

**This program is available to SISC members on participating drug plans.**

**To locate a Costco near you, call Costco at 1 (800) 774-2678 and press 1.**

## Get Free Generic Medications at Costco and Through Mail Order

- 1** Take your prescription for a generic medication to a Costco Pharmacy. This includes 90-day prescriptions and supplies.  
  
You can also use your 90-day prescription to start Mail Order service.
- 2** Present the pharmacist with your insurance card.
- 3** Get your generic medication with a \$0 co-payment.  
(excluding some narcotic pain medications and some cough medications).

**You do not have to be a Costco member to use their pharmacy. Just tell the associate at the front door you are going to their pharmacy.**



# 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: Traditional Mail Order and Online Ordering.



## 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 portion of this document.

### How do I begin using the Traditional Mail Order service?

Complete the included Traditional Mail Order Patient Profile form and submit it to the 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.

- Send both your new 90-day supply prescription and your completed Mail Order Patient Profile form to the 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. Costco 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. Costco's 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, Costco accepts American Express, Visa, MasterCard, Discover and Costco Credit Cards. Costco Mail Order Service also accepts personal checks and Electronic Funds Transfer with a voided check. You must refer to your benefits plan for co-pay information. Typically, orders paid with a credit card are processed up to two days faster.



## 2. Online Ordering

### 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 email account.

Most communication between you and Costco Mail Order Pharmacy will be through email. When using this service, all orders for new prescriptions must be initiated online at **pharmacy.costco.com**. If you would prefer not to use our Online Ordering service, please refer to the Traditional Mail Order section of this document.

### How do I set up an account online?

Visit **pharmacy.costco.com**. Under "New Patients" click "Create an Account." Under "New Registration," you will be asked to enter your email address. Please note: Each patient (self, spouse, dependent(s), etc.), independent of whether or not they are covered by the plan, must have his or her own unique email address to create an online account. 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 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 **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 and shipping method.
  3. Confirm your order and mail the prescription to the address provided.
- Costco 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. Costco's 24-hour automated telephone system guides you through the refill ordering process. Be sure to have your prescription number available.
- or
- **Online:** Visit **pharmacy.costco.com**. Click the "Refill Prescriptions" link.

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

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