

# FAQS

## DATA SUBMITTERS – PMP CLEARINGHOUSE

All activities for data submission to prescription monitoring programs will take place in PMP Clearinghouse, located at <https://pmpclearinghouse.net>. Topics covered in this FAQ include:

- REGISTRATION
- USER PROFILE & PASSWORD MANAGEMENT
- DATA SUBMISSION

### REGISTRATION

**Q: How do I register to submit prescription data to the prescription monitoring program?**

**A:** To request a data submission account the user must go to <https://pmpclearinghouse.net> and click on “Data Submitter Registration” at the top right of the screen, or go directly to <https://pmpclearinghouse.net/registration>. After registering the user clicks Submit and the registration is submitted to the PMP Administrator for each of the states the user selected for data submission. Once the request has been approved the user will receive a welcome email and can begin submitting data to the prescription monitoring program(s).

**IMPORTANT: If you are already registered with PMP Clearinghouse for another state, you do not need to create a new account for data submission. A single account can submit to multiple states.**

*More information on account registration, including a complete walkthrough of all steps involved, is available in Section 3. Creating Your Account, of the state PMP AWARe Data Submission Guide.*

**Q: Is there a way to obtain a sFTP account for file submission?**

**A:** Yes, if a user requires a sFTP account it must be indicated during registration for the account. The user will check the box to Enable sFTP access and will then be required to create a password, and then select states they will be submitting data for. Data submitters who select to submit data to PMP Clearinghouse by sFTP must configure individual folders for the state PMP systems they will be submitting data to. **The sub-folders should use a state abbreviation for naming (ex. KS, MS, NV, etc).** The subfolder must be located in the home/dir directory which is where you land once authenticated. Data files not submitted to a state subfolder will be required to have a manual state PMP assignment made on the File Listings screen.

**IMPORTANT:** Please write down and remember the password that you enter. Once the sFTP account has been created you will receive an email with the User Id to use for sFTP, however it won't provide the password that you entered. Also, this password will not be stored within the application.

*More information on sFTP account registration and file submission, including a complete walkthrough of all steps involved is available in Section 3. Creating Your Account and Section 4.1 Secure FTP, of the state PMP AWARe Data Submission Guide.*

**Q: If I am a physician or practitioner who dispenses controlled substances out of my office, is there a way to manually submit data to the prescription monitoring program?**

A: Yes, you will need to register for an account in PMP Clearinghouse to submit data on the controlled substance prescriptions dispensed from your office. You may submit data manually via a Universal Claim Form (UCF) as opposed to submitting records in an ASAP 2005 file.

*More information on manual entry of data, including a complete walkthrough of all steps involved, is available in Section 4.3 Manual Entry (UCF) and Section 5.2 Claims Forms Listing, of the state PMP AWARxE Data Submission Guide.*

## **USER PROFILE & PASSWORD MANAGEMENT**

**Q: My pharmacy already has an account, how do I obtain an account to submit under my pharmacy's master account?**

A: You can add new users to PMP Clearinghouse that will have the same rights and access to file submission and status. This allows data submitters to create accounts to be used for a backup individual. You can add a user by going to the section titled User and selecting Add User.

*More information on adding users to your account, adding states to your account and adding a sFTP to a registered account, including a complete walkthrough of all steps involved, is available in Section 8. User Profile, of the state PMP AWARxE Data Submission Guide.*

**Q: How can I change my password for my account or an account under my store?**

A: You may change your password by navigating to the User Profile section and selecting Password Reset. You may change a password for another user by navigating to the Accounts menu and selecting Users, editing the desired user, and creating a new password. If a user has forgotten their password, they should select the "Forgot My Password" option on the login screen.

*More information on password management is available in Section 7. Password Management, of the state PMP AWARxE Data Submission Guide.*

## **DATA SUBMISSION**

**Q: What format should my data submission file be?**

A: Files should be in the ASAP format, but the version is specific to each state. Reports for multiple pharmacies can be in the same upload file in any order. Data can be submitted via Web Portal Upload, Universal Claim Form (UCF) or Zero Reports (if applicable). Reporting timelines and specific requirements vary by state.

