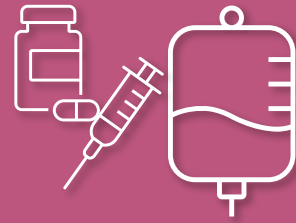


# Medication Drop Ship Program

## 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 to order office-administered medications for specific members in Blue Shield commercial PPO plans, including Individual and Family Plans. The pharmacy will deliver qualifying drugs to your office and bill Blue Shield directly.



## How to order medications via drop ship

1. Determine whether this is a new or existing prescription.
  - **For a new prescription with no authorization on file:**
    - I. If the drug you wish to order is on the [Drop Ship List of Medications](#), select a in-network specialty pharmacy to order the drug from.
    - II. Log into [Provider Connection](#) to see if the drug needs an authorization. From the home page, click Authorizations and navigate to [Clinical Policies & Guidelines > Medication Policy](#).
    - III. If an authorization for the drug is required, download the [Prescription Drug Authorization Form](#). In the "Requestor (if different than prescriber)" field, indicate your selected pharmacy.
  - **For an existing prescription with a valid authorization on file:**

Update the servicing provider on an existing authorization by entering your selected in-network specialty pharmacy on the [Servicing Provider Change Request Form](#).
2. After receiving authorization approval, send your drop ship prescription order to your selected in-network specialty pharmacy with your requested delivery date.
3. As your delivery date approaches, your selected pharmacy will contact your office to coordinate shipment to ensure accurate and timely delivery.
4. Once the order is shipped to your office, the pharmacy bills Blue Shield for the drug.
5. After administering the medication to the member, your office bills Blue Shield for the administration of the drug.

## Questions?

Live Chat with Blue Shield Provider Customer Service after logging into [Provider Connection](#) or contact by telephone at **(800) 541-6652**, Monday through Friday, 6 a.m. to 6:30 p.m.