PREPARED BY:
Nebraska Department of Health and Human Services and
Nebraska Health information Initiative
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NEBRASKA

PDMP Veterinarian User Guide

DRUG OVERDOSE PREVENTION
PRESCRIPTION DRUG MONITORING PROGRAM

NEBRASKA Good Life. Great Mission. DEPT. OF HEALTH AND HUMAN SERVICES
Cync Health

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About RxGov

RxGov is software that records, and tracks medication dispenses including controlled and non-controlled prescriptions. Due to the possibility of misuse or abuse, controlled substances can present a hazard to the public. Most states have Prescription Drug Monitoring Programs (PDMPs) that seek to reduce the misuse or abuse of controlled substance prescriptions. PDMPs can use RxGov to monitor the prescribing and dispensing of controlled substances in their state. Nebraska requires pharmacies and other dispensers to submit information on all dispensed prescriptions daily to provide a comprehensive medication history to improve patient safety.

RxGov is designed to be a comprehensive system. It facilitates communication between multiple user groups to ensure patient confidentiality, data security and the presentation of accurate information. It does all this in an online environment that does not require any special hardware or software, allowing a user to access their account anywhere they have access to the internet.

How Does RxGov Work?

RxGov works by being a universal point of contact at all steps of the prescription dispensing process.

When a patient visits a health care provider and the provider considers prescribing a controlled substance or other prescription for a patient, the provider may first review the PDMP to manage the benefits and risks of controlled substance medications and identify potentially harmful drug interactions.

Before dispensing a prescribed controlled substance, a pharmacist may review the PDMP and verify that there is not a likelihood of misuse or abuse by the patient.

By submitting data for a dispenser or group of dispensers daily, a data submitter keeps the RxGov database current and ensures that the data reviewed by health care providers and dispensers is accurate.

Program Overview

The Nebraska PDMP is authorized by Nebraska Rev. Statutes §§ 71-2454 through 71-2455 to monitor the care and treatment of patient medications, provide information to improve the health and safety of our patients and help prevent the misuse of prescribed controlled substances.

The Nebraska PDMP is administered in collaboration between the Nebraska Department of Health and Human Services (DHHS) and the Nebraska Health Information Initiative (NEHII) to provide a medication query functionality available to all prescribers and dispensers in Nebraska at no cost to providers.

Patients cannot opt out of the Nebraska PDMP functionality, maintaining the most comprehensive medication data set possible. The data is available through a separate application tile on the NEHII HIE 2.0 dashboard.

Those who submit or receive information from the Nebraska PDMP must provide reasonable privacy protections in accordance with the Health Information Portability and Accountability Act (HIPAA).

Veterinarians and the PDMP

RxGov is utilized by Veterinarians and their delegates to manage the PDMP workflow. It provides veterinarians the ability to search and view patient dispenses and to submit and view the dispense data they have provided to the PDMP.

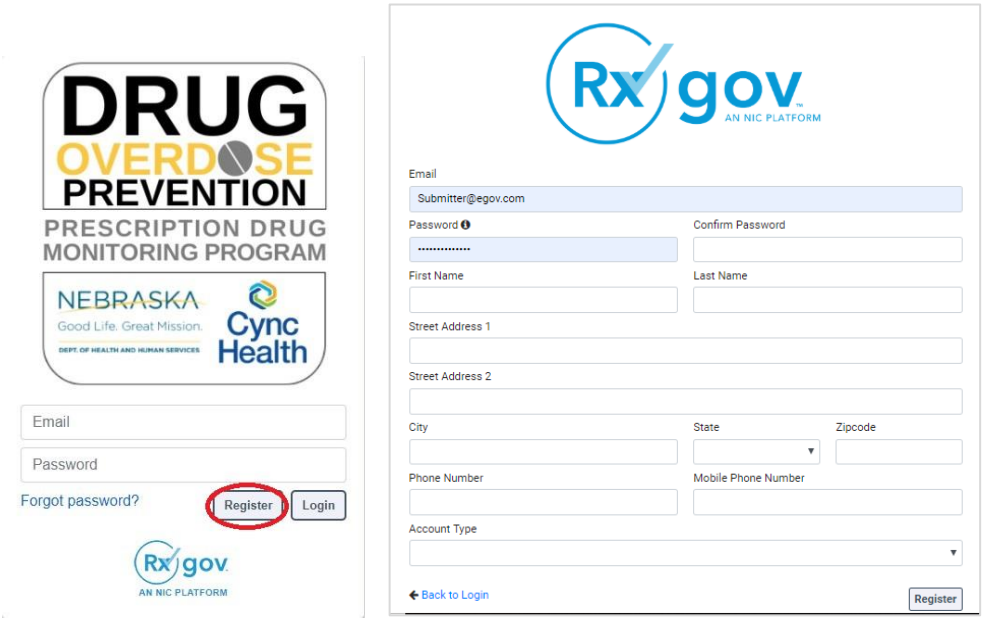
Data Collection and Reporting Requirements

Reporting Expectations

- Submission of ALL controlled substances (C2-C5 only) dispensed to a veterinarian patient (non-human) in the state or to an address in the state.
- Dispensers are required to provide data daily in a standardized format or may provide zero reports if no medications were dispensed that met the required criteria.
    - Data is encouraged to be provided as close to real-time as possible.
    - If you or your clinic do not dispense any controlled substances to veterinary patients, you may apply to DHHS for an exemption here.

The Veterinarian Account-Registration and Types

Creating Your Account



Steps to Create a New Account

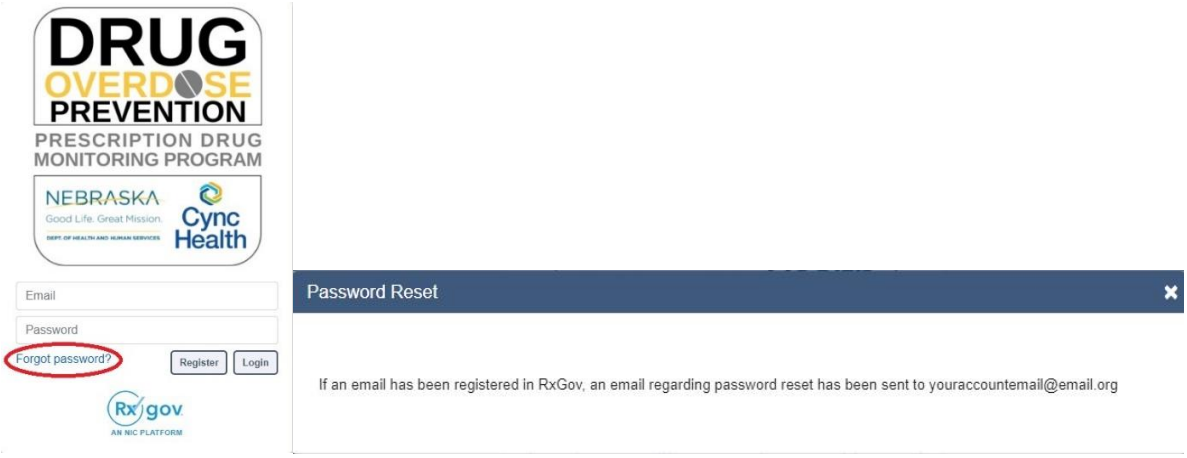
1. Go to RxGov at: https://nepdmp.rxgov.com.
2. On the RxGov home page, click **Register**.
3. Enter the following required information:
    a. Email: This e-mail will become your username!
    b. Password
    c. First name
    d. Last name
    e. State
    f. Phone number of the facility/clinic and an alternate number (place in the mobile phone number field)
4. Enter as much of the following information as possible:
    a. Street address
    b. City
    c. Zip code
5. In the **Account Type** menu, select Veterinarian, Veterinarian Delegate, or Veterinary Submitter.
        a. Only those professionals covered by the Uniform Credentialing Act may view PDMP data. Veterinarians and Veterinarian Delegates must register with their own unique email address/user ID to access RxGov.
            i. Register as a Veterinarian if you are a **Veterinarian**.
                1. Provide your DEA in the DEA number box.
                2. For user type select Veterinarian, enter Veterinarian.
                3. Enter the clinic name for the Organization(s) AND Submitter Name.
            ii. Register as a Veterinarian Delegate if you are a **Veterinarian Technician**.

   b. Those not covered by the Uniform Credentialing Act, referred to as Office Staff within this document, can submit/upload data to the PDMP but do not have rights to view PDMP data.
      i. Register as a Veterinarian Submitter if you are a registration clerk, secretary, Veterinarian Assistant, or other Office Staff.
6. Your Submitter Name should include the name of your facility/clinic and be unique (ex: Pet Clinic – Your Name).
7. Select **Register**.
8. An email from RxGov will be sent to the associated email address (please be sure to check any junk or spam folders). Follow the link to validate the email address.
9. After review by a CyncHealth Nebraska PDMP administrator, the account will be activated, and an email will be sent as notification.

