

# Change Healthcare: Provider EPCS setup and ID.me setup

- i** Change Healthcare has developed an EPCS mandate for all current and pending e-prescribing regulations by state. On January 1, 2023, EPCS will be enforced for all [Medicare Part D and Medicare Advantage prescription drug plans](#) to be transmitted electronically.

In addition to the federal government regulations, most U.S. states also have mandates for e-prescribing controlled medications. Many states have already enacted the mandates, with Minnesota being the first state in 2011 followed by many other states to date.

Providers must comply with the mandate and also register with and receive an ID number from the [DEA](#). In addition, compliance has multiple steps including two-factor authentication and other safety measures.

## Instructions

- A** Make sure that you clear your cache and that you are in the correct market before proceeding.

## Change Health (eRx and Lab)

1. Follow the steps from the following SOP → [Change Healthcare: New Provider Setup](#)
  - a. Receive an email from CHC, and in that email, you want to document the username & pin
    - i. Download the attachment and open the download to access the secure email.
  - b. Retrieve the username in CHC Clinician to enter into KEMR
    - i. [CHC Clinician Link](#)
  - c. Enter the user's credentials within KEMR's name identifiers field
    - i. **ChangeHealth** **i**

Lab order access:	Yes
Name identifier:	Isundheimer
Rx permission:	All permissions

2. **\* (I.T.)\* In order to verify the user is successfully set up, I.T. will need to sign into the provider's account. Follow these steps:**
    - a. Go to [Change Healthcare Preferences and other](#) settings
    - b. **Admin** → **Manage Caregiver**
      - i. Check if the user has a checkmark for EPCS setup
        1. **Set/Reset EPCS?**

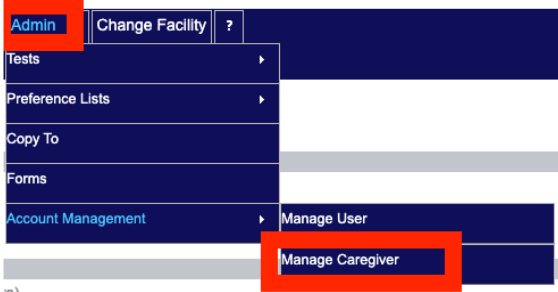
<input type="checkbox"/>
<input type="checkbox"/>
<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input checked="" type="checkbox"/>
  - c. I.T. will then go into Provider's user admin account and copy the user's Name Identifier
  - d. I.T. will then go into their User admin account → [User Admin Link](#)
  - e. Enter the provider's name identifier into the market in which they are getting approved
  - f. Click **Save**
3. **Make sure that you clear your cache and that you are in the correct market before proceeding.**
4. Contact/Schedule Appt with the Provider

a. Give them the required steps to begin the ID.me process → [Sign in to access Google Drive File](#)

i. Read page 4.

5. Go to the **Change Healthcare preferences and other** settings

a. Admin → Manage Caregiver



b. Search for provider

c. Confirm "Approve" is next to the provider's name *\*Remember you are signed in as the provider\**



i.

ii. **\*\*\*NOTE: THE PROVIDER MUST FIRST COMPLETE THE STEPS ON PAGE 4 OF THE PDF BEFORE THE "APPROVE" BUTTON WILL SHOW\*\*\***

6.

A screenshot of a '2 Factor Authentication' window. At the top, it says 'Approving DEA Registrant: Sundheimer, Lauren'. Below this are three input fields: 'Provider EPCS PIN:' with a masked value '\*\*\*\*', 'Select Device:' with a dropdown menu showing 'iphone - OTP', and 'One Time Passcode:' with the value '031877'. To the right of these fields is a blue 'Approve' button. A purple note on the right states: 'The most recently added 2FA method will always be at the top of the list.' At the bottom left, there is a 'Note:' section with two steps: '1: Complete approval using ID.me 2FA' and '2: By clicking the sign button you are attesting the digital signature representing your legal signature.'

a. Once meeting with the provider you enter the pin and OTP into the following fields and click "Approve".

**i** References: