



NV PMP
Report Retrieval Guide

V1rB
July 25, 2011

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



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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 Nevada 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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Contents

- Chapter 1 Introduction 1**
 - NV PMP 1

- Chapter 2 Registration and Initial Login 3**
 - Before You Register 3
 - Registration Process 3

- Chapter 3 Dashboard (Home Page)..... 9**
 - Dashboard (Home Page) Panels 9

- Chapter 4 Retrieving a Patient Report 11**
 - Types of Patient Reports 11
 - Logging In..... 11
 - Requesting an Online Patient Profile Report..... 11
 - Selecting the Patient Profile Report Type..... 11
 - Selecting Parameters for the Patient Profile Report..... 12
 - Using the Report Results..... 12
 - Patient Profile – Detail 13
 - Patient Profile –My Prescriptions Only 14
 - Exporting a Report..... 14
 - Printing a Report 14
 - Viewing Reports Queue..... 15
 - Deleting a Report 16

- Chapter 5 Support..... 18**
 - Website Support..... 18
 - Telephone Support..... 18
 - Forgotten User ID or Password..... 18
 - FAQs (Frequently Asked Questions) 19

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A	06/24/2010	J. Rodgers	Initial Draft for 1.4.2
B	07/25/2011	J. Rodgers	Changes identified by NV Board of Pharmacy

NV PMP

The Nevada Prescription Monitoring Program, NV PMP, is the Nevada solution for monitoring Schedule II-IV controlled substances dispensed in Nevada. NAC 639.926 set forth the legal requirements for reporting Schedule II-IV controlled substances dispensed in Nevada for use in the PMP system, such as Soma (carisoprodol), which is a controlled substance for Nevada.

The NV PMP solution has two main elements:

- **Data Submission.** Information about controlled substance dispensing activities is reported weekly to the state of Nevada through their authorized data collection vendor. Any dispensing entity dispensing controlled substances, in or into Nevada is 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 Retrieval.** Nevada's online Report Retrieval 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, Nevada licensure boards, or a law enforcement officer with an active investigation.

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

Report Retrieval Overview

Controlled substance dispensing activity is reported weekly to Nevada 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 NV 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 NV PMP Report Retrieval website, a user needs Internet access and a supported Web Browser (for example, Internet Explorer Version 6 or Firefox), 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. Select the Patient Profile – Detail Report.
4. Enter the First Name, Last Name and Date of Birth fields to uniquely identify that patient.
5. Click **View** to run 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 NV PMP solution has two websites. The NV PMP Data Submission website which allows dispensers to submit their controlled substance activity and the NV PMP Report Retrieval website which is used to retrieve patient drug usage reports.

Registration Process

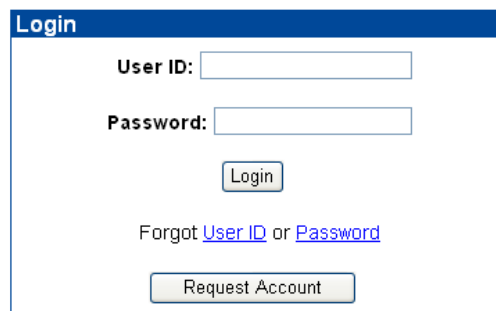
To verify that you requested an account and to test the email address you supplied, a confirmation email will be sent to you with your temporary password.

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 (such as Internet Explorer 6 or Firefox), go to this Internet site:

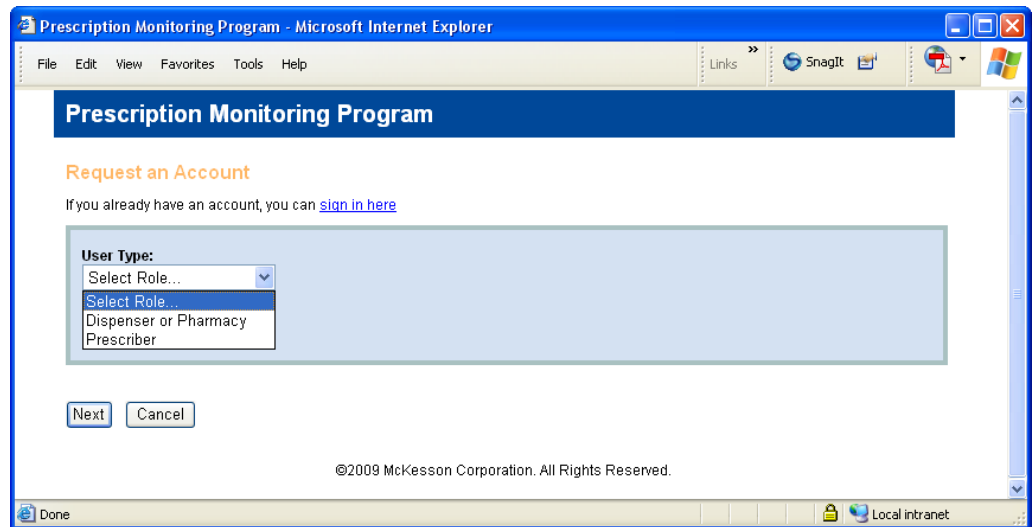
<https://rpt.pmp.relayhealth.com/NV>

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 a link that says "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 NV 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.

Facility DEA#: <input type="text" value="BB6564323"/>	Secondary ID: <input type="text"/>
---	--

Profile Information

First Name: <input type="text"/>	Last Name: <input type="text"/>	Address Line 1: <input type="text"/>
Facility Type: - Select Facility Type - <input type="button" value="v"/>	Organization Name: <input type="text"/>	City: <input type="text"/>
Address Line 2: <input type="text"/>	State: -- Select State -- <input type="button" value="v"/>	Phone: <input type="text"/>
Fax: <input type="text"/>	Zip Code: <input type="text"/>	Retype Email: <input type="text"/>
Email: <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 (such as Internet Explorer 6 or Firefox), go to this Internet site:
<https://rpt.pmp.relayhealth.com/NV>
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:

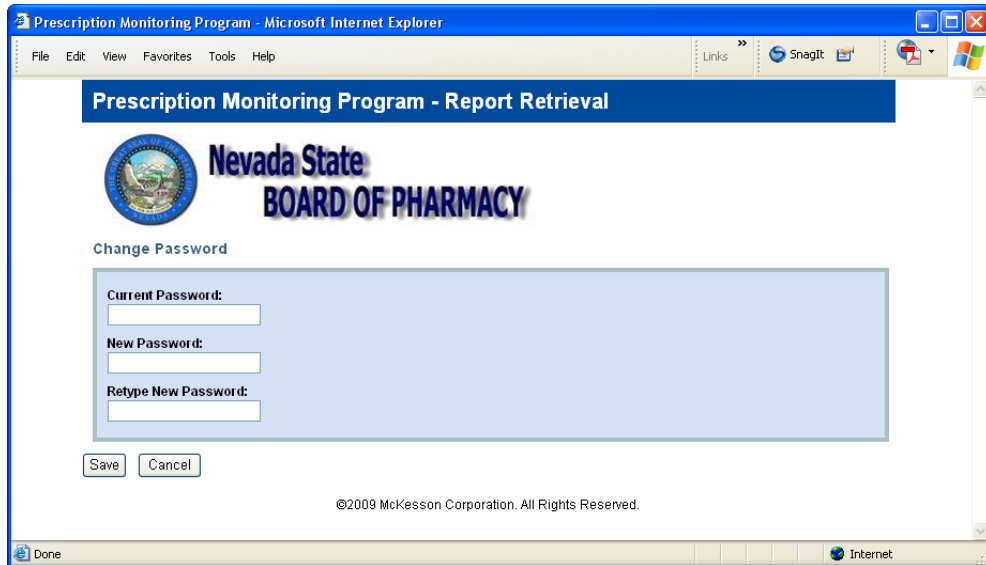
Login

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.



