Louisiana Prescription Monitoring Program (PMP) AWARxE
Integration Welcome Packet

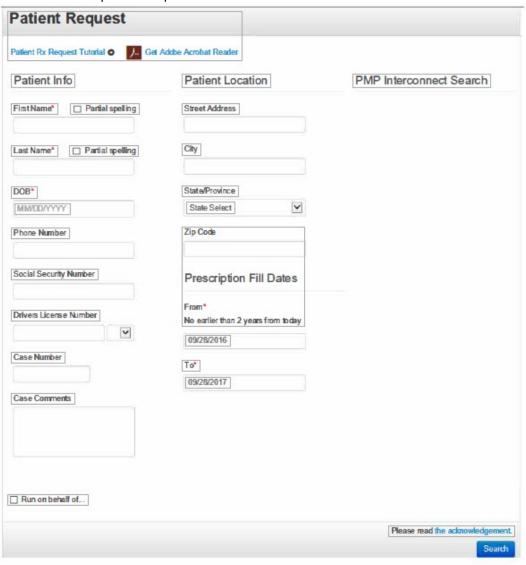# Contents

What is the Louisiana PMP AWARxE?

All practitioners who dispense Schedule II, III, IV and V controlled substances and drugs of concern in the state of Louisiana or to an address within the state of Louisiana are required to submit eligible prescription transactions to the LA PMP AWARxE no later than the next business day after the date of dispensing. The goal of the program is to improve the state's ability to identify and inhibit the diversion of controlled substances in an efficient and cost-effective manner that does not impede the appropriate utilization of these drugs for legitimate medical purposes. Prescribers and Pharmacists use the PMP AWARxE to view the controlled substance prescription history of their patients in order to provide medical or pharmaceutical care.

Please visit the Louisiana Board of Pharmacy website at http://pharmacy.la.gov/ for more information.

Below is a screenshot of a patient request from AWARxE.

What is EHR integration?

The Louisiana Board of Pharmacy has partnered with Appriss Health to provide this integration option to all Healthcare providers in the State utilizing the service called PMP Gateway. PMP Gateway is a multi-state query system that provides access to a majority of state PMPs. PMP Gateway facilitates communication, information transfer, integration, and support for the state approval process and the EHR and Pharmacy Management System vendor development process. NarxCare, an Appriss Health developed product, is included. This tool equips prescribers and pharmacists with information to assist in identifying possible drug misuse or abuse through additional analytics of the PMP data.

Integrating LA PMP AWARxE data within an EHR and Pharmacy Management System provides a streamlined clinical workflow for providers. The integration eliminates the need for providers to have to log in separately to the PMP. Instead, the EHR or Pharmacy Management System automatically initiates a patient query and returns the patient's controlled substance prescription record directly within the provider's EHR or Pharmacy Management System.

❖ **It is important to note that not all EHR or Pharmacy Management System vendors are currently integrated. Your integration process and duration time is dependent upon your vendor.**

What is the integration process?

1. Visit the [integration website.](#)

2. Complete all requested documents
   a. Please ensure that you identify a primary contact (the person leading the integration project within your organization), as well as a contact for your software vendor.

3. Make the request for the EULA

4. Complete and submit the E-Signed EULA

5. Upon fully executed EULA and receipt of all completed documents, Appriss PM will review for integration next steps

6. Many EHR vendors have completed the integration development work to deliver PMP data within the clinical workflow.
   a. The process for an integrated EHR is as follows:
      i. Appriss creates production credentials for your Healthcare Entity (HCE).
         1. This process can take up to 5 business days.
      ii. Once created, the LA PMP AWARxE Administrator will need to approve the request for credentials.
         1. You should receive an automated email once you are approved.
      iii. Credentials will then be sent to your EHR vendor or directly to you, based upon the vendor's onboarding process.
         1. Appriss recommends you contact your EHR vendor to let them know you have submitted a request for integration under the Louisiana statewide integration project.
         2. You will work directly with your vendor on your roll-out schedule. Appriss is not involved with this process.
   b. If your software vendor has **not** completed the integration:
      i. Your vendor information will be forwarded to an Appriss Sales Engineer to prioritize the request and to assist with the integration.
         1. The sales engineer will provide your IT software vendor with API documentation.
         2. The sales engineer will provide the necessary testing materials and provide technical support, as needed, to help facilitate your IT software vendor's development work.
         3. Once Appriss has approved the integration, your IT software vendor will set a production deployment date. Your vendor will follow-up when they are ready to deploy the integration to your facility.

❖ **Please Note:** Depending upon the engagement level of the vendor or existing project backlog, this process can take up to several months.

Clinical workflow

When determining where in the clinical workflow the EHR will query the LA PMP AWARxE data, it is important to note that there are key functional differences between the AWARxE portal and EHR 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 EMR and go to https://louisiana.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 patient report. LA PMP AWARxE integration is focused on delivering a streamlined workflow for providers to access a patient report.

LA PMP AWARxE functionality <u>not included</u> in EHR integration:

1. Delegate access to conduct 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. Delegate management

8. User profile

9. All interstate data sharing options

10. Announcements

11. Password reset

12. Patient alerts

13. Prescriber trend notifications

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

- When multiple patients meet the search criteria
- If the user does not have an active account in the LA PMP AWARxE portal

Role mapping for Provider Authorization

When the EHR sends a query to the LA PMP AWARxE, 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, NPI, or Professional License Number and type (vary by role). LA PMP AWARxE then validates that the provider requesting the data has an active account. The number populated in the request to identify the requestor must match the credential used in the LA PMP AWARxE portal. Please note: if your EHR 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 LA PMP AWARxE portal user profile. Dashes, leading zeroes or spaces will not be stripped out during the matching process.

Each HCE will need to map their EHR roles to the PMP Gateway and LA PMP AWARxE roles. The complete list of roles and the associated credential that is passed with each request is listed below. The crosswalk below is to help clarify that some users will not have access via the EMR.

❖ **Please Note:** Delegates, both unlicensed and licensed, are not able to access LA PMP AWARxE data via EHR or Pharmacy Management System integration. Instead, delegates will continue to access LA PMP AWARxE data via the web portal at https://louisiana.pmpaware.net/login.

PMP Gateway Role	LA PMP AWARxE Role	Identifier Passed with Search Request
Physician (MD, DO)	Physician (MD, DO)	Personal DEA # and/or NPI
Pharmacist	Pharmacist	Professional License # and/or NPI
Nurse Practitioner	Nurse Practitioner/Clinical Nurse Specialist	Personal DEA # and/or NPI
Physician Assistant with Prescriptive Authority	Physician Assistant	Personal DEA # and/or NPI
Dentist	Dentist	Personal DEA # and/or NPI
Optometrist with prescriptive authority	Optometrist	Personal DEA # and/or NPI
Physician (MD, DO)	Podiatrist	Personal DEA # and/or NPI
Psychologist with prescriptive authority	Psychologist	Personal DEA # and/or NPI
Medical Resident with Prescriptive Authority	Medical Resident with Prescriptive Authority	NPI
Medical Intern with Prescriptive Authority	Medical Intern with Prescriptive Authority	NPI
Not applicable	Any delegate role	No integration option

Post go-live technical support

If providers are experiencing an issue when attempting to access LA PMP AWARxE data via EHR or Pharmacy Management System integration, please first contact your internal IT helpdesk for assistance.

❖ **Please Note:** Appriss Health does not control any aspect of the EHR, Pharmacy Management System, or the state PMP. 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. 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 LA PMP AWARxE to request patient reports at https://louisiana.pmpaware.net/login.**