Frequently Asked Questions

This document provides answers to some common questions regarding the reporting of controlled substances to the Arkansas Prescription Monitoring Program (PMP) database. A list of the questions answered in this document is provided below:

1. Who can I contact with additional questions?
2. How often do I have to report?
3. What if I do not dispense any controlled substances during a reporting period?
4. How do I report zero dispensing?
5. What website address should I use to upload my data files?
6. What federal schedules and drugs of concern does the law require dispensers to report to the AR PMP?
7. Are there any exemptions from the reporting requirement?
8. The AR PMP requires data to be submitted using the ASAP 4.2 standard. Please offer some direction to help eliminate file formatting errors.
9. What are the requirements for valid NDC numbers?

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1. Who can I contact with additional questions?

If you need *technical assistance* with any Arkansas PMP procedures, you can:

Contact HID at arpmp-info@hidesigns.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 PMP, please contact:

Denise Robertson, P.D.
PMP Administrator
Arkansas Department of Health
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Little Rock, AR 72205

Phone: (501) 683-3960
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> ## 2. How often do I have to report?

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.

Data collection began on March 1, 2013.

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> ## 3. What if I do not dispense any controlled substances during a reporting period?

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.

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> ## 4. How do I report zero dispensing?

If you do not dispense a controlled substance on a specific day, you must report this information to the Arkansas 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 steps you must perform for each method are provided in the following sections.

Report Zero Activity – RxSentry

The information in the following topics explains the processes single dispensers and dispensers reporting for a group of pharmacies should use to report zero activity using RxSentry's **Report Zero Activity** menu function.

Single Dispensers

If you are a single dispenser, perform the following steps to report zero activity using RxSentry:

1 Open an Internet browser window and type the following URL in the address bar: www.arkansaspmp.com.

2 Click **Dispenser**, and then click **RxSentry Data Upload**.

   A login 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**.

A window similar to the following is displayed:

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

A message similar to the following is displayed:

Group Pharmacies

If you are responsible for reporting for a group of pharmacies, perform the following steps to report zero activity using RxSentry.

Note: You are required to repeat this process for every pharmacy for which you are responsible for reporting.

1 Open an Internet browser window and type the following URL in the address bar: www.arkansaspmp.com.

2 Click **Dispenser**, and then click **RxSentry Data Upload**.

A login 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**.

A window similar to the following is displayed:

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

Notes:

▪ The **Period End Date** field is populated with the current date. You may adjust this date to reflect the dates during which no dispensing occurred.

▪ All other pharmacy information is populated with the information provided when you created your account.

8 Select the **Use ID/Name listed above** option to manually enter the pharmacy ID whose information you are reporting. If you choose to enter the pharmacy ID manually, type the pharmacy ID in the **Pharmacy ID/Name** field.

Or

Select the **Choose from list** option to select the pharmacy ID whose information you are reporting from a list of pharmacies with a name similar to your pharmacy.

9 Click **Continue**.

If you selected the **Use ID/Name listed above** option, a message similar to the following is displayed:
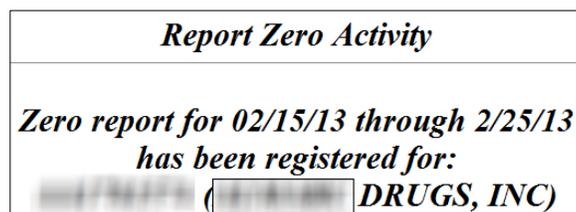
Or

If you selected the **Choose from list** option, a window similar to the following is displayed:

10 Click the radio button next to the correct pharmacy ID.

11 Click **Continue**.

A window similar to the following is displayed:

Report Zero Activity – File Upload

Perform the following steps to report zero activity by uploading a zero report data file:

1 Prepare the zero report data file for submission, using the ASAP 4.2 specifications.

> **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 *20140902.dat* if you submit it on September 2, 2014.
>
> - 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: *20140902a.dat*, *20140902b.dat*, and *20140902c.dat*.
>
> - The system will accept zipped files and you should name them using the date of submission to HID. For example, name the file *20140902.zip* if you submit it on September 2, 2014.

- Before transmitting your file, rename it to include the suffix *.up* (e.g., *20140902.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., *20140902.dat*).

2 Upload the file using the steps provided in one of the following data delivery methods described 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.

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5. 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://arpdmreporting.hidinc.com/
- Encrypted file with OpenPGP via FTP: ftp://arpmreporting.hidinc.com/
- SSL website: https://arpmreporting.hidinc.com/ (click **Upload a File**)

Complete data formatting and delivery instructions are available in the *Dispenser's Implementation Guide.* To download the guide, navigate to the AR PMP website, www.arkansaspmp.com, click **Dispenser**, and then click **RxSentry Dispenser's Implementation Guide**.

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6. What federal schedules and drugs of concern does the law require dispensers to report to the AR PMP?

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.

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7. Are there any exemptions from the reporting requirement?

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

8. The AR PMP requires data to be submitted 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?

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9. 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

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