

Upgrading your ID.me Account for Liveness

07/08/2024 7:43 pm EDT

DrChrono's identity proofing partner, [ID.me](#), is improving their process of identity verification to the highest standards set by the National Institute of Standards and Technology ([NIST](#)). See our [FAQ](#) later in this article.

Once you have secured your ID.me account, you will need to verify your identity using your mobile device. You will need the following items for this process.

- Photo ID (Driver's License, Passport, Passport Card, or State ID card)
- A "live" selfie using your mobile device
- Your Social Security Number

1. Go to **Account > Provider Settings** and select the **eRx Info** tab. Click the **Verify with ID.me** button. You will need to sign into ID.me using your email and password and will need to approve the sign-in from the ID.me Authenticator app. Tap **Yes** on the app to proceed.

Account Settings

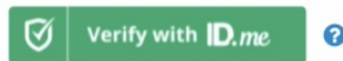
[Profile](#) [General](#) [Email](#) [Medical Billing](#) [eRx Info](#) [Services](#) [Usage](#) [My Billing](#) [Sample Data](#) [Security](#) [Patient Payments](#)

Update ID.me for Liveness

Due to the increasing number of fraudulent actors accessing provider credentials to illegally prescriber controlled and non-controlled substances, ID.me and DrChrono are upgrading the ID.me verification security level to the highest identity verification standards set by the National Institute of Standards and Technology (NIST).

Follow the link below to update your ID.me account. Based upon your security level you will be required to:

- Upload a selfie.
- OR upload a selfie AND a picture of your driver's license, passport or passport card.



Identity Confirmation

Your identity has now been confirmed. To adjust future EPCS permissions, visit the [EPCS Permissions Page](#)

ID.me Device Information

What happens to my MFA when I change my phone? [Update MFA Device](#)

Name	Option	Primary Device
Authenticator	Generate 2FA Key	<input checked="" type="checkbox"/> Is Primary

Prescriber Info

State License Number	<input type="text" value="123"/>	
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: If you previously verified your identity with a photo ID or with an ID.me Trusted Referee, you will be prompted to take a selfie and proceed from step 3.

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



COMPLETE YOUR SIGN IN



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](#).

3. Select your verification for the photo ID you would like you 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 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](#)

4. 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.

ID.me

Prepare your document

Your document should be placed on a **well-lit surface with a dark background.**
Ensure that all 4 corners are visible.

Your document should be:

- ✓ Valid and unexpired
- ✓ Clear and readable

[Start document upload](#)

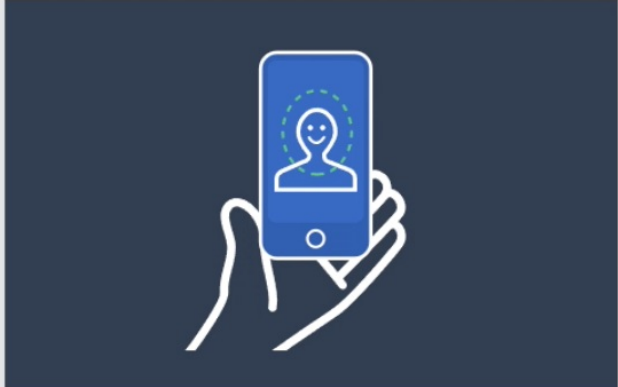
[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

5. Next, you will be prompted to take a selfie with your device's camera or your webcam.

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.

