

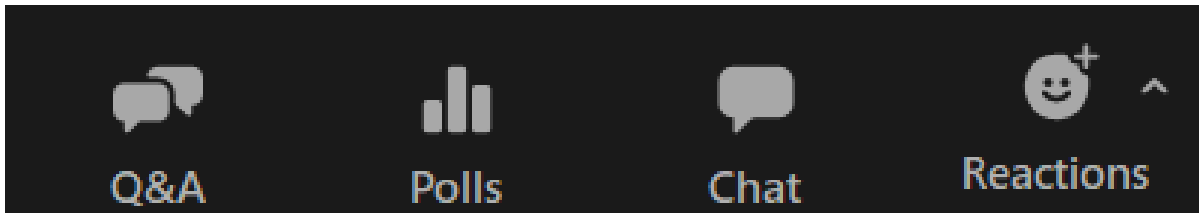
California Department of Public Health Immunization Updates for Providers

Friday, December 1, 2023

9:00AM – 10:30AM

Questions

During today's webinar, please use the Q&A panel to ask your questions so CDPH subject matter experts can respond directly.



Resource links will be
dropped into, “Chat”



Housekeeping

Reminder to Panelists:



Please mute yourself when not speaking.

Please monitor the Q&A panel for questions you may be able to answer.

Reminder to Attendees:



Today's session is being recorded. For slides, webinar recordings, and other postings, see the

[CDPH Weekly Immunization Updates for Providers](#)



To be added to the CDPH email messaging listserv for providers, please email your request to billiedawn.greenblatt@cdph.ca.gov

If you have post-webinar-related questions, please email leslie.amani@cdph.ca.gov

Agenda: Friday, December 1, 2023

No.	Item	Speaker(s)	Time (AM)
1	Welcome and Announcements	Leslie Amani (CDPH)	9:00 – 9:05
2	CDPH Information and Education	Edgar Ednacot, PhD (CDPH)	9:05 – 9:10
3	COVID-19 Treatments – Public Communication	Monice Wong (CDPH)	9:10 – 9:15
4	COVID-19 Vaccine Administration Data	Hailey Maeda (CDPH)	9:15 – 9:20
5	RSV Immunization Uptake in California	Timothy Lo (CDPH)	9:20 – 9:25
6	Pharmacy Medi-Cal Rx Update	Edward Salaguinto, PharmD, RPh (CDPH)	9:25 – 9:30
7	Vaccine Management	Josh Pocus (My Turn) and Claudia Aguiluz (myCAvax)	9:30 – 9:40
8	Resources and Q&A	Leslie Amani (CDPH)	9:40 – 10:30
Thank you!			

Announcements

Leslie Amani, CDPH



Plan Ahead: Holidays and Webinar Cancellations

The CDPH Immunization Updates for Providers are cancelled on the following dates:

- Friday, December 22, 2023
- Friday, December 29, 2023

Happy Holidays!



California Immunization Coalition (CIC) Webinar

Overview: The California Immunization Coalition, in partnership with the American Academy of Pediatrics (AAP) - California Chapters, invites you to attend a webinar to discuss Maternal RSV Immunization, especially during the nationwide Nirsevimab shortage.

Date: Tuesday, December 5, 2023

Time: 12PM, PST

[Register here](#)

Webinar objectives: To provide a brief introduction and update to the issues surrounding the Nirsevimab shortage in California followed by a Q&A with obstetrician: Jennifer Thompson, MD, Vanderbilt University, ACOG liaison to the AAP, and Pharmacist: Jeff Goad, Pharm.D., MPH, APh.





Vaccines for Children (VFC) Afternoon TEAch Webinar

**Save the date for our next VFC TEAch Webinar:
“What’s New with Winter Respiratory Viruses?”**



When: Thursday, December 7, 2023, at 12pm – 1pm (PT)

Topics:

- Clinical recommendations on Maternal RSV vaccine
- Vaccine storage and handling updates
- VFC recertification process: recommendations and updates

Description: This Afternoon TEAch webinar will cover what's new with Winter Respiratory Viruses, specifically as related to the Vaccines for Children (VFC) program.

When: Thursday, December 7, 2023

Time: 12PM – 1PM, PT

[Register here](#)



Upcoming Crucial Conversations Webinar

Topic: Having Respectful and Caring Immunization Conversations with Older Adults in Black, Indigenous, People of Color (BIPOC) Communities

Description: Discover the current landscape of respiratory viruses for older adults and learn key messages for addressing common vaccine concerns among older adults in BIPOC communities.

Speaker: Asha Shajahan, M.D., MHSA

When: Wednesday, December 13, 2023

Time: 12PM - 1PM, PT

Please register [here](#)

Crucial Conversations

Upcoming Webinar:
Having Respectful and Caring Immunization Conversations with Older Adults in BIPOC Communities

Please join
Asha Shajahan, M.D., MHSA

Find out more about the current landscape of respiratory viruses for older adults, and learn key messages for addressing common vaccine concerns among older adults in BIPOC communities.

**Wednesday, December 13th, 2023
12:00PM - 1:00PM PT**

Register here!

#THIS IS OUR SHOT #VACU NATE YA

California Department of Public Health

CDPH Office of Communications



Suggested Messages: Respiratory Virus Risk During Holiday Travel and Gatherings

Share messages on social media reminding people to take precautions to prevent respiratory viruses as they gather for the holidays, and as they embark on holiday travel.

Tips: Stay up to date on COVID-19 and flu vaccines, wear a mask in crowded indoor spaces like airports and planes, wash hands frequently, and stay home if sick. Learn more about preventing respiratory viruses.

Suggested message: Traveling for the holidays? Reduce your risk of catching respiratory viruses like COVID-19, flu, and RSV. Be sure you're up to date on your COVID-19 and flu vaccines, consider wearing a mask in crowded indoor spaces like airports and planes, and wash your hands frequently. Don't travel, and stay away from others, if you're sick. Visit My Turn to schedule your vaccine. Learn more about respiratory virus prevention: go.cdph.ca.gov/respiratory-viruses #SlowTheSpread.



Provider Poll: Your feedback is Appreciated!

1. How long have you been attending the CDPH Friday Provider Webinars?
 - ☐ 0 – 3 months
 - ☐ 3 – 6 months
 - ☐ 6 – 12 month
 - ☐ 1 – 2 years
 - ☐ 2 years plus
2. What updates do you find most valuable from the Friday Provider Webinars (Please choose all that apply)?
3. Please share other CDPH Immunization Branch Updates you would like to hear more about.
4. Would you recommend the weekly Friday Immunization Updates for Providers webinar to other healthcare professionals?
5. Is there anything else you would like to share with the CDPH IZB regarding the weekly Friday Provider Webinar?

CDPH Information and Education National Influenza Vaccine Week

Edgar Ednacot, PhD, CDPH



- Late Season Flu Vaccination Campaign
- Communication Toolkit:
 - Social Media Messages
 - Template Matte Release
 - Sample Newsletter Blurb
 - Patient Reminder Messages

December 4-8, 2023, we will observe National Influenza Vaccination Week, a reminder for everyone 6 months and older that there's still time to get a flu vaccine this season.

Samples: Social Media Toolkit



COVID-19 Treatments – Public Communication

Monice Wong, CDPH



Awareness Campaign Resumed!

Radio, social media, and digital media to increase awareness of COVID-19 treatments resumed on November 13, 2023. Running in English and Spanish until January 15, 2024!

