Massachusetts

**PDMP acronym:** MA Prescription Monitoring Program

**Agency Responsible:** Department of Public Health

**Agency Type:** Department of Health

**Website:** www.mass.gov/dph/dcp/pmp

**Email:** mapmp.dph@MassMail.State.MA.US

**Register Website:** https://massachusetts.pmpaware.net/identities/new

**Query Website:** https://massachusetts.pmpaware.net/login

**Data Upload Website:** https://pmpclearinghouse.net/users/sign_in

**Statistics Website:** http://www.mass.gov/eohhs/gov/departments/dph/stop-addiction/current-statistics.html

**Opioid Dashboard Website:** https://chapter55.digital.mass.gov/

**Training Website:**


**Opioid Guidelines Website:**

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**PDMP Contact Information**

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Address</th>
<th>City State Zip</th>
<th>Telephone</th>
<th>Fax</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Johnson, David - Director PMP</td>
<td>239 Causeway Street</td>
<td>Boston MA 02114</td>
<td>6177538016</td>
<td>6179730985</td>
<td><a href="mailto:david.e.johnson@state.ma.us">david.e.johnson@state.ma.us</a></td>
</tr>
<tr>
<td>Kelly, Rodd - PMP Administrator</td>
<td>239 Causeway Street</td>
<td>Boston MA 02114</td>
<td>6179730946</td>
<td>6179730985</td>
<td><a href="mailto:rodd.kelly@state.ma.us">rodd.kelly@state.ma.us</a></td>
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</table>

**State Population and Number of Registrants**

<table>
<thead>
<tr>
<th>State population</th>
<th>DEA Prescriber total</th>
<th>DEA Dispenser total</th>
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<tbody>
<tr>
<td>6,974,258</td>
<td>54,994</td>
<td>1,128</td>
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### Data Transmitter(s)

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<thead>
<tr>
<th>Dispensing Practitioner</th>
<th>Long Term Care Facility Pharmacy</th>
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<tbody>
<tr>
<td>Pharmacy (In-State)</td>
<td>Pharmacy (Mail Order In-State)</td>
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<tr>
<td>Pharmacy (Mail Order Out of State)</td>
<td>Veterans Administration</td>
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### Substances Monitored

| Drugs of Concern | Schedules II - V |

### Alternate Data Sources

<table>
<thead>
<tr>
<th>Medical Marijuana Dispensations</th>
<th>Mental Health Assessment Tools</th>
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<tbody>
<tr>
<td>Naloxone/Narcan Administrations</td>
<td>Naloxone/Narcan Dispensations</td>
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<tr>
<td>Overdoses - Fatal</td>
<td>Substance Use Disorder Treatment Options</td>
</tr>
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</table>

### Available Reports

<table>
<thead>
<tr>
<th>Annual PDMP Reports</th>
<th>Dispenser Reports to Law Enforcement</th>
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<tbody>
<tr>
<td>Drug Trend Reports</td>
<td>Geomapping of Prescription Data</td>
</tr>
<tr>
<td>Licensee Reports to Licensing Board</td>
<td>MME Calculations</td>
</tr>
<tr>
<td>Multiple Provider Episode Reports</td>
<td>Patient Query Lists to Dispensers</td>
</tr>
<tr>
<td>Patient Query Lists to Law Enforcement</td>
<td>Patient Query Lists to Licensing Boards</td>
</tr>
<tr>
<td>Patient Query Lists to Patients</td>
<td>Patient Query Lists to Prescribers</td>
</tr>
<tr>
<td>Patient Reports to Dispensers</td>
<td>Patient Reports to Law Enforcement</td>
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<tr>
<td>Patient Reports to Licensing Boards</td>
<td>Patient Reports to Prescribers</td>
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<tr>
<td>Patient Reports with Summary Data</td>
<td>PDMP Evaluation Reports</td>
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<tr>
<td>Prescriber Report Cards</td>
<td>Prescriber Reports to Law Enforcement</td>
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<tr>
<td>Prescription Drug Combinations</td>
<td>Registrant Query Lists to Law Enforcement</td>
</tr>
<tr>
<td>Registrant Query Lists to Licensing Boards</td>
<td>Registrant Reports to Prescribers</td>
</tr>
<tr>
<td>Statewide Statistics</td>
<td></td>
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</tbody>
</table>
Statistical Capabilities

