

MAPS – Updates & Opportunities

May 18, 2018

Presented by

Andrew Hudson, Manager

Drug Monitoring Section

Bureau of Professional Licensing

BPL-MAPS@Michigan.gov | 517-373-1737

Bureau of Professional Licensing

- Established in July 2015
- 10 Occupational Licensing/Regulation Boards
- 27 Health Professional Licensing/Regulation Boards
- Boards are advisory and determine sanctions
- License and regulate over 758,000 individuals
- 3 Divisions: Licensing, Investigations & Inspections, Enforcement
- Drug Monitoring Section: Administers Michigan Automated Prescription System (MAPS) and investigates overprescribing, over dispensing, and drug diversion



MAPS Background

- Contains over 120 million records
- Data maintained for 5 years
- Required reporting of CS Schedule 2-5 from:
 - Prescribers who dispense CS Schedule 2-5
 - Pharmacists (dispensers)
 - Veterinarians



Controlled Substance Prescriptions Filled in Michigan by Year

	Total CS prescriptions dispensed	% change from previous year
2007	17,007,858	
2008	17,400,640	2.31%
2009	17,876,684	2.74%
2010	18,954,172	6.03%
2011	19,763,680	4.27%
2012	20,991,020	6.21%
2013	20,728,216	-1.25%
2014	20,904,764	0.85%
2015	21,472,326	2.71%
2016	21,092,674	-1.77%
2017	19,943,203	-5.45%



MAPS Update

- Successfully launched Appriss Health's PMP AWARxE on April 4, 2017
- Added Appriss Health's NarxCare report to MAPS on December 4, 2017
- Response times average 0.4-0.8 seconds
- March 2018: 582,096 requests submitted
- April 2018: 600,560 requests submitted
- Registered Users:

	As of 4/4/17	As of 5/6/18	Increase
Prescribers	9,156	27,364	18,208
Dispensers (Pharmacists)	3,994	7,230	3,236
Delegate Users	1,096	8,022	6,926



Registration

When you go to the site and register for the first time, please have the following information for reference:

- DEA Registration ID (#)
- National Provider Identifier (NPI)
- Professional License ID (#)
- Controlled Substance License ID (#) – if applicable



PMP AWARxE/NarxCare

MAPS
Powered by **AWARxE**
Support: 844-364-4767

Log In

Email

Password

[Reset Password](#)

Log In

Create an Account

[Need Help?](#)

Browsers Supported (8+)

Powered By
 APPRIS
HEALTH

PMP AWARXE - MAPS
Michigan Automated Prescription System
BPL-MAPS@Michigan.gov
Lansing, MI
844-364-4767

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CUSTOMER DRIVEN. BUSINESS MINDED.

PMP AWARxE/NarxCare

Registration Process

Create an Account

[Registration Process Tutorial](#)



[Get Adobe Acrobat Reader](#)

Email

Password

Password Confirmation

[Save and Continue](#)

[Need Help?](#)



CUSTOMER DRIVEN. BUSINESS MINDED.

PMP AWARxE/NarxCare

Registration Process

Select your User Roles

- + Healthcare Professional
- + Agency Administration
- + Law Enforcement
- + Other

Save and Continue

- Once user role is chosen, user will be prompted to enter identification criteria, including but not limited to: DEA number, DOB, professional license number, address, phone number
- Delegate users required to enter supervisor email(s) used to register. Supervisor is required to approve Delegate users in their own account.

Delegate

I am a delegate for the following people... *

Email

Add

Selected Supervisors

Submit Your Registration



PMP AWARxE/NarxCare

My Dashboard

— Patient Alerts

PATIENT ALERTS

No patient alerts received.

— Recent Requests

RECENT REQUESTS

Patient Name	DOB	Status	Request Date	Delegate
Adam Smith	01/01/1900	Complete	11/30/2017 4:06 PM	
Adam smith	01/01/1900	Complete	11/30/2017 4:05 PM	
Adam smith	01/01/1900	Complete	11/30/2017 4:05 PM	
Adam smith	01/01/1900	Complete	11/30/2017 4:05 PM	
Adam smith	01/01/1900	Complete	11/30/2017 4:05 PM	

[View Requests History](#)

— Delegates

DELEGATES

Delegate Name	Status	Request Date
Erin Test	approved	11/30/2017

My Favorites

[Rx Search - Patient Request](#)

PMP Announcements

NEW Message for Physicians 10/13/2017
Test announcement

NEW Exciting changes are 09/20/2017
coming to AWARxE!
We are pleased to announce that later this year, we will be performing a systemwide update on AWARxE.
When you log in to AWA... [more](#)

[View all Announcements](#)

Quick Links

[PMP Support](#)



PMP AWARxE/NarxCare

My Profile

Profile Info

Name: Haley Winans	Employer DEA(s):
Position/Rank: Analyst	Employer: SOM
DOB: [REDACTED]	[REDACTED] Lansing, MI 48933
Primary Contact: [REDACTED]	Employer Phone: [REDACTED]
DEA Number(s):	Role: Admin
Controlled Substance #:	
Professional License #: Type:	

Specialty

Add a Healthcare Specialty [Browse All](#)

Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)

★ Designates Primary Specialty

Setting

Time Zone

Eastern Time (US & Canada) ▼

Contact Information

Change email address associated with this profile

Current Email [REDACTED]

New Email Address

Re-enter New Email Address

Supervisors

I am a delegate for the following people...

