



PA PDMP Vendor Transition FAQ

General Information

Q: What happened?

A: The PDMP system transitioned to a new vendor, LogiCoy, on **February 14, 2022**.

On that date, PDMP users began using the [LogiCoy PDMP](#) system to search patients and upload data.

Q: Will the PDMP vendor transition affect the PA PMP Gateway?

A: No. Only the PDMP System vendor will change. Bamboo Health will continue to offer PMP Gateway in Pennsylvania.

Q: Will all users of the PA PDMP System need to register for the new system?

A: Yes. All users are required to register with the new system. The registration process has been designed to take less than 2 minutes for the average user.

All PDMP users must:

1. Visit <https://pdmp.health.pa.gov/>
2. Click "[Register](#)"
3. Follow the prompts and enter the required information
4. Ensure the information is correct and then submit

Q: Why are all PA PDMP System Users required to register for new accounts?

A: This registration process is required to ensure security of the PDMP system and accuracy of the user's information. The PDMP contains both protected health information for patients as well as confidential information regarding users. The Pennsylvania PDMP Office must require users to re-authenticate their identity and their eligibility to access the system to ensure the security of the system and the data within.

Q: Will there be any disruption to an organization's integration with the PDMP through Electronic Health Record (EHR) systems or pharmacy management systems?

A: No. If your organization has integrated the PDMP into your EHR system using PMP Gateway or RxCheck, you will not need to change any configurations of your integration. LogiCoy made this change with PMP Gateway and RxCheck on February 14, 2022.

Q: Will a user be able to register for an account in the new system if they have forgotten their username and/or password to the old PDMP system?

A: Yes. Users will not need their Bamboo Health AWARe or Clearinghouse login credentials to create their account in the LogiCoy system.

Q: What differences can users expect with the new system?



A:

- Streamlined registration
- Easier registration for residents
- Quicker access to patient reports
- Improved visualizations
- More integration options
- Single platform for pharmacy users
- Password reset by text message or email

Q: Are tutorials available for the new system?

A: Videos and guides on how to register, search, and use the new PDMP system are available in the “Help” section of the PDMP. Visit the [LogiCoy PDMP](#) and select “Training Guides” at the bottom of the page to view information about account registration. Once logged into the PDMP, scroll to the bottom of the page and select “Training Guides” to view videos and user guides to assist in utilizing the system. Additionally, Page Walkthrough buttons can be found on the top-right of each page which will guide users through each page’s functionality.

Q: Which browsers support the new system?

A: The new system is supported by Safari, Chrome, Firefox, Edge, and Internet Explorer (11+).

Q: Will the new PDMP system have the same web address?

A: No. The web address to the new PDMP will be: <https://pdmp.health.pa.gov/>

Q: Where can we send questions regarding the new system?

A: Technical support questions can be directed to LogiCoy by calling 844-377-7367 and selecting prompt “1” or by emailing papdmp@logicoy.com.

Policy questions can be directed to the Pennsylvania PDMP office by calling 844-377-7367 (844-377-PDMP) on Monday through Friday from 8 a.m. to 4 p.m. EST or by emailing RA-DH-PDMP@pa.gov.

Prescribers

Q: What are the benefits of the PDMP system transition to prescribers?

A: The PDMP system transition brought new enhancements to the PDMP that were based on feedback from PDMP users, including quicker access to patient reports and enhanced visualization to make interpreting reports easier. Additionally, account registration has been significantly streamlined by connecting the PDMP system to Pennsylvania’s professional licensing system. This means that users will be able to enter



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basic information about themselves (such as their license number, DEA number, NPI number, and last four digits of their SSN) to confirm their identity and the system will pre-populate the rest.

Residents will also be able to [register](#) for the LogiCoy system quicker than ever before. They will no longer be required to upload documents and wait for the state administrator to review. Instead, they will enter their license number and the system will automatically validate their identity using the Pennsylvania professional licensing system.

Q: Are prescribers required to transfer their accounts in the new PDMP system?

A: Yes. All PDMP users need to register to create new login credentials within the LogiCoy PDMP system. Registration takes an average user less than two minutes, as the process has been streamlined to pre-populate information based on the user's professional license information.

All PDMP users must:

1. Visit <https://pdmp.health.pa.gov/>
2. Click "[Register](#)"
3. Follow the prompts and enter the required information
4. Ensure the information is correct and submit

Q: Are all Pennsylvania licensed prescribers required to register for the PDMP?

