

Greetings! This presentation will begin promptly at:

12:05PM

Thank you!



California's Prescription Drug Monitoring Program (PDMP)

CURES 2.0

Prescriber / Dispenser Overview

September 26, 2018



Controlled Substance Utilization **Review** and Evaluation System



System and Requirements

The CURES Program is the prescription drug monitoring program for the state of California.

The CURES database contains information about Schedule II, III, and IV controlled substance prescriptions dispensed to patients, as reported by those dispensers.

CURES data reflects dispensing information exactly as it is reported to the Department of Justice. The reporting dispenser creates and owns the prescription records submitted. The Department of Justice is a custodian (and not editor) of these aggregated prescription records.



System and Requirements

The Health and Safety Code requires the Department of Justice to maintain the Controlled Substance Utilization Review and Evaluation System (CURES):

- To assist health care practitioners in their efforts to ensure appropriate prescribing, ordering, administering, furnishing, and dispensing of controlled substances.
- To assist law enforcement and regulatory agencies in their efforts to control the diversion and resultant abuse of Schedule II, Schedule III, and Schedule IV controlled substances.
- And for statistical analysis, education, and research.

California Health and Safety Code section § 11165(a)

History

- 1939 The California Triplicate Prescription Program (TPP) was created, capturing Schedule II prescription information.
- 1997 CURES pilot program was initiated, operating in parallel with the TPP's Automated Triplicate Prescription System (ATPS) to evaluate the comparative efficiencies between the two systems.
- 2005 TPP/ATPS decommissioned after Senate Bill 151 eliminated the triplicate prescription requirement for Schedule II controlled substances. CURES became permanent.
- A searchable, client-facing application was introduced as a component of CURES.
- 2011 DOJ's Bureau of Narcotic Enforcement dissolved and the CURES Program de-funded.
- 2013 The State Budget Act allocated funds for the CURES 2.0 build. Senate Bill 809 mandated CURES registration by prescribers and dispensers (effective July 1, 2016) and established an on-going funding mechanism to support costs for operating and maintaining the CURES system.
- 2016 CURES 2.0 universally released.
- 2018 CURES 2.0 was certified for statewide use by the Department of Justice. Mandate to consult CURES prior to prescribing, ordering, administering, or furnishing a Schedule II–IV controlled substance becomes effective on October 2, 2018.



Mandatory Reporting

CURES MANDATORY REPORTING

Health and Safety Code Section 11165, subdivision (d)

The dispensing pharmacy, clinic, or other dispenser, including direct dispensing prescribers, are required to report dispensations of Schedules II, III, and IV controlled substances to the Department of Justice, in a format specified by the Department of Justice, <u>as soon as reasonably possible</u>, but not more than seven days after the date <u>a controlled substance is dispensed</u>.

California Health and Safety Code section § 11165(d)



Mandatory Registration: SB-809

CURES MANDATORY REGISTRATION

Senate Bill 809 (Stats 2013, Ch 400, DeSaulnier)

Senate Bill 809, amended, in part, by Assembly Bill 679, and codified in Health and Safety Code section 11165.1(a)(1)(A), requires the following licensees to register for access to the CURES database:

✤ All California licensed <u>pharmacists</u>, upon licensure.

All California licensed <u>health care practitioners authorized to</u> <u>prescribe, order, administer, furnish, or dispense Schedule II, III,</u> <u>or IV controlled substances in California</u>, upon receipt of a federal DEA registration certificate.



Mandatory Use: SB-482

<u>CURES MANDATORY USE</u> Senate Bill 482 (Stats 2016, Ch 708, Lara) Health and Safety Code section 11165.4

Mandatory Use: SB-482

What is the mandatory use requirement of SB-482?

With specified exceptions, a prescriber shall consult the CURES database no earlier than 24 hours, or the previous business day, before prescribing a Schedule II-IV controlled substance to a patient for the first time, and at least every four months thereafter if the substance remains part of the treatment of the patient.

How does the mandatory use requirement of SB-482 define "first time"?

"First time" means the initial occurrence in which a health care practitioner, in his or her role as a health care practitioner, intends to prescribe, order, administer, or furnish a Schedule II, III, or IV controlled substance to a patient and has not previously prescribed a controlled substance to the patient.

When does mandatory use become effective?

Mandatory use of CURES becomes effective on October 2, 2018.

