

# Recertification FAQs

---

These frequently asked questions apply to VFC, VFA and LHD 317 providers.

Know what you are looking for? Use the following links to easily locate the answer!

## Contents

Managing EZIZ Training Account .....	2
EZIZ Lessons .....	2
EZIZ Learning History Page .....	4
Recertification Form.....	4
Step 1: Provider Location Information .....	5
Step 2: Key Practice Staff.....	6
Step 3: Vaccine Storage Units.....	8
Step 4: Provider Population.....	8
Step 5: Health Care Providers with Prescription Writing Privileges.....	9
Step 6: My Turn Vaccine Locator .....	9
Step 7: Review Recertification Information.....	10
E-Signature .....	10
After Recertification .....	11

## Managing EZIZ Training Account

### Q. How do I create an account on EZIZ?

A. Go to EZIZ's [Registration & Login](#) page to create an account.

### Q: What information on my EZIZ Training account must be correct to get credit for completing the lessons?

A: The name (first and last) and email (listed on the EZIZ Training account used to complete the required lessons) must match the name and email on myCAvax. Each key practice staff must have a unique email and EZIZ user ID.

### Q: How do I update the email address for my EZIZ training account?

A: Use the "Edit Profile" link in the My Account section.

### Q: Are the lessons required for Recertification on myCAvax?

A: No. All lessons are located on [EZIZ Training](#).

### Q: What information on my EZIZ training account can be updated?

A: First Name, Last Name, Email, Account Password and PINs on your account can be updated using the "Edit Profile" link in the My Account section.

### Q: How do I make sure the EZIZ Training user ID used to complete the lessons matches the email listed on myCAvax?

A: Once you are logged in to your EZIZ Learning History page, there is a link called "Edit Profile." From there, you can see the email address used for your EZIZ training account and make sure that the information matches what you have for your myCAvax user account.

## EZIZ Lessons

### Q: What lessons are the Provider of Record, Provider of Record Designee, and Vaccine Coordinators required to complete for Recertification?

A: Required lessons are identified under [EZIZ Training](#). Lessons are grouped by program role for the VFC, VFA and LHD 317 vaccine programs.

### Q: My provider has an "Additional Vaccine Coordinator" and an "Organization Vaccine Coordinator." Do they also need to take the required EZIZ lessons?

A: Yes. Those are optional roles. However, their responsibilities mirror those of the Primary and Backup Vaccine Coordinators, so they must take the same EZIZ lessons to move forward with Recertification.

**Q: When can providers and key practice staff start taking the [EZIZ lessons](#) required for Recertification?**

A: Providers may begin taking the required training for Recertification once announced. **Important:** Providers will not get credit for completing any lessons prior to the Recertification launch date. Please refer to the Recertification program letters.

**Q: How do I reset the lessons required for Recertification?**

A: Use the "Reset" button at the top of the Learning History page to reset all the lessons required for Recertification. To reset individual lessons, use the "Reset individual lessons" link.

**Q: Can I test out of the required lessons?**

A: Lessons may be updated periodically to reflect changes to program requirements. Any lessons unchanged since the previous year will have an asterisk (\*) on the Learning History page indicating that providers may test out if they successfully completed the lesson in the prior year and receive a passing score on the pre-lesson quiz this year.

**Q: I cannot remember the password for my training account and the reset password link is not working. What do I do?**

A: Providers may contact the call centers to have passwords reset. Make sure to have your username ready when you call. **For VFC Providers:** Contact VFC Customer Service at (877) 243-8832. **For VFA/LHD 317 Providers:** Contact the Provider Call Center at (833) 502-1245.

**Q: Does it matter which internet browser I use to complete the lessons?**

A: For optimal experience, see [System Requirements](#). Ensure that your internet browsers are up-to-date and that your browser history is cleared to prevent issues with accessing the lessons.

**Q: How long do the lessons take to complete?**

A: Lesson lengths are estimated on [EZIZ Training](#). Actual completion times will vary by learner pace. There are pre- and post-lesson quizzes to factor in as well. However, if you do not complete a lesson in one sitting, your progress is saved, and you can pick up where you left off.

**Q: Do all medical assistants who administer vaccines need to take the EZIZ trainings?**

A: Only the key practice staff listed for your program location are required to take the EZIZ lessons. However, we also have additional lessons (not required for Recertification) such as the "Preparing Vaccines" and "Administering Vaccines" lessons that would be beneficial to your medical assistants administering vaccines.

**Q: Do Vaccine Coordinators who work out of multiple provider locations or participate in multiple vaccine programs need to take the EZIZ training more than once?**

A: No. Take the EZIZ lessons once to get credit for the other locations or programs.

## EZIZ Learning History Page

### Q: What will the EZIZ Learning History page look like for Recertification?

A: For EZIZ users who are associated with a PIN, the Learning History page walks providers and key practice staff through the education requirements for Recertification. Clear instructions appear at the top of the page with a button allowing learners to RESET all lessons for Recertification. Links allow learners to “Begin” each lesson and print a “Certificate” for each completed lesson.

### Q: One of the lessons did not display my post-lesson test results. How do I know if I passed?

A: If there is a link that says "Certificate" and a date completed in your learning history for that lesson, then you passed. If there is a link that says "Retry", then you did not pass the lesson and must retake it.

## Recertification Form

### Q: How do I access the Recertification form?

A: To access the Recertification form, log in to your [myCAvax](#) account and begin Recertification for your Program Location.

### Q: Who can access the Recertification Form?

A: All Vaccine Coordinators (including organization and additional coordinators) may access the myCAvax Recertification form to recertify for their providers.

### Q: Who cannot access the Recertification Form?

A: The following users will not be able to access the myCAvax Recertification Form:

- Provider of Record and Provider of Record Designee roles cannot access the Recertification Form unless they are also listed as a Vaccine Coordinator (Primary, Backup, Organization or Additional). However, the Provider of Record will receive a separate notification from DocuSign to sign the Provider Agreement and Addendum outside of myCAvax.
- Providers suspended for *mandatory corrective actions* will not be able to Recertify until their corrective actions have been resolved. Mandatory corrective actions are the required follow-up actions listed in the VFC Site Visit Follow-Up Plan and/or Adult Vaccine Visit Follow Up Plan that was provided after your recent site visit. If you need additional information about the required follow-ups or need another copy of the follow-up plan, contact your [Field Representative](#). For information on VFC Program requirements, [click here](#). For more information on the VFA Program requirements, [click here](#).

### Q: I am a new provider who enrolled shortly before Recertification. Do I still need to recertify?

A: Yes. If your new program location was approved before Recertification, you will still need to recertify. Because program requirements are updated periodically, all active providers must complete Recertification and sign the provider agreements.

**Q: I am a new provider who enrolled after Recertification launched. Do I still need to recertify?**

A: If your new enrollment was approved after Recertification launch, you will not be expected to Recertify. However, if your Provider of Record signed the old provider agreements, your regional Field Representative or the Program will reach out to you to sign a paper form of the updated agreements, which will be uploaded to your myCAvax account for our records.

**Q: If I have to leave my computer for a period of time, will the data I already entered be saved?**

A: Yes. Recertification information can be “Saved as Draft” as you go through the Recertification Form and can be finished later.

**Q: Where can I get step-by-step guidance on completing the Recertification Form?**

A: There is a recorded video and job aid on the myCAvax Knowledge Center with step-by-step instructions. See [myCAvax Recertification Demo and Knowledge Center Resource](#).

**Q: When completing recertification for multiple vaccine programs, is there an option to recertify for all programs at one once?**

A: No. Providers must complete recertification separately, complete program-specific training, and sign provider agreements for each vaccine program.

## Step 1: Provider Location Information

**Q: What is National Provider Identifier (NPI)? What if there is more than one NPI?**

A: NPI is a unique 10-digit numeric identifier for healthcare providers. If there is more than one NPI, the organization location’s NPI should be displayed on the Practice Profile step; enter the NPI for the individual healthcare provider on the Key Practice Staff page and Healthcare Providers with Prescription Writing Privileges page. Healthcare organizations and individual healthcare providers will have different NPIs. Your NPI should already be pre-filled with information we currently have for your account in myCAvax.

**Q: What is the CAIR/IIS ID?**

A: All provider locations must enroll in the California Immunization Registry (either [CAIR](#) or [CAIR/Healthy Futures](#) for the greater San Joaquin). Upon enrollment, each location is assigned a unique registry ID. These registries help providers and other authorized users track patient immunization records, reduce missed opportunities, and help fully immunize Californians of all ages.

