



# **CONNECTICUT PRESCRIPTION MONITORING & REPORTING SYSTEM (CPMRS)**

## **REGISTRATION POLICY AND PROCEDURES MANUAL**

Last Updated 11/2016

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## Introduction

The policies included or referenced in this manual apply to all CPMRS users, administrators and support staff unless specifically stated otherwise. The policies and procedures may be modified, supplemented, or revoked at any time at the Department of Consumer Protection's discretion.

If you have any questions about any of these policies or procedures, please contact the Connecticut Prescription Monitoring Program's Program Manager, Xaviel Soto, via email at [dcp.pmp@ct.gov](mailto:dcp.pmp@ct.gov) or call (860) 713-6073.

## Purpose

The purpose of this manual is to provide a consolidated source of policies and procedures governing the CPMRS registration process and usage.

## Audience

This document has been written for: CPMRS Users, CPMRS Administrators, and Appriss Health Support Staff.

## Policy

This manual is in accordance with the Information Technology policies and procedures identified by the Connecticut Department of Consumer Protection (DCP) and the Connecticut Bureau of Enterprise Systems and Technology (BEST).

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## Definitions

The following terms and acronyms, whenever used or referred to in this manual, shall have the following meanings, unless the context clearly requires a different meaning.

“**Administrator**” refers to Connecticut Prescription Monitoring Program staff responsible for managing the operation of the Connecticut Prescription Monitoring and Reporting System;

“**Appriss Health**” is the state vendor that supports the PMP AWA<sup>R</sup>x<sup>E</sup> platform that hosts the Connecticut Prescription Monitoring and Reporting System;

“**CPMRS**” means the Connecticut Prescription Monitoring and Reporting System;

“**CSP**” means the state-specific controlled substance registration for practitioners issued by the Department of Consumer Protection;

“**DCP**” means the Connecticut Department of Consumer Protection;

“**Law enforcement**” refers to local, state and federal entities charged with law enforcement, crime investigation and/or arrests;

“**Licensed prescriber delegate**” means an individual other than a prescriber who is licensed or otherwise authorized by the State of Connecticut, Department of Public Health, to provide health care services;

“**MMP**” means the Connecticut Medical Marijuana Program;

“**MMR**” means the Medical Marijuana Registry that resides in the Connecticut Prescription Monitoring and Reporting System;

“**Pharmacist**” refers to a person who is professionally qualified to prepare and dispense medicinal drugs;

“**PMP AWA<sup>R</sup>x<sup>E</sup>**” is the software system platform that supports the Connecticut Prescription Monitoring and Reporting System;

“**PMP**” means the Connecticut Prescription Monitoring Program;

“**Practitioner**” refers to a health care provider authorized to write prescriptions for controlled substances in the State of Connecticut.

“**Prescriber**” refers to a licensed health care professional who is permitted by law to prescribe controlled substances in Connecticut;

“**Support staff**” refers to Appriss Health’s PMP AWAxRxE technical and system software support personnel.

“**Unlicensed prescriber delegate**” means an individual other than a prescriber or a licensed prescriber delegate;

“**User**” refers to an individual who has been granted authorization to access the Connecticut Prescription Monitoring and Reporting System by the state Administrator.

## Background

The Prescription Monitoring Program collects prescription data for Schedule II through Schedule V drugs into a centralized database, the Connecticut Prescription Monitoring and Reporting System (CPMRS), which can then be used by practitioners and pharmacists in the active treatment of their patients.

**Requests for patient’s prescription history reports are conducted via the CPMRS PMP AWARe website at: <https://connecticut.pmpaware.net/login>.** The purpose of the CPMRS is to present a complete picture of a patient’s controlled substance use so that the practitioner can properly manage the patient’s treatment, including the referral of a patient to services offering treatment for drug abuse or addiction when appropriate.

