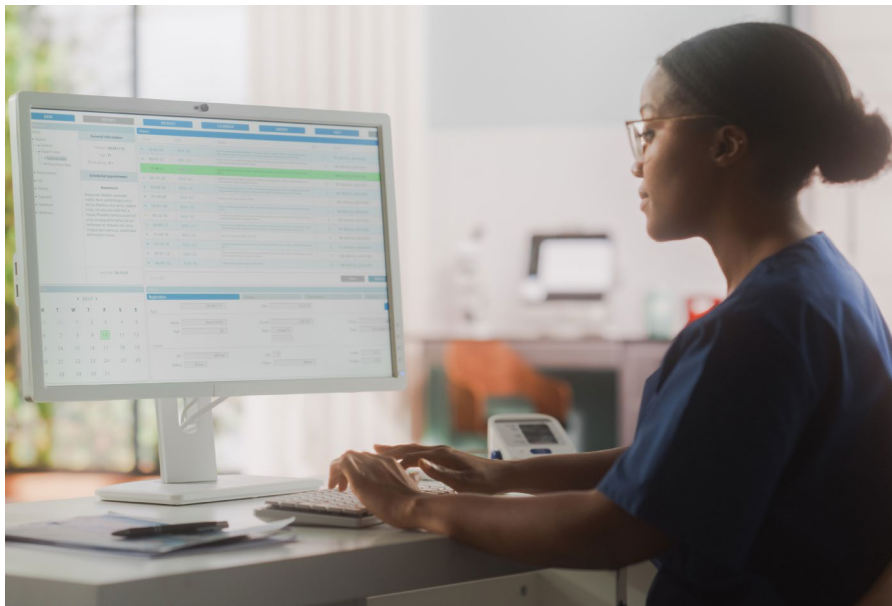# CMS EPCS | Electronic Prescribing for Controlled Substances

Centers for Medicare & Medicaid Services (CMS)

EPCS Prescriber Portal & Waiver Application

User Guide

Contents

DISCLAIMER: All screenshots include fictitious patients and organizations. Screenshots were captured from a test environment, so there may be slight variations between the screenshots included in this User Guide (including dates) and the current release.

Introduction

CMS EPCS Program Overview

Section 2003 of the Substance Use-Disorder Prevention that Promotes Opioid Recovery and Treatment for Patients and Communities Act (SUPPORT Act) mandates that Schedule II, III, IV, or V controlled substance prescriptions under Medicare Part D prescription drug plans and Medicare Advantage prescription drug (MA-PD) plans be prescribed electronically.

In compliance with the Centers for Medicare & Medicaid Services (CMS) Electronic Prescribing for Controlled Substances (EPCS) Program, prescribers must electronically prescribe at least 70% of their qualifying Schedule II–V controlled substance prescriptions for patients with Medicare Part D, after exceptions, for the measurement year (MY). Each measurement year begins on January 1 and ends on December 31. For more information, please visit the CMS EPCS Program webpage.

Data Availability Timeline

Compliance data for each measurement year will be available in the CMS EPCS Prescriber Portal starting mid-September in the year following the measurement year. The CMS EPCS Program waiver application submission period starts mid-September and ends mid-November of each year.

CMS EPCS Prescriber Portal

The CMS EPCS Prescriber Portal is for prescribers of controlled substances under Medicare Part D, and their support staff. This user guide explains how prescribers and their representatives can:

- Access the CMS EPCS Prescriber Portal to view your prescribing and compliance data.
- Submit a waiver application through the EPCS Prescriber Portal.
- Manage your waiver applications.

Note: Please verify and update your provider address and email in the Medicare Provider Enrollment, Chain, and Ownership System (PECOS) and National Plan & Provider Enumeration System (NPPES) as soon as possible since prescribers can't update or enter this information in the EPCS Prescriber Portal. CMS uses this information to determine program exceptions and send out non-compliance notices. Any updates to PECOS and NPPES after mid-July may not be reflected in the CMS EPCS Prescriber Portal.

Prescriber compliance data for the measurement year will not be available in the EPCS Prescriber Portal until mid-September the following year.

Getting Your HARP Account

Users will access the CMS EPCS Prescriber Portal by logging in with their Health Care Quality Information Systems (HCQIS) Access Roles and Profile (HARP) account. While prescriber compliance data will not be available until mid-September in the year following the measurement year, CMS suggests that CMS EPCS Program users take **ONE** of the following actions:

- **Reset Password:** Those who are registered users of the Quality Payment Program (QPP) should already have a HARP account; however, a password reset may be required to access the EPCS Prescriber Portal. Please note, your HARP account password will reset every 60 days if HARP is not accessed during that time.
- **Create Account:** Those who do not already have a HARP account will be required to create one to access the EPCS Prescriber Portal.

HARP is a secure identity management portal provided by CMS. Creating an account via HARP provides users with a user identification (ID) and password that can be used to sign into many CMS applications. It also provides a single location for users to modify their user profile, change their password, update their challenge question, and add and remove two-factor authentication devices.

- To set up a HARP account, go to the HARP Create an Account webpage.
- To access your HARP account, go to the HARP login page.
- To reset your HARP password, go to the HARP Account Recovery webpage.
- If you have questions, please visit HARP Help.

Signing Into the CMS EPCS Prescriber Portal

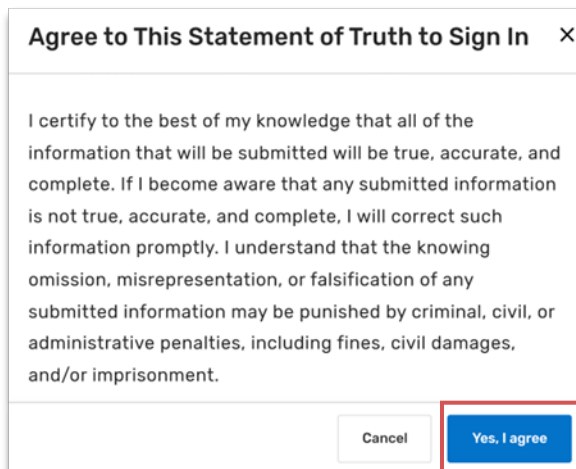- Go to the CMS EPCS Program landing page.
- Click **Log In**.
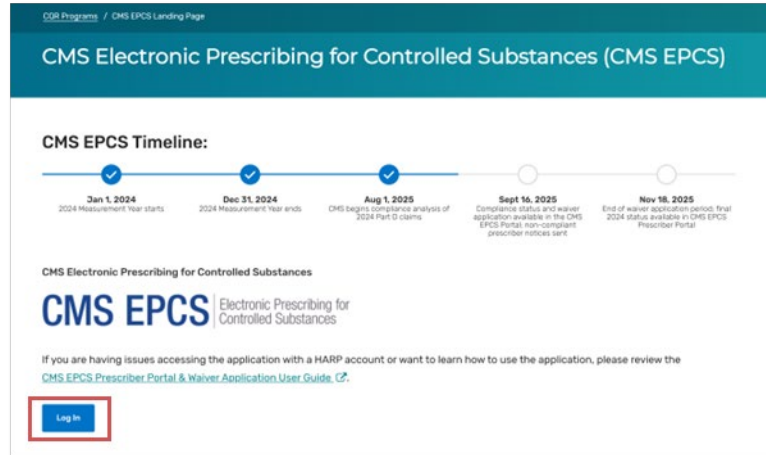
- Sign in with your HARP ID and HARP password.
- Click **Sign In**.

Note: For more information on setting up a HARP account, please visit HARP Help.
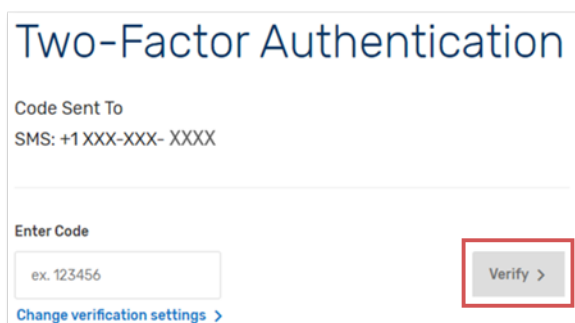
An attestation statement will appear.

- To continue, click **Yes, I Agree**.

The two-factor authentication set up for your HARP account will also be used for this CMS EPCS Prescriber Portal (e.g., email or SMS [text message]).

- Enter your one-time code and click **Verify**.

Looking Up a Prescriber's Compliance Status

From the main page of the CMS EPCS Prescriber Portal, you can view your National Provider Identifier (NPI) compliance status.

- Go to the Check NPI Compliance Status and Submit Waiver Application section.
- Enter the prescriber's NPI into the box.
- Click **Check Status**.

CMS EPCS | Electronic Prescribing for Controlled Substances

To check the compliance of a different NPI:

- Click the **X** next to the NPI number.

OR

- Click **Reset** to the right of Check Status.

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

| 1000000012 ⊗ | | **Check Status** | ↻ **Reset** |

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

Looking Up Multiple Prescriber Compliance Statuses

To look up the compliance status of more than one prescriber at once:

- Enter each prescriber's NPI number into the provided field, separating each with a comma. You can also copy and paste your comma-separated list of NPI numbers into the NPI(s) search field.
- Then click **Check Status**.

Tip: If you have a long list of NPI numbers to enter into the NPI(s) field, you can ask Microsoft Copilot, a free online AI assistant, to help you format the list properly and separate each after NPI number with a comma.

