



VFA

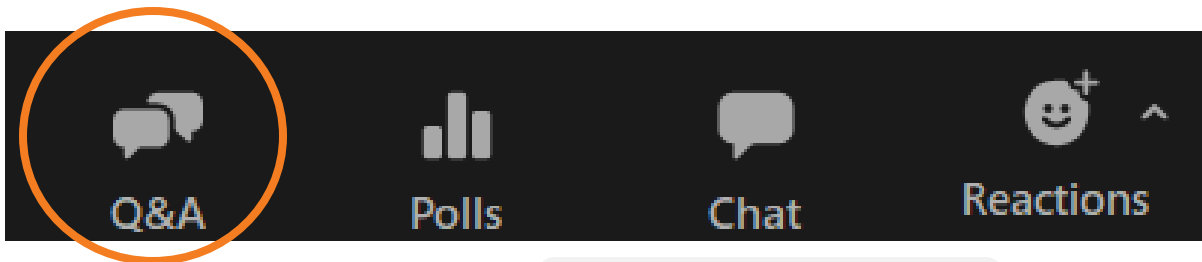
California
Vaccines for
Adults Program

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"



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myCAvax

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Vaccines for Adults (VFA) Recertification Completion

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

The screenshot shows the myCAVax Multi-Program User dashboard for user Aurora. The navigation bar includes Home, My Programs, My Turn, Vaccine Orders, Program Locations, Vaccine Inventory, and More. The main content area features a 'Welcome Aurora' message and a 'myCAVax Program Messages' section. Below this, there are three program tiles: BAP (COVID-19 Vaccination Program), State General Fund (SGF), and My Turn Clinic. A fourth tile, VFA (Vaccines for Adults), is highlighted with an orange border. The VFA tile includes buttons for Home, Order Vaccine, and Returns and Waste.

Single Program User

The screenshot shows the myCAVax Single Program User dashboard for user Vikki. The navigation bar includes Home, My Turn Enrollment, Vaccine Orders, Program Location, Vaccine Inventory, Reports, and More. The main content area features a 'Welcome Vikki' message and a 'myCAVax Program Messages' section. A 'VFA Vaccines for Adults - Home' tile is highlighted with an orange border. Below this, there are three action tiles: Order Vaccine (Submit a new vaccine order request), Returns and Waste (Report loss due to Returns and Waste), and Excursions (Report Loss due to temperature excursion).



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.

Monday	Tuesday	Wednesday	Thursday	Friday
April 15	16	17	18	19
Provider VFA Ordering Open in myCAvax (Order Submission April 15 – April 30)				
CDPH Transmits to CDC by EOD	McKesson Receives Orders			
	CDPH Transmits to CDC by EOD	McKesson Receives Orders		
		CDPH Transmits to CDC by EOD	McKesson Receives Orders	
			CDPH Transmits to CDC by EOD	McKesson Receives Orders
				CDPH Transmits to CDC by EOD
22	23	24	25	26
Provider VFA Ordering Open in myCAvax (Order Submission April 15 – April 30)				
Monday Orders Shipped by*	Estimated Delivery (Tuesday/Wednesday)			
Tuesday Orders Shipped by*	Estimated Delivery (Tuesday/Wednesday)			
	Wednesday Orders Shipped by*	Estimated Delivery (Wednesday/Thursday)		
		Thursday Orders Shipped by*	Estimated Delivery (Thursday/Friday)	
McKesson receives Orders			Friday Orders Shipped by*	Estimated Delivery (Friday/Tuesday)
29	30	May 01	02	03
Provider VFA Ordering Open in myCAvax (Order Submission April 15 – April 30)				
	Estimated Delivery (Tuesday)			

VFA Ordering & Distribution Cadence Calendar

(2 of 2)



CDPH Order Transmission to CDC	McKesson Receives Orders By	Order Shipping Window	Estimated Order Delivery
Monday	Tuesday	Wed/Thu/Mon	Tue/Wed
Tuesday	Wednesday	Thu/Mon	Tues/Wed
Wednesday	Thursday	Mon/Tue	Wed/Thu
Thursday	Friday	Mon/Tue/Wed	Thu/Fri
Friday	Monday	Tue/Wed/Thu	Fri/Tue

- 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.**

Ordering VFA Vaccine in myCAvax

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.

