



# Prescription Drug Monitoring Program Workflow Guide

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# 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.

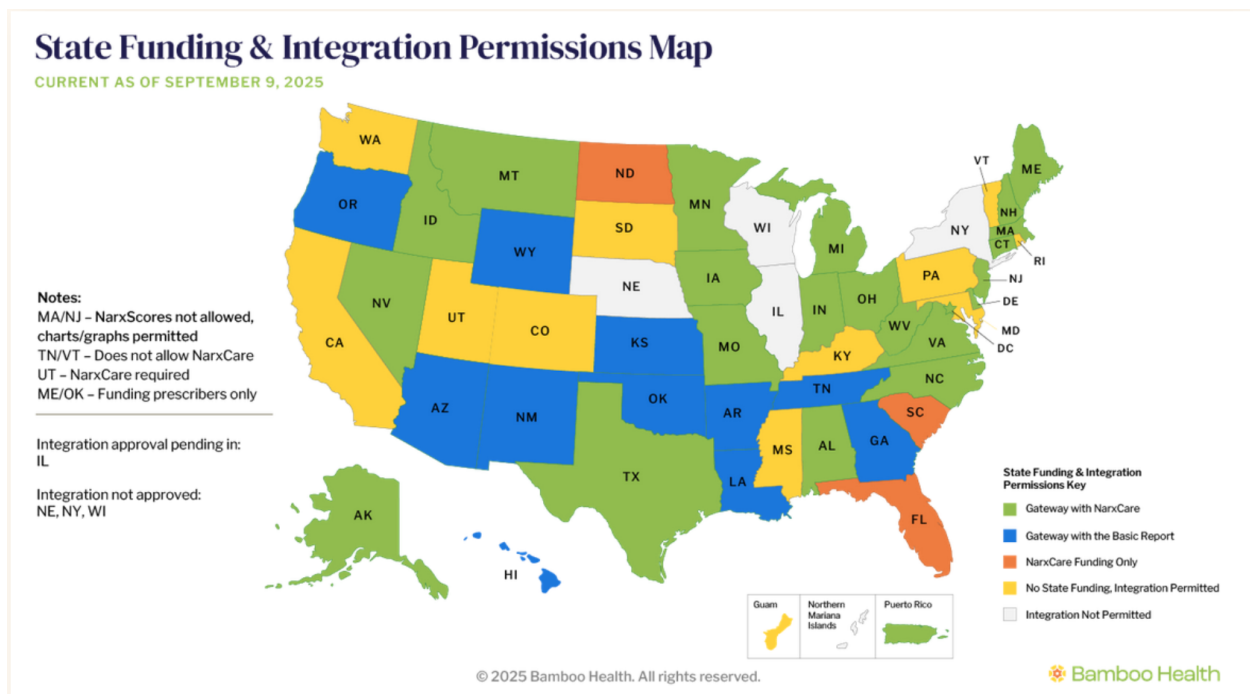
- **Data Collection:** When a pharmacy dispenses a controlled substance (e.g., opioids, benzodiazepines), it submits information about the prescription to the PDMP database
- **Data Integration:** The PDMP compiles this information into a centralized electronic database, which can be accessed by authorized 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 for 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

The image below is color coordinated by state to display which states provide funding for PDMP reporting and their integration permissions.



**Note:** The following states currently **do not** support Bamboo integrations because they do not share PDMP data: **Illinois, New York, Nebraska, and Wisconsin.**

## 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.

**⚠ Note:** You must also register for a DEA number in each state that you are prescribing to.

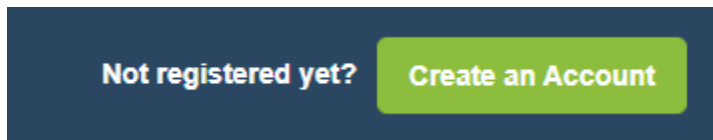
### Steps to Submit a State-funded PDMP Application

**Step 1:** Visit <https://connect.bamboohhealth.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 complete, if needed.

❖ Once this process is complete, system account credentials for use will be created and Bamboo sends a request to query the PDMP is sent by Bamboo to the state PDMP admin for review and approval.

❖ At this point, it is important to note that the customer account is listed as “pending” until the state completes its review and approves the request.

**Step 4:** Once the state PDMP administrator approves the credentials (est. 2-4 weeks), the credentials are issued to the EMR Integration Partner or to the health care entity contact listed at the time of registration request. This process is dependent on the agreed upon process during the initial EMR/Bamboo Health integration set up.

**Bamboo Health**

### PDMP Integration Request

Thank you for your interest in easier access to prescription drug monitoring program (PDMP) data through integration. We are here to help!

Bamboo Health (FKA Appriss Health) supports PDMP integration in the highlighted states:

Most states are now funding EHR integration for all qualified healthcare entities in that state. To apply for state funding, confirm your state is listed below then simply scroll down to follow the instructions located below the list. If you do not see your state listed, please submit the request form located on this page.

|                        |                 |                  |
|------------------------|-----------------|------------------|
| ✓ Alabama              | ✓ Louisiana     | ✓ North Carolina |
| ✓ Arkansas             | ✓ Massachusetts | ✓ Ohio           |
| ✓ Arizona              | ✓ Maine         | ✓ Oklahoma       |
| ✓ Connecticut          | ✓ Michigan      | ✓ Oregon         |
| ✓ Delaware             | ✓ Minnesota     | ✓ Puerto Rico    |
| ✓ District of Columbia | ✓ Montana       | ✓ South Dakota   |
| ✓ Georgia              | ✓ Nevada        | ✓ Tennessee***   |
| ✓ Idaho                | ✓ New Jersey    | ✓ Texas          |
| ✓ Indiana              | ✓ New Mexico    | ✓ Virginia       |
| ✓ Kansas               |                 | ✓ West Virginia  |

1. Visit the Customer Connect portal at: <https://connect.bamboohhealth.com/>
  - Click Create an Account in the top right-hand corner.
  - Login and follow the on-screen prompts to provide the needed information for your integration request.
  - Sign all necessary agreements within the portal and complete your application.
2. Upon receipt of your completed application, Appriss Health will submit your request to the state for funding approval.
3. Upon state approval, credentials will be sent to your organization's primary contact and/or your EHR/PMIS vendor, per their onboarding process.
4. A confirmation email will be sent to your healthcare organization's primary point of contact.

Only authorized decision makers should complete a funding application.

\*\*\*PLEASE NOTE: If you are located in Tennessee, you will need to visit the state-specific link below to apply for funding

Do not fill out this form if the state where you are requesting integration is listed in the column to the left. Instead, see provided instructions.

Please submit the request form below, even if your state is not currently participating. By submitting your request, we will be able to notify you if there is a change in your state's status.

Licensee Company Name \*

US State/District\*

Selected...

Primary Point of Contact First Name\*

Primary Point of Contact First Name\*

Email\* Phone Number\*

Facility Type\*

Selected...

Number of Prescribers/Number of Pharmacy Locations\*

Primary EHR Software\*

Selected...

Additional Comments\*

Submit

## 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:

**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.

**Please submit the request form below, even if your state is not currently participating.**

By submitting your integration request, we will be able to notify you if there is a change in your state's status.



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 Burch at [cburch@bamboohealth.com](mailto:cburch@bamboohealth.com) or reply to this email.

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

## 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**.



The screenshot shows a form titled "PDMP" with the following fields and buttons:

- Contact Name (text input)
- Contact Email (text input)
- Initiate Appriss (button)
- Appriss Username (text input with a clear button)
- Appriss Password (text input with a clear button)
- Edit Password (checkbox)
- Save (button)

Below the form are two buttons: Save and Cancel.

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



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.



The screenshot shows the Appriss Health registration form with the following sections:

- 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 consult integration in the following states:**
- 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 onboarding steps needed to activate your system.**
- We currently have integrations in these highlighted states:**
- Learn more about YourFlow and PDMP 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.**
- License 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\***
- Facility Type\***
- Primary EHR Software Vendor\***
- Additional Comments\***
- Submit**

- 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.

**PDMP**

Contact Name: LeKea DeBose

Contact Email: lekea.debose@dosespot.com

Initiate Appriss

Appriss Username: [field]

Appriss Password: [field]

Edit Password: ☐

Save

Save Cancel

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.

**User Info** | Credentials | Clinic Info | License Info

**Clinician Roles\***

☐ Proxy

☐ Prescribing Agent

☒ Prescribing

☐ EPCS Coordinator

☐ Clinician Admin

☐ Reporting

Specialty Type: [dropdown]

**Registration Info**

NPI: 1023011178

☐ Skip NPI Validation

PDMP Role: Physician

☐ EPCS Requested?

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

With the PDMP API enabled, providers can conveniently access a Bamboo PDMP report directly from each individual patient record. By simply clicking on the **View Report** link, prescribers are automatically redirected to the report page, where they can review detailed information such as Narx Scores and other potential risk factors. This streamlined integration enhances clinical workflows, making it easier for providers to evaluate patient risk and make informed prescribing decisions.

 Menu

**Testpatient, Alice 75**  
Date of Birth: 01/01/1950 | Recent Address: | Status of States Queried: View Details | Patient Records (1)

One or more patients do not exactly match the search patient demographic information that was sent during search: **Testpatient, Alice, 01/01/1950**.  
The report displayed is for the next best possible match. Please verify the report is for the intended patient before proceeding.

Report generated on **08/28/2025**. Report Date Range: 08/28/2023 - 08/28/2025

**Clinical Risk Indicators**  
 **Morphine Milligram Threshold**  
Please note that this person is prescribed 95.0 active cumulative MME per day. This equals or exceeds the threshold of 90, but less than 120 active cumulative MME per day.  
Note: Clinical Risk Indicators are not meant to implicate patients, but to provide clinicians with supplemental information to enhance the treatment and care of their patients.

**Narx Scores**

| Narcotic   | Sedative   | Stimulant  |
|------------|------------|------------|
| <b>384</b> | <b>231</b> | <b>000</b> |

Explanation and Guidance

**Overdose Risk Score**  
**260**  
(Range 000-999)  

Explanation and Guidance

**State Indicators (2)**

-  Overlapping Opioid & Benzodiazepine
-  Below Prescriber & Dispensary Threshold

Details

## 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