



Data Collection Services for Hawaii PMP

Frequently Asked Questions

What is PMP?

PMP stands for “Prescription Monitoring Program.” This is a commonly used term for the programs implemented by various states to monitor the dispensing of controlled substances within their borders. For this purpose, Schedule II through IV drugs is typically considered “controlled.”

From a dispenser standpoint, the legal requirement to submit data for use in a state’s PMP program is sometimes called “Controlled Substance Reporting.”

What is Hawaii PMP?

On June 20, 2011, the State of Hawaii, Department of Public Safety, Narcotics Enforcement Division (NED), entered into a contract to manage the reporting and data collection for the Hawaii Prescription Monitoring Program referred to as the Electronic Prescription Accountability Program (EPAS) with McKesson Corporation and its division RelayHealth. Hawaii Revised Statute (HRS) Chapter 329, Part VIII, Electronic Prescription Accountability Program requires the NED to develop a computerized program to track controlled substance prescriptions for scheduled II, III or IV drugs that are dispensed by a registered Hawaii pharmacy or dispenser.

The solution has two main elements:

- **Data Submission.** Information about controlled substance dispensing activities is reported regularly to the state of Hawaii through their authorized data collection vendor. Any dispensing entity dispensing controlled substances, or specified non-controlled substances, in or into Hawaii are required by law to provide such information to the data collection vendor in approved formats and frequencies. This includes mail order pharmacies that mail orders into the state.
- **Report Information Retrieval.** Hawaii’s online reporting application allows authorized users to generate customized reports 24 hours a day, seven days a week. A report shows information for all the scheduled prescriptions a specified patient has had for a specified period. An authorized user can be a prescriber for medical treatment of an existing patient, a pharmacist for pharmaceutical treatment, a law enforcement officer with an active investigation, or Hawaii licensure boards.

The primary beneficiaries of Hawaii PMP are patients throughout Hawaii. Because of Hawaii PMP, healthcare providers can make better and more informed treatment decisions that allow them to provide the most appropriate medical care for their patients. However all Hawaii citizens ultimately benefit through improved medical care and reductions in the abuse and diversion of controlled substance prescription drugs.

Who is RelayHealth?

RelayHealth was formerly the pharmacy network piece of NDCHealth and then Per-Se. The Hawaii Department of Public Safety, Narcotics Enforcement Division (NED), awarded RelayHealth an

exclusive contract to enhance and begin managing data collection and web based reporting for the PMP system.

RelayHealth's Intelligent Network provides connectivity to more than 90% of US pharmacies and over 1,000 payer plans and third-party processors, handling more than 8.5 billion healthcare transactions each year. RelayHealth has built its reputation on the reliability, speed, and accuracy of its Intelligent Network. We have been a leader in healthcare technology and claims processing for over 30 years. We are recognized experts in claims processing and now leverage our leadership position to benefit state prescription monitoring programs.

What is the goal of the new data collection approaches?

The primary goal is to improve the value of the Hawaii PMP by populating it with cleaner and timelier data and providing enhanced reporting. This includes an option to use RelayHealth's existing pharmacy claims processing network to automatically transfer required reporting data into the Hawaii PMP system within one day of dispensing. This will allow data to appear in Hawaii PMP system in as few as two days after dispensing, which will make the reports much more valuable to users.

At the same time, the new processes reflect our continued efforts to minimize the impact of controlled substance reporting on your workflow and operating costs. The new processes are designed to help pharmacies by enabling them to:

- reduce operating costs (this is a no-cost program to pharmacies);
- centralize and streamline the controlled substance reporting process;
- take advantage of delivery options with superior security over batch submission, with data protected through all phases of transmission.

What data submission format will I use?

Hawaii is using ASAP 4.1 (2009). Contact your pharmacy vendor for any questions.

How much will your data collection services cost?

PMP data collection services we provide to you are paid by Hawaii. We do not charge you anything for these services, regardless of your submission method.

How often am I required to report?

Hawaii law requires dispensing information to be received by RelayHealth within seven (7) days of dispensing.

Do I need to sign up or just start submitting data?

You will need to sign up with RelayHealth through a simple registration process in which you will verify basic information about your facility, and also indicate the submission method you will be using. This registration step also enhances the security of the submission process.

Will I receive a submissions report?

Yes, but it will be monthly and you will receive your report electronically via email. If you choose to submit batch files and a problem occurs with one of your submission files, a notification will be emailed to you. This typically occurs minutes after you submit.

Do I already send you all of the information in my claims that you need for PMP?

You will also need to submit Cash transaction information (see below). In addition, there are a few patient information fields that are needed for controlled substance reporting that you may not currently include in your claims. We can assist you (or your chain administrator or system vendor, if appropriate) with the one-time payer setup changes that will cause your system to include that information in claims (if supported by your chain or vendor).

What about Cash transactions? How will you get the dispensing information since there is not a claim?

Cash transactions are captured using a special “mock” third party plan for cash patients and transactions. To use this, your system is set up to send transactions for the special “Cash Capture” plan to a special Cash-Only BIN on our network. There is no transaction fee for these special Cash BIN transactions.

If you currently use our PPE (Pre and Post Editing) services to do editing on your Cash transactions, you may already have this capability set up in your system. If not, we will assist you (or your chain administrator or system vendor, if appropriate) with the one-time Cash Capture setup (if they support this option).

Note. For claims sent to the Cash BIN, our network returns a response with 100% patient copay. The result is that the transaction moves through your system with the patient owing the full amount – just as they would if you did not use the Cash Capture mock plan. Also, there is no transaction fee for these Cash Bin transactions.

In addition, we will be glad to discuss this process directly with you in more detail if you are interested. At your request, we can also provide information about the valuable optional Cash transaction PPE edits that we offer that use the same Cash Capture setup described above. Those Cash Edits are outside the Hawaii PMP program, and thus are not free, but you may find the opportunities they offer for increased revenues, decreased costs, and improved patient care to have value well above the nominal costs.

What if my system vendor (or chain) sets up these kinds of things for me?

We will gladly work with your vendor (or chain) to assist them with the setup process if they are able to support this option. Call our Customer Care team with your vendor’s contact information or provide your pharmacy system vendor with our support information.

Will I be able to pull a patient report?

Yes, you can view medication history for specified period for an individual patient. The Criteria fields with asterisks on the parameters screen are required and result set must reflect a single patient or additional criteria will be required to get to a single patient hit.

Will there be user guides?

Yes, there will be user guides for data collection and reporting.

Where can I go for more information?

All updated information is posted on the PMP website at <http://pmp.relayhealth.com/HI>.