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Improving practice efficiencies: AI, inventory management, and GPO reporting / operations

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GPO Operations

Membership
Contract Ops
Rebates

Nate Newsom III

Vice President, GPO Operations & Services

Operations

A seamless member experience, every quarter

Quarter start
Set up for success

Quarter end
Value delivered

01

Accurate, current membership

New members and changes to existing members reflected from day one.

02

Full contract visibility

Complete contract details available to you through GPOconnect.

03

Clear rebate expectations

Rebate estimates shared so you can plan with confidence.

04

Rebates paid

Your earned rebates paid out at quarter end.

Membership — Accurate rosters, smoother onboarding

A guided onboarding journey, one eligibility standard, and clearer visibility into member changes

A guided onboarding journey	**Onboarding updates** Email at every milestone Live	**Declaration forms** E-sign, track, remind, delegate Live Aug 2026	**Announcements** Sent to manufacturers automatically Nov 2026
Accuracy and support	**White-glove onboarding** Verified before go-live	**One eligibility standard** Member and location level	**Dedicated manufacturer analysts** Quicker identification of issues and resolution
Visibility into change	**Weekly change report** Urgent updates flagged	**Roster alignment** Issues caught early	**Contract alignment** Off-contract spend reviewed

Coming in 2027 > **End-to-end onboarding automation and rules-based eligibility determination.**

Automated onboarding updates for every member

Members always know where they are in onboarding, with timely, tailored emails at every milestone.

The member journey

01
Welcome to GPO onboarding
Sent when: your case is accepted and owned

02
Prepare for declaration forms
Sent when: declaration forms are being generated

03
Complete declaration forms
Sent when: declaration forms are sent to you

04
Pending manufacturer approval
Sent when: manufacturer announcements are generated

05
Onboarding complete
Sent when: your case is closed

Built around each member

One welcome for multi-GPO members

Joining two or three GPOs? You receive a single welcome email, then an update as each GPO reaches its milestone.

Content tailored to you

Messaging adapts to new business, new child sites, or margin expansion, so every email is relevant.

Engagement we can measure

Opens and clicks are tracked on the contact record in Salesforce, so we can keep improving the experience.

Contract operations

Contract changes reach your Scorecard faster, so your data is accurate sooner

01 Contract change signed

Under 9 days

Average time to execute manufacturer amendments (8.3 days in Q2 FY26)

02 Entered in our system

3 days

FY27 commitment: business days from execution to agreement entry

03 Reviewed and approved

2 days

FY27 commitment: average review and approval turnaround

04 Live in your scorecard

Sooner

updated terms and opportunities visible earlier in the quarter

600+

manufacturer agreements, amendments and notices processed in FY26

1,000+

agreements maintained in our rebate system every quarter to keep your data current

100%

of quarterly compendium deadlines met in FY26

What this means for you

Earlier access to new contract terms, and Scorecard results that reflect your purchasing opportunities accurately.

Baselines and rebates: earlier data, faster payouts

Clean baselines arrive earlier, so rebate dollars reach you in about a third of the time

01 Baselines first

51%

Baselines in the first 15 Days

Manufacturer submissions, up from 42%



Earlier baseline uploads

Disputed and non-disputed baselines are now delivered separately, so clean data loads into downstream tools earlier in the quarter.

02 Faster rebates

71%

Faster rebate payout turnaround (processed)

Average payout time, Q2 2024 vs Q2 2026



97%

Rebates paid within 30 days

Up from 61% at the Q2 2024 baseline



Summary: a more predictable quarter

From onboarding through rebate payment, built around your quarter

Onboarding

5 updates

Milestone emails, e-signature declaration forms, and one eligibility standard keep you informed and ready. Automated announcements follow in Nov 2026.

Contract terms

3 + 2 days

FY27 targets: 3 business days to entry and 2 to review and approve, so your Scorecard reflects current terms.

Baselines

51%

of baselines arrive in the first 15 days, up from 42%, with clean data loaded separately from disputes.

Rebates

10 days

average payout, down from 35. 97% paid within 30 days, up from 61% (Q2 2024 vs Q2 2026).

Closing remarks

- Our priority is a quarter you can plan around: set up correctly on day one, working from current contract terms, with baselines and rebates arriving sooner.
- FY27 builds on this with automated manufacturer announcements, end-to-end onboarding automation, and turnaround commitments we will report against.
- **Your feedback shapes what we build next. Where would greater visibility make the biggest difference for your team?**

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Interactive polls

What are the most critical decision support gaps?

A Beginning of quarter contract selection

B Understanding contract opportunities

C End of quarter buy

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GPO and Operations

Bryan Tate

Senior Director, Product Management, GPO

Cencora's SGPO technology journey

Visible progress today, with a clear view of the innovation ahead.

Delivered

Live for members today

Scorecard baseline status
See your standing daily.

Upgraded value report
Clear detail helps you match pending and paid rebates more quickly.

Streamlined e-signature process
A single email plus automatic reminders, offered in GPOconnect.

Data on hand when needed
Data quality and availability exceed 99%.

Arriving next

Being deployed with your account team

Quarter-end buy-in planner
Stack several contracts toward a single ROI to get the most from performance.

Easy-to-navigate opportunity catalog
Every GPO price, rebate, and change appears together in one view.

GPOconnect insights: support for better decisions
Drug NCR comparisons at the start of each quarter.

On the horizon

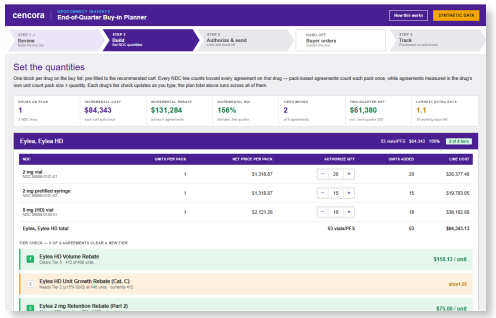
Co-designed with member feedback

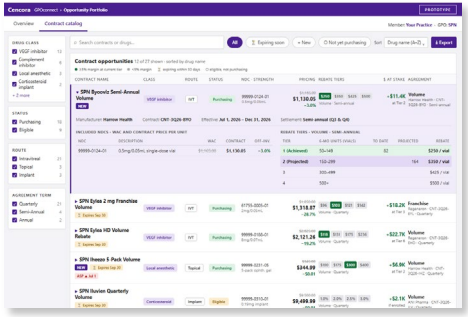
Estimated rebates for the current quarter
Daily updates show earned rebates and their trends.

Calculator for reimbursement and margin
Finer margin views by class, indication, and product.

AI-driven insights and exploration
Pose any question and your assistant uncovers the opportunity.

