



Costco Specialty Pharmacy Information

How do I Contact Costco Specialty Pharmacy?

Website: For prescription management, visit specialty.rx.costco.com/login.

Phone: Call the number on your ID card for assistance with your prescriptions, prescription status, and enrollment. When calling, follow the prompts for 'specialty pharmacy'.

Costco Specialty Pharmacy Customer Support Hours of Operation:

Available Monday-Thursday, 9:00 AM - 8:00 PM ET, and Friday, 9:00 AM - 7:00 PM ET.

How do I get started working with Costco Specialty Pharmacy?

Reach out to your healthcare provider and update your specialty provider to Costco Specialty Pharmacy.

Step 1: Have your healthcare provider e-prescribe to Costco Specialty Pharmacy #1710, Zip Code 53717, or fax your prescription to 1-855-213-0125. Make sure your healthcare provider includes your contact information. If prior authorization is required, your healthcare provider may need to take extra steps to submit your prescription. To review more information related to prior authorizations, log in to the Judi Rx member portal at app.cap-rx.com/login or call Judi Rx Customer Care using the number on your ID card.

Step 2: A representative from Costco Specialty Pharmacy will call you to obtain more information and schedule your first delivery. Additionally, you may call Judi Rx by dialing the number on your ID card to confirm receipt of the prescription from the healthcare provider. When calling, please follow the prompts for 'specialty pharmacy'.

Step 3: Your prescription will arrive when and where you've requested.

Is there an onboarding process to get set up with Costco Specialty Pharmacy?

Yes. To support a smooth start to your therapy, Costco Specialty Pharmacy has an onboarding process for new patients. Please plan to allow approximately 30 minutes when you receive a call from Costco Specialty Pharmacy or when you contact the pharmacy directly. This time is used to complete the patient onboarding process, review important medication information, confirm required details, and answer any questions you may have.

What professionals may provide support with my Costco Specialty 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.

Can I manage my specialty medications account online or through an app with Costco Specialty?

To manage your specialty medications, please register and log in to the Costco Specialty Pharmacy Portal at specialty.rx.costco.com/login. You can also manage your prescriptions by calling the number on your ID card.

Click [here](#) or scan the QR code to access the Costco Specialty step-by-step registration guide.



How do I fill my prescription and order refills through Costco Specialty Pharmacy?

Once registered with the online portal, you can manage your specialty prescriptions with Costco Specialty Pharmacy, including viewing medication details and requesting refills online. You may also order refills by calling Costco Specialty Pharmacy using the Judi Rx phone number on your ID card. Follow the prompts for 'specialty pharmacy'.

Costco Specialty Pharmacy can coordinate directly with you and your healthcare provider to arrange refills and ongoing medication management, helping you stay on track with your treatment plan.

Do I need to coordinate with my healthcare provider to ensure my refills are requested on time?

Costco Specialty will correspond with you and your healthcare provider(s). Patient care coordinators will call to set up your next refill, so you stay on track with your treatment plan. Costco's standard processing time ranges from 24 to 48 hours. This does not include delivery time. If you feel you are experiencing a delay or to receive an update on your prescription status, please contact Judi Rx by dialing the number on your ID card. Follow the prompts for 'specialty pharmacy'.

Can I fill my specialty medications at my local Costco pharmacy?

Specialty medications typically require special handling, storage, and administration. With these requirements, they generally cannot be filled at most retail pharmacies, including local Costco pharmacies.

Specialty pharmacies are specifically equipped to manage these medications and provide additional patient support services, such as coordinating refills, monitoring for side effects, and helping ensure proper medication use.

Does Costco offer medication counseling?

Yes, you can request medication counseling at any time from Costco Specialty Pharmacy.

What specialty services and programs does Costco have to support my needs?

A variety of services and programs are available to support your treatment and ongoing care. These include education and support programs designed to help you manage your condition, as well as delivery of your medication to your home or another address within two days of shipping at no cost. Highly trained pharmacists and nurses are available to answer questions and provide guidance. Therapy-related ancillary supplies are included at no additional cost.

Is Costco Specialty Pharmacy the same as Costco Mail Order?

No, these are two separate pharmacies.

How much is shipping?

Shipping is included at no additional cost.

Can I track my order online?

Yes. The Costco Specialty Pharmacy member portal provides basic tracking updates, such as scheduled, out for delivery, and delivered. You can also use the tracking information provided to view more detailed shipping updates on the designated courier's website.

What should I do if Costco cannot dispense my medication?

If Costco Specialty cannot dispense a specific medication, please contact Judi Rx Customer Care using the phone number on your ID card. When prompted, press 1 for 'Members', then select 3 for 'General Inquiries.' A customer care representative can help you explore options and support access to your medication.

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 Specialty Customer Support can assist only with specialty prescription services, such as order status, shipping, refills, and account questions. Costco Specialty Customer Support is available Monday-Thursday, 9:00 AM - 8:00 PM, and Friday, 9:00 AM - 7:00 PM ET.