

Date: July 16, 2021

From: Assistant Under Secretary for Health for Patient Care Services/Chief Nursing Officer (12)

Subj: My HealthVet Discontinuance of the Advanced Account Level (VIEWS 5465558)

To: Veterans Integrated Service Network (VISN) Directors (10N1-23)

1. This memorandum addresses an upcoming discontinuation of the My HealthVet Advanced account. This change will enhance the security and privacy of My HealthVet accounts and prepare for modernization of the patient portal experience.
2. The My HealthVet account types are currently Basic, Advanced and Premium:
 - a. Basic accounts provide limited access to features in My HealthVet that are self-entered to include journals and other tools to track health measures. Anyone, including non-Veterans can establish basic accounts.
 - b. Advanced accounts include Basic account features plus access to the My HealthVet Pharmacy module which includes the ability to refill and track Department of Veterans Affairs (VA) prescriptions. These account types are limited to Veterans and Service members receiving health care from VA.
 - c. Premium accounts provide the highest level of access to My HealthVet features such as Secure Messaging, access to VA labs and medical records, VA appointments. This account requires individuals to complete a one-time identity proofing/authentication process. These account types are limited to Veterans and Service members receiving health care from VA.
3. On September 1, 2021, the Advanced account type will be discontinued. If an Advanced account is not upgraded to Premium before September 2021, it will revert to the Basic account level. Basic account holders will not have access to the VA Pharmacy module.
4. In the weeks leading up to September, Advanced account users have been/will be notified with specific messaging on the My HealthVet website and in multiple internal and external mediums. It is imperative that My HealthVet Advanced account holders who wish to continue to have access to the VA Pharmacy module upgrade their accounts to Premium to ensure a seamless and timely transition.

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5. Please contact your local My HealthVet Coordinator for more information or reference Appendix A for a list of frequently asked questions. If your local My HealthVet coordinator is not available, please contact Ms. Susan Haidary, My HealthVet National Stakeholder Manager, at Susan.Haidary2@va.gov or 843-737-0213.

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Attachment

Appendix A: Frequently Asked Questions and Answers about the My HealthVet Advanced Account Discontinuation

The following provides answers to common questions regarding the My HealthVet Advanced account discontinuation scheduled for September 1, 2021, and will help facilities prepare for the upcoming transition.

1. **Q:** What happens to the user's Advanced Account that reverts back to Basic?
A: The account will remain in the same state as it was when in the Advanced level except VA Allergy and VA Medications will not be visible in the Pharmacy module or Blue Button report.
2. **Q:** What happens to the data in the Advanced Account that reverts back to Basic?
A: All of the data in the Advanced account will remain, however, the VA Medication and VA Allergy data will not be accessible
3. **Q:** Can a Basic Account be upgraded to Premium?
A: Yes, Basic Accounts that are matched to the Master Person Index (MPI) system can be upgraded to Premium.
4. **Q:** What can a Basic Account user access?
A: Basic Account users can continue to access MHV Self-Entered portlets, Veterans Health Library and information about VA health.
5. **Q:** What are the specific MHV features users with an Advanced account will no longer be able to access?
A: VA Patients will no longer be able to access:
 - a. MHV Pharmacy module that includes RX Refill, Track Delivery or receive RX shipment notification emails
 - b. VA Allergies
 - c. Blue Button Custom Reports information, VA Medications and VA Allergies**A:** ChampVA Beneficiaries will no longer be able to access:
 - d. MHV Pharmacy module that includes RX Refill, Track Delivery or receive RX shipment notification emails
 - a. Blue Button Custom Reports information, VA Medications and VA Allergies
6. **Q:** Does this change just apply to those using MHV RX Refill?
A: No, all users that have an account in the Advanced level will be changed to the Basic level. However, VA patients and ChampVA beneficiaries using RX refill may be the most impacted.