



FAQ's For MN PMP Database Users

ACCESS FAQ's

1. How do I retrieve my password if I forgot?
2. How do I reactivate my account?
3. Who can access the data contained in the MN PMP database?
4. May licensed pharmacists who work in managed care organizations access the PMP?
5. In situation where consent is required, what is considered "consent" from a patient to access the PMP?
6. Can I access data from other states?
7. Can I search for prescriptions dispensed with my DEA#?

DELEGATE FAQ's

8. Can a delegate access data on my behalf?
9. How do I "link" a delegate to my account?
10. Can I have multiple delegates linked to my account?
11. Can I remove a delegate from my account?
12. Is there a way to see which patients a delegate search for under my delegation?

QUERY REPORTS and DATA FAQ's

13. What prescriptions are collected by the MN PMP?
14. Why do I not see a prescription dispensed for my patient when I know my patient filled the prescription?
15. Can I place a copy of the PMP report in the patients EHR/EMR?
16. Will the report include data from the Veterans Administration (VA) Pharmacies?
17. How far back can I request recipient's records for?

ACCESS FAQ's

1. How do I retrieve my password if I forgot?

- A. Refer to the MN Data Requestor Support Guide

2. How do I reactivate my account?

- A. Contact our helpdesk by phone at 1-844-966-4767 or create a ticket for support at <https://apprisspmp.zendesk.com/hc/en-us/requests/new>.

3. Who can access the data contained in the MN PMP database?

- A. [Minnesota Statute M.S. 152.126, subd. 6](#), allows for access to the data by:
- A **prescriber**, to the extent the information relates specifically to a current patient, to whom the prescriber is:
 - Prescribing or considering prescribing any controlled substance;
 - Providing emergency medical treatment for which access to the data may be necessary;
 - Providing care, and the prescriber has reason to believe, based on clinically valid indications, that the patient is potentially abusing a controlled substance; or
 - Providing other medical treatment for which access to the data may be necessary and the patient has consented to access to the submitted data;
 - An **agent or employee of the prescriber** to whom the prescriber has delegated the task of accessing the data for the purposes described above, but only if the agent or employee has been granted access by virtue of a “**Delegate**” account;
 - A **dispenser**, to the extent the information relates specifically to a current patient to whom the dispenser is dispensing or considering dispensing any controlled substance;
 - An **agent or employee of the dispenser** to whom the dispenser has delegated the task of accessing the data for the purpose described above, but only if the agent or employee has been granted access by virtue of a “**Delegate**” account;
 - A **licensed pharmacist** who is providing pharmaceutical care for which access to the data may be necessary to the extent that the information relates specifically to a current patient for whom the pharmacist is providing pharmaceutical care:
 - if the patient has consented to access to the submitted data; or
 - if the pharmacist is consulted by a prescriber who is requesting data in accordance with prescriber’s permissible use.
 - An **individual** who is the **recipient** of a controlled substance prescription for which data was submitted, or a guardian of the individual, parent or guardian of a minor, or health care agent of the individual acting under a health care directive under chapter 145c;
 - **Personnel of the Board of Pharmacy** specifically assigned to conduct a bona fide investigation of a specific licensee;
 - **Personnel or Designees** of a health-related licensing board listed in section 214.01, subdivision 2, or of the Emergency Medical Services Regulatory Board, assigned to

conduct a bona fide investigation of a complaint received by that board that alleges that a specific licensee is impaired by use of a drug for which data is collected under subdivision 4, has engaged in activity that would constitute a crime as defined in section 152.025, or had engaged in the behavior specified in subdivision 5, paragraph (a);

- **Authorized personnel of a vendor** under contract with the state of Minnesota who are engaged in the design, implementation, operation, and maintenance of the PMP as part of the assigned duties and responsibilities of their employment;
- **Federal, state, and local law enforcement** authorities acting pursuant to a valid search warrant;
- **Personnel of the Minnesota health care programs** assigned to use the data collected under this section to identify and manage recipients whose usage of controlled substances may warrant restriction to a single primary care provider, a single outpatient pharmacy, and a single hospital;
- **Personnel of the health professionals services program** established under section 214.31, to the extent that the information relates specifically to an individual who is currently enrolled in and being monitored by the program, and the *individual consents* to access to that information.
- **Personnel or Designees** of a health-related licensing board listed in section 214.01, subdivision 2, assigned to conduct a bona fide investigation of a complaint received by that board that alleges that a specific licensee is inappropriately prescribing controlled substances as defined in this section.

4. **May licensed pharmacists who work in managed care organizations access the PMP?**

- B. No. The new provision in the law, effective July 1, 2014, is as follows:
- “a licensed pharmacist who is providing pharmaceutical care for which access to the data may be necessary to the extent that the information relates specifically to a current patient for whom the pharmacist is providing pharmaceutical care if the patient has given consent.”
 - The intent of this new provision is to allow the pharmacist who is working with their patient and their patient’s other healthcare provider’s access to the data by virtue of patient consent. It does not allow a pharmacist working for the managed care organization access, as that patient is not a patient of the managed care pharmacist.

5. **In situation where consent is required, what is considered “consent” from a patient to access the PMP?**

- C. The law is silent on how that consent is garnered and therefore we are recommending you work with your organization’s Data Privacy Compliance official to determine the appropriate course of action, as the MN Board of Pharmacy is unable to provide legal advice.

6. **Can I access data from other states?**

- A. Yes, We are connected to other states through *PMPInterconnect*. Searching through this option requires the full first name, full last name, and date of birth of the individual.

7. Can I search for prescriptions dispensed with my DEA#?

- A. Yes, after logging into the database you can select “My Rx” this will allow you to enter a timeframe and see what prescriptions were dispensed under that DEA#.

DELEGATE FAQ's

8. Can a delegate access data on my behalf?

A. Yes.

- After a delegate has created an account they will have no access to data unless approved by a supervisor.
- **Supervising account holders are accountable to all data accessed by the delegate.**

9. How do I “link” a delegate to my account?

A. If an individual registers as a delegate and selects you as their supervisor, you will receive email notification that a delegate account is pending your approval.

- Note: If the request is not acted upon, the system will send weekly follow-up emails advising you that action is still required.

Login to PMP AWARe, Click Delegate Management. New delegates are identified as “Pending.” Approve or Reject the delegate.

10. Can I have multiple delegates linked to my account?

A. Yes and delegates can be linked to multiple supervisor accounts.

11. Can I remove a delegate from my account?

A. Yes, User Profile, Delegate Management

12. Is there a way to see which patients a delegate search for under my delegation?

A. Request history

QUERY REPORTS and DATA FAQ's

13. What prescriptions are collected by the MN PMP?

A. MN licensed dispensers and prescribers that dispense from their offices are required to report prescriptions which are dispensed for controlled substances II-V, as well as Butalbital and Gabapentin daily.

14. Why do I not see a prescription dispensed for my patient when I know my patient filled the prescription?

- A. MN licensed pharmacies are required to upload controlled substance prescriptions II-V, butalbital, and gabapentin into the PMP database daily. The pharmacy may have used a different variation of the patient name for example Bill instead of William. If you know the name of the pharmacy, you may contact them for more information.

15. Can I place a copy of the PMP report in the patients EHR/EMR?

- A. The PMP cannot provide advice to this question and this can be discussed amongst the data privacy officers in your organization.

16. Will the report include data from the Veterans Administration (VA) Pharmacies?

- A. Yes, the VA uploads data to the PMP

17. How far back can I request recipient's records for?

- A. The maximum amount of identified patient prescription data is 12 months.