

PRESCRIPTIONS FOR HOME DELIVERY

<Home Delivery

Fill your prescription online and have it delivered to your home

Ordering New & Refill Prescriptions Online With Costco Mail Order

Last updated: 09/2018

Register an Account



PRESCRIPTIONS FOR HOME DELIVERY

Visit: pharmacy.costco.com

Click 'Sign In/Register' and then 'Create Account' to get started on your pharmacy account or sign into your costco.com account.

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Podic	ptor on		
- NEUIS		AUUUIII	

-		
Password		
Remember	Me	
	Sign In	
Forgot Passwor	d?	

Sign In

- The member will need to enter their own email address and create a password.
- A Costco membership number is <u>not</u> required to use the pharmacy.
- Please note: each family member will need to be registered under a separate email address for a patient profile to be completed.



Crea	te A	Acc	ou	nt

	il Address
Pass	sword
Con	firm Password
Men	nbership Number (optional) 🕜
	Register
N	/es, I would like to receive emails about special offers and new product information from Costco. Costco will not rent or sell your email address.
Evo	cutive Members need to enter their membership
num qual	ified purchases.
num qual Non- surc pres	members may be assessed an additional harge for purchases (does not apply to cription items).

Setting up a Patient Profile

To complete a profile for the Mail Order Pharmacy a member will need to place their curser over "Pharmacy" for the drop down menu and click "Patient Profile". Once in the profile member's will need to complete the following sections:

- 1) Account & Patient Info
- 2) Insurance
- 3) Payment Method
- 4) Addresses
- 5) Privacy



Section 1 - Account & Patient Info:

Patient information: In this section a member will need to provide their name, date of birth, and gender.

Preferences: a member will need to provide if they want child resistant packaging, generic medications when applicable, and if they want refill reminders – which must be checked for auto refills (more detail provided in separate slide).

Preferences: Members will need to provide if they have any drug allergies, what their medical conditions are, and what medications they are currently taking.

Patient Profile		Profile > Prescription Ir	nfo > Confir
New Patient: Disease complete the	Assount & Detient lefe, Insurance, Devree	t Mathad Addresses and Drivesy take Select "Complete Res	intration" when
finished.	Account & Patient Inio, Insurance, Paymer	it metriou, Audresses, and Privacy tabs. Select: Complete Regi	ISUBUOIT WHEN
Account & Patient Info	surance Payment Method Addres	sses Privacy	Need He
Patient Information			
Information on this account pertains	to the patient listed below. Please review a	and make changes as needed.	
Patient First Name	M.I. Patient I	ast Name	
Date of Birth] []	
Month	/ Day V	Year V	
Gender			
O Male O Female			
Preferences			
Yes, use child resistant packagir	ng.		
Yes, substitute a generic equival	lent when available.		
Yes. I request refill reminders an	d that prescription details be included in m	emails for all prescriptions on this account.	
		,	
Do you have any drug allergies?			
🛛 Yes () No			
• Yes · No Aspirin	Codeine	Erythromycin	
 Yes No Aspirin Penicillin 	Codeine	Erythromycin	
Yes No Aspirin Penicillin List Other Allergies	Codeine	Erythromycin	
Yes No Aspirin Penicilin List Other Allergies	Codeine	Erythromycin	
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Yes No Aspirin Penicilin List Other Allergies Do you have any medical conditions Yes No Angina Chronic Heartburn Epilepsy	Codeine Sulfa Drugs Arthritis Glaucoma Glaucoma	Erythromycin Asthma Diabetes Mellitus High Blood Pressure	
Yes No Aspirin Penicilin List Other Allergies Do you have any medical conditions Yes No Angina Chronic Heartburn Epilepsy High Cholesterol/Lipid	Codeine Sulfa Drugs Arthritis Glaucoma Hypothyroidism	Erythromycin Asthma Diabetes Mellitus High Blood Pressure Kidney Stones	
Yes No Aspirin Penicillin List Other Allergies Do you have any medical conditions Yes No Angina Chronic Heartburn Epilepsy High Cholesterol/Lipid Liver Disease	Codeine Sulfa Drugs Arthritis Congestive Heart Failure Glaucoma Hypothyroidism Seasonal Allergies	Erythromycin Asthma Diabetes Mellitus High Blood Pressure Kidney Stones Ulcer	
Yes No Aspirin Penicillin List Other Allergies Do you have any medical conditions Yes No Angina Chronic Heartburn Epilepsy High Cholesterol/Lipid Liver Disease List Other Medical Conditions	Codeine Sulfa Drugs Arthritis Congestive Heart Failure Glaucoma Hypothyroidism Seasonal Allergies	Erythromycin Asthma Diabetes Mellitus High Blood Pressure Kidney Stones Ulcer	
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Section 2 – Insurance:

This section is where a member will select their plan from the drop down menu and enter in their prescription insurance card details.

