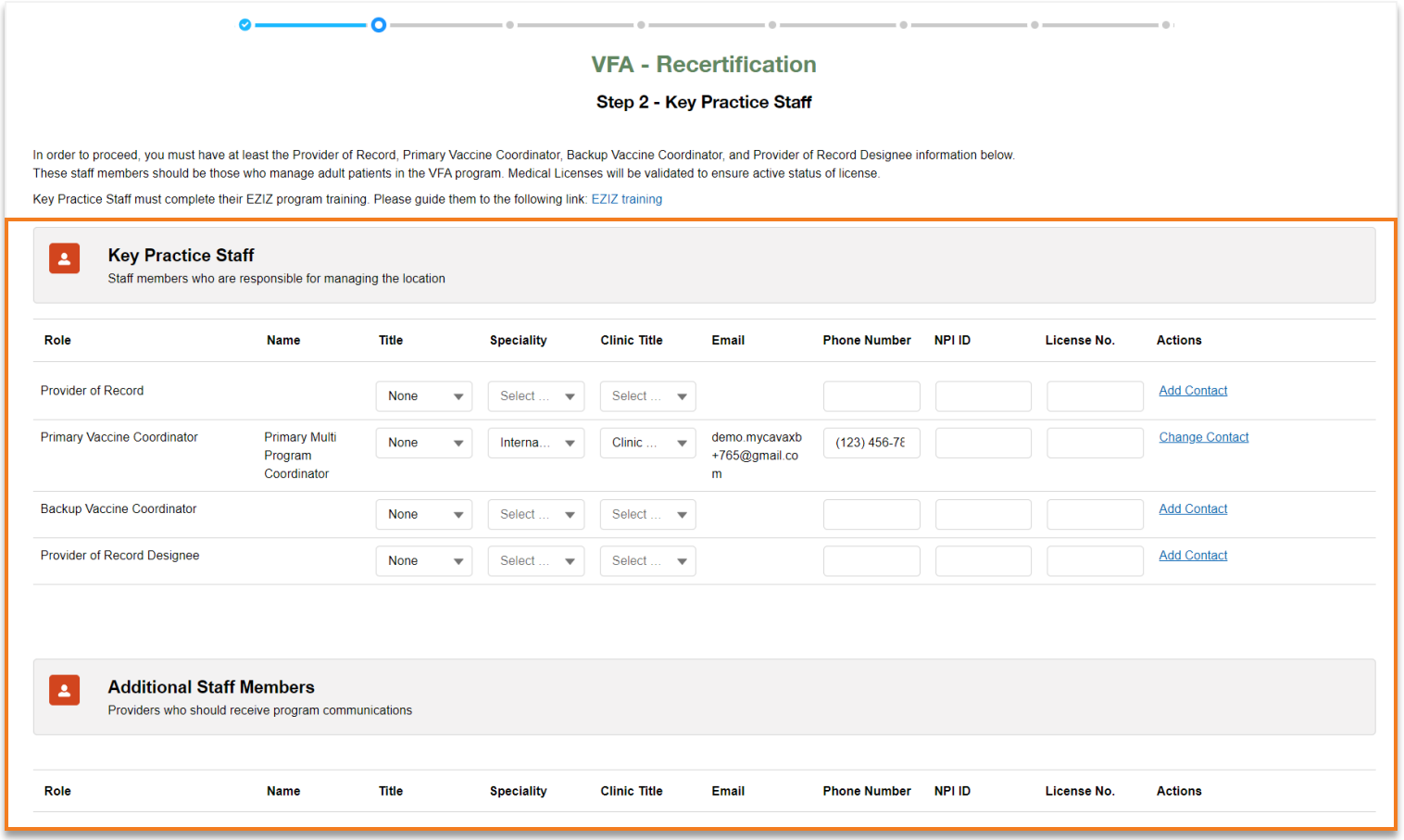
If the NPI ID for your provider location is **incorrect and the field is greyed out**, continue completing recertification and contact the Provider Call Center to alert CDPH of the discrepancy.



If the NPI ID for your provider location is **missing**, input your location's NPI ID and continue with recertification.



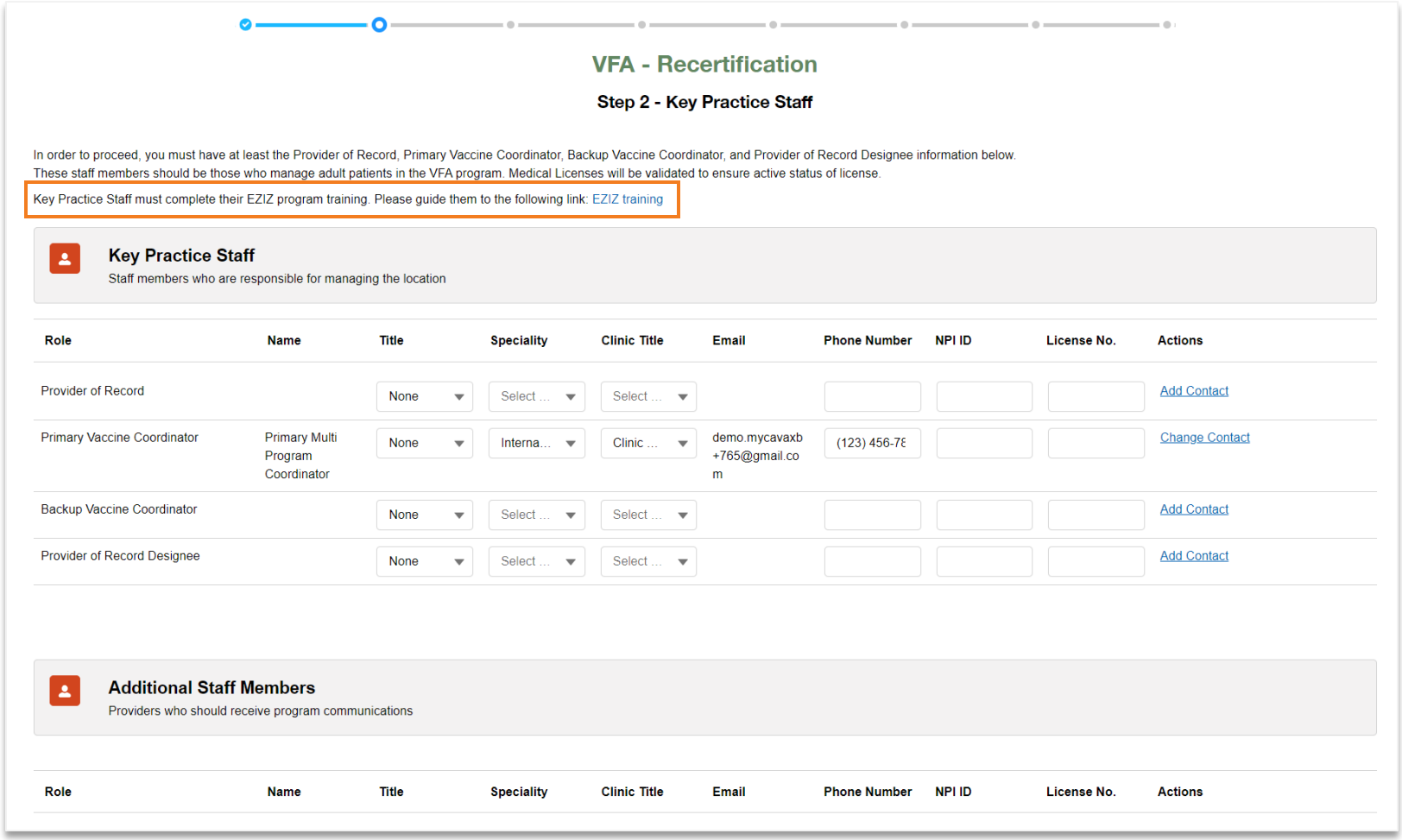
Recertification – Adding Key Practice Staff



On step two, information for a provider's Primary VFA Contact (provided during recertification "part one") will populate as a Primary Vaccine Coordinator. Primary Vaccine Coordinators must update and verify additional key practice staff information.

NOTE: Upon submitting recertification, the Backup Vaccine Coordinator will have a myCAvax account created. Individuals with the single role of Provider of Record, Provider of Record Designee, or communication staff member will not have a myCAvax user login.

Recertification – Training



VFA - Recertification

Step 2 - Key Practice Staff

In order to proceed, you must have at least the Provider of Record, Primary Vaccine Coordinator, Backup Vaccine Coordinator, and Provider of Record Designee information below.
These staff members should be those who manage adult patients in the VFA program. Medical Licenses will be validated to ensure active status of license.

Key Practice Staff must complete their EZIZ program training. Please guide them to the following link: EZIZ training

Key Practice Staff

Staff members who are responsible for managing the location

Role	Name	Title	Speciality	Clinic Title	Email	Phone Number	NPI ID	License No.	Actions
Provider of Record		None	Select ...	Select ...					Add Contact
Primary Vaccine Coordinator	Primary Multi Program Coordinator	None	Interna...	Clinic ...	demo.mycavaxb +765@gmail.com	(123) 456-78			Change Contact
Backup Vaccine Coordinator		None	Select ...	Select ...					Add Contact
Provider of Record Designee		None	Select ...	Select ...					Add Contact

Additional Staff Members

Providers who should receive program communications

Role	Name	Title	Speciality	Clinic Title	Email	Phone Number	NPI ID	License No.	Actions

Primary Vaccine Coordinators are responsible to email the required EZIZ training link with all key practice staff who have yet to complete training. CDPH will follow up as needed.

