



**March 11, 2015**

**Dear URx Covered Employees and Dependent,**

URx is excited to introduce Costco Mail Order/Online Pharmacy as your newest URx mail order service provider **effective April 1, 2015**. Costco Mail Order has replaced MedVantx Mail services and you will be able to begin filling prescription through Costco Mail Order **April 1, 2015**. Please note, you are not required to be a member of Costco to use Costco Mail Order or Costco Retail Pharmacies.

**How do I get started using the Costco Mail Order Program?**

As a Costco mail order member, you have 3 options for using this service **effective April 1, 2015**. **Please note, you are not required to be a member of Costco to use Costco Mail Order or Costco Retail Pharmacies:**

- 1) Traditional mail order service – where all orders are placed through the mail or by phone. Please visit [www.urxpharmacy.org/forms](http://www.urxpharmacy.org/forms) for a mail order brochure form.
  - a. Phone Number: 1-800-607-6861; Monday – Friday 6 am – 8 pm (MST) and Saturday 10:30 am – 3 pm (MST).
- 2) Online order service – where orders can be placed online at [www.pharmacy.costco.com](http://www.pharmacy.costco.com).
- 3) Stop into any **retail** Costco pharmacy and fill a 90 day supply of your medication.

**What if MedVantx Pharmacy Services is currently filling my prescription? What do I do?**

All existing valid refills (i.e. a minimum of a 90 day supply remaining on the prescription) at MedVantx Pharmacy Services in Sioux Falls, SD will be transferred to Costco mail order and will be available to fill without a new prescription after **April 1, 2015**. **However, payment information will not be transferred.** Costco Mail Order Pharmacy will mail you a letter notifying you which prescriptions were successfully transferred. Please review this letter and follow the steps to order.

**Please note:** You will need to create a Costco patient profile prior to orders being shipped. You will not be able to view your refills from a previous mail order pharmacy online until after your refill order has been shipped the first time.

## **Overview of Transfer Process**

To make this change as easy as possible, your existing mail order prescriptions will be transferred to Costco Mail Order Pharmacy.

### **Limitations to which prescriptions are able to be transferred:**

- Only prescriptions with available refills can be transferred
- Your prescription must have been filled at least once through your previous mail order vendor
- Prescriptions for controlled substances cannot be transferred
  - These include, but are not limited to: ADD/ADHD medications, muscle relaxers, pain management medications, sleep aids

### **What if my Prescription does not Transfer?**

Members will need to obtain new prescriptions from their physicians for a 90-day supply. If you need to start your medication immediately, or do not have a two week minimum supply on hand, request two prescriptions from your physician; one for a short-term supply to fill at a local retail pharmacy and one for a 90-day supply (including refills) that can be submitted to Costco Mail Order Pharmacy.

***Until March 31, 2015, you will be able to refill all existing prescriptions at MedVantx Pharmacy Services.***

### **I am currently a Ridgeway Mail Order member. What does this mean to me?**

As a Ridgeway member you do not need to do anything. Ridgeway will continue to fill prescriptions for you as they are today and the addition of Costco mail will not disrupt your prescription service.

### **Questions?**

If you have questions on how to get started using the Costco Mail Order/Online Pharmacy, please visit [www.pharmacy.costco.com](http://www.pharmacy.costco.com) or contact the pharmacy at 1-800-607-6861; Monday – Friday 6 am – 8 pm (M ST) and Saturday 9:30 am – 2 pm (PST).

Sincerely,

### **URx Pharmacy Benefit Program**

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