Contents

What is the Pennsylvania Prescription Drug Monitoring Program (PDMP) system? ........................................... 2
What is health IT integration? ........................................................................................................................!!! 2
  Cost ............................................................................................................................................................. 2
  Meaningful Use ............................................................................................................................................. 2
  Data security .................................................................................................................................................. 3
What is the integration process? ....................................................................................................................... 3
  Clinical workflow .......................................................................................................................................... 6
  Interstate querying ....................................................................................................................................... 7
  Provider authorization ................................................................................................................................. 7
  Role mapping ............................................................................................................................................. 7
Post implementation technical assistance ........................................................................................................ 8
Relevant hyperlinks ........................................................................................................................................... 8
What is the Pennsylvania Prescription Drug Monitoring Program (PDMP) system?
The PDMP system is an online tool that helps increase the quality of patient care by giving prescribers and dispensers access to their patients’ controlled substance prescription medication history, as well as giving them the information they need to make sound clinical decisions and to refer patients to treatment.

The PDMP system also aids regulatory and law enforcement agencies in the detection and prevention of fraud, drug abuse and the criminal diversion of controlled substances.

Please visit the PDMP website for more information: www.doh.pa.gov/pdmp.

What is health IT integration?
The Pennsylvania Department of Health (DOH) seeks to integrate the PDMP system with electronic health records (EHR) and pharmacy management systems (PMS) across the commonwealth. The goal is to minimize any workflow disruption by providing near-instant and seamless access to critical prescription history information to both prescribers and pharmacists.

All health care entities in Pennsylvania that are legally authorized to prescribe, administer or dispense controlled substances are eligible to apply for integration. This includes ambulatory care units, acute care facilities, emergency care units, physician practices, pharmacies, drug treatment facilities and others.

DOH is partnering with Appriss Health, the service provider of the current PDMP system, to provide this integration service to all health care providers in the commonwealth by utilizing a service called PMP Gateway.

Integrating PDMP data within an EHR/PMS provides a streamlined clinical workflow for providers. The integration eliminates the need for providers to load the browser, log-in to the PDMP, and enter their patient’s name and date of birth. Instead, the EHR/PMS automatically initiates a patient query, validates the provider’s credentials in the PDMP and returns the patient’s prescription record directly within the provider’s EHR/PMS.

Cost
The Appriss PMP Gateway is a proprietary solution with an annual subscription fee based on the number of users. However, DOH is purchasing a 1-year subscription to PMP Gateway for health care entities that successfully integrate before August 31, 2019. The 1-year subscription begins the day PMP Gateway is integrated and available to all individuals authorized to use the PDMP who are employed at the health care entity. **If the integration is not successfully complete before August 31, 2019, then DOH cannot purchase the 1-year subscription.** Availability of funds is subject to change at any time and there is no guarantee that funding will be available to purchase a subscription for a given health care entity.

Meaningful Use
Meaningful Use (MU) provides incentive payments to eligible professionals (EP) and eligible hospitals (EH) that are able to demonstrate the "meaningful use" of electronic health records technology. The PA PDMP meets the definition of a specialized registry. EPs and EHs can meet the MU Stage 2 Specialized Registry objective by completing the following objective:

Successful ongoing submission of patient identifiers to the PDMP system and receipt of corresponding PDMP data using Certified Electronic Health Record Technology (CEHRT).

EPs and EHs can register their intent to complete this objective by filling out the online Integration Request Form. EPs and EHs will receive an electronic acknowledgement from the PA PDMP Office once integration is completed.

Currently, there are no certification and standards criteria specified by the Office of National Coordinator for Health Information Technology 2015 Edition Electronic Health Record (EHR) Technology Certification Criteria corresponding to this particular objective.

Please see the Meaningful Use Public Health Reporting Declaration of Readiness document (PDF) for more information.

Data security
PDMP data contains both personally identifiable information (PII) and protected health information (PHI). To protect patient rights, the highest standard of data security must be applied to PDMP data. To ensure that patient data is protected, it is required that HCEs comply with security measures, which are outlined below.

1. The use of transport layer security (TLS 1.2) with mutual authentication is required for all integrations. Please ensure that you are prepared to conduct two-way TLS requests and receive the response with the security key. Ahead of system integration go-live, HCEs must provide a server certification to the PDMP Office. HCEs are responsible for managing these certificates and renewals as applicable.
2. Each call that initiates a patient request includes credentials to identify the HCE that is requesting the patient report. These credentials are unique to each HCE.
3. Each call that initiates a patient request also includes the professional credentials of the individual who is requesting the patient report. These credentials are validated by the PDMP prior to providing the requested patient report. See the Role Mapping chart on page 7 for details on which credentials should be passed for each provider role.

