

USER MANUAL

ID PROOFING AND TWO-FACTOR AUTHENTICATION THROUGH FALCON PHYSICIAN



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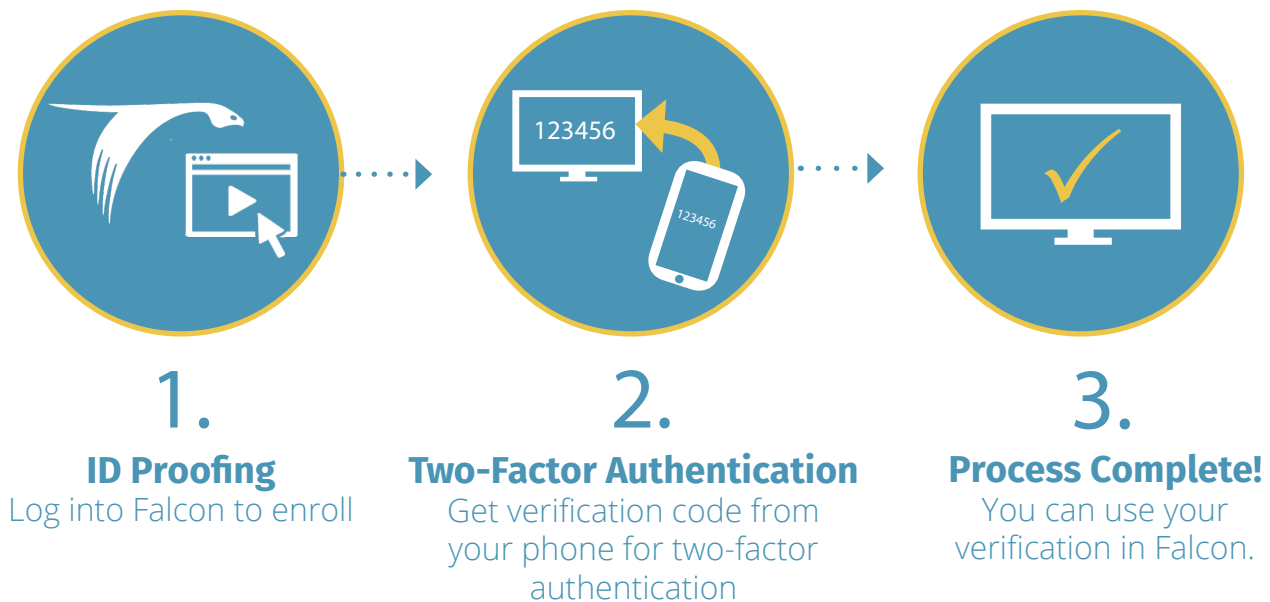
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QUICK OVERVIEW

ID PROOFING & TWO-FACTOR AUTHENTICATION

When it comes to e-Prescribing controlled substances, care providers have to conform to two different regulations: the DEA and the state board of pharmacy for the state in which they practice. To accommodate these regulations, Falcon Physician has partnered with SureScripts and Symantec to meet the new requirements for e-Prescribing of Controlled Substances (EPCS.) iBeta is Falcon Physician's certifying body for EPCS compliance.

This process requires ID proofing for digital signatures for all providers who wish to electronically prescribe controlled substances. Two-Factor Authentication (TFA) is the process of verifying your identity and subsequently digitally signing an electronic prescription. Once Symantec identity proofing is complete and the Customer Account Manager has activated EPCS capabilities on the account, the physician may use their Falcon account password and 6-digit code from the VIP Access app to TFA and digitally sign a controlled substance prescription.





WHO DOES IT EFFECT?

ID proofing and Two-Factor Authentication effects all individuals who are authorized to approve prescriptions for controlled substances to be transmitted to and dispensed by a pharmacy in the states which mandate ID proofing and TFA

WHAT YOU'LL NEED:

Physicians wanting to electronically prescribe a controlled substance from Falcon Physician must have:

- ✓ Valid DEA number
- ✓ A phone (iPhone or Android) which supports the VIP Access app
- ✓ The VIP Access phone application
- ✓ Successful completion of ID Proofing
- ✓ A credit card in your name

Find a comprehensive job aid detailed on the following pages:



JOB AID: ID PROOFING

Overview

Symantec will verify the identity of an authorized provider who wishes to e-prescribe controlled substances through Falcon Physician and complete the ID proofing process and TFA process.