All targeted to older than 50 population

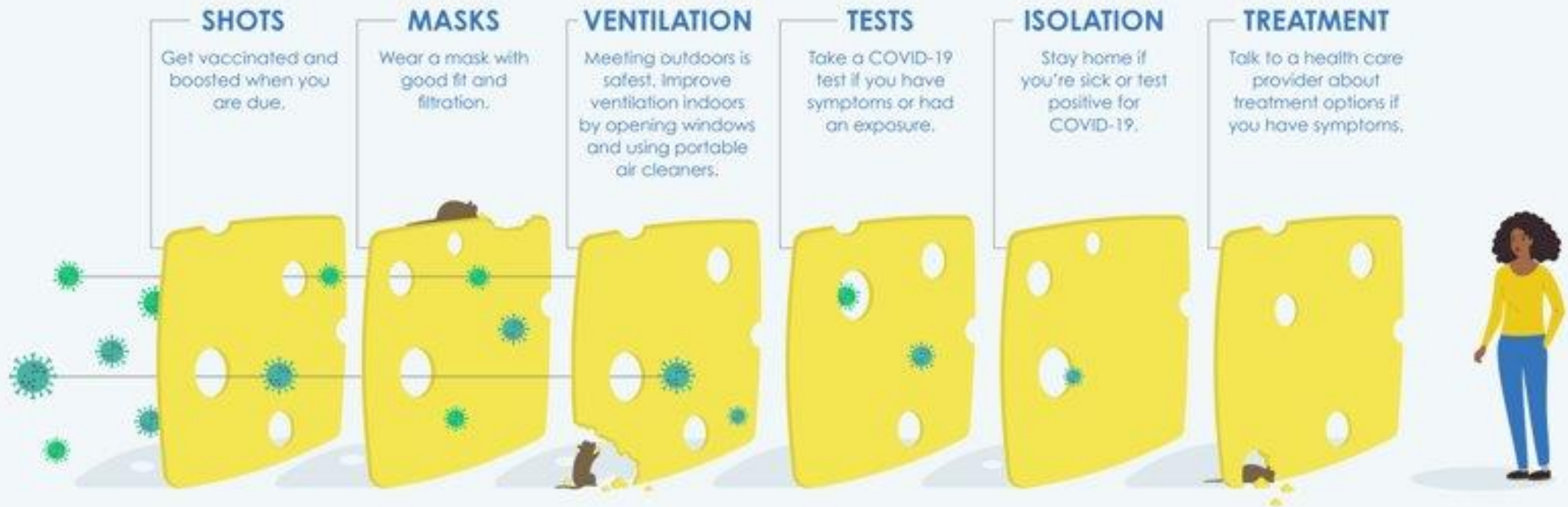


Helpful Messaging Practices

- **"COVID-19 Medications"** or **"COVID-19 Prescription Medications"** rather than "COVID-19 Treatments"
- **Free?:** While government-purchased supplies last, the medications are free whether or not you have insurance or citizenship status
- **Emphasize:** Must be taken within the first 5 days of symptoms (don't wait until symptoms get worse!)
- **Remind:** Recommended for most adults (and some teens). Many don't know that they have eligible conditions.
- **Clarify:** For both vaccinated and unvaccinated

SMARTER Steps Protective Layers

No single intervention is perfect at preventing the spread of COVID-19. However, the more **"SMARTER Steps"** you take, the safer you, your family, and your community are against COVID-19.



COVID-19 Virus



Misinformation Mouse



<https://bit.ly/CASmarterSteps>

Toolkit: Handouts, Graphics, Videos, Wallet Cards



TEST IT. TREAT IT. YOU CAN BEAT IT.

Taken within the first 5-7 days of symptoms, COVID-19 medication is serious and may help.

1 快快检测

2 快快治疗

3 助你好好康复

有新冠药物治疗 面对病情不用怕

HAZTE LA PRUEBA. TOMA LA PASTILLA. GÁNALE AL COVID.

Los síntomas contra el COVID-19 pueden ser graves, y ayudan a más rápido, si los tomas dentro de los 5 a 7 días de los síntomas.

LEARN MORE

CDPH Public Health

Preguntas y respuestas sobre los medicamentos para la COVID-19

Los medicamentos para la COVID-19 son importantes para combatir el virus de la COVID-19.

¿QUÉ son los medicamentos para la COVID-19?

Los medicamentos para la COVID-19 son fármacos que ayudan a combatir el virus de la COVID-19.

¿CÓMO se toman los medicamentos para la COVID-19?

Los medicamentos para la COVID-19 se toman en forma de pastillas o líquidos.

¿CÓMO se sabe si se está tomando los medicamentos para la COVID-19?

Los medicamentos para la COVID-19 se toman en forma de pastillas o líquidos.

COVID-19 Treatments Questions & Answers

It's important to take COVID-19 treatments early to help you feel better and get better faster.

What are COVID-19 treatments?

COVID-19 treatments are medicines that help you feel better and get better faster.

How do I take COVID-19 treatments?

COVID-19 treatments are taken in the form of pills or liquids.

How do I know if I'm taking COVID-19 treatments?

COVID-19 treatments are taken in the form of pills or liquids.

¿TIENES COVID-19? ¡TOMA LA PASTILLA!

TRATARLO DE FORMA TEMPRANA PUEDE MARCAR UNA GRAN DIFERENCIA

1 ¿Te sientes mal? Hazte la prueba.

2 ¿Salió positiva? Consulta por medicación para el COVID.

POSITIVE FOR COVID-19? TREAT IT!

GETTING TREATMENT EARLY CAN MAKE A BIG DIFFERENCE

1 Feeling sick? Get tested.

2 Tested positive? Ask about COVID medication.

3 Call your doctor, urgent care, or the state COVID-19 hotline at **833-422-4255** and ask about the COVID-19 medications.

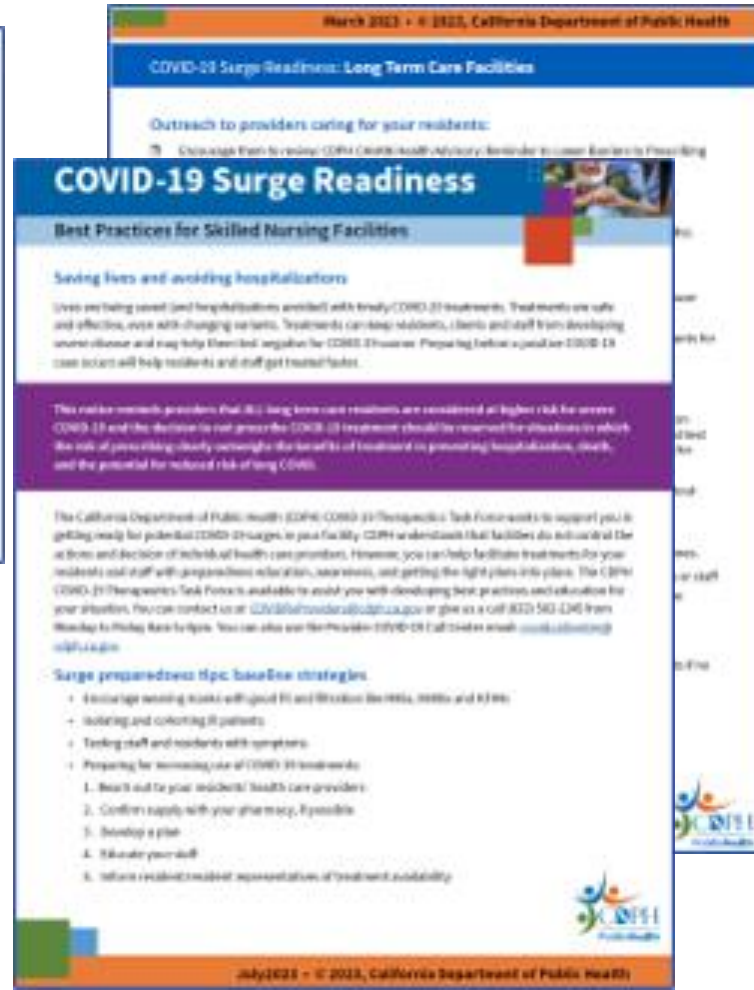
Learn more at: covid19.ca.gov/treatment

Source: California Department of Public Health

CDPH Public Health

Toolkit for Providers Readiness Checklists, Best Practices Toolkits, and More

Updated
flyer for
LTCF staff!