☑ # of Prescription Filled
☑ # of Prescriptions Filled by CS Schedule
☑ # of Prescriptions Filled by Drug Class
☑ Statistics Filtered by Age or Age Range
☐ Statistics Filtered by Ethnicity or Race
☑ # of Authorized PDMP Users Enrolled
☑ # of Registrants in SDTC
☑ # of Registrants in SDTC by Practice/License Type

☐ # of Data Errors by Error Type
☐ # of Data Errors Corrected
☑ # of At-Risk Patients by Risk Factor
☑ Risk Factor Statistics by Time Frame

☑ # of Solicited Prescriber Reports
☑ # of Solicited Prescriber Reports by Requestor Type
☑ # of Unsolicited Prescriber Reports
☑ # of Unsolicited Prescriber Reports by Recipient Type
☑ # of Solicited Dispenser Reports
☑ # of Solicited Dispenser Reports by Requestor Type
☑ # of Unsolicited Dispenser Reports
☑ # of Unsolicited Dispenser Reports by Recipient Type
☑ # of Solicited Patient Reports
☑ # of Solicited Patient Reports by Requestor Type
☑ # of Unsolicited Patient Reports
☑ # of Unsolicited Patient Reports by Recipient Type
☑ # of Dosage Units Dispensed
☑ # of Dosage Units Dispensed by CS Schedule
☑ # of Dosage Units Dispensed by Drug Class
☑ Statistics Filtered by Gender Identification
☑ Statistics Filtered by Geographic Location
☑ # of Prescribers Enrolled in PDMP by License Type
☑ # of Dispensers Enrolled in PDMP by License Type
☑ # of Prescribers Enrolled in PDMP by Specialty
☑ # of Unique Prescribers
☑ # of In-State Queries
☑ # of In-State Queries by Requestor Type
☑ # of Interstate Queries
☑ # of Interstate Queries by Requestor Type
☑ # of Positive Matches from Interstate Queries
☑ # of Solicited Statistical Reports by Requestor Type
☑ # of Unsolicited Statistical Reports by Recipient Type
☑ # of Unique Requestors for Solicited Reports
☑ # of Unique Requestors by Requestor Type (sol. reports)
☑ # of Unique Requestors for Unsolicited Reports
☑ # of Unique Recipients by Recipient Type (unsol. reports)

% Out-of-State Patients:   5-10%
% Out-of-State Prescribers:   5-10%

Data Analysis Resources Available:
Data Analyst; Epidemiologist;
Authorized PDMP Users

Dispenser Delegates - Licensed/Solicited In-State
Dispenser Delegates - Licensed/Solicited Out-of-State
Dispenser Delegates - Unlicensed/Solicited In-State
Dispenser Delegates - Unlicensed/Solicited Out-of-State
Dispensers - Pharmacies/Solicited In-State
Dispensers - Pharmacies/Unsolicited In-State
Dispensers - Pharmacists/Solicited In-State
Dispensers - Pharmacists/Solicited Out-of-State
Dispensers - Pharmacists/Unsolicited In-State
Law Enforcement - Federal/Solicited In-State
Law Enforcement - Federal/Unsolicited In-State
Law Enforcement - Local/Solicited In-State
Law Enforcement - State/Solicited In-State
Law Enforcement - State/Unsolicited In-State
Medicaid Drug Utilization and Review/Solicited In-State
Medicaid Fraud and Abuse/Solicited In-State
Medical Examiners and Coroners/Solicited In-State
Medical Interns/Solicited In-State
Medical Interns/Solicited Out-of-State
Medical Residents/Solicited In-State
Medical Residents/Solicited Out-of-State
Nurse Practitioners/Solicited In-State
Nurse Practitioners/Solicited Out-of-State
Nurse Practitioners/Unsolicited In-State
Patients/Solicited In-State
Physician Assistants/Solicited In-State
Physician Assistants/Solicited Out-of-State
Physician Assistants/Unsolicited In-State
Prescriber Delegates - Licensed/Solicited In-State
Prescriber Delegates - Licensed/Solicited Out-of-State
Prescriber Delegates - Unlicensed/Solicited In-State
Prescriber Delegates - Unlicensed/Solicited Out-of-State
Prescribers/Solicited In-State
Prescribers/Solicited Out-of-State
Prescribers/Unsolicited In-State
Prosecutors/Solicited In-State
Regulatory and Licensing Boards/Solicited In-State
Regulatory and Licensing Boards/Unsolicited In-State
Researchers/Solicited In-State
State Health Departments/Solicited In-State
Engaged PDMP Users