Please note:

If you wish to eprescribe a controlled substance, you must complete the ID Proofing and Two-Factor Authentication process in its entirety.

Let's get started!

These steps will guide you on how to ID proof yourself. After the first session, you will not have to ID proof yourself again until your ID expires. Prior to expiration, Falcon will notify you.

To begin the process:

1. Log into your Falcon Physician account

2. Select Enroll to electronically Rx controlled substances

Add New Medication. This can be done by clicking the "Add" button under:

Patient Manager > Medications OR;
eCharting > Medications

Add New Medication

Are you entering a new Prescription OR documenting an existing/home medication?

[Enroll to electronically Rx controlled substances](#)

3. Symantec Log In

After clicking the link, you will be redirected to the Symantec log in page. Symantec is a government secured database used to protect trusted information. For more information on the Symantec's privacy policies, visit: http://www.symantec.com/corporate_responsibility/topic.jsp?id=information_protection

*PLEASE NOTE: You will be asked to provide your credit card information. Your credit card will **NOT** be charged. This is just a way to verify your identity.



4. Create a New Account

Click the **"Create Account"** button at the bottom of the login screen.

The image shows the Norton Sign In interface. On the left, a welcome message reads: "Welcome to Norton! Your Norton account provides the optimal experience with your Norton services. Sign in or create your Norton account now." On the right, the "Sign In" form includes fields for "Norton account address" (containing "shradha.sayani@davita.com") and "Password". There is a checkbox for "Remember me on this device" and a "Forgot your password?" link. A yellow "Sign In" button is present. At the bottom, a link "Don't have an account?" is followed by a grey "Create account" button, which is highlighted with a red rounded rectangle.

5. Click "Continue"

This is in the lower right to begin ID Proofing. The process will include:

- Personal Information
- Security Questions
- Security Code



The image shows the "Secure Login" screen with a progress bar at the top: Intro (active), Personal Info, Credit Info, Security Questions, Security Code, Enter Code, and Finish. The main heading is "Identity Verification Required" with a URL: "https://ptnr-idp-mgr.vip.symclab.com/SAMLFilterSSOTest/ requires Level 3 Identity Credential and Access Management verification to continue." Below this, it states: "Verifying your identity with Norton is a three-step process:". The steps are: 1. Personal Information (with a person icon), 2. Security Questions (with a question mark icon), and 3. Security Code (with a code icon). Each step has a brief description. At the bottom right, a yellow "Continue" button is highlighted with a red rounded rectangle.



6. Personal Information (Part A)

Verify your personal information by filling in the forms. Required information is:

- ✓ Name
- ✓ Address,
- ✓ Mobile Phone number (*this is the number that you prefer your verification code to be texted to.*)

Click **Continue** when you have provided all of the required information.

The screenshot shows the 'Personal Information (Part A)' form. It includes fields for First Name (BEATRICE), Middle Name (Middle), Last Name (STROUD), Home Address1 (407 ABNEY ST), Home Address2 (Apt or Unit), City (SAINT ALBANS), State (West Virginia), ZIP Code (251773139), Country (United States), Home Phone (+1 000-000-0000), and Mobile Phone (+1 3047278643). The 'Continue' button is highlighted with a red circle.

7. Personal Credit Information (Part B)

Enter the required information:

- ✓ Date of birth
- ✓ Credit Card information*
- ✓ Social Security number*

*Note: This information is secure with the Symantec Security system. Your credit card **will not** be charged at any point in the process.

The screenshot shows the 'Personal Credit Information (Part B)' form. It includes fields for Date Of Birth (May 14 1961), Social Security Number (666272844), and Credit Card Number (4366163064765058). The 'Continue' button is highlighted with a red circle. Below the form, there is an 'Important:' section with bullet points: 'Enter a personal credit card, and not a debit or corporate card number.', 'Be sure this credit card is a frequently-used card with a billing address that matches your home address.', and 'Your credit card number will not be charged and will not be saved. It will only be used to confirm your name and address.'



8. Security Questions

Based on the information you provided, you will be asked to answer a set of questions.

One of the questions asks for your mobile phone number. *This number will be used to text a verification code.*

Click **“Continue”** when you’ve complete the questions.

9. Security Code

Enter the security code that was texted to the mobile phone number you provided and click **Verify**.

10. Add VIP Number

You will now have to use your mobile phone to generate a VIP number. Keep your browser open while you follow the next steps.



