Rx Refill App
User Manual

User Manual

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Overview

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The Department of Veterans Affairs (VA) Rx Refill mobile application (app) allows you to request refills of your refillable VA-dispensed prescriptions, scan your VA prescriptions to access prescription information, track VA prescription deliveries, view VA prescription history and access additional medication information on My Health*e*Vet from the convenience of your mobile device. The app works in conjunction with the Rx Refill feature within My Health*e*Vet, and refill requests submitted through the app or the My Health*e*Vet website are trackable using the app's Track Delivery feature. Since the app and My Health*e*Vet work together, if My Health*e*Vet is not operational at your facility, the Rx Refill app will not work.

NOTE: The prescription(s) listed in the app may not be a complete list of the VA-dispensed prescriptions you are taking. You cannot request refills of prescriptions dispensed to you by a Non-VA pharmacy even if your VA Provider wrote the prescription. Take your medication(s) as instructed by your provider. If you have questions, contact your VA care team.

This app is available for both iOS and Android devices. You can also refill a VA prescription online without the app using My HealtheVet through an Internet browser.

The following User Manual provides an in-depth, step-by-step guide for using the Rx Refill App.

The Basics

Prerequisites

To use the Rx Refill App, you must have ID.me, DS Logon Level 2 (Premium) or My Health*e*Vet Premium Account Credentials. Rx Refill accesses your VA Electronic Health Record (EHR) and therefore, for your security, requires ID.me, DS Logon Level 2 (Premium) or My Health*e*Vet Premium Account credentials.

If you do not have a ID.me, DS Logon Level 2 (Premium) or My Health*e*Vet Premium Account, or you are not sure, visit mobile. va.gov/login-information.

Logging in

You may log into the Rx Refill app with ID.me, DS Logon Level 2 (Premium) or My Health*e*Vet Premium account credentials.

- ID.me Account users: Access Rx Refill > You will arrive at an Identity Provider Selection screen, and tap **ID.ME** > You will arrive at a Secure Login Redirect screen > Tap **Accept** to proceed (or tap **Cancel** to return to the Identity Provider Selection screen) > You will arrive at an ID.me Sign In screen > Enter your email address and password, and tap **Sign in** > You will see a license agreement screen > Read the End User License Agreement ("EULA") and Notice of Privacy Practices ("Notice") > Tap **Accept**, and you will proceed into the app.

- DS Logon Level 2 (Premium) Account users: Access Rx Refill > You will arrive at an Identity Provider Selection screen, and tap **DS Logon** > You will arrive at a Secure Login Redirect screen > Tap **Accept** to proceed (or tap **Cancel** to return to the Identity Provider Selection screen) > You will arrive at a DS Logon screen > Enter your DS Logon Level 2 (Premium) Account username and password > Tap **Login** > You will see a license agreement screen > Read the End User License Agreement ("EULA") and Notice of Privacy Practices ("Notice") > Tap **Accept**, and you will proceed into the app.

- My Health*e*Vet Premium Account users: Access Rx Refill > You will arrive at an Identity Provider Selection screen, and tap **My Health*e*Vet** > You will arrive at a Login to My Health*e*Vet screen > Enter your My Health*e*Vet Premium Account User ID and password > Tap **Login** > You will see a license agreement screen > Read the End User License Agreement ("EULA") and Notice of Privacy Practices ("Notice") > Tap **Accept**, and you will proceed into the app.

NOTE: You can access Rx Refill either directly or through the VA Launchpad. The VA Launchpad contains links to all VA apps.

NOTE: If this is your first time using a VA app that requires you to log in using account credentials, you may have to provide your Right of Access as part of the log in process. The Rx Refill App will prompt you if this is necessary. If it is necessary, you will be taken to a Right of Access screen > Read the Request for Access to Your Health Information > If you would like to continue, tap **Next** > You will go to a Review screen > Read VA Form 10-5345a > If you agree, tap **Verify** to "sign" the form > You will proceed into the app.

Getting to know the screen

When you log into the Rx Refill App, the home screen will have two main ways to move through the app: the menu button in the top right corner, and the four buttons on the home screen.

The menu is accessible from the home screen and includes:

- About – View information about the Rx Refill App.

- Help – See details for obtaining help using the Rx Refill App.

- Feedback – Visit an external site to provide feedback on the Rx Refill App.

- Logout – Log out of the Rx Refill App.

- Close Menu – Return to the home screen.

