



## **H2H Digital Rx EPCS Capability Enrollment Guide for Identity Proofing & Dual Factor Authentication User Manual**

**Version: 3.2 | Last Updated: 30th May 2022**

## Table of Contents

1. How to Enroll with ID.me .....	3
1.1 ID.me Sign-in .....	4
1.2 ID.me Sign-up .....	5
1.3 Password Reset .....	7
1.4 Options to Set-Up Two-Factor Authentication .....	14
1.5 Download the ID.me Authenticator App .....	15
1.5.1 Text Message Method .....	16
1.5.2 Email Method .....	16
1.6 Multi-factor Authentication (MFA) .....	18
1.6.1 Push Notification .....	18
1.6.2 Code Generator.....	21
1.7 Verification Methods.....	25
1.7.1 Upload Photos of your License or State ID .....	26
[A] Upload Video Selfie Through Desktop/Laptop Webcam.....	28
[B] Upload Video Selfie Through Mobile.....	30
1.7.2 Upload a Photo of your Passport .....	38
1.7.3 Upload Photos of your Passport Card.....	44
1.8 Confirmation Link .....	49
1.9 Verify Medical IDs .....	50
1.10 Customizable Identity Verification Email.....	52
1.11 Delete My Selfie .....	54
1.12 ID.me Trusted Referee video call .....	58
2. How ID.me Code Generator Works with H2H Digital Rx During e- Prescribing Workflow .....	67
2.1 Login the Application.....	67
2.2 RxPad with Control Substance Drug .....	68

2.3 EPCS Prescription Queue .....	71
2.4 EPCS Alert for Two Factor Authentication .....	71
2.5 Two Factor Authentication.....	72
3. How ID.me Push Notification Works with H2H Digital Rx During e- Prescribing Workflow .....	73
3.1 Login the Application.....	73
3.2 RxPad with Control Substance Drug .....	74
3.3 EPCS Prescription Queue .....	77
3.4 EPCS Alert for Two Factor Authentication .....	77
3.5 Two Factor Authentication.....	78
4. Switching Dual Factor Authentication Between Push Notification and Code Generator Modes.....	81
4.1 Code Generator.....	85
4.2 Push Notification .....	88
5. Process to Follow if Prescriber is Already Registered with ID.me to Get that Registration Synced with H2H.....	91

## 1. How to Enroll with ID.me

### ❖ Prerequisites

- Personal Email address & Mobile phone number.
- Social Security Number (SSN), National Provider Identification number (NPI) & Drug Enforcement Administration certification number (DEA number) Note: The user will be asked to indicate each DEA schedule that you are certified to prescribe.
- State driver's license, other State issued photo ID, Passport, or Passport card for ID proofing.
- An Android or IOS (Apple) smartphone with Internet & camera to download mobile app & scan QR code.
- Decide whether you want to verify your identity when prescribing by

1. Clicking on a push notification on your smartphone

-Or-

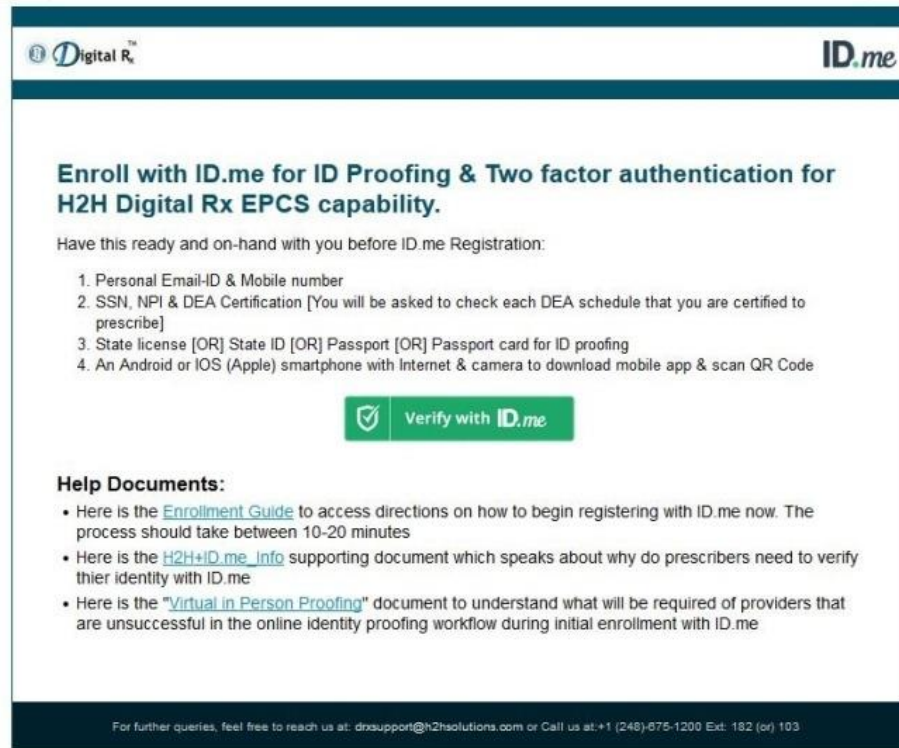
2. Typing a six-digit code displayed on your smartphone into ID.me complete your sign-in screen

If you want to

- Click on push notifications, click the URL below in the email that has been sent to your smartphone or desktop computer (so the user can download ID.me app with his phone later).
- Type six-digit codes, click the URL below in the email, that has been sent to your laptop or desktop computer (so the user can scan the QR code displayed with your phone later).

**Step1:** Click the link, <https://h2hdigitalrx.com/enrollment.html> that we send in our email communication.

**Step 2:** Link will be directed to a Hosted Landing Page (HLP) which has prerequisite Info required for enrollment process, link to step-by-step enrollment guide, and a clickable button “Verify with ID.me” which will direct to ID.me Sign In page.



**Enroll with ID.me for ID Proofing & Two factor authentication for H2H Digital Rx EPCS capability.**

Have this ready and on-hand with you before ID.me Registration:

1. Personal Email-ID & Mobile number
2. SSN, NPI & DEA Certification [You will be asked to check each DEA schedule that you are certified to prescribe]
3. State license [OR] State ID [OR] Passport [OR] Passport card for ID proofing
4. An Android or IOS (Apple) smartphone with Internet & camera to download mobile app & scan QR Code

[Verify with ID.me](#)

**Help Documents:**

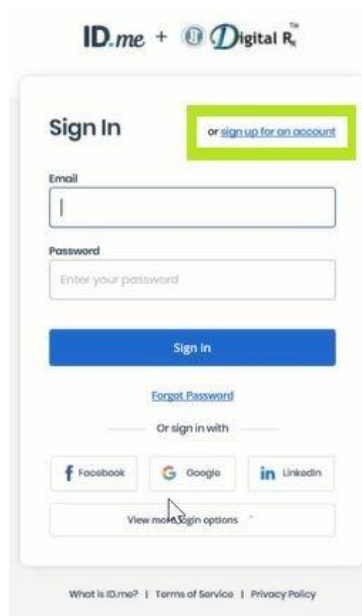
- Here is the [Enrollment Guide](#) to access directions on how to begin registering with ID.me now. The process should take between 10-20 minutes
- Here is the [H2H+ID.me\\_info](#) supporting document which speaks about why do prescribers need to verify thier identity with ID.me
- Here is the ["Virtual in Person Proofing"](#) document to understand what will be required of providers that are unsuccessful in the online identity proofing workflow during initial enrollment with ID.me

For further queries, feel free to reach us at: [dxsupport@h2hsolutions.com](mailto:dxsupport@h2hsolutions.com) or Call us at: +1 (248)-675-1200 Ext: 182 (or) 103

Figure 1: Hosted Landing Page with prerequisite info and button to “Verify with ID.me”

## 1.1 ID.me Sign-in

- ID.me sign-in screen appears, please click the “**sign up for an account**” link as shown in the screenshot.



**Sign In** [or sign up for an account](#)

Email

Password

[Sign in](#)

[Forgot Password](#)

Or sign in with

[Facebook](#) [Google](#) [LinkedIn](#)

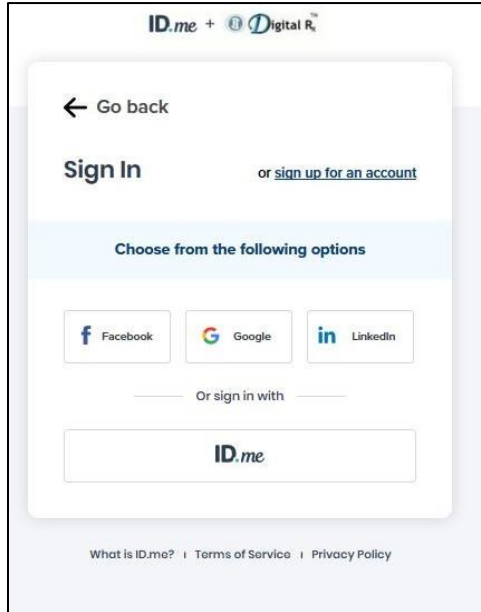
[View more sign options](#)

What is ID.me? | Terms of Service | Privacy Policy

Figure 2: Sign In screen of ID.me

- Select an option to sign-in for ID.me account.

- The user can either sign-up with existing social account credentials (or) create a new account.

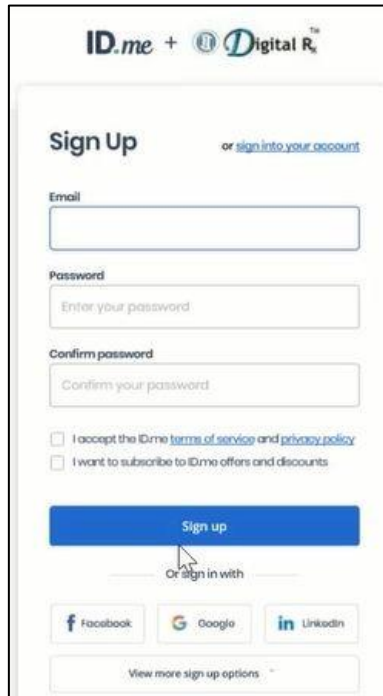


The image shows a mobile app screen for signing in. At the top, it says "ID.me + Digital Rx". Below that is a "Go back" button with a left arrow. The main heading is "Sign In" with a link "or [sign up for an account](#)". A light blue bar contains the text "Choose from the following options". Below this are three buttons for social login: Facebook, Google, and LinkedIn. Underneath these is the text "Or sign in with" followed by a large button labeled "ID.me". At the bottom, there are links for "What is ID.me?", "Terms of Service", and "Privacy Policy".

*Figure 3: Sign up for an account screen*

## 1.2 ID.me Sign-up

- Sign-up by entering email address, password, and confirm the password in the sign-up screen.



The image shows a mobile app screen for signing up. At the top, it says "ID.me + Digital Rx". The main heading is "Sign Up" with a link "or [sign into your account](#)". Below this are three input fields: "Email", "Password" (with placeholder text "Enter your password"), and "Confirm password" (with placeholder text "Confirm your password"). Under the password fields are two checkboxes: "I accept the ID.me [terms of service](#) and [privacy policy](#)" and "I want to subscribe to ID.me offers and discounts". Below the checkboxes is a large blue button labeled "Sign up". Underneath the button is the text "Or sign in with" followed by three buttons for social login: Facebook, Google, and LinkedIn. At the bottom, there is a link "View more sign up options".

*Figure 4: Sign up screen and fields to enter*

- **“Confirm your email address screen”** appears. Please do not close this

screen.

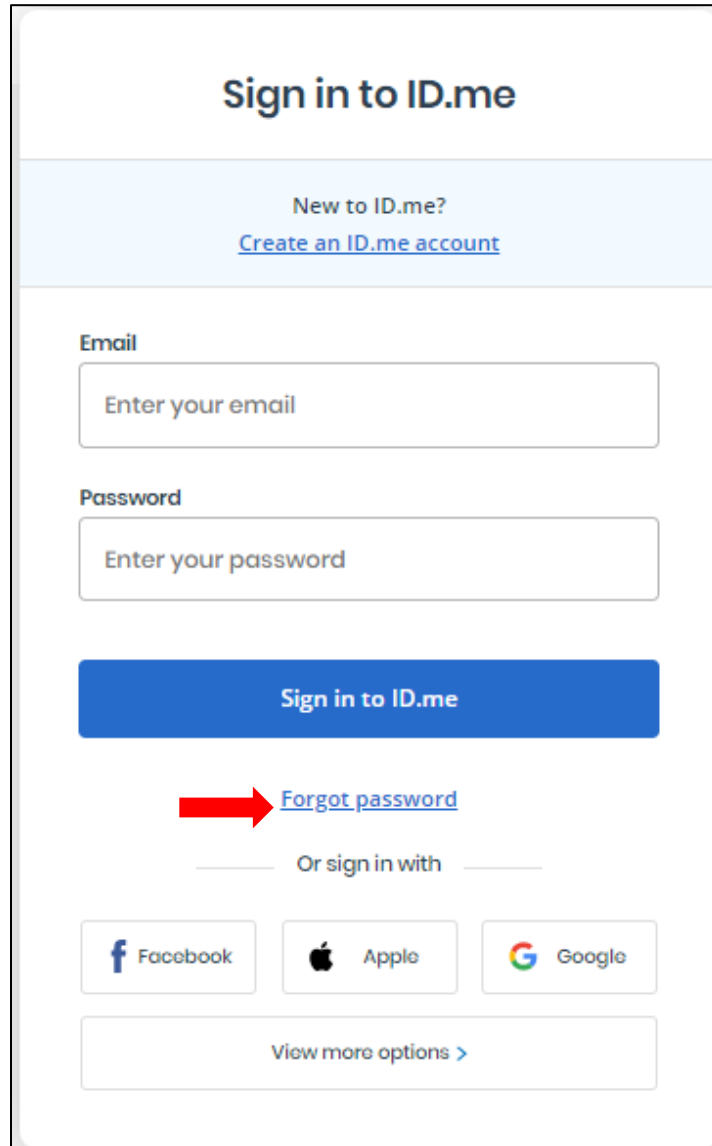
- An email will be sent to the email address used to sign up for ID.me with a link that the user must click to confirm his email.
- Navigate to his email inbox in a new tab or web browser window, find the confirmation email and click the link.



**Figure 5: Confirm your email address screen**

## 1.3 Password Reset

- If a user needs to reset their password, click the **“Forgot password”** hyperlink.

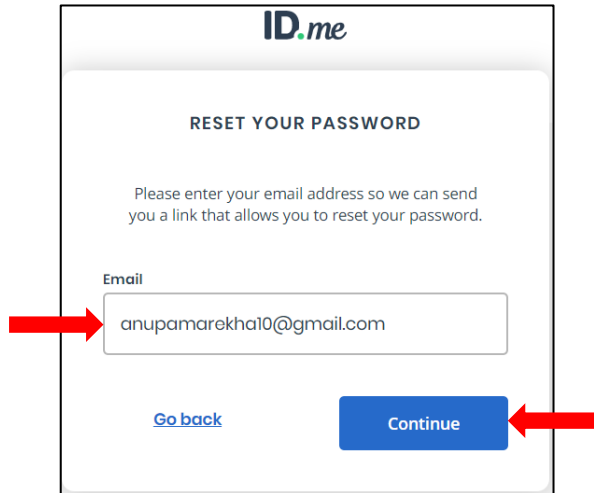


The image shows the ID.me sign-in interface. At the top, it says "Sign in to ID.me". Below this is a light blue banner with the text "New to ID.me?" and a link "Create an ID.me account". The main form has two input fields: "Email" with the placeholder "Enter your email" and "Password" with the placeholder "Enter your password". Below these fields is a blue button labeled "Sign in to ID.me". Under the button is a red arrow pointing to a blue hyperlink labeled "Forgot password". Below the link is the text "Or sign in with" flanked by horizontal lines. At the bottom are three buttons for social login: "Facebook" with the Facebook logo, "Apple" with the Apple logo, and "Google" with the Google logo. At the very bottom is a button labeled "View more options >".

Figure 6



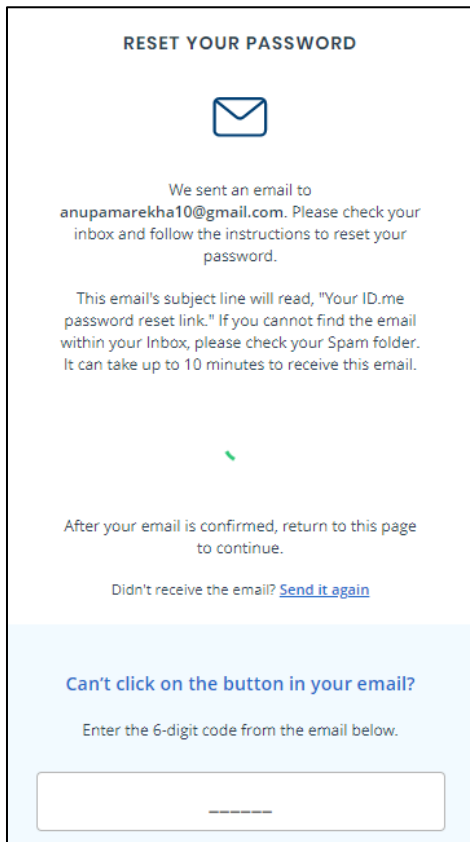
- Enter the registered email address to get **Reset Password** link and **six-digit code**.
- Click on the **Continue** button.



The image shows a web form titled "ID.me" with the heading "RESET YOUR PASSWORD". Below the heading, it says "Please enter your email address so we can send you a link that allows you to reset your password." There is a text input field labeled "Email" containing the address "anupamarekha10@gmail.com". A red arrow points to this field. Below the field are two buttons: "Go back" (a blue link) and "Continue" (a blue button). A red arrow points to the "Continue" button.

*Figure 7*

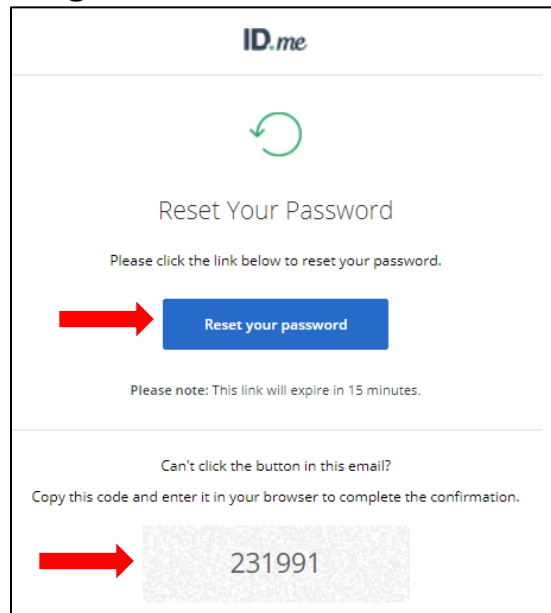
- **"Your password reset link"** email will be sent to the user registered email address.



The image shows a confirmation page titled "RESET YOUR PASSWORD". It features an envelope icon and text stating: "We sent an email to anupamarekha10@gmail.com. Please check your inbox and follow the instructions to reset your password." Below this, it explains the email's subject line and advises checking the Spam folder if the email is not found. A green checkmark icon indicates success. Further down, it says "After your email is confirmed, return to this page to continue." and provides a link "Didn't receive the email? Send it again". At the bottom, a light blue section titled "Can't click on the button in your email?" asks the user to "Enter the 6-digit code from the email below." with an empty input field.

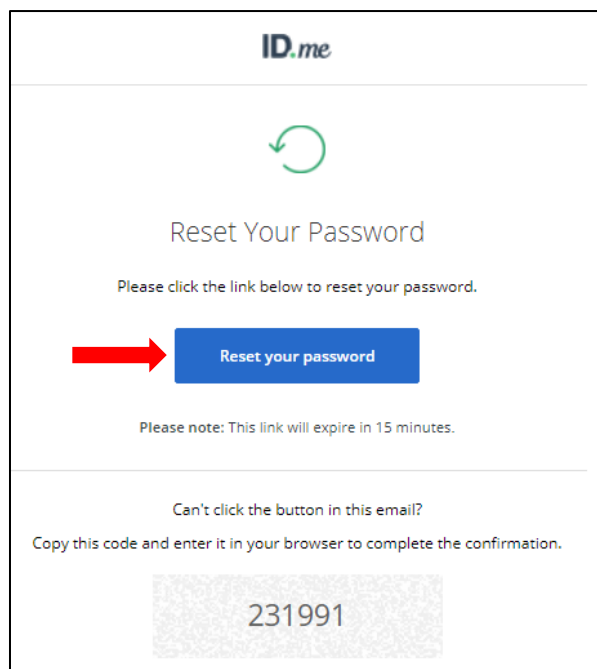
*Figure 8*

- The user will receive an email with **Reset password** link and **six-digit code**.
- This email presents the user with two options:
  - A) Reset Your Password (Clickable link)
  - B) Enter a six-digit code



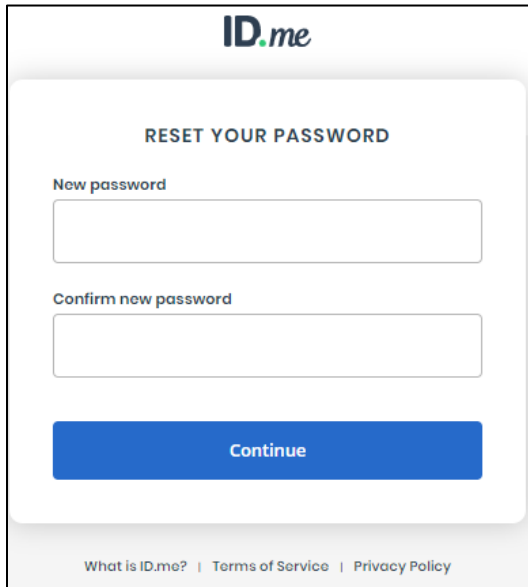
*Figure 9*

A) If the user selects Clickable link **“Reset your Password”**.



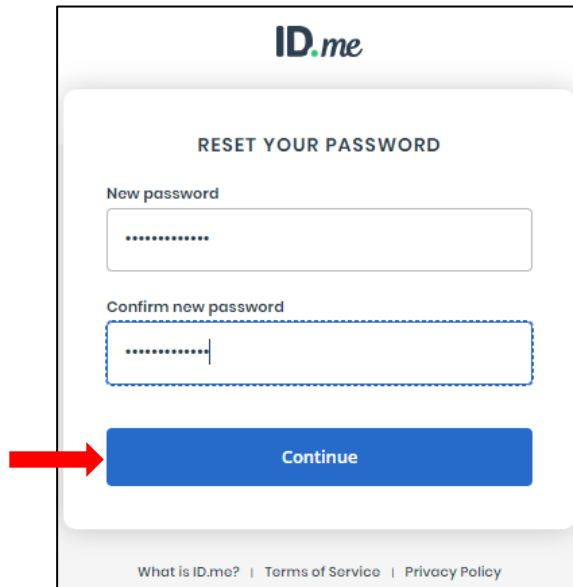
*Figure 10*

- Enter **New password** and **confirm new password**.
- Click on **Continue** button.



The screenshot shows the ID.me 'RESET YOUR PASSWORD' form. It has two input fields: 'New password' and 'Confirm new password'. Below the fields is a blue 'Continue' button. At the bottom, there are links for 'What is ID.me?', 'Terms of Service', and 'Privacy Policy'.

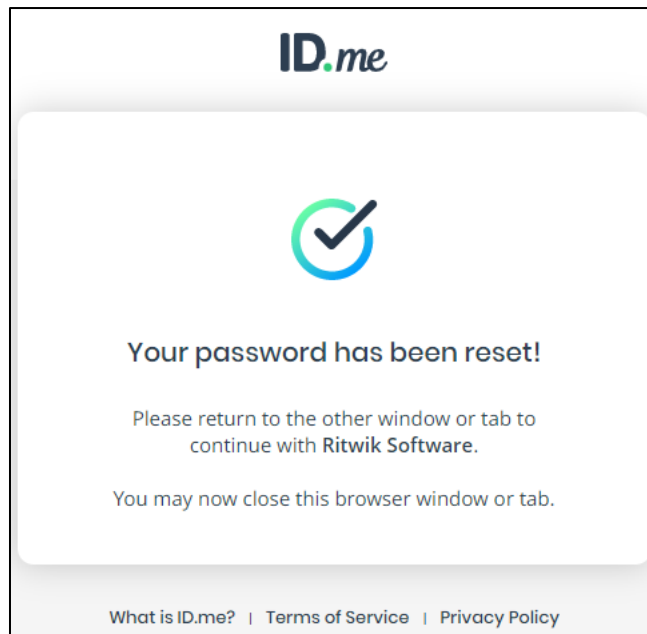
**Figure 11**



This screenshot is identical to Figure 11, but with a red arrow pointing to the 'Continue' button, indicating the next step in the process.

**Figure 12**

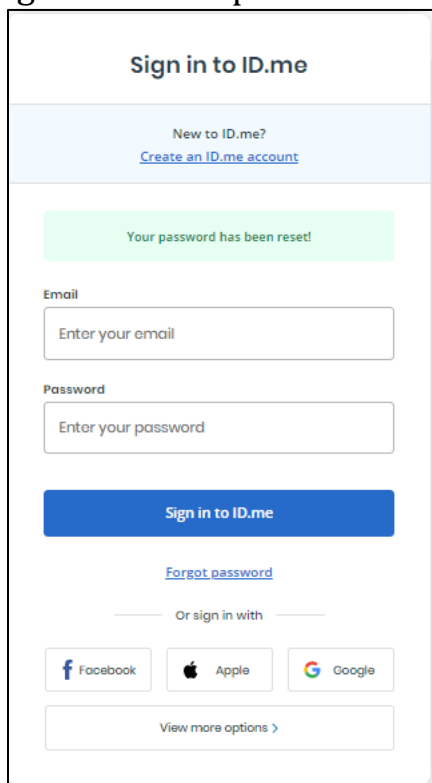
- The user will get success screen and instructions to “return to the other window or tab.”



The screenshot shows the ID.me success screen. It features a large green checkmark icon. Below the icon, the text reads: 'Your password has been reset!', 'Please return to the other window or tab to continue with Ritwik Software.', and 'You may now close this browser window or tab.' At the bottom, there are links for 'What is ID.me?', 'Terms of Service', and 'Privacy Policy'.

**Figure 13**

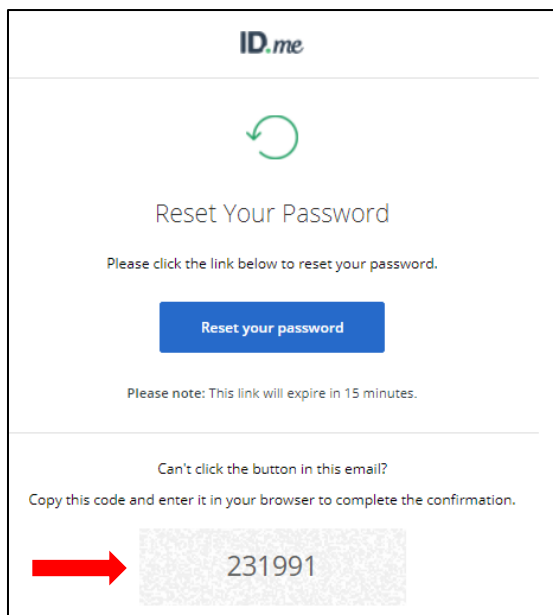
- After resetting their password, the user should go back to the ID.me log in screen.
- Now, the user can login with new password.



The image shows the ID.me sign-in interface. At the top, it says "Sign in to ID.me". Below that, a light blue banner asks "New to ID.me?" with a link to "Create an ID.me account". A green message box states "Your password has been reset!". There are input fields for "Email" (placeholder: "Enter your email") and "Password" (placeholder: "Enter your password"). A blue "Sign in to ID.me" button is below the password field. A link for "Forgot password" is also present. Below these, it says "Or sign in with" followed by buttons for Facebook, Apple, and Google. At the bottom, there is a link to "View more options >".

**Figure 14**

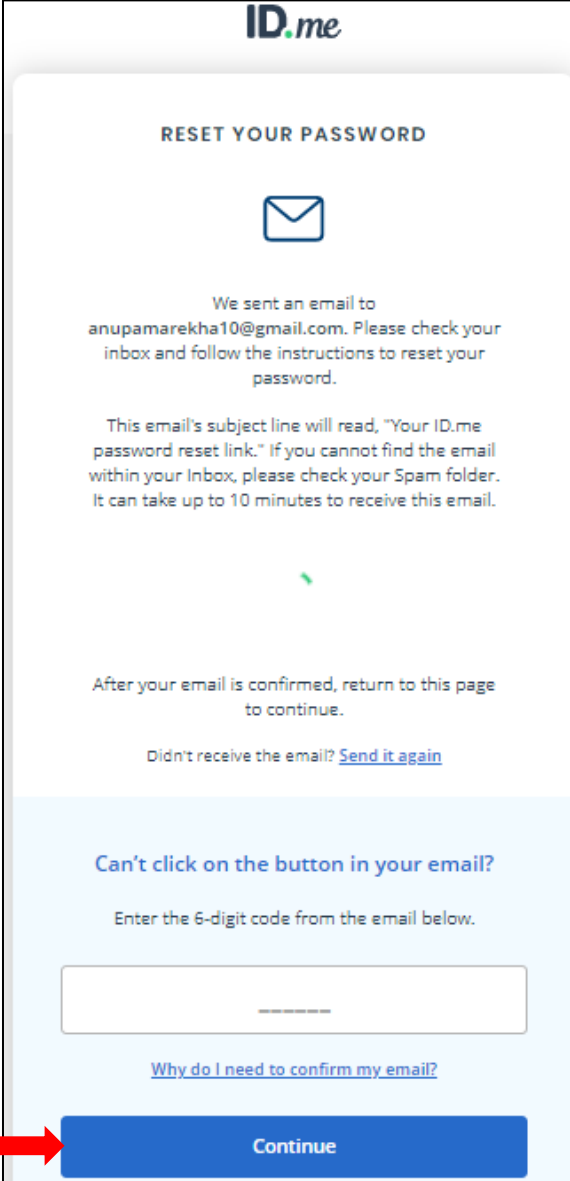
B) If the user selects six-digit code



The image shows the ID.me "Reset Your Password" screen. At the top is the ID.me logo. Below it is a green circular arrow icon. The heading "Reset Your Password" is centered. Below the heading, it says "Please click the link below to reset your password." and there is a blue button labeled "Reset your password". Below the button, it says "Please note: This link will expire in 15 minutes." Below a horizontal line, it says "Can't click the button in this email?" and "Copy this code and enter it in your browser to complete the confirmation." At the bottom, there is a red arrow pointing to a grey box containing the six-digit code "231991".

**Figure 15**

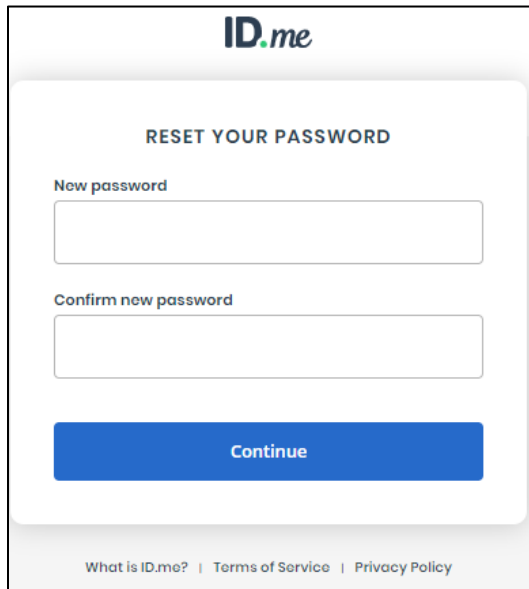
- Enter the six-digit code.
- Click on the **Continue** button.



The image shows a screenshot of the ID.me website's password reset interface. At the top, the ID.me logo is displayed. Below it, the heading "RESET YOUR PASSWORD" is centered. An envelope icon represents an email. The text states: "We sent an email to anupamarekha10@gmail.com. Please check your inbox and follow the instructions to reset your password." It also provides details about the email's subject line and advises checking the spam folder if the email is not found. A green checkmark icon indicates successful completion of the email step. Below this, instructions state: "After your email is confirmed, return to this page to continue." A link "Didn't receive the email? Send it again" is provided. A light blue section contains the heading "Can't click on the button in your email?" followed by the instruction "Enter the 6-digit code from the email below." and a text input field. A link "Why do I need to confirm my email?" is also present. At the bottom, a blue "Continue" button is highlighted with a red arrow pointing to it from the left.

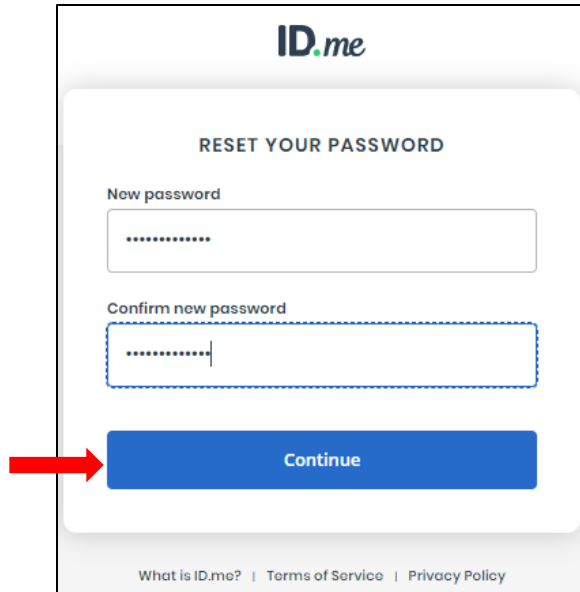
**Figure 16**

- Enter **New password** and **confirm new password**.
- Click on **Continue** button.