11. Download the VIP Access app

This is used to generate a verification code

a. For an iPhone, open the App store



b. For an Android, open the Play store

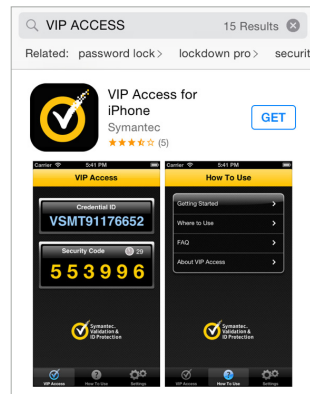


12. Search for VIP Access

13. Click to download

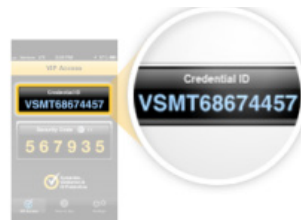
For iPhone users:

If you do not know your iTunes log in:
Visit <https://appleid.apple.com/>
and click Reset Your Password



14. Verification

Enter the Credential ID of your VIP Access App.



Next, enter the six-digit security code generated by the VIP Access app



15. Click “Next”

You’ve completing the ID proofing portion of the process.



You will now be directed to the ID Proofing verification through Falcon.

16. Log in

Log in using your Falcon Physician username and password. This will confirm that Falcon has received your ID Proofing status from Symantec.

Click Accept & Sign In

You will have **five minutes** from the time you land on the page to log in and confirm the ID Proofing information with Falcon.

17. Select Credential ID

Once you've logged in, you'll need to select the credential ID number from the list of options.

This is going to be the **same Credential ID number that you entered in Step 14.**

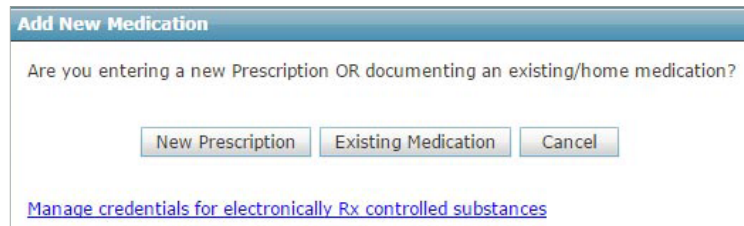
18. PROCESS COMPLETE!

You may now close this window and return to Falcon Physician to complete TFA.



After you have successfully completed the ID proofing process, you will now have the ability to manage your Symantec credentials. Here's how:

1. Logged into Falcon, click "Add a Medication"
Now select Manage credentials for electronically Rx controlled substances



COMPLETE! You will now have to complete the Two-Factor Authentication process. Please see the job aid on Page 10.

Additional Information about ID Proofing:

ID Proofing Process in Falcon Physician

1. Falcon will notify you within 45 days prior to your DEA number expiry.
2. Symantec will notify you via e-mail within 45 days prior to your ID Proofing expiry.

Troubleshooting for ID Proofing Process

1. If you are unable to prescribe controlled substances electronically after successfully completing Identity proofing with Symantec, please contact your Customer Account Manager.
2. If you don't receive the security code via text message during **Step 10**, click on 'Need to receive your code another way?' and select the option 'Voice Call to <Your Phone Number>' option.

