

# Your guide to selling Rx

New Products  
Top Specialties  
Lead Opportunities  
Your Resources



# Our Rx value proposition



# Our Rx value proposition



McKesson delivers competitive advantages that help our customers *achieve results*

## Robust Rx product selection

Over 17,000 pharmaceuticals in stock nationwide



## Next day shipping 5 days a week

Large private fleet delivering products when and where you need them



## Order only what you need

Low unit of measure to help you manage your inventory

## SOLUTIONS

### RESULTS



MANAGE COSTS



ENHANCE PATIENT CARE



DRIVE EFFICIENCIES



## Tools

Comprehensive solutions for your practice

- McKesson Inventory Manager
- McKesson CSOSManager<sup>SM</sup>
- McKesson SupplyManager<sup>SM</sup>
- McKesson ScanManager<sup>SM</sup>

## Expertise and support

- Rx Field Sales Specialist Team
- Rx Product Support Team
- Orange Rx Product Support Team
- Flu Connection

# Grow your business with Rx



## Grow sales

### Grow your Rx business by:

- **Understanding the unique needs of each specialty:** Starting on page 17 of this playbook you'll find lists of the Rx most purchased by major specialties
- **Leading with our Rx value proposition:**
  - One order, one invoice for all Rx
  - One shipment when possible
  - Next day delivery
- **Emphasizing the breadth of our product line** with generics, branded products, specialty Rx, flu and other vaccines



## Meet your goals

- Selling core vaccines and specialty drugs, known internally as Orange Rx, can help you move up at least one compensation attainment tier. Incremental commissions are based on reaching your selling goals (and vary based on your compensation package)
- If you're trying to grow your Rx revenue, focus on selling **core vaccines** and **specialty Rx**
- If you're trying to grow your Rx gross profit, focus on selling **generics**



## Reach

- Rx is administered in **180+** care settings, including family practice, pediatrics, surgery centers, orthopedics, long-term care and more
- Current customers that are not buying Rx from you are buying it elsewhere – and missing the opportunity to order more efficiently
- With new accounts, Rx can help increase your opportunity



## Pull through

- Selling Rx brings opportunities for brand-to-generic conversions
- Explore additional categories of Rx products for greater penetration
- Make use of the power of specialty Rx. When a customer buys specialty Rx from us, they:
  - **Are 50% more likely** to be loyal McKesson customers
  - **Buy 28% more Rx** from us than customers that do not buy specialty Rx



# How to have a successful Rx conversation



# Tips for success



If your account isn't buying Rx from you, then they are buying it from *someone else!*

## Focus on practice type

- Different specialties have different Rx needs
- Use this Rx Playbook to help guide your conversation in your specialty accounts

1



2



## Ask the right questions

*Leverage the Rx Value Proposition to explain the benefits*

- "Would you find it beneficial to have one supplier instead of many?"
- "What Rx products are you purchasing elsewhere that I can quote for you?"

3



## Quote the business

- Find out the customer's Rx mix. Are there brand-to-generic opportunities?
- Ask for their Rx invoices or the product vial, then type the NDC into ordering software / device to quote

4



## Leverage the Best Cost

- Work with the right resources to get the best cost for your customers. Reference the "*Leverage Your Tools / Resources Section*" to understand how to get best cost

# Rx products: Overcoming objections

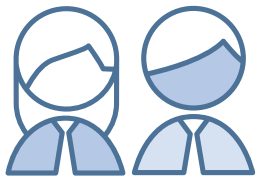


	<b>Potential barriers:</b>	<b>How we can address:</b>
<b>Core vaccines</b>	<ul style="list-style-type: none"><li>• Contract eligibility: Complex and at the ship-to level</li><li>• Pricing: Direct manufacturers sell at discounts</li></ul>	<ul style="list-style-type: none"><li>• Orange Rx Product Support team can work directly with customers on eligibility</li><li>• Extended terms are available and possible RVP approval is needed. See page 24</li></ul>
<b>Specialty</b>	<ul style="list-style-type: none"><li>• Contract eligibility: Heavily contracted, often with LOCs that involve the local manufacturer rep</li><li>• Pricing: Many products do not allow for markups, and competitors often discount below cost</li></ul>	<ul style="list-style-type: none"><li>• Competitive price matching and extended terms available on some products. Contact the Orange Rx Product Support team to assist</li></ul>
<b>Generics</b>	<ul style="list-style-type: none"><li>• Competitors may try to push top sellers with low margin</li><li>• Backorders / supply issues can occur</li><li>• Customers may be brand loyal and hesitant to adopt a generic version</li></ul>	<ul style="list-style-type: none"><li>• Price out entire portfolio to showcase full potential customer savings</li><li>• Rx Product Support team can cross reference to lowest cost option</li><li>• Local Vendor Contracts (LVCs) available on preferred items</li></ul>
<b>Brand</b>	<ul style="list-style-type: none"><li>• Pricing: Many competitors price at low (single digit) sell margin</li><li>• GPOs: Product costs may vary across GPOs</li></ul>	<ul style="list-style-type: none"><li>• Opportunity to offer generics as alternative. Team can cross reference to lowest cost generic equivalent</li></ul>



Top Rx initiatives





## Where to get started

### TOP SELLERS:

**Prolia®**

**ZILRETTA®**

**BOTOX®**

### CONVERSATION STARTERS:



- “ Are you currently buying [insert name of specialty drug]? ”
- “ Where are you buying your specialty drugs [or insert name like Prolia] from? Can I provide a quote for you? ”
- “ Can you give me a list of your specialty drugs? ”
- “ Would getting your specialty drugs from the same place help make things easier for your practice? ”



