

VFC Provider Training FAQs

This document is to support VFC providers through the transition from MyVFCvaccines to myCAvax. For the latest transition updates, visit [EZIZ](#).

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Getting Support

Q: How can I access the training slides and recording?

A: Find the deck and recording on <https://eziz.org/myvfcvaccines/move/>.

Q: How can I get technical system support (e.g., myCAvax system questions, account management, contact updates, password resets)?

A: Contact the Provider Call Center at myCAvax.HD@cdph.ca.gov or (833) 502-1245, Monday – Friday, 8 AM – 5 PM PT.

Q: Who can answer my VFC program questions (e.g. training, ordering, VFC policy)?

A: 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.

Q: Will my field representatives remain the same following the launch of the VFC program in myCAvax?

A: Yes, your VFC field representative will remain the same. Please reference our list of all VFC field representatives on [EZIZ](#).

Q: What’s the difference between EZIZ and myCAvax?

A: EZIZ is a website that hosts resources and communications for California's vaccine programs such as the Vaccines for Adults (VFA) and Vaccines for Children (VFC) programs. It also hosts the required training lessons for VFC, VFA, and LHD 317 program participation. Moving forward, MyVFCVaccines will no longer be in service and VFC Providers will use myCAvax to complete all MyVFCVaccines activities. The VFC Program will also use myCAvax to manage and approve vaccine orders, review enrollment applications, and conduct provider management activities.

Q: How can I access system job aids and support materials?

A: The Knowledge Center within myCAvax is your one-stop-shop for system job aids and support materials. Once you log in to myCAvax, navigate to the “Knowledge Center” page from the main navigation bar and find support materials sorted by topic. The “Knowledge Center” page may be under the “More” menu option.

Q: Will we have a new form for vaccine management plan?

A: The vaccine management plan has been recently updated to include multiple programs: <https://eziz.org/assets/docs/IMM-1122.pdf>.

Training / Recertification

Q: How will I complete the required EZIZ training after myCAvax goes live?

A: EZIZ will continue to host required system training through the [EZIZ training portal](#).



Q: Will I need to complete EZIZ training again in preparation for the system transition?

A: No, if your key practice staff have already completed the required EZIZ trainings during initial VFC enrollment and annual recertification, they do not need to complete the EZIZ trainings again.

Q: If I request an additional vaccine coordinator be added to our account, will they need to complete EZIZ training?

A: Training completion is required before system access will be granted. If they already completed the required EZIZ trainings during initial VFC enrollment and annual recertification, they do not need to complete the EZIZ trainings again.

Q: There are staff at my location who need to complete EZIZ training but will not have myCAvax system access. How will they complete the required training?

A: EZIZ trainings have a separate user account login from the myCAvax system. Staff may continue to take the EZIZ trainings using their EZIZ login.

Q: How will the transition to myCAvax affect the recertification process?

A: If you're an existing VFC provider, recertification will not be required upon migration to myCAvax. Recertification will follow the usual annual timeline.

Q: Will annual recertification continue through EZIZ?

A: Lessons will. But you will do the actual recertification in myCAvax.

Logging in to myCAvax

Q: If I already have an active myCAvax login to manage other state-funded vaccine programs (e.g. VFA), will I get a new login for VFC?

A: No, CDPH will automatically add the VFC program to your existing account, and your login credentials will not change.

Q: If I do not have myCAvax login credentials today, do I need to enroll in myCAvax / request system access?

A: No – if you are the primary or backup vaccine coordinator as identified in MyVFCvaccines, CDPH will create your provider location and user accounts.

Q: I had a myCAvax login at one point. When I try to log in now, it says my account is deactivated. What should I do?

A: CDPH will automatically reactivate your login credentials, provided you are listed as the primary or backup vaccine coordinator for your VFC program in MyVFCvaccines. No action is needed from you. If you routinely manage and order VFC vaccines and you are not the primary or backup vaccine coordinator, you may contact the Provider Call Center to request system access.

Q: How can I add the VFC program to my account?

A: You do not need to do anything to add VFC to your myCAvax account. CDPH will add the VFC program to your myCAvax homepage if you're already using myCAvax. If you are not yet a myCAvax user, CDPH will email you if you are listed as the vaccine coordinator or back up in myVFCvaccines.

Q: What will my login credentials look like for myCAvax?

