

LOUISIANA PRESCRIPTION MONITORING PROGRAM

DATA COLLECTION MANUAL - VERSION 1.0

Revision History

Date	Version	Description	Author
12/13/2013	1.0	Initial version	Lena Roe (Otech)
1/28/2014	1.1	Updates	Lena Roe (Otech)
2/5/204	1.2	Revision Updates	Lena Roe (Otech)

LOUISIANA
PRESCRIPTION MONITORING PROGRAM

DATA COLLECTION MANUAL

Effective: February 17, 2014



Optimum Technology, Inc.
Contact Information: 866-683-2476

LABPPMP@otech.com

Fax: 866-282-7076

TABLE OF CONTENTS

Reporting Requirements	Page 3
Reporting Procedures/File Types	Page 4
<ul style="list-style-type: none">• Uploading and Viewing your files• Manual entry• FTPs• Zero reporting	
Errors and Corrections	Page 6
<ul style="list-style-type: none">• Rejections• Viewing your Errors and File Upload Status• Prescription corrections – File Upload & Prescription Maintenance	
Test Run Upload	Page 7
Exemptions to Reporting	Page 8
Required Information and Formatting (ASAP 95)	Page 9
Frequently Asked Questions	Page 11
Assistance and Support	Page 15
Attachments	Page 16

LOUISIANA PRESCRIPTION MONITORING PROGRAM

Act 676 of the 2006 Louisiana Legislature authorized the Louisiana Board of Pharmacy to develop, implement, and operate an electronic system for the monitoring of controlled substances and drugs of concern which are dispensed in the state or dispensed to an address within the state. The goal of the program is to improve the state's ability to identify and inhibit the diversion of controlled substances and drugs of concern in an efficient and cost-effective manner that shall not impede the appropriate utilization of these drugs for legitimate medical purposes.

Dispensers are required to report their eligible prescription transactions which are all controlled substances (C-II, III, IV, and V) as well as drugs of concern (Tramadol and Butalbital containing products) within seven (7) days of dispensing.

REPORTING THE DATA

Dispensers will report the required dispensing information to Optimum Technology, Inc. (Optimum), a private contractor that will collect all data and manage the technical aspects of the program.

Toll-free number for Optimum: 866-683-2476

Email for technical assistance: LABPPMP@otech.com

Such reporting without individual authorization by the patient is allowed under HIPAA, 45CFR § 164.512, paragraphs (a) and (d). The Louisiana Board of Pharmacy is a health oversight agency and Optimum is acting as an agent of the Louisiana Board of Pharmacy in the collection of this information.

Subsequent reporting:

All controlled substance prescriptions (Schedules II, III, IV, and V) as well as prescriptions for “drugs of concern” (Tramadol and Butalbital containing products) must be submitted no later than seven (7) days after being dispensed.

REPORTING PROCEDURES and FILE TYPES

All dispensers are required to submit eligible prescription transactions by one of the four (4) following data submission options.

1. Website Upload/Prescription File Uploads – Pharmacy or Dispensing Practitioner Account

The user will need their login credentials provided to sign into their account at the following website: www.LABPPMP.com. You may also register for an account the website.

This secure website address is provided for uploading data to Optimum, which utilizes 256-bit encryption. Dispensers are able to access the secure website via a web browser.

You will need to be able to upload your data in the ASAP 95 format as a .DAT or .TXT file.

Your file will need to be named according to the following rules: your DEA number, the date submitted, followed by **.DAT** or **.TXT**

Therefore, if your DEA number is *AB1234567* and you are submitting on March 1, 2014, the file would look like this: ***AB1234567030114.dat*** or ***AB1234567030114.txt***.

Please name your files accordingly when submitting your controlled substance information. This will assist you with keeping accurate records of the information reported to Optimum and will assist with locating this information in a timely and efficient manner, should this be necessary.

Uploading your file:

1. Go to the **Data Collection menu** > Choose **File Upload**
2. Click **Browse** to locate your file,
3. Highlight the File, then **Click Open** (the file will populate in the File Name field)
4. **Click Upload** to send the file to Optimum
5. You will receive confirmation via the web page that your file was successfully submitted and will be processed by the batch processor within 24 hours.

You may **View all uploaded files**, and their status, on the “View Uploaded files” tab on the File Upload page. This page will show a history of all files submitted to the program, their status, and any errors contained within the file. Corrections may also be made via this View Uploaded Files tab. (*See the section “Errors and Corrections”.*)

2. CD-ROM, CD-R, CD-RW, DVD or 3 1/2” Diskette (A transmittal form must accompany all submissions.)

A Program Transmittal Form (Attachment 1) should accompany external media submissions. The dispenser should make copies of the enclosed, blank Program Transmittal Form for future use or

print a blank form from www.LABPPMP.com. The dispenser may also wish to keep a copy of the completed form for its records.

This file must also contain an external media label, with the following information: Pharmacy/Submitter Name, DEA number, and the number of prescriptions.

Please mail to:
Optimum Technology, Inc.
Attn: Data Collection
100 E. Campus View Blvd, Suite 380
Columbus, OH 43235

3. Manual Entry

A dispenser may submit prescription information on the Manual Entry page via a link on the prescription upload website: www.LABPPMP.com

A sample of the information required to fill out this form is attached (Attachment 2).

To Access the UCF Manual Entry screen in the data collection portal:

1. Login to www.LABPPMP.com with your username and password
2. Hover cursor over the **Data Collection Menu**
3. Click on **Manual Entry**
4. As explained in the **'WHAT DATA IS MANDATORY, WHAT IS OPTIONAL'** section, the dispenser must have at least the mandatory data available to enter manual prescriptions.
5. To enter another prescription, please repeat steps two and three to access a blank form. Failure to do so will create flawed/incorrect prescription records.

4. FTP Transfer – Pharmacy and Dispensing Practitioner – FTPs account

Chain Pharmacies, Community Pharmacies, and Dispensing Practitioners with multiple facilities may submit one data transmission on behalf of all of their facilities. In fact, the program prefers that chain pharmacies, community pharmacies, and Dispensing Practitioners with multiple facilities submit one transmission with the data for all of their facilities. They may do so utilizing the FTP procedure. *During registration they must appoint one contact person for all of their data submissions.*

Chain pharmacies should seek direction from their corporate offices concerning how their data will be reported. Corporate offices and their software vendors should register at www.LABPPMP.com, as a Pharmacy-FTP user, to obtain a user id and password. The host name for transfer is www.LABPPMP.com. Login credentials will be emailed to the email address listed in the registration within 24-48 business hours.

ZERO REPORTS

If a dispenser does not dispense any during a reporting period, a “zero” report should be submitted. This may be done via the prescription upload website: www.LABPPMP.com under the Data Collection menu.

To Access the Zero Reporting screen in the data collection portal:

1. Login to www.LABPPMP.com with your username and password.
2. Go to the **Data Collection menu**
3. Click on the option **Upload Pharmacy Zero Report**
4. Select the reporting period for zero report submission
5. Click **Submit**

ERRORS and CORRECTIONS

Rejections

The Louisiana Prescription Monitoring Program application will validate each file submitted, record by record, and will reject those records which do not meet the validation requirements. If there are a limited number of errors, only those records with errors will be rejected. The user will be notified via email & the message center of the status of the file, and the errors contained within.

If the records in a file do not meet the required data specifications, the entire file may be rejected. **In this instance, the submitter will be notified via email and/or the ‘Message Center’ of the reason for this failure.** A valid email address is required for email notification.

Optimum is not authorized to modify any data, therefore, the dispenser will be required to correct these errors through the website or resubmit the entire file, if necessary.

Viewing your Errors and File Upload Status:

The Data Collection Portal allows all users to login and view the status of their Uploaded Files. Please follow the steps below to view your uploaded files and any errors associated with those files.

Note: That only the files uploaded with the same username you have logged in with will be visible to you.

View File Upload Errors:

1. Login to www.LABPPMP.com with your username and password.
2. Go to the **Data Collection Menu** > Click on **File Upload**.
3. Click on the **View Uploaded Files tab**. This will display a history of all files submitted.
4. Click on the File containing errors that you wish to correct.
5. Click on each individual error to see a detailed description at the bottom of the page.

Prescription Corrections:

There are two options to correct the data as detailed below.

- 1. Correct the data in your retail RX software or Dispensing Practitioner software; regenerate the file and upload the data.**
 - a. Please note this process may result in duplicate records as a portion of the records originally submitted were accepted. **The duplicate records require no action on the part of the pharmacy or dispenser.**
 - b. *You may also choose to correct only those records that were rejected and create a separate file to submit.*

- 2. Correct the data online via the Data Collection Portal. This type of correction is manually performed and preferred when there are minimal errors.**
 - a. Login to www.LABPPMP.com with your username and password.
 - b. Go to the **Data Collection Menu** > Click on **File Upload**.
 - c. Click on the **View Uploaded Files tab**. This will display a history of all files submitted.
 - d. Click on the File containing errors that you wish to correct.
 - e. To the right of each error, click on the **paper/pencil icon** . You will then be shown the Prescription Correction screen.
 - f. Correct the fields indicated, click the authorization checkbox, and click **Save**.
 - g. You will receive an online confirmation that your file was successfully saved.

Prescription Maintenance:

For security purposes, data cannot be deleted by Optimum once it is **submitted and accepted** to the program. To remedy this situation, go to the Prescription Maintenance page under the Data Management menu. Search for the RX by prescription number, Prescriber DEA, Date filled or any combination of these criteria. You can then update the information by clicking on the prescription in question, correcting the information, checking the authorization check box, and clicking the 'Save' button. To delete the prescription, click on the prescription in question, check the authorization checkbox, and click 'Delete' button.

Test Run Upload Feature:

This feature is provided to assist the user with identifying errors within a file, prior to submitting data to Optimum for reporting purposes. It is located in **Data Collection Menu** within the Data Collection website. The feature can be used for any type of file that it is submitted directly through the www.LABPPMP.com website.

The process is similar to submitting your completed file, but will allow the user to see any errors prior to your submission to the State reporting agency. Correct these errors within your pharmacy software, and create a new file to be uploaded.

If you have attempted to submit your file, and are receiving rejection notices or extensive errors, please utilize this function. This function may also assist your software vendor by helping to identify any corrections that may be needed related to software or the format of your file.

EXEMPTIONS TO REPORTING:

The Louisiana Board of Pharmacy may issue an exemption from the reporting requirement to a dispenser whose practice activities are inconsistent with the intent of the program. The Board will only consider request from dispensers who do not dispense controlled substances or drugs of concern. For dispensers wanting to request an exemption they must submit a detailed request to the Board office which must include but is not limited to the following:

- **Louisiana Pharmacy Permit Number, Name, and Address**
- **DEA Registration Number (if applicable)**
- **Scope of Practice**
- **Detailed explanation as to the reasons for requesting an exemption**
- **Statement confirming that the pharmacy does not nor plan on dispensing any controlled substances or drugs of concern to Louisiana residents**
- **For a Hospital Pharmacy permit – statement confirming that the pharmacy is strictly in-patient and does not dispense any out-patient prescriptions**

Joe Fontenot, R.Ph.
Assistant Executive Director
Louisiana Board of Pharmacy
3388 Brentwood Drive
Baton Rouge, LA 70809-1700
jfontenot@pharmacy.la.gov
Phone (225) 922-0094
fax (225) 923-5670

WHAT DATA IS MANDATORY, WHAT IS OPTIONAL?

BASED on ASAP R.5/95 Telecommunications Format for Controlled Substances

Field Name	Field Format	Field Length	Field Positions
Identifier	A/N	3	001 - 003
Bin	N	6	004 - 009
Version Number	N	2	010 - 011
Transaction Code	N	2	012 - 013
**Pharmacy Number	N	12	014 - 025
**Customer ID Number	A/N	20	026 - 045
Zip Code	A/N	3	046 - 048
**Birth Date	N	8	049 - 056
Sex Code	N	1	057 - 057
**Date Filled	N	8	058 - 065
**Rx Number	N	7	066 - 072
**New - Refill Code	N	2	073 - 074
**Metric Quantity	N	5	075 - 079
**Days Supply	N	3	080 - 082
Compound Code	N	1	083 - 083
**NDC Number	N	11	084 - 094
**Prescriber ID Number	A/N	10	095 - 104
DEA Suffix	A/N	4	105 - 108
Date Rx Written	N	8	109 - 116
Number of Refills Authorized	N	2	117 - 118
Rx Origin Code	N	1	119 - 119
Customer Location	N	2	120 - 121
Diagnosis Code	A/N	7	122 - 128
Alternate Prescriber #	A/N	10	129 - 138
**Patient Last Name	A/N	15	139 - 153
**Patient First Name	A/N	15	154 - 168
**Patient Street Address	A/N	30	169 - 198
**Patient State	A/N	2	199 - 200
**Patient Zip Code (Extended)	A/N	9	201 - 209
Triplicate Serial Number	A/N	12	210 - 221
Status Filter	A/N	1	222 - 222

NOTE: All A/N fields must be left justified, right blank filled, and all N fields are right justified, left zero filled.

**Required Fields

Field Name	Definition	Values	R/O*
Identifier	Transmission Type Identifier		O
BIN	Bank Identification Number		O
Version Number			O
Transaction Code			O
Pharmacy Number	Pharmacy DEA number		R
Customer ID Number	State government issued driver's license or ID Number (please see FAQ below for additional information)		R
Zip Code	3 digit US Postal Code identifying the state code		O
Birth Date	Customer's Birth Date	YYYYMMDD format	R
Sex Code	Sex / Gender of the patient	1=Male 2=Female	O
Date Filled	Date the prescription was filled	YYYYMMDD format	R
Rx Number	Prescription number assigned by the pharmacy		R
New-Refill Code	Code indicating whether the prescription is new or refill	00 = New 01-99 = Refill number	R
Metric Quantity	Number of metric units of drug being dispensed		R
Days Supply	Estimated number of days the prescription will last		R
Compound Code	Code indicating whether or not the prescription is a compound medication	0= Not Specified 1= Not a compound 2= Compound	S
NDC Number	National Drug Code of the drug dispensed (found on medication bottle)	11 digits	R
Prescriber ID Number	DEA Number or NPI Number of Prescriber		R
DEA Suffix	DEA Suffix		S
Date Rx Written	Date the Rx was written	YYYYMMDD format	R
Number of Refills Authorized	Number of refills authorized by Prescriber		O
Rx Origin Code	Code indicating the origin of the prescription (written, telephone, etc.)		O
Customer Location	Code indicating location of patient (home, hospice, LTCF, etc)		O
Diagnosis Code	ICD-9 or CPT code provided by Prescriber		O
Alternate Prescriber	NPI Number. To be included if DEA number field is for an institution rather than the prescriber		S
Patient Last Name	Patient last name up to 15 characters		R
Patient First Name	Patient first name up to 15 characters. Include middle initial and suffix if available		R
Patient Street Address	Physical address of patient – street # or PO Box #	Physical Address	R
Patient State	Standard 2-character State abbreviation	Example: LA	R
Patient Zip Code	Full zip code (including 4-digit suffix if available).	Report as 5 or 9 digits without hyphen	R
Triplicate Serial Number	Number assigned to Triplicate Rx document by States with triplicate program.		O
Status Filler	A= Accepted R= Rejected		O

R = Required Field
O = Optional Field
S = Situational

FREQUENTLY ASKED QUESTIONS:

Passwords and sign-in information:

Does my password expire?

For security purposes, passwords will expire every 180 days. You do not need to remember to update your password, as the system will automatically prompt you to change your password after 180 days.

Please note that your account will require you to update your password upon your initial sign-in. At this time, please answer the security questions provided. This will allow you to change/update your password during the evening/weekend hours.

Prescription Data and Reporting requirements:

What is the NDC Code?

The National Drug Code is an 11 digit number used to identify drug strength, name, quantity etc. This number is found on the medication bottle.

What drugs should be reported?

All controlled substance prescriptions (Schedules II, III, IV, and V) as well as “drugs of concern” (Tramadol and Butalbital containing products)

How often should I submit data?

Eligible prescription transactions shall be reported as soon as possible but in no event more than seven days after the date of dispensing.

How are compounded prescriptions to be recorded?

Prescriptions compounded by the pharmacist and containing a controlled substance must be reported. The NDC number of the controlled ingredient in the compounded product must appear in the NDC field. The actual metric quantity of the controlled drug will appear in the metric quantity field.

Why is the system rejecting the input metric quantity?

The metric quantity should be the number of metric units dispensed in metric decimal format. (Ex: 3.5)

If the patient does not have a state government issued driver’s license or state government issued identification card number is there another ID number that would be acceptable?

Other acceptable identification numbers include, but are not limited to: Passport or visa, military identification card, medical record number (for an institutional patient,) social security number, parent or guardian’s identification number (when the patient is a minor and is without an identification number.)

I received a Delinquency Letter; what should I do?

If you received a Delinquency letter and would like to check the status of your data, please send an email to LABPPMP@otech.com with the following information (If you are unsure if your data was submitted, resubmit the time period in question. This data will take one day to process. Please provide:

1. Username
2. Reporting period(s) in question
3. DEA Number

If a confirmation is required, you may forward Optimum Technology's email response to the Louisiana State Board of Pharmacy Administrator as confirmation your data was received.

What should I do if the pharmacy is closing?

Follow "Pharmacy Closing Procedures" as found in the Louisiana Board of Pharmacy Laws and Regulations.

Joe Fontenot, R.Ph.
Assistant Executive Director
Louisiana Board of Pharmacy
3388 Brentwood Drive
Baton Rouge, LA 70809-1700
jfontenot@pharmacy.la.gov
Phone (225) 922-0094
fax (225) 923-5670

File issues and Error Corrections:

What should the filename be?

The filename should be the DEA number, followed by the date of submission, followed by .dat or .txt. Chain pharmacies may use the chain name, followed by the date of submission. The filename is less important than the contents of the file.

FTP users should be certain to differentiate files by modifying the filename before the **.dat or .txt** extension. This will ensure that the contents of the file are not overwritten. FTP submissions with the same filename, submitted on the same day will overwrite the previously submitted file.

What does the file status 'Pending' mean?

Uploaded files will be processed overnight by a batch processor; therefore they will be in a "Pending" status until the following day. You will receive notification via the message center and email (valid email required) once the file has processed. You can update your email address through the "My Account" section of the website.

I do not work with a software vendor; how should I submit controlled substance data?

If you do not work with a software vendor, you will need to manually enter controlled substance data. To submit manually go to Data Collection > Manual Entry. Complete all required fields, check the authorization checkbox, and click save; no further action is required.

I accidentally sent the incorrect reporting period. Should the file be deleted?

If the wrong reporting period was uploaded, the file does not need to be deleted. Records that have already been processed by the system will be rejected as duplicate records. To remedy this issue, simply create a file with the correct reporting period and upload the new file.

What should I do if my file was rejected?

If your file was rejected please check the corresponding error report. You or your software vendor should make the appropriate adjustments to the file format, and upload the new file.

