HAWAII PDMP FREQUENTLY ASKED QUESTIONS

GENERAL INFORMATION

TO CREATE AN ACCOUNT:

AWARxE: FOR DATA REQUESTORS   https://hawaii.pmpaware.net

CLEARINGHOUSE: FOR DATA SUBMITTERS   https://pmpclearinghouse.net

TECHNICAL SUPPORT:

Appriss: 1-844-544-4767

PMP AWARxE: https://apprisspmp.zendesk.com/hc/en-us/requests/new

PMP Clearinghouse: https://apprisspmpclearinghouse.zendesk.com/en-us/requests/new

Hawaii PDMP Administrator: hirxmonitor@hawaii.gov

User support guides: http://dps.hawaii.gov/about/divisions/law-enforcement-division/ned/

FAQ'S

Who is required to register with the Hawaii Prescription Drug Monitoring Program?

Any registrant of the Narcotics Enforcement Division (NED) that holds a controlled substance license (except pharmacies and veterinarians) must register as a data requestor through the AWARxE website. Registrants who dispense controlled substances will need to register through the Clearinghouse website as a data submitter (except veterinarians). (HRS Chapter 329-101)

What are the registration requirements for the Hawaii Prescription Drug Monitoring Program?

The general requirements for the Hawaii PDMP include a current and valid Professional Vocational License (PVL) with the State of Hawaii, NED Controlled Substance license and a Federal DEA license. If any of these licenses are expired or not on file with the Narcotics Enforcement Division to verify, account registrations will be rejected.

I am creating an account and am getting an error message stating that my email is invalid. What do I do?

Generally, an invalid email address means that the email address is already in use by you or another user. *In AWARxE, an email address can only be registered to one user account.* If you receive this message, please ensure you entered your email address correctly at the login page. If it is correct, you are already a registered user in AWARxE. You will need to click on the "reset password" option to gain access. An email will be sent with instructions to reset your password.

What if I don't have access to the email I initially used to create my PDMP account?

You will need to submit a written request to the PDMP Administrator to change your email address in the system. Please email hirxmonitor@hawaii.gov

Can I complete part of my registration and finish it later?

Once you start the registration process you must complete it or you will need to start the process over. There are three separate sections that must be completed before the user can successfully submit their registration for approval from the PDMP Administrator.

How long does it take to get approval to access the Program?

Access into the Hawaii PDMP system takes approximately 3 – 7 business days. Efforts are underway to shorten this duration.

Who can access the information in the system?

Patient information as well as registrant information in the system can only be accessed by registrants of the PDMP or authorized delegates of a registrant. The information contained within the PDMP is a tool for the practitioner to recognize and address prescription drug diversion and abuse. Inappropriate access or disclosure of patient information is a violation of state law and may result in disciplinary action and/or criminal investigation.

How do I reset my password?

As a data requestor you may reset your password on the AWARxE login screen. Enter the email address you initially used to create your account and follow the prompts after you click on the "reset password" option.

I requested a password reset but I have not received an email with the link to reset my account. What should I do?

If you do not receive the reset password email, please check your spam/junk folders. If the email is not there, you may need to add the following email address as a safe sender (no-reply-pmpaware@globalnotifications.com) and then click on the "reset password" option again. If you are still unable to reset your password, you will need to contact the NED office at 808-837-8470.

What are the new laws for prescribers regarding the Hawaii Prescription Drug Monitoring Program?

There are two recent laws relating to the PDMP:
- Hawaii Revised Statutes, HR S329-101(b). This requires that as part of the "controlled substance registration process, all practitioners, except veterinarians, and pharmacies shall be registered with the department to utilize the electronic prescription accountability system (also known as HI-PDMP and AWARxE)

- Effective July 1, 2018 Act 153(18): Relating Prescription Drugs (also known as SB2646) became law. Act 153 (18) requires prescribers to consult electronic prescription accountability system (also known as HI-PDMP or AWARxE) before prescribing as schedule II-IV controlled substance, in order reduce the risk of abuse of addiction to a controlled substance, to avoid harmful drug interactions, or as otherwise medically necessary. (Refer to Act 153(18): for specifics and exceptions to this requirement.)

Where can I read the law in its entirety?

https://www.capitol.hawaii.gov

Act 153(18)

HR S329-101(b)

Why do I need to check the PDMP before issuing prescriptions under certain circumstances?

It's the law and the spirit of that law is to prevent prescription misuse and promote patient care. Checking the PDMP will ensure that your patients are not drug seeking, misusing or abusing any prescriptions, it may also prevent any harmful drug interactions from occurring. Please think of the PDMP as a tool to assist you in caring for your patients.

Can I have someone from my office staff check the PDMP for me?

Yes, delegates that a prescriber authorizes to preform PDMP checks are allowed to register for their own account in the PDMP. If a staff member from your office (i.e. office manager) signs up as a delegate, there is a dual approval process. An email will be sent to you as their Supervisor to approve their account as well as approval by the PDMP Administrator.

How will the new law affect patient care?

Patient care can be greatly improved by utilizing the PDMP by alerting prescribers of possible misuse. This is a tool that can help assist patients with getting additional help they may need.

How does the Narcotics Enforcement Division enforce the new PDMP laws?

NED monitors PDMP usage and will enforce the law as necessary for compliance.

I ran the patients name and birthdate and no record came up, did I do it wrong?

Maybe. First check the spelling and birth date for accuracy. If you use a partial search the first three alpha characters must be accurate for both first and last name, as well as the birthdate. If there is no patient identified or a patient record with no controlled substance is generated, then the PDMP has no record of a controlled substance dispensed for that patient during the time frame you specified in the query.

My patient says they have picked up prescriptions for a controlled substance, why is it not showing up on his/her PDMP report?

There may be several reasons:

First, the data is not in real time, pharmacies are required to report dispensed data every 7 days. Therefore, a prescription that was dispensed on Monday may not appear on a PDMP check done within 7 days.

Second, Military healthcare facilities and pharmacies are not required to report to the PDMP at this time.

Third, the PDMP will show only those controlled substance prescriptions dispensed in Hawaii.

Fourth, pharmacies will only provide data on dispensed/picked up controlled substance prescriptions to the PDMP.

Lastly, the date range of fill dates must include the prescription(s) dispensed to the patient.

Note: If there is a circumstance that does not meet any of the above, please contact NED at (808)837-8470 or hawaiicsreg@hawaii.gov so that we may identify the cause.

Will I be able to get HI-PDMP through my EHR?

Currently, Electronic Health Records (EHR) and the Hawaii PDMP are not connected. However, the Narcotics Enforcement Division is considering this option as it is an emerging topic of interest in the healthcare community. The possibility of linking these two databases is currently in the discussion phase.