



Requestor User Support Manual

North Carolina Controlled Substance Reporting System

October 2021
Version 1.6

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1 Document Overview

The PMP AWARe *Requestor User Support Manual* provides step-by-step instructions for healthcare professionals requesting data from the North Carolina Controlled Substance Reporting System (CSRS) database. It includes such topics as:

- Registering for an account
- Creating patient requests
- Viewing request status
- Viewing patient reports
- Appointing a delegate to request and receive information on behalf of a prescriber or dispenser
- Managing your account

1.1 What is a Requestor?

A requestor is a PMP AWARe account type held by healthcare professionals who use PMP AWARe to review patients' prescription history. The complete list of available "healthcare professional" roles is provided below:

- | | | |
|--|--------------------------------------|------------------------------------|
| • Dentist | • Optometrist | • Physician Assistant |
| • Medical Resident | • Pharmacist | • Podiatrist (DPM) |
| • Naturopathic Physician | • Pharmacist's Delegate – Unlicensed | • Prescriber Delegate – Unlicensed |
| • Nurse Practitioner/
Clinical Nurse Specialist | • Physician (MD, DO) | • Prescriber without DEA |

2 Registration

This chapter provides an overview of the PMP AWARe registration process as well as detailed instructions for registering for an account and registering for a delegate account.

2.1 Registration Overview

The NC CSRS requires that every individual register as a separate user, using their email address as their username within the system. A user can register as a delegate (referred to in PMP AWARe as a “Prescriber Delegate – Licensed” or “Prescriber Delete – Unlicensed”), a role that is designed to allow the user to generate reports on the behalf of another, current user; for example, a nurse at a small doctor’s office could be assigned to act as a delegate to the physician to create Narx Reports for the patients whom the physician would be seeing that day. All queries run by the delegate are attributed to the prescriber for whom they run the report.

Please note that if you had an account with the previous system, you may already have an account in PMP AWARe. Please refer to the [Pre-loaded User Access](#) section of this document before attempting to create a new account. Please utilize the email address associated with your previous account.

The registration process is comprised of four sections: Register for an Account, User Role Selection, User Demographics, and Review Profile Details. All sections must be completed before your registration is successfully submitted for processing.

Some requestor roles may also require you to upload of a copy of a current government-issued photo ID, such as a driver’s license or a passport, or notarized validation documents. If required, you must submit this documentation before your account can be approved. Digital copies of these documents can be submitted through PMP AWARe after you have completed the registration pages.

Note: You must be 18 years of age or older to register for an account.

2.2 Pre-loaded User Access

Please note that users who had an account with the previous system may already have an account in PMP AWARe. If you received an email from the NC CSRS alerting you of the system change, then you already have an account. Your username is the email address where you received the email.

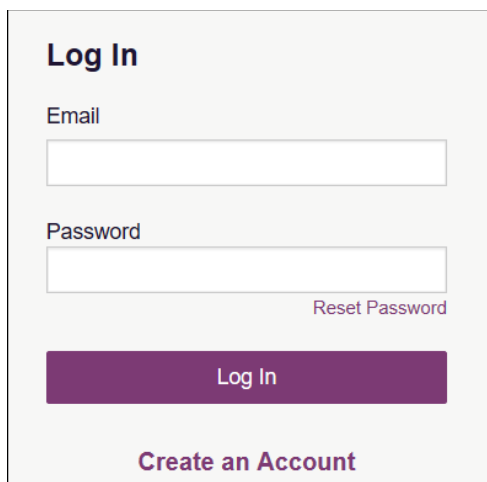
1. Before attempting to create a new account, please attempt to access your account by following the [Reset Password](#) instructions in this guide.
2. Once you have reset your password, log in to the application at <https://northcarolina.pmpaware.net>.
3. Upon successful login, enter any missing demographic information that is marked by a red asterisk on the Registration Process page.

2.3 Registering for an Account

To request a new account in PMP AWARe:

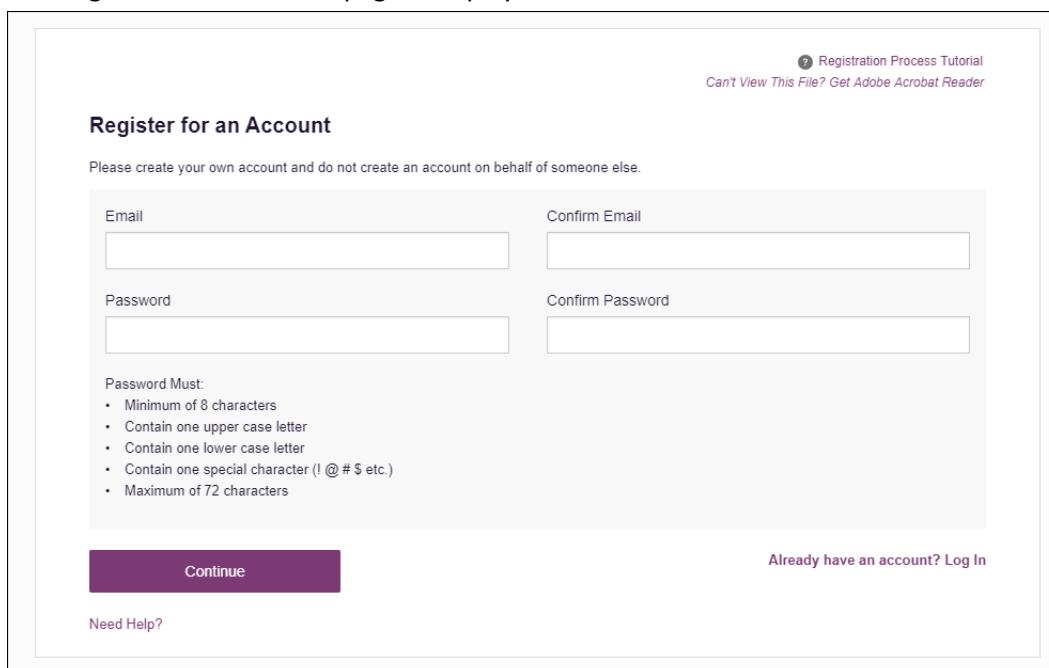
1. Navigate to <https://northcarolina.pmpaware.net>.

The Log In page is displayed.



2. Click **Create an Account**.

The Register for an Account page is displayed.

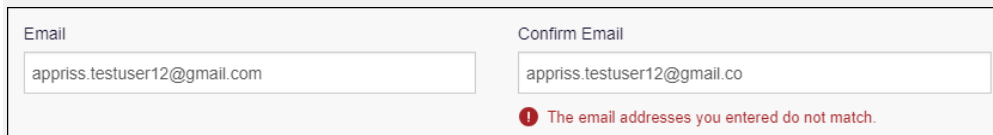


Notes:

- A tutorial describing the complete registration process is available by clicking the **Registration Process Tutorial** link located in the top right corner of the page.
- Once you enter an email address and password, you have 90 minutes to complete your registration. If your registration is not completed within 90 minutes, your account will be rejected, and you will be required to start over.

3. Enter your current, valid email address in the **Email** field, then re-enter it in the **Confirm Email** field. The email address you provide will be your username for logging in to the system.

Note: If the email addresses you entered do not match, an error message is displayed.



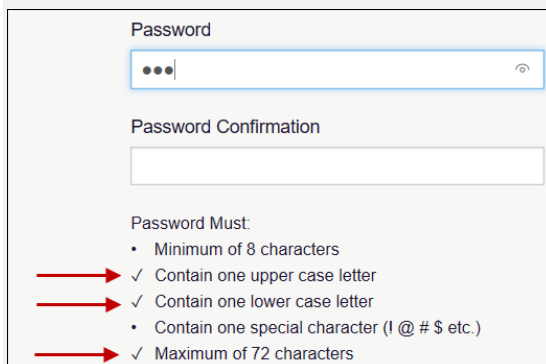
The screenshot shows a registration form with two input fields: "Email" and "Confirm Email". Both fields contain the text "appriss.testuser12@gmail.com". Below the fields, a red error message is displayed: "The email addresses you entered do not match."

4. Enter a password in the **Password** field, using the password requirements provided below, then re-enter it in the **Password Confirmation** field.

Passwords must contain:

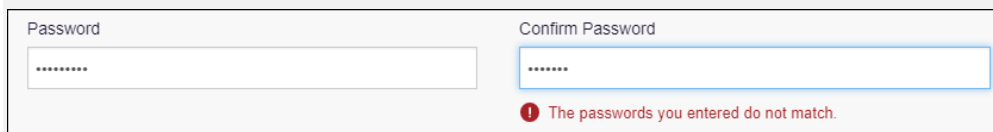
- At least eight (8) characters
- One (1) uppercase letter
- One (1) lowercase letter
- One (1) special character such as !, @, #, \$, etc.
- No more than 72 characters

Note that a checkmark appears next to each requirement as it is met.



The screenshot shows the password requirements section. It includes a "Password" field with a masked input (dots) and a "Password Confirmation" field. Below the fields, the "Password Must:" section lists five requirements, each with a red arrow pointing to a checkmark: "Minimum of 8 characters", "Contain one upper case letter", "Contain one lower case letter", "Contain one special character (! @ # \$ etc.)", and "Maximum of 72 characters".

If the passwords you entered do not match, an error message is displayed.



The screenshot shows a registration form with two input fields: "Password" and "Confirm Password". Both fields contain masked text (dots). Below the fields, a red error message is displayed: "The passwords you entered do not match."

5. Click **Continue**.


The Account Registration: User Role Selection page is displayed.


Registration Process Tutorial
Can't View This File? Get Adobe Acrobat Reader


Account Registration


Tell us about your role


I am:


a Healthcare Professional
or Delegate


an Agency Administration


a Restricted Admin


in Law Enforcement


an Other Professional

[Log out, Complete Later](#) [Continue](#)

Note: At this point in the registration process, you may click **Log Out, Complete Later** to save your login credentials and complete your registration at a later time. When you are ready to complete your registration, navigate to <https://northcarolina.pmpaware.net>, then enter the username and password you established in the previous steps.

6. Click to select the user role category that best describes your user role type (e.g., Healthcare Professional or Delegate, Law Enforcement, etc.).

The list of available user roles in that category is displayed.

The screenshot displays the 'Account Registration' page. At the top, the title 'Account Registration' is followed by the instruction 'Tell us about your role'. Below this, a section labeled 'I am:' presents five selectable role categories, each with an icon and a text label: 'a Healthcare Professional or Delegate' (highlighted with a blue border), 'an Agency Administration', 'a Restricted Admin', 'in Law Enforcement', and 'an Other Professional'. Underneath these options, a section titled 'Select a specific role from below' contains a vertical list of seven roles: 'Physician (MD, DO)', 'Homeopathic Physician', 'Naturopathic Physician', 'Dispensing Physician', 'Prescriber without DEA', and 'Prescriber Delegate'. Each role is presented in a separate input field.

Notes:

- *You can only select one role.*
- *The roles displayed on this page may vary depending on your state's configurations.*
- *If you are registering as a delegate, please ensure that you select the appropriate delegate user role (e.g., Prescriber Delegate, Pharmacist Delegate, etc.).*
- *If you do not see an applicable role for your profession, the State Administrator has not configured a role of that type and potentially may not allow users in that profession access to PMP AWARe. Please contact your State Administrator for more information. Please refer to [What is a Requestor?](#) for the complete list of user roles.*

7. Click to select your user role, then click **Continue**.

The Account Registration: User Demographics page is displayed as shown on the following page.

Account Registration

Role category: **Healthcare Professional**
Role: **Physician (MD, DO)** | [Change](#)

Professional Details * Indicates Required Field

DEA Number ? * [Add](#)

National Provider ID **Autofill Form**
Autofill the remainder of this form with the information associated with your national provider id number.
[AutoFill Form](#)

Notes:

- If you selected the wrong user role, you may click **Change**, located at the top of the page next to the user role you selected, at any time to return to the previous page and select the correct user role. Please be aware that changing your user role will cause you to lose any information you entered on the registration form.
 - The information you are required to enter on this page may vary by state. Required fields for your state are marked with a red asterisk (*) and include the following: **DEA Number, Professional License Number, License Type, First Name, Last Name, Date of Birth, Healthcare Specialty, Primary Contact Phone, Employer Name, Employer Address (including City, State, and Zip Code), and Employer Phone.**
- a. The Professional Details section of this page allows you to enter such information as your DEA number, NPI number, professional license number, license type, and healthcare specialty.