The five buttons on the home screen give you access to the app's features, which include:

- Refill VA Prescriptions – Shows a list of your prescriptions that are available for refill.
- Scan your VA Prescription – Scans the square barcode on your prescription label(s) to view prescription details, request refills and track delivery of VA prescriptions.
- Track Delivery – Includes the status of mailed VA prescriptions.
- Prescription History – Displays additional VA prescriptions, both refillable and not refillable, including a history of your refill requests.
- Medication Information on My Health*e*Vet – Provides quick access to My Health*e*Vet links.
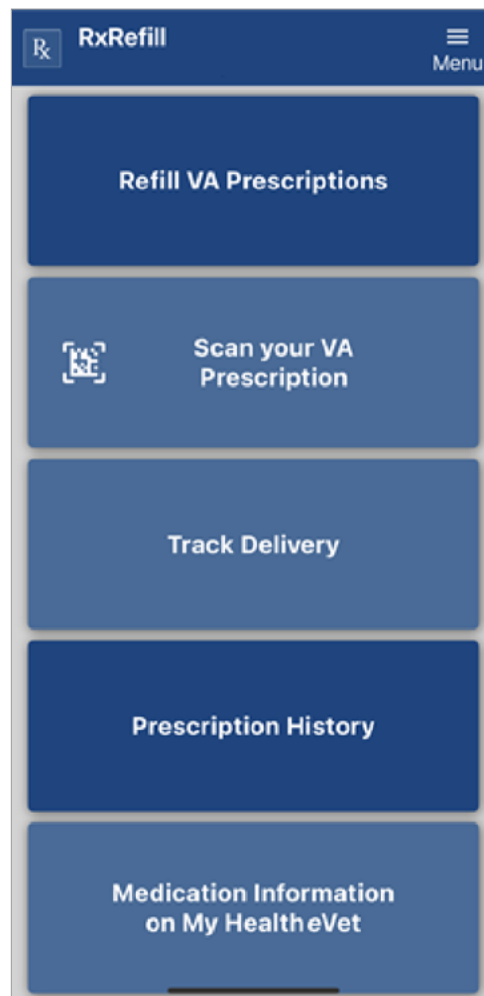
Understanding the Notice pop-up box

When you first access the app's features, a Notice pop-up box appears to: 1) Let you know the VA prescription(s) listed may not be a complete list of the medication(s) you are taking; 2) Advise you to take your medication(s) as instructed by your provider; 3) Instruct you to contact your care team with questions about the VA prescription(s) listed on your medications; 4) Notify you the medications you are taking may have a VA prescription status of Active, On Hold, Discontinued or Expired. Read the important information, and tap **Dismiss** to proceed to the screen of each app's feature. The notice appears the first time you access each app's feature during a session, and you must tap **Dismiss** to proceed to the feature. If you do not want to see the notice again, tap the check-box next to Do not show this message again.

Learning about the app

To learn more about the app, tap **Menu** from the home screen > Tap **About** from the slide-out menu that appears > You will see information about the app, including the application name, version number, developer and national release date > To return to the home screen, tap the back arrow in the top left corner. Additionally, throughout the app, tap the **i** icon to access additional information about the app's features.

Accessing help for the app

To access help for the app, tap **Menu** from the home screen > Tap **Help** from the slide-out menu that appears > You will see information about:

- Help Desk – The number and operating hours of the VA Mobile App Help Desk, TTY assistance, DS Logon assistance, and a link to the VA App Store.
- Emergencies – Information on calling 911 in case of an emergency, the Veterans Crisis Line, and how to contact your VA facility regarding privacy issues.
- General Feedback to VA – To let VA know what you think about the app and the VA Mobile Health program, tap the link to access the Rx Refill page on the VA App Store.

To return to the home screen, tap the back arrow in the top left corner.

Providing Feedback

To provide VA with feedback about the app, tap **Menu** in the top right corner of the home screen > Tap **Feedback** from the slide-out menu that appears > An External Website pop-up box will appear > Tap **Continue** to provide feedback about the app, or tap **Cancel** to close the pop-up box and return to the app. If you do not want to see the External Website pop-up again, tap the check-box next to Do not show this message again.

Logging out

To logout of the app, tap **Menu** in the top right corner from the home screen > Tap **Logout** from the slide-out menu that appears.

Refill VA Prescriptions

With the Rx Refill App, requesting a refill of your prescription is as simple as clicking a button.
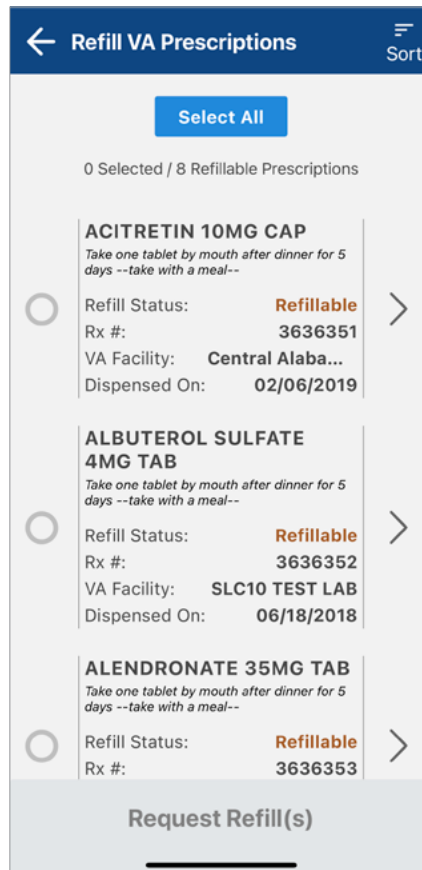
Requesting a refill

From the home screen, tap **Refill VA Prescriptions** > A pop-up Notice will appear, read the information and tap **Dismiss** > You will go to the Refill VA Prescriptions screen that shows a list of refillable prescriptions sorted alphabetically by medication name, which is the default view > To sort differently, tap **Sort** in the top right corner and tap the option for how you would like to view the list (Medication (A-Z), Medication (Z-A), Facility (A-Z), Facility (Z-A), Dispensed On (Newest to Oldest), Dispensed On (Oldest to Newest)) > Tap the arrow to the right of the prescription you're interested in refilling, and you will go to a Refill Details screen, which includes:

- Name of the medication – The name, strength, and dosage form of the VA prescription medication (i.e., Amoxicillin 500mg tablet).

