



# **RxGov Data Submitter**

## **User Guide**

**State of West Virginia Board of Pharmacy**  
**Controlled Substance Monitoring Program (CSMP)**  
**1207 Quarrier Street, 4th Floor**  
**Charleston, WV 25301**

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## Disclaimer

The content represented within this document is current upon the date of publication. Some material may or may not apply to the user's individual circumstances due to differences in user role options enabled, and the user's specific client setup. Refer to the latest release notes for additional updates.

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## About RxGov

RxGov is a software application that records and tracks medication dispenses, including controlled substance (CS) prescriptions.

RxGov is designed to be a comprehensive system which facilitates communication between multiple user groups to ensure patient confidentiality, data security, and the presentation of accurate information. The RxGov application operates in an online environment that does not require any special hardware or software and allows a user to access their RxGov account anywhere internet access is available.

## Purpose

This guide provides information regarding the West Virginia Prescription Monitoring Program (WV PMP). The program was established to collect data on all Schedule II, III, IV, and V controlled substances; Drugs of Concern, and opioid antagonists dispensed in the State of West Virginia or dispensed to an address in the State of West Virginia to a West Virginia Resident.

WV BOP has partnered with Leap Orbit to develop a database that will collect and store data on the dispensing of controlled substances (CS) in the State. Leap Orbit's RxGov is a web-based program that facilitates the collection, analysis, and reporting of information on dispensed controlled substance prescriptions.

This user guide serves as a step-by-step implementation and training resource for data submitters by providing detailed information dispensers need to comply with the reporting requirements for the PDMP.

The intended audience for this document is any licensed pharmacy or dispenser who dispenses a prescription drug in or into the state and/or the dispensing software vendor who facilitates uploading dispenses on behalf of a pharmacy or dispenser.

## How Does RxGov Work?

RxGov serves as a universal point of contact at all steps of the prescription dispensing process.

When a patient visits a health care provider and the provider considers prescribing a controlled substance (CS) for a patient, the provider may first review the Prescription Drug Monitoring Program (PDMP) to manage the benefits and risks of controlled substance medications and identify potentially harmful drug interactions.

Before dispensing a prescribed controlled substance medication, a Dispenser may review the PDMP and verify that there is not a likelihood of harmful or hazardous use of the medication by the patient.

By submitting data for a Dispenser or group of dispensers, a Data Submitter keeps the RxGov database current and ensures that the data reviewed by health care providers and dispensers is accurate.

## Data Collection and Reporting Requirements

The following sections describe reporting expectations and exemptions, registration requirements, reporting methods, data standards, and guidelines for zero reporting within the RxGov PDMP platform.

## Reporting Expectations

To fulfill the PDMP data collection requirement, controlled substance dispensers are required to electronically report data on all Schedule II, III, IV, and V prescription drugs dispensed to a patient or a patient's agent in the State. "Dispenser" includes licensed pharmacies, whether in-state or non-resident, as well as licensed healthcare practitioners who dispense controlled substances. Certain specified entities and types of drug delivery/dispensing are exempt from reporting. The following procedures are below:

- Dispensers are required to electronically report data on controlled substance prescription drugs dispensed to a patient (human only) in the state or to an address in the state.
- Every 24 hours, dispensers are required to provide data in a standardized format, or they may provide zero reports if no medications were dispensed that met the required criteria.
- Data is encouraged to be provided as close to real-time as possible.
- In the event the records provided by a dispenser are not in the correct format, unreadable, or damaged, RxGov will not load the record and will report the error(s) to the data submitter for correction.

As part of the medication history hosting service, RxGov provides appropriate infrastructure to accept data supplied by dispensers as required by state statute.

- Chain pharmacy data may be submitted from your central office. Please verify this with your corporate or central office.
- If you are an independent pharmacy or dispensing practitioner who works with a pharmacy or practice management system vendor, forward the reporting requirements to your software vendor.
- System changes may be necessary to create the data file in the correct format, and the pharmacy or vendor may be able to submit the data on your behalf. If not, follow the instructions provided in the [Data Submission](#) section to submit the data.
- If you are a dispenser that submits its own data, follow the instructions provided in the [Data Submission](#) section to submit the data.

## Reporting Data Standard and Deadlines

The PDMP requires prescription data be reported electronically in the American Society for Automation in Pharmacy (ASAP) Standard for Prescription Monitoring Programs. Submission of paper reports or hard copies of digital media (e.g., mailed CD or floppy disk) are not permitted. Approved electronic reporting methods include secure FTP (SFTP) over SSH, SSL website, or the online Manual Entry/Universal Claim Form.

The PDMP requires all reports be submitted in the American Society for Automation in Pharmacy (ASAP) Standard for Prescription Monitoring Programs. Detailed specifications for ASAP are listed in [Appendix A: ASAP Specifications](#).

Dispensers must report controlled substance prescription drug dispensing to the PDMP every 24 hours, including the submission of a 'Zero Report' on days when no controlled substance prescriptions were dispensed.

If a dispenser's report is rejected by the PDMP as incomplete or inaccurate, the dispenser **must** submit a corrected report **within three (3) business days** of being notified by RxGov of receipt of incomplete or inaccurate data.

If a dispenser suffers a mechanical, electrical, or other technical failure that, as a direct consequence, precludes the dispenser's ability to submit an electronic report, the dispenser must notify WV BOP within 24 hours of discovery of the technical failure and report data on each drug dispensed during the period of technical failure as soon as possible, but no later than 24 hours following re-establishment of the means of electronic reporting.

**To report a technical failure to the state PDMP, contact Victoria Guerra, CSMP Administrator, at [victoria.r.guerra@wv.gov](mailto:victoria.r.guerra@wv.gov).**

## Guidelines for Zero Reporting

If a dispenser has no controlled substance dispensing transactions to report for the day, the dispenser must submit a zero report, as described in the [Reporting Zero Dispensing](#) topic in this guide.

## Submitter Account

The following sections describe RxGov PDMP account creation, modification, account lockout, updates to profile details, and viewing of system notifications.

### Creating Your Account

To submit data, you will first need to create a Submitter account. If you have already created your account, proceed to the appropriate section of this document that outlines the steps you must follow to submit your data.

Complete the following steps to create a new RxGov user account:

1. Go to the RxGov homepage at <https://pmpw.rxgov.com/>
2. On the RxGov homepage, click **Register** and follow the directions on the screen to create an account.
  1. Click **Continue** to be taken to the RxGov registration screen:

Email

First Name  Last Name

Street Address 1

Street Address 2

City  State/Province  Zip/Postal Code

Phone Number  Mobile Phone Number

Default Language

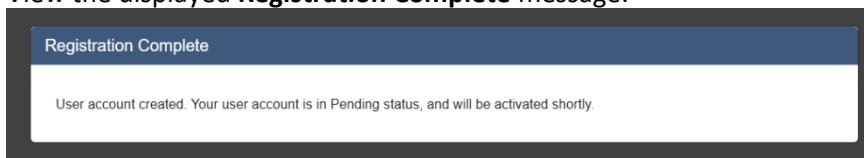
Account Type



2. Enter the following information:

- **First Name**
- **Last Name**
- **Street address**
- **City**
- **Zip code**
- **State**
- **Mobile Phone Number**

1. In the Account Type menu, select **Submitter**.
2. Enter your **Submitter Name**.
3. Click **Register**.
4. View the displayed **Registration Complete** message.



5. The account is now pending. Newly created accounts must be activated by an RxGov Administrator before the user can proceed to log in.

6. After the RxGov Administrator activates the new account, a **PDMP RxGov Account Status Changed** email is sent to the email address associated with the account to notify that your account is now active.
7. Open the RxGov URL and use the email address (username) and previously created password to log into RxGov.
8. You will also receive an encrypted email from **@leaporbit.com** containing your credentials for SFTP submission. The email will contain the details needed to submit ASAP files through SFTP.

## Modifying Your Account

Use the following procedures to recover a forgotten password or to change your password.

### Forgot Your Password/Reset Password

1. Log on to the RxGov homepage at <https://pmpwv.rxgov.com/>
2. Select **Reset password**.
3. Follow screen prompts to verify your email by retrieving a verification code.
4. Enter a new password, confirm it, and select **Continue**.
5. Enter your email and new password on the log in screen.

### Account Lockout

User accounts are locked out after five failed login attempts. The account remains locked for 30 minutes. After 30 minutes, the user can attempt to log in again. If needed, contact Support ([support@leaporbit.com](mailto:support@leaporbit.com) or 1-844-767-4767).

### Update Profile Details

Complete the following steps to modify or update existing information in your account:

1. Log on to RxGov: <https://pmpwv.rxgov.com/>
2. On the top menu bar, click your **username**.



3. On the User Profile Details page, update any of the following information
  - **First Name**
  - **Last Name**
  - **Street Address**
  - **City**
  - **State**
  - **Zip Code**
  - **Phone Number**
  - **Mobile Number**
4. Click **Save**.

Complete the following steps to update your **Submitter Name**:

1. Log on to RxGov: <https://pmpwv.rxgov.com/>
2. On the top menu bar, click **username**.
3. On the User Profile Details page, click **Change Identifier Fields**.
4. On the **Create User Identifier Change Request Ticket** page, please provide an explanation for the change to your identifier in the comment box.
5. Enter a new submitter name in the **Submitter Name** field.
6. Click **Submit**.

**Note:** This change initiates an approval request sent to a RxGov Admin and is not updated until the Admin completes the approval.

## Viewing System Notifications

System notifications are set by System Administrators, are visible to all users, and contain information about updates, system outages, or planned downtime. They also contain information relevant to the use of the system.

Select **System Notifications** on the top menu bar to view system notifications. Select an option for the system notifications from the displayed drop-down menu.



## Assistance and Support

If you have questions regarding data submission, please contact [rxgovsupport@leaporbit.com](mailto:rxgovsupport@leaporbit.com) or call (888) 514-6865 (24/7/365).

## Data File Submission Methods

The three main methods of submitting PDMP data files via RxGov are Secure FTP Over SSH (SFTP), SSL Website (RxGov Portal), and Manual Prescription Entry. Before any submission occurs, the American Society for Automation in Pharmacy (ASAP) file is searched for National Drug Codes (NDC) and proper formatting.

When a dispense is submitted, RxGov searches the [drug resource] database for a National Drug Code (NDC) during ASAP processing first. If the NDC is not found in the database, the dispense will still be accepted, but a warning is returned for the dispenser to review. The data submitter must review the NDC for correctness or the dispense will not contain all drug information in the PDMP.

