

## ASPEN Pharmacies Joins Medication Drop Ship Program

### Frequently Asked Questions

April 2023

ASPEN Pharmacies joined Blue Shield of California's Medication Drop Ship Program on April 1, 2023. Our drop ship program is an alternative option for drug procurement where providers can order a drug from a specialty pharmacy on the drop ship program list, for a specific patient, and Blue Shield is billed directly by the pharmacy. The program is voluntary and does not replace the traditional buy-and-bill model.

ASPEN Pharmacies improves the provider experience in drug procurement by triaging and coordinating prescription fulfillment, with status updates available through the ASPEN web portal at [aspenpharmacies.com/aspen](https://aspenpharmacies.com/aspen).

#### Frequently Asked Questions

**1. Does ASPEN Pharmacies offer any services that are not available via other Blue Shield pharmacies that participate in the drop ship program?**

Yes, in addition to fulfilling prescriptions in the medication drop ship program, ASPEN Pharmacies reduces your office's administrative burden by offering value-added benefits:

- Triaging and coordinating prescription fulfillment with participating pharmacies
- Providing prescription fulfillment status updates through ASPEN's web portal at [aspenpharmacies.com/aspen](https://aspenpharmacies.com/aspen).

**2. How do providers submit a drop ship order via ASPEN Pharmacies?**

- The first step is determining whether a drug you wish to order via the drop ship program requires prior authorization.
  - Log in to Provider Connection at [blueshieldca.com/provider](https://blueshieldca.com/provider) and check our *Medication Policy* to find out whether you need to get an authorization. From the home page, select *Authorizations*, then navigate as follows: *Clinical Policies & Guidelines > Medication Policy*.
  - If a prior authorization for the drug is required, download the *Prescription Drug Authorization Form* from Provider Connection. Under the *Authorizations* section, select *Authorization forms & list* and scroll down to find the form. No log-in is required to find and download this form.

- If a prior authorization is required, when submitting the authorization form, indicate ASPN Pharmacies in the *Requestor (if different than the prescriber)* field.
- Providers may e-prescribe or contact ASPN Pharmacies directly and place a drop ship order for medication that appears on the drop ship list, including those that do not require a prior authorization.
  - ASPN Customer Service telephone: (888) 349-0884, Monday through Friday, 5 a.m. to 7 p.m.
  - ASPN Fax: (877) 643-1813

**3. Are providers required to use ASPN Pharmacies if they choose to order medications for Blue Shield members via the drop ship program?**

No, providers are not required to use ASPN Pharmacies. Review and/or download the full list of available pharmacies that participate in the drop ship program and list of medications at [blueshieldca.com/provider](https://blueshieldca.com/provider). At the top of the home page, enter "Medication Drop Ship Program" into the *Search Provider Connection* field to find the list.

**4. Are there any penalties if providers do not use ASPN Pharmacies for ordering Blue Shield member medications through the drop ship program?**

No, there are no penalties if providers do not use ASPN Pharmacies when they order the medications via the drop ship program.

**5. Are providers able to order drop ship drugs using the standard process via any of the pharmacies participating in Blue Shield's drop ship program?**

- Yes, as long as you follow the required procedures, including authorization requests where necessary, your practice or facility can order listed drop ship drugs via any of the participating pharmacies for a **Blue Shield PPO commercial plan member**.
- As an ordering provider, you are responsible for identifying a participating pharmacy that has the appropriate distribution rights and stock for the medication you are ordering. Once an order is placed, the pharmacy bills Blue Shield directly for the drug and ships the drug to the provider's office. Then, the provider administers the drug to the member, and only bills Blue Shield for the administration fee.

**6. What are the advantages for providers in ordering medications via the drop ship program?**

The program helps to ease the financial and operational burdens associated with carrying medication inventory and the drug procurement process under the buy-and-bill model.

**7. Which lines of business are eligible for the drop ship program?**

Currently, providers may order medication through the drop ship program for all Blue Shield commercial PPO plan members, including Individual and Family Plans (IFPs).

Ordering medications for Blue Shield's HMO plan members via Blue Shield's medication drop ship program is not available due to contractual requirements.

**8. Will providers need to fill out a letter of agreement (LOA) for the delivery of drugs ordered through the drop ship program?**

No, under the drop ship program, specialty pharmacy providers will not require an LOA for payment of drugs shipped to the physician office for administration.

**Assistance**

If you have any questions about ordering medications through the drop ship program, contact our Provider Customer Service team via Live Chat after logging into Provider Connection at [blueshieldca.com/provider](https://blueshieldca.com/provider) or by telephone at (800) 541-6652, Monday through Friday, 6 a.m. to 6:30 p.m.