Respiratory Virus Prevention Communications Tools



Don't Let COVID-19 and Flu get you: College Student Edition



"6 Tips for Staying Healthy this Virus Season" Handout



Social Media



COVID-19 Vaccine Administration Data

Hailey Maeda, CDPH

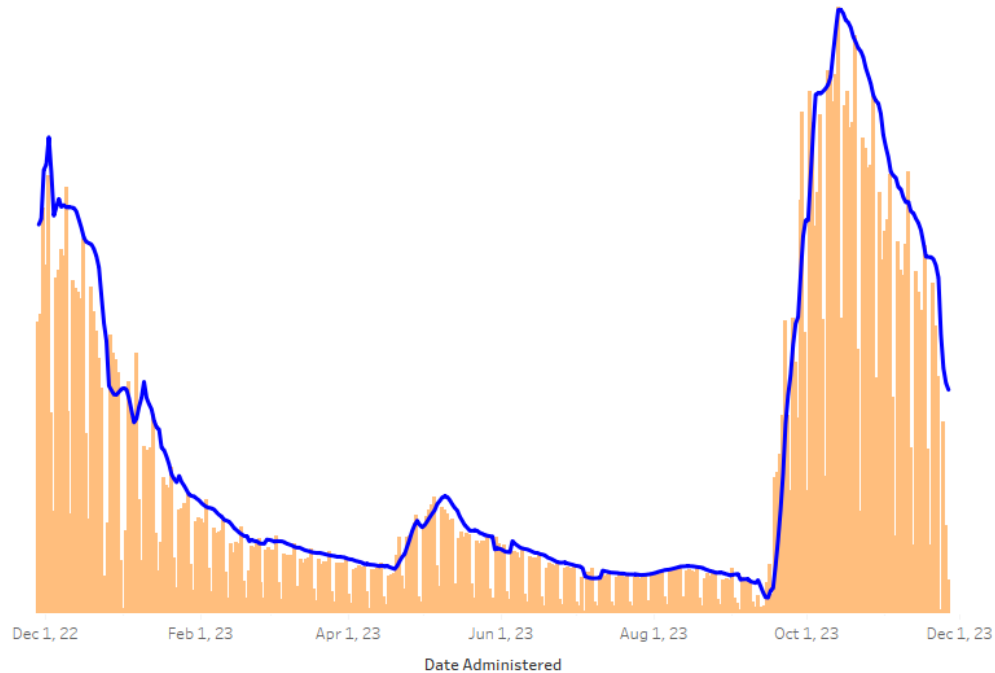
COVID-19 Vaccine Administration Summary

as of November 27, 2023

93,779,807

Total Doses Administered:

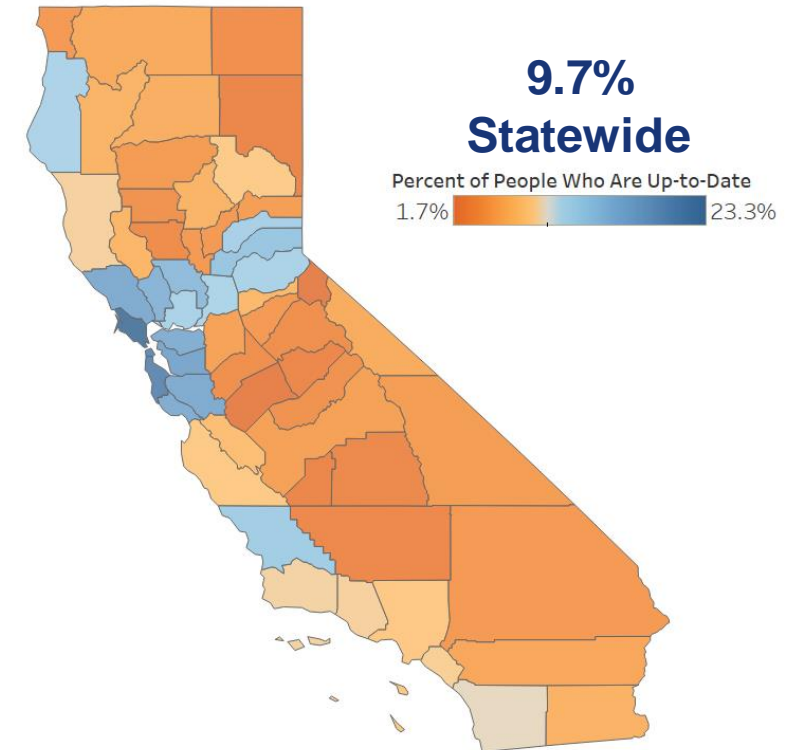
Daily Doses Administered: **Statewide**



3,856,374

Total Up-to-Date* Recipients:

Percent of Population Who Are Up-to-Date



*Has received a dose of the Updated 2023-2024 vaccine

COVID-19 Vaccine: Bivalent vs. Up-to-Date Uptake

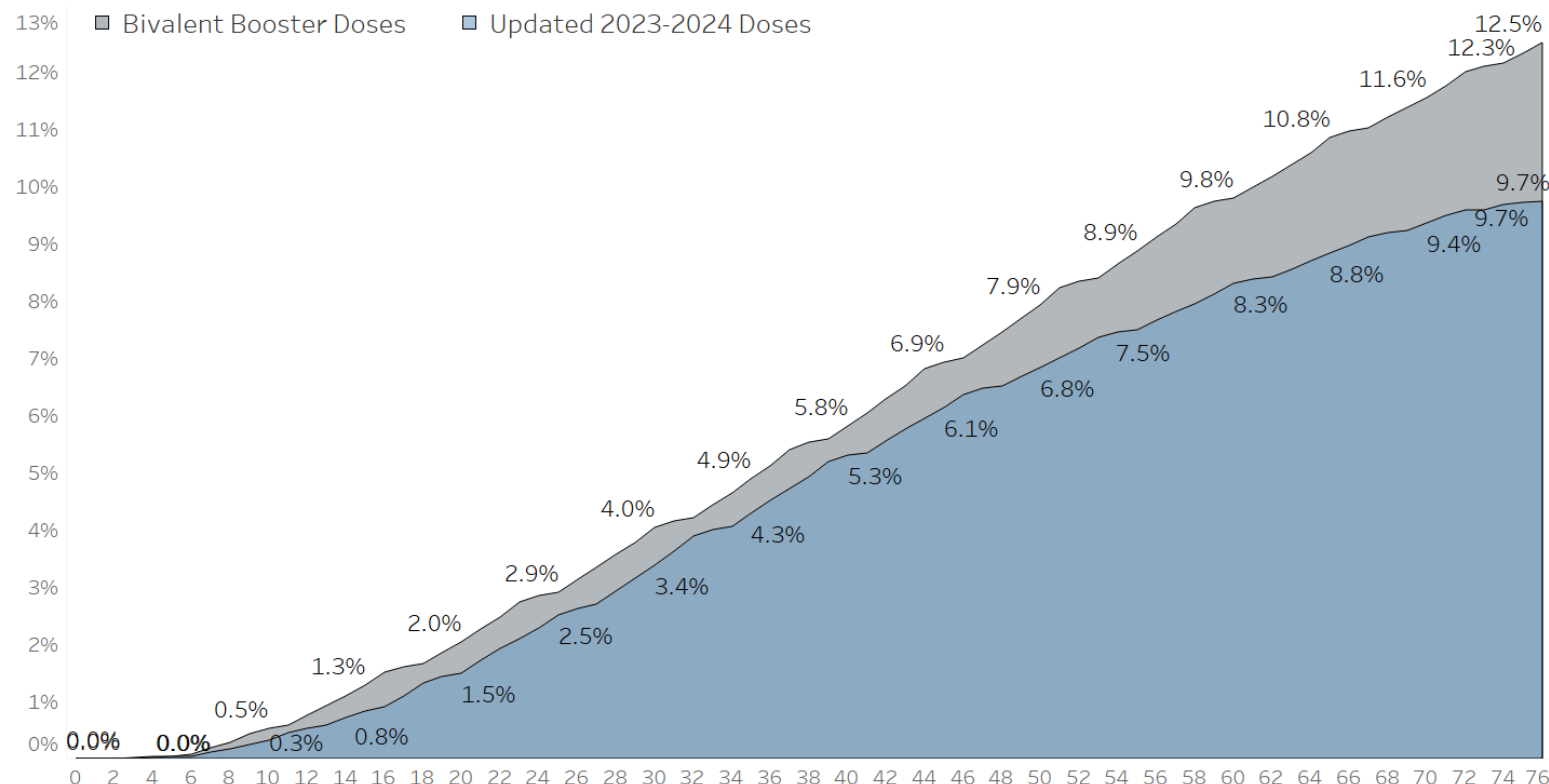
as of November 27, 2023

Over time:

In 76 days since EUA, Bivalent Booster uptake was **12.5%** vs **9.7%** with Updated 2023-2024 doses

Divide in Bivalent Booster vs. Updated 2023-2024 dose increasing over time

Running Sum of Updated 2023-2024 Doses vs Bivalent Booster Doses by % of Population in 76 days since EUA

