

Missouri
Prescription
Drug
Monitoring
Program



PMP Gateway

Integration Welcome Packet

Missouri Prescription Drug Monitoring Program

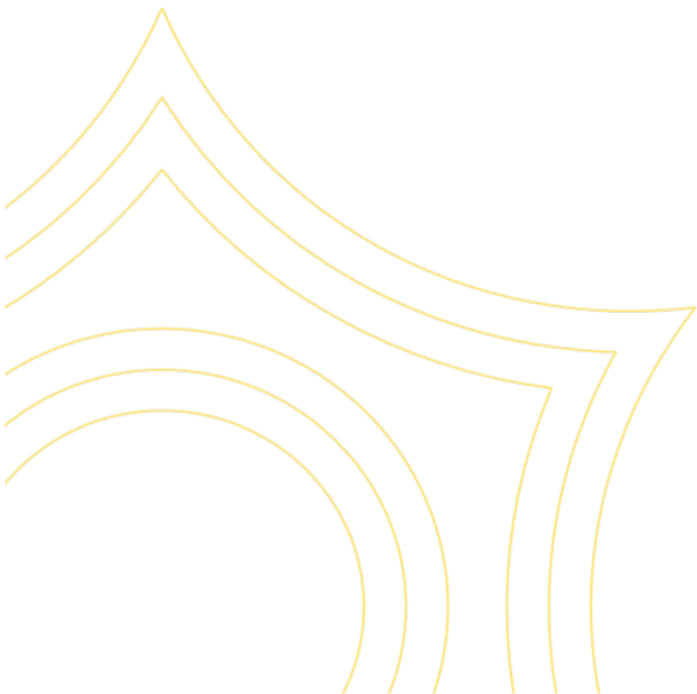
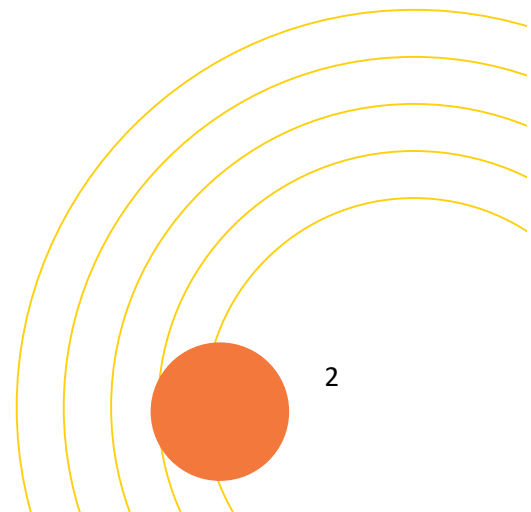


Table of Contents

What is the Missouri PDMP?	3
What is PMP Gateway Integration?	3
Benefits of Integration	4
Who has Access through Missouri PDMP Integration?	5
Role Mapping.....	5
User Verification.....	5
Potential User Errors	6
What is the Integration Process?	7
Integration Technical Support.....	8
Resources	8
Frequently Asked Questions.....	9



What is the Missouri PDMP?

The [Missouri Prescription Drug Monitoring Program \(PDMP\)](#) utilizes PMP AWARxE, a secure Software-as-a-Service (SaaS) platform, that provides superior technology designed to enhance flexibility in methods of collecting prescription data, ensuring the highest quality and integrity of the data collected, significantly enhancing the end-user experience, and integrating PDMP data into clinical workflows. This platform is used across the state of Missouri to improve public health by providing controlled substance drug use information prior to prescribing or dispensing those drugs. The goal of the PDMP is to promote the quality of patient care and appropriate use of controlled substances for legitimate medical purposes, including deterrence of misuse and diversion of schedule II, III or IV controlled substances by:

- Inclusion of more accurate and complete data tracking of opioids and other scheduled drug prescriptions
- Helping prescribers and pharmacists make safe prescribing and dispensing decisions
- Improving the identification and education of high-risk indicators (e.g., overdose and substance use disorders)

What is Missouri PDMP Gateway Integration?

The Missouri PDMP has partnered with [Bamboo Health](#) to provide this integration option to Missouri prescribers and pharmacists utilizing the service called PMP Gateway. Bamboo Health, through its PMP Gateway product, facilitates communication, information transfer, integration, and support for the state process, and the Electronic Health Record (EHR)/Pharmacy Management System (PMS) vendor development process.

Missouri's Joint Oversight Task Force for Prescription Drug Monitoring (JOTF) is collaborating with Bamboo Health to provide the PMP Gateway integration option to all healthcare entities (HCE) in the state.

