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VA Prescription Refills and Tracking from Your Phone

Refill your VA prescriptions and track the mail - from your phone or computer, in about two minutes

Tech Made Simple. Service Made Personal.

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1 The Whole Idea on One Page

Refilling your VA prescriptions from your phone is about as hard as sending a text message, once you are set up. The VA lets you refill your prescriptions online and have them mailed to your door - no phone call, no waiting room, no standing at a pharmacy counter. You can do it on a computer at va.gov, or from your phone using the free VA: Health and Benefits app.

Once it is set up, a refill takes about two minutes, and you can watch the package travel to you in the mail.

1. Install the free VA: Health and Benefits app, or go to va.gov on a computer.
2. Sign in with your Login.gov or ID.me account.
3. Open your medications list.
4. Find the prescription and tap Refill.
5. Watch the status, and track the package once it ships.
6. Order again when you are down to about two weeks of pills.

> **GOOD TO KNOW**
>
> Your VA prescriptions come to you by mail, usually in a plain package, at no cost to you for the shipping. You do not have to drive anywhere. That is the heart of why doing this from home is such a relief, especially in an Ohio winter.

The rest of this guide walks through each step slowly, on both the phone and the computer: how to refill, how to track the shipment, how to read your medication list, what you cannot refill online and why, and how a spouse or caregiver can help. Take it at your own pace. Nothing here can break your account.

2 What You Can Do With VA Prescriptions Online

Most veterans think of the online pharmacy as a refill button, and it is, but it does several useful things beyond that. Everything described here is reached the same way: you sign in to va.gov or open the VA app, and look for Medications or Prescriptions. The exact wording shifts a little as the VA updates its pages, so look for the idea rather than an exact label.

- Refill VA prescriptions that have refills remaining, and have them mailed to you.
- Track the delivery of a prescription that was mailed within about the last month.
- See your full medication list - what each drug is, its prescription number, and how many refills are left.
- Review your medication history, including medicines you took in the past.

That medication list is quietly one of the most useful things on the whole site. When a doctor, a nurse, or an emergency room asks what you are taking, you can pull it up on your phone instead of trying to remember every name and dose. It is accurate, it is current, and it is right there in your pocket.

> **GOOD TO KNOW**
>
> You cannot start a brand-new prescription online - that comes from your provider after a visit. What you can do online is refill the ones you already have and, when they run out of refills, ask for a renewal. The difference between a refill and a renewal comes up later in this guide.

3 Why Do It From Your Phone

You can do all of this on a computer, and plenty of veterans prefer the big screen. But the phone has real advantages worth naming, especially for refills.

- Your phone is with you when you notice a low bottle, so you refill right then, before you forget.

- Fingerprint or face unlock means no retyping a password each time - for many older veterans, that is the difference between using the tool and giving up on it.
- Delivery tracking updates travel with you, not stuck on a computer at home.
- The crisis line and your care team are a tap away in the same app.

> **GOOD TO KNOW**
>
> The app and the website are the same account underneath. A refill you place on the phone shows up on the computer, and the other way around. Use whichever is in reach - there is no need to pick just one.

4 What You Need First

Before you can refill anything online, two things must be true: you need a sign-in account, and you need to be enrolled in VA health care with prescriptions filled by a VA pharmacy. If a VA pharmacy mails your medicines already, you are set. If your prescriptions come from a drugstore in town under different insurance, those are not VA prescriptions and will not appear here.

- A free Login.gov or ID.me account - the same key that opens all of va.gov.
- Enrollment in VA health care, with at least one prescription filled through a VA pharmacy.
- A smartphone or a computer with internet.
- Your correct mailing address on file, so the pills actually reach you.

That last point deserves attention. Your refills are mailed to the address in your va.gov profile. If you have moved, fixing it before you order saves a lost package and a frustrating phone call. You can check and update your address in your va.gov profile under contact information.