Professional Details * Indicates Required Field

DEA Number ? * [Add](#)

National Provider ID **Autofill Form**
Autofill the remainder of this form with the information associated with your national provider id number.
[AutoFill Form](#)

Professional License Number ? * License Type *

Add a Healthcare Specialty * [Browse All](#)
Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)

★ Designates Primary Specialty

- To add your DEA number, enter it in the **DEA Number** field, and then click **Add**. You may add multiple DEA numbers, if permitted by your state, by repeating this process for each DEA number you wish to add. Once you click **Add**, the DEA number is displayed beneath the **DEA Number** field. If necessary, you may click **Remove** next to a DEA number to remove it.

Note: Please enter all active DEA numbers, if applicable.

- If you have an NPI number, you can enter it in the **National Provider ID** field, then click **Autofill Form** to auto-populate the form with the demographic information associated with your NPI number.
- To search for your specialty, begin typing it in the **Add a Healthcare Specialty** field. A list of specialties matching your search criteria is displayed. Click to select your specialty from the list. You may repeat this process to select multiple specialties.

Once you have selected your specialty from the list, it is displayed beneath the **Add a Healthcare Specialty** field. If necessary, you may click the “x” to remove it.

- The Personal Information section of this page allows you to enter your personal contact information such as first and last name, date of birth, last four digits of your Social Security Number (SSN), primary contact phone number, and mobile phone number.

Notes:

- If **Mobile Phone Number** is a required field for your state and you do not have a mobile phone number, enter ten 5s in that field; for example, (555) 555-5555.*

- *If your state utilizes the mobile password reset feature, you must enter a mobile phone number in order to utilize this feature. Otherwise, your password can be reset via email.*

Personal Information

First Name *	Middle Name	Last Name *
<input type="text"/>	<input type="text"/>	<input type="text"/>

Date of Birth *	Last 4 digits of SSN ⓘ *
<input type="text"/>	<input type="text"/>

Primary Contact Phone	Mobile Phone Number ⓘ *
<input type="text" value="###-###-####"/>	<input type="text" value="###-###-####"/>

This may be used for password reset

- c. The Employer Information section of this page allows you to enter information about your employer such as DEA number, NPI number, name, address, phone number, and fax number.

Employer Information

Employer DEA Number(s)	<input type="text"/>	<input type="button" value="Add"/>
------------------------	----------------------	------------------------------------

Employer National Provider ID(s)	<input type="text"/>	<input type="button" value="Add"/>
----------------------------------	----------------------	------------------------------------

Employer Name	<input type="text"/>	
Address	<input type="text"/>	
	Address Line 2	<input type="text"/>
City	State	Zip Code
<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone	Fax	
<input type="text" value="###-###-####"/>	<input type="text" value="###-###-####"/>	

- To add your employer's DEA or NPI number, enter it in the appropriate field, and then click **Add**. You may add multiple DEA and/or NPI numbers, if permitted by your state, by repeating this process for each DEA/NPI number you wish to add. Once you click **Add**, the DEA/NPI number is displayed beneath the appropriate field. If necessary, you may click **Remove** next to a DEA/NPI number to remove it.

This screenshot shows the 'DEA Numbers Added' section of the registration form. At the top, there is a text input field labeled 'Employer DEA Number(s)' containing the value 'MD0000000'. To the right of this field is a purple 'Add' button. Below the input field is a table with two rows. The first row contains 'MD9876543' and a 'Remove' link. The second row contains 'MD0000000' and a 'Remove' link.

DEA Numbers Added	
MD9876543	Remove
MD0000000	Remove

- d. If you selected a delegate user role (e.g., Prescriber Delegate, Pharmacist Delegate, etc.), you must add your supervisor(s) in the Delegate section of this page. *Note that this section is only displayed if you selected a delegate user role.*

This screenshot shows the 'Delegate' section of the registration form. It has a title 'Delegate' at the top. Below the title is a text input field labeled 'Email' with a placeholder 'I am a delegate for the following people... *'. To the right of this field is a purple 'Add' button. Below the input field is a section labeled 'Selected Supervisors' which is currently empty.

- To add a supervisor, enter their current, valid email address in the **Email** field, and then click **Add**. You may add multiple supervisors by repeating this process. Once you click **Add**, the supervisor's email address is displayed beneath the **Email** field. If necessary, you may click the "x" to remove it.

This screenshot shows the 'Delegate' section of the registration form after a supervisor has been added. The 'Email' field still has the placeholder 'I am a delegate for the following people... *'. The 'Selected Supervisors' section now contains one entry: 'Email: rweaver@appriss.com' with a small 'x' icon to its right, indicating it can be removed.

Notes:

- The supervisor must already have a registered account with your state's PMP.
- Ensure that you enter the supervisor's email address correctly and that it is a valid email address.
- You will not be able to perform Patient Requests on behalf of a supervisor until that supervisor has approved you as a delegate.

8. Once you have entered all required information, click **Continue**.

Note: At this point in the registration process, you may click **Log Out, Complete Later** to save your login credentials and complete your registration at a later time. When you are ready to complete your registration, navigate to <https://northcarolina.pmpaware.net>, then enter the username and password you established in the previous steps.

The Account Registration: Review Profile Details page is displayed.

← Back

Registration Process Tutorial
Can't View This File? Get Adobe Acrobat Reader

Account Registration

Review Profile Details

Please take a moment to review the information below before submitting.

Role category: **Healthcare Professional**
Role: **Physician (MD, DO)** | [Change](#)

DEA Number(s): MD1234567
National Provider ID:
Professional License Number: 12345 License Type: MD
Healthcare Specialty: Allopathic & Osteopathic Physicians(Family Medicine)

Personal Information [Edit](#)

First Name: TEST
Middle Name:
Last Name: USER
Date of Birth: 02/03/1983
Last 4 digits of SSN: 1234
Primary Contact Phone:
Mobile Phone Number: (555) 555-5555
Employer DEA Number(s): MD9876543, MD0000000
Employer National Provider ID(s):
Employer Name:
Address:
Address Line 2:
City:
State:
Zip Code:
Phone:
Fax:

[Log out, Complete Later](#) [Submit & Continue](#)

9. Review your information to ensure it is correct before submitting your registration.
 - a. If you need to change your user role, click **Change**, located at the top of the page next to the role you selected. *Note that changing your user role will cause you to lose any information you entered on the registration form.*
 - b. If you need to edit your personal information, click **Edit** next to the **Personal Information** section header.
10. If all information is correct, click **Submit & Continue**.

Once you have submitted your registration, you will be notified of your account status ([Access Granted](#) or [Pending Approval](#)) and instructed to [verify your email address](#).

Note: *If you are a delegate, you must also be approved by any supervisors you have selected before you can perform a Patient Request.*

- a. **Access Granted:** Certain user roles will be immediately granted access to the application provided their personal DEA numbers and professional license numbers as entered are valid and found within the registry. If you are approved, you will be routed to your dashboard and can begin using the application.

Notes:

- *If configured by your state, you may be presented with an End User License Agreement that you must review and accept.*

End User License Agreement

TERMS AND CONDITIONS FOR USE OF THE Appriss PMP AWARe Demo (APAD)
(Test Updated 09/22/2018)

By logging in to and using the Appriss PMP AWARe Demo ("APAD"), you agree to abide by the requirements governing the Prescription Monitoring Program at 105 CMR 700.012 and any other applicable requirements, including, but not necessarily limited to:

1) Where applicable - You attest that you are a duly licensed practitioner, pharmacist or other licensed health care professional authorized to prescribe or dispense controlled substances in the Commonwealth of Kentucky.


2) Where applicable - You further attest that you are duly registered with the Kentucky Department of Public Health, Office of Prescription Monitoring and Drug Control, to prescribe controlled substances in at least one of the Schedules II through V or duly registered with the Board of Registration in Pharmacy to dispense controlled substances in at least one of the Schedules II through V. You also agree to promptly notify the Department of any change or proposed change in licensure or registration status.

3) Where applicable - You attest that you are a member of law enforcement authorized by your state or federal agency and the Kentucky Department of Public Health to access APAD, and that you are aware of and intend to comply with the restrictions on

- *If you are a delegate, you must be approved by any supervisors you have selected before you can perform a Patient Request.*
- b. **Pending Approval:** If your account requires manual approval to complete your registration, your registration status will be "Pending Approval." You may click the plus sign (+) next to **Registration Details** to view the information you submitted. *Note that your information may not be edited at this time.* Refer to [Account Approval](#) for more information.


Registration Process Tutorial
Can't View This File? Get Adobe Acrobat Reader

Account Registration

 **Status: Your Account is Pending Approval**

Your registration information and documents are being reviewed for approval. Watch your email or log in for status updates. You can review your submitted documents below and upload more if required.

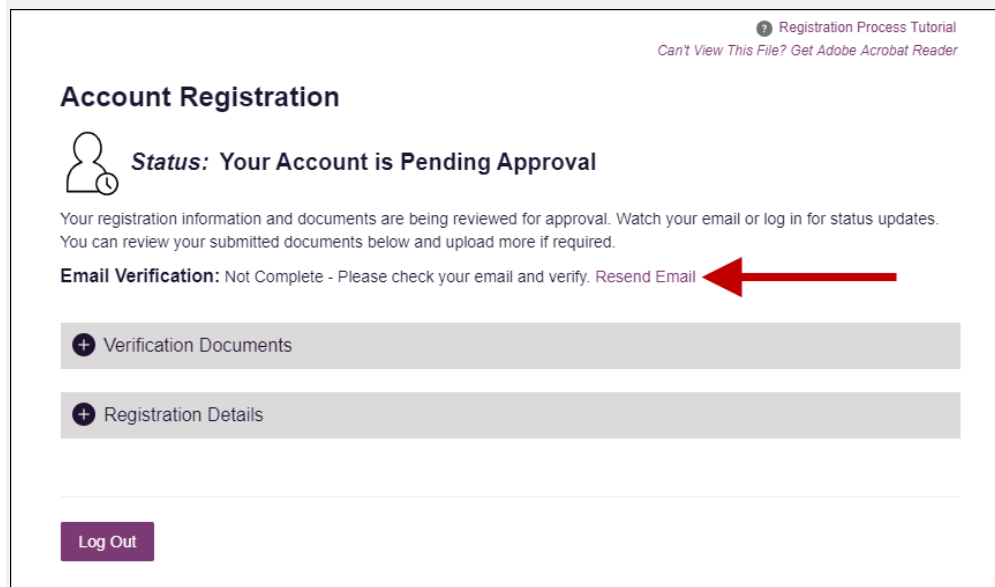
Email Verification: Not Complete - Please check your email and verify. [Resend Email](#)

 Registration Details

2.4 Verifying Your Email Address

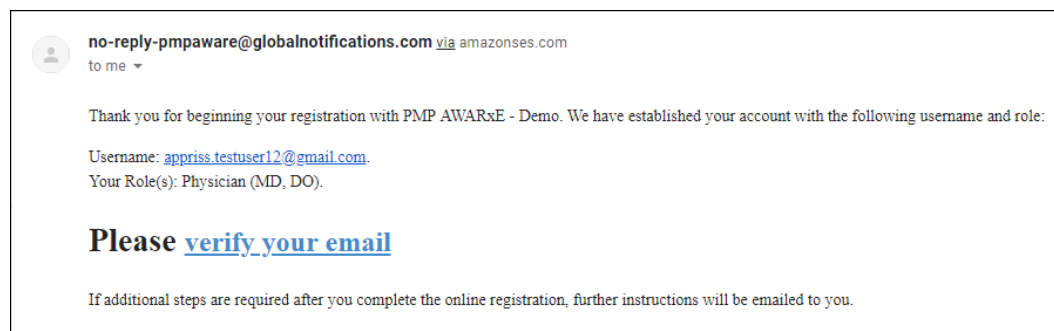
Once you have submitted your registration, PMP AWARxE sends an email to the supplied email address for verification of an active email address.

Note: If you did not receive the email containing the verification link, you may click **Resend Email** from the Account Registration page.



The screenshot shows the 'Account Registration' page. At the top right, there is a link for 'Registration Process Tutorial' and a note 'Can't View This File? Get Adobe Acrobat Reader'. The main heading is 'Account Registration'. Below it, there is a status icon (a person with a clock) and the text 'Status: Your Account is Pending Approval'. A message states: 'Your registration information and documents are being reviewed for approval. Watch your email or log in for status updates. You can review your submitted documents below and upload more if required.' Below this, the 'Email Verification' status is 'Not Complete - Please check your email and verify. Resend Email', with a red arrow pointing to the 'Resend Email' link. There are two expandable sections: 'Verification Documents' and 'Registration Details'. At the bottom left is a 'Log Out' button.

When you receive the email, it will contain a link to verify your email address. Click the **verify your email** link.



