EPCS Onboarding Manual

Contents

EPCS Identity Proofing Checklist

☐   1. Hard or Soft EPCS Token (**You cannot complete IDP without a token**)

- Hard token – Provided by DrFirst
- Soft token – VIP Access smartphone/tablet app by Symantec

☐   2. Remove any security/credit freezes from your credit accounts by contacting Experian.

- Instructions on how to remove these freezes/alerts can be found at www.experian.com under Additional Services & Products

PLEASE NOTE: IDP cannot be passed if there is any protection on your credit accounts.

☐   3. Obtain your free **EXPERIAN** credit report from www.annualcreditreport.com

- Identity proofing questions are formulated based upon credit history. Including, but not limited to, questions about home/auto loans, bank account information, or places of residency etc…
- Having your credit report available can assist in correctly answering those questions in order to successfully complete IDP

☐   4. One valid personal credit card (**VISA or MasterCard ONLY**)

- Only the first 8 digits are required
- It **CANNOT** be a business credit card or personal debit card

☐   5. Valid personal phone number (Residential or Cellular – Must be associated with home address)

PLEASE NOTE: Numbers 4 and 5 are OPTIONAL during Identity Proofing; however, we HIGHLY recommend that at least ONE be entered in.

☐   6. Social Security Number

☐   7. DEA number and state – DO NOT USE a narcotics addiction DEA number (NADEAN)

☐   8. An idea for a passphrase/password that is a minimum of 8 characters with at least one capital letter, one lowercase letter, and a number

- A passphrase is necessary for the two-factor authentication required for sending controlled scripts
- It is **HIGHLY** recommended that you write down the passphrase and save it in a secure location

☐   9. An idea for a security question and answer (necessary for resetting your passphrase/password)

- Example: Mother's maiden name or make/model of your first car
- Security answers are case sensitive

