

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, regardless of whether they will be enabled for EPCS before they can sign and send prescriptions. This is done to eliminate any unauthorized persons who may want to abuse the privilege of ePrescription (eRx).

Initiate IDP Process

After launching the DoseSpot application for the first time, there will be a screen asking to confirm any legal agreements enabled for the client. The "Identity Proofing Agreement" will launch the IDP process.



Initiate IDP Process (for EPCS only)

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

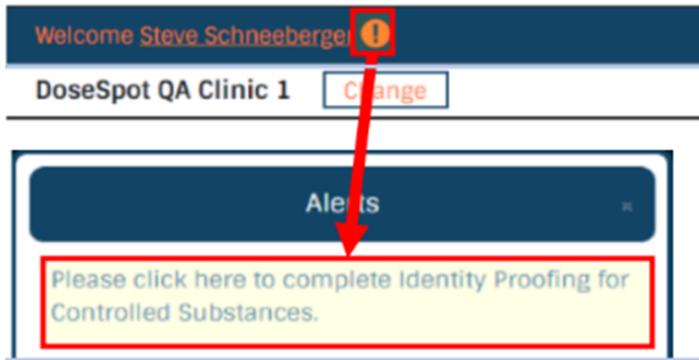
If you see a pop-up asking for TFA, please disregard or close the pop-up.

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

Review the policies linked and check the authorization box at the bottom of the popup. Fill out all fields on the form. A mobile phone number is required for identity proofing.

About Experian: Experian is a third-party consumer-credit reporting company that works with DoseSpot to confirm a clinician's identity. They compare the information given to them with an individual's existing credit profile to confirm their identity. No information provided during Identity Proofing is saved by DoseSpot. It is important to include accurate and up-to-date information to allow Experian to properly verify a clinician's identity. This information will not be used for any purpose other than Identity Proofing.

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

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.

A screenshot of a form titled "Identity Proofing". The form has a dark blue header with the title and a close button. Below the header, the text "Step 2:" is followed by a paragraph: "We have just sent a one-time password to your mobile phone number, please enter this below. If no code was received please restart the process to confirm the phone number entered is correct." Below this is a label "One Time Password*" and a text input field containing the placeholder text "One time password". At the bottom of the form are two buttons: "Next" (orange) and "Cancel" (white with orange border).

has entered their One Time Password, they will move on to IDP Step Two.

Once the user

IDP Step 3

If OTP was completed successfully, Experian will return a collection of financial-based questions and answers. The clinician must successfully answer three (and sometimes four) questions to complete identity proofing.

IDP Step 4

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 four screenshots of the Identity Proofing (IDP) process:

- IDP Step One:** A form titled "Step 1: To complete the identity proofing process, please enter the following information below." It includes fields for Legal First Name, Middle Name, Last Name, Home Address, City, State, Zipcode, Date of Birth, Mobile Phone Number, Social Security Number, Credit Card Number, and Driver's License Number. A "Next" button is at the bottom.
- IDP Step Two:** A form titled "Step 2: To complete the identity proofing process, please enter the following information. This information is used solely for the Experian identity proofing process and is not retained by DoseSpot." It contains multiple-choice questions about mortgage lenders, mortgage payment ranges, retail credit cards, and financial institutions. A "Next" button is at the bottom.
- IDP Step Three: Success:** A message box titled "Identity Proofing" with "Step 4: You have successfully completed Identity Proofing. Experian is sending a letter that contains your reference number. If you are planning on sending controlled substances, once you receive this letter, please ask your admin to initiate TFA Activation." A "Set PIN" button is present.
- IDP Step Three: Fail:** A message box titled "Identity Proofing" with "Step 3: 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



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714 830 7000 T
www.experian.com

«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 Refence 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

NOTE:

IF AFTER 3 ATTEMPTS YOU ARE STILL UNSUCCESSFUL, YOU WILL NEED TO PROCEED TO THE [ID.ME Identity Proofing](#)

Related Article:

[ID.me Identity Proofing](#)

[How to Activate EPCS](#)

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