

Identity Proofing for DoseSpot ePrescription (eRx) for Controlled Substances

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How to Complete the Identity Proofing Process

Clinicians must complete the identity proofing (IDP) process before they can sign and send prescriptions - this is done to eliminate any unauthorized persons that may want to abuse the privilege of ePrescription (eRx).

Initiate IDP Process

Note: This is only for those who will be eprescribing controlled substances.

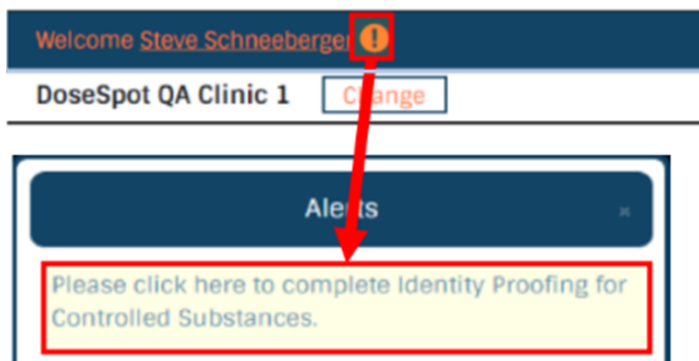
If you see a pop-up asking for TFA, please disregard or close the pop-up.

If you will be eprescribing controlled substances, please contact [support](#).

Click the eRx tab on your Clinic dashboard menu.

Click the exclamation point (!) icon next to the Clinic Name in the DoseSpot header (top left of the page).

An Alerts popup will appear. Click the link to launch the first step of the IDP process.



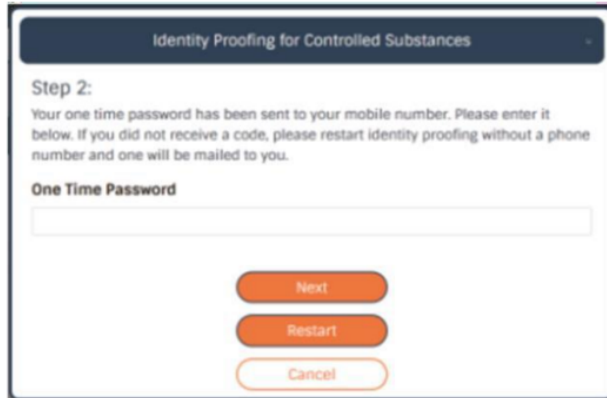
IDP Step 1

Check the authorization box at the top of the popup. Fill out all fields on the form, see below for additional information on utilizing Experian One Time Password (OTP) functionalities:

If a "Mobile" phone type is selected, an agreement checkbox will display. This will configure the IDP workflow to include the OTP step. Please note, if the phone type

is “Home”, the agreement checkbox will be hidden, and the user will continue with the traditional workflow that results in an Experian Letter being sent out.

Once Step 1 has been completed with the proper info, mobile phone numbers will receive a text message containing a One Time Password. This password will expire in 7 days if not used.



The screenshot shows a mobile application interface titled "Identity Proofing for Controlled Substances". Under the heading "Step 2:", the text reads: "Your one time password has been sent to your mobile number. Please enter it below. If you did not receive a code, please restart identity proofing without a phone number and one will be mailed to you." Below this text is a text input field labeled "One Time Password". At the bottom of the screen are three buttons: "Next" (solid orange), "Restart" (solid orange), and "Cancel" (white with orange border).

Once the user has entered their One Time Password, they will move on to IDP Step Two

Note:

- The information is for the purpose of Experian IDP only. DoseSpot does not save any of the information entered in the form.
- Some information for IDP is optional, but to increase the likelihood of a successful IDP attempt, it's recommended to also include all optional fields.

IDP Step 2

If step one was completed successfully, either via the OTP workflow or the traditional letter pathway, Experian will return a collection of financial-based questions and answers. The clinician must successfully complete three (and sometimes four) questions to complete identity proofing.

IDP Step 3

If identity proofing was completed successfully, the clinician will be prompted to set a unique 4-digit PIN number.

