Online Void Functionality in the PMP Data Collection Tool

Effective April 21, 2014, there will be an enhancement to the Prescription Monitoring Program (PMP) Data Collection tool to allow users the option to void a record online. This feature can be accessed from the Rx Review option on the blue menu bar in the PMP Data Collection Tool.

- Users with a Controlled Substance Prescription Data Submitter Role for your pharmacy or practice will have the ability to void records.
  - Be aware that any staff assigned the Controlled Substance Prescription Data Submitter Role will also have the ability to permanently void prescriptions from the PMP Registry.
- The online void option should only be used for the following scenarios:
  - To remove a prescription record from the PMP Registry when the prescription was never dispensed to the patient.
  - To remove a prescription record from your Outstanding Errors list when the prescription was never dispensed to the patient.
  - To correct a prescription record from the PMP Registry or Outstanding Errors list when the dispensed prescription was submitted with an incorrect Date Filled, Rx Number or NCPDP Number. First, the record must be voided. After voiding the record, generate a new, corrected record for resubmission.

The online void process is detailed below.

1. Log in to your Health Commerce System (HCS) account using the link below.
   https://commerce.health.state.ny.us/public/hcs_login.html
   If you don’t have an HCS account, please refer to the Electronic Data Transmission Submitter’s Guide for additional information. This guide can be accessed through the Bureau’s EDT web page:
   http://www.health.ny.gov/professionals/narcotic/electronic_data_transmission/
2. Select the Rx Review option on the blue menu bar in the PMP Data Collection Tool.
   Note: The Rx Review option is also used to review the status of a prescription record submitted to the PMP Data Collection Tool.
3. The Prescription (Rx) Review screen will display. Enter the Rx Number of the prescription to void. Click submit.
4. The screen pictured below will display. Multiple dispensing records may display for the Rx Number selected.
   Review the record(s) to ensure you select the record with the Date Filled and Dispenser that you intend to void.
   a. If the user has the “Controlled Substance Prescription Data Submitter” role, the void button will be available to the right of the record.
   b. If the user does not have the “Controlled Substance Prescription Data Submitter” role, the void button will be grayed out.

**Prescription(Rx) Review**
5. Click the “Void” button next to the record with the Date Filled and Dispenser that you intend to void.
6. Review the confirmation screen displayed and click “Confirm” to complete the void transaction or “Cancel” to return to the previous Rx Review screen.

   **Note:** that once “Confirm” is selected, the void cannot be reversed. If a void was completed in error, the prescription record must be resubmitted.

7. After the void transaction has been completed in the PMP Data Collection Tool for the selected prescription record, the Rx Review screen will display. The “Void” button to the right of the record will no longer be available and the “Status Code” field will display as “NonPMP-Void”.

---

**Manual Data Entry**

Effective April 21, 2014, organizations that use the PMP Data Collection Tool Manual Entry module to enter controlled substance prescription dispensing records will be required to indicate if the submission is ‘New’ or is a ‘Correction’.

- If the submission is new, a new Rx Number will be required for each dispensed drug for that Date Filled.
- If the submission is a correction, you must indicate the Rx Number, Date Filled and Dispenser ID (DEA or Pharmacy NABP) of the record to be corrected.
The Manual Entry Module enhancements are detailed below.

1. Log in to your Health Commerce System (HCS) account using the link below.
   https://commerce.health.state.ny.us/public/hcs_login.html
   If you don’t have an HCS account, please refer to the Electronic Data Transmission Submitter’s Guide for additional information. This guide can be accessed through the Bureau’s EDT web page: http://www.health.ny.gov/professionals/narcotic/electronic_data_transmission/

2. Select the Manual Entry option on the blue menu bar in the PMP Data Collection Tool. The screen pictured below will display. The new Submission Type field is circled below. You must select “New” or “Correction”.
   a. Select new to enter a new controlled substance dispensing record.
   b. Select correction to enter a correction to a previously submitted controlled substance dispensing record.

3. Populate all other fields as you did prior to this enhancement.

4. Click on the Submit button that is located at the bottom of the Manual Entry Screen.
   a. **Note to Dispensing Practitioner:**
      If 'New' is selected for the Submission Type for a dispensing practitioner and a match exists in the PMP Data Collection Tool, the user will receive the error message below when submitting the record since the record exists in the database and is not “New”. A match in the practitioner dispensing record is determined by the combination of the practitioner’s DEA Number, Date Filled and Rx Number.

   A prescription for this Practitioner DEA, Rx Number and Date Filled has already been submitted. If this is a new record, you must use a unique Rx Number. If this is a correction, select Correction for the Submission Type.

   If 'Correction' is selected for the Submission Type for a dispensing practitioner and a match does not exist in the PMP Data Collection Tool, the user will receive the error pictured below when submitting the record since the record does not exist in the database and there is no record to correct. A match in the practitioner dispensing record is determined by the combination of the practitioner’s DEA Number, Date Filled and Rx Number.

   A prescription for this Practitioner DEA, Rx Number and Date Filled has not been submitted yet. In order to make a correction, the DEA number, Rx Number and Date Filled must match the record to be corrected. If this is not a correction, select New for the Submission Type.

   If the user 'Voided' a record, and wants to re-submit using the same Rx number, Date Filled and DEA, the user must select 'Correction' because the 'Void' record exists in the PMP Data Collection Tool database.

   b. **Note to Dispensing Pharmacy:**
      If 'New' is selected for the Submission Type for a pharmacy submitter and a match exists in the PMP Data Collection Tool, the user will receive the error pictured below when submitting the record since the record exists in the database and is not “New”. A match in the pharmacy dispensing record is determined by the combination of the NABP Number, Date Filled and Rx Number.

   A prescription for this NABP, Rx Number and Date Filled has already been submitted. If this is a new record, you must use a unique Rx Number. If this is a correction, select Correction for the Submission Type.
If ‘Correction’ is selected for Submission Type for a pharmacy submitter and a match does not exist in the PMP Data Collection Tool, the user will receive the error below when submitting the record since the record does not exist in the database and there is no record to correct. A match in the pharmacy dispensing record is determined by a combination of NABP Number, Date Filled and Rx Number.

A prescription for this NABP, Rx Number and Date Filled has not been submitted yet. In order to make a correction, the NABP number, Rx Number and Date Filled must match the record to be corrected. If this is not a correction, select New for the Submission Type.

If the user 'Voided' a record, and wants to re-submit using the same Rx number, Date Filled and pharmacy NABP, the user must select 'Correction' because the 'Void' record exists in the PMP Data Collection Tool database.

c. If there are fields with errors after clicking submit, the screen will display with the message circled below. The field in error is located above the field specific error message.

d. If there are no fields with errors, the confirmation screen pictured below will display indicating that the record was accepted after the user clicks “Submit”.

**Note:** If you do not receive any error messages and you do not receive the confirmation screen pictured below, your record was not successfully submitted. You will need to delete your browsing history, reboot your computer and re-enter the data.

Manual submission is successfully processed for

<table>
<thead>
<tr>
<th>NABP:</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEA:</td>
</tr>
<tr>
<td>Name:</td>
</tr>
</tbody>
</table>

Today's manual submission statistics for DOE, JOHNSON MD