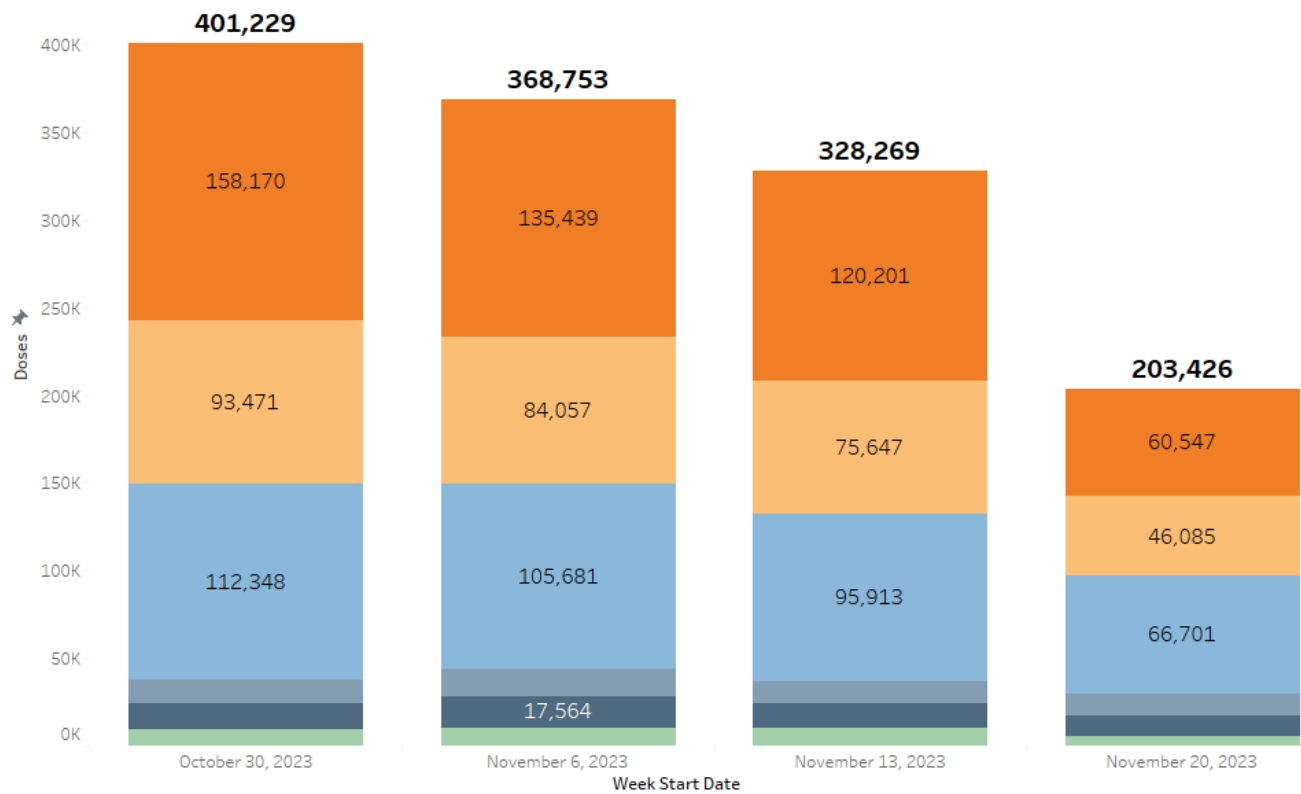


Trends in COVID-19 Vaccine Administration

as of November 27, 2023

Doses Administered by Age Group, Past 4 Weeks

Under 5	5-11	12-17	18-49	50-64	65+
36,854 doses per week			95,161 doses per week		193,404 doses per week



Most Recent Eligibility Groups

- Updated 2023-2024 vaccine for 6 months and older

FDA NEWS RELEASE

FDA Takes Action on Updated mRNA COVID-19 Vaccines to Better Protect Against Currently Circulating Variants

[Share](#) [Tweet](#) [LinkedIn](#) [Email](#) [Print](#)

For Immediate Release: September 11, 2023

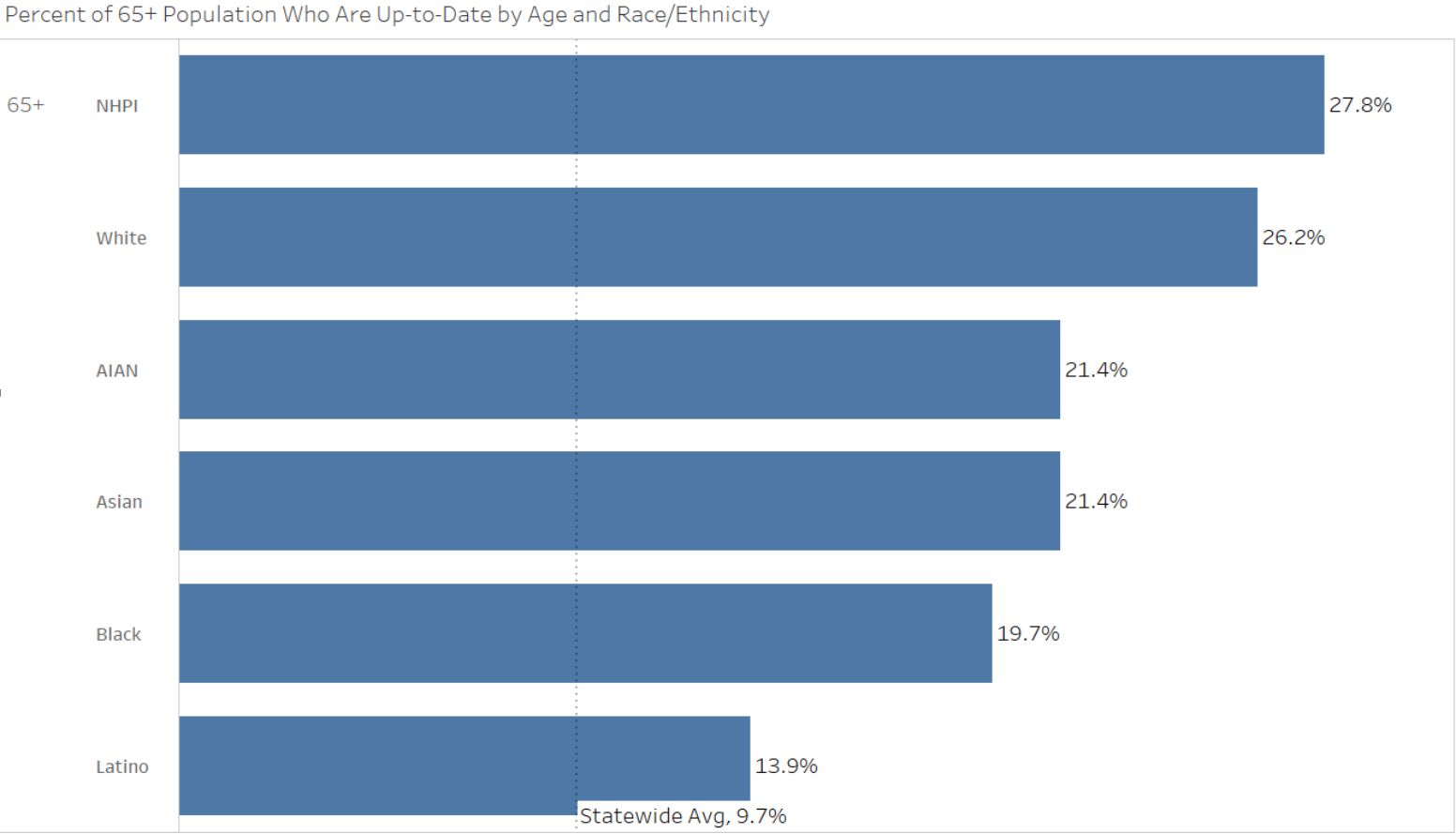
Up-to-Date COVID-19 Vaccination Status by Race* and Age

as of November 27, 2023

By race and age:

Highest uptake among NHPI, White, and Asian

Uptake above state average in all 65+ race/ethnicity groups



*Vaccination rate estimates for some groups, such as NHPI, may be affected by differences in how demographic data is collected by the Census and at the time of vaccination

