

Please read BEFORE you start the ID.me Registration Process

ID.me Registration Process

Version 1.1

Tips for Success

- The document contains many screenshots and can be used as a reference during the registration process. **LINKS to REGISTRATION** can be found on **page 4**
- You need a smart device to complete the identity proofing process & two-factor authentication device setup.
- If you are unsuccessful on the first attempt in verifying your identity first, you will need to attempt to complete identity proofing a 2nd time by selecting “Retry”. Recommend trying an alternate identity verification method on your 2nd attempt (for example: if you chose to upload a picture of your driver’s license, try to answer questions about your credit history). On the 2nd and on all successive attempts, you will be prompted with the option to “Talk to an Agent” or to “Retry” the online process.
- If you have attempted the online identity proofing process numerous times and are unable to complete identity verification successfully, you should select “Talk to an Agent” to schedule a video chat with an ID.me Trusted Referee. The video chat with an ID.me Trusted Referee will enable you to move forward in the ID.me workflow and complete identity verification.
- If you have questions about the identity proofing process, contact your EHR vendor or contact Change Healthcare Support.
- The document contains many screenshots and can be used as a reference during the registration process.



About this process

Change Healthcare has partnered with ID.me to empower you to securely prescribe controlled substances. ID.me taps into data from external data sources such as utilities and financial records in addition to verifying government issued photo IDs to verify your identity online.

ID.me is a trusted digital identity network that allows hospital systems and electronic health records (EHRs) to comply with DEA mandates for EPCS (which keeps you compliant with State and Federal law) while improving the provider and patient experience. ID.me is the first CSP in the United States to become NIST 800-63-3 certified, and already services more than 300 organizations including healthcare systems, government agencies, financial institutions, and nonprofits.



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Sign up or Sign in to ID.me

Step 1-Sign up for an ID.me account from one of these 2 links:

- **Providers with a DEA and NPI** use this link to register with ID.me & Change Healthcare. **Required for Electronic Prescribing of Controlled Substances**

Prescribers with a DEA and NPI use this link

- **Providers prescribing with only an NPI**, use this link to register with ID.me and Change Healthcare.

Prescribers with NPI ONLY use this link

If you already have an ID.me login, you may choose the “sign into your account” option in the top right of the screen. You must use the link provided to you by Change Healthcare to start the ID.me Registration process with CHC.



Sign Up [or sign into your account](#)

Email

Password

Confirm password

I accept the ID.me [terms of service](#) and [privacy policy](#).

Sign up

Or sign in with

Facebook Google LinkedIn

[View more sign up options >](#)

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

Step 2-Confirm your email address

Once you have entered your email during the Sign Up or Sign In process described in Step-1, you will need to navigate to your email in order to click a link provided in the Confirmation email to Confirm your email address. If you cannot find this email, please be sure to check your Spam folder. If you cannot find the email after 10 minutes, click the link near the bottom of the page to have the confirmation email sent again. If you still are not receiving a confirmation email after multiple attempts, contact your local IT representative to check your security settings and ensure that ID.me is a trusted sender.



CONFIRM YOUR EMAIL ADDRESS



We sent an email to testing@email.com. Please check your inbox and find the confirmation email we've sent you.

This email's subject line will read, "ID.me - Please Confirm Your Email." If you cannot find the email within your Inbox, please check your Spam folder. It can take up to 10 minutes to receive this email.



After your email is confirmed, return to this page to continue.

Didn't receive the email? [Send it again](#)

[Why do I need to confirm my email?](#)

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

Step 3-On your browser, **close the 'Your email has been confirmed' tab to continue.**



Step 4-shown on next page.

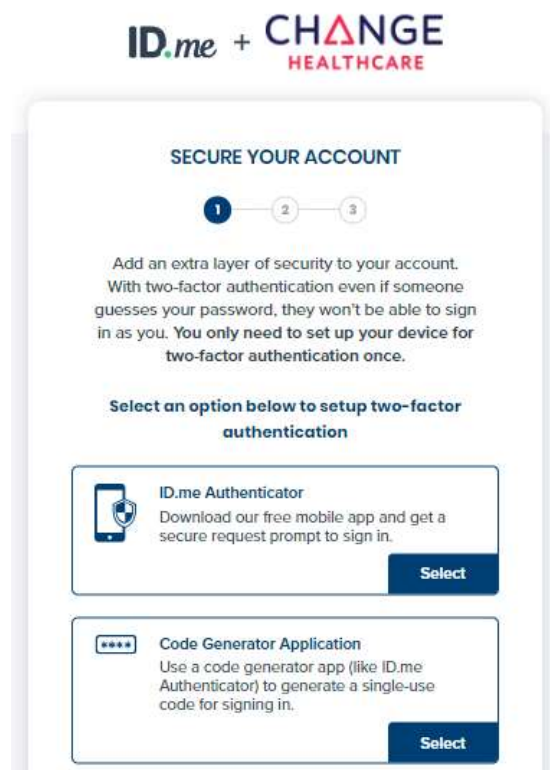


Step 4-Secure your Account

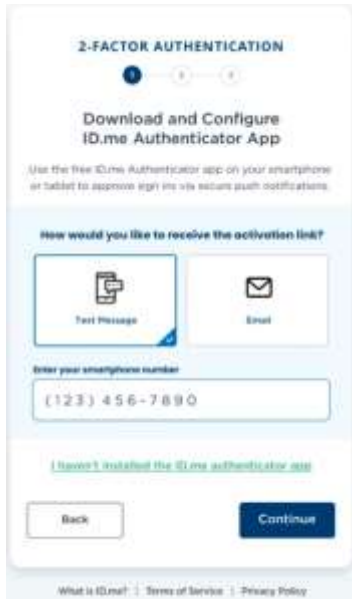
Secure your account by choosing your 2 Factor Authentication (2FA) Method. The DEA requirement for two-factor authentication is: the device used for 2FA MUST BE SEPARATE from the device used to create and send the prescription. See additional info [here](#).

