Judi Rx™

How Your Prescriptions Transfer to Costco Pharmacy

What to expect when your eligible prescription refills move to Costco Pharmacies



What is an 'open refill transfer file'?

An open refill transfer file is a secure list of your active prescriptions that still have refills left. This list is shared from your current pharmacy to Costco Pharmacy so you can continue filling your medications with as little disruption as possible.

Which prescriptions are not included in the transfer?

Some prescriptions may not transfer automatically, including:

- Controlled substances (such as certain pain medications or stimulants), due to federal and state regulations
- Expired prescriptions or prescriptions with no refills remaining
- Short-term or acute medications, such as antibiotics that are no longer being taken
- Compounded medications or medications made specifically for you
- Prescriptions from a local retail pharmacy
- Prescriptions that are new or recently renewed but were never filled

Does my payment or copay card information transfer with the open refill transfer file?

No. Any saved payment methods or copay card information from your previous pharmacy will not carry over. This includes things like manufacturer copay assistance cards or related processing information. The open refill transfer file only includes details about your prescriptions—such as the medication name, dosage, and refills remaining. You will need to provide payment or copay assistance information again when filling your prescription with Costco Pharmacy.

Do open refill transfer files include retail pharmacies?

No. Open refill transfer files do not include retail pharmacies. Only mail order open refills are sent to Costco Mail Order, and specialty open prescriptions are sent to Costco Specialty. Retail pharmacies are excluded from open refill transfer files.

Will my prescription automatically fill once it transfers to Costco Pharmacy?

No. Transferred prescriptions do not automatically fill. Once your prescription is available in Costco Pharmacy's system, you will need to request the refill—either online or by calling.

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Do my automatic refill settings transfer from my previous pharmacy?

No. Automatic refill settings from your previous pharmacy do not carry over. To enroll in the auto refill program, log in to your Costco Mail Order online account at rx.costco.com and access your prescription profile. From there, you can select which eligible medications you would like set up for automatic refills. Please note: Automatic refill is not available for specialty medications. Specialty prescriptions are managed through Costco Specialty Pharmacy and are filled based on outreach and coordination with you and your healthcare provider.

How do I check that my mail order prescriptions transferred as expected?

Once your Costco Mail Order account is created, log in and select the 'Prescriptions' tab in your profile to view available prescriptions. If you believe a refill should be available but does not appear, check your most recent medication label to confirm refills remain. If refills are still available and you believe the prescription was eligible to transfer, call Costco using the phone number on your ID card and select the home-delivery option. A Costco agent will review your information and help with next steps.

How do I verify my specialty prescription transferred to Costco Specialty Pharmacy?

Costco Specialty Pharmacy requires a verification process for all specialty prescription transfers. After you register, Costco Specialty Pharmacy will attempt to match your information with prescriptions loaded in their system.

- If a match is found, you will receive a portal invitation by text or email within 72 hours.
- If a match is not found, Costco Specialty Pharmacy will complete a manual verification and contact you to confirm your information and eligibility.

Once verification is complete, a portal invitation link will be sent so you can access and manage your specialty prescriptions online.

Who can provide customer support assistance with my pharmacy benefits?

Judi Rx Customer Care is available 24 hours a day, 7 days a week to provide support for your pharmacy questions.

Costco Mail Order Customer Support is available from Monday-Friday, 8:00 AM to 10:00 PM ET and Saturday 12:30 PM to 5:00 PM ET.

Costco Specialty Pharmacy Customer Support is available from Monday-Thursday, 9:00 AM to 8:00 PM ET, and Friday, 9:00 AM to 7:00 PM ET



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