

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

On Saturday, June 17th, My HealtheVet 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 HealtheVet users may attempt to use Vets.gov to refill their VA prescriptions.

Below includes information/resources for My HealtheVet Coordinators:

Who can get access to prescriptions on Vets.gov?

Any Advanced or Premium My HealtheVet user who has accepted the My HealtheVet 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/MYHEALTHEVET/docs/promo_comm/VMH-187_VA_OCC_Vets_gov_Factsheet.pdf

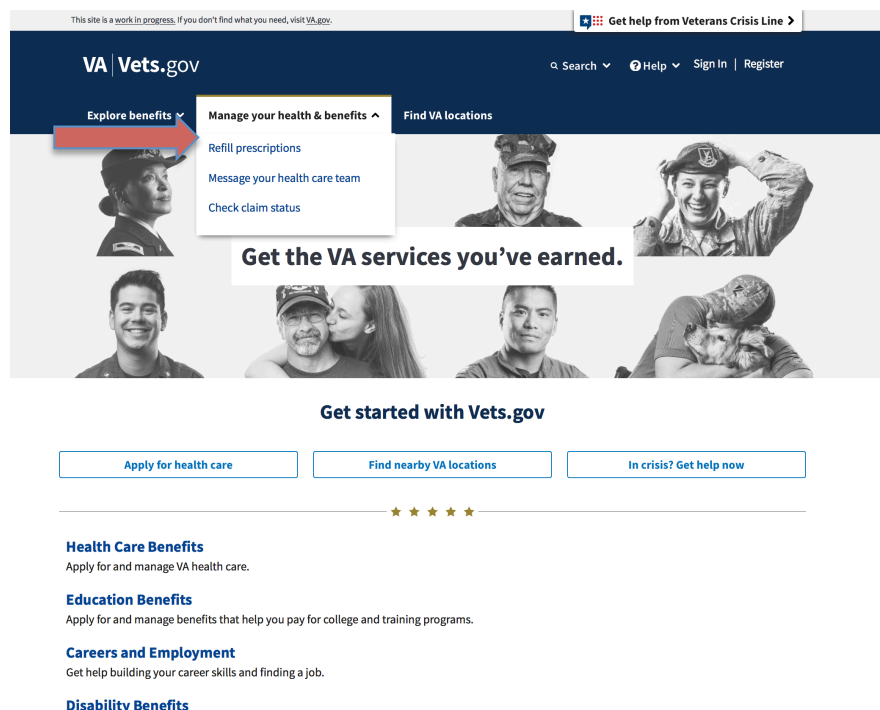
You can also check out a YouTube video about login here:

<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*.

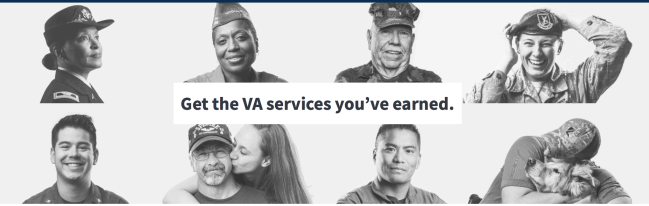


Users can also access prescriptions by selecting *Health Care Benefits* here and then selecting *Refill Prescriptions*:

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 careFind nearby VA locationsIn 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 careFind nearby VA locationsIn 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.

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 |
|--|------------------------------|--------------|--------------|--------------|---|
| Acetaminophen 325MG TAB Prescription #: 31342794 | Washington VA Medical Center | May 09, 2017 | May 12, 2017 | 2 | Track package Refill prescription |
| Docusate NA 100MG CAP Prescription #: 31342794 | Washington VA Medical Center | Apr 22, 2017 | Apr 23, 2017 | 1 | Track package Refill prescription |
| Cefuroxime 250MG CAP Prescription #: 31342794 | Washington VA Medical Center | Apr 22, 2017 | Apr 23, 2017 | 0 | Track package Request for more refills |
| Synthroid 3MG TAB Prescription #: 31342794 | Washington VA Medical Center | Apr 01, 2017 | Apr 02, 2017 | 10 | Track Package |

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

Questions?

Please contact Natalie at Natalie.Moore@va.gov or by phone at 703-340-9817.

Thank you!