Mandatory Use: SB-482

To whom does mandatory use apply?

Prescribers with a DEA Controlled Substance Registration Certificate, Schedule II-IV, AND a valid license issued by a professional state licensing board of the California Department of Consumer Affairs. Examples include:

Medical PhysicianOptometristOsteopathic PhysicianPodiatristNaturopathic DoctorRegistered Certified Nurse Midwife (furnishing)Physician AssistantRegistered Nurse Practitioner (Furnishing)DentistSecond Second Secon

To whom does mandatory use <u>not</u> apply?

Mandatory use does not apply to veterinarians or pharmacists.

Mandatory Use: SB-482

Are there situational exceptions?

Yes, there are numerous situational exceptions to the mandatory use requirement of SB-482. Prescribers should review the full text of SB-482 (Health and Safety Code 11165.4), which contains an exhaustive list of exceptions to the mandatory use requirement.

Who is responsible for enforcing the mandatory use requirement?

It is the responsibility of your respective state professional licensing board to enforce compliance with the mandatory use requirement.

What are the consequences of non-compliance with mandatory use?

It is the responsibility of your respective state professional licensing board to determine administrative sanctions for health care practitioners who fail to consult the CURES database as required.

Mandatory Use: SB-482

Is mandatory use required in my practice?

Questions regarding the application of this requirement to the particulars of your practice should be referred to your respective state professional licensing board, which is the proper body to advise you on compliance with this legislation.

What is required to properly document compliance?

Questions regarding the proper documentation of compliance with the mandatory use requirement should be directed to your respective state professional licensing board.

Can CURES usage be electronically audited?

Consistent with Health and Safety Code section 11165.2(a), the CURES Program has the ability to audit the activity of users within the system.

What if I experience technical difficulties accessing CURES?

There are exceptions to mandatory use if technical difficulties are experienced when accessing CURES. For example, if CURES is temporarily unavailable for system maintenance, or if temporary technological or electrical failures prevent CURES from being accessed. (See Health and Safety Code 11165.4(c)(6),(7) for details.)

CURES 2.0 Other Issues Addressed by SB-482

Can health care practitioners provide CURES reports to their patients?

A health care practitioner may provide a patient with a copy of the patient's CURES patient activity report, if in accordance with federal and state privacy laws and regulations, to the extent that no additional CURES data is provided.

Can health care practitioners put a copy of a CURES report in the patient's medical record?

A health care practitioner may put a copy of the patient's CURES patient activity report in the patient's medical record, if in accordance with federal and state privacy laws and regulations.

Can all regulatory boards access CURES data?

Only regulatory boards whose licensees prescribe, order, administer, furnish, or dispense controlled substances may access CURES data.

Mandatory Use: SB-482

Additional resources can be found on the CURES Dashboard, the OAG CURES webpage, linked below, and the MBC website.



https://oag.ca.gov/cures

http://www.mbc.ca.gov/



Assembly Bill 40

<u>AB 40</u> (Stats 2017, Ch 607, Santiago)

Assembly Bill 40 (AB-40), chaptered on October 9, 2017, and codified in Health and Safety Code section 11165.1, requires the Department of Justice to establish a method of system integration whereby approved health care practitioners and pharmacists may use a qualified health information technology system to access information in the CURES database.



CURES 2.0 provides an improved user interface; fast, robust performance; analytics; and innovative PDMP informational features.

CURES Registration:

CURES 2.0 provides a web-based electronic registration process that can be accessed from the Office of the Attorney General website.

Applicants are required to provide the following to continue registration:

- 1. User Role
- 2. License Issued By (CA DCA, or Agency outside of CA)

3. Email Address

Applicants must complete the CAPTCHA in order to submit the first step of their application.

Instructions and a registration link will be sent to the inputted email address.

State of Cal Department o		(Cr.)	Office <i>of the</i> Attorney General
			Links 👻 Help 👻
	I	User Registration	
Application Instructions]
have access. The email addres correspondence.	ss you select will be the procement agency or regu		iis should be an email account to which only you ch you will receive CURES-related ccess, please contact CURES at
Applicant's Email Confirmation Note: All fields with (*) are requi			
User Role: *	Select One		•
License Issued By: *	California Depa	artment of Consumer Affairs	An Agency outside of California
Email Address: *			
Re-enter Email Address: *			
Application Validation			
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CAPTCHA is a program that p bots by generating and grading pass but current computer pro	tests that humans can		
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**This is an automated message from an unmonitored mailbox. CURESregistration@doj.ca.gov

CURESregistration@doj.ca.gov CURES Email Verification and Application

CURES Email Verification and Application

CURES Registration (cont.):

Once the applicant clicks the link, the applicant is navigated to the User Registration Form.

