

CASE STUDY

Juno Health Secures DEA-Compliant EPCS with Exostar ProviderPass™

Customer: Juno Health

Industry: Healthcare IT / Electronic Health Records (EHR)

Size: Mid-sized healthcare technology provider
supporting hospitals and health systems nationwide

Product: ProviderPass™ since 2019

EXOSTAR.COM



EXECUTIVE SUMMARY

Ensuring Compliance and Simplifying EPCS Adoption

Juno Health provides cloud-based EHR products primarily for acute care, public health, mental health, and behavioral health hospitals, featuring comprehensive patient engagement, clinical decision support, and advanced analytics. Juno EHR is best known for its system-wide customization capabilities and low-code features that allow healthcare organizations to easily tailor workflows and clinical processes to their specific needs while maintaining regulatory compliance and operational efficiency.

Juno EHR has a native ePrescribing product. In 2019, Juno Health selected Exostar's ProviderPass™ to power electronic prescribing of controlled substances (EPCS) in its ePrescribing

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“Exostar was fantastic working with our team—very timely, very supportive, and made adoption smooth for our customers.”

— Eddie Brito, Director, Product Portfolio, Juno Health



product. With most EPCS products then on the market struggling to maintain DEA accreditation, Juno Health needed a partner that could ensure compliance, support seamless integration, and scale across a growing provider base over the long term.

Today, more than 1,200 healthcare providers prescribe controlled substances securely through the Juno Health module with the support of ProviderPass™. Institutional proofing and flexible authentication options have streamlined onboarding, accelerated adoption, and reduced administrative overhead without sacrificing security and compliance requirements.



Simplified processes with institutional proofing, eliminating redundant identity checks and customer burden



Reduced compliance risk with a fully accredited, DEA-approved product



Improved provider satisfaction through flexible authentication options and responsive support



THE CHALLENGE

Overcoming Compliance Risk and Provider Frustration

Juno Health faced a critical turning point as DEA requirements for EPCS tightened. Providers needed a compliant, reliable way to prescribe controlled substances without burdensome identity proofing steps.

Competitors lost accreditation during review, making compliance a risk. Manual proofing processes created frustration for providers and delayed onboarding, risking adoption of the product for EPCS.

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“We wanted to offer the ability for electronic prescription of controlled substances, but many vendors had lost accreditation at the time. Exostar remained compliant and reliable, which made the choice clear.”

— Benjamin Wanninger, Development Coordinator, Juno Health

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THE SOLUTION

A Flexible, Accredited, and Scalable EPCS Platform

Juno Health implemented Exostar ProviderPass™ to deliver secure identity proofing and strong two-factor authentication—critical components of their EPCS journey.



Accredited Compliance: DEA, NIST, and ONC standards met without disruption.



Flexible Proofing: Support for both individual proofing and institutional proofing, which enabled hospitals to validate their own prescribers and cut onboarding time significantly.



Authentication Options: Providers gained both soft token and hard token options for strong, convenient two-factor authentication.



Ease of Use: ProviderPass™ offered an intuitive, modern approach to EPCS.



Responsive Partnership: Exostar's team supported custom workflows and was able to be flexible with new high priority requests from Juno Health, including a new institutional proofing flow, and provided quick turnaround during critical implementations.

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“The flexibility of the Exostar team was great. They even worked with us on custom items like institutional proofing, which didn't exist before.”

— Benjamin Wanninger, Development Coordinator, Juno Health



THE RESULTS

Scalable Adoption and Satisfied Providers

By embedding ProviderPass™ directly into the ePrescribing tool, Juno Health delivered a product that met regulatory standards while improving user experience:



Scalable Adoption: Over 1,200 providers across health systems now securely prescribe controlled substances.



Streamlined Onboarding: Institutional proofing eliminated the need for repetitive credit-check processes, dramatically reducing registration times.



Reduced Risk of Service Gaps: Responsive support prevented downtime, even on urgent holidays.



Provider Satisfaction: Flexible authentication options, self-management enhancements, and modern SaaS integration improved workflows for both administrators and prescribers.

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“Institutional proofing reduced registration time significantly and made adoption far easier for our large hospital customers.”

— Brody Schroeder, Technical Services Manager, Juno Health



CONCLUSION

Building Long-Term Value Through Trusted Partnership

Juno Health's years-long relationship with Exostar has proven instrumental in enabling EPCS functionality. With ProviderPass™, Juno Health delivers a DEA-compliant, scalable, and user-friendly product that providers trust.

As adoption grows, Juno Health continues to rely on Exostar, not just for technology, but for a trusted partnership and the peace of mind that we'll be there whenever they need us.

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“It's not just the product—it's the Exostar team. Their responsiveness and willingness to partner have been critical to our success.”

— Kim Lockard, Director, Product Marketing, Juno Health

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