**Q: Why am I required to include my CAIR/IIS ID?**

A: AB 1797 requires all California providers to enter every immunization administered as well as patient race and ethnicity into CAIR or CAIR/Healthy Futures. Providers without a registry ID will not be able to recertify. For more information, see [AB 1797 Immunization Registry FAQs](#).

**Q: Where can I find my CAIR/IIS ID?**

A: Most California providers use [the CAIR system](#) ([CAIRHelpDesk@cdph.ca.gov](mailto:CAIRHelpDesk@cdph.ca.gov), 800-578-7889

and [local support staff](#)). The greater San Joaquin Valley uses [CAIR/Healthy Futures](#) (see [Provider FAQs](#)) to access patient immunization records. Contact the appropriate resources for assistance.

**Q: What does it mean to be a mobile clinic or have mobile units?**

A: Mobile clinics are typically conducted out of mobile units (e.g., trailers, vans, or buses) that store, handle, and administer vaccines. Mobile clinics increase access to immunizations in local communities. Vaccine is typically received, stored, and managed long term in the stationary clinic associated with the PIN identified during enrollment. Providers must complete a [mobile vaccine management plan \(Word\)](#) and receive authorization from the VFC Program before conducting mobile clinics.

**Q: What is a mobile provider?**

A: These providers are less common and are identified as a provider type during enrollment. They store and administer vaccines exclusively out of mobile units. Mobile providers must document for how and where vaccines will be received to their [mobile vaccine management plan \(Word\)](#).

## Step 2: Key Practice Staff

**Q: If our Vaccine Coordinator changed after Recertification launched, how can we grant this person access to the Recertification form?**

A: Please reach out to the Provider Call Center at (833) 502-1245 for further assistance.

**Q: Can one person be the Provider of Record (POR) for multiple sites?**

A: Yes. The POR is responsible for signing the provider agreements for each program location via DocuSign. Once the Recertification is “Submitted for E-Signature,” the POR will receive an email for each location notifying them that their signature is needed.

**Q: What if my Provider of Record (POR) is out on medical leave or is about to retire?**

A: Each practice must have a provider with a valid California medical license to sign the provider agreements and complete recertification.

**Q: My site recently changed our Provider of Record. Should I change the POR directly on the Recertification form?**

A: To streamline the changes for POR updates prior to Recertification, the VFC/VFA/LHD 317 Program will be cancelling any pending POR updates in which we have not yet received the completed signed agreements via DocuSign. That way, any updates to your Provider of Record can be made directly on the Recertification Form since they will be receiving the notice for e-Signature after Recertification submission.

**Q: Does the Provider of Record Designee have to be a different person from the Provider of Record?**

A: Ideally, yes. However, in rare instances (e.g., clinic is a solo practice and Provider of Record fulfills

all program roles of key practice staff) the Provider of Record may act as the Provider of Record Designee. The Recertification Form accommodates these situations.

**Q: Can we use one email address for all key practice staff?**

A: No. Each staff member must have a unique email address. Important program information is emailed to all key practice staff, but only the Vaccine Coordinator and Backup Vaccine Coordinator receive emails relating to vaccine orders.

Each key practice staff must have their own login access to myCAvax and their own EZIZ training account. Any staff member who does not currently have a myCAvax account needs to be properly set up with their own credentials to maintain account security. Do not share user accounts! To manage key practice staff before Recertification, go to your Program Location page in [myCAvax](#) and “View Staff.” To manage or create your EZIZ training account, go to [EZIZ](#). If you experience any issues with logging in, creating an account, completing lessons, or anything similar, please review these [troubleshooting tips](#).

**Q: Why is there a character limit for the Vaccine Coordinator email address?**

A: There are limitations when communicating data between the Centers for Disease Control and Prevention (CDC), McKesson Specialty and UPS. For this reason, email addresses that are used to receive electronic return labels cannot be longer than 40 characters.

**Q: Why is the electronic return label only sent to the Vaccine Coordinator?**

A: The Vaccine Coordinator is the staff member responsible for vaccine management, which includes returning spoiled and expired vaccines to McKesson Specialty.

**Q: What is the Organization Vaccine Coordinator? Can I add this role during Recertification?**

A: The Organization Vaccine Coordinator is an optional role responsible for managing multiple locations within an organization. Since they are responsible for more than one program location, this role cannot be newly added on the Recertification form since the Recertification process is location specific and not organization-wide. To add an Organization Vaccine Coordinator, please complete recertification for your program location(s) first, then navigate to the Manage Staff page to submit a request to add an Organization Vaccine Coordinator.

