

# AmerisourceBergen Customer Huddle

December 2, 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



**Keyvan Nekouei**  
*Sr. Director, Account  
Experience & Clinical  
Services*



**Alexis Rose**  
*Vice President,  
Health Systems*

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# COVID-19 Updates

# COVID-19 Therapies

Product	Manufacturer	Commercially Available?	Government Allocated?	NDC # (if commercially available)	ABC Item # (if commercially available)
Veklury (remdesivir)	Gilead Sciences	YES	NO	61958-2901-02	10251685
Bamlanivimab	Eli Lilly and Company	NO	YES	N/A	N/A
Olumiant (baricitinib)	Eli Lilly and Company	YES	NO	2mg: 0002-4182-30 1mg: 0002-4732-30	2mg: 10251952 1mg: 10252013
Casirivimab and Imdevimab	Regeneron Pharmaceuticals, Inc.	NO	YES	N/A	N/A

# COVID-19 Therapies Resources

<u>Product</u>	<u>FDA Approval OR EUA Announcement</u>	<u>Healthcare Providers Fact Sheet</u>	<u>Patient Fact Sheet</u>	<u>FDA Authorization Letter</u>	<u>Additional Info regarding product access, dosage, clinical data</u>
<b>Veklury (remdesivir)</b>	<a href="#"><u>FDA Approval</u></a>	<a href="#"><u>Healthcare Providers Resources</u></a>	<a href="#"><u>Patient Support</u></a>	<a href="#"><u>FDA Authorization Letter</u></a>	<a href="#"><u>Veklury Website</u></a>
<b>Bamlanivimab</b>	<a href="#"><u>EUA Announcement</u></a>	<a href="#"><u>Healthcare Providers Fact Sheet</u></a>	<a href="#"><u>Patient Fact Sheet (ENG)</u></a> <a href="#"><u>Patient Fact Sheet (SPA)</u></a>	<a href="#"><u>FDA Authorization Letter</u></a>	<a href="#"><u>Bamlanivimab Website</u></a>
<b>Olumiant (baricitinib)</b>	<a href="#"><u>EUA Announcement</u></a>	<a href="#"><u>Healthcare Providers Fact Sheet</u></a>	<a href="#"><u>Patient Fact Sheet (ENG)</u></a> <a href="#"><u>Patient Fact Sheet (SPA)</u></a>	<a href="#"><u>FDA Authorization Letter</u></a>	<a href="#"><u>Baricitinib Website</u></a>
<b>Casirivimab - Imdevimab</b>	<a href="#"><u>EUA Announcement</u></a>	<a href="#"><u>Healthcare Providers Fact Sheet</u></a>	<a href="#"><u>Patient Fact Sheet</u></a>	<a href="#"><u>FDA Authorization Letter</u></a>	<a href="#"><u>Casirivimab - Imdevimab Website</u></a>

# 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 as early as mid-December, pending EUA approval.
- 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.