> **WATCH OUT**
>
> If you do not yet have a Login.gov or ID.me account, that setup is its own small project. The sign-in is the one genuinely fiddly part - the old My HealtheVet user ID and password were retired in 2025, so Login.gov or ID.me is now the only way in. Once that is done, everything in this guide is easy.

5 Getting the VA Health and Benefits App

The app you want is called VA: Health and Benefits. It is free, it is the VA's own official app, and millions of veterans have installed it. It works on iPhones and iPads from the App Store, and on Android phones and tablets from the Google Play Store. Getting it is quick, but it is worth being a little careful, because scammers post fake look-alike apps hoping you will install theirs instead.

1. Open the App Store on an iPhone or iPad, or the Google Play Store on an Android device.
2. Search for VA Health and Benefits.
3. Before you install, check that the publisher shows as U.S. Department of Veterans Affairs (VA).
4. Tap Get or Install - it is free, so no payment should ever be asked.
5. Open the app and sign in once with Login.gov or ID.me.
6. When it offers, turn on fingerprint or face unlock for next time.

> **WATCH OUT**
>
> Any app that charges money to open your VA prescriptions is a fake. The real VA app is always free. If an app asks for a payment, a gift card, or your full Social Security number just to install, back out and search again for the official one from the Department of Veterans Affairs.

6 Refilling a Prescription, Step by Step

Here is the core of the whole guide: actually placing a refill. The steps are the same idea on the phone and the computer, just a slightly different screen. Do it slowly the first time and it will feel automatic by the second or third. Nothing here commits you to anything until you confirm, so there is no harm in looking around.

1. Sign in to the app or to va.gov.
2. Open your medications or prescriptions list.

3. Find the medicine that is getting low and select it.
4. Choose Refill, then confirm the final step - it is easy to stop one tap short.
5. Watch the status change to show the pharmacy received it.
6. When it ships, open the prescription and follow the tracking.

> **GOOD TO KNOW**
>
> Delivery usually takes several days once a prescription ships, so order before you are down to your last few pills. A good rule of thumb is to reorder when you have about two weeks of medicine left. That cushion covers normal mail time with room to spare.

7 Reading the Status Words

When you place a refill, the prescription moves through a few stages, and each one has a short label on the screen. The exact wording varies and the VA updates it from time to time, but the plain meaning is steady. Knowing what the stages mean saves a lot of needless worry.

What the screen says	What it means
Active	In good standing, with refills you can request
Submitted or in process	The VA pharmacy has your request and is filling it
Shipped	It is in the mail, and a tracking view should appear
Discontinued or expired	No longer fillable - talk to your provider
No refills remaining	Request a renewal rather than wait for a button

GOOD TO KNOW

A status that sits unchanged for a day or two is usually normal; the pharmacy fills many orders and mail takes time. If a refill seems genuinely stuck for a week or more with no shipping, that is worth a quick call to your VA pharmacy using the number on the label.

Rather not do this yourself? I'll come to your home and set it up for you — a flat $99 first visit across Portage County, Ohio and nearby communities. Outside the area? I also help remotely by phone or screen-share. Book at billshometech.com/book or call (330) 200-8042.

8 Your Medication List and History

Beyond refilling, the online pharmacy keeps a complete list of your VA medications, and it is worth getting familiar with. Your history also keeps medicines you took in the past, which is useful when a doctor asks what you have tried before.

- The name and dose of each medicine, so you can confirm you have the right bottle.
- How many refills are left, so you know when a renewal is coming.
- The prescription number, which the VA pharmacy will ask for on the phone.
- Past medications, helpful when a new provider reviews your history.

A smart habit is to print this list once or twice a year and keep it in a folder with your other health papers, and maybe a shorter copy in your wallet. When you end up in an emergency room or at a new specialist, handing over an accurate list of exactly what you take, at what dose, can genuinely change the care you get.

WATCH OUT

If something on your medication list looks wrong - a dose that changed, a medicine you stopped - do not fix it yourself online. Send a secure message to your care team or call the pharmacy. The list reflects what the VA has on record, and corrections should come from them so everything stays in step.

