



MEDICAL COORDINATOR USER GUIDE

April 2026

WI Department of Safety and Professional Services
Prescription Drug Monitoring Program

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Introduction

The Wisconsin Prescription Drug Monitoring Program (WI ePDMP) is a tool to help combat the ongoing epidemic of prescription drug abuse in Wisconsin. By providing valuable information about monitored prescription drugs that are dispensed in the state, the WI ePDMP aids healthcare professionals in their prescribing and dispensing decisions. The WI ePDMP also fosters the ability of pharmacies, healthcare professionals, law enforcement agencies, and public health officials to work together to reduce the misuse, abuse, and diversion of controlled substance prescription drugs.

A Medical Coordinator for purposes of accessing the WI ePDMP is defined by Wis. Stat. § [961.385\(2\)\(cm\)2](#). It allows the WI ePDMP to release non-patient-identifiable information to a person who:

1. Medically coordinates, directs, or supervises a practitioner;
2. Establishes standard operating procedures for a practitioner;
3. Evaluates the job performance of a practitioner; OR
4. Performs quality assessment and improvement activities, including outcomes evaluation or developing clinical guidelines.

The Medical Coordinator role in the WI ePDMP allows access to the Prescribing Practice Metrics for individual prescribers only after the prescriber has accepted the Medical Coordinator's request in the WI ePDMP.

This document is intended to provide the necessary details about how a Medical Coordinator interacts with the WI ePDMP. This document explains the following:

- How to register for a WI ePDMP Medical Coordinator type account
- How to establish linkage and maintain access to Healthcare Professionals' prescribing metrics
- How to navigate functionalities available for the Medical Coordinator account users

While every attempt has been made to ensure this document is complete and accurate, the laws that regulate the WI ePDMP and create the responsibilities will always take precedent should there be an inconsistency between this document and law. See [Wisconsin Statute § 961.385](#) and [Wisconsin Administrative Code Chapter CSB 4](#) for additional information about the requirements.

Medical Coordinator Account Registration

WI ePDMP user roles cannot be combined; therefore, a user may not request that the Medical Coordinator role be added to an existing Healthcare Professional user account. A separate Medical Coordinator user account needs to be established.

WISCONSIN ePDMP

Home Statistics Support Resources EHR Integration Services

Welcome to the Wisconsin Enhanced Prescription Drug Monitoring Program

The ePDMP is a tool to help combat the ongoing prescription drug abuse epidemic in Wisconsin. By providing valuable information about monitored prescription drugs that are dispensed in the state, it aids healthcare professionals in their prescribing and dispensing decisions. The ePDMP also fosters the ability of pharmacies, healthcare professionals, law enforcement agencies, and public health officials to work together to reduce the misuse, abuse, and diversion of monitored prescription drugs.

Client Login

Username
Required

Password
Required

Forgot your [Username](#) or [Password](#)?

Sign in

Don't have an Account? [Register](#)

1. To request a WI ePDMP Medical Coordinator account, visit pdmp.wi.gov and click Register.
2. Select Medical Coordinator from the Account Type.

Account Registration

To start accessing all the benefits of the ePDMP system, choose the type of user that matches your role: Healthcare Professional, Law Enforcement Agent, Government Employee, Medical Examiner/Coroner, Pharmacy/Dispensing Practitioner, Medical Coordinator or Researcher. When the registration process is complete, you will be able to log in and start using the system immediately.

If you are performing queries on behalf of a practitioner, please reach out to the prescriber or pharmacist to set up a Delegate account for you. Please refer to our [training materials](#) for more information.

All Fields Are Required

Account Type

- Select Account Type -

Search ePDMP

- Government Employee
- Healthcare Professional
- Law Enforcement/Prosecutorial Unit
- Medical Examiner/Coroner

Submit Prescriptions to ePDMP

- Dispensing Practitioner
- Pharmacy
- Submitter On Behalf Of Pharmacy

Review Prescribers

- Medical Coordinator

Request De-identified Data

- Researcher

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3. Provide your name, position, employer information and contact information. An employer-issued email address is required. Accounts listing personal contact information will not be approved.
4. Accept the User Terms and Conditions.
5. You will receive an email once your request for access to the WI ePDMP has been reviewed and processed by DSPS staff. Follow the link in the email to log in and activate your account.

Medical Coordinator Information

First Name

Last Name

Position Title

Employer

Phone Number

(###) ###-####

Address

City

State

- Select -

Zip Code

Registration Information

● Passwords should be at least 8 characters long, contain one uppercase letter and at least 1 number. The only special characters allowed in username are @(at), .(dot), and _(underscore).

Email Address

Username

User Name is required.

Password

Password

Confirm Password

Confirm Password

Cancel

Submit

Prescribing Practice Metrics Access

Prior to a Medical Coordinator being allowed access to view a prescriber's Prescribing Practice Metrics, the prescriber must accept the Medical Coordinator request within the WI ePDMP. Once a Medical Coordinator has added a practitioner to the Prescriber List, the WI ePDMP will notify the prescriber of the pending request. The Medical Coordinator will receive weekly email updates from the WI ePDMP on request statuses. **It is recommended that employers send an internal communication explaining the forthcoming WI ePDMP Medical Coordinator access request to prescribers to increase the acceptance rate of the Medical Coordinator requests.**

Prescriber List

The Medical Coordinator Prescriber List provides an at-a-glance view of the dispensing information in the last 100 days of individual prescribers.

1. The Export feature downloads a .csv file that includes the information in the Prescriber List as well as metrics data for the additional drug classes and alert types.
2. View Report will navigate to the individual Prescribing Practice Metrics report.

Prescriber List

Filter Data by:

Employer

Select Employer(s)

Specialty

Select Specialty

Apply Filter

Clear Filter

Search

Refresh

Export

Prescriber	Metrics					# of Patients with Alerts					PDMP Usage	Actions	Select All
	Employer	Specialty	Opioid Orders	Peer % Orders	Avg. Opioid Doses	Peer % Doses	Opioid-Benzo Overlap	High Daily MME	Long-Term Opioid				
			0	0	0	0	0	0	0	0		Remove	☐
			0	0	0	0	0	0	0	0		Remove	☐
	DSPS TEST	Internal Medicine	0	0	0	0	0	0	0	0		Remove	☐
												View Report	
	DSPS	Cardiology	1	50	7	16	0	0	0	0		Remove	☐
												View Report	

Add Prescriber by NPI

Add Prescriber by DEA Number

Upload New Prescriber List

Remove Selected Prescriber(s)

Re-Invite Selected Prescriber(s)

Descriptions of the Prescriber List Columns:

Column Name	Description	Additional Notes
Status	Current status of the Medical Coordinator request	Not Registered indicates that the NPI number is not associated with an active WI ePDMP user account. It is also possible that an account was created for the prescriber, but the prescriber never completed the step to activate the account.
NPI and/or DEA	Entered by the MedicalCoordinator	Only those matched with an NPI or a DEA of a prescriber in the PDMP are shown on the Prescriber List
Prescriber Name	Populated from the WI ePDMP user account	
Employer	Self-reported to the WI ePDMP by the prescriber	
Specialty	Self-reported to the WI ePDMP by the prescriber	The peer percentile compares the prescribers to other Wisconsin prescribers with the same self-reported specialty.
Metrics	The number of opioid dispensing and average number of doses for the past 100 days, as well as peer percentile.	The at-a-glance view shows metrics for opioid dispensing only. Use the export feature to obtain metrics for the drug classes of stimulants, benzodiazepines and other controlled substances or monitored drugs.
# of Patient Alerts	Concerning Patient History Alerts	These are data driven alerts that reflect all dispensing to the patient and are not specific/limited to the individual prescriber's dispensing to the patient. Criteria for the alerts can be found under the Prescriber List. Use the export feature to obtain counts for additional alert types.
PDMP Usage	Estimated Annual WI ePDMP Usage	PDMP Usage is a basic calculation, based on the last 12 months, of the number of PDMP patient queries, including queries completed by a delegate of the prescriber, divided by the number of the prescriber's controlled substance and monitored drug dispensing. It does not take into consideration delegate queries associated with a different prescriber or other alternative workflows. Prescription orders for a 3-day supply or less are excluded from the PDMP usage calculation, but the calculation does not capture all other exceptions to the PDMP usage requirement.

