

Mail Order - New Patient



This tutorial will aid New Mail Order Customers in creating their account and submitting their first prescription order.

≡ [Create an account](#)

≡ [Request a Prescription Fill](#)

Create an account

Welcome to Costco Pharmacy!

The instructions below will walk you through setting up an account for **Costco Mail Order**.

Learn more about important COVID updates.

While Supplies Last

Treasure Hunt

What's New

Online-Only

Warehouse Savings

Find a Warehouse

Get Email Offers

Customer Service

US

COSTCO

PHARMACY

Search Medications

Sign In / Register

Orders & Returns

Cart

Shop All Departments

Grocery

Business Delivery

Optical

Pharmacy

Services

Photo

Travel

Membership

Locations

Delivery ZIP Code: 98027

Change

Lists

Reorder

Introducing

Same Day

Prescription

Delivery

COSTCO

PHARMACY

LEARN MORE

Warehouse Pickup

Refill Prescriptions

Prescription Status

For new prescriptions, contact a warehouse near you.

Drug Pricing

Find pricing and information for prescription and over-the-counter medications.

Check Drug Prices

Flu Shots Now Available

Reserve your time. Walk-ins also welcome. Wait times may vary.

Learn More

Medicare Plan Finder

Find Medicare insurance in your area.

Learn More

Rx Mail Order

Enroll or view your existing home delivery account.

Visit Mail Order

CONTINUE

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Learn more about important **COVID** updates

While Supplies Last Treasure Hunt What's New Online-Only Warehouse Savings Find a Warehouse ▾ Get Email Offers Customer Service US ▾

Costco
PHARMACY

Search Medications 🔍

Sign In / Register Orders & Returns Cart

Shop All Departments Grocery Business Delivery Optical Pharmacy Services Photo Travel Membership Locations

Delivery ZIP Code: **98027** [Change](#)
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Mail Order

Fill your prescription online and have it mailed to your home

[Get Started >](#)

Manage Mail Order Prescriptions

- Fill New Prescriptions**
- Refill Prescriptions
- Prescription Status
- Transfer Prescription

KIRKLAND *Signature*



CONTINUE

Sign In

Sign in to access your Costco.com account.

Email Address

Password

☐ Remember Me

Sign In

[Forgot Password?](#)

New to Costco.com?

Create Account

Note: If you already have a Costco account Sign in with your login information instead.

i Each patient is required to create an individual account.

CONTINUE

Enter in the information requested on the Create Account Form

While Supplies LastTreasure HuntWhat's NewOnline-OnlyWarehouse SavingsFind a WarehouseGet Email OffersCustomer ServiceUS

[Sign In / Register](#) | [Orders & Returns](#) | [Cart](#)

[Shop All Departments](#) | [Grocery](#) | [Business Delivery](#) | [Optical](#) | [Pharmacy](#) | [Services](#) | [Photo](#) | [Travel](#) | [Membership](#) | [Locations](#)

Delivery ZIP Code: **95828** [Change](#)
[Lists](#) | [Reorder](#)

Create Account

Create a new Costco.com account.

Email Address

Password

Confirm Password

Add Membership Number (optional) [Why?](#)

Membership Number [?](#)

Create Account

☒ Yes, I would like to receive emails about special promotions and new product information from Costco. Costco will not rent or sell your email address.

By creating an account you agree to Costco.com [terms and conditions](#) of use.

Not a Costco Member?

Buy Membership

Already have an account? [Sign In](#)

Note: Membership Number is optional.

CONTINUE



[My Account](#) | [Orders & Returns](#) | [Cart](#)

[Shop All Departments](#) | [Grocery](#) | [Business Delivery](#) | [Optical](#) | [Pharmacy](#) | [Services](#) | [Photo](#) | [Travel](#) | [Membership](#) | [Locations](#)

Delivery ZIP Code: **98027** [Change](#)

[Lists](#) | [Reorder](#)

Welcome, New User | [Mail Order Prescription Status](#) | In the last 48 hours: [0 Prescriptions Processing](#) | [0 Prescriptions Shipping](#)

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[New Prescriptions](#)

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Get Started with Mail Order

It's easy to get started with Costco Pharmacy Mail Order. First you'll complete your patient profile. Then you can order a new prescription.

Please be advised that some insurance plans are NOT contracted with Costco mail order which will prevent the claim from processing. To prevent any delay, please confirm your insurance is listed under the plan name in your patient profile and/or contact your insurance company for further instructions.

