

New Hampshire
Prescription Drug
Monitoring Program



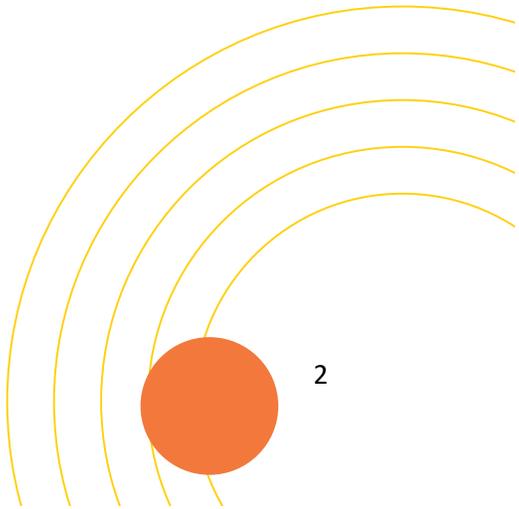
Gateway Integration Welcome Packet

New Hampshire Prescription Drug Monitoring Program



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What is the New Hampshire PDMP?

The [New Hampshire Prescription Drug Monitoring Program \(NH PDMP\)](#) utilizes PMP AWARDx, a secure Software-as-a-Service (SaaS) platform, to provide superior technology designed to enhance flexibility in methods of collecting prescription data, ensuring the highest quality and integrity of the data collected, significantly enhancing the end-user experience, providing out-of-the-box capabilities to facilitate interstate data sharing, and integrating PDMP data into clinical workflows. This platform is used across the state of New Hampshire to improve public health by providing controlled substance drug use information prior to prescribing or dispensing those drugs. The goal of the PDMP is to improve the quality of patient care and promote the appropriate use of controlled substances for legitimate medical purposes, including deterrence of misuse and diversion of schedule II-IV controlled substances by:

- Inclusion of more accurate and complete data tracking of opioids and other scheduled drug prescriptions
- Helping prescribers and pharmacists make safe prescribing and dispensing decisions
- Providing access to additional educational resources without exiting the workflow

What is New Hampshire PDMP Gateway Integration?

The NH PDMP has partnered with [Bamboo Health](#) to provide an integration option, called PMP Gateway, to New Hampshire prescribers and pharmacists. PMP Gateway provides integrated access to the NH PDMP database within an Electronic Health Record (EHR)/Pharmacy Management System (PMS). This provides a streamlined clinical workflow for providers. The integration eliminates the need for providers to have to log in separately to the NH PMP AWARDx web portal. Instead, the EHR/PMS automatically initiates a patient query and returns a view of the patient's controlled substance prescription history report directly within the provider's EHR/PMS.

NH PDMP Gateway integration is authorized by [NH SB45](#), and is managed by the New Hampshire Department of Health and Human Services (DHHS). DHHS is collaborating with Bamboo Health to provide the PMP Gateway integration option to all healthcare entities (HCE) in the state. The collaboration allows DHHS to utilize federal grant funding to support integration licensee fees for prescribers and pharmacies in New Hampshire. State funding is guaranteed through January 2024, and subsequently will be subject to the continuation of ongoing grant funding. The PMP Gateway product will remain available regardless of future state funding.

Bamboo Health will facilitate communication, information transfer, and integration implementation, including support during the state approval process and the EHR/PMS vendor development process.

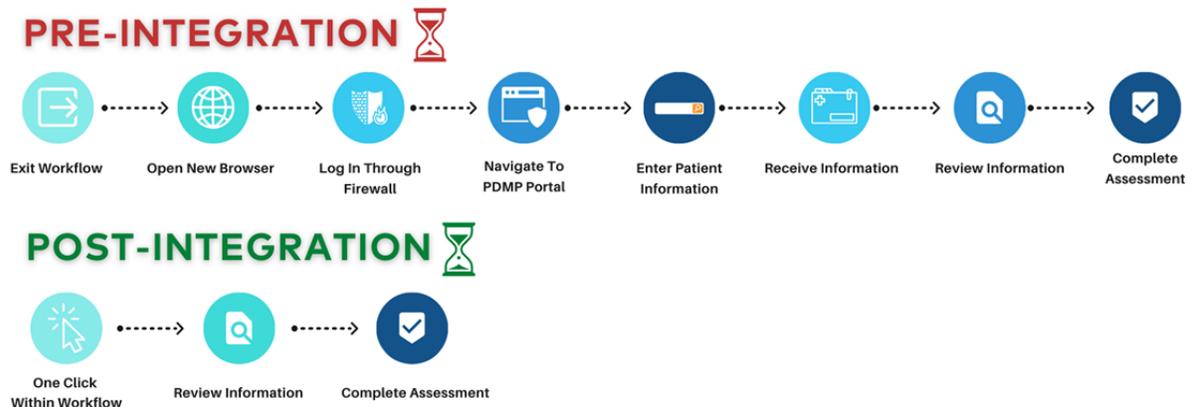
Benefits of Integration

There are key functional differences between conducting a patient query in the existing NH PMP AWARxE web portal and through EHR/PMS integration via PMP Gateway. The goal for integration is to provide the key data elements to providers in a streamlined workflow.

