



# **Training for Los Angeles County Providers: *AB 1797 Requirements: California Immunization Registry (CAIR)***

**November 1, 2023**

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# Housekeeping

- Please ensure your mic is muted and camera is turned off during the presentation or when others are speaking
- Utilize the Q&A feature to input questions – any questions that were not addressed in the presentation will be answered at the end
- If you are experiencing technical issues or need assistance, please raise your hand or utilize the chat feature

# CAIR2 Overview for Vaccine Providers in LA County:

November 1, 2023



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Local CAIR Representative

Los Angeles County Region

California Department of Public Health – IZ Branch

[cdph.ca.gov/cair](https://cdph.ca.gov/cair)

# Agenda

- Benefits of Using CAIR2
- AB1797
- Frequently Asked Questions (FAQs)
- CAIR2 Informational Website
- CAIR2 Enrollment
- CAIR2 User Roles
- Account Update
- CAIR Training
- Immunization Record Requests
- LCR Contact Info
- Important CAIR Links & Contacts

# Benefits of Using CAIR2

- Tracks immunizations and TB test information for patients of all ages in one location
- Shows what shots are due, based on ACIP recommendations
- Reduces missed opportunities
- Increases immunization coverage rates
- Prints the CA Immunization Record/Yellow Card
- Tracks your vaccine Inventory
- Generates Reports, Reminder/Recall postcards, letters and lists



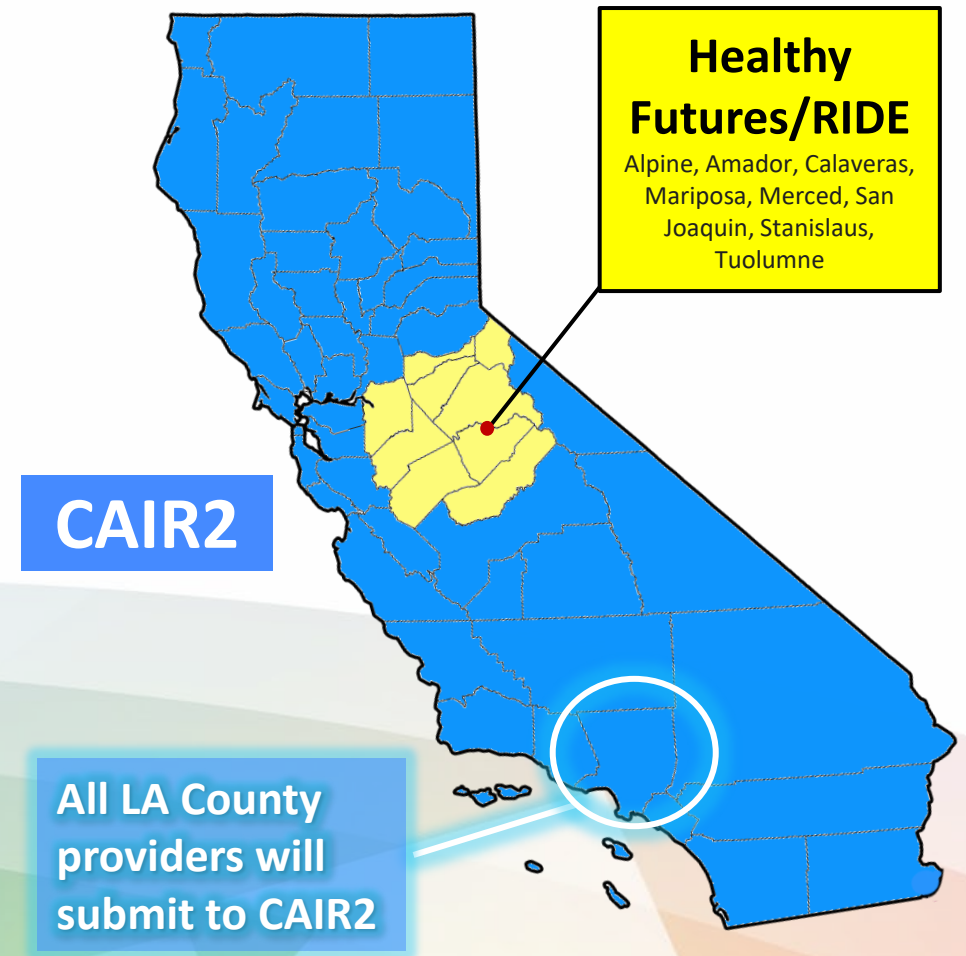


# AB1797: Effective January 1, 2023

**All California healthcare providers who administer vaccines are required to:**

**Enter/submit patient vaccination information to a CA Immunization Registry: CAIR2 or Healthy Futures (HF)/RIDE**

- CAIR2 users submit to CAIR2; HF/RIDE users submit to HF/RIDE
- Includes all vaccinations given for all ages
- TB test results must be reported



