



## **Credit Card Billing Frequently Asked Questions (FAQ)**

### **Are there any additional recurring charges for EPCS?**

In order to do EPCS you will need to be a Deluxe EPCS subscriber which includes a one-time enrollment fee and a monthly per provider per month fee.

### **What are the EPCS one-time setup enrollment fees?**

There is a one-time setup charge for each active provider that activates EPCS (electronic prescribing of controlled substance). The setup fee involves the account initiation and enrollment for EPCS services and identity and authentication registrations. As an example, If there are 5 providers at the practice, and 2 decide to activate EPCS by ordering OTP 2<sup>nd</sup> factor authentication device, then the one-time setup fee will be charged for those 2 providers (2x30 = \$60). If the remaining 3 providers decide to order OTP devices at a later time, at the point of ordering devices, the other 3 providers will be charged for the one-time setup fee (3x30= \$90).

### **What are “Sponsored Messages”?**

A new discount program is now available that allows you to save on the fees associated with advanced features such as EPCS. Sponsored Messages are advertisements from participating companies that allow us to offer premium level features as part of the same monthly Deluxe rate. The discount option requires acceptance of sponsored messages as outlined in the End User License Agreement. With or without the sponsored message discount, EPCS requires a single, one-time set up fee per provider.

Monthly rates for Deluxe with EPCS are displayed on the Feature Selection Screen. To view both the regular rates as well as the discounts that can apply for these features, select the “Discount for receiving sponsored messages” checkbox.

### **Are the EPCS Key Fob tokens transferrable?**

Each key fob must be registered to one and only one provider at any given time. Using the key fob that is in your possession is one method of proof that you are who you say you are and in compliance with DEA EPCS regulation and it cannot be shared for signing EPCS prescriptions. However, if one doctor leaves your practice and you wish to re-assign the key fob token to a different provider, you can unregister the token assigned for that provider allowing you to register the token to a different provider. Please contact ePrescribe Support, [eprescribeSupport@allscripts.com](mailto:eprescribeSupport@allscripts.com), to un-register a key fob token from one provider for re-assignment to another.

### **How many Key Fob tokens can I get?**

Order one hard token key fob for each provider in your practice that will electronically prescribe control substances.

### **What are the prerequisites to purchase EPCS?**

Your account must be upgraded to one of the Deluxe EPCS editions of ePrescribe.