The screenshot shows the ID.me 'RESET YOUR PASSWORD' form. It has two input fields: 'New password' and 'Confirm new password'. Below the fields is a blue 'Continue' button. At the bottom, there are links for 'What is ID.me?', 'Terms of Service', and 'Privacy Policy'.

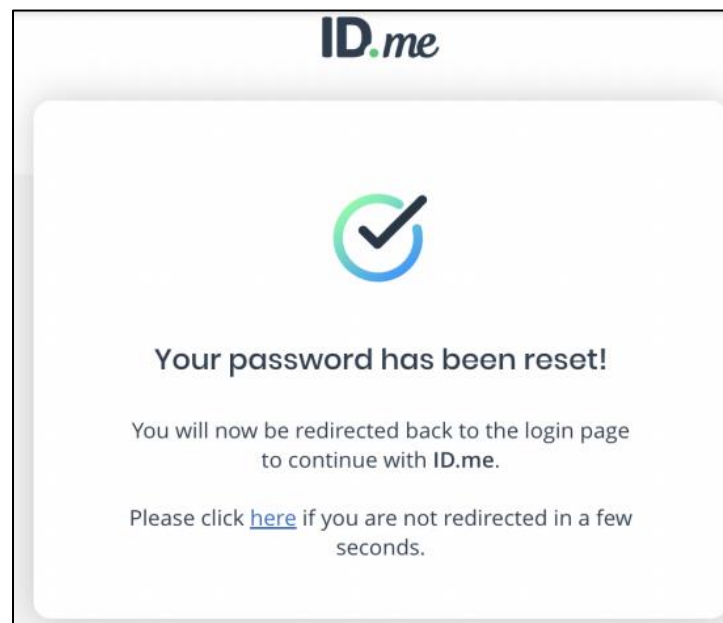
**Figure 17**



This screenshot shows the same ID.me 'RESET YOUR PASSWORD' form as Figure 17, but with the 'Confirm new password' field highlighted by a dashed blue border. A red arrow points from the 'Continue' button in Figure 17 to the 'Continue' button in this figure. The fields now contain masked text (dots).

**Figure 18**

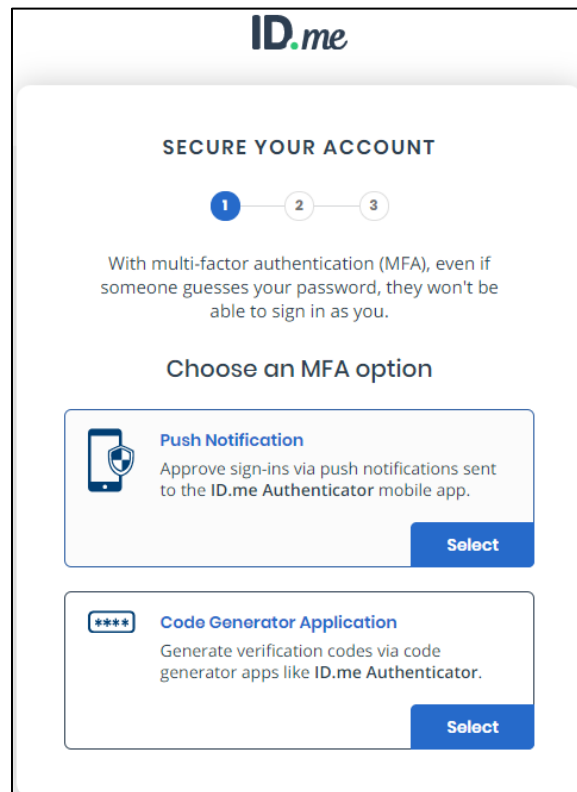
- After resetting their password, this update will automatically send users back to the ID.me log in screen.



**Figure 19**

## 1.4 Options to Set-Up Two-Factor Authentication

- “SECURE YOUR ACCOUNT” is the screen that appears after the user clicks the confirmation link.
- This screen will display two options to set-up two-factor authentication:
  - [A] Push Notification
  - [B] Code Generator App



*Figure 20: Secure your account screen with options available to set-up two factor authentication*

### Note:

**Push Notification:** By enrolling in this method, the user will receive a “**push notification**” at ID.me Authenticator app (at mobile) that the user can tap-to-approve sign-ins, without needing to enter the otherwise necessary six-digit authorization code - time saver.

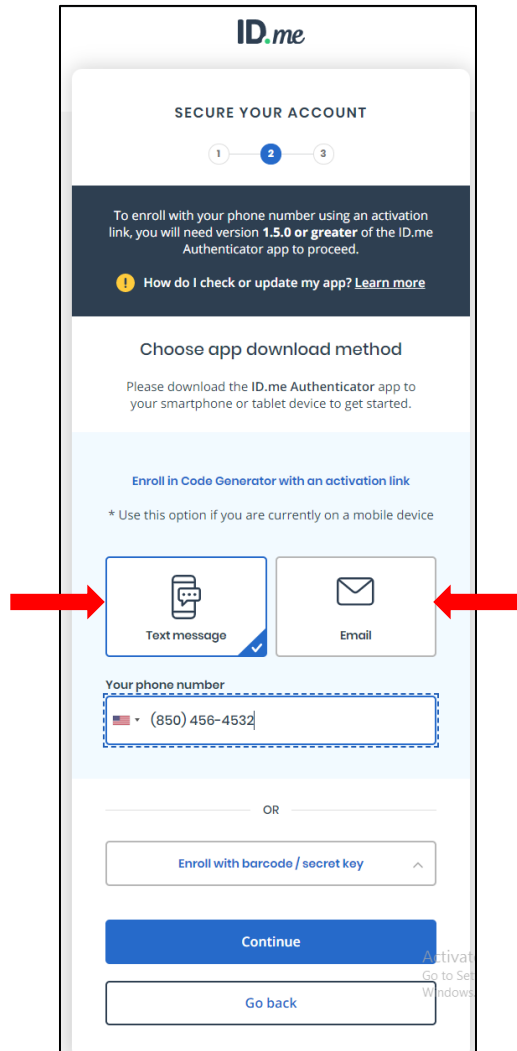
**Code generator:** Generates a six-digit numeric code at ID.me Authenticator app (at mobile) that the user needs to enter in as part of two-factor authentication.

## 1.5 Download the ID.me Authenticator App

- “SECURE YOUR ACCOUNT” screen appears: There are two methods, user can use to download the ID.me Authenticator App:

### [1.5.1] Text Message Method

### [1.5.2] Email Method



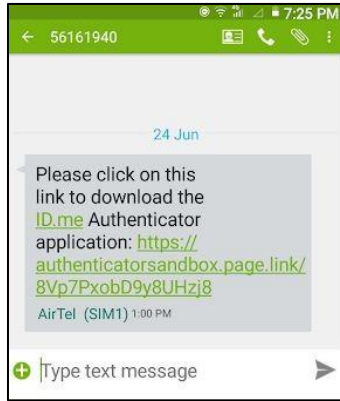
*Figure 21: Secure your account screen with download mobile app methods*

**Note:** To go with Push Notification, the user must download the ID.me Authenticator App over mobile/iPad device.



### 1.5.1 Text Message Method

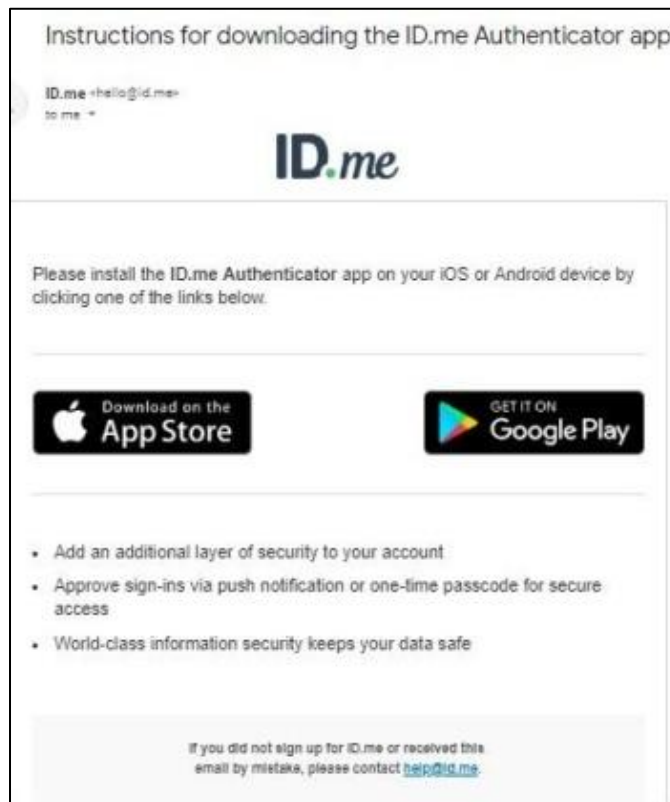
- If the user selects Text Message method: Enter mobile phone number and receive a text message that includes a link to App Store.



*Figure 22: Screen-print taken from mobile device with download mobile app method*

### 1.5.2 Email Method

- If the user selects Email method: The user would need to open email on his phone to access the App Store.



*Figure 23: Screen-print taken from email with download mobile app method*

- The user can download the ID.me Authenticator app from the App Store/Google Play.



*Figure 24: ID.me Authenticator app in the app store*

## 1.6 Multi-factor Authentication (MFA)

- If someone guesses the ID.me registered user password, they won't be able to sign in as you.

There are two options:

[1.6.1] Push Notification

[1.6.2] Code Generator

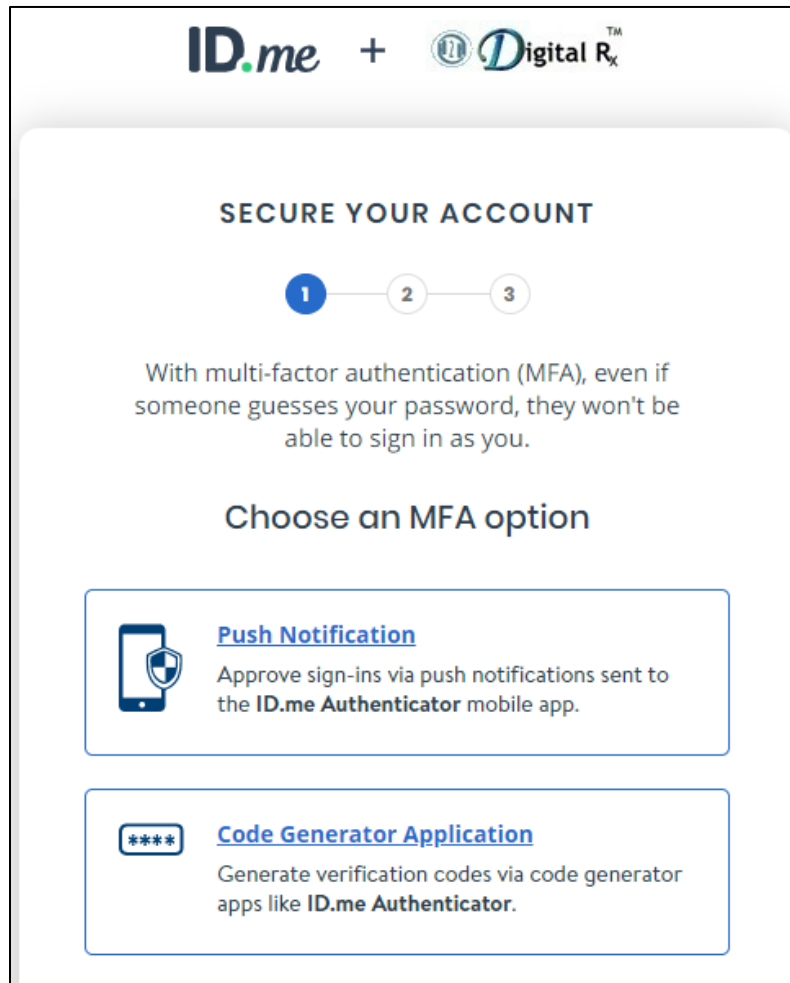
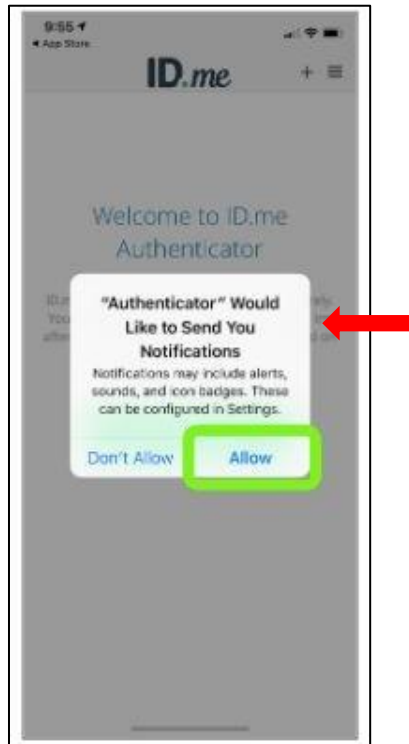


Figure 25

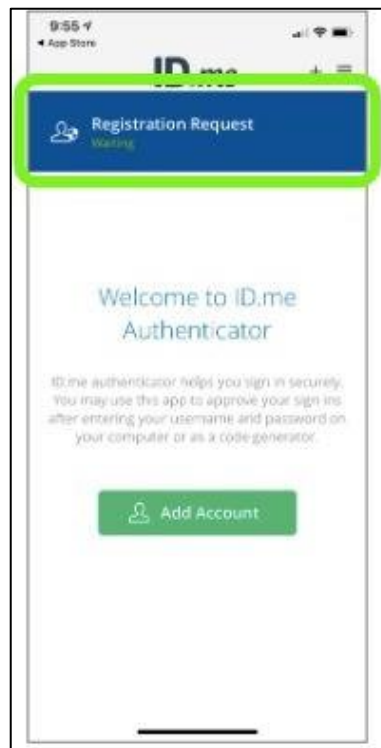
### 1.6.1 Push Notification

- After downloading the ID.me authenticator app, an alert will pop-up requesting that the user will allow notifications.
- Select “**Allow**” to receive notifications.



*Figure 26: Pop-up requesting to allow notifications in mobile device*

- Please select (click on) the “**Registration Request**” notification.



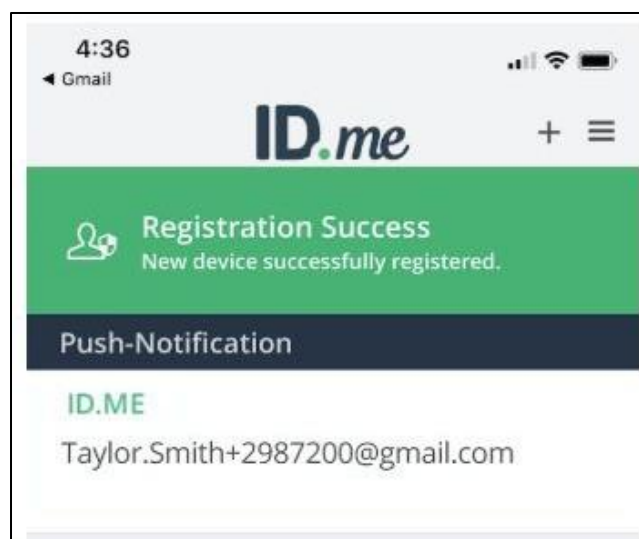
*Figure 27: Registration request screen to select*

- Select **"Yes"** on Registration Request screen to complete registration.



*Figure 28: Registration request screen with Yes and No options to select*

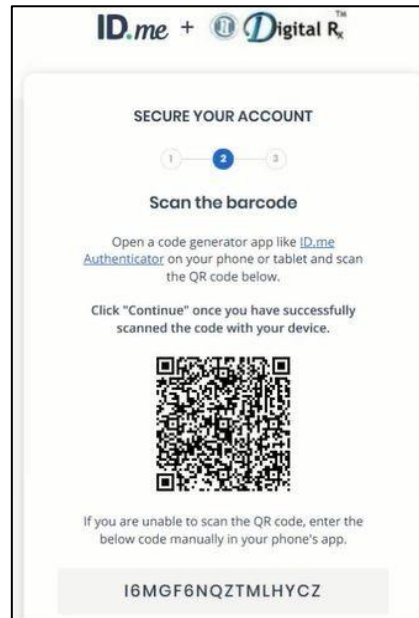
- When the user confirms the enrollment and receive the **"Registration Success"** prompt, the 2-factor enrollment process will be completed.
- The user can close the application.



*Figure 29: Registration Success Screen in Mobile device*

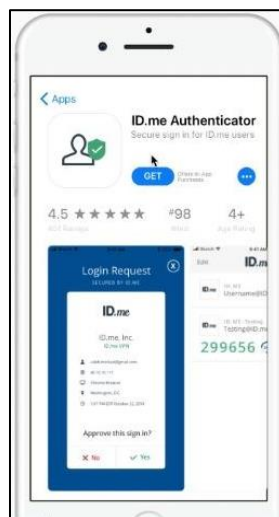
### 1.6.2 Code Generator

- If the user chooses “**Code Generator**” at **SECURE YOUR ACCOUNT** screen instead of **Push Notification**.
- The user will be presented with a screen that will give instructions and a QR code to scan.



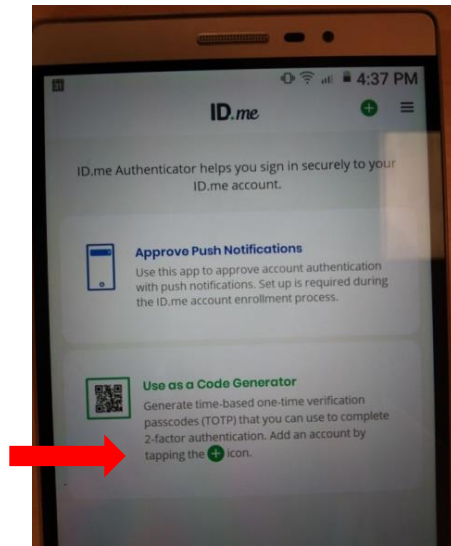
*Figure 30: Secure your account screen with Scan barcode option for Code Generator*

- To scan the QR Code from the web screen, the user needs to search for and download the “**ID.me Authenticator**” application from his phone.
- And then the user can open the application.



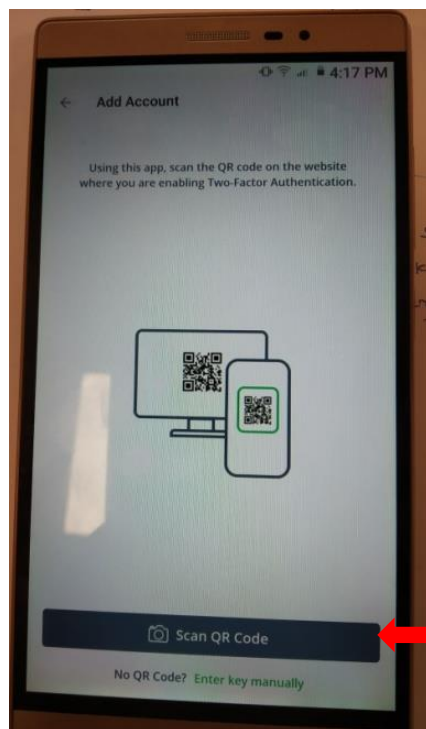
*Figure 31: ID.me Authenticator app in the app store*

- Go to ID.me authenticator app home screen on your mobile device.
- The user can add his account for **Code Generator** by selecting the green "+" sign in the top right-hand corner of the screen.



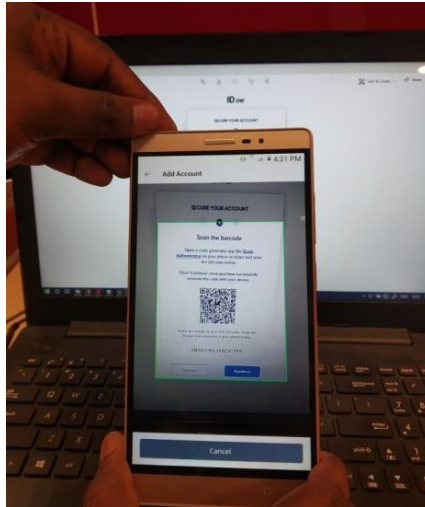
*Figure 32: ID.me Authenticator mobile app home screen displaying "Approve Push Notification" & "Use as Code Generator"*

- The "Add Account" screen displays.
- Click the **Scan QR Code** button at the bottom of the screen.



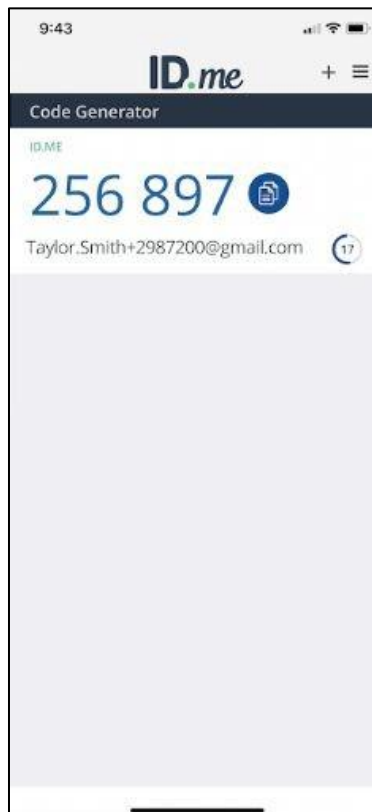
*Figure 33: Add Account screen with "Scan QR code" button*

- A QR scanning box appears.
- Position your phone so the QR code on the laptop screen is in the box.
- When the app automatically captures the QR code, it advances to the next screen.



*Figure 34: Scan QR Code option over mobile device*

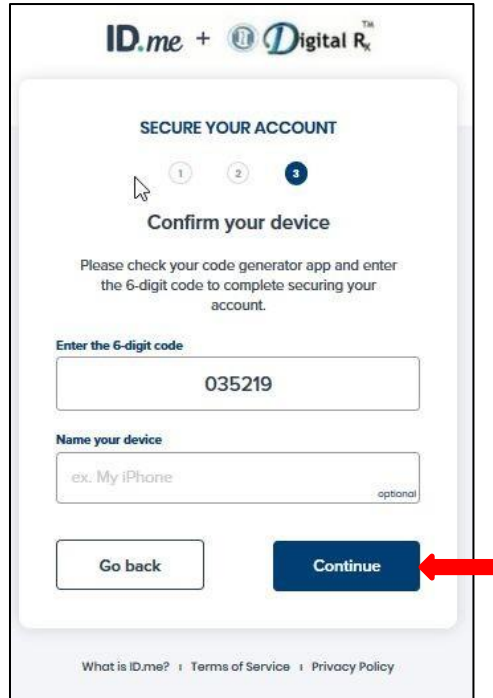
- Once scanned, app will generate a six-digit code to be entered on the next web screen.



*Figure 35: Six-digit code appearing over mobile device*

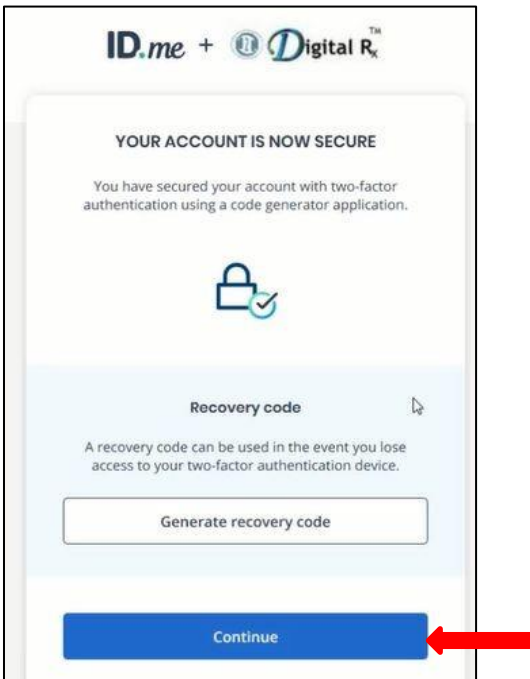


- Enter six-digit code in the field provided and click “**Continue**”.



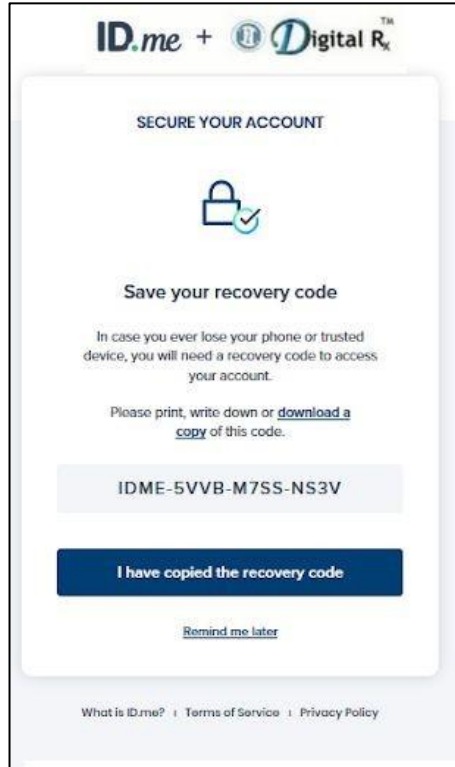
*Figure 36: Enter six-digit code over “Confirm your device” screen*

- If the code matches what ID.me is expecting, user will see a screen confirming that completed the two-factor authentication enrollment process.



*Figure 37: Confirmation & Generate Recovery Code screen*

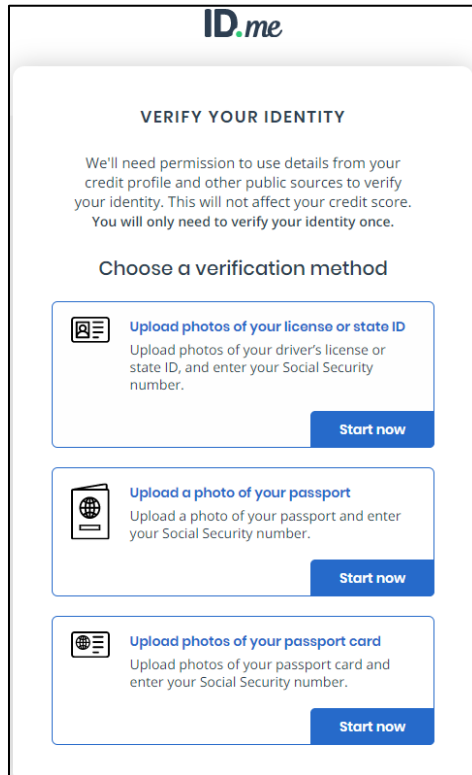
- This confirmation screen will also have a Recovery Code, which can be used in the event when the user lose access for two-factor authentication device.
- Please save the recovery code in a secure location for possible future use.
- After saving the recovery code (for Code Generator method), the next screens are related to the identity verification process.



*Figure 38: Recovery Code screen*

## 1.7 Verification Methods

- The user may choose any of the four verification methods available by clicking the appropriate button:
  - [1.7.1] Upload photos of your driver's license or state ID
  - [1.7.2] Upload a photo of your passport
  - [1.7.3] Upload photos of your passport card



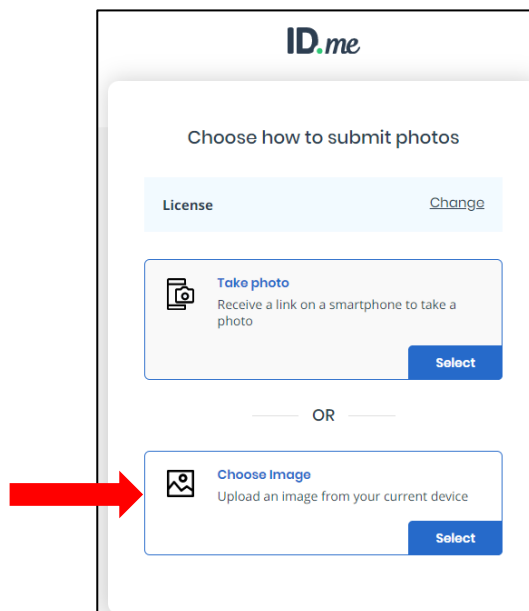
The screenshot shows the ID.me verification interface. At the top is the ID.me logo. Below it is the heading "VERIFY YOUR IDENTITY". A paragraph explains that permission is needed to use details from credit profiles and other public sources for verification, noting that this won't affect the credit score and that verification is a one-time process. Under the heading "Choose a verification method", there are three options, each with an icon, a title, a description, and a "Start now" button:

- Upload photos of your license or state ID**: Upload photos of your driver's license or state ID, and enter your Social Security number.
- Upload a photo of your passport**: Upload a photo of your passport and enter your Social Security number.
- Upload photos of your passport card**: Upload photos of your passport card and enter your Social Security number.

Figure 39

### 1.7.1 Upload Photos of your License or State ID

- The user can go with either **“Take photo”** or with **“Choose Image”** option to upload photos as per the requirement.
- Select **“Choose Image”** option.



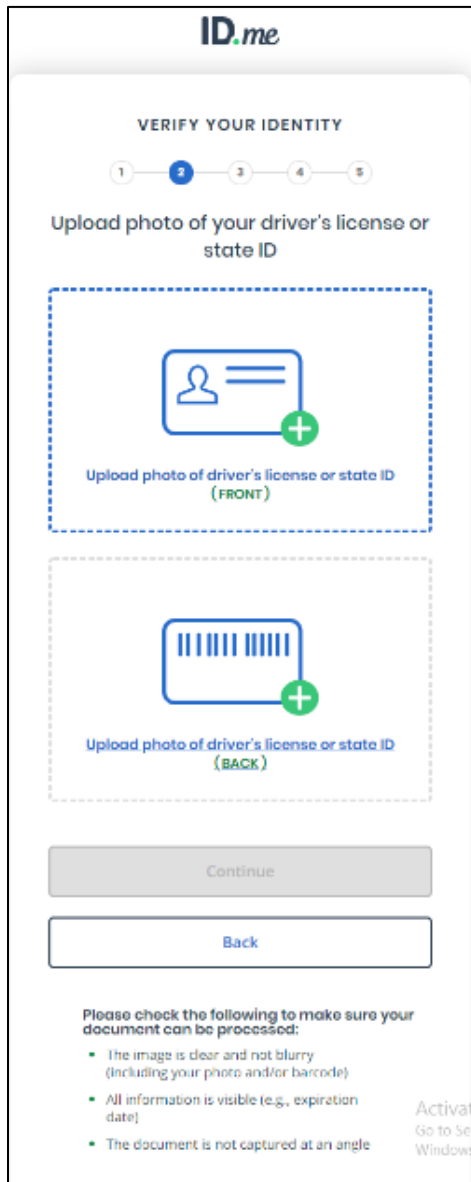
The screenshot shows the ID.me "Choose how to submit photos" screen. At the top is the ID.me logo. Below it is the heading "Choose how to submit photos". There is a "License" button with a "Change" link next to it. Below this are two main options, separated by an "OR" divider:

- Take photo**: Receive a link on a smartphone to take a photo. Includes a "Select" button.
- Choose Image**: Upload an image from your current device. Includes a "Select" button.

A red arrow points to the "Choose Image" option.

Figure 40

- Upload photos of the front & back side of the driver's license or state ID.
- Once upload is done, click “**Continue**”.



**ID.me**

VERIFY YOUR IDENTITY

1 2 3 4 5

Upload photo of your driver's license or state ID

Upload photo of driver's license or state ID (FRONT)

Upload photo of driver's license or state ID (BACK)

Continue

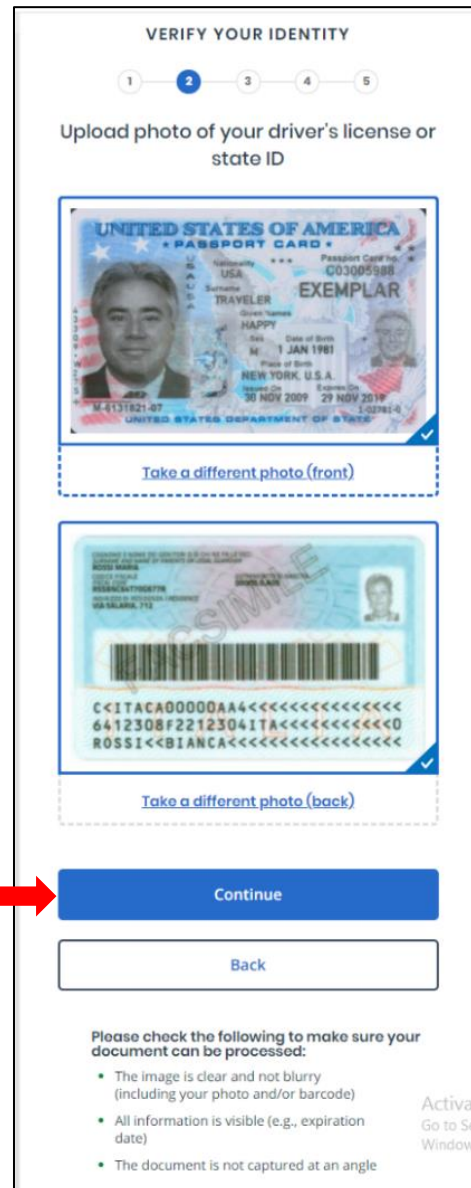
Back

Please check the following to make sure your document can be processed:

- The image is clear and not blurry (including your photo and/or barcode)
- All information is visible (e.g., expiration date)
- The document is not captured at an angle

Activate Go to Settings Windows

Figure 41



VERIFY YOUR IDENTITY

1 2 3 4 5

Upload photo of your driver's license or state ID

Take a different photo (front)

Take a different photo (back)

Continue

Back

Please check the following to make sure your document can be processed:

- The image is clear and not blurry (including your photo and/or barcode)
- All information is visible (e.g., expiration date)
- The document is not captured at an angle

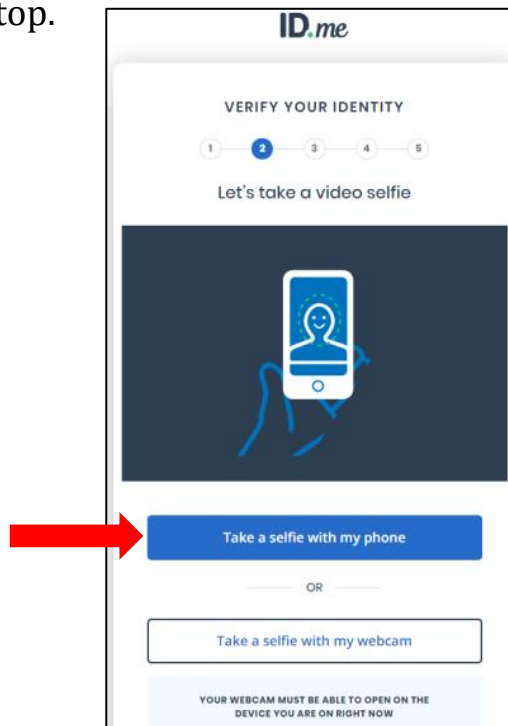
Activate Go to Settings Windows

Figure 42

- ❖ Video selfie can be uploaded by one of the methods:
  - [A] Upload video selfie through desktop/laptop webcam
  - [B] Upload video selfie through mobile

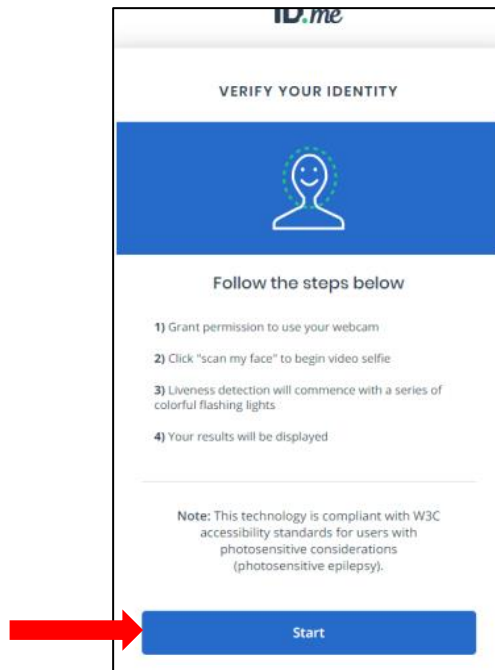
## [A] Upload Video Selfie Through Desktop/Laptop Webcam

- Click “**Take a selfie with my webcam**” to access video selfie through laptop/desktop.



