

AmerisourceBergen Bi-Weekly Customer Huddle

October 21, 2020

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 Speakers



Alexis Rose

*Vice President,
Health Systems*



Keyvan Nekouei

*Sr. Director, Account
Experience & Clinical
Services*

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COVID-19 Updates & Reminders

COVID-19 Updates/Reminders

Commercial Distribution & Ordering of Veklury® (Remdesivir)

- Effective **October 1, 2020**, hospitals can submit orders for Veklury (remdesivir) **directly to AmerisourceBergen** for the treatment of hospitalized COVID-19 patients.
- It is important to note that **orders should be placed on an as needed basis** to treat current patients in accordance with EUA documentation for Veklury (remdesivir).
- Veklury (remdesivir) will be available in AmerisourceBergen ordering platforms for inpatient settings only, using the following item numbers:
 - Veklury lyophilized powder: Item number 57889
 - Veklury liquid solution: Item number 57890
- Orders of Veklury (remdesivir) can be placed by **calling or emailing AmerisourceBergen Customer Service** and through **AmerisourceBergen ordering platforms**.
- Pricing will not change, and customers can expect the same **Wholesale Acquisition Cost (WAC), which is approximately \$3,200 per treatment course**.
- For additional information regarding purchasing or how to access Veklury (remdesivir), hospitals can email remdesivir@amerisourcebergen.com, call **1-800-746-6273** or reach out directly to their AmerisourceBergen representative.

COVID-19 Updates/Reminders

Vaccination Plans

- State Departments of Health are beginning to make plans to vaccinate based on patient prioritization
 - Check with your State Department of Health to see if they have announced a plan for your state
- Announced on October 16, retail pharmacy chains (Walgreens & CVS Health) reached a deal with the Trump administration to quickly provide and administer COVID-19 vaccines directly to nursing homes with no out-of-pocket costs
- As of October 19, long-term care facilities can start to opt into the program and indicate which pharmacy they prefer

COVID-19 Updates/Reminders

BD Veritor™ Plus System COVID-19 Test Kits

- AmerisourceBergen will soon have **BD Veritor™ Plus System Test** available for purchase
- We estimate that we will begin to have test materials in stock **starting mid-November 2020**. Exact date to come.
- The **net price for tests (sold in kits of 30 tests per kit) is \$948.75** and could be subject to rebates/discounts per customer contract.
- The actual reader must be purchased separately from BD and it will be drop-shipped.
 - If you are already using a BD reader, you will need to order a free update for that reader through BD to perform COVID tests.
- A CLIA Certificate of Waiver will be required to offer COVID-19 testing in a healthcare setting.
- Your AmerisourceBergen representative should have reached out to gauge your interest in ordering, if they have not, please reach out to them directly for information about how to purchase test kits.



COVID-19 Updates/Reminders

AmerisourceBergen Travel

- Our teams will not be traveling for customer visits for the remainder of this calendar year
- We are constantly evaluating the situation, and we are looking to provide another update in January 2021
- Please continue to remain in communication with your AmerisourceBergen representative and do not hesitate to reach out to them with any questions you may have



COVID-19 Updates/Reminders

Support of “Hot Zone” Customers

- Allocations to ensure all customers can access patient treatments
 - Protecting inventory from stockpiling/hoarding behavior
 - Historical demand isn't meeting elevated customer needs - but we are being as responsible as we can to support the entire country as COVID-19 continues to spread
- Increased allocations in “Hot Zones”
- Advance deployment of product to Distribution Centers servicing “Hot Zones”
- Working with manufacturers on a daily basis to add inventory for COVID-19 supportive care

Gilead Sciences & Sanofi 340B Pricing

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- Due to late notification from Gilead Sciences and Sanofi, 340B pricing was not loaded correctly for 340B accounts
- We have been working to confirm with both suppliers that all information is properly loaded on our end
- Our contracts department is in the process of pulling sales for eligible 340B accounts
- The credit/rebills to customers will be issued no later than the end of this week
- If you have any questions, please reach out directly to your AmerisourceBergen representative

AmerisourceBergen Technology Enhancements

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Unifying systems and technologies to meet the changing needs of our customers

In a continuous effort to meet the needs of the global pharmaceutical supply chain, AmerisourceBergen is making investments in the systems and technologies that create our customers' experience. Through a unified eCommerce ordering platform, a holistic customer service experience and common data platforms, AmerisourceBergen will further improve access to health care every single day.