A: You will log in to myCAvax using a unique username and password. You will not log in using your provider PIN and zip code, like in MyVFCvaccines.

Q: I am a vaccine coordinator and I have not received a welcome email from myCAvax yet. What should I do?

A: Please contact our Provider Call Center at (833) 502-1245 or via email at myCAvax.HD@cdph.ca.gov for assistance with your reactivation/login.

Q: When I log in to myCAvax, I don't have access to order through the VFC program. What should I do?

A: Please contact the Provider Call Center at myCAvax.HD@cdph.ca.gov and they can investigate and help you resolve the issue.

Q: My backup vaccine coordinator is on extended leave and will not be able to setup their login credentials within seven days of receiving the myCAvax welcome email. What should they do to get system access upon their return?

A: Upon return, they may contact the Provider Call Center to have it reactivated at myCAvax.HD@cdph.ca.gov or (833) 502-1245, Monday – Friday, 8 AM – 5 PM PT.

Q: Will my login credentials for myCAvax be different than my login credentials for My Turn?

A: You can log in to access My Turn and myCAvax using the same credentials.

User & Location Account Management

Q: I manage multiple sites, each with their own unique PIN #. How many logins will I have for myCAvax?

A: If you are listed as one of the vaccine coordinators at all sites, you will have one myCAvax login to manage all locations. Your user account will be set up so you can access all the PINs you are associated with.

Q: When will the organization vaccine coordinator role be available?

A: CDPH anticipates releasing the organization vaccine coordinator role in myCAvax in mid-July 2024.

Q: Can our program's Provider of Record also be our primary vaccine coordinator?

A: Yes – key practice staff can have multiple roles.

Q: Will only primary and backup vaccine coordinators be able to order vaccines moving forward?



A: The primary and backup vaccine coordinators will have access to the VFC program in myCAvax and thus have access to vaccine management functions, such as ordering. Additional vaccine coordinators will also have access to place vaccine order requests should your clinic choose to add them. To add an additional vaccine coordinator, complete the form on [EZIZ](#).

Q: Will my Provider of Record have myCAvax system access?

A: Only if they are also a primary, backup or additional vaccine coordinator. If their only role is Provider of Record, they will not have system access or login credentials.

Q: Does the Provider of Record need to be a doctor?

A: The Provider of Record (POR) can be a MD, PA, NP, PharmD or certified nurse midwife. The POR is responsible for the practice's overall compliance with VFC program requirements and is typically licensed as a medical doctor, doctor of osteopathy, nurse practitioner, physician assistant, pharmacist, or a certified nurse midwife with prescription-writing privileges in the state of California.

Q: Will our backup vaccine coordinator receive the same communications and have the same system access as the primary vaccine coordinator?

A: Yes, your backup vaccine coordinator should have received an email on June 10, 2024, to setup their myCAvax login credentials (if not an existing user). They will have the same system access and receive the same communications as the primary vaccine coordinator.

Q: Can I have multiple organization vaccine coordinators?

A: No, only one organization coordinator is allowed per organization.

Q: A third person is routinely involved with VFC vaccine ordering and management, and they are not the primary or backup vaccine coordinator. How can they get system access?

A: If you have a third person who is regularly involved with VFC vaccine ordering and management, they may be granted myCAvax system access as an additional vaccine coordinator. Complete the request from on [EZIZ](#) and contact the VFC Customer Service Center.

Q: How can I change my primary, backup, or additional vaccine coordinator?

A: Contact the Provider Call Center at myCAvax.HD@cdph.ca.gov or (833) 502-1245, Monday – Friday, 8 AM – 5 PM PT.

Q: How will I update information related to my clinic (e.g., storage units, data loggers, etc.)?

A: Update all clinic details in myCAvax. EZIZ is our VFC program website, which will house important program materials and communications. Check out the '[Managing myCAvax Provider Accounts](#)' job aid in the Knowledge Center. **NOTE:** You must log in to myCAvax before accessing the above link.

Q: What should I do if some program locations are not showing up in the search box?

A: Users will only see the program locations where they are listed as a Primary Vaccine Coordinator, Backup Vaccine Coordinator or Additional Vaccine Coordinator. If there is a location that you believe your account should be connected to, but isn't, contact Provider Call Center at (833) 502-1245 or by email at myCAvax.HD@cdph.ca.gov.



Q: Do I need to add our private vaccine fridge and freezer to storage units?

