LINKED ACCOUNT SET UP GUIDE

Dentrix ePrescribe

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Please read and follow the instructions carefully.

What to Expect

Average Setup Time: 1 Hour

1. Pre-Requisites (10 – 90 minutes)
2. Activate ePrescribe (5 Minutes)
3. Setting up ePrescribe Users (15 Minutes)
4. Link Account (5 Minutes)
5. Identity Verification Check (30 Minutes)
6. EPCS Setup (20 Minutes)
    a. Grant EPCS Access (5 Minutes)
    b. Enable EPCS/Second Factor Approval (15)
7. Verify EPCS Registration was Successful (5 Minutes)
8. Instructions on how to write a Prescription

Things You'll Need

1. An ePrescribe Account that has already been Fully Setup
2. A Desktop/Laptop with Internet Explorer 11
3. Providers DEA License [CFR T21 §1306.03(a)(1)]
4. Providers Individual NPI (NOT the practice NPI) [CFR T21 §1306.03(a)(1)]
    a. You can find the Providers individual NPI on this website: https://nppes.cms.hhs.gov/NPPESRegistry/NPIRegistrySearch.do?subAction=reset&searchType=ind
5. State License [CFR T21 §1306.03(a)(1)]
6. Cell phone that can receive text messages (One Time Password Device) [CFR T21 §1311.115(3)]
7. A Non-Prescribing Staff Admin for Multiple Provider Practices [CFR T21 §1311.125(a)]

Pre-Requisites

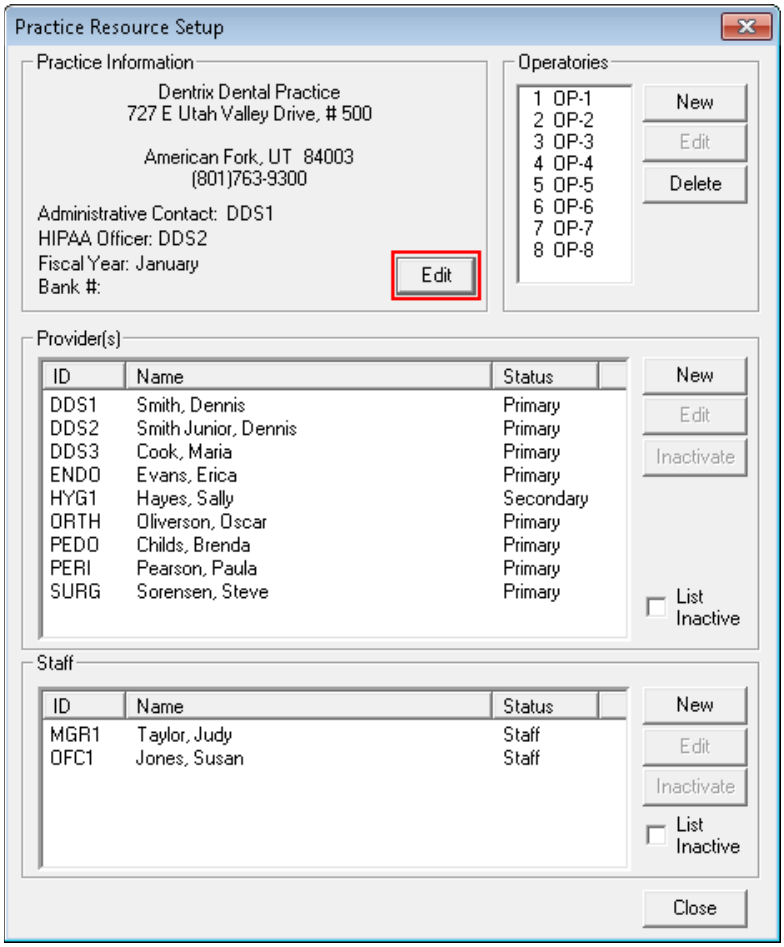
1. Your ePrescribe account will need to be EPCS ON. You can check this by going to ePrescribe.allscripts.com > Log in > in the upper right hand corner next to your name click ✎ > scroll to bottom of page, under EPCS Settings you will see that EPCS Permission is set to ON.

2. Updates
    a. Ensure that your version of Dentrix is 15.2.239.0 or higher
        i. To Verify, Open Office Manager > Click **Help** > **About Dentrix**. The version must be 15.2.239.0 or higher, if not please contact Dentrix 1.800.336.8749 to schedule a time to upgrade to the appropriate version.
    b. Verify that ePrescribe is up to date
        i. Office Manager > Click Help > About Dentrix > Check for Updates > Only Select ePrescribe Updates > Click Install. Once installed Close the updater.
        ii. If you do not see an ePrescribe update then it is already installed

3. Enable Secure Passwords
    a. Video Tutorials on how to Setup Secure Passwords
        i. Step One: Enabling Passwords https://youtu.be/PZarJxfppWE
        ii. Step Two: Changing them to Secure https://youtu.be/h189vn9f3CQ

b. For assistance with enabling secure passwords please contact Dentrix at 1.800.336.8749.