- Delegate users able to add additional supervisors or remove, and Supervisors are able to manage their Delegate users



PMP AWARxE/NarxCare

RxSearch > Patient Request

MAPS
Powered by **AwarxE**
Support: 844-364-4767

Patient Request

[Patient Rx Request Tutorial](#)
Can't view the file? [Get Adobe Acrobat Reader](#)
* Indicates Required Field

Supervisor*
Select Supervisor

Patient Info

First Name* **Last Name***

Date of Birth*
MM/DD/YYYY

Phone Number

Prescription Fill Dates
No earlier than 3 years from today

From* **To***

PMP Interconnect Search

To search in other states as well as your home state for patient information, select the states you wish to include in your search

A Alabama Alaska Arizona
C California Colorado Connecticut
D Delaware
F Florida
G Georgia
H Hawaii
I Idaho Illinois Iowa
K Kansas Kentucky
L Louisiana
M Maine Maryland Massachusetts Michigan Minnesota Mississippi
N Nebraska Nevada New Hampshire New Jersey New Mexico New York
 North Carolina North Dakota

I agree to the terms of [the acknowledgment](#).

Search

PMP AWARxE/NarxCare

RxSearch > Bulk Patient Search

MAPS
Powered by **AWARxE**
Support: 844-364-4767

Bulk Patient Search | Bulk Patient History

Bulk Patient Search

How do you want to enter patients?

Manual Entry
 File Upload

Manual Entry

First Name* Last Name* Date of Birth* Zip Code

Name Grouping

Enter a name for this search session. This will make it easy to distinguish between searches in the history

Group Name*

Prescription Fill Dates

No earlier than 2 years from today

From* To*

Run on behalf of...



MAPS Projects/Opportunities

Phase 2 enhancements:

- BJA – Harold Rogers grant to pilot integrations
- BJA – Harold Rogers grant to create provider scorecards
 - First round sent 08/09/2017
 - Second round sent 10/11/2017
 - Third round sent 02/09/2018
 - Fourth round sent 05/04/2018
- Clinical Alerts
- DHHS – CDC grant to create de-identified reports
- Integration with new licensing platform
- Statewide integrations with EMR and Pharmacy Dispensation Systems
- NarxCare within AWA RxE
 - Launched December 4, 2017



MAPS – NarxCare Integrations

Generic
Electronic Health Record

Stephanie Marshall List Recent Search

Acct Number: 1836593821 DOB: 2/16/1959 Immunizations: None Narx: **Nar 301, Sed 240, Stim 000, Ovd 180**
MRN: #324561 Gender: M Allergies: aspirin, latex, peanuts Fall Risk Score: 6
Bed: 10 Code: Full Code Adv Directive: Yes Attending: Dr. Goodall

Chart Summary	Chart Summary
Procedures and Diagnoses	Anticipated Discharge Date –
Allergies	Reason for Visit
Mar	Fall, hip pain
Results	Advance Directive- Yes – 03/23/09
Power Note	Code Status
Orders	Full Code
Form Browser	Allergies
Patient Information	Aspirin
Immunization Schedule	Latex
Reference Text Browser	Peanuts
Problems and Diagnoses	
Consults	

NarxCare:		
Narcotic	301	Show Report
Sedative	240	
Stimulant	000	
Overdose	180	

Blood Type –	Skin Integrity Risk Score –
Fall Risk Score – 6 (conley)	Lab Pregnancy Status
Pain Scale 5	N/A
Pain Location	Immunizations None

March 25, 2016 7:00 AM CDT

Vital Signs	Note Writer
Oxygen Therapy	
Pain Assessment Detail	
General	
CV Assessment	
Edema Assessment	
Respiratory Assessment	
Nursing Notes	
Note Writer	
PE Elements	



MAPS - NarxCare Report

Williams, Johnny Age: 33M Date: 7/17/2017 | [NARX REPORT](#) | [RESOURCES](#)

Communications Messages: 0 Care Notes: 0 [Add Note](#)

Risk Indicators

Narx Scores		Overdose Risk Score	Red Flags (2)
Narcotic	633	590 (range 0-999)	<ul style="list-style-type: none"> >= 4 opioid or sedative dispensing pharmacies in any 90 day period in the last 2 years >= 5 opioid or sedative providers in any year in the last 2 years
Sedative	280		
Stimulant	000		
Explain these scores		Explain the overdose risk score	Explain these red flags