### Submission Method #1: Secure FTP Over SSH (SFTP)

There are many free software products that support Secure FTP. The PDMP vendor, Leap Orbit, cannot direct or support your installation of operating system software for Secure FTP; however, once the software is set up in your specific environment, complete the following steps to submit files to RxGov using the Secure FTP over SSH method:

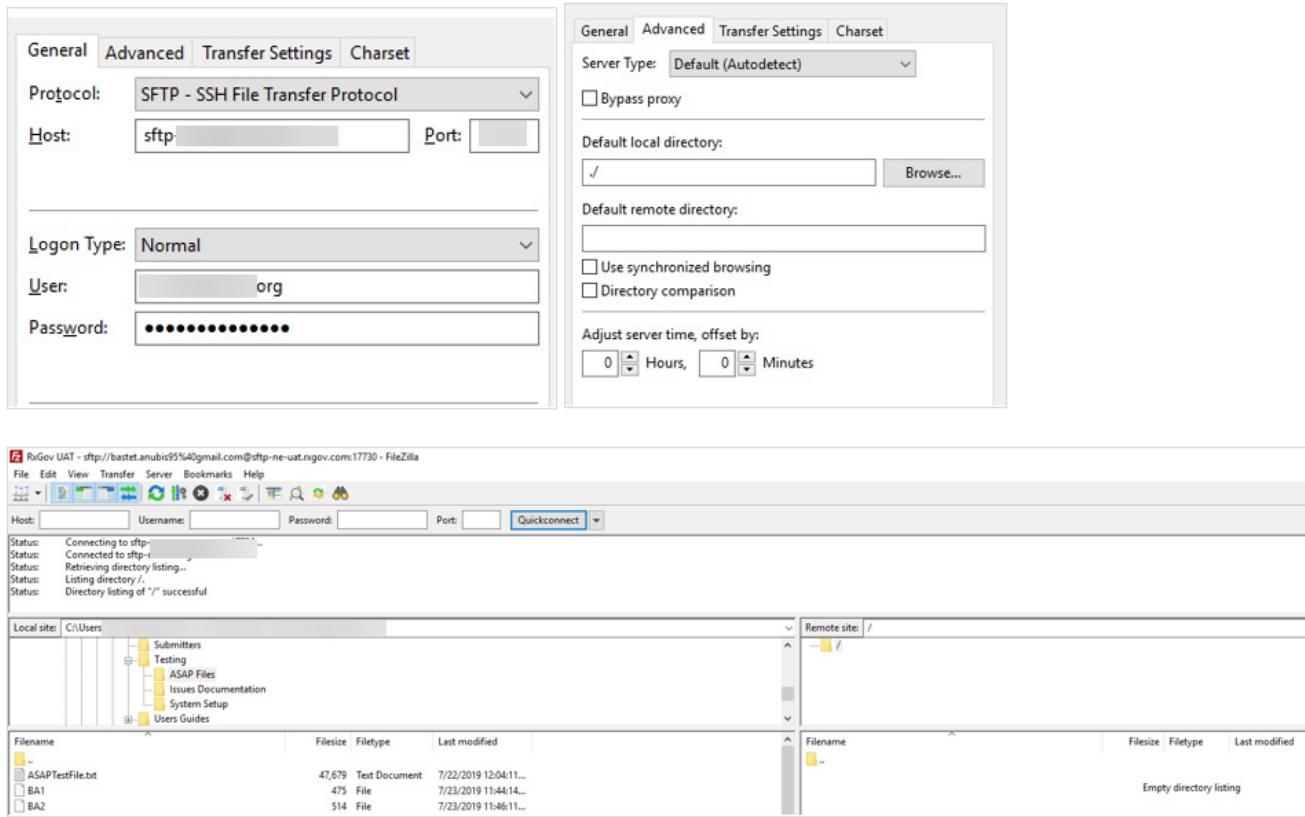
1. Prepare the data file for submission using the American Society for Automation in Pharmacy (ASAP) specifications described in [Appendix A: ASAP Specifications](#).
2. Send the file to the appropriate SFTP URL and port determined by your Network Administrator. The RxGov hostname and port number are below:

**a. Hostname: us.sftp.prod.rxgov.com**

**b. Port: 17730**

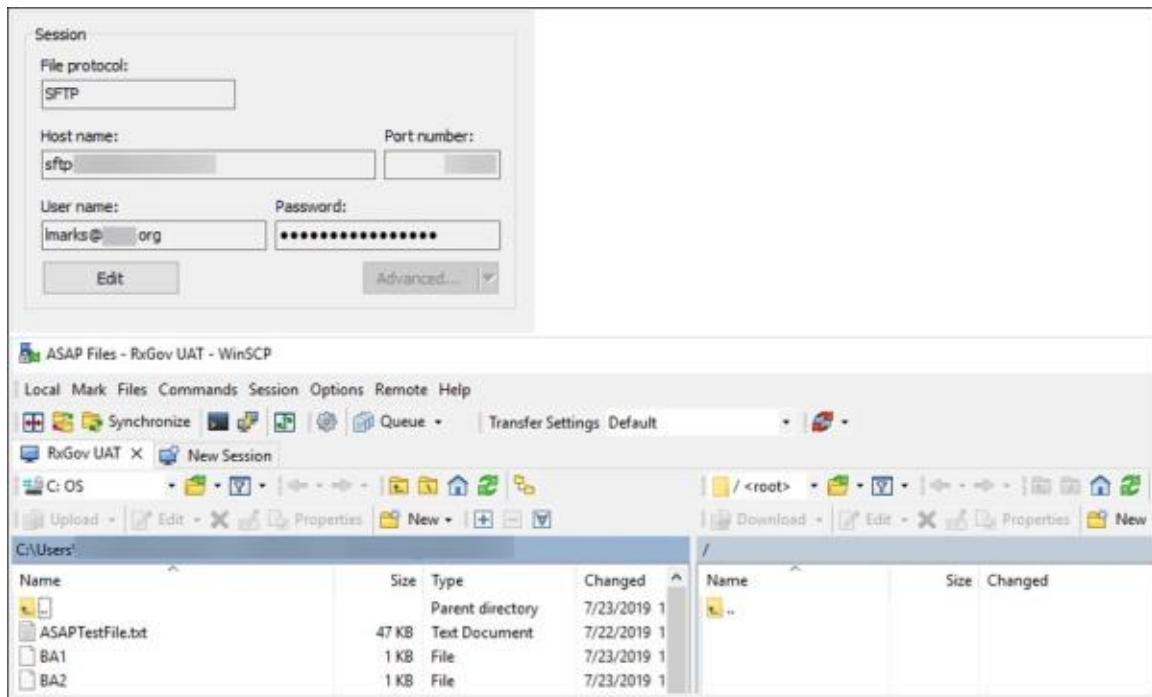
3. When prompted, enter your data submitter credentials (username and password will be provided by Leap Orbit via secure encrypted email upon user registration).
4. Click into your state's specific folder: **/wv**
5. Upload/submit the ASAP file.
6. If desired, view the results of the submission in the administration section of RxGov.
7. Log off when the file submission is complete.

*Filezilla Example:*



The screenshot shows the FileZilla interface. On the left, the 'General' tab of the connection settings is selected, showing the protocol as 'SFTP - SSH File Transfer Protocol', host as 'sftp', port as 22, logon type as 'Normal', user as 'org', and password as '\*\*\*\*\*'. On the right, the 'Advanced' tab is selected, showing server type as 'Default (Autodetect)', default local directory as '/', and default remote directory as '/'. Below these are checkboxes for 'Bypass proxy', 'Use synchronized browsing', and 'Directory comparison', and an 'Adjust server time, offset by:' section with 0 hours and 0 minutes. The main window shows a connection to 'RxGov UAT - sftp://bastet.anubis95%40gmail.com@sftp-ne-uat.rxgov.com:17730 - FileZilla'. The status bar at the bottom shows the connection progress: 'Connecting to sftp...', 'Connected to sftp...', 'Refining directory listing...', 'Listing directory /', and 'Directory listing of "/" successful'. The left pane shows the local site structure: C:\Users\Submitters\Testing\ASAP Files\Issues Documentation\System Setup\Users Guides. The right pane shows the remote site structure: /. The bottom pane shows a file list with three files: ASAPTestFile.txt (47,679 bytes, Text Document, 7/22/2019 12:04:11...), BA1 (475 bytes, File, 7/23/2019 11:44:14...), and BA2 (514 bytes, File, 7/23/2019 11:46:11...). The status bar at the bottom right of the file list pane says 'Empty directory listing'.

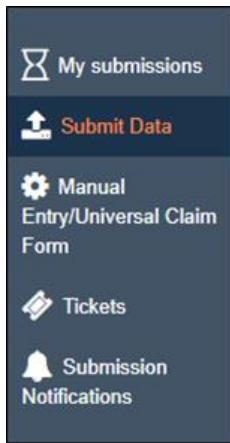
*WinSCP Example:*



## Submission Method #2: SSL Website (RxGov Portal)

Complete the following steps to submit files to RxGov using the SSL Website (RxGov Portal) method:

1. Prepare the data file for submission using the American Society for Automation in Pharmacy (ASAP) specifications described in [Appendix A: ASAP Specifications](#).
2. Log on to RxGov.
3. On the left menu, click **Submit Data**.



4. In the **Submit By File** section, click **Select Files**.

Submit By File

Select Files...      Submit Files

File Name      File Size      Actions

5. Select the file to be submitted from the stored file location on your computer and click **Open**.
  - a. If a file was selected by mistake, select the red x in the Actions column to remove.
  - b. When all desired files are listed, click Submit Files.

Submit By File

Select Files...      Submit Files

File Name      File Size      Actions

Feanor\_Galadriel\_Fibro\_Profile2.txt      15568     

6. (Optional) View the results of the submission in My Submissions.

My submissions

Submit Data

Manual Entry/Universal Claim Form

Tickets

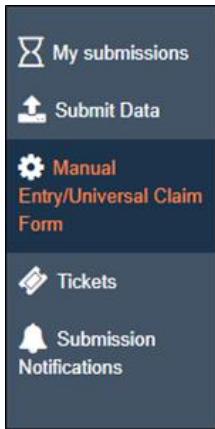
Submission Notifications

7. Log off when the file submission is complete.

## Submission Method #3: Manual Prescription Entry

Complete the following steps to submit files to RxGov using the Manual Prescription Entry method:

1. Log on to RxGov.
2. On the left menu, select Manual Entry/Universal Claim Form.



3. In the **Pharmacy (Dispenser) Information** section, enter the required information in the text fields (Required information is noted by red asterisks). For dispense of a controlled substance, DEA is required.

denotes required fields \*

**Pharmacy / Dispenser**

To begin, please provide at least one of the following identifications for the Dispenser and the Dispenser information available will auto-fill the fields below. For the dispense of a controlled substance, DEA Number is required.

National Provider Identifier (NPI) [PHA01] ex: 1234567890	DEA Number [PHA03] ex: ab1234567	NCPDP/NABP Provider ID [PHA02] ex: 1234567
Pharmacy Name [PHA04] pharmacy name	Chain Site ID [PHA12] chain store number	Phone Number [PHA10] 10-digit number
Contact Name for Pharmacy [PHA11] contact for pharmacy	Pharmacy Address - 1 [PHA05] street address	
City [PHA07] city	State [PHA08] select state	Zip Code [PHA09] zip code
Pharmacy Address - 2 [PHA06] suite, apartment, etc		

- Enter DEA Number

**\*Note:** After entering a DEA or NPI, the available information from that data source will automatically populate. Please fill in any additional information.

- Pharmacy Name
- Address Information - 1
- Address Information - 2
- City Address
- State/Province
- Zip/Postal Code
- Phone Number
- Contact Name - First name and last name
- Pharmacy Name/Clinic Name
- Pharmacy street address/Clinic street address
- City
- State
- Zip code

- (Optional) Complete remaining blocks of information if desired.

4. In the **Patient Information** section, enter the required information in the text fields (required information is noted by red asterisks).

Patient 1

( Animal  Human  Non-U.S. Resident )

Patient Information

Patient Name Prefix [PAT10] select prefix	Patient Last Name [PAT07] last name	Patient First Name [PAT08] first name	Patient Middle Name [PAT09] middle name	Patient Name Suffix [PAT11] select suffix
Date of Birth [PAT18] mm-dd-yyyy format	Gender [PAT19] select gender	Patient Address - 1 [PAT12] street address		Patient Address - 2 [PAT13] suite, apartment, etc
City [PAT14] city	State [PAT15] select state	Zip Code [PAT16] zip code	Phone Number [PAT17] 10-digit number	
Patient Location Code [PAT21] select id type				

Patient Identification

Identification Type [PAT02] select id type	<a href="#">+ Add Additional Id</a>
---	-------------------------------------

- Patient last name
- Patient first name
- Patient address, city, state, and zip code
- Patient date of birth
- Species code (human or veterinary patients)
- Type of ID qualifier (i.e. driver's license number)
- Patient ID number
- (Optional) Enter any additional information

Dispense 1

Prescription Information

Reporting Status [DSP01] New Record	Prescription Number [DSP02] prescription number	Date Written [DSP03] 11-03-2023	Quantity Prescribed [DSP22] 0 or more	Refills Prescribed [DSP04] 0 or more
Date Filled [DSP05] 11-03-2023	Prescription Origin/Transmission Type [DSP12] Written Prescription	Refill Number [DSP06] refill number	Partial Fill Indicator [DSP13] partial fill indicator	Date Sold [DSP17] 11-03-2023
Payment Type [DSP16] Private Pay (Cash, Charge, Credit Card)	Product ID Type [DSP07] NDC	Product ID [DSP08] ex: 01234567890	Quantity Dispensed [DSP09] 0 or more	Dose Unit [DSP11] Each
Days Supply [DSP10] 0 or more	Treatment Type [DSP24] Select treatment type	Rx Sig [DSP23] directions on prescription label, will truncate after 200 characters		
Pharmacist Last Name [AIR09] last name	Pharmacist First Name [AIR10] first name	Diagnosis Code [DSP25] ex: a12-123-0		

5. In the **Dispense Information** section, enter the required information in the text fields (required information is noted by red asterisks).