A: If your private vaccine refrigerator and freezer do not store any VFC vaccines, you do not need to include it in myCAvax. Only include the storage units that are storing publicly purchased vaccines.

Q: Where can I edit / update the storage units for my practice on myCAvax?

A: When you log in, on the VFC tile, click 'Program Locations' from the tile dropdown menu, or choose the 'Program Locations' tab from your main navigation bar. Then click the blue 'View Program Location' hyperlink. On the Program Location page, click the blue hyperlink under 'Account Name.' You will be taken to the Details tab of your Account, then click on the Related tab and scroll down until you see the 'Storage Units' section. You can edit / update your storage capacities there. If you need assistance, 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.

Q: Is there a limit to the number of storage units that I can add to my account?

A: No, there is not a limit to the amount of vaccine storage units that you can add to your account. All units should be added. If any unit is no longer in use, it will need to be marked as "no longer in use."

Q: Can we have our DDL calibrated when expired instead of replacing them?

A: Absolutely. To ensure your device is properly calibrated, please refer to this resource: <https://eziz.org/assets/docs/IMM-1119.pdf>.

Q: How can we get our clinic moved to a more frequent ordering cycle?

A: The order frequency is determined by the volume of doses ordered in the previous calendar year. If you have had an increase in patient population, CDPH can review ordering for the current year. If your current year ordering has bumped you up to the next order frequency, CDPH will update it for you.

Q: My location will be closed for a holiday. How do I reflect that in myCAvax?

A: If your location will be temporarily closed for a holiday or sudden infrequent closure, you will be able to set a temporary closure between the impacted dates on your location. Setting a temporary closure will show on all programs under one location. This functionality will allow CDPH to review and exclude any necessary orders from processing and delivery during your closure to avoid shipment incidents.

Vaccine Orders / Management

Q: How will I report doses administered in this new system?

A: Dose reporting procedures do not change – continue to follow your normal process (e.g. reporting directly to CAIR, reporting through My Turn, etc.).

Q: How will archived orders be accessible on myCAvax?

A: CDPH is migrating two years of order history from MyVFCvaccines to myCAvax.



Q: When placing an order request, will my order progress automatically save?

A: It won't save automatically, but you can click the 'Save as draft' button to save your progress and finish/submit your order at a later time.

Q: After I place an order, how long will it take to be approved?

A: The amount of time it takes for the order to be approved depends on whether the reported inventory/usage on the order matches what is expected based on last order information, and whether there is additional follow up needed by the field representative. Typically, if all inventory is accounted for and no follow up is needed by the field representatives, the order should be reviewed and approved within a couple business days. Once an order has been approved it will be sent to McKesson/manufacturers for fulfillment. Orders sent for fulfillment can take up to 15 days to be filled.

Q: Where can I find the VFC inventory sheet?

A: You can still access VFC documents on EZIZ, including the physical inventory form. You can find this form and the updated storage and handling documents here: <https://eziz.org/resources/storage-handling-job-aids/>.

Q: Do we need to return expired vaccines?

A: Yes, please return all expired VFC vaccines after expiration and report the expired vaccine as soon as possible. Once CDPH has processed your returns and waste report, you should receive the return label within one business day. If you need assistance with your VFC return label, please contact the VFC helpdesk via email at myfvcvaccines@cdph.ca.gov or phone at (877)243-8832.

Q: When returning wasted vaccines, do they need to be shipped back in a refrigerated container?

A: No, wasted vaccines do not need to be returned in refrigerated temperatures since the vaccines are no longer viable. You can ship them back in a regular shipping container/box.

Q: Do I need to return wasted COVID-19 vaccines, or just report them to VFC?

A: All wasted COVID-19 vaccines ordered through BAP or VFC need to be reported in myCAVax and returned to McKesson if spoiled or expired.

Q: If there is an excursion event and the vaccines are no longer viable, will we also have to submit a waste report?

A: Yes, you will have to submit a separate waste report.

Q: When should we return flu vaccines?

A: Please continue to store and administer flu vaccines until they expire. We don't have a process for accepting viable vaccines. They can be transferred to another VFC provider if there is one who needs flu vaccines. On July 1, 2024 after the flu vaccines have expired, submit a return on myCAVax and send any unused doses back to McKesson.

Q: Are we required to order COVID-19 vaccines?

A: Yes, VFC Providers are required to offer all ACIP recommended vaccines for VFC eligible populations.

