

## EPCS Setup Guide for Providers (Electronic Prescribing of Controlled Substances)

Electronic Prescribing for Controlled Substances (**EPCS**) within Better Day Health offers new dimensions of safety and security for controlled substance prescriptions.

(**Note:** before beginning with this guide, a License Key must first be obtained by your administrator. Please refer to [Super Admin Setup for EPCS](#) for more information.)

**This guide is broken into 3 sections:**

### [1. Identity Proofing](#)

All Providers who wish to prescribe controlled substances must first verify their identity, through our partner Exostar. Experian proofing is a credit bureau proofing process, which requires users to verify their identity by answering credit bureau-based questions. For a detailed explanation of this process, click here: [OTP Identity Proofing](#).

### [2. Nominating a Prescriber](#)

Once a Prescriber has gone through ID Proofing, a Super Admin can nominate that Provider for our EPCS service.

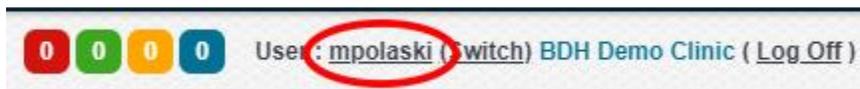
### [3. Steps to Prescribing a Controlled Substance](#)

Once the Nomination process is completed a Provider can securely and easily begin prescribing Controlled Substances.

## Identity Proofing Process

Before using Better Day Health's EPCS, Healthcare Providers must first prove their *Identity* through our partner Exostar. Your Practice Manager will first provide you with a **License Key** which can be purchased through the Exostar portal.

Start by clicking on your **Username > Right Side Menu > Staff Details** to access your User Data page.



Scroll to the section labeled **EPCS** and select the button labeled **Start Identity Proofing**.

EPCS	
EPCS Provider Status	-
EPCS Admin Status	-
DEA Number	RS7654321 Verified
Is Controlled Substance Level Present	<input checked="" type="checkbox"/>
EPCS User Status	Inactive
Identity Proofing Status	Not Started <span style="border: 2px solid red; border-radius: 50%; padding: 2px;">Start Identity Proofing</span> You have to complete identity proofing before you may be nominated for EPCS

Enter your **license key** in the popup window at this time.

**Enter Activation Code** ✕

ESW-F8B7A562C2721FD95592

You will be redirected to the Exostar portal to complete ID Proofing process.

First, read through and agree to the Terms of Service.

Next, register the Provider's phone number where the **authentication app**, [Authy](#), will be installed. This is where Providers will retrieve their **authorization token** to approve Controlled Substance prescribing.

Step 1: Confirm Profile | **Step 2: Verify Identity** | Step 3: Register One-Time Password Device

- Shared phone numbers or devices are not permitted.
- Never share OTP codes with anyone to avoid identity theft.
- To begin the registration process for the Mobile Credential, enter your phone number below and click the "Register Phone" button.
- Ensure that your phone is turned on and connected.
- Need more information? [View our frequently asked questions](#)

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**Mobile Credential Registration**

\*Select Country: United States ▼

\*Phone Number: +1- [ ]

\*Email Address: [ ]

At this time, the system will wait for you to download and install the [Authy](#) application on your phone. Once complete, the system will recognize your newly registered phone and will continue with the ID Proofing process.

Step 1: Confirm Profile | **Step 2: Verify Identity** | Step 3: Register One-Time Password Device

- Shared phone numbers or devices are not permitted.
- Never share OTP codes with anyone to avoid identity theft.
- To begin the registration process for the Mobile Credential, enter your phone number below and click the 'Register Phone' button.
- Ensure that your phone is turned on and connected.
- Need more information? [View our frequently asked questions](#)

**Mobile Credential Registration**

\*Select Country:

\*Phone Number: +1.

\*Email Address:

Registration in progress...  
Please complete Authy download and installation on your phone

Confirm that your name, address, phone number, date of birth, and other personal information is correct.

Step 1: Confirm Profile | **Step 2: Verify Identity** | Step 3: Register One-Time Password Device

- Enter the indicated information below.
- Exostar will not store or update your profile with this information. This information is only used during the Identity Verification process.
- Need more information? [View our frequently asked questions](#)

Your full legal name is required. If the information below is incorrect, select 'Return to Better Day Health' below to update your information.

