

Rcopia: Manage provider agents

Follow

Provider Agents are active staff users authorized to transmit non-controlled prescriptions to the pharmacy on a provider's behalf, allowing a provider to sign after transmission. Provider agent privileges are authorized or revoked within Rcopia Utilities by Providers or their Rcopia Admins.

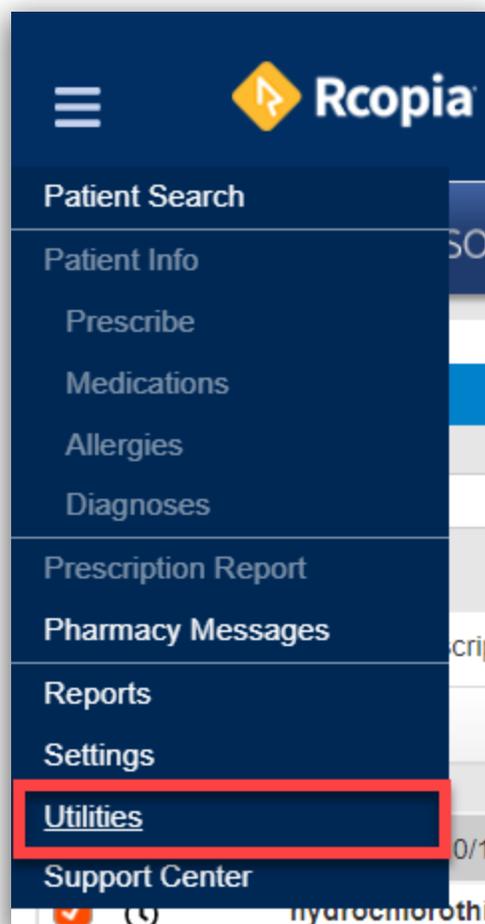
Note: New York does not permit the use of provider agents.

Please also see the [Important Information](#) section at the end of this article.

How to manage provider agents

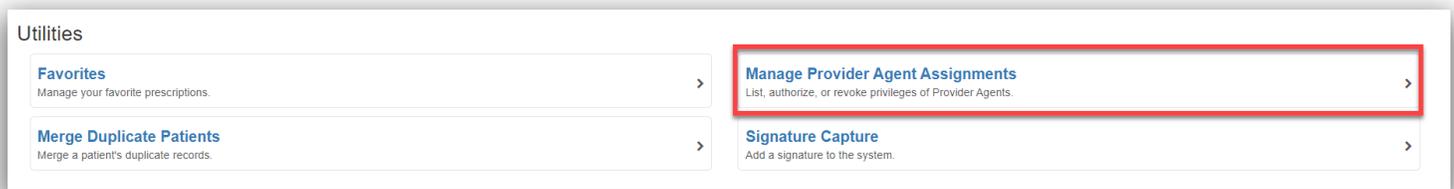
Navigate to [Rcopia's Sign-in Page](#) and log in using your **username** and **password**.

