



# **Hawaii PMP**

*Report Retrieval Guide*

V1rA  
July 26, 2011

Additional information at <http://pmp.relayhealth.com/Hi>



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Changes and updates are periodically made to the software and may be reflected in future publications. This publication does not intend to document every feature and function of Hawaii PMP Report Retrieval System but provides a general guide for use of the system. Please consult related documentation in addition to this guide. Information in this document is subject to change without notice and does not represent a commitment on the part of RelayHealth.

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# Document Revision History

Release	Date	Author	Comments
A	07/26/2011	J. Rodgers	Initial Draft

## HI PMP

Hawaii Prescription Monitoring Program (HI PMP) is Hawaii's solution for monitoring Schedule II-IV controlled substances dispensed in Hawaii. Hawaii Revised Statute (HRS) Chapter 329, Part VIII, Electronic Prescription Accountability Program (EPAS) requires the Narcotics Enforcement Division (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 HI PMP 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.

This *HI PMP Report Retrieval Guide* describes procedures for retrieving patient drug usage reports using the HI PMP Report Retrieval website. The separate *HI PMP Data Submission Dispenser Guide* describes procedures and other information related to submitting information about controlled substance dispensing activity, including use of the HI PMP Data Collection website.

### Report Retrieval Overview

Controlled substance dispensing activity is reported weekly to Hawaii via the authorized data collection vendor, RelayHealth. Dispensers are required by law to provide such reporting to the data collection vendor (RelayHealth) in approved formats and frequencies.

The HI PMP Report Retrieval website allows prescribers and dispensers (and other authorized users) to request reports for a patient in their care that describes the monitored drugs dispensed to that patient during a specified period.

To be able to retrieve a report from the HI PMP Report Retrieval website, a user needs Internet access and a supported Web Browser (for example, Internet Explorer Version 6), and also needs to request and register for an authorized account to use the site. Given these prerequisites, the general steps to retrieve a report for a patient are simple:

1. Using the Web browser on their computer, access and log into the Report Retrieval website using the proper User ID and Password.
2. Click the reporting menu and select reports.
3. Choose the version of the patient report (such as Summary or Detail).
4. Enter enough information about the patient to uniquely identify that person.

***Note.** To protect patient privacy, you must enter sufficient information to uniquely identify a particular individual. You are not allowed to search through a list of possible matches to select the one of interest.*

5. View the report.
6. Optionally, print the report.

More details about each of these steps and the registration process are described in the remainder of this guide.

# 2

## Registration and Initial Login

### Before You Register

The HI PMP solution has two websites. The HI PMP Data Submission website which allows dispensers to submit their controlled substance activity and the HI PMP Report Retrieval website which is used to retrieve patient drug usage reports.

### Registration Process

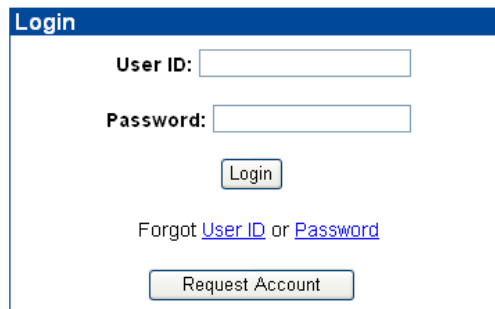
To verify that you requested an account and to test the email address you supplied, a confirmation email will be sent to you with your temporary password.

Congratulations! Once you receive that email, you can use the User ID that you requested and the temporary one-time password in the confirmation email to log into the site, as follows:

1. Using your Web browser (Internet Explorer 6), go to this Internet site:

<https://rpt.pmp.relayhealth.com/ak/>

2. The site Login window displays. Select the **Request Account** button.



The screenshot shows a web browser window titled "Login". It contains two input fields: "User ID:" and "Password:". Below the "Password:" field is a "Login" button. Underneath the "Login" button is the text "Forgot [User ID](#) or [Password](#)". At the bottom of the window is a "Request Account" button.

3. Select the User Type from the drop-down on the Request Account screen.
  - Pharmacy or Dispenser
  - Prescriber

4. If you are a Dispenser or Pharmacy enter the Facility DEA # and NPI.

**OR**

If you are a Prescriber enter the Prescriber DEA # and NPI.

5. Click **Next**. Account Setup form displays.

**Note.** If the facility or prescriber DEA number that you enter is already registered or is not found in the expected DEA list, an error message displays. If you typed the number incorrectly, please reenter it. Otherwise, call RelayHealth HI PMP Customer Care at 1-800-892-0333 for assistance in creating your account.

## Prescription Monitoring Program

The Facility DEA# or Secondary ID was not found in the expected list provided provided by the state. Please verify that you have entered the correct Primary or Secondary ID. If you wish to continue with the registration process then complete the form below

Request an Account

To continue with the registration process, complete the form below.

