PDMP Workflow Guide

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Contents

How Does Funding of PDMP Work? 3

How to Apply for Access to PDMP? 5

Steps to Submit a State-funded PDMP Application 5

Steps to Submit a PDMP Non-State Funded Application 6

How Does PDMP Work in DoseSpot? 7

Viewing PDMP Information (NARX Scores & Reports) in DoseSpot 10

PDMP Errors and Troubleshooting Best Practices 12

Contacting Bamboo Support 12

PDMP Workflow Guide

What is PDMP and why is it important?

PDMP (Prescription Drug Monitoring Program) is an electronic state-by-state program that monitors the prescribing and dispensing of controlled substances. The program is designed to help healthcare providers and pharmacists monitor and manage the prescription of medications that have a high potential for abuse, such as opioids. PDMP information is reported to, managed, and available via requested access on a state-by-state basis. PDMP information is used in the calculation of the NARX Scores and PDMP Report for an individual patient. A NARX score is a relative scoring system of a person's-controlled substance usage. It is broken into 3 categories: Narcotic, Sedative, and Stimulant.

How does PDMP work?

PDMP operates through a series of steps designed to track and monitor the prescription of controlled substances.

- **Data Collection**: When a pharmacy dispenses a controlled substance (e.g., opioids, benzodiazepines), it submits information about the prescription to the PDMP database
- **Data Integration**: The PDMP compiles this information into a centralized electronic database, which can be accessed by authorized healthcare providers and pharmacists.
- **Querying the System**: Healthcare providers and pharmacists can query the PDMP to review a patient's prescription history before prescribing or dispensing controlled substances.
- **Clinical Decision-Making**: The information from the PDMP aids clinicians in making informed decisions about prescribing controlled substances. It helps them assess the risk of abuse, overdose, or diversion and adjust treatment plans accordingly

How Does Funding of PDMP Work?

PDMP funding is provided by each individual state offering the program. State funded programs are fully funded by the individual state and provide access to reporting and NARX scores without the healthcare provider incurring an additional fee. Non-state funding provides access to PDMP reporting; a fee is charged to the healthcare provider to view NARX scores.

PDMP Funding by State

State	Providing Funding?	State	Providing Funding?
Alabama	Y	**Oregon**	N
Alaska	Y	**Pennsylvania**	N
Arizona	N	**Puerto Rico**	N
Arkansas	N	**Rhode Island**	N
Colorado	N	**South Carolina**	Y
Connecticut	Y	**South Dakota**	Y
DC	Y	**Texas**	Y
Delaware	Y	**Tennessee**	N
Florida	Y	**Virginia**	Y
Georgia	N	**West Virginia**	Yes (integration only)
Idaho	Y	**Wyoming**	N
Indiana	Y	**California**	N
Iowa	Y	**Kentucky**	N
Kansas	Y	**Missouri (Saint Louis County)**	N

Louisiana	Y	**New Hampshire**	N
Maine	Y	**Utah**	N
Massachusetts	Y	**Vermont**	N
Michigan	Y	**Washington**	N
Minnesota	Y	**Guam**	N
Mississippi	N	**Hawaii**	N
Nevada	Y	**Illinois**	N
New Jersey	Y	**Maryland**	N
New Mexico	N	**Military Health System**	N
North Carolina	Y	**Montana**	N
North Dakota	Y	**Nebraska**	N
Ohio	Y	**New York**	N
Oklahoma	N	**Wisconsin**	N

How to Apply for Access to PDMP?

Each healthcare organization must apply with the individual state from which they want to view PDMP reports and NARX scores. Bamboo Health is the PDMP technology partner DoseSpot uses. Clients must apply for PDMP access through Bamboo Health's Customer Connect platform using either state-funded or non-state funded option.

Steps to Submit a State-funded PDMP Application

Step 1: Visit https://connect.bamboohealth.com/.

*Due to state restrictions, Tennessee clients must use their state's own integration request forms.

** Please note: If a customer in a funded state were to try to follow the process of completing a state specific form using our former landing page, http://info.apprisshealth.com/ehrrequest, they will be rerouted from there to Customer Connect.

Step 2: Click 'Create an Account' in the top right-hand corner

Step 3: Enter the requested information to create an account. Once an account has been created, follow the prompts on each screen to complete the process. Some of the key aspects concerning multi-state and product integration are as follows:

❖ Multi-state customers can sign up for all states at the same time.