Provider Invite and Identity Proofing

Every EPCS provider will receive an invite from DrFirst (DO-NOT-REPLY-EPCS@epcsdrfirst.com) and must follow the instructions in this email in order to complete the EPCS registration process, which includes the IDP Process (Identity Proofing) and activating your token. The email may go to the junk/spam folder so be sure to check those as well.
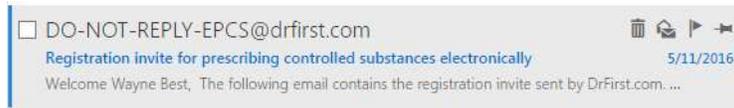
1. Within the email, you will find a link listed under step 1, within the directions. You must click this link in order to begin the EPCS registration process. The invite email also contains an Invite ID, which is necessary to begin the registration process. We recommend that you save the email with the Invite ID in case you do not complete the process.
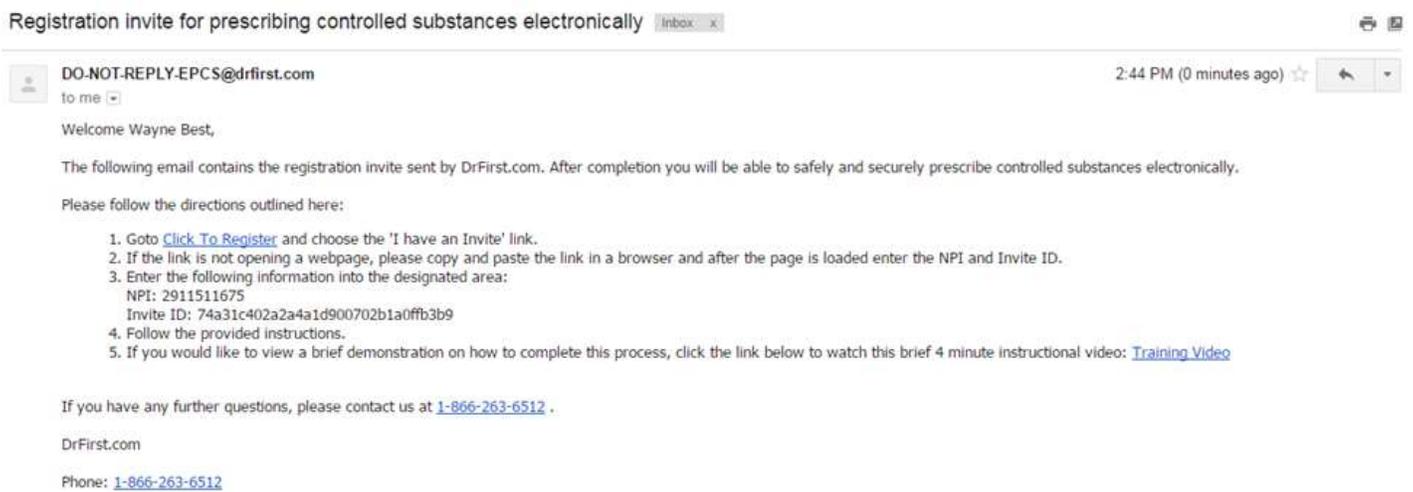
2. This link will take the provider to the following page where their NPI number and Invite ID will be pre-populated in the 'I have an Invite' section. Please confirm these fields are correct and click proceed.
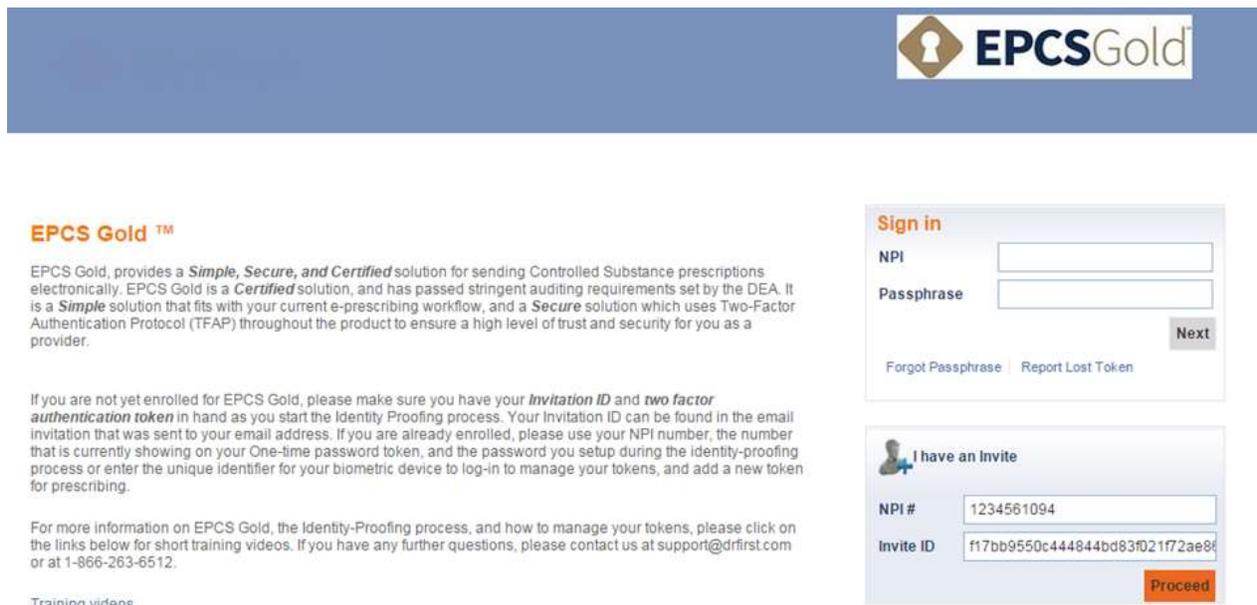
1. **Note:** You may need to scroll down and to the right in order to find these boxes when launching onto this page as some browsers, such as Internet Explorer, do not condense information at the top of the page.

2. **DO NOT START THIS PROCESS WITHOUT YOUR EPCS TOKEN. Even if you complete the IDP process, you cannot complete the last step without your token present.**

3. Upon logging in successfully, the first step will be to accept the Terms of Use, shown below:

1. Once the Terms of Use have been accepted, please pay close attention to the prerequisites of the EPCS Gold IDP Process shown below:

User Registration

Next, the provider will fill in all required fields on the User Registration page marked with a red asterisk (*).

Please note: NPI, First Name, and Last Name will be pre-populated with information pulled from the NPI Registry. Providers will not have the ability to change the content of these fields.

1. When entering your DEA number, please use all capital letters. For example, AA1234567, not aa1234567, or Aa1234567. As well, please enter your primary DEA number, not a specialty DEA or DEA for prescribing addiction medications.

2. When entering birthdate please click on the calendar icon and select your birth year, followed by month, and finally day. This will make sure it is formatted correctly.

