



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: 855-206-3609 or live chat in your pharmacy dashboard

Clinical Support (Licensed pharmacists & technicians)



24/7 access when medication expertise is needed



Contact: 855-206-3609 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

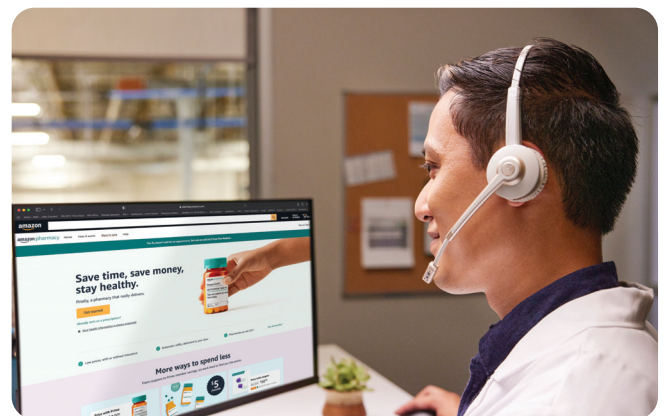


Controlled substance regulations



Drug interaction checks

How our care model works



Amazon Pharmacy customer care team

Account/Order and Clinical Support available 24/7
855-206-3609 | Live chat

Self service, with support when you need it

Self-service tools for fast resolution

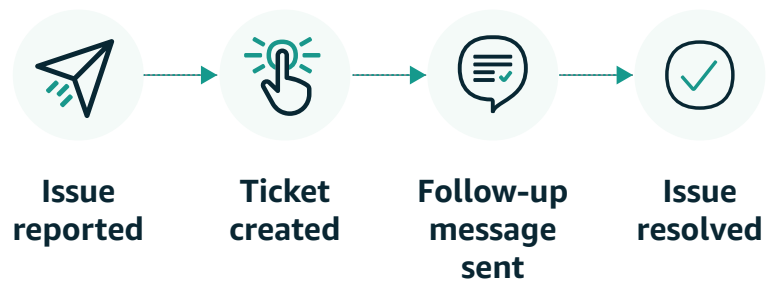


- ✓ Update payment or delivery preferences
- ✓ Track shipments and order history
- ✓ Upload prescriptions
- ✓ Request refills or transfers
- ✓ View insurance information and medication details

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**