EHR/PMS integration removes the need for a user to:

1. Exit the EHR/PMS and go to <https://newhampshire.pmpaware.net/login>
2. Enter username and password
3. Navigate to the patient search screen
4. Enter a patient's first name, last name, and date of birth
5. Determine the date range to search
6. Select which states to search
7. Click 'search'

This illustration shows an example of NH PDMP integration efficiency:



Instead of manually entering search parameters through the NH PMP AWARxE web portal, PMP Gateway integration utilizes the patient record within the EHR/PMS workflow to collect demographic information to perform an automated query and deliver a patient report. This allows the user to have access to the PDMP patient report within seconds of accessing the patient's record within the EHR/PMS.

Gateway integration will play a vital role in streamlining a provider's ability to view their patients' data in NH PMP AWARxE, but it does not replace PMP AWARxE. The web portal will continue to be an essential tool with critical functionality. Providers will continue to use PMP AWARxE for the following functions:

- User profile
- Password reset
- Announcements
- Delegate management
- Delegate access to conduct searches
- Search history (including delegate search history)
- Partial name search
- Searches that return multiple records
- Interstate data sharing options
- Clinical alerts
- Prescriber reports
- MyRx for prescribers to review their prescriptions

Role Mapping

When the EHR/PMS sends a query to NH PMP AWARxE, there are a few key data elements about the provider requesting the data that must be included in that query. In addition to the facility identifiers, the query will include the provider's credentials, which will vary by role and type: DEA number, Professional License Number, or NPI number. NH PMP AWARxE then validates that the provider requesting the data has an active account within NH PMP AWARxE.

Each HCE will need to map their EHR/PMS roles to the PMP Gateway and NH AWARxE roles. The complete list of roles and the associated credential that is required for each request are listed in the table below. The table helps clarify that some current NH PMP AWARxE users will not be able to have access via the EHR.

Delegates, both unlicensed and licensed, are not able to access NH PMP AWARxE data via Gateway integration. Instead, delegates will continue to access NH PMP AWARxE via the web portal.

NH AWARxE Role	PMP Gateway Role	Credential passed with query request
Dentist	Dentist	Personal DEA#
Medical Resident with Prescriptive Authority	Medical Resident with prescriptive authority	Facility DEA#
Naturopathic Physician	Naturopathic Physician with prescriptive authority	Personal DEA#
Nurse Practitioner / Clinical Nurse Specialist	Nurse Practitioner	Personal DEA#
Optometrist	Optometrist with prescriptive authority	Personal DEA#
Pharmacist	Pharmacist	Professional License #
Pharmacist in Charge	Pharmacist	Professional License #
Pharmacist's Delegate - Licensed	No PMP Gateway Role	No integration option
Pharmacist's Delegate - Unlicensed	No PMP Gateway Role	No integration option
Physician (MD, DO)	Physician	Personal DEA#
Physician Assistant	Physician Assistant with prescriptive authority	Personal DEA#
Podiatrist (DPM)	Physician	Personal DEA#
Prescriber Delegate - Licensed	No PMP Gateway Role	No integration option
Prescriber Delegate - Unlicensed	No PMP Gateway Role	No integration option
VA Dispenser	Pharmacist	NPI #
VA Prescriber	Physician	Personal DEA#
Veterinarian	Veterinarian	Personal DEA#

Please note that the PMP Gateway Roles are case sensitive.

What is the Integration Request Process?

1. An HCE's authorized decision maker will visit the Customer Connect portal, at <https://connect.bamboohealth.com/> to complete their organization's Integration Request.
2. Click "Create an Account."
3. Follow the prompts to input the required information for the HCE's Integration Request. This will include basic information about the organization, such as:
 - a. The organization's primary contact for the Gateway Integration
 - b. Organizational information: address, number of hospitals, offices, physicians, and/or pharmacists
 - c. EHR/PMS vendor information, including primary contact information
 - d. Number of licenses requested
4. In addition to providing the required information above, there will be a prompt to execute the associated End User License Agreement.
5. Once all steps are complete in Customer Connect, Bamboo Health will begin processing your request.