Medical Coordinator View of Prescribing Practice Metrics

1. Name and Account Type are populated from LicenseE, the licensing system in the Department of Safety and

Professional Services.

2. Specialty and Employer are self-reported to the WI ePDMP by the prescriber.
3. The NPI number is associated with prescriber profile and dispensing data in the WI ePDMP.
4. Daily Prescribing Volume Ranking is based on the last 100 days of dispensing data in the WI ePDMP and compares the prescriber to other Wisconsin prescribers with the same self-reported specialty. Drugs are summarized by drug class for both number of prescription orders and average doses per prescription.
5. Prescriptions by Payment Type is based on dispensing information submitted by pharmacies or dispensing practitioners.
6. Data-Driven Patient History Alerts reflect all dispensations during the past 100 days to a patient and are not specific/limited to dispensing of prescriptions the individual prescriber's issued to the patient.
7. Law Enforcement Alerts are presented when the patient has current or historical dispensations prescribed by the prescriber.
8. Summary of ePDMP Usage is a basic calculation based on the last 12 months of the number of PDMP patient queries, including queries completed by a delegate of the prescriber, divided by the prescriber's total dispensing of monitored drug prescriptions under mandatory PDMP requirements.

Prescribing Practice Metrics

Metrics last updated: 3/18/2026

Name

Specialty

Internal Medicine

Account Type

Physician-MD - 20

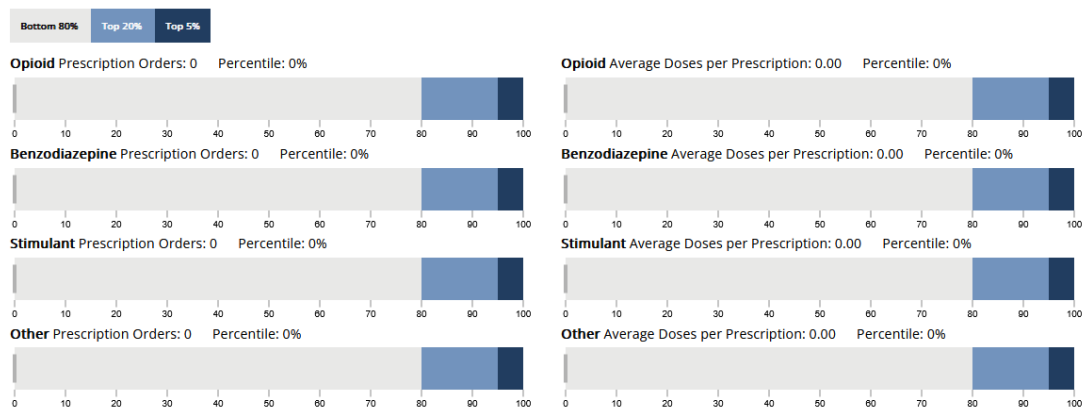
Employer

DSPS TEST

NPI

Daily Prescribing Volume Ranking

The charts below display individual prescriber metrics for the last 100 days compared to other prescribers within the same specialty.

