



## Mail Order Pharmacies

You can get prescription drugs shipped to your home through our network mail order delivery program. We partner with Costco Mail Order Pharmacy (Costco Pharmacy) to provide this service. To use our preferred mail order pharmacy, call 800-607-6861 (TTY 711), 8:00 am to 10:00 pm Monday to Friday, and 12:30 pm to 5:00 pm Saturday. Or, visit [pharmacy.costco.com](http://pharmacy.costco.com).

CCA covers the cost of the mail order service. A credit card is required for processing by Costco Pharmacy, but it will not be charged for this service.

Typically, you should expect to get your prescription drugs within 10-14 days from the time that the mail-order pharmacy gets the order. If you do not receive your prescription drug(s) within this time, please contact us at 833-346-9222 (TTY 711).

For refills of your mail order prescriptions, you have the option to sign up for an automatic refill program. Under this program, Costco Pharmacy will start to process your next refill automatically when their records show that you should be close to running out of your drug. Costco Pharmacy will contact you prior to shipping each refill to make sure you need more medication. You can cancel scheduled refills if you have enough of your medication or if your medication has changed. If you choose not to use the auto refill program, please contact Costco Pharmacy 14-21 days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time. To opt out of the automatic refill program, please contact Costco Pharmacy by calling 1-800-607-6861. You can also opt out of automatic refills on their website [pharmacy.costco.com](http://pharmacy.costco.com) by managing your 'Refill Prescription' status.

It is important that you respond each time you are contacted by Costco Pharmacy, to let them know what to do with the new prescription and to prevent any delays in shipping. If new prescriptions are not received from your healthcare provider, all in-network pharmacies must obtain your consent before shipping or delivering any prescriptions you do not personally initiate. To opt out of automatic deliveries of new prescriptions received directly from your healthcare provider, please contact Costco Pharmacy. You can also call Member Services for additional assistance.

**Home Infusion Pharmacies**

Home infusion pharmacies service all counties in the plan service area. You can go to any of the home infusion pharmacies in our network, as they service all counties in your plan's service area. For more information about the home infusion services available, contact the pharmacy directly.

For more information, please refer to Chapter 5 in your CCA Medicare Preferred Evidence of Coverage or contact Member Services.

**Long-Term Care Pharmacies**

Residents of a long-term care facility may access their prescription drugs covered under CCA Medicare Preferred through the facility's long-term care pharmacy or another network long-term care pharmacy.