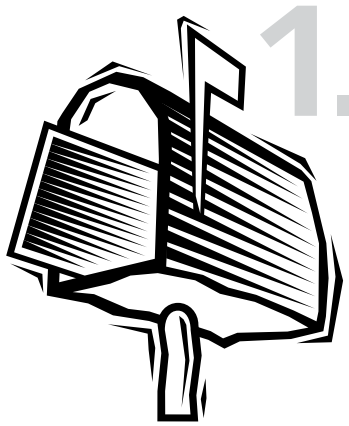


Costco Mail Order Pharmacy Ordering Instructions

The Costco Mail Order Pharmacy is your pharmacy provider. Mail order service allows you to take advantage of the convenience of having your maintenance medications delivered to your home or workplace.

Costco Mail Order Pharmacy offers two great ordering services, the traditional mail order service and the online ordering service.



1. Traditional Mail Order

Costco Mail Order Pharmacy offers you a traditional mail order service. To use this service you will submit all new orders and refills by mail or phone. Please read the following

details on how to utilize our traditional mail order service. If you would like to place your orders online using a computer please skip the following section and follow the instructions under the Online Ordering Service portion of this document.

How do I begin using the Traditional Costco Mail Order Pharmacy Service?

Complete the included Traditional Mail Order Service Patient Profile Form and submit it to Costco Mail Order Pharmacy, your new provider.

How do I order a new prescription using the Traditional Mail Order Service?

If you need to start your medication immediately or do not have enough to last you at least two weeks, request two prescriptions from your prescriber: one for an initial short-term supply of your maintenance

medication that your local retail pharmacy can fill immediately, and a second for a 90-day supply, including refills that can be submitted to Costco Mail Order Pharmacy.

- Include your new 90-day supply prescription with your completed Mail Order Patient Profile form and mail it to Costco Mail Order Pharmacy using the provided postage-paid envelope. If you do not have a written prescription please obtain one from your prescriber.
- Costco Mail Order Pharmacy does not hold prescriptions. Please send only prescriptions to be ordered immediately. Once an order has been processed, it cannot be stopped. We cannot accept returns.

How do I order a refill using the Traditional Mail Order Service?

- Mail: Each prescription order you receive will contain a Refill Order Form. Complete the form and return it to Costco Mail Order Pharmacy.
- or
- Phone: Call 1-866-471-6932. Our 24-hour automated telephone system guides you through the refill-ordering process. Be sure to have your prescription number available.

What form of payment may I use for Traditional Mail Order Service?

For your convenience and to make quick and secure payments we accept American Express, Visa, MasterCard, Discover and Costco Credit Card.



2. Online Ordering

Costco Mail Order Pharmacy also provides an online ordering service. If you choose to utilize online ordering, it is helpful that you are familiar with basic online purchasing processes and that you have

frequent access to your e-mail account. A majority of communication between you and Costco Mail Order Pharmacy will be through e-mails. When using this service, all orders for new prescriptions must be initiated online at costco.com. Please note: Costco membership is NOT required on prescription purchases. If you would prefer not to use our online ordering service please refer back to the Traditional Mail Order section of this document.

How do I set up an Online Ordering Service Account?

Visit costco.com. Select the "Pharmacy" link at the top of the page. Then select the "Order a Prescription" icon. In the left navigation, select the "Patient Information" link. You will be asked to enter your e-mail address. Please note: Each patient (self, spouse, dependent(s), etc.) independent of if they are covered by the plan, must have his or her own unique e-mail address to create an online account. First, you will be required to submit information to set-up an account with costco.com and will need to provide payment and shipping information. Please note: Payment is not required for account set-up. Information is stored for future use. You will then be directed to set-up an account with the Costco Mail Order Pharmacy. The Costco Mail Order Pharmacy account will require you to provide information regarding drug allergies, medical conditions, etc. On the "Insurance Information" tab please select "yes" for coverage. Select your program from the drop-down box. Your member ID# is: CLI+7-digit phone number (i.e. CLI1234567). The group number is: 92770001.

How do I order a new prescription using the Online Ordering Service?

If you need to start your medication immediately or do not have enough to last you at least two weeks, request two prescriptions from your prescriber: one for an initial short-term supply of your maintenance medication that your local retail pharmacy can fill immediately, and a second for a 90-day supply, including refills that can be submitted to Costco

Mail Order Pharmacy. To place an order:

- Visit costco.com. Select the "Pharmacy" link at the top of the page. Then select the "Order a Prescription" icon. There are four simple steps to getting your prescription filled.
 1. Select the prescription type: new (if this is your first fill with Costco) or refill.
 2. Verify the patient's information
 3. Provide prescription information
 4. Verify the request

The pharmacy will begin processing your order once this request and the original prescription is received at our facility.

