

How to Enroll in EPCS

Electronic Prescribing of Controlled Substances

A. Verification Requirements

- Must be registered and in good standing with the DEA
- Must be licensed and in good standing with the State Medical Board
- Your state or federal-issued photo ID verified in person with the OGME in Hillcrest at:
135 Dickinson Street, Ste 3 | Hillcrest Medical Center | San Diego, CA 92103
(619) 543 - 7242

B. Enroll your mobile device

After completing the verification process, (Step 1 above), you will receive an email from 'Duo Security' with instructions on how to install the mobile app and enroll with Duo.

*Tip: **Do not** open the email from the mobile device you are attempting to register – instead, open the email from a separate computer (desktop or laptop).*

C. Start using EPCS!

It may take up to one week after completing the identity proofing for all pharmacies to receive their updated status as an EPCS-enabled provider.

D. FAQs

1. Getting set up for EPCS for the first time

a) How do I get identity proofed?	Contact the Office of Graduate Medical Education at (619) 543-7242
b) What do I need for identity proofing?	If you are already a practicing provider authorized to write controlled substances, you only need to bring with you a government-issued photo ID, such as your driver's license or passport
c) I underwent identity proofing, but never received any follow-up emails.	Check your UCSD inbox (including Spam folders) for emails from 'Duo Security'. If you cannot find it, call the Help Desk (3-Help) to have another email sent.
d) I am having trouble installing the Duo mobile app and registering my device	See Duo help for iOS: https://guide.duo.com/iphone for Android: https://guide.duo.com/android

2. Issues with the mobile device (hard token)

a) For a lost/stolen phone	Call the Help Desk (3-Help) immediately. By federal law (21 CFR §1311.102(b)), you must inform the administrators immediately (within one business day) to deactivate Duo
b) I don't have my phone with me	You can still prescribe via printing or faxing. Change the order class to 'Security Rx Print' or 'Handwritten' for CII's, or 'Print Req' for CIII-CV to print, manually sign, and fax the prescription.
c) How do I activate Duo on my new phone?	Call 3-Help to receive a new enrollment email for your new phone

3. Issues with Ordering Controlled Substances

To prevent delays in patient care, always revert to non-EPCS methods of signing controlled substance prescriptions (see 'I don't have my phone' above) if the issue cannot be immediately corrected.

a) The review screen does not have my correct DEA number	Contact MSA at (619) 543-7874 or OGME at (619) 543-7242 to receive appropriate help in updating your DEA#.
b) Why I can't select the 'Sign' button on the review screen?	You must first select the orders you want to sign
c) After providing my Epic password to sign controlled substances, I receive an error.	Call the Help Desk (3-Help) and provide the workstation ID and a photo of the alert.
d) My phone never received the push notification.	<ul style="list-style-type: none">▪ Ensure that you selected 'Duo Push' on the second pop-up window.▪ You may not have a strong cellular signal. From your Duo Mobile App, click the key icon to generate a passcode. Enter that number in the 'Passcode' field of the login screen.▪ You can also try to cycle airplane mode and/or WiFi off then on.
e) Can multiple months' worth of CS prescriptions be signed at once (Post-dating)?	Yes, however not all pharmacies accept these via EPCS. If you are unsure, provide the patient with paper prescriptions for their subsequent months (but EPCS the initial one).

4. Failed EPCS

a) Can I just place another order if my previous order failed?	No - the original order failed for reasons that may be specific to your account, the patient, or the order. Simply re-ordering will result in a second failed order.
b) My failed EPCS prescription was resolved, but still can't print the AVS	Check to make sure you have resolved ALL of the patients' failed EPCS prescriptions

ADDITIONAL RESOURCES

- [Tip Sheet for EPCS](#)
- [MCP 321.0 for EPCS](#)
- [Duo Info Page](#)

Questions or need assistance?

Dial 3-HELP (34357), or (619)543-7474 if dialing from outside