The ID.me Authenticator App is FIPS compliant offers two choices for your second factor of authentication. The ID.me Authenticator App may be used in Push Notification mode or Code Generator mode. You may select the option of your choice (shown in screenshot below) for your two-factor authentication.

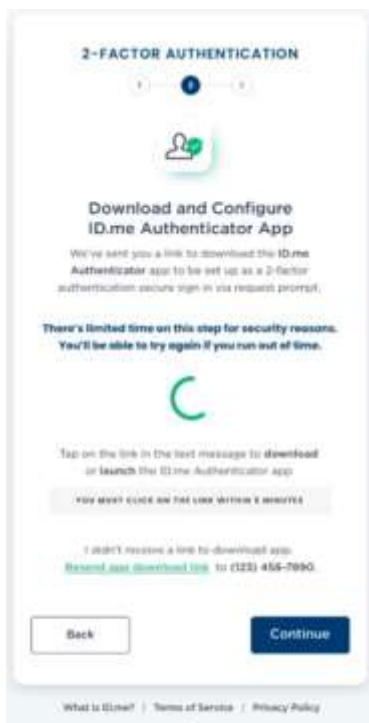
If you choose Push Notification (shown as the ID.me Authenticator option below), when you are authenticating, you will receive a pop up from the ID.me Authenticator app that you will tap to complete 2FA. If you choose the Code Generator option (shown as Code Generator Application below), when you are authenticating, you will see a 6-digit One Time Passcode (OTP) generated that you will be required to manually enter to complete 2FA. Regardless of the option you choose, you will need a smart device to download the ID.me Authenticator app.



After you select one of the two-factor authentication options above, proceed with the next steps



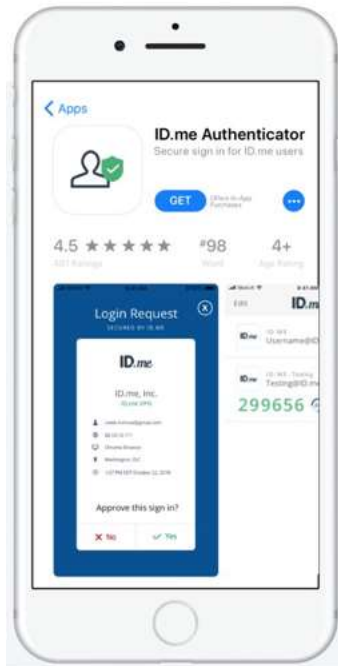
A link has been sent to the smartphone number that you just entered. Click the link in your text message to download the ID.me Authenticator App



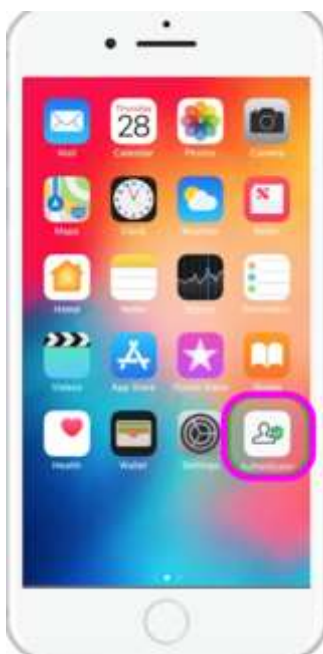
After you click the link from within your text message, you will be taken to your phone's app store and you will be presented with the ID.me Authenticator App.



When you see the screen below, showing the ID.me Authenticator from within your app store, **Click on “GET”** to download the ID.me Authenticator app.

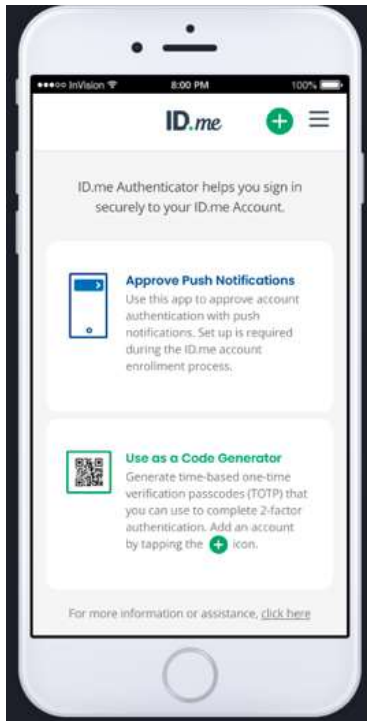


The screen below shows what the ID.me Authenticator App icon will look like on your phone when you are no longer in the app store.





The screen below shows what the ID.me Authenticator App looks like after you open the app.



PLEASE READ the following steps for how to configure your ID.me Authenticator App

The screenshots below highlight the workflow that you will experience based on the two-factor authentication method that you select (either Push Notification or Code Generator).