4. Enter Practice Fax
   a. Open Office Manager > **Maintenance** > **Practice Setup** > **Practice Resource Setup**. The Practice Resource Setup dialog box will appear. Under Practice Information Click **Edit** > Type in practice fax number.



5. Provider Information
   a. Office Manager > **Maintenance** > **Practice Setup** > **Practice Resource Setup** > Under Provider(s) **select Provider** > Click **Edit**. Enter the following Provider information:
      i. Email Address
      ii. DEA Number
      iii. DEA Schedule
      iv. State ID Number
      v. State License Expiration
      vi. Providers Individual NPI

6. Admin Staff Information (In Multiple Provider Practices)

a. Office Manager > **Maintenance** > **Practice Setup** > **Practice Resource Setup** > Under Staff select desired individual for Staff Admin > Click **Edit**. Enter the following Staff information:
    i. Email Address

Activating ePrescribe

1. Office Manager > **Maintenance** > **Practice Setup** > **Practice Resource Setup** > Under Practice Information click **Edit** > in the ePrescribe section click **Setup**. An ePrescribe Settings dialog box will appear > Select **Activate** > Copy and Paste License Key from Welcome to ePrescribe email or if you have not received a welcome email Request one via Chat > Click **OK** > Click **I Agree** in End User License Agreement Dialog Box. > Click **Close**
    a. http://hseprescribe.com/setup/ > **Click to Chat**

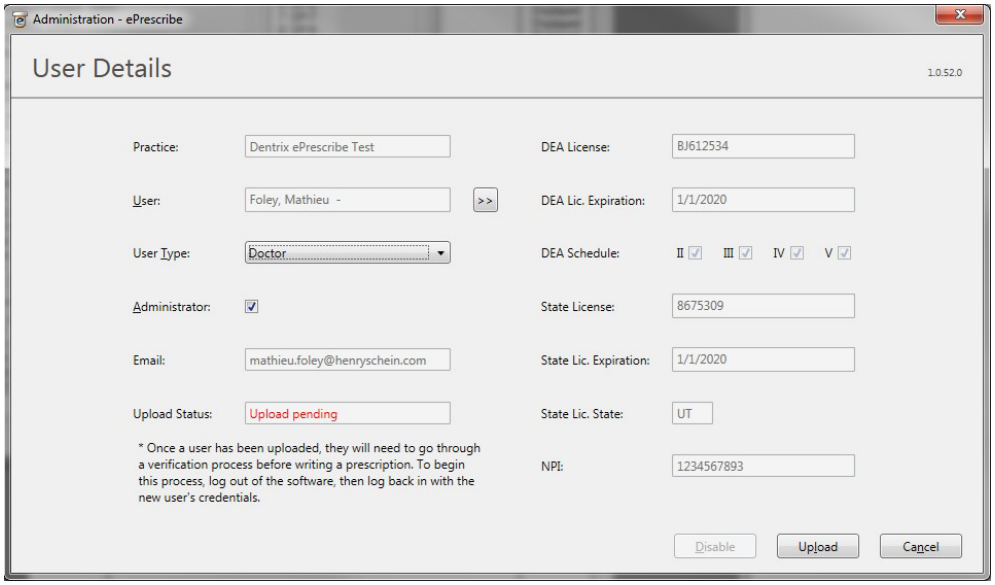
2. For assistance with the license key please reach out to support for help.
    a. http://hseprescribe.com/setup/ > **Click to Chat**
    b. Support Phone number 1.888.278.3685

