



# **RxGov Investigative Role User Guide**

**Release Date: February 24, 2025**

# 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.

All data in this guide is pre-populated, test data (patient name, DEA number, user name, phone numbers, etc.).

# Contents

|                                                    |           |
|----------------------------------------------------|-----------|
| <b>About RxGov</b>                                 | <b>3</b>  |
| RxGov Version                                      | 3         |
| How Does RxGov Work?                               | 4         |
| <b>Investigative User Dashboard</b>                | <b>5</b>  |
| Getting Started                                    | 5         |
| Creating an Account                                | 5         |
| Log in to RxGov                                    | 9         |
| Performing Queries                                 | 10        |
| Investigative Tickets                              | 11        |
| Ticket Status                                      | 12        |
| <b>The Investigative Approver Dashboard</b>        | <b>14</b> |
| Getting Started                                    | 14        |
| Creating an Account                                | 14        |
| Log in to RxGov                                    | 17        |
| Managing Investigative Queries                     | 18        |
| Reviewing and Resolving Investigative Tickets      | 19        |
| Resolving Investigative Tickets after Legal Review | 21        |
| Tickets                                            | 23        |
| <b>Legal Reviewer Dashboard</b>                    | <b>24</b> |
| Creating an Account                                | 24        |
| Legal Review                                       | 27        |
| Tickets                                            | 30        |
| <b>Account Assistance</b>                          | <b>32</b> |
| Update User Profile Details                        | 32        |
| Updating Your Password                             | 33        |
| Forgot Password                                    | 34        |
| Account Lockout                                    | 36        |
| System Notifications                               | 36        |
| View System Notifications                          | 36        |

## About RxGov

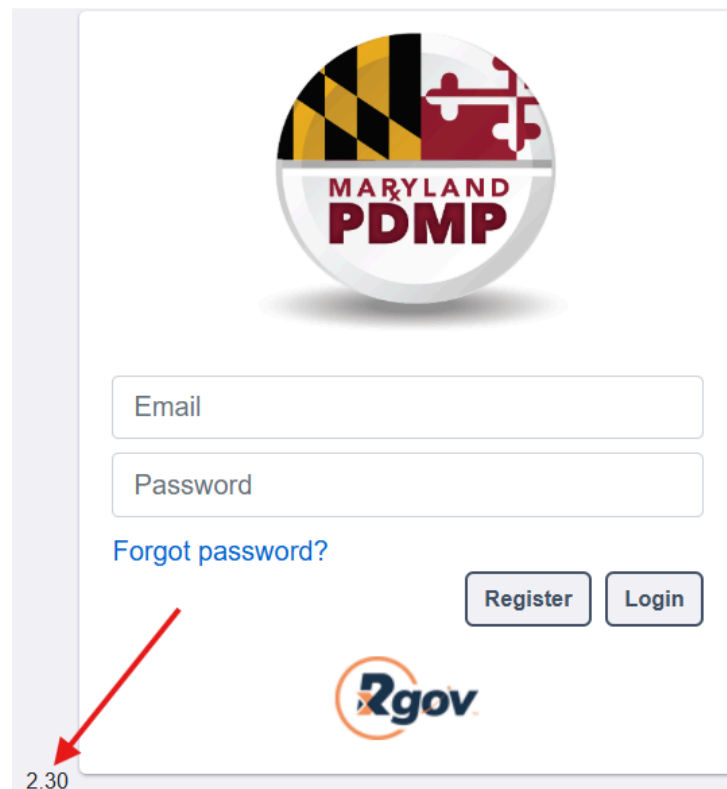
RxGov is a comprehensive Prescription Drug Monitoring Program (PDMP) technology that provides data transparency along with a unique patient matching algorithm as part of a suite of tools designed to assist healthcare providers, pharmacists, governments, and law enforcement in monitoring prescription drug and controlled dangerous substance (CDS) usage.

Misuse or abuse of CDS presents a hazard to the public. Most states have PDMPs that seek to reduce the misuse or abuse of CDS. PDMP users can use RxGov to monitor the prescribing and dispensing of CDS in their state.

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

## RxGov Version

At the bottom left of the screen, the current version of RxGov is displayed.



2.30

## **How Does RxGov Work?**

RxGov records and monitors dispensed prescription drugs and is a central access point for all stages of the dispensing process.

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

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.

# Investigative User Dashboard

RxGov is utilized by Investigative Users to request relevant patient, prescriber, and dispenser records, and their associated dispenses. Since Protected Health Information (PHI) is confidential, a subpoena or State-approved documentation must be attached to all investigative requests for access to PHI. After submission, the Prescription Drug Monitoring Program (PDMP) staff reviews the request. If the request is approved, the Investigative User can then use RxGov to view patient Controlled Dangerous Substances (CDS) dispensing records.

## Getting Started

The purpose of this document is to provide an overview of the system for users of RxGov with the Investigative role permissions enabled. It outlines the features of the system and provides instructions for use of the features available to Investigative Users.

## Creating an Account

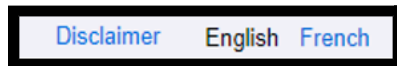
Complete the following steps to create an Investigative User account in the RxGov system:

1. Log in to the main RxGov site: <https://mdpdmp.rxgov.com/login>.
2. Click **Register**.

The image shows a web interface for the Maryland PDMP. At the top is a circular logo with the Maryland state flag and the text 'MARYLAND PDMP'. Below the logo are two input fields labeled 'Email' and 'Password'. To the left of the 'Register' button is a blue hyperlink 'Forgot password?'. The 'Register' button is highlighted with a red circle. To the right of the 'Register' button is a 'Login' button. At the bottom center is the 'Rxgov' logo.

**\*Note:** If configured, the user can select a default language and display a legal disclaimer by clicking links available in the lower right corner of the screen. Select the language with an active hyperlink (blue color) to change the default language throughout the application. Once a link is selected, RxGov is displayed in the selected language until the user changes the

setting. If a user selects the **Legal Disclaimer** link, the disclaimer is displayed until the user closes it.

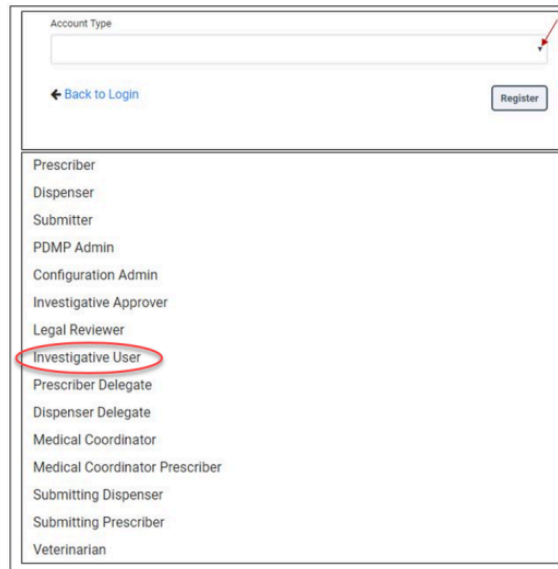


3. Enter the following required personal details on the displayed RxGov registration form:
- **Email** (The email created here becomes your username.)
  - **Password** (Passwords must be at least 8 characters in length, contain uppercase and lowercase characters, and contain at least one special character and one digit.)
  - **Confirm Password**
  - **First Name**
  - **Last Name**
  - **Address**
  - **Mobile Phone Number**
  - **Account Type**

A screenshot of the Maryland PDMP RxGov registration form. At the top is a circular logo with the Maryland state flag and the text 'MARYLAND PDMP'. Below the logo are several input fields: 'Email', 'Password' (with an eye icon), 'Confirm Password', 'First Name', 'Last Name', 'Street Address 1', 'Street Address 2', 'City', 'State/Province' (a dropdown menu), 'Zip/Postal Code', 'Phone Number', 'Mobile Phone Number', 'Default Language' (a dropdown menu showing 'English'), and 'Account Type' (a dropdown menu). At the bottom left is a link 'Back to Login' and at the bottom right is a 'Register' button. The RxGov logo is at the very bottom center.

