My HealtheVet Prescription Refill User Guide
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My HealtheVet Help Desk 1-877-327-0022 (TTY 800-877-8339)
Monday-Friday, from 7am-7pm Central Time.
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Quick Start Guide to Online VA Prescription Refill

You must be registered 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.

**Step 1 – Sign in to My HealtheVet**

(1) Sign in to your My HealtheVet account, by selecting the **Sign in** button on the right side of the screen to access VA Appointments (Figure 6).

![Figure 1: MHV Sign-in Button](image)

**Step 2 – Locate Refill Prescription Link**

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

**Step 3 – Select Medication**

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

**Step 4 – Submit Refill**

Select the **Submit Refills** button at the bottom of the page.

When your refill request has been submitted, an alert message will appear at the top of the page.

**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.
Feature Overview – Prescription Refill

The online VA Prescription (Rx) Refill feature on My HealtheVet gives you a secure way to refill your VA prescriptions. To use this feature, you must have:

- A My HealtheVet Premium account and have registered as a VA Patient.
- A prescription written by a VA provider that has previously been filled at a VA pharmacy.

Your current prescriptions filled by a VA Pharmacy are displayed on My HealtheVet. You can refill most of your active VA prescriptions online. An exception to this is controlled narcotics (such as fentanyl, which is used for pain). In addition, this section does NOT display VA prescriptions that:

- have no remaining refills
- have expired
- have been discontinued
- are/were administered in a clinic or emergency department
- have been placed On Hold by the pharmacy or your provider
- have new prescription orders that have not yet been processed by the pharmacy (Pending status)

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 the label of your prescription bottle.

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

![Image of My Profile sub-tab]

**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

- Select **VA Patient** or **CHAMPVA beneficiary**. This will put a checkmark in the box.

![Image of What is Your Relationship to VA?]

**Figure 4: VA Patient checkbox**
(4) Select the **Save** button at the bottom of the screen.

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. To learn more about Secure Messaging, visit Secure Messaging [FAQs](#).

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**Getting Started with VA Prescription Refill**

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

**Step 1 – Sign in to My HealtheVet**

(2) Sign in to your My HealtheVet account, by selecting the **Sign in** button on the right side of the screen to access VA Appointments (Figure 6).

- You must have already registered as a user.
- If you do **not** have a My HealtheVet account, register by selecting the **Register** button on the right side of the screen and complete the registration form.
(3) When the **User Sign In** page displays, click the **Sign in with My HealtheVet** button (Figure 7).

![Sign In: Use a secure VA Partner](image)

Figure 7: User Sign In

(4) The **Sign in with My HealtheVet** page (Figure 8) will display.
(5) Enter your **User ID** and **Password** (Figure 8).

![Sign in with My HealtheVet](image)

Figure 8: Sign in with My HealtheVet

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Monday-Friday, from 7am-7pm Central Time.
Figure 9 is an image of the Welcome Banner displayed after sign in.

![Welcome Banner after sign in](image)

**Step 2 – Accessing Refill VA Prescriptions Online**

After signing in to, there are three ways you can access Refill VA Prescriptions Online:

1. Select the **Pharmacy** or **Refill VA Prescriptions** link in the dashboard (Figure 10).

![Refill VA Prescriptions link on Home Page](image)

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

![Refill VA Prescriptions from drop down](image)
(3) When the **Pharmacy** tab in the Dashboard is selected, the system displays the **Pharmacy** page. Select **Refill VA Prescriptions** (Figure 12).

![Figure 12: Refill VA Prescriptions from Pharmacy tab](image)

**Step 3 – Refilling VA Prescriptions Online**

You are now on the **Refill VA Prescription Information** page. Click the checkbox of the prescription to be refilled in the **Select to Refill** column (Figure 13).

![Figure 13: Example of Prescription Information page](image)
Then click the **Submit Refills** button at the bottom of the page. When refill requests have been submitted, an alert confirming your request is shown at the top of the page.

**View Details on a VA Prescription**

To view detailed information for a VA Prescription, select Medication Name you want to view while in (Figure 14).

![Figure 14: Active Prescriptions for Patient](image)

![Figure 15: Prescription Information Detail page](image)
You can also view prescription detail under VA Prescription History (Error! Reference source not found.) and selecting a Medication on the page (Figure 17).

Figure 16: VA Prescription History location

Figure 17: Table of VA Prescription History

Back to Top
Detailed information displays for the selected prescription (Figure 18). For detailed information on other prescriptions, click on the Return to List button to return to the View Prescriptions History Information page and select another prescription link (Figure 18).

![View Prescription History Information Detail](image)

**Figure 18: View Prescription History Information Detail**

**VA Prescription Tracking**

VA Prescription Tracking feature in the Pharmacy section (Figure 19) of My HealtheVet allows you to view when your VA prescriptions were shipped by a VA Mail Order Pharmacy in the last 30 days. This applies to registered VA patients with a Premium My HealtheVet account.

![Pharmacy](image)

**Figure 19: VA Prescription Tracking location**
This page shows your VA prescription packages the VA Mail Order Pharmacy filled and mailed in
the last 30 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

This section displays self-entered medications, prescriptions and supplements from your Self-
Entered Medications + Supplements 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 it to your next
clinic visit. Choose from the available options to view a table with your filtered results (Figure
21).

Figure 20: My Medications List location
Filter Results

*Indicates Required Information

Source
- VA
- Self-Entered
- Both

Status
- Active
- Expired
- Discontinued
- All

Go

Figure 21: Filter options for Medication Table

VA Medications List

This filtered list displays medications, prescriptions and supplements in your records at VA Medical Centers. This information CANNOT be changed. Select an item from the table to view details of the prescription (Figure 23).

Figure 22: VA Medications List location
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.

Select the Pharmacy tab (Figure 24) 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 25).

Figure 23: VA Medication List

Figure 24: Self-Entered Medications + Supplements
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.
Where to Find Help

Frequently Asked Questions, Help and Contact MHV

(1) Select **Help & User Guides** (Figure 26) for general guidance on using My HealtheVet and User Guides for My HealtheVet features.

(2) Select **FAQ** (Figure 26) to go to **Frequently Asked Questions** and get commonly asked questions and answers about Prescription Refills.

(3) Select **Contact** (Figure 27) 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.
The **Contact** My HealtheVet page will appear (Figure 28).

![Contact My HealtheVet page](image)

**Figure 28: Contact My HealtheVet page**

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