

 Council on Licensure,
Enforcement and Regulation

**CYBER INFORMATION
EMERGENCY**
Agency Recovery After A Data
System Has Been
Compromised


2010 Annual Educational Conference - September 23-25


Presenters: **Mark Monson**- Chief Deputy,
Department of Health Professions
Ralph Orr-Program Manager,
Prescription Monitoring Program
Department of Health Professions

Promoting Regulatory Excellence

CLEAR 2010
Annual Conference  **September 23-25**
Nashville, Tennessee


WHAT IS A PRESCRIPTION MONITORING PROGRAM?


Prescription Monitoring Programs (PMPs) are systems in which controlled prescription drug data are collected in a database, centralized by each state, and administered by an authorized state agency to promote the appropriate use of controlled substances for legitimate medical purposes, while deterring the misuse, abuse, and diversion of controlled substances.


CLEAR 2010
Annual Conference  **September 23-25**
Nashville, Tennessee


Definitions

- VITA-Virginia Information Technology Agency
- NG-Northrup Grumman

CLEAR 2010 Annual Conference		September 23-25 Nashville, Tennessee
<h3>THE MESSAGE</h3> <ul style="list-style-type: none">• "I have your [expletive] In *my* possession, right now, are 8,257,378 patient records and a total of 35,548,087 prescriptions. Also, I made an encrypted backup and deleted the original. Unfortunately for Virginia, their backups seem to have gone missing, too. Uhoh :(For \$10 million, I will gladly send along the password."		


CLEAR 2010 Annual Conference		September 23-25 Nashville, Tennessee
<h3>NUMBERS</h3> <ul style="list-style-type: none">• Numbers in Optional Customer ID Field<ul style="list-style-type: none">- SSN?- Something else?• Prompted over 500,000 letters to be sent<ul style="list-style-type: none">- Postage cost of over \$200,000- Almost 200,000 letters returned		

CLEAR 2010 Annual Conference		September 23-25 Nashville, Tennessee
<h3>PHONE CALLS</h3> <ul style="list-style-type: none">• Staff and phone system completely overwhelmed by calls• Contract for call center put in place using basic "script"• Very upset people and extremely sad stories		

CLEAR 2010 Annual Conference  September 23-25 Nashville, Tennessee

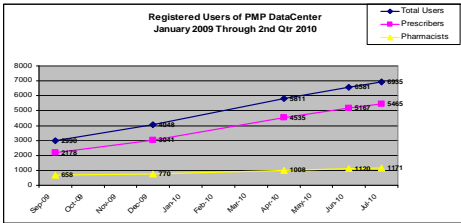
RECOVERY

- Manual processing of requests end of June
- Moved entire system to new facility with new hardware and new version of software (this was a scheduled software update)
- Turned on web access—24/7 auto response features on October 1, 2009. This software was originally scheduled for go live on June 1


CLEAR 2010 Annual Conference  September 23-25 Nashville, Tennessee

STATS-Registered Users

Registered Users of PMP DataCenter
January 2009 Through 2nd Qtr 2010

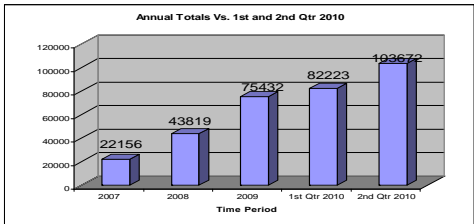


Month	Total Users	Prescribers	Pharmacists
Jan-09	3990	2178	658
Feb-09	4041	3041	770
Mar-09	4311	4535	1000
Apr-09	4881	5167	1120
May-09	5355	5465	1371
Jun-10	8881	5167	1120
Jul-10	9355	5465	1371

CLEAR 2010 Annual Conference  September 23-25 Nashville, Tennessee

STATS-Requests

Annual Totals Vs. 1st and 2nd Qtr 2010



Time Period	Requests
2007	22156
2008	43819
2009	75432
1st Qtr 2010	82223
2nd Qtr 2010	103672