- Reporting Status

- New Record - Status for a new Rx.
- Revise - Status of a record being edited.
- Void - Status for voided or canceled records.
- Prescription Number
- Date Written
- Refills Authorized
- Date Filled
- Refill Number
  - 00 for original dispensing.
  - 01 for first refill, 02 for second refill, etc. up to 99.
- Product ID Qualifier the drug National Drug Code (NDC)
- Product ID
- Quantity Dispensed
- Days' Supply
- Drug Dosage Units Code (liquid or non-liquid)
- Partial Fill Indicator
  - 00 for no partial fill
  - 01 for first partial fill, 02 for the second partial refill, etc. up to 99.
- Quantity Prescribed

## 6. Dispense Prescriber Information

**Rx Prescriber**

Prescriber National Provider Identifier (NPI) [PRE01] ex: 1234567890	Prescriber DEA Number [PRE02] ex: ab1234567	Prescriber DEA Number - Suffix [PRE03] ex: 123
Issuer of Prescriber License Number [PRE10] select issuer	Prescriber State License Number [PRE04] ex: abc1234	Prescriber Last Name [PRE05] last name
Prescriber First Name [PRE06] first name	Prescriber Middle Name [PRE07] middle name	Prescriber Phone Number [PRE08] 10-digit number

**Rx Serial Number**

State Issuing Rx Serial Number [AIR01] select state	Rx Serial Number [AIR02] ex: abc123456789
--	--

**Non-Patient Rx Pick Up/Drop Off**

Non-Patient Pick Up or Drop Off [AIR11] select action	Non-Patient Identification Type [AIR04] select id type
--	---

## 7. In the **Dispense Prescriber Information** section, enter the required information in the text fields (required information is notated by red asterisks).

- DEA or NPI Number
  - (Prescriber) Last Name
  - (Prescriber) First Name

- (Prescriber) Phone Number
- (Optional) Complete additional information as needed.

**\*Note:** After entering a DEA or NPI, the available information from that data source will automatically populate. Please fill in any additional information.

- DEA Number
- Pharmacy Name
- Address Information -1
- Address Information - 2
- City Address
- State/Province
- Zip/Postal Code
- Phone Number
- Contact Name - First name and last name

8. (Optional) Enter additional information as necessary.

9. Dispense Compound Medication

If Compound is chosen in the Product ID Type [DSP07] field, 99999 will automatically be filled in the Product ID field [DSP08]. When this occurs, an additional Compound Drug Information section will appear.

Compound Drug Information

Sequence Number [CDI01] 1	Product ID Type [CDI02] select ingredient id type	Product ID [CDI03] ingredient id	Quantity Dispensed [CDI04] ingredient quantity	Dose Unit [CDI05] select dose unit	<b>+ Add</b>
------------------------------	--	-------------------------------------	---	---------------------------------------	--------------

Enter the ingredients for compounded medications.

- **Sequence** - The order of ingredients in the compound. The number **1** is used for the first ingredient, **2** for the second, etc.
- **Product ID Type** (usually drug NDC) - Provide the number.
- **Quantity** - Enter the quantity of the ingredient.
- **Dosage Units Code** – select the appropriate code from the dropdown options.

10. Click the Add button and more fields will appear for the next ingredient. Continue this process until all ingredients in the compound have been added.

9. To **Add a Dispense** for the same patient, click the green pill with the + and another dispense section will be added.

Pharmacy/Dispenser 

---

Patient 1  

↳ Dispense 1 

---



10. To Add a Patient, click the green person icon with the + on the menu on the left side. A Patient 2 section will appear.

Pharmacy/Dispenser 

---

Patient 1  

↳ Dispense 1 

---

Patient 2  

↳ Dispense 1 

↳ Dispense 2 

↳ Dispense 3 

---

Patient 3  

↳ Dispense 1 

↳ Dispense 2 

↳ Dispense 3 

↳ Dispense 4 

↳ Dispense 5 

---



11. Click the Submit UCF button  when all data has been entered. If there are any errors on the screen, they will be indicated with a red box and information about the error. You will not be able to submit the dispense until all required information is present and indicated errors are corrected.

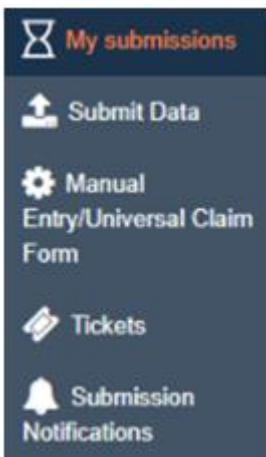
12. If a manually-submitted report contains an error or needs to be voided, on the **Submission History** screen, click **Manual Entry/Universal Claim Form** and repeat the entire process.

## View Submitted Reports

**\*Note:** The submitter can only view records submitted via the account username/email.

Complete the following steps to view submitted reports in RxGov:

1. Log on to RxGov.
2. On the main dashboard, select **My Submissions** in the left menu.



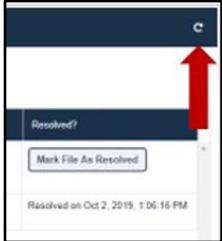
3. On the **Submission History** page, use the **Start Date** and **End Date** calendar menus to select the dates for viewing data. Refine the search by selecting one or more of the following checkboxes:

**\*Note:** After selections are made, the submission history search runs automatically.

- **Only Show Files w/ Errors**
- **Hide Resolved Files**
- **Hide Files w/ Fatal Errors**

**\*Note:** See [Appendix C: Submission History Errors and Messages](#) for a full list of possible Submission History error messages and descriptions.

4. Click the **Refresh**  icon to update the displayed data.



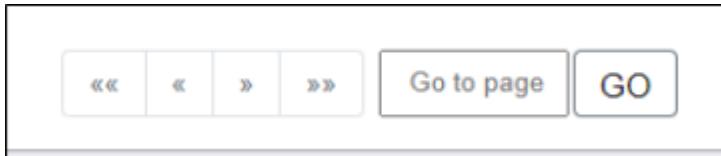
5. (Optional) Use the density controls to adjust displayed row formatting.



6. (Optional) Select the Rows per page drop-down menu to adjust the number of displayed rows.

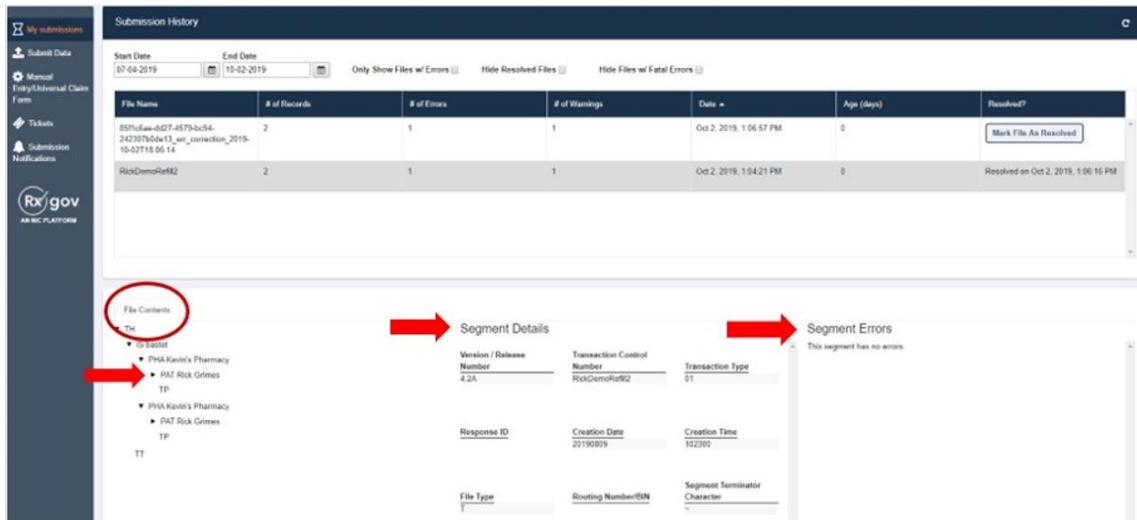


7. (Optional) Use the pagination controls to jump to the next page, previous page, the first page, the last page, or enter a specific page number in the Go to page field and click GO to immediately open the page desired.



8. Click anywhere in the row containing the data to view the submitted data.

9. On the **Submission History** page, in the **File Contents** section, click the menu arrow next to a patient name to expand and view details about the patient.



10. View additional dispensing information in the **Segment Details** section and the **Segment Errors** section.

11. (Optional) Click the menu arrows in the **File Content** section to display further information.

File Contents			
▼ TH	Segment Details		
▼ IS bastet	National Provider Identifier	DEA Number	DEA Number Suffix
▼ PHA Kevin's Pharmacy	9999999965	ZZ9999965	
▼ PAT Rick Grimes			
▼ DSP RG11134			
PRE Marcus Welby			
TP	Prescriber State License Number	Last Name	First Name
► PHA Kevin's Pharmacy	9999999965	Welby	Marcus
TT			
	Middle Name	Phone Number	XDEA Number
		9995559965	

File Contents			
▼ TH	Segment Details		
▼ IS bastet	National Provider Identifier	DEA Number	DEA Number Suffix
▼ PHA Kevin's Pharmacy	9999999965	ZZ9999965	
▼ PAT Rick Grimes			
▼ DSP RG11134			
PRE Marcus Welby			
TP	Prescriber State License Number	Last Name	First Name
► PHA Kevin's Pharmacy	9999999965	Welby	Marcus
TT			
	Middle Name	Phone Number	XDEA Number
		9995559965	

- Patient information is displayed in the **Segment Details** section when the **PAT** line is highlighted.
- Prescription information is displayed in the **Segment Details** section when the **DSP** line is highlighted.
- Prescriber information is displayed in the **Segment Details** section when the **PRE** line is highlighted.

## Manually Resolve Unresolved Files

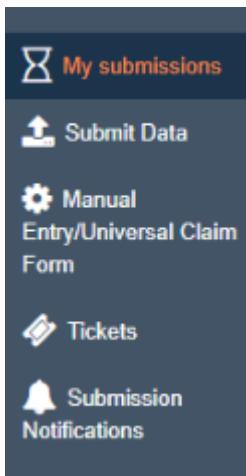
Files that have been corrected by a new submission may not include all key components required to resolve the original file. When this occurs, a notification email continues to be sent until the file is updated to a resolved status. Users can manually resolve files to update the file status and stop the email notification.



