Table of Contents
How do I work with my software vendor to enable my pharmacy for e-prescribing via the Surescripts network? .................................................. 2
Why must I report issues directly through my software vendor and not Surescripts? ................................................................. 2
I am receiving duplicate prescriptions and do not believe I should be charged for them. How do I request a refund? .................................................................................................................. 2
What specific transactions can I conduct electronically via the Surescripts network using my pharmacy computer? .......................................................... 2
How do I update my pharmacy name, address, phone or fax number in your system? .......................................................... 3
My local prescriber(s) is stating they cannot find my pharmacy to send to. I know I participate in e-prescribing. What is causing this and how do I resolve it? .......................................................... 3
When I attempt to transmit a renewal request to a prescriber I receive the error message: “Receiving partner does not support this message type.” .................................................................................................................. 4
When I send a renewal request to a prescriber they are denying it and sending it again as a new prescription “Denied, New to Follow.” Does this cause me to be billed twice and how do I prevent this from happening? .......... 4
What do I do if I receive poor quality or miswritten electronic prescription? ................................................................................................. 4
Where can I get updates on EPCS? ................................................................................................................................................. 5
I am receiving electronic prescriptions for controlled substances (EPCS). When I spoke to the prescriber(s) they stated they can transmit controls electronically. Is this correct and how do I report this issue? ........................................... 5
What do I do if I want to send a message to the prescriber requesting authorization to make a change in the patient’s prescription or therapy? .................................................................................................................. 5
Is there any notification that the prescriber can send if they want to cancel a patient’s therapy or prescription electronically? ............................................................................................................................................. 5
What is Surescripts doing to improve the quality of e-prescriptions? .......................................................................................................................... 6
What does Surescripts charge for e-prescribing? .............................................................................................................................................. 6
How do I work with my software vendor to enable my pharmacy for e-prescribing via the Surescripts network?

If your pharmacy management system is certified to connect to the Surescripts network, you simply contact your pharmacy software vendor, ask them to enable your e-prescribing functionality, and specify that you want to be connected to the Surescripts network.

Pharmacies should ask their vendor:

- If any patches or upgrades to their system are required.
- If any amendments to their contract are needed to cover transaction fees
- What training is provided to get accustomed to the new or upgraded system

Why must I report issues directly through my software vendor and not Surescripts?

Surescripts is the e-prescribing network itself. The software you are using at your pharmacy for e-prescribing is specific to your pharmacy management system vendor – not Surescripts. All prescriptions are routed directly through the vendor to your pharmacy; therefore, your vendor must research any issues occurring at the pharmacy level. If your vendor cannot determine the issue on their own they will reach out to Surescripts on your behalf to report the issue. At the time the issue is resolved Surescripts will notify your vendor; who should then follow-up with you as their pharmacy customer.

I am receiving duplicate prescriptions and do not believe I should be charged for them. How do I request a refund?

Surescripts does support refunds for true duplicate transactions. If you believe you have received inappropriate duplicate messages you will need to contact your vendor to determine their policy how to report this issue and how to request a refund. Most vendors require documentation, so please be prepared to provide the specific occurrences of these duplicate messages for any reporting and/or research to take place. Surescripts will work with your vendor to determine why the duplicate messages occurred and determine if a refund to your vendor is warranted. Any potential refunds to your pharmacy will be provided directly by your vendor – not Surescripts.

What specific transactions can I conduct electronically via the Surescripts network using my pharmacy computer?

Your connection to the Surescripts network enables you to:

- receive a new prescription directly into your pharmacy computer system
- send a request to a prescriber for prescription renewals
- receive a renewal approval or denial response from a prescriber

If your software supports this feature, allow your pharmacy to receive a Cancel transaction (CANRX) from a prescriber and send a Change transaction to the prescriber.
How do I update my pharmacy name, address, phone or fax number in your system?

