

# Setting Up eRx with ID.me

07/08/2024 7:29 pm EDT

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. To start prescribing in DrChrono, you can follow these steps to register for eRx.

## Important Notes about Registering for eRx

- The setup process for eRx is also a pre-requisite for [EPCS](#) (electronic prescription of controlled substances). You must be on a paid plan type to have the option to e-prescribe medications.
- It is also important to note that the eRx identity verification process must be completed on the web version of DrChrono. While your iOS or Android device will be involved in the process, DrChrono's EHR web app is required from the beginning to the completion of the process.
- As a best practice, we recommend that you set aside some **uninterrupted time** to complete the registration process.
- If you are using another EHR to send prescriptions (new and refills), registering for eRx in DrChrono will disable refills with your previous vendor.
- If you are using another EHR to send prescriptions (new and refills), registering for eRx in DrChrono will disable refills with your previous vendor if you are using the same address.

**Note:** Refill requests can go to DrChrono and another system provided that the office addresses associated with the accounts are different. Accounts with the same address will have refill requests transferred in order to maintain the continuity of refills. Refills will only be discontinued in one of the systems if the office address is the same. If you would like to stop receiving refill requests in your previous EHR and have them only come to DrChrono, you will need to contact your previous EHR to cancel refill service from them so that refills can go to DrChrono. Accounts with different addresses will not have any interference with refill requests.

System	Refills requests transferred to one EHR because of the same address	Refill requests not transferred to one EHR because addresses are different
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

## Navigating to the eRx Setup Portal

1. To begin the eRx setup process, go to **Account** in your DrChrono navigation bar and select **Account Settings**.

## PROVIDER SETTINGS

## Account Settings

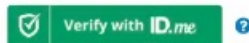
- onpatient Settings
- Telehealth Settings
- Account Setup
- Custom Fields
- Copy Dashboard (Beta)
- API
- App Directory

2. Navigate to the **eRx Info** tab and click on the **Verify with ID.me** button.

## Account Settings

Profile General Email Medical Billing **eRx Info** Services Usage My Billing Sample Data Security Patient Payments

## Register for eRx



## Prescriber Info

State License Number	<input type="text"/>	
DEA Number	<input type="text"/>	
Prescribing Physician's Name	<input type="text"/>	The prescribing physician's name displayed in eRx. Leave blank if the same as user's name
Physician Date of Birth	<input type="text"/>	
Medicaid Provider Number	<input type="text"/>	

Update Entire Profile

**Note:** You can only have one ID.me account, which can be used anywhere ID.me is integrated. An ID.me account is tied to you, not your organization or practice. You may already have an ID.me account from one of the following:

- A previous EHR company
- A government partner of ID.me such as the IRS
- Verifying for a discount through a retailer that uses ID.me

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

3. Enter the office information in the **Additional eRx Info Required** (all fields are required) and click **Next**.

Additional eRx Info Required 

Office Name	<input type="text"/>
Address	328 Gibraltar Dr
City	Sunnyvale
State	CA
Zip code	94089
Phone	5555555555
Fax Number	5555555555

Cancel

Next

4. Next you will be prompted to sign in to ID.Me. You can sign in with: Google, Facebook or LinkedIn **Or Create an ID.me account**. It is recommended to use your personal email address rather than a work email address, as personal

email addresses are less likely to change over time.

## Create an ID.me account



If you have an ID.me account, do not create a new one. [Sign in to your existing account.](#)

\* Indicates a required field

Email \*

Password \*

Confirm Password \*

- I accept the ID.me [Terms of Service](#) and [Privacy Policy](#)
- I want to subscribe to ID.me offers and discounts

OR



You will also be asked to confirm that you control the email associated with your account. Click **Yes** to continue. If you suspect any fraud, stop the process and click email [fraud@id.me](mailto:fraud@id.me) to report.

YOU ARE VERIFYING FOR  
[PARTNER]



**⚠ Be aware that fraudsters may:**

- **Create** fake postings with offers that seem too good to be true, such as fake jobs or apartments
- **Message** you on social media directing you to send personal information to them
- **Provide** instructions to complete actions for them

If you believe this is happening to you, STOP NOW and email [fraud@id.me](mailto:fraud@id.me).