**Increasing Efficiency
with ABC Order**



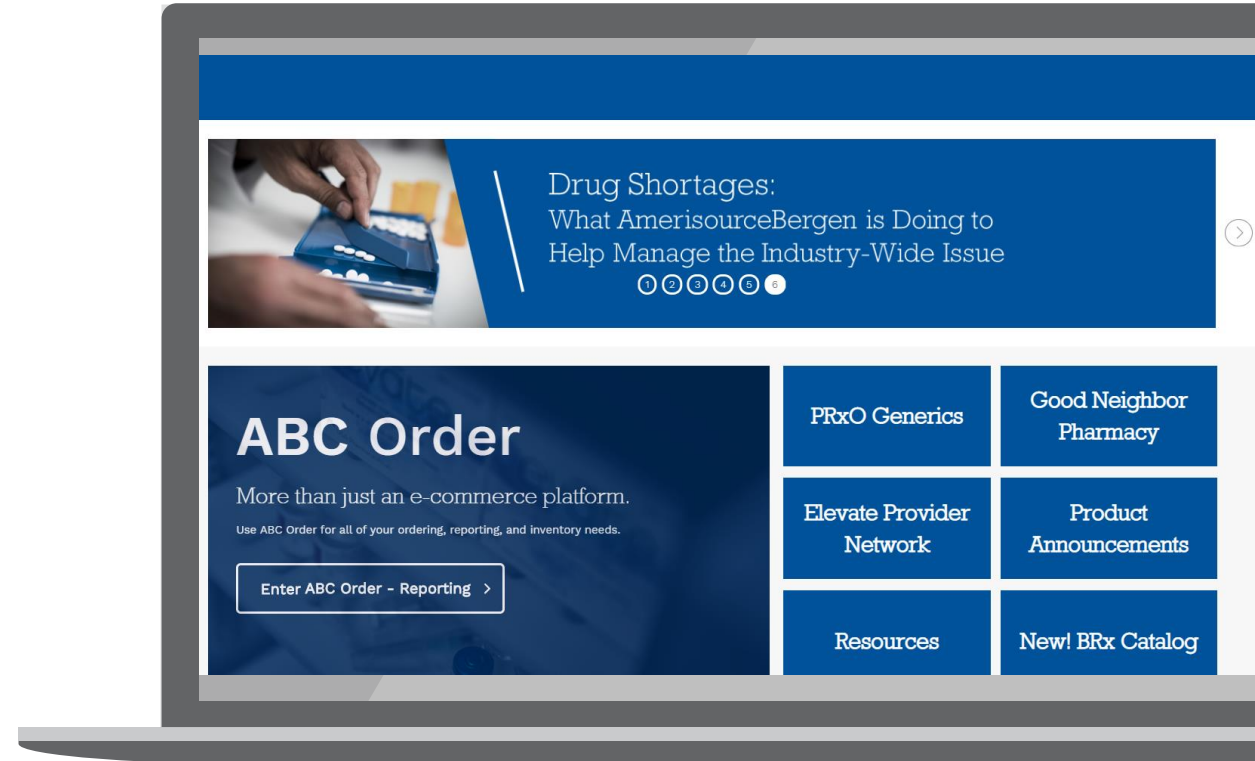
**Holistic Customer
Service Experience**



**Common Data
Platforms**

Increasing Efficiency with ABC Order

- We will be transitioning our Specialty Distribution business units to the same systems utilized by our Wholesale Distribution business.
- After the transition, you will be able to order all products, wholesale and specialty, using ABC Order.
- Introduction of specialty product order confirmations and shipment tracking and improved visibility to product inventory
- Enhancements made across the platform -- placing orders, viewing and managing cart, order history, and improved product descriptions
- Enhancements made to support you throughout the returns, claims and recalls process



