

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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New and Updated FAQs



Q: Which COVID-19 vaccines are recommended for use by the CDC?

A: In addition to the Moderna and Pfizer vaccines, CDC's [Interim Clinical Considerations for the Use of COVID-19 Vaccines](#) was recently updated to include Novavax information.



Q: When will the updated Novavax COVID-19 vaccine be available for ordering?

A: The updated Novavax COVID-19 vaccine is now available for ordering through myCAvax for Bridge Access Program (BAP) providers and through myVFCvaccines for Vaccines for Children (VFC) providers.



Q: Where can providers find out more about the updated Novavax Vaccine?

A: Refer to the [Novavax Vaccine 12Y+ Fact Sheet and Receiving Instructions](#).



Q: What should providers do with deauthorized Novavax vaccine?

A: Providers should:

- Quarantine deauthorized Novavax vaccine to prevent administration errors.
- Report doses as “Waste” in myCAvax and use “Other” to add comment “deauthorized”.
- Dispose of vaccines following practice protocols; vaccines may be disposed of in pharmaceutical waste container, or a comingles pharmaceutical/Sharps waste container.



Q: Where can providers find an updated COVID-19 Vaccine Timing Guide?

A: CDPH updated the [COVID-19 Vaccine Timing Guide](#) to align with FDA authorization and CDC recommendations for the updated 2023-2024 COVID-19 vaccines.



Q: Where can providers find an updated COVID-19 Vaccine Product Guide?

A: CDPH updated the [COVID-19 Vaccine Product Guide](#) to align with the FDA authorization and CDC recommendations for the updated 2023-2024 COVID-19 vaccines.



Vaccine Program Management

1.1 Q: Where can providers find up-to-date guidance on COVID-19 vaccine commercialization?

A: Providers can access up-to-date guidance on COVID-19 vaccine commercialization at [Commercialization at a Glance: Provider Transition Guide](#).

1.2 Q: What is the Digital Vaccine Record (DVR) and how does it benefit my patients?

A: The DVR is an electronic version of a patient's electronic vaccination record from the California Immunization Registry (CAIR) and allows patients to access their records anytime without having to visit a healthcare provider.

To access their DVR, patients should visit the [Digital Vaccine Record \(DVR\) portal](#). Providers can utilize CDPH's DVR Fact Sheets (available in [English](#), [Spanish](#), [Arabic](#), [Simplified Chinese and Traditional Chinese](#), [Korean](#), [Tagalog](#) and [Vietnamese](#)).

Vaccine Administration

2.1 Q: What are the eligibility guidelines for the updated 2023-2024 COVID-19 vaccines?

A: During the week of September 11, 2023 the [FDA authorized](#) and the [CDC recommended](#) updated 2023-2024 monovalent COVID-19 vaccines for **everyone 6 months and older**, at least 2 months after receipt of a prior COVID-19 vaccine dose. Below are eligibility guidelines:

- **Individuals 5 years of age and older (regardless of previous vaccination)** are recommended to receive a single dose of an updated mRNA COVID-19 vaccine.
- **Individuals 6 months through 4 years of age who have previously been vaccinated** are recommended to receive one or two doses of an updated mRNA COVID-19 vaccine, depending on history and timing of previous COVID-19 vaccine doses.
- **Unvaccinated individuals 6 months through 4 years of age** are recommended to receive three doses of the updated Pfizer-BioNTech COVID-19 Vaccine or two doses of the updated Moderna COVID-19 Vaccine.

See the **updated** [COVID-19 Vaccine Timing Guide](#), [FDA Fact Sheet: Moderna COVID-19 Vaccine \(2023-2024 Formula\)](#), and [FDA Fact Sheet: Pfizer COVID-19 Vaccine \(2023-2024 Formula\)](#) and [Novavax Vaccine 12Y+ Fact Sheet and Receiving Information](#).



2.2 Q: Following FDA authorization and CDC recommendations for the updated 2023-2024 COVID-19 vaccines, are bivalent mRNA COVID-19 vaccines still authorized for use?

A: No. Bivalent mRNA COVID-19 vaccines are no longer authorized for use. To prevent [vaccine administration errors](#), providers should report and dispose of COVID-19 vaccines:

- Remove all bivalent mRNA COVID-19 vaccines from storage units regardless of expiration dates.
- Dispose of all bivalent mRNA COVID-19 vaccine vials in pharmaceutical waste containers or comingled pharmaceutical/sharps waste containers in accordance with local regulations and practice protocols for the disposal of regulated medical waste.
- Inactive providers can now report waste in myCAvax. The waste reporting deadline was Saturday, September 30, 2023, by 11:59PM. Report vaccine products as “Waste” in myCAvax and use “Other” to add comment “deauthorized.”

2.3 Q: Can COVID-19 vaccines be co-administered with other vaccines?

A: Yes, COVID-19 vaccines can be co-administered with other vaccines, including flu and RSV. Please see [COVID-19 Vaccine Coadministration Tips](#) for a coadministration guide.

