

Welcome!

Our Northlake Outpatient Pharmacy is designed to ensure you receive the attention and support you need to be successful with your treatment.

You can count on our guidance, compassion, and education throughout the length of your therapy.

We provide all outpatient medications at highly competitive prices and can also fill your specialty medications.

What is a specialty medication?

- May treat a rare, serious, or chronic condition
- May be expensive
- May be given orally or by injection
- Requires extra attention from your healthcare team

How we can assist you:

- Clinical support for specialty and maintenance medications
- Collaboration with your healthcare providers
- One-on-one counseling in person or over the phone
- Educational materials to ensure you understand your medication
- Refill reminders tailored to your preference
- Free home delivery and pick-up options are convenient for your schedule



Location and Hours

Inside The Methodist Hospitals
Northlake Campus
Outpatient Pharmacy
600 Grant Street
Gary, IN 46402
Phone: 219-883-1710

Hours

Monday-Friday: 9am-7pm
Saturday: 9am-3pm
Closed Sundays & Holidays

You Are Our Priority

Patient satisfaction is important to us and your opinion matters! We want to know what we can do to better serve you. Feedback is important for us to improve so please share!



methodisthospitals.org

Specialty Pharmacy Program



METHODIST
HOSPITALS

Located inside
Methodist Hospitals – Northlake Campus
Outpatient Pharmacy
600 Grant Street, Gary • 219-883-1710

Leading the Way to Better Health

SPECIALTY pharmacy program

Our Services

Clinical Support

A trained pharmacist will explain your medication. We will provide education on how to use and administer your medication, what to expect from your treatment, and answer any questions you may have. Our pharmacists will work with your provider to address any medication issues.

Insurance Navigation and Financial Support

Specialty medications are often expensive and require additional steps to be approved by insurance; this is called a “prior authorization” and may require supporting documentation from your prescriber. Our pharmacy team will work with your insurance company and provider to get the prescription authorized.

Refill Reminders

We will call or text you with refill reminders 5-7 days before you are scheduled to run out of medication. You can also contact the specialty pharmacy at any time to request a refill.

Convenient Pickup and Delivery Options

We offer convenient options that fit your schedule. You may pick up your medication in person or we can ship it to your home.

How to Use Our Services

Filling a New Prescription

Your provider will electronically send a prescription to our pharmacy. We can also contact your provider to obtain a new prescription at your request.

Medications Not Available at Methodist Northlake Outpatient Pharmacy

If we are not able to obtain your medication due to manufacturer restrictions, we will work with you and another pharmacy to ensure you receive your medication.

Insurance

We accept most insurance plans, including Medicare, Medicaid, Medicaid HMO's and most commercial plans. If your insurance requires you to use another pharmacy, we will work with you to ensure your prescription is transferred.

Delivery of Your Specialty Medications

We will coordinate delivery of your medication to your home or an approved alternate location. We also include any necessary supplies such as needles and alcohol swabs. If your medication requires special handling or refrigeration, we will package and ship it accordingly.



The Billing Process

Copays and Financial Assistance

After billing your insurance, you may still owe a portion of the cost. This is called a copay or coinsurance. We will inform you of the exact amount you need to pay.

If your copay is not affordable, we will work with you and available financial support resources to create the best payment option for you.

Payment options

We accept most major credit cards. We also accept cash, personal checks, and flexible spending or health savings accounts. For medications being shipped to your home, you must have a credit card on file with the pharmacy.