



The FreeStyle Libre System Pharmacy / Wholesaler Reimbursement FAQs

PHARMACY

1. Why has Abbott decided to use a new distribution model for the process?

- There is no impact to patients. They can gain their prescription from their healthcare professional and fulfil it via their pharmacist. Abbott has made a strategic decision with the FreeStyle Libre sensors (Part IXA of drug Tariff) that the product is supplied directly to all pharmacies. The FreeStyle Libre sensors can be accessed by pharmacists via our official distributor – United Parcel Service (UPS). We will be in regular communication with pharmacies about how this decision affects them.

2. Where do my patients access a FreeStyle Libre reader?

- If the patient is suitable for the FreeStyle Libre system, FreeStyle Libre readers can be accessed free of charge from their healthcare professional.

3. Is there a PIP code?

- The PIP code is 405-9028. The PIP code will also be published in Chemist + Druggist (C+D).

4. When do we need to be prepared for an increase in prescriptions and therefore increased demand for the FreeStyle Libre system?

- From 1st November 2017 the FreeStyle Libre sensor will be available for prescribing on NHS reimbursement. From this period onwards there may be an increase in prescriptions and overall usage of the FreeStyle Libre system readers and sensors.

5. How can I order through my preferred wholesaler?

- The FreeStyle Libre sensors are only available from Abbott via the portal www.freestylediabetes.co.uk/pharmacy.

6. What is the speed of the ordering process?

- The process for ordering the FreeStyle Libre sensors into the pharmacy may take up to 24 hours.
- Orders will be delivered between 8am – 6pm on the next working day (there are exceptions which include outside of Belfast in NI).
- Orders received by 5.30pm will be delivered on the next working day.
- Orders placed on a Friday will be delivered on the Monday between 8.00am and 6pm.

7. Please can you supply me with the postcode locations for any delivery locations which are more than 24 hours?

- Next day delivery is available for most areas in the U.K and NI however you will be sent a unique tracking number where you can check the progress of your orders.

8. Can UPS deliver at the weekend?

- This service is not possible. Delivery will be between 8am and 6pm on weekdays.

9. Is there a charge for delivery?

- There is no charge for standard delivery from Abbott.

10. What happens if the pharmacy is closed when a delivery is made?

- UPS will try and redeliver up to 3 times to the pharmacy.

11. Does the delivery require a signature?

- Yes, from a person who is authorised to accept pharmacy deliveries.

12. If we have further questions shall we speak to customer services or do we contact Abbott?

- Please visit www.freestylediabetes.co.uk/pharmacy and select the 'Contact Us' tab.

13. How do I report a faulty product?

- All faulty good investigations are handled directly by Abbott. Please contact our dedicated Healthcare Professional Customer Services team on 0800 032 1016 (Mon – Fri 8am – 5.30pm, excluding Bank Holidays)

14. What is the ordering process for FreeStyle Libre sensors?

- FreeStyle Libre sensors can be purchased directly from Abbott. Please visit www.freestylediabetes.co.uk/pharmacy. The first step is registering with us to open an account. Once your account is open you will receive an email. This can take up to 24 hours. You are then able to place an order for sensors via the same portal.

15. How do I set up an account to be able to order?

- If you are part of a pharmacy chain, we have been working with your head office to preregister you with an account. We have supplied them with your username and password which they should be able to share with you
- If you are an independent pharmacy, please register for an account at www.freestylediabetes.co.uk/pharmacy. Your account should be activated within 24 hours and you will receive an email notification that your account has been approved.

16. How long after setting up my account can I order?

- Once you have an account, you can place your order straight away.

17. How long will it take for me to get stock to my store?

- In the vast majority of cases, stock will be delivered within 24 hours to the pharmacy, or the pharmacy counter within a store. The stock needs to be signed for by a pharmacy employee.

18. How can I track my order?

- You will be provided with a tracking number from our partner UPS for each parcel. You can track using the information and links contained in the notification you receive via UPS.

19. Can I order stock in advance so I am ready for patients who may come to me with prescriptions?

- Yes, you can pre-order the FreeStyle Libre sensors. These will be delivered to you shortly in advance of 1st November 2017.

20. How will I pay for the product I order?

- You will be invoiced for payment via email. Payment is due within 30 days of the end of the month. You can pay via direct debit or BACs.

WHOLESALEERS

1. Will the UPS relationship be ongoing, or is this a trial?

- The relationship with UPS is ongoing. We are working with pharmacists and healthcare professionals to ensure they understand the model and the necessary ordering processes.

2. Is Abbott looking to work with UPS and supply patients directly with the FreeStyle Libre sensors?

- No, we are pursuing a Direct to Pharmacy distribution model for this product.

3. Is Abbott pursuing a link up with UPS for further products?

- At this time Abbott is not pursuing a link up for any further products.

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