9 What You Cannot Refill Online

Not every medicine can be refilled online, and it is important to know this in advance so you are not caught short. Certain medications, especially strong pain medicines and other controlled substances, cannot be refilled through the website or the app. For those, the law requires a new prescription from your VA provider each time. This is not a glitch and not something you can work around online; it is a rule meant to protect you.

- Controlled substances, such as certain pain medications, cannot be refilled online.
- A prescription with no refills left cannot be refilled - it needs a renewal instead.
- A prescription that has expired, often after about a year, needs a renewal.
- A brand-new medicine has to be prescribed first, at a visit, before it ever appears online.

WATCH OUT

Because controlled medicines cannot be refilled online, do not wait until the bottle is nearly empty to deal with them. Talk to your provider well ahead of time about the next prescription. Running out of certain medicines suddenly is not just inconvenient - it can be genuinely unsafe, so give yourself plenty of lead time.

10 Non-VA and Community Prescriptions

This confuses a lot of veterans, so let us be clear. The VA online pharmacy only handles prescriptions filled by a VA pharmacy. If you get a medicine from a drugstore in town, filled under Medicare, private insurance, or paid out of pocket, that is a community prescription, and it will not appear in your VA medication list or be refillable here.

- VA pharmacy medicines: appear online, refillable in the app or at va.gov.
- Local drugstore medicines: handled by that pharmacy, not shown in your VA list.

- Over-the-counter items you buy yourself: on neither list, but still worth noting down.
- A combined personal list: the only place that shows all of it together.

> **GOOD TO KNOW**
>
> If you would like the VA to take over a medicine you now get in town, or coordinate the two, that is a conversation for your VA provider. Sometimes it can be arranged, sometimes not, but it starts with asking your care team, not with anything you do online.

11 Doing It on the Computer

Everything in this guide works just as well on a home computer through va.gov, and some veterans find the larger screen and real keyboard easier, especially for reading the medication list or typing a message to the pharmacy. The steps mirror the phone: sign in, find your medications, refill, and track.

1. Open a web browser and go to va.gov.
2. Click Sign in and use Login.gov or ID.me.
3. Find your health tools - you can type refill prescription in the search box at the top.
4. Open your medications list, select what is low, and choose Refill.
5. Use the tracking link to follow any package that has shipped.

> **WATCH OUT**
>
> Bookmark va.gov in your browser so you always start from the same safe place, and never from a link in an email or a search-engine ad. The real site's address ends in va.gov. Glance at the address bar before you type your password, every single time.

12 Reminders and Notifications

You do not have to carry the whole schedule in your head. Both the app and the website can send you notices, and setting these up once means the system reminds you instead of you trying to remember. The notices come to the email address and phone number in your va.gov profile, so the first job is making sure those are current.

- Shipment notices: an email or alert when a prescription ships, so you know it is on the way.
- Profile contact info: keep your email and mobile number up to date so notices arrive.
- Notification settings: in your va.gov profile, turn on the alerts you want.
- Your own calendar: set a monthly reminder to do a refill sweep, same day each month.

> **TIP**
> A simple personal routine beats any automatic system. Pick one day a month, the first, say, or the day you get a particular bill, and make that your refill-check day. Open the app, glance down the list, and refill anything getting low.

13 What Trips People Up

Nearly every prescription-refill problem comes down to a short list of predictable things. None of them mean you did anything wrong, and all of them are easy to avoid once you know to watch for them.

- Ordering too late, so the bottle runs dry before the mail arrives - reorder at about two weeks left.
- Expecting a controlled medicine to have a refill button - those need a new prescription each time.
- Looking for a town-pharmacy medicine in the VA list - it will not be there.
- An old mailing address in the profile, so the package goes to the wrong place.

- Confusing a refill with a renewal - when refills run out, your provider must approve a renewal.

