

Frequently Asked Questions

1. Why were the pharmacies given such short notice regarding this change.

The State of California uses a competitive bid process when contracting for services. Unfortunately, often times this process is outside of the control of the Department using the process. For the last 10 years the Department has had the same data collection vendor. However, in this instance, a new vendor was selected and therefore changes had to be made within a very short timeframe.

Should you have concerns regarding this issue, please contact the Department of Justice, Bureau of Narcotic Enforcement and not the vendor. Infinite Solutions is working extremely hard to ensure there is minimal disruption to the pharmacies.

2. Will we be given a grace period on reporting?

No, the transaction is streamlined to except the data you have already been sending out. Register with Infinite Solutions by January 1, 2009 and they will set up your account for data transfer effective January 1, 2009.

3. Will we still be able to use the ASAP 2005 Format?

Yes

4. Will infinite Solutions tell us how we need to report the information?

Yes, any technical questions you may call (916) 679-5720 or email at www.cuessupport@4infinitesolutions.com

5. We send data for more than one pharmacy, how do we use the registration form? Should we create one registration for each pharmacy?

The form is designed to accommodate one pharmacy. If you are reporting g for a couple of pharmacies; you can submit one form for each pharmacy. If your are submitting data for more than one pharmacy, please register online and email the Pharmacy Name, Pharmacy DEA number and Pharmacy License number in an excel 2003 file or text file to www.cuessupport@4infinitesolutions.com

6. Should we start sending the data today?

No. Infinite Solutions will begin accepting data effective January 1, 2009.

7. Why should we register?

We are registering users so that we can send information through email, regarding the types of file submissions and credentials (e.g. FPT, Server location, user name and password). This will also allow us to send updates or information regarding the program.

8. How do I submit my data to Infinite Solutions, Inc.?

Infinite Solutions, Inc. will accept data in multiple formats. You can contact their technical support unit at (916) 679-5720 or email at www.curessupport@4infinitesolutions.com

9. Can I use current FTP client to send data to Infinite Solutions, Inc.

Yes, we will send you the new Host, user name, password and Port information through email once you have registered through the web page and set up an account.

10. Can I send an email regarding my pharmacy so that you can create an account for us?

No. We do not accept email registrations, please use only the online form at www.4infinitesolutions.com/cures/registration

11. I am a small pharmacy and I submit few records right now, will I have an online application through which I can send records?

Yes. We will provide an online application. We will send you instructions on how to use the application through email.

12. Should we send a hard copy along with the electronic copy weekly to Infinite Solutions, Inc.?

No. If you have submitted data electronically you do not need to send the same information as hard copy.

13. Should I register the hospital and physician?

Only if the physician direct dispenses controlled substances to any patients that leave the facility with a controlled substance II, III or IV.

14. Can I submit data through CDs, DVDs, or thumb drive?

Yes. Infinite Solutions, Inc. will accept CDs, DVDs or thumb drives starting January 1, 2009. Media should be sent to 5, Parkcenter Drive, Sacramento, CA 95825.

15. Can I submit BNE 1179 form through postal mail or Fax?

Yes, please post or fax your forms to the address and fax numbers provided in the website www.4infinitesolutions.com/cures

16. Currently I am using my vendor to prepare my records and they send them to CURES, what should I do for the new transition?

Pharmacies or vendors sending data to Infinite Solutions, Inc. should register in our website at www.4infinitesolutions.com/cures . We will validate the request and send information regarding data upload to the registered party.

17. What are our options in sending the CURES data to Infinite Solutions, Inc.?

Infinite solutions, Inc. will support direct mail to Infinite Solutions Office. Send media such as CD, DVD, floppy disks and thumb drives and FAX as part of manual entry. Address and phone numbers are available at www.4infinitesolutions.com/cures website. We encourage users to use the online application especially if you are reporting small number of records. This will ensure quick turnaround time. On line users can send data through SFTP upload, Online application and browser based file upload. Details regarding SFTP Host address, login credentials, online application username and password (all technical data) will be mailed to registered users through email.

18. Should I send the data in ASAP Version 3 format as I am sending right now?

Yes, there is no change in the data fields captured and we accept ASAP Version 3 format.

19. I am sending no fill forms to CURES through mail, can we enter no fill information through the website?

Yes. You will be able to send No-Fill forms through our website effective January 1, 2009. We will send you instructions on how to use the tool.

20. We use software provided by our vendor to upload our files. How will the change affect us?

You need to register with Infinite Solutions, Inc. through the website www.4infinitesolutions.com/cures . We will validate your request and confirm your information with DOJ and BNE. We will send you new host and login credentials. Send the information to your software vendor. They will help you update their software.

21. Do clinic pharmacies have to register and submit data to CURES?

Yes, if you hold a clinic pharmacy license with the Board of Pharmacy and you dispense controlled substances, you must register with Infinite Solutions for transfer of prescription data.

22. Do records of 6-packs dispensed through Pyxis have to be submitted to CURES?

Yes, you can register with Infinite Solutions at www.4infinitesolutions.com/cures and submit the data electronically, CDs, or by fax.

23. Does a pharmacy have to register if the pharmacy does not dispense or stock any controlled substances?

No if the pharmacy does not dispense any controlled substances they do not have to report; however, once a pharmacy dispenses a controlled substance they are now mandated to report to CURES on a weekly basis. Even if there is nothing to report or a zero fill.

24. I received your letter; however, we do not dispense controlled substances nor do we plan to in the future. Can we obtain an exemption?

The Department of Justice does not provide exemptions for the reporting of controlled substances. However, if the pharmacy does not dispense any controlled substances they do not have to report. But once a pharmacy dispenses a controlled substance they are now mandated to report to CURES on a weekly basis. Even if there is nothing to report or a zero fill.