The screenshot shows an email notification. The header indicates it is from 'no-reply-pmpaware@globalnotifications.com via amazonses.com' to 'me'. The body text says: 'Thank you for beginning your registration with PMP AWARxE - Demo. We have established your account with the following username and role: Username: [appriss.testuser12@gmail.com](#). Your Role(s): Physician (MD, DO). Please [verify your email](#)'. A footer note states: 'If additional steps are required after you complete the online registration, further instructions will be emailed to you.'

Notes:

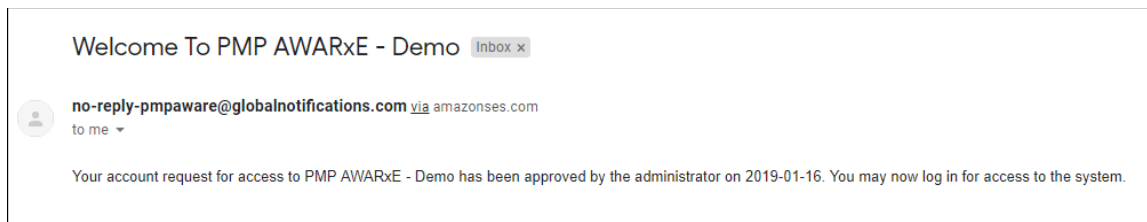
- The link contained within the email is only valid for 20 minutes. In the event that time has expired, clicking the link will result in a new email verification notification being sent to you. Click the link in the new email to verify your email address.
- If you are not able to receive HTML-formatted emails or emails with hyperlinks, please contact the help desk.

Once you click the link, you are directed to PMP AWARxE, and a message is displayed indicating that your email address has been validated.

Note: If your account requires approval, you will not have full access to PMP AWARxE functionality, including performing patient requests, until your account is approved. Please refer to [Account Approval](#) for more information.

2.5 Account Approval

Once the State Administrator has determined that all you have met all account requirements and has approved your account, you will receive an email stating that your account has been approved and is now active.



Once you receive the account approval email, you can log in to PMP AWARe using the email address and password you created when you registered.

Note: If you no longer have the password, you can reset it by following the instructions in the [Reset Password](#) section of this document.

After accepting, you will be routed to your dashboard and can begin using the application.

Notes:

- If you are a delegate, you must be approved by any supervisors you have selected before you can perform a Patient Request.
- If configured by your state, upon logging in, you may be presented with the End User License Agreement that you must review and accept prior to using the application.

A screenshot of a web-based "End User License Agreement" window. The title is "End User License Agreement". The text reads: "TERMS AND CONDITIONS FOR USE OF THE Appriss PMP AWARe Demo (APAD) (Test Updated 09/22/2018)". It continues: "By logging in to and using the Appriss PMP AWARe Demo ("APAD"), you agree to abide by the requirements governing the Prescription Monitoring Program at 105 CMR 700.012 and any other applicable requirements, including, but not necessarily limited to:". There are three numbered points: 1) Where applicable - You attest that you are a duly licensed practitioner, pharmacist or other licensed health care professional authorized to prescribe or dispense controlled substances in the Commonwealth of Kentucky. 2) Where applicable - You further attest that you are duly registered with the Kentucky Department of Public Health, Office of Prescription Monitoring and Drug Control, to prescribe controlled substances in at least one of the Schedules II through V or duly registered with the Board of Registration in Pharmacy to dispense controlled substances in at least one of the Schedules II through V. You also agree to promptly notify the Department of any change or proposed change in licensure or registration status. 3) Where applicable - You attest that you are a member of law enforcement authorized by your state or federal agency and the Kentucky Department of Public Health to access APAD, and that you are aware of and intend to comply with the restrictions on... At the bottom are two buttons: "I Agree" (highlighted in purple) and "Cancel".

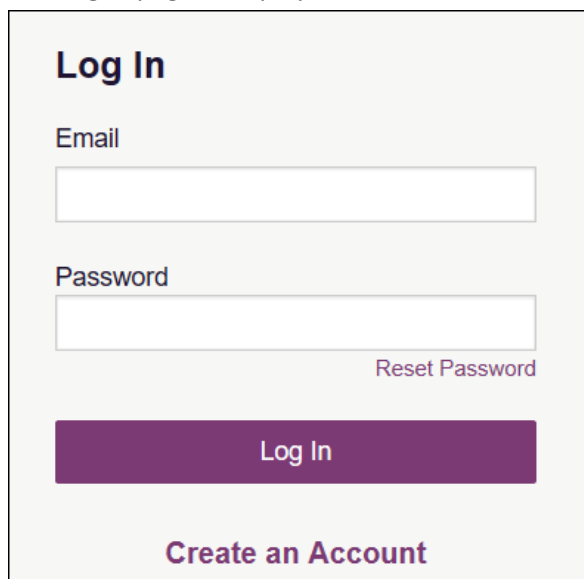
3 Basic System Functions

This chapter describes how to log in to PMP AWARxE, the Requestor Dashboard that is displayed upon logging in, and how to log out.

3.1 Log In to PMP AWARxE

1. Navigate to <https://northcarolina.pmpaware.net>.

The Log In page is displayed.



2. Enter the email address you provided when you registered in the **Email** field.
3. Enter your password in the **Password** field.

Note: If you have forgotten your password, click **Reset Password**. You will be prompted to enter the email address registered to your account. Once you have entered a valid, registered email address, you will receive an email with a link to reset your password.

4. Click **Log In**.

The My Dashboard page is displayed. Please refer to the [My Dashboard](#) section for a complete description of the dashboard.

3.2 My Dashboard

Upon logging in to PMP AWARe with an approved account, the requestor dashboard (My Dashboard) is displayed. This dashboard provides a quick summary of pertinent items within PMP AWARe, including State Administrator announcements, your recent patient searches, and, if applicable, your delegate's or supervisor's status. My Dashboard can be accessed at any time by clicking **Menu > Dashboard** (located under **Home**).

My Dashboard

Recent Requests

Patient Name	DOB	Status	Request Date	Delegate
Test Patient	01/01/1900	Complete	09/03/2018 3:17 PM	

[View Requests History](#)

Delegates

Delegate Name	Status	Request Date
Test Delegate	approved	09/03/2018

PMP Announcements

NEW

This is Aware-005

08/21/2018

test

NEW

test

08/17/2018

UAT Woo

NEW

test

08/15/2018

test

NEW

Test

08/15/2018

Test

[View all Announcements](#)

Quick Links

[DHHS Website](#)
[Admin UAT Emily TM](#)
[NC CSRS](#)
[program](#)
[donuts](#)
[WakeMed Health & Hospitals](#)

3.2.1 Recent Requests

This section displays your most recent patient searches, including those performed by one of your delegates.

- You can view the Narx Report by clicking the patient's name.
- You can view a list of all past requests by clicking **View Requests History**. You can also access your request history at any time by clicking **Menu > Requests History** (located under **Rx Search**).

Note: The report that is displayed when you click the patient's name is a historical report, meaning that it contains the data that was viewed when the report was initially run. For instructions on performing new patient Rx history searches, please refer to the [Creating a Patient Request](#) section.

3.2.2 Delegates/Supervisors

This section displays your delegates or supervisors, depending on your user role.

- If you are a supervisor, you can quickly change a delegate's status from the dashboard by clicking the delegate's name. Once you click the delegate's name, the Delegate Management page is displayed, and you can approve, reject, or remove a delegate from your profile.
- You can click **Delegates**, located at the top of the section, to access the Delegate Management page. The Delegate Management page can also be accessed at any time by clicking **Menu > Delegate Management** (located under **My Profile**). For additional information regarding delegate management, please refer to the [Delegate Management](#) section.

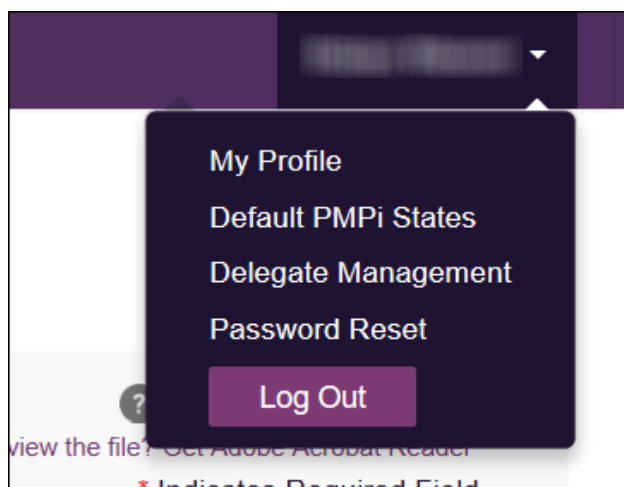
3.2.3 Announcements and Quick Links

This section displays announcements from your State Administrator as well as links to webpages outside of AWARe that may be of use to you.

- The quick view only displays the first few lines of text; however, you can click **PMP Announcements**, located at the top of the section, to display the full announcement text. You can access the Announcements page at any time by clicking **Menu > Announcements** (located under **Home**).
- The announcements displayed in this section are configured by your State Administrator. Announcements can be configured as role-specific, meaning that a user whose role is "physician" may see an announcement, whereas a user whose role is "delegate" may not.
- Quick links are also configured by your State Administrator. Any links configured will be visible toward the bottom right of the dashboard in the Quick Links section.

3.3 Log Out of PMP AWARe

To log out of the system, click the arrow next to your username (located in the top right corner of the page), and then click **Log Out**.

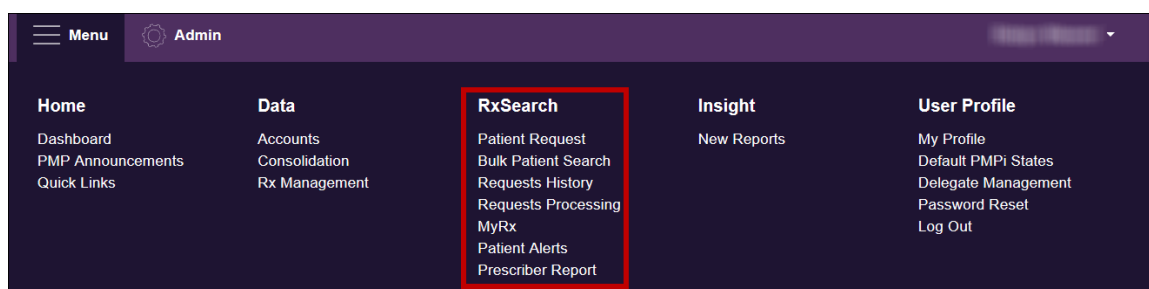


4 RxSearch

The RxSearch section of the PMP AWARxE menu contains the query functions available to you. These functions may include:

- [Creating a patient request](#)
- [Viewing patient reports](#)
- [Performing a bulk patient search](#)
- [Viewing historical requests](#)
- [Viewing a report of prescriptions attributed to you](#)

Note: You may not have access to all of the reports listed above. The functions available under **RxSearch** may vary depending on your user role and the settings enabled by your State Administrator. If you do not have access to a report and you think you should, please contact your State Administrator. Please refer to [What is a Requestor?](#) for a complete list of available user roles.



4.1 Creating a Patient Request

The Patient Request allows you to create a report that displays the prescription drug activity for a specific patient for the specified timeline.

1. [Log in to PMP AWARxE.](#)
2. Click **Menu > Patient Request.**

The Patient Request page is displayed.

A screenshot of the 'Patient Request' form in the PMP AWARxE application. The form is titled 'Patient Request' and has a 'Search' button at the bottom. It contains two main sections: 'Patient Info' and 'Prescription Fill Dates'. The 'Patient Info' section has fields for 'First Name*' and 'Last Name*', each with a 'Partial Spelling' checkbox. Below these is a 'Date of Birth*' field with a calendar icon. The 'Prescription Fill Dates' section has a note 'No earlier than 11 years and 10 months from today' and fields for 'From*' and 'To*', each with a calendar icon. A 'Search' button is at the bottom left. In the top right corner, there is a link to 'Patient Rx Request Tutorial' and a note about required fields and date format.

Note: A tutorial describing the complete patient request creation process is available by clicking the **Patient Rx Request Tutorial** link located in the top right corner of the page.

3. Enter the required information, noting that required fields are marked with a red asterisk (*). At a minimum, you must complete the following fields:

Field Name	Notes
Patient Info	
First Name	Enter the patient's complete first and last name; Or Click the Partial Spelling checkbox to search by a partial first and/or last name. This option can be helpful when searching hyphenated names or names that are often abbreviated, such as "Will" vs. "William." Note: The Partial Spelling function requires at least three letters. If the patient's name contains only one or two letters, please do not attempt a partial search.
Last Name	
Date of Birth	Use the MM/DD/YYYY format, or click the calendar icon to select a date. Note: If you are searching for a veterinary prescription, please enter the owner's date of birth, not the animal's. Veterinary prescriptions are submitted to the NC CSRS with the owner's date of birth.
Prescription Fill Dates	
From	Use the MM/DD/YYYY format, or click the calendar icon to select a date. Note: The search timeframe is limited to 24 months from the current date.
To	

Note: If you are a delegate, you must select a supervisor from the **Supervisor** field, located above the Patient Info section of the page.