> **GOOD TO KNOW**
>
> If you place a refill and nothing seems to happen, check whether you actually confirmed the final step - it is easy to stop one tap short. The status should change to show the pharmacy received it. If in doubt, your VA pharmacy's number is on the prescription label.

14 When It Fights You

Technology has its off days, and so does the mail. When the online pharmacy is not behaving, work through the simple checks first, because the fix is usually small. Most trouble is a sign-in snag, a stale page, or a question for the pharmacy rather than anything broken on your end.

1. If you cannot sign in, make sure you are using Login.gov or ID.me - the old My HealtheVet password no longer works.
2. If the page looks stuck, close the app or browser fully and open it again, then sign in fresh.
3. If a medicine is missing from your list, confirm it is a VA-pharmacy prescription, not a town one.
4. If a package is badly overdue, note the tracking detail, then call your VA pharmacy - the number is on the label.
5. If none of that helps, call the My HealtheVet help desk at 1-877-327-0022 on weekdays.

> **TIP**
>
> The general VA line at 1-800-698-2411 answers any hour of any day and can route you to the right place if you are not sure who to call. There is no shame in picking up the phone - the online tools are a convenience, and a real person is always a backup.

15 Keeping Your Information Safe

Your medication list says a lot about your health, so it is worth protecting, and the good news is that the protections are mostly automatic. Your sign-in requires a texted code that a thief cannot supply, and the VA app can lock behind your fingerprint or face. A few plain habits on your end close the remaining gaps.

- Keep the fingerprint or face lock turned on in the app, so a lost phone does not hand over your records.
- Use a password you use nowhere else - three or four random words is strong and easy to recall.
- Sign out when you finish on a shared or public computer.
- Do not read out your password or a texted code to anyone who calls you.

Be thoughtful about who helps you, too. It is fine and often wise to have a spouse or trusted family member assist with refills, but they should help while you remain the account holder, not by holding your password as their own. If someone needs to manage your medicines for you on an ongoing basis, there are proper ways to arrange that through the VA.

WATCH OUT

The VA will never text or email you a link demanding that you sign in to confirm a prescription or pay a pharmacy fee. VA prescriptions have no such fees, and those links lead to fake pages. When you want your pharmacy tools, open va.gov yourself or the official app, never a link someone sent.

Rather not do this yourself? I'll come to your home and set it up for you — a flat $99 first visit across Portage County, Ohio and nearby communities. Outside the area? I also help remotely by phone or screen-share. Book at billshometech.com/book or call (330) 200-8042.

16 Pharmacy and Delivery Scams

Scammers know that a lot of veterans are waiting on medicine in the mail, and they build their tricks around that. The most common one is a text message claiming a package is held up and needs a small payment or a confirmation through a link. It looks urgent, it looks official, and it is a trap.

- A text saying your VA or pharmacy package needs a fee to be delivered - there are no such VA fees.
- A link to confirm or unlock a shipment, which leads to a fake sign-in page.
- A caller claiming to be the VA pharmacy who needs your password or full Social Security number.
- An email about a prescription you do not recognize, designed to make you click in a panic.

The habit that defeats all of these is the same one that protects the rest of your VA life: never act through a link or a number that someone sent you. If you want to check on a real package, open the VA app or va.gov yourself and look at the tracking there. If you want to talk to your pharmacy, call the number printed on your own prescription label.

WATCH OUT

To report a scam, call the VA at 1-800-698-2411 or file a report at ReportFraud.ftc.gov, and in Ohio you can also reach the Attorney General's office at 1-800-282-0515. Reporting helps the next veteran even when the crook does not get a dime from you.

17 For a Spouse or Caregiver Managing Medicines

Many veterans rely on a spouse, an adult child, or a caregiver to keep the medicines straight, and the online pharmacy can make that job much easier. The goal is to help in a way that is both effective and above board, keeping the veteran as the account holder while you do the legwork.