**Orange Rx**  
**Product Support team**

## Landscape



**\$23B**  
**projected growth**  
**at 7%**  
(excludes specialty oncology drugs)



MMS  
market share is  
**less than 10%**  
so we have lots of  
runway for growth



Customers  
prefer  
to order from  
**one source**

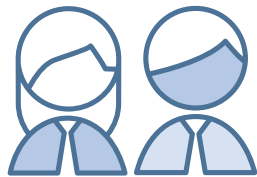


MMS customers  
purchasing  
specialty Rx  
on average **buy**  
**25-30% more**  
**Rx from us**

## The value we offer:

- ✓ Next day shipping to 95% of the United States
- ✓ We provide cold chain logistics to ensure product integrity
- ✓ We are continuously adding new products to our portfolio
- ✓ Back office support teams to help with contract rostering
- ✓ Specialty Rx products are administered in multiple care settings including (but not limited to) *Family Practice, Internal Medicine, Multi-Specialty, Orthopedics, Surgery Centers* and more.

# Core vaccines



## Where to get started

### TOP SELLERS:

PREVNAR 13®

SHINGRIX

GARDASIL® 9

### CONVERSATION STARTERS:



“ Did you know we have next day delivery on in-stock vaccines? ”

“ Where do you order your vaccines? Directly from the manufacturer? ”

“ Did you know purchasing your vaccines and medical supplies together from us drives operational and time efficiencies? ”

“ Did you know you can return expired core vaccines for credit? ”

“ Would you find ordering in smaller, more frequent order sizes (not in bulk) to be a benefit, especially during flu and back to school seasons? ”



**Orange Rx**  
**Product Support team**

## Landscape



**\$6B+**  
vaccine  
market size



**For every \$1**  
the US spends on  
childhood  
vaccinations,  
**we save \$10.20**  
in disease  
treatment costs



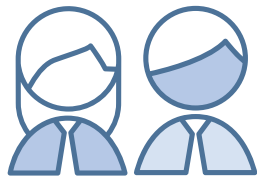
Vaccines  
**reduce**  
**hospital stays**  
by 4-12 days



Of the \$6B+ market,  
direct manufacturer  
purchases are  
60% of the market.  
**We have**  
**less than 5%**  
**market share**

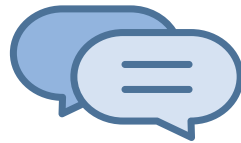
## The value we offer:

- ✓ Return programs available for expired vaccines
- ✓ Reduce incoming shipments and receive next day delivery on all orders with no vaccine minimum order fees
- ✓ Ordering efficiency with one order and one invoice for all supplies, Rx and vaccines
- ✓ With our next day delivery process, customers can free up cash by reducing their on-hand inventory
- ✓ All necessary DSCSA regulatory data maintained with easy access online



## Where to get started

### CONVERSATION STARTERS:



- “ Have you ordered your flu vaccines for the upcoming season? ”
- “ Do you provide flu shots for your employees? ”
- “ Which vaccines did you buy last year, and how many? ”
- “ Have you had any problems ordering, receiving or returning flu vaccines in the past? ”

Support team:  
Flu connection



## Landscape



**Everyone**  
6 months  
and older  
should receive a  
**yearly  
flu vaccine**



In 2020,  
**only 35%**  
of our  
customers bought  
flu vaccines  
from us



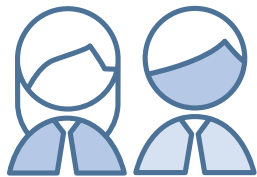
When customers  
buy core vaccines  
from us,  
they also buy  
**45% more  
in flu vaccine**



Customers  
prefer  
to order from  
**one source**

## The value we offer:

- ✓ Free next-day delivery with no limit on shipping locations per order
- ✓ No order minimums
- ✓ Extended terms
- ✓ Competitive return policy
- ✓ Dedicated flu team
- ✓ FluWise e-newsletters with market updates, trends and best practices



## Where to get started

### TOP SELLERS:

**Triamcinolone**

**Methylpredisolone**

**Betamethasone**

**Propofol**

**Medroxyprogesterone**

### CONVERSATION STARTERS:



“ Who are you buying Rx from today? ”

“ What is your usage on these items? ”

“ What price are you paying? ”

“ Are you open to generic alternatives (leverage cost-savings and greater inventory availability)? ”



**Rx Product Support team**

## Landscape



MMS  
market share is  
**less than 10%**  
so we have lots of  
runway for growth



Generics  
are sold in  
**180+**  
**customer  
segments**



**Highest  
sell margin**  
of all Rx

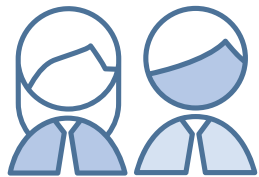


High  
**customer  
savings**  
and improved  
reimbursement

## The value we offer:

- ✓ More products and more choices, wide product selection available for customers
- ✓ We provide greater operational efficiencies with our one order and one invoice val prop
- ✓ Lower costs for generic products. The combined buying power of Medical-Surgical and Pharma means we can provide cost-competitive products
- ✓ Northstar Rx is McKesson's Rx private label brand. The Northstar Rx label provides cost-competitive generics and high service levels

# Branded Rx products



## Where to get started

### TOP SELLERS:

Aplisol®

RhoGAM®

SOLU-MEDROL®

Ethyl Chloride

## Landscape



**\$5B**

branded products  
market size

### CONVERSATION STARTERS:

“ Who are you buying Rx from today? ”

