VFC 101: Placing a Vaccine Order Request

Tuesday, June 18, 2024
11:30 AM – 12:00 PM
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
The VFC program is live in myCAvax. Primary and backup vaccine coordinators can 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 can request multiple vaccine products in one order.
Preparing to Access the VFC Program in myCAvax

Primary and backup vaccine coordinators have been granted access to myCAvax based on the information provided in MyVFCvaccines.

- **If brand new to myCAvax**, your primary and backup vaccine coordinators should have received a myCAvax welcome email on **Monday, June 10, 2024**, asking them to finish setting up their myCAvax user account (if a new myCAvax provider).

- **If an existing myCAvax user**, your primary and backup vaccine coordinators can login to myCAvax using their existing credentials and the program will be added.

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

You can view up to two years of order history in myCAvax, which CDPH migrated from MyVFCvaccines.

NOTE: To learn how to report return / waste, attend a VFC 102 training.
Adding Frozen Storage Units

Be sure that you have at least one refrigerated storage unit and one frozen storage unit storing VFC vaccine logged in myCAvax. **If you do not, you will not be able to request VFC vaccines that require a freezer.** To add a freezer, you can:

1. Make a new storage unit and indicate that VFC vaccines are stored in it.
2. Add the VFC program to an existing storage unit accordingly (if your VFC vaccine is stored in a storage unit already tracked in myCAvax).

For more information on updating / adding storage units, view the [Managing Storage Units](#) job aid in the Knowledge Center (myCAvax login required).

If you need assistance adding a freezer, contact the VFC Customer Service Center.
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, please fill out the [Additional Vaccine Coordinator Request Form](#) on EZIZ. 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
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:

- **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:

- **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 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.
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.
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.
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.
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.
Placing Vaccine Order Requests

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.
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.
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.