- For day-to-day refills, sit with the veteran and place orders together - it keeps everyone comfortable with the process.
- Keep a shared, up-to-date list of every medicine, VA and town pharmacy both.
- Do the monthly refill sweep together, so the veteran stays familiar with it.
- Watch the tracking so you can plan around delivery times.
- Note which medicines are controlled, since those need extra planning with the provider.

> **GOOD TO KNOW**
>
> If you are caring for a veteran who truly cannot manage their own account, do not simply take over their password long term. The VA has formal ways to authorize a caregiver or representative, and the VA Caregiver Support Line at 1-855-260-3274 can point you to the right ones. A paper medication chart on the refrigerator - each medicine, its purpose, the dose, and the time of day - helps the veteran, the caregiver, and any visiting nurse or emergency crew.

18 Making It Easier to See and Use

If small print or a shaky hand makes the phone hard, a few free settings make the whole experience far more comfortable, and they help with everything else on your device too. These live on your own phone or computer, not on the VA app, so once you set them they apply everywhere.

- Make text bigger: raise the text size in your phone's settings, or on a computer hold Ctrl and press plus (Command and plus on a Mac).
- Use voice typing: tap the little microphone on the on-screen keyboard and speak a secure message instead of typing it.
- Turn on the built-in screen reader if reading is hard - both iPhones and Android phones have one.
- Prop the device on a stand, or use a computer with a mouse if a tremor makes tapping tricky.

TIP

For many older veterans, the single most helpful change is simply larger text, because it enlarges the buttons too. And if hearing on the phone is the hard part, the beauty of the online pharmacy is that you rarely need to call at all - refills, tracking, and renewal requests can all be handled in writing through the app and secure messages.

19 Questions Veterans Actually Ask

Here are the questions that come up most often about VA prescriptions online, with straight answers. If yours is not here, your VA pharmacy's number on your prescription label, and the help-desk numbers in the cheat sheet, reach a real person who can look at your record.

Question	Short answer
Does it cost anything to refill and mail?	No - no fee for the online refill or standard shipping
How long does delivery take?	Usually several days after it ships; reorder at about two weeks of pills
Why is my town-drugstore pill missing?	It is not a VA-pharmacy prescription, so it will not show here
Why no Refill button on my pain medicine?	Controlled medicines need a new prescription each time
Refill versus renewal?	A refill uses an existing one; a renewal is a fresh authorization from your provider
Can I refill several at once?	Yes - select them all in one order
Can my spouse place my refills?	Best done together, with you as the account holder

What if my package never arrives?	Check the tracking, then call your VA pharmacy with the detail

GOOD TO KNOW

When a step in this guide does not match your screen, the VA may have updated the page. Use the search box at the top of va.gov or the app and type the plain words for what you want, like refill prescription. And a confusing screen or a slow package is never a medical emergency - if you are truly about to run out of an important medicine, call your VA pharmacy, and they can help bridge the gap.

20 How VA Mail Delivery Works

Since your medicines come by mail, it helps to know how that side works. The VA fills your refill at its mail-order pharmacy and ships it to the address in your profile, usually in a plain, unmarked package for privacy. Standard mail delivery takes several days once it ships, which is exactly why ordering with a two-week cushion matters so much.

- Packages arrive in plain packaging, with no obvious markings about what is inside.
- Delivery goes to your va.gov profile address, so keep it current, especially after a move.
- Most refills ship once you confirm them and show as shipped in the tracking.
- Weather, holidays, and distance can stretch delivery time, so build in a cushion.

GOOD TO KNOW

If you spend part of the year at a different address, talk to your VA pharmacy about how to handle delivery so your medicines follow you. And if you are ever caught genuinely short before a package arrives, your VA pharmacy can often provide a small bridge supply - do not go without an important medicine while waiting on the mail.

21 Getting Help Close to Home

You have local people to lean on. VA pharmacy and health services in this area run through the VA Northeast Ohio Healthcare System, anchored by the Louis Stokes Cleveland VA Medical Center on East Boulevard in Cleveland, with community clinics closer to home, including the Ravenna VA Clinic on North Chestnut Street. Your own VA pharmacy's phone number, the one on your prescription label, is your most direct line for medicine questions.