Your pharmacy directory information is maintained directly by your pharmacy management system vendor. You will need to contact your vendor directly to have any updates applied. If your vendor requires any assistance in applying the updates, they will log a ticket with Surescripts on your behalf for resolution. If you need additional help after working with your vendor, we recommend you contact Surescripts Independent Pharmacy Help Line (IPL) at 1-877-877-3962. The IPL provides a live resource, but is not intended to replace the support pharmacists get from their pharmacy system vendor. Surescripts has set up this line to help address critical, urgent or persistent issues as a supplement to pharmacy system vendor support. NOTE: Protected Health Information (PHI) should be sent only if absolutely necessary. PHI should be sent only in compliance with federal and state law, including HIPAA. PHI should not be sent by e-mail.

My local prescriber(s) is stating they cannot find my pharmacy to send to. I know I participate in e-prescribing. What is causing this and how do I resolve it?

Most of the time, this means the prescriber’s directory is out of date. First you will need to verify that your pharmacy does in fact participate in e-prescribing. E-prescribing is a computer-to-computer communication. If you receive all your prescriptions via fax then you do not participate in e-prescribing and physicians may not have the ability to transmit electronically to your pharmacy. If your pharmacy does participate and the prescriber cannot find you, this indicates an issue between the prescriber and their specific e-prescribing/EMR vendor should provide them with an accurate/up-to-date pharmacy directory. There are a couple of things you can do to assist the prescriber in updating their pharmacy directory:

1. Communicate to the prescriber that they must work with their vendor to update their pharmacy directory and ask the prescriber to make sure they know the proper process between them and their vendor to maintain their pharmacy directory in the future.

2. Provide the prescriber with your NCPDP/NABP number. This is the number that must be loaded into the prescriber’s e-prescribing application in order for a prescription to be transmitted to your pharmacy. Some vendors allow prescribers to manually add a missing pharmacy with the corresponding NCPDP/NABP number.

3. Surescripts maintains a site for prescribers where they search for and locate all e-prescribing pharmacies and their corresponding NCPDP/NABP numbers. Prescribers should visit www.surescripts.com/NCPDP to access this information to assist them to maintain their pharmacy directory.

4. Contact your pharmacy management system vendor to report this issue. They will open a support ticket on your behalf so the issue can be researched.
When I attempt to transmit a renewal request to a prescriber I receive the error message: “Receiving partner does not support this message type.”

This indicates that the prescriber you are attempting to send to does not accept renewal requests. They only have the ability to transmit new prescriptions to your pharmacy. This could also be caused by attempting to transmit a renewal request to an outdated prescriber SPI number. Your pharmacy management system vendor is responsible for providing you with the necessary tools and training to maintain your prescriber directory and allow you to differentiate those prescribers that accept electronic renewal requests and those that do not accept them. If you think you have inaccurate information in your directories please contact your vendor.

Surescripts also maintains a list of e-prescribing enabled physicians and their corresponding SPI information for those that accept renewal requests at www.surescripts.com/SPI. This as a supplemental resource you can utilize along with the tools provided by your vendor to assist in maintaining your prescriber directory.

Note: When viewing the report on the Surescripts website, those prescribers that do not accept renewal requests are listed at the bottom of the report by name only. The pharmacy does not need the prescriber’s SPI number loaded into their system to receive new prescriptions. The SPI is only needed to transmit renewal requests electronically.

When I send a renewal request to a prescriber they are denying it and sending it again as a new prescription “Denied, New to Follow.” Does this cause me to be billed twice and how do I prevent this from happening?

When a prescriber responds to a refill request he may change the following fields: number of refills, written date, notes in the response segment, and substitution. However, if the prescriber needs to make any other changes, a new prescription must be written. The “Denied, New to Follow” (DNTF) transaction allows the pharmacist to distinguish between instances when the prescriber will follow up with a new prescription versus simply denying a refill request; the DNTF transaction closes the loop and prevents the need for further phone calls or other communication.

