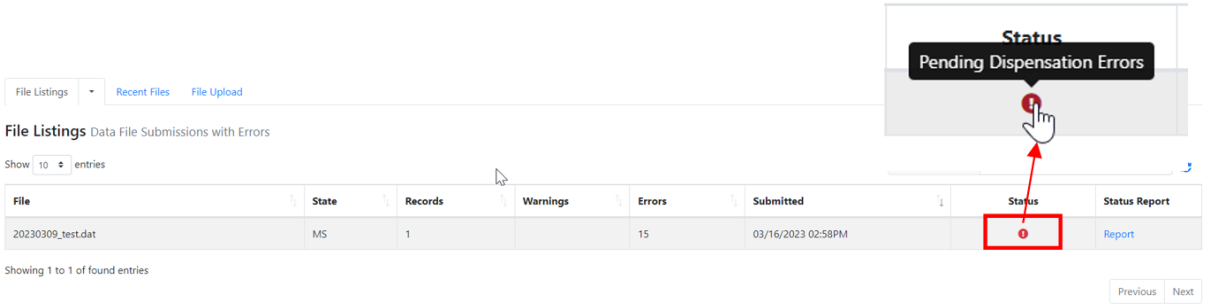
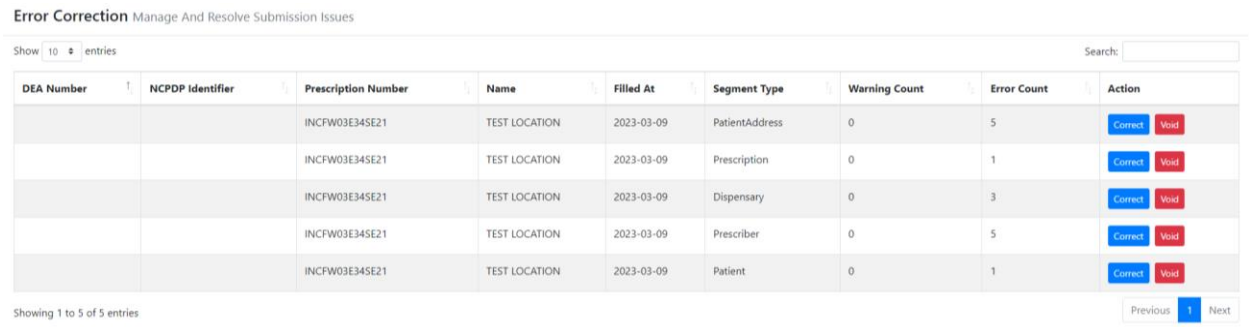
Steps to Resolve Pending Dispensation Errors within the PMP Clearinghouse Site

Viewing the Errors

1. Log into the PMP Clearinghouse website.
2. Select the report with the Pending Dispensation Errors, by clicking on the ❗ to load the Error Correction User Interface.



3. You will be redirected to a new page. On this page, you will be presented with a list of the errors associated with the selected report. For this report it looks like we have 15 errors all associated with Prescription Number `INCFW03E34SE21`. It is helpful to note that MS PMP system was designed for Pharmacies to track medications. So, when it says Prescription Number, for us it is a transaction of selling reportable product or issuing a refund.



4. To correct the errors with `INCFW03E34SE21`, we need to click the **Correct** button along each row to address the error(s) in each section. In this example we will walk you through a few errors and where you can find the data needed to correct them.

NOTES:

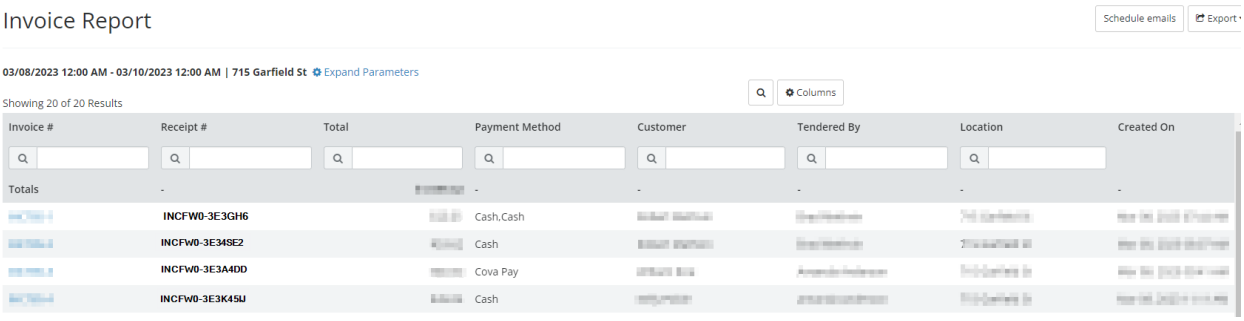
- The most common errors experienced is around missing data. If the data is missing in Cova you will need to determine the date and enter it into Cova. For example, if a patient's Street Address is missing, but you have their phone number, you may need to contact them and request any of the missing information.

- If you've received an error about missing data, and since the date you generated the report, information within Cova has been updated, for example, a patient's Prescriber License number has been added, you can navigate to the MSPMP report generation form, specify the **Report Date** and **Location** and re-run the report. This new report will contain any missing information that has since been added to Cova. You will need to rename the new report file generated prior to uploading to the PMP, for more information on preparing an updated report for submission to the MS PMP see section: How do I create an updated report file to submit to the PMP.

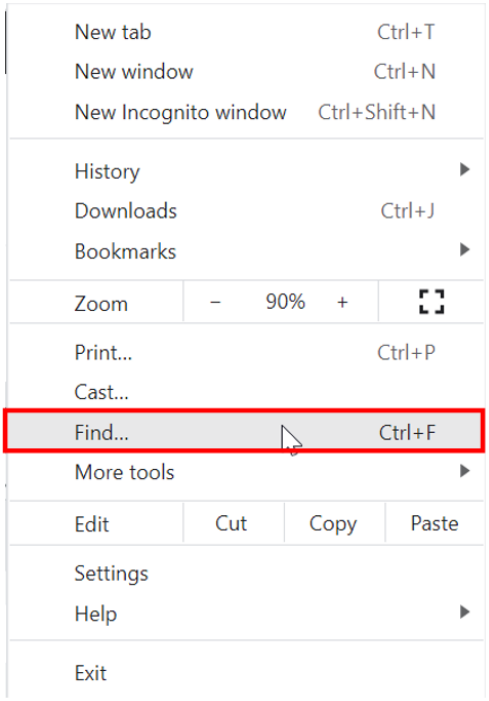
How do I find an Invoice in Cova from a PMP Prescription Number?

To correct these errors, first you'll need to identify the transaction within Cova. To accomplish this, you will need to have both Cova and the MS PMP Error Correction page open:

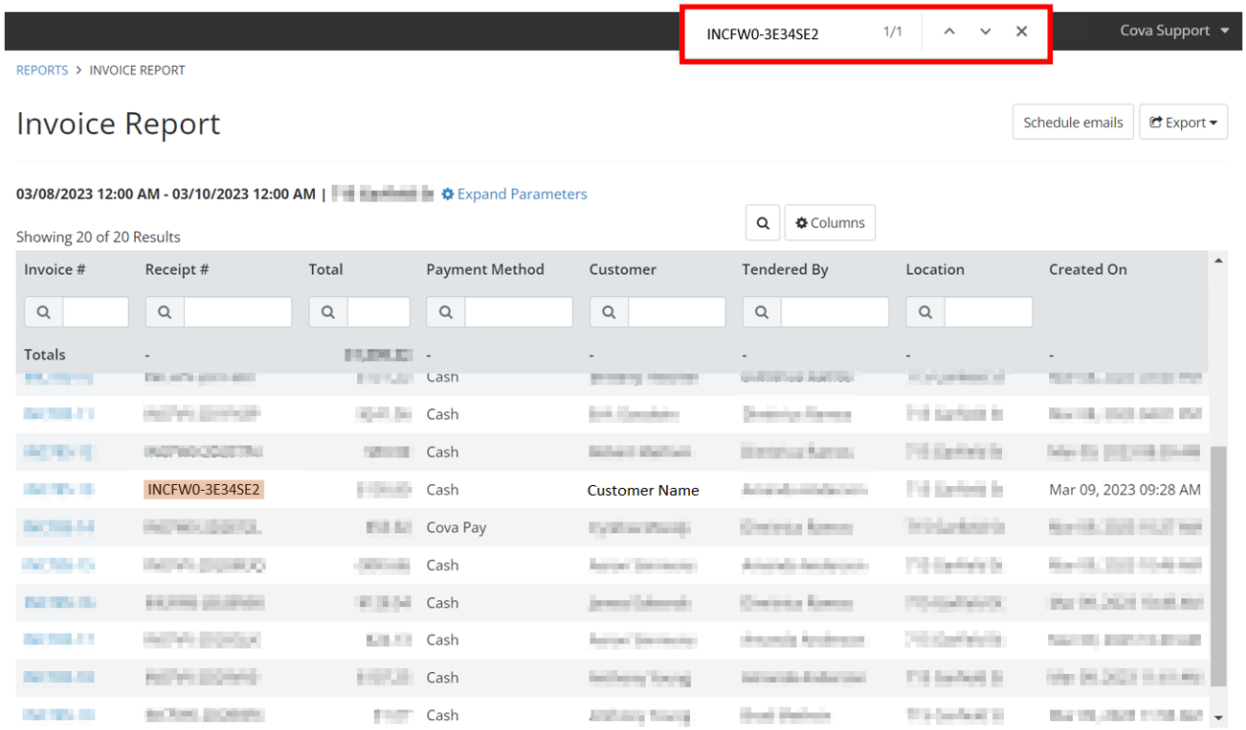
1. In the MS PMP Error Correction page, under the Prescription Number column, select and copy one of the Prescription Number values. From the above example, we would highlight the text: `INCFW03E34SE21`. Unfortunately, you can't just simply take the Prescription Number and search for it in Cova. You will need to edit this value a bit.
2. Open a text editor and past this value into a blank file.
3. Remove the last digit. In this case, the example would become: `INCFW03E34SE2`
4. Next, insert a hyphen between the 6th and 7th character. This example becomes: `INCFW0-3E34SE2`
5. In Cova, on the left-hand pane, expand the **Analytics** section and select **Reports**.
6. On the Reports page, under **Sales**, select **Invoice Report**.
7. On this page, ensure that the **Search By** criteria is set to Date Range, and then select the start and end date from the **Date Range**. Select an appropriate range that will capture the date of the report with the failed transaction. In this example, the report date is 2023-Mar-09 (`20230309`). So, I specified a date range from 2023-Mar-08 to 2023-Mar-10, and then **Apply** to set the date range. You will also need to select the appropriate store location from the **Company Level** dropdown.
8. This will generate a report like the one shown below:



9. Next, either press `Ctrl+F` on your keyboard or select "Find..." from the Browser's settings menu (an example from Google Chrome is shown below)



10. This will launch the Find Tool, where you can input the Receipt Number as determined in step 4 (`INCFW0-3E34SE2`).



11. Once you've identified the correct Invoice and Customer you will be able to determine the necessary data to resolve dispensation errors.

Fields within MS PMP Reports and their correlation to Cova values

Validation error	Error Type	MS PMP Field name	Cova field
Error: Address one value must be present.	Patient Address Error	Address One (PAT12)	Customer Details – Street Address.
Error: City value must be present.	Patient Address Error	City (PAT14)	Customer Details – City.
Error: State value must be present. **State has invalid character**	Patient Address Error	State value (PAT15)	Customer Details – U.S. Postal Service State Code.
Error: Postal code value must be present.	Patient Address Error	Postal code (PAT16)	Customer Details – Postal Code.
Error: Written at value must be present.	Prescription Error	Date Written (DSP03)	Customer Details – Med Card Issued date.
Errors: NPI Identifier is not present.	Dispensary Error	Pharmacy National Provider number (PHA01)	n/a – this error is related to PHA13 and is resolved once the state-issued Dispensary License Number is correct.
Errors: DEA number is not present.	Dispensary Error	Pharmacy DEA number (PHA03)	n/a – this error is related to PHA13 and is resolved once the state-issued Dispensary License Number is correct.
Errors: Permit Number/License Number not found in registry.	Dispensary Error	Pharmacy State license number (PHA13)	Metrc configuration page – the state-issued Dispensary License Number.
Errors: NPI identifier is not present.	Prescriber Error	Prescriber National Provider number (PRE01)	n/a – this error is related to PRE04 and is resolved once the Prescriber License Number is correct.
Errors: DEA number is not present.	Prescriber Error	Prescriber DEA number (PRE03)	n/a – this error is related to PRE04 and is resolved once the Prescriber License Number is correct.
Errors: State License Number is not present.	Prescriber Error	Prescriber State license number (PRE04)	Customer Details in ***Cova App only*** – Prescriber License Number.
Errors: First name value must be present.	Prescriber Error	Prescriber First Name (PRE06)	n/a – this error is related to PRE04 and is resolved once the Prescriber License Number is correct.
Errors: Last name value must be present.	Prescriber Error	Prescriber Last Name (PRE05)	n/a – this error is related to PRE04 and is resolved once the Prescriber License

			Number is correct.
Error: Birthdate value must be present.	Patient Error	Birthdate (PAT18)	Customer Details – Customer Birthdate.

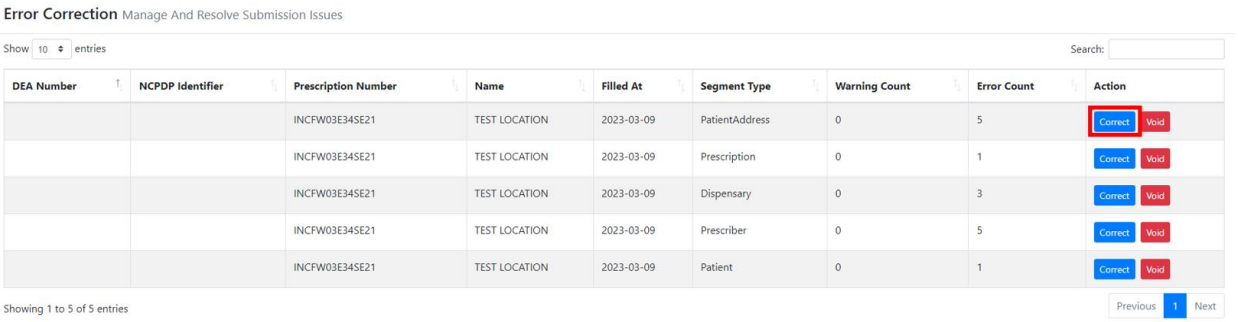
Error Resolution

In the following sections we will present some common errors that you may encounter in each of the following areas within the report:

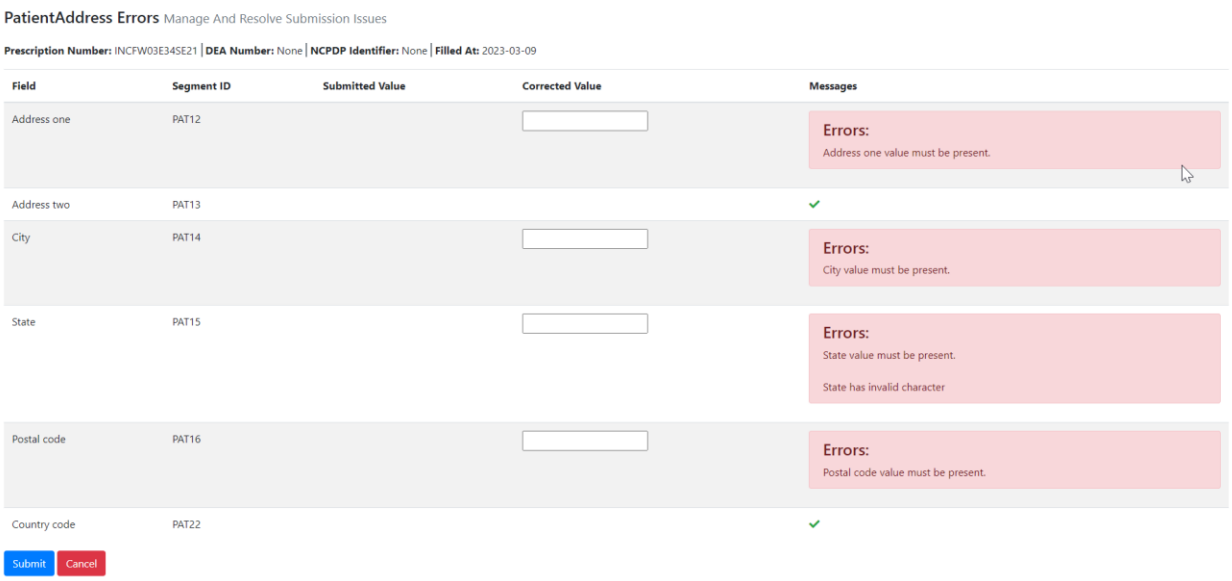
- Patient Address Errors
- Prescription Errors
- Dispensary Errors
- Prescriber Errors
- Patient Errors

