

## External COVID-19 Bulk Ship Testing Availability Program FAQ

### What is COVID-19 Bulk Ship Testing Availability Program?

The COVID-19 Bulk Ship Testing Availability Program provides companies with over 100 employees access to quality, affordably priced OTC (Over the Counter) COVID-19 testing kits from manufacturer Access Bio that can be purchased in bulk directly from Anthem.

OTC CareStart Diagnostic Rapid Antigen Test Kits
FDA EUA (Emergency Use Authorization) for OTC
Includes 2 tests per kit (minimum order required)
Self-administered over age 14
Children between ages 2 and 13 must have test administered by an adult
Results available after 10 minutes but less than 15 minutes; Visually read
Must be stored between 34°F and 86°F and out of direct sunlight

### What are the minimum order requirements?

- **OTC Test Kits:** minimum order of 464 kits (includes 2 tests per kit) per delivery address

### Is there a maximum number of tests I can purchase?

Anthem reserves the right to ration the number of tests that can be purchased to satisfy paid orders.

### How do I place my order?

Complete the online order form [here](#).

### How much do the test kits cost?

#### OTC Test Kits:

- \$18.00/kit (includes **2 tests per kit**)
  - 2 boxes (464 kits – minimum order) = **\$8,352.00**
  - 6 boxes (1,392 kits) = **\$25,056.00**
  - 10 boxes (2,320 kits) = **\$41,760.00**
  - Full pallet (4,640 kits) = **\$83,520/pallet**
- Includes freight to single commercial address. For pallet deliveries only, employer must accept deliveries via loading dock or liftgate equipped truck

### What is the shelf life for the test?

6 months. It is important to note that the US Food and Drug Administration (FDA) has recently granted extensions as real-time stability data is realized. We recommend clients limit their order to a 90-day anticipated supply.

### Does Anthem require access to test results?

No. The tests are intended for individual use and Anthem is not involved after the purchase is complete.

### How do I pay for the test kits I order?

An invoice will be sent once the order form has been submitted to Anthem. Please note the order will not ship until payment is received.

### Once the order is submitted, when will I receive an invoice?

An invoice will be sent to the contact on the order form within 2 business days after order is submitted.

**Does Anthem have a preferred payment method?**

Yes. A one-time payment per order via Wire/ACH Credit are the only payment methods. Checks will not be accepted.

**Can the bulk order program test kits be included on my ASO bill?**

No. The only accepted form of payment is Wire/ACH Credit.

**What is the process if my company is Tax Exempt?**

During the initial order form process, the client is prompted to email their Tax Exemption Certificate to [taxdepartment@anthem.com](mailto:taxdepartment@anthem.com). We will not release the invoice until Tax Exemption Certificate has been received.

**Can unopened test kits/boxes be returned?**

No. Due to the nature of these tests, returns are not allowed.

**Can orders be modified?**

Orders cannot be modified after payment has been received.

**When will my order ship?**

Once payment is received, the order will be shipped within 5 business days.

**How can I track my order?**

A confirmation email will be sent from the shipping carrier within 5 business days after payment is received with delivery details. Clients will work directly with the shipping carrier for any modifications or changes to the delivery.

**Can I pay for expediated shipping?**

No. We are only able to accommodate standard shipping as previously arranged.

**Are there delivery restrictions?**

Yes, orders must be delivered to a commercial address capable of receiving freight.

- For pallet deliveries only, employer must accept deliveries via loading dock or liftgate equipped truck
- Name(s) and cell number(s) for person authorized to receive the shipment are required

**Does this testing meet the requirement that is going to be applied for employers with 100+?**

Anthem is only providing a bulk purchasing option for testing kits and cannot advise on compliance requirements. More information can be found [here](#).

**What type of reporting or validation is needed to show compliance with the new requirement?**

Anthem is only providing a bulk-purchasing options and is not responsible for how the results are reported to maintain compliance.

**Who can I contact to answer questions specific to the ordering process and testing options?**

Please reach out to your Anthem contact (Client Executive, Account Manager, Account Executive) with questions or for support. Any questions related to the delivery should be directed to the contact provided on the delivery confirmation email.