Rx Refill
At A Glance

What is Rx Refill?

Rx Refill is a mobile app that allows Veterans to request refills of VA-dispensed prescriptions, scan VA prescriptions to access prescription information, track VA prescription deliveries, and view VA prescription history from the convenience of a mobile device. The app also contains links to the My Health*e*Vet website for additional medication information.

To use Rx Refill, you must have ID.me, DS Logon Level 2 (Premium) or My Health*e*Vet Premium account credentials.

Rx Refill is available for download on iOS or Android devices in the Apple App or Google Play store.
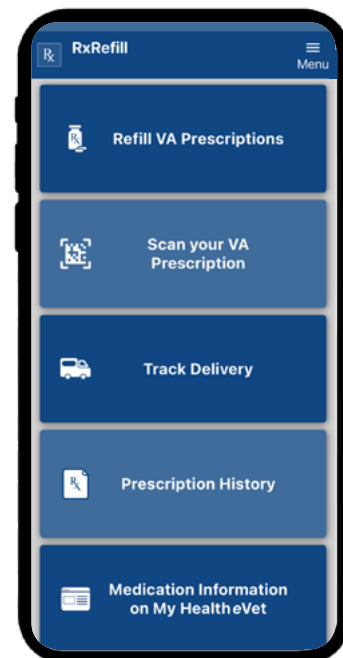
Getting to Know the App

When you log into Rx Refill, you will see a menu icon in the top right corner of the screen. You can access the app's main features from the home screen by tapping: **Refill VA Prescriptions**, **Scan your VA Prescription**, **Track Delivery**, **Prescription History**, or **Medication Information on My Health*e*Vet**.

Request a Refill

To request a refill of your VA prescription, tap **Refill VA Prescriptions** or **Scan your VA Prescription**. Tap **Refill VA Prescriptions** to see a list of your refillable prescriptions. To refill a prescription, tap the arrow to the right of the prescription to access the Refill Details screen. Tap the prescription to select it, then tap **Request Refill**. Tap **Confirm** to proceed with the refill. To request refills of multiple prescriptions, tap the white circle to the left of the prescriptions you would like to refill, then tap **Request Refill**. You can also tap **Select All** at the top of the screen to request a refill of all of your prescriptions at once.

If your prescription label contains a square barcode, tap **Scan your VA Prescription**, read the on-screen instructions, and tap **Scan Now**. If a VA-dispensed medication is detected, you will be redirected to the Scan Successful screen. Tap **Request Refill** and a pop-up Refill Confirmation box will appear. Tap **Confirm** and you will see a pop-up Request Results box confirming if your refill request was successful.

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Track Delivery

You can track your prescriptions by tapping **Track Delivery** on the home screen. A list of trackable VA prescriptions will be displayed. Tap on a prescription to go to the Track Delivery Details screen where you can view information on the prescription, tracking details, an image of your medication, other prescriptions included in the delivery, and past shipments of your prescription. Tap the **Tracking Number** under the Tracking Information section and tap **Continue** to be redirected to the website of the delivery service to see details about the delivery of your prescription.

Prescription History

The **Prescription History** screen shows you a list of all of your previous and current VA prescriptions, both refillable and non-refillable, as well as a history of your refill requests. Tap the arrow to the right of any prescription to view the Prescription History Details, including information on the prescription status, number of remaining refills, expiration date, and more.

My Health*e*Vet

Tap **Medication Information on My Health*e*Vet** to access links to the My Health*e*Vet website. Tap the link you would like to view, then tap **Continue** to be redirected to the My Health*e*Vet website to learn more.

Help and Additional Information

For assistance with the Rx Refill app, dial 1-877-470-5947 to speak with a VA representative. For clinical questions regarding your personal medical information, please contact your VA care team.

More resources, such as a slideshow and FAQs, can be found on **mobile.va.gov/app/rx-refill**.