



Good Neighbor Pharmacy/Elevate Provider Network CDC COVID-19 Vaccine Program Information and FAQ – UPDATED 4/2/2021

Background

As part of our ongoing commitment to independent community pharmacy, *Good Neighbor Pharmacy* and Elevate Provider Network are currently working with the U.S. Centers for Disease Control (CDC) and Prevention to include qualified and eligible pharmacies into Phase 2 of their COVID-19 vaccination program. The *Good Neighbor Pharmacy* and Elevate Provider Network will serve as a federal network administrator to assist with the administration of CDC's Phase 2 plan. Phase 2 includes vaccinations for the public, after the CDC has allocated enough supply to support Phase 1.

UPDATE:

We are pleased that the Biden administration continues to value the impact of pharmacies on this critical public health initiative and has announced plans to more than double the number of pharmacies offering coronavirus vaccines soon. We continue to be optimistic about increased supply in the coming weeks. While we don't know the exact timing, we **do** know is that once we're notified about increased allocation for our program, the turnaround is extremely quick, **less than 24 hours**, for stores that are pulled forward to receive product. This is why it continues to be critical to have all readiness steps completed in order to be considered for allocation. Please read additional information below about these requirements.

If you do not believe your pharmacy will be able to receive vaccine inventory within 24 hours' notice for any reason, please email COVIDVaccines@amerisourcebergen.com with a request to be placed on hold, or to unenroll in the program. Include store name and NCPDP in these requests.

It is important to note that even as product availability increases, all product remains under the direction of the CDC, with input from the local jurisdictions/states, and that they are determining the allocation and distribution for all vaccines. The CDC continues to focus on prioritizing socially vulnerable populations and economically diverse zip codes. We continue to advocate and champion our customers with the CDC, as we have since the inception of this program, and we continue to push for expanded vaccine access every time we connect with the CDC, industry partners, and individual states to share our expansion requests. We look forward to offering more consistent shipments when our allocated supply increases. Thank you for your patience and for your continued commitment to your community!

See associated AmerisourceBergen press release [here](#).

Frequently Asked Questions (FAQ):



ELIGIBILITY

Q: Who is eligible to participate?

A: *Good Neighbor Pharmacy* Premier and Elevate PSAO members who are enrolled and active on Elevate Advanced Features are eligible.

Q. If I am GNP but not Elevate PSAO, can I participate?

A. You must be GNP Premier and/or actively enrolled in Elevate Advanced Features with a validated data feed to InSite to participate.

Q. Why does AmerisourceBergen require an active data feed through Elevate Advanced Features into InSite to participate?

A. The CDC requirements for network administrators include validating that participating pharmacies are compliant with the CDC requirements for pharmacies. The tools AmerisourceBergen has chosen to obtain that validation include an active data feed through Elevate Advanced Features. That active data feed allows us to fulfill our data reporting requirements as well as meet our obligation to monitor compliance with the CDC requirements.

AmerisourceBergen is committed to a data-driven approach and to administer the program responsibly and fulfill our CDC commitments, we need access to the administration and inventory data. Also, the CDC requires us to perform quarterly audits on all our participating pharmacies. The data feed and the processes AmerisourceBergen is implementing will enable us to proactively partner with participating pharmacies and efficiently administer those audits. Last, the live data feed will inform our allocation algorithm, ensuring that each participating pharmacy continues to receive the needed quantities to vaccinate their communities and avoid potential spoilage of this precious asset.

Q. What classes of trade are eligible to participate in the ABC-CDC network administrator agreement?

A. Based on conversations with the CDC, Phase 2 is focused broadly on retail pharmacies and expanding reach across communities. Currently, our agreement is limited to pharmacies classified as Independent. Pharmacies located in hospitals or health systems are encouraged to contact their local/state jurisdiction to participate or work in partnership with their health system.

Q: Are Long Term Care (LTC) pharmacies eligible to participate in Phase 2?

