



## Prescription Drug Monitoring Program (PDMP): Frequently Asked Questions

- What is PDMP and how does it help me?

Prescription Drug Monitoring Programs (PDMPs) are highly effective tools utilized by government officials for reducing prescription drug abuse and diversion. PDMPs collect, monitor, and analyze electronically transmitted prescribing and dispensing data submitted by pharmacies and dispensing practitioners.

States recognize the medical need for controlled substances and, therefore, PDMPs do not interfere with appropriate, medical use. Prescription data is provided only to entities authorized by state law to access the program, such as health care practitioners, pharmacists, regulatory boards and law enforcement agencies.

- How can I gain access to this website?

To receive your username and password, please go to [www.crisphealth.org](http://www.crisphealth.org) and click on the "Register Here" under the Prescription Drug and Monitoring Program (PDMP).



**Prescription Drug Monitoring  
Program (PDMP)**

Effective October 2016, a new Maryland law will require healthcare providers to register with the PDMP. **Click here** for more information.

[Register Here](#) [ULP Login](#)



- Completed registration but have not received confirmation email?

Once you have completed your registration you will receive a confirmation email, within 15 business days.

You may also visit [www.onboarding.crisphealth.org](http://www.onboarding.crisphealth.org). Under returning applicants enter your email, you may view your status there.

Welcome to the CRISP Registration site!

CRISP

PA Approval MOU Signature ID Upload Training Video Registration Status

PDMP Registration Status

You have successfully registered for the Prescription Drug Monitoring Program. Your confirmation code is Z5k0ZGQ4.

Your request for CRISP access is pending.

Please reference the checklist to determine where you are in the process. There are a number of things that still need to occur for you to be granted access: for instance, CRISP will verify that your license is valid and active with the appropriate professional board. You may track the progress of these activities on this screen. Once everything is completed, you will be notified via email how to access CRISP services.

|              |   |
|--------------|---|
| ID Uploaded  | ✓ |
| ID Verified  | ✓ |
| POC          | ✓ |
| Contacted    | ✓ |
| POC Verified | ✓ |
| License      | ✓ |
| Verified     | ✓ |
| Video Played | ✓ |
| DEA Verified | ✓ |
| CDS Verified | ✓ |

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- Having trouble viewing CRISP ULP Page?

To properly view CRISP websites or portals please ensure that your browser is up to date and that you are viewing from a Desktop Computer via Chrome or Internet Explorer. Mobile browsers are not suited for our websites and portals.

- Forgot your Password?

Click on the icon “Forgot MY Password” underneath the login and follow the onscreen prompts. If you have an account an email will be sent to the given address.



# CRISP



# CRISP

Unified  
Landing  
Page

## Sign In

Email Address

test@test.com

Password

.....

Remember Me

Sign In

[? Forgot Password](#)

- How do I update my password?

From the ULP Homepage click on your name on the top right side of the page, a pop-up box should appear (Please make sure that your pop-up blocker is disabled), there you will be prompted to set your new password.



The screenshot shows a web interface titled "Manage My Account" with a close button (X) in the top right. Below the title bar is a teal header with a home icon and "Account Settings" with a dropdown arrow. The main content area is a white box titled "Change Your Account Password" with a help icon. It contains three input fields: "Current Password", "New Password", and "Enter Again". At the bottom are "Save" and "Cancel" buttons.

- Haven't logged in to my account in over 30 days and my account is locked.

You are required to log into your account every 90 days, after that your account will be locked. You will need to contact CRISP Support at 1-877-952-7477 to unlock your account.

- Errors or missing PDMP data?

If you have any data quality or completeness related questions based on your review of PDMP data in CRISP / PDMP Search or as a result of an investigative data request, PDMP staff are available to assist!

Issues may include, but are not limited to:

- Missing prescription records for a patient (e.g. you know the prescription was dispensed but it is not showing up in the patient's profile)
- Errors in a prescription record for a patient (e.g. you see a valid prescription record but know that certain variables for that prescription are incorrectly displayed)
- Prescriptions falsely attributed to a patient (e.g. a prescription that you have reason to believe was not dispensed is showing up for a patient)
- Multiple prescriptions missing for a known prescriber or dispenser (e.g. you know prescriptions were written by a prescriber or dispensed by a pharmacy, but they are not showing up across multiple patients)



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- To obtain assistance with resolving any data quality or completeness question, please contact Katherine Johnson, PDMP Data Quality Specialist at [Katherine.Johnson@maryland.gov](mailto:Katherine.Johnson@maryland.gov) or 410-402-8634.