Resolving Patient Address Errors:

1. In the Patient Address error row, click on the **Correct** button.



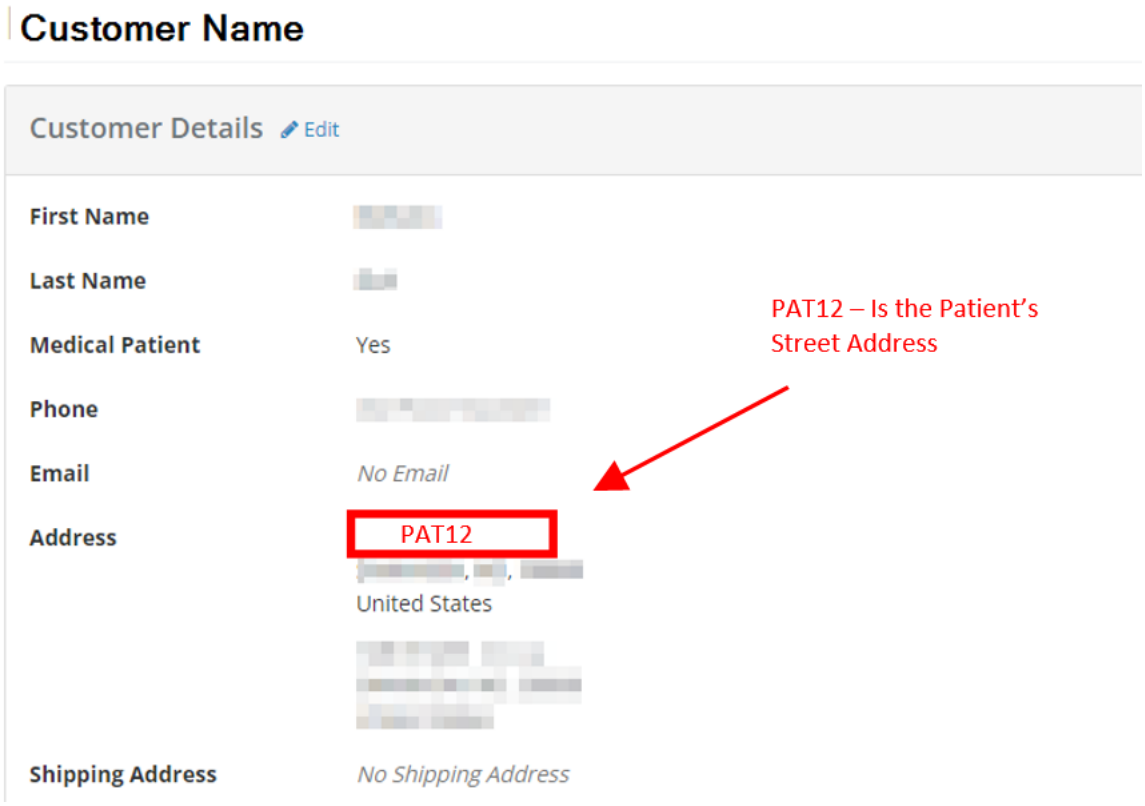
2. This will redirect to a new page where you can correct errors with Patient Address.
3. On this page we will look at a few example errors.



4. The first error listed in the Patient Address Errors page is:

   Error: Address one value must be present.

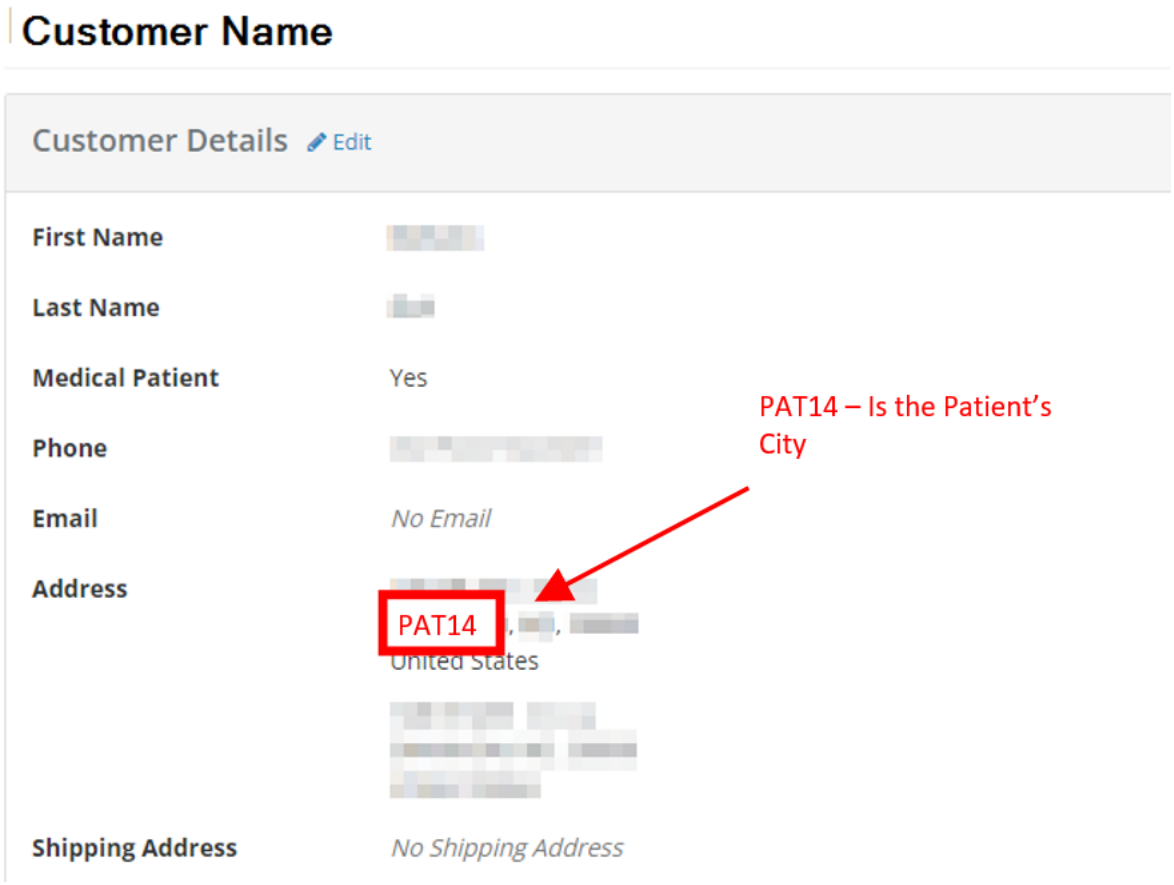
   This error lets us know that the value for Address One (PAT12 in the MS PMP) is missing for this transaction. PAT12 is the Patient's Street Address and can be found on the Customer Details page of the Cova App. If this information is missing from Cova, you will need to reach out to the customer, collect the missing information and record the missing information in the correct field in the Customer profile.



5. The second error listed on the Patient Address Errors page is:

   Error: City value must be present.

   This error lets us know that the value for City (PAT14 in the MS PMP) is missing for this transaction. PAT14 is the Patient's City and can be found on the Cova Customer Details page. If this information is missing from Cova, you will need to reach out to the customer, collect the missing information and record the missing information in the correct field in the Customer profile.



6. The next error listed on the Patient Address Errors page is:

   Error: State value must be present.