1. Click the **menu icon** (three horizontal lines) on the top-left, then click **Utilities**.



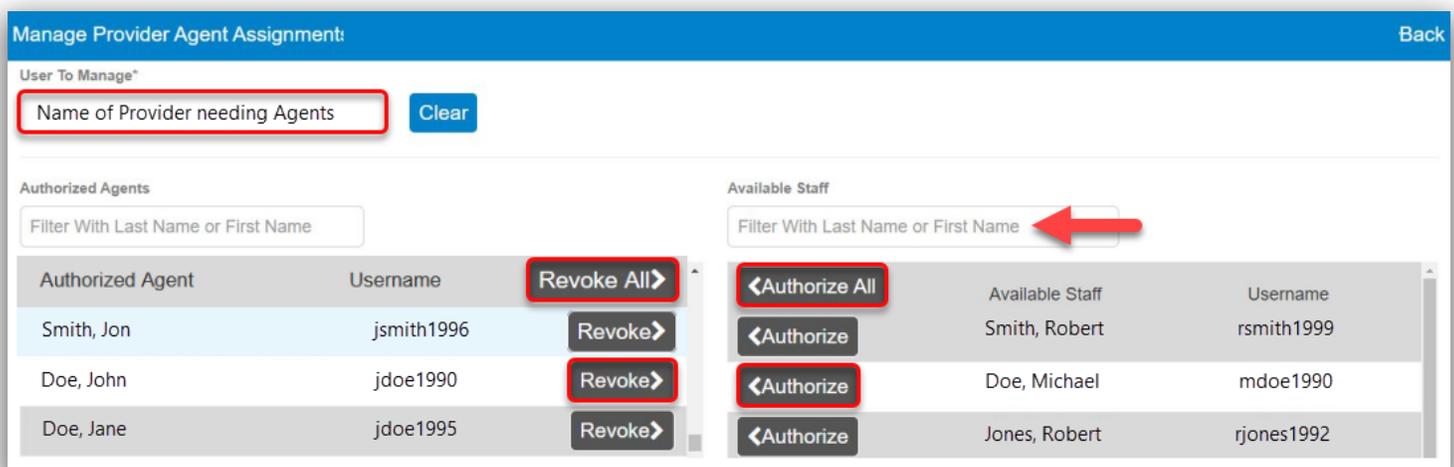
(click to enlarge)

2. Click Manage Provider Agent Assignments.

*(click to enlarge)*

3. Agents may be managed at the **provider** or **staff** (agent) level.

- **Provider level management:** Enter the name of the provider needing agents in the **User to Manage** field. Authorized Agents display on the left and Available Staff display on the right.
 - Clicking **Authorize** moves the user to the Authorized Agents list.
 - Clicking **Authorize All** moves all users to the Authorized Agents list.
 - Clicking **Revoke** moves the user to the Available Staff list.
 - Clicking **Revoke All** moves all users to the Available Staff list.

*(click to enlarge)*

- **Agent level management:** Enter the name of the staff member who will be assigned as a Provider Agent in the **User to Manage** field. Authorized Agents display on the left and Available Providers display on the right.
 - Clicking **Authorize** moves the user to the Authorized Providers list.
 - Clicking **Authorize All** moves all users to the Authorized Providers list.
 - Clicking **Revoke** moves the user to the Available Providers list.
 - Clicking **Revoke All** moves all users to the Available Providers list.

Manage Provider Agent Assignments ← Back

User To Manage*

Clear

Authorized Providers

Authorized Provider	Username	Revoke All >
Doe, John MD	jdoe1990	Revoke >
Doe, Jane MD	jdoe1995	Revoke >

Available Providers

< Authorize All	Provider	Username
< Authorize	Smith, Robert MD	rsmith1999
< Authorize	Doe, Michael MD	mdoe1990

(click to enlarge)

4. Once selections are made, click **Approve Changes**.

Note: Admins must check the box labeled **I affirm that I am an authorized representative of this practice with authority to configure Provider Agents**, then click **Approve Changes**.

Authorized Agents

Authorized Agent	Username	Revoke All >
Smith, Jon	jsmith1996	Revoke >
Doe, John	jdoe1990	Revoke >
Doe, Jane	jdoe1995	Revoke >

Available Staff

< Authorize All	Available Staff	Username
< Authorize	Smith, Robert	rsmith1999
< Authorize	Doe, Michael	mdoe1990
< Authorize	Jones, Robert	rjones1992

I affirm that I am an authorized representative of this practice with authority to configure Provider Agents.

Approve Changes ←

(click to enlarge)

Important Information

- Only providers and Rcopia admins can authorize or revoke provider agent privileges.
- NY state practices cannot use provider agents due to state law regulations (**Manage Provider Agent Assignments** will not populate).
 - If you do not see **Manage Provider Agent Assignments** for practice outside of NY, please ensure the **Allow providers to manage their provider agents** option is selected in Settings > Preferences > Location, Application.

- Provider agents can send all legend (non-controlled) drugs to the pharmacy on behalf of a provider, but cannot send CS (Controlled Substance) scripts. CS scripts can only be sent by an Enrolled/Active EPCS provider, in compliance with DEA regulations.
- Users must be Active (A) to appear within **Manage Provider Agent Assignments** (Inactive (I) or Disabled (D) user accounts will not populate).