- First, go to and log into the Microsoft Copilot website.
- Enter your prompt into the Copilot chat box and then paste the NPI number list you need commas added to. The following is an example of a prompt to enter into Copilot:
  - Separate each number with a comma:
    1000000012
    1000000939
    1000001218

Copilot will generate the NPI number list again with commas added.

- Copy and paste the new list into the NPI(s) field and select Check Status.

After looking up the compliance statuses for multiple prescribers, each prescriber will be sorted into different compliance status boxes indicating each prescriber's compliance status for the measurement year.

- Review the contents of the boxes to confirm that they include the correct NPI number and name for each prescriber.

After you confirm each prescriber's NPI number and name:

- Click the down arrow next to each prescriber's name to reveal the prescriber's compliance data.

Interpreting Prescriber Compliance Statuses

Next, you will see one of the following boxes that indicates your status. For prescribers who are part of the CMS EPCS Program, the boxes contain the prescriber's name, taxonomy (specialty), prescribing data, and exceptions. You can hover over the blue question mark icons for more information about the prescribing data and exceptions. The following are four examples of the colored boxes that you will find describing compliance status, according to your NPI.

Note: Throughout the EPCS Prescriber Portal, there are blue question marks 🔵 that can be interacted with to provide the user with an explanation of the associated terms, see a list of these terms in [Appendix A](#).

Prescriber Is Compliant

Example 1: Green Box—No Further Action Required: NPI meets the CMS EPCS Program compliance.

A **Green Box** indicates the NPI met at least one of the following compliance criteria:

- At least 70% of Medicare Part D Schedule II–V controlled substances were prescribed electronically
- Has been provided a declared disaster exception
- Has been provided a small prescriber exception

Example 2: Blue Box—No Further Action Required: NPI (1000001358) is not part of the CMS EPCS Program for the measurement year (no further actions required).

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

The Example 2 Blue Box indicates that the NPI is not part of the CMS EPCS Program for the measurement year. This may occur when a prescriber did not issue any qualifying Schedule II–V controlled substance prescriptions under Medicare Part D or when a prescriber wrote prescriptions only for beneficiaries in a long-term care facility during the measurement year.

Prescriber Is Non-Compliant

Example 3: Red Box—Consider Submitting a Waiver: NPI (1000000939) does not meet the CMS EPCS Program compliance.

> ✕ **CONSIDER SUBMITTING A WAIVER: NPI (1000000939) does not meet the CMS EPCS Program compliance.**
>
> - The checked NPI does not meet or exceed the 70% e-prescribing threshold for the CMS EPCS Program for the measurement year.
> - The checked NPI has not met any exception for the measurement year.
>
> Please consider submitting a waiver application for this NPI if the prescriber has experienced a circumstance beyond control that prevented the prescriber from meeting the CMS EPCS Program compliance during the measurement year.
>
> **TEST PRESCRIBER 93**
> FAMILY MEDICINE
>
> **CMS has automatically calculated your prescribing data and exceptions*
>
> | | | | |
> |---|---|---|---|
> | Total Part D Prescriptions ❓ | 820 | Declared Disaster Exception ❓ | No |
> | Total Prescribed Electronically ❓ | 434 | Small Prescriber Exception ❓ ≤100 Part D Prescriptions | No |
> | % Prescribed Electronically ❓ ≥70% required for compliance | ⚠ 52% | | |

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

Apply for Waiver >

A **Red Box** indicates the NPI does not meet the EPCS Program requirement in the measurement year.The prescriber may use the waiver application to report additional circumstances beyond the prescriber's control.

Note: See the Submitting a Waiver Application section of this user guide for more information.

Example 4: Blue Box—No further action required for the checked NPI.

The Example 3 **Blue Box** indicates the NPI orginally had a non-compliant **Red Box** status but has submitted a waiver application. Note that a **Blue Box** status doesn't mean that the waiver application has been approved. For details on where to monitor the status of a waiver application, visit the Managing CMS EPCS Program Waiver Applications section of this guide.

Submitting a Waiver Application

Each prescriber who experienced extraordinary circumstances beyond their control that prevented them from meeting the CMS EPCS Program requirement during the measurement year has the opportunity to submit a waiver application.

- Click **Apply for Waiver**.

Note: This button will only appear for NPIs with a **Red Box**.

- Under Submitter Details, fill in the appropriate information. Note that your name and email address will be filled out already and will match the information associated with your HARP account.

- Under Waiver Details, fill in the appropriate information.
- Select the Reason(s) for Submitting Waiver Application (required).

Note: Users can select up to four reasons for submitting a waiver application.

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

- Enter a detailed explanation documenting your circumstances in the box (required; 30–5000 characters).

* **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

- To upload supporting documents that support the waiver application, click **Select Files** and select the desired files from your computer (optional but highly recommended).

