

Frequently Asked Questions: 3.30/3.31

For the latest information on COVID-19 please visit www.cardinalhealth.com/covid19.

1. What should I do if I'm changing my pharmacy hours or closing entirely?

With the spread of COVID-19, many pharmacies are changing their hours or closing. Knowing this information is critical to the efficiency of supply chain and logistics. If you are changing your hours or closing, please be sure to email the [Transportation team](#) or call Customer Service at 800-926-3161.

2. How do I inform Cardinal Health if one of my pharmacy employees has tested positive for COVID-19?

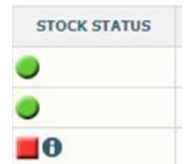
If one of your pharmacy employees tests positive for COVID-19 please inform your Cardinal Health sales rep / account manager immediately.

3. How is Cardinal Health managing allocations?

As the COVID-19 situation progresses, we are continually evaluating the situation to determine how we can best manage our inventory. With that, we are balancing requests for urgent needs in certain areas of the country while continuing to allocate products based upon existing demand and historical use. However, we know the current situation has created an increase in demand for product, sometimes beyond your historical usage. With this in mind, you may now request an Average Monthly Usage adjustment by calling Customer Service at 800.926.3161.

4. How can I find out the amount I am allocated?

Using Order Express, the Stock Status Icon (refer to image on the right) will indicate whether the item is stocked (green), in low stock (yellow) or out of stock (red) at your Distribution Center. Clicking on the Stock Status icon will pull your current quantity available to order. This value is the account-specific quantity immediately available at the DC. The quantity displayed may change daily based on account usage and product receipts. If the number is zero, either the DC is out of stock or you have already reached your allocated amount for the week based on your historical usage.



5. How are backorders being handled?

In order to maintain our fair share allocation methodology and continue to steady our supply chain we have instituted similar allocation methodology for backorders.

6. Why is Order Express displaying backorders available, but it does not allow me to submit for them in Order Express confirmation?

We have identified an issue in Order Express which is preventing customers from submitting backorders as they normally would through Order Express confirmation. If you have experienced this issue, please contact Customer Service at 800.926.3161 for a possible exception.

7. Is Cardinal Health increasing the volume of inventory replenishment?

With the increased demand, our teams are working around the clock to get orders replaced, and we are working with our manufacturer partners to get shipments replenished as quickly as possible.

8. Is Cardinal Health experiencing a drug supply shortage for any drug and/or NDC?

Cardinal Health is managing supply disruptions through our weekly fair share allocation methodology for all products. We will continue to work closely with our supplier partners to provide available product to our customers.

9. Am I able to order non-prescription and OTC products?

Yes! As part of our continued effort to support our customers during this situation, we have made capacity adjustments within our supply chain. As of March 20, 2020, began shipping all available product including over the counter and non-prescription items as normal. However, the fair share allocation process still applies.

10. Are there changes in delivery times, routes or drivers?

We are still delivering to all routes. However, due to increased volume and additional precautions, we have rebalanced our routes, which may cause you to see a change in driver or a delay in your delivery. To allow our team more time to plan for the number of orders we need to pick that day and will help to keep us running on time, we encourage you to submit your complete and final order by 6 p.m. local time.

11. How is Cardinal Health communicating with logistics delivery service contractors?

Our Logistics Center of Excellence leaders are conducting daily calls with our carriers. We have provided our carriers with a set of expectations regarding COVID-19 precautions and have been assured that carriers and third-party logistics partners are communicating this guidance with all drivers. All carriers and third-party logistics partners have been asked to direct their drivers/couriers who are experiencing COVID-19 symptoms or pending test results to not work.

12. What adjustments to normal procedures has Cardinal Health made in response to the COVID-19 pandemic?

Cardinal Health has made a temporary change to the proof of delivery process. Amid growing concerns surrounding the COVID-19 virus and the potential risk associated with physical contact, Cardinal Health has implemented a temporary change to the delivery process. This specifically pertains to when a signature is required on the handheld devices or paper proof of delivery documents carried by delivery providers. In lieu of the recipient taking physical possession of the signature pad or paper proof of delivery document to provide a signature, delivery providers will retain control of their handheld devices or paper documents and record the first letter of the first name and full last name of the pharmacy employee accepting delivery. We believe that this precaution will help reduce physical contact between customers and service providers during this unprecedented situation.

