

Important Notice: Allscripts Credential Service Provider changing to ID.me

To Allscripts EPCS Clients:

Allscripts current Electronic Prescribing of Controlled Substances (EPCS) credentialing vendor, Zentry(Verizon), will stop providing credentialing services on **June 30, 2019**. Allscripts has contracted with ID.me to replace Zentry (Verizon) for those credentialing services.

What is a Credential Service Provider (CSP)?

A CSP is a trusted entity certified by the government that validates a prescriber's identity and then issues security tokens or electronic credentials to that prescriber so that he or she may access the EPCS system. Under DEA regulations, all EPCS software vendors must electronically integrate with a certified CSP in order to enable prescribers to use the EPCS software.

March 2019, prescribers can start to enroll with ID.me. The initial release will not require you to update your EHR platform to enroll with ID.me. There will be no disruption of prescription services for prescribers during this transition period.

Prescribers who have not enrolled with ID.me by June 30, 2019, will be unable to do EPCS until they complete identity proofing and credentialing.

The enrollment process will be easier and quicker than it was with Verizon and the success rate is 90% with ID.me as opposed to 25% with Verizon.

Allscripts Addresses Frequently Asked Questions

Q: Does end user workflows get affected by this change?

A: No, the user interface and prescribing workflows will not change.

Q: Will there be Hard and Soft Token Options?

A: Soft token is available with ID.me. The existing Verizon/Zentry Hard Token can continue to be used up to June 30, 2019; after this date, all Zentry 2FA options will not work. New 2FA options with ID.me (FIDO U2F and Push Notifications) will require customers to upgrade to a new EHR version at a later date.

Q: Why is Allscripts changing its CSP?

A: Allscripts is changing its primary CSP, Zentry (Verizon), because Zentry (Verizon) has informed Allscripts that it intends to exit the CSP business as of June 30th, 2019.

Q: Will providers need to identity proof again? If so, why?

A: Yes, all providers must enroll with ID.me through a new enrollment site before June 30, 2019. The prescriber is the sole owner of their own CSP account, not Allscripts. Identity and Credential transfer is not supported by CSP. Therefore, each prescriber must individual register and configure 2FA to their personal preference.

For Individual Model, prescribers will have to proof at LOA2/IAL2 with ID.me. The online proofing process with ID.me is drastically improved (>90% Success rate) compared to the Zentry (<25% success rate). For those few providers who are not able to establish their personal identity online, they will be able to schedule a video conference call at a date and time of their convenience with a Proofing Referee to complete the identity proofing. This is also a major improvement over having to go through the time-consuming and inconvenient Manual Notary process