

# New Provider ePrescribe ID Proofing Process

## Overview

Electronic prescribing (eRx) is a highly regulated clinical process. As a result, you must complete the identity proofing (IDP) authentication process in order to ePrescribe in OneView.

## What You'll Need

To get started in verification process, you will need:

- Your medical credentials (State medical license, NPI (personal), and DEA number)
- Access to a mobile phone to receive text messages, scan QR codes, and take photos
- A valid government-issued photo ID (driver's license, state ID card, or a passport)
- A credit card in your name

## ID Proofing Process

The steps below will guide you through the one-time process of ID-proofing yourself.

### To complete the ID verification process:

1. Access your email and open the IDP invitation email from [infinidadmin@drfirst.com](mailto:infinidadmin@drfirst.com)

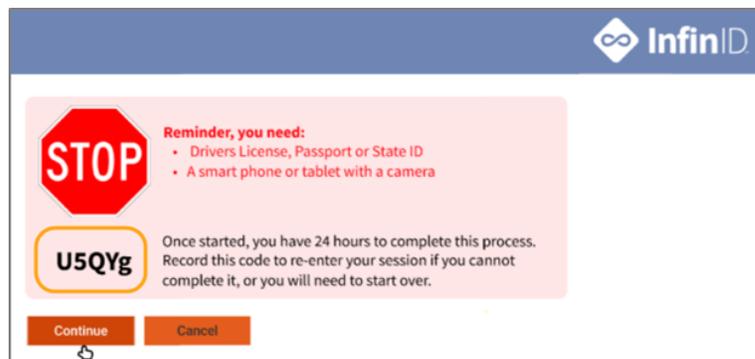
**NOTE:** Dr. First, DaVita's ePrescribe vendor partner, sends the email, not DaVita.

2. Click the **Enroll now** link to begin the IDP process
3. Select the appropriate ID proofing option

**NOTE:** If you previously completed identity proofing, you could skip the process using the existing authentication credentials option.

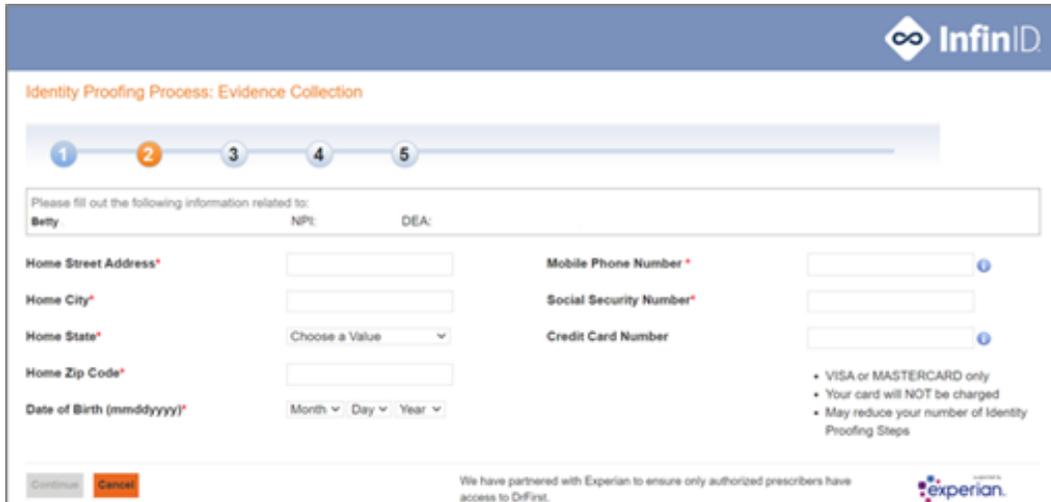
4. Record the **temporary password code**
5. Click **Continue**

**NOTE:** You have 24 hours to complete this process. Use the temporary password code to re-enter your session if you cannot complete it or need to start over.



6. Accept the **InfinID Application Terms of Use**

7. Enter your personal information



**NOTE:** The fields with a red asterisk are required. Experian will use the personal information to verify your identity.

### Helpful tips when entering your personal information:

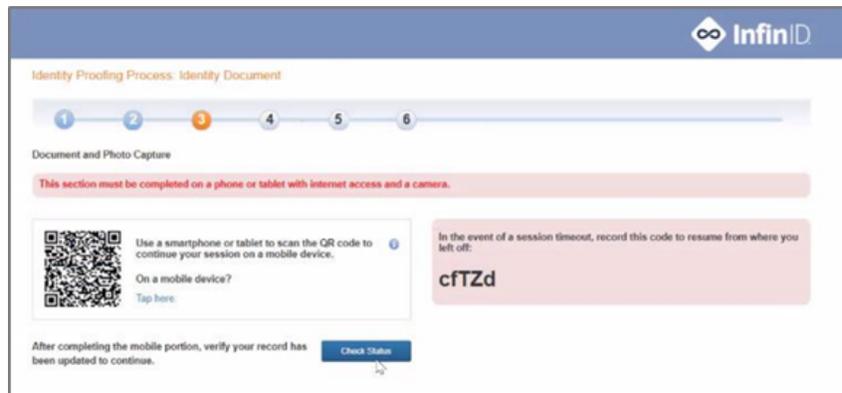
- Leave out any **periods** and **special characters** when entering your address.
- Include **YOUR MOBILE PHONE NUMBER**. Experian will send a text message with the IDP transaction number. If Experian cannot verify your mobile number, they will mail you a letter with your IPD transaction number, which takes approximately 5-7 business days.
- Enter a **credit card number** to increase the chances of passing IDP. It must be your personal VISA or MasterCard. Only the **first 8 digits** are required, and no charges will be applied.

