



Georgia Prescription Monitoring Program (PMP) AWA^Rx^E Integration Welcome Packet

Version 3.1

Georgia PMP AWA^Rx^E Integration Guide

Georgia - (EHR) Integration Welcome Packet

Contents

What is the GA PMP AWARxE?	3
What is EHR Integration?	4
What is the integration process?.....	5
Clinical Workflow	7
Role Mapping/Prover Authorization.....	8
System issues/Support	10

Georgia - (EHR) Integration Welcome Packet

What is the Georgia PMP AWAReE?

All prescribers in Georgia are required to register in the PDMP. Prescribers are required to check the PDMP

before prescribing opiates or cocaine derivatives in Schedule II drugs or benzodiazepines.

Dispensers are required to enter prescription information for schedule II, III, IV, V controlled substances within 24 hours. This will give prescribers efficient access to information faster and allow the prescriber to make the best decision possible for patients.

[Please visit the Georgia Department of Public Health website at https://dph.georgia.gov/stopopioidaddiction](https://dph.georgia.gov/stopopioidaddiction) for more information.

Below is a screenshot of a patient request from AWAReE.

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

- Patient Info:** Includes fields for "First Name*" (with a "Partial spelling" checkbox), "Last Name*" (with a "Partial spelling" checkbox), "DOB*" (MM/DD/YYYY), "Phone Number", "Social Security Number", "Drivers License Number" (with a dropdown arrow), "Case Number", and "Case Comments".
- 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*" (No earlier than 2 years from today) and "To*" fields, both containing dates (09/28/2016 and 09/28/2017).

At the bottom left, there is a checkbox for "Run on behalf of...". At the bottom right, there is a link for "Please read the acknowledgement." and a blue "Search" button.

Georgia - (EHR) Integration Welcome Packet

What is EHR integration?

The Georgia Department of Public Health has partnered with Bamboo Health to provide this integration option to all Healthcare providers in the State 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 and Pharmacy Management System vendor development process.

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

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

Georgia - (EHR) Integration Welcome Packet

What is the integration process?

1. Click Create an Account in the top righthand corner of the page in the [Customer Connect Portal](#).
 2. Follow the on-screen prompts to gather the needed information for your integration request.
 3. You must complete ALL documents before the GA PMP AWARe Administrator will review your request.
 4. If your software is not integrated, you will be notified via Customer Connect during the sign-up process. If your vendor is not integrated, have them reach out to [Bamboo Health Support](#) to request API specifications to determine the level of effort and how long the implementation will take.
 5. Upon fully executed EULA and receipt of all completed documents, a Bamboo Health Project Manager will contact you or your EHR vendor to discuss next steps.
6. Many EHR vendors have completed the integration development work to deliver PMP data within the clinical workflow.
- a. The process for an integrated EHR is as follows:
 - i. Bamboo creates production credentials for your Healthcare Entity (HCE).
 1. This process can take up to 5 business days.
 - ii. Once created, the GA PMP AWARe Administrator will need to approve the request for credentials.
 1. You should receive an automated email once you are approved.
 - iii. Credentials will then be sent to your EHR vendor or directly to you, based upon the vendor's onboarding process.
 1. Bamboo recommends you contact your EHR vendor to let them know you have submitted a request for integration under the Louisiana statewide integration project.
 2. You will work directly with your vendor on your roll-out schedule. Bamboo is not involved with this process.
 - b. If your software vendor has **not** completed the integration:

Georgia - (EHR) Integration Welcome Packet

- i. Your vendor information will be forwarded to a Bamboo Sales Engineer to prioritize the request and to assist with the integration.
 1. The sales engineer will provide your IT software vendor with API documentation.
 2. 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.
 3. Once Bamboo 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.

Georgia - (EHR) Integration Welcome Packet

Clinical workflow

When determining where in the clinical workflow the EHR will query the GA 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:

1. Exit the EMR and go to <https://georgia.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.

GA PMP AWARxE integration is focused on delivering a streamlined workflow for providers to access a patient report.

GA PMP AWARxE functionality not included in EHR integration:

1. Delegate access to conduct searches
2. Partial name search

Georgia - (EHR) Integration Welcome Packet

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

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 GA PMP AWARxE web portal. These scenarios are:

Georgia - (EHR) Integration Welcome Packet

- When multiple patients meet the search criteria
- If the user does not have an active account in the GA PMP AWARxE portal

Role mapping for Provider Authorization

When the EHR sends a query to the GA 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). GA 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 GA 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 GA 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 GA PMP AWARxE roles. The PMP Gateway roles are case sensitive and must be an exact match in the EHR. The 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 GA PMP AWARxE data via EHR or Pharmacy Management System integration. Instead, delegates will continue to access GA PMP AWARxE data via the web portal at <https://georgia.pmpaware.net/login>.

PMP Gateway Role	GA PMP AWARxE Role	Identifier Passed with Search Request
Physician	Physician (MD, DO)	Personal DEA # and/or NPI
Nurse Practitioner	Nurse Practitioner/Clinical Nurse Specialist	Personal DEA # and/or NPI
Physician Assistant with	Physician Assistant	Personal DEA # and/or NPI

Georgia - (EHR) Integration Welcome Packet

prescriptive authority		
Dentist	Dentist	Personal DEA # and/or NPI
Optometrist with prescriptive authority	Optometrist	Personal DEA # and/or NPI
Physician	Podiatrist	Personal DEA # and/or NPI
Medical Resident with prescriptive authority	Medical Resident with Prescriptive Authority	NPI
Not applicable	Any delegate role	No integration option
Pharmacist	Pharmacist	Personal DEA # and/or NPI

Post go-live technical support

If providers are experiencing an issue when attempting to access GA PMP AWARxE data via EHR or Pharmacy

Management System integration, please first contact your internal IT helpdesk for assistance.

❖ **Please Note:** Bamboo Health does not control any aspect of the EHR, Pharmacy Management System, 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. 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.

Georgia - (EHR) 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 GA PMP AWARe to request patient reports at <https://georgia.pmpaware.net/login>.