3. Next, enter your email, most current address, and Social Security Number

User Registration

①———②———③———④———⑤———⑥———⑦

NPI	2911511675	The following fields are optional; however, if entered accurately will help confirm your identity.
First Name*	Wayne	Driver's License State: Choose a Value ▼
Last Name*	Best	Driver's License Number
Email Address*	XXXXXXXXXXXXXXXXXXXXX	Residential Phone Number
DEA Number*	AA1258967	
Date of Birth (MMDDYYYY)*	01011967	
Home Street Address*	1361 K St SE Apt 204	Powered by
Home City*	Washington	Experian™
Home State*	District of Columbia (DC) ▼	
Home Zip*	20003	
Social Security Number*	890-82-9517	
Mobile phone number**	(301) 231-9510	
Credit Card Number**	4250-0438-xxxx-xxxx	

** A Experian Transaction Number will be sent to the mobile phone number provided. You will need to save and enter that code in later steps to complete the identity proofing process. If you do not provide a mobile number or if the mobile number can't be matched to your home address, the transaction number will be mailed to your home address.

** A credit card is strongly suggested to prevent identity proofing failures. If you do not use a credit card during the identity proofing process your identity may be able to be verified if there is sufficient financial account data associated the data entered on this screen. (NIST Requirement)
Your credit card will NOT be charged.
You must be the primary account holder of the credit card and it must be linked to your home address.
If a credit freeze is in place on your credit card or credit profile which prevents your credit report from being accessed, you cannot complete the IDP at this time. It is necessary to temporarily remove the credit freeze to successfully complete the IDP. You may contact Experian's National Consumer Assistance Center (Experian Dispute Department) at 888-397-3742.

Note:

The information you provide above will be utilized for purposes of identity proofing only. DrFirst does not use or store the information other than for auditing system activity.

By clicking "I AGREE" below, you understand and agree that you are allowing DrFirst to send your personal information to Experian for identity verification purposes, which serves as an authentication credential in the onboarding process for the EPCS Gold product. Any credit reports or financial records used in the identity verification process shall be utilized in accordance with the Fair Credit Reporting Act. Allowing access to your credit information posts a soft inquiry on your credit report (which shall be visible only to you), but does not impact your credit score.

By clicking "QUIT" below, you will not be able to continue the onboarding process at this time.

[I AGREE] [Quit]

Please Note: Mobile phone number and credit card number are not required, but it is STRONGLY recommeneded that you comeplete both of these fields as they can help prevent identity proofing failures.

1. Next, the provider will be required to answer 3-4 security questions pertaining to their financial history as shown below.

Please note: If a provider is not presented with IDP questions it could mean a few things, including but not limited to, a security freeze or fraud alert on their accounts. Instead, they will see a message after entering their demographic information that informs them of unsuccessful identity proofing.

User Registration

Fields marked with * are mandatory

①————②————③————④————⑤————⑥————⑦

Please answer the following questions which are based on records from your credit profile:

1 According to your credit profile, you may have opened a mortgage loan in or around February 2015. Please select the lender to whom you currently make your mortgage payments. If you do not have a mortgage, select 'NONE OF THE ABOVE/DOES NOT APPLY'. *

○ NATIONAL MTG

○ CALIFORNIA FEDERAL

○ BANK

○ CENTERBANK MORTGAGE CO

○ NONE OF THE ABOVE/DOES NOT APPLY

2 According to your credit profile, you may have opened an auto loan in or around August 2015. Please select the lender for this account. If you do not have such an auto loan, select 'NONE OF THE ABOVE/DOES NOT APPLY'. *

○ NISSAN MOTOR ACCEPTANCE

○ TOYOTA MOTOR CRED

○ AMERICAN HONDA FIN

○ WELLS FARGO BANK

○ NONE OF THE ABOVE/DOES NOT APPLY

3 You may have opened an auto loan or auto lease in or around August 2015. Please select the dollar amount range in which your monthly auto loan or lease payment falls. If you have not had an auto loan or lease with any of these amount ranges now or in the past, please select 'NONE OF THE ABOVE/DOES NOT APPLY'. *

○ $385 - $484

○ $485 - $584

○ $585 - $684

○ $685 - $784

○ NONE OF THE ABOVE/DOES NOT APPLY

Continue   Quit

1. Based on the answers to the questions presented, as well as the initial information entered by the provider on the User Registration screen, Experian will determine whether or not the user has successfully passed IDP.

