

The purpose of this document is to outline the administrative set up and grant access for DrFirst providers, carefully read the entire document as all steps may not apply to each client set up.

## Things to consider:

- If a provider already has DrFirst ID Proofing complete – go to [Experian ID Proofing-Existing](#)

## Pre-Requisite:

1. The VieCure EPCS Admin (Must be done by VieCure staff) must set up the organization in account maintenance.
  - <https://ui.epcsdrfirst.com/staff/login>
  - Need to be an Admin? Contact DrFirst by submitting a ticket:
    - <https://help.drfirst.com/hc/en-us>
  - To access support over the phone, please call 888-225-7157 and enter the following when prompted:
    - Customer ID: 520122
    - Pin: 8236

**EPCS Gold** Logged in as vgartley Logout

**Manage Staff**

Home > Manage Staff

First Name Last Name Username Email Status Member Type

Search

Activate Deactivate

Result per page: 10

|                          | Account Status | Username | First Name | Last Name | Email                        | Member Type | Action |
|--------------------------|----------------|----------|------------|-----------|------------------------------|-------------|--------|
| <input type="checkbox"/> | Active         | lzfini   | Lella      | Zfini     | lella.zfini@viecure.com      | admin       |        |
| <input type="checkbox"/> | Active         | tskinner | Taylor     | Skinner   | taylor.skinner@viecure.com   | admin       |        |
| <input type="checkbox"/> | Active         | vgartley | Veronica   | Gartley   | veronica.gartley@viecure.com | admin       |        |

## Adding Organization:

1. From account maintenance select Manage Organization
2. Select and add new organization
3. Complete all required fields

**EPCS Gold** Logged in as vgartley Logout

▼ Account Maintenance  
 Manage Organization  
 Manage Prescriber  
 ▼ Administrative Maintenance  
 Manage Staff  
 Manage Vendor Nodes  
 Manage Private Label  
 ▼ Preferences  
 Change Password

Home > Manage Organization

**Manage Organization**

Add New Organization

Source Organization Id Organization Name Organization Label Address City State  
 Zip Status  
 Active

Search

**EPCS Gold** Logged in as vgartley Logout

▼ Account Maintenance  
 Manage Organization  
 Manage Prescriber  
 ▼ Administrative Maintenance  
 Manage Staff  
 Manage Vendor Nodes  
 Manage Private Label  
 ▼ Preferences  
 Change Password

Home > Manage Organization > Add Organization

**Add Organization**

Organization Details

Source Organization Id \*  
 Organization Name \*  
 Organization Label \*  
 Address line 1 \*  
 Address line 2  
 City \*  
 State \* Select one  
 Zip \*  
 Administrator Email

Save Cancel

Note: the grant administrator is registered with the users email address and NOT the users name. The grant access screen in the platform will deliver the grant admins profile information from the platform.

**EPCS Gold** Logged in as vgartley Logout

▼ Account Maintenance  
 Manage Organization  
 Manage Prescriber  
 ▼ Administrative Maintenance  
 Manage Staff  
 Manage Vendor Nodes  
 Manage Private Label  
 ▼ Preferences  
 Change Password