Smart inventory purchasing
GPO buying decisions tied directly to your inventory.







Powerful tools. Transformative technology. A single connected experience spanning onboarding to purchasing optimization.

Cencora's Specialty GPO technology journey

Aug '26 update

Delivered

Baseline status in scorecard
Know where you stand, every day.

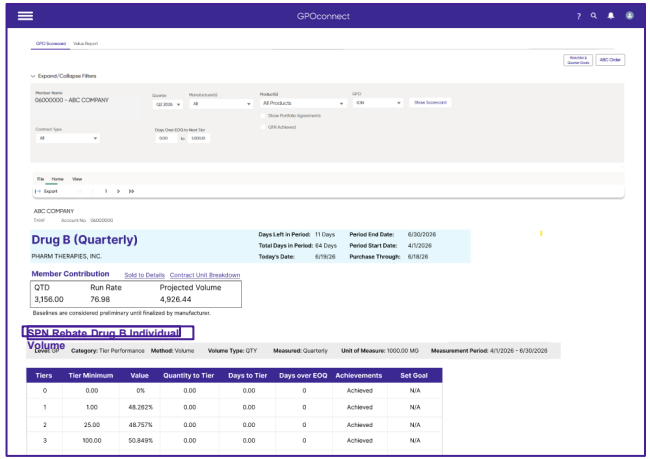
Enhanced value report
Reconcile pending and paid rebates faster with clear details.

Faster rebate payments
Automated processing accelerates your rebates.

Data available when you need it
Delivered 99%+ data quality and availability.

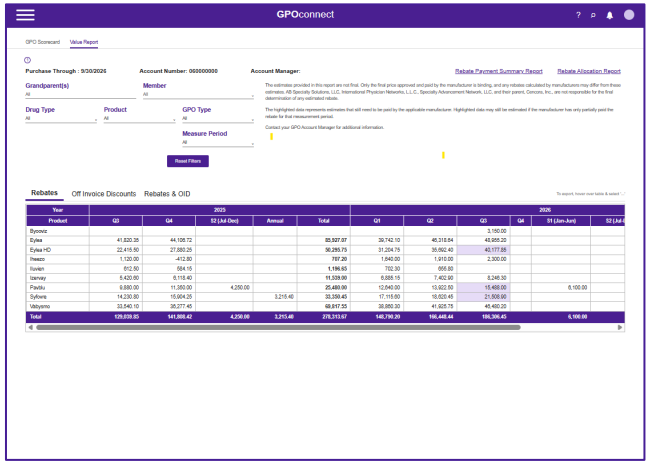
GPO scorecard

Providing visibility into current portfolio performance by drug contract with insight into current tier attainment and purchase volume.



Value report with enhanced payment details

Providing visibility into quarterly portfolio performance by contract with quarterly comparison and critical payment details.



Power tools. Revolutionizing technology. One connected experience from onboarding through purchasing optimization.

Cencora's Specialty GPO technology journey

Aug '26 update

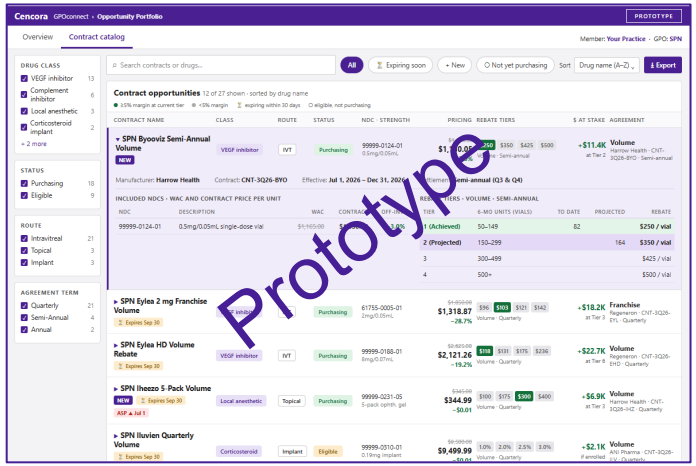
Arriving next

Opportunity portfolio/catalog
See all GPO prices, rebates, and changes in one place.

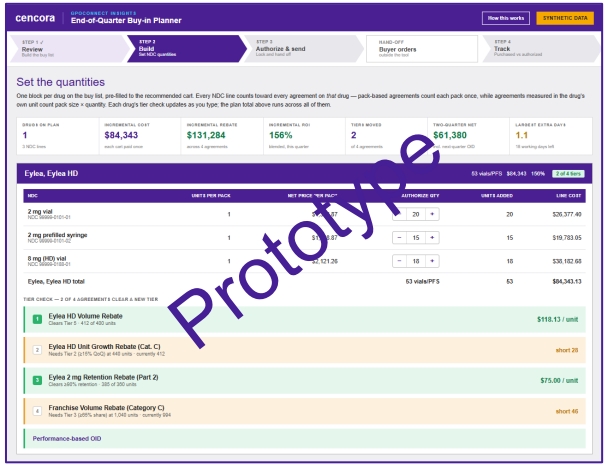
End of quarter buy-in planner
Maximize performance; stack multiple contracts for one ROI.

Decision support insights
Beginning-of-quarter drug NCR comparisons.

