



To: IEHP Providers and IPAs
From: IEHP – Provider Relations
Date: January 14, 2021
Subject: **The New CalVax Provider System**

Inland Empire Health Plan (IEHP) is pleased to announce **the New CalVax Provider System that was launched yesterday, January 13, 2021.**

CalVax is a state-wide centralized system for health care Providers enrolled or interested in participating in the California COVID-19 Vaccination Program, developed by the California Department of Public Health (CDPH).

The new CalVax platform will provide a system to manage vaccine enrollment, ordering, inventory, administration, reporting and data analytics. Training materials such as job aids, videos, and recorded demos will be available to support all system users as they navigate through the new CalVax platform (<https://www.calvax.org/>).

CalVax sent out an email yesterday, January 13 (no-reply-calvax@cdph.ca.gov) prompting you to log in for the first time and change your password. **You cannot access the system without this email. You must log in within seven days or your temporary password will expire.**

If you did not receive an email, be sure to check your junk and spam folders or search your inbox for an email from no-reply-calvax@cdph.ca.gov. If you still have issues or miss the login window, email the COVID Call Center at covidcallcenter@cdph.ca.gov or call (833) 502-1245. Call Center hours are Monday through Friday from 9 a.m. to 5 p.m.

Applicants will receive an email from CDPH notifying of approval. **It is advisable to wait a full 7 days after application for a response and if your office/Provider has not heard back after 7 days, you may want to email or telephone the COVID Call Center (833) 502-1245.**

The next step for the approved site will be to order vaccine in the CalVax system. When vaccine is available in the County, the order is then approved and sent to the manufacturer, followed by direct shipment to the approved site usually within 5-6 days. An email will be sent to the Provider with information regarding the shipment status.

Job Aid for the CalVax System

While the system is very intuitive, IEHP wants you to be fully prepared to log in. To assist you with log in on day one, a step-by-step **job aid** is available (<https://eziz.org/assets/docs/COVID19/CalVax-ProviderLogin.pdf>) that will help you log in and set up your account. Once your account is created, more job aids and instruction

guides will be available in the “training” tab in the system. IEHP recommends reviewing the job aids and verifying that all your data is correct as soon as you log in.

Additionally, CalVax has scheduled “Office Hours” and demonstration sessions available which can be accessed by clicking on the links below. The Office Hours sessions provide the end-users with an avenue to call in and ask questions and get assistance navigating the system.

LHD (Local Health Department) Office Hours

- Friday, January 15 (Office Hours) 3 PM – 4 PM – [Join Here](#)

Provider Office Hours

- Friday, January 15 (Provider Demo) 9 AM – 10:30 AM – [Join Here](#) (Event Number: 145 164 9816/
Event Password: Immunize2021!)
- Friday, January 15 (Office Hours) 3 PM – 4 PM – [Join Here](#)

If you still have issues or miss the login window, email the COVID Call Center at covidcallcenter@cdph.ca.gov or call (833) 502-1245. Call Center hours are Monday through Friday from 9 a.m. to 5 p.m.

Note: If you have already registered in the COVIDReadi system (discontinued on January 7, 2021), you do NOT NEED TO RE-REGISTER IN CALVAX.

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: www.iehp.org > For Providers > Plan Updates > Correspondence.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.