Prescription Monitoring Program - Report Retrieval

**Nevada State
BOARD OF PHARMACY**

Change Password

Current Password:

New Password:

Retype New Password:

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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/NV>**
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.

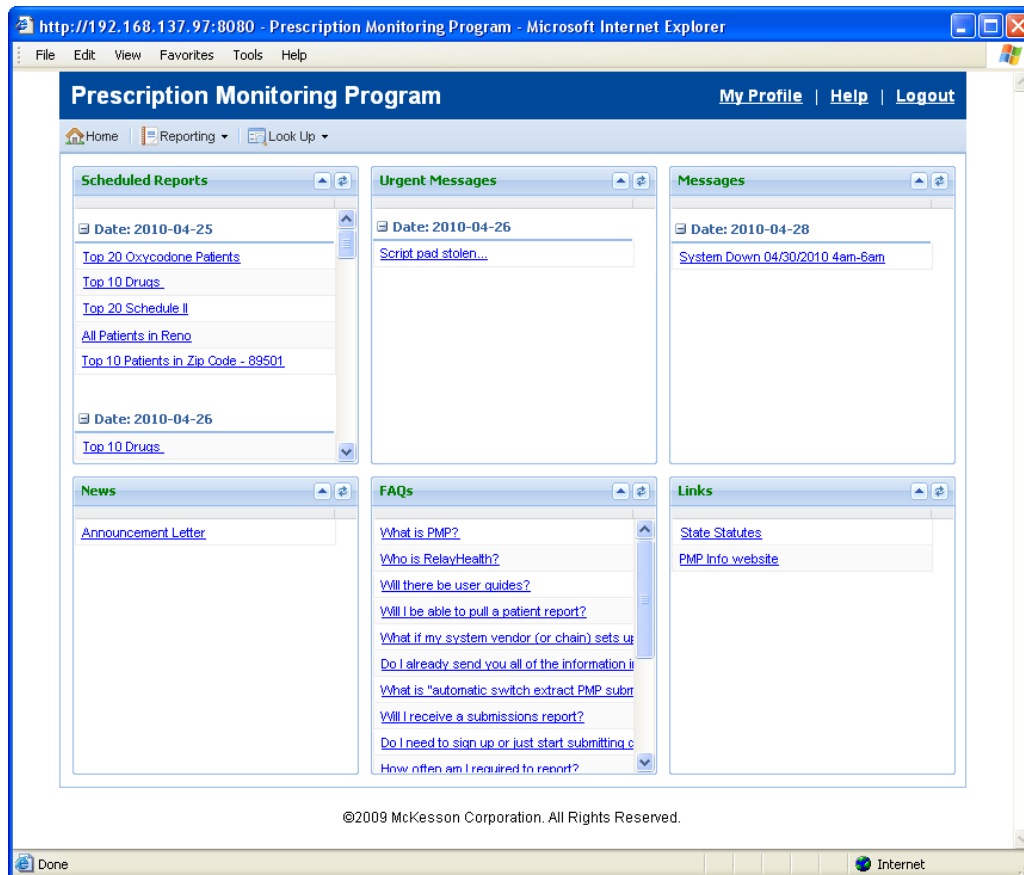
3

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

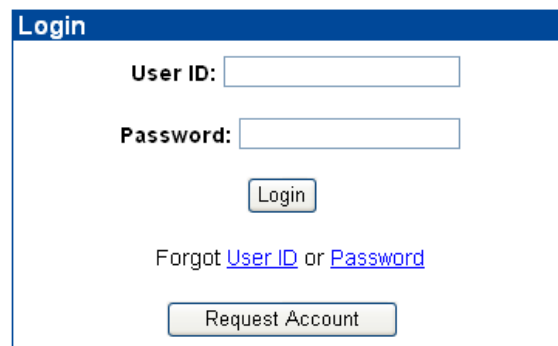
Types of Patient Reports

The NV PMP Report Retrieval site offers two versions of the Patient Profile report:

- **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/NV>
2. Enter your User Name (that you chose at registration) and your password. Click **Login**.



