Veterinarians

USER GUIDE

Maine Prescription Monitoring Program

Department of Health and Human Services

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Maine's Prescription Monitoring Program

Overview & Background

The Prescription Monitoring Program (PMP) is a secure online 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.

Maine State Law: To combat the Maine opioid epidemic, the Maine Legislature enacted Public Law 2015, Chapter 488 (An Act to Prevent Opiate Abuse by Strengthening the Controlled Substances Prescription Monitoring Program). This law amends the Prescription Monitoring Program (PMP)(Title 22, Chapter 1603) to include prescriber limits on opioid medication prescribing, effective January 1, 2017; included veterinarians in the definition of prescribers; required electronic prescribing and required prescribers and dispensers to check the Prescription Monitoring Program (PMP) database. Chapter 488 required the Department to establish reasonable exceptions to prescriber limits and ordered the Department to include prescribers in the process of preparing appropriate rules.

Maine State Strategy: In February of 2019, Governor Janet Mills signed an Executive Order directing the State to take immediate steps to combat the opioid crisis. The Order outlines the initial actions that will be taken by the State to prevent overdose deaths, increase treatment and recovery efforts, and bolster prevention efforts – all of which will be done in a manner to reduce the stigma associated with substance use disorders. The Order will supplement the vigorous efforts of law enforcement at all levels to stem the tide of drug trafficking into Maine. As part of the State's strategy, the Prescription Monitoring Program (PMP) Advisory Council was established to assist the PMP staff with analyzing prescribing trends and communicating those trends to prescribers, to improve the training of healthcare professionals to prevent over prescribing, and to work to establish a system whereby prescribers are notified of patients who overdose fatally or are revived.

RxGov

RxGov is a comprehensive prescription drug monitoring technology that provides controlled substance use and prescribers alerts. In addition, RxGov uses a unique patient matching algorithm as part of a suite of tools designed to assist healthcare providers, pharmacists, and law enforcement in monitoring controlled substance usage. In Maine, the PMP program uses RxGov to monitor the prescribing and dispensing of controlled substances.

RxGov is a complete 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 a user to access their account anywhere they have access to the internet.

In addition, Maine is working to have this PMP data available to clinicians within their Electronic Medical Records (EMR) systems so that the data is available during their normal workflows.

How Does RxGov Work?

RxGov records and monitors dispensed prescription drugs. RxGov works by being a central access point for all stages of the dispensing process.

When a patient visits a healthcare provider who considers prescribing a Controlled drug, the provider reviews the RxGov's PMP to view the benefits and risks of controlled substance medications and identify potentially harmful drug interactions.

By submitting data for each dispense of a drug, a data submitter keeps the RxGov database current and ensures that the data reviewed by clinicians and dispensers is accurate.

Veterinarians and RxGov

RxGov is utilized by Veterinarians and their delegates to manage the PMP workflow. It provides veterinarians the ability to search and view patient dispenses, and to submit and view the dispense data they have provided to the PMP.

Getting Started

Purpose

The purpose of this document is to provide an understanding of the system for Veterinary users of RxGov. It outlines the features of the system and provides instructions for use of the features available to each type of Veterinary user.

Creating an Account

Create an RxGov account from the main page by clicking on **Register**:

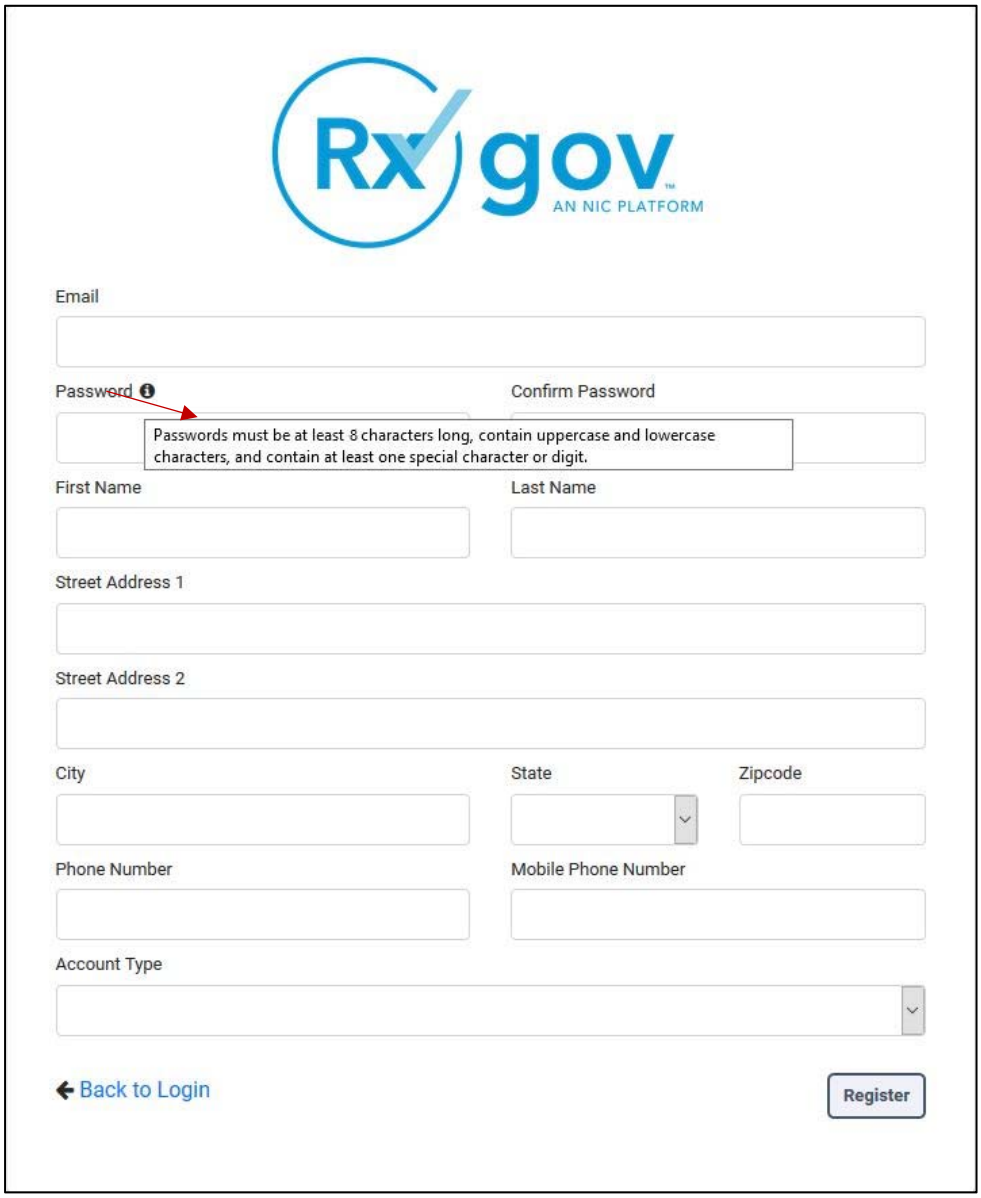
1. Enter all required personal details in the RxGov registration form that pops up and create a password. Required fields may include:
    - Email (your username will be your email address)
    - First Name
    - Last Name
    - State
    - Mobile Phone Number
    - User Type (select Veterinarian or Veterinarian Delegate)

    Veterinarian Role Only:

    - DEA Number (for Veterinarians only)
    - Organization(s)
    - Submitter Name

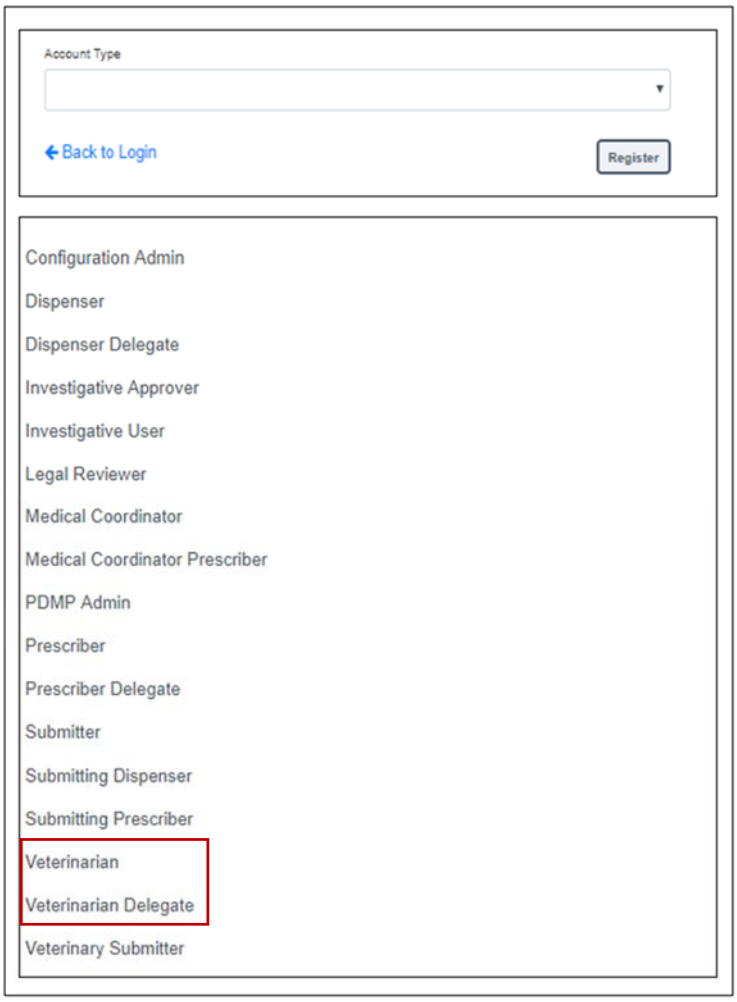
2. Passwords must be at least 8 characters in length, contain uppercase and lowercase characters and contain at least one special character or digit.
3. Your email address will become your username.

If you need help with technical issues or in registering, please contact rxgovmesupport@egov.com or (844) 454-2266

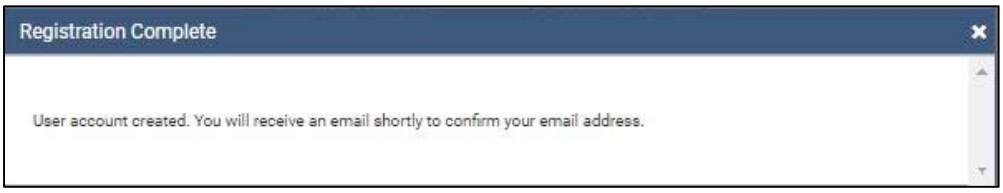


RxGov Registration Form

5. Select Veterinarian or Veterinary Delegate.



6. Complete account creation by clicking **Register**.
7. **Registration Complete** message will pop-up and direct you to confirm your email address.

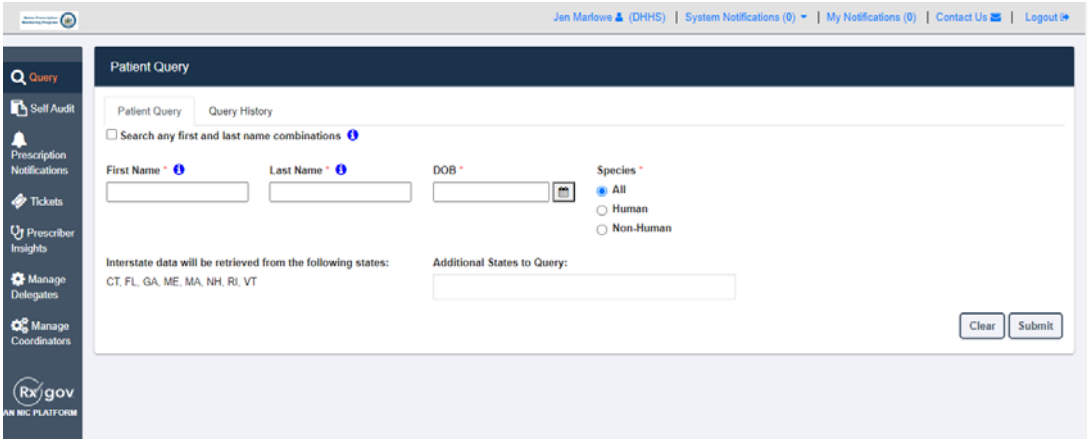


8. At this point your registration will be sent to the State to review your registration. An RxGov administrator will activate your account.

Upon receipt of "**Confirm your RxGov Account**" email, click the link and use your email address and previously created password to log into RxGov.

The Veterinarian Dashboard

The **Veterinarian Dashboard** provides Veterinary users access to RxGov tools for managing PMP compliance and PMP prescriptions. It defaults to the **Patient Query** screen. All menu options are located on the left-hand side of the screen. For optimal results, RxGov should be run on a PC with the window maximized to full screen.



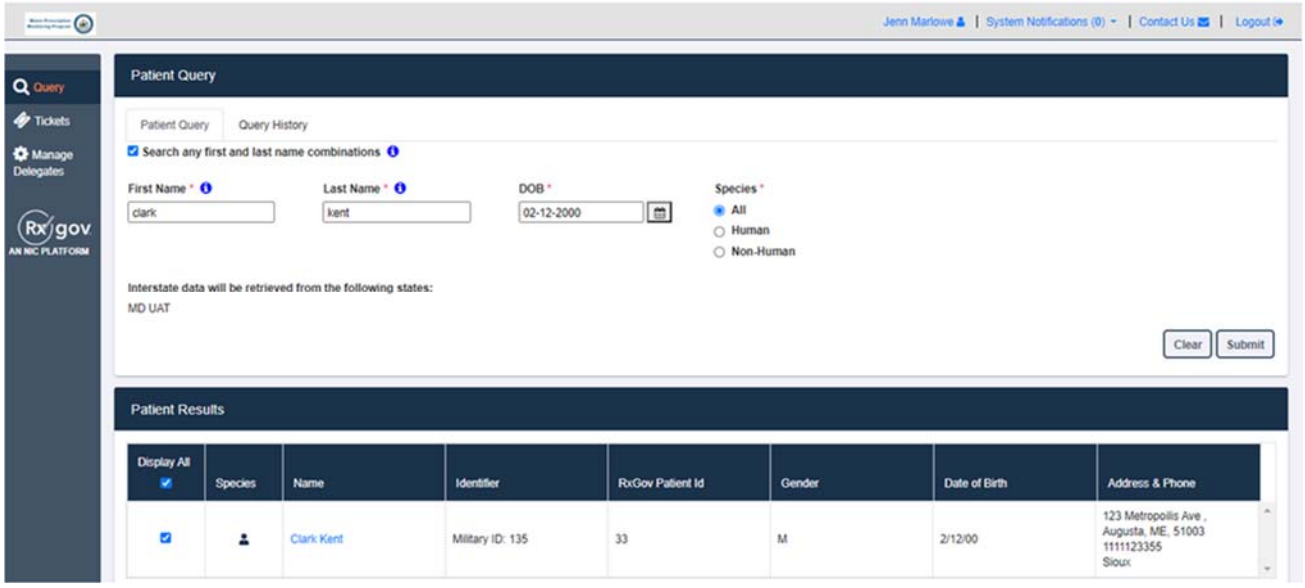
Patient Query – Find Your Patient

Veterinarians can query on owners to comply with Maine PMP mandates. Dispense detail results are available to view and print for each query.

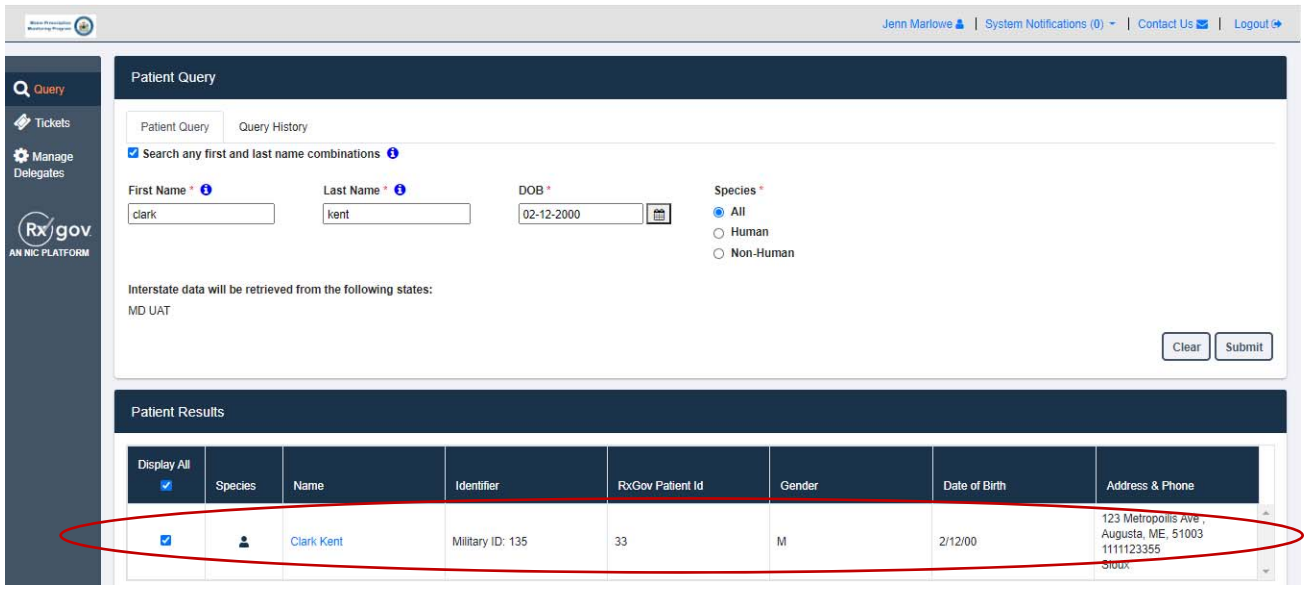
Performing Queries

1. All fields are required to submit a patient query request:
    - Owner First Name
    - Owner Last Name
    - Date of Birth
2. Enter required fields and click **Submit**.

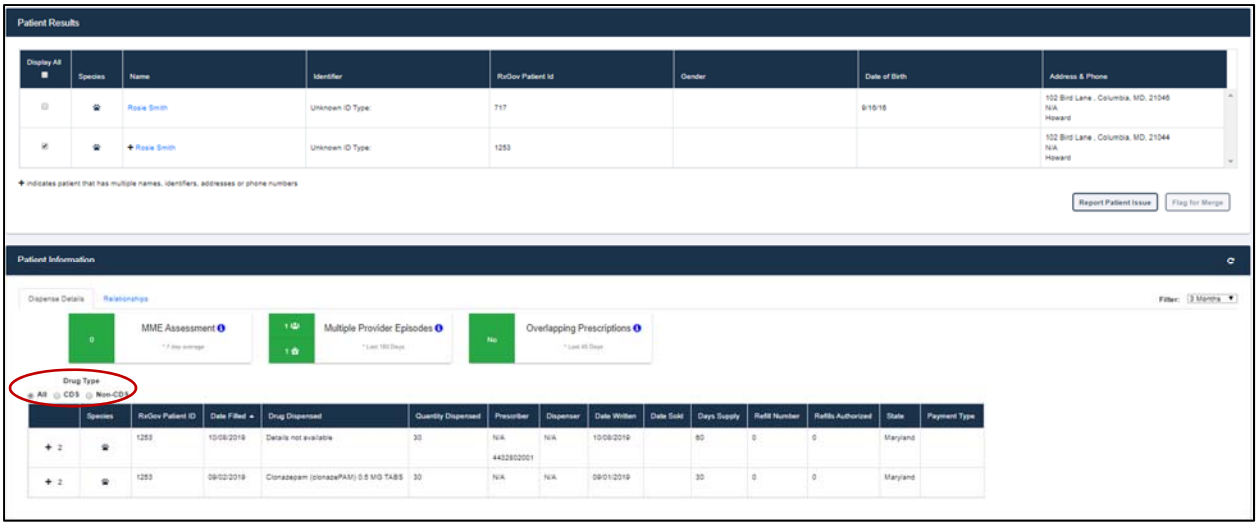
3. Results will appear in the lower half of the screen.