Recertification – Training

For California VFA Recertification:

Required for Vaccine Coordinator, Backup, Provider of Record and Designee			
VFA Program Requirements	Completed 02/21/2024	Certificate	Review

For California LHD 317 Program Recertification:

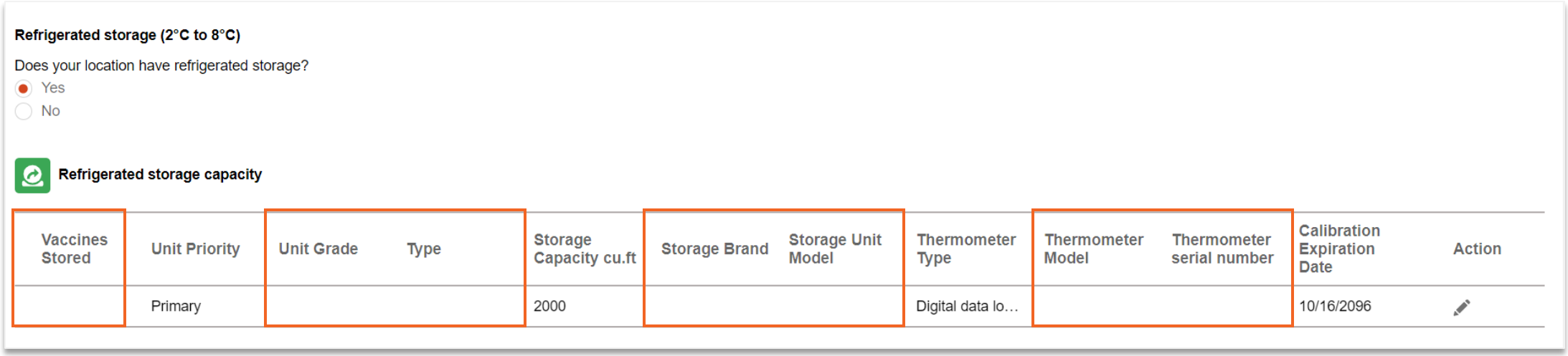
Required for Vaccine Coordinator, Backup, Provider of Record and Designee			
LHD 317 Program Requirements	Completed 02/21/2024	Certificate	Review

Complete the required EZIZ training as soon as possible. CDPH will be reviewing to confirm training completion.

Be sure to complete the required VFA recertification training (you will see the LHD 317 required training).

Recertification – Storage Units Update

CDPH is collecting additional information about storage units in myCAvax. All providers need to update their storage capacities to list which programs' vaccines are stored in each individual unit. A backup thermometer is required, along with the corresponding certificate of calibration.



Refrigerated storage (2°C to 8°C)

Does your location have refrigerated storage?

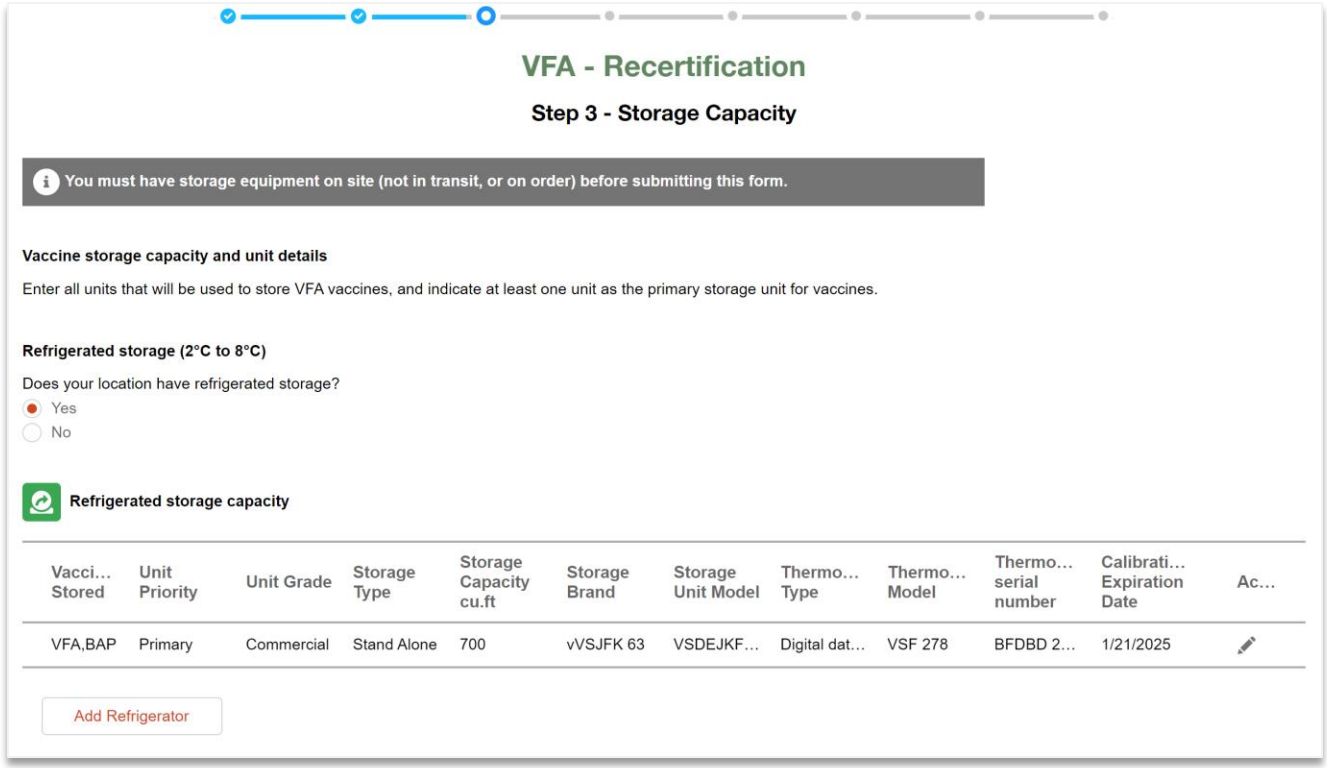
- (•) Yes
- ( ) No

Refrigerated storage capacity

Vaccines Stored	Unit Priority	Unit Grade	Type	Storage Capacity cu.ft	Storage Brand	Storage Unit Model	Thermometer Type	Thermometer Model	Thermometer serial number	Calibration Expiration Date	Action
	Primary			2000			Digital data lo…			10/16/2096	

Recertification – Storage Units

For Step 3 of recertification, the Primary Vaccine Coordinator must provide information related to storage units. If a provider has storage units active in myCAvax for other programs (e.g., SGF, BAP, Outbreak), they can view existing storage units here.



VFA - Recertification

Step 3 - Storage Capacity

You must have storage equipment on site (not in transit, or on order) before submitting this form.

Vaccine storage capacity and unit details

Enter all units that will be used to store VFA vaccines, and indicate at least one unit as the primary storage unit for vaccines.

Refrigerated storage (2°C to 8°C)

Does your location have refrigerated storage?

- (•) Yes
- ( ) No

Refrigerated storage capacity

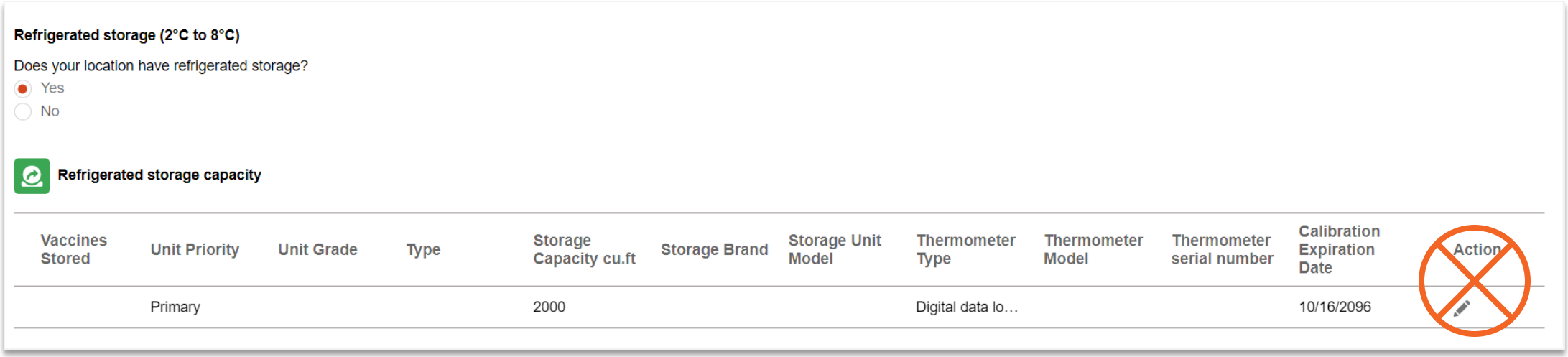
Vacci… Stored	Unit Priority	Unit Grade	Storage Type	Storage Capacity cu.ft	Storage Brand	Storage Unit Model	Thermo… Type	Thermo… Model	Thermo… serial number	Calibrati… Expiration Date	Ac…
VFA,BAP	Primary	Commercial	Stand Alone	700	vVSJFK 63	VSDEJKF…	Digital dat…	VSF 278	BFDBD 2…	1/21/2025	

Add Refrigerator

Recertification – Storage Units Needed Action

As of today, the pencil edit functionality does not work. CDPH anticipates the functionality to be fixed next week. At the **VFA 102 Vaccine Inventory Management** training on **Thursday, February 29, 2024** we will cover how to update storage units in myCAvax. If you'd like to complete recertification this week:

- As a brand-new provider in myCAvax, add storage units as expected.
- As an existing myCAvax provider with incomplete data for storage units in myCAvax, for now proceed with recertification and do not edit incomplete information. You will be expected to update storage capacities at a later date.