Providers Administering Updated 2023-2024 COVID-19 Vaccine

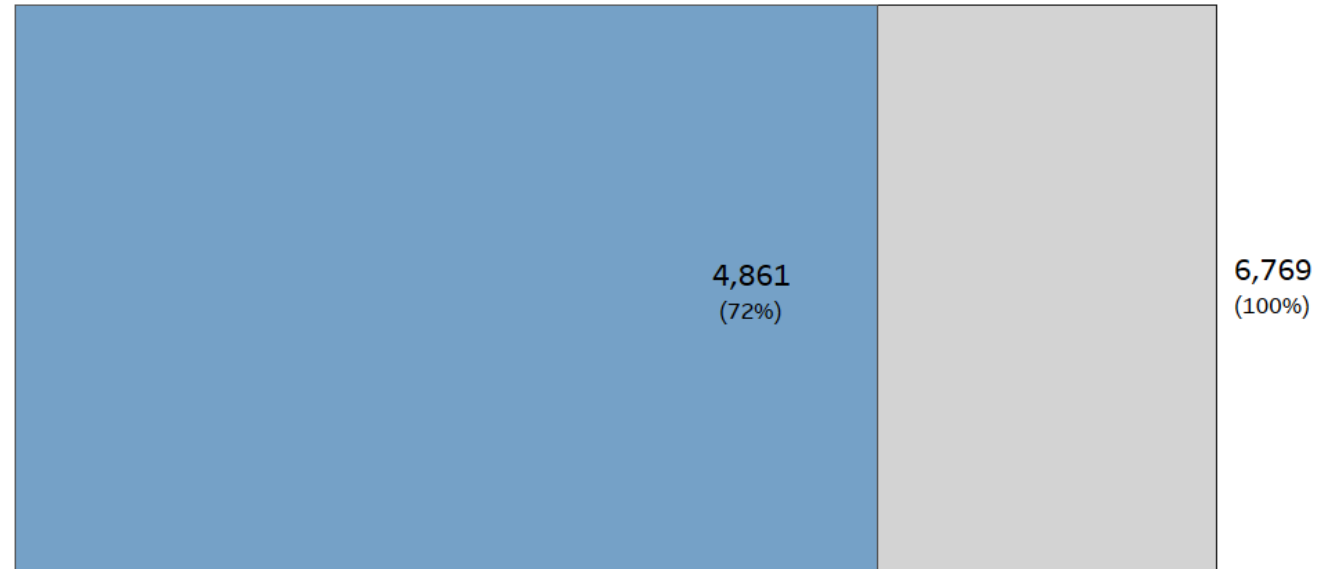
as of November 27, 2023

Number of Updated 2023-2024 Vaccine Providers vs Bivalent Vaccine Providers

4,861 Total Updated 2023-2024 Vaccine
Providers Reported

72% of previous Bivalent
vaccine Providers

+2% pt increase from last week



COVID-19 Vaccine Data Summary

as of November 27, 2023

Key Metrics

93.8 million doses administered

| **+203K** doses administered

9.7% Statewide who are Up-to-Date

| **3.9 million** Up-to-Date recipients

25.8% 65+ who are Up-to-Date

| **1.7 million** 65+ Up-to-date recipients

System Notes

- Public dashboard Up-to-Date status now **includes** the Updated 2023-2024 guidelines
- Email cdphvaccinatedatateam@cdph.ca.gov for questions and comments

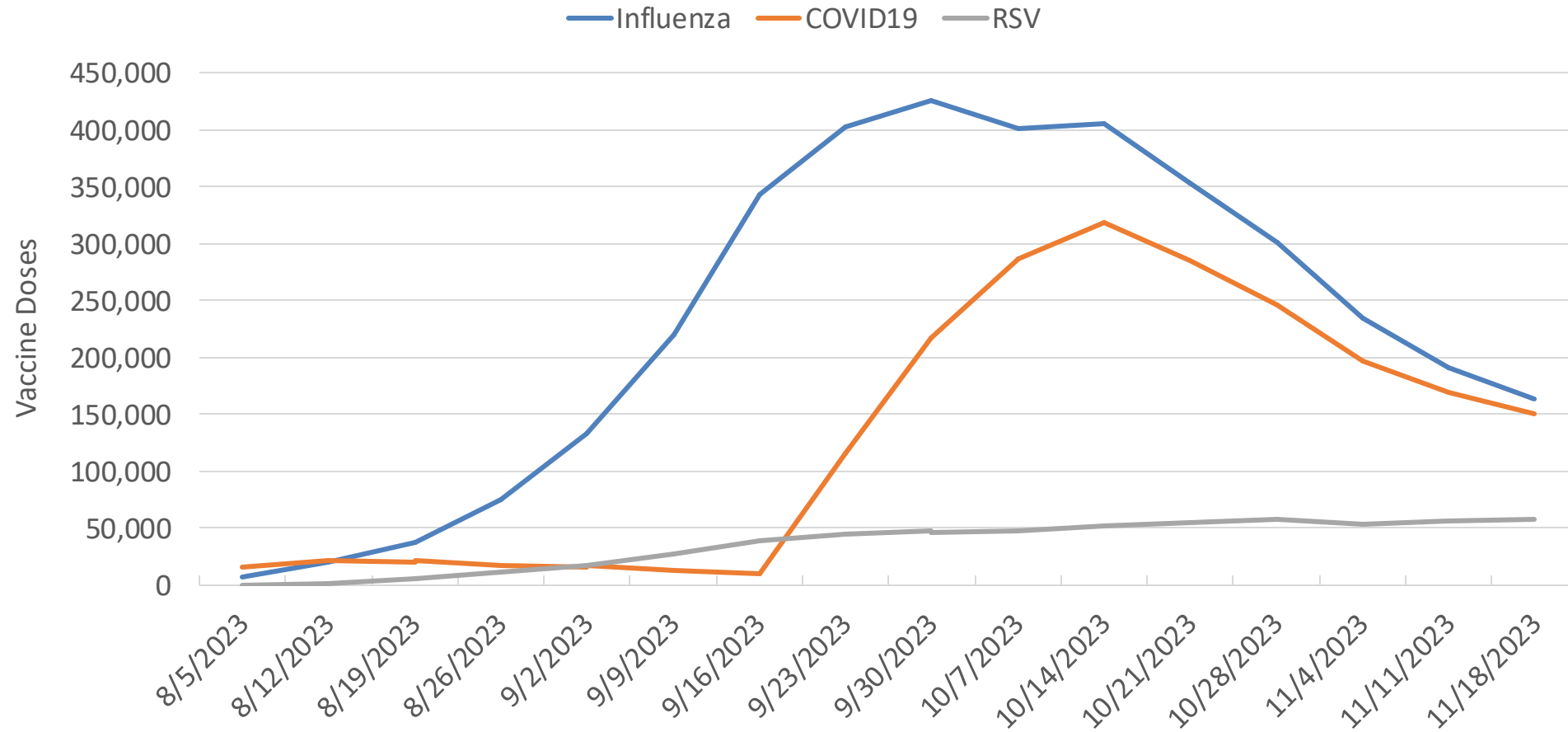
Respiratory Syncytial Virus (RSV) Immunization Uptake in California

Timothy Lo, MPH, CDPH Immunization Branch

RSV Immunizations in CA Immunization Registry (CAIR)