If you do not see your insurance plan on the dropdown menu, you may:

1. Fill the prescription using your insurance at the local Costco pharmacy. We are committed to providing great service during these challenging times.
2. Fill the prescription at Costco Mail Order and NOT use your insurance.

[Complete Patient Profile](#)

Ordering Options

New Prescriptions
You can mail us your written prescription, or have your doctor contact us with your prescription details

Transfer Prescriptions
If you have previously filled a prescription at a Costco Warehouse Pharmacy, you can transfer it to your Mail Order account for immediate refill.

CONTINUE

Complete required patient information.

[Home](#) / [Patient Profile](#)

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[Refill Prescriptions](#)

[Transfer Prescriptions](#)

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[Prescription Status](#)

Patient Profile

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[Customer Service](#)

Patient Profile

[Profile](#) > [Prescription Info](#) > [Confirm](#)

New Patient: Please complete the Account & Patient Info, Insurance, Payment Method, Addresses, and Privacy tabs. Select "Complete Registration" when finished.

Account & Patient Info

[Insurance](#)

[Payment Method](#)

[Addresses](#)

[Privacy](#)

[Need Help?](#)

Patient Information

Information on this account pertains to the patient listed below. Please review and make changes as needed.

Patient First Name

M.I.

Patient Last Name

Date of Birth

Month

Day

Year

Gender

☐ Male ☐ Female

Set your profile preferences

Preferences

- ☒ Yes, use child resistant packaging.
- ☒ Yes, substitute a generic equivalent when available.
- ☒ Yes, I request refill reminders and that [prescription details](#) be included in my emails for all prescriptions on this account.

Do you have any drug allergies?

☒ Yes ☐ No

- ☐ Aspirin ☐ Codeine ☐ Erythromycin
- ☐ Penicillin ☐ Sulfa Drugs

List Other Allergies

Do you have any medical conditions?

☒ Yes ☐ No

- ☐ Angina ☐ Arthritis ☒ Asthma
- ☐ Chronic Heartburn ☐ Congestive Heart Failure ☐ Diabetes Mellitus
- ☐ Epilepsy ☐ Glaucoma ☐ High Blood Pressure
- ☐ High Cholesterol/Lipid ☐ Hypothyroidism ☐ Kidney Stones
- ☐ Liver Disease ☐ Seasonal Allergies ☐ Ulcer

List Other Medical Conditions

Are you currently taking any medications?

☐ Yes ☒ No

Account Information

Email Address [Edit](#)

Password [Edit](#)

••••••••

Costco Membership Number

[Add Membership Number](#)

Next



CONTINUE

Please provide us your insurance

Patient Profile

Profile > Prescription Info > Confirm

New Patient: Please complete the Account & Patient Info, Insurance, Payment Method, Addresses, and Privacy tabs. Select "Complete Registration" when finished.

[Need Help?](#)

Account & Patient Info **Insurance** Payment Method Addresses Privacy

Would you like us to bill a prescription insurance plan?

☐ Yes ☐ No

Select plan name

Select

Select

Aetna

Alignment Health MED-D (Prime Therapeutics)

Alta Rx

American Health Care (SCMV)

American HealthCare

American HealthCare (Holy Redeemer Health System)

American HealthCare (Mountain State Health Alliance)

American Healthcare (Tavistock Health)

Anthem BC (SISC III Group)

Benecard

Blue Shield of CA (SISC III Group)

CapitalRx

Catalyst RX

CCHP Group Commercial (MedImpact)

CCHP Group MED-D (MedImpact)

Citizens Choice (Alignment Health)

Costco Employee-CHS

Costco Health Solutions

Costco Health Solutions (Smile Brands Inc.)

Enter your Cardholder Information

Select plan name

Select

Prescription Insurance Card

Member ID#

Rx Group #

Policyholder Name

Relationship to Cardholder

Select

Policyholder Date Of Birth

Month

Day

Year

Plan Name

Insurance Phone

Previous

Next

CONTINUE

Enter your Payment Information

[Need Help?](#)

[Account & Patient Info](#)

[Insurance](#)

Payment Method

[Addresses](#)

[Privacy](#)

Payment Method (optional)

Only one online payment method may be stored at a time.