Q: When will the ordering open for flu vaccines for the 2024-2025 season?

A: We will be sharing guidance mid-late July. Flu ordering will begin when we receive inventory for the 2024-2025 season at McKesson. More information about flu ordering will be communicated with providers as we get closer to opening ordering.

Q: Will I be able to update my vaccine management plan on myCAvax?

A: myCAvax will not host an electronic version of the vaccine management plan, so any updates to your plan will need to be completed on your paper vaccine management plan (which should be posted somewhere accessible to all your VFC team members).

Q: How often can I submit a vaccine order request in myCAvax?

A: Continue placing vaccine order requests following your normal VFC order frequency. You will be able to request multiple vaccine products in one order.

Q: How can I see what the order frequency is for my account?

A: You will be able to see the order frequency in your Program Location and you will see your order frequency when you place vaccine orders.

Q: How do I find my quantity since last order?

A: To view your order history, update the date range on the 'Vaccine Orders' page to include the date of your prior orders. Clicking on the order number will allow you to see the order information. **NOTE:** Orders migrated from myVFCvaccines will not show on-hand inventory information, only vaccines ordered. The Provider Inventory field on migrated orders represents your last reported on-hand inventory.

Q: Will all vaccines be listed and available for ordering each time I place a vaccine order request?

A: All vaccines offered through the VFC program will display on the order form.

Q: Can I use the VFC order forms to prepare my vaccine inventory information before ordering?

A: Yes! CDPH encourages providers to complete the [paper forms](#) ahead of time so you may enter vaccine inventory information quickly into myCAvax.

Q: Where can I see the shipment history with tracking number?

A: On the Program Location, Related tab, a list of Vaccine Orders / Vaccine Ordered.

Q: What if I don't need to order every vaccine on the order form?

A: It is the same process as with MyVFCvaccines. You need to report your on-hand inventory for all vaccines, then, request doses for what you are low on. If you do not have a specific brand on-hand and will not be ordering that product, you may leave the fields blank.

Q: Do I need to input inventory information for every vaccine product?



A: Yes, that has not changed. Providers are still required to report all hand inventory regardless of if you are requesting doses when placing vaccine orders.

Q: How soon will returned / wasted doses be reflected in my virtual inventory?

A: Returns and waste will be reflected in your virtual inventory in myCAVax once submitted.

Q: Do we need permission from our VFC field rep to transfer vaccines?

A: Yes, permission from VFC staff is required before transferring VFC vaccines to another VFC provider. Approval to transfer vaccines can be received from your field rep or you can contact VFC Customer Service to get approval to transfer.

Q: When selecting a location to send transfers, can I pick any place?

A: The receiving provider for a vaccine transfer must also be an active participant of the program. So, VFC providers can only transfer to active VFC providers, but will need to request authorization first to ensure that the receiving provider is in good standing. You can contact the VFC Program for further assistance.

Q: How soon will transferred doses be reflected in my virtual inventory?

A: Inventory will decrement from the sending location upon submission and inventory will increase for the receiving location upon acceptance. **NOTE:** Transfers will need to be approved by the VFC team.

Q: Will I be able to see previous transfers through myCAVax?

A: Yes, previous transfers from MyVFCVaccines were migrated to your myCAVax program location account.

Q: Are the excursion reports still going to be SHOTS reports?

A: Excursions in myCAVax are equivalent to SHOTS in MyVFCVaccines. You need to report all temperature excursions for your VFC vaccines in myCAVax under the Excursions tab. Instead of a SHOTS number, you will get a myCAVax ID (batch excursion number).

Q: How soon after an excursion event do I have to report it?

A: Please report temperature excursions in myCAVax as soon as it is discovered. You will need to contact the manufacturer to receive a vaccine stability determination.

Q: When reporting the max and min temperature for an excursion report, do I report the range from the excursion or what the min and max of the excursion was?

A: On the excursion report form you will need to report the minimum temperature that the vaccines were exposed to and the maximum temperature. You will also need to enter the timeframe of the excursion.

Q: When entering temperatures with a decimal point, I keep getting a warning message. What should I do?

A: We are aware of this issue. When submitting with a decimal point, you will receive that warning. Since it's only a warning, you will be able to submit. Please note when you submit a number with two



decimal points (i.e. -24.10), it will round to one decimal point (i.e. -24.1). We hope to resolve this warning in a future update.