Dispenser Delegates - Licensed/Solicited In-State
Dispenser Delegates - Licensed/Solicited Out-of-State
Dispenser Delegates - Unlicensed/Solicited In-State
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Prescriber Delegates - Licensed/Solicited In-State
Prescriber Delegates - Licensed/Solicited Out-of-State
Prescriber Delegates - Unlicensed/Solicited In-State
Prescriber Delegates - Unlicensed/Solicited Out-of-State
Prescribers/Solicited In-State
Prescribers/Solicited Out-of-State
Prescribers/Unsolicited In-State
Prosecutors/Solicited In-State
Regulatory and Licensing Boards/Solicited In-State
Regulatory and Licensing Boards/Unsolicited In-State
Budget

Total Annual Budget: $1,200,000.00
PDMP Staff: 12

# of Employees - Operational: 7
# of Employees - Technical: 2
# of Employees - Analytical: 3
# of Employees - Other: 0

Funding Source(s)
BJA Grant
CDC Grant
State General Fund

Technologies

Data Collection Entity: Vendor
Data Collection Vendor name: Bamboo Health
Data Storage Entity: In-House
Data Storage Vendor name: In-House
Report Generation Entity: In-House
Report Generation Vendor name: In-House
Data Access Method: Web Portal/On-Line
Data Access Entity: In-House
Data Access Vendor name: In-House

State HIE in place
RxCheck Integration Allowed
VHA VISTA integration
HL7 FHIR connectivity
ASAP Version Utilized: 4.2A

Patient Matching

☑ Referential Matching
☑ Deterministic Matching
☑ Manual Matching
☑ Other Matching

Wild card searching available. First 5 letters of first name plus asterisk and first 2 letters of last name plus asterisk.

Access to patient matching algorithms

Patient Matching Metrics Available:

Patient matching data elements:
Patient identification (i.e., driver license, social security number), Patient last name, Patient first name, Patient middle name or initial, Patient address, Patient date of birth, Patient gender, Phone number is also used

Integration(s) Available

Integration Type % Providers Hub Used Paid by Fed Gov’t Paid by State Gov’t Paid by Facility Paid by Provider
EHR Integration 75-100% PMPi Annual Fee
☑ Data Downloaded/Stored
☑ Data Incorporated with Interstate Data
Integration Standards: Bamboo Health V5.1 API Bamboo Health Epic SSO API ASAP

HIE Integration 50-74% PMPi Annual Fee
☑ Data Downloaded/Stored
☑ Data Incorporated with Interstate Data
Integration Standards: Bamboo Health V5.1 API Bamboo Health Epic SSO API ASAP
<table>
<thead>
<tr>
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<tr>
<td>West Virginia</td>
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PDMP Policies

Enabling legislation enacted: 1992
PDMP operational: 1994
User access date (any method): 2011
User electronic access date: 2011
Date received electronic data: 1994
Interstate sharing start date: 2016
Law/Statute citation: MA Gen Laws Chapter 94C §24A & 49; Chapter 66A §2
Regulation/Rule citation: MA Code Regs 105 - 700.006 and .012; 247 - 5.01 to .04
Dr Shopper law/statute: MA Gen Laws Chapter 94C § 33
Pill Mill law/statute:
Pain Clinic law/statute:
Unauthorized Use or Disclosure: MA Code Regs 105 700.012(3); Chapter 94c Section 38
Enacted 42 CFR Part 2: 42 CFR Part 2 Details:

- Required Notification to consumers
- Mandated Use of Advisory Group
- Payment method captured
- Ability to id prescriber specialty
- Patient consent required before PDMP data release
- Ability for users to set thresholds for alert notices
- Ability for users to do user-led alert notices
- Mandatory E-Prescribing (EPCS)
- Compliance Process for Enrollment Mandates
- Compliance Process for Query Mandate
- ICD-10 Codes Collected
- Deceased Patient Field
- Engaged in Academic Detailing
- Patient ID Required to be Presented to Dispenser
- Ability to de-id data

- Data Retention Policy
- Data Retention Time:

- All Information Purged
- Patient Information Purged
- Prescriber Information Purged
- Dispenser Information Purged
- Drug Information Purged
- HIPAA Covered Entity
- Identifiable Data to State Health Dept
- Identifiable Data to local Health Dept
- Certified as CMS Specialized Registry
- PDMP Disaster Recovery Plan

ID Types Reported: Patient
Person Dropping Off Prescription
Person Picking Up Prescription

- Authority to release de-id data
De-identified data sharing conditions:
De-Identified Data Retention Details:
- Retain De-Identified Data

Record Retention Details:
- Patient Notification of Breach
- Written Notification of Breach