“ What is your usage on these items? ”

“ What price are you paying? ”



**Rx Product Support team**

# Rx services



## Landscape



Many states  
have regulations on  
**proper  
disposal of Rx**

### CONVERSATION STARTERS:

“ What medical waste disposal services do you currently have? ”

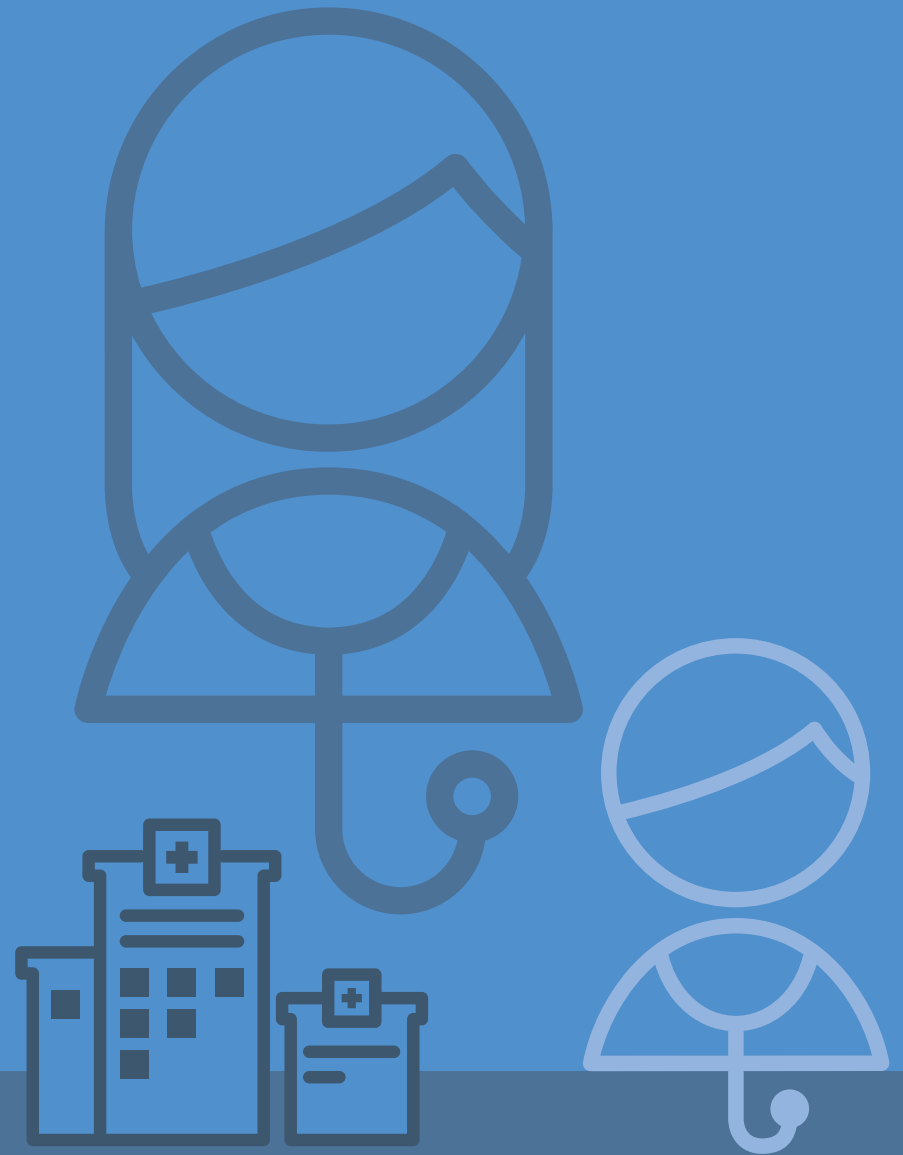
“ When does your contract for medical waste disposal expire? ”

“ What are you paying for medical waste disposal? ”

## The value we offer:

- ✓ One order and one invoice for all supplies and services. From pharmaceutical products to disposal of medical waste, we have what our customers need in one place
- ✓ Three types of waste disposal services:
  - **Med Flats:** Dispose unused/expired drugs via prepaid shipping boxes
  - **Med Pro:** Disposal of medical waste via biohazard containers
  - **Deterra / Rx Destroyer:** Dissolving solution system for unused/expired drugs
- ✓ Save time and avoid manual processing of paper 222 triplicate forms for CII narcotic orders. Customers can order everything they need through **McKesson CSOSManager<sup>SM</sup>** electronically and securely

Focusing your  
Rx business by  
customer specialty





## Selling tips



McKesson offers a full portfolio of pediatric vaccines



Be sure customers know about our **next-day delivery** capabilities, which can help reduce their on-hand inventory carrying costs

## Brand-to-generic conversion opportunities:

Category	Brand Name	Generic
<b>Anti-infectives</b>	N/A	Ceftriaxone
<b>OTIC</b>	CIPRODEX®	Ciprofloxacin+Dexamethasone
	Neosporin	Triple Antibiotic
<b>Over the Counter</b>	Children's Tylenol	Children's Acetaminophen
	Children's Advil	Children's Ibuprofen