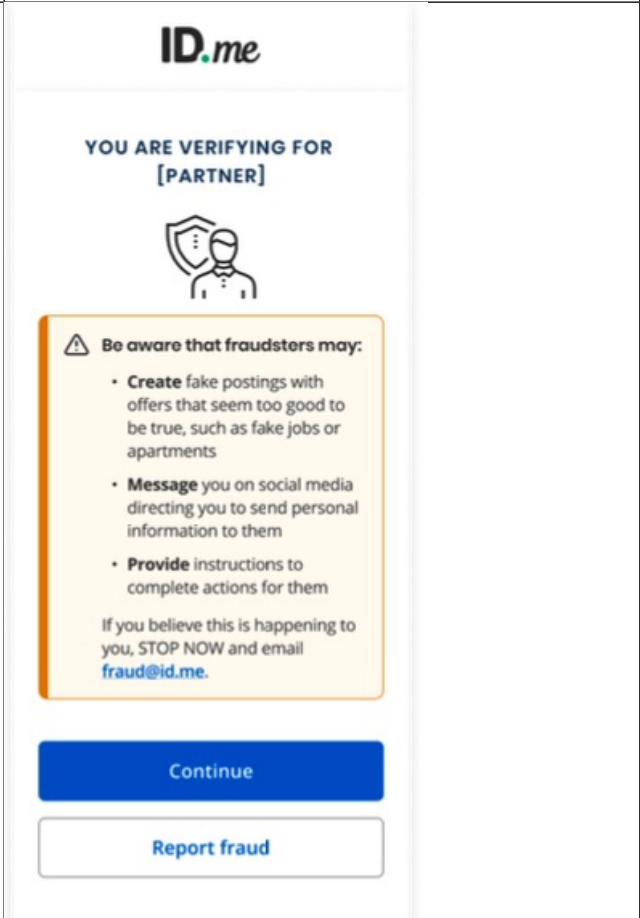
Take video selfie

OR

Take a selfie with my webcam

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


6. You will also be asked to confirm that you control the email associated with your account. Click **Continue**. If you suspect any fraud, stop the process and click **Report Fraud**.



The image shows a mobile application interface for ID.me. At the top, the ID.me logo is displayed. Below it, the text reads "YOU ARE VERIFYING FOR [PARTNER]". A shield icon with a person silhouette is centered. A yellow warning box contains the text "Be aware that fraudsters may:" followed by three bullet points: "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", and "Provide instructions to complete actions for them". Below the warning box, there is a blue "Continue" button and a white "Report fraud" button.

ID.me

YOU ARE VERIFYING FOR
[PARTNER]



⚠ Be aware that fraudsters may:

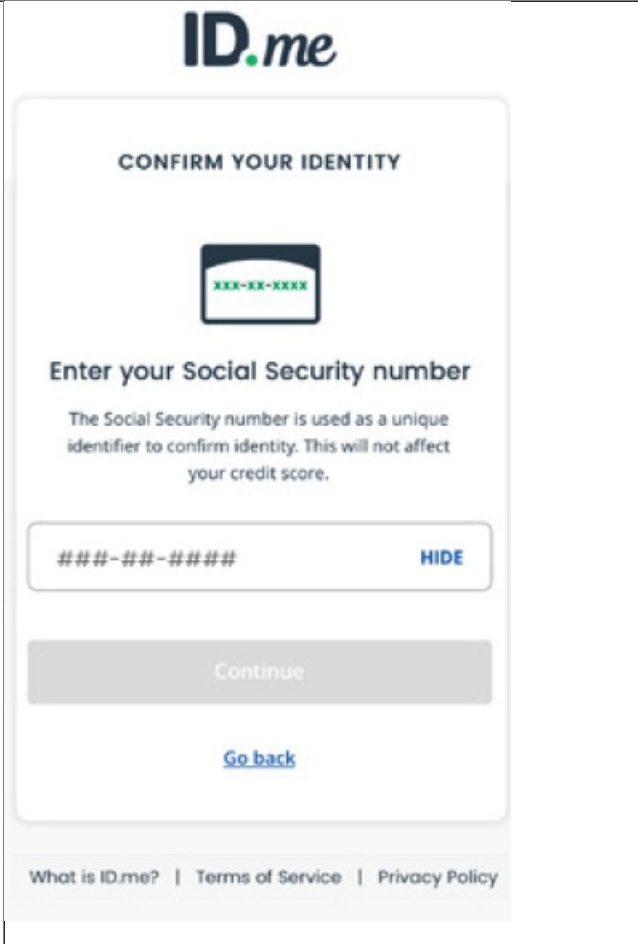
- **Create** fake postings with offers that seem too good to be true, such as fake jobs or apartments
- **Message** you on social media directing you to send personal information to them
- **Provide** instructions to complete actions for them

If you believe this is happening to you, STOP NOW and email fraud@id.me.

Continue

Report fraud

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



8. 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.