- On the Organization Screen, customers are prompted to provide their Facility Locations. The Facility Locations section provides a multi-select lists where customers can provide all the states where they have locations that they wish to integrate.

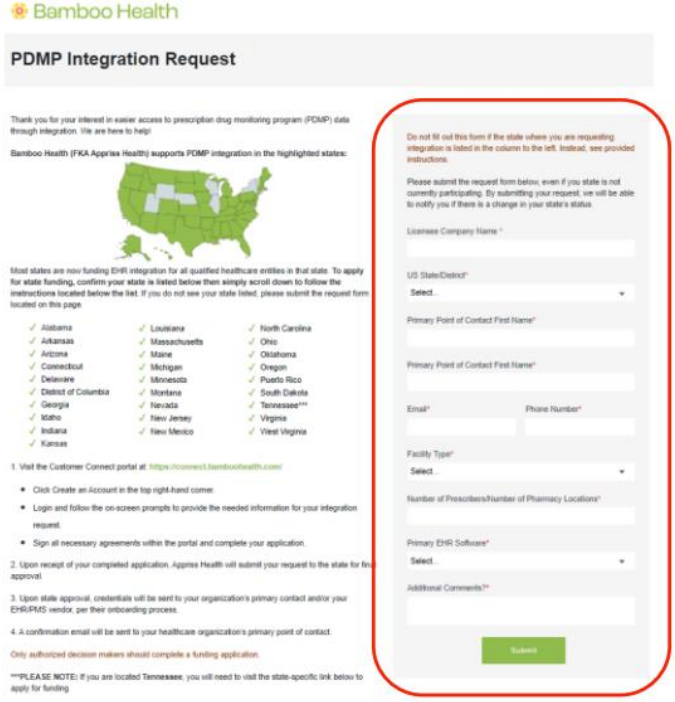
❖ Customers can purchase integration service(s) for non-funded states at the same time they are applying in the funded states

* *If we have previously established a unique onboarding process with you, your customers will be instructed that they are not able to purchase in non-funded states – but will be able to continue the sign-up process for funded states.

❖ Customer Connect platform dynamically displays the available funding and products by state so that customers can confirm the funding and products they are applying for.

❖ The PMP Gateway Licensee Profile document and, when applicable, the Bamboo Health End User License Agreement are both embedded into the online application process.

❖ Customers can save where they are in the application process and come back later to


Bamboo Health

PDMP Integration Request

redentials for use will be created and
oy Bamboo to the state PDMP admin

ner account is listed as “pending” until
uest.

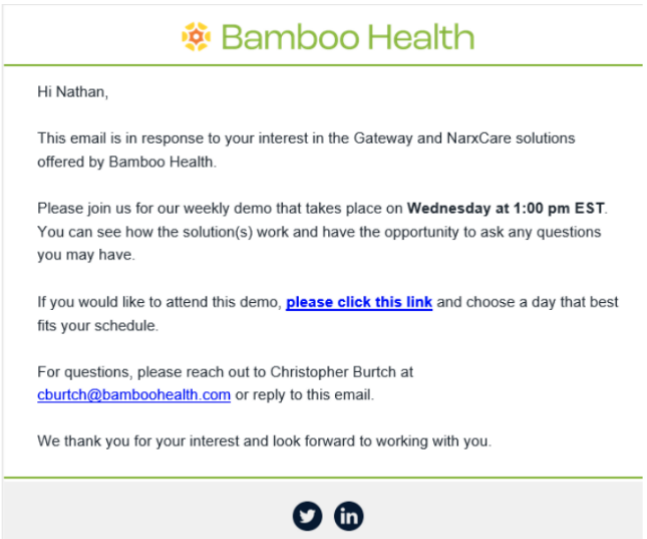
s the credentials (est. 2-4 weeks), the
r or to the health care entity contact
s is dependent on the agreed upon
ration set up.

Steps to Submit a PDMP Non-State Funded Application

Step 1: The client should go to https://go.bamboohealth.com/ehrrequest.html

Step 2: States that do not offer funding are not listed individually so the client must review list of funded states and, upon review of funding list, must then complete the registration form on the right side of the screen.

Step 3: Once the registration form has been completed a link will appear at the top of the screen for the customer to register for an informational meeting held by Bamboo Health. These events occur every Wednesday at 1pm ET. The prospective customer will also get this email:


Bamboo Health

Hi Nathan,

This email is in response to your interest in the Gateway and NarxCare solutions offered by Bamboo Health.