## Top Rx products:

Category	Brand Name	Supplier(s)
<b>Vaccines</b>	PREVNAR 13®	Pfizer Pharmaceuticals
	GARDASIL® 9	Merck & Co.
	ProQuad®	Merck & Co.
	VARIVAX®	Merck & Co.
	RotaTeq®	Merck & Co.
	PEDIARIX	GSK
	MENVEO	GSK
	BEXSERO	GSK
<b>Flu Vaccines</b>	AFLURIA® QIV	Seqirus, A CSL Company
	QIV	AstraZeneca US
<b>Specialty Rx</b>	OTIPRIO®	Otonomy Inc.
	BENLYSTA®	GSK
	OXLUMO™	Alnylam Pharmaceuticals
	NUCALA®	GSK
<b>Anti-infectives</b>	BICILLIN® L-A	Pfizer Pharmaceuticals
	BICILLIN® C-R	Pfizer Pharmaceuticals
<b>Over-the-Counter &amp; Topicals</b>	Ethyl Chloride	Gebauer Company
<b>Biological / Blood</b>	Aplisol®	Par Sterile Products
	Tubersol®	Sanofi Pasteur
<b>Rx Services</b>	Rx Destroyer™	C2R Global Manufacturing, Inc.
	Deterra®	Verde Environment Tech Inc.



## Selling tips



Osteoarthritis is the most common joint disorder in the US, with **over 32.5 million** people affected<sup>1</sup>



We offer a **variety** of one, two- and three-shot hyaluronic acid injections to meet patients' needs



**Our portfolio for orthopedics is growing** – check frequently for new items



Lead with generics as our **brand-to-generics adoption rate is approximately 80%**

## Brand-to-generic conversion opportunities:

Category	Brand Name	Generic
Corticosteroid	DEPO-MEDROL®	Methylprednisolone
	CELESTONE®	Betamethasone
	KENALOG®	Triamcinolone
	DEPO-PROVERA®	Medroxyprogesterone
	N/A	Dexamethasone

## Hyaluronic acid injections

Brand Name	Injections Per Therapy	Supplier(s)
DUROLANE®	1	Bioventus LLC
Gel-One®	1	Zimmer Biomet
Synvisc-One®	1	Sanofi Pasteur
HYMOVIS®	2	Fidia Pharmaceuticals
EUFLEXA®	3	Ferring Pharmaceuticals
GELSYN-3®	3	Bioventus, LLC
TriVisc™	3	OrthogenRx
SYNVISC®	3	Sanofi Pasteur
TRILURON®	3	Fidia Pharmaceuticals
VISCO-3™	3	Zimmer Biomet
SUPARTZ-FX™	5	Bioventus LLC
GenVisc® 850	5	OrthogenRx
HYALGAN®	5	Fidia Pharmaceuticals

## Other top Rx products

Category	Brand Name	Supplier(s)
Specialty Rx	ZILRETTA®	Flexion Therapeutics Inc.
	Prolia®	Amgen Inc.
	EVENITY®	Amgen Inc.
	EXPAREL®	Pacira Biosciences, Inc.
Biological / Blood	RhoGAM®	Kedrion Biopharma
Rx Services	Rx Destroyer™	C2R Global Manufacturing, Inc.
	Deterra®	Verde Environment Tech Inc.

<sup>1</sup> <https://www.cdc.gov/arthritis/basics/osteoarthritis.htm>; <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2920533/>; [http://flexiontherapeutics.com/wp-content/uploads/2018/10/Opioid-Infographic\\_FINAL.pdf](http://flexiontherapeutics.com/wp-content/uploads/2018/10/Opioid-Infographic_FINAL.pdf)



# Internal medicine, family practice and multi-specialty



## Selling tips



These specialties spend **35%** of their total spend on Rx



Focus on our **top selling vaccines**: PREVNAR 13<sup>®</sup>, GARDASIL<sup>®</sup> 9, PNEUMOVAX<sup>®</sup> 23 and SHINGRIX



Look for opportunities to **convert customers** from national brands to generics

## Brand-to-generic conversion opportunities:

Category	Brand Name	Generic
<b>Corticosteroid</b>	DEPO-MEDROL <sup>®</sup>	Methylprednisolone
	CELESTONE <sup>®</sup>	Betamethasone
	KENALOG <sup>®</sup>	Triamcinolone
	N/A	Dexamethasone
<b>Women's Health</b>	DEPO-PROVERA <sup>®</sup>	Medroxyprogesterone
<b>Injectable Vitamins</b>	Cyanocobalamin (B12)	Multiple
<b>Over-The-Counter and Topicals</b>	Advil <sup>®</sup>	Ibuprofen
	TYLENOL <sup>®</sup>	Acetaminophen
<b>Men's Health</b>	DEPO <sup>®</sup> -TESTOSTERONE	Testosterone Cypionate
<b>Anti-infectives</b>	N/A	Ceftriaxone
<b>OTIC</b>	CIPRODEX <sup>®</sup>	Ciprofloxacin + Dexamethasone

## Top Rx products:

Category	Brand Name	Supplier(s)
<b>Core Vaccines</b>	PREVNAR 13 <sup>®</sup>	Pfizer Pharmaceuticals
	GARDASIL <sup>®</sup> 9	Merck & Co.
	PNEUMOVAX <sup>®</sup> 23	Merck & Co.
	SHINGRIX	GSK
	BOOSTRIX <sup>®</sup>	GSK
	Adacel <sup>®</sup>	Sanofi Pasteur
	VARIVAX <sup>®</sup>	Merck & Co.
	Menactra <sup>®</sup>	Sanofi Pasteur
	ProQuad <sup>®</sup>	Merck & Co.
	M-M-R <sup>®</sup> II	Merck & Co.
	ENGERIX <sup>®</sup> -B	GSK
	BEXSERO <sup>®</sup>	GSK
	MENVEO	GSK
	RotaTeq <sup>®</sup>	Merck & Co.
	PEDIAREX	GSK
HEPLISAV-B	Dynavax Technologies, Corp.	
ROTARIX	GSK	
<b>Flu Vaccines</b>	FLUCELVAX <sup>®</sup> QIV	Seqirus, A CSL Company
	FLUAD <sup>™</sup>	Seqirus, A CSL Company
	AFLURIA <sup>®</sup> QIV	Seqirus, A CSL Company
	FluMist <sup>®</sup> QIV	AstraZeneca US
<b>Biologic / Blood</b>	Aplisol <sup>®</sup>	Par Sterile Products
	Tubersol <sup>®</sup>	Sanofi Pasteur