The screenshot displays the myCAvax interface for VFA vaccine ordering. The main heading is "VFA - Order Request" with the sub-heading "Step 1 - Select Account and Product". Below this, there is a search bar for "Program Location" and a list of instructions for selecting a location account and providing inventory information. An orange arrow points from these instructions to a detailed table on the right.

The table is titled "Account for every dose of VFA-supplied vaccine ordered and received by the provider location." and has the following columns: Vaccine product, *Quantity, Lot number, Expiration Date / Beyond use date, *Qty since last order, Provider inventory, Recommended Order size, and *Doses requested. There are also "Clear Row" buttons for each row.

Vaccine product	*Quantity	Lot number	Expiration Date / Beyond use date	*Qty since last order	Provider inventory	Recommended Order size	*Doses requested
Hepatitis A Adult Havrix Single Dose Syringes - 10 Per Box	30	VFD38743	1/29/2025	50	-50	40	0
Adult Vaxta Single Dose Syringes - 10 Per Box							0
Hepatitis B Adult Engerix B Single Dose Syringes - 10 Per Box							0
Adult Hepisav-B Single Dose Syringes - 5 Per Box							0

Ordering Vaccine in MyVFCvaccines vs. myCAvax



MyVFCvaccines

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

VACCINES FOR CHILDREN (VFC) PROGRAM VACCINE ORDERING WORKSHEET				Low-Volume Providers		Date:						
Instructions: Complete this worksheet using the attached instructions before ordering routine vaccines on MyVFCVaccines.org. Be sure to use the sheet that corresponds to your provider category.												
REFRIGERATOR												
VACCINE	BRAND	PRESENTATION	DOSES/BOX	LOT NUMBERS	EXPIRATION DATE	# DOSES ON HAND	TOTAL DOSES ADMINISTERED	SAFETY STOCK	ESTIMATED NEED	TOTAL DOSES ON HAND (total column D)	# DOSES	TOTAL DOSES TO ORDER
COVID-19	<input type="checkbox"/> Moderna <input type="checkbox"/> Novavax <input type="checkbox"/> Pfizer	<input type="checkbox"/> Vials	<input type="checkbox"/> 10 <input type="checkbox"/> 30					x 1.33 =		-	=	
DTaP	<input type="checkbox"/> Daptacel <input type="checkbox"/> Infanrix	<input type="checkbox"/> Vials <input type="checkbox"/> Syringes	10					x 1.33 =		-	=	
DTaP-HepB-IPV	Pediarix	Syringes	10					x 1.33 =		-	=	
DTaP-IPV-Hib-HepB	Vaxelis	<input type="checkbox"/> Vials <input type="checkbox"/> Syringes	10					x 1.33 =		-	=	
DTaP-IPV	<input type="checkbox"/> Kinrix <input type="checkbox"/> Quadracel	<input type="checkbox"/> Vials <input type="checkbox"/> Syringes	10					x 1.33 =		-	=	
DTaP-IPV-Hib	Pentacel	Vials	5					x 1.33 =		-	=	
HepA	<input type="checkbox"/> VAQTA <input type="checkbox"/> Havrix	<input type="checkbox"/> Vials <input type="checkbox"/> Syringes	10					x 1.33 =		-	=	
HepB	<input type="checkbox"/> Engerix-B <input type="checkbox"/> Recombivax HB	<input type="checkbox"/> Vials <input type="checkbox"/> Syringes	10					x 1.33 =		-	=	

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.

Account for every dose of VFA-supplied vaccine ordered and received by the provider location.