Modifying Your Account

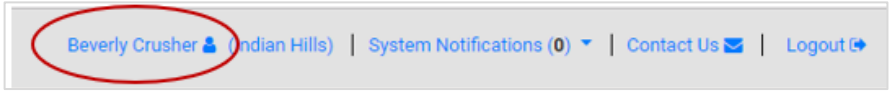
Forgot Your Password

1. Go to RxGov at: https://nepdmp.rxgov.com.
2. Select **Forgot password?**
3. An email will be sent to the email on file with a link to reset the password.

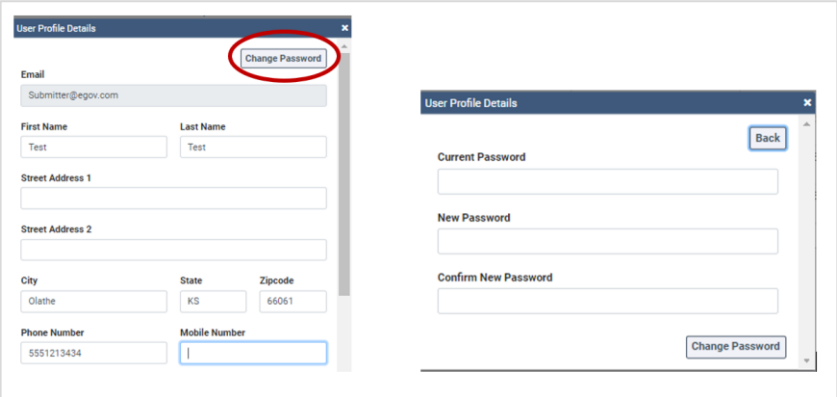


Change Your Password

1. Log on to RxGov at: https://nepdmp.rxgov.com.
2. On the top menu bar, select your username.
3. On the **User Profile Details** page, click **Change Password**.



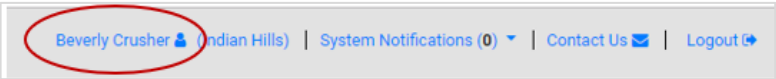
4. Type your current password in the **Current Password** box.
5. Type your new password in the **New Password** box.
6. Type your new password in the **Confirm New Password** box.
7. Select **Change Password**.



Account Lockout

User accounts will be locked out after five failed login attempts. The account will remain locked out for 30 minutes. If needed, contact Support@CyncHealth.org or 402-506-9900 x1 for PDMP support from CyncHealth.

Update Profile Details

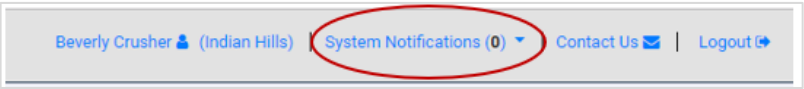


To change any user information, contact Support@CyncHealth.org or 402-506-9900 x1 for PDMP support from CyncHealth.

Viewing System Notifications

System notifications are set by system administrators, visible to all users and usually contain information about updates, system outages or planned downtime. They can also contain information relevant to using the system.

System notifications can be viewed by selecting **System Notifications** on the top menu bar. A drop-down of system notifications will appear.



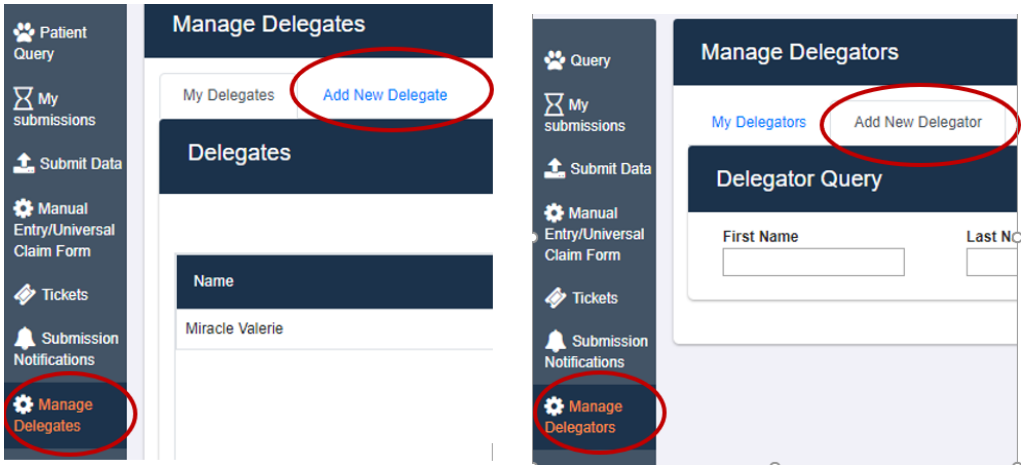
Manage Delegates

Veterinarians can view patient dispense records within the PDMP but may also delegate this task to a Veterinarian Technician. Nebraska statute uses the terms designator and designee, but RxGov uses the terms delegator and delegate. For the purposes of this document:

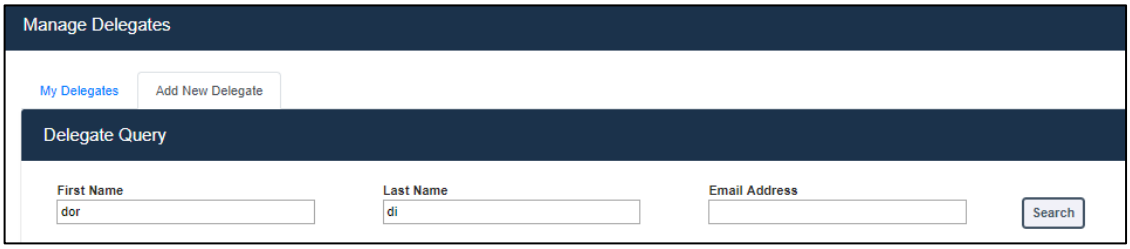
Designator = Delegator
Designee = Delegate

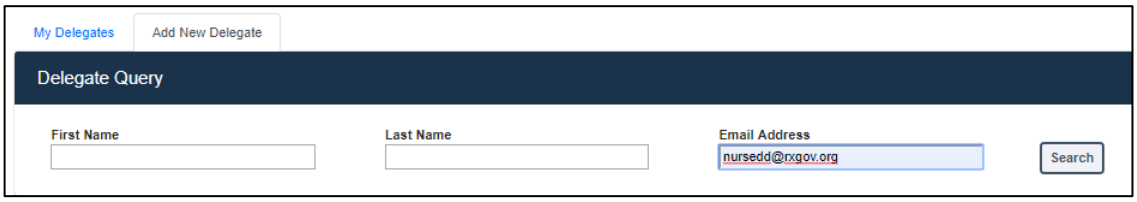
Add a Delegate/Delegator

1. Select **Manage Delegates** located on the left side menu.
2. Select **Add New Delegate or Delegator**.



3. Search for the delegate/delegator by *partial or complete first and last name* or *email*. If the delegate/delegator is not found in this search, make sure he/she has completed the PDMP registration process before proceeding.