Category	Brand / Generic Name	Supplier(s)
<b>Specialty Rx</b>	Prolia <sup>®</sup>	Amgen, Inc.
	ZILRETTA <sup>®</sup>	Flexion Therapeutics, Inc.
	EVENITY <sup>®</sup>	Amgen Inc.
	Daptomycin	Northstar
	NARCAN	Adapt Pharma
	Ertapenem	Multiple
	BOTOX <sup>®</sup>	Allergan
	Gel-One <sup>®</sup>	Zimmer Biomet
	HYMOVIS <sup>®</sup>	Fidia Pharmaceuticals
	EUFLEXXA <sup>®</sup>	Ferring Pharmaceuticals
	TriVisc <sup>™</sup>	OrthogenRx
	TRILURON <sup>®</sup>	Fidia Pharmaceuticals
	VISCO-3 <sup>™</sup>	Zimmer Biomet
	SUPARTZ-FX <sup>™</sup>	Bioventus, LLC
	GenVisc <sup>®</sup> 850	OrthogenRx
	HYALGAN <sup>®</sup>	Fidia Pharmaceuticals
	Monoferic <sup>®</sup>	Pharmacosmos
CABENUVA <sup>®</sup>	GSK	
<b>Over-the-Counter and Topicals</b>	Ethyl Chloride	Gebauer Company
<b>Biological / Blood</b>	KEDRAB <sup>®</sup>	Kedrion Biopharma
<b>Anti-Infectives</b>	BICILLIN <sup>®</sup> L-A	Pfizer Pharmaceuticals
	BICILLIN <sup>®</sup> C-R	Pfizer Pharmaceuticals
<b>Women's Health</b>	RhoGAM <sup>®</sup>	Kedrion Biopharma
<b>Injectable Vitamins</b>	INJECTAFER <sup>®</sup>	American Regent, Inc.
	Venofer <sup>®</sup>	American Regent, Inc.
<b>Rx Services</b>	Rx Destroyer <sup>™</sup>	C2R Global Manufacturing, Inc
	Deterra <sup>®</sup>	Verde Environment Tech Inc.

# Ambulatory surgery center



## Selling tips



**We offer a full portfolio of Rx items** for pre-operative, during operation, and post-operative needs, including anesthetic gasses like Sevoflurane (the generic version of ULTANE®)



Lead with EXPAREL®, a non-opioid pain relief injection

## Brand to generic conversion opportunities:

Category	Brand Name	Generic
<b>Cardiology</b>	Adrenalin Nasal Solution	Epinephrine Nasal Solution
	Adrenalin Injection	Epinephrine
<b>Ulcer</b>	Robinul	Glycopyrrolate
<b>Nervous System</b>	Diprivan®	Propofol
	OFIRMEV®	Acetaminophen
	ULTANE®	Sevoflurane
<b>Ophthalmic</b>	VIGAMOX®	Moxifloxacin

## Top Rx products:

Category	Brand / Generic Name	Supplier(s)
<b>Specialty Rx</b>	SINUVA®	Intersect ENT
	BARHEMSYS®	Acacia Pharma Ltd
	ANJESO®	Baudax Bio, Inc.
	EXPAREL®	Pacira Biosciences, Inc.
	DEXENZA®	Ocular Therapeutix, Inc.
	DEXYCU®	EyePoint Pharmaceuticals, Inc.
	ZILRETTA®	Flexion Therapeutics Inc.
	OTIPRIO®	Otonomy Inc.
<b>Nervous System</b>	Ertapenem	Multiple
	Lidocaine	Multiple
	Succinylcholine	Multiple
	Propofol	Multiple
	Desflurane	Multiple
<b>Ophthalmic</b>	Dantrolene	Multiple
	HYLENEX®	Halozyme Therapeutics
<b>Rx Services</b>	Proparacaine	Multiple
	Rx Destroyer™	C2R Global Manufacturing, Inc.
	Deterra®	Verde Environment Tech Inc.



## Selling tips



**Key products** for women's health include bone health products, such as Prolia® and EVENITY® as well as intrauterine devices and core vaccines, such as GARDASIL® 9



**Some OB/GYNs are becoming wellness centers** that provide care outside of traditional OB/GYN services, providing opportunity to sell Rx like vaccines and antibiotics