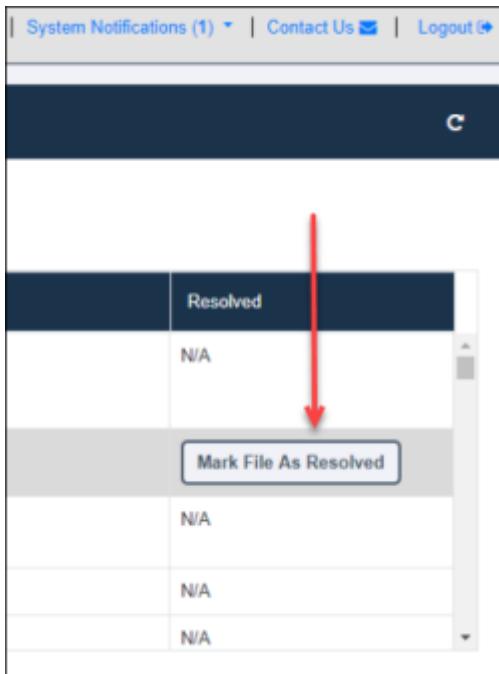
**\*Note:** All errors in the previously submitted file must be corrected before manually changing the file status to **Resolved**. If files are resolved manually without correcting the error in the data, the dispenses containing errors will not be loaded and will result in invalid data being reported.

Complete the following steps to manually resolve a submission file status.

1. Log on to RxGov.
2. On the main dashboard, select **My Submissions** in the left menu.



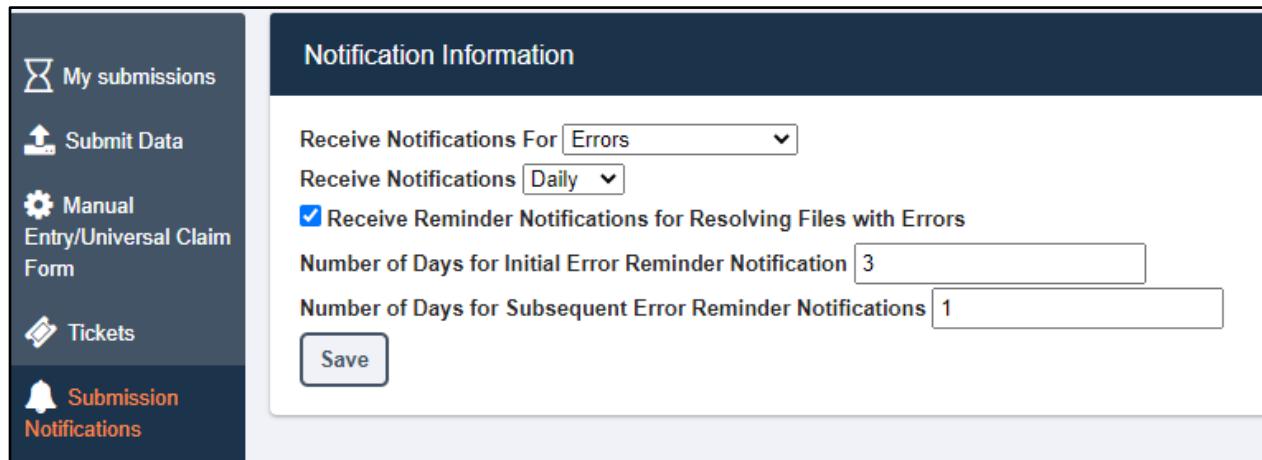
3. On the Submission History page, use the **Start Date** and **End Date** calendar menus to select the dates for viewing data. Refine the search by selecting one or more of the following checkboxes:  
*\*Note: After selections are made, the submission history search runs automatically.*
  - **Only Show Files w/ Errors**
  - **Hide Resolved Files**
  - **Hide Files w/ Fatal Errors**
4. In the **Submission History** section, select the **Mark File as Resolved** button in the corresponding row of an unresolved file.



5. Select one of the following options on the displayed confirmation window:
  - **OK** – Updates file unresolved status to “resolved” and provides a date and time stamp for the update.
  - **Cancel** – Confirmation window closes, and the file status remains unchanged.

## Submission Notifications

Notifications can be configured during setup by the Submitter to send an email alert for a variety of situations and frequencies. The schedule for sending the email alerts is determined by the Submitter; however, the email will continue to be sent or queued to be sent until the error is resolved and properly uploaded into the PDMP.



Notification Information

Receive Notifications For

Receive Notifications

Receive Reminder Notifications for Resolving Files with Errors

Number of Days for Initial Error Reminder Notification

Number of Days for Subsequent Error Reminder Notifications

Complete the following steps to configure **Submission Notifications**.

1. On the **Submissions Notifications** menu, under the **Notification Information** section, select one of the following options from the **Receive Notifications For** drop-down menu:
  - **Nothing**
  - **Errors**
  - **Errors and Warnings**
  - **All Submissions**
2. Select one of the following frequency options from the **Receive Notifications** drop-down menu:
  - **Hourly**
  - **Daily**
3. (Optional) Select the **Receive Reminder Notifications for Resolving Files with Errors** checkbox.
4. Enter a number in the **Number of Days for Initial Error Reminder Notification** text field.
5. Enter a number in the **Number of Days for Subsequent Error Reminder Notifications** text field.
6. Click **Save**.

## DEA Validation

As a user, when submitting ASAP files via the user interface (UI), SFTP, UCF file, or when submitting Zero reports, the dispenser and prescriber DEA number must be validated to avoid incorrect DEA numbers from being submitted into the system.

DEA Validation occurs when the following events occur:

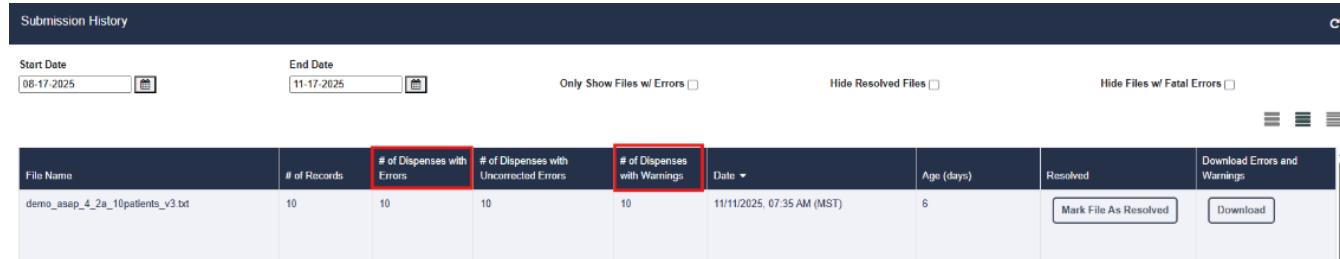
- A DEA number is entered during dispense submission.
- When a previously submitted DEA number is updated or edited in error corrections functionality.

When a DEA number is entered, it must be entered in a valid format. Additionally, the DEA number entered must match the DEA Registrant file. If the entered DEA number is not valid, an error or a warning is displayed depending on which parameter is invalid.

- **An error** – If the file is uploaded, but the dispense is not, the user must correct the dispense record from the RxGov UI or submit a new file.

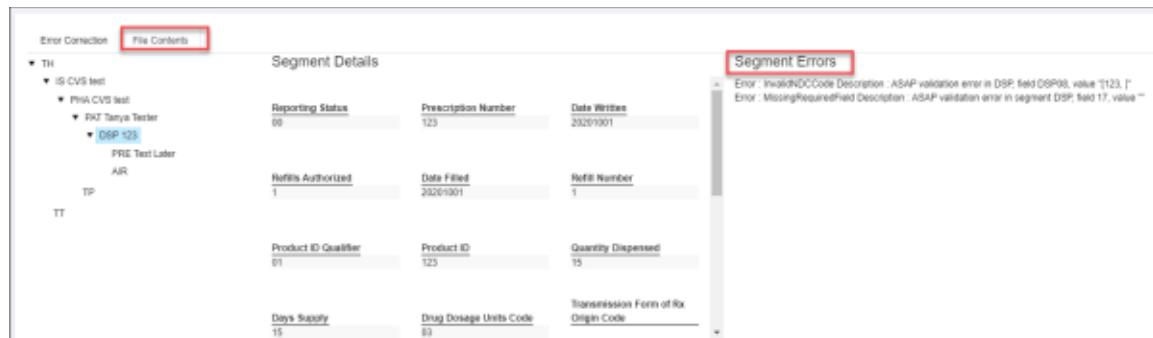
- **A warning** – If the file and the dispense are uploaded, the user may correct the DEA number from the RxGov UI if it is incorrect or ignore the warning if the user is certain that the value is correct.

Errors and warnings are displayed in the **Submission History** page in the **My Submissions** menu. If allowed, corrections can be made in the **Correction** text box under the **Error Correction** tab.



File Name	# of Records	# of Dispenses with Errors	# of Dispenses with Uncorrected Errors	# of Dispenses with Warnings	Date	Age (days)	Resolved	Download Errors and Warnings
demo_asap_4_2a_10patients_v3.bd	10	10	10	10	11/11/2025, 07:35 AM (MST)	6	<input type="button" value="Mark File As Resolved"/>	<input type="button" value="Download"/>

To view further details regarding the errors listed, view the **Segment Errors** section under the **File Contents** tab on the Submission History page under the My Submissions menu.



Segment Details	Segment Errors
<p>Reporting Status: 00</p> <p>Prescription Number: 123</p> <p>Date Written: 20251001</p> <p>Refills Authorized: 1</p> <p>Date Filled: 20251001</p> <p>Refill Number: 1</p> <p>Product ID Qualifier: 01</p> <p>Product ID: 123</p> <p>Quantity Dispensed: 15</p> <p>Days Supply: 15</p> <p>Drug Dosage Units Code: 03</p> <p>Transmission Form of Rx: Origin Code</p>	<p>Error: InvalidNDCCode Description: ASAP validation error in DSP field DSP098, value '123.1'</p> <p>Error: MissingRequiredField Description: ASAP validation error in segment DSP: field 17, value =</p>

## Expected DEA Validation Outcomes

The DEA Validation process presents certain messages when the entered DEA number is not in a valid format or does not match the DEA Registrant file. Validation outcomes vary depending on the RxGov feature being performed. For example, invalid DEA number entries present different outcomes during initial registration, while editing a user profile in the User Management Menu, or while submitting a file in the various file submission methods. The following descriptions provide an outline of expected DEA Validation outcomes for each feature being performed.

### ASAP File Submission DEA Validation

While submitting an ASAP file, the following DEA Validation outcomes are expected.

- **Outcome when the entered DEA number is not in a valid format:** The DEA number is **required** for both the dispenser and the prescriber (unless the dispense is for naloxone, then the DEA number or the NPI number for the prescriber will be accepted with the same caveat). When either DEA does not meet validation rules for format, an error for that dispense is displayed. The dispense is rejected and the data submitter must correct the error within 3 business days.
- **Outcome when the DEA number entered does not match the DEA number on file** - If the Dispenser or Prescriber DEA number does not match the DEA Registrant file, a warning for that dispense is displayed. In these cases, RxGov will validate that the DEA number is in the correct format and will check the DEA number retroactively when the new monthly DEA registrant file is received.

### SFTP File Submission DEA Validation

While submitting an SFTP file, the following DEA Validation outcomes are expected.

- **Outcome when the entered DEA number is not in a valid format:** The DEA number is **required** for both the dispenser and the prescriber (unless the dispense is for naloxone, then the DEA number or the NPI number for the prescriber will be accepted with the same caveat). When either DEA does not meet validation rules for format, an **error** for that dispense is displayed. The dispense is rejected and the data submitter must correct the error within 3 business days.
- **Outcome when the DEA number entered does not match the DEA number on file** - If the Dispenser or Prescriber DEA number does not match the most recent DEA file, a **warning** for that dispense is displayed. The data submitter must review the DEA number and correct it if it was entered erroneously. There are rare occasions when the DEA number is new and may not match the DEA Registrant file.

#### ***Universal Claim Form (UCF) File Submission DEA Validation***

While submitting a file via Universal Claim Form, the DEA number format and DEA file validation is automatically verified upon entry. The following DEA Validation outcomes are expected.

- **Outcome when the entered DEA number is not in a valid format:** The DEA number is **required** for both the dispenser and the prescriber (unless the dispense is for naloxone, then the DEA number or the NPI number for the prescriber will be accepted with the same caveat). When either DEA does not meet validation rules for format, the manual submission is not processed until a DEA number (Dispenser and Prescriber) with a valid format is provided. The user cannot continue until the format in the DEA field is correct.

