Getting Started with myCAvax

Wednesday, May 22, 2024
10 AM – 10:30 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”
Housekeeping

Today's session is being recorded and will be accessible on the Knowledge Center in myCAvax on Monday, June 10, 2024.

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

If myCAvax system support is needed, contact the Provider Call Center at myCAvax.HD@cdph.ca.gov or (833) 502-1245 Monday through Friday, 8 AM – 5 PM PT.

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

- The VFC Program in myCAvax
- Logging into myCAvax as a VFC Provider
- System Demo – Navigating myCAvax
- Q&A
- Upcoming Webinars
- Appendix
The VFC Program in myCAvax
As CDPH continues to modernize, we are aligning all our publicly funded programs (including VFC) to one single system – myCAvax. VFC vaccine ordering, and other related VFC activities will go live in myCAvax on Monday, June 10, 2024.

MyVFCvaccines was built over 10 years ago, and CDPH is utilizing this opportunity to enhance the robust system built for COVID-19 to also accommodate non-COVID-19 programs.

Some benefits of this transition include:

- Improved access & security
- Centralized platform to include all state-funded programs
- Modernized system to enhance user experience
- Expanded data metrics and robust reporting

CDPH is migrating your provider PIN information into myCAvax. Once live, VFC providers will be able to easily manage the entirety of their VFC vaccine inventory in myCAvax, including:

- Order and manage VFC vaccine inventory
- View support resources in the Knowledge Center
- View key historical data for the VFC program (2 years of orders, returns, and transfers)
What is myCAvax?

myCAvax is a state-wide centralized system for health care providers to enroll in various state-funded vaccine programs. Providers can place vaccine order requests and manage vaccine inventory for the state-funded vaccine programs that they participate in.

myCAvax currently supports the Bridge Access Program, State General Fund, Outbreak, Vaccines for Adults, and LHD 317 programs. myCAvax also supports the My Turn system, which allows patients to book vaccine appointments and clinicians to manage vaccine administration.
VFC Upcoming Provider Actions

**By Friday, May 24, 2024**

**Vaccine Orders:**
- Submit VFC orders in MyVFCvaccines by Friday, May 24.
  - NOTE: If your routine order is due during or shortly after our blackout period, consider submitting a new order by Friday, May 24 to maintain vaccine supply and ensure vaccine availability for your VFC-eligible patients.
- Submit transfers, waste, returns, and storage and handling incidents into MyVFCvaccines alongside orders.

**Account Management:**
- Review and update Primary and Backup Vaccine Coordinator information in MyVFCvaccines.
- Update expired data loggers.
- Ensure certificate of calibration is valid.

**Training:**
- Register to attend VFC provider trainings (links provided at end of this training).

**Monday, May 27, 2024 – Friday, May 31, 2024**

**Vaccine Orders:**
- VFC program team reviews and approves submitted orders.
- If order corrections are needed, submit corrections in MyVFCvaccines as soon as possible.
- NOTE: After Friday, May 31, any unapproved MyVFCvaccines orders must be resubmitted by VFC providers in myCAvax after go-live.

**Training:**
- Register to attend VFC provider trainings (links provided at end of this training).

**Monday, June 10, 2024**

**Go Live:**
- Log in to myCAvax as VFC program is live.
- Submit VFC vaccine orders, returns, transfers, etc. in myCAvax.
- Contact the Provider Call Center for support via phone or email when needed.
- Conduct all VFC program activities in myCAvax moving forward. Do not log in to MyVFCvaccines to manage or order VFC vaccine.

**Account Management:**
- Review and update expired certificate of calibration on storage units to place VFC vaccine order requests in myCAvax.

**Training:**
- Continue to attend VFC trainings and VFC office hours (links provided at end of this training).
Logging into myCAvax as a VFC Provider
Preparing to Access the VFC Program in myCAvax

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.**

- Be sure your vaccine coordinator information is up to date in MyVFCvaccines by **Friday, May 24, 2024**. Unlike MyVFCvaccines, in myCAvax, each user will need to log in with their own unique credentials.
- 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.

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

You must login 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 Provider Call 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.
First Time Login to myCAvax as a VFC-Only Provider

Primary and backup vaccine coordinators, identified in MyVFCvaccines prior to system transition, who do not have myCAvax access will receive a welcome email from no-reply-mycavax@cdph.ca.gov on Monday, June 10, 2024. Once password setup is complete (which must be done within 7 days), you will be able to login to myCAvax and manage VFC vaccine.

Welcome Email

Password Creation
1. Mark **no-reply-mycavax@cdph.ca.gov** email as a safe sender before Monday, June 10, 2024 to ensure you receive the welcome email.

2. If issues logging in on June 10, contact the Provider Call Center at myCAvax.HD@cdph.ca.gov or (833) 502-1245 Monday through Friday, 8 AM – 5 PM PT.

