



# Mail Order

PRESCRIPTIONS FOR HOME DELIVERY

## Costco Mail Order Pharmacy Ordering Instructions



### Online Ordering

Costco Mail Order Pharmacy provides an Online Ordering service. If you choose to utilize Online Ordering, it is helpful to be familiar with basic online purchasing processes, and have frequent access to your email account. Most communication between you and Costco Mail Order Pharmacy will be through email. When using this service, all orders for new prescriptions must be initiated online at **rx.costco.com**.

#### How do I set up an account online?

Visit **rx.costco.com**. Click "Sign In/Register." Select Create account, and enter your email address and a password. Please note: Each patient (self, spouse, dependent(s), etc.), independent of whether or not they are covered by the plan, must have his or her own unique email address to create an online account. Enter all required information to set up your online patient account including information regarding drug allergies, medical conditions, brand/generic preferences, etc.

#### How do I order a new prescription using the Online Ordering service?

If you need to start your medication immediately or do not have enough to last you at least two weeks, request two prescriptions from your prescriber: One for an initial short-term supply of your maintenance medication that your local retail pharmacy can fill immediately, and a second for a 90-day supply, including refills that can be submitted to Costco Mail Order Pharmacy.

- Visit **rx.costco.com**. Click the "New Prescriptions" link and follow the steps below:
  1. Log in.
  2. Provide prescription information, including physician name, drug name and shipping method.
  3. Confirm your order and mail the prescription to the address provided.
- Costco Pharmacy will begin processing your order

once this request and the original prescription is received at our facility.

- Costco Mail Order Pharmacy does not hold prescriptions. Please send only prescriptions to be ordered immediately. Once an order has been processed, it cannot be stopped. We cannot accept returns.

#### How do I order a refill using the Online Ordering service?

- **Phone:** Call 1-800-607-6861. Costco's 24-hour automated telephone system guides you through the refill ordering process. Be sure to have your prescription number available.

OR

- **Online:** Visit **rx.costco.com**. Click the "Refill Prescriptions" link.

#### What form of payment may I use for Traditional Mail Order service?

For your convenience and to make quick and secure payments, Costco accepts Visa®, MasterCard, Discover and Costco Credit Cards.

### Frequently Asked Questions



#### When do I need to place my order?

It is Costco's goal to have your order in your hands 14 days after Costco receives it at the processing facility. Allow a few extra days when placing an order for the first time and remember to calculate the amount of time it may take for your prescription(s) request to reach the facility. Once Costco receives your order it will leave the facility within one to four days. Costco offers free standard shipping. Expedited shipping options are



available for an additional fee. If you do not receive your order in 14 days, contact Costco Mail Order Pharmacy at the toll-free number provided.

#### How can I ensure my order will not be delayed?

Please ensure you are providing Costco with a valid shipping address and valid payment information. Ensure your name, address and phone number are written legibly on all submitted documents including the original prescription(s). Your physician must provide complete directions for use. Costco cannot dispense an order without valid instructions; "use as directed" will not be accepted. Ensure your prescription is written for the maximum days supplied allowed by your plan (usually 90 days) and contains additional refills.

#### How will I know the cost of my prescription order?

It is your responsibility to know the co-pay(s) for your prescription order. For additional information, please contact your benefits provider.

#### When I receive my order, what will be included in the package?

Each package will include your prescription medication, prescription label and a drug monograph. All prescription bottles will be sealed with child-safety caps to prevent them from opening during shipment. If you select easy-open caps, they will be included in the package for you to switch once your package has safely arrived.



### Costco Mail Order Pharmacy Contact Information

**Costco Mail Order Pharmacy  
Customer Service**  
**1-800-607-6861 phone**  
**1-800-633-0334 fax**

Monday through Friday: 5 a.m. to 7 p.m. (PST)  
Saturday: 9:30 a.m. to 2 p.m. (PST)

Visit us online at:  
**rx.costco.com**