



Appriss Health

# NarxCare Integration Welcome Packet

Texas Prescription Monitoring Program (PMP)

Version 3.0  
7-27-2021

Table of Contents

What is Texas PMP AWARxE? ..... 2

    Sample Patient Request from Within AWARxE: ..... 2

What is Electronic Health Record (EHR) Integration? ..... 2

    What is the Integration Process? ..... 3

Clinical Workflow ..... 4

    EHR integration removes the need for a user to ..... 4

    Important to note: TX PMP AWARxE functionality not included in EHR integration ..... 4

    Potential User Errors..... 5

    Role Mapping for Authorized Access..... 5

    Post Go-Live Technical Support..... 6

## What is Texas PMP AWARxE?

Effective September 1, 2017, dispensers are required to enter prescription information for Schedule II, III, IV, V controlled substances no later than the next business day after the prescription is filled. This provides prescribers more efficient access to information with less wait time as they make the best clinical decisions possible for their patients.

- All prescribers are required to register with the TX PMP. To register, go to [www.texas.pmpaware.net/login](http://www.texas.pmpaware.net/login).
- For more information, visit <https://www.pharmacy.texas.gov/PMP/>.

## Sample Patient Request from Within AWARxE:

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 organized into three main sections: "Patient Info", "Patient Location", and "PMP Interconnect Search".

- Patient Info:** Includes fields for "FirstName\*" (with a "Partial spelling" checkbox), "Last Name\*" (with a "Partial spelling" checkbox), "DOB\*" (MM/DD/YYYY), "Phone Number", "Social Security Number", "Drives License Number" (with a dropdown arrow), and "Case Number". There is also a "Case Comments" text area and a "Run on behalf of..." checkbox.
- 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\*" and "To\*" fields. The "From\*" field has a note "No earlier than 2 years from today" and contains the date "09/26/2016". The "To\*" field contains the date "09/26/2017".

At the bottom right, there is a link "Please read the acknowledgement." and a blue "Search" button.

## What is Electronic Health Record (EHR) Integration?

The Texas Board of Pharmacy has partnered with Appriss Health to provide this integration option to Texas prescribers 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 vendor development process.

Integrating TX PMP AWARxE data within an EHR 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 automatically initiates a patient query and returns the patient's controlled substance prescription record directly within the provider's EHR.

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

### What is the Integration Process?

1. Navigate your web browser to <https://connect.hc.appriss.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 TX PMP administrators for review.
  5. If approved, a confirmation email is sent to you, and the credentials to activate the integration are sent according to your EHR vendor's instructions.
    - a. The credentials could be sent to you or to your EHR vendor.
  6. To complete integration setup, please contact your EHR vendor.
- ❖ **Many EHR vendors have completed the integration development work to deliver PMP data within the clinical workflow.**
    1. If your software vendor has **not** completed the integration:
      - a. Your vendor information will be forwarded to an Appriss Sales Engineer to prioritize the request and to assist with the integration.
        - i. The sales engineer will provide your IT software vendor with API documentation.
        - ii. 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.
        - iii. 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 TX 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:

## NarxCare Integration Welcome Packet

1. Exit the EMR and go to <https://texas.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. TX PMP AWARxE integration is focused on delivering a streamlined workflow for providers to access a patient report.

Important to note: TX PMP AWARxE functionality not included 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

### Potential User Errors

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 TX 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

### Role Mapping for Authorized Access

When the EHR sends a query to the TX 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). TX 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 TX 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 TX 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 TX PMP AWARxE roles. The

## NarxCare Integration Welcome Packet

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 TX PMP AWA Rx E data via EHR or Pharmacy Management System integration. Instead, delegates will continue to access TX PMP AWA Rx E data via the web portal at <https://texas.pmpaware.net/login>.

PMP Gateway Role	TX PMP AWA Rx E Role	Identifier Passed with Search Request
Dentist	Dentist	Personal DEA #, Professional License #/Type
Medical Resident with prescriptive authority	Medical Resident with prescriptive authority	Personal DEA #, Professional License #/Type
Nurse Practitioner	Nurse Practitioner Clinical Nurse Specialist	Personal DEA #, Professional License #/Type
Optometrist with prescriptive authority	Optometrist	Personal DEA #, Professional License #/Type
Physician	Physician	Personal DEA #, Professional License #/Type
Physician Assistant with prescriptive authority	Physician Assistant	Personal DEA #, Professional License #/Type
Pharmacist	Pharmacist	Professional License #/Type
Not applicable	Any delegate role	No integration option

### Post Go-Live Technical Support

If providers are experiencing an issue when attempting to access TX PMP AWA Rx E 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 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. The link to this form can be found on the PMP Gateway Report. 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.

## NarxCare Integration Welcome Packet

- ❖ **Please Note:** In the event that there is a disruption in the PMP Gateway integration service, providers should log in to the TX PMP AWARxE to request patient reports at <https://texas.pmpaware.net/login>.