KASPER Tips: Managing Your Delegates
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Sharing usernames and passwords for eKASPER access is ***NOT*** permitted and may place the eKASPER account holder at risk. ***You*** are responsible for ***all*** activity that occurs under your account. eKASPER Master Account Holders (MAHs) are permitted by statute to establish delegates to request eKASPER reports on their behalf. The eKASPER Help Desk is available to help with any questions you may have with adding or deleting delegates to your account.

Do I have to have a delegate?
No. Master Account Holders are not required to have a delegate. However, many MAHs find it very useful to set up staff members as delegates to request the report since this frees up provider time for clinical work and patient visits.

Who should I appoint as a delegate?
A delegate must be an employee of the practitioner's or pharmacist's practice acting under the specific direction of the practitioner or pharmacist. An employee you establish as a delegate should be trustworthy to only obtain eKASPER reports on current or prospective patients, attentive to detail, and should have basic computer skills. Once registered with their delegate account, they will log on to their account (which is tied to your master account), and fill in the requested information to produce an eKASPER report. The delegate may give the eKASPER report to you or place the report in the patient's medical record for your review. You may also view the eKASPER report directly using your own master account.

How do I establish a delegate?
To establish a delegate, log on to your Master Account. Select "Administration" then "Delegate Administration". On the Delegate Request screen, please read the instructions document to ensure a smooth application process. Then, fill in the required information and click "Automatically Add Delegate." The Driver's License information will be verified against the Kentucky Department of Transportation database. If there is not an exact match (e.g., a recent address change for the delegate), the verification may be turned off by selecting "other type" in the drop down box of the ID field. A message stating the MAH will assume responsibility for the delegate's identity will display. Select "OK," then "Automatically Add Delegate" for immediate approval of the delegate account. If you are completing the paper process to set up a delegate under your master account, make sure you print, notarize and submit the **completed application form that contains a confirmation number,** not the review form.

May I have more than one delegate?
Yes, a Master Account Holder may have as many delegates as you wish.

I work in an office with multiple providers. Can we set up one delegate for all of us?
Yes. The delegate can use the same login information as long as they were registered by each MAH using the same first name, last name, date of birth, and last four digits of their Social Security Number. Ensuring that each MAH uses the exact same information for each of these four fields will prevent the delegate from having multiple accounts, login ids and passwords.

If we have only one delegate for the entire office, how will eKASPER know under whose account to log the eKASPER report request?
When the delegate requests the report, they will have a drop down box with an alphabetical list of MAHs, so they can attribute the report request to the correct provider. It is important that your delegate understands that they will have to select the correct provider name each time when requesting eKASPER reports for different MAHs.

My delegate requested an eKASPER report for me, but another provider's name shows up as the requestor. Does this matter?
Yes. It is recommended that you verify the delegate has been properly added under your account. If so, you should discuss with your delegate to make sure the delegate understands how to select you from the provider drop down box and to ensure this doesn't continue to happen. It is important that the eKASPER reports requested for your patients are logged under your Master Account.

Can't my delegate just tell me if the eKASPER report contains suspicious or problematic information?
Under licensing board regulations, the **providers** are **required** to review the eKASPER reports. Interpreting an eKASPER report requires in-depth medical and pharmaceutical knowledge, which means the provider must review each eKASPER report that is requested to be in compliance with regulations and to help ensure appropriate patient treatment.

Can I see a list of reports that my delegate has requested on my behalf?
Yes, Master Account Holders can see a list of all reports requested by either themselves or their delegates. Log on to your Master Account. Select "Summary Report." Choose the date range that you wish to view and click "Search." In the Request grid, the requestor name will appear as a link. Selecting the requestor name link will take you to a List of Request Status screen where you can select individual Request Numbers to view the selected report. If you wish to export the results of the List of Request Status screen, simply check the "Export Results" button to view the data in an Excel spreadsheet.

My delegate requested an eKASPER report for a person that is not my patient. Is this okay?
No, eKASPER reports may only be obtained for bona fide current or prospective patients. Inappropriate use is against the law and should be reported to the Drug Enforcement and Professional Practices Branch at (502) 564-7985 for assistance.

I have a delegate who no longer works for me. What should I do?
You need to deactivate the delegate's eKASPER account. To deactivate the delegate, log on to your Master Account. Select "Administration." Click the "Select" link under "View Details" for the chosen delegate. Once on the Delegate Maintenance screen, un-check the "Active" box under the Facility Information. ***DO NOT*** un-check the "Select" box. Click "Submit." You may also contact the eKASPER Help Desk at (502) 564-2703 for assistance with deactivating a delegate account.

eKASPER staff members are available to help with any questions or problems you may encounter with the delegate process. For support, please contact the eKASPER Help Desk by phone: (502) 564-2703 or email: eKASPERHelp@ky.gov. These and other tips are available in the KASPER Trends Reports/Studies/Tips section on the KASPER public web page.