Under Connecticut law, information about all transactions for controlled substances (Schedule II-V) dispensed in Connecticut must be reported to the CPMRS. Pharmacies – both in and out of state – and dispensing practitioners must submit data on a daily basis. **Data reporting must be conducted via the data collection website at <https://pmpclearinghouse.net>.** However, veterinarians are exempt from daily reporting and are only required to submit at least once per week. Exemptions to reporting are:

- Dispensing to hospital inpatients from an institutional pharmacy or pharmacist’s drug room operated by a facility (exemption does not apply to assisted living facilities);
- A practitioner that dispenses or administers directly to patients an opioid agonist for treatment of a substance use disorder from a registrant licensed under Conn. General Statutes Sec. 19a-495 (Methadone Clinic);
- Any drug dispensed by a licensed health care facility; provided that the quantity dispensed is limited to an amount adequate to treat the patient for a maximum of forty-eight (48) hours;
- A drug administered directly to a patient;
- Samples of controlled substances dispensed by a physician to a patient.

**All prescribers in possession of a CT Controlled Substance Practitioner (CSP) registration are mandated to register as a user with the Connecticut Prescription Monitoring and Reporting System (CPMRS) at <https://connecticut.pmpaware.net/login>.** Additionally, prescribers are mandated to utilize the CPMRS under the following circumstances:

- Prior to prescribing greater than a 72-hour supply of any controlled substance (Schedule II - V) to any patient, the prescribing practitioner or an authorized delegate shall review the patient's records in the CPMRS.
- Whenever a prescribing practitioner prescribes controlled substances for the continuous or prolonged treatment of any patient, the prescriber, or an authorized delegate shall review, not less than once every 90 days, the patient's records in the CPMRS.

- Whenever a prescribing practitioner prescribes a schedule V controlled substance, for the continuous or prolonged treatment of any patient, such prescribing practitioner, or such prescribing practitioner's authorized agent, shall review, not less than annually, the patient's records in such prescription drug monitoring program.

The CPRMS is offered as a **free service** to all eligible Connecticut licensed practitioners, pharmacists and law enforcement personnel.

More information about the CT PMP may be found at [www.ct.gov/dcp/pmp](http://www.ct.gov/dcp/pmp). Go to <https://www.cga.ct.gov/> for information on bills, legislation and statutes that have impacted the CT PMP:

- CT General Statute Chapter 420b, Section 21a-254
- Public Act No. 06-155
- Public Act No. 13-172
- Public Act No. 15-198
- June Special Session, Public Act No. 15-5
- Public Act 16-43

## Eligibility – CPMRS Access

The CPMRS user registration process consists of CPMRS Users, CPMRS Administrators, and Appriss Health Support Staff. More information on CPMRS eligibility requirement may be found on the DCP PMP website, [FAQs](#).

### CPMRS Users

#### Prescribers

- All prescribers in possession of a CT Controlled Substance Practitioner (CSP) registration are mandated to register as a user with the Connecticut Prescription Monitoring and Reporting System (CPMRS) at <https://connecticut.pmpaware.net/login>.

*System roles (listed under 'Healthcare Professional'):*

Dentist; Dispensing Physician; Indian Health Services Dispenser; Indian Health Services Prescriber; Medical Resident with Prescriptive Authority; Midwife with Prescriptive Authority; Military Prescriber; Nurse Practitioner/Clinical Nurse Specialist; Optometrist; Pharmacist; Physician (MD/DO); Physician ; Assistant; Podiatrist; Prescriber without DEA; VA Dispenser; VA Prescriber; Veterinarian

#### Delegates (licensed or unlicensed)

- Prescriber-authorized licensed or unlicensed personnel may register for their own user accounts to assist the practitioner with the utilization of the CPMRS. Access must be approved by the CPMRS Administrator and the delegate's supervisor (i.e. prescriber).

*System roles (listed under 'Healthcare Professional'):*

Prescriber Delegate – Licensed; Prescriber Delegate - Unlicensed

#### Enforcement/Regulatory Agency

The highest ranking official at the department must provide a written list of individuals that require access (electronic format is acceptable). Please send the request via email to [dcp.pmp@ct.gov](mailto:dcp.pmp@ct.gov)

- **Full access to the CPMRS** requires an in-person, 30-minute training session facilitated by a representative from the DCP, PMP. Please send the request via email to [dcp.pmp@ct.gov](mailto:dcp.pmp@ct.gov).

