FAQ's For MN PMP Database Users

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ACCESS FAQ's

1. **How do I retrieve my username and/or password if I forgot?**

   A. Go to "login to RxSentry® PMP Database" then click on "retrieve password" or "retrieve username".

2. **How do I reactivate my account?**
   A. Contact our helpdesk at 1-866-792-3149

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** or 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?**

   A. 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?**

   A. 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*. To search other states select "multiple state queries". Searching through this option requires the full first name, full last name

and date of birth of the individual. You must select MN or that information will not be included in the multiple state query report.

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

   A. Yes, after logging into the database you can select "search DEA" 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, a master account holder (such as a prescriber or pharmacist) can have a delegate linked to their account to access data on their behalf. A delegate can be a licensed or non-licensed staff member and can request an account. Click here for a delegate access request form. After filling out this form online it must be printed, notarized, and sent into the PMP office within 10 days of initial registration.

      • After a delegate has been approved for an account they will have no access to data unless linked to a master account holder. Master account holders must log in to their account and go to "link delegates" then select the delegate to link account.
      • **Master account holders are accountable to all data accessed by the delegate.**

9. **How do I "link" a delegate to my account?**

   A. Log in to the database, select "Delegate Accounts", Select desired names from "link Additional Delegate Accounts" list (for multiple names, hold the "Ctrl" key while selecting), and click submit.

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

    A. Yes and delegates can be linked to multiple master account holders.

11. **Can I remove a delegate from my account?**

    A. Yes, go to "link delegate" and select the delegate name and hold the control key to highlight the name and click submit.

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

    A. Yes, Log in and select "Rx Query" then select "Search History" located in the top left corner. On the next screen select the delegate and timeframe and click "Display".

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.