

# AmerisourceBergen Bi-Weekly Customer Huddle

November 11, 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



**Matt Glucksmann**  
*Senior Vice President,  
Core Distribution Sales*



**Summer Richoux**  
*Vice President,  
Specialty Distribution &  
Community Health*

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# Update on Issues Stemming from November 1, 2020 Technology Enhancements

# Extended Customer Service Wait Times

## Recommendations for Avoiding the Wait

- Customers are experiencing extended hold times and as a result, we were not able to process our typical order volume
  - >We are increasing staffing in our Customer Service and IT departments as much as possible to more efficiently triage and resolve your outstanding needs. However, Customer Service continues to experience extended wait times. If you need immediate support, please call your sales associate. If you have an inquiry that is not related to ordering product(s) please refrain from calling Customer Service. This is a temporary measure to help Customer Service prioritize critical product access needs.
- ***Please reach out directly to your AmerisourceBergen Account Executive, or your Account Experience Liaison if you have one, for help with placing orders.***
- ***If you do not know your contact is, email [solutions@amerisourcebergen.com](mailto:solutions@amerisourcebergen.com)***

# Eligibility Error on Specialty Item Orders & Update on Correction

- We have a known issue related to customer eligibility for specialty products. In some cases, customers may receive “not eligible” messages within ABC Order which indicates that eligibility is not correct.
- We are aware of an additional issue around eligibility where customers are seeing multiple products under the same NDC
- ***A fix went into place yesterday, but it will require work over the next few days until it is resolved. We will provide an update as soon as we have information to share.***

# Issues with ABC Order Access


- User access to ABC Order and accounts are being worked on as they are identified.
- Please be sure to check your email/junk mail for credentials
  - >Email is from:  
[abccustomersolutions@amerisourcebergen.com](mailto:abccustomersolutions@amerisourcebergen.com)
- **For help with sign-in credentials or for assistance with ABC Order, please call Customer Systems Support at (888) 711-5469**
  - > **Be ready to provide the following information: SAP Account #, Legacy LN #, Email Address, Role Access: Ordering, Reporting, Receiving, Invoices, etc.**


**ABC Order**  
AmerisourceBergen

### Sign-In Information

Welcome **Sue Hoff1**,

Your username and initial password have been created for ABC Order - Besse Medical:

 Username: **SUEBESSEPROD**

 Password: **unique password that is generated**

Please Sign in to ABC Order using the above username and password.

[Go to ABC Order](#)

When you login for the first time you will be required to select a new password.

# Order Tracking Updates & Third Party Ordering

## ORDER TRACKING

- We are aware that some customers are not able to access tracking information
- Implemented an enhancement to improve order tracking capabilities
- A fix is currently being worked on and will be deployed over this coming weekend
- ***Please reach out to your AmerisourceBergen Account Executive, or your Account Experience Liaison if you have one, if you need immediate assistance with order tracking information***
- ***If you do not know your contact is, email [solutions@amerisourcebergen.com](mailto:solutions@amerisourcebergen.com)***

## 340B / THIRD PARTY ORDERING

- For third party ordering, please continue to pull your file daily for catalog updates
- ***If you are still experiencing challenges when ordering through your third-party vendor, please reach out to your AmerisourceBergen Account Executive, or your Account Experience Liaison if you have one***
- ***If you do not know your contact is, email [solutions@amerisourcebergen.com](mailto:solutions@amerisourcebergen.com)***

# Flu Order Updates & KCENTRA Stock Availability

## FLU ORDERS

- Some customers may have experienced delays to their flu orders
- We've identified the issue and we are working to fix any impacted orders

## KCENTRA STOCK AVAILABILITY

- Currently Kcentra is only available in 500IU range
  - >NDC# 63833-0386-02
  - >At this time, please double up on the 500IU range in order to achieve the correct dose needed
  - >We do have multiple shipments coming in throughout the week in the 1000IU range. If you search NDC# 63833-0387-02, options should be available.
- ***If you have any questions regarding Kcentra, please reach out to your AmerisourceBergen Account Executive, or your Account Experience Liaison if you have one.***
- ***If you do not know your contact is, email [solutions@amerisourcebergen.com](mailto:solutions@amerisourcebergen.com)***



# Teams Working 24/7 to Resolve All Issues

- Our top priority is delivering medications and products so you can continue to care for patients
- While our dedicated teams are working tirelessly to resolve these technical impacts, our Customer Services, Sales, and Account Teams are here to support you and ensure continuity of service.
- We will continue to communicate with you as fixes are implemented.
- In interim, it is important that you provide any and all impacts you are experiencing to your AmerisourceBergen account team.

# COVID-19 Updates

# Bamlanivimab Receives Emergency Use Authorization from the FDA for Treatment of Recently Diagnosed COVID-19

- On November 9, Eli Lilly and Company received an Emergency Use Authorization (EUA) from the U.S. Food and Drug Administration (FDA) for the investigational monoclonal antibody treatment **bamlanivimab**.
- The EUA allows healthcare **providers to administer bamlanivimab to non-hospitalized patients with confirmed COVID-19** who are experiencing mild to moderate symptoms and are at high-risk for severe symptoms and hospitalization.
- HHS/ASPR will oversee allocation of the drug and coordinate distribution with AmerisourceBergen
- If approved to receive bamlanivimab, a representative from AmerisourceBergen will reach out to you directly to let you know you have been approved to receive the allocated amount of product



# 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 10248335**
  - **Veklury liquid solution: Item number 10247499**
- 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](mailto:remdesivir@amerisourcebergen.com), call **1-800-746-6273** or reach out directly to their AmerisourceBergen representative.

# Pfizer Vaccine Progress Announcement

On November 9, 2020 Pfizer announced a vaccine candidate against COVID-19

- Vaccine candidate was found to be more than 90% effective in preventing COVID-19 in participants without evidence of prior SARS-CoV-2 infection in the first interim efficacy analysis
- Analysis evaluated 94 confirmed cases of COVID-19 in trial participants
- Study enrolled 43,538 participants, with 42% having diverse backgrounds, and no serious safety concerns have been observed; Safety and additional efficacy data continue to be collected
- Submission for Emergency Use Authorization (EUA) to the U.S. Food and Drug Administration (FDA) planned for soon after the required safety milestone is achieved, which is currently expected to occur in the third week of November
- **If given EUA approval, government would control inventory and allocations**

# Expanding Site of Care Beyond Traditionally Licensed Healthcare Facility

## Customer & Sales Intake Process

- The hospital should refer to the local state licensing authority for guidance on licensure needed for alternative site setups
- The hospital should also reach out to DEA at [Natural.Disaster@usdoj.gov](mailto:Natural.Disaster@usdoj.gov) to request additional temp location. See attachment. DEA will issue a temp registration number.
- If having trouble getting response, ABC CSRA can help with follow up to DEA.
- Send confirmation and temp reg number to [CIDM@amerisourcebergen.com](mailto:CIDM@amerisourcebergen.com) with subject line "**Covid-19 Additional Account Request.**" CIDM will fast track these requests.
- ABC to start normal account setup processes in SAP (invoices will indicate temp/emergency location), temp accounts will be assigned expiration date

# Q&A