



Important Changes to Your Navitus Pharmacy Benefit

If you have an active prescription with the Serve You Rx home delivery service, it will be transferred to Costco Pharmacy on April 30, 2025. Costco pharmacy brings you the convenience and comprehensive care of one of America's most trusted retailers.

Your New Home Delivery Service: Costco Pharmacy

Costco Pharmacy offers reliable and cost-effective prescription services:

- Multiple delivery options including free standard shipping
- 24/7 prescription management through Costco.com
- Access to pharmacy support Monday-Friday 5:00 a.m. to 7:00 p.m. PT and Saturday 9:30 a.m. to 2:00 p.m. PT

Setting Up Your Costco Pharmacy Account

1. Visit Costco.com and select "Pharmacy" from the blue menu bar
2. Select Rx "Mail order"
3. Select "Fill new prescription"
4. Select "Create Account" (Note: Each patient requires an individual account)
5. Complete your patient profile including:
 - Personal information (name, date of birth, and gender)
 - Profile preferences
 - Insurance information
 - Payment information
 - Shipping and billing addresses
6. Review and acknowledge privacy information
7. Click "Complete Profile"

Note: Costco membership is not required to use Costco Pharmacy services.

For new home delivery prescriptions, your healthcare provider can send them to:

Costco Mail Order Pharmacy

Phone: 1-800-607-6861

Fax: 1-800-633-0334

Email: webpharmacy@costco.com

Important Notice Regarding the Transfer of Prescription Records

Please carefully review the following required information about forthcoming prescription transfers:

Transfer Date: May 1, 2025

The Serve You Rx Home Delivery pharmacy will close on July 31, 2025.

Last Date to Request Alternative Transfer: April 30, 2025

For Home Delivery Prescriptions:

- Transferring to: Costco Mail Order Pharmacy
- Phone: 1-800-607-6861
- Fax: 1-800-633-0334
- Email: webpharmacy@costco.com

For historical records for tax purposes: Contact Serve You Rx Customer Service at 800-759-3203

If you have an active prescription with us and object to the transfer of your prescription to Costco Mail Order Pharmacy, you must make alternative arrangements prior to April 30, 2025. To transfer a prescription to the pharmacy of your choice, have that pharmacy contact us at 800-759-3203.