

Provider Call Center (PCC) Outage Resolved

From Tuesday, March 12 – Wednesday, March 13, 2024, the Provider Call Center experienced an outage of its ticketing system. Due to this outage, the PCC was unable to send email confirmations and ticket numbers. As of 7:30am on March 14, 2024, service has been restored.

If you have not yet received a response, please resend any emails that you sent during the outage to the following addresses:

- providercallcenter@cdph.ca.gov
 - mycavax.HD@cdph.ca.gov
 - myturn.clinic.HD@cdph.ca.gov
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Suggested Message: Protect Your Family from Measles this Spring Break

Measles cases have been confirmed in California and the U.S. in recent weeks. Cases have been linked to overseas travel, reflecting the global rise in measles cases. [Share messages](#) encouraging everyone to stay up to date with measles-mumps-rubella vaccinations (MMR), and other routine vaccines, especially if they plan to travel abroad for spring break.

Learn more:

- [Learn more](#) about measles activity in California.
 - [Learn more](#) about routine vaccines.
 - Visit the [Don't Wait—Vaccinate! Communications Toolkit](#).
 - [Visit Measles, Mumps, and Rubella \(MMR\) Vaccination: What Everyone Should Know \(CDC\)](#)
 - Read the CDPH health advisory: [Fever and Rash? Consider Measles. Traveling Abroad? Protect Against Measles. \(2/2/2024\)](#)
 - Read the CDPH health advisory: [Immediate Respiratory Isolation Recommended for Persons with Suspected Measles \(3/14/2024\)](#)
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Reminder: CDC Guidance for Limited Tetanus-Diphtheria (Td) Supplies

MassBiologics has discontinued production of TdVax™, which is exclusively distributed by Grifols. Supply of TdVax™ is anticipated to last through June. It is anticipated that the supply of Td vaccine in the U.S. market will be constrained through 2024.

While Td vaccine supplies are constrained, providers should transition to use of Tdap vaccine in lieu of Td vaccine whenever possible, including when a tetanus booster is indicated for wound management.

The limited supply of Td vaccine needs to be preserved for those with a [specific contraindication to pertussis-containing vaccines](#).

For more information, refer to [CDC Vaccines and Preventable Diseases \(VPD\): Diphtheria, Tetanus, and Pertussis Vaccine Recommendations](#)

Afternoon TEAch Webinar: Best Practices for Promoting Adolescent Vaccination

Join us for our next “Afternoon TEAch with CDPH” webinar, Best Practices for Promoting Adolescent Vaccination.

We welcome special guest, Jennifer Tsui, PhD, MPH, from Keck School of Medicine of USC to discuss vaccine hesitancy in parents of adolescents and evidence-based strategies for clinicians to address it in practice.

Additional topics will include 2024 Advisory Committee on Immunization Practices (ACIP) Immunization Schedule for children and adolescents, and Assembly Bill No. 659, the Cancer Prevention Act.

[Registration link](#) for Tuesday, March 26, 2024, 12:00pm - 1:00pm (PT)

CDPH Immunization Branch Funding Opportunity: Hepatitis B Demonstration Projects

Refer to the [Request for Application \(RFA\) page](#) for more details.

The key dates include:

- RFA Released: March 5, 2024

- Deadline for submitting written questions: March 19, 2024, by 5:00pm (PT)
 - Application submission deadline: April 2, 2024, by 5:00pm (PT)
 - Notice of Intent to Award Released: April 30, 2024
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Upcoming Webinars

CDPH Immunization Branch Updates for Providers Webinar

- Please attend our bi-weekly (every other Friday) webinars to hear immunization updates from CDPH subject matter experts and have your questions answered. [Registration link for next session](#) on Friday March 22, 2024, 9:00am – 10:30am (PT)

CDPH Infection Prevention Webinars

- [Registration link](#) for Wednesday, March 27, 2024, 3:00pm - 4:00pm (PT)
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Support Opportunities

Provider Call Center

For Program information: email providercallcenter@cdph.ca.gov or call (833) 502-1245 (Monday - Friday, 8:00am - 5:00pm, PT)

myCAvax Help Desk

For technical issues (e.g., password resets): email myCAvax.HD@cdph.ca.gov or call (833) 502-1245, (Monday – Friday, 8:00am – 5:00pm, PT)

System related training materials are available via the Knowledge Center in myCAvax and at EZIZ.org.

My Turn Help Desk

- Onboarding: email myturnonboarding@cdph.ca.gov Technical support for My Turn Clinic: email MyTurn.Clinic.HD@cdph.ca.gov or call (833) 502-1245, (Monday – Friday 8:00am – 5:00pm, PT).
 - [Job aids, demos and training opportunities](#)
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