Is this your email address?

fraudster@email.com

Yes

No

5. You will be given the option to secure your account with a **Push Notification** the **Code Generator** through the ID.me Authenticator app which can be downloaded to your tablet or smartphone. We will look at the Push Notification.

SECURE YOUR ACCOUNT



With multi-factor authentication (MFA), even if someone guesses your password, they won't be able to sign in as you.

Choose an option below to set up multi-factor authentication



**Push Notification**

Approve sign-ins via push notifications sent to the ID.me Authenticator mobile app.

Select



**Code Generator Application**

Generate verification codes via code generator apps like ID.me Authenticator.

Select

6. Enter your number in the space provided and click **Continue**.


## SECURE YOUR ACCOUNT

1 — 2 — 3


**Choose app download method**

Please download the ID.me Authenticator app to your smartphone or tablet device to get started.

**How would you like to receive the download link?**





**Text message**



**Email**

**Your phone number**

 ▼

**Continue** 


**Go back**

7. You will receive a link to download the application via email or text. Click on this link.

Please click on this link to download or activate the [ID.me](#) Authenticator application: <https://>

## SECURE YOUR ACCOUNT


1 — 2 — 3



**Download the ID.me Authenticator app**

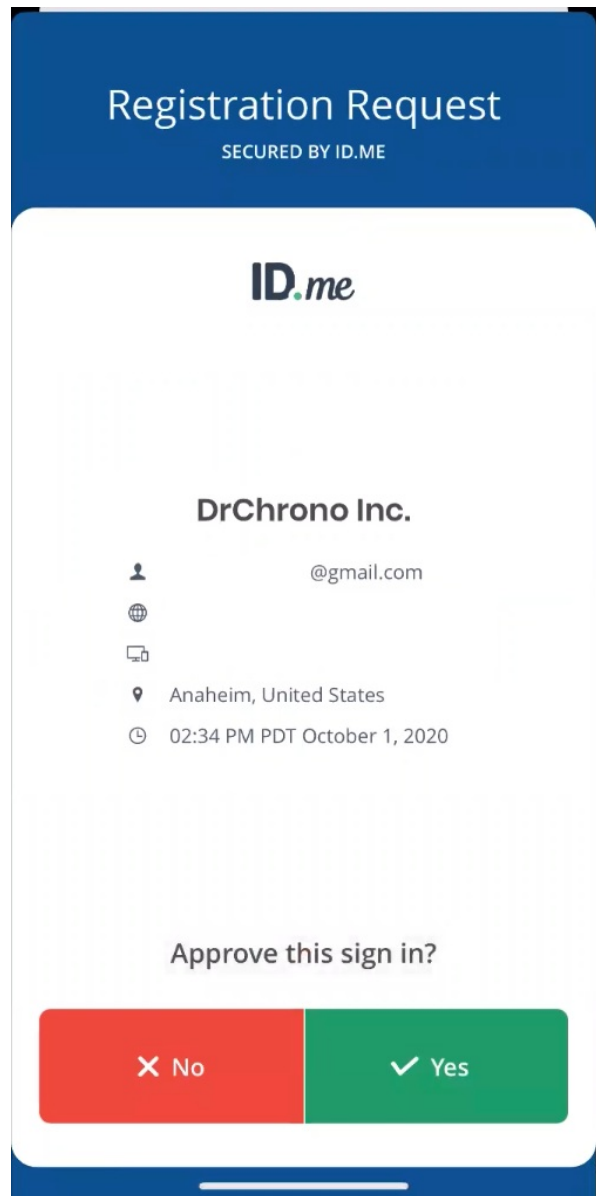
We sent you a link to download or activate the ID.me Authenticator app.

Please open the app and follow prompts to securely access it via pin, code, fingerprint, or Face ID.



**Go back**

8. Tap **Yes** to approve the sign-in.



9. You will receive a confirmation message. Click **Continue**.

## YOUR ACCOUNT IS NOW SECURE

You have secured your account with multi-factor authentication using the ID.me Authenticator application using push notifications.



Visit [ID.me My Account](#) to view and manage multi-factor authentication settings.

Continue

The next steps involve verifying your identity.

10. Enter the code generated on your device to complete your login.



**COMPLETE YOUR SIGN IN**

1 — 2 — 3

**Enter a code from your device**

Please check your code generator application and enter the generated 6-digit code to complete your sign in.