- 1. Applicants must complete the Applicant Information section by submitting the following:
 - 1) First Name
 - 2) Last Name
 - 3) Date of Birth
 - 4) Phone Number
 - 5) SSN or ITIN
 - 6) Licensing Board
 - 7) License Type
 - 8) State License Number
 - 9) DEA Number (prescriber only)

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For assistance, cor	ntact the CURES Help Des	k at (916) 22	7-3843 0	r <u>CURES@</u>	odoj.ca.gov.			
Applicant Informatio	n							
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Middle Name:		Suffix:						
Date of Birth: *		Phone:	*					
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License Type: *	Select One			•				
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	f you are a provider presc A, State Hospital, etc.)	ribing under	r a state (or federal g	government	al Institutiona	I DEA number	

CURES Registration (cont.):

After the Applicant Information section is completed, applicants must complete the following steps:

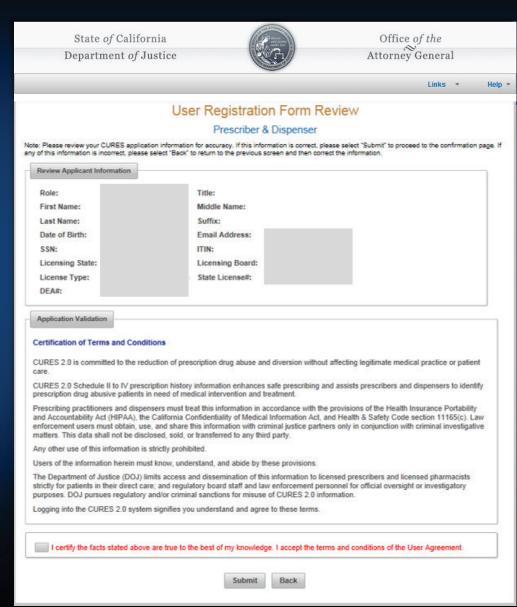
- 2. Set up Security Questions and Answers.
- 3. Complete the CAPTCHA.
- 4. Click "Next."

Security Questions	
Instructions	
Select 5 Security and 2 Help password.	Desk questions. These questions will be used to verify your identity should you forget your
Security and Help Desk que	stion policies:
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error	
	answer where that word appears in the question (i.e., answer = "blue" and the question d "blue") will error
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Answer *	
Security Question 2 *	•
Answer *	
Application Validation	
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CAPTCHA is a program that pro bots by generating and grading pass but current computer prog	tests that humans can
	Next

CURES Registration (cont.):

After completing the previous steps, the Registration Form Review is presented.

At this point the applicant must review and confirm the application information, accept the Conditions and Terms of the User Agreement, and submit the registration form.



State of Californ Department of Jus	CONTA mater law	Office of the Attorney General
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The California Prescription Drug Monitoring Program (PDMP) mission is to reduce pharmaceutical drug diversion while promoting legitimate medical practice and patient care. The Controlled Substance Utilization Review & Evaluation System (CURES) accommodates Schedule II though IV controlled substance prescription dispensation information for facilitating diversion awareness and intervention. It is assumed prescribers and pharmacists dedicate their professional skills to identify and assist controlled substance abusers.

Prescribing practitioners and dispensers must treat this information in accordance with the provisions of the Health insurance Portability and Accountability Ad (HIPAA), the California Confidentiality of Medical Information Act and Health & Safety Code section 1165(c). Law enforcement users must obtain, use and share this information with criminal justice partners only in conjunction with criminal investigative matters. This date shall not be disclosed, sold, or transferred to any third party.

Any other use of this information is strictly prohibited.

Users of the information herein must know, understand and abide by these provisions.

The Department of Justice (DOJ) limits access and dissemination of this information to licensed prescribers, licensed dispensers, law enforcement personnel and regulatory board personnel strictly for patient care or official investigatory/regulatory purposes. DOJ pursues regulatory and/or criminal senctions for misuse of CURES information.

Logging into CURES signifies you understand and agree to these terms

CURES Registration (completed):

An approval or denial notification will be sent via email within 24 to 48 hours.