Refrigerated storage (2°C to 8°C)

Does your location have refrigerated storage?

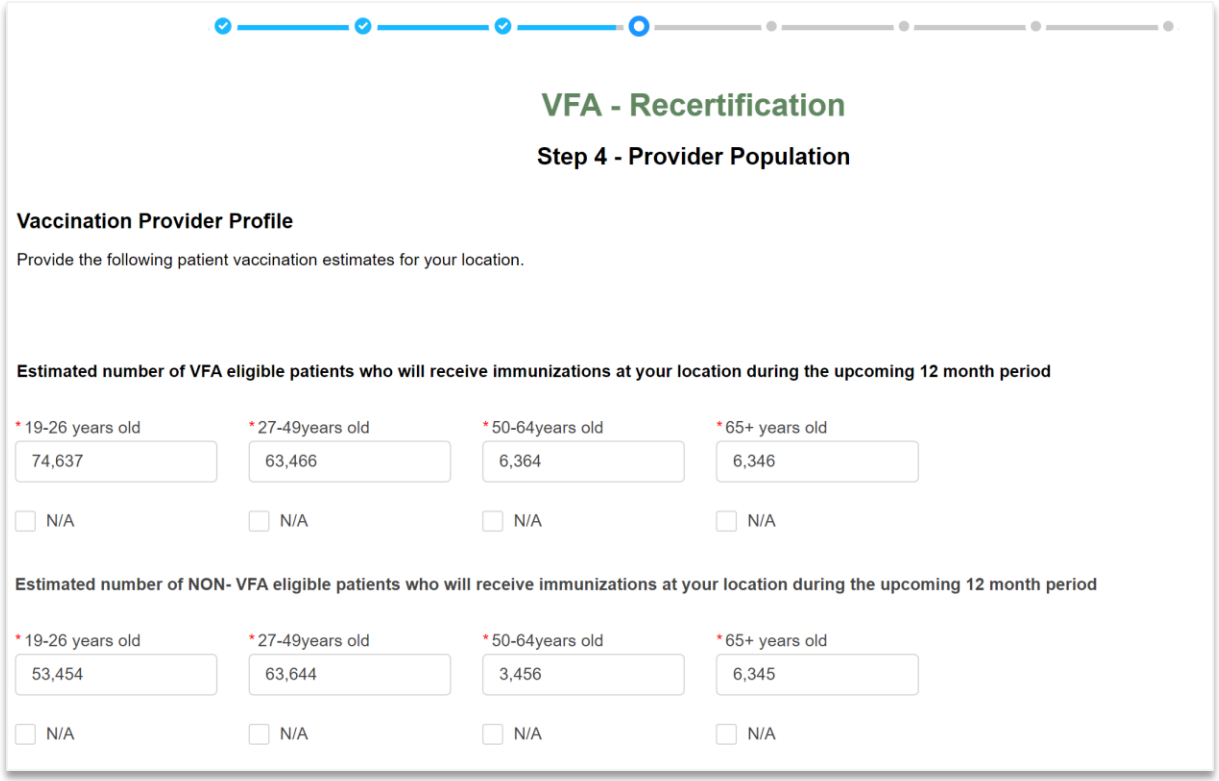
(•) Yes
( ) No

Refrigerated storage capacity

Vaccines Stored	Unit Priority	Unit Grade	Type	Storage Capacity cu.ft	Storage Brand	Storage Unit Model	Thermometer Type	Thermometer Model	Thermometer serial number	Calibration Expiration Date	Action
	Primary			2000			Digital data lo…			10/16/2096	

Recertification – Provider Population

For step 4 of recertification, the Primary Vaccine Coordinator must provide information on patient estimates. If the answer to any field is 0, select N/A.



VFA - Recertification

Step 4 - Provider Population

Vaccination Provider Profile

Provide the following patient vaccination estimates for your location.

Estimated number of VFA eligible patients who will receive immunizations at your location during the upcoming 12 month period

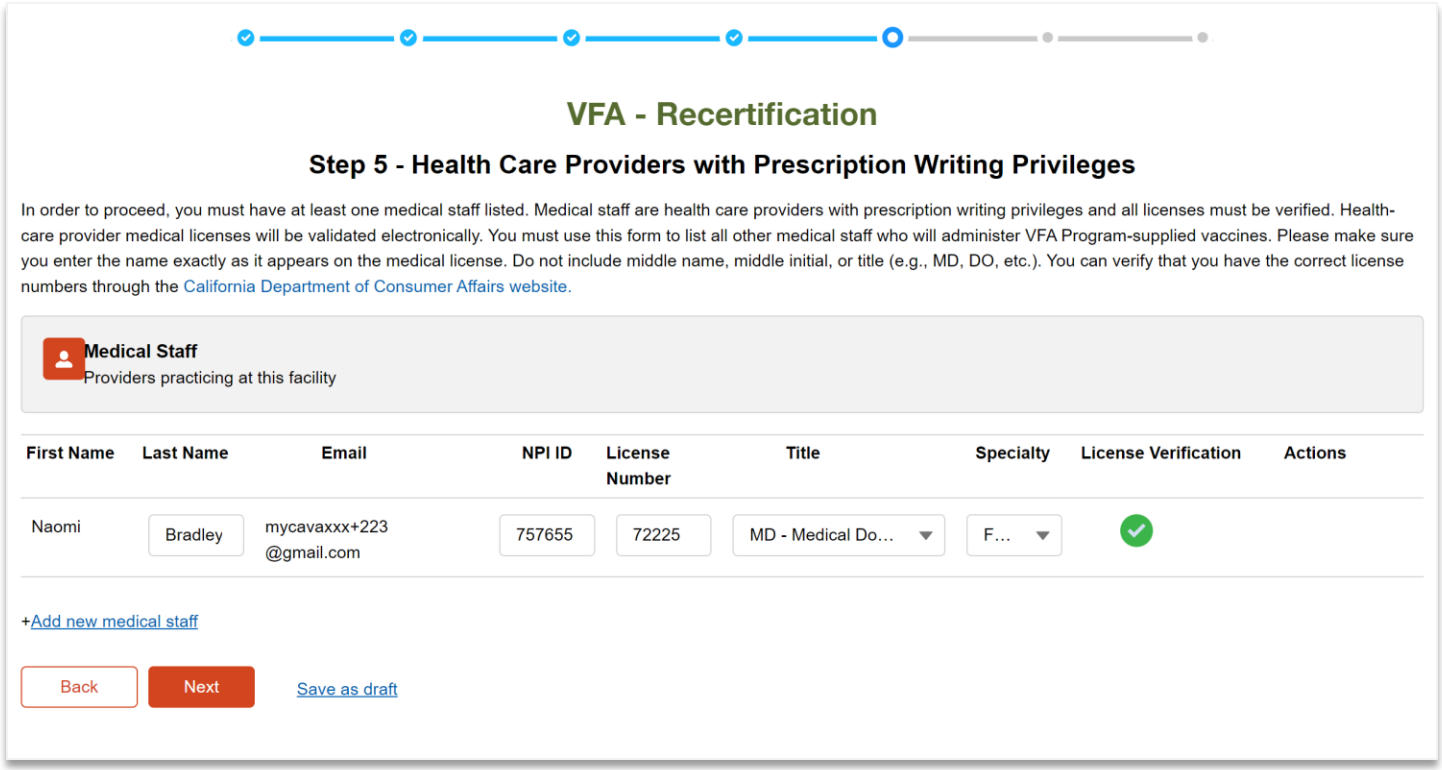
* 19-26 years old	* 27-49years old	* 50-64years old	* 65+ years old
74,637	63,466	6,364	6,346
☐ N/A	☐ N/A	☐ N/A	☐ N/A

Estimated number of NON- VFA eligible patients who will receive immunizations at your location during the upcoming 12 month period