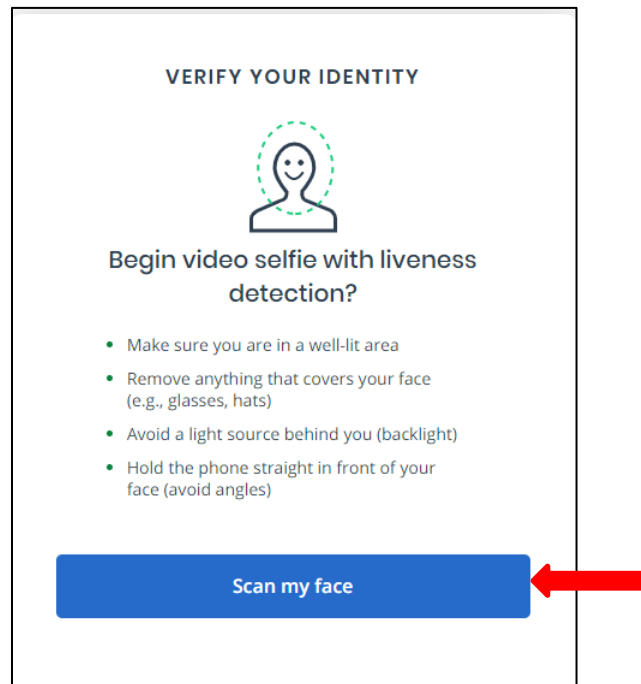
*Figure 43*

- Click “**Start**” to access video from the device (laptop/desktop).



*Figure 44*

- Click **“Scan my face”**.
- Scan the user face through webcam.
- If the selfie video is not captured properly error will occur.
- Click **“Try again”**.
- Click **“Scan my face”** again.
- If the selfie video is captured properly, it will process to next window to verify identity.



*Figure 45*

**Note:**

- Make sure the user is in a well-lit area.
- Remove that anything that covers your face (like glasses, hats).
- Avoid a light source behind you.
- Hold the phone straight in front of your face.

## [B] Upload Video Selfie Through Mobile

- Click “**Take video selfie**” to access video selfie through mobile.

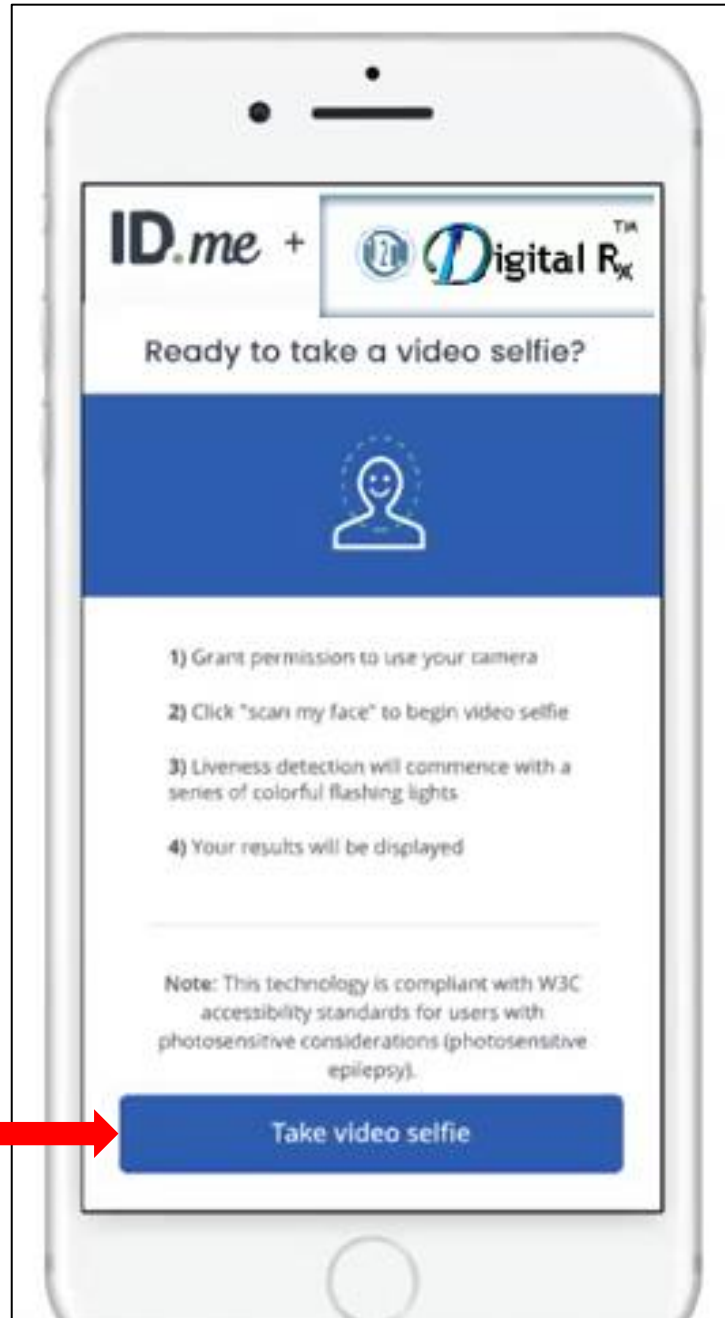
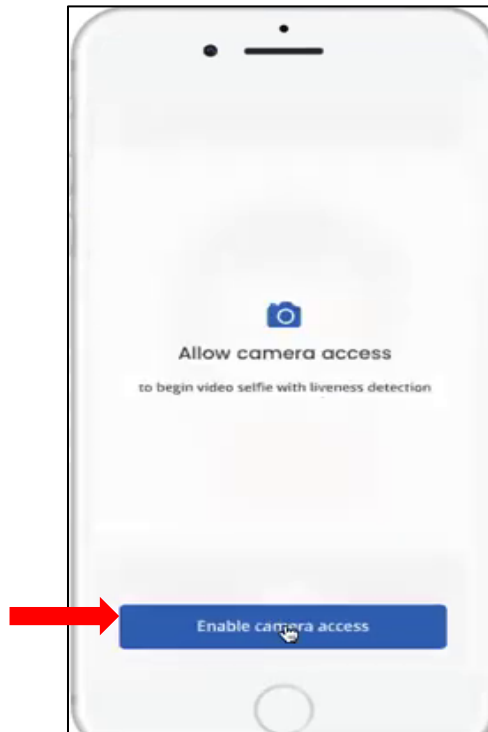


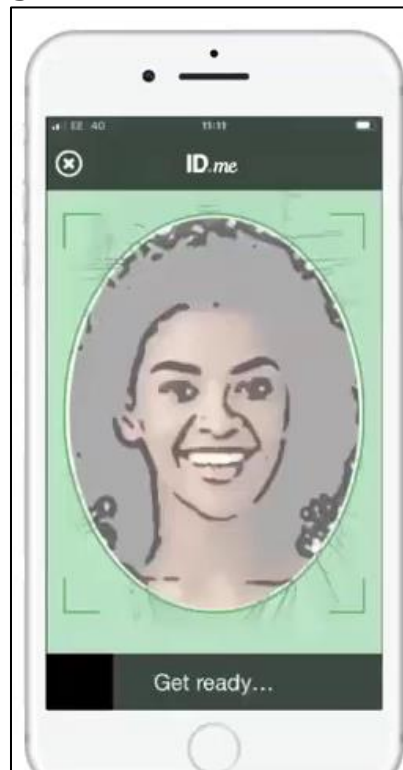
Figure 46

- Click “**Enable camera access**” to access the camera.



*Figure 47*

- Scan your face through mobile camera.



*Figure 48*



- Click “**Continue**” to submit the image.
- Image will be submitted.
- Click “**Continue**” to return H2HDigital Rx.

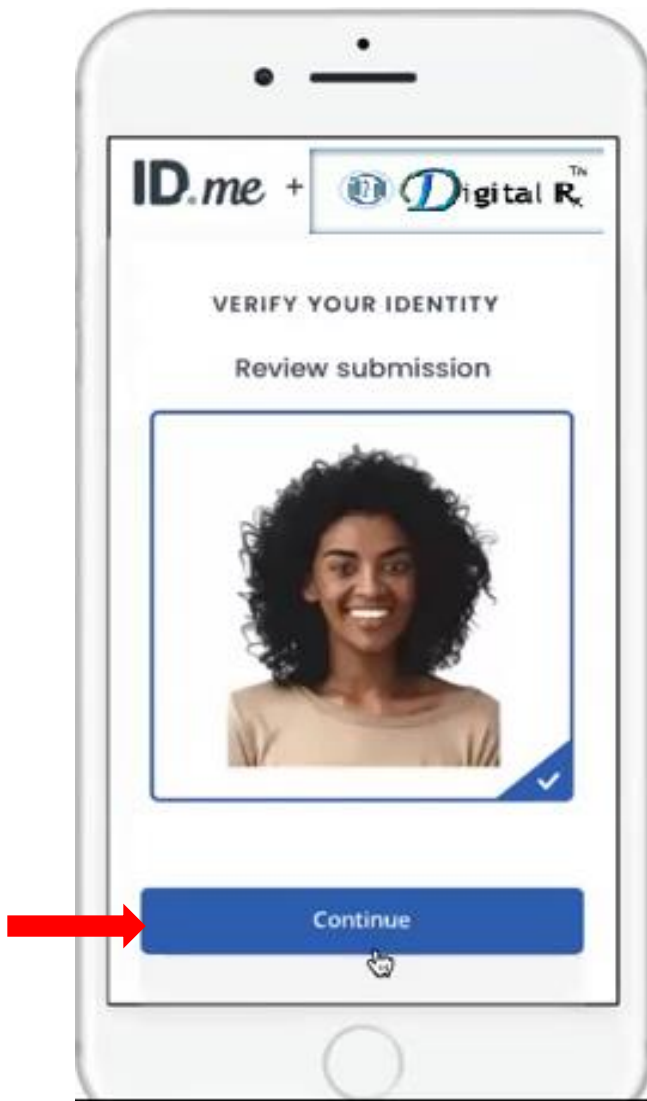


Figure 49

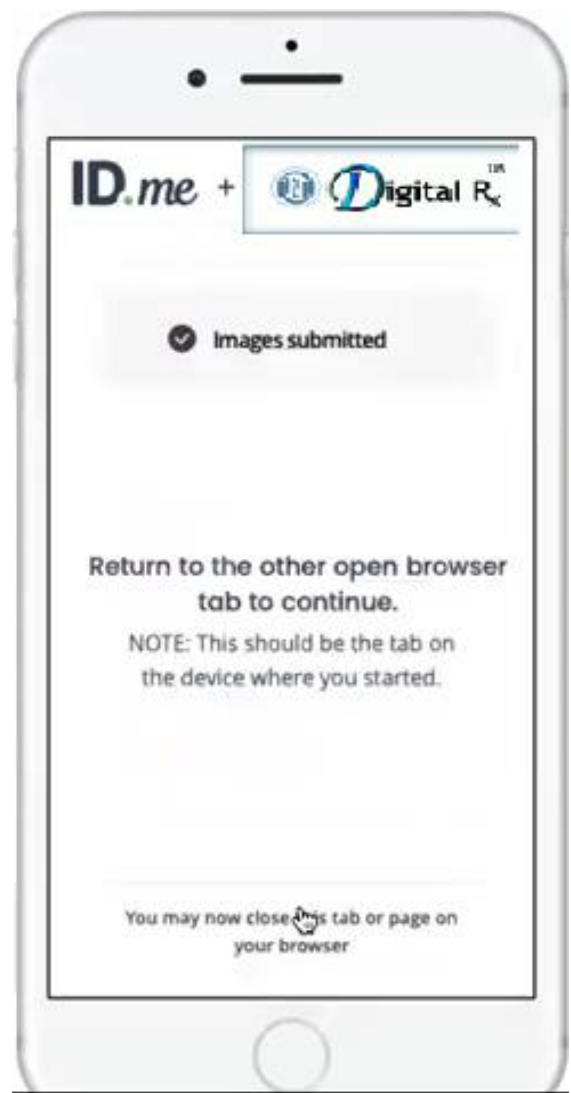
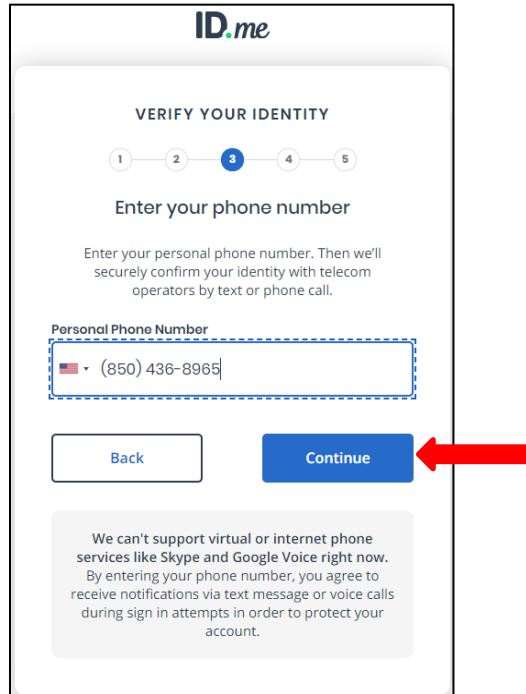


Figure 50

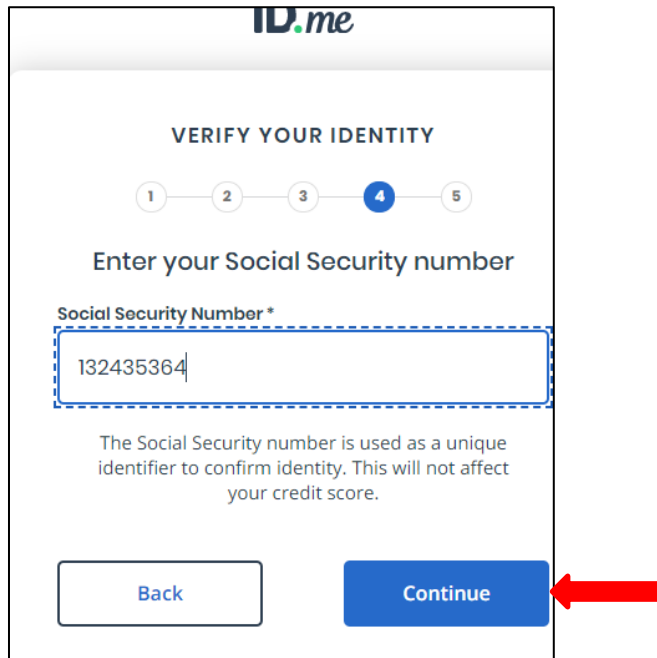
- Enter the personal phone number.
- Click “**Continue**” to confirm your identity.



The screenshot shows the ID.me verification interface. At the top, the ID.me logo is displayed. Below it, the heading "VERIFY YOUR IDENTITY" is followed by a progress bar with five steps; the third step is highlighted. The main heading is "Enter your phone number". Below this, a sub-heading reads "Enter your personal phone number. Then we'll securely confirm your identity with telecom operators by text or phone call." A text input field labeled "Personal Phone Number" contains the number "(850) 436-8965" with a US flag icon on the left. Below the input field are two buttons: "Back" and "Continue". A red arrow points to the "Continue" button. At the bottom, a grey box contains a disclaimer: "We can't support virtual or internet phone services like Skype and Google Voice right now. By entering your phone number, you agree to receive notifications via text message or voice calls during sign in attempts in order to protect your account."

*Figure 51*

- Enter Social Security Number and click “**Continue**” to confirm the identity.



The screenshot shows the ID.me verification interface for the Social Security Number step. The progress bar now has the fourth step highlighted. The heading is "Enter your Social Security number". Below this, a sub-heading reads "Social Security Number \*". A text input field contains the number "132435364". Below the input field, a note states: "The Social Security number is used as a unique identifier to confirm identity. This will not affect your credit score." At the bottom are "Back" and "Continue" buttons. A red arrow points to the "Continue" button.

*Figure 52*

- Click “**Continue**” to verify all the information that you have provided.

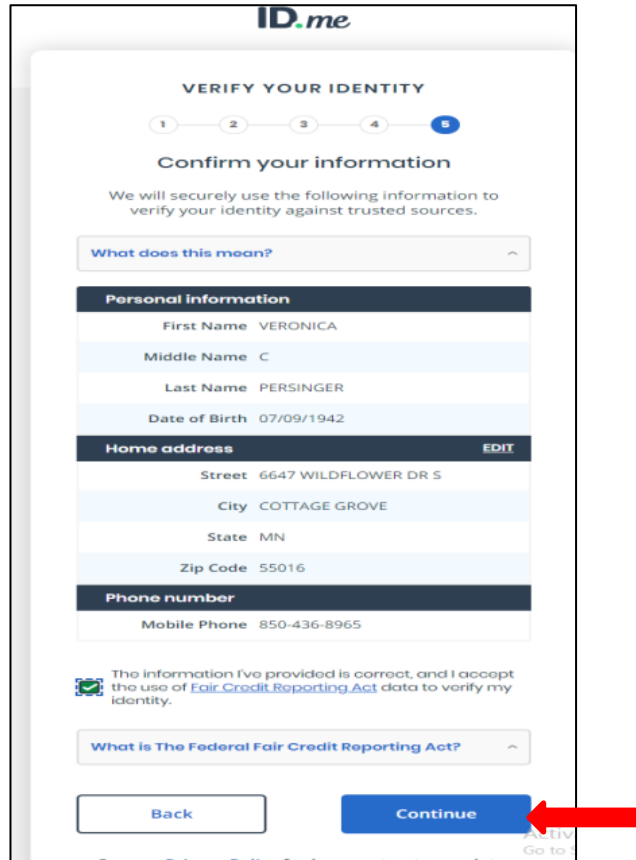


Figure 53

- Click the link “**Verify phone**” to confirm phone number.

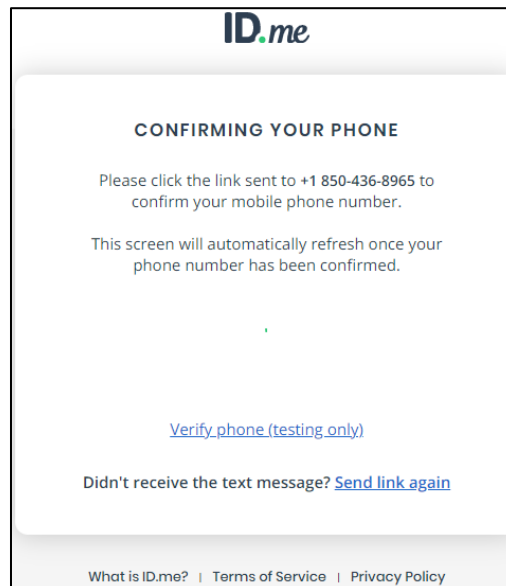


Figure 54

- To verify as a medical provider, provide your NPI, and DEA credentials. Click **“Begin”**.



Figure 55

- Enter NPI number, select country, enter DEA number.
- Then click on **“Continue”** button.

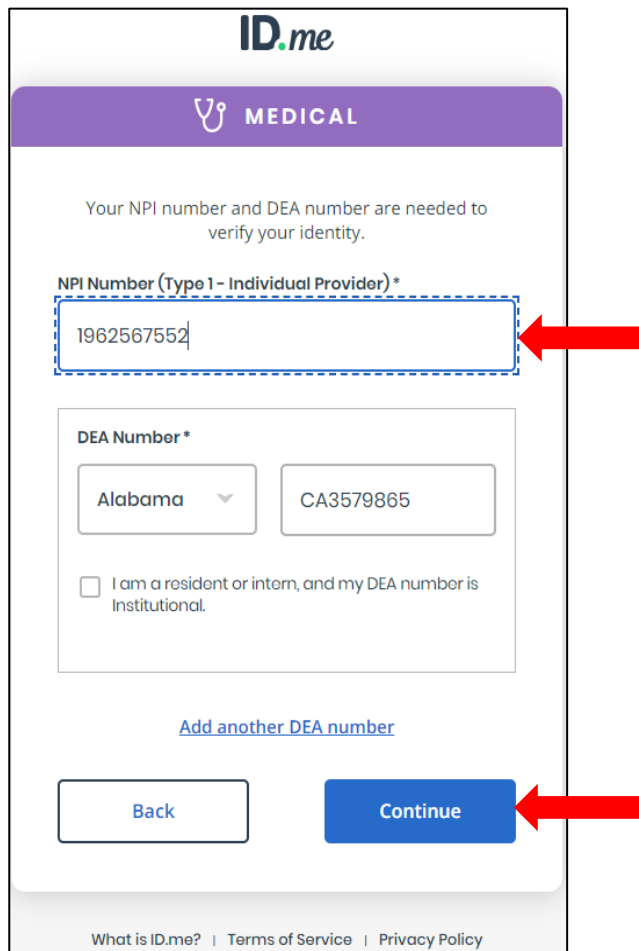
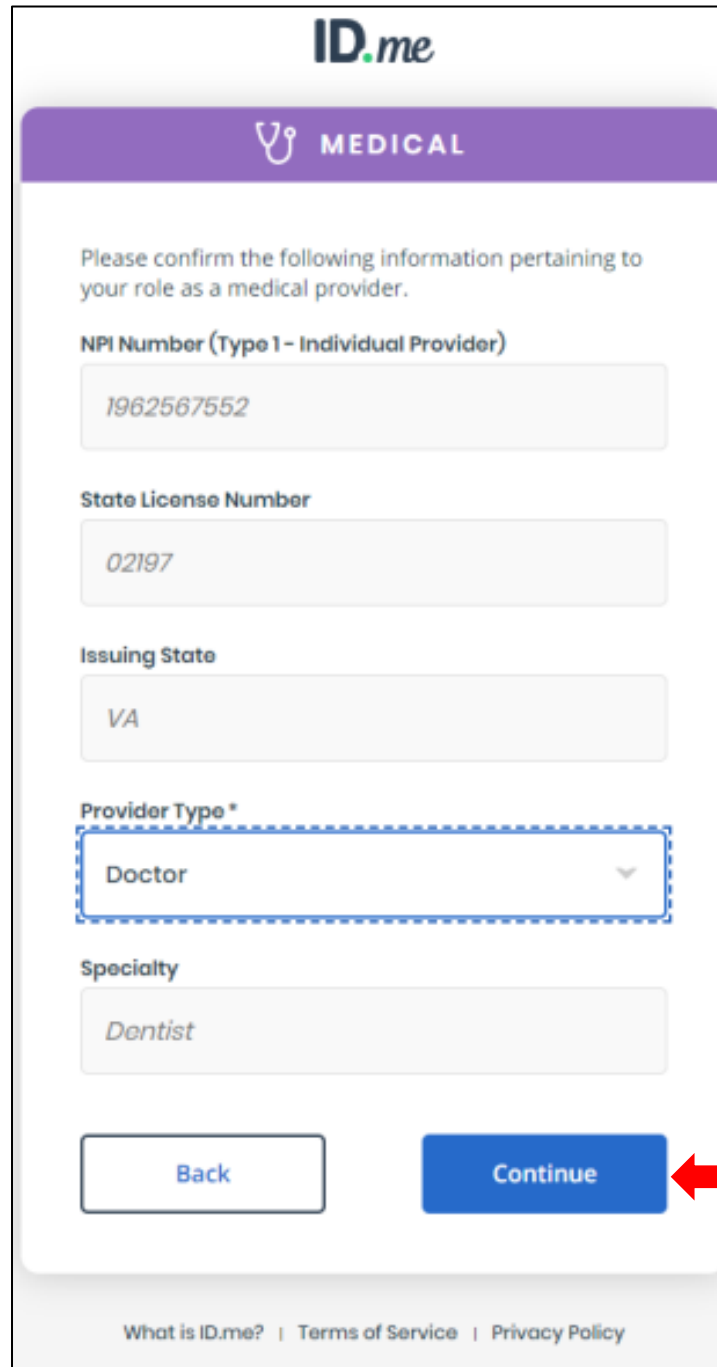
A screenshot of the ID.me Medical verification form. At the top is the ID.me logo. Below it is a purple header with a white medical symbol and the word "MEDICAL". The main text reads: "Your NPI number and DEA number are needed to verify your identity." Below this is a section for "NPI Number (Type 1 - Individual Provider)\*" with a text input field containing "1962567552". A red arrow points to this input field. Below the NPI section is a section for "DEA Number\*" with a dropdown menu showing "Alabama" and a text input field containing "CA3579865". Below the DEA section is a checkbox labeled "I am a resident or intern, and my DEA number is Institutional." Below the checkbox is a link "Add another DEA number". At the bottom are two buttons: "Back" and "Continue". A red arrow points to the "Continue" button. At the very bottom is a footer with links: "What is ID.me?", "Terms of Service", and "Privacy Policy".

Figure 56

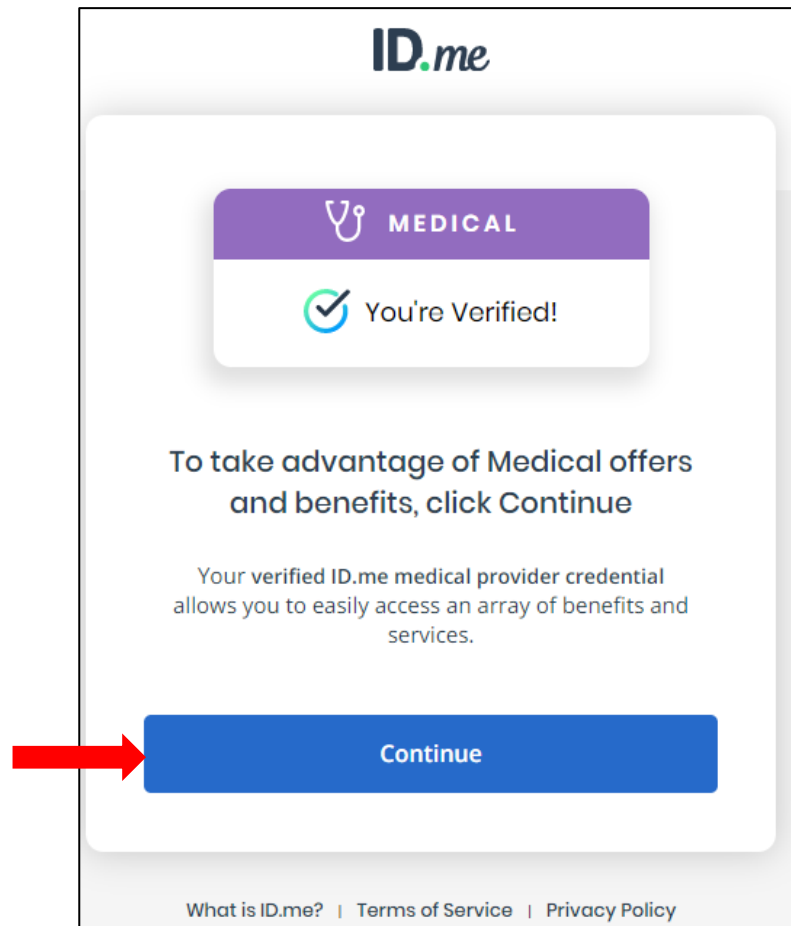
- Select provider type as per your requirement.
- Click “**Continue**” to verify.



The image shows a mobile app interface for ID.me Medical. At the top is the ID.me logo. Below it is a purple header bar with a white medical symbol and the word 'MEDICAL'. The main content area has a heading 'Please confirm the following information pertaining to your role as a medical provider.' followed by several input fields: 'NPI Number (Type 1 - Individual Provider)' with the value '1962567552', 'State License Number' with '02197', 'Issuing State' with 'VA', 'Provider Type \*' with a dropdown menu showing 'Doctor', and 'Specialty' with 'Dentist'. At the bottom are two buttons: 'Back' and 'Continue'. A red arrow points to the 'Continue' button. The footer contains links: 'What is ID.me? | Terms of Service | Privacy Policy'.

**Figure 57**

- Verified and click **Continue**.



*Figure 58*

### 1.7.2 Upload a Photo of your Passport

- Choose how to submit photos and follow the instructions provided over the screen to verify identity.
- You can either take a picture with the mobile device or can upload a picture from a device.



**ID.me + Digital Rx**

**VERIFY YOUR IDENTITY**

1 2 3 4 5

**Choose how to submit photos**

**In order to verify your identity, please make sure:**

- 1) Your document is up to date and valid
- 2) Your document is clear and readable
- 3) Take the photo on a well-lit flat surface

**We the People**

**XXXXXX**  
**MMDDYYYY**

**Take a picture with my phone**

**YOUR MOBILE PHONE MUST HAVE A CAMERA AND A WEB BROWSER.**

**OR**

**Upload a picture from my device**

*Figure 59: Choose upload picture screen in "Upload a photo of your passport" Option*

- Upload photo of your passport. Click **“Looks good”**.