Card Number



Expiration Date

Cardholder Name

Add Card

Previous

Next

CONTINUE

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Add a new shipping address



Costco Mail Order uses the same addresses on file for Costco.com. Please verify the correct shipping address.

My Address Book

Your Address Book is a list of frequently-used billing and shipping addresses. To add a new address, select "Add New Address". To edit, delete, or make one of the listed addresses your default billing or shipping address, select the appropriate link below. Your prescription will be shipped to your Default Shipping Address, which is identified with a check mark.

Shipping

Billing

+

Add New Address

Previous

Next

Add address information

Add New Address

X

First Name

Last Name

Company Name (optional)

Street Address

Apt., Suite, Unit, Etc. (optional)

Zip Code

City

State

Select

Phone

Email Address

Cancel

Save Address

Add a new billing address

Account & Patient Info	Insurance	Payment Method	Addresses	Privacy
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My Address Book

Your Address Book is a list of frequently-used billing and shipping addresses. To add a new address, select "Add New Address". To edit, delete, or make one of the listed addresses your default billing or shipping address, select the appropriate link below. Your prescription will be shipped to your Default Shipping Address, which is identified with a check mark.

Shipping	Billing
----------	----------------

If the shipping and billing address are the same, select **add new address** and check the **Same as Shipping Address** checkbox

CONTINUE

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Read the privacy acknowledgement

Check the "I have reviewed..." Box

Select Complete Profile button

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

Costco Health Centers Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Effective Date: September 15, 2015

General Information About This Notice

What is protected?

Use of and Disclosures of PHI



I have reviewed the Costco Health Center Notice of Privacy Practices effective September 15, 2015 (the "Notice") and understand that all my medical information will be used by Costco in accordance with the Notice.

[Previous](#)

[Complete Profile](#)

CONTINUE

Congratulations!

You've created your patient profile.

Select the **Continue** button for instructions on **filling prescriptions**.

[Click to Learn how to request a prescription fill](#)

Request a Prescription Fill

Now that you've made an account, lets **fill** some **prescriptions**.

1

Select New Prescriptions

The screenshot displays the Costco Pharmacy website interface. At the top, the Costco Pharmacy logo is on the left, a search bar is in the center, and links for 'My Account', 'Orders & Returns', and a shopping cart are on the right. Below this is a navigation bar with links to various departments: Shop All Departments, Grocery, Business Delivery, Optical, Pharmacy, Services, Photo, Travel, Membership, and Locations. A delivery ZIP code of 98027 is shown with a 'Change' link. Below the navigation bar, a welcome message for 'Thomas' is followed by a status bar indicating '0 Prescriptions Processing' and '0 Prescriptions Shipping'. The main content area is titled 'Patient Profile' with a breadcrumb trail: 'Profile > Prescription Info > Confirm'. A green success message states 'Patient profile has been saved.' Below this, an 'Existing Patient' notice advises reviewing account information. A tabbed interface shows 'Account & Patient Info' as the active tab, with other tabs for Insurance, Payment Method, Addresses, and Privacy. The 'Patient Information' section below contains a note about the patient listed. On the left sidebar, under the 'New Prescriptions' link (which is highlighted with a red box), are links for Mail Order, Refill Prescriptions, Transfer Prescriptions, Prescription Status, Patient Profile, Drug Directory, and Customer Service. A 'Need Help?' link is located in the bottom right corner of the main content area.

COSTCO PHARMACY Search Medications  My Account  Orders & Returns  Cart

 Shop All Departments Grocery Business Delivery Optical Pharmacy Services Photo Travel Membership Locations

Delivery ZIP Code: **98027** [Change](#)
[Lists](#) | [Reorder](#)

Welcome, Thomas [Mail Order Prescription Status](#) In the last 48 hours: 0 Prescriptions Processing | 0 Prescriptions Shipping

Home / Patient Profile

Mail Order
Refill Prescriptions
Transfer Prescriptions
New Prescriptions
Prescription Status

Patient Profile Profile > Prescription Info > Confirm

Patient profile has been saved.

Existing Patient: Please review the Account & Patient Info, Insurance, Payment Method, Addresses, and Privacy tabs and make changes as needed. Select "Save Changes" when finished.

Account & Patient Info Insurance Payment Method Addresses Privacy

Patient Information
Information on this account pertains to the patient listed below. Please review and make changes as needed.