Patient Breach Notification Method: Other
Patient Breach Notification Method Other: Mail, Telephone
E-prescribing required substances: Controlled Substances and non-controlled prescription medications
E-prescribing exemptions/waivers:

Authority to enforce PDMP mandates: Regulatory/Licensing Board, PDMP, DEA has some authority
Enrollment and Accounts

☐ Superviser Review/audit of Delegate Accounts  Number of Delegates allows:
☐ Auto Enroll with License Renewal or App

Enrollment Method:
Online enrollment

Practitioner IDs for PDMP Account:
DEA controlled substance registration number; Licensing Board number; National Provider Identifier; State controlled substance registration number

2 Factor Authentication:
2 factor authentication not offered

Criteria for Dispensers to get account to upload data
Pharmacy DEA#

Criteria for Prescriber delegates to get account:
Must provide the supervising physician

Criteria for Dispenser delegates to get account:
Must provide the supervising pharmacist

Criteria for PAs to get account:
Prescribers must have a DEA Registration number, State Board License, and a Massachusetts Controlled Substances Registration number to register

Criteria for Nurse Practitioners to get account:
Prescribers must have a DEA Registration number, State Board License, and a Massachusetts Controlled Substances Registration number to register

Criteria for other users to get account:

Requirements for Patients to get PDMP Report:
Must provide a copy of drivers license or other valid ID

Requirements for others to get PDMP Report

Criteria for Online Non-healthcare accounts:
Licensing/regulatory Board investigators, Law Enforcement investigators (federal), Medical Examiners/coroners

PDMP Data for Epidemiological Purposes:  Authority to Release

☐ Law Enforcement On-line access to PDMP  ☐ Law Enforcement Written Request access to PDMP

Law Enforcement Access Method:
Active Investigation

Law Enforcement Access Requirements:

☐ PDMP users validated with DEA Registration File  ☐ PDMP Access without DEA Number
☐ PDMP users validated with NPI File
☐ PDMP users validated with State Licensing Board File

Validation Process for users without DEA #:
Enrollment Mandates

Prescriber - Mandatory PDMP Enrollment

Effective Date(s): January 1, 2013; February 3, 2023

Details:
Prescribers must register if they write a Schedule II or III opioid or prescribing a benzodiazepine every time.

(F) Automatic Authorization to Utilize the Prescription Monitoring Program.
(1) Every practitioner except a veterinarian will automatically, in a manner and form determined by the Department, be granted authority to utilize the prescription monitoring program, as established pursuant to 105 CMR 700.012(E).
(2) If the licensure or registration of a practitioner is suspended, the Department shall suspend the practitioner's access to the prescription monitoring program.
(3) If the licensure or registration of a practitioner is voided or terminated, the Department shall terminate the practitioner's access to the prescription monitoring program.

Use Mandates

Prescriber - Mandatory PDMP Use

Effective Date(s): January 1, 2013; October 14, 2022 (excludes podiatrists); February 3, 2023

Details:
Prescribers, excluding podiatrists, must look up patients each time they write a Schedule II or III opioid or when prescribing a benzodiazepine every time to the patient. A practitioner must query the PDMP prior to prescribing, to a patient for the first time, a Schedule IV or V controlled substance, as designated in guidance to be issued by the Department. Before issuing a written certification for medical marijuana, a certifying healthcare provider must query the PDMP, unless otherwise specified by the Commission, to review the qualifying patient's prescription history.

(G) Requirement to Utilize the Prescription Monitoring Program.
(1) A practitioner must utilize the prescription monitoring program:
(a) prior to prescribing a Schedule IV or V controlled substance, as designated in guidance issued by the Department pursuant to M.G.L. c. 94C, § 24A(c), and
(b) prior to prescribing any opioid in Schedule II or III or a benzodiazepine.
(2) A practitioner is not required to utilize the prescription monitoring program prior to prescribing any controlled substances, only in the following circumstances:
(a) A practitioner providing medical, dental, podiatric, pharmaceutical, or nursing care to hospice patients;
(b) An instance in which emergency care is required and in the professional opinion of the prescriber utilization of the prescription monitoring program is likely to result in patient harm;
(c) An instance in which it is not reasonably possible to utilize the prescription monitoring program, including when the system is not operational due to temporary technological or electrical failure;
(d) A practitioner granted a waiver pursuant to 105 CMR 700.012(I); and
(e) Other exceptions as defined in guidance issued by the Department.