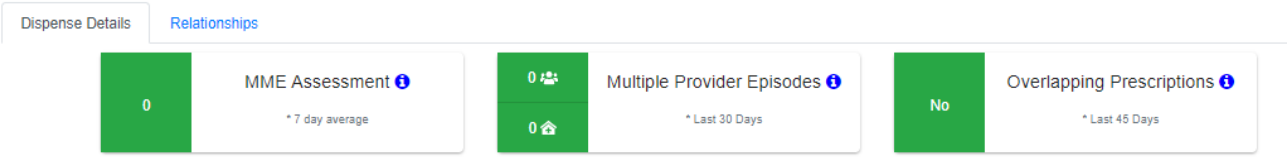
Select patient by clicking the checkbox to the left of the patient name. (Note that only veterinary dispenses will be returned in the query results.)



4. Patients with multiple names, identifiers, addresses, or phone numbers are indicated in the results by a **+** sign.
5. The **Dispense Details** tab will appear at the bottom of the screen under **Patient Information**.



6. The PMP is configured to display patient-level alerts when a patient is selected.

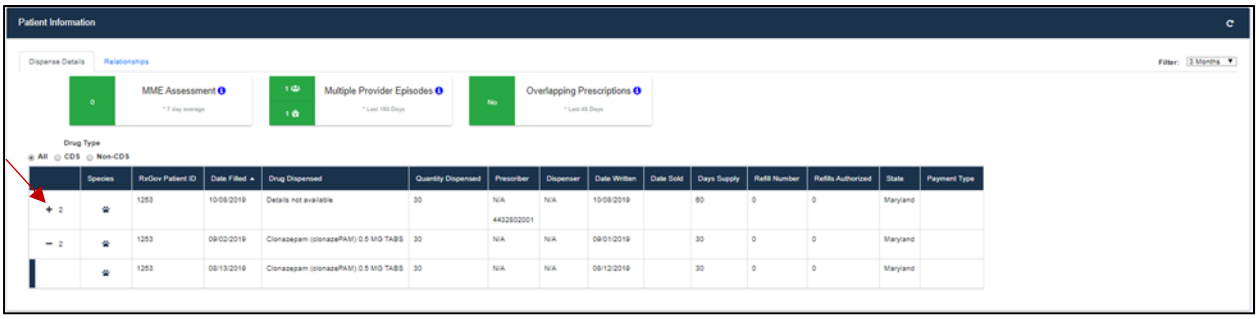


There are 3 patient-level alerts to provide at-a-glance guidance on potential risks:

a. **MME Assessment** – Morphine Milligram Equivalent (MME) Assessment evaluates the amount of morphine to which an opioid dose is equivalent and provides an average for patient dosage
b. **Multiple Provider Episodes** – Displays the number of prescribers and dispensers visited by the patient over the past 30 days resulting in opioid dispenses
c. **Overlapping Prescriptions** – Displays the number of overlapping prescriptions for opioid and benzodiazepine dispenses within a lookback period

7. The number of months displayed defaults to the state-mandated period of months for review in patient queries. The **Filter** dropdown on the right side of the screen allows veterinarians to view a different period of data.
8. **Note**: When no dispenses for the selected filter are found, a message will display: "Query returned no results." For individuals not found in RxGov, the message displayed will be "**No patients found for *Maine***."
9. The PMP is configured to display some dispenses with a plus sign and a number in the left-hand column. This indicates a group of dispenses of the same drug, defined as any dispenses

where the generic ingredient, strength and dosage are the same; the number indicates how many dispenses are in the group.



10. To expand the group and view the individual dispenses, click on the arrow. Click again to collapse the group back to one row.

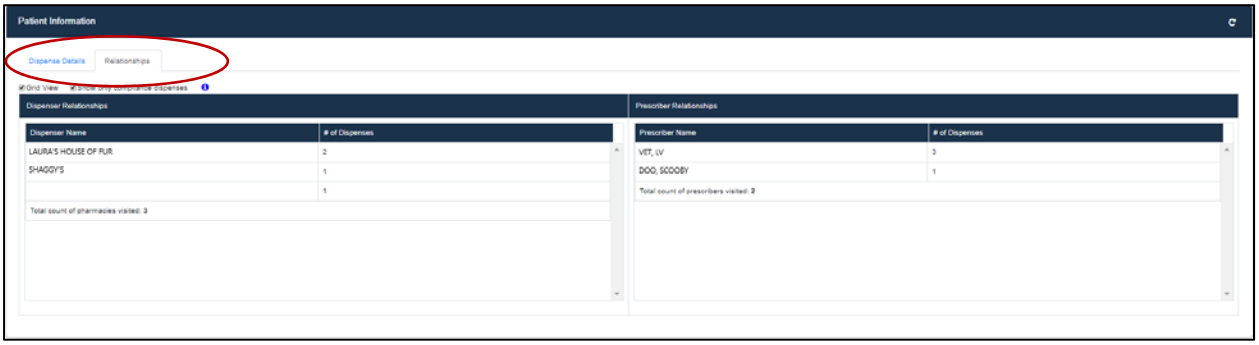
11. To view details for a single dispense, click on the drug dispensed: a pop-up will appear with the dispense details.

12. To return to results screen, close the pop-up by clicking the "x" in the right-hand corner.

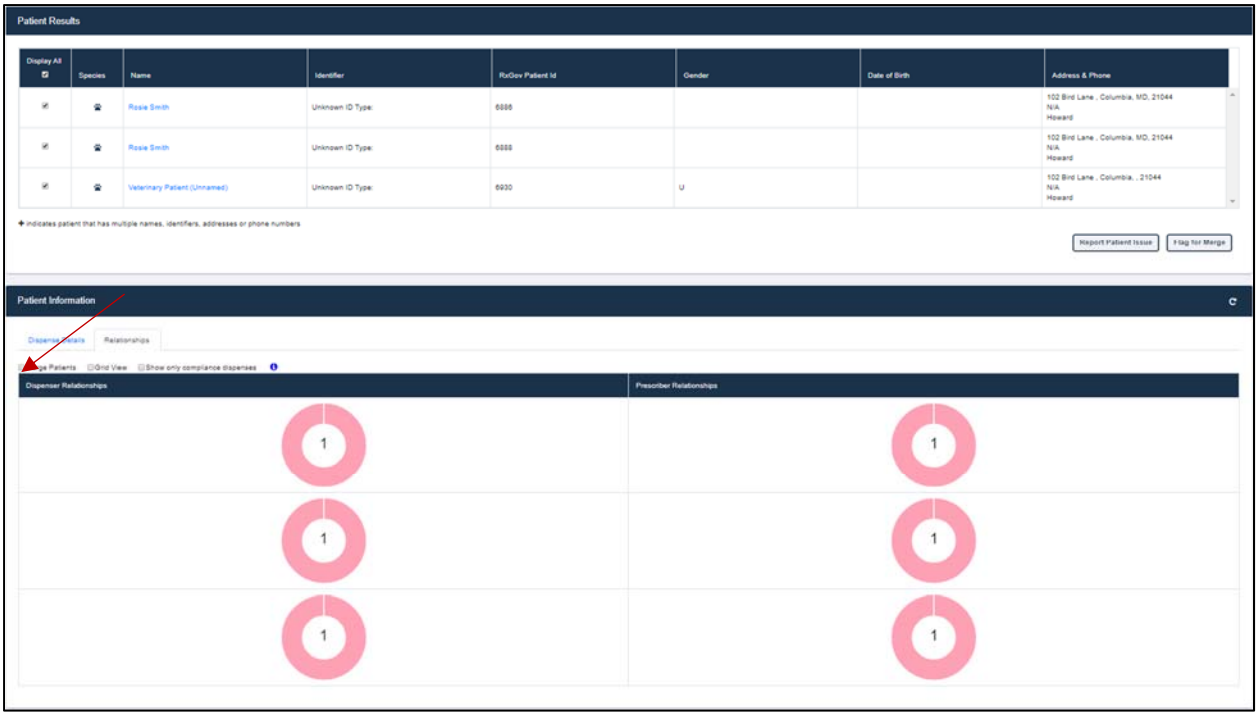
Patient Relationships

1. Information on Patient Relationships with Dispensers and Prescribers is viewable by clicking on the **Relationships** tab. This tab defaults to the pie chart view and the number of past months selected in the Dispense Details filter.

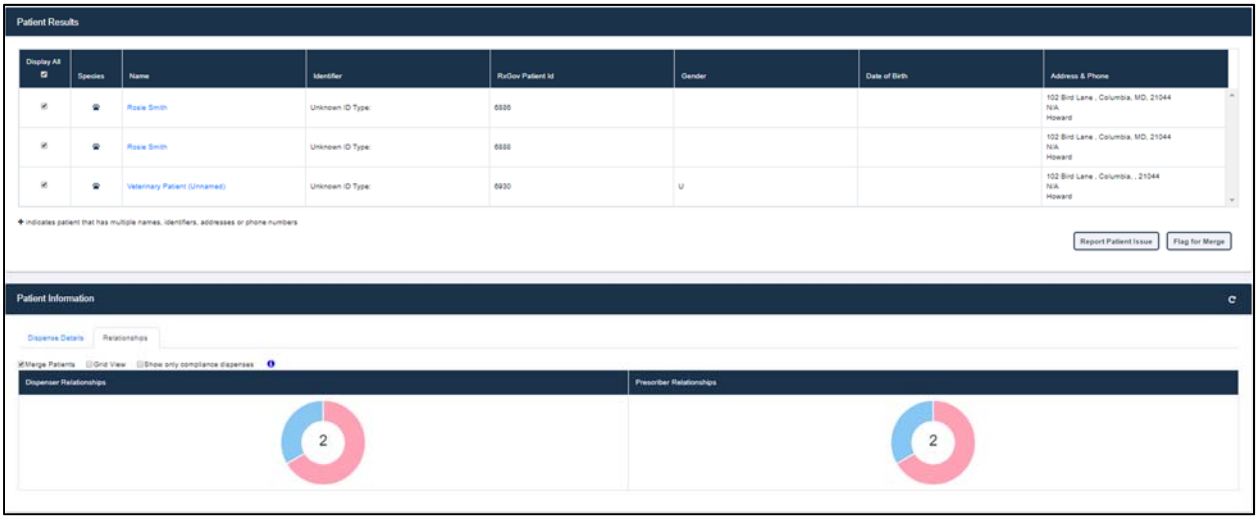
2. The view for Dispenses can be changed to include only Compliance Dispenses by checking the box next to "Show only compliance dispenses" above **Dispenser Relationships**.
3. Select the **Grid View** checkbox to view the relationship data in a table format.



4. When viewing multiple records for the same patient, pie charts for the selected records can be combined by checking the **Merge Patients** box that appears to the left of Grid View when these patients are all selected.



5. All dispenses found for the associated patient records will now display in one Dispenser and one Prescriber pie chart to provide a single visual for each set of relationships.



Patient Management

Once a Patient Query has been performed, a Veterinarian can perform the actions described in the following sections for the selected patient using the buttons in the lower right corner of the Patient Results.

Report Patient Issue

Veterinarians can submit a **Report Patient Issue** ticket to PMP Administration.

1. To create a Report Patient Issue ticket, click the **Report Patient Issue** button.

2. A pop-up will appear to **Create Patient Ticket**. Type the message in the **Comment** box and Click the **Submit** button.

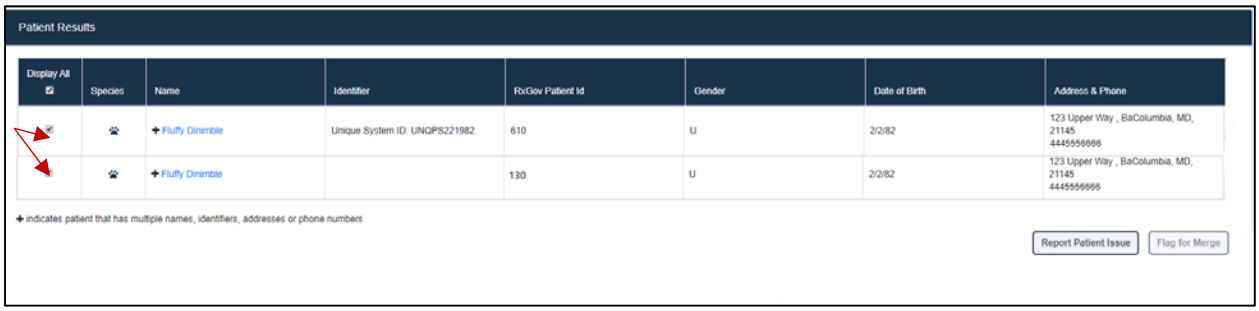
3. A pop-up will confirm successful submission of the ticket.

4.

4. **Patient** tickets are viewable in **Tickets**.

Flag for Merge

Veterinarians can submit a **Flag for Merge** ticket in cases where duplicate vet patient owner records in RxGov are identified. PMP Administration will then review and merge the vet patient owner records to consolidate the dispense data.



1. To flag vet patient owner records for merge, check the box to the left of the vet patient record for all associated records.
2. Click the **Flag for Merge** button.
3. A pop-up will appear to **Create Merge Patients Ticket**. A comment is required to submit the ticket. Type your comment in the text box and click the **Submit** button.

4. A pop-up will confirm successful submission of the ticket.

5. **Patient Merge** tickets are viewable in **Tickets**.

Query History

Query History is available for all queries performed by a Veterinarian, or on their behalf if the Veterinarian has an established delegate relationship. Click on the **Query History** tab to access your historical queries.

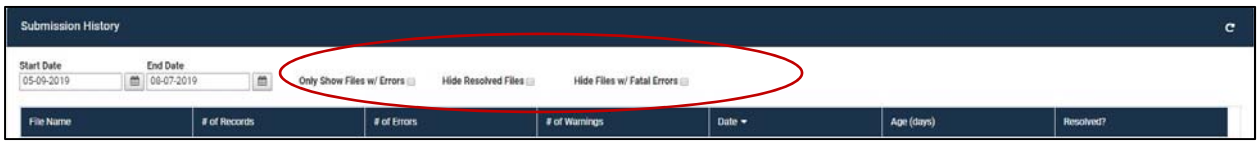
A query can be re-run by clicking on the query, which will take the user back to the query screen with the search parameters pre-filled. Click **Submit** to run the query.

My Submissions

The **My submissions** screen provides the Veterinarian with the **Submission History** for all dispense data provided to the Maine PMP either by them, or on their behalf if the Veterinarian has an established vet delegate relationship. This includes ASAP data files, Universal Claim Forms, and Zero Report submissions.

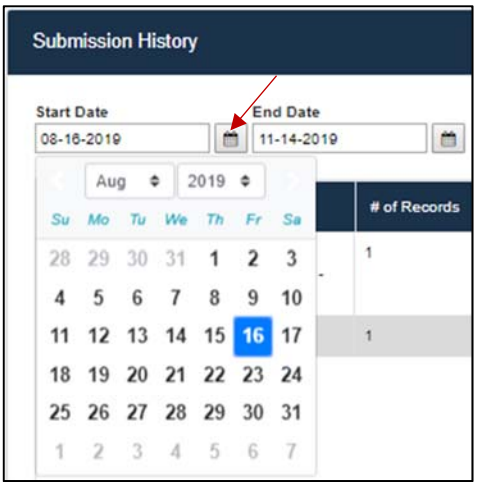
The **Submission History** screen displays all data submissions within a specific date range. Scroll down to view the complete list.

Submission History can be filtered by **Only Show Files with Errors**, **Hide Resolved Files** and **Hide Files with Fatal Errors** by clicking the checkbox to the right of the filtering option.



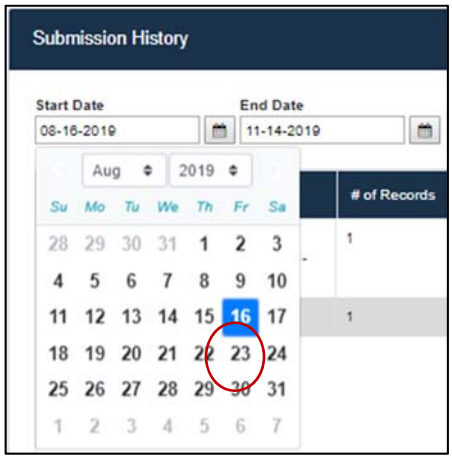
Columns are sortable by clicking in the column header and clicking on the white arrow that appears.

The date range can be changed by clicking on the calendar button(s) to the right of the **Start Date** and **End Date.**

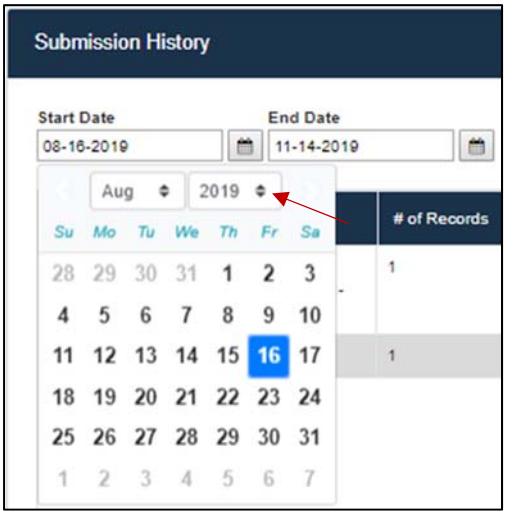


A calendar will pop-up and new dates can be selected by any of the following methods:

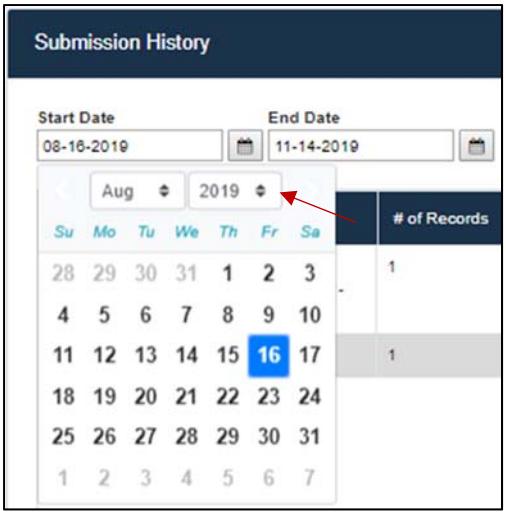
1. Clicking on the desired date



2. Clicking the up/down arrows in the Month and Year boxes.

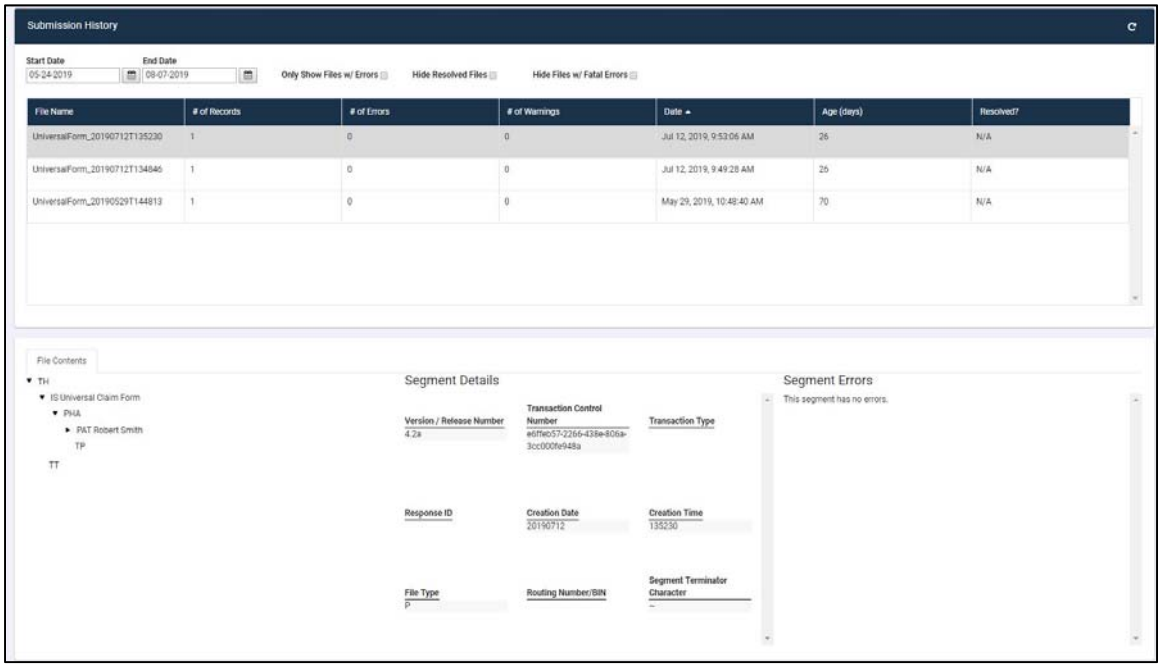


3. Hovering over the space to the right of the year or the left of the month and clicking on the white arrow to navigate forward or backward in time.



