

Alaska
Prescription
Drug
Monitoring
Program



PMP Gateway

Integration Welcome Packet

Alaska Prescription Drug Monitoring Program

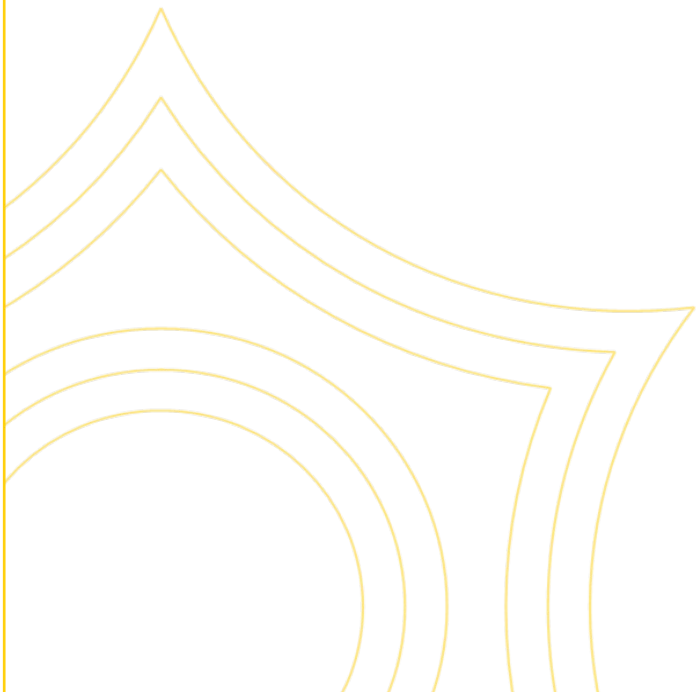
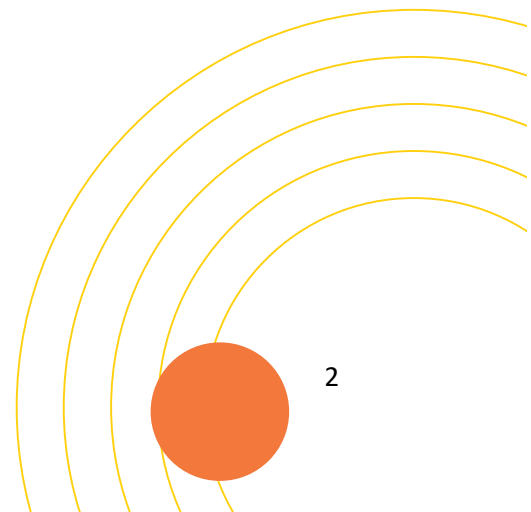


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What is the Alaska Prescription Drug Monitoring Program (PDMP)?

The Prescription Drug Monitoring Program (PDMP) is Alaska's solution for monitoring Schedule II-IV controlled substances dispensed in the state. The PDMP is designed to improve patient care and to encourage cooperation and coordination among state, local, and federal agencies and other states to reduce the misuse, abuse, and diversion of controlled substances. This controlled substance prescription database is delivered through the AWARxE platform and can be accessed at alaska.pmpaware.net.

The PDMP is housed in the Alaska Board of Pharmacy within the Department of Commerce, Community, and Economic Development (DCCED) in the Division of Corporations, Business, & Professional Licensing (CBPL). See [AS 17.30.200](#).

What is PMP Gateway Integration?

PMP Gateway Integration provides a streamlined clinical workflow for providers by allowing users to query the PDMP database within an Electronic Health Record (EHR)/Pharmacy Management System (PMS). The integration eliminates the need for providers to navigate to the web portal, log in, and enter the patient's information. Instead, the EHR/PMS automatically initiates a patient query and returns a view of the patient's controlled substance prescription history report directly within the provider's clinical workflow.

Bamboo Health, through its PMP Gateway product, facilitates communication, information transfer, integration, and support for the state approval process, and the EHR/PMS vendor development process. The PDMP has partnered with [Bamboo Health](#) to provide this integration option to Alaska prescribers and pharmacists utilizing this service since 2019; however, the cost of the license fees has previously been paid by the end user.