# AB1797 (con't)

Healthcare providers must enter/submit the Race and Ethnicity for each patient receiving vaccinations to CAIR2 or Healthy Futures/RIDE. This is to support the assessment of health disparities in immunization coverage.

- If a patient prefers not to share this information, the provider is able to select/submit a “Prefer not to say” option in the IZ Registry.
- From 1/1/2023 to 1/1/2026, the law also allows Schools and licensed Childcare facilities to look-up students’ COVID-19 vaccination status in the SCRL for attendance purposes.

For more information & AB1797 FAQs: [bit.ly/AB1797FAQ](https://bit.ly/AB1797FAQ)

# Frequently Asked Questions (FAQs)

**Most questions/issues regarding your clinic's CAIR account can be answered by contacting your Local CAIR Representative (LCR) including:**

Is my site already enrolled in CAIR?

I know we are enrolled but don't have access/don't know my site's Org Code.

I have the site Org Code, but don't know/have a username to login.

My site is currently showing as '*Non-Clinical.*'

I do not have the option to add ***Regular*** users.

My current staff only have ***Read-Only*** access.



# CAIR2 Informational Website

<https://cdph.ca.gov/CAIR>

## CAIR Users

- LCR Contact Info
- Help Desk
- User Guides & Videos
- FAQs
- & More!

## Supervisors

- Enroll your site with CAIR
- Account Update
- & More!



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Programs

A-Z Index

[Home](#) | [Programs](#) | [Center for Infectious Diseases](#) | [Division of Communicable Disease Control](#) | [CAIR](#) | [California Immunization Registry](#)

## CALIFORNIA IMMUNIZATION REGISTRY

- CAIR ▶
- Join CAIR ▶
- CAIR Users ▶
- Data Exchange ▶
- User Guides & Forms ▶
- Finding Records ▶

**Hours:**  
**8am–5pm Monday to Friday**  
[CAIRHelpdesk@cdph.ca.gov](mailto:CAIRHelpdesk@cdph.ca.gov)  
Phone: 800-578-7889  
Fax: 888-436-8320

## Welcome to the CAIR Information Website



The California Immunization Registry (CAIR2) is a secure, confidential, statewide computerized immunization information system for California residents.

# CAIR2 Enrollment

## CALIFORNIA IMMUNIZATION REGISTRY

CAIR

**Join CAIR**

CAIR Users

Data Exchange

User Guides & For

Finding Records

How CAIR Helps Your Practice

Provider FAQ

Pharmacy Requirement

– Pharmacy FAQs

– Pharmacy Manual Entry

– Pharmacy EHR Submissions

**Enroll Now!**

CAIR User Roles Guidance

Value Based Payment Program

COVID-19 Vaccine Reporting

**Hours:**

**8am–5pm Monday to F**

[CAIRHelpdesk@cdph.ca.gov](mailto:CAIRHelpdesk@cdph.ca.gov)

Phone: 800-578-7889

### Please Note!!!

Many vaccine providers in LA County are ***already enrolled*** with CAIR. If you are unsure about your site, please contact your LCR ***BEFORE*** submitting a new enrollment.



**The California Immunization Registry (CAIR2) is a secure, confidential, statewide computerized immunization information system for California residents.**

# CAIR2 Enrollment Options

## Manual Entry

Site does *not* have EHR/EMR system or does *not* wish to link directly with CAIR.

Staff will login via the online CAIR Portal to document doses administered into each individual patient record.

Staff will require **Regular** access to record doses. If site plans to use CAIR for inventory tracking, **Power** access may also be assigned to 1-2 inventory managers.

## Data Exchange (DX)

Site has EHR/EMR system capable of sending HL7 formatted data.

Doses documented in site EHR/EMR will be sent directly to CAIR and the patient record via electronic Data Exchange (DX).

