

# VA Butler Healthcare Pharmacy



## VA Butler Healthcare processes thousands of prescriptions daily *for enrolled Veterans!*

### Answering your Pharmacy Questions

- *I'm out of refills on my prescriptions.*

#### **Who do I call?**

- *I have a prescription from my non-VA provider. How do I get it filled?*

- *I have a medication question.*

#### **Who can I talk to?**

Chances are you have asked yourself at least one of these questions. **We're here to provide you answers.**

### Prescription Refills/Renewals

*To order refills on your prescription or to renew your prescription (get more refills when you are out), you can:*

★ **CALL** Audiocare, the automated telephone service at **724.285.2280** or toll-free at **800.362.8262, ext. 2280** to order refills automatically or speak with a phone representative during business hours

★ **ORDER** VA prescription medication refills online through the My HealthVet program at [www.myhealth.va.gov](http://www.myhealth.va.gov) upon completion of the one-time In-Person Authentication (IPA) process

★ **MAIL** in the VA prescription refill slip that comes with your prescription at least 14 days before you need a new supply. If you do not have the refill slip, you can request refills by listing your prescription number or name of your medication on a piece of paper with your name, address, and social security number. Mail to:

**VA Butler Healthcare  
ATTN: Pharmacy (001PH)  
325 New Castle Road  
Butler, PA 16001**

### Pharmacy Hours of Operation

8am – 5pm, Monday through Friday  
(Closed on Federal holidays)

### Prescriptions from non-VA Providers

Prescriptions from non-VA providers cannot be filled by the VA pharmacy (except in special circumstances\*). If you would like to obtain a medication prescribed by a non-VA provider, **the prescription and justification for the prescription must be forwarded to your VA provider.** Your VA provider will decide whether or not to order the medication you are requesting from the VA Pharmacy. He/she may choose to prescribe a similar medicine that is covered under VA benefits.

Here are several ways to get outside (non-VA) prescriptions to your VA provider:

- Your non-VA provider can fax a prescription and supporting progress note to your VA provider
- Your non-VA provider can mail an original paper prescription and a copy of a supporting progress note to your VA provider
- You can bring an original paper prescription (it must be accompanied by documentation or a supporting progress note). Please give this information to your health tech so your VA provider can review it

*\*Veterans in Aid & Attendance, Housebound, and Fee ID programs who do have a VA provider can have non-VA prescriptions filled directly by a Primary Care Pharmacist*

To ensure that your non-VA providers are able to provide you the safest, most effective care, **always** take your VA medication list to your non-VA providers and talk with them about the care you receive from VA Butler Healthcare.

**Questions or concerns regarding medications, prescription refills, and pharmacy services may be directed to VA Butler's Pharmacy at 724.477.5012 or 800.362.8262, ext. 5012.**