



Appriss Health

# Gateway Integration Welcome Packet

Arkansas Prescription Drug Monitoring Program (PDMP)

# Arkansas Gateway Integration Welcome Packet

## Table of Contents

What is Arkansas PMP AWARxE? .....	3
What is Electronic Health Record/Pharmacy Management Systems Integration?.....	3
What is the integration process?.....	3
The process for an integrated EHR/PMS is as follows: .....	4
If your software vendor has not completed the integration .....	4
Clinical Workflow .....	5
Potential User Errors.....	5
Role Mapping for Authorized Access.....	6
Roles Table .....	6
Post Go-Live Technical Support .....	7

## What is Arkansas PMP AWARxE?

The Arkansas Prescription Drug Monitoring Program (AR PDMP) is an electronic database of all the controlled prescriptions dispensed at Arkansas pharmacies, mail order pharmacies delivered into Arkansas, and other dispensaries such as a veterinary or medical clinic. Pharmacies are required to report the dispensation of a controlled prescription next business day, while veterinary clinics are required to report every 30 days. A controlled substance is a substance that is scheduled II – V on the Arkansas list of controlled substances. Examples of medications on the controlled substance list are hydrocodone, morphine, alprazolam, zolpidem and methylphenidate.

The purpose of the AR PDMP is to:

- Enhance patient care by providing prescription monitoring information that will ensure legitimate use of controlled substances in health care, including palliative care, research, and other medical pharmacological uses.
- Help to curtail the misuse and abuse of controlled substances.
- Assist in combating illegal trade in and diversion of controlled substances.
- Enable access to prescription information by practitioners, law enforcement agents, and other authorized individuals and agencies.

If not already registered, go to: <https://arkansas.pmpaware.net/login>

For more information, visit <https://www.healthy.arkansas.gov/programs-services/topics/prescription-monitoring-program>

## What is Electronic Health Record/Pharmacy Management Systems Integration?

The [Arkansas Department of Health](#) has partnered with [Appriss Health](#) to provide this integration option to Arkansas prescribers and pharmacists utilizing the service called PMP Gateway. PMP Gateway is a multi-state query system that provides access to a majority of state PMPs. Appriss Health, through its PMP Gateway product facilitates communication, information transfer, integration, and support for the state approval process, and the Electronic Health Record (EHR)/Pharmacy Management System (PMS) vendor development process.

Integrating access to the Arkansas PDMP database within an EHR/PMS provides a streamlined clinical workflow for providers. The integration eliminates the need for providers to have to log in separately to the PDMP. Instead, the EHR/PMS automatically initiates a patient search and returns a view of the patient's controlled substance prescription history report directly within the provider's EHR/PMS.

It is important to note that not all EHR/PMS vendors are currently integrated. Please submit your integration request anyway, as the status may change as new vendors are regularly integrated. Your integration process and duration time is dependent upon your vendor.

## What is the integration process?

1. Click Create an Account in the top righthand corner of the page in the Customer Connect Portal (<https://connect.hc.appriss.com/>).
2. Follow the on-screen prompts to gather the needed information for your integration request.
3. Within Customer Connect, you will be asked to e-sign the End User License Agreement (EULA).
4. Appriss Health will contact you and/or your EHR system vendor with next steps. Please allow up to 5 business days for Appriss Health to contact you.

Many EHR/PMS vendors have previously completed the integration development work to deliver Patient PMP history reports within the clinical workflow.

For integration related questions, please email: [pdmpintegrations@apprisshealth.com](mailto:pdmpintegrations@apprisshealth.com)

The process for an integrated EHR/PMS is as follows:

1. Appriss Health creates production credentials for your Healthcare Entity (HCE).
  - a. This process can take up to 5 business days.
2. The Arkansas PDMP Administrator will need to review and approve the request for credentials.
  - a. This process can take approximately 2-3 business days.
  - b. The person identified as the primary point of contact on your integration request form will receive an automated email once your organization is approved.
3. Credentials will then be sent to your EHR/PMS vendor or directly to you, based upon the vendor's onboarding process.
  - a. Appriss Health recommends you contact your EHR/PMS vendor to let them know you submitted a request for integration under the Arkansas statewide integration project.
  - b. You will work directly with your vendor on your roll-out schedule. Appriss Health is not involved with this process.

PLEASE NOTE: If you are using Epic as your EHR/PMS vendor, the implementation process will vary from what is outlined above. The implementation process is more involved at the HCE level and Appriss Health will contact the HCE directly to coordinate the implementation for Epic sites.