Graphs

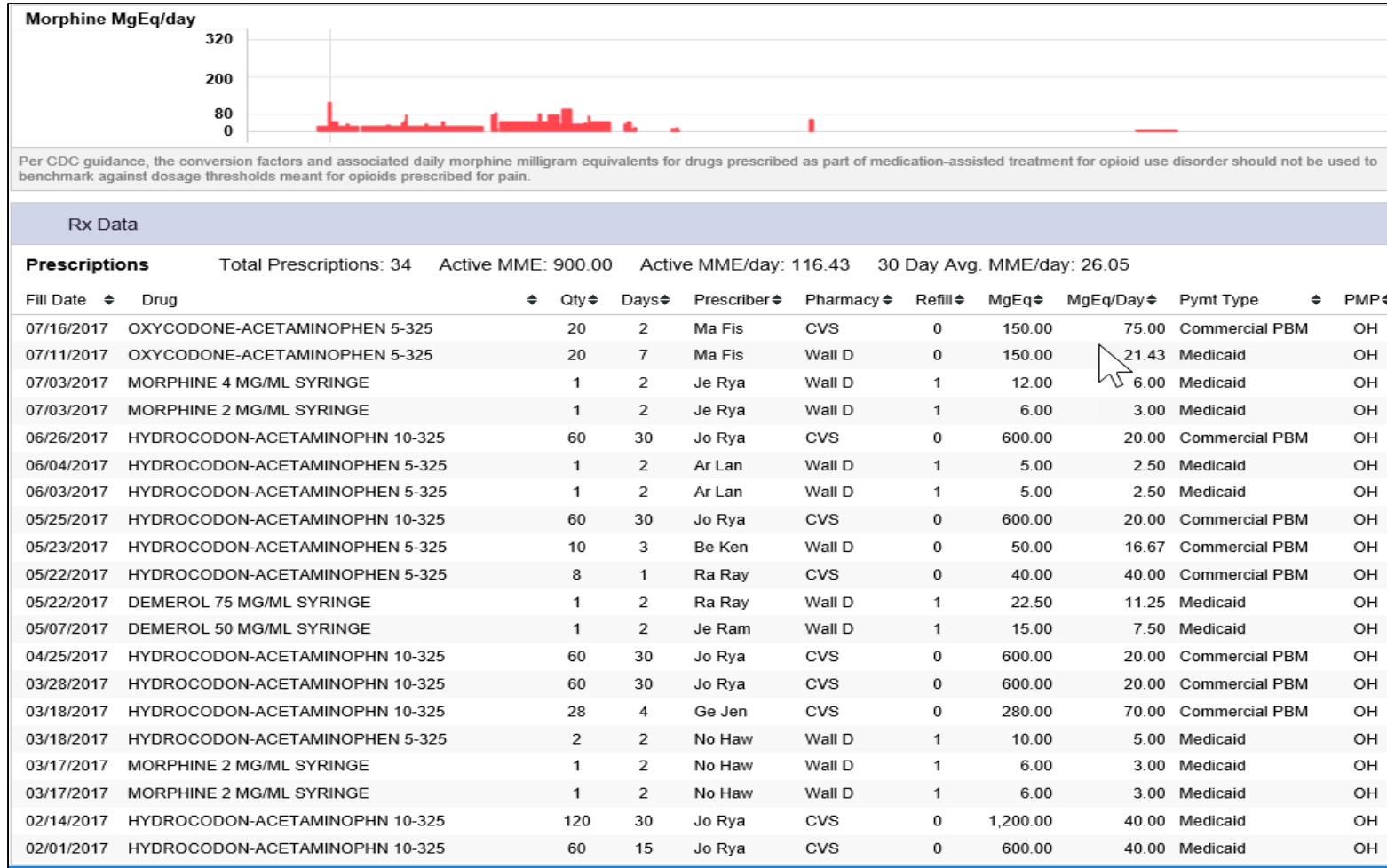
Rx Graph Narcotic Sedative Stimulant

All Prescribers

Prescribers	09/21	2m	6m	1y	2y
15 - Fernandez, Bruce					
14 - Harris, Ruth					
13 - Martin, Patricia					
12 - Holmes, Helen					
11 - Nichols, Jason					
10 - King, James					
9 - Hawkins, Norma					
8 - Jenkins, Gerald					
7 - Ramos, Jesse					
6 - Ray, Ralph					
5 - Kennedy, Beverly					
4 - Lane, Arthur					
3 - Ryan, Jonathan					
2 - Ryan, Jerry					
1 - Fisher, Marie					



MAPS – NarxCare Report (continued)



MAPS – NarxCare Report (continued)