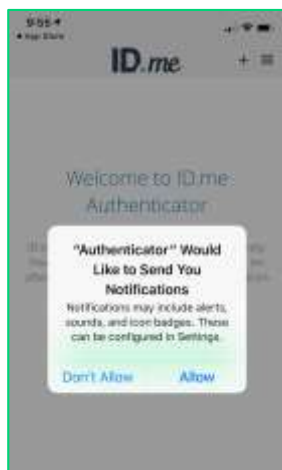


- ID.me Authenticator -

Choose this option to receive **Push Notifications** as your 2FA on your mobile or smart device.



After selecting "Approve Push Notifications" you will be shown



Click "Allow" to enable the ID.me Authenticator to send you notifications.



You will then see the Registration Request screen



Select the green check mark "Yes"

- Code Generator Application -

Choose this option to receive 6-digit One Time Passcodes as your 2FA on your mobile or smart device. Steps are highlighted below.

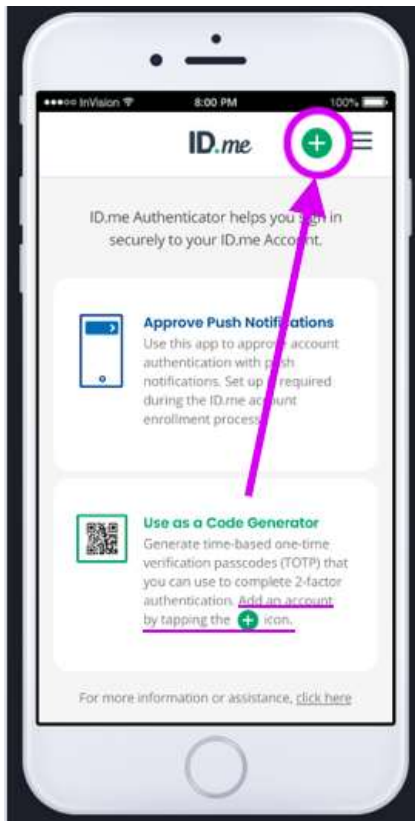
After you select the Code Generator option from the beginning of the two-factor workflow (by selecting this option):





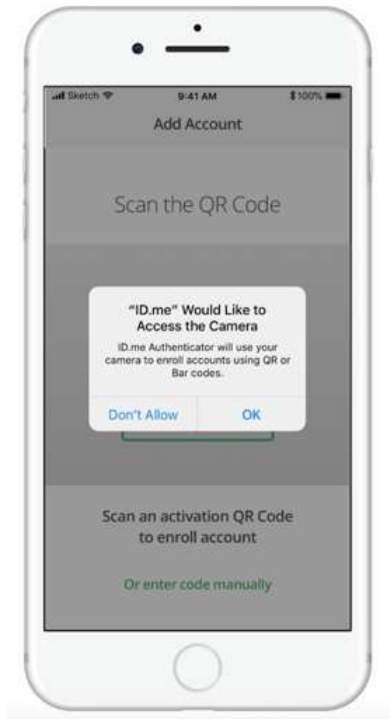
You will be prompted to download the ID.me Authenticator app. To configure the Code Generator, follow these steps:

From the ID.me Authenticator app, **select the green “+” icon** in the top right-hand corner to add an account





Click OK to allow the ID.me Authenticator to access your camera

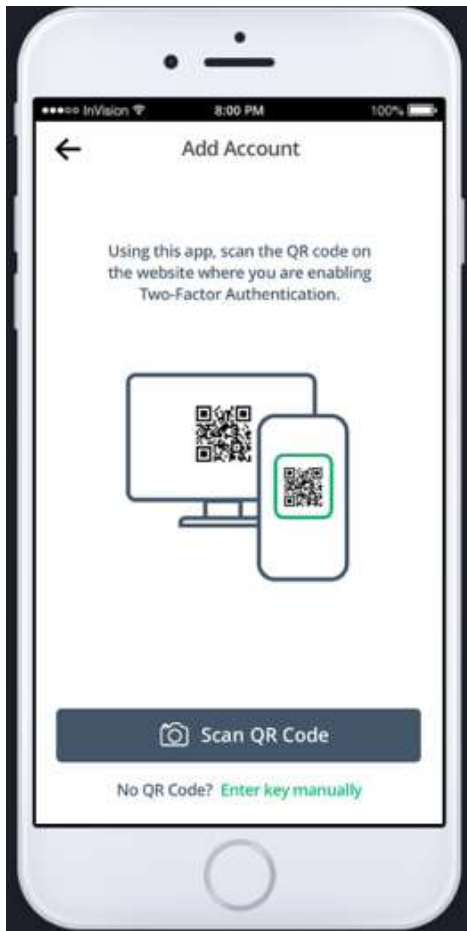


Within your original workflow (not on your smart device), you will be presented with a QR Code (shown below)





Using your smart device, scan the QR code presented in the original workflow with your smart device to confirm your device.



To scan the QR code, maneuver your smart device so that the QR code presented within the original workflow is captured within the green box displayed on your smart device



On your phone, first you should see this screen below and your phone's camera will start to display what is being captured by the phone's camera



Move your phone so that your phone's camera is pointing at the QR Code from the original workflow. As soon as the phone's camera is able to detect and bring the QR Code into focus, it will automatically capture the QR Code, as shown below.



If you have completed the QR Code scan, continue in the original workflow to Generate a Recovery Code (See Generate Recovery Code on p. 18).