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PRESCRIPTIONS FOR HOME DELIVERY

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Select plan name			~	-		
Prescription Ins	urance	Card				
/lember ID#	R	x Group #]			
Policyholder Name				Relationship to Cardhold	ler	
				Select	\sim	
Policyholder Date Of Birth						
Month	\checkmark	Day	\checkmark	Year	\checkmark	
Plan Name				Insurance Phone		

Section 3 – Payment Method:

- Members may choose to <u>not</u> enter a payment method at this time, however once an order is placed members will need to add the payment method to their profile.
- If a payment method is not saved there may be problems, or delays, with an order not going through or a possible cancellation if the member does not provide a payment method.





Section 4 – Addresses:

- Members will need to provide their billing address as it appears on their payment method they choose to use.
- Members billing address and shipping address should match as this part of the verification process when filling the member's prescription.
- Email correspondence will go to the billing email address.



Account & Patient Into Insurance Payment Method Addresse Privacy Need Heip? My Address Book Your Address Book is a list of frequently-used billing and shopping addresses. To add a new address, select 7/add New Address' To edd, delete, or make one of the listed addresses your deluat Bing or shopping Address, which is identified with a clock mark. Shopping Billing Sort By: Image: Shopping Billing Showing 1-1 of 1 Image: Shopping Check mark. Showing 1-1 of 1 Image: Shopping Check Book Showing 1-1 of 1 Image: Shopping Address Check Book Showing 1-1 of 1 Image: Shopping Address Check Book Showing 1-1 of 1 Image: Shopping Address Check Book Showing 1-1 of 1 Image: Shopping Address Check Book Showing 1-1 of 1 Imag		
My Address Book Your Address Book is a list of frequently-used billing and shopping addresses. To add a new address, select 'Add New Address'. To edd, delete, or make one of the listed addresses your delut tilling or shopping address, select the appropriate link below. Your prescription will be shopped to your Delaud Shopping Address, which is is derived with a delete mark one of the listed addresses your delut tilling or shopping address, select 'Add New Address' First Name Company Name (optional) Street Address City City Cancel Cancel	Account & Patient Info Insurance Payment Method Addres	es Privacy Need Help?
Sort By: Most Recent Showing 1-1 of 1 Sort By: Most Recent Control Showing 1-1 of 1 Compary Name (optional) Compary Name (optional) Compary Name (optional) Compary Name (optional) City City City City City City City Cit	An Address Book four Address Book is a list of frequently-used billing and shipping addresses. sted addresses your default billing or shipping address, select the appropriat identified with a check mark.	o add a new address, select "Add New Address". To edit, delete, or make one of the link below. Your prescription will be shipped to your Default Shipping Address, which
Image: State Company Name (optional) Company Name (optional) Street Address Company Name (optional) Street Address City City City State State <td>iort By : Most Recent V</td> <td>Showing 1-1 of 1</td>	iort By : Most Recent V	Showing 1-1 of 1
Save Changes Add New Address First Name Last Name	2.) + Add New Address Add New Address Default Shipping Mickey Mouse Test 999 Lake Dr Issaquah, WA 98027-8990 425-427-7338 mickeytest@hotmail.com Edit	
First Name Last Name	Add New Address	Save Changes
Company Name (optional) Company Name (optional) Street Address Zip Code City State Select Phone Email Address mickeytest@hotmail.com Cancel Save Address Changes made here to your shipping or billing address will not update the	First Name	Last Name
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Cancel Save Address Changes made here to your shipping or billing address will not update the	Phone	Email Address mickeytest@hotmail.com
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Section 5 – Privacy:

This section reviews the Costco Health Center Notice of Privacy Practices including the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), and protected health information ("PHI").

For the profile to be completed (registered) this section must confirmed as being reviewed.

Once done a member may select "Complete Registration".