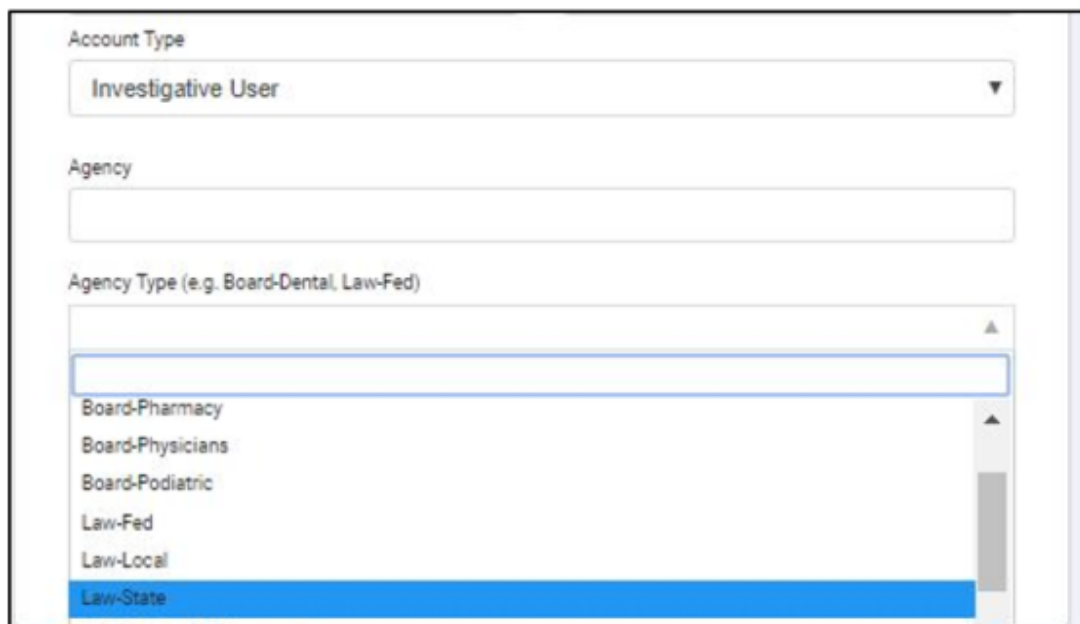
**\*Note:** Your state's Admin may have enabled a custom privacy statement to display at the top of the registration form upon initial registration. If this privacy statement is displayed, please review it to better understand the site's data collection, use, and categories of information collected.

4. Select **Investigative User** from the **Account Type** drop-down menu.



A screenshot of a web form's 'Account Type' dropdown menu. The dropdown is open, showing a list of roles. The role 'Investigative User' is highlighted with a red oval. Above the dropdown, there is a 'Back to Login' link and a 'Register' button. The list of roles includes: Prescriber, Dispenser, Submitter, PDMP Admin, Configuration Admin, Investigative Approver, Legal Reviewer, Investigative User (highlighted), Prescriber Delegate, Dispenser Delegate, Medical Coordinator, Medical Coordinator Prescriber, Submitting Dispenser, Submitting Prescriber, and Veterinarian.

5. Enter the Agency Name in the **Agency** field.
6. Select an Agency Type from the **Agency Type** drop-down list.  
**\*Note:** Agency types for your state may vary according to the configuration of your state's Prescription Drug Monitoring Program (PDMP).



A screenshot of a web form with three fields. The first field, 'Account Type', is a dropdown menu with 'Investigative User' selected. The second field, 'Agency', is an empty text input box. The third field, 'Agency Type (e.g. Board-Dental, Law-Fed)', is a dropdown menu with a list of options: Board-Pharmacy, Board-Physicians, Board-Podiatric, Law-Fed, Law-Local, and Law-State. The 'Law-State' option is highlighted in blue.



7. If the Agency Type is **Law-Fed**, **Law-Local**, or **Law-State**, enter the required **Agency ID #**.

Agency Type (e.g. Board-Dental, Law-Fed)

Law-Local

The selected Agency Type requires a Agency ID.

Agency ID # / Badge #

[← Back to Login](#) [Register](#)

8. Click **Register** to complete the account creation.
9. View the displayed **Registration Complete** message and verify that a message was sent to the email address associated with the account.
10. Click the link provided in the confirmation email to confirm the email address.
- \*Note:** For firewall reasons, some users may be unable to receive the **DoNotReply@rxgov.com** email containing the hyperlink to confirm their email account. In those cases, the user may need to whitelist IP address **149.72.202.144** to receive emails from **DoNotReply@rxgov.com**.
11. Wait for an RxGov Administrator to activate the account. Newly-created accounts must be activated by an RxGov Administrator before the user can proceed to log in.
12. After the RxGov Administrator activates the new account, a **State PDMP RxGov Account Status Changed** email is sent to the email address associated with the account.
- \*Note:** If a confirmation message is not received, check the Spam folder in the email application. If the message is not found, contact your Admin to have the confirmation resent.
13. Once an Administrator has approved the account, open the RxGov URL and use the email address (username) and previously-created password to log into RxGov.

**\*Note:** Some specific user roles may be restricted from gaining access to the RxGov portal. In such instances, those user role types are not available as an option during the account registration process and a message is displayed on the login screen with a URL link. Restricted users can click the link to be redirected to alternative login methods.

## Log in to RxGov

1. Open the main RxGov site: <https://mdpdmp.rxgov.com/login>.
2. Enter the **Email** address and **Password** previously created for the account.



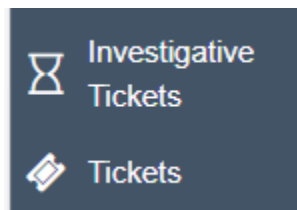
3. Click **Login**.

**\*Note:** Upon initial login after a new account has been activated, an attestation window may be displayed. If such an attestation is displayed, click the blue link in the text to read the referenced document, or to reach the website which outlines the restrictions and conditions for access to and use of Prescription Drug Monitoring Program (PDMP) data.



4. (Optional) If an attestation window is displayed, click either **Reject** or **Accept**.  
*\*Note: To perform queries, the attestation message must be accepted.*

## Performing Queries



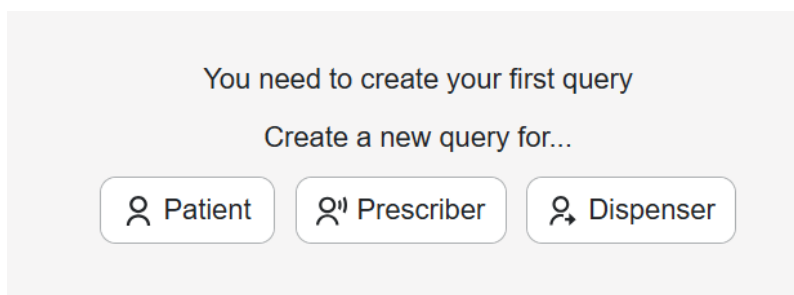
Depending on the requirements of your state Prescription Drug Monitoring Program (PDMP), submitting a query request may require the following fields:

- **First Name**
- **Last Name**
- **DOB**
- **Case Number**
- **Start Date/End Date**
- **DEA Number**

Complete the following steps to perform a query:

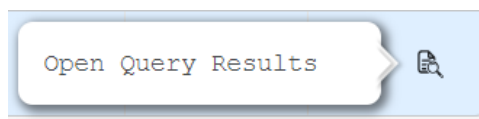
*\*Note: Required fields are marked with a red asterisk.*

1. Upon logging into RxGov as an investigative user, select the desired tab for the query (**Patient**, **Prescriber**, **Dispenser**).

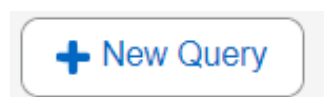


2. Enter the required fields, marked with a red asterisk, and any optional fields as necessary. To add multiple patients, use the 'Add New Patient' button in the top right corner and a new set of patient fields will populate.

3. (Required) Select **Add Attachments** to attach any relevant image files of documentation such as subpoenas, etc.  
**\*Note:** Acceptable file formats types are listed in the file upload box.
4. Click **Submit**.  
**\*Note:** Upon a successful submission, a Ticket Created message is displayed indicating an email will be sent once the ticket status has been updated. Ticket status may also be viewed in the **Investigative Tickets**.
5. Once approved, query results may be viewed in the **Investigative Tickets** screen, by clicking on 'Open Query Results' at the end of the row for that query.