* Please be aware these changes are only applicable to ABC Order

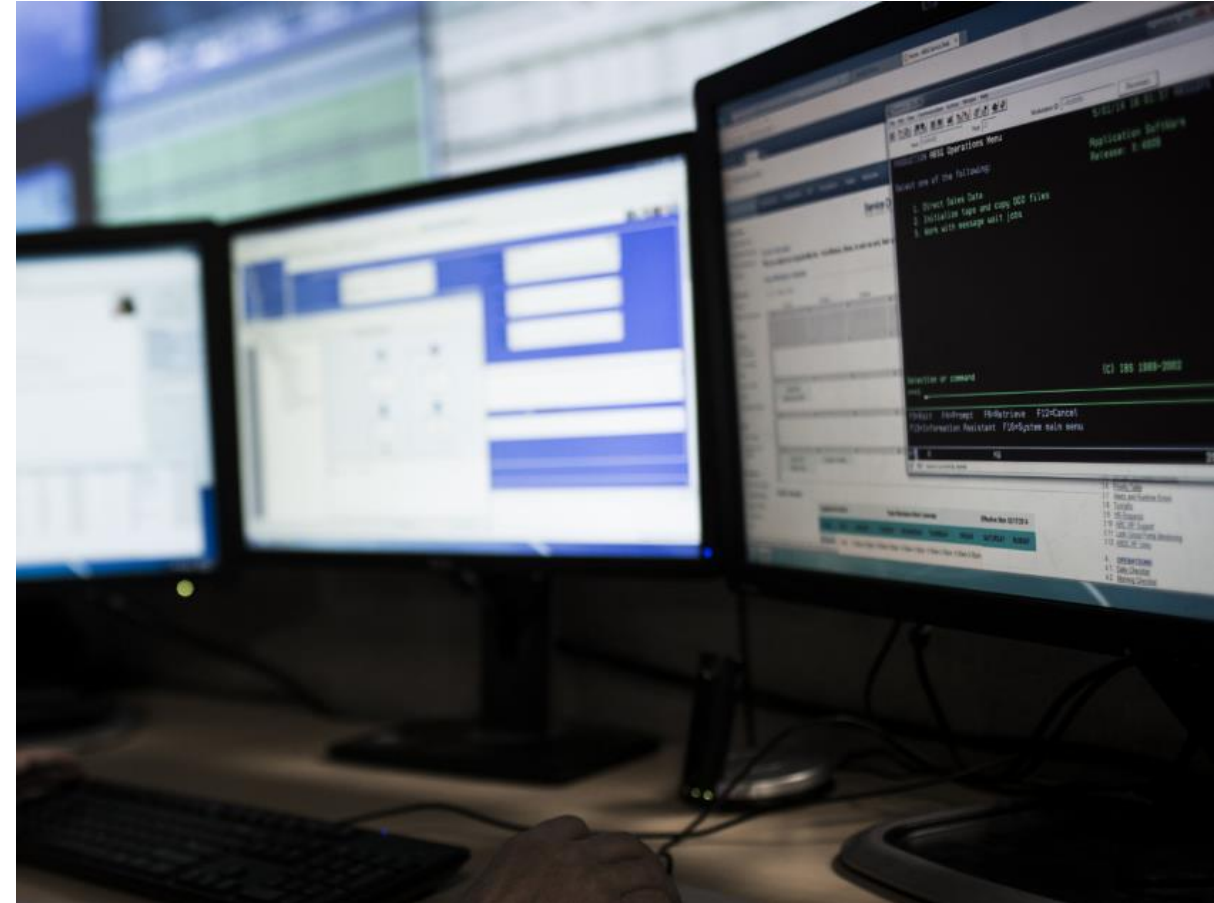
Holistic Customer Service Experience

- AmerisourceBergen customer support teams will receive new seamlessly integrated systems that will further enable a a best-in-class customer experience.
- With a comprehensive view of your interactions across AmerisourceBergen, your experience with customer service will be more effective and efficient.
- From adding a new account as you expand your business, to placing orders and meeting with your sales representatives – our system enhancements will enable visibility to all your touchpoints.



Common Data Platforms

- Common data platforms across wholesale and specialty businesses will increase accuracy and efficiency
- Allowing for efficient and comprehensive analysis
- More accurate tracking and shipping information for specialty products
- Quickly and easy create reports across AmerisourceBergen interactions
- Streamlined accounting and payment processes



What's Changing?

We will be transitioning our Specialty Distribution business units to the same systems utilized by our Wholesale Distribution business.

