

Costco Mail Order Pharmacy FAQs

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

No. You do NOT need a Costco membership, but you must set up a Costco Mail Order Pharmacy account.

How do I set up an account with Costco Mail Order Pharmacy?

- Set up online: Go to **Rx.Costco.com** and follow the prompts for setting up a new patient account.
- Set up by phone: Call Judi Rx at **833.502.3340** and follow the prompts for medications delivered to your home. Judi Rx is available 24 hours a day, 7 days a week, but may route you to Costco Mail Order Pharmacy during Costco business hours for mail order assistance.

How can my provider send prescriptions to Costco Mail Order Pharmacy?

Prescriptions can be submitted through one of the following options:

- Electronic prescription: Have your provider electronically send your prescription to Costco Mail Order Pharmacy, #1748, ZIP Code 98203.
- Fax: Have your provider fax your prescription to **877.258.9584**. Faxed prescriptions may only be sent by a doctor's office and must include patient information.
- Mail: Go to **Rx.Costco.com** and access your patient account. Select refill or new prescriptions and then follow the prompts to complete the request. Mail your paper prescription to:

Costco Pharmacy
6801 Seaway Boulevard, Suite A-2
Everett, WA 98203

How do I order a new prescription online?

Visit **Rx.Costco.com**, click the "New Prescriptions" link and follow the steps below:

1. Log in to your account.
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 Mail Order Pharmacy will begin processing your order once this request and the original prescription are received at their facility.
5. For extra support, **[use this link](#)** for guided help.
6. You can also contact your provider to have them call, fax or e-prescribe the prescription(s) to Costco.

How do I order a refill?

- Online: Visit **Rx.Costco.com** and click the "Refill Prescriptions" link. Refill requests follow the same steps as submitting a new prescription but start with the "refill prescription" tab.
- 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.

For extra support, **[use this link](#)** for guided help.

Can I pick up my prescriptions from a Costco store in person?

Yes, but you must order your medication via the Costco Mail Order Pharmacy and request in-store pickup.

You do not need to be a Costco member to pick up your prescription at a store. Simply tell the attendant at the entrance that you are there to pick up your prescription.

When do I need to place my order?

It's Costco's goal to deliver your order 7 - 14 days after they receive it.

How long does it take to receive a new prescription?

7 - 14 days after Costco receives the prescription.

How much does shipping cost?

Standard shipping is offered at no cost. Expedited options are available for an additional fee.

Can I track my order online?

Yes. If you have a Costco Mail Order Pharmacy online account, tracking information is sent to your preferred communication method (text message or email). You will need to "verify" all communication methods for your account.

What form of payment may I use?

Costco accepts Visa, MasterCard and Costco credit cards. This list is not all-inclusive. You may contact Costco for a list of other acceptable payment methods.

Will I receive automated calls from Costco Mail Order Pharmacy?

If you have an email address on file, you will receive automated emails when prescriptions are processed and shipped. If you do not have an email address on file, you will receive an automated call when an order has shipped.

Does Costco Mail Order Pharmacy have an auto refill program?

Yes. Costco Mail Order Pharmacy

offers an optional auto refill program that automatically ships your eligible prescriptions when they are due for refill.

How do I sign up for the auto refill program?

Log in to your online account at **[Rx.Costco.com](https://www.costco.com/rx)** and enable auto refill for each eligible prescription. Confirm your shipping and payment details and then acknowledge enrollment. You'll receive email reminders before each refill. You can cancel a scheduled refill online or by phone. If your prescription runs out of refills, auto refill will pause until your provider sends a new prescription. You will need to reenroll the medication once a new prescription is received.

Will I receive automated notifications from Costco Mail Order Pharmacy if I enroll in the auto refill program?

Yes, when you enroll, you'll receive a confirmation email. For each upcoming refill, Costco Mail Order will send reminder emails. If you need to cancel a scheduled refill, you can do so directly through the email notification or by logging in to your member account. You can also call the Costco Mail Order Pharmacy.

What should I do in an emergency situation if I need my medication right away?

In an urgent situation, you can call Costco Mail Order Pharmacy and review the options available to you.

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

If Costco Mail Order Pharmacy does not offer a medication that you need, please contact Judi Rx Customer Care by dialing **833.502.3340**. A customer care agent will provide support to help you find access to your medications.