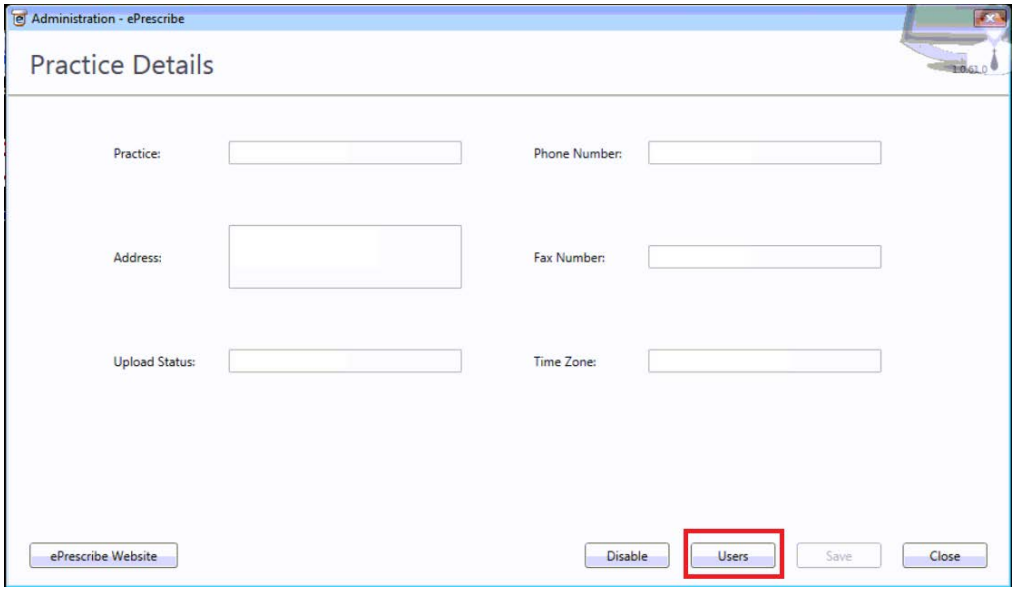
Setting up eRx Users

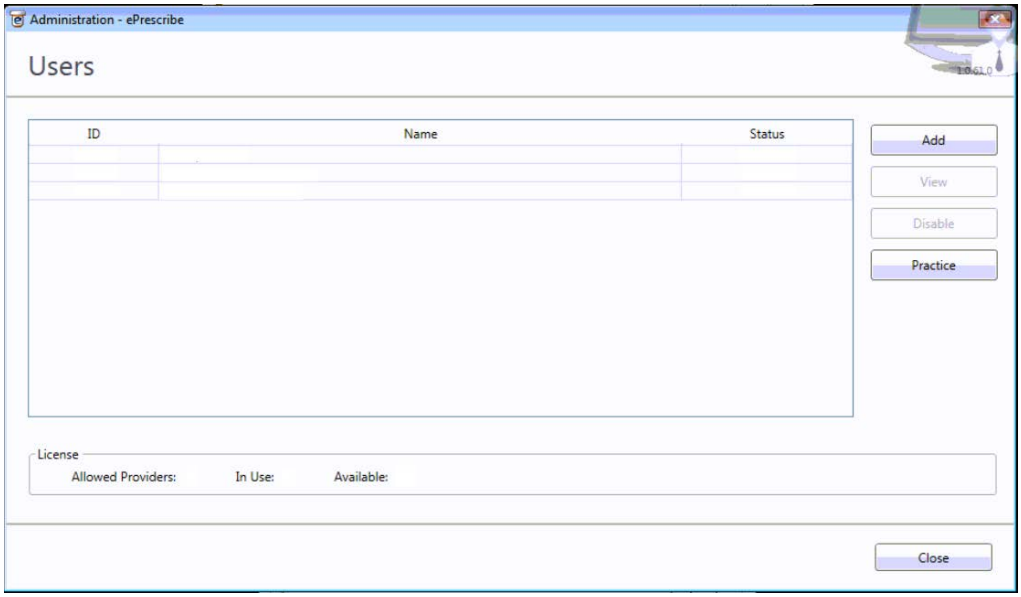
1. Office Manager > **Maintenance** > **Practice Setup** > **Practice Resource Setup** > **Edit** > **Administer** > **Enable** > **Users** > Click **Add**
2. In the User Details dialog box > Select **Provider** from the User List > Select the **Administrator** box > Click **Upload**

    NOTE: If you are a single provider practice do not add any users until after you have completed the setup.

    a. Add a Staff Administrator if more than one provider will be prescribing in office. Click **Add** > Select **Staff Administrator** > Click **Upload** [CFR T21 §1311.125(a)]
    b. If sections have a yellow warning icon the information is missing from the Practice Resource. Review requirements under Number Four of the Pre-Requisites section.