[Need Help?](#)

Enter your Physicians information

[Home](#) / [New Prescriptions](#) / [Fill New Prescriptions](#)

[Mail Order](#)

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[Transfer Prescriptions](#)

New Prescriptions

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[Customer Service](#)

Fill New Prescriptions

[Profile](#) > [Prescription Info](#) > [Confirm](#)

Use this page to provide us with contact information for your physician, identify the prescription you would like filled, and choose a shipping option for your order.

Physician Information

Physician's Name

Physician's City

Physician's State

Select 

Physician's Phone

Your Original Prescription

Do you have a written prescription? Select one of these options

☐ I will mail a prescription to Costco.
I have a written prescription.



☐ My doctor will call or fax Costco.
I do not have a written prescription



[Mail Order](#)

[Refill Prescriptions](#)

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New Prescriptions

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Fill New Prescriptions

[Profile](#) > [Prescription Info](#) > [Confirm](#)

Use this page to provide us with contact information for your physician, identify the prescription you would like filled, and choose a shipping option for your order.

Physician Information

Physician's Name

Physician's City

Physician's State

Select 

Physician's Phone

Your Original Prescription

Do you have a written prescription? Select one of these options

☐ I will mail a prescription to Costco.
I have a written prescription.

☐ My doctor will call or fax Costco.
I do not have a written prescription.



Mail Prescription

Selecting this option will require you to mail the paper prescription to Costco Mail Order.

[Mail Order](#)[Refill Prescriptions](#)[Transfer Prescriptions](#)**New Prescriptions**[Prescription Status](#)[Patient Profile](#)[Drug Directory](#)[Customer Service](#)

Fill New Prescriptions

[Profile](#) > [Prescription Info](#) > [Confirm](#)

Use this page to provide us with contact information for your physician, identify the prescription you would like filled, and choose a shipping option for your order.

Physician Information

Physician's Name

Physician's City

Physician's State

Physician's Phone

Your Original Prescription ?

Do you have a written prescription? Select one of these options

☐ I will mail a prescription to Costco.
I have a written prescription.

☐ My doctor will call or fax Costco.
I do not have a written prescription.



My doctor will call or fax

Selecting this option will signify that a prescription will be sent to Costco via Fax, Phone, or Electronically.

Enter your prescription Information

Prescription Information ?

Click Search for Drug to find out and fill in each prescription drug name. Using this search function will automate drug and formulation matching, and will speed the processing of your prescription request.

Select Drug

or Enter Drug Information

☒ Use generics if possible☒ Use generics if possible☒ Use generics if possible[Add More Prescriptions](#)

Prescription Information

Click Search for Drug to find out and fill in each prescription drug name. Using this search function will automate drug and formulation matching, and will speed the processing of your prescription request.

Select Drug	or Enter Drug Information	
Search for Drug	Prescription drug name 	☒ Use generics if possible
Search for Drug	Prescription drug name	☒ Use generics if possible
Search for Drug	Prescription drug name	☒ Use generics if possible
		Add More Prescriptions

Prescription Drug Name

Enter the name of the drug you are taking.
Only one drug per line.

Prescription Information

Click Search for Drug to find out and fill in each prescription drug name. Using this search function will automate drug and formulation matching, and will speed the processing of your prescription request.

Select Drug

Search for Drug 

Search for Drug

Search for Drug

or Enter Drug Information

Prescription drug name

☒ Use generics if possible

Prescription drug name

☒ Use generics if possible

Prescription drug name

☒ Use generics if possible



[Add More Prescriptions](#)

Search for Drug

Use to search for the drug you are taking

Prescription Information

Click Search for Drug to find out and fill in each prescription drug name. Using this search function will automate drug and formulation matching, and will speed the processing of your prescription request.

Select Drug

Search for Drug

Search for Drug

Search for Drug

or Enter Drug Information

Prescription drug name

Prescription drug name

Prescription drug name

☒ Use generics if possible

☒ Use generics if possible

☒ Use generics if possible

Add More Prescriptions



Add more prescriptions

Select this button to add more prescriptions.

Select a shipping option

Shipping Option

Shipping Option	Cost	Processing Time	Shipping Time	Average Time to Delivery
☒ Standard USPS	Free	1 to 4 Days	5 to 10 Days	6 to 14 Days
☐ 3 Day Shipping	\$10.95	1 to 4 Days	3 Days	3 to 6 Days
☐ 2 Day Shipping	\$13.95	1 to 4 Days	2 Days	2 to 5 Days

Expedited services provided by UPS. Weekend delivery not included. PO Boxes are not accepted. Shipping to Alaska & Hawaii may require an additional 1 - 2 Days.

