

# National COVID-19 Vaccine Readiness Survey

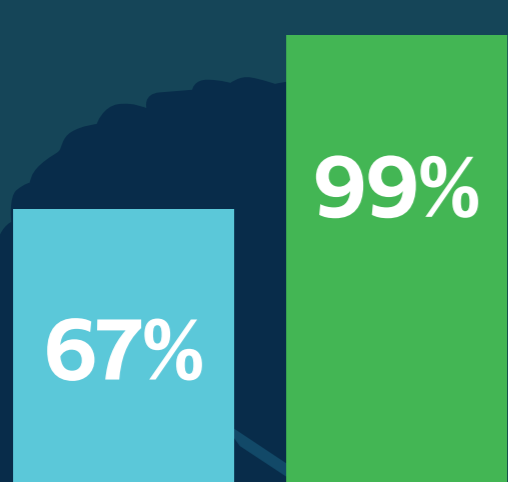


The forthcoming COVID-19 vaccine is one of the most anticipated events in modern healthcare history. EnlivenHealth™, a leading provider of advanced engagement and communications solutions, recently conducted a national survey of retail pharmacies and health plan organizations to gauge their COVID-19 vaccine readiness. Our survey examined crucial vaccine-related issues, including consumer acceptance, operational planning and management, and financial reimbursements.<sup>1</sup>

## Summary of Key Findings

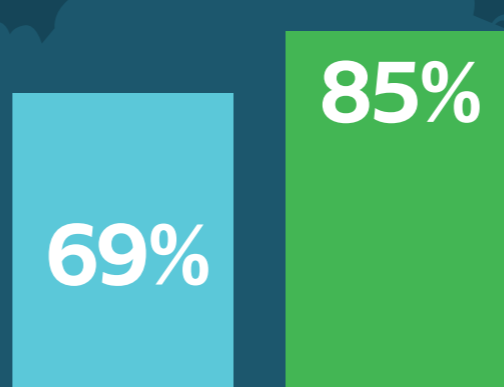
### Retail Pharmacy and Health Plan Combined Findings

Are you concerned whether people will take the vaccine once it is available?



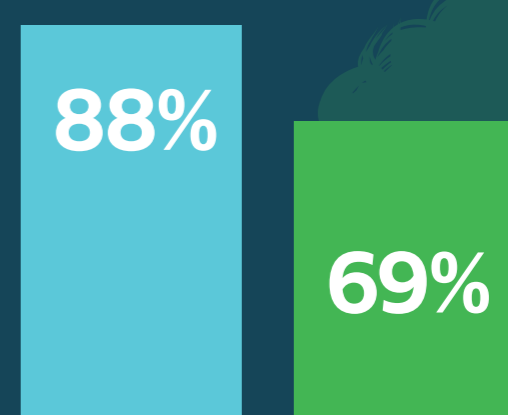
67% of pharmacies and 99% of health plans are either “very” or “somewhat concerned” about whether their patients/members will take the COVID-19 vaccine once it is available

What do you plan to do to allay concerns about the COVID-19 vaccine and ensure that people get immunized for the coronavirus?



69% of pharmacies and 86% of health plans intend to undertake marketing and educational programs to inform their patients/members on the importance of getting the COVID-19 vaccine

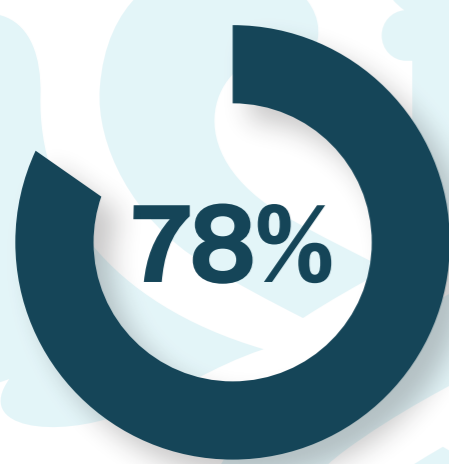
How do you plan to manage the administering of, and operations associated with, the COVID-19 vaccine?



88% of pharmacies and 69% of health plans intend to “risk-stratify” their populations to determine who will receive the COVID-19 vaccine

## Retail Pharmacy Findings

How ready are you for the potential demand created by the COVID-19 vaccine?