	Insurance	Payment Method	Addresses	Privacy	
You authorize Costco	to use and dis	close personal health Notice of Pri	information a ivacy Practice	as stated below and in Costco's Health Cente es.	ers
WHAT IS PROTEC	CTED?				^
The federal Heal by the Health Inf that Costco Heal information," or services to you th identify you and	th Insurance formation Te th Centers s "PHI," create hrough the C that relates	Portability and A echnology for Econ afeguard health in ed, received, main Costco Health Cent to (1) your physic	ccountability omic and Cli formation al tained or tra ers. PHI is h al or mental	y Act of 1996 ("HIPAA"), as modified inical Health Act ("HITECH"), requires bout you called "protected health ansmitted in the course of providing health information that can be used to I health condition, (2) the provision of	
I have reviewed th	e Costco He erstand that	alth Center Notice all my medical info	of Privacy P rmation will	ractices effective September 23, 2013 I be used by Costco in accordance with t	(th
"Notice") and unde Notice.					

Ordering a New Prescription

On the Home Delivery main page members need to click "Fill New Prescriptions"

In this section:

- Doctor's info
- Prescription Info
- Shipping option
- Optional Additional or Special Comments





Step 1: Provide Prescription Info

Members will need to provide the details of their prescription when ordering:

- Physician information and how the prescription will be provided (mailed or faxed into the pharmacy).
- The Prescription drug name and if the member wants it filled with generic or brand.
- Choose their shipping method for their order.
- If any special requests are needed, the member may provide it in the comment box at the bottom of the page.

DESCRIPTIONS FOR HOME DELIVER



Step 2: Confirm Your Request

The member has the option of reviewing their order, and choosing the delivery preference, before completing their prescription order request.

If the information is accurate the member would click "Complete Prescription Request" to place their home delivery prescription order.

Confirm Refill Request

1. Profile > 2. Prescription Info > 3. Confirm

Please verify your order details then select a delivery preference, below.



PRESCRIPTIONS IN THIS ORDER

RX#	Drug Name	Qty	Price	Remove
581-1234567	SINGULAIR 10 MG TABLET	30	\$0.00	
				Update
		Subtotal:	\$0.00	
		Shipping:	\$0.00	
		Estimated Total:	\$0.00	

Your estimated price is calculated using your previous co-payment amount plus any additional shipping charges. Your actual price may vary, depending on quantity requested, current purchase price for the medication, and any applicable prescription insurance coverage.

DELIVERY PREFERENCE

When would you like us to ship your order?

- Ship my order as soon as my prescription is ready. My credit card will be charged automatically, as soon as my order is completed and shipped.
- Notify me by email when my prescription and insurance (if applicable) have been verified. I will return to the site to review the billing and shipping information and complete my order at a later date. I will not be charged until I complete my order.





Modify Prescription Request Complete Prescription Request

Step 3: Receive Your Order

The Mail Order Pharmacy requests members allow 1-4 <u>business days</u> for processing once a prescription order has been received by the pharmacy.

Please be advised the processing time may vary if there are delays due to insurance approval or payment.

After your prescription is processed, and payment is confirmed, your order will be shipped via the shipping method selected.



Thank You for Your Order

Please see Next Steps for further action

Next Steps:

If you have a written prescription, please send to:

Costco Pharmacy (#581) 802 134th St Sw Ste 140 Everett, WA 98204-7314 If your doctor will fax your prescription, please call or fax to:

Print

Call:(800) 607-6861 or

Fax: (800) 633-0334

All calls and faxes must originate from your doctor and will be verified.

Please include patient's name, date of birth and phone number on each prescription. You will receive an email when your prescription has been shipped.

Additional Info:

For further assistance, please click on the helpful links below:

Prescription Status - Monitor the progress of your order.

Fill Prescription - Quickly and easily place another prescription request.

Drug Information - To view drug information.

Contact Us - Email or phone a customer service representative or pharmacist.

Health Information - Learn smart tips for managing various medical conditions.

NatureMade Vitamins - #1 Pharmacist Recommended Supplement Brand in 9 Categories.

Reordering a Refill Online

On the Home Delivery main page members need to click "Refill Prescriptions"

In this section:

- Select Refills
- Review refill Order
- Confirmation Page

lail Order

PRESCRIPTIONS FOR HOME DELIVERY



Step 1: Select Your Refills

Refill Prescriptions

A member may select a prescription (that has been shipped at least once) they would like refilled from their refill page once logged in.

Members have the option to add a prescription to our Auto-Refill Program per an email notification they will receive and need to consent to prior to shipping.

Again, please allow 1-4 business days for processing, and the processing time may vary if a refill authorization is required, delays due to insurance approval, or payment.



1. Profile > 2. Prescription Info > 3. Confirm

The following prescriptions are available for refill, subject to the approval of your physician. Use the Manage Inactive Prescriptions link to organize your prescriptions in groups under active or inactive status depending on how frequently they are used. Visit the Prescription Auto Refill Program help page for more information about setting up an auto refill.

