

Specialty Controlled Substance Distribution Process

Questions and Answers

August 2025

Last year, McKesson updated the Specialty Controlled Substance Distribution Process for all Specialty controlled substance orders to be sent directly to the Memphis, TN (DC8149) address instead of Laverne, TN.

Previously, orders for Class II items facilitated on the DEA Form-222 were routed to the Specialty DC in Laverne, TN for processing. After reviewing the impact of the additional day of processing time caused by that approach, McKesson began directing DEA Form-222 orders to be delivered directly to the US Pharmaceutical Memphis, TN distribution center. This eliminated the one-day fulfillment lead time on orders for Class II controlled substances.

1. What is visibly different to my practice? Boxes? Invoice process, physical invoice? Returns? DEA Form 222 process?

- Any controlled substance orders requiring a DEA Form-222 will now be delivered the next day after receipt of the DEA Form-222. The DEA Form-222 will need to include the Memphis, TN (DC8149) address and be put in the **pink envelope*** that will begin arriving with Class II orders in February.

***Please note that the use of the pink envelope is optional but will help expedite the order process. If you do not receive an envelope or misplace your envelope please contact your customer support team. The US Oncology Network should contact The Network's support team.**

- All controlled substance order deliveries will have an accompanying delivery document from the Memphis TN distribution center that will **not** have pricing on it.
- All pricing will be contained in invoices sent to you by McKesson Specialty.

2. What should I do with the form printed on the pink envelope when submitting a DEA Form-222 order?

Customers should leave the pink envelope blank. The printed form is not applicable to Specialty orders and completing it may result in the DEA Form-222 being rejected. Only the DEA Form-222 should be filled out and submitted inside the envelope.

3. What are the current cut-off times for accounts that will be serviced out of Memphis US Pharma DC?

- 6 p.m. CST on Monday – Thursday
- Any orders placed after the cutoff on Thursday will not be filled until the following Monday as part of standard McKesson carrier risk mitigation on all controlled substance orders.

4. For paper DEA Form 222 orders, what should I enter for the Shipping DC section?

- Customers should use the following address:
 - o Memphis Distribution Center 8149, 4836 Southridge Blvd., Memphis, TN 38141
 - o DEA #PM0001951

5. How will product be delivered?

- Specialty Provider and US Oncology Network controlled substance orders will be delivered primarily by overnight service from FedEx or UPS.

6. What is the ordering lead time for delivery? Will that be different?

- All Specialty Provider and US Oncology Network controlled substance orders placed before the respective US Pharma DC order cutoff will be delivered the next day.

7. How are returns handled? How is this different from the current process? Will return credit take the same amount of time for processing?

- Per the Drug Supply Chain Security Act (DSCSA), customer returns must be made to the shipping location.
- Returns will be expected to adhere to current US Pharma customer return practices.
 - o No Class II returns will be allowed unless due to a McKesson error or manufacturer recall.
- The return authorization process would be as follows:
 1. Specialty Provider and US Oncology Network contact their McKesson Specialty Customer Care team to initiate a return.

High Touch Support

Phone: 800-482-6700 Email: MSH.CustomerCare-MSPL@McKesson.com

Dedicated Support

Phone: 855-477-9600 Email: OncologyDedicatedCustomerCare@McKesson.com

USON Support

Phone: 833-726-8766 Email: CSANetwork-CustomerCare@McKesson.com

2. The Specialty Customer Care team provides customers with any/all required return materials.
 3. Specialty customer ships returned product and provides documentation to the shipping US Pharma DC.
 4. Customer credit will be issued by Specialty based on the original shipment invoice to the customer.
- Specialty will retain the discretionary ability to issue credit to a customer and notify that customer of responsibility for proper item destruction.