



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Mental Health, Developmental
Disabilities and Substance Use Services

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
MARK T. BENTON • Deputy Secretary for Health
KELLY CROSBIE • Director

SUBJECT: North Carolina Controlled Substance Reporting System is Launching Clinical Alerts

On December 9th, 2024, the NC CSRS will enable Clinical Alerts to assist in safer prescribing practices for controlled substances.

What are Clinical Alerts?

Clinical Alerts are notifications for prescribers indicating that a patient has met or exceeded one or more high-risk thresholds. The following alerts are meant to serve as a tool for healthcare providers to identify patients potentially at risk for overdose or substance use disorders and prompt a supportive conversation between the patient and the provider:

- **Prescriber & Dispenser Thresholds** – This alert is triggered when a patient fills controlled substance prescriptions written by 7+ prescribers and filled at 7+ pharmacies within 3 months. When a patient receives controlled substance prescriptions from multiple prescribers, drug interactions can occur, especially if providers are unaware of the other medications the patient has received. This alert does not indicate illegal or inappropriate behavior and should be used as a conversation starter to better understand the patient's specific situation and/or needs.

How will I be notified about Clinical Alerts for my patients?

There are three notification methods for Clinical Alerts:

1. AWAxR Dashboard Notification

Clinical Alerts for your patients are viewable within your AWAxR account via My Dashboard or by going to Menu > RxSearch > Patient Alerts to view a full list with the ability to filter by name, date, etc.

2. Patient Report

Roles that are authorized to view Clinical Alerts in the State Indicators segment of the patient report will see Clinical Alert flags for any active alerts triggered. Note that the patient report only shows active alerts, so you may see alerts on your dashboard that are no longer presenting on the patient report due to the alert no longer being active.

3. Email Notification

On a monthly basis an email notification will be sent to prescribers with patients that have an alert trigger in the given time frame. The email will contain an aggregate overview of the specific alerts but will not contain PHI. To view the details of each alert, login to your AWAxR account and go to Menu > RxSearch > Patient Alerts.

What should I do if I receive a Clinical Alert for my patient?

Clinical Alerts are meant to serve as a tool for healthcare providers to identify patients potentially at risk for overdose or substance use disorders and prompt a supportive conversation between the

patient and the provider. Clinical Alerts are not intended to be used as grounds to stop prescribing controlled substances or dismiss a patient from your practice.

What do I do if I receive a Clinical Alert for a patient that is not mine?

Clinical Alerts are generated based upon the data that is submitted to the PDMP. If you receive a Clinical Alert for a patient that is unfamiliar to you, it is possible that the data was reported to the PDMP incorrectly. Please examine your MyRx report and contact the dispenser if errors are discovered or the NC CSRS with further questions or concerns.

Can I unsubscribe from Clinical Alerts?

Currently, there is no opt-out mechanism regarding Clinical Alerts. We hope these alerts will serve as a beneficial tool for providers and prompt supportive conversation for improved patient care.

If you have feedback or questions about Clinical Alerts, please contact the NC CSRS at nccsrs@dhhs.nc.gov.

If you need assistance logging into the NC CSRS, please visit the Bamboo Health PMP AWARxE Support Center for assistance: <https://pmpawarxe.zendesk.com/hc/en-us/categories/4409648177683-Unable-to-login>.

Sincerely,
North Carolina Controlled Substance Reporting System