Please join us for our weekly demo that takes place on **Wednesday at 1:00 pm EST**. You can see how the solution(s) work and have the opportunity to ask any questions you may have.

If you would like to attend this demo, **please click this link** and choose a day that best fits your schedule.

For questions, please reach out to Christopher Burtch at cburtch@bamboohealth.com or reply to this email.

We thank you for your interest and look forward to working with you.

Step 4: Upon attending the informational meeting, prospective customers are directed by Bamboo Health on the next steps for contracting for the service.

Step 5: Once contracting has been completed, system account credentials are used to create and a request to query the PDMP is sent by Bamboo to the state PDMP administrator for review and approval.

Step 6: Once the state PDMP admin approves the credentials (est. 2-4 weeks), the credentials will be issued to the EMR Integration Partner or the health care entity contact that was listed during registration request process. This is dependent on the agreed upon process during the initial EMR/Bamboo integration process.

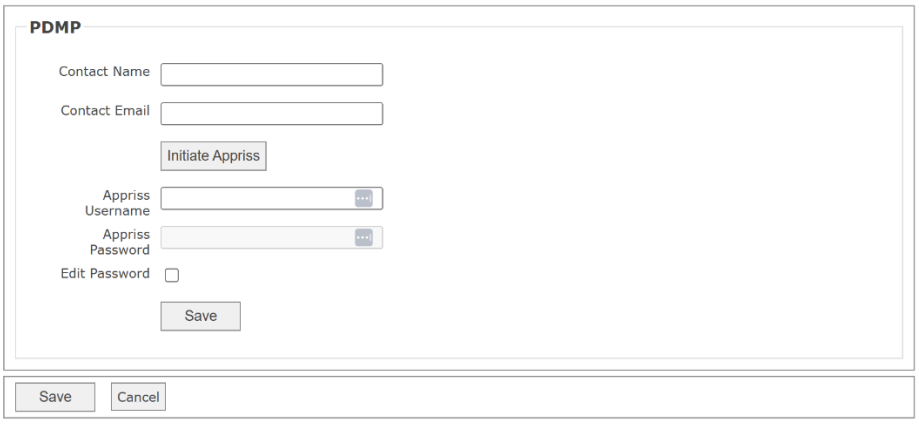
How Does PDMP Work in DoseSpot?

Note: *This can be managed from the Admin Console by* ***Billing and Client Admins***.

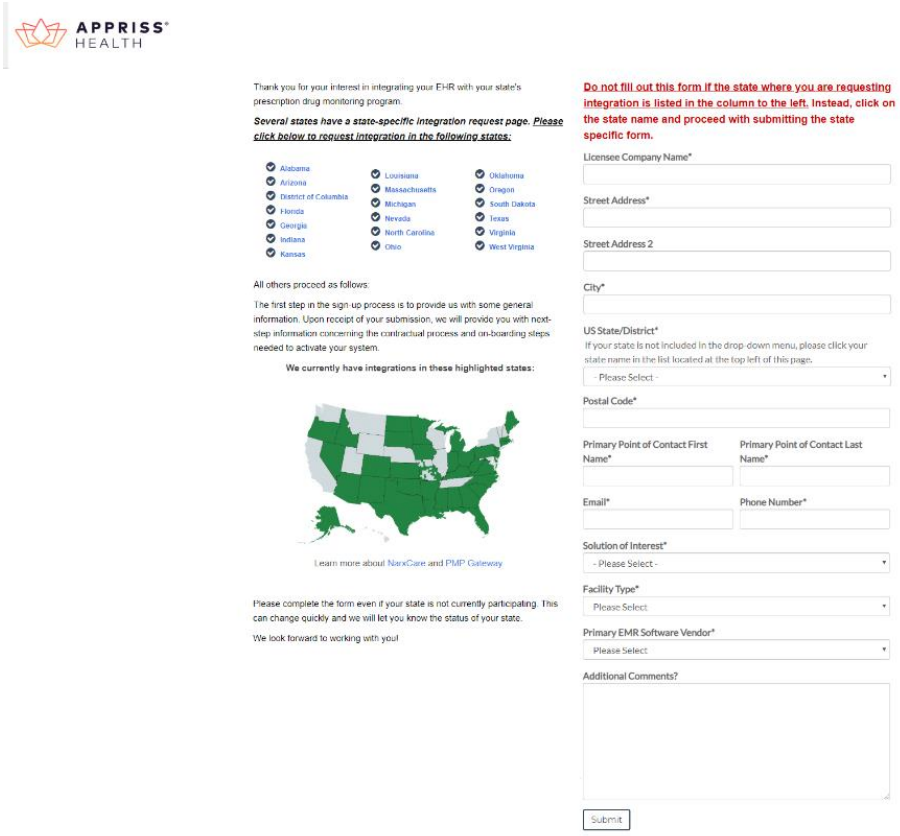
DoseSpot provides PDMP access to its clients through the PDMP API. Through the integration, providers can view PDMP reports and NARX scores.