78% of pharmacies stated they are ready for the COVID-19 vaccine from the standpoint of managing pharmacy process flow and patient demand



77% of pharmacies said that because of the COVID-19 pandemic, they would either be adopting or expanding a year-round vaccination strategy

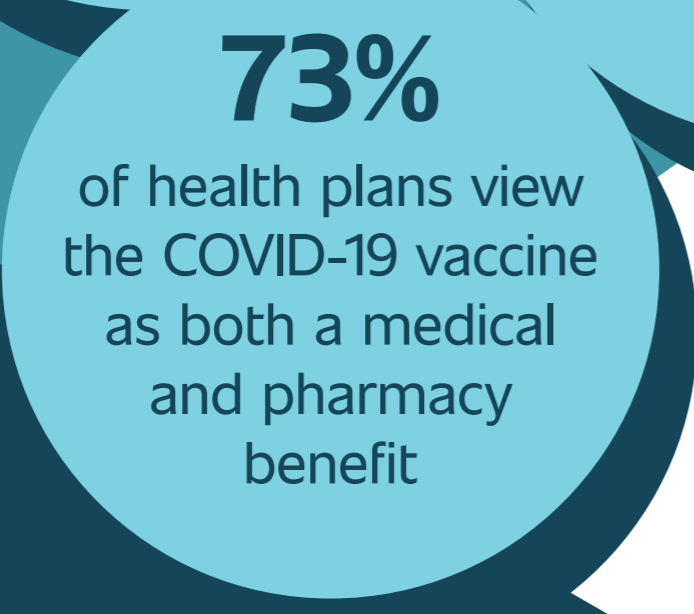
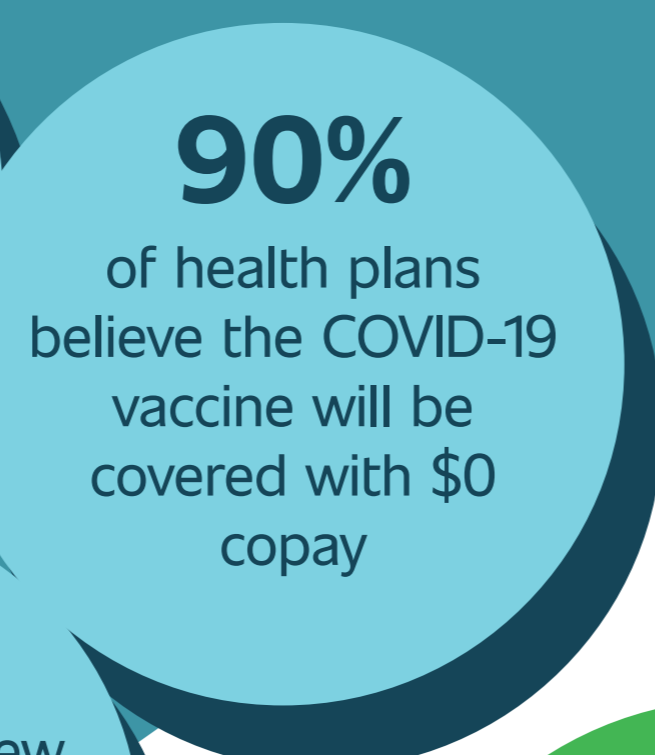
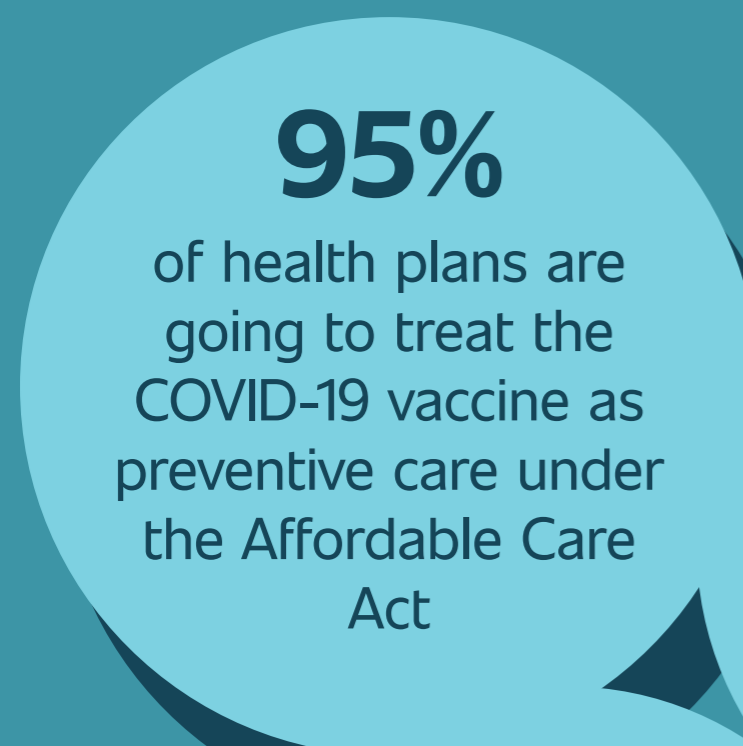
Do you believe that the pharmacy practice regulations within your jurisdiction(s) will allow pharmacists to administer the COVID-19 vaccine?