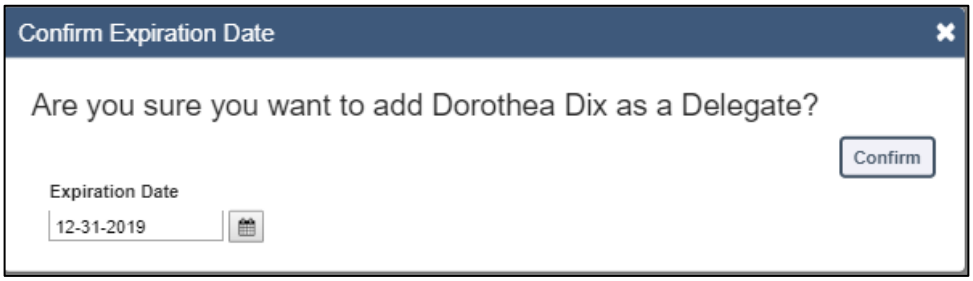




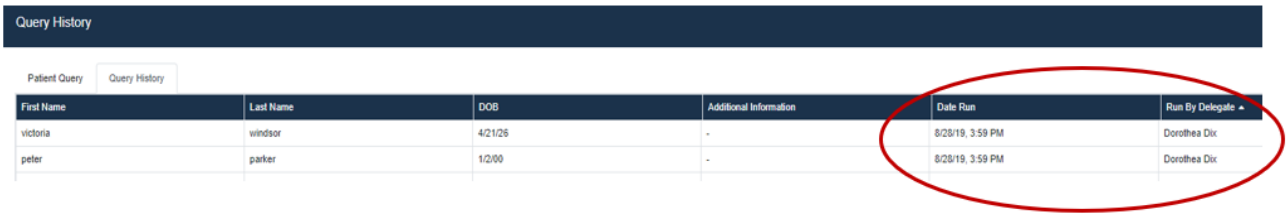
4. Select the intended delegate/delegator from the list by clicking anywhere in the row. The delegate's information will display below.

5. Select **Make Delegate or Make Delegator** in the right-hand corner.

6. The Delegator will Select a date for the relationship to end. For a delegated relation without an end, remove the date under Expiration Date.
7. Select **Confirm**.



8. The delegate/delegator request must be accepted by their counterpart to complete the process.
9. Delegates can then view the PDMP on the delegator's behalf.
10. Veterinary Patients viewed by the delegate can be seen in the delegator's **Query History**.

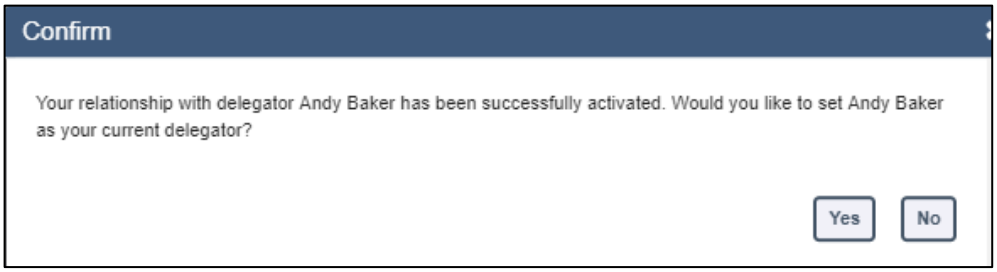


Delegate/Delegator Accepts Invitation

1. Select **Manage Delegates or Manage Delegators**.
2. Relationship can be sorted by selecting the row header.
3. Select the intended delegate/delegator by clicking anywhere in the row.

4. Select **Activate** in the right-hand corner.

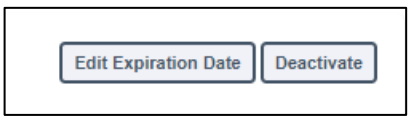
5. Confirm your decision to activate the relationship.



Deactivating a Delegate/Delegator

1. Select **Manage Delegates or Manage Delegators**.
2. Relationship can be sorted by selecting the row header.
3. Select the intended delegate/delegator by clicking anywhere in the row.

4. Delegators may select either **Edit Expiration Date** or **Deactivate** to terminate the delegate relationship.
5. Delegates may only **Deactivate** the relationship



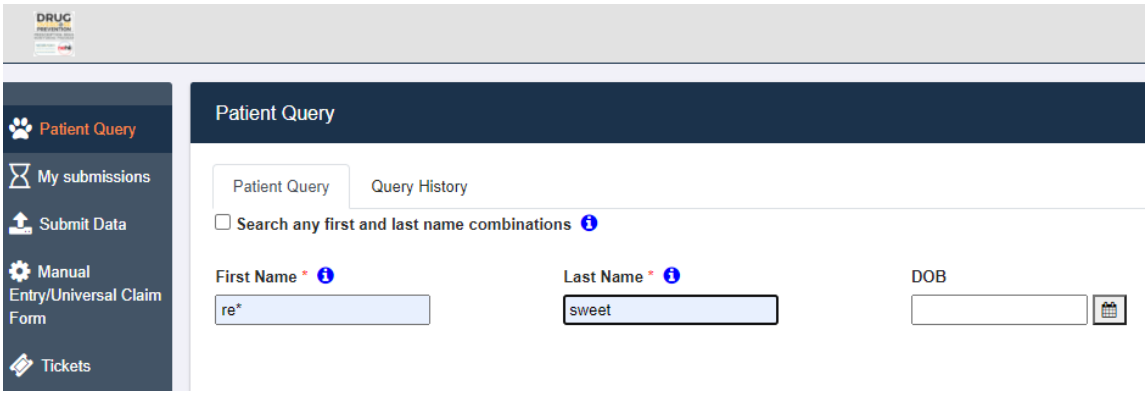
Performing Queries

Veterinarians and Veterinary Delegates can view medications dispensed to veterinary (animal) patients only. This is done by performing a query within the PDMP. If no dispenses are found, RxGov will display the message “Query returned no results.” For individuals not found in RxGov, the message displayed will be “No patients found.”

Query

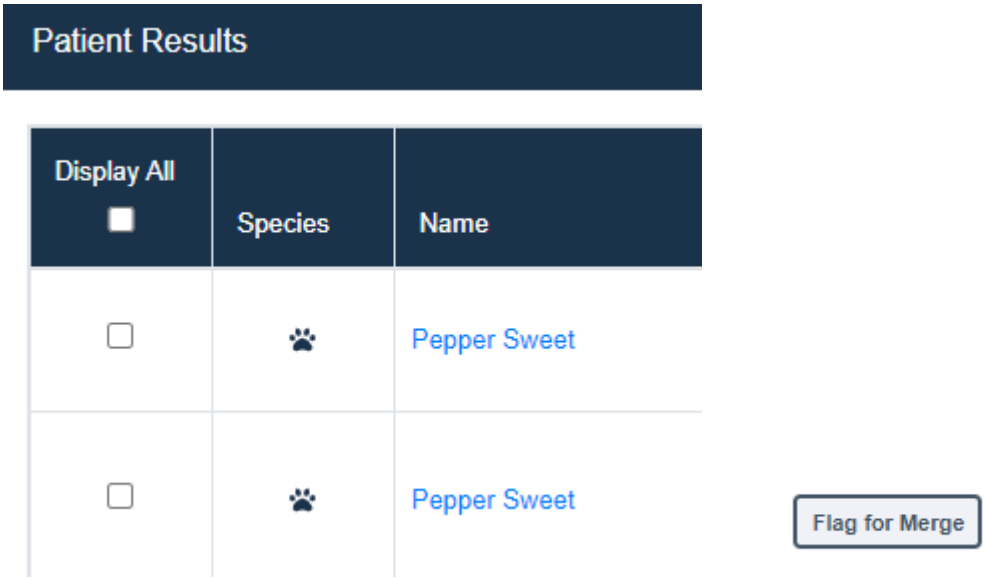
The **User Dashboard** defaults to the **Patient Query** tab. For veterinary patients, medications are directly linked to the primary pet owner (using owner name, DOB, and address).