Approved users are sent an email with their User ID and link to validate identification.

For security, users must successfully respond to 3 of their challenge questions prior to receiving a Temporary Password.

Upon first-time login, users must create a new Password and complete their profile.



CURES 2.0 Features

Delegates

Prescribers and dispensers register delegates and assume responsibility for delegates' use of CURES 2.0.

Delegates may initiate PAR searches on behalf of their "Parent" prescriber or dispenser.

Prescribers and dispensers may have 50 delegates; and delegates can support 50 prescribers and dispensers.

CURES 2.0 Features

Dashboard

The Dashboard is the landing page for users upon login to CURES 2.0. From this page, users can access all features contained within CURES 2.0, including:

- Alerts
- Prescriber Messages
- Bulletins
- Global Navigation Bar

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CURES 2.0 Features

Patient Safety Alerts

Based on patterns indicative of at-risk patient behavior.

Alerts are informational; providers must determine if any action is necessary.

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							RIVERSIDE	92506
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The patient alert is based on all of the above selected patient information variations. To generate a PAR, select some or all patient entities.



CURES 2.0 Features

Patient Safety Alerts

- 1. Rx Recipients Who are Currently Prescribed More than 90 Morphine Milligram Equivalency Per Day
- 2. Rx Recipients Who Have Obtained Prescriptions from 6 or More Prescribers or 6 or More Pharmacies During Last 6 Months
- 3. Rx Recipients Who Are Currently Prescribed More than 40 Milligrams Methadone Daily
- Rx Recipients Who Are Currently Prescribed Opioids More Than 90 Consecutive Days
- 5. Rx Recipients Who Are Currently Prescribed Both Benzodiazepines and Opioids



User Account -

Home

CURES 2.0 Features

Global Navigation Bar

State *of* California Department *of* Justice

Patient Activity Report



Rx Form Theft/Loss -

Searches -

Office of the $\overset{\infty}{\sim}$ Attorney General

Help -

Links 🔻

Logout

<u>User Account</u> Update Profile Manage Delegates <u>Change Password</u>

Patient Activity Reports (PARs) Generate Report PDF or Excel Format

<u>Searches</u> Delegate Searches Saved Searches Prescription Form Theft/Loss

Create Reports Search Self-Reports

<u>Running a Patient</u> Activity Report (PAR)

The process of completing a PAR contains three steps:

1. Search Criteria

Users enter patient information for which the system will be searched.

2. Patient Results

Once users submit the search criteria, the matching patient entity results are displayed in a patient picklist. Users select the patient entities in the picklist that match their patient.

3. Patient Details

Upon generation, the prescription history of each selected patient entity will be displayed.

CURES 2.0 Features

		Patient Activity
Search Detai	ils Compacts and	Messaging
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Search By: By executing this s	Matches Returned 9 Select Last Name	Search Details Compacts and Messaging Patient Image: Compact and Messaging Image: Compact and Messaging Result #1 Image: Compact and Messaging Image: Compact and Messaging View Prescriber Contact View Prescriber Contact Number of Prescriptions Returned 70 Image: Compact and Prove Supply

CURES 2.0 Features

Running a Patient Activity Report (PAR)

1. Search Criteria

Users can input the following patient details:

- Last Name
- First Name
- Date of Birth
- Gender
- Address
- City
- State
- Zip Code

Searches may be made on partial match or exact match to inputted information.

A time period of up to 12 months from date of search, or a date range of one year, can be searched.

		Patient Activity
Search	Details	Compacts and Messaging
		Id/or Last Name and DOB are required
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By executin	g this sea	rch, I certify that I am complying with CURES 2.0 <u>terms and conditions.</u> Search Clear

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Search

Clear

CURES 2.0 Features

Running a Patient Activity Report (PAR)

2. Patient Results

Once users search for patient records, the matching patient entity results are displayed in a patient picklist below the search criteria. A selection check-box displays on every row.

When the patient entity results are displayed, selecting check-boxes will highlight relevant patients from the picklist.

After patient entities are selected, users will be able to generate the report.