To set a PIN, click the “Set PIN” button. Enter a 4-digit PIN number and click “OK.” This completes the IDP process.

Note:

- PINs cannot be four repeating numbers (i.e. 1111) or 1234.
- If the clinician failed to answer the questions correctly, they will receive the

message “You have failed Identity Proofing. Please close this window and try again.” The clinician can attempt to complete identity proofing up to two times.

The image displays three sequential screens of the Identity Proofing (IDP) process:

- IDP Step One:** A form for personal information including legal name, address, city, state, zip code, date of birth, phone number, and driver's license number. A "Next" button is highlighted with a red box.
- IDP Step Two:** A screen for selecting a lender and mortgage details. It lists various lenders like BK of Amer, Rock Financial Corp, Fannie Mae, and Homestead Lending. It also asks for mortgage payment ranges and retail credit cards. "Next", "Restart", and "Cancel" buttons are visible, with "Next" highlighted by a red box.
- IDP Step Three: Success:** Two panels showing successful completion. The top panel says "You have successfully completed Identity Proofing" and has "Finish" and "Cancel" buttons. The bottom panel says "You have successfully completed Identity Proofing. Experian is sending a letter that contains your reference number." and also has "Finish" and "Cancel" buttons.
- IDP Step Three: Fail:** A panel showing a failed attempt: "You have failed Identity Proofing. Please close this window and try again." It includes "Finish", "Restart", and "Cancel" buttons.

Letter from Experian

Following successful completion of IDP, Providers have the option to receive a letter from Experian with a unique Reference Number. This letter is sent in the mail to the user's home address on record.

If Experian OTP fails or the provider opts out of the Experian OTP workflow, they will receive the letter displayed. The Reference Number is required to activate EPCS

«Provider_Name»
«Address»
«City», «State» «Zip_Code»

Reference Number: «PID_Reference_Confirmation»

On April 22nd, 2019, Dr. «Provider_Name» successfully completed the Experian PreciseID identity proofing process as part of the enrollment process to obtain an online credential for access to the DoseSpot electronic prescription application.

This online identity proofing process is required by the Drug Enforcement Administration (DEA) regulation for electronic prescriptions for controlled substances specified in 21 CFR §1311.01. The General Services Administration Office of Technology Strategy/Division of Identity Management had determined that the identity proofing meets the requirements of Assurance Level 3 or above as specified in NIST SP 800-63-1 and incorporated by reference in 21 CFR §1311.01.

Congratulations on successfully completing the identity proofing (IDP) process. Your next step is to complete the Two Factor Authentication process. To activate your DUO Token or DUO Mobile app, you will need to access DoseSpot Prescribing App.

DUO Token

1. At the top left of your DoseSpot screen you will see a "!" icon. Click the "!" and then click 'Activate TFA Authentication'
 - a. **Credential ID** – Enter the Credential ID from your DUO token.
 - b. **Reference Number** – Enter the Reference ID as it appears above on this letter.
 - c. **Pin** – Enter your 4-digit pin number.
2. Click "Save"
3. Sync your token by refreshing your page (Ctrl + F5) and clicking the shield icon. This will display the DUO Token Resync form. Enter three consecutive codes to sync with the service. Generate new codes by turning the device on and off.
4. Click "Resync" and you're all set!

DUO Mobile

1. At the top left of your DoseSpot screen you will see a "!" icon. Click the "!" and then click 'Activate TFA Authentication'
2. Enter the mobile phone number of the device you will use for DUO Mobile.
3. You will receive two text messages from DUO Mobile. The first will be to download the DUO Mobile app. The second text will have a link that will list DoseSpot in your DUO Mobile app.
4. Complete the TFA Activation pop-up by entering the following information
 - a. **Reference Number** – Enter the Reference ID as it appears above on this letter.
 - b. **TFA Code** – This code is the 6-digit number that appears in the DUO Mobile app.
 - c. **Pin** – Enter your 4-digit pin number.
5. Click "Save" and you're all set!

If you experience any issues with the identity proofing process we advise that you contact DoseSpot Support at (888) 847-6814.]

Related Article:

[How to activate EPCS](#)

For further assistance, please contact us [here](#).