| Accenture / Salesforce:  CA State & County Vaccination Management System Review |
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| *December 29, 2020* |

1.  **Will this system include vaccine administration documentation as well - i.e. replace PrepMod?**

    a.  Yes. It will provide vaccine administration documentation and all the functionality of PrepMod in a more configurable and intuitive manner aligned to your county's processes, as well as provide additional functionality that PrepMod was not designed to address to manage the complexities of COVID-19 vaccination (vs. general flu), including automated awareness outreach and timely automated notifications/reminders/guidance, patient registration/prioritization, 2nd dose scheduling, adverse reaction monitoring/reporting/journey management, etc... and has already been proven to operate efficiently at scale.

2.  **Will counties be able to track their inventory management (redistribution, allocations) as well in the system?**

    a.  Yes – With real-time, mobile accessible updated reports and dashboards

3.  **Is this the system that CDPH is moving to in early January?  If yes, will this county module be provided with that?**

    a.  Yes, the "Provider" (vaccine supply management) component we are discussing is the solution the state is moving to in early January. The complementary "Resident" component (county module) we are discussing (AVMS) has been designed by the same Salesforce implementation partner to the state (Accenture) on the same scalable Cloud data management / CRM platform (Salesforce) that the state is using for the Provider component, making data integration seamless and rapidly deliverable to get to full functionality at speed.

4.  **When will the solution be ready? We are deploying Prepmod now and already frustrated by its challenges with second dose scheduling, repeat patient registration, and pre-reg of patients in bulk.**

    a.  The solution is ready to go now and can help support the implementation for your county. This robust solution replaces and adds to the current functionality that you are using with PrepMod, with the ability to rapidly add additional functionality (through configuration – not code) as required to expedite processes at your county.

5.  **CDPH is the approver, not the LHJ currently.  Are you sure about the journey you are listing?**

a. CDPH will be reviewing and approving provider agreements in CalVax.

6. **What about patients who cannot use technology? Will there be a statewide call center available?**

    a. Patient (resident) correspondence is being left to each county to provide. Accenture and Salesforce can set up virtual call centers if needed for each county as well. Virtual training on the Accenture Vax System on Salesforce (AVMS) can be provided for all call center agents and in app guidance can also be incorporated into the solution to get agents up to speed and scale quickly to assist residents who prefer guidance and direction over the phone.

7. **Can providers bill for the admin fees directly to CMS from this portal?**

    a. Automated administration fee billing facilitation can be set up as part of this solution as well. This is a common request to expedite collection of these funds by each county at this time of financial need.

8. **Can we add a question asking a resident if they reported adverse reaction to VSAFE?**

    a. Yes, the solution is completely configurable to solicit any information you'd like from county residents as part of your process. You have the ability to have branching logic in your questions such that each answer dictates which follow on questions are asked based on information needed for each resident's specific situation.

9. **Is the vaccine dosage something that can be scanned via barcode or does it have to be manually selected in the dropdown menu?**

    a. Vaccine dosage can be scanned via barcode and/or be manually selected in a dropdown menu

10. **How long will it take to get up and running once implemented?**

    a. 6-8 weeks, depending on each county's specific requirements

11. **CalVax is for the state distribution of vaccines and the AMVS solution is specific to the counties for local vaccine distribution to providers and the county's own vaccine registration system...is that correct?**

    a. Yes

12. **Is the appointment for second dose made at the time of first appointment?**

    a. Yes. This AMVS system for counties can support 2$^{nd}$ dose appointment scheduling at any point in your process – making it a required action for any county resident to take prior to moving on in the process if required. Automated appointment confirmations, reminders and guidance can be sent at timely intervals via email or

SMS text (based on resident preference) to ensure high appointment attendance and county vaccination rates and minimize waste of valuable vaccine supply.

13. **Is this being provided free of charge to counties?**

   a. Both Accenture and Salesforce recognize that our county health agencies here in California are financially challenged and underfunded and are heavily discounting our services and products to support our counties as best we can. However, as we've all seen repeatedly with systems that fail to enable fluid and reliable processes end to end, the result is significant and costly manual effort and support and inconsistent workarounds, and nothing of value is truly "free". During the COVID-19 pandemic, health agencies in well over half the states in the U.S. have realized the value of investing CARES Act funding and other available emergency relief funds in Salesforce as a highly configurable and secure platform and have proven its effectiveness at scale for Emergency Response Management, Health Screening, Contact Tracing, Vaccination Management and a host of other applications. These municipalities will retain the added benefit of being able to better integrate their data, modernize their processes, and improve their future readiness for similar events long after the pandemic is over.

14. **Has this solution been adapted for AFS and federal requirements?**

   a. Yes

15. **How does this work at the LHJ level to allocate doses?  Will we see the request in CalVax and then be able to just approve?  Can you give an actual demo of this?**

   a. CalVax will be the solution providers use to submit order requests that the LHD's can review and approve based on their allocation.

16. **What type of interface is existing with EHRs? Specifically, Epic?**

   a. We currently have existing APIs that enable integration with Epic, Cerner, and other EHRs.

17. **The current CalVax ordering system will still be available to counties for ordering and allocations?**

   a. Yes. CalVax will be the solution providers use to submit order requests that the LHD's can review and approve based on their allocation. CalVax will include Provider Enrollment, Ordering and Vaccine Management (Inventory, Waste, Transfers, Redistributions, Excursions)