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Select	Last Name	First Name	MI DO	38 Gende	r Address	Compact # of
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CURES 2.0 Features

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Search	Mode: Pa	tial Match	Search Period:	6 months	

Matches Returned:4

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D Ger	erate Report							

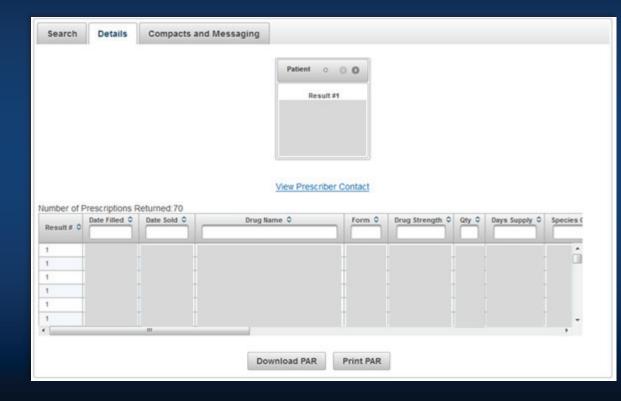
Running a Patient Activity Report (PAR)

3. Patient Details

Once the report has been generated, prescription activity history for each of the selected patients will display on the Details tab.

From this page, users can download the displayed Patient Activity Reports.

CURES 2.0 Features



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CURES 2.0 Features

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		3	2017-02-17		100	OXYCODONE HCL-AC	710	325 MG-10 MG	20	10

Download PAR

CARISOPRODOL

Print PAR

TAB

350 MG

30

15

CURES 2.0 Features

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Print PAR

CURES 2.0 Features

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	3	20 ⁻ 20 ⁻ 20 ⁻	17-04-12 17-02-27		2 0	XYCODONE HCL-ACI	TAB TAB	325 MG-10 MG 325 MG-10 MG	60 10	21 30 5

Download PAR



CURES 2.0 Features

Sample Patient Activity Report

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California Department of Justice Controlled Substance Utilization Review & Evaluation System (CURES)

CONFIDENTIAL DOCUMENT



PATIENT/CLIENT ACTIVITY : CONSOLIDATED REPORT

Prescription Drug Transaction Details:

Number of Records: 3				Start Date: 08/22/2015					End Date: 08/22/2018						
Date Filled	Last Name	First Name	DOB	Address	Drug Name	Form	Str	Qty	Days Sup.	PHY Name		Presc. DEA#	Prescriber Name	RX#	Refill#
2018-01-24	PATIENT	SAMPLE		4949 Broadway, Sacramento, CA 95820	CARISOPRODOL	ТАВ	350 MG	30	30	SAMPLE PHARMACY	PHY00000	AA0000000	NAME, SAMPLE	001236	0
2018-01-12	PATIENT	SAMPLE		4949 Broadway, Sacramento, CA 95820	SUBOXONE	ТАВ	8 MG-2 MG	15	30	SAMPLE PHARMACY	PHY00000	AA0000000	NAME, SAMPLE	001235	0
2018-01-03	PATIENT	SAMPLE		4949 Broadway, Sacramento, CA 95820	SUBOXONE	ТАВ	8 MG-2 MG	15	30	SAMPLE PHARMACY	PHY00000	AA0000000	NAME, SAMPLE	001234	0

Disclaimer: This report is compiled from information maintained in the California Department of Justice's Controlled Substance Utilization Review & Evaluation System (CURES). The CURES maintains Schedule II, schedule III, and Schedule IV prescription information that is received from California pharmacies and direct dispensers, and is therefore only as accurate as the information provided by these entities. If data was submitted with errors or have unknowns within a field, it will not be displayed within this report.

Page 1 of 1

SAMPLE, USERID 09/12/2018 12:00 PM

CURES 2.0 Features

Patient Activity Report Data

Date Filled Date Sold* Drug Name Drug Form **Drug Strength** Quantity Days Supply Patient Name Patient DOB Patient Address Patient Gender* Pharmacy Name Pharmacy License Number Doctor's Name Doctor's DEA Cert Number

Compact* Payment Method* Private Pay (cash, charge, credit card) Medicaid Medicare Commercial Insurance Military Installation and VA Worker's Compensation Indian Nations Other Prescription Number Refill Number Refill S Authorized* Species Code*