6. After the initial query, future queries will be submitted by using the 'New Query' button found on the top right corner of the All Submitted Queries page under the Investigative Tickets menu.



## Investigative Tickets

Investigative Users may view a history of their submissions to determine such details as status of the submission, query type, date submitted, case number, patient name, etc. To view a submission, select the **Investigative Tickets** menu and review the results displayed. Under the Actions column, click the **Open Ticket Details** to view more details about the submitted query.



Open Query Results 

1. On the **Tickets** menu, under the **Tickets** section, locate the displayed row of the ticket to be rescinded.
2. Select the **Rescind** checkbox in the row of the ticket to be rescinded.

Rescind

3. Click **Rescind**.

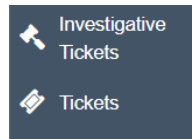
Tickets

Ticket Status: Open

| Rescind                  | Ticket ID | Type                | Status | Date Requested            | Start Date | End Date   | Resolution | Resolution Date | Resolution Comment |
|--------------------------|-----------|---------------------|--------|---------------------------|------------|------------|------------|-----------------|--------------------|
| <input type="checkbox"/> | 361       | Investigative Query | Open   | 12/05/2024 10:42 AM (EST) | 12/01/2024 | 12/03/2024 |            |                 |                    |
| <input type="checkbox"/> | 360       | Investigative Query | Open   | 12/05/2024 10:41 AM (EST) | 01/01/2024 | 12/02/2024 |            |                 |                    |
|                          | 359       | Investigative       | Open   | 12/05/2024                | 01/01/2024 | 12/02/2024 |            |                 |                    |

Rescind

# The Investigative Approver Dashboard



The Investigative Approver manages the Investigative Query request submissions in RxGov. The Investigative Approver Dashboard provides users with Investigative Approver account permissions enabled access to Investigative Ticket Management features. When opened, the dashboard defaults to the Investigative Tickets page. All menu options are located on the left-hand side of the window.

**\*Note:** For optimal results, RxGov should be run on a PC with the window maximized to full screen.

## Getting Started

The purpose of this document is to provide an overview of the system for users of RxGov with the Investigative role permissions enabled. It outlines the features of the system and provides instructions for use of the features available to Investigative Approvers.

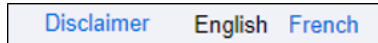
## Creating an Account

Complete the following steps to create an Investigative Approver account in the RxGov system:

1. Log in to the main RxGov site: <https://mdpdmp.rxgov.com/login>.
2. Click **Register**.

A screenshot of the Maryland PDMP (Prescription Drug Monitoring Program) login and registration page. At the top is the MDPDM logo, which features the Maryland state flag and the text 'MARYLAND PDMP'. Below the logo are two input fields: 'Email' and 'Password'. Under the 'Email' field is a link that says 'Forgot password?'. To the right of the 'Password' field are two buttons: 'Register' and 'Login'. The 'Register' button is circled in red. At the bottom of the form is the '2gov' logo.

**\*Note:** If configured, the user can select a default language and display a legal disclaimer by clicking links available in the lower right corner of the screen. Select the language with an active hyperlink (blue color) to change the default language throughout the application. Once a link is selected, RxGov is displayed in the selected language until the user changes the setting. If a user selects the **Legal Disclaimer** link, the disclaimer is displayed until the user closes it.



3. Enter the following required personal details on the displayed RxGov registration form:

The logo for the Maryland Prescription Drug Monitoring Program (PDMP) is located at the top center of the registration form. It features a circular emblem with the Maryland state flag and the text "MARYLAND PDMP".  
  
The registration form contains the following fields:

- Email
- Password (with an information icon)
- Confirm Password
- First Name
- Last Name
- Street Address 1
- Street Address 2
- City
- State/Province (dropdown menu)
- Zip/Postal Code
- Phone Number
- Mobile Phone Number
- Default Language (dropdown menu, currently set to English)
- Account Type (dropdown menu)

At the bottom left, there is a blue link "← Back to Login". At the bottom right, there is a "Register" button. The RxGov logo is centered at the bottom of the form.

**\*Note:** Your state's Admin may have enabled a custom privacy statement to display at the top of the registration form upon initial registration. If this privacy statement is displayed, please review it to better understand the site's data collection, use, and categories of information collected.

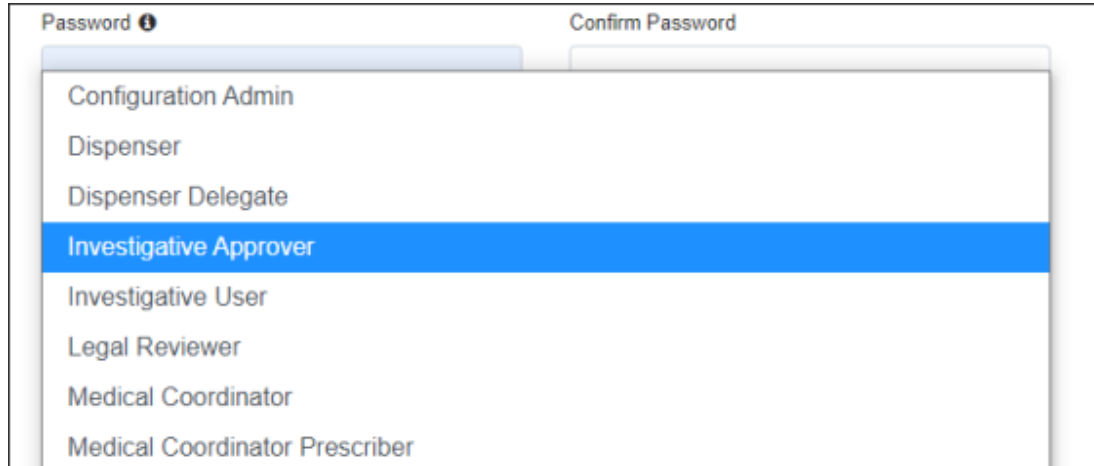
- **Email** (The email created here becomes your username)
- **Password** (Passwords must be at least 8 characters in length, contain uppercase and lowercase characters, and contain at least one special character and one digit.)
- **Confirm Password**



- **First Name**
  - **Last Name**
  - **Address**
  - **Mobile Phone Number**
  - **Account Type**
4. Select **Investigative Approver** from the **Account Type** drop-down menu.



The screenshot shows a web form with a label "Account Type" above a drop-down menu. The menu is currently empty, showing only a downward arrow. Below the menu is a blue link "← Back to Login" and a "Register" button.



The screenshot shows the same web form, but the drop-down menu is now open, displaying a list of account types. The "Investigative Approver" option is highlighted in blue. The list includes: Configuration Admin, Dispenser, Dispenser Delegate, Investigative Approver, Investigative User, Legal Reviewer, Medical Coordinator, and Medical Coordinator Prescriber. The "Password" and "Confirm Password" labels are visible above the menu.

5. (Optional) Enter an Admin Identifier in the **Admin Identifier** field.
6. Click **Register** to complete the account creation.
7. View the displayed **Registration Complete** message and verify that a message was sent to the email address associated with the account.
8. Click the link provided in the confirmation email to confirm the email address.
- \*Note:** For firewall reasons, some users may be unable to receive the **DoNotReply@rxgov.com** email containing the hyperlink to confirm their email account. In those cases, the user may need to whitelist IP address **149.72.202.144** to receive emails from **DoNotReply@rxgov.com**.
9. Wait for an RxGov Administrator to activate the account. Newly-created accounts must be activated by an RxGov Administrator before the user can proceed to log in.

10. After the RxGov Administrator activates the new account, a **State PDMP RxGov Account Status Changed** email is sent to the email address associated with the account.  
***\*Note:** If a confirmation message is not received, check the Spam folder in the email application. If the message is not found, contact your Admin to have the confirmation resent.*
11. Once an Administrator has approved the account, open the RxGov URL and use the email address (username) and previously-created password to log into RxGov.  
***\*Note:** Some specific user roles may be restricted from gaining access to the RxGov portal. In such instances, those user role types are not available as an option during the account registration process and a message is displayed on the login screen with a URL link. Restricted users can click the link to be redirected to alternative login methods.*

## Log in to RxGov

1. Open the main RxGov site: <https://mdpdmp.rxgov.com/login>.
2. Enter the **Email** address and **Password** previously-created for the account.



