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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 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).

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.
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)](https://www.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](https://www.va.gov/locations/)

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](image)

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

![Figure 3: My Profile location](image)

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

![Save Button](image)

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.

![Sign in Button](image)

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](image)

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

![Figure 8: Sign in with My HealtheVet](image)

(4) (Optional) Select a secure VA partner. This sign-in option lets you access My HealtheVet and other VA websites.
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).
(2) You can also select **Refill VA Prescriptions** under the **Pharmacy** tab (Figure 11).

![Figure 11: Refill VA Prescriptions from dropdown](image1)

(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](image2)
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).

![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.
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).
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.
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**

![Figure 19: Filter options for Medication Table](image)

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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).

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).
Prescription Refill

Figure 19: Self-Entered Medications + Supplements

Self-Entered Medications + Supplements

(Personal Health Journal of [Redacted])

This My HealtheVet Pharmacy module contains self-entered prescriptions, over-the-counter products, and herbal/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.

<table>
<thead>
<tr>
<th>Row #</th>
<th>Category</th>
<th>Name</th>
<th>Dose</th>
<th>Start Date</th>
<th>Stop Date</th>
<th>RX Number</th>
<th>Edit</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Supplement</td>
<td>Calcium</td>
<td>100</td>
<td>09/17/2017</td>
<td>09/17/2018</td>
<td></td>
<td>✓</td>
<td>⬜</td>
</tr>
<tr>
<td>2</td>
<td>Herbal</td>
<td>Tumeric</td>
<td>1 capsule</td>
<td>08/18/2017</td>
<td></td>
<td></td>
<td>⬜</td>
<td>✓</td>
</tr>
<tr>
<td>3</td>
<td>Over the Counter</td>
<td>Vitamin K</td>
<td>1 pill</td>
<td>09/02/2020</td>
<td>NA</td>
<td></td>
<td>✓</td>
<td>⬜</td>
</tr>
</tbody>
</table>

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.

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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.

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

![Contact My HealtheVet](image)

**Figure 23: Contact My HealtheVet page**