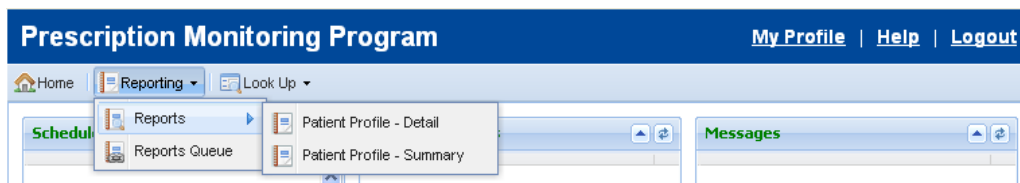
NOTE: The first time you log in, use the temporary password that was sent to you by RelayHealth. You will then be asked to specify a new password. Once you have created that new password, you will use it to login subsequently.

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 with an asterisk – First Name, Last Name and Date of Birth.

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 – 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 "http://192.168.137.97:8080 - Prescription Monitoring Program - Microsoft Internet Explorer". 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), and Report Period (05/05/2009 - 04/30/2010). A "Report Data" table follows, listing 10 prescriptions with columns for Date Filled, Date Written, Drug Sched, Drug Category, Drug Generic Name, Dosage, Qty Disp, Form, Days Supply, and Refills Auth. The table contains 10 rows of data, each with a blue hyperlink for the Drug Generic Name. At the bottom, there is a footer with "©2009 McKesson Corporation. All Rights Reserved." and a status bar showing "Page 1 of 1" and "Displaying 1 - 10 of 10".

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	SIMVASTATIN	80MG	30	TAB	30	5
04/28/2009	12/03/2008	0	NA	FINASTERIDE	5MG	30	TAB	30	6
04/28/2009	11/24/2008	0	NA	CLOTRIMAZOLE	1%	15	EXTCRM	30	3
04/28/2009	04/27/2009	0	NA	METFORMIN HCL	500MG	60	TAB	30	5
04/28/2009	04/28/2009	0	NA	TERAZOSIN HCL	10MG	30	CAP	30	6
04/28/2009	06/13/2008	0	NA	GLYBURIDE	5MG	120	TAB	30	5
04/28/2009	11/21/2008	0	NA	CLOPIDOGREL BISL	75MG	30	TAB	30	5
04/28/2009	01/27/2009	0	NA	METOPROLOL TAR	25MG	60	TAB	30	5
04/28/2009	12/02/2008	0	NA	ISOSORBIDE MONO	30MG	30	SRTAB	30	5
04/28/2009	02/13/2009	0	NA	FOSINOPRIL SODIUM	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

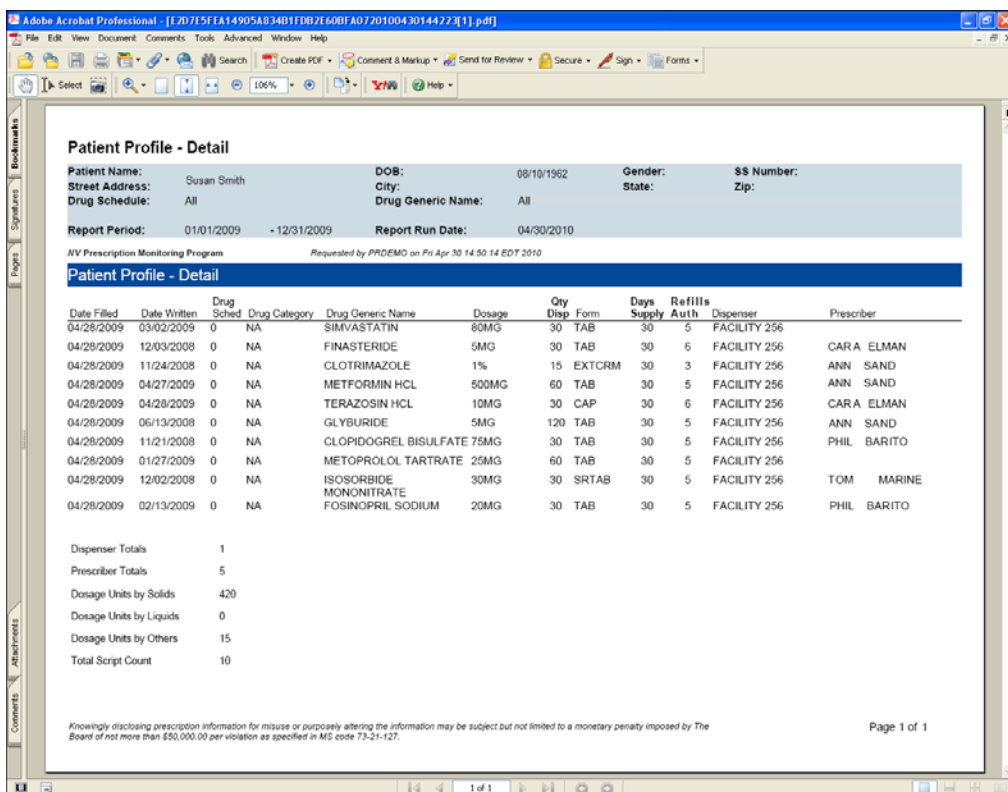
From the Patient Profile Report results, click one of the export icons.

