PREPARED BY:
Nebraska Department of Health and Human Services and CyncHealth

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NEBRASKA

PDMP Clinician User Guide

DRUG OVERDOSE PREVENTION
PRESCRIPTION DRUG MONITORING PROGRAM
NEBRASKA Good Life. Great Mission. DEPT. OF HEALTH AND HUMAN SERVICES
Cync Health

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Program Overview

The Nebraska Prescription Drug Monitoring Program (PDMP) is authorized by Nebraska Rev. Statutes §§ 71-2454 through 71-2455. It gives healthcare providers the ability to monitor the use of patient medications, provides information to improve the health and safety of patients, and helps to prevent the misuse of prescribed controlled substances.

The Nebraska PDMP is administered in collaboration between the Nebraska Department of Health and Human Services (DHHS) and the statewide health information exchange through CyncHealth to provide a medication query functionality available to all prescribers and dispensers in Nebraska at no cost to providers. Medications are one of the leading causes of healthcare errors and hospitalizations. Additionally, controlled substances can present a hazard to the public due to the increased possibility of misuse or abuse. All states have PDMPs that seek to reduce the misuse or abuse of controlled substance prescriptions. Nebraska requires pharmacies and other dispensers to submit information on all dispensed prescriptions including non-controlled prescriptions and controlled substances at least daily to provide a comprehensive medication history that gives providers more information to make better informed clinical decisions and improve patient safety.

The Nebraska PDMP is accessible through the state's DHHS website or the CyncHealth homepage. Those who submit or receive information from the Nebraska PDMP must provide reasonable privacy protections in accordance with the Health Information Portability and Accountability Act (HIPAA).

Nebraska Law

Effective as of July 2022, all Nebraska providers who prescribe controlled substances to a Medicaid client must check the PDMP before prescribing a Schedule II medication or when adjusting dosing. A provider may, however, use a delegate to check the PDMP. Exemptions to this requirement include beneficiaries receiving cancer treatment, hospice/palliative care, and long-term care facilities. If not able to check the PDMP, then the provider is required to document a good faith effort, including reasons why they are unable to conduct the check, and may be required to submit documentation to the state upon request.

For more information, PDMP mandatory check requirements are available under Section 5042 of the SUPPORT for Patients and Communities Act, consistent with section 1944 of the Social Security Act, beginning October 1, 2021.

About RxGov

RxGov is a software developed by NIC that records and tracks prescribed medication dispenses. PDMPs can use RxGov to monitor the dispensing of prescriptions in their state.

RxGov is designed to be a comprehensive PDMP system. It facilitates communication between multiple user groups to ensure patient confidentiality, data security, and the presentation of accurate information. It does all this in an online environment that does not require any special hardware or software, allowing users to access their accounts anywhere they have access to the internet.

How Does RxGov Work?

RxGov works by being a universal point of contact at all steps of the prescription dispensing process. This is accomplished using different types of accounts.

Prescriber Account- This account allows a provider to look up a patient's medication history. The PDMP works as a tool before prescribing to reduce therapeutic duplications, drug interactions, or potential misuse. After prescribing, it can be useful to assess patient prescription fill compliance. It can also be used before surgery to identify unreported medications from the patient's medication history.

Dispenser Account- A pharmacist can review a patient's PDMP record before dispensing to identify potential medication errors or misuse attempts. The pharmacy is critical for identifying patients who see multiple providers or use more than one pharmacy.

Submitter Account- The submitter is responsible for reporting information to the PDMP. By accurately submitting data on at least a daily basis, they can guarantee that the RxGov database is current for providers and pharmacists using it.

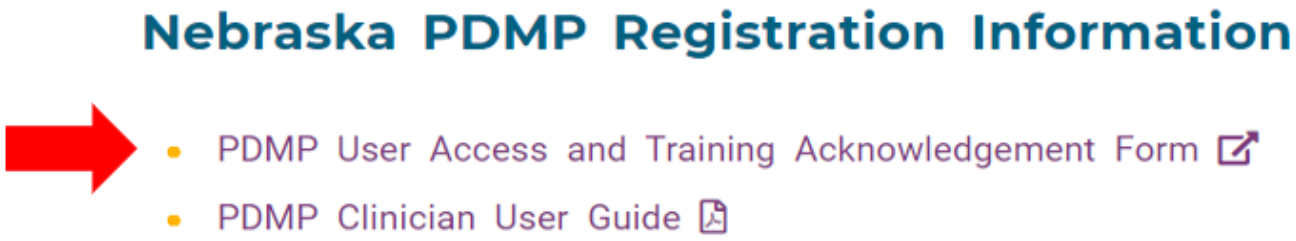
Veterinarian Account- A veterinarian can both query a patient and submit dispensed medications that they prescribe. This account is limited to only animals and cannot view a human patient's record.

Delegate Account- Prescribers, dispensers, and veterinarians can delegate access to the PDMP to an individual under their supervision. A delegate cannot view a patient's record without being linked to a supervisor's account. To be authorized as a delegate, you must be licensed according to the Uniform Credentialing Act. (Medication aides are not allowed to be delegates)

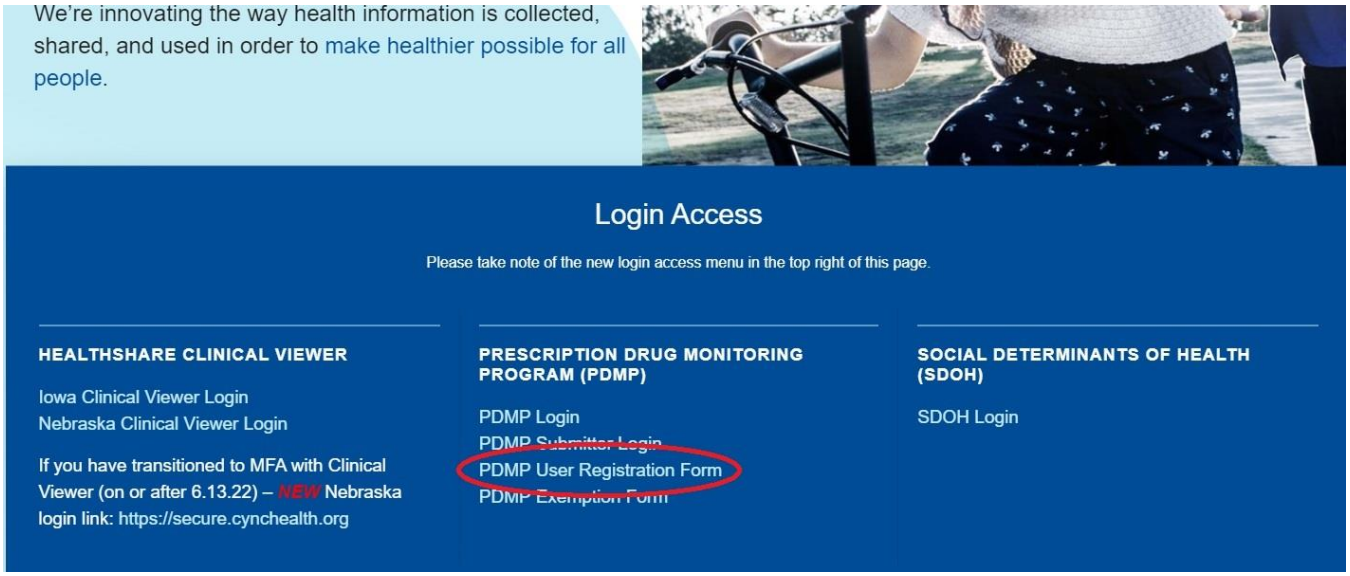
Request PDMP Access

For credentialed healthcare professionals to create an account for access to view the PDMP, they must complete the steps below.

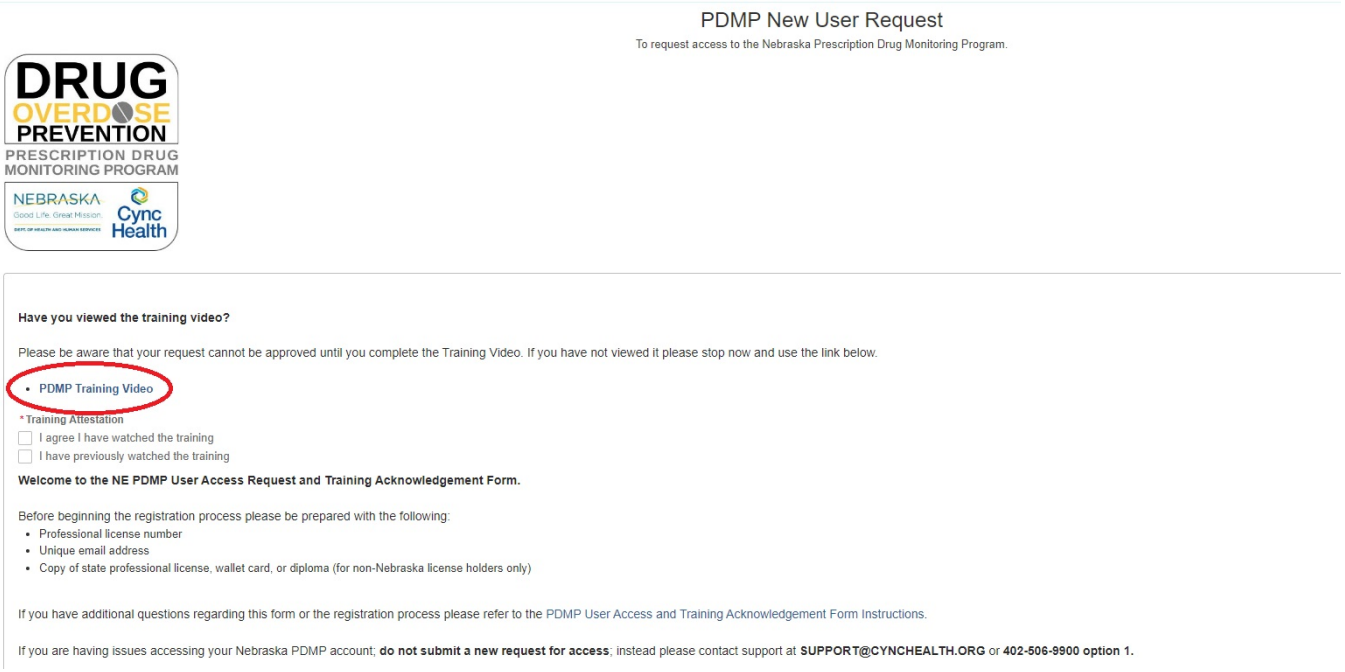
1. Visit the Nebraska DHHS website: http://dhhs.ne.gov/Pages/Drug-Overdose-Prevention-PDMP-Access.aspx and click on the PDMP User Access and Training Acknowledgement Form.



OR visit the CyncHealth website: https://cynchealth.org/and click on the "PDMP User Registration Form" located in the blue box labeled Login Access.