2. If a provider fails IDP, they must start the IDP process over.

Please note: If you fail 3 times, you cannot attempt to go through IDP again for 24 hours. Failing IDP 3 times will automatically lock the account for a full 24 hours.

3. Once IDP has been completed successfully, you will get a confirmation that your identity has been successfully verified and be required to create a passphrase.

Creating a Passphrase

Next, you will be prompted to create a passphrase. This passphrase will be used when you access your account and during the process of sending a controlled substance electronically. The passphrase must be at least 8 characters long, mixed case, and contain at least one number.

1. You must also create a security question and security answer (case sensitive) which will be used in the event the passphrase is forgotten. Please note you will only need to remember your security answer.

Please Note: We strongly recommend you write down your passphrase and security question/answer and store it in a secure location. DrFirst CANNOT reset a passphrase. Your passphrase can only be reset by correctly answering your security question. In the event you forget your passphrase and cannot reset it, your account must be disabled and you will have to go through Identity Proofing (IDP) again.

2. Once you have entered in a passphrase the system will let you know the strength of your password (shown below) and whether or not the two fields match.

User Registration

Fields marked with * are mandatory

① ─── ② ─── ③ ─── ④ ─── ⑤ ─── ⑥ ─── ⑦

Congratulations! We have successfully verified your identity. Please choose a passphrase.

Please choose a passphrase. This passphrase will be used when you send a controlled substance prescription electronically. Please create a security question and corresponding answer for your account. If you ever forget your passphrase, you may reset it through the Prescriber Dashboard. During this process, you will be asked your security question and asked to answer it. Please enter a question that is personal to you, and for which only you know the answer.

Choose Passphrase *	•••••••••••	✓ Your password is good
Re-enter Passphrase*	•••••••••••	✓ Your password is good
Security Question*	Who was my 1st grade teacher?	
Security Answer*	Mr. Smith	
	☐ Hide Clear Text	

Continue   Quit

3. When you are finshed entering in your Passphrase, Security Question, and Security Answer please click **Continue** to move forward and register your token(s).

Registering Tokens

Finally, you will be asked to register your EPCS token(s). In order to do this you will need the hard token you received from DrFirst, which is shown below. You can also register a soft token to your account. This can be downloaded onto your smartphone or tablet. Search for VIP Access by Symantec in the app store. The app is shown below.
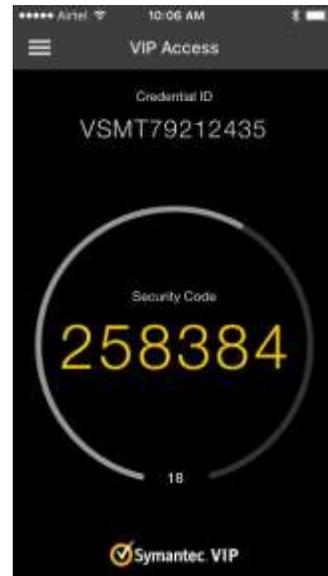
Please Note: It is STRONGLY recommended that you have both a hard and soft token attached to your account. You will need a token every time you send a controlled prescription electronically and everytime access your EPCS Gold account. If you only have one token and you lose it, it is stolen, the battery dies, or you get a new phone, you will not be able to access your account. This means your account will need to be DISABLED and you will have to go through Identity Proofing once again from start to finish. This is why it is very important to have a backup token so you will have to start the process over again and you will be able to continue prescribing controlled substances electronically.

1. To begin, click **Add New Token**.

2. You will be asked to enter the following information:

    a. Token Manufacturer - Symantec
    b. Token Issuer – DrFirst
    c. Token Type – OTP HARD TOKEN (key fob) or OTP SOFT TOKEN (VIP Access app)
    d. Token Name – Please name your token (iPhone token, key fob, etc.)
    e. The S/N or Credential ID
    f. The OTP (one time pin) or Security Code

3. Once you have entered in all the required fields, click **Save New Token**. Upon successfully registering a token the following message will appear on the screen:

4. At this point you will be able to register your second token by following the same steps above. When you are finished, click **Continue**.

Experian Transaction Number

Once you have completed Identity Proofing, you will receive an Experian Transcaction Number either via SMS text message or by USPS mail. Experian will attempt to match your mobile phone number to your address and verify that you are the primary account holder for your phone plan. If Experian is able to do this you will receive an SMS text message with your transaction number. You will be prompted to enter the confirmation code to enroll in EPCS. If Experian is unable to verify you are the primary account holder for your mobile phone number, within 5-6 business days you will receive a letter via USPS mail containing the transaction number.