3. Click **Login**.

***\*Note:** Upon initial login after a new account has been activated, an attestation window may be displayed. If such an attestation is displayed, click the blue link in the text to read the referenced document, or to reach the website which outlines the restrictions and conditions for access to and use of Prescription Drug Monitoring Program (PDMP) data.*



I attest that I qualify as one of the authorized users listed in [this](#) document. I further understand and agree to the restrictions and conditions for access to and use of PDMP data. This attestation and agreement applies to each query I enter during this session. You **MUST** accept the conditions before you can continue.

[Reject](#) [Accept](#)



4. (Optional) If an attestation window is displayed, click either **Reject** or **Accept**.

**\*Note:** To perform queries, the attestation message must be accepted.

## Managing Investigative Queries

When the Investigative User submits a query request, the query is executed at the time of the request; however, Investigative Queries must be approved by an **Investigative Approver** before the investigator can view the query results. Depending on the configuration for the Investigative workflow, a legal review may also be required (Check with your Prescription Drug Monitoring Program (PDMP) Administrator for more information.).

Investigative Tickets may be filtered by ticket status by selecting from the **Ticket Status** drop-down menu.

**Investigative Tickets**

**Ticket Status:** All Statuses Start Date: 01/

| Actions                                                                                                                                                                 | Ticket ID | Status | Query Type | Queried |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|--------|------------|---------|
|   | 381       | Open   | Patient    | joe sm  |
|   | 380       | Closed | Dispenser  | BC9999  |
|   | 379       | Closed | Prescriber | BC9999  |

- ☒ All Statuses
- Open : Admin Review
- Open : Legal Review
- Legal Review Complete
- Processing
- Failed
- Closed
- Rescinded

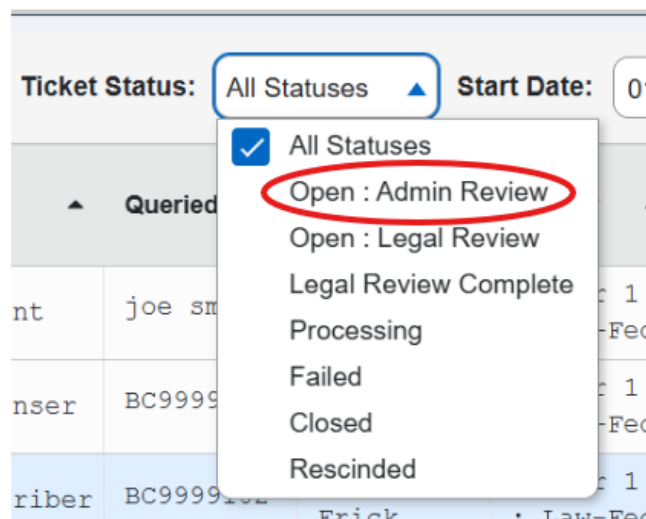
To sort tickets by column header, click the column header of the column to be sorted, then click the arrow.

| Status ▲ | Query Type ▲ | Queried ▲ | Requestor Name ▲ | Agency ▲           | Date Requested ▲    |
|----------|--------------|-----------|------------------|--------------------|---------------------|
| Open     | Patient      | joe smart | Christie Frick   | Tester 1 : Law-Fed | 02-05-2025 11:08 AM |

## Reviewing and Resolving Investigative Tickets

Complete the following steps to perform a review for an Investigative Query request:

1. On the Investigative Approver Dashboard, in the Investigative menu, under the Investigative Tickets section, select **Open: Admin Review** in the **Ticket Status** drop-down menu.

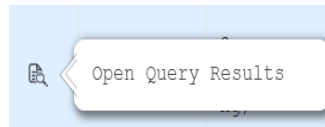


2. Under the Actions column, click on the left icon to display the ticket details or the right icon to display the query results.

| Actions                                                                                                                                                                 | Ticket ID ▲ |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
|   | 378         |

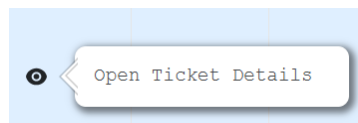
3. Select from the following actions to perform:

- a. **Download attachments** (i.e. subpoenas) – Click the blue hyperlink of the attachment under the Original Attachments header.
- b. **Review query details** – Click the **blue icon** in the Actions column.



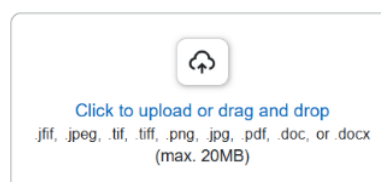
**\*Note:** Users cannot view queries that are still in Processing status.

- i. Grouped dispenses are displayed with a plus sign (+) and a number in the left-hand column. This indicates a group of dispenses of the same medication, defined as any dispenses where the generic ingredient, strength, and dosage are the same. For example, identical prescriptions and prescriptions with refills. The number indicates how many dispenses are in the group. To expand the group and view the individual dispenses, click the plus (+) sign. Click the minus sign (-) to collapse the group back to one row.
- c. **Download/Print query results** – Click **Download CSV** or **Print** on the right-hand side of the **Dispense Details** window to print the results or download as a CSV file.  
**\*Note:** If the volume of results returned is unusually large, a message is displayed advising the user that query results must be downloaded to CSV and will not display onscreen.
- d. **View Dispense details** – Click the left icon in the Actions column to display the **Dispense Details** window.



- e. (Optional) Click **+ Add Attachments** to add an attachment to the query information.

Add attachment:



- f. **Send to Legal for Review** – If **Legal Review** is configured as **Legal Review Optional** or **Legal Review Required** click **Send to Legal for Review**.
- g. Click **Yes** on the **Confirm** window to generate a confirmation message that the ticket was successfully sent to **Legal Review**. Click **No** to return to the ticket details window.
- h. If **Legal Review** is not required (contact your Prescription Drug Monitoring Program (PDMP) Admin with questions) the Investigative Approver can immediately resolve the ticket. Click **Resolve Ticket** to display a text box where a comment can be added to the ticket. Comments are optional for approved tickets and will be visible to the Investigative User who submitted the request.  
*\*Note: Tickets still in Processing status cannot be resolved.*
- i. **Send Email** – Click **Send Email** to access the form to request additional information from the Investigative User or to send other communications using the form pre-populated with email addresses.

The screenshot shows a 'Send Email' form with the following fields and values:

- To:** frickchristie+MDUATLE@gmail.com
- From:** frickchristie+MDlegal@gmail.com
- Subject:** Update regarding your Maryland PDMP RxGov request - Ticket Number 383
- CC:** separate mutiple addresses with semi-colon(:)
- BCC:** separate mutiple addresses with semi-colon(:)
- Body:** enter message here..

Buttons: Cancel, Send

## Resolving Investigative Tickets after Legal Review

Resolving tickets for Investigative Query requests when a **Legal Review** has been performed requires a final review to be performed by an Investigative Approver.

Investigative Approvers can easily locate Investigative Query requests ready for final review for resolution by filtering by **Ticket Status: Legal Review Complete** in the **Investigative Tickets** screen.

Complete the following steps to resolve a ticket:

1. On the Investigative Approver Dashboard, in the Investigative menu, under the Investigative Tickets section, select **Open: Admin Review** in the **Ticket Status** drop-down menu.

Ticket Status: Open : Admin Review ▲ Start

Query Type ▲

Prescriber

- All Statuses
- ✓ Open : Admin Review
- Open : Legal Review
- Legal Review Complete
- Processing
- Failed
- Closed
- Rescinded

2. Under the Actions column, click on the left icon to display the ticket details or the right icon to display the query results.
3. In the **Ticket Details** section, click **Resolve Ticket** to resolve the ticket.
4. Enter a comment for the resolved ticket in the **Resolution Comment** text box.

**Resolution Comment**

Resolution comment will be visible to the originator of the ticket.