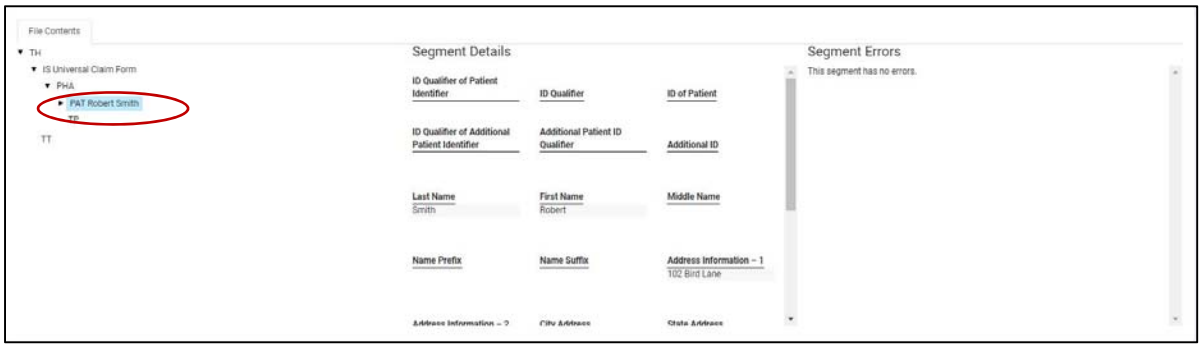
Viewing a Submission

To view the details of a submitted file, click anywhere in the row for the selected file. **The File Contents** will display on the lower half of the screen. Any errors will display on the right side of the screen. (**See Error Correction** for additional information on errors.)

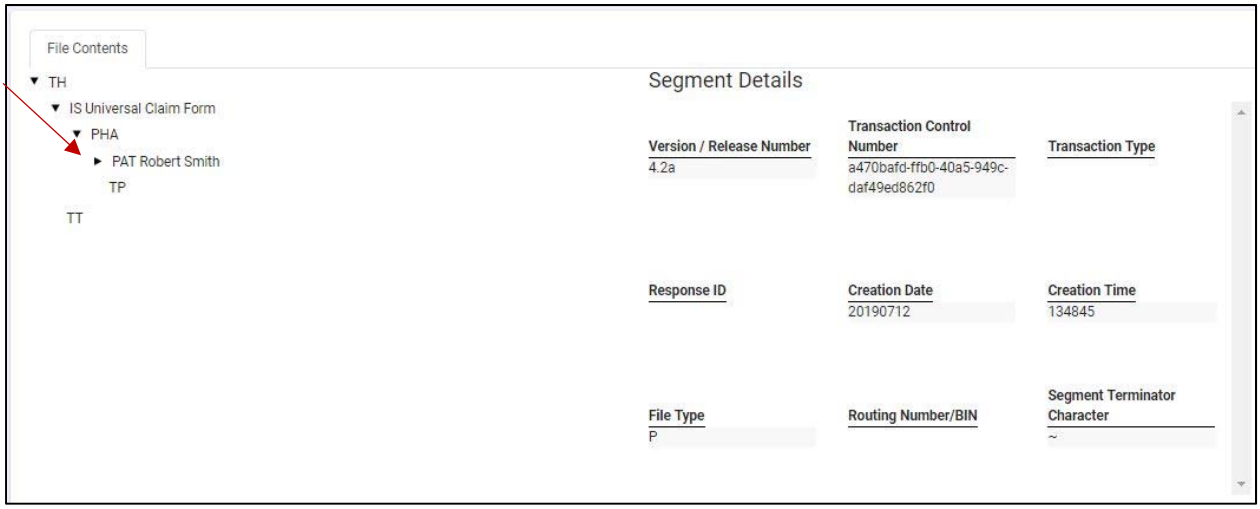


File contents are labeled by Segment abbreviations as outlined in the **American Society for Automation in Pharmacy (ASAP) V4.2A Standard**.

To view the **Segment Details**, click on the title of a Segment listed in the left side of the screen.



Each segment abbreviation that has a black arrow beside it which points to the right can be expanded to show additional detail by clicking on the arrow.



Submitted details of a segment will display in the middle of the screen.

Submit Data

The **Submit Data** screen provides Veterinarians with the tools to electronically submit ASAP files to the PDMP. Veterinarians can also **Submit Zero Reports** through this feature.

Submitting Dispense Data Files

Dispense data file submissions must adhere to the ASAP V4.2A Standard. Files are to be in the ASAP delimited format.

For more information regarding ASAP V4.2A specifications, contact the American Society for Automation in Pharmacy at www.asapnet.org for the full Implementation Guide for the ASAP Standard for Prescription-Monitoring Programs. This guide includes field lengths, acceptable attributes, and examples.

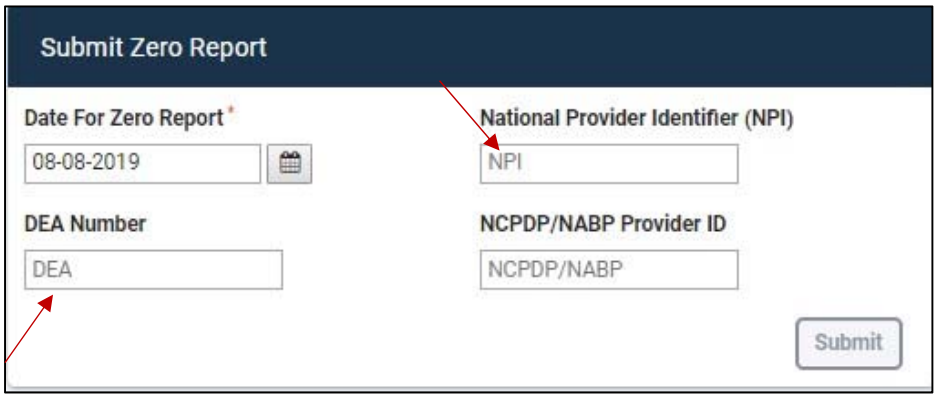
To upload dispense data file(s), click **Select Files** to add the file. The file(s) to be uploaded will appear on screen.

When ready to submit, click **Submit Files**. A pop-up will confirm successful upload of the dispense data file.

Uploaded data files are viewable in **My Submissions**.

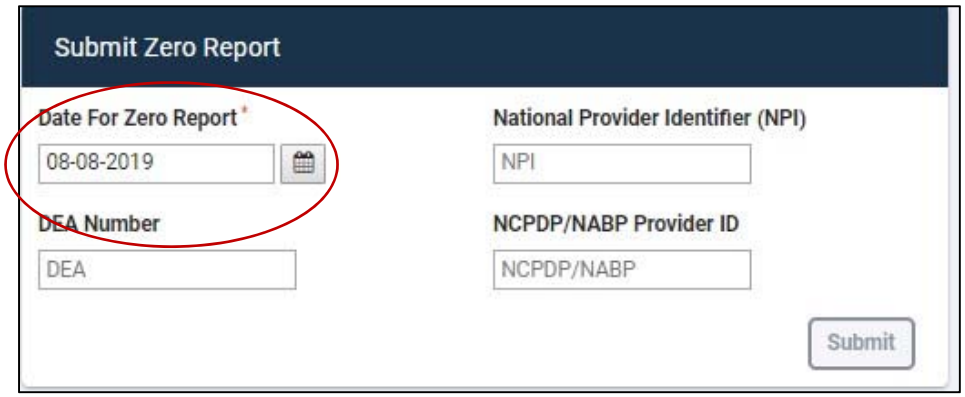
Zero Reports

The Zero Report is used when no PMP mandated reporting dispenses have occurred in a 24-hour period. The **Submit Zero Report** is located on the right side of the Submit Data screen.



To submit a zero report, enter either of the following identifiers: **DEA** number or **NPI** Number. Required fields are denoted by a red asterisk.

Verify that the correct date for the Zero Report displays in the box below **Date for Zero Report.** Use the calendar button to make changes to the date for the submission.



Click the **Submit** button when ready. A pop-up will confirm successful submission.

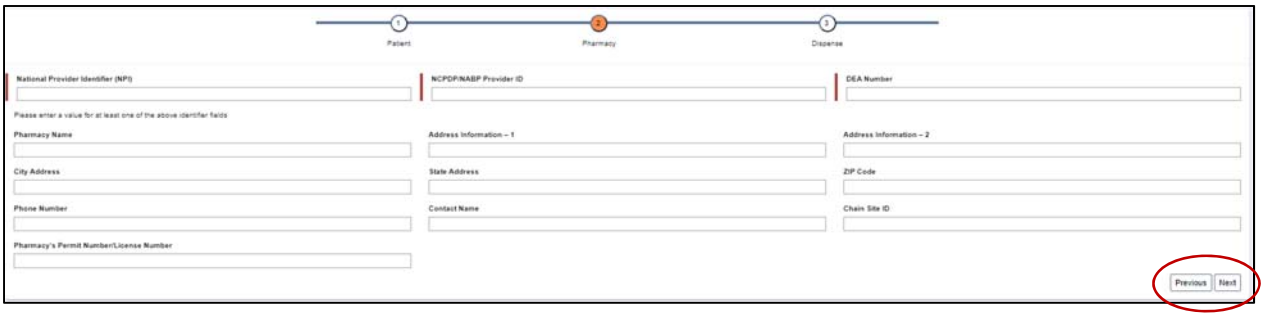
Manual Entry/Universal Claim Form

The **Manual Entry/Universal Claim Form** feature allows dispense data to be submitted on an individual dispense basis. The Manual Entry/Universal Claim Form comprises 3 data sections: **Patient**, **Pharmacy**, and **Dispense** data and follows the same data validation rules as the ASAP 4.2A Standard.

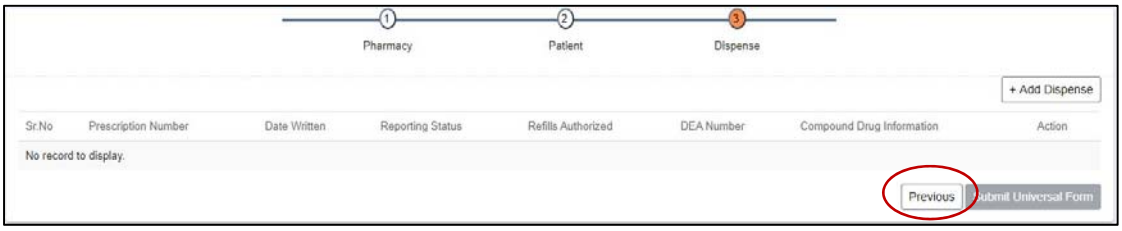
In each screen, enter a value in each required field and click the **Next** button to proceed to the next screen. All required data fields are indicated by a red bar to the left of the data entry box.

1. The **Patient** screen requires the owner information for the veterinary patient.

2. The **Pharmacy** screen requires an identifier. When National Provider Identifier (NPI) is required, a 10-digit phone number can be entered.

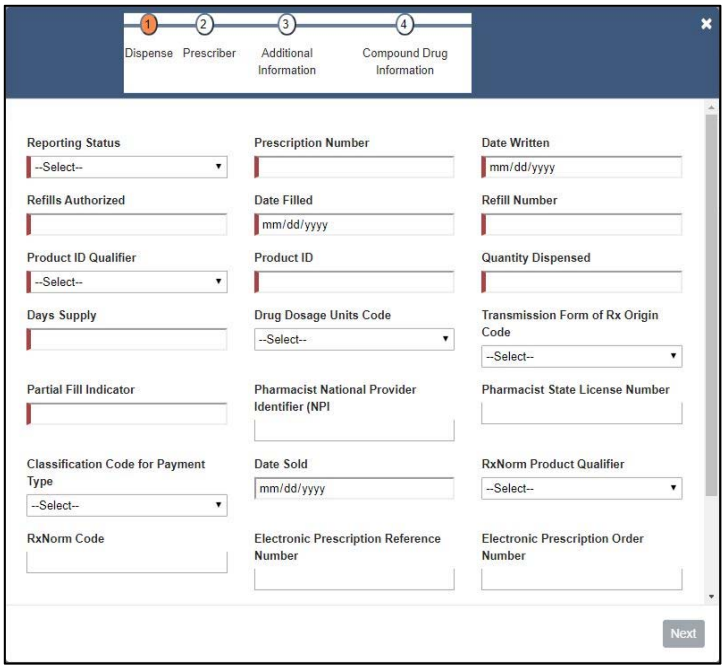


3. If edits are needed to a previous screen, click the **Previous** button to navigate back.



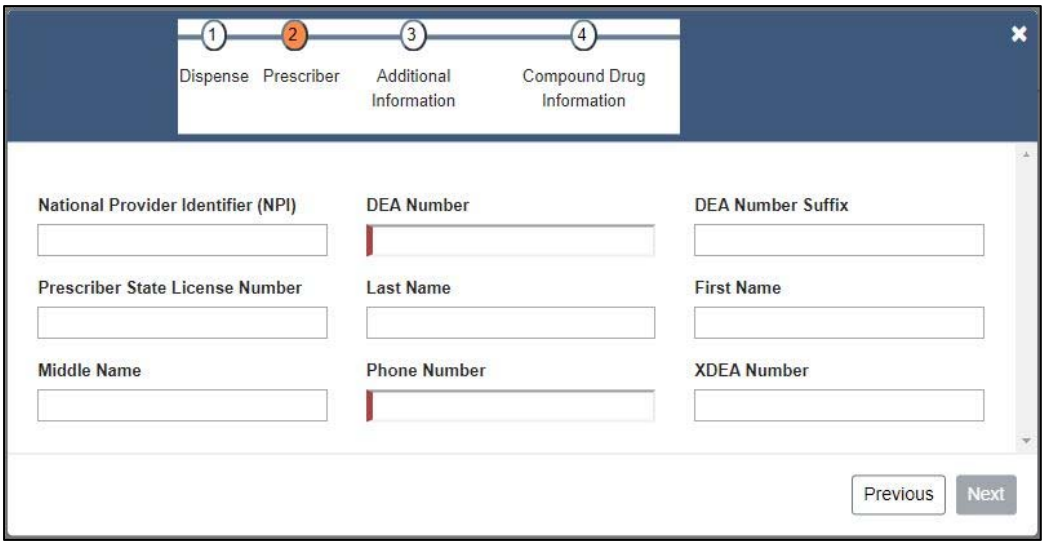
4. Click the **Add Dispense** button to enter details for the dispense.

5. The **Dispense** screen may contain different required fields for data entry than those shown in the example. All required data fields are indicated by a red bar to the left of the data entry box.

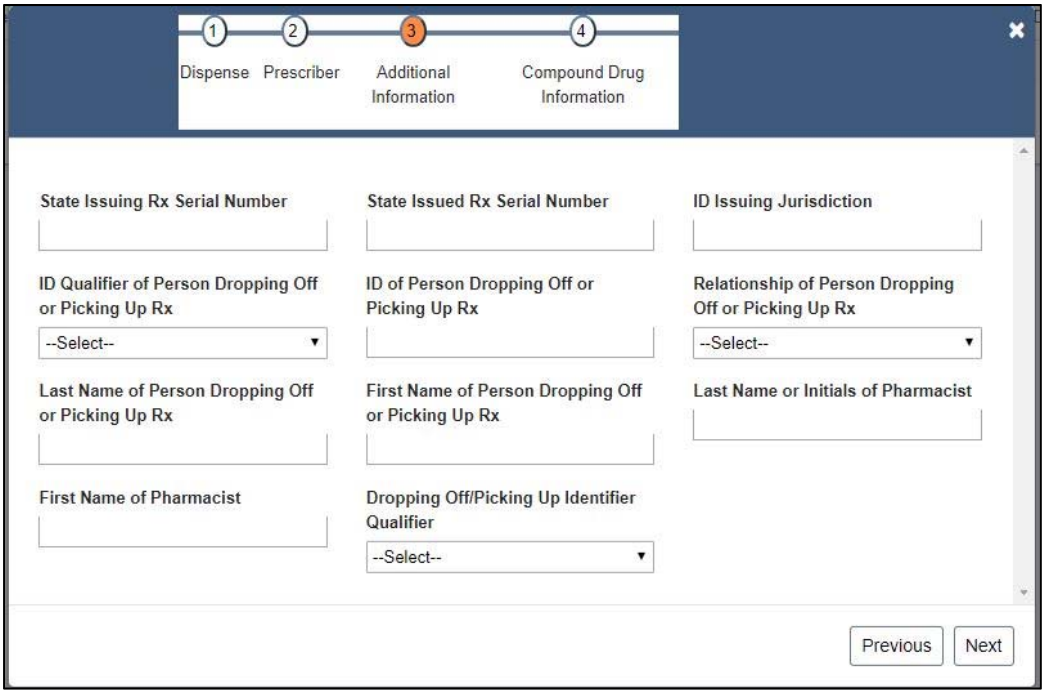


6. Where available, use the dropdowns to make selections in fields. Blank data entry boxes require a typed entry.

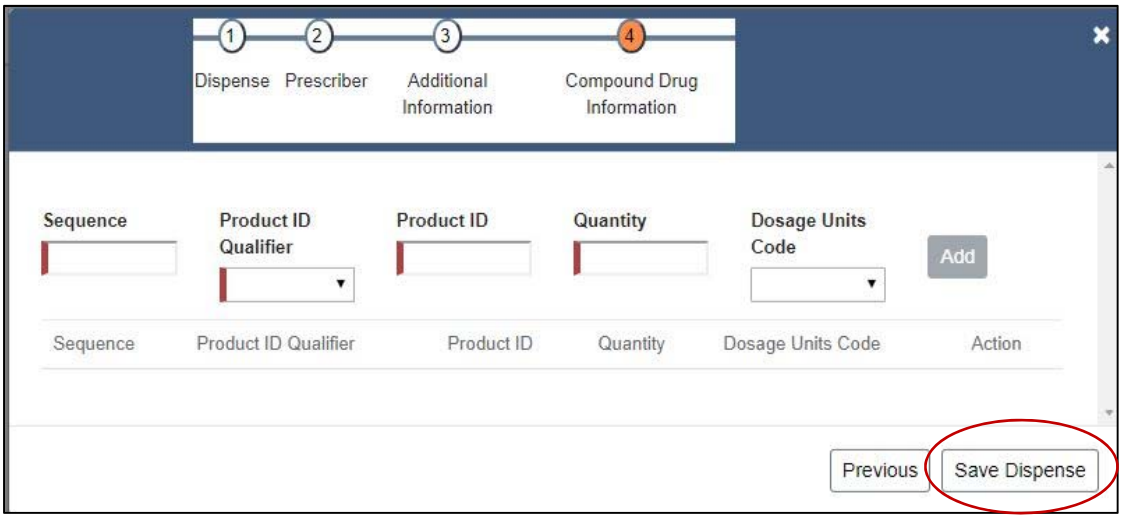
7. The **Prescriber** section of the dispense details requires an identifier and may require additional fields.



