

Quick Reference Guide

How to Establish and Activate a
Delegate in CURES, with
Questions and Answers

October 14, 2022

Preliminary Steps

Prior to activating a Delegate Association in CURES, a user must complete two steps.

Step 1: Determine if the prospective Delegate meets the eligibility criteria.* If the prospective Delegate satisfies the eligibility criteria, the user will move to Step 2.

Step 2: Execute a Delegate Agreement* with any eligible Delegate(s) to whom that user wishes to delegate authority to access data in CURES on that user's behalf. **(DOJ has posted Delegate Agreement samples that can be accessed at <https://oag.ca.gov/cures>).**

Once these steps are complete, the user may proceed to activate a Delegate Association in CURES with such Delegates.

**Detailed information concerning Delegate eligibility and Delegate Agreement requirements are described in DOJ's October 14, 2022, bulletin entitled, "New Features and Requirements for Expanded Delegate Access."*

Activating a Delegate Association

After login, the user will land on their CURES dashboard.

Select “My Profile”

Select “Manage Delegates”

The screenshot displays the CURES dashboard for a user named John Doe. The dashboard includes a navigation bar with options like HOME, PATIENT ACTIVITY, RX FORM THEFT/LOSS, and MY PROFILE. The MY PROFILE menu is open, showing options such as View/Edit Profile, Security Settings, Change Password, Change Account Email Addresses, Change Help Desk Questions, Change Username, Manage Delegates, and Add New Profile. A red arrow points to the 'Manage Delegates' option. The main content area features a 'Patient Activity Search' section with a 'Your Saved Searches' dropdown menu. Below this is a search form with fields for Last Name, First Name, and Date of Birth. The footer of the page identifies the user as being from the State of California Department of Justice, Office of the Attorney General.

Activating a Delegate Association

The user is brought to the Manage Delegates page.

Select “Add Delegate”

Manage Delegates

[Add Delegate](#)

You have **0 Delegate Request(s) pending**. Use the table below to **review** your request(s). You have 14 calendar days from when a request is submitted to **Approve** or **Deny** the request.

The Delegate's name or email address in the table below will change if the Delegate registers with a different name or email address.

Number of Delegates: 0

Name	Email Address	Agreement Effective Date	Agreement Expiration Date	Association Status
No data to display				

Activating a Delegate Association

The user will complete the “Add Delegate Agreement” page

- Delegate Agreement Verification
- Delegate Agreement Information
 - Delegate Last Name
 - Delegate First Name
 - Delegate Email Address
 - Term of Agreement
(Effective Date and Expiration Date)
- Certification of Delegate Association

Select “Submit”

Add Delegate Agreement

Delegate Agreement Verification

An Authorizing User must enter into a Delegate Agreement with a Delegate to whom that Authorizing User delegates authority under [California Code of Regulations, title 11, section 824.2](#). The Delegate Agreement must meet the requirements of [California Code of Regulations, title 11, section 824.2](#).

I acknowledge that I have a Delegate Agreement with the below-identified Delegate to whom I delegated authority under [California Code of Regulations, title 11, section 824.2](#), and that the Delegate Agreement meets the requirements of [California Code of Regulations, title 11, section 824.2](#).

Yes No

Delegate Agreement Information

The following fields are required to confirm the Delegate.

Last Name **First Name**

Email Address

Term of Agreement

Provide the effective date and expiration date of the Delegate Agreement entered into between the Delegate and the Authorizing User under [California Code of Regulations, title 11, section 824.2](#). The effective date and expiration date establish the term of a Delegate Agreement. Pursuant to [California Code of Regulations, title 11, section 824.2\(a\)\(3\)](#), the term of a Delegate Agreement may not exceed 12 months from the effective date established in the Delegate Agreement.

Effective Date **Expiration Date**

Certification of Delegate Association

I certify that the above-referenced Delegate information is an accurate representation of the information contained in my written Delegate Agreement with this Delegate under [California Code of Regulations, title 11, section 824.2](#).

Prescribers and Out-of-State Prescribers are responsible for all access and use of CURES or data obtained from CURES by a Delegate to whom that Prescriber or Out-of-state Prescriber has delegated authority, including the Delegate's compliance with [California Code of Regulations, title 11, article 2.4](#), and all applicable provisions of California Health and Safety Code, division 10, chapter 4. When performing a search in CURES that includes a request for prescription dispensation information from a state or states in addition to California, Prescribers and Out-of-State Prescribers must also comply with all applicable laws and regulations of the state or states that are being searched.

I hereby certify that I understand and agree to the foregoing terms and conditions, including my responsibility for the access and use of CURES by my Delegates. Any violation of the terms and conditions of CURES, or any applicable state or federal law or regulation, may result in prosecution.