- Instructions – Directions for using the medication.

- Refill Status – Indicates the status of the refill (i.e., refillable, submitted, refill in process).

  - Refillable – An active VA -prescription that has refills left and can be submitted for refill.

  - Submitted – The refill request has been received by My Health*e*Vet, but has not been processed by the VA pharmacy yet.

  - Refill in Process – The submitted refill request is being processed by the VA pharmacy.

- Rx # – VA prescription number of the medication.

- Quantity – Total number of pills or amount of medication you receive in each order.

- VA Facility – Name of the VA facility where the VA prescription was originally issued.

- Refills Left – Number of refills that remain to be filled.

- Dispensed On – Date the prescription was last dispensed. If the prescription was never dispensed, this field will be blank.

- Fill Date – Date of your last refill shipment.

- Refill Submit Date – Date the prescription was last submitted for refill.

- Current Prescription Expires – Date the VA prescription expires.

From the Refill VA Prescriptions screen, tap the prescription you would like to refill > **Request Refill** at the bottom of the screen > A pop-up Refill Confirmation box will appear asking you to confirm that you would like to refill the medication > Tap **Cancel** if you do not want to refill the prescription, and you will return to the Refill Details screen > Tap **Confirm** if you would like to refill the prescription, and the text in the pop-up box will change to "Submitting your refill request..." > A pop-up Request Results box will appear to let you know if your VA prescription was successfully refilled > Tap **OK** to return to the home screen.

To request refills for multiple prescriptions, tap the circle next to the prescriptions you would like to refill, tap **Request Refill** and follow the same steps for requesting a single prescription. To request a refill of all of your prescriptions at once, tap **Select All** on the default prescription refill screen and follow the same steps for requesting a single prescription refill. > Tap **OK**, and you will go to the Refill VA Prescriptions screen.

NOTE: If the VA prescription cannot be refilled, you will receive an error message with information on why the refill was not refillable and guidance on getting assistance. To return to the home screen, tap the back arrow in the top left corner.

NOTE: If you cannot refill or view your VA prescriptions, remember that your other options are:

- Call the phone number on your prescription label to reach the automated refill line or a pharmacy representative.

- Mail in the prescription refill slip that comes with each prescription filled by VA.

What to expect after you've requested a refill

After you've requested a refill of a VA prescription, the prescription's status will change to Submitted, after a day the status will change to Refill in Process. This shows that your VA pharmacy has received the request and is processing it. Your VA pharmacy will package your refill and mail it to you at the residence indicated in your file. See the Fill Date to learn when the medication will be ready to be mailed to you.

Scan your VA Prescription

Use the square barcode on your VA prescription label(s) to request a refill, track delivery, or view prescription details.

Requesting a refill with a square barcode

From the home screen, tap **Scan your VA Prescription** > You will see Instructions for using the square barcode on your prescription > At the bottom of the screen, tap **Scan Now** to open the square barcode reader > Tap the lightning icon to toggle your device's flash on and off (the app automatically turns your device's flash on for improved scanning) > Center the square barcode in the center of the box. If you are having trouble with scanning the square barcode, tap the question mark with a circle around it or the back arrow in the top left corner to return to the scanning tips. If a square barcode is not detected, a pop-up will appear giving you the options to tap **View Scanning Tips** (which will open the Instructions screen), **Scan Another** (which will open the square barcode reader again) and **Main Menu** (which will return to the home screen).
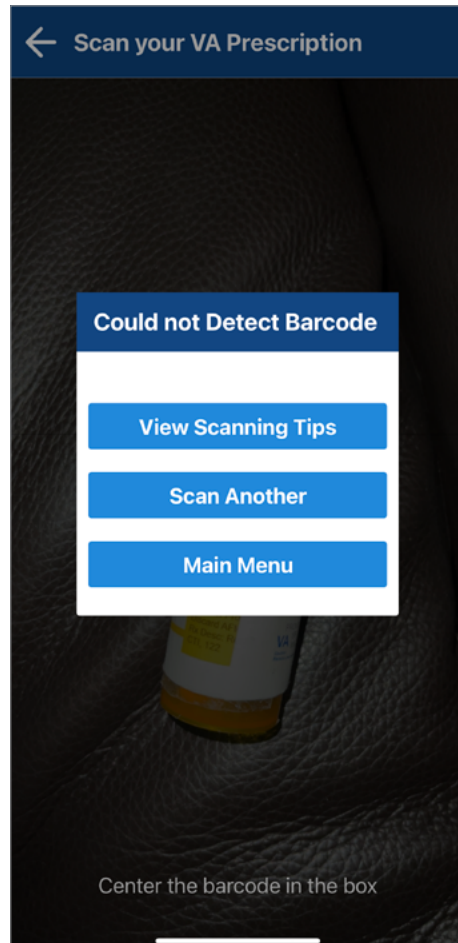
If a VA dispensed prescription is detected, you will go to the Scan Successful screen, which includes the following options:

- Request Refill (if refillable)
- View Refill Details
- View Past Tracking Details (if recent tracking details are available)
- Scan Another
- Main Menu
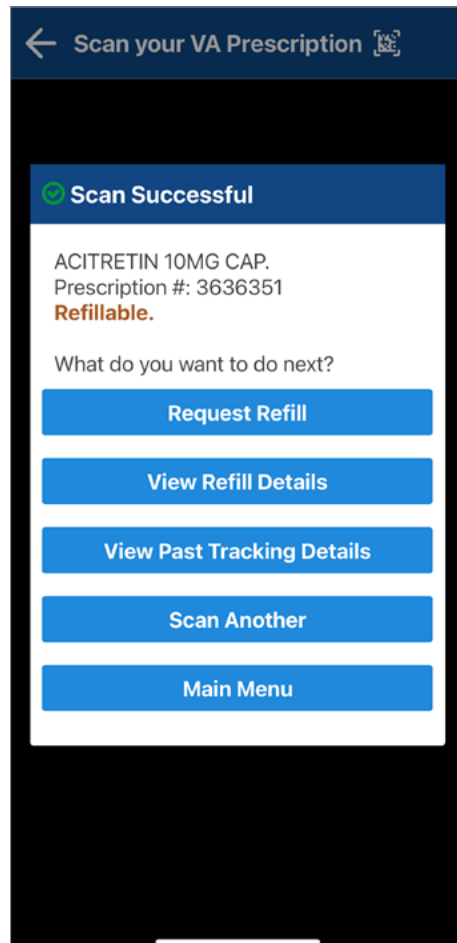
Tap **Request Refill** > A pop-up Refill Confirmation box will appear asking you to confirm that you would like to refill the prescription > Tap **Cancel** if you do not want to refill the prescription, and you will return to the Refill Details screen > Tap **Confirm** if you would like to refill the prescription, and the text in the pop-up box will change to "Submitting your refill request…" > A pop-up Request Results box will appear to let you know if your refill request was successful. Tap **OK** to return to the home screen. **NOTE:** If the VA prescription cannot be refilled, you will receive an error message with information on why the prescription was not refillable and guidance on getting assistance. To return to the home screen, tap the back arrow in the top left corner.
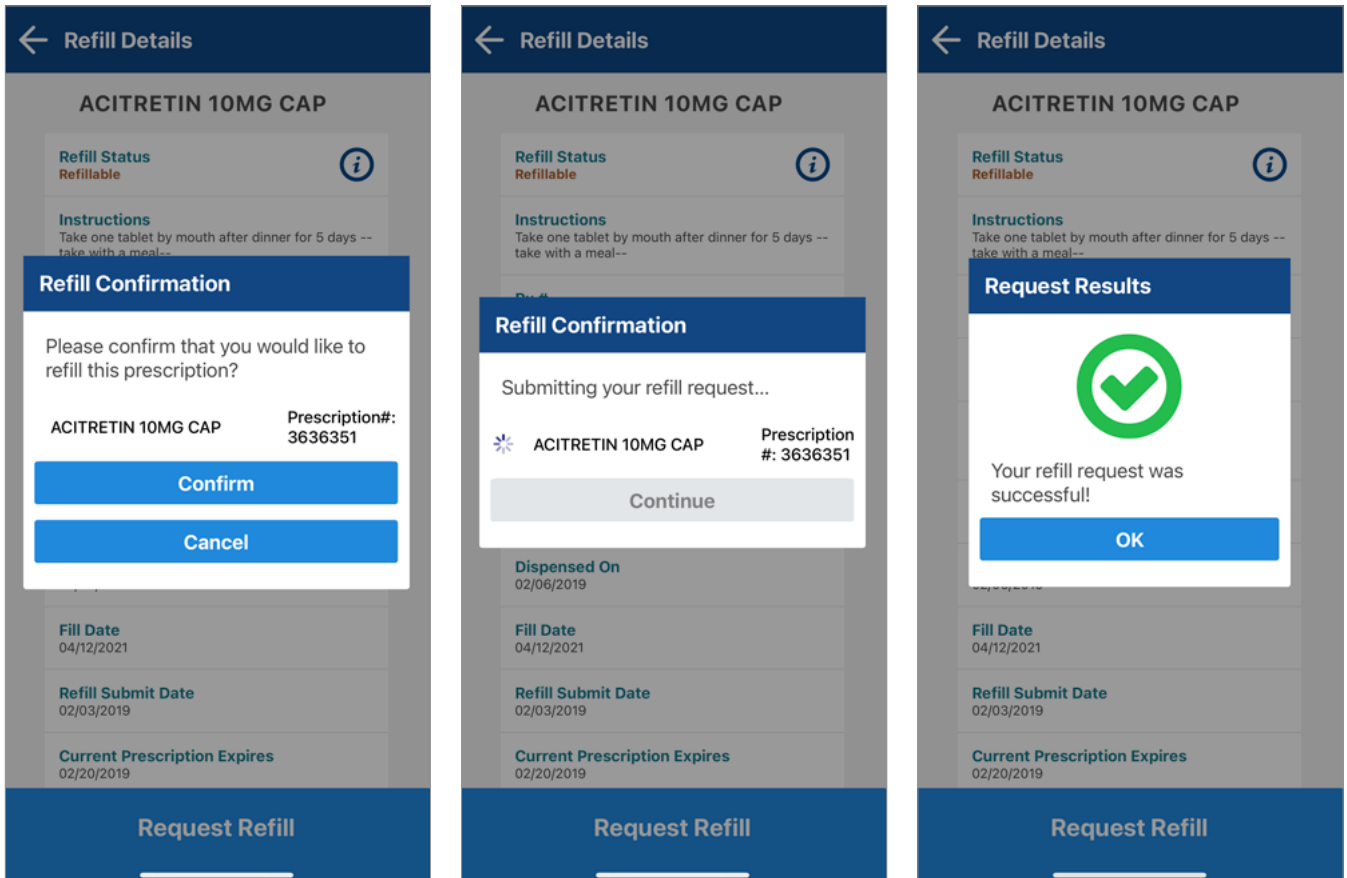
NOTE: If you cannot refill or view your VA prescriptions, remember that your other options are:

- Call the phone number on your prescription label to reach the automated refill line or a pharmacy representative.
- Mail in the prescription refill slip that comes with each prescription filled by VA.

Track Delivery

View details about tracking information on each of your refill requests.

Viewing VA prescription information

From the home screen, tap **Track Delivery** > Tap **Dismiss** to close the notice if needed> You will go to the Track Delivery screen that shows a list of trackable VA prescriptions, which includes VA prescriptions you refilled using the app as well as VA prescriptions you refilled using the My Health*e*Vet website > The list will be sorted by fill date, which is the default view > To sort differently, tap **Sort** in the top right corner and tap the option for how you would like to view the list (Medication (A-Z), Medication (Z-A), Facility (A-Z), Facility (Z-A), Fill Date (Newest to Oldest), Fill Date (Oldest to Newest)) > Tap the VA prescription you're interested in tracking > You will go to a Tracking Delivery Details screen, which includes:
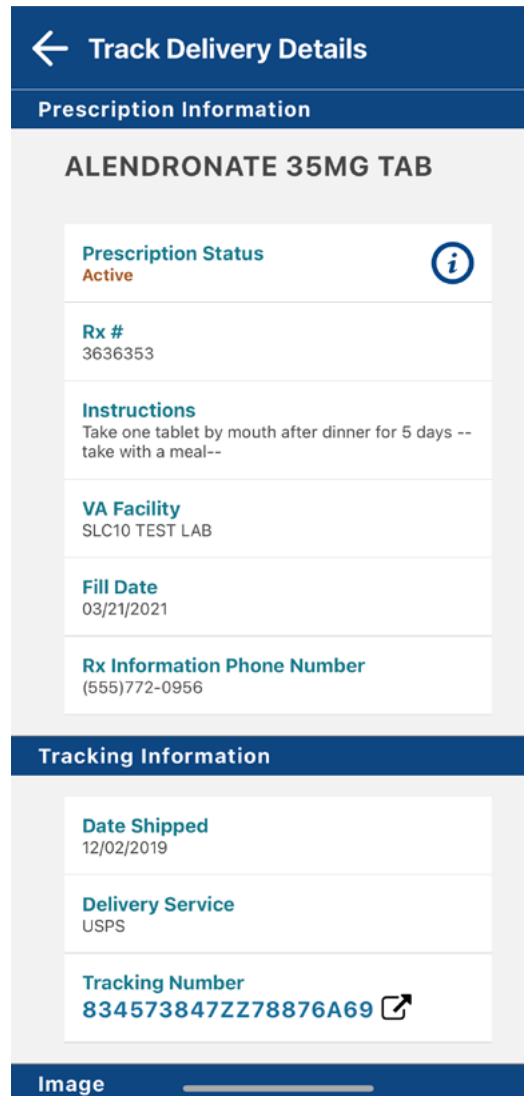
- Prescription Information:
  - Name of the medication – The name, strength, and dosage form of the VA prescription medication (i.e., Amoxicillin 500mg tablet).
  - Prescription Status – Monitor the status of your prescription.
  - Rx # – VA prescription number of the medication.
  - VA Facility – The name of the facility where the VA prescription was originally issued.
  - Fill Date – The date of your last shipped refill.
  - Rx Information Phone Number – Phone number to call for information on your prescription.
- Tracking Information
  - Date Shipped – Date your VA prescription was shipped to you.
  - Delivery Service – Delivery service that will deliver your VA prescription to you.
  - Tracking Number – The tracking number of your VA prescription.
- Image – An image of your medication.
- Other Prescriptions in Package – View other VA prescriptions that are included in your delivery package.
- Past Shipments
  - Date Shipped – Date your past VA medications shipped.
  - Delivery Service – The delivery service that delivered your past VA prescriptions.
  - Tracking Number – The tracking number of your past VA prescription delivery package.