(H) Waiver of Requirement to Utilize the Prescription Monitoring Program.
(1) The Department may temporarily waive the requirements established in 105 CMR 700.012(G)(1) and (2) for a participant who submits a request, in a manner and form determined by the Department, if the Department determines that a waiver is appropriate based on the criteria listed in 105 CMR 700.012(H)(2).
(2) A request for a waiver of the requirements in 105 CMR 700.012(G)(1) and (2) shall include a description of the following:
(a) The participant's history of compliance with laws and regulations related to controlled substances;
(b) A substantial hardship created by a natural disaster or other emergency beyond the control of the participant;
(c) Technological limitations not reasonably within control of the participant; or
(d) Temporary technological limitations within the control of the participant that will be rectified within six months.
Training on Enrollment and Use

Prescriber - Training Required
Prescriber - Training Provided

PDMP Queries

- Ability to search for multiple patients in one query
  - Maximum number of patients in one query:
  - Minimum data elements to query for healthcare user: first name, last name, exact DOB
  - Query by partial data elements by healthcare user: Min of first 3 characters of both the first and last name
  - Optional data elements to query by healthcare user:
  - Minimum data elements to query for non-healthcare user: first name, last name, exact DOB
  - Query by partial data elements by non-healthcare user: Min of first 3 characters of both the first and last name
  - Optional data elements to query by non-healthcare user: Law Enforcement have the ability to search by customer ID

Unsolicited Reports/Push Notifications

- Frequency unsolicited alerts/reports generated: Monthly
- Delivery method for unsolicited alerts/reports: Notification sent via email, System provides notification to user dashboard
- Delivery method for unsolicited alerts/reports - LE: Report mailed, Report sent via email, Law Enforcement does not have direct access, so PMP works with LE via secure email
- Delivery method for unsolicited alerts/reports - Boards: Report sent via email, Regulatory Boards have direct access to the MassPAT system, and reports are generated via the MassPAT system.

- Unsolicited alerts/reports to practitioners not enrolled in PDMP
Veterinary Policies

Data transmission frequency for Veterinarians: Daily

Criteria for veterinarian queries:

- Veterinarian access to owner's prescription history
- Veterinary Icon on PDMP Report

Reporting Specifications:

- Reporting Method: Electronic
- Reporting Specifications:
  - Data Fields: PAT07 - Last Name, PAT18 - Owner's Date of Birth, PAT20 - Species Code, PAT21 - Name of Animal
  - Reporting Description: Veterinarians are required to report

Reporting Mandate Compliance

- Reporting Mandate Compliance Details: Vets are included in general compliance reporting management and SOP

Reporting Mandate Actions:

- Reporting Issues: Veterinarian does not have a DEA or NPI number, Veterinarians reports non-controlled substances to PDMP guidance on how to submit ASAP information on pet meds is not sufficient to date. We see a variety of inconsistent data coming across (pets name vs own
- Reporting Misc Information: Veterinarian usage of PMP is an ongoing discussion concerning access and data submission consistency

Enrollment Mandate Compliance

- Enrollment Mandate Compliance Details: Veterinarians are not required to enroll, nor are they exempt. If a Vet MD wants to enroll, we do not have regs to deny their enrollment

Query Mandate Compliance

- Query Mandate Details: Veterinarian Icon on PDMP Report

Query Mandate Criteria:
PDMP Effectiveness Measures

- Reduction in morphine milligram equivalents (MMEs) prescribed or dispensed
- Reduction in number of fatal or non-fatal overdoses
- Reduction in incidence of fraudulent prescriptions
- Reduction in number of benzodiazepine dosage units dispensed
- Reduction in number of benzodiazepine prescriptions issued
- Reduction in number of opioid dosage units dispensed
- Reduction in number of opioid prescriptions issued
- Reduction in number of stimulant dosage units dispensed
- Reduction in number of stimulant prescriptions issued

Substance Use Disorder Activities

Tools or Resources

- **☑ MAT Services**
- **☑ MOUD Services**
- **☑ Harm Reduction Strategies**
- **☑ Mental Health Assistance Services**
- **☑ Employee Assistance Programs**
- □ Housing Assistance Programs
- □ Re-Entry Programs

Surveillance Activities

- □ Emergency Department Data
- □ Medical Examiner/Coroner Data

Data Sources for Surveillance Activities:

Initiated Actions

- □ Resources to Affected Areas
- □ Directed Training on Prescribing
- □ Prescription Drug Tool Kits
- □ Risk Evaluation/Analysis on PDMP Reports
- □ Referrals to SUD Organizations
- □ Referrals to OFR Teams

Other: