eRx Frequently Asked Questions (FAQ)

Below are questions frequently asked about prescribing using Electronic Rx (eRx).

Why do I need to go through identity proofing?
SureScripts requires that every provider complete identity proofing to electronically transmit prescriptions. This process verifies you are who you say you are by asking a series of questions for which only you know the answer. You will also set up a device (e.g. a mobile phone) that will receive a one time passcode (OTP) used for verification. eRx uses Verizon UIS (Universal Identity Services) for identity proofing. Verizon UIS is separate from Verizon's phone service and a Verizon phone is not required.

Why do some of our practice's providers have to complete identity proofing for eRx and others don't?
Identity proofing is a newer requirement for electronic prescriptions. Providers who were using eRx prior September 2015 were grandfathered in and do not need to go through identity proofing to send prescriptions electronically. Providers who sign up in September 2015 and after will have to complete identity proofing before they can e-prescribe. Contact us to begin the process.

What are One Time Passcodes (OTP)? These passcodes are generated by Verizon UIS and sent to the code device you specify during setup. The code is only good for a certain number of minutes. If a code expires and you attempt to enter it, the authentication will fail. Just try again with a new code from your device.

What is the difference between basic and comprehensive versions?
The comprehensive version has more features than the basic version. EHR provider should only use the comprehensive version since its offers features needed for EHR requirements (drug interaction checks and formulary checking). For EPCS, comprehensive version is recommended.

I forgot my Verizon UIS password. Can I reset it?
Yes. Log in to Verizon to reset the password.
https://universalid.verizon.com/uid/index.php/slogin/profile/ncrp. Then re-sign the Subscriber Agreement (Safe-BioPharma Certificate). If you do not resign within 5 days of resetting the password you will be locked out. See Changing your Verizon UIS Password on Activating electronic Rx.

Electronic Prescribing of Controlled Substances (EPCS)
I already use eRx, but IDP was not yet required. If I want to sign up for EPCS, do I need to go through IDP and pay an additional $45?
You do need go through IDP for EPCS, however the IDP fee is included in the annual $80 EPCS fee.

I already completed Identity Proofing (IDP) when I signed up for eRx. Do I need to go through IDP again for EPCS?

No. You will be asked to supply the exact information (name, address, email, Verizon UIS username and password) that you supplied during the IDP process, but will not need to go through the entire process.

What is an EPCS Administrator?
EPCS administrators authorize providers for EPCS. The DEA requires that you have at least 2 EPCS administrators. At least one must have an EPCS license (EPCS Activated = Yes).

For offices with only one prescribing provider, you can set up a different user (e.g. office administrator) in Practice-Web that only uses eRx as an EPCS Administrator (not prescriber).

Why do I receive this error? `Error: SubmitTransaction error: 2001: Invalid UUID`
This means you have skipped the identity proofing and credentialing process with Verizon UIS. You must do IDP before you can authorize or finalize EPCS privileges.

I have purchased the EPCS license, completed identity proofing, and assigned an EPCS administrator. Now I am unable to authorize EPCS privileges and the 'Select' link in the interface is not clickable. What is wrong?
Before you can authorize or finalize EPCS privileges, you must set up 2 valid EPCS administrators. Both administrators must have a profile set up in Practice-Web, and have clicked through to eRx (log in to Practice-Web, click New eRx). The 'Select' link will become clickable once 2 valid administrators are set up. One administrator must be an EPCS activated provider. The other administrator can also a provider or can be a user who does not prescribe.