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News Release

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VA receives highest accolades for service from J.D. Power

The U.S. Department of Veterans Affairs' (VA) Consolidated Mail Outpatient Pharmacy (CMOP) initiative recently received the highest overall customer service satisfaction score in the nation for its [mail order pharmacies](#).

The score is based upon the [2019 U.S. Pharmacy Satisfaction Study](#) released Aug. 20 by J.D. Power, an independent national consumer group.

"J.D. Power has scored VA's CMOP as highest in overall customer service satisfaction nine out of the past 10 years," said VA Secretary Robert Wilkie. "These results demonstrate VA's commitment to ensuring that our nation's Veterans are receiving the best possible service for prescriptions delivered directly to their homes."

VA's CMOP system includes seven highly automated pharmacies. The study is based on responses from 12,059 pharmacy customers who filled a prescription three months prior to the survey period of May-June. J.D. Power compared large-scale mail order pharmacies and scored VA 906, out of scale of 1000.

The VA CMOP dispensed more than 122 million outpatient prescriptions in 2018 to Veterans, representing approximately 80% of all outpatient prescriptions dispensed to Veterans via the mail order program.

The entire J.D. Power consumer study is available at [J.D. Power 2019 U.S. Pharmacy Satisfaction Study](#).

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