



How do I set up a profile account?

- Visit pharmacy.costco.com Click Sign In/Register.
- Select Create account and enter your email address and a password.
 - * **Please Note:** Family and pets can be added to the profile from the [Manage Family Account Tab](#).
- Enter all required information to set up your online patient account including information regarding drug allergies, medical conditions, brand/generic preferences, etc.

How do I order a new prescription using the Online Ordering Services?

- Visit pharmacy.costco.com. Click the "New Prescriptions" link and follow the steps below:
 1. Log in.
 2. Provide prescription information, including physician name, drug name, drug strength and shipping method.
 3. Confirm your order and mail the prescription to the address provided.
 4. Costco Pharmacy will begin processing your order once this request and the original prescription is received at our facility.
- You can contact your provider to have them call, fax or e-prescribe the prescription(s) to our facility.

Can I track my order online?

Yes, if you have set up an online account with an email. If no email is available then you can call the pharmacy for a tracking number after it has shipped.

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 arrived safely or there will be a hybrid safety/non-safety cap.

Phone - 800-607-6861

Monday through Friday 5am to 7pm (PST), 8am to 10pm (EST) Saturdays 9:30am to 2pm (PST), 12:30pm to 5pm (EST)

Email - webpharmacy@costco.com

When do I need to place my order?

It is Costco's goal to have your order delivered 10 to 14 business days after Costco receives it at the processing facility. Allow a few extra days when placing an order for the first time and remember to calculate the amount of time it may take for your prescription(s) request to reach the facility. Once Costco receives your order it will leave the facility within one to four business days.

What form of payment may I use?

For your convenience and to make quick and secure payments, Costco accepts Visa, MasterCard and Costco Credit Cards.

How do I order a refill?

- Online: Visit pharmacy.costco.com Click the "Refill Prescriptions" link.
- Phone: Call 800-607-6861. Costco's 24 hour automated telephone system guides you through the refill ordering process. Be sure to have your prescription number available.

What are my shipping options and costs?

Costco offers free standard shipping. Expedited shipping options are available for an additional fee.

**Standard
Shipping**

\$0



**3 Day
Air**

\$10.95



**2nd Day
Air**

\$13.95

If you do not receive your order in 14 business days, contact Costco Mail Order Pharmacy at the toll-free number provided.

Can my prescriptions be refilled automatically?

Yes. You will receive an email with a one click button "Yes, refill prescription" to start the refill process. Your consent is required before we can refill your prescription.

Auto refill may be an option for eligible medications. Please refer to the Auto Refill Reminder Program section of this document.

Live Chat

Mon - Fri 10am to 3pm (PST), 1pm to 6pm (EST)

<https://www.costco.com/Pharmacy/pharmacy-customer-service.html>



Auto Refill Reminder Program

What is the auto refill reminder program?

The auto refill reminder program assists members with being less likely to run out of their maintenance drugs and stay on track with their medications.

What medications are not eligible for auto refill reminders?

Auto refill reminders will not be available for controlled substance medications and non-maintenance medications.

How do I set up an auto refill reminder?

Enable auto-refill on the refill page for each medication in their online account.

When will I receive refill notifications?

Refill email notifications are sent (approximately) 65 days into a 90 day supply fill.

Who can set up an auto refill reminder?

Only available for those with email accounts and a valid credit card on file. Prescriptions filled through Costco Specialty Pharmacy are not eligible for auto refill reminders.

What is the process when my prescription is due for refill?

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. It may take 72 hours to be visible and processed by the pharmacy and does not include the standard 1 to 4 business days processing time. If they do not consent, the refill will not be placed and will be disenrolled from auto fill.

Can Costco automatically ship without consent?

Due to legal and regulatory limitations, Costco is not able to automatically ship. We require each patient or patient representative to reply to our refill reminder email.