<b>Facility DEA#:</b> BB6564323	<b>Secondary ID:</b>
------------------------------------	----------------------

Profile Information

<b>First Name:</b> <input type="text"/>	<b>Last Name:</b> <input type="text"/>	
<b>Facility Type:</b> - Select Facility Type - <input type="button" value="v"/>	<b>Organization Name:</b> <input type="text"/>	<b>Address Line 1:</b> <input type="text"/>
<b>Address Line 2:</b> <input type="text"/>	<b>City:</b> <input type="text"/>	<b>State:</b> -- Select State -- <input type="button" value="v"/>
<b>Zip Code:</b> <input type="text"/>	<b>Phone:</b> <input type="text"/>	<b>Fax:</b> <input type="text"/>
<b>Email:</b> <input type="text"/>	<b>Retype Email:</b> <input type="text"/>	

Select User ID

**User Name:**  
 [User Name Rules](#)

Hint Answer and Question

If you forget your password we will verify your identity by asking you the following question and e-mail your new password to you.

**Hint Question:**  **Hint Answer:**

Scroll down and read through the Terms of Use below until you reach the end, where you will see an agreement checkbox. You must click this checkbox in order to successfully complete your registration.

**Terms Of Use**

allilates (referred to as "we", "us", "relayhealth" or "company"). By accessing the web site, uploading or viewing materials on this web site, or otherwise using this site or any related web pages (collectively referred to as "Site") in any manner, you ("you", "your", "Subscriber" or "user") agree that you have read and agree to these terms of use that are posted on the Site.

These Terms of Use may change. The Company reserves the right to update or modify these Terms of Use at any time without prior notice. Your use of this Site following any such change constitutes your agreement to be bound by the modified Terms of Use. We encourage you to review these Terms of Use prior to your use of the Site.

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6. Type information into all fields. Be sure to create a User Name that you will remember.  
*Note. We **require** an email address so that we can easily communicate with you regarding your password for the registration process.*
7. Define your **Hint Question** and **Answer**. If you forget the password to your account, you will have to provide the answer to the Hint Question to get access to it again. The system will email you a temporary password.

8. Scroll down and read through the **Terms of Use** until you reach the end and click the checkbox.

Scroll down and read through the Terms of Use below until you reach the end, where you will see an agreement checkbox. You must click this checkbox in order to successfully complete your registration.

that remains in RelayHealth's possession or control and shall retain no copies of that PHI, or, if the return or destruction is not feasible in RelayHealth's determination, extend the protections of this Business Associate Amendment to the retained PHI and limit further uses and disclosures to those purposes that make the return or destruction infeasible.

14. Effective Date. The effective date of this Business Associate Amendment is the effective date of the Agreement, except that such terms or conditions related to Electronic PHI only shall be effective the later of the applicable Security Rule compliance date for the Subscriber or the effective date of the Agreement.

I agree to the terms of use.

Request Account Cancel

9. Click **Request Account** to submit the form.

Your registration request has been submitted. Upon account approval a temporary password will be emailed. You will need to use this email to complete the registration process, as described next.

### Using the Automatic Email to Complete Registration

To verify that you requested an account and to test the email address you supplied, a confirmation email will be sent to you with your temporary password.

Congratulations! Once you receive that email, you can use the User ID that you requested and the temporary one-time password in the confirmation email to log into the site, as follows:

1. Using your Web browser (Internet Explorer 6), go to this Internet site:

<https://rpt.pmp.relayhealth.com/ak/>

2. The site Login window displays. Enter the User ID that you requested and the temporary one-time password in the confirmation email and select the **Login** button.

***Note.** You may find it easiest to copy the password from the email and paste it into the Password field in the Login screen. If you do this, be careful to ensure that you select the entire password but **not** the blank space after it. Then, copy the password (shortcut is **Ctrl-C**), click in the Password field in the Login screen, and paste it there (shortcut is **Ctrl-V**).*

Login

User ID:

Password:

Login

Forgot [User ID](#) or [Password](#)

Request Account

## Creating Your New Password

When you log in that first time, a screen will appear requiring you to create a new password that you will use for subsequent logins, similar to the screen below.

Enter the temporary password again in the **Current Password** field, enter your new password in both the **New Password** and **Retype New Password** fields, and click **Save**. Note that, for your security, your new password must meet the rules below.

### Password Rules

Your password must contain:

- One lower case letter
- One upper case letter
- One number
- Minimum of 6 characters
- New password and retype new passwords must match

Special characters such as the following are not required but are accepted.

- + (plus sign)
- “ (quotes)
- ? (question mark)
- , (comma)
- = (equal sign)

### **Adding a Favorite**

It may help your workflow to add a favorite pointing to the Report Retrieval website. To add a favorite in Microsoft Internet Explorer 6:

1. Go to the Report Retrieval website **<https://rpt.pmp.relayhealth.com/hi/>**
2. Click on **Favorites** (may be called something else, like Bookmarks, in browsers other than Internet Explorer 6).
3. Click **Add a Favorite**.

You can adjust the name of the favorite to something you will easily recognize.