Most staff at DX sites will usually only require **Read-Only** or **QA** access as all IZs entered in the EHR/EMR are already being sent directly to CAIR.

# CAIR2 User Roles

	Read Only	QA (Quality Assurance)	Regular	Power (Inventory)
Search Records	✓	✓	✓	✓
Run Reports	✓	✓	✓	✓
Add/Edit Doses			✓	✓
Add/Edit New Patients			✓	✓
Add/Edit Inventory				✓
Monitor DX Activity		✓	✓	✓
<b>Training(s) Required</b>	<b>0</b>	<b>0</b>	<b>1 (2hr)</b>	<b>1 (1.5hr)*</b> <small>*in addition to Regular training</small>



# Account Update (AU)

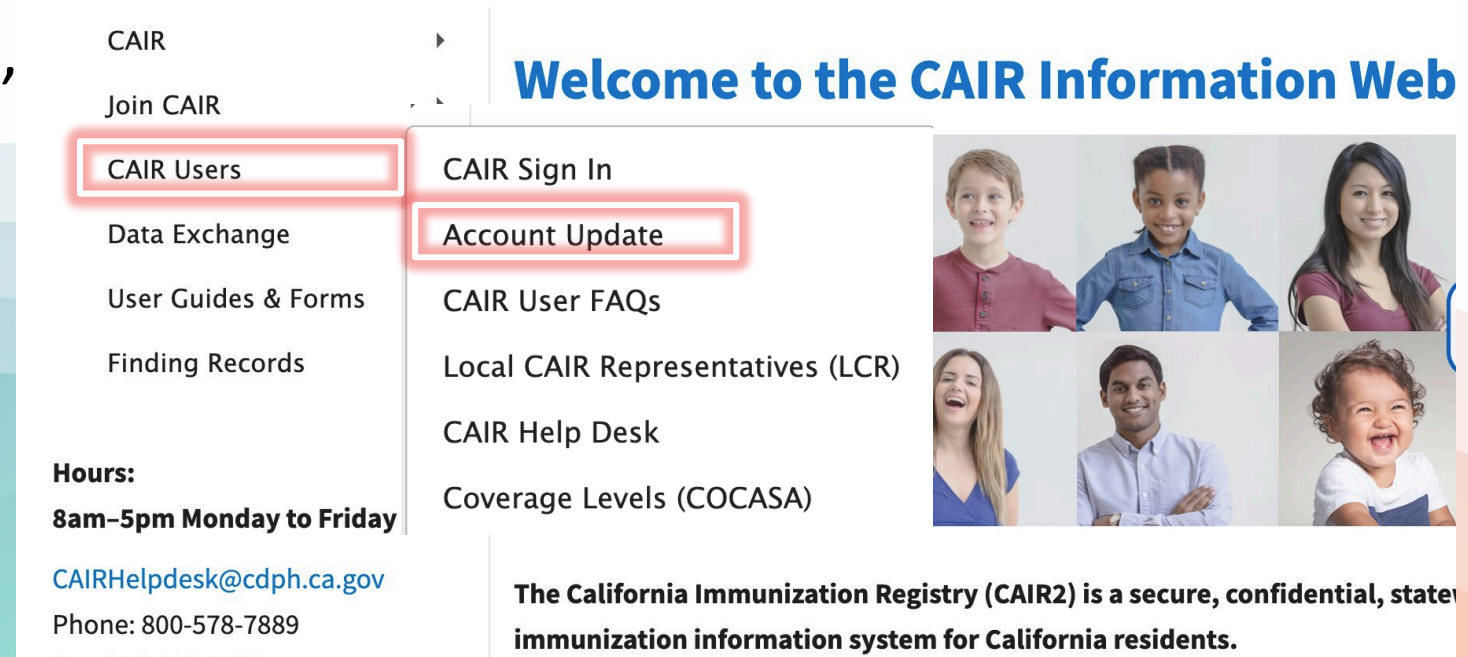
<https://accountupdate.cairweb.org/>

Account Update (AU) should only be accessed by the **Primary CAIR Contact** or **Supervisor** at the site.

## What is AU used for?

- Update Org level information (i.e. site contact info, address, Provider of Record, etc.)
- Add/Transfer users
- Inactivate/Activate users
- Add/Update Shot-givers
- & more!