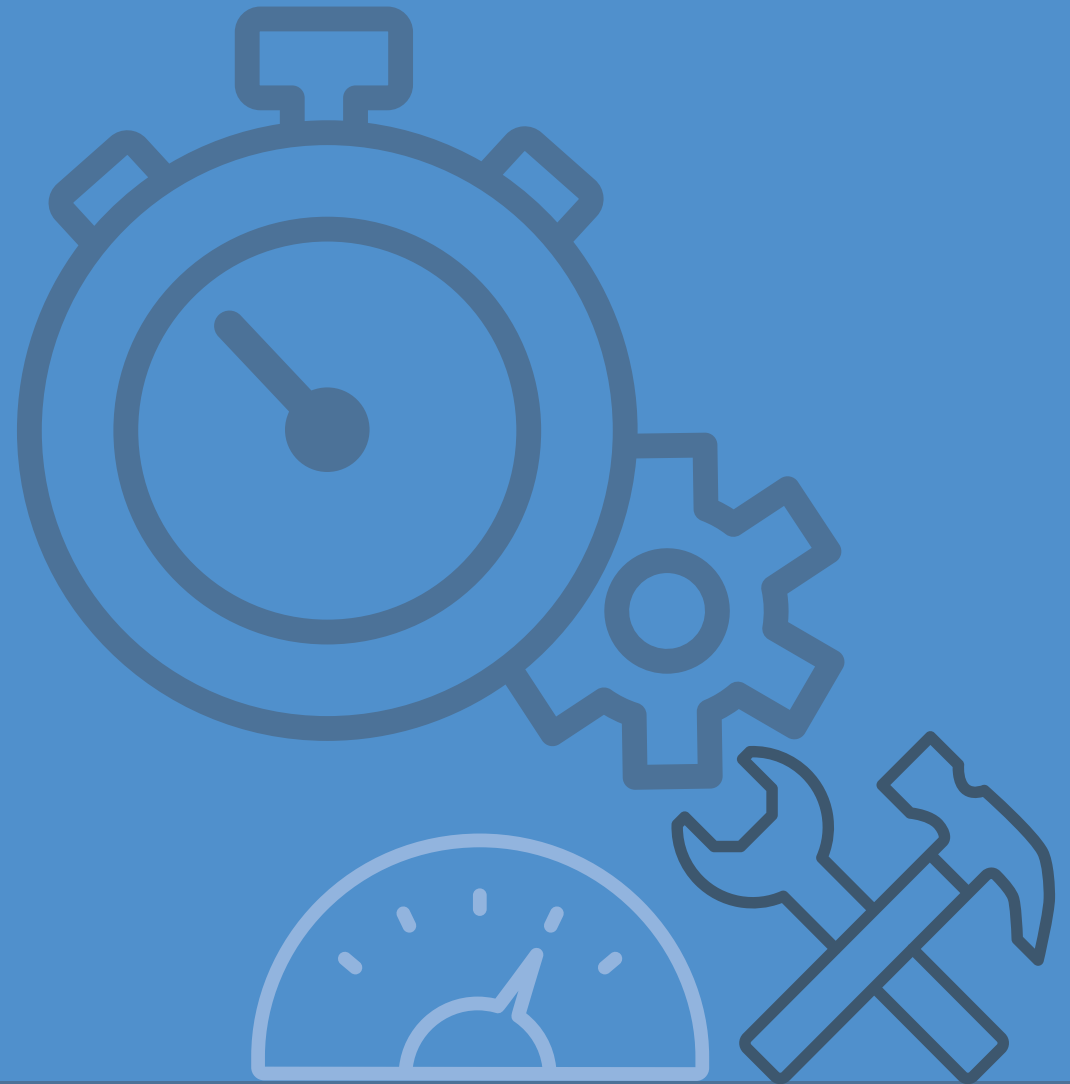
## Brand-to-generic conversion opportunities:

Category	Brand Name	Generic
<b>Women's Health</b>	DEPO-PROVERA®	Medroxyprogesterone
	Depo-SUBQ PROVERA®	Medroxyprogesterone
	Makena®	Hydroxyprogesterone
	N/A	Zoledronic Acid
	Pitocin	Oxytocin
	DELESTROGEN®	Estrogen Valerate

## Top Rx products:

Category	Brand / Generic Name	Supplier(s)
<b>Specialty Rx</b>	SKYLA®	Bayer
	Mirena®	Bayer
	Kyleena®	Bayer
	LILETTA®	Allergan Pharmaceutical Company
	EVENITY®	Amgen Inc.
	Prolia®	Amgen Inc.
<b>Core Vaccines</b>	GARDASIL® 9	Merck & Co.
	Adacel®	Sanofi Pasteur
	Afluria® QIV	Multiple
	DEPO-ESTRODIOL®	Pfizer Pharmaceuticals
	Progesterone Oil	Multiple
	BOOSTRIX®	GSK
<b>Flu Vaccines</b>	Flucelvax QIV	Seqirus, A CSL Company
	AFLURIA® QIV	Seqirus, A CSL Company
<b>Biological / Blood</b>	RhoGAM®	Kedrion Biopharma
<b>Anti-infectives</b>	BICILLIN® L-A	Pfizer Pharmaceuticals
<b>Nervous System</b>	Lidocaine Jelly	Multiple
<b>Women's Health</b>	DEPO®-ESTRODIOL	Pfizer Pharmaceuticals
<b>Rx Services</b>	Rx Destroyer™	C2R Global Manufacturing, Inc.
	Deterra®	Verde Environment Tech Inc.