Home > Manage Organization > Add Organization

**Add Organization**

Organization Details

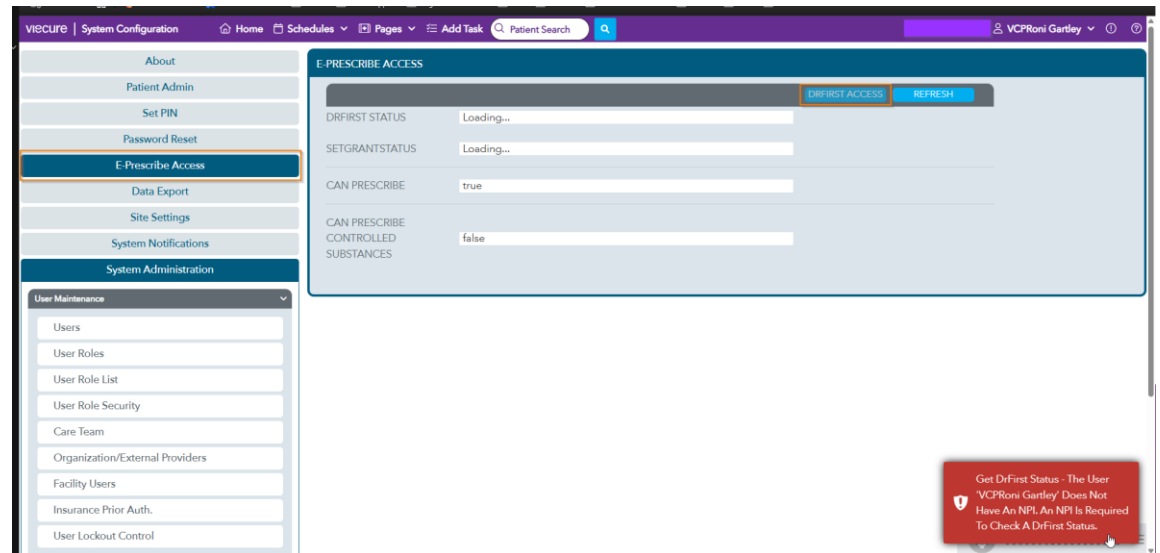
Source Organization Id \*  
 Organization Name \*  
 Organization Label \*  
 Address line 1 \*  
 Address line 2  
 City \*  
 State \* Select one  
 Zip \*  
 Administrator Email

Grant Administrator Email Address must be exact to VC Platform

Save Cancel

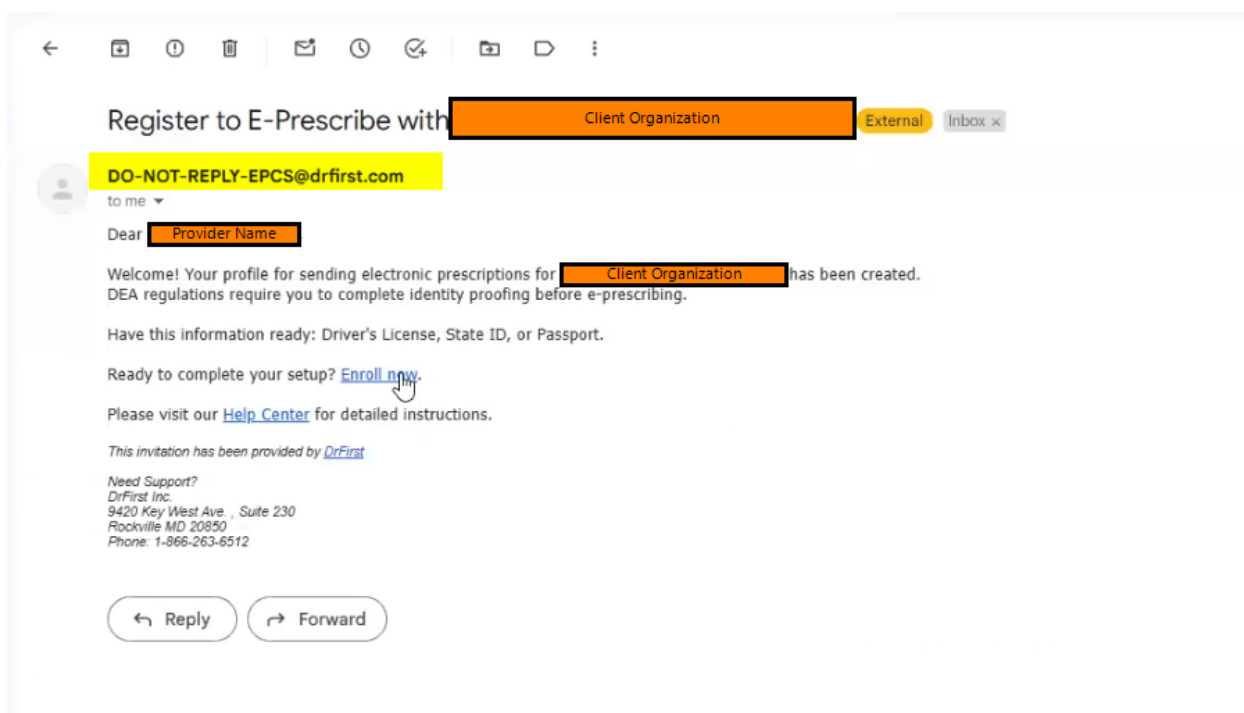
## Best Practice for Organization fields:

1. Organization label should have \_\_\_ NOT a space or other special characters.
2. Source Organization ID – must match the customer DrFirst source organization ID in system configuration.
3. Email for grant administrator must match how the user is registered in VieCure
  - . To be a grant administrator, the user must have an NPI added to their log in but they cannot be a provider.

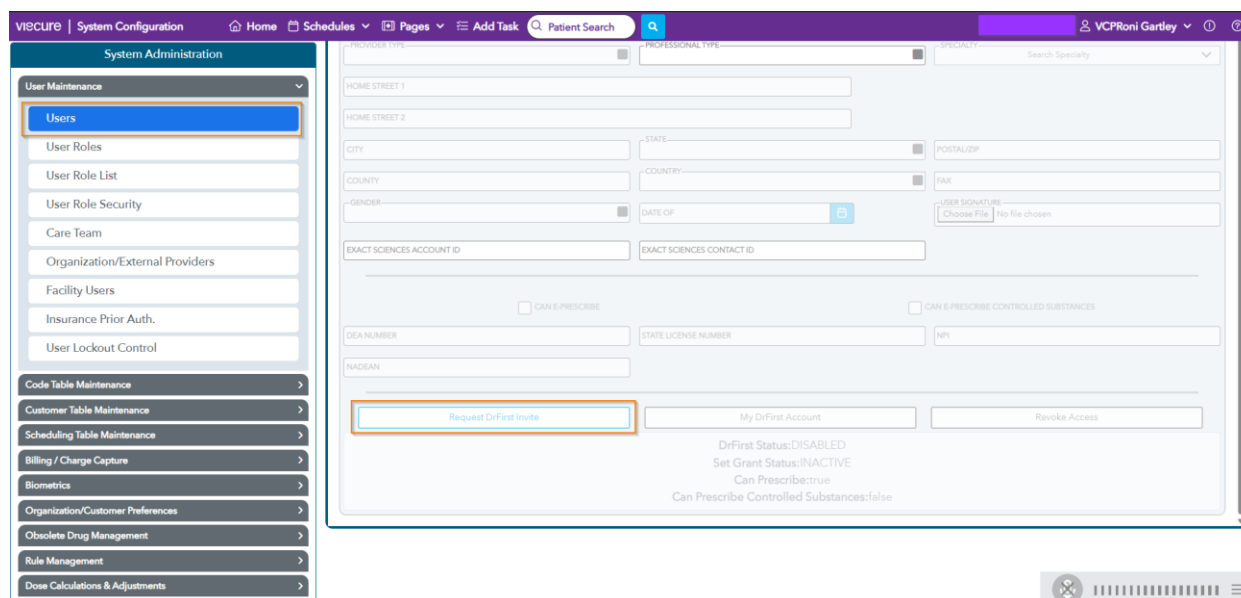


## Registering a provider for DrFirst

1. From system configuration, the provider completes all details in the profile that are required.
  - . UNCHECK – Can E-PRESCRIBE CONTROLLED SUBSTANCE
  - . SERVICE LEVELS – Should not have controlled substance selected.
2. Send DrFirst Invite | Click the **email** link to begin **identity proofing** through either **Experian**
  - . **Note:** Providers who have completed identity proofing and EPCS registration in the past (for another location), may choose to skip steps 2 and 3 during the process and go directly to the last step, LAC.



3. To meet federal standards for identity proofing, DrFirst requires 1 piece of strong evidence (e.g. identification card) **plus** 2 pieces of fair evidence (e.g., demographics).
4. If your information has already been uploaded into our InfinID program by a Credential Office Administrator (COA) at a hospital site, skip this step. Instead, contact your Rcopia administrator to complete **Logical Access Control (LAC)**.
5. If you were assigned to complete identity proofing through Experian but could not get through it successfully, **sign in** to **Submit a request** to DrFirst Support.