*System roles (listed under 'Law Enforcement'):*

DEA; FBI; Local; Medical Examiner; Medicaid Fraud Units; Parole; State Criminal Justice Department; State Drug Control Agent; State Police



- **Access to the Medical Marijuana Registry only** does not require a training session.

*System roles (listed under 'Other'):*

Medical Marijuana Registry

## **CPMRS Administrators**

DCP personnel authorized by the CT PMP Program Manager to access the system as a PMP administrator have CPMRS user accounts.

*System roles (listed under 'System Admin'):*

Admin

## **Appriss Health Support Staff**

Appriss Health personnel directly involved with PMP AWARxE technical and system software support have CPMRS user accounts.

*System roles (listed under 'System Admin') but may vary depending on testing accounts needed:*

Admin

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## Responsibilities

The following describes the responsibilities of each group: CPMRS Users, CPMRS Administrators, and Appriss Health Support Staff.

### CPMRS Users

Users applying for CPMRS access shall ensure that they are in compliance with DCP and BEST user policies and procedures. Violation of these policies and procedures may cause the user to lose access to CPMRS or have administrative or civil action taken against them. Users are responsible for:

1. Reading, understanding, and complying with CPMRS Policy and Procedures Manual;
2. Reading, understanding, and complying with CPMRS User Terms and Condition (See Appendix A);
3. Reading, understanding, and complying with Connecticut legislation and statutes in regards to all aspects of the CT PMP;
4. Safeguarding login information (this information must not be shared with anyone);
5. Completing the CPMRS Notarized Identity Verification Form and submitting it along with a copy of a government-issued photo ID (See Appendix B);
6. Having a bona fide patient-practitioner or patient-pharmacist relationship;
7. **NOT sharing or providing the actual report to anyone not involved in direct treatment and/or coordination of patient care, including the patient.** However, the information from the report may be discussed with the patient but NOT the patient's agent or employer;
8. Understanding that the State of Connecticut does not warrant the CPMRS information to be accurate or complete. The Report is based on the search criteria entered and the data entered by the dispensing pharmacy. For more information about any prescription, please contact the dispensing pharmacy or the prescriber;
9. Understanding that the purpose of notifications generated by the system is not to implicate patients but to provide practitioners with supplemental information to enhance the treatment and care of their patients;
10. Limiting system usage to current patients and not as a pre-screening of prospective patients and/or employees;
11. Maintaining a current roster of authorized delegates in the CPMRS;
12. Notifying the CPMRS Administrator of any changes to employment status that may affect system access rights;
13. For Enforcement/Regulatory Agency (in addition to applicable items listed above) - Only accessing the system when there is an active case number;

**NOTE:** The system may be equipped with the functionality that allows users to post alerts on particular situations or patients concerning misuse, diversion or abuse of controlled substances.

There is no mandatory reporting to any law enforcement or regulatory agency when problems are identified with patients.

## CPMRS Administrators

The CPMRS Administrator is responsible for daily operations of the CPMRS and verifying the identity of users requesting system access. The CPMRS Administrator is also responsible for:

1. Approving registrations for CPMRS access;
2. Deactivating and/or rejecting ineligible users from the system;
3. Providing information on the CPMRS eligibility requirements;
4. Reviewing registration documentation for completion. This includes validating the Notarized Identity Verification Form for appropriate signature(s) and contacting the individual(s) if there are any registration issues;
5. Validating information provided on the online registration form as needed;
6. Acting as the point of contact for user registration issues;
7. Ensuring that users are aware of responsibilities and system usage;
8. Reporting violations of CPMRS policy and procedures to the appropriate person or agency.

CPMRS Administrator may be reached via email at [dcp.pmp@ct.gov](mailto:dcp.pmp@ct.gov) or by phone at, 1(860) 713-6073.

## Appriss Health Support

Appriss Health will assign support staff to assist the CPMRS Administrator whenever necessary. In addition to this duty, Appriss Health Support staff provides Help Desk support for initial collection and tracking of CPMRS problems. Reported problems will be categorized into one of four levels that will set the priority for further problem determination.

### Problem Categories

1. *Critical*. Fatal errors, including defects preventing all useful work or loss or corruption of customer data. All reasonable, continuous efforts will be provided until the problem is resolved.
2. *High*. Degraded operations including defects disabling major functions of the application. Reasonable efforts to provide a workaround plus consideration of a fix for inclusion in future releases.
3. *Medium*. Minimal impact with defects that disable certain nonessential functions of the application. A fix will be considered for inclusion in future releases.
4. *Low*. Request for enhancement or change in a feature or function of the application. The request will be considered for inclusion in future releases. Difficulties in understanding the operation of the software or the software documentation will be categorized on the same basis with assistance provided on this priority level until the matter is resolved.

## Document Retention and Location

CPMRS registration documentation (e.g. Notarized Identity Verification Form and copy of government-issued photo ID) will be securely maintained indefinitely by the Connecticut Department of Consumer Protection, Prescription Monitoring Program at 450 Columbus Boulevard – 11<sup>th</sup> Floor, Hartford, CT 06103.

Electronic documents will be maintained on the DCP's network drive and within the CPMRS PMP AWARxE repository:

K:\Drug Control Division\PMP SHARED FOLDER\Awaiting Approval\System Access Registration Forms

## Registration Procedures

The following procedures must be followed to receive access to the CPMRS application. Failure to comply with these procedures may delay access or may result in denial of access to the CPMRS.

### CPMRS Users

Individuals requesting access to CPMRS shall:

1. Navigate to <https://connecticut.pmpaware.net/login>.
2. Click on 'Create an Account.'
3. Enter an email address.
4. Create and confirm password. Click on Save and Continue.

Note:

- Verify that you are entering a valid email address into the data field on the 'Reset Password' webpage (**for security purposes, the system will not generate an error message for an invalid email address**);
  - If you receive an error message, the email you are trying to enter is already linked to a pending registration or an active user account in the system. Reference Forgot Password section.
5. **Select role.** Click on Save and Continue.
  6. Fill out electronic registration form. Fields with a red asterisk (\*) must be filled in. Click on Save and Continue.
  7. If prompted, print out Notarized Identity Verification form. Get it notarized and submit with a copy of a government-issued photo-ID. See Appendix B.
  8. Keep a copy of the approved User Registration Form for your records.

The preferred methods of submittal are to upload documentation straight into the system or scan and email to [dcp.pmp@ct.gov](mailto:dcp.pmp@ct.gov). You may also fax the documentation to 1(860)622-2608. Although it is likely to be sooner, please allow roughly 2-3 weeks for processing. Please feel free to contact us with any questions via email at [dcp.pmp@ct.gov](mailto:dcp.pmp@ct.gov) or call 1(860)713-6073.

### CPMRS Administrators

The CPMRS Administrator shall:

1. Verify user identity and eligibility for CPMRS access in addition to reviewing the electronic registration form and supporting documentation for completeness.
2. Contact registrant for additional information via email or telephone.
3. Authorize or reject requests for CPMRS access.

4. Conduct CPMRS trainings to law enforcement and/or regulatory agencies so that full system access may be granted. For more information, please email [dcp.pmp@ct.gov](mailto:dcp.pmp@ct.gov) or call 1(860) 713-6073. Please send training requests via email to [dcp.pmp@ct.gov](mailto:dcp.pmp@ct.gov).
5. Report violations of CPMRS policy and procedures to the appropriate persons or agency.
6. Review Help Desk issues for escalation to the CPMRS vendor or BEST.

## Appriss Health Support

Appriss Health Support Staff shall:

1. Track all help desk issues.
2. Respond to all user access or system failure issues.

Note: The Appriss Health Help Desk hours are: Monday – Friday, 8:00 am – 5:00 pm excluding holidays, (866) 683-3246.

## Security

### Network Security

1. Uses De-Militarized Zone (DMZ) and Internal Firewall.
2. Access Control List (ACL) router for additional network protection.

### Operating System and Application Security

1. Windows Server.
2. Uses File System Permissions.
3. Follow Computer Standards & Interfaces (CSI) guidelines.

### Data Access and Storage Security

1. Utilizes 128-bit Encryption for Hypertext Transfer Protocol Secure (HTTPS) Traffic.
2. Data is stored in centralized database managed by the vendor.
3. Application Security Audits are used to monitor unauthorized use of data.

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## CPMRS Login

### CPMRS Login Information

1. Users must login to the system at <https://connecticut.pmpaware.net/login>.
2. Use the email that is linked to the CPMRS user account and password created during registration to login.
3. If you forgot the password, see Forgot Password.
4. If you do not know the email that is linked to your user account, see Forgot Email.

### Forgot Password

1. At the login page - <https://connecticut.pmpaware.net/login> - click on 'Reset Password.'
2. When prompted, enter email address that is linked to the CPMRS user account.
3. Click on 'Request Password Reset.'
4. The following message will be generated – 'A link to reset your password was sent to the email address we have on file for you.'
5. Check your inbox for an email from [no-reply-pmpaware@globalnotifications.com](mailto:no-reply-pmpaware@globalnotifications.com) for the link to reset your password. Click on the link labeled 'Reset Your Password.'
6. A 'Change Password' webpage will be generated. Enter email that is linked to the CPMRS user account then create a password and confirm it.
7. Password must contain the following:
  - a. Must be at least 8 characters in length;
  - b. Must contain at least one uppercase letter;
  - c. Must contain at least one lowercase letter; and
  - d. Must contain at least one symbol character (e.g. !@#%).
8. Click 'Change.'

#### If you do not see a message in your inbox:

- Verify that you are entering a valid email address into the data field on the 'Reset Password' webpage (**for security purposes, the system will not generate an error message for an invalid email address**);
- Check the spam/junk folder for an email from [no-reply-pmpaware@globalnotifications.com](mailto:no-reply-pmpaware@globalnotifications.com);
- If your computer is part of a network, check with your IT department to make sure that the firewall and/or security protocols are not preventing the email from being delivered to your inbox;
- Call CPMRS Administrator for assistance at 1(860) 713-6073.
- For more information, visit our website for the [FAQs](#).



## Forgot Email

1. At the login page - <https://connecticut.pmpaware.net/login> - click on 'Reset Password.'
2. When prompted, enter email address that *may be* linked to the CPMRS user account.
3. Click on 'Request Password Reset.'
4. The following message will be generated – 'A link to reset your password was sent to the email address we have on file for you.'
5. If you receive an email in your inbox from [no-reply-pmpaware@globalnotifications.com](mailto:no-reply-pmpaware@globalnotifications.com), **this is confirmation that this is the email that is linked to the user account.**
6. Follow steps 5-8 from Forgot Password section.

### If you do not see a message in your inbox:

- Verify that you are entering a valid email address into the data field on the 'Reset Password' webpage (**for security purposes, the system will not generate an error message for an invalid email address**);
- Check the spam/junk folder for an email from [no-reply-pmpaware@globalnotifications.com](mailto:no-reply-pmpaware@globalnotifications.com);
- If your computer is part of a network, check with IT department to make sure that the firewall and/or security protocols are not preventing the email from being delivered to your inbox;
- Call CPMRS Administrator for assistance at 1(860) 713-6073.
- For more information, visit our website for the [FAQs](#).

## Changing Password

Password expires every 90 days. System will send daily email prompts nine (9) days prior to the expiration date, and the system will also generate reminder notifications upon successful login.

\*If the password is already expired, please see Forgot Password section.

1. Login to the system at <https://connecticut.pmpaware.net/login>.
2. Go to User Profile>Password Reset.
3. Enter current password.
4. Create and confirm a new password. (It cannot be the same as your previous password.)
5. Password must contain the following:
  - a. Must be at least 8 characters in length;
  - b. Must contain at least one uppercase letter;
  - c. Must contain at least one lowercase letter; and
  - d. Must contain at least one symbol character (e.g. !@#%).
6. Click 'Change.'

Note: Failure to reset the password will not deactivate your user account, but you will be locked out of the system until you reset the password. Please see Forgot Password section.

## Connecticut Prescription Monitoring and Reporting System

### -User Terms and Conditions -

**This CPMRS User Agreement is entered into, and by and between the Connecticut Department of Consumer Protection and the registered user and is effective as of the date of registration.**

1. Keep this Agreement for your records.
2. Comply with CPMRS policies, procedures, and standards.
3. Obtain authorization and submit required documentation before using the CPMRS.
4. Your access to and use of the CPMRS is subject to all applicable laws and regulations, policies and procedures, and these User Terms and Conditions - which may be changed or updated by the CPMRS Administrator from time to time without notice to you. In consideration of your use of the CPMRS, you accept, without limitation or qualification, the General User Terms and Conditions.
5. By registering as a User, you agree that you have read these Terms and Conditions, that you understand these Terms and Conditions and that you are bound by the Terms and Conditions in your use of the CPMRS.
6. You are entirely responsible for maintaining the confidentiality of your password and account.
7. You are entirely responsible for any and all activities that occur under your account.
8. Do not permit or allow unauthorized access or use of the CPMRS application.
9. You may not use anyone else's account at any time.
10. Do not use "backdoor" methods to access CPMRS.
11. You agree to notify the CPMRS Administrator immediately of any unauthorized use of your account or any other breach of security.
12. Safeguard all CPMRS information of which you have knowledge or to which you have access consistent with CPMRS policy and procedure manuals; this includes CPMRS information, which could be cached, stored, and/or printed during your CPMRS session.
13. Take the time to lock your computer when you leave your desk or work area.
14. Maintain your required browser setting and virus protection at all times.
15. Use CPMRS for official purposes only.
16. As a condition of your use of the CPMRS, you will not use the CPMRS for any purpose that is unlawful or prohibited by these terms, conditions, and notices.
17. Only disseminate information within your own area on a "Need to Know" or "Right to Know" basis for legitimate and "official purposes" consistent with all federal, state and local laws.
18. Unless otherwise specified, you may download and/or store to your electronic health record/electronic medical record system or paper record, display on your computer, view and print materials that is generated by the CPMRS subject to the following: (a) materials may be used solely for your personal, informational, noncommercial purposes; (b) materials may not be modified or altered in any way; and (c) you may not create derivative works from, transfer, or sell any information obtained from the CPMRS.
19. Notify CPMRS Administrator of any name, facility, or job changes.

20. Report suspected cases of misuse to the CPMRS Administrator immediately.
21. Cooperate in any misuse investigation and/or audits.

## **Policy Violations**

Access to the CPMRS is entirely at the discretion of the CPMRS Administrator, and the CPMRS Administrator reserve the right to temporary or indefinitely suspends the availability of the CPMRS at its discretion without prior notice.

A CPMRS user's access may be suspended or revoked for:

1. Violating this agreement.
2. Violating policies and/or procedures set forth by the Connecticut Department of Consumer Protection and/or the Connecticut Bureau of Enterprise Systems and Technology (BEST).
3. Failing to cooperate with investigators during a misuse investigation and/or audit.
4. Failure to maintain required state and/or federal credentials required to maintain authorization to prescribe controlled substances in the state of Connecticut.



State of Connecticut  
Department of Consumer Protection  
450 Columbus Boulevard, Suite 901  
Hartford, CT 06103

Phone: (860) 713-6073 Fax: (860) 622-2608 Email: DCP.PMP@ct.gov



Please print this form, have it notarized and either upload the form into the system or fax a copy of the form to the CPMRS Administrator at (860) 622-2608 along with a copy of a **government issued ID (driver's license, passport, etc.)**. The original notarized form must remain in your possession for audit purposes. Do Not mail-in.

**Notarized Identity Verification**

Print Name: \_\_\_\_\_  
(First Name, Middle Initial, Last Name)

Address Line: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

I hereby represent that all above information is true and accurate.

Signature: \_\_\_\_\_  
(Sign in the Presence of a Notary)

State of: \_\_\_\_\_

County of: \_\_\_\_\_

I hereby certify that on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_

Personally appeared before me the signer and subject of the above form, who signed or attested to the same in my presence, and presented the following form of identification as proof of his or her identity:

- Driver's License or Government Identification Card
- U.S. Passport
- Other: \_\_\_\_\_

(provide description)

My Commission Expires: \_\_\_\_\_

Notary Public Seal:

Notary Public Signature: \_\_\_\_\_

CPMRS Registration – **EXAMPLE**