1. Search for the **Owners First and Last names**.
   a. A search of partial names is allowed; however, full names are encouraged to provide the most accurate results. To enter a partial name search, a *wildcard* (i.e., asterisk (*)) must be entered.
   b. Date of birth is optional for search criteria but is highly encouraged to provide the most accurate results.
   c. Selecting the option of **Search any first and last name combinations** will search for first and last names that may be entered by dispensers in reverse order (i.e., Clark Kent and Kent Clark).
   d. Enter required fields and select **Submit**.



2. If multiple patients potentially meet your search criteria, they are displayed in a picklist.
   a. Select **Display All** to choose all the listed patients in the search.
   b. Select specific patients within the list to restrict the view to only certain patients.

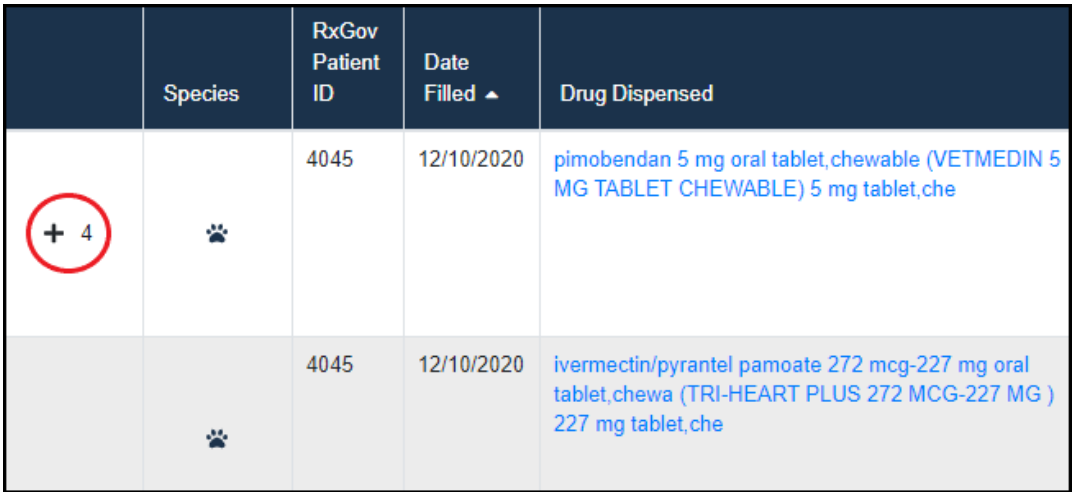
c. If the user feels the patients displayed in the picklist are the same patient, the user may request that the patient profiles be merged.
    i. To do this, select the desired patients from the picklist and then select **Flag for Merge**.



d. Provide a comment to be reviewed by the administrator; then select **Submit**.

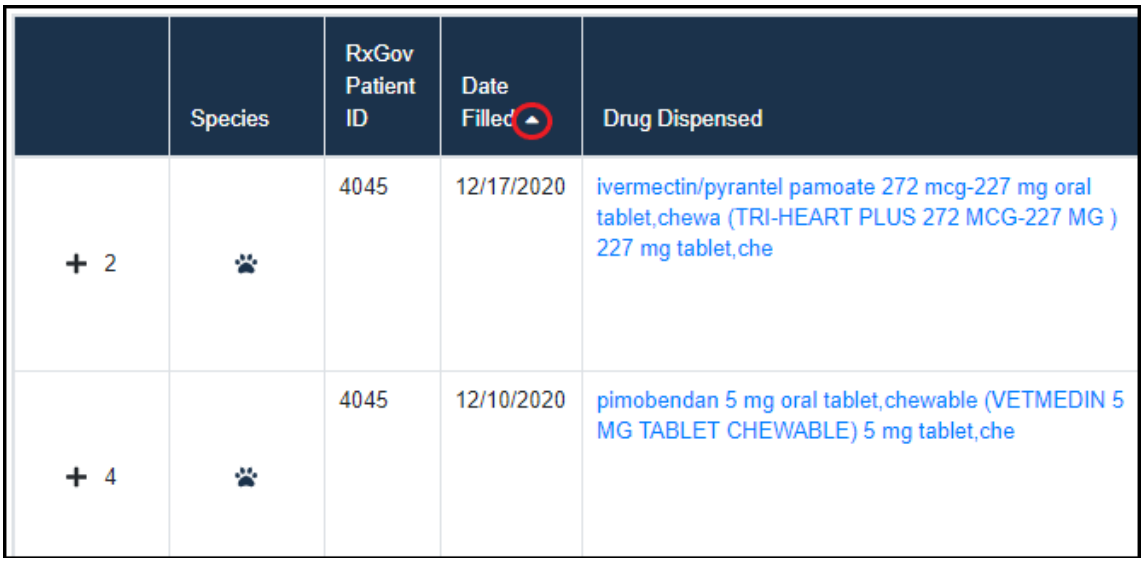
3. When variations of patient information exist but the identity of the patient has been confirmed, these accounts will be automatically linked. This is indicated by a “+” plus sign beside the patient’s name.
    a. Select a patient’s name to expand the patient detail screen where you will see a list of any previously linked/merged patient information.

4. Results are displayed in the **Patient Information** section.
   a. The default timeframe displays the last six months of dispenses. This may be filtered to a timeframe of three, six or twelve months.
   b. Collapse/expand
      i. Dispenses that match generic name, strength and dosage form are grouped together and collapsed to yield more concise and readable results.
      ii. Dispenses collapsed into one line are indicated by a + to the left of the medication dispense line.
      iii. To review all dispenses of this medication, select the **+** sign.



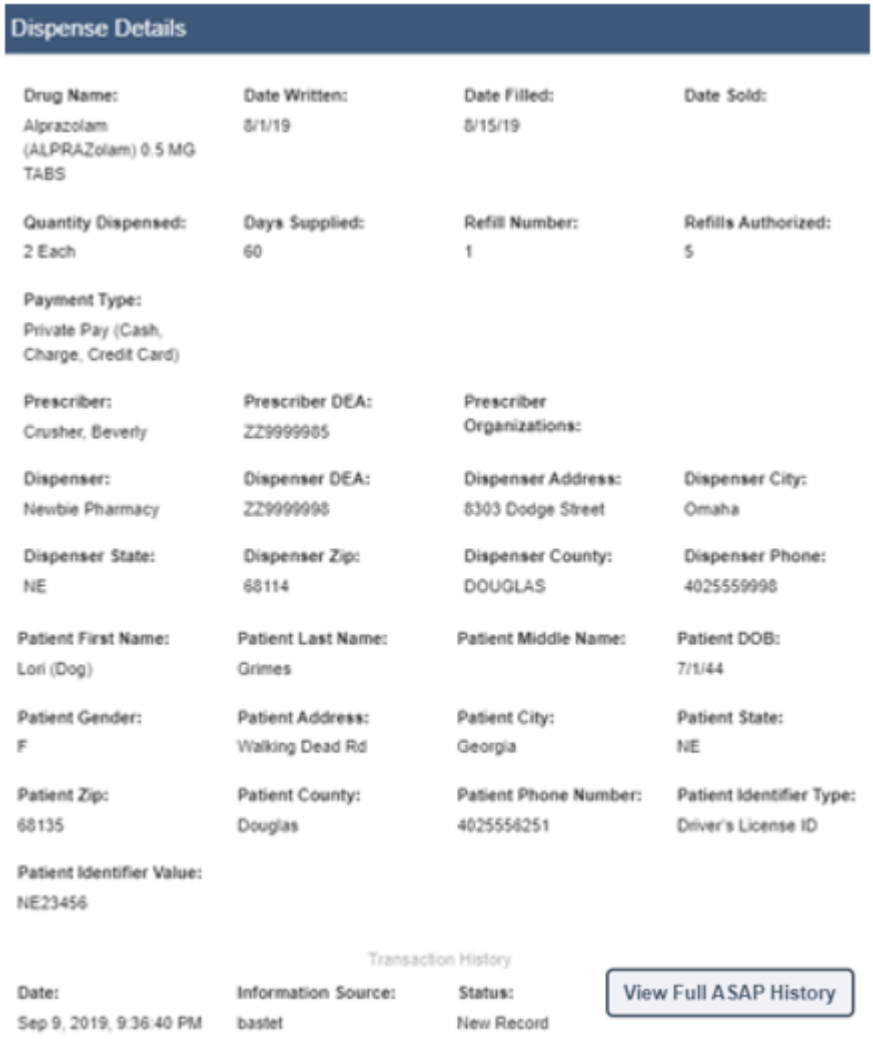
− 4		4045	12/10/2020	pimobendan 5 mg oral tablet,chewable (VETMEDIN 5 MG TABLET CHEWABLE) 5 mg tablet,che
		4045	12/10/2020	pimobendan 5 mg oral tablet,chewable (VETMEDIN 5 MG TABLET CHEWABLE) 5 mg tablet,che
		4045	11/13/2020	pimobendan 5 mg oral tablet,chewable (VETMEDIN 5 MG TABLET CHEWABLE) 5 mg tablet,che
		4045	10/15/2020	pimobendan 5 mg oral tablet,chewable (VETMEDIN 5 MG TABLET CHEWABLE) 5 mg tablet,che

