AmerisourceBergen Bi-Weekly Customer Huddle

November 18, 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.

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Today's Speakers

Keyvan Nekouei
Sr. Director, Account Experience & Clinical Services

Summer Richoux
Vice President, Specialty Distribution & Community Health

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COVID-19 Updates

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Veklury® (Remdesivir) Updates

- **Effective today, November 18, 2020** Veklury has a new NDC for the FDA approved product, and a new ABC Item Number:

  - **Veklury lyophilized powder:**

    - >**NDC: 61958-2901-02**

    - >**ABC Item #: 10251685**

- If you still have product with the NDC numbers from the EUA product, you can use that as long as it is unopened and unexpired.

- Please note, the liquid solution is no longer available, but it is important to note, **we have an abundant supply of the lyophilized powder**.

  - If you still have the liquid solution on hand, you can use it as long as it is unopened and unexpired

- Orders of Veklury (remdesivir) can be placed by through **AmerisourceBergen ordering platforms** or by reaching out directly to remdesivir@amerisourcebergen.com, or directly to your AmerisourceBergen representative

- 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, or reach out directly to their AmerisourceBergen representative.

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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 is overseeing allocation of the drug and coordinating 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.

- **If you have not been allocated product, but would like to be, please reach out to your State Department of Health.**

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Operation Warp Speed 101
COVID-19 Vaccination Program

- Operation Warp Speed's goal is to produce, deliver, and inoculate 300 million Americans with a safe and effective vaccine, with the initial doses available by January 2021.

- The federal government has pre-purchased 800 million doses with an option for 1.6b more from seven manufacturers to accelerate the development and increase the capacity of COVID-19 vaccine candidates.

- Once available, allocation of the vaccine(s) via the 'COVID-19 Vaccination Program' will be executed in phases based on recommendations set forth by CDC's Advisory Committee on Immunization Practices (ACIP.)

- In Phase 1a, State Immunization Managers and Departments of Health, acting on ACIPs recommendations, will focus initial product allocations on healthcare providers and long-term care staff and patients.

- In Phase 1b State Immunization Managers and Departments of Health will include a broader network of vaccinators (pharmacies, doctors' offices, public health clinics, mobile clinics, FQHCs) focusing on administration to Americans deemed essential, those over 65, and at higher risk for the virus as supply constraints are alleviated.

- Phase II and access to the general public will coincide with sufficient supply of the vaccine(s) and the opening of the retail channel via the Federal Pharmacy Partnership.

Source: CDC. 2020. Fact Sheet: Explaining Operation Warp Speed

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Understanding OWS Vaccine Timeline

Vaccine Candidates, Phased Distribution, and Channels

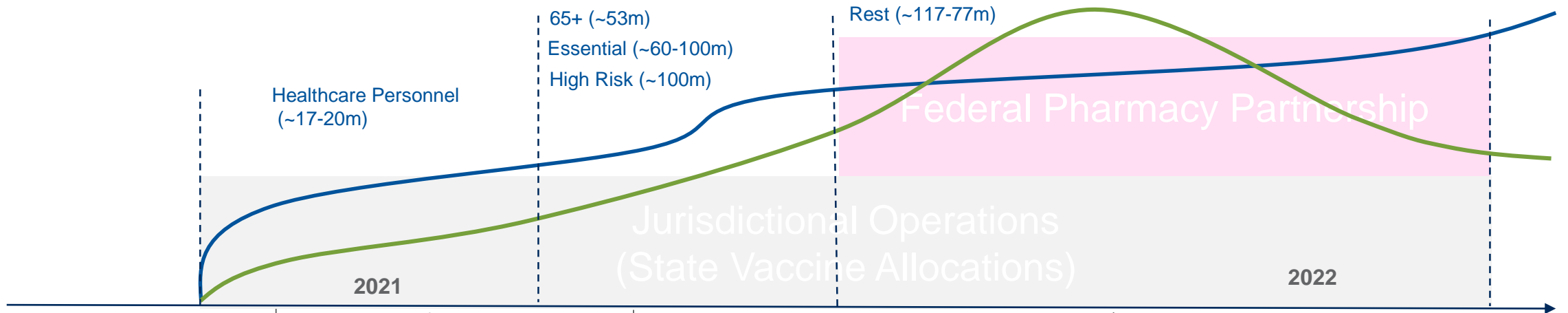—— Demand – Eligible Population
—— Supply – Doses Available

Phases & Channels

Phase 1a (20m)

Phase 1b (253m)

Phase 2 (Remaining)

Commercial

65+ (~53m)
Essential (~60-100m)
High Risk (~100m)

Rest (~117-77m)

Healthcare Personnel (~17-20m)

Federal Pharmacy Partnership

Jurisdictional Operations
(State Vaccine Allocations)

2021

2022

Unknown

MERCK

Pfizer

janssen
PHARMACEUTICAL COMPANIES
of Johnson-Johnson

moderna
messenger therapeutics

NOVAVAX AB

AstraZeneca

100 – 600m

SANOFI | gsk GlaxoSmithKline

Vaccine Candidates

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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 to request additional temp location. 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 with subject line **"Covid-19 Additional Account Request."** CIDM will fast track these requests.

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Progress on Impacts

ELIGIBILITY ERRORS

- A fix went into place, and we are continuing to work through outstanding customer impacts.

ORDER TRACKING

- A fix has been implemented and you should now be able to view tracking information in ABC Order.

ORDER CONFIRMATIONS

- We continue to work on the fix for order confirmations and will provide an update once the fix is implemented.

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

- Kcentra 1000IU is back in stock:
  - NDC# 63833-0387-02
- Kcentra 500IU is also available:
  - NDC# 63833-0386-02

340B / THIRD PARTY ORDERING

- For third party ordering, please continue to pull your file daily for catalog updates.

CREDIT REBILLS & PRICING ISSUE CHANGES

- We are working to compare October pricing with November pricing and working towards a proactive corrective approach if necessary.

If you are still experiencing issues related to any of the topics mentioned on this slide, please continue to reach out to your AmerisourceBergen Account Representative or Account Experience Liaison for assistance.

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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*

- *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.

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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.

CUSTOMER SERVICE EXTENDED WAIT TIMES

- 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***

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