Setting Up eRx with ID.me

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Registering for eRx is an easy process that will allow you to send electronic prescriptions for your patients. DrChrono has partnered with ID.me to complete the identity verification process.

Important Notes about Registering for eRx

- The eRx setup process is also a **prerequisite for EPCS** (Electronic Prescription of Controlled Substances). You must be on a **paid plan** to e-prescribe medications.
- The **eRx identity verification process must be completed on the web version** of DrChrono. While your mobile device (iOS or Android) will be involved, the DrChrono EHR web app is required for the entire process.
- As a best practice, set aside uninterrupted time to complete registration.
- If you are currently using another EHR to send prescriptions (new or refills), **registering for eRx in DrChrono will disable refills with your previous vendor if the same office address is used.**

System	Refills transferred (same address)	Refills not transferred (different addresses)
DrChrono	123 Fake Street Anytown, ST 12345	123 Fake Street Anytown, ST 12345
Other EHR	123 Fake Street Anytown, ST 12345	456 False Ave Anytown, ST 54321

If you want all refill requests to go only to DrChrono, contact your previous EHR to cancel their refill service. Accounts with different addresses will not interfere with each other.

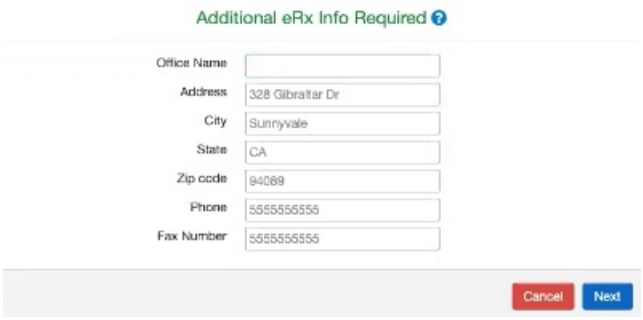
Navigating to the eRx Setup Portal

- Go to **Account** in your DrChrono navigation bar and select**Account Settings**.
- In the **eRx Info** tab, click **Verify with ID.me**.

You can only have **one ID.me account,** which can be used anywhere ID.me is integrated. Your account is tied to you personally, not your organization.
You may already have an ID.me account if you've verified your identity through:
"A previous EHR company"
"A government partner (e.g., IRS, VA)"
"A retailer using ID.me for discounts"

If you no longer have access to the email address associated with your ID.me account, follow the steps in this article or file a support ticket here.

- Enter the required **office information** in the *Additional eRx Info Required* section and click **Next**.



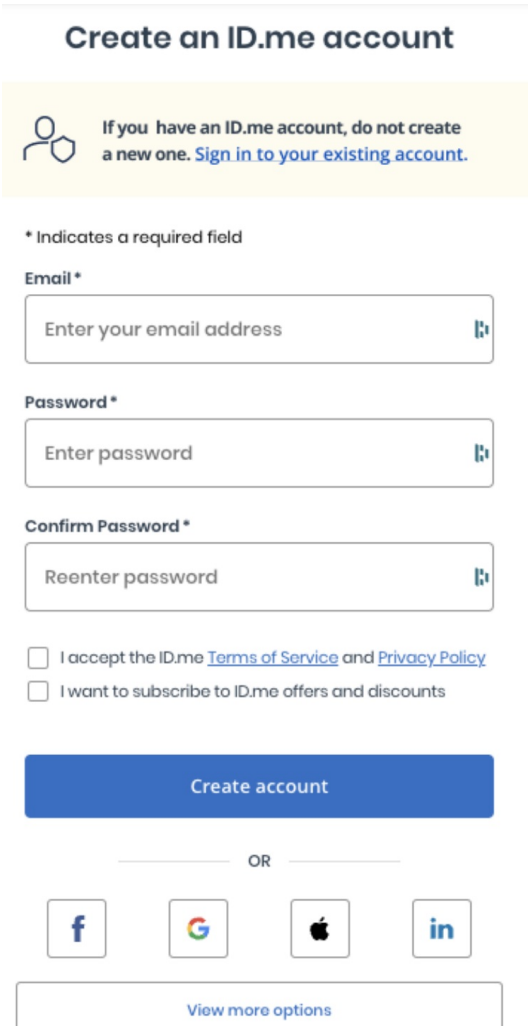
Signing in to ID.me

Previously, members entered both their email and password on the same screen. With this update, **identification and authentication are now separated into two distinct steps**:

- **Identification**: Confirms who you are by locating your ID.me Wallet using your email address.
- **Authentication**: Confirms you are still in control of your ID.me Wallet by entering your password.

This change **strengthens protection against fraud** and **prepares for future improvements** to the member experience.

- When prompted, sign in to ID.me using your preferred method (Google, Facebook, LinkedIn, or your email). If you don't have an account, select **Create an ID.me Account.**



- After entering your email, ID.me will confirm your identity (Identification step) and then ask you to enter your password (Authentication step).fraud@id.me
- You will also be asked to **confirm that you control the email** associated with your account. Click **Yes** to continue.

If you suspect fraud, stop the process and report it to

Securing Your Account

- You'll be prompted to secure your account using the **ID.me Authenticator App**, which supports push notifications and code generation.
- Enter your phone number to receive a link to download the app via text or email.
- Approve the sign-in request from your mobile device, then click **Continue** on the web screen.

Verifying Your Identity

- Enter the code generated on your device to complete your login.
- Choose the type of **photo ID** to upload (driver's license, state ID, passport, or passport card).
- Take or upload clear photos of your government-issued ID.
- If you upload existing photos, you may be routed to an ID.me **Trusted Referee** for verification.
- Take a **selfie** with your device's camera or webcam.

- Enter your **Social Security Number** to confirm your identity.
- Review your information for accuracy, check the attestation box, and accept the Fair Credit Reporting Act terms.
- Select **Allow** to authorize ID.me to share your verified identity with DrChrono.
    - If your identity cannot be verified automatically, you will meet with a **Trusted Referee** to complete verification.

Verifying Your Medical Identity

- Click **Begin** to start the medical identity verification process.
- Enter your **individual NPI number** and click **Continue**.
- Confirm your medical identity details.
- Once verification is complete, select **Allow** to share your verified medical identity with DrChrono.
    - Clicking **Deny** will stop the process, and you will not be able to prescribe.

Completing the Setup

- After ID.me sends your verified information to DrChrono, your account will be synced with **Surescripts** within **1–3 business days**.
    - When the process is complete, you'll be ready to **e-prescribe directly from DrChrono**.

Next Steps

If you prescribe **controlled substances**, you can continue by registering for **EPCS** here.

For support and more information, visit the ID.me Support Page.

ID.me Selfie FAQ

Why does ID.me use facial recognition?
For certain partners like healthcare and government organizations, ID.me complies with federal identity standards (NIST 800-63-3). The selfie is a required part of identity verification at the IAL2 level.

ID.me Privacy & Security

Privacy:
ID.me never sells, rents, or trades your personal information. Your data is only shared with your consent or as required by law.

Security:
All personal information is encrypted with AES-256 and stored in **FedRAMP-authorized AWS** environments that meet **ISO 27001/27002, SOC 2 Type II, and PCI standards**.
ID.me undergoes **annual third-party audits** to maintain certification and ensure top-tier data protection.