



Good Neighbor Pharmacy/Elevate Provider Network CDC COVID-19 Federal Retail Pharmacy Therapeutic Program FAQ

UPDATED June 6, 2022

Background

As part of our ongoing commitment to independent community pharmacy, *Good Neighbor Pharmacy* and Elevate Provider Network are currently working with United States Department of Health and Human Services (HHS) to enroll qualified and eligible pharmacies in the Federal Retail Pharmacy Therapeutic Program (FRPTP). Questions not addressed below can be directed to COVIDVaccines@AmerisourceBergen.com.

Frequently Asked Questions (FAQ):

ELIGIBILITY

Q: Who is eligible to participate?

A: Eligibility requirements: Our agreement with HHS is limited to retail pharmacies classified as independent. **ADDITIONALLY**, the pharmacy currently must be an active participant in AmerisourceBergen's Federal Retail Pharmacy Partnership program for COVID-19 vaccines with an active data feed to InSite.

If a customer meets the requirements, email elevateenrollments@amerisourcebergen.com to confirm eligibility and start the enrollment process. Include pharmacy name, NCPDP, contact name, and email address.

Q: If I'm eligible, how do sign up as a participating pharmacy?

A: If your pharmacy meets the eligibility requirements outlined above, please contact elevateenrollments@amerisourcebergen.com. Include pharmacy name, NCPDP, contact name, and email address.

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

A: The HHS requirements for network administrators include validating participating pharmacies are compliant with the HHS 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 any HHS requirements.

AmerisourceBergen is committed to a data-driven approach and to administer the program responsibly and fulfill our HHS commitments, we need access to the administration and inventory data. Also, HHS 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.

AGREEMENTS WITH AB/CDC/OTHERS

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

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

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



- A: The customer needs to be fully onboarded with all eligibility requirements met to participate. See question one for eligibility requirements
- 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 HHS program, but the pharmacy should note that their HHS agreement gives them the right to terminate with 2 weeks' notice. If a customer wishes to terminate their agreement, 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.

THERAPEUTIC DISTRIBUTION

- Q: **How will therapeutic antiviral distribution be handled?**
- A: Distribution of therapeutic product will be handled by HHS through their Federal Pharmacy Network partners and local jurisdictions. AmerisourceBergen will be allocated product by HHS. Product will then be distributed by the HHS central distributor, AmerisourceBergen. AmerisourceBergen does not control the ship days and quantities allocated are directed by HHS.
- Q: **How will allocation work?**
- A: Once enrolled in the program and all requirements are completed, pharmacies will submit request for allocation through a specific process. Additional information will be provided to the pharmacy once they are enrolled.

PREPARING TO ADMINISTER THERAPEUTICS

- 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 for the therapeutic program. This guide details all of readiness steps that are required for participation.