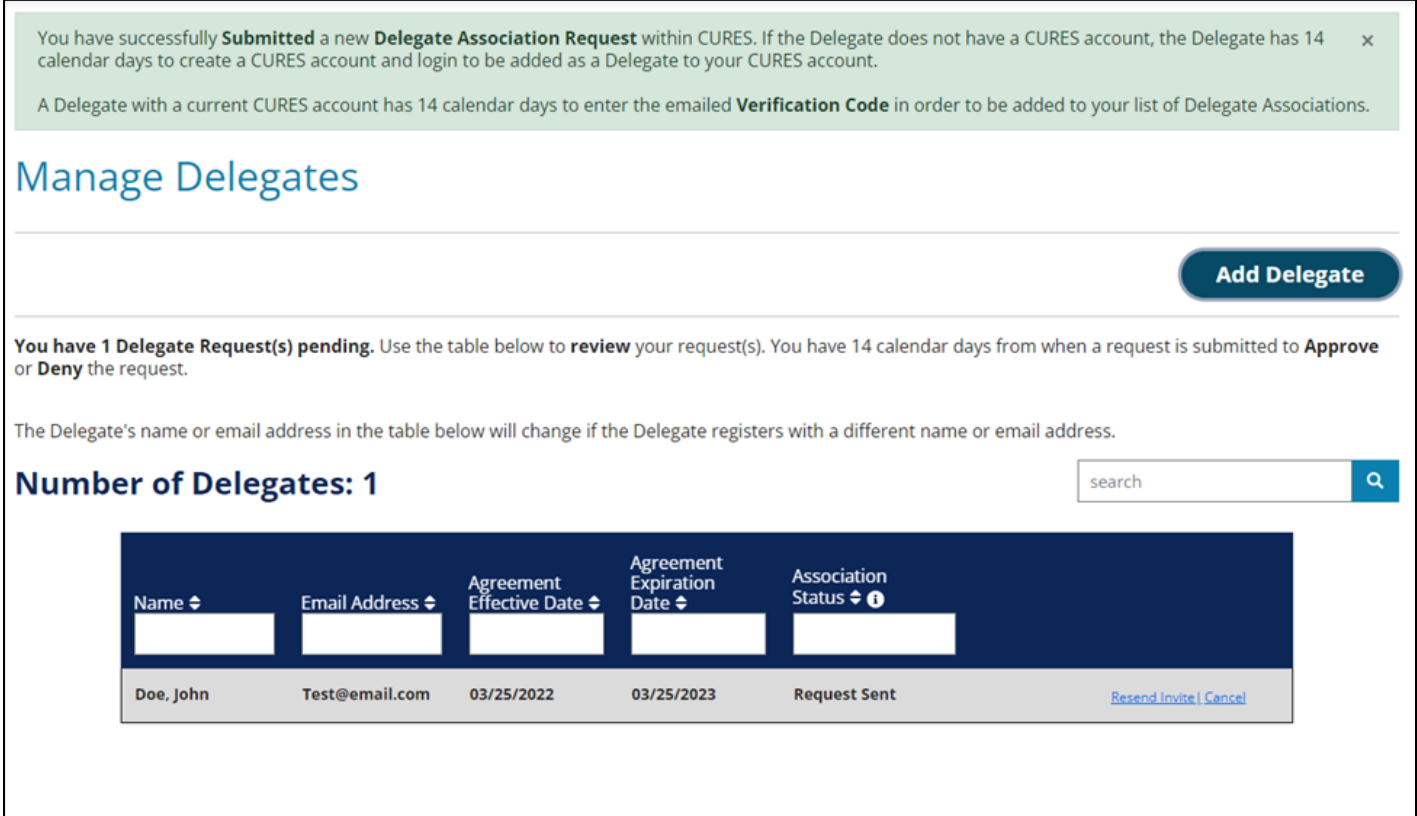
Delegates are notified via the email provided and will have 14 calendar days to accept the request

[Cancel](#)

Activating a Delegate Association

The user will see the confirmation message that a Delegate Association Request was sent.

The Delegate will immediately receive a system-generated email notification that an Authorizing User added them as a Delegate.



The screenshot shows a confirmation message at the top: "You have successfully Submitted a new Delegate Association Request within CURES. If the Delegate does not have a CURES account, the Delegate has 14 calendar days to create a CURES account and login to be added as a Delegate to your CURES account. A Delegate with a current CURES account has 14 calendar days to enter the emailed Verification Code in order to be added to your list of Delegate Associations." Below this is the "Manage Delegates" section with an "Add Delegate" button. A message states: "You have 1 Delegate Request(s) pending. Use the table below to review your request(s). You have 14 calendar days from when a request is submitted to Approve or Deny the request." A search bar is present. Below the search bar, the text reads "The Delegate's name or email address in the table below will change if the Delegate registers with a different name or email address." The "Number of Delegates: 1" is displayed. A table lists the delegate request details.