<b>DEA Number</b>
<input type="text"/>
<b>Error! A valid DEA number is required</b>

- **Outcome when the DEA number entered does not match the DEA number on file** - The manual submission is processed; however, a warning for the DEA number (Dispenser or Prescriber) is displayed and the user may either correct the value or do nothing if they know the submitted number is a valid DEA number. The data submitter must review the DEA number and correct it if it was entered erroneously. There are rare occasions when the DEA number is new and may not match the DEA Registrant file.

<b>DEA Number</b>
<input type="text"/>
<b>Warning! DEA number not found in DEA file</b>

#### ***Zero Report File Submission DEA Validation***

While submitting a Zero Report, the following DEA Validation outcomes are expected.

- **Outcome when the entered DEA number is not in a valid format** – The DEA number is **required** for the dispenser. When the DEA number does not meet the validation rules for format, the report

submission is not processed until a DEA number with a valid format is provided. The user cannot continue until the format in the DEA field is correct.

- **Outcome when the DEA number entered does not match the DEA number on file** – The Zero Report is processed. A warning for the Dispenser DEA number is displayed. The user may either correct the value or do nothing if they know the DEA number submitted in the report is valid. The data submitter must review the DEA number and correct it if it was entered erroneously. There are rare occasions when the DEA number is new and may not match the DEA Registrant file.

## Error Correction

Data file error alerts are sent to the Submitter from RxGov when an error occurs. There are three error types: **Error**, **Warning**, and **Fatal Error**. When the file is selected within **My Submissions**, the details of the error are displayed in the bottom half of the screen.

Errors must be **corrected within three business days** of being notified by RxGov of receipt of incomplete or inaccurate data, and can be corrected within the RxGov My Submission page or corrected within the file by the Submitter or by the Submitter's Uploader Vendor.

### *Viewing Errors & Warnings*

Complete the following steps to view and correct errors within RxGov:

1. On the **Submission History** page, in the **My Submissions** section, review the details of file errors, or click the email link provided in the RxGov email.
2. Determine which of the following three error types are associated with the file:
  - **Error** - Errors are defined as simple data errors that may be corrected inside the submission file through RxGov or corrected in the ASAP file and resent. **If the errors are not corrected, this dispense will not become part of the PDMP.**
  - **Warning** - Warnings are defined as simple data errors that can be corrected inside the submission file through RxGov but are not required to be corrected to proceed. **If the warnings are not corrected, this dispense will still become part of the PDMP.**
  - **Fatal Error** - Fatal Errors are defined as errors which cannot be corrected in the submission file through RxGov. **The file must be corrected by the Submitter or by the Submitter's Vendor and resubmitted to RxGov. No dispenses in this file will be uploaded to the PDMP.**
3. In the **My Submissions** section, under the **Error Correction** tab, select the file to display the details of the error on the bottom half of the screen. Click the **File Contents** tab to view the contents of the submission segment by segment in the context of the warning or error:

Error Correction File Contents

▼ TH

- ▼ IS Data Submission Clearinghouse
- ▼ PHA 123 MAIN ST
  - ▼ PAT DAVID CARTER
    - DSP 10500
    - PAT MIA KING
    - PAT LIAM YOUNG
    - PAT GRACE BAKER
    - PAT NOAH HALL
  - TP

TT

Segment Details

National Provider Identifier (NPI)	NCPDP/NABP Provider ID	DEA Number
2780000	AB1234563	Central Pharma
Pharmacy Name	Address Information – 1	Address Information – 2
123 MAIN ST	123 MAIN ST	MISSOULA
City Address	State Address	ZIP/Postal Code
MT	59801	
Phone Number	Contact name	Chain Site ID

Segment Errors

- ▲ Error : ExceededMaxFieldLength Description : ASAP validation error in segment PHA, field 2, value "AB1234563"
- Error : ExceededMaxFieldLength Description : ASAP validation error in segment PHA, field 3, value "Central Pharma"
- Error : MissingRequiredField Description : ASAP validation error in segment PHA, field 5, value "
- Error : ExceededMaxFieldLength Description : ASAP validation error in segment PHA, field 8, value "59801"
- Error : MissingRequiredField Description : ASAP validation error in segment PHA, field 9, value "

4. Click the **Correction** text box to display more information in the Dispense Context. The **Dispense Context** drop-down menu contains options for searching through the submitted prescription.

Error Correction    [File Contents](#)

Segment	Field	Error	Current Value	Correction
PAT	Phone Number	<span>!</span> ExceededMaxFieldLength	71255505621	<input type="text"/>
DSP	Product ID	<span>⚠</span> NDCNotFound	6050502510A	<input type="text"/>

! Errors must be corrected. ⚠ Warnings may be ignored

[Submit Corrections](#)

Error Correction
File Contents

Segment
Field
Error
Current Value
Correction

PAT	Phone Number	<span style="color: red;">●</span> ExceededMaxFieldLength	71255505621	<input style="width: 100px;" type="text"/>
DSP	Product ID	<span style="color: yellow;">⚠</span> NOCNotFound	6050502510A	<input style="width: 100px;" type="text"/>

ID Qualifier of Patient Identifier
ID Qualifier 3
ID of Patient 2345

ID Qualifier of Additional Patient Identifier
Additional Patient ID Qualifier
Additional ID

Submit Corrections
←

● Errors must be corrected. ⚠ Warnings may be ignored.

5. (Optional) Scroll down to view content in the **Dispense Context** screen.

**\*Note: Submit Corrections** is not an option until the error is addressed. A correct value must be entered. Once a corrected value is entered, a green check mark is displayed in the Correction column.

Error Correction		File Contents		
Segment	Field	Error	Current Value	Correction
PAT	Phone Number	! ExceededMaxFieldLength	71255505621	<input type="text" value="7125550562"/> 
DSP	Product ID	⚠ NDCNotFound	6050502510A	<input type="text"/>

6. (Optional) An Errors & Warnings file associated with a submission may also be downloaded (.CSV format) for a comprehensive report of all errors and warnings for a given submission:

File Name	# of Records	# of Dispenses with Errors	# of Dispenses with Uncorrected Errors	# of Dispenses with Warnings	Date ▾	Age (days)	Resolved	Download Errors and Warnings
MT_Synthetic Data_v16.txt	5	0	0	5	11/21/2025, 10:29 AM (MST)	0	N/A	

The file will contain the following fields to help you troubleshoot and diagnose the error or warning:  
Row ID, Rx Number, Segment, Field, Segment Details, Error Type, Error Message, Current Value

7. When the error has been corrected, click **Submit Corrections**. A Success box is displayed.

After the file has been corrected, the system creates a new file with the corrected information and resolves the file.

### Revise a Record

Complete the following steps to revise a record:

1. Create a record with the value **01** in the **DSP01** field.
2. Populate the following fields with the same information originally submitted on the erroneous record:  
*\*Note: If any of the fields referenced in step 2 are part of the correction, the record must first be voided using the steps provided in the [Void a Record](#) section, then the record must be resubmitted using the value **00** in the **DSP01** field.*
  - **PHA03** (DEA Provider ID)
  - **DSP02** (Prescription Number)
  - **DSP05** (Date Filled)
3. Fill in all other data fields with the correct information. This information overrides the original data linked to the fields referenced in step 2.
4. Submit the record.

### Void a Record

Complete the following steps to void a record:

1. Create a record with the value **02** in the **DSP01** field.
2. Fill in all other data identical to the original record. This voids the original record submission.
3. Submit the record.

## Zero Reports

Accounting for No Reportable Prescriptions Dispensed: NEVER or ZERO

A dispenser that NEVER dispenses a controlled substance should send the WVBOP a letter (manual signature, include telephone number and DEA number) to that effect. This will remove the dispenser from the list expected to report.

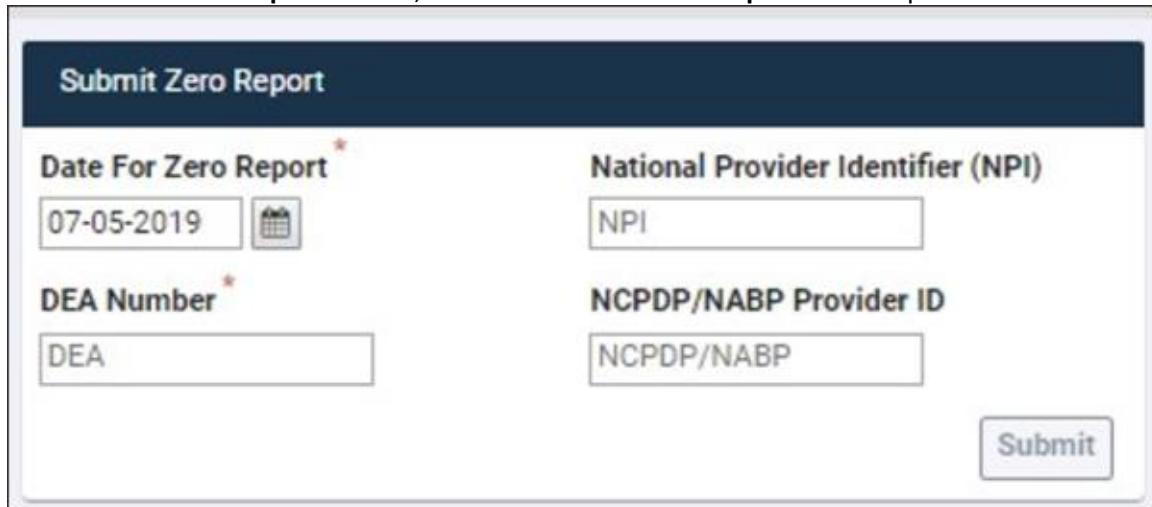
If dispensers occasionally dispense a controlled substance, they must report the Zero dispensing in the appropriate reporting period. If dispensers have ZERO prescriptions to report in any 7-day period, they must submit a Zero Report. A report of "zero" is very different from "failed to report". A "Zero Report" may be accomplished by a completed Zero Report file transmittal or an online entry via the website. Dispensers should enter (or submit) a date range covered by the zero report.

The **Zero Reports** function in RxGov allows data submitters to submit zero reports and to view previously-submitted zero reports. Zero report information is displayed on the **Submission History** page with other submitted data for a selected time.

### **Submission of Zero Report**

Complete the following steps in RxGov to submit a zero report:

1. Log on to RxGov.
2. Select **Submit Data** from the left menu.
3. In the **Submit Zero Report** section, enter the **Date for Zero Report** of the report to be viewed.



The screenshot shows a web-based form titled "Submit Zero Report". The form is divided into four sections: "Date For Zero Report" (containing a date input field with "07-05-2019" and a calendar icon), "National Provider Identifier (NPI)" (containing a text input field with "NPI"), "DEA Number" (containing a text input field with "DEA" and a red asterisk indicating it is required), and "NCPDP/NABP Provider ID" (containing a text input field with "NCPDP/NABP"). At the bottom right of the form is a "Submit" button.

- Enter the **DEA** information.  
*\*Note: DEA Validation occurs upon number entry. If an invalid DEA number is entered, a warning or error message is displayed indicating the DEA number is invalid or not found.*

4. Click **Submit**.

### ***View Previously-Entered Zero Reports***

Complete the following steps in RxGov to view previously-entered zero reports:

1. Log on to RxGov.
2. Select **My Submissions** in the left menu.

3. On the **Submission History** page, use the **Start Date** and **End Date** calendar menus to select the date range of the report to be viewed.  
**\*Note:** Zero reports and full data upload files are displayed in the same list within the **My Submissions** section.



The screenshot shows the 'Submission History' page with a sidebar on the left containing 'My Submissions', 'Submit Data', 'Universal Claim', 'Tickets', and 'Notifications'. The main area has a 'Start Date' of 04-06-2019 and an 'End Date' of 07-05-2019. There are three filter buttons: 'Only Show Files w/ Errors', 'Hide Resolved Files', and 'Hide Files w/ Fatal Errors'. A table lists a single report: 'zero\_report\_FD3087536\_20190705-04-44.txt' with 1 record, 0 errors, 0 warnings, and a date of Jul 5, 2019, 11:45:29 AM.