Integrating access to the Missouri 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 PMP AWARxE web portal. 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.

PMP Gateway Integration Welcome Packet

Benefits of Integration

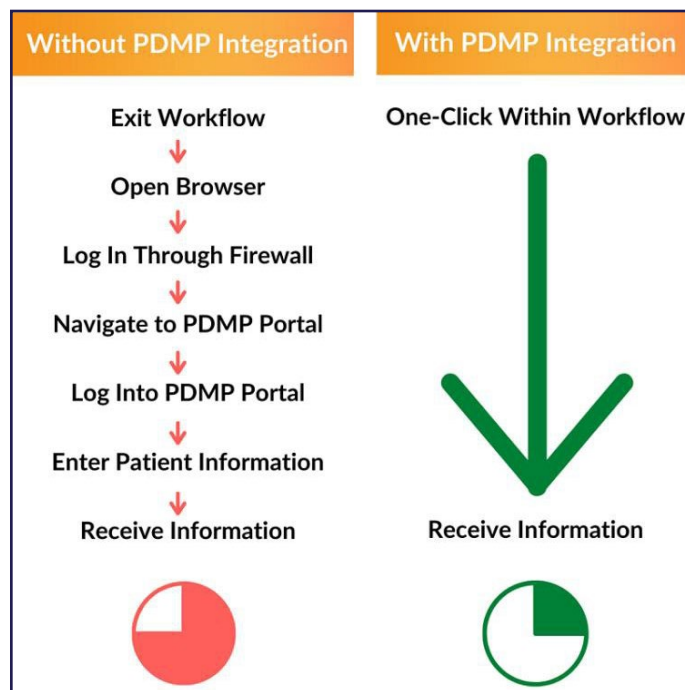
It is important to note that there are key functional differences between a patient query in the Missouri PMP AWARxE web portal and EHR/PMS integration. The goal for integration is to provide the key data elements to providers in a streamlined workflow.

EHR integration removes the need for a user to:

1. Exit the EHR/PMS and log into the Missouri PMP [AWARxE Web Portal](#)
2. Enter username & password
3. Navigate to the patient search screen
4. Enter a patient's demographic information
5. Determine the date range to search
6. Click 'search'

Instead of manually entering patient search parameters through the Missouri PMP AWARxE web portal, PMP Gateway integration utilizes the patient record within EHR/PMS workflow to collect demographic information 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 within the EHR/PMS without unnecessary data entry or clicks.

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



PMP Gateway Integration Welcome Packet

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 Missouri PDMP Integration?

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

- Advanced Practice Registered Nurse
- Assistant Physician
- Dentist
- Optometrist
- Pharmacist
- Physician
- Physician Assistant
- Podiatrist

***PLEASE NOTE:** Delegate roles will not be allowed access to Missouri PDMP data via EHR/PMS integration. Delegates may continue to access Missouri PMP AWARe data through the online web portal, <https://missouri.pmpaware.net/login>.

Role Mapping

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.

MO PDMP AWARe Role	PMP Gateway Role
Advanced Practice Registered Nurse/Clinical Nurse Specialist	Nurse Practitioner
Assistant Physician	Physician
Dentist	Dentist
Midwife with prescriptive authority	Nurse Practitioner
Optometrist	Optometrist with prescriptive authority
Pharmacist	Pharmacist
Physician	Physician
Physician Assistant	Physician Assistant with prescriptive authority
Podiatrist	Physician

PMP Gateway Integration Welcome Packet

User Verification

When the EHR/PMS sends a patient query to the Missouri PMP AWARe, there are a few key data elements about the facility and requesting provider that must be included in the query. The query must include the provider's professional identifier, which varies by role. The Missouri PDMP requires the EHR/PMS to send the following professional identifiers for authorized user roles:

- **Prescriber:** DEA number is **required**.
(Advanced Practice Registered Nurse, Assistant Physician, Dentist, Optometrist, Physician, Physician Assistant, Podiatrist)

* **PLEASE NOTE:** NPI or professional license number are not acceptable professional identifiers for the Prescriber role in Missouri

- **Pharmacist** - Professional license number and license type are **required**.
***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 Missouri PMP AWARe portal user profile. Dashes, leading zeroes, or spaces will not be stripped out during the matching process.

PMP Gateway integration will confirm that the requesting provider's professional identifier provided in the EHR/PMS request is associated with an approved Missouri 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 validated against the Missouri PMP AWARe user database. The professional identifier provided in the EHR/PMS request must exactly match the professional identifier listed in the user profile of their Missouri PMP AWARe portal user account. If the professional identifiers do not match the patient query request will fail and return an error message.