Through a partnership with stakeholders at the Alaska Department of Health (DOH) and the Centers for Disease Control and Prevention (CDC) Overdose Data to Action (OD2A) grant, the State of Alaska is now able to offer the PMP Gateway Integration option to all Healthcare Entities (HCEs) in the state. This collaboration allows DCCED to utilize federal grant funding to support integration licensee fees for prescribers and pharmacies in Alaska.

As of September 2022, CBPL will be offering Gateway Integration to all end users as part of a pilot program designed to improve use of the PDMP. Funding for this program will continue based on availability of grant funding and increased utilization by providers in the state. For more information visit pdmp.alaska.gov.

Benefits of Integration

It is important to note that there are key functional differences between a patient query in the PDMP web portal, and through an EHR/PMS integration.

EHR integration removes the need for a user to:

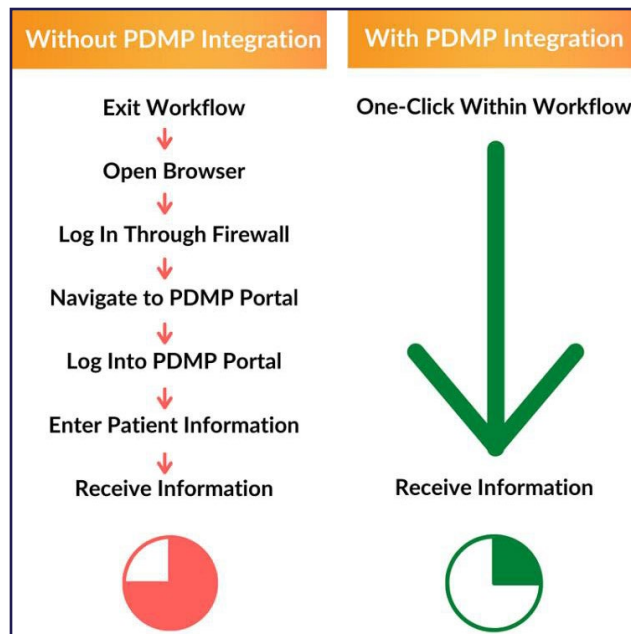
1. Exit the EHR/PMS and log into the PDMP [Web Portal](#)
2. Enter username & password
3. Navigate to the patient search screen
4. Enter a patient's demographic information

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5. Determine the date range to search
6. Select which states to query
7. Click 'search'

Instead of manually entering patient search parameters through the PDMP web portal, PMP Gateway Integration utilizes the patient record within EHR/PMS workflow to perform an automated query and deliver a patient report. This allows users to access the PDMP patient report within seconds of accessing the patient's record in the EHR/PMS without unnecessary data entry or clicks.

The below illustration is an example of PMP Gateway integration efficiency:



Gateway Integration will play a vital role in streamlining a provider's ability to view their patient's data in the PDMP, however it does not entirely replace the web portal. The web portal will continue to be an essential tool with critical functionality. Providers will continue to use the web portal for the following functions:

- Update user profile
- Password reset
- Announcements
- Delegate management
- Licensed Delegate access to conduct searches
- Search history (including delegate search history)
- Partial name search
- Searches that return multiple records
- Interstate data sharing options
- Quarterly prescriber reports
- MyRx (for prescribers)
- PharmacyRx (for pharmacists)

Who has Access through Alaska PDMP Integration?

Access to the PDMP data via the EHR/PMS integration is available to the following PDMP user roles after an integration request is assessed by Bamboo Health and approved by the PDMP Administrator:

- Dentist
- IHS Dispenser
- IHS Dispenser PIC
- IHS Prescriber
- Medical Resident with Prescriptive Authority
- Military Dispenser
- Military Prescriber
- Nurse Practitioner/Clinical Nurse Specialist (APRN with controlled substance prescriptive authority)
- Optometrist
- Pharmacist
- Pharmacist-in-Charge
- Physician
- Physician Assistant
- Podiatrist
- VA Dispenser
- VA Prescriber
- Veterinarian

***PLEASE NOTE:** Due to the nature of integration within a provider's EHR/PMS workflow, delegate access is not permitted. Delegates may continue to access the PDMP through the online web portal: alaska.pmpaware.net.

