

My HealthVet

Refill VA Prescription User Guide

VA



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

Table of Contents

QUICK START GUIDE TO ONLINE VA PRESCRIPTION REFILL	3
FEATURE OVERVIEW – REFILL VA PRESCRIPTIONS	4
GETTING STARTED WITH REFILL VA PRESCRIPTIONS	6
VIEW DETAILS ON A VA PRESCRIPTION	11
VA PRESCRIPTION TRACKING	12
MY MEDICATIONS LIST	13
<i>Filter Results</i>	13
<i>Selecting VA Medications and VA Prescription History</i>	14
SELF-ENTERED MEDICATIONS + SUPPLEMENTS	14
UNABLE TO REFILL PRESCRIPTION	15
WHERE TO FIND HELP	16
<i>Frequently Asked Questions, Help and Contact MHV</i>	16

Quick Start Guide to Online VA Prescription Refill

You must be registered and authenticated as a VA Patient or CHAMPVA beneficiary and have a [Premium 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).

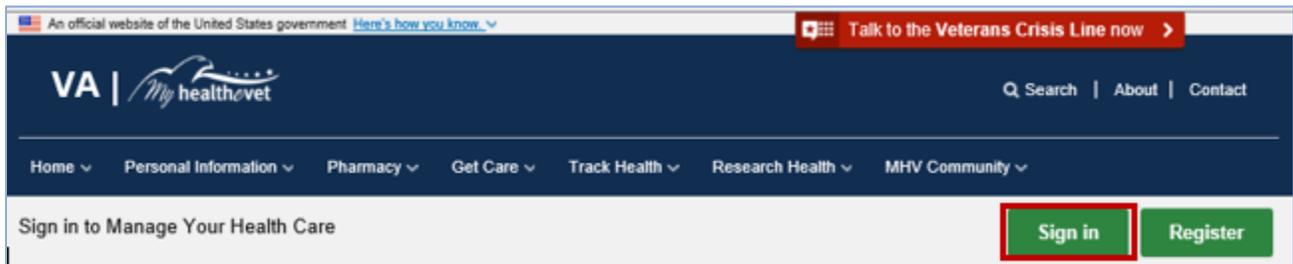


Figure 1: MHV Sign-in Button

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 HealtheVet is not shared with VA. If you need to update your address in your official VA record, contact your [local VA facility](#).

[Back to Top](#)

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 [Drug Scheduling \(dea.gov\)](http://DrugScheduling.dea.gov). 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:

[Back to Top](#)

Registered as VA Patient or CHAMPVA beneficiary?

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

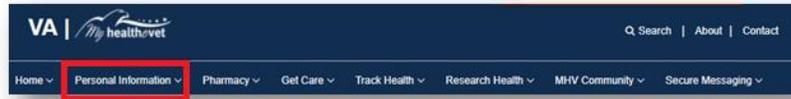


Figure 2: Personal Information Tab location

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

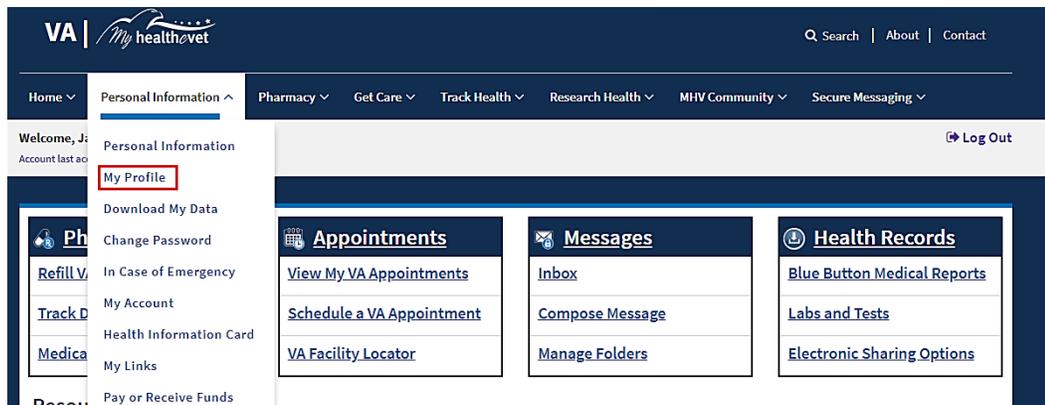


Figure 3: My Profile location

- (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.