   State has invalid character

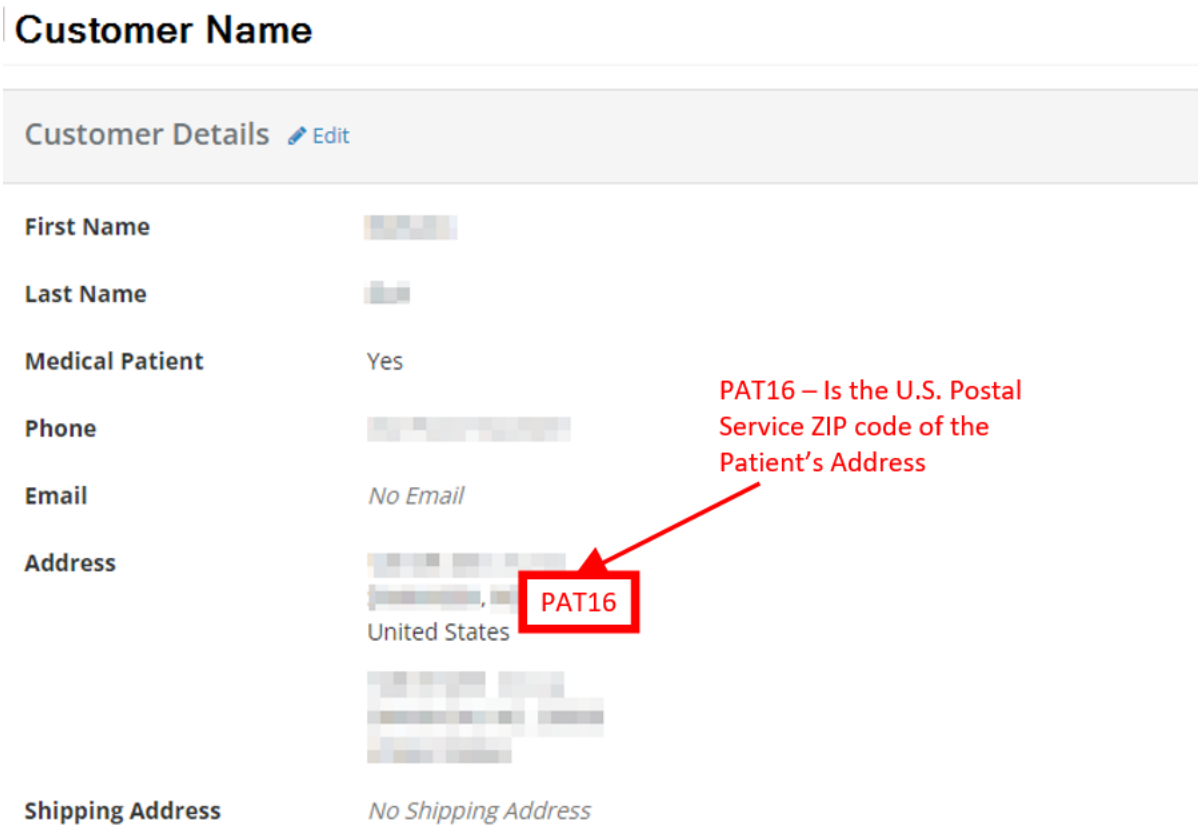
   This error is letting us know that there is something wrong with the State value (PAT15) that was submitted. For this test, the value of `ST` was used, which is of course not a real state abbreviation. Because the value `ST` was used, the MS PMP system sees the value as invalid, (that's what the second part of the error is telling us), and therefore missing (the first part of the error). PAT15 is the U.S. Postal Service state code of the Patient's State and can be found in the Cova Customer Details page. If this information is missing from Cova, you will need to reach out to the customer, collect the missing information and record the missing information in the correct field in the Customer profile.



7. The next error listed on the Patient Address Errors page is:

   Error: Postal code value must be present.

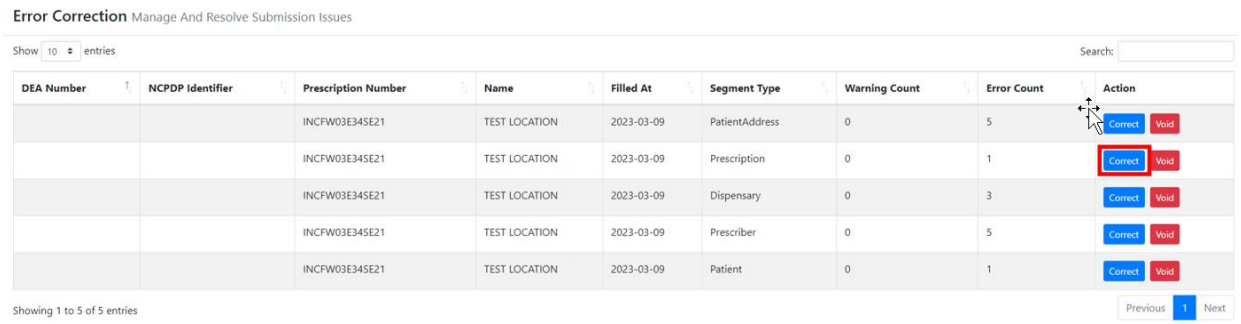
   This error lets us know that the value for Postal code (PAT16 in the MS PMP) is missing. PAT16 is the U.S. Postal Service ZIP code of the Patient's address and can be found in the Cova Customer Details page. If this information is missing from Cova, you will need to reach out to the customer, collect the missing information and record the missing information in the correct field in the Customer profile.



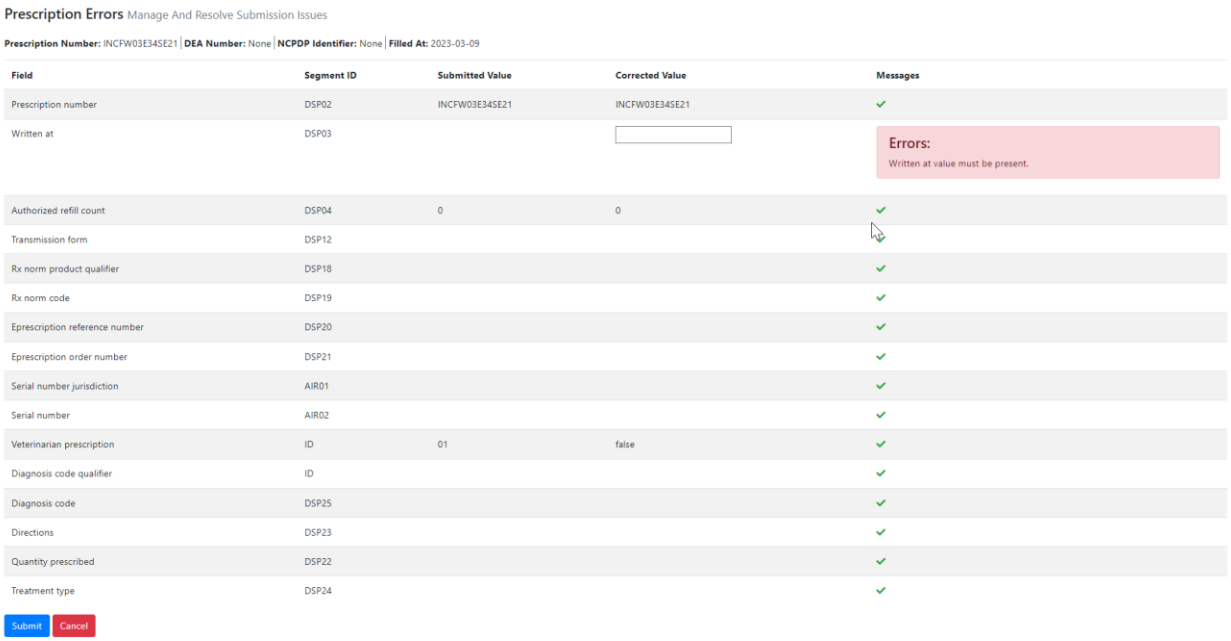
8. If any of this required information is missing from Cova, you will need to reach out to the customer to collect the missing information and record the missing information in the correct field in the Customer profile in Cova.
9. With the correct information at hand, enter the '**Corrected Values**' for each error in the MS PMP.
   NOTE: Optionally, if there are a lot of errors to correct in the MS PMP you may want to generate a single updated report and resubmit it directly to the PMP clearinghouse. For more information on preparing an updated report for submission to the MS PMP see section: *How do I create an updated report file to submit to the PMP*.
10. Once all the applicable errors in this section have been updated, hit the **Submit** button to update this section of the file.

