

# Welcome to the Alaska VA Pharmacy

## ***How to obtain NEW prescriptions from your VA Provider:***

**MAIL** delivery is the VA's most cost-effective means of providing medications. It is required to be used for all refills, renewals, and non-urgent meds. All non-controlled prescriptions will be processed for mailout unless you present to the pharmacy to pick up the med. If the medication is already in the mail, the pharmacy may be able to provide you with a short-term partial fill at the pharmacist's discretion. Mailed prescriptions may take 7-10 working days to arrive. **Controlled substances can be mailed or filled for the window. If it's a window fill, only yourself or a member of your household per the DEA (ID required) can pick it up (no friends, etc).**

For **WINDOW PICKUP**, you **must** go to the Pharmacy and pull a number to be counseled by a pharmacist prior to prescription processing.

**Anchorage Pharmacy hours are Monday through Friday 8:00am to 4:30pm.**

## ***How To Request Refills (5 Options):***

Please request your refills **no later than 2 weeks before** you run out of medications.

1. Telephone (Automated)- available 24/7: **1-877-750-4790**
  - a. Enter your full Social Security Number
  - b. Press 2 for Pharmacy Options
  - c. Press 1 to order a Refill
  - d. Enter the prescription number followed by the “#” key (do not enter letters)  
**Note:** If you do not have refills left the system will ask you to Press 1 to request a medication **Renewal (works for in-house providers only)**
  - e. Press 2 to check on a prescription's status (call back 24 hours after refill order placed)
2. Mail refill slips to:  
VA Pharmacy Service (119)  
Department of Veterans Affairs  
1201 North Muldoon Road  
Anchorage, Alaska 99504
3. Go on-line to [www.myhealth.va.gov](http://www.myhealth.va.gov) to order. Training is available on the My Health@Vet website.
4. Request the refill by pulling a number at the pharmacy and speaking with a pharmacist. All refills/renewals will be processed for mailout filling.
5. If you prefer to speak with a member of the VA Call Center to order your refills, please call **907-257-4700** press option 1, then option 2 (or toll-free 1-888-353-7574). Phone is answered Monday through Friday, 8:00am to 4:30pm. You will need to provide your **Rx #** for the staff to assist you.

\*\*\*All prescriptions ordered by phone and online are **mailed** to the address on file.

## ***How to Track a Package online:***

- a. Go to [www.myhealth.va.gov](http://www.myhealth.va.gov), once there, you can access the **RED** “Track Delivery” button (only available for drugs shipped from the lower 48 mailout pharmacy), or

- b. Go to USPS.COM, create an account, go to “Track & Manage”, select “Informed Delivery”. This option sends you daily alerts for all mail going to your address.

### ***How To Fill Prescriptions From Non-VA Providers:***

If you have a VA authorization, the medication is needed urgently, and you are outside of the Anchorage bowl, a participating community pharmacy may be used to fill up to 10 days of medication (up to 14 days for antibiotics). **Between 8:00am and 4:30pm Monday through Friday the VA pharmacy in Anchorage must be contacted in advance of you filling the medication so a formulary review can be completed, and a voucher issued to cover the cost of the medication. If the med is being filled outside these hours you must call the Medical Administrative Assistants (MAA) in advance at 907-580-6421 or toll-free 1-877-817-3885.**

If you have no VA authorization for the visit, call Integrated Care Services (ICS) 8am to 5:59pm M-F to seek authorization. Their phone number is **907-257-6904** or toll-free 1-888-353-7574. If you're calling after hours (6:00pm-7:59am), call the **MAA** at **907-580-6421** or toll-free 1-877-817-3885.

Non-VA prescribed prescriptions must be written for medications on the VA formulary list. To deviate from this formulary, the provider must submit a prior authorization request, which may or may not be approved. This process may take up to 30 days if review by Pharmacy, Therapeutics, and Nutrition committee is needed. The VA will not reimburse for non-formulary medications purchased on your own expense before a prior authorization approval is in-place.

If you paid out-of-pocket for medications after-hours per the direction of the MAA department, the following needs to be submitted **within 90 days of the date of service** to the VA Pharmacy in Anchorage for reimbursement:

1. A written request for reimbursement
2. An original register receipt
3. An itemized, receipted statement, signed by the non-VA pharmacist, which includes the medication, quantity, directions, and cost of all medicines furnished

Within 90 days of the date of service, bring the documents to the VA Pharmacy or mail the originals to:

VA Pharmacy Service (119)  
Department of Veterans Affairs  
1201 North Muldoon Road  
Anchorage, Alaska 99504

Wallet Card with important numbers:

Integrated Care Services	1-866-606-8198
Medical Administrative Assistants	1-877-817-3885
VISN Pharmacy Call Center	1-888-353-7574
Automated Refill Line	1-877-750-4790