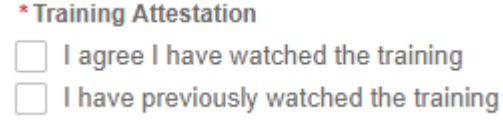


2. The PDMP New User Request form will open with a link to the PDMP Training Video.

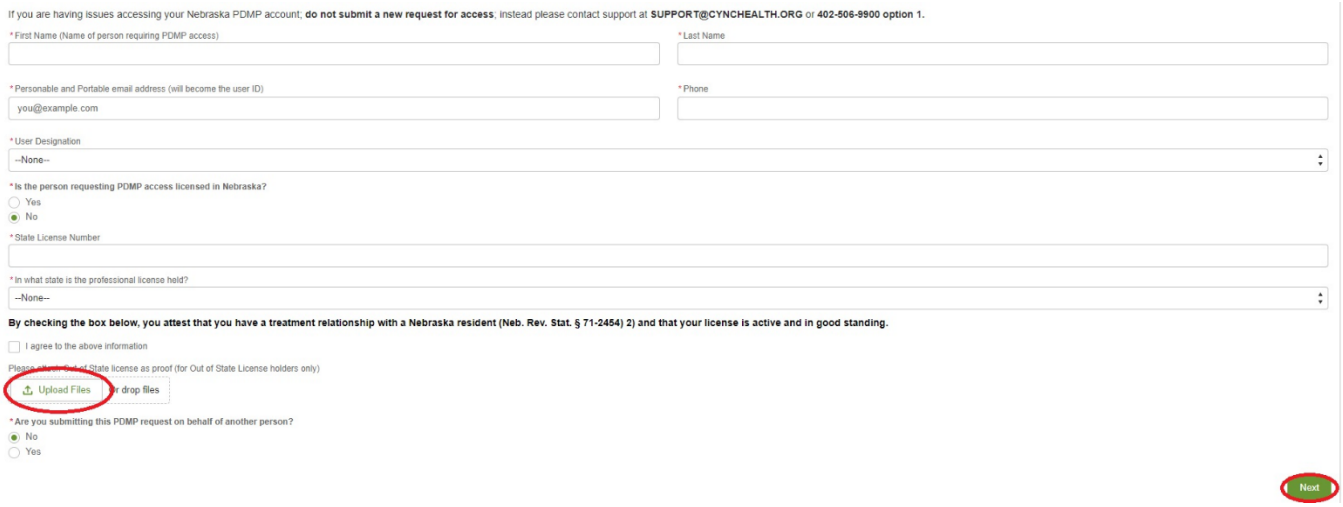


3. Watch the training video.

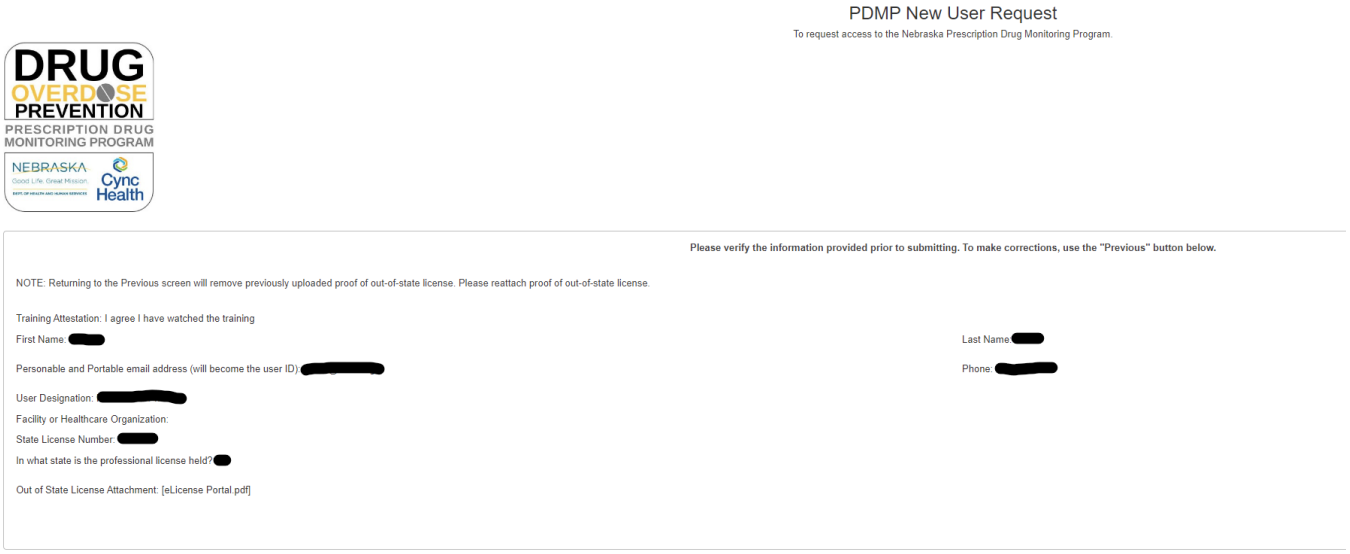
4. Check the Training Attestation box.



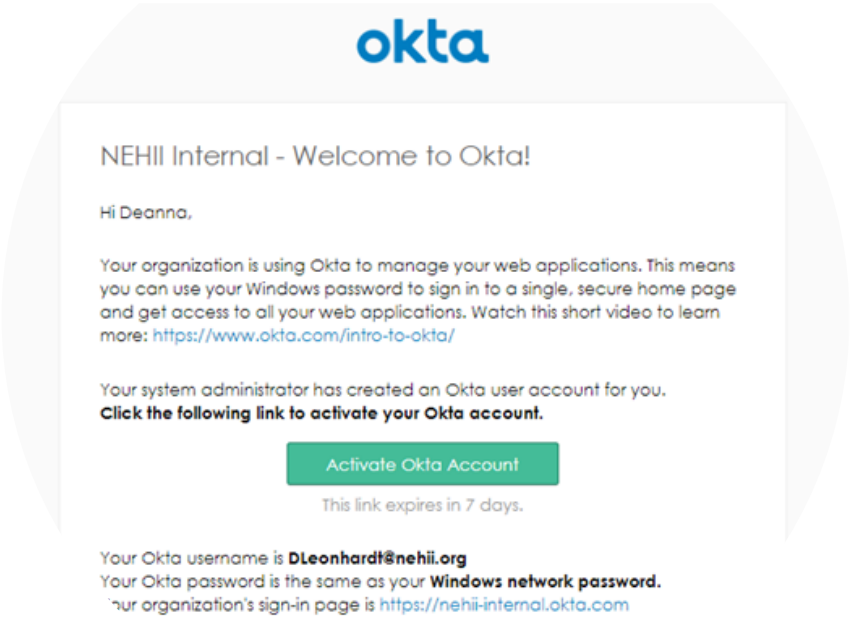
5. Complete the user form and enter your Nebraska license. For Users who do not have a Nebraska License, a scan of a current State license must be uploaded as proof of license. Click on Next.



6. A request summary is generated from the information entered, please verify this is accurate. If the information is accurate, please click on Submit. If changes are required, click on Previous.



7. This access request will be reviewed and, when approved, the prescriber, dispenser, or delegate will receive an email from cynchealth.org to log into OKTA to complete the account setup.

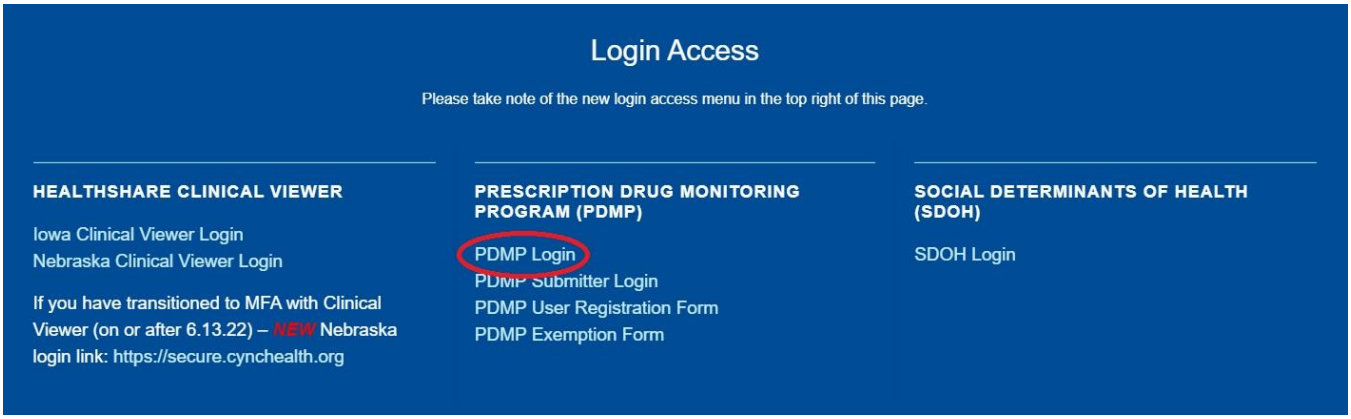


8. The user will set up two-factor authentication for additional security. This can be used with the OKTA Verify mobile device app, email, or SMS text.

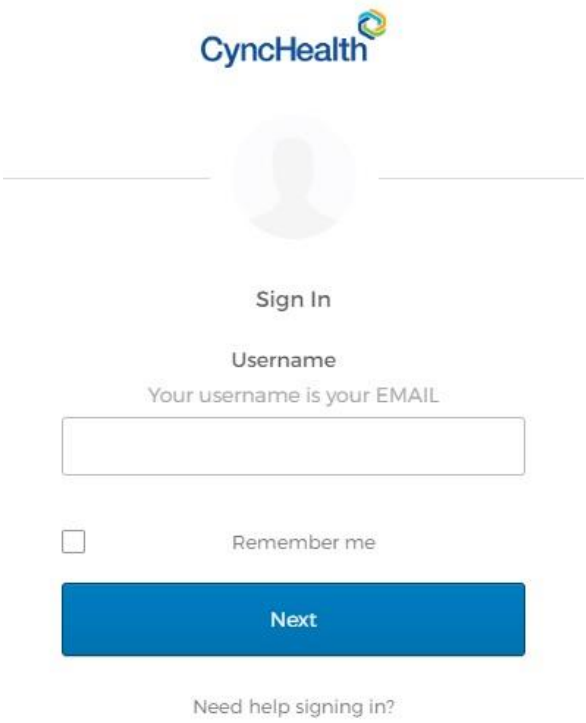
Getting Started

1. Visit the Nebraska DHHS website: http://dhhs.ne.gov/Pages/Drug-Overdose-Prevention-PDMP-Access.aspx and click on the “Current User Nebraska PDMP Login” link.

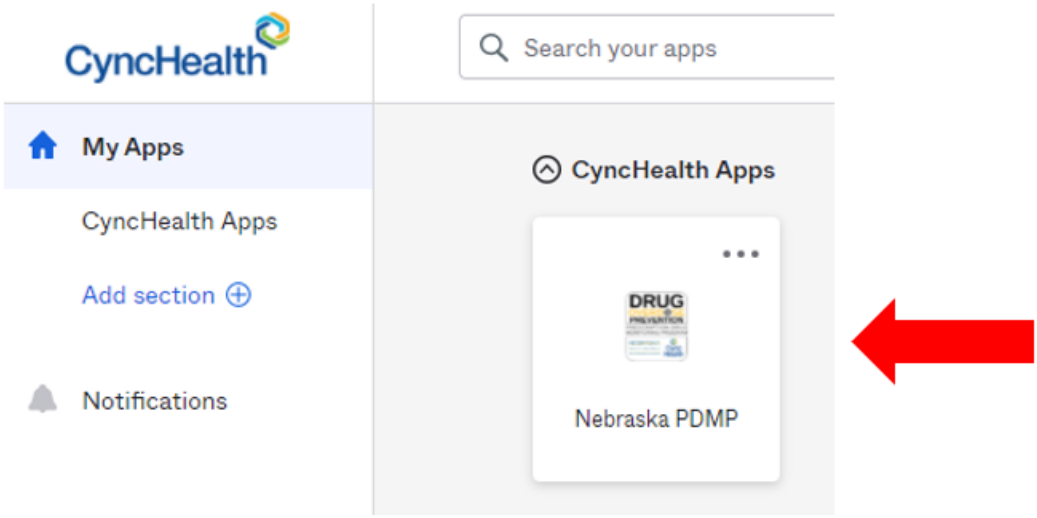
OR visit the CyncHealth website https://cynchealth.org/ and click on “PDMP Login” in the Login Access section.



2. Sign into OKTA.



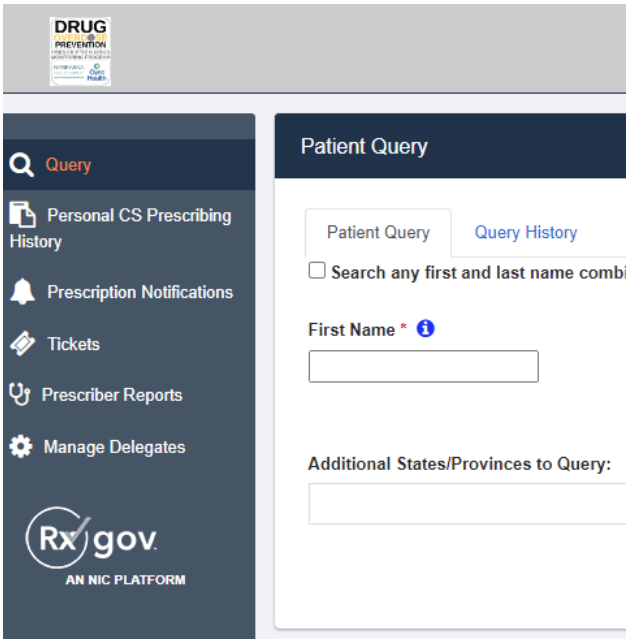
3. Select the PDMP app tile.



Clinician Menu

The **Clinician Menu** provides easy access to RxGov tools for managing PDMP compliance and PDMP prescriptions. It defaults to the **Patient Query** screen. For optimal results, RxGov should be run on a PC with the window maximized to full screen.

Please note that not all Left Menu items are available to all roles or user types, but rather items are based on the type of registration through DHHS (e.g., a pharmacist will not see Personal CS Prescribing History or Prescriber Reports).



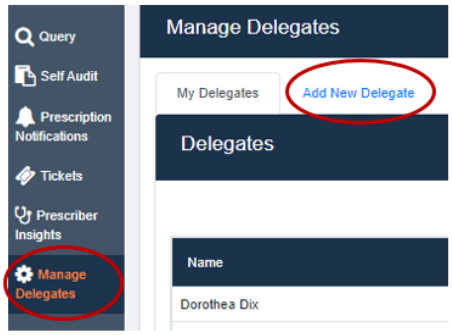
Manage Delegators/Delegates

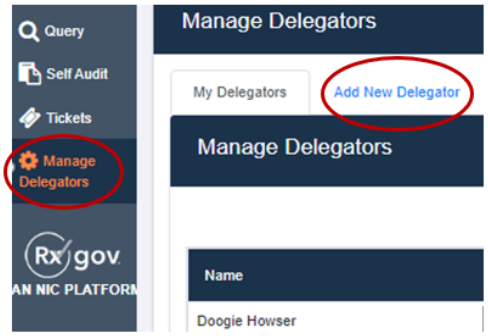
Prescribers and Prescriber Delegates; Dispensers and Dispenser Delegates can establish relationships that allow the delegate to view patient queries and prescription notifications on the delegator's behalf.