Name	Email Address	Agreement Effective Date	Agreement Expiration Date	Association Status
Doe, John	Test@email.com	03/25/2022	03/25/2023	Request Sent

[Resend Invite](#) | [Cancel](#)

Activating a Delegate Association

The Delegate will receive an email notification that the Authorizing User added them as their Delegate.

If the Delegate already has a CURES account, they must do the following:

- Login to CURES.
- Enter the unique verification code that was included in the original email notification
(The unique verification code expires 14 calendar days after the date it was issued).

If the Delegate does not yet have a CURES account, they must do the following:

- Create a CURES account using the registration link included in the original email notification
(The registration link will expire 14 calendar days after the date it was issued).

If the Delegate or Authorizing User has any questions, they can contact the CURES Help Desk at cures@doj.ca.gov or (916)210-3187

Questions & Answers

Question: Am I required to establish Delegates?

Answer: No, you are not required to establish Delegates. However, if you want to use Delegates then you will be required to establish Delegate associations using the instructions given in this guide.

Question: How is this new Delegate role different from the prior Delegate role?

Answer: The prior Delegate role only permitted Delegates to initiate Patient Activity Reports on behalf of their Authorizing Users; the Delegates could not directly access those reports. The new Delegate role permits Delegates to directly access Patient Activity Reports in CURES. Pursuant to sections 824.5 and 824.6 of the regulations, Delegates may obtain a Patient Activity Report for a search period not to exceed 24 months from the date of the search. The text of the regulations can be viewed here (URL:

<https://oag.ca.gov/system/files/media/CURES%20-%20Text%20of%20Adopted%20Regulations.pdf>)

Questions & Answers

Question: Who is eligible to serve as a Delegate?

Answer: Eligibility criteria for Delegates is provided in section 824.1(a) of the regulations. An individual must meet this eligibility criteria to serve as a Delegate in CURES. The text of the regulations can be viewed here (URL: <https://oag.ca.gov/system/files/media/CURES%20-%20Text%20of%20Adopted%20Regulations.pdf>).

Question: Will the Department of Justice (DOJ) advise me on whether my staff members are eligible to serve as Delegates?

Answer: No, the DOJ will provide the eligibility criteria, but it is the responsibility of the Authorizing Users, independently or in conjunction with their administrative or legal staff, to determine which staff members are eligible to become Delegates pursuant to eligibility criteria provided in section 824.1 of the regulations. The text of the regulations can be viewed here (URL: <https://oag.ca.gov/system/files/media/CURES%20-%20Text%20of%20Adopted%20Regulations.pdf>).

Questions & Answers

Question: What must be included in the Delegate Agreement between an Authorizing User and the Delegate(s)?

Answer: The Delegate Agreement must include, at a minimum, all of the requirements set forth in section 824.2(a) of the regulations. The text of the regulations can be viewed here (URL: <https://oag.ca.gov/system/files/media/CURES%20-%20Text%20of%20Adopted%20Regulations.pdf>). These requirements are also listed in the *“New Features and Requirements for Expanded Delegate Access”* bulletin, under the section titled “Delegate Agreement.”

Question: Will the Department of Justice (DOJ) provide an example of a Delegate Agreement?

Answer: The DOJ has provided two Delegate Agreement samples, which are posted on the CURES website at <https://oag.ca.gov/cures>. The first sample Delegate Agreement demonstrates an agreement between one Authorizing User and one Delegate. The second sample Delegate Agreement demonstrates an agreement between one Authorizing User and multiple Delegates.

Questions & Answers

Question: Are Authorizing Users permitted to have multiple Delegates? And are Delegates permitted to have multiple Authorizing Users?

Answer: Yes, Authorizing Users are permitted to have multiple Delegates, and Delegates are permitted to have multiple Authorizing Users. The system will allow for Authorizing Users to have up to 50 Delegates, and for Delegates to have up to 50 Authorizing Users.

Question: Are Authorizing Users permitted to have a single Delegate Agreement with multiple Delegates?

Answer: Yes, an Authorizing User may enter into a single Delegate Agreement with multiple Delegates. This is specified in section 824.2(a)(2) of the regulations, which provides: “the Delegate Agreement must only be between one Authorizing User and one Delegate, or between one Authorizing User and multiple Delegates.” The text of the regulations can be viewed here (URL: <https://oag.ca.gov/system/files/media/CURES%20-%20Text%20of%20Adopted%20Regulations.pdf>).