Refill VA Prescriptions Online
User Guide
# TABLE OF CONTENTS

**Quick Start Guide to Refill VA Prescriptions Online** .......................................................... 2

**Where to Find Help**
- Help, Frequently Asked Questions, and Contact My HealtheVet ........................................... 2

**Refill VA Prescriptions Online – Feature Overview** .................................................................. 5

**Getting Started**
- Step 1 – Log into My HealtheVet .................................................................................................. 6
- Step 2 – Access Refill VA Prescriptions Online ......................................................................... 7
- Step 3 – Refilling VA Prescriptions Online ................................................................................ 8

**View Details on a VA Prescription** .......................................................................................... 8

**Medications + Supplements Summary** .................................................................................... 10

**VA Medications Summary** ...................................................................................................... 10

**View Medications, OTCs, Herbals & Supplements Information (self-entered)** ................. 11

**Unable to Refill Prescription** ................................................................................................... 12

**Track Delivery of VA Prescriptions** ....................................................................................... 12
Quick Start Guide to Refill VA Prescriptions Online

You must be registered as a VA Patient and have an **Advanced** or **Premium** My HealtheVet account to refill VA prescriptions online. Complete the steps below to refill your prescriptions.

**Step 1** – Log into your My HealtheVet account

**Step 2** – Locate and select the [Refill VA Prescriptions] link on the home page

A list of your active VA prescriptions displays

**Step 4** – Under the **Select to Refill** column, choose the box of the medication that is due to be refilled

**Step 5** – 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
Where to Find Help

Frequently Asked Questions, Help and Contact My HealtheVet

a) Select FAQ to go to Frequently Asked Questions and get commonly asked questions and answers about refilling your VA prescriptions online.

b) Select Help & User Guides for general guidance on using My HealtheVet and User Guides for My HealtheVet features.

c) Select Contact to send a message to the My HealtheVet Help Desk or contact them using the telephone number above.
Refill VA Prescriptions Online – Feature Overview

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

- A My HealtheVet Advanced or 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.

You are able to refill most of your VA prescriptions online. An exception to this are controlled narcotics (also called Schedule 2 medications). Also, note:

- Not all Active prescriptions can be refilled. For example, when not enough time has passed since the last refill, a prescription may be Active, but not yet refillable.
- Use the Prescription Number on the label of your medicine bottle to ensure you are refilling the needed prescription.
- If you have a current VA prescription that is not included in your list of refillable prescriptions, please contact the VA pharmacy where your prescription was written.

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

- Login to My HealtheVet
- Select the PERSONAL INFORMATION tab
- Select the Profiles sub-tab
- Under What is Your Relationship to VA, if you use the VA Health Care System, make sure you select the VA Patient checkbox
  - If VA Patient is not checked and you use the VA Health Care System, select this box
  - This will put a checkmark in the box
- 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.

**IMPORTANT:** Please note that any information entered in your My HealtheVet account is for you only and is not shared with your VA facility. If you need to update the information in your official VA record, including the mailing address for your VA prescriptions, please contact the appropriate office at your local VA facility.
Getting Started

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

**Step 1 – Log into My HealtheVet**

Log into your My HealtheVet [Advanced](#) or [Premium](#) account by selecting the **Login** button on the right side of the screen. You must have already registered as a VA Patient. 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. Click on the login link in the Congratulations box to log into your account.
Step 2 – Access Refill VA Prescriptions Online

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

1. Select the **Pharmacy** or **Refill VA Prescriptions** link in the dashboard.

2. You can also select **Refill Prescriptions** under the **Pharmacy** tab.

When the **Pharmacy** tab in the Dashboard is selected, the system displays the **Pharmacy** page. Select **Refill Prescriptions**.
Step 3 – Refilling VA Prescriptions Online

You are now on the **Refill Prescriptions Information** page. Click the checkbox of the prescription to be refilled in the **Select to Refill** column.

![Prescription Table](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 on a VA prescription, select a link on the menu bar to display an information page.

![Prescription Information](image)
As an example, when you select **Prescription History** on the menu bar, the following screen displays. Click on a Prescription Number link to display a details page with the selected prescription information:

![Screenshot of Prescription History Information page]

Detailed information displays for the selected prescription:

![Screenshot of Prescription History Information Detail]

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.
Medications + Supplements Summary

This list displays medications, prescriptions and supplements in your record at VA Medical Centers and the ones who have self-entered. You will NOT be able to change any medication information that comes from your VA Medical Records. Choose from the available options to view a table with your filtered results.

---

VA Medications Summary

This 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.
View Medications, OTCs, Herbals & Supplements Information (self-entered)

Medications, OTCs, Herbals & Supplements is a blended view of all medications, 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 (Refill Prescriptions and Prescriptions History).

Select the Pharmacy tab and then Self-Entered Medications + Supplements tab. A list of self-entered medications and supplements as well as VA medications displays in one 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.

Track Delivery of VA Prescriptions

The Track Delivery feature, in the Pharmacy section of My HealtheVet, allows you to view when your VA prescriptions were shipped by a VA Mail Order Pharmacy. It also shows details of the prescription package and the delivery service used.

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 Profiles page.