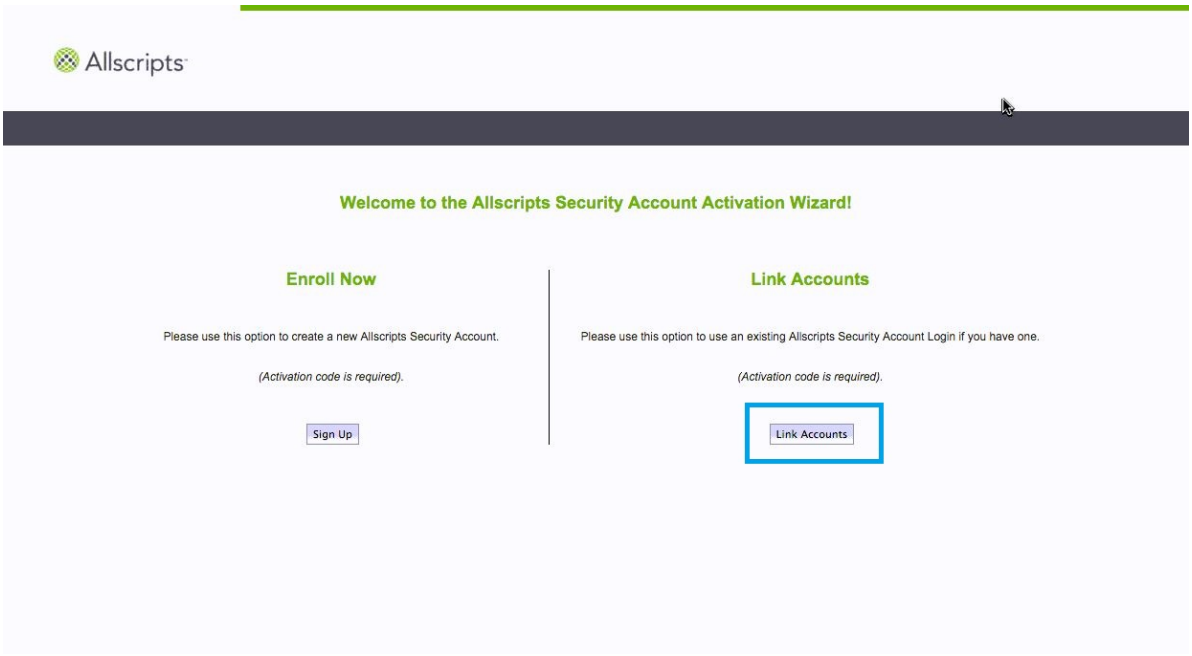


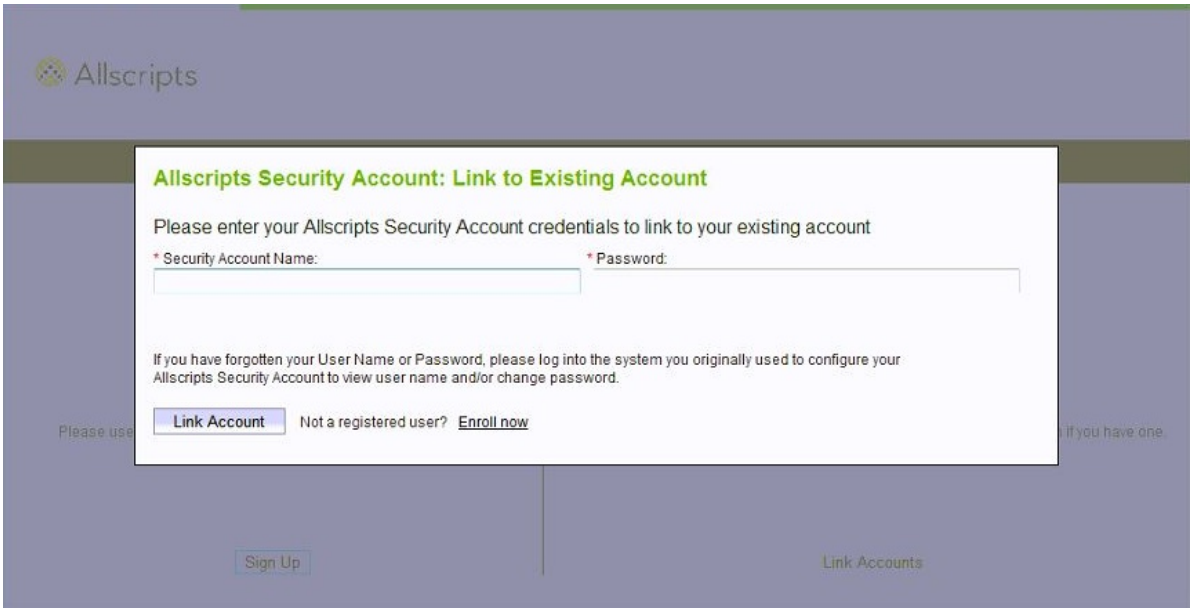


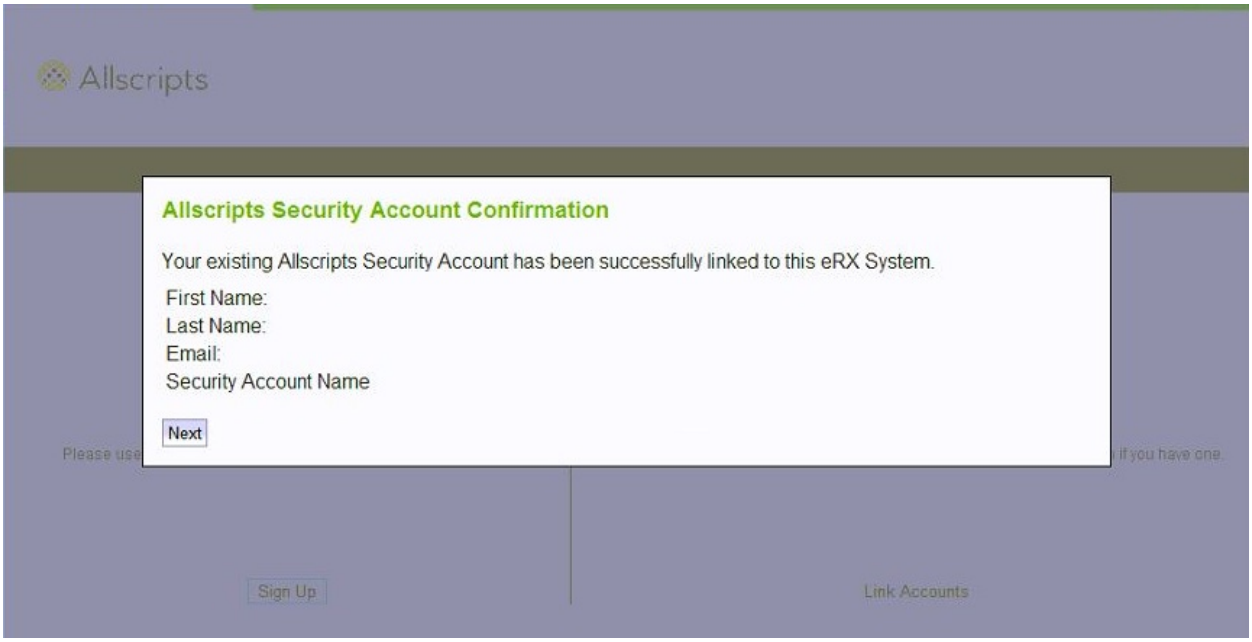


Link Accounts

1. Login to Office Manager as the provider > **Electronic Rx Task Mode** > Click **Link Account** > Fill out Required information
2. Click **Link Account**
3. A window will open with your information Click **Next**


