In conjunction with the NCPA, Surescripts is offering the Independent Pharmacy Helpline to compliment your vendor’s support of critical, urgent, or persistent issues related to E-Prescribing.

“Sebring Pharmacy was experiencing messaging delays. I called the help line. They helped me get this fixed through my vendor.”

Vin Patel, Sebring Pharmacy

“It was very satisfying calling the help line. It solved a problem that I had been trying to solve for a month.”

Jancy Walter, Community Drug

Three Ways to Contact the Independent Pharmacy Help Line

Phone: 1-877-877-3962
Email: independent-assistance@surescripts.com
Fax: 1-703-880-0149

Assistance is available, Monday through Friday from 8:30 am to 5:00 pm Eastern Time, except holidays. For Surescripts e-Prescribing FAQ, visit www.ncpanet.org/index.php/ownership/e-prescribing
Surescripts Independent Pharmacy Help Line
We can help you get the answers you need.

Dedicated resource created for independent pharmacists

01 Consult Your Pharmacy Technology Vendor
In general, your first response to an e-prescribing question should be to call support services at your pharmacy technology vendor. For background information to help you work more productively with your vendor, check out Surescripts E-Prescribing FAQs for Independent Pharmacists at www.ncpanet.org/index.php/ownership/e-prescribing.

02 Contact the Surescripts Independent Pharmacy Help Line
For assistance in opening a support case with your vendor, contact our Independent Pharmacy Help Line (IPL). You’ll talk to a knowledgeable certified pharmacy technician with e-prescribing experience.

Three Ways to Contact the Independent Pharmacy Help Line
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- Email: independent-assistance@surescripts.com
- Fax: 1-703-880-0149

You can count on Surescripts Independent Pharmacy Help Line to provide
- Assistance in documenting and classifying issues
- Follow-up to ensure that someone gets back to you with answers*

* You may be required to provide relevant case information from your vendor. For privacy and security purposes, we remind you that patient-identifiable information should NOT be sent to or discussed with Surescripts.