Note: Uploads are encouraged but not required. Multiple files may be uploaded at one time, but the maximum file size is 10 MB. You may also be asked to provide additional supporting documents during the waiver application review process, so it's important to keep all supporting documents until after the waiver application has been approved.

You may upload any documentation that supports your CMS EPCS Program waiver request description of the circumstances beyond the prescriber's control that prevent the prescriber from conducting CMS EPCS in the measurement year. Please see the bullets below for examples of types of documentation you may consider uploading to support your description:

- Documentation showing speed and bandwidth limitations from the available internet service provider(s)
- Vendor or pharmacy correspondence supporting a continued technical issue
- Evidence of a localized disaster or emergency that affected your ability to electronically prescribe (e.g., news article, local disaster declaration, communication with insurance agency)

Drop files to upload

or

Select Files

(.pdf, .jpg, .jpeg, .png, .doc, .docx, .xls, .xlsx, .csv, .msg)

Maximum upload file size: 10 MB

- Review the attestation.
- Click the box next to "***** I attest that."

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 all required fields are completed, you will have three options:
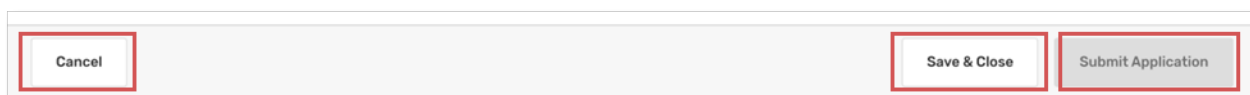
- Click **Cancel** to leave the waiver application. The waiver application will **not** be saved.

OR

- Click **Save & Close** to save your progress and come back to complete it later. This option will **not** submit your waiver application.

OR
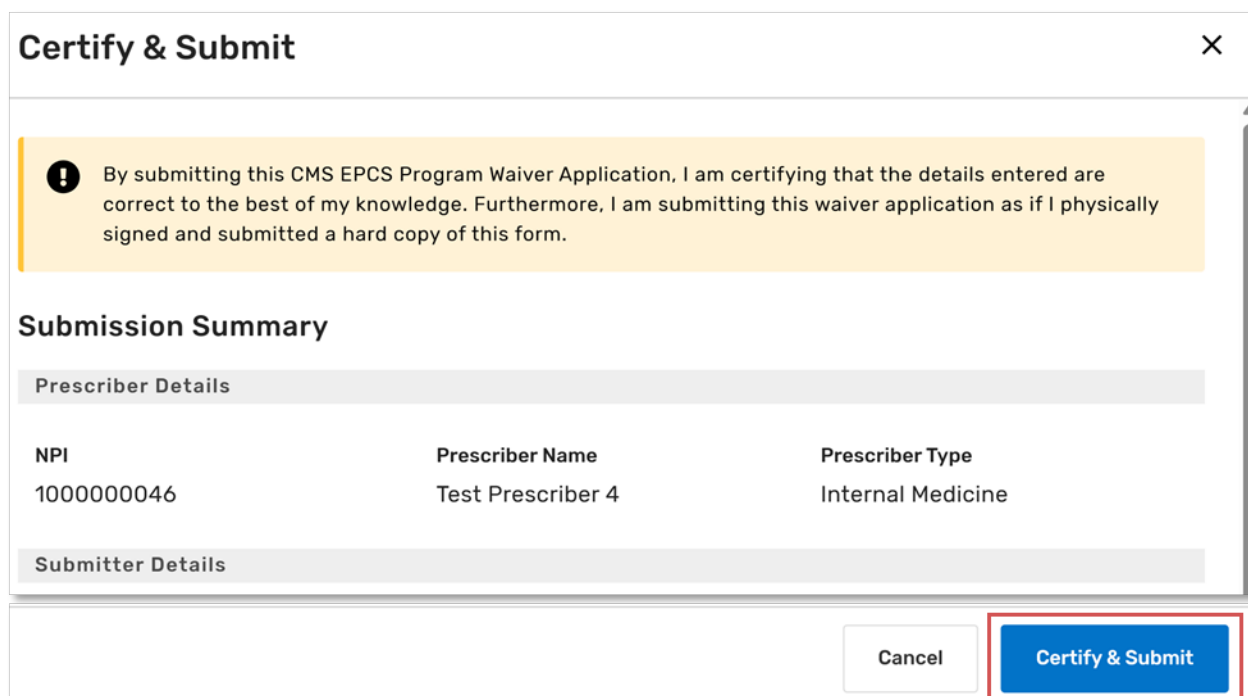
- Click **Submit Application** to submit your waiver application. The Submit Application option will be grayed out until all required sections are complete.

Cancel		Save & Close	Submit Application

If you click **Submit Application** from the step above, a new window will open.

- Scroll down to review the waiver summary.
- Click **Certify & Submit**.

