Frequently Asked Questions (FAQ)

Transition to Costco Pharmacy

When will this transition take place?

The transition from Optum Pharmacy to Costco Pharmacy must be completed no later than July 31, 2025. Capital Rx wants to partner with Kent County on the timing of the transition, as we are able to work with some clients to begin the transition earlier than this date. Please contact your Capital Rx Account Team to discuss the optimal timeline for your specific needs.

Will there be any communication costs to my plan associated with this transition?

No, Capital Rx will manage this transition at no additional administrative cost to your plan. Capital Rx will bear the costs of communicating this transition, including printing and postage for member letters.

Will drug costs change under this new arrangement?

We have negotiated an arrangement with Costco that is comparable to the existing Optum Pharmacy pricing. The detailed claim-level pricing logic will be different under the new arrangement, and there may be a slight increase in cost for some claims. However, we anticipate that the slight cost increases should be offset over time as Members begin to utilize low-cost alternative providers that would otherwise be unavailable under our former pricing with Optum In addition, Optum was not willing to continue under the existing pricing arrangement and go-forward pricing changes proposed by Optum Pharmacy would have resulted in a significant cost increase for our clients. This was unacceptable to us. The new Costco Pharmacy arrangement represents our best available pricing arrangement in the aggregate.

How will this transition affect my members?

We've implemented a comprehensive communication plan to inform your members well in advance:

- Members will receive a letter at minimum 30 days prior to their transition date, outlining the changes and necessary actions.
- An outbound call campaign will follow minimally 15 days before their transition date.
- All member materials will be updated for both digital and print formats.

What about members with open Mail Order and/or Specialty prescriptions?

Capital Rx will work with both Optum and Costco to facilitate a smooth transfer of eligible prescriptions. The following prescriptions will not be eligible for transfer to Costco: expired prescriptions, prescriptions for controlled substances, prescriptions with zero refills, new or renewed prescriptions that have not been filled, and compounded prescriptions.

Will my members need new prior authorizations?

No. Prior authorization status is maintained by Capital Rx, not by individual pharmacies.

How is Costco Pharmacy equipped to handle Capital Rx members?

Costco has designated a support center with specially trained agents to handle Capital Rx-related calls.

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What digital capabilities will members have with Costco Pharmacy?
Members will retain all current digital access features through Costco Pharmacy. For mail order prescriptions, access will be through the Costco website at https://www.costco.com/pharmacy/home-delivery. For specialty pharmacy needs, access is available through Lumicera at https://www.lumicera.com/costco-specialty-pharmacy/. Costco membership is not required to use these services.

The Costco Mail Order member portal is getting a fresh new look, set to roll out in early June 2025. The website URL will stay the same, and members who are already registered can continue using their existing username and password—no need to create a new account. This update is purely a visual refresh to improve the look and feel of the site.

Will my members be able to use a Costco Warehouse Retail Pharmacy to get a 90-day supply of mail order medication at no additional cost?
Yes. Members will be able to obtain a 90-day supply of maintenance medications through any Costco Warehouse Retail Pharmacy. Importantly, a Costco membership is not required to pick up prescriptions. The copayment for the member will align with their mail order benefit. The pricing for the claim will be processed as if it were a mail order prescription.

What are the locations for Costco Mail Order?
The Mail Order pharmacy location servicing Capital members is in Jeffersonville, IN- Costco Pharmacy #1348.

What are the locations for Costco Specialty?
The Specialty pharmacy location servicing Capital members is in Madison, WI - Costco Pharmacy #1710.

What language services do Costco Mail Order and Specialty Pharmacies offer?
Costco Specialty #1710 has core staff members that speak English and Spanish. They have a phone selection in their IVR system to direct Spanish Speaking patients to Spanish speaking associates for ease of communication. They also contract with a company called TransPerfect Connect that provides phone translation in ~170 languages. Costco Mail Order #1348 utilizes LanguageLine which provides oral interpretive services by telephone. Written interpretive services are provided by Clinical Pharmacology.

What are Costco Mail Order and Specialty pharmacy's customer service availability days/times?

Costco Mail Order	Costco Specialty Pharmacy
Monday-Friday 8:00 AM to 10:00 PM EST Saturday 12:30 PM to 5:00 PM EST	Monday – Thursday, 9 a.m. – 8 p.m. Friday, 9 a.m. – 7 p.m., EST. For urgent requests, support is available 24 hours a day, 7 days a week.

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Will Costco allow specialty meds to be delivered at retail?
Specialty medications typically require special handling, storage, and administration, which is why they can't be filled at most retail pharmacies, including Costco. Specialty pharmacies are equipped to manage these needs and provide important patient support services, such as coordinating refills, managing side effects, and ensuring proper usage. If you have questions about where to fill your specialty medication, your benefits team or pharmacy provider can help guide you to the right option. Please contact Capital Rx by dialing the number on the back of your ID card to discuss this in further detail. When dialing, follow the prompts for specialty pharmacy.

How does Costco Pharmacy ensure general temperature control is managed even for medications that are not cold shipped medications?
Costco Pharmacy ensures medication integrity by packing and maintaining refrigerated temperatures for at least 48 hours. We test coolers and packaging to support patient information and comply with URAC and ACHD accreditation standards, including temperature data recording. Refrigerated medications are shipped for next-day delivery, accounting for potential delays. We use four cooler sizes tailored to weather conditions and verify packaging stability year-round with Timestrip Plus.

Additionally, Costco pharmacies must qualify and regularly test all medication packaging (refrigerated and room temperature) for geographic and temperature profiles. Any new packaging configuration must pass qualification testing prior to implementation, where required. The periodic ongoing testing should encompass all packaging product configurations, modes of transportation, and temperature profiles used for the packaging product configurations.

If a member asks for their Costco mail prescription to be dispensed at a Costco retail pharmacy, will the claim process at the retail or mail order rates?
A member can have their mail order prescriptions filled at the Costco retail (warehouse) pharmacy. These will process at the mail order rates.

Will members who are currently with Optum need to re-enroll with Costco or will their details be sent over to Costco to create a member profile automatically?
Members will need to enroll with Costco Mail Order or Costco Specialty. However, member demographic information has been provided to Costco Pharmacy to help reduce the amount of information the pharmacy may need to collect from the member and help with the digital registration process.