Role Mapping

When an EHR/PMS sends a query to the PDMP, a few key data elements about the provider requesting the data must be included in the query. In addition to the facility identifiers, the query must include the provider's personal identifier(s), which vary by role. The PDMP requires the EHR/PMS to send professional identifiers for authorized user roles per the table on page 6.

User Verification

PMP Gateway Integration will verify the requesting provider has an approved PDMP user account before returning a patient PDMP report. Information is verified based on the professional identifier provided in the EHR/PMS request and compared to the provider's PDMP user account. The professional identifier provided in the EHR/PMS request must exactly match the professional identifier listed in the user profile of the PDMP user account. If the professional identifiers do not match, the patient query request will fail and return an error message.

***PLEASE NOTE:** If your EHR/PMS is sending Professional License Number in the request, then license type must also be provided, and BOTH must match exactly to what is listed in the Alaska PMP AWARe portal user profile. Dashes, leading zeroes, or spaces will not be stripped out during the matching process.

PMP Gateway integration will verify that the requesting provider has an approved Alaska PMP AWARe user account before returning a patient PDMP report. Information is verified based on the professional identifier provided in the EHR/PMS request and compared to the providers Alaska PMP AWARe user account. The professional identifier provided in the EHR/PMS request must exactly match the professional identifier listed in the user profile of their Alaska PMP AWARe portal user account. If the professional identifiers do not match the patient query request will fail and return an error message.

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If the requesting provider does not have a PDMP user account, they must first register at alaska.pmpaware.net.

Each HCE will need to work with their EHR/PMS vendor to map their EHR/PMS roles to the appropriate PMP Gateway roles using the example table below. Delegates will not be able to access the PDMP via Gateway and will need to continue using the web portal.

AK PDMP User Role	PMP Gateway Role	Credentials Required
Dentist	Dentist	Personal DEA #, Professional License # and Type
Medical Resident with Prescriptive Authority	Medical Resident with Prescriptive Authority	Facility DEA #, Professional License # and Type
Nurse Practitioner/Clinical Nurse Specialist (APRN with controlled substance prescriptive authority)	Nurse Practitioner/Clinical Nurse Specialist	Personal DEA #, Professional License # and Type
Optometrist	Optometrist with prescriptive authority	Personal DEA #, Professional License # and Type
Pharmacist	Pharmacist	Professional License # and Type
Physician	Physician	Personal DEA #, Professional License # and Type
Physician Assistant	Physician Assistant with prescriptive authority	Personal DEA #, Professional License # and Type
Podiatrist	Podiatrist	Personal DEA #, Professional License # and Type
Veterinarian	Veterinarian	Personal DEA #, Professional License # and Type

Potential User Errors

There are a few scenarios where providers accessing the PDMP via PMP Gateway Integration will encounter a “disallowed message”:

- When multiple patients meet the search criteria.
- If the user is not a role authorized to access data via the integration.
- If a provider’s professional identifier sent by the EHR does not match the professional identifier found on the user’s PDMP account.

If a provider encounters a “disallowed message”, the provider should continue with their patient search via the PDMP web portal: alaska.pmpaware.net.

What is the Integration Process?

1. Request Integration

- a. An HCE's authorized decision maker will visit the Customer Connect portal at <https://connect.bamboohealth.com> to complete the organization's request.
- b. Click "Create an Account".
- c. Follow the prompts to input the required information for your healthcare organization's integration request. This includes basic information such as:
 - The organization's primary contact for the Gateway Integration
 - Organizational information: address, number of facilities/providers
 - EHR/PMS vendor information, including primary contact information
 - Number of licenses requested
- d. In addition to providing the required information above, there will be a prompt to execute the associated End User License Agreement.
- e. Once all steps are complete on Customer Connect, your request is forwarded to the Bamboo Health Project Manager for review.
- f. Once reviewed, you will receive an email from Bamboo Health requesting a signed Alaska MOU and a copy of your Alaska Business license.