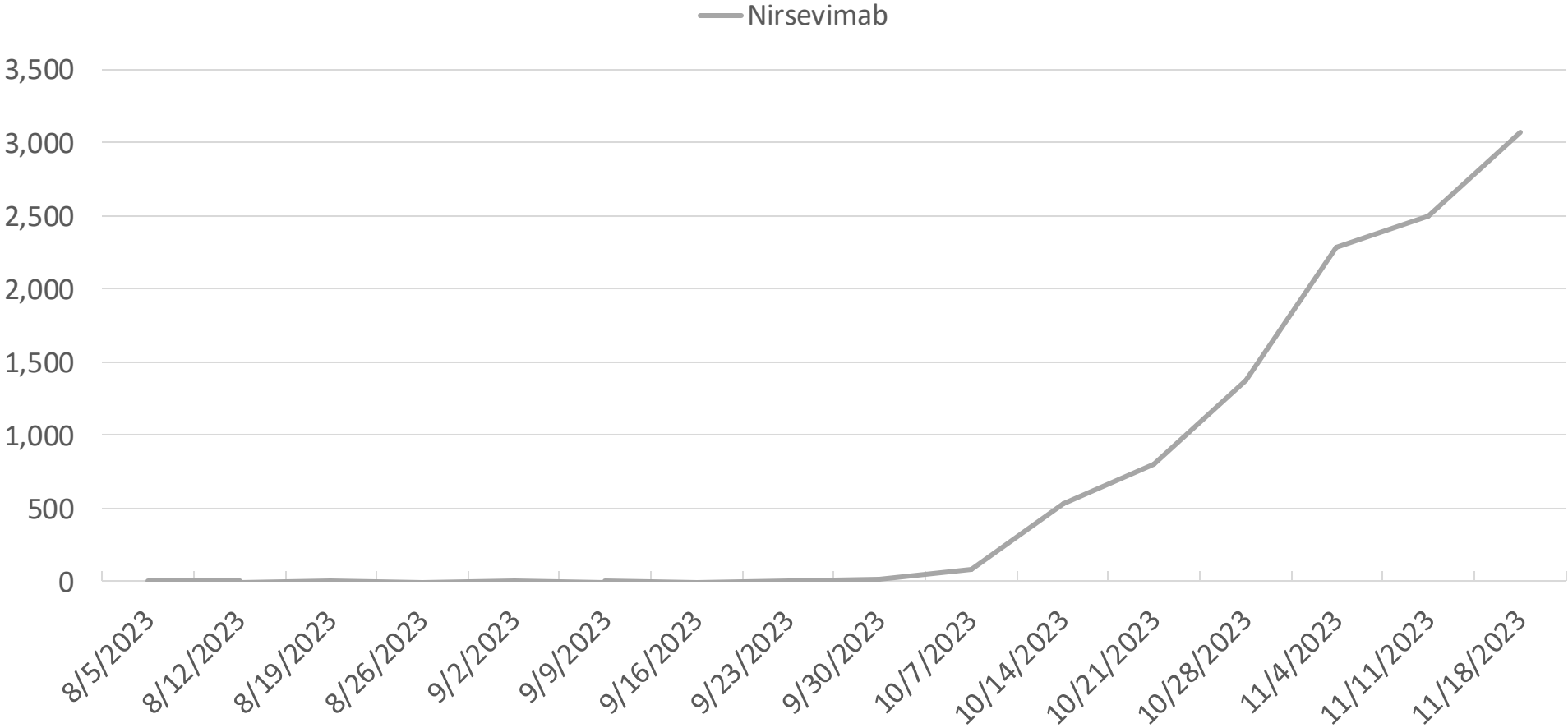
- Tracking doses administered for three RSV immunizations:
 - 1. Abrysvo** (adult vaccine)
 - Pregnant individuals 32-36 gestational age
 - Adults ≥ 60 years of age
 - 2. Arexvy** (adult vaccine)
 - Adults ≥ 60 years of age
 - 3. Nirsevimab** (tradenname *Beyfortus*[™]; pediatric monoclonal antibody product)
 - Children 0-19 months
- Data are from CAIR2 and include immunizations from **08/01/2023-11/22/2023**. Data are preliminary and subject to change.
- For electronic reporting of doses to CAIR, HL7 codes can be found [here](#).

Total Weekly Doses by Vaccine, Adults 60+ Years of Age



NOTE. Data from current week are excluded due to incomplete reporting.

Nirsevimab Total Weekly Doses, Children 0 - 24 Months




NOTE. Data from current week are excluded due to incomplete reporting.

Pharmacy Medi-Cal Rx Update

Edward Salaguinto, PharmD, RPh, CDPH

Commercial COVID-19 Vaccine Coverage for Children

- Medi-Cal beneficiaries, children 3 years and older may now receive their COVID-19 vaccine at pharmacies as a pharmacy benefit.
- For members 6 months of age up to 3 years of age, COVID-19 vaccine will be available at a VFC provider.
- Pharmacies that service Medi-Cal patients must use commercial supply.

**Commercial COVID-19 Vaccine
Coverage for Children**
November 29, 2023

Background

In September 2023, alerts were published to update providers and prescribers regarding reimbursement of new commercial COVID-19 vaccines. It was announced that coverage of the vaccine for members 6 months through 18 years of age was available only through the Vaccines For Children (VFC) program.

The purpose of this alert is to provide an updated policy in which **COVID-19 vaccines are a Medi-Cal Rx pharmacy benefit for members 3 years of age and older**, pursuant to the Public Readiness and Emergency Preparedness (PREP) Act.

- For members 6 months of age up to 3 years of age, coverage of the vaccine will be available only through the VFC program. Products remain federally funded. To locate an eligible provider, visit <https://eziz.org/> or call 1-877-243-8832.
- Claims submitted to Medi-Cal Rx for members younger than 3 years of age will deny with Reject Code 60 – Product/Service Not Covered for Patient Age with the message, “Product only available through a Vaccines for Children (VFC) provider for children under 3. To locate an eligible provider, see <https://eziz.org/> or call 1-877-243-8832. Age requirement not met. Prior Authorization Required.”

Resources

- [Patient Resources for COVID Vaccine](#)
- [Commercialization at a Glance: Provider Transition Guide](#)
- [Fact Sheet: HHS Announces ‘HHS Bridge Access Program For COVID-19 Vaccines and Treatments’ to Maintain Access to COVID-19 Care for the Uninsured](#)
- [CDC’s Bridge Access Program](#)

Contact Information

You can call the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273, which is available 24 hours a day, 7 days a week, 365 days per year.

For other questions, email Medi-Cal Rx Education & Outreach at MediCalRxEducationOutreach@magellanhealth.com.

Commercial COVID-19 Vaccine
Coverage for Children

11/29/2023

Vaccine Management

Josh Pocus, My Turn, and Claudia Aguiluz, myCAvax

Regenerate Clinic-Specific Links



Clinic Managers, if you have clinic-specific links, regenerate and reshare as soon as possible. All existing links will not work properly.



Generate clinic link

This form will create a link to the My Turn public scheduling portal, which will allow patients to schedule directly with your clinic. This link and QR code will stay active until your clinic closes or you deactivate it. Your clinic QR code will be available after you press save.

Landing Page ⓘ

Scheduling

Language

English

[Cancel](#) [Save](#)

My Turn Roadmap



Nov – Dec 2023

- CAIR Quick Entry Minimal Viable Product
- Public updates to include phone number field on clinic cards
- Public UI updates to Select date & time page
- Remove VA chat bubble from public portal
- Add new race expansion values for Asian and Native Hawaiian
 - Add new "Other" and "Prefer not to say" answer options

Jan – Mar 2024

- CAIR Quick Entry Enhancements
 - Pre-filled rows
- School Vaccinations
 - Clinic VFC vaccine support
 - Public School scheduling support for in school vaccinations
- Rearrange the Bulk Upload fields on both the Inline and CSV file to mimic the Walk-In flow

Mar – May 2024

- School Vaccinations
 - Clinic VFC vaccine support
 - Public School scheduling support for in school vaccinations

Jun – July 2024

- Outbreak Vaccine Support
 - VFA & VFC outbreak vaccine support

Bridge Access Program (BAP): Vaccine Allocations Cadence Update



As of **October 25, 2023**, allocations of BAP COVID-19 vaccine products will be refreshed on a biweekly cadence. CDPH anticipates allocations being received mid-week and will distribute inventory to the LHDs by the following business day.

The most recent allocation refresh was on **Tuesday, November 21, 2023**.

Refresher: BAP Vaccines– Expired Vaccine Product



The screenshot shows the 'myCAvax' interface with the 'Vaccine Inventory' menu item selected. The 'Waste Events' section is active, displaying a dropdown for 'Program Selected' set to 'COVID-19'. Below this is a blue banner for 'BAP COVID-19 - Waste Events' with a link to a job aid. A 'New Waste Event' button is highlighted with an orange box. The 'Search Waste Events' section includes filters for Account, Product, Date Wastage Occurred From/To, Type of Wastage, Return Required, and Program Type. Search and Reset buttons are at the bottom right.

Doses are considered as expired when they are past either the expiration or the beyond-use date, whichever is earlier. Providers should remove any expired vaccine from the storage unit immediately to prevent administration errors.

Providers should report expired COVID-19 vaccine doses by clicking the 'New Waste Event' button on the 'COVID-19 - Waste Events' page and return them to McKesson following CDPH guidance.

