

## Medical specialty pharmacy announcement

BlueCross BlueShield of Western New York (BlueCross BlueShield) partners with Amerigroup companies to administer certain services to Medicaid Managed Care (MMC) and Child Health Plus (CHPlus) members. Please note, this notice is specific to the MMC and CHPlus programs only.

BlueCross BlueShield is pleased to announce a drug delivery option that enhances medication accessibility to both members and providers. BlueCross BlueShield is contracted with CVS\* Specialty as a medical specialty (MSP). Our MSP pharmacy can deliver medication that is covered under the BlueCross BlueShield medical benefit to your office for administration to the patient.

### Arrange a delivery

To set up this delivery, please choose one of the following:

- **Phone:** You may call **877-254-0015** and you will be transferred to a pharmacist for a verbal prescription order. Please plan to provide your patient's BlueCross BlueShield ID located on their ID card. Staff will obtain additional information necessary to support the delivery of the medication, including the need by date. Please allow up to 10 days for processing and shipping. If it is an urgent medication and the need by date is less than seven days from the order date, please indicate this, so the order can be expedited. The staff will then make an outbound call to your patient to obtain patient consent as needed to support the delivery of the medication to your office. Once all necessary information is obtained for shipping, the staff will make an outbound call to your office to confirm delivery.
- **Fax:** You may also fax prescription orders to **866-336-8479** and a staff member will call your office to obtain additional information necessary to support the delivery of the medication as described above.
- To check on prescription order status, call **877-254-0015**.

### Prior authorization reminder

As a reminder, some medications require prior authorization before they can be paid. Please review the precertification tool for a listing of covered drugs and any associated requirements available on <https://providerpublic.mybcbswny.com/western-new-york-provider/resources/precertification-requirements/precertification-lookup>. If prior authorization is required, you may request a prior authorization by phone, fax, or electronically.

- Phone: **866-231-0847**
- Fax: **844-493-9206**
- Electronically: <https://providerpublic.mybcbswny.com/western-new-york-provider/resources/precertification-requirements>

To ensure timely review of the prior authorization, please include the servicing medical specialty pharmacy and provider name during the prior authorization intake.

Details on how to request prior authorization or regarding the status of a patient's prior authorization, please logon to <https://providerpublic.mybcbswny.com/western-new-york-provider/resources/precertification-requirements>.

\* CVS is an independent company providing pharmacy services on behalf of BlueCrossBlueShield of Western New York.

### <https://providerpublic.mybcbswny.com>

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We are hopeful that this additional drug delivery option will be beneficial to both you and the members that you serve. If you have any questions regarding this drug delivery option, call us at **866-231-0847**.



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To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/39mJ3dc>).

