



# Member Guide

## Customer Service

The EpiphanyRx member services team is here to help you 24 hours a day, 7 days per week. Our knowledgeable representatives can assist you with benefit overviews, prior authorizations, pricing on medications, copay assistance and much more.



EpiphanyRx: 1.844.820.3260

## Mail Order Pharmacy - Costco

For maintenance medications, you can use our preferred mail order pharmacy, Costco Home Delivery. Costco offers convenient delivery options and makes refilling your medications easy with the ability to refill by phone, online and text.

To get started, go to [pharmacy.costco.com](https://pharmacy.costco.com) and click on “**Get Started**” to create your account. You do not have to be a Costco member to take advantage of savings offered by this service.

### Hours of Operation:

Monday - Friday 7:00 a.m. - 9:00 p.m. CT  
Saturday 11:30 a.m. - 4:00 p.m. CT



1.800.607.6861



[webpharmacy@costco.com](mailto:webpharmacy@costco.com)



[pharmacy.costco.com](https://pharmacy.costco.com)



## Specialty Pharmacy - Lumicera

If you are taking or using a specialty medication, Lumicera Health Services will be your specialty pharmacy for most medications. An EpiphanyRx representative will reach out to you to assist with this transition. If you have questions, please call EpiphanyRx Member Services, or Lumicera.

### Hours of Operation:

Monday - Thursday 8:00 a.m. - 6:00 p.m. CT  
Friday 8:00 a.m. - 5:00 p.m. CT  
Closed weekends and major holidays.



Lumicera: 1.855.847.3553