What is the Implementation Process?

Many EHR/PMS vendors have already completed the PMP Gateway integration development work to deliver controlled substance prescription data within their products/service offerings. If the HCE's vendor has not yet completed integration, Bamboo Health will work with the HCE and EHR/PMS vendor to initiate that process.

If the HCE's EHR/PMS vendor has already completed integration:

1. Bamboo Health will create production PMP Gateway credentials for the HCE.
 - a. This process should take 4-5 business days.
2. Once created, a request for approval will be sent to the NH PDMP. The NH PDMP will need to approve the request for credentials.
 - a. The contact provided on the Customer Connect Integration Request will receive an automated email once the NH PDMP has approved the request for credentials.
3. Credentials will then be sent to the EHR/PMS vendor or directly the HCE's primary contact (depending upon the HCE's vendor instructions) to start the process.
 - a. It is recommended that the HCE contact their EHR/PMS vendor to let them know they have submitted a request for PMP Gateway integration.
4. The EHR/PMS vendor will contact the primary contact listed on the Customer Connect Integration Request to start the testing process.
5. Once complete, the HCE will work with their EHR/PMS vendor to determine the final roll-out schedule.

***PLEASE NOTE:** If an HCE is using Epic as its EHR/PMS vendor, the implementation process will vary from what is outlined above. The Epic implementation process is more involved at the HCE level. Bamboo Health will directly contact the HCE's authorized decision maker who submitted the Integration Request to coordinate the implementation for Epic sites.

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If the HCE's EHR/PMS vendor has not already completed integration development:

1. A Bamboo Health representative will reach out to the primary contact listed in the Customer Connect Integration Request and schedule a meeting, to include:
 - a. Bamboo Health Sales Engineer
 - b. Bamboo Health Technical Resource
 - c. HCE Primary Contact
 - d. EHR/PMS Vendor Contact
2. Bamboo Health will provide the EHR/PMS vendor with the technical Application Programming Interface (API) documentation.
 - a. Depending upon the engagement level of the vendor and/or existing project backlogs, this process can take up to several months.
3. Bamboo Health will provide testing instructions and test patients to the EHR/PMS vendor and will provide technical support as needed.
4. The HCE will work with their EHR/PMS vendor to ensure all provider roles are mapped correctly to the appropriate PMP Gateway role.
5. Before deploying to production, Bamboo Health requests that the EHR/PMS vendor demo the PMP Gateway integration so that they may provide any additional recommendations or changes.
6. Once the integration has been approved by Bamboo Health and the EHR/PMS vendor development is complete, the request will funnel back into the steps outlined above and follow the same process as noted in the "If the HCE's EHR/PMS vendor has already completed integration" section.

Post Implementation Technical Support

If providers experience issues when attempting to access NH PMP AWARe data via the EHR/PMS, providers should follow their own internal processes for requesting IT support, whether contacting the HCE's internal IT helpdesk or the EHR/PMS vendor for assistance.

***PLEASE NOTE:** Bamboo Health does not have direct access to troubleshooting issues within an HCE's EHR/PMS. Any issues related to an HCE's EHR/PMS vendor's application should be directed to the EHR/PMS administrator, or respective contact.

If it is determined that the PMP Gateway service is non-operational, providers, or their HCE or EHR/PMS vendor IT staff, may submit a [support request form](#) to Bamboo Health. This will create a service ticket with the Bamboo Health helpdesk to troubleshoot the issue. Please allow up to 24 hours for Bamboo Health to acknowledge your issue. You may also dial (833) 307-0310 to speak with a Bamboo Health helpdesk representative.

In the event that there is any kind of disruption in the PMP Gateway integration service, providers always have the option of logging in directly to the NH PMP AWARe web portal to request patient reports at <https://newhampshire.pmpaware.net/login>.

Resources

- NH PMP AWARe Web Portal: <https://newhampshire.pmpaware.net/login>
- Integration Request Portal: <https://connect.bamboohealth.com/>
- NH Prescription Drug Monitoring Program:
 - Webpage: <https://www.dhhs.nh.gov/dphs/pdmp.htm>
 - Contact: NHPDMP@dhhs.nh.gov or (603) 271-6978
- Questions about the New Hampshire Gateway Integration Welcome Packet?
 - Please email pdmpintegrations@bamboohealth.com