Viewing images of your trackable VA medications

From the home screen, tap **Track Delivery** >Tap **Dismiss** to close the notice if needed> You will go to the Track Delivery screen that shows a list of trackable VA prescriptions, sorted by fill date, which is the default view > To sort differently, tap **Sort** in the top right corner, and tap the option for how you would like to view the list (Medication (A-Z), Medication (Z-A), Facility (A-Z), Facility (Z-A), Fill Date (Newest to Oldest), Fill Date (Oldest to Newest)) > Tap the VA prescription you're interested in tracking, and you will go to a Tracking Delivery Details screen. To return to the main tracking screen from, tap the back arrow in the top left corner, tap the back arrow again to return to the home screen. **NOTE:** The image is displayed for identification purposes only and does not mean that it is the dose to be taken. If the image shown does not match what you are taking, contact your VA care team. If an image is not available, a pop-up box will appear to let you know the image is not available. Only trackable prescriptions have images available.

Tracking delivery of your VA medication

From the home screen, tap **Track Delivery** >Tap **Dismiss** to close the notice if needed> You will go to the Track Delivery screen that shows a list of trackable VA prescriptions, sorted by fill date, which is the default view > To sort differently, tap **Sort** in the upper right corner tap the option for how you would like to view the list (Medication (A-Z), Medication (Z-A), Facility (A-Z), Facility (Z-A), Fill Date (Newest to Oldest), Fill Date (Oldest to Newest)) > Tap the arrow to the right of the VA prescription you're interested in tracking, and you will go to a Tracking Delivery Details screen > If the VA prescription was filled and mailed to you within the past 30 days, you will see a tracking number > Tap the tracking number, and a pop-up box will appear to notify you that you are leaving the Rx Refill App to go to an external website (Check the box next to 'Do not show this message again' to avoid seeing this pop-up box in the future.) > To proceed to the external website, tap **Continue**, and you will go to the website of the delivery service where you can see details about the delivery of your prescription. Tap **Cancel** to return to the Tracking Delivery Details screen. Return to the main tracking screen from, tap the back arrow in the top left corner, tap the back arrow again to return to the home screen.

← **Track Delivery Details**

Prescription Information

ALENDRONATE 35MG TAB

Prescription Status
Active

Rx #
3636353

Instructions
Take one tablet by mouth after dinner for 5 days --
take with a meal--

VA Facility
SLC10 TEST LAB

Fill Date
03/21/2021

Rx Information Phone Number
(555)772-0956

Tracking Information

Date Shipped
12/02/2019

Delivery Service
USPS

Tracking Number
834573847ZZ78876A69 ↗

Image

Viewing other VA prescriptions in your package

From the home screen, tap **Track Delivery** >Tap **Dismiss** to close the notice if needed> You will go to the Track Delivery screen that shows a list of trackable VA prescriptions, sorted by fill date, which is the default view > To sort differently, tap **Sort** and tap the option for how you would like to view the list (Medication (A-Z), Medication (Z-A), Facility (A-Z), Facility (Z-A), Fill Date (Newest to Oldest), Fill Date (Oldest to Newest)) > Tap the arrow to the right of the VA prescription you're interested in tracking, and you will go to a Tracking Delivery Details screen > Any additional prescriptions included in the package will be listed under Other Prescriptions in Package > Tap the prescription to find out more details. To return to the main tracking screen from the delivery details, tap the back arrow in the top left corner, tap the back arrow again to return to the home screen.

Viewing past shipments

From the home screen, tap **Track Delivery** >Tap **Dismiss** to close the notice if needed> You will go to the Track Delivery screen that shows a list of trackable VA prescriptions, sorted by fill date, which is the default view > To sort differently, tap **Sort** and tap the option for how you would like to view the list (Medication (A-Z), Medication (Z-A), Facility (A-Z), Facility (Z-A), Fill Date (Newest to Oldest), Fill Date (Oldest to Newest)) > Tap the arrow to the right of the VA prescription you're interested in tracking, and you will go to a Tracking Delivery Details screen > Review the information beneath Past Shipments, which includes the date the prescription shipped, the delivery service and tracking number. To return to the main screen from the delivery details, tap the back arrow in the top left corner, tap the back arrow again to return to the home screen.

Prescription History

View a list of your VA-dispensed prescriptions.
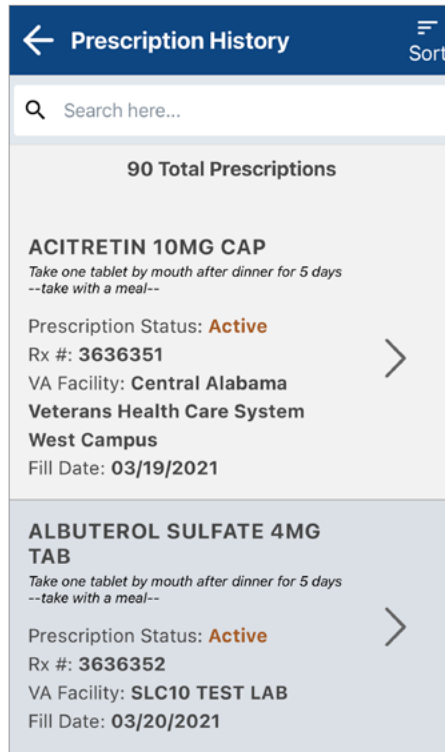
Viewing your VA prescription history

