

**Blue Shield of California Medication Drop Ship Program
for PPO plan members
Frequently Asked Questions
March 2025**

California healthcare providers can order select medications via Blue Shield of California's Medication Drop Ship Program. Drop ship is a voluntary program for PPO network participants to use in filling medication orders for Blue Shield commercial PPO plan members, as an alternative to the traditional buy-and-bill model. Under this program, your office may order medications from a Blue Shield network specialty pharmacy on an individual patient basis. The pharmacy will deliver the medication to your office and bill Blue Shield directly for the cost of the medication. After the member receives treatment, the physician bills Blue Shield for only the administration costs.

Watch our current video on the Medication Drop Ship Program at www.tinyurl.com/DROPSHIPVIDEO.

Frequently Asked Questions

1. What are the benefits of using the Medication Drop Ship Program?

- **Removes the financial and administrative burden** you may experience when purchasing and managing your own inventory of high-cost specialty drugs
- **Reduces the operational burden** in storing specialty drugs that may have specific storage needs

2. How does my practice submit a drop ship order?

For detailed instructions, download a *Medication Drop Ship Quick Start Guide for PPO Providers* at www.tinyurl.com/RXDROPSHIP.

3. Which lines of business are eligible for the Medication Drop Ship Program?

Currently, California providers of healthcare services for all Blue Shield commercial PPO plan members, including Individual and Family Plans, may order drugs through the Medication Drop Ship Program. Additionally, behavioral health medications are available through drop ship for our commercial PPO and HMO members. Visit <https://www.blueshieldca.com/en/provider/claims/policies-guidelines/medications> to learn more.

4. Which drugs can be ordered through the Medication Drop Ship Program?

Please refer to the Medication and Drop Ship Pharmacies list on Provider Connection at blueshieldca.com/provider. Navigate to *Guidelines & resources > Drugs & pharmacy resources > Medical specialty drug resources > View medications and drop ship pharmacies list* for a detailed list of available drugs.

5. Which pharmacies can I order a drop ship order from?

Medications can be ordered from any specialty pharmacy participating in our ancillary network. To access our listing of ancillary providers, log in on Provider Connection at blueshieldca.com/provider and navigate to *Guidelines & resources > Patient care resources > Ancillary provider rosters*.

A few of our providers who have broad access to medications, including certain Limited Distribution Drugs, include CVS Caremark®, Accredo®, KabaFusion, and Kroger®, to name a few.

6. Will providers need to fill out a letter of agreement (LOA) for the delivery of drugs ordered through the Medication Drop Ship Program?

No, under the Medication Drop Ship Program, pharmacy providers will not require an LOA for payment of drugs on our drop ship that are shipped to the physician's office for administration to the member.

Assistance

If you have any questions about ordering medications through our Medication Drop Ship Program, submitting claims, or coverage for eligible members, contact Blue Shield Provider Customer Service via Live Chat after logging into Provider Connection at blueshieldca.com/provider or by telephone at (800) 541-6652, 6 a.m. to 6:30 p.m. PT, Monday through Friday.

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