

INTERNAL: Connecting Bamboo Health's PDMP Integration

07/24/2024 5:40 pm EDT

Bamboo Health's (formerly Appriss Health) prescription drug monitoring program (PDMP) allows providers to connect to Appriss Health's PMP Gateway allows providers to access real-time PDMP information without having to leave DrChrono and log into another website, allowing them access to information and reports to help their care decisions.

Setting Up an Integration: Provider Steps

Before connecting an integration, a provider must complete an integration request.

1. Go to Bamboo Health's PDMP Integration Request page [here](#).
2. Complete the registration for their state(s) or individually.
 - If the state is listed on the page, they should click on the appropriate link and complete the form.
 - If the state is NOT listed, complete the form on this main page.

PDMP Integration Request

Thank you for your interest in easier access to prescription drug monitoring program (PDMP) data through integration. We are here to help!

Bamboo Health (FKA Appriss Health) supports PDMP integration in the highlighted states:



Most states are now funding EHR integration for all qualified healthcare entities in that state. **To apply for state funding, confirm your state is listed below then simply scroll down to follow the instructions located below the list.** If you do not see your state listed, please submit the request form located on this page.

- | | | |
|------------------------|-----------------|------------------|
| ✓ Alabama | ✓ Louisiana | ✓ North Carolina |
| ✓ Arkansas | ✓ Massachusetts | ✓ Ohio |
| ✓ Arizona | ✓ Maine | ✓ Oklahoma |
| ✓ Connecticut | ✓ Michigan | ✓ Oregon |
| ✓ Delaware | ✓ Minnesota | ✓ Puerto Rico |
| ✓ District of Columbia | ✓ Montana | ✓ South Dakota |
| ✓ Georgia | ✓ Nevada | ✓ Tennessee*** |
| ✓ Idaho | ✓ New Jersey | ✓ Virginia |
| ✓ Indiana | ✓ New Mexico | ✓ West Virginia |
| ✓ Kansas | | |

1. Visit the Customer Connect portal at: <https://connect.bamboohealth.com/>

- Click Create an Account in the top right-hand corner.
- Login and follow the on-screen prompts to provide the needed information for your integration request.
- Sign all necessary agreements within the portal and complete your application.

2. Upon receipt of your completed application, Appriss Health will submit your request to the state for final approval.

3. Upon state approval, credentials will be sent to your organization's primary contact and/or your EHR/PMS vendor, per their onboarding process.

4. A confirmation email will be sent to your healthcare organization's primary point of contact.

Only authorized decision makers should complete a funding application.

*****PLEASE NOTE:** If you are located **Tennessee**, you will need to visit the state-specific link below to apply for funding

Do not fill out this form if the state where you are requesting integration is listed in the column to the left. Instead, see provided instructions.

Please submit the request form below, even if you state is not currently participating. By submitting your request, we will be able to notify you if there is a change in your state's status.

Licensee Company Name *

US State/District*

Select...

Primary Point of Contact First Name *

Primary Point of Contact First Name *

Email* Phone Number*

Facility Type*

Select...

Number of Prescribers/Number of Pharmacy Locations*

Primary EHR Software*

Select...

Additional Comments?*

Submit

3. On the registration page, either for the state or individual, they should select DrChrono as their **Software/EMR Vendor**.

Most States Individual Registration Page

Technical Information

Primary Software Vendor *

DrChrono

Vendor Contact Email Address*

pdmp@drchrono.com

First Name of Organization's IT Contact*

Last Name of Organization's IT Contact*

Organization's IT Contact Email Address*

Submit

Please select an option from the dropdown menu.

Primary EMR Software Vendor*

DrChrono

Additional Comments?

Submit

4. Once submitted, a request for integration will be created with Appriss Health.

Setting Up an Integration: Support Steps

1. The state PDMP will review the integration request and contact the practice to confirm.
2. Credentials are sent to Appriss and then to DrChrono (2-3 week turn-around time) and a ticket is created.
3. The ticket will have the practice name in the subject and an email from PMP Gateway. In the email click on the **Message HTML** and open the message.