Certify & Submit   ✕

⚠ 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
1000000046	Test Prescriber 4	Internal Medicine

Submitter Details

Cancel   **Certify & Submit**

After submitting your waiver application, you will receive a confirmational email from EPCS-EPrescribe@cms.hhs.gov.

Once CMS has reviewed your waiver application, you will receive another email from EPCS-Eprescribe@cms.hhs.gov with the status of your waiver application (i.e., approved or denied).

You will then see the "Waiver Applications Submitted Successfully!" screen with the prescriber's NPI number listed.
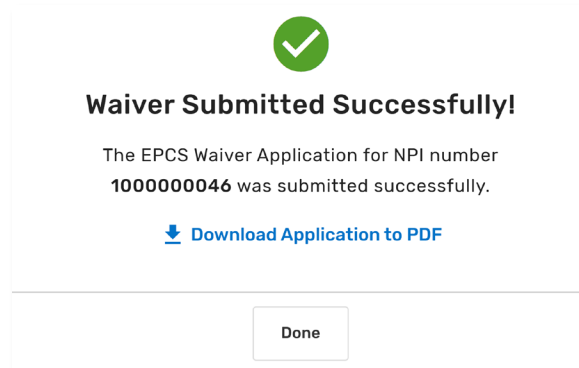
Submitting a Waiver Application for a Group of Prescribers

This section shows how to use the bulk waiver application submission feature to submit a single waiver application for a group of prescribers who are considered non-compliant with the program. If after looking up multiple prescribers you see the non-compliant **Red Box** status that says:

> **CONSIDER SUBMITTING A WAIVER**
> - The following NPI(s) do not meet the 70% e-prescribing threshold for the CMS EPCS Program for the measurement year.
> - The following NPI(s) did not meet any exception for the measurement year."

- Check the box next to each prescriber's NPI number that you would like to include in the group waiver application.

Note: 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 reasons for each prescriber.

- Next, click **Apply for bulk waiver** to fill out a single waiver application for multiple prescribers. The rest of the information you will include in the group waiver application will be the same as the information you include in a waiver application for a single prescriber.

Note: Make sure you have all the information you need to submit the waiver application, including any supporting documents you'd like to upload, if needed, to support the waiver application. For a group waiver application, you must submit the waiver application before logging out of the EPCS Prescriber Portal. Once submitted, waiver applications cannot be edited. If changes are required, the waiver application must be withdrawn and a new one must be filled out and submitted. If you don't submit the waiver application before logging out, you'll have to start the waiver application over. The bulk waiver application submission feature doesn't have a Save & Close button to allow you to save your progress in the waiver application and come back to complete it later.

After submitting a waiver application for more than one prescriber, the screen will look as follows:

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The box shows the prescriber NPI numbers for which a waiver application has been submitted.

- Confirm that these are the correct prescriber NPI numbers and names.
- Then fill out the form as shown in the Submitting a Waiver Application section.

- After you fill out all the required sections, click **Submit Application**. The Certify & Submit screen will then appear.

Certify & Submit   ✕

> ❗ 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
1000000061	Test Prescriber 6	Internal Medicine
1000000046	Test Prescriber 4	Internal Medicine

Submitter Details

Name	Email Address	Phone Number
Submitter 1	submitter1@test.com	(513) 555-1212

Relationship to Prescriber	Additional Email Address(es)
Prescriber Staff	

Waiver Details

Reason(s) for Submitting Waiver Application
- Other technological limitations not within control of prescriber (e.g., service area lacks broadband access)

Additional Details
Service area lacks broadband access.

You may upload any documentation that supports your CMS EPCS Program waiver request description of the circumstances beyond the prescriber's control that prevent the prescriber from conducting CMS EPCS in the measurement year. Please see the bullets below for examples of types of documentation you may consider uploading to support your description:

- Documentation showing speed and bandwidth limitations from the available internet service provider(s)
- Vendor or pharmacy correspondence supporting a continued technical issue
- Evidence of a localized disaster or emergency that affected your ability to electronically prescribe (e.g., news article, local disaster declaration, communication with insurance agency)

FILENAME	FILE SIZE	DATE UPLOADED
EPCS Example Doc1.docx	13 KB	Queued ❓
EPCS Example Doc2.pdf	25 KB	Queued ❓
EPCS Example Doc3.xlsx	9 KB	Queued ❓

- Review and confirm the information for the group of prescribers in the submission summary.
- Once you confirm the information, click **Certify & Submit**.

After submitting the group waiver application, you should see the "Waiver Application(s) Submitted" screen with each included prescriber's NPI number listed.

Receiving and Responding to Additional Information Requests

Sometimes, a waiver application reviewer may require additional information from you 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.

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

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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.