Opportunity Portfolio/Catalog



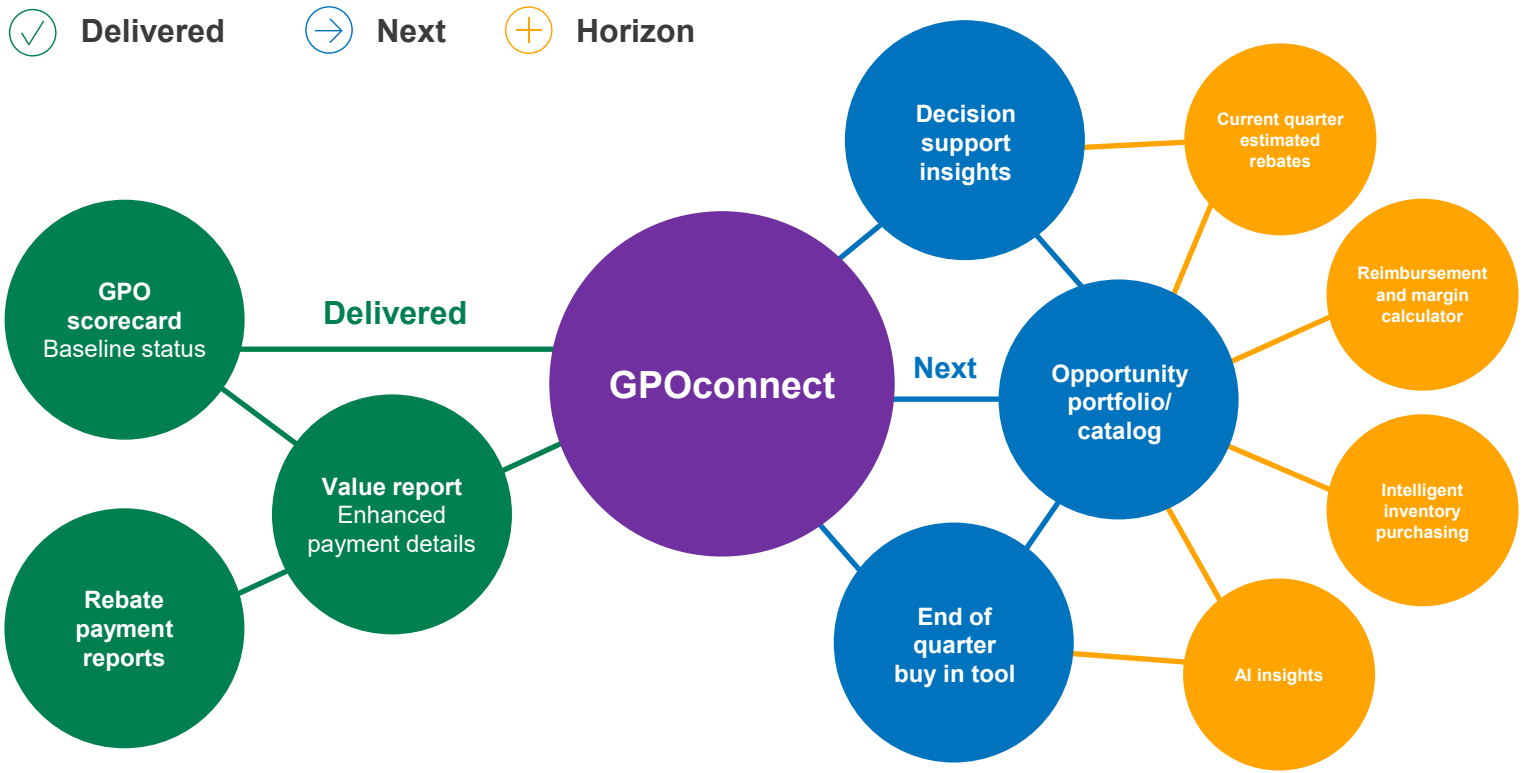
End of Quarter Buy-In Planner



Power tools. Revolutionizing technology. One connected experience from onboarding through purchasing optimization.

Cencora's Specialty GPO technology journey

Nov '26 update



Power tools. Revolutionizing technology. One connected experience from onboarding through purchasing optimization.

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Thank you

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PODIS® Plus

Nicholas Zappas-Porter

Product Manager, PODIS Plus

A partnership that keeps delivering



6 plus releases a year

- Major new features
- Enhancements to existing features
- Bug fixes and optimizations



4 customer webinars a year

- Walkthrough of new features
- Direct feedback and questions from users



4 customer advisory board meetings a year

- Bring the customer voice forward
- Share practice needs and challenges
- Influence future innovations



4 dedicated PODIS Plus teams

- Product development
- User experience
- Customer support
- Customer enablement



1 customer success manager

- Arranges regular check-ins
- Offers one-to-one support
- Offers team training

Confidential

PODIS Plus product roadmap

2017

PODIS acquired by Besse Cencora

2018

PODIS Plus launches with full Besse ordering integration

2019

New dispense alerts and expiring inventory email alerts created for improved automated comms to users

Quarterly allowables updates imported from CMS.gov

Printing an extra copy of barcode labels post-dispense

2020

Improved Dispense page, reducing steps

Prior authorizations and benefit investigation fields added for patient-specific tracking at time of dispense

Patient Merge tool to reduce duplicate records consumed from integration

2021

PAP Product order integration with Regeneron/Eylea 4U

2D Barcode labeling launched, saving customers time printing labels onsite

Real-time purchase price checks API for Besse integrated orders

Swap dose functionality introduced to help with non-reimbursed dispenses

PODIS Plus product roadmap

2022

Inventory audit scan introduced, to confirm on-hand counts by location

Customizable **user permissions**

Research allocation for clinical trial and study drugs

Inventory days on hand report

2023

Patient precheck report, looking forward at upcoming appointment data

Launched new customizable **dashboard and quick link favorites bar**

Aggregate reports portal for multi-practice groups

Inventory forecast report by appointment type

2024

Quick-edit dispense events from report log, saving undo and redo clicks

Launch nightly data feed automated reports to support advanced customer data analytics

Enhanced **drug rebate** calculation for financial reports

2025

Dispense reconciliation report comparing chart data to dispenses

Prior authorization data integration (PX Connect, SamaCare, manual data import)