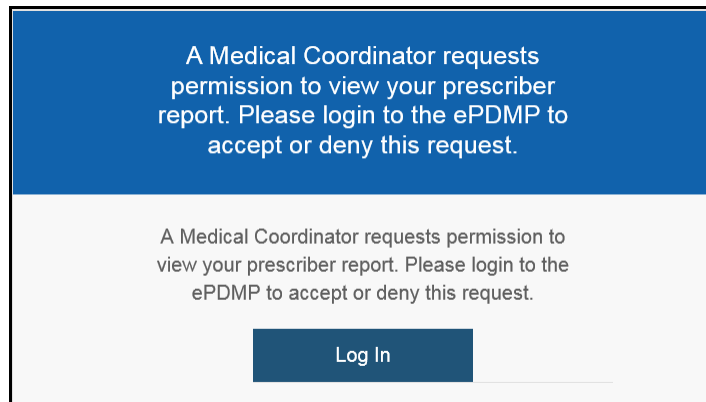


Data-Driven Patient History Alerts Generated during the past 100 days	Law Enforcement Alerts Reported during the past 100 days	Summary of ePDMP Usage Based on usage since 5/26/2024
0 Patients with Concurrent Benzodiazepine and Opioid Prescriptions 0 Patients with Multiple Prescribers or Pharmacies 0 Patients with Early Refill 0 Patients with High Current Daily Dose of Opioids 0 Patients with Long-Term Opioid Therapy with Multiple Prescribers 0 Patients with Multiple Same-Day Prescription or Dispensing Events	0 Patients with Suspected Non-Fatal Opioid-Related Drug Overdose 0 Patients with Suspected Fatal Narcotic Overdose 0 Patients with Report of a Stolen Controlled Substance Prescription 0 Patients with Suspected Violation of the Controlled Substances Act involving Rx Drugs	5 Queries by User 0 Queries completed by Delegates 3 Prescription Orders Written (excluding orders for 3-day supply or less) 100.00% Estimated ePDMP Usage Compliance Rate

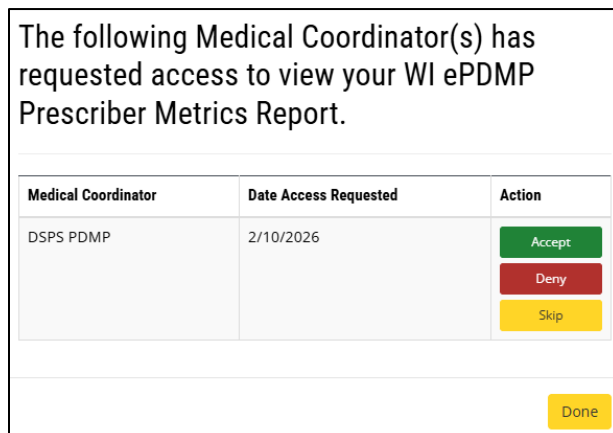
WI ePDMP Communication to Prescriber

There are two notices that are proactively presented to the prescriber by the WI ePDMP when there is a request from a Medical Coordinator to access the prescriber's Prescribing Practice Metrics:

1. The prescriber will receive an email at the email address associated with their WI ePDMP account notifying them of the new Medical Coordinator request.



2. The prescriber will be presented with a pop-up to Accept, Deny or Skip the pending Medical Coordinator request. This pop-up will appear each time the prescriber uses the WI ePDMP until they Accept or Deny the request.



Prescriber Medical Coordinator Management

The prescriber has a Medical Coordinator Management page that summarizes their Medical Coordinators.

- Displays the current status of all Medical Coordinators' requests.
- Shows the date that an approved Medical Coordinator last viewed their metrics.
- The prescriber can remove a Medical Coordinator's access at any time.

Medical Coordinator Weekly Status Email

In addition to the Status column in the Medical Coordinator Prescriber List, the Medical Coordinator will receive a weekly email with updates to the status of the prescriber requests.

1. The weekly email will list the prescribers who have:
 - a. A status of Pending
 - b. Denied the request in the last week

There will also be a count of NPI numbers that could not be linked to a WI ePDMP account

2. The email will be generated until there are no longer any request with the Status Pending or until the Medical Coordinator removes the Pending prescriber request from their Prescriber List.

Wisconsin Enhanced Prescription Drug Monitoring Program

Your Medical Coordinator account Test_MC has pending prescriber access requests. See the list of pending, denied, or not registered prescribers below. Log in to your WI ePDMP Medical Coordinator account to manage the list of prescribers you oversee.

