PA PDMP Vendor Transition FAQ

General Information

Q: What is happening?

A: The PDMP system will transition to a new vendor, LogiCoy. The transition period will **begin on January 10, 2022 and end on February 14, 2022**.

Until February 14, 2022 PDMP users will continue to use PMP Aware to search patients and PMP Clearinghouse to upload data. On February 14, 2022, PDMP users will begin using the LogiCoy PDMP to search patients and upload data.

Q: Will the PDMP vendor transition affect the PA PMP Gateway?

A: No. Only the PDMP System vendor will change. Appriss will continue to offer PMP Gateway in Pennsylvania.

Q: Will all users of the PA PDMP System need to transfer their accounts to the new system?

A: Yes. All users are required to transfer their account to the new system during the transition period beginning on January 10, 2022 and ending February 14, 2022. The transfer process has been designed to take less than 2 minutes for the average user.

During this time all PDMP users must:

1.   Visit https://pdmp.health.pa.gov/

2.   Click "Transfer Account or Register"

3.   Follow the prompts and enter their information

4.   Ensure the information is correct and submit

Q: Why are all PA PDMP System Users required to transfer their accounts?

A: Account transition is required to ensure security of the PDMP system and accuracy of the user's information. The PDMP contains both protected health information for patients as well as confidential information regarding users. The Pennsylvania PDMP Office must require users to re-authenticate their identity and their eligibility to access the system to ensure the security of the system and the data within.

Q: Will there be any lapse in access to the PDMP during this transition?

A: No, as long as the user transitioned their account, they will be able to access the PDMP without disruption. The PDMP system transition will be seamless and there will not be a time where a PA PDMP system is unavailable to users. Before February 14, 2022, PDMP users will continue to use PMP Aware to search patients and PMP Clearinghouse to upload data. On

February 14, 2022, PDMP users will begin using the LogiCoy PDMP to search patients and upload data.

Users who access the PDMP through their organization's EHR will not need to change how they search patients and will not experience any changes to their EHR's connection to the PDMP.

Q: Will there be any disruption in accessing the PDMP system through Electronic Health Record (EHR) systems or pharmacy management systems?

A: No. There will not be any disruption in current user's ability to access the PDMP through their EHR system or pharmacy management system. If your organization has integrated the PDMP into your EHR system using PMP Gateway or RxCheck, you will not need to change any configurations of your integration. LogiCoy will make this change with PMP Gateway and RxCheck on February 14, 2022.

Q: Will a user be able to transfer their account to the new system if they have forgotten their username and/or password to the Appriss system?

A: Yes. Users will not need their Appriss Aware or Clearinghouse login credentials to create their account in the LogiCoy system. Please note, before February 14, 2022, PDMP users will continue to use PMP Aware to search patients and PMP Clearinghouse to upload data. On February 14, 2022, PDMP users will begin using the LogiCoy PDMP to search patients and upload data.

Users who access the PDMP through their organization's EHR or pharmacy management system will not need to change how they search patients and will not experience any changes to their EHR or pharmacy management system's connection to the PDMP.

Q: Will there be new integration options available?

A: The LogiCoy system will support all existing integration options currently available in Pennsylvania.

LogiCoy will also offer new integration options. The Pennsylvania PDMP Office will release more information in the coming months regarding new integration options and will assist in facilitating discussions between interested organizations and LogiCoy. If you are interested in learning more about new integration options, please contact the PA PDMP Office at RA-DH-PDMP@pa.gov.

Q: What differences can users expect with the new system?

- Streamlined account transfer and registration
- Easier registration for residents
- Quicker access to patient reports
- Improved visualizations
- More integration options
- Single platform for pharmacy users

- Password reset by text message or email

Q: Are tutorials available for the new system?

A: Videos and guides on how to register, search, and use the new PDMP system are available in the "Training Resources" section of the PDMP. Visit the LogiCoy PDMP and select "Training Resources" at the bottom of the page to view information about account transfer and registration. Once logged into the PDMP, scroll to the bottom of the page and select "Training Resources" to view instructions on how to utilize the system. Additionally, page walk through buttons can be found on the top of each page which guide users through the page's functionality.

Q: Which browsers support the new system?