- Review the details in the email carefully, including the application number, date, and any specific instructions provided by CMS.
- Go to the CMS EPCS Prescriber Portal by clicking CMS EPCS PORTAL LOGIN.
- Once you're in the EPCS PRESCRIBER Portal: Navigate to the CMS EPCS Waiver Application section and locate the waiver application you received a comment for.

- Click the down arrow next to the waiver application status.
- Then select "View Comments" from the drop-down list. This opens the waiver application's Comment window with the reviewer's notes.

- Review the comment to understand what information you need to provide. You may be asked to provide specific dates, times, or other details related to your waiver application.
- Click **Add Comment** to open the Add Comment window and respond to the reviewer's comment accordingly.

Comments (1)
Waiver ID: 8312 • NPI: 1000000046

+ Add Comment   ✕

Reviewer 1
08/14/2025 • 8:27 AM

The CMS EPCS Program team requires more information from you before it may approve your waiver application. Please include the following information to support your waiver application: <date, time, etc.> A response to the reviewer's question(s) may be submitted as a comment to the waiver application. If additional documentation needs to be uploaded, you will need to withdraw your current waiver application and submit a new one including the information requested by the reviewer.

To withdraw your waiver application, select **Withdraw** from the drop-down list next to your waiver application's status. Next, select the **Yes, Withdraw Waiver** button in the popup window. You will receive a confirmation email stating that your EPCS program waiver application was withdrawn successfully.

After you withdraw your waiver application, please submit a new waiver application including the information requested by the reviewer.

If you don't take action by Tuesday, November 18, 2025, your waiver application will be denied. Once your waiver application has been denied, you may not submit a new waiver application and you won't be granted a CMS-approved waiver exception for MY 2024.

Note: Prescriber attestation may be sufficient for MY 2024 EPCS waiver requests. However, documentation supporting the EPCS waiver request may be required in future measurement years.

- Once you're satisfied with your comment, click **Post Comment** to submit your response.

Note: 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 waiver application and submit a new one in which you've uploaded the supporting documentation.

- To exit the Comments window and return to the CMS EPCS Waiver Applications screen, click the **X** at the top of the window.

Comments (2)
Waiver ID: 8312 • NPI: 1000000046   **+ Add Comment**   **X**

Submitter 1(you)
08/14/2025 • 9:25 AM

This is how a submitted reply comment appears.

Submitter 1
08/14/2025 • 8:27 AM

The CMS EPCS Program team requires more information from you before it may approve your waiver application. Please include the following information to support your waiver application: <date, time, etc.> A response to the reviewer's question(s) may be submitted as a comment to the waiver application. If additional documentation needs to be uploaded, you will need to withdraw your current waiver application and submit a new one including the information by the reviewer.
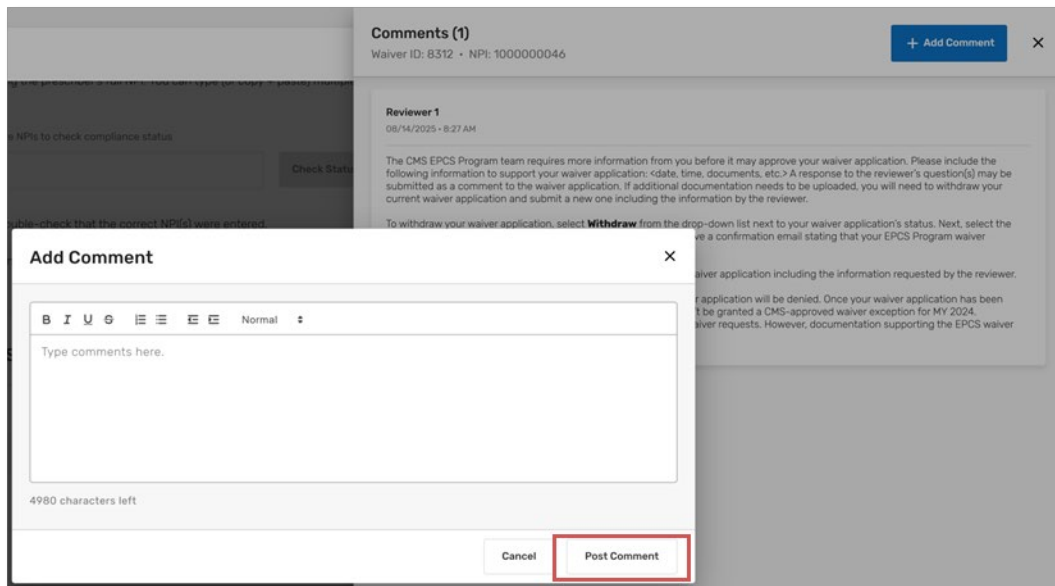
To withdraw your waiver application, select **Withdraw** from the drop-down list next to your waiver application's status. Next, select the **Yes, Withdraw Waiver** button in the popup window. You will receive a confirmation email stating that your EPCS Program waiver application was withdrawn successfully.