A: Currently phase 2 distribution of the COVID-19 vaccine is limited to only retail pharmacies. Long Term Care, Health System and other non-traditional retail pharmacies are not eligible to participate currently. As the CDC changes requirements, more information will be provided. Phase 1 includes healthcare workers and LTC patients and AmerisourceBergen will not be participating in Phase 1.

AGREEMENTS WITH ABC/CDC/OTHERS



Q: What if I e-signed with both CPESN and ABC? Are there any steps the pharmacy needs to take?

A: The customer will need to notify via e-mail the federal partner that they do not wish to utilize for this program. Customers cannot be enrolled with two federal partners.

Q: If a customer is new to ABC, will they be able to participate as a Federal Network Administrator?

A: The customer needs to be fully onboarded to Elevate and Advanced Features or Good Neighbor Pharmacy Premier and Advanced Features to participate. Because there are so many unknowns on timing of the vaccination, CPESN would be a consistent option to ensure they have access throughout the conversion process. This is a fluid situation, and we expect it to evolve and will provide updates.

Q: If I enroll and decide not to participate, will there be ramifications? Is it better to go ahead and get in the pipeline even when I am unsure?

A: We can't speak to the ramifications since we are merely the administrator of the CDC's program, but the pharmacy should note that their CDC agreement gives them the right to terminate with 2 weeks' notice. If a customer wishes to terminate their agreement, or is not ready to receive vaccine inventory within 24 hours notice, they can send an e-mail with store name and NCPDP to COVIDVaccines@amerisourcebergen.com to be placed on hold, or to unenroll in the program.

Q: Which fields of the contract do customers need to complete?

A: Customers need to complete only the required fields (designated with an asterisk) in the CDC contract. Section B of the agreement (page 10) has fields for storage capacity; refrigerated and freezer, at a vial level. Pharmacies should indicate the maximum number vials they can store at one time in their pharmacies under specific temperatures listed.

Q: The form will not allow for two different signatures for the CMO (Pharmacist in Charge) and CEO (Owner). What should I do?

A: Please have the CEO/Owner e-Sign the document, then the CMO/Pharmacist in Charge should type their name over the e-Sign in their signature line.

Q: How should my pharmacy choose a COVID-19 Vaccine Program Administrator if I have multiple choices? Are there differences between GNP and others?

A: The pharmacy can select the best network administrator for their needs, but they can only select one federal network administrator (they can still work with their state). The required paperwork/reporting will likely be similar regardless of network administrator. The network administrator will be responsible for uploading their orders and managing inventory/allocations.

Q: Can a pharmacy be enrolled in multiple phases?

A: Pharmacies can be enrolled to receive federal allocation in Phase 2 and state allocation in Phase 1, if a state would like to enroll the pharmacy for Phase 1. States should leverage pharmacies for Phase 1 when it is necessary to reach those priority populations. However, once the federal program begins, pharmacies should only receive vaccine from one allocation (state or federal). If a pharmacy plans to receive only state allocation in Phases



1 and 2, then there is no need for them to enroll in the federal program (unless the state indicates they would prefer them to receive federal allocation).

Q: If I'm eligible, how do I secure a place as a participating pharmacy?

A: The Centers for Disease Control (CDC) has requested that AmerisourceBergen provide a list of participating pharmacies by 11/20/20. As such, we sent out an initial eligibility survey, a communication was sent to those who responded, and an initial file submitted to the CDC in November. The survey process was repeated, and a second file of participating pharmacies was sent to the CDC in December. Eligible pharmacies must complete the survey data and sign and return agreements with both ABC and the CDC to be included. If your pharmacy would like to learn more about the program and if they are eligible to enroll, please contact your Sales Executive directly.

Q: What are the states doing?

A: Each state is currently deploying Phase 1 and working through their individual process and plans for Phase 2. Pharmacies are encouraged to work directly with their state for Phase 1 and can also participate with *Good Neighbor Pharmacy* as their federal network administrator for Phase 2. Some of our Phase 2 participating pharmacies who have completed the readiness steps may be selected by the CDC in coordination with state jurisdictions to help with Phase 1. Selected pharmacies will be notified by *Good Neighbor Pharmacy* and provided with additional information on next steps.

