

Costco Pharmacy Mail Order FAQs

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

No. You do NOT need a Costco membership to use the mail order prescription service. For mail order prescriptions you do need to set up an account with Costco Pharmacy.

How do I set up an account with Costco Pharmacy?

You can set up a profile account online or by phone.

- **Set up online:** Go to pharmacy.costco.com and follow the prompts for setting up a new patient account.
- **Set up by phone:** Call 833.502.3340 and follow the prompts for medications delivered to your home.

How can my prescriber send prescriptions to Costco Pharmacy?

Prescriptions can be submitted through one of the following options:

- **E-prescribe:** Have your prescriber electronically send your prescription to any Costco Pharmacy Mail Order location.
- **Fax:** Have your prescriber fax your prescription to 1.877.258.9584. Faxed prescriptions may only be sent by a doctor's office and must include patient information.
- **Mail:** Go to pharmacy.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
260 Logistics Ave., Suite B
Jeffersonville, IN 47130

Costco Pharmacy Customer Support Hours of Operation:

Monday-Friday, 7:00 AM to 9:00 PM CST and Saturday 11:30 AM to 4:00 PM CST

How do I order a new prescription online?

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 their facility.
5. For extra support, use the following link for guided help: <https://mobilecontent.costco.com/live/resource/img/pharmacy-training/pharmacy-training.html#>
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 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.

For extra support, use the below link for guided help. Refill requests follow the same steps as submitting a new prescription but start with the “refill prescription” tab.

<https://mobilecontent.costco.com/live/resource/img/pharmacy-training/pharmacy-training.html#>

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

Yes. To pick up your mail order prescription at a Costco location, order your prescription via the mail order process and request that it be sent to the Costco location of your choice.

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 is Costco’s goal to have your order delivered 7 to 14 business days after Costco Pharmacy 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 Pharmacy receives your order it will leave the facility within one to four business days.

How long does it take to receive a new prescription?

- **New prescriptions:** 7-14 days after Costco receives the prescription.
- **Controlled substances:** 7-14 days after Costco receives the prescription and with valid government-issued ID confirmation.

How much does shipping cost?

Standard shipping is offered at no cost. For expedited shipping, the following fees are applicable:

- 3-Day expedited (UPS): \$10.95
- 2-Day expedited (UPS): \$13.95

Note: Expedited shipping may not be available for some hazardous medications

Who does Costco Pharmacy use for delivery service?

Costco Pharmacy uses UPS SurePost, UPS (Ground, 3-day, 2-day) and USPS.

Can I track my order online?

Yes, if you have a Costco Pharmacy online account with an email address on file. If you do not have an email address on file, you can call Costco Pharmacy for a tracking number after your prescription has shipped.

What form of payment may I use?

Costco accepts Visa, MasterCard and Costco credit cards.

Will I receive automated calls from Costco 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 Pharmacy have an auto refill program?

Yes. As of 1/1/2026, an auto refill program is now available. Costco Mail Order offers an auto refill program that automatically ships your eligible prescriptions when they are due for refill.

How do I set up for the auto refill program?

To enroll in the auto refill program, log in to your Costco Mail Order online account and access your prescription profile. For each eligible prescription, you can enable the auto refill option. Once you've selected your prescriptions, you will be prompted to confirm your shipping address and payment method. Next, you will be asked to digitally acknowledge your enrollment in the program. After enrollment is complete, you will receive a confirmation email to the email address on your Costco Mail Order digital member profile.

Will I receive automated notifications from Costco Mail Order if I enroll in the Auto Refill program?

When you enroll your prescriptions in the auto refill program, you will receive a confirmation email. After that, Costco Mail Order will send two reminder emails for upcoming refills—one three days before your refill date, and another on the day your prescription is scheduled to refill. If you need to cancel a scheduled refill, you can do so directly through the email notification or by logging into your member profile before the refill is processed. You can also call Costco Mail Order to cancel.

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

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

- If refills are available, we can transfer your prescription to a nearby in-network pharmacy for pickup.
- If you have enough medication for a 1-week supply, you can pay for expedited shipping to ensure timely delivery.
- If there are no refills available, Costco Pharmacy can contact your prescriber to request an urgent refill request. Once received, the above options can be used to receive your medication.

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

For times when Costco Pharmacy does not dispense a specific medication, please contact Capital Rx Customer Care by dialing 833.502.3340

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.