**Q: What is the Additional Vaccine Coordinator? Can I manage this role during Recertification?**

A: The Additional Vaccine Coordinator is an on-site employee with similar vaccine management responsibilities to the primary and backup vaccine coordinators. This is an optional role that is not required, but you can add and manage this role on the Recertification Form.

**Q: What is the Additional Staff Member for? Is it required?**

A: It is a role that was added to the Key Practice Staff page for providers to add an additional staff member to receive official VFC/VFA/LHD 317 Program communications. It is not required.

## Step 3: Vaccine Storage Units

### Q: What is a Mobile Unit?

A: Mobile units are vehicles equipped with vaccine storage equipment (refrigerators/freezers) and act as an extension of the medical home. They are often used to provide outreach to underserved, high-risk populations. If a mobile unit is used at any time to store VFC, VFA or 317 vaccines, the mobile unit's vaccine storage equipment and temperature monitoring devices must follow all VFC/VFA/LHD 317 Program requirements and must be listed under your account.

To identify a refrigerator or freezer that is used in a mobile unit, select "Mobile Unit" from the Unit Priority section on Step 3 of the Recertification form.

### Q: What if I do not have a freezer?

A: All VFC Providers are expected to offer all age-appropriate Advisory Committee on Immunization Practices (ACIP) recommended vaccines, including frozen vaccines such as MMR (Merck), Varicella, and MMRV. There are some exceptions, such as providers who are only seeing certain patient populations and do not need frozen vaccines (e.g., birth hospitals or local health department clinics).

### Q: Am I required to have an ultra-cold freezer?

A: No. Ultra-low temperature freezers are used for storing Pfizer COVID-19 vaccines. However, Pfizer COVID-19 vaccines may also be stored at refrigerated temperatures. See [COVID-19 Vaccine Product Guide \(PDF\)](#).

### Q: Can I add more than one backup data logger?

A: Yes. The Recertification Form allows for more than one backup data logger by location. Click the 'Add Thermometer' button to add more.

### Q: If the data logger calibration certificate is added prior to Recertification, does it need to be added again during Recertification?

A: No. It will show up on the unit during Recertification. However, if your data logger calibration certificate has not yet been added or if you add a new vaccine storage unit during Recertification, you will be prompted to upload your data logger calibration certificate.

## Step 4: Provider Population

### Q: How accurate do my patient population numbers need to be and will it affect what I can order?

A: Provider population data reported must accurately represent the patient population your practice expects to serve over the upcoming 12-month period. Update the number of all pediatric patients (both VFC and privately insured) and/or the number of all adult patients (both VFA/LHD 317 and privately insured) your practice plans to immunize during the upcoming year based on the actual patient population served by your practice and indicate the source of data used to formulate your estimates (billing information, immunization registry usage reports, Electronic Health Record (EHR))

usage reports, VFC usage logs, or other sources).

Although this information may not directly affect your myCAvax order form, providing this data gives insight on your vaccine need for the coming year.

**Q: For privately insured patient estimates, do we enter the number of privately insured patients that we administer vaccine to, or do we enter the number of privately insured patients that our practice sees?**

A: Enter the number of privately insured patients that your practice expects to immunize in the upcoming 12-month period. The patient population numbers entered should match the patient population that your practice serves. Utilize reports from your immunization registry or EHR to assist you with determining these numbers.

## Step 5: Health Care Providers with Prescription Writing Privileges

**Q: Why can't my medical license be verified with my name?**

A: When entering license information for healthcare providers with prescription-writing privileges, the system will check, license type, license number and last name. You can verify license information ahead of time on the [Department of Consumer Affairs website](#). Enter your name as it appears on the medical license. Do not include middle name, middle initial, or title (e.g., MD, DO, etc.). **For VFC Providers:** If you have entered your license exactly as it appears and it still cannot be verified, please contact the VFC Customer Service Center at 1-877-243-8832. **For VFA/LHD 317 Providers:** If you have entered your license exactly as it appears and it still cannot be verified, please contact the Provider Call Center at (833) 502-1245.

**Q: I am a Nurse Practitioner; do I use my NP license number or my RN license number?**

A: Enter your NP license number on the Recertification form. Entering an RN license for an NP may lead to incorrect license verification.