## Experian ID Proofing- NEW:

- [REVIEW ARTICLE](#) | DrFirst Knowledge Base
- Time required: Please allot up to 1 hour.
- TOKEN | OTP (One Time Passcode) | you MUST have the [Symantec VIP app](#) downloaded to the providers phone OR a [key fob](#). This has a unique serial number linked to the providers ID proofing process. If lost or stolen report ASAP.

1. Click on the email link (**Enroll now**) to auto-populate information on the screen that appears. Then, select **Proceed**.

**DrFirst** **EPCS Gold**

**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 "Need Help" link below. If you have additional questions or need to contact us, visit us at [help.drfirst.com](http://help.drfirst.com)

[Need Help?](#)

**Sign in**

NPI

Passphrase

[Forgot Passphrase](#) [Report Lost Token](#) [Next](#)

**I have an Invite**

NPI #

Invite ID

[Proceed](#)

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2. Read and accept the terms of use for both EPCS Gold and InfinID by selecting all checkboxes. Otherwise, you will not be allowed to proceed.

3. Record the temporary code to re-enter this workflow if you are interrupted, then select **Continue**.



**Reminder, you need:**

- Driver's License, Passport or State ID
- A Two Factor ID Token
- A smart phone or tablet with a camera

Once started, you **must** complete identity proofing. Most people will complete it in 10-20 min. If you cannot complete it, you will need to start over.

After completing identity proofing, you will have the option to take a break before adding your two factor tokens, but they must be added **within 24 hours** of starting this process.

**OneSpan and/or Symantec Token**

- Must have at least one token
- Two tokens are recommended for backup purposes

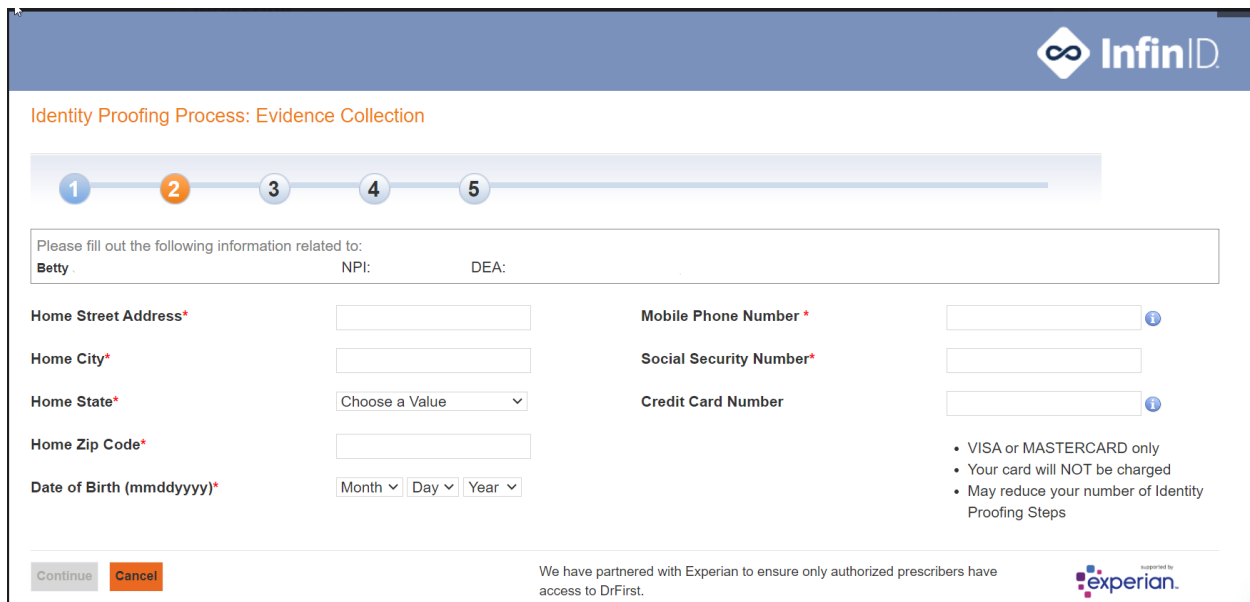
**Don't have a token?**

- Request a **OneSpan Digipass GO7** from your EHR/EMR vendor
- Request a **Symantec** token from your EHR/EMR vendor
- Download **VIP ACCESS** from the App Store or Google play

Continue Cancel

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- Complete mandatory fields: home address, date of birth (DOB), mobile phone number, and social security number (SSN).
  - Recommended field: credit card number.