- Your VA pharmacy: the number on your prescription label, for refills, renewals, and delivery questions.
- Ravenna VA Clinic: primary care and pharmacy services close to home in Portage County.
- My HealtheVet help desk, 1-877-327-0022, for app and sign-in trouble on weekdays.
- General VA line, 1-800-698-2411, any hour of any day.

> **GOOD TO KNOW**
>
> For benefits questions rather than medicine, the Portage County Veterans Service Commission in Ravenna offers free help to local veterans and their families. They are not a pharmacy, but they are a good friendly first stop whenever you are unsure where a VA question belongs. Keeping a small list of these numbers by the phone pays off on the day you need one.

22 If You Only Do Three Things

If this guide feels like a lot, do not worry about absorbing all of it. The online pharmacy really comes down to three things, and if you get just these working, you will have most of the benefit with little of the fuss.

1. Install the free VA: Health and Benefits app and sign in once with Login.gov or ID.me, turning on fingerprint or face unlock.

2. Learn the refill: open your medications, tap Refill on what is low, confirm, and watch it ship.
3. Pick one day a month as your refill-check day, and reorder anything with about two weeks left.

> **GOOD TO KNOW**
>
> That is genuinely the whole working routine. A monthly sweep, done from the recliner in two minutes, keeps your medicines coming without a single phone call or trip. If the sign-in or the app install is the sticking point, that is the one part worth getting a hand with, from family or a trusted helper. After that, the refills are the easy part.

23 Keeping It Working Year After Year

Once your refill routine is humming, it mostly takes care of itself. To keep it reliable, give it a short check about once a year, the same spirit as testing the smoke detectors. A few minutes keeps small drifts - a changed address, a new phone - from turning into a missed medicine down the road.

1. Sign in and confirm your mailing address, email, and phone in your profile are still correct.
2. Check that shipment notifications are still turned on and going to the right place.
3. Glance down your medication list for anything that has run out of refills and needs a renewal.
4. Confirm the VA app still opens with your fingerprint or face, and re-set it if you changed phones.
5. Make sure your VA pharmacy's number is still saved in your phone under a clear name.

> **GOOD TO KNOW**
>
> When you get a new phone, install the VA app and set up fingerprint or face unlock on it before you retire the old one. Moving your sign-in over while the old phone still works saves a frustrating lockout at the worst possible time.

CHEAT SHEET

Everyday Cheat Sheet

Keep this page handy. It points you straight to what to do for each task.

I want to...	Do this...
Refill a prescription	Open Medications, tap Refill, confirm
Track my shipment	Open the prescription, look for the tracking link
See everything I take	Open your medication list, print a copy
Refill a pain medicine	Can't online; your provider must write a new one
A refill button is gone	Out of refills - request a renewal by message or phone
Get shipping alerts	Turn on notifications in your va.gov profile
Reach my VA pharmacy	Call the number printed on your prescription label
Get app or sign-in help	My HealtheVet help desk 1-877-327-0022 (weekdays)
Get help	Call Bill: (330) 200-8042

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.

HOW I CAN HELP

Your Visit — and My Promise

You don't have to remember all of it — just that a friendly, patient person is one call away, whenever you'd rather have a hand.

KEY SPECS

In your home — $99 flat for the first visit, no contracts and no surprises, with a 30-day come-back-free follow-up. In-home visits cover Portage County, Ohio and nearby communities.
Outside the area? Remotely — $49 for a screen-share session (free for Support Plan members, $39/mo), refundable if I can't fix it — and credited toward a visit if you'd rather have me in person. Book either at billshometech.com/book.

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full $99. No questions, no awkwardness. That's how I'd want to be treated.

Whenever you're ready, I'll come to your home anywhere in Portage County, Ohio and nearby communities, at your pace. Too far for a house call? I also help remotely. Book at billshometech.com/book or call (330) 200-8042. — Bill

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