My HealtheVet

TRACK DELIVERY OF YOUR PRESCRIPTIONS USER GUIDE

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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

Track Delivery of Your Prescriptions – Features Overview

This feature allows you to track delivery of a prescription mailed in the last 15 days. You will know when your prescription package should arrive. Track Delivery also allows you to view details about tracking information for each prescription.

The VA Mail Order Pharmacy is a service which dispenses and mails VA prescription refills to VA patients or CHAMPVA beneficiaries. To use this feature, you must have a My HealtheVet Premium account and be registered as a VA patient or CHAMPVA beneficiary.

In the Spotlight

My HealtheVet Account Types

My HealtheVet offers two account types:

- Basic

- Premium

Figure 1: Location of Account Type Descriptions

The prescription refills sent from the VA mail order pharmacy may include:

- Wound care supplies
- Diabetic supplies
- Other products/supplies processed by the VA mail order pharmacy

There is no limit to the number of prescriptions you can track when they are sent through the VA mail order pharmacy. The Track Delivery feature is available a day or two *after* your prescription has been shipped from a VA Mail Order Pharmacy.

Most prescriptions are handled by the VA mail order pharmacy so you can track them. Some medicine may require close patient follow-up. These medicines are not sent through the VA mail order pharmacy, so the tracking feature is not available.

With a Premium My HealtheVet account, you can use Secure Messaging to contact your VA health care team online to ask about renewing your prescription. To learn more about Secure Messaging, visit Secure Messaging FAQ.

My HealtheVet is a secure website. The VA follows strict security policies and practices to make sure that your personal health information is safe and protected.

Your VA health care team is not able to view any information in your My HealtheVet account. This includes Track Delivery.

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Your VA pharmacy team can track your prescription, but they use a different application to do this.

Note: *You are responsible for protecting your personal information you print out or download. It is important to protect your information. Protect this information the same way you would protect your banking or credit card information. Do not leave your printed information on a printer. Do not save your downloaded information to a public computer. When using a public computer, save your information to a CD and/or thumb drive. Remember to take the CD or thumb drive with you when you finish. You should never send an email that contains personal inform.*

Registered as VA Patient or CHAMPVA Beneficiary?

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

(1) Select the **Personal Information** tab (Figure 2).

Figure 2: Personal Information Tab location
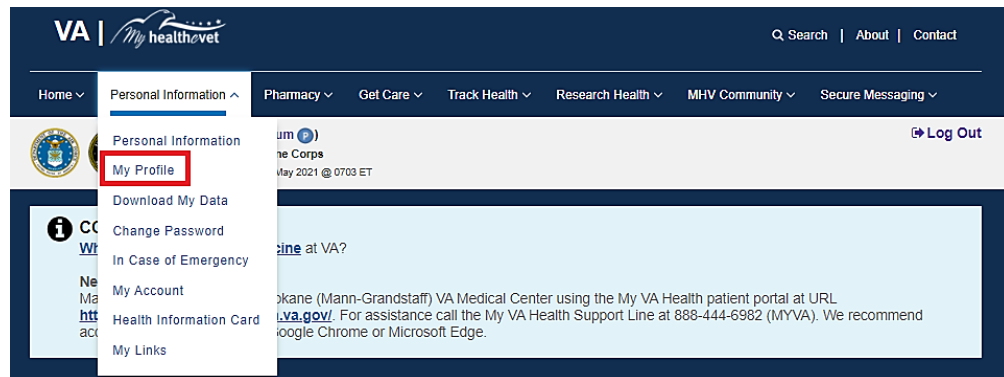
(2) Select the **My Profile** sub-tab (Figure 3)

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** checkbox (Figure 4).

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o   Check VA Patient or CHAMPVA Beneficiary.

Figure 4: VA Patient checkbox

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

Figure 5: Save Button

Getting Started with Track Delivery of VA Prescriptions

The following is the step-by-step process to track delivery of your VA prescriptions.

Step 1 – Sign in with My HealtheVet

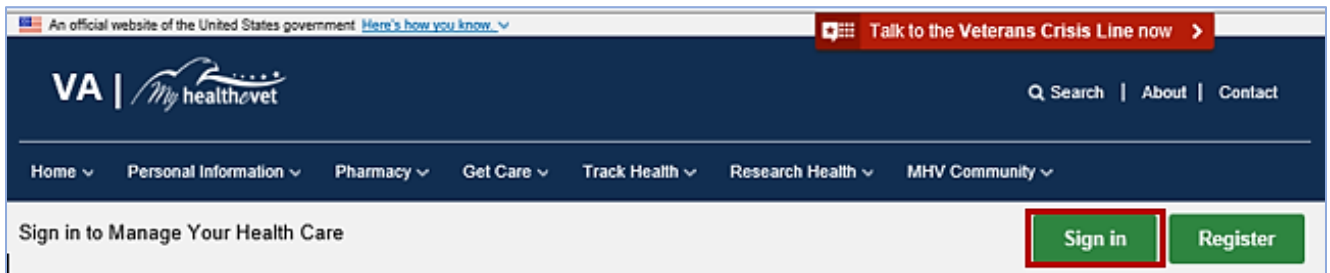1) Select the **Sign in** button or select the **Register** button to create a Premium account (Figure 6).