From the home screen, tap **Prescription History** >Tap **Dismiss** to close the notice if needed> You will go to the Prescription History screen that shows additional VA prescriptions, both refillable and non refillable, including a history of your refill requests sorted by fill date, which is the default view > To sort differently, tap **Sort** in the top right corner and tap the option for how you would like to view the list (Medication (A-Z), Medication (Z-A), Facility (A-Z), Facility (Z-A), Status (A-Z), Status (Z-A), Fill Date (Newest to Oldest), Fill Date (Oldest to Newest)) > Tap the arrow to the right of the VA prescription you're interested in learning the history of, and you will go to a Prescription History Details screen, which includes:

- Name of the medication – The name, strength, and dosage form of the VA prescription medication (i.e., Amoxicillin 500mg tablet).

- Prescription Status

  - Active - The VA prescription is available to be filled. If you have refills, you may request a refill of this VA prescription if it has a My Health*e*Vet Status of Refillable.

  - Suspended - An active VA prescription that is scheduled to be mailed on the next possible fill date. Contact your VA pharmacy if you need this VA prescription sooner.

  - On Hold - An active VA prescription that will not be filled until the pharmacy resolves the hold. Contact your VA care team when you need more of this VA prescription.

  - Discontinued - A VA prescription your provider has stopped. It is no longer available to be sent to you or picked up at the pharmacy window. Contact your VA care team if you need more of this medication.

  - Expired - A VA prescription that is too old to be filled. Contact your VA care team if you need more of this medication. **NOTE**: This does not refer to the expiration date of the medication in the container.

  - Unknown - The status cannot be determined. Contact your VA care team when you need more of this VA prescription.

- Rx # – VA prescription number of the medication.

- Quantity – Total number of pills or amount of medication you receive in each order.

- VA Facility – The name of the VA facility where the VA prescription was originally issued.

- Refills Left – Number of refills that remain to be filled.

- Dispensed On – The Dispensed On date is the date the prescription was last dispensed. If the prescription was never dispensed, this field will be blank.

- Fill Date – Date of your last refill shipment.

- Current Prescription Expires – Date the VA prescription expires.

Review the information on the Prescription History Details screen. To return to the prescription history screen from the details screen, tap the back arrow in the top left corner. To return to the home screen from the prescription history screen, tap the back arrow in the top left corner.

Medication Information on My HealtheVet

Easily access links to the My Health*e*Vet website where you can view additional medication information available to you.
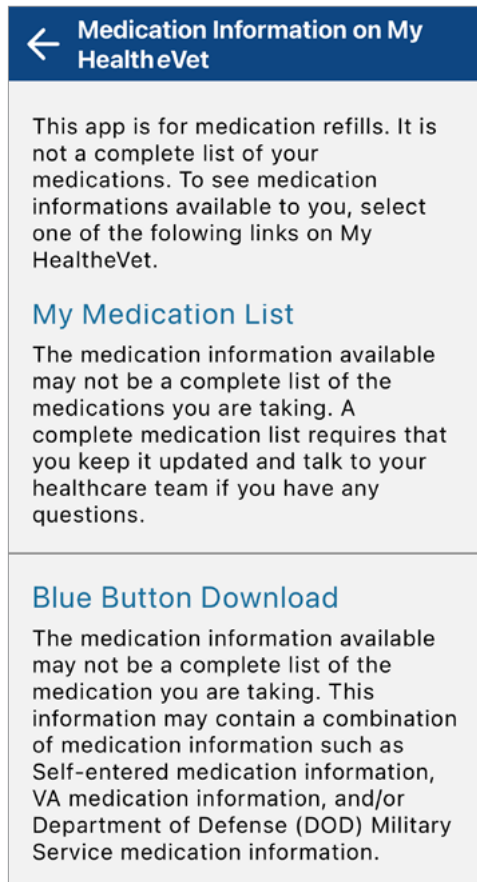
Viewing your additional medical information on My Health*e*Vet

From the home screen, tap **Medication Information on My Health*e*Vet** > You will go to the Medication Information on My Health*e*Vet screen that shows links to the My Health*e*Vet website, which includes:

- My Medication List – Allows you to view many of your VA medications.
- Blue Button Download – Allows you to access all of your Blue Button data.
- VA Health Summary – Provides access to your CCD information.
- FAQs – My Health*e*Vet – Provides commonly asked questions and answers about features in My Health*e*Vet.
- Medical Library – Provides access to two online medical libraries for you to learn more about your health and safety.

Tap on the link you are interested in learning about, and a pop-up box will appear to notify you that you are leaving the Rx Refill App to go to an external website (Check the box next to 'Do not show this message again' to avoid seeing this pop-up box in the future.) > To proceed to the external website, tap **Continue**, or tap **Cancel** to return to the Medication Information on My Health*e*Vet screen. To return to the home screen, tap the back arrow in the top left corner.

