

General Costco Mail Order Information



How do I contact Costco Mail Order Pharmacy?

Website: For prescription management, visit rx.costco.com.

Phone: Call the number on your ID card for assistance with your prescriptions, status, and enrollment. When calling, follow the prompts for 'medications delivered to your home'.

Mail: Go to rx.costco.com and access your patient account. Select refill prescriptions and then follow the prompts to complete the request. Mail your paper prescription to:

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

E-prescribe: Have your healthcare provider electronically send your prescription to Costco Mail Order Pharmacy #1748, Zip Code 98203.

Fax: Have your healthcare provider fax your prescription to 1-877-258-9584. Faxed prescriptions may only be sent by a healthcare provider's office and must include patient information.

Costco Mail Order Customer Support Hours of Operation:

Monday-Friday 8:00 AM to 10:00 PM ET.
Saturday 12:30 PM to 5:00 PM ET.

What professionals may provide support with my Costco Mail Order prescriptions?

Pharmacy Assistant: Helps with member calls and entry of new/refill prescription requests.

Pharmacy Technician: Processes prescriptions.

Pharmacist: Performs prescription verification and patient counseling.

How will Costco notify me about my mail order prescriptions?

You will receive notifications about your prescription order(s) based on the communication preference selected in your digital member profile. To ensure you receive updates the way you prefer, please verify your preferred communication method in your Costco online account under Account Details, where you can choose to receive notifications by SMS or email.

How long does it take to receive a prescription?

Most new prescriptions are delivered to you within 7–14 days after the pharmacy receives your prescription. This includes standard medications, hazardous or regulated items, and most special prescription deliveries.

If your medication requires refrigeration, it will be shipped using specialized packaging to keep it at the correct temperature. These shipments are scheduled with you to make sure you're available to receive the package before the temperature-controlled packaging expires, helping ensure your medication arrives safely and stays effective.

Some medications, such as controlled substances, may require a valid government-issued ID before they can be processed. If this applies to you, we'll send you a secure link to submit your ID so your prescription isn't delayed.

How much does shipping cost?

Standard shipping is free. Expedited shipping is available for an additional fee:

3-Day expedited: \$10.95

2-Day expedited: \$13.95

Note: Expedited shipping may not be available for certain hazardous medications.

Who does Costco Mail Order use for delivery service?

Costco Mail Order primarily uses UPS, including UPS SurePost (Ground Saver) and UPS Ground, 3-Day, and 2-Day services. Some shipments may be delivered by the U.S. Postal Service (USPS) as part of the final delivery process for certain UPS services.

How can I track my Costco Mail Order prescription?

Once your prescription has shipped, tracking information is sent to your preferred communication method (SMS or email) based on the communication preference selected and verified in your Costco online account.

If your communication preference is not verified, you can still view tracking details by signing in to your Costco Mail Order online account. You may also request tracking information by calling Costco Mail Order after your prescription has shipped.

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

If you need your medication urgently, call Costco Mail Order to discuss the fastest available options. Depending on your situation:

- If refills are available, your prescription may be transferred to a nearby in-network pharmacy for pickup.
- If you have at least a one-week supply remaining, you may choose expedited shipping for faster delivery.
- If no refills are available, Costco Mail Order can contact your healthcare provider to request an urgent refill. Once received, the available pickup or expedited shipping options can be used.

Who should I contact for help with my pharmacy benefits or mail-order prescriptions?

Judi Rx Customer Care is the only team that can assist with pharmacy benefits, including coverage inquiries, formulary questions, prior authorizations, and claims. Judi Rx Customer Care is available 24 hours a day, 7 days a week.

Costco Mail Order Customer Support can assist only with mail-order prescription services, such as order status, shipping, refills, and account questions. Costco Mail Order Customer Support is available Monday–Friday, 8:00 AM to 10:00 PM ET, and Saturday, 12:30 PM to 5:00 PM ET.

