



Bamboo Health

# K-TRACS Integration Welcome Packet

Kansas Prescription Drug Monitoring Program

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## What is the Kansas Prescription Drug Monitoring Program (K-TRACS)?

K-TRACS is an online tool that enables providers to access their patient's prescriptive history within the past two years. This tool supports safe prescribing and dispensing of Schedules II-V controlled substances. Utilization of K-TRACS can increase the quality of patient care by giving prescribers and dispensers access to a patient's controlled substance prescription medication history, which will alert medical professionals to potential dangers for purposes of making treatment determinations.

- Please [visit the K-TRACS website](#) for more information.
- If not already registered, go to: <https://kansas.pmpaware.net/login>

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

The [Kansas Board of Pharmacy](#) has partnered with [Bamboo Health](#) to provide this integration option to Kansas 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 Kansas PDMP 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 PDMP. Instead, the EHR/PMS automatically initiates 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?

### Integration Request Process:

1. Visit the Customer Connect portal at: <https://connect.bamboohealth.com/>
  - a. Click **Create an Account** in the top right-hand 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.
2. Upon receipt of your completed application, Bamboo Health will submit your request to the state for 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.

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. Bamboo Health creates production credentials for your Healthcare Entity (HCE).
  - a. This process can take up to 5 business days.
2. The Kansas PDMP Administrator will need to review and approve the request for credentials.
  - 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 automated email once your organization is approved.
3. Credentials will then be sent to your EHR/PMS vendor or directly to you, based upon the vendor's onboarding process.
  - a. Bamboo Health recommends you contact your EHR/PMS vendor to let them know you submitted a request for integration under the Kansas 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 weeks or months.

## Clinical Workflow

When determining where in the clinical workflow the EHR/PMS will query the Kansas PMP AWARxE data, it is important to note that there are key functional differences between the Kansas 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://kansas.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 current patient history report. Kansas PMP AWARxE integration is focused on delivering a streamlined workflow for providers to access a patient report.

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

- Delegate access to conduct K-TRACS searches
- Partial name search
- Searches that return multiple records
- MyRx
- Search history (including delegate search history)
- Bulk patient search
- Delegate management
- User profile
- All interstate data sharing options (limited neighboring states are available)
- Announcements
- Password reset (every 180 days)
- Patient alerts
- Prescriber trend notifications

## 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 Kansas 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 Kansas 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). Kansas PMP AWARxE then validates that the provider requesting the data has an active Kansas PMP AWARxE account. The credentials populated in the request to identify the requestor must match the credential used in the Kansas 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 Kansas 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 Kansas PMP AWARxE data via EHR or PMS integration. Instead, delegates will continue to access Kansas PMP AWARxE data via the web portal at [Login - Kansas Prescription Drug Monitoring Program \(pmpaware.net\)](https://pmpaware.net).

Each HCE will need to map their EHR/PMS roles to the PMP Gateway and Kansas 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	Kansas PMP AWARe Role	Identifier Passed with Search Request
Dentist	Dentist	Personal DEA # - Required; NPI - Optional; PLN/Type - Optional
Medical Resident with prescriptive authority	Medical Resident with prescriptive authority	Facility DEA – Required; NPI - Optional
Nurse Practitioner	Nurse Practitioner or Clinical Nurse Specialist w/prescriptive authority	Personal DEA # - Required; NPI - Optional; PLN/Type - Optional
Optometrist with prescriptive authority	Optometrist	Personal DEA # - Required; NPI - Optional; PLN/Type - Optional
Physician	Physician	Personal DEA # - Required; NPI - Optional; PLN/Type - Optional
Physician Assistant with prescriptive authority	Physician Assistant	Personal DEA # - Required; NPI - Optional; PLN/Type - Optional
Pharmacist	Pharmacist	Professional License # and Type - Required
Not applicable	Any delegate role	No integration option

## Post Go-Live Technical Support

If providers are experiencing an issue when attempting to access Kansas PMP AWARe 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 PDMP. 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: If there is a disruption in the PMP Gateway integration service, providers should log in to the Kansas PMP AWARe web portal to request patient reports at <https://kansas.pmpaware.net/login>.

Questions about the K-TRACS Welcome Packet?  
Please email [pdmpintegrations@bamboohealth.com](mailto:pdmpintegrations@bamboohealth.com).