Inventory audit templates, reducing clicks at time of audit check

Low inventory thresholds for sample inventory type

Mass replacement functions for damaged inventory

2026

Upgrade /UXUI front-end

Saving **search filter preferences** for repeat monthly reports

Multifactor authentication to protect your patient data

AI Support chatbot

Continued performance improvements



Evolving the foundation

Web server upgrades

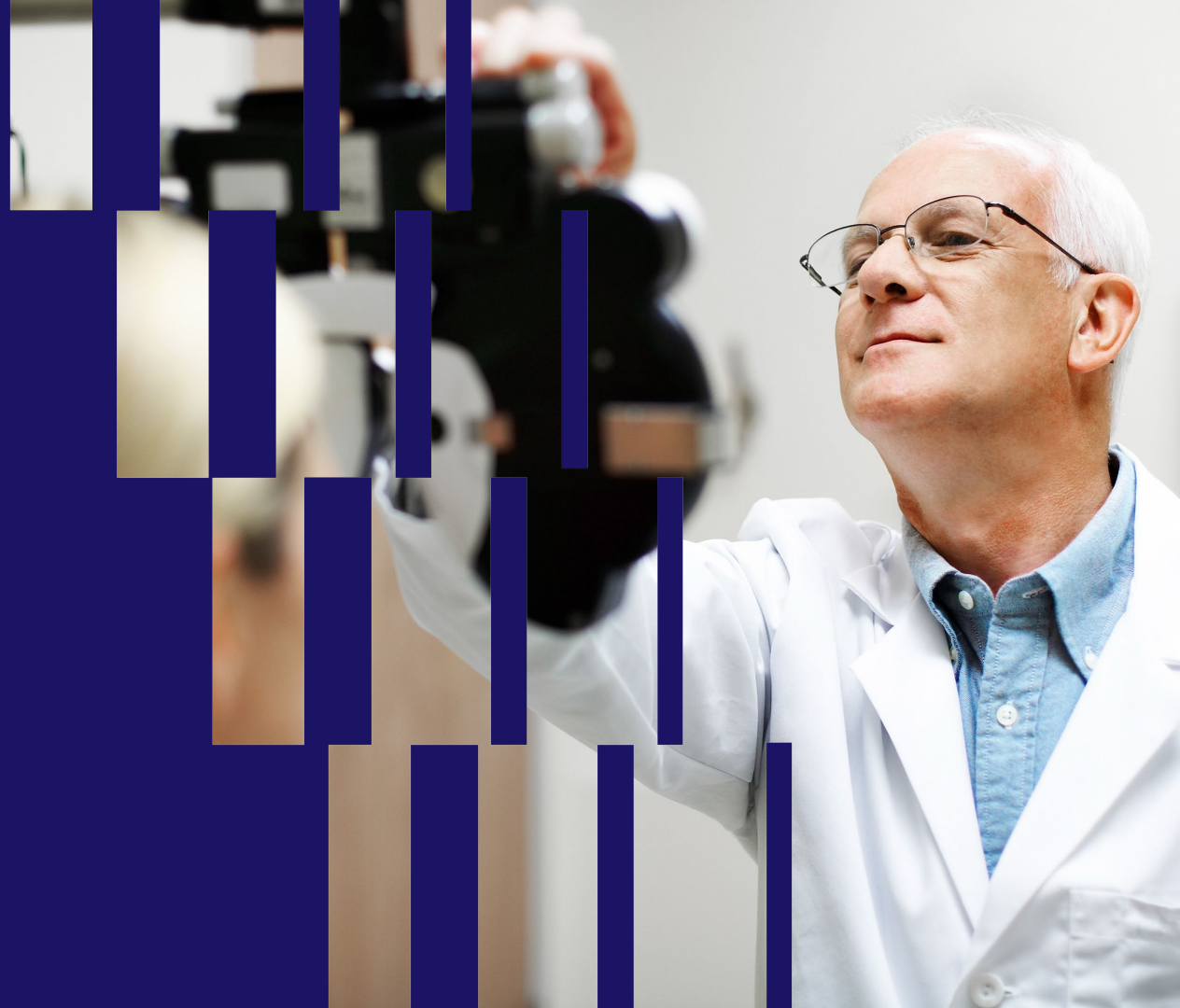
SQL infrastructure upgrades

Performance improvements

Testing & scalability

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What’s new?



What’s new: Prior authorization data integrations are now live

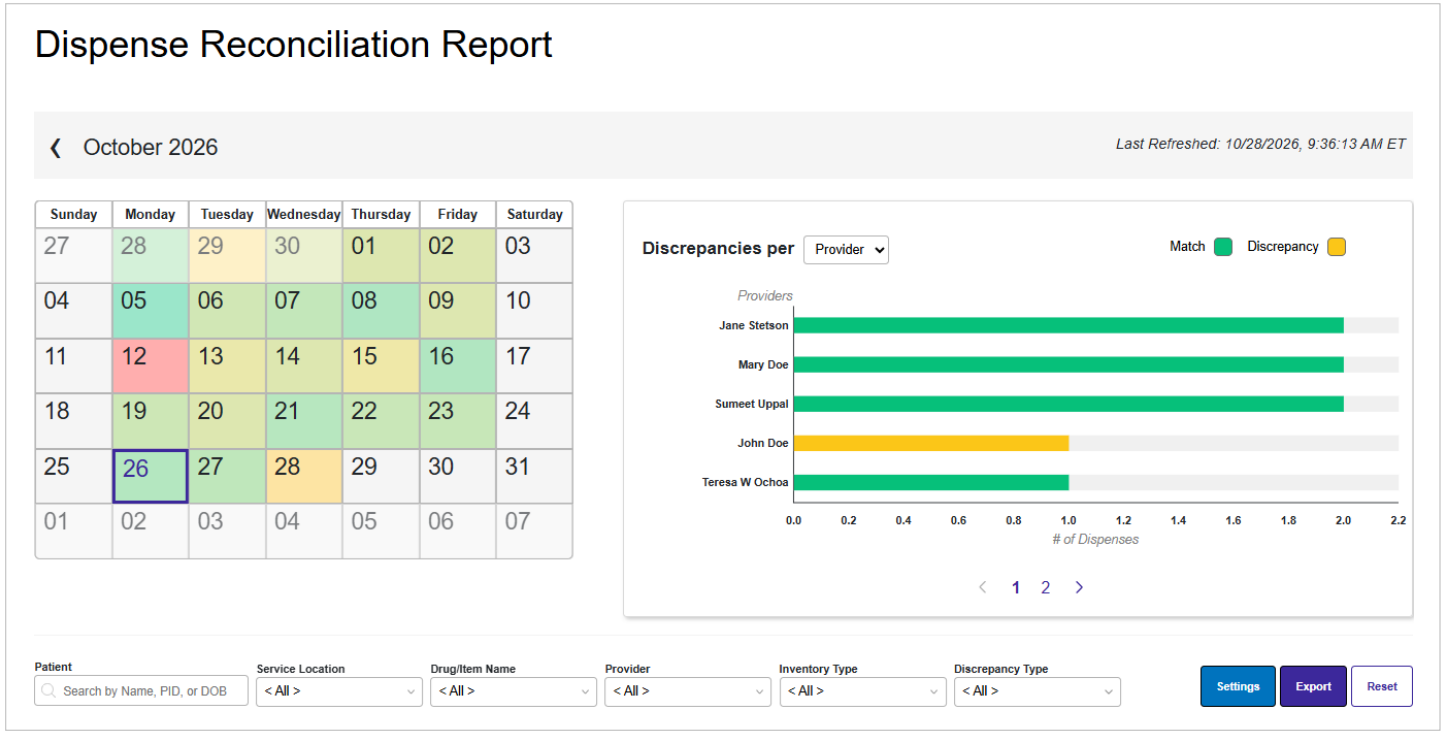
Collecting and displaying your PX Connect & SamaCare prior auth records in PODIS Plus

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What's new: Dispense Reconciliation Report

