

This document aims to provide you with updates and resources as they were shared and discussed in this week's Vaccine Provider Office Hours.

## General Updates:

- The TPA has committed to LAC DPH that all existing LAC vaccination partners will be part of their network. The onboarding of all LAC partners will be in waves due to our large number of partners and will take weeks, with larger partners likely onboarded first. While LAC has not signed with the TPA, we are still reviewing process and partnership models to ensure we can meet our goal to efficiently and safely make vaccine available to all of our residents. Providers can separately contact Blue Shield at [CovidVaccineNetwork@blueshieldca.com](mailto:CovidVaccineNetwork@blueshieldca.com).
- The weekly State CDPH Allocation Survey date varies but has an expected return of less than 24 hours from receipt. We will continue to send out the link to our distribution list and post in our Office Hours Chat once we receive it. CDPH provides us your responses as LAC DPH is still making allocations at the local level.
- LAC DPH will no longer offer office Hours Friday at 9 so you can join the CDPH Provider Office Hours Friday at 9am (call-in information below under Communication Channels)
- We will not be receiving any additional Janssen vaccine until the end of March.
- CDC's Clinician Outreach and Communication Activity Webinars are available at <https://emergency.cdc.gov/coca/calls/index.asp>
  - March 11: The Role of Telehealth in Expanding Access to Healthcare During the COVID-19 Pandemic: Considerations for Vaccine Uptake and Monitoring for Adverse Events
  - March 9: What Every Clinician Should Know about COVID-19 Vaccine Safety and Effectiveness and How to Address patient Questions and Concerns
  - March 2: What Clinicians Need to Know about J&J COVID-19 Vaccine
- CDC would like providers to promote use of VSAFE program to patients to report adverse reactions to COVID vaccinations. The program is available in 5 different languages (English, Korean, Simplified Chinese, Spanish, Vietnamese).
  - **V-safe** [website](#) in the above-mentioned languages
  - **V-safe** [information sheet](#) in the above-mentioned languages
  - **V-safe** [poster](#) in the above-mentioned languages

## Eligibility Updates

- This upcoming Monday, **March 15<sup>th</sup>** will be the rollout date for the **high-risk population aged 16-64**. This will also include those in SUD and mental health residential facilities as well as PEH. See updated CDPH's Provider Bulletin (updated on March 11, 2020) for details describing eligible conditions including a fact sheet on vaccines for people with high-risk medical conditions and disabilities <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/Provider-Bulletin-2-12-21.aspx>

- Additional documentation regarding acceptable documentation for verification of comorbidities is being finalized and will be provided via email separately to you all in an updated version of **Playbook**. It will likely include a provider letter, copy of medical records, and self-attestation as potential options.
- LA Care can provide list of your eligible Medicaid patients as it pertains to comorbidity eligibility based on an approved public health algorithm. Reach out to Kathy Kwan at [kkwan@lacare.org](mailto:kkwan@lacare.org)
- Eligibility for Tier 1B has been expanded to now include the **janitorial sector, foster parents and transit workers**. See **attached PDF of Phase 1B 3.11 Playbook** for more guidance on what eligible jobs fall under these sectors and what types of documentation may be acceptable for verification.

### Communication Channels with LAC DPH and CDPH

- CCALC DPH Thursday Webinars held Thursday 3/11/21: 11-12pm PST
  - <https://us02web.zoom.us/j/89749374992>
- FQHC/Community Clinic Vaccine Office Hours held TU from 12-12:30 pm
  - [Click here to join the meeting](#) or call [+1 323-776-6996](tel:+13237766996), [402411 385#](tel:+1323776402411)
- LAC Public Health Vaccine Office Hours held Monday -Thursday from 9:00-9:30 am:
  - [Join Microsoft Teams Meeting](#)
  - Or call in [+1 323-776-6996](tel:+13237766996) United States, Los Angeles (Toll)
  - Conference ID: 973 498 904#
- CDPH Provider Office Hours Fridays from 9AM – 10AM
  - [Click here](#) to join session or by phone at [1-415-655-0001](tel:14156550001) (access code [145 305 3168](tel:1453053168)) (password Immunize2021!)
  - More information and recordings of previous meetings are available at <https://eziz.org/covid/education/>
- DPH Skilled Nursing Facilities or Long-Term Care Vaccine related questions: [COVID-LTC-Test@ph.lacounty.gov](mailto:COVID-LTC-Test@ph.lacounty.gov)
- MyTurn Office Hours with TPA/CDPH – details available at <https://eziz.org/covid/myturn/>

### Data Reporting

- State has a goal for all providers to transition to MyTurn by March 31<sup>st</sup>, however this is not a strict deadline and is subject to change. You can continue to use PrepMod in the interim.
- On the March 5th CDPH/TPA Office Hours, the My Turn representative said that any EHR could potentially create an interface with MyTurn.
- My Turn

- Hospital Partners – The Third-Party Administrator is prioritizing the onboarding of hospitals. Please review and follow the onboarding instructions detailed at: <https://eziz.org/covid/myturn/>
- Non-Hospital Partners – LAC DPH will be assisting our FQHC and other clinical partners with the My Turn onboarding process. Please work with your DPH liaison to determine the best timeline for your MyTurn onboarding.
- The State has recordings and daily training opportunities <https://eziz.org/covid/myturn/>