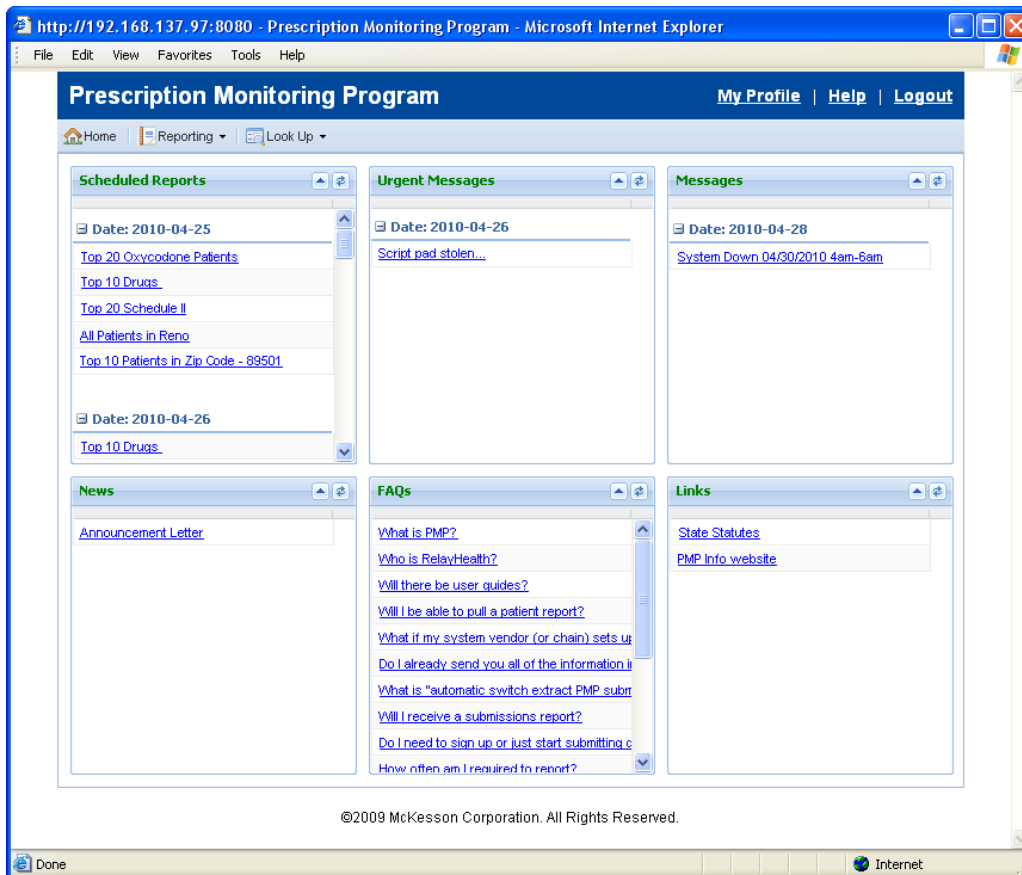
# 3

## Dashboard (Home Page)

### Dashboard (Home Page) Panels

All of the following dashboard panels are available upon login. Click the link to view the report, message, or link.

- **Scheduled Reports** – Unsolicited reports based on defined criteria for suspicious dispensing activity that is automated nightly and available to the user at a configurable frequency (i.e., daily, weekly, or monthly). These reports are setup by the state.
- **Urgent Messages** – High priority user specific messages that have expiration date. For example, Script pad stolen from...
- **Messages** – User specific messages that have expiration date.
- **News** – Site wide information that have expiration date such as PMP related articles and scheduled time the system will be down.
- **FAQs** – Frequently Asked Questions about the Prescription Monitoring System.
- **Links** – Consist of PMP related organizational links.



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# 4

## Retrieving a Patient Report

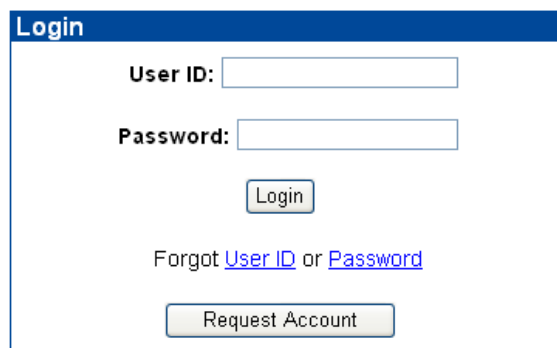
### Types of Patient Reports

The HI PMP Report Retrieval site offers three versions of the Patient Profile report:

- **Patient Profile– Summary.** Let's you view a high level summary of medication history for a patient for a period for a specified drug type (or all types). This only recaps the total number of Prescribers, Dispensers, Dosage Units, and Scripts dispensed to the patient for that period. However, you can quickly link to the detail version, described next, if a deeper look seems justified.
- **Patient Profile – Detail.** Let's you view a detailed listing of medications dispensed to a patient for a period for specified drug type (or all types). This lists details about each dispensed prescription.
- **Patient Profile – My Prescriptions Only** (for Prescribers only). Like the detailed view above, but list only those prescriptions written by the logged in prescriber.

