eAccess User Guide

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Contact Information

Nova Scotia Prescription Monitoring Program
P.O. Box 2200
Halifax, NS B3J 3C6

Phone: 902-496-7123
Toll free: 1-877-476-7767

Technical Support: Press 1, Monday to Friday, 8am to 8pm.
All Other Inquires: Press 2, Monday to Friday, 8am to 5pm.

Email: pmp@medavie.bluecross.ca
Website: www.nspmp.ca

General eAccess User Information

The purpose of this guide is to provide users with an overview of eAccess and explain how to log on and access patient profiles. Prescribers and pharmacists will now have access to patient profiles through a secure online link. eAccess will provide prescribers and pharmacists with timely access to information they need to determine the best treatment for patients while promoting the appropriate use and the reduction of abuse and misuse of monitored drugs.

The eAccess application is updated multiple times each day to provide up to date patient profiles. Regular maintenance may be conducted on the eAccess system between the hours of 12am and 7am. This may cause temporary periods when the system is not accessible. Every effort will be made to notify users in advance of scheduled outages.

In order to be eligible for eAccess, prescribers and pharmacists must be registered with the NSPMP. As well, prescribers and pharmacists must also complete eAccess registration and user agreement forms. Copies of these forms are available for download from the NSPMP website or can be requested from NSPMP staff members. Once the NSPMP receives the completed registration and user agreement forms, a username and temporary password will be issued to the prescriber or pharmacist.

eAccess users will have the ability to view up to a maximum of 18 months of an individual's NSPMP claims history. Should a user require a claim history greater than 18 months, they will be required to contact the NSPMP during regular business hours.

Cancellation of a user's eAccess can occur for any of the following reasons:
- User no longer works in Nova Scotia
- User has a restriction to their license
- User has been involved in a security breach
- User has requested cancellation of eAccess

Security Breaches

As outlined in the eAccess User Agreement, **all** information pertaining to eAccess is deemed confidential and is intended for the registered user only. This includes usernames, passwords and patient profiles. Should a user identify that a breach of security has occurred, they are responsible for notifying the NSPMP immediately. Failure to comply with the eAccess User Agreement may result in access being revoked and/or disciplinary action with the appropriate licensing authority.

Usernames

Usernames are unique to each user and will not change. Usernames are **only** to be used by the registered user and are **not** to be shared with anyone.

Login Information

When entering their credentials (username and temporary password) for the first time, the user will be redirected to change their password.

Passwords

On the Change Password screen, the user will be required to provide their temporary password along with their new password. Before the "**Continue**" button is enabled, they will also be required to confirm their new password and ensure that it meets the following criteria:
1. Must be between eight and 50 characters long.
2. Cannot contain the Username, First Name or Last Name.
3. Cannot contain three or more consecutive repeating characters.
4. Cannot be the same as any of your previous five passwords.
5. Must contain at least three of the following:
    a. Uppercase letter (A-Z)
    b. Lowercase letter (a-z)
    c. Number (0-9)
    d. Special Character (!#$'*,-./:;=[|]^_'{}~?)

Please create a new password

Existing password

[   ]

New password

[   ]

Confirm new password

[   ]

Password requirements

[Continue   ]

[Cancel   ]

Please note - selecting the "**Password requirements**" link below the "**Confirm new password**" field will open a popup window displaying the password rules.

The user will only be prompted to change their password once and when changed, the new password will be used for each subsequent login. Passwords are **only** to be used by the registered user and are **not** to be shared with anyone.

Terms & Conditions

When users log into the Secure Login the first time, they will be prompted to accept the Terms and Conditions. The "**Accept**" button will not be available for selection until the acknowledgement checkbox is selected. This step will not be required upon subsequent logins.

Security Questions

Five unique security questions and answers will also be required before the user can continue. These will be used to validate users for password resets.

BLUE CROSS®   ❓ Help

Almost done!

Set up your security questions

Choose five questions and provide easy-to-remember answers. We'll use these questions to help you if you forget your password.

| Select question 1 | ▾ |

| Your answer |

| Select question 2 | ▾ |

| Your answer |

| Select question 3 | ▾ |

| Your answer |

| Select question 4 | ▾ |

| Your answer |

BLUE CROSS®   ❓ Help

Success!

Your security questions and answers have been set.

Your account is now set up.

| Continue |

Updating Your User Profile

Users can update their information (e.g. email address) by clicking the **Manage Profile** link in eAccess located at the top right hand corner of the screen. They will be directed to another website and have to provide their login credentials before updating their information.

Signed in as: A████████ | Help | Logout | Manage Profile

Manage Password

Please note, to manage your profile and ensure your information is secure, you will be directed to another website which requires you to authenticate again.

The language used for this website will be English or French depending on the language setting of your browser.

Do you wish to continue?

Yes   No

NSPMP Phone lines: **902-496-7123 or 1-877-476-7767**
Technical Support: **Press 1 (Mon-Fri 8am-8pm)**

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Version 5.1

Type your Blue Cross Identity Manager username and password and click Log In.

Username:

Password:

Forgot your password?

Log In

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Let's get started!

