Gateway Integration Guide
Montana Prescription Drug Registry (MPDR)

October 2021

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What is the Montana Prescription Drug Registry (MPDR)?

The Montana Prescription Drug Registry (MPDR) was authorized by the Montana Legislature in 2011 and became functional in November 2012 as an online tool to provide a list of controlled substance prescriptions to health care providers to improve patient care and safety. The program may also be used to identify potential misuse or diversion of controlled substances. The MPDR is the state's prescription drug monitoring program and is administered and maintained by the Montana Board of Pharmacy, within the Montana Department of Labor and Industry. See Montana Code Annotated (MCA) 37-7-1501 through 1515.

The MPDR online service offers prescribers and pharmacists the ability to search their patient's medical history for controlled substance prescriptions, Schedules II - V. Health care providers can use the MPDR to optimize the quality of care they provide to their patients and improve patient safety.

In March 2021, MPDR partnered with Appriss Health as the new MPDR vendor and service provider for the MPDR PMP AWARxE system. Please visit the Montana MPDR website for more information at www.mpdr.mt.gov.

What is MPDR Integration?

MPDR integration with health information systems allows prescribers and pharmacists direct access to MPDR patient medication histories in the workflow of their health information system without having to log in online to the MPDR web portal. MPDR integration is authorized through 37-7-1506(6), MCA, and a health information system is defined in Montana as an electronic health record system, health information exchange, or pharmacy dispensing system, 37-7-101(22), MCA.

MPDR is collaborating with the Montana Department of Public Health and Human Services (DPHHS) through the CDC funded Overdose Data to action grant and the MPDR vendor Appriss Health to provide options to all Healthcare Entities (HCE), including but not limited to medical offices, clinics, hospitals, and pharmacies, in Montana to integrate MPDR data into their clinical workflow utilizing the PMP Gateway service. The collaboration provides for DPHHS to use federal grant funding to support integration costs for Healthcare Entities in Montana.

PMP Gateway is a web service that performs automated, multi-state queries to integrate patient controlled substance prescription history within a user's health information system. PMP Gateway facilitates communication, information transfer, integration, and support for the Montana approval process and the health information system vendor development process.

Integrating MPDR data within an approved health information system provides a streamlined clinical workflow for MDPR users. Data integration eliminates the need for users to leave their workflow to access the MPDR web portal to request a patient's controlled substance prescription history. Instead, the integrated health information system automatically initiates a patient query using PMP Gateway and returns the patient's prescription history directly within the user's electronic clinical workflow as part of their health information system.
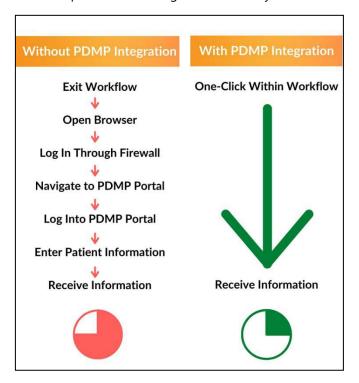
Benefits of Integration

It is important to note that there are key functional differences between a patient query in the MPDR web portal and via an approved health information system integration. MPDR integration is focused on delivering a streamlined workflow for users to access a patient report.

Health information system integration removes the need for MPDR users to do the following:

1. Exit the health information system and log in to the MPDR 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'

See below illustration as an example of MPDR integration efficiency:

Instead of entering data through the MPDR web portal, integration collects the above information behind the scenes to perform an *automated* query to deliver a patient report. This allows the MPDR user to have access to the prescription data within seconds of accessing the patient's record within the health information system without unnecessary data entry or clicks.

> *** Please Note:** The MPDR integration initiative requires that all providers maintain an active account with the MPDR web portal to ensure continued access to additional administrative type functionality such as patient alerts, user profile management, user search history, etc.

The following functions are only available in the MPDR PMP AWARxE web portal and not available through integration:

- Delegate access to conduct searches
- 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
- Announcements
- Password reset
- Patient alerts

Who has Access through MPDR Integration?

The following is a list of MPDR user roles that may have access to MPDR data via MPDR health information system integration once an integration request is assessed by Appriss Health and reviewed and approved by the MPDR administrator.