### Logging In

1. Open your Internet browser and go to location:  
<https://rpt.pmp.relayhealth.com/hi/>
2. Enter your User Name (that you chose at registration) and your password. Click **Login**.



Login

User ID:

Password:

Login

Forgot [User ID](#) or [Password](#)

Request Account

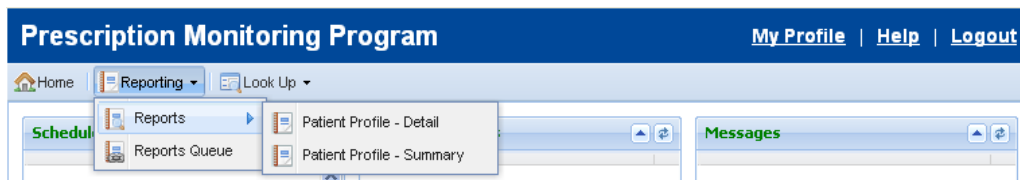
**NOTE:** The first time you log in, use the temporary password that was sent to you by RelayHealth. You will then be asked to specify a new password. Once you have created that new password, you will use it to login subsequently.

3. The Report Retrieval home page displays.

## Requesting an Online Patient Profile Report

### Selecting the Patient Profile Report Type

1. From the Report Retrieval home page, click the **Reporting** menu and mouse over the **Reports** option. The Reports submenu displays.



2. Click the **Patient Profile Report** from the submenu. The report parameters page displays.

### Selecting Parameters for the Patient Profile Report

Parameters are the same for all types of Patient Profile Reports.

1. Complete all required fields.

 A screenshot of the "Patient Profile - Summary" report parameters page in a Microsoft Internet Explorer browser window. The page title is "Prescription Monitoring Program - Microsoft Internet Explorer". The application header is blue with "Prescription Monitoring Program" and "My Profile | Help | Logout" links. The main content area is titled "Patient Profile - Summary" and contains several sections:
 

- Patient Profile:** A form with fields for First Name, Middle Name, Last Name, Date of Birth, Gender (dropdown), Identification Type (dropdown), Identification Number, City, State (dropdown), and Zip Code.
- Drug Criteria:** A section with a Drug Schedule dropdown (set to "All") and a Drug Generic Name field with a "Search" button.
- Report Period:** A section with radio buttons for "Period" (selected) and "Specified Dates". Below are "Previous: 60 Days" (with a dropdown), "Start Date:" and "End Date:" fields, and a note "\* Report Period Required".

 At the bottom of the form are "View", "Cancel", and "Send to Queue" buttons. The footer of the page reads "©2009 McKesson Corporation. All Rights Reserved." and the browser status bar shows "Error on page." and "Internet".

2. Click the **View** button. The report results display.

### Using the Report Results

The summary bar at the top of all the Patient Profile Report results include the parameters selected on the report parameter page. If a field was left blank or nothing was selected on a non-required field then that implies all. The name of the individual who requested the report and a date/time stamp of when the report was generated are displayed below the summary bar.

### Patient Profile – Summary

The Patient Profile – Summary report allows you to view summary medication history for specified period for an individual patient. For example, during this specified time, the patient received 10 prescriptions from 5 different prescribers and filled them with 1 dispenser.

- Click **View Details** button to view details about each dispensed prescription.

**Prescription Monitoring Program** [My Profile](#) | [Help](#) | [Logout](#)

Home | Reporting | Look Up

#### Patient Profile - Summary

**Search Criteria**

<b>Patient Last Name:</b> Smith	<b>First Name:</b> Susan	<b>Date of Birth:</b> 08/10/1962	<b>SSN:</b> All
<b>Street Address:</b> All	<b>City:</b> All	<b>State:</b> All	<b>Zip:</b> All
<b>Drug Schedule:</b> All	<b>Drug Generic Name:</b> All		
<b>Report Period:</b> 05/05/2009 - 04/30/2010	<b>Report Run Date:</b> 04/30/2010 11:04:05 EDT		

AK Prescription Monitoring Program Requested by PRDEMO on 04/30/2010 11:04:05 EDT

#### Report Data

Total Prescribers	Total Dispensers	Dosage Units by Solids	Dosage Units by Liquids	Total Scripts
5	1	420	0	10

[View Details](#)

## Patient Profile – Detail

The Patient Profile – Detail report allows you to view detail about each dispensed prescription for specified period for an individual patient.

- Click **Drug Generic Name** to view drug look up information.
- Scroll to the right to view Dispenser and Prescriber columns that link to **Dispenser** and **Prescriber** look up information.