02/01/2017	HYDROCODON-ACETAMINOPHN 10-325	60	15	Jo Rya	CVS	0	600.00	40.00	Medicaid	OH
01/23/2017	OXYCODONE-ACETAMINOPHEN 5-325	60	7	Ma Fis	CVS	0	450.00	64.29	Medicaid	OH
01/12/2017	MORPHINE 2 MG/ML SYRINGE	1	30	No Haw	Wall D	1	6.00	0.20	Private Pay	OH
01/12/2017	MORPHINE 4 MG/ML SYRINGE	1	2	No Haw	Wall D	1	12.00	6.00	Private Pay	OH
01/10/2017	OXYCODONE-ACETAMINOPHEN 5-325	120	30	Jo Rya	CVS	0	900.00	30.00	Commercial PBM	OH
01/07/2017	DEMEROL 25 MG/ML SYRINGE	1	2	Ja Kin	Wall D	1	7.50	3.75	Private Pay	OH
01/03/2017	HYDROCODON-ACETAMINOPHEN 5-325	60	8	Ja Nic	CVS	0	300.00	37.50	Medicaid	OH
12/26/2016	HYDROCODON-ACETAMINOPHEN 5-325	60	8	Ja Nic	Wall D	0	300.00	37.50	Commercial PBM	OH
12/11/2016	HYDROCODON-ACETAMINOPHEN 5-325	28	5	He Hol	CVS	0	140.00	28.00	Private Pay	OH
12/07/2016	HYDROCODON-ACETAMINOPHEN 5-325	14	7	Pa Mar	CVS	0	70.00	10.00	Commercial PBM	OH
12/07/2016	HYDROCODON-ACETAMINOPHEN 5-325	2	2	Pa Mar	Wall D	1	10.00	5.00	Private Pay	OH
11/07/2016	HYDROCODON-ACETAMINOPHEN 5-325	10	5	Pa Mar	CVS	0	50.00	10.00	Private Pay	OH
11/06/2016	HYDROCODON-ACETAMINOPHEN 5-325	1	2	Ru Har	Wall D	1	5.00	2.50	Private Pay	OH
08/01/2016	OXYCODONE-ACETAMINOPHEN 5-325	20	3	Br Fer	Wall D	0	150.00	50.00	Commercial PBM	OH
11/12/2015	MORPHINE 2 MG/ML SYRINGE	1	30	Pa Mar	Wall D	1	6.00	0.20	Private Pay	OH

Providers		Total Providers: 15								
Name	Address	City	State	Zipcode	DEA					
Fernandez, Bruce	4367 Pleasant Crossing	Five Points	OH	44262-6811	234853					
Fisher, Marie	7175 Cozy Rabbit Vista	Anderson Ferry	OH	43622-1298	234756					
Harris, Ruth	2003 Stony Nectar Cove	Kingsleys Corners	OH	45983-3673	234843					
Hawkins, Norma	6763 Emerald Robin Parkway	Apple Grove	OH	45273-0588	234852					
Holmes, Helen	8869 Burning Fox Impasse	Bayer Trailer Court	OH	45202-9797	234841					
Jenkins, Gerald	9393 Lost Field	Maple	OH	43654-8273	234851					
Kennedy, Beverly	3099 Umber Pathway	Damascus	OH	44609-5908	234847					
King, James	3355 Rustic Cloud Wynd	Yankee Crossing	OH	45430-6188	234845					
Lane, Arthur	2331 Cozy Port	Holiday City	OH	45620-5987	234844					
Martin, Patricia	7600 Shady Hickory Stead	Fort Jennings	OH	44170-2847	234850					
Nichols, Jason	9093 Hidden Pioneer Lookout	East Gardens	OH	43321-4331	234848					
Ramos, Jesse	9166 Bright Pond Crescent	Belmore	OH	45970-9899	234840					
Ray, Ralph	1467 Little View Townline	West Akron	OH	43739-7351	234849					
Ryan, Jerry	163 Sleepy Edge	Oakthorpe	OH	44740-5125	234846					
Ryan, Jonathan	9892 Silent Elk Ramp	Sites Lake Cottage Area	OH	44502-5801	234842					



MAPS – NarxCare Report (continued)

Pharmacies		Total Pharmacies: 6									
Name	◆	Address	◆	City	◆	State	◆	Zipcode	◆	DEA	◆
CVS		5483 Gentle Impasse		Home Park		OH		43242-6009		345796	
CVS		7139 High Pond Walk		Randolph Landing		OH		45487-2143		345840	
Wall Drug		3799 Foggy Dale		Herner Corners		OH		45658-6817		345841	
Wall Drug		4543 Iron Carrefour		Powers		OH		43803-2784		345839	
Wall Drug		5639 Cotton Dale Close		Cedar Springs		OH		43423-4846		345842	
Wall Drug		8129 Easy Dell		Antiquity		OH		45300-0810		345843	

