

Bamboo Health

# Gateway Integration Welcome Packet

Minnesota Prescription Monitoring Program (PMP)

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## Table of Contents

What is Minnesota PMP AWARxE?.....	3
What is Electronic Health Record/Pharmacy Management Systems Integration? .....	3
What is the integration process? .....	3
The process for an integrated EHR/PMS is as follows:.....	4
If your software vendor has not completed the integration: .....	4
Clinical Workflow .....	5
Potential User Errors.....	5
Role Mapping for Authorized Access .....	5
Roles Table .....	6
Post Go-Live Technical Support .....	7

## What is Minnesota PMP AWARe?

Minnesota's Prescription Monitoring Program (PMP) is a tool to be used by prescribers and pharmacists to assist in managing their patient's care. It contains information provided by Minnesota licensed pharmacies and prescriber dispensers. Pharmacies and prescribers who dispense from their office submit prescription data to the PMP system for all MN **Schedules II, III, IV and V controlled substances**, butalbital and gabapentin dispensed in or into Minnesota. This protected health information is collected and stored securely. Minnesota licensed prescribers and pharmacists, and their delegated staff may be authorized to access information from the PMP database. The program was implemented to promote public health and welfare by detecting diversion, abuse and misuse of prescriptions for controlled substances as defined in **Minnesota Statutes Section 152.126**.

**MN § 152.126 subd. 6(c)** states all MN licensed prescribers, with a valid DEA registration and practicing in MN; and all MN licensed pharmacists practicing in MN are required to be registered with the Minnesota PMP.

- If not already registered, go to: <https://minnesota.pmpaware.net/login>
- For more information, visit <https://pmp.pharmacy.state.mn.us/pmp-user-registration-and-resources.html>

## What is Electronic Health Record/Pharmacy Management Systems Integration?

The **Minnesota Board of Pharmacy Prescription Monitoring Program (PMP)** has partnered with **Bamboo Health** to provide this integration option to Minnesota prescribers and pharmacists utilizing the service called PMP Gateway. PMP Gateway is a multi-state query system that provides access to a majority of state PMPs. Bamboo Health, through its PMP Gateway product facilitates communication, information transfer, integration, and support for the state approval process, and the Electronic Health Record (EHR)/Pharmacy Management System (PMS) vendor development process.

Integrating access to the Minnesota PMP database within an EHR/PMS provides a streamlined clinical workflow for providers. The integration eliminates the need for providers to have to log in separately to the PMP. Instead, when prompted by the authorized account holder, the EHR/PMS performs a patient search and returns a view of the patient's controlled substance prescription history report directly within the provider's EHR/PMS.

It is important to note that not all EHR vendors are currently integrated. Please reach out to [pdmpintegrations@bamboohealth.com](mailto:pdmpintegrations@bamboohealth.com) if you do not see your vendor in Customer Connect. Your integration process and duration time is dependent upon your vendor.

## What is the integration process?

Applying for state funding is now quick and easy!

### Integration Request Process:

1. Visit the **Customer Connect** portal at:
  - a. Click **Create an Account** in the top righthand corner.
  - b. Login and follow the on-screen prompts to provide the needed information for your integration request.

- c. Sign all necessary agreements within the portal and complete your application.  
This includes an End User License Agreement (EULA).
2. Upon receipt of your completed application, Bamboo Health will submit your request to the state for review and final approval.
3. Upon state approval, credentials will be sent to your organization's primary contact and/or your EHR/PMS vendor, per their onboarding process.
4. A confirmation email will be sent to your healthcare organization's primary point of contact.

Many EHR/PMS vendors have previously completed the integration development work to deliver patient PMP history reports within the clinical workflow.

### The process for an integrated EHR/PMS is as follows:

1. The Minnesota PMP Administrator will review the request for integrated access.
  - a. This process can take approximately 2-3 business days.
  - b. The person identified as the primary point of contact on your integration request form will receive an email once your request is reviewed containing one of the following:
    - an automated approval notice
    - a message from Bamboo indicating additional information is required by the Program Administrator
2. Upon approval, Bamboo Health created credentials will then be sent to your EHR/PMS vendor or directly to you, based upon the vendor's onboarding process. (This process can take up to 5 business days.)
  - a. Bamboo Health recommends you contact your EHR/PMS vendor to let them know you submitted a request for integration under the Minnesota statewide integration project.
  - b. You will work directly with your vendor on your roll-out schedule. Bamboo Health is not involved with this process.