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

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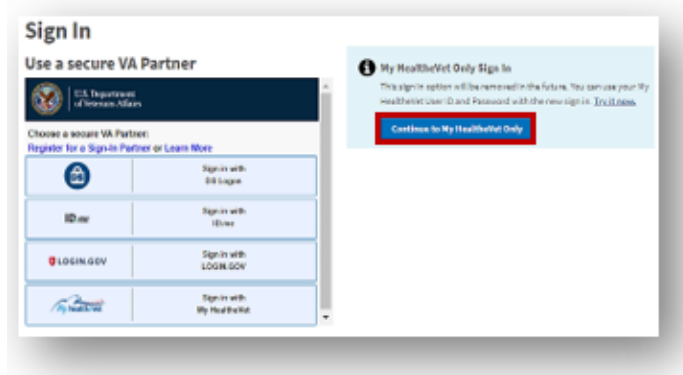2) Click the **Continue to My HealtheVet Only** button. (**Error! Not a valid bookmark self-reference.**).

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 (Figure 9). This sign-in option lets you access My HealtheVet and other VA websites.
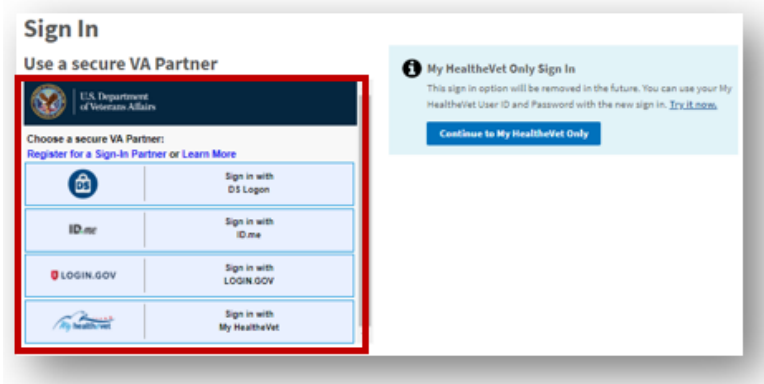

Figure 9: Sign in with a secure VA Partner

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

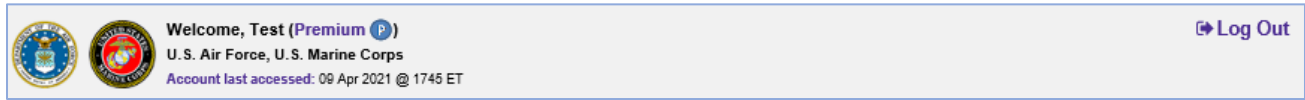Figure is an image of the Welcome Banner displayed after signing in.

Figure 10: Welcome Banner after signing in

Step 2 – Access Track Delivery

There are three ways you can access Track Delivery online:

1) Select **Track Delivery** on the homepage dashboard (Figure 11).

Figure 9: Track Delivery link on Home Page

2) You can also select **VA Prescription Tracking** under the **Pharmacy** tab (**Error! Reference source not found.**).
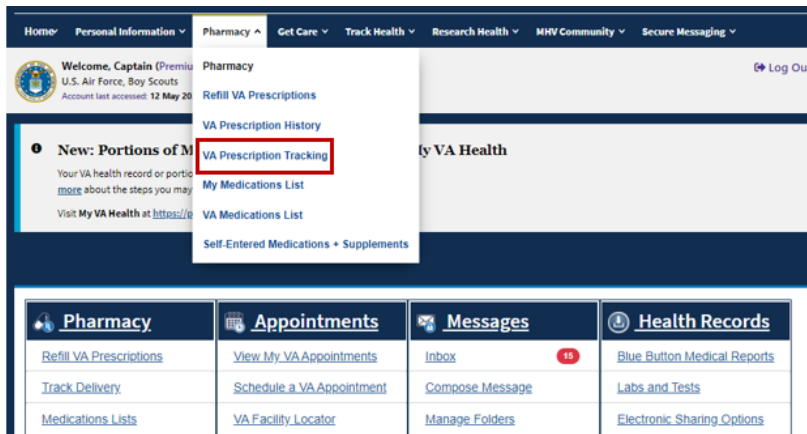