Figure 4: VA Patient checkbox

[Back to Top](#)

(4) Select the **Save** button at the bottom of the screen (Figure 5).



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 [FAQs](#).

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.

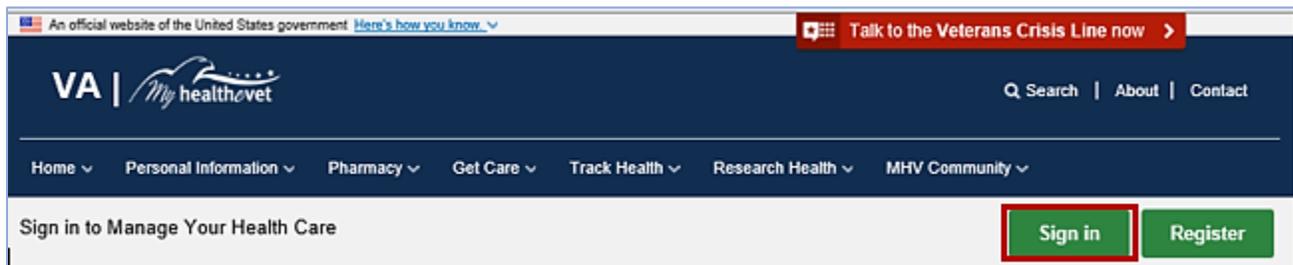


Figure 6: Sign in Button (Home Page Header section)

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

[Back to Top](#)

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

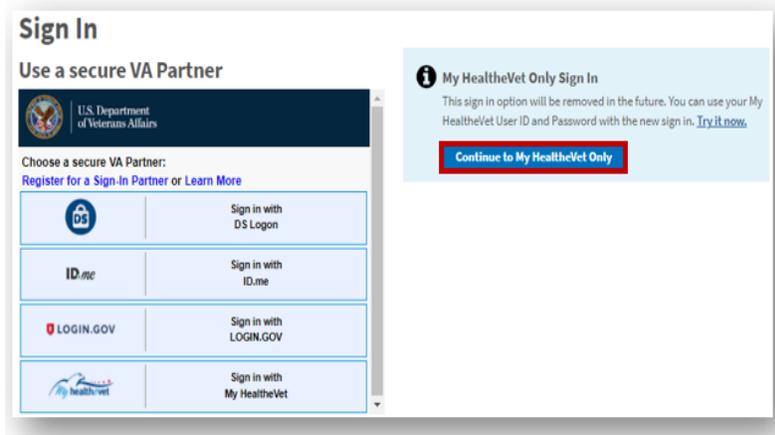


Figure 7: User Sign In

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

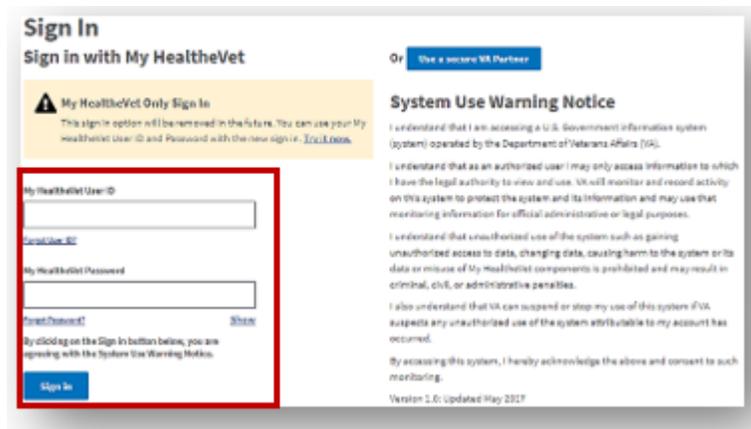


Figure 8: Sign in with My HealtheVet

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

[Back to Top](#)

