

Prescription Mail Order Change Notice

Dear Oakland County Member,

On August 1, 2022, the mail order service will change from Birdi to Costco Pharmacy. If you currently use Birdi's mail order service, a Costco agent will work with you and your doctor to make the transition.

What do I need to do?

You will need to transfer your drug(s) to Costco before your next refill. Your doctor may also need to provide a new prescription.

You have three options:

- **Online:** Go to pharmacy.costco.com. Click "Get Started" to fill your prescription online and have it mailed to you.
- **By phone:** Call Costco's customer service team at 1.800.607.6861. They are available Monday – Friday from 5:00 a.m. to 7:00 p.m. and Saturday 9:30 a.m. to 2:00 p.m. (Pacific Time).
- **At a Costco warehouse pharmacy:** Go to costco.com. Click "Locations" to find a nearby warehouse. You can call or visit for help transferring your prescriptions.

What are the benefits?

- **No membership is needed to use Costco Pharmacy**
- **Same copay:** Pay the same price through mail order or at a Costco warehouse.
- **24/7 access** to refills and status updates at pharmacy.costco.com.
- **Turnaround time:** Mail order drugs are shipped within five business days after Costco receives the prescription.
- **One co-pay** for 90-days
- **Delivery-** Rx mailed directly to your home

Questions?

For questions about mail order, call Costco at 1.800.607.6861.

For questions about your pharmacy benefits, call Navitus Customer Care at 1.866.333.2757.