If no supervisors are available, please contact your supervisor(s) to approve your account or add the supervisor under My Profile. Current supervisors and their statuses are displayed on your dashboard. Refer to the [Delegates/Supervisors](#) section of My Dashboard or the [My Profile](#) section for further instructions.

4. If desired, you may enter additional patient information in the Patient Location section of the page, including the patient's state and ZIP code; however, it is recommended that you *do not* use the ZIP code to search.

5. If you require information from other states:
 - a. Click the **PMP InterConnect** or **RxCheck** radio button to view the list of available states.
 - b. Click the checkbox next to the desired state(s).

PMP Interconnect Search

To search in other states as well as your home state for patient information, select the states you wish to include in your search

A

☐ Arizona

C

☐ Colorado

 ☐ Connecticut

I

☐ Idaho

K

☐ Kansas

M

☐ Massachusetts

 ☐ Michigan

 ☐ Minnesota

N

☐ New York

O

☐ Ohio PMP

R

☐ Rhode Island

T

☐ Tennessee CSMD

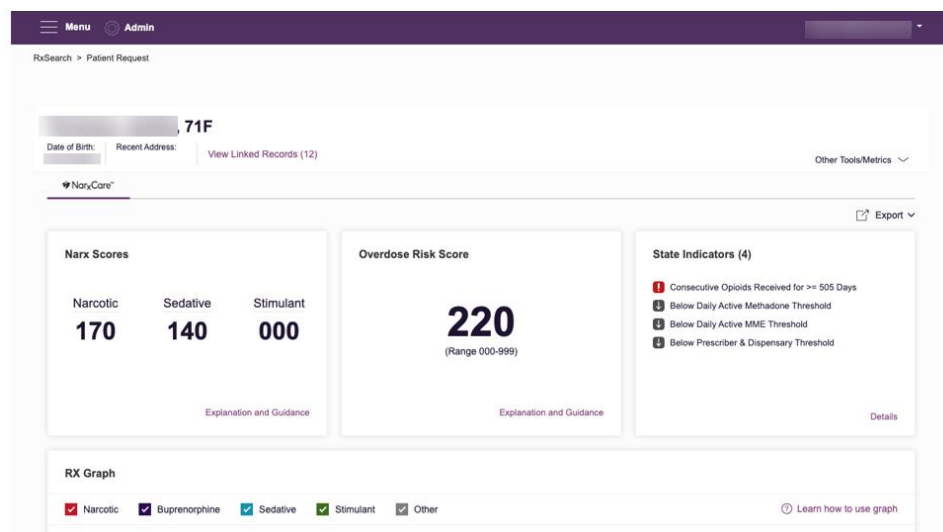
V

☐ Vermont

Notes:

- *Partial search is not available when searching other states. If you have selected partial search, the Also Search section will be removed from the bottom of the page.*
- *If a state is not included on the list, data sharing with that state is not currently in place, or your user role does not allow for data sharing. Please contact your State Administrator using the information provided in the [Administrative Assistance](#) section for more information.*

6. Once you have entered all the required search criteria, click **Search**.
 - a. If your search results return a single patient, the Narx Report is displayed. Refer to the [Viewing a Narx Report](#) section for more details regarding the Narx Report.



Note: If you need a PDF or CSV version of the report, you can click **Download PDF** or **Download CSV**, located in the top right corner of the report.

- b. If the search could not determine a single patient match, a message is displayed indicating that multiple patients were found.
 - If you searched for an exact patient name and multiple patients were found, refer to the [Multiple Patients Identified](#) section.
 - If you searched for a partial patient name and multiple patients were found, refer to the [Partial Search Results](#) section.
- c. If your search does not return any results, a message is displayed indicating that either no patient matching your search criteria could be identified or the patient was identified but no prescriptions were found. Refer to the [No Results Found](#) section for more information.

4.1.1 Multiple Patients Identified

1. If you searched for an exact patient name and multiple patients were found, a message is displayed indicating that multiple patients matching your search criteria have been identified.

Multiple Patients Found

[Why do I see this?](#)

We identified multiple patients who match the criteria you provided. You have the following options:

- Refine your search by providing additional search information.
- Select any patient group to run a report.
- If you believe more than one group identifies your patient, select them to run a report.

☐ **Patient 2614**

Name	DOB	Gender	Address
Test Patient	1900-01-01	male	9701 MONROVIA ST, OVERLAND PARK, KS 66215
test patient	1901-01-01	male	10401 LINN STATION RD, LOUISVILLE, KY 40223
test patient	1900-01-01	unknown	10401 LINN STATION RD, LOUISVILLE, KY 40223
TEST PATIENT	1900-01-01	unknown	555 FAKE DR, PHOENIX, AZ 85001
Test Patient	1900-01-01	male	10401 LINN STATION RD, LOUISVILLE, KY 40223

☐ **Patient 2615**

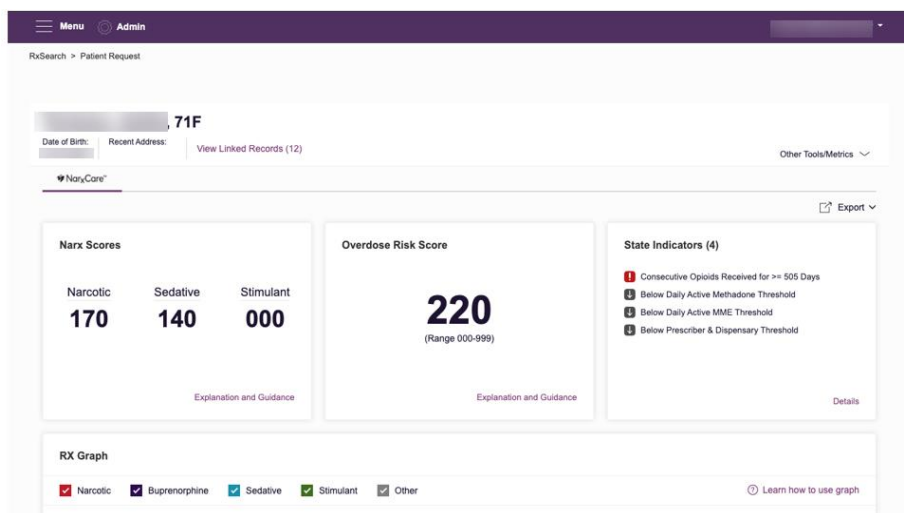
Name	DOB	Gender	Address
Test Patient	1900-01-01	male	123 Main Street , Maineville, MN 12345

Refine Search Criteria

Run Report

2. From this window, you can:
 - a. Click **Refine Search Criteria** to return to the Patient Request page, refine your search criteria, and re-run the report;
 - Or
 - b. Select one or more of the patient groups displayed, and then click **Run Report**.

The Narx Report for the patient group(s) you selected is displayed.



4.1.2 Partial Search Results

1. If you searched for a partial patient name and multiple patients were found, a message is displayed indicating that multiple patients match your search criteria.

Results

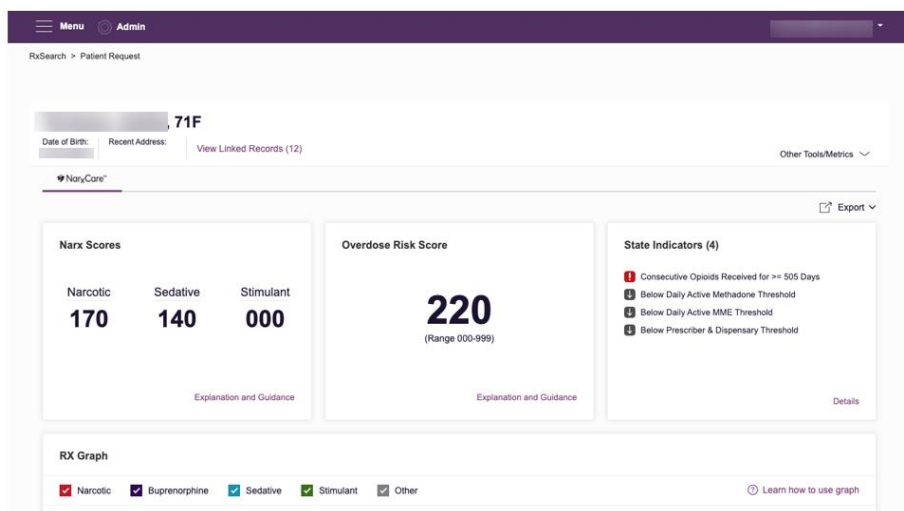
4 matching patient records found [Refine Search](#)

Select patient(s) to include in the report

<input type="checkbox"/> Test Patient	DOB: 1900-01-01	Gender: unknown	MELODY JUNCTION 4 LA VERNE CO 1307005
<input type="checkbox"/> Test Patient	DOB: 1900-01-01	Gender: male	10401 LINN STATION RD LOUISVILLE KY 40223
<input type="checkbox"/> Test Patient	DOB: 1900-01-01	Gender: male	10401 Linn Station Road Louisville KY 40223
<input type="checkbox"/> Test Patient	DOB: 1900-01-01	Gender: male	123 Main Street Maineville MN 12345

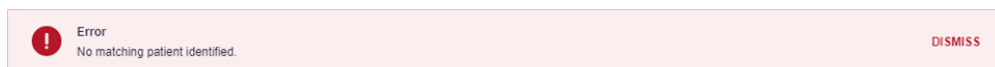
[Run Report](#)

2. From this window, you can:
 - a. Click **Refine Search** to return to the Patient Request page, refine your search criteria, and re-run the report;
 - Or
 - b. Select one or more of the patients displayed, and then click **Run Report**. The Narx Report for the patient(s) you selected is displayed as shown on the following page.



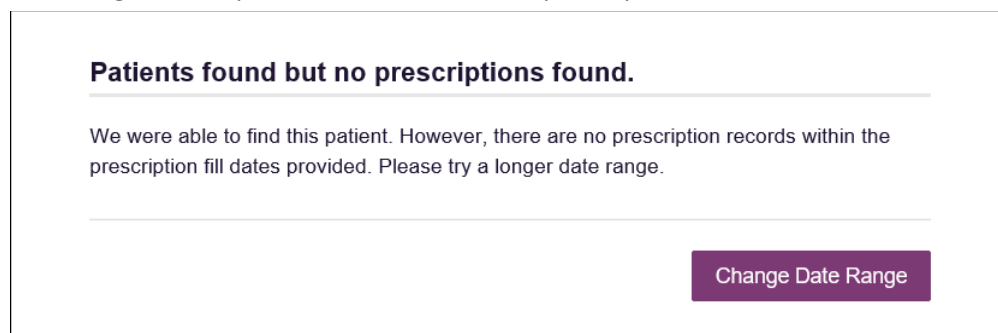
4.1.3 No Results Found

1. If your search criteria could not be matched to any patient records, a message is displayed indicating that no matching patient could be identified.



Or

2. If your search criteria matches a patient record but the patient has no prescriptions within the specified timeframe, a message is displayed indicating that the patient was found but no prescriptions were found.



3. Click **Change Date Range** to return to the Patient Request page, enter a different date range, and re-run the report.

Notes:

- Be sure to verify that all information entered on the request was entered correctly (e.g., verify that the first and last names were entered in the correct fields, verify the patient's birthdate, etc.).
- If **Partial Search** was not originally selected, you can click the **Partial Search** checkbox to expand your search results.

4.2 Viewing a Narx Report

Once your search results are returned, the Narx Report is automatically displayed. You may also access your previously requested Narx Reports at any time by clicking **Menu > Requests History**. Refer to the [Requests History](#) section for more information.

For complete information on the Narx Reports, and for more information on the NarxCare system, please refer to [Appendix A: NarxCare](#).

4.3 Bulk Patient Search

The Bulk Patient Search functionality is similar to the Patient Request functionality; however, it allows you to enter multiple patients at once rather than one at a time. You can enter patient names manually or via CSV file upload.

To perform a Bulk Patient Search:

1. Click **Menu > Bulk Patient Search**.

The Bulk Patient Search page is displayed.