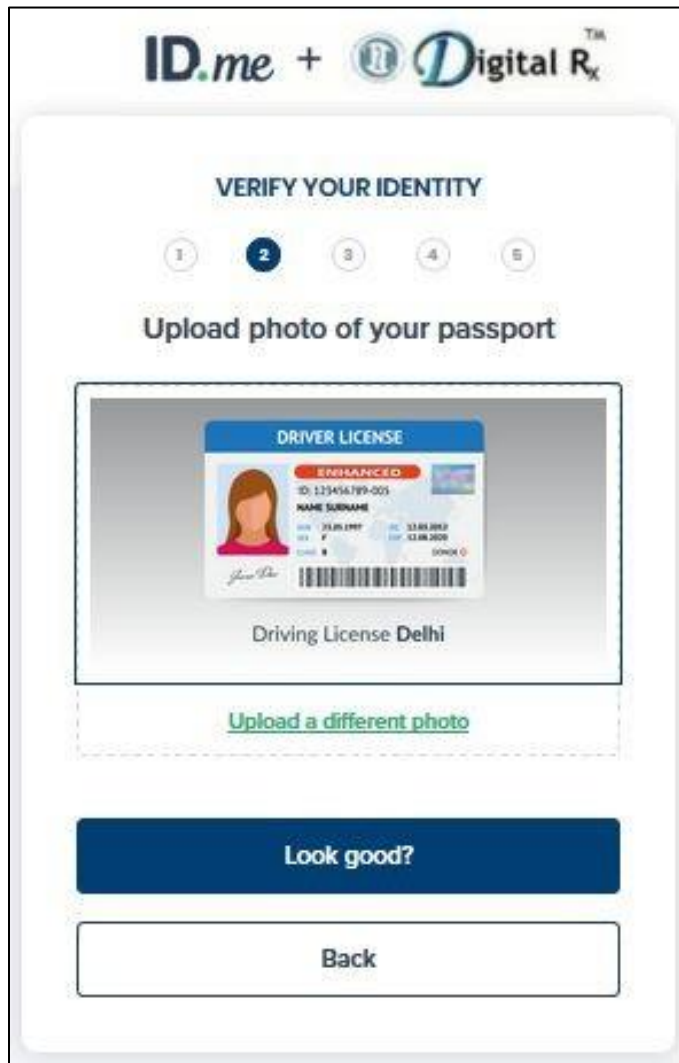


Figure 60: Browse & Upload Passport photo screen in  
“Upload a photo of your passport” Option

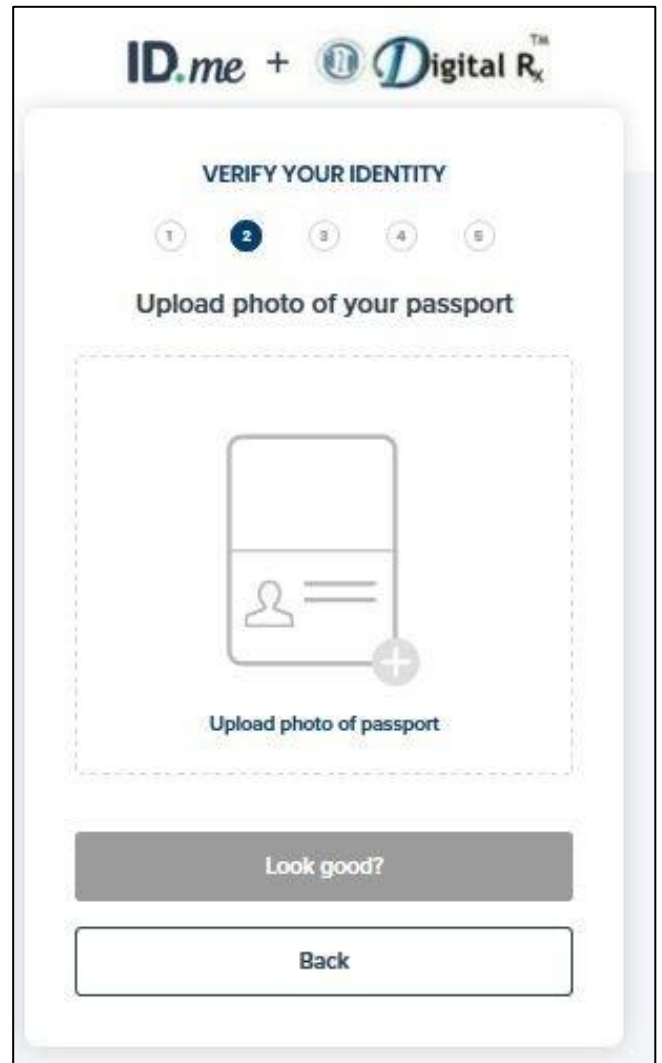
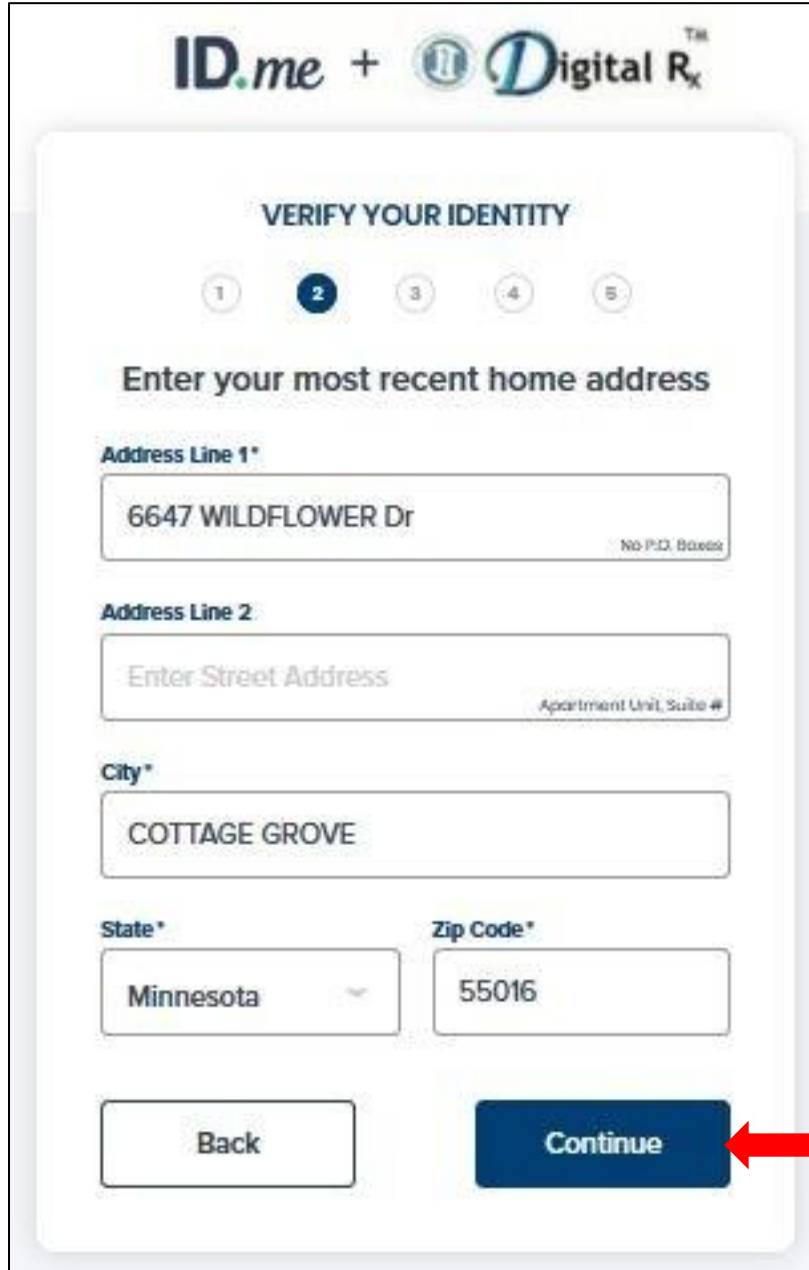


Figure 61: Upload Passport Photo confirmation screen in  
“Upload a photo of your passport” Option



- Enter Home address in the provided fields.
- Click “**Continue**”.



**ID.me + Digital Rx**

**VERIFY YOUR IDENTITY**

1 2 3 4 5

**Enter your most recent home address**

**Address Line 1\***

6647 WILDFLOWER Dr No P.O. Boxes

**Address Line 2**

Enter Street Address Apartment Unit, Suite #

**City\***

COTTAGE GROVE

**State\***

Minnesota


**Zip Code\***

55016

Back Continue

*Figure 62: Enter Home address screen in  
“Upload a photo of your passport” Option*

- Enter a phone number that matches your credit profile.



**ID.me + Digital Rx**

**VERIFY YOUR IDENTITY**

1 2 **3** 4 5

**Enter your phone number**

We'll verify your identity by making sure the phone number you enter matches the number in your credit profile, or we'll check your mobile carrier.

**Select the phone type you have**

If you have a smart phone with a web browser, we'll text you a link you can open. If you don't have a smart phone, we'll call you.

**Smartphone with a web browser**

**Home or cell phone without a web browser**

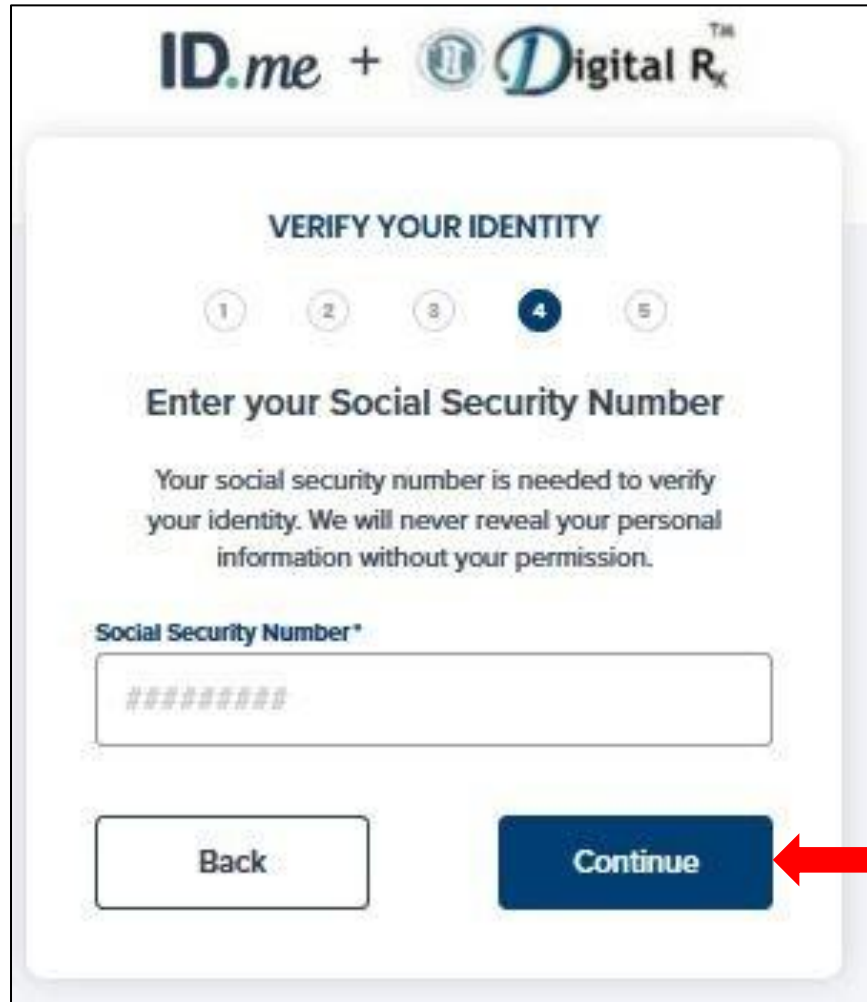
WE CAN'T SUPPORT VIRTUAL OR INTERNET PHONE SERVICES LIKE SKYPE AND GOOGLE VOICE RIGHT NOW.


**Back** **Continue**

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

*Figure 63: Enter Phone number screen in  
"Upload a photo of your passport" Option*

- Enter your Social Security Number.
- Click on “**Continue**” button.



ID.me +  Digital Rx<sup>TM</sup>

**VERIFY YOUR IDENTITY**

1 2 3 **4** 5

**Enter your Social Security Number**

Your social security number is needed to verify your identity. We will never reveal your personal information without your permission.

**Social Security Number\***

#####

Back Continue

*Figure 64: Enter SSN screen in “Upload a photo of your passport” Option*

- Confirm your details entered and click “**Continue**”

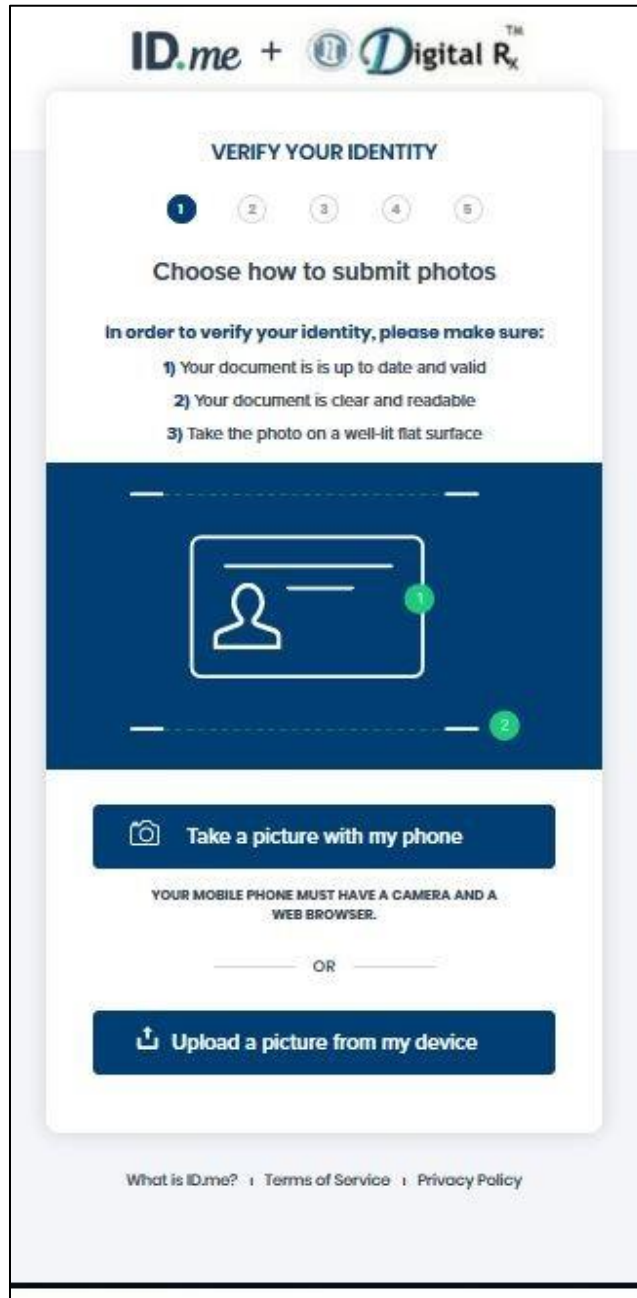


The screenshot shows the 'VERIFY YOUR IDENTITY' screen. At the top, there's a progress bar with five steps, where the fifth step is highlighted. Below the progress bar, the heading 'Confirm your information' is followed by a statement: 'We will securely use the following information to verify your identity against trusted sources.' A link 'What does this mean?' is provided. The form is divided into three main sections: 'Personal information', 'Home address', and 'Phone number'. Each section has an 'EDIT' link. The 'Personal information' section includes fields for First Name (VERONICA), Middle Name, Last Name (PERSINGER), Gender (female), and Date of birth (07/09/1942). The 'Home address' section includes fields for Street (6647 WILDFLOWER Dr), City (COTTAGE GROVE), State (MN), and Zip Code (55016). The 'Phone number' section includes fields for Mobile Phone (000-000-0000) and Home Phone (000-000-0000). Below these sections, there is a checkbox with a checkmark and the text: 'The information I've provided is correct, and I accept the use of [Fair Credit Reporting Act](#) data to verify my identity.' A link 'What is The Federal Fair Credit Reporting Act?' is provided. At the bottom, there are two buttons: 'Back' and 'Continue'. A red arrow points to the 'Continue' button. At the very bottom, there is a link: 'See our [Privacy Policy](#) for how we treat your data.'

*Figure 65: Confirm your details screen in  
"Upload a photo of your passport" Option*

### 1.7.3 Upload Photos of your Passport Card

- Choose how to submit photos, and follow the instructions provided over the screen to verify identity.
- You can either take a picture with the mobile device or can upload a picture from a device.



ID.me + Digital Rx

VERIFY YOUR IDENTITY

1 2 3 4 5

Choose how to submit photos

In order to verify your identity, please make sure:

- 1) Your document is up to date and valid
- 2) Your document is clear and readable
- 3) Take the photo on a well-lit flat surface

1 2

Take a picture with my phone

YOUR MOBILE PHONE MUST HAVE A CAMERA AND A WEB BROWSER.

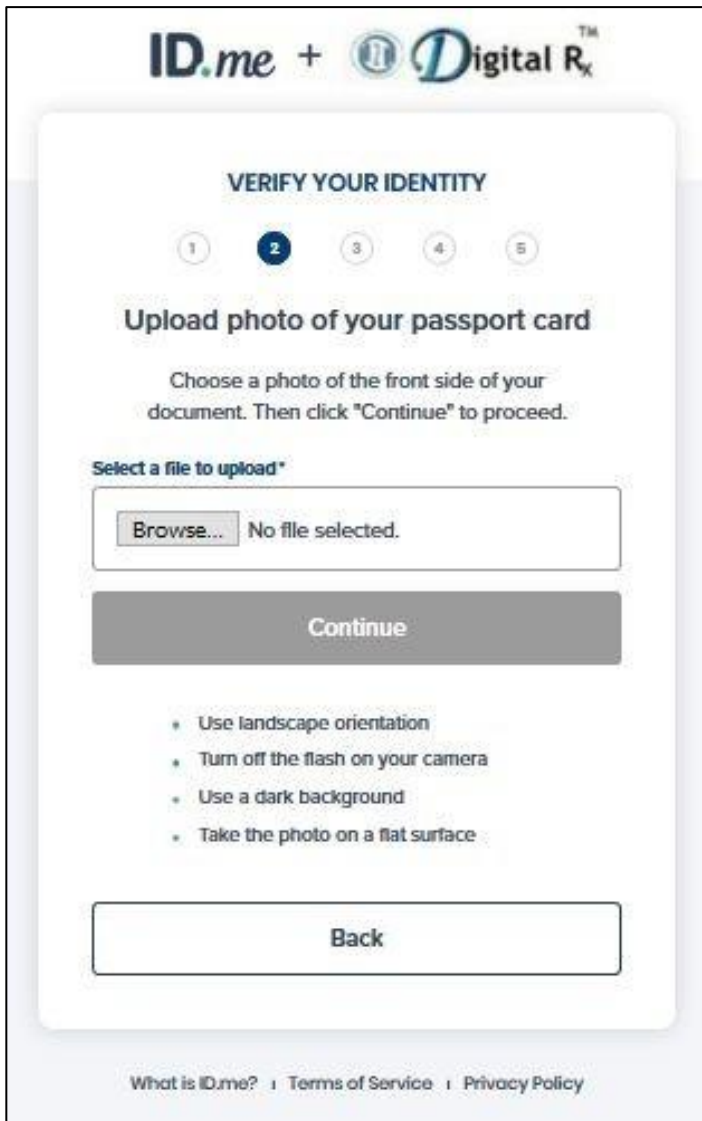
OR

Upload a picture from my device

What is ID.me? | Terms of Service | Privacy Policy

*Figure 66: Choose upload picture screen in  
"Upload photos of your passport card" Option*

- Upload photos of the front & back of your passport card.
- Click on **“Looks good”** button.



**ID.me + Digital Rx**

**VERIFY YOUR IDENTITY**

1 2 3 4 5

**Upload photo of your passport card**

Choose a photo of the front side of your document. Then click "Continue" to proceed.

Select a file to upload\*

Browse... No file selected.

**Continue**

- Use landscape orientation
- Turn off the flash on your camera
- Use a dark background
- Take the photo on a flat surface

**Back**

What is ID.me? | Terms of Service | Privacy Policy

**Figure 67: Browse & Upload Passport card photo screen**  
in "Upload photos of your passport card" Option



**ID.me + Digital Rx**

**VERIFY YOUR IDENTITY**

1 2 3 4 5

**Upload photo of your passport card**

**DRIVING LICENCE**

1. [Redacted]  
2. [Redacted]  
3. MEREDYTH  
4a. 19.01.2013 4c. DVLA  
4b. 18.01.2023  
5. [Redacted]  
6. [Redacted]  
7. [Redacted]  
8. EDINBURGH  
9. [Redacted]

**Upload a different photo**

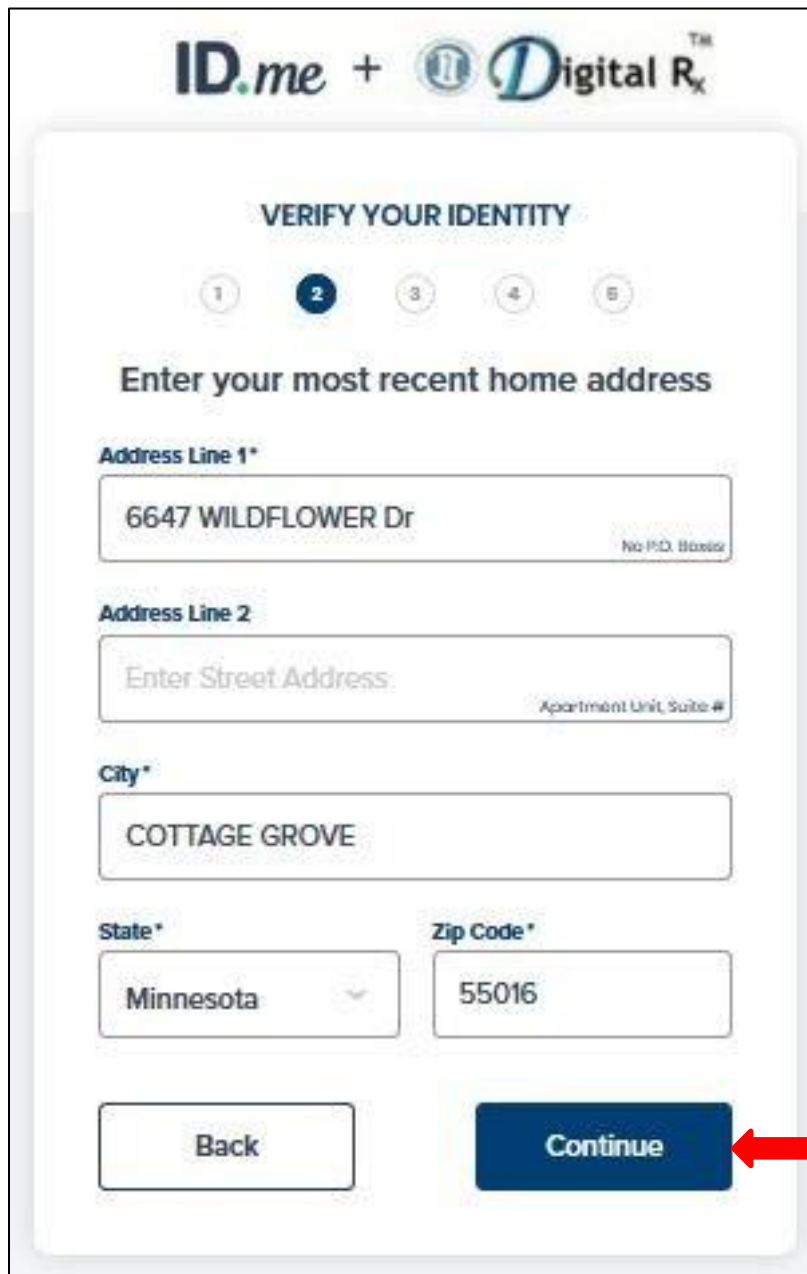
**Upload a different photo**

**Look good?**

**Back**

**Figure 68: Upload Passport card photo confirmation**  
screen in "Upload photos of your passport card" Option:

- Enter Home address in the provided fields.
- Click “**Continue**”.



ID.me + Digital Rx

VERIFY YOUR IDENTITY

1 2 3 4 5

Enter your most recent home address

Address Line 1\*

6647 WILDFLOWER Dr

Address Line 2

Enter Street Address

City\*

COTTAGE GROVE

State\*

Minnesota

Zip Code\*

55016

Back Continue

*Figure 69: Enter Home address screen in  
“Upload photos of your passport card” Option*




- Enter a phone number that matches your credit profile.



The screenshot shows the 'VERIFY YOUR IDENTITY' screen with a progress indicator showing step 3 of 5. The title is 'Enter your phone number'. Below the title, it says: 'We'll verify your identity by making sure the phone number you enter matches the number in your credit profile, or we'll check your mobile carrier.' Then, it says: 'Select the phone type you have'. Below this, there are two options: 'Smartphone with a web browser' (with a smartphone icon) and 'Home or cell phone without a web browser' (with a landline phone icon). Below these options, it says: 'WE CAN'T SUPPORT VIRTUAL OR INTERNET PHONE SERVICES LIKE SKYPE AND GOOGLE VOICE RIGHT NOW.' At the bottom, there are 'Back' and 'Continue' buttons.

*Figure 70: Enter Phone number screen in "Upload photos of your passport card" Option*

- Enter your **Social Security Number** and click "Continue".



The screenshot shows the 'VERIFY YOUR IDENTITY' screen with a progress indicator showing step 4 of 5. The title is 'Enter your Social Security Number'. Below the title, it says: 'Your social security number is needed to verify your identity. We will never reveal your personal information without your permission.' Then, there is a label 'Social Security Number\*' followed by a text input field with a masked pattern '#####'. Below the input field, there are 'Back' and 'Continue' buttons. Two red arrows point to the 'Continue' button: one from the left and one from the right.

*Figure 71: Enter SSN screen in "Upload photos of your passport card" Option*



- Confirm the details.
- Click “**Continue**.”



ID.me + 

VERIFY YOUR IDENTITY

1 2 3 4 5

Confirm your information

We will securely use the following information to verify your identity against trusted sources.

[What does this mean?](#)

**Personal information**

First Name VERONICA

Middle Name

Last Name PERSINGER

Gender female

Date of birth 07/09/1942

**Home address** [EDIT](#)

Street 6647 WILDFLOWER Dr.

City COTTAGE GROVE

State MN

Zip Code 55016

**Phone number** [EDIT](#)

Mobile Phone 000-000-0000

Home Phone 000-000-0000

☒ The information I've provided is correct, and I accept the use of [Fair Credit Reporting Act](#) data to verify my identity.

[What is The Federal Fair Credit Reporting Act?](#)

[Back](#) [Continue](#)

[See our Privacy Policy](#) for how we treat your data.

Figure 72: Confirm your details screen in “Upload photos of your passport card” Option

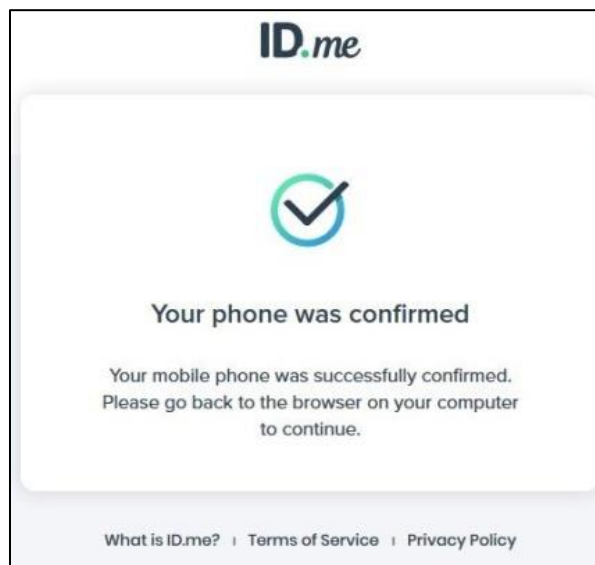
## 1.8 Confirmation Link

- SMS text message will be sent to the mobile with a confirmation link.
- Click it to confirm in your phone.



*Figure 73: Web screen displaying "Confirming your phone"*

- When confirmation is done, a confirmation will display on user's mobile as shown at right.

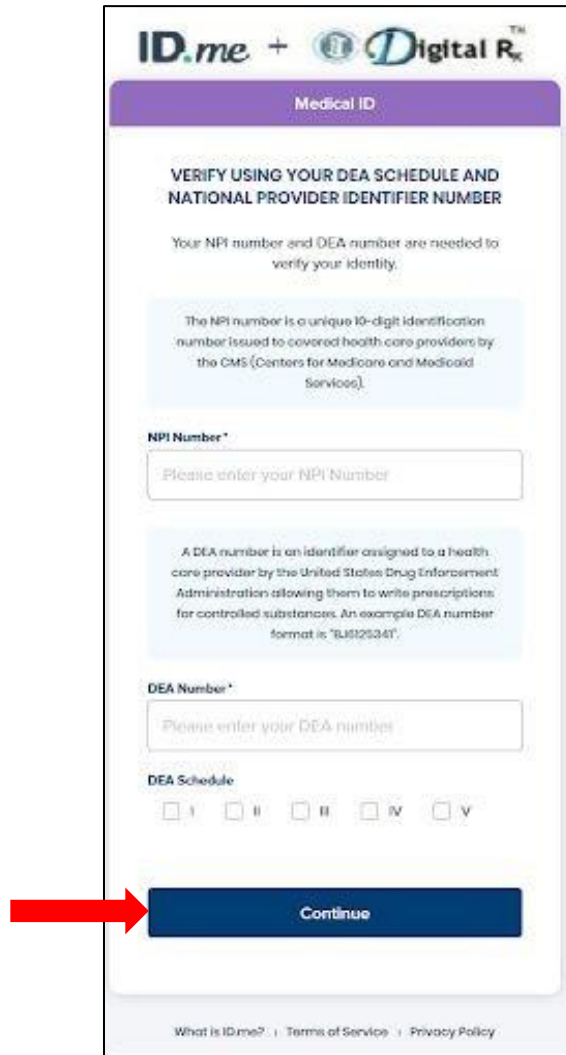


*Figure 74: Mobile screen displaying  
Phone number got confirmed*

- Once the user confirms, the next screen that appears is verifying “Medical ID”.

## 1.9 Verify Medical IDs

- Enter user’s NPI number, DEA number, select all DEA schedules for which are certified to prescribe.
- Click on “Continue” button.



**ID.me + Digital Rx™**

**Medical ID**

**VERIFY USING YOUR DEA SCHEDULE AND NATIONAL PROVIDER IDENTIFIER NUMBER**

Your NPI number and DEA number are needed to verify your identity.

The NPI number is a unique 10-digit identification number issued to covered health care providers by the CMS (Centers for Medicare and Medicaid Services).

**NPI Number\***

Please enter your NPI Number

A DEA number is an identifier assigned to a health care provider by the United States Drug Enforcement Administration allowing them to write prescriptions for controlled substances. An example DEA number format is "BJ8125341".

**DEA Number\***

Please enter your DEA number

**DEA Schedule**

☐ I ☐ II ☐ III ☐ IV ☐ V

**Continue**

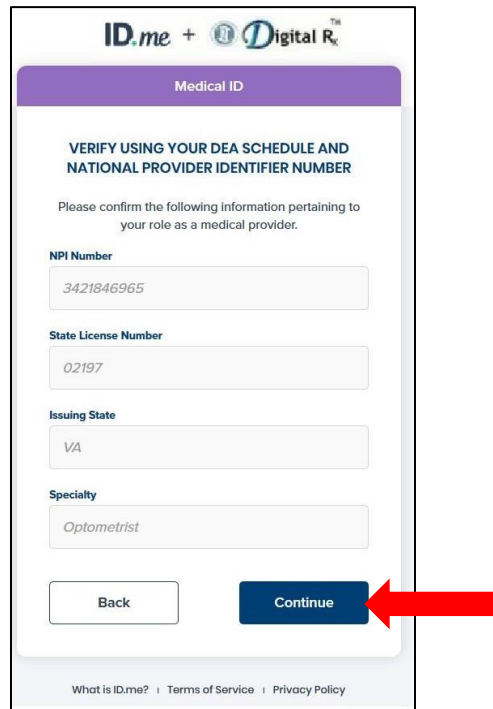
What is ID.me? | Terms of Service | Privacy Policy

Figure 75: Enter NPI & DEA number screen

### Note:

- Enter the NPI & DEA numbers, select all DEA schedules for which are certified to prescribe.
- Click “Continue”.

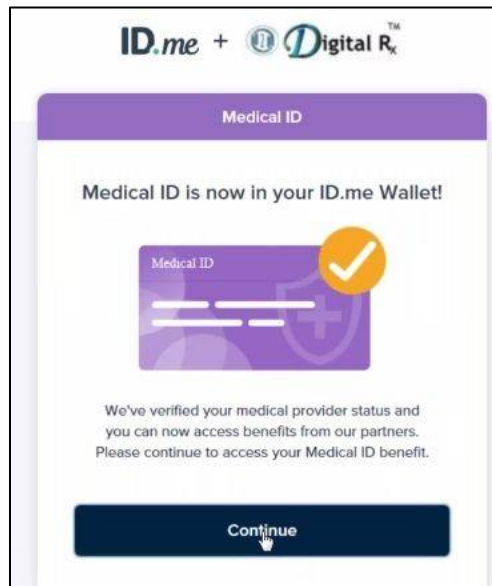
- Confirmation screen with information related to the user as a prescriber will automatically be populated.
- Click “**Continue.**”



The screenshot shows a mobile app interface for 'Medical ID' verification. At the top, it says 'ID.me + Digital Rx'. Below a purple header bar labeled 'Medical ID', the text reads 'VERIFY USING YOUR DEA SCHEDULE AND NATIONAL PROVIDER IDENTIFIER NUMBER'. A subtext says 'Please confirm the following information pertaining to your role as a medical provider.' There are four input fields: 'NPI Number' (3421846965), 'State License Number' (02197), 'Issuing State' (VA), and 'Specialty' (Optometrist). At the bottom, there are 'Back' and 'Continue' buttons. A red arrow points to the 'Continue' button. A footer contains links: 'What is ID.me?', 'Terms of Service', and 'Privacy Policy'.

**Figure 76: Verification of NPI  
using DEA screen with details**

- Verified status screen will appear after successful confirmation of user's medical IDs by ID.me.



**Figure 77: ID.me wallet screen  
with confirmation message**

## 1.10 Customizable Identity Verification Email

- After the user successfully verify the identity with an ID.me Trusted Referee, the user will receive an "**Action Required**" email.
- Click on the **Continue** button.
- The user will be redirected back to the partner where identity verification was required.