Resolving Prescription Errors

1. In the Prescription error row, click on the **Correct** button.



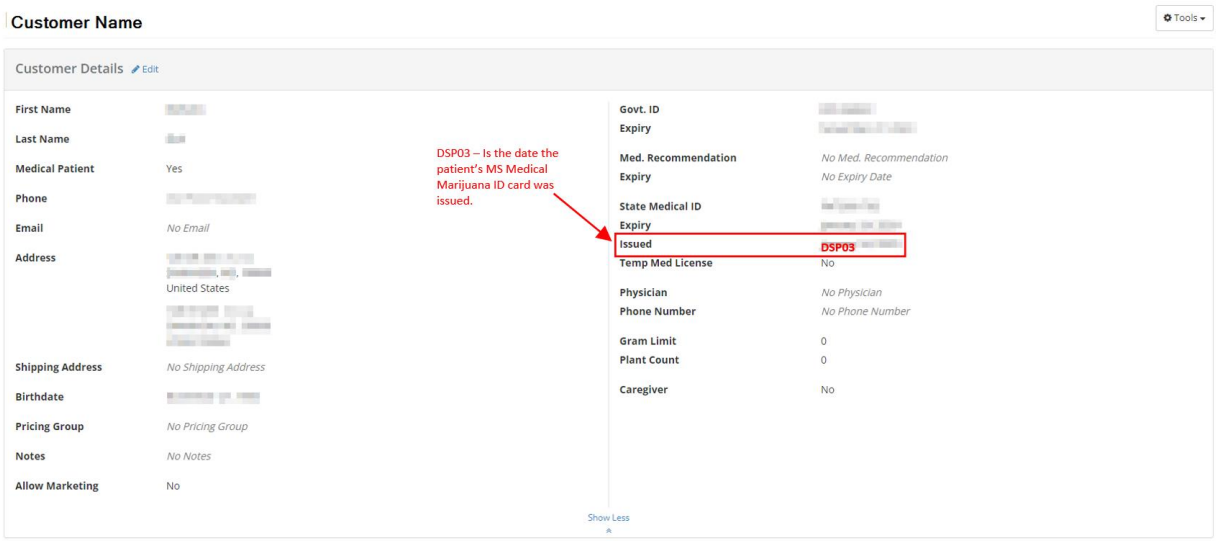
2. This will redirect you to a new page where you can correct errors associated with the Prescription information.
3. On this page we see one error associated with this section of the report for this transaction.



4. The error listed in this section is:

Error: Written at value must be present.

This error lets us know that the value for Date Written (DSP03 in the MS PMP) is missing. DSP03 is the date the patient's MS Medical Marijuana ID card was issued and can be found on the Cova Customer Details page. If this information is missing from Cova, you will need to reach out to the customer, collect the missing information and record the missing information in the correct field in the Customer profile.



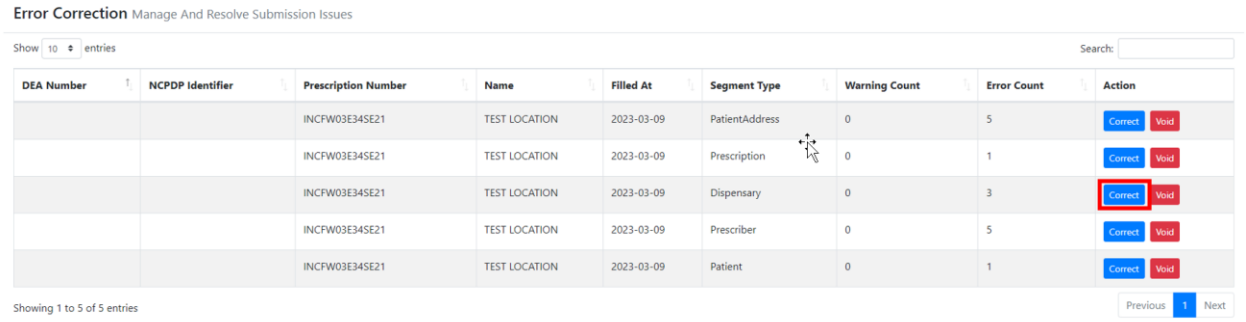
5. With the correct information at hand, enter the '**Corrected Values**' for each error in the MS PMP.
   NOTE: Optionally, if there are a lot of errors to correct in the MS PMP you may want to generate a single updated report and resubmit it directly to the PMP clearinghouse. For more information on preparing an updated report for submission to the MS PMP see section: *How do I create an updated report file to submit to the PMP*.
6. Once all the applicable errors in this section have been updated, hit the **Submit** button to update this section of the file.

NOTE: One thing to stress to employees when they are adding a new patient, **be sure that they take the Effective Date from the patient's MS Medical Cannabis ID card**, shown below, **and store it in the Issued field,** shown in the above figure.

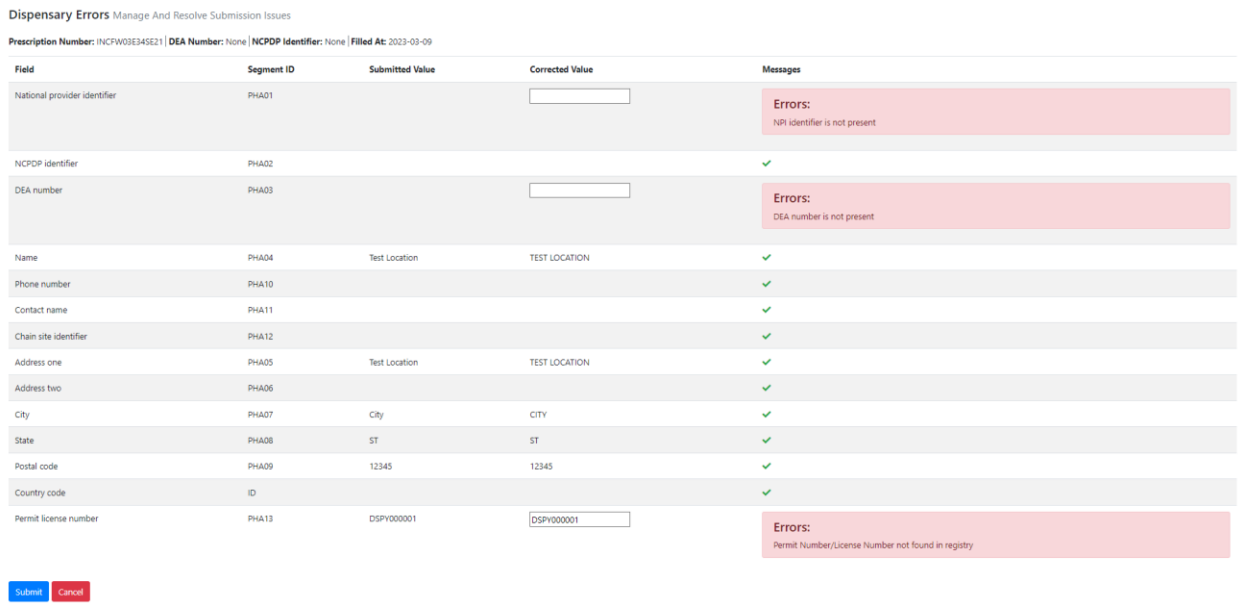


Resolving Dispensary Errors

1. In the Dispensary error row, click on the **Correct** button.



2. This will redirect you to a new page where you can correct errors associated with the Dispensary information.



3. On this page we see three errors associated with this section of the report for this transaction.

   Errors:

   NPI Identifier is not present.

   Errors:

   DEA number is not present.

Errors:

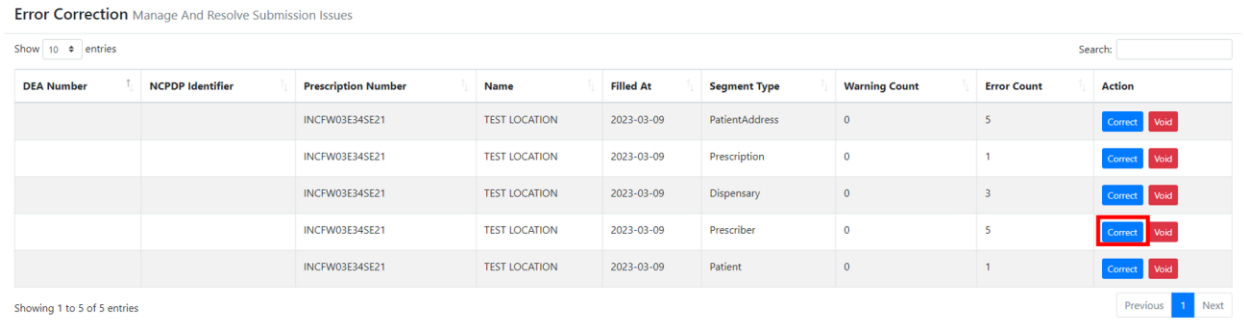
Permit Number/License Number not found in registry.