c. You can sort the column by selecting the arrow next to **Date Filled**.



	Species	RxGov Patient ID	Date Filled	Drug Dispensed
+ 2		4045	12/17/2020	ivermectin/pyrantel pamoate 272 mcg-227 mg oral tablet,chewa (TRI-HEART PLUS 272 MCG-227 MG) 227 mg tablet,che
+ 4		4045	12/10/2020	pimobendan 5 mg oral tablet,chewable (VETMEDIN 5 MG TABLET CHEWABLE) 5 mg tablet,che

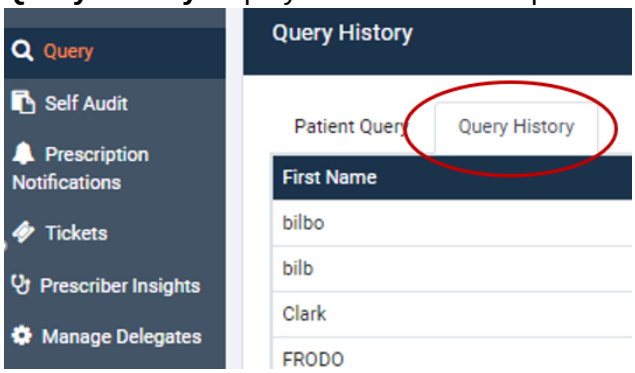
5. To view/see more detailed information, click on the blue drug name to open the **Dispense Details**. This displays the information reported by the pharmacy or other dispensers.



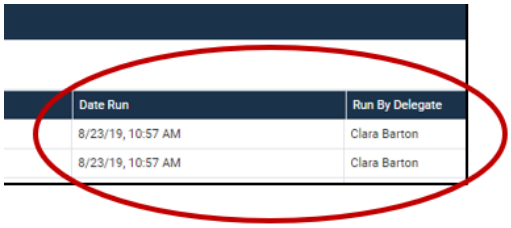
To view the dispense in detail, click on the **View Full ASAP History**. This level of detail will give specifics such as Rx Sig if provided by the submitting pharmacy or veterinarian clinic.

Query History

1. **Query History** displays the most recent patient searches performed.



2. This history will also show queries performed on behalf of the veterinarian by their delegate.



3. The veterinarian or delegate can easily repeat a search by selecting the patient from the **Query History**.
4. This returns the veterinarian or delegate to the **Query** screen.
5. Select **Submit** to run the query.

Data Submission

Submission of any Controlled Substance (C2-5) dispense to a veterinary (non-human) patient must be electronically reported to the Nebraska PDMP within 24-hours of dispensing by using RxGov.

If you or your clinic do not dispense any controlled substances to veterinary patients, you may apply to DHHS for an exemption here.

The most up-to-date User Guides for the Nebraska PDMP are accessible here.

Notes About NDC Numbers

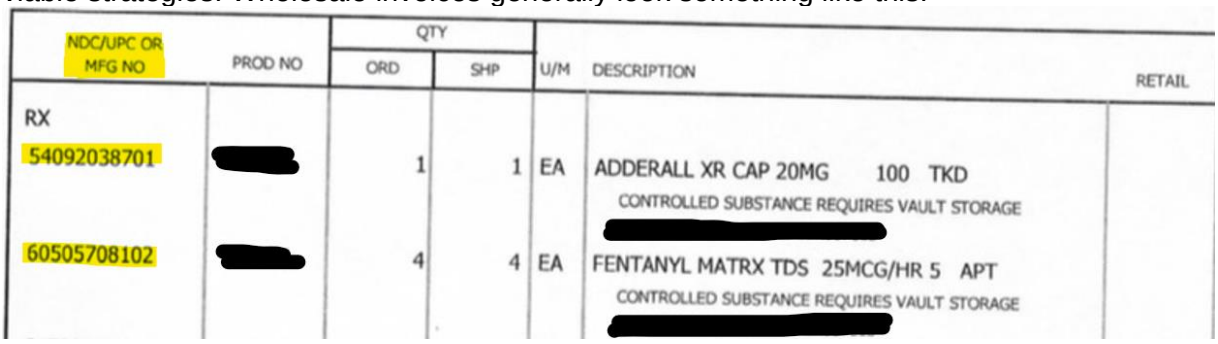
Many prescription medication packages have the NDC code displayed on the package in a 10-digit format which may include hyphens (-). To submit successfully to the Nebraska PDMP, this 10-digit NDC format will need to be converted to an 11-digit format without the hyphen(s).

The following table shows common formats on packaging and the appropriate way to convert to the 11-digit format needed for reporting. The correctly formatted, additional "0" is bold and underlined in the following example. Hyphens are provided to demonstrate the various formatting examples for the NDC but would not be transmitted in ASAP format.

Do not use hyphens when entering the actual data in the Nebraska PDMP. If there are any hyphens (-) or less/more than 11-digits in the field, the file will come back with an error for that record.

10-Digit Format on Package	10-Digit Format Example	11-Digit Format	11-Digit Format Example	Actual 10-Digit NDC Example	11-Digit Conversion of Example
4-4-2	9999-9999-99	5-4-2	**0**9999-9999-99	0228-2027-10	**0**0228202710
5-3-2	99999-999-99	5-4-2	99999-**0**999-99	58284-100-14	58284**0**10014
5-4-1	99999-9999-9	5-4-2	99999-9999-**0**9	60575-4112-1	6057541120**1**

The table is a general guide for how to read the bottle of medication but does not help with all instances. Using your wholesale invoice or wholesaler sales help line to identify the NDC are also viable strategies. Wholesale invoices generally look something like this:



NDC/UPC OR MFG NO	PROD NO	QTY ORD	QTY SHP	U/M	DESCRIPTION	RETAIL
RX						
54092038701	[redacted]	1	1	EA	ADDERALL XR CAP 20MG 100 TKD CONTROLLED SUBSTANCE REQUIRES VAULT STORAGE [redacted]	
60505708102	[redacted]	4	4	EA	FENTANYL MATRX TDS 25MCG/HR 5 APT CONTROLLED SUBSTANCE REQUIRES VAULT STORAGE [redacted]	

The highlighted section will typically have the NDC listed in the 11-digit format. Use a fine-line permanent marker and document the correct NDC in a free area of the bottle.

If you use compounded substances from pharmacies, they may not include the NDC of the controlled substance ingredients but should have a compound record. The compound record is the recipe used to

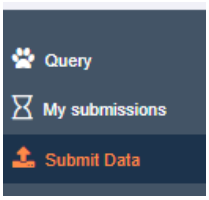
create that specific prescription or batch product. It will include the drug NDC and should be available by the pharmacy to fax or provide the information over the phone. If you have questions, contact Support@CyncHealth.org or 402-506-9900 x1 for PDMP support from CyncHealth.

