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## **VA Mail-Order Pharmacy Receives Highest Score in Mail Order Segment of J.D. Power Study**

### *VA Employee wins award for idea to allow Veterans to track prescriptions online*

WASHINGTON -- For the fourth consecutive year, the Department of Veterans Affairs (VA) Consolidated Mail Outpatient Pharmacy receives the highest customer satisfaction score among the nation's public and private mail-order pharmacies, according to a respected, independent study.

"Our Nation's Veterans deserve a first-class pharmacy as a part of the exceptional health care available," said Secretary of Veterans Affairs Eric K. Shinseki. "It is an honor to hear from Veterans that we are delivering on that commitment."

The 2013 [independent study](#) was conducted by J.D. Power. Veterans were asked to rate VA on cost competitiveness, delivery, ordering process and customer service experience. Out of 1,000 possible points, VA scored 871. This was the highest score among participating mail-order pharmacies.

The score matched the same industry-high score received by the Department in 2012. VA also led the industry nationwide in 2010 and 2011. "The fact that we are rated higher than our private sector counterparts is due in part to our unique partnership with our patients and medical centers," said Dr. Robert A. Petzel, VA's Under Secretary for Health. "In addition to the convenience of mail-order service, Veterans also have a pharmacist available to meet with them face to face."

VA participates in this annual survey as a way to compare itself against industry leaders and to ensure VA health care meets the highest standards.

On February 13, an employee who works in the VA Consolidated Mail Outpatient Pharmacy received the 2013 Securing Americans Value Efficiency (SAVE) Award from President Obama. Kenneth Siehr from Milwaukee, Wisconsin met with the President to discuss his proposal.

Siehr's winning idea allows Veterans to track the status of their mail-order prescriptions via the Veterans Health Administration's MyHealtheVet web portal.

With over 8 million Veterans enrolled, VA operates the largest integrated health care delivery system in the United States, with a mission to honor America's Veterans by providing exceptional health care that improves their health and well-being. VA provides a broad range of primary care, specialized care, and related medical and social support services. More information is available at <http://www.va.gov/health/>.

Veterans who wish to learn about the mail-order pharmacy and other health benefits can find information at [www.va.gov/healthbenefits/](http://www.va.gov/healthbenefits/).

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