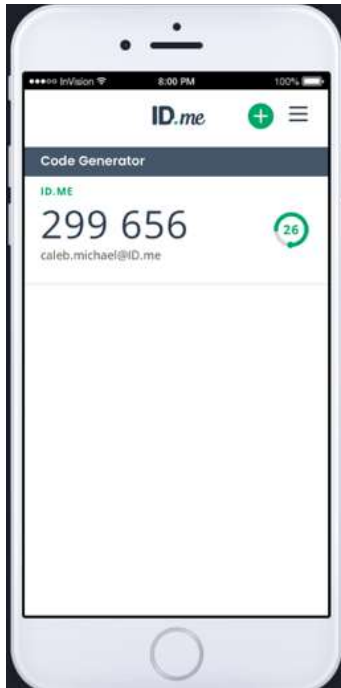
If you don't wish to scan the QR code or if you are having trouble scanning the QR code, **an Alternate Method of setting up the Code Generator** is to enter a code manually.

If you wish to enter a code manually, continue with these steps. If you have already completed the QR Code scan, continue in the original workflow to Generate a Recovery Code (See Generate Recovery Code on p. 18).

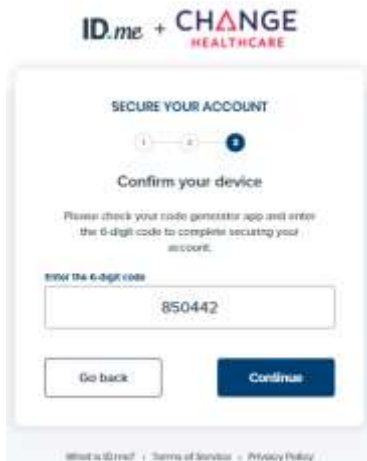
On your smart device, select the green text that is just below the QR code scanner labeled "Or enter special code manually". (seen at the bottom of this screen)



The ID.me Authenticator App will generate a 6-digit One Time Passcode (shown below)



Enter this 6-digit code into the prompt in the original workflow



Create a Recovery Code and click **Continue**. You have completed the 2FA setup. The next step is verifying your identity.




Generate a Recovery Code

ID.me + CHANGE
HEALTHCARE

YOUR ACCOUNT IS NOW SECURE

You have secured your account with two-factor authentication using a code generator application.



Recovery code

A recovery code can be used in the event you lose access to your two-factor authentication device.

[Generate recovery code](#)

[Continue](#)

[What is ID.me?](#) [Terms of Service](#) [Privacy Policy](#)



Verify Your Identity

PLEASE NOTE

During the identity verification process, ID.me is checking via real-time electronic methods the information submitted by you to verify your identity. In the few cases where these real-time mechanisms are unable to provide the necessary information in verifying your identity, they provide a live video chat solution to complete your identity verification.

If you should be unsuccessful in verifying your identity on your first attempt in the online process, Retry the online verification process with an alternate verification method. For example, if you tried taking a photo of your driver's license during your first attempt, try answering questions about your credit history on your next attempt.

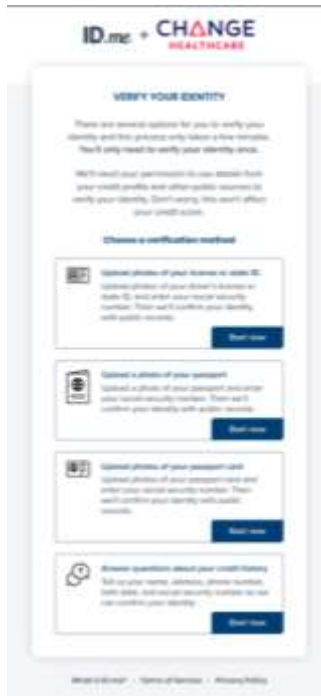
If you should be unsuccessful on your second attempt (or any successive attempt) to verify your identity online, you will be presented with an opportunity to schedule a live video-chat to complete a Virtual In Person Identity proofing session with an ID.me Trusted Referee. Click on the "Talk to an Agent" prompt to schedule your video-chat. The option to Retry the online process is also available on the second and all successive attempts. You may choose to Retry the online process, however, if you should continue to be unsuccessful via online verification methods, *please click "Talk to an Agent" to schedule your video-chat and complete your identity verification.*

When you click "Talk to an Agent" you will be prompted to re-verify some of your information or provide additional information. Please follow these steps to continue to scheduling your video chat. If no video-chat appointments are available, select to be notified when appointments become available and ID.me will reach out to schedule an appointment at a time that is convenient to you.

END NOTE



Step 1-Select one of the four options available to Verify your Identity



During the identity proofing process, if you choose a method that requires a photo of document to be uploaded, this step can be performed by taking a picture on your mobile device or by uploading a document that is already stored on device you are currently using. Detailed screenshots from ID.me can be found [here](#).

Step 2-Enter your personal information

Please read the information on this screen before proceeding.
Do your best to ensure that the information you input matches what should be in your credit report. The SSN is ONLY used to verify identity. Click **Continue**



VERIFY YOUR IDENTITY



Enter your personal information

What's this? ▼

We'll use this information along with details from your credit profile to verify your identity. We take the security of your information seriously and never share your personal information or credit history with anyone else. Verifying your identity with us won't change your credit score.

If you've frozen your credit report, we'll send you a personal identification number (PIN) so you can share your free credit report with us. You only need to share your credit report once.