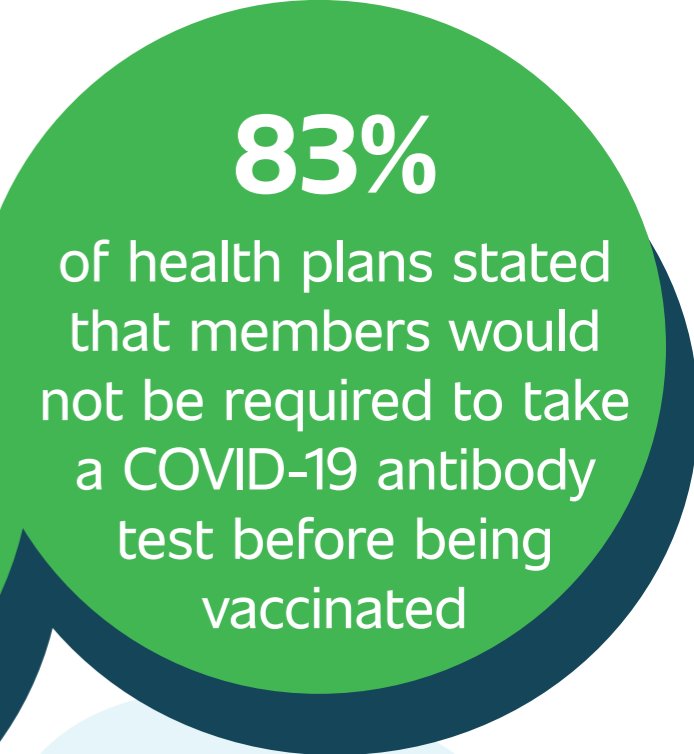
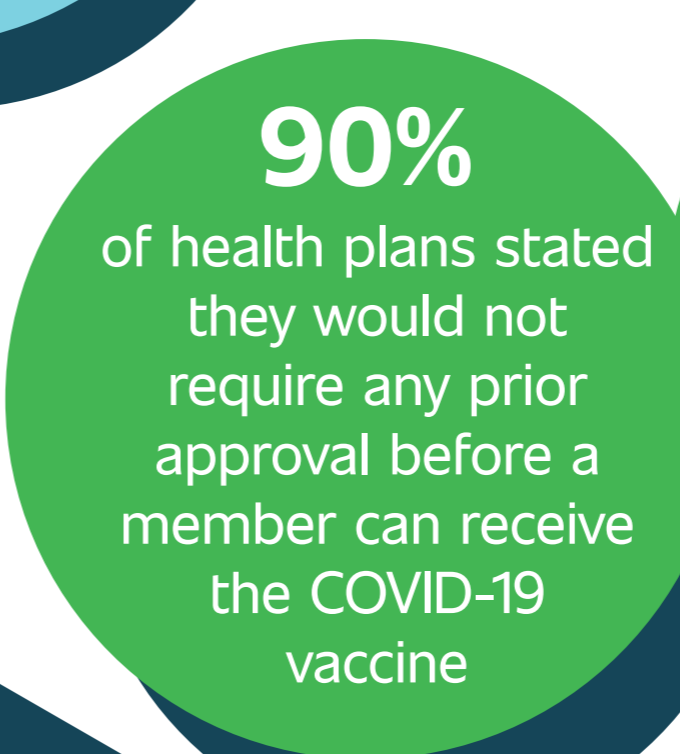
95% of pharmacies believe they will have the regulatory approval to administer the COVID-19 vaccine