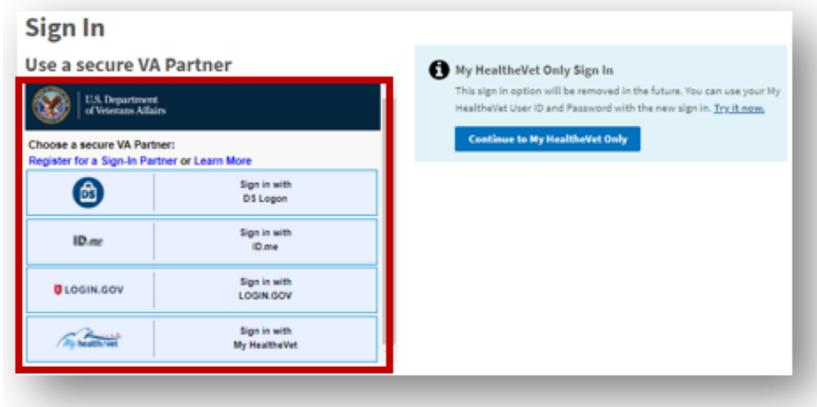


Figure 9: Sign in with a secure VA Partner

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 page

[Back to Top](#)

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

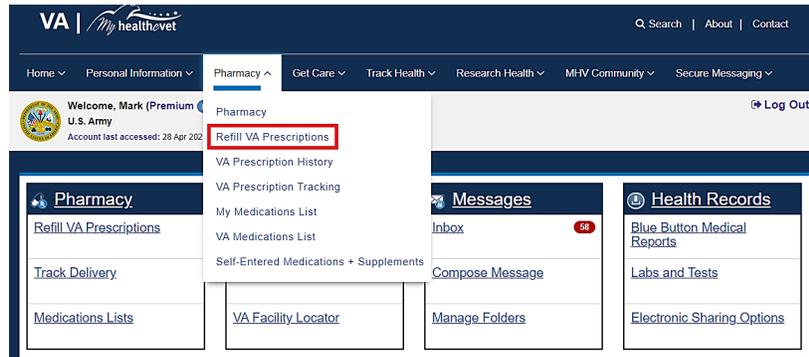


Figure 11: Refill VA Prescriptions from dropdown

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

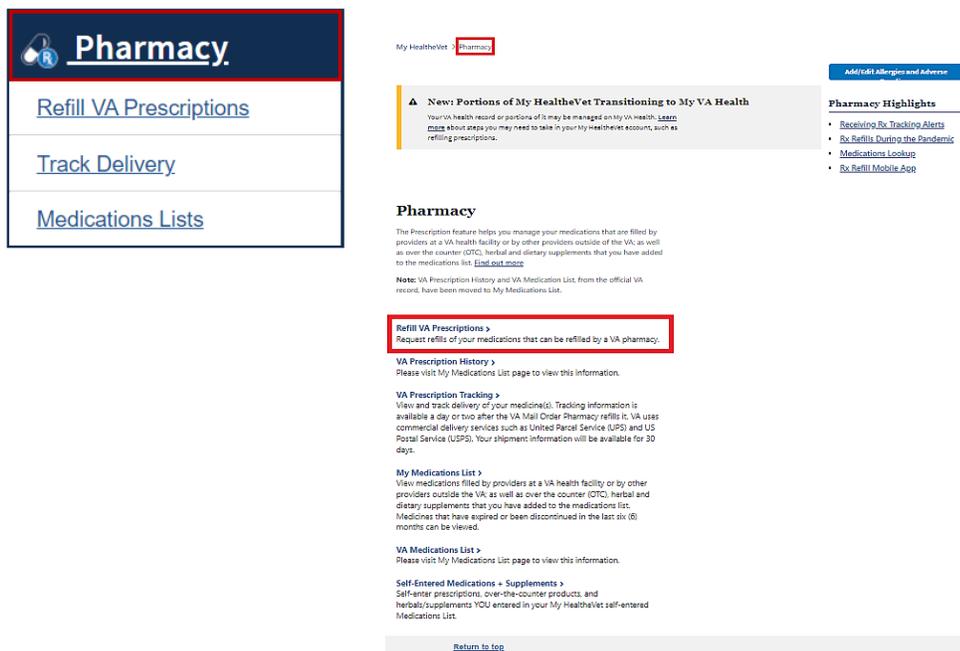


Figure 12: Refill VA Prescriptions from Pharmacy tab

[Back to Top](#)

