



Important reminder about physician-administered drugs

From Blue Shield of California Promise Health Plan

Blue Shield of California Promise Health Plan (Blue Shield Promise) wants to be sure you understand your drug coverage. Here, we go over some basics and tell you about physician-administered drugs. This is just a reminder. There are no changes to your plan or benefits.

Drugs from the pharmacy

- ✓ Most prescription drugs come from a pharmacy.
 - Under your pharmacy benefits, most prescriptions are covered by Medi-Cal Rx (not Blue Shield Promise).
 - When you go to the pharmacy to pick up a prescription, show your Medi-Cal Benefits Identification Card (BIC).

Physician-administered drugs

- ✓ Your doctor may decide you need physician-administered drugs.
 - These drugs are administered (given to you) by a medical healthcare provider, like a doctor or nurse. This may happen at a doctor's office or infusion center, or at home with a home infusion provider. You can learn more by going to the [DHCS Medi-Cal drug FAQ](#).
 - Coverage for these drugs falls under Blue Shield Promise.¹
 - You may need pre-approval from Blue Shield Promise (see below).

Prior authorization for physician administered-drugs

Before you start getting physician-administered drugs, you may need permission from Blue Shield Promise. Your doctor will ask for you. This is called asking for prior authorization (or pre-approval). It is the way that Blue Shield Promise makes sure this care is medically necessary (or needed for you).

Prior authorization requests are reviewed by clinical or medical staff, such as doctors, nurses, and pharmacists. We will give an answer to the request within 24 hours of getting the information needed. We will contact your doctor if we need more information or more time to review the request.

Questions?

We are here for you. Call us from 8 a.m. to 6 p.m., Monday through Friday, at:

- Blue Shield Promise - Los Angeles: **(800) 605-2556 (TTY: 711)**
- Blue Shield Promise - San Diego: **(855) 699-5557 (TTY: 711)**

You can also find plan information and your Blue Shield Promise digital member ID card online. Log in or create your member account at blueshieldca.com/login.

¹ If a drug is administered by a nonpharmacy-based medical healthcare provider, that drug would be covered under the medical benefit. This is according to the California Department of Health Care Services (DHCS).

Blue Shield of California Promise Health Plan is contracted with L.A. Care Health Plan to provide Medi-Cal managed care services in Los Angeles County.

Los Angeles County

You can get this document for free in other formats, such as large print, braille, or audio. Call **(800) 605-2556 (TTY: 711)**, 8 a.m. to 6 p.m., Monday through Friday. The call is free.

San Diego County

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