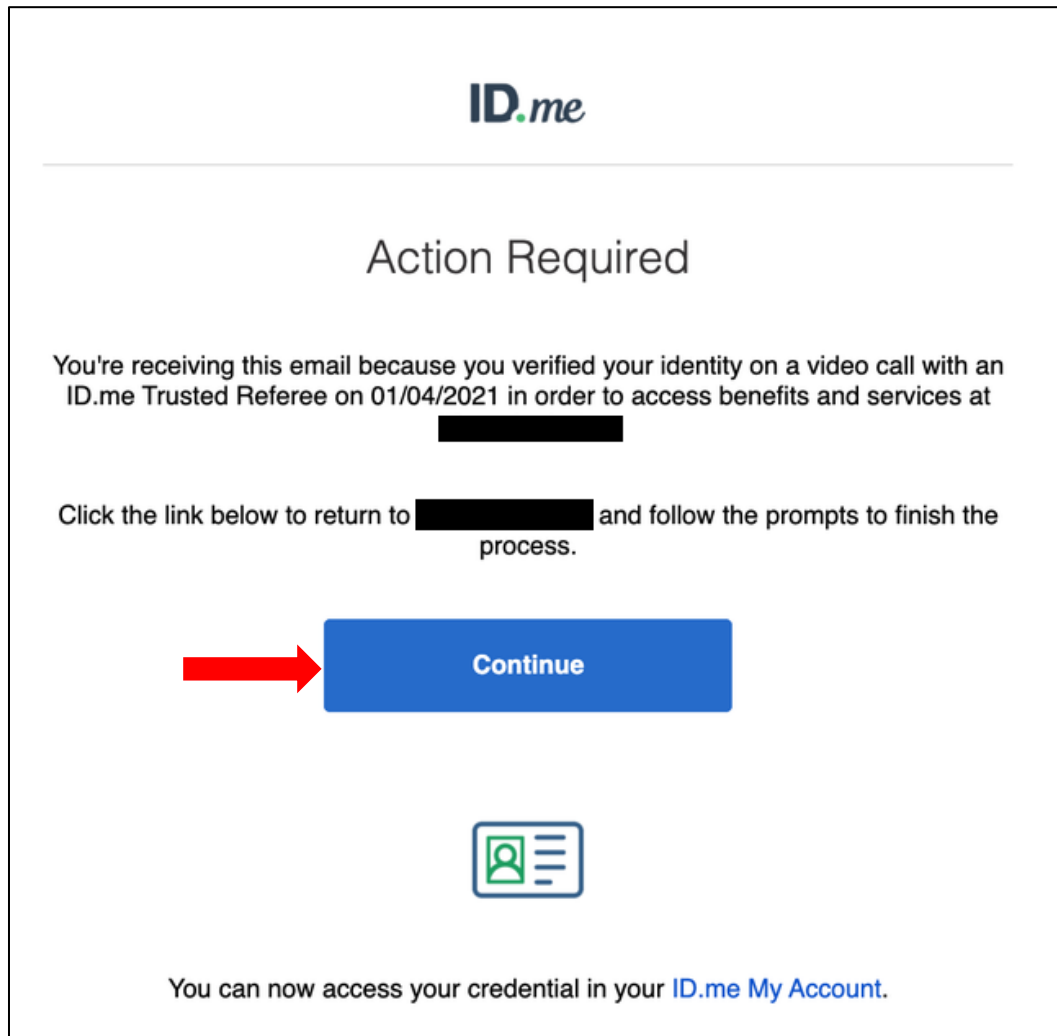
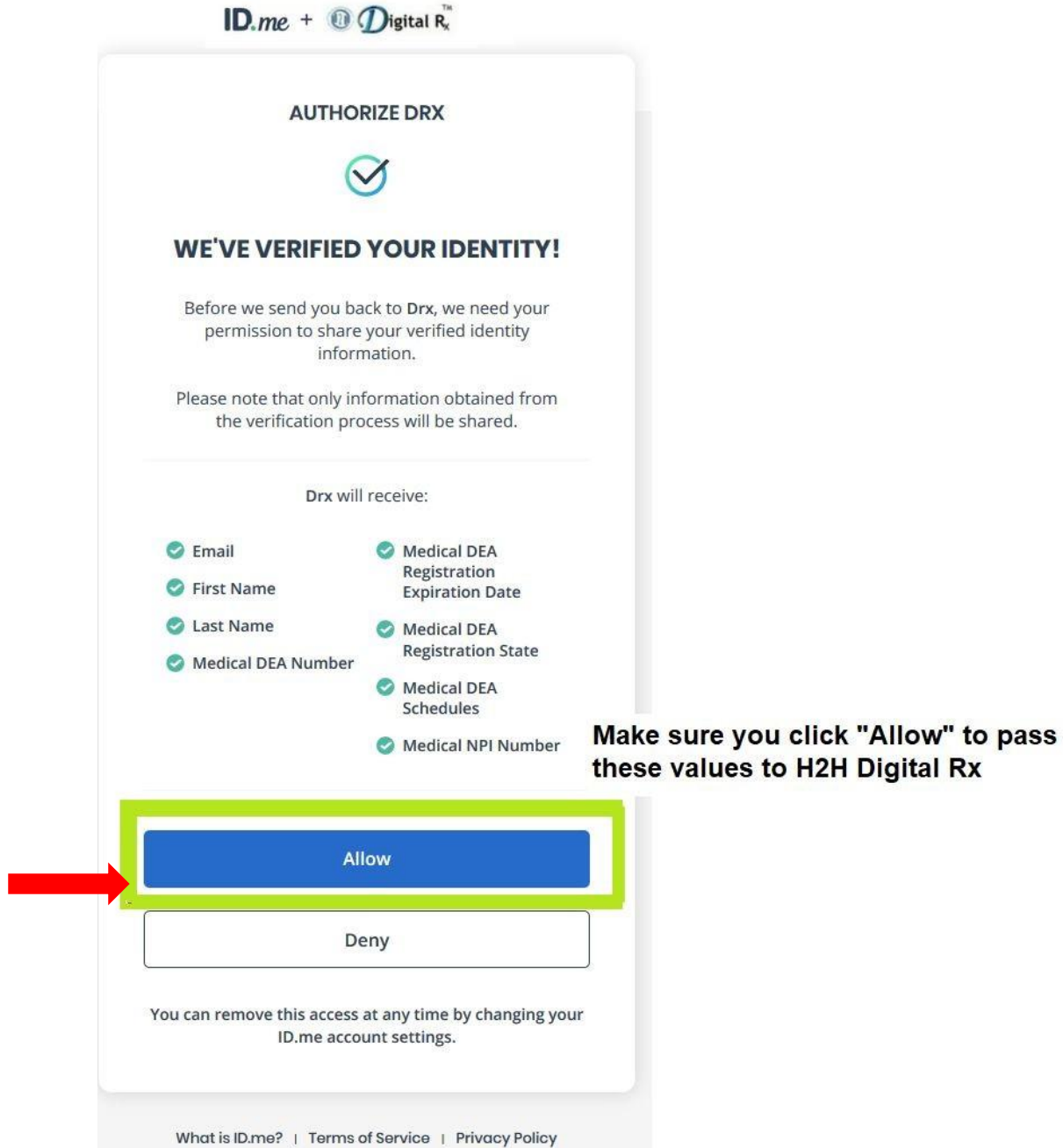



Figure 78

- Click "**ALLOW**" to consent to share listed information back to H2H Digital Rx from ID.me.



**AUTHORIZE DRX**



**WE'VE VERIFIED YOUR IDENTITY!**

Before we send you back to Drx, we need your permission to share your verified identity information.

Please note that only information obtained from the verification process will be shared.

Drx will receive:

- ✓ Email
- ✓ First Name
- ✓ Last Name
- ✓ Medical DEA Number
- ✓ Medical DEA Registration Expiration Date
- ✓ Medical DEA Registration State
- ✓ Medical DEA Schedules
- ✓ Medical NPI Number

**Allow**

**Deny**

You can remove this access at any time by changing your ID.me account settings.

What is ID.me? | Terms of Service | Privacy Policy

**Make sure you click "Allow" to pass these values to H2H Digital Rx**

*Figure 79: 'Consent Allow' screen to authorize DRx*

- ❖ For more information related to customizable identity verification email, go to [Why did I get an email after my successful identity verification with a Trusted Referee? – ID.me Help Site.](#)

## 1.11 Delete My Selfie

- Sign in to your ID.me **Account**.

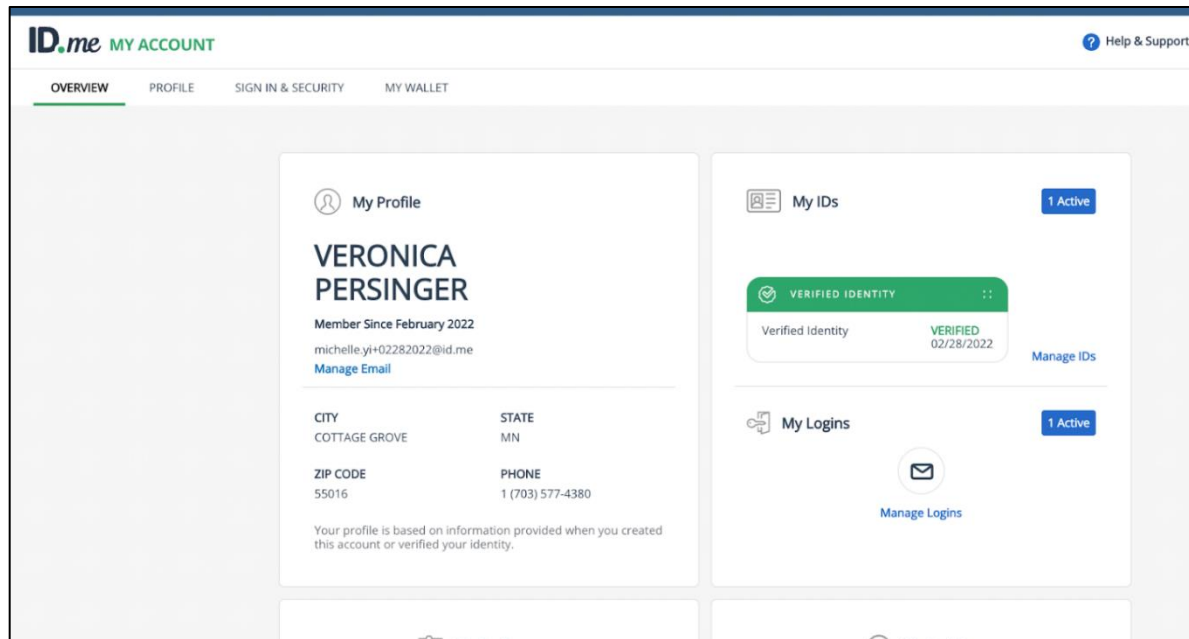


Figure 80

- Go to the **Sign in & Security** tab in the navigation menu.

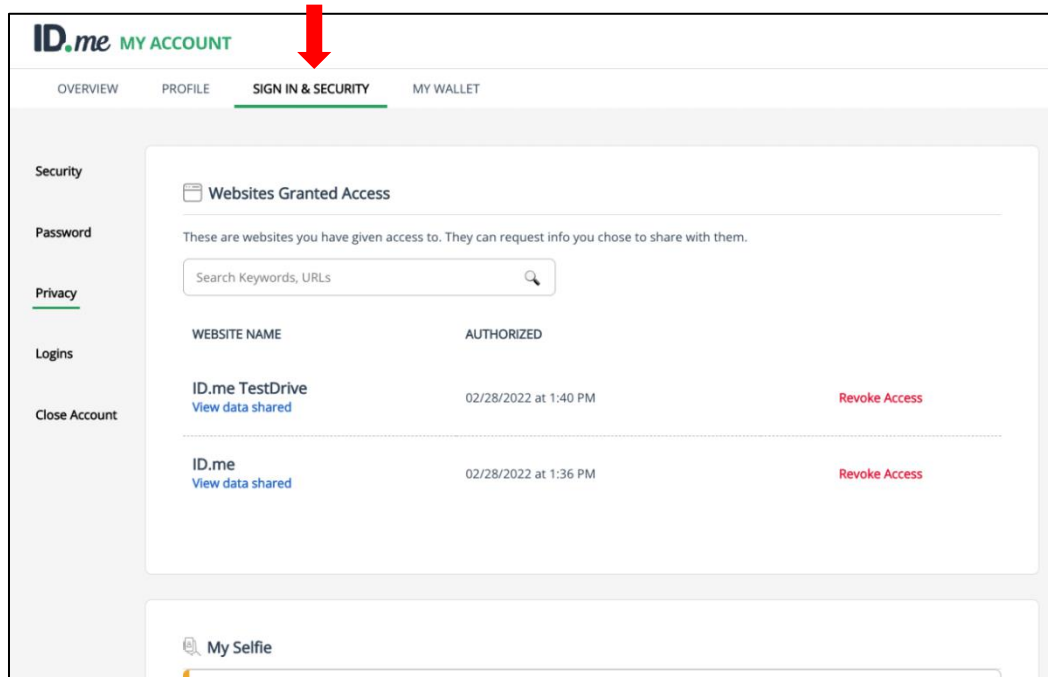


Figure 81

- Select **Privacy** on the side bar menu.

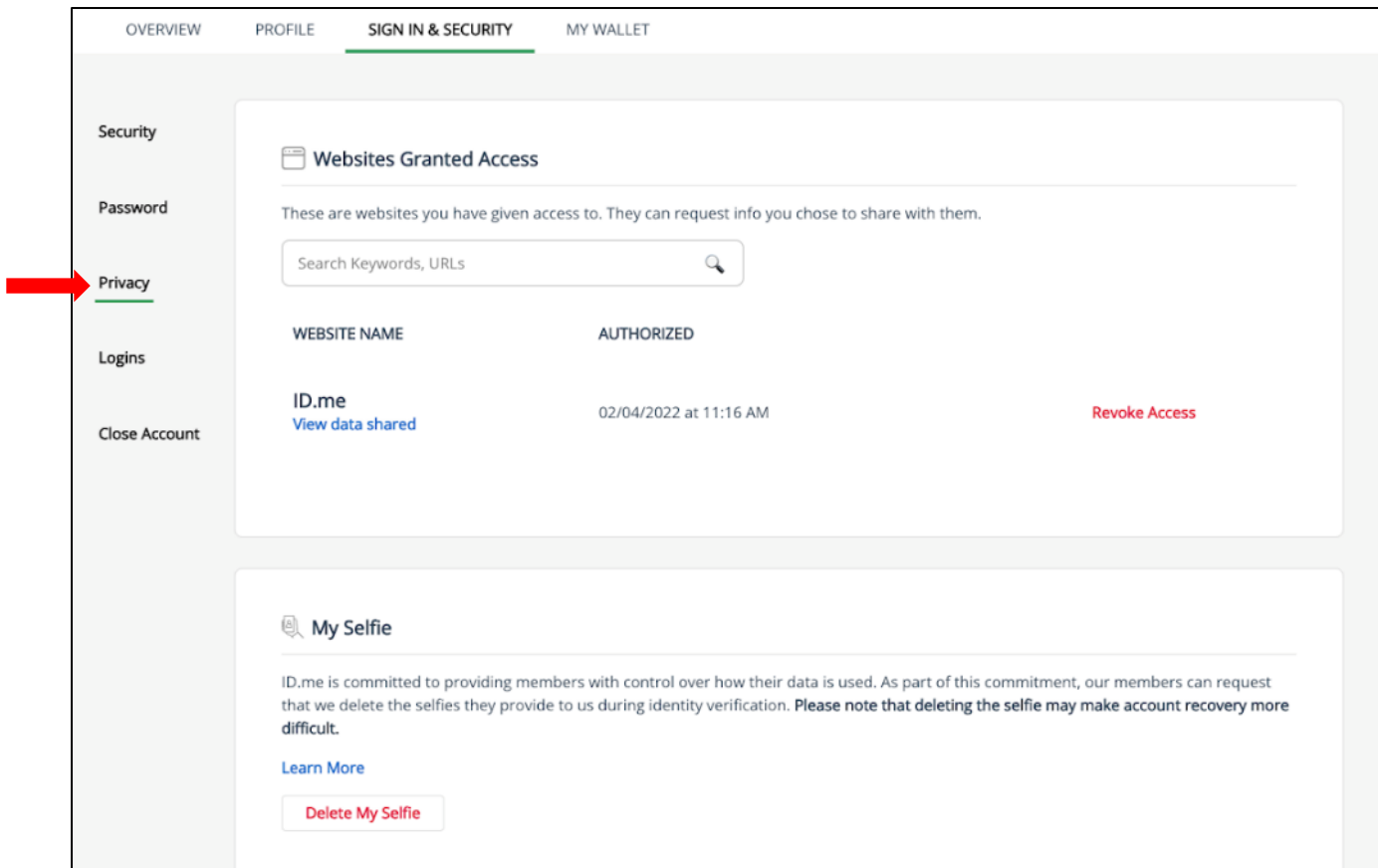


Figure 82



- Scroll down to where it says, “**My Selfie**” and select **Delete My Selfie**.

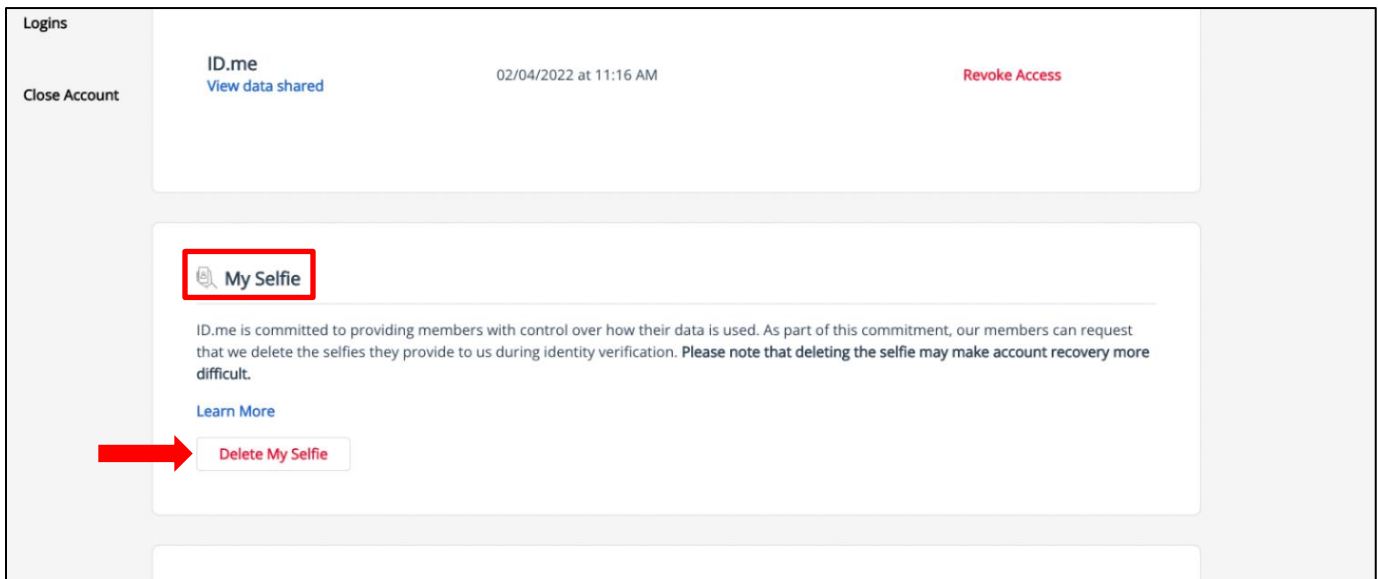


Figure 83

- Click on **Delete** when the user is asked if, you are sure.

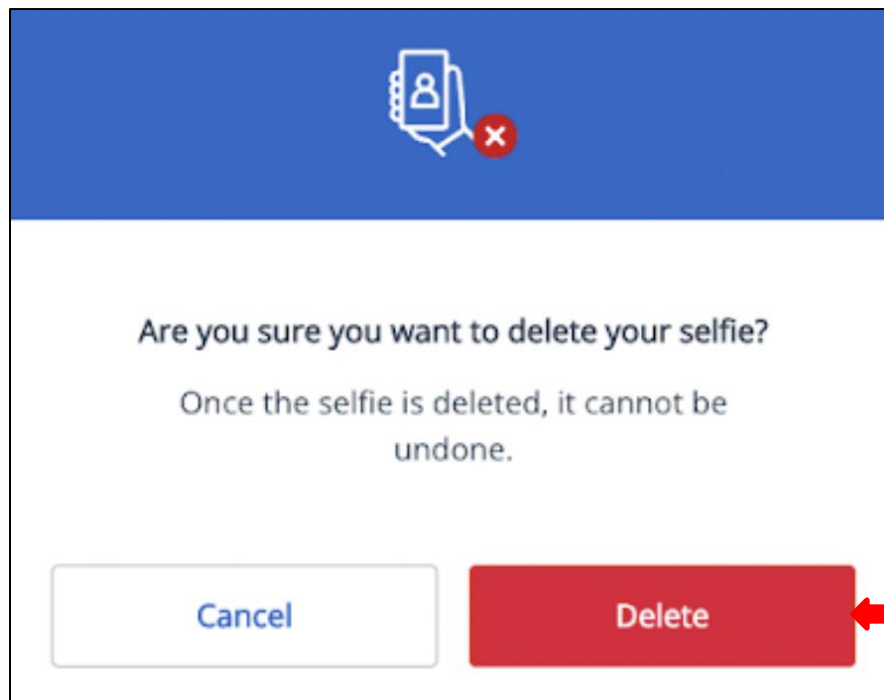


Figure 84

- Once a member submits the deletion request, it can take up to seven days until the data is purged.
- The “**My Account**” page will look like this once user selfie has been deleted.

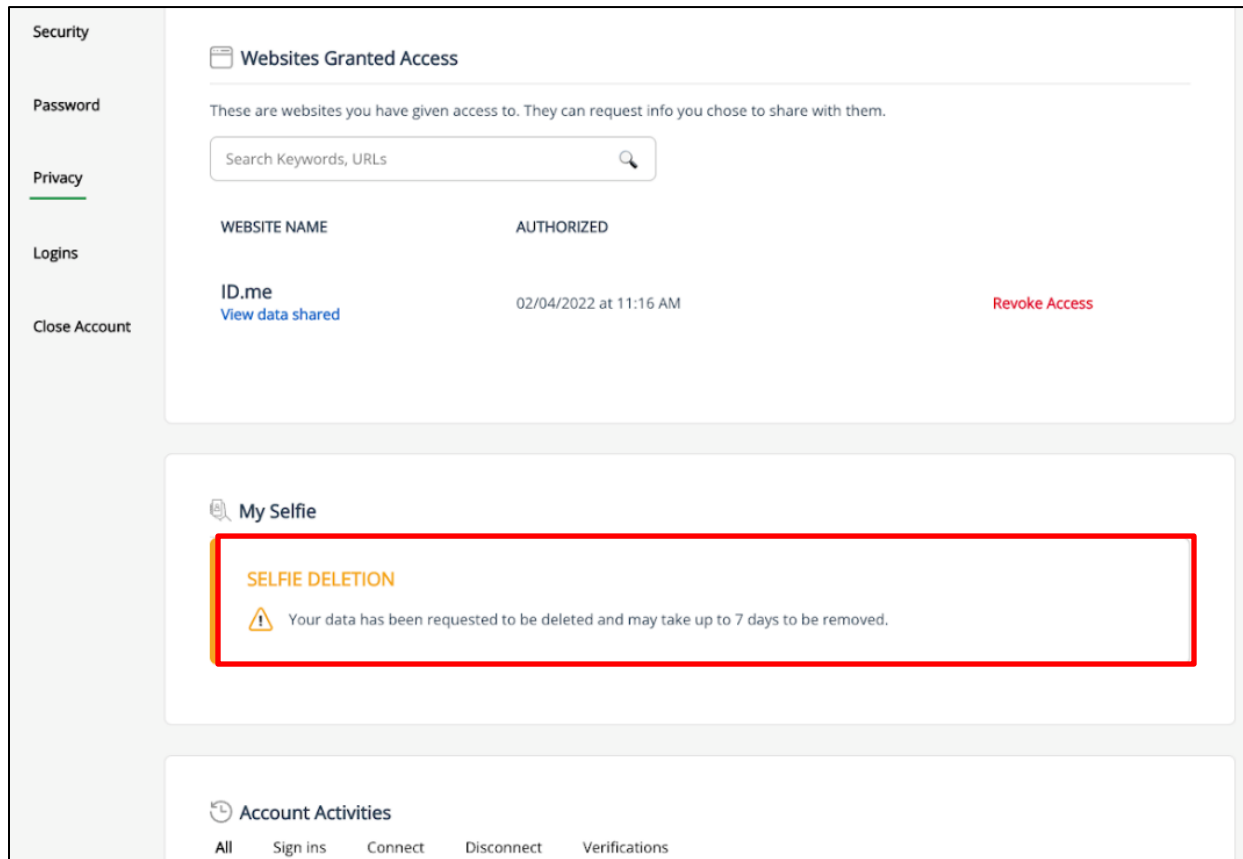
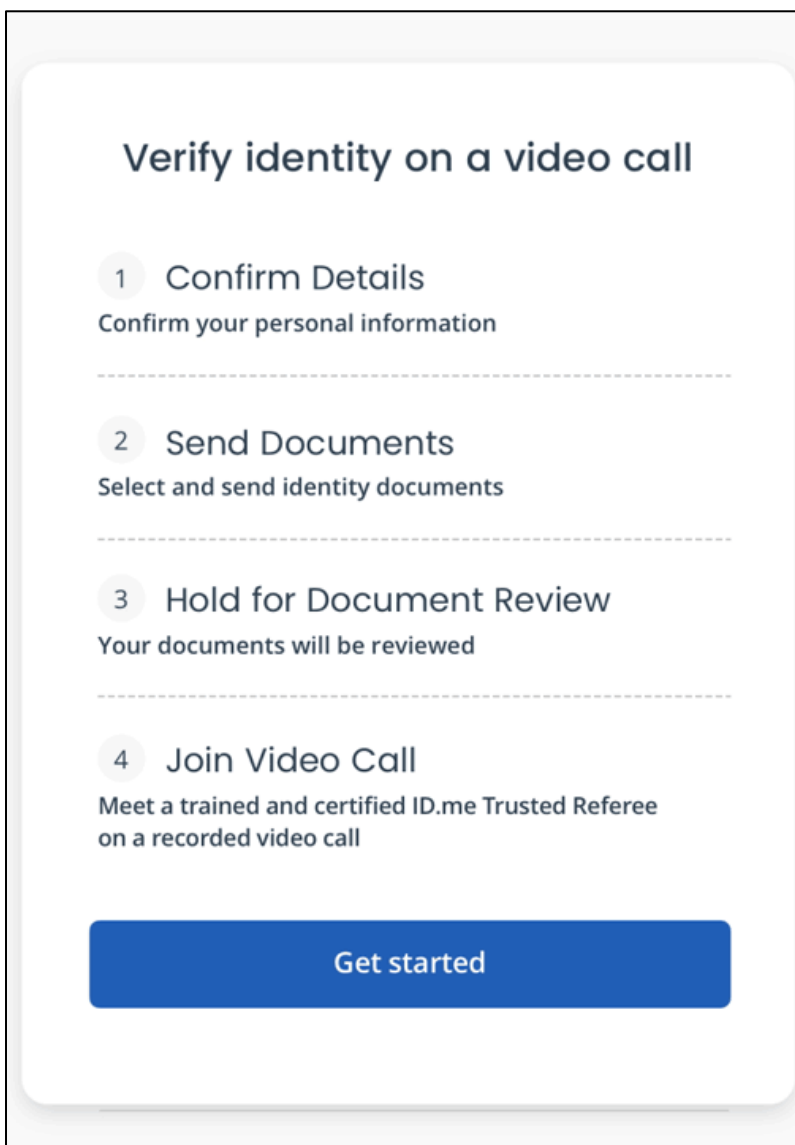


Figure 85

- ❖ For more information related “**Delete selfie**”, go to <https://help.id.me/hc/en-us/articles/4532330554775-How-do-I-delete-my-selfie->.

## 1.12 ID.me Trusted Referee video call

- Select **Get started**.
- Selecting this button starts the process to verify your identity on a video call.



The image shows a vertical flowchart titled "Verify identity on a video call". It contains four numbered steps, each with a title and a description, separated by dashed lines. At the bottom is a large blue button labeled "Get started".

- 1 Confirm Details**  
Confirm your personal information
- 2 Send Documents**  
Select and send identity documents
- 3 Hold for Document Review**  
Your documents will be reviewed
- 4 Join Video Call**  
Meet a trained and certified ID.me Trusted Referee on a recorded video call

**Get started**

Figure 86

- Review and update information.
- Confirm all the information is accurate.
- Select **Continue** button.

### Review and update your information

#### Full Name

First Name\*

Middle Name

Last Name\*

Suffix

-- -- ▼

#### Date of Birth

MM/DD/YYYY\*

#### Phone Number

Personal Phone Number\*


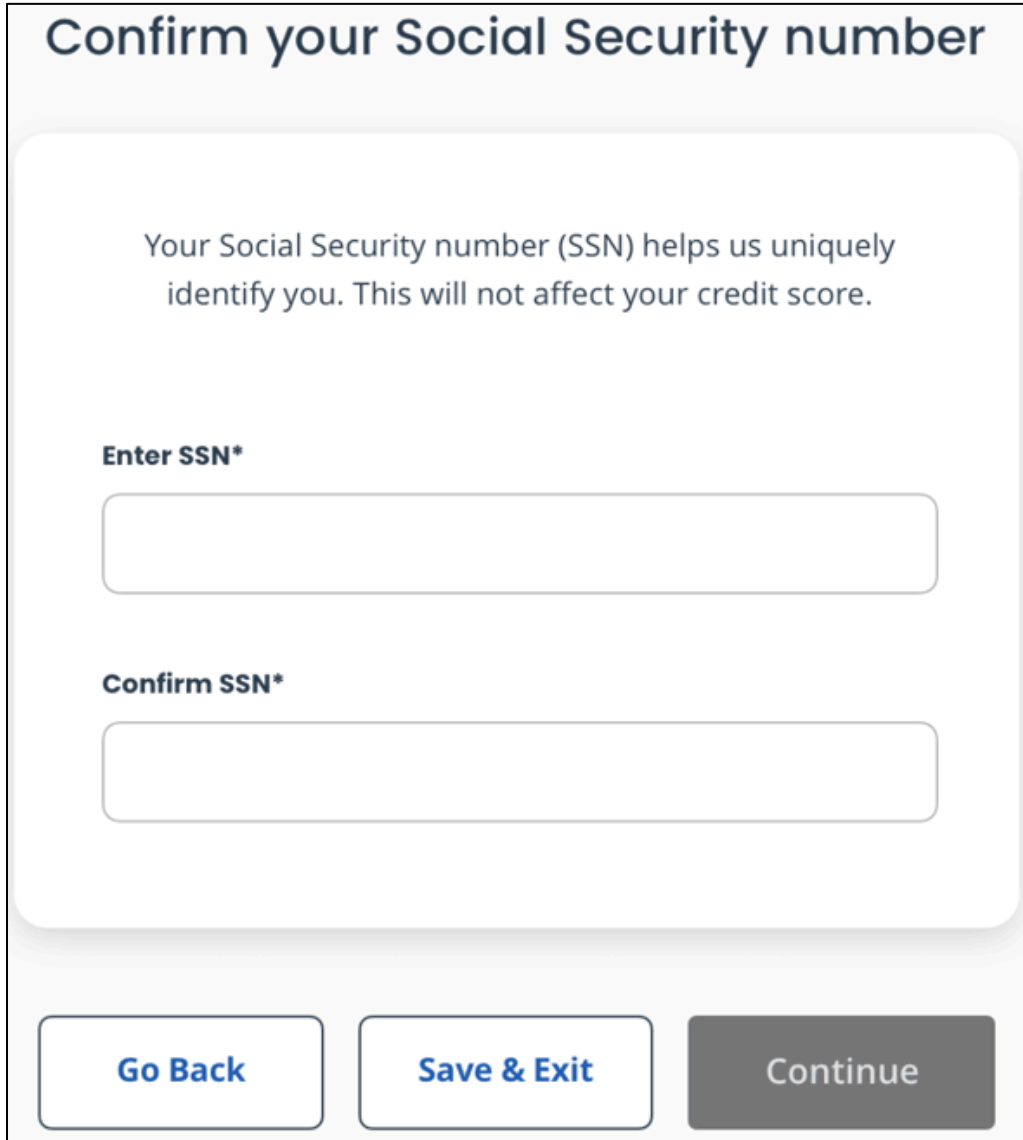
 ▼

Figure 87

- Enter in your [Social Security number](#).
- Then click on **Continue**.



**Confirm your Social Security number**

Your Social Security number (SSN) helps us uniquely identify you. This will not affect your credit score.

**Enter SSN\***

**Confirm SSN\***

**Go Back** **Save & Exit** **Continue**

*Figure 88*

- Gather your documents.
- You'll need to upload a photo of [two primary documents or one primary and two secondary documents](#). From the provided list, select which document you'd like to upload.
- Make sure to confirm the name that is on the document you choose to upload.
- Then click on **Continue**.

Select primary document

**!** A primary document must be:

- The original
- Physically shown on the video call

Select ONE document from the options below

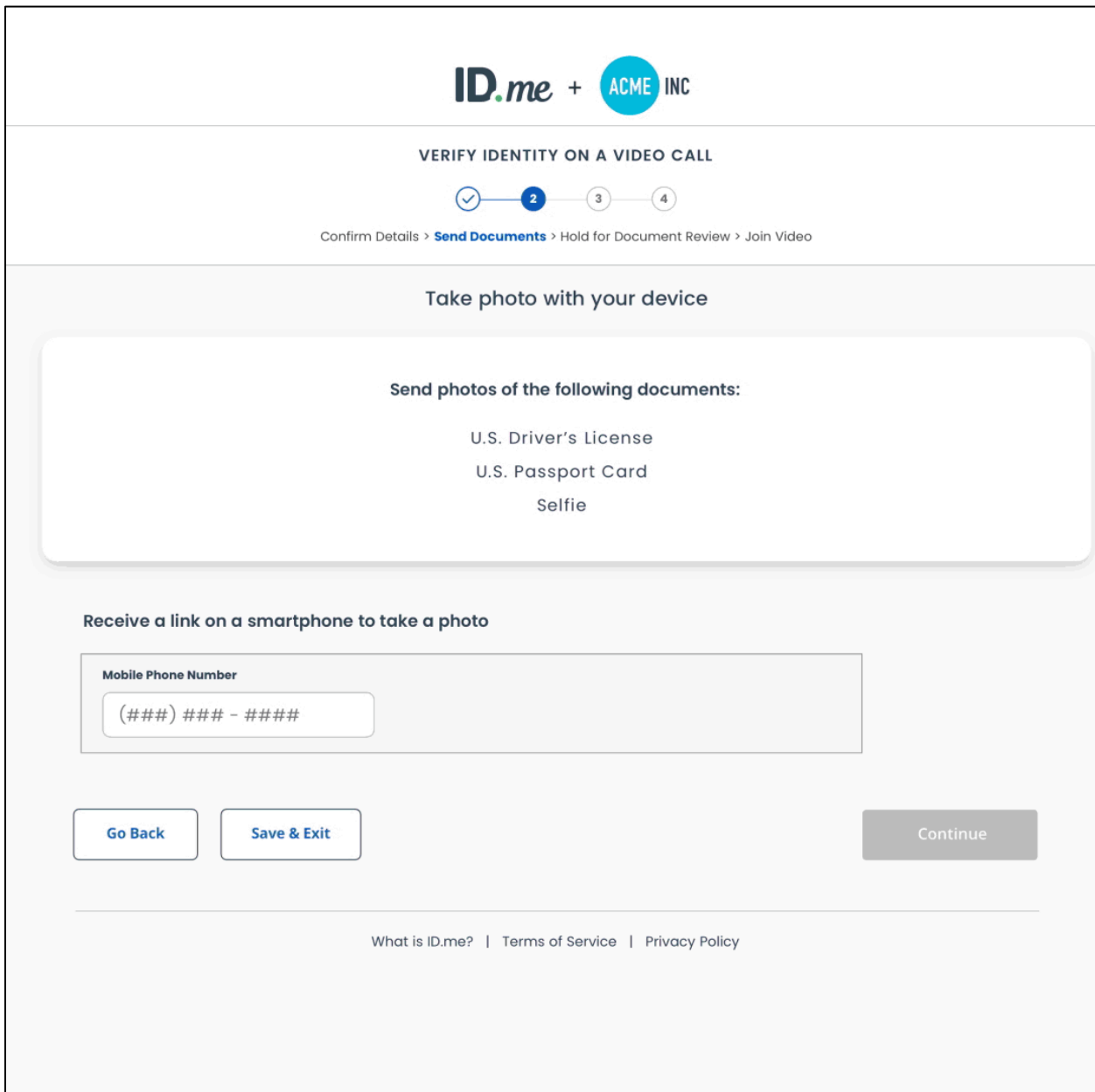
U.S. Driver's License	U.S. passport card	U.S. Permanent resident card (I-551)
HSPD 12 PIV card	Government issued Photo ID <small>*No US military ID cards.</small>	Foreign (non U.S.) passport
USCIS-issued Employment Authorization Card (I-766) <small>*No employer-issued ID cards</small>	Transportation Security Administration (TSA) ID Card	DHS trusted traveler cards (Global Entry, NEXUS, SENTRI)
Veteran's health ID card	Certificate of Naturalization (Form N-550 or N-570)	National ID card (only if residing outside of the U.S.)
Canadian driver's license	Federally recognized, tribal-issued photo ID	

Go Back
Save & Exit
Continue

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

Figure 89

- If the user selected **Take Photo**, enter the phone number to receive a link to upload documents.
- If the user selected **Choose Image**, he/she will be able to upload the documents which already stored on their device.
- The user will receive a text message with a secure link from ID.me to take photos of their documents and a photo of their self.
- Enter mobile number and click on **Continue** button.



