CMS Electronic Prescribing for Controlled Substances Program

September 2025 Webinar— CMS EPCS Prescriber Portal: Looking Up a Prescriber's Compliance Status and Submitting a Waiver Application for Measurement Year 2024

CMS Electronic Prescribing for Controlled Substances Program

Good afternoon, everyone. My name is Jeffrey Bonilla, and I'm your producer for today's webinar.

Welcome to the Centers for Medicare & Medicaid Services (CMS) Electronic Prescribing for Controlled Substances (EPCS) Program's September 2025 webinar. We're here this afternoon to discuss the topics of this webinar, titled CMS EPCS Prescriber Portal: Looking Up a Prescriber's Compliance Status and Submitting a Waiver Application for Measurement Year 2024.
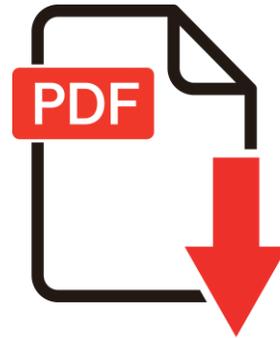
Webinar Introduction

Before we get into today's topics, let's go through a few housekeeping items.

Presentation Download

To download a PDF of today's presentation:

- Select the **Chat** button in Zoom.
- Locate the file in the chat.
- Select the file name to download it.

PDF

Feel free to download and save a PDF of today's presentation, available now in the chat.

Courtney is kicking things off now.

Today's Presenters

Courtney Rose
Education and Outreach Workstream Lead
Rainmakers Strategic Solutions

Jerome Bukstein, PharmD
EPCS Compliance and Support Specialist
Rainmakers Strategic Solutions

Thank you, Jeffrey. Welcome, everyone, and thank you for taking the time to attend today's EPCS Program webinar. The purpose of the CMS EPCS Program is to improve patient safety and reduce prescriber burden.

We have 2 presenters today. I'm our first presenter. My name is Courtney Rose, and I'm the CMS EPCS Program E&O workstream lead at Rainmakers Strategic Solutions. I'm presenting the webinar introduction; the first half of Section 1, which is an overview of the CMS EPCS Program; Section 3 outside of our demonstration video, and the webinar conclusion. Our second presenter today is Jerome Bukstein. He's a doctor of pharmacy and works as an EPCS compliance and support specialist at Rainmakers. He's handling the second half of Section 1 and all of Section 2, which is on the different uses for the CMS EPCS Prescriber Portal.

Agenda

- Webinar Introduction
- Section 1: CMS EPCS Program Overview
- Section 2: CMS EPCS Prescriber Portal Uses
- Section 3: CMS EPCS Prescriber Portal Demonstration
- Webinar Conclusion
- Q&A Session (time permitting)

CMS EPCS | Electronic Prescribing for Controlled Substances

EPCS Program Overview, Prescriber Portal Uses, Prescriber Portal Demo

Here's our agenda for this afternoon:

- Right now, we're going over the webinar introduction.
- Next is Section 1, which is an overview of the CMS EPCS Program.
- Section 2 goes over the different uses for the CMS EPCS Prescriber Portal.
- Section 3 includes a demonstration on how to use the CMS EPCS Prescriber Portal.
- Next is the webinar conclusion.
- Finally, if we have time after the presentation, we'll have a Q&A session.

Disclaimer

This presentation is for prescribers and related health care staff to help them:

- Understand the CMS EPCS Program requirement for MY 2024.
- Learn how to access the CMS EPCS Prescriber Portal, check a prescriber's compliance status, and recognize whether they need to submit a waiver application for MY 2024.

This presentation doesn't grant prescribers and related health care staff rights or impose obligations, and it is not a legal document. Every attempt has been made to ensure the accuracy of this presentation's information. It is the prescriber's responsibility to correctly prescribe Schedule II–V controlled substances under Medicare Part D.

There are a few things to note for this presentation. First, the presentation is for prescribers who issue Schedule II–V controlled substance prescriptions for patients covered under Medicare Part D and Medicare Advantage prescription drug (MA-PD) plans and related health care staff to help them understand the CMS EPCS Program requirement for measurement year 2024 as well as learn how to access the CMS EPCS Prescriber Portal, check a prescriber's compliance status, and recognize whether they need to submit a waiver application for measurement year 2024. Second, this presentation doesn't grant prescribers and related health care staff rights or impose obligations, and it is not a legal document. Third, every attempt has been made to ensure the accuracy of this presentation's information. However, it's ultimately the prescriber's responsibility to correctly prescribe Schedule II–V controlled substances for patients covered under Medicare Part D.

Webinar Questions

- Submit questions through Q&A feature.
- After the presentation, submit related questions to the <u>Center for Clinical Standards and Quality (CCSQ) Support Central</u>.
- For unrelated questions, first search for answers on the <u>CMS Electronic Prescribing for Controlled Substances (EPCS) Program webpage</u>.
- If you can't find answers, submit questions to <u>CCSQ Support Central</u>.

If you have questions related to the webinar during today's presentation, we ask that you submit them through Zoom's Q&A feature. We'll collect your questions and answer them in our post-webinar Q&A document, which we'll publish on the CMS EPCS Program webpage as soon as possible. The Q&A document will also include answers to all the questions collected during registration.

After the presentation, we ask that you submit any remaining related questions, including the webinar name, to the Center for Clinical Standards and Quality (CCSQ) Support Central.

For a question unrelated to the webinar topic, we recommend that you first search for an answer on the CMS EPCS Program webpage. If you still can't find an answer, submit your question to CCSQ Support Central.

Objectives

After this webinar, attendees should be able to:

- Identify who must meet the CMS EPCS Program requirement and how to be compliant for MY 2024.
- Recall the different uses for the CMS EPCS Prescriber Portal.
- Use the CMS EPCS Prescriber Portal to check a prescriber's compliance status and submit a waiver application.

After this webinar, attendees should be able to:

- Identify who must meet the CMS EPCS Program requirement and how to be compliant for measurement year 2024.
- Recall the different uses for the CMS EPCS Prescriber Portal.
- Use the CMS EPCS Prescriber Portal to check a prescriber's compliance status and submit a waiver application.

Opening Poll

Last year, did you log into the CMS EPCS Prescriber Portal to check a prescriber's compliance status and/or submit a waiver application for MY 2023?

A. Yes, I both looked up a prescriber's compliance status and submitted a waiver application.
B. Yes, but I only looked up a prescriber's compliance status.
C. No, I neither looked up a prescriber's compliance status nor submitted a waiver application.

Introduction

Before we talk about today's topics, let's do a quick opening poll to take a pulse on how many of us have used the CMS EPCS Prescriber Portal before. You should now see a pop-up window showing a question and different answers. Choose the answer that best reflects your experience and then select **Submit** to lock in your answer. We'll review responses together.

Last year, did you log into the CMS EPCS Prescriber Portal to look up a prescriber's compliance status and/or submit a waiver application for measurement year 2023?

A. Yes, I both looked up a prescriber's compliance status and submitted a waiver application.
B. Yes, but I only looked up a prescriber's compliance status.
C. No, I neither looked up a prescriber's compliance status nor submitted a waiver application.

Section 1: CMS EPCS Program Overview

For those of you who are new to the CMS EPCS Program or need a refresher, our first section is a brief overview on the CMS EPCS Program.

Program Background

First, let's talk about the program's background, including a few relevant definitions and the program's purpose, regulations, and benefits.

Electronic Prescribing for Controlled Substances Definition

"

Electronic prescribing for controlled substances (EPCS) is the electronic transmission of an error-free and understandable prescription for controlled substances from the issuing prescriber's point of care to a pharmacy.

"

Electronic prescribing for controlled substances (EPCS) is defined as the electronic transmission of an error-free and understandable prescription for controlled substances from the issuing prescriber's point of care to a pharmacy.

EPCS Program Versus e-Prescribing Software Programs

CMS EPCS Program:
- Is a compliance program.
- Uses Part D claims data to calculate prescriber compliance with the program requirement.

e-Prescribing Software Programs:
- Are digital systems.
- Are used by prescribers to send prescriptions to pharmacies electronically.

For more information on the U.S. Drug Enforcement Agency's (DEA's) requirements for e-prescribing software programs, visit the DEA's Electronic Prescriptions for Controlled Substances webpage.

It's important to note that the CMS EPCS Program is a compliance program, not an e-prescribing software program or platform. The EPCS Program uses Part D claims data to calculate prescriber compliance with the program requirement. E-prescribing software programs are digital systems that prescribers use to send prescriptions to pharmacies electronically.

Note that prescribers issuing electronic prescriptions for controlled substances must use an e-prescribing software program that meets all U.S. Drug Enforcement Agency (DEA) e-prescribing requirements.

For more information on these requirements, visit the DEA's Electronic Prescriptions for Controlled Substances webpage linked on screen.

Program Background, Purpose, and Regulations

The Substance Use-Disorder Prevention that Promotes Opioid Recovery and Treatment for Patients and Communities (SUPPORT) Act of 2018 was enacted to address the opioid crisis. Section 2003 of the SUPPORT Act mandates the CMS EPCS Program.

Compliance Requirement:

Prescribers must electronically prescribe at least 70% of their qualifying Schedule II–V controlled substance prescriptions under Medicare Part D and Medicare Advantage prescription drug (MA-PD) plans, after exceptions, for the measurement year.

With an understanding of what EPCS is and what makes it different from e-prescribing software programs, we can talk about the CMS EPCS Program's background, purpose, and regulations.

The Substance Use-Disorder Prevention that Promotes Opioid Recovery and Treatment for Patients and Communities (SUPPORT) Act of 2018 was enacted to address the opioid crisis. Section 2003 of the SUPPORT Act mandates the CMS EPCS Program requirement.

Through rulemaking, CMS established the program's compliance requirement, which is that prescribers must electronically prescribe at least 70% of their qualifying Schedule II–V controlled substance prescriptions for patients covered under Medicare Part D and Medicare Advantage prescription drug (MA-PD) plans, after exceptions, for the measurement year.

Beneficiary and Prescriber Benefits

Beneficiaries	Prescribers
Enhances patient safety by:	**Reduces prescriber burden by**:
• Allowing for patient identity checks • Reducing prescription tampering • Allowing for medication recommendations that lower the risk of errors and potentially harmful interactions • Ensuring timely and accurate transmission of time-sensitive prescriptions • Reducing patient trips to prescriber offices and pharmacies	• Deterring and detecting prescription fraud and irregularities • Improving workflow efficiency • Avoiding data-entry errors and pharmacy calls to clarify paper prescriptions

After learning what the CMS EPCS Program is, why it exists, and its compliance requirement, some of you may still be wondering what the program does for you, as prescribers, and what it does for the Medicare beneficiaries you serve.

For beneficiaries, the benefit of the CMS EPCS Program is that it enhances patient safety by:

- Allowing for patient identity checks
- Reducing prescription tampering
- Allowing for medication recommendations that lower the risk of errors and potentially harmful interactions
- Ensuring timely and accurate transmission of time-sensitive prescriptions
- Reducing patient trips to prescriber offices and pharmacies

For prescribers, the benefit of the program is that it reduces prescriber burden by:

- Deterring and detecting prescription fraud and irregularities

- Improving workflow efficiency

- Avoiding data-entry errors and pharmacy calls to clarify paper prescriptions

Program Requirement

Now let's talk about the CMS EPCS Program requirement and the requirement exceptions, including the small prescriber exception, the declared disaster exception, and the CMS-approved waiver exception.

Who Must Meet the Requirement

All prescribers who issue Schedule II–V controlled substance prescriptions under Medicare Part D or MA-PD plans must meet the CMS EPCS Program requirement.

All prescribers who issue Schedule II–V controlled substance prescriptions under Medicare Part D or MA-PD plans in the measurement year are federally mandated to meet the CMS EPCS Program requirement.

MY 2024 Program Compliance

To be considered compliant for measurement year 2024, prescribers must meet the compliance threshold, which means that they electronically prescribed at least 70% of their qualifying Schedule II–V controlled substances prescriptions for patients covered under Medicare Part D, after exceptions, in the measurement year.

Prescribers are exempt from the program requirement in the following situations.
- **Small prescriber exception:** CMS automatically grants this exception to prescribers who issue 100 or fewer qualifying Medicare Part D controlled substance prescriptions in the measurement year.
- **Declared disaster exception:** CMS automatically grants this exception to prescribers in the geographic area of an emergency or disaster as determined by CMS. CMS posts a list of the qualifying emergencies and disasters for each measurement year on its EPCS Program webpage.
- **CMS-approved waiver exception:** CMS grants this exception to each prescriber who submits a waiver application and then receives a CMS-approved waiver because they were unable to meet the CMS EPCS Program requirement due to circumstances beyond their control.

Prescriptions written for a beneficiary in a long-term care (LTC) facility will be included in determining compliance no earlier than January 1, 2028.

To be considered compliant for measurement year 2024, prescribers must meet the compliance threshold, which means that they electronically prescribed at least 70% of their qualifying Schedule II–V controlled substance prescriptions for patients covered under Medicare Part D, after exceptions, in the measurement year.

However, there are exceptions to the CMS EPCS Program requirement. Per Section 2003 of the SUPPORT Act, the U.S. Department of Health and Human Services (HHS) Secretary has discretion on whether to grant exceptions to the CMS EPCS Program requirement. The secretary also has the authority, through rulemaking, to enforce and specify appropriate penalties for final non-compliance with the program requirement.

Prescribers are automatically exempt from the program requirement in the following situations:

- For the small prescriber exception, CMS automatically grants this exception to prescribers who issue 100 or fewer qualifying Medicare Part D controlled substance prescriptions in the measurement year.
- With the declared disaster exception, CMS automatically grants this exception to prescribers in the geographic area of an emergency or disaster as declared by a Federal, State, or local government entity. Starting in the 2024 measurement year, CMS identifies which emergencies and disasters qualify for this exception and posts a list of the qualifying emergencies and disasters for each measurement year on its EPCS Program webpage.
- For the CMS-approved waiver exception, CMS grants this exception to each prescriber who submits a waiver application and then receives a CMS-approved waiver because they were unable to meet the CMS EPCS Program requirement due to circumstances beyond their control.

Note that for prescriptions written for a beneficiary in a long-term care (LTC) facility will be included in determining compliance no earlier than January 1, 2028. I'll now pass the presentation off to Jerome, who will begin by talking about the program timeline.

Program Timeline

Hi, everyone. Again, my name is Jerome Bukstein, the EPCS compliance and support specialist. Let's go over the typical timeline for the CMS EPCS Program, including when each period takes place during the measurement cycle.

Measurement Cycle (1)
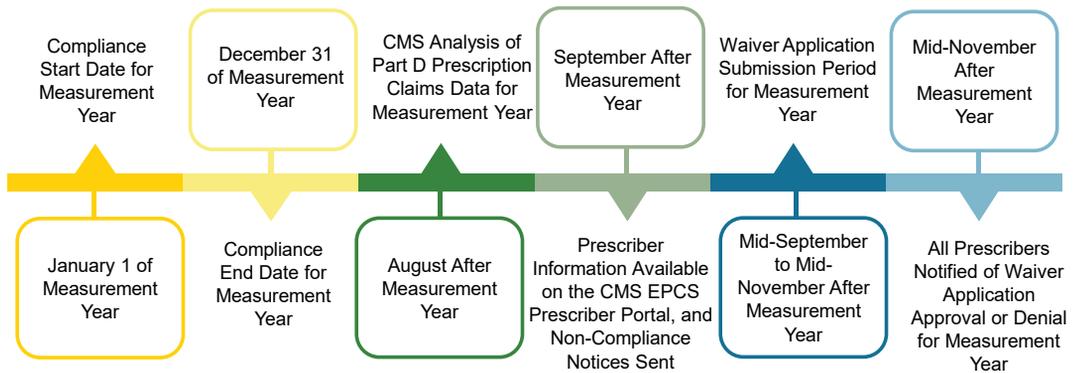
Takes place over 24 months and consists of:

- Measurement year
- Notification period
- Waiver application submission period
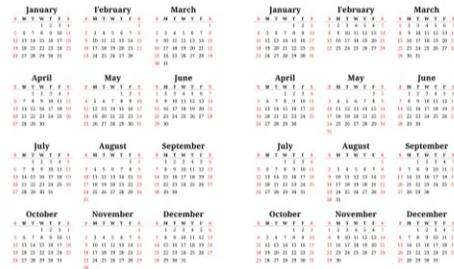
In general, the measurement cycle takes place over 24 months and consists of:

- The measurement year
- The notification period
- The waiver application submission period

Measurement Cycle (2)

| Compliance Start Date for Measurement Year | December 31 of Measurement Year | CMS Analysis of Part D Prescription Claims Data for Measurement Year | September After Measurement Year | Waiver Application Submission Period for Measurement Year | Mid-November After Measurement Year |

| January 1 of Measurement Year | Compliance End Date for Measurement Year | August After Measurement Year | Prescriber Information Available on the CMS EPCS Prescriber Portal, and Non-Compliance Notices Sent | Mid-September to Mid-November After Measurement Year | All Prescribers Notified of Waiver Application Approval or Denial for Measurement Year |

On screen is the CMS EPCS Program timeline, which represents 1 measurement cycle.

The timeline begins with the compliance start and end dates, which are January 1 and December 31, respectively, of the measurement year. The timeline then shows that the compliance analysis period begins August after the measurement year and then the notification period begins in mid-September.

The waiver application submission period, which just began, starts mid-September, lasting for 60 days, and ends mid-November. During this period, CMS will begin notifying prescribers about their waiver application status on a rolling basis as waiver applications come in, including whether their waiver application has been approved or denied and whether the reviewer requires additional information from the submitter.

To receive notifications about the waiver application submission period, be sure to sign up for the CMS EPCS Program Listserv. The timeline also shows that in mid-November after the measurement year, CMS will have notified all prescribers about their waiver application status, and all prescribers will have their final compliance status for the measurement year.

Measurement Year

The measurement year begins
January 1 and ends December 31
each calendar year.

Prescriptions filled during this
time were used to calculate
compliance for the measurement
year.

Begins January 1

Ends December 31

The measurement year begins January 1 and ends December 31 each calendar year.

Prescriptions filled during this time will be used to calculate compliance for the year.

CMS begins its compliance calculation in August, when it has received most of the Medicare Part D claims.

Compliance Analysis, Notification, and Waiver Application Periods

Compliance analysis period	Notification period	Waiver application submission period
• Begins in August after the measurement year • Is when CMS reviews Medicare Part D prescription claims	• Takes place in September after the measurement year • Is when CMS notifies prescribers of their initial compliance status	• Occurs from mid-September to mid-November after the measurement year • Is when prescribers and their designated representatives can log into the CMS EPCS Prescriber Portal to look up a prescriber's compliance status and submit a waiver application for CMS to determine each prescriber's final compliance status

The compliance analysis period begins in August after the measurement year. During this time, CMS reviews Medicare Part D prescription claims data to determine whether prescribers have met the compliance threshold for the CMS EPCS Program, after exceptions have been applied.

The compliance analysis period for the 2024 measurement year took place in August and September 2025 and just ended.

The notification period takes place in September after the measurement year and is when CMS notifies prescribers of their initial compliance status and any associated review or waiver application process that may be available before CMS determines prescribers' final compliance statuses.

The notification period for measurement year 2024 is taking place now, in September 2025.

The waiver application submission period occurs from mid-September to mid-November after the measurement year and is also happening now. This period is when prescribers and their designated representatives can log in to the CMS EPCS Prescriber Portal to look up a prescriber compliance status and submit a waiver application for circumstances beyond the prescribers' control. CMS then determines each prescriber's final compliance status.

The waiver application submission period for measurement year 2024 is taking place now, starting mid-September and ending mid-November 2025.

Program Non-Compliance

Next, we'll talk about what happens when a prescriber is found non-compliant with the CMS EPCS Program, including the program's non-compliance action and non-compliance notice.

Non-Compliance Action

The non-compliance action is the non-compliance notice from CMS.

Each non-compliant prescriber receives the non-compliance notice during the notification period. The non-compliance notice includes information to a prescriber that they are violating the program requirement, about how they can come into compliance, and on the benefits of e-prescribing for controlled substances.

The notice also includes a link to the CMS EPCS Prescriber Portal where each prescriber may:
- Look up their compliance status.
- Submit a waiver application.

The CMS EPCS Program's non-compliance action is the non-compliance notice.

Each prescriber identified by CMS as non-compliant with the CMS EPCS Program requirement for the measurement year receives the non-compliance notice during the notification period.

For measurement year 2024, the non-compliance action is the notice of non-compliance. The notice includes information to a prescriber that they are violating the CMS EPCS Program requirement, information about how they can come into compliance, information on the benefits of EPCS, and a link to the CMS EPCS Prescriber Portal where they can look up their compliance status and have the opportunity to submit a waiver application for circumstances beyond their control.

Final Non-Compliance With the CMS EPCS Program

Final non-compliance under the EPCS Program may be considered in CMS processes for assessing potential fraud, waste, and abuse, which, in some instances, could result in a referral to law enforcement or revocation of billing privileges in the event that evidence of fraud, waste, or abuse is present.

A prescriber's final non-compliance under the EPCS Program may be considered in CMS processes for assessing potential fraud, waste, and abuse, which, in some instances, could result in a referral to law enforcement or revocation of billing privileges in the event that evidence of fraud, waste, or abuse is present.

Getting the Non-Compliance Notice

CMS:

- Emails the notices through CMSLists@subscriptions.cms.hhs.gov or EPCSProgramSupport@rainmakerssolutions.com when possible.
- Sends the notices as a physical letter if there's no email address for the prescriber in the Medicare Provider Enrollment, Chain, and Ownership System (PECOS) or in the National Plan and Provider Enumeration System (NPPES).

Note that CMS emails the non-compliance notices through the CMS lists or CMS EPCS Program Support team's email addresses, as shown on screen, when possible and as a physical letter if there's no email address for the prescriber in the Medicare Provider Enrollment, Chain, and Ownership System (PECOS) or in the National Plan and Provider Enumeration System (NPPES).

Reminder: Update Your Addresses in PECO and NPPES

CMS encourages prescribers to update their email and mailing addresses in [PECOS](#) and [NPPES](#).*

* CMS also uses these addresses and PECOS and NPPES as the data sources for identifying which prescribers qualify for the automatic declared disaster exception.

CMS encourages prescribers to update their email and mailing addresses in PECOS and NPPES.

By making sure their email and mailing addresses are up to date in these systems, prescribers ensure their timely receipt of the notices and, therefore, the opportunity to submit a waiver application to become compliant.

Note that CMS also uses these addresses and PECOS and NPPES as the data sources for identifying which prescribers qualify for the automatic declared disaster exception.

Section 1: Check Your Knowledge

Select the best answer for each question.
We'll review responses together.

Let's review what you've learned so far with our first knowledge check. There should be a pop-up window with the first question and different answers. Choose the best answer for the question and then select **Submit** to lock in your answer. We'll review responses together.

Question 1.1

True or false? All prescribers who issue Schedule II–V controlled substance prescriptions for patients covered under Medicare Part D or MA-PD plans must meet the CMS EPCS Program requirement for each measurement year.

A. True

B. False

The correct answer is A, true. All prescribers who issue Schedule II–V controlled substance prescriptions for patients covered under Medicare Part D or MA-PD plans in the measurement year are federally mandated to meet the CMS EPCS Program requirement.

Question 1.2

Which period or periods on the CMS EPCS Program timeline for measurement year 2024 are happening right now? For this question, select all that apply.
A. The waiver application submission period
B. The compliance analysis period
C. The notification period

The correct answer is both A and C. The notification period takes place in September after the measurement year, which is September 2025 for measurement year 2024. The waiver application submission period occurs from mid-September to mid-November after the measurement year, which is mid-September to mid-November 2025 for measurement year 2024. The compliance analysis period takes place in August after the measurement year, which would have been in August 2025 for measurement year 2024.

Question 1.3

True or false? The CMS EPCS Program is an e-prescribing software.
A. True
B. False

The correct answer is B, false. The CMS EPCS Program is a compliance program, not an e-prescribing software program or platform. E-prescribing software programs are digital systems that prescribers use to send prescriptions to pharmacies electronically.

Section 2: CMS EPCS Prescriber Portal Uses

In this section, we go over the CMS EPCS Prescriber Portal and its uses.

CMS EPCS Prescriber Portal Overview

First, we talk about what the CMS EPCS Prescriber Portal is, its background, and its different uses.