Additional Comments (optional)

Please type any special instructions here.

Next



CONTINUE

Select a delivery preference



[My Account](#) | [Orders & Returns](#) |  [Cart](#) 

[Shop All Departments](#) | [Grocery](#) | [Business Delivery](#) | [Optical](#) | [Pharmacy](#) | [Services](#) | [Photo](#) | [Travel](#) | [Membership](#) | [Locations](#)

Delivery ZIP Code: **95828** [Change](#)

[Lists](#) | [Reorder](#)

Welcome, Thomas | [Mail Order Prescription Status](#) | In the last 48 hours: [3 Prescriptions Processing](#) | [0 Prescriptions Shipping](#)[Home](#) / [New Prescriptions](#) / [Confirm Prescription Request](#)

[Mail Order](#)

[Refill Prescriptions](#)

[Transfer Prescriptions](#)

[New Prescriptions](#)

[Prescription Status](#)

[Patient Profile](#)

Confirm Prescription Request

[Profile](#) > [Prescription Info](#) > [Confirm](#)

Please verify your order details then select a delivery preference, below.

Delivery Preference

When would you like us to ship your order?

☒ Ship my order as soon as my prescription is ready. My credit card will be charged automatically, as soon as my order is completed and shipped. 

☐ Notify me by email when my prescription and insurance (if applicable) have been verified. I will return to the site to review the billing and shipping information and complete my order at a later date. I will not be charged until I complete my order. 

[My Account](#) | [Orders & Returns](#) | [Cart](#)

[Shop All Departments](#) | [Grocery](#) | [Business Delivery](#) | [Optical](#) | [Pharmacy](#) | [Services](#) | [Photo](#) | [Travel](#) | [Membership](#) | [Locations](#)

Delivery ZIP Code: **95828** [Change](#)

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Welcome, Thomas | [Mail Order Prescription Status](#) | In the last 48 hours: [3 Prescriptions Processing](#) | [0 Prescriptions Shipping](#)

[Home](#) / [New Prescriptions](#) / [Confirm Prescription Request](#)

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[New Prescriptions](#)
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Confirm Prescription Request

[Profile](#) > [Prescription Info](#) > [Confirm](#)

Please verify your order details then select a delivery preference, below.

Delivery Preference

When would you like us to ship your order?

☒ Ship my order as soon as my prescription is ready. My credit card will be charged automatically, as soon as my order is completed and shipped.

☐ Notify me by email when my prescription and insurance (if applicable) have been verified. I will return to the site to review the billing and shipping information and complete my order at a later date. I will not be charged until I complete my order.

Ship when ready

Selecting the "**Ship my order as soon as possible**" button will authorize Costco Mail Order to send your prescriptions to you once processed.

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[Shop All Departments](#) | [Grocery](#) | [Business Delivery](#) | [Optical](#) | [Pharmacy](#) | [Services](#) | [Photo](#) | [Travel](#) | [Membership](#) | [Locations](#)

Delivery ZIP Code: **95828** [Change](#)

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Welcome, Thomas | [Mail Order Prescription Status](#) | In the last 48 hours: [3 Prescriptions Processing](#) | [0 Prescriptions Shipping](#)

Home / New Prescriptions / Confirm Prescription Request

Mail Order

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Confirm Prescription Request

[Profile](#) > [Prescription Info](#) > [Confirm](#)

Please verify your order details then select a delivery preference, below.

Delivery Preference

When would you like us to ship your order?

☒ Ship my order as soon as my prescription is ready. My credit card will be charged automatically, as soon as my order is completed and shipped.

☐ Notify me by email when my prescription and insurance (if applicable) have been verified. I will return to the site to review the billing and shipping information and complete my order at a later date. I will not be charged until I complete my order.

Notify me

Selecting the **"Notify me by email"** option will require Costco Mail Order to notify you when your prescriptions have been processed.

Once processed you **must** go to my cart (upper right corner) to complete your purchase before Costco Mail Order will ship the medications.

Complete Prescription Request



Reminder: If you selected the **"Notify me by email"** option, you must return to the shopping cart and check out your prescription to complete your purchase.