* Fields available in excel format

CURES 2.0 Features

ct	Last Name	First Nam	e MI	DOB	Gender	r	Addr	ess	Comp	act #o
					м				N	2
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		Search	Details	Compacts	and Messa	ging	-			
				6					2	
						Patients (3)		° 0 0		
Gene	erate Report				Result #1	Res	sult #2	Result #3		
						View Presc	riber Contact	<u> </u>		
		Number of Pr	secriptions Da	humad 21		View Presc	riber Contact	←		
			escriptions Re Date Filled		e Sold ≎		riber Contact		Qty ≎	Day
		Number of Pro			e Sold ≎	View Presc		Drug Strength \$	Qty ≎	Day
							Form \$		Qty \$	Day
		Result # 🗘	Date Filled	Date)7-11	Drug Name ≎	Form \$	Drug Strength \$		
		Result # 🗘	Date Filled	Date 2017-0)7-11)5-10	Drug Name \$	Form \$ TAB TAB	325 MG-10 MG	60	30
		Result # 0	Date Filled 2017-07-11 2017-05-10	Date 2017-0 2017-0)7-11)5-10	Drug Name OXYCODONE HCL-ACC OXYCODONE HCL-ACC	Form \$ TAB TAB TAB	Drug Strength ≎ 325 MG-10 MG 325 MG-10 MG	60 84	30 21
		Result # \$	Date Filled 2017-07-11 2017-05-10 2017-04-12	Date 2017-0 2017-0)7-11)5-10	Drug Name OXYCODONE HCL-ACI OXYCODONE HCL-ACI OXYCODONE HCL-ACI	Form \$ TAB TAB TAB TAB TAB	Drug Strength ≎ 325 MG-10 MG 325 MG-10 MG 325 MG-10 MG 325 MG-10 MG	60 84 60	30 21 30

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<u>Compacts</u>

Prescribers can easily notate their patients with whom they have treatment exclusivity agreements (referred to as "compacts"), forewarning other providers that additional prescribing to these patients could be potentially counter-productive to their existing treatment regimen. Users can view if a compact exists for a patient.

Peer-to-Peer Communication

Users can view prescriber contact information. Prescribers and dispensers can securely send messages to prescribers concerning mutual patients within CURES.

Messages are encrypted in transit and at rest.

CURES 2.0 Features

Search	Details	Compacts and Mess
Patient D	otalis	

Date Massacian

CURES 2.0 provides the capability for a prescriber to make other practitioners aware of a treatment exclusivity compact with a specific patient whenever that patient is queried in CURES 2.0. This optional feature is provided to help avert potentially counterproductive treatment/prescribing.

If you wish to indicate a treatment exclusivity compact exists between you and a patient, click the "Add" button next to the patient entity(ies). You must specifically identify your patient by name, date of birth, and address.

The compact status should be rescinded as soon as it is no longer in force. The compact status will continue to display until it is rescinded by the prescriber who established it. Prescribers are encouraged to regularly review their compact listings and remove outdated designations.

Name	DOB	Address	Compact	Compact Action
				Add
				Add
				Add
	(1 of 1)		5 💌	

Name	Email	Phone #
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	_	
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rom,		
egarding: Above listed patients		7
essage:		
Send Message		
aero message		
rescribers NOT In CURE \$2.0		
er messaging is available only with preso	ribers that have a CURES 2.0 account. The	following prescribers do not have a CUR
	nown. The address provided is based on DE	
		Address
Name		

CURES 2.0 Features

Search	Details	Compacts and Messaging			
Patient	Details				
whenever	that patient /prescribing.	ne capability for a prescriber to ma is queried in CURES 2.0. This option	onal feature is provided to h	elp avert potentially count	er-productive
		a treatment exclusivity compact exidentify your patient by name, date		ent, click the "Add" button r	next to the patient entity(ies).
		ould be rescinded as soon as it is ablished it. Prescribers are encour			
	Name	DOB	Address	Compact	Compact Action
					Add
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CURES 2.0 Features

Search [Details	Compacts a	nd Messaging			
Patient Deta	ails					
CURES 2.0 p whenever tha treatment/pre	at pat escrit	Peer Messaging	vailable with prescribers that	at have a CURES 2.0 acco	unt.	
You must spe			Name	E	mail	Phone #
The compact the prescribe						
				_	_	
N	lame					
		From:				
		Regarding: Above	listed patients			
	- 9	Message:				
		Send Message				
	rL_	Prescribers NOT In	CURES2.0			
			vailable only with prescriber ormation is unknown. The a			g prescribers do not have a CURES account ation.
			Name			Address
		No prescribers for	und for this patient entity			



