Frequently Asked Questions

What is the difference between Traditional Mail Order and the Online Ordering service?

Traditional Mail Order requires you to order all your prescriptions via mail or phone. You must complete the included patient profile form and submit it to Costco Mail Order Pharmacy. Traditional Mail Order also accepts personal checks and Electronic Funds Transfer as forms of payment.

Online Ordering service requires you to order all your new prescriptions online at **pharmacy.costco.com**. You should discard the included patient profile form and create an online account. Please remember that each individual receiving medications must have their own unique email address in order to create an online account. All communication between you and the pharmacy will be done via email.

How do I get more patient profile forms if I choose to use the Traditional Mail Order service?

Contact Costco Mail Order Pharmacy at 1-800-607-6861.

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. Please allow a few extra days when placing an order for the first time. Please remember to calculate the amount of time it may take for your prescription(s) request to leave your household and 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, please 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. Please 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. Please ensure your prescription is written for the maximum days supplied allowed by your plan (usually 90 days) and contains additional refills.

How do I pay for my order?

Costco requires payment with every prescription order. The shipment of your prescription order may be delayed if: Costco does not receive payment in full at the time of order, if you have an unpaid balance with Costco Mail Order Pharmacy, or if your forms are not filled out completely. For your convenience and for quick and secure payments, Costco accepts Visa®, MasterCard and Discover credit cards. If you utilize Costco's Traditional Mail Order service, you may also make a payment by mailing a personal check with your order or supplying a voided check for Electronic Funds Transfer. Please refer to your benefits plan for co-pay information. Typically, orders paid with a credit card are processed up to two days faster.

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.

Where is my order being shipped from?

The Costco Mail Order Pharmacy is located in Jeffersonville, In. Costco will ship anywhere in the United States. Please be aware that shipping times may vary depending on where you are located in the country.

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
260 Logistics Ave., Suite B
Jeffersonville, IN 47130-9839

Costco Mail Order Pharmacy
Customer Service
1-800-607-6861 phone
1-877-258-9584 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:
pharmacy.costco.com

PHA000133NO_J 0221

From our pharmacy to you

Mail Order Prescriptions

JEFFERSONVILLE

Costco Mail Order Pharmacy Ordering Instructions

The Costco Mail Order Pharmacy is an extension of your current prescription drug benefit. Mail Order service allows you to take advantage of the convenience of having your maintenance medications delivered to your home or workplace.

Costco Mail Order Pharmacy offers two great ordering services: Traditional Mail Order and Online Ordering.

1. Traditional Mail Order

Costco Mail Order Pharmacy offers you a Traditional Mail Order service. To use this service, you will submit all new orders and refills by mail or phone. Please read the following details on how to utilize our Traditional Mail Order service. If you would like to place your orders online using a computer, please skip the following section and follow the instructions under the Online Ordering portion of this document.

How do I begin using the Traditional Mail Order service?

Complete the included Traditional Mail Order Patient Profile form and submit it to the Mail Order Pharmacy.

How do I order a new prescription using the Traditional Mail Order 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.

- Send both your new 90-day supply prescription and your completed Mail Order Patient Profile form to the Costco Mail Order Pharmacy using the provided postage-paid envelope. If you do not have a written prescription, please obtain one from your prescriber.
- 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. Costco cannot accept returns.

How do I order a refill using the Traditional Mail Order service?

- **Mail:** Each prescription order you receive will contain a Refill Order Form. Complete the form and return it to Costco Mail Order Pharmacy.

or

- **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.

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 and Discover credit cards. Costco Mail Order Service also accepts personal checks and Electronic Funds Transfer with a voided check. You must refer to your benefits plan for co-pay information. Typically, orders paid with a credit card are processed up to two days faster.

2. Online Ordering

Costco Mail Order Pharmacy also provides an Online Ordering service. If you choose to utilize Online Ordering, it is helpful that you are familiar with basic online purchasing processes, and that you 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 **pharmacy.costco.com**. If you would prefer not to use our Online Ordering service, please refer to the Traditional Mail Order section of this document.

How do I set up an account online?

Visit **pharmacy.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 **pharmacy.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 **pharmacy.costco.com**. Click the "Refill Prescriptions" link.

What form of payment may I use for the Online Ordering service?

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