



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.oaq.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.



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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's Scripts 10.6 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.



6. Why am I receiving a 403 Forbidden 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.

7. Why am I receiving a “Not Acceptable” response during my test?

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

8. What should be specified in the SecondaryIdentification field under Security?

Please specify the facility where the request is sent. For example, if a prescriber works at multiple locations (i.e. hospital, clinic, etc.) the secondary identification should specify which facility the prescriber sent the request from. If this does not apply, please omit this field.

9. What should be specified in the TertiaryIdentification?

Please leave this blank.

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

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

11. In the header, what should be specified in the qualifier attribute of the To/From fields?

Please default these fields to ZZZ.

12. 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.

13. How should the “R” Qualifier for Refills be interpreted?

The “R” qualifier represents the current refill that the patient has been prescribed. For multiple refills, the results will show 1 of 5, 2 of 5, etc.