The screenshot shows the 'Bulk Patient Search' form. At the top, there are two tabs: 'Bulk Patient Search' (active) and 'Bulk Patient History'. The form title is 'Bulk Patient Search'. A note states: 'Required fields are marked with an asterisk *' and 'Required format for date fields is MM/DD/YYYY'. Under 'How do you want to enter patients?', 'Manual Entry' is selected with a radio button, and 'File Upload' is unselected. The 'Manual Entry' section contains four input fields: 'First Name*', 'Last Name*', 'Date of Birth*' (with a calendar icon), and 'Zip Code'. An 'Add +' button is to the right of the 'Zip Code' field. Below this is the 'Name Grouping' section with a text area for 'Group Name*'. The 'Prescription Fill Dates' section has a note 'No earlier than 11 years and 10 months from today' and two date pickers for 'From *' (06/23/2019) and 'To *' (06/22/2021). A 'Search' button is at the bottom.

- a. If you wish to enter patients manually, continue to step 2;
 - Or
 - b. If you wish to enter patients via CSV file upload, continue to [step 6](#).
2. Ensure that **Manual Entry** is selected in the **How do you want to enter patients?** field at the top of the page.

This close-up shows the 'Bulk Patient Search' title and the 'How do you want to enter patients?' section. 'Manual Entry' is selected with a radio button, and 'File Upload' is unselected.

The Manual Entry search is displayed.

Manual Entry

First Name*

Last Name*

Date of Birth*

Zip Code

Add +

MM/DD/YYYY

Name Grouping

Enter a name for this search session. This will make it easy to distinguish between searches in the history

Group Name*

Prescription Fill Dates

No earlier than 11 years and 10 months from today

From *

To *

06/23/2019

06/22/2021

3. Complete the following required fields:

- **First Name** – enter the patient’s complete first name
- **Last Name** – enter the patient’s complete last name
- **DOB** – enter the patient’s date of birth using the *MM/DD/YYYY* format, or select a date from the calendar that is displayed when you click in this field

Note: You may also enter the patient’s ZIP code; however, it is not recommended.

4. Once you have entered the patient’s information, click **Add** to add an additional patient.

5. Repeat steps 2-3 until all patients have been entered.

Note: Once you have finished entering patients, continue to [step 14](#).

6. To enter patients via CSV file upload, click the **File Upload** radio button in the **How do you want to enter patients?** field at the top of the page.

Bulk Patient Search

How do you want to enter patients?

☐ Manual Entry
 ☒ File Upload

The File Upload search is displayed.

File Upload

Upload a CSV file that includes patients by first name, last name and date of birth. [View Sample file](#)

Choose a file

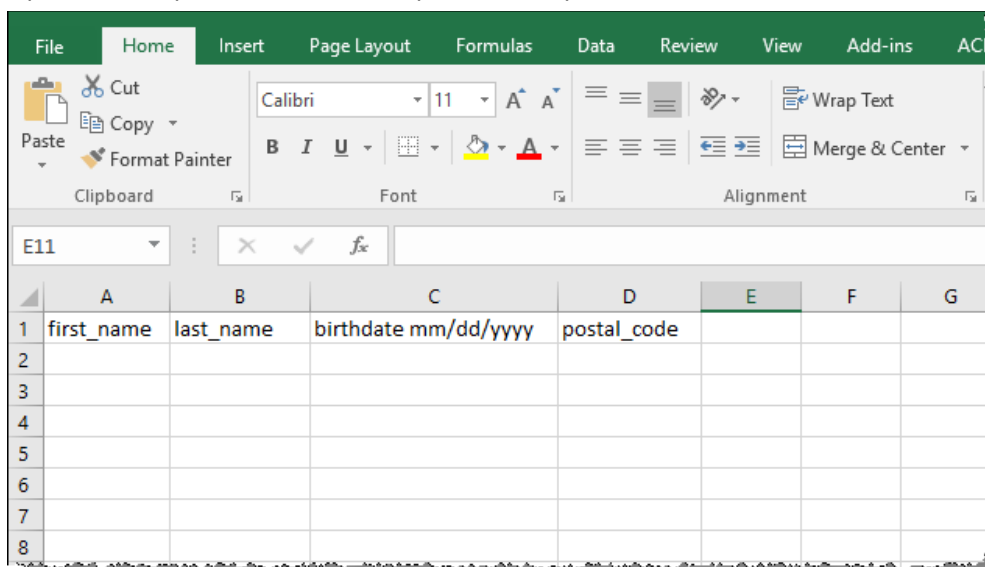
Choose File

Clear

Validate Format

7. Click **View Sample File** to download the sample CSV file.

8. Open the sample CSV file and complete the required fields.



Notes:

- The patient's complete first name, last name, and date of birth (using the MM/DD/YYYY format) are required.
- You may enter the patient's ZIP code; however, it is not recommended.

9. Once you have entered all patient information, save the file to your computer.

Note: When naming your file, do not include spaces.

10. Click **Choose File**, then select the file you created in step 9.
11. Click **Validate Format** to download a validation report and ensure all records were entered correctly.
12. Once you open the validation report, any errors in your data will be listed in the **Errors** column. Please correct the errors and resubmit the corrected file. Note that if the **Errors** column is blank, the data is acceptable.

Examples:

- File with errors:

first_name	last_name	birthdate	postal_code	errors
john		1/1/1950		Last name can't be blank
	smith	1/1/1960		First name can't be blank
sally	smith			Birthdate can't be blank
ronald	smith	1/1/1970		

- *File with no errors:*

first_name	last_name	birthdate	postal_cod	errors
john	smith	1/1/1950		
first_name	last_name	birthdate	postal_cod	errors
adam	smith	1/1/1960		
first_name	last_name	birthdate	postal_cod	errors
sally	smith	1/1/1970		


- Repeat steps 10-12 until all errors have been corrected. Once all errors have been corrected and your file is validated, or if your file has no errors, continue to step 14.

- Enter a name for your search session in the **Group Name** field.

Note: Providing a group name will help you more easily distinguish between searches in the Bulk Patient History tab.

- Enter the timeframe for which you wish to search in the **From** and **To** fields using the **MM/DD/YYYY** format.
- If you wish to include other states in your search, click the checkbox next to the desired state(s) in the PMP Interconnect Search section of the page.
- Click **Search**.

A message is displayed indicating that your search is being processed.


Success
 Your Bulk Request validated successfully and is now being processed. Results can be found in Bulk Patient History tab.
 DISMISS

4.3.1 Viewing Bulk Patient Search Results

- To obtain the results of a Bulk Patient Search, or to view previous searches, click the **Bulk Search History** tab (**Menu > Bulk Patient Search > Bulk Patient History**).

Bulk Patient Search
Bulk Patient History

Bulk Patient Search

How do you want to enter patients?

☒ Manual Entry
☐ File Upload

The Bulk Search History page is displayed.

Bulk Patient Search

Bulk Patient History

Bulk Search History


Select a group name to view reports run in that session.

Bulk Search Name	Number of Patients	Date Requested	Processing	Incomplete	Ready
Test Group 2 052918	2	05-29-2018	2	0	0
Test Group 52918	2	05-29-2018	0	0	0

Notes:

- The **Number of Patients** column provides the total number of patients included in your search.
- The **Processing** column provides the total number of searches remaining to be processed. If the number is "0," your search is complete.
- The **Incomplete** column provides the number of patient records that could not be found.
- The **Ready** column provides the number of patient search results available.

2. Click the **Bulk Search Name** to view the results of that search.
The Bulk Patient Summary is displayed.

Bulk Patient Search		Bulk Patient History				
← Back						
Group Name						
7.13 Patients						
Prescription Fill Dates: 07/13/2017 - 07/13/2018						
PMP InterConnect States:						
Report Prepared: 07/13/2018 03:19 PM						
Bulk Patient Summary						
Select a patient to view the report						
Patient Full Name	DOB	Prescribers	Dispensers	Prescriptions	Supervisor	Status
alex doe	01/01/1900	9	2	9		Incomplete
alice testpatient	01/01/1900	4	3	10		Ready
bob testpatient	01/01/1900	6	7	15		Incomplete
dave testpatient	01/01/1900	7	6	26		Ready
john doe	01/01/1900	1	1	1		Ready

3. From this page, you can:
 - Click **Download PDF** to export the Bulk Patient Summary. *Note that only the Bulk Patient Summary can be downloaded from this page. Individual Narx Reports must be exported from the Narx Report page.*
 - If the **Status** column for an individual patient indicates **Ready**, click that patient's name to display the search details.
The search details are displayed below the table.

Bulk Patient Summary
Select a patient to view the report

Patient Full Name	DOB	Prescribers	Dispensers	Prescriptions	Supervisor	Status
bob testpatient	01/01/1900	6	6	11		Ready
john doe	01/01/1900	0	0	0		No RXs Found

bob testpatient
Refresh
View

Date of Birth: 01/01/1900
Location:
PMPi States:
Reason:
Prescription Fill Dates: January 13, 2018 until July 13, 2018

When viewing the search details, you can:

- Click **View** to display the Narx Report.

Note: For more information on viewing report results, please refer to [Viewing a Narx Report](#).

- Click **Refresh** if you are reviewing a previous report and wish to run a current report.

4.3.2 Incomplete Bulk Patient Search Results

The **Status** column for an individual patient may indicate **Incomplete** for two reasons: **No Matching Patient Identified** or **Multiple Patient**. Upon clicking the patient's name, the reason is listed in the **Reason** field of the search details.

Bulk Patient Summary
Select a patient to view the report

Patient Full Name	DOB	Prescribers	Dispensers	Prescriptions	Supervisor	Status
adam doe	01/01/1900	0	0	0		Incomplete
dave testpatient	01/01/1900	7	6	26		Ready

adam doe
Try Again

Date of Birth: 01/01/1900
Location:
PMPi States:
Reason: No Matching Patient Identified
Prescription Fill Dates: July 13, 2017 until July 13, 2018

- No Matching Patient Identified.** The system was not able to locate a patient matching your search criteria. Click **Try Again** to open the Patient Request page where you can perform a partial search or modify your search criteria.
- Multiple Patient.** The system identified multiple patients matching your search criteria. Click **Try Again** to open the Patient Request page, then click **Search** at the bottom of the page. The Multiple Patients Found window will display prompting you to select the patients for whom you wish to run a report.

Multiple Patients Found

[Why do I see this?](#)

We identified multiple patients who match the criteria you provided. You have the following options:

- Refine your search by providing additional search information.
- Select any patient group to run a report.
- If you believe more than one group identifies your patient, select them to run a report.

☐ Patient 2786

Name	DOB	Gender	Address
BOB TESTPATIENT	1900-01-01	female	1023 NOT REAL ST, WITCHITA, KS 67203

☐ Patient 2787

Name	DOB	Gender	Address
BOB TESTPATIENT	1900-01-01	male	1023 NOT REAL ST , WITCHITA, KS 67203
BOB TESTPATIENT	1900-01-01	female	1023 NOT REAL ST, WITCHITA, KS 67203
BOB TESTPATIENT	1900-01-01	male	1023 NOT REAL ST, WITCHITA, KS 67203
Bob Testpatient	1900-01-01	unknown	1023 NOT REAL STREET , WITCHITA, KS 67203

Select the correct patient(s), and then click **Run Report** to view the Narx Report. For more information on viewing report results, please refer to [Viewing a Narx Report](#).

4.3.3 No Prescriptions Found in Bulk Patient Search

If the **Status** column indicates **No RXs Found** for a patient, the patient exists in the database, but no prescriptions were reported for the patient in your report timeframe. Upon clicking the patient's name, **No Prescriptions Found in Date Range** will be indicated in the **Reason** field.

Patient Full Name	DOB	Prescribers	Dispensers	Prescriptions	Supervisor	Status
bob testpatient	01/01/1900	6	6	11		Ready
john doe	01/01/1900	0	0	0		No RXs Found

john doe

Date of Birth: 01/01/1900

Location:

PMPi States:

Reason: No Prescriptions Found in Date Range

Prescription Fill Dates: January 13, 2018 until July 18, 2018

You may click **View** if you need to export the blank report, or you may click **Refresh** to display the Patient Request page where you can change the date range and run a new report.

4.4 Requests History

1. To view a previously created Narx Report, click **Menu > Requests History**.

The Requests History page is displayed.

Note: You can only view Narx Reports you or your delegate(s) have created.

2. From this page, you can:
 - a. Click **Advanced Options** to filter the list of requests.

- b. Click **Download PDF** or **Download CSV** to export your search history.
- c. Click a patient name to view the details of that request in a detail card at the bottom of the page.

- Click **View** to display the results of the previously submitted request. Refer to [Viewing a Narx Report](#) for details regarding Narx Reports.

Note: The results of previous requests are not updated with new information. The results displayed are the results at the time the original search was performed.

- Click **Refresh** to generate a new Narx Report for the selected patient. The Patient Request page will be displayed with the patient's information automatically populated. Refer to [Creating a Patient Request](#) for complete instructions on generating new requests.