To set up a relationship, both the Delegator and Delegate must be registered and authorized to use the PDMP.

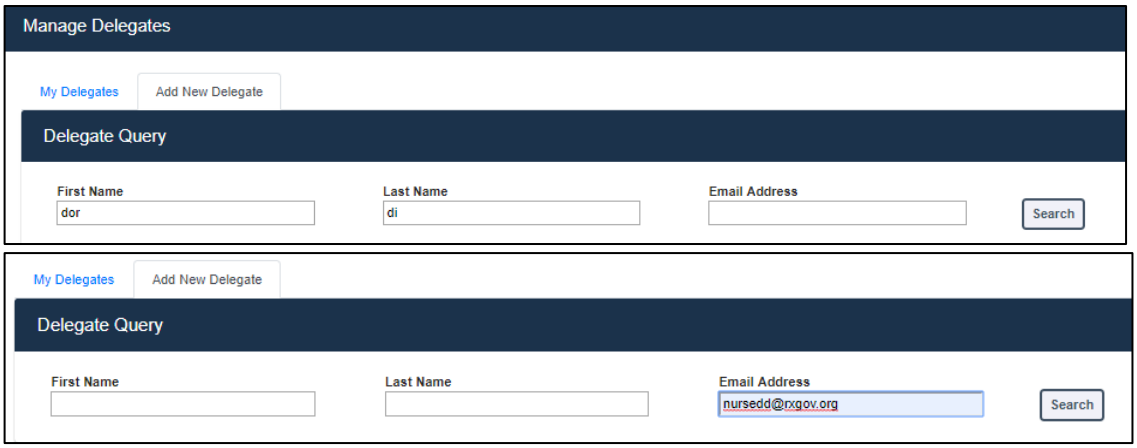
Add a Delegate/Delegator

1. Select *Manage Delegates* from the Left Side Menu.
2. Select *Add New Delegate or Delegator*.

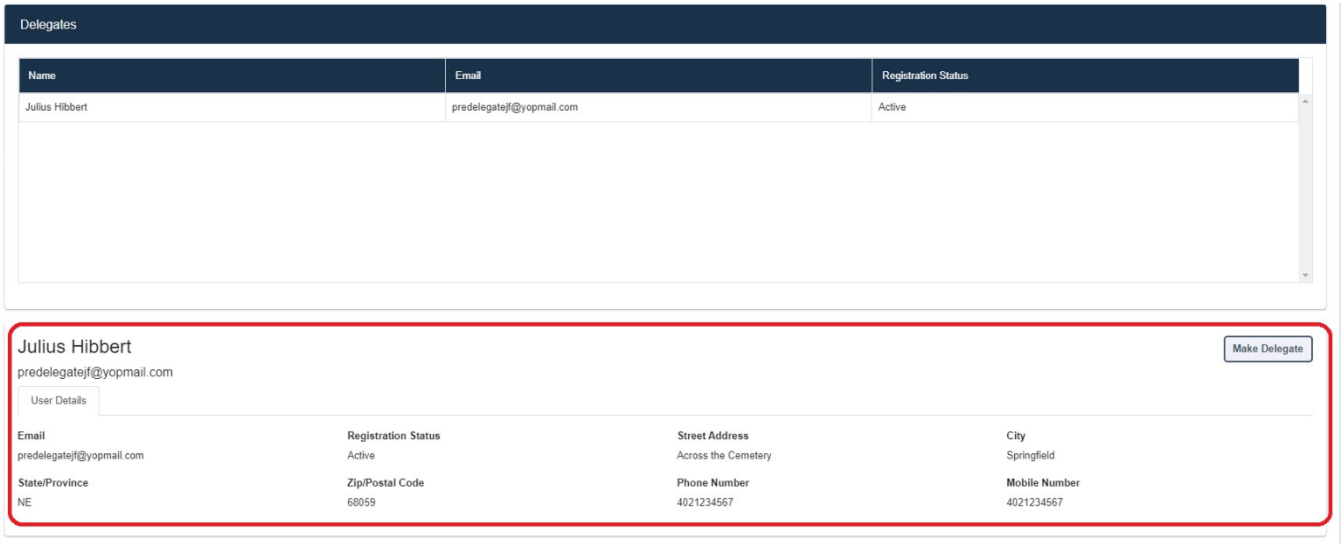




3. Search for the delegate/delegator by *partial or complete first/last name* or *email*. If the delegate/delegator is not found in this search, make sure he/she has completed the PDMP registration process before proceeding.

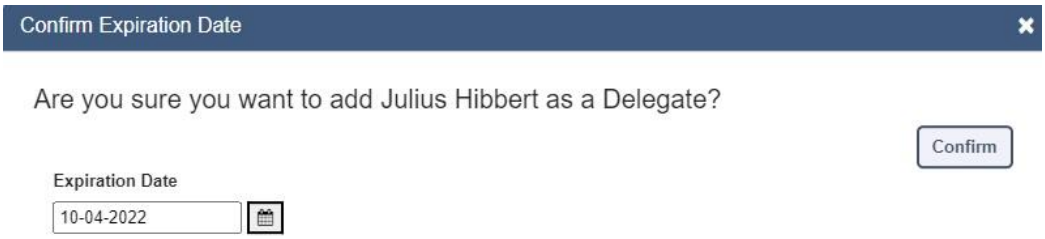


4. Select the intended delegate/delegator from the list by clicking anywhere in the row. The delegate/delegator's information will display below.



5. Select *Make Delegate* or *Make Delegator* in the right-hand corner.

6. The Delegator may select a date for the relationship to end (function only available to Delegators).
    a. Removing the date information inside the Expiration Date field, will establish a permanent relationship with the delegate.
7. Select *Confirm*.



8. The delegate/delegator's request must be accepted by their counterpart to complete the process.
9. Delegates can then view the PDMP on the delegator's behalf.

Delegate/Delegator Accepts Invitation

1. Select *Manage Delegates or Manage Delegators*.
2. Relationships can be sorted by selecting the row header.
3. Select the intended delegate/delegator by clicking anywhere in the row.

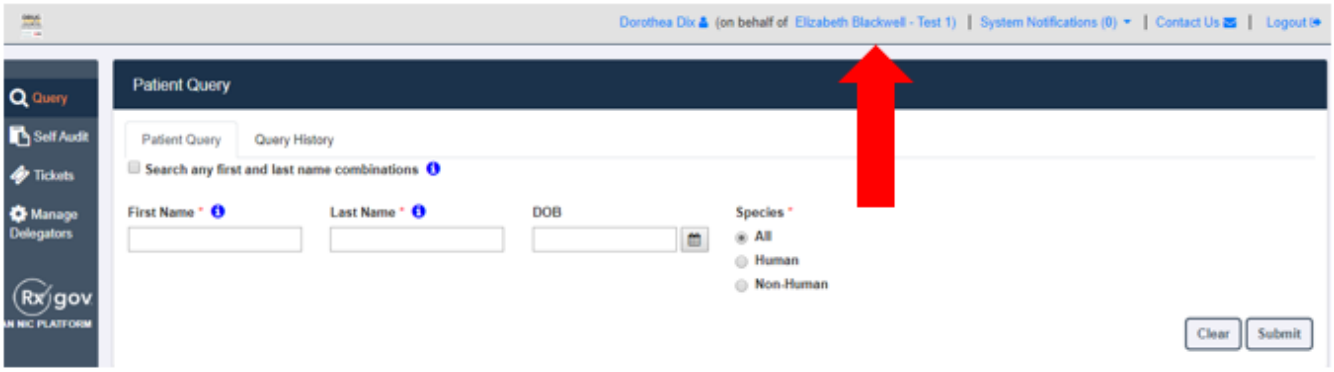
4. Select *Activate* in the right-hand corner.

5. Confirm your decision to activate the relationship.

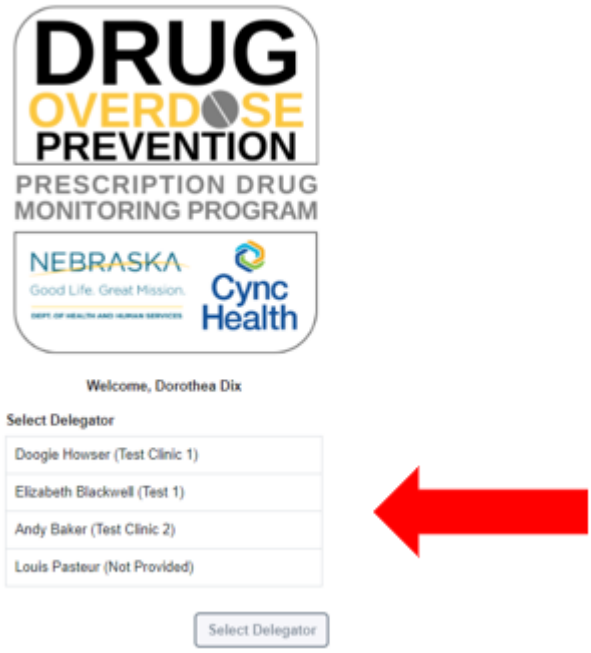
Delegate switching between Delegators

If a delegate has more than one delegator relationship, the delegate must indicate the clinician by which they are being supervised. This is done by switching between delegators either at log on or during Patient Query.

1. Click the Clinician name displayed to the right of “on behalf of” on the top menu bar.

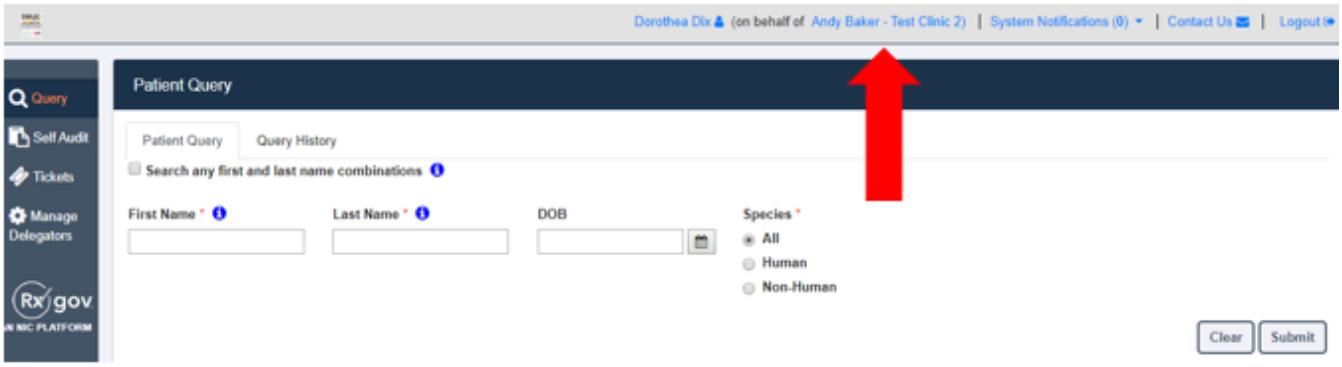


2. The screen that the Delegate initially used to complete their log-on will appear again to change the Clinician.



3. Select and highlight the Delegator and click on **Select Delegator**.
    a. Note that the relationship is not just between the Delegate and Delegator, but specifically between the Delegator and the designated Organization.

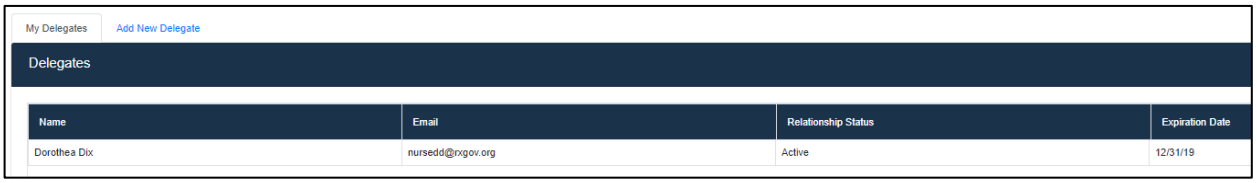
4. The new prescriber's name will now appear in the top menu to the right of "on behalf of."



Deactivating a Delegate/Delegator, Editing Expiration Date

1. Select *Manage Delegates or Manage Delegators*.
2. Relationships can be sorted by selecting the row header.

3. Select the intended delegate/delegator by clicking anywhere in the row.



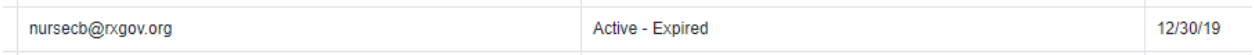
4. Delegators may select either *Edit Expiration Date* or *Deactivate* to terminate the delegate relationship.

