

Hoosier School Benefit Trust members now have access to a convenient home delivery service for medications.

Starting the process is easy -

- 1 Visit one of the Hoosier School Benefit Trust Health & Wellness Centers and ask the provider if your prescription(s) can be filled by Northwind Pharmaceuticals. (The medication must be on the on-site formulary list.) Please be sure the health center has an up-to-date address and phone number on file for you and that this information is included with your prescription.
- 2 Northwind will send you a text when your prescription is received.
- 3 Northwind will confirm all of your demographic and payment information and will start filling your prescription(s).
- 4 Once your prescription has been filled, you will receive a text notifying you that your medication is on its way to your home.
- 5 Download the RxSteward App from your favorite app store for your future pharmacy needs.

Additional Information

- Northwind uses the United States Postal Service for medication delivery.
- Routine medications with refills remaining will be sent to you automatically and should arrive when you have approximately seven days of medication left.
- For medications that are prescribed 'as needed', please call the pharmacy when you need a refill.
- When you are out of refills, Northwind will send a refill authorization request to your physician, but sometimes it helps if you also request a refill. **Please note: Your provider may request that you schedule an in-person appointment prior to authorizing a refill.**

If you have any questions about the process or your specific prescription(s) please call the pharmacy team at Northwind

- Monday – Friday: 7:30 AM to 5:00 PM (EST)
- Phone: 1-888-334-0052

In addition, please contact Northwind if any of the following occur:

- ✓ You wish to change your delivery address
- ✓ Your phone number has changed
- ✓ Your allergy information has changed
- ✓ Your medication dose has changed
- ✓ Your medication has been discontinued
- ✓ You would like to talk with a Northwind pharmacist about your medication(s)