



California Department of Justice CURES Information Exchange Web Service Frequently Asked Questions

GENERAL QUESTIONS:

1. What is the CURES Information Exchange Web Service?

The CURES Information Exchange Web Service is a method of system integration whereby approved healthcare practitioners and pharmacists may use a qualified health information technology system to access information in the CURES database using a machine-consumable format.

2. How can my organization enroll in the CURES Information Exchange Web Service?

To enroll for this service, your organization must submit a complete application package that includes a signed memorandum of understanding (MOU), onboarding questionnaire, and payment for applicable fees. Application instructions and documents are available at www.oag.ca.gov/cures/iews.

3. What entity should sign the MOU? Is it the health care organization or the electronic health record (EHR) vendor?

“Entity” is defined in Health and Safety Code section 11165.1(g)(3) as the “organization that operates, or provides or makes available, a health information technology system to a health care practitioner or pharmacist.”

The entity must be either a “covered entity” or “business associate,” as such terms are defined in the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) found in Parts 160 and 164 of Title 45 of the Code of Federal Regulations, and the entity must comply with HIPAA in the handling of any CURES data it receives through its health information technology system.

The entity must have full power and authority to enter into and perform this MOU, and the persons who sign the MOU for the entity must be persons properly authorized and empowered to enter into the MOU on behalf of such entity.



CURES Information Exchange Web Service – FAQ

4. Is there a way for prescribers and dispensers to get CURES prescription information without using the CURES Information Exchange Web Service?

Yes, approved CURES users may access data through the CURES web portal at <https://cures.doj.ca.gov>.

5. As a CURES user, can I perform my annual CURES account review through the HIT system? What happens if I do not complete my annual CURES account review?

No, users may not perform their annual review through the HIT system. It shall be the responsibility of the ultimate end-user to verify through the CURES portal that their CURES account profile information is current and acknowledge the terms and conditions of use. Users will not receive CURES results through the HIT system if they are not current with their annual review.

TECHNICAL QUESTIONS:

1. Where can I obtain technical information about connecting with the CURES Information Exchange Web Service?

Technical information about this connection is detailed in the CURES Information Exchange Web Service Implementation Guide. This document is available at www.oag.ca.gov/cures/iews.

2. What format(s) are supported for web service requests?

NCPDP SCRIPT Standard version 2017071 XML format is currently supported.

3. Are API access tokens supported?

No, API access tokens is not a supported feature.

4. Is mutual authentication supported?

Not at this time, but this may be considered in the future.

5. What is Basic Authentication?

Basic Authentication is a standard authentication system where a user provides username and password (login credentials) as a Base 64 string header. This process is repeated for each API request call and the transmission of credentials is encrypted over SSL and use of the “Authorization” header is ubiquitous in HTTP clients and systems.



CURES Information Exchange Web Service – FAQ

6. Will sending requests with an authorization header create multiple sessions?

No, we do not create a session with each authorization.

7. What values should be used for the To/From fields?

When referring to the CURES system, use the value 'cures'. When referring to your system, specify the username that was created for you upon enrollment.

8. What is the difference between partial and exact search modes?

Partial searches will return results that begin with the criteria specified and metaphone matches for first name and last name. For example, if a partial search is ran on the name John, the system will return John, Johnathan, Johnny, and Jenny. Johnny and Johnathan match John partially and Jenny is a metaphone match for John.

Exact searches will only return results that match the search criteria exactly.

CURES data reflects dispensing information exactly as it is reported to DOJ. The pharmacy or direct dispenser creates and owns the prescription record submitted to DOJ. DOJ is a custodian (and not editor) of these aggregated prescription records. This is why we typically recommend that users do not include optional search fields, especially with an exact match search. For example, requiring zip code with every search may cause a user to not receive data if the pharmacy reported a different zip code for the patient.



NCPDP SCRIPT Standard version 2017071:

9. Why am I receiving a 406 Not Acceptable response?

Please check that the Authorization header is Base64 encoded per HTTP Authorization header specifications.

Requests must originate from a whitelisted IP address. If your IP address(es) have changed and need to be updated by the DOJ, please notify our Help Desk to update this information.

10. Why am I receiving a 400 Bad Request response?

Please check that there are no mis-spelled XML tags, case sensitivity for the tags, and no missing XML elements.