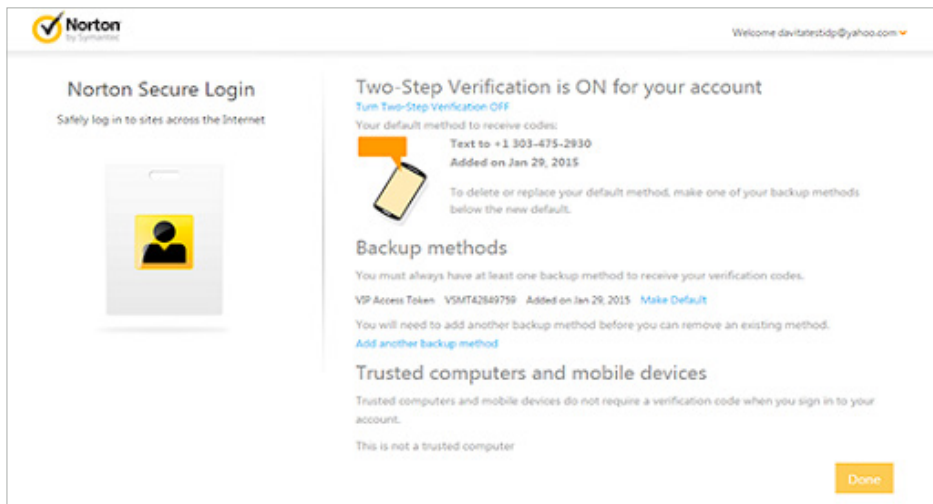
General Guidelines

1. Access controls for electronically prescribing controlled substances will be turned off/revoked on the same day whenever any of the following events are reported:
 - a. Hard token (mobile phone) is reported as lost or stolen
 - b. DEA registration expired
 - c. DEA registration is terminated, revoked, or suspended
Please note: you are expected to report any of these events promptly to your Customer Account Manager
 - d. Practitioner leaves the practice for any reason

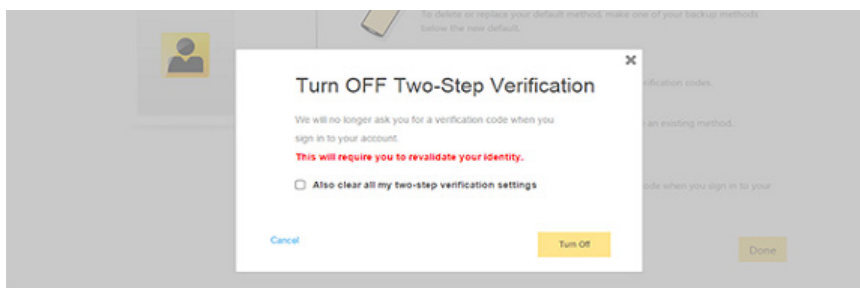


3. If your phone has been replaced (even if you keep the same phone number) you will need to re-enter your information for ID Proofing to change you Credential ID for your VIP Access app. Here's how:

- Click on the **"Manage Credentials for electronically Rx controlled substances"** link in the New Medication pop up within the Falcon app
- Log in to Symantec using the e-mail and password you used when you ID Proofed
- Enter the 6-digit code you received via text on your phone



- Click "Two-Step Verification Off"
- Check the "Also clear all my two-step verification settings" option and click "Turn Off"
- From this point you will restart the ID Proofing process with Symantec anew, and you will be allowed to enter a new phone number and Credential ID



For Further Assistance:

If you are experiencing difficulty or if there are questions about the process, please contact your customer account manager at: Falcon Support Desk: 866-782-1347



JOB AID: TWO-FACTOR AUTHENTICATION

Overview

Two-Factor Authentication is a way to verify the identity of the provider prescribing a controlled substance. TFA requires the user to have two out of three factors to prove their identity:

THE FACTORS MAY INCLUDE:

- Something that the user possesses, such as a USB stick token, a bank card, a key etc.
- Something that the user knows, such as a username, password, PIN, TAN etc
- Something that the user is and is inseparable from, a physical characteristic of the user, such as a fingerprint, eye iris, voice, etc.

Let's get started!

After completing the ID Proofing process through Symantec, you will be asked to Two-Factor Authenticate yourself each time you e-Prescribe a controlled substance. This will confirm your identity and digitally sign the prescription, creating a valid e-prescription that can be filled by any EPCS certified pharmacy.

1. e Prescribing a Controlled Substance

Upon clicking **"Save and Close"** on a prescription for a Schedule II-V drug, the TFA window will appear alongside a preview of the prescription. Seeing both the prescription and the TFA at the same time is a requirement of the DEA's EPCS regulation.

The screenshot displays a medical software interface. On the left is a sidebar with sections: 'Formulary and Benefits', 'Prescription', and 'Dates'. The main area shows a patient report for 'FLOUNDER, FELICIA A.' dated 01/12/2015. It includes pharmacy and patient addresses, a list of medications (Wendol 500 MG Oral Tablet), and a 'Two Factor Authentication' pop-up window. The TFA window has fields for 'Falcon Password' and '6 Digit Code', with 'Authenticate' and 'Cancel' buttons. A disclaimer at the bottom of the TFA window states that completing the protocol constitutes a legal signature.

Prescription	Qualifier	Qty	Refills	Written Date
Wendol 500 MG Oral Tablet	Tablet	30	0	01/12/2015

2. Enter your Falcon password and the 6-digit code generated by the VIP Access app

This process is a way to authenticate yourself before you digitally sign a prescription.



