



 Bamboo Health

# Gateway Integration Welcome Packet

Maine Prescription Monitoring Program (PMP)

# Maine Gateway Integration Welcome Packet

## Table of Contents

What is Maine PMP AWARxE? .....	3
What is Electronic Health Record/Pharmacy Management Systems Integration? .....	3
What is the integration process? .....	3
The process for an integrated EHR/PMS is as follows:.....	3
If your software vendor has not completed the integration:.....	4
Clinical Workflow .....	4
Potential User Errors.....	5
Role Mapping for Authorized Access .....	5
Roles Table .....	6
Post Go-Live Technical Support.....	7

## What is Maine PMP AWARe?

The Maine Prescription Monitoring Program (PMP) is a secure database that is used across the State of Maine to improve public health by providing controlled substance drug use information prior to prescribing or dispensing those drugs. The PMP is a key part of the State of Maine's Opioid Abuse strategy by decreasing the amount and frequency of opioid and controlled substances prescribing.

## What is Electronic Health Record/Pharmacy Management Systems Integration?

The [Maine Prescription Monitoring Program](#) has partnered with [Bamboo Health](#) to provide this integration option to all Maine Healthcare providers utilizing the service called PMP Gateway. PMP Gateway is a multi-state query system that provides access to the ME PMP as well as other states if that respective state approves. Bamboo Health, through its PMP Gateway product, facilitates communication, information transfer, integration, and support for the state approval process, and the Electronic Health Record (EHR)/Pharmacy Management System (PMS) vendor development process.

Integrating access to the Maine PMP database within an EHR/PMS provides a streamlined clinical workflow for providers. The integration eliminates the need for providers to have to log in separately to the PMP. Instead, the EHR/PMS automatically initiates a patient search and returns a view of the patient's controlled substance prescription history report directly within the provider's EHR/PMS.

It is important to note that not all EHR/PMS vendors are currently integrated. Please submit your integration request anyway, as the status may change as new vendors are regularly integrated.

**Your integration process and duration time is dependent upon your vendor.**

## What is the integration process?

1. Click 'Create an Account' in the top right-hand corner of the page in the [Customer Connect Portal](#).
2. Follow the on-screen prompts to gather the needed information for your integration request.
3. Within Customer Connect, you will be asked to e-sign the End User License Agreement (EULA) via HelloSign.
4. Bamboo Health will contact you and/or your EHR system vendor with next steps. Please allow up to 5 business days for Bamboo Health to contact you.

*Many EHR/PMS vendors have previously completed the integration development work to deliver patient PMP history reports within the clinical workflow.*

## The process for an integrated EHR/PMS is as follows:

1. Bamboo Health creates production credentials for your Healthcare Entity (HCE).
  - a. This process can take up to 5 business days.
2. The Maine PMP Administrator will need to review and approve the request for credentials.
  - a. This process can take approximately 2-3 business days.
  - b. The person identified as the primary point of contact on your integration request form will receive an automated email once your organization is approved.

3. Credentials will then be sent to your EHR/PMS vendor or directly to you, based upon the vendor's onboarding process.
  - a. Bamboo Health recommends you contact your EHR/PMS vendor to let them know you submitted a request for integration under the New Mexico statewide integration project.
  - b. You will work directly with your vendor on your roll-out schedule. Bamboo Health is not involved with this process.

PLEASE NOTE: If you are using Epic as your EHR/PMS vendor, the implementation process will vary from what is outlined above. The implementation process is more involved at the HCE level and Bamboo Health will contact the HCE directly to coordinate the implementation for Epic sites.

### If your software vendor has not completed the integration:

1. Your vendor information will be forwarded to a Bamboo Health Sales Engineer to prioritize the request and to assist with the integration.
  - a. The sales engineer will provide your IT software vendor with API documentation.
  - b. The sales engineer will provide the necessary testing materials and provide technical support, as needed, to help facilitate your IT software vendor's development work.
2. Once Bamboo Health has approved the integration, your IT software vendor will set a production deployment date and then follow-up when they are ready to deploy.

PLEASE NOTE: Depending upon the engagement level of the vendor or existing project backlog, this process can take up to several months.