VACCINE DISTRIBUTION

Q: How will vaccine distribution be handled when Phase 2 begins?

A: Distribution of vaccine for Phase 2 will be handled by CDC through their Federal Pharmacy Network partners and local jurisdictions. To support access, AmerisourceBergen will serve as a network administrator and will be allocated product by the CDC on behalf of *Good Neighbor Pharmacy* and Elevate Provider Network members. Vaccine will then be distributed by the CDC's central distributor.

Q: How will allocation work?

A: Pharmacies who are selected to receive allocation will be notified via a welcome email at the primary email address indicated on the survey response. This initial email will NOT specify the number of doses or the manufacturer of the vaccine product. Pharmacies will be notified which location(s) will be receiving product, the manufacturer of the product, and the number of doses they will be receiving via a separate order/shipment notification email. Note: Pharmacies will NOT be shipped the Pfizer-BioNTech product without prior approval from the pharmacy.

Vaccine inventory is shipped by the CDC contracted distributor directly to the pharmacy. AmerisourceBergen does not control the ship days and will not be physically shipping vaccine inventory. Additionally, pharmacies will not be able to choose which vaccine they receive or place orders for the product from the CDC or through ABC Order.

IMPORTANT: The timing between the allocation notification and shipment can be as little as 12-24 hours. If you enrolled, and are not prepared to accept product immediately, email COVIDvaccines@AmerisourceBergen.com for assistance with putting your participation on hold or terminating it completely.



Q: What is the pharmacy's liability of administering the vaccine with patients and employees?

A: Pursuant to the Guidance issued by HHS on October 29, 2020, "On March 10, 2020, the Secretary issued a Declaration under the Public Readiness and Emergency Preparedness (PREP) Act.2 With promulgation of the third amendment to the Declaration on August 24, 2020 and guidance for pharmacists, pharmacy interns, and pharmacy technicians, certain pharmacists (and pharmacy interns and technicians) are covered persons under the PREP Act when they administer certain covered countermeasures, including certain COVID-19 tests, routine childhood vaccinations, and COVID-19 vaccinations, provided that the conditions described in the Secretary's Declaration have been satisfied."

<https://www.hhs.gov/guidance/sites/default/files/hhs-guidance-documents/prep-act-authorization-pharmacies-administering-covered-countermeasures.pdf>

Q: When will my pharmacy receive the vaccine?

A: The CDC has expanded the Federal Retail Pharmacy Partnership and continues to increase our COVID-19 Vaccine allocation as more states move closer to phase 2. This has allowed us to significantly expand program participation to even more of our eligible pharmacies. While we don't know the exact timing, we do know is that once we're notified about increased allocation for our program, the turnaround is extremely quick, less than 24 hours, for stores that are pulled forward to receive product.

It is important to note that even as product availability increases, all product remains under the direction of the CDC, with input from the local jurisdictions/states, and that they are determining the allocation and distribution for all vaccines. The CDC continues to focus on prioritizing socially vulnerable populations and economically diverse zip codes. We continue to advocate and champion our customers with the CDC, as we have since the inception of this program, and we continue to push for expanded vaccine access every time we connect with the CDC, industry partners, and individual states to share our expansion requests. We look forward to offering more consistent shipments when our allocated supply increases.

PREPARING TO VACCINATE

Q: I'm enrolled in the program. What are the steps I need to take next?

A: Review our [Implementation Guide](#) for a comprehensive look at how to prepare to vaccinate. This guide details all of readiness steps that are required for participation. Once you've completed all readiness steps outlined in the Implementation Guide, review our [Allocation Guide](#). This resource walks through each step once a pharmacy is selected to receive vaccine product - from shipment, to receiving the vaccine, storage, administration, marketing, adverse events, and mandatory billing and reporting.