Refresher: Ordering Vaccine Product



myCAVax COVID-19 Vaccine Management System

Home My Programs My Turn Vaccine Order Vaccine Inventory Reports More

BAP COVID-19 - Order Request
Step 1 - Select Account and Product

Need help? Review the job aid(s) for [placing vaccine order requests](#), [COVID-19 product guide](#), [shipping cadence](#) and [managing storage units](#).

Select Location, Provide Inventory and Doses Administered for Vaccine you Intend to Order

- Select the location account.
- Review your Reported Inventory that is automatically pulled from the latest data in VaccineFinder every afternoon at 2pm PST.
- If the VaccineFinder inventory is incorrect, update your inventory on the [VaccineFinder](#) website per CDC guidelines.
- Enter your On-Hand Inventory and Doses Administered only for the vaccine(s) you intend to order.

*Account
Rashmal's Unicorn Island

myCAVax COVID-19 Vaccine Management System

Home My Programs My Turn Vaccine Order Vaccine Inventory Reports More

State General Fund - Vaccine Order Request
Step 1 - Select Account and Product

To change the program selected, navigate back to the [Vaccine Orders page](#).

Select Location, Provide Inventory and Doses Administered for Vaccine you Intend to Order

- Select the location account.
- Enter your On-Hand Inventory and Doses Administered only for the vaccine(s) you intend to order.

*Account
Rashmal's Unicorn Island




Only enter values for products you want to order, otherwise leave fields blank.

Vaccine product	Quantity	Lot number	Expiration Date	*Qty since last order	*Doses requested
PED Fluorix SDS (6 mos - 18 yrs) - 10/box - 2023-2024 SGF					0
Unavailable for Ordering					

Clear Row

Providers can place vaccine order requests for BAP COVID-19 and State General Fund (SGF) vaccines from the 'COVID-19 Order Request' and 'State General Fund - Vaccine Order Request' pages, respectively. Providers must have an active Program Location to order vaccine.

Slide Icon Key

Icon	Meaning
	This is to label slides that are referencing upcoming or existing functionality and how to use it in the system.
	This is to label slides that include important system reminders.
	This is to label slides that include tips and best practices to improve your system experience.

My Turn – Known Issues and Workarounds



Known Issues

Eligibility and Scheduling Clinic Links

- ✓ Both the Eligibility and Scheduling clinic links were directing Clinic Managers to the My Turn home page when they were trying to make an appointment.



Workaround / Next Steps

- ✓ Fixed: **November 9, 2023**
- ✓ Note that existing clinic links will not work – new clinic links will need to be generated by Clinic Managers for patients to be directly sent to the clinic when booking appointments.

myCAvax – Known Issues and Workarounds



Known Issues

'Physician's Assistant' License Type on SGF Enrollment Leading to Endless Spinner

- ✓ LHD users still completing their SGF enrollment were met with an endless spinner when trying to add a Provider of Record with a license type of 'Physician's Assistant.'

Fluarix Shipment Not Showing the Correct Product

- ✓ It was reported that for some orders of ADU Fluarix the shipment was showing as PED Fluarix and vice versa. In addition to fixing the logic, we also cleaned up previously affected shipments.



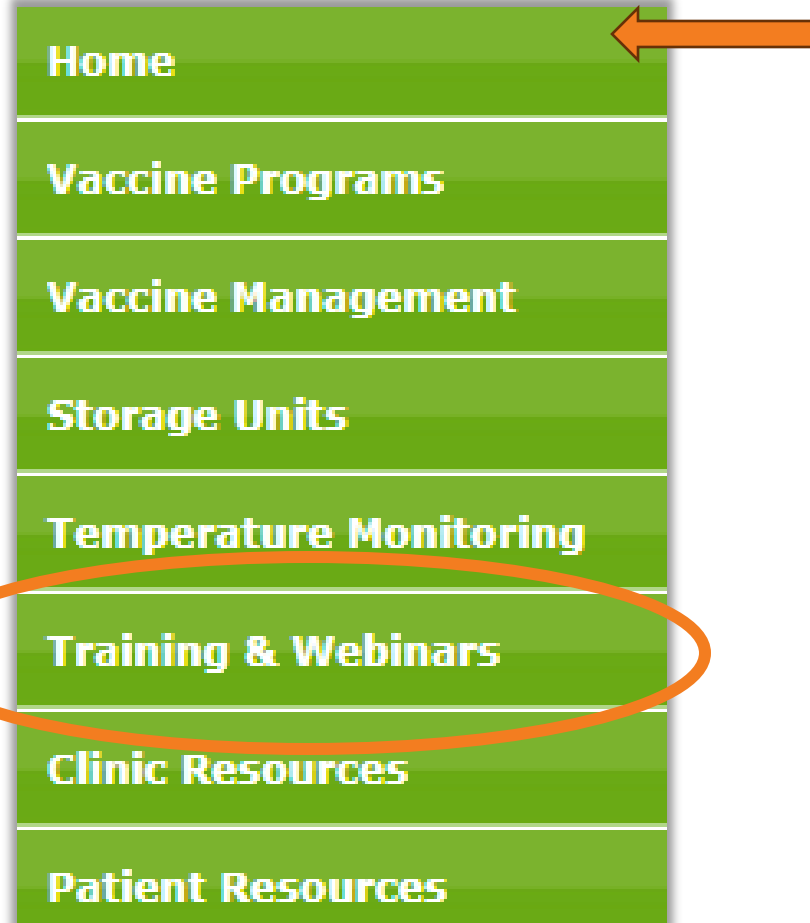
Workaround / Next Steps

- ✓ Fixed: **November 2, 2023**

- ✓ Fixed: **November 9, 2023**

Resources and Q&A

Leslie Amani and CDPH SMEs



The screenshot displays the EZIZ.ORG website interface. At the top, there is a logo with a family icon and the text 'EZIZ', followed by the tagline 'A one-stop shop for immunization training and resources.' and a search bar labeled 'ENHANCED BY Google'. The left sidebar contains a navigation menu with items: Home, Vaccine Programs, Vaccine Management, Storage Units, Temperature Monitoring, Training & Webinars, Clinic Resources, and Patient Resources. The main content area is titled 'Patient Resources for COVID Vaccine' and includes a 'Jump to Topic:' section with links to General Information, FAQs, Vaccine Safety and Myths, Special Populations, In-language (Translated) Resources, and Mental Wellness Resources. Below this is a 'General Information' section with links to COVID-19 Vaccine Info for the Public, Digital COVID-19 Vaccine Record, Get Your Digital Vaccine Record flyer, How to Pay for Vaccines, and How Will I Pay for My Family's Vaccinations. The right sidebar features 'COVID-19 Vaccine Info' with links to Resources For Providers, Vaccine Ordering and Manufacturer Info, Resources For Patients, and California Bridge Access Program. Below this is a 'Resources for Patients' section with 'Audiences' (Immunizations for All Ages, Parent Education, Studies, Ukrainian Arrivals) and 'Vaccines and Diseases' (COVID-19, Flu and Respiratory Disease, Measles, Men B, Pertussis). An orange oval with the text 'Multi-Language Resources' is overlaid on the bottom right of the website screenshot.

Provider Operations Manual

California Bridge Access Program


Special Note for Providers

You played a critical role in helping to end the COVID-19 pandemic.

For patients, you are one of the most trusted sources of information when it comes to vaccines. Patients may have questions and concerns about COVID-19 vaccines. You can help them understand the importance of vaccination, provide your strong recommendation, and build confidence in vaccines.

Strong vaccine confidence leads to more people getting vaccinated, which leads to fewer COVID-19 illnesses, hospitalizations, and deaths.

Thank you for the efforts you and your practice staff are making to keep California healthy.





California Bridge Access Program

Provider Operations Manual

no-cost
COVID-19 vaccines

thank
you

for uninsured &
underinsured adults



California
Bridge Access
Program


[Click to Navigate](#)
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Appendices

Important contacts

Infrequent Tasks

Introduce new vaccines, change
staff or contacts, set up new
storage unit, and data logger

COVID-19 Vaccine Provider FAQs

Answers to provider COVID-19 vaccine questions updated November 16, 2023



Q: Is there required training for Bridge Access Program (BAP) providers?