NOTE: Clicking on links to access My Health*e*Vet from the Rx Refill App will require you to re-enter your My Health*e*Vet credentials, even if you have previously used your credentials to log into the Rx Refill app.

Help and Additional Information

Additional training materials for the Rx Refill App

More resources, such as a Slideshow and FAQs, can be found on **mobile.va.gov/appstore**, and search for the app to access the resources.

Help Desk information

If you need assistance with the Rx Refill App, dial **1-877-470-5947** to speak with a VA representative. For TTY assistance, dial 711. For clinical questions regarding your personal medical information, please contact your VA care team.

ID.me Help

If you have questions about your ID.me account, visit **www.id.me/about**.

DS Logon Help

If you have questions about your DS Logon account, visit mobile.va.gov/dslogon or dial **1-800-983-0937** for assistance.

My Health*e*Vet Help

If you have questions about your My Health*e*Vet Account, visit **https://www.myhealth.va.gov/mhv-portal-web/user-login** or dial **1-877-327-0022** for assistance.

Emergencies

If you feel that your information may have been compromised, contact your local VA facility to obtain the contact information for your Privacy Officer. To locate your local VA facility, visit VA's Facility Locator: **http://www.va.gov/directory/guide/home.asp?isflash=1**. Note that you should never use this app in an emergency situation. If you encounter an emergency, call your local medical center or dial 911.

Appendices

Appendix #1: Project References

The app was developed according to an approved concept paper. The app recently underwent limited field testing with Veteran testers to ensure optimal functionality of latest enhancements, including refilling multiple prescriptions. Subject Matter Experts involved in creating the app are Dr. Eric Spahn, et al.

Appendix #2: Glossary

ADR – Adverse Drug Reaction

App – An application, or software program, that can be accessed through a website or mobile device and is designed to fulfill a particular purpose.

Consolidated Mail Outpatient Pharmacy (CMOP) – A virtual extension of VA Medical Center pharmacies that mails prescription medications and supplies directly to Veteran patients.

DS Logon (Department of Defense Self-Service Logon) – A secure logon ID, created by the Department of Defense (DoD), that verifies the identities of individuals affiliated with DoD or the Department of Veterans Affairs (VA) and allows them to access secure websites and digital resources across DoD and VA using a single username and password.

- DS Logon Level 1 (Basic) Account: Provides limited access to website features.
- DS Logon Level 2 (Premium) Account: Offers the highest level of access to website features, including access to your VA Electronic Health Record. (NOTE: You must have a DS Logon Level 2 (Premium) Account to use VA's Mobile Apps.)

Electronic Health Record (EHR) – A digital record of a patient's treatment plan and health care interactions with his or her providers.

FDA – Food and Drug Administration

Fill Date – This can be one of three possible dates:

- If the prescription has never been refilled, the date shown is when the prescription was first issued.

- If the prescription has been refilled, the date shown is when the prescription was last filled.

- If the Refill Status is Refill in Process, the date shown is the scheduled fill date.

ID.me – A secure digital ID card that allows individuals to prove their identity online.

My Health*e*Vet – My Health*e*Vet is VA's online personal health record – designed for Veterans, active duty service members, their dependents and Caregivers – to help manage health care, partner with VA health care teams and provide opportunities and tools to make informed decisions about their health.

National Drug Code (NDC) – A unique number that identifies the manufacturer, drug product and package size. This can be used to properly identify medications. The Track Delivery button is shown if the VA prescription was filled by the VA Mail Order Pharmacy and mailed in the last 30 days.

Prescription Status:

- Active – The VA prescription is available to be filled. If you have refills, you may request a refill of this VA prescription if it has a My Health*e*Vet Refill Status of Refillable.

- Suspended – An active VA prescription that is scheduled to be mailed on the next possible fill date. Contact your VA pharmacy if you need this VA prescription sooner.

- On Hold – An active VA prescription that will not be filled until the pharmacy resolves the hold. Contact your VA care team when you need more of this VA prescription.

- Discontinued – A VA prescription your provider has stopped. It is no longer available to be sent to you or picked up at the pharmacy window. Contact your VA care team if you need more of this medication.

- Expired – A VA prescription that is too old to be filled. Contact your VA care team if you need more. **NOTE:** This does not refer to the expiration date of the medication in the container.

- Unknown – The status cannot be determined. Contact your VA care team when you need more of this VA prescription.

Refill Status:

- Refillable – An active VA prescription that has refills left and can be submitted for refill.

- Submitted – The refill request has been received by My Health*e*Vet but has not been processed by the VA pharmacy yet.

- Refill in Process – The submitted refill request is being processed by the VA pharmacy.

Refill Submit Date – The date the last refill request was submitted using the Rx Refill App or My Health*e*Vet Rx Refill feature.

UPS – United States Parcel Service

USPS – United States Postal Service

VA – Department of Veterans Affairs

VA Mobile Health – An initiative that aims to improve the health of Veterans by providing technologies that will expand care beyond the traditional office visit and includes the creation of secure mobile apps that will leverage the popularity of wireless technologies to support Veterans, Caregivers and VA care teams. [More at: mobile.va.gov]