**Identity Proofing Process: Evidence Collection**

1 2 3 4 5

Please fill out the following information related to:  
Betty NPI: DEA:

Home Street Address\* Mobile Phone Number\*  
Home City\* Social Security Number\*  
Home State\* Choose a Value Credit Card Number  
Home Zip Code\*  
Date of Birth (mmddyyyy)\* Month Day Year

• VISA or MASTERCARD only  
• Your card will NOT be charged  
• May reduce your number of Identity Proofing Steps

Continue Cancel

We have partnered with Experian to ensure only authorized prescribers have access to DrFirst.

experian

- If your information is verified by Experian, you'll see a screen prompting you to scan a QR code with a mobile device. If you're already on a mobile device, you'll select **Tap here** instead.
  - Before you continue, be sure to copy your temporary session password in case your session times out.**

**Identity Proofing Process: Identity Document**

1 2 3 4

**Document and Photo Capture**

This section must be completed on a phone or tablet with internet access and a camera.



Use a smartphone or tablet to scan the QR code to continue your session on a mobile device.

On a mobile device?  
[Tap here.](#)

This QR Code can only be used once. If this portion is not completed within an hour, you will need to start the process over.

In the event of a session timeout, record this code to resume where you left off:

**kt7JW**

After completing the mobile portion, verify your record has been updated to continue.

[Check Status](#)

If your information was not verified by Experian, you may be asked credit related questions before proceeding.

6. Selecting **Let's Get Started** indicates your consent to move forward verifying your identity. This includes taking a photograph of an identification card or passport.
7. Register two factor authentication

**InfinID**

**Identity Proofing Process: Token Registration**

1 2 3 4 5 6

**Progress saved!** To avoid restarting identity proofing, a token must be added within 24 hours of beginning the process. To re-access your session for any reason, use the link in your email, along with this code: **xt3hd**

**Registering a Two Factor Authentication Token**

A token is **required** to complete identity proofing and to send controlled substance prescriptions. A second token is **recommended** so that in the event of token failure, a backup token may be used. If no backup token is present, you will be required to complete the **entire identity proofing process** again.

**Token Management** Fields marked with \* are mandatory

| Token Nickname                | Credential ID            | Manufacturer | Issuer | Type | Auth |
|-------------------------------|--------------------------|--------------|--------|------|------|
| <a href="#">Add New Token</a> | <a href="#">Continue</a> |              |        |      |      |

**Add Two Factor Authentication Token**

Token Manufacturer \*

Token Issuer \*

Token Type \*

Token Nickname \*

Serial Number or Credential ID \*

One Time Pin (OTP) \*

☐ Show Clear Text

**Soft Token**

**Hard Token**

**One Time Pin**

8. Next, create your passphrase, which is the password you'll use to e-prescribe controlled substances as part of two-factor authentication.
  - . Create a security answer and question which you may use in the future to access your account and recover your passphrase. **These fields are case sensitive.**

A passphrase is a password used to authenticate any controlled substance prescriptions. This passphrase is used in combination with your token in a two part authentication (TFA) process.

Please create your passphrase and security question. This security question is used in the event you forget your passphrase and need to recover it.

|                      |                                                         |                                                                                                                                                 |
|----------------------|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Passphrase *         | <input type="password"/>                                | <ul style="list-style-type: none"><li>• 8 -20 Characters</li><li>• Min 1 Upper Case</li><li>• Min 1 Lower Case</li><li>• Min 1 Number</li></ul> |
| Confirm Passphrase * | <input type="password"/>                                |                                                                                                                                                 |
| Security Question *  | <input type="text" value="What is your mother's maid"/> |                                                                                                                                                 |
| Security Answer *    | <input type="text" value="Smith"/>                      |                                                                                                                                                 |

☐ Hide Clear Text

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9. Next, you will wait to receive a verification code text message or mail (wait approximately 5-7 business days).



