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Identity Proofing for DoseSpot ePrescription (eRx) for Controlled Substances

Jay-Ileen (Ai) - 2024-10-10 - eRx

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 eprescibing controlled substances, please contact <u>support</u>.

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.

Welcome Steve Schneeberge	0
DoseSpot QA Clinic 1	ange
Ale	ts ×
Please click here to compl Controlled Substances.	ete Identity Proofing for

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.

Identity Proofing	
ep 2:	
have just sent a one-time password to your me s below. If no code was received please restart to mber entered is correct.	obile phone number, please enter the process to confirm the phone
e time password	
Next	
Cancel	\supset

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

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



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



475 Anton Boulevard Costa Mesa, CA 92826 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

- 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"
- 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

- 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.
- 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.

Related Article:

How to Activate EPCS

For further assistance, please contact us here.