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.

Directions: <u>Click on a category to be directed to related FAQs</u>.

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: 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). It also hosts the required training lessons for VFC, VFA, and LHD 317 program participation. On June 10, 2024 and 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 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 login 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.

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.

Logging in to myCAvax

Q: If I already have an active myCAvax login to manage other state-funded 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 login 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. After the program goes live in myCAvax on June 10, 2024, 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 login to myCAvax using a unique username and password. You will not login using your provider PIN and zip code, like in MyVFCvaccines.

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 login 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 setup so you can access all the PINs you're 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 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: 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 will receive 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. Contact the Provider Call Center on / after June 10, 2024, to request an additional vaccine coordinator be added to

your account. Be sure that your additional vaccine coordinator has completed EZIZ training before requesting access.

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 on / after June 10, 2024.

Q: Our vaccine coordinators in MyVFCvaccines are supervising MDs and not staff responsible for ordering / managing vaccine. How do I grant staff system access?

A: Change the primary and backup vaccine coordinator information in MyVFCvaccines by Friday, May 24, 2024 at 5 PM PT to ensure your staff who routinely request and manage VFC vaccines are granted myCAvax system access.

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 login to myCAvax before accessing the above link.

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.

Q: I have vaccine at my location that will expire on May 30, 2024. How should I file that waste event?

A: Do not record vaccine inventory management tasks in MyVFCvaccines after May 24, 2024. Between May 24, 2024 – June 10, 2024 CDPH recommends recording all transfers, waste / returns, shipment incidents, and excursions on paper. Then, when myCAvax goes live on Monday, June 10, 2024, record those events in myCAvax.

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 (that 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: 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: 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: 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: 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's a discrepancy, myCAvax will not prevent you from submitting your order. When the VFC program receives your order, we may ask you to submit corrections before approval.

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're filling out the order form, the system will also consider the 'Doses Administered' that you input on the order form.

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: 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.

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 Visit

Q: Will site visits be conducted in myCAvax?

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