10. Once you receive the verification code – such as in the letter shown above – use the email link you received to enter your verification code.
  - **Note:** If you cannot locate this email, you will need to ask your administrator to send you an invitation to begin the identity proofing and registration process again.
11. Confirm by adding your passphrase and a one-time-pin from one of the tokens you registered previously.

**Identity Proofing Process: Verification Code**

**Confirmation Required**  
Please enter your Verification Code from your DrFirst mailer.

Verification Code \*

Passphrase \*

Forgot Passphrase? [Link](#)

Select Token \*

One time passcode \*

☐ Show Clear Text

[Continue](#) [Cancel](#)

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12. When you are done, you will see a confirmation message that you've completed identity proofing and enrolled to e-prescribe controlled substances (EPCS).
  - Contact your administrator so they may complete **Logical Access Control (LAC)**, which is the last step to authorize you to e-prescribe controlled substances.

**Congratulations!**  
**You have completed the Identity Proofing and EPCS Enrollment Process!**

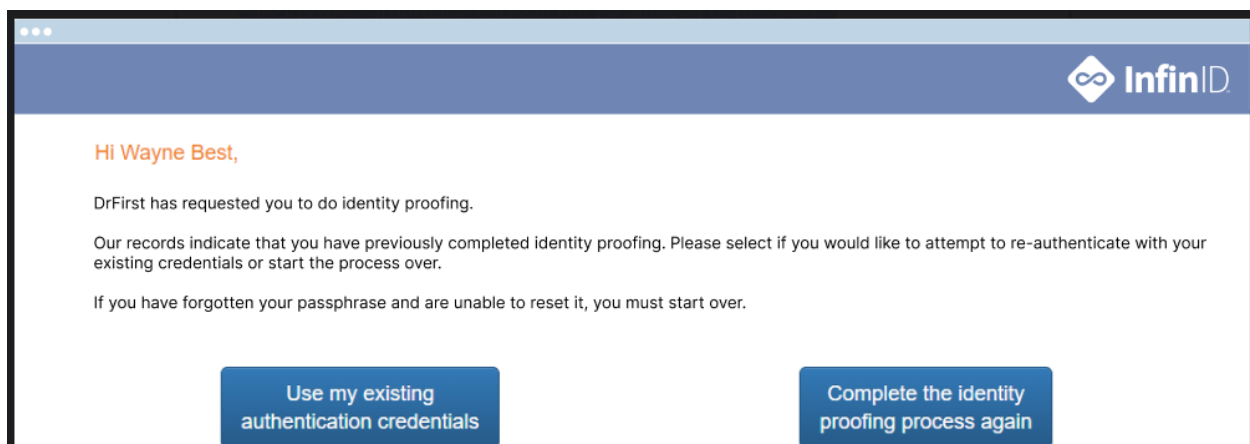
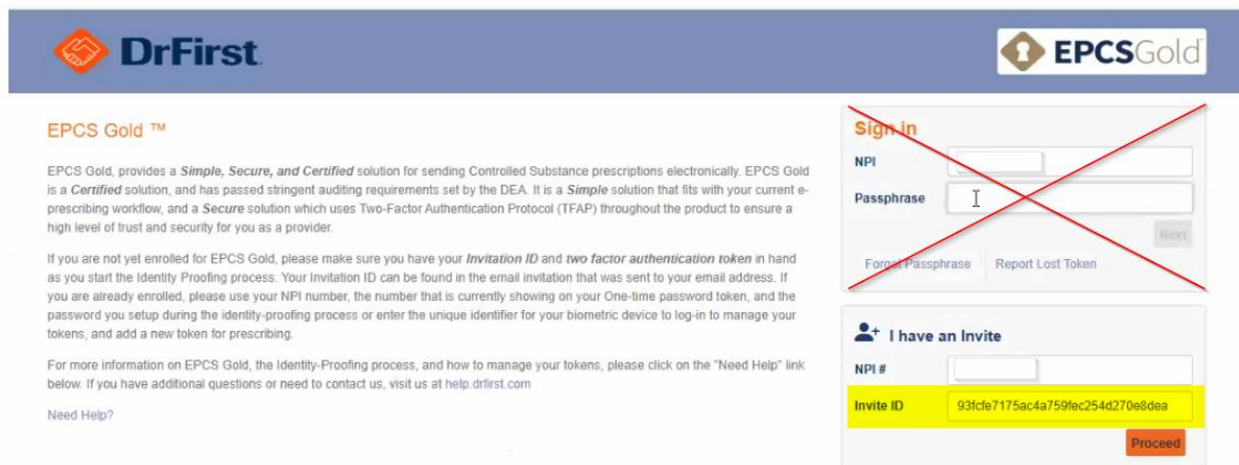
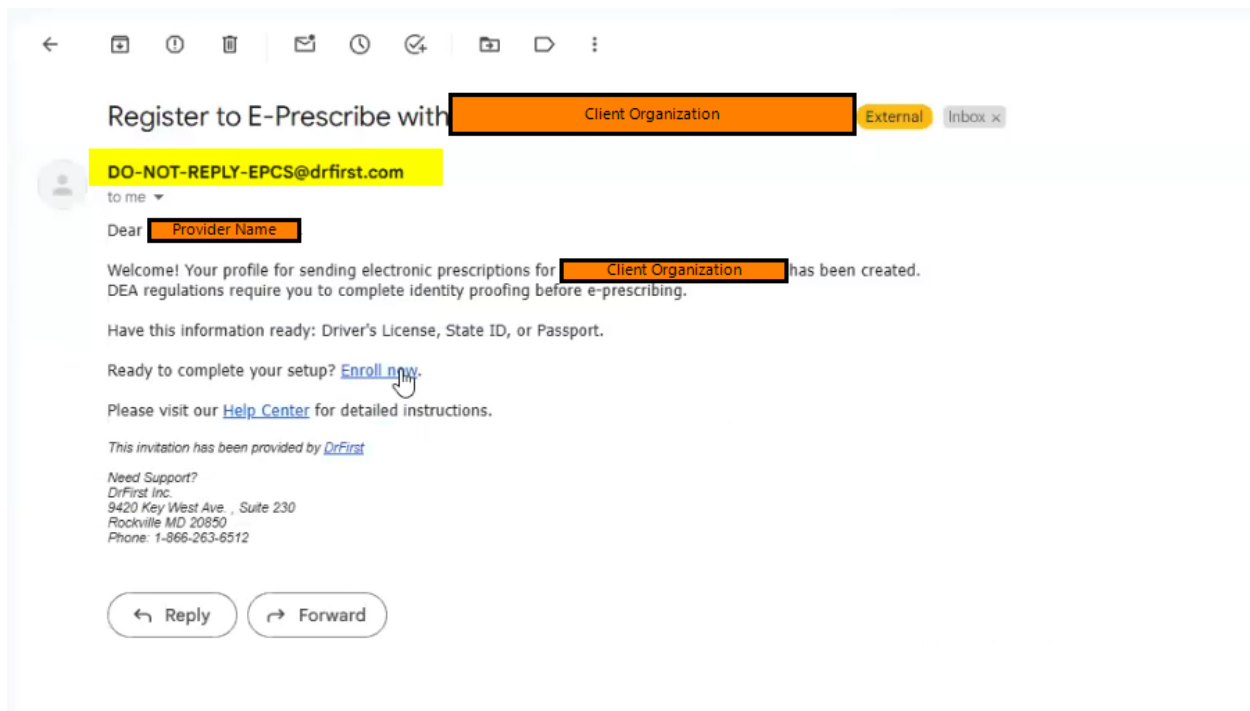
Before you can begin electronic prescribing controlled substances, each organization must grant you access. Please contact your organization's administrator to complete this activation process.