## Step 6: My Turn Vaccine Locator

**Q: What is the My Turn Vaccine Locator?**

A: The [My Turn Vaccine Locator](#) is a public-facing page that helps patients find your location based on its proximity and vaccination services. This replaces the previous EZIZ Provider Locator and is a helpful tool to promote your practice and the immunizations that you provide. You can display your clinic's hours of operations for vaccine administration and have the option to indicate if you accept walk-in patients, provide a description of your location, and even include an optional booking URL if you want patients to book an appointment directly with your site. Your current Vaccine Locator information will display on Step 6 of the VFC Recertification Form, and you can update information if necessary.

**Q: My clinic has now opted in to the My Turn Vaccine Locator. Where can I go now to make any modifications, add my location to other immunization programs, or update the list the vaccines that we offer?**

A: Click on the 'Provider Locator' tab from the myCAvax Home Page. Select the 'My Turn Vaccine

Locator Opt In' subtab. Click the 'Manage Vaccine Locator Form' next to the relevant location to make updates.

**Q: I am a VFA/LHD 317 Provider, and our clinic did not have the option to opt in to the My Turn Vaccine Locator on the Recertification Form. How can I opt in to the My Turn Vaccine Locator?**

A: For a VFA/LHD 317 site to appear on the "My Turn Public" portal, navigate to the Vaccine Locator Tab on your myCAVax Homepage, outside of the Recertification form. The clinic should select the 'My Turn Vaccine Locator Opt-in' tab, click the location's 'Manage Vaccine Locator Form' link, and complete the information form to opt-in. For more information about the benefits of My Turn, [click here](#).

## Step 7: Review Recertification Information

**Q: What if I made a mistake, can I make edits on the Step 6(VFA/LHD 317 Providers) and/or Step 7 (VFC Providers) review page?**

A: If you need to make edits to any of the Recertification information, click on the "Back" button.

**Q: What happens when I click on "Submit for E-Signature?"**

A: After you click on "Submit for E-Signature," the Provider of Record will receive an email to electronically sign the Provider Agreement and Addendum via DocuSign.

**Important.** The agreements must be signed electronically for the Recertification to be considered complete.

## E-Signature

**Q: How will I recognize e-signature notification email?**

A: The email is sent to the Provider of Record from [no-reply-mycavax@cdph.ca.gov](mailto:no-reply-mycavax@cdph.ca.gov) with subject "E-Signature Required for Vaccines for Children," for example.

**Q: What if my Provider of Record cannot find the e-signature email?**

A: After logging in to your myCAVax account, go to your program location page. Click on "More" on the top of the page and select "Recertification" from the drop-down. When on the Recertification page, you can select the clinic location's associated program and the Recertification status of your location(s) will display. If the agreements have not been signed yet, the Recertification Status will be "e-signature requested." Your clinic's vaccine coordinator has the ability to resend the e-signature by clicking on the "View Recertification" link. Once on that page, click on "Resend request" and the email will be sent again to your Provider of Record. If you need further assistance, our call center staff can also resend the e-signature request.

## After Recertification

**Q: How do I know if my Recertification is complete after I clicked “Submit for E-Signature?”**

A: After logging in to your myCAvax account, go to your program location page. Click on “More” on the top of the page and select “Recertification” from the drop-down. When on the Recertification page, you can select the clinic location’s associated program and the Recertification status of your location(s) will display. It should show as “Complete.”

**Q: What happens if I do not submit Recertification by the deadline?**

A: Providers who do not submit Recertification before the deadline will have their account suspended and will not be able to place a VFC/VFA/LHD 317 vaccine order until Recertification has been submitted. If Recertification is still not submitted after the account has been suspended, the VFC/VFA Provider account will be terminated from the program. If you decide you want to participate in VFC after being terminated from the program, you must wait until the next year’s Recertification cycle, complete a New Enrollment form to enroll as a new provider, and participate in a new enrollment site visit. If you decide you want to participate in VFA after being terminated from the program, you must wait until VFA enrollment is open. VFA enrollment is dependent on the available Section 317 budget and is currently closed.

**Q: Now that I have finished Recertification, do we need to complete a new Vaccine Management Plan?**

A: Providers are not required to complete a new Vaccine Management Plan; however, providers are required to review and update the plan at least annually, when VFC/VFA/LHD 317 Program requirements change, and when staff with designated vaccine-management responsibilities change.

Completion of Recertification and agreement to the upcoming year’s Program requirements is a good time to review and update the Vaccine Management Plan for your practice.