



# North Carolina Controlled Substances Reporting System (CSRS)

PMP GATEWAY INTEGRATION  
WELCOME PACKET

# Integration Initiative Welcome Packet

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### Acronyms

NCDHHS	North Carolina Department of Health & Human Services
NC	North Carolina
CSRS	Controlled Substances Reporting System
EHR	Electronic Health Record
PMS	Pharmacy Management System
PMP	Prescription Monitoring Program
HIE	Health Information Exchange

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### What is the North Carolina Controlled Substances Reporting System?

The North Carolina Controlled Substances Reporting System (CSRS) collects information on dispensed Schedule II-V controlled substance prescriptions and makes this information available to prescribers and dispensers. The system is used as a clinical tool to improve patient care and safety while avoiding potential drug interactions and identifying individuals that may need referral to substance use disorder services.

This statewide reporting system was established by the North Carolina General Assembly. The North Carolina Commission for Mental Health, Developmental Disabilities and Substance Abuse Services promulgates rules for the system and the Division of Mental Health, Developmental Disabilities and Substance Abuse Services manages the program. For more information, review the [North Carolina Controlled Substances Reporting System Act](#) and the [Controlled Substances Reporting System](#) website.

### What is Electronic Health Record Integration?

The North Carolina Department of Health and Human Services, Division of Mental Health Developmental Disabilities and Substance Abuse Services, is partnering with Appriss Health, the software vendor for CSRS, to provide options to Healthcare Entities in North Carolina to integrate CSRS data into their clinical workflow utilizing a service called PMP Gateway. PMP Gateway is a web service that performs automated, multi-state queries to integrate patient controlled substance prescription histories within Electronic Health Records (EHR) and Pharmacy Management Systems (PMS).

PMP Gateway facilitates communication, information transfer, integration, and support for the state approval and EHR vendor development processes. NarxCare, an Appriss Health developed product with analytics and clinical resources for risk assessment and patient support, will also be included in the integration.

Integrating controlled substance reporting data within an EHR or PMS provides a streamlined clinical workflow for providers. The integration eliminates the need for providers to leave their workflow to access their CSRS web portal to request a patient's controlled substance prescription history. Instead, the EHR or PMS automatically initiates a patient query using PMP Gateway and returns the patient's prescription history directly within the provider's EHR or PMS.

### Choosing the Right Path for Your Health Care Organization

There are two types of software applications that allow users to access NC CSRS. One is through the NC CSRS web portal via the PMP AWAxRxE product. The second, PMP Gateway (described above), allows NC HealthConnex (North Carolina's HIE) and EHR vendors to integrate CSRS information into the clinical workflow for registered users.

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## Accessing CSRS

1. **Access via the NC CSRS Web Portal** - Users log in and manually enter patient information to search prescription histories. This application only requires a health care provider to register with the system. It not only allows users to access North Carolina information, it also allows users to search other states, who have agreed to share prescription information.
2. **Access via Integration** - NC CSRS information may be integrated in a Healthcare Entity's EHR or via NC HealthConnex, the state-designated HIE. Integrating NC CSRS information provides a streamlined clinical workflow for practitioners. The integration completes a patient query using PMP Gateway and returns the patient's prescription information directly inside the EHR or NC HealthConnex.

Healthcare Entities should check with their EHR vendor to find out about the availability, timing, and any costs of this integration which varies across vendors. NC HealthConnex integration through the PMP Gateway is expected to be complete and available in early 2019. Access via NC HealthConnex can be a cost-effective and efficient option.

Once integration is complete, access through a provider EHR can be effective and efficient. Practitioners must register and maintain registration with the NC CSRS to access NC CSRS information through their EHR.

## What is the Implementation Process?

Several EHR vendors have already completed the PMP Gateway integration development work to deliver controlled substance prescription data within their products and service offerings. If your vendor has not yet completed integration, Appriss will work with you and your vendor to initiate that process.

### If your EHR vendor has completed integration:

- a. Appriss Health will create production PMP Gateway with NarxCare credentials for your Healthcare Entity.
  - a. This process should take 4-5 business days
- b. Once created, NCDHHS will need to approve the request for credentials.
  - a. The contact provided on your Integration Request Form will receive an automated email once NCDHHS has approved the request for credentials.
- c. Credentials will then be sent to your EHR vendor (or directly to you, depending upon your vendor) to start the process.
  - a. Appriss Health recommends you contact your EHR vendor to let them know you have submitted a request to be integrated under the North Carolina CSRS Integration Initiative.
- d. Your EHR vendor will reach out to you to start the testing process.
- e. Once complete, you will work with your EHR vendor to determine the final roll-out schedule.