The screenshot shows a web browser window titled "Prescription Monitoring Program - Microsoft Internet Explorer" with the URL "http://192.168.137.97:8080". The page header includes "Prescription Monitoring Program" and navigation links for "My Profile", "Help", and "Logout". Below the header is a "Patient Profile - Detail" section with search criteria for Patient Last Name (Smith), First Name (Susan), Date of Birth (08/10/1962), SSN (All), Street Address (All), City (All), State (All), Drug Schedule (All), Report Period (05/05/2009 - 04/30/2010), Drug Generic Name (All), and Report Run Date (04/30/2010 11:24:17 EDT). A note indicates the report was requested by PRDEMO on 04/30/2010 11:24:17 EDT. The main content is a "Report Data" table with 11 columns: Date Filled, Date Written, Drug Sched, Drug Category, Drug Generic Name, Dosage, Qty Disp, Form, Days Supply, Refills, and Auth. The table lists 10 prescriptions, each with a blue hyperlink for the drug generic name. The browser status bar at the bottom shows "Page 1 of 1" and "Displaying 1 - 10 of 10". The footer contains the copyright notice "©2009 McKesson Corporation. All Rights Reserved." and the system tray shows "Done" and "Internet".

Date Filled	Date Written	Drug Sched	Drug Category	Drug Generic Name	Dosage	Qty Disp	Form	Days Supply	Refills	Auth
04/28/2009	03/02/2009	0	NA	<a href="#">SIMVASTATIN</a>	80MG	30	TAB	30	5	
04/28/2009	12/03/2008	0	NA	<a href="#">FINASTERIDE</a>	5MG	30	TAB	30	6	
04/28/2009	11/24/2008	0	NA	<a href="#">CLOTRIMAZOLE</a>	1%	15	EXTCRM	30	3	
04/28/2009	04/27/2009	0	NA	<a href="#">METFORMIN HCL</a>	500MG	60	TAB	30	5	
04/28/2009	04/28/2009	0	NA	<a href="#">TERAZOSIN HCL</a>	10MG	30	CAP	30	6	
04/28/2009	06/13/2008	0	NA	<a href="#">GLYBURIDE</a>	5MG	120	TAB	30	5	
04/28/2009	11/21/2008	0	NA	<a href="#">CLOPIDOGREL BISL</a>	75MG	30	TAB	30	5	
04/28/2009	01/27/2009	0	NA	<a href="#">METOPROLOL TAR</a>	25MG	60	TAB	30	5	
04/28/2009	12/02/2008	0	NA	<a href="#">ISOSORBIDE MONO</a>	30MG	30	SRTAB	30	5	
04/28/2009	02/13/2009	0	NA	<a href="#">FOSINOPRIL SODIUM</a>	20MG	30	TAB	30	5	

## Patient Profile –My Prescriptions Only

Patient Profile –My Prescriptions Only report allows a prescriber to view details about each dispensed prescription written by the logged in prescriber for a specified period for an individual patient.

- Click **Drug Generic Name** to view drug look up information.
- Scroll to the right to view Dispenser and Prescriber columns that link to **Dispenser** and **Prescriber** look up information.




## Exporting a Report

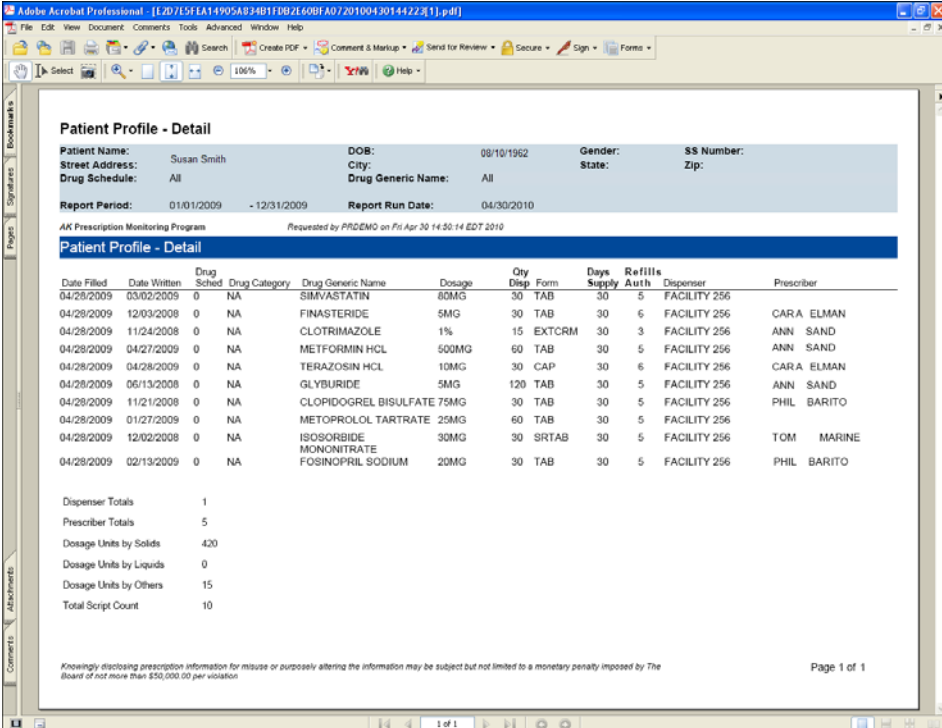
From the Patient Profile Report results, click one of the export icons.

-  Export Report to CSV
-  Export Report to Excel
-  Export Report to PDF

The Patient Profile Report results display in either Adobe Acrobat Reader or Microsoft Excel depending on the selected export to option.

## Printing a Report

1. From the Patient Profile Report results, click one of the export    icons. The Patient Profile Report results display in either Adobe Acrobat Reader or Microsoft Excel depending on the selected export option.



**Patient Profile - Detail**

Patient Name: Susan Smith      DOB: 09/10/1962      Gender:      SS Number:  
 Street Address: All      City:      State:      Zip:  
 Drug Schedule: All      Drug Generic Name: All

Report Period: 01/01/2009 - 12/31/2009      Report Run Date: 04/30/2010

AK Prescription Monitoring Program      Requested by PRDEMO on Fri Apr 30 14:50:14 EDT 2010

**Patient Profile - Detail**

Date Filled	Date Written	Drug Sched	Drug Category	Drug Generic Name	Dosage	Qty Disp	Form	Days Supply	Refills Auth	Dispenser	Prescriber
04/28/2009	03/02/2009	0	NA	SIMVASTATIN	80MG	30	TAB	30	5	FACILITY 256	
04/28/2009	12/03/2008	0	NA	FINASTERIDE	5MG	30	TAB	30	6	FACILITY 256	CARA ELMAN
04/28/2009	11/24/2008	0	NA	CLOTRIMAZOLE	1%	15	EXTCRM	30	3	FACILITY 256	ANN SAND
04/28/2009	04/27/2009	0	NA	METFORMIN HCL	500MG	60	TAB	30	5	FACILITY 256	ANN SAND
04/28/2009	04/28/2009	0	NA	TERAZOSIN HCL	10MG	30	CAP	30	6	FACILITY 256	CARA ELMAN
04/28/2009	06/13/2008	0	NA	GLYBURIDE	5MG	120	TAB	30	5	FACILITY 256	ANN SAND
04/28/2009	11/21/2008	0	NA	CLOPIDOGREL BISULFATE	75MG	30	TAB	30	5	FACILITY 256	PHIL BARITO
04/28/2009	01/27/2009	0	NA	METOPROLOL TARTRATE	25MG	60	TAB	30	5	FACILITY 256	
04/28/2009	12/02/2008	0	NA	ISOSORBIDE MONONITRATE	30MG	30	SRTAB	30	5	FACILITY 256	TOM MARINE
04/28/2009	02/13/2009	0	NA	FOSINOPRIL SODIUM	20MG	30	TAB	30	5	FACILITY 256	PHIL BARITO

Dispenser Totals      1  
 Prescriber Totals      5  
 Dosage Units by Solids      420  
 Dosage Units by Liquids      0  
 Dosage Units by Others      15  
 Total Script Count      10

Page 1 of 1

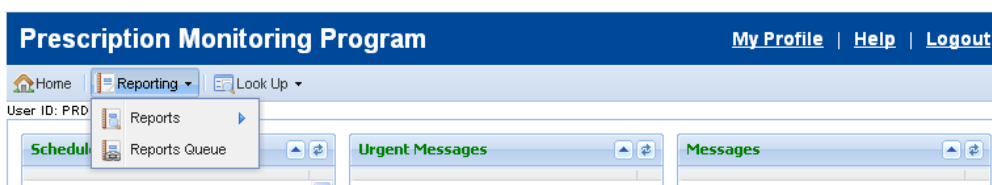
- In Adobe Acrobat Reader or Microsoft Excel click the **File** menu and then **Print** OR click the Print button .

## Viewing Reports Queue

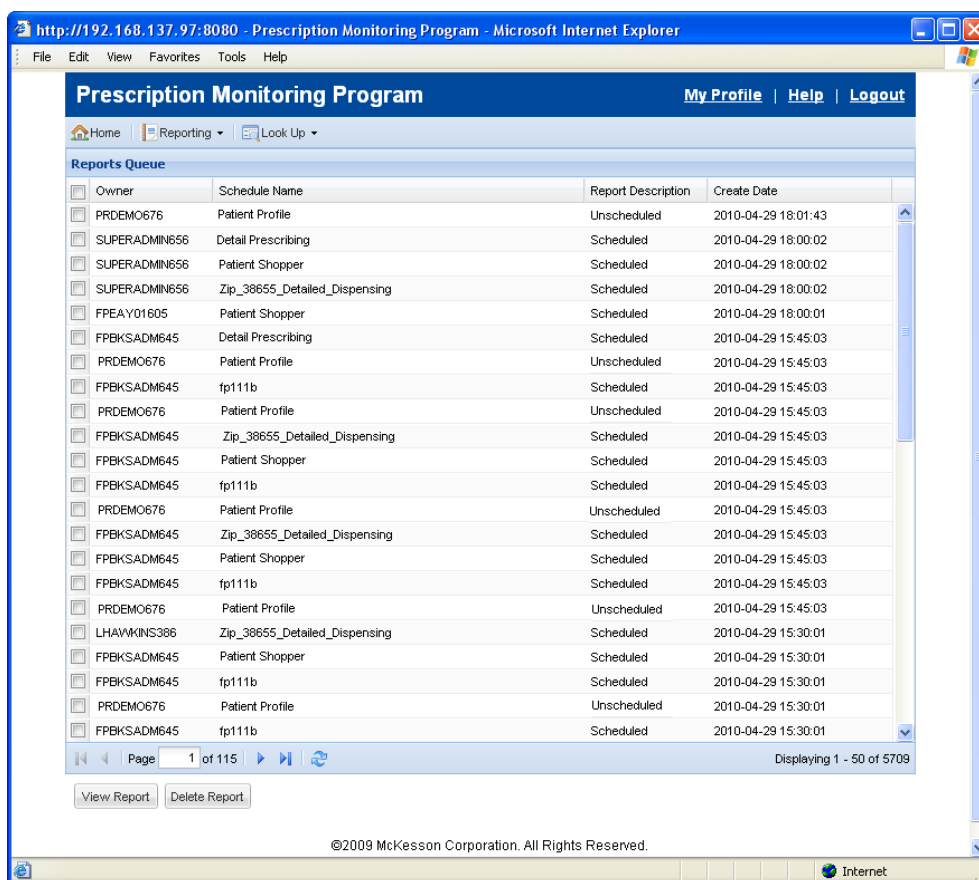
Scheduled Reports and reports that you Send to Queue will display in the Reports Queue.