While DNTF responses are appropriate in some circumstances, they are not always used as originally intended and may result in additional charges for single prescriptions. As a result, we have decided to stop charging for DNTF response messages for both retail and mail order prescriptions as of May 1, 2013.

What do I do if I receive poor quality or miswritten electronic prescription?

Contact your software vendor with examples of poor quality or miswritten electronic prescription occurrences. All electronic prescriptions are routed through your software vendor and research will be conducted as to how these messages were received. Once the information is compiled by the software vendor, if Surescripts involvement is required a case will be routed directly to Surescripts Support.
Where can I get updates on EPCS?

Virtually all requirements on pharmacy applications for Electronic Prescriptions for Controlled Substances (EPCS) must be handled by your pharmacy application vendor. Pharmacies must apply updates to their software systems to ensure DEA and Surescripts NCPDP SCRIPT adherence for EPCS. EPCS national map is updated regularly online: [www.Surescripts.com/EPCSMap](http://www.Surescripts.com/EPCSMap).

I am receiving electronic prescriptions for controlled substances (EPCS). When I spoke to the prescriber(s) they stated they can transmit controls electronically. Is this correct and how do I report this issue?

EPCS transactions are enabled on the Surescripts network for certified prescribers, software vendors and pharmacies. There are a number of DEA requirements and certifications to make EPCS available to pharmacies and prescribers. Pharmacies should work with their software vendor if they want this capability. Unless your pharmacy software is EPCS certified with Surescripts, you should not process electronic prescriptions for controlled substances. In the case where you are receiving controlled prescriptions inappropriately please contact your pharmacy management system vendor to report this issue. You will need to provide them with a specific example of the occurrence and they will log a ticket on your behalf for research and resolution. You should also call the prescriber to obtain the prescription in a legal manner. Surescripts has additional information on EPCS online at [www.Surescripts.com/EPCS](http://www.Surescripts.com/EPCS).

What do I do if I want to send a message to the prescriber requesting authorization to make a change in the patient’s prescription or therapy?

Surescripts has enabled a new message type called Rx Change (RXCHG) that allows the pharmacy to send a message electronically to a prescriber to request authorization to make a change to a prescription. This is a feature that is part of a new version of the electronic prescribing standard created by NCPDP. Reach out to your pharmacy software vendor for information with respect to the “NCPDP SCRIPT 10.6 implementation/certification” and ask if their software supports the Rx Change transaction.

Is there any notification that the prescriber can send if they want to cancel a patient’s therapy or prescription electronically?

Surescripts has enabled a new message type called Cancel (CANRX) that allows the prescriber to send a message electronically to a pharmacy to cancel therapy on a previously prescribed medication or prescription. This feature is part of a new version of the electronic prescribing standard created by NCPDP. Reach out to various prescribers that send prescriptions to your pharmacy or call their prescriber software vendors for information on their status with respect to “NCPDP SCRIPT 10.6 implementation/certification”. You should also check with your software vendor to see if your system is capable to receive and process Cancel transactions.
**What is Surescripts doing to improve the quality of e-prescriptions?**

Our quality program works on all aspects of e-prescribing improvement. Surescripts has identified some key areas that are specifically targeted to improve the quality of e-prescriptions and eliminate:

- Confusing or non-specific quantity qualifiers
- Conflicting information between the notes field and directions field
- Conflicting written date from transmission date
- Poorly-formatted drug description

Surescripts White Coat of Quality program works with standalone and EHR vendors to address these issues. For more information on Surescripts Quality efforts please contact Quality@Surescripts.com.

**What does Surescripts charge for e-prescribing?**

Surescripts charges a transaction fee to pharmacy vendors. In all cases, your pharmacy management system vendor determines what it charges your pharmacy. Surescripts does not set the price or billing structure charged by the vendor to their pharmacy customers. Surescripts charges vendors for the following transactions: new prescriptions, renewal responses, and two optional transactions-change requests and cancel transaction.