

VA



U.S. Department of Veterans Affairs
Veterans Health Administration

MEDS BY MAIL



**Prescriptions delivered
directly to your home with no
cost share and no annual deductible.**

New Prescriptions

Online

Electronic prescribing is the fastest and safest way to receive your prescriptions. Providers who use “e-Prescribing” (electronic transmission) will send your 90-day prescription directly to Meds by Mail. You do not need to provide any additional forms.

- Tell your provider your pharmacy’s name is **Meds by Mail CHAMPVA with the NCPDP ID: 5204437.**

Mail

Ask your provider for a written prescription for a 90-day supply with refills for up to a year (non-controlled medications) or up to six months (controlled medications).

Ensure your provider includes the following information on the patient’s prescription:

- Full legal name
- Last four digits of the Social Security Number
- Date of birth
- Current address

If you cannot be identified, Meds by Mail will not fill your prescription and your written prescription will be returned to you.

IMPORTANT! You must mail the original prescription; copies are not accepted.

Mail prescriptions to:

Meds by Mail
P.O. Box 331178
Murfreesboro, TN 37133

Allow up to 14 days for processing and delivery.

Refills

How to request a prescription refill:



Phone: Call the automated refill line (fastest/safest): 888-370-1699.



Online: Register for a MyHealthVet account to request refills and track delivery. www.myhealth.va.gov



Mail: Mail back the refill slip provided with each prescription. Once mailed, allow up to 10 business days for processing.

Meds by Mail
P.O. Box 331178
Murfreesboro, TN 37133

Q&A

Are there any out-of-pocket expenses when using Meds by Mail?

No. There is no out-of-pocket expense for Meds by Mail.

When should I use my local pharmacy instead of Meds by Mail?

- For urgent prescriptions like pain medications and antibiotics needed for immediate use.
- For schedule II controlled medications such as Percocet, Percodan, Ritalin, and Oxycodone.
- If you live in U.S. territories Guam, American Samoa, Northern Mariana Islands, and U.S. Virgin Islands, and need medications requiring refrigeration.
- If you receive your mail at a P.O. box and need medications that require refrigeration.

Will I receive brand-name or generic medication?

Generic equivalents approved by the U.S. Food and Drug Administration (FDA) are dispensed whenever possible to enable cost savings. If there is no generic equivalent, you will receive the brand medication if it is available.

For a list of top medications available from Meds by Mail, visit: www.va.gov/COMMUNITYCARE/programs/dependents/pharmacy/MbM-medications.asp#top

Can Medicare Part D be dropped to use Meds by Mail?

Yes, but before canceling Medicare Part D, you must contact CHAMPVA for a letter of creditable coverage that you provide to Medicare to update your eligibility **before** you can use Meds by Mail.

Who do I call for questions about medical conditions or drug reactions?

Call your pharmacist or health care provider.

How do I receive a copy of my prescription record?

Send a completed Release of Information (ROI) form, VA Form 10-5345 (www.va.gov/find-forms/about-form-10-5345) to:

Veteran and Family Member Programs
P.O. Box 46906
Denver CO 80246-9063



About Meds by Mail

Meds by Mail is a safe, easy way to receive non-urgent, maintenance medications including those that treat chronic conditions such as arthritis, asthma, diabetes*, high cholesterol and high blood pressure – all with no cost share or deductible.

Meds by Mail can also ship your medication to a temporary address like a summer or winter vacation home.

**Insulin and other refrigerated medications cannot be shipped to P.O. boxes and can only be mailed to a physical residential address within the U.S. including Alaska, Hawaii, and Puerto Rico.*

Eligibility for Meds by Mail

Beneficiaries of CHAMPVA, Spina Bifida, Primary Family Caregivers, or Children of Women Vietnam Veterans automatically qualify for Meds by Mail if they do not have any other prescription coverage, including Medicare Part D.

For eligibility questions, call Veteran and Family Member Programs at 800-733-8387.

Contact Meds by Mail

Meds by Mail Service Center

Contact the Meds by Mail Service Center for questions about your prescription and refills.

Phone: 866-229-7389 or 888-385-0235

Available 8:05 a.m. to 7:30 p.m. ET, M-F

Website:

<https://www.va.gov/COMMUNITYCARE/programs/dependents/pharmacy/meds-by-mail.asp>

General Questions

Contact the Veteran and Family Member Program call center for eligibility, updates to insurance information or medication records.

Phone: 800-733-8387

Website:

www.va.gov/COMMUNITYCARE/programs/dependents/pharmacy

Scan here
to get more
information



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