*More information on specific ASAP requirements can be found in Section 11. Appendix: ASAP Specifications of the state PMP AWARxE Data Submission Guide.*

**Q: How can I transmit my data file to PMP Clearinghouse?**

A: To submit a data file via Web Portal Upload, a user must first have an account within PMP Clearinghouse. Once an account has been created, the user may login to PMP Clearinghouse and navigate to Upload File. After the user selects a destination PMP to send data to, the user will select the file to upload by clicking the "Browse" button, then click the "Submit" button to upload their file to PMP Clearinghouse. The user can view the results of the upload on the Submissions Screen.

*More information on uploading files via the Web Portal is available in Section 4.2 Web Portal Upload, of the state PMP AWARxE Data Submission Guide.*

**Q: How can I manually enter a prescription in PMP Clearinghouse?**

A: Prescription data can be manually entered into PMP Clearinghouse using the Universal Claim Form (UCF) option available to data submitters. To submit a UCF a user must register for an account in PMP Clearinghouse. Entities that do not have pharmacy software or the ability to create an ASAP file for data submission may submit data via a UCF.

*More information on manual entry of data, including a complete walkthrough of all steps involved, is available in Section 4.3 Manual Entry (UCF), of the state PMP AWA Rx E Data Submission Guide.*

**Q: What if my facility did not dispense any controlled substances, or how can I submit a Zero Report in PMP Clearinghouse?**

A: Once an account has been created in PMP Clearinghouse, a user may submit a Zero Report, to indicate that no controlled substances were dispensed during a specified period of time.

A Zero Report confirmation email is sent to a data submitter who successfully submits a zero report into PMP Clearinghouse. The report displays the PMP states the zero report was submitted to, the date range to be used in the zero report, the date the zero report was submitted to Clearinghouse, and the date the report was originally created by the data submitter.

*More information on Zero Reports, including a complete walkthrough of all steps involved, is available in Section 4.4 Zero Reports, of the state PMP AWA Rx E Data Submission Guide.*

**Q: How can I view the status of files I've submitted to PMP Clearinghouse?**

A: The File Status screen displays information extracted from the data files submitted to PMP Clearinghouse. A status column is located at the end of each row displaying the status of the file. If there are errors then the status column will state "Pending Dispensation Error" and the text will be a hyperlink to the view records screen.

If a file is unable to be parsed into the Clearinghouse application, the appropriate message will display. A new file must be submitted to PMP Clearinghouse. It is not necessary to void a file that failed parsing since it was not successfully submitted to Clearinghouse. If a file has been submitted by sFTP without using a state specific sub-folder, the file will be displayed and the user will be prompted to select a destination PMP for the data file to be transferred to.

*More information on the status of file transmissions, including error correction is available in Section 5. Data Compliance, of the state PMP AWA Rx E Data Submission Guide.*

**Q: How do I correct errors within submitted files?**

A: The view records screen provides a deeper view of the records within a selected data file that need correcting. A "Correct" button is displayed at the end of each row that will allow the user to make corrections to the record.

The Error Correction screen allows a user to make corrections to data submitted that did not pass the validation rules. A "Corrected Value" column displays the values the user enters to correct the error. The Message column displays the relevant error message for the field explaining why it did not pass the validation rules.

**For files that failed to parse, the error identified is "best effort" and any information that could not be parsed is listed as "unparseable" in the file. A corrected file should be submitted.**

*More information on viewing records and correcting errors, including a complete walkthrough of all steps involved, is available in Section 5.3 View Records and 5.4 Error Correction, of the state PMP AWAxE Data Submission Guide.*

**Q: How do I delete or change a record submitted to PMP Clearinghouse?**

A: Changes to records submitted to PMP Clearinghouse should be done by submitting a follow up ASAP file, which contains the changes or voids according to the ASAP specifications. Coding the ASAP file to delete a record will remove it from the system and will not be displayed on reports.

**Q: What if I get an error I don't understand or have not seen before when I try to submit my file?**

A: Contact the Helpdesk line and a ticket will be created for you to receive assistance with this matter.