Vaccine product	*Quantity	Lot number	Expiration Date / Beyond use date	*Qty since last order	Provider inventory	Recommended Order size	*Doses requested
Hepatitis A Adult Havrix Single Dose Syringes - 10 Per Box	30	VFD38743	1/29/2025	50	-50	40	0
Adult Vaoqta Single Dose Syringes - 10 Per Box							0
Adult Engerix B Single Dose Syringes - 10 Per Box							0
Hepatitis B Adult Heplisav-B Single Dose Syringes - 5 Per Box							0

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.

The screenshot displays the myCAvax interface. The top navigation bar includes 'Home', 'My Programs', 'My Turn Enrollment', 'Vaccine Orders', 'Program Locations', and 'More'. The main content area shows an 'Order Request' for 'Order Number B-041083'. A table lists order details with the 'Status' field highlighted as 'Corrections Needed'. Below this, the 'Status Information' section also shows 'Corrections Needed' and a 'Status Reason' of 'Accountability error'. A 'CSR Comments' section contains a comment: '2/22: Corrections Needed on the Engerix order line; order beyond recommended size'. An inset window titled 'VFA Vaccines for Adults - Orders' provides a search interface with filters for 'Program Location', 'Status', 'Submitted From', and 'Submitted To'. Below the search filters, a table lists orders with columns for 'Order Number', 'Program Location', 'Submitted Date', 'Status', 'Status Reason', 'Correction Date', and 'VTrack'. The 'Status' column in this table is highlighted, showing 'Pending' and 'Fulfillment Pending'.

Order Number	Program Location	Submitted Date	Status	Status Reason	Correction Date	VTrack
1	Reshma's Chocolate fa...	02-11-2024	Pending	Accountability error		
2	Reshma's Unicorn Islan...	03-12-2024	Fulfillment Pending		03-12-2024	

Order Status Definitions



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.

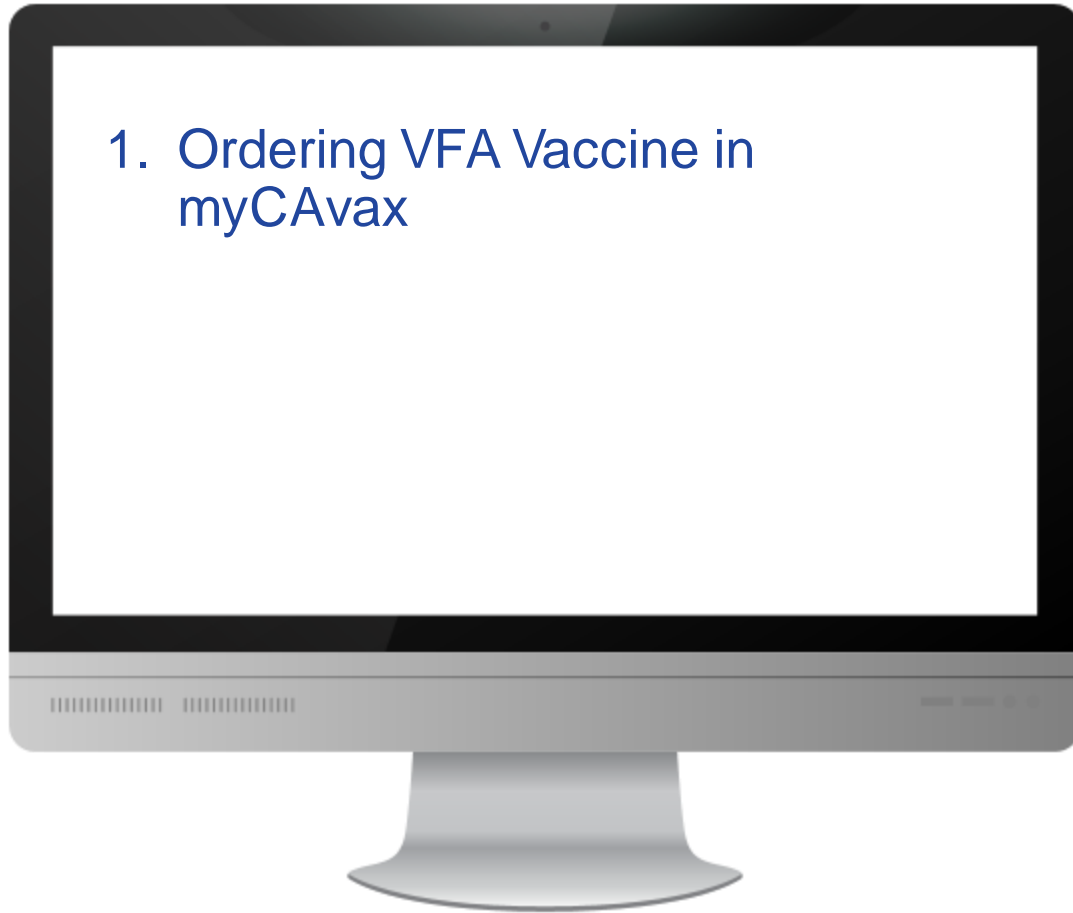
The screenshot shows the myCAVax interface for 'Vaccines for Adults - Orders'. It includes a search bar with filters for Program Location, Status, Submitted From, and Submitted To. Below the search filters, a table lists 10 orders, all with a status of 'Complete'. The 'Status' column is highlighted with an orange box.

