

NC CSRS Delegate Role Expansion Guide

This guide has been created to address the requirements and process for prescribers and/or dispensers, who are authorized users of the NC CSRS via PMP AWARe, extending access to their delegates as indicated in GS 90-113.74.

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Delegate User: A delegate is an individual authorized to search a patient's controlled substance dispensation history on behalf of a prescriber or dispenser under their supervision.

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Eligible Licensed Delegates: Individuals holding credentials as one of the following would qualify them as a licensed delegate user: RN, LPN, CRNA, CPHT, RVT, RDH, LPC, LCP, LCAS, LCSW, LCMHC, LCMHCS.

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Registering an Account: Register for an account at: <https://northcarolina.pmpaware.net/login>. If your application has been pending for more than 30 days, you may email NCCSRS@dhhs.nc.gov.

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Delegate Search Access: Delegates are allowed to perform searches for a supervising user upon approval in PMP AWARe. Delegates select which supervisor they are making searches for during registration and for each patient search. Inappropriate searching may result in account suspension.

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Performing Searches: As directed by the supervising user, delegates may perform searches before a medication is dispensed, before a patient's appointment, during the appointment, or routinely preceding the patient visit.

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Inactive Delegate Access Deactivation: Current time limits only pertain to account activity. Accounts identified as inactive for 365 days or more are subject to deactivation.

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Delegate Access of Departing Supervising Users: Delegate accounts are not transferable. Delegates must update the PMP AWARe system, reflecting the new supervising user in order to perform patient searches for a new employer or for a different supervising user.

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Monitoring Delegate Activity: Supervising users may access PMP AWARe and select **Menu → Delegate Management** to manage delegates. To audit delegate searches, select **RxSearch → Request History**, the delegates name is listed in the requestor column.

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Gateway Integration: Gateway Integration can streamline searching by embedding a portal linking your NC CSRS account to your practice's electronic medical records. Gateway integration access is only granted to authorized users (practitioners).