

Bamboo Health

Gateway Integration Welcome Packet

Virginia Prescription Monitoring Program (PMP)

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What is Virginia PMP AWAxE?

Virginia's Prescription Monitoring Program (PMP) is a 24/7 database containing information on dispensed controlled substances included in Schedule II, III and IV; those in Schedule V for which a prescription is required; naloxone, all drugs of concern, and cannabidiol oil or THC-A oil dispensed by a pharmaceutical processor in Virginia. The primary purpose of the PMP is to promote safe prescribing and dispensing practices for covered substances by providing timely and essential information to healthcare providers. Law enforcement and health profession licensing boards use the PMP to support investigations related to doctor shopping, diversion, and inappropriate prescribing and dispensing.

All prescribers and pharmacists are required to be registered with the Virginia PMP.

- If not already registered, go to: <https://virginia.pmpaware.net/login>
- For more information, visit <https://www.dhp.virginia.gov/PractitionerResources/PrescriptionMonitoringProgram/>

Sample Patient Request
from within AWAxE:

The screenshot shows a web form titled "Patient Request". At the top, there are links for "Patient Rx Request Tutorial" and "Get Adobe Acrobat Reader". The form is divided into three main sections: "Patient Info", "Patient Location", and "PMP Interconnect Search".

- Patient Info:** Includes fields for First Name* (with a "Partial spelling" checkbox), Last Name* (with a "Partial spelling" checkbox), DOB* (MM/DD/YYYY), Phone Number, Social Security Number, Drivers License Number, Case Number, and Case Comments.
- Patient Location:** Includes fields for Street Address, City, State/Province (with a "State Select" dropdown), and Zip Code.
- PMP Interconnect Search:** Includes "Prescription Fill Dates" with "From*" (No earlier than 5 years from today, showing 09/26/2016) and "To*" (showing 09/26/2017).

What is Electronic Health Record/Pharmacy Systems Management Integration?

The Virginia Department of Health Professions has partnered with Bamboo Health to provide this integration option to Virginia 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. PMP Gateway 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 Virginia PMP data 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 query and returns the patient's controlled substance prescription record directly within the provider's EHR/PMS.

It is important to note that not all EHR vendors are currently integrated. Please reach out to pdmpintegrations@bamboohealth.com if you do not see your vendor in Customer Connect. 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.bamboohealth.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. Bamboo Health will contact you and/or your EHR system vendor with next steps. Please allow up to 5 business days for Bamboo Health to contact you.

For integration related questions, please email: pdmpintegrations@Bamboohealth.com

Many EHR vendors have completed the integration development work to deliver PMP data within the clinical workflow.

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

1. Bamboo Health creates production credentials for your Healthcare Entity (HCE).
 - a. This process can take up to 5 business days.
2. Once created, the Virginia PMP Administrator will need to approve the request for credentials.
 - a. 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. Bamboo Health recommends you contact your EHR/PMS vendor to let them know you submitted a request for integration under the Virginia statewide integration project.
 - b. You will work directly with your vendor on your roll-out schedule. Bamboo 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 Bamboo 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 a Bamboo 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 work.
2. Once Bamboo 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 months.

Potential User Errors

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 VA PMP AWARxE 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

Clinical Workflow

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

Important to note: VA PMP AWARxE functionality not included in EHR/PMS integration:

- Delegate access to conduct searches
- Partial name search
- Searches that return multiple records
- MyRx
- Search history (including delegate search history)
- Bulk patient search
- Delegate management
- User profile
- All interstate data sharing options
- Announcements
- Password reset
- Patient alerts

Role Mapping for Authorized Access

When the EHR/PMS sends a query to the VA PMP AWARe, 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). VA PMP AWARe 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 VA PMP AWARe 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 VA PMP AWARe 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 VA PMP AWARe data via EHR/PMS or Pharmacy Management System integration. Instead, delegates will continue to access VA PMP AWARe data via the web portal at <https://virginia.pmpaware.net/login>.

Each HCE will need to map their EHR/PMS roles to the PMP Gateway and VA PMP AWARe 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.

PMP Gateway Role	VA PMP AWARe Role	Identifier Passed with Search Request
Dentist	Dentist	Personal DEA #, Professional License #/Type, NPI
Medical Resident with prescriptive authority	Medical Resident with prescriptive authority	Personal DEA #, Professional License #/Type, NPI
Nurse Practitioner	Nurse Practitioner or Clinical Nurse Specialist w/prescriptive authority	Personal DEA #, Professional License #/Type, NPI
Optometrist with prescriptive authority	Optometrist	Personal DEA #, Professional License #/Type, NPI
Physician	Physician	Personal DEA #, Professional License #/Type, NPI
Physician Assistant with prescriptive authority	Physician Assistant	Personal DEA #, Professional License #/Type, NPI
Pharmacist	Pharmacist	Professional License #/Type, NPI* (*if available)
Podiatrist	Podiatrist	Personal DEA #, Professional License #/Type, NPI
Not applicable	Any delegate role	No integration option

Post Go-Live Technical Support

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

PLEASE NOTE: Bamboo Health does not control any aspect of the EHR/PMS 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 Bamboo Health. The link to this form can also be found on the PMP Gateway Report. 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.

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

Questions about the Virginia Gateway Welcome Packet?
Please email pdmpintegrations@bambohealth.com.