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MAPS – NarxCare Resources

Menu > Patient Alerts (1)
APPRIS HEALTH

RxSearch > Patient Request > Johnny Williams

Williams, Johnny Age: 33M Date: 7/17/2017 | [NARX REPORT](#) | [RESOURCES](#)

Access to Treatment

Rapidly find the 30 closest MAT providers for this patient. The patient's zip code is pre-populated if available.
 More information [here](#)

Step 1 Enter the zip code to center the search around

Step 2 Click submit and print form

First	Last	Deg.	Address	City	Cou
Dr. David	Beane	M.D.	1338 Colegate Drive Suite B	Marietta	West Coun
Dr. Rakeshkumar	Kaneria	M.D.	7760 West VOA Park Drive Suite G	West Chester	Butle Coun
Dr. J.	Strafford	M.D., MPH	1081 Bernard Road	New Vienna	Clint Coun
Dr. Ramalingam	Selvarajah	M.D.	1649 Brice	Reynoldsburg	Frank

Educational Resources

Click the associated link and print. More information [here](#)

What You Need to Know

PRESCRIPTION OPIOIDS: WHAT YOU NEED TO KNOW

Prescription opioids can be used to help relieve moderate-to-severe pain and are often prescribed following a surgery or injury, or for certain health conditions. These medications can be an important part of treatment but also come with serious risks. It is important to work with your health care provider to make sure you are getting the safest, most effective care.

WHAT ARE THE RISKS AND SIDE EFFECTS OF OPIOID USE?

Prescription opioids carry serious risks of addiction and overdose, especially with prolonged use. In some countries, 1 out of 10 people who use prescription opioids for 3 months or longer will become addicted. The risk of prescription opioids can rise as the number of side effects increase, such as:

- Nausea, vomiting, light-headedness, dizziness, constipation, dry mouth, blurred vision, and drowsiness
- Slurred speech, impaired judgment, and decreased alertness
- Impaired coordination and balance
- Constipation
- Respiratory depression, which can lead to breathing problems, coma, and death
- Dependence on the drug, which can lead to addiction
- Withdrawal symptoms, such as sweating, runny nose, muscle aches, and diarrhea
- Risk of overdose, which can lead to death

RISKS ARE GREATER WITH:

- History of drug abuse, substance use disorder, or depression
- Prescription opioids taken in higher doses
- Mixing with alcohol
- Mixing with other prescription or over-the-counter drugs
- Mixing with benzodiazepines, sedatives, or other drugs that can depress breathing
- Mixing with other drugs that can depress breathing
- Mixing with other drugs that can depress breathing

1 in 4 PEOPLE

4.3

PRESCRIPTION OPIOID OVERDOSE IS AN EPIDEMIC IN THE US

U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES

[Open Document](#)

Opioids and Chronic Pain

PROMOTING SAFER AND MORE EFFECTIVE PAIN MANAGEMENT

EXCESSIVE OPIOID PRESCRIPTIONS

Opoids are one of the most commonly prescribed drugs in the United States. They are used to help relieve moderate-to-severe pain and are often prescribed following a surgery or injury, or for certain health conditions. These medications can be an important part of treatment but also come with serious risks. It is important to work with your health care provider to make sure you are getting the safest, most effective care.

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1 in 4

4.3

PRESCRIPTION OPIOID OVERDOSE IS AN EPIDEMIC IN THE US

U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES

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Pregnancy and Opioids

PREGNANCY AND OPIOID PAIN MEDICATIONS

WOMEN WHO TAKE OPIOID PAIN MEDICATIONS SHOULD BE AWARE OF THE POSSIBLE RISKS DURING PREGNANCY.

WHAT ARE OPIOID PAIN MEDICATIONS?

Opoids are one of the most commonly prescribed drugs in the United States. They are used to help relieve moderate-to-severe pain and are often prescribed following a surgery or injury, or for certain health conditions. These medications can be an important part of treatment but also come with serious risks. It is important to work with your health care provider to make sure you are getting the safest, most effective care.

ARE OPIOID PAIN MEDICATIONS SAFE FOR WOMEN WHO ARE PREGNANT OR PLANNING TO BECOME PREGNANT?

Opoids are one of the most commonly prescribed drugs in the United States. They are used to help relieve moderate-to-severe pain and are often prescribed following a surgery or injury, or for certain health conditions. These medications can be an important part of treatment but also come with serious risks. It is important to work with your health care provider to make sure you are getting the safest, most effective care.

