

New & Improved!

New Phone Number for Pharmacy Refills

Available 24 hours a day, 7 days a week

To improve our service, we are now using a new phone service for Pharmacy refill orders placed by telephone. Effective immediately, please call:

(Toll Free) 855-560-1724

When you call, please have the following information available and follow the voice prompts when connected to the system.

- Your social security number
- Your Prescription (RX) Number(s)

The system will ask you to enter your full Social Security number, followed by the "#" button. You will then need to select one of the following options:

- **Press 2** for Pharmacy Options

Then, select one of the following options:

- **Press 1** for REFILLS (Enter prescription number followed by the "#" button)
- **Press 2** for STATUS OF PRESCRIPTION (Enter prescription number followed by the "#" button)
- **Press 8** for all other pharmacy inquiries.

Remember...

- You must have a touch-tone phone to access this system.
- Do not mail in separate refill forms for your refill prescriptions that you have requested using this phone system.
- This system cannot be used for window pickups - it is for mail-out refills only. Mail-out prescriptions normally arrive in 7 to 10 days. Please plan appropriately.
- If you do not have a touch-tone phone, you must continue to mail in your refill requests. Your VA prescriptions can also be refilled online if you register for My HealtheVet at: www.myhealth.va.gov

St. Cloud VA Health Care System
4801 Veterans Drive
St. Cloud, MN 56303-2099
320-252-1670, (800) 247-1739



Find us on the  at stcloud.va.gov

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Defining
EXCELLENCE
in the 21st Century

Take Care of your Buddy!

Let your fellow Veterans know about the VA

All Veterans are encouraged to apply for enrollment in the VA health care system.

Each Veterans' eligibility status is unique and is determined upon application.

To begin the process Veterans must first complete an "Application for Health Care Benefits," or VA Form 1010EZ.

These forms are available from County Veterans Service Offices, from the St. Cloud VA Health Care System Eligibility Office, or online at

www.stcloudva.gov/patients/eligibility.asp.

Veterans can submit the form online, or print the form and mail it to us at:

Business Office - Eligibility
VA Medical Center
4801 Veterans Drive
Saint Cloud, MN 56303

The form may also be hand-carried to the Medical Center. The Eligibility Office is located on the ground floor of the main entrance (Building 1).

Here is the other needed documentation:

- a copy of both sides of current insurance card (including Medicare, Medicaid, or spouses insurance if it covers the Veteran).
- a copy of the DD214, 'Armed Forces Report of Transfer or Discharge'.

For questions, assistance, or to speak to someone in our Eligibility Office, please call (320) 255-6340.

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