A: Any staff who store, handle, or administer COVID-19 vaccines must complete [COVID-19 Vaccine Product Training](#), only for products your location will order, prior to receiving vaccine shipments.

Staff who conduct eligibility screening should be trained using [Eligibility Based on Insurance Status](#) and [Eligibility Screening & Documentation Requirements](#).



Q: Are providers required to provide Emergency Use Authorization (EUA) fact sheets to vaccine recipients or their caregivers?

A: Yes, currently providers are required by law to provide EUA fact sheets to vaccine recipients or their caregivers for all uses of [Novavax](#), and when [Moderna](#) or [Pfizer](#) vaccines are given to children 6 months through 11 years of age.

For recipients who are 12 years or older receiving Pfizer or Moderna vaccine, a provider should use the [COVID-19 Vaccine Information Statement](#) (VIS).

COVID-19 Vaccine FAQs v.135_11.16.23 1

COVID-19 Vaccine FAQs

For providers administering COVID-19 vaccine.
Providers may also visit [EZIZ COVID-19 Resources](#) for information and updates.

Directions: [Click on a category to be directed to related FAQs.](#)

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Vaccine Support

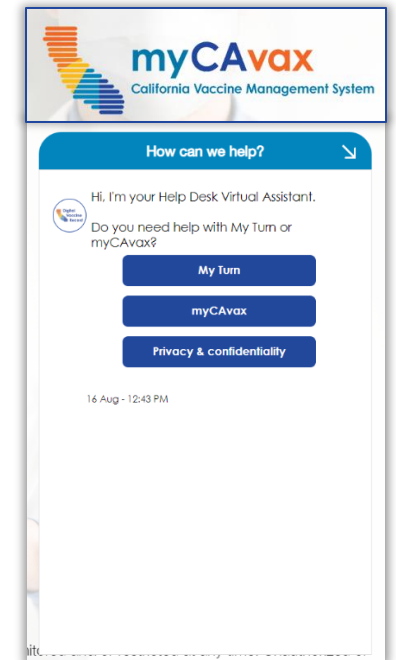
Provider Call Center

Dedicated to medical providers and Local Health Departments in California, specifically addressing questions about State program requirements, enrollment, and vaccine distribution.

- For myCAvax Help Desk inquiries: myCAvax.hd@cdph.ca.gov
- For My Turn Clinic Help Desk inquiries: MyTurn.Clinic.HD@cdph.ca.gov
- For all other inquiries: providercallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–5PM

myCAvax

- Virtual Assistant resolves many questions but will direct you to the Provider Call Center queue for live assistance!
- Knowledge Center houses key job aids and videos that are updated every release. Once logged in, you can access job aids from the myCAvax homepage (or at various places throughout the system) using the links as shown below.  Need help? View our jobs aids in the Knowledge Center, or contact us.



COVID-19 Therapeutics Resources

Type of Support

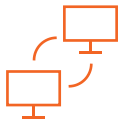
Description

Updated 11.27.23



Clinical Guidance

For general Therapeutics questions, please email: COVIDRxProviders@cdph.ca.gov
COVID-19 Treatment Warmline for SNF and LTCF staff: 1.866.268.4322 M-F 8am-5pm



General Information

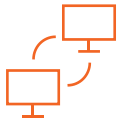
[CDPH COVID-19 Treatments Webpage](#) (provides general information for healthcare providers, allocations, distribution and ordering, drug facts sheets, and additional resources)
[CDPH COVID-19 Treatments Job Aid](#) (questions and answers for the public on COVID-19 therapeutics)
[COVID-19 Therapeutics Best Practices Checklist](#) (testing, prescribing, dispensing, and more)
[Frequently Asked Questions document](#) for clinics, providers, and pharmacists



Locating Resources

Finding Providers and Test-to-Treat Sites

- [COVID-19 Therapeutics Locator](#) (arcgis.com)
- [Test-to-Treat](#) (hhs.gov)



[LHJ Therapeutics SharePoint](#)

Primary source for recorded webinars, slides, datasets and HPOP reporting information. (For access, email JEOCuser54@cdph.ca.gov)

- [Therapeutic Weekly Email Update](#) files (SharePoint)
- [CDPH Therapeutics HPoP Account Verification & Reporting](#) information



Questions

For general CDPH Therapeutics questions, please email COVIDRxProviders@cdph.ca.gov
For ordering, program inquiries, signing up new HPOP Accounts: please e-mail CDPHTherapeutics@cdph.ca.gov

COVID-19 Therapeutics Provider Warmline

The California COVID-19 Therapeutics Provider Warmline is available for healthcare professionals in California-based long-term care and skilled nursing facilities until June 30, 2024!



The National Clinician Consultation Center offers free and confidential consultation on COVID-19 testing and treatment. Healthcare professionals in California working in a long-term care or skilled nursing facility of any experience level can speak with our clinician or pharmacist.

No Protected Health Information (PHI) will be collected -- only basic provider contact and facility information.

Call 1-866-268-4322 (1-866-COVID-CA) or submit an [online request form](#). Hours: Monday through Friday, 9AM – 5PM. All voicemail messages will be returned on the next business day.

CDPH Provider Webinars and Trainings

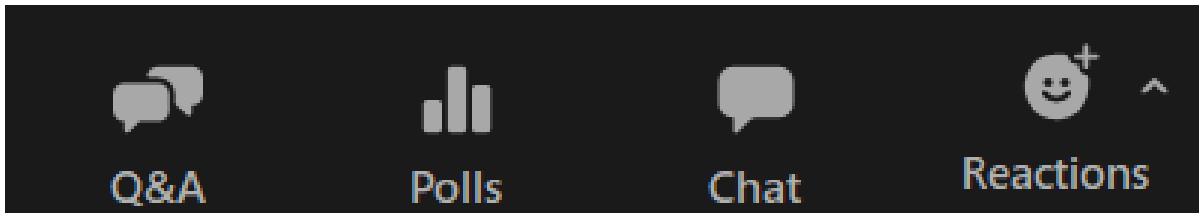


Week of December 4, 2023

	Monday 12/4	Tuesday 12/5	Wednesday 12/6	Thursday 12/7	Friday 12/8
Live Webinars and Training		CIC Emerging Conversations Webinar: RSV Maternal Immunization / Nirsevimab Shortage 12:00 pm – 1:00 pm		VFC Afternoon TEAch Webinar: What’s New with Winter Respiratory Viruses? 12:00 pm – 1:00 pm	CDPH Immunization Updates for Providers 9:00 am – 10:30 am
View On Demand	<ul style="list-style-type: none">CDPH Weekly Provider Archived Webinars and SlidesCOVID-19 Crucial Conversations Archived Webinars and SlidesAIM Vaccine Confidence Toolkit Webinar Series		<ul style="list-style-type: none">Introduction to My Turn Onboarding (v. 1/4/22)Latest Features in My Turn (Requires myCAvax Login)myCAvax Release Notes for LHD and CDPH Users (Requires myCAvax Login)		<ul style="list-style-type: none">Moderna COVID-19 Vaccine Resources for ProvidersCDC COVID-19 Vaccination Clinical & Professional ResourcesNovavax COVID-19 Vaccine InformationPfizer COVID-19 Vaccine (COMIRNATY) Information
Help	<div><div>Help Desk</div><div>*CDPH Provider Call Center: 1-833-502-1245, M-F 8am-5pm Email: providercallcenter@cdph.ca.gov My Turn: Help Desk Email: myturn.clinic.hd@cdph.ca.gov Onboarding Email: myturnonboarding@cdph.ca.gov myCAvax: Help Desk Email: mycavax.hd@cdph.ca.gov Mpox: Email: stdcb@cdph.ca.gov COVID-19 Treatments: Warmline for LTCF/SNF staff: 1-866-268-4322, M-F 8am-5pm, Test to Treat Help Form</div></div>			<div><div>Immunization Resources</div><div>California's General Immunization Resources (eziz.org) RSV Immunization Resources Flu Vaccination Resources COVID-19 Vaccination Resources COVID-19 Treatments Mpox Vaccination Resources</div></div>	

Questions

During today's webinar, please use the Q&A panel to ask your questions so CDPH subject matter experts can respond directly.



Resource links will be
dropped into, “Chat”



Upcoming Webinar Opportunities

CDPH Immunization Updates for Providers

Next session: Friday, December 8, 2023

9AM – 10:30AM

