

Hikma Customer Portal

Simple, efficient and reliable online ordering

Get streamlined access to addiction therapy medication with simplified online ordering, order status tracking, purchase history and payment solutions. The new site is designed to make the ordering process quick and efficient so you can focus on what matters most—helping your patients on the road to recovery.

order.hikmacommunityhealth.com



Order

Save time with simplified online ordering through our convenient portal.



Track

Get real-time updates as we process and ship your order.



Receive

Manage the receipt of your order with our easy-to-use tools and resources.



Pay

Easily view and pay invoices through our online payment portal.

How to Get Started

If you are an existing customer, visit order.hikmacommunityhealth.com to create your username and follow the steps below:

- 1 Click on **Customer Registration**.
- 2 Select **My facility is a Hikma customer and I need to create a username**.
- 3 Enter your information. Process will require your Hikma Sold To account number.
- 4 You will receive an email confirmation when your user account has been established.



To learn more about the Hikma Customer Portal,
visit order.hikmacommunityhealth.com

hikma.

Controlled Substance Ordering System (CSOS)

Benefits of CSOS

- Improves accuracy by eliminating the paper 222 form
- Quicker turn-around times
- Lower costs per transaction
- Introduces greater security and helps ensure DEA compliance

Overview

- Customer applies for a digital signing certificate issued by the DEA
- Upon approval by the DEA, customer downloads the digital certificate
- Contact Hikma to gain access to the order.hikmacommunityhealth.com website
- Customer can begin ordering their products electronically

How to apply for a digital certificate

To obtain a digital certificate, a DEA registrant must enroll in the CSOS program through the DEA website (deaecom.gov). Every individual who wants to sign electronic orders for controlled substances must enroll with the DEA to acquire his or her own personal digital certificate.

Choose your applicant type

- Registrant – Individual who is authorized to sign DEA applications. The Registrant applicant must name him/herself as Coordinator or delegate the role to another Principle Coordinator or existing subscriber.
- Coordinator – Any individual employed by the DEA Registrants organization. The Principle Coordinator is a required role for each DEA registration number in the CSOS program and will be the primary CSOS contact. If the Registrant is requesting to be the Coordinator, he or she should apply only as a registrant and indicate him or herself as the Coordinator.
- Power of Attorney – Individual with the authority to sign controlled substance orders for a DEA Registrant.

What happens after I enroll



Once the enrollment process is complete, the DEA will send an activation notice via email and postal mail containing your access code and password. These two items (access code and password) must be married up in order for you to retrieve your digital certificate from the DEA website.

When all documentation has been received, contact Hikma Addiction Therapy Services (833.449.3475) to gain access to the order.hikmacommunityhealth.com website. Hikma will assist you in setting up your account and provide training for use of the system.

Addiction Therapy Services

1.833.449.3475

Fax: 1.866.464.1562

Email: usaddictiontherapy@hikma.com
addictiontherapyservices.com