REPORTING TIPS

Pet Prescriptions

If the prescription dispensed is for an animal patient, the prescription must be reported as follows:

1. The prescription must be identified as an animal/veterinary patient;
2. The owner of the animal/veterinary patient must be reported to the department by first name, last name, and date of birth;
3. The animal/veterinary patient must be reported.

Schedule V Exempt Narcotics
(i.e.: guaifenesin/codeine syrup)

Over-the-counter dispensations of schedule V exempt narcotics must be reported to the AR PDMP using the pharmacy name, DEA number, and address as the prescriber.

Provider's DEA

The provider's DEA number reported must match the DEA on the prescription. Accurate reporting is paramount. Never use a "dummy" DEA to upload prescription data. A "dummy" DEA would be one that passes the DEA checksum algorithm but does not belong to a practitioner, for example: AA1111119 or AB1234563.

RESOURCES & CONTACTS

Arkansas Department of Health

healthy.arkansas.gov

- Short video tutorials with directions for reporting to the AR PDMP
- Requestor User Support Manual (AR PDMP)
- Pharmacy Waiver Form
- AR PDMP Rules

Customer Service

AR PDMP: (501) 683-3960
Hours: 8:00am – 4:30pm, M-F.
PMP Clearinghouse: (855) 729-8917

Arkansas Takeback

artakeback.org

- Treatment centers
- Medication-Assisted Treatment (MAT) providers
- Peer recovery specialists in Arkansas

ARConnect Hotline

Phone: 501-526-3563
Hours: 24/7
psychiatry.uams.edu/clinical-care/arconnect

- **C**all center answering and triaging Arkansans with any mental health issue.

Best Practices for Reporting
Prescription Drug Monitoring Program

What is the Arkansas Prescription Drug Monitoring Program?

The Arkansas Prescription Drug Monitoring Program (AR PDMP) is an electronic database of all the controlled substances dispensed at Arkansas pharmacies, mail-order pharmacies delivered into Arkansas, and other dispensaries such as a veterinary or medical clinics.

Reporting

Frequency

Pharmacies are required to report the dispensation of a controlled substance next business day. A controlled substance is a substance that is scheduled II – V on the Arkansas List of Controlled Substances.

Zero Reports

If a pharmacy usually dispenses controlled substances in Arkansas but has no dispensations to report for the preceding reporting period, the pharmacy must report their information to the AR PDMP by filing a zero report.

Pharmacy Waiver Form

If the pharmacy does not dispense schedule II-V controlled substances in Arkansas, the pharmacy may request a waiver to exempt them from reporting. This waiver request form can be found on healthy.arkansas.gov.

Data Submission

All dispensations submitted must pass through the PMP Clearinghouse before being uploaded to the AR PDMP. There are several means by which dispensations are submitted:

- By the pharmacy's software vendor
- By the pharmacy's corporate office (seen commonly with chain pharmacies)
- By a pharmacy employee on-site

Error Types

PDMP Errors

Prescription information that has been uploaded to the AR PDMP inaccurately (i.e. wrong day supply).

Upload Errors

Prescription information that has been submitted to the AR PDMP but fail to upload due to field errors (i.e. invalid DEA) caught by PMP Clearinghouse.

Correcting PDMP Errors

1. Login to **AWARE**
2. Navigate to and open **Menu**
3. Under **Data**, select **Rx Management**
4. Select the **Rx Maintenance tab**

Correcting Upload Errors

1. Login to **AWARE**
2. Navigate to and open **Menu**
3. Under **Data**, select **Rx Management**
4. Select the **Error Correction tab**

Troubleshooting Tips in AWARE

Pharmacy Identifier not available or incorrect?

A Pharmacy Identifier(s) (Employer DEA) is provided by the user upon registration. If the user does not see a Pharmacy Identifier(s), or if the user needs to change the Pharmacy Identifier(s), please contact the AR PDMP. If you work at more than one site, multiple Pharmacy Identifiers may be listed.

Having trouble locating a prescription to correct?

1. By avoiding the **Prescriber Last Name** field, you eliminate the chance of misspells and increase the chance of finding the prescription record.
2. Try adding a leading or trailing zero(s) to your prescription number. Some software vendors will add a zero(s) in the upload process.

Want more helpful tips?

Scan the QR

or visit **healthy.arkansas.gov**