

## NC Controlled Substances Reporting System (CSRS) Automated Error Notifications FAQ for

### Dispensers

This Frequently Asked Questions document has been created to address the implementation of automated error notifications for dispensers as part of pharmacy compliance in accordance with [North Carolina Controlled Substances Act, N.C. General Statutes §90-113.73](#).

**1. When will automated error notifications begin?**

- a. Automated error notifications will begin on February 26, 2025.

**2. Who will receive the automated error notifications?**

- a. Registered users with the role types of Pharmacist, Pharmacist in Charge, Dispensing Physician or Veterinarian. The notifications are based on the submissions for the pharmacy (employer) DEA(s) you have listed in your NC CSRS account.

**3. How many notifications for errors will be sent?**

- a. Notifications will continue to be sent each day error(s) exist for the previous 30 days of submissions.

**4. How can errors be fixed?**

- a. Errors can be corrected by sending a revision file or by making manual corrections. To manually correct errors in your account, please complete the following steps:
  1. Login to your NC Controlled Substances Reporting System (NC CSRS) account at <https://northcarolina.pmpaware.net/login>
  2. Click Menu and under the Data section > Rx Management, which will take you to the Error Correction page.
  3. If the errors are not automatically displayed, click on Advanced Options and enter your pharmacy's DEA number in the Pharmacy Identifier field to display all unresolved errors.
  4. Click Search. This will pull invalid and/or prescriptions with errors filled during the timeframe selected.
  5. Click on the prescription number to view the submitted prescription record. The field(s) containing invalid and/or error entries will be highlighted. Please correct the highlighted sections before clicking submit. Please note that other fields cannot be revised at this time and the invalid/error fields must be corrected before revisions can be made on the Rx Maintenance tab of your Rx Management module.
  6. Click Submit.
  7. Repeat these steps for each invalid and/or erred prescription record.

**5. How can I get technical assistance for error correction?**

- a. Should you have any questions or require assistance in making these corrections, please contact the contact Bamboo Health support through <https://pmpawarxe.zendesk.com/hc/en-us/> or the NC CSRS Support team via email to: [nccsrs@dhhs.nc.gov](mailto:nccsrs@dhhs.nc.gov).