CRISP

Prescription Drug Monitoring Program (PDMP): Frequently Asked Questions

- What is PDMP and how does it help me?

Prescription Drug Monitoring Programs (PDMPs) are highly effective tools utilized by government officials for reducing prescription drug abuse and diversion. PDMPs collect, monitor, and analyze electronically transmitted prescribing and dispensing data submitted by pharmacies and dispensing practitioners.

States recognize the medical need for controlled substances and, therefore, PDMPs do not interfere with appropriate, medical use. Prescription data is provided only to entities authorized by state law to access the program, such as health care practitioners, pharmacists, regulatory boards and law enforcement agencies.

- How can I gain access to this website?

To receive your username and password, please go to www.crisphealth.org and click on the "Register Here" under the Prescription Drug and Monitoring Program (PDMP).
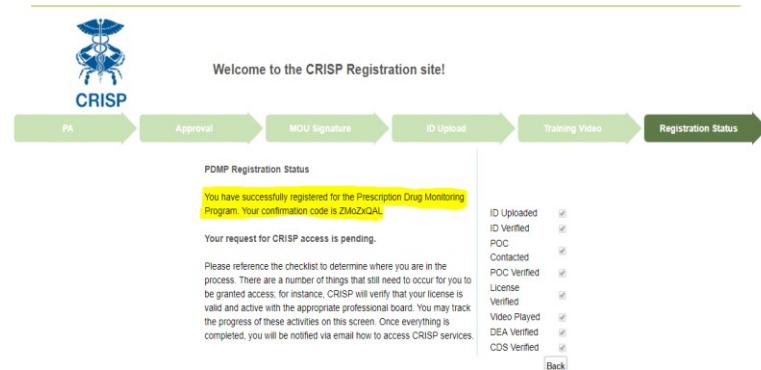
Prescription Drug Monitoring Program (PDMP)

Effective October 2016, a new Maryland law will require healthcare providers to register with the PDMP. **Click here** for more information.

Register Here   **ULP Login**

- Completed registration but have not received confirmation email?

Once you have completed your registration you will receive a confirmation email, within 15 business days.

You may also visit www.onboarding.crisphealth.org. Under returning applicants enter your email, you may view your status there.

- Having trouble viewing CRISP ULP Page?

To properly view CRISP websites or portals please ensure that your browser is up to date and that you are viewing from a Desktop Computer via Chrome or Internet Explorer. Mobile browsers are not suited for our websites and portals.

- Forgot your Password?

Click on the icon "Forgot MY Password" underneath the login and follow the onscreen prompts. If you have an account an email will be sent to the given address.

- How do I update my password?

From the ULP Homepage click on your name on the top right side of the page, a pop- up box should appear (Please make sure that your pop-up blocker is disabled), there you will be prompted to set your new password.

• Haven't logged in to my account in over 30 days and my account is locked.

You are required to log into your account every 90 days, after that your account will be locked. You will need to contact CRISP Support at 1-877-952-7477 to unlock your account.

• Errors or missing PDMP data?

If you have any data quality or completeness related questions based on your review of PDMP data in CRISP / PDMP Search or as a result of an investigative data request, PDMP staff are available to assist!

Issues may include, but are not limited to:
o Missing prescription records for a patient (e.g. you know the prescription was dispensed but it is not showing up in the patient's profile)
o Errors in a prescription record for a patient (e.g. you see a valid prescription record but know that certain variables for that prescription are incorrectly displayed)
o Prescriptions falsely attributed to a patient (e.g. a prescription that you have reason to believe was not dispensed is showing up for a patient)
o Multiple prescriptions missing for a known prescriber or dispenser (e.g. you know prescriptions were written by a prescriber or dispensed by a pharmacy, but they are not showing up across multiple patients)

- To obtain assistance with resolving any data quality or completeness question, please contact Katherine Johnson, PDMP Data Quality Specialist at Katherine.Johnson@maryland.gov or 410-402-8634.