My HealtheVet Refill VA Prescription User Guide



U.S. Department of Veterans Affairs Veterans Health Administration My Health eVet

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Quick Start Guide to Online VA Prescription Refill

You must be registered and authenticated as a VA Patient or CHAMPVA beneficiary and have a <u>Premium</u> My HealtheVet account to refill VA prescriptions online. Complete the steps below to refill your prescriptions. You must have a prescription either filled (for example **Active**) or on file (for example **Active**: **Parked**) at a VA pharmacy before using Prescription Refill.

Step 1 – Sign in to My HealtheVet

(1) Sign in to your My HealtheVet account, by selecting the **Sign in** button to access VA Prescriptions (Figure 6).

An official website of the United State	government Here's how	<u>you know.</u>		📑 🖽 Ta	alk to the Veterans Crisis Line now >
VA My healthove					Q Search About Contact
Home – Personal Information	ı ∨ Pharmacy ∨	Get Care ∨	Track Health 🗸	Research Health ~	MHV Community ~
Sign in to Manage Your Hea	th Care				Sign in Register

Figure 1: MHV Sign-in Button

Step 2 – Locate Refill VA Prescriptions Link

Locate and select the link on the home page under Pharmacy. A list of your active VA prescriptions displays.

Step 3 – Select the Medication

Under the Select to **Refill/Fill** column, check the box of the medication that is due to be refilled/filled.

Step 4 – Submit Refill/Fills

Select the Submit Refills/Fills button.

When your refill/fill request has been sent, an alert message will appear.

IMPORTANT: Your medicines are delivered to your address in your official VA record. The address entered on My Health**e**Vet is not shared with VA. If you need to update your address in your official VA record, contact your <u>local VA facility</u>.

Feature Overview – Refill VA Prescriptions

The Refill VA Prescriptions feature on My HealtheVet gives you a secure way to refill/fill your VA prescriptions. To use this feature, you must have:

- A My HealtheVet Premium account and are registered and authenticated as a VA Patient or CHAMPVA beneficiary.
- A prescription written by a VA provider/VA community care provider that has either been filled (for example, **Active**) or on file (for example, **Active: Parked**) at a VA pharmacy before using Prescription Refill feature.
 - Active is a prescription that can be filled by a VA pharmacy. If this prescription is refillable (for example, has a checkbox), you may request a refill of this VA prescription.
 - Active: Parked is a VA Prescription that is on file at VA Pharmacy and available for you to send a fill request. This prescription may or may not have been previously filled. This prescription has been ordered by your VA provider but will not be sent to you until you request that it is filled. You may request this medication using My HealtheVet, Rx Refill mobile app, VA phone service or mail in refills.

Your current prescriptions filled by a VA Pharmacy are displayed on My HealtheVet. You can refill/fill most of your VA prescriptions online. An exception to this is controlled narcotics (also called DEA Schedule II medications such as Hydrocodone/APAP or Oxycodone) which require a NEW prescription for each fill. For more information on what a DEA Schedule II medication is, visit <u>Drug Scheduling (dea.gov)</u>. In addition, this section does **NOT** display VA prescriptions that:

- have expired
- have been discontinued
- are/ were administered in a clinic or emergency department
- have new prescription orders that have not yet been processed by the pharmacy (**Pending** status)

If you do **not** see a prescription in Refill VA Prescriptions, please check My Medications List pages for prescriptions in other statuses (for example, expired, discontinued).

If you believe you have refillable prescriptions that are not displayed, please contact the pharmacy staff at the VA facility that prescribed your medicines. The phone number is on your prescription label. If you do not have access to the prescription label, please contact your local VAMC pharmacy. This can be found here: Find VA Locations | Veterans Affairs

If you have already registered for a My HealtheVet account and need to check that you have registered as a **VA Patient** or **CHAMPVA beneficiary**, you can do the following:

Registered as VA Patient or CHAMPVA beneficiary?

(1) Select the **PERSONAL INFORMATION** tab (Figure 2).



Figure 2: Personal Information Tab location

(2) Select the **My Profile** sub-tab (Figure 3).



Figure 3: My Profile location

- (3) Under What is Your Relationship to VA, if you use the VA health care system, make sure you select the VA Patient or CHAMPVA beneficiary checkbox (Figure 4).
 - Select **VA Patient** or **CHAMPVA beneficiary.** This will put a checkmark in the box.

1	What is your Rela	tionship to VA?*
	Check all that apply*	 VA Patient Veteran Health Care Provider Veteran Advocate/Family Member/Friend VA Employee CHAMPVA Beneficiary Service Member Carregiver
		Other

Figure 4: VA Patient checkbox

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My HealtheVet Help Desk 1-877-327-0022 (TTY 800-877-8339) Monday-Friday, from 7:00 am-7:00 pm (Central Time) (4) Select the **Save** button at the bottom of the screen (Figure 5).

Save	Cancel

Figure 5: Save Button

With a Premium My HealtheVet account, you can use Secure Messaging to contact your VA health care team online and ask about renewing your prescription that is no longer refillable. To learn more about Secure Messaging, visit Secure Messaging <u>FAQs</u>.

Getting Started with Refill VA Prescriptions

The following is the step-by-step process to refill/fill VA prescriptions online.

Step 1 – Sign in to My HealtheVet

(1) Select the **Sign in** button.

An official website of the United States govern	nment Here's how you know. V		∎⊞ Ta	alk to the Veterans Crisis Line now >
VA My healthovet				Q Search About Contact
Home V Personal Information V	Pharmacy 🗸 Get Care 🗸	Track Health 🗸	Research Health ~	MHV Community ~
Sign in to Manage Your Health Ca	are			Sign in Register

Figure 6: Sign in Button (Home Page Header section)

- You must have already registered as a user.
- If you do **not** have a My HealtheVet account, register by selecting the **Register** button.

(2) Click the Continue to My HealtheVet Only button. (Figure 7).



Figure 7: User Sign In

(3) Enter your **User ID** and **Password**. (Figure 8).

Sign In Sign in with My HealtheVet	Or Die e secone VE Dateer
My Healthelvet Only Sign In This sprin option of barriers used in the fight in. This sprin star poor My Healthetist User ID and Passwood with the new sign in. <u>Trait news</u>	System Use Warning Notice Indentand that I are accessing a U.S. Sovemment information system System I operated by the Department of Valence Afairs (IA).
Ny The Bhellet User 10	I understand that as an authorized user I may only access information to which I have the legit authority to view and use. No will monitor and record activity on this system to protect the system and its information and may use that manifolding information for efficient administrative or legit purposes.
Econolistics RC Ny Neutline RC	I understand that unauthorized use of the system such as gaining unauthorized access to data, charging data, causing have to the system or its data or missue of My Healthorize components is prohibited and may result in entrologi, citd, or administrative paralities.
Enertifications) By clicing on the Sign in botton being, you are spearing with the System Var Warring Motion.	I also understand that NA can suspend or stop my use of this system if VA suspects any unauthorized use of the system attributed to my account has occurred.
Sign in	by a consumption system, intervely a conserving the above and conserving to such meritaring. Version 1.0: Updated Hay 2017

Figure 8: Sign in with My HealtheVet

(4) (Optional) Select a secure VA partner. This sign-in option lets you access My HealtheVet and other VA websites.

Sign In		
Jse a secure VA F	Partner	My HealtheVet Only Sign In
W U.S. Department of Veterans Alfairs		This sign in option will be removed in the future. You can use your My HealtheVet User ID and Password with the new sign in. <u>Try it now</u> .
Choose a secure VA Partner Register for a Sign-In Partne	r or Learn More	Continue to My HealtheVet Only
6	Sign in with DS Logon	
ID.me	Sign in with ID.me	
CLOGIN.GOV	Sign in with LOGIN.GOV	
They hadden with	Sign in with My HealtheVet	

Figure 9: Sign in with a secure VA Partner

You will be sent to the sign-in page for the account you chose.

Figure 9 is an image of the Welcome banner displayed after you sign in.



Figure 9: Welcome Banner after sign in

Step 2 – Accessing Refill VA Prescriptions Online

There are three ways you can access Refill VA Prescriptions Online:

(1) Select the **Refill VA Prescriptions** link on the dashboard (Figure 10).



Figure 10: Refill VA Prescriptions link on home age

(2) You can also select **Refill VA Prescriptions** under the **Pharmacy** tab (Figure 11).



Figure 11: Refill VA Prescriptions from dropdown

(3) When the **Pharmacy** tab in the dashboard is selected, the system displays the **Pharmacy** summary page. Select **Refill VA Prescriptions** (Figure 12).

🚜 <u>Pharmacy</u>	My Healtheline > Pharmacy	Add/Edit Allergies and Adverse
Refill VA Prescriptions	▲ New: Portions of My HealtheVet Transitioning to My VA Health Vourth health result or portions of it may be managed on by Whealth, Learn more about sets your worste built in your Whealth WeitheWeith examples about	Pharmacy Highlights Receiving Rx Tracking Alerts
Track Delivery	refiling presorptions.	<u>Rx Refills During the Pandemic</u> <u>Medications Lookup</u> <u>Rx Refill Mobile App</u>
Medications Lists	Pharmacy The Penschptish feature helps you manage your medications that are filled by periodices as a VM-halth facility or by whether peniodices outside of the VM-as well as the VM-halth facility of the VM-halt in the VM-halt of the VM- there VM-hereinghost in Halth and VM-halt of the VM-halt of VM- merch has been encoded to VM-halt of the VM-halt of VM- merch has been encoded to VM-halt of VM-halt of VM-halt of VM-halt of VM-halt in the VM-halt of VM-halt	
	Refill VA Prescriptions) Request refils of your medications that can be refiled by a VA pharmacy. VA Prescription History) Please visit My Medications (Lip page to view this information. VA Prescription Tracking > View and track delivery of your medicne(d). Tracking information is available a deriver jarenties such as United Pered Service (URS) and US press delivery i and/cas such as United Pered Service (URS) and US press delivery i and/cas such as United Pered Service (URS) and US press delivery i and/cas such as United Pered Service (URS) and US	
	Wy Medications List 3 We weredications filled by providers at a VA heads facility or by other providers ounded the VA as well as over the courser (2010, heads) and distary supplements they say have added to the medications list. Medicines thet have append or been discontinued in the last sitk (8) months can be velowed.	
	VA Medications List > Pleases visit My Medications List page to view this information. Self-Entered Medications - Supplements > Self-Enter prescription, over-the-counter products, and headbalt-upplements TOL entered in your My Medication List.	
	Return to top	

Figure 12: Refill VA Prescriptions from Pharmacy tab

Step 3 – Refilling VA Prescriptions Online

You are now on the Refill VA Prescriptions page.

(1) Check the box for the prescription that needs to be filled or refilled in the **Select to Refill/Fill** column (Figure 14).

Refill Status	Refill Submit Date ≎	Fill Date	Refill Remaining	Medication Name 🔺	Facility	Select to Refill/Fill \$	VA Prescription Tracking
<u>Active</u>	10/01/2021	09/21/2021	۰ Exai	CITALOPRAM HYDROBROMIDE 20MG TAB RX#3636736 TAKE ONE-HALF TABLET MEDINER SO DAYS	SLC10 TEST LAB		
<u>Active</u>	08/26/2021	09/01/2021	9	ERLOTINIB HCL 150MG TAB RX#3636699 TAKE ONE TABLET EVERY DAY FOR 30 DAYS	SLC10 TEST LAB		
Active: Refill in Process	08/25/2021	08/25/2021	2	PEGFILGRASTIM 6MG/0.6ML RX#2720287 INJECT 1MG DAILY FOR 30 DAYS	DAYT29	0	

Figure 13: Select to Refill/Fill

Remember to request refills/fills at least 15 days before you run out of medication. For refillable VA Prescriptions, the Refill status is **Active** or **Active: Parked** and includes a checkbox.

Active is a VA prescription that can be filled by a VA pharmacy. If this prescription is refillable (for example, has a checkbox), you may request a refill of this VA prescription. **Active: Parked** is a VA Prescription that is on file at VA pharmacy and available for you to submit a fill request. This prescription may or may not have been previously filled. This prescription has been ordered by your VA provider but will not be sent to you until you request that it is filled. You may request this medication using My HealtheVet, Rx Refill mobile app, VA phone service or mail in refills.

(2) Select the **Submit Refills/Fills** button near the bottom of the page (Figure 15).



Figure 14: Select to Refill/Fill

After you select **Submit Refills/Fills**, the **Refill Status** will change from **Active** or **Active**: **Parked** to **Active**: **Submitted** to **Active**: **Refill in Process**. Your refill is shipped when the status returns to **Active** or **Active**: **Parked**. You can track the delivery of your prescription(s) sent from VA Mail Order pharmacies in the last 15 days in the <u>VA Prescription Tracking</u> section.

Refill Status 🗘	Refill Submit Date \$	Fill Date	Refill Remaining	Medication Name 🔺	Facility \$	Select to Refill/Fill	VA Prescription Tracking
Active: Submitted	05/09/2022	09/21/2021	1	CITALOPRAM HYDROBROMIDE 20MG TAB RX#2525736 TAKE ONE-HALF TABLET EXAMPLE	SLC10 TEST LAB	0	Tack Delivery
Active	08/28/2021	09/01/2021	9	ERLOTINIB HCL 150MG TAB RX#3636699 TAKE ONE TABLET EVERY DAY FOR 50 DAYS	SLC10 TEST LAB		
Active: Refill in Process	08/25/2021	08/25/2021	2	PEGFILGRASTIM 8MG/0.eML RX#2720287 INJECT 1MG DAILY FOR 30 DAYS	DAYT29	0	

Figure 15: Examples of Prescription Information page

Active: Submitted is a refill request has been received by My HealtheVet but has not been processed by the VA pharmacy yet.

Active: Refill in Process is a refill request that is being processed by the VA pharmacy. When a prescription is in the Refill in Process status, the Fill Date will show when the prescription will be ready for delivery via mail by a VA Mail Order Pharmacy. This term may be shown as a VA Prescription status of Active: Susp on other VA medication lists.

Note: The **`i**' in the **Select to Refill/Fill** column appears when a VA prescription is not available for refill currently. If you have questions about this prescription, please contact your local VA pharmacy.

View Details on a VA Prescription

To view detailed information for a VA Prescription, select the medication name you want to view. (Figure 16).

Refill Status	Refill Submit Date 💠	Fill Date	Refill Remaining ≎	Medication Name	Facility	Select to Refill/Fill \$	VA Prescription Tracking
Active: Parked		Not Filled Yet	2	ALLOPURINOL 100MG TAB RX#3636753 TAKE ONE-HALF TABLET EVERY DAY FOR 30 DAYS TAKE WITH FOOD	SLC10 TEST LAB		
Active: Refill in Process	11/09/2021	11/09/2021	0	ALBUTEROL SULFATE 2MG TAB RX#3636751A TAKE ONE-HALF TABLET EVERY DAY FOR 30 DAYS	SLC10 TEST LAB	0	
Active:		11/05/2021	3	ZAFIRLUKAST 20MG TAB RX#3636758 TAKE ONE TABLET EVERY TWELVE (12) HOURS FOR 30 DAYS	SLC10 TEST LAB		

Figure 16: Active Prescriptions for Patient

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My HealtheVet Help Desk 1-877-327-0022 (TTY 800-877-8339) Monday-Friday, from 7:00 am-7:00 pm (Central Time)