Leverage our  
tools/resources



# Rx field specialists



## Rx field specialists: *Who we are*

**Our Mission:** Be a trusted, strategic sales partner for our organization and customers; driving Rx results with integrity and excellence



**6 Rx field specialists** support primary care account executives assigned by geography



**2 Rx large account managers** support corporate accounts



**2 Rx large account managers** support health systems

## *How we can help:*



Vaccine and specialty Rx opportunity targeting



Provide knowledge and expertise surrounding the entire Rx offering



Understand customer profitability, reimbursement and best cost options



Communicate product launches, pricing changes and other pertinent Rx details



Assist in contract negotiations and new business implementation



Meet directly with customers to provide hands-on sales expertise



Build proposals around the full Rx portfolio (SRx, core vaccines, generics)



Assist in large opportunity ROI reviews

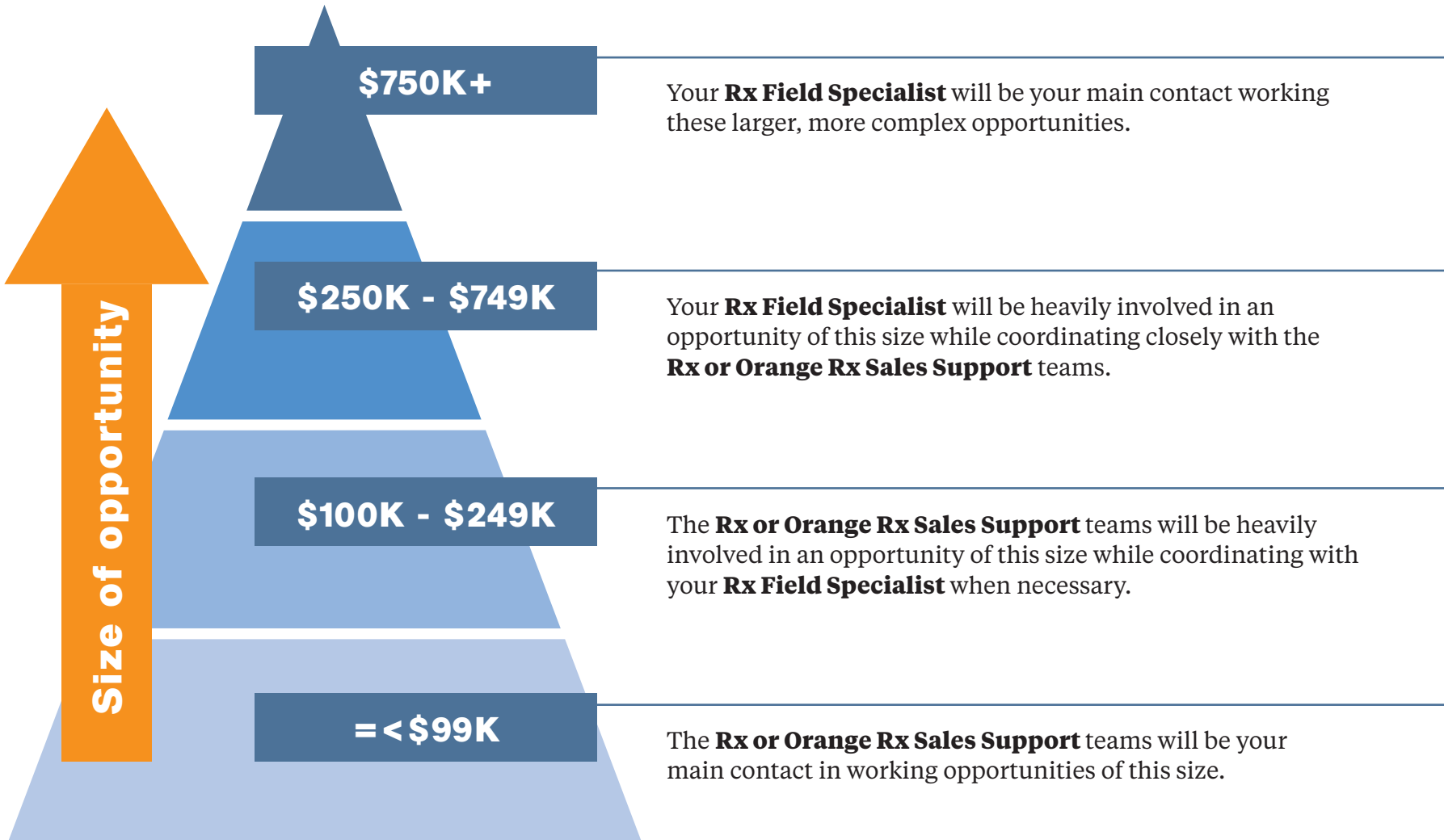
## Rx field specialists *contact info:*

Don't know who your Rx Field Sales Specialist is? Contact the Orange Rx Product Support team at ***Orange@mckesson.com***

# Rx support for every opportunity



We have several teams ready to help you with your opportunity



*\*Support for smaller deals available through Rx and Orange Rx product support teams*

# Rx Product Support team



## Rx Product Support team contact info:



Direct line (no prompts):

**877.777.3784**

**877.777.7455**

Option 2



***Rx@mckesson.com***

SFDC:

@RxProductSupport –  
Salesforce “handle” –  
to send a case in SFDC,  
select “*Rx Product Support*”



All cases responded to  
within 24 business hours

## How we can help:



Brand-to-generic  
conversion opportunities



Product availability



Pricing/average GP



Monitor item  
descriptions



Medical/pharmaceutical  
terminology



## Information regarding:

- General Rx products
- Dosing information
- Product administration indications
- Help with upselling
- Quotes/item lists – 50 items or less
- Contract pricing – limited, Rx GPO tool
- CPT codes/reimbursements – limited, Medicare & manufacturer’s website
- Vendor/supplier
- General flu product questions

# Orange Rx Product Support team



## Contact info:



**877.777.7455**  
Option 6



**Orange@mckesson.com**

SFDC:  
@Orange-  
Salesforce “handle” -  
to send a case in SFDC,  
select “Vaccines/Specialty Rx  
(Orange Rx Support)”



