

**Blue Shield of California Medication Drop Ship Program
for PPO Members
Frequently Asked Questions
August 2024**

Since May 1, 2024, all specialty medications available for Blue Shield PPO commercial plan members through our Drop Ship Medication Program are now managed through the vendor ASPN Pharmacies (ASPN) on behalf of Blue Shield of California.

Routing this service through ASPN will ensure that members receive tailored, high-quality services and will provide additional assistance to your practice. ASPN will triage the requests and coordinate specialty medication order delivery to your office, then bill Blue Shield directly.

Learn more about the benefits of ordering specialty drugs through the Medication Drop Ship Program in our new educational video at www.tinyurl.com/DROPSHIPVIDEO.

Frequently Asked Questions

1. How does ASPN enhance our Medication Drop Ship Program?

In addition to fulfilling prescriptions in the Medication Drop Ship Program, ASPN reduces your office's administrative burden by offering the following benefits:

- **Removes the financial and administrative burden** you may experience when purchasing and managing your own inventory of high-cost specialty drugs.
- **Reduces the operational burden** in storing specialty drugs that may have specific storage needs.
- **Triages and coordinates prescription fulfillment** with participating pharmacies. Your office no longer needs to find which in-network specialty pharmacy has distribution rights or stock of medication.
- **Tracks and communicates order status** via ASPN's web portal at www.aspnpharmacies.com/aspn. All your specialty medication orders for Blue Shield members are managed, tracked and available to be viewed by you within the ASPN web portal.

2. How does my practice submit a drop ship order via ASPN?

For detailed instructions, download a *Medication Drop Ship Quick Start Guide for PPO Providers* at www.tinyurl.com/RXDROPSHIP.

3. Which lines of business are eligible for the Medication Drop Ship Program?

Currently, California providers of healthcare services for all Blue Shield commercial PPO plan members, including Individual and Family Plans (IFPs), may order drugs through the Medication Drop Ship Program.

Ordering specialty drugs for Blue Shield HMO members via the Medication Drop Ship Program is dependent on the member's assigned HMO IPA/medical group contract arrangement with Blue Shield. If you have questions about the drop ship program related to HMO IPA/medical groups, please contact your Blue Shield provider network manager to learn more.

4. What is occurring in the authorization process to support providers in this program change?

For new and renewing authorizations, if an authorization is requested for the medication to be delivered via the Medication Drop Ship Program, ASPN Pharmacies will be assigned as the servicing provider on the authorization.

5. What if a provider has an existing authorization approved for another specialty pharmacy?

For existing authorizations, providers can continue using the other specialty pharmacy for the duration of the current authorization. Upon authorization renewal, the authorization will be automatically updated and ASPN Pharmacies will be assigned as the new servicing provider. If the provider would like to switch to ASPN before authorization renewal, for detailed instructions, download our *Medication Drop Ship Quick Start Guide for PPO Providers* at www.tinyurl.com/RXDROPSHIP.

6. Will providers need to fill out a letter of agreement (LOA) for the delivery of drugs ordered through the Medication Drop Ship Program?

No, under the Medication Drop Ship Program, ASPN will not require an LOA for payment of drugs shipped to the physician's office for administration to the member.

Assistance

If you have any questions about ordering medications through our Medication Drop Ship Program, submitting claims, or coverage for eligible members, contact our Provider Customer Service team via Live Chat after logging into Provider Connection at blueshieldca.com/provider or by telephone at (800) 541-6652, Monday through Friday, 6 a.m. to 6:30 p.m.