TODAY

Items are serviced from Specialty Distribution are treated like a drop ship item

- Drop ship flag available in 832 and sent on 855
- Order Confirmation (POA EDI 855) confirms the full order quantity

November 1, 2020

Specialty Distribution will no longer be considered a “drop ship” manufacturer but rather an alternate warehouse with specialty items available

- ABC Order will identify the item as a “specialty material” and being shipped from the specialty distribution center

Real-Time Delivery Tracking

Coming to customers serviced in the Denver, CO distribution center who order via ABC Order

- **Group 1: Customers serviced by the Denver, CO distribution center located in Denver**

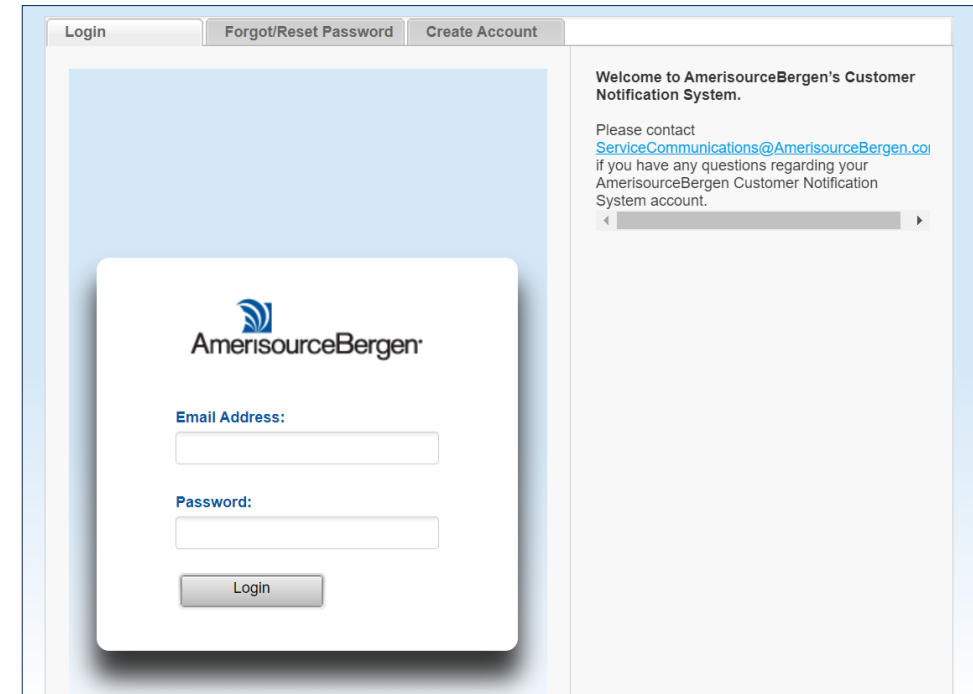
- Beginning November 9, customers serviced by the Denver DC who order via ABC Order will be able to access real-time tracking information directly within ABC Order.
- In order to transition to the new system, there will be a maintenance period between **Monday, October 26 – November 9 in which customers located in Denver will not be able to access delivery tracking information in ABC Order.**
 - > **During this time period, please contact Customer Service with any delivery tracking questions.**

- **Group 2: Customers serviced by the Denver, CO distribution center located in the remaining six hubs**

- Beginning November 9, customers serviced by the Denver, CO who order via ABC Order will be able to access real-time tracking information directly within ABC Order.
- In order to transition this group to the new system, there will be a maintenance period between **Monday, November 2 – November 9 in which customers located in Bayfield, CO; Rapid City, SD; Casper, WY; Cheyenne, WY; Colorado Springs, CO; and Grand Junction, CO will not be able to access delivery tracking information in ABC Order.**
 - > **During this time period, customers should contact Customer Service with any delivery tracking questions.**

Customer Notification Self-Registration Portal

- Be sure you are registered for the Customer Notification Self-Registration Portal to receive important messages from AmerisourceBergen that could impact delivery or ordering
- If you have questions about how to sign up, please reach out to your AmerisourceBergen representative
- In the next Customer Newsletter we will be sending out detailed instructions on how to register



The screenshot shows a web browser window with three tabs: "Login", "Forgot/Reset Password", and "Create Account". The "Login" tab is active. The page features a central white login form with the AmerisourceBergen logo at the top. Below the logo are two input fields: "Email Address:" and "Password:". A "Login" button is positioned below the password field. To the right of the form, there is a welcome message: "Welcome to AmerisourceBergen's Customer Notification System." followed by contact information: "Please contact ServiceCommunications@AmerisourceBergen.co if you have any questions regarding your AmerisourceBergen Customer Notification System account."

Q & A

Please submit questions directly in the Skype window