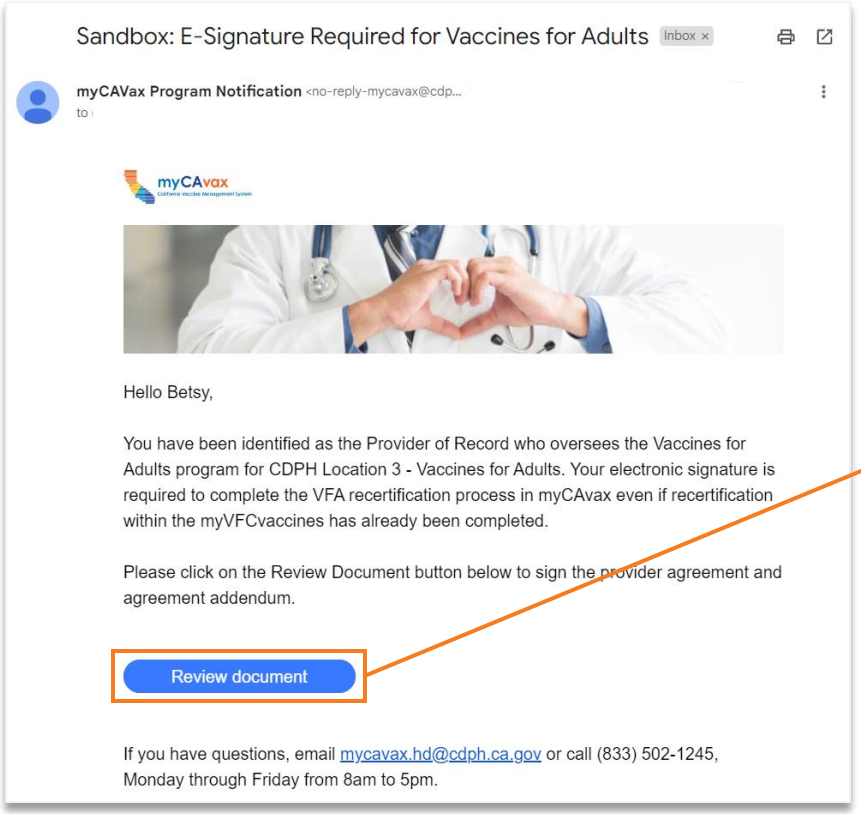
* 19-26 years old	* 27-49years old	* 50-64years old	* 65+ years old
53,454	63,644	3,456	6,345
☐ N/A	☐ N/A	☐ N/A	☐ N/A

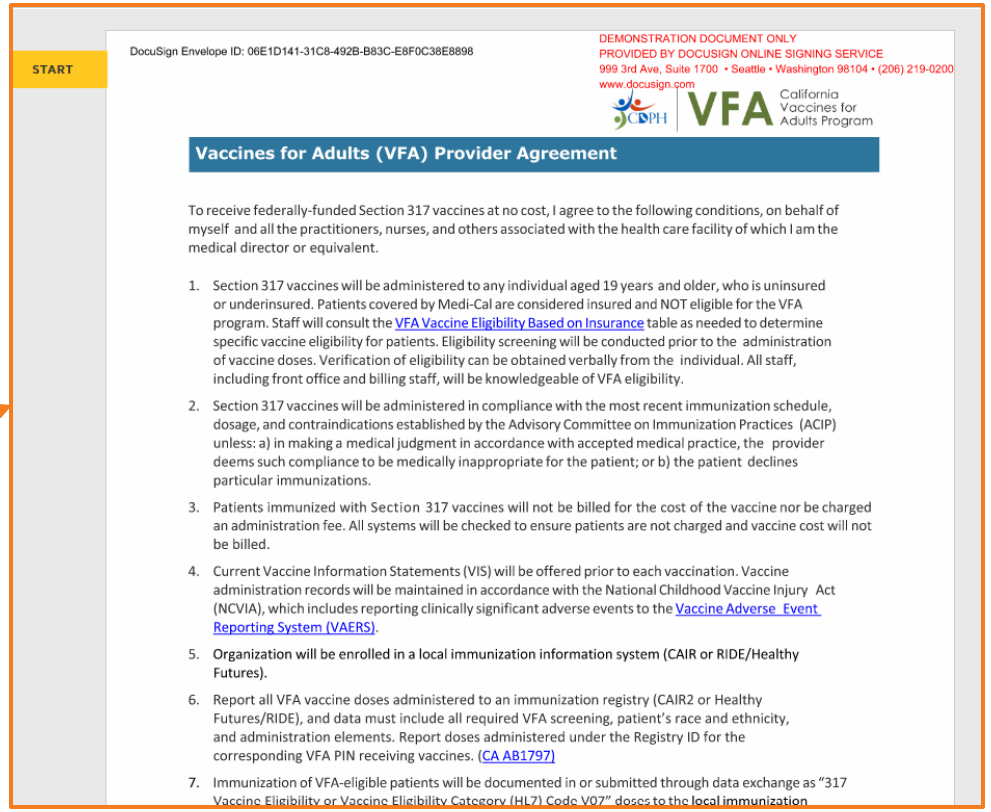
Recertification – Additional Staff

For step 5 of recertification, the Primary Vaccine Coordinator will need to provide information for at least one medical staff with prescription writing privileges. All licenses must be verified to proceed. Collecting this information beforehand is critical. You can verify you have the correct license numbers through the CA Department of Consumer Affairs website.



Recertification Completion





The Provider of Record must review, acknowledge, and sign the VFA Agreement and Addendum on myCAvax to complete the recertification process.

Workarounds to Complete Recertification Part Two

Issues

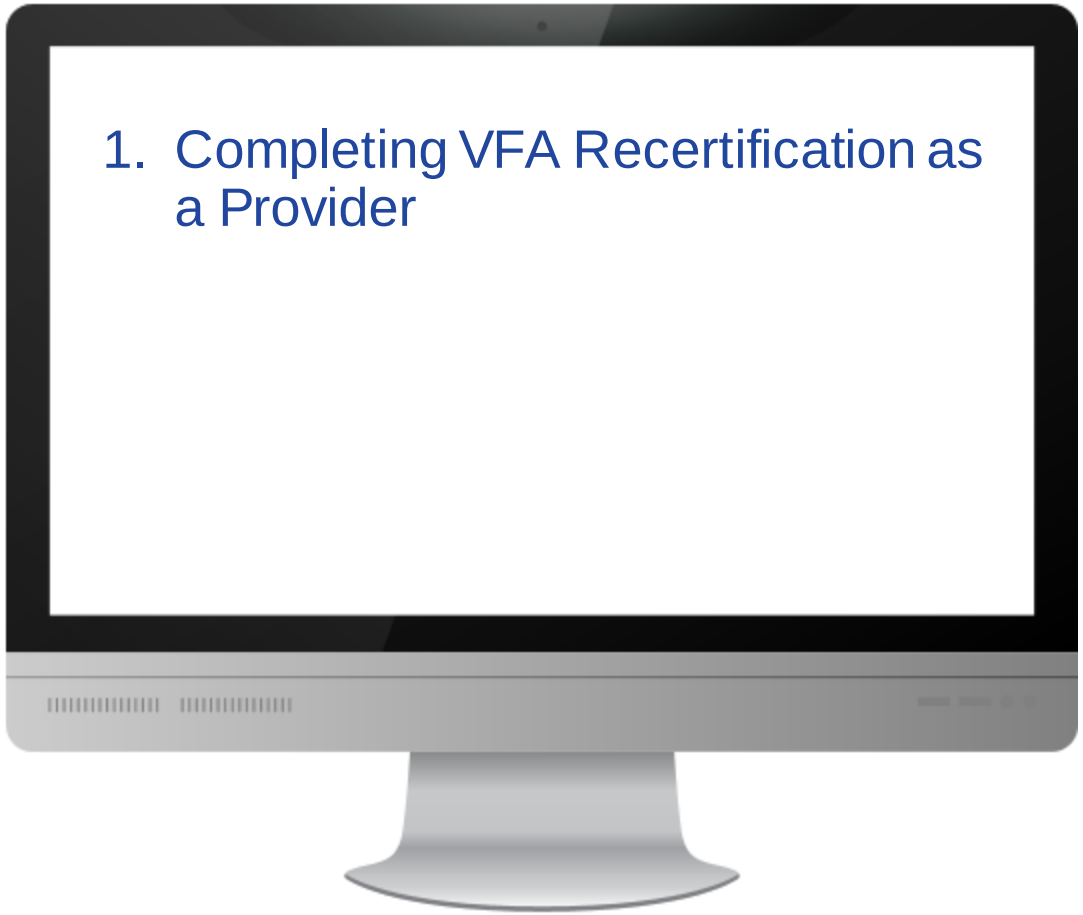
Missing VFA tile on the Landing Page

Location NPI ID Overwritten

Workaround / Next Steps

- ✓ If you do not see the VFA tile on the landing page *and* you are the Primary VFA Contact, contact the Provider Call Center.
- ✓ When you input the Provider of Record NPI ID on step 2 on recertification, your location NPI ID will be overwritten. CDPH anticipates a fix in the coming weeks.