Scheduled Reports will automatically delete from your Queue when the report expires. The report expiration is defined when the report is created. Reports that you send to queue can be deleted at anytime.

- From the Report Retrieval home page, click the **Reporting** menu and click **Reports Queue**.



- Click the checkbox next to the report that you want to view.

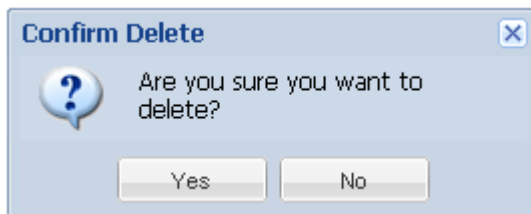


- Click **View Report**. A PDF of the report displays.

## Deleting a Report

Follow the steps below to delete reports that you send to the queue. **Note:** You cannot delete reports that you do not own.

1. Click the checkbox next to the report that you want to delete.
2. Click **Delete Report**. A confirmation dialog box displays.



3. Click **Yes**. Report successfully deleted.
4. Click **OK**.

Page intentionally left blank.

# 5

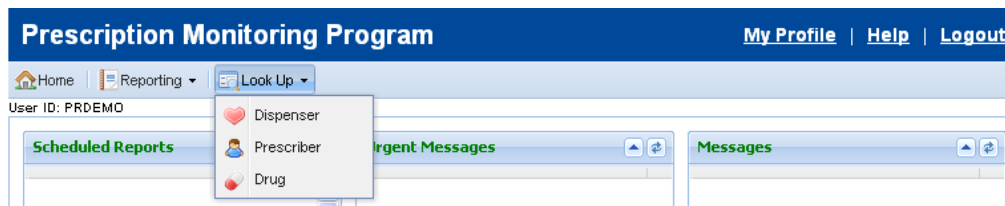
## Look Up

### Dispenser Lookup

The Dispenser Summary screen will have basic information on the dispenser such as name, address, city, and state.

#### Selecting Parameters for Look Up

1. From the Report Retrieval home page, click the **Look Up** menu and select **Dispenser**. The Dispenser Search dialog displays.



2. Complete the DEA or NPI Number or a combination of at least three other fields.

A screenshot of the "Dispenser Search" dialog box. The dialog has a title bar with "Dispenser Search" and a close button. Inside the dialog, there are six input fields arranged in two rows. The first row contains "DEA Number:", "NPI Number:", and "Facility Name:". The second row contains "City:", "State:" (with a dropdown menu showing "Select state..."), and "Zip Code:". Below the input fields, there is a red italicized note: "\*Search by DEA or NPI or a combination of at least three other fields". At the bottom right of the dialog, there are two buttons: "Search" and "Reset".

3. Click the **Search** button. The dispenser results display.

<input type="checkbox"/>	Facility Name	Address	City	State	Zip	Phone	Fax
<input type="checkbox"/>	DRUGSTORES INC.	1234 MAIN ST	RENO	NV	89501	7757892001	

Search Again

**NOTE:** To view all information for the Dispenser scroll to the right.

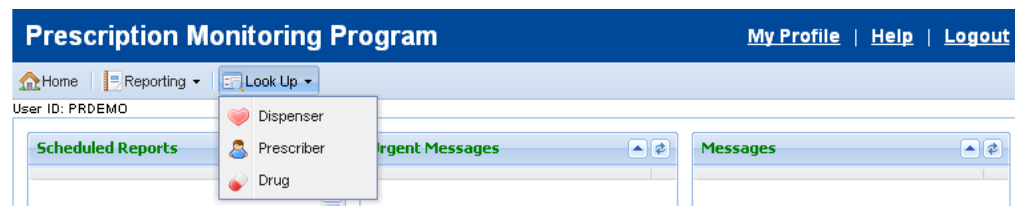
- To search for another dispenser, click **Search Again**. The Dispenser Search dialog box displays.
- Click **Reset** to clear the fields.

