

MHV ID - MSBM-49-2091 Basic Account Level as of August 18, 2022

Your My HealtheVet Basic account will no longer have access to VA Prescriptions after September 15, 2022.

After September 15, 2022, you won't be able to use your My HealtheVet Basic account to access VA Prescriptions features such as Refill VA Prescriptions and My Medications List.

As soon as you can, upgrade your My HealtheVet account to Premium to access VA Prescriptions features such as Refill VA Prescriptions after September 15. [Here's how to upgrade your account.](#)

Note: You can always refill your prescriptions via phone, mail, or by contacting your local VA pharmacy.

If you have more than one My HealtheVet account, find out which one is affected:

1. Go to <https://www.myhealth.va.gov/mhv-portal-web/home> and sign in to your My HealtheVet account*
2. Select **Personal Information** near the top of the home page
3. Select **My Account** from the drop-down menu
4. Check that the My HealtheVet ID matches the one listed below
(On the **My Account** page, your My HealtheVet ID will be near the top)

Note: Your VA benefits will not change if you don't upgrade your My HealtheVet account to Premium.

* Forgot your My HealtheVet User ID and/or Password? You can reset your Password or retrieve your User ID by going to [Forgot User ID?](#) or [Forgot Password?](#)
If you need assistance, the [My HealtheVet Help Desk](#) can help.

This is an automated message. Please do not reply to this email.

NOTICE OF CONFIDENTIALITY - This email is just for the use of the above-mentioned individual. If you are not the intended recipient of this email, please contact the My HealtheVet Help Desk at 1-877-327-0022 or 1-800-877-8339 (TTY), Monday through Friday, from 7:00 a.m. to 7:00 p.m. (Central Time). This message or any of its contents may not be disseminated, distributed, disclosed, copied, or forwarded. Please delete this message from your email inbox and computer system.