What best describes you? *

○ I don't have a Provider Number

○ I already have a Provider Number and I'd like to sign up for ePay

◉ I already have a Provider Number and I'd like to update my profile

○ I want to register as a provider with Immigration, Refugees and Citizenship Canada (IRCC)

Please select your provider type/specialty *

Please choose ▼

Continue   1 / 2

Patient Profile Search Criteria

Users will be required to enter a valid Health Card Number in order to search for a patient. For those patients that are from out of province, please ensure that the appropriate cardholder identity is selected from the drop down list provided. If the province is unknown please select **ALL** for the cardholder identity. The cardholder identities are:

CARDHOLDER IDENTITY	PROVINCE	HEALTH CARD NUMBER	CARDHOLDER IDENTITY	PROVINCE	HEALTH CARD NUMBER
AB	Alberta	9 digits	ON	Ontario	10 digits
BC	British Columbia	10 digits	PE	PEI	8 digits
MB	Manitoba	9 digits	QC	Quebec	4 letters+ 8 digits
NB	New Brunswick	9 digits	SK	Saskatchewan	9 digits
NL	Newfoundland	12 digits	YT	Yukon	9 digits
NS	Nova Scotia	10 digits	CF	Canadian Forces	1 letter+ 8digits
NU	Nunavut	9 digits	RCMP	RCMP	5 or 6 digits
NT	NWT	1 letter+ 7 digits			

The eAccess system is designed to provide users with a default date range which is six months of claims history from the date of login. Users have the ability to select alternative date ranges using the calendar icons up to 18 months from the current date.

*If a date range greater than 18 months is required, a request can be made through the NSPMP during regular business hours.

Once users have entered in a valid Health Card Number and selected the required date range, it will be necessary to confirm the identity of the patient selected.

Upon verifying the patient's identity, users will be presented with a patient profile. The patient profiles are similar in design to the current profiles provided by NSPMP. Profiles can be printed, if necessary by clicking on the Printer Friendly icon at the top right hand corner of the user profile.

Filter Tool

Users have the ability to filter the profile results by selecting the Prescriber Reg (license number), DIN, or Pharmacy Reg (license number) and then clicking **Filter Results**. The patient profile will then list only the claims that contain the license number and/or DIN entered by the user.

Sorting Function

Profile results can be sorted by Filled Date, Health Card, Prescriber Reg (license number), Prescriber Name, DIN, Drug Name, Quantity, Days Supply, Pharmacy ID (provider number), Pharmacy Reg (license number) or Pharmacy Name. To use this function, simply click on any of the above mentioned headings. Results can be sorted in ascending or descending order.

To begin a new patient search, users can click on the **New Search** button at the top left hand corner of the search results page. When the search results are more than one page they can click on the **New Search** button at the bottom left hand corner.

Troubleshooting

Should assistance be required while using eAccess, users can click on the **Help** link at the top right hand corner of the screen to access troubleshooting tips.

Validation Messaging - While using eAccess, users may encounter various validation messages. The following tables outline the possible validation messages, their meanings and required action.

System Error

Message	Required Action
A system error has occurred. Please try to login again. If the problem persists contact the NSPMP office at 902-496-7123 or 1-877-476-7767.	Contact the NSPMP for assistance.

Patient Claim Search Screen

Message	Required Action
Health Card Number required	User must enter a valid Health Card Number
Health Card Number can not contain any spaces	Re-enter the Health Card Number without spaces
Health Card Number can only contain numbers and letters	Re-enter the Health Card Number without any special characters
NS Health Card Number must be 10 digits	Ensure that the length of the NS Health Card Number is 10 digits
NS Health Card Number is not valid	Ensure that the NS Health Card Number entered is in valid NS Health Card Number format
NS Health Card Number can only contain numbers	Ensure that the NS Health Card Number entered only contains numbers
Start Date is required	User must enter a valid start date
End Date is required	User must enter a valid end date
Invalid Start Date entered	Ensure that the start date entered is in valid date format (MMM DD YYYY)
Invalid End Date entered	Ensure that the end date entered is in valid date format (MMM DD YYYY)
Start Date is greater than today's date	Ensure that the start date entered is less than today's date
End Date is greater than today's date	Ensure that the end date entered is less than today's date
Start Date must be before the End Date	Ensure that the start date entered is less than the end date
Invalid date format.	The correct date format is MMM DD YYYY. Enter correct date.
Missing search criteria.	Users must enter a valid Health Card Number and valid date ranges.

Unable to find patient in the system ensure search criteria (Province/HCN) are entered correctly	Ensure that the correct cardholder identity and health card number for the individual are entered
Unable to display results, missing patient information on profile. For any questions, please contact the NSPMP Office at 902-496-7123/1-877-476-7767 or pmp@medavie.bluecross.ca	Contact the NSPMP
Your search returned 0 results for this Health Card Number for the selected time frame. For any questions, please contact the NSPMP Office at 902-496-7123/1-877-476-7767 or pmp@medavie.bluecross.ca	Contact the NSPMP

Filter Action

Message	Required Action
Criteria must be entered for selected search filters.	Depending on which filter option is being used, users must enter the applicable information (i.e. DIN)
Criteria must be entered to filter search results	User must select one of the filter checkboxes before hitting "Filter Results".
*** No results matching your search criteria were found ***	Ensure that the criteria entered for the selected search filter exists in the search results
Prescriber Reg filter value can only contain numbers and letters	Re-enter the Prescriber Reg without any special characters
DIN filter value can only contain numbers and letters	Re-enter the DIN without any special characters
Pharmacy Reg filter value can only contain numbers and letters	Re-enter the Pharmacy Reg without any special characters