Ordering New & Refill Prescriptions Online With Costco Mail Order
Register an Account

Visit: pharmacy.costco.com

Click ‘Sign In/Register’ and then ‘Create Account’ to get started on your pharmacy account or sign into your costco.com account.
Register an Account

- The member will need to enter their own email address and create a password.
- A Costco membership number is *not* required to use the pharmacy.
- **Please note**: each family member will need to be registered under a separate email address for a patient profile to be completed.
Setting up a Patient Profile

To complete a profile for the Mail Order Pharmacy a member will need to place their cursor over “Pharmacy” for the drop down menu and click “Patient Profile”. Once in the profile member’s will need to complete the following sections:

1) Account & Patient Info
2) Insurance
3) Payment Method
4) Addresses
5) Privacy
Section 1 - Account & Patient Info:

**Patient information**: In this section a member will need to provide their name, date of birth, and gender.

**Preferences**: a member will need to provide if they want child resistant packaging, generic medications when applicable, and if they want refill reminders – which must be checked for auto refills (more detail provided in separate slide).

**Preferences**: Members will need to provide if they have any drug allergies, what their medical conditions are, and what medications they are currently taking.
Section 2 – Insurance:

This section is where a member will select their plan from the drop down menu and enter in their prescription insurance card details.
Section 3 – Payment Method:

- Members may choose to *not* enter a payment method at this time, however once an order is placed members will need to add the payment method to their profile.

- If a payment method is not saved there may be problems, or delays, with an order not going through or a possible cancellation if the member does not provide a payment method.
Section 4 – Addresses:

- Members will need to provide their billing address as it appears on their payment method they choose to use.

- Members billing address and shipping address should match as this part of the verification process when filling the member's prescription.

- Email correspondence will go to the billing email address.
Section 5 – Privacy:

This section reviews the Costco Health Center Notice of Privacy Practices including the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), and protected health information ("PHI").

For the profile to be completed (registered) this section must confirmed as being reviewed.

Once done a member may select “Complete Registration”.

You authorize Costco to use and disclose personal health information as stated below and in Costco's Health Centers Notice of Privacy Practices.

What is protected?

Back to top

The Federal Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), as modified by the Health Information Technology for Economic and Clinical Health Act ("HITECH"), requires that Costco Health Centers safeguard health information about you called "protected health information," or "PHI," created, received, maintained or transmitted in the course of providing services to you through the Costco Health Centers. PHI is health information that can be used to identify you and that relates to (1) your physical or mental health condition, (2) the provision of healthcare to you or (3) payment for your healthcare. Your health information including your name, address, and health-related contact information may also be used to bill for your health care services and to complete registration for your Costco Health Center membership.

I have reviewed the Costco Health Center Notice of Privacy Practices effective September 23, 2013 (the "Notice") and understand that all my medical information will be used by Costco in accordance with the Notice.

Complete Registration
Ordering a New Prescription

On the Home Delivery main page members need to click “Fill New Prescriptions”

In this section:

- Doctor’s info
- Prescription Info
- Shipping option
- Optional Additional or Special Comments
Step 1: Provide Prescription Info

Members will need to provide the details of their prescription when ordering:

- Physician information and how the prescription will be provided (mailed or faxed into the pharmacy).
- The Prescription drug name and if the member wants it filled with generic or brand.
- Choose their shipping method for their order.
- If any special requests are needed, the member may provide it in the comment box at the bottom of the page.
The member has the option of reviewing their order, and choosing the delivery preference, before completing their prescription order request.

If the information is accurate the member would click “Complete Prescription Request” to place their home delivery prescription order.
Step 3: Receive Your Order

The Mail Order Pharmacy requests members allow 1-4 business days for processing once a prescription order has been received by the pharmacy.

Please be advised the processing time may vary if there are delays due to insurance approval or payment.

After your prescription is processed, and payment is confirmed, your order will be shipped via the shipping method selected.

Thank You for Your Order

Please see Next Steps for further action

Next Steps:

If you have a written prescription, please send to:

Costco Pharmacy (P581)
802 134th St Sw Ste 140
Everett, WA 98204-7314

Call: (800) 607-6861 or
Fax: (800) 633-0334

All calls and faxes must originate from your doctor and will be verified.