Order Number	Program Location	Submitted Date	Status	Status Reason	Correction Date	VTckS Process Date
1	B-041217	GVHC - 889 Abrego St - Vac...	01-30-2024	Complete		
2	B-041322	GVHC - 889 Abrego St - Vac...	02-03-2024	Complete		02-04-2024
3	B-041324	GVHC - 889 Abrego St - Vac...	02-04-2024	Complete		02-05-2024
4	B-041341	GVHC - 889 Abrego St - Vac...	02-05-2024	Complete		02-05-2024
5	B-041348	GVHC - 889 Abrego St - Vac...	02-05-2024	Complete		02-05-2024
6	B-041383	GVHC - 889 Abrego St - Vac...	02-06-2024	Complete		02-06-2024
7	B-041404	GVHC - 889 Abrego St - Vac...	02-07-2024	Complete		02-07-2024
8	B-041422	GVHC - 889 Abrego St - Vac...	02-08-2024	Complete		02-08-2024
9	B-041424	GVHC - 889 Abrego St - Vac...	02-08-2024	Complete		
10	B-041444	GVHC - 889 Abrego St - Vac...	02-12-2024	Complete		



NOTE: Orders in 'Draft' and 'Corrections' Needed' statuses automatically expire after 14 days from the 'Last Modified Date.'