Figure 10 VA Prescription Tracking from dropdown

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Note: When the **Pharmacy** tab in the dashboard is selected, the system displays the **Pharmacy** summary page. Select **VA Prescription Tracking** (Figure 11).
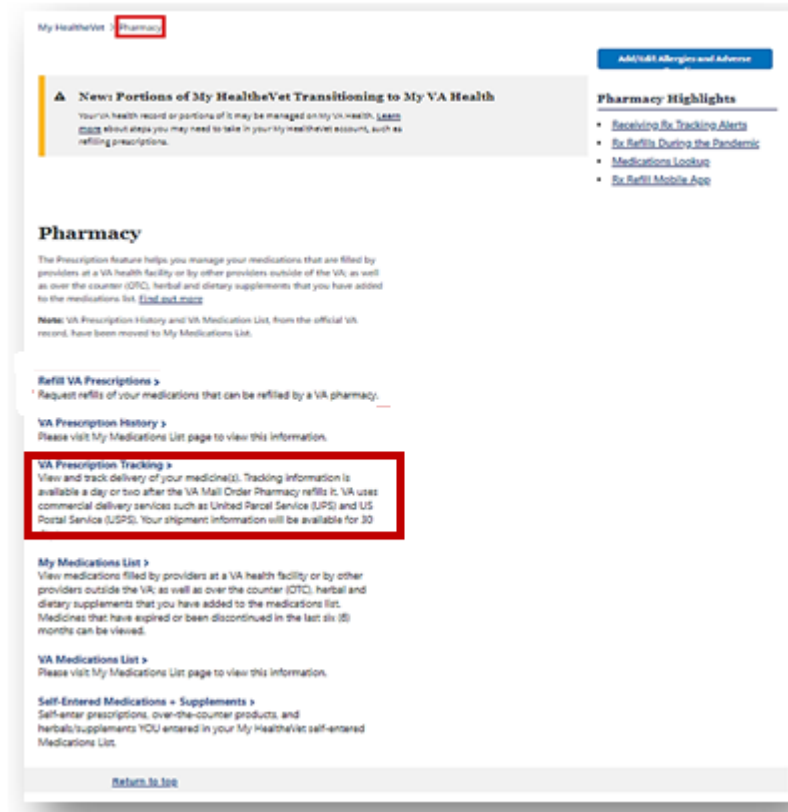

Figure 11: Refill VA Prescriptions from Pharmacy tab

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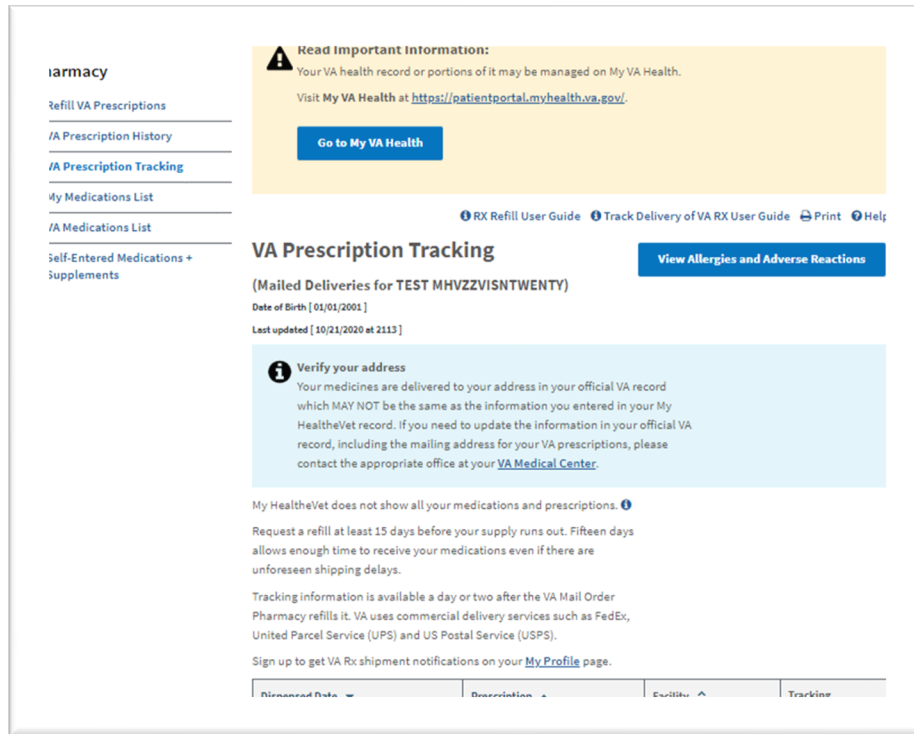
Step 3 –VA Prescription Tracking Page

Figure 14: VA Prescription Tracking Page

Step 4 – Select a Prescription Record to Track

1) Select the **Track Delivery** button for the medication you want to track (Figure 10).