\*First Name:  Middle Name:

\*Last Name:  Suffix:

Enter your current home address below

\*Home Address:

\*City:  \*State:

\*Zip Code:  (ex. 20001 or 20001-1234)

Enter a phone number. If you do not have a home number, you can enter an alternate such as a mobile phone number.

Home Phone:  (Numbers only) Alternate Phone:

This information is required for verifying your identity. Exostar will not store or update your profile with this information. Enter in your Date of Birth and the last 4 digits of your Social Security Number.

\*Date of Birth: Month  Day  Year

\*Social Security Number:  (Last 4 numbers only)

By agreeing to participate in the identity verification process, you hereby consent to the use of the information (including any personally identifiable information) that you provide here in in the identity verification process. You understand that by clicking on the I Agree button immediately following this notice, you are providing 'written instructions' to Exostar under the Fair Credit Reporting Act authorizing Exostar to obtain information from your personal credit profile or other information from Experian, solely to verify your identity. [View and Print](#)

You must click I Agree to continue to the next step.

Next, you will be asked a series of questions to help the system prove your identity.

- The following are a set of personal questions from your personal credit profile that need to be answered to confirm your identity.
- Exostar does not store the questions or answers, nor does Exostar have any knowledge of the correct answers.
- Need more information? [View our frequently asked questions](#)

1. According to your credit profile, you may have opened a mortgage loan in or around March 2003. Please select the lender to whom you currently make your mortgage payments. If you do not have a mortgage, select 'NONE OF THE ABOVE/DOES NOT APPLY'.

- JPMCB HOME
- HOMESIDE LENDING
- INDEPENDENCE ONE
- LOAN AMERICA
- NONE OF THE ABOVE/DOES NOT APPLY

2. According to your credit profile, you may have opened an auto loan in or around September 2021. Please select the lender for this account. If you do not have such an auto loan, select 'NONE OF THE ABOVE/DOES NOT APPLY'.

- VOLKSWAGEN CREDIT
- MITSUBISHI MOTORS CRED OF AMERICA
- ONYX ACCEPT
- FORD MOTOR CREDIT COMP
- NONE OF THE ABOVE/DOES NOT APPLY

3. You may have opened an auto loan or auto lease in or around September 2021. Please select the dollar amount range in which your monthly auto loan or lease payment falls. If you have not had an auto loan or lease with any of these amount ranges now or in the past, please select 'NONE OF THE ABOVE/DOES NOT APPLY'.

- \$375 - \$474
- \$475 - \$574
- \$575 - \$674
- \$675 - \$774
- NONE OF THE ABOVE/DOES NOT APPLY

4. You may have opened a mortgage loan in or around March 2003. Please select the dollar amount range in which your monthly mortgage payment falls. Refer only to the regular monthly payment which includes principal, interest, and escrow (escrow could include taxes and insurance if collected by lender). If you have not had a mortgage payment now or in the past, please select 'NONE OF THE ABOVE/DOES NOT APPLY'.

- \$460 - \$659
- \$660 - \$859
- \$860 - \$1059
- \$1060 - \$1259
- NONE OF THE ABOVE/DOES NOT APPLY

**Next** **Cancel**

## NOTE:

There are three possible outcomes for the Experian proofing:

- **If you answer questions correctly**, you will be directed to activate your OTP credential.
- **If you answer some questions incorrectly**, but the credit bureau is able to locate you, you will receive the activation code in 3 to 8 business days via postal mail. Use this code to activate your OTP credential.
- **If you answer questions incorrectly**, you will be prompted to schedule a **live video proofing session**.
- **In the event that you are prompted to schedule a live video proofing session**, visit the [Exostar OTP Identity Proofing](#) web page and see the section on Live Video Proofing for details.

Upon clicking the **Next** button a push notification will be sent to **Authy** on the mobile device you have registered. Once you have pressed to approve the process will continue to the next step.

- Shared phone numbers or devices are not permitted.
- The One-Touch mode for binding the Mobile Credential is automatic.
- Ensure that your phone is turned on and connected.
- Need more information? [View our frequently asked questions](#)

### Mobile Credential Binding

Waiting for One-Touch Approval...



One-Touch

Phone Number: +1-

Email Address:

Cancel

You will now be asked setup a phone number to **manage your EPCS license**. This can be the same device you have already registered, or it can be a backup mobile device should the original be misplaced or replaced. A code will be sent to the phone number provided for one touch approval like before.

The Identity Proofing process is now **Complete** and the EPCS user status is now **Registered**.

