



Costco Specialty Information



What is Costco Pharmacy Specialty Pharmacy's contact information?

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

Website: Currently, Costco Specialty Pharmacy does not offer online capabilities. You can manage your benefits and access digital resources by logging into the Capital Rx Member Portal at <https://app.cap-rx.com/login>.

Costco Specialty Pharmacy Customer Support hours of operation: Available Monday through Friday from 8:00 AM to 9:00 PM CST and on Saturdays from 8:00 AM to 6:30 PM CST. Clinical pharmacists are available 24 hours, 7 days a week for urgent requests.

How do I get started working with Costco Specialty Pharmacy?

Please reach out to your prescriber and update your specialty provider to Costco Specialty Pharmacy.

Have your prescriber e-prescribe to Costco Specialty Pharmacy #1349, Zip Code 47130, or fax your prescription to 1-800-644-1180. Make sure your prescriber includes your contact information. If prior authorization is required, your prescriber may need to take extra steps to submit your prescription. To review more information related to prior authorizations, login to the Capital Rx member portal at <https://app.cap-rx.com/login> or call Capital Rx Customer Care using the number on the back of your ID card.

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

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

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

To manage your specialty medications, please call Costco Specialty Pharmacy. Online accounts and mobile app services are not available for specialty medications.

How do I fill my prescription and order refills?

To fill a prescription or to order refills of your current medication, contact Costco Specialty Pharmacy by dialing the number for Capital Rx on the back of your ID card. Follow the prompts for specialty pharmacy. Costco can correspond with you and your physicians to set up your next refill, so you stay on track with your treatment plan.

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

Costco Specialty will correspond with you and your physicians. 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 Capital Rx by dialing the number on the back of your ID card. Follow the prompts for specialty pharmacy.

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

This is determined by your plan design. Please contact Capital Rx by dialing the number on the back of your ID card to discuss this in further detail. When dialing, follow the prompts for specialty pharmacy.

If I received a letter stating Capital Rx will be working directly with my previous pharmacy to transfer my current prescription(s) to Costco Specialty Pharmacy, do I still need to follow up with Costco to make sure all my prescription(s) transferred?

Yes. Please call Capital Rx and follow the prompts for specialty pharmacy. A representative will help to confirm your prescriptions were transferred. This excludes expired prescriptions or those with zero refills remaining. If your prescription has expired or has zero fills remaining, please contact your physician to obtain a new script and have it sent to Costco Specialty Pharmacy.

What professionals may provide support with my Costco Specialty prescriptions?

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

Pharmacy Technician: Process and adjudicate prescriptions.

Pharmacist: Perform prescription verification and patient counseling.

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

Costco Specialty provides a higher level of member service compared to a traditional retail pharmacy, including patient management programs that help to educate and manage your disease state. Clinical care to you with regular assessments managed by trained, licensed pharmacists is also provided. You will receive refill reminder calls that are not automated to keep you on track with your therapy.

Does Costco offer medication counseling?

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

Is Costco Specialty Pharmacy the same as Costco Mail Order?

No, these are two separate pharmacies.

How much is shipping?

Shipping is provided to you at no cost.

Can I track my order online?

No. To track your specialty medications, please call Costco Specialty Pharmacy by dialing the number for Capital Rx on the back of your ID card. Follow the prompts for specialty pharmacy.

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

Please contact Capital Rx Customer Care by dialing the number on the back of your ID card and follow the prompts for specialty medications. A customer care agent will provide support with finding access to your medications.

Who can provide customer support assistance with my pharmacy benefits?

Costco Specialty can help with specialty medication prescription services. However, if you have pharmacy benefit questions, Capital Rx Customer Care is available 24 hours a day, 7 days a week to support you. Costco Specialty Pharmacy Customer Support is available Monday through Friday from 8:00 AM to 9:00 PM CST and on Saturdays from 8:00 AM to 6:30 PM CST. Clinical pharmacists are available 24 hours, 7 days a week for urgent requests.

“Memorial Hermann Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.”

- For HMO Products: All Commercial HMO products are underwritten by Memorial Hermann Commercial Health Plan, Inc.
- For PPO Products: All Commercial PPO products are underwritten by Memorial Hermann Health Insurance Company.
- For Hybrid Products: All Hybrid products are administered by Memorial Hermann Health Solutions, Inc.