

## ASPN Pharmacies Concierge Services for Site of Service Program

### Frequently Asked Questions

August 1, 2024

Blue Shield of California is pleased to offer concierge services for our Site of Service Program with ASPN Pharmacies! As part of our Pharmacy Care Reimagined initiative, Blue Shield and ASPN Pharmacies are working together to lower costs and improve access to care for our members, while also reducing the administrative burden for our providers.

### Frequently Asked Questions

**1. How does the overall existing Site of Service Program work?**

Blue Shield may direct eligible members with prescriptions for medical injectables in an outpatient setting to receive infusion therapy at their personal physician's office, or in their own home when administered by a licensed and qualified clinician. Guiding a member to receive this care in a way that best addresses their individual needs may reduce their out-of-pocket cost and travel time. The full Site of Service drug list is available online at [blueshieldca.com/provider](https://blueshieldca.com/provider) on the [Medical specialty drug resources](#) page.

**2. Can a provider update their contact preferences, and/or opt out of receiving calls from ASPN?**

ASPN will ask your contact preferences when they first contact you. If you would like to make changes, please reach out to ASPN directly at (888) 349-0884.

**3. Where can I learn more about Blue Shield's Site of Service Program and Medication Drop Ship Program, or review the drug lists?**

Visit the [Medical specialty drug resources](#) page.

### Assistance

If you have any questions about eligibility, claims, coverage, or the Site of Service Program, contact our Provider Services team via Live Chat after logging into Provider Connection at [blueshieldca.com/provider](https://blueshieldca.com/provider) or by telephone at (800) 541-6652, 6 a.m. to 6:30 p.m., Monday through Friday.