## EPCS

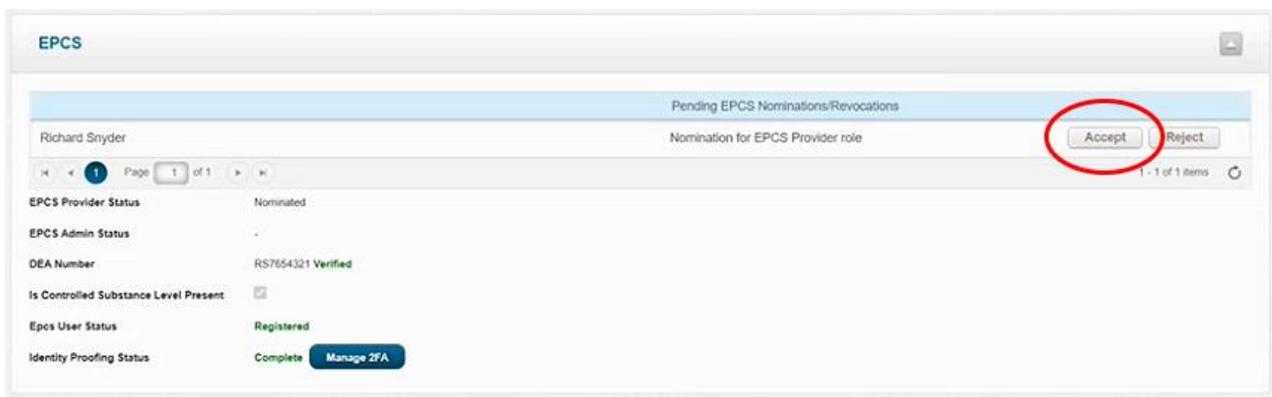
EPCS Provider Status	Revoked
EPCS Admin Status	-
DEA Number	RS7654321 <b>Verified</b>
Is Controlled Substance Level Present	<input checked="" type="checkbox"/>
Epcs User Status	<b>Registered</b>
Identity Proofing Status	<b>Complete</b> <a href="#">Manage 2FA</a>

## Nominating a Prescriber

Once a Provider has completed their Identity Proofing a **system admin or practice manager must now assign and nominate the Provider before they can begin to order prescriptions.**

Once the Provider has been successfully nominated:

The next time the healthcare Provider logs into their account The Provider should click "**here**" to be directed to the Staff Data page, then click the **Accept** button.



Finally, the Provider will open the **Authy** application on their mobile device and enter the **Token number** and their Better Day Health password to complete the nomination process.



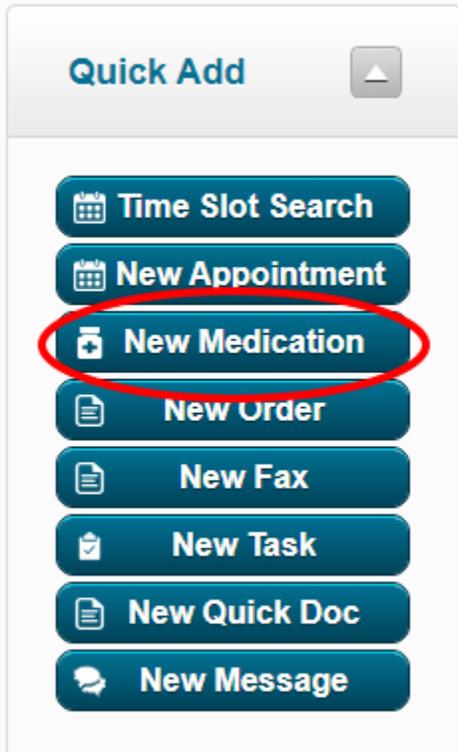
The healthcare provider is now able to begin to securely and easily begin prescribing controlled substances in Better Day Health.

[Super Admin Setup for EPCS](#) for more information on Nominating a Prescriber.

# Prescribing Controlled Substances

Now that the Provider roll has proven their identity and completed the nomination process, they are ready to quickly and securely begin to prescribe controlled substances.

Start by creating a new medication.



Fill out the controlled substance order like any other medication order. Press **Place Order** when complete.