## CALIFORNIA IMMUNIZATION REGISTRY



The screenshot shows the CAIR Information Web homepage. On the left, a navigation menu lists: CAIR, Join CAIR, CAIR Users (highlighted with a red box), Data Exchange, User Guides & Forms, and Finding Records. To the right of the menu, a dropdown menu is open, showing: CAIR Sign In, Account Update (highlighted with a red box), CAIR User FAQs, Local CAIR Representatives (LCR), CAIR Help Desk, and Coverage Levels (COCASA). Below the menu, the hours are listed as 8am-5pm Monday to Friday, along with the email CAIRHelpdesk@cdph.ca.gov and the phone number 800-578-7889. On the right side of the page, there is a 'Welcome to the CAIR Information Web' header above a grid of six photos of diverse children and adults. At the bottom right, a text box states: 'The California Immunization Registry (CAIR2) is a secure, confidential, state immunization information system for California residents.'



# Accessing Account Update

When submitting an Account Update, please **READ** and follow all on screen instructions carefully.

To access a more detailed guide for Account Update with step-by-step instructions, click **here**

Enter your site's **Org Code** & **Zip Code** and click **Sign On**

## ACCOUNT UPDATE USER INSTRUCTIONS

**ORG CODE:**

**ENTER YOUR ZIP CODE:**

If you have trouble signing on, contact the CAIR Help Desk at: **1-800-578-7889** or by Email: [CAIRHelpDesk@cdph.ca.gov](mailto:CAIRHelpDesk@cdph.ca.gov)

# Verifying Org Type in Account Update

Confirm the **Organization Type** displays your correct site type.

Verify the **Responsible Licensed Clinician, License #, and License Type** (MD, DO, NP, PA, or RPH) is current/up-to-date


## Please Note!!!

If your Organization Type is appearing as 'Non-Clinical' and your site needs access to report doses administered, you **MUST** contact your LCR to change it before proceeding with the Account Update.

'Non-Clinical' sites can only request **Read-Only** or **QA** users which do not have access to document any new vaccines administered.

### Update CAIR Organization Account - Site Information

Please update your Organization account information as needed then proceed to the next page. Fields with an \* are required.

Your Name	<input type="text"/>			Enter your full name. Authorized personnel filling out this form.		
Org ID	07CTEST					
Org Name	CHERYLS TEST					
Address 1 ?	<input type="text" value="855 MARINA BAY PKWY"/>		Phone	<input type="text" value="(530) 632 - 4600"/>		
Address 2 ?	<input type="text" value="STE 4"/>		Fax	<input type="text" value="(530) 632 - 8321"/>		
City	<input type="text" value="RICHMOND"/>		ZIP Code	<input type="text" value="94804"/>		
Public Org (eg. Community Clinic)	<input type="text" value="No"/>					
Site Email	<input type="text" value="CARRY.ROBINSON@CDPH.CA.GOV"/>			Confirm Email	<input type="text"/>	
Contact First Name	<input type="text" value="CHERYL"/>			Contact Phone	<input data-bbox="1923 678 2109 714" type="text" value="( ) - "/>	
Contact Last Name	<input type="text" value="SCOTT"/>					
Data Exchange	<input type="text" value="No"/>					
WIC Provider ?	<input type="text" value="No"/>					
				VFC Provider ?	<input type="text" value="Yes"/> 	
				VFC PIN ?	<input type="text" value="888888"/>	
Organization Type	<input type="text" value="Pediatrics"/>					
If your Organization Type is incorrect please email us at <a href="mailto:CAIRHelpDesk@cdph.ca.gov">CAIRHelpDesk@cdph.ca.gov</a> before moving forward as this will affect the user levels of existing and new users at your site.						
Responsible Licensed Clinician:						
First Name as it appears on medical license *	<input type="text" value="CHERYL"/>			CA Medical License *	<input type="text" value="123456"/>	
Last Name as it appears on medical license *	<input type="text" value="SCOTT"/>			License Type *	<input type="text" value="Pharm"/>	

# CAIR Training

Username must be requested by the Supervisor via Account Update before each user can register for training.

Completion of the CAIR Training is required for all users with the **Regular** or **Power** user role prior to receiving a password.

