



Data Collection Services for Kentucky's KASPER 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-V drugs are 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 KASPER?

KASPER, which stands for Kentucky All Schedule Prescription Electronic Reporting, is Kentucky’s PMP solution for monitoring Schedule II-V controlled substances dispensed in Kentucky. KRS 218A.202 and 902 KAR 55:110 set forth the legal requirements for reporting Schedule II-V controlled substances dispensed in Kentucky for use in the KASPER system.

The solution has two main elements:

- **Data Collection.** Information about controlled substance dispensing activities is reported regularly to the state of Kentucky through their authorized data collection vendor. Pharmacies and other dispensers (clinics, etc.) that are licensed by the Kentucky Board of Pharmacy are required by law to provide such reporting to the data collection vendor in approved formats and frequencies. This includes mail order pharmacies that routinely mail orders into the state.
- **Web-based Reporting.** Kentucky’s online KASPER 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, as well as the prescriber who prescribed them and dispenser who dispensed them. An authorized user can be a prescriber for medical treatment of an existing or prospective patient, a pharmacist for pharmaceutical treatment, a law enforcement officer with an active investigation, a licensure board for a licensee, Medicaid for a Medicaid recipient, a grand jury by subpoena, or a judge, probation or parole officer administering a drug diversion or probation program.

The primary beneficiaries of KASPER are patients throughout Kentucky. Because of KASPER, 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 Kentucky 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. In May 2007, the Kentucky Cabinet for Health and Family Services (CHFS) awarded RelayHealth an exclusive contract to enhance and begin managing data collection for the KASPER 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 the recognized experts in claims processing and now leverage our leadership position to benefit state prescription monitoring programs.

RelayHealth is very likely your trusted claims switching partner already. If yours is one of the 90% of pharmacies with its claims already passing through the RelayHealth network, you may be able to choose a new switch-based reporting option that will replace your current batch reporting process with a centralized, automatic, and fully secure new reporting process.

What is the goal of the new data collection approaches?

The primary goal is to improve the value of the KASPER database by populating it with cleaner and timelier data. This includes an option to use RelayHealth's existing pharmacy claims processing network to automatically transfer required reporting data into the KASPER system within one day of dispensing. This will allow data to appear in KASPER 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 are based on our continued efforts to minimize the impact of Schedule II-V 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)
- Minimize future system changes to meet evolving reporting requirements
- Better meet all HIPAA and State compliance regulations
- Use more secure submission processes than current batch submissions may offer, with data protected through all phases of transmission

Will I still be able to use my old data collection vendor instead?

Once the statewide go-live rollout is successfully completed (planned to occur by the end of 2007), RelayHealth will become the exclusive vendor managing data collection for the KASPER system. At that point, the state will no longer accept data from the current data collection vendor, so you will need to arrange with RelayHealth before than to begin accepting your controlled substance reporting data for Kentucky.

What will this vendor change mean for me and the way I submit Kentucky PMP information?

If your claims already pass through the RelayHealth network, you may want to choose a new switch-based automated reporting option that will eliminate your current batch submission process, which could significantly reduce your current overall reporting workload and cost. This requires a one-time configuration by your system vendor or chain (if they support this option).

For other data submission modes, our goal is to change as few of your procedures as possible while ensuring that proper security and privacy protections are in place, including written data authorization from you or your approved representative. We also plan to provide you with enhanced support and service.

How much do your data collection services cost?

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

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 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.

In addition, you or your approved representative (such as a chain headquarters) will need to complete an appropriate data authorization agreement that permits us to accept and process your supplied PHI data and forward it to Kentucky.

Will I still receive a submissions report?

Yes, but it will be monthly and you will have a new option to receive your report electronically via email instead of on paper via US Mail. If you choose to submit batch files and a significant problem occurs with one of your submitted files, a support representative will contact you.

What is “switch-based PMP submission” and how does it work?

If your claims already pass through the RelayHealth network, we can capture (with your written authorization) controlled substance reporting information directly from your transactions for controlled substance products. This new submission option eliminates the need for batch submission processes, reducing your current overall reporting workload and cost. It does require a one-time configuration by your system vendor or chain (if they support this option).

Cash transactions are also captured through the switch using special “Cash BIN” transactions as described later.

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 do 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 needs to be set up to send transactions for this special “Cash Capture” plan to a special Cash-Only BIN on our network. There is no transaction fee for these 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. In addition

We will be glad to discuss this process directly with you or your vendor 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 Kentucky 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 below.

RelayHealth KASPER Customer Care

Toll-Free: 800-892-0333

Monday – Friday, 8:00 A.M. – 5:00 P.M. Eastern

Email: KYPMP@relayhealth.com

What if the state changes its requirements?

If you have chosen to use the switch-based PMP submission option, there most likely will be no changes for you, since we will modify our systems to adapt to the new requirements. That is a significant benefit of the switch-based submission option – by centralizing your reporting processes, we insulate you (or your system vendor or chain) from future changes in state reporting requirements.

With batch submission options, it is highly likely that changes in state reporting requirements will inevitably require changes in your systems or reporting procedures.