4.5 My Rx

If you have a DEA number associated with your AWARxE account, My Rx allows you to run a report that displays the filled prescriptions for which you were listed as the prescriber.

Note: This functionality is only available if you have a DEA number associated with your user profile.

To run the My Rx report:

1. Click **Menu > My Rx**.

The My Rx search page is displayed.

MyRx Request MyRx History

My Rx

Required fields are marked with an asterisk *
Required format for date fields is MM/DD/YYYY

Prescriptions Written

From* To*

MM/DD/YYYY MM/DD/YYYY

DEA Numbers

Generic Drug Name (Optional)

Drug Name

Search

2. Enter the date range for your search in the **From** and **To** fields using the *MM/DD/YYYY* format.

Note: The maximum search timeframe is 72 months from the current date.

3. Click the checkbox next to the DEA number(s) for which you wish to run a report.
4. If you wish to search for a specific drug, enter the generic drug name in the **Drug Name** field.
5. Click **Search**.

Your report results are displayed. If configured by your PMP Administrator, you may click **Download PDF** or **Download CSV** to export your report results.

Menu Doctor Jordan

RxSearch > MyRx

Back

MyRx

Report Prepared: 10/14/2017
Date Range: 10/13/2016 – 10/13/2017

Download PDF Download CSV

DEA Numbers

DEA Number	Prescriber Name	Address	City	State	Zip
JC1111119	JORDAN, DOCTOR	456 MAIN ST	LYNDON	KY	40242

Prescriptions

Date Written	DEA (Last 4)	Patient	Year of Birth	Drug Name	Days Supply	Pharmacy	Pharmacy Address
10/11/2017	1119	PATIENT, JOSEPH	1972	HYDROCODON-ACETAMINOPHEN 5-325	30	GENERIC PHARMACY	123 PORTER ST LOUISVILLE KY 40202
10/11/2017	1119	PATIENT, TEST	1945	HYDROCODON-ACETAMINOPHEN 5-325	30	APPRIS PHARMACY	123 MAIN ST LYNDON KY 40242
10/11/2017	1119	PATIENT, DAVE	1985	HYDROCODON-ACETAMINOPHEN 5-325	30	HEALTHY PHARMACY	123 STOUT ST LOUISVILLE KY 40202
10/11/2017	1119	PATIENT, SALLY	1970	HYDROCODON-ACETAMINOPHEN 5-325	30	ONE PHARMACY	123 HOLSOPPLE LYNDON KY 40242
10/11/2017	1119	PATIENT, MALLORY	1980	HYDROCODON-ACETAMINOPHEN 5-325	30	FIRST PHARMACY	123 1ST ST LYNDON KY 40242
10/11/2017	1119	PATIENT, STEVEN	1975	HYDROCODON-ACETAMINOPHEN 5-325	30	ANOTHER PHARMACY	444 HOP ST LOUISVILLE KY 40211

4.5.1 My Rx History

The My Rx History tab allows you to view any My Rx reports you have run in the past. *Note that these are historical reports, meaning that the report only displays your prescriptions for the timeframe selected when you originally ran the report.*

To view your My Rx History:

1. From the My Rx page, click the **My Rx History** tab.

Support: 1-866-Appriss

MyRx Request MyRx History

My Rx

Prescriptions Written

No earlier than 2 years from today

From* To*

MM/DD/YYYY MM/DD/YYYY

DEA Numbers

☒ MD1234568

* Indicates Required Field

The My Rx History page is displayed.

Support: 1-866-Appriss

MyRx Request

MyRx History

Advanced Options ▾

Search using Advanced Options

Search

MyRx History

Prescriber First Name ▾	Prescriber Last Name ▾	Role ▾	DEA ▾	Date Requested ▾	
Paul	Doctor	Physician (MD, DO)	BR1111111	07/02/2015 06:30 PM	View Report
Paul	Doctor	Physician (MD, DO)	BR1111111	07/07/2015 08:21 PM	View Report
Paul	Forst	Admin	AA1594878	07/08/2015 03:49 PM	View Report
Paul	Doctor	Physician (MD)	BR1111111	07/08/2015 03:49	View

1

2

3

4

5

...

Next >

Last >

- Click **View Report** next to the report you wish to open.

Your report results are displayed. If desired, you may click **Download PDF** or **Download CSV** to export your report results.

MyRx

Report Prepared: 07/02/2015

Date Range: 01/01/2015 – 07/02/2015

Download PDF

Download CSV

DEA Numbers

DEA Number ▾	Prescriber Name ▾	Address ▾	City ▾	State ▾	Zip ▾
BR1111111					

Prescriptions

Date Written ▾	DEA (Last 4) ▾	Patient ▾	Year of Birth ▾	Drug Name ▾	Days Supply ▾	Pharmacy ▾	Pharmacy Address ▾
02/09/2015	1111	TESTPATIENT, ALICE	1900	ACETAMINOPHEN-COD #3 TABLET	30	Alice's PHARMACY	1111 FAKE ST SEC A WICHITA KS 67202
01/12/2015	1111	TESTPATIENT, BOB	1900	ZOLPIDEM TART ER 12.5 MG TAB	30	Alice's PHARMACY	1111 FAKE ST SEC A WICHITA KS 67202
01/09/2015	1111	TESTPATIENT, BOB	1900	ACETAMINOPHEN-COD #3 TABLET	30	Alice's PHARMACY	1111 FAKE ST SEC A WICHITA KS 67202
01/04/2015	1111	DOE, JOHN	1900	TRAMADOL HCL 50 MG TABLET	60	A PHARMACY	1111 FAKE ST SEC A WICHITA KS 67202
01/04/2015	1111	TESTPATIENT, C	1900	METHYLPHENIDATE ER 20 MG TAB	60	A PHARMACY	1111 FAKE ST SEC A WICHITA KS 67202

5 User Profile

The User Profile section of the PMP AWARxE menu allows you to manage your AWARxE user profile, including:

- [Viewing and updating your profile information](#)
- [Reviewing and confirming your profile information annually](#)
- [Managing your delegate account\(s\)](#)
- [Updating or resetting your password](#)

5.1 My Profile

My Profile allows you to view your account demographics, including user role, license numbers, employer details, etc. as well as update your email address, healthcare specialty, time zone, mobile phone number, and supervisor(s) (if you are a delegate).

Note: If you need to update your personal or employer identifiers (including DEA/NPI/NCPDP numbers), please contact your State Administrator.

To update your account:

1. Click **Menu > My Profile**.

The My Profile page is displayed.

My Profile

Profile Info [Edit](#)

Name: Robyn Weaver	Employer DEA(s):
Position/Rank:	Employer:
DOB:	Employer Phone:
Primary Contact:	Employer Fax:
DEA Number(s):	Primary Work Location:
Controlled Substance #:	Roles:
Professional License #: Type:	

Specialty

Add a Healthcare Specialty

Browse All

★ Designates Primary Specialty

Setting

Time Zone

UTC

Contact Information

Change email address or mobile phone number associated with this profile

Current Email: Robyn Weaver@int

New Email Address

Re-enter New Email Address

Current Mobile Phone Number:

New Mobile Phone Number

Re-enter New Mobile Phone Number

(###) ###-####

(###) ###-####

Supervisors

☐ I am a delegate for the following people...

Save Changes

2. Update your information as necessary. The following notes may be helpful in updating your information:
 - **Updating Employer Information:** To update your employer information, click **Edit**, located next to the **Profile Info** header. When the Edit Profile Info window is displayed, update the information, and then click **Update**.

Edit Profile Info - [Redacted]

Only the following information can be updated on your profile. Contact your state administrator if you need to update any profile information not shown below.

Employer Name
Appriss

Street Address
10401 Linn Station Rd

Address Line 2

City
Louisville

State
Kentucky

Zip Code
40223

Employer Phone
5028551234

Employer Fax

Cancel Update

- **Adding Supervisors:** If you are a delegate, you may add supervisors to or remove supervisors from your account in the Supervisors section of the page. To add a supervisor, enter the supervisor's email address, and then click **Add**. To remove a supervisor, click the "x" button next to the supervisor.

Supervisors

I am a delegate for the following people... *

Email
doctorsam@clinic.com

Add

Selected Supervisors

Email: doctorjordan@clinic.com

Save Changes

- **Healthcare Specialty:** You can add or update your healthcare specialty in the Specialty section of the page. Search for your specialty by typing a few characters into the **Healthcare Specialty** field, or click **Browse All** to view all available specialties and select yours from the list. If you have multiple specialties, you can designate your primary specialty by clicking the star icon to

the left of the specialty. To remove a specialty, click the “x” button to the right of the specialty.

Specialty

Add a Healthcare SpecialtyBrowse All

★ Designates Primary Specialty

★ Allopathic & Osteopathic Physicians
Dermatology

x

- **Contact Information:** You may update the email address and mobile phone number associated with your account in the Contact Information section of the page.

To update the email address associated with your account, enter the new email address in the **New Email Address** field, then re-enter it in the **Re-enter Email Address** field. Once your changes have been saved, you will receive an email asking you to verify the new email address. Please ensure that you click the link in the verification email to verify your new email address. *Note that the verification link is only valid for 20 minutes. If you click the verification link after it has expired, you will be sent a new link.*

To update the mobile phone number associated with your account, enter the new phone number in the **New Mobile Phone Number** field, then re-enter it in the **Re-enter New Mobile Phone Number** field.

Note: *If Mobile Phone Number is a required field for your state and you do not have a mobile phone number, enter ten 5s in that field; for example, (555) 555-5555.*

Contact Information

Change email address or mobile phone number associated with this profile

Current Email: apprisstester+peer_reviewer@gmail.com

New Email Address

Re-enter New Email Address

New Mobile Phone Number

Re-enter New Mobile Phone Number

5.2 Update and Confirm Profile Information

AWARxE users must update and confirm their profile information annually. This process begins one year from the date your AWARxE account was created and is unique to each account. The feature helps ensure that all profile information is up to date and accurate, thereby reducing the opportunity for incorrect information to cause hurdles when using the AWARxE application.

Note: You may update your profile information at any time by following the instructions provided in the [My Profile](#) section of this document.

When it is time for you to update and confirm your profile information, upon logging in to AWARxE, you will be presented with a page requesting that you update and confirm your current account information.

er Profile > My Profile

STATE DEPARTMENT OF HEALTH
Support: 1-800-000-0000

Confirm Profile Information

Please take a moment to review your information and make sure everything is correct. You can make changes as needed.

Everything is Correct Skip for Now

PERSONAL INFORMATION

Home Address: 123 Fake Street Louisville, KY 40223 **Edit**

CONTACT INFORMATION

Mobile Phone: (502)789-0000 **Edit**
Primary Contact Phone: (502)789-0000
Email: email@example.com

EMPLOYER INFORMATION

Employer DEA Numbers(a): 238383838478 **Edit**
Employer Name: Lorem Ipsum

Review your profile information on this page.

Note: If you need to review your profile at another time, you may click **Skip for Now** to bypass this page and continue to the AWARxE dashboard. If you click **Skip for Now**, the Confirm Profile Information page will be presented to you each time you log in until either (1) you update your information, or (2) you reach the last day of the verification deadline. On the last day of the account verification deadline, the **Skip for Now** option will no longer be available, and you must update and confirm your profile information before you can use the AWARxE application.

Once you have reviewed your information, you may then take the following actions:

1. If no changes need to be made, click **Everything is Correct** to indicate that all information is correct as presented.

Note: By clicking **Everything is Correct**, you are confirming that the information in your profile is the most accurate information available for your profile, licensing, contact, and account information. Please ensure that the information displayed is completely accurate. If it is not, please make the necessary changes before confirming the data presented.

2. If you need to update any information:
 - a. Click **Edit** next to the section that needs to be updated.Once you click **Edit**, that section will expand to allow you to update that information.

The screenshot displays a web form for a user profile. It is divided into three main sections: CONTACT INFORMATION, PROFESSIONAL DETAILS, and EMPLOYER INFORMATION. Each section has an 'Edit' button to its right. The CONTACT INFORMATION section includes fields for Mobile Phone, Primary Contact Phone, and Email. The PROFESSIONAL DETAILS section includes fields for DEA Numbers, DEA Suffix, National Provider ID, Driver's License Number, Professional License Number, Controlled Substance Number, Badge Number, Position, Title, or Rank, and Board of Registration/Cert Number. The EMPLOYER INFORMATION section includes a note about certain information being updateable, followed by fields for Employer National Provider ID(s), Employer DEA Number(s), Employer NCPDP/NABP Number(s), Agency, Agency Head, Employer Name, Primary Work Location, Street Address, City, State, Zip, Phone Number, and Fax Number. At the bottom of the EMPLOYER INFORMATION section are 'Save Changes' and 'Cancel' buttons. Below the EMPLOYER INFORMATION section is a partially visible 'SPECIALTY' section.