However, all these errors are just pointing to one issue.

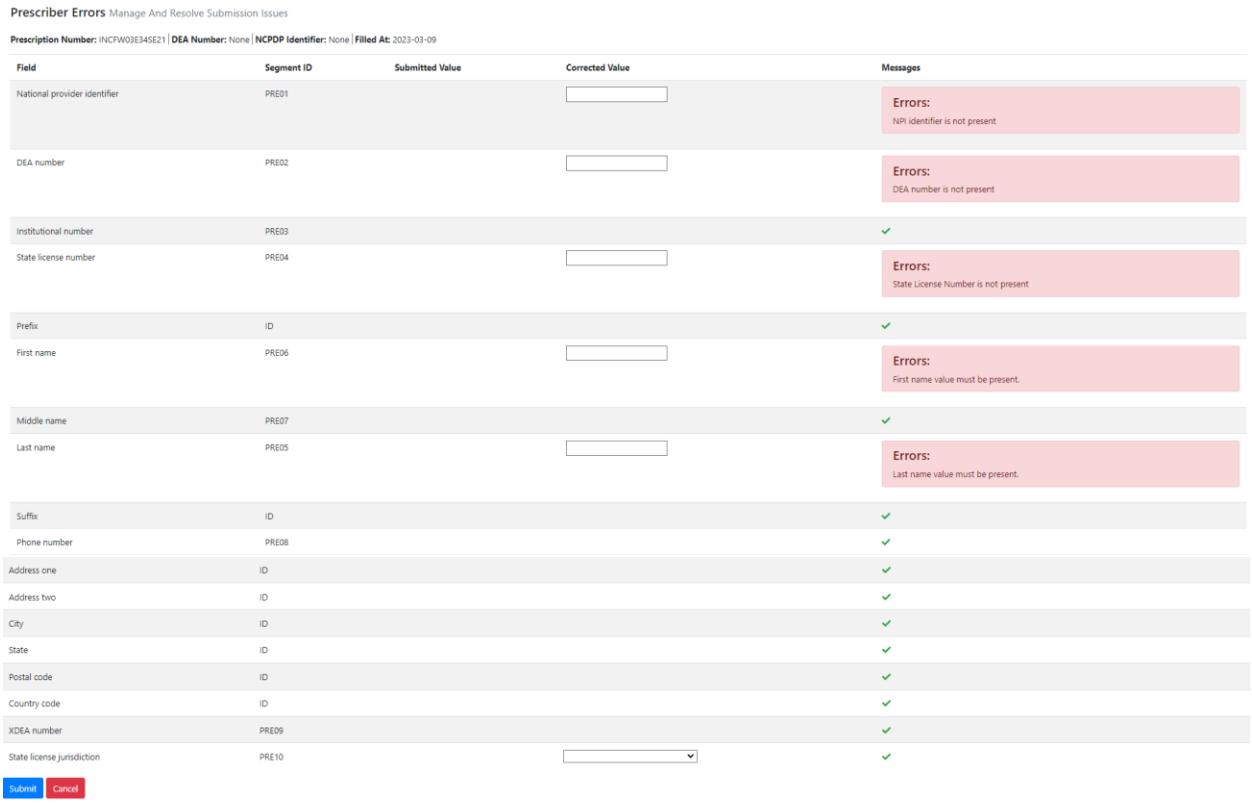
4. For this test, I used a test DSPY license number, `DSPY000001`, for Dispensary License Number value (PHA13 in the MS PMP). Since this isn't a valid license, the MS PMP system checks for a value in the field PHA01 in the MS PMP (National Provider Identifier). When it finds that field empty it moves on to check for a value in PHA03 (DEA Number), which is also empty. To resolve these errors, simply input your valid Dispensary License number in the MS PMP.
   NOTE: Optionally, if there are a lot of errors to correct in the MS PMP you may want to generate a single updated report and resubmit it directly to the PMP clearinghouse. For more information on preparing an updated report for submission to the MS PMP see section: *How do I create an updated report file to submit to the PMP*.
5. Once all the applicable errors in this section have been updated, hit the **Submit** button to update this section of the file.

Resolving Prescriber Errors

1. In the Prescriber error row, click on the **Correct** button.



2. This will redirect you to a new page where you can correct errors associated with the Prescriber information.



3. On this page we see five errors associated with this section of the report for this transaction.

Errors:

DEA number is not present.

Errors:

NPI identifier is not present.

Errors:

State License Number is not present.

Errors:

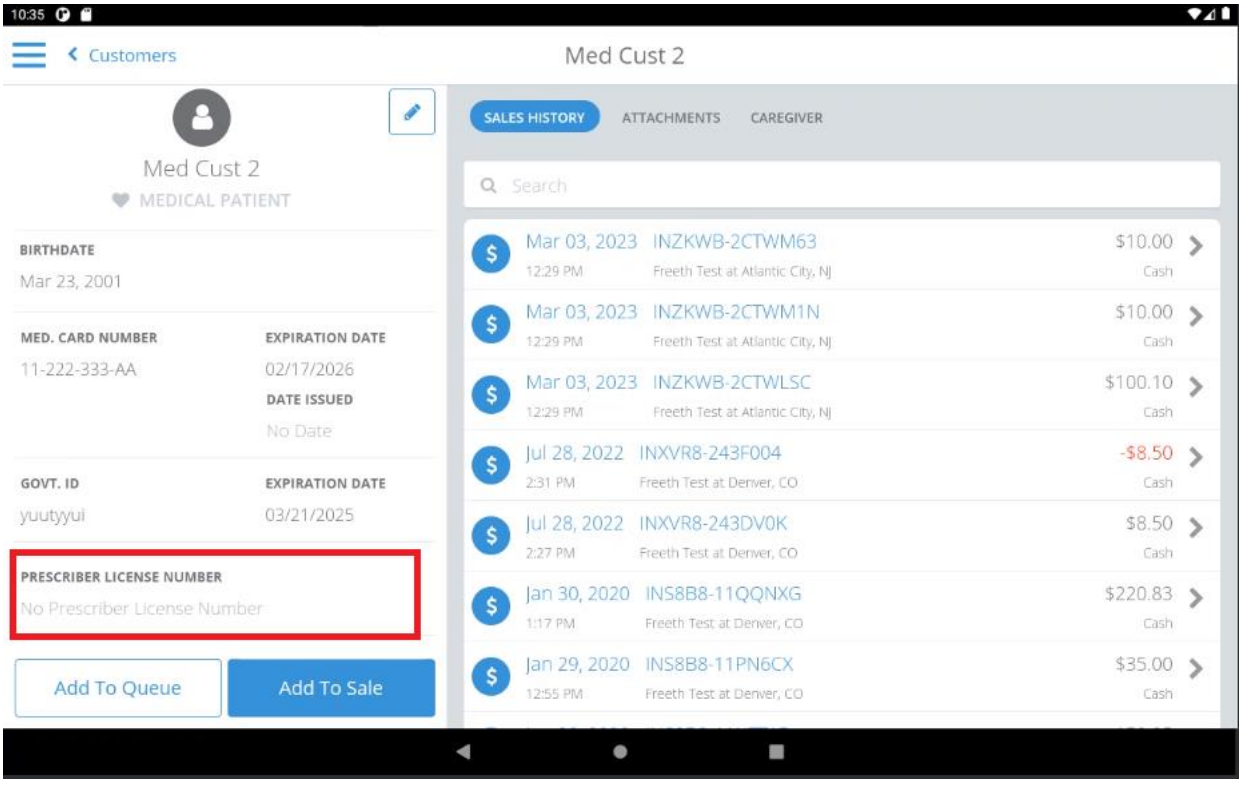
First name value must be present.

Errors:

Last name value must be present.

However, all these errors are just pointing to one issue.