SFTP File Upload

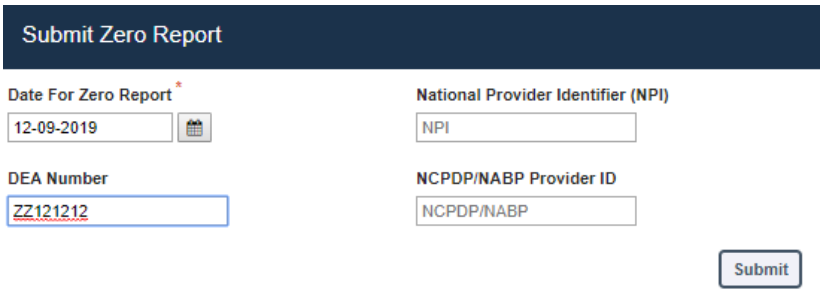
For instructions on submitting dispensing information via SFTP (secure file transfer) see the Nebraska PDMP Submitter Guide here.

Zero Reports

1. If no controlled substances (C2-5) are dispensed (take-home medication) within a 24-hour period, the clinic may submit a Zero Report. Zero reports document compliance with the PDMP reporting requirement.
2. On the left menu, select **Submit Data**.

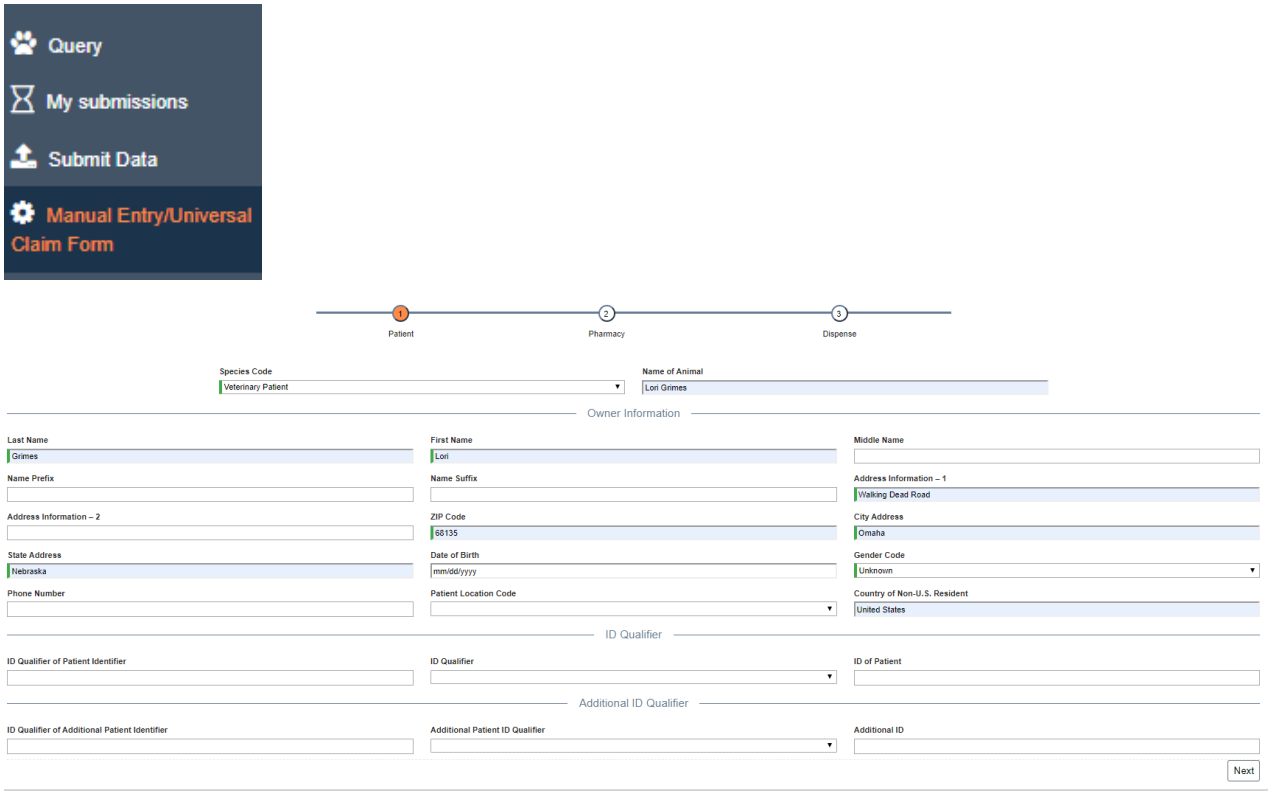


3. Then enter the date and DEA, then select **Submit**.



Manual Prescription Entry

1. Log on to RxGov at: https://nepdmp.rxgov.com.
2. On the left menu, select **Manual Entry/Universal Claim Entry Form**.

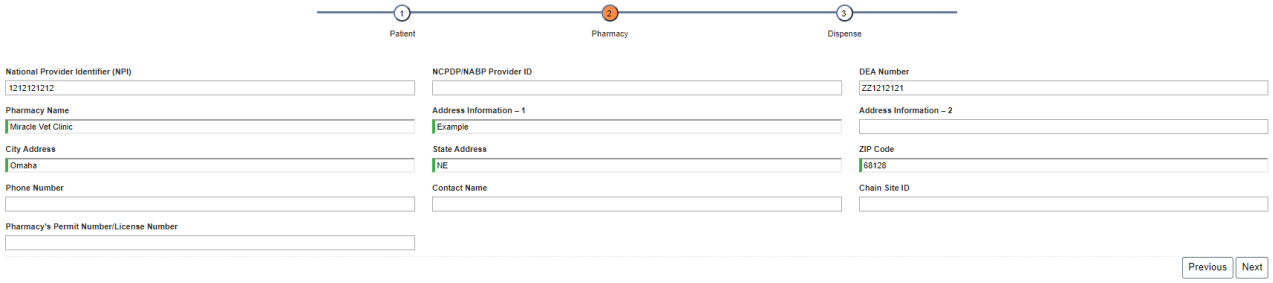


3. Patient Information Page
    a. Besides the name of the animal, ALL other information entered for this section should relate to the pet's **Owner.**
    b. This page defaults to Species Code "02" which is "Veterinary Patient".
    c. Name of Animal is optional, but encouraged
    d. Fill out all mandatory fields, indicated by red bar in the left side of the field.

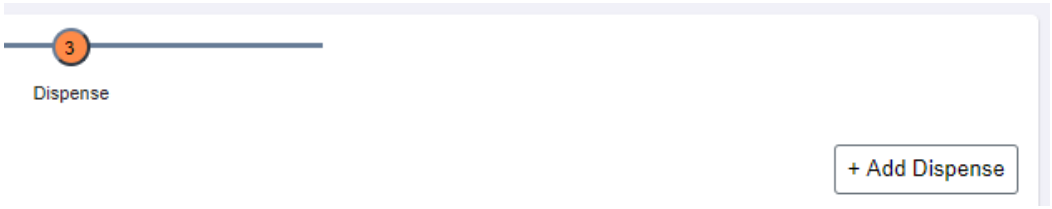
e. Once completed, the bar on the left side of the field turns green.

f. Once all required fields are completed, select Next.

4. Pharmacy Information Page
   a. In this section, enter the information of the **Veterinary Clinic**.
   b. Enter both the NPI and DEA
      i. NPI is required but the Veterinary Clinic may not have a National Provider Identification (NPI) so please enter the 10-digit phone number of the clinic.
   c. Once all required fields are completed, select Next.

