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# State of Utah Department of Commerce

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## Utah's Controlled Substance (CSD) Database FAQs as of August 5, 2021

### 1. Why do I need to change my password every 90 days?

You need to change your password every 90 days for security reasons (e.g., reducing the risk of data breaches). This is governed by state security protocols. The *Enterprise User Authentication Standards Policy* for the state of Utah can be found here: <https://dts.utah.gov/policies/enterprise-user-authentication-standards-policy>

### 2. How do I change my CSD password?

If you **know** your current UtahID password and you want to reset it:

- a. Log in to your [UtahID](#) account
- b. Go to the menu item, "Security" on the left side of the screen
- c. Click on "Password"; then click on "Change your password"
- d. Enter your current (old) password and click "Next"
- e. Type in your new password
- f. The site will ask you to type in your new password a second time for verification

If you have **forgotten** your password:

- a. Go to the [UtahID](#) login page
- b. Do NOT type in your UtahID login ID/Email address; leave it blank
- c. Be sure the password field is BLANK (no dots)
- d. Select "Forgot Password" at the bottom of the login section
- e. You will be asked to type in your username/email and your last name
- f. Check your email for a password reset message within a few minutes
- g. Follow the instructions on how to create a new password from the email prompt
- h. You will have ten minutes to reset your password before the prompt expires

**3. As a controlled substance prescriber or dispenser, what are my rights to access and review patient information in the CSD?**

Controlled substance prescriber and dispenser rights to access and review patient information in the CSD are reflected in Utah Code Annotated (UCA):§ [58-37f-301\(2\)](#); [58-37f-302](#); [58-37f-303](#); [58-37f-304](#); [58-37-6](#)

**4. Can I check my patients' information in the CSD a day before their scheduled visit?**

Yes, as long as there is intent to treat. You should also document in the patient's medical record your rationale for checking the CSD prior to the day of the appointment.

**5. Can I give a printed CSD report to my patients?**

Maybe. If you comply fully with HIPAA Title 45 Regulations patient data sharing, you may. This falls under the following codes:  
Health Information Portability and Accountability Act (HIPAA) Code of Federal Regulations ([CFR](#)) [Title 45 Part 164-Security and Privacy](#) and [Utah Code Annotated UCA 58-37f-601 3\(e\)](#)

Otherwise, you may discuss the CSD report with your patients and direct them to contact or visit the CSD office to request their own CSD report. They will need to complete a form and show a valid ID. The CSD can be reached at 801-530-6228 or by email [csd@utah.gov](mailto:csd@utah.gov).

Your rights to access the CSD fall within the following statute:

[Utah Code Annotated: \(UCA\) 58-37f Part 3 Section 301 "Access to Database"](#)

**6. How often should I check a patient's CSD report if the patient is on long-term pain medication therapy?**

House Bill 127 from the 2018 General Legislative Session amends portions of the Controlled Substance Database Act and states, "A prescriber shall check the database for information about a patient before the first time the prescriber gives a prescription to a patient for a Schedule II opioid or a Schedule III opioid." It continues to state, "If a prescriber is repeatedly prescribing a Schedule II opioid or Schedule III opioid to a patient, the prescriber shall periodically review information about the patient." More information can be found here: [UT HB127](#)

Please note: A patient should contact their health care provider at least quarterly to receive a monthly supply of a schedule II or III opioid Rx. For more information, visit Utah's Code on CSD Utilization: [UT HB15](#), Subsection (7)(f)(iv).

**7. Do I need to run CSD searches on patients who are minors?**

Patients are sometimes minors. As a reminder, House Bill 127 from the 2018 General Legislative Session amends portions of the Controlled Substance Database Act and states, "A prescriber shall check the database for information about a patient before the first time the prescriber gives a prescription to a patient for a Schedule II opioid or a Schedule III opioid." It continues to state, "If a prescriber is repeatedly prescribing a Schedule II opioid or Schedule III opioid to a patient, the prescriber shall periodically review information about the patient..." More information can be found here: [2018 Utah House Bill 127](#)

**8. If I am a hospice provider, do I need to check the CSD before prescribing an opioid?**

House Bill 127 from the 2018 General Legislative Session amends portions of the Controlled Substance Database Act and states, "A prescriber shall check the database for information about a patient before the first time the prescriber gives a prescription to a patient for a Schedule II opioid or a Schedule III opioid." It continues to state, "If a prescriber is repeatedly prescribing a Schedule II opioid or Schedule III opioid to a patient, the prescriber shall periodically review information about the patient.." More information can be found here: [UT HB 127](#) (subsection 304 & 701).

**9. Do I need to check the CSD prior to performing short-term, outpatient surgery?**

House Bill 127 from the 2018 General Legislative Session amends portions of the Controlled Substance Database Act and states, "A prescriber shall check the database for information about a patient before the first time the prescriber gives a prescription to a patient for a Schedule II opioid or a Schedule III opioid." It continues to state, "If a prescriber is repeatedly prescribing a Schedule II opioid or Schedule III opioid to a patient, the prescriber shall periodically review information about the patient.." More information can be found here: [UT HB 127](#) (subsection 304 & 701)

Additionally, Utah's prescribing guidelines for chronic and acute pain, and the CDC's prescribing guidelines for chronic pain can be found at:

[Utah Clinical Guidelines on Prescribing Opioids for Treatment of Pain](#)

[CDC Guideline for Prescribing Opioids for Chronic Pain — United States, 2016](#)

**10. Can my proxy/designee/delegate use my CSD account to run searches on my patients?**

No. All proxies/designees/delegates need to be CSD-authorized with their own login, password, and PIN.