**ID.me** + **ACME INC**

VERIFY IDENTITY ON A VIDEO CALL

1 2 3 4

Confirm Details > **Send Documents** > Hold for Document Review > Join Video

Take photo with your device

Send photos of the following documents:

- U.S. Driver's License
- U.S. Passport Card
- Selfie

Receive a link on a smartphone to take a photo

Mobile Phone Number

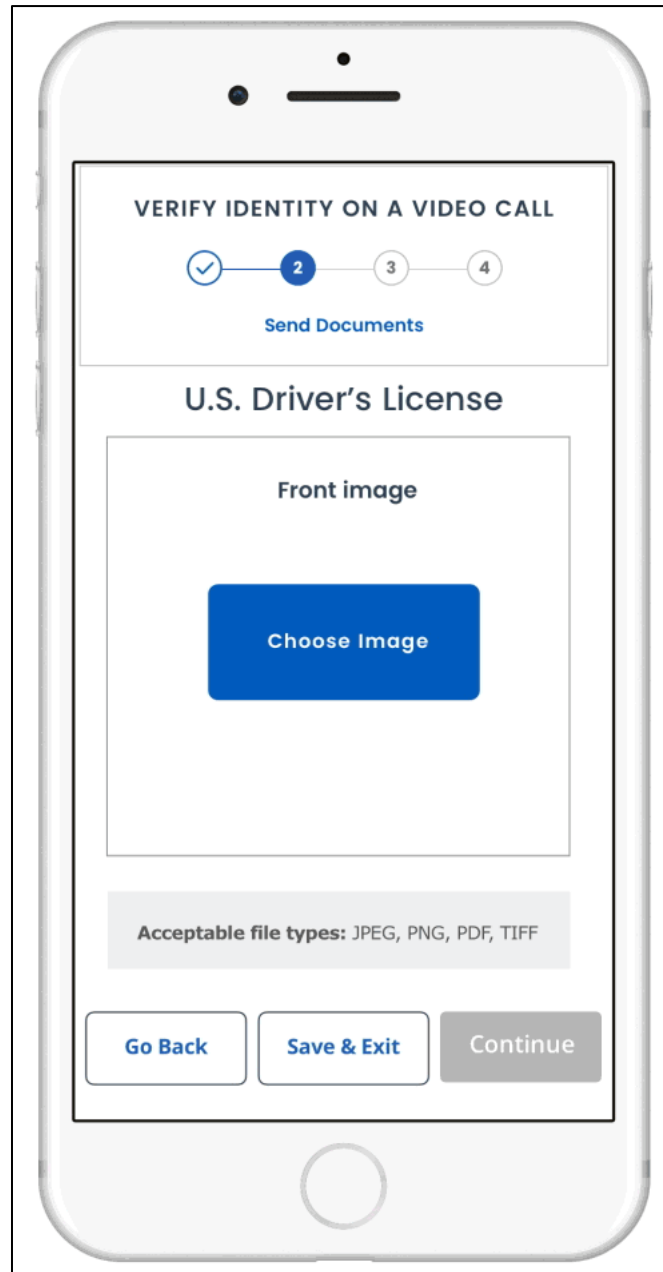
(###) ### - ####

[Go Back](#) [Save & Exit](#) [Continue](#)

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

Figure 90

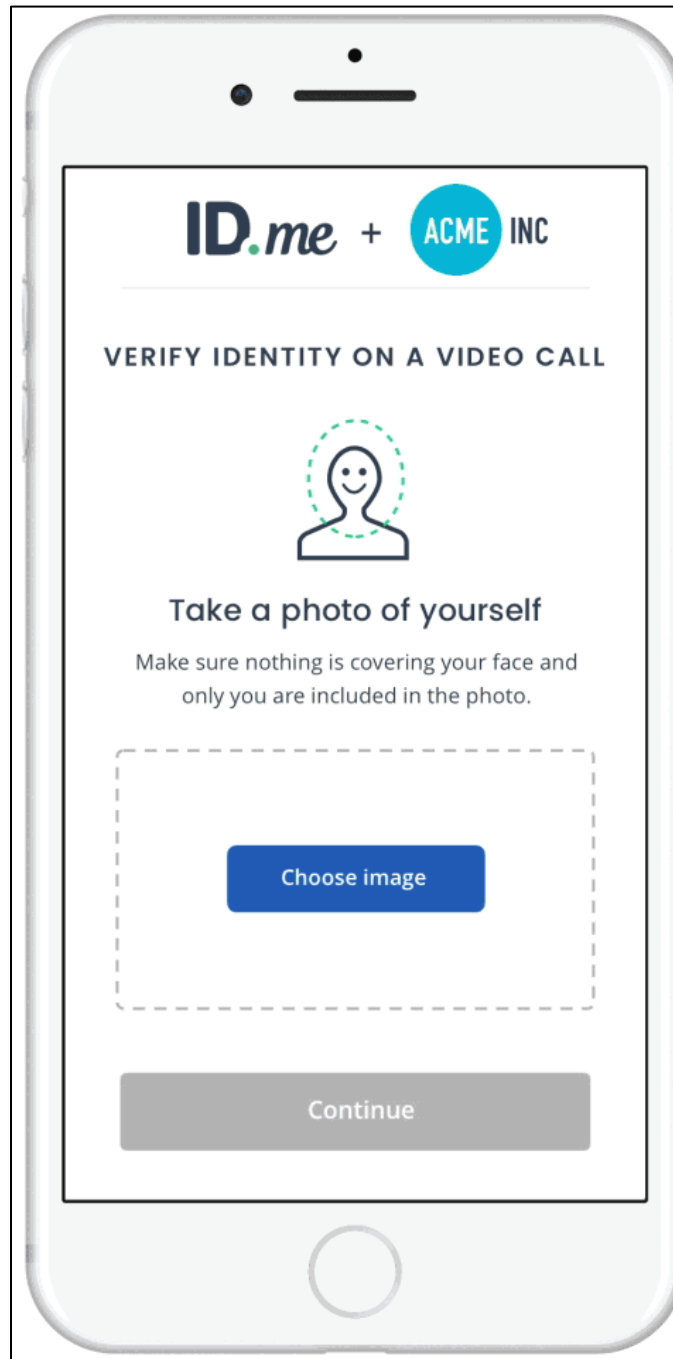
- Take photos of your identity documents.
- If you need more time to gather and take photos of your documents, select **Save & Exit**. ID.me will email a link to return to this part of the identity verification process.



**Figure 91**

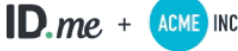


- When prompted, [take a selfie](#).



**Figure 92**

- Confirm you have acceptable document uploads and select **Continue**.
- While your documents are under review, you'll see an estimated wait time.



VERIFY IDENTITY ON A VIDEO CALL

✓
2
3
4


Confirm Details > [Send Documents](#) > Hold for Document Review > Join Video

Let's check everything for accuracy


Please scroll down to review and tap the "Continue" button

U.S. Driver's License

Replace Image(s)




FRONT  
[Change](#)




BACK  
[Change](#)

U.S. Passport Card




FRONT  
[Change](#)



BACK  
[Change](#)

Selfie



[Change](#)

Figure 93

65

- Select Join Video Call to speak with a Trusted Referee.
- If your documents were accepted, you will be prompted to start the video call with a Trusted Referee.
- Show the **Trusted Referee** your documents, answer a few questions, and that's it-your identity has been verified!

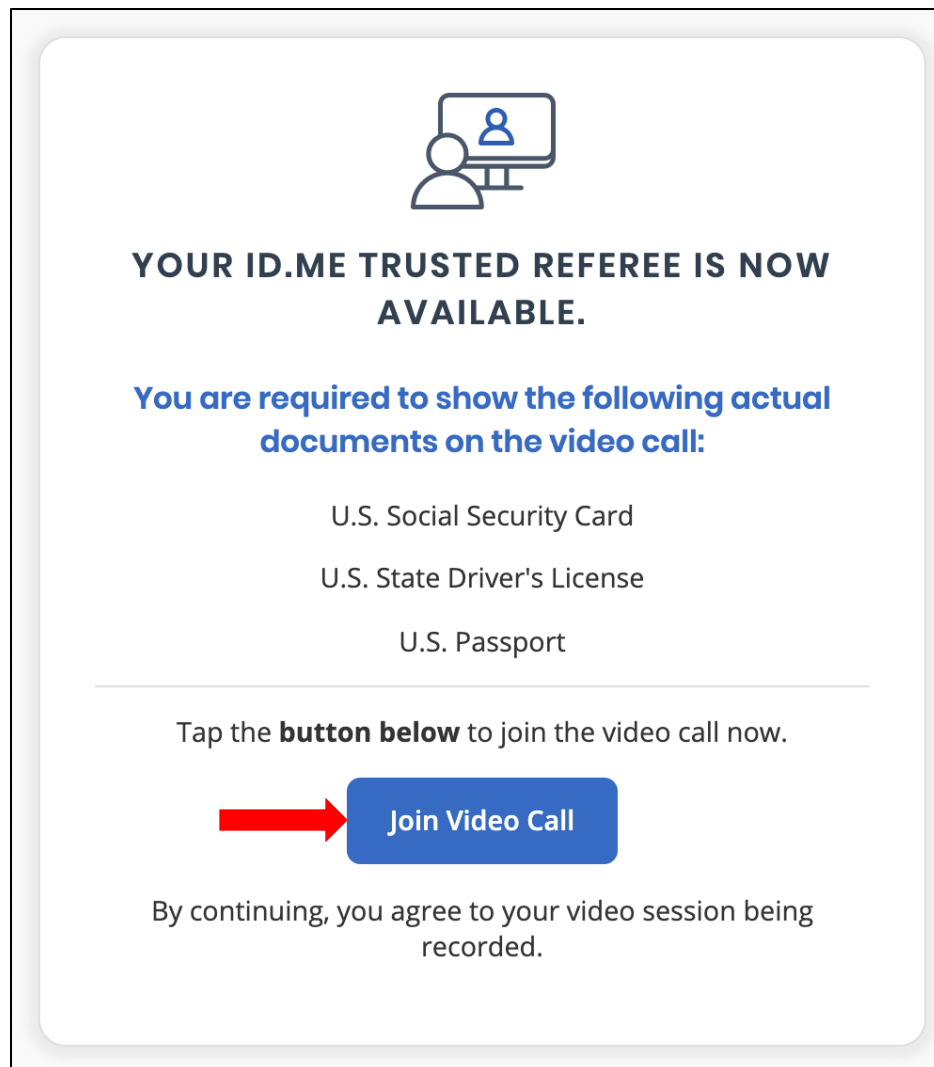


Figure 94

- For more information related to trusted referee, go to <https://help.id.me/hc/en-us/articles/360052242853-What-is-an-ID-me-Trusted-Referee-video-call->

## 2. How ID.me Code Generator Works with H2H Digital Rx During e-Prescribing Workflow

### ❖ Prerequisites

- 1) Must have submitted a signed “EPCS Physician Enabling Form”.
- 2) Must have been EPCS enabled by the H2H DRx administrator.
- 3) Must be successfully enrolled with ID.me and have completed ID proofing & two factor authentication.
- 4) Must have at least one patient for whom to prescribe a controlled substance.
- 5) Must have a smartphone with the ID.me Authenticator app installed.

### 2.1 Login the Application

- Login at H2H DigitalRx.com at, <https://www.h2hdigitalrx.com/drx/> for standalone users.
- For Integrated access users, please hit “e-Rx” button from your application.

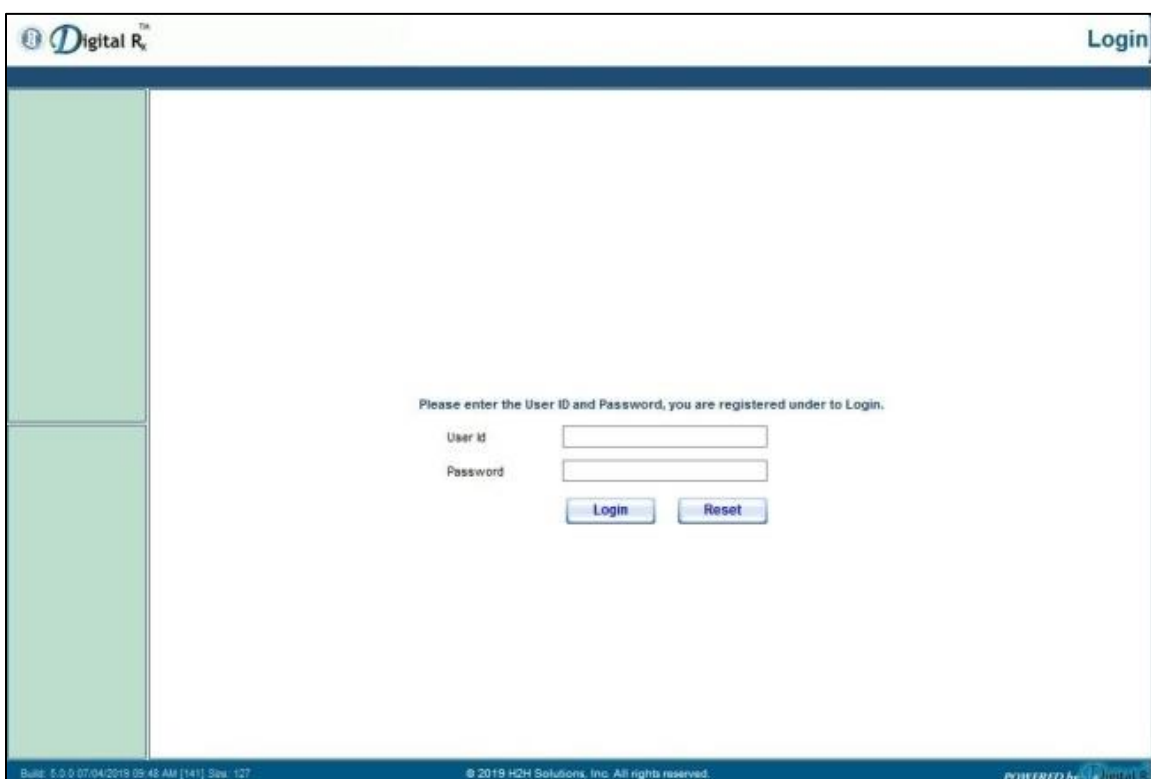
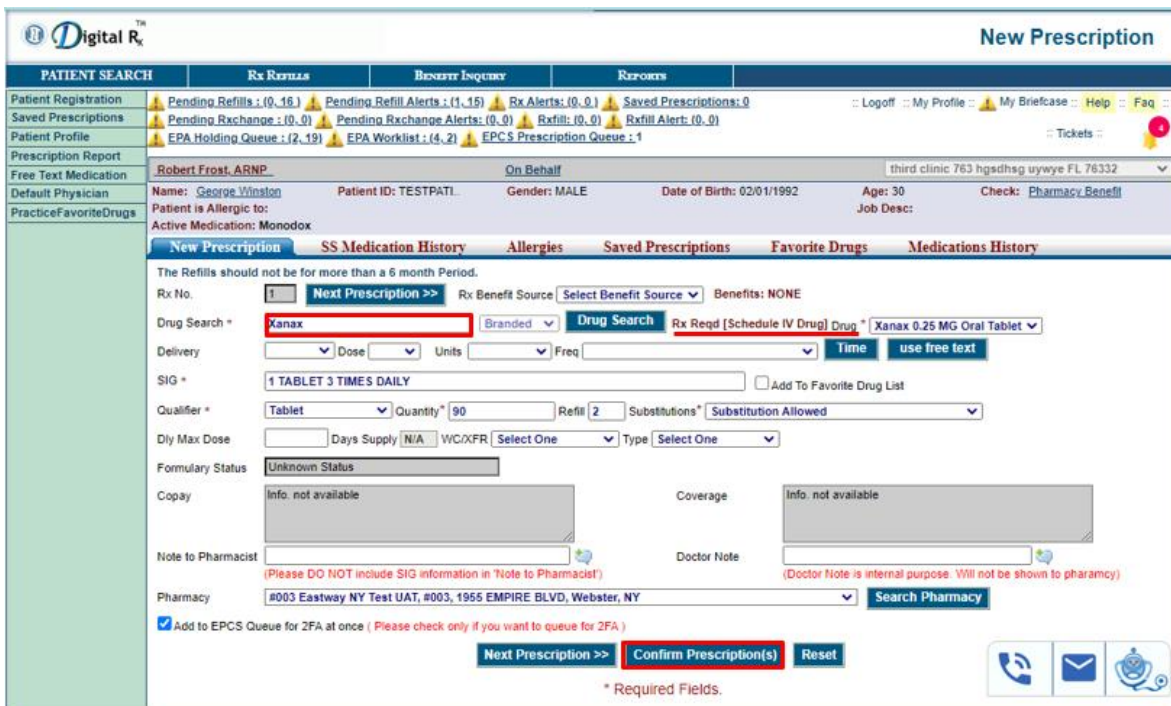


Figure 95: H2H DRx login screen

## 2.2 RxPad with Control Substance Drug

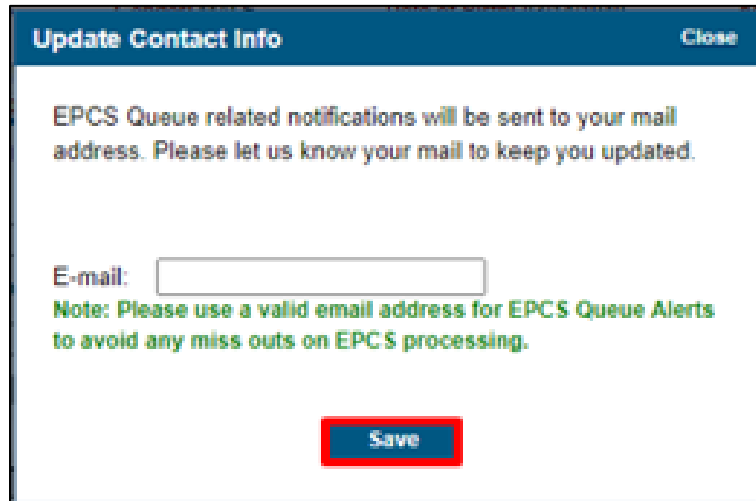
- Login to the DRx application.
- Enter a schedule drug in the Drug Search field.
- “Add to EPCS Queue for 2FA at once” check box will appear only for the scheduled drugs.
- If, the user wants to queue this prescription for two factor authentication, enable the “Add to EPCS Queue for 2FA at once” check box.



The screenshot shows the 'New Prescription' form in the Digital Rx application. The patient information section includes the name 'George Winston', patient ID 'TESTPATL', gender 'MALE', date of birth '02/01/1992', age '30', and check 'Pharmacy Benefit'. The drug search field contains 'Xanax'. The form includes fields for drug name, dose, units, frequency, time, and quantity. The 'Add to EPCS Queue for 2FA at once' checkbox is checked. The 'Confirm Prescription(s)' button is highlighted.

Figure 96

- Fill the prescription details and click on the Confirm Prescription(s) button.
- Once you click on the **Confirm Prescription(s)** button, **Update Contact Info** window will display.
- Enter a valid email ID to get notifications related to the EPCS queue. A valid email address needs to be added for the first time only.
- Click on the **Save** button.



**Update Contact Info** Close

EPCS Queue related notifications will be sent to your mail address. Please let us know your mail to keep you updated.

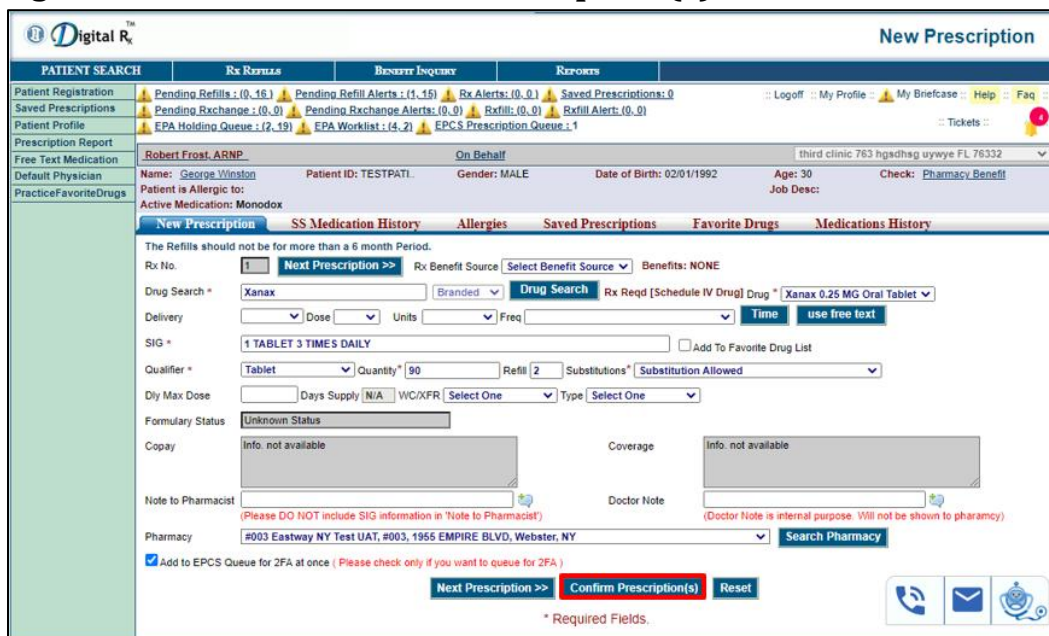
E-mail:

Note: Please use a valid email address for EPCS Queue Alerts to avoid any miss outs on EPCS processing.

**Save**

Figure 97

- It will be redirected to the same prescription page, after the user saves the email ID.
- Again, click on the **Confirm Prescription(s)**.



**New Prescription**

PATIENT SEARCH | Rx REFILLS | BENEFIT INQUIRY | REPORTS

Patient Registration: Pending Refills: (0, 16) Pending Refill Alerts: (1, 15) Rx Alerts: (0, 0) Saved Prescriptions: 0  
 Saved Prescriptions: Pending Rxchange: (0, 0) Pending Rxchange Alerts: (0, 0) Rxfill: (0, 0) Rxfill Alert: (0, 0)  
 Patient Profile: EPA Holding Queue: (2, 19) EPA Worklist: (4, 2) EPCS Prescription Queue: 1

Logoff | My Profile | My Briefcase | Help | Faq | Tickets

Robert Frost, ARNP On Behalf third clinic 763 hgadhsag uywyw FL 76332

Name: George Winston Patient ID: TESTPATL Gender: MALE Date of Birth: 02/01/1992 Age: 30 Check: Pharmacy Benefit  
 Patient is Allergic to: Active Medication: Monodox Job Desc:

**New Prescription** | SS Medication History | Allergies | Saved Prescriptions | Favorite Drugs | Medications History

The Refills should not be for more than a 6 month Period.

Rx No.  **Next Prescription >>** Rx Benefit Source  Benefits: NONE

Drug Search \*  Branded  **Drug Search** Rx Req'd (Schedule IV Drug) Drug \*

Delivery  Dose  Units  Freq  Time  **use free text**

SIG \*  Add To Favorite Drug List

Qualifier \*  Quantity \*  Refill  Substitutions \*

Diy Max Dose  Days Supply  WC/XFR  Type

Formulary Status

Copay  Coverage

Note to Pharmacist  Doctor Note

Pharmacy  **Search Pharmacy**

☒ Add to EPCS Queue for 2FA at once ( Please check only if you want to queue for 2FA )

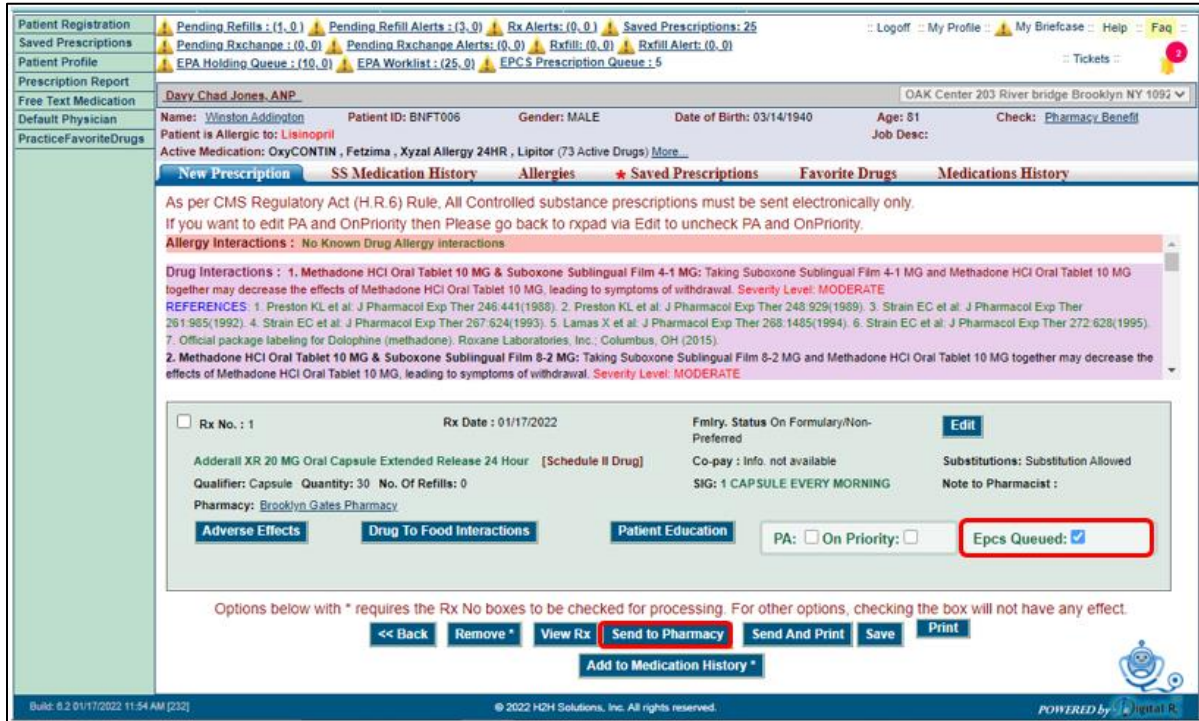
**Next Prescription >>** **Confirm Prescription(s)** **Reset**

\* Required Fields.

Figure 98

- Click on **Send to Pharmacy**.
- The prescription will be added to the **EPCS Prescription Queue**.

## Enrollment Guide for Identity Proofing & Dual Factor Authentication



Patient Registration: Pending Refills: (1,0) Pending Refill Alerts: (3,0) Rx Alerts: (0,0) Saved Prescriptions: 25  
 Saved Prescriptions: Pending Rxchange: (0,0) Pending Rxchange Alerts: (0,0) Rxfill: (0,0) Rxfill Alert: (0,0)  
 Patient Profile: EPA Holding Queue: (10,0) EPA Worklist: (25,0) EPCS Prescription Queue: 5  
 Prescription Report  
 Free Text Medication  
 Default Physician  
 Practice Favorite Drugs

Logoff My Profile My Briefcase Help Faq  
 Tickets

OAK Center 203 River bridge Brooklyn NY 1092

Davy Chad Jones, ANP  
 Name: Winston Addington Patient ID: BNFT006 Gender: MALE Date of Birth: 03/14/1940 Age: 81  
 Patient is Allergic to: Lisinopril Job Desc: Check: Pharmacy Benefit  
 Active Medication: OxyCONTIN, Fetzima, Xyzal Allergy 24HR, Lipitor (73 Active Drugs) More

New Prescription SS Medication History Allergies Saved Prescriptions Favorite Drugs Medications History

As per CMS Regulatory Act (H.R. 6) Rule, All Controlled substance prescriptions must be sent electronically only.  
 If you want to edit PA and OnPriority then Please go back to rxpad via Edit to uncheck PA and OnPriority.

Allergy Interactions: No Known Drug Allergy Interactions

Drug Interactions: 1. Methadone HCl Oral Tablet 10 MG & Suboxone Sublingual Film 4-1 MG: Taking Suboxone Sublingual Film 4-1 MG and Methadone HCl Oral Tablet 10 MG together may decrease the effects of Methadone HCl Oral Tablet 10 MG, leading to symptoms of withdrawal. Severity Level: MODERATE  
 REFERENCES: 1. Preston KL et al. J Pharmacol Exp Ther 246:441(1989). 2. Preston KL et al. J Pharmacol Exp Ther 248:929(1989). 3. Strain EC et al. J Pharmacol Exp Ther 261:965(1992). 4. Strain EC et al. J Pharmacol Exp Ther 267:624(1993). 5. Lamas X et al. J Pharmacol Exp Ther 268:1485(1994). 6. Strain EC et al. J Pharmacol Exp Ther 272:628(1995). 7. Official package labeling for Dolophine (methadone). Roxane Laboratories, Inc., Columbus, OH (2015).  
 2. Methadone HCl Oral Tablet 10 MG & Suboxone Sublingual Film 8-2 MG: Taking Suboxone Sublingual Film 8-2 MG and Methadone HCl Oral Tablet 10 MG together may decrease the effects of Methadone HCl Oral Tablet 10 MG, leading to symptoms of withdrawal. Severity Level: MODERATE

☐ Rx No.: 1 Rx Date: 01/17/2022 Fmlry. Status On Formulary/Non-Preferred Edit  
 Adderall XR 20 MG Oral Capsule Extended Release 24 Hour [Schedule II Drug] Co-pay: Info. not available Substitutions: Substitution Allowed  
 Qualifier: Capsule Quantity: 30 No. Of Refills: 0 SIG: 1 CAPSULE EVERY MORNING Note to Pharmacist:  
 Pharmacy: Brooklyn Gates Pharmacy

Adverse Effects Drug To Food Interactions Patient Education PA: ☐ On Priority: ☐ EPCS Queued: ☒

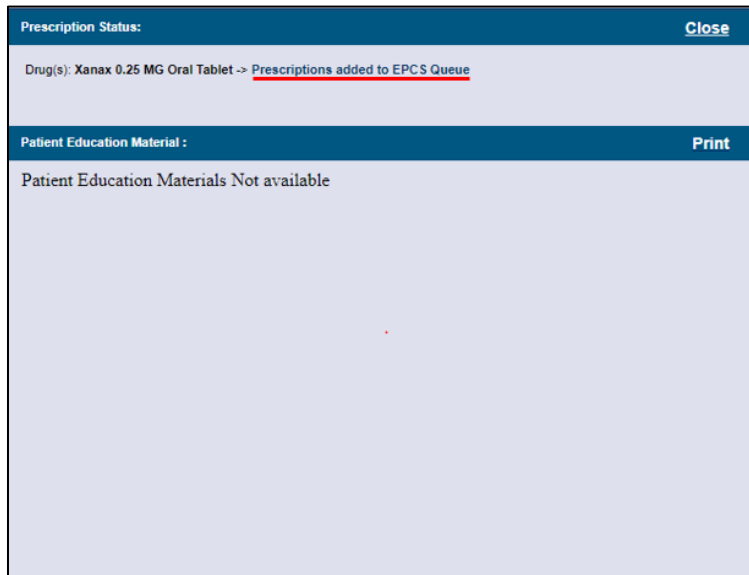
Options below with \* requires the Rx No boxes to be checked for processing. For other options, checking the box will not have any effect.

<< Back Remove \* View Rx Send to Pharmacy Send And Print Save Print  
 Add to Medication History \*

Build: 6.2 01/17/2022 11:54 AM [232] © 2022 H2H Solutions, Inc. All rights reserved. POWERED by Digital Rx

Figure 99

- The Prescription Status window will display with a message indicating that “Prescriptions added to EPCS Queue”.
- Click on the **Close** button.