Allscripts
Welcome to the Allscripts Security Account Activation Wizard!
Enroll Now
Please use this option to create a new Allscripts Security Account.
(Activation code is required).
Sign Up
Link Accounts
Please use this option to use an existing Allscripts Security Account Login if you have one.
(Activation code is required).
Link Accounts

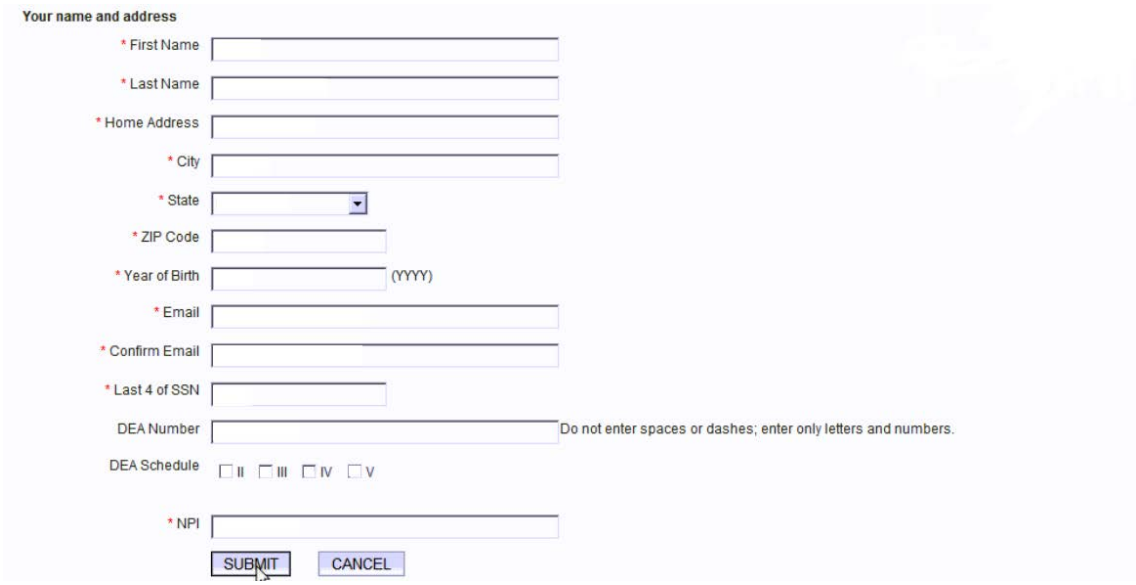

Allscripts
Allscripts Security Account: Link to Existing Account
Please enter your Allscripts Security Account credentials to link to your existing account
* Security Account Name:
* Password:
If you have forgotten your User Name or Password, please log into the system you originally used to configure your Allscripts Security Account to view user name and/or change password.
Link Account
Not a registered user? Enroll now
Sign Up
Link Accounts



Identity Verification Check (CFR T21 §1311.105)

1. Each provider will need to Office Manager as Provider Click **the Electronic RX Task Mode Icon**

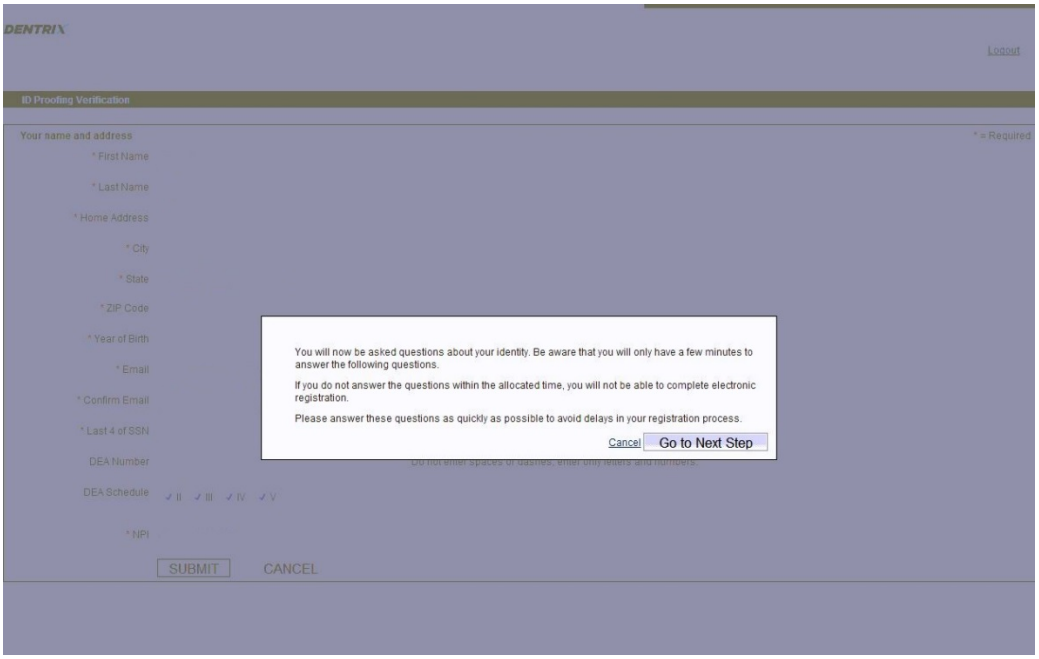
   a. If you cannot find the eRx Icon go to Office Manager > **Maintenance** > **Practice Setup** > **Practice Resource Setup** > **Edit** > **Administer** > **ePrescribe Website**