Demo

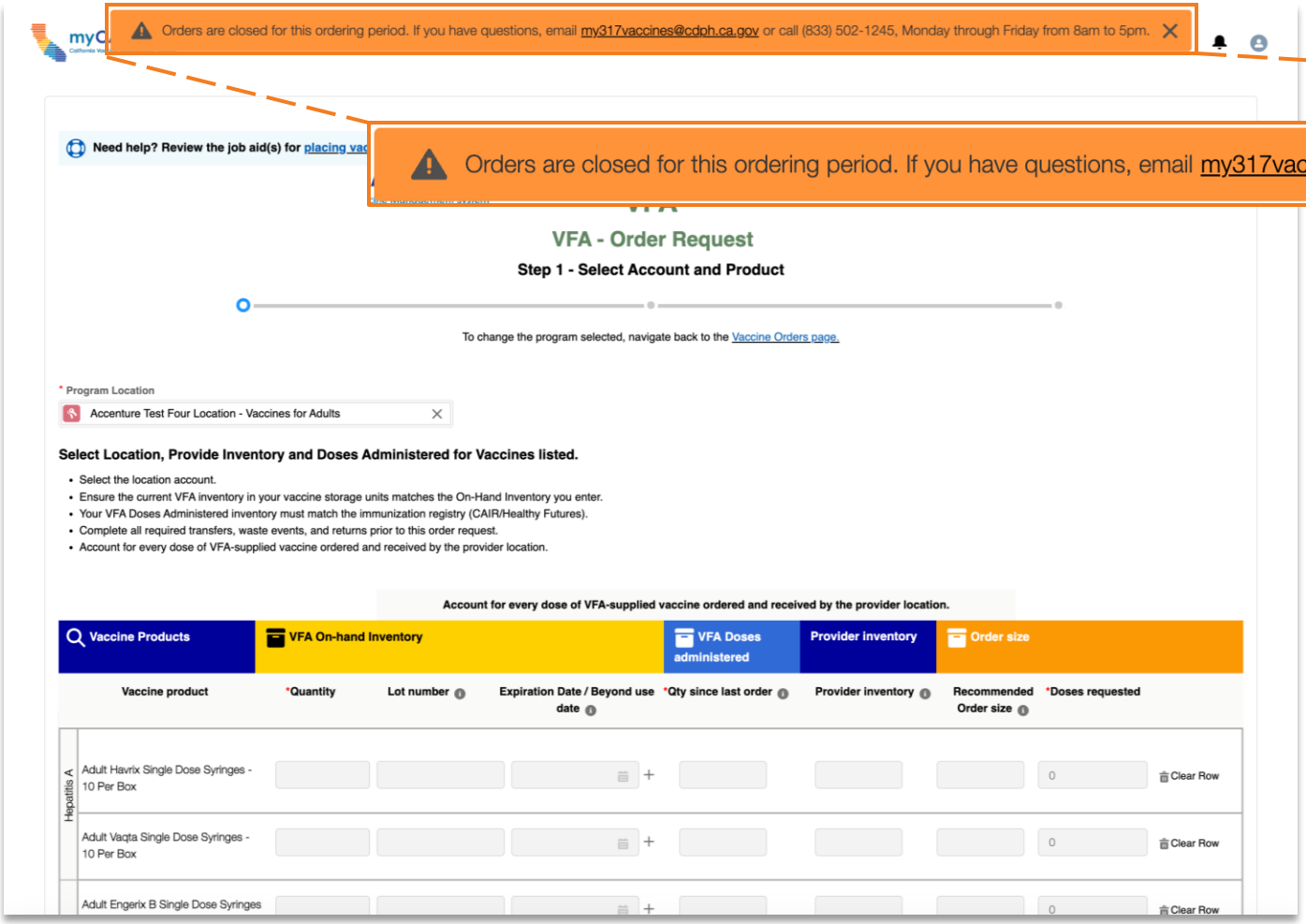


Q&A

Ordering Vaccine in myCAvax

Claudia Aguiluz, CDPH

VFA Order Cadence in myCAvax



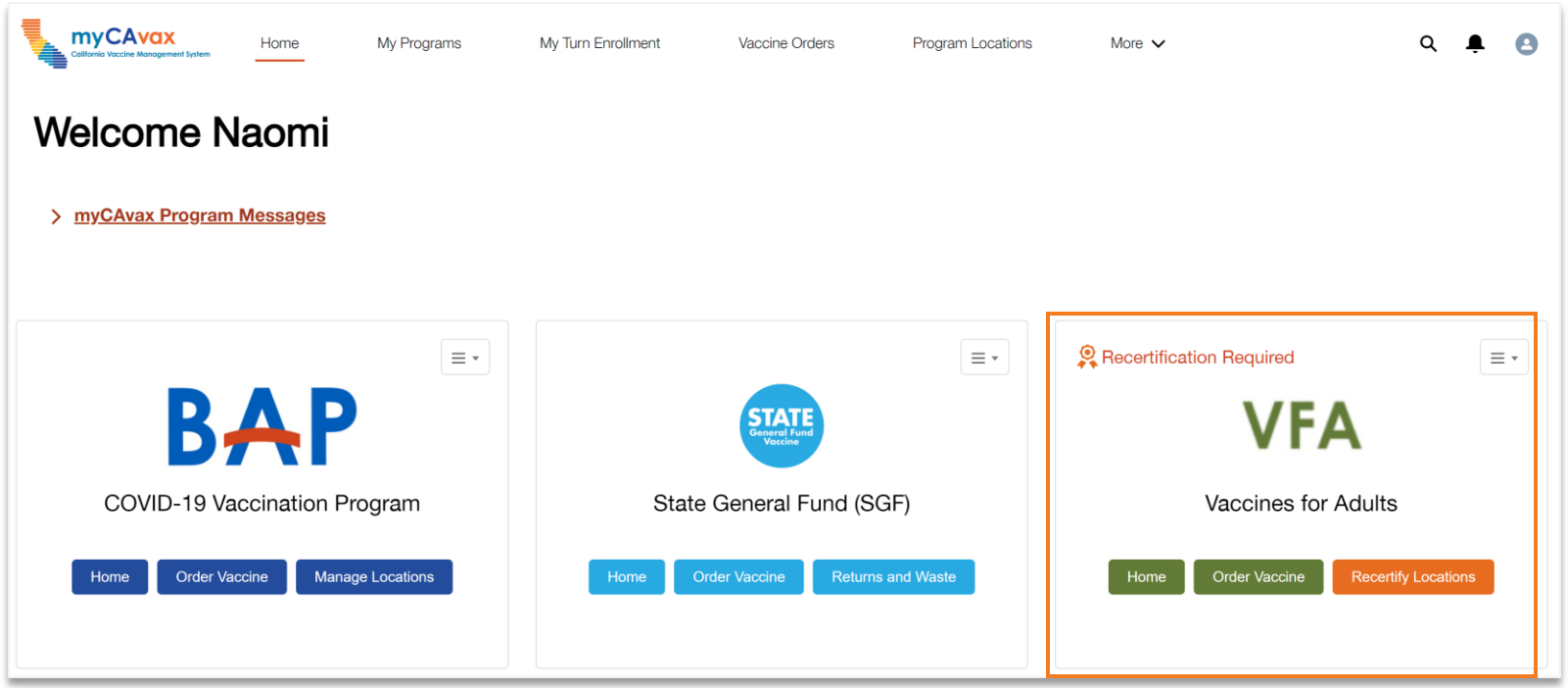
Orders are closed for this ordering period. If you have questions, email my317vaccines@cdph.ca.gov or call (833) 502-1245, Monday through Friday from 8am to 5pm.

CDPH leadership will open / close VFA vaccine ordering in myCAvax following the expected program cadence. Anticipated ordering periods for 2024 are:

- April 2024 TBD
- July 2024 TBD
- October 2024 TBD

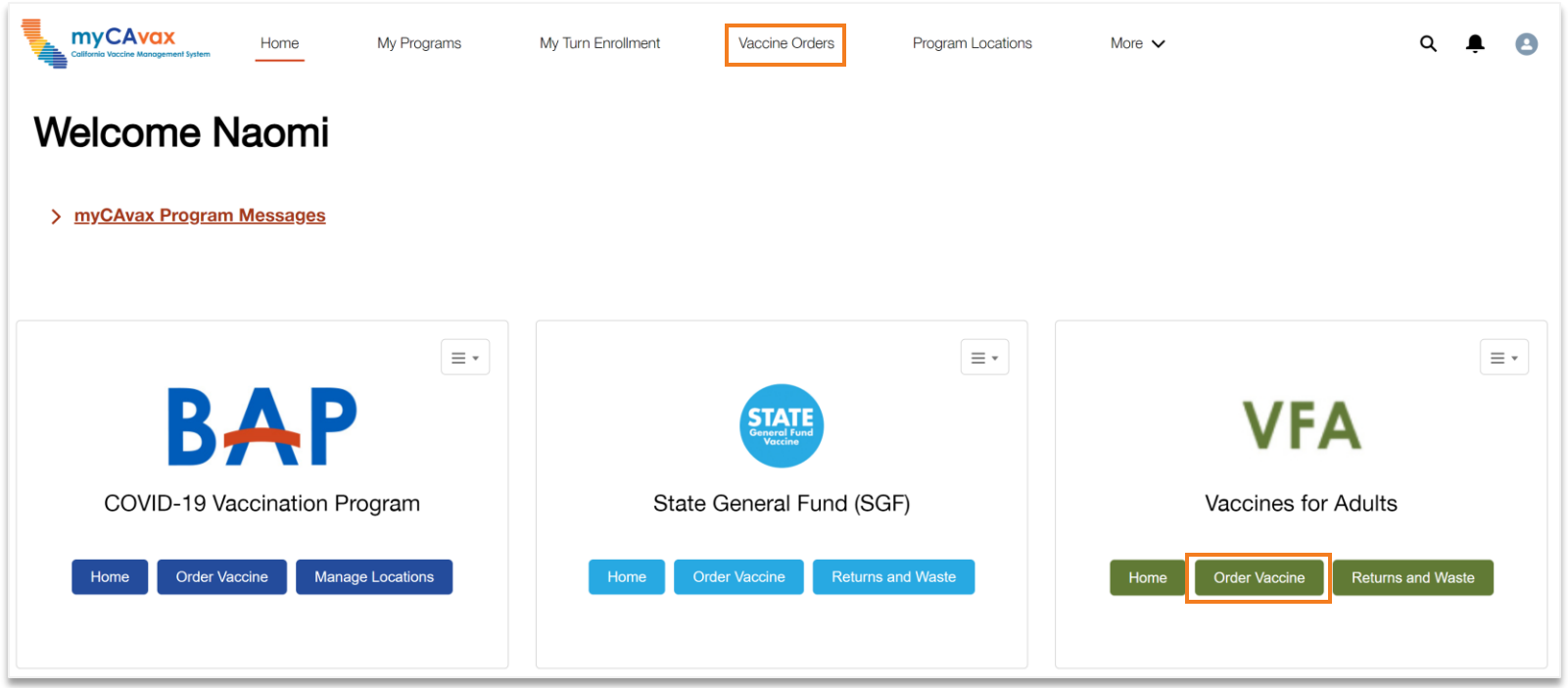
Providers will be notified via email when the ordering period opens in myCAvax.