Refill Selected Prescriptions

If you wish to make changes to quantity, strength, or directions for any medication, please request a New Prescription.

* Required Fields

elect RX #	Drug Name		Qty	Refills Left	Last Ordered	Au Re ON	fill O
581-1234567 S	SINGULAIR 10 MG T	ABLET	30	3	10/16/2017	0	1
☐ 581-1234568 S	SYNTHROID 100 MC	CG TABLET	30	3	10/16/2017	0	þ
				Items Per	Page: 24 48 90	o Pag	e:
PPING OPTION	Cost	Processing Time	Shippin	g Time	Avg Time t	o Pag	e:
Shipping Option	Cost FREE	Processing Time 1 to 4 days	Shippin 5 to 10	g Time days	Avg Time t 6 to 14 day	o Pag to Deliv	e:
IPPING OPTION	Cost FREE S10.95 flat fee	Processing Time 1 to 4 days 1 to 4 days	Shippin 5 to 10 3 days	g Time days	Avg Time t 6 to 14 day 3 to 6 days	o Pag to Deliv	er)

† Expedited services provided by UPS. Weekend delivery not included. PO Boxes are not accepted. Shipping to Alaska & Hawaii may require an additional 1-2 Days

Step 2: Review Refill Order

Same as when the member places an order for a new prescription, the member has the option of reviewing their order, choosing the delivery preference, and updating their payment method before completing their refill order request.

If the information is accurate the member would click "Complete Prescription Request" to place their home delivery prescription order.



Confirm Refill Request

1. Profile > 2. Prescription Info > 3. Confirm

Please verify your order details then select a delivery preference, below.



PRESCR	PTIONS	IN THIS	ORDE

RX#	Drug Name	Qty	Price	Remove
581-1234567	SINGULAIR 10 MG TABLET	30	\$0.00	
				Update
		Subtotal:	\$0.00	
		Shipping:	\$0.00	
		Estimated Total:	\$0.00	

Your estimated price is calculated using your previous co-payment amount plus any additional shipping charges. Your actual price may vary, depending on quantity requested, current purchase price for the medication, and any applicable prescription insurance coverage.

DELIVERY PREFERENCE

When would you like us to ship your order?

- Ship my order as soon as my prescription is ready. My credit card will be charged automatically, as soon as my order is completed and shipped.
- Notify me by email when my prescription and insurance (if applicable) have been verified. I will return to the site to review the billing and shipping information and complete my order at a later date. I will not be charged until I complete my order.

PRESCRIPTION WILL BE SHIPPED TO

Add/Change Shipping Address

Test Patient 123 Lane Rd City name, ST 12345 Phone: (123) 456-7890 testpatient@email.com

SHIPPING OPTION

Standard USPS - \$0.00 6 to 14 days to delivery.

PRESCRIPTION WILL BE BILLED TO Add/Change Billing Address

Test Patient

123 Lane Rd City name, ST 12345 Phone: (123) 456-7890 testpatient@email.com

CREDIT CARD INFORMATION

Add/Change Credit Card Costco Visa

Modify Prescription Request

on Request Complete Prescription Reques

Step 3: Confirmation Page

An order confirmation email will be sent once the order has been submitted.

Members will also receive an order confirmation email, detailing the order (drug name, strength, quantity, cost) once it is being filled.

Lastly members will receive a shipping conformation email with the order tracking number.

Thank You for Your Order You will receive an email when your order has been confirmed
Additional Info:
For further assistance, please click on the helpful links below:
Perscription Status - Monitor the progress of your order.
Fill Prescription - Quickly and easily place another prescription request.
Drug Information - To view drug details and information.
Contact Us - Email or phone a customer service representative or pharmacist.
Health Information - Learn smart tips for managing various medical conditions.
NatureMade Vitamins - #1 Pharmacist recommended supplement brand in 9 categories.



Auto Refill Program

- Before each auto-refill is processed an email is sent to the member for their consent.
- Members must click the "Yes, Refill Prescription" button (within 72 hours) to start the refill process. If they do not, the refill will not be placed and will be removed from auto-fill.
- Refill, and auto refill, email notifications are sent (approximately) 65 days into a 90 day supply fill.
- Members order(s) are charged to their saved payment type to reduce any delays.
- The auto-refill program assists members with being less likely to run out of their maintenance drugs and stay on track with their medications.

Prescription Auto Refill Program

To ensure you will never run out of your medication, Costco Online Pharmacy will regularly fill and ship your medications to you. You will never need to request a refill again.