Request Status	Prescriber Name
Pending	
Pending	
Pending	
Pending	
Pending	
Pending	
Denied	

There are 56 requests made to users who are not registered with the WI ePDMP.

Log in

Creating and Managing a Prescriber List

There are two different methods for creating a Prescriber List in the WI ePDMP:

1. Add prescriber individually by entering NPI number.
2. Upload a new prescriber list file.

Uploading the Initial Prescriber List

To upload a list of NPI numbers, create an Excel file that lists all NPI numbers in the first column.

1. Create an Excel .csv file of NPI numbers. No other data should be included.

	A	B	C
1	1234567890		
2	9987654321		
3	8765309000		
4	1231231231		
5	5555566666		
6	7878787878		
7			
8			

2. Save the file as CSV format (Comma delimited) (.csv).
3. Log into the WI ePDMP, select Prescriber List from the toolbar, then select Upload Prescriber List and Choose file to add.
4. Subsequent uploads will overwrite the existing Prescriber List; therefore, anytime the upload function is used to update the Prescriber List, a comprehensive list of NPI numbers must be uploaded. Maintain the original upload or use the export feature for a complete list of the existing Prescriber List.
5. Before the upload is complete an initial summary will be displayed of the NPI Numbers. Select Cancel if corrections need to be made to the .csv. Select Upload to add the NPI numbers, which will notify prescribers of the Medical Coordinator Request.
6. A final summary will be displayed of the NPI Numbers that have been provided in the .csv. The summary indicates which NPI numbers are not associated with a WI ePDMP account.

Uploading Updates to an Existing Prescriber List

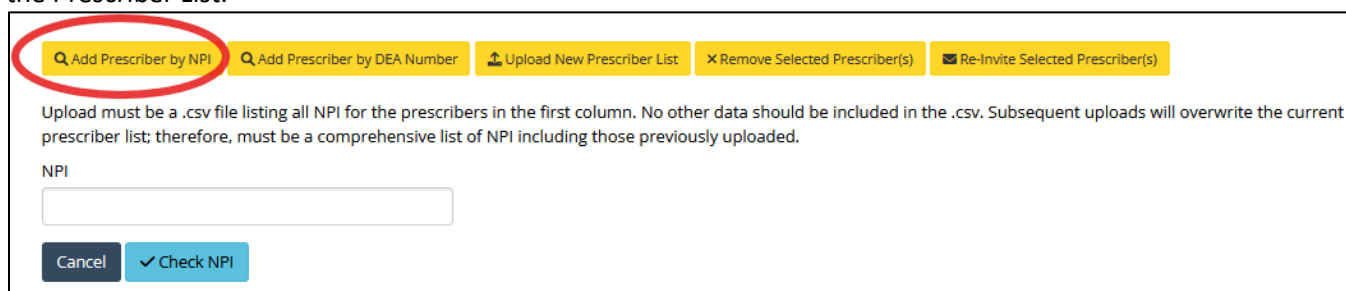
Subsequent uploads will overwrite the existing Prescriber List; therefore, anytime the upload function is used to update the Prescriber List, a comprehensive .csv file must include the existing Prescriber List along with any new NPI numbers. When using the upload feature to modify an existing Prescriber List, only add or remove numbers from the initial upload file.

Search				Refresh	Columns	Export
Metrics				# of Patients with Alerts		
Opioid Orders	Peer % Orders	Avg. Opioid Doses	Peer % Doses	Opioid-Benzo Overlap	High Daily MME	Long-Term Opioid

1. If an NPI number listed in the current WI ePDMP Prescriber List is not on the subsequent upload, that prescriber will be removed from the Prescriber List.
2. If the upload contains an NPI number not currently listed in the WI ePDMP Prescriber List, the prescriber will be added to the list upon upload and an email request will be sent if the prescriber has a WI ePDMP account.
3. The upload must include the NPI numbers for prescribers who are currently listed in the WI ePDMP Prescriber List and should remain listed. Including existing NPI numbers in the upload will not impact the status of the Medical Coordinator permissions to view that prescriber's metrics nor will it generate any email communication regarding Medical Coordinator permissions to the existing prescribers currently associated with the Medical Coordinator.
4. The summary message displayed after uploading a prescriber list will confirm the NPI numbers that have been removed from the existing Prescriber List and those NPI numbers that remain.