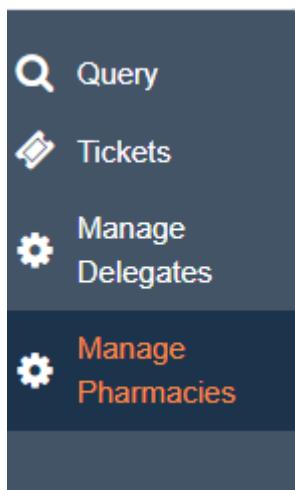
File Name	# of Records	# of Errors	# of Warnings	Date
zero_report_FD3087536_20190705-04-44.txt	1	0	0	Jul 5, 2019, 11:45:29 AM

4. (Optional) Enter optional search parameters or select checkboxes to refine the search as necessary.
5. Sort by file name and scroll through the alphabetical list until reaching the report in the **Zero Report** section.
6. Click the report name to open the report and view details.

## Pharmacy Admin/Submitter Delegate & Dispense Corrections

 Submitters may now grant access to other individuals, to assist with error correction. **Submitters will automatically be given privileges as Store Admins.** This designation allows them to approve or deny requests by individuals to become either Submitter Delegates or Store Admins. Store Admins can approve or deny requests for others to become Store Admins or Submitter Delegates in addition to error correction, whereas **Submitter Delegates can only perform error corrections.**

All users that have a role type of Submitter, Submitting Prescriber, Dispenser, Dispenser Delegate, Submitting Dispenser, and Admin will have a “Manage Pharmacies” menu item on the main menu of RxGov.



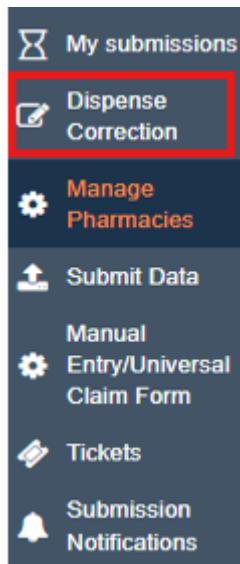
Click on Manage Pharmacies to view the “My Pharmacies” tab and the green “Add New Pharmacy” button.

To request access to the errors from a pharmacy, click on the Add New Pharmacy button in the upper right corner.

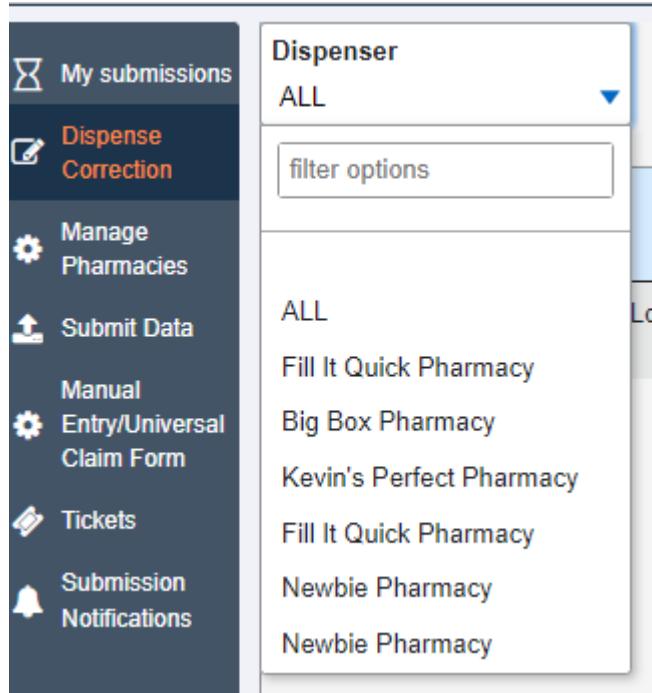
Pharmacies may be searched by name, DEA number, or NPI number. Only pharmacies provided by the state are available to search; therefore, if you are unable to locate your pharmacy, please check with your state administrators. Names are case sensitive so if you are unable to locate the pharmacy by name, please use the DEA or NPI number. Once a valid entry is detected, the matching Pharmacy will display. Choose a pharmacy by clicking the open box to the left and choose the requested role. Click the desired role and the Submit button will be available to submit the request.

Pending requests will appear on the Pharmacy Admin page.

Once approved by the Store Admin, the **Dispense Correction** menu item will appear on the main menu and you will gain access to the errors and warnings for that pharmacy.



Once you click on Dispense Correction, you will be able to see dispenses with Errors and Warnings. If you have access to more than one pharmacy, there is a drop-down box at the top of the Dispense Correction page that can be used to choose the pharmacy you wish to work on at that time. Leaving it on ALL will show all dispenses with Errors/Warnings from all your associated pharmacies.



Once you select a pharmacy or multiple pharmacies, you will see all dispenses displayed. There are also filters at the top for Start and End Dates, as well as an option to have only dispenses with open (noncorrected) errors displayed.



If a dispense has no errors or warnings, the Dispenses button will be grayed out. Only dispenses with errors or warnings will allow you to open them.

Dispenser ALL	Start Date 04-10-2024	End Date 05-10-2024	<input type="checkbox"/> Show only open errors.
File Name	Submitter	Submission Date	Dispenses With Errors / Warnings
Oliver Ambulatory MPE 05072022.txt	Christie Rx MD	05/07/2024 07:42 AM (3 days ago)	0 / 0 <span style="border: 1px solid #ccc; padding: 2px;">Dispenses</span>
Damon MyChart 05072024 Lot of errors multiple pharmcaies.txt	Christie Rx MD	05/07/2024 07:42 AM (3 days ago)	4 / 0 <span style="border: 1px solid #0070C0; padding: 2px;">Dispenses</span>
Peg Carter 042924.txt	Christie's Drug	04/29/2024 02:33 PM (11 days ago)	0 / 0 <span style="border: 1px solid #ccc; padding: 2px;">Dispenses</span>
Virginia Sparks suboxone 0402 test.txt	Christie's Drug	04/29/2024 11:16 AM (11 days ago)	0 / 0 <span style="border: 1px solid #ccc; padding: 2px;">Dispenses</span>
Virginia Sparks suboxone 04052022.txt	Christie's Drug	04/29/2024 11:10 AM (11 days ago)	0 / 4 <span style="border: 1px solid #0070C0; padding: 2px;">Dispenses</span>
Peggy Carter suboxone 0401 and 0416.txt	Christie's Drug	04/29/2024 11:08 AM (11 days ago)	0 / 0 <span style="border: 1px solid #ccc; padding: 2px;">Dispenses</span>
william taylor suboxone 0417 and 0423.txt	Christie's Drug	04/29/2024 11:08 AM (11 days ago)	0 / 0 <span style="border: 1px solid #ccc; padding: 2px;">Dispenses</span>
william taylor suboxone 0401 and 0416.txt	Christie's Drug	04/29/2024 11:08 AM (11 days ago)	0 / 0 <span style="border: 1px solid #ccc; padding: 2px;">Dispenses</span>

Clicking on the Dispenses button will display each dispense with an error or warning individually allowing you to correct them one at a time and submit them individually if you don't have time to correct all of them in a single session.

#	ID	Dispenser	Pharmacy ID #s	Rx Info	Errors / Warnings	
1	9757	Big Box Pharmacy	NPI: 9999999994 DEA: ZZ9999994	Rx: 55 Refills: 00	1 / 0	<span style="border: 1px solid #0070C0; padding: 2px;">Correct</span>
2	9758	Fill It Quick Pharmacy	NPI: 9999999932 DEA: BC9991111	Rx: 347 Refills: 00	1 / 0	<span style="border: 1px solid #0070C0; padding: 2px;">Correct</span>
3	9759	Kevin's Perfect Pharmacy	NPI: 9999999992 DEA: ZZ9999992	Rx: 5289 Refills: 00	1 / 0	<span style="border: 1px solid #0070C0; padding: 2px;">Correct</span>

**Dispense 9757**  
Dispenser: Big Box Pharmacy  
Submitted Date: 05/07/2024 07:42 AM

Errors Remaining: 1  
Warnings Remaining: 0

Show Only Errors

▼ Next Issue

DSP09 - Quantity Dispensed

Amended Value  
enter corrected value

Segment: DSP, Error Type: MissingRequiredField, Description: ASAP validation error in segment DSP, field 9, value ""

Back

Cancel

Submit Corrections

# Glossary

**ASAP** - American Society for Automation in Pharmacy.

**Batch** - Group of files (report or query requests) that are processed in the background while other work is continued.

**Data Submitter** - A user who submits a data file containing controlled substance dispensing information.

**Dispense** - The procedure that results in the receipt of a prescription drug by a patient or the patient's agent, and which entails the

- Interpretation of an authorized prescriber's prescription for a drug or device.
- Selection and labeling of the drug or device prescribed pursuant to that prescription.
- Measuring and packaging of the prescribed drug or device in accordance with state and federal laws.

**Dispenser** - A pharmacy or prescriber authorized by law to dispense a monitored prescription drug to a patient or a patient's agent in the State, including a nonresident pharmacy.

**FTP** - File Transfer Protocol; commonly used protocol for exchanging files over any network.

**NDC** - National Drug Code; describes specific drugs by drug manufacturer and package size.

**PDMP** - Prescription Drug Monitoring Program.

**Prescriber** - A practitioner who is lawfully authorized to prescribe a monitored prescription drug; and registered with the federal Drug Enforcement Administration in accordance with 21 USC 822 Part C and 21 CFR Part 1301.

**RxGov** - Prescription drug monitoring system owned by Leap Orbit, LLC.

**SFTP** - Secure File Transfer Protocol (also referred to as "SSH File Transfer Protocol"); provides file transfer and manipulation functionality over any reliable data stream.

**SSL** - Secure Sockets Layer; cryptographic protocol that provides secure communications for data transfers.

**UCF** - Universal Claim Form; electronic form used by a dispenser that has internet access but is unable to submit its data in a batch submission.

## Appendix A: ASAP 4.2 Specifications

The information on the following pages contains the definitions for the specific contents required to upload records in the American Society for Automation in Pharmacy (ASAP) 4.2 format to comply with West Virginia PDMP requirements.

### Data Type Notation Matrix

Data Type Notation	Data Type	Character Set / Format
AN	Alphanumeric	Upper-case and lower-case alphabets: A to Z, a to z Numbers: 0 to 9 Printable characters: ~`!@#\$%^&*()_-_=+{}[]\';,:<,.?/
DT	Date	Format: CCYYMMDD • CC represents century • YY represents year • MM represents month • DD represents Day
TM	Time	Format: HHMMSS or HHMM in 24 hours clock system (military format) • HH represents hour • MM represents minutes • SS represents seconds
N	Numeric	Used for a whole number, decimal not allowed
D	Decimal	Used for metric decimal. If whole number used, decimal not allowed.

### File Naming Convention

Files must be in the ASAP 4.2 format as defined in APPENDIX A: ASAP Specifications

Filename Convention: Dispenser DEA ([XX1234567](#))/Underscore (\_) /year ([2014](#)) /month ([07](#)) /day ([01](#)) /hour ([12](#))/minute ([01](#))/second ([00](#)) and either .TXT or .DAT

Example:

[XX1234567\\_20140701120100.TXT](#)

OR

[XX1234567\\_20140701120100.DAT](#)

File submissions not abiding to this naming convention will be rejected.

For files submitted for multiple dispenser locations through sFTP, the accepted file name convention is the Dispenser Corporate name with year, month, day, hour, minute and second:

ACMEPHARM\_YYYYMMDDHHMMSS.txt or .dat

### Data Elements Within File

- **Segment Identifier** - Indicates the beginning of a new segment (i.e. PHA).
- **Field Delimiter** - Character used to separate fields or data elements within a segment (i.e. an asterisk\*).