1. To enable PDMP, submit a support case to DoseSpot indicating that you'd like to have your clinics activated for PDMP access. Please include the Clinic ID in your case. Once received, DoseSpot will configure your account, allowing you to initiate the PDMP application from within the Admin Console.

2. In the Admin Console, enter the PDMP contact's name and email in the **Contact Name** and **Contact Email** fields. Click **Initiate Appriss,** and then click **Save.**



3. The contact will receive an email from the PDMP provider and complete the registration outside of Admin Console.



APPRISS HEALTH

Thank you for your interest in integrating your EHR with your state's prescription drug monitoring program.

Several states have a state-specific integration request page. Please click below to request integration in the following states:

- Alabama
- Arizona
- District of Columbia
- Florida
- Georgia
- Indiana
- Kansas
- Louisiana
- Massachusetts
- Michigan
- Nevada
- North Carolina
- Ohio
- Oklahoma
- Oregon
- South Dakota
- Texas
- Virginia
- West Virginia

All others proceed as follows:

The first step in the sign-up process is to provide us with some general information. Upon receipt of your submission, we will provide you with next-step information concerning the contractual process and on-boarding steps needed to activate your system.

We currently have integrations in these highlighted states:

Learn more about NexCare and PMP Gateway

Please complete the form even if your state is not currently participating. This can change quickly and we will let you know the status of your state.

We look forward to working with you!

Do not fill out this form if the state where you are requesting integration is listed in the column to the left. Instead, click on the state name and proceed with submitting the state specific form.

Licensee Company Name*

Street Address*

Street Address 2

City*

US State/District*

If your state is not included in the drop-down menu, please click your state name in the list located at the top left of this page.

- Please Select -

Postal Code*

Primary Point of Contact First Name*

Primary Point of Contact Last Name*

Email*

Phone Number*

Solution of Interest*

- Please Select -

Facility Type*

Please Select

Primary EMR Software Vendor*

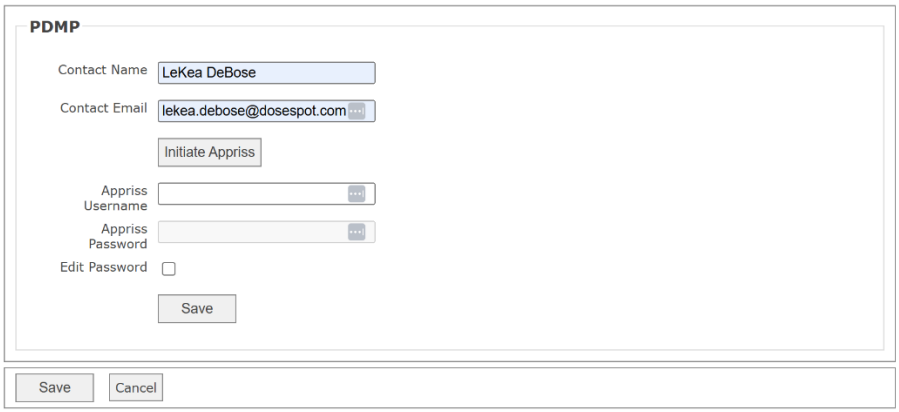
Please Select

Additional Comments?