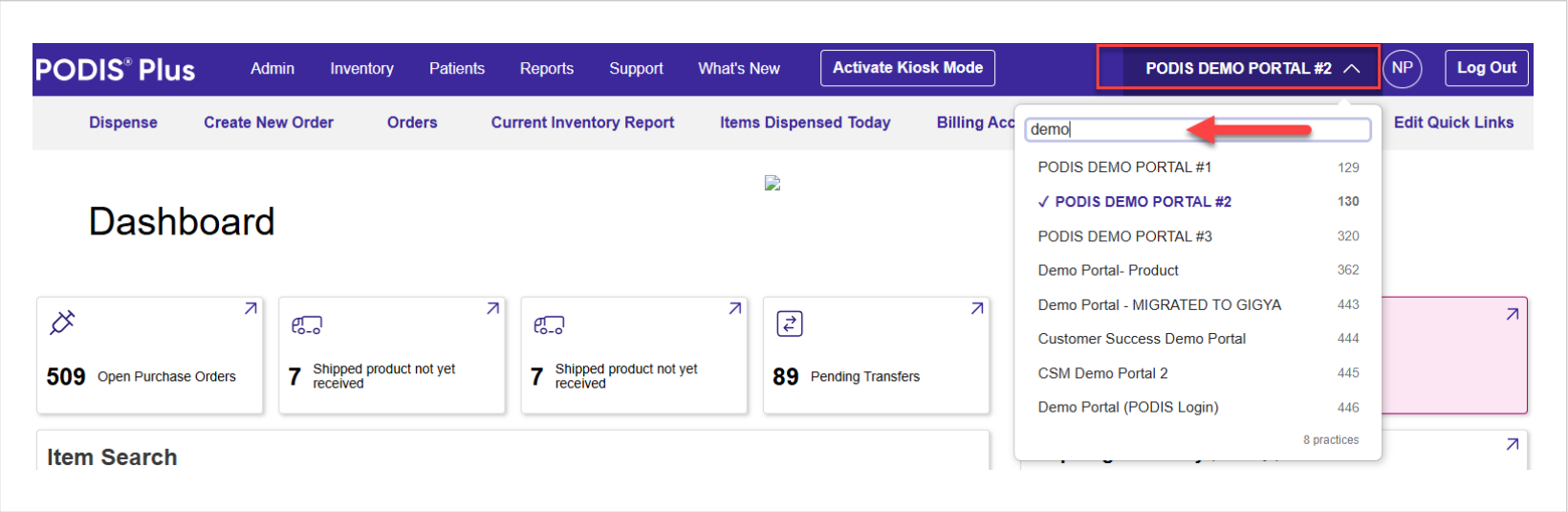
Compares signed chart data against completed PODIS dispenses



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What’s new: Multi-Portal Access improvements

Login once and switch between portals within your practice group



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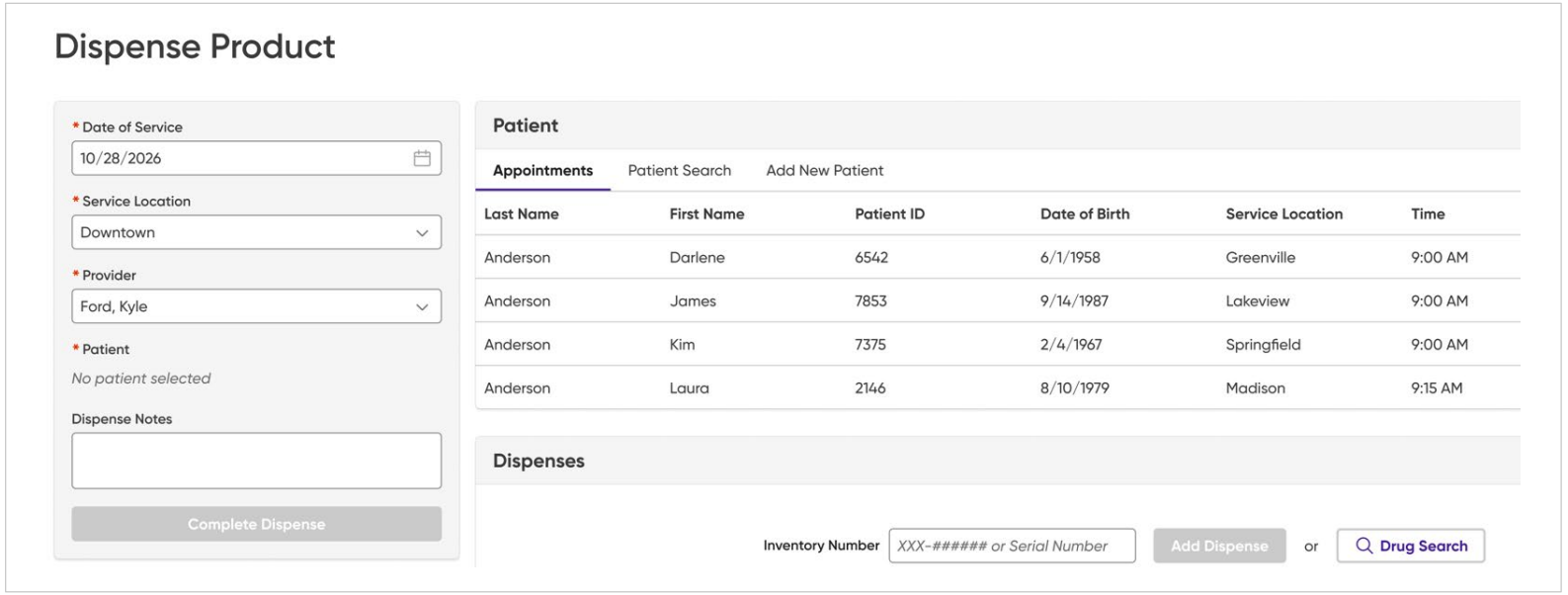
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What’s next?

What's next?

Front-end application UI refresh for more modern look and feel

- Tablet friendly experience
- Ease-of-use enhancements



What's next?

01 | New dispense alerts

Targeting scenarios your practices have identified as "risky" at time of dispense:

- Not using two different Lot Numbers during bilateral treatment
- Not allowing bilateral treatment of a product on same day for selected insurances
- Triggering when patients' primary insurance has changed since last recorded visit
- Allowing dispensing user to compare Prior Authorization insurance vs. Patient Primary insurance

02 | Order approval process required for all integrated orders created in PODIS

03 | Activity Logging all dispense alert cancellations and overrides

04 | Improving the inventory replacement process for product vials vs prefilled syringes

05 | AI-driven support chatbot

Answering basic user/support questions, along with helping practices better support their internal training and user operation questions during busy clinic days

