



DEPARTMENT OF HEALTH

Wes Moore, Governor · Aruna Miller, Lt. Governor · Meena Seshamani, M.D., Ph.D., Secretary

Technical Assistance for Accessing Bicillin L-A During Supply Constraints Through a 3rd Party Wholesaler

The Infectious Disease Prevention and Health Services Bureau at the Maryland State Health Department has received questions from clinical providers about accessing Bicillin L-A when existing distributor purchasing channels appear limited.

Clinical providers may access Bicillin L-A through Pfizer's medical request process even if they do not have a direct contract with Pfizer.

Many clinical providers purchase medications through third-party distributors. Pfizer has confirmed that clinical providers can still request Bicillin L-A through their [medical request form](#), and the medication can be fulfilled through the clinical providers existing distributor relationship.

How the Process Works:

1. The clinical provider completes the Pfizer Bicillin L-A Medical Request Form.
2. Pfizer reviews the request and sends it to their third-party distributor.
3. The distributor processes the order and dropships the medication directly to the requesting provider.
4. The distributor then bills the clinical provider through their existing purchasing relationship; a separate Pfizer contract or purchase order is not required.

If a clinical provider encounters issues with the request or ordering process, Pfizer recommends contacting their support line: Pfizer Supply Continuity Team: **1-844-646-4398**. When calling, select Option 1 (Customer) and then Option 3 (Supply) for assistance with product requests.

If additional information or technical assistance cannot be located on the [website](#), providers may contact the Provider Engagement team for additional guidance:

Note: The Maryland Department of Health will not be centrally purchasing or distributing Lentocillin.

Provider Engagement Team Point of Contact:

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