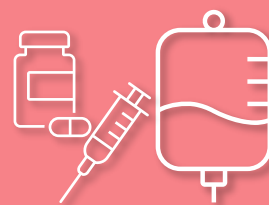


# Medication Drop Ship Program

## Quick Start Guide for PPO Providers

As a California PPO provider, your office can use the Blue Shield of California (Blue Shield) Medication Drop Ship Program with ASPN Pharmacies (ASPN) to order office-administered medications for specific members in Blue Shield commercial PPO plans, including Individual and Family Plans. ASPN will triage and coordinate prescription fulfillment of qualifying office-administered drugs and bill Blue Shield directly.



## How to submit a drop ship order via ASPN Pharmacies

1. Determine whether this is a new or existing prescription:
  - **For a new prescription:**
    - I. Determine whether the drug you wish to order is on the [Drop Ship List of Medications](#).
    - II. Log into [Provider Connection](#) to see if you need authorization. From the home page, click **Authorizations** and navigate to: [Clinical Policies & Guidelines](#) > [Medication Policy](#).
    - III. If authorization for the drug is required, download the [Prescription Drug Authorization Form](#) and enter **ASPN Pharmacies** in the field titled *Requestor (if different than the prescriber)*.
  - **For an existing prescription:**
    - I. Update the servicing provider on an existing authorization by entering **ASPN Pharmacies** on the [Servicing Provider Change Request Form](#).
2. At least six (6) business days before the date on which you need delivery, submit your order to ASPN in one of the following ways:
  - I. E-prescribe to ASPN Pharmacies, or
  - II. Fax the order to ASPN Fax **(877) 643-1813**, or
  - III. Call ASPN at **(888) 349-0884**, Monday through Friday, 5 a.m. to 7 p.m.
3. Fax the authorization letter to ASPN if the drug requires an authorization. Upon receiving an order, ASPN will contact your office to confirm the delivery needs-by date.
4. As your delivery date approaches, ASPN will contact the member to collect their drug copay before delivering the medication to your office. ASPN may reach out to your office to contact the member or coordinate a new delivery date if they are unable to reach the member.
5. You can manage and track your order status at [aspnpharmacies.com/aspn](https://aspnpharmacies.com/aspn).
6. Once the order is shipped to your office, the pharmacy bills Blue Shield directly for the drug.

## Questions?

Contact Blue Shield Provider Customer Service via Live Chat after logging into [Provider Connection](#) or by telephone at **(800) 541-6652**, Monday through Friday, 6 a.m. to 6:30 p.m. You may also contact ASPN Pharmacies directly at **(888) 349-0884**, Monday through Friday, 5 a.m. to 7 p.m.