A: As of January 1, 2017, all licensed prescribers who are lawfully authorized to distribute, dispense, or administer a controlled substance in the Commonwealth of Pennsylvania are required to [register](#) with the program. This does not include veterinarians.

Q: What do prescribers need in order to register with the new PDMP system?

A: To [register](#), prescribers will need their:

- Pennsylvania Professional License Number
- National Provider Index (NPI) Number
- Drug Enforcement Agency (DEA) Number *if applicable*

Q: Do I need to register for the new system if I use integration to access the PDMP through my organization's EHR or pharmacy management system?

A: All users, regardless of their integration status, must register for the new PDMP System.

PDMP users must:

1. Visit <https://pdmp.health.pa.gov/>
2. Click "[Register](#)"



3. Follow the prompts and enter the required information
4. Ensure the information is correct and submit

Q: What if I am licensed in multiple states including Pennsylvania, but I do not prescribe, dispense, or administer any medications in Pennsylvania?

A: All licensed prescribers who are lawfully authorized to prescribe, dispense, or administer a controlled substance in the Commonwealth of Pennsylvania are required to [register](#) with the Pennsylvania PDMP. During registration, when asked what best describes you, please be sure to review the options thoroughly. If you do not dispense or prescribe in Pennsylvania, you must select “None of the Above” and follow the remaining prompts to satisfy the registration requirements of Act 191 of 2014.

Q: What if I am licensed in multiple states and am already registered with another state’s PDMP system?

A: Act 191 of 2014 requires every prescriber and pharmacist who is lawfully authorized to distribute, dispense, or administer a controlled substance in the Commonwealth of Pennsylvania to [register](#) with the Pennsylvania PDMP. During account registration, when asked what best describes you, please be sure to review the options thoroughly. If you do not dispense or prescribe in Pennsylvania you must select “None of the Above” and follow the remaining prompts to satisfy the registration requirements of Act 191 of 2014.

Pharmacists, Pharmacies, Dispensing Physicians, and Data Submitters

Q: What will pharmacists need to register their new accounts?

A: To [register](#), pharmacists will need their:

- Pennsylvania Professional License Number
- Employer/Pharmacy’s Drug Enforcement Agency (DEA) Number
- Employer/Pharmacy’s Pennsylvania License Number

Q: What will data submitters need to register their new accounts?

A: To [register](#), data submitters will need a valid form of identification (Driver’s License, Passport, Government ID).

Q: What will dispensing physicians need to register their new accounts?

A: To [register](#), dispensing physicians will need to first register as a prescriber. To register, dispensing physicians will need their:

- Pennsylvania Professional License Number
- National Provider Index (NPI) Number



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- Drug Enforcement Agency (DEA) Number *if applicable*

Once their account is created, dispensing physicians will need to contact LogiCoy Technical Support or the PA PDMP Office to activate their access to data submission features. Contact information for LogiCoy and the PA PDMP Office can be found here: [Contact \(pa.gov\)](#).

Q: Are all Pennsylvania licensed Pharmacists required to be registered for the PDMP?

A: As of January 1, 2017, all licensed pharmacists who are lawfully authorized to distribute, dispense, or administer a controlled substance in the Commonwealth of Pennsylvania are required to [register](#) with the program. This does not include veterinarians.

Q: Do I need to register for the new system if I use integration to access the PDMP through my organization's EHR or pharmacy management system?

A: All users, regardless of their integration status, must register for the new PDMP System.

PDMP users must:

1. Visit <https://pdmp.health.pa.gov/>
2. Click "[Register](#)"
3. Follow the prompts and enter the required information
4. Ensure the information is correct and submit

Q: Are all pharmacists and data submitters required to register with the PDMP?

A: As of January 1, 2017, all individuals lawfully authorized to dispense in the Commonwealth of Pennsylvania, including mail order and internet sales of pharmaceuticals, must [register](#) with the program.

Q: What if I am a pharmacist who is licensed in Pennsylvania, but who is employed by a federal facility, military facility, or Veterans Affairs facility that does not have a Pennsylvania license number?

A: If you are a Pennsylvania licensed pharmacist working at a federally operated facility, please contact the Pennsylvania PDMP office by calling 844-377-7367 and select prompt "0" from Monday through Friday between 8 a.m. and 4 p.m. EST, or by emailing RA-DH-PDMP@pa.gov for further instructions.

