



E-Prescribing Home

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1. E-Prescribing

Welcome to the E-Prescribing home page! Your central resource for onboarding and transacting on the Surescripts network. Electronic prescribing lets prescribers send prescriptions to a patient's pharmacy, eliminating paper, faxes, and phone calls while connecting nearly every pharmacy and most U.S. prescribers using the NCPDP SCRIPT standard.

Documentation Links

EHR & Pharmacy Guides

Documentation for prescribing systems, pharmacy systems, and mailboxing workflows.

E-Prescribing Companion Guide

Upgrade guidance and network-specific requirements for NCPDP SCRIPT E-prescribing on Surescripts.

Mailboxing Supplement

Configure mailboxing services for message delivery and retrieval.

E-Prescribing for Veterinarian Medications Supplement

Support veterinary prescribing and medication fulfillment workflows.

PBM & EHR Guide

Documentation supporting medication request transactions between PBMs and prescribing systems.

Medication Request Implementation Guide

Implement medication request and response workflows between PBMs and EHRs.

What You Can Build

- **Send new prescriptions** from a prescriber vendor to any pharmacy on the network
- **Process renewal requests** from pharmacies and respond with approvals or denials
- **Handle change requests** for therapeutic substitutions, prior authorization, and clarifications
- **Cancel prescriptions** that have been sent in error or are no longer needed
- **Receive fill notifications** to confirm a prescription was picked up
- **Manage controlled substances** with EPCS (Electronic Prescriptions for Controlled Substances)

Core Transactions

Transaction	Direction	Purpose
NewRx	Prescriber → Pharmacy	Send a new prescription
RxRenewalRequest	Pharmacy → Prescriber	Request a refill authorization
RxRenewalResponse	Prescriber → Pharmacy	Approve, deny, or replace the renewal
RxChangeRequest	Pharmacy → Prescriber	Request a change to a prescription
RxChangeResponse	Prescriber → Pharmacy	Respond to a change request
CancelRx	Prescriber → Pharmacy	Cancel a previously sent prescription
RxFill	Pharmacy → Prescriber	Notify that a prescription was filled, partially filled, or not picked up
Status / Error / Verify	Both	Acknowledgments and error responses

 **Note:** See [Messages Overview](#) for message structures, required fields, and behavioral guidance.

Standards Information

NCPDP

The National Council for Prescription Drug Programs (NCPDP) defines the industry standards that govern pharmacy-related transactions such as claims, formulary, and real-time benefit exchange. Upgrade milestones in this tool align to those standards to help you track required changes and stay compliant. Official standards documentation and NCPDP membership information are available at [ncdp.org](https://www.ncdp.org).

You'll see NCPDP referenced in milestone names, descriptions, and acceptance criteria. These references indicate *which industry standard the milestone supports*, not a full list of technical requirements. Always use the official NCPDP implementation guides for detailed specifications.

Key Resources

Quick Links

[Pre-Onboarding Information](#)

Prerequisites and pre-onboarding information

[Start Your Upgrade](#)

Access resources, guidance, and support for a smooth transition to NCPDP 2023 standards

Development Tools

[Access Workbench \(Staging\)](#)

Get connected to your testing environment and key implementation tools

[Directory Manager \(Staging\)](#)

Manage your organization's data within Surescripts Staging Directory

[Message Search \(Staging\)](#)

Search for, troubleshoot and review transactions

[Message Tester \(Staging\)](#)

Test your upgrade messages in real time for E-Prescribing

[Certification Tester](#)

The self-driving Certification built by Surescripts to support NCPDP Standards

[Support information](#)

Find the right way to get support from Surescripts based on your role

[Case Management \(Prod\)](#)

Open a support ticket to troubleshoot the issue