(Active Prescri	(Active Prescription of					
Date of Birth [07/25/1977]						
Last updated [11/11/2	2021 at 1032]					
You are viewing th	ne selected Active Prescription Information.					
Prescription N	umber: 3636753					
Medication Name	ALLOPURINOL 100MG TAB					
	TAKE ONE-HALF TABLET EVERY DAY FOR 30 DAYS TAKE WITH FOOD					
Fill Date	Not Filled Yet					
Dispensed On						
Status	Active: Parked					
Facility	SLC10 TEST LAB					
Ordered On	09/26/2021					
Quantity	15					
Refills Remaining	2					
Expiration Date	09/27/2022					
Return to Lis						

Refill VA Prescription Information Detail



VA Prescription Tracking

VA Prescription Tracking feature in the **Pharmacy** section (Figure 18) of My HealtheVet allows you to view and track your VA prescriptions that were shipped by a VA Mail Order pharmacy in the last 15 days. This applies to registered VA patients with a Premium My HealtheVet account.



Figure 18: VA Prescription Tracking location

This page shows your VA prescription packages the VA Mail Order Pharmacy filled and mailed in the last 15 days. Tracking information is available a day or two after your refills are mailed from the VA Mail Order Pharmacy.

This section does NOT display packages mailed from a local VA pharmacy (such as some controlled substances and items that have special shipping requirements).

If you do not receive your package, first contact the delivery service that is delivering your package. Their contact information and/or phone number is on their website.

For more information on VA prescription tracking, visit the VA Prescription (Rx) Tracker FAQs.

Also, you can subscribe to VA Rx shipment email notifications on your My Profile page.

If they are not able to help, contact the VA facility where you got the prescription. The phone number for the VA Pharmacy can be found on the prescription label. Those issues are resolved by your VA Pharmacy in coordination with the VA Mail Order Pharmacy.

My Medications List

My Medications List section displays the following:

- VA Medications List (Moved to My Medications List section)
- VA Prescription History (Moved to My Medications List section)
- Self-Entered Prescriptions + Medications + Supplements (Your VA health care team CANNOT view this list. If you would like to share it with your VA health care team, print this list and bring it to your next clinic visit.

(1) Choose from the available options to view a table with your filtered results (Figure).

Filter Results

Add a medication Refill a pres	cription				
All VA Self-Entered All Transferred All	~				
Medication 🗘	Date 🔻	Status 🤁 🔺	Pharmacy	Source 💠	Iwantt
Test04012022 D1 S2 Category: Herbal Expiration Date:	Start Date: 04/01/2022	Active	cvs	SELF- ENTERED	<u>VIEW</u> DETAILS
<u>Tets041022-01</u> Category: Supplement Expiration Date:	Start Date: 04/01/2022	Active		SELF- ENTERED	VIEW DETAILS
AMLODIPINE BESYLATE 10MG TAB RX#83636711A TAKE ONE-HALF TABLET EVERY DAY FOR 30 DAYS Category: RX: Medication Expiration Date: 10/28/2022	Fill Date: 03/07/2022	Active Quantity: 15 for 30 days Refills Remaining: 8	SLC10 TEST LAB	VA	<u>VIEW</u> DETAILS

Figure 19: Filter options for Medication Table

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My HealtheVet Help Desk 1-877-327-0022 (TTY 800-877-8339) Monday-Friday, from 7:00 am-7:00 pm (Central Time)

Selecting VA Medications and VA Prescription History

Selecting **VA Medications List** and **VA Prescription History** from the quick links directs you to these pages (Figures 20 and 21).