## Clinical Workflow

When determining where in the clinical workflow the EHR/PMS will query the ME PMP AWAxRE data, it is important to note that there are key functional differences between the ME PMP AWAxRE portal and EHR/PMS integration. The goal for integration is to provide the key data elements to providers in a streamlined workflow.

### EHR integration removes the need for a user to:

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

Instead, the integration allows the above detail to perform an automated query to deliver a current patient history report. ME PMP AWAxRE integration is focused on delivering a streamlined workflow for providers to access a patient report.

*Important to note:* The following functionality are only available in the ME PMP AWARe web portal and not available within the EHR/PMS integration:

- Delegate access to conduct searches
- Partial name search
- Searches that return multiple records
- MyRx
- Search history (including delegate search history)
- Delegate management
- User profile
- All interstate data sharing options
- Announcements
- Password reset
- Patient alerts
- Prescriber's Practice Insight Report

## Potential User Errors

There are a few scenarios where EHR/PMS users will encounter a “disallowed message” from PMP Gateway and users will have to complete the search via the ME PMP AWARe web portal. These scenarios are:

- When multiple patients meet the search criteria
- If the user is not a role authorized to access data via the integration, such as delegates.

## Role Mapping for Authorized Access

When the EHR/PMS sends a query to the ME PMP AWARe, there are a few key data elements about the requesting provider included in that query. In addition to facility identifiers, the query will include the provider's credentials: DEA, or Professional License Number and type (vary by role). ME PMP AWARe then validates that the provider requesting the data has an active ME PMP AWARe account. The credentials populated in the request to identify the requestor must match the credential used in the ME PMP AWARe portal.

PLEASE NOTE: If your EHR/PMS is sending Professional License Number in the request, then license type must also be provided, and BOTH must match exactly to what is listed in the ME PMP AWARe portal user profile. Dashes, leading zeroes or spaces will not be stripped out during the matching process.

PLEASE NOTE: Delegates, both unlicensed and licensed, are not able to access ME PMP AWARe data via EHR or PMS integration. Instead, delegates will continue to access ME PMP AWARe data via the web portal at <https://maine.pmpaware.net/login>.

Each HCE will need to map their EHR/PMS roles to the PMP Gateway and ME PMP AWARe roles. The complete list of roles and the associated credential that is passed with each request is listed in the table on the following page, which helps to clarify that some users will not have access via the EHR/PMS.

## Roles Table

<b>PMP Gateway Role</b>	<b>ME PMP AWAxRE Role</b>	<b>Identifier Passed with Search Request</b>
Dentist	Dentist	Personal DEA #, NPI Required
Medical Resident with prescriptive authority	Medical Resident with prescriptive authority	NPI Required
Nurse Practitioner	Nurse Practitioner	Personal DEA #, NPI Required
Physician	Physician	Personal DEA #, NPI Required
Physician Assistant with prescriptive authority	Physician Assistant with prescriptive authority	Personal DEA #, NPI Required
Pharmacist	Pharmacist	Professional License # and Type Required, NPI Optional
Pharmacist with prescriptive authority	Pharmacist with prescriptive authority	Professional License # and Type Required, NPI Optional
Optometrist with prescriptive authority	Optometrist with prescriptive authority	Personal DEA #, NPI Required
Not applicable	Any delegate role	No integration option

## Post Go-Live Technical Support

If providers are experiencing an issue when attempting to access Maine PMP AWAxRxE data via EHR/PMS integration, please have them first contact your internal IT helpdesk for assistance.

PLEASE NOTE: Bamboo Health does not control any aspect of the EHR/PMS or the state PMP. Any issues related to these applications should be directed to your respective contact.

If it is determined that the PMP Gateway service is non-operational, please submit a [support request form](#) to Bamboo Health. The link to this form can also be found on the PMP Gateway Report. 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.

PLEASE NOTE: In the event that there is a disruption in the PMP Gateway integration service, providers should log in to the Maine PMP AWAxRxE web portal to request patient reports at <https://maine.pmpaware.net/login>.

Questions about the New Mexico Gateway Welcome Packet?  
Please email [pdmpintegrations@bamboohealth.com](mailto:pdmpintegrations@bamboohealth.com).