After you withdraw your waiver application, please submit a new waiver application including the information requested by the reviewer.

If you don't take action by Tuesday, November 18, 2025, your waiver application will be denied. Once your waiver application has been denied, you may not submit a new waiver application and you won't be granted a CMS-approved waiver exception for MY 2024.
Note: Prescriber attestation may be sufficient for MY 2024 EPCS waiver requests. However, documentation supporting the EPCS waiver request may be required in future measurement years.

Note: 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.

Managing CMS EPCS Program Waiver Applications

The CMS EPCS Waiver Applications section of the CMS EPCS Prescriber Portal allows you to view waiver applications. The waiver applications shown in this section are limited to waiver applications you submitted or waiver applications where you are listed as an Additional Email Address.

You can filter the CMS EPCS Waiver Applications in two ways:

1. Filter by Status to find waiver applications with a specific status. Waiver application statuses include: approved, deleted, denied, draft, submitted, and withdrawn.

2. Filter by NPI or Waiver ID to find waiver applications associated with a specific NPI or Waiver ID.

- Enter the NPI or Waiver ID to find a waiver application.
- Click **Reset** to clear the NPI or Waiver ID.

You can sort the CMS EPCS Waiver Applications in ascending (↑) or descending (↓) order by clicking on one of the following column headers: Waiver ID, NPI, Prescriber Name, Date Submitted, Submitted By, or Status.

Note: The waiver applications are automatically sorted in descending order (↓) by the Date Submitted column (e.g., most recent waiver applications are listed first).

- Export all your waiver application data to CSV by clicking **Export to CSV**. This step is useful for group practices with multiple prescriber waiver applications.

- Click **Yes, Export** to start the CSV file download automatically. Open CSV files using spreadsheet software (e.g., Microsoft Excel).
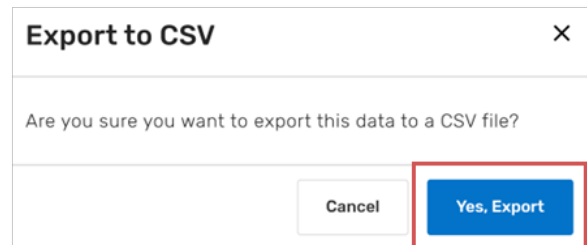
For each waiver application in the table, you have two options in the Actions column: View and Withdraw.
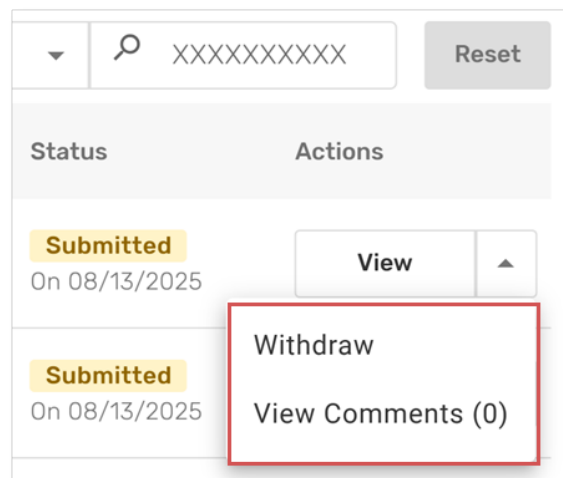
Viewing a Waiver Application

- Click **View** from the Action column to open a box with information associated with the waiver application.

From this View window:

- Click **Download Application to PDF** (top right) to download the waiver application to PDF.

OR

- Click **Withdraw** (bottom left) to withdraw the waiver application.

Waiver ID 8312 ✕

Submission Summary   ⬇ Download Application to PDF

Prescriber Details

NPI	Prescriber Name	Prescriber Type
1000000046	Test Prescriber 4	Internal Medicine

Submitter Details

Name	Email Address	Phone Number
Submitter 1	submitter1@test.com	(513) 555-1212

Relationship to Prescriber	Additional Email Address(es)
Prescriber Staff	

Waiver Details

Reason(s) for Submitting Waiver Application

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

Additional Details
Service area lacks broadband access.

You may upload any documentation that supports your CMS EPCS Program waiver request description of the circumstances beyond the prescriber's control that prevent the prescriber from conducting CMS EPCS in the measurement year. Please see the bullets below for examples of types of documentation you may consider

[Withdraw] [Close]

Withdrawing a Waiver Application

- Click **Withdraw** from the Actions column or **Withdraw** in the View window to withdraw a waiver application. A Withdraw Waiver? box will pop up.
- Click **Yes, Withdraw Waiver** to withdraw the waiver application.

You will receive an email from EPCS-EPrescribe@cms.hhs.gov confirming that your waiver application has been withdrawn successfully.