**Comments \***  
enter comment here..

\* Required only when rejecting a Ticket

Cancel Reject Ticket Approve Ticket

- a. A comment is *optional* for **Approved** Tickets.
  - b. A comment is *required* for **Rejected** Tickets.
5. (Approve Option) Click **Approve Ticket** to approve a query request.
  6. (Reject Option) Click **Reject Ticket** to reject a query request.
- \*Note:** If no comment is entered, the following message is displayed:

**Resolution Comment**

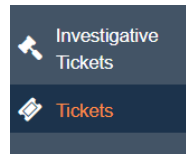
Resolution comment will be visible to the originator of the ticket.

**Comments \***  
enter comment here..

\* Required on Required.

Cancel Reject Ticket Approve Ticket

## Tickets



On the Investigative Approver Dashboard, under the Tickets menu, the **Tickets** page displays user profile change requests sent by the Investigative Approver to Prescription Drug Monitoring Program (PDMP) Administration for approval. See *Update User Profile Details* for information on requesting changes to **Identifier Fields** in the **User Profile Details**.

If a change request is submitted incorrectly, it can be rescinded. To rescind a ticket, complete the following steps:

1. On the **Tickets** menu, under the **Tickets** section, locate the displayed row of the ticket to be rescinded.
2. Select the **Rescind** checkbox in the row of the ticket to be rescinded.

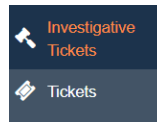
| Tickets                  |           |                     |        |                           |            |            |            |                 |                    |
|--------------------------|-----------|---------------------|--------|---------------------------|------------|------------|------------|-----------------|--------------------|
| Ticket Status: Open      |           |                     |        |                           |            |            |            |                 |                    |
| Rescind                  | Ticket ID | Type                | Status | Date Requested            | Start Date | End Date   | Resolution | Resolution Date | Resolution Comment |
| <input type="checkbox"/> | 361       | Investigative Query | Open   | 12/05/2024 10:42 AM (EST) | 12/01/2024 | 12/03/2024 |            |                 |                    |
| <input type="checkbox"/> | 360       | Investigative Query | Open   | 12/05/2024 10:41 AM (EST) | 01/01/2024 | 12/02/2024 |            |                 |                    |
|                          | 359       | Investigative       | Open   | 12/05/2024                | 01/01/2024 | 12/02/2024 |            |                 |                    |
| Rescind                  |           |                     |        |                           |            |            |            |                 |                    |

3. Click **Rescind**.

| Tickets                  |           |                     |        |                           |            |            |            |                 |                    |
|--------------------------|-----------|---------------------|--------|---------------------------|------------|------------|------------|-----------------|--------------------|
| Ticket Status: Open      |           |                     |        |                           |            |            |            |                 |                    |
| Rescind                  | Ticket ID | Type                | Status | Date Requested            | Start Date | End Date   | Resolution | Resolution Date | Resolution Comment |
| <input type="checkbox"/> | 361       | Investigative Query | Open   | 12/05/2024 10:42 AM (EST) | 12/01/2024 | 12/03/2024 |            |                 |                    |
| <input type="checkbox"/> | 360       | Investigative Query | Open   | 12/05/2024 10:41 AM (EST) | 01/01/2024 | 12/02/2024 |            |                 |                    |
|                          | 359       | Investigative       | Open   | 12/05/2024                | 01/01/2024 | 12/02/2024 |            |                 |                    |
| Rescind                  |           |                     |        |                           |            |            |            |                 |                    |



# Legal Reviewer Dashboard



The purpose of this document is to provide an overview of the system for users of RxGov with the Investigative role permissions enabled. It outlines the features of the system and provides instructions for use of the features available to Legal Reviewers.

**\*Note:** For optimal results, RxGov should be run on a PC with the window maximized to full screen.

## Creating an Account

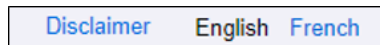
Complete the following steps to create a Legal Reviewer account in the RxGov system:

1. Log in to the main RxGov site: <https://mdpdmp.rxgov.com/login>.
2. Click **Register**.

A login and registration form for the Maryland PDMP system. At the top is a circular logo with the Maryland state flag and the text 'MARYLAND PDMP'. Below the logo are two input fields: 'Email' and 'Password'. To the left of the 'Register' button is a blue hyperlink 'Forgot password?'. The 'Register' button is circled in red. To the right of the 'Register' button is a 'Login' button. At the bottom is the 'Rxgov' logo.

**\*Note:** If configured, the user can select a default language and display a legal disclaimer by clicking links available in the lower right corner of the screen. Select the language with an active hyperlink (blue color) to change the default language throughout the application. Once a link is selected, RxGov is displayed

*in the selected language until the user changes the setting. If a user selects the **Legal Disclaimer** link, the disclaimer is displayed until the user closes it.*



3. Enter the following required personal details on the displayed RxGov registration form:

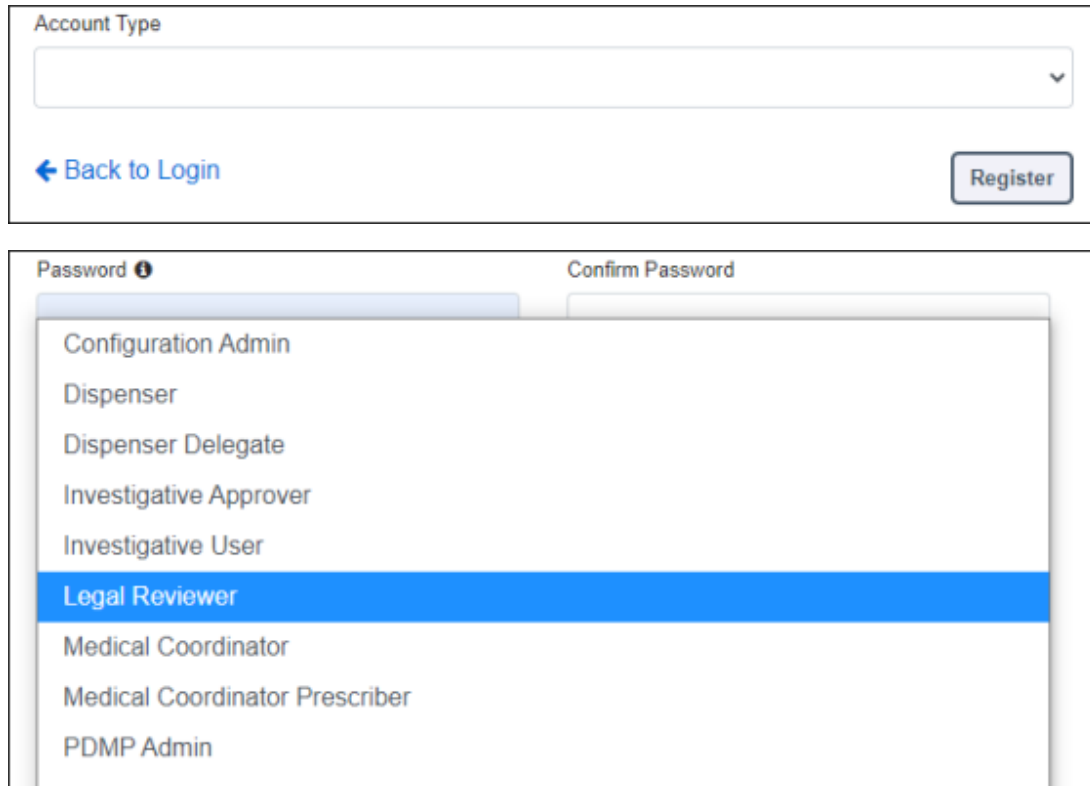
A screenshot of the Maryland PDMP RxGov registration form. At the top is the Maryland PDMP logo, which features the state flag and the text "MARYLAND PDMP". Below the logo are several input fields: "Email", "Password" (with a strength indicator), "Confirm Password", "First Name", "Last Name", "Street Address 1", "Street Address 2", "City", "State/Province" (a dropdown menu), "Zip/Postal Code", "Phone Number", "Mobile Phone Number", "Default Language" (a dropdown menu showing "English"), and "Account Type" (a dropdown menu). At the bottom left is a link "Back to Login" and at the bottom right is a "Register" button. The RxGov logo is at the very bottom center.