CONTACT INFORMATION

Mobile Phone: (502) 789-0000
Primary Contact Phone: (502) 789-0000
Email: email@example.com **Edit**

PROFESSIONAL DETAILS

DEA Number(s): 238383838478
DEA Suffix: 134233
National Provider ID: 134233
Driver's License Number: 134233 Type: MD
Professional License Number: 3234234234
Controlled Substance Number: 234234234
Badge Number: 234234234
Position, Title, or Rank: Lorem
Board of Registration/Cert Number: 34545 **Edit**

EMPLOYER INFORMATION

Only certain information can be updated on your profile. Contact your state administrator if you need to make changes to information not editable in this section.

Employer National Provider ID(s): 238383838478
Employer DEA Number(s): 238383838478
Employer NCPDP/NABP Number(s): 238383838478
Agency: Lorem Ipsum
Agency Head: Lorem Ipsum

Employer Name
Test Employer

Primary Work Location
Lorem Ipsum

Street Address
123 Fake Street

City State Zip
Louisville Kentucky 40223

Phone Number
(123) 890-0000

Fax Number
(123) 890-0000

Save Changes **Cancel**

SPECIALTY

- b. Once you have updated the necessary information in that section, click **Save Changes**.
- c. Repeat steps a and b for each section that needs to be updated.
- d. Once you have finished updating your information and confirmed that all information is correct, click **Everything is Correct**.

Note: By clicking **Everything is Correct**, you are confirming that the information in your profile is the most accurate information available for your profile, licensing, contact, and account information. Please ensure that the information displayed is completely accurate. If it is not, please make the necessary changes before confirming the data presented.

5.3 Delegate Management

If you are a supervisor, the Delegate Management function allows you to approve or reject new delegates, or remove existing delegates from your account.

5.3.1 Approving and Rejecting Delegates

If a user registers as a delegate and selects you as their supervisor, you will receive email notification that a delegate account is pending your approval.

Note: If the request is not acted upon, the system will send weekly follow-up emails advising you that action is still required.

Once you have received the email notification:

1. [Log in to PMP AWAxE](#).
2. Click **Menu > Delegate Management**.

The Delegate Management page is displayed.

Delegate Management					
Select a delegate to review details.					
First	Last	Role	Delegate Status	Date Requested	Date Verified
Jordan	Delegate	Prescriber Delegate - Unlicensed	Pending	04/06/2018	
Adam	Delegate	Prescriber Delegate - Unlicensed	Approved	04/06/2018	04/11/2018

Note: New delegates are identified with a status of “Pending.”

3. Click the delegate’s name to display their information in the detail card at the bottom of the page.

Jordan Delegate

Approve

Reject

Role: Prescriber Delegate - Unlicensed
Phone: 5026155584
Email: jrcrawford23@yahoo.com (Unverified)
Address: 10401 Linn Station Rd
Louisville, KY 40223
Date of Birth: 01/01/1901

Delegate (pending)

Personal DEA

National provider (invalid)

4 Supervisors

Jordan Crawford (pending)
jrcrawford@appriss.com
Jordan Admin (rejected)
jrcrawford+admin2@appriss.com

4. Click **Approve** to approve the delegate;
Or
5. Click **Reject** to reject the delegate. If rejected, the delegate will be removed.

5.3.2 Removing/Deactivating Delegates

If you need to deactivate a delegate from your account:

1. Click **Menu > Delegate Management**.

The Delegate Management page is displayed.

Delegate Management					
Select a delegate to review details.					
First	Last	Role	Delegate Status	Date Requested	Date Verified
Jordan	Delegate	Prescriber Delegate - Unlicensed	Pending	04/06/2018	
Adam	Delegate	Prescriber Delegate - Unlicensed	Approved	04/06/2018	04/11/2018

2. Click the delegate's name to display their information in the detail card at the bottom of the page.
3. Click **Remove**.

Upon removal, the delegate's status will be returned to "Pending." The delegate is not removed from your delegate list.

Notes:

- If you need to add the user again at a later date, select the former delegate, then click **Approve** to add them to your account.
- If you need to completely remove a delegate from your account, select the former delegate, then click **Reject**. Rejecting a delegate will remove them from your account.
- It is your responsibility to regularly maintain your delegate list and remove access if it is no longer necessary.

5.4 Password Management

Your AWARe password expires every 90 days. There are two ways you can manage your password:

1. You can proactively change your password within the application before it expires by [updating your current password](#).
2. If your password has already expired, or if you have forgotten your password, you can [reset your password](#). Note that you can reset your password via email or mobile phone.

5.4.1 Updating a Current Password

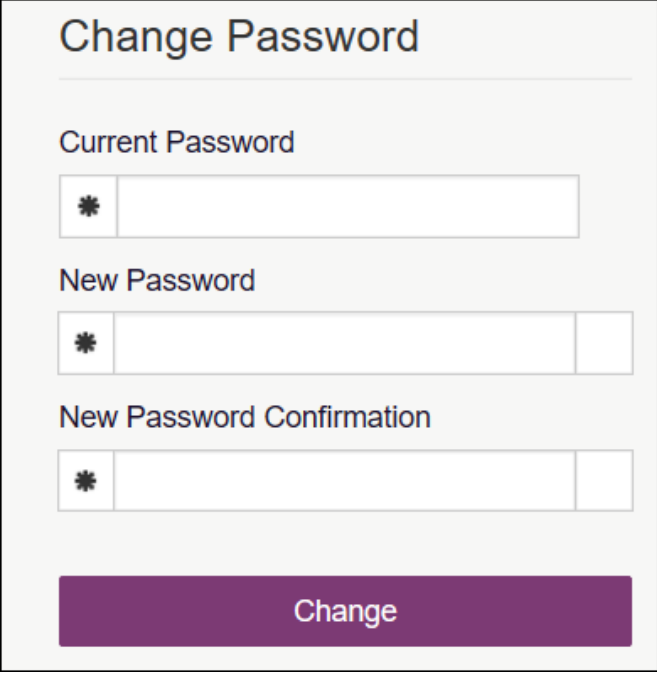
If your password has not expired, but you would like to proactively reset it, you can do so within the AWARe application.

Note: This functionality requires that you know your current password and are logged into PMP AWARe.

To update your password:

1. Click **Menu > Password Reset**.

The Change Password page is displayed.

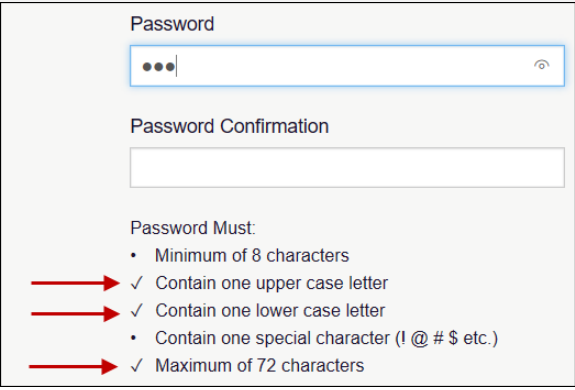
A screenshot of the 'Change Password' web form. The form has a title 'Change Password' at the top. Below the title are three input fields: 'Current Password', 'New Password', and 'New Password Confirmation'. Each field has a small icon of a password key to its left. At the bottom of the form is a large purple button labeled 'Change'.

2. Enter your current password in the **Current Password** field.
3. Enter a new password in the **New Password** field, then re-enter it in the **New Password Confirmation** field. The password guidelines are provided below.

Passwords must contain:

- *At least eight (8) characters*
- *One (1) uppercase letter*
- *One (1) lowercase letter*
- *One (1) special character such as !, @, #, \$, etc.*

Note that a checkmark appears next to each requirement as it is met.

A screenshot of a password requirements summary box. It contains two input fields: 'Password' and 'Password Confirmation'. Below the fields is a section titled 'Password Must:' followed by a list of requirements. Each requirement is preceded by a red arrow pointing to a checkmark. The requirements are: 'Minimum of 8 characters', 'Contain one upper case letter', 'Contain one lower case letter', 'Contain one special character (! @ # \$ etc.)', and 'Maximum of 72 characters'.

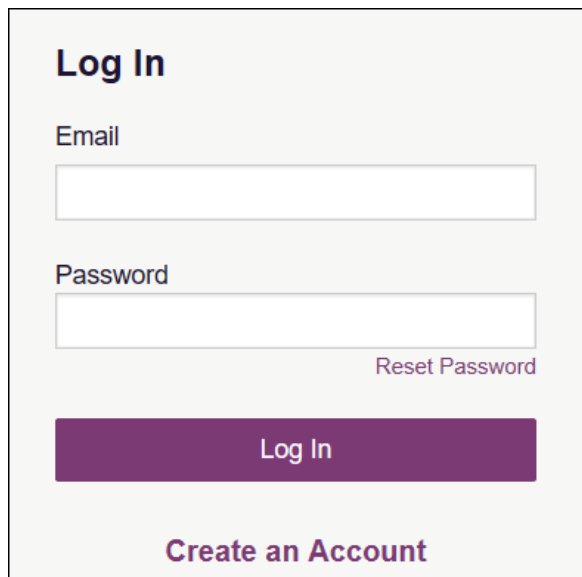
4. Click **Change**.

Your password is updated, and you will use the new password the next time you log in to the system.

5.4.2 Resetting a Forgotten Password

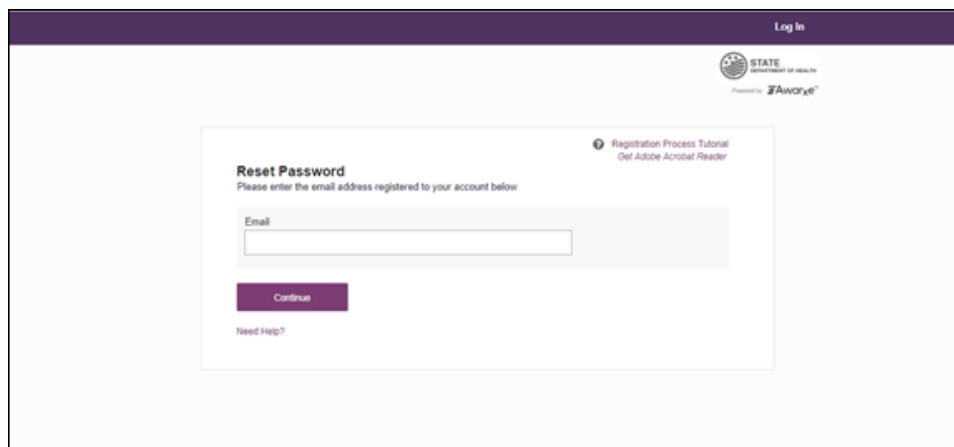
1. If you have forgotten your password or your password has expired, navigate to <https://northcarolina.pmpaware.net/>.

The Log In page is displayed.

A screenshot of the 'Log In' page. The page has a light gray background. At the top, the text 'Log In' is displayed in a bold, dark blue font. Below this, there are two input fields: 'Email' and 'Password'. The 'Email' field is a simple white rectangle with a gray border. The 'Password' field is a white rectangle with a gray border and a small eye icon on the right side. To the right of the 'Password' field, there is a link that says 'Reset Password' in a purple font. Below the input fields, there is a large purple button with the text 'Log In' in white. At the bottom of the page, there is a link that says 'Create an Account' in a purple font.

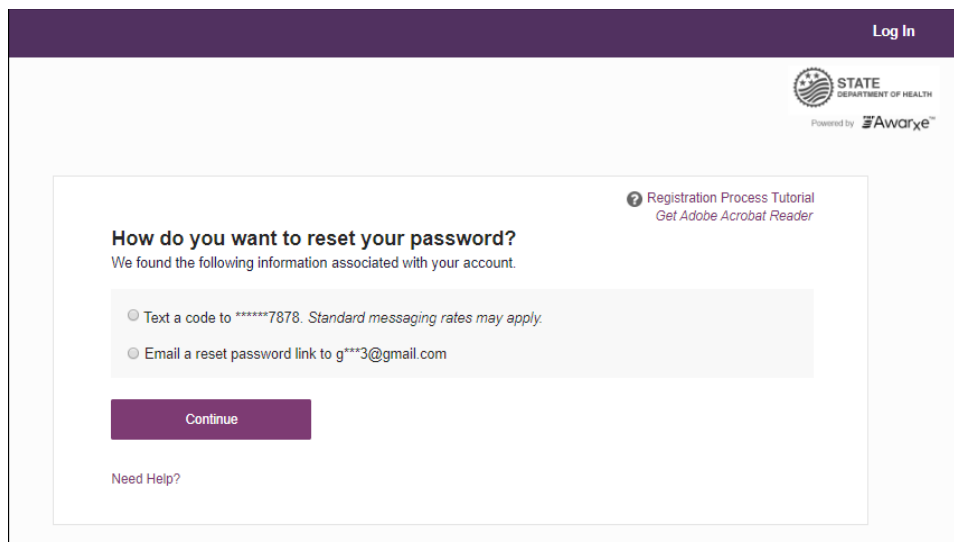
2. Click **Reset Password**.

