



Supporting Your Prescription Transition to Judi Rx and Costco Pharmacy

Frequently Asked Questions

What is the relationship between Judi Rx and Costco Pharmacies?

Costco is Judi Rx's preferred partner for mail order and specialty pharmacy. The mail order and specialty pharmacy are two separate pharmacies and operate on independent systems. Costco fills and ships your medications, while Judi Rx manages your pharmacy benefits, including coverage, copays, and prior authorizations.

Please note: You do not need a Costco membership to use Costco Pharmacies.

Why don't my prescriptions appear in my Costco account?

For transferred prescriptions to show, your new Costco profile must match the information on file with your **previous** pharmacy **exactly**:

- Full name (including middle initial if previously used)
- Address (including city, state, and zip code)
- Email address
- Phone number

What if I still don't see my prescriptions after I register with Costco?

1. Look at the label on your last fill of the medication to confirm how many refills remain.
2. If your label shows refills left, call Costco by dialing the phone number on your ID card and choose the home-delivery or specialty pharmacy option to speak with a Costco representative.
3. The Costco Pharmacy agent will review their records to determine if transfer-eligible refills were received from your previous pharmacy. If so, they can merge any transfer-eligible refills to your new profile.

Which prescriptions cannot transfer?

Due to regulations, the following medications cannot be transferred between pharmacies. If needed, Costco can request a new prescription from your healthcare provider.

- Controlled substances (examples: ADHD medications, pain medications, certain hormones, common sleep aids)
- Compounded medications
- Prescriptions older than 12 months (even with refills remaining)
- Prescriptions with no remaining refills
- Prescriptions previously on hold





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Costco Pharmacy Enrollment – Quick-Start Guide

Follow these steps to ensure you enroll digitally with either Costco Mail Order or Costco Specialty Pharmacy and your prescriptions sync correctly. For support setting up either profile, scan the appropriate QR code below to access a step-by-step guide.

Step 1 — Create Your Account

For Mail Order Pharmacy: Visit rx.costco.com and set up your profile.

For Specialty Pharmacy: Visit specialty.rx.costco.com and set up your profile.

When setting up your profile with either pharmacy – use the exact same personal information that was on file with your previous pharmacy: full legal name, address, city, state, ZIP, email, and phone number.

Step 2 — Verify Transfers

For Mail Order Pharmacy: Once enrolled, click on the ‘prescriptions’ tab in your profile to view any prescriptions that are available. If expected refills are missing, check your most recent medication label for remaining refill details. If refills remain and you believe your prescription was transfer-eligible, call Costco Mail Order by dialing the number on your ID card for support and selecting the home-delivery option. A Costco agent will review all information and advise on how they can assist.

For Specialty Pharmacy: All Costco Specialty Pharmacy Enrollment Requests are managed with a verification process. If Costco Specialty Pharmacy is successfully able to match your registration with data loaded in the pharmacy system - a portal invitation will be sent via text or email within 72 hours. If there is no match found, Costco Pharmacy will perform a manual verification process. They will reach out to confirm this verification and confirm eligibility. Once verified, a portal invitation link will be sent.

Step 3 — Know What Can’t Transfer

For both Costco Mail Order and Specialty Pharmacy: Some prescriptions must be resent by your healthcare provider (e.g., controlled substances, compounds, prescriptions >12 months old, no refills, or previously on hold).

Step 4 — Understand Who to Contact for Assistance

Judi Rx

Prescription benefit coverage, copay/coinsurance amount, drug coverage, deductibles, prior authorizations.

Costco Mail Order and
Specialty Pharmacy

Mail order and specialty prescription refills, prescription shipping and delivery, medication questions.

If you’re unsure where to start, call Judi Rx for support by dialing the phone number on your ID card.

[Costco Mail
Order](#)



[Costco
Specialty](#)



Scan the QR code to access the step-by-step registration guide for each pharmacy.