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Thank you

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AI decision intelligence

Dave Hamer, BS, MS, PharmD

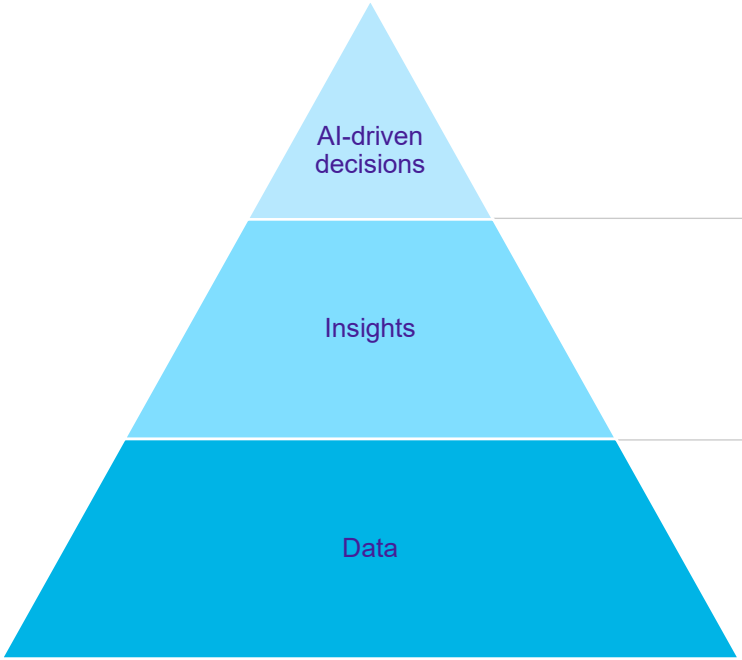
Senior Director, Analytics & Product Strategy

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A brief history of AI

AI is the next evolution of value

We are moving from Data → Insights → AI-driven decisions



AI can help customers turn insights into action faster by making data easier to query, understand, and apply

Solutions like Practice Health Insights, Nucleus®, and InfoDive® have made connected data more visible and actionable

Unified financial, operational, and clinical data in one platform

This is not a leap; it is the natural next step in our platform journey

The foundation we have built over time makes meaningful AI possible

The problem we're solving

Disparate data leads to poor insights

AI enablement unites and transforms data into meaningful insights



InfoDive®



Inventory management (PODIS® Plus, Nucleus®)



Protocol Analyzer



EMR



Labs



Pharmacy

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How Cencora thinks about AI

AI principles: intentional, not just innovative

Trustworthy AI requires a deliberate approach



Purposeful

AI should solve meaningful customer problems and support better practice performance



Value-first

Every AI use case should connect to clear customer value, such as time savings, better visibility, improved financial insight, or faster decisions



Responsible by design

AI capabilities should be governed, tested, and transparent, with appropriate safeguards that keep patient and practice data within Cencora-controlled systems



Data-grounded

Meaningful AI depends on connected, governed data — not generic model output



Workflow-connected

AI should fit into how practices actually work, not sit apart as a standalone tool

The goal is not to “add AI”; the goal is to make our solutions more useful, trusted, and actionable

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The solution

Concept under evaluation

AI enablement is a concept currently being evaluated as a potential future capability.

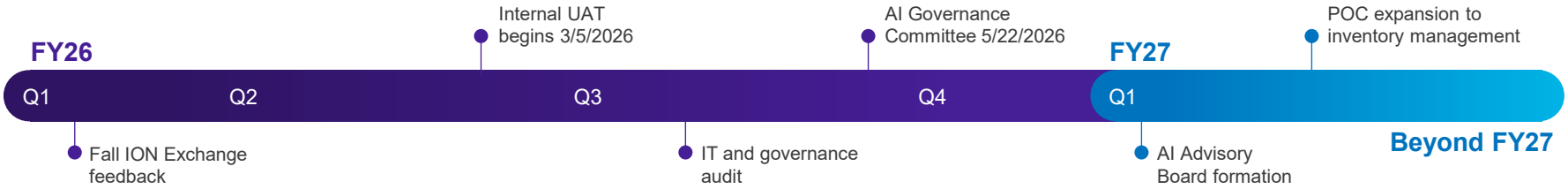
The concept explores how specialty practices could interact with governed data using natural-language questions to access faster explanations, supporting information, and actionable insights.

AI enablement is not a generally available solution today. Any future development or availability would depend on validation, governance review, customer feedback, and product readiness.

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Our journey:

AI enablement



Prototype

- Created a prototype by integrating pharmacy dispensing data into an InfoSec-approved AI model hosted on Databricks.
- Validated prototype functionally worked to allow internal users to “chat with data.”

Proof of Concept (POC)

- Building on the success of the prototype, built a POC integrating practice management data.
- The POC includes basic front-end user interface app for internal validation.
- User acceptance testing with internal business and support teams.

External beta

- Fine-tune the LLM with robust testing and validation of results
- Expand data integration to include pharmacy and inventory management datasets
- Build the user interface with advanced features (e.g., visualization generation and saved queries)
- Develop a roadmap for incorporating additional Cencora and third-party datasets

General availability – TBD

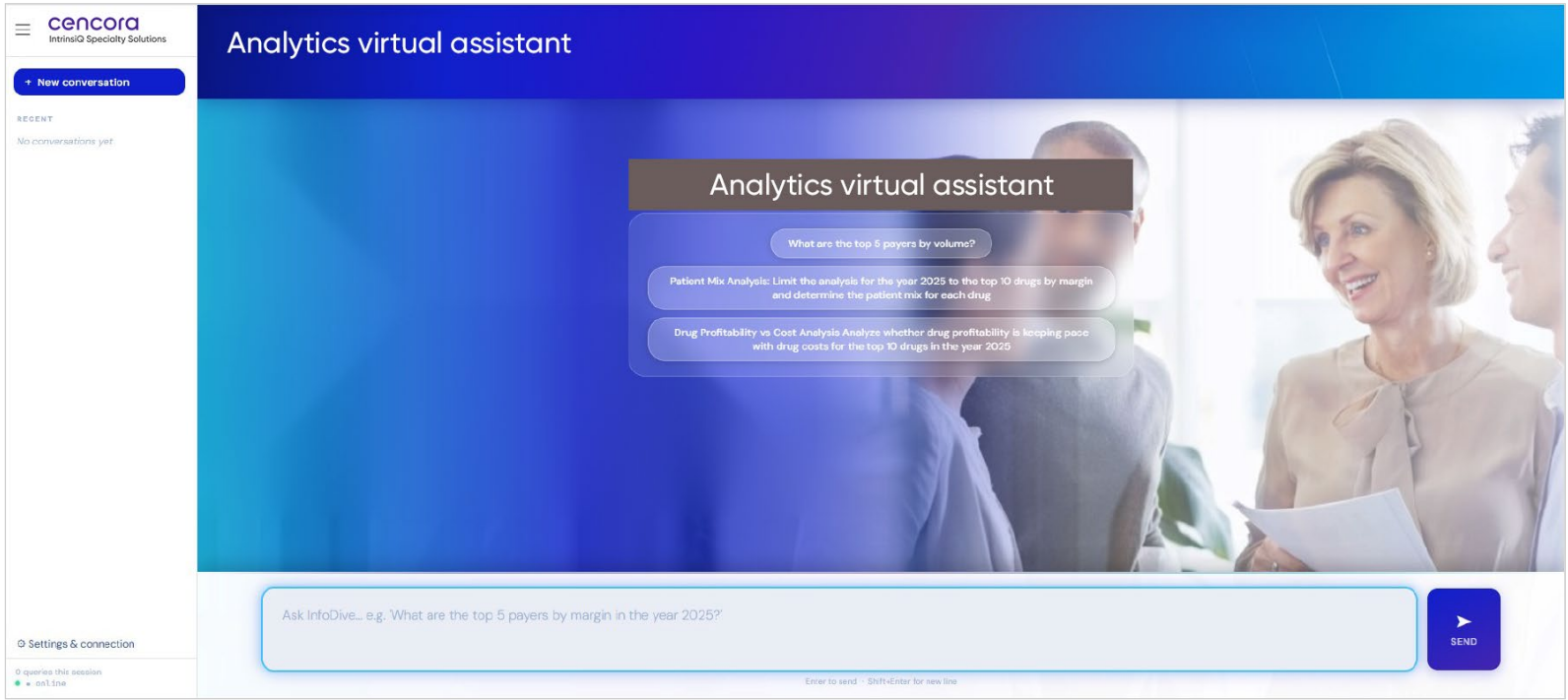
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Bringing our vision to life

