

# Welcome to Your Prescription Benefit Program



When it comes to your health, Capital Rx is with you every step of the way. Our top-tier services and resources are available to help you make the most informed decisions for you and your family.



## Remember to Use Your Member ID Card at Retail Pharmacies

Don't forget to present your member ID card along with your prescription to one of our 60,000+ retail pharmacies.



## Save time with Costco Mail Pharmacy

If you are prescribed a 90-day prescription for maintenance medications, you can fill your prescription through mail service.

### Getting started with Costco Mail Pharmacy

Please reach out to your prescriber and update your mail order pharmacy provider as Costco. Before prescriptions can be filled through Costco Pharmacy, you will need to setup an account using one of the following ways.

**Online:** Go to [pharmacy.costco.com](https://pharmacy.costco.com) and create a patient account.

**Phone:** Call Customer Care and follow the prompts for 'medications delivered to your home'. Select option 4 for 'assistance setting up an online pharmacy account'. Please have your patient, prescriber, and payment information readily available.

### Managing New Prescriptions and Refill Requests

Choose one of the following options to request refills of current prescriptions or to send new prescriptions to Costco Mail Pharmacy.

**Mail:** Go to [pharmacy.costco.com](https://pharmacy.costco.com) and access your patient account. Select refill or new prescriptions. Follow the prompts to complete the request. Mail your paper prescription to **Costco Pharmacy, 260 Logistics Ave., Suite B, Jeffersonville, IN 47130**.

**E-prescribe:** Have your prescriber electronically send your prescription to **Costco Pharmacy Mail Order #1348, Zip Code 47130**.

**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.



## Understanding Prior Authorization, Step Therapy, and Quantity Limit

To ensure safe and appropriate use of certain medications, your prescription benefit program may have prior authorization, step therapy, and/or quantity limits for certain medications.

- **Prior authorization** requires you and your physician to obtain approval from Capital Rx prior to medication being dispensed.
- **Step therapy** is when your prescription benefit requires you to try another medication (usually a generic) prior to starting the medication your physician prescribed (usually a brand).
- **Quantity limits** only allow you to receive up to a maximum dosage or quantity for certain medications, based on clinically-approved prescribing guidelines.

Call Customer Care to determine if your medication(s) are subject to prior authorization, step therapy, and/or quantity limit requirements.



## Once you get a new prescription for your specialty medication, follow these easy steps:

1. Have your doctor e-prescribe to **Costco Specialty Pharmacy #1710, Zip Code 53717** or fax your prescription to **1-833-213-0125**. 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.
2. A representative from Costco Specialty Pharmacy will call you to get more information and schedule your first delivery.
3. If you have any questions regarding your specialty medication, please contact **1-833-599-1013**.



Capital Rx Customer Care is available 24 hours a day, 7 days a week. Please dial the toll-free number on your ID card.

**Log into the Capital Rx Member Portal to manage your benefits and access all digital tools available!**

