CAIR2 *Resource Guide*

IE♥HP
Inland Empire Health Plan

NEW USER / ACCOUNT SET UP

ISSUE	DESCRIPTION	ADDITIONAL INFORMATION
General FAQs	General Provider FAQs regarding CAIR utilization and benefits	*https://www.cdph.ca.gov/Programs/CID/DCDC/CAIR/Pages/CAIR-join-provider-FAQ.aspx*
New Enrollment	Resource for locations who have not registered with CAIR previously	Enrollment Site: *https://www.cdph.ca.gov/Programs/CID/DCDC/CAIR/Pages/CAIR-Join-Enroll.aspx* Enrollment FAQs: *http://enroll.cairweb.org/docs/UIEnrollmentFAQs_2020_FINAL.pdf*
CAIR Account Updates	Updating site account, adding/ updating user roles, transfer users from other sites (Supervisor/ Primary CAIR Contact only)	*http://accountupdate.cairweb.org/*
CAIR User Roles	Determine appropriate user roles based on need.	*https://www.cdph.ca.gov/Programs/CID/DCDC/CAIR/Pages/CAIR-Join-UserRoles.aspx* (Note: Some roles do not require training)
Training	Requesting CAIR training	*https://www.cdph.ca.gov/Programs/CID/DCDC/CAIR/Pages/CAIR-Users-FAQs.aspx#training1* (Training Issues) *http://enroll.cairweb.org/training_login.php* (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: *https://www.cdph.ca.gov/Programs/CID/DCDC/CAIR/Pages/CAIR-updates-disclosure.aspx* Immunization Registry Notice: *https://www.cdph.ca.gov/Programs/CID/DCDC/CAIR/Pages/CAIR-records-forms.aspx* Contact Local CAIR Rep for posters for waiting and exam rooms.

TROUBLESHOOTING

ISSUE	DESCRIPTION	ADDITIONAL INFORMATION
Log in	Account inactivated/disabled/terminated	*https://www.cdph.ca.gov/Programs/CID/DCDC/CAIR/Pages/CAIR-Users-FAQs.aspx#login1* (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 5 times. For additional assistance, contact the CAIR Help Desk. The CAIR Help Desk hours: Monday-Thursday 9am-4pm; Friday 10am-4pm Phone: **800-578-7889** | FAX: **888-436-8320** Email: *CAIRHelpDesk@cdph.ca.gov*
CAIR Training Videos & User Guides	User Guides for CAIR functions and training videos	*https://www.cdph.ca.gov/Programs/CID/DCDC/CAIR/Pages/CAIR-Training-Guides.aspx* **CAIR2 User Guides:** • Login and Account Management • Regular User • Inventory User (Power) • Guide to Adding Historical Immunizations • Guide to Using Manage Patient Status • Reminder/Recall User • Organizational Reports User • Read-Only User • TB User • School User • Manual Entry (Sites not using inventory) • CAIR2 Vaccine Transfer User Guide **Training Videos (minutes):** • Accessing CAIR (6:32) • Managing Patients (10:58) • Understanding the History/Recommend Page (8:14) • Adding Historical Immunizations (6:18) • Vaccine Inventory (12:13) • Adding New Immunization (8:51) • Generating Patient-Specific Reports (5:43) • Vaccine Transfers (11:35) • Generating and Understanding Ad Hoc Reports (12:34) • Generating Benchmark and Assessment Reports (19:52) • School and Child Care User (11:56)

CAIR FUNCTIONALITY

ISSUE	DESCRIPTION	ADDITIONAL INFORMATION
Electronic data submission via EHR	Signing up for data exchange and resources	*https://www.cdph.ca.gov/Programs/CID/DCDC/CAIR/Pages/CAIR-DX-Resources.aspx* (Resources to get started/review) *https://www.cdph.ca.gov/Programs/CID/DCDC/CAIR/Pages/CAIR-DX-FAQS.aspx* (Data Exchange FAQs) *https://igs.cdph.ca.gov/cair/* (Registering for data exchange) For additional assistance, contact the Data Exchange Team *CAIRDataExchange@cdph.ca.gov*
Inventory Management	Tips on inventory function in CAIR	*https://www.cdph.ca.gov/Programs/CID/DCDC/CAIR/Pages/CAIR-DX-Inventory.aspx* (CAIR2 Inventory Tips) *https://youtu.be/pIPL65pS5DE* (Vaccine Inventory video) For additional assistance, contact Local CAIR Rep

CAIR CONTACTS

Local CAIR Rep (Inland Empire)	Ashley Diaz | Phone: **213-393-9204** | Email: *ashley.diaz@cdph.ca.gov* Destiny Sepulveda | Phone: **510-951-1828** | Email: *destiny.sepulveda@cdph.ca.gov*
CAIR Help Desk Mon-Thurs 9am-4pm Friday 10am-4pm	Phone: **800-578-7889** | FAX: **888-436-8320** Email: *CAIRHelpDesk@cdph.ca.gov*
CAIR Data Exchange Team	*CAIRDataExchange@cdph.ca.gov*

NEW USER / ACCOUNT SET UP

What can CAIR do for my practice? **Will it increase my staff's busy workload?**	Reduces the staff time needed to: • Search for or replace patient immunization records • Provide records ("yellow cards" and "blue cards,") for school, camp, or other activities • Forecast which vaccines are due • Give "just-in-case" immunizations when earlier shot records are missing • Request shot records from other providers • Prepare reminder notices, and • Track vaccine inventory–including separate tracking for VFC vaccine supplies. 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.
What if our immunization rates are already high? Should my practice join the registry?	• Saves staff time and helps your patients • Consolidates records when children have been immunized by different providers • Keeps children up-to-date by making rapid, accurate assessments of the increasingly complex vaccine schedule • Accurately tracks your practice's coverage rates • Improves immunization rates, whether high or low
My practice already has an EHR/EMR that tracks immunizations. Why should I use CAIR?	Benefits include: • Connecting your EHR/EMR directly to CAIR via data exchange allows immunization information to be submitted to CAIR without additional workload on staff • Consolidates patient's immunization records including when administered at another site • Access to historical immunization records • Generate yellow card for patient • Ability to run reports through CAIR that EHR/EMR may not offer • Allows patients to access their updated immunization record/yellow card through CAIR
DHCS	• New DHCS requirement for all Primary Care Providers as part of Facility Site Review Audit (APL 20-006) • Need to include VIS documentation for pediatric members
Global Quality Pay for Performance	• Providers are required to be connected to CAIR2 • Forecasts the immunizations that are due based on ACIP recommendations • Maximizes performance in immunization-based measures • IEHP works closely with CAIR to ensure data sharing to support the GQ P4P program