5. Delegates may only *Deactivate* the relationship

6. Please confirm the Deactivation of the delegate/delegator.

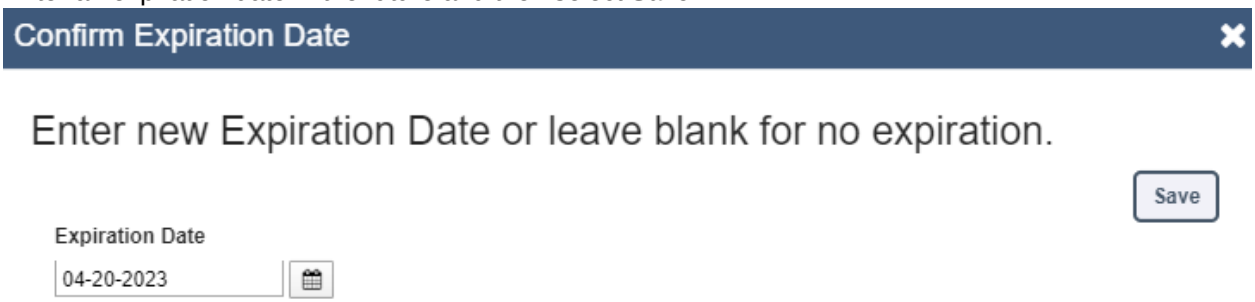
7. If a delegator does not change the delegate expiration date, the relationship will expire.

8. If a delegate/delegator relationship has expired, the status will become Active – Expired.



9. To make this relationship active again, the Delegator must select the Delegate and *Edit Expiration Date.*

10. Enter an expiration date in the future and then select *Save.*



11. The Delegator will see a notice that the Delegate's status has changed to Active.

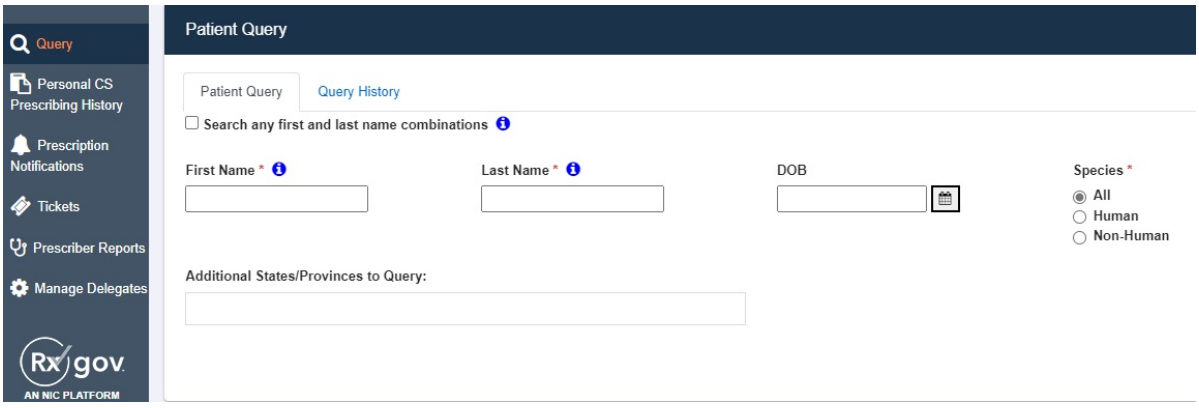
12. The relationship is now Active and the delegate can resume patient queries under the delegator.

Patient Query

Clinicians can view prescription medications dispensed to individual patients by performing a query within the PDMP. Dispense detail results are available to view, download, or print. If no dispenses are found, RxGov will display the message "**Query returned no results**." For individuals not found in RxGov, the message displayed will be "**No patients found**."

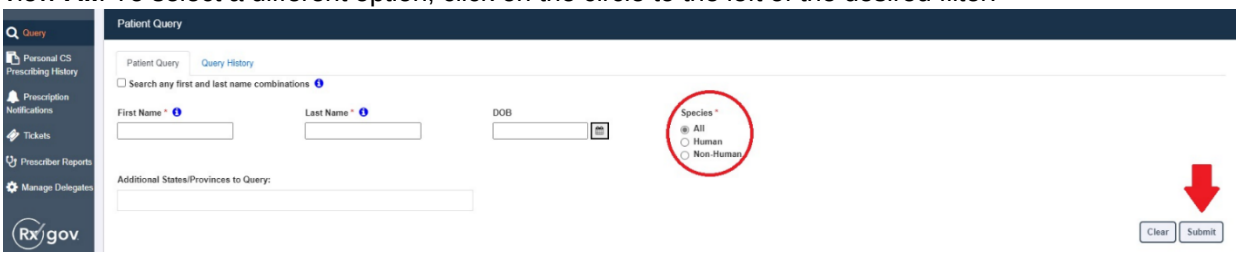
The Query function is the same for Prescribers/Dispensers and their Delegates except a Delegate must have an assigned Delegator to view PDMP data. See the Manage Delegator/Delegate section.

Searching for a Patient



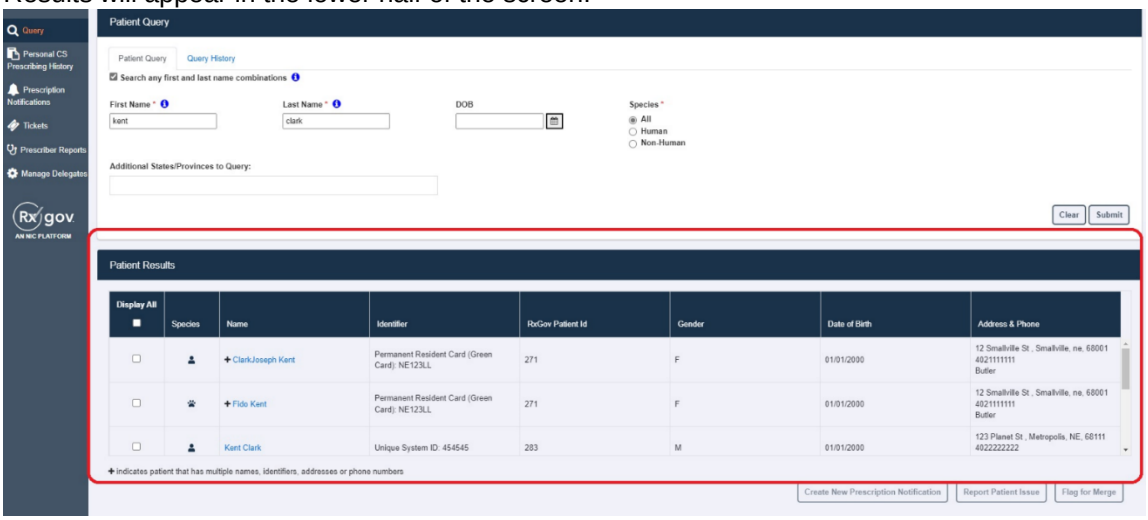
1. First and Last Names are required
    a) A search of partial name is allowed; however, full name is encouraged to provide the most accurate results.
    b) To enter a partial name search, a wildcard (i.e., asterisk (*)) must be entered.
    c) Selecting the option of “Search any first and last name combinations” will search for first and last names that may be entered by dispensers in reverse order (e.g., Clark Kent and Kent Clark)

2. Date of Birth is optional for search criteria but is highly recommended to provide accurate results.
3. Patient Query searches are limited to 25 results, so the system may give you a message to make your search more specific if too many potential patient matches are found.
4. Patient dispenses can be filtered to view only **Human** or **Non-Human** dispenses. The default setting is to view **All**. To select a different option, click on the circle to the left of the desired filter.



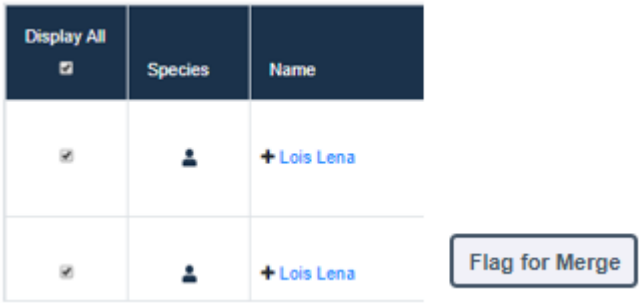
5. Enter the required fields and select **Submit**.

6. Results will appear in the lower half of the screen.

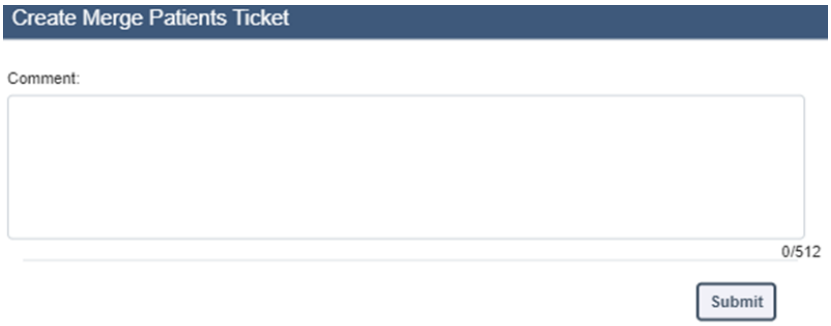


7. If multiple patients potentially meet the search criteria, they are displayed in a picklist. (**Please note**: the icon in the Species column will indicate if the patient is a veterinary patient or a human patient.)
    a) Select “Display All” to choose all the listed patients in the search.
    b) Select specific patients within the list to restrict the view to only certain patients who are the same person.
    c) If the clinician feels the patients displayed in the picklist are the same person, the clinician may request that the patients be merged.

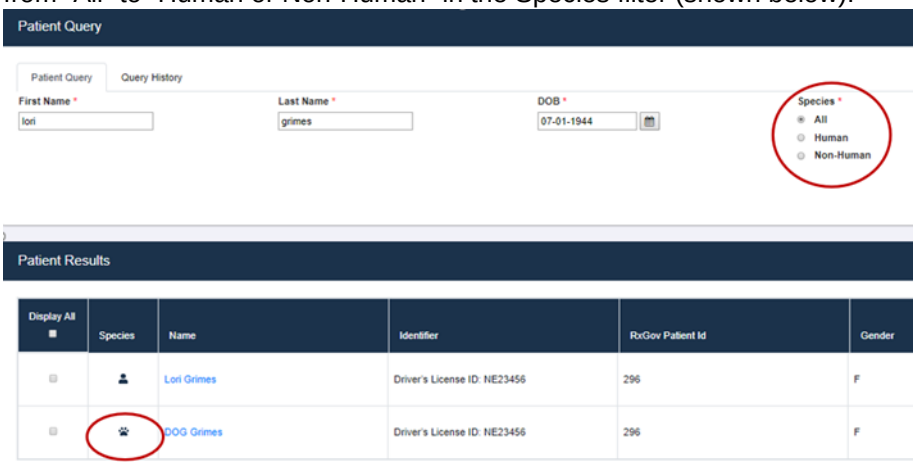
i) To do this, select the desired patients from the picklist and then select Flag for Merge.



ii) The clinician must provide a comment to be reviewed by the PDMP Administrator; then select Submit.

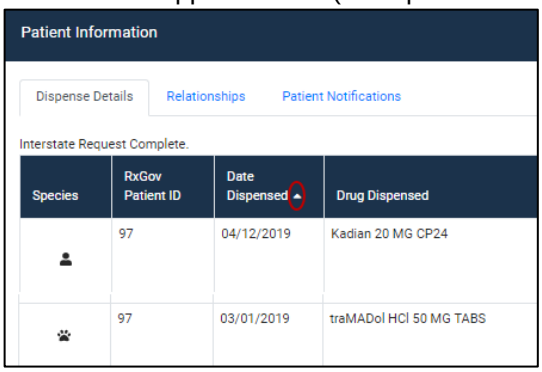


8. Patients who have dispenses for pets.
   a) The pet may be listed within the patient picklist, or you may need to search by the pet's name depending on how the pharmacy enters the pet's first name.
   b) If the patient is an animal, the Species field will display a Paw Print icon (shown below).
   c) Clinicians can choose to include or exclude veterinarian dispenses by changing the selection from "All" to "Human or Non-Human" in the Species filter (shown below).



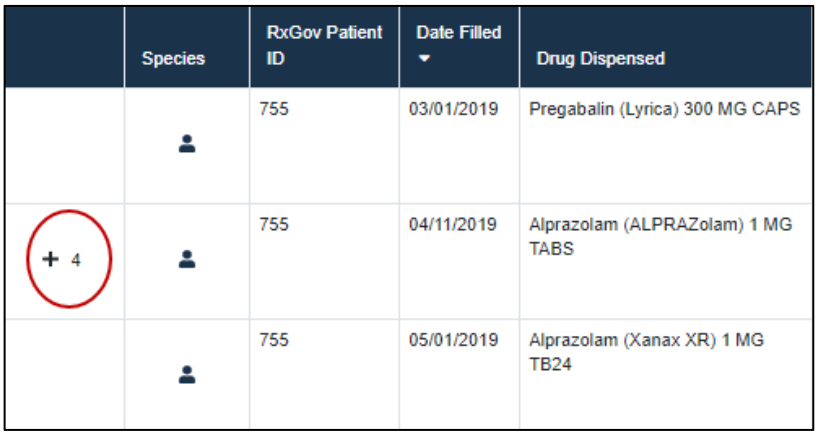
9. When variations of patient information exist but the identity of the patient has been confirmed, these accounts will be automatically linked.
    a) This is indicated by a “+” plus sign beside the patient’s name.
        i) Select the patient’s name to expand the patient detail screen where you will see a list of any previously linked/merged patient information.