Pharmacy	VA Prescription History					
Refill VA Prescriptions	Please visit th Prescription F	ne <u>My Medications List</u> page which n History information. Medications tha	ow Includes VA It you stopped taking			
VA Prescription History	more than s	Pharmacy	VA Medications List			
VA Prescription Tracking	report.	Refill VA Prescriptions	Please visit the <u>My Medications List</u> page which includes VA Medication			
My Medications List		VA Prescription History	mornauon.			
VA Medications List		VA Prescription Tracking				
Self-Entered Medications +		My Medications List				
Supplements		VA Medications List				
-		Self-Entered Medications + Supplements				

Figure 20 and 21: VA Medications List and VA Prescription History

Self-Entered Medications + Supplements

This section is a blended view of all medications including over-the-counter, prescriptions and supplements that you self-entered in your medication journal as well as VA prescriptions in your medical record at any VA medical center.

(1) Select the **Pharmacy** tab (Figure 19) and then **Self-Entered Medications + Supplements** tab. A list of self-entered medications and supplements as well as VA medications displays in one table (Figure 20).

Refill VA Prescriptions
A Prescription History
A Prescription Tracking
My Medications List
A Medications List
Self-Entered Medications



Self-Entered Medications + Supplements

View Allergies and Adverse Reactions

(Personal Health Journal of Date of Birth [01/01/2001]

This My HealtheVet Pharmacy module contains self-entered prescriptions, over-the-counter products, and herbals/supplements YOU entered in your My HealtheVet self-entered Medications List. Your VA health care team CANNOT view this list. If you would like to share it with your VA health care team, <u>print</u> this list and bring to your next clinic visit.

Row #	Category ≎	Name ≎	Dose	Start Date ≎	Stop Date	RX Number	Edit	Delete
1	Supplement	Calcium	100	09/17/2017	09/17/2018		ø	Û
2	<u>Herbal</u>	Tumeric	1 capsule	08/18/2017			A	Û
3	<u>Over-the-</u> Counter	Vitamin K	1 pill	09/02/2020		NA	ø	â

Figure 20: Self-Entered Medications + Supplements table

Select an item on the table to view the details for that item. You also have the option to sort \diamondsuit this table to display the information tailored to your needs.

Unable to Refill Prescription

If My HealtheVet is unable to refill your prescriptions, please try again later. If you are in urgent need of a prescription refill, please contact the issuing pharmacy shown on your prescription label.

For questions about your medications, please contact your health care provider or pharmacy

Where to Find Help

Frequently Asked Questions, Help and Contact MHV

- (1) Select **Help & User Guides** (Figure 21) for general guidance on using My HealtheVet and User Guides for My HealtheVet features.
- (2) Select **FAQ** (Figure 21)to go to **Frequently Asked Questions** and get commonly asked questions and answers about Prescription Refills.

Return to top				
About Site Overview Site Map Help & User Guides FAQ Privacy & Security Terms and Conditions	Policies Privacy Policy Web Policies FOIA Accessibility System Use	Important Links VA Home White House USA.gov Inspector General Facility and Service Locator	Quick Links Mobile Apps TriCare VA Dental Insurance Find a VA Form	Subscribe to Receive My HealtheVet Updates Your email address Submit
My health My Healthe	vet		You can call M	f o Contact My HealtheVet Help Desk: My HealtheVet Help Desk: Ionday - Friday, 7:00 a.m 7:00 p.m. (Central Time) 1-877-327-0022 1-800-877-8339 (TTY) Contact My HealtheVet for any questions or concerns about this site. Veteran's Crisis Line: 1-800-273-8255 (Press 1)

Figure 21: MHV Home Page - Help & User Guides/FAQ (Footer Section)

(3) Select **Contact** (Figure 22) to send a message to the My HealtheVet Help Desk or contact them at 1-877-327-0022, Monday - Friday, 7:00 a.m. - 7:00 p.m. (Central Time). For TTY, call 1-800-877-8339 or dial 711.

VA	My healthovet					Q, Search	About Contact
Home 🗸	Personal Information v	Pharmacy 🗸	Get Care 🗸	Track Health \checkmark	Research Health ~	MHV Community ~	
Figure 22: Contact							

The **Contact** My HealtheVet page will appear (Figure 23).



Figure 23: Contact My HealtheVet page