   Note: The "i' in the **Select to Refill/Fill** column appears when a VA prescription is not available for refill currently (Figure 12). If you have questions about this prescription, please contact your local VA pharmacy.

Figure 12: Select the Track Delivery Button

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Step 5 –View Prescription Tracking Information

You are now on the **View Prescription Tracking Information Detail** page (Figure 11). This page shows your VA prescription filled by a VA Mail Order Pharmacy. A prescription sent by a VA Mail Order Pharmacy today takes a day or two to display.
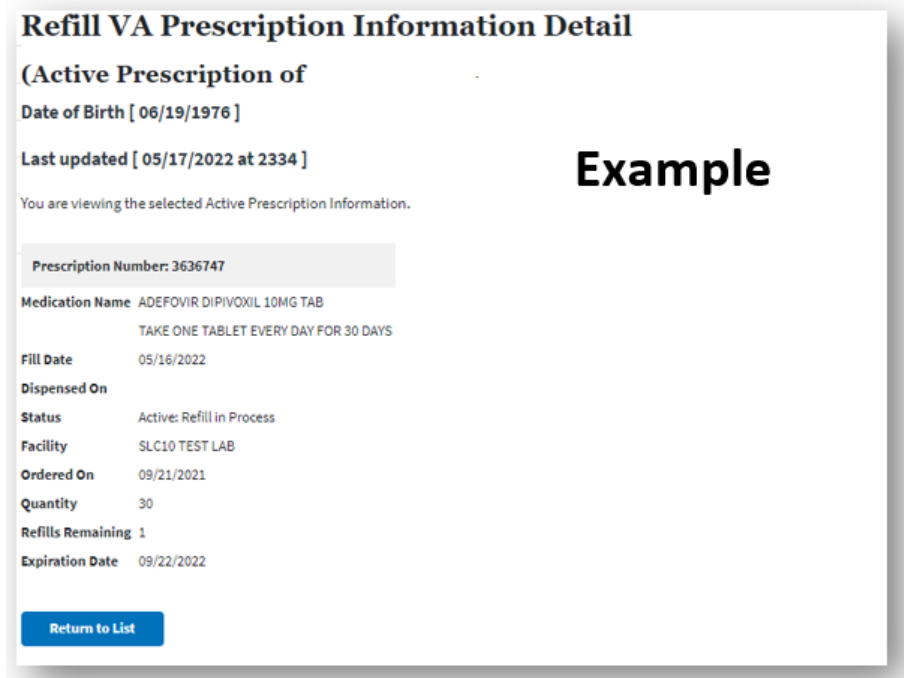

Figure 13: Prescription Tracking Information Detail Page

Step 6 –Select the Tracking Number Link

1) For delivery information, click the **Select Tracking Number** link (Figure 14). A warning page appears to inform you that you will be transferred to a non-VA website (United States Postal Service [USPS] or United Parcel Service [UPS]) to track your prescription delivery.
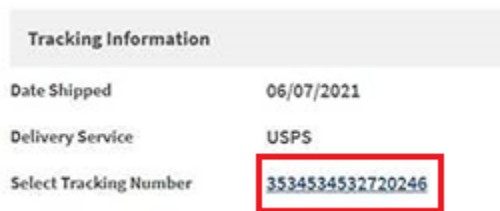

Figure 14: Tracking Information

2) Select **Continue** to open the Delivery Service website in a new window or tab. Tracking information for the prescription you just selected is available on the Delivery Service website.

3) Or select **Cancel**. You will be returned to the previous page.

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4) To exit the Delivery Service website, close that window or tab. To return to the My HealtheVet website, go back to that window or tab.

5) You can click on the **View Image** link to display a picture of the medicine (Figure 13).

Figure 13: View Image Link

An image of the medicine is shown (Figure 14). The image displayed is for identification purposes only and does not mean that it is the dose to be taken. If the medication image shown does not match what you are taking, please contact your VA Pharmacy. When done, click on the Return to Prescription Information button.

Figure 15: VA Prescription Medication Image

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Where to Find Help

Help Resources

(1) Select **Help & User Guides** *(Figure 16)* for general guidance on using My Health*e*Vet and User Guides for My Health*e*Vet features.