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
Active	10/01/2021	09/21/2021	1	CITALOPRAM HYDROBROMIDE 20MG TAB RX#3636736 TAKE ONE-HALF TABLET EVERY 12 HOURS FOR 30 DAYS	SLC10 TEST LAB	<input checked="" type="checkbox"/>	
Active	08/26/2021	09/01/2021	9	ERLOTINIB HCL 150MG TAB RX#3636699 TAKE ONE TABLET EVERY DAY FOR 30 DAYS	SLC10 TEST LAB	<input type="checkbox"/>	
Active: Refill in Process	08/25/2021	08/25/2021	2	PEGFILGRASTIM 6MG/0.6ML RX#2720287 INJECT 1MG DAILY FOR 30 DAYS	DAYT29		

Example

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 [VA Prescription Tracking](#) section.

[Back to Top](#)

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#3636736 TAKE ONE-HALF TABLET EVERY DAY FOR 30 DAYS	SLC10 TEST LAB	<input checked="" type="checkbox"/>	Track Delivery
Active	08/26/2021	09/01/2021	9	ERLOTINIB HCL 150MG TAB RX#3636699 TAKE ONE TABLET EVERY DAY FOR 30 DAYS	SLC10 TEST LAB	<input type="checkbox"/>	
Active: Refill in Process	08/25/2021	08/25/2021	2	PEGFILGRASTIM 6MG/0.6ML RX#2720287 INJECT 1MG DAILY FOR 30 DAYS	DAYT29	<input checked="" type="checkbox"/>	

Figure 15: Examples of Prescription Information page

Active: Submitted is a refill request has been received by My HealthVet 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	<input checked="" type="checkbox"/>	
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	<input checked="" type="checkbox"/>	
Active:		11/05/2021	3	ZAFIRLUKAST 20MG TAB RX#3636758 TAKE ONE TABLET EVERY TWELVE (12) HOURS FOR 30 DAYS	SLC10 TEST LAB	<input type="checkbox"/>	

Figure 16: Active Prescriptions for Patient

[Back to Top](#)

Refill VA Prescription Information Detail

(Active Prescription of [REDACTED])

Date of Birth [07/25/1977]

Last updated [11/11/2021 at 1032]

You are viewing the selected Active Prescription Information.

Prescription Number: 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 List](#)

Figure 17: Prescription Information Detail page

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.

Pharmacy

[Refill VA Prescriptions](#)

[VA Prescription History](#)

[VA Prescription Tracking](#)

[My Medications List](#)

[VA Medications List](#)

[Self-Entered Medications +
Supplements](#)

Figure 18: VA Prescription Tracking location

[Back to Top](#)

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

The screenshot shows the 'Filter Results' interface. At the top, there are two buttons: 'Add a medication' and 'Refill a prescription'. Below these are two dropdown menus: 'Source' and 'Status'. The 'Source' dropdown is set to 'All' and the 'Status' dropdown is set to 'All'. Below the filters is a table with the following columns: Medication, Date, Status, Pharmacy, Source, and I want to:.

Medication	Date	Status	Pharmacy	Source	I want to:
Test04012022 D1 S2 Category: Herbal Expiration Date:	Start Date: 04/01/2022	Active	CVS	SELF-ENTERED	VIEW DETAILS
Tets041022-01 Category: Supplement Expiration Date:	Start Date: 04/01/2022	Active		SELF-ENTERED	VIEW DETAILS
AMLODIPINE BESYLATE 10MG TAB RX#3335711A 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	VIEW DETAILS

Figure 19: Filter options for Medication Table

[Back to Top](#)

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).