1 in 4

4.3

PRESCRIPTION OPIOID OVERDOSE IS AN EPIDEMIC IN THE US

U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES

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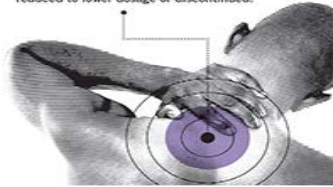


MAPS – NarxCare Resources

Pocket Guide: Tapering

POCKET GUIDE: TAPERING
OPIOIDS FOR CHRONIC PAIN*

Follow up regularly with patients to determine whether opioids are meeting treatment goals and whether opioids can be reduced to lower dosage or discontinued.



[Open Document](#)

Fact Sheet

GUIDELINE FOR PRESCRIBING
OPIOIDS FOR CHRONIC PAIN

IMPROVING PRACTICE THROUGH RECOMMENDATIONS

DETERMINING WHEN TO INITIATE OR CONTINUE OPIOIDS FOR CHRONIC PAIN



[Open Document](#)

Checklist *

Checklist for prescribing opioids for chronic pain

WHEN CONSIDERING LONG-TERM OPIOID THERAPY

RECOMMENDING WITHDRAWAL OPIOID THERAPY

WHEN REASSESSING AT ANY TIME

[Open Document](#)

Nonopioid Treatments

NONOPIOID TREATMENTS
FOR CHRONIC PAIN

PRINCIPLES OF CHRONIC PAIN TREATMENT



MECHANISM	MECHANISM OF BENEFIT	NAME	COMMENTS
NSAIDs	Inhibit cyclooxygenase (COX) enzymes, reducing prostaglandin synthesis and inflammation.	Ibuprofen, Naproxen, Celecoxib	NSAIDs are effective for pain and inflammation. Celecoxib is a COX-2 selective inhibitor.
Antidepressants	Inhibit the reuptake of norepinephrine and serotonin, increasing their levels in the brain.	Duloxetine, Venlafaxine	Duloxetine is a serotonin-norepinephrine reuptake inhibitor (SNRI). Venlafaxine is a serotonin-norepinephrine reuptake inhibitor (SNRI).
Anticonvulsants	Inhibit the release of excitatory neurotransmitters, reducing pain signaling.	Gabapentin, Pregabalin	Gabapentin and pregabalin are used for neuropathic pain.
Local anesthetics	Block sodium channels, preventing the propagation of action potentials.	Lidocaine, Bupivacaine	Local anesthetics are used for procedural pain and chronic pain management.

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Assessing Benefits and Harms

ASSESSING BENEFITS AND
HARMS OF OPIOID THERAPY

THE EPIDEMIC

GUIDANCE FOR OPIOID PRESCRIBING

ASSESS BENEFITS OF OPIOID THERAPY



[Open Document](#)

Calculating Dosage

CALCULATING TOTAL DAILY DOSE
OF OPIOIDS FOR SAFER DOSAGE

Higher Dosage, Higher Risk.



WHY IS IT IMPORTANT TO CALCULATE THE TOTAL DAILY DOSE OF OPIOIDS?

HOW MUCH IS SO OR SO EQUIVALENT FOR COMMONLY PRESCRIBED OPIOIDS?

[Open Document](#)

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MAPS – NarxCare Report

- Narx Scores and Predictive Risk Scores (overdose)
 - Scores: based on algorithms, including MMEs, number of prescribers and pharmacies
 - Scores: Ranges from 000-999; higher scores equate to higher risk and misuse
- Red Flags
- Rx Graphs
- PDMP Data



Integration Process

- If you want to integrate your EMR/pharmacy dispensation system before the statewide funding runs out on August 31, 2019, go to:

www.Michigan.gov/bpl

>MAPS

>Software Integration Resources

- Complete the Integration Request Form
- Sign the Terms and Conditions
- Email the documents to BPL-MAPS@Michigan.gov



Meaningful Use - Specialized Registry

- Healthcare professionals can use MAPS integration to meet the specialized registry requirement for Meaningful Use
- Healthcare professionals must register to MAPS online and their EMR/EHR must be integrated
- Additional information:
 - <https://michiganhealthit.org/public-health/maps/>

Contacts for MAPS

For technical assistance, please contact Appriss' customer first center at:

- 844-364-4767

For policy or administrative assistance and more information about integrating with MAPS, please contact MAPS support:

- 517-373-1737 or BPL-MAPS@Michigan.gov
- Info: www.Michigan.gov/bpl, click on MAPS
- Integrations: Click on Software Integration Resources

For additional treatment resources and CDC Guidelines, please go to DHHS' website at: www.michigan.gov/stopoverdoses



Bureau of Professional Licensing

Complaint & Enforcement Process



CUSTOMER DRIVEN. BUSINESS MINDED.

Filing A PHC Complaint with BPL

- Nursing profession complaints submitted online
- All other health professions submitted using BPL's Complaint Form
- Complaints are submitted to BPL's Investigations and Inspections Division

May we release your name and this information to the practitioner?
 Yes No

Please be advised this agency DOES NOT assist citizens seeking reimbursement or resolution of billing or fee disputes or investigate anonymous complaints. In addition, this agency DOES NOT handle complaints against health care facilities.