If your software vendor has not completed the integration:

1. Your vendor information will be forwarded to an Appriss Health Sales Engineer to prioritize the request and to assist with the integration.
  - a. The sales engineer will provide your IT software vendor with API documentation.
  - b. The sales engineer will provide the necessary testing materials and provide technical support, as needed, to help facilitate your IT software vendor's development wo2.
  
2. Once Appriss Health has approved the integration, your IT software vendor will set a production deployment date and then follow-up when they are ready to deploy.

PLEASE NOTE: Depending upon the engagement level of the vendor or existing project backlog, this process can take up to several weeks or months.

## Clinical Workflow

When determining where in the clinical workflow the EHR/PMS will query the AR PMP AWARe data, it is important to note that there are key functional differences between the AR PMP AWARe portal and EHR/PMS integration. The goal for integration is to provide the key data elements to providers in a streamlined workflow.

EHR integration removes the need for a user to:

1. Exit the EHR/PMS and go to <https://arkansas.pmpaware.net/login>
2. Enter username and password
3. Navigate to a patient request
4. Enter a patient's first name, last name, and date of birth
5. Determine a date range to search
6. Select which states to query
7. Click 'search'

Instead, the integration allows the above detail to perform an automated query to deliver a current patient history report. AR PMP AWARe integration is focused on delivering a streamlined workflow for providers to access a patient report.

Important to note: The following functionalities are only available in the AR PMP AWARe web portal and not available within the EHR/PMS integration:

- Delegate access to conduct searches
- Partial name search
- Searches that return multiple records
- MyRx
- Search history (including delegate search history)
- Delegate management

### Potential User Errors

- User profile
- All interstate data sharing options
- Announcements
- Password reset
- Patient alerts
- Prescriber's Practice Insight Report

There are a few scenarios where EHR/PMS users will encounter a "disallowed message" from PMP Gateway and users will have to complete the search via the AR PMP AWARe web portal. These scenarios are:

- When multiple patients meet the search criteria
- If the user is not a role authorized to access data via the integration, such as delegates.

## Role Mapping for Authorized Access

When the EHR/PMS sends a query to the AR PMP AWAARxE, there are a few key data elements about the requesting provider included in that query. In addition to facility identifiers, the query will include the provider’s credentials: DEA, or Professional License Number and type (vary by role). AR PMP AWAARxE then validates that the provider requesting the data has an active AR PMP AWAARxE account. The credentials populated in the request to identify the requestor must match the credential used in the AR PMP AWAARxE portal.

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 AR PMP AWAARxE portal user profile. Dashes, leading zeroes or spaces will not be stripped out during the matching process.

PLEASE NOTE: Delegates, both unlicensed and licensed, are not able to access AR PMP AWAARxE data via EHR or PMS integration. Instead, delegates will continue to access AR PMP AWAARxE data via the web portal at <https://arkansas.pmpaware.net/login>.

Each HCE will need to map their EHR/PMS roles to the PMP Gateway and AR PMP AWAARxE roles. The complete list of roles and the associated credential that is passed with each request is listed in the table on the following page, which helps to clarify that some users will not have access via the EHR/PMS.

### Roles Table

PMP Gateway Role	AR PMP AWAARxE Role	Identifier Passed with Search Request
Dentist	Dentist	Personal DEA #
Medical Resident with prescriptive authority	Medical Resident with prescriptive authority	Resident Permit #/Type
Nurse Practitioner	Nurse Practitioner or Clinical Nurse Specialist w/prescriptive authority	Personal DEA #
Optometrist with prescriptive authority	Optometrist	Personal DEA #
Physician	Physician	Personal DEA #
Physician Assistant with prescriptive authority	Physician Assistant	Personal DEA #
Pharmacist	Pharmacist	Professional License #/Type
Not applicable	Any delegate role	No integration option

## Post Go-Live Technical Support

If providers are experiencing an issue when attempting to access Arkansas PMP AWARe data via EHR/PMS integration, please have them first contact your internal IT helpdesk for assistance.

PLEASE NOTE: Appriss Health does not control any aspect of the EHR/PMS or the state PDMP. Any issues related to these applications should be directed to your respective contact.

If it is determined that the PMP Gateway service is non-operational, please submit a [support request form](#) to Appriss Health. The link to this form can also be found on the PMP Gateway Report. This will create a service ticket with the Appriss Health helpdesk to troubleshoot the issue. Please allow up to 24 hours for Appriss Health to acknowledge your issue.

PLEASE NOTE: In the event that there is a disruption in the PMP Gateway integration service, providers should log in to the Arkansas PMP AWARe web portal to request patient reports at <https://arkansas.pmpaware.net/login>.

Questions about the Arkansas Gateway Welcome Packet?

Please email [pdmpintegrations@apprisshealth.com](mailto:pdmpintegrations@apprisshealth.com).