Enter the 6-digit code \*

**Continue**

If you've changed phones from when you previously set up multi-factor authentication, please [update your settings here](#).

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

11. Select your verification for the photo ID you would like to upload. You have the option of taking a picture of the photo ID you would like to use for example a state-issued driver's license or state ID, a passport, or a passport card.

**VERIFY YOUR IDENTITY**

There are several options for you to verify your identity and this process only takes a few minutes. You'll only need to verify your identity once.

We'll need your permission to use details from your credit profile and other public sources to verify your identity. Don't worry this won't affect your credit score.

**Choose a verification method**

**Driver's license or state ID**  
Upload photos of your driver's license or state ID and enter your social security number. **Start Now**

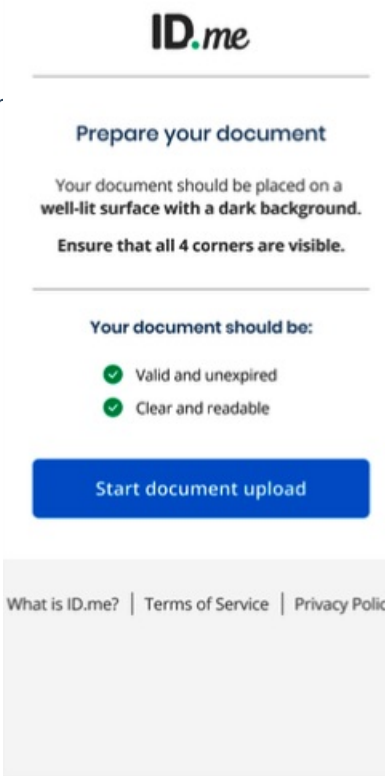
**Passport**  
Upload a photo of your passport and enter your social security number. **Start Now**

**Passport card**  
Upload photos of your passport card and enter your social security number. **Start Now**

[I don't live in the United States](#)

12. Using your device, take photos of your government ID.

If you already have photos of your government ID on your device, you can choose to upload them. If you choose to upload an image, you will be routed to one of ID.me's [Trusted Referees](#) to complete identity verification.



13. Next, you will be prompted to take a selfie with your device's camera or your webcam. For more information see our selfie [FAQ](#).



VERIFY YOUR IDENTITY



Let's take a video selfie



To protect identities, we use a series of sophisticated techniques to ensure users are present. This process is called liveness detection.

Take video selfie

OR

Take a selfie with my webcam

**YOUR WEBCAM MUST BE ABLE TO OPEN ON THE DEVICE YOU ARE ON RIGHT NOW**

14. After taking your selfie, enter your Social Security Number to confirm your identity.



### CONFIRM YOUR IDENTITY



### Enter your Social Security number

The Social Security number is used as a unique identifier to confirm identity. This will not affect your credit score.

###-##-####

[HIDE](#)

[Continue](#)

[Go back](#)

15. Ensure that all of your information is complete and correct. Check the box to attest that the information is correct and to accept the use of the Fair Credit Reporting Act to verify your identity.

**ID.me**

**VERIFY YOUR IDENTITY**

Progress bar: 1 ✓ 2 ✓ 3 ✓ 4 (4) 5

**Confirm your information**

We'll verify the information you've entered with details from your credit profile.

What does this mean? ✓

**Full legal name** EDIT

First name |  
Middle name |  
Last name |

Birth date 08/30/1972

**Current home address** EDIT

Street address |  
City Mclean  
State VA  
Zip code 23456

**Phone**

Mobile phone # (123) 456-7890

I attest that the information I have provided is correct and accept the use of Fair Credit Reporting Act data to verify my identity.

16. Select **Allow** to authorize ID.me to share your verified identity with DrChrono in order to e-prescribe.



### AUTHORIZE DRCHRONO INC.

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

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

DrChrono Inc. will receive:

- |   |                                      |
|---|--------------------------------------|
| ✓ First Name                                | ✓ Last Name                          |
| ✓ Email                                     | ✓ Street                             |
| ✓ City                                      | ✓ State                              |
| ✓ Postal Code                               | ✓ Medical NPI Number                 |
| ✓ Medical NPI Primary License Issuing State | ✓ Medical NPI Primary License Number |
| ✓ Medical DEA Number                        | ✓ Medical DEA Schedules              |
| ✓ Medical DEA Registration Expiration Date  | ✓ Medical DEA Registration State     |

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](#)

**Note:** If your identity is unable to be verified through this process. You will meet with an ID.me Trusted Referee to complete the verification process and continue from there. For more information, click [here](#).

