VFA Office Hours
Tuesday, April 23, 2024
2PM – 2:30PM
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”
myCAvax

1. VFA Recertification Completion Update
2. Workarounds to Complete Recertification Part Two
3. VFA Ordering Guidance
4. VFA Ordering & Distribution Cadence Calendar (2/2)
5. Ordering VFA Vaccine in myCAvax
6. Ordering Vaccine in MyVFCvaccines vs. myCAvax
7. Viewing Status of VFA Vaccine Orders
8. Order Status Definitions
9. Ordering Demo
10. Reminder: Reporting Shipment Incidents in myCAvax
11. Reminder: VFA Transfers Need CDPH Approval
12. VFA Finding Support Through System Transition
13. Q&A
Almost there! **76%** of VFA-eligible providers completed recertification so far.

As of **Monday, April 22, 2024**, **410** out of **540** total providers eligible for VFA have completed recertification.

⚠️ **130** VFA-eligible providers still need to complete recertification. Recertification completion is **required** to submit a VFA vaccine order.

The VFA ordering window is open from **Monday, April 15, 2024**, to **Tuesday, April 30, 2024**.
Workarounds to Complete Recertification Part Two

**Issues**

**Missing VFA tile on the Landing Page**

**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.

---

Multi-Program User

Single Program User
VFA-eligible providers must complete recertification part 2 in myCAvax before they can order VFA vaccine.

• Order VFA vaccine in myCAvax.
• The foundational policies and procedures of ordering remain the same. The VFA vaccine ordering window is now open from **Monday, April 15, 2024** to **Tuesday, April 30, 2024**.

Questions about ordering?
Contact the Provider Call Center Phone: (833) 502-1245
Email: providercallcenter@cdph.ca.gov Mon – Fri, 8:00 AM – 5:00 PM PT
**VFA Ordering & Distribution Cadence Calendar**  
(1 of 2)

**Cadence below applies to approved provider VFA orders only. Time period for order review and approval may vary.**

**NOTE:** Order transmission and receipt of orders is highlighted in the first week for illustration purposes only.

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 15</td>
<td>16</td>
<td>17</td>
<td>18</td>
<td>19</td>
</tr>
<tr>
<td><strong>Provider VFA Ordering Open in myCAvax (Order Submission April 15 – April 30)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CDPH Transmits to CDC by EOD</td>
<td>McKesson Receives Orders</td>
<td>CDPH Receives Orders</td>
<td>McKesson Receives Orders</td>
<td>CDPH Transmits to CDC by EOD</td>
</tr>
<tr>
<td>Monday Orders Shipped by*</td>
<td>Estimated Delivery (Tuesday/Wednesday)</td>
<td>Tuesday</td>
<td>Estimated Delivery (Tuesday/Wednesday)</td>
<td>Wednesday Orders Shipped by*</td>
</tr>
<tr>
<td>Tuesday Orders Shipped by*</td>
<td>Estimated Delivery (Tuesday/Wednesday)</td>
<td>McKesson Receives Orders</td>
<td>Thursday Orders Shipped by*</td>
<td>Estimated Delivery (Thursday/Friday)</td>
</tr>
<tr>
<td>McKesson receives Orders</td>
<td>Estimated Delivery (Tuesday)</td>
<td>May 01</td>
<td>Friday Orders Shipped by*</td>
<td>Estimated Delivery (Friday/Tuesday)</td>
</tr>
<tr>
<td>29</td>
<td>30</td>
<td></td>
<td>02</td>
<td>03</td>
</tr>
</tbody>
</table>
VFA Ordering & Distribution Cadence Calendar

(2 of 2)

<table>
<thead>
<tr>
<th>CDPH Order Transmission to CDC</th>
<th>McKesson Receives Orders By</th>
<th>Order Shipping Window</th>
<th>Estimated Order Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Tuesday</td>
<td>Wed/Thu/Mon</td>
<td>Tue/Wed</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Wednesday</td>
<td>Thu/Mon</td>
<td>Tues/Wed</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Thursday</td>
<td>Mon/Tue</td>
<td>Wed/Thu</td>
</tr>
<tr>
<td>Thursday</td>
<td>Friday</td>
<td>Mon/Tue/Wed</td>
<td>Thu/Fri</td>
</tr>
<tr>
<td>Friday</td>
<td>Monday</td>
<td>Tue/Wed/Thu</td>
<td>Fri/Tue</td>
</tr>
</tbody>
</table>

- VFA orders will be reviewed and approved every weekday between Monday, April 15, 2024 and Tuesday, April 30, 2024. Orders are not processed on weekends.
- VFA sites should allow for up to 2 weeks after order submission for review, processing, and shipment of the order. If vaccine inventory or accountability corrections are needed prior to order approval, a location’s Primary Vaccine Coordinator will be notified via email. Please correct as soon as possible to prevent delays in order approval. **Orders needing correction will be held in queue until requested corrections are resolved or orders will expire after 2 weeks of pending corrections.**
- Delivery windows are dependent on provider’s days / hours of operation. Update hours in myCAvax for any holiday or temporary closures. Watch for emails regarding order confirmations, advance shipment notices of vaccine, and temperature monitoring alerts. **McKesson does not ship vaccines on Fridays and no deliveries are made on Mondays.**
- Orders may ship out sooner than anticipated ‘Shipped By’ dates and may arrive earlier than the ‘Estimated Delivery’ dates.
Providers with an active VFA Program Location can request VFA vaccines using the order form on the ‘VFA - Order Request’ page. Providers must input on-hand vaccine inventory and doses administered information for all VFA vaccines received, in addition to any requested doses.
Ordering Vaccine in MyVFCvaccines vs. myCAvax

MyVFCvaccines

When ordering vaccine in MyVFCvaccines, total order size would be manually calculated using a worksheet.

myCAvax

In myCAvax, recommended order size will be calculated automatically once you provide your on-hand vaccine inventory (e.g. quantity, lot number, and expiration date) and doses administered to the system. Be sure to report any shipment incidents, transfers, wastage, or excursions before ordering.

NOTE: Your ‘Provider inventory’ is pulled from the latest data in your inventory summary. This value may be updated when you enter your “VFA Doses Administered”. The ‘Recommended Order size’ is based on available program budget.
Viewing Status of VFA Vaccine Orders

Navigate to an order and view the status of the order on the ‘Status’ field at the top of the page and under the ‘Status Information’ section. Providers can also view the status of their orders on the ‘Orders’ table.
Draft: The order has not been submitted or processed yet.

Submitted: The order has been successfully submitted to CDPH for review and approval.

Assigned: CDPH assigned a CSR to review the order.

Pending: The order is on hold, but no action is needed from the provider.

Corrections Needed: Action is needed from the provider before the order can be approved.

Approved: The order has been approved by CDPH and is ready for fulfillment.

Complete: When an order is in ‘Complete’ status, the order is anticipated to arrive that day. Tracking information is not available in myCAvax until the order is in ‘Complete’ status.

NOTE: Orders in ‘Draft’ and ‘Corrections’ Needed’ statuses automatically expire after 14 days from the ‘Last Modified Date.’
1. Ordering VFA Vaccine in myCAvax
Reminder: Reporting Shipment Incidents in myCAvax

Providers are **required** to report shipment incidents in myCAvax as soon as an incident has been discovered for Bridge Access Program (BAP), State General Fund (SGF), LHD 317, and VFA orders. The form can be found in the ‘Shipment Incidents’ tab under the ‘Vaccine Inventory’ dropdown in the Provider Community.

Report any of these issues immediately for resolution:
- Broken, torn, or tampered with
- Not ordered / incorrect recipient
- Out-of-range temperature
- Package never arrived
- Previously opened
- Shipping contents discrepancies

Once the report has been made, CDPH will contact the distributor for a resolution on behalf of the provider. If additional information is needed, CDPH will contact the provider directly. Once a resolution has been given, CDPH will inform the provider via email and post the resolution details in the ‘Guidance/Resolution’ section of the Shipment Incident report.

Resources:
- **Reporting Shipment Incidents** section in the BAP Provider Operations Manual (POM) and [BAP Requirements at a Glance](#)
- myCAvax [Recording Shipment Incidents](#) job aid
Before any VFA vaccine can be transferred from one provider location to another, the sending provider must obtain approval from CDPH by contacting the Provider Call Center.

After a transfer has been approved, providers must report it in myCAvax using the Transfers page.

Questions about Transfers?
Contact the Provider Call Center: (833) 502-1245
providercallcenter@cdph.ca.gov Monday – Friday, 8:00 AM – 5:00 PM PT
If you have questions regarding the VFA program requirements or the myCAvax system, contact the Provider Call Center at (833) 502-1245 or providercallcenter@cdph.ca.gov, Monday – Friday, 8:00 AM – 5:00 PM PT.
Q&A
Vaccine Support

Provider Call Center

Dedicated to medical providers and Local Health Departments in California, specifically addressing questions about State program requirements, enrollment, and vaccine distribution.

- For myCAvax Help Desk inquiries: myCAvax.hd@cdph.ca.gov
- For My Turn Clinic Help Desk inquiries: MyTurn.Clinic.HD@cdph.ca.gov
- For all other inquiries: providercallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–5PM

myCAvax

- Virtual Assistant resolves many questions but will direct you to the Provider Call Center queue for live assistance!
- Knowledge Center houses key job aids and videos that are updated every release. Once logged in, you can access job aids from the myCAvax homepage (or at various places throughout the system) using the links as shown below.

Need help? View our job aids in the Knowledge Center, or contact us.
Upcoming Webinar Opportunities

CDPH IZB Bi-weekly Updates for Providers
Next session: Friday, May 3, 2024
9AM – 10:30AM

Thank you for attending today's session!