

Costco Mail Order FAQ



Question: What is Costco Mail Order Pharmacy?

Answer: Costco Mail Order Pharmacy offers one-stop shopping for prescription medications. Costco members who want the value and quality of our products now have the convenience and privacy of shopping at home. You can order new prescriptions and refills for medications currently filled at [Costco.com](https://www.costco.com), 24 hours a day. They can be delivered anywhere in the United States. If you have questions or need assistance, call Costco Mail Order Pharmacy at 1-800-607-6861 or visit rx.costco.com.

ONLINE REGISTRATION

Question: How do I create an account?

Answer: Visit rx.costco.com. You can create your account in several easy steps:

- Enter your email address and confirm with a verification code.
- Enter a password for your account
- Enter your name, date of birth, and phone number. If we find a match in our records, we may ask you to provide a prescription number or verify your phone number.
- Make sure you are using your full name exactly as your health care provider has it. If you currently have an RX with Costco, enter your name as it appears on your prescription bottle.
- Avoid using nicknames and special characters.

If you manage prescriptions for other people, create an account for yourself first, then go to the Family and Pets page and invite them from there.

Question: Is a Costco account required to refill prescriptions?

Answer: No, you can refill a prescription without creating an account by clicking the "Refill Now (No Sign-in)" link on the Costco Pharmacy home page. If you're enrolled to receive text notifications from the Pharmacy, you can refill your prescription by simply replying to the refill reminder text we sent you.

MAIL ORDER

Question: Am I eligible to get my prescriptions delivered by mail?

Answer: If you receive a refill reminder with a link that allows you to select a prescription for Delivery By Mail (DBM), then you are eligible. Some prescriptions may not be eligible even if they are filled at the same time. You can also visit our pharmacy online to check the eligibility of prescriptions and place orders.

Question: How do I place a Delivery by Mail order?

Answer: If your prescriptions are eligible for Delivery by Mail, you will receive a message containing a link to start your order. If you open the link, you'll be prompted to complete the following steps:

- Verify your identity.
- Select your prescriptions to add to the order.

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- Select your delivery address.
- Select your payment method.
- Confirm your order.
- You can also visit our pharmacy online to check the eligibility of prescriptions and place orders.

Question: How long will it take to receive my prescriptions?

Answer: You will receive a shipping confirmation once the prescription(s) ship. Your order will usually arrive within 3-5 days after shipping.

Question: How can I register for Mail Order Pharmacy?

Answer: You can create your account in three easy steps:

- Enter your email address and confirm with a verification code.
- Enter a password for your account
- Enter your name, date of birth, phone number and Costco prescription number (optional)

Question: Do I need to be a Costco Member to use Costco Mail Order Pharmacy?

Answer: No. You don't need to be a Costco Member to use Costco pharmacies, including Costco Mail Order Pharmacy.

Question: How do I order a new prescription using Costco's Online Ordering Service?

Answer: Visit rx.costco.com, Login, click on the 'Request a New Prescription' link under Other Services.

- Select 'Mail Order' for where you would like your prescriptions to be filled.
- Select one of the 3 options for submitting your prescription.
- Provide your physician's information, including physician's name, phone number, city and state.
- Enter your prescription details, prescription drug name and strength under dosage.
- Provide comments for this prescription order (this is optional).
- Click 'Submit Request' to complete the request.

Question: How do I order a refill?

Answer: If completing online, visit rx.costco.com and sign in. Under Prescription List, select the 'Refill' button for the prescriptions that need to be refilled.

- Click 'Continue to Delivery Options' and confirm your delivery method as Mail Order.
- Select and confirm your shipping method and payment.
- Review the details of your order and click 'Submit Request' to finalize.
- You will receive confirmation that your request has been accepted by the pharmacy to begin working on your order.

PRESCRIPTION MANAGEMENT

Question: How do I request a new prescription from my physician?

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Answer: Under "Other Services," select "Request a New Prescription." The following information is required to complete your request:

- Physician name
- Physician phone number
- Physician city and state
- Prescription name
- Prescription dosage

Question: I want to transfer my prescriptions from my previous mail order pharmacy. Is that possible?

Answer: In most cases, this unfortunately isn't possible. Most mail order pharmacies will not transfer prescriptions out, especially to other mail order pharmacies. If your previous mail order pharmacy has advised you that they will transfer the prescription out to us, please Contact Us via phone or Live Chat to have us request the transfer. Otherwise, please contact your doctor and ask them to send the prescription to us directly. If your doctor needs our prescribing information, please Contact Us via phone or Live Chat to request that information.

Question: Can I refill my prescriptions without creating a Costco pharmacy account?

Answer: Yes, you can refill the prescription at the same pharmacy where it was last filled. On the Costco Pharmacy home page, you can also refill a prescription without creating an account by selecting the "Refill Now (No Sign-in)" link. If you are enrolled to receive text notifications from the pharmacy, you can refill your prescription by replying to the refill reminder you received. Mail order patients must be signed in to refill prescriptions.