EPCS Prescriber Portal Background

The CMS EPCS Prescriber Portal is a web platform that a prescriber of Schedule II–V controlled substances under Medicare Part D and the prescriber's designated representatives can access to:
- Look up the prescriber's compliance status for the measurement year
- Submit a waiver application for the measurement year, if needed
- Monitor the prescriber's waiver application status

The waiver application submission period is open on the EPCS Prescriber Portal for 60 days from mid-September to mid-November after the measurement year.

The CMS EPCS Prescriber Portal is a web platform that a prescriber of Schedule II–V controlled substances for patients covered under Medicare Part D and the prescriber's designated representatives can access:
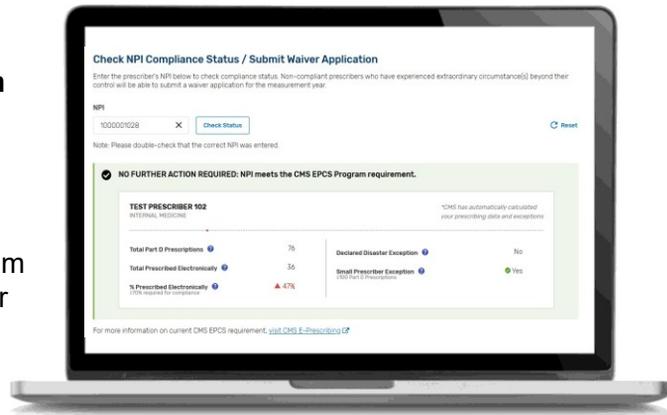
- To look up the prescriber's compliance status for the measurement year, including whether they were granted any automatic exceptions.
- To submit a waiver application for the measurement year, if needed, explaining any circumstances beyond the prescriber's control that prevented them from meeting the program requirement.
- To monitor the prescriber's waiver application status.

Note that the waiver application submission period is open on the EPCS Prescriber Portal for 60 days from mid-September to mid-November after the measurement year.

Looking Up a Prescriber's Compliance Status

On the EPCS Prescriber Portal, each prescriber can look up their compliance status to:

- Look up whether they're compliant with the program for the measurement year
- Review their compliance details for the measurement year

Check NPI Compliance Status / Submit Waiver Application

Enter the prescriber's NPI below to check compliance status. Non-compliant prescribers who have experienced extraordinary circumstance(s) beyond their control will be able to submit a waiver application for the measurement year.

NPI

1000001028 ✕ Check Status   ↻ Reset

Note: Please double-check that the correct NPI was entered.

✓ NO FURTHER ACTION REQUIRED: NPI meets the CMS EPCS Program requirement.

TEST PRESCRIBER 102
INTERNAL MEDICINE

*CMS has automatically calculated your prescribing data and exceptions

Total Part D Prescriptions	76	Declared Disaster Exception	No
Total Prescribed Electronically	36	Small Prescriber Exception	● Yes
% Prescribed Electronically ≥70% required for compliance	▲ 47%	<100 Part D Prescriptions	

For more information on current CMS EPCS requirement, visit CMS E-Prescribing ↗

On the EPCS Prescriber Portal, each prescriber can look up whether they're compliant with the program and review their compliance details for the measurement year by looking up their compliance status.

The compliance details a prescriber can look up include their total number of Part D prescriptions, their total number of e-prescribed prescriptions, their percentage of prescriptions that they e-prescribed, and whether they qualify for any automatic exceptions, such as the declared disaster exception and small prescriber exception.

Submitting a Waiver Application

Each fall after the measurement year, for 60 days typically from mid-September to mid-November, each prescriber and their designated representative may submit a waiver application, as needed, through the EPCS Prescriber Portal to receive a CMS-approved waiver exception when circumstances beyond their control prevented the prescriber from meeting the EPCS Program requirement.

For a CMS-approved waiver application, the prescriber receives a program waiver for the entire measurement year.

Users can also submit a waiver application for a prescriber on the CMS EPCS Prescriber Portal. Each fall after the measurement year, for 60 days typically from mid-September to mid-November, each prescriber and their designated representative may submit a waiver application, as needed, to receive a CMS-approved waiver exception when circumstances beyond their control prevented the prescriber from meeting the EPCS Program requirement.

Note that for a CMS-approved waiver application, the prescriber receives a program waiver for the entire measurement year.

New for MY 2024

Here's what's new in the CMS EPCS Prescriber Portal for measurement year 2024.

Looking Up Multiple Prescriber Compliance Statuses

The first new feature added to the EPCS Prescriber Portal for measurement year 2024 is the ability for users to look up more than 1 prescriber's compliance status at once by entering multiple National Provider Identifier (NPI) numbers into the provided field.

**Submitting a Waiver Application
for a Group of Prescribers**

The other new feature added to the EPCS Prescriber Portal for measurement year 2024 is the bulk waiver application submission feature that enables a user to submit a single waiver application for a group of prescribers who are considered non-compliant with the CMS EPCS Program for the measurement year.

In the demonstration portion of this presentation, we'll provide step-by-step instructions on how to access and use these new features.

Section 2: Check Your Knowledge

Select the best answer for each question. We'll review responses together.

Let's take a few minutes for the second knowledge check.

Question 2.1

Which of the following can prescribers and their designated representatives do on the CMS EPCS Prescriber Portal?

A. Look up the prescriber's compliance status

B. Submit a waiver application for the prescriber

C. Monitor the prescriber's waiver application status

D. All of the above

The correct answer is D, all of the above.

Question 2.2

In which circumstance does a prescriber and their designated representatives have the opportunity to submit a waiver application for the measurement year?

A. When the prescriber is granted a small prescriber or declared disaster exception

B. When the prescriber didn't meet the compliance threshold minimum

The correct answer is B. A prescriber and their designated representatives don't have to submit a waiver application for the measurement year if CMS granted them an automatic small prescriber or declared disaster exception. If a prescriber didn't meet the compliance threshold minimum, or electronically prescribe at least 70% of their qualifying Schedule II–V controlled substance prescriptions for patients covered under Medicare Part D and MA-PD plans, after exceptions, for the measurement year, they have the opportunity to submit a waiver application explaining the circumstances beyond their control that prevented them from meeting the EPCS Program requirement to become compliant with the program.

Question 2.3

True or false? There were 2 new features added to the CMS EPCS Prescriber Portal for measurement year 2024: the ability to look up multiple prescriber compliance statuses at once and a bulk waiver application submission feature.

A. True

B. False

The correct answer is A, true. For measurement year 2024, 2 new features were added to the EPCS Prescriber Portal, including the ability for users to look up more than 1 prescriber's compliance status at once and the bulk waiver application submission feature, which enables a user to submit a single waiver application for a group of prescribers. Now I'm going to pass the presentation back to Courtney who will help us kick off Section 3 and today's demonstration.

Section 3: CMS EPCS Prescriber Portal Demonstration

Section 3: CMS EPCS Prescriber Portal Demonstration   39

We prepared a demonstration of the CMS EPCS Prescriber Portal, which includes showing users how to:

- Access the EPCS Prescriber Portal;
- Look up and understand a prescriber's compliance status;
- Submit, monitor, and withdraw a waiver application; and
- Log out of the EPCS Prescriber Portal.

CMS EPCS Prescriber Portal Demonstration

This is a video demonstration of the Centers for Medicare & Medicaid Services (CMS) Electronic Prescribing for Controlled Substances (EPCS) Prescriber Portal.

Accessing the EPCS Prescriber Portal

You need to understand:

- What login credentials you need
- The landing page web address
- Step-by-step instructions on how to log in

First, you need to understand how to access the EPCS Prescriber Portal, including what login credentials you need, the web address for the landing page, and step-by-step instructions on how to log in.

HARP Username and Password

Prescribers and their designated representatives need a Health Care Quality Information Systems (HCQIS) Access Roles and Profile (HARP) account user ID and password.

Apply for a HARP account on the [HARP Create an Account webpage](#).
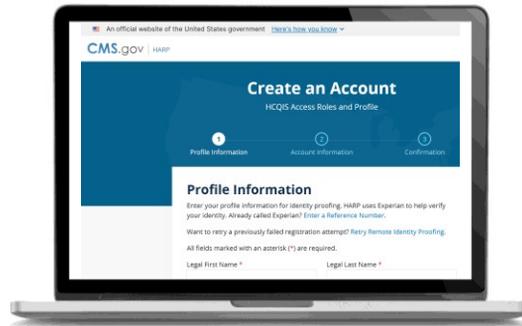
To log into the EPCS Prescriber Portal, prescribers and their designated representatives first need a Health Care Quality Information Systems (HCQIS) Access Roles and Profile (HARP) account user ID and password. Note that these are the same login credentials for accessing the Quality Payment Program (QPP) Portal. If a user doesn't have a HARP account, they can apply for one on the HARP Create an Account webpage at HARP.CMS.gov/register/profile-info.

EPCS Prescriber Portal Web Address

- Go to [EPCS Prescriber Portal landing page](#).
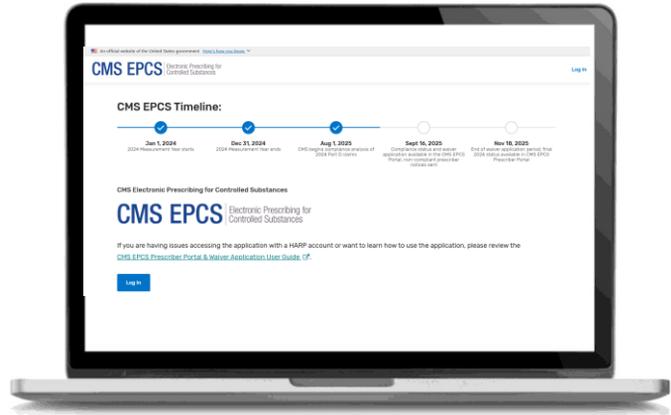
Now let's go to the EPCS Prescriber Portal landing page by entering the following web address into your browser: https://CQR.CMS.gov/EPCS/landing.

Logging Into the EPCS Prescriber Portal (1)

- Select the **Log In** button to be taken to the EPCS Prescriber Portal login page.
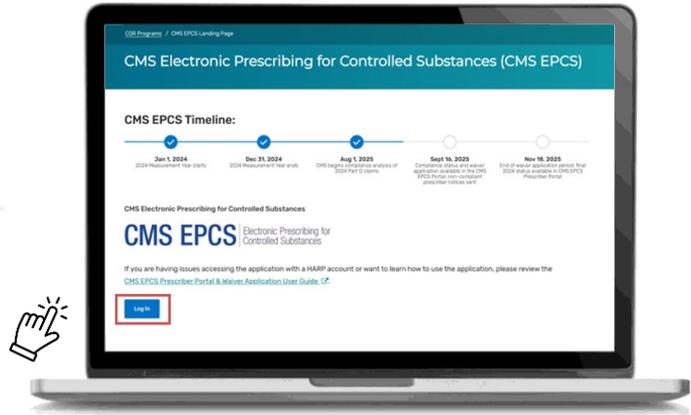
On the landing page, there should be a **Log In** button. Select this button to be taken to the EPCS Prescriber Portal login page.

Logging Into the EPCS Prescriber Portal (2)

- Enter your HARP user ID and password.
- Select the **Sign in** button.

Note: You must use two-factor authentication to access the EPCS Prescriber Portal.

Sign in to CMS EPCS

User ID

User ID

Password   Show Password

Password

Forgot user ID or password

If you are a registered user of the Quality Payment Program (QPP), then you can sign in using that same User ID and Password.

Sign in >

OR

Register for QPP

At this point, you'll be prompted to access the EPCS Prescriber Portal using your HARP user ID and password. To access the EPCS Prescriber Portal, you must use the two-factor authentication options set up with your HARP account. After entering your HARP credentials in the designated fields, select the **Sign in** button.
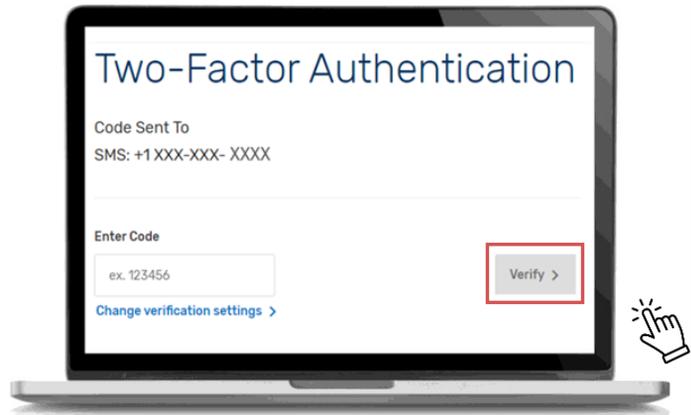
Logging Into the EPCS Prescriber Portal (3)

- Select the **Yes, I agree** button to agree to the statement of truth.