   i. Fill out required information
      1. Name
      2. Home Address

3. Year of Birth
4. Email
5. Last for of SSN
6. DEA Information
7. NPI Information

ii. Click **Submit >** Select **Go to Next Step**



2. Provider will verify the requested information & answer the five ID Proofing Questions > Click **Submit**.
    a. If provider Passes the ID Proofing click **Next**
    b. If provider do **not** pass the background they are required to submit a Notarized Manual Registration to Allscripts for review. Notarized Forms can be sent via Fax or Email [CFR T21 §1311.05]
        i. Fax – 1.919.800.6001
        ii. Email – eprescribesupport@allscripts.com
        iii. If you closed the page for the Manual Registration you can access it here: https://erxnowregistration.allscripts.com/ManualForm.aspx
        iv. Manual Registrations can take up to 5 business days to pass. If you do not receive a confirmation email you can log into Dentrix as the provider and click on the ePrescribe Icon . If it was approved you will be prompted to create an account. If you need assistance you can contact us at 1.888.278.3685
3. Click **I Agree** to agree to the End User License Agreement

The provider is now set up to prescribe non-controlled substance prescriptions. If the provider needs to send controlled substances please continue with the EPCS setup.

Electronic Prescription of Controlled Substances Setup

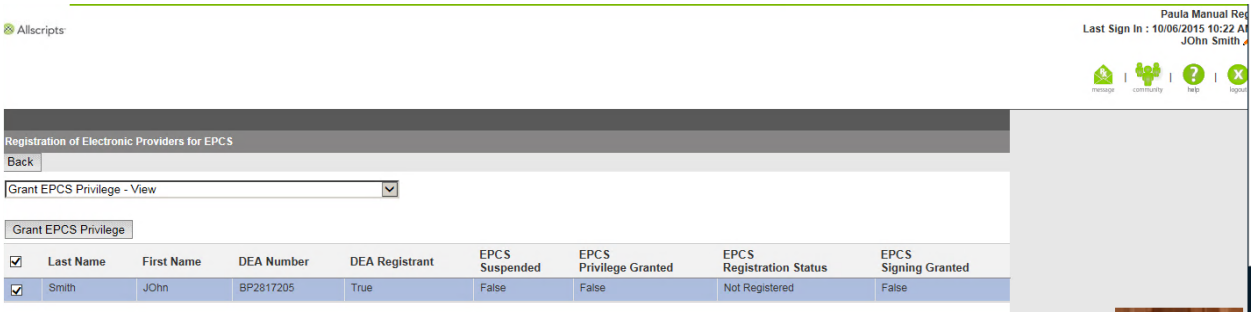
In practices where there are multiple providers the DEA requires that each provider designate at least two individuals aside from themselves to assist with the EPCS Setup. One of the individuals will be a Non Prescribing Staff Admin, the other is a Provider who is also registered with the DEA. Please make sure all providers have completed Account activation and NPI verification prior to continuing. [CFR T21 §1311.125(a)]

If you are a single provider practice, you do not need other individuals to help you with the setup and will perform the admin & provider steps listed below from the providers account.

Our ePrescribe Partner, Allscripts hosts webinars on how to setup EPCS every Monday 8am EST, Wednesday 6pm EST, & Friday 1pm EST, until April 25th 2015.