Submit

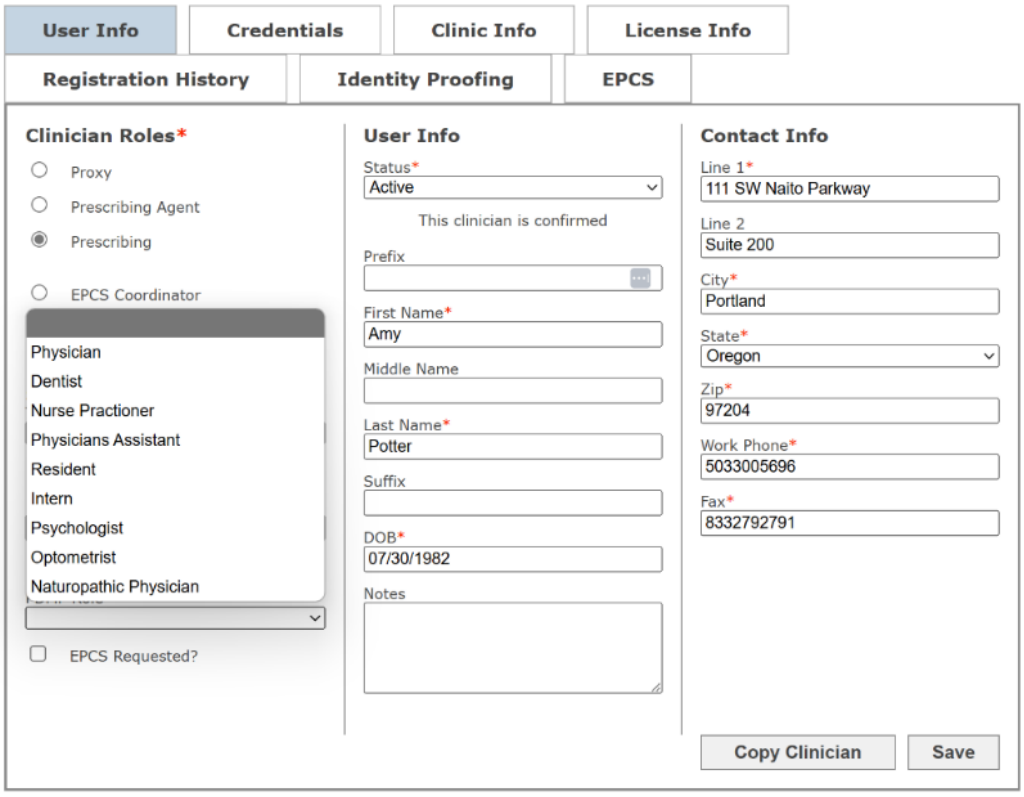
4. Once registration is complete, take the username and password credentials back to Admin Console and click Save.

    a. Enter the PDMP Username in the Appriss Username field under the PDMP clinic configuration setting within the admin console.
    b. Check the “Edit Password” box, then enter the PDMP Password in the Appriss Password under the PDMP clinic configuration setting.
    c. Click “Save” under PDMP to save the credentials, click “Save” at the bottom of the clinic configuration settings page to save the configuration change.



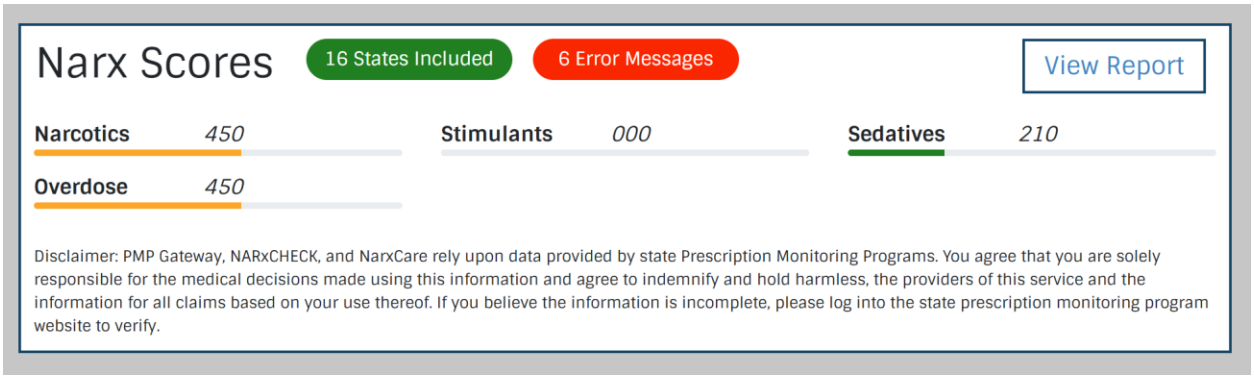
5. Ensure that the PDMP role has been set on each clinician's Edit Clinician page. The role type must be set for every clinician who will be accessing PDMP data.