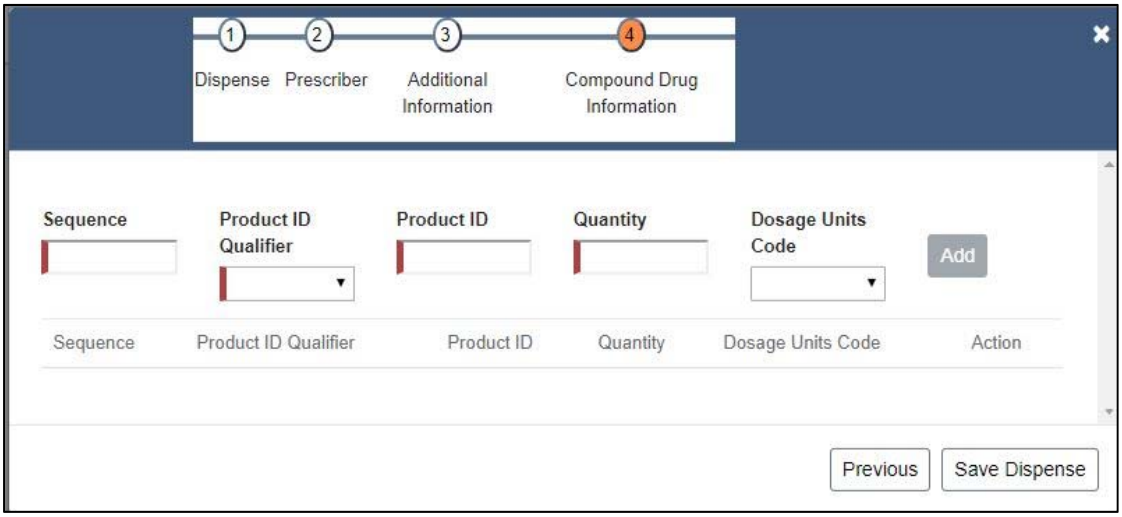
8. The **Additional Details** section may include required data fields.



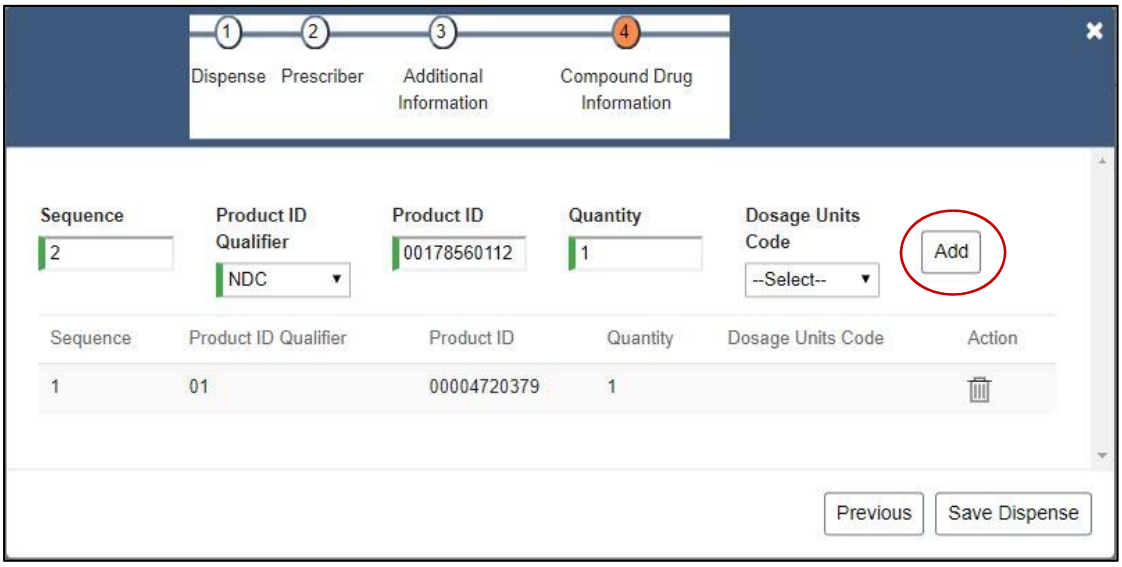
9. If the dispense data submission does not include any Compound Drug Dispense(s), click the **Save Dispense** button.



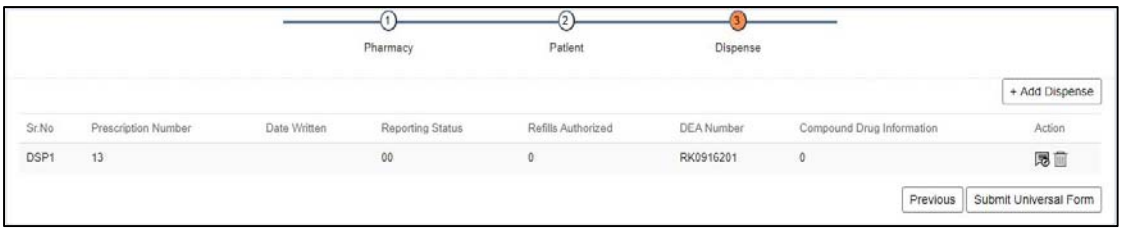
10. For dispense data submissions that include any **Compound Drug** dispense(s), there are required data fields that must be entered for each component of the compound drug dispense.



11. To add additional components after the initial component entry, click the **Add** button to access additional data entry fields. Continue until all components of the dispense have been added, then click the **Save Dispense** button.



12. When all dispense data details have been entered and saved, click the **Submit Universal Form** button at the bottom.

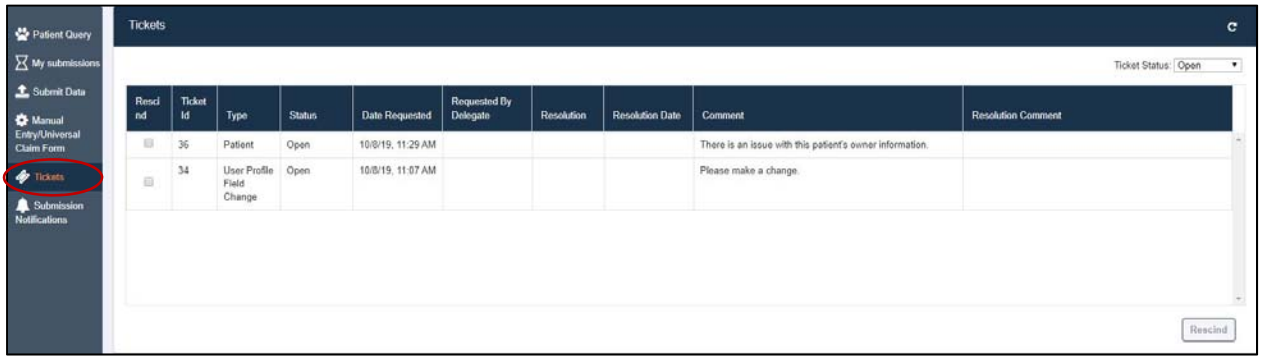


13. A confirmation message will appear on successful submission of the form. Submissions will be viewable in **My Submissions**.

*For detailed information on data submission and ASAP reporting standards, please refer to the **PMP Data Submitter Guide** for your state, available from NIC.*

Tickets

The **Tickets** screen displays all Veterinarian tickets sent to Maine PMP for approval: User Identifier Change Requests, Patient Issues, and Patient Merge requests. (See Updating User Profile Details on Page 80 for information on requesting changes to Identifier Fields in the User Profile Details.)



If a change request is submitted incorrectly, it can be rescinded by clicking the box next to the **Ticket ID** and clicking the **Rescind** button. (Note: Tickets may be rescinded as soon as they appear in the tickets menu. Once resolved by an admin, a ticket can no longer be rescinded.) A pop-up will confirm the ticket has been rescinded.

Tickets can be filtered by **Status** using the dropdown on the right of the Tickets screen.

Tickets can also be sorted by clicking on the column header for the column to be sorted and clicking on the white arrow.

Submission Notifications

Submission Notifications allows Veterinarians to customize the frequency with which they receive notification emails about their data submissions. The type of notifications they receive can also be selected.

Receive Notifications

The default setting for submitter **Notifications** is **Receive Notification for Errors**.

To modify the Notifications setting to receive notifications for **Errors** only or for **All Submissions**:

1. Use the "Receive Notifications for" dropdown menu to make a selection.
2. Click the **Save** button.

Notification Frequency

The default setting for notification frequency is **Daily**. Veterinarians can elect to receive Notifications hourly.

To modify the frequency:

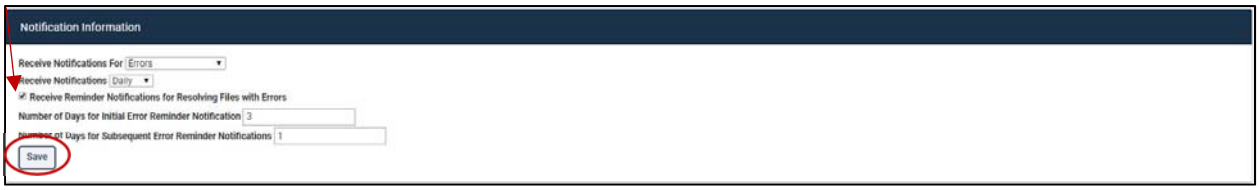
5. Use the "Receive Notifications" dropdown menu.
6. Select Daily.
7. Click the **Save** button.

Error Reminders

Veterinarians can also elect to receive reminder notifications regarding file with errors. This is the default setting for these notifications.

To stop receiving these:

1. Click the checkbox to the left of **Receive Reminder Notifications for Resolving Files with Errors**
2. Click the **Save** button.



Error Reminder Frequency

Veterinarians can customize the number of days between error reminder notifications. There are two options for customization of the frequency with which these will be received:

- Number of Days for Initial Error Reminder Notification
- Number of Days for Subsequent Error Reminder Notifications

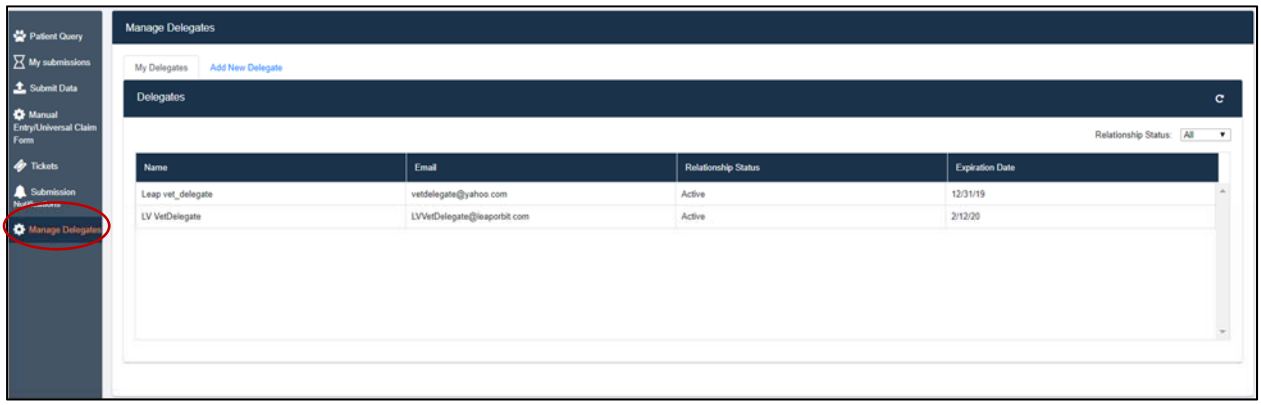
To make changes to the number of days between email notifications for these reminders:

3. Click in the box to the right of the notification to be modified.
4. Use the up/down arrows to select a number or type the desired number in the box.
5. Click the Save button.

Manage Delegates

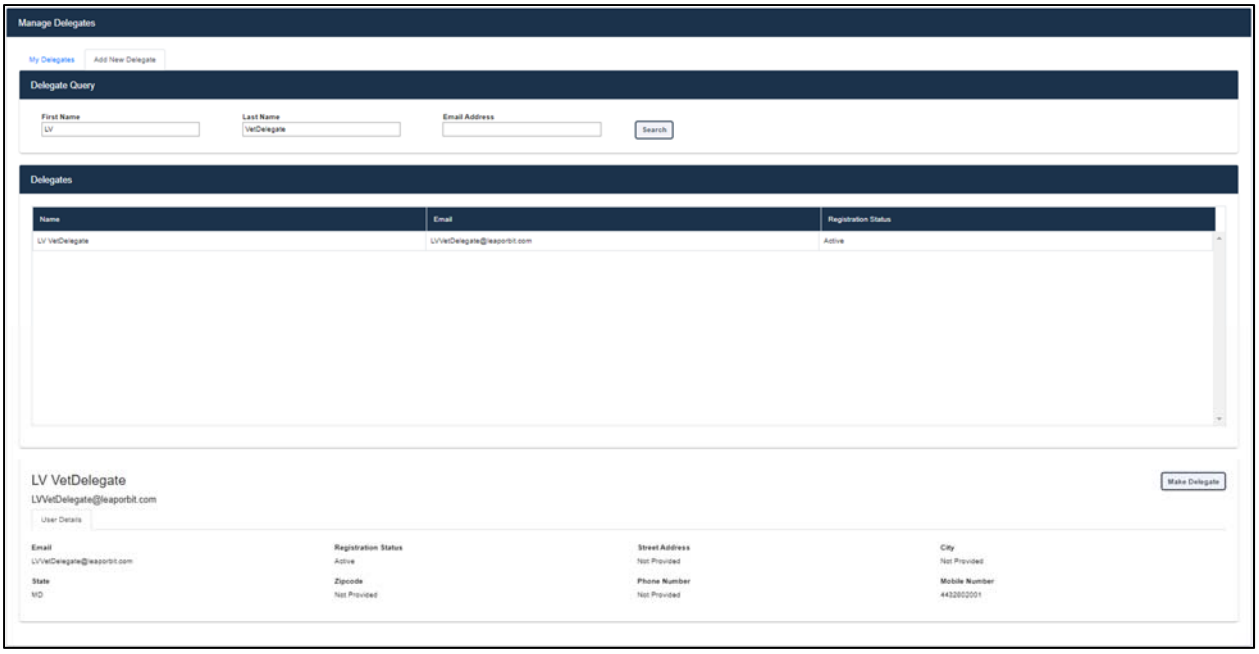
Veterinarians may have the option to establish **Veterinary Delegates** who can manage patient queries and dispense data submissions on their behalf. When enabled by PDMP Administration, Veterinary Delegates can perform and view patient dispense queries, report patient issues, flag duplicate patient records for merging, submit and view dispense data submissions.

The **Manage Delegates** screen defaults to the **My Delegates** tab.



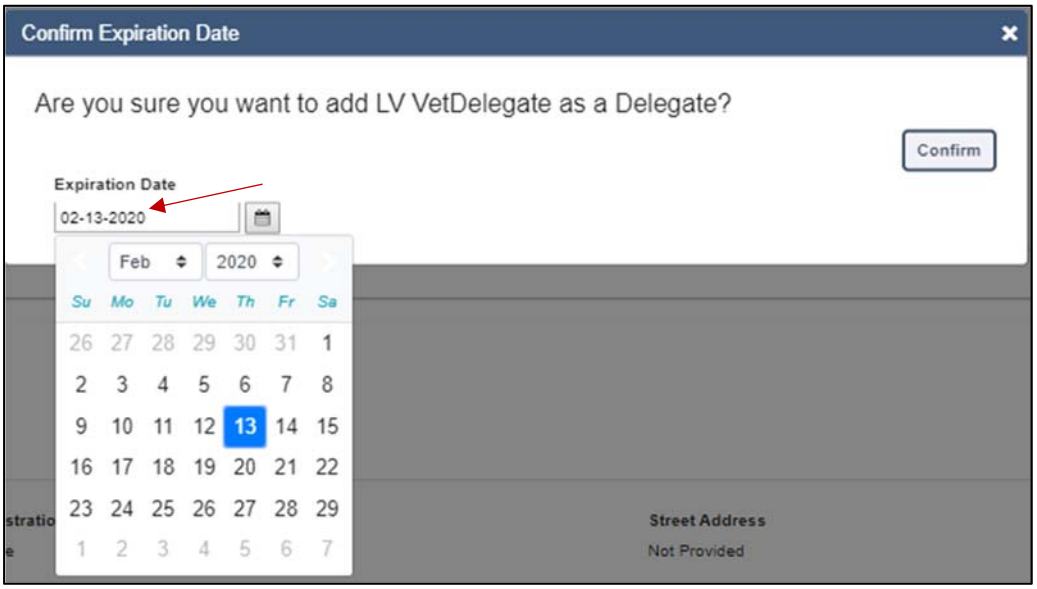
The delegator/delegate relationship can be initiated by either party. To initiate a relationship request, click the **Add New Delegate** tab.

1. Search for a delegate by First Name and Last Name, Last Name only, and/or email address.
2. Select the desired delegate from the results returned and verify that the delegate's RxGov registration status is active.
3. Click the **Make Delegate** button.



4. A confirmation pop-up will appear.

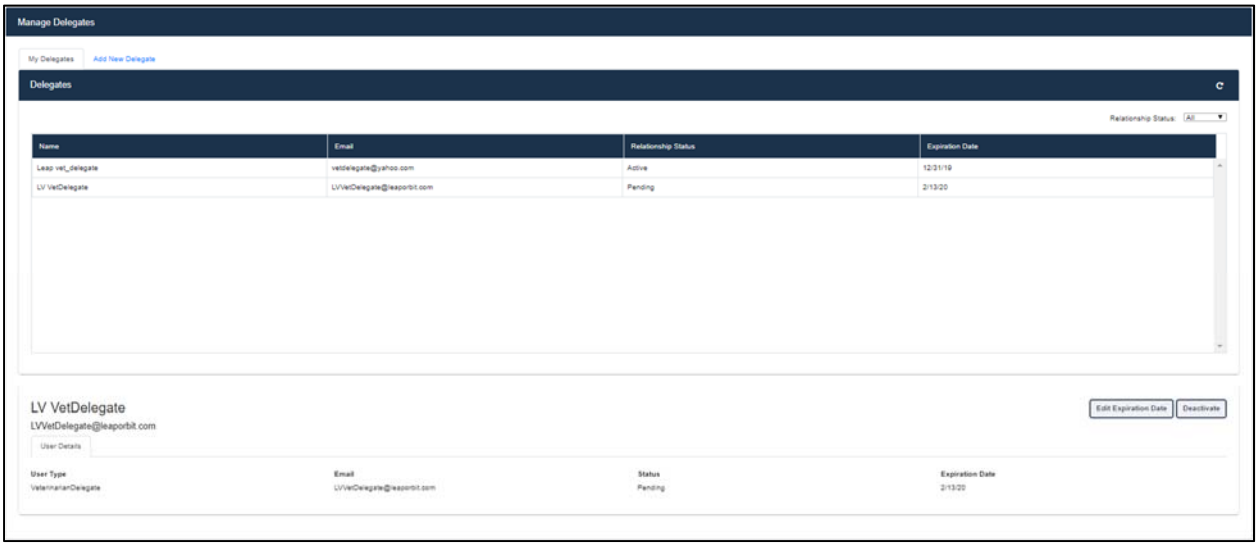
5. An expiration date for the delegate relationship may be required. The default date, if any, can be changed by using the calendar button to select a new date or by typing a new date in the text box.



6. Click the **Confirm** button to request the delegate relationship.
7. A confirmation pop-up will appear.

The requested delegate will now appear in the **My Delegates** tab with a **Relationship Status** of "Pending" until the delegate activates the relationship. (See **Manage Delegators** on page 36 for more information on the delegator relationship.)

