

How Do I Get My Prescription Filled?

My medical home is a Department of Health Services (DHS) Clinic. Where do I go to fill my prescription?

- Go to the DHS Pharmacy at your medical home clinic.
- Tell the pharmacy staff that you are a HWLA member.
- Show the pharmacy staff your HWLA ID Card.

My medical home is a Community Clinic. Where do I go to fill my prescription?

- Contact your community clinic—they will give you a list of their pharmacies and dispensaries.
- If your community clinic is not open, contact HWLA Member Services at: **1-877-333-4952**.
- If you received a prescription from a DHS clinic or hospital, you may have that prescription filled at the DHS clinic where you received the prescription (even if your medical home is a community clinic).

Some pharmacies that fill HIV prescriptions have changed. To fill HIV prescriptions:

- If you have a DHS clinic for your medical home, go to the pharmacy at your DHS medical home.
- If you have a community clinic for your medical home, ask the clinic for a list of their HIV pharmacies.
- If you have any problems, contact HWLA Member Services at: **1-877-333-4952**

If I am at a private hospital or private hospital urgent care center, where do I go to fill my prescription?

- Ask the pharmacy staff at the private hospital/clinic if they fill prescriptions for HWLA members. If they do not, contact your medical home and follow the steps they give you to fill your prescription.

If it's after hours and my medical home is closed, what should I do?

1. Contact HWLA Member Services at: **1-877-333-4952**
2. Request a referral to a DHS Comprehensive Health Center (CHC) or Multi-Ambulatory Care Center (MACC) that is open on nights and weekends.

**HWLA members
do not pay anything for
prescription medications.**



Be prepared to:

- Show your HWLA member ID card
- Tell the pharmacy staff the name of your HWLA Medical Home

**If you need more help, call HWLA
Member Services: 1-877-333-4952 or
1-866-923-4952 (TTY/TDD)**