**Note:** Nurse and Support staff are able to complete the steps above to "tee-up" the controlled substance order. Once they click "Place Order", the medication order will be available in the provider's **Pending Medications waiting to be sent to the pharmacy.**

In compliance with the DEA signing a controlled substance order must be completed by the prescribing provider in 2 steps:

First, the Provider must review the order to mark that they are **ready to sign.**

**Mark Ready To Sign**

**Patient**  
Name: Zachary Delaplane  
Date of birth: 12/1/2010  
Gender: M  
Address: 901 Sauv Blanc Blvd Petaluma CA 94952  
Communication Numbers:  
Primary: (707)621-4577

**Prescriber**  
Name: RICHARD B SNYDER  
Address: 458 WASHINGTON RD RYE NH 038702451  
Communication Numbers:  
Primary: (603)964-2958  
Fax: (603)964-2958  
DEA Number: RS7664321

**Medication**  
Drug description: Adderall 10 mg tablet  
Quantity: 30  
Quantity Unit: Tablet  
Sig: Take 1 tablet once a day for 30 days  
Notes:  
Number Of Refills: 0  
Substitution: Allowed  
Written date: 1/5/2022  
Days Supply: 30  
Effective Date: 2/13/2022

**Pharmacy**  
Name: Shollenberger Pharmacy  
Address: 2002 S McDowell Boulevard Ext Petaluma CA 949549901  
Communication Numbers:  
Primary: (707)968-5571  
Fax: (707)968-4744

Mark Ready To Sign Cancel

Next, they must confirm the controlled substance order by clicking **Sign & Send.**

**New Rx Confirmation**

Please confirm following data for prescription:

**Patient**  
Name: Zachary Delaplane  
Date of birth: 12/1/2010  
Gender: M  
Address: 901 Sauv Blanc Blvd Petaluma CA 94952  
Communication Numbers:  
Primary: (707)621-4577

**Prescriber**  
Name: RICHARD B SNYDER  
Address: 458 WASHINGTON RD RYE NH 038702451  
Communication Numbers:  
Primary: (603)964-2958  
Fax: (603)964-2958  
DEA Number: RS7664321

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Name: Shollenberger Pharmacy  
Address: 2002 S McDowell Boulevard Ext Petaluma CA 949549901  
Communication Numbers:  
Primary: (707)968-5571  
Fax: (707)968-4744

**Observation Information**  
Height: 51 in - 4/14/2021  
Weight: 62 lbs - 4/14/2021

Print Sign & Send Cancel

Finally, the Provider will be prompted to enter an **authorization token** and their Better Day Health **password**. Open the **Authy** application on the registered mobile device to retrieve the token and enter the information in the popup window.

The order has been placed and sent to the pharmacy when the medication status reads "New Rx Sent Successfully".

Recent Items		Updated	Status
Medication: Adderall 10 mg tablet Type: New Rx	Pharmacy: Shollenberger Pharmacy; 2002 S. McDowell Blvd Ext; Petaluma CA 94954; (707)984-5571 Prescriber: RICHARD SNYDER	01/05/2022 09:24 AM	New Rx Sent Successfully
Medication: Cotelpla XR-ODT 17.3 mg/24 hr tablet, disintegrating, extended release Type: New Rx	Pharmacy: Shollenberger Pharmacy; 2002 S. McDowell Blvd Ext; Petaluma CA 94954; (707)984-5571 Prescriber: SHEILA LUCERO	01/05/2022 09:21 AM	New Rx Sent Successfully
Medication: Ritalin 10 mg tablet Type: New Rx	Pharmacy: Shollenberger Pharmacy; 2002 S. McDowell Blvd Ext; Petaluma CA 94954; (707)984-5571 Prescriber: SHEILA LUCERO	01/05/2022 08:26 AM	New Rx Sent Successfully
Provider: LUCERO, SHEILA (Addiction Psychiatrist) Clinic: Eldersburg Family Practice	Appt Type: Diagnostic Date: 01/05/2022 07:30 PM - 07:40 PM	01/05/2022 06:31 AM	Not Finalized
Provider: LUCERO, SHEILA (Addiction Psychiatrist) Clinic: Eldersburg Family Practice	Appt Type: Diagnostic Date: 01/05/2022 07:00 PM - 07:10 PM	01/05/2022 06:31 AM	Not Finalized
Provider: LUCERO, SHEILA (Addiction Psychiatrist) Clinic: Eldersburg Family Practice	Appt Type: Diagnostic Date: 01/05/2022 08:00 PM - 08:10 PM	01/05/2022 06:30 AM	Not Finalized

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## Additional articles regarding EPCS

[An Introduction to Electronic Prescribing for Controlled Substances within Better Day \(EPCS\)](#)

[Obtaining EPCS Activation Code from Exostar](#)