VFC 101: Placing a Vaccine Order Request

Thursday, May 30, 2024
9 AM – 9:30 AM
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”
Today's session is being recorded and will be accessible on **EZIZ** within 5 business days.

If post-webinar questions about upcoming trainings, email **myCAvaxinfo@cdph.ca.gov**.

If VFC support is needed, contact the VFC Customer Service Center at **MyVFCvaccines@cdph.ca.gov** or (877) 243-8832, Monday – Thursday, 9 AM – 4:30 PM PT, Friday 9 AM – 4 PM PT.

Access on-demand support resources via the Knowledge Center (**myCAvax** login required). This deck includes an Appendix summarizing today’s demo.
Agenda

- Preparing to Place a Vaccine Order Request in myCAvax
- System Demo – Ordering Vaccine
- Upcoming Webinars
- Q&A
- Appendix
On June 10, 2024, the VFC program will be live in myCAvax. Primary and backup vaccine coordinators will be able to place VFC vaccine order requests once they have access to the VFC program.

- Continue placing vaccine order requests following your normal VFC order frequency.
- You will be able to request multiple vaccine products in one order.
Primary and backup vaccine coordinators will be granted access to myCAvax based on the information provided in MyVFCvaccines. **You do not need to take any action to setup or restore myCAvax credentials today. You will be granted system access automatically, based on the information provided in MyVFCvaccines.**

- Your primary and backup vaccine coordinator will receive a myCAvax welcome email on **Monday, June 10, 2024**, which will ask them to finish setting up their myCAvax user account (if a new myCAvax provider).
- If support is needed, contact the VFC Customer Service Center at MyVFCvaccines@cdph.ca.gov or (877) 243-8832.

You do **NOT** need to enroll your organization myCAvax as CDPH will migrate your PIN information into myCAvax.
Existing myCAvax User Access to VFC Program

If you have existing access to myCAvax, on June 10, 2024, you will be granted access to the VFC program if you were listed as the primary or backup vaccine coordinator in MyVFCvaccines. Simply login to myCAvax using your existing credentials and the program will be added.
Getting Ready to Place a Vaccine Order Request

Before ordering, ensure that you:
• Report all vaccine waste / returns in myCAvax before placing an order request.
• Have at least one active storage unit designated to store VFC vaccines at your location.
• Account for all vaccine inventory on-hand (e.g., doses administered, expiration dates, and lot numbers).
• If issues arise in placing a vaccine order request, contact the VFC Customer Service Center at MyVFCvaccines@cdph.ca.gov or (877) 243-8832.

NOTE: To learn how to report return / waste, attend a VFC 102 training.
Who Can Place a Vaccine Order Request?

You must log in to myCAvax using your own unique login credentials.

Have myCAvax Access

• **Organization Vaccine Coordinator** – Coming soon! This role oversees multiple vaccine clinics.

• **Primary and Backup Vaccine Coordinator** – Are primarily responsible for routinely ordering and managing VFC vaccines in myCAvax. Attending myCAvax training is highly recommended. Completing EZIZ training is required.

• **Additional Vaccine Coordinator** – If you have a third person who routinely supports the VFC program, you may request one additional vaccine coordinator by calling the VFC Customer Service Center. Completing EZIZ training is required before access can be granted.

Do Not Have myCAvax Access*

• **Provider of Record (POR)** – Must DocuSign VFC program agreement only for newly enrolling VFC providers.

• **Medical Staff / POR Designee**

• **Additional Staff / Communication Staff Members**

*NOTE: This is true assuming the above roles are the only role assigned to a provider. The above can be primary, backup or additional vaccine coordinators, too, which would grant them system access.
How will I be updated about my order status?

After submitting your VFC vaccine order request, CDPH will review your submission. Be sure to mark no-reply-myCAvax@cdph.ca.gov as a safe sender to receive all email communications.