Note: This applies to the CSD website login; proxies/designees/delegates do not have proxy authorization through electronic health record (EHR)-CSD integration.

**11. Can I or my proxy/designee/delegate share assigned PINs with anyone?**

No. Providers and proxies/designees/delegates will have their own PIN and should not share it with anyone. There are criminal and civil penalties for doing so.

**12. Can I or my proxy/designee/delegate check someone's information in the CSD who is not my patient?**

Generally no. The one exception is if they are a consulting physician or working in a multi-disciplinary patient approach for which they provide feedback, they may access the CSD for that individual. They need to establish some provider-patient relationship and should document. Documenting is key. And they can also do searches on prospective patients - and document.

Otherwise, no.

### **13. How many proxies/designees/delegates can I have?**

Utah controlled substance prescribers registered with the CSD can have an unlimited number of CSD-authorized proxies/designees/delegates. Proxy/designee/delegate applications can be found here: [CSD Proxy Application Form](#)

As a reminder, prescribers are administratively responsible for disassociating proxies/designees/delegates when they are no longer a proxy/designee/delegate or employee.

All pharmacy techs & Interns in Utah have direct access to the CSD. They are licensed to be under the general supervision of a pharmacist, and therefore act as a proxy to a pharmacist.

### **14. Are pharmacists required to check the CSD?**

Pharmacists are not statutorily required to search the CSD prior to dispensing a controlled substance prescription, but they can check if they have CSD-authorized access. However, to potentially limit the over-dispensing of opioids and other controlled substances, pharmacists are encouraged to check the CSD when they believe it is necessary.

As a reminder, pharmacy techs and interns have direct access, but are licensed to be under the general supervision of a pharmacist.

### **15. Who can work as a proxy/designee/delegate?**

Any employee of the controlled substance prescriber who is approved by the prescriber AND is CSD-authorized may become a proxy/designee/delegate.

Proxy/designee/delegate applications can be found here: [CSD Proxy Application Form](#)

### **16. What do I do if a proxy/designee/delegate leaves my clinic/practice?**

If a proxy/designee/delegate leaves your practice and is no longer employed with you for any reason, you must immediately complete a disassociation form and provide it to the CSD. Disassociation forms can be found here: [CSD Proxy Disassociation Form](#)

### **17. Where can I find the proxy/designee/delegate application form?**

The proxy/designee/delegate application form can be found here:

[CSD Proxy Application Form](#)

**18. What are the steps to the proxy/designee/delegate application process?**

You can find the steps necessary to apply to become a proxy/designee/delegate for a specific provider here: [CSD Proxy Application Form](#) on page three

**19. How long does it take to approve a proxy/designee/delegate application?**

If there are no issues (e.g., court issues, incorrect email address, etc.) with the application, it generally takes 5-10 working days. If you have not heard back from the CSD via email or phone within 10 business days, call the CSD at (801) 530-6220.

**20. Can a provider or proxy/designee/delegate share their login, password, or PIN with anyone else, including other providers or proxies/designees/delegates?**

No. If this occurs, the person would be in violation of criminal and/or civil law.

**21. How long does it take for the pharmacies to report a controlled substance prescription that was filled?**

Pharmacies are required to submit information to the CSD within 24 business hours or the next business day, whichever is later. For example, if a pharmacy is closed on Saturday, Sunday and holidays, and a prescription is sold on a Friday before a Monday holiday, the pharmacy must report the prescription to the CSD by the end of business day Tuesday.

Additionally, please contact the CSD at (801) 530-6220 if you find missing prescription data or prescription data errors.

**22. Where can I refer a patient who needs treatment for substance use disorder?**

If you are having a conversation with your patient about treatment options and are in need of resources, the Substance Abuse and Mental Health Services Administration (SAMHSA) collects information on thousands of state-licensed providers who specialize in treating substance use disorders, addiction, and mental illness. More information can be found here: <https://findtreatment.gov>

The patient may also contact United Way of Utah 211 for resources. Information can be found here: [211Utah](#)

**23. Are there drop boxes where patients can safely discard their unused medications?**

Yes. Information about locations for the safe collecting and disposing of unused and/or expired prescription medication(s) in Utah can be found here:  
<https://useonlyasdirected.org/locations>

**24. Why isn't medical cannabis reported to the CSD?**

It is forthcoming in 2022. For more information about Medical Cannabis in Utah, visit:  
<https://medicalcannabis.utah.gov>

**25. As a licensed controlled substance prescriber in Utah, how do I obtain a certificate to prescribe suboxone?**

If you are a licensed controlled substance prescriber, you can complete a training with SAMSHA to become a qualified provider to provide medication-assisted treatment (MAT). For more information, visit: [SAMSHA's Website](#)

**26. Can I prescribe regular controlled substance prescriptions on my X-DEA\*?**

No.

\*Qualified practitioners can offer buprenorphine, a medication approved by the Food and Drug Administration (FDA), for the treatment of opioid use disorders (OUD).

Source:

<https://www.samhsa.gov/medication-assisted-treatment/become-buprenorphinewaivered-practitioner>

**27. How can I update my mailing address, email address, and phone number within the Division of Occupational and Professional Licensing?**

If you are a licensed clinician in Utah, you can update your mailing address, email address, and phone number at:

<https://secure.utah.gov/doplrenewal/client/addressChange.html>

*If you have a question that was not answered here, please contact the CSD at:  
(801) 530-6220 or [csd@utah.gov](mailto:csd@utah.gov)*