-  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: 08/10/1962 Gender: SS Number:
 Street Address: City: State: Zip:
 Drug Schedule: All Drug Generic Name: All

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

NV Prescription Monitoring Program Requested by PRIDEMO on Fri Apr 30 14:50:14 EDT 2010

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

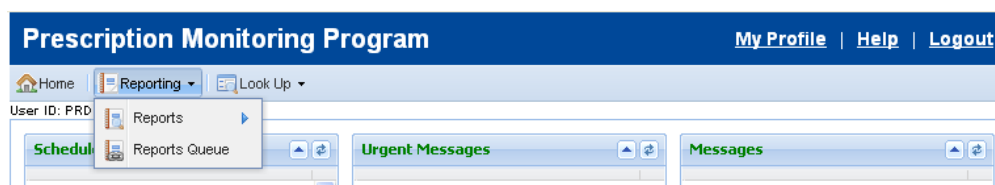
- In Adobe Acrobat Reader or Microsoft Excel click the **File** menu and then **Print** OR click the Print button .

Viewing Reports Queue

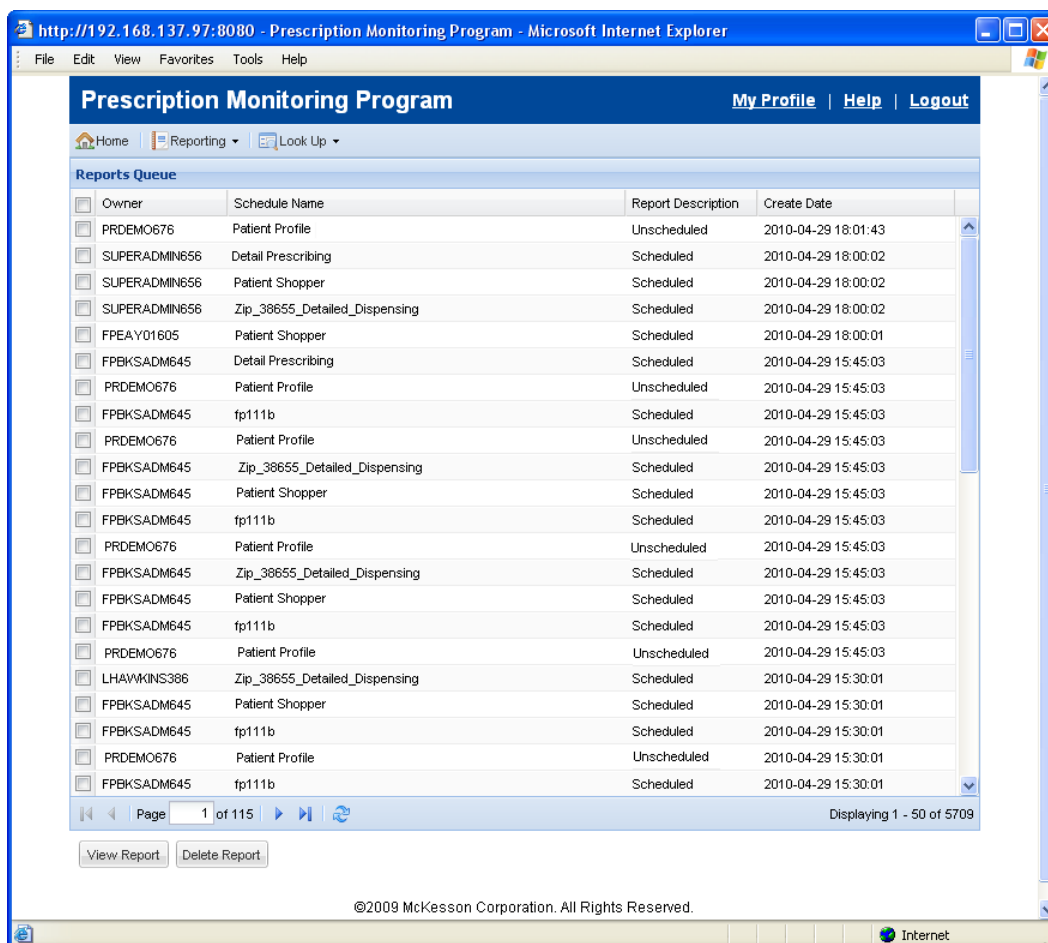
Scheduled Reports and reports that you Send to Queue will display in the Reports Queue.