Please include patient's name, date of birth and phone number on each prescription.

You will receive an email when your prescription has been shipped.

Additional Info:

For further assistance, please click on the helpful links below:

Prescription Status - Monitor the progress of your order.
Fill Prescription - Quickly and easily place another prescription request.
Drug Information - To view drug information.
Contact Us - Email or phone a customer service representative or pharmacist.
Health Information - Learn smart tips for managing various medical conditions.
NatureMade Vitamins - #1 Pharmacist Recommended Supplement Brand in 9 Categories.
Reordering a Refill Online

On the Home Delivery main page members need to click “Refill Prescriptions”

In this section:
- Select Refills
- Review refill Order
- Confirmation Page
Step 1: Select Your Refills

A member may select a prescription (that has been shipped at least once) they would like refilled from their refill page once logged in.

Members have the option to add a prescription to our Auto-Refill Program per an email notification they will receive and need to consent to prior to shipping.

Again, please allow 1-4 business days for processing, and the processing time may vary if a refill authorization is required, delays due to insurance approval, or payment.
Step 2: Review Refill Order

Same as when the member places an order for a new prescription, the member has the option of reviewing their order, choosing the delivery preference, and updating their payment method before completing their refill order request.

If the information is accurate the member would click “Complete Prescription Request” to place their home delivery prescription order.
Step 3: Confirmation Page

An order confirmation email will be sent once the order has been submitted.
Members will also receive an order confirmation email, detailing the order (drug name, strength, quantity, cost) once it is being filled.
Lastly members will receive a shipping confirmation email with the order tracking number.

Thank You for Your Order
You will receive an email when your order has been confirmed

Additional Info:
For further assistance, please click on the helpful links below:

- Prescription Status - Monitor the progress of your order.
- Fill Prescription - Quickly and easily place another prescription request.
- Drug Information - To view drug details and information.
- Contact Us - Email or phone a customer service representative or pharmacist.
- Health Information - Learn smart tips for managing various medical conditions.
- NatureMade Vitamins - #1 Pharmacist recommended supplement brand in 9 categories.
Auto Refill Program

- 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. If they do not, the refill will not be placed and will be removed from auto-fill.
- Refill, and auto refill, email notifications are sent (approximately) 65 days into a 90 day supply fill.
- Members order(s) are charged to their saved payment type to reduce any delays.
- The auto-refill program assists members with being less likely to run out of their maintenance drugs and stay on track with their medications.

Prescription Auto Refill Program

To ensure you will never run out of your medication, Costco Online Pharmacy will regularly fill and ship your medications to you. You will never need to request a refill again.

To set up individual prescriptions for Auto Refill you click the on and off button in the Auto Refill column to turn Auto Refills on and off by prescription. This can be done while on Refill Prescription page or Prescription Status page.

What to expect on Auto Refill?

Before each refill is processed in our system, an email will be sent to you for final confirmation. You will have 72 hours to check the consent. "Yes, Refill Prescription" button to start the refill process. If you do not respond with a consent via email or by phone within 72 hours, your auto refill prescription will be disenrolled from the auto refill program and will not ship. To reactivate the auto refill at a later date, please visit Prescription Status page or Refill Prescription page. A valid credit card must be on file to use this service. Please note auto refills will not be available for controlled substance medications and non-maintenance medications.
Members can track the status of their orders by logging onto their account and clicking on the corresponding tab.

For detailed information on their ordered prescription members need to click the prescription number.

If members have further questions regarding their order, they may call our Costco Mail Order Pharmacy Member Service Center for a live agent to address any questions, or concerns, a member has.
Prescription History

Members are able to view their Prescription history for up to 180 days and track their orders under the prescription details.
If you have further questions, please email or call the Costco Mail Order Pharmacy Member Service Center at:

**Phone:** 1-800-607-6861  
**Email:** webpharmacy@costco.com  

**Hours of Operation:**  
Monday-Friday, 5:00 a.m. to 7:00 p.m. PST.  
Saturday, 9:30 a.m. to 2:00 p.m. PST.