- Costco Mail Order Pharmacy does not hold prescriptions. Please send only prescriptions to be ordered immediately. Once an order has been processed, it cannot be stopped. We cannot accept returns.

How do I order a refill using the Online Ordering Service?

- Phone: Call 1-866-471-6932. Our 24-hour automated telephone system guides you through the refill-ordering process. Be sure to have your prescription number available.
- or
- Online: Visit costco.com. Select the "Pharmacy" link at the top of the page. Then select the "Order a Prescription" icon in the middle of the page. Select the "Reorder Online Prescription" link.

What form of payment may I use for the Online Ordering Service?

For your convenience and to make quick and secure payments we accept American Express, Visa, MasterCard, Discover, and Costco Credit Card.

Frequently Asked Questions

What is the difference between traditional mail order and the online ordering service?

Traditional mail order requires you to order all your prescriptions via mail or phone. You must complete the included patient profile form and submit it to Costco Mail Order Pharmacy.

Online ordering service requires you to order all your new prescriptions online at costco.com. You should discard the included patient profile form, and create an online account. Please remember that each individual receiving medications must have their own unique e-mail address in order to create an online account. All communication between you and the pharmacy will be done via e-mail.

When do I need to place my order? It is our goal to have your order in your hands 14 days after we receive it at our facility for processing. Please allow a few extra days when placing an order for the first time. Please remember to calculate the amount of time it may take for your prescription(s) request to leave your household and reach our facility. Once we receive your order it will leave our facility within one to four days. We offer free standard shipping. Expedited shipping options are available for an additional fee. If you do not receive your order in 14 days, please contact Costco Mail Order Pharmacy at the toll free number provided.

How can I ensure my order will not be delayed? Please ensure you are providing us with a valid shipping address and valid payment information. Please ensure your name, address, and phone number are written legibly on all submitted documents including the original prescription(s). Per Washington state law a prescription must either be typed or printed. Your physician must provide complete directions for use. We cannot dispense an order without valid instructions; "use as directed" will not be accepted. An out of state mid-level practitioner (i.e., ARNP, PA-C) must have all prescription(s) co-signed by an MD or DO. Please

ensure your prescription is written for 90 days and contains additional refills.

How do I pay for my order? We require payment with every prescription order. The shipment of your prescription order may be delayed if we do not receive payment in full at the time of order, if you have an unpaid balance with Costco Mail Order Pharmacy, or if your forms are not filled out completely. For your convenience and to make quick and secure payments we accept American Express, Visa, MasterCard, Discover and Costco Credit Card.

How will I know the cost of my prescription order? Under the plan a 3-month supply is \$74.85.

Where is my order being shipped from? The Costco Mail Order Pharmacy is located in Corona, CA. We will ship anywhere in the United States. Please be aware that shipping times may vary depending on where you are located in the country.

When I receive my order what will be included in the package? Each package will include your prescription medication, prescription label, and a drug monograph.

Costco Mail Order Pharmacy Contact Information

Costco Mail Order Pharmacy

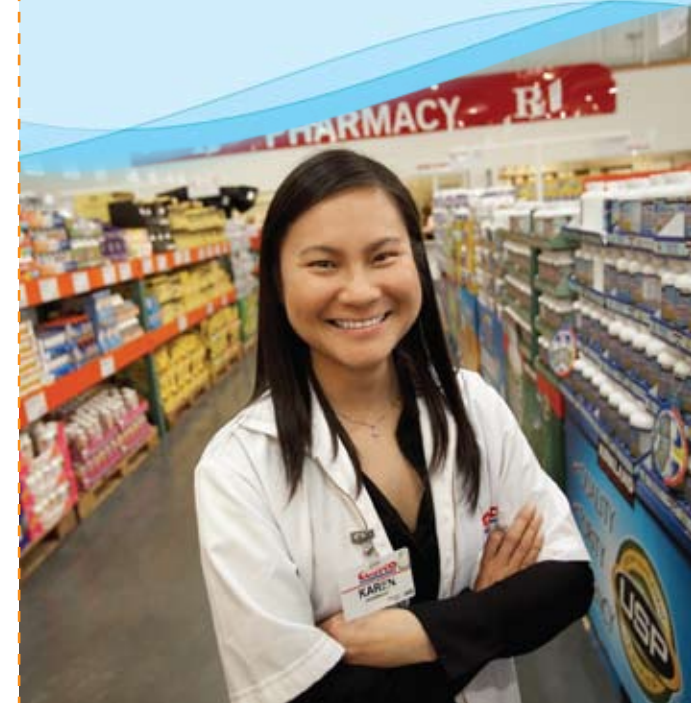
215 Deinger Circle
Corona, CA 92880

Costco Mail Order Pharmacy Customer Service

1-866-471-6932 phone
1-888-545-4615 fax

Monday through Friday 5 a.m. to 7 p.m. (PST)
Saturday 9:30 a.m. to 2 p.m. (PST)

