

2023.019 PIOS User Access

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Effective Date	February 1, 2024
Revision Date	
Subject Matter Expert	340B Program Coordinator
Approval Authority	HIV/STD Section Director
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1.0 Purpose

To provide guidance on requesting access to Provider Enrollment for the Pharmacy Inventory and Ordering System (PIOS). Department of State Health Services (DSHS) 340B staff conduct a proper verification process for provider site registrations, including obtaining program-specific approval.

2.0 Definitions

Authorized User – An employee of the Public Health Region (PHR), Local Health Department (LHD), or clinic requesting PIOS access.

Health and Human Services (HHS) Enterprise Portal – An application authentication and authorization platform. It enables authentication and authorization for users. The authentication feature provides single sign-on, multifactor authentication, and password self-service capabilities. The authorization feature enables request management processes, automated access management workflows, certification, and reporting.

Memorandum of Understanding (MOU) – A contract involving the exchange of promises, with or without the actual exchange of money. In general, MOUs are legally enforceable.

Office of Pharmacy Affairs Information System (OPAIS) – The information technology system used to verify entity eligibility. The use of the term “OPAIS database” in this policy refers to this system.

Program – The specific program, such as Tuberculosis (TB) or Sexually Transmitted Diseases (STD), that awarded a contract or provided in-kind services to an entity.

Provider Site – An entity such as a PHR, LHD, or clinic servicing eligible 340B patients.

Salesforce Software – Software used to control and manage the functions of PIOS.

3.0 Persons Affected

This policy applies to the DSHS 340B staff, program staff, and eligible provider sites.

4.0 Responsibilities

The 340B staff is responsible for:

- Reviewing the provider site enrollment registration form;
- Communicating with the provider site regarding their enrollment form and any observed desk audit or quarterly review findings;
- Communicating with the program to confirm eligibility for enrollment and updating the program of any observed deficiencies where a corrective action plan or provider site disenrollment may be necessary;
- Contacting OPAIS when 340B staff observes notable diversion or provider site ineligibility; and
- Communicating with Contract Management Section (CMS) during the MOU process.

5.0 Procedures

1. The provider site requests access to PIOS by electronically submitting the Pharmacy Providers Enrollment Site form from the 340B webpage.
2. Once the provider site submits the Pharmacy Providers Enrollment Site form, it enters a pending queue for the 340B staff to review.
3. 340B staff confirm the facility name and shipping address match with the OPAIS registration.
4. 340B staff verify the Pharmacy Providers Enrollment Site form, which includes a phone number for the provider site and identifies at least one authorized user with their name, email address, and phone number.
5. 340B staff confirm if the authorized users completed a PIOS training session. If not, 340B staff email the user(s) with instructions to register for and attend a PIOS training session before the staff processes the Pharmacy Providers Enrollment Site form.
6. 340B staff contact program to confirm the site's eligibility to receive 340B medications from the DSHS Pharmacy Unit and the site's registration in OPAIS by using the program grant number.
7. If the provider site is ineligible to order medication in PIOS, 340B staff contact the provider site by email to inform them of the denial of their submission.
8. If the provider site is eligible, the provider site receives an automated message from the Salesforce software to confirm the registration for PIOS access is complete.
9. Each authorized user listed on the Pharmacy Providers Enrollment Site form receives a separate email containing their unique log-in credentials to the HHS Enterprise Portal to access PIOS. The authorized users can expect to receive the automated email within 24-hours from the date the Pharmacy Providers Enrollment Site form processing is complete.

6.0 Revision History

Date	Action	Section
2/1/2024	Policy Issued	All