AI enablement

Proof of concept

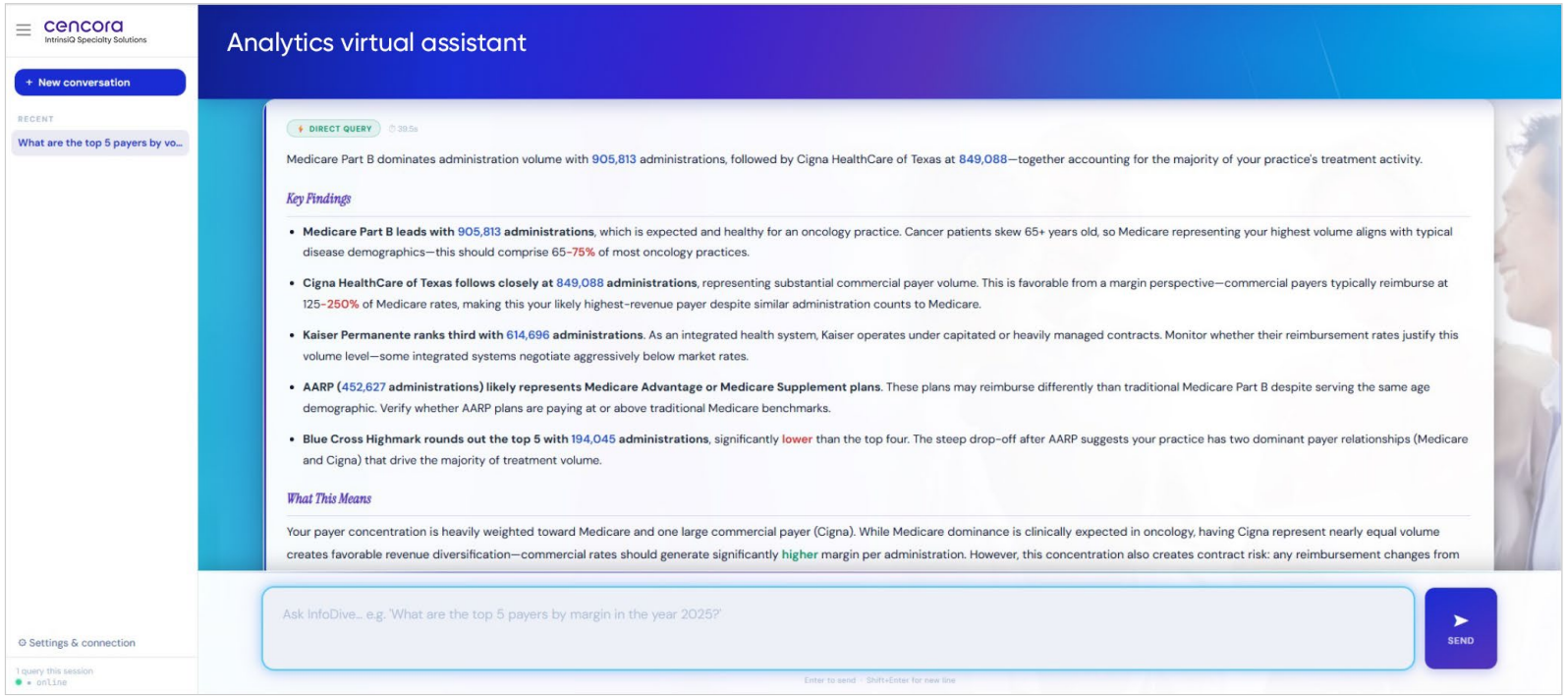
Intuitive user interface; multi-agent system