Ordering Demo



Q&A

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

Reminder: VFA Transfers Need CDPH Approval



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

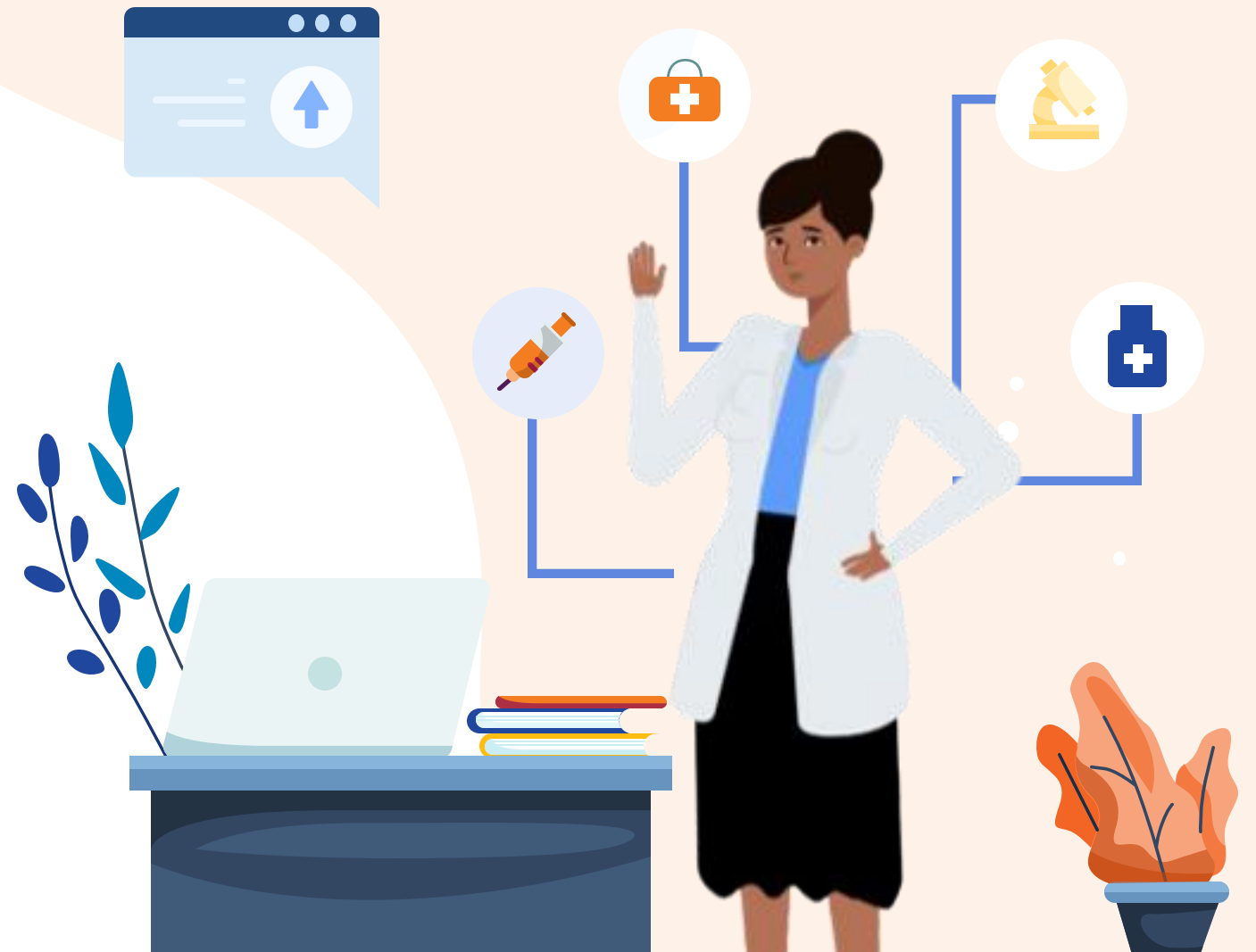
providercallcenter@cdph.ca.gov Monday – Friday, 8:00 AM – 5:00 PM PT

VFA: Finding Support Through System Transition

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.

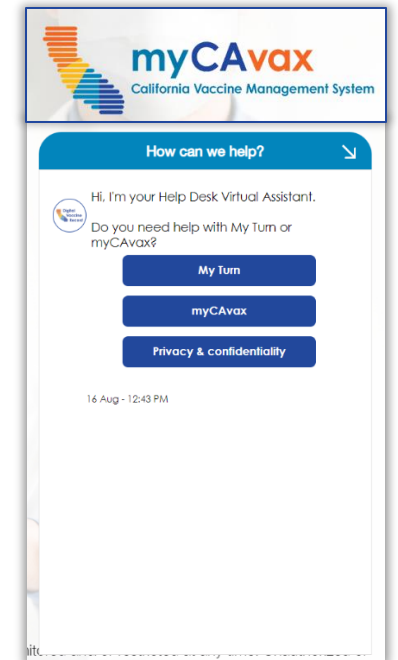
- For myCAvax Help Desk inquiries: myCAvax.hd@cdph.ca.gov
- For My Turn Clinic Help Desk inquiries: MyTurn.Clinic.HD@cdph.ca.gov
- For all other inquiries: providercallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–5PM

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!

