

User FAQ

Effective Date: January 17, 2017

Wisconsin Interactive Network

1 S. Pinckney St. Madison, WI 53703

Contact Information

Phone: 608-250-4606

PDMPsupport@egov.com



Table of Contents

Registration:	4
Do I need to re-register for the ePDMP if I had an account in the old system?.....	4
What are the different Account Types that I see when registering?	4
Is a Pharmacist account only for viewing patient?	5
How do I register as a delegate?	5
Can a delegate assign themselves to a provider?.....	5
Can a delegate be assigned to a provider administratively?.....	5
I registered with the wrong email address or account type. How do I change that?	5
Can providers use any email address to register?.....	5
I didn't receive an email after I registered. What do I do?.....	5
Why has my account not been approved?	5
Passwords and Sign-In Information:	6
How do I obtain a username and password to access the ePDMP?	6
Does my password expire?.....	6
I have entered my password numerous times and I am sure that it is correct, but I'm receiving a message that my username/password is incorrect.	6
It says "my username or password isn't correct" when I try to login. Why?	6
Can I reset my own password?	6
Can my account be locked out if I type the password incorrectly?	6
Can I reuse my password?	6
I can't seem to create an acceptable password, what are the criteria?	6
Can I update my contact information?.....	7
Why has my account been deactivated?	7
Prescription Data and Reporting Requirements:	8
What is the NDC Number?.....	8
What information can be found in the ePDMP?	8
How often is data submitted?	8
Messages and Alerts:	9
Can messages be sent to direct addresses vs email accounts?	9
Can alert messages be sent to delegates?	9
Can providers choose their preferences regarding what alerts they receive?	9
How are patients linked to a provider and how does that affect alerts?	9
How do you expect providers to use the alert information in the PMDP?	9
Searching for patients:	10
Should I enter the complete first and last name of the patient?	10
Is the Zip Code required to search for a patient?	10
When I click on the Out of State Prescriptions tab, it says its "searching". How long does this take?	10





When I search for a patient I receive the yellow message that tells me there are no records.....10
When I search for a patient I don't see all the prescriptions for the patient.10
Do column settings stay with user between logins?10
Supported Browsers: 11



Registration:

Please review the WI ePDMP User Guide for more information on registering and common problems experienced when registering.

Do I need to re-register for the ePDMP if I had an account in the old system?

The ePDMP is a new system and all users must register for a new account if they wish use the ePDMP.

What are the different Account Types that I see when registering?

Several different Account Types exist in the ePDMP. If you are reviewing information in the PDMP the following Account Types are available:

Patient care (healthcare professional)

- Prescribers and their delegates
- Pharmacists and their delegates
- Registered Nurses
- Substance Abuse Counselors

Assessment of Prescribing Practices

- Medical Directors (Available in Spring 2017)
- Prescribers
- Regulatory Agencies

Investigations

- Law Enforcement Agencies (Law Enforcement)
- District Attorneys (Law Enforcement)
- Government Agencies (Government Employee)
- Medical Examiners/Coroners (Medical Examiner/Coroner)

If you are uploading prescriptions to the ePDMP, the following Account Types are available:

- Pharmacy (Typically an individual pharmacy uploading their own prescriptions.)
- Submitter on Behalf of Pharmacy (Typically large retail firms such as CVS, Walgreens, etc. uploading for several pharmacies.)
- Dispensing Practitioner (A prescriber that uploads their own prescriptions to the ePDMP.)



Is a Pharmacist account only for viewing patient?

Correct, a pharmacist should register under the Healthcare Professional account type. A pharmacist accounts are only able to view patient information. They are not able to upload prescriptions to the system. The uploading of data would be handled with a Pharmacy account.

How do I register as a delegate?

A master account holder such as a prescriber can add you as a delegate. You will receive an email when this happens and you should follow the email link to complete your registration.

Can a delegate assign themselves to a provider?

No, only a master account holder such as a provider can assign you as a delegate.

Can a delegate be assigned to a provider administratively?

No, only a master account holder such as a provider or pharmacist can assign you as a delegate. Only a master account holder can search for delegates.

I registered with the wrong email address or account type. How do I change that?

You can change the email address you registered with. When you are logged in, click on User Settings and then click on Account Management. Change your email address and submit your change. Once the PDMP Administrators approve your change, it will be saved on your user account.

If you registered with the wrong account type, you will need to register with the correct account type. You may re-register immediately with the same email address and a different username.

Can providers use any email address to register?

You will want to use an email address that is appropriate to receive alert notifications and communications from PDMP Administrators.

I didn't receive an email after I registered. What do I do?

Check your spam filters to determine if it was flagged as spam. You want to configure your spam filters allow emails from Wisconsin.gov and egov.com. If you still can't find your email, please contact PDMP@wisconsin.gov or 608-266-2112 and provide your First Name, Last Name Username, and email address. We will verify the email address associated with your account and resend the confirmation email.

Why has my account not been approved?

State administrators manage the approval of non-WI licensed user accounts. If you have questions about the current status of your account (pending approval, rejected or deactivated), please the PDMP administrators. Email: PDMP@wisconsin.gov Phone: 608-266-2112



Passwords and Sign-In Information:

How do I obtain a username and password to access the ePDMP?

Visit <https://pdmp.wi.gov/>. and click “Register”. Please review the User Guide for specific information on how to register.

Does my password expire?

Yes, your password expires every 90 days and you will be notified via email before it expires at 15 days and 5 days if you haven’t changed your password.

I have entered my password numerous times and I am sure that it is correct, but I’m receiving a message that my username/password is incorrect. Why is this happening?

Verify that you don’t have caps lock on. Verify your username by clicking on Forgot Username. Please go to the link ‘Forgot Reset Password’ and you will be able to reset your password using the email address that you entered on registration.

It says “my username or password isn’t correct” when I try to login. Why?

Please be sure that you have re-registered for the new ePDMP. If you have re-registered, be sure that you’ve received an email asking you to confirm your registration. If you haven’t received that email, find it in your email inbox and click on the Register button. If you have completed that step, make sure that you are typing in your username and password correctly. If you still can’t login, try resetting your password or request your username.

Can I reset my own password?

Yes, you can reset your password from the home page if you don’t remember it. At any time, you can reset your password after you login by clicking on User Settings and Password Reset.

Can my account be locked out if I type the password incorrectly?

No, your account isn’t locked out.

Can I reuse my password?

Yes, you can reuse your passwords as many times as you would like.

I can’t seem to create an acceptable password, what are the criteria?

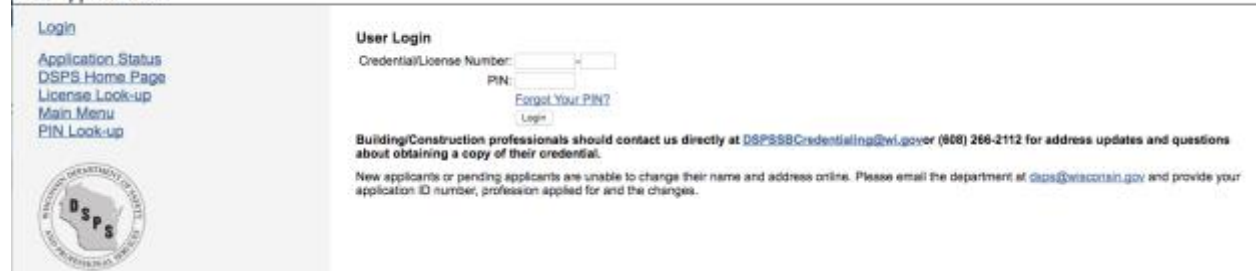
The criteria are clearly stated on the password screens. The password must contain at least one upper case letter, at least one lower case letter, at least 1 number, and be at least 8 characters long.



Can I update my contact information?

Yes, depending on account type you can change contact information by clicking on User Settings and Account Management once you are logged in. You can change any information that is editable. If a field is not editable, you can update your information by going to the DSPS website <https://online.drl.wi.gov/UserLogin.aspx> and logging in with your license number and PIN.

Wisconsin Department of Safety and Professional Services Web Applications



If you have forgotten your PIN, click on Forgot Your Pin and follow the instructions to obtain your PIN.

You can change information on your license and add missing information such as a telephone number.

Contact the PDMP Administrators at PDMP@wisconsin.gov or 608-266-2112 if you have questions about this information.

Why has my account been deactivated?

State administrators sometimes identify accounts that no longer require access to the ePDMP or have licenses that are no longer active. If you believe your account was improperly deactivated, please contact them at Email: PDMP@wisconsin.gov Phone: 608-266-2112

Prescription Data and Reporting Requirements:

What is the NDC Number?

The NDC or 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 information can be found in the ePDMP?

The WI ePDMP contains data about schedule II-V controlled substance prescriptions reported by pharmacies that dispense in WI, including out-of-state pharmacies. The WI ePDMP ensures that the critical information it stores is timely, accurate, and thoughtfully displayed for all of users of the program.

How often is data submitted?

Beginning on April 1, 2017, submission of controlled substance data must occur by 11:59pm of the next business day after dispensing.



Messages and Alerts:

Can messages be sent to direct addresses vs email accounts?

Alert information about patients is added directly on the Patient History Report for all users to view. PDMP communications such as password reset and confirmation emails are sent to the email address on file for the user account.

Can alert messages be sent to delegates?

Please see the information above about using the Patient History Report for alerts.

Can providers choose their preferences regarding what alerts they receive?

The PDMP system is designed for all alerts to be displayed on the Patient History Report. Email notification to a provider will only be sent for Law Enforcement events.

How are patients linked to a provider and how does that affect alerts?

The PDMP system is designed for all alerts to be displayed on the Patient History Report. If a provider prescribed to a patient, the prescriber will receive email notification of Law Enforcement alerts.

How do you expect providers to use the alert information in the PDMP?

The PDMP system is designed to look for common issues associated with the misuse or diversion of controlled substances and bring these to the attention of the provider in an easy to understand format. A provider should review the alerts carefully to determine what clinical steps should be taken next.



Searching for patients:

Should I enter the complete first and last name of the patient?

Yes. Correct spelling of the last name is required. Spelling of the first name should be as accurate as possible. The ePDMP system will interpret common nicknames such as Bill, Billy and William.

Is the Zip Code required to search for a patient?

The zip code isn't required, however, it's useful for narrowing the patients that may be a match for the name and DOB entered.

When I click on the Out of State Prescriptions tab, it says its "searching". How long does this take?

Searching for out of state prescriptions involves asking another system for information. This can take several minutes.

When I search for a patient I receive the yellow message that tells me there are no records.

Verify that you have entered the First and Last Names in the correct fields.

When I search for a patient I don't see all the prescriptions for the patient.

Verify with the pharmacy that they have submitted the prescriptions to the ePDMP.

Do column settings stay with user between logins?

The column settings are set as a default. If you change the columns you will have to change it each time you search for a patient.





Supported Browsers:

Most recent versions of Firefox, Chrome and Safari. Internet Explorer 10 and 11 and higher.