Agree to This Statement of Truth to Sign In ✕

I certify to the best of my knowledge that all of the information that will be submitted will be true, accurate, and complete. If I become aware that any submitted information is not true, accurate, and complete, I will correct such information promptly. I understand that the knowing omission, misrepresentation, or falsification of any submitted information may be punished by criminal, civil, or administrative penalties, including fines, civil damages, and/or imprisonment.

Cancel   Yes, I agree

And then agree to the statement of truth by selecting the **Yes, I agree** button.

Logging Into the EPCS Prescriber Portal (4)

- Verify your identity through two-factor authentication.
- After you receive your 1-time code, select the **Verify** button.
- Visit the [HARP Help webpage](#).

Two-Factor Authentication

Code Sent To
SMS: +1 XXX-XXX- XXXX

Enter Code

ex. 123456   Verify >

Change verification settings >

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Next, you'll need to verify your identity through two-factor authentication.

After you receive your 1-time code through either email or text message, select the **Verify** button.

For more on setting up a HARP account, visit the HARP Help webpage at HARP.CMS.gov/login/help.

**Looking Up Prescriber Compliance Status
for the Measurement Year**

Now let's discuss how to look up a prescriber's compliance status for the measurement year.

Note that for the purposes of this demonstration, we use mock prescriber data to avoid unauthorized use of and disclosure of Protected Health Information (PHI).

Looking Up a Prescriber's Compliance Status

- Scroll to the Check National Provider Identifier (NPI) Compliance Status and Submit Waiver Application section.
- Enter the prescriber's NPI number in the NPI(s) field.
- Select the **Check Status** button.
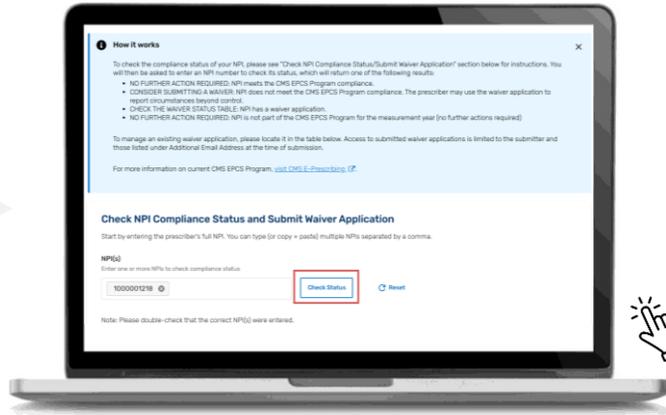
After you complete two-factor authentication, scroll to the Check NPI Compliance Status and Submit Waiver Application section.

In this section, you can look up a prescriber's 2024 compliance status using their National Provider Identifier (NPI) number.

Next to the **Check Status** button is the NPI(s) field where you can enter the prescriber's NPI number.

When you're finished entering the NPI number, select the **Check Status** button.

Looking Up Multiple Prescriber Compliance Statuses (1)

- Scroll to the Check NPI Compliance Status and Submit Waiver Application section.
- Enter or copy and paste multiple prescribers' NPI numbers, separating each with a comma, into the NPI(s) field.
- Select the **Check Status** button.
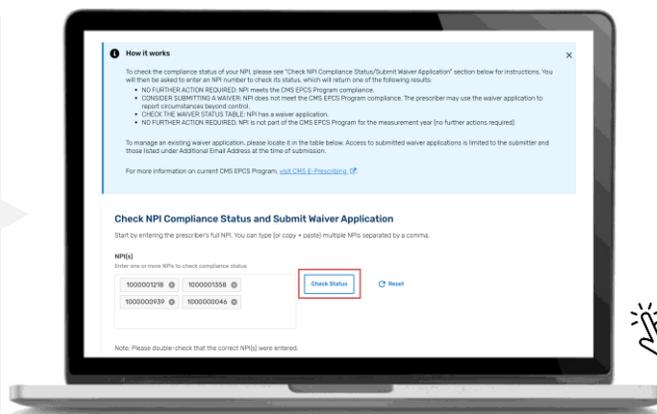
**Tip:** Use Microsoft Copilot to enter a long list of NPI numbers separated by commas.

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Now that you know how to look up a single prescriber's compliance status, let's talk about how to look up the compliance status of multiple prescribers at once for measurement year 2024. First, as with looking up a single prescriber, scroll to the Check NPI Compliance Status and Submit Waiver Application section. Again, in this section, next to the Check Status button, is the NPI(s) field where you can enter or copy and paste multiple prescribers' NPI numbers, separating each with a comma.

Tip: If you need to enter a long list of NPI numbers, use Microsoft Copilot, a free online AI tool, to format your list properly and separate NPI number with a comma. More information on this tip is available in the CMS EPCS Prescriber Portal & Waiver Application User Guide.

When you're finished entering the NPI numbers, select the **Check Status** button.

Looking Up Multiple Prescriber Compliance Statuses (2)

- Read through and confirm all the displayed prescriber NPI numbers and names.
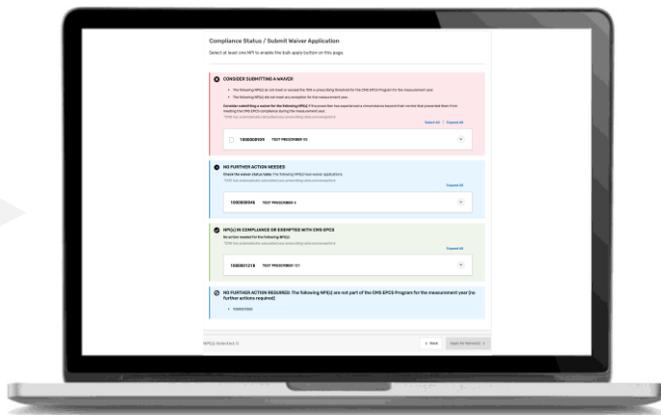
The compliance status of each prescriber will be sorted into different compliance status boxes indicating each prescriber's compliance status for the measurement year.

At this time, read through and confirm all the displayed prescriber NPI numbers and names.

Note that looking up the compliance status of 1 prescriber will also bring up a compliance status box but just for that single prescriber.

Looking Up Multiple Prescriber Compliance Statuses (3)

- Select the down arrow next to each prescriber's name to reveal the prescriber's compliance data for the measurement year.
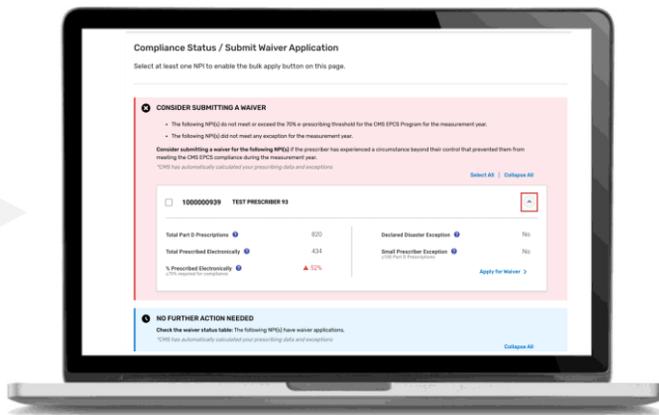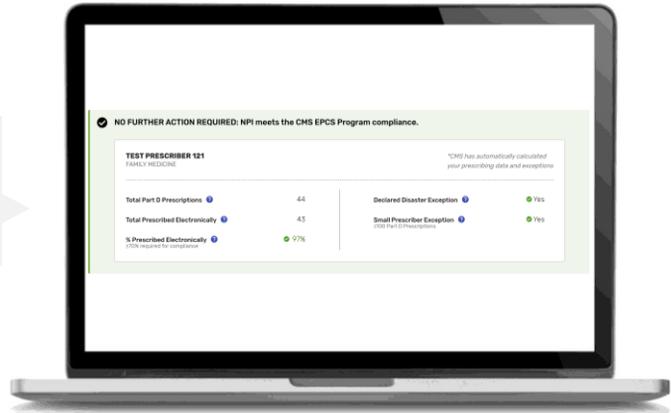
Select the down arrow next to each prescriber's name to reveal the prescriber's compliance data for the measurement year.

So what do all these statuses mean?

Let's go over the different compliance statuses, which indicate whether the prescriber is compliant, has the opportunity to submit a waiver application, or doesn't need to act further.

Compliant Prescriber: Green "NPI meets the CMS EPCS Program requirement" Screen (1)

Indicates that the prescriber has met the program requirement for MY 2024.

NO FURTHER ACTION REQUIRED: NPI meets the CMS EPCS Program compliance.

TEST PRESCRIBER 121
FAMILY MEDICINE

*CMS has automatically calculated your prescribing data and exceptions

Total Part D Prescriptions	44	Declared Disaster Exception	✓ Yes
Total Prescribed Electronically	43	Small Prescriber Exception <100 Part D Prescriptions	✓ Yes
% Prescribed Electronically ≥70% required for compliance	✓ 97%		

Once you enter the prescriber's NPI number, the prescriber's compliance status for the measurement year should appear. First, let's talk about the different statuses a compliant prescriber may encounter.

Here's an example of a prescriber who met the program requirement for the measurement year.

If you get a green box that says "NO FURTHER ACTION REQUIRED: NPI meets the CMS EPCS Program requirement," this indicates that the prescriber has met the program requirement for the measurement year. To be considered compliant, the prescriber must have electronically prescribed at least 70% of the qualifying Medicare Part D Schedule II–V controlled substance prescriptions or received either an automatic small prescriber exception or declared disaster exception.

Compliant Prescriber: Green "NPI meets the CMS EPCS Program requirement" Screen (2)

Compliance information includes prescriber's:
- Total number of Part D prescriptions filled during the measurement year
- Total number of those prescriptions prescribed electronically
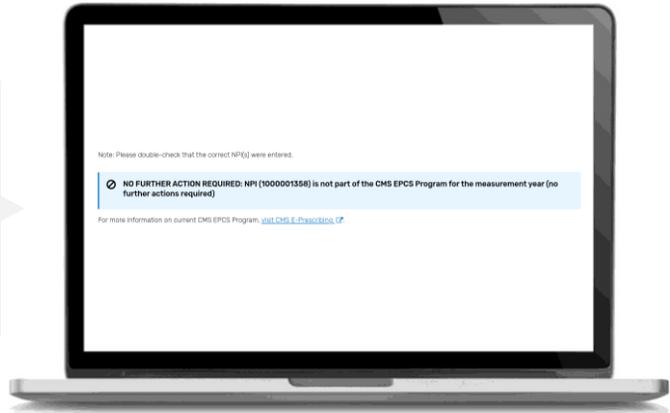- Percentage of those prescriptions prescribed electronically
- Granted automatic exceptions
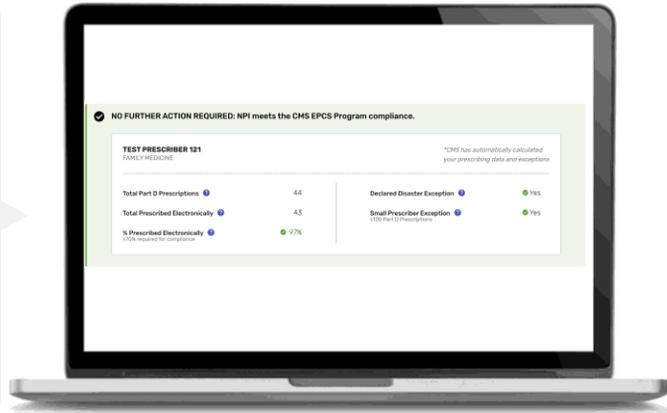
The prescriber's name and specialty can be found on the side of the screen. Also on the side are the total number of the prescriber's Part D prescriptions filled during the measurement year. In this example, 44 of these prescriptions were filled. Hovering over the question marks on the screen gives more information on how CMS determined these numbers.

Next, you'll notice that this prescriber sent 43 of those prescriptions electronically, resulting in 97% of their prescriptions being electronically prescribed. This percentage is above the 70% program requirement. However, let's look at the box to determine whether CMS granted this prescriber any automatic exceptions. So this prescriber met 2 exceptions: the declared disaster exception and the small prescriber exception.