To set up individual prescriptions for Auto Refill you click the on and off button in the Auto Refill column to turn Auto Refills on and off by prescription. This can be done while on Refill Prescription page or Prescription Status page.

What to expect on Auto Refill?

Before each refill is processed in our system, an email will be sent to you for final confirmation. You will have 72 hours to check the consent, "Yes, Refill Prescription" button to start the refill process. 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. To reactivate the auto refill at a later date, please visit Prescription Status page or Refill Prescription page. A valid credit card must be on file to use this service. Please note auto refills will not be available for controlled substance medications and non-maintenance medications.

Order Refill	Rx #	Drug Name	Qty	Stofills Left	Last Ordered	Auto Refill	
						ON	OFF
10	581-2104066	ANDRODERM 2 MG/24HR PATCH	100	4	1/3/2013	0	
	581-2104067	ANDROGEL 1.625(2.5G) GEL PORT	3	2	1/3/2013		0
-81	581-2104068	DEPO-TESTOSTERONE 100 MG/ML VL	10	10	1/5/2012	0	
15	581-2104069	FORTESTA 10MG GEL PUMP	60	0	1/5/2013	0	۰
							near 1



Prescription Status

Members can track the status of their orders by logging onto their account and clicking on the corresponding tab.

For detailed information on their ordered prescription members need to click the prescription number.

If members have further questions regarding their order, they may call our Costco Mail Order Pharmacy Member Service Center for a live agent to address any questions, or concerns, a member has.

Prescription Status

Patient: Test Patient

n Process	Available	e Refills	Prescription History			Need	d Help?
Select	Status	Rx #	Drug Name	Qty	Price	Order Date	Туре
	In Process	581- 123456	ALENDRONATE SODIUM 70 MG	90	\$12.59	10/16/2017	Refill
	Process	123456				P	age:

Visit Flexible Spending Account (FSA) for order information specific to these areas. Visit the Costco.com Order Status page to view all other Costco.com orders.





Prescription History

Members ar 1.1.1.1.1 their Prescri up to 180 da their orders prescription

Prescription Statu

In Process Available Refill

Refills Left:

Auto Refill:

Price:

Patient: Test Patient

Ship Date

10/24/2017

10/24/2017

s are able to view escription history for 0 days and track ers under the tion details.		Home Prescription status										
		HOME DELIVERY	Prescription Status									
		Home Delivery Refill Prescriptions Transfer Prescriptions	Patient: Test Patient In Process Available Refills Prescription History									
		Prescription Status	Ship Date	Order #	Rx #	Drug Name		Price	Order Date	Status		
			Patient Profile	Ship bac	0.001 #		Drog rand	44		order bute	Status	
			DRUG PRICING & INFORMATION	10/24/2017	669453229	581- 3044272	SYNTHROID 100 MCG TABLET	30	\$9.00	10/16/2017	Shipped	
Status				10/24/2017	669453229	581- 3044273	METFORMIN 500 MG TABLET	30	\$9.00	10/16/2017	Shipped	
ble Refills Prescription History				10/24/2017	669453229	581- 3044274	LISINOPRIL 40 MG TABLET	30	\$9.00	10/16/2017	Shipped	
Prescription	Details		Need Help?	10/24/2017	669453229	581- 3044275	SINGULAIR 10 MG TABLET	30	\$3.00	10/16/2017	Shipped	
Patient:	Test Patient	Delivery	Self Checkout	10/24/2017	669453229	581- 3044276	ATENOLOL 50 MG TABLET	30	\$12.59	10/16/2017	Shipped	
Prescription #: Costco Order #: Status:	581-3044272 669453229 Shipped	Date Shipping Op	: ed: 10/24/2017 ption: Standard USDS								Page: 1	
Physician:	Who, Doctor MD, City name, WA 425-123-4567	Tracking #:	92748901970253553000083383									
Medication:	SYNTHROID 100 MCG TABLET	Location to your presci	mail the original hardcopy of ription:									
Quantity:	30	Co	ostco Pharmacy									

802 134th St Sw Ste 140

Everett, WA 98204-7314

Phone: (800) 607-6861

Fax: (800) 633-0334

Mail Order PRESCRIPTIONS FOR HOME DELIVERY

\$9.00

0

NO



PRESCRIPTIONS FOR HOME DELIVERY

If you have further questions, please email or call the Costco Mail Order Pharmacy Member Service Center at:

Phone: 1-800-607-6861 Email: webpharmacy@costco.com

Hours of Operation: Monday-Friday, 5:00 a.m. to 7:00 p.m. PST. Saturday, 9:30 a.m. to 2:00 p.m. PST.