

Costco Specialty Pharmacy transition FAQ

How is my specialty pharmacy changing?

Beginning August 1, 2025, Capital Rx, our Pharmacy Benefits Administrator, is transferring your current specialty prescriptions.

- **Medicare members:** Any current specialty prescriptions you have with Optum Specialty Pharmacy will be transferred to Costco Pharmacy.
- **Non-Medicare members:** If you take specialty drugs, you have two options for ordering prescriptions:
 - **BSW Specialty Pharmacy** - Any prescriptions you have with BSW Specialty Pharmacy will remain with BSW Specialty Pharmacy. No action is needed.
 - **Costco Specialty Pharmacy** - Any current specialty prescriptions you have with Optum Specialty Pharmacy will be transferred to Costco Pharmacy.

If your prescriptions are being transferred to a pharmacy outside of Costco, that pharmacy will be indicated in your letter. (See question regarding **Limited Distribution Drugs** below for more information.)

Do I need to be a Costco member to get my prescriptions?

No. You do NOT need a Costco membership to use the specialty prescription service. You will need to set up an account with Costco Pharmacy. There is NO cost to set up this account.

How do I get started working with Costco Specialty Pharmacy?

Please reach out to your prescriber and update your specialty provider to Costco Specialty Pharmacy.

Have your prescriber e-prescribe to Costco Specialty Pharmacy #1710, ZIP Code 53717, or fax your prescription to 1.855.213.0125. Make sure your prescriber includes your contact information.

If prior authorization is required, your prescriber may need to take extra steps to submit your prescription. To review more information related to

prior authorizations, login to [MyBSWHealth](#).

- **Medicare members:** 833.502.3340
- **Non-Medicare members:** 833.502.3339

A representative from Costco Specialty Pharmacy will call you to obtain more information and schedule your first delivery. Additionally, you may call Capital Rx to confirm receipt of the prescription from the prescriber. When calling, please follow the prompts for specialty pharmacy.

Your prescription will arrive when and where you've requested.

What is Costco Specialty Pharmacy's contact information?

- **Phone number:** Call for assistance with your prescriptions, status, and enrollment. When calling, follow the prompts for specialty pharmacy.
 - **Medicare members:** 833.502.3340
 - **Non-Medicare members:** 833.502.3339
- **Website:** <https://www.lumicera.com/costco-specialty-pharmacy/>
- **Costco Specialty Pharmacy Customer Support hours of operation:** Available Monday – Thursday, 8:00 AM – 7:00 PM, CST, and Friday, 8:00 AM – 6:00 PM, CST. If you have an urgent request, support is available 24 hours a day, 7 days a week.

Can I manage my specialty medications account online or through an app with Costco Specialty?

To manage your specialty medications, please register and log in to the Costco Specialty Pharmacy Portal at <https://www.lumicera.com/costco-specialty-pharmacy/>. You can also manage your prescriptions by calling Costco Specialty Pharmacy.

How do I fill my prescription and order refills?

To fill a prescription or to order refills of your current medication, contact Costco Specialty Pharmacy by dialing the number for Capital Rx.

- **Medicare members:** 833.502.3340
- **Non-Medicare members:** 833.502.3339

Costco can correspond with you and your physicians to set up your next refill, so you stay on track with your treatment plan.

Do I need to coordinate with my doctor to ensure my refills are requested on time?

Costco Specialty will correspond with you and your physicians. Patient care coordinators will call to set up your next refill, so you stay on track with your treatment plan. Costco's standard processing time ranges from 24 to 48 hours. This does not include delivery time. If you feel you are experiencing a delay, or to receive an update on your prescription status, please contact Capital Rx. Follow the prompts for specialty pharmacy.

- **Medicare members:** 833.502.3340
- **Non-Medicare members:** 833.502.3339

If I received a letter stating Capital Rx will be working directly with my previous pharmacy to transfer my current prescription(s) to Costco Specialty Pharmacy, do I still need to follow up with Costco to make sure all my prescription(s) transferred?

Yes. Please call Capital Rx and follow the prompts for specialty pharmacy. A representative will help to confirm your prescriptions were transferred. This excludes expired prescriptions or those with zero refills remaining.

If your prescription has expired or has zero fills remaining, please contact your physician to obtain a new script and have it sent to Costco Specialty Pharmacy.

Can I fill my specialty medications at my local Costco pharmacy?

Specialty medications typically require special handling, storage, and administration, which is why they can't be filled at most retail pharmacies, including Costco. Specialty pharmacies are equipped to manage these needs and provide important patient support services, such as coordinating refills, managing side effects, and ensuring proper usage. Please contact Capital Rx. When dialing, follow the prompts for specialty pharmacy.

- **Medicare members:** 833.502.3340
- **Non-Medicare members:** 833.502.3339

What are Limited Distribution Drugs and how will this change impact those prescriptions?

Limited Distribution Drugs (LDDs) are medications available only through a select number of specialty pharmacies, rather than being widely distributed through all specialty pharmacies.

Because of this, members currently utilizing LDD medications may have their prescriptions transferred from Optum Specialty Pharmacy to another participating pharmacy, other than Costco Specialty Pharmacy, that is able to dispense these medications.

Members will receive letters notifying them of this change, as well as information related to the pharmacy that will dispense their medications in the future.

Will I need a new prior authorization for my medications transferred to Costco?

No. Any active prior authorizations will continue to apply.

What specialty services and programs does Costco have to support my needs?

Costco Specialty provides a higher level of member service compared to a traditional retail pharmacy, including patient management programs that help to educate and manage your disease state. Clinical care with regular assessments managed by trained, licensed pharmacists is also provided to you. You will receive refill reminder calls that are not automated to keep you on track with your therapy.

Does Costco offer medication counseling?

Yes, you can request medication counseling at any time from Costco Specialty Pharmacy.

Is Costco Specialty Pharmacy the same as Costco Mail Order?

No, these are two separate pharmacies.

How much is shipping?

Shipping is provided to you at no cost.

Can I track my order online?

The Costco Specialty member portal will show simple tracking updates like scheduled, out for delivery, and delivered. You can use the tracking

information provided to check for a more detailed status on the designated courier website.

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

Please contact Capital Rx Customer Care:

- **Medicare members:** 833.502.3340
- **Non-Medicare members:** 833.502.3339

Follow the prompts for specialty medications. A customer care agent will provide support with finding access to your medications.

Who can provide customer support assistance with my pharmacy benefits?

If you have general questions about your pharmacy benefit, call the customer service number on the back of your ID card.