Prescription Status: Close

Drug(s): Xanax 0.25 MG Oral Tablet -> Prescriptions added to EPCS Queue

Patient Education Material: Print

Patient Education Materials Not available

Figure 100



## 2.3 EPCS Prescription Queue

- Go to the **EPCS Prescription Queue**.
- All the scheduled prescriptions will be available here.
- User provided email ID will display.
- All the EPCS queue notifications will be sent to the provided email ID.

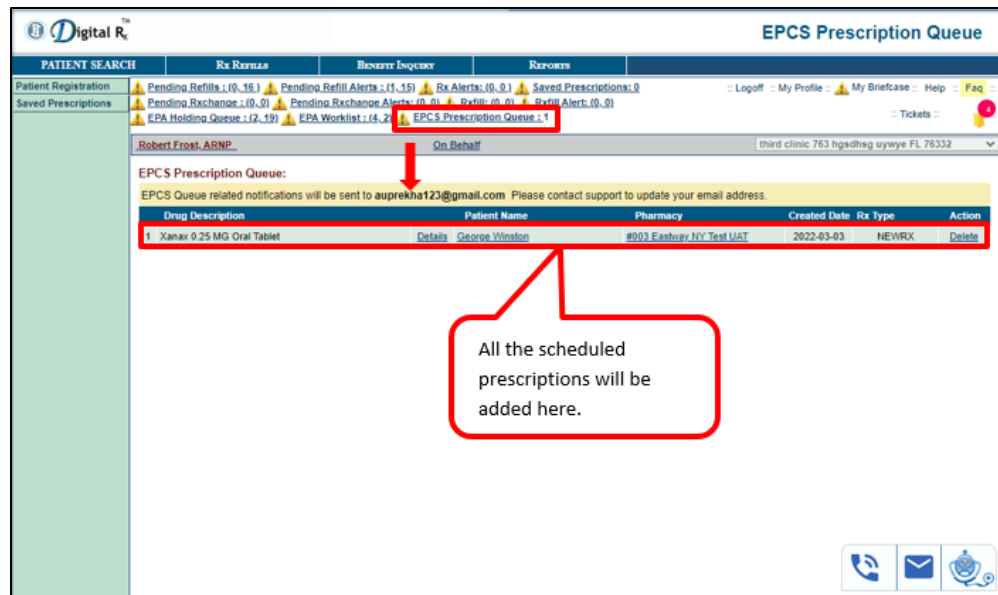


Figure 101

## 2.4 EPCS Alert for Two Factor Authentication

- Click on **Send to Pharmacy**, the **EPCS Alert** window will display.
- Click on **Ok**, it will redirect to ID.me Authentication login page.

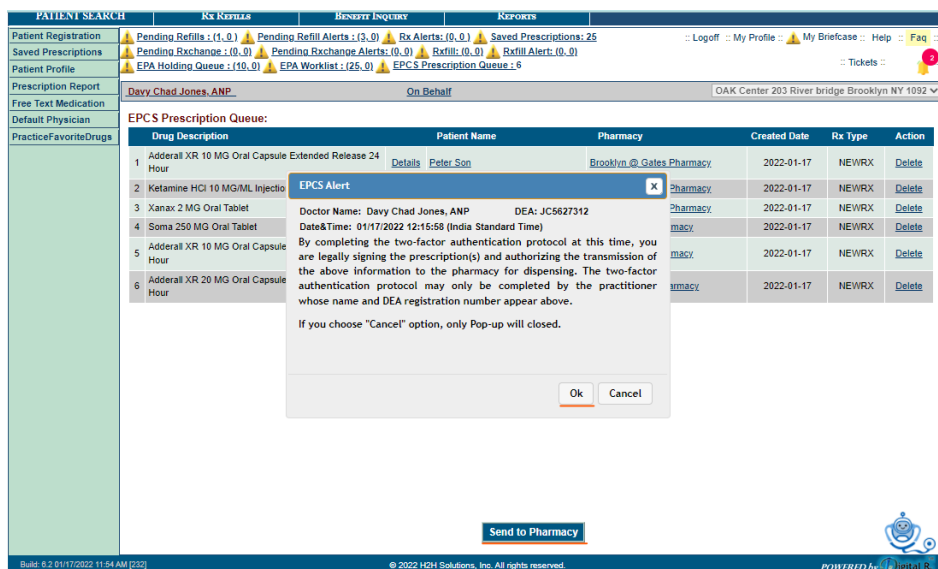


Figure 102



## 2.5 Two Factor Authentication

- ID.me web screen will ask to enter second factor authentication six-digit code.
- Please enter six-digit code that appears over ID.me authenticator app over your ID.me web screen and click “**Continue**”.

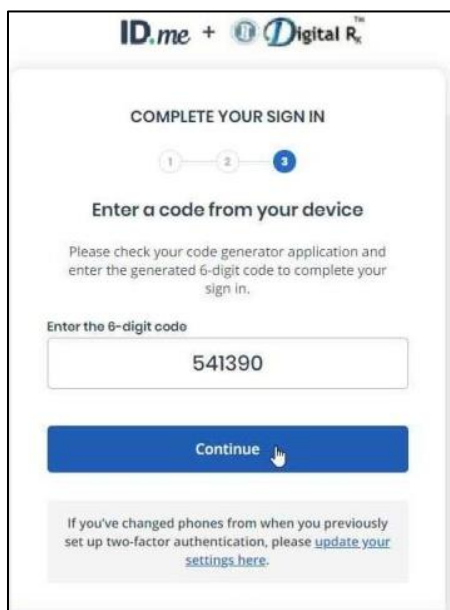


Figure 103: Enter six-digit code 2 FA screen

- Upon clicking “**Continue**,” prescriber will have completed two factor authentication successfully.
- The user will be returned to Digital Rx Prescription status screen.



Figure 104: ID.me+H2H DRx returning screen appears

- Here is an example of the Digital Rx Prescription status screen with a prescription having successfully been sent to the selected pharmacy.

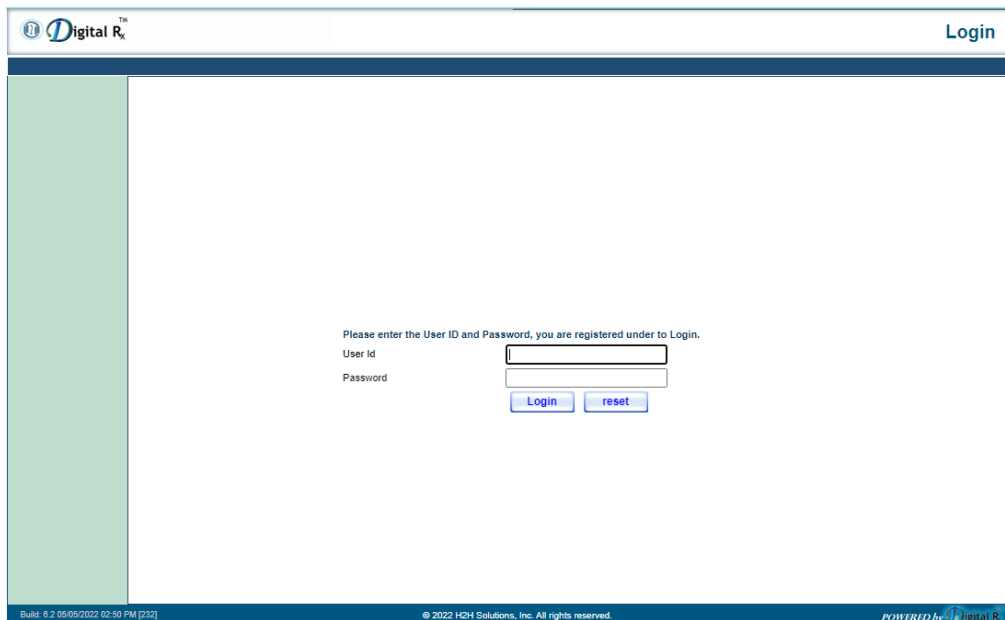
### 3. How ID.me Push Notification Works with H2H Digital Rx During e-Prescribing Workflow

#### ❖ Prerequisites

- 1) Must have submitted a signed “EPCS Physician Enabling Form”
- 2) Must have been EPCS enabled by the H2H DRx administrator.
- 3) Must be successfully enrolled with ID.me and have completed ID proofing & two factor authentication [Push Notification]
- 4) Must have at least one patient for whom to prescribe a controlled substance
- 5) Must have a smartphone with ID.me Authenticator app installed via download link that was sent by ID.me over mobile/email when you opted for Push notification as your dual factor authentication.

#### 3.1 Login the Application

- Login at H2H DigitalRx.com at, <https://www.h2hdigitalrx.com/drx/> for standalone users.
- For Integrated access users, please hit “e-Rx” button from your application.



Build: 6.2 05/05/2022 02:50 PM [232]

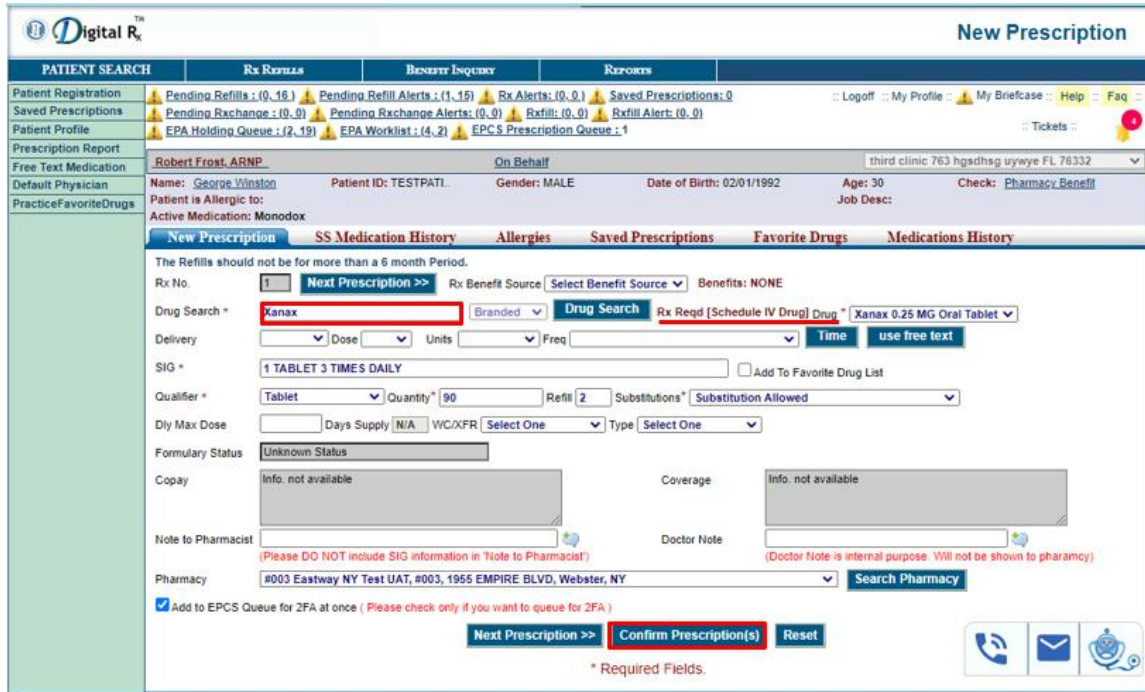
© 2022 H2H Solutions, Inc. All rights reserved.

POWERED by

Figure 105: H2H DRx login screen

## 3.2 RxPad with Control Substance Drug

- Login to the DRx application.
- Enter a schedule drug in the **Drug Search** field.
- “Add to EPCS Queue for 2FA at once” check box will appear only for the scheduled drugs.
- If you want to queue this prescription for two factor authentication, enable the “Add to EPCS Queue for 2FA at once” check box.



**Digital Rx** New Prescription

**PATIENT SEARCH** **Rx Refills** **Benefit Inquiry** **Reports**

Patient Registration: Pending Refills: (0, 16) Pending Refill Alerts: (1, 15) Rx Alerts: (0, 0) Saved Prescriptions: 0  
 Saved Prescriptions: Pending Rxchange: (0, 0) Pending Rxchange Alerts: (0, 0) Rxfill: (0, 0) Rxfill Alerts: (0, 0)  
 Patient Profile: EPA Holding Queue: (2, 19) EPA Worklist: (4, 2) EPCS Prescription Queue: 1  
 Prescription Report: Robert Frost, ARNP On Behalf third clinic 763 hgsdhsq uywyw FL 76332  
 Free Text Medication: Name: George Winston Patient ID: TESTPATL Gender: MALE Date of Birth: 02/01/1992 Age: 30 Check: Pharmacy Benefit  
 Default Physician: Patient is Allergic to:  
 Practice Favorite Drugs: Active Medication: Monodox

**New Prescription** **SS Medication History** **Allergies** **Saved Prescriptions** **Favorite Drugs** **Medications History**

The Refills should not be for more than a 6 month Period.

Rx No. 1 **Next Prescription >>** Rx Benefit Source: Select Benefit Source Benefits: NONE

Drug Search: Xanax Branded Drug Search Rx Reqd [Schedule IV Drug] Drug: Xanax 0.25 MG Oral Tablet

Delivery: Dose: Units: Freq: Time use free text

SIG: 1 TABLET 3 TIMES DAILY Add To Favorite Drug List

Qualifier: Tablet Quantity: 90 Refill: 2 Substitutions: Substitution Allowed

Diy Max Dose: Days Supply: N/A WOC/FR: Select One Type: Select One

Formulary Status: Unknown Status

Copy: Info. not available Coverage: Info. not available

Note to Pharmacist: (Please DO NOT include SIG information in 'Note to Pharmacist') Doctor Note: (Doctor Note is internal purpose. Will not be shown to pharmacy)

Pharmacy: #003 Eastway NY Test UAT, #003, 1955 EMPIRE BLVD, Webster, NY Search Pharmacy

☒ Add to EPCS Queue for 2FA at once (Please check only if you want to queue for 2FA)

**Next Prescription >>** **Confirm Prescription(s)** **Reset**

\* Required Fields.

Figure 106

- Fill the prescription details and click on the **Confirm Prescription(s)** button.
- Once you click on the **Confirm Prescription(s)** button, **Update Contact Info** window will display.
- Enter a valid email ID to get notifications related to the EPCS queue. A valid email address needs to be added for the first time only.
- Click on the **Save** button.

Update Contact Info

Close

EPCS Queue related notifications will be sent to your mail address. Please let us know your mail to keep you updated.

E-mail:

Note: Please use a valid email address for EPCS Queue Alerts to avoid any miss outs on EPCS processing.

Save

Figure 107

- It will be redirected to the same prescription page, after you save the email ID.
- Again, click on the **Confirm Prescription(s)**.

Digital Rx

New Prescription

PATIENT SEARCH	Rx REFILLS	BENEFIT INQUIRY	REPORTS
----------------	------------	-----------------	---------

Patient Registration

Saved Prescriptions

Patient Profile

Prescription Report

Free Text Medication

Default Physician

Practice Favorite Drugs

Pending Refills : (0, 16)

Pending Refill Alerts : (1, 15)

Rx Alerts : (0, 0)

Saved Prescriptions: 0

Pending Rxchange : (0, 0)

Pending Rxchange Alerts : (0, 0)

Rxfill: (0, 0)

Rxfill Alert: (0, 0)

EPA Holding Queue : (7, 19)

EPA Worklist : (4, 2)

EPCS Prescription Queue : 1

Logoff

My Profile

My Briefcase

Help

Faq

Tickets

Robert Frost, ARNP

On Behalf

third clinic 763 hgsdhsag uywyw FL 76332

Name: George Winston

Patient ID: TESTPATL

Gender: MALE

Date of Birth: 02/01/1992

Age: 30

Check: Pharmacy Benefit

Patient is Allergic to:

Active Medication: Monodox

New Prescription

SS Medication History

Allergies

Saved Prescriptions

Favorite Drugs

Medications History

Rx No. 1

Next Prescription >>

Rx Benefit Source Select Benefit Source

Benefits: NONE

Drug Search \* Xanax

Branded

Drug Search

Rx Reqd [Schedule IV Drug] Drug \* Xanax 0.25 MG Oral Tablet

Delivery

Dose

Units

Freq

Time

use free text

SIG \* 1 TABLET 3 TIMES DAILY

Add To Favorite Drug List

Qualifier \* Tablet

Quantity \* 90

Refill 2

Substitutions \* Substitution Allowed

Dly Max Dose

Days Supply N/A

WC/XFR Select One

Type Select One

Formulary Status Unknown Status

Copay Info. not available

Coverage Info. not available

Note to Pharmacist

Doctor Note

Pharmacy #003 Eastway NY Test UAT, #003, 1955 EMPIRE BLVD, Webster, NY

Search Pharmacy

Add to EPCS Queue for 2FA at once ( Please check only if you want to queue for 2FA )

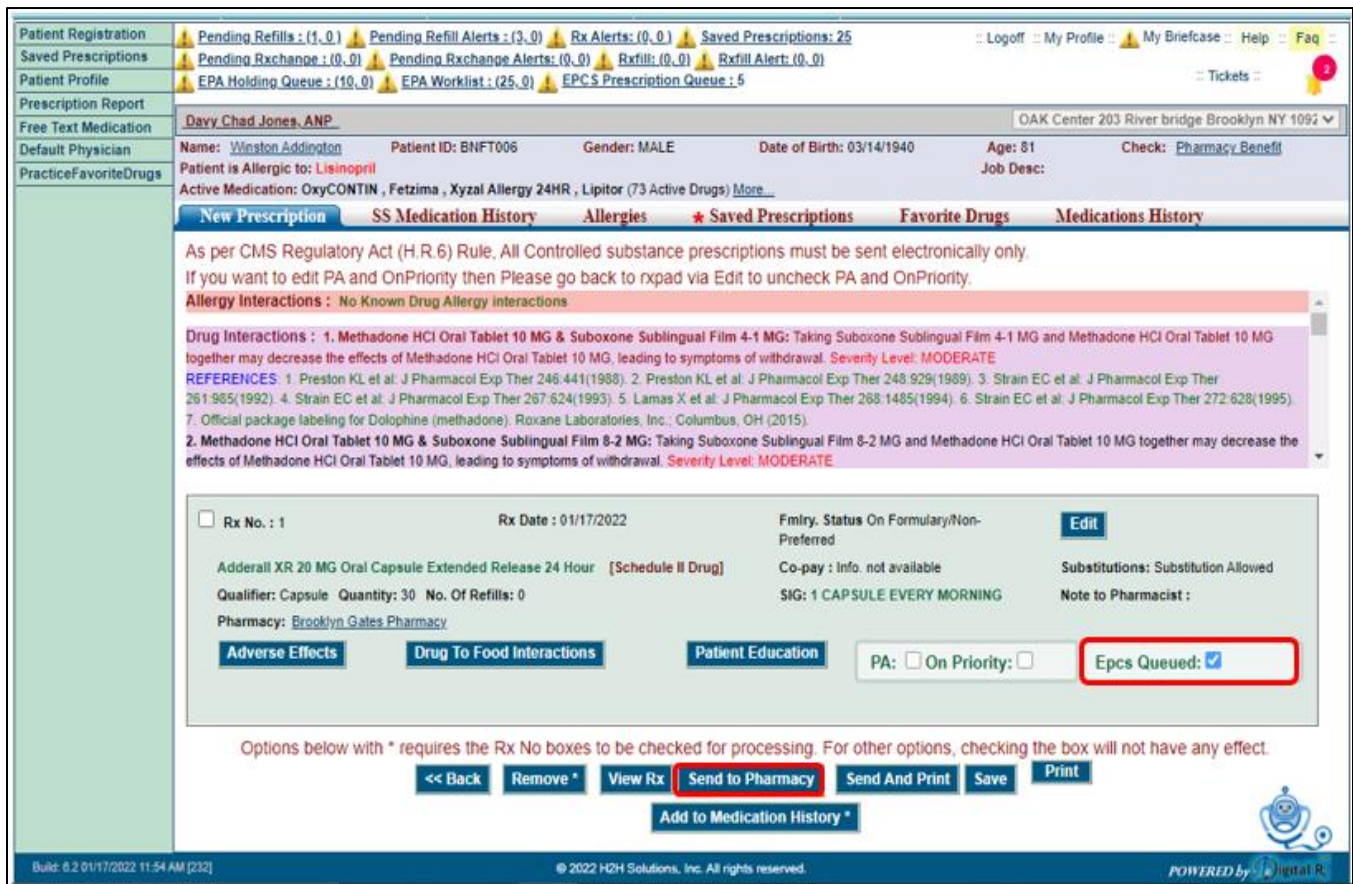
Next Prescription >>

Confirm Prescription(s)

Reset

Figure 108

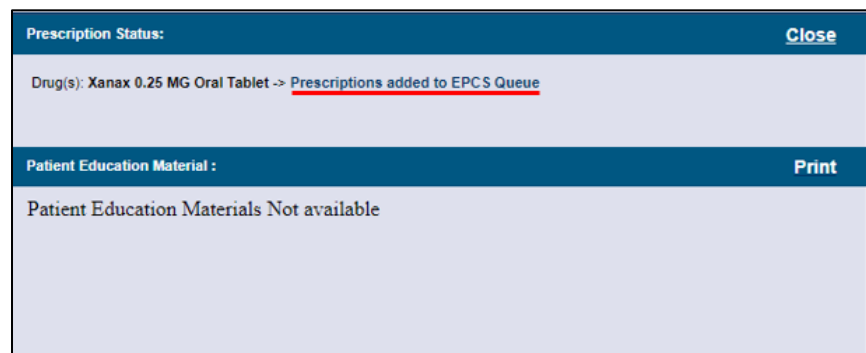
- Click on **Send to Pharmacy**.
- The prescription will be added to the **EPCS Prescription Queue**.



The screenshot displays the EPCS Prescription Queue interface. At the top, there's a navigation bar with links like 'Patient Registration', 'Saved Prescriptions', 'Patient Profile', 'Prescription Report', 'Free Text Medication', 'Default Physician', and 'Practice Favorite Drugs'. Below this, a patient profile for 'Davy Chad Jones, ANP' is shown, including details like 'Name: Winston Addington', 'Patient ID: BNFT006', 'Gender: MALE', 'Date of Birth: 03/14/1940', 'Age: 81', and 'Check: Pharmacy Benefit'. The 'Active Medication' section lists 'OxyCONTIN, Fetzima, Xyzal Allergy 24HR, Lipitor (73 Active Drugs)'. The 'New Prescription' tab is selected, showing details for 'Adderall XR 20 MG Oral Capsule Extended Release 24 Hour'. The 'EPCS Prescription Queue' section is highlighted, showing a checkbox for 'EPCS Queued' which is checked. The 'Send to Pharmacy' button is prominently displayed in the bottom right corner of the prescription details area.

Figure 109

- The **Prescription Status** window will display with a message indicating that **"Prescriptions added to EPCS Queue"**.
- Click on the **Close** button.



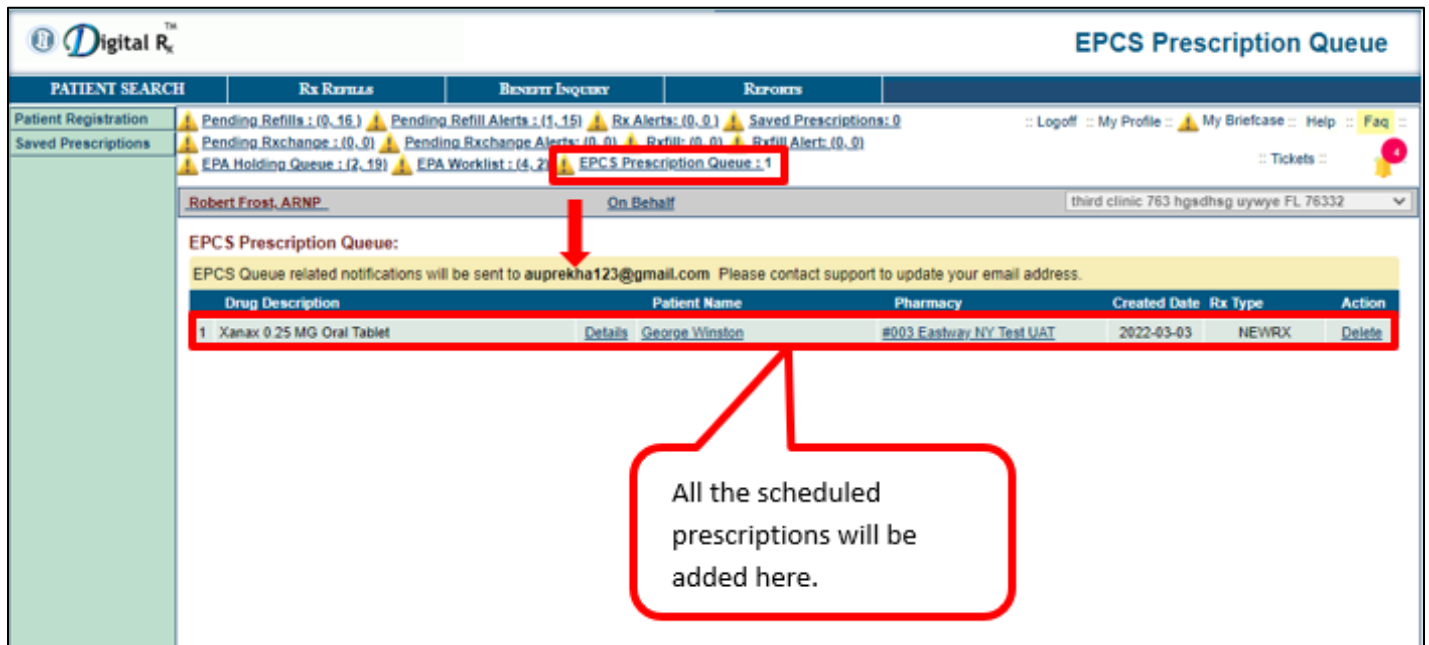
The screenshot shows the 'Prescription Status' window. It has a title bar with 'Prescription Status:' and a 'Close' button. The main content area displays the message 'Drug(s): Xanax 0.25 MG Oral Tablet -> Prescriptions added to EPCS Queue'. Below this, there's a section for 'Patient Education Material:' with a 'Print' button. The text 'Patient Education Materials Not available' is displayed below the 'Print' button.

Figure 110



### 3.3 EPCS Prescription Queue

- Go to the **EPCS Prescription Queue**.
- All the scheduled prescriptions will be available here.
- User provided email ID will display.
- All the EPCS queue notifications will be sent to the provided email ID.



**EPCS Prescription Queue**

Robert Frost, ANP On Behalf third clinic 763 hgadhsq uywyw FL 76332

EPCS Prescription Queue:  
EPCS Queue related notifications will be sent to [auprekha123@gmail.com](mailto:auprekha123@gmail.com). Please contact support to update your email address.

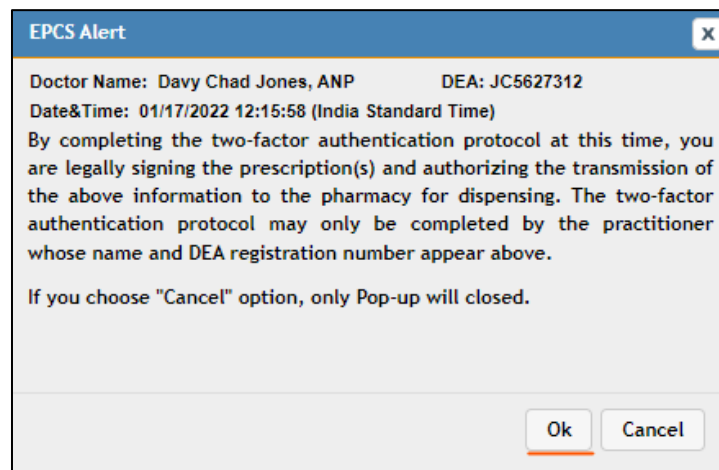
Drug Description	Patient Name	Pharmacy	Created Date	Rx Type	Action
1 Xanax 0.25 MG Oral Tablet	Details George Winston	#003 Eastway NY Test UAT	2022-03-03	NEWRX	Delete

All the scheduled prescriptions will be added here.

Figure 111

### 3.4 EPCS Alert for Two Factor Authentication

- Once you click on **Send to Pharmacy**, the **EPCS Alert** window will display.
- Click on **Ok**, it will redirect to ID.me Authentication login page.



**EPCS Alert**

Doctor Name: Davy Chad Jones, ANP DEA: JC5627312  
Date&Time: 01/17/2022 12:15:58 (India Standard Time)

By completing the two-factor authentication protocol at this time, you are legally signing the prescription(s) and authorizing the transmission of the above information to the pharmacy for dispensing. The two-factor authentication protocol may only be completed by the practitioner whose name and DEA registration number appear above.

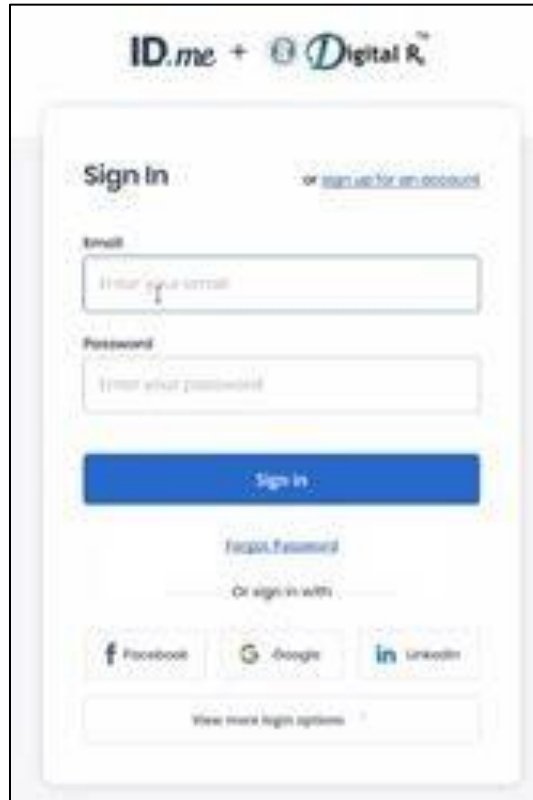
If you choose "Cancel" option, only Pop-up will be closed.

Ok Cancel

Figure 112

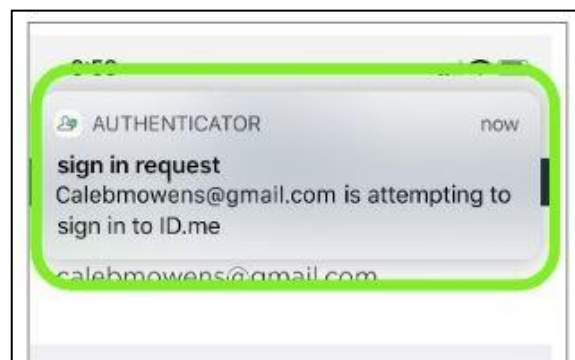
### 3.5 Two Factor Authentication

- ID.me login Sign In appears, please login with valid login credentials. Prescriber is then logged into their ID.me account.
- If you have selected Push Notification, this is the time where you must check your mobile device for the notification.



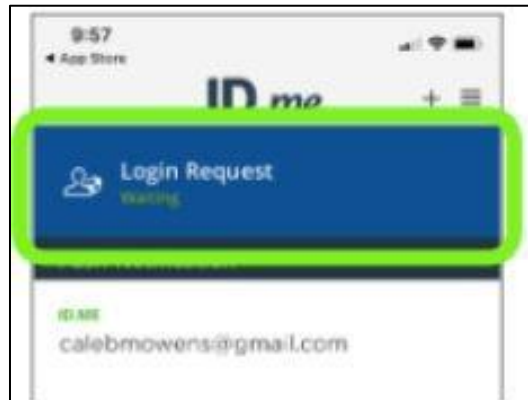
*Figure 113: ID.me Sign In screen*

- Please go to your mobile device to see notification coming-up from ID.me requesting you to sign-in.
- Select Sign-in request.



*Figure 114: Notification displaying at mobile device home screen*

- Please tap on ID.me push notification which will request you to select “Login Request”.



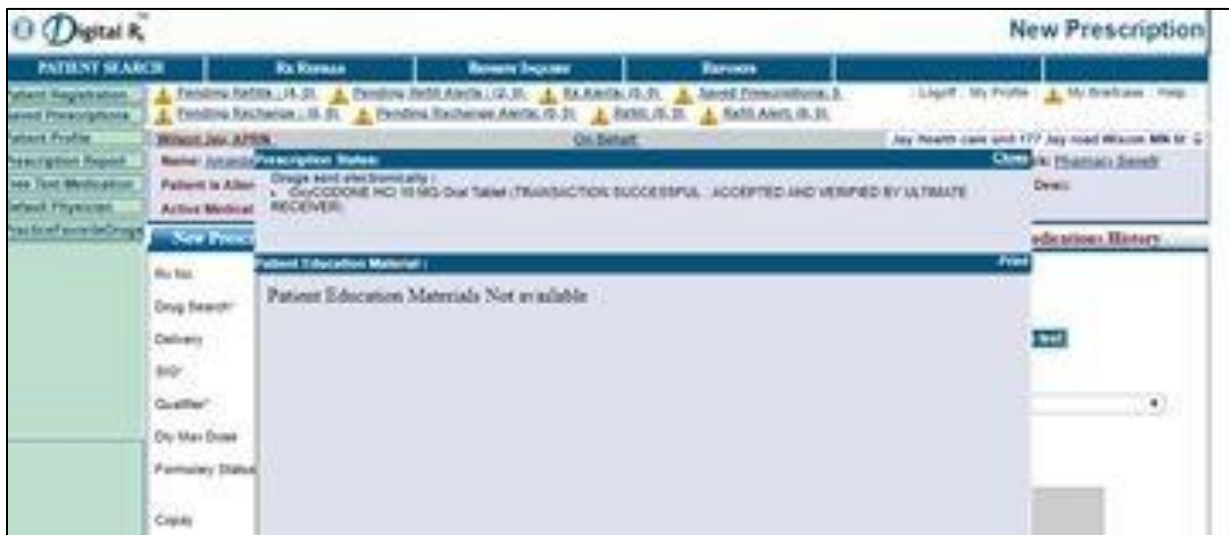
*Figure 115: Login Request Push Notification at  
mobile authenticator app*

- Upon clicking “**Login Request**” push notification, app will take you to a “**Approve this Sign-In?**” screen where you must select “**Yes**” to approve Sign-in.



