

Two-factor authentication in Veradigm ePrescribe

Veradigm ePrescribe uses two-factor authentication (2FA) to protect access to the application and to meet US Drug Enforcement Administration (DEA) requirements for Electronic Prescribing of Controlled Substances (EPCS). Authentication is applied in two areas: account login and EPCS prescription signing.

Account login and password resets

Every Veradigm ePrescribe user registers a US phone number for two-factor verification. When a user logs in for the first time, logs in from a new (untrusted) browser or device, or resets a password, Veradigm ePrescribe sends a one-time security code to that number. The user chooses to receive the code by text message or automated voice call and must enter it, along with their username and password, to complete the login.

- Any US phone number can be used (for example, a clinic office line), but Veradigm ePrescribe recommends a cell phone so users can receive codes when away from the office.
- The registered phone number is used solely for two-factor authentication events, such as trusting new browsers and password resets.

Multi-factor authentication for EPCS

To e-sign prescriptions for controlled substances, DEA regulations require multi-factor authentication. In Veradigm ePrescribe, this authentication consists of:

- The user's Veradigm ePrescribe credentials (username and password).
- A one-time credential generated through ID.me — either a time-sensitive push notification approved in the ID.me Authenticator smartphone app, or a code from a code generator app scanned via QR code, depending on the two-factor method the prescriber chose during setup.

ID.me

The EPCS two-factor credential is issued through ID.me, an online identity platform whose identity-proofing and authentication process is compliant with DEA EPCS regulations. Prescribers create an ID.me account, complete identity proofing (uploading a government-issued photo ID and submitting a video selfie), and link the ID.me Authenticator app on their smartphone to their Veradigm ePrescribe account. The linked credential is then used to:

- E-sign electronic prescriptions for controlled substances.
- Confirm changes to EPCS e-signing permissions.

Per DEA requirements, two individuals must be involved in setting e-signing controls: an administrator who grants e-signing permissions, and the DEA-registered provider who holds the two-factor authentication credential and confirms the change with ID.me.