[Close](#)

First Name*

Enter First Name

Middle Name

Enter Middle Name Optional

Last Name*

Enter Last Name

Suffix

— ▼

Date of birth*

MM/DD/YYYY

Have you ever used a different last name?*

No ▼

Social Security Number*

#####

Why do you need my SSN? ▼

Gender

- Male
- Female



Step 3-Enter your most recent HOME address. Click Continue

Step 4-Enter a phone number

Read the options on the screen and choose appropriately



Step 5-Confirm your information

Step 6- The next screens displayed are based on the ID proofing option selected in Step-1 (on p. 20). The screen will describe the actions required to complete the process. Click **Continue** when completed.

The screens below are an example Identity Verification process for if you had chosen to upload photos of your passport card to Verify your Identity in Step-1 (on p. 20).

For any verification method that you choose that involves capturing photos of a document, these steps should be very similar.





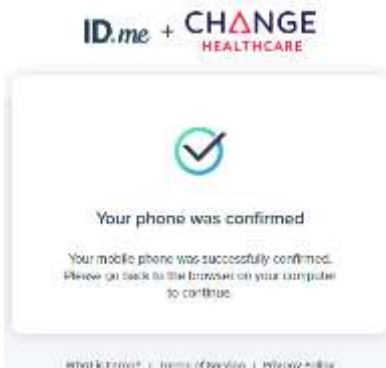




Step 7- The provided phone number will be confirmed.



Confirmation will come on a separate tab in your web browser. Close the confirmation tab to continue on with Medical Credentialing.



PLEASE NOTE:

If the phone number supplied is not able to be associated to you in some way via financial records, you may be asked to supply a secondary phone number that could be associated with your name in financial records. Please do your best to supply a phone number that is associated with your name, if possible. If you do not have a phone number associated with your name that you are able to provide, enter in the same phone number that you provided originally. If you enter the same phone number twice, as just mentioned, this will likely cause you to be unsuccessful in the self-service online Identity Verification and you will need to click “Talk to an Agent” to complete your identity verification through an online video chat with an ID.me Trusted Referee. Talking to our Agents via a free live video chat should not take long to perform and consists of you holding up documents that you have previously uploaded while you are talking to a real person.



Medical Credentialing

Step 1-Click **Begin**

Medical ID

VERIFY USING YOUR DEA SCHEDULE AND NATIONAL PROVIDER IDENTIFIER NUMBER

To verify as a medical provider, you'll need to provide your National Provider Identifier (NPI) and Drug Enforcement Agency (DEA) credentials. We'll check your legal identity information against it.

[Begin](#)

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

Step 2- Enter NPI & DEA information. Click **Continue**

Medical ID

VERIFY USING YOUR DEA SCHEDULE AND NATIONAL PROVIDER IDENTIFIER NUMBER

Your NPI number and DEA number are needed to verify your identity.

The NPI number is a unique 10-digit identification number issued to covered health care providers by the CMS (Centers for Medicare and Medicaid Services).

NPI Number *

1122334455

A DEA number is an identifier assigned to a health care provider by the United States Drug Enforcement Administration allowing them to write prescriptions for controlled substances. Example DEA number formats include "BJ61Q5341" or "R0234567-98765".

DEA Number *

BJ61Q5341

DEA Schedule

I II III IV V

[Back](#) [Continue](#)

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)



Step 3-Verify the information on the next screen and click **Continue**

NOTE: Validation of medical credentials may take up to 2 minutes. Please do not close the screen during the validating process. If this process is interrupted, you will not be Identity Proofed and will not be able to prescribe controlled substances. If the tab is closed before the process is complete, you will need to log back into the ID.me account and finish the medical credential check.

ID.me + CHANGE HEALTHCARE

Medical ID

VERIFY USING YOUR DEA SCHEDULE AND NATIONAL PROVIDER IDENTIFIER NUMBER

Please confirm the following information pertaining to your role as a medical provider

NPI Number
102234255

State License Number
02987

Issuing State
VA

Specialty
Ophthalmologist

Back Continue

What is ID.me? | Terms of Service | Privacy Policy

Screen Confirmation of the Medical ID verification

ID.me + CHANGE HEALTHCARE

Medical ID

Medical ID is now in your ID.me Wallet!



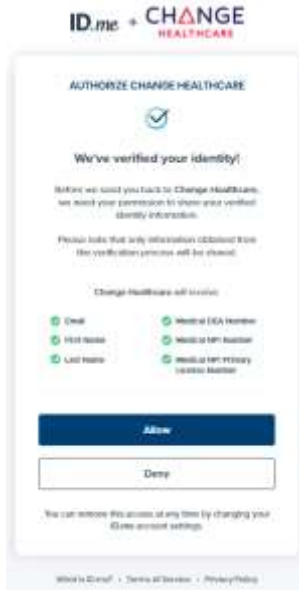
We've verified your medical provider status and you can now access benefits from our partners. Please continue to access your Medical ID benefits.

Continue

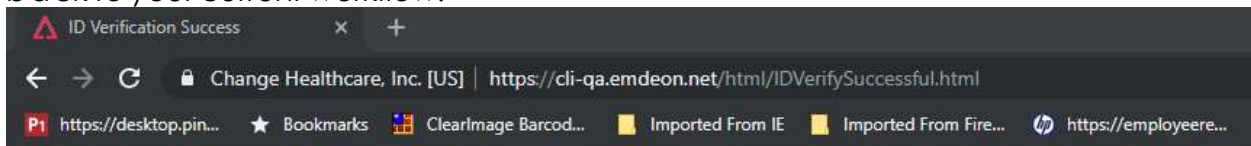
What is ID.me? | Terms of Service | Privacy Policy



Step 4-Identity Proofing completed. Click **Allow**



Step 5-Confirmation of successful ID proofing. Close this window/tab to be directed back to your current workflow.