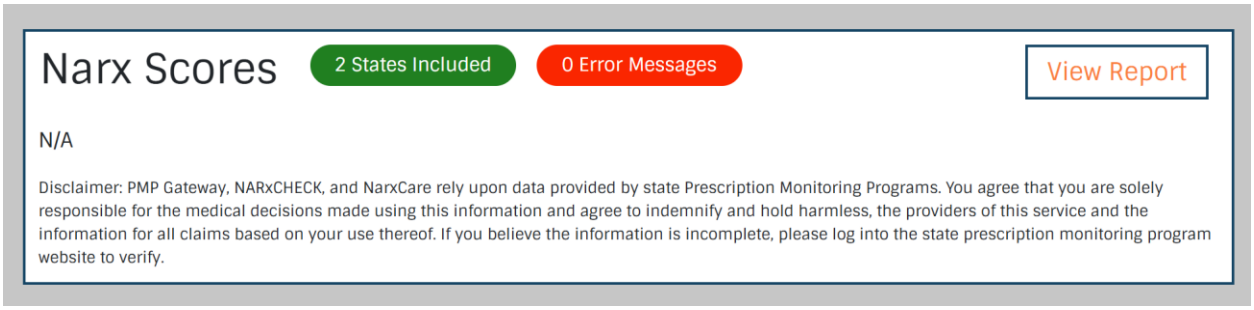
    a. Click the PDMP Role box and select the appropriate role type for the provider from the drop-down menu
    b. Click "Save" at the bottom of the change to save the role type on the profile.



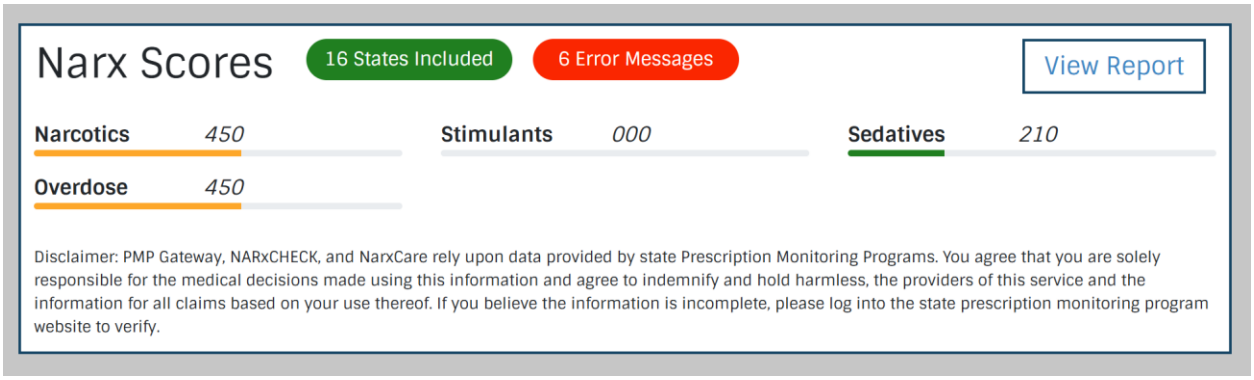
Viewing PDMP Information (NARX Scores & Reports) in DoseSpot

Providers can view NARX Scores and PDMP Reports inside individual patient records. NARX scores will automatically display by default if the PDMP account is paying the additional fee to view them or if the PDMP account is stated-funded. If the PDMP account isn't paying the fee to view NARX scores or isn't state funded, "N/A" will display instead of the score.

