

# New Device Set Up Electronic Prescribing of Controlled Substances

If your Provider has replaced their phone or device and is now unable to prescribe controlled substances, use this guide to get them up and running again.

If the provider has access to the old device, skip to page 5. Otherwise, start below to Revoke Identity Verification

## **Revoke Identity Verification**

## **PRACTICE MANAGER**

1. Navigate to the "Identity Verification Admin" The Identity Verification page may load slowly. Click link only once.

		Quality Su	Q		
User Admin urrent context: FL - Florida Woman Care, LLC	athenanetwork news & me	essages workflow	MY CONFIGURATIONS User Preferences User Profile	ADMIN Practice Manager Billing	nchi
PRACTICE LINKS Users User Access by Location User Access Requests User Access to Provider Data	athenahealth blog Report Reveals Payer Trends Post ACA PayerView Report analyzes parformance of the largest	Service Alert May 11, 2016, 09:2 Core Network Mai On Thursday mornin maintenance period	Clinical Inbox MiniChart Order Sets Order Quickpicks Diagnosis Quickpicks Saved Eindinger	Clinicals User Schedule Implementation Onboarding Dashboard	per X
Emergency Access Identity Verification Admin	payers on the network.	Announcemer	Encounter Plans Order Delegation	Communicator ReminderCall	
Groups User Groups User Group Membership Auditing User Event Lag Report Role/Permission Audit	MACRA: What's It All About? Who tries to "simplify" multiple complex programs with 962 pages of regulations and a web of new acrowms?	MAY 11, 2016 10:37 A Instructor-led May 20th)! There's still time to athenaCollector, ath	Clinical Provider Quickpicks Facesheet Provider Signature Patient Note Templates Device Management	Root INVOICES View Invoices MDP	

- 2. Click on Completed Tab
  - a. Search for provider
  - b. Once found, click Search
  - c. Click "Revoke" hyperlink
  - d. Enter Reason, Requested By, and click Save



Identity Verification		
Pending Completed		
The identity of the following users h	as been verified. You may not edit your own informat	ion, but must have another Trusted Individual make edits.
Note: Some users may still need to t	ake action to complete the EPCS authentication proc	ess.
don	Selected	
A	(DO NOT USE) I	EPCS Tip:
Canada and a		Try revoking EPCS access ahead of time if possible. This will allow for a faster smoother process.
Select all	Clear all	
B		
Ivame 🔺 Us	ername Date Of Birth Email Address	Home Address Status
(DO NOT USE)	and setting repairing former	2.com Active Edit Revoke Audit histor
•••		
Revoke Ident	ity Verification for	(DO NOT USE)
Note: This will revoke through their athenal	identity verification at all practic Net account.	es the user can access
Reason	New Device	
		Once Saved you will be returned
Requested by	Username of Person Revok	ng provider will appear. DO NOT navigate away from page or click
	D Save Cancel	anything. The page will refresh itself once complete.

- 3. Click on Pending tab
  - a. Search for Provider
  - b. Once found click Search
  - c. Select Verified check box
  - d. Enter provider information into yellow fields and click Save

	•••					
.c	Verify the	following users' identi	ties in accorda	ince with the Re	quirements as defined below.	You may not verify your own identity.
ī	IMPORTA (i) I have i <u>Statemen</u> (ii) I am b (iii) I have	IT ACKNOWLEDGEMEN <sup>®</sup> eviewed and am famili <u>t and Procedure</u> (collect ound to comply with all complied with all Requ	T: By clicking t ar with the EP tively, the "Re I Requirement irements for p	he "Verified" bo CS section of th quirements" las s; and purposes of iden	x, I acknowledge and confirm 1 e current version of the athen t updated <b>3/31/2023</b> ); tity proofing and credential a	that: aclinicals Service Description, <u>C-1802-athenaClinicals Credential Policy</u> and <u>C-1802-athena Credentia</u> uthentication and authorization for the Prescriber to whom this verification applies.
	Once you	have verified a user's i	dentity, check	Verified, enter t	heir date of birth, email addre	ess (if necessary) and home address, and click Save.
			~ ~	Selected	8	EPCS.Tip: Enter a non Unified Email address below as this will ensure Provider will receive confirmation code needed to enroll.
C	Search			<u>Clear all</u>		
1	Verified	Name	Username	Date Of Birth	Email Address	Home Address
	D		-			Country UNITED STATES V Address Line 1 Address Line 2 City State V Postal Code

## PROVIDER

- 1. Navigate to Settings (Gear)>>My Configurations >>User Profile
- 2. Click on Credentials tab.
- 3. Click Add New and enter new VIP credentials including password

pdate User Profile	
Profile Password	Access Re Credentials Identity Verification
Add Credential	
step 1: Download VIP Ac	cess
n order to configure two-fact and then return to this page 1	or authentication, you must download and install VIP Access by Symantec on your smartphone or computer. Once you have installed it, complete the application s or Step 2.
Jownload and install VIP Acce	ss from Symantec
<b>lote:</b> This will open in a separ	ate browser tab.
step 2: Complete Config	uration
complete the following fields	The Credential ID and Security code can be found in VIP Access.
Credential ID (D)	
Nickname®	
Security code (0)	
Password 4	
1	dd Cancel Vinner.

#### If the password is deemed invalid and/or you cannot remember your athena password:

4. Navigate to the Password tab and create/enter an arbitrary password in both fields then click Save.

This password is solely for the specific purpose of adding/updating your device & will not affect your current Athena password.

5. Navigate back to Credentials tab and use the password to add new credentials

e Password Access Requests Credentials I	Identity Verification
sword Help	
n-on user, this password is only used in workflows tha	at require a highe
ystem.	
rd Password	
ord (again)	
Save	
Save	



6. Once new credential is added, delete old credentials

odate L	Jser Profil	е			
Profile	Password	Access Reque	ests	Credentials	Identity Verification
redentia	als				
redeffele	10				
Credential II	D SYMC	has been de	leted.		
Credential II dd new   <u>Sh</u>	D SYMC	has been de	eleted.		
Credential II .dd new   Sh	D SYMC ow deleted Credential ID	has been de Nickname	leted. Status		
Credential II dd new   Sh edit   delete	D SYMC ow deleted Credential ID SYMC	has been de Nickname	Status Enabled	d	

7. Navigate back to the "Identity Verification" tab to accept Terms and Conditions. Then Click"Request Code." An email will be sent to the email address on file.

pdate L	Iser Profi	e				
Profile	Password	Access Requests	Credentials	Identity Verification		
dentity \	/erificatior					
Review term	and condition	15				
Request Co	onfirmation	Code				
o complete	the identity ve	rification process, yo	u must request	and validate a confirmat	on code. The requested code will be sent to	-
Request Coo						
/alidate Co	onfirmation	Code				
inter the co	firmation cod	e you received below,	then click Valid	late.		
		Validate Code				
v clicking V	lidate, you ac	knowledge that all cri	edentialed devi	ces listed on the Credent	ials tab are legitimate devices possessed solely by you.	
12						
Profile	Passwor	Security Ques	ions Acce	ss Requests Crede	ntials Identity Verification	
	erification					
	s and condition					
Request ( To complete	Confirmation	Code fication process, you	must request ar	id validate a confirmation	code The requested code will be sent to	
Request C To complete	Confirmation the identity ve m code sent	Code ification process, you	must request ar	id validate a confirmation	code. The requested code will be sent to	
Request C To complete Confirmation	Confirmation the identity ve m code sent.	Code ification process, you	must request ar	nd validate a confirmation	code. The requested code will be sent to	
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Request C To complete Confirmation Request C Validate C Enter the co	Confirmation the identity ve m code sent. tode	Code iffication process, you Code you received below, 1 Validate Code	must request ar	Id validate a confirmation	code. The requested code will be sent to	
Request C To complete Confirmation Request C Validate C Enter the co	Confirmation the identity ve in code sent. Confirmation Infirmation code	Code Ilication process, you Code you received below, t Validate Code	must request ar	id validate a confirmation	code. The requested code will be sent to	



## NEW DEVICE SETUP - PROVIDER HAS ACCESS TO DEVICE BEING REPLACED

Only use this process if the provider has access to the old device.

- 1. Navigate to Settings (Gear)>>My Configurations >>User Profile
- 2. Click on Credentials tab.
- 3. Click Add New and Enter

athenaNet	Calendar	Patients Claim	is Financ	ials Reports Quality	Apps	Support	•	
Jpdate U	ser Profile	9		2			MY CONFIGURATIONS	ADMIN Practice Manager
Profile	Password	Security Ques	stions	Access Requests   Cr	edentials	Identi	User Profile	Billing
							Text Macros	Clinicals
Credentia	ls						Order Sets	User
							Saved Findings	Schedule
							Encounter Plans	Implementation
Add new							Erree arreer rierre	imprementation
Add new	Credential ID	Nickname	Status				Order Delegation	Coordinator
edit   delete	Credential ID	Nickname	Status				Order Delegation Provider Signature	Coordinator Communicator
edit   delete	Credential ID	Nickname	Status				Order Delegation Provider Signature Device Management	Coordinator Communicator Root
<u>edit   delete</u> edit   delete	Credential ID	Nickname	Status				Order Delegation Provider Signature Device Management Configure Your Browser	Coordinator Communicator Root

- 4. When prompted for a code, enter the 6-digit security code that changes every 30 seconds from the OLD device. You may not see this if you've already completed another credentialing action during the session
- 5. Click Authenticate.

•••	
Authenticat	ion Required
Two-factor authent If you have lost you	ication is required to change your password or manage your credentialed devices. r credentialed device, contact your practice manager for a temporary code.
Security code 🛈	5 Authenticate Cancel



## NEW DEVICE SETUP - PROVIDER HAS ACCESS TO DEVICE BEING REPLACED

- 6. Download VIP Access on your NEW device.
- 7. Add the new Credential ID.
- 8. Enter the security code from the new device.
- 9. Enter athenaOne password.
- 10. Click Add to save new Credential Device.

•••					
pdate User Profile					
Profile Password Security Q	westions Access Requests Credentials	s Identity Verification			
NEW DEVELO					
idd Credential	DEVELOP	DEVELOPIX		EVELOPINEN DEVEL	
tep 1: Download VIP Access					
order to configure two-factor authenti	cation, you must download and install VIP Acc	cess by Symantec on your smartphone or compo	ter. Once you have installed it, complete the application s	atup and then return to this page for Step 2.	
lownload and install VIP Access from Syn	santes 6				
ote: This will open in a separate browse	/ tab.				
tep 2: Complete Configuration					
emplote the following holds. The Crode	rtial ID and Security code can be found in VIP.	Access.			
redential ID (D	SOLUTION CONTRACTOR				
NickrameD	A TRACTOR				
security code @					
Password/U					
(1)	dam				
Acd Car	col O stand				
redentials					
				CONTROL OF ANTING	
dd.new					

11. Delete old Credential ID from VIP Credentials page.

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athe	naOne"	Calendar Pa	tients Claims	Financial	s Reports	Quality	Apps	Support
Upo	ate U	ser Profil	е					
	Profile	Password	Security Qu	estions	Access Requ	iests	Credentia	als Iden
Cre	dential	s						INT
Add	new   Sho	w deleted	ELOI	ME				DAF
11		Credential ID	Nickname	Status				
edi	t delete	SYMC.	IPhone 15					



## **TROUBLESHOOTING TIPS:**

## Q: Where is the provider in the EPCS process?

A: Navigate to the EPCS Enrollment Dashboard

1. Gear>>Clinicals Admin>>EPCS Enrollment Dashboard

•••										
athenaOne*	Calendar	Patients	Claims	Financials	Reports	Quality	y Apps	Supp 1	<b>`</b>	Find patient
Clinicals Admin urrent context: FL - Florida V	C Voman Care	, LLC	athena	network	news & m	iessage:	5 wor	kflow dash	MY CONFIGURATIONS User Preferences User Profile	ADMIN Practice Manager Billing
EPCS Enrollment PRACTICE LINKS Order Configuration EPCS Enrollment D	PL - Frontia Woman Care, LLC EPCS Enrollment Das PRACTICE LINKS 2nder Configuration ESS Enrollment Dashboard		athenahealth podcast: CB Ob Segert Bob Segert about clinician bob Segert about clinician bornout, financial stability, patient engagement, and menote on the latest athenahealth podcast.		Se Au Me yo	ervice A Igust 8, 2 edication e'll perform u may exp	lert 024, 09:04 / services m n maintenan erience serv	Text Macros Order Sets C-CDA Sections Saved Findings Encounter Plans	2 Clinicals User Schedule Implementation Onboarding Dashboard	
					Me	Messages		Order Delegation Provider Signature Device Managemen	Coordinator Communicator rt Root	
			Check 2024 F Watch t	out the Su Release We	immer ibinar 2024	AUG Cha We	UST 8, 202 ange H published	ealthcar	User Dictionary	INVOICES View Invoices

2. Enter Provider name then scroll right to locate what is "Not Done" and address.

•••										
EPCS Enro This dashboard shows	llment Da	shboard ess of EPCS onboarding							Help on EF	PCS Enrollment
O PEnter, Provis	der,Name, e	Department(s):	- Type or Select -	. ~	C App	rovals pending	Clear filter		Showlr	ng 68 of 68 item
Provider Name	Username	1. EPCS Terms & Conditions 🛛	2. Identity Verification 🗘	3. CSP Terms & Conditions \Rightarrow	4. Add Device & Credentials 😄	5. Verify e∙mail ⊖	6. Approval 1 😄	7. Approval 2 😄	Status 🔆	Days Since Last Action
Burling to Ba	manuf	Done	Done	Done	Done	Done	Not Done	Not Done	Not Done	602
Station, campa-	(10.00)	Not Done	Done	Not Done	Not Done	Not Done	Not Done	Not Done	Not Done	848
Solding, Tennes	Rectified.	Not Done	Done	Not Done	Not Done	Not Done	Not Done	Not Done	Not Done	1672
Barton, Higgson Ann	-	Not Done	Done	Not Done	Not Done	Not Done	Not Done	Not Done	Not Done	267
Calls, Constants	1.000	Done	Done	Done	Done	Done	Not Done	Not Done	Not Done	318
Completel,	kompletter	Done	Not Done	Not Done	Not Done	Not Done	Not Done	Not Done	Not Done	1704
Chapman, Latin	chapteric	Done	Done	Done	Done	Not Done	Not Done	Not Done	Not Done	477

## Q: I've completed the enrollment process but still can't prescribe.

A: After completion, please allow 15-20 minutes before attempting to prescribe via EPCS.

#### Q: I've waited 20 minutes or more to prescribe and when I do the script does not go through.

A: Go back to unsent script and check that the submitter field displays ATHENA and not the providers username. If the submitter shows the provider username, and the script is in REVIEW status, please follow the steps below:

•••						
To change the default submitter on an order follow the steps below:						
<ol> <li>Ensure the order is</li> <li>Enter ATHENA as</li> <li>Approve the Order</li> <li>Select Save</li> </ol>	: in REVIEW (Take action if not in review- select Error identified send back to REVIEW) the Submitter r					
**For Controlled Substa prevent duplicate scrip	ances, if the Order has already been printed these steps will not allow it to be sent also electronically to ts from being available.**					
Note: Prescription shou	Id submit electronically if the clinical provider has an interface; if not, it will re-route to fax					

For any additional issues, please submit a SalesForce case to clinicaloperations@unifiedhc.com.