- If corrections are needed, you’ll receive an email from myCAvax asking you to login to myCAvax and make the needed corrections.
- If approved or rejected, you’ll receive an email informing you of the status change.
Demo: Requesting VFC Vaccine in myCAvax
Upcoming Trainings
With the VFC program being released in myCAvax in June 2024, CDPH will begin system training for providers. Providers should attend 2 trainings:

- **VFC 101: Getting Started with the VFC Program in myCAvax on Tuesday, June 4, 2024, from 1:00 – 2:00 PM PT**
- **VFC 102: Managing VFC Vaccine Inventory in myCAvax on Thursday, June 13, 2024, from 2:00 – 3:00 PM PT**

The registration links will be shared in the coming weeks. Stay tuned!

The VFC program will be live in myCAvax on **Monday, June 10, 2024**.

Join CDPH for a 30-minute webinar exploring how to report storage and handling events in myCAvax with an opportunity for Q&A. This training is intended for VFC providers (i.e., primary and backup vaccine coordinators) who will be responsible for managing VFC vaccine in myCAvax (e.g., reporting waste, transfers, shipment incidents, and excursions). CDPH is offering three sessions of this live training. The content is repeated, so you only need to sign up for one of the following webinars:

- **Friday, June 7, 2024, from 9:30 – 10 AM**
- **Wednesday, June 12, 2024, from 10 – 10:30 AM**
- **Wednesday, June 19, 2024, from 12:30 – 1 PM**
- **Friday, June 21, 2024, from 9:30 – 10 AM**

Register on [Zoom](#).
With the VFC program being released in myCAvax in June 2024, CDPH will begin system training for providers. Providers should attend 2 trainings:

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The registration links will be shared in the coming weeks. Stay tuned!

The VFC program will be live in myCAvax on **Monday, June 10, 2024.**

Join CDPH for a 30-minute Q&A session about the VFC program in myCAvax. You will hear quick updates from subject matter experts and leadership before jumping into a dedicated Q&A session. CDPH will share similar updates at each session. Join one or many sessions as you have questions. CDPH recommends joining one session each week.

- **Thursday, June 20, 2024, from 9:30 – 10 AM | Register on Zoom.**
- **Thursday, June 20, 2024, from 12:30 – 1 PM | Register on Zoom.**
- **Thursday, June 27, 2024, from 9:30 – 10 AM | Register on Zoom.**
- **Thursday, June 27, 2024, from 12:30 – 1 PM | Register on Zoom.**
Q&A

Need additional support after this training concludes? Check out the Knowledge Center in myCAvax, your one-stop-shop for system job aids and support materials.
Vaccine Order Request with Q&A Training Survey

1. How engaging was the training session? *
   - I felt COMPLETELY UNENGAGED.
   - I was OFTEN UNENGAGED.
   - I was OFTEN ENGAGED BUT OFTEN NOT ENGAGED.
   - I was MOSTLY ENGAGED.
   - I was ALMOST ALWAYS ENGAGED.

2. In this session, you saw demonstrations of how to place a Vaccine Order Request and access the
   Knowledge Center. When you are ready, how confident are you that you’ll be able to perform the
   tasks demonstrated on your own? *
   - I have ZERO CONFIDENCE that I can perform these tasks on my own.
   - I am NOT VERY CONFIDENT I can perform these tasks on my own.
   - I am PARTIALLY CONFIDENT that I can perform these tasks on my own.
   - I am CONFIDENT that I can perform these tasks on my own.
   - I am EXTREMELY CONFIDENT that I can perform these tasks on my own.

Submit

Thank You!
If myCAvax system support is needed, contact the VFC Customer Service Center at
MyVFCvaccines@cdph.ca.gov or (877) 243-8832.

Your feedback is important to us. Please complete this two-question survey.
Appendix

Data Migration
Data Migrated from MyVFCvaccines on Go-Live

The below VFC data will be migrated from MyVFCvaccines into myCAvax upon go-live.

