Prescription Errors

Prescription errors must be corrected in a timely manner. Prescription errors that are not corrected do not transmit into the PDMP. For this reason, uncorrected errors can be seen in your pharmacy management system, but prescribers or other pharmacists **will not** be able to see the prescriptions. Prescription errors that need correcting can be viewed on the Daily Error Report. The most common error reported is DEA Number Checksum Verification Failure, which means the DEA number was entered incorrectly, such as a "fake" DEA number was entered, or the X-waiver number of the prescriber, rather than the prescriber's DEA number, was entered. Other frequently seen errors: animal selection left off on pet prescriptions, missing address of patient or pharmacy, no days' supply entered, date filled prior to date written, and missing or illogical patient's date of birth.

Please see the brochure How to Correct Prescription Errors for guidance on how to correct errors.

Daily Error Reports

Every pharmacy or dispensing physician reporting to the PDMP receives a Daily Error Report.

This report shows the following information:

- Pharmacy DEA number
- NCPDP
- NPI
- Prescription number
- Fill Date
- Segment ID
- Field Name
- Type (Error or Warning)
- Message (what needs to be corrected)

Daily Error Reports (cont.)

Prescriptions with errors do not transmit into the PDMP and prescriptions with warnings transmit to the PDMP but will transmit with the error. This will cause inaccurate prescription data to show up in the PDMP, affecting PDMP data integrity.

It is imperative that the email address associated with the PMP Clearinghouse account be kept current and updated. This is the email address to which Daily Error Reports are sent. The PDMP should be notified when there is a change in the person designated to receive the Daily Error Report. If the new designee does not have access to the old contact email, it may be necessary to create a new PMP Clearinghouse account. Most chain pharmacies have a central location to which error reports are sent. If you have any questions about what email address is associated with your PMP Clearinghouse Account, contact the PDMP Help Desk at 1-855-925-4767, select option 2.

Please see the brochure "How to Correct Prescription Errors" for additional guidance.



July 2022

Helpful Hints for Pharmacists



PRESCRIPTION DRUG MONITORING PROGRAM

PDMP

alabamapublichealth.gov/pdmp

ALABAMA **PUBLIC HEALTH**

PMP AWARxE®



The Prescription Drug Monitoring Program (PDMP) was developed to promote the public health and welfare by detecting diversion, abuse, and misuse of prescription medications classified as controlled substances under the Alabama Uniform Controlled Substance Act. Under the Code of Alabama, 1975, § 20-2-210, et seq., the Alabama Department of Public Health was authorized to establish, create, and maintain a controlled substances prescription database program. This law requires anyone who dispenses Class II, III, IV, and V controlled substances to report daily the dispensing of these drugs to the database.

Alabama utilizes Bamboo Health's **PMP AWARxE®** software. This controlled substance database provides near real-time data of dispensed controlled substance prescriptions. This clinical tool is available for prescribers and dispensers to assist in patient care decisions.

https://alabama.pmpaware.net

PMP Gateway®



PMP Gateway® makes accessing data and analytics solutions for care team members easy by integrating PDMP data directly in the clinical workflow of electronic health records, pharmacy management systems, and health information exchanges, saving the healthcare provider time.

Password Reset



Passwords must be reset every 90 days and email notifications are sent to each user beginning 7 days before expiration. Passwords can be reset by clicking on the link in the notification email or by logging into your account at https://alabama.pmpaware.net. If using the login option, click on Menu and select Password Reset under User Profile. Enter your current password and your new password.

If you have forgotten your password, enter your email address on the login screen, then select Password Reset. You can reset your password via a link sent to your email or a text message (if you have a mobile phone number on your account).

If none of the options work for you, please contact the PDMP Staff at 334-206-5226.

X Waiver Number

An "X waiver" refers to the Drug Addiction Treatment Act (DATA 2000) "waiver" legislation that authorized the outpatient use of buprenorphine for the treatment of opioid use disorder. Prescriptions reported to the PDMP must, however, be entered under the prescriber's DEA number. The DEA number must be entered in the Prescriber DEA (PRE02) field. The X waiver number has its own designated field, the Prescriber XDEA (PRE09) field, if needed for insurance reimbursement or diagnostic information. The X waiver number should never be submitted as a DEA number. Entering the X waiver number as the DEA number results in an error and does not transmit the prescription to the database.

Patients Incorrectly Linked Together and Patients Who Have Multiple Accounts (Consolidation Errors)

Occasionally, the PDMP system will consolidate patient accounts due to similar names, dates of birth, and addresses. If a provider finds an account that was consolidated inaccurately, please contact the PDMP Staff at 334-206-5226 for correction.

Additionally, some patients will have multiple records that were not consolidated under one file. If you are not seeing all of a patient's prescription history when you do a Patient Request, contact the PDMP Staff for assistance.

When performing multi-state queries, only the exact first name, last name and date of birth are used to match patients. This can result in having multiple patients included in the prescription history report, especially if the name is common, e.g. Smith or Jones. The pharmacist should be aware of this potential matching and discuss any concerns with the patient.

