

AmerisourceBergen Customer Huddle

December 16, 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
*SVP, Core Distribution,
Health Systems & Specialty Services*



Erin Horvath
President, Distribution Services



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

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Opening Remarks

Matt Glucksmann
SVP, Core Distribution Sales



Specialty Distribution Delays & Customer Service Wait Times

Erin Horvath
President, Distribution Services



Specialty Distribution Order Delays

- Primarily experiencing delays in our specialty distribution network
- Several factors causing delays:
 - Experiencing high order volumes
 - Technical Issues
 - Staffing Challenges
- Additional steps we are taking to remedy the problem:
 - Teams are working overtime to fill orders
 - We have hired additional associates, brought in temporary staffing, and borrowed associates from nearby distribution centers where possible.
 - We have increased staffing across all shifts, including the 3rd shift to support filling orders 24 hours a day
 - We are looking at rebalancing workload among our distribution network where appropriate.

Customer Service Wait Times

- **We are still experiencing extended Customer Service wait times:**
 - High order volumes
 - Operational/staffing delays for specialty distribution
 - New systems and processes
- **What is AmerisourceBergen doing to improve the wait times?**
 - Exercising all options to maximize staffing to support call volume and implement more efficient triaging and issue resolution
 - Customer Service new hire class to begin training this month. (Please note, hiring and onboarding takes several weeks to complete given the complexity of our business.)

Technology Enhancement & COVID-19 Updates

Keyvan Nekouei

Sr. Director, Account Experience &
Clinical Services



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 Representative.

CREDIT REBILLS & PRICING IMPACTS

- We are working through auditing credits and/or rebilling based on the correct pricing.
- We understand the urgency as we approach the end of the year, and end of fiscal year for some customers.
- As credit rebills and/or pricing updates are processed, you will see those come through on your account.

Veklury[®] (remdesivir) Reminders

- Orders of Veklury (remdesivir) can be placed by through **AmerisourceBergen ordering platforms**, by reaching out directly to remdesivir@amerisourcebergen.com or directly to your AmerisourceBergen representative
- Veklury lyophilized powder:
 - NDC #: **61958-2901-02**
 - ABC Item #: **10251685**
- Product ships the next business day (if order is submitted prior to the order cutoff time)
- Therapy for use in hospitalized COVID-19 patients only
- Be sure to place your orders ahead of the upcoming holidays!



Important Updates: COVID-19 Therapies

- Shipping timeline for government-allocated therapies:
 - Bamlanivimab (Lilly) and Casirivimab & Imdevimab (Regeneron) will ship 1-3 business days once the order has been confirmed
- Casirivimab & Imdevimab:
 - We are currently shipping the 2.5ml vials for both products
 - **One course of treatment is 8 vials total**
 - > 4 vials of casirivimab and 4 vials of imdevimab
 - Packaging:
 - > **Casirivimab** and **imdevimab** carton and vial labels may instead be labeled **REGN10933** and **REGN10987**, respectively.
 - > You may receive cartons and vials of casirivimab and imdevimab that are labeled “for intravenous infusion or subcutaneous injection.” **However, casirivimab and imdevimab must be administered together (although packaged separately) after dilution by intravenous infusion only.**
 - > *More info can be found: <https://www.regeneron.com/casirivimab-imdevimab>*



COVID-19 Vaccine Updates

- Pfizer's COVID-19 vaccine received EUA on Friday, December 11
 - Rollout of the vaccine began on Monday, December 14
- The FDA is meeting tomorrow, December 17, to discuss Moderna's vaccine
 - Shipping of vaccine could happen by end of this week if granted EUA
- **Reminder:** vaccines are being allocated and distributed by the federal government in conjunction with state departments of health