<table>
<thead>
<tr>
<th>Storage Units</th>
<th>VFC-Enrolled Provider Site</th>
<th>Contacts</th>
<th>Provider Inventory</th>
</tr>
</thead>
<tbody>
<tr>
<td>New VFC providers or providers without an active program in myCAvax will have units migrated.</td>
<td>Active and suspended provider sites will be migrated over to myCAvax.</td>
<td>An account’s primary vaccine coordinator, backup vaccine coordinator, provider of record, designee, and medical staff / additional contact will be migrated.</td>
<td>The last on-hand inventory and last shipment for completed order will be migrated into myCAvax.</td>
</tr>
<tr>
<td>Existing providers with an active program will have their freezers updated with VFC.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Account Management Actions</th>
<th>Orders and Shipments</th>
<th>Transfers</th>
<th>Returns and Waste Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any pending provider actions in MyVFCvaccines will migrate to myCAvax.</td>
<td>The past two years of orders and shipments will be migrated.</td>
<td>The past two years of transfers will be migrated.</td>
<td>The past two years of returns and waste events will be migrated.</td>
</tr>
</tbody>
</table>
Appendix

Ordering Vaccine
Navigating to Place a Vaccine Order Request

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

<table>
<thead>
<tr>
<th>Program Location</th>
<th>Order Number</th>
<th>Product</th>
<th>Doses</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sample Location 101 - Vaccines for Children</td>
<td>0000101</td>
<td>IPV - Single Dose Vials - 10 Per Box</td>
<td>100</td>
<td>Approved</td>
</tr>
<tr>
<td>Sample Location 102 - Vaccines for Children</td>
<td>0000202</td>
<td>Adult Varicella - Single Dose Vials - 10 Per Box</td>
<td>50</td>
<td>Approved</td>
</tr>
</tbody>
</table>
Placing Vaccine Order Requests

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

Then, vaccines will appear in the table, grouped by type. ‘VFC On-hand Inventory’ information must be included for each vaccine you currently have on site.

As you input your VFC on-hand inventory and doses administered, your provider inventory will update. Cross-reference your reported inventory against myCAvax’s calculated provider inventory to ensure accurate reporting and efficient order approval.

Place your order request in ‘Doses requested’. A warning may appear if doses requested are above recommended order size.
If you request vaccine over the recommended order size, provide a justification in **Step 2 – Review Doses Requested and Confirm Additional Details**.

Additionally, confirm the address for your VFC program and shipping hours are accurate before submitting the vaccine for review (not pictured).
Submitting Vaccine Order Requests

Once successfully submitted, view your final vaccine order details confirmed on **Step 3 – Order Confirmation**.

See order details by clicking the unique ‘Order Number’. Click ‘View Orders’ to see all order history.
Submitting Vaccine Order Requests

Your entire order will have the same vaccine order number (e.g. B-12345). Each vaccine product within the order will have a unique line item ID.
Correcting Vaccines Orders

CDPH will review the submitted vaccine order request. If corrections are needed, you will receive an email notifying you of needed corrections.

Dear Sample Location 101 - Vaccines for Children Team,

Order B-041728 placed by PIN has been denied for the following reason: Missing or incomplete usage/inventory.

Guidance from CSR: 4:29: Please provide inventory for all vaccines, even if not ordering. If capacity, we recommend ordering 110 doses of the HPV vaccine.

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
Correcting Vaccine Orders

Login to myCAvax and make the needed order corrections by navigating to the **Orders** page and selecting the impacted **Order Number**. Make the required updates and resubmit the order for review.
Viewing Orders and Statuses in myCAvax

View the status of your vaccine order requests at anytime in myCAvax. By clicking the unique Order Number, view related details and review specific vaccine products ordered.

Search / filter for orders using the fields above.
Viewing Individual Vaccine Products Ordered in myCAvax

To find the unique ID for each vaccine product ordered:

1. Select the **Program Location** tab from the myCAvax homepage
2. On the ‘Vaccines for Children’ program page, select **View Program Location**
Viewing Individual Vaccine Products Ordered in myCAvax

3. Select the Related tab.
4. Scroll down to the Vaccines Ordered section and select the unique vaccine product Line Item ID to see details for that specific vaccine ordered.
Appendix
Reporting Waste / Returns in myCAvax
Navigating to Report Returns / Waste

To begin placing a waste or return report, log in to myCAvax and select the ‘Returns and Waste’ option from the main navigation bar or homepage.
After clicking ‘New Returns and Waste’, input your program location and provide required information.
Reporting Returns / Waste

View your submitted waste reports anytime from the ‘Returns and Waste’ table. If a return is required, that will be indicated by a checkmark in the table.