

State of Maine Prescription Monitoring Program (PMP)

Data Requester Registration Manual

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Introduction

Legislation for a Prescription Monitoring program in Maine passed in 2003. The program provides a database of controlled substances schedules II, III and IV. Data collection for the program began in July of 2004 and continues twice a month from over 300 pharmacies both in and out of the state. The program allows health care providers to access comprehensive information through a convenient web portal and improve patient care.

This Data Requester Registration Manual is designed to assist a potential user of the Maine PMP system in registering as a data requester. Any health care providers that have prescribing or dispensing authority and will be searching the site for information regarding their own patients or customers are eligible to become data requesters.

Login and Registration

Portal Login

If you already have an account with the ME PMP, login to your account by entering the username and password that you originally received when registering with the ME PMP.

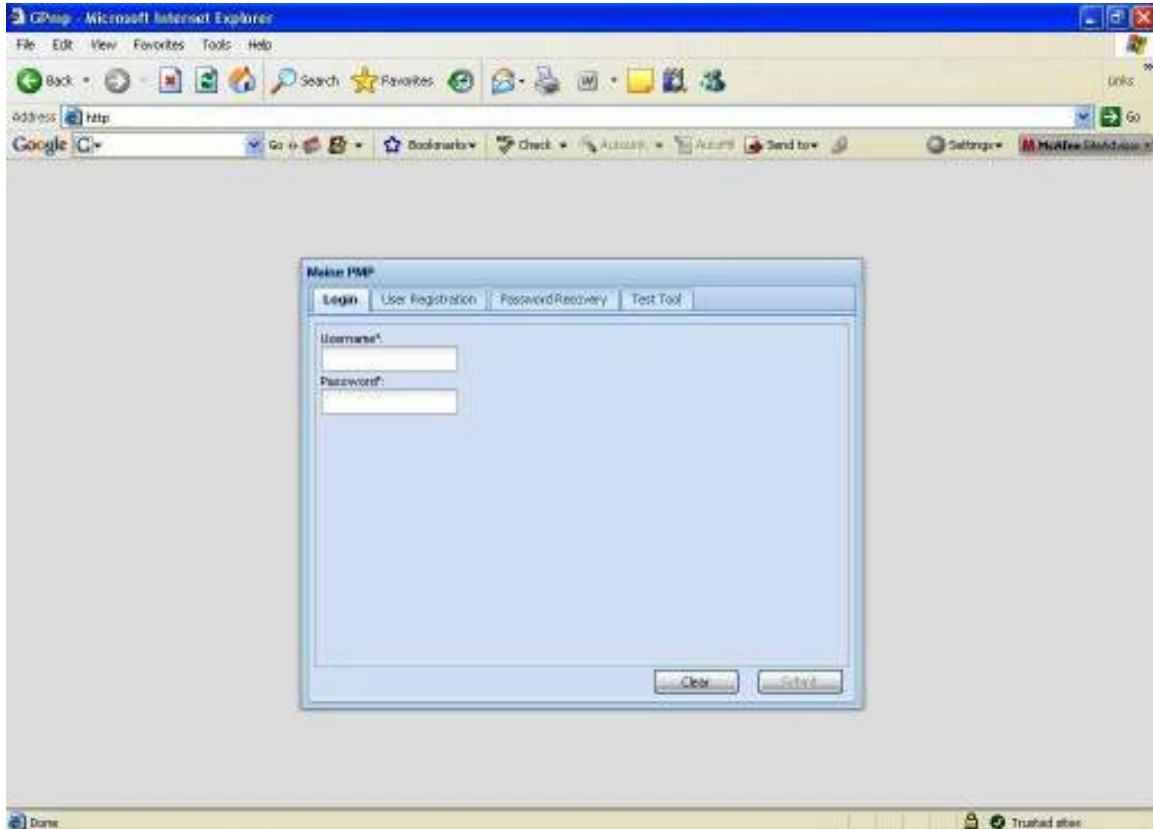


Figure 1

If you cannot log in but you believe you have an account, please go on to the Password recovery section of this manual (PAGE 12).

User Registration

Terms of Service

New users will need to register for the ME PMP by selecting the “User Registration” tab at the top of the screen. Figure 2 depicts the first part of the “User Registration” page, the Terms of Service agreement. Use of the Maine PMP portal is restricted to licensed prescribers or dispensers of controlled substances. Attempts to access this site without proper authorization may result in criminal prosecution. You will need to scroll through the Terms of Service agreement and select “I have read and agree to the terms of service” before you can click the “Next” button to proceed to the next registration screen.

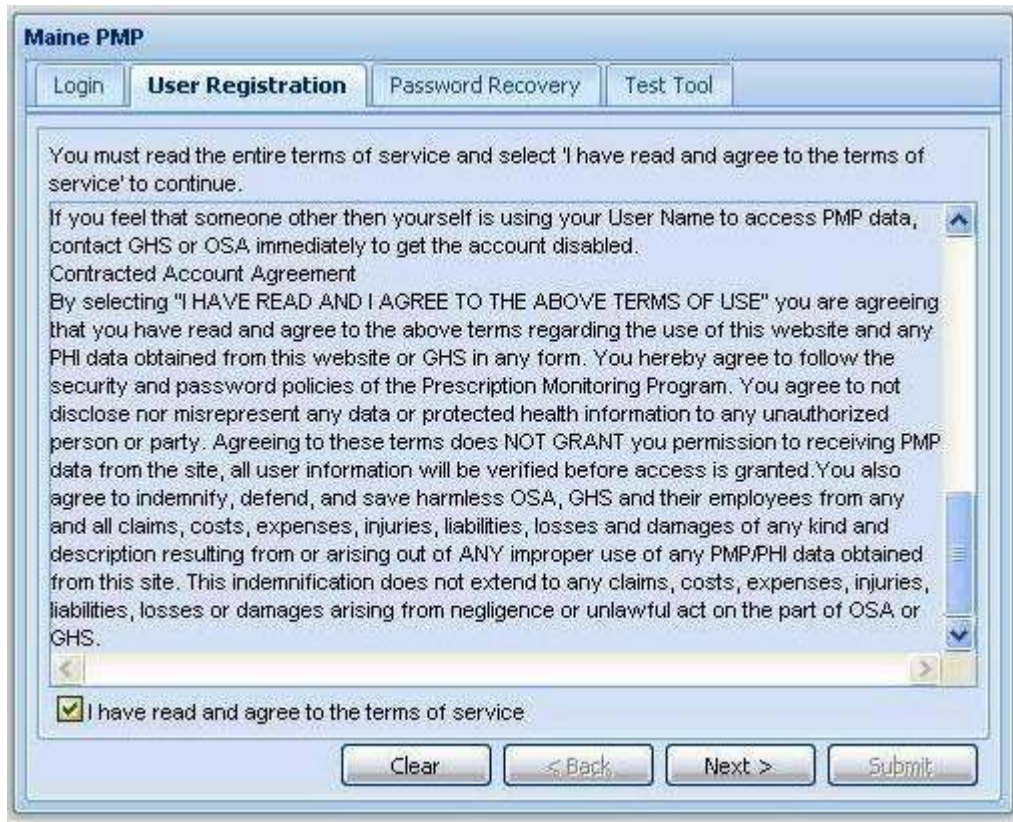
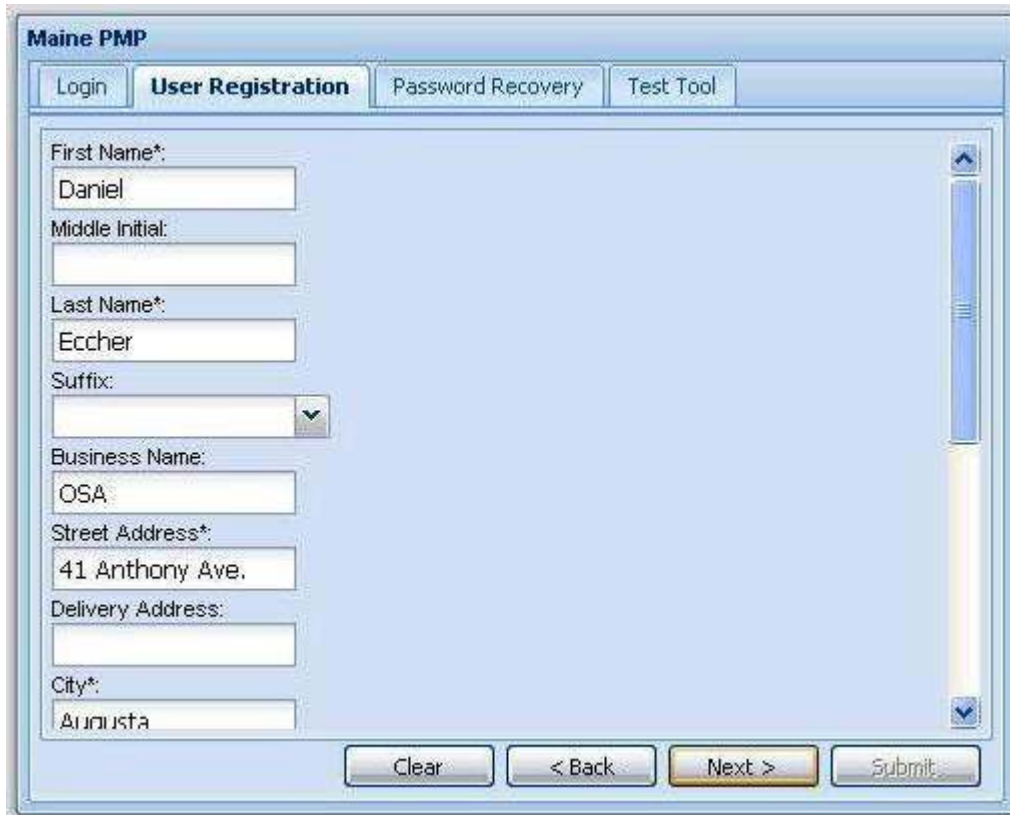


Figure 2

Registration

Figure 3 depicts the required information for registration. Fields marked with an asterisk (*) are required. New users must complete the fields with the appropriate information and select “Next” at the bottom of the screen.



The screenshot shows a web application window titled "Maine PMP". It has four tabs: "Login", "User Registration" (which is selected), "Password Recovery", and "Test Tool". The "User Registration" form contains the following fields:

- First Name*: Daniel
- Middle Initial: (empty)
- Last Name*: Eccher
- Suffix: (dropdown menu)
- Business Name: OSA
- Street Address*: 41 Anthony Ave.
- Delivery Address: (empty)
- City*: Augusta

At the bottom of the form are four buttons: "Clear", "< Back", "Next >" (highlighted in yellow), and "Submit".

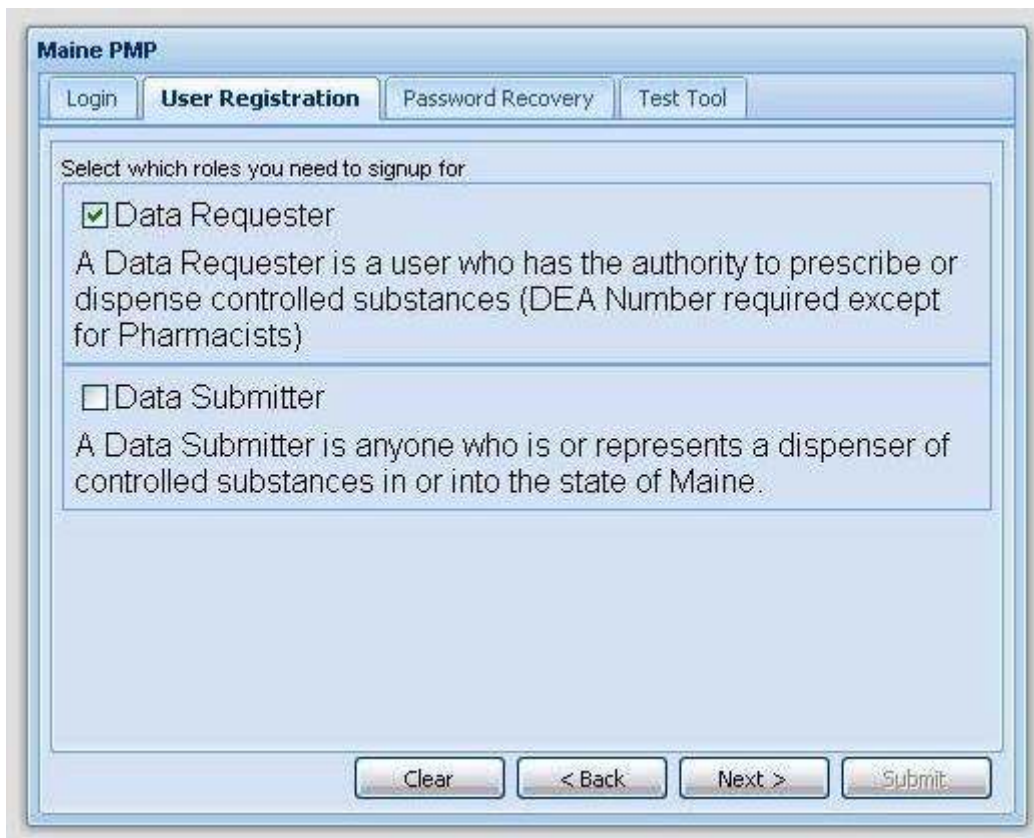
Figure 3

Role Selection

Data Requester

After completing the appropriate registration fields, the new user must select either “Data Requester” or “Pharmacy Data Provider” on the following page, depicted in Figure 6. Select “Data Requester” and click “Next” to move onto the next registration screen.

A Data Requester is considered to be anyone who queries prescription information from the Maine Prescription Monitoring Program. Pharmacists and prescribers can access the system for information regarding their own patients or customers only.



The screenshot shows a web application window titled "Maine PMP". At the top, there are four tabs: "Login", "User Registration" (which is selected), "Password Recovery", and "Test Tool". Below the tabs, the main content area is titled "Select which roles you need to signup for". There are two options listed:

- Data Requester
A Data Requester is a user who has the authority to prescribe or dispense controlled substances (DEA Number required except for Pharmacists)
- Data Submitter
A Data Submitter is anyone who is or represents a dispenser of controlled substances in or into the state of Maine.

At the bottom of the form, there are four buttons: "Clear", "< Back", "Next >", and "Submit".

Figure 4

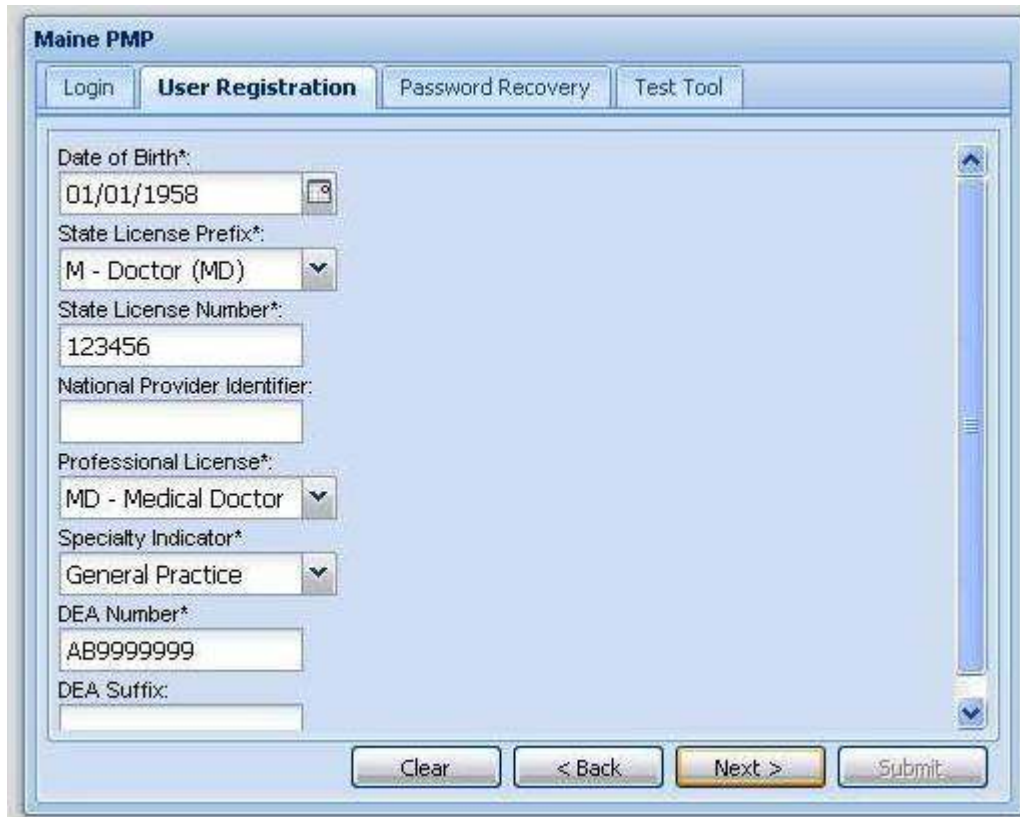
Add Data Requester License Information

The next screen requests professional licensure information. Mandatory fields are noted with an asterisk (*). Clicking on the field label will bring up information that clarifies the requirement for each field.

The Data Requester's DEA Number, Date of Birth and the State License Number are mandatory fields for all practitioners who have prescribing authority. A Data Requester will not be able to register with the PMP and will be instructed to contact Maine Office of Substance Abuse for assistance if they do not have these key fields. Prescribers are also required to select a Specialty; please choose the description that most closely describes your primary clinical role.

Pharmacists registering with the PMP system will be required to provide their Date of Birth and State License Number. DEA number is not required for pharmacists. For questions regarding the information needed to register contact the Maine Office of Substance Abuse at (207) 287-2595.

After filling each required field with the appropriate information press "Next" to move to the next registration screen.



The screenshot shows the 'Maine PMP' application window with the 'User Registration' tab selected. The form contains the following fields and controls:

- Date of Birth*:** Text input field containing '01/01/1958' with a calendar icon.
- State License Prefix*:** Dropdown menu showing 'M - Doctor (MD)'.
- State License Number*:** Text input field containing '123456'.
- National Provider Identifier:** Empty text input field.
- Professional License*:** Dropdown menu showing 'MD - Medical Doctor'.
- Specialty Indicator*:** Dropdown menu showing 'General Practice'.
- DEA Number*:** Text input field containing 'AB9999999'.
- DEA Suffix:** Empty text input field.

At the bottom of the form are four buttons: 'Clear', '< Back', 'Next >', and 'Submit'.

Figure 5

CAPTCHA Security Image

The CAPTCHA image page of the registration is a security measure that helps prevent spamming computers from successfully completing the registration process. The CAPTCHA is an image – usually distorted text – that the new user must enter correctly in order to complete the registration process. No computer program can read distorted text as well as a human can, so computer programs cannot navigate sites protected by CAPTCHA images. This feature helps to ensure the security of the Maine PMP site and the protected information within it.

The CAPTCHA image is case sensitive, so it is important to enter the letters and numbers exactly as they appear. In the figure below the CAPTCHA image should be read and entered as “ngnyd”.

If you have any difficulty reading the image displayed, click on the “New Image” link located directly under the image.



Figure 6

Password Setup

Once the registration information has been submitted and the user account has been validated, the user will receive an email conformation link to log into the system. Upon initial login the user will be prompted to create a password.

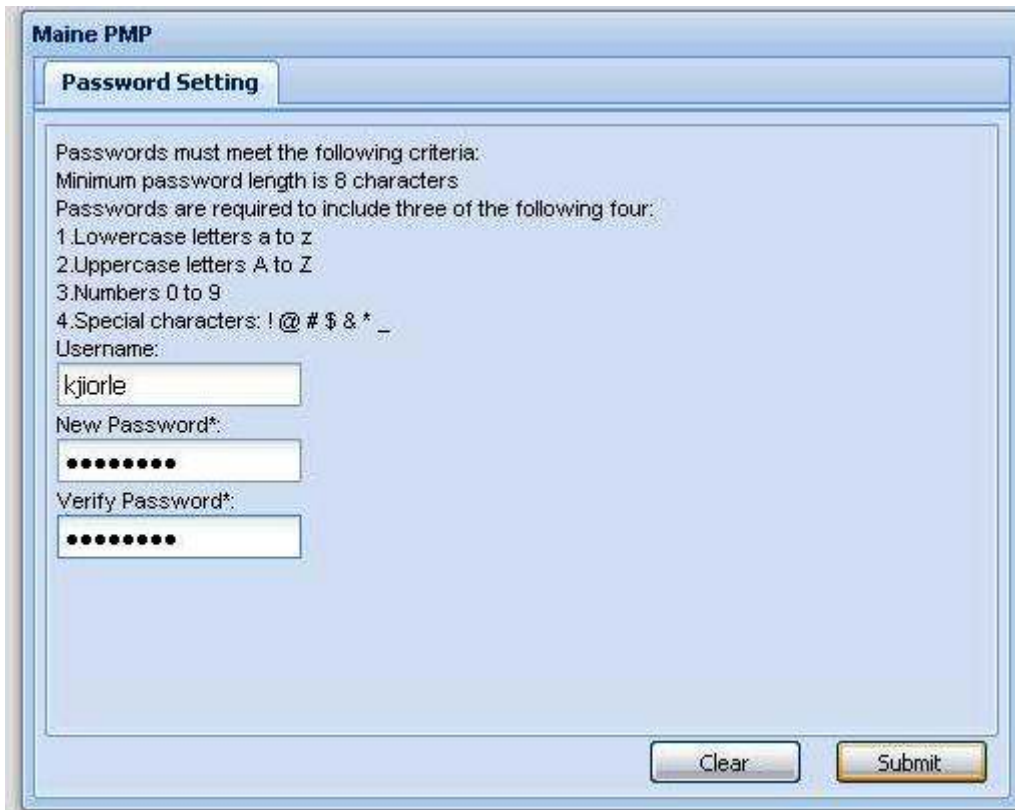
The password must be a minimum of 8 characters and include three of the following four types of characters:

Character Types:

- Lowercase Letters - a to z
- Uppercase Letters - A to Z
- Numbers, 0 to 9
- Special Characters: ! @ # \$ & * _

Passwords selected which are not at least 8 characters in length and which do not use three of the four character types will be rejected.

NOTE: The password validation email is only valid for 4 hours after initial registration. If the user does not complete the enrollment process through the hyperlink delivered in the email within this time period, they will need to reregister.



The screenshot shows a web browser window titled "Maine PMP" with a "Password Setting" tab. The form contains the following text and fields:

Passwords must meet the following criteria:
Minimum password length is 8 characters
Passwords are required to include three of the following four:
1. Lowercase letters a to z
2. Uppercase letters A to Z
3. Numbers 0 to 9
4. Special characters: ! @ # \$ & * _

Username:

New Password*:

Verify Password*:

At the bottom right of the form are two buttons: "Clear" and "Submit".

Figure 7

Initial Login

Upon initial login, the user will be required to read and agree to the Terms of Service. After reading the terms, the user can select the checkbox at the bottom of the screen and click "Submit" (Figure 9). (Note: You must scroll to the bottom of the terms of service before the Submit button will become active.)



Figure 8

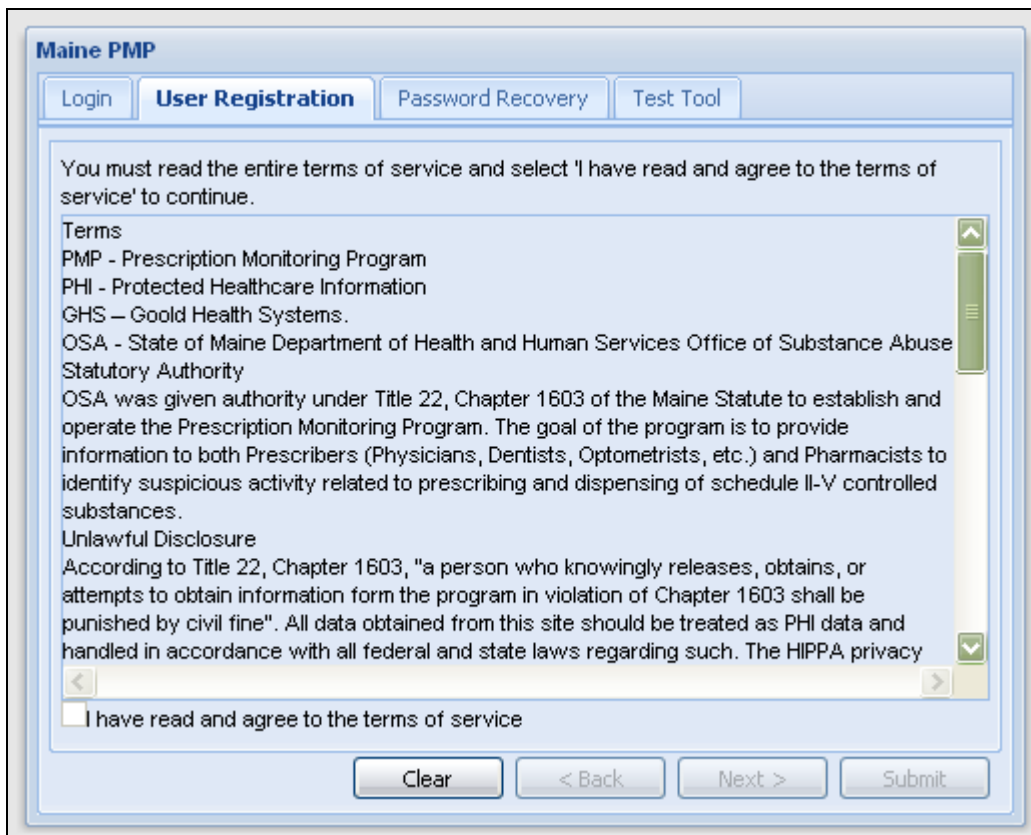


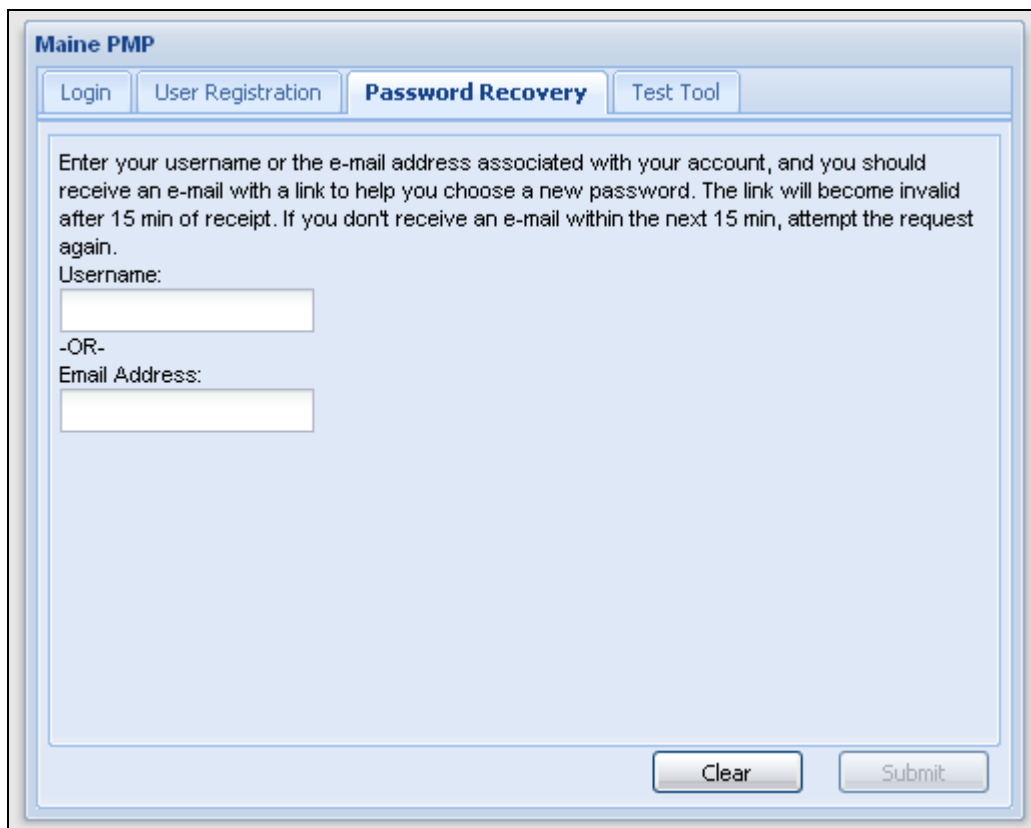
Figure 9

Password Recovery

In case of a forgotten password, click on the “Password Recovery” tab (Figure 13). Enter your username or email address in the appropriate fields and click the “Submit” button. An email will then be sent to the email address on file and will contain a link that will allow the user to reset their password.