- Each blank field should contain a single field delimiter.
- If the last field in the segment is blank, it should be followed by the Segment Terminator.
- **Segment Terminator** - Character used to mark the end of a segment (i.e. the tilde ~).
- **Field TH09** in the Transaction Header segment contains a built-in segment terminator. Since TH09 also signifies the end of the segment, it should contain two tildes (~~).

## Field Usage

- **R** - Required by American Society for Automation in Pharmacy (ASAP)
- **Not Used**
- **S** - Situational (not required; however, supply if available)

**Note:** For more information regarding ASAP specifications, please reference the ASAP website at <https://asapnet.org/> for the full Implementation Guide for the ASAP Standard for Prescription-Monitoring Programs.

Field	Field Name	Size	Description	Field Usage
<b>TH: Transaction Header:</b> Required segment; used to indicate the start of a transaction. It also assigns the data element separator, segment terminator, and control number.				
TH01	Version/Release Number	AN4	Code uniquely identifying the transaction. Value = 4.2	R
TH02	Transaction Control Number	AN40	Sender assigned code uniquely identifying a transaction. This number must be used in TT01. Recommendation: Use a Globally Unique Identifier (GUID) or other non repeating alphanumeric combination to populate this field.	R
TH03	Transaction Type	N2	Identifies the purpose of initiating the transaction. 01 = Send/Request Transaction. 02 = Acknowledgement (in Response only). 03 = Error Receiving (in Response only). 04 = Void (Used to void a specific Rx in a real-time transmission or an entire batch that has been transmitted. When 04 is used, the appropriate control number in TH02 for the specific transaction or batch file must be included. When 04 is used only, the TH Header Segment and the Transaction Trailer Segment are used).	R
TH04	Response ID	AN40	Contains the Transaction Control Number of a transaction that initiated the transaction. Required in response transaction only.	Not Used
TH05	Creation Date	DT8	Date the transaction was created: CCYYMMDD	R
TH06	Creation Time	TM6	Time the transaction was created: HHMMSS or HHMM	R

TH07	File Type	AN1	Code specifying the type of transaction. P = Production; T = Test	R
TH08	Routing Number/BIN	N6	Can be used for real-time transmissions that go through an intermediary or network switch to indicate, if necessary, the specific state that the transactions should be routed to.	S
TH09	Segment Terminator Character	AN1	This terminates the TH segment and sets the actual value of the data segment terminator for the entire transaction.	R

**IS: Information Source:** Required segment; used to convey the name and identification numbers of the entity supplying the information.

IS01	Unique Information Source ID	AN10	Reference number or identification number as defined by the business partners.	R
IS02	Information Source Entity Name	AN60	Entity name of the Information Source.	R
IS03	Message	AN60	Freeform text message.	S

**PHA: Pharmacy Header:** Required segment; used to identify the pharmacy.

PHA01	National Provider Identifier (NPI)	AN10	Identifier assigned to the pharmacy by CMS.	S
PHA02	NCPDP/NABP Provider ID	AN7	Identifier assigned to the pharmacy by the National Council for Prescription Drug Programs (NCPDP).	S
PHA03	DEA Number	AN9	Identifier assigned to the pharmacy by the Drug Enforcement Administration (DEA). Must be reported if any prescriptions are controlled substances.	R
PHA04	Pharmacy or Dispensing Prescriber Name	AN60	Name of the Pharmacy or Dispensing Prescriber. Note: If a dispensing prescriber, the prescriber's name and professional degree should be entered, such as John Doe MD.	R
PHA05	Address Information – 1	AN55 4.2B	Free-Form Address information.	R
PHA06	Address Information - 2	AN55 4.2B	Free-Form Address information.	S
PHA07	City Address	AN35	City name.	R
PHA08	State Address	AN2	US postal service state code.	R
PHA09	Zip Code	AN9	US postal zip code. Exclude hyphen. 4.2B	R
PHA10	Phone Number	AN10	Complete phone number including area code. Exclude hyphens or other punctuation. 4.2B	S
PHA11	Contact name	AN30	Contact person name.	S
PHA12	Chain Site ID	AN10	Store number assigned by the chain to the pharmacy location.	S

**PAT: Patient Information:** Required segment; used to report the patient's name and basic information as contained in the pharmacy record.

PAT01	ID Qualifier of Patient Identifier	AN2	Code identifying the jurisdiction that issues the ID in PAT03. <i>(Mail Order Providers Select "WV" as a default).</i>	R
PAT02	ID Qualifier	N2	Code to identify the type of ID in PAT03. OR OWNER or Handler 01 = Military ID 02 = State Issued ID 03 = Unique System ID <i>(Mail Order use 03)</i> 04 = Permanent Resident Card 05 = Passport ID 06 = Driver's License ID 07 = Social Security Number 08 = Tribal ID 99 = Other (agreed upon ID)	R
PAT03	ID of Patient	AN20	Identification number for the patient as indicated in PAT02. For PAT02 Codes 09 & 10, this field can only be populated when this identifier is provided on the prescription. 4.2B	R
PAT04	ID Qualifier of Additional Patient Identifier	AN2	Code identifying the jurisdiction that issues the ID in PAT06. See Appendix A for list for jurisdictions.	S
PAT05	Additional Patient ID Qualifier	N2	Code to identify the type of ID in PAT06. If PAT05 is used, PAT06 is required. 01 = Military ID 02 = State Issued ID 03 = Unique System ID 04 = Permanent Resident Card 05 = Passport ID 06 = Driver's License ID 07 = Social Security Number 08 = Tribal ID 99 = Other (agreed upon ID)	S
PAT06	Additional ID	AN20	Identification number for the patient as indicated in PAT05. For PAT05 Codes 09 & 10, this field can only be populated when this identifier is provided on the prescription. 4.2B	S
PAT07	Last Name	AN50	Patient's last name. If a patient has one name, list it as both the first and last name. If the prescription is written by a veterinarian, enter owner's or handler's last name.	R
PAT08	First Name	AN50	Patient's first name. If a patient has one name, list it as both the first and last name. If the prescription is written by a veterinarian, enter owner's or handler's first name.	R
PAT09	Middle Name	AN30	Patient's middle name.	S
PAT10	Name Prefix	AN10	Patient's name prefix such as Mr or Dr	S
PAT11	Name Suffix	AN10	Patient's name suffix such as Jr or the III	S

PAT12	Address Information – 1	AN55 4.2B	Address Line 1 of the patient.	R
PAT13	Address Information - 2	AN55 4.2B	Address Line 2 of the patient.	S
PAT14	City Address	AN35 4.2B	City of residence of the patient.	R
PAT15	State/Jurisdiction Code	AN10	Valid state/jurisdiction code.	R
PAT16	Zip Code	AN9	US postal zip code of the patient. Populate with zeros ('00000') if patient address is outside the U.S. Exclude hyphen. 4.2B	R
PAT17	Phone Number	AN10	Complete phone number including area code. <b>*Note:</b> Phone number is required, if available. Exclude hyphens or other punctuation.	S
PAT18	Date of Birth	DT8	Date of birth of the patient: CCYYMMDD; If the prescription is written by a veterinarian, enter owner or handler's DOB.	R
PAT19	Gender Code	AN1	Value: F = Female; M = Male; U = Unknown/Undisclosed	R
PAT20	Species Code	N2	Value: 01 = Human; 02 = Veterinary Patient	R
PAT21	Patient Location Code	N2	Code indicating where the patient is located when receiving pharmacy services.  01 = Home 02 = Intermediary Care 03 = Nursing Home 04 = Long-Term/Extended Care 05 = Rest Home	S
			06 = Boarding Home 07 = Skilled-Care Facility 08 = Sub-Acute Care Facility 09 = Acute-Care Facility 10 = Outpatient 11 = Hospice 98 = Unknown 99 = Other	
PAT22	Country of Non-U.S. Resident	AN20	Used when the patient's address is in a foreign country, and PAT12 through PAT16 are left blank. This is a freeform text field.	S
PAT23	Name of Animal	AN30	Required if PAT20 = 02 Veterinary Patient.	S
<b>DSP: Dispensing Record:</b> Required segment; used to identify the basic components of a dispensing of a given prescription order including the date and quantity.				
DSP01	Reporting Status	N2	DSP01 requires one of the following codes. An empty or blank field no longer indicates a new prescription transaction.  00 = New Record (indicates a new prescription dispensing transaction) 01 = Revise (indicates that one or more data element values in a previously submitted transaction are being revised)	R

			02 = Void (message to the PDMP to remove the original prescription transaction from its data, or to mark the record as invalid or to be ignored).	
DSP02	Prescription Number	AN25	Serial number assigned to the prescription by the pharmacy.	R
DSP03	Date Written	DT8	Date the prescription written (authorized): CCYYMMDD	R
DSP04	Refills Authorized	N2	Number of prescriber authorized refills.	R
DSP05	Date Filled	DT8	Date prescription was prepared: CCYYMMDD	R
DSP06	Fill Number (Relabeled from "Refill Number" 4.2B)	N2	Number of the fill of the prescription. 0 = original dispensing; refills = 01-99	R
DSP07	Product ID Qualifier	N2	Type of product ID contained in DSP08. 01 = NDC 02 = UPC 03 = HRI 04 = UPN 05 = DIN 06 = Compound (See DSP08) (CDI segment required if used)	R

DSP08	Product ID	AN15 4.2A	Full product identification as indicated in DSP07, including leading zeros without punctuation.  NDC must be 11-digits.  If the product is a compound, populate with 99999 as the first five characters of the product code. The remaining six digits are assigned by the pharmacy. The CDI then becomes a required segment.  Note: If a controlled substance is part of a kit, the NDC of the kit should be reported as long as it is a legitimate manufacturer's NDC. If not, the NDC of the controlled substance within the kit should be reported. Also, if the multiple controlled substances are in the kit, use the CDI segment to report it as a compound.	R
DSP09	Quantity Dispensed	D11	Number of metric units dispensed in metric decimal format. Example: 2.5. Note: For compounds, show the first quantity in CDI04. The format allows for 5 digits to the left and right of the decimal (i.e., 99999.99999).	R
DSP10	Days Supply	N3	The calculated or estimated number of days the medication will cover.	R
DSP11	Drug Dosage Units Code	N2	Identifies the unit of measure for the quantity dispensed in DSP09.  01 = Each (used to report solid dosage units or indivisible package).	R

			02 = Milliliters (ml) (adjust liters to the decimal milliliter equivalent). 03 = Grams (gm) (adjust milligrams to the decimal gram equivalent).	
DSP12	Transmission Form of Rx Origin Code	N2	Code indicating how the pharmacy received the prescription.	S
			01 = Written Prescription.	
			02 = Telephone Prescription.	
			03 = Telephone Emergency Prescription.	
			04 = Fax Prescription.	
			05 = Electronic Prescription.	
			06 = Transferred/Forwarded. 4.2A	
			99 = Other.	
DSP13	Partial Fill Indicator	N2	Used when the quantity in DSP09 is less than the metric quantity per dispensing authorized by the prescriber. 00 = Not a partial fill 01 = First partial fill Note: For additional fills per prescription, increment by 1 so the second partial fill would be reported as 02, up to a maximum of 99.	S
DSP14	Pharmacist National Provider Identifier (NPI)	AN10	Identifier assigned to the pharmacist/dispenser by CMS. This number can be used to identify the pharmacist dispensing the medication.	S
DSP15	Pharmacist State License Number	AN10	Assigned to the pharmacist/dispenser by the State Licensing Board. This data element can be used to identify the pharmacist dispensing the medication.	S

DSP16	Classification Code for Payment Type	N2	Code identifying the type of payment.	R
			01 = Private Pay (Cash, Charge, Credit Card).	
			02 = Medicaid.	
			03 = Medicare.	
			04 = Commercial Insurance.	
			05 = Military Installations and VA.	
			06 = Workers' Compensation.	
			07 = Indian Nations.	
			99 = Other.	
DSP17	Date Sold	DT8	Date prescription was dispensed (left the pharmacy).	R
DSP18	RxNorm Product Qualifier	N2	RxNorm code that is populated in the DRU-010-09 field in the SCRIPT transaction (electronic prescription transmitted to the pharmacy). DSP18 and DSP19 are placeholder fields pending RxNorm becoming an industry standard.	Not Used
			01 = Semantic Clinical Drug (SCD).	

