

YOUR PHARMACY BENEFITS



COSTCO
WHOLESALE

Health
Solutions

Welcome to Costco Health Solutions

As your pharmacy benefit provider, we're committed to lowering drug costs, improving health and delivering superior service. This brochure contains important information about your pharmacy benefit. You can count on us to provide value, quality and confidence, knowing that you have the support you need.

We look forward to serving you!

Filling Your Prescription

At a Network Pharmacy — Getting your prescription filled is easy. Find a complete list of your network of pharmacies on the secure member portal, www.costcohealthsolutions.com, as well as tools to help you select a nearby pharmacy.

By Mail Order — Costco Mail Order Pharmacy service is an extension of your current prescription drug benefit. Fill your 90-day prescription(s) at a Costco Warehouse Pharmacy or have it mailed to your home. You don't need to have a Costco membership to use this benefit.

At a Specialty Pharmacy — Costco Specialty Services is the exclusive provider for your specialty medications as part of your prescription drug plan. You and those covered by your benefit will receive the personalized care and expertise of Costco Specialty Services' dedicated pharmacists that is essential to successful therapy. We go beyond traditional retail pharmacy, helping you get the most from your specialty medication therapy.

Filing A Claim

In some instances, you may need to request reimbursement for prescriptions that you paid for yourself. To submit a claim, you must submit specific information about the prescription, the reason you are requesting reimbursement and any payments made by primary insurers. Benefit restrictions may apply. Claim forms are available on your member portal or by calling customer care.

Sharing Your Feedback

We welcome your feedback, concerns as well as any complaints. We consider it a top priority to act on this information and correct errors, prevent future issues and ensure quality and safe care. If we can't resolve your issue, you have the right to file an appeal. To provide feedback, please call Customer Care.

Saving Money On Your Prescriptions

We encourage you to choose generic drugs as this is the best way to lower your prescription expenses. However, if you or your provider specify that a brand name drug must be used, then you may be subject to the appropriate brand copay plus the difference in cost between the brand and generic. These payments do not count toward your Annual Out-of-Pocket Maximum.



Radiology Partners

Effective Date
January 1, 2021

Benefit Type
Traditional 3 Tier

Days' Supply Dispensed	
Retail Network Pharmacy	Up to 30 Days
Costco Specialty Pharmacy	Up to 30 Days
Costco Retail Pharmacy	Up to 90 Days
Costco Mail Order	Up to 90 Days

Retail and Costco 30-Day Benefit Structure				
Group	Days Supply	Tier 1 Retail/Costco	Tier 2 Retail/Costco	Tier 3 Retail/Costco
PPO HRA \$4,000	1-30	\$15/\$5	\$25/\$15	\$30/\$30

Costco Mail Order and Costco 90-Day Retail Benefit				
Group	Days Supply	Tier 1	Tier 2	Tier 3
PPO HRA \$4,000	31-90	\$10	\$30	\$50

Costco Specialty		
Group	Days Supply	Specialty
PPO HRA \$4,000	1-30	20% (\$200 max)

Annual Out-of-Pocket Maximum			
Group	OOP Amount - Individual	OOP Amount - Family	Rx Only or Combined
PPO HRA \$4,000	\$5,000	\$10,000	Combined

Tier 1: Usually includes generic medications

Tier 2: Usually includes preferred brand-name medications

Tier 3: Usually includes non-preferred brand-name medications

CUSTOMER CARE: 24 Hours a Day | 7 Days a Week | 1.877.908.6024 | 711 (TTY)

COSTCO MAIL ORDER PHARMACY: 1.800.607.6861 | www.pharmacy.costco.com

Monday - Friday 5:00 a.m. to 7:00 p.m. (PST) and Saturday 9:30 a.m. to 2:00 p.m. (PST)

COSTCO SPECIALTY SERVICES: 1.866.443.0060

Monday - Friday: 6:00 a.m. to 7:00 p.m. (PST) and Saturday: 6:00 a.m. to 2:30 p.m. (PST)

CLAIMS:

Costco Health Solutions
Operations Division - Claims
P.O. Box 999
Appleton, WI 54912-0999

WEBSITE: www.costcohealthsolutions.com



Costco Health Solutions does not discriminate on the basis of disability in the provision of programs, services or activities. If you need this printed material translated or made accessible, or need assistance using any of our services, please contact Customer Care.

For a copy of your member rights and responsibilities, refer to your health plan documentation.

You can get easy access to your prescription benefits using Costco's convenient member portal.

Hover your phone's camera over this code to log into the member portal. ▶