2. Approval of Request

- a. Once all documents received, Bamboo Health will create production PMP Gateway credentials for your HCE (estimated 4-5 business days).
- b. A request for approval will be sent to the PDMP Administrator. The PDMP Administrator must approve the request before credentials can be sent.
 - The contact provided on the Integration Request Form will receive an automated email once the PDMP Administrator has approved the request for credentials.
- c. Credentials will be sent to your EHR/PMS vendor or the primary contact based on vendor instructions.
- d. To complete integration setup, please contact your EHR/PMS vendor.

3. Testing (if applicable)

- a. Your EHR/PMS vendor will contact the person listed on the Integration Request Form to determine a testing schedule.

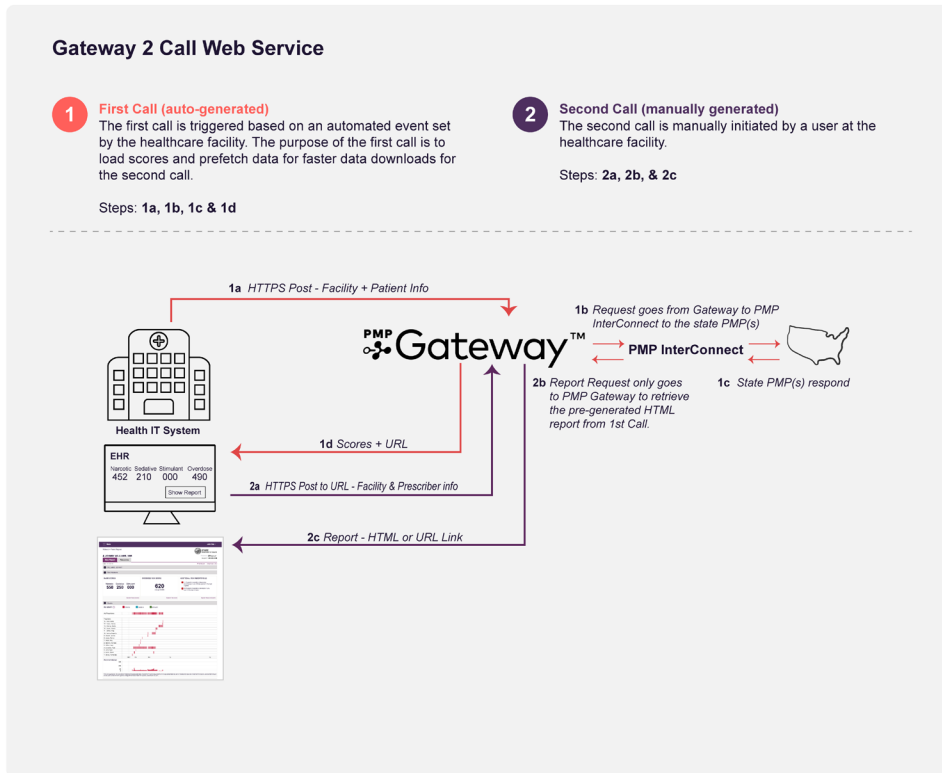
4. Go Live!

***PLEASE NOTE:** Integration process and duration time is dependent upon your EHR/PMS vendor. If you are using Epic as your EHR vendor, the implementation process will vary from the standard process outlined above. Bamboo Health will contact the HCE directly to coordinate the implementation for Epic sites.

***PLEASE NOTE:** Bamboo Health has over 500+ technical connections to PMP Gateway for integrated access. On occasion, we do encounter an EHR/PMS vendor that requires the vendor to complete development work before we can proceed with implementation. If your vendor has not completed the required development work, we will assign an Implementation Engineer to support your request for integration. The Bamboo Health Implementation Engineer will work directly with your EHR/PMS software vendor to ensure all technical documentation is provided, requirements are implemented, and testing is completed.

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What is the workflow of a two-call integration approach?