Q: Where can I find the numbers to call the manufacturers for an excursion event?

A: Please find that information in this EZIZ page:

<https://eziz.org/assets/docs/Memo/2024June5S%26HTempExcursionReporting.pdf>.

Q: If I call the manufacturer for an excursion event and they indicate that the vaccines are okay to use, do I still have to submit the excursion event?

A: Yes, you need to report the excursion event in myCAvax and document the manufacturer's stability determination.

Q: Do I have to wait for a response from myCAvax to be able to use the vaccines after an excursion was submitted and the manufacturer determined it was okay to use?

A: Once you receive the manufacturer's stability determination, please post these details on the excursion report you submitted in myCAvax. Once updated, you may proceed with administering the vaccines if deemed viable.

Q: If multiple vaccines are involved in an excursion event, can I submit them all in an excursion report?

A: There is the option to add multiple vaccines to excursion reports. At the bottom of the table where you provide inventory information there is an option to 'Add blank row', and when clicked it will add a new, blank row to the inventory section.

Q: How can I print out a copy of my submitted vaccine order request?

A: You can use the print screen option from your browser if you want a copy of the order form.

Q: How will I know if the inventory information that I submitted does not match what CDPH has on record?

A: The myCAvax system will show you the discrepancies in the 'Provider Inventory' column. If there is a discrepancy, myCAvax will not prevent you from submitting your order. When the VFC program receives your order, you may be asked to submit corrections before approval.

Q: If there is an error when placing an order, will I get an email to make correction?

A: If there are corrections that will be needed, the Primary Vaccine Coordinator and Backup Vaccine Coordinator should receive an email notification that corrections are needed and what specific items need to be addressed.

Q: How does CDPH calculate my virtual 'Provider Inventory' number?

A: Your 'Provider Inventory' is calculated based on shipments received, returns / waste, transfers, and doses administered. When you are filling out the order form, the system will also consider the 'Doses Administered' that you input on the order form.

Q: What does it mean if the 'Provider Inventory' number is negative?



A: A negative provider inventory means your reported usage is greater than your system-estimated inventory. If you think the system calculation for the number of doses you need to account for is off, contact VFC Customer Service at (877) 243-8832.

Q: Once I input the lot numbers for my on-hand inventory, will the expiration dates pre-populate?

A: No, you will need to manually enter the expiration date as well.

Q: Can I input multiple lot numbers when reporting my on-hand inventory?

A: Yes, you can input multiple lot numbers when reporting your on-hand inventory.

Q: When submitting a vaccine order, will I be able to input an order outside of the recommended amount?

A: Yes, you may place an order outside of the recommended amount. If your order exceeds the recommended order size, you will be prompted to select a reason for why you are ordering more than the recommended amount. If clarity or additional information is needed about the requested amount, your VFC field representative will request corrections or additional information.

Q: Can I submit a supplemental order in myCAvax?

A: Contact the VFC Customer Service Center who can assist you with placing a supplemental order in myCAvax.

Q: Will I still receive emails if a VFC order needs to be edited and when it has been approved / when the order has shipped?

A: You will continue to receive emails when there are corrections needed to your order and when approved orders have been sent to CDC for fulfillment. Emails will be sent to the primary vaccine coordinator and backup vaccine coordinator.

Q: What happens if vaccines get lost in shipment?

A: If you are missing your vaccine shipment, please fill out a shipment incident report in myCAvax. If the order was from Merck, you will also need to fill out the Merck online shipping incident form.

Q: If I want to switch a product, do I still need to fill out a request?

A: Yes, if you need to switch to a different vaccine brand from what you have historically ordered, please fill out and submit the Request Form to Update Vaccine Brand Products Administered: <https://eziz.org/assets/docs/IMM-1377.pdf>.

Enrollment

Q: I need to enroll a new site in the VFC program. I'm gathering the needed materials now. What should I do?

A: CDPH recommends beginning the process now, as described on EZIZ (i.e., take the lessons, prepare equipment, get resources, and gather required information to submit your application). VFC



enrollment submission will be temporarily closed Friday, May 24, 2024 – Monday, June 10, 2024. On Monday, June 10, 2024, navigate to myCAvax and submit your enrollment application there.

Site Visits

Q: Will site visits be conducted in myCAvax?

A: Our VFC program team will conduct the site visits and record findings in myCAvax.