			02 = Semantic Branded Drug (SBD). 03 = Generic Package (GPK). 04 = Branded Package (BPK).	
DSP19	RxNorm Code	AN15	Used for electronic prescriptions to capture the prescribed drug product identification.	Not Used
DSP20	Electronic Prescription Reference Number	AN35	Transaction Message ID value sent from field UIH-030-01 in the SCRIPT standard in the electronic prescription transmitted to the pharmacy.	Not Used
DSP21	Electronic Prescription Order Number	AN35	Prescriber Order Number value sent in the electronic prescription transmitted to the pharmacy.	Not Used
<b>PRE: Prescriber Information:</b> Required segment; used to identify the prescriber of the prescription.				
PRE01	National Provider Identifier (NPI)	AN10	Must be populated with the NPI for a non controlled drug prescriber if a DEA # is not provided in PRE02. If the prescriber's DEA is provided in PRE02, this field can be left blank. Note: This field is required if the prescriber prescribed a noncontrolled substance that is a reportable drug to the PDMP and does not have a DEA #. .	S
PRE02	DEA Number	AN9	Must be populated with the DEA number if the reported medication is a controlled substance.	R
PRE03	DEA Number Suffix	AN7	Identifying number assigned to a prescriber by an institution when the Institution's DEA number is used. <b>Note:</b> This field is required only when institutional DEA # is used to identify the prescribing practitioner.	S
PRE04	Prescriber Jurisdiction or State License Number	AN20	Identification assigned to the Prescriber by the State Licensing Board.	S
PRE05	Last Name	AN50	Prescriber's last name.	R
PRE06	First Name	AN50	Prescriber's first name.	R
PRE07	Middle Name	AN30	Prescriber's middle name or initial.	S
PRE08	Phone Number	N10	Prescriber's primary phone number; include area code; do not use hyphens.	S
<b>CDI: Compound Drug Ingredient Detail:</b> Use of this segment is situational; however, it is **required when medication dispensed is a compound.				
CDI01	Compound Drug Ingredient Sequence Number	N2	The first reportable ingredient is 1. Each additional reportable ingredient is incremented by 1.	R**
CDI02	Product ID Qualifier	N2	Code to identify the type of product ID contained in CDI03. 01 = NDC 02 = UPC 03 = HRI 04 = UPN 05 = DIN	R**

CDI03	Product ID	AN15	Product identifier. If the ingredient does not have an NDC, the recommended entry is 88888888888.	R**
CDI04	Component Ingredient Quantity	D11	Metric decimal quantity of the ingredient identified in CDI03. The format allows for 5 digits to the left and right of the decimal (i.e., 99999.99999).	R**
CDI05	Compound Drug Dosage Units Code	N2	<p>Identifies the unit of measure for the quantity dispensed in CDI04.</p> <p>01 = Each (used to report solid dosage units or indivisible package).</p> <p>02 = Milliliters (ml) (for liters adjust to the decimal milliliter equivalent).</p> <p>03 = Grams (gm) (for milligrams adjust to the decimal gram equivalent).</p>	R**

### AIR: Additional Information Reporting

Use of this segment is situational. However, if this segment is used, at least one of the data elements (fields) are required.

AIR01	State Issuing Rx Serial Number	AN2	State issuing serialized prescription blank.	S
AIR02	State Issued Rx Serial Number	AN20	Number assigned to state issued serialized prescription blank.	S
AIR03	ID Issuing Jurisdiction	AN2	Code identifying the jurisdiction that issues the ID contained in AIR05. <i>(Mail Order report "WV")</i>	R
AIR04	ID Qualifier of Person Dropping Off or Picking Up Rx	N2	<p>Code indicating the type of ID in AIR05 if required by the PMP.</p> <p>01 = Military ID.</p> <p>02 = State Issued ID.</p> <p>03 = Unique System ID.</p> <p>04 = Permanent Resident Card.</p> <p>05 = Passport ID.</p> <p>06 = Driver's License ID.</p> <p>07 = Social Security Number.</p> <p>08 = Tribal ID.</p> <p>99 = Other (agreed upon ID).</p> <i>(Mail Order use 99)</i>	R
AIR05	ID of Person Dropping Off or Picking Up Rx	AN20	ID number of the person dropping off or picking up the prescription.	R
AIR06	Relationship of Person Dropping Off or Picking Up Rx	N2	<p>Code indicating the relationship to the person dropping off or picking up Rx.</p> <p>01 = Patient.</p> <p>02 = Parent/Legal Guardian.</p> <p>03 = Spouse.</p> <p>04 = Caregiver.</p>	R

			99 = Other.  <i>(Mail Order use 99)</i>	
AIR07	Last Name of Person Dropping Off or Picking Up Rx	AN50	Last name of the person dropping off or picking up Rx.  <i>(Mail Order report the word HOMEDELIVERY)</i>	R
AIR08	First Name of Person Dropping Off or Picking Up Rx	AN50	First name of the person dropping off or picking up Rx.  <i>(Mail Order report the word HOMEDELIVERY)</i>	R
AIR09	Last Name or Initials of Pharmacist	AN50	Last name or initials of the pharmacist dispensing the medication.	S
AIR10	First Name of Pharmacist	AN50	First name of the pharmacist dispensing the medication.	S
AIR11	Dropping Off/Picking Up Identifier Qualifier	N2	Additional qualifier for the ID contained in AIR05. 01 = Person Dropping Off. 02 = Person Picking Up. 98 = Unknown/Not Applicable.  <i>West Virginia code requires 02 (Person picking up).</i> <i>(Mail Order use 98)</i>	R

**TP: Pharmacy Trailer:** Required segment; used to identify the end of data for a given pharmacy and provide the count of the total number of detail segments reported for the pharmacy, including the PHA and TP segment.

TP01	Detail Segment Count	N10	Number of detail segments included for the pharmacy including the pharmacy header (PHA) including the pharmacy trailer (TP) segments.	R
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**TT: Transaction Trailer:** Required segment; used to indicate the end of the transaction and provide the count of the total number of segments included in the transaction.

TT01	Transaction Control Number	AN40	Unique identifying control number assigned by the originator of the transaction. Must match the number in TH02.	R
TT02	Segment Count	N10	Total number of segments included in the transaction including the header and trailer segments.	R

**Sample of dispense reporting – parsed to be legible:**

**\*Note:** The following examples use sample data for presentation only. For actual use, valid data must be used.

TH\*4.2\*3c72d952-9f89-4f42-a059-3e5d5e73476c\*01\*\*20161001\*031535\*T\*\*~~

IS\*DF001\*NIC Test\*~

PHA\*9876543210\*9876543\*FA9999999\*NIC Test Pharmacy\*987654321 Any Street\*\*Any

City\*{your state}\*98765\*9999876543\*9876543~

PAT\*\*06\*N9999999\*{your state}\*\*\*Patient\*Test\*\*\*\*987654 N Test Avenue\*\*Test

City\*{your state}\*98765\*111111111\*19850315\*M\*01\*\*\*~

DSP\*01\*98765432100100001\*20161001\*12\*20161001\*0\*01\*12345678901\*30\*30\*01\*05\*\*\*01\*\*\*\*\*~

PRE\*1234567890\*AS1234567\*\*\*Prescriber\*Test\*\*8001234567\*~

TP\*5~

TT\*3c72d952-9f89-4f42-a059-3e5d5e73476c\*8~

## Appendix B: Zero Report Specifications (U.S. Only)

The following information contains the definitions for the specific contents required of uploading zero reports in the American Society for Automation in Pharmacy (ASAP) format to comply with state Prescription Drug Monitoring Program (PDMP) requirements.

The zero report specification is a complete transaction that includes the information that would normally be sent with a batch, but of the required detail segments, only the patient first name, last name, and date filled fields are populated. The following values are used to populate these fields:

- First name = Zero
- Last name = Report
- Date filled = Date report sent

All other fields in the detail segments should be left blank.

### **Sample of zero reporting – *parsed to be legible*:**

**\*Note:** The following examples use sample data for presentation only. For actual use, valid data must be used.

### **Single pharmacy in transaction.**

```
TH*4.2*2b72d952-9f89-4f42-a059-3e5d5e73476c*01**20161001*031535*T***~  
IS*DF001*NIC Test*#20161001#-#20161001#~  
PHA*9876543210*9876543*FA9999999*NIC Test Pharmacy *987654321 Any Street**Any  
City*{your state}*98765*9999876543*9876543~  
PAT*****Report*Zero*****~  
DSP*****20190601*****~  
PRE**~  
TP*5~  
TT*2b72d952-9f89-4f42-a059-3e5d5e73476c*8~
```

### **Multiple pharmacies in one transaction.**

```
TH*4.2*2b72d952-9f89-4f42-a059-3e5d5e73476c*01**20161001*031535*T***~  
IS*DF001*NIC Test*#20161001#-#20161001#~  
PHA*9876543210*9876543*FA9999999*NIC Test Pharmacy 1*987654321 A Street**Any  
City*{your state}*98765*5559876543*9876543~  
PAT*****Report*Zero*****~  
DSP*****20190602*****~  
PRE**~  
TP*5~  
PHA*0123456789*3456789FA9999998*NIC Test Pharmacy 2*987654321 B Street**Any  
City*{your state}*98765*5553456789*9876544~  
PAT*****Report*Zero*****~  
DSP*****20190602*****~  
PRE**~
```

TP\*5~

TT\*2b72d952-9f89-4f42-a059-3e5d5e73476c\*13~

## Appendix C: Submission History Error Messages

*MissingFieldDelimiter*

*MissingSegmentDelimiter*

*MissingRequiredField*

*ExceededMaxFieldLength*

*DoesNotMeetMinFieldLength*

*DoesNotMeetMinNumericFieldValue*

*ExceededMaxNumericFieldValue*

*DoesNotMeetMinDecimalFieldValue*

*ExceededMaxDecimalFieldValue*

*DoesNotMeetMinDateFieldValue*

*ExceededMaxDateFieldValue*

*FailedFieldComparison*

*FailedRegexComparison*

*InvalidNumericFieldValue*

*InvalidDecimalFieldValue*

*InvalidDateFieldValue*

*InvalidProductIdentifier*

*InvalidTimeFieldValue*

*InvalidComparisonTargetType*

*FieldContainsForbiddenCharacter*

*FieldValueNotInAllowedList*

*InvalidSegmentIdentifier*

*InvalidSegmentSequence*

*InvalidFinalSegment*

*ExtraFieldsInSegment*

*MissingFinalSegmentDelimiter*

*MismatchedTransactionControlNumber*

*MismatchedTransactionSegmentCount*

*MismatchedPharmacySegmentCount*

*DuplicateDispense*

*MissingRequiredSegment*

*InvalidSegmentDelimiterUsage*

*CouldNotValidate*

*InvalidCDIProductId*

*InvalidCDIProductIdType*

*SegmentLoopingIncomplete*

*PRE01MissingIdValue*

*PRE02MissingIdValue*

*PHA01MissingIdValue*

*PHA02MissingIdValue*

*PHA03MissingIdValue*

*InvalidDeaNumberFormat*

*DeaNumberDoesNotExist*

*InvalidXDeaNumberFormat*

*PRE04MissingIdValue*

*PRE09MissingIdValue*

*PHA01InvalidLocValue*

*PHA13InvalidLocValue*

*PHA02MissingPharmLicenseValue*

*NpiNotFoundInRegistry*

*InvalidNpiFormat*