

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 Electric Funds Transfer as forms of payment.

Online ordering service requires you to order all your new prescriptions online at 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 e-mail address in order to create an online account. All communication between you and the pharmacy will be done via e-mail.

How do I get more patient profile brochures if I choose to use the traditional mail order service? You may photocopy the included form or you may contact Costco Mail Order Pharmacy at 1-800-607-6861 or EnvisionRxOptions, Inc. at 1-800-361-4542.

When do I need to place my order? It is our goal to have your order in your hands 14 days after we receive it at our facility for processing. 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 our facility. Once we receive your order it will leave our facility within one to four days. We offer 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 us 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). Per Washington state law a prescription must either be typed or printed. Your physician must provide complete directions for use. We cannot dispense an order without valid instructions; "use as directed" will not be accepted. An out of state mid-level practitioner (i.e., ARNP, PA-C) must have all prescription(s) co-signed by an MD or DO. 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? We require payment with every prescription order. The shipment of your prescription order may be delayed if we do 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 to make quick and secure payments we accept American Express, Visa, MasterCard, Discover and Costco Credit Card. If you utilize our 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 copay 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 copay(s) for your prescription order. Please refer to the copay table included in your new member pharmacy benefits overview provided by EnvisionRxOptions. For additional information please contact your benefits provider.

Where is my order being shipped from? The Costco Mail Order Pharmacy is located in Corona, CA. We 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

**215 Deinger Circle
Corona, CA 92880**

Costco Mail Order Pharmacy Customer Service

**1-800-607-6861 phone
1-888-545-4615 fax**

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



COSTCO
PHARMACY | **Benefit Partnership**
RELIABLE. LOW-COST PHARMACY BENEFITS AT COSTCO VALUE

Mail Order

For cardholders of EnvisionRxOptions
Prescription Benefits

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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, the traditional mail order service and the online ordering service.



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 Service portion of this document.

How do I begin using the Traditional Costco Mail Order Pharmacy Service?

Complete the included Traditional Mail Order Service Patient Profile Form and submit it to Costco 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.

- Include your new 90-day supply prescription with your completed Mail Order Patient Profile form and mail it to 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. We 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. Our 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 we accept American Express, Visa, MasterCard, Discover and Costco Credit Card. We also accept personal checks and Electronic Funds Transfer with a voided check. You must refer to your benefits plan for copay 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 e-mail account. A

majority of communication between you and Costco Mail Order Pharmacy will be through e-mails. When using this service, all orders for new prescriptions must be initiated online at costco.com. If you would prefer not to use our online ordering service please refer back to the Traditional Mail Order section of this document.

How do I set up an Online Ordering Service Account?

Visit costco.com. Select the "Pharmacy" link at the top of the page. Then select the "Order a Prescription" icon. In the left navigation, select the "Patient Information" link. You will be asked to enter your e-mail address. Please note: Each patient (self, spouse, dependent(s), etc.) independent of if they are covered by the plan, must have his or her own unique e-mail address to create an online account. First, you will be required to submit information to set-up an account with costco.com and will need to provide payment and shipping information. You will then be directed to set-up an account with the Costco Mail Order Pharmacy. The Costco Mail Order Pharmacy account will require you to provide 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 costco.com. Select the "Pharmacy" link at the top of the page. Then select the "Order a Prescription" icon. There are four simple steps to getting your prescription filled.
 1. Select the prescription type: new, refill, or transfer from a Costco warehouse.
 2. Verify the patient's information
 3. Provide prescription information
 4. Verify the request

The 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. Our 24-hour automated telephone system guides you through the refill-ordering process. Be sure to have your prescription number available.

or

- Online: Visit costco.com. Select the "Pharmacy" link at the top of the page. Then select the "Order a Prescription" icon in the middle of the page. Select the "Reorder Online Prescription" link.

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

For your convenience and to make quick and secure payments we accept American Express, Visa, MasterCard, Discover, and Costco Credit Card.