NOTE: The password validation email is only valid for 15 minutes. If the user does not complete the process through the hyperlink delivered in the email within this time period, they will need to start over by clicking on the “Password Recovery” tab again.

NOTE: If 3 bad passwords are entered, the account will be locked. To unlock the account, complete the “Password Recovery” protocol, or call the Maine PMP Technical Helpdesk at 866-749-7838 or email mepdmphelpdesk@ghsinc.com.



The screenshot shows a web browser window titled "Maine PMP". At the top, there are four navigation tabs: "Login", "User Registration", "Password Recovery" (which is highlighted in blue), and "Test Tool". Below the tabs, there is a text box containing the following instructions: "Enter your username or the e-mail address associated with your account, and you should receive an e-mail with a link to help you choose a new password. The link will become invalid after 15 min of receipt. If you don't receive an e-mail within the next 15 min, attempt the request again." Below this text, there are two input fields. The first is labeled "Username:" and the second is labeled "Email Address:". Between these two fields, there is a separator "-OR-". At the bottom right of the form, there are two buttons: "Clear" and "Submit".

Figure 10

Frequently Asked Questions

- *Is the website secure?*

Yes. All information in the website is secure. Among other security features, the https in the address shows that the webpage uses a secure http connection.

- *What is the image on the last page of the create account screen?*

This is called a "CAPTCHA" image. This helps the computer know that a person is trying to complete the sign up process because another computer cannot read the image. If you cannot read the image, just click on the "new image" link at the bottom of the picture and a new image will appear for you to copy. You can click the image as many times as you need to, to find an image that you can read and copy.

- *Why is the system saying that my password does not meet the requirements?*

Your password must be a minimum of 8 characters and begin with a letter and include three of the four types of characters:

- Lowercase letters a-z
- Uppercase letters A-Z
- Numbers 0-9
- Special characters: !@#\$\$%^&*

- *I have created my account: why haven't I received the link to complete the registration process?*

The password validation link is sent to the email account that we have on file. It is only valid for **4 hours**. The password validation email is being sent from mepdmphelpdesk@ghsinc.com and may end up in the users email spam folder. Please check the spam filter if you have not received the password email within 1 hour. If it is not responded to in 4 hours, the registration process will need to be completed again. The Data Requester may also contact the ME PMP Technical Helpdesk via phone: 1-866-749-7838 or via email: mepdmphelpdesk@ghsinc.com

- *What do I do if I forget my password?*

In the case of a forgotten password, click on the "Password Recovery" link on the login screen. You will be prompted to enter either your username or email address. A new password link will be sent to the email address on file. The password validation link is only valid for **15 minutes**. If the link is not accessed within that time period, you will need to start over by clicking on the "Password Recovery" link again.

- ***I can't access my account, what should I do?***

Your account will lock if 3 incorrect passwords are entered. To unlock the account, click on the "Password Recovery" link and complete the process described above. The user may also contact the Helpdesk to have their account unlocked.

- ***What am I agreeing to?***

The Terms of service state that the account holder agrees not to disclose or misrepresent any data or protected health information to any unauthorized person or party; not to share account information, login name or passwords with anyone, even with other authorized users of the program; and to follow the security and password policies of the Electronic Prescription Monitoring Program.

Program Contact Information

ME PMP Website - www.maineppmp.org

Technical Helpdesk

For technical questions regarding website, uploading data, data format issues, communications, file uploads, or correcting records, please contact:

PMP Technical Helpdesk email - mepdmphelpdesk@ghsinc.com

PMP Technical Helpdesk Phone - 866-749-7838

Office of Substance Abuse Contact Information

For questions related to policy, terms of service, or how to find substance abuse treatment services, please contact:

Office of Substance Abuse

Online: <http://www.maine.gov/dhhs/osa/>

Email - osa.ircosa@maine.gov

Phone - 207-287-2595