VFA Functionality in myCAvax



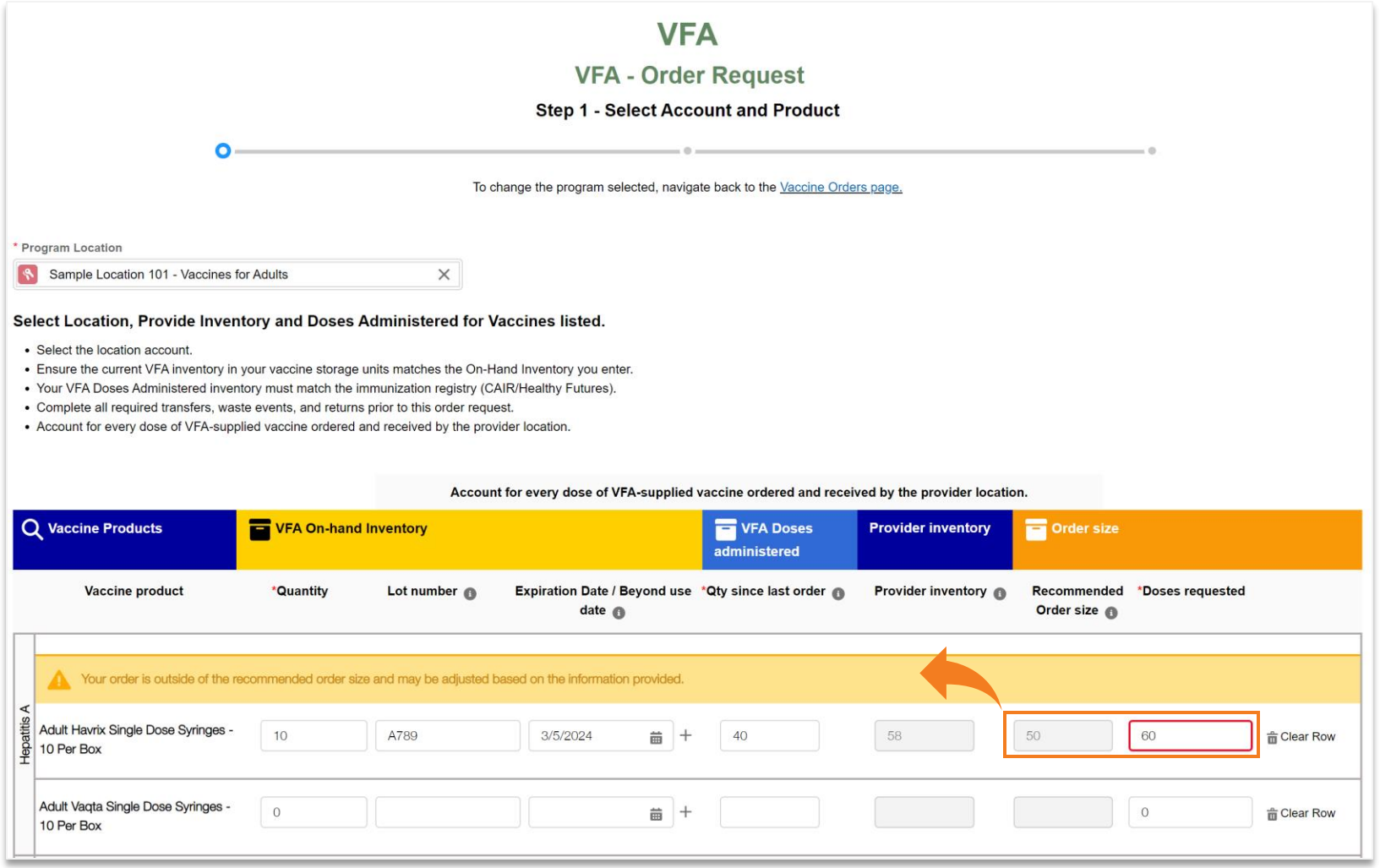
Providers participating in the VFA program will be expected to place vaccine order requests (when open), manage vaccine inventory, and view program location information after completing recertification "part two."

Navigating to Place a Vaccine Order (Once the next VFA order cycle opens)



From the Provider Community homepage, providers can begin placing a vaccine order request using the **Vaccine Orders** tab in the main navigation bar or the **Order Vaccines** button on the program tile.

Placing Vaccine Order Requests as a Provider



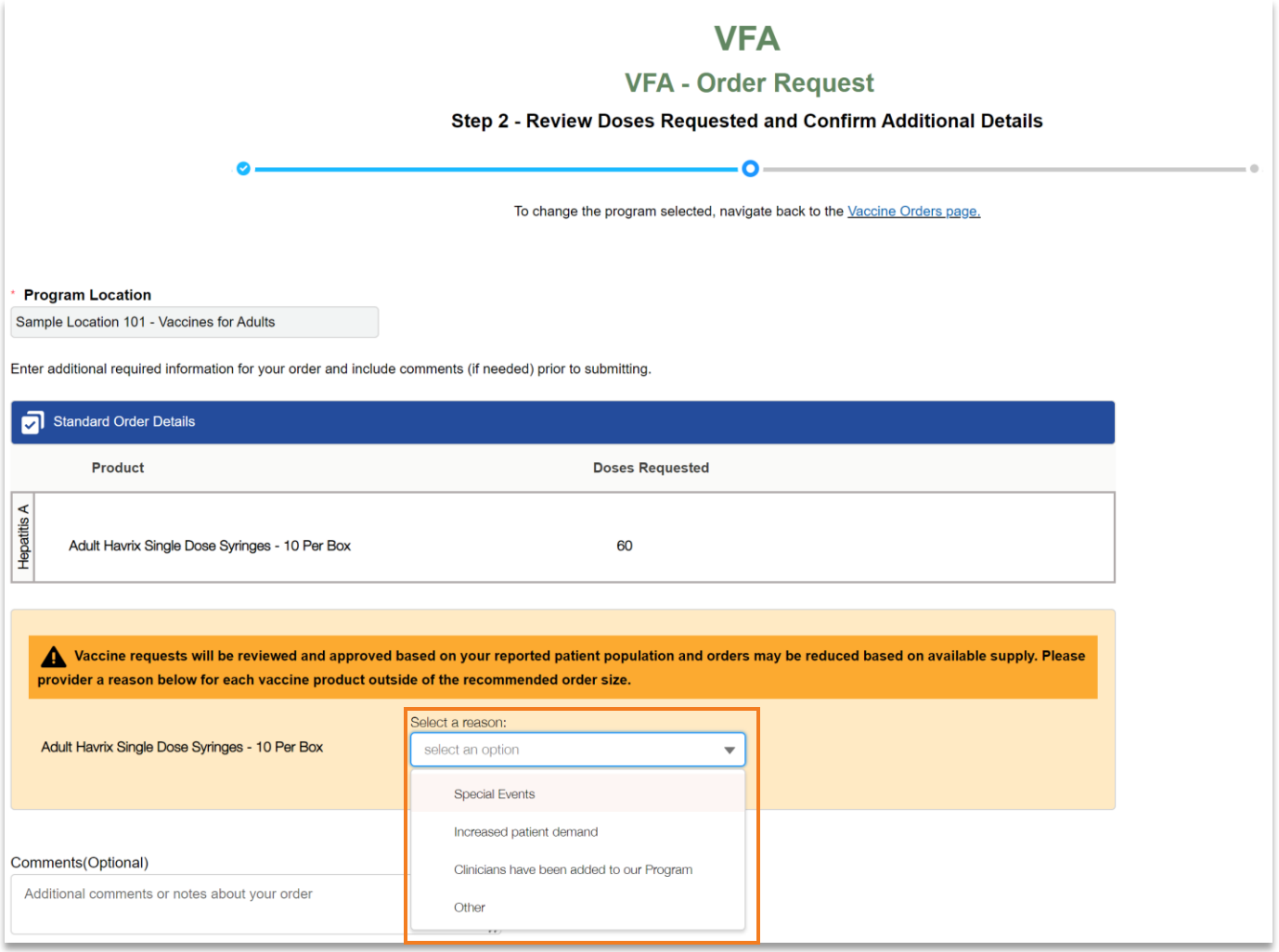
On **Step 1 – Select Account and Product**, providers must select their program location from the dropdown.