What is the integration process?
The integration process consists of the following steps:

1. Complete the Integration Request Form.
   a. Only authorized decision makers should fill out the form.

2. Review, sign and return the Terms and Conditions Agreement.
3. **Hospitals and medical practices**: Submit a list of all providers who will have access to the PDMP via Gateway, including their first and last name, Pennsylvania license number, DEA number (if applicable), and NPI number (if applicable). This is a Department of Health requirement.
   a. Per Act 191 of 2014, all prescribers and dispensers must be registered with the PDMP. DOH will validate which providers are registered and return the list back to you.
   b. Please review the template to see how the list must be formatted.
   c. Please review the instructions for how to submit the list securely to the DOH Secure File Transfer Protocol (SFTP) server.

**Pharmacies**: Submit a list of your pharmacy store(s) that will be integrating, including the store name, Pennsylvania license number, and DEA number. This is a Department of Health requirement.
   a. Please review the template to see how the list must be formatted.
   b. Please review the instructions for how to submit the list securely to the DOH Secure File Transfer Protocol (SFTP) server.

4. Wait for your request to be approved for integration by DOH.

5. An Appriss project manager will contact you to confirm the details within your Integration Request Form and to discuss next steps.

Many EHR/PMS vendors have completed the integration development work to deliver PDMP data within the clinical workflow. **If your vendor has completed integration development work already, skip to step 10.**

6. An Appriss project manager (PM) will reach out to the point of contact as listed on your integration request form and schedule a meeting with the following:
   a. Appriss PM
   b. Appriss technical resource
   c. HCE point of contact
   d. EHR/PMS vendor

7. Appriss will provide the EHR/PMS vendor with API documentation (http://appriss-operations.github.io/pmp_gateway_docs/v5/). The API documentation provides technical information to EHR/PMS vendors on how to electronically interface with the Gateway and retrieve PDMP data. Note: Depending on the engagement level of the vendor or existing project backlog, this process can take up to several months.

8. Appriss will provide testing instructions and test patients to the EHR/PMS vendor and will provide technical support as needed.

9. Before moving any clients to production, DOH requires EHR/PMS vendors to demo the PMP Gateway integration with their product(s) so that they may provide any additional recommendations or changes. This demo will include representatives from the PDMP Office as
well as Appriss.

10. Appriss creates production credentials for your health care entity.
   a. This process should take two to three business days.
   b. It is recommended you contact your EHR/PMS vendor to let them know you have submitted a request to be integrated under the statewide integration project.

11. Your EHR/PMS vendor will reach out to you to start the integration process.

12. You must create a certificate signing request that can be submitted to the PMP Gateway certificate authority. PMP Gateway then generates a certificate that the licensee uses to make requests to PMP Gateway’s two-way TLS enabled endpoint.
   a. You must have an active licensee administrator account in PMP Gateway.
      i. You will be issued your account information when your production credentials are sent.
   b. Additional configuration details will be sent with the account information.

13. You will work with your EHR/PMS vendor to ensure all prescriber roles are mapped correctly to the appropriate Gateway role.
   a. The role mapping must be submitted to Appriss and validated by DOH. This does not apply to pharmacies. Please review the role mapping template to see how it should be formatted. The role mapping should be sent to pa_gateway_requirements@apprisshealth.com.

14. You will work with your EHR/PMS vendor to determine the final roll-out schedule and communicate this timeline with DOH.

15. Once testing is complete, send an email to DOH (ra-dh-pdmp@pa.gov) confirming that testing was successful. Once this is received, DOH will approve your access. You should receive an automated email once you are approved.

16. Once integration is verified, DOH will provide confirmation email/certificate to the HCE.

17. DOH may request a follow-up “lessons learned” session with the HCE approximately two weeks after go-live.

Throughout the process, DOH requires that HCEs provide bi-weekly status updates containing the following:
   a. Updated timeline with estimated go-live date; and
   b. Any barriers or roadblocks encountered.
Clinical workflow

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

EHR/PMS integration removes the need for a user to:

1. Exit the EHR/PMS and go to https://pennsylvania.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 the date range to search;
6. Select which states to query; and
7. Click “search.”

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

DOH requires that all providers have a validated and active user account with the PDMP web portal for security purposes and to ensure access to additional functionality not included in EHR/PMS integration.

PDMP functionality not included in EHR/PMS integration:

1. Delegation of access to conduct PDMP searches
2. Partial name search
3. Searches that return multiple records
4. MyRx
5. Search history (including delegate search history)
6. Bulk patient search
7. User profile
8. All interstate data sharing options
9. Important announcements

There are a few scenarios in which EHR/PMS users will encounter a “disallowed message” from the PMP Gateway. These scenarios are:

1. When multiple patients meet the search criteria
   a. If this occurs, the user must complete the search via the PDMP web portal.
2. If the user does not have an active account with the PDMP

* Each HCE can choose which specific state(s) they would like to automatically query as part of the integration. Typically, HCEs select one or two neighboring states. However, on the PDMP web portal, your providers will still be able to select from all states currently connected with Pennsylvania.
a. If this occurs, the user will need to register an account on the PDMP web portal before proceeding.

**Interstate querying**

HCEs can choose which specific state(s) they would like to automatically query as part of the integration. A list of states the Pennsylvania PDMP is currently connected to can be found on the [PDMP website](#). As a prerequisite for querying other state PDMPs, HCEs must complete the Gateway Licensee Questionnaire and provide it to Appriss. The purpose of this document is to gather information related to your access and use of PDMP data. This information will be provided to the administrator of the state PDMP you wish to access.

**Provider authorization**

DOH requires that every patient query submitted to the gateway contain the requesting provider’s first and last name, professional license number, DEA number (if applicable) and NPI number (if applicable). If the provider is not registered with the PDMP, they will not be allowed to retrieve any patient reports. Per Act 191 of 2014, all prescribers and dispensers must be registered with the PDMP. During the integration process, Appriss will validate which of your providers are registered and return a list back to you. (See step 3 under the integration process.)

**Role mapping**

When the EHR/PMS sends a query to PDMP, there are a few key data elements about the provider requesting the data included in that query. In addition to the facility identifiers, the query will include the provider’s credentials: DEA, NPI and/or professional license number. For the best results, all three credentials should be sent if they are available. The PDMP system then validates whether the provider requesting the data has an active account.

Delegates, both unlicensed and licensed, are not able to access PDMP data via EHR/PMS integration. Instead, delegates will continue to access the PDMP via the web application.

Each HCE will need to map their EHR/PMS roles to the PMP Gateway and PDMP roles. The complete list of roles and the associated credential that is passed with each request is listed below. Provider roles not described below are not able to have access to via EHR/PMS integration.

<table>
<thead>
<tr>
<th>PMP Gateway Role</th>
<th>Description</th>
<th>Credential passed with search request</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician (MD, DO)</td>
<td>Physicians with personal DEA numbers; includes podiatrists; excludes medical residents</td>
<td>Professional license, personal DEA, NPI. Send all applicable.</td>
</tr>
<tr>
<td>Dentist</td>
<td></td>
<td>Professional license, personal DEA, NPI</td>
</tr>
<tr>
<td>Nurse practitioner</td>
<td>Nurse practitioners and midwives with prescriptive authority</td>
<td>Professional license, personal DEA, NPI</td>
</tr>
<tr>
<td>Physician assistant with prescriptive authority</td>
<td>Professional license, personal DEA, NPI</td>
<td></td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>----------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Pharmacist</td>
<td>Professional license</td>
<td></td>
</tr>
<tr>
<td>Medical resident with prescriptive authority</td>
<td>Medical residents with their own personal DEA numbers</td>
<td>Professional license, personal DEA, NPI</td>
</tr>
<tr>
<td>Optometrist with prescriptive authority</td>
<td>Professional license, personal DEA, NPI</td>
<td></td>
</tr>
<tr>
<td>Other prescriber</td>
<td>Professional license, NPI</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Please note:</strong> Prescribers without a DEA will only have access via PMP Gateway API v5 and not NCPDP or ASAP.</td>
<td></td>
</tr>
</tbody>
</table>

**Post implementation technical assistance**

If users are experiencing an issue when attempting to access PDMP data via the EMR/PMS, please first contact your internal IT helpdesk for assistance. Please note: Appriss does not control any aspect of your EMR/PMS. Any issues related to your EMR/PMS vendor’s application should be directed to your EMR/PMS vendor contact.

If it is determined that the PMP Gateway service is non-operational or not functioning properly, please submit an [online support request form](#) to Appriss. This will create a service ticket with the Appriss helpdesk to troubleshoot the issue. Technical assistance is currently available 24 hours a day, 7 days a week and 365 days a year.

In the event there is a disruption in the PMP Gateway integration service, providers should login to the PDMP web portal to request patient reports.

If you have not received adequate support above, or need to escalate an issue, you can reach the PDMP Office directly by calling 844-377-7367 (844-377-PDMP) from Monday through Friday 9 a.m. to 5 p.m. EST or by emailing us at [RA-DH-PDMP@pa.gov](mailto:RA-DH-PDMP@pa.gov).

**Relevant hyperlinks**

- [Pennsylvania PDMP Website](#)
- [Pennsylvania PDMP System](#)
- [PMP Clearinghouse](#)