Note: The State of California requires the following two conditions be met regarding this temporary change to the proof of delivery process:

1. The delivery personnel must confirm that the employee accepting the delivery is a pharmacist.
2. The delivery personnel must input/record the pharmacist name and license number conveyed to them by the pharmacist directly into their signature capture device or paper proof of delivery document in lieu of the pharmacist physically signing the tablet/paper proof of delivery document as part of the delivery process.

13. Will Cardinal Health provide Personal Protective Equipment (PPE) to carriers and third-party logistics partners?

Due to recommendations from the CDC and WHO, Cardinal Health is not currently providing Personal Protective Equipment (gloves, face masks, gowns) for its employees, couriers or third-party logistics partners. If your facility requires PPE for delivery, the PPE will have to be provided by your facility.

14. How is Cardinal Health distributing donated hydroxychloroquine?

We are continuing to distribute donated hydroxychloroquine product to the areas and eligible customers that are the hardest hit by COVID-19 and continuing to work with manufacturers to bring in incremental product.

15. What happens if I need hydroxychloroquine to serve patients for a condition other than COVID-19?

We recognize the need for patients who currently use hydroxychloroquine to continue to have access. As the COVID-19 situation progresses, we will continue to consider how to best manage our inventory to help maintain product availability for all customers as best we can. At this time, we are balancing one-time buys, special orders or average monthly usage adjustments for hydroxychloroquine along with our fair share allocation methodology.

16. Has Cardinal Health developed a contingency plan specific to COVID-19?

Cardinal Health takes its responsibility to maintain service to our customers during crisis situations very seriously, as demonstrated through our history of service during natural and human-made events. We take a

holistic approach to emergency preparedness and are committed to the continuity of service in the event of a crisis.

As the coronavirus outbreak (COVID-19) continues to spread, Cardinal Health has implemented pre-established business continuity and pandemic contingency plans, working in accordance with guidelines set by the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC) and the U.S. Department of Health and Human Services (HHS).

17. If the National Logistics Center (NLC) or another distribution center are unable to ship, does Cardinal Health have a contingency plan in place?

Each business within Cardinal Health is responsible for business continuity planning by running tabletop exercises based on a plethora of scenarios. We recognize the important role we play in delivering product and medications from suppliers to customers. The National Logistics Center is a recognized best-in-class model for effective, efficient delivery both for suppliers and customers – but it is not the only method of distribution during a significant event. We have contingency plans for all our distribution centers across our network to provide continued delivery of product should the need arise. At times there may be delays or changes in routes required by the contingency plan. However, if changes were to occur, we would notify our customers directly or through their account manager or sales executive.

18. Can Cardinal Health make bulk buys of items used for cough/cold/flu and other medications used to treat flu-like symptoms?

As part of our business continuity process, we are planning to support our customers in continuing to receive the product they regularly receive. All items have been set up for weekly fair share allocation. If the fair share allocation changes in scope, we will communicate the change. Please use the ordering platforms (Order Express, Weblink or EDI) to determine product availability. If it is not available, the system will recommend alternatives. If product is not available to order on the ordering platform (Order Express, Weblink or EDI), the product may be in supply disruption or otherwise unavailable.

19. If I have a Pharmaceutical Distribution account with Cardinal Health, am I able to purchase Personal Protection Equipment (PPE) products?

Yes, Pharmaceutical Distribution offers a limited portfolio of PPE items; however, these products are currently in short supply.

20. What is the return policy on items purchased during this time?

Our customers' normal return policy applies.

21. If I am not a primary customer of Cardinal Health am I able to purchase product?

When products are on allocation, Cardinal Health gives priority to primary customers. Secondary customers will have limited access to purchase product.

22. Are distribution centers cleaning totes?

Proper cleaning procedures can reduce the risk of a potential virus from spreading, especially on hard surfaces. Cardinal Health has cleaning practices in place for handling totes and packages. We expect to continue with our cleaning practices throughout the COVID-19 outbreak.

23. Can a distribution center hold product for customers?

Cardinal Health is managing supply disruptions through our weekly fair share allocation methodology for all products. Currently, we are unable to accommodate sequestering product for customers.