- Physician (MD, DO) including Residents and compact licensees
- Dentist
- Optometrist
- Podiatrist
- Naturopathic Physician
- Physician Assistant
- Advanced Practice Registered Nurse (APRN) with prescriptive authority
- Pharmacist

> * **Please Note:** MPDR delegate users searching on behalf of a supervising prescriber or pharmacist are not able to access MPDR data via integration. Instead, MPDR delegate users must continue to access the MPDR via the web portal at montana.pmpaware.net/login.

MPDR User Access and Verification

All MPDR users must be registered to use MPDR, comply with the terms and conditions outlined in the registration process, and access is verified based on active Montana licensure. For integration, MPDR requires that every patient query submitted through the PMP Gateway system contain the requesting user's first and last name in addition to the following as provided in their MPDR user registration information: A) for prescribers, DEA number or NPI number; or B) for pharmacists, their Montana license number.

> * **IMPORTANT:** Users must first register with MPDR through the online MPDR web portal before they have access to search the MPDR through integration.

What is the Integration Request Process?

1. Navigate your web browser to: https://connect.bamboohealth.com/
2. Click "Create an Account"
3. Follow the prompts to input the necessary information for your healthcare organization's integration request.
4. Once all steps are complete on Customer Connect, your request is forwarded to the MPDR administrators for review.
5. If approved, a confirmation email is sent to you, and the credentials to activate the integrationare sent according to your health information system vendor's onboarding instructions.
   a. The credentials could be sent to you or your health information system vendor depending on the vendor's instructions.
6. To complete integration setup, please contact your health information system vendor.

What is the Integration Implementation Process?

Many health information system vendors have already completed the PMP Gateway integration development work to deliver controlled substance prescription data within their products/service offerings. If your vendor has not yet completed integration, Appriss Health will work with you and your vendor to initiate that process. Below are just a few of the over 130 vendors ready for integration:

If your health information system vendor <u>HAS</u> completed integration:

a) Appriss Health will create production PMP Gateway credentials for your Healthcare Entity.
   - This process should take 4-5 business days
b) Once created, the MPDR administrator will need to approve the request for credentials.
   - The contact provided on your Integration Request Form will receive an automated email once the MPDR administrator has approved the request for credentials.
c) Credentials will then be sent to your health information system vendor (or directly to you, depending on your vendor's instructions) to start the process.
   - Appriss Health recommends you contact your health information system vendor to let them know you have submitted a request to be integrated under the MPDR integration project.
d) Your vendor will reach out to you to start the testing process. Once complete, you will work with your vendor to determine the final implementation schedule.

> *** IMPORTANT:** If you are using Epic as your vendor, the implementation process will vary from what is outlined above. The implementation process is more involved at the Healthcare Entity level and Appriss Health will contact the Healthcare Entity directly to coordinate the implementation for Epic sites.

If your health information system vendor <u>HAS NOT</u> 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 the following: Appriss Health Sales Engineer, Appriss Health Technical Resource, Healthcare Entity Point of Contact, and health information system Vendor Contact
b) Appriss Health will provide the health information system 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 health information system vendor and will provide technical support as needed.
d) You will work with your health information system vendor to ensure all user roles are mapped correctly to the appropriate PMP Gateway role.
e) Before deploying to production, Appriss Health requests that the health information system vendor demo the PMP Gateway integration so that they may provide any additional recommendations or changes. This demo will also include representatives from the MPDR.
f) Once the integration has been approved by Appriss Health, your health information system vendor will set a production deployment date and you will work with your health information system vendor on the implementation.

Integration Technical Support

If MPDR users are experiencing an issue when attempting to access MPDR data via integration, please first contact your Healthcare Entity/facility internal IT helpdesk or health information system vendor for assistance.

> *** Please Note**: Appriss Health does not control any aspect of health information system vendor systems. Any issues related to your vendor's system and integration should be directed to your health information system 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. You may also dial 833-307-0310 for support.

In the event that there is a disruption in the PMP Gateway integration service, MPDR users should log in to the online MPDR web portal to search for patient reports at https://montana.pmpaware.net/login.

Resources

- MPDR Web Portal: https://montana.pmpaware.net/login
- MPDR homepage: www.mpdr.mt.gov
- Montana Statutes and Rules
  - Montana Code Annotated (MCA) 37-7-1501 through 1515, available online here.
  - Administrative Rules of Montana (ARM) 24.174-1701 through 1715, available online here.
- Montana Prescription Drug Registry Program Manager
  - Nikki Griffis, PharmD, dlibsdmpdr@mt.gov or 406-841-2240

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