All CAIR Trainings are held via Zoom and require the user to have access to the following:

- Desktop/laptop computer
- Audio source (computer or phone)
- 2 hours uninterrupted time

**Please Note:** training CANNOT be completed via mobile device– i.e. iPhone/iPad/tablet/etc.

# Immunization Record Requests

The General Public may request their COVID IZ Record or full CAIR IZ Record from our home page -

[cdph.ca.gov/cair](https://cdph.ca.gov/cair):

- Click Finding Records or
- Hover over Finding Records and select Digital Vaccine Records

Or via direct link to the Digital Vaccine Record (DVR) Portal:

- Digital Vaccine Record (DVR) portal:  
<https://myvaccinerecord.cdph.ca.gov/>



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## CALIFORNIA IMMUNIZATION REGISTRY

CAIR

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[CAIRHelpdesk@cdph.ca.gov](mailto:CAIRHelpdesk@cdph.ca.gov)

Phone: 800-578-7889

## Welcome to the CAIR Information Website

Digital Vaccine Records

Parent FAQs(English)

- Parent FAQs(Spanish)

Health Plans

- Health Plan Usage Reports

Community Health Centers

Schools

WIC

Local Health Departments (Snowflake)



y (CAIR2) is a secure, confidential, statewide computer system for California residents.



# LA County LCRs & Contact Info



**Monica Monroy**  
SPAs 1, 2, & 3

[monica.monroy@cdph.ca.gov](mailto:monica.monroy@cdph.ca.gov)  
(323) 422-6484



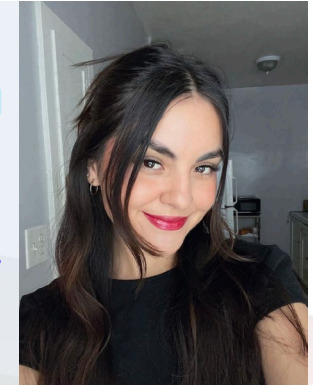
**Grissel Barrios**  
SPAs 4, 6, & 7

[grissel.barrios@cdph.ca.gov](mailto:grissel.barrios@cdph.ca.gov)  
(213)-905-9009



**Leanne Alarid**  
SPAs 5, 8, & City of Long Beach

[leanne.alarid@cdph.ca.gov](mailto:leanne.alarid@cdph.ca.gov)  
(213)359-4555



**Destiny Sepulveda**  
City of Pasadena

[destiny.sepulveda@cdph.ca.gov](mailto:destiny.sepulveda@cdph.ca.gov)  
(510)-951-1828

**When contacting your LCR, please include the following information:**

- Your site **name** and **Org Code** (if you know it)
- Your site **address**
- A **brief summary of the issue** you are encountering
- Whether your site uses **Manual Entry** or **Data Exchange (DX)** via your EHR/EMR



# Important CAIR Links & Contacts

## CAIR Informational Website:

<https://cdph.ca.gov/cair>

## CAIR User Guides:

<https://www.cdph.ca.gov/Programs/CID/DCDC/CAIR/Pages/CAIR-Training-Guides.aspx>

## CAIR Forms:

<https://www.cdph.ca.gov/Programs/CID/DCDC/CAIR/Pages/CAIR-records-forms.aspx>

### Provider Call Center

Phone: 833-502-1245

Email: [providercallcenter@cdph.ca.gov](mailto:providercallcenter@cdph.ca.gov)

### CAIR Help Desk

Phone: 800-578-7889 option #9

Email: [CAIRHelpDesk@cdph.ca.gov](mailto:CAIRHelpDesk@cdph.ca.gov)

### Local CAIR Representatives (LCRs):

[go.cdph.ca.gov/cair-lcr](http://go.cdph.ca.gov/cair-lcr)

### CAIR Data Exchange (DX) Specialists

Email: [CAIRDataExchange@cdph.ca.gov](mailto:CAIRDataExchange@cdph.ca.gov)



# **COVID-19 Vaccine Commercialization and Vaccine Ordering Updates**

**Wendi Cate, M.A.**

**Director of Field Services and Vaccine Management  
Los Angeles County Department of Public Health  
Vaccine Preventable Disease Control Program**