8. Click **Continue**

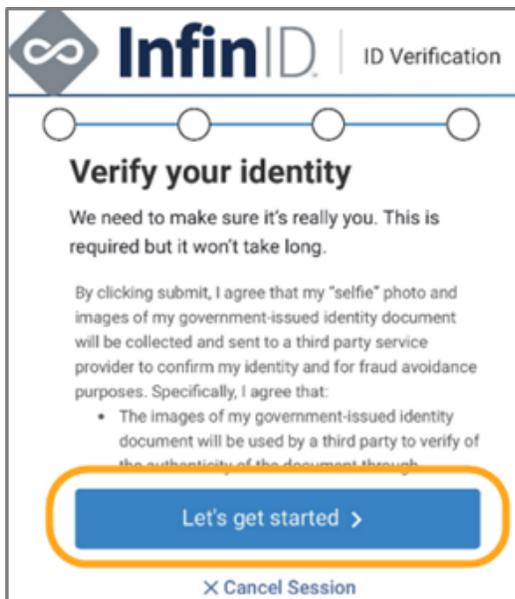
**NOTE:** Three security questions about your financial history may appear after clicking continue. Select the applicable answers and then click **Continue**.

9. Scan the QR code from your mobile device to continue the process

**NOTE: DO NOT CLOSE** this screen. You will return to this screen after completing the mobile portion of the process.



10. Click Let's get started



11. Select the type of document to use to verify your identity

12. Photograph your identifying document (front and back)

13. Take an image of yourself ("selfie")

**TIP:** Take a selfie without glasses.

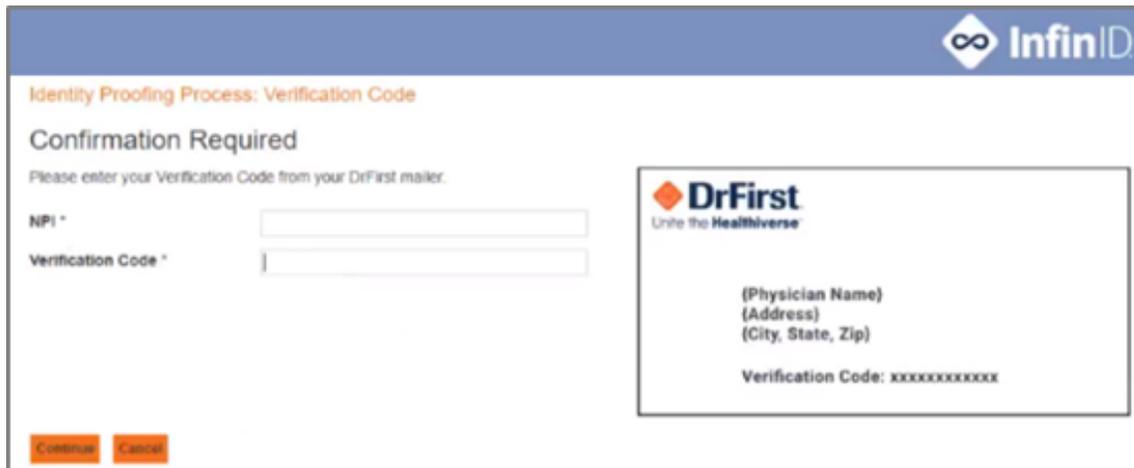
14. Return to the screen where you scanned the QR code

15. Click **Check Status**

**NOTE:** You will receive an email and text if you pass the identity proofing. The email contains a verification code needed to complete the IDP process. The verification code is only valid for 7 days. If you do not pass, you will receive a letter on how to proceed.

16. Open your confirmation email and click the link to enter your verification code

17. Enter your **verification code** and click **Continue**



The screenshot shows a web interface for 'InfinID' with the title 'Identity Proofing Process: Verification Code'. Below the title, it says 'Confirmation Required' and 'Please enter your Verification Code from your DrFirst mailer.' There are two input fields: 'NPI \*' and 'Verification Code \*'. To the right, there is a DrFirst logo with the tagline 'Unite the Healthiverse' and a box containing the following text: '(Physician Name)', '(Address)', '(City, State, Zip)', and 'Verification Code: xxxxxxxxxxxx'. At the bottom left, there are 'Continue' and 'Cancel' buttons.

18. Log in to **OneView** and complete an **eRx** for a patient

**NOTE:** Completing an eRX will auto-activate your account. This must be done within **7 days** of your ID proofing. Otherwise, you will need to **REPEAT** the identity-proofing process.

## Resources

- **Physician Support Line:** 1-844-DVA-PHYS
- **Physician Support Email:** PhysicianSupport@davita.com