Receiving the declared disaster exception means that this prescriber was located in the geographic area of an emergency or disaster during the measurement year as determined by CMS. Receiving the small prescriber exception means that the prescriber's total number of Part D prescriptions for the measurement year was 100 or fewer.

Compliant Prescriber: Blue "NPI is not part of the CMS EPCS Program for the measurement year" Screen

Means that the prescriber wasn't part of the CMS EPCS Program measurement year, so the prescriber is considered compliant and no further action is needed

Note: Please double-check that the correct NPI(s) were entered.

⊘ NO FURTHER ACTION REQUIRED: NPI (1000001358) is not part of the CMS EPCS Program for the measurement year (no further actions required)

For more information on current CMS EPCS Program, visit CMS E-Prescribing

When you get a blue box that says "NO FURTHER ACTION REQUIRED: NPI … is not part of the CMS EPCS Program for the measurement year (no further actions required)," it means that the prescriber wasn't part of the CMS EPCS Program for the measurement year, so the prescriber is considered compliant and no further action is needed.

Now let's look at what statuses a non-compliant prescriber may encounter.

Non-Compliant Prescriber: Prescriber Has the Opportunity to Submit a Waiver Application to Become Compliant

Means that the prescriber has the opportunity to submit a waiver application because they didn't meet the program requirement and are considered non-compliant for MY 2024
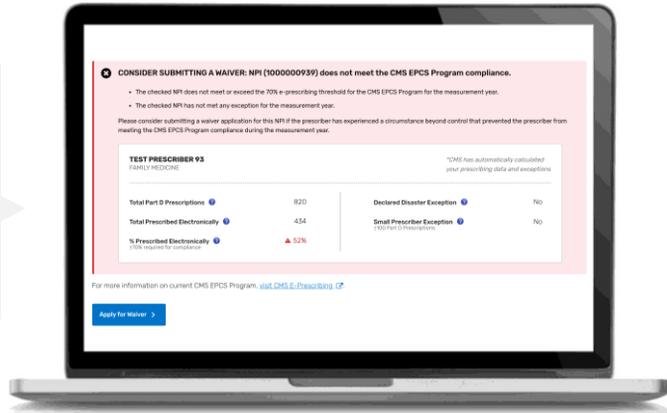
If the prescriber you enter an NPI number for receives the red "CONSIDER SUBMITTING A WAIVER: NPI … does not meet the CMS EPCS Program compliance" compliance status, this means that the prescriber has the opportunity to submit a waiver application because they didn't meet the program requirement, including that they didn't receive any automatic exceptions, and are considered non-compliant for the measurement year.

Non-Compliant Prescriber: Prescriber Already Submitted Waiver Application

Means that the prescriber is non-compliant with the program but a waiver application has already been submitted for the prescriber and is under review by CMS
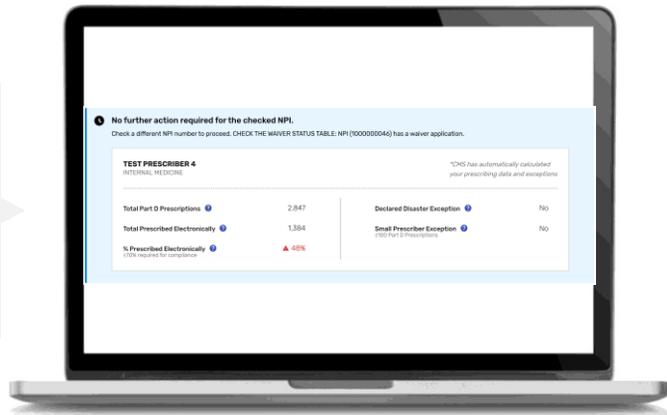
Another compliance status a non-compliant prescriber may encounter is a blue box that says, "No further action required for the checked NPI. Check a different NPI number to proceed. CHECK THE WAIVER STATUS TABLE NPI … has a waiver application." This means that a waiver application has already been submitted for the prescriber and is under review by CMS.

At this point, you aren't required to do anything additional for the waiver application. However, as the waiver application goes through the review process, you may be required to act further, including providing additional information should the reviewer ask for it.

Submitting, Monitoring, and Withdrawing a Waiver Application

Next up, we'll show you how to submit, monitor, and even withdraw a waiver application for the measurement year.

We'll start by going over how to submit a waiver application for both a single prescriber and a group of prescribers who aren't yet compliant with the program for the measurement year.

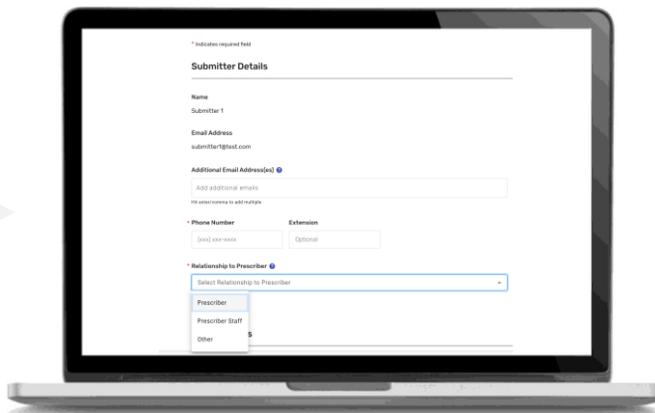**Submitting a Waiver Application for a Single Prescriber (1)**

- Select the **Apply for Waiver** button.
- Review the prescriber's details for accuracy.
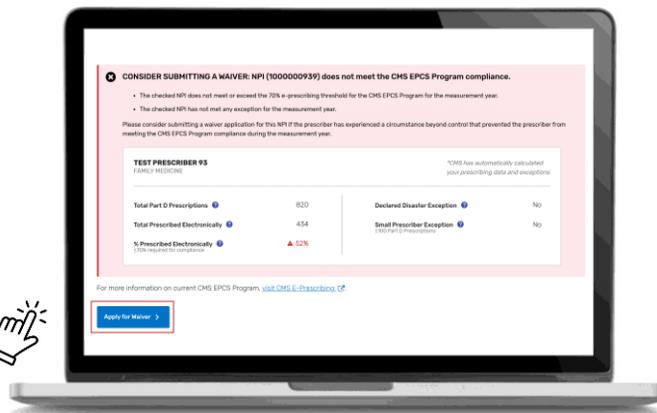
First, select the **Apply for Waiver** button. Note that this button appears only for a prescriber with a red box status. If the prescriber doesn't have a red box status, you won't be able to submit a waiver application for them. Next, review the prescriber's details for accuracy.

Submitting a Waiver Application for a Single Prescriber (2)

- Fill in the appropriate information for the prescriber in the Submitter Details section.
- Enter any additional email addresses you'd like to send a copy of the waiver application.
- Enter the prescriber's phone number.
- Select the option that best describes your relationship to the prescriber from the drop-down list.
- If you selected "Other," describe your relationship in the Your Role field.

In the Submitter Details section, fill in the appropriate information for the prescriber. The prescriber's full name and main email address should already be in their designated fields. You also have the option to enter additional email addresses for the prescriber or your email address if you're submitting a waiver application on a prescriber's behalf. A copy of the waiver application will be emailed to each listed email address.

Next, enter the prescriber's phone number and select the option that best describes your relationship to the prescriber from the drop-down list. Your options are "Prescriber," "Prescriber Staff," and "Other."

If your relationship isn't listed, select **"Other"** and describe your relationship in the Your Role field.

Submitting a Waiver Application for a Single Prescriber (3)

- Fill in the appropriate information for the prescriber in the Waiver Details section.
- Select the reason or reasons you're submitting a waiver application for MY 2024.
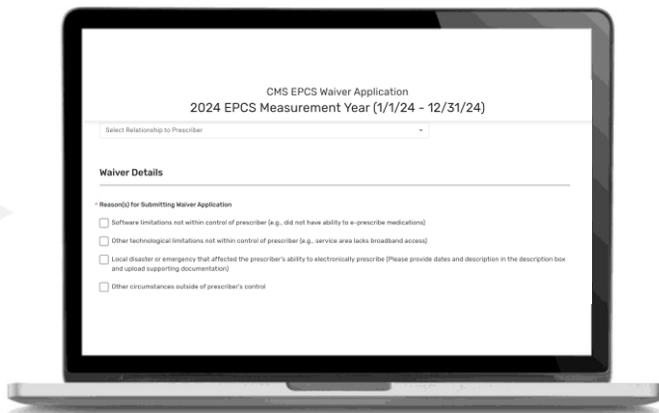
CMS EPCS Waiver Application
2024 EPCS Measurement Year (1/1/24 – 12/31/24)

Select Relationship to Prescriber

Waiver Details

* Reason(s) for Submitting Waiver Application

☐ Software limitations not within control of prescriber (e.g., did not have ability to e-prescribe medications)

☐ Other technological limitations not within control of prescriber (e.g., service area lacks broadband access)

☐ Local disaster or emergency that affected the prescriber's ability to electronically prescribe (Please provide dates and description in the description box and upload supporting documentation)

☐ Other circumstances outside of prescriber's control

In the Waiver Details section, fill in the appropriate information for the prescriber. Select the reason or reasons you're submitting a waiver application for measurement year 2024. Note that you can check up to 4 of the provided reasons for submitting a waiver application.

By checking the first box, you're saying you're submitting a waiver application because the prescriber experienced e-prescribing software limitations outside of their control.

When you check the second box, you're saying you're submitting a waiver application because the prescriber experienced other technological limitations outside of their control, such as that broadband internet providers didn't offer services in the area the prescriber practiced.

If you check the third box, you're saying you're submitting a waiver application because the prescriber experienced a local disaster or emergency that affected the prescriber's ability to e-prescribe.

By checking the fourth box, you're saying you're submitting a waiver application because of other circumstances outside of the prescriber's control.

Submitting a Waiver Application for a Single Prescriber (4)

- Explain in detail the circumstances beyond the prescriber's control that prevented them from meeting the EPCS Program requirement in the text box.

* In the box below, please provide a detailed explanation of the technical or other circumstances beyond the prescriber's control that prevented the prescriber from meeting the CMS EPCS Program requirement:

Enter description here

5000 characters allowed
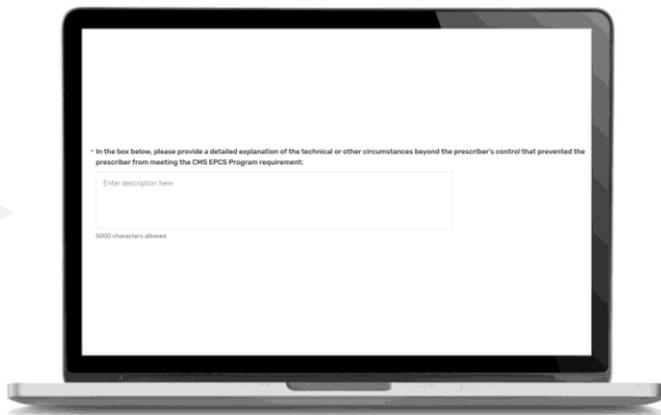
Next, in the text box, explain in detail the circumstances beyond the prescriber's control that prevented them from meeting the EPCS Program requirement.

The explanation should be at least 30 and no more than 5000 characters.

Now you'll have the opportunity to upload any documents to support your waiver application. To upload these documents, select the **Select Files** button and then choose the desired files from your computer.

Note that uploading supporting documents is optional but highly encouraged.

Submitting a Waiver Application for a Single Prescriber (6)

- Select the box next to the attestation statement to agree to it.

Attestation

☑ *I attest that:

On behalf of the prescriber in this attestation, I am applying for this CMS EPCS Program Waiver Application and attest that the prescriber is unable to meet Electronic Prescribing for Controlled Substances (EPCS) requirement due to circumstances beyond the prescriber's control.

Collection of information on this CMS EPCS Program Waiver Application is covered by OMB 0938-1455 – please see the CMS EPCS Privacy Page ☐ for more details.

After uploading any files, you'll need to agree to the attestation. To review it, select the box next to the attestation statement.

Submitting a Waiver Application for a Single Prescriber (7)

- Select the **Save & Close** button to save your progress, exit the waiver application, and come back later.