17. Next, click **Begin** to the medical identity verification process.

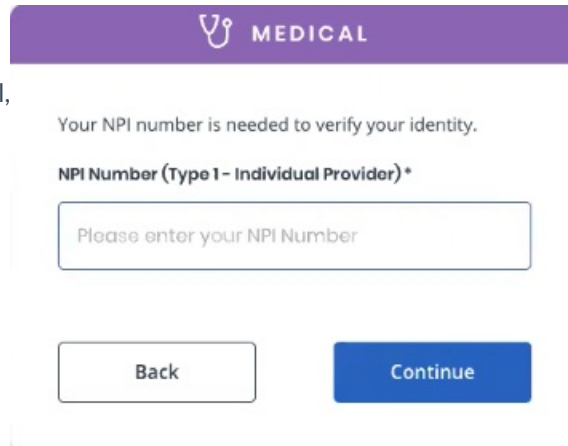


To verify as a medical provider, you'll need to provide your National Provider Identifier (NPI) credentials. We'll check your legal identity information against the NPI database.

Begin

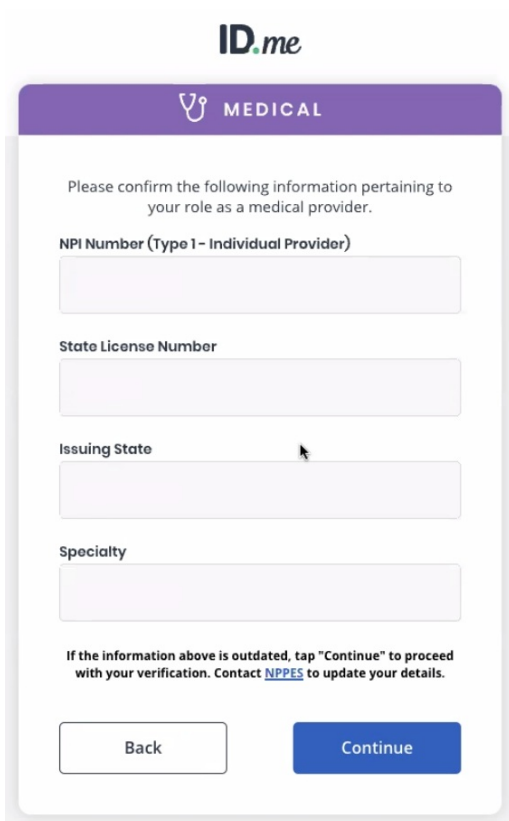
18. Enter your individual NPI number and **Continue**.

**Note:** ID.me includes your first name, middle name/initial, and last name as part of the NPI verification process.

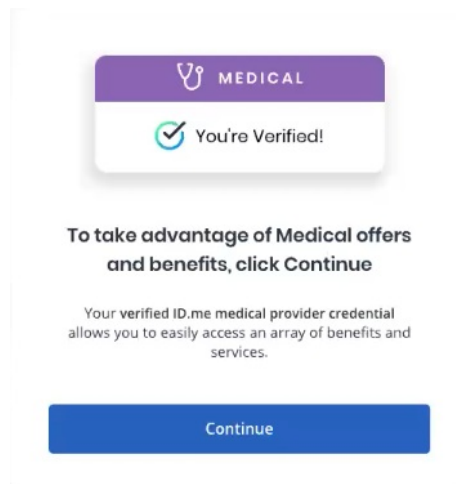


The screenshot shows a purple header with the ID.me Medical logo. Below the header, the text reads "Your NPI number is needed to verify your identity." followed by the label "NPI Number (Type 1 - Individual Provider)\*". A text input field contains the placeholder text "Please enter your NPI Number". At the bottom, there are two buttons: a white "Back" button and a blue "Continue" button.