Grant EPCS Access

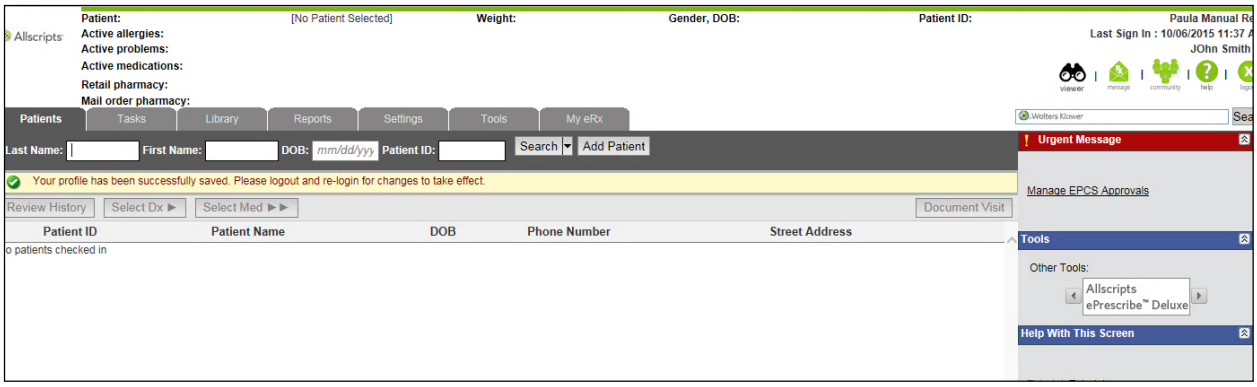
1. As the Administrator, Open **Office Manager** > **Electronic Rx Task Mode** > Click **Settings Tab** > Select **Manage EPCS** > Click the **dropdown** and choose **Grant EPCS Privilege – View** > Select **Provider(s) to grant EPCS Privileges** so that they may begin their registration > Click **Grant EPCS Privilege** > Click **Back** > Close out of Dentrix

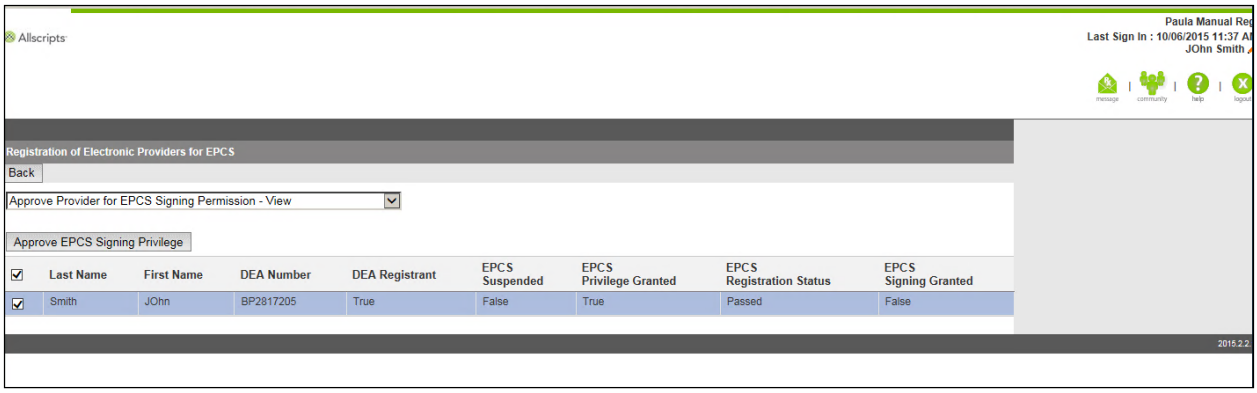


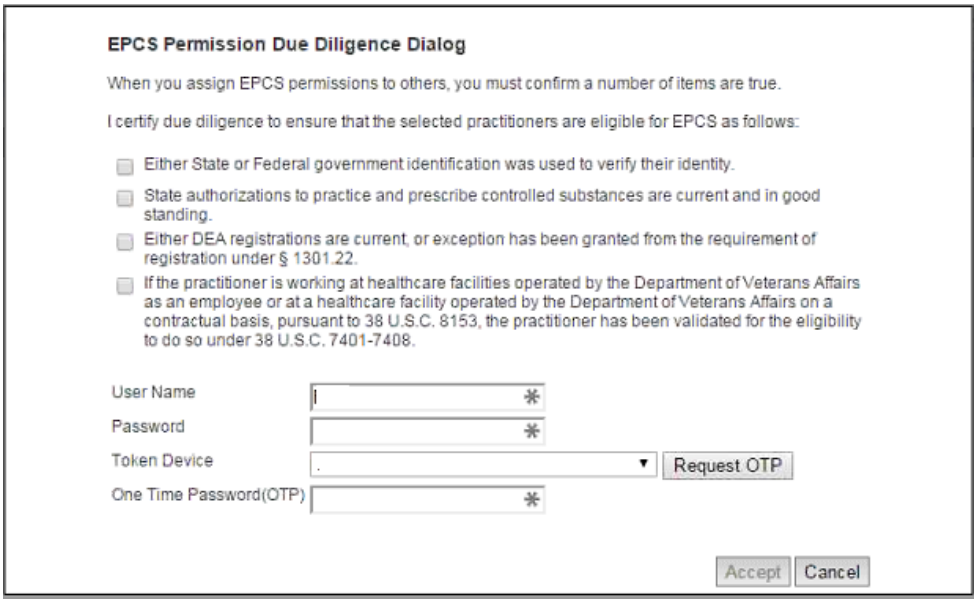
Enable EPCS/Second Factor Approval

1. Open **Office Manager** as the Administrator > **Electronic Rx Task Mode** > Click **Settings Tab** > Select **Edit Users** > Click **Edit** next to the provider who will be the EPCS Approver > Scroll to the bottom and click the **EPCS Approver** Checkbox > Click **Save** > Close Dentrix