Change of multi-factor/two-factor (2FA) authentication device

If you recently deactivated your phone, upgraded your phone, or changed phone providers please follow the steps below:

Step 1-Sign into your ID.me/Change Healthcare account. Please be sure to use the same link used during the registration process.

- **Providers with a DEA and NPI use this link.**
Required for Electronic Prescribing of Controlled Substances

[Prescribers with a DEA and NPI use this link](#)

- **Providers prescribing with only an NPI, use this link**

[Prescribers with NPI ONLY use this link](#)

ID.me + CHANGE
HEALTHCARE

Sign In or [sign up for an account](#)

Email
Enter your email

Password
Enter your password

Sign in

[Forgot Password](#)

Or sign in with

Facebook Google LinkedIn

[View more login options >](#)

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)



Step 2- On the next page **Click** the “**update your settings here**” hyperlink at the bottom of the screen

ID.me + **CHANGE HEALTHCARE**

COMPLETE YOUR SIGN IN

1 — 2 — 3

Enter a code from your device

Please check your code generator application and enter the generated 6-digit code to complete your sign in.

Enter the 6-digit code

862625

Continue

Having trouble? Use your [recovery code](#) instead.

If you've changed phones from when you previously set up two-factor authentication, please [update your settings here](#).

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)



Step 3- Click **Continue** on the next screen

ID.me + CHANGE HEALTHCARE

UPDATE 2-FACTOR AUTHENTICATION

You can securely update your current 2-factor authentication settings or enroll in a new method in 3 easy steps.

- Confirm your email address
- Confirm personal information
- Update 2-factor authentication settings

[Go back](#) [Continue](#)

What is ID.me? | Terms of Service | Privacy Policy

Step 4- **Confirm your email** address by clicking the link in the email from ID.me

ID.me + CHANGE HEALTHCARE

CONFIRM YOUR EMAIL ADDRESS

We sent an email to @changehealthcare.com. Please check your inbox and find the confirmation email we've sent you.

This email's subject line will read, "ID.me - Please Confirm Your Email." If you cannot find the email within your inbox, please check your Spam folder. It can take up to 10 minutes to receive this email.

After your email is confirmed, return to this page to continue.

Didn't receive the email? [Send it again](#)

help@id.me.' At the bottom, there is a footer with contact information and copyright notice."/>

ID.me

Confirm your email address

You're receiving this email since you initiated updates to your two-factor authentication settings associated with your account.

Please click on the link below to confirm your email to continue with the update process.

[Confirm your email](#)

Or copy and paste the link into your browser:

<https://app.id.me/identityhub/two-factor/confirmations/6440f4426793506274446c72?next=complete>

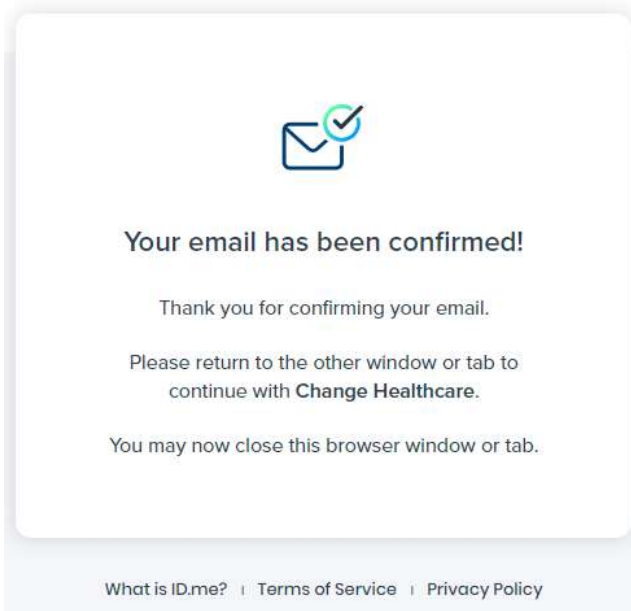
Please note that this link will expire in 15 minutes.

If you did not sign up for ID.me or received this email by mistake, please contact help@id.me.

ID.me Inc. • 5091 Greenbush Drive • Suite 600 • Millersville, PA 17329
Copyright © 2019 ID.me Inc. All rights reserved.