Manually Adding Prescribers to Prescriber List

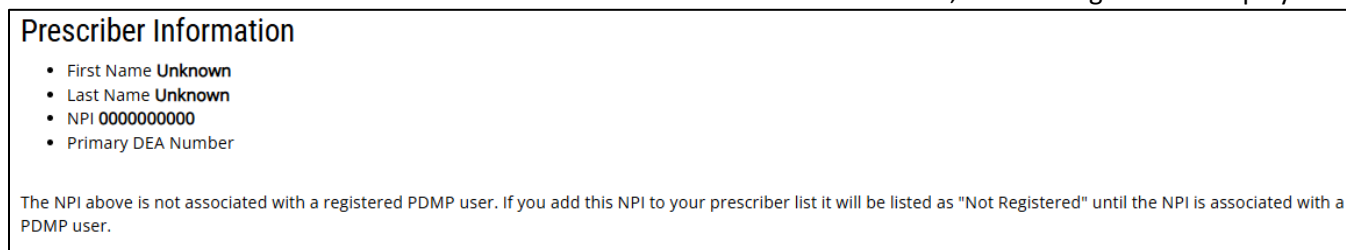
To manually add a new individual prescriber to the Prescriber List, use Add Prescriber located at the bottom of the Prescriber List.



Upload must be a .csv file listing all NPI for the prescribers in the first column. No other data should be included in the .csv. Subsequent uploads will overwrite the current prescriber list; therefore, must be a comprehensive list of NPI including those previously uploaded.

NPI

1. Select Add Prescriber by NPI or DEA Number
2. Enter and Check NPI or DEA number. Review the Prescriber information.
3. If the NPI or DEA number is not associated with WI ePDMP user account, this message will be displayed:



Prescriber Information

- First Name **Unknown**
- Last Name **Unknown**
- NPI **000000000**
- Primary DEA Number

The NPI above is not associated with a registered PDMP user. If you add this NPI to your prescriber list it will be listed as "Not Registered" until the NPI is associated with a PDMP user.

Removing Prescribers from the Prescriber List

There are two options for removing prescribers from the Prescriber List: manually selecting to remove, or by uploading a new prescriber list.

1. To manually remove multiple prescribers, use the check box or Select All to select multiple prescribers. Then click Remove Selected Prescriber(s).

# of Patients with Alerts					
Opioid-Benzo Overlap	High Daily MME	Long-Term Opioid	PDMP Usage	Actions	☐ Select All
0	0	0	0	Remove	☐
0	0	0	0	Remove	☐

2. To use the upload feature to remove prescribers from the Prescriber List, upload a new prescriber list that excludes the prescriber(s).
3. Once the .csv file has been uploaded, a summary will be displayed of which NPI numbers were deleted and which NPI numbers were maintained from the existing Prescriber List.

Creating a Medical Coordinator Assistant

A Medical Coordinator may create a Medical Coordinator Assistant by selecting Assistant Management from the toolbar.

1. A Medical Coordinator Assistant has permission to upload the prescriber list, view the status of prescriber requests, and add/remove prescribers.
2. The assistant role does not have access to Prescribing Practice Metrics.

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Prescriber List **Assistant Management**

Assistant Management

As a Medical Coordinator user of the WI ePDMP, it is your decision to create an assistant who will have the ability to manage the DEA numbers associated with your WI ePDMP Prescriber List. The Medical Coordinator Assistants will not have access to view or download the Prescriber Metrics data. If you choose to create an assistant, you will be responsible for removing their access should you determine they should no longer be associated with your WI ePDMP Medical Coordinator account.