SMS Text Message

If you entered your mobile phone number during Identity Proofing and Experian can verify your mobile phone number, you may receive an SMS text message with your transaction number. If for any reason you have yet to receive your transaction number please contact DrFirst support to have the SMS text message resent. As well, an email will be sent with a link to return to the following screen to enter your transaction number at a later time.

1. Please click on the **prescriber dashboard** link to login to your EPCS Gold Prescriber Dashboard and verify the transaction number.

Thank you! We have successfully confirmed your identity.

For the next step, you will need your Experian transaction number, which can be obtained in one of the two ways shown below. Once you receive this code, log into the prescriber dashboard, follow the onscreen instructions and enter your Experian transaction number.

Mobile SMS

Mailed Letter

If you entered a phone number but have not received your text message, please contact support to resend your Experian transaction number.
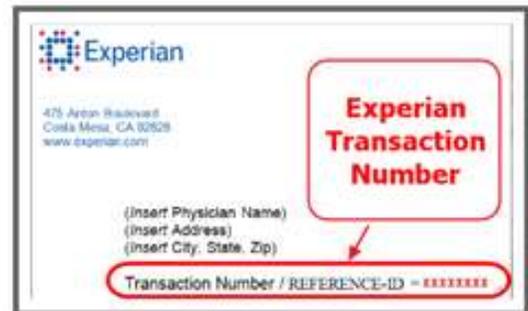
Within the next 5-6 business days, you should receive a mailed letter from our identity verification vendor, Experian. PLEASE DO NOT THROW THIS LETTER AWAY.

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2. You will enter in your NPI, passphrase you created during IDP and the OTP from your token to login.

EPCS Gold ™

EPCS Gold, provides a *Simple, Secure, and Certified* solution for sending Controlled Substance prescriptions electronically. EPCS Gold is a *Certified* solution, and has passed stringent auditing requirements set by the DEA. It is a *Simple* solution that fits with your current e-prescribing workflow, and a *Secure* solution which uses Two-Factor Authentication Protocol (TFAP) throughout the product to ensure a high level of trust and security for you as a provider.

If you are not yet enrolled for EPCS Gold, please make sure you have your *Invitation ID* and *two factor authentication token* in hand as you start the Identity Proofing process. Your Invitation ID can be found in the email invitation that was sent to your email address. If you are already enrolled, please use your NPI number, the number that is currently showing on your One-time password token, and the password you setup during the identity-proofing process or enter the unique identifier for your biometric device to log-in to manage your tokens, and add a new token for prescribing.

For more information on EPCS Gold, the Identity-Proofing process, and how to manage your tokens, please click on the links below for short training videos. If you have any further questions, please contact us at or at 1-866-263-6512.

Training videos

Please note: If you have forgotten your passphrase, you can reset it by clicking the link above, click 'Forgot Passphrase'. You will need to follow the instructions on the screen to reset your passphrase.

3. Once logged in, enter the IDP Transaction Number found in the letter that was sent to you by Experian. This code should be entered into the box shown below. Then click **Continue** to proceed which will take you to the EPCS Gold Prescriber Dashboard.

4. At this point, your grant status is INACTIVE and you will need to log into Rcopia with your administrator to activate your grant status. This is done through the Logical Access Control (LAC) process described below.

USPS Mail

Within 5-6 business days, you should received a letter via USPS mail from Experian.This letter will include the IDP transaction number necessary to enroll in EPCS. The letter will be mailed to the address entered in during IDP

1. Once you receive the letter, you will need to login to the EPCS Gold website by clicking on EPCS Gold within Rcopia, clicking on the original link in the first invite email, or by clicking the following link: https://ui.epcsdrfirst.com/pob/login
2. You will enter in your NPI, passphrase you created during IDP and the OTP from your token to login.

Please note: If you have forgotten your passphrase, you can reset it by clicking the link above, click 'Forgot Passphrase'. You will need to follow the instructions on the screen to reset your passphrase.

3. Once logged in, enter the IDP Transaction Number found in the letter that was sent to you by Experian. This code should be entered into the box shown below. Then click **Continue** to proceed which will take you to the EPCS Gold Prescriber Dashboard.

4. Once this has been completed, you will be taken to the EPCS Gold Prescriber Dashboard shown below. At this point, your grant status is inactive and you will need to log into Rcopia with your administrator to activate your grant status. This is done through the Logical Access Control (LAC) process described below.

