During the call, please submit questions via the Skype window.

Both audio and visuals are available through the Skype Meeting Broadcast link and are accessible via any browser, either PC or mobile.
Today’s Speaker

Kara Poole
Vice President, Strategic Accounts

Keyvan Nekouei
Sr. Director, Account Experience & Clinical Services

During the call, please submit questions via the Skype Q&A window.

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COVID-19 Response Update

- Remdesivir
  - U.S. Government partnership
- COVID-19 Vaccine
- Flu Season
- Temp Testing 2.0s

Support for Areas Experiencing a COVID-19 Surge

- Continue to have flexible allocation methodology to accommodate distribution centers, pushing additional inventory to hot spots to support current customers (CA, TX, AZ, FL, etc.)
- Tracking service levels for Customer Service to ensure consistent staffing and support
Distribution of Remdesivir

**Allocation & Distribution of Remdesivir: A Five-step Process**

**STEP 1**
HHS/ASPR determines allocation amounts for states and territories

**STEP 2**
HHS/ASPR notifies health departments regarding allocation amounts

**STEP 3**
Health departments determine allocations for hospitals in their jurisdictions

**STEP 4**
AmerisourceBergen coordinates shipping directly with receiving hospitals; generates invoice upon shipping

**STEP 5**
Hospitals pay for remdesivir as they do with other products used for the treatment of COVID-19 patients
FAQs: Distribution of Remdesivir

▪ How is allocation determined? Allocations are determined at the state level by HHS/ASPR, then at the hospital/site level by each state Department of Health. State level allocation of remdesivir will be based on U.S. hospitals reporting data on suspected or confirmed COVID-19 cases every week via the HHS TeleTracking portal. This reporting process was established when ASPR began allocating donated remdesivir supply in early May 2020 and is likely already being performed by select hospital personnel.

▪ How will I be contacted if my site is designated by HHS and DOH to purchase remdesivir? If a site is designated to receive remdesivir, a member of AmerisourceBergen’s team will directly reach out to the site (email or phone).

▪ How quickly must the pharmacy decide if they’ll accept their full allocation? Within one business day. Due to the quick turn around we must receive a response quickly to fulfill allocations prior to following week allocation.

▪ Which AHFS therapeutic class does remdesivir fall under? At this time, we are unaware of an AHFS clinical designation, as this product is not an FDA-approved therapy at this time.
FAQs Continued: Distribution of Remdesivir

▪ If a system wants more info on what their eligible sites purchased, how can they get that information? Provide a full list of account numbers for sites to remdesivir@amerisourcebergen.com. Any site using ABC Order can pull a purchase report from ABC Order directly.

▪ What if a site declines all or part of their allocation? Due to weekly cadence state DOH will not be notified of denials. However, HHS will be notified of the denied quantities per state and will incorporate the data in the following allocations for the states.

▪ If I have a COVID patient in critical need but have not received remdesivir, what should I do? Continue using the HHS TeleTracking system & reach out to your State Department of Health.

▪ If I purchase remdesivir but don’t need my full allocation, is the product returnable? Product is not returnable.

▪ How do selected sites order remdesivir? AmerisourceBergen will place the order on your behalf once you’ve indicated that you plan to purchase the allocation directed by HHS & DOH. If you prefer to institute a blanket approval please let your AmerisourceBergen representative know or mail Remdesivir@amerisourcebergen.com to advise.
Remdesivir: Helpful Resources

- **PHE.gov**
  - Search “Remdesivir for the Commercial Marketplace”
  - [https://www.phe.gov/emergency/events/COVID19/investigation-MCM/Pages/factsheet.aspx](https://www.phe.gov/emergency/events/COVID19/investigation-MCM/Pages/factsheet.aspx)
  - Look for Frequently Asked Questions about Remdesivir for the Commercial Marketplace
  - To see allocation to date, access: [https://www.phe.gov/emergency/events/COVID19/investigation-MCM/Pages/commercial-allocation-table.aspx](https://www.phe.gov/emergency/events/COVID19/investigation-MCM/Pages/commercial-allocation-table.aspx)

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**STEP 5**
- Hospitals pay for remdesivir as they do with other products used for the treatment of COVID-19 patients
Distribution Center Closures & Customer Service

- Why does AmerisourceBergen choose to close distribution centers over a holiday, especially in light of COVID-19?
  - AmerisourceBergen’s distribution centers are set up to process orders 6 days per week and make hospital deliveries Monday through Saturday. Most hospitals close their docks on Sunday and have limited staff to receive product.

  AmerisourceBergen has an emergency ordering-delivery system in place for hospitals to use 24/7/365 if needed in an emergency.

- Is AmerisourceBergen increasing Customer Care and similar supports during this very busy time of COVID-19?
  - Over the last quarter, our call volumes are down about 20%. This is because there has been a strong focus with our customers on COVID-19, so a lot of the other procedures and services customers normally would need have stopped.
Critical Item Sourcing Update

<table>
<thead>
<tr>
<th>Item Type</th>
<th>Stock Status</th>
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<tbody>
<tr>
<td>Alcohol</td>
<td>In Stock - Limited</td>
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<tr>
<td>Disinfectants</td>
<td>In Stock – On Allocation</td>
</tr>
<tr>
<td>Gloves</td>
<td>In Stock - Limited</td>
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<tr>
<td>Hand Sanitizers</td>
<td>In Stock - Plentiful</td>
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<tr>
<td>Masks</td>
<td>In Stock - Limited</td>
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<tr>
<td>Pulse Oximeters</td>
<td>In Stock - Limited</td>
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<tr>
<td>Thermometer</td>
<td>In Stock - Limited</td>
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<tr>
<td>Tissue</td>
<td>In Stock - Plentiful</td>
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<tr>
<td>Wipes</td>
<td>In Stock - Limited</td>
</tr>
<tr>
<td>Dexamethasone</td>
<td>In stock – Improving &amp; On Allocation</td>
</tr>
</tbody>
</table>

*All data dependent on accuracy of vendor-communicated information. Inventory balances fluctuate and are subject to change without notice.*
Q & A

Please submit questions directly in the Skype window
We are united in our responsibility to create healthier futures.