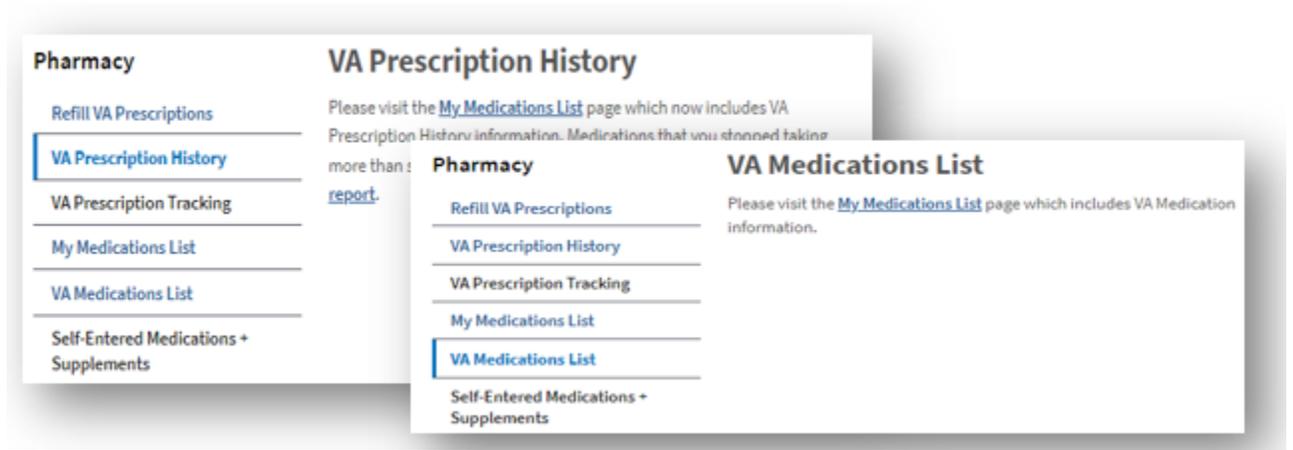


Figure 20 and 21: VA Medications List and VA Prescription History

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).

[Back to Top](#)



Figure 19: Self-Entered Medications + Supplements

Self-Entered Medications + Supplements

[View Allergies and Adverse Reactions](#)

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

i 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, [print](#) 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			
2	Herbal	Tumeric	1 capsule	08/18/2017				
3	Over-the-Counter	Vitamin K	1 pill	09/02/2020		NA		

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 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

[Back to Top](#)

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.

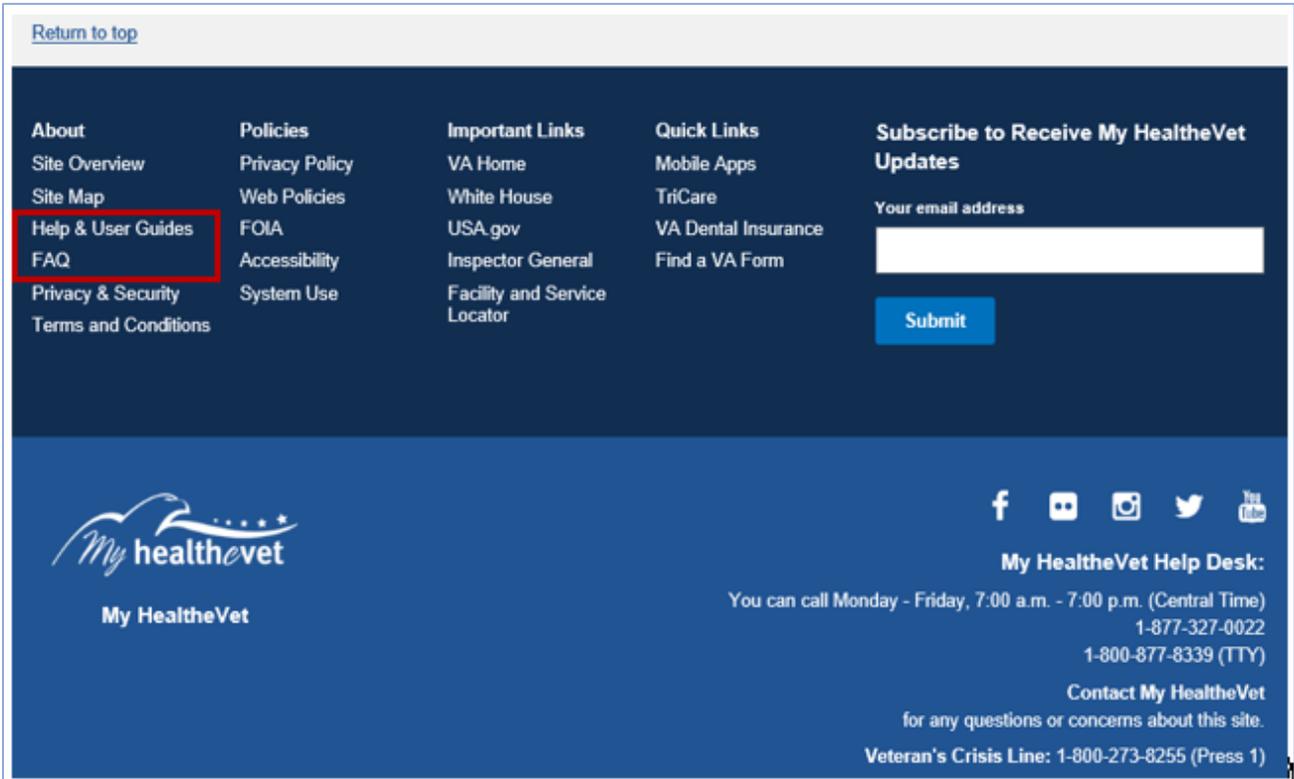


Figure 21: MHV Home Page - Help & User Guides/FAQ (Footer Section)

- (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.

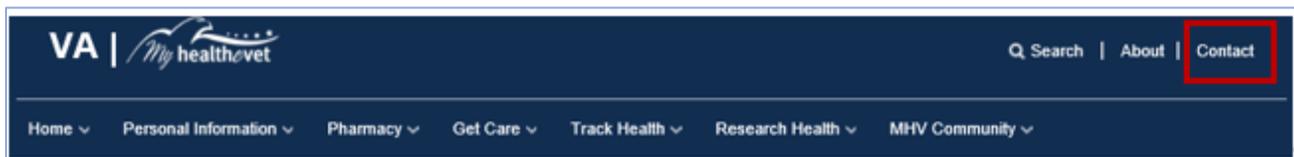


Figure 22: Contact

[Back to Top](#)

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

[My HealtheVet](#) / [Contact MHV](#)

Contact My HealtheVet

We love hearing from our users and value your feedback. If you need help, want to alert us to a concern, share information about a feature, or tell us how we are doing, you have an easy way to contact us.

If you have a question, we may already have what you are looking for. Check below to find a quick and easy answer to some of our more common questions.

Common Issues

- [Forgotten User ID](#)
- [Forgotten password](#)
- [How to Increase font size](#)
- [Find a VA facility near you](#)
- [Upgrading to a Premium My HealtheVet Account: What do I need to know?](#)
- [Your health care team and My HealtheVet](#)
- [How can I get information about my VA benefits?](#)
- [What is VA Blue Button?](#)
- [View Frequently Asked Questions](#)

If you need additional help, send us details using [this form](#).

You can also call 1-877-327-0022 Monday - Friday, 7:00 a.m. - 7:00 p.m. (Central Time).
Or, 1-800-877-8339 (TTY)

Note: When selecting [this form](#), the Contact Us form is displayed on a secure site contracted to VA. When you complete the Contact Us form and select Submit, the information on that form will be stored on the secure contracted site.

Updated July 1, 2020

Figure 23: Contact My HealtheVet page

[Back to Top](#)