CURES 2.0 Features

State of	California	(Office of the					
Departme	ent of Justice	(Attorney General					
Home User Account -	Patient Activity Report	Searches 🕶	Rx Form Theft/Loss -		Help 🕶	Links 🕶	Logout	
		Delegate Sea				PRES	CRIBER	
State <i>of</i> California Department <i>of</i> Justic	ce CF	Att	Office <i>of the</i> orney General					
Home User Account + Patient Activity Select to Last Name	Delegate Searcl		Help + Links + Logou PRESCRIBER Date Saved +					
Delete No records found.			Saved Sea	rches				
	Select to Tit	tle ≎	Last Name 🗢	First Name 🗢	DOB \$ Da	ate Saved 🔻	Action	
	No records found.							
			(1 of 1) 🔤 🤜 🕨	10 🔻				
			Delete					

CURES 2.0 Self-Service

Warning Authorized Users Only

Username	
Password	
	LOGIN
	Forgot your Password?
	Forgot your ID?

Password resets are required every 90 days.

Reminder emails are sent to the user prior to the password expiration date.

CURES 2.0 Self-Service

Self-Service Forgot User ID:

- 1. Click "Forgot your ID?" link on Login Screen.
- 2. Forgot User ID page is displayed.
- 3. Enter email address on record.
- 4. User receives email with User ID.
- 5. User proceeds to Login Screen.

Warning Author	ized Users Only
Username	
Password	
	LOGIN
	Forgot your Password?
	> Forgot your ID?

CURES 2.0 Self-Service

Self-Service Forgot Password:

- 1. Click "Forgot your Password?" link on Login Screen.
- 2. Forgot Password page is displayed.
- 3. Enter User ID.
- 4. Answer Challenge Questions presented.
- 5. User receives an email with Temporary Password.
- 6. User proceeds to login with Temporary Password.
- 7. User prompted to create new unique password.

Warning A	uthorized Users Only
Username	
Password	
	LOGIN
	Forgot your Password?
	Forgot your ID?

Challenge Question Process:

- User presented with 3 randomly chosen questions from list of 5 available.
- User must answer 3 correctly.
- If User answers any question incorrectly, an error will appear stating the verification information provided does not match.
- After 5 incorrect attempts, the user must contact the CURES Help Desk for assistance.

CURES 2.0 Self-Service

Self-Service Change Password:

- 1. From the Navigation Menu, select "User Account."
- 2. Select "Change Password" from the drop down.
- 3. User navigated to change password page.
- 4. Enter new password and confirm new password.
- 5. Complete the CAPTCHA.
- 6. Click "Submit."
- 7. Password now updated.
- 8. Click "Return to Previous Application" link in upper right-hand corner.

• = Require	ed				
User ID					
First Name		Last Name	e		
	Engli Engl Nonalj	DOJ Passw Minimum k Can not include f tain at least 3 of i sh uppercase cha Base 10 digits phanumeric charac use - can not use Expiration	ength - 8 irst or las the follow racters (/ racters ((0 throug cters (e.g e last 24	st name ving 4 categ A through Z a through z gh 9) g., !, \$, #, 9 passwords)
•Password		•Confirm F	Password		
 Captcha 				APTCHA cy-Terms	

CURES 2.0 Self-Service

Self-Service: Change Security Questions:

- 1. From the Navigation Menu, select "User Profile."
- 2. Select "Change Password" from the drop down.
- 3. User is navigated to change password page.
- 4. Select one of the following links in the upper left-hand corner:
 - "DOJ Modify My Help Desk Questions and Answers"
 - "DOJ Modify My Security Questions and Answers"
- 5. Select new questions and enter answers.
- 6. Click "Submit."
- 7. Questions and answers now updated.
- 8. Click "Return to Previous Application" link in upper righthand corner.

Tasks	**
DOJ	
DOJ Change My Password	
▹ DOJ Modify My Help Desk Questions and Answers	
DOJ Modify My Security Questions and Answers	

- DOJ View My Help Desk Questions and Answers
- DOJ View My Security Questions and Answers

CURES 2.0 DOJ Contact Information

California Department of Justice PDMP/CURES P.O. Box 160447 Sacramento, California 95816

CURES Help Desk and General Questions Phone: (916) 210-3187 Email: <u>CURES@doj.ca.gov</u>

http://oag.ca.gov/cures



Questions?



Thank you!