



Costco Mail Order Information



What is Costco Pharmacy Mail Order's contact information?

Online: For prescription management needs you can go to pharmacy.costco.com. You can easily manage your benefit and access digital resources by logging into the Capital Rx Member Portal at www.app.cap-rx.com.

Phone number: Call the number on the back of your ID card for assistance with your prescriptions, status, and enrollment. When calling, follow the prompts for medications delivered to your home.

Mail: Go to pharmacy.costco.com and access your patient account. Select refill or new prescriptions, and then follow the prompts to complete the request. Mail your paper prescription to:

Costco Pharmacy
260 Logistics Ave., Suite B
Jeffersonville, IN 47130

E-prescribe: Have your prescriber electronically send your prescription to Costco Pharmacy Mail Order #1348, Zip Code 47130.

Fax: Have your prescriber fax your prescription to 1-877-258-9584. Faxed prescriptions may only be sent by a doctor's office and must include patient information.

Costco Mail Order Customer Support hours of operation:

Monday-Friday 8:00 AM to 10:00 PM EST
Saturday 12:30 PM to 5:00 PM EST.

I want to enroll in Costco Mail Order to have medications mailed to my home. How do I set up a profile account?

You can set up a profile account by calling Costco Mail Order or online:

- **Set up online:** Go to pharmacy.costco.com and follow prompts for setting up a new patient account.
- **Set up by phone:** Call the number on the back of your ID card and follow the prompts for medications delivered to your home.

Is there an online option to set up my prescription mail order profile and for completing refill requests?

Costco Mail Order does offer members the ability to manage prescriptions online. To get set up, go to pharmacy.costco.com and click “get started” and then “create account”. Once your online account is created, you can use “log in” at any time to submit new prescriptions, refill prescriptions, track prescription status, and transfer prescriptions.

For extra support, use the following link for guided help with account setup and how to submit a new prescription. Refill requests follow the same steps as submitting a new prescription but start with the “refill prescription” tab.

<https://mobilecontent.costco.com/live/resource/img/pharmacy-training/pharmacy-training.html#/>

My pharmacy has changed to Costco Mail Order, should I tell my prescriber?

Yes. Please inform your prescriber that your pharmacy has changed to Costco Mail Order. Prescriptions can be submitted through one of the following options:

- **Mail:** Go to pharmacy.costco.com and access your patient account. Select refill or new prescriptions. Follow the prompts to complete the request. Mail your paper prescription to Costco Pharmacy, 260 Logistics Ave., Suite B, Jeffersonville, IN 47130.
- **E-prescribe:** Have your prescriber electronically send your prescription to Costco Pharmacy Mail Order #1348, Zip Code 47130.
- **Fax:** Have your prescriber fax your prescription to 1-877-258-9584. Faxed prescriptions may only be sent by a doctor’s office and must include patient information.

I received a letter saying Capital Rx would be working with my previous pharmacy to transfer my prescriptions to Costco Mail Order. Once I become active with my benefits, should I call Costco to make sure all my prescriptions were transferred?

Please call Capital Rx and follow the prompts for medications delivered to your home. A representative will help to confirm all your prescriptions were transferred.

What professionals may provide support with my Costco Mail Order prescriptions?

Pharmacy Assistant: Help with member calls and entry of new/refill prescription requests.

Pharmacy Technician: Process and adjudicate prescriptions.

Pharmacist: Perform prescription verification and patient counseling.

Will I receive automated calls from Costco if I enroll to have my prescriptions delivered by mail?

If you have an online account with Costco Mail Order and you have an email address on file, you will receive automated emails when prescriptions are processed and shipped. If you do not have an email address on file, you will receive an automated call when an order has shipped.

Does Costco have an Auto Refill program?

Yes. Costco Mail Order offers an auto-refill program.

How do I sign up for the Auto Refill program?

To get set up with the auto-refill program, log into your Costco Mail Order online account and select your prescription profile. For each medication, you can click to turn on auto-refill. An email address is required to sign up for the Auto Refill program.

You may also call the pharmacy directly and ask them to turn on auto-refill for your selected medications.

Will I receive automated calls from Costco Mail Order if I enroll in the Auto Refill program?

You will not receive an automated call from the Costco Mail Order Auto Refill program. With the Auto Refill program, you will receive automated emails to your email address on file. You will have 72 hours to check the consent, “Yes, Refill Prescription” button to start the refill process. Once accepted, please allow up to 72 hours for you and Costco customer service to check on the status of prescription processing. If you do not respond with a consent via email or by phone within 72 hours, your auto refill prescription will be disenrolled from the auto refill program and will not ship.

How long does it take to receive a new prescription?

New prescriptions: 7-14 days upon receipt of the prescription.

Controlled substances: 7-14 days upon receipt of the prescription and with valid government-issued ID confirmation

Hazardous or regulated items: 7-14 days upon receipt of the prescription

Special prescription deliveries: 7-14 days upon receipt of the prescription

How much does shipping cost?

Standard shipping is offered at no cost. For expedited shipping, the following fees are applicable.

3-Day expedited = \$10.95

2-Day expedited = \$13.95

Note: Expedited shipping may not be available for some hazardous medications

Who does Costco Mail Order use for delivery service?

Costco Mail Order uses UPS Mail Innovations, UPS (Ground, 3-day, 2-day), and USPS.

Can I track my order online?

Yes, if you have a Costco Mail Order online account with an email address on file. If you do not have an email address on file, you can call the Costco Mail Order for a tracking number, after your prescription has shipped.

What should I do in an emergency situation if I need my medication right away?

In an urgent situation, you can call Costco Mail Order and review what options are available for you.

- If refills are available, we can transfer your prescription to a nearby in-network pharmacy for pickup.
- If you have enough medication for a 1-week supply, you can pay for expedited shipping to ensure timely delivery.
- If there are no refills available, Costco Mail Order can contact your prescriber to request an urgent refill request. Once received, the above options can be used to receive your medication.

What should I do if Costco Mail Order does not dispense my specific medication?

For times when Costco Mail Order does not dispense a specific medication, please contact Capital Rx Customer Care by dialing the number on the back of your ID card. Then press 1 for members and select 3 for general inquiries. A customer care agent will provide support with finding access to your medications.

Who can provide customer support assistance with my pharmacy benefits?

Capital Rx Customer Care is available 24 hours a day, 7 days a week to provide support for your pharmacy questions. Costco Mail Order Customer Support, is available from Monday-Friday, 8:00 AM to 10:00 PM EST and Saturday 12:30 PM to 5:00 PM EST.