Additional Information Two-Factor Authentication:

Number of Attempts and Restrictions:

You have a maximum of three attempts within a four-hour span to successfully reach TFA. After three attempts, you will be locked out.

a. If you enter the wrong Falcon password more than twice, you will get locked out of the application per the DaVita security policies. You will then need to call your Account Manager to unlock your account.

b. If you enter the wrong 6 digit code from the VIP Access app, you will not be able to prescribe controlled substances for 15 minutes.

Time-Out:

There is a 10 minute time-out applied to all users who have been activated as EPCS capable users inside of Falcon Physician. If the practice administrator has set the time-out period to less than 10 minutes, all EPCS users within this practice will be timed out according to the practice application time-out settings. Their screen will lock after 10 minutes and they will have to re-login to go back into the work flow.

Amount and Supply Limits:

- When prescribing a Schedule II drug, there is a 90 day supply limit. Falcon will allow only **one prescription of a Schedule II drug per 90 days**, regardless of quantity prescribed.

Example: If a Schedule II drug was prescribed to a patient for a 30 day supply, a physician using Falcon will not be able to prescribe the same Schedule II drug for that patient for 90 days. If the Schedule II drug has become inactive on the patient's chart, that drug may be prescribed again inside of the 90 day supply limit.

- All prescriptions that have been authenticated using your TFA credentials will be signed using your specific digital signature.

General Guidelines:

- You must retain **sole possession of your mobile phone**. Do not share your VIP Access code or Falcon password with anyone. Failure to secure the VIP Access App or Falcon password may provide basis for revocation or suspension of ID Proofing status through Symantec.
- **If you lose your mobile phone**, you must notify your Customer Account Manager within one business day of discovering that it has been lost. You may be held responsible for prescriptions issued using your Two-Factor Authentication credentials if notification is not made in a timely manner.
- Physician responsibilities remain the same for ePrescribing controlled substances as issuing a paper or oral controlled substance prescription.
- If Falcon is audited internally or by a third-party and found to not meet any requirement of the EPCS law, Falcon will notify all physicians that they should not use the application to e-prescribe controlled substances until further notice. This notification will occur within five days of the issuance of the audit or certification report. This report will be made available to any practitioner that uses Falcon Physician.
- If Falcon requires updates to fix an issue that makes the application non-compliant with EPCS regulations, Falcon will notify you that the updates must be installed before the practitioner may use the application to issue a controlled substance prescription through eprescribe.



Trouble Shooting for Two-Factor Authentication:

1. If clicking “Save and Close” on a controlled substance prescription creates a pop up with any of the following errors, please contact your Customer Account Manager.

Error Messages:

You do not have a valid DEA number

You do not have a valid EPCS service level set up on your account

You are not ID Proofed

2. If you are locked out of Falcon after failing to authenticate a controlled substance:

Please contact your Customer Account Manager to unlock your account and reset your password.

3. If you are unable to prescribe controlled substances for 15 minutes after failing to authenticate:

You will be able to prescribe again after 15 minutes has passed. Double check your Falcon password, and that the Credential ID on your VIP Access app matches the Credential ID presented on the Two-Factor Authentication pop up window.

4. If you lose your mobile phone and cannot verify Two-Factor Authentication:

Contact your Customer Account Manager to report the missing phone and to receive a temporary code until you can replace your phone.

5. If you get a new phone:

The Credential ID on the VIP Access app will be different than the one that was used during the ID Proofing process. You will need to use the “Manage my Credentials” link in the “New Medication” pop up window inside of Falcon Physician to update your credential ID, otherwise you will not be able to complete TFA.

6. If you have found that prescriptions were issued using your DEA number that you have not signed or that are not consistent with prescriptions that you signed, report the incidents to Falcon.

7. If Falcon Physician does not appear to be functioning correctly, do not attempt to issue any controlled substance prescriptions. Contact your Customer Account Manager to report the issue; all physicians within the practice will have their EPCS capabilities locked until the issue is resolved.

If you are experiencing difficulty or have additional questions about the process:

Please contact your customer account manager at: Falcon Support Desk: 866-782-1347

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FAQ:

Q: If my DEA number is from state that does not require ID Proofing, but I want to ePrescribe a controlled substance for a patient that will fill their prescription in a state that requires ID Proofing, do I still have to ID Proof?

A: Yes, if you are ePrescribing a controlled substance for a patient that will fill their prescription at a pharmacy in a state that requires ID Proofing, you still have to ID Proof yourself.