Q: What if I am licensed in multiple states including Pennsylvania, but I do not dispense any medications in Pennsylvania?

A: All licensed dispensers who are lawfully authorized to distribute, dispense, or administer a controlled substance in the Commonwealth of Pennsylvania are required to [register](#) with the program. During registration, when asked what best describes you, please be sure to review the options thoroughly. If you do not dispense or prescribe in



Pennsylvania you must select “None of the Above” and follow the remaining prompts to satisfy the registration requirements of Act 191 of 2014.

Q: What if I am licensed in multiple states and am already registered with another state’s PDMP system?

A: Act 191 of 2014 requires every prescriber and pharmacist who are lawfully authorized to distribute, dispense, or administer a controlled substance in the Commonwealth of Pennsylvania are required to [register](#) with the program. During registration, when asked what best describes you, please be sure to review the options thoroughly. If you do not dispense or prescribe in Pennsylvania you must select “None of the Above” and follow the remaining prompts to satisfy the registration requirements of Act 191 of 2014.

Delegates

Q: When can delegates register for the new system?

A: At least one of a delegate’s supervisors must register with the new system before a delegate can register, as it is a requirement to identify at least one supervisor when creating a delegate account.

Q: How can a delegate add additional supervisors to their account?

A: Delegates must identify at least one supervisor when registering for the new system. Once a delegate has an approved account, they can add additional supervisors so that they can search patients on behalf of multiple supervisors. To add additional supervisors to your delegate account, visit the [LogiCoy PDMP](#) and select “Supervisor Management” from the toolbar on the left. Next, select “Add New Supervisor” and enter the email address associated with your supervisor’s PDMP account. If an account is associated with the email address provided, the delegate should review and verify the supervisor’s information. Supervisors will be listed under “Activation Request” until they approve the delegate’s request. Supervisors who have approved the request will appear on the “My Supervisors” list, and delegates can begin to query for them.

Q: Do delegate accounts require approval from a supervisor?

A: Yes. Each supervisor must approve the delegate within the PDMP system in order for the delegate to search patients on behalf of the supervisor(s).

Q: What do delegates need in order to register?

A: To [register](#), delegates will need:

- The email address their supervisor (person they will search patients on behalf of) used to create their account in the new PDMP system.
- A valid form of identification (Driver’s License, Passport, Government ID)

Q: Will delegates with professional licensures need any additional information in order to register?



A: Delegates who are professionally licensed in Pennsylvania will be asked to provide their licensure number and license type during the registration process.

Organizations

Q: My organization has integrated the PDMP into our EHR system using PMP Gateway, do we need to change anything about our organization's integration?

A: No. Bamboo Health will remain as a third-party integration vendor and will continue to offer PMP Gateway in Pennsylvania. This means if your organization wishes to continue working with Bamboo Health to utilize PMP Gateway, your organization does not have to sign a contract with a new integration vendor or change any integration configurations with your EHR vendor. The connection between the PDMP Database and the integration hubs were automatically configured by LogiCoy (the new PDMP vendor), which means the integration hubs are already receiving data from the new database.

Q: My organization has integrated the PDMP into our EHR system using RxCheck, do we need to change anything about our integration?

A: No. RxCheck will remain an integration option in Pennsylvania. This means if your organization wishes to continue using RxCheck, your organization does not need to change any integration configurations with your EHR vendor. The connection between the PDMP Database and the integration hubs were automatically configured by LogiCoy (the new PDMP vendor), which means the integration hubs are already receiving data from the new database.

Q: My organization has a link to the PDMP in our EHR, do we need to make any changes?

A: If your EHR still has a link that directs users to PMP AWARxE, you will need to update the link to direct to the new PDMP system immediately. The link should be updated to: <https://pdmp.health.pa.gov/>

Q: What if I use integration with my EHR or pharmacy management system?

A: All users, regardless of their integration status, must register for the new PDMP System.

PDMP users must:

1. Visit <https://pdmp.health.pa.gov/>
2. Click "[Register](#)"
3. Follow the prompts and enter the required information
4. Ensure the information is correct and submit

Q: Do Pennsylvania licensed prescribers and pharmacists employed by a federal facility, military facility, or Veterans Affairs facility without a state license number need to [register](#)?

A: Questions regarding a federally operated facility's lack of a Pennsylvania license number should be directed to the Pennsylvania



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