10. Results are displayed in the Patient Information section.
    a) The default timeframe displays the last 18 months of dispenses.
        i) Clinicians may filter the timeframe to 3, 6, 12, 18, or 24 months.
    b) Columns may be sorted by selecting the column header.
        i) An arrow will appear to sort (example: Date Filled will sort chronologically).



11. Dispenses over the time period that matches the generic name, strength, and dosage form are grouped to yield more concise and readable results.

a) Dispenses collapsed into one line are indicated by a + to the left of the medication dispense line.



	Species	RxGov Patient ID	Date Filled	Drug Dispensed
		755	03/01/2019	Pregabalin (Lyrica) 300 MG CAPS
+ 4		755	04/11/2019	Alprazolam (ALPRAZolam) 1 MG TABS
		755	05/01/2019	Alprazolam (Xanax XR) 1 MG TB24

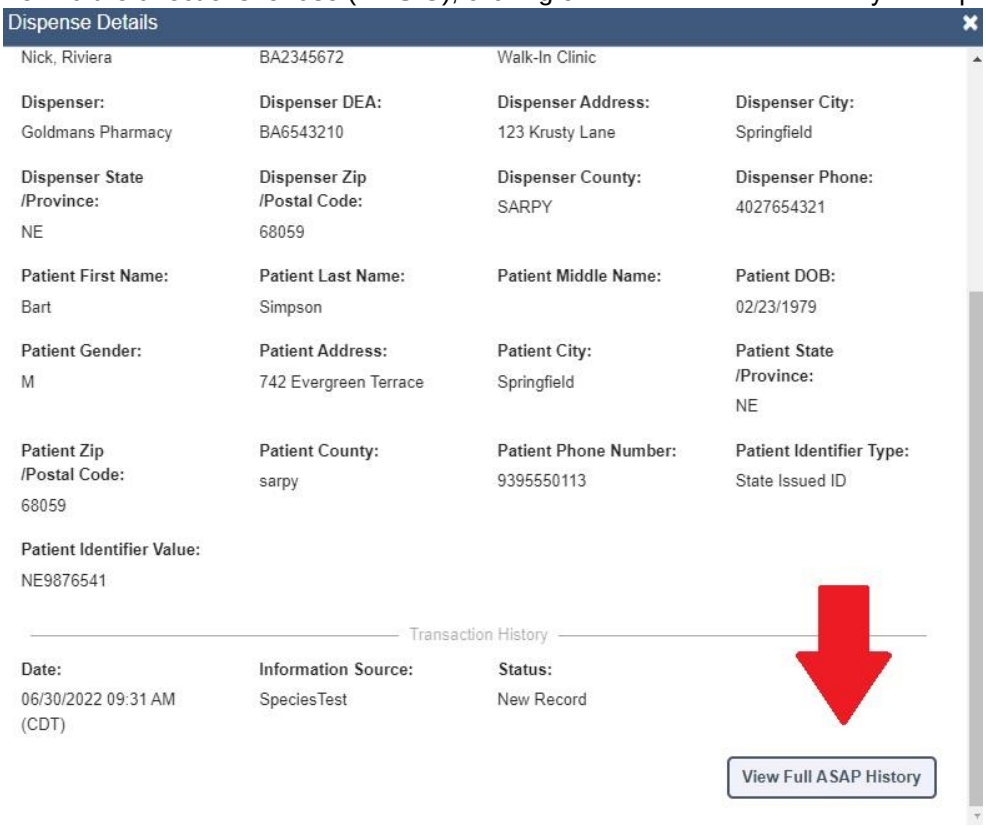
b) To review all dispenses of this medication, select the + sign.

− 4		755	04/11/2019	Alprazolam (ALPRAZolam) 1 MG TABS
		755	04/01/2019	Alprazolam (ALPRAZolam) 1 MG TABS
		755	03/11/2019	Alprazolam (Xanax) 1 MG TABS
		755	03/01/2019	Alprazolam (Xanax) 1 MG TABS

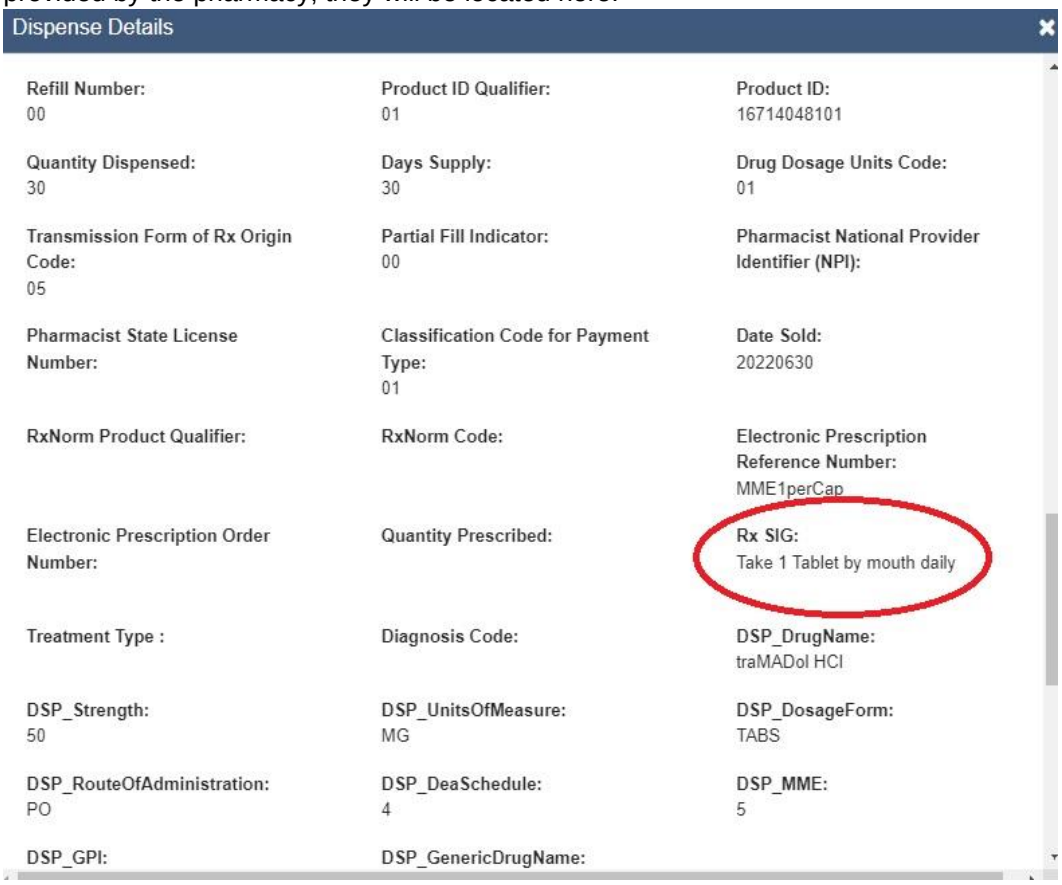
12. To view/see more detailed information, select anywhere on a dispense row to open the **Dispense Details.**

a) This displays the information reported by the pharmacy or other dispenser.

b) To find the directions for use (Rx SIG), clicking on “View Full ASAP History” is required.



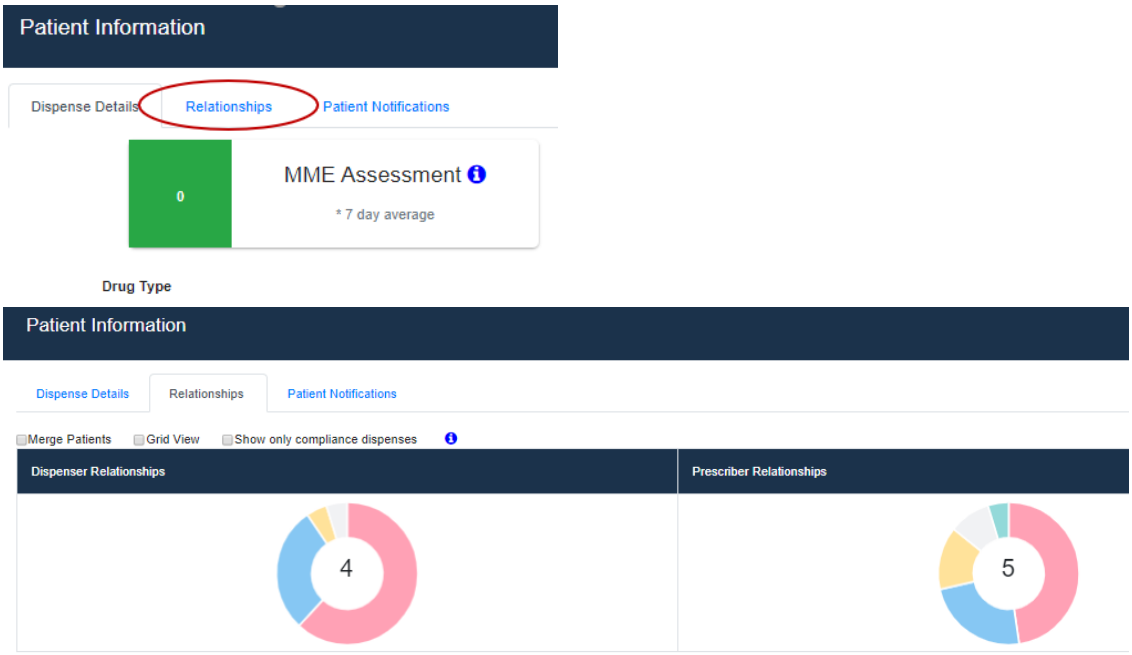
c) Scroll down to the Dispensing Record to find the field labeled Rx SIG: if the directions for use are provided by the pharmacy, they will be located here.



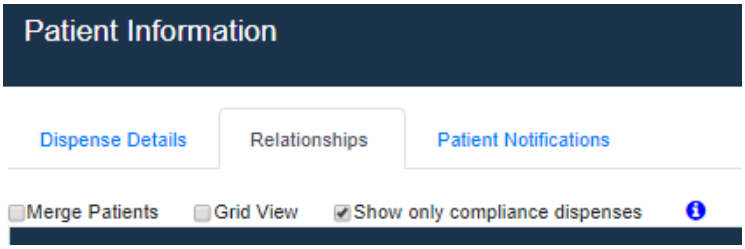
Patient Relationships

The Relationships tab displays how many prescribers and dispensers the patient has visited within the timeframe selected within the **Patient Query**.

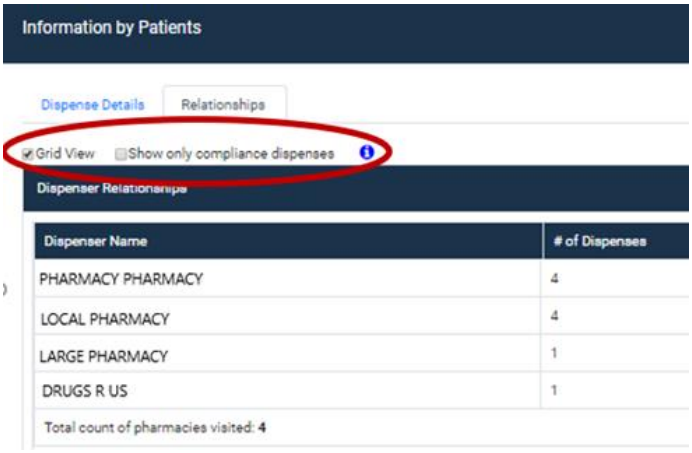
1. Select the Relationships tab from the Patient Query/Dispense Details section



2. To restrict the view to only controlled substance dispenses, check the box next to "Show only compliance dispenses" above **Dispenser Relationships**.

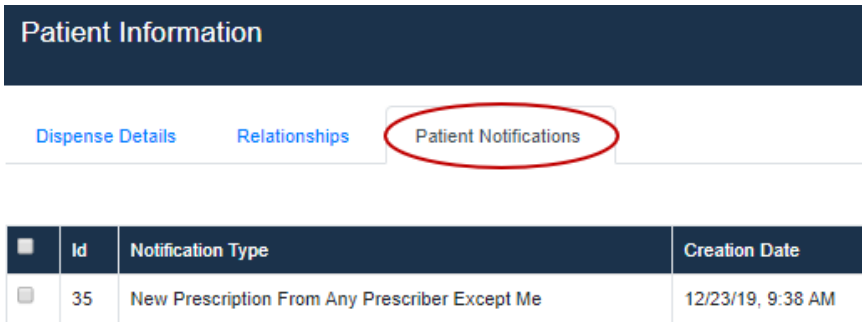


3. Check the box next to **Grid View** to view the information in a table format.



Patient Notifications within Patient Query

Notifications for prescriptions dispensed to the patient selected from the query results are available to view in the **Patient Notifications** tab. For additional information on Notifications, see **Prescription Notifications.**

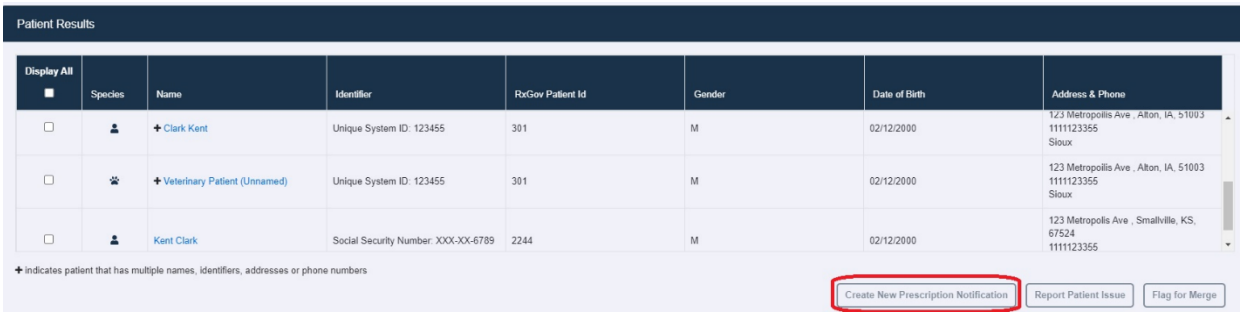


Prescription Notifications can alert a prescriber to a selected patient's prescription activity. This enables prescribers to monitor both their own prescribing as well as other dispensed prescriptions the patient has received.

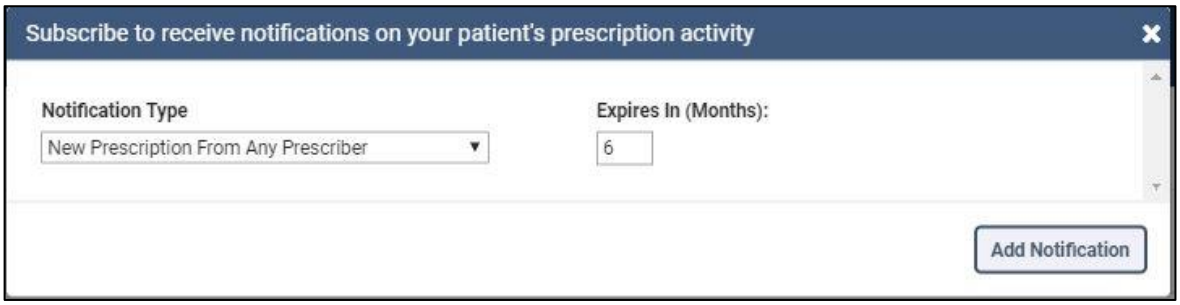
There are four Notification Types:

- New prescriptions dispensed from any prescriber, including the prescriber
- New prescriptions dispensed by the prescriber only
- New prescriptions dispensed from any other prescriber only
- New prescriptions dispensed from a new dispenser

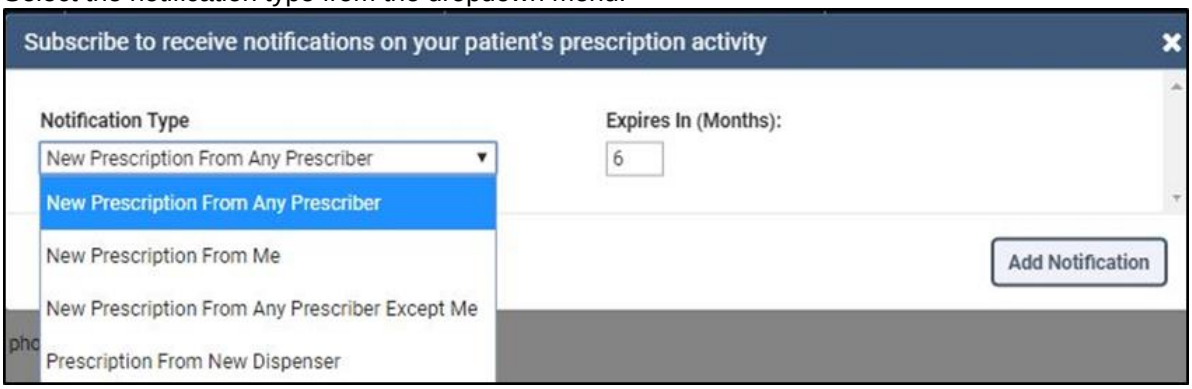
1. To create a notification for a patient, click the **Create New Prescription Notification** button.



2. A pop-up screen will appear to select the **Notification Type** and set the number of months expiration for the notification to be active.



3. Select the notification type from the dropdown menu.



4. Set the number of months for the notification. The default number of months is 6, but that can be changed by clicking in the box and either typing in a new number or using the up/down arrows to select a different number of months.

5. Click the **Add Notification** button.

6. Notifications created are visible in **Prescription Notifications**.

Query History

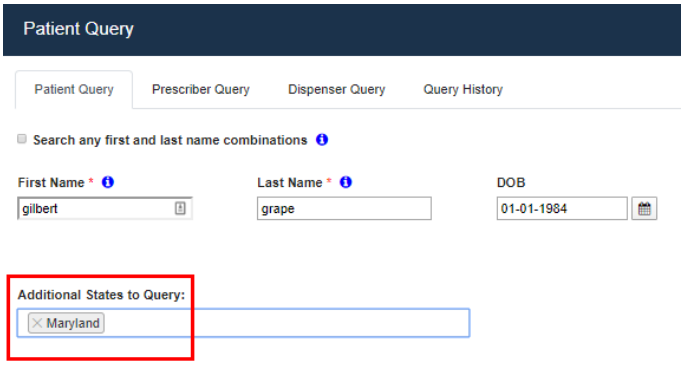
Query History is a log of all recent queries, whether performed by the Delegator or the Delegate. Clinicians may use the Query History as a quick method to repeat patient searches.

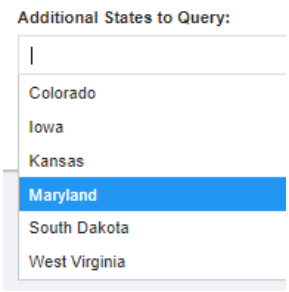
1) Delegators can track the date/time that a delegate viewed a patient.
2) To re-run a query, click anywhere on the line and then select **Submit.**

Interstate Data Sharing

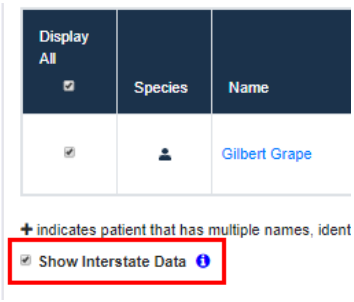
With interstate data sharing, clinicians can conduct a more thorough medication history review by expanding their search in the PDMP to query other states' information.
(Note: Only controlled substance prescription dispense information will be viewable)

1. From the **Patient Query** tab, input the first and last name of the patient (must include the date of birth) and select the desired state in the "Additional States to Query" field. Click **submit**.





2. "**Show Interstate Data**" should be auto-selected.



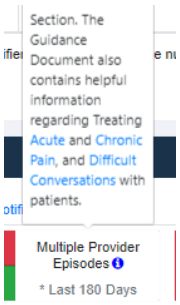
3. Medications from other states are indicated in the "**State**" column.

Clinical Alerts

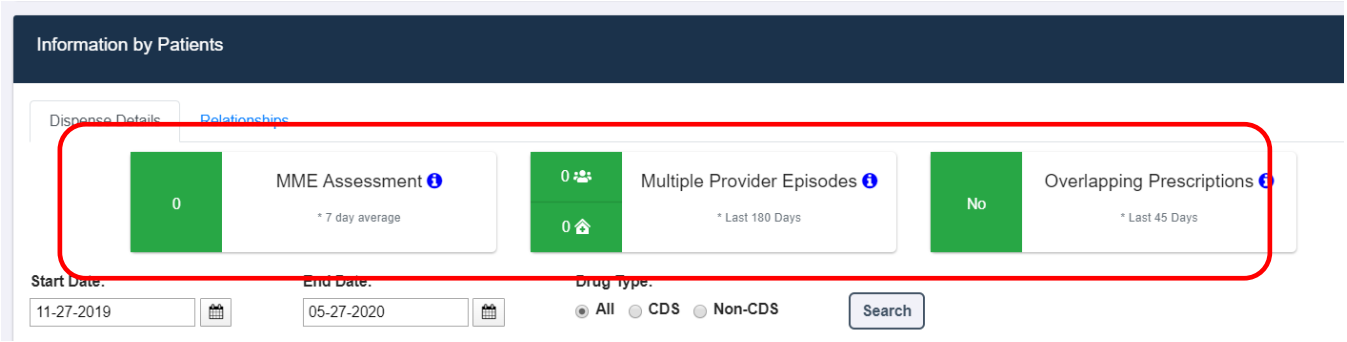
There are three clinical alerts that may be triggered when performing a patient query:

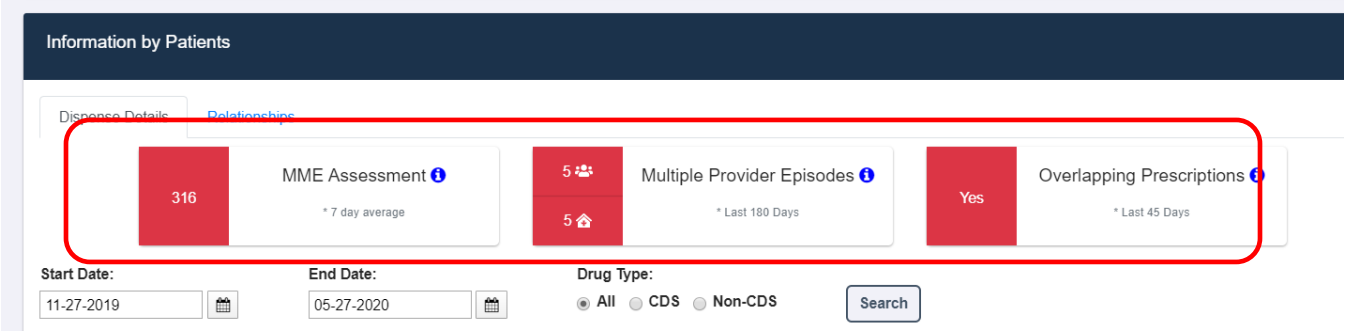
1) Morphine Milligram Equivalent (MME) Assessment
2) Multiple Provider Episodes
3) Overlapping Benzodiazepine/Opioid Prescriptions

Hovering over the alert will present basic information about the alert and provide useful links. Clicking on the alert will produce more detailed information specific to the patient including interactive graphs.



If an alert is triggered (positive) the alert displays red instead of green:





Morphine Equivalents

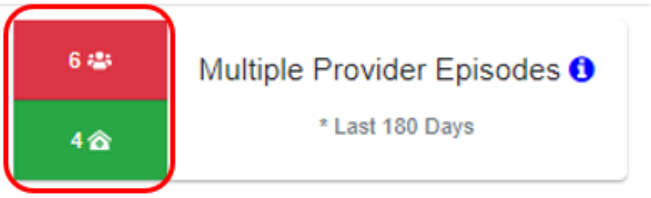
1) MME converts the strength and amount of a prescribed opioid into an equivalent amount of morphine in milligrams.
2) MME Alert – PDMP Portal
    a. The MME Alert in the PDMP portal displays the average MME for the previous 7 days.
3) MME Drill Down – PDMP Portal
    a. In the MME Alert drill-down there is an option to toggle the last 30-days or 7-days filter on the upper right-hand corner.
    b. The bar graph is interactive and clicking on the bars will expand their respective details.
4) MME Alert – HIE Medication History (If viewed through Clinical Viewer)
    a. The MME Alert in the HIE displays the average MME for the previous 90 days
    b. The # of days the MME has been over 90 within the previous 90 days
    c. The highest MME value within the previous 90 days

PDMP Portal

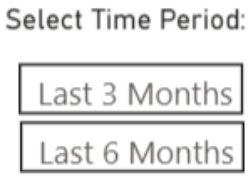
HIE Medication History

Multiple Provider Alert

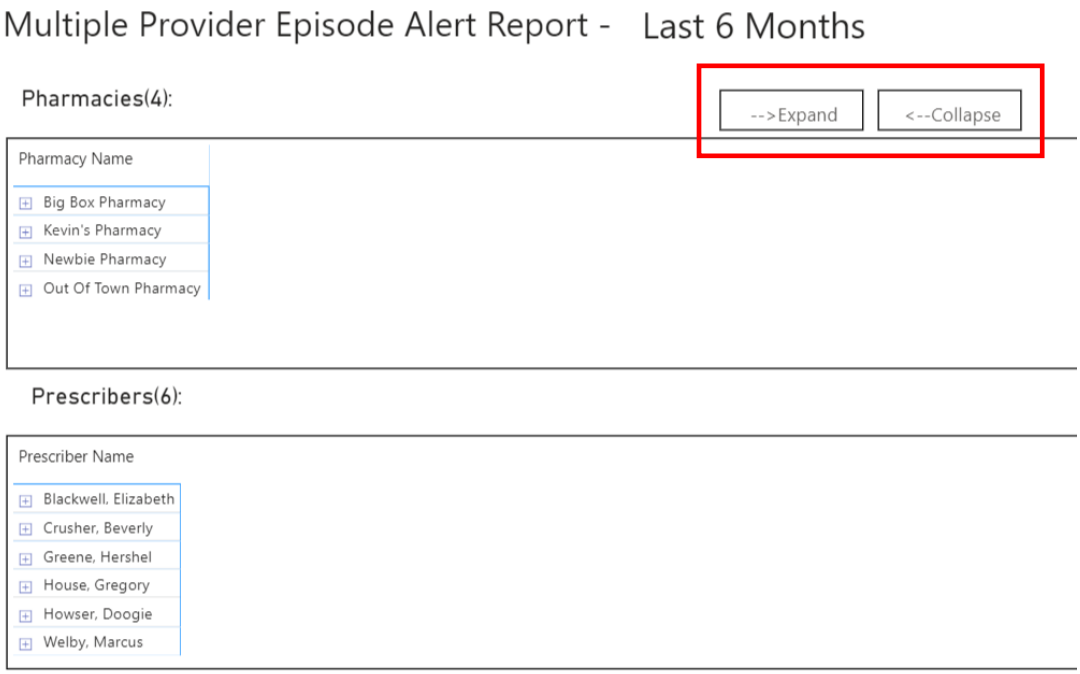
1) The multiple provider alert is triggered when there are dispenses of opioid prescriptions by 5 or more prescribers or pharmacies within the last 180 days (6 months)
    a) Multiple provider episode alerts are accompanied by two boxes in which the top represents prescribers, and the bottom represents pharmacies.



2) Multiple Provider Drill Down
    a) Click on the alert to view the report.
    b) See the upper right-hand corner to toggle between viewing the last 3 or 6 months of data.

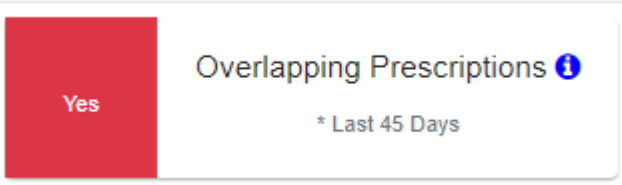


    c) There is the option to expand or collapse the provider details.

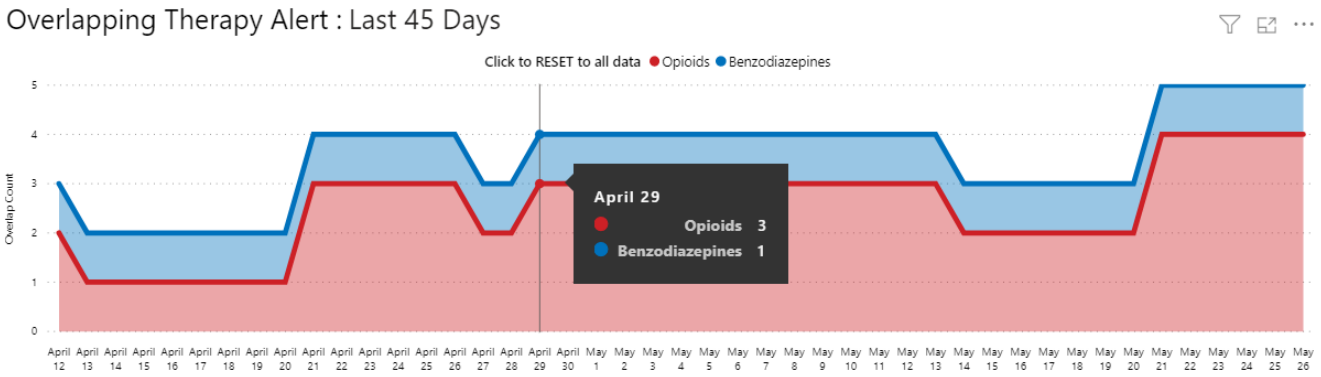


Opioid/Benzo Overlap Alert

1) The overlapping prescriptions alert will display overlapping opioid and benzodiazepine therapy within the last 45 days. If there is an overlap in dispense days for opioids and benzos, the alert turns red and states 'Yes'.



2) Click anywhere on the interactive graph to expand a more detailed table that will appear below the line graph.
    a) In both the line graph and the details table, opioids are represented in red, and benzodiazepines in blue.



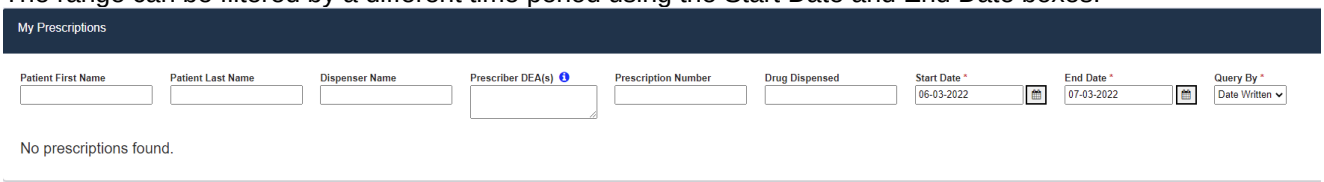
Overlapping Medications :

Category	Drug Name	Fill Start Date	Fill End Date	Sold Date	Days Supply	Quantity	Prescriber	Pharmacy
Opioids	oxyCODONE HCl	04/21/2020	04/26/2020		6	30	zzTest 5 zzPrescriber	zzTest Pharmacy 5
Opioids	oxyCODONE HCl	05/21/2020	05/26/2020		6	30	zzTest 5 zzPrescriber	zzTest Pharmacy 5
Opioids	HYDROcodone-Acetaminophen	04/21/2020	04/30/2020		10	40	zzTest 4 zzPrescriber	zzTest Pharmacy 4
Opioids	HYDROcodone-Acetaminophen	05/21/2020	05/30/2020		10	40	zzTest 4 zzPrescriber	zzTest Pharmacy 4
Opioids	traMADol HCl	03/29/2020	04/12/2020		15	30	zzTest 1 zzPrescriber	zzTest Pharmacy 1
Opioids	traMADol HCl	04/29/2020	05/13/2020		15	30	zzTest 1 zzPrescriber	zzTest Pharmacy 1
Benzodiazepines	ALPRAZolam	04/01/2020	04/30/2020		30	120	zzTest 1 zzPrescriber	zzTest Pharmacy 1
Benzodiazepines	ALPRAZolam	05/01/2020	05/30/2020		30	120	zzTest 1 zzPrescriber	zzTest Pharmacy 1
Opioids	OxyCONTIN	04/01/2020	04/30/2020		30	60	zzTest 3 zzPrescriber	zzTest Pharmacy 3
Opioids	OxyCONTIN	05/01/2020	05/30/2020		30	60	zzTest 3 zzPrescriber	zzTest Pharmacy 3
Opioids	traMADol HCl	05/01/2020	05/30/2020		30	60	zzTest 2 zzPrescriber	zzTest Pharmacy 2

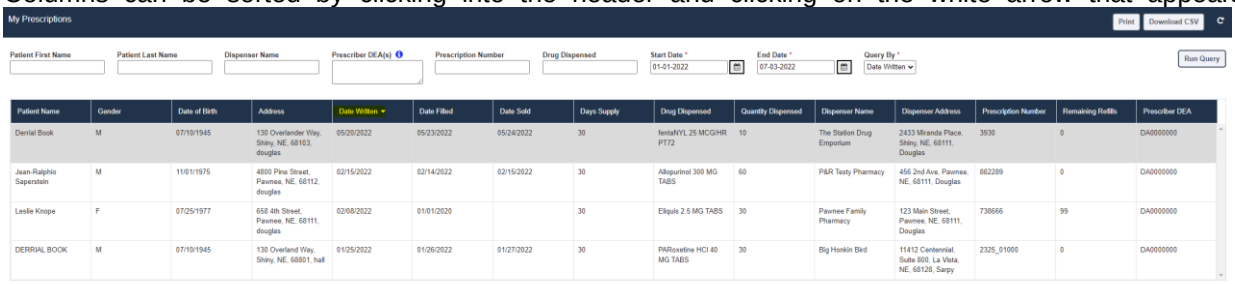
Personal CS Prescribing History

The **Personal CS Prescribing History** screen displays a list of a prescriber's dispensed prescriptions within the date range selected (30 days initially).

1) The range can be filtered by a different time period using the Start Date and End Date boxes.



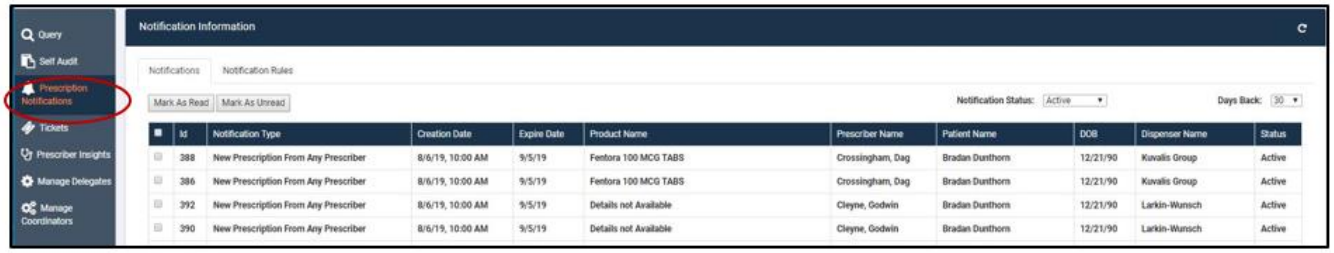
2) Columns can be sorted by clicking into the header and clicking on the white arrow that appears.



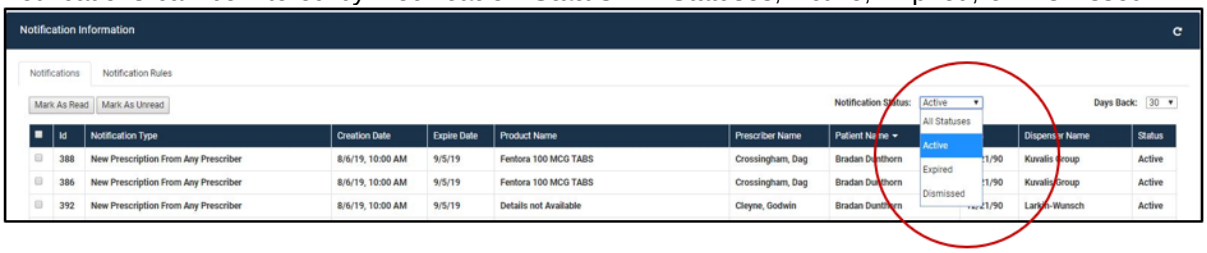
3) Each line provides basic details of the prescription. To view additional patient and dispense details, click the row displaying a dispensed prescription. A **Dispense Details** pop-up will appear:

Prescription Notifications

Prescription Notifications allows prescribers to view and manage notifications and notification alerts for an individual patient dispense activity.

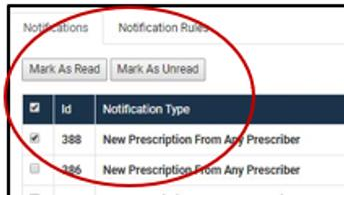


1) Prescription Notifications defaults to the **Notifications** tab. The default page view shows all notifications received within the past 30 days for Active patient prescription notifications.
    a. Notifications can be filtered by **Notification Status**: All Statuses, Active, Expired, or Dismissed.



2) Notifications can be viewed for the period of the past 30, 60, 90, or 120 days by using the dropdown menu for **Days Back** on the right side of the screen.

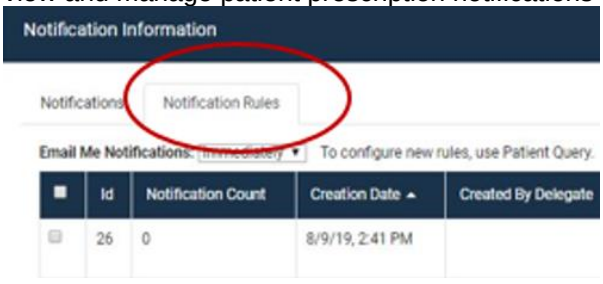
3) Notifications can be marked as read or unread using the **Mark As Read** or **Mark As Unread** buttons in the left-hand corner at the top of the notifications list by clicking the checkbox to the left of the notification and clicking the appropriate button.