How do I know if my file uploaded?

1. Go to Data Collection > File Upload
2. Click on the View uploaded files tab
3. You will be able to view all files submitted with your username

If you are not receiving email notifications, you will need to verify that your email address is listed correctly. Go to 'My Account' and enter your email address in the appropriate field, you will also receive file status notifications in the section of your account titled 'messages'.

An email will be sent (the following day) confirming the file's processing status and any errors contained within that file.

(Please be sure to add the domain: @otech.com to your safe sender's list within your email client. This will ensure that you receive communications from Optimum in a timely manner.)

I accidentally submitted incorrect information. Can I delete a record/entry?

Please login to your pharmacy's account, and go to **Data Management** → **Prescription Maintenance**. Search for the prescription that needs to be deleted. Click on the prescription to be taken to the **Prescription Correction** page. Scroll to the bottom of the page, click on the authorization checkbox, and click the orange **Delete** button.

Why are there no menus displayed on the web page?

If you are using Internet Explorer, please make sure you are using version 7.0 or higher. To accomplish this go to "Help → About Internet Explorer." If you are using a version older than 7.0 you may want to consider upgrading your browser.

If you are using a recent version, please make sure compatibility view is enabled. Compatibility view can be found in your "tools" menu.

How do I fix "duplicate" error messages?

A duplicate error message displays when a data record is received and processed more than once. This normally occurs when a file is uploaded after correcting errors in your prescription software or

when a file is uploaded twice in error for a different reporting period. *The duplicate records occurring as a result of duplicate file uploads require no action on the part of the pharmacy or dispenser.*

Why is nothing happening when I click on the browse button to upload my file?

If you are using Internet Explorer, please make sure you are using version 7.0 or higher. To accomplish this go to “Help → About Internet Explorer.” If you are using a version older than 7.0 you may want to consider upgrading your browser.

If you are using a recent version, please make sure compatibility view is enabled. Compatibility view can be found in your “tools” menu.

OTHER QUESTIONS:

How do I setup an FTP account?

FTP account requests must be made via the registration page on www.LABPPMP.com. You will need to register as ‘FTP Up-loader’. You will receive login credentials at the email address indicated in your registration within 24-48 business hours.

How do I submit an address for a patient who lives outside of the United States?

Non-US zip codes or residents should have the value ‘00000’ placed into the zip code category.

ASSISTANCE AND SUPPORT

Optimum is available to provide assistance and information to individual pharmacies, chain pharmacies, software vendors, and other entities required to submit data. Technical support is available to meet the program requirements. Questions concerning interpretation of technical and compliance matters may be referred to Optimum. Dispensers are advised to first contact their software vendor to obtain modifications and instructions on compliance and participation. Software vendors may also contact Optimum directly for assistance. Optimum Technology's support team can be reached by phone (866-683-2476,) email (LABPPMP@otech.com,) or fax (866-282-7076.)

The Louisiana Board of Pharmacy will act as the final interpreter of regulations. Unresolved disagreements between a dispenser and Optimum Technology will be resolved by the Board of Pharmacy .

Louisiana Board of Pharmacy PMP Administrative Contact:

Danielle Clausen

Administrative Assistant

Prescription Monitoring Program

Louisiana Board of Pharmacy

3388 Brentwood Drive

Baton Rouge, LA 70809-1700

www.pharmacy.la.gov

dclausen@pharmacy.la.gov

Phone: 225-925-4767

Fax: 225-925-6408

Attachment 1
Program Transmittal Form

File Name: _____ Date: _____

The file name should be the DEA number followed by .DAT (example: AB01123456.DAT)

Pharmacy/Dispenser Name: _____

DEA Number: _____

Number of Prescriptions in File: _____

Name of person submitting report: _____

Phone Number: _____ Fax Number: _____

External/diskette label must contain: Pharmacy/Submitter Name, DEA Number and Number of Prescriptions