

## Frequently Asked Questions

### 1. Who can I contact with additional questions?

If you need *technical assistance* with any Arkansas Prescription Monitoring Program (AR PMP) procedures, you can:

Contact HID at [arpmp-info@hidinc.com](mailto:arpmp-info@hidinc.com)

OR

Call the HID Help Desk at 1-855-729-8917

Technical assistance is available Monday through Friday (except for holidays) from 8:00 a.m. – 5:00 p.m. Central Standard Time.

If you have *non-technical* questions regarding the Arkansas Prescription Monitoring Program, please contact:

Denise Robertson, P.D.

PMP Administrator

Arkansas Department of Health

4815 West Markham, Slot 25

Little Rock, AR 72205

Phone: (501) 683-3960

Fax : (501) 661-2769

E-mail: [denise.robertson@arkansas.gov](mailto:denise.robertson@arkansas.gov)

### 2. How often do I have to report?

You can establish an account and begin submitting **test** data files on or after February 14, 2013.

Beginning March 1, 2013, dispensers are required to report their data weekly for the previous week, Sunday through Saturday. However, dispensers are encouraged to report more frequently if they would like.

The ADH requests that dispensers report retroactive data for the period September 1, 2012 through February 28, 2013. Dispensers will have until May 1, 2013 to report their retroactive data.

If a dispenser does not dispense any controlled substances for the reporting period, it must file a zero report for that reporting period or it will be considered noncompliant.

### 3. How do I send a Zero Report?

If you have no dispensing transactions to report for the preceding reporting period, you must report this information to the AR PMP.

You may report zero dispensing by using the functionality provided within RxSentry via the **Report Zero Activity** menu item, or by creating and uploading a zero report data file. The following sections provide the steps for each method.

#### Report Zero Activity – RxSentry

- 1 Open an Internet browser window and type the following URL in the address bar:  
[www.arkansasmp.com](http://www.arkansasmp.com).
- 2 Click **Dispenser**, and then click **RxSentry Data Upload**.  
A logon window is displayed.
- 3 Type your user name in the **User Name** field.
- 4 Type your password in the **Password** field.
- 5 Click **OK**.
- 6 From the RxSentry home page, click **Report Zero Activity**.

You will see a window similar to the following:

<i>Report Zero Activity</i>	
This utility will allow you to record periods of zero activity for a given pharmacy. Note that if you are responsible for a group of pharmacies, you may enter the pharmacy's ID and/or Name in the fields provided or you may request a list of potential names to choose from.	
Dispenser:	1234567: BEST PHARMACY:
Address:	23 MAIN ST BISMARCK 58502
Phone:	701-328-1234
Fax:	701-328-7654
Email:	bestpharmacy@charter.net
Period Start Date:	<input type="text"/>
Period End Date:	09/21/09 <input type="text"/>
<input type="button" value="Continue"/>	

- 7 Type the start date for this report in the **Period Start Date** field, using the *dd/mm/yy* format.

#### Notes:

- The **Period End Date** field is populated with the current date. You may adjust this date, if necessary.
- All other pharmacy information is populated with the information provided when you created your account.

- 8 Click **Continue**.

You will see a message similar to the following:



## Report Zero Activity – File Upload

For complete zero report file specifications, we encourage you to download the *Dispenser's Implementation Guide* by clicking the **RxSentry Dispenser's Implementation Guide** link on the Arkansas Department of Health Prescription Monitoring Program website at this address: [www.arkansaspmp.com](http://www.arkansaspmp.com).

- 1 Prepare the zero report data file for submission using the specifications described in Appendix B of the *Dispenser's Implementation Guide*.

### Important Notes:

- The file name should be constructed using the date of submission to HID as the file name, and should have a *.dat* extension. For example, name the file *20130301.dat* if you submit it on March 1, 2013.
  - Do not include spaces in the file name.
  - If you submit more than one file within the same day, you must uniquely name each file so the system does not overwrite existing uploaded files. For example, if uploading three files within the same day, you could use the following file names: *20130301a.dat*, *20130301b.dat*, and *20130301c.dat*.
  - The system will accept zipped files, and you should name them using the date of submission to HID. For example, name the file *20130301.zip* if you submit it on March 1, 2013.
  - Before transmitting your file, rename it to include the suffix *.up* (e.g., *20130301.dat.up*). This will ensure that we do not try to load the file while you are transmitting it. Once transmission is complete, rename the file back to the original name (e.g., *20130301.dat*).
- 2 Upload the file using one of the following data delivery methods. For more information, see the corresponding topics in the *Dispenser's Implementation Guide*.
    - Secure FTP over SSH
    - Encrypted File with OpenPGP Via FTP
    - SSL Website

HID tracks the use of the Web-based tool, date stamps incoming files, and notifies you of a successful file transmission. After the file is reviewed for accuracy, you are notified of the status of the submitted file.

4. Which website address should I use to upload my data files?

Based on the delivery method you wish to use, you will use one of the following addresses to upload your data files:

- SFTP: <sftp://arpmreporting.hidinc.com/>
- Encrypted File with OpenPGP Via FTP: <ftp://arpmreporting.hidinc.com/>
- SSL Website: <https://arpmreporting.hidinc.com/>

Complete data formatting and delivery instructions are available in the *Dispenser's Implementation Guide*. To download, click the **RxSentry Dispenser's Implementation Guide** link on the Arkansas Department of Health Prescription Monitoring Program website at this address: [www.arkansaspmp.com](http://www.arkansaspmp.com).

5. A dispenser is required by law to report to the PMP the dispensing of what federal schedules and drugs of concern?

Dispensers are required to report Schedule II, III, IV, and V controlled substances, and the following state-controlled drugs: tramadol, nalbuphine, and ephedrine, pseudoephedrine, and phenylpropanolamine, dispensed to an individual in the state of Arkansas.

Under Arkansas State Legislature Act 304, reporting shall not be required for the following:

- A licensed hospital pharmacy that is dispensing controlled substances for the purpose of outpatient services, inpatient hospital care, or at the time of discharge from a hospital, except for a pharmacy owned by a hospital that has a retail pharmacy permit and is distributing controlled substances directly to the public
- A wholesale distributor of Schedule II–Schedule V controlled substances
- A practitioner or other authorized person who administers a controlled substance

6. The Arkansas Prescription Monitoring Program requires data submissions using the ASAP 4.2 standard. Please offer some direction to help eliminate file formatting errors.

Listed below are some items to check to make sure your software is handling your data properly. These items are listed in order of priority.

- A. Are field and segment separators used correctly?
- B. Are the dates formatted correctly?
- C. Does the NDC field contain a valid NDC? Is that NDC actually a controlled substance?

7. What are the requirements for valid NDC numbers?

- NDCs are 11 digits and use the format 99999-9999-99.
- When adding an NDC, do not include the dashes, for example, 99999999999.
- NDCs are typically located on the original medication bottle on the top right corner of the label, prefaced with "NDC-" and followed by the number.
- Manufacturers often leave off a zero in the NDC. In these instances, you should add the 0 where appropriate, using the following examples as a guideline:

If the NDC appears this way ...	Enter it this way ...
1234-5678-90 (missing 0 in first segment)	01234568790
54321-123-98 (missing 0 in second segment)	54321012398