Note: Once you withdraw the waiver application, it and any information you submitted previously will be deleted permanently and can't be viewed or downloaded.

Logging Out of the CMS EPCS Prescriber Portal

When you are done using the CMS EPCS Prescriber Portal, click **Log Out** and exit the webpage.
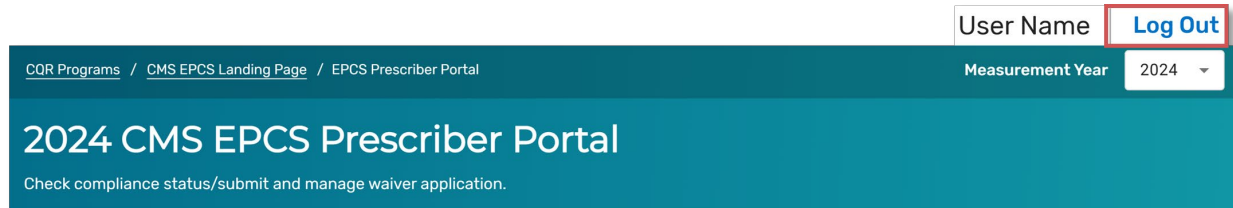
Getting Help and Support

CMS is committed to providing support and resources to prescribers included in the CMS EPCS Program. Look for information here:

CMS EPCS Program Webpage

The CMS EPCS Program webpage is the centralized location for resources and updates for prescribers.

CMS EPCS Program Listserv

The CMS EPCS Program listserv is an email announcement from CMS that helps keep prescribers informed of CMS EPCS Program updates and upcoming deadlines.

CCSQ Support Central

For additional help, reach out to the Center for Clinical Standards (CCSQ) Support Central:

- By submitting an online ticket
- Through emailing EPCS-EPrescribe@cms.hhs.gov
- By calling 1-866-288-8292, Monday–Friday, 8 a.m.– 8 p.m. ET
- By calling 711 to reach a telecommunications relay services communications assistant for those who are hearing impaired and for deaf individuals.
  - For faster help, try calling outside peak hours, before 10 a.m. and after 2 p.m. ET.

Appendix A: Blue Question Marks

Throughout the CMS EPCS Prescriber Portal, there are blue question marks ❓ that can be interacted with to provide the user with an explanation of the associated terms, see list of terms below:

NPI Compliance Status

- **Total Part D Prescriptions:** The total number of Medicare Part D Schedule II–V controlled substance prescriptions found in Part D claims during the measurement year using the prescription number and the prescriber NPI. Prescriptions are counted using the prescription number assigned at the pharmacy, with each unique number counted once per measurement year. Refills using the same prescription number are not counted unless they are the first occurrence of the number in the measurement year. Refer to the most recent Physician Fee Schedule (PFS) final rule for compliance information about prescriptions written for a beneficiary in a long-term care facility.

- **Total Prescribed Electronically:** The total number of electronically transmitted Medicare Part D Schedule II–V controlled substance prescriptions found in Part D claims during the measurement year using the Prescription Origin Code, the prescription number, and the prescriber NPI. Prescriptions are counted using the prescription number assigned at the pharmacy, with each unique number counted once per measurement year. Refills using the same prescription number are not counted unless they are the first occurrence of the number in the measurement year. Refer to the most recent PFS final rule for compliance information about prescriptions written for a beneficiary in a long-term care facility.

- **% Prescribed Electronically (≥70% required for compliance):** Total Prescribed Electronically divided by the Total Part D Prescriptions, represented as a percentage.

- **Declared Disaster Exception:** The NPI has been provided an exception from the EPCS Program because they were located in the geographic area of a declared disaster.

- **Small Prescriber Exception** (≤100 Part D Prescriptions): The NPI has been provided an exception from the EPCS Program because they issued 100 or fewer Medicare Part D Schedule II–V controlled substance prescriptions filled in the measurement year. Prescriptions are counted using the prescription number assigned at the pharmacy, with each unique number counted once per measurement year. Refills using the same prescription number are not counted unless they are the first occurrence of the number in the measurement year. Refer to the most recent PFS final rule for compliance information about prescriptions written for a beneficiary in a long-term care facility.

CMS EPCS Program Waiver Application

- **Additional Email Address(es):** Email addresses entered here will also have full access to the waiver application and receive email notifications related to this waiver application.

- **Relationship to Prescriber:** You must select your relationship to the prescriber you are submitting the waiver application for. If you select "Other," you must describe your relationship in the displayed entry field.

Appendix B: Release Notes

Update Date	Release Notes
September 16, 2025	Updated draft version of this user guide (V2.0) Applicable to measurement year 2024. Updated screenshots for MY 2024. Removed reference to National Public Health Emergency. Added multi-NPI lookup and bulk waiver application screenshots.