## Prescriber Lookup

The Prescriber Summary screen will have basic information on the prescriber such as name, address, city, and state. If the user has access to the Prescriber Details screen there will be a Show Details button and this screen will include the detailed information such as the license and sanctioned information.

### Selecting Parameters for Look Up

- From the Report Retrieval home page, click the **Look Up** menu and select **Prescriber**. The Prescriber Search dialog box displays.



- Complete the DEA or NPI Number or a combination of at least three other fields, as shown on the following page.

**Prescriber Search**

DEA Number:  NPI Number:

First Name:  Middle Name:  Last Name:

City:  State:  Zip Code:

*\*Search by DEA or NPI or a combination of at least three other fields*

3. Click the **Search User** button. The prescriber summary results display.

**Prescriber Search**

<input type="checkbox"/>	Last Name	Middle Name	First Name	City	State	DEA	NPI
<input type="checkbox"/>	VARNER	A	CHRIS	RENO	NV	BB6770999	1301199901

4. Click the checkbox next to the prescriber name.
5. Click **View Details**. The prescriber detail results display as shown on the following page.

**Prescriber Search**

**Prescriber Detail for: CHRIS VARNER**

Address	City	State	Zip	Phone	Fax	DEA	NPI
1234 13TH ST	RENO	NV	89501	7757892001	7757892004	BB6770999	1301199901
3123 9TH ST	RENO	NV	89501	7757892500	7757892501	BB6770999	1301199901

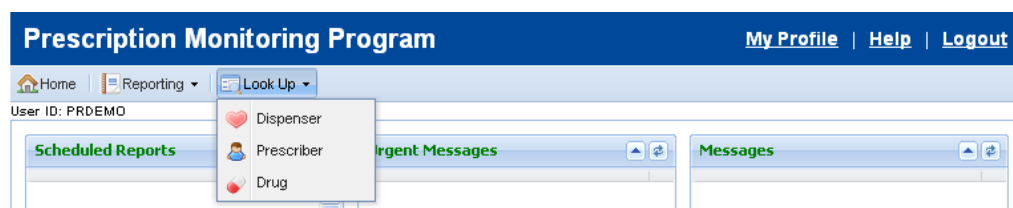
6. To search for another prescriber, click **Search Again**. The Prescriber Search dialog box displays.
7. Click **Reset** to clear the fields.

## Drug Lookup

The Drug Summary screen will have basic information on the drug such as NDC, Generic and Brand Name, Dosage, Form, Schedule and Category.

### Selecting Parameters for Look Up

1. From the Report Retrieval home page, click the **Look Up** menu and select **Drug**. The Drug Search dialog displays.



2. Complete one or more of the drug fields.



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## Website Support

RelayHealth has a special reference website just for the HI PMP program with useful information for pharmacies/dispensers, prescribers, and other users of the HI PMP Report Retrieval site.

<http://pmp.relayhealth.com/HI>

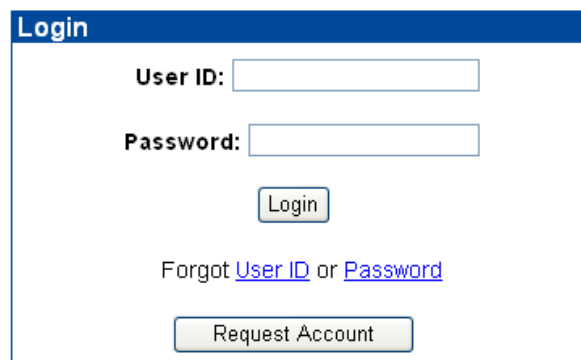
You will find the latest versions of this guide and other documentation available there.

## Telephone Support

RelayHealth Customer Care at 800-892-0333

## Forgotten User ID or Password

If you forget your User ID or Password for the website, it is not necessary to call Support to restore it. Instead, you can use the Forgot **User ID** or **Password** link on the login screen to recover the information yourself.



The screenshot shows a web form titled "Login". It contains two input fields: "User ID:" and "Password:". Below the "Password:" field is a "Login" button. Underneath the "Login" button is a link that says "Forgot [User ID](#) or [Password](#)". At the bottom of the form is a "Request Account" button.

Follow the simple onscreen instructions for each process to have your User ID emailed to you or to reset your password after answering the hint question that you created in your user profile.

## FAQs (Frequently Asked Questions)

### What is PMP?

PMP stands for "Prescription Drug 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?

Hawaii Prescription Monitoring Program (HI PMP) is Hawaii’s solution for monitoring Schedule II-IV controlled substances dispensed in Hawaii. Hawaii Revised Statute (HRS) Chapter 329, Part VIII, Electronic Prescription Accountability Program (EPAS) requires the Narcotics Enforcement Division (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.

controlled substances under federal law.

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.

**Where can I go for more information?**

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