Note: Selecting this button means that you haven't submitted the waiver application.
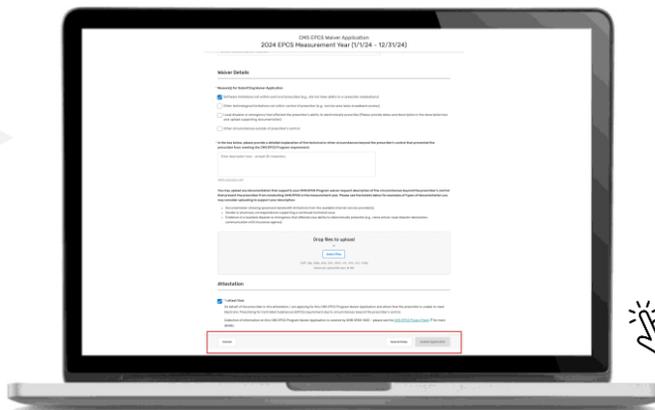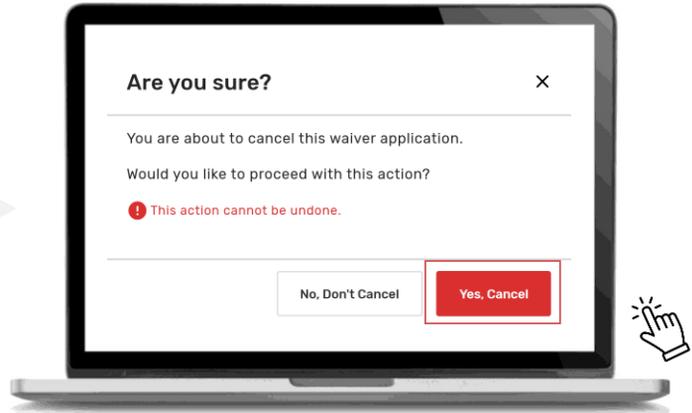
If you're not yet ready to submit the waiver application but you'd like to save your progress, exit the waiver application, and come back later, select the **Save & Close** button. Note that selecting this button means that you haven't submitted the waiver application.

You can also leave the waiver application without saving your progress by selecting the Cancel button.

Submitting a Waiver Application for a Single Prescriber (8)

- Select the **Yes, Cancel** button to confirm that you'd like to cancel your waiver application.

Are you sure?   ✕

You are about to cancel this waiver application.

Would you like to proceed with this action?

🛑 This action cannot be undone.

No, Don't Cancel   Yes, Cancel

This will cause an "Are you sure?" window to appear. To confirm that you'd like to cancel your waiver application, select **Yes, Cancel**.

Submitting a Waiver Application for a Single Prescriber (9)

- Select the **Submit Application** button to submit the waiver application.
- Read the waiver application submission summary.
- Select the **Certify & Submit** button.

Certify & Submit   ×

ℹ By submitting this CMS EPCS Program Waiver Application, I am certifying that the details entered are correct to the best of my knowledge. Furthermore, I am submitting this waiver application as if I physically signed and submitted a hard copy of this form.

Submission Summary

Prescriber Details

NPI	Prescriber Name	Prescriber Type
1000000939	Test Prescriber 93	Family Medicine

Cancel   **Certify & Submit**

✅

Waiver Submitted Successfully!

The EPCS Waiver Application for NPI number
1000000939 was submitted successfully.

⬇ Download Application to PDF

Done
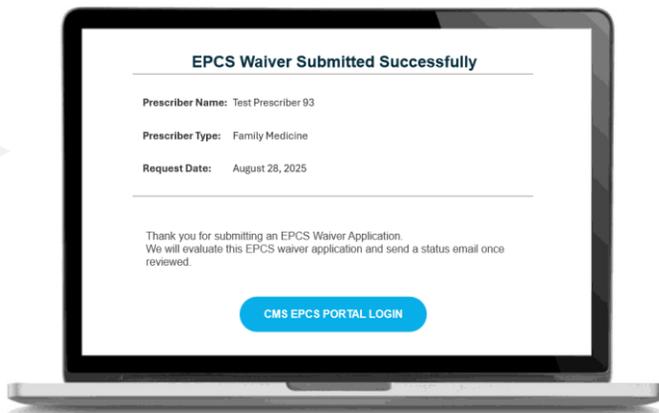
When you've filled out all the fields and are ready to submit the waiver application, select the Submit Application button, which will open a new window on the screen with the waiver application submission summary.

Read the waiver application summary and then select the **Certify & Submit** button.

Submitting a Waiver Application for a Single Prescriber (10)

After you've submitted the waiver application, you'll receive a confirmation email from EPCS-EPrescribe@CMS.HHS.gov and be able to download the waiver application as a PDF.

EPCS Waiver Submitted Successfully

Prescriber Name: Test Prescriber 93

Prescriber Type: Family Medicine

Request Date: August 28, 2025

Thank you for submitting an EPCS Waiver Application.
We will evaluate this EPCS waiver application and send a status email once reviewed.

CMS EPCS PORTAL LOGIN

After you've submitted the waiver application, you'll receive a confirmation email from EPCS-EPrescribe@CMS.HHS.gov and be able to download the waiver application as a PDF.

Submitting a Waiver Application for a Single Prescriber (11)

You'll receive an email from EPCS-EPrescribe@CMS.HHS.gov, informing you that you'll either need to provide additional information or that your waiver application has been approved or denied.
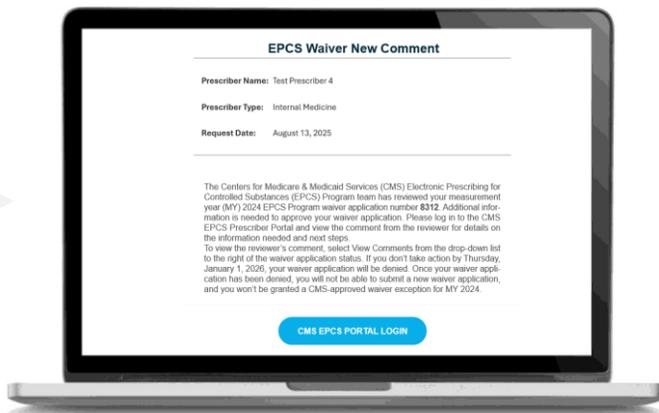
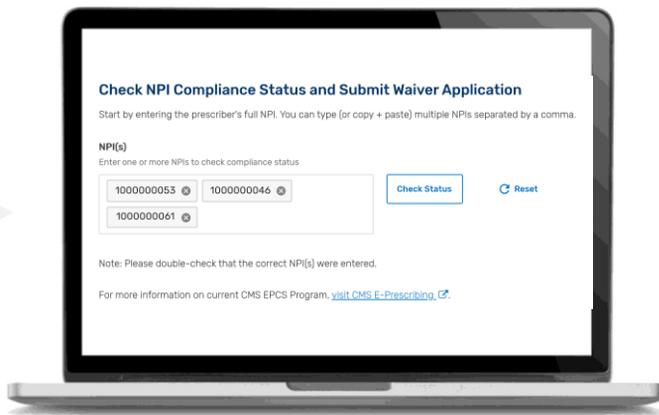Once a CMS waiver application reviewer has reviewed the waiver application, you'll receive an email from the same email address, informing you that you'll either need to provide additional information or that your waiver application has been approved or denied.

Submitting a Waiver Application for a Group of Prescribers (1)

- Use the bulk waiver application submission feature to submit a single waiver application for a group of non-compliant prescribers.
- Follow the instructions for looking up the compliance statuses of multiple prescribers.

Check NPI Compliance Status and Submit Waiver Application

Start by entering the prescriber's full NPI. You can type (or copy + paste) multiple NPIs separated by a comma.

NPI(s)
Enter one or more NPIs to check compliance status

| 1000000053 ⊗ | 1000000046 ⊗ | | Check Status | ↻ Reset |
| 1000000061 ⊗ | | | | |

Note: Please double-check that the correct NPI(s) were entered.

For more information on current CMS EPCS Program, visit CMS E-Prescribing ☑.

Now that you know how to submit a waiver application for 1 prescriber, let's talk about how to submit a single waiver application for a group of prescribers who are considered non-compliant with the CMS EPCS Program for the measurement year. We'll do this through the bulk waiver application submission feature.

First, follow the instructions for looking up the compliance statuses of multiple prescribers.

Submitting a Waiver Application for a Group of Prescribers (2)

- Check the box next to each listed prescriber's NPI number that you would like to include in the group waiver application.
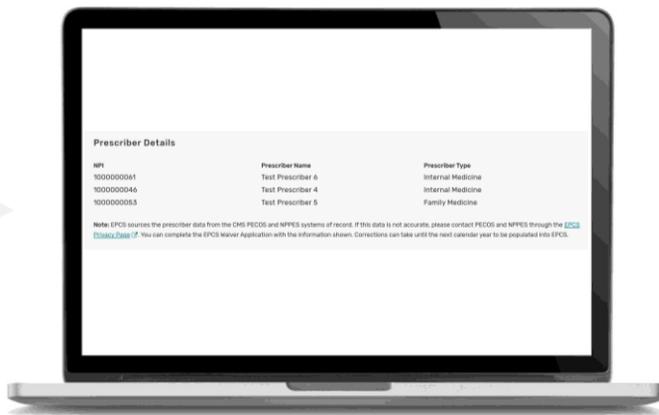- Select the **Apply for Waiver(s)** button.
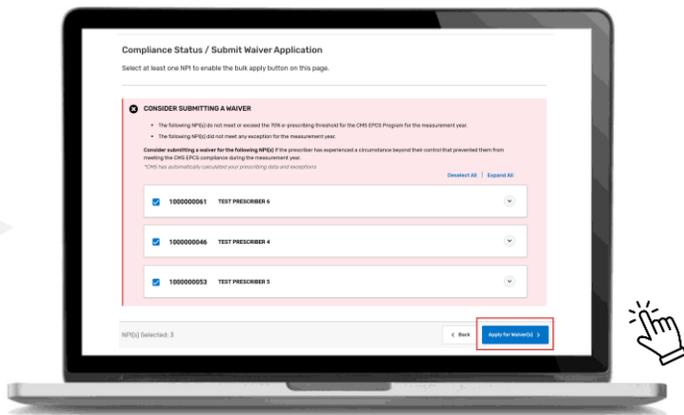
If after looking up the compliance status of multiple prescribers you get a red box saying "CONSIDER SUBMITTING A WAIVER," check the box next to each listed prescriber's NPI number that you would like to include in the group waiver application.

Next, select the **Apply for Waiver(s)** button.

Submitting a Waiver Application for a Group of Prescribers (3)

- Confirm the accuracy of the NPI number, prescriber name, and prescriber type under Prescriber Details for each prescriber included in the submitted group waiver application.

Prescriber Details

NPI	Prescriber Name	Prescriber Type
1000000061	Test Prescriber 6	Internal Medicine
1000000046	Test Prescriber 4	Internal Medicine
1000000053	Test Prescriber 5	Family Medicine

Note: EPCS sources the prescriber data from the CMS PECOS and NPPES systems of record. If this data is not accurate, please contact PECOS and NPPES through the EPCS Privacy Page. You can complete the EPCS Waiver Application with the information shown. Corrections can take until the next calendar year to be populated into EPCS.

Under Prescriber Details, confirm the accuracy of the NPI number, prescriber name, and prescriber type for each prescriber included in the submitted group waiver application.

Submitting a Waiver Application for a Group of Prescribers (4)

- Fill out the rest of the waiver application as instructed in the steps for submitting a waiver application for a single prescriber.
- Submit the waiver application.

Note: For a group waiver application, you must submit the waiver application before logging out. Otherwise, you'll have to start the waiver application over.

Note that each prescriber included in the group waiver application must have the same reason or reasons for submitting a waiver application. You can't select a different reason or different reasons for each prescriber.

The rest of the steps for submitting a group waiver application is the same as the remaining steps for submitting a waiver application for a single prescriber.

Note that for a group waiver application, you must submit the waiver application before logging out of the EPCS Prescriber Portal. If you don't submit the waiver application before logging out, you'll have to start the waiver application over.

Now let's talk about monitoring the status of a submitted waiver application.