INSTRUCTIONS: Print legibly or type information. Complete all sections of this form. Sign at the bottom. Return the form to the address above. Please complete a separate form for each practitioner you are filing a complaint against.

Information About You			Complaint Being Filed Against	
Your Name			Practitioner's First and Last Name	
Street Address			Street Address	
City			City	
State	Zip Code	Country	State	Zip Code
Patient's Name			Practitioner's Telephone Number	
Patient's Date of Birth (MM/DD/YYYY)			Treatment/Incident Date	
Patient's Last 4 Digits of Their Social Security Number			Would you like to authorize a person other than yourself to communicate with the Department regarding your complaint? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Your Telephone Numbers With Area Code			Name:	
Cell:			Address:	
Home:			Telephone Number:	
Work:			Relationship to You:	
Check the profession for which you are lodging a complaint about: <input type="checkbox"/> Acupuncture <input type="checkbox"/> Marriage & Family Therapist <input type="checkbox"/> Osteopathic Physician (DO) <input type="checkbox"/> Respiratory Therapist <input type="checkbox"/> Allopathic Physician (MD) <input type="checkbox"/> Massage Therapist <input type="checkbox"/> Pharmacist <input type="checkbox"/> Sanitarian <input type="checkbox"/> Athletic Trainer <input type="checkbox"/> Nurse (RN or LPN) <input type="checkbox"/> Pharmacy Technician <input type="checkbox"/> Social Worker <input type="checkbox"/> Audiologist <input type="checkbox"/> Nursing Home Administrator <input type="checkbox"/> Physical Therapist <input type="checkbox"/> Speech/Language Pathologist <input type="checkbox"/> Chiropractor <input type="checkbox"/> Physician's Assistant <input type="checkbox"/> Veterinarian <input type="checkbox"/> Counselor <input type="checkbox"/> Occupational Therapist <input type="checkbox"/> Podiatrist <input type="checkbox"/> Dentistry <input type="checkbox"/> Optometrist <input type="checkbox"/> Psychologist				
Are there civil actions pending? <input type="checkbox"/> Yes <input type="checkbox"/> No	Is there a police report? <input type="checkbox"/> Yes <input type="checkbox"/> No	May we release your name and this information to the practitioner? <input type="checkbox"/> Yes <input type="checkbox"/> No	Will you testify at an Administrative Hearing if necessary? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Please provide details of your specific concerns related to the treatment rendered. Attach additional sheets if necessary.				
Your Signature			Date	

The Department of Licensing and Regulatory Affairs will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, marital status, disability or political beliefs. If you need assistance with reading, writing, hearing, etc., under the Americans with Disabilities Act, you may make your needs known to this agency.



Filing A PHC Complaint with BPL- FAQs

Q: Do I have to report a colleague who may have violated the Public Health Code?

- MCL 333.16222(1)
- A licensee or registrant who has knowledge that another licensee or registrant has committed a violation under section 16221, article 7, or article 8 or a rule promulgated under article 7 or article 8 **shall** report the conduct and the name of the subject of the report to the department.
- Failure of a licensee or registrant to make a report under this subsection **does not give rise to a civil cause of action** for damages against the licensee or registrant, but the licensee or registrant **is subject to administrative action** under sections 16221 and 16226.

Q: Will my identity remain confidential?

- MCL 333.16222(2)
- Unless the licensee or registrant making a report under subsection (1) otherwise **agrees in writing**, the identity of the licensee or registrant making a report under subsection (1) **shall** remain confidential **unless disciplinary proceedings under this part are initiated** against the subject of the report and the licensee or registrant making the report is required to testify in the proceedings.

Q: Do I have to report a colleague who may be impaired?

- MCL 333.16223
- . . . a licensee or registrant who has reasonable cause to believe that a licensee, registrant, or applicant is impaired **shall** report that fact to the department.
- A licensee or registrant who fails to report under this subsection is **not liable in a civil action** for damages resulting from the failure to report, but the licensee or registrant **is subject to administrative action** under sections 16221 and 16226.
- A licensee or registrant who in good faith complies with this section is **not liable for damages in a civil action or subject to prosecution in a criminal proceeding as a result of the compliance.**



The PHC Complaint/Enforcement Process

- Complaint is submitted to and reviewed by the Inspections and Investigations Division
 - *closed or authorized for investigation*
 - Complaint is investigated
 - *Closed, referred to expert, or transferred to Enforcement Division for drafting of Administrative Complaint and possible Order of Summary Suspension*
- ➔
- Enforcement Division drafts and serves Administrative Complaint and possible Order of Summary Suspension (OSS)
 - OSS can be mandatory or discretionary
- ➔
- Licensee receiving Administrative Complaint elects either
 - *A compliance conference, settlement, or formal administrative hearing*
 - *Failure to respond results in automatic sanctions imposed by a Board's Disciplinary Subcommittee (DSC) via a Final Order*
 - Licensee receiving Order of Summary Suspension and Administrative Complaint
 - *Cannot practice until matter is resolved through the administrative hearing process*

