Action Required:

Records submitted to the North Carolina Controlled Substances Reporting System (NC CSRS) from your pharmacy contain errors. Errors must be corrected within fourteen (14) business days. Failure to correct errors may result in civil penalties. (See North Carolina Controlled Substances Act, N.C. General Statutes §90-113.73.)

These 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.

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

For more information and resources, please see https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-use-services/north-carolina-drug-control-unit/nc-controlled-substances-reporting-system.