A: The new system is supported by Safari, Chrome, Firefox, Edge, and Internet Explorer (11+).

Q: Will the new PDMP system have the same web address?

A: No. The web address to the new PDMP will be: https://pdmp.health.pa.gov/

Q: Where can we send questions regarding the new system?

A: Technical support questions can be directed to LogiCoy at 844-939-0999 or sent via email to: papdmp@logicoy.com.

Policy questions can be directed to the Pennsylvania PDMP office at 844-377-7367 (844-377-PDMP) from Monday through Friday 8 a.m. to 4 p.m. EST or sent by mail to: RA-DH-PDMP@pa.gov.

Prescribers

Q: What are the benefits of the PDMP system transition to prescribers?

A: The PDMP system transition will bring new enhancements to the PDMP that are based on feedback from PDMP users, including quicker access to patient reports and enhanced visualization to make interpreting reports easier. Additionally, account transfer and registration has been significantly streamlined by connecting the PDMP system to Pennsylvania's professional licensing system. This means that users will be able to enter basic information about themselves (such as their license number, DEA number, NPI number, and last four digits of their SSN) to confirm their identify and the system will pre-populate the rest.

Residents will also be able to register for the LogiCoy system quicker than ever before. They will no longer be required to upload documents and wait for the state administrator to review. Instead, they will enter their license number and the system will automatically validate their identity using the Pennsylvania professional licensing system.

Q: Will prescribers be required to transfer their accounts to the new PDMP system?

A: Yes. Starting on January 10, 2022, PDMP users will need to transition their accounts to create new login credentials within the LogiCoy PDMP system. Transitioning accounts takes an average user less than two minutes, as registration has been streamlined to pre-populate information based on the user's professional license information.

The transfer account period begins on January 10, 2022 and ends February 14, 2022. During this time all PDMP users must:

1. Visit https://pdmp.health.pa.gov/

2. Click "Transfer Account or Register"

3. Follow the prompts and enter their information

4. Ensure the information is correct and submit

Q: Are all Pennsylvania licensed prescribers required to register for the PDMP?

A: As of January 1, 2017, all licensed prescribers who are lawfully authorized to distribute, dispense, or administer a controlled substance in the Commonwealth of Pennsylvania are required to register with the program. This does not include veterinarians.

Q: What do prescribers need in order to transfer their account?

A: To transfer their account, prescribers will need their:

• Pennsylvania Professional License Number

• National Provider Index (NPI) Number

• Drug Enforcement Agency (DEA) Number *if applicable*

Q: Will there be any disruption in accessing the PDMP system through Electronic Health Record (EHR) systems?

A: No. There will not be any disruption in current user's ability to access the PDMP through their EHR system. If your organization has integrated the PDMP into your EHR system using an integration vendor (like PMP Gateway or RxCheck) or if you use a third-party analytics tool (like NarxCare), you will not need to change any of your integration configurations. LogiCoy will make this change in collaboration with integration vendors on February 14, 2022.

Q: What if I am licensed in multiple states including Pennsylvania, but I do not prescribe, dispense, or administer any medications in Pennsylvania?

A: All licensed prescribers who are lawfully authorized to prescribe, dispense, or administer a controlled substance in the Commonwealth of Pennsylvania are required to register with the Pennsylvania PDMP. During account transfer or registration, when asked what best describes you, please be sure to review the options thoroughly. If you do not dispense or prescribe in Pennsylvania, you must select "None of the Above" and follow the remaining prompts to satisfy the registration requirements of Act 191 of 2016.

Q: What if I am licensed in multiple states and am already registered with another state's PDMP system?

A: Act 191 of 2014 requires every prescriber and pharmacist who are lawfully authorized to distribute, dispense, or administer a controlled substance in the Commonwealth of Pennsylvania to register with the Pennsylvania PDMP. During account transfer or registration, when asked what best describes you, please be sure to review the options thoroughly. If you do not dispense or prescribe in Pennsylvania you must select "None of the Above" and follow the remaining prompts to satisfy the registration requirements of Act 191 of 2016.

Pharmacists, Pharmacies, Dispensing Physicians, and Data Submitters

Q: Will pharmacies and data submitters be able to test data submissions with the new system?

A: Pharmacies, dispensing physicians, and data submitters will be able to test data submissions during the transfer period beginning on January 10, 2022 and ending February 14, 2022. Please note, data submitted to the LogiCoy system prior to February 14, 2022 is for testing purposes only. All pharmacies are required to continue submitting data to PMP Clearinghouse until February 14, 2022.

Q: What will pharmacists need to transfer their account?

A: To transfer their accounts, pharmacists will need their:

• Pennsylvania Professional License Number

• Employer/Pharmacy's Drug Enforcement Agency (DEA) Number

• Employer/Pharmacy's Pennsylvania License Number

Q: What will data submitters need to transfer their account?

A: To transfer their accounts, data submitters will need:

• A valid form of identification (Driver's License, Passport, Government ID)

Q: What will dispensing physicians need to transfer their account?

A: To transfer their accounts, dispensing physicians will need to first register as a prescriber. To transfer their account as a prescriber, dispensing physicians will need their:

• Pennsylvania Professional License Number

• National Provider Index (NPI) Number

• Drug Enforcement Agency (DEA) Number *if applicable*

Once their account is created, dispensing physicians will need to contact LogiCoy Technical Support or the PA PDMP Office to activate their access to data submission features. Contact information for LogiCoy and the PA PDMP Office can be found here: Contact (pa.gov).

Q: Are all Pennsylvania licensed Pharmacists required to be registered for the PDMP?

A: As of January 1, 2017, all licensed pharmacists who are lawfully authorized to distribute, dispense, or administer a controlled substance in the Commonwealth of Pennsylvania are required to [register](#) with the program. This does not include veterinarians.

Q: Will there be any disruption in accessing the PDMP system through pharmacy management systems?

A: No. There will not be any disruption in current user's ability to access the PDMP through their pharmacy management system. If your organization has integrated the PDMP into your pharmacy management system using an integration vendor (like PMP Gateway or RxCheck) or if you use a third-party analytics tool (like NarxCare), you will not need to change any of your integration configurations. LogiCoy will make this change in collaboration with integration vendors on February 14, 2022.

Q: Are all pharmacists and data submitters required to register with the PDMP?

A: As of January 1, 2017, all individuals lawfully authorized to dispense in the Commonwealth of Pennsylvania, including mail order and internet sales of pharmaceuticals, must register with the program.

Q: What if I am a pharmacist who is licensed in Pennsylvania, but who is employed by a federal facility, military facility, or Veterans Affairs facility that does not have a Pennsylvania license number?

A: If you are a Pennsylvania licensed pharmacist working at a federally operated facility, please contact the Pennsylvania PDMP office at 844-377-7367 (844-377-PDMP) from Monday through Friday 8 a.m. to 4 p.m. EST or by email at RA-DH-PDMP@pa.gov for further instructions.

Q: What if I am licensed in multiple states including Pennsylvania, but I do not dispense any medications in Pennsylvania?

A: All licensed dispensers who are lawfully authorized to distribute, dispense, or administer a controlled substance in the Commonwealth of Pennsylvania are required to [register](#) with the program. During account transfer or registration, when asked what best describes you, please be sure to review the options thoroughly. If you do not dispense or prescribe in Pennsylvania you must select "None of the Above" and follow the remaining prompts to satisfy the registration requirements of Act 191 of 2016.

Q: What if I am licensed in multiple states and am already registered with another state's PDMP system?

A: Act 191 of 2014 requires every prescriber and pharmacist who are lawfully authorized to distribute, dispense, or administer a controlled substance in the Commonwealth of Pennsylvania are required to [register](#) with the program. During account transfer or registration, when asked what best describes you, please be sure to review the options thoroughly. If you do not dispense or prescribe in Pennsylvania you must select "None of the Above" and follow the remaining prompts to satisfy the registration requirements of Act 191 of 2016.

Delegates

Q: When can delegates transfer their accounts to the new system?

A: Delegates can start transferring their accounts starting on January 10, 2022; however, at least one of a delegate's supervisors must transfer their own account to the new system before a delegate can transfer their account, as it is a requirement to identify at least one supervisor when transferring a delegate account.

Q: How can a delegate add additional supervisors to their account?

A: Delegates must identify at least one supervisor when transferring their account. Once a delegate has an approved account, they can add additional supervisors so that they can search patients on behalf of multiple supervisors. To add additional supervisors to your delegate account, visit the LogiCoy PDMP and select "Supervisor Management" from the toolbar on the left. Next, select "Add New Supervisor" and enter the email address associated with your supervisor's PDMP account. If an account is associated with the email address provided, the delegate should review and verify the supervisor's information. Supervisors will be listed under "Activation Request" until they approve the delegate's request. Supervisors who have approved the request will appear on the "My Supervisors" list, and delegates can begin to query for them.

Q: Do delegate accounts require approval from a supervisor?

A: Yes. Delegate accounts require approval from at least one supervisor before they can transfer their account to the new system. Each supervisor must approve the delegate within the PDMP system in order for the delegate to search patients on behalf of the supervisor(s).

Q: What do delegates need in order to transfer their account?

A: To transfer their account, delegates will need:

• The email address their supervisor (person they will search patients on behalf of) used to create their LogiCoy PDMP account

• A valid form of identification (Driver's License, Passport, Government ID)

Q: Will delegates with professional licensures need any additional information in order to transfer their account?

A: Delegates who are professionally licensed in Pennsylvania will be asked to provide their licensure number and license type during the transfer process.

Organizations

Q: My organization has integrated the PDMP into our EHR system using PMP Gateway, do we need to change anything about our integration?

A: No. Appriss will remain an integration vendor and will continue to offer PMP Gateway in Pennsylvania. This means if your organization wishes to continue working with Appriss to utilize

PMP Gateway, your organization does not have to sign a contract with a new integration vendor or change any integration configurations with your EHR vendor. The connection between the PDMP Database and the integration hubs will be automatically configured by LogiCoy (the new PDMP vendor), which means as soon as the database changes vendors, the integration hubs will begin receiving data from the new database.

Q: My organization has integrated the PDMP into our EHR system using RxCheck, do we need to change anything about our integration?

A: No. RxCheck will remain an integration option in Pennsylvania. This means if your organization wishes to continue using RxCheck, your organization does not need to change any integration configurations with your EHR vendor. The connection between the PDMP Database and the integration hubs will be automatically configured by LogiCoy, which means as soon as the database changes vendors, the integration hubs will begin receiving data from the new database.

Q: Will my IT department need to be notified of the vendor transition?

A: We recommend that organizations notify their IT desk of the upcoming PDMP system vendor transition so they can appropriately field questions from staff members about the system transition or account transfer. Technical support questions can be directed to LogiCoy at 844-939-0999 or sent via email to: papdmp@logicoy.com.

Policy questions can be directed to the Pennsylvania PDMP office at 844-377-7367 (844-377-PDMP) from Monday through Friday 8 a.m. to 4 p.m. EST or sent by mail to: RA-DH-PDMP@pa.gov.

Q: My organization has a link to the PDMP in our EHR, do we need to make any changes?

A: If your EHR has a link that directs to PMP Aware, you will need to update the link to direct to the new PDMP system after February 14, 2021. The link should be updated to: https://pdmp.health.pa.gov/

Q: Will there be any disruption in accessing the PDMP system through Electronic Health Record (EHR) systems or pharmacy management systems?

A: No. There will not be any disruption in current user's ability to access the PDMP through their EHR system or pharmacy management system. If your organization has integrated the PDMP into your EHR or pharmacy management system using an integration vendor (like PMP Gateway or RxCheck) or if you use a third-party analytics tool (like NarxCare), you will not need to change any of your integration configurations. LogiCoy will make this change in collaboration with integration vendors on February 14, 2022.

Q: Do Pennsylvania licensed prescribers and pharmacists employed by a federal facility, military facility, or Veterans Affairs facility without a state license number need to register?

A: All prescribers and pharmacists licensed by Pennsylvania must register for the PDMP. Questions regarding a federally operated facility's lack of a Pennsylvania license number should

be directed to the Pennsylvania PDMP office at 844-377-7367 (844-377-PDMP) from Monday through Friday 8 a.m. to 4 p.m. EST or sent by email to RA-DH-PDMP@pa.gov.