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AI enablement

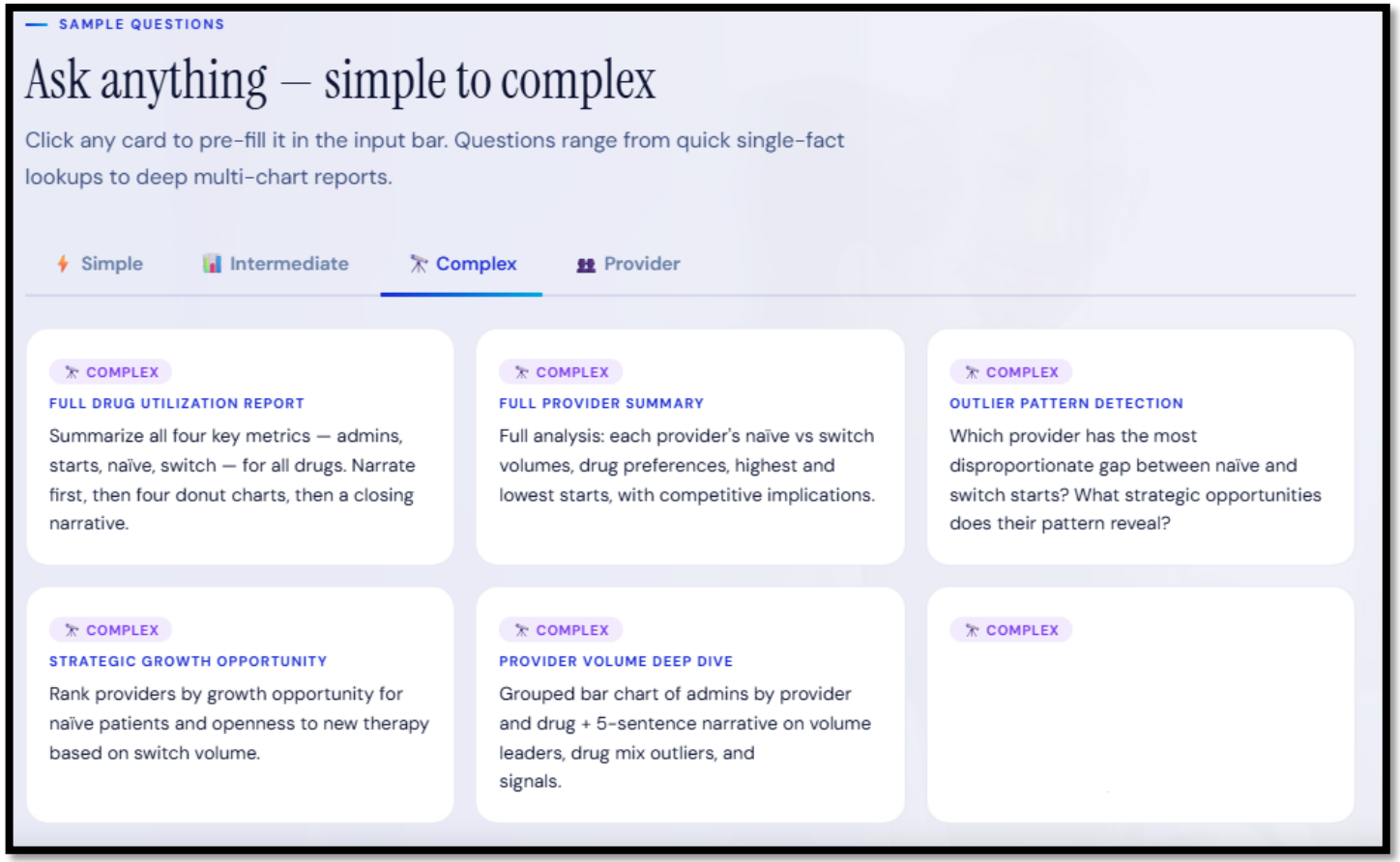
Validated and trusted key findings and recommendations

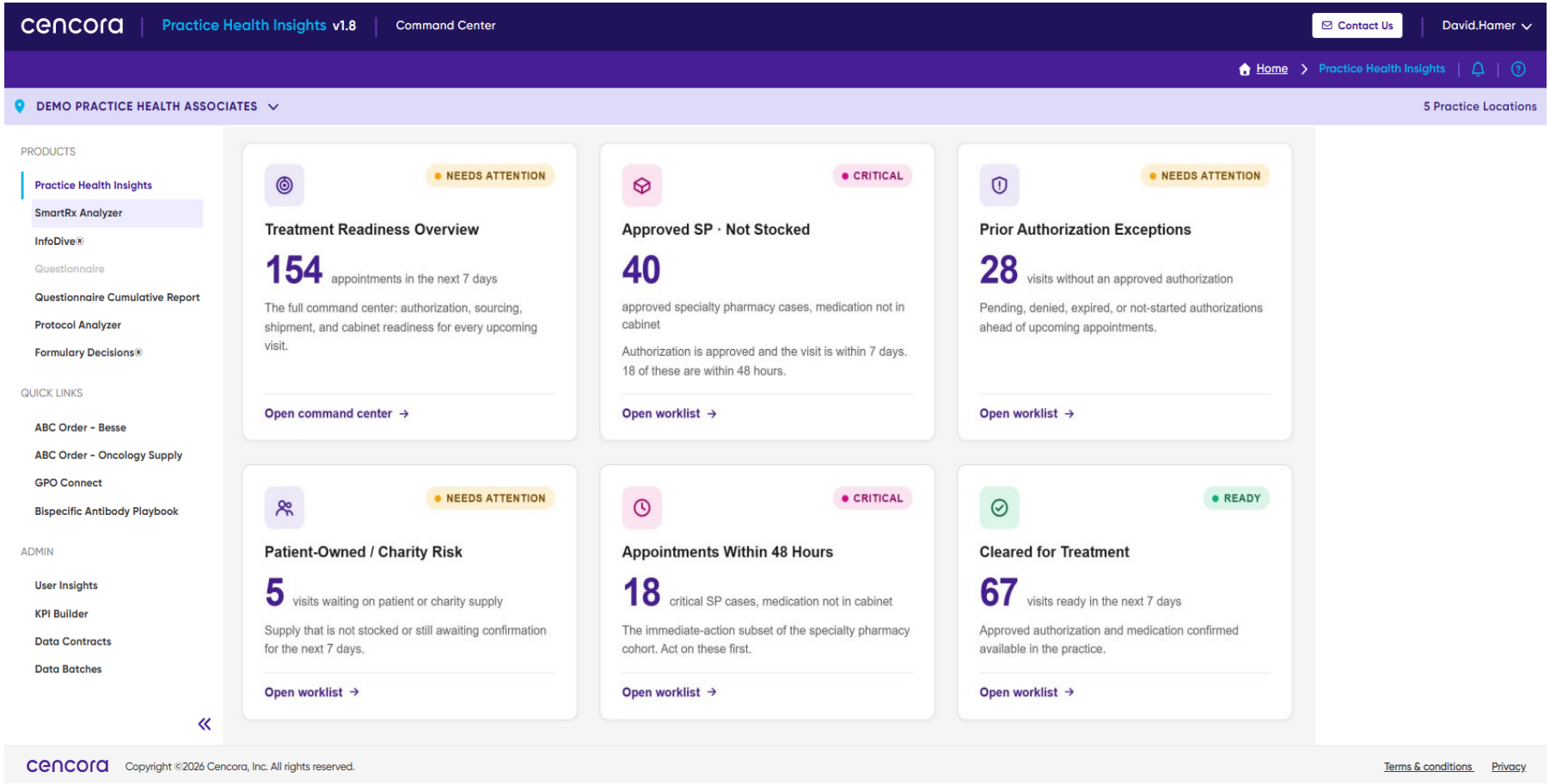


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AI enablement (v2)





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Looking ahead

Building this with you, not just for you

A partnership approach to AI-powered practice solutions



Please contact us at:
ProviderProduct@intrinsiq.com

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Final thoughts and considerations…

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Thank you