19. Confirm the information and **Continue**.



The screenshot shows the ID.me Medical logo at the top. Below it, the text says "Please confirm the following information pertaining to your role as a medical provider." There are four input fields labeled "NPI Number (Type 1 - Individual Provider)", "State License Number", "Issuing State", and "Specialty". At the bottom, there is a note: "If the information above is outdated, tap 'Continue' to proceed with your verification. Contact [NPPEs](#) to update your details." Below the note are two buttons: a white "Back" button and a blue "Continue" button.



The screenshot shows a purple header with the ID.me Medical logo. Below the header, there is a green checkmark icon and the text "You're Verified!". Below this, the text reads "To take advantage of Medical offers and benefits, click Continue". Underneath, a smaller text block says "Your verified ID.me medical provider credential allows you to easily access an array of benefits and services." At the bottom, there is a large blue "Continue" button.

20. Once you have been verified, ID.me will send your information to DrChrono to finish the process. Click **Allow**.

**Note:** Clicking **Deny** will not complete the process and you will not be able to prescribe.

The image shows a mobile app authorization screen from ID.me. At the top is the ID.me logo. Below it, the text reads "AUTHORIZE DRCHRONO INC." followed by a green checkmark icon. The main heading is "WE'VE VERIFIED YOUR IDENTITY!". Below this, a message states: "Before we send you back to DrChrono Inc., we need your permission to share your verified identity information." A note follows: "Please note that only information obtained from the verification process will be shared." A section titled "DrChrono Inc. will receive:" lists 10 items, each with a green checkmark: City, Email, First Name, Last Name, Medical NPI Number, Medical NPI Primary License Issuing State, Medical NPI Primary License Number, Postal Code, State, and Street. At the bottom, there are two buttons: a blue "Allow" button and a white "Deny" button with a black border. A final note at the very bottom says: "You can remove this access at any time by changing your ID.me account settings."

21. After you have answered and completed the process, your information will be verified and synced with Surescripts. The processing time for your request may take 1-3 business days. When your request is processed, you will have completed the eRx setup and be able to e-prescribe from DrChrono.

# Account Settings

[Profile](#) [General](#) [Email](#) [Medical Billing](#) [eRx Info](#) [Services](#) [Usage](#) [My Billing](#) [Sample Data](#) [Security](#) [Patient Payments](#)

## Register for eRx

- DrChrono staff will register you and your office for eRx with Surescripts.
- This process will take between 1 to 3 business days, and we will inform you once you are set up!
- We will also send you a letter of verification to your provided personal address.

## Prescriber Info

State License Number	<input type="text"/>	
DEA Number	<input type="text"/>	
Prescribing Physician's Name	<input type="text"/>	The prescribing physician's name displayed in eRx. Leave blank if the same as user's name.
Physician Date of Birth	<input type="text"/>	
Medicaid Provider Number	<input type="text"/>	

[Update Entire Profile](#)

Do you write prescriptions for controlled substances? If so, after you have completed the eRx registration, you can move on to register for EPCS [here](#).

For support and information on ID.me, please visit ID.me's [support page](#).

## Selfie FAQ

### Why does ID.me use facial recognition (selfie)?

For specific partners such as government and healthcare organizations, we need to comply with the federal standards for identity verification established by the National Institute of Standards and Technology (NIST) 800-63-3. The selfie step is related to a mandatory requirement in the NIST standards for verifying evidence for use in unsupervised remote identity verification at IAL2 and supervised identity verification.

### ID.me Privacy

ID.me will not sell, rent, or trade your Personal Information. ID.me will only transfer your Personal Information at your request, and with your consent, for use by third parties to verify your identity, or as required for the prevention of fraud or otherwise permitted by law.

### ID.me Security

All Personally Identifiable Information (PII) is encrypted using a FIPS 140-2 approved Advanced Encryption Standard (AES) algorithm with 256-bit key sizes and dynamic key rotation. ID.me is hosted within FedRAMP-authorized AWS in an isolated Virtual Private Cloud (VPC) using independently-verified International Standardization Organization (ISO) 27001/27002, Statement on Standards for Attestation Engagements (SSAE)-16 / Payment Card Industry (PCI) / Service Organization Controls (SOC) 1 and SOC2 Type II certified Tier-III data centers. The data center's physical and environmental security includes industry-leading network hardening and active monitoring, biometric access control, digital security video surveillance, and 24/365 on-site security staff. The Kantara Initiative and FICAM accreditations require ID.me to pass ongoing annual on-site third-party security and data privacy audits for certification.