 **Encrypt: PMP Gateway credentials for Direct Orthopedic Care(OK Statewide)** (...)

Jun 20 03:05 pm • PMP Gateway pmpgatewaynotifier@appriss.com • Via support@drchrono.zendesk.com

Conversations ▾ | All (2) | **Public** (1) | Internal (1)

 **PMP Gateway** Jun 20 03:05 pm ⌵ 

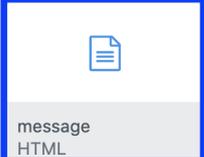
You've received an encrypted message from pmpgatewaynotifier@appriss.com
To view your message
Save and open the attachment (message.html), and follow the instructions.
Sign in using the following email address: pdmp@drchrono.com

This email message and its attachments are for the sole use of the intended recipient or recipients and may contain confidential information. If you have received this email in error, please notify the sender and delete this message.

Message encryption by Microsoft Office 365



unnamed_attachm...
PNG



message
HTML

4. Once the message is open, click on **Use One Time Passcode**. This will generate a second ticket with the code.

Encrypted message

From
pmpgatewaynotifier@appriss.com

To
pdmp@drchrono.com

To view the message, sign in with a Microsoft account, your work or school account, or use a one-time passcode.

 Sign in

 Use a one-time passcode

 Message encryption by Microsoft Office 365

6a. Copy the code from the second ticket. It is only valid for 15 minutes



Your one-time passcode to view the message

Jul 20 11:06 am • Microsoft Office 365 Message Encryption microsoftoffice365@messaging.microsoft.com
• Via support@drchrono.zendesk.com

Conversations ▾

All **1**

Public **1**



Microsoft Office 365 Message Encryption Jul 20 11:06 am

Here is your one-time passcode
22593253

To view your message, enter the code in the web page where you requested it.

NOTE: This one-time passcode expires 15 minutes after it was requested.

Don't want to use one-time passcode every time you get a protected message? Use your email address to create a Microsoft account (<https://signup.live.com/signup>)

This message is automatically generated. Please don't reply to it.

6b. Paste the code into the **One Time Passcode** field and click **Continue**.

We sent a one-time passcode to pdmp@drchrono.com.

Please check your email, enter the one-time passcode and click continue.
The one-time passcode will expire in 15 minutes.

One-time passcode

This is a private computer. Keep me signed in for 12 hours.

 Continue

Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode](#).

7. The username and generated password will be shown for you to copy and paste in step 11.

Encrypt: PMP Gateway credentials for Your Health District(AZ Statewide) (DrChrono)

 pmpgatewaynotifier <pmpgatewaynotifier@appriss.com>
Mon 2/24, 2:00 PM
pdmp@drchrono.com

 Reply all

Hello,

PMP Gateway credentials for Your Health District(AZ Statewide) (DrChrono) are below.

Production Username: your-health-district
Production Password: D7U5T7UhmRwdnY3

Thank you



Appriss Health
10401 Linn Station Road / Louisville, KY 40223 USA
pmpgatewaynotifier@apprisshealth.com
apprisshealth.com

NOTICE: This electronic mail transmission is for the use of the named individual or entity to which it is directed and may contain information that is proprietary and/or confidential. It is not to be transmitted to or received by anyone other than the named addressee (or a person authorized to deliver it to the named addressee). It is not to be copied or forwarded to any unauthorized persons. If you have received this electronic mail transmission in error, delete it from your system immediately without copying or forwarding it, and notify the sender of the error by replying via email, so that our address record can be corrected.

8. From the DrChrono CRM go to **Swords** (



) > **Setup / Enrollment**.



ACCOUNT MANAGEMENT

- DrChrono Sales CRM
- Practice Group Management
- Search for References
- User Management
- Employee Accounts

INTERNAL TOOLS

Data Recovery

Setup / Enrollment

9. Click on **PDMP Setup**.

Setup / Enrollment

Initial Implementation

Implementation Form

Billing

Assign Medical Biller EDI Follow Up Enrollment Graphs

eRx

eRx Prescriber Setup **PDMP Setup** Identity Verification Reset Copy Favorite Prescriptions Copy Favorite Pharmacies

10. Enter the provider's name or provider ID and click **Register**.

Select Doctor **Brendan Wilberton** ↓

To use PDMP, please register the practice with Appriss PMP Gateway **Register**

11. Enter the **Username** and **Password** from step 7 and click **Register**.

Register the practice with PMP

Practice Group

Username Username is required.

Password Password is required.

Confirm Password Confirm Password is required.

Override credential Checked if you want to override the existing credential in the system.

Close **Register**

12. For the provider being registered, select a **Role**, the **DEA/NPI** (the provider must have first set up eRx. For reference on how to do this follow the steps outlined in [INTERNAL: How to Activate a Provider's eRx Feature Upon Registration](#)), and click **Authorize**.