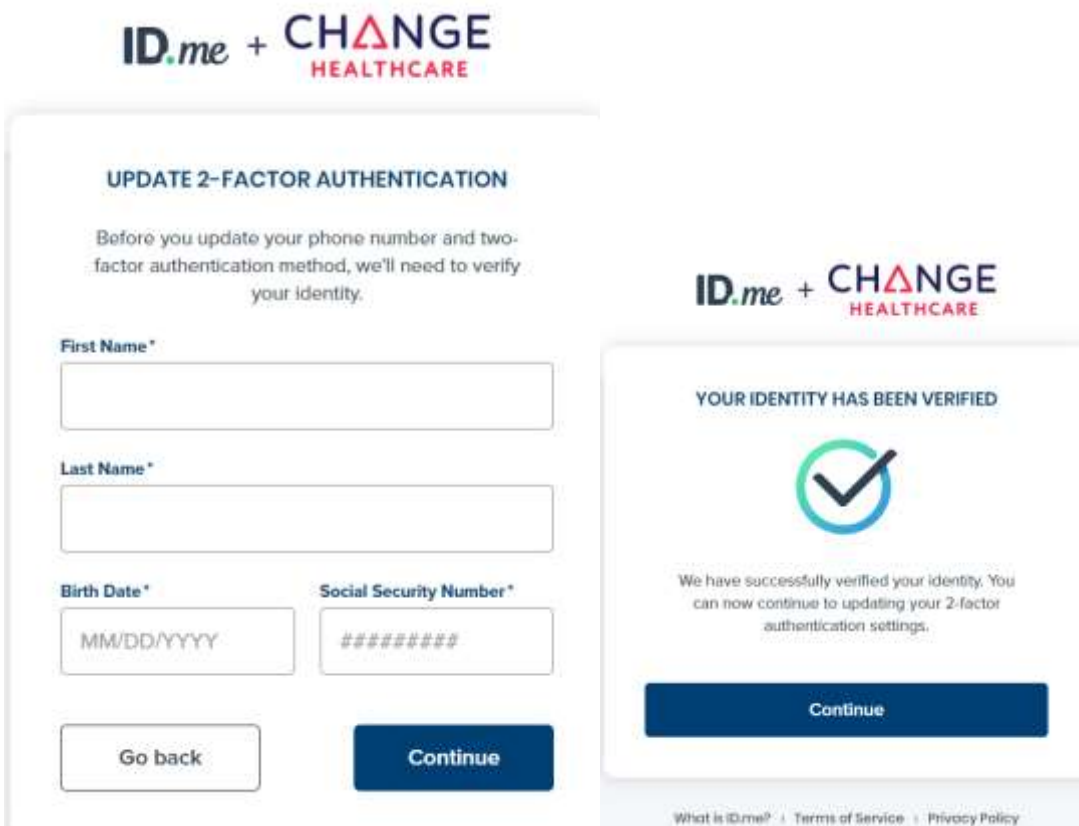


Step 5-**Close the confirmation window** to return to ID.me to finish setting up your new device



The screenshot shows a confirmation window with a blue envelope icon containing a green checkmark. The text reads: "Your email has been confirmed! Thank you for confirming your email. Please return to the other window or tab to continue with **Change Healthcare**. You may now close this browser window or tab." At the bottom, there are links for "What is ID.me?", "Terms of Service", and "Privacy Policy".

Step 6- Enter required information and click **Continue**



The image shows two screenshots from the ID.me + CHANGE HEALTHCARE interface. The left screenshot is titled "UPDATE 2-FACTOR AUTHENTICATION" and contains a form with the following fields: "First Name*", "Last Name*", "Birth Date*" (with a placeholder "MM/DD/YYYY"), and "Social Security Number*" (with a placeholder "#####"). There are "Go back" and "Continue" buttons at the bottom. The right screenshot is titled "YOUR IDENTITY HAS BEEN VERIFIED" and features a large green checkmark icon. The text below the icon says: "We have successfully verified your identity. You can now continue to updating your 2-factor authentication settings." A blue "Continue" button is at the bottom. Both screenshots include the ID.me + CHANGE HEALTHCARE logo at the top and footer links for "What is ID.me?", "Terms of Service", and "Privacy Policy".




Step 7-Select the 2 Factor Authentication you would like to use and follow the prompts based on your selection


SECURE YOUR ACCOUNT


1 — 2 — 3

Add an extra layer of security to your account. With two-factor authentication even if someone guesses your password, they won't be able to sign in as you. You only need to set up your device for two-factor authentication once.

Select an option below to setup two-factor authentication

 **ID.me Authenticator**
Download our free mobile app and get a secure request prompt to sign in. [Select](#)

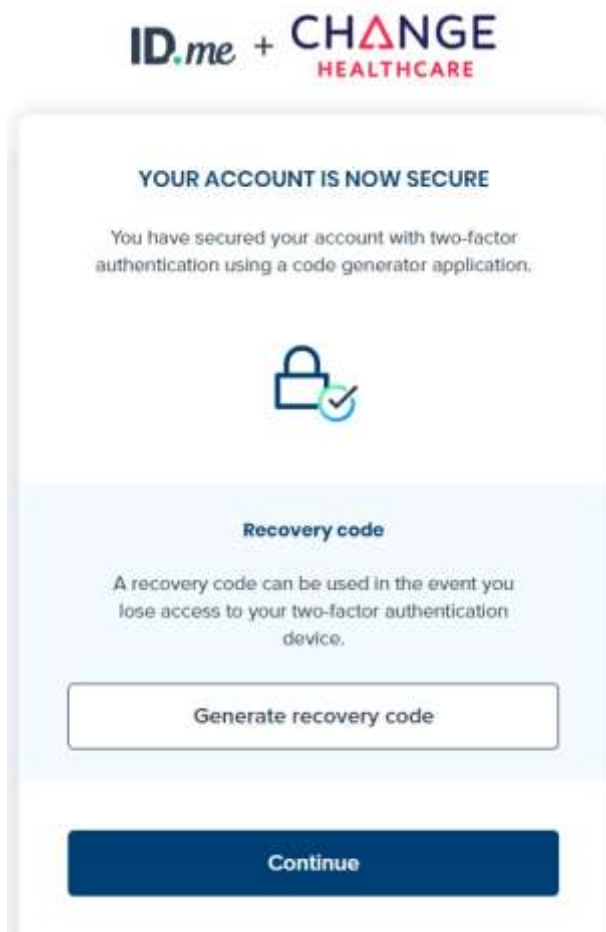
 **Code Generator Application**
Use a code generator app (like ID.me Authenticator) to generate a single-use code for signing in. [Select](#)

 **FIDO U2F Security Key**
Use a security key, a small device that connects to your computer's USB port. This option requires Google Chrome. [Select](#)

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Step 8- Click **Continue** once the account is secure



Virtual In-Person Proofing

The following link provides details on what to expect during the Virtual In-Person Proofing should you be unsuccessful in verifying your identity via the online identity proofing process. The article explains the process and what types of documentation are required to be presented to the Trusted Referee.