VERIFY YOUR IDENTITY



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 22456

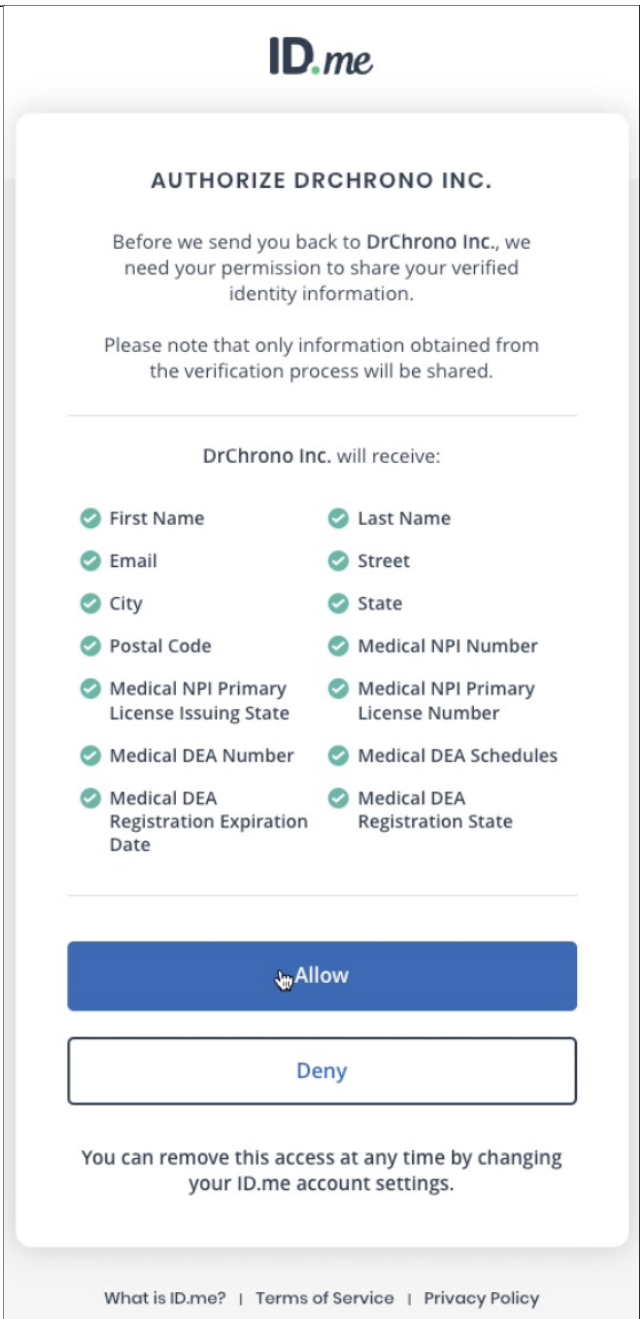
Phone

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.

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



The screenshot shows the ID.me authorization interface. At the top is the ID.me logo. Below it is the heading "AUTHORIZE DRCHRONO INC." followed by a message: "Before we send you back to DrChrono Inc., we need your permission to share your verified identity information." A note states: "Please note that only information obtained from the verification process will be shared." A section titled "DrChrono Inc. will receive:" lists 14 items, each with a green checkmark icon. The items are: 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, and Medical DEA Registration State. At the bottom of the list are two buttons: a blue "Allow" button and a white "Deny" button. Below the buttons is a message: "You can remove this access at any time by changing your ID.me account settings." At the very bottom of the page are links for "What is ID.me?", "Terms of Service", and "Privacy Policy".

ID.me

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](#)

10. You will then be taken back to your DrChrono account.

Account Settings

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

ID.me Liveness Verification Completed. Please setup your Identity Confirmation and ID.me Device if necessary.

Identity Confirmation

Your identity has now been confirmed. To adjust future EPCS permissions, visit the [EPCS Permissions Page](#)

ID.me Device Information

What happens to my MFA when I change my phone? [Update MFA Device](#)

Select Primary Device

Name	Option	Primary Device
Authenticator	Generate 2FA Key	Select as the primary device

Prescriber Info

State License Number	<input type="text" value="123"/>	
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](#)

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 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.

For more information see ID.me's article [here](#).