(2) Select **FAQ** (Figure 16) to go to **Frequently Asked Questions** and get commonly asked questions and answers about Prescription Refills.
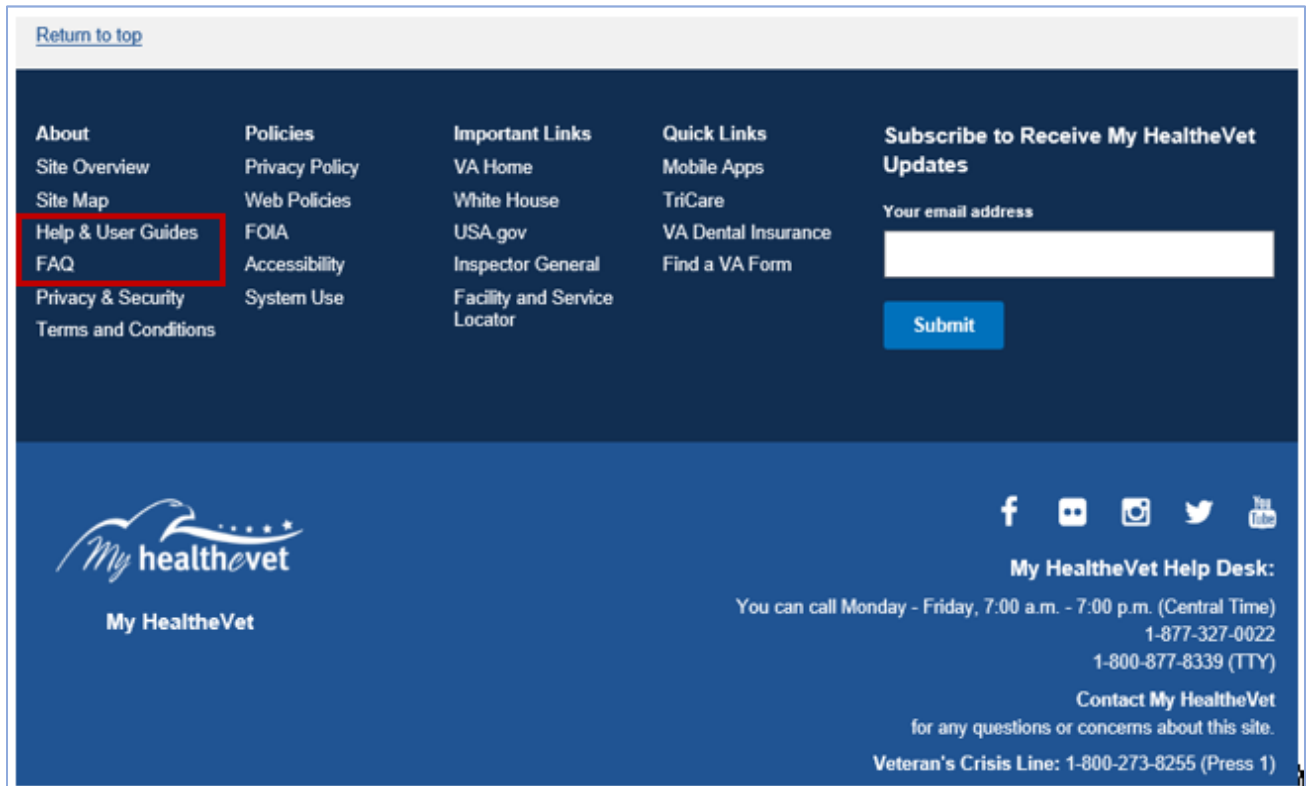

Figure 16: MHV Home Page - Help & User Guides/FAQ (Footer Section)

(3) Select **Contact** (Figure 16) 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.
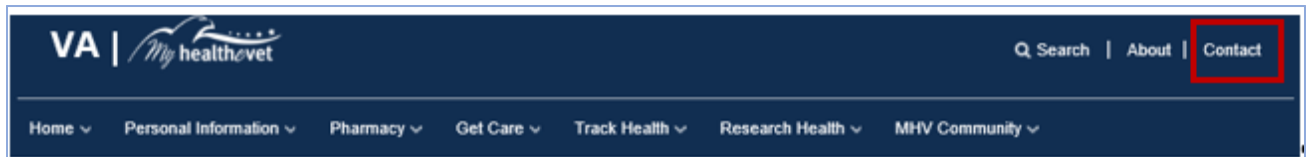

Figure 16: Contact

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The **Contact** My HealtheVet page will appear (Figure 17).

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.

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Figure 17: Contact My HealtheVet page

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