**Obtaining e-Prescribing Access (SureScripts)**

1. Provider’s contact information must be within the Accurate Provider Database (APD) Directory and the provider’s APD record must indicate that it is associated with an Internal Organization.
   1. To verify whether the provider is within the APD Directory, complete the following steps:
      1. Launch APD. [https://apd.mc.vanderbilt.edu](https://apd.mc.vanderbilt.edu/)
      2. Search for the provider.
      3. If the provider is not listed within the APD Directory, then click “Request New Provider,” which is located as a menu option under Provider on the menu bar and submit the provider’s contact information. The APD team will follow up with the provider to confirm the information before the provider is added to the APD Directory.
      4. If the provider is within the APD Directory, confirm the completeness of the following contact information. \*\***IMPORTANT**: If anything is wrong with the dataset, such as a telephone or fax number that is not a 10-digit number or if it is missing, then the SureScripts Directory Service will not register the provider.
         1. Practice/Organization/Clinic Name
         2. Address Line 1 (neither address line can be a P.O. Box)
         3. Address Line 2 (optional)
         4. City
         5. State
         6. Zip Code
         7. Phone Number
         8. Fax Number
         9. Internal Organization
            1. Click “View Details”
            2. Click on the Practice link (this can be the provider’s name, clinic name, or organization name).

If the Internal Organization is listed as “Yes,” then the SureScripts Directory Service will register the provider.

If the Internal Organization is listed as “No,” then the SureScripts Directory Service will not register the provider.

If provider was already registered within APD for an outside location and has since re-located to Vanderbilt, the provider’s contact information may have been updated, but the Internal Organization status may not have changed.

Click “Request a Change” and indicate that the provider’s Internal Organization status should be changed to “Yes.”

* 1. If the provider’s contact information needs to be update to reflect the correct information on e-prescriptions, then click the “Request a Change” button and provide the corrected information.

1. SureScripts provider registration uses APD data to complete the Contact portion of the registration details. Additional registration information, like DEA and NPI IDs, are provided by other source systems. Once the provider’s contact information is within APD, SureScripts Service will attempt to automatically register the provider within the SureScripts Provider Directory the next day.
   1. The provider will be automatically registered with a “New” service level. This will allow the provider to e-prescribe from RxStar.
   2. If the provider wants to receive e-renewals from pharmacies, then the provider must have a message basket. **Contact Rachel Lassiter** to upgrade the provider’s service level to include “Renewal” access. The provider must submit at least five e-prescriptions before pharmacies can start sending the provider e-renewals.
2. If the provider’s contact information is already valid within the APD Directory, then the provider is more than likely registered in the SureScripts Provider Directory, but the provider’s account is disabled due to lack of e-prescribing activity within RxStar. The provider must send at least one e-prescription each year.
3. To re-activate a provider’s account, **contact Rachel Lassiter** and provide the following information:
   1. Does the provider have a message basket?
   2. Does the provider want to receive e-renewals?
   3. The provider must have a message basket in order to request e-Renewal access.