



eCare Pharmacy Contact Information

Who to contact for...	Name	Phone Number	Email	Examples
eCare Pharmacy hub	eCare Pharmacists	Phone: 1.855.AveraRx (855.283.7279) Routine Fax: 866.371.7310 STAT Fax: 855.268.3457	N/A	<ul style="list-style-type: none"> • Patient care • General questions • Urgent orders
AveraTrax support (Order Management System)	ePharmacy e-mail Inbox	855.283.7279	pharmacy@avelecare.com	<ul style="list-style-type: none"> • Additional coverage requests • New user setup • Password reset • General software questions or issues
Downtime notifications	N/A	(if urgent, call hub)	pharmacy@avelecare.com	<ul style="list-style-type: none"> • Scheduled EMR downtimes • Scheduled network maintenance or downtimes
Clinical needs	Cari Davis <i>Pharmacy Manager, South Dakota hub</i> Jeremy Mueller <i>Pharmacy Manager, Texas hub</i>	605.606.0241 210.610.0413	cari.davis@avelecare.com jeremy.mueller@avelecare.com	<ul style="list-style-type: none"> • Questions on orders or workflows • Discrepancies • eCare Pharmacy staff and hub operation oversight
General questions	eCare Account Executive Team	N/A	accountexecutives@avelecare.com	<ul style="list-style-type: none"> • Contracts • Invoicing • Reporting • Program offerings
EMR or formulary	Cari Davis	605.606.0241	cari.davis@avelecare.com	<ul style="list-style-type: none"> • EMR upgrades or conversions • Formulary questions/updates
Administration	Andrea Darr <i>eCare Pharmacy Officer</i>	605.606.0240	andrea.darr@avelecare.com	<ul style="list-style-type: none"> • Program oversight

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