# Understanding OWS Vaccine Timeline

Vaccine Candidates, Phased Distribution, and Channels

— Demand – Eligible Population  
— Supply – Doses Available

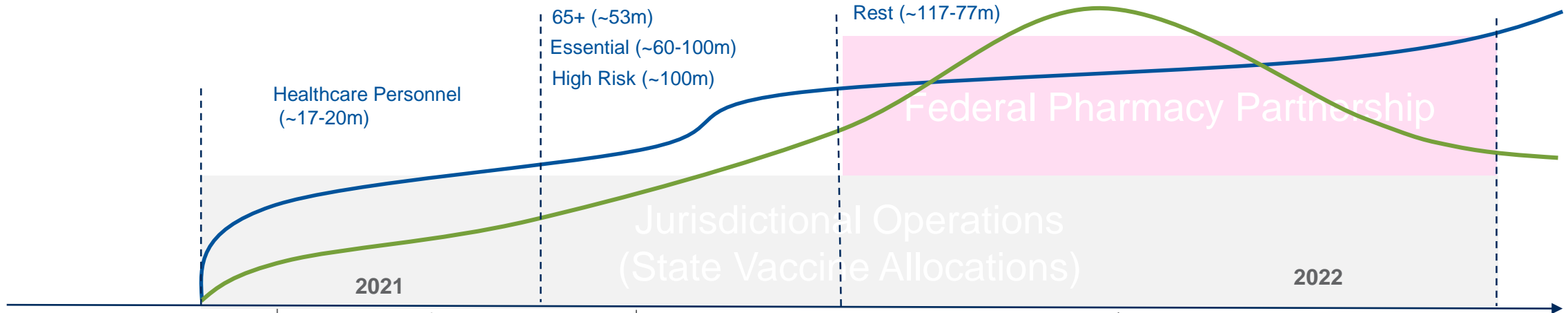
## Phases & Channels

**Phase 1a**  
(20m)

**Phase 1b**  
(253m)

**Phase 2**  
(Remaining)

**Commercial**



moderna™  
messenger therapeutics



NOVAVAX

100 – 600m



## Vaccine Candidates

# COVID-19 Vaccine Resources

- COVID-19 vaccine resources on AmerisourceBergen.com
- Includes information from:
  - CDC
  - Operation Warp Speed
  - Pfizer
  - Moderna
  - AstraZeneca

## [COVID-19 Vaccine Resource Guide](#)

The screenshot shows the AmerisourceBergen website with a navigation bar at the top containing links for 'Our Network', 'Contact', 'Investors', 'Newsroom', and 'Foundation'. Below the navigation bar is the AmerisourceBergen logo and three main menu items: 'ABOUT US', 'SOLUTIONS', and 'INSIGHTS'. The main content area features a large heading 'Treatment and prevention' and a sub-heading 'We're committed to being the best partner to support ongoing developments in the treatment and prevention of COVID-19'. Below this, there are three data points: '130,950 SQUARE FT OF DEDICATED REFRIGERATED STORAGE', '16,240 SQUARE FT OF DEDICATED FROZEN PRODUCT STORAGE', and '150 ULTRA-LOW FREEZERS'. At the bottom of the screenshot, a red arrow points to a dark blue button that says 'Download our vaccine resource guide' with a download icon.



# 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. 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.

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

# Progress on Impacts

## PRODUCT ACCESS

- Over the last few weeks, multiple fixes have gone into place. If you are still experiencing product access impacts, please reach out directly to your Account Executive.

## ORDER CONFIRMATIONS

- Order confirmations have been turned back on. If you are experiencing any challenges, please reach out to your Account Executive or Account Experience Liaison.

## 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.

## 340B / THIRD PARTY ORDERING

- The majority of the third party challenges have been resolved, and we are currently working through a few remaining specific customer impacts.

## CREDIT REBILLS & PRICING ISSUE CHANGES

- We are working through auditing customer purchasing from 11/1 onwards, and we are providing credits and/or rebilling based on the correct pricing. As soon as we have analysis completed, your account representative will be in contact with you.

## ADDITIONAL ACCOUNT NUMBERS

- We understand that some customers have received additional account numbers, and we are working towards a solution to streamline your ordering processes. As soon as we have additional information to share, we will provide an update. For now, please continue to utilize each appropriate account number.

***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.***

# Specialty Distribution Order Delays

- As a result of the technology enhancements, some customers have been experiencing delays on specialty items out of our Brooks, KY distribution center
- Our team is currently working to fix this impact
- Additional steps we are taking to remedy the problem:
  - Teams are working overtime to fill orders
  - We are actively bringing in additional temporary staff as well as hiring additional full-time staff
- What can you do?
  - While we work to remedy this issue, we recommend you place orders as early in the day as possible

# 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](mailto:solutions@amerisourcebergen.com)***

# Q&A