If you or your administrator need further assistance, please contact support at Rcopia.

## Experian ID Proofing- EXISTING:

Read and accept the terms of use for EPCS Gold by selecting all checkboxes. Otherwise, you will not be allowed to proceed.

1. If you don't want to redo identity proofing, you may opt to **Use my existing authentication credentials**.
2. The provider will still click on link in the email sent to them from system configuration DrFirst invitation.



3. Enter the requested information, for example:

- NPI number
- Passphrase (password to e-prescribe controlled substances)
- Token (authenticator to e-prescribe controlled substances)
- One-time-pin (OTP) from the token you selected

4. When you are done, you will see a confirmation message.

- Contact your administrator so they may complete **Logical Access Control (LAC)**, which is the last step to authorize you to e-prescribe controlled substances.
- The System Configuration DrFirst status in the user profile will update from INVITED to ENROLLED |

## Grant Administrator (LAC) Logical Access Control

Administrators must complete Logical Access Control (LAC) to authorize providers for electronic prescribing of controlled substances (EPCS) **until LAC is completed, providers cannot e-prescribe controlled substances.**

Administrators can complete LAC **only after** providers have:

- Passed identity proofing (IDP)
- Created a passphrase (password that will only be used to e-prescribe controlled substances)
- Linked **at least** one authenticator to their account (an app or device that generates a one-time pin for two-factor authentication)
- VieCure Service Levels are changed to “Controlled Substance” + System configuration check box “can prescribe controlled substance is checked”
  - . Find the provider by name and NPI number.
  - . Select the **Active** radio button to indicate the provider will be authorized for EPCS.
  - **Note:** To deactivate a provider's EPCS authorization, click **Inactive**.
  - . Enter your name, which acts as an e-signature to confirm.
  - . Enter the provider’s NPI number and click **Validate | Authorize**.

**DrFirst** Logical Access Control **EPCS Gold**

Logical Access Control Activity Report | Auditable Event Alert Report | Alert Email Configuration | Exit

Organization: Client Organization Name Center Administrator: Grant Admin Name (782a4196-e6f1-484d-9b43-decbecc460a) Address: Facility Location

Two separate individuals are required to approve logical access control information in order to activate a prescriber's electronic prescribing of controlled substances privileges within each organization in accordance with DEA requirements. One individual must be an identity proofed registrant (Authorizing Prescriber) who will enter their two-factor authentication credentials to complete the authorization at the bottom of this screen. The other individual (Granting Administrator) must be someone who can verify that the prescriber(s) selected for activation are authorized to prescribe controlled substances for the organization with the DEA number selected and that the DEA license is active and in good standing.

| Prescriber     | NPI | DEA Number | Last Change                  | Grant Status | Grant                                                                  |
|----------------|-----|------------|------------------------------|--------------|------------------------------------------------------------------------|
| Jackson, Betty |     |            | Fri Apr 19 16:44:05 EDT 2024 | INACTIVE     | <input checked="" type="radio"/> Active <input type="radio"/> Inactive |

EPCS Logical Access Control Help

**Granting Administrator**

I have verified that each prescriber selected for activation above is authorized to prescribe controlled substances for this organization using the DEA number listed and that the DEA license for that DEA number is active and in good standing.

Please confirm your first and last name: John Doe

\* Subject to DEA regulations, this will be audited within DEA auditable event records for each digitally signed access change

**Signature**

**Authorizing Prescriber**

Provider Name will display

Enter NPI: Validate

By entering your two-factor authentication details above, you are agreeing to change access for the prescribers and locations listed above. This transaction will be digitally signed.

Choose your Device from list

Enter your signing passphrase

Enter the pin from your OTP token

Show Clear Text

Authorized Exit

- . User will see “please wait as we connect back to your website” screen | close the browser
- . Locate the user and the system configuration Set grant status is now active.

Request DrFirst Invite

My DrFirst Account

Revoke Access

DrFirst Status:ENROLLED

Set Grant Status:ACTIVE

Can Prescribe:true

Can Prescribe Controlled Substances:true