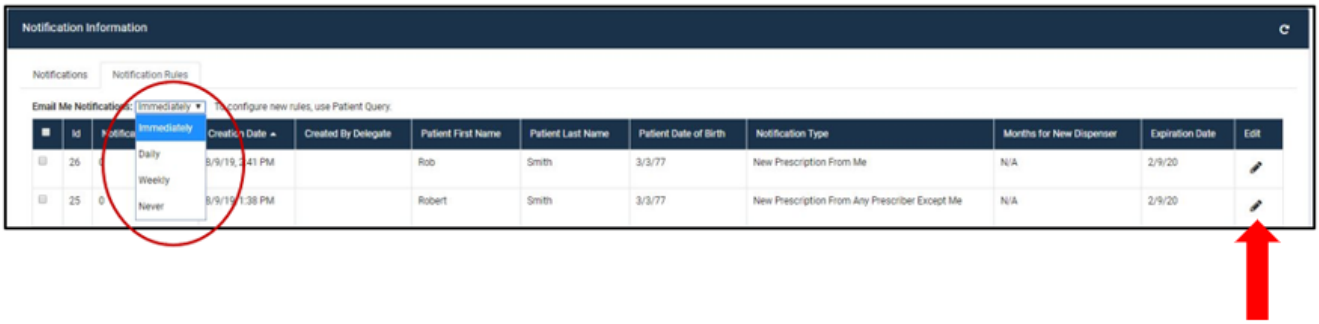
4) Notifications can be dismissed by clicking the checkbox to the left of the notification and clicking the **Dismiss** button in the left lower corner of the page.

Note: Clicking the checkbox on the top row above the list of notifications will select all visible notifications for inclusion in the actions described above.

5) The second tab in **Prescription Notifications** is the **Notification Rules** tab. This provides the ability to view and manage patient prescription notifications created through Patient Query.

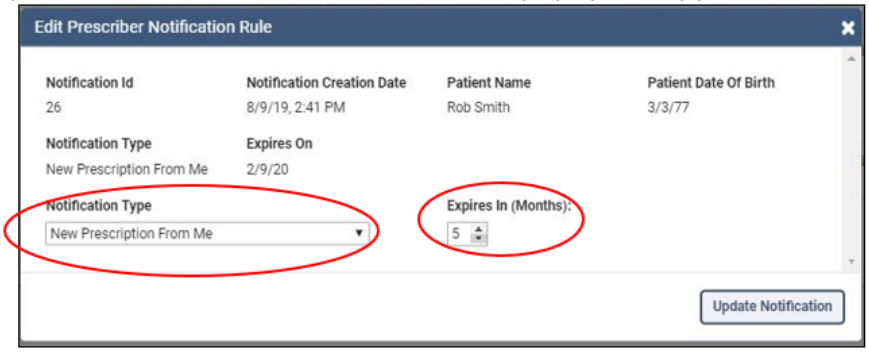


6) Prescribers can choose to receive email notifications **Immediately**, **Daily**, **Weekly**, or **Never** using the dropdown menu.



7) Notification Rules can be edited by clicking on the pencil icon at the end of each row.

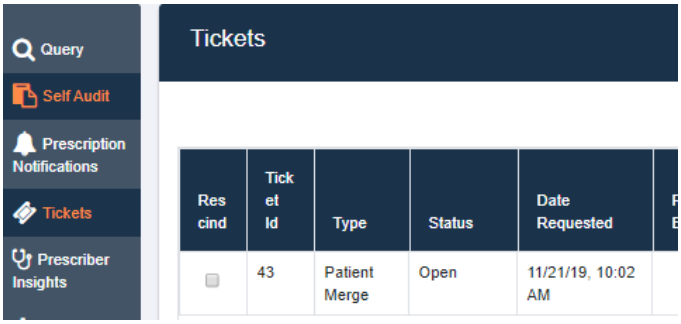
8) An **Edit Prescriber Notification Rule** popup will appear.



a. Change **Notification Type** using the dropdown menu.
b. Change the duration of notification by typing a different number in the **Expires in (Months)** box or use the up/down arrows to set a different length of time for the notification.

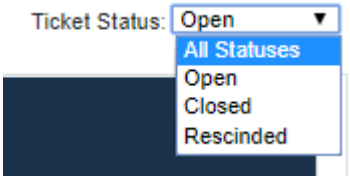
Patient Merge Request Tickets

Tickets (i.e., Patient Merge requests) may be monitored in the Tickets section.



1) If a ticket is created in error, and an Administrator has not already processed the ticket, a clinician may choose to **Rescind** the ticket by selecting the box to the left of Rescind and then confirming by selecting the Rescind in the bottom right corner.

2) The number of tickets displayed in the Tickets list may be limited by using the Ticket Status sort field on the upper right side.

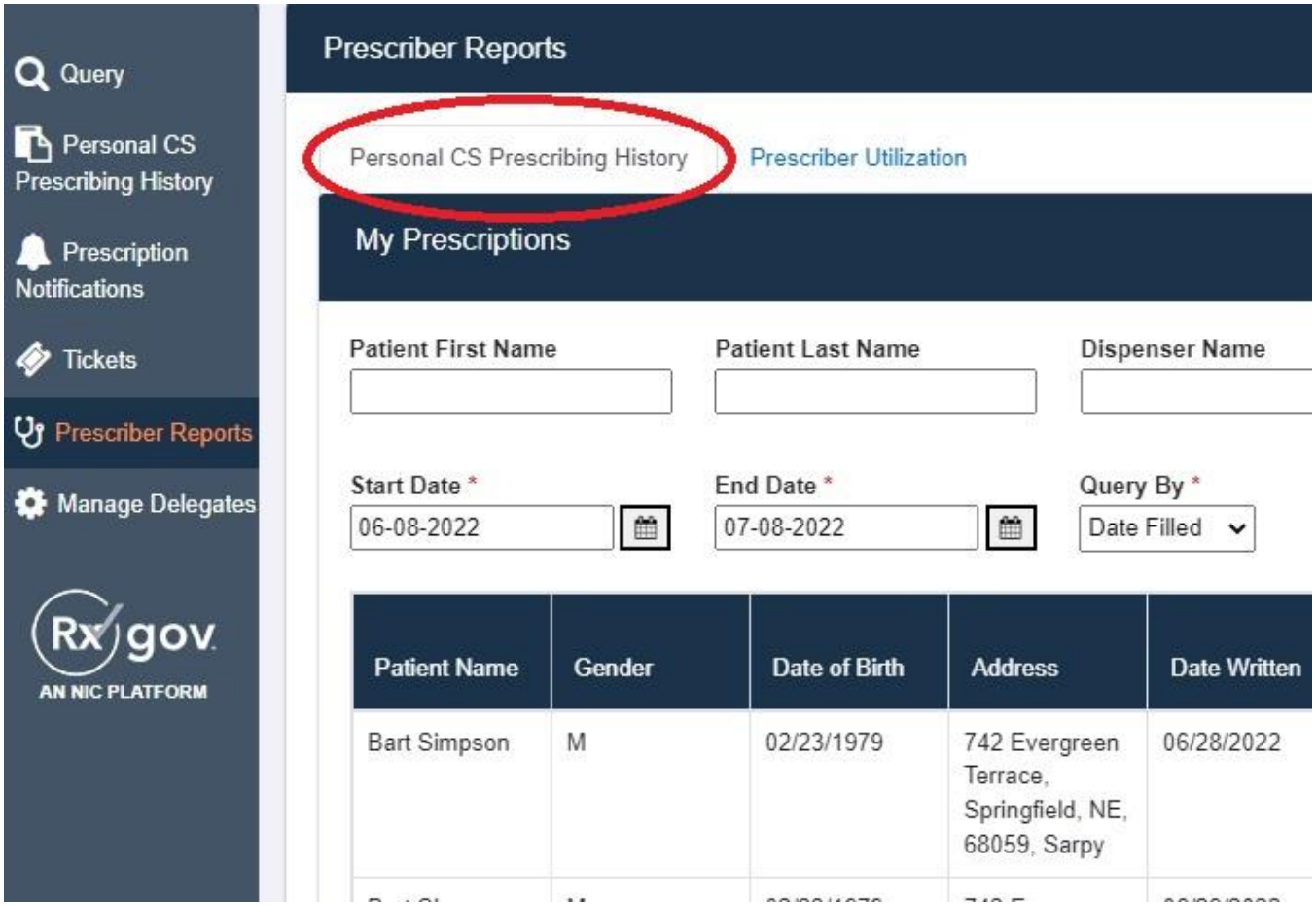


3) When an Administrator Approves, Closes, or Rejects ticket requests, the Resolution status, and Administrator Comments are available for the clinician's review.

Ticket Id	Status	Type	Requestor Name	Requestor Type	Requestor Email	Date Requested	Resolution	Comment
39	Open	Patient Merge	PDMP Admin	PdmpAdmin	pdmpadmin@yopmail.com	9/23/19, 2:28 PM		same person thisis why
36	Closed	Patient Merge	Louis Pasteur	Prescriber	prescriberlp@yopmail.com	9/9/19, 2:26 PM	Rejected	asdf
33	Closed	Patient Merge	Louis Pasteur	Prescriber	prescriberlp@yopmail.com	9/9/19, 2:13 PM	Approved	another person identified these as the same person
27	Closed	Patient Merge	Elizabeth Blackwell	Prescriber	prescriberEB@yopmail.com	9/9/19, 1:10 PM	Rejected	These are the same person

Prescriber Reports

The default tab is the Personal CS Prescribing History. See the section above on Personal CS Prescribing History for more details on using this. The view defaults to the month before the current month.

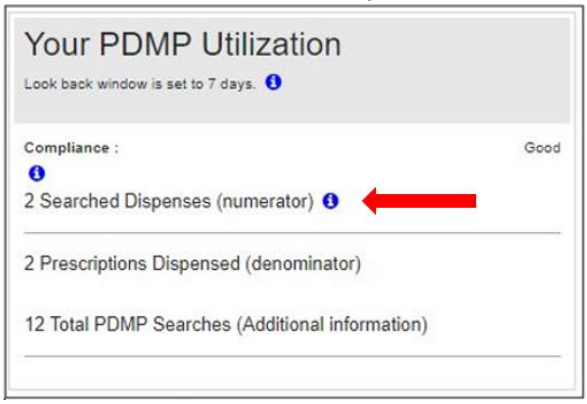


The second tab contains **Prescriber Utilization (previously Prescriber Insights) Prescriber Utilization** is a tool that provides valuable information regarding the prescriber's prescribing and patient usage patterns for selected PDMP focus topics. The **Prescriber Utilization** tab defaults to the current month.

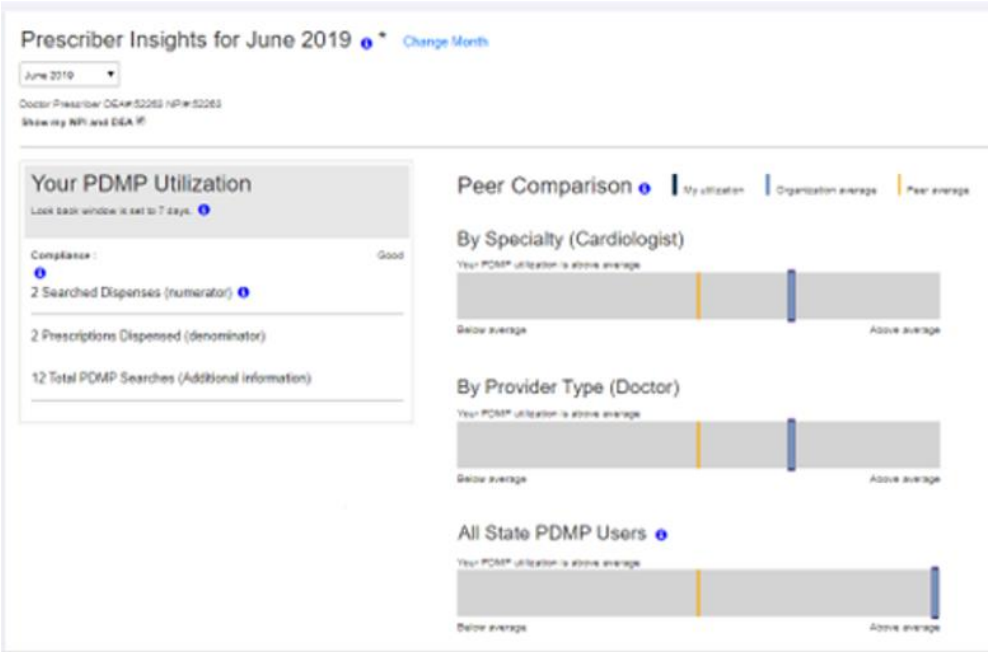
1) To change the reporting month.
    a. Click the link to the right of the month to open a drop-down box allowing you to select the desired time frame.

2) The Prescriber Identifier number(s) can be displayed by checking the box.

3. PDMP Utilization is set for 7 days.



a) The information icon can be clicked to reveal more information.



Document Information

Version History

The version history records the publication history of this document.

Publication Date	Version Number	Comments
9/30/2019	1.0	Initial publication
01/01/2020	1.1	Added features
7/17/2020	1.2	Added features
8/04/2021	1.3	Revised features
09/01/2022	2.0	Updated formatting and revised features

Change Log

The change log records the changes and enhancements included in each version.

Version Number	Chapter/Section	Change
1.0	N/A	N/A
1.1	Manage Delegates, Patient Notifications, Tickets, and Provider Insights	Sections added or expanded to capture new features and functionality. * Note Delegate now able to initiate a relationship with delegator.
1.2	Interstate Datasharing, Clinical Alerts	Sections added to capture new features and functionality.
1.3	User Registration Process, Logo Change	Updated sections to show new processes and new logos.
2.0	Prescriber Reports	Prescriber Reports replaces Prescriber Insights. Prescriber Utilization moved under Prescriber Reports