The PHC Complaint/Enforcement Process- *Continued*

- If the Department proposes settlement terms
 - *If Licensee agrees to terms, a Consent Order and Stipulation is drafted. After Licensee and the Department sign the document, it is forwarded to the Board's DSC for review*
 - *The DSC either approves the Consent Order and Stipulation, making it legal and binding, or rejects it and proposes a counter offer*
 - *If a settlement cannot be reached, the matter is forwarded for a formal administrative hearing*
- If the matter goes through the formal administrative hearing process
 - *Based on the issuance of an Administrative Complaint and OSS, Licensee's election, or a failure to reach a settlement*
 - *The DSC either approves the Proposal for Decision making it legal and binding, dismisses the Administrative Complaint based on the Administrative Law Judge's (ALJ) findings, or reverses the ALJ and makes its own findings of fact and conclusions of law*
- Licensee may appeal the DSC's decision to the Michigan Court of Appeals
- If no appeal, the Department monitors Licensee's compliance with further sanctions for noncompliance



Legislative Action

New Opioid Laws



Public Acts 246-250 of 2017

Public Acts	Description
Public Act 246 of 2017	Requires the disclosure of prescription opioid information and risks to minors and patients, beginning 6/1/18.
Public Act 247 of 2017	Requires prescribers to be in a bona fide prescriber-patient relationship prior to prescribing Schedules 2-5 controlled substances. These provisions were due to take effect on 3/31/18, however the implementation date has been pushed back by Public Act 101 of 2018.
Public Act 248 of 2017	Requires the review of MAPS prior to prescribing or dispensing to a patient a controlled substance in a quantity that exceeds a 3-day supply, beginning 6/1/18. Further, the act requires that a licensed prescriber be registered with MAPS prior to prescribing or dispensing a controlled substance to a patient, beginning 6/1/18.
Public Act 249 of 2017	Provides sanctions for failing to comply with the new MAPS usage mandates, failure to establish bona fide prescriber-patient relationships, and failure to inform patients regarding the risks associated with prescription opioid drugs.
Public Act 250 of 2017	Requires health professionals that treat patients for opioid-related overdoses to provide such patients with information regarding Substance Use Disorder Services, beginning 3/27/18.



Public Acts 251-254 of 2017 and Public Act 101 of 2018

Public Acts	Description
Public Act 251 of 2017	Requires prescribers treating patients for acute pain to not prescribe such patients with more than a 7-day supply of an opioid within a 7-day period, beginning 7/1/18
Public Act 252 of 2017	Provides that before dispensing or prescribing buprenorphine or a drug containing buprenorphine and methadone to a patient in a substance use disorder program, the prescriber shall review a MAPS report on the patient, beginning 3/27/18.
Public Act 253 of 2017	Codifies Medicaid coverage for detox programs, beginning 3/27/18.
Public Act 254 of 2017	Requires the Prescription Drug and Opioid Abuse Commission (PDOAC) to develop for Michigan's Department of Education (MDE) recommendations for the instruction of pupils on the dangers of prescription opioid drug abuse, by 7/1/18.
Public Act 255 of 2017	Requires MDE to make available to school districts a model program of instruction on the dangers of prescription opioid abuse, developed or adopted by the PDOAC, by 7/1/19. Further, beginning in the 2019-2020 school year, MDE shall ensure that the state include within its health education standards, instruction on prescription opioid drug abuse.
Public Act 101 of 2018	Pushes back the effective date for the bona fide prescriber-patient relationship requirement to 3/31/19, or if rules are promulgated to provide alternatives to the prescriber-patient requirement before 3/31/19, on the date on which rules are promulgated.



For Additional Legislative Information

- Individuals seeking additional information regarding the new opioid laws can visit <http://www.legislature.mi.gov> and do the following:
 - Select “Public Act (Signed Bills)” among the options under the “Legislature” category on the left of the page.
 - On the “Public Acts” webpage, enter the Public Act Number, and select a “Public Act Year” below. For example, to find more information regarding Public Act 247 of 2017, Enter “247” in the search box, and select the “Public Act Year” from the dropdown box as “2017”. Select “Search” when ready.
- A direct link to the above referenced “Public Act (Signed Bills)” search page is as follows:
[http://www.legislature.mi.gov/\(S\(gfsic4rztSD0vhcPbmxFjwvy\)\)/mileg.aspx?page=PublicActs](http://www.legislature.mi.gov/(S(gfsic4rztSD0vhcPbmxFjwvy))/mileg.aspx?page=PublicActs).



Questions?

Thank You!



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