2. **Open Office Manager** as the EPCS Approver Provider > On right hand side of screen click **Manage EPCS Approvals** under Urgent Messages > Select Provider(s) that you want to Approve EPCS for > Click **Approve EPCS Signing Privilege** Button > Review the Due Diligence Dialog, Check **all four (4) boxes** > Enter Username and Password > Generate One Time Password (OTP) > Enter into Token Field > Click **Accept** > **Log Out**



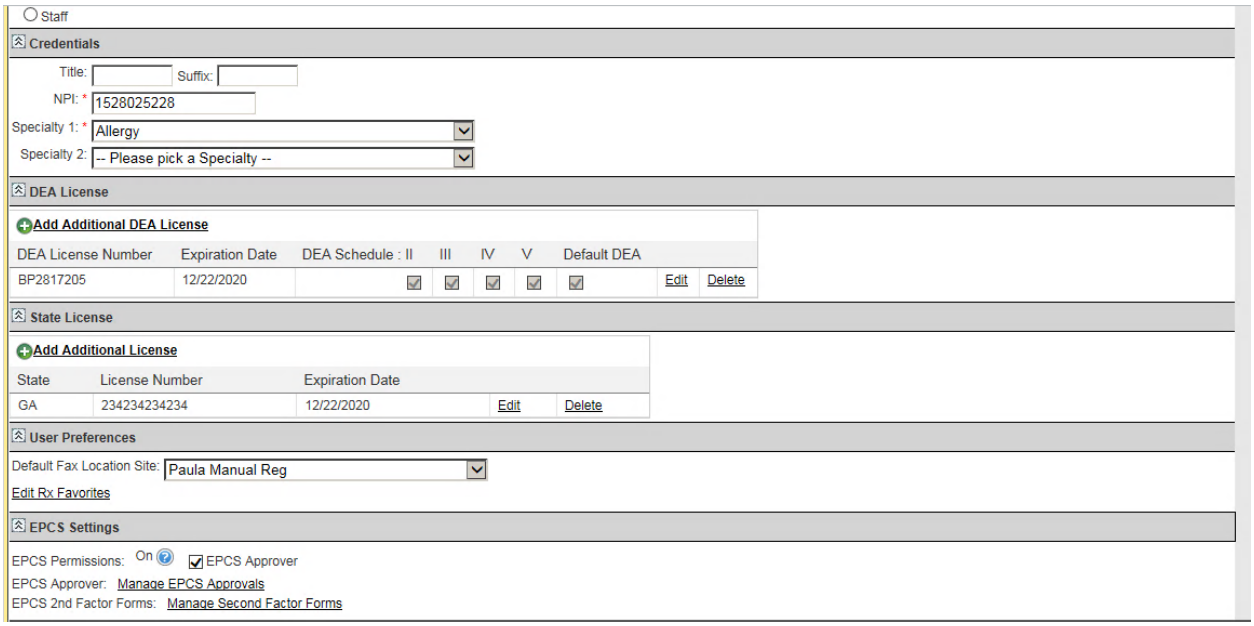




Verify EPCS Registration was Successful

1. From the Providers account Open **Office Manager** > **Electronic Rx Task Mode** > in the upper right hand corner next to your name click > scroll to bottom of page, under EPCS Settings you will see that EPCS Permission is set to ON.

You can now prescribe and sign Controlled Substance Prescriptions.



Write a prescription within 24 hours to finalize your setup

1. Login to Dentrix as the provider
2. Open the Patient Chart and select a patient.
3. Click the **Prescriptions** button in the toolbar.
4. Click **Electronic RX** and the eRx window will appear.
5. Click **Select Med**. Type the medication name, and then select search parameters (Patient History, My History, All Meds).
6. Select the desired medication and strength combination.
7. Click **Select Sig**. You can write your own directions (write free text SIG), or you can select from Preferred directions.
8. Enter the day's supply, quantity, and number of refills.
9. Click **Add and Review**.
10. Click **Select Pharmacy** ensuring that CS is next to the pharmacy name, and then click **Process Script Pad**.

To write a prescription for a controlled substance

1. Select how you would like to receive the OTP.
2. Select **CS Medications**.
3. Enter your Shield password.
4. Press the button on the key fob token to generate the OTP.
5. Type OTP.
6. Click **Sign and Send Electronically**.

Congratulations! You have completed your setup of ePrescribe. You can find tutorials on the right hand side of the ePrescribe screen if you would like to learn more features of the eRx product.

Contact Information

If you require assistance, please contact the ePrescribe Team Support Hours are Monday – Friday 7-330 PM MST.

- Chat: http://hseprescribe.com/setup/ > Click to Chat
- ePrescribe Support/Implementation: 1.888.278.3685
- Dentrix Support: 1.800.336.8749
- For instructions on Setting up eRx App Click here: http://hseprescribe.com/setup/ ePrescribe App