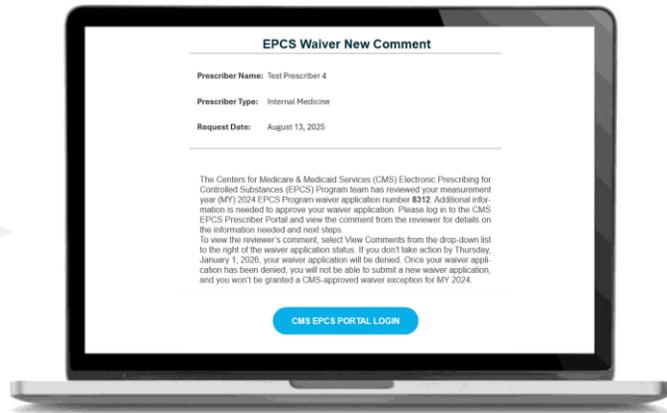## Viewing a Waiver Application Status (1)

The waiver application will now go through the waiver application review process.

You'll receive an email saying whether the waiver application has been approved or denied if a final decision has been made.

If approved, the prescriber will be granted a CMS-approved waiver exception for the entire measurement year.

If denied, the prescriber isn't eligible for a CMS-approved waiver exception and is considered non-compliant with the program for the measurement year.

You'll also be able to look up the submitted waiver application and monitor its status in the EPCS Prescriber Portal.

EPCS Waiver New Comment

Prescriber Name: Test Prescriber 4

Prescriber Type: Internal Medicine

Request Date: August 13, 2025

The Centers for Medicare & Medicaid Services (CMS) Electronic Prescribing for Controlled Substances (EPCS) Program team has reviewed your measurement year (MY) 2024 EPCS Program waiver application number **8312**. Additional information is needed to approve your waiver application. Please log in to the CMS EPCS Prescriber Portal and view the comment from the reviewer for details on the information needed and next steps.

To view the reviewer's comment, select View Comments from the drop-down list to the right of the waiver application status. If you don't take action by Thursday, January 1, 2026, your waiver application will be denied. Once your waiver application has been denied, you will not be able to submit a new waiver application, and you won't be granted a CMS-approved waiver exception for MY 2024.
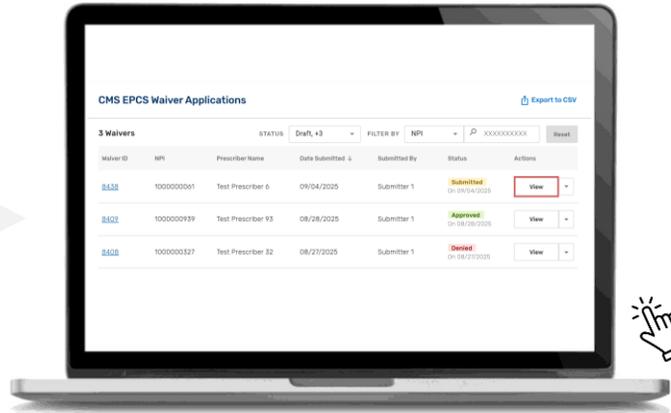
CMS EPCS PORTAL LOGIN

After a waiver application is submitted, it goes through the waiver application review process. During this process, the reviewer will determine whether the waiver application is approved or denied. If a final decision on the waiver application is made, you'll receive an email with the status of the waiver application.

If a waiver application is approved, the prescriber will be granted a CMS-approved waiver exception for the entire measurement year because they were unable to meet the program requirement due to circumstances beyond their control. If a waiver application is denied, the prescriber isn't eligible for a CMS-approved waiver exception and is considered non-compliant with the program for the measurement year. In addition to receiving an email with the status of the waiver application, you'll also be able to look up the submitted waiver application and monitor its status in the EPCS Prescriber Portal.

Viewing a Waiver Application Status (2)

- The CMS EPCS Waiver Applications section allows you to view all your submitted waiver applications and filter them by different statuses, including approved, deleted, denied, draft, submitted, and withdrawn.
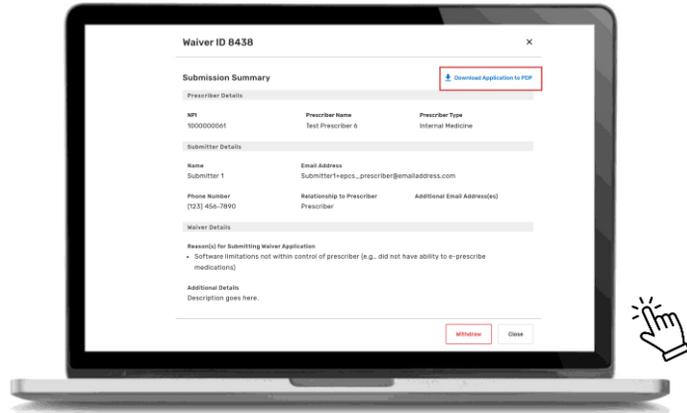- To download a waiver application, first select **View** from the Actions column.

The CMS EPCS Waiver Applications section allows you to view all your submitted waiver applications and filter them by different statuses, including approved, deleted, denied, draft, submitted, and withdrawn.

For each waiver application in the table, you have 2 options to choose from in the Actions column: View and Withdraw.

To download a waiver application, select **View** from the Actions column to open a window including information associated with the waiver application.
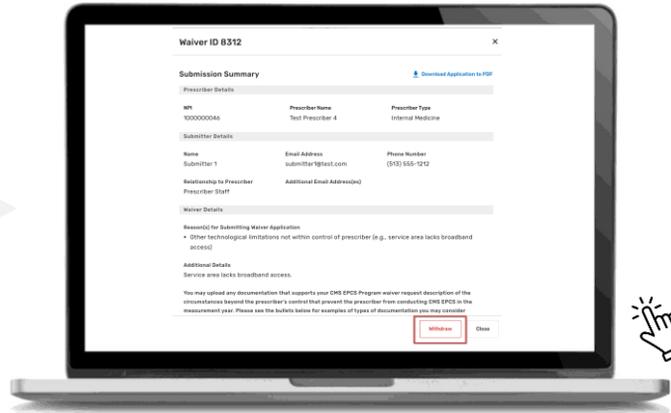
Viewing a Waiver Application Status (3)

- Then select the waiver ID number and **Download Application to PDF**.

From this window, you can download a PDF version of the waiver application by selecting **Download Application to PDF**.

Withdrawing a Waiver Application (1)

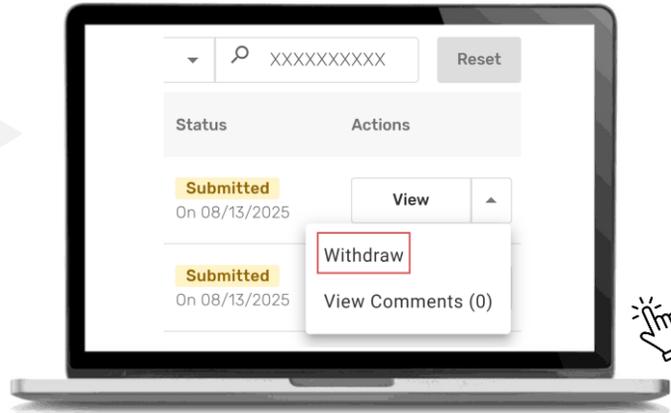Select the **Withdraw** button to withdraw a submitted waiver application.

If you'd like to withdraw a submitted waiver application, you can do that from this window, as well, by selecting the **Withdraw** button.

Withdrawing a Waiver Application (2)

- Select **Withdraw** from the Actions Column as another way to withdraw a submitted waiver application.

Withdraw Waiver?   ×

You are about to withdraw waiver ID **8312.**

Would you like to proceed with this action?

⚠ This action cannot be undone.

Cancel   Yes, Withdraw Waiver

XXXXXXXXX   Reset

Status   Actions

Submitted   View   ▲
On 08/13/2025

                          Withdraw

Submitted   View Comments (0)
On 08/13/2025

Another way to withdraw a submitted waiver application is to select **Withdraw** from the Actions column. A new window will then pop up, and you'll need to select the Yes, Withdraw Waiver button to withdraw the waiver application.
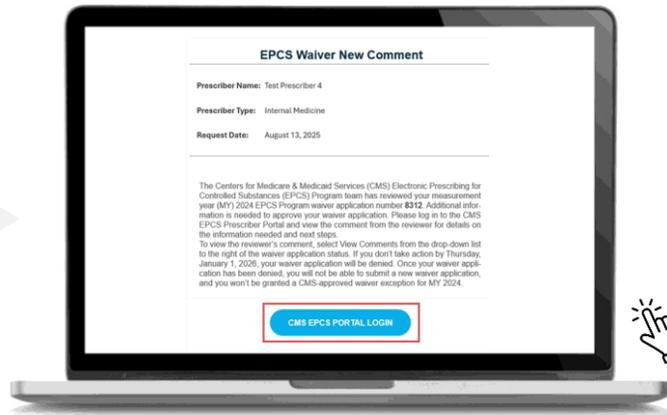
After you've withdrawn the waiver application, you'll receive a confirmation email from EPCS-EPrescribe@CMS.HHS.gov. As a best practice, we encourage you to maintain your own documentation of the waiver application and decision status.

Receiving and Responding to Additional Information Requests (1)

A reviewer may require additional information before they can make a final decision on whether to approve or deny the waiver application.

If the reviewer requires additional information, they'll request it through the comment feature in the CMS EPCS Prescriber Portal.

If you receive a comment through the EPCS Prescriber Portal, you'll receive an email notification from EPCS-EPrescribe@CMS.HHS.gov.

EPCS Waiver New Comment

Prescriber Name: Test Prescriber 4

Prescriber Type: Internal Medicine

Request Date: August 13, 2025

The Centers for Medicare & Medicaid Services (CMS) Electronic Prescribing for Controlled Substances (EPCS) Program team has reviewed your measurement year (MY) 2024 EPCS Program waiver application number **8312**. Additional information is needed to approve your waiver application. Please log in to the CMS EPCS Prescriber Portal and view the comment from the reviewer for details on the information needed and next steps.

To view the reviewer's comment, select View Comments from the drop-down list to the right of the waiver application status. If you don't take action by Thursday, January 1, 2026, your waiver application will be denied. Once your waiver application has been denied, you will not be able to submit a new waiver application, and you won't be granted a CMS-approved waiver exception for MY 2024.

CMS EPCS PORTAL LOGIN

Let's discuss receiving and responding to requests for additional information from a waiver application reviewer.

Sometimes, a reviewer may require additional information before they can make a final decision on whether to approve or deny the waiver application. This additional information could include more details on the circumstances beyond the prescriber's control that prevented them from meeting the program requirement for the measurement year. You may also be asked to provide additional supporting documents, so it's important to keep all supporting documents until after the waiver application has been approved.

If the reviewer requires additional information, they'll request it through the comment feature in the CMS EPCS Prescriber Portal. If you receive a comment through the EPCS Prescriber Portal, you'll receive an email notification from EPCS-EPrescribe@CMS.HHS.gov.

The email will prompt you to log into the EPCS Prescriber Portal to view and respond to the comment. The email also includes the number for the waiver application the reviewer requested additional information for, instructions on how to find comments in the EPCS Prescriber Portal, and the date by which you'll need to respond to the reviewer's comment and provide the requested additional information or follow the reviewer's other instructions.

Receiving and Responding to Additional Information Requests (2)
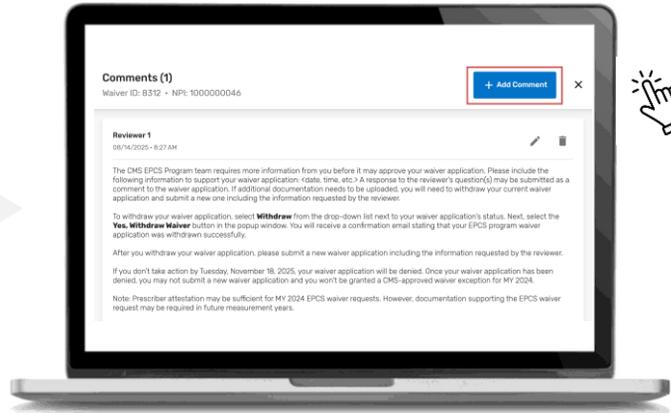
- Log into the EPCS Prescriber Portal.
- Navigate to the CMS EPCS Waiver Applications section.
- Locate the waiver application you received a comment for.
- Select the down arrow next to the waiver application status.
- Then select **View Comments** from the drop-down list.
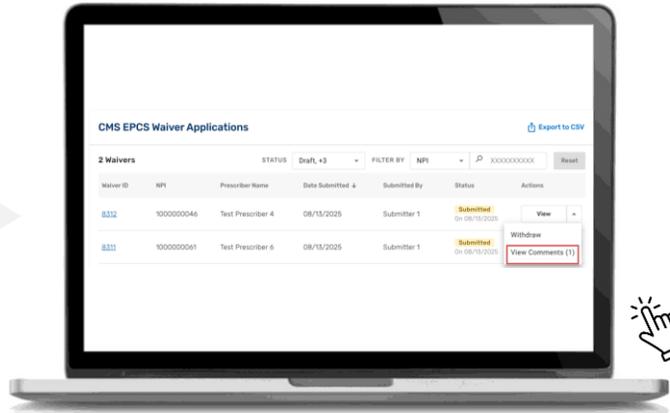
Once you log into the EPCS Prescriber Portal, you'll want to navigate to the CMS EPCS Waiver Applications section and locate the waiver application you received a comment for.

