



Arizona Controlled Substances Prescription Monitoring Program

Delegate FAQ

What does it mean to be a delegate for a provider or pharmacist?

Providers and pharmacists have the ability to authorize office personnel/pharmacy staff to assist the provider or pharmacist in pulling patient CSPMP reports.

Who can be a delegate?

Licensed healthcare professionals such as pharmacy technicians, pharmacy interns, nurses, registered dental hygienists, as well as other staff trained in HIPAA laws, such as front office, medical or dental assistants, may register for the CSPMP as a delegate.

Can I be a delegate for more than one provider?

Yes, delegates can have multiple supervising physicians/pharmacists. Delegates must ensure the correct supervisor is selected when pulling patient reports. If not, the CSPMP system will not credit the appropriate provider with a look-up, even if the provider viewed the report.

Can I use my supervisor's CSPMP account to pull patient CSPMP reports?

No, delegates must create their own CSPMP accounts to pull patient CSPMP reports. Account login credentials must not be shared.

I'm trying to pull a patient report, but there is no supervisor listed in the dropdown, what should I do?

As a delegate, your listed supervisor must approve you as their delegate in their own CSPMP account before you will be able to run patient reports for them. If you have no supervisor listed in the drop box when trying to run a patient report, you have not yet been approved as a delegate by your listed supervising physician.



I am trying to pull a patient report for a patient who is from out of state, but I do not see the state listed that I am trying to query data from.

Each state CSPMP has their own statutes regarding who can access CSPMP data in their state. As a delegate, you may not have access to other state's data. If you do not see a state you are looking for in the list, that state does not allow access to out of state delegates and your supervising physician may need to pull the report through their own account.

I am trying to enter my supervisor's email address and I am receiving an error of "email not found".

In order to access the CSPMP, you must be approved by a supervisor that has an existing account. The supervisor's email address you entered must match the email address the supervisor has listed in their CSPMP account. If you are pulling reports for multiple supervisors, you will need to add each supervisor's email address for which you will be a delegate for. A request for approval will be sent to your supervisor (your supervisor will see requests as shown in image below). You will not be able to pull Patient Utilization Reports under that supervisor until they have approved you as their delegate.

The screenshot shows the 'Delegate Management' page in the CSPMP system. At the top left, it says 'User Profile > Delegate Management'. At the top right, there is the Arizona Board of Pharmacy logo and the text 'Support: 1-855-929-4767'. Below this is a section titled 'Delegate Management' with a sub-header 'Select a delegate to review details.' and an 'Add +' button. A table below contains one row of delegate information.

First	Last	Role	Delegate Status	Date Requested	Date Verified
AZ	CSPMP	State Medicaid Program/Contractor - Delegate	Approved	09/21/2021	09/21/2021

Can I pull various patient reports under the same supervisor even though the patients are being treated by different supervisors?

When a delegate is registered to use the CSPMP under multiple supervisors, he or she must select the supervisor treating the patient. If not, the CSPMP system will not credit the appropriate supervisor with a look-up, even if the supervisor viewed the report. Be sure to select the correct supervisor from the drop down selection



How do I add a new supervising physician to my account?

- Log in to your AWARe account
- Select Menu in the top left corner
- Select My Profile under User Profile on the left
- Scroll down to Supervisors
- Enter the email address that is associated with the Supervisor's CSPMP account
- Click the Add button
- Click the Save Changes button and a request for approval will be sent to your supervisor

How do I update my existing CSPMP account?

To have your existing account updated, please complete a change form through our website.

The link to the change forms is provided here:

<https://pharmacyCSPMP.az.gov/CSPMP-registration-info-change-forms> Please select the correct change form based on your user role in the CSPMP.

My employer uses an EHR/EMR that is integrated with the Arizona PMP through Gateway and can view PMP data within the EHR/EMR. As a delegate, can I also utilize the PMP through our EMR/EHR?

No. Due to credentialing requirements, only providers and pharmacists are able to utilize PMP integration via Gateway (integrated product). All delegates must use the PMP through the AWARe website at: <https://arizona.pmpaware.net/login>