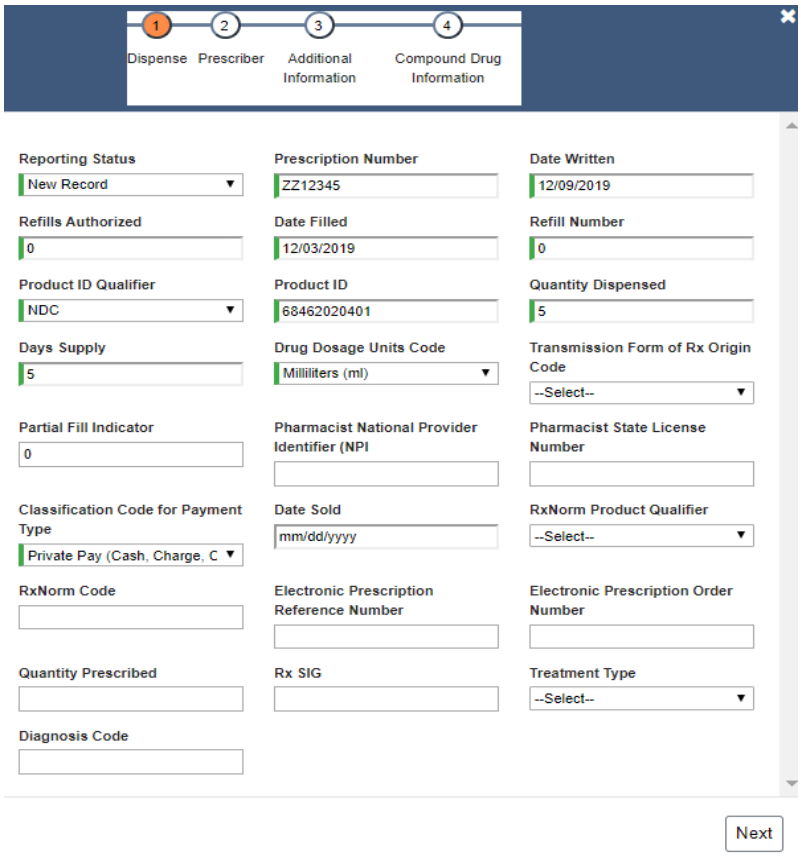


5. Dispense Information – Dispense Page
   a. Select **+Add Dispense** on the upper right-hand corner

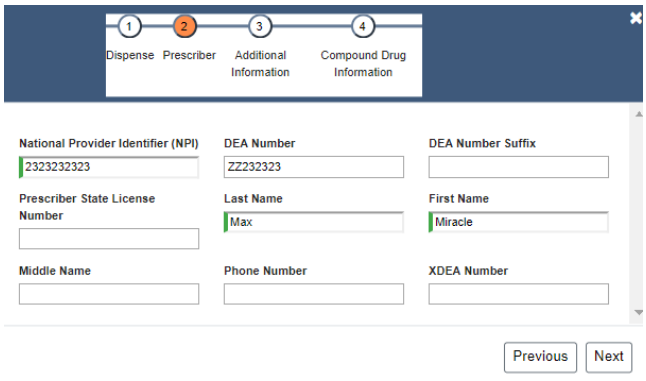


   b. Reporting Status = New Dispense, Void or Revise a previous dispense
   c. Refill Number = 0 is a New Prescription, the first refill is 1, the second refile is 2, etc.
   d. Product ID Qualifier = NDC or UPC
   e. Product ID = the NDC number or UPC code
   f. Drug Dosage Units Code = Each, mL, or gm as appropriate for the medication
   g. Partial Fill Indicator = 0 (0 indicates it is *not* a partial fill)
   h. Classification Code for Payment Type = Private Pay (Cash, Charge, Credit Card)

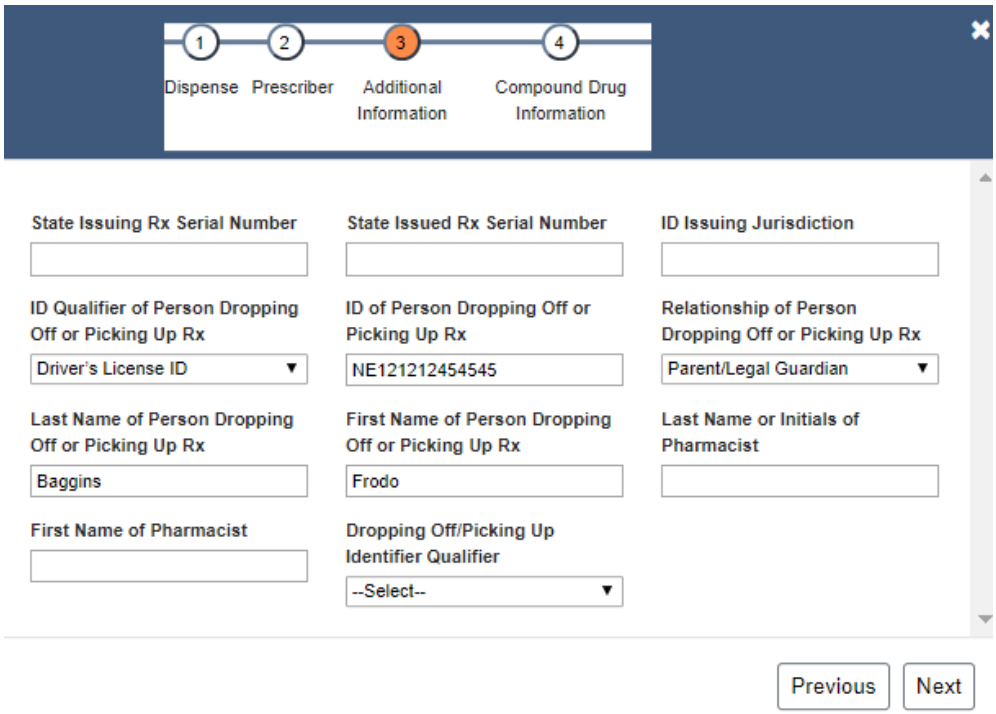
i. Once all required fields are completed, select **Next**.



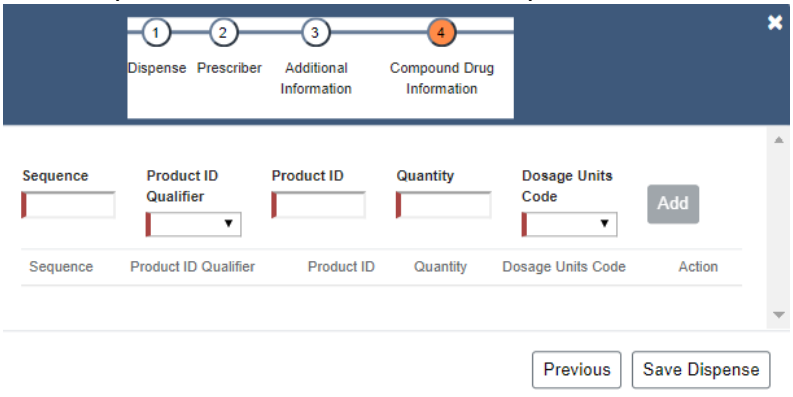
6. Dispense Information – Prescriber Page
    a. In this section, enter the information of the **Veterinarian**.
    b. Enter both the NPI and DEA
        i. NPI is required but the Veterinarian may not have a National Provider Identification (NPI) so please enter their 10-digit phone number of the clinic.
    c. Once all required fields are completed, select Next.



7. Dispense Information – Additional Information Page
    a. If someone other than the pet owner picked-up the prescription it can be captured here.
        i. ID Qualifier of Person Dropping Off or Picking Up Rx = Driver's License or other ID
        ii. ID of Person Dropping Off or Picking Up Rx = the Driver's License or other ID number
        iii. Relationship of Person Dropping Off or Picking Up Rx – Indicate the Owner's Parent or Other
        iv. First Name and Last Name of the Person Dropping Off or Picking Up Rx
    b. Once all required fields are completed, select Next.

