

## Ordering Behavioral Health Specialty Medications from a Specialty Pharmacy for Blue Shield of California Commercial HMO Plan Members

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### Frequently Asked Questions

**1. How do practitioners submit an order to a participating specialty pharmacy for behavioral health specialty medications?**

The first step is for practitioners to determine whether the behavioral health specialty medication they need to order requires prior authorization. They can view a list of available medications and check prior authorization requirements in the Q4 Behavioral Health Specialty Medications [downloadable Excel file](#). To obtain prior authorization, they must complete and submit the [Pharmacy Outpatient Drug Requests form](#), also available to download from our Provider Connection website.

Practitioners are responsible for identifying a participating specialty pharmacy, by logging in at Provider Connection and navigating to the *Ancillary Provider Rosters* linked to the [Patient Care Resources](#) page on Provider Connection. They must then confirm that the pharmacy has the appropriate distribution rights and stock for the medication they are ordering. Once an order is placed, the pharmacy bills Blue Shield directly for the medication and ships it to the provider's office where the practitioner can administer the medication to their patient.

**2. Are practitioners required to order behavioral health specialty medications through a participating specialty pharmacy?**

No, practitioners' participation in this option is voluntary and does not eliminate the option to use the traditional buy-and-bill model.

**3. What is the advantage of ordering behavioral health medications through a participating specialty pharmacy?**

Ordering behavioral health medications through a participating specialty pharmacy helps ease the financial and operational burdens associated with carrying medication inventory and the drug procurement process under the buy-and-bill model.