

# Awareness: Email Notifications & Refilling VA Prescriptions on Vets.gov for My HealthVet Coordinators

On Saturday, June 17<sup>th</sup>, My HealthVet email notification content for prescriptions will now include a link to Vets.gov. Now that this link will be embedded in the email message, more My HealthVet users may attempt to use Vets.gov to refill their VA prescriptions.

Below includes information/resources for My HealthVet Coordinators:

## Who can get access to prescriptions on Vets.gov?

Any Advanced or Premium My HealthVet user who has accepted the My HealthVet Terms and Conditions will have access to refill their VA prescriptions on Vets.gov.

Before being able to refill their VA prescriptions on Vets.gov the user must create an account and log in.

## How do users log in?

For instructions on how to log in, you can visit this link:

[http://vaww.va.gov/MYHEALTHVET/docs/promo\\_comm/VMH-187\\_VA\\_OCC\\_Vets\\_gov\\_Factsheet.pdf](http://vaww.va.gov/MYHEALTHVET/docs/promo_comm/VMH-187_VA_OCC_Vets_gov_Factsheet.pdf)

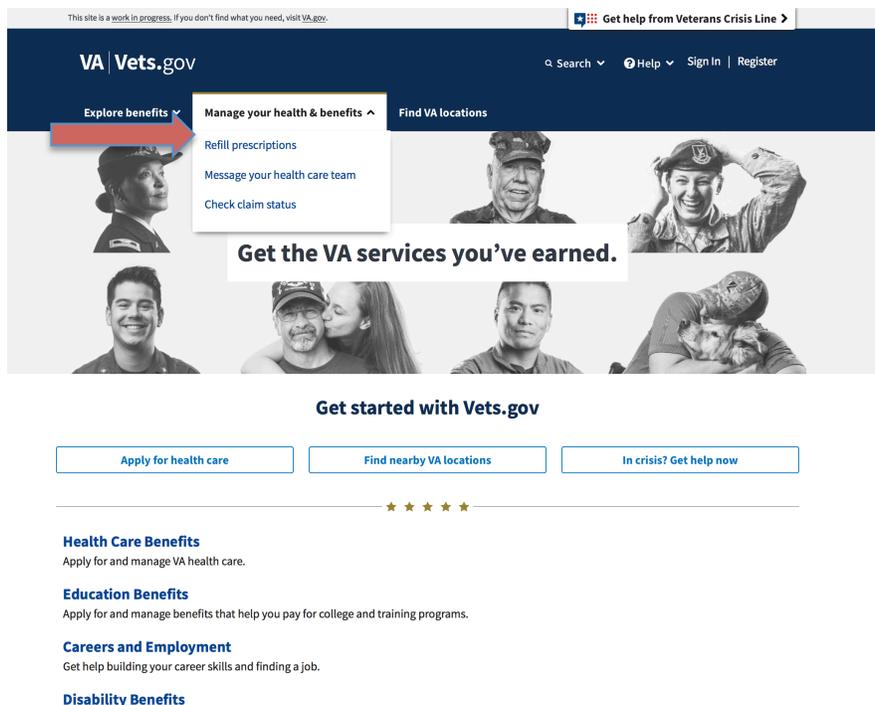
You can also check out a YouTube video about login here:

<https://www.youtube.com/watch?v=pUedYDxnG1Q&feature=youtu.be>

## Where do users go to access prescriptions?

Once logged in, users can access VA prescriptions a few different ways.

User can access VA prescriptions feature through our top navigation by selecting *Manage Your Health & Benefits* and then selecting *Refill Prescriptions*.



The screenshot shows the Vets.gov website interface. At the top, there is a navigation bar with the VA logo and the text 'Vets.gov'. To the right of the logo, there are links for 'Search', 'Help', 'Sign In', and 'Register'. Below the navigation bar, there is a main content area with a header that says 'Get the VA services you've earned.' and a sub-header 'Get started with Vets.gov'. Below this, there are three buttons: 'Apply for health care', 'Find nearby VA locations', and 'In crisis? Get help now'. At the bottom, there are four sections of benefits: 'Health Care Benefits', 'Education Benefits', 'Careers and Employment', and 'Disability Benefits'. A red arrow points to the 'Manage your health & benefits' dropdown menu, which is open and shows the following options: 'Refill prescriptions', 'Message your health care team', and 'Check claim status'.