EPCS Logical Access Control (LAC)

1. Through the Rcopia application, the practice administrator and a validating provider are necessary to authorize a provider for EPCS and change the provider's grant status to active. In order to do this, the administrator must login to their account.
2. Once logged in, the administrator will need to click on the EPCS Gold link from the toolbar at the top of the screen.

3. This link will launch the administrator into the Logical Access Control Screen. The LAC screen will list only those providers that have enrolled, meaning they have completed the IDP process with experian, activated their token, and entered their IDP Confirmation Code successfully. Any providers with an inactive grant will be listed first. See below:

Please note: this screen will display no more than 50 providers, so if you cannot find the provider you wish to activate, simply search for him/her at the top of the page.

4. Next, the administrator will need to change the EPCS grant to 'Active' for any providers that need authorization to electronically prescribe controlled substances. Find the provider you wish to activate and click 'Active' under 'Grant'. See below:

5. Once the administrator has changed the EPCS grant to 'Active', the validating provider will need to identify themselves on the LAC screen by entering in their NPI number. The validating provider can be any provider that has an EPCS Status of 'ENROLLED'. This could be the provider currently being activated, another provider within the practice, or a provider at any practice who is 'ENROLLED' with EPCS Gold.

6. Finally, the provider will choose the OTP token they wish to use from the dropdown box, enter his/her passphrase, and enter the OTP from the token. Once this has been completed the provider will click 'Authorize' which will activate their EPCS grant and they will be able to begin electronically prescribing controlled substances within the application.

7. If necessary, it is possible for the administrator to see the history of providers that have gone through this process via the Logical Access Control Activity Report as seen below.

Auditable Event Alerts

Any time there is a grant status change, meaning a provider's grant status has changed from **Inactive** to **Active** or vice versa, an automatic report is generated and sent to the provider's email. Per DEA requirements this report is sent for a provider to have for audting purposes.

Within the Logical Access Control (LAC) screen, an administrator can view the **Auditable Event Alert Report** from the top toolbar as well as the **Logical Access Control Activity Report** which simply shows LAC activity. An admin will also be able to add other users to receive the **Auditable Event Alert Report** by clicking on **Alert Email Configuration** and adding the users email.

Below is a screenshot of the email a provider will receive.
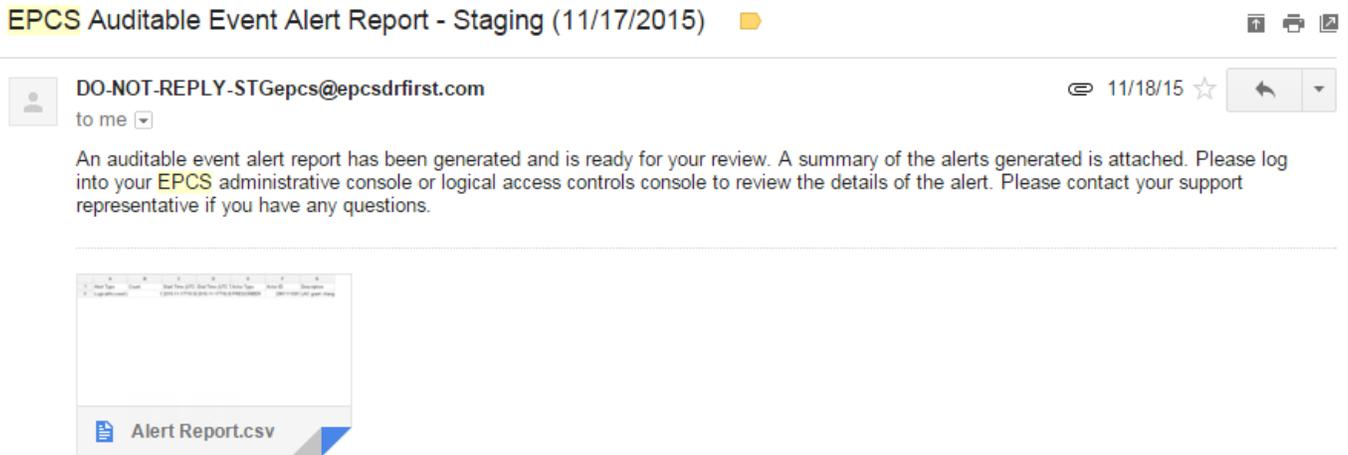
A sample of the CSV file attached to the above email is shown below.