How to Track Prescription Delivery Through the Mail

General Information:
- Most mail order prescriptions are sent from the VA Consolidated Mail Order Pharmacy (CMOP) in either Chicago, Illinois or Charleston, South Carolina.
- It can take up to **7 – 10 days** for prescriptions to arrive to your home from the time of ordering.
- To ensure you never run out of medicine, we recommend requesting your next refill as soon as you receive a prescription in the mail.
  - An early request will “suspend” your next refill to be filled when it is due!

**My HealtheVet** offers prescription delivery tracking and e-mail notifications through the United States Postal Service (USPS) for medicines being mailed from CMOP.

Sign-up for My HealtheVet
- Go to [www.myhealth.va.gov](http://www.myhealth.va.gov) and register for an account.
- You can start tracking your prescription as soon as you register.

Already signed up for My HealtheVet
- Go to [www.myhealth.va.gov](http://www.myhealth.va.gov). Login using the User ID and Password you created. You may also login with your DS logon or ID.me credentials.
- If you don’t remember your User ID or Password, click login, then click on theForgot User ID or Forgot Password links directly below the login box. **Note:** If requesting your User ID or resetting your Password, you will need to answer both your security questions. Your answers are case sensitive.

Prescription Tracking Information:
Under the Pharmacy tab pictured below, select TRACK DELIVERY to see tracking information from the CMOP. (You can also see if there is more than one medicine in the package by viewing the prescription numbers.)

1. To Set up **Prescription Mailing Notifications via E-mail:**
   1. Click on PERSONAL INFORMATION.
   2. Click on MY PROFILE.
   3. Go to the section SUBSCRIBE TO E-MAIL NOTIFICATIONS AND REMINDERS and click TURN ON. You must have a valid e-mail address listed in the CONTACT INFORMATION of this page.
   4. Go to the bottom of the page and click on SAVE.
   5. E-mails will include a package tracking number with a link to USPS tracking information and prescription number(s) for medications in the package.