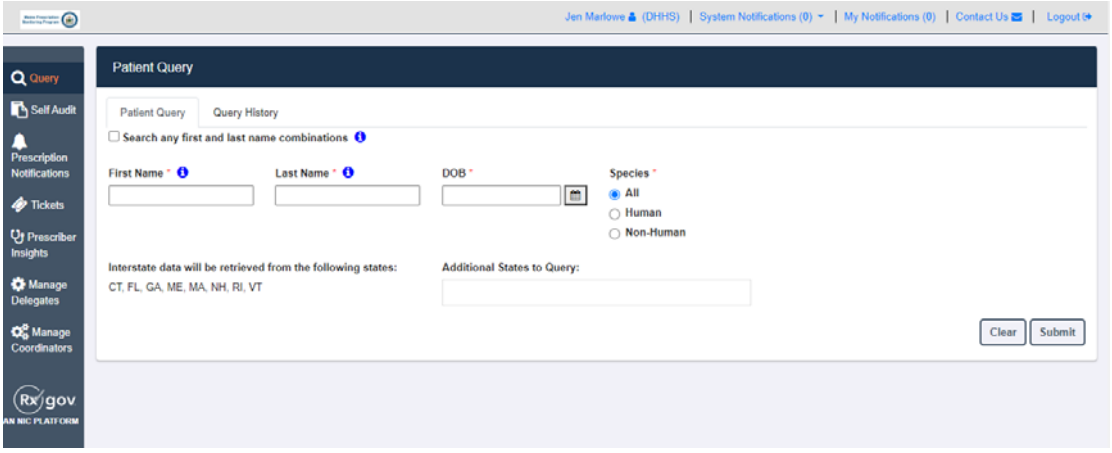
8. Once the delegate has activated the relationship, they will display as **Active** in My Delegates.
9. Veterinarians can edit the expiration date for a delegate relationship or deactivate delegates from the My Delegates screen using the **Edit Expiration Date** and **Deactivate** buttons.



10. If the relationship request is initiated by the delegate, click on the row for the pending relationship and click **Activate** to establish the connection or **Reject** if you do not want to establish the relationship.

The Veterinarian Delegate Dashboard

The **Veterinarian Delegate Dashboard** provides **Veterinarian Delegate** users access to RxGov tools for managing PMP compliance and PMP prescriptions on behalf of veterinarians with whom they have established a relationship in RxGov. It defaults to the **Patient Query** screen. All menu options are located on the left-hand side of the screen. For optimal results, RxGov should be run on a PC with the window maximized to full screen.

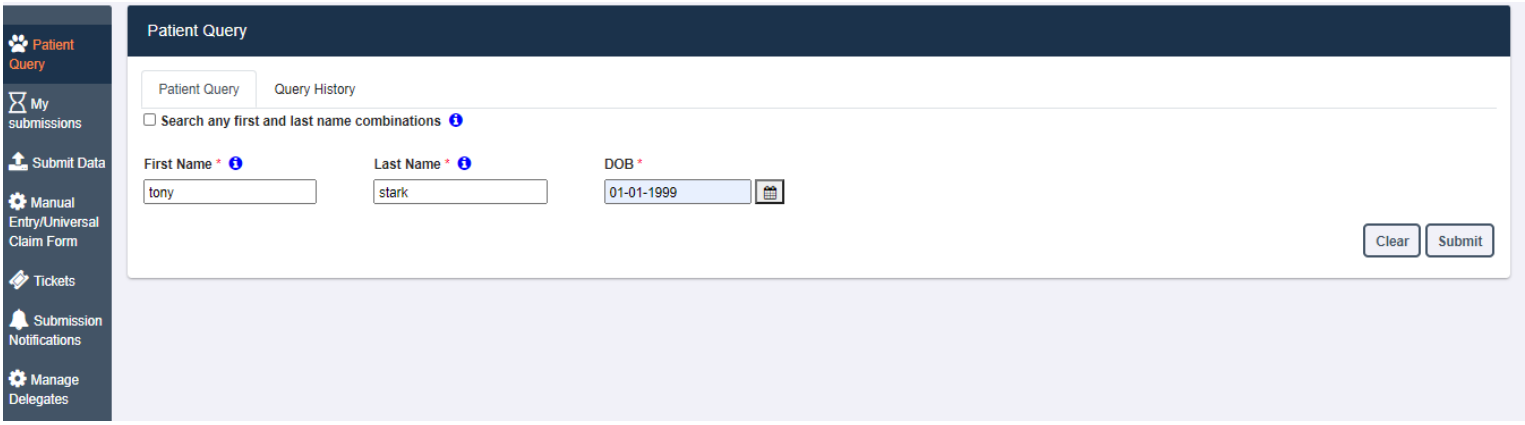


Manage Delegators

Veterinarian Delegates must have an established, active relationship with a Veterinarian prior to gaining access to any of the available features in their dashboard.

When there are no delegator (veterinarian) relationships, a delegate will see a message advising them that there are no active delegators when they log in.

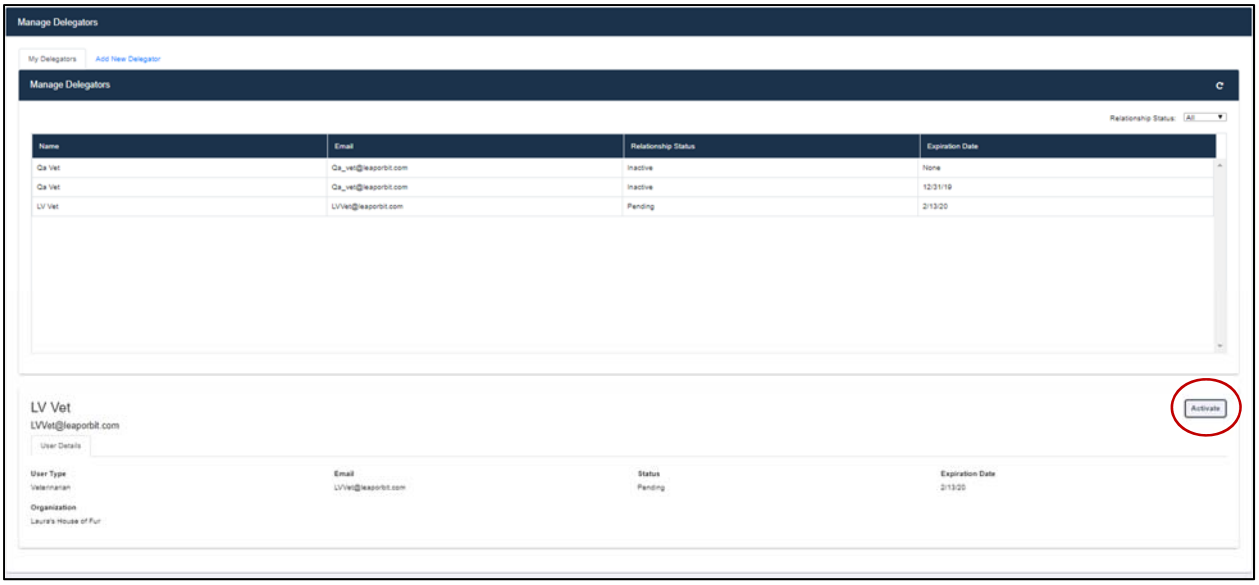
A delegate/delegator relationship must first be established. The relationship request may be initiated by either party. To accept or initiate a connection request, click on **Manage Delegators**.



The **My Delegators** tab will display a list of all Veterinarians with whom the delegate currently has or has had a relationship will appear on the screen. The **Relationship Status** column indicates if the relationship is active.

When the veterinarian has initiated the connection request, the Veterinarian Delegate must accept the request by activating the requested connection. To activate the connection:

1. Select the desired Veterinarian from the list. The relationship status should display as **Pending**.
2. The veterinarian details will appear on the bottom half of the screen.
3. Click the **Activate** button.



4. A pop-up will confirm successful activation and provide the option to set the new veterinarian as the current delegator.

5. If elected, a pop-up message will confirm the veterinarian's status as current delegator.

6. If not elected, a pop-up message will advise that there is no current delegator.

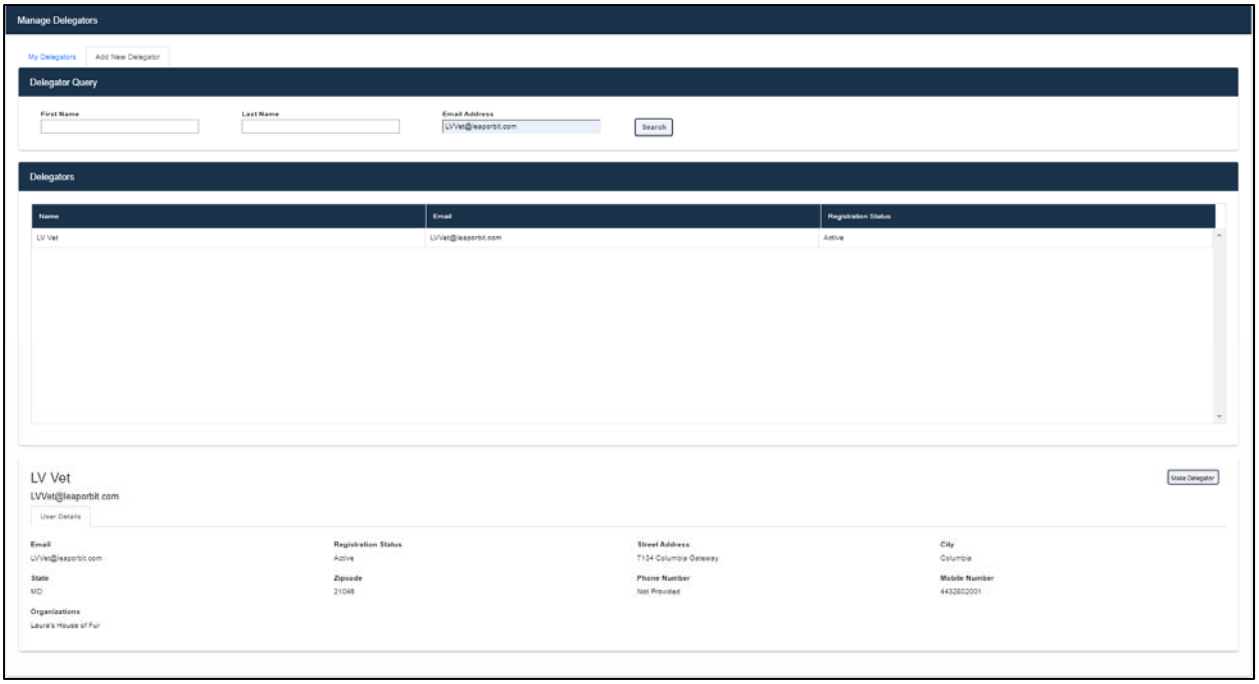
7. To deactivate a relationship with a delegator, click the **Deactivate** button in the prescriber details.

8. A pop-up will confirm successful deactivation.

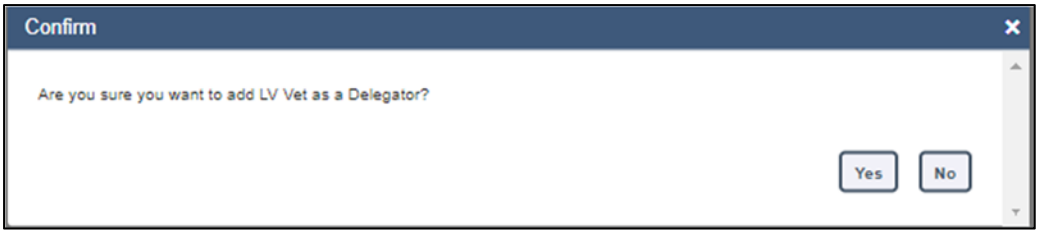
To initiate a relationship with a veterinarian:

1. Click the Add New Delegator tab.

2. Enter the veterinarian's **First Name and Last Name, Last Name, or Email Address** and click the **Search** button to find the desired veterinarian.



3. Click the **Make Delegator** button. A pop-up will request confirmation of the action.



4. Click **Yes** to proceed. A pop-up will confirm a successful request.

5. Once the veterinarian has accepted the request, the relationship status appear as Active in My Delegators.

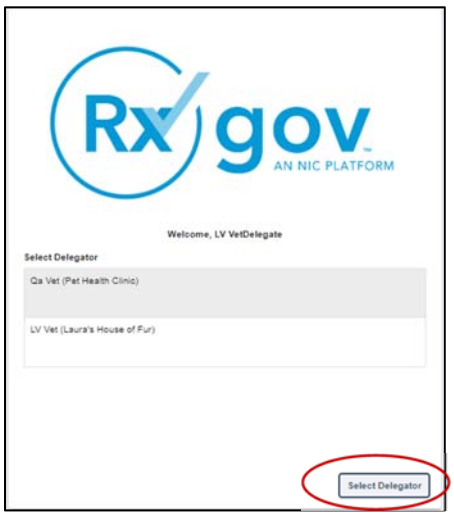
Switching Between Delegators

For Veterinarian Delegates who have more than one Veterinarian relationship, to change to another veterinarian:

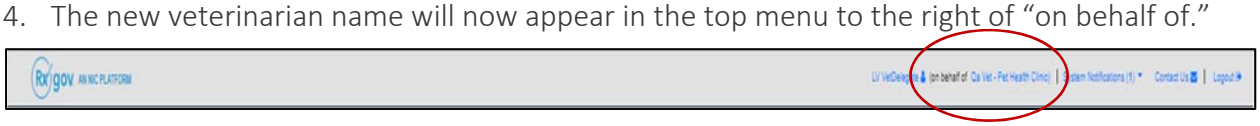
1. Click the veterinarian name displaying to the right of “on behalf of” on the top menu bar.

2. A Select Delegator screen will pop-up.

3. Click on the desired veterinarian and click the **Select Delegator** button.



4. The new veterinarian name will now appear in the top menu to the right of “on behalf of.”



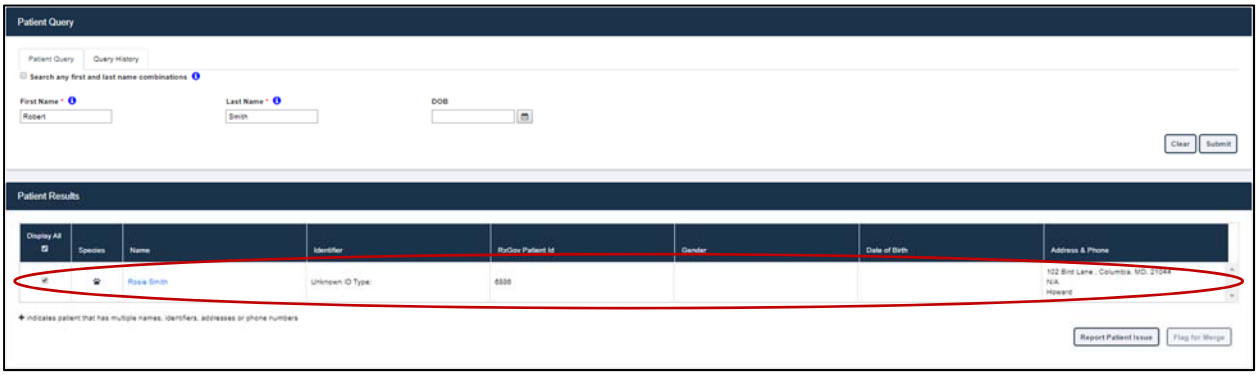
Patient Query – Finding Your Patient

Performing Queries

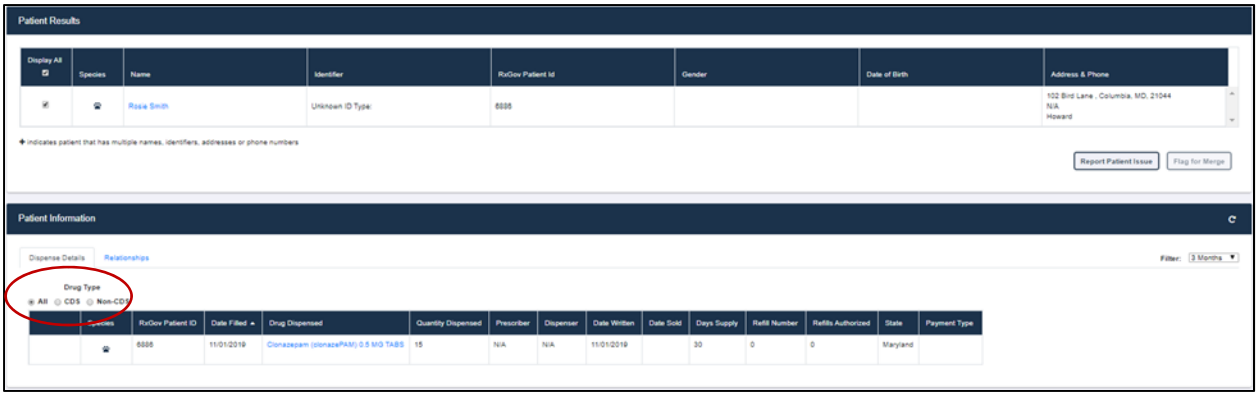
Veterinarian Delegates can query on vet patient owners to comply with Maine PMP mandates. Dispense detail results are available to view, download and print for each query type. If no dispenses are found, RxGov will display the message "**Query returned no results**." For individuals not found in RxGov, the message displayed will be "**No patients found for *Maine***."

1. All fields are required to submit a patient query request:
   - Owner First Name
   - Owner Last Name
   - Date of Birth

2. Enter required fields and click **Submit**.
3. Results will appear in the lower half of the screen.



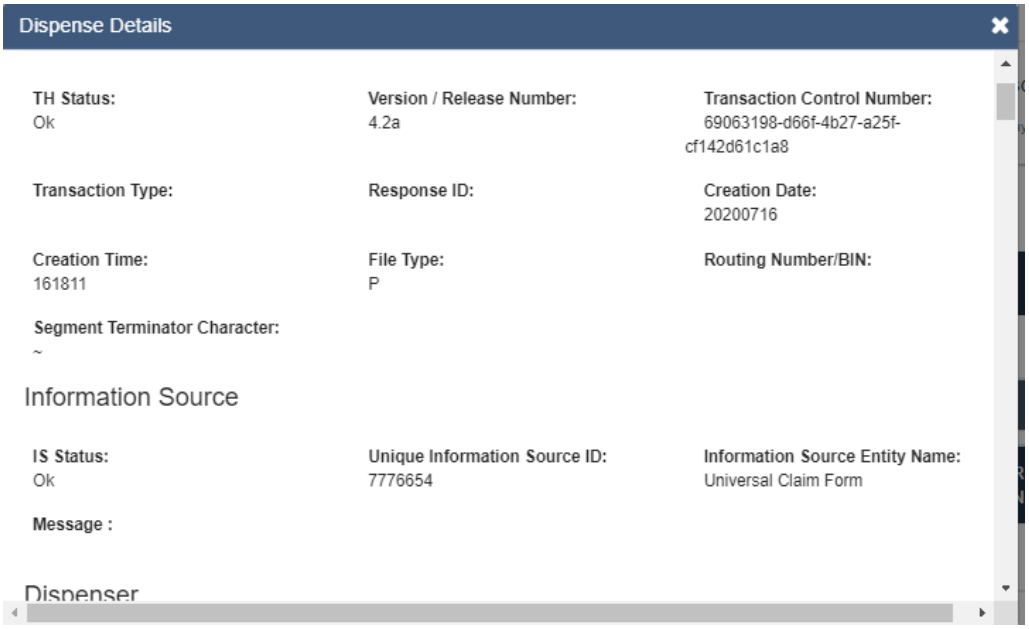
4. Select patient by clicking the checkbox to the left of the patient name. (Note that only veterinary dispenses will be returned in the query results.)
5. Patients with multiple names, identifiers, addresses, or phone numbers are indicated in the results by a **+** sign.
6. The **Dispense Details** tab will appear at the bottom of the screen under **Patient Information**.



7. The number of months displayed defaults to the state-mandated period of months for review in patient queries. The **Filter** dropdown on the right side of the screen allows veterinarians to view a different period of data.

Note: When no dispenses for the selected filter are found, a message will display: "Query returned no results."

8. To view details for a single dispense, click on the drug dispensed.
9. A pop-up will appear with the dispense details.

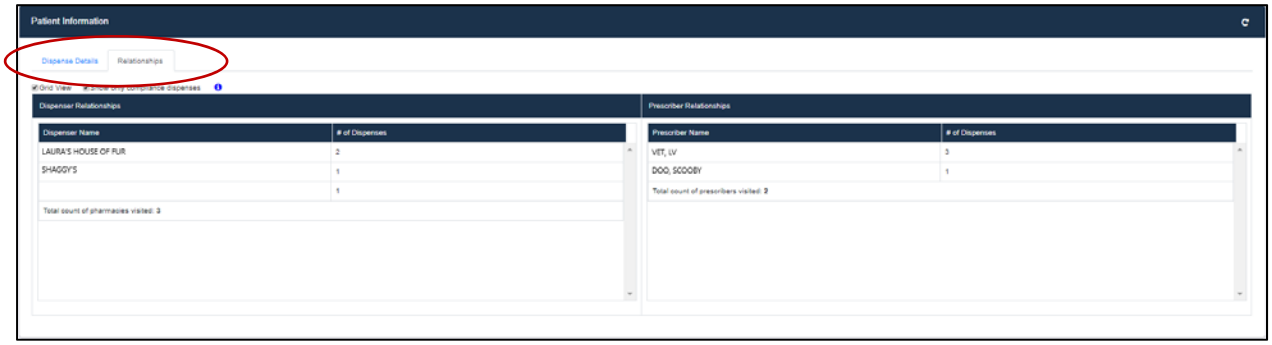


10. To return to results screen, close the pop-up by clicking the "**x**" in the right-hand corner.

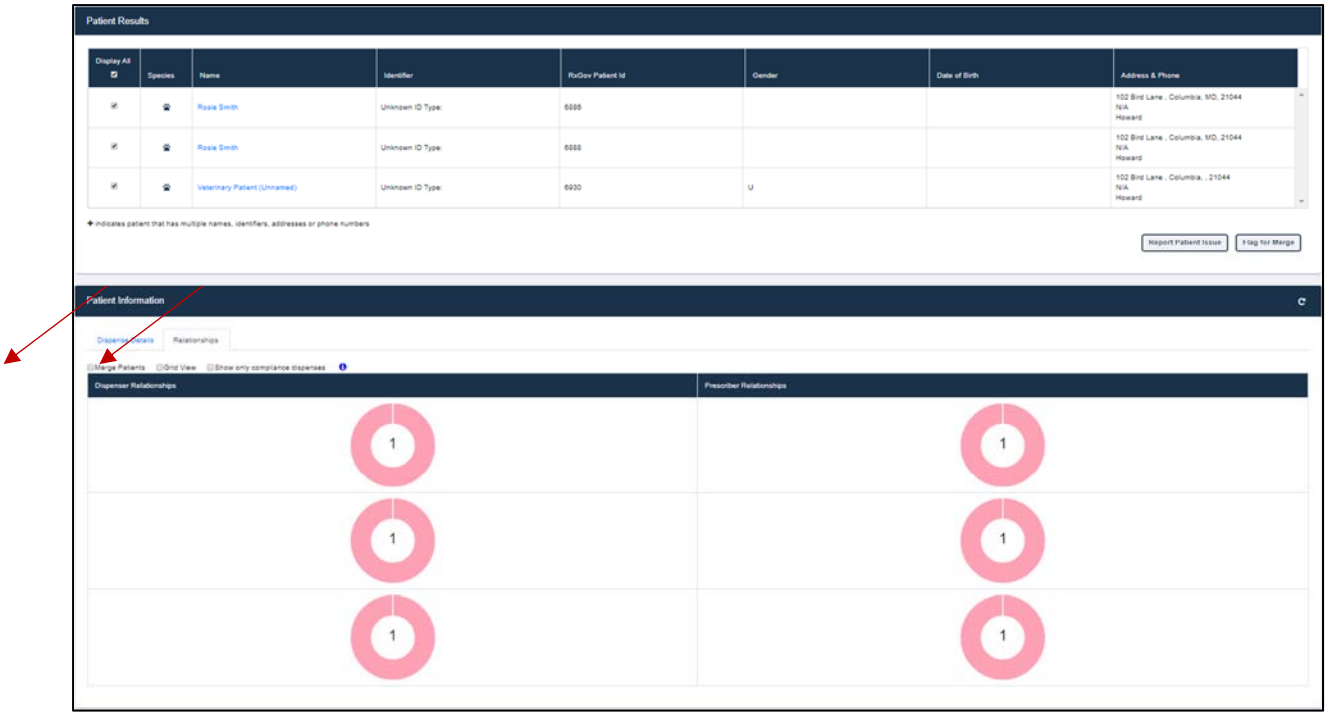
Patient Relationships

1. Information on Patient Relationships with Dispensers and Prescribers is viewable by clicking on the **Relationships** tab. This tab defaults to the pie chart view and the number of past months selected in the Dispense Details filter.

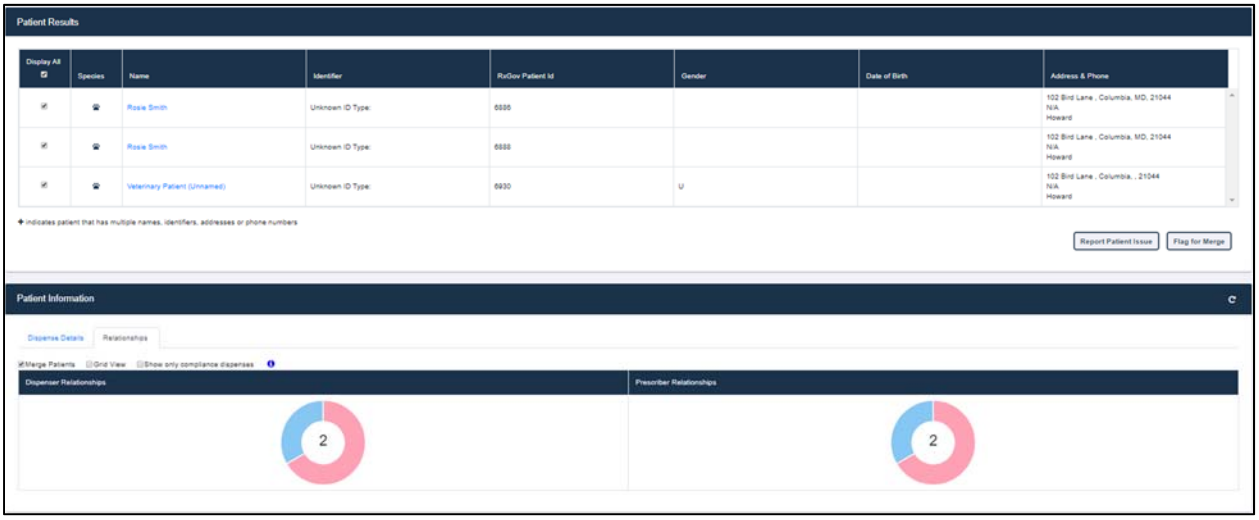
2. The view for Dispenses can be changed to include only Compliance Dispenses by checking the box next to "Show only compliance dispenses" above **Dispenser Relationships**.
3. Select the **Grid View** checkbox to view the relationship data in a table format.



4. When viewing multiple records for the same patient, pie charts for the selected records can be combined by checking the **Merge Patients** box that appears to the left of Grid View when these patients are all selected.



5. All dispenses found for the associated patient records will now display in one Dispenser and one Prescriber pie chart to provide a single visual for each set of relationships.



Report Patient Issue

Veterinarian Delegates can submit a **Report Patient Issue** ticket to Maine PMP Administration.

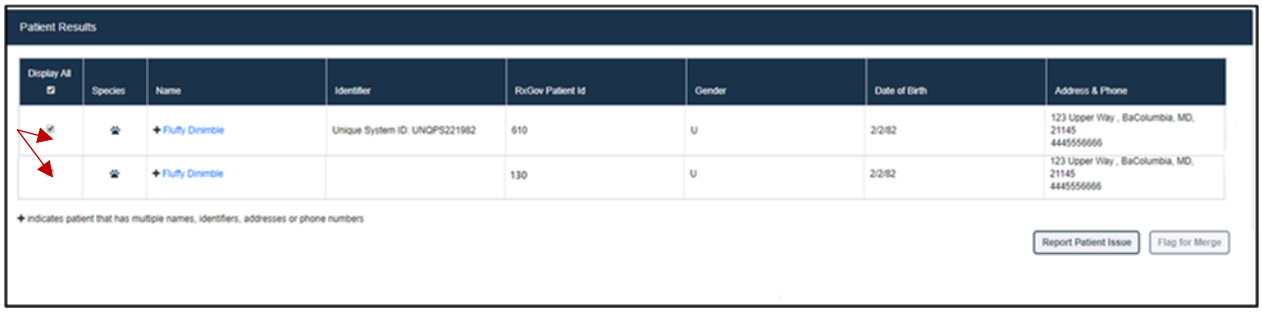
1. To create a Report Patient Issue ticket, click the **Report Patient Issue** button.

2. A pop-up will appear to **Create Patient Ticket**. Type the message in the **Comment** box and Click the **Submit** button.
3. A pop-up will confirm successful submission of the ticket.

4. **Patient** tickets are not viewable by Prescriber Delegates once submitted.

Flag for Merge

Veterinarian Delegates can submit a **Flag for Merge** ticket in cases where duplicate vet patient owner records in RxGov are identified. Maine PMP Administration will then review and merge the vet patient owner records to consolidate the dispense data.



1. To flag vet patient owner records for merge, check the box to the left of the vet patient record for all associated records.
2. Click the **Flag for Merge** button.
3. A pop-up will appear to **Create Merge Patients Ticket**. A comment is required to submit the ticket. Type your comment in the text box and click the **Submit** button.

4. A pop-up will confirm successful submission of the ticket.

5. **Patient Merge** tickets are not viewable by Prescriber Delegates once submitted.

Query History

Query History is available for all queries performed by a Prescriber Delegate. Click on the **Query History** tab to access your historical queries.

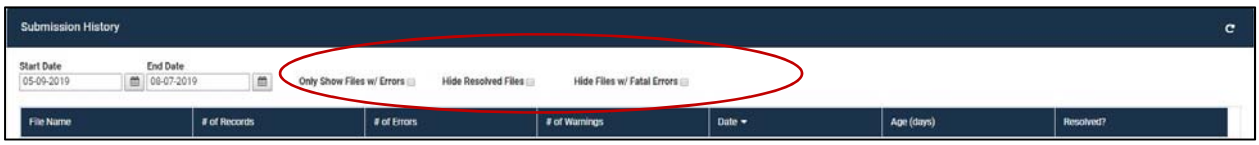
A query can be re-run by clicking on the query, which will take the user back to the query screen with the search parameters pre-filled. Click **Submit** to run the query.

My Submissions

The **My submissions** screen provides the Veterinarian Delegate with the **Submission History** for all dispense data provided to the PMP either by them, or by the Veterinarian with whom they have an established delegate relationship. This includes ASAP data files, Universal Claim Forms, and Zero Report submissions.

The **Submission History** screen displays all data submissions within a specific date range. Scroll down to view the complete list.

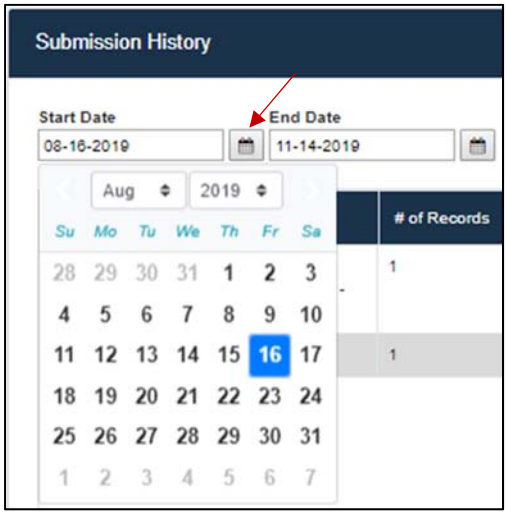
Submission History can be filtered by **Only Show Files with Errors**, **Hide Resolved Files** and Hide Files with Fatal Errors by clicking the checkbox to the right of the filtering option.



All columns are sortable by clicking in the column header and clicking on the white arrow that appears.

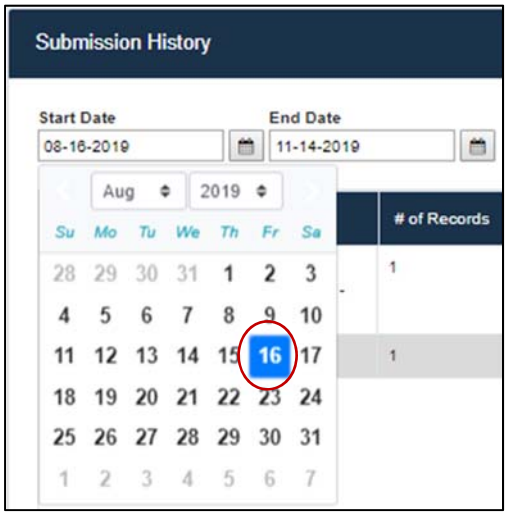
File Name	# of Records	# of Errors	# of Warnings	Date	Age (days)	Resolved?
zero_report_AB2432677_20190516-02-29.txt	1	0	0	May 16, 2019, 10:29:57 AM	83	N/A
UniversalForm_20190520T172548	1	0	0	May 20, 2019, 1:25:54 PM	79	N/A
UniversalForm_20190521T115120	1	0	0	May 21, 2019, 7:51:39 AM	78	N/A

The date range can be changed by clicking on the calendar button(s) to the right of the **Start Date** and **End Date**.

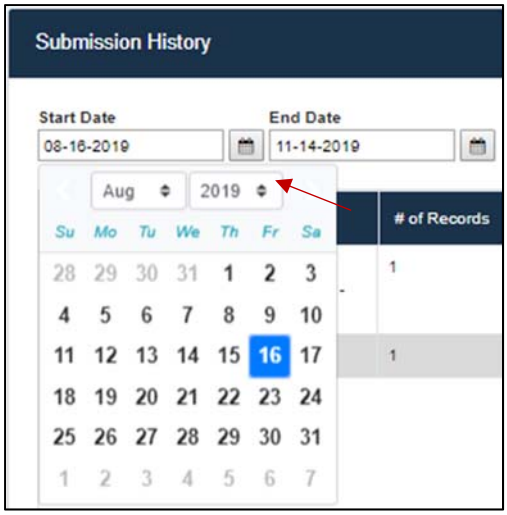


A calendar will pop-up and new dates can be selected by any of the following methods:

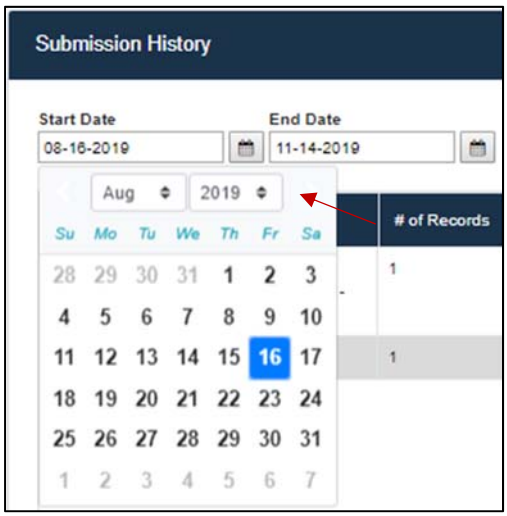
1. Clicking on the desired date.



2. Clicking the up/down arrows in the Month and Year boxes.

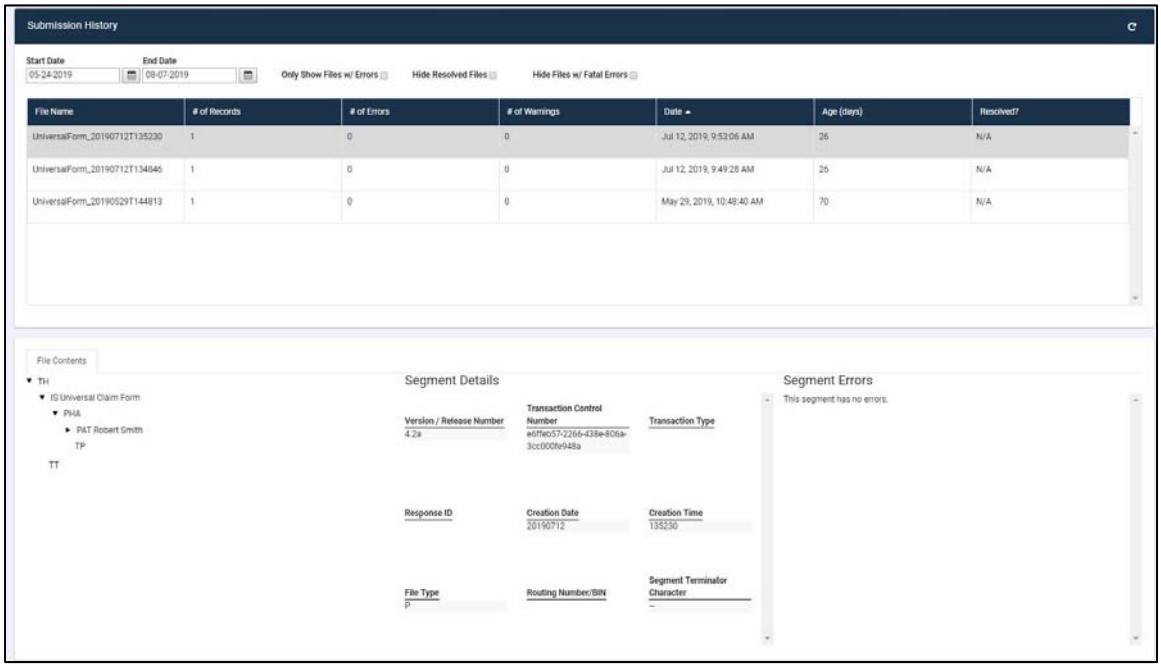


3. Hovering over the space to the right of the year or the left of the month and clicking on the white arrow to navigate forward or backward in time.



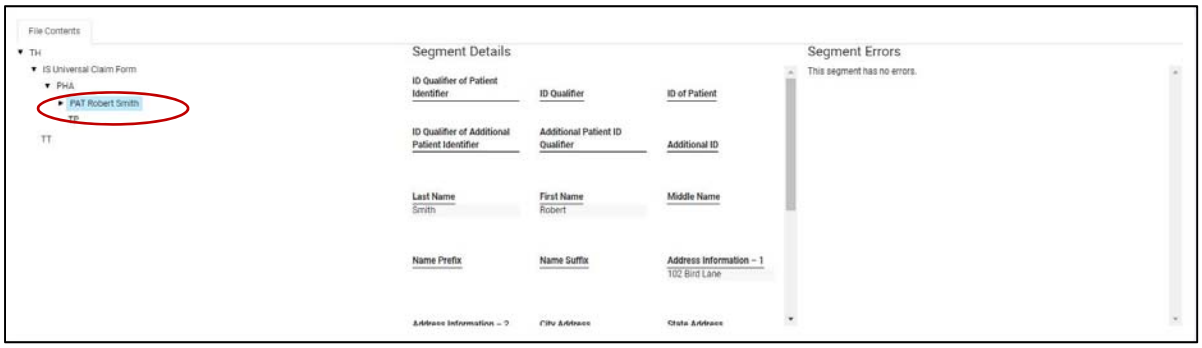
Viewing a Submission

To view the details of a submitted file, click anywhere in the row for the selected file. The **File Contents** will display on the lower half of the screen. Any errors will display on the right side of the screen. (See **Error Correction** for additional information on errors.)

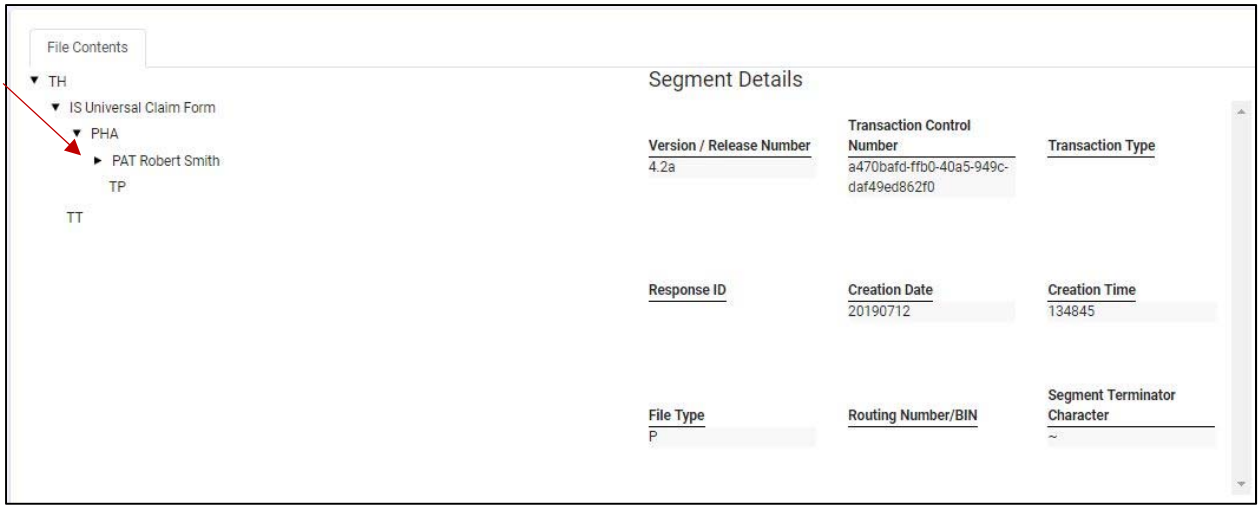


File contents are labeled by Segment abbreviations as outlined in the **American Society for Automation in Pharmacy (ASAP) V4.2A Standard**.

To view the **Segment Details**, click on the title of a Segment listed in the left side of the screen.



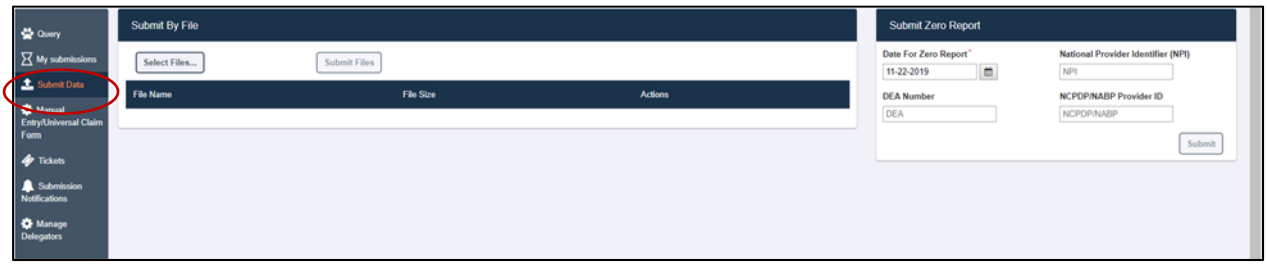
Each segment abbreviation that has a black arrow beside it which points to the right can be expanded to show additional detail by clicking on the arrow.



Submitted details of a segment will display in the middle of the screen.

Submit Data

The **Submit Data** screen provides Veterinarian Delegates with the tools to electronically submit ASAP files to the PMP. Veterinarians can also **Submit Zero Reports** through this feature.



Submitting Dispense Data Files

Dispense data file submissions must adhere to the ASAP V4.2A Standard. Files are to be in the ASAP delimited format.

For more information regarding ASAP V4.2A specifications, contact the American Society for Automation in Pharmacy at www.asapnet.org for the full Implementation Guide for the ASAP Standard for Prescription-Monitoring Programs. This guide includes field lengths, acceptable attributes, and examples.

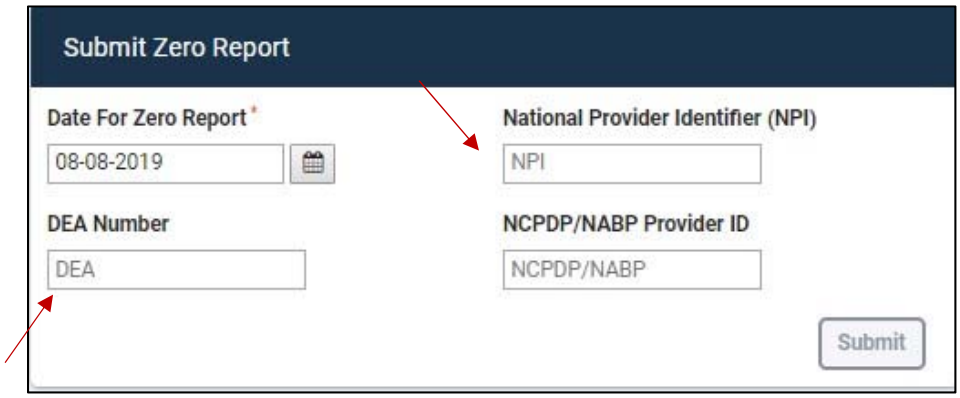
To upload dispense data file(s), click **Select Files** to add the file. The file(s) to be uploaded will appear on screen.

When ready to submit, click **Submit Files**. A pop-up will confirm successful upload of the dispense data file.

Uploaded data files are viewable in **My Submissions**.

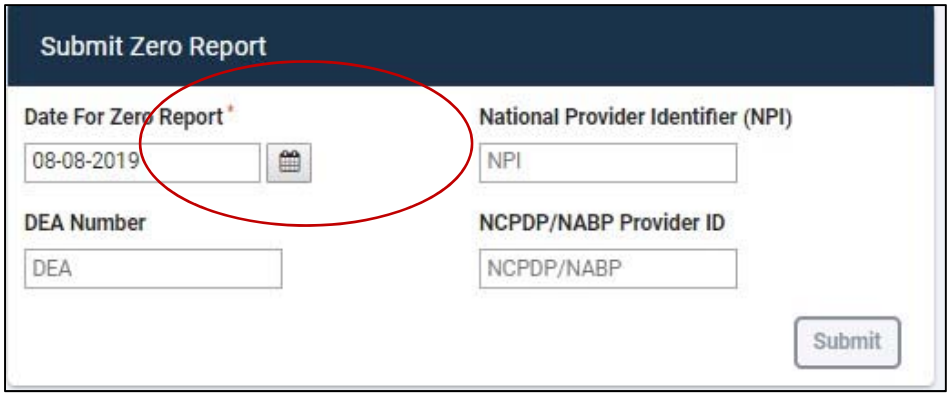
Zero Reports

The Zero Report is used when no PMP mandated reporting dispenses have occurred in a 24-hour period. The **Submit Zero Report** is located on the right side of the Submit Data screen.



To submit a zero report, enter either of the following identifiers: DEA number or NPI Number. Required fields are denoted by a red asterisk.

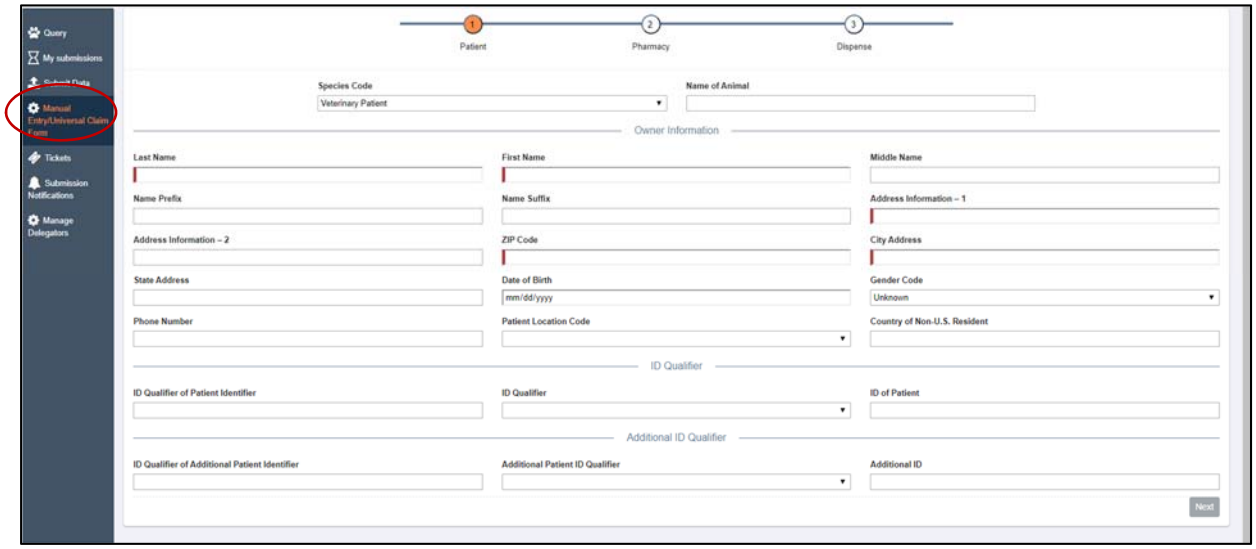
Verify that the correct date for the Zero Report displays in the box below Date for Zero Report. Use the calendar button to make changes to the date for the submission.



Click the **Submit** button when ready. A pop-up will confirm successful submission.

Manual Entry/Universal Claim Form

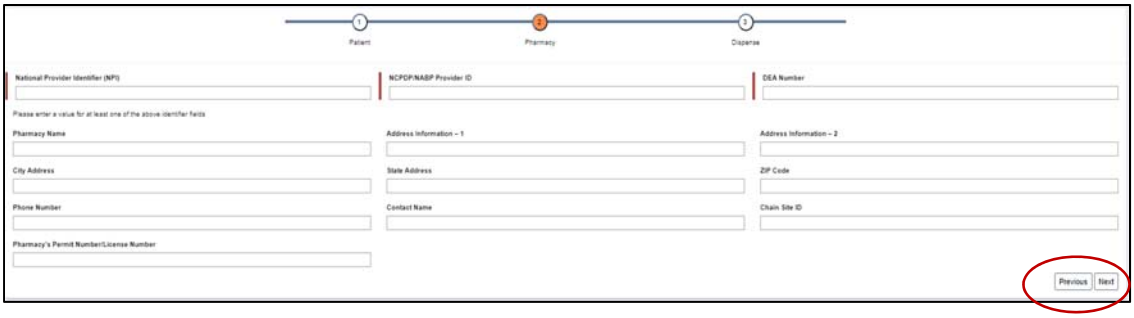
The **Manual Entry/Universal Claim Form** feature allows dispense data to be submitted on an individual dispense basis. The Manual Entry/Universal Claim Form comprises 3 data sections: **Patient**, **Pharmacy**, and **Dispense** data and follows the same data validation rules as the ASAP 4.2A Standard as configured by your Maine's PMP.



In each screen, enter a value in each required field and click the **Next** button to proceed to the next screen. All required data fields are indicated by a red bar to the left of the data entry box.

1. The **Patient** screen requires the owner information for the veterinary patient.

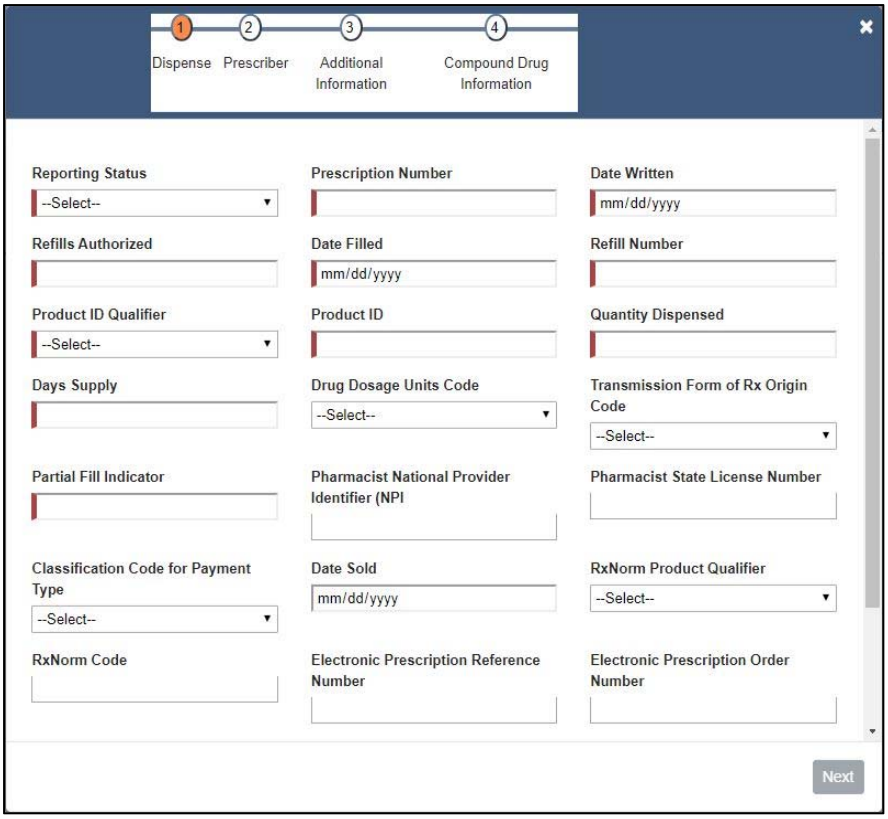
2. The **Pharmacy** screen requires an identifier.



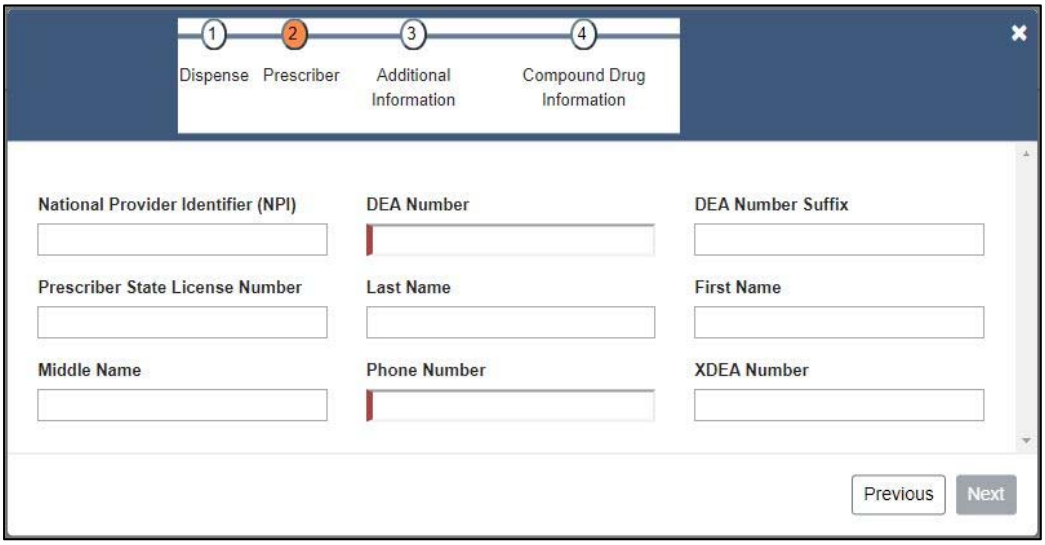
3. If edits are needed to a previous screen, click the **Previous** button to navigate back.

4. Click the **Add Dispense** button to enter details for the dispense.

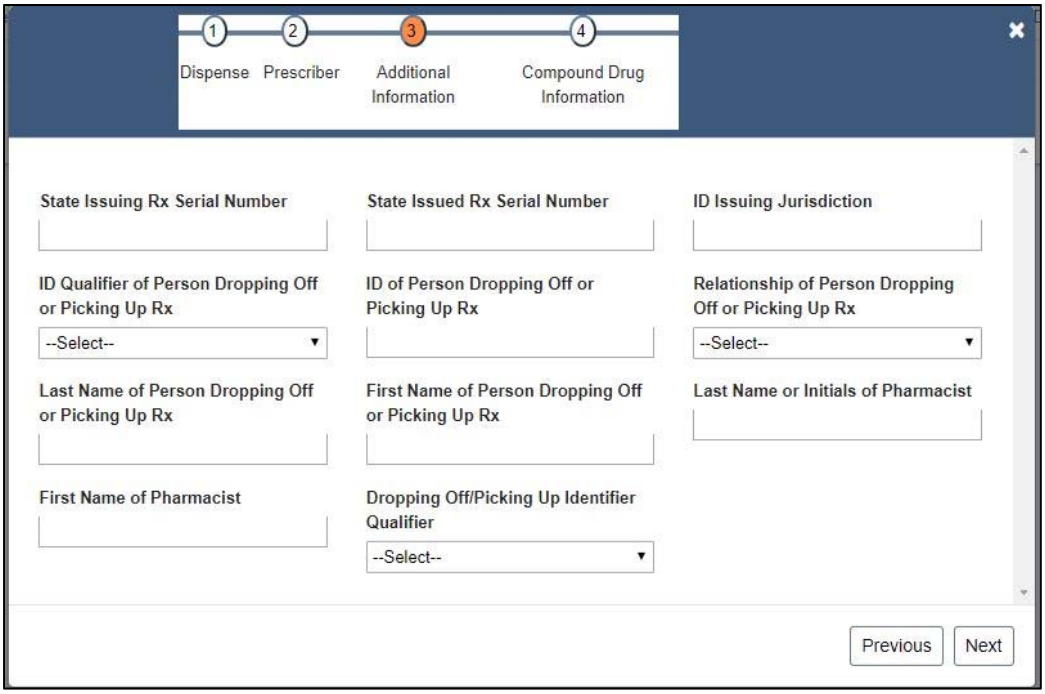
5. The **Dispense** screen may contain different required fields for data entry than those shown in the example. All required data fields are indicated by a red bar to the left of the data entry box.



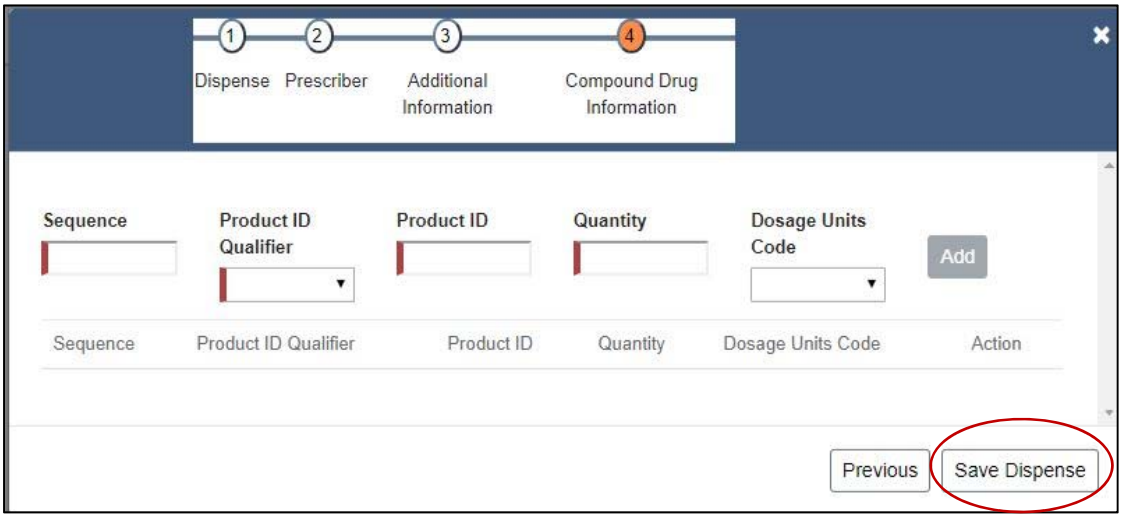
6. Where available, use the dropdowns to make selections in fields. Blank data entry boxes require a typed entry.
7. The **Prescriber** section of the dispense details requires an identifier and may require additional fields.