Current Assistants

Search [Refresh](#)

First Name	Last Name	Employer	Email Address	Actions
------------	-----------	----------	---------------	---------

Search for an existing Medical Coordinator Assistant by their email address. If the individual is found, you will be able to associate them to your Medical Coordinator account. If they are not found you will need to provide the information requested to generate an account. If at a future date the assistant should no longer be allowed to manage your WI ePDMP Prescriber List you do have the ability to remove them from your assistant list.

Email Address

[Search for Assistant](#)

Frequently Asked Questions

Who can be established as a Medical Coordinator in the WI ePDMP?

This is not a patient query account type. A Medical Coordinator for purposes of accessing the WI ePDMP is defined by Wis. Stat. § [961.385\(2\)\(cm\)2](#). It allows the WI ePDMP to release non-patient-identifiable information to a person who:

1. Medically coordinates, directs, or supervises a practitioner;
2. Establishes standard operating procedures for a practitioner;
3. Evaluates the job performance of a practitioner; OR
4. Performs quality assessment and improvement activities, including outcomes evaluation or developing clinical guidelines.

Why can't a Medical Coordinator access patient identifiable information?

Wis. Stat. § [961.385\(2\)\(cm\)2](#) specifies that personally identifiable information cannot be disclosed to a Medical Coordinator.

How can the WI ePDMP Medical Coordinator role be used by the employer?

The WI ePDMP is a compilation of data submitted by dispensers, and information in the PDMP should correspond to original records kept by prescribers and dispensers. Prescribing Practice Metrics should not be used in isolation. Therefore, Medical Coordinators should use the Prescribing Practice Metrics as one tool to supplement the employer outreach and initiatives related to usage of the WI ePDMP or prescribing of monitored drugs.

Why does the Prescriber have to accept the Medical Coordinator's access?

Requiring prescriber approval prevents the Medical Coordinator users from viewing metrics for prescribers whom they do not direct or supervise and therefore makes the employer's use of the Medical Coordinator role more transparent to the prescriber.

How do I send a new request to a prescriber who denied my first request?

If a prescriber has a status of Denied, remove them from your Prescriber List by clicking Remove, then add them back to your Prescriber List using Add Prescriber by NPI Number. This will add them back to your Prescriber List with a status of Pending and generate a new request to the prescriber to establish you as their Medical Coordinator.

What does it mean if a prescriber's status is Not Registered?

This means that the NPI number entered on your Prescriber List could not be associated with an active WI ePDMP account. For prescribers with this status, first confirm there are no errors in the NPI number entered.

Why don't any of my prescribers have an estimated PDMP usage of 100% if it is a requirement to use the WI ePDMP?

PDMP Usage is a basic calculation based on the past 12 months of the number of PDMP patient queries, including queries completed by a delegate of the practitioner, divided by the number of the dispensed monitored drugs prescribed by the practitioner. It does not take into consideration delegate queries associated with a different prescriber or other alternative workflows. Prescription orders for a 3-day supply or less are excluded from the denominator, but the calculation cannot capture all exceptions of WI ePDMP usage (defined

by Wis. Stat [961.385\(2\)\(cs\)2](#)) nor scenarios such as multiple dispensations, refills or alternative workflows for WI ePDMP patient queries.

The Concerning Patient History Alerts don't seem consistent with the opioid prescribing of my prescribers. What is the explanation for that?

Law Enforcement Alerts and Concerning Patient History Alerts summarize patient level information to assist prescribers with an overview of their patient population. Concerning Patient History Alerts are data-driven alerts that reflect all dispensations to the patient and are not specific/limited to the individual prescriber's dispensing to the patient.

Can I retrieve Prescribing Practice Metrics for a different time period?

At this time Prescribing Practice Metrics can only be provided to prescribers and medical coordinators based on the rolling 100-day time period.

What do prescribers see in the PDMP?

Please find details in the Healthcare Professionals user guide [HERE](#).