Expect a response  
within 24 hours

## How we can help:



Manage core vaccine  
and specialty Rx  
onboarding



Research core vaccine  
eligibility on supplier  
portals



Answer general specialty  
Rx and core vaccine  
product questions



Connect customers to  
core vaccine contracts



Look up core vaccine  
and specialty Rx  
costs/prices



Competitive price  
matches on some  
specialty Rx



Explain price floors for  
core vaccines and  
specialty Rx



Request extended  
payment terms



# Flu connection team



## Contact info:



**877.625.4358**



***fluconnection@  
mckesson.com***

SFDC:  
Flu Connection

## How we can help:



Pre-booking,  
allocation and  
return support



Product information  
and availability



Substitution  
suggestions







Pricing information  
and support



The latest on  
allocations and  
shipments



	Resource	Information includes
	<p><b>The Rx Voice email newsletter</b> goes out regularly to McKesson sales employees. It's your best source for:</p>	<ul style="list-style-type: none"> <li>• New product launches</li> <li>• Product changes like price, reimbursement, indications or discontinuations</li> <li>• Rebates and product promotions</li> <li>• Supply chain and system updates</li> <li>• Customer and Account Manager testimonials</li> <li>• Access to marketing resources</li> </ul>
	<p><b>The Drive email newsletter</b> goes out regularly to McKesson primary care sales employees. Select Rx manufacturers are preferred Drive suppliers, so look here for:</p>	<ul style="list-style-type: none"> <li>• Preferred supplier listing, tools and resources</li> <li>• Product launches, updates and enhancements from our preferred suppliers</li> <li>• Drive reporting updates and highlights</li> <li>• Best practices and success stories</li> </ul>
	<p><b>The FluWise email newsletter</b> goes out monthly to customers who have purchased flu vaccine from us in the past.</p>	<ul style="list-style-type: none"> <li>• Pre-book information</li> <li>• Promotional materials</li> <li>• Flu returns policy</li> <li>• Shipping updates by manufacturer</li> <li>• Educational webinars</li> </ul>
	<p><b>SalesForce.com resource center</b> Explore the resource center on <i>SalesForce.com</i> for Rx manufacturer and product information:</p>	<ul style="list-style-type: none"> <li>• Brochures, pricing guides and package inserts</li> <li>• Immunization schedules</li> <li>• Letters of commitment (LOCs)</li> <li>• Coding and billing information</li> <li>• Manufacturer sales rep rosters</li> </ul>



## Tools and additional support

A number of resources are available to help you and your customers. Explore these tools and support teams for a full understanding of McKesson's Rx offering.

Resource	Audience	Update Frequency
Specialty Rx Pricing Guide	Sales Team	1-2x a month
Specialty Rx Digital Catalog	Customer	Quarterly
Specialty Rx Flyer	Customer	Quarterly
Specialty Rx HA Comparison Chart	Sales Team	Quarterly
Adult Vaccines Immunization Brochure	Customer	Yearly
Adult Vaccines Immunization Schedule	Customer	Yearly
Childhood Vaccines Immunization Brochure	Customer	Yearly
Childhood Vaccines Immunization Schedule	Customer	Yearly
Rx Availability Report	Sales Team	Bi-weekly
Rx By Customer Segment	Sales Team	Monthly



New marketing materials to support products, programs and campaigns available on [SalesForce.com](https://www.salesforce.com) and via **Rx Voice**

## Controlled Rx support

Resource	For help with...	Contact information
<b>Controlled Rx (CRx) regulatory help desk</b>	<ul style="list-style-type: none"> <li>Processes for setting up a customer to purchase controlled substances</li> <li>Reviewing and approving controlled substance questionnaires and declarations</li> <li>Managing CRx thresholds and inquiries</li> </ul>	<a href="mailto:CRXRegulatory@mckesson.com">CRXRegulatory@mckesson.com</a>
<b>Controlled Rx (CRx) inventory management help desk</b>	<ul style="list-style-type: none"> <li>CRx order status, item availability, suggested product substitutes</li> <li>Advising and processing paper 222 forms</li> </ul>	<a href="mailto:MMS_Coordinator@ControlledRx@mckesson.com">MMS_Coordinator@ControlledRx@mckesson.com</a> <b>877.777.7455</b> , option 3
<b>CSOS help desk</b>	<ul style="list-style-type: none"> <li>Processing customers' electronic 222 forms</li> <li>CSOS onboarding, set-up and questions</li> </ul>	<a href="mailto:CSOSManager@mckesson.com">CSOSManager@mckesson.com</a> <b>877.4MK.CSOS</b>

## Other useful resources

Resource	For help with...	Contact information
<b>Contract sales support</b>	<ul style="list-style-type: none"> <li>Eligibility, contract loading and Rx GPO programs for non-Orange Rx products</li> </ul>	<a href="mailto:Contract.SalesSupport@mckesson.com">Contract.SalesSupport@mckesson.com</a> <b>877.777.7455</b> , option 5, then option 1
<b>PC quotes team (for health systems and corporate accounts)</b>	<ul style="list-style-type: none"> <li>Rx quoting, including generic options</li> <li>Quoting, including pricing and cross-references</li> <li>GPO pricing</li> <li>Customer-facing versions of quoting</li> </ul>	<a href="mailto:PCQuote@mckesson.com">PCQuote@mckesson.com</a>

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[mms.mckesson.com](http://mms.mckesson.com)  
[mms.mckesson.com/pharmaceutical](http://mms.mckesson.com/pharmaceutical)

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