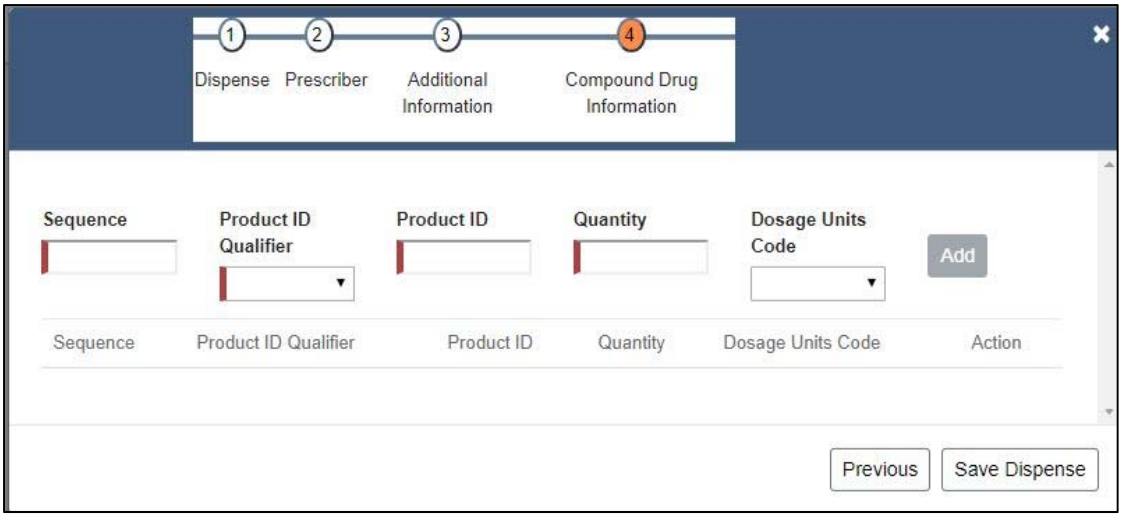
8. The **Additional Details** section may include required data fields.



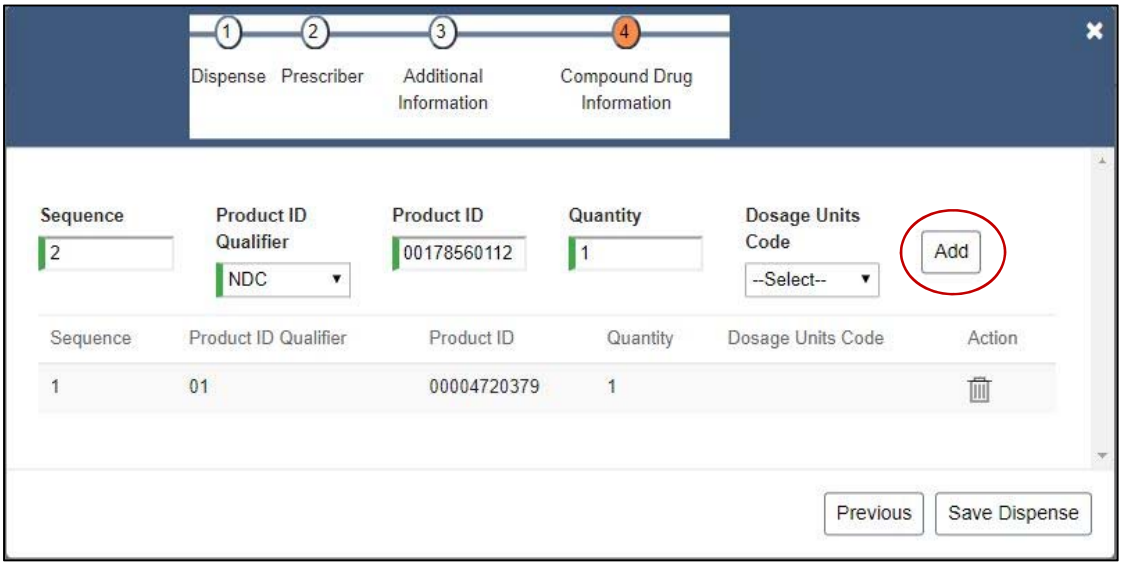
9. If the dispense data submission does not include any Compound Drug Dispense(s), click the **Save Dispense** button.



10. For dispense data submissions that include any **Compound Drug** dispense(s), there are required data fields that must be entered for each component of the compound drug dispense.



11. To add additional components after the initial component entry, click the **Add** button to access additional data entry fields. Continue until all components of the dispense have been added, then click the **Save Dispense** button.



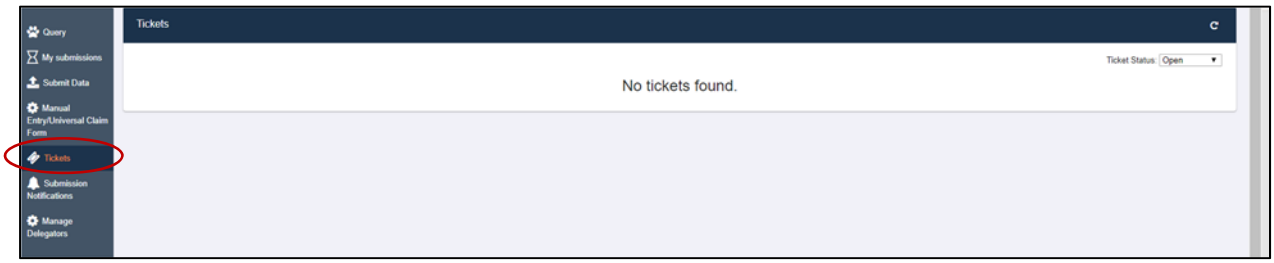
12. When all dispense data details have been entered and saved, click the **Submit Universal Form** button at the bottom.

13. A confirmation message will appear on successful submission of the form. Submissions will be viewable in **My Submissions**.

*For detailed information on data submission and ASAP reporting standards, please refer to the **PMP Data Submitter Guide.***

Tickets

Maine PMP allows you to submit general tickets to PMP administration. In those instances, any submitted **Tickets** will appear in this screen for tracking purposes.

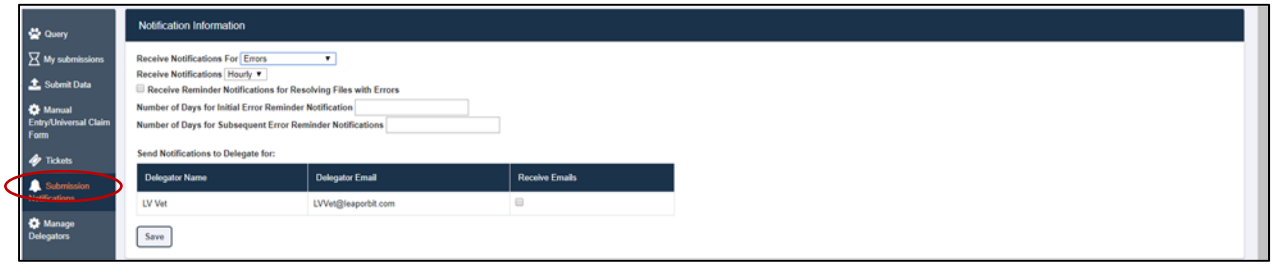


When available, tickets can be filtered by **All Statuses**, **Open**, **Closed**, or **Rescinded** using the dropdown on the right side of the screen.

Any tickets submitted on behalf of a veterinarian are not viewable by the Veterinarian Delegate once submitted and will not appear here.

Submission Notifications

Submission Notifications allows Veterinarian Delegates to customize the frequency with which they receive notification emails about data submissions. The type of notifications they receive can also be selected.

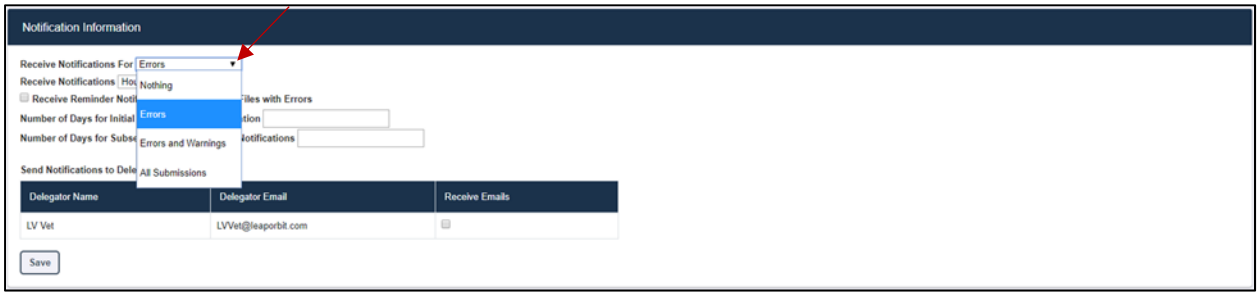


Receive Notifications

The default setting for submitter **Notifications** is **Receive Notification for Errors**.

To modify the Notifications setting to receive notifications for **Errors** only or for **All Submissions:**

1. Use the "Receive Notifications for" dropdown menu to make a selection.
2. Click the **Save** button.

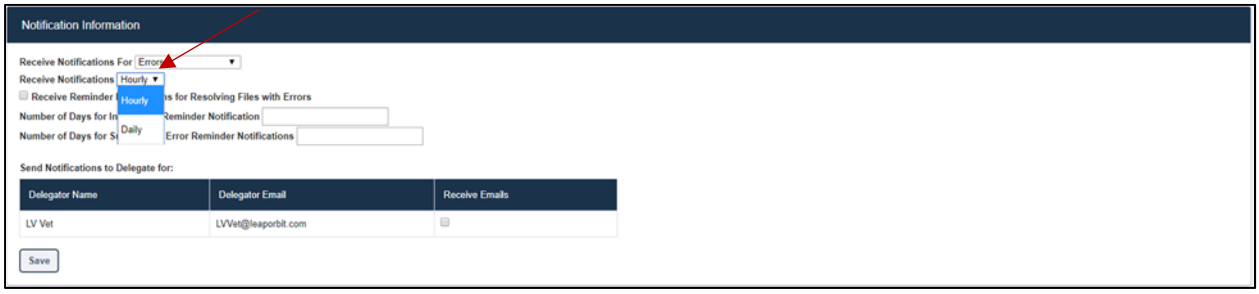


Notification Frequency

The default setting for notification frequency is Daily. Veterinarian Delegates can elect to receive Notifications hourly.

To modify the frequency:

1. Use the “Receive Notifications” dropdown menu.
2. Select Daily.
3. Click the **Save** button.

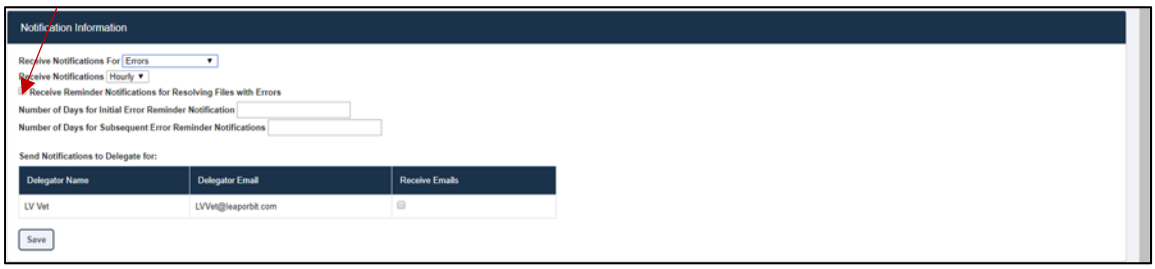


Error Reminders

Veterinarian Delegates can also elect to receive reminder notifications regarding file with errors. This is the default setting for these notifications.

To stop receiving these:

1. Click the checkbox to the left of **Receive Reminder Notifications for Resolving Files with Errors**
2. Click the **Save** button.



Error Reminder Frequency

Veterinarian Delegates can customize the number of days between error reminder notifications.

There are two options for customization of the frequency with which these will be received:

- **Number of Days for Initial Error Reminder Notification**
- **Number of Days for Subsequent Error Reminder Notifications**

To make changes to the number of days between email notifications for these reminders:

1. Click in the box to the right of the notification to be modified.
2. Use the up/down arrows to select a number or type the desired number in the box.
3. Click the **Save** button.

Receive Email Notifications for Delegator

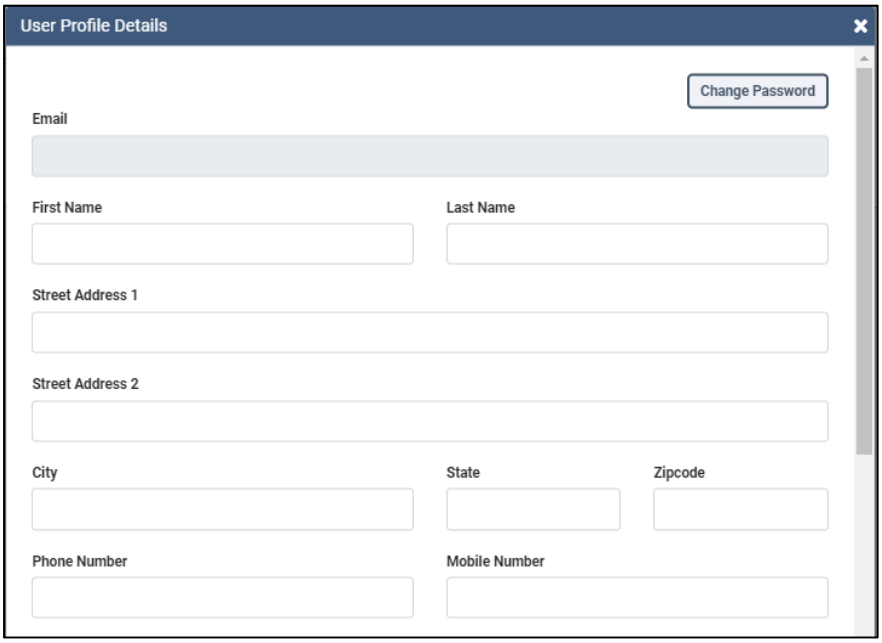
Veterinarian Delegates can elect to receive submission notifications for their delegators by checking the **Receive Emails** box next to the delegator's name and email address.

Account Assistance

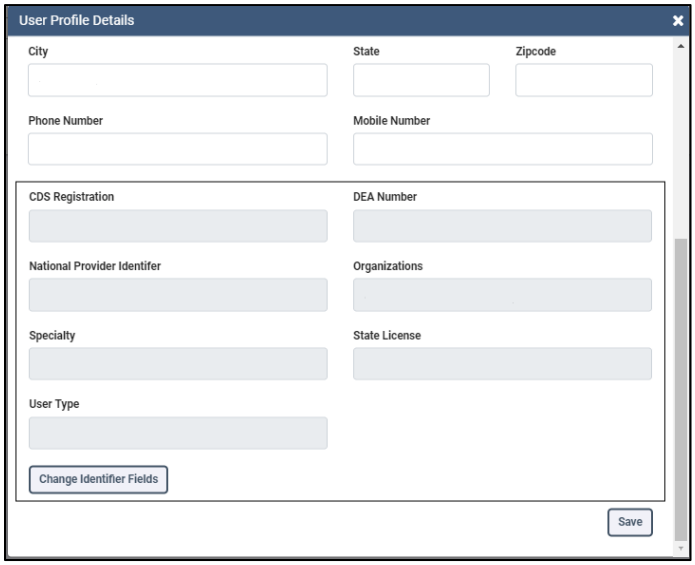
Updating User Profile Details

1. User profile details can be updated by clicking on the username in top menu bar:

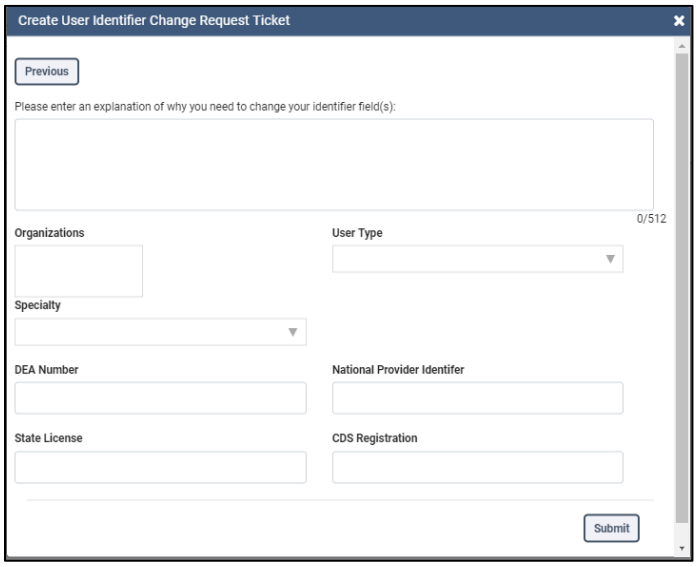
2. Personal details except for email address can be changed by editing the existing data and clicking **Save** in the lower right-hand corner of the pop-up.



3. **For Veterinarians Only**: changes to the **Veterinarian Identifier** fields (**CDS, DEA, Organizations, Specialty, State License,** and **User Type**) must go through PMP administration. To initiate the process, click on the **Change Identifier Fields** button in the lower left-hand corner of the User Profile Details.



4. A "**Create User Identifier Change Request Ticket**" will pop-up. A **Comment** is a required field for identifier changes. Complete the form and click **Submit**.



5. A pop-up will confirm the change request was successfully submitted.

6. An email will be received when the changes have been approved.

Forgot Password

If a user forgets their password, a password change can be requested by entering the user email and clicking on the Forgot Password link from the log in screen:

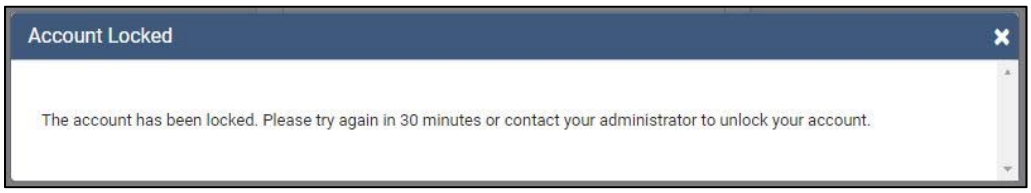
1. An email will be automatically sent to the user with a link to reset the password for RxGov.
2. Clicking on the link will open a change password screen:

3. Passwords must be at least 8 characters in length, contain uppercase and lowercase characters and contain at least one special character or digit. Enter and confirm new password.
4. Successful password change will be confirmed with a pop-up.

Account Lockout

User accounts will be locked out after 5 failed login attempts. The account will remain locked out for 30 minutes, or the user can contact an administrator to unlock the account.

An **Account Locked** pop-up will display after the failed login attempts.

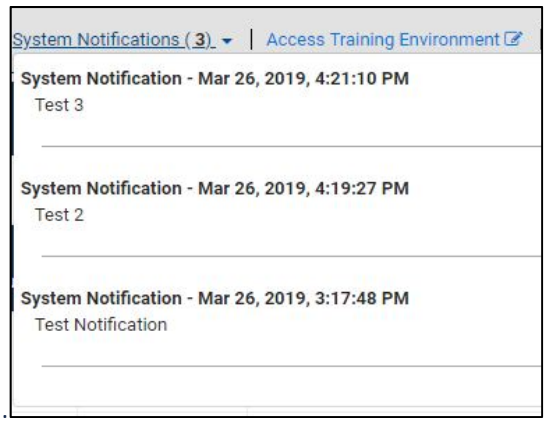


System Notifications

System notifications are set by system administrators, visible to all users, and usually contain information about updates, system outages, or planned downtime. They can also contain information relevant to using the system.

Viewing System Notifications

System notifications can be viewed by clicking **System Notifications** on the top menu bar. A drop-down of system notifications will appear.



RxGov is a robust SaaS offering from NIC. The Veterinary workflow is straightforward and easy to navigate. It provides Veterinarians and their delegates with a central location for viewing patient dispenses, submitting dispense data and tracking data submissions.

For additional information contact Maine PMP via email at PMP@maine.gov or by phone at (207) 287-2595 option 2