

E-Prescribing in SmartCare: DrFirst



Behavioral Health Services (BHS) will implement a new electronic prescribing (e-prescribing) component with the SmartCare go-live called [DrFirst](#). DrFirst uses a medication management software called Rcopia that will seamlessly integrate with SmartCare for e-prescribing, meaning no additional login will be required. Doctors who will use SmartCare to e-prescribe will use DrFirst.

DrFirst Name Change

Effective at go-live on September 1, 2024, the DrFirst e-prescribing components will be rebranded with a new name and logo, called CalMHSA Rx. When you log in to the new system for the first time, you will no longer see the DrFirst or Rcopia name and logos that staff may have seen during training or in training documentation.

E-Prescribing Onboarding and Tokens

Prescribers and nurses who stage medications for prescribers will have access to DrFirst. Prescribers who need to be set up to electronically prescribe controlled substances (EPCS) must additionally go through an identity proofing process before prescribing medications. **For those prescribing controlled substances, a soft or hard token must be established with their account.**

On Monday, August 19, an invitation to register for EPCS in DrFirst's Rcopia system was sent to each prescriber with the link needed to start the identity proofing process. CalMHSA sent a follow-up email with instructions for registration, including the installation of a soft token for identity verification, and for scheduling a required call with CalMHSA to verify credentials and formally authenticate their account.

Prescribers are encouraged to begin the account creation process immediately to ensure they have access to e-prescribing at go-live. For a step-by-step guide, including the information needed for identity verification, please see the EPCS Invite Guide on the SmartCare tab of the Optum website ([MHP Provider Documents](#) | [DMC-ODS](#)). **Prescribers should plan on one hour for the online account creation and full identity verification process.**

Both primary and backup tokens are required in SmartCare. To start the process of downloading a soft token as the primary token, **providers should download the VIP Access by Symantec application** to their device. The Symantec application **must be installed on a secondary device such as a cell phone** and may not be installed on the laptop or desktop on which you are using SmartCare.

For backup tokens, there are two options:

- A hard token can be mailed from the vendor.
- A second cell phone or other device, like a tablet, can be used, and will also require installation of the Symantec VIP access app.

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For instructions to download a soft token via VIP Access by Symantec, see the EPCS Onboarding Guide on the SmartCare tab of the Optum website ([MHP Provider Documents](#) | [DMC-ODS](#)).

To order a hard token:

- Submit a request to CalMHSA using [this online form](#).
- CalMHSA will send a hard token via US mail. It typically takes 10 days.
- When you receive your hard token, you must re-visit the online authentication portal. You will not be required to complete the entire online authentication process. Rather, you will only be required to add the back-up hard token. This process will take approximately 10 minutes.

Important Information: Medication Migration

DrFirst uses the same prescription transmission software (SureScripts) as CCBH. This means that medications previously entered into the CCBH e-prescribing system should display in DrFirst, along with other medications prescribed to the client by any prescriber who is also using Surescripts, including those outside our System of Care.

While it was previously communicated that medication history should auto-populate from DrFirst to SmartCare, BHS has learned that medication history will not import from DrFirst to SmartCare in time for go-live. This means that they must be manually entered from DrFirst into SmartCare.

DrFirst Training

All prescribers are recommended to take the DrFirst training in addition to the required LMS modules indicated in the [role grid](#) previously shared with the system of care. It is also recommended that nurses who will assist prescribers take the DrFirst training. The e-prescribing functionality does not exist in the TRAIN environment. The full training plan for prescribers and nurses who support prescribers includes the following:

- Required LMS training for workflows other than e-prescribing includes the modules indicated in this [role grid](#) for prescribers and nurses.
- Required live supplemental training is required for 24-hour program staff including prescribers. Registration is now open and can be found on the Optum website via [RegPack](#).
- Recommended supplemental training provided by the DrFirst vendor will focus on e-prescribing and staging of medications. This is available via a 2-hour live virtual training August 19 through September 6. Registration is now open and can be found on the Optum website via [RegPack](#).

For prescriber-related questions, please reach out to bhs_ehrproject.hhsa@sdcounty.ca.gov or QIMatters.HHSA@sdcounty.ca.gov.