## Useful Links

- Addressing vaccine hesitancy in people of color: [National COVID-19 Vaccine Information Campaign Led by Black Health Care Experts for Black People](#)
- Clinical Considerations for use of Covid-19 Vaccinations [https://www.cdc.gov/vaccines/covid-19/info-by-product/clinical-considerations.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fvaccines%2F covid-19%2Finfo-by-product%2Fpfizer%2Fclinical-considerations.html](https://www.cdc.gov/vaccines/covid-19/info-by-product/clinical-considerations.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fvaccines%2F covid-19%2Finfo-by-product%2Fpfizer%2Fclinical-considerations.html)
- CDC Coca call <https://emergency.cdc.gov/coca/calls/index.asp>
- Vaccine Eligibility <http://publichealth.lacounty.gov/acd/ncorona2019/vaccine/hcwsignup/>
- Covid-19 Resources: <https://ccalac.org/resource-library/covid-19-resources/>
- Covid-19 Prioritization and Allocation Phases/Tiers: <http://publichealth.lacounty.gov/acd/ncorona2019/vaccine/allocation/#allocation>
- Repositioning Vaccines Guidance: <https://eziz.org/assets/docs/COVID19/IMM-1332.pdf>
- Prep Act Information: <https://www.astho.org/Programs/Preparedness/Public-Health-Emergency-Law/Emergency-Use-Authorization-Toolkit/Public-Readiness-and-Emergency-Preparedness-Act-Fact-Sheet/>

## Vaccine Management Reminders and Resources

**Expiration Dates and COVID-19 vaccines-** The expiration date should be checked prior to preparing or administering vaccine. Expired vaccine or diluent should NEVER be used. As additional stability data become available, the expiration dates for some products may change.

- **For EUA COVID-19 vaccines that do not have a final expiration date**, CDC has set up an expiration date of 12/31/2069 to serve as a placeholder date in VTrckS. Such vaccines have a dynamic expiration date, which can change over time as additional stability data become available. This placeholder date, which is far in the future, is intended to serve as a prompt for the provider to check the latest expiry information on the manufacturer’s website.
- **Janssen/Johnson and Johnson COVID-19 vaccine:** The expiration date is NOT printed on the vaccine vial or carton. To determine the expiration date:
  - Scan the QR code located on the outer carton, or
  - Call 1-800-565-4008, or
  - Go to [www.vaxcheck.jnj/](http://www.vaxcheck.jnj/).

- **Moderna COVID-19 vaccine:** The expiration date is NOT printed on the vaccine vial or carton. To determine the expiration date:
  - Scan the QR code located on the outer carton, or
  - Go to [www.modernatx.com/covid19vaccine-eua/](http://www.modernatx.com/covid19vaccine-eua/).
- **Pfizer COVID-19 vaccine:** This vaccine product has an expiration date located on the vaccine vial. CDC will be updating VTrckS effective immediately to replace the placeholder date in VTrckS with the actual expiration date.
- CDC’s [COVID-19 Vaccine Expiration Date Tracking Tool](#) can help providers keep track of the expiration date by lot number.

**Pfizer temperature updates from CDC:** On February 25, 2021, the U.S. Food and Drug Administration (FDA) announced that it is allowing undiluted frozen vials of Pfizer-BioNTech COVID-19 Vaccine to be transported and stored at conventional temperatures commonly found in pharmaceutical freezers (-25°C to -15°C; -13°F to 5°F) for a period of two weeks. This reflects an alternative to the recommended storage of undiluted vials in an ultra-low temperature freezer between -80°C to -60°C (-112°F to -76°F). These changes are further outlined in the [FDA’s Fact Sheet for Healthcare Providers Administering Vaccine \(Vaccination Providers\)](#).

**Other Vaccine Management Reminders and Resources:**

- Vaccine Finder is mandatory for all sites. Please remember to update vaccine inventory daily, including weekends and holidays.
- Please continue to report all doses administered to CAIR. Can’t draw a sixth Pfizer dose? Starting February 16, report the sixth dose as waste in myCAvax with a Waste Reason of “Other.” (Click **Vaccine Inventory** in myCAvax to report wastage.)
- The CDC’s new [Transport Temperature Log](#) can be found in the Storage and Handling Resources section of both the Pfizer COVID-19 vaccine webpage and the Moderna COVID-19 vaccine webpage.
- There is also a new CDC [Preparation Infographic](#) poster which highlights how to withdraw 6 doses of vaccine from a Pfizer vaccine vial.
- Check out the Moderna COVID-19 vaccine webpage for newly updated [Before Use Date](#) labels.

I need help with...	Contact...
Pfizer vaccine shipment has a problem	Pfizer Customer Service Phone # (800) 666-7248 Email: <a href="mailto:cvgovernment@pfizer.com">cvgovernment@pfizer.com</a>
Pfizer ancillary kit has a problem	McKesson Customer Service Phone #: 833-272-6634

	Email: <a href="mailto:SNSSupport@McKesson.com">SNSSupport@McKesson.com</a>
Moderna vaccine shipment has a problem	<p><u>Vaccine Viability – Temperature Excursions during shipment for McKesson Specialty Distributed COVID Vaccine</u></p> <p>Supports calls/emails from provider/admin sites and awardee or federal/pharmacy ordering points of contact.</p> <p>Questions/concerns about vaccine viability issues during shipment must be reported on the <u>same day as delivery</u>.</p> <p>Phone: (833) 272-6635 Monday – Friday, 8 a.m. - 8 p.m. ET</p> <p>Email: <a href="mailto:COVIDVaccineSupport@McKesson.com">COVIDVaccineSupport@McKesson.com</a>(only send email if after hours)</p>
Moderna ancillary kit has a problem	<p>Need to verify -McKesson Customer Service</p> <p>Phone #: 833-272-6634</p> <p>Email: <a href="mailto:SNSSupport@McKesson.com">SNSSupport@McKesson.com</a></p>
Temperature excursions within the Clinic/Site	Call Vaccine Manufacturer