**\*Note:** Your state's Admin may have enabled a custom privacy statement to display at the top of the registration form upon initial registration. If this privacy statement is displayed, please review it to better understand the site's data collection, use, and categories of information collected.

- **Email** (the email created here becomes your username)
- **Password** (Passwords must be at least 8 characters in length, contain uppercase and lowercase characters, and contain at least one special character and one digit.)
- **Confirm Password**
- **First Name**
- **Last Name**
- **Address**

- **Mobile Phone Number**
- **Account Type**

4. Select **Legal Reviewer** from the **Account Type** drop-down menu.



The screenshot shows a registration form with two main sections. The top section is titled 'Account Type' and contains a dropdown menu. Below the dropdown are two buttons: 'Back to Login' with a left-pointing arrow and 'Register'. The bottom section is titled 'Password' and 'Confirm Password'. A dropdown menu is open, showing a list of account types: Configuration Admin, Dispenser, Dispenser Delegate, Investigative Approver, Investigative User, Legal Reviewer (highlighted in blue), Medical Coordinator, Medical Coordinator Prescriber, and PDMP Admin.

5. Click **Register** to complete the account creation.
6. View the displayed **Registration Complete** message and verify that a message was sent to the email address associated with the account.
7. Click the link provided in the confirmation email to confirm the email address.  
***\*Note:** For firewall reasons, some users may be unable to receive the **DoNotReply@rxgov.com** email containing the hyperlink to confirm their email account. In those cases, the user may need to whitelist IP address **149.72.202.144** to receive emails from **DoNotReply@rxgov.com**.*
8. Wait for an RxGov Administrator to activate the account. Newly-created accounts must be activated by an RxGov Administrator before the user can proceed to log in.
9. After the RxGov Administrator activates the new account, a **State PDMP RxGov Account Status Changed** email is sent to the email address associated with the account.

**\*Note:** If a confirmation message is not received, check the Spam folder in the email application. If the message is not found, contact your Admin to have the confirmation resent.

- Once an Administrator has approved the account, open the RxGov URL and use the email address (username) and previously created password to log into RxGov.

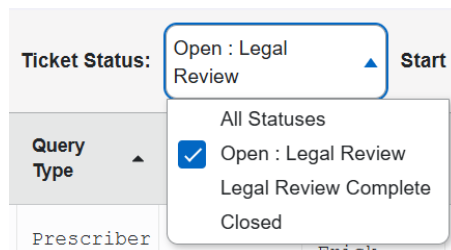
**\*Note:** Some specific user roles may be restricted from gaining access to the RxGov portal. In such instances, those user role types are not available as an option during the account registration process and a message is displayed on the login screen with a URL link. Restricted users can click the link to be redirected to alternative login methods.

## Legal Review

| Investigative Tickets                                                                                                                                                   |           |                             |            |                                                  |                |                      |                     |               |               |            |                     |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------------------|------------|--------------------------------------------------|----------------|----------------------|---------------------|---------------|---------------|------------|---------------------|--|
|                                                                                                                                                                         |           | Ticket Status: All Statuses |            | Start Date: 01/11/2025                           |                | End Date: 02/11/2025 |                     | Download CSV  |               |            |                     |  |
| Actions                                                                                                                                                                 | Ticket ID | Status                      | Query Type | Queried                                          | Requestor Name | Agency               | Date Requested      | Review Status | Sent to Legal | Resolution | Resolution Date     |  |
|       | 384       | Closed                      | Dispenser  | BC9999102                                        | Christie Frick | NIC PMP : Law-Local  | 02-11-2025 03:09 PM | Admin Review  | No            | Approved   | 02-11-2025 03:10 PM |  |
|       | 383       | Closed                      | Prescriber | BC9999101<br>BC9999102<br>BC9999103<br>BC9999104 | Christie Frick | Tester 1 : Law-Fed   | 02-10-2025 02:31 PM | Admin Review  | No            | Approved   | 02-11-2025 03:07 PM |  |
|   | 382       | Open                        | Prescriber | 12dea                                            | Christie Frick | Tester 1 : Law-Fed   | 02-10-2025 02:28 PM | Legal Review  | Yes           |            |                     |  |

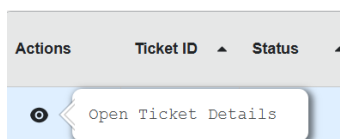
Complete the following steps to perform a **Legal Review** for an **Investigative Query** request:

- On the Legal Reviewer Dashboard, in the Investigative menu, under the Investigative Tickets section, select **Open: Legal Review** in the **Ticket Status** drop-down menu (**Open: Legal Review** is the default view).



- Under the Actions column, click on the left icon to display the ticket details or the right icon to display the query results.

3. To view Ticket Details, click the left icon under the Actions column. The **Ticket Details** page displays information for the Investigative User requesting access to query results, details of the request and access to view the attached documentation.

A screenshot of the 'Ticket Details' page. At the top, there are filters for 'Ticket Status' (set to 'Open'), 'Start Date' (01/11/2025), and 'End Date' (02/11/2025), along with a 'Download CSV' button. The main content area is divided into three columns: 'DEA Prescriber Name' (12dea), 'DEA' (12dea), and 'Prescriber Name'. Below these are 'Start Date' (01-01-2018), 'End Date' (01-01-2023), and 'Case Number' (1423). There are also sections for 'Original Attachments' (listing 'Antelope heart.jpg') and 'Investigative Approver Attachments' (listing 'No Uploaded Attachments'). A 'Ticket Information' section shows 'Type' as 'Investigative Prescriber Query', 'Creation Date' as '02-10-2025 02:28 PM', and 'Status' as 'Open'. At the bottom left is a 'Go to Query Results' link with an external icon. At the bottom right are buttons for 'Send Email', 'Perform Legal Review', and 'Exit'.

4. (Optional) Click the [hyperlink](#) below the Original Attachments header to download attachments (i.e. subpoenas) if available.
5. Click **Go to Query Results** in the lower left corner to review the query details. Results are displayed in the lower half of the screen. Scroll down to view the results.

**\*Note:** Users cannot view queries that are still in Processing status.

6. Grouped dispenses may be expanded to view individual dispenses. Grouped dispenses are displayed with a plus (+) sign in the left column. This indicates a group of dispenses of the same drug, defined as any dispenses where the generic ingredient, strength, and dosage are the same. For example, identical prescriptions and prescriptions with refills would cause a Grouped Dispense. To expand the group and view the individual dispenses, click the plus (+) sign. Click the minus sign (-) to collapse the group back to one row.

| Prescriber Results                  |                                  |            |                                                      |
|-------------------------------------|----------------------------------|------------|------------------------------------------------------|
| Display All                         | Prescriber                       | DEA Number | Address & Phone                                      |
| <input checked="" type="checkbox"/> | <a href="#">+ Dougie, Houser</a> | AB9876543  | N/A<br>9991111456;3014327223;4102828388;0;8002256998 |

\*Report Disclaimer: This Maryland Prescription Drug Monitoring Program Report is based on the search criteria and the data provided by the dispensing entities. For more information about any prescription, please contact the dispenser or the prescriber. This Report contains confidential information, including patient identifiers, and is not a public record. The information should not be provided to any other persons or entity.

+ indicates prescriber that has multiple names, identifiers, addresses or phone numbers

- From the Query Details screen, you can choose to send an email to the investigative user or Perform Legal review.

The screenshot shows the 'Investigative Tickets' interface. At the top, there are filters for 'Ticket Status' (Open, Legal), 'Start Date' (01/01/2025), and 'End Date' (02/11/2025). Below this, ticket details are displayed: DEA Prescriber Name, DEA (12dea), Prescriber Name, Start Date (01-01-2018), End Date (01-01-2023), Case Number (1423), Original Attachments (Antelope heart.jpg), and Investigative Approver Attachments (No Uploaded Attachments). The 'Ticket Information' section shows Type (Investigative Prescriber Query), Creation Date (02-10-2025 02:28 PM), and Status (Open). At the bottom right, there are two buttons: 'Send Email' and 'Perform Legal Review', both of which are circled in red. There is also a 'Go to Query Results' link and an 'Exit' button.