4. For this test I didn't supply a value for PRE04, Prescriber License Number. Since this is a required field, but missing, the MS PMP system moves onto check for a value in PRE01 (the Prescriber's National Provider Identifier). When it finds that field empty it moves on to check for a value in PRE02 (the Prescriber's DEA Number), which is also empty. As a last attempt, the MS PMP system checks for the Prescriber's First and Last names, in PRE06 and PRE05, but these values are also empty. To resolve these errors, you will need to input the Prescriber's MS Medical Marijuana Certification Number.
5. Currently, this information is only available from the MS Department of Health Registry Services. They will disseminate this confidential information to dispensaries using email. Registry Services has asked patients to have on hand the name of the licensed prescriber who certified them to purchase and possess medical marijuana, such that at customer intake they can provide the name to the dispensary employee. The dispensary is expected to look up the prescriber license number based on the information provided by the customer.
6. Once the prescriber license number has been identified, store this number in the field Prescriber License Number on the Customer Profile page in the Cova App. This information is ***only*** available in the Cova App.



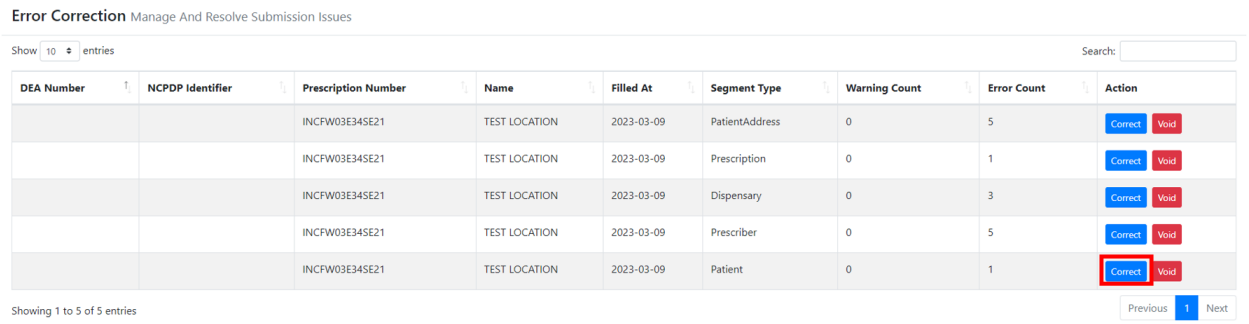
7. Enter the '**Corrected Value**' in the MS PMP.
   NOTE: Optionally, if there are a lot of errors to correct in the MS PMP you may want to generate a single updated report and resubmit it directly to the PMP clearinghouse. For more information

on preparing an updated report for submission to the MS PMP see section: *How do I create an updated report file to submit to the PMP*.

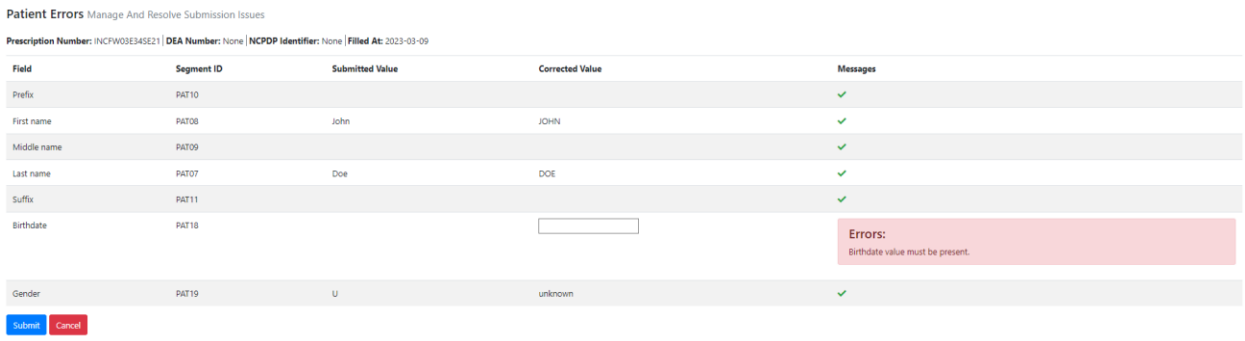
8. Once all the applicable errors in this section have been updated, hit the **Submit** button to update this section of the file.

Resolving Patient Errors

1. In the Patient error row, click on the **Correct** button.



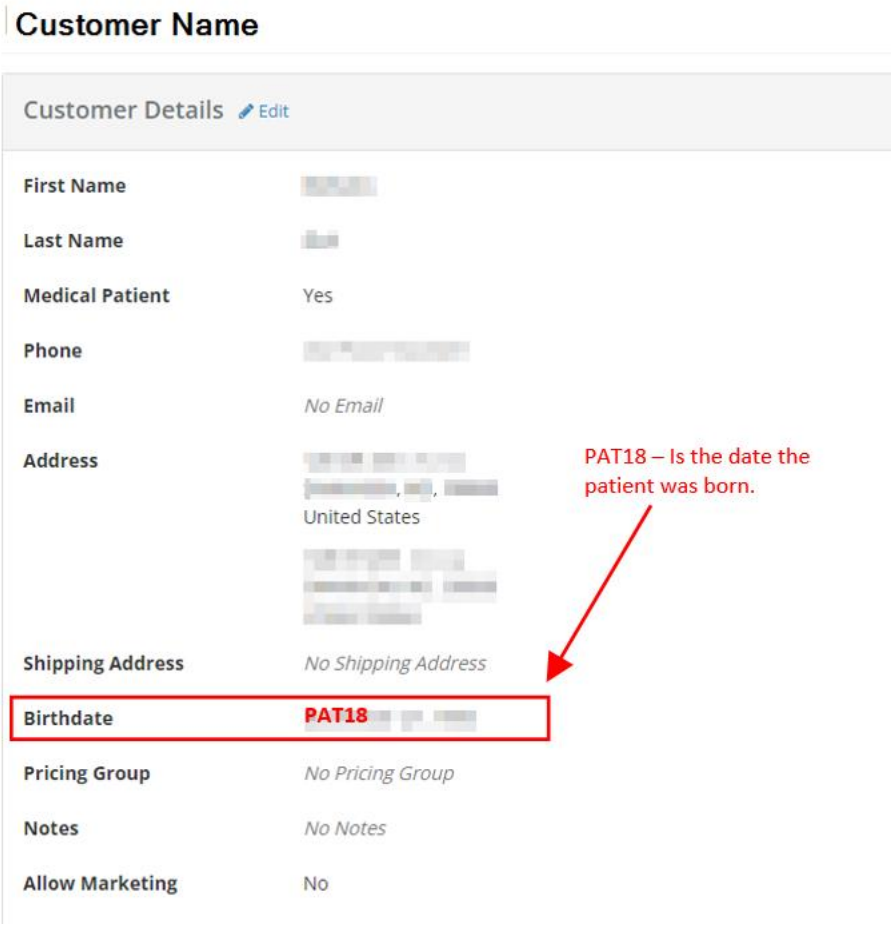
2. This will redirect you to a new page where you can correct errors associated with the Dispensary information.



3. On this page we see an error associated with this section of the report for this transaction.
4. The error listed in this section is:

Error: Birthdate value must be present.

This error is letting us know that the value for the patient's Birthdate (PAT18) is missing. PAT18 is the date the patient was born and can be found on the Cova Customer Details page. If this information is missing from Cova, you will need to reach out to the customer, collect the missing information and record the missing information in the correct field in the Customer profile.



5. Next, enter the '**Corrected Value**' in the MS PMP.
   NOTE: Optionally, if there are a lot of errors to correct in the MS PMP you may want to generate a single updated report and resubmit it directly to the PMP clearinghouse. For more information on preparing an updated report for submission to the MS PMP see section: *How do I create an updated report file to submit to the PMP*.
6. Once all the applicable errors in this section have been updated, hit the **Submit** button to update this section of the file.