Physician
Pharmacist
Pharmacist with prescriptive authority
Nurse Practitioner
Psychologist with prescriptive authority
Optometrist with prescriptive authority
Naturopathic Physician with prescriptive authority
Physician Assistant with prescriptive authority
Medical Resident with prescriptive authority
Medical Intern with prescriptive authority
Dentist
Other Prescriber

Name	Username	Role in PMP	Prescriber (DEA/NPI)	Authorize
Caroline King, PA-C	carolineking	Physician		Authorize
Christy E., M.D.	christye	Pharmacist		Authorize
Danielle Smith, PA-C	daniellesmith	Pharmacist with prescriptive authority		Authorize

PDMP Authorized Doctors

There is no PDMP registered doctors yet.

Name	Username	Role in PMP	Prescriber (DEA/NPI)
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13. Once authorization is complete, the provider will appear in the **PDMP Authorized Doctors** list for the practice.

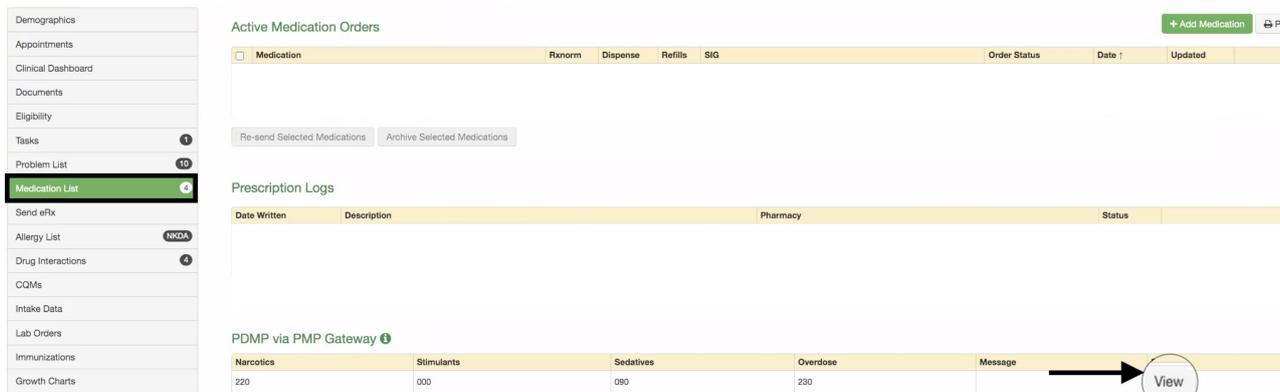
PDMP Authorized Doctors

Name	Username	Role in PMP	Prescriber (DEA/NPI)
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Viewing the PDMP Report

PDMP reports can be seen in a patient's chart. In order to run a report on a patient, there are five required demographics that need to be recorded: **First Name, Last Name, Phone Number, Date of Birth, and Zip Code**. An error message will show if there is missing information.

1. To view the report go to **Medication List** in the patient's chart. Under the **PDMP via PMP Gateway** section, click **View**.



2. The scores from the report can be viewed to help inform patient safety and care. Click on the **Explanation and Guidance** link below each score for more information on the reports.

PDMP via PMP Gateway i

Narcotics	Stimulants	Sedatives	Overdose	Message	Report
150	000	100	520		Hide

Note: Clinical Risk Indicators are not meant to implicate patients, but to provide clinicians with supplemental information to enhance the treatment and care of their patients.

- Risk Indicators

<p>NARX SCORES</p> <table> <tr> <td>Narcotic</td> <td>Sedative</td> <td>Stimulant</td> </tr> <tr> <td style="font-size: 24pt;">150</td> <td style="font-size: 24pt;">100</td> <td style="font-size: 24pt;">000</td> </tr> </table> <p style="text-align: center;">Explanation and Guidance</p>	Narcotic	Sedative	Stimulant	150	100	000	<p>OVERDOSE RISK SCORE</p> <p style="font-size: 36pt; text-align: center;">520</p> <p style="text-align: center;">(Range 000-999)</p> <p style="text-align: center;">Explanation and Guidance</p>	<p>ADDITIONAL RISK INDICATORS (2)</p> <ul style="list-style-type: none"> ! \geq 5 opioid or sedative providers in any year in the last 2 years ! \geq 4 opioid or sedative dispensing pharmacies in any 90 day period in the last 2 years <p style="text-align: center;">Explanation and Guidance</p>
Narcotic	Sedative	Stimulant						
150	100	000						

For an internal demo, [here is a link](#) to a video on Box.