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.

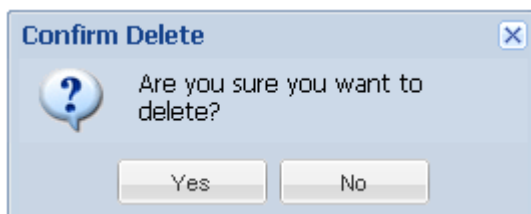


3. Click **View Report**. A PDF of the report displays.

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**.

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Website Support

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

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

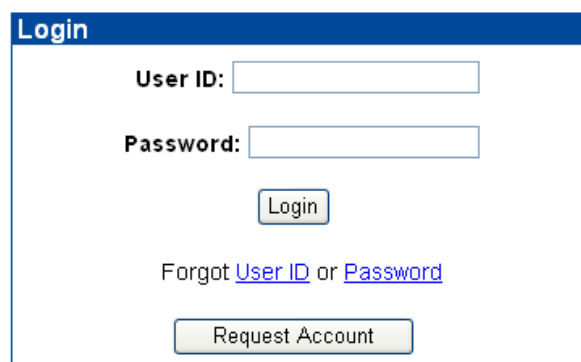
You will find the latest versions of this guide and other documentation available there.

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 login interface with a blue header labeled "Login". Below the header are two input fields: "User ID:" and "Password:". A "Login" button is positioned below the password field. Underneath the button is the text "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 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 Nevada PMP?

Nevada Prescription Monitoring Program is Nevada’s solution for monitoring Schedule II-IV controlled substances dispensed in Nevada. NAC 639.926 set forth the legal requirements for reporting Schedule II-IV controlled substances dispensed in Nevada for use in the PMP system, such as Soma (carisoprodol), which is a controlled substance for Nevada.

The solution has two main elements:

- **Data Collection.** Information about controlled substance dispensing activities is reported weekly to the state of Nevada through their authorized data collection vendor. Pharmacies and other dispensers (practitioners) that are licensed by the Nevada 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 mail orders into the state.
- **Report Retrieval.** Nevada’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 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 Nevada PMP are patients throughout Nevada. Because of Nevada 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 Nevada 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 Nevada Board of Pharmacy 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.

Will I still be able to use my old Report Retrieval vendor instead?

Once the statewide go-live rollout is successfully completed, RelayHealth will become the exclusive vendor managing Report Retrieval for the Nevada PMP system.

Where can I go for more information?

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