**Welcome Email**
Accessing myCAvax Day-to-Day

Navigate to mycavax.cdph.ca.gov and input your login credentials. Click login, and you will be taken to the myCAvax homepage. Each user will need their own unique login credentials.
Demo: Exploring myCAvax
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”
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 place a vaccine order request in myCAvax with an opportunity for Q&A. This training is intended for VFC key practice staff who will be responsible for requesting VFC vaccine in myCAvax (e.g., primary and backup vaccine coordinators). CDPH is offering four sessions of this live training. The content is repeated, so you only need to sign up for one of the following webinars:

- **Thursday, May 30, 2024, from 9 – 9:30 AM**
- **Thursday, June 6, 2024, from 9:30 – 10 AM**
- **Tuesday, June 11, 2024, from 12 – 12:30 PM**
- **Tuesday, June 18, 2024, from 11:30 AM – 12 PM**

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 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

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

Your feedback is important to us. Please complete this two-question survey.
Appendix
For post-training reference
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>
On **Monday, June 10, 2024**, VFC providers will log in to myCAvax and be able to:

- View and place orders
- View and place transfers*
- View and report waste or returns
- Report shipping incidents
- Report excursions*

*NOTE: Reporting transfers and excursions in myCAvax are dependent on having up-to-date vaccine storage and temperature monitoring equipment logged in myCAvax.

**NOTE:** Expired Digital Data Loggers (DDLS) and vaccine storage unit information may have to be validated or confirmed to place an order.

As we transition the VFC program from MyVFCvaccines to myCAvax, the below policies / procedures will stay the same:

- Information required to place orders will not change – doses administered and on hand inventory will still need to be reported.
- Timeframes for order submission and order processing will not change.
- Providers will still receive email confirmations once orders are approved and are being filled by McKesson or directly (Merck / Pfizer).
- Providers will still be able to receive shipping labels for returning doses.
Navigating myCAvax: Homepage

Upon logging in to myCAvax, important messages from CDPH will appear under 'myCAvax Program Messages'.

Welcome VFC Primary

VFC Vaccines for Children - Home

myCAvax Program Messages

- Please register for the California CDPH Immunization Updates for Providers webinar here: Friday Provider Webinar Zoom Registration Link

Order Vaccine
Submit a new vaccine order request.

Returns and Waste
Report loss due to Returns and Waste.

Excursions
Report Loss due to temperature excursion.

Create an order
Navigating myCAvax: Navigation Bar

A navigation bar is always visible, which you can use to move between pages in myCAvax. Be sure to click ‘More’ to view all page options! Let’s explore some commonly used pages together.
Navigating myCAvax: Program Location

To view relevant information about your VFC program location, click the ‘Program Location’ tab and select ‘View Program Location’.
Navigating myCAvax: Program Location

On the ‘Details’ tab for your program location, you can view and update your:

- VFC program location status (view only)
- VFC program location address (select fields only)
- Hours of availability to receive VFC vaccine shipments

Click your ‘Account Name’ to view and edit details related to your provider account.

NOTE: If questions, check out the ‘Managing myCAvax Provider Accounts’ job aid in the Knowledge Center.
On the ‘Details’ tab of your provider location, you can view account details, change your location address, and add a temporary closure.

NOTE: If questions, check out the ‘Managing myCAvax Provider Accounts’ job aid in the Knowledge Center.
Navigating myCAvax: Provider Location

On the ‘Related’ tab of your provider location, you can view a list of all vaccine programs your location participates in, along with associated program staff.

You can also add, edit, and retire storage units, among other capabilities.

NOTE: If questions, check out the ‘Managing myCAvax Provider Accounts’ job aid in the Knowledge Center.
Navigating myCAvax: Vaccine Orders

If you’d like to place or view a VFC vaccine order request, click ‘Vaccine Orders’ from the main navigation bar. You can view and place orders on the ‘Vaccine Orders’ page.

NOTE: To learn more about how to place a vaccine order request, attend one of our upcoming trainings!
Navigating myCAvax: Vaccine Orders

Click ‘New Orders’ to place a vaccine order request. Search and filter historical orders using the ‘Search Orders’ fields. Sort orders by column header, ascending or descending.

View the details and status for historical orders by selecting the order number.
Navigating myCAvax: Vaccine Inventory

If you’d like to report a shipment incident, transfer, return / waste, or excursion, click ‘Vaccine Inventory’.

**NOTE:** To learn more about how to manage your vaccine inventory in myCAvax, attend one of our upcoming trainings!

Each vaccine inventory management task has its own landing page, where you can view a summary of past reports and create new ones. In this example, we’re viewing the shipment incidents page.
Navigating myCAvax: Vaccine Inventory

Click ‘New Shipment Incident’ to create a new shipment incident. Search the table using the fields available in ‘Search Shipment Incidents’. Filter the table by column header, ascending or descending.

NOTE: This basic navigation applies to all other vaccine inventory reports.
Navigating myCAvax: Vaccine Inventory

View the details for previously-reported shipment incidents by selecting the unique shipment incident ID. **NOTE:** This basic navigation applies to all other vaccine inventory reports.
Navigating myCAvax: Knowledge Center

If questions about navigating myCAvax, check out the job aids in the Knowledge Center!
Understanding Accounts in myCAvax

**Provider Organization**
A Provider Organization is the parent company of a location (e.g. parent FQHC).

**Provider Location**
A Provider Location is a specific site where a provider receives vaccine shipments and administers vaccine to patients.

**Program Location**
A Program Location houses program-specific information for each vaccine program at one Location. A single Location may have multiple Program Locations (e.g. VFC, VFA, SGF).
Understanding Accounts in myCAvax