## Health Plan Findings

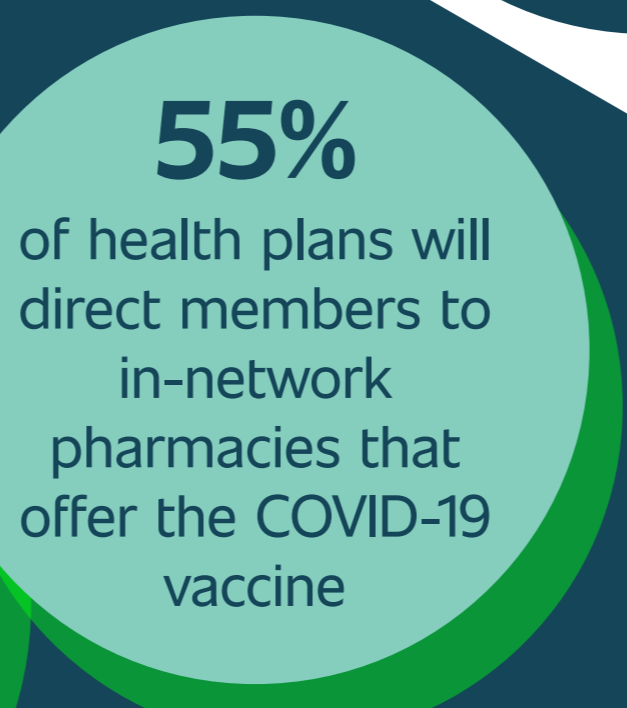
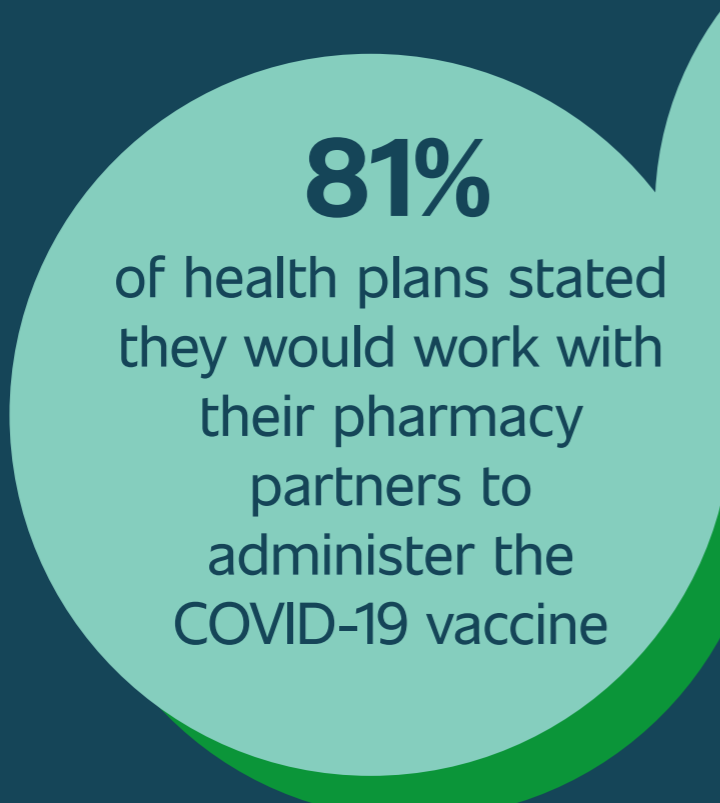
How will the COVID-19 vaccine be paid for?



Will you require any prior approval before someone can receive the COVID-19 vaccine?



Will you work with your pharmacy partners to administer the vaccine?



<sup>1</sup>Based on survey sampling of EnlivenHealth™ retail pharmacy and health plan partners. Results are intended to provide relevant and independent information as to pharmacies’ and health plans’ expectations with respect to COVID-19 readiness. EnlivenHealth™ does not maintain or represent that the information, analyses and/or conclusions necessarily reflect the perspectives of all pharmacies and health plans, and/or the complete market of those involved with COVID-19 readiness.