

VA Emergency Medication Refills

VA has established an Emergency Prescription Refill Program to assist enrolled Veterans who are out or almost out of medications. Veterans can receive a 10-day supply of VA prescribed medication by:

- Going to any Big Chain Pharmacy
- Bring your VA prescription, medication bottle/supply item (with VA RX label on it) showing available refills, and the last refill date within the last 90 days
- Bring your VA ID Card and another form of identification like a driver's license
- Ask the pharmacist to call Heritage Health Solutions Customer Care Center at toll free **1-866-265-0124**, where a Customer Care Representative will qualify the request by asking a few questions
- No controlled drugs will be processed under this program. If a controlled drug is needed, you must contact your local VA facility Emergency Department.

For questions about this Emergency Prescription Program or help with another medication related question, please call the VA Pharmacy Call Center at the numbers below or the number on your prescription bottle or label. The VA Pharmacy Call Centers and Heritage Health Solutions Customer Care Center (1-866-265-0124) can tell you if your preferred Pharmacy is participating in the Emergency Prescription Refill Program.

- James J. Peters Bronx VA Medical Center: 1-888-327-9670
- VA Hudson Valley HCS : 1-888-389-6528
- VA New Jersey HCS VA Pharmacy Call Center: 1-800-480-5590 (You may receive a "normal hours of operation message." If so, please remain on the line and a technician will answer the call.)
- VA New York Harbor HCS Pharmacy Call Center: 1-631-863-4832
- Northport VA Medical Center: 1-800-799-3023 or 631-863-4826 (You may receive a "normal hours of operation message." If so, please remain on the line and a technician will answer the call.)

The Pharmacy Call Centers are open on Saturday and Sunday from 8:00am to 4:30pm and weekdays with extended hours.