Then, vaccines will appear in the table, grouped by type. 'VFA On-hand Inventory' information AND 'VFA doses administered' must be included on each row.

The 'Provider Inventory' and 'Recommended Order size' fields are automatically calculated.

Providers must place their final request in 'Doses requested'.

Placing Vaccine Order Requests as a Provider



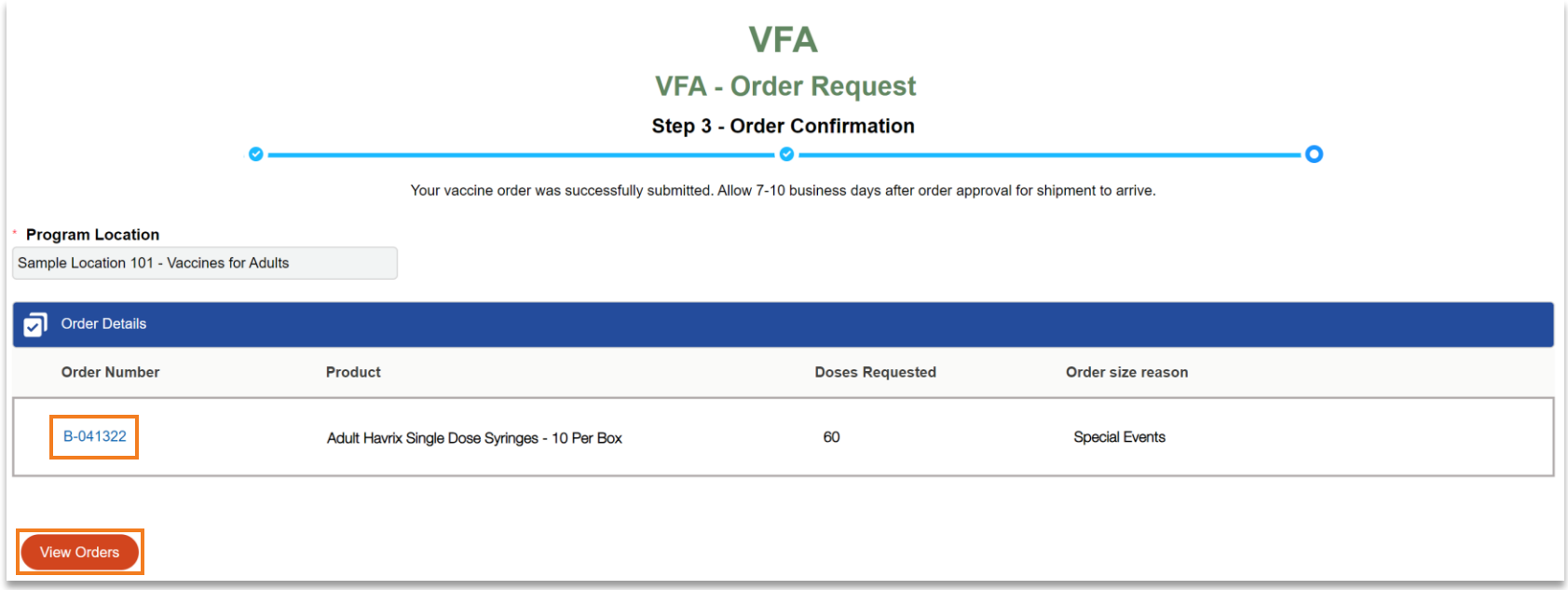
If a provider requests vaccine over the recommended order size, they will need to provide a justification in **Step 2 – Review Doses Requested and Confirm Additional Details**.

Additionally, they will need to confirm the address for their VFA program and shipping hours are accurate before submitting the vaccine for review (not pictured).

Submitting Vaccine Order Requests

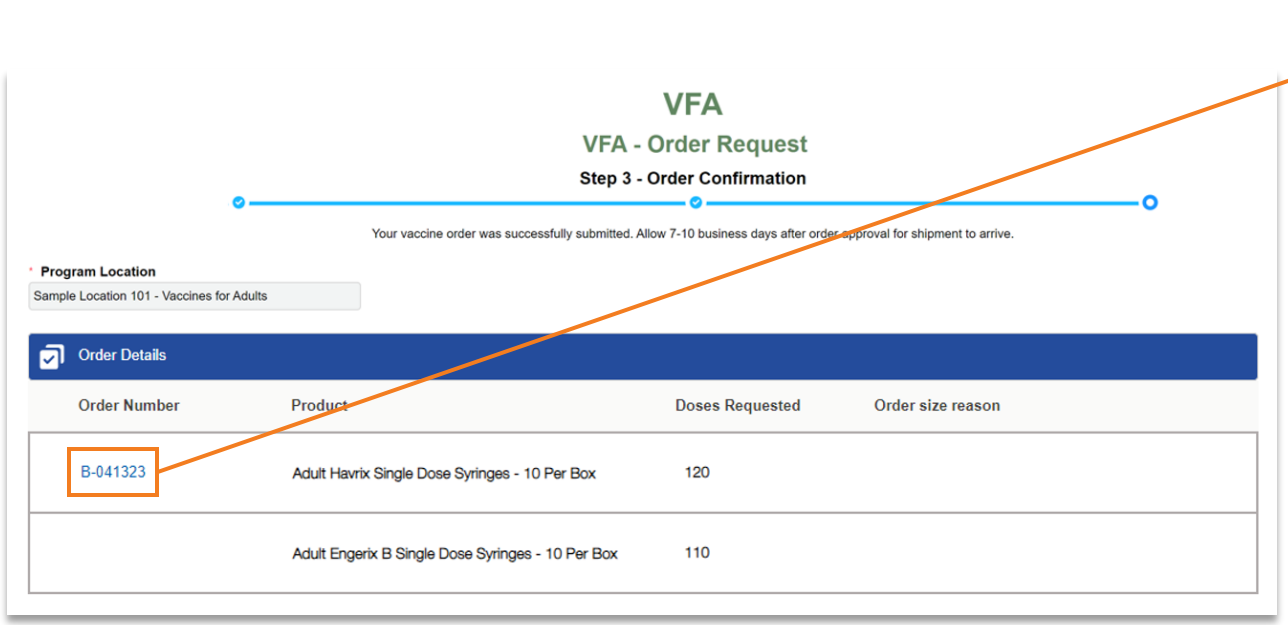
Once successfully submitted, providers will see their final vaccine order details confirmed on **Step 3 – Order Confirmation**.

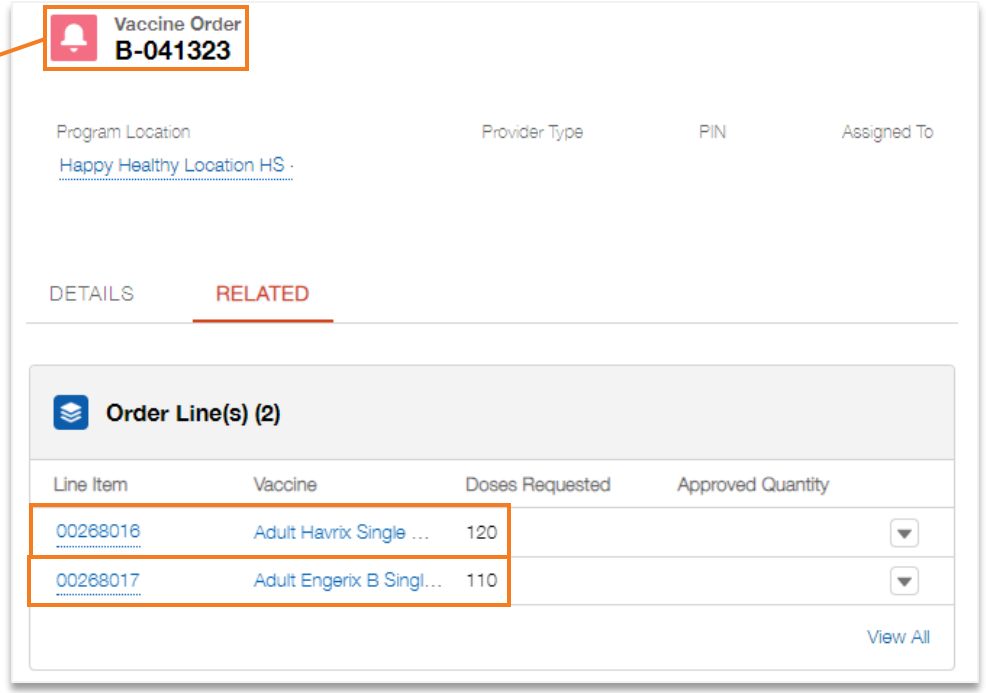
Providers can view order details by clicking the unique ‘Order Number’. Click ‘View Orders’ to see all order history.



