

# CAIR2 Resource Guide



A Public Entity

Inland Empire Health Plan

## NEW USER / ACCOUNT SET-UP

ISSUE	DESCRIPTION	ADDITIONAL INFORMATION
General FAQs	General Provider FAQs regarding the California Immunization Registry (CAIR) utilization and benefits	<a href="https://cairweb.org/provider-faq-english/">https://cairweb.org/provider-faq-english/</a>
New Enrollment	Resource for Providers who have not registered with CAIR	Enrollment Site <a href="https://cairweb.org/enroll-now/">https://cairweb.org/enroll-now/</a> Enrollment FAQs <a href="http://enroll.cairweb.org/docs/UIEnrollment-FAQs_2020_FINAL.pdf">http://enroll.cairweb.org/docs/UIEnrollment-FAQs_2020_FINAL.pdf</a>
CAIR Account Updates	Updating site account, adding/ updating user roles, transfer users from other sites (Supervisor/Primary CAIR contact only)	<a href="http://accountupdate.cairweb.org/">http://accountupdate.cairweb.org/</a>
CAIR User Roles	Determine appropriate user roles based on need	<a href="http://cairweb.org/docs/CAIR2_User_Roles.pdf">http://cairweb.org/docs/CAIR2_User_Roles.pdf</a> (Note: Some roles do not require training)
Training	Requesting CAIR training	<a href="https://cairweb.org/cair-user-faqs/#e-4">https://cairweb.org/cair-user-faqs/#e-4</a> (Training Issues)  <a href="http://enroll.cairweb.org/training_login.php">http://enroll.cairweb.org/training_login.php</a> (Note: Not all user roles require trainings. Ensure that users have been added to site account with appropriate roles. Users requiring training will receive an email from CAIR and will be able to access the link above once the email has been received.)  For additional assistance, contact local CAIR Rep.
CAIR Disclosure Policy	Per California Immunization Registry law, all patients/parents must receive proper disclosure before patient information can be entered into and shared through CAIR.	CAIR Disclosure/Sharing Policy <a href="https://cairweb.org/?s=disclosure+policy">https://cairweb.org/?s=disclosure+policy</a>  Immunization Registry Notice <a href="https://cairweb.org/cair-forms/">https://cairweb.org/cair-forms/</a>  Contact local CAIR Rep for posters for waiting and exam rooms.

## TROUBLESHOOTING

ISSUE	DESCRIPTION	ADDITIONAL INFORMATION
Log in	Account inactivated/ disabled/terminated	<a href="https://cairweb.org/cair-user-faqs/">https://cairweb.org/cair-user-faqs/</a> (Login Issues)
Password	Forgot /reset password	If you have already set up a password and answered security questions, or to reset password, click on the "Forgot Password?" button before you lock yourself out by trying more than five times.  For additional assistance, contact the CAIR Help Desk.  The CAIR Help Desk hours: Monday-Thursday, 9am-4pm; Friday, 10am-4pm Phone: 1-800-578-7889   FAX: 1-88-436-8320   Email: <a href="mailto:CAIRHelpDesk@cdph.ca.gov">CAIRHelpDesk@cdph.ca.gov</a>

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## TROUBLESHOOTING (continued)

ISSUE	DESCRIPTION	ADDITIONAL INFORMATION
<b>CAIR Training Videos &amp; User Guides</b>	User Guides for CAIR functions and training videos	<p><a href="https://cairweb.org/cair2-training-resources/">https://cairweb.org/cair2-training-resources/</a></p> <p><b>CAIR2 User Guides:</b></p> <ul style="list-style-type: none"> <li>• Login and Account Management</li> <li>• Regular User</li> <li>• Inventory User (Power)</li> <li>• Guide to Adding Historical Immunizations</li> <li>• Guide to Using Manage Patient Status</li> <li>• Reminder/Recall User</li> <li>• Organizational Reports User</li> <li>• Read-Only User</li> <li>• TB User</li> <li>• School User</li> <li>• Manual Entry (Sites not using inventory)</li> </ul> <p><b>Training Videos (minutes):</b></p> <ul style="list-style-type: none"> <li>• Accessing CAIR (6:32)</li> <li>• Managing Patients (10:58)</li> <li>• Understanding the History/Recommend Page (8:14)</li> <li>• Adding Historical Immunizations (6:18)</li> <li>• Vaccine Inventory (12:13)</li> <li>• Adding New Immunization (8:51)</li> <li>• Generating Patient-Specific Reports (5:43)</li> <li>• Vaccine Transfers (11:35)</li> <li>• Generating and Understanding Ad Hoc Reports (12:34)</li> <li>• Generating Benchmark and Assessment Reports (19:52)</li> <li>• School and Child Care User (11:56)</li> </ul>