If the requesting provider does not have a Missouri PMP AWARe user account, they must register through <https://missouri.pmpaware.net/login> to access PDMP data via PMP Gateway integration.

Potential User Errors

There are a few scenarios where providers accessing the MO 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 PMP AWARe account.

If a provider encounters a "disallowed message" the provider should continue with their patient search via the Missouri PMP AWARe web portal, <https://missouri.pmpaware.net/login>.

What is the Integration Process?

1. Request Integration

- a. Navigate your web browser to <https://connect.bamboohealth.com/>
 - Click "Create an Account"
 - Follow the prompts to input the required information for your healthcare organization's integration request
 - Once all steps are complete on Customer Connect, your request is forwarded to the Missouri PDMP Administrator for review.

2. Approval of Request

- a. Bamboo Health will create production PMP Gateway credentials for your Healthcare Entity (Estimated 4-5 business days).
- b. A request for approval will be sent to the Missouri PDMP Administrator. The Missouri 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 Missouri PDMP administrator has approved the request for credentials
- c. Credentials will be sent to your EHR/PMS vendor or the primary contact.
- 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 Healthcare Entity 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, 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.

Integration Technical Support

If Missouri PDMP users are experiencing issues while attempting to access Missouri PMP AWARe via EHR/PMS integration, please have them contact your healthcare entity's internal IT helpdesk or EHR/PMS vendor for assistance.

*** PLEASE NOTE:** Bamboo Health does not have direct access to troubleshooting issues within a 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 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. You may also dial 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 Missouri PMP AWARe web portal to request patient reports at <https://missouri.pmpaware.net/login>.

Resources

- Missouri PMP AWARe Web Portal: <https://missouri.pmpaware.net/login>
- Missouri PDMP homepage: [PDMP – Joint Oversight Task Force for Prescription Drug Monitoring](#)
- Missouri Prescription Drug Monitoring Program, Executive Director
 - Dean A. Linneman, MHA Email: dean.linneman@oa.mo.gov
- Questions about the Missouri Gateway Integration Welcome Packet?
 - Please Email pdpintegrations@bamboohealth.com

Frequently Asked Questions

The following functions are only available in the Missouri 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 a Missouri PMP AWARe account by visiting, <https://missouri.pmpaware.net/login>.

Who is required to access the Missouri PDMP?

Providers should review their state's PDMP mandates to confirm who is required to register and query the state PDMP. Please visit [Missouri PDMP website](#) 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. The test URL will be different than the production URL.

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

Yes, test scenarios will 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.

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

At this time, interstate data sharing is not available for Missouri users. Missouri providers will only have access to Missouri PDMP data. Any out-of-state users will not have access to Missouri data.

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

PMP Gateway Integration Welcome Packet

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.

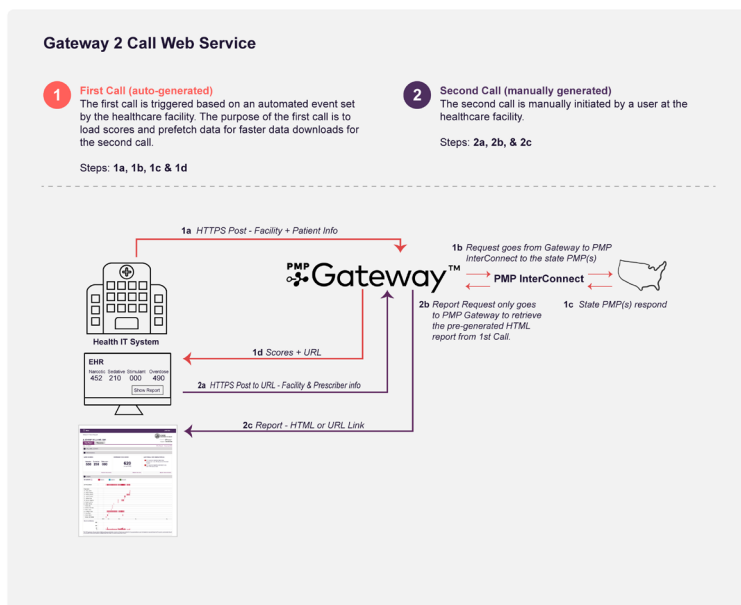
If a health system moves from one vendor to another are new credentials required?

Yes, the new vendor will receive new credentials however the HCE will not require additional approval by the Missouri 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.

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)
- Facility State
- Request Date
- Request Time
- PMP Disclosure ID (Identifies the response from the PMP by the identifier assigned by the PMP)