What additional data elements are used from the EHR request for audit purposes?

- Licensee (organizational account)
- Provider first name
- Provider last name
- Provider identifier (DEA, NPI, or state license number)
- Provider license type (if license number and license type are required)
- Provider role
- Facility name (name of facility where request originates)
- Facility identifier (DEA or NPI number)
- Facility state
- Request date
- Request time
- PMP disclosure ID (identifies the response from the PMP by the identifier assigned by the PMP)

Integration Technical Support

If users are experiencing issues while attempting to access the PDMP via EHR/PMS integration, please contact your HCE's internal IT helpdesk or EHR/PMS vendor for assistance.

*** PLEASE NOTE:** Bamboo Health does not have direct access to troubleshooting issues within an HCE-specific EHR/PMS system. Any issues related to these applications should be directed to your EHR/PMS administrator or respective contact.

If it is determined that the PMP Gateway service is non-operational, please submit a [support](#)

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[request form](#) to Bamboo Health. This will create a service ticket with the Bamboo Health helpdesk to troubleshoot the issue. Please allow up to 24 hours for Bamboo Health to acknowledge your issue. The link to this form can also be found on the PMP Gateway patient report or you can call (833) 307-0310 to speak with a Bamboo Health technical support representative.

* **PLEASE NOTE:** In the event that there is a disruption in the PMP Gateway Integration service, providers may log directly into the web portal to request patient reports at alaska.pmpaware.net.

Frequently Asked Questions

The following functions are only available in the Alaska PMP AWARe web portal and are not accessible through PMP Gateway integration:

- User dashboard
- Delegate access
- Partial name search
- Searches that return multiple records
- MyRx for prescribers to review their prescriptions
- Search history (including delegate search history)
- Delegate management
- User profile
- All interstate data sharing options
- PMP announcements
- Password reset
- Prescriber insights

What should a provider do if they are not registered with their state PDMP?

Providers should register for an Alaska PMP AWARe account by visiting alaska.pmpaware.net/login.

Who is required to access the PDMP?

Providers should review the Alaska PDMP mandates to confirm who is required to register and query the PDMP. Please visit [Use and Exemptions](#) for additional information.

Will a test environment be provided?

Yes, a test environment will be provided to the EHR/PMS vendor to allow testing of the HCE's vendor connection to PMP Gateway, if requested. The test URL will be different than the production URL.

Will test scenarios be provided to my EHR/PMS vendor?

Yes, test scenarios can be provided to the EHR/PMS vendor and responses you might receive during PMP Gateway testing.

Who can I contact for technical support?

Please visit <https://pmpgateway.zendesk.com/hc/en-us> to submit a support request online or you may call (833) 307-0310 to speak with a Bamboo Health representative.

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What if my HCE would like access to multiple states' data?

Bamboo Health will work with the EHR vendor and HCE to ensure integration access to interstate data sharing is available based on the states authorized for data sharing with Alaska.

What if my HCE has locations in different states?

Bamboo Health will work with the EHR vendor and HCE to ensure integration is completed for all requested facilities and locations of the HCE. Please inform the Bamboo Health assigned statewide PMP Gateway project manager if your HCE will include facilities that operate in multiple states.

What is a “facility ID”?

A facility ID is used to identify the facility from which the request is generated. Facility ID is either the Facility NPI or Facility DEA number.

If a health system moves from one vendor to another are new credentials required?

Yes, the new vendor will receive new credentials; however, the HCE will not require additional approval by the PDMP. A new vendor is still required to maintain compliance with the state's integration requirements for roles, provider authorization, and API version.

Is 2-way SSL required to integrate with PMP Gateway?

Yes, 2-way SSL certificates are required with Gateway API version 5.1.

Resources

- Alaska PMP AWAxE Web Portal: alaska.pmpaware.net
- Alaska PDMP homepage: pdmp.alaska.gov
- Alaska PDMP Administrator: akpdmp@alaska.gov
- Questions about this Gateway Integration Welcome Packet: pdmpintegrations@bamboohealth.com