<https://help.id.me/hc/en-us/articles/360018967354-How-do-I-continue-identity-proofing-if-I-fail-verification-for-EPCS-or-eRx->

You may also refer to the Virtual In Person document linked from the "EPCS PRESCRIBERS..." notification for more specific information about what to expect if you need to participate in a video chat with an ID.me Trusted Referee.



Support for ID Proofing

1. If you require assistance **during the ID Proofing process**, please contact ID.me via the steps prescribed in the Change Healthcare + ID.me Identity Support document (Pre-Verizon Sunset) found [here](#).
2. Online support for ID.me can be found [here](#) under the section called "Accessing EPCS & eRX with ID.me"
3. If you require assistance or have general questions about ePrescribing, please contact your regular support team.

FAQ - Having trouble entering your 6-digit code?

If you attempt to enter the 6-digit code generated by the ID.me Authenticator app and receive an error, please follow the below steps to troubleshoot the issue. Step 1 is for all types of smart devices. If Step 1 does not correct the issue, Step 2 includes additional steps for troubleshooting further based on your specific type of smart device type: either iPhone or Android.

STEP 1 – Check the Timer next to the 6-digit code.

When you attempt enter the 6-digit code generated by the ID.me Authenticator app, ensure that there is time remaining on the timer counting down, shown to the right of the 6-digit code.

Example: A 6-digit code with corresponding timer is shown in the picture below with 19 seconds remaining.

595 633 

The 6-digit code displayed should be entered before the seconds on the timer have counted down to zero. If the timer has counted down to nearly zero and you have not yet had time to enter the code that is being displayed, please allow a new code to generate, and attempt to enter the new code that is displayed within the newly allocated 30 seconds. (A new 6-digit code with 30 seconds remaining on the timer will automatically be generated when the timer for the code currently being displayed reaches zero seconds).

After these steps, attempt to enter the newly generated 6-digit code while time is still remaining on the timer.

If this does not solve the issue, please Continue to STEP 2 to continue troubleshooting using the instructions below:



STEP 2 – Find your smart device type below to continue troubleshooting.

****FOR IPHONE USERS****

- Check AUTOMATIC TIME:

Go to your phone's 'Settings' and then General Settings. Select 'Date & Time' Settings to view and ensure that the time/time zone is selected to 'Set Automatically'.

- If you have the time/time zone selected to Set Automatically, please turn the Automatic time OFF for 15 seconds, and then select the automatic time back to ON.

- If you previously had deselected Automatic time, please select the Automatic time to ON.

After these steps, generate a new 6-digit code and attempt to enter the new code. If this does not solve the issue, please submit a help desk ticket based on the instructions in the Change Healthcare + ID.me Identity Support (Pre-Verizon Sunset) document which can be found [here](#).

****FOR ANDROID USERS****

- Check AUTOMATIC TIME/TIME ZONE:

Go to your phone's 'Settings' and select 'System (Languages, time, backup, updates)'. Select 'Date & Time' and ensure that the 'Automatic Time Zone' and 'Automatic Date and Time' are selected to 'use network provided time/time zone'.

- If you have the Automatic Time Zone/Automatic Date & Time selected ON for 'use network provided time', please turn both the Automatic Time Zone and Automatic Date & Time to OFF for 15 seconds, and then turn both Automatic Time Zone/Automatic Date & Time back to ON.

- If you previously had deselected Automatic Time Zone/Automatic Date and Time to OFF, please select both the Automatic Time Zone/Automatic Date & Time to ON.

After these steps, generate a new 6-digit code and attempt to enter the new code. If this does not solve the issue, please submit a help desk ticket based on the instructions in the Change Healthcare + ID.me Identity Support (Pre-Verizon Sunset) document which can be found [here](#).

- IF NO CODE Generated:

If you are using the ID.me Authenticator in "Code Generator" mode and had trouble generating a code when attempting to generate your 6-digit code, complete the following steps:

Go to your phone's 'Settings' menu and select 'Apps (Default apps, App permissions)'. Within 'Apps', select the ID.me Authenticator app. Select 'Storage' from within the Authenticator app info menu.



Within the ID.me Authenticator's Storage menu, you should see options to 'clear data' and/or to 'clear cache'. Select both 'clear data' and 'clear cache' or whichever of these options is available and interactive to be selected by you. When you select to clear the data/cache you may be prompted with a pop up asking for permission to delete the application's data permanently. Select "OK" or Yes to proceed forward.

After completing these steps, turn your phone completely off and back on.

After turning your phone back on, open the ID.me Authenticator App and click the green "+" sign at the top right-hand corner of the app to add a new account. You will be prompted with a depiction of how to scan the QR Code generated within the ID.me original workflow with your smart device. Click "Scan QR Code" and use your smart device to scan the QR Code from the ID.me workflow. If this does not solve the issue, please submit a help desk ticket based on the instructions in the Change Healthcare + ID.me Identity Support (Pre-Verizon Sunset) document.

Revisions

Version Number	Published Date	Change Description
1.1	10/01/2019	Updated registration links page 4