Final Submission: Note on Multi-Vaccine Product Orders

Provider orders will likely have more than one vaccine product in an order; the entire order will have the same vaccine order ID. Each line item will have a unique ID.





Possible Order Status: Corrections Needed

Sandbox: Corrections Needed for Order B-041341 – Action Required Inbox ×

myCAVax Program Notification <no-reply-mycavax@cdph.ca.gov>
to demo.mycavaxb+201980@gmail.com, demo.mycavaxb+765@gmail.com

myCAvax
California Vaccine Management System

Dear Sample Location 101 - Vaccines for Adults Team,

Order B-041341 placed by PIN has been denied for the following reason: Partial order.

Guidance from CSR: 2/5: Please complete your vaccine order request by providing additional inventory and order information.

Please visit the myCAvax Orders page to make any necessary changes to your order and resubmit for internal review.

If you do not update your order within two weeks, it will be expired and you will need to submit a new order. You will still be able to see the expired order details.

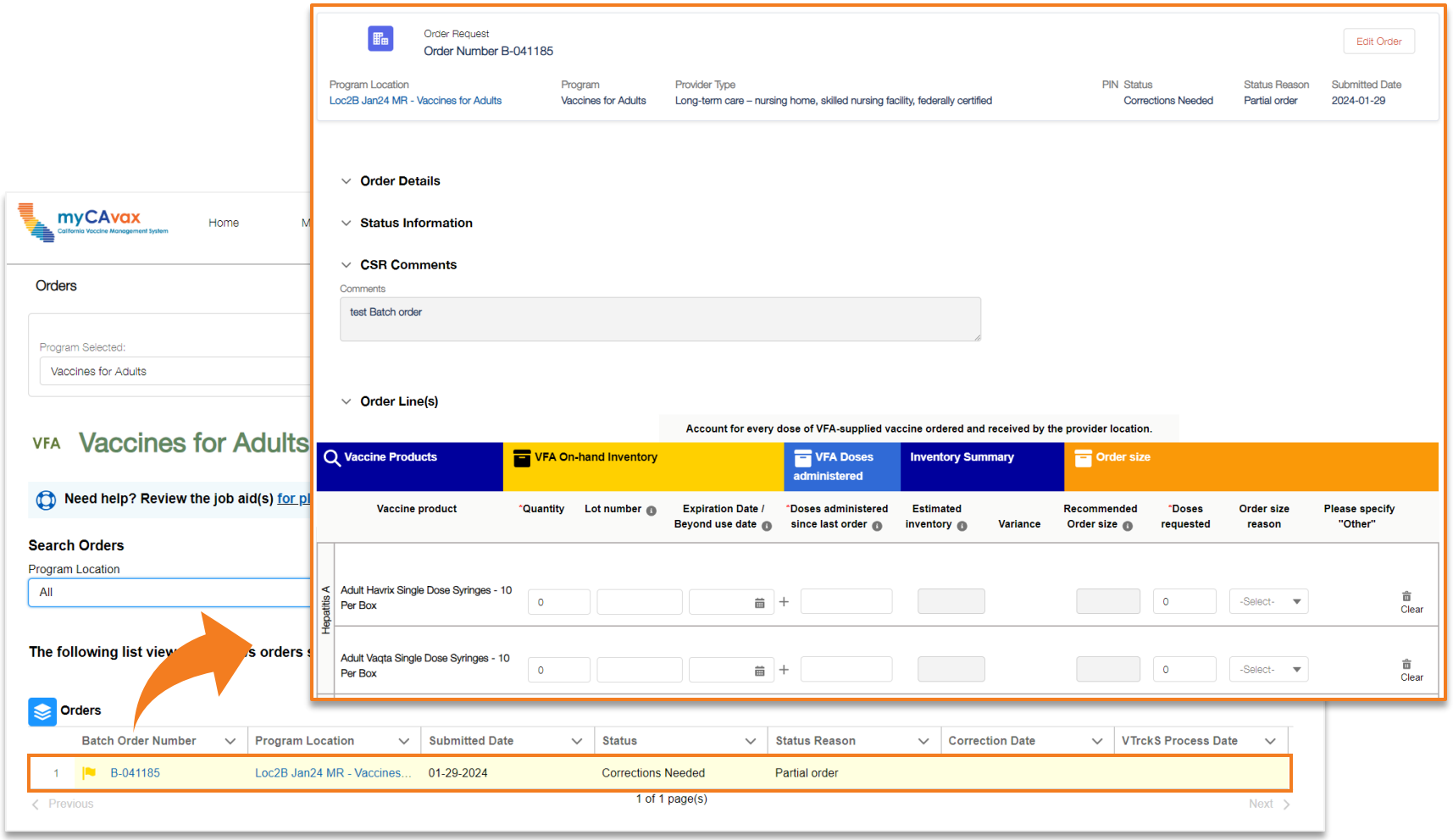
Thank you,

CDPH Ordering Team

CDPH may place a vaccine order request in 'Corrections Needed' status if a provider needs to make changes to the order before approval.

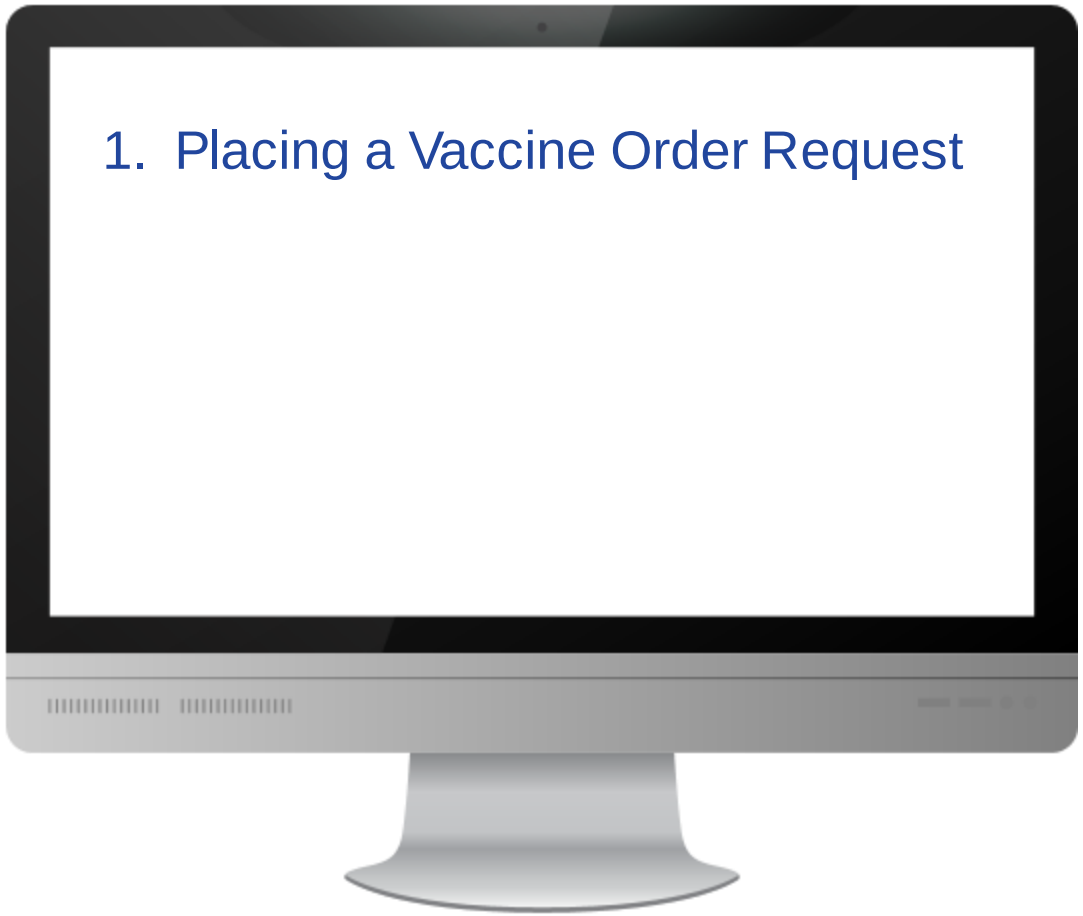
Providers will receive an automatic email (generated by the system) notifying them of the needed corrections.

Making Corrections as a Provider



If corrections are needed, providers will be prompted to edit the flagged order in the Provider Community. Once changes are made, they can resubmit the order for review.

Demo



Q&A

Upcoming Training

To learn about VFA vaccine inventory management, register for the 'VFA 102 Vaccine Management for Providers' webinar scheduled on **Thursday, February 29, 2024**, from **11:00 AM – 12:00 PM** PT on Zoom.

Register for the 'VFA 102 Vaccine Management for Providers' webinar using this **Zoom registration link**.

Reminder: Webinar Cadence Change

The CDPH Immunization Updates for LHDs webinar series is changing to a bi-weekly cadence.

The LHD webinar on **Tuesday, February 27, 2024**, is cancelled. The series will resume on **Tuesday, March 5, 2024**, from **1:00 PM – 2:30PM**.

Please continue to use the current registration link to join: **Zoom registration link**.

Questions

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

Resource links will be dropped into, “Chat”

Upcoming Webinar Opportunities

CDPH Immunization Updates for Providers

Next session: Friday, February 23, 2024

9 AM – 10:30 AM

Thank you for attending today's session!