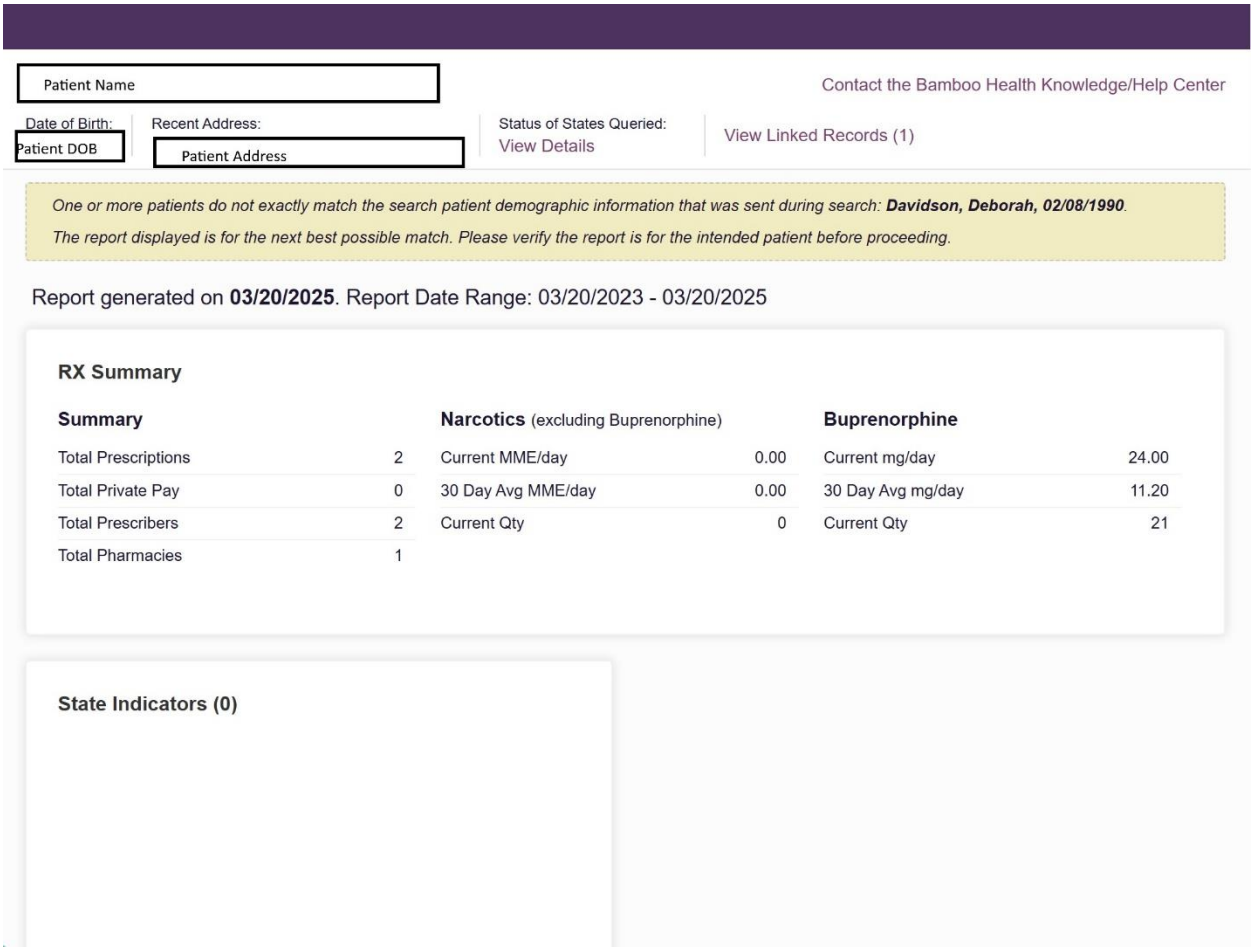




Providers can view PDMP reports by clicking the "View Report" button inside the PDMP field in a patient record.



The report will open in a new browser winder with all of the report details for the provider to view.



PDMP Errors and Troubleshooting Best Practices

There are errors that commonly return with the PDMP integration. Collaboration with Bamboo support is needed with most errors. There are a couple of ways of getting help from Bamboo support – support ticket or by phone call.

- **Error Connecting to Appriss** – This error will return when the wrong PDMP credentials are entered for the PDMP account in the admin console.
  - Confirm the credentials with Bamboo support
  - *Manually type out* the correct credentials under the PDMP clinic configuration settings in the admin console
  - **Note**: *The PDMP account will be locked automatically after three failed attempts to connect to Appriss.*

- **Narx Scores are not available because your or your clinician's PDMP role has not been set** – This error will display instead of NARX Scores and the "View Reports" button will not display until a PDMP role is set for the clinician.
  - Set a PDMP Role Type for the clinician under the Clinician Profile within the admin console.

Contacting Bamboo Support

- Ticket Submission – Submit a ticket to Bamboo support via https://pmpgateway.zendesk.com/hc/en-us/. *Note – you will need to create an account to login, submit a ticket, and communicate with Bamboo Health on the ticket.
- Phone Call – Technical Support is available 24/7 at 1-833-307-0310