Mail Order





Traditional Mail Order Service PATIENT PROFILE FORM

Thank you for choosing to use the Traditional Mail Order Service offered by Costco Mail Order Pharmacy. Please complete, sign, and return this form only if this is your first time using our mail order pharmacy. If you need additional copies of this form please feel free to make a photocopy or contact Costco Mail Order Pharmacy, your provider, at 1-866-471-6932. Our goal is to have your prescription order returned

to you within 14 days. To avoid a delay in your order please ensure you complete the entire form, front and back, provide payment information, and include a prescription from your physician for the maximum days supply allowed (90-day supply for most maintenance medications).

SHIPPING INFORMATION Please tell us where we should ship your order(s).

LAST NAME FIRST NAME MI

SHIPPING ADDRESS (INCLUDE APT. NO. IF APPLICABLE) CITY STATE ZIP

PHONE NUMBER (INCLUDING AREA CODE) COSTCO MEMBERSHIP NO. (optional)

YES NO

DO YOU WISH TO RECEIVE E-MAIL REFILL AND RENEWAL REMINDERS? E-MAIL ADDRESS (optional)

INSURANCE INFORMATION BIN #006012

CLI-XXX-XXXX 92770001

MEMBER ID GROUP NO.

POLICY HOLDER NAME POLICY HOLDER DATE OF BIRTH (MM/DD/YYYY)

HEALTH PROFILE Please fill in the box below:

PROGRAM PARTICIPANT

LAST NAME

FIRST NAME

MIDDLE INITIAL

DATE OF BIRTH (MM/DD/YYYY)

Drug Allergies please check the appropriate box(es) where a drug allergy is known.

- No known allergies
- Erythromycin
- Penicillin
- Codeine
- Aspirin
- Sulfa
- Other

Disease States please check the appropriate box(es) for known medical conditions.

- No known diseases
- Diabetes
- Thyroid
- High blood pressure
- Asthma
- Glaucoma
- Epilepsy
- Other

PAYMENT OPTIONS – Please select a payment choice below and provide the requested information:

Billing information: Check here if same as shipping address

BILLING ADDRESS (INCLUDE APT. NO. IF APPLICABLE) CITY STATE ZIP

Credit Card – You authorize Costco Mail Order Pharmacy to charge your credit card to pay for each pharmacy order.
Charge dates and amounts will vary with each order.

American Express® Costco Credit Card Visa MasterCard Discover

/ / / /

NAME AS IT APPEARS ON CARD CARD NO. EXP. DATE (MM/YY)

SHIPPING OPTIONS Please select a shipping method below. Allow 1 – 4 days to process order.

Standard shipping – (Total process and delivery time: 6 – 14 days) **FREE (USPS)**

3-Day shipping – (Total process and delivery time: 3 – 6 days) **\$10.95 (UPS)***

2-Day shipping – (Total process and delivery time: 2 – 5 days) **\$13.95 (UPS)***

Calculated total process and delivery time starts once the order is first received at the pharmacy. Shipping prices may be subject to change by carrier without notification and may vary depending upon weight and zone. **UPS will not deliver on weekends and cannot ship to P.O. Boxes.*

Before you mail this form please check for the following:

- You have included your maintenance medication prescription(s) for a 90-day supply.
- You have provided valid payment and shipping information.
- Your name, phone number, and date of birth are included on all documents including your prescription(s).
- You have attached a separate sheet for additional dependent information or additional instructions.

ADDITIONAL INFORMATION:

Please send only prescriptions to be ordered immediately. We will not hold your prescriptions. Your order should arrive 14 days after we receive this form and your prescription(s) at our facility.

Mail required forms and prescription(s) to: Costco Mail Order Pharmacy, 215 Deininger Circle, Corona, CA 92880.

If you have any questions or need assistance call Costco Mail Order Pharmacy at 1-800-607-6861.

AUTHORIZATION

By signing below you agree that the information on this form is correct, and authorize release of all information regarding your medical and prescription drug history and treatment to Costco Mail Order Pharmacy. I understand that my prescription order(s) will be fulfilled and shipped upon receipt of my complete order form, the original prescription(s) and applicable payment.

PARTICIPANT SIGNATURE

DATE