Users can also access prescriptions by selecting *Health Care Benefits* here and then selecting *Refill Prescriptions*:

VA | Vets.gov

Search Help Sign In Register

Explore benefits Manage your health & benefits Find VA locations

Get the VA services you've earned.

Get started with Vets.gov

Apply for health care Find nearby VA locations In crisis? Get help now

Health Care Benefits  
Apply for and manage VA health care.

Education Benefits  
Apply for and manage benefits that help you pay for college and training programs.

Careers and Employment  
Get help building your career skills and finding a job.

Disability Benefits  
Apply for disability compensation and other benefits for conditions related to your military service.

Burials and Memorials  
Get help planning a burial or memorial service, and find out how to get survivor and dependent benefits.

VA | Vets.gov

Search Help Hector

Explore benefits Manage your health & benefits Find VA locations

Home > Health Care Benefits

## Health Care Benefits

With VA health care, you're covered for regular checkups with your primary care doctor and appointments with specialists (like cardiologists, gynecologists, and mental health providers). You also gain access to home health and elder care, plus medical equipment, prosthetics, and prescriptions.

Apply for VA Health Care

### Eligibility

Find out if you can get VA health care benefits.

### Application Process

Apply online now, or find out how to apply in person or by phone or mail.

### Refill Prescriptions

Refill prescriptions online, and track the status of your refills.

### Send a Message to Your Health Care Team

Send a secure, private note to your doctor or other members of your VA health care team.

There is also a link to *Refill Prescriptions* at the bottom of the Vets.gov site here:

Get started with Vets.gov

Apply for health care Find nearby VA locations In crisis? Get help now

Services and Benefits

- Disability Benefits
- Education Benefits
- Careers and Employment
- Healthcare
- Burials and Memorials

Popular on Vets.gov

- Apply for health care
- Apply for education benefits
- Check disability claim status
- Education benefits by school
- Refill prescriptions

Contact

- Find nearby VA locations
- Call the Vets.gov Help Desk
- 1-855-574-7286
- TTY: 1-800-829-4833
- Monday - Friday, 8:00 am - 8:00 pm (ET)
- Get help from the Veterans Crisis Line

Once the user has selected *Refill Prescriptions*, they are brought to a page that looks like this:

## Prescription Refill

**⚠ This list may not include all your medications**  
If you have any questions about your medication list, please contact your health care team.

Refill Prescriptions View History

View: Card List

| Prescription Name ▼  | Facility name                | Submit date  | Fill date    | Refills left | Refill Status   |
|--|------------------------------|--------------|--------------|--------------|---|
| <b>Acetaminophen 325MG TAB</b><br>Prescription #: 31342794 | Washington VA Medical Center | May 09, 2017 | May 12, 2017 | 2            | <a href="#">Track package</a><br><a href="#">Refill prescription</a>      |
| <b>Docusate NA 100MG CAP</b><br>Prescription #: 31342794   | Washington VA Medical Center | Apr 22, 2017 | Apr 23, 2017 | 1            | <a href="#">Track package</a><br><a href="#">Refill prescription</a>      |
| <b>Cefuroxime 250MG CAP</b><br>Prescription #: 31342794    | Washington VA Medical Center | Apr 22, 2017 | Apr 23, 2017 | 0            | <a href="#">Track package</a><br><a href="#">Request for more refills</a> |
| <b>Synthroid 3MG TAB</b><br>Prescription #: 31342794       | Washington VA Medical Center | Apr 01, 2017 | Apr 02, 2017 | 10           | <a href="#">Track Package</a>   |

From here, the user can view VA prescription details, track their package(s), refill their prescription(s) and view previous prescriptions in their *View History* tab.

For more specific details on prescription refills, please visit this link here:  
<https://www.youtube.com/watch?v=0F4ZD6VzH6A&feature=youtu.be>

For information specific to tracking your prescription, you can also visit this link here:  
<https://youtu.be/qpZV7cmZc8c>.

### Vets.gov FAQs

[http://vaww.va.gov/MYHEALTHEVET/docs/promo\\_comm/VMH-187\\_VA\\_OCC\\_Vets\\_gov\\_FAQ.pdf](http://vaww.va.gov/MYHEALTHEVET/docs/promo_comm/VMH-187_VA_OCC_Vets_gov_FAQ.pdf)

### Questions?

Please contact Natalie at [Natalie.Moore@va.gov](mailto:Natalie.Moore@va.gov) or by phone at 703-340-9817.

**Thank you!**