




# How to resolve issues & get support




## Fast, reliable support when you need it

Amazon Pharmacy provides 24/7 support for Blue Shield of California members from trained customer care representatives who can help resolve account questions, delivery issues, payment updates, prescription concerns, and more.

### Account & Order Support (Non-clinical)

-  U.S.-based, non-licensed representatives trained to help with account and order-related issues
-  Available 24/7 via phone or live chat
-  **Contact:** (856) 208-4665 or live chat in your pharmacy dashboard

### Clinical Support (Licensed pharmacists & technicians)

-  24/7 access when medication expertise is needed
-  **Contact:** (856) 208-4665 or live chat in your pharmacy dashboard
-  **Example issues:** medication counseling/side effects, interactions, prescriber clarifications, controlled substance questions

**Not sure which to choose?** Start with Account & Order Support – our team will connect you to a pharmacist if needed.

# How we work

## Non-clinical: common issues we resolve

- ✓ Creating or accessing your Amazon Pharmacy account
- ✓ Updating payment methods or delivery preferences
- ✓ Checking prescription or shipment status
- ✓ Billing questions
- ✓ General navigation or ordering help

## Clinical: when to connect with a pharmacist/tech



Clinical prescription questions



Medication interaction concerns



Real-time pharmacist access – by phone or by chat



Clarification requests from your prescriber

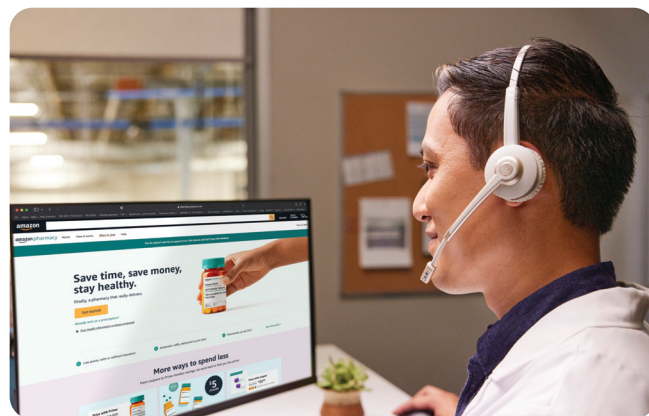


Controlled substance regulations



Drug interaction checks

## How our care model works



## Blue Shield-dedicated customer care team

Account/Order and Clinical Support available 24/7  
(856) 208-4665 | Live chat

# Self service, with support when you need it

## Self-service tools for fast resolution

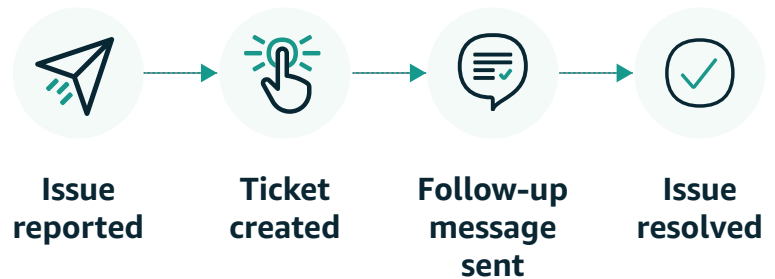


- ✓ Update payment or delivery preferences
- ✓ Track shipments and order history
- ✓ Upload prescriptions
- ✓ Request refills or transfers
- ✓ View insurance information and medication details

## If your issue cannot be resolved immediately

If your issue requires additional research or coordination, the representative will create a support ticket.

- ✓ Your case will be tracked until fully resolved
- ✓ You'll receive updates directly in your Pharmacy dashboard
- ✓ You may also get email or text notifications depending on your preferences



**Scan the QR code to visit your Amazon Pharmacy dashboard**



Blue Shield of California is an independent member of the Blue Shield Association. Amazon Pharmacy is independent of Blue Shield of California and is contracted by Blue Shield to provide home delivery of prescription medications to Blue Shield members. Members are responsible for their share of cost as stated in their benefit plan details. Information about specific prescription drug benefits and drug benefit exclusions can be found in the member's plan documents. Members may call the customer service number on their Blue Shield member ID card if they have questions about their Blue Shield prescription drug coverage.

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