

## **NC Controlled Substances Reporting System**

**Q: When will delegate accounts be available?**

**A:** They are available now!

At this time only in-state office staff may apply for access. The application process is all electronic. Directions on applying are simple and can be found in the updated Practitioner's Training Guide starting on page 4. The Practitioner's Training Guide can be found on the query website and CSRS webpage ([www.nccsrs.org](http://www.nccsrs.org)).

Please refer to the following guidelines:

1. There is no limit on the number of delegates a Delegator may have, however it is strongly recommended that the number of delegates is limited to a number manageable by the Delegator.
2. Delegates must work under the direction and supervision of the Delegator. It is now open to in-state, non-licensed office staff who work under the direct supervision of the Delegator.
3. The Delegator is responsible for all delegate activity.
4. Delegate account access is for only those who do not have prescribing authority and cannot get access to their own account. Physicians, Residents, Physician Assistants, Nurse Practitioners, Dentists and Pharmacists cannot be a delegate as they have the ability to have their own account.

**Q: What is the lag time between pharmacies uploading and the information showing up in the CSRS?**

**A:** Starting January 1, 2014 pharmacies are required to report prescriptions dispensed once every 72 hours (previously required once every 7 days) so the lag time should drop to less than a week.

**Q: Are pharmacies required to report?**

**A:** Yes, all independent and chain retail pharmacies are required to report. If you think a pharmacy is not reporting please call the office at 919-733-1765 and we will look into it.

**Q: How do I retrieve my username and/or password?**

**A:** Call our office at 919-733-1765, Monday-Friday from 9-5 or send an email to [nccontrolsubstance.reporting@dhhs.nc.gov](mailto:nccontrolsubstance.reporting@dhhs.nc.gov) and someone will follow up with you shortly.

**Q: How do I register for the NC CSRS?**

**A:** You can still register with a paper application ([www.nccsrs.org](http://www.nccsrs.org)) that needs to be notarized and mailed in but you can now register online through the NC Medical Board's website, the NC Board of Nursing's website, and the NC Board of Pharmacy's website. If you register through your licensing board you do not need to mail anything in and you will receive notification of access via email within 2 weeks of submitting the application. If you don't receive an email in 2 weeks give us a call at 919-733-1765.

**If you ever have questions or need assistance please contact the CSRS Office at 919-733-1765.**