COVID-19 Therapies & Vaccines

PRODUCT	MANUFACTURER	COMMERCIALY AVAILABLE?	GOVERNMENT ALLOCATED?	NDC # (if commercially available)	ABC Item # (if commercially available)	Available via AmerisourceBergen?
Veklury (remdesivir)	Gilead	Yes	No	61958-2901-02	10251685	Yes (ABC is sole distributor)
Bamlanivimab	Lilly	No	Yes	N/A	N/A	Yes (ABC is sole distributor)
Olumiant (baricitinib)	Lilly	Yes	No	2mg: 0002-4182-30 1mg: 0002-4732-30	2mg: 10251952 1mg: 10252013	Yes
Casirivimab and Imdevimab	Regeneron	No	Yes	N/A	N/A	Yes (ABC is sole distributor)
Pfizer Vaccine	Pfizer	No	Yes	N/A	N/A	NO
Moderna Vaccine	Moderna	Moderna's COVID-19 vaccine is not yet available. The FDA is meeting on Thursday, December 17 th . If the vaccine is granted EUA, allocation and distribution will be handled the same way as Pfizer's vaccine.				

Holiday Wholesale & Specialty Distribution Schedules

Keyvan Nekouei

Sr. Director, Account Experience & Clinical Services



Holiday Distribution Center Schedule

No deliveries on Christmas Day or New Year's Day

	Christmas Delivery Schedule	New Year's Delivery Schedule
Prior to Holiday	Orders received by your cutoff time on Wednesday, December 23 will be delivered on Thursday, December 24	Orders received by your cutoff time on Wednesday, December 30 will be delivered on Thursday, December 31
Holiday	No deliveries on Friday, December 25	No deliveries on Friday, January 1
Saturday Delivery	If you receive Saturday deliveries, you must place your order by your regular Friday cutoff time on Thursday, December 24 . There will be NO Saturday specialty distribution deliveries (ASD, Oncology Supply, Besse Medical). If you place a specialty order on Thursday, December 24 , you will not receive it until Monday, December 28, or Tuesday, December 29	If you receive Saturday deliveries, you must place your order by your regular Friday cutoff time on Thursday, December 31 . There will be NO Saturday specialty distribution deliveries (ASD, Oncology Supply, Besse Medical). If you place a specialty order on Thursday, December 31 , you will not receive it until Monday, January 4, or Tuesday, January 5
Next Delivery Date	Orders received by your cutoff time on Sunday, December 27 will be delivered on Monday, December 28 or with your next scheduled delivery. Specialty distribution next day orders placed by 3:30 p.m. CST (4:30 p.m. EST) on Thursday, December 24 will be delivered on Monday, December 28. Non-refrigerated orders can expect a one-day delay in delivery.	Orders received by your cutoff time on Sunday, January 3 will be delivered on Monday, January 4 or with your next scheduled delivery. Specialty distribution next day orders placed by 3:30 p.m. CST (4:30 p.m. EST) on Thursday, December 31 will be delivered on Monday, December 4. Non-refrigerated orders can expect a one-day delay in delivery.

Holiday Distribution Center Schedule

- If you will be closed and/or not receiving orders on any days other than Christmas or New Year's Day:
 1. Please call or email Customer Service at service@amerisourcebergen.com by 12 p.m. ET on Friday, December 18
 2. Provide all AmerisourceBergen account numbers for locations that will be closed
 3. Use subject line "Holiday Closure".
- Holiday Ordering Recommendations:
 - Submit orders as early as possible in the day.
 - Whenever possible, please consider placing orders **2-3 days in advance** vs. just-in-time ordering.
 - Submitting orders in one purchase order can lessen the environmental impact of multiple delivery materials needed.
 - We understand this can be challenging given the time sensitivity of some products.

Note that a \$50 fee will be applied to all orders processed for delivery where AmerisourceBergen did not receive a notification of closure

Next Holiday – MLK Day: All AmerisourceBergen distribution centers will be closed and there will be no deliveries on Martin Luther King Jr. Day, Monday, January 18, 2021. Delivery schedule details to come after the New Year.

Q&A