## CAIR FUNCTIONALITY

ISSUE	DESCRIPTION	ADDITIONAL INFORMATION
<b>Electronic data submission via EHR</b>	Signing up for data exchange and resources	<p><a href="https://cairweb.org/data-exchange/">https://cairweb.org/data-exchange/</a> (Resources to get started/review)</p> <p><a href="https://cairweb.org/dx-faqs/">https://cairweb.org/dx-faqs/</a> (Data Exchange FAQs)</p> <p><a href="https://igs.cdph.ca.gov/cair/">https://igs.cdph.ca.gov/cair/</a> (Registering for data exchange)</p> <p>For additional assistance, contact the Data Exchange Team at: <a href="mailto:CAIRDataExchange@cdph.ca.gov">CAIRDataExchange@cdph.ca.gov</a></p>
<b>Inventory Management</b>	Tips on inventory function in CAIR	<p><a href="http://cairweb.org/docs/CAIR2-Communications/2016Oct31_CAIR2Tips-Inventory.pdf">http://cairweb.org/docs/CAIR2-Communications/2016Oct31_CAIR2Tips-Inventory.pdf</a> (CAIR2 Inventory Tips)</p> <p><a href="https://youtu.be/plPL65pS5DE">https://youtu.be/plPL65pS5DE</a> (Vaccine Inventory video)</p> <p><a href="https://cairweb.org/docs/CAIR2InventoryUserGuide_090116.pdf">https://cairweb.org/docs/CAIR2InventoryUserGuide_090116.pdf</a> (Inventory User Guide)</p> <p>For additional assistance, contact local CAIR Rep.</p>

## CAIR CONTACTS

<b>LOCAL CAIR REP (Inland Empire)</b>	Ashley Diaz   Phone: (909) 383-2822   Email: <a href="mailto:ashley.diaz@cdph.ca.gov">ashley.diaz@cdph.ca.gov</a>
<b>CAIR Help Desk</b> Monday-Thursday, 9am-4pm Friday, 10am-4pm	Phone: 1-800-578-7889   FAX: 1-888-436-8320 Email: <a href="mailto:CAIRHelpDesk@cdph.ca.gov">CAIRHelpDesk@cdph.ca.gov</a>
<b>CAIR DATA EXCHANGE TEAM</b>	<a href="mailto:CAIRDataExchange@cdph.ca.gov">CAIRDataExchange@cdph.ca.gov</a>

## CAIR TALKING POINTS

<p><b>What can CAIR do for my practice?</b></p>	<p><b>Reduces the staff time needed to:</b></p> <ul style="list-style-type: none"> <li>• Search for or replace patient immunization records</li> <li>• Provide records (“yellow cards” and “blue cards,”) for school, camp, or other activities</li> <li>• Forecast which vaccines are due</li> <li>• Give “just-in-case” immunizations when earlier shot records are missing</li> <li>• Request shot records from other providers</li> <li>• Prepare reminder notices, and</li> <li>• Track vaccine inventory—including separate tracking for VFC vaccine supplies</li> </ul>
<p><b>Will it increase my staff’s busy workload?</b></p>	<p>Immunization registry software works quickly and efficiently in a variety of clinic settings. The software has a high satisfaction rate. Testimonials from medical office staff affirm these advantages. Your regional CAIR representative can help assess your office workflow to maximize CAIR benefits for your practice.</p>
<p><b>If our immunization rates are already high, should my practice join the registry?</b></p>	<ul style="list-style-type: none"> <li>• Saves staff time and helps your patients</li> <li>• Consolidates records when children have been immunized by different Providers</li> <li>• Keeps children up-to-date by making rapid, accurate assessments of the increasingly complex vaccine schedule</li> <li>• Accurately tracks your practice’s coverage rates</li> <li>• Improves immunization rates, whether high or low</li> </ul>
<p><b>Why should I use CAIR? My practice already has an electronic health record/electronic medical record (EHR/EMR) that tracks immunizations.</b></p>	<p><b>Benefits include:</b></p> <ul style="list-style-type: none"> <li>• Connects your EHR/EMR directly to CAIR via data exchange allows immunization information to be submitted to CAIR without additional workload on staff</li> <li>• Consolidates patient’s immunization records including when administered at another site</li> <li>• Access to historical immunization records</li> <li>• Generates yellow card for patient</li> <li>• Ability to run reports through CAIR that EHR/EMR may not offer</li> <li>• Allows patients to access their updated immunization record/yellow card through CAIR</li> </ul>
<p><b>Department of Health Care Services (DHCS)</b></p>	<ul style="list-style-type: none"> <li>• New DHCS requirement for all Primary Care Providers as part of Facility Site Review Audit (APL 20-006)</li> <li>• Need to include VIS documentation for pediatric Members</li> </ul>
<p><b>Global Quality Pay for Performance (GQ P4P) Program</b></p>	<ul style="list-style-type: none"> <li>• Providers are required to be connected to CAIR2 by July 1, 2021</li> <li>• Forecasts the immunizations that are due based on ACIP recommendations</li> <li>• Maximizes performance in immunization-based measures</li> <li>• IEHP works closely with CAIR to ensure data sharing to support the GQ P4P program</li> </ul>