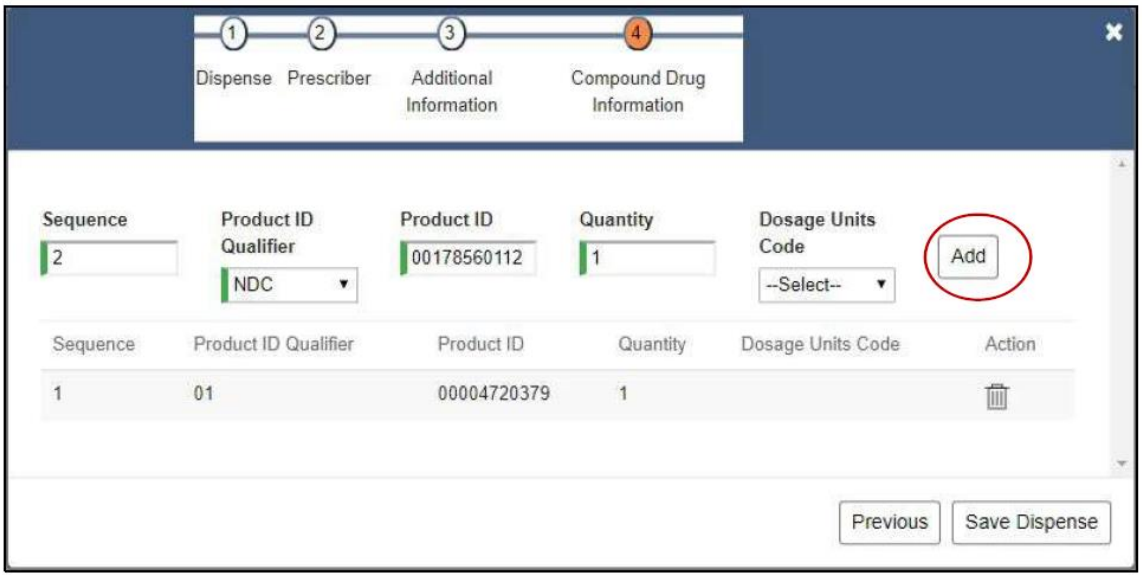


8. Dispense Information – Compound Page
    a. If the dispensed medication is *not* a compound, then select **Save Dispense**.



    b. This page is only used if the medication dispensed is a compound.

i. *If* a medication is a compound, then all fields are mandatory.
ii. To indicate a dispense is a Compound, on the Dispense Page enter Product ID (NDC) of all 9's (9999999999).
iii. Sequence = the number of ingredients. The first ingredient = 1, the next = 2, etc.
iv. Once ingredient information is complete select Add
    1. For veterinarians, only controlled substance items must be added.
v. Once all ingredients are added, select **Save Dispense**



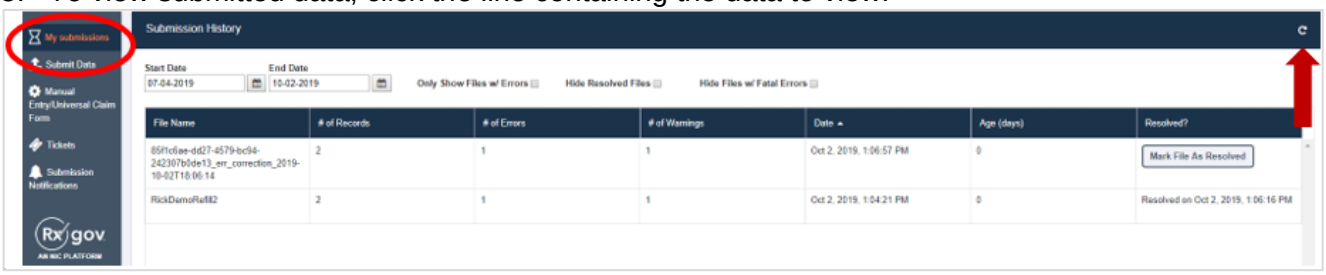
9. To enter additional dispenses for the same patient, select **+Add Dispense** and complete the Dispense Information steps again.
10. Dispenses entered in error can be removed by selecting the trash icon to the right of the row.
11. Before completing the manual entry, you may select Previous to return to earlier pages.
12. Once all dispenses for that patient are entered, select **Submit Universal Form**.

View Submitted Reports

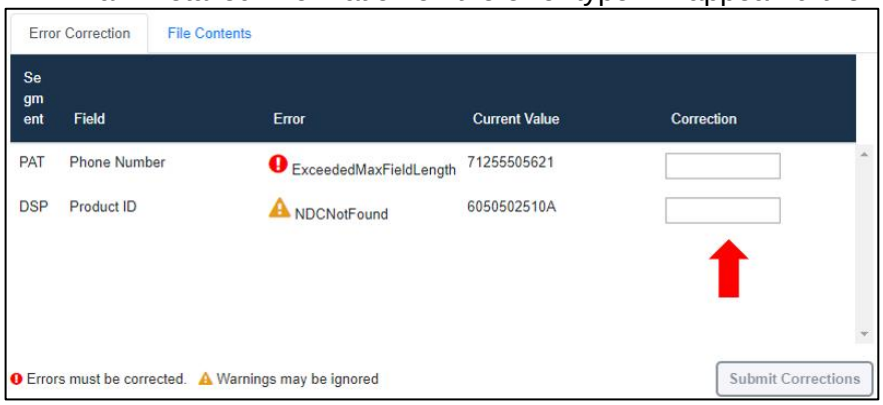
Submitted data can be viewed in the RxGov platform. The submitter will only be able to view records submitted via their own account username.

1. Log on to RxGov at: https://nepdmp.rxgov.com
2. Click **My Submissions** in the left menu. Most recent submissions will appear first.
3. On the **Submission History** page, use the **Start Date** and **End Date** boxes to select the dates for viewing data.
4. Use the refresh icon in the top-right hand side to check for new files if needed.

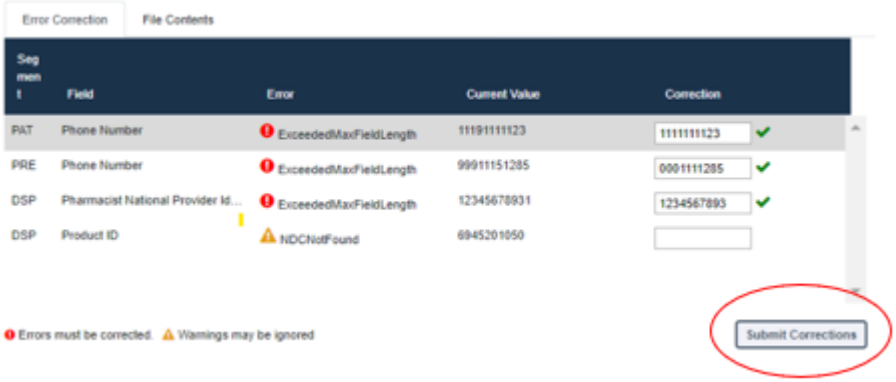
5. To view submitted data, click the line containing the data to view.



6. There are two error types that apply to Manual Prescription Entry: *Error* and *Warning.*
    a. *Errors* are defined as simple data errors that must be corrected or the data will **not** become part of the PDMP.
    b. *Warnings* are defined as simple data errors that may be corrected but if they are not, data **will still** become part of the PDMP.
7. When the file contains an error (as noted by the quantity in the error column), click anywhere in the row of the file.
    a. Detailed information on the error type will appear further down the screen.



8. Enter the correct information in the “Corrections” box.
    a. A green check mark will appear once information is entered.
    b. Tab or click away from the box to complete the entry.
    c. Then, click **Submit Corrections**.
    d. Note that some NDC’s may not be in the database. These will still become part of the PDMP but will state “Details of Dispense not available” but the NDC is still available in the Full ASAP Dispense Details



9. Corrected files will be shown in the **My Submissions** tab.

Support

If you have questions regarding the Nebraska PDMP, please email Support@CyncHealth.org or call 402.506.9900 x1.

Document Information

Version History

The version history records the publication history of this document.

Publication Date	Version Number	Comments
12/15/2019	1.0	Initial publication
01/04/2020	1.1	Added Features
06/03/2022	1.4	Additional NDC information

Change Log

The change log records the changes and enhancements included in each version.

Version Number	Chapter/Section	Change
1.0	N/A	N/A
1.1	Query	Delete language regarding merge of a veterinary patient with a human patient.
1.4	Notes about NDC Support update	Added more details about NDCs Updated Support contact