The Reset Password page is displayed.

A screenshot of the 'Reset Password' page. The page has a white background. At the top, there is a dark purple header bar with the text 'Log In' in white. Below the header, there is a logo for the 'STATE OF NORTH CAROLINA' and a link that says 'Registration Process Tutorial Get Adobe Acrobat Reader'. The main content area is a white box with a gray border. Inside this box, the text 'Reset Password' is displayed in a bold, dark blue font. Below this, there is a link that says 'Please enter the email address registered to your account below'. Below the link, there is an 'Email' input field. Below the input field, there is a purple button with the text 'Continue' in white. At the bottom of the box, there is a link that says 'Need Help?' in a purple font.

3. Enter the email address associated with your account, then click **Continue**.

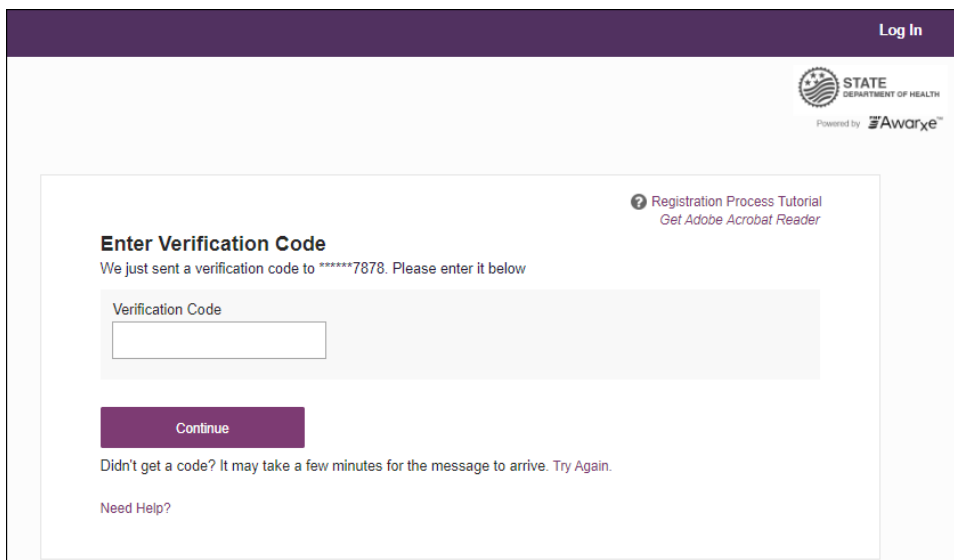
You will be prompted to select how you want to reset your password.

A screenshot of a web application interface for password reset. At the top right is a 'Log In' link. Below it is the 'STATE DEPARTMENT OF HEALTH' logo and 'Powered by Awarx' text. The main heading is 'How do you want to reset your password?' with a subtext 'We found the following information associated with your account.' There are two radio button options: 'Text a code to *****7878. Standard messaging rates may apply.' and 'Email a reset password link to g***3@gmail.com'. A purple 'Continue' button is below the options. At the bottom left is a 'Need Help?' link. In the top right corner of the form area, there is a link for 'Registration Process Tutorial' and 'Get Adobe Acrobat Reader'.

4. Select whether you would like to reset your password via a code texted to your mobile phone or via an email containing a link to reset the password.

Note: Resetting your password via mobile phone requires that you have a mobile phone number stored in the system. Please refer to [My Profile](#) for information on adding your mobile phone number to your account. If you do not have a mobile phone number stored in the system, and you cannot remember your password or it has expired, please select the email option.

5. Click **Continue**.
 - a. If you selected the mobile phone option, a verification code is sent to your mobile phone, and you are prompted to enter that code.

A screenshot of a web application interface for entering a verification code. At the top right is a 'Log In' link. Below it is the 'STATE DEPARTMENT OF HEALTH' logo and 'Powered by Awarx' text. The main heading is 'Enter Verification Code' with a subtext 'We just sent a verification code to *****7878. Please enter it below'. There is a text input field labeled 'Verification Code'. A purple 'Continue' button is below the input field. At the bottom left is a 'Need Help?' link. In the top right corner of the form area, there is a link for 'Registration Process Tutorial' and 'Get Adobe Acrobat Reader'.

Once you have received the verification code, enter it, then click **Continue**.

OR

- b. If you selected the email option and the email address you provided is valid and registered, you will receive an email containing a link to reset your password. Once you have received the email, click the link.

Once you have entered the verification code or clicked the link in the email, the Change Password page is displayed.

6. Enter a new password in the **New Password** field, then re-enter it in the **New Password Confirmation** field. The password guidelines are provided below.

Passwords must contain:

- *At least eight (8) characters*
- *One (1) uppercase letter*
- *One (1) lowercase letter*
- *One (1) special character such as !, @, #, \$, etc.*

Note that a checkmark appears next to each requirement as it is met.

The screenshot shows a web form for password reset. It has two input fields: 'Password' and 'Password Confirmation'. Below these fields is a section titled 'Password Must:' which lists four requirements. Each requirement has a red arrow pointing to a checkmark, indicating it is met. The requirements are: 'Minimum of 8 characters', 'Contain one upper case letter', 'Contain one lower case letter', and 'Contain one special character (! @ # \$ etc.)'. A fifth requirement, 'Maximum of 72 characters', is also listed with a checkmark.

7. Click **Change**.

Your password is updated, and you will use the new password the next time you log in to the system.

Notes:

- *If you used the email option, the password reset link is only active for 20 minutes. After the time has expired, you will need to repeat steps 1-5 to generate a new password reset email.*
- *If you used the mobile reset option, the validation code is only active for 20 minutes. In addition, only the most recent code is valid (e.g., if you requested a validation code twice, only the second code would be valid).*
- *Per our security protocol, PMP AWARe will not confirm the existence of an account. If you do not receive an email at the email address provided, follow the steps below:*
 - 1. Ensure you entered a valid email address.*
 - 2. Check your Junk, Spam, or other filtered folders for the email.*
 - 3. If the email address is correct but you have not received the email, contact your PMP Administrator to request a new password or determine what email address is associated with your account.*

4. Add the following email addresses and domains to your contacts list, or contact your organization's IT support to have them added as safe senders:
- (a) no-reply-mpaware@globalnotifications.com
 - (b) globalnotifications.com
 - (c) amazonses.com

6 Assistance and Support

6.1 Technical Assistance

If you need additional help with any of the procedures outlined in this guide, you can:

- Contact Appriss Health at 1-855-962-4767;
OR
- Create a support request at the following URL:
<https://apprisspmp.zendesk.com/hc/en-us/requests/new>.

Technical assistance is available 24 hours per day, 7 days per week.

6.2 Administrative Assistance

If you have non-technical questions regarding the NC CSRS, please contact:

North Carolina Controlled Substances Reporting System
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
3008 Mail Service Center
Raleigh, North Carolina 27699-3008

Phone: 919-733-1765

Email: nccsrs@dhhs.nc.gov

7 Document Information

7.1 Disclaimer

Appriss has made every effort to ensure the accuracy of the information in this document at the time of printing; however, information is subject to change.

7.2 Change Log

Version	Date	Chapter/Section	Change Made
Draft Versions			
DRAFT	09/03/2018	N/A	N/A; initial DRAFT publication
DRAFT v2	09/11/2018	Global	Applied changes from state's feedback
Published Versions			
1.0	12/18/2018	Global	Removed "Draft" watermark and finalized for publication
1.1	09/04/2019	Appendix B	Added new appendix with information regarding the Communications Module
1.2	09/30/2019	4.1/Creating a Patient Request	Added a note clarifying that when searching for a veterinary prescription, the owner's date of birth should be used as the search criteria, not the animal's
		6.1/Technical Assistance	Corrected phone number for Appriss support
1.3	11/25/2019	2/Registration	Replaced registration instructions with updated registration process
		6.1/My Profile	Added instructions for adding a mobile phone number to account profile
		6.4/Resetting a Forgotten Password	Added instructions for resetting a password via mobile phone
1.4	11/24/2020	6.2/Update and Confirm Profile Information	Added new section with instructions for the annual update and confirm profile information feature
1.5	6/23/2021	Global	Updated screenshots as necessary to reflect updates made to the system to ensure that it is ADA compliant
1.6	10/15/21	Section 4.1/Creating a Patient Request	Updated screenshots and information contained within the appendix to reflect the new Tiles layout
		Appendix A/NarxCare	Updated screenshots and information contained within the appendix to reflect the new Tiles layout

Appendix A: NarxCare

Introduction to NarxCare

All approved users have access to an advanced patient support tool called NarxCare. In addition to the existing functionality and the current patient PMP report, NarxCare offers a representation of the data in an interactive format to help physicians, pharmacists, and care teams access and more quickly and easily comprehend the data to aid in clinical decisions and provide improved patient safety and outcomes. NarxCare also provides tools and resources that support patients' needs and connect them to treatment, when appropriate.

With this platform, healthcare providers have access to all of the features and functions of NarxCare with a consistent look and feel for users who access the solution through the web portal. It also enables delivery of NarxCare within Electronic Health Record (EHR) and Pharmacy Management Systems for those prescribers and dispensers who choose to access NarxCare through integration within their healthcare IT system.

This appendix is intended to provide an overview of the NarxCare platform that provides a breakdown of the report.

Why NarxCare?

NarxCare is a platform to help clinicians identify, prevent, and manage substance use disorder (SUD). We know that safe prescribing practices must be part of a multi-dimensional response to this public health crisis. It allows prescribers and dispensers to identify patients who may be at risk for prescription drug addiction and resources that clinicians can utilize to ensure that patients can be provided with the care they need. The NarxCare platform is user friendly, fast, easily integrated into a patient's electronic medical record, and interoperable with other states. We view NarxCare as an important component in our response to the current opioid crisis.

How Does NarxCare Work?

NarxCare aggregates historical and active prescription data and presents color-coded, interactive, visual representations of the data. In addition, the NarxCare report has a **Resources** section that includes a Medical Assistance Treatment (MAT) locator, CDC educational resources. These resources can be used to help patients in need at the right time, in a meaningful way, and quickly and easily at the point of care.

Who Has Access to NarxCare?

NarxCare is available to the end user, whether accessing via the web portal or integrated EHR system or pharmacy software.

NarxCare Layout

The NarxCare report interface is displayed as tiles containing specific prescription information. The tiles displayed may vary depending on the display configured by your PMP administrator. The following overview provides common tiles you may see on your report.

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Prescription Detail

Prescriptions

Total: 70 | Private Pay: 3

Showing 1-15 of 70 Items | View 15 Items | 1 of 5

Filled	Written	ID	Drug	QTY	Days	Prescriber	RX #	Dispenser	Refill	Daily Dose*	Pymt Type	PMP
11/13/2014	11/08/2014	4	Oxycodone-Acetaminophen 5-325	80.00	40	We Tes		Cos (3475)	0	15.00 MME	-	CO
11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par		Wal (2435)	1	30.00 MME	-	CO
10/31/2014	10/26/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (2435)	0		-	CO
10/10/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar		Kp (F123)	0	2.00 mg	-	IN
10/05/2014	10/05/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	90	Tr Par		Wal (2435)	0	10.00 MME	-	CO
09/17/2014	09/17/2014	6	Oxycodone-Acetaminophen 5-325	30.00	3	Tr Par		Wal (2435)	0	75.00 MME	-	CO
09/17/2014	09/17/2014	6	Phentermine 37.5 Mg Tablet	30.00	30	Tr Par		Wal (2435)	0		-	CO
09/13/2014	09/08/2014	4	Oxycodone-Acetaminophen 5-325	30.00	10	Ke Mcc		Cos (3475)	0	22.50 MME	-	CO
09/12/2014	09/10/2014	2	Slr-Oxycodone/apap 5/325 Tab	90.00	22	Ma Sto		Wal (6992)	1	30.68 MME	Military/VA	CO

Providers

Total: 8

Showing 1-8 of 8 Items | View 15 Items | 1 of 1

Name	Address	City	State	Zipcode	Phone
Allegro Pharmacy, LLC	1001 N. Main Street, Suite 101	North Park	CO	41113	(225) 212-4800
Walgreens	1100 Lincoln Ave	South Park	CO	80134	(303) 805-4021
Pharm	1100 Lincoln Ave