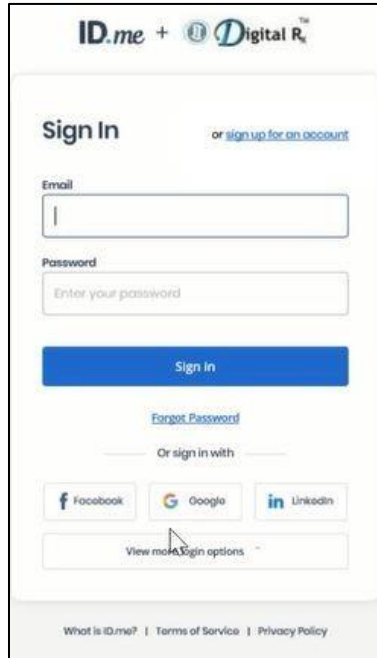
*Figure 116: Approve sign-in screen at  
mobile device*





## 4. Switching Dual Factor Authentication Between Push Notification and Code Generator Modes

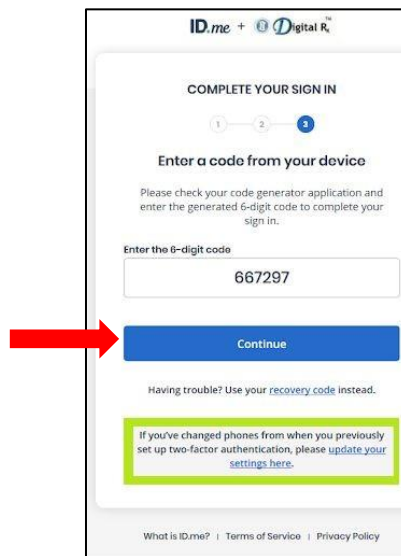
- Please login with valid login credentials. Prescriber is then logged into their ID.me account.



The image shows the ID.me Sign In screen. At the top, it says "ID.me + Digital Rx". Below that is a "Sign In" heading with a link "or sign up for an account". There are input fields for "Email" and "Password" (with a placeholder "Enter your password"). A blue "Sign In" button is below the password field. Below the button is a link "Forgot Password". Underneath is a section "Or sign in with" with buttons for Facebook, Google, and LinkedIn. At the bottom of this section is a link "View more sign options". The footer contains links: "What is ID.me?", "Terms of Service", and "Privacy Policy".

Figure 119: ID.me Sign In screen

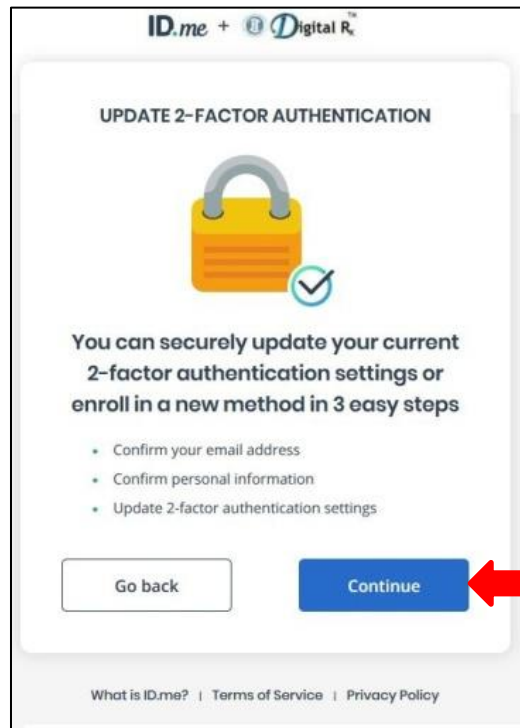
- ID.me web screen will ask you to enter second factor authentication six-digit code. Please enter six-digit code that appears over ID.me authenticator app over your ID.me web screen
- Click **"Continue"**.



The image shows the ID.me "COMPLETE YOUR SIGN IN" screen. At the top, it says "ID.me + Digital Rx". Below that is a progress indicator with three steps: 1, 2, and 3 (which is highlighted). The heading is "Enter a code from your device". Below that is a sub-heading "Please check your code generator application and enter the generated 6-digit code to complete your sign in." followed by "Enter the 6-digit code". There is an input field containing the code "667297". Below the input field is a blue "Continue" button, which is pointed to by a red arrow. Below the button is a link "Having trouble? Use your recovery code instead." At the bottom, there is a green box containing the text "If you've changed phones from when you previously set up two-factor authentication, please update your settings here." with a link "update your settings here". The footer contains links: "What is ID.me?", "Terms of Service", and "Privacy Policy".

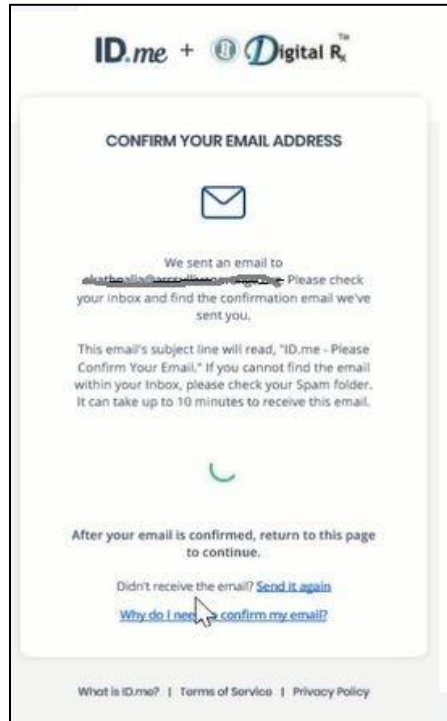
Figure 120: ID.me six-digit 2 FA screen

- Update two-factor authentication screen appears.
- Please click **“Continue”** to update your two factor authentication settings.



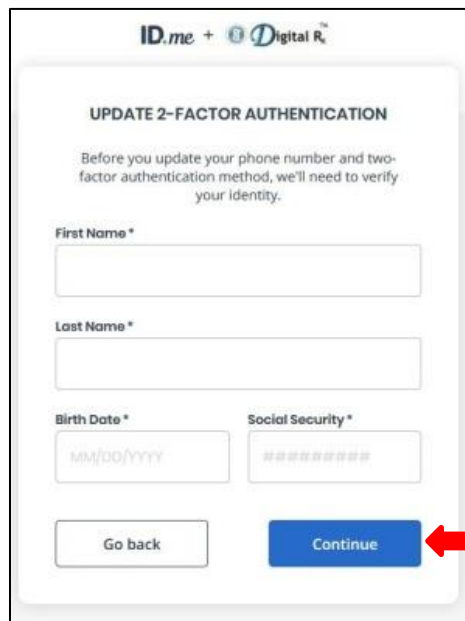
*Figure 121: Update 2 FA screen*

- **“Confirm your email address screen”** appears. Please do not close this screen.
- An email will be sent to the email address used to sign up for ID.me with a link that you must click to confirm your email.
- Navigate to your email inbox in a new tab or web browser window, find the confirmation email and click the link.



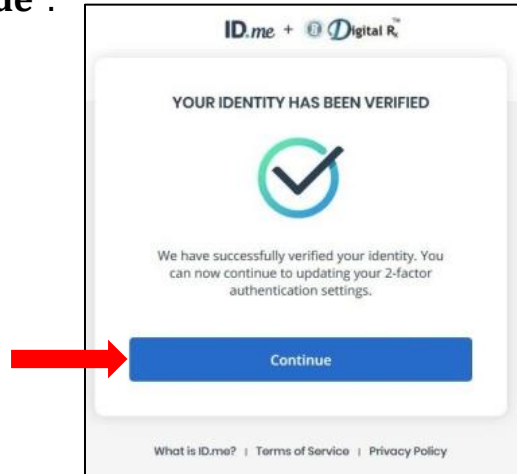
**Figure 122: Confirm email address**

- Update two-Factor authentication screen appears to enter personal details.
- Make sure you enter same details that were entered at the time of enrolling to ID.me.
- Click “**Continue**” button.



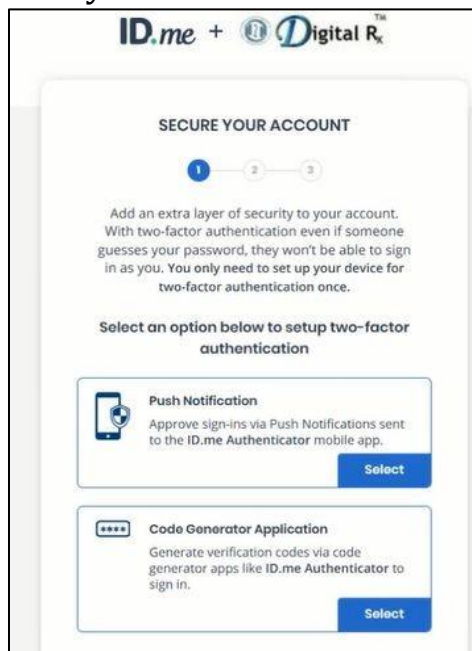
**Figure 123: Update two FA screen to enter personal details**

- Your Identity has been verified screen appears with “**Continue**” button.
- Click “**Continue**”.



*Figure 124: ID verification confirmation screen*

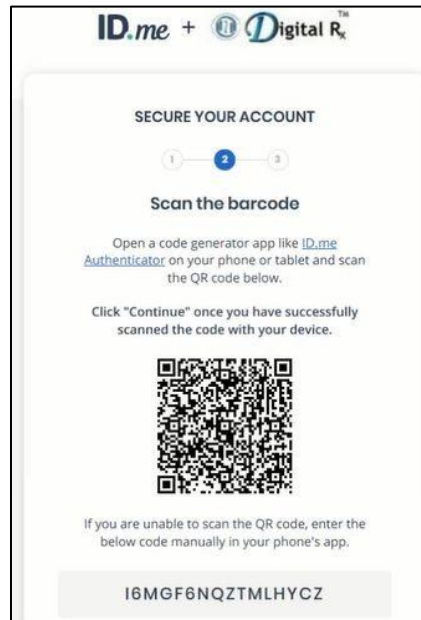
- “SECURE YOUR ACCOUNT” is the screen that appears after you click “**Continue**”.
- Secure your account screen by choosing one of two options to set-up your two-factor authentication:
  - [A] Code Generator**
  - [B] Push Notification**
- Choose the option that you want to switch to.



*Figure 125: Secure your account screen*

## 4.1 Code Generator

- The user will be presented with a screen that will give instructions and a QR code to scan.



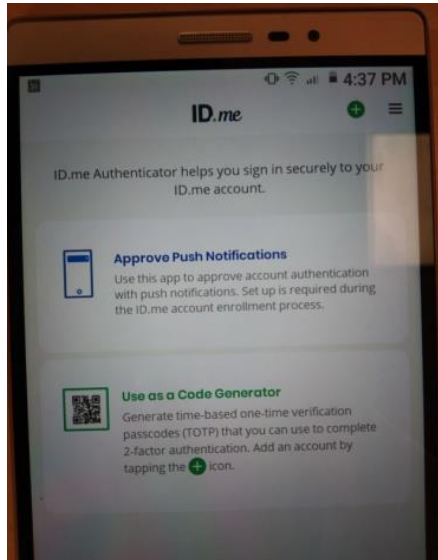
*Figure 126: Secure your account screen with  
Scan barcode option for Code Generator*

- To scan QR Code from the web screen, please go to “**ID.me Authenticator**” app which you have earlier downloaded on your phone and open the app.



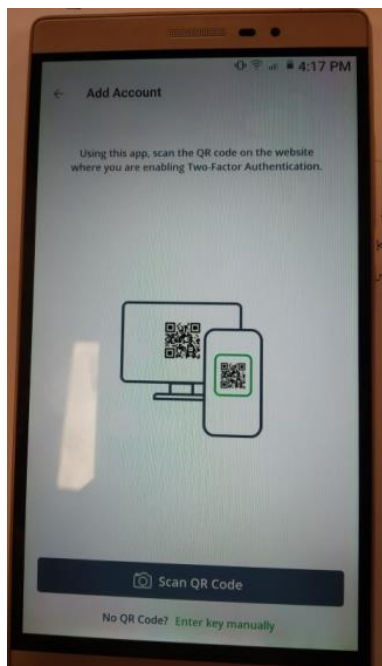
*Figure 127: ID.me Authenticator  
app downloaded in mobile phone*

- Go to ID.me authenticator app home screen on your mobile device.
- Add your Account for Code Generator by selecting the green "+" sign in the top right-hand corner of the screen.



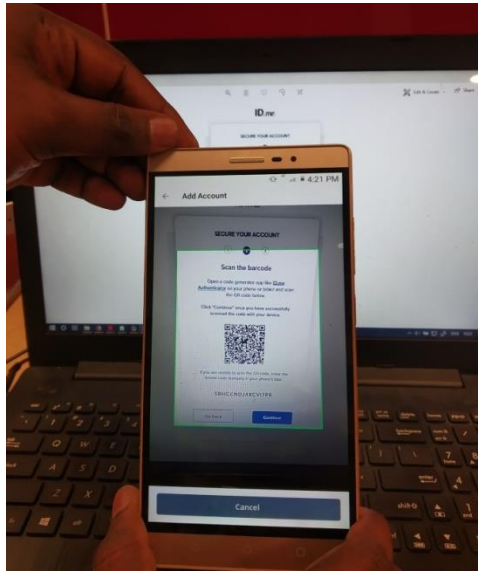
**Figure 128: ID.me Authenticator mobile app home screen displaying "Approve Push Notification" & "Use as Code Generator"**

- Add Account screen displays.
- Click the Scan QR Code button at the bottom of the screen.



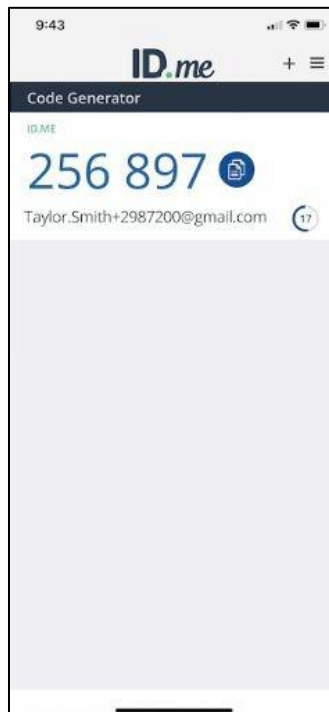
**Figure 129: Scan QR Code option over mobile device**

- A QR scanning box appears.
- Position your phone so the QR code on the laptop screen is in the box.
- When the app automatically captures the QR code, it advances to the next screen.



**Figure 130: Six-digit code appearing over mobile device**

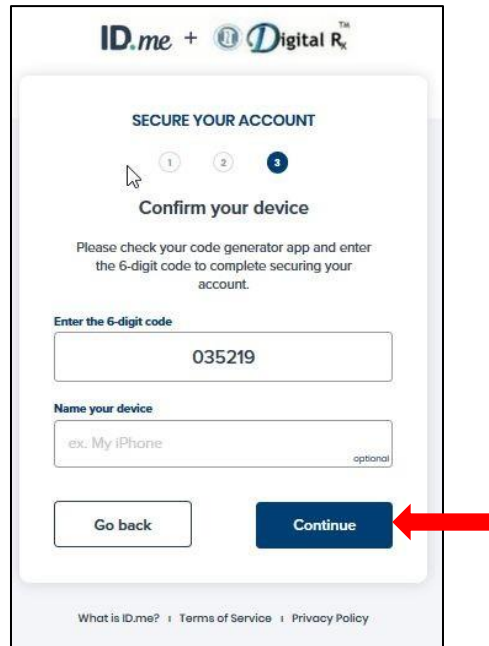
- Once scanned, app will generate a six-digit code to be entered on the next web screen.



**Figure 131: Six-digit code appearing over mobile device**

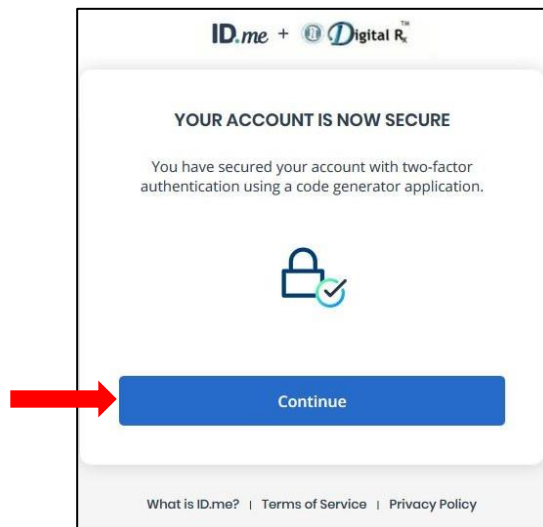


- Enter six-digit code into the field provided and click **“Continue”**.



*Figure 132: Six-digit code appearing over mobile device*

- Confirmation screen appears stating that account got secured with Dual factor authentication using code generator, click **“Continue”**.

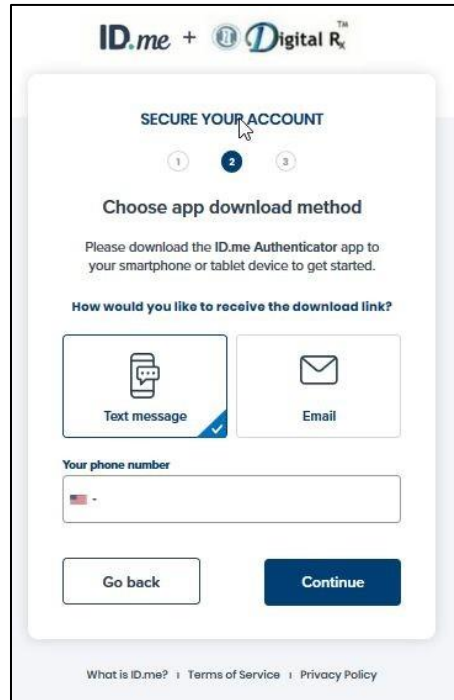


*Figure 133: Your account is now secure screen*

## 4.2 Push Notification

- “SECURE YOUR ACCOUNT” screen appears. There are two methods you can use to download the ID.me Authenticator App:

- a) Text Message
- b) Email



*Figure 134: Secure your account screen with  
mobile app download methods*

- An alert will pop-up requesting you to allow notifications.
- Select “**Allow**” to receive notifications.



*Figure 135: Pop-up requesting to allow notifications  
in mobile device*

- Please select “**Registration Request**” notification.



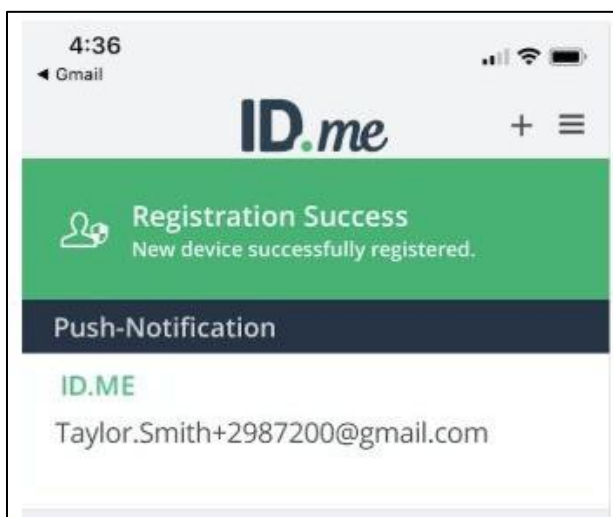
*Figure 136: Registration request screen to*

- Select “**Yes**” on Registration Request page to complete registration.



*Figure 137: Registration request screen  
with Yes and No options to*

- When you confirm enrollment, and receive the “**Registration Success**” prompt, the two-factor enrollment process will be complete, and you can close the App.



*Figure 138: Registration Success Screen in  
Mobile device*

## 5. Process to Follow if Prescriber is Already Registered with ID.me to Get that Registration Synced with H2H

- Because the provider has already verified their identity with ID.me, they will not have to complete the Identity Proofing portion of the ID.me workflow again.
- However, they still need to proceed through the Digital Rx + ID.me workflow to set up their two-factor authentication device for Digital Rx and to enable ID.me to send a back-end data response to Digital Rx.
- The prescribers who have already been proved to the LOA3 level with ID.me for other EMRs/EHRs should:
- Follow the steps as if they were enrolling to ID.me for the first time in the Digital Rx + ID.me workflow by clicking on 'Verify with ID.me' from your hosted landing page (HLP),  
<https://h2hdigitalrx.com/enrollment.html>.

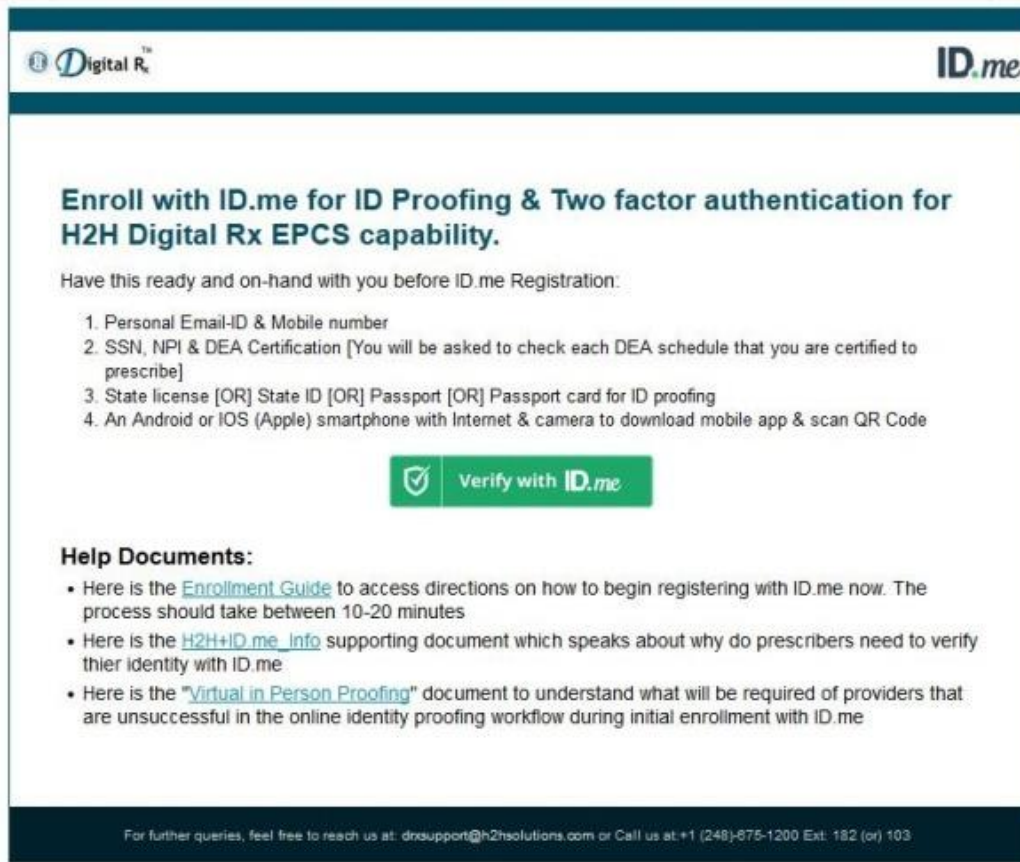


Figure 139: Hosted Landing Page with button to "Verify with ID.me"

- After clicking Verify with ID.me from your HLP, they should Sign in to ID.me with the same username and password they have already used to create an account with ID.me.

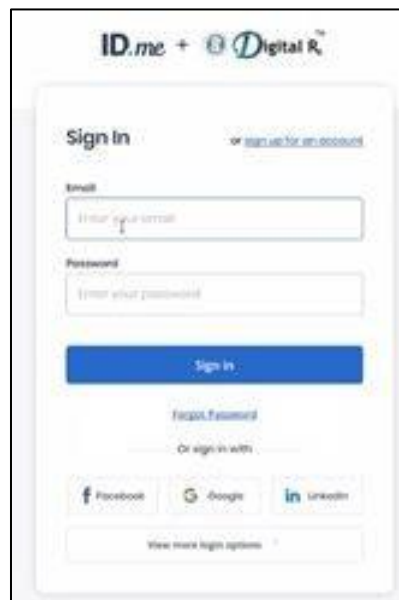
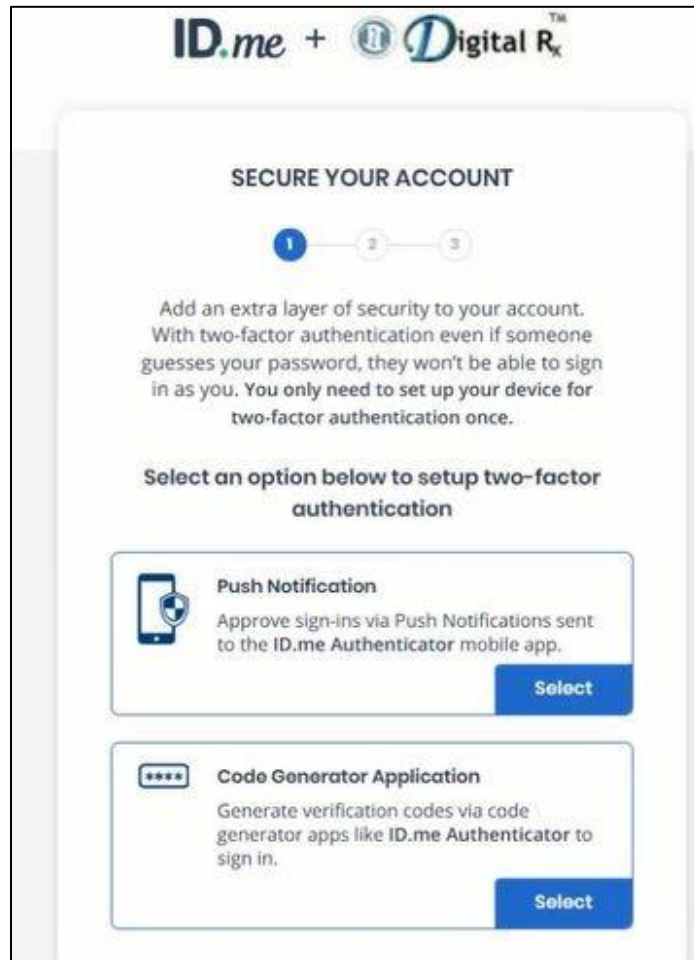


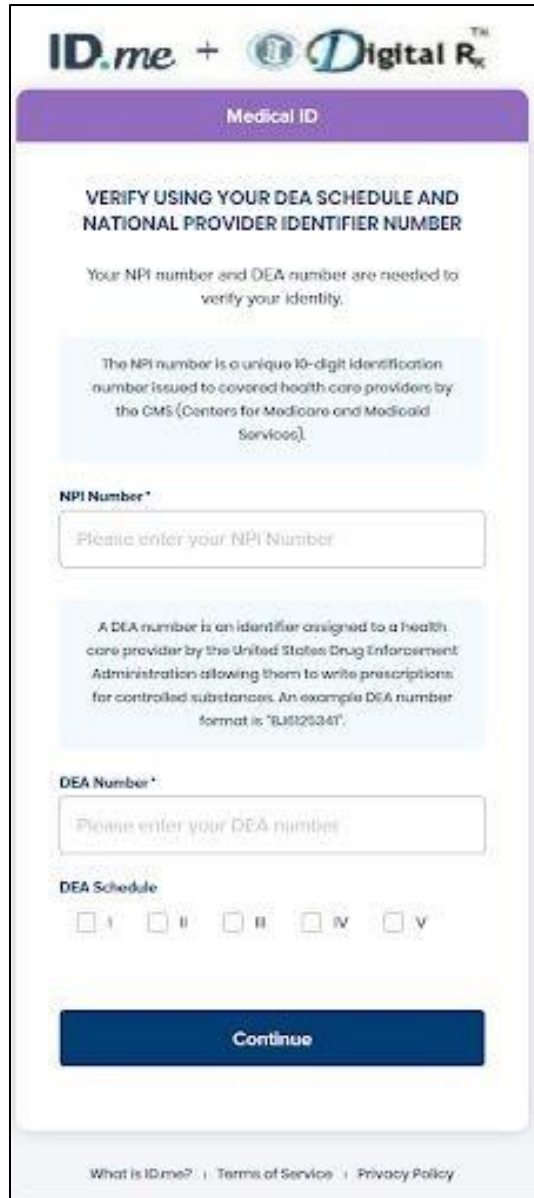
Figure 140: ID.me Sign In screen

- After signing in, they up their 2FA or two factor authentication devices. They will skip the Identity Proofing steps (already complete).



*Figure 141: Secure account screen with options available to set-up 2FA*

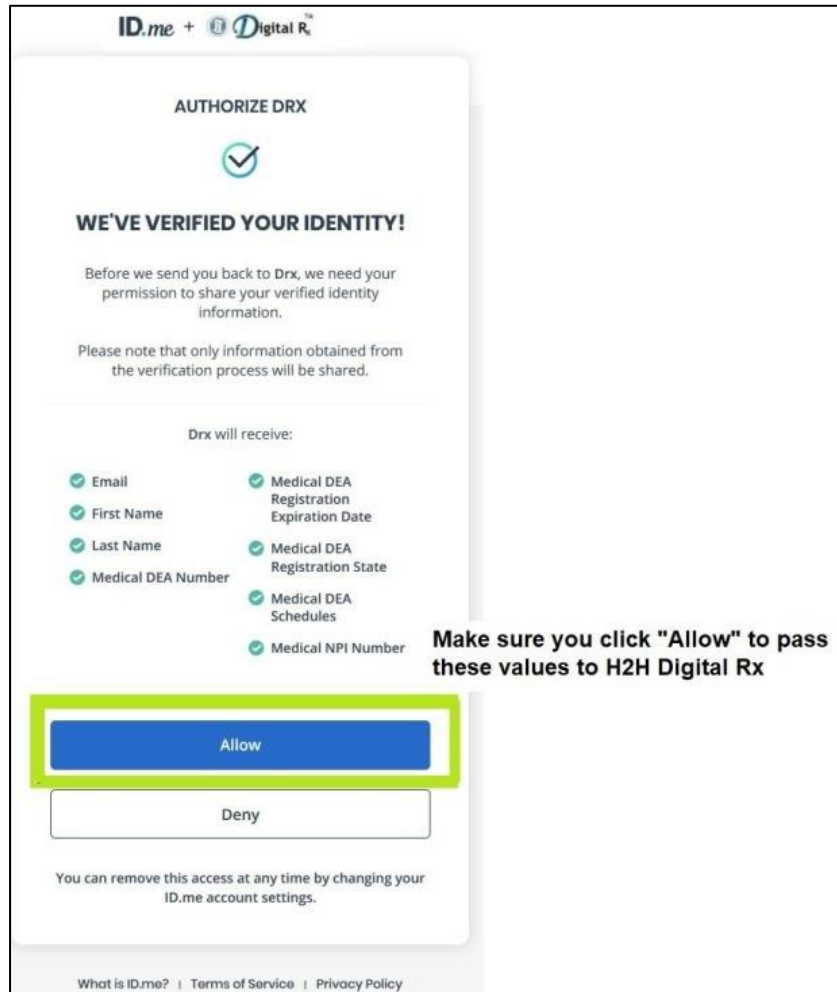
- After completing the 2FA, they should be taken either to the Medical Credential check steps (if not already complete for this other EMR/HER).



The screenshot shows a mobile application interface for medical ID verification. At the top, the logos for 'ID.me' and 'Digital Rx' are displayed. Below them is a purple header bar with the text 'Medical ID'. The main content area has a heading 'VERIFY USING YOUR DEA SCHEDULE AND NATIONAL PROVIDER IDENTIFIER NUMBER'. A paragraph states: 'Your NPI number and DEA number are needed to verify your identity.' Below this is a light blue box explaining the NPI number: 'The NPI number is a unique 10-digit identification number issued to covered health care providers by the CMS (Centers for Medicare and Medicaid Services)'. This is followed by a label 'NPI Number\*' and a text input field with the placeholder 'Please enter your NPI Number'. Another light blue box explains the DEA number: 'A DEA number is an identifier assigned to a health care provider by the United States Drug Enforcement Administration allowing them to write prescriptions for controlled substances. An example DEA number format is "B15125341".' Below this is a label 'DEA Number\*' and a text input field with the placeholder 'Please enter your DEA number'. Underneath is a section for 'DEA Schedule' with five radio button options: I, II, III, IV, and V. At the bottom of the form is a large blue 'Continue' button. The footer contains links: 'What is ID.me?', 'Terms of Service', and 'Privacy Policy'.

**Figure 142: Medical Credential check screen to enter NPI & DEA number**

- Then, ultimately the consent **Allow** screen, where they will allow consent to share information back to H2H.



**AUTHORIZE DRX**

**WE'VE VERIFIED YOUR IDENTITY!**

Before we send you back to Drx, we need your permission to share your verified identity information.

Please note that only information obtained from the verification process will be shared.

Drx will receive:

- ✓ Email
- ✓ First Name
- ✓ Last Name
- ✓ Medical DEA Number
- ✓ Medical DEA Registration Expiration Date
- ✓ Medical DEA Registration State
- ✓ Medical DEA Schedules
- ✓ Medical NPI Number

**Make sure you click "Allow" to pass these values to H2H Digital Rx**

**Allow**

**Deny**

You can remove this access at any time by changing your ID.me account settings.

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

*Figure 143: Consent Allow screen to authorize DRx*

Because the providers in this situation have already completed Identity Proofing, they should have a shorter than normal Digital Rx + ID.me workflow experience.

- ❖ For more information related to ID.me process, go to <https://help.id.me/>