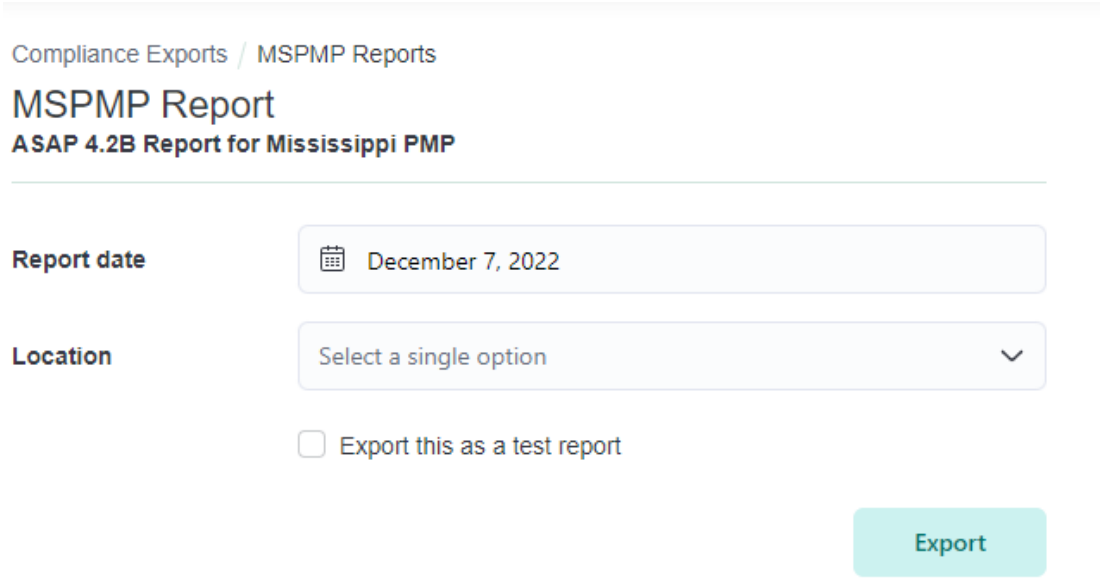
How do I create an updated report file to submit to the PMP

Sometimes, if there are a lot of errors being reported on the MS PMP system, it may be faster to manually generate and re-submit an updated `.dat` report. This process involves:

- Identifying the corresponding invoice in Cova that the source of the error, based on Prescription Number in the MS PMP.
- Review the Error Message in the MS PMP and ensure the correct data is within the Cova system.
- Generating the required `.dat` reports for each day/store location containing errors.
- Updating the Filename of the `.dat` reports and uploading these updated files to the MS PMP.

Below are detailed steps on preparing and uploading the updated `.dat` report to the MS PMP system. In the example .dat report discussed in the *Viewing the Errors* section, there are multiple errors, but all impacting a single Prescription Number, Prescription Number `INCFW03E34SE21`. This procedure will work for reports with errors involving multiple Prescription Numbers. However, you will need to employ the steps presented in section *How do I find an Invoice in Cova from a PMP Prescription Number?* for each unique Prescription Number and ensure the missing or incorrect information has been corrected within Cova.

1. First step is the identifying the corresponding invoice(s) in Cova that the source of the error, based on Prescription Number(s) in the MS PMP (see section: *How do I find an Invoice in Cova from a PMP Prescription Number?* for more information).
2. Once the invoice(s) in Cova have been identified based on the Error Message in the MS PMP, ensure the correct data is within the Cova system (see sections: *Viewing the Errors*, *Fields within MS PMP Reports and their correlation to Cova values*, and *Error Resolution* for more information).
3. Next, open a new web browsing tab and log into Cova with administrative-level credentials.
4. On the left-hand pane, expand the **Analytics** section and select **Reports**.
5. Once the Reports screen loads, scroll down and select **MSPMP**.
   NOTE: Clicking on this link will open a new web browser tab.
6. On this new tab, you can specify the desired **Report Date** and the **Location** for the report.

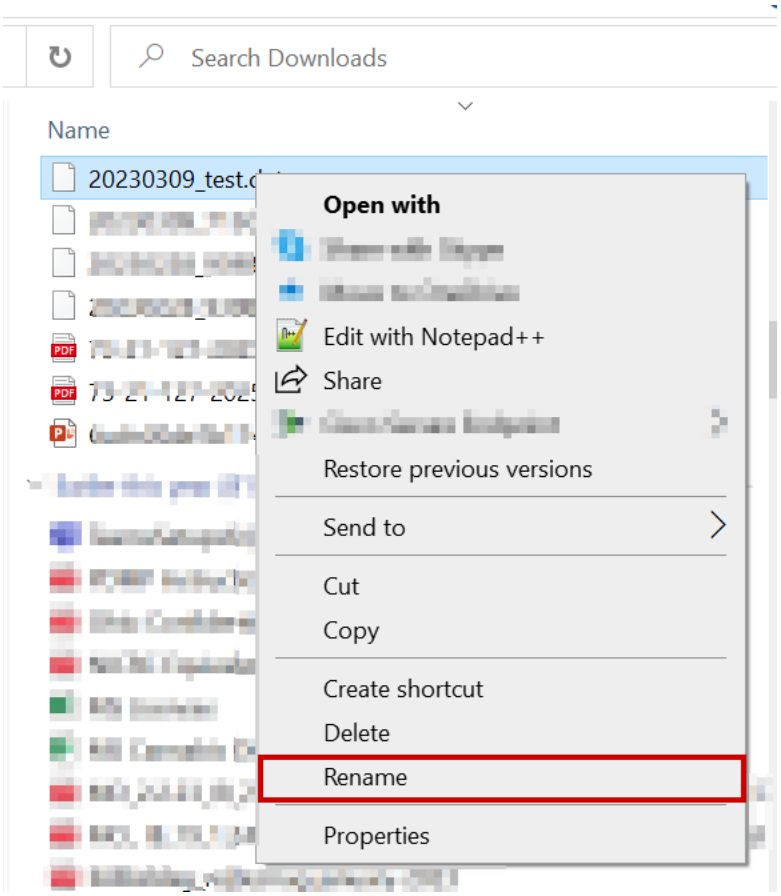


7. With the **Report Date** and **Location**, specified, hit the **Export** button to generate the report.
   NOTE: Once ready, the generated report will download to your local **Downloads** folder.
8. Repeat this process for each Report Dater and Location as needed.
   NOTE: The files will be named `<ReportDate_Location.dat>`.
9. Next, open the Folder where the updated `.dat` files have been downloaded.

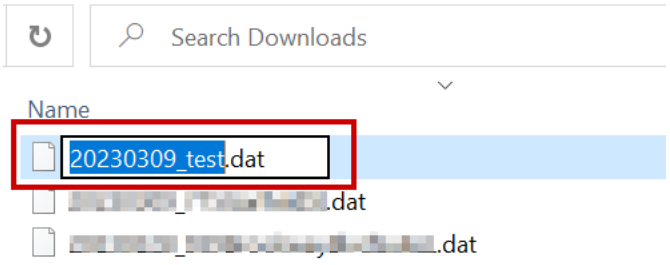
NOTE: `.dat` files are not text files and it is not recommended that you open and save these

files in text editors or word processing programs, such as Note Pad or Word.

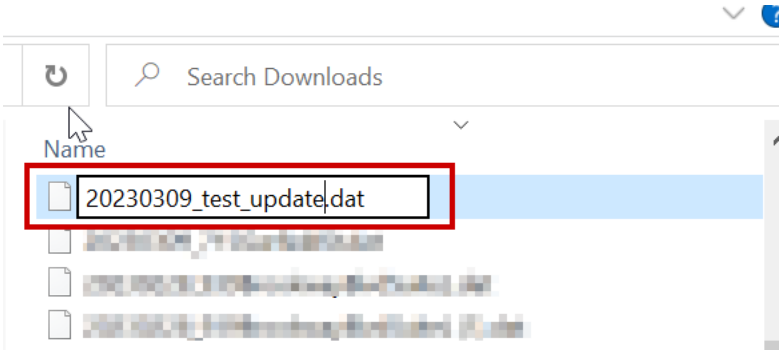
10. Select the desired `.dat` to be updated, right-click on the file and select **Rename** from the list of options.



11. This will allow you to edit the Filename of the report.



12. Rename the file from `<ReportDate_Location.dat>` to `<ReportDate_Location_update.dat>`. In the example below, we rename the `.dat` report from `20230309_test.dat` to `20230309_test_update.dat`.



13. Repeat steps 10 to 12 and add '`_update`' to the filename for each `.dat` report.
14. Log into the PMP clearinghouse website and upload the updated `.dat` report to the MS PMP system.