PLEASE NOTE: If you are using Epic as your EHR/PMS vendor, the implementation process will vary from what is outlined above. The implementation process is more involved at the HCE level and Bamboo Health will contact the HCE directly to coordinate the implementation for Epic sites.

### If your software vendor has not completed the integration:

1. Your vendor information will be forwarded to a Bamboo Health Sales Engineer to prioritize the request and to assist with the integration.
  - a. The sales engineer will provide your IT software vendor with API documentation.
  - b. 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.
2. Once Bamboo Health has approved the integration, your IT software vendor will set a production deployment date and then follow-up when they are ready to deploy.

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/PMS will query the MN PMP AWARxE data, it is important to note that there are key functional differences between the MN PMP AWARxE portal and EHR/PMS 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:

1. Exit the EHR/PMS and go to <https://minnesota.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. Select which states to query
6. Click 'search'

Instead, the integration allows the above detail to perform an automated query to deliver a current patient history report. MN PMP AWARxE integration is focused on delivering a streamlined workflow for authorized account holders to access a patient report.

Important to note: The following functionality are only available in the MN PMP AWARxE web portal and not available within the EHR/PMS integration:

- Delegate access to conduct searches
- Partial name search
- MyRx
- Search history (including delegate search history)
- Delegate management
- User profile
- All interstate data sharing options
- Announcements
- Password reset
- Patient alerts

## Potential User Errors

There are a few scenarios where EHR/PMS users will encounter a “disallowed message” from PMP Gateway and users will have to complete the search via the MN 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, such as delegates.

## Role Mapping for Authorized Access

When the EHR/PMS sends a query to the MN 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, or Professional License Number and type (vary by role). MN PMP AWARxE then validates that the provider requesting the data has an active MN PMP AWARxE account. The credentials populated in the request to identify the requestor must match the credential used in the MN PMP AWARxE portal.

PLEASE NOTE: If your EHR/PMS 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 MN PMP AWARxE portal user profile. Dashes, leading zeroes, or spaces will not be stripped out during the matching process.

PLEASE NOTE: Delegates, both unlicensed and licensed, are not able to access MN PMP AWARxE data via EHR or PMS integration. Instead, delegates will continue to access MN PMP AWARxE data via the web portal at <https://minnesota.pmpaware.net/login>.

Each HCE will need to map their EHR/PMS roles to the PMP Gateway and MN PMP AWARxE roles. The complete list of roles and the associated credential that is passed with each request is listed in the table on the following page, which helps to clarify that some users will not have access via the EHR/PMS.

### Roles Table

PMP Gateway Role	MN PMP AWARxE Role	Identifier Passed with Search Request
Dentist	Dentist	Personal DEA #
Medical Resident with prescriptive authority	Medical Resident with prescriptive authority	Resident Permit #/Type
Nurse Practitioner	Nurse Practitioner or Clinical Nurse Specialist w/prescriptive authority	Personal DEA #
Optometrist with prescriptive authority	Optometrist	Personal DEA #
Physician	Physician	Personal DEA #
Physician Assistant with prescriptive authority	Physician Assistant	Personal DEA #
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 Minnesota PMP AWAxE data via EHR/PMS integration, please have them first contact your internal IT helpdesk for assistance.

PLEASE NOTE: Bamboo Health does not control any aspect of the EHR/PMS 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 Bamboo Health. The link to this form can also be found on the PMP Gateway Report. This will create a service ticket with the Bamboo Health helpdesk to troubleshoot the issue. Please allow up to 24 hours for Bamboo Health to acknowledge your issue.

PLEASE NOTE: In the event that there is a disruption in the PMP Gateway integration service, providers should log in to the Minnesota PMP AWAxE web portal to request patient reports at <https://minnesota.pmpaware.net/login>.

Questions about the Minnesota Gateway Welcome Packet?

Please email [pdmpintegrations@bamboohealth.com](mailto:pdmpintegrations@bamboohealth.com).