# Updated COVID-19 Vaccine Timing Guide 2023-2024

## COVID-19 Vaccine Timing 2023-24 –Routine Schedule

Age*	Vaccine	If unvaccinated:	If had any prior doses, give 2023-24 doses:
6 months–4 years†	Pfizer–Infant/Toddler	1st Dose → 3-8 weeks → 2nd Dose → ≥8 weeks → 3rd Dose	If 1 prior dose, then: 3-8 weeks 1 → ≥8 weeks 2 If ≥2 prior doses, then: ≥8 weeks 1
	Moderna–Pediatric	1st Dose → 4-8 weeks → 2nd Dose	If 1 prior dose, then: 4-8 weeks 1 If ≥2 prior doses then: ≥8 weeks 1
5–11 years	Moderna–Pediatric	1 Dose	If 1 or more prior doses (of any of the brands), then*: ≥2 months 2023-24 Formulation: Moderna/Pfizer
	Pfizer–Pediatric	1 Dose	
12+ years	Pfizer–Adol/Adult (Comirnaty)	1 Dose	If 1 or more prior doses (of any of the brands), then*: ≥2 months 2023-24 Formulation: Moderna/Pfizer/Novavax
	Moderna–Adol/Adult (Spikevax)	1 Dose	
	Novavax	1st Dose → 3-8 weeks → 2nd Dose	

\* See [CDC recommendations](#) for children transitioning from a younger to older age group

† Children 6 months – 4 years should receive the same brand of the updated vaccine as the prior doses they received.

\*\* An 8-week interval may be preferable for some people, especially for males 12-39 years.

≅ All Moderna doses 6 months – 11 years are 0.25 mL (25 mcg).

^ Janssen (J & J) vaccine has been deauthorized. Follow schedule for 12+ years for any prior doses.

View [Interim Clinical Considerations for Use of COVID-19 Vaccines](#) for details. Schedule is subject to change.



## COVID-19 Vaccine Timing 2023-24 if Moderately/Severely Immunocompromised

Age	Vaccine	If unvaccinated:	If had any prior doses give 2023-24 doses:
6 months–4 years	Pfizer Infant/Toddler	1st Dose → 3 weeks → 2nd Dose → ≥8 weeks → 3rd Dose → ≥2 months → Optional Dose*	1 prior dose: 3 w 1 → ≥8 w 2 ≥2 prior doses: ≥8 w 1 ≥2 m Optional Dose*
	Moderna–Pediatric	1st Dose → 4 weeks → 2nd Dose → ≥4 weeks → 3rd Dose → ≥2 months → Optional Dose*	1 prior dose: 4 w 1 → ≥4 w 2 2 prior doses: ≥4 w 1 ≥2 m Optional Dose*
5–11 years	Moderna–Pediatric	1st Dose → 4 weeks → 2nd Dose → ≥4 weeks → 3rd Dose → ≥2 months → Optional Dose* Moderna/Pfizer	1 prior dose: 4 w 1 → ≥4 w 2 2 prior doses: ≥4 w 1 ≥3 prior doses**: ≥8 w 1 (for ages 5+ yrs, Pfizer dose is also OK) ≥2 m Optional Dose*
	Pfizer–Pediatric	1st Dose → 3 weeks → 2nd Dose → ≥4 weeks → 3rd Dose → ≥2 months → Optional Dose* Moderna/Pfizer	1 prior dose: 3 w 1 → ≥4 w 2 2 prior doses: ≥4 w 1 ≥3 prior doses**: ≥8 w 1 ≥2 m Optional Dose*
12+ years	Pfizer–Adol/Adult (Comirnaty)	1st Dose → 3 weeks → 2nd Dose → ≥4 weeks → 3rd Dose → ≥2 months → Optional Dose* Moderna/Pfizer/Novavax	1 prior dose: 3 w 1 → ≥4 w 2 2 prior doses: ≥4 w 1 ≥3 prior doses**: ≥8 w 1 ≥2 m Optional Dose*
	Moderna–Adol/Adult (Spikevax)	1st Dose → 4 weeks → 2nd Dose → ≥4 weeks → 3rd Dose → ≥2 months → Optional Dose* Moderna/Pfizer/Novavax	1 prior dose: 4 w 1 → ≥4 w 2 2 prior doses: ≥4 w 1 ≥3 prior doses**: ≥8 w 1 ≥2 m Optional Dose*
	Novavax	1st Dose → 3 weeks → 2nd Dose → ≥2 months → Optional Dose* Moderna/Pfizer/Novavax	1 prior dose: 3 w 1 → ≥4 w 2 2 prior doses: ≥4 w 1 ≥3 prior doses**: ≥8 w 1 ≥2 m Optional Dose*

\* An optional dose may be given ≥2 months after the last dose. Further doses may be given at the healthcare provider's discretion. See [Table 2](#) for vial and dosage.