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If your EHR vendor has not completed the necessary integration development:

- a. An Appriss Health representative will reach out to the point of contact listed on your Integration Request Form and schedule a meeting with:
  - i. Appriss Health Project Manager
  - ii. Appriss Health technical resource
  - iii. Your Healthcare Entity Point of Contact
  - iv. EHR Vendor contact
- b. Appriss Health will provide the EHR vendor with the technical API documentation.
  - ❖ **Please note: Depending upon the engagement level of the vendor or existing project backlog, this process can take up to several months.**
- c. Appriss Health will provide testing instructions and test patients to the EHR vendor and will provide technical support as needed.
- d. You will work with your EHR vendor to ensure all provider roles are mapped correctly to the appropriate PMP Gateway role.
- e. Before deploying to production, Appriss Health requests that the EHR vendor demo the PMP Gateway with NarxCare integration and workflow so that they may provide any additional recommendations or changes to ensure the Healthcare Entity receives a successful report. This is particularly important when the vendor is one that Appriss has not previously integrated with. This demo may also include representatives from NC DHHS.
- f. Once the integration has been approved by Appriss Health and NC DHHS, your EHR vendor will set a production deployment date and you will work with your EHR vendor on the roll-out.

### What are the benefits of using the integration?

It is important to note that there are key functional differences between a patient query in the NC CSRS web portal and via EHR integration. EHR integration is focused on delivering a streamlined workflow for providers to access a patient report.

EHR integration removes the need for a provider to:

1. Exit the EMR and log in to the CSRS web portal
2. Enter username & password
3. Navigate to the patient search screen
4. Enter a patient's demographics
5. Determine the date range to search
6. Select which states to query
7. Click 'search'

Instead, behind the scenes the integration collects the above detail to perform an **automated** query to deliver a patient report. This allows the provider to have access to the prescription data within seconds of accessing the patient's record within the EHR without unnecessary data entry or excessive clicks.

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This initiative requires that all providers still maintain an active account with the CSRS web portal to ensure continued access to additional administrative type functionality such as patient alerts, user profile management, search history, etc.

### Who can use the integration?

The following is a list of provider roles that may have access to CSRS data via EHR integration.

- Physician
- Pharmacist
- Dentist
- Medical Resident with prescriptive authority
- Nurse Practitioner
- Physician Assistant with prescriptive authority

**Delegates, both unlicensed and licensed, are not able to access CSRS data via EHR integration. Instead, delegates will continue to access CSRS via the web portal.**

### What is the Integration Request Process?

1. Visit the [NC CSRS Integration Resources](#) webpage.
2. Complete the [Integration Request Form](#). Be sure to identify the primary contact as the person who is championing the effort on your organization's behalf, as well as a contact for your software vendor.  

Note: Only authorized decision makers should fill out the form.
3. The Terms and Conditions Agreement will be emailed to the primary contact within 24-48 hours of receipt of the Integration Request Form. Review and electronically sign the Agreement.
4. Complete the [Prescriber List](#) and email to [NCCSRS.Gateway.Integration@dhhs.nc.gov](mailto:NCCSRS.Gateway.Integration@dhhs.nc.gov)
5. Complete a [Gateway Licensee Questionnaire](#) and submit with a list of neighboring state PMP's you would like to access. The purpose of this document is to gather information related to access and use of PDMP data through EHR integration via PMP Gateway. This information will be provided to the State PDMP Administrator(s) when requesting approval to access the State's PDMP data through PMP Gateway.
6. Wait for your request to be approved for integration by NC DHHS. You must complete ALL documents before NC DHHS will review your request.
7. Once approved, Appriss Health, the vendor, will contact you to discuss next steps (see below for more information).

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## Post Go-live Technical Support

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

- ❖ **Please note: Appriss Health does not control any aspect of the EHR or Pharmacy Management System. Any issues related to your EHR vendor's application should be directed to your EHR vendor 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.

**In the event that there is a disruption in the PMP Gateway integration service, providers should log in to the CSRS web portal to request patient reports.**

## Relevant Hyperlinks

- NC CSRS Integration page: <https://www.ncdhhs.gov/divisions/mhddsas/ncdcu/csrs/integration>
- NC CSRS Main page: <https://www.ncdhhs.gov/divisions/mhddsas/ncdcu/csrs>
- NC CSRS Web Portal: <https://northcarolina.pmpaware.net>
- Integration Request Form: <https://info.apprisshealth.com/ncgatewayintegrationrequest>
- Licensee Questionnaire: <https://www.research.net/r/ncpmpgatewayquestionnaire>
- Post-Implementation Support: <https://apprissmpgateway.zendesk.com/hc/en-us/requests/new>
- [Appriss Health](#)