- Click **Perform Legal Review** to add comments. Comments are required as part of the Legal Review process.

This screenshot is identical to the previous one, showing the 'Investigative Tickets' screen. The 'Perform Legal Review' button is circled in red, indicating the next step in the process. The 'Send Email' button is also visible and circled in red.

**\*Note:** Comments added when performing the Legal Review are only visible to Administrative Users who have access to Investigative Tickets; the Investigative User will not see those comments.

- Review the **Legal Comment** box displayed in the **Ticket Details** section.

Legal Comment

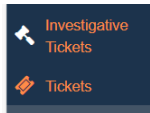
Enter legal review comments here...

Send to Admin Review

10. Click **Send to Admin Review** to finish.
11. Review the **Success** confirmation window which indicates that the comment has been saved.
12. Upon successful confirmation, the status of the ticket changes to **Legal Review Complete**.

***\*Note:** If comments are not added prior to clicking **Send to Admin Review**, an error message is displayed, and the action cannot be completed until a comment is entered.*

## Tickets



On the Legal Reviewer Dashboard, under the Tickets menu, the **Tickets** page displays user profile change requests sent by the Legal Reviewer to Prescription Drug Monitoring Program (PDMP) Administration for approval. See *Update User Profile Details* for information on requesting changes to **Identifier Fields** in the **User Profile Details**.

If a change request is submitted incorrectly, it can be rescinded. To rescind a ticket, complete the following steps:

1. On the **Tickets** menu, under the **Tickets** section, locate the displayed row of the ticket to be rescinded.
2. Select the **Rescind** checkbox in the row of the ticket to be rescinded.

Tickets C

Ticket Status: Open

| Rescind                  | Ticket ID | Type                | Status | Date Requested            | Start Date | End Date   | Resolution | Resolution Date | Resolution Comment |
|--------------------------|-----------|---------------------|--------|---------------------------|------------|------------|------------|-----------------|--------------------|
| <input type="checkbox"/> | 361       | Investigative Query | Open   | 12/05/2024 10:42 AM (EST) | 12/01/2024 | 12/03/2024 |            |                 |                    |
| <input type="checkbox"/> | 360       | Investigative Query | Open   | 12/05/2024 10:41 AM (EST) | 01/01/2024 | 12/02/2024 |            |                 |                    |
|                          | 359       | Investigative       | Open   | 12/05/2024                | 01/01/2024 | 12/02/2024 |            |                 |                    |

Rescind

3. Click **Rescind**.

Tickets C

Ticket Status: Open

| Rescind                  | Ticket ID | Type                | Status | Date Requested            | Start Date | End Date   | Resolution | Resolution Date | Resolution Comment |
|--------------------------|-----------|---------------------|--------|---------------------------|------------|------------|------------|-----------------|--------------------|
| <input type="checkbox"/> | 361       | Investigative Query | Open   | 12/05/2024 10:42 AM (EST) | 12/01/2024 | 12/03/2024 |            |                 |                    |
| <input type="checkbox"/> | 360       | Investigative Query | Open   | 12/05/2024 10:41 AM (EST) | 01/01/2024 | 12/02/2024 |            |                 |                    |
|                          | 359       | Investigative       | Open   | 12/05/2024                | 01/01/2024 | 12/02/2024 |            |                 |                    |

Rescind

A **Success** window is displayed confirming that the ticket has been rescinded.



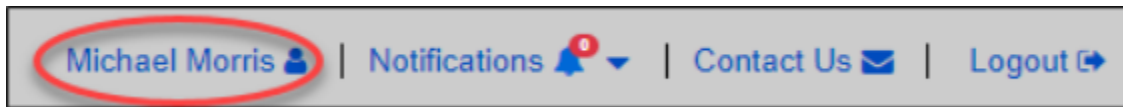
# Account Assistance

The main RxGov menu bar and main login window provide useful tools to update user profile details, update passwords, recover forgotten passwords, and to view account lockout and system notifications.

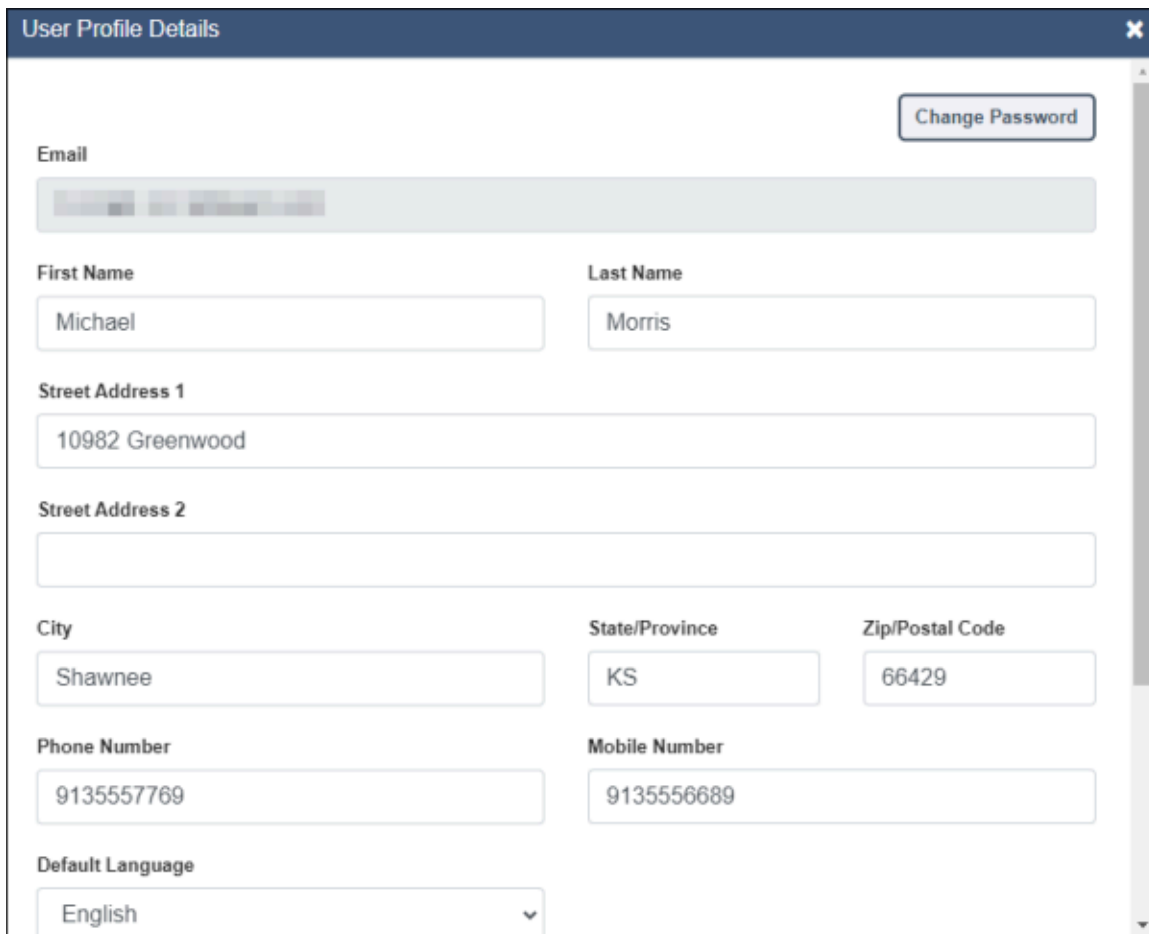
## Update User Profile Details

Complete the following steps to update user profile details:

1. On the RxGov menu bar, select the displayed **username**.

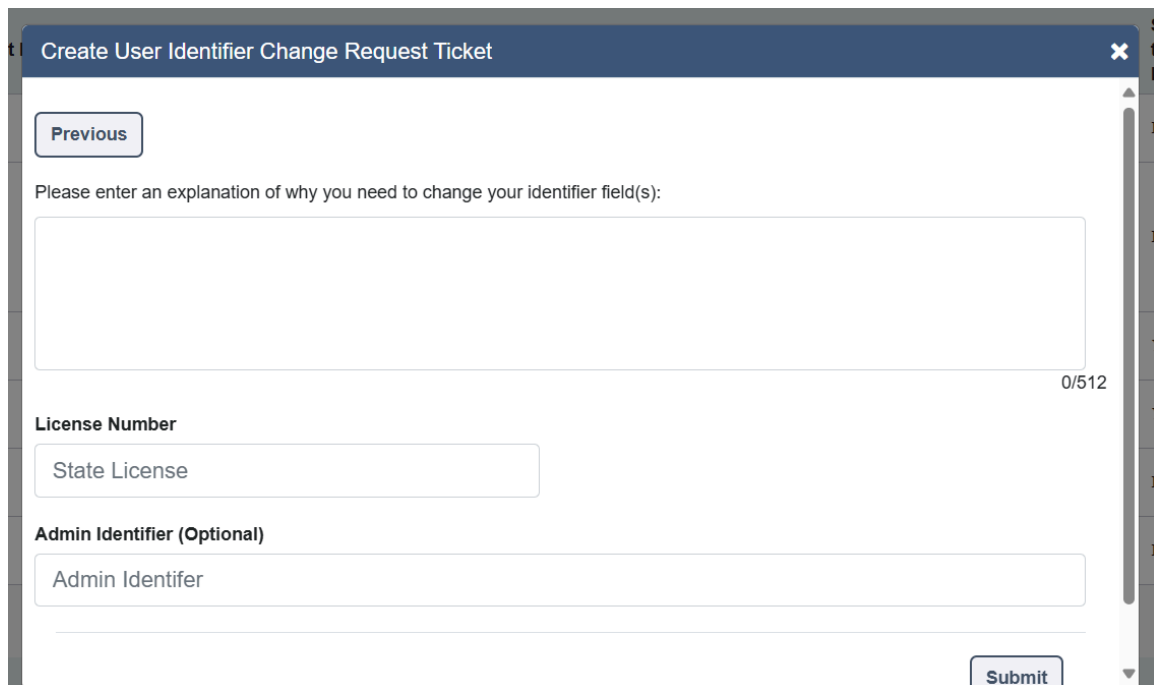


2. On the displayed **User Profile Details** page, make necessary changes to the existing content.  
**\*Note:** The **Email** field content cannot be changed.

A screenshot of the 'User Profile Details' form. The form has a dark blue header bar with the title 'User Profile Details' and a close button (X) on the right. Below the header, there is a 'Change Password' button in the top right corner. The form contains several input fields: 'Email' (a large grayed-out field), 'First Name' (containing 'Michael'), 'Last Name' (containing 'Morris'), 'Street Address 1' (containing '10982 Greenwood'), 'Street Address 2' (an empty field), 'City' (containing 'Shawnee'), 'State/Province' (containing 'KS'), 'Zip/Postal Code' (containing '66429'), 'Phone Number' (containing '9135557769'), 'Mobile Number' (containing '9135556689'), and 'Default Language' (a dropdown menu currently set to 'English').

**\*Note:** The user can select which language to use in RxGov as the default language if the Config Admin has enabled this feature. Use the drop-down menu on the **User Profile Details** window to select the appropriate language, then click **Save**.

3. Click **Save**.
4. Enter an explanation and other necessary criteria for the change in the displayed **Create User Identifier Change Request Ticket** window.

The screenshot shows a web application window titled "Create User Identifier Change Request Ticket". At the top left is a "Previous" button. Below it is a text prompt: "Please enter an explanation of why you need to change your identifier field(s):". This is followed by a large text input area with a character count "0/512" at the bottom right. Below the text area are two sections: "License Number" with a "State License" input field, and "Admin Identifier (Optional)" with an "Admin Identifier" input field. A "Submit" button is located at the bottom right of the form.

5. Click **Submit**.
6. View the message in the displayed **Success** window to verify that the change was successfully submitted.

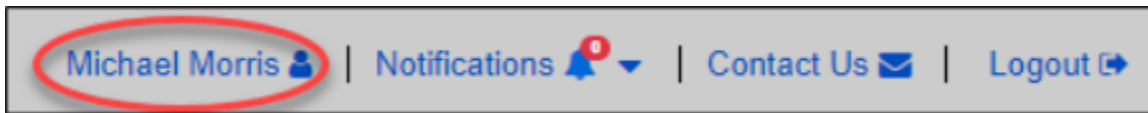
When the requested change is approved by an Admin, an email is sent to the email address associated with the account profile.

## Updating Your Password

Passwords may be updated when a user is logged into the system. For security, it is highly encouraged to change passwords every three months. Also, the password used for the RxGov account should not be the same as the password used for any other account.

Complete the following steps to change a password:

1. On the RxGov menu bar, select the displayed **username**.



2. On the **User Profile Details** page, click **Change Password**.
3. In the **Current Password** field, enter your current password.

A screenshot of a web application window titled 'User Profile Details' with a close button (X) in the top right corner. The window contains three text input fields stacked vertically. The first field is labeled 'Current Password', the second 'New Password', and the third 'Confirm New Password'. In the top right corner of the form area is a 'Back' button. In the bottom right corner is a 'Change Password' button.

4. In the **New Password** field, enter the new password.  
*\*Note: Password cannot be the same as any of the previous six passwords used.*
5. In the **Confirm New Password** field, re-enter the new password.
6. Click **Change Password** to confirm the update.
7. In the displayed **Success** window, confirm the successful password change.

## Forgot Password

If a user forgets their password and cannot continue with the login process, a password change must be requested.

Complete the following steps to request a new password when a current password is forgotten:

1. On the main RxGov login window, select the **Forgot password?** link.



2. Review the email that is sent to the email address associated with the user account. Click the link provided in the email message to reset the password for RxGov.

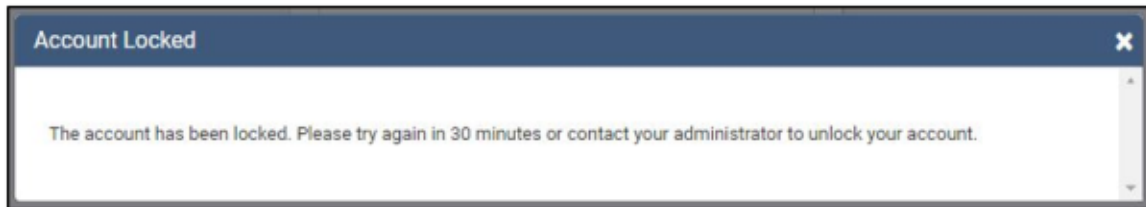


3. In the **Password** field, enter the new password.  
***\*Note:** Passwords must be at least eight characters in length, contain uppercase and lowercase characters, and contain at least one special character and one digit.*
4. In the **Confirm Password** field, re-enter the new password.
5. Click **Enter**.
6. Review the displayed **Success** window to confirm the successful password change.

## Account Lockout

After five failed login attempts, the user account is locked out. Locked accounts remain locked for 30 minutes, or until the user contacts an Admin to unlock the account.

When an account is locked out, the following **Account Locked** window is displayed:

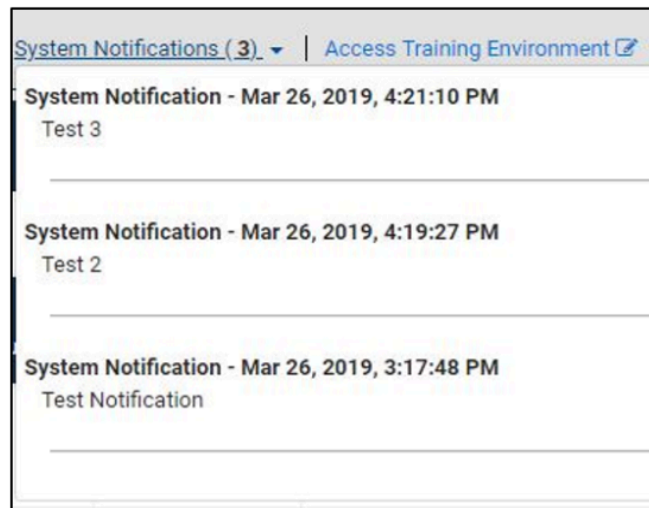


## System Notifications

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

### View System Notifications

Select **System Notifications** on the top menu bar to view system notifications.



***For additional information, reach out to your administrator or RxGov contact.***