2.4 Q: How long after COVID-19 illness can people receive COVID-19 vaccination?

A: People with known current SARS-CoV-2 infection should defer any COVID-19 vaccination, including booster vaccination, at least until recovery from the acute illness (if symptoms were present) and [criteria](#) to discontinue isolation have been met. People who recently had SARS-CoV-2 infection **may consider** delaying a primary series dose or booster dose by 3 months from symptom onset or positive test (if infection was asymptomatic). For further information, please see [CDC Interim Clinical Considerations for Use of COVID-19 Vaccines](#).

2.5 Q: Where can COVID-19 vaccine providers find information on anaphylaxis management after COVID-19 vaccination?

A: COVID-19 vaccine providers can find information on anaphylaxis management at [Recognizing and Responding to Anaphylaxis](#) and [Interim Clinical Considerations for Use of COVID-19 Vaccines: Anaphylaxis](#).

2.6 Q: Who is licensed to administer COVID-19 vaccines in California?

A: A listing of licensees authorized to administer COVID-19 vaccines in California is located on the California Department of Public Health (CDPH) Immunization Branch webpage [here](#).

2.7 Q: Where can providers find information on the COVID-19 Vaccine Bridge Access Program?

A: Providers can find information on the COVID-19 Vaccine Bridge Access Program at [Bridge Access Program Overview](#).



2.8 Q: Where can providers find updated CPT, NDC, and CVS codes?

A: Current Procedural Technology (CPT), National Drug Code (NDC), and CVX codes are available for the monovalent COVID-19 vaccines. Download the Fall 2023 COVID-19 Codes on [this page](#) or click [here](#).

Vaccine Storage & Handling

3.1 Q: Have COVID-19 vaccine storage and handling guidelines changed with the updated 2023-2024 COVID-19 vaccine?

A: COVID-19 vaccine storage and handling basic guidelines have not changed. Please see [EZIZ Vaccine Storage and Handling](#) for information on types and grades of refrigerators and freezers, acceptable storage units, digital data loggers and temperature monitoring, and vaccine management. For detailed COVID-19 vaccine storage and handling guidelines, see [COVID-19 Vaccine Product Guide](#).

3.2 Q: Can providers use expired items in COVID-19 vaccine ancillary kits?

A: Providers **may** use expired surgical masks if their clinic's policies allow and there is no apparent deterioration of the masks. Please note: Expiration for these items pertain mainly to the deterioration of the masks' straps. Expiration dates for surgical masks can be found printed on the outside of the kit or on boxes within. Providers **should not** use expired needles, syringes, and diluent. Please check the printed expiration dates of the individual items.

3.3 Q: What is the difference between an expiration date and a beyond-use date?

A: The expiration date is determined by the manufacturer as to when the COVID-19 vaccine is no longer acceptable to administer to patients, **regardless of storage condition**. The beyond-use date is the last day/time that the COVID-19 vaccine can be safely used after it has been transitioned between storage states (e.g., thawed, refrigerated) or altered (diluted, drawn up for administration, etc.) for patient use. The beyond-use date replaces the manufacturer's expiration date **but never extends it**. Providers should properly dispose of the vaccine on whichever date/time comes first.



Reporting

4.1 Q: How long must COVID-19 vaccine providers keep COVID-19 and flu vaccine administration records?

A: COVID-19 vaccine providers must maintain COVID-19 and flu vaccine administration records for a minimum of three years, or longer if it is required by local law. It is each clinic's responsibility to appropriately maintain these records for the three-year duration.

4.2 Q: How do I report an adverse event to the COVID-19 vaccine?

A: Adverse reactions should be reported through the Vaccine Adverse Event Reporting System (VAERS) by [Reporting an Adverse Event to VAERS](#).

Communication Resources

5.1 Q: Where can providers find support with administering and managing COVID-19 vaccine?

A: For myCAvax Help Desk inquiries, providers can email myCAvax.hd@cdph.ca.gov. For My Turn Clinic Help Desk inquiries, providers can email MyTurn.Clinic.HD@cdph.ca.gov. For all other COVID-19 vaccine inquiries, providers can email the Provider Call Center at providercallcenter@cdph.ca.gov or call at (833) 502-1245 (Monday through Friday from 8AM–5PM).

5.2 Q: Where can I access COVID-19 vaccination data dashboards?

A: COVID-19 vaccination data dashboards are available at [CDC COVID Data Tracker](#) and [California Vaccination Progress Data](#).

5.3 Q: Where can providers access COVID-19 vaccine information to build public confidence in the vaccine?

A: To build public confidence in the COVID-19 vaccine, providers can visit [COVID-19 Crucial Conversations Campaign](#), [Vaccinate with Confidence](#), and [Patient Communication Resources](#).