\*\* Ages 5-11 years may be given Moderna or Pfizer after ≥3 prior doses. Ages 12+ years may be given Moderna, Pfizer, or Novavax.



## Vaccine Ordering and Manufacturer Info

For privately insured patients, providers purchase vaccines directly from vaccine manufacturers or wholesale distributors. Ordering information and customer service contacts are provided below. See COVID-19 Vaccine Access & Ordering Infographic for private and public vaccines.

### Moderna

- Customer Service: 866-MOD-ERNA or 1-866-663-3762 or [MedInfo@modernatx.com](mailto:MedInfo@modernatx.com)
- For temperature excursions: Customer Service or [excursions@modernatx.com](mailto:excursions@modernatx.com)
- [Moderna COVID-19 Vaccine Website](#)
- Storage and handling, administration, FAQs, Clinical Considerations, EUAs: [CDC resources](#)
- For expiry dates, scan QR code on product
- **Private Purchase:** Updated Moderna COVID-19 vaccine may be ordered through [Moderna](#) (vaccine will be shipped through McKesson Specialty) or through wholesale distributors. If you do not have an established account with a wholesaler, Moderna provides a list of their wholesalers [here](#).
- **BAP Orders:** use myCAvax (return nonviable vaccine to McKesson)
- **VFC Orders:** use myVFCvaccines (return nonviable vaccine to McKesson)
- **Shipping:** Moderna vaccines ship frozen between -50°C and -15°C (-58°F and 5°F).

## Novavax

- Customer Service: 1-844-Novavax (1-888-668-2829)
- [Novavax COVID-19 Vaccine Website](#)
- Storage and handling, administration, FAQs, Clinical Considerations, EUAs: [CDC resources](#)
- [Expiry Checker](#)
- Medical information and temperature excursions: 1-844-NOVAVAX ( 1-844-668-2829) option 2
- **Private Purchase:** Novavax updated COVID-19 vaccine (packaged as 5-dose vials, minimum order 10 doses) will be available for purchase through the following wholesale distributors: [Amerisource Bergen](#), [Cardinal Health](#), [FFF Enterprises](#), [Henry Schein](#), [McKesson Medical Surgical](#), and [McKesson Plasma & Biologics](#).
- **Private Returns:** To initiate your product return (both opened and unopened vials) and request a return authorization (box labels), please access the [Inmar website](#) and provide Product NDC, Lot #, Expiration Date, Exact Quantity, Price.
- **BAP Orders:** use myCAvax (return nonviable vaccine to McKesson)
- **VFC Orders:** use myVFCvaccines (return nonviable vaccine to McKesson)
- **Shipping:** Novavax vaccine ships like other routine refrigerated vaccines at temperatures between 2° to 8°C (36° to 46°F).





## Pfizer

- Customer Service: (800) 666-7248, Option 8 or [cvgovernment@pfizer.com](mailto:cvgovernment@pfizer.com) (includes temperature excursions during shipping)
- [Pfizer COVID-19 Vaccine Website](#)
- Storage and handling, administration, FAQs, Clinical Considerations, EUAs: [CDC resources](#)
- [Expiry Checker](#)
- [Temperature Excursion Stability Calculator](#)
- Medical Information: Pfizer US Medical Information at 800-438-1985
- Controlant Customer Service: (855) 442-CONTROL or 855-442-6687 (701-540-4039 to leave a message)
- **Private Purchase:** Updated Pfizer COVID-19 vaccine may be ordered through [Pfizer](#) or through wholesale distributors. If you do not have an established account with a wholesaler, Pfizer lists their U.S. wholesalers [here](#).
- **BAP Orders:** use myCAvax (return nonviable vaccine to McKessen)
- **VFC Orders:** use myVFCvaccines (return nonviable vaccine to McKessen)
- **Shipping:** Pfizer vaccines ship with dry ice and between -90°C and -60°C (-130°F to -76°F). Please ensure receiving staff have been properly trained on shipment inspection, dry ice safety, and storage in the corresponding units.



# Q&A



# Thank you!

For questions, please contact:  
[lacipinfo@ph.lacounty.gov](mailto:lacipinfo@ph.lacounty.gov).