Select the down arrow next to the waiver application status and then select "View Comments" from the drop-down list.

Receiving and Responding to Additional Information Requests (3)

- Review the comment.
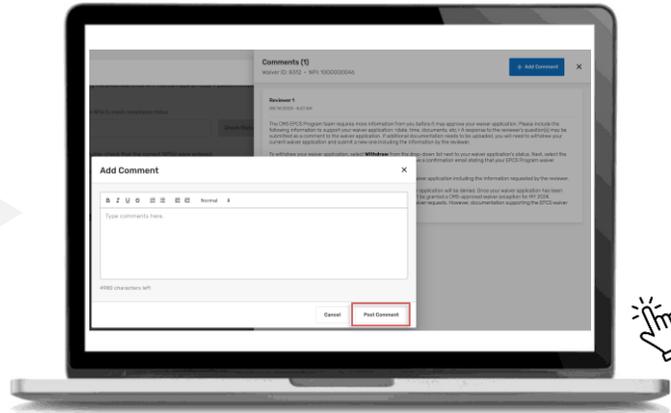- Select the **Add Comment** button and respond accordingly.

This will open the waiver application's Comments window. Review the comment, and then select the Add Comment button and respond accordingly. You may be asked to provide specific dates, times, or other details related to your waiver application.

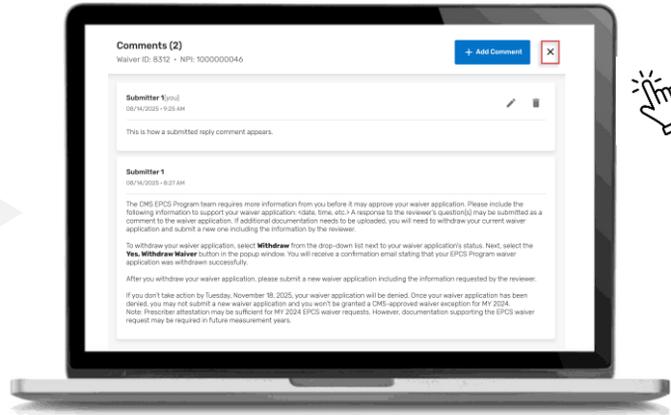**Receiving and Responding to Additional Information Requests (4)**

- Select the **Post Comment** button to submit your response.

Once you're satisfied with your comment, select the Post Comment button to submit your response.
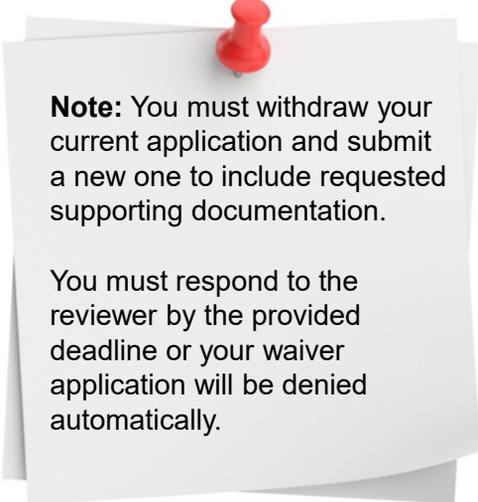
Receiving and Responding to Additional Information Requests (5)

- Select the **X** button to exit the Comments window.

Select the X button to exit the Comments window.

Receiving and Responding to Additional Information Requests (6)

Note: You must withdraw your current application and submit a new one to include requested supporting documentation.

You must respond to the reviewer by the provided deadline or your waiver application will be denied automatically.

Note that you won't be able to upload any supporting documentation through the comment feature. If the reviewer requests that you supply supporting documentation, you'll need to withdraw your current application and submit a new one in which you've uploaded the supporting documentation.

Also note that if the reviewer doesn't receive a response from you by the provided deadline, your waiver application will be denied automatically. Once your waiver application has been denied, you won't be able to submit another one and be granted a CMS-approved waiver exception for the measurement year.

Logging Out of the EPCS Prescriber Portal

- Select **Log Out** at the top of the screen to log out of the CMS EPCS Prescriber Portal.

When you've done everything you need to do in the CMS EPCS Prescriber Portal, you'll want to log out. To do this, simply select Log Out at the top of the screen.

And that's the end of our demonstration of the EPCS Prescriber Portal.

Section 3: Check Your Knowledge

Select the best answer for each question.
We'll review responses together.

Section 3: CMS EPCS Prescriber Portal Demonstration
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Now that we're finished with our demonstration, it's time for our third and final knowledge check.

Again, there should be a pop-up window with the first question and different answers. Choose the best answer for the question and then select **Submit** to lock in your answer. We'll review responses together.

Question 3.1

True or false? You must have a HARP account to log into the CMS EPCS Prescriber Portal.

A. True
B. False

The correct answer is A, true. Anyone, including both prescribers and prescribers' designated representatives, who wants to log in to the CMS EPCS Prescriber Portal needs their own HARP user ID and password to access the EPCS Prescriber Portal.

Question 3.2

What information do you need to look up the prescriber's compliance status?

A. The prescriber's first and last name
B. The facility name where the prescriber works
C. The prescriber's NPI number
D. All of the above

The correct answer is C, the prescriber's NPI number. On the Check NPI Compliance Status and Submit Waiver Application screen on the CMS EPCS Prescriber Portal, you can look up a prescriber's 2024 compliance status using their NPI number.

Question 3.3

True or false? If a prescriber gets a blue box that says "NO FURTHER ACTION REQUIRED: NPI … is not part of the CMS EPCS Program for the measurement year," it means the prescriber is compliant with the program.

A. True
B. False

The correct answer is A, true. When you get a blue box that says "NO FURTHER ACTION REQUIRED: NPI … is not part of the CMS EPCS Program for the measurement year," it means that the prescriber wasn't part of the CMS EPCS Program for the measurement year, so the prescriber is considered compliant and no further action is needed.

Question 3.4

In which circumstances can you save your progress on a waiver application, exit the CMS EPCS Prescriber Portal, and return to the waiver application later?

A. When filling out a waiver application for a single prescriber

B. When filling out a waiver application for a group of prescribers

C. Both

The correct answer is A. When filling out a waiver application for a single prescriber, you can save your progress by selecting the Save & Close button. You can't save your progress when filling out a waiver application for a group of prescribers using the bulk waiver application submission feature. You must submit the group waiver application before logging out of the EPCS Prescriber Portal. If you don't submit the waiver application before logging out, you'll have to start the waiver application over.

Question 3.5

What do you need to do by the deadline provided by the waiver application reviewer?

A. Submit your waiver application.

B. Respond to the reviewer's comment with the requested additional information or follow the reviewer's other instructions.

C. Nothing.

The correct answer is B. You'll need to respond to the waiver application reviewer's comment in the CMS EPCS Prescriber Portal where they requested additional information or gave you other instructions to follow. If the reviewer doesn't receive a response from you by the provided deadline, your waiver application will be denied automatically.

Webinar Conclusion

We've reached the last section of our main presentation, where we'll take a closing poll, do a quick recap, review the program resources, and go over where to send your remaining questions.

The closing poll will help us get a general sense of how effective this webinar was in preparing you. There should now be a pop-up window showing a question and different answers. Be as honest as you can. Your response is anonymous.

How prepared do you now feel to look up a prescriber's compliance status and submit a waiver application?

A. Not at all prepared

B. Not prepared

C. Prepared

D. Extremely prepared

Thank you so much for taking the time to answer our closing poll. We may use the results to help improve future EPCS Program webinars.

Recap

Webinar attendees should now be able to:

- Identify who must meet the CMS EPCS Program requirement and how to be compliant for MY 2024.
- Recall the different uses for the CMS EPCS Prescriber Portal.
- Use the CMS EPCS Prescriber Portal to look up a prescriber's compliance status and submit a waiver application.

Now that we've finished the presentation, webinar attendees should be able to:

- Identify who must meet the CMS EPCS Program requirement and how to be compliant for MY 2024.
- Recall the different uses for the CMS EPCS Prescriber Portal.
- Use the CMS EPCS Prescriber Portal to look up a prescriber's compliance status and submit a waiver application.

Important Terms

- Bulk waiver application submission feature
- CMS-approved waiver exception
- CMS EPCS Prescriber Portal
- CMS EPCS Program
- Compliance analysis period
- Compliance data
- Compliance information
- Compliance requirement
- Compliance status
- Compliance threshold
- Declared disaster exception
- Electronic prescribing for controlled substances (EPCS)
- E-prescribing software program
- Group waiver application
- Health Care Quality Information Systems (HCQIS) Access Roles and Profile (HARP)
- Long-term care facility (LTC)
- Measurement cycle
- Measurement year
- Medicare Advantage prescription drug (MA-PD) plans

- Medicare Part D
- Medicare Provider Enrollment, Chain, and Ownership System (PECOS)
- National Provider Identifier (NPI)
- Non-compliance action
- Non-compliance notice
- Notification period
- National Plan and Provider Enumeration System (NPPES)
- Program requirement
- Schedule II–V controlled substances
- Small prescriber exception
- Substance Use Disorder Prevention that Promotes Opioid Recovery and Treatment for Patients and Communities (SUPPORT) Act
- Supporting document
- Waiver application
- Waiver application review process
- Waiver application reviewer
- Waiver application submission period

Conclusion

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On screen are some important terms you should have seen in this webinar and when otherwise learning or talking about the CMS EPCS Program.

If you download the PDF of this presentation, available now in the chat, you can select the link corresponding with each term, and it'll take you to the presentation slide where the term is first defined or discussed. You can also find each of these terms and their definitions in the CMS EPCS Program Glossary, available in the "Downloads" section on the CMS EPCS Program webpage.

We Want Your Feedback

- **Who:** Users of the CMS EPCS Prescriber Portal
- **What:** Feedback sessions
- **Why:** To learn what works, what doesn't work, and what CMS could improve with the EPCS Prescriber Portal
- **When:** Opportunities coming soon

If you're interested in participating in or staying informed about future feedback opportunities, email EPCSProgramSupport@rainmakerssolutions.com.

CMS will soon have feedback session opportunities for users of the CMS EPCS Prescriber Portal to share their thoughts.

To understand these users' firsthand experiences, CMS will host sessions with selected users to learn their opinions on the EPCS Prescriber Portal—what works, what doesn't work, and what CMS could improve.

Learning about individual's firsthand experience navigating the CMS EPCS Program is invaluable, and insights from these sessions will help inform potential future improvements to the EPCS Prescriber Portal.

Opportunities are coming soon, and spaces will be limited. If you're interested in participating in or staying informed about future feedback opportunities, contact the EPCS Program Support team through the email address linked on screen.

Closing

CMS EPCS | Electronic Prescribing for Controlled Substances

After the event:

- Submit any remaining related questions to CCSQ Support Central and include webinar's name.
- For questions unrelated to the webinar topic, first search for answers on the CMS EPCS Program webpage.
- If you still can't find answers, submit your questions to CCSQ Support Central.

We've reached the end of our main presentation.

Next, we'll start our Q&A session. If after the session you have any remaining questions related to the webinar topic, submit them to CCSQ Support Central, including the webinar's name in your message.

For any questions unrelated to the webinar topic, we recommend first searching for answers on the CMS EPCS Program webpage. If you still can't find what you're looking for, submit your questions to CCSQ Support Central.

Q&A Session

Before today's presentation, we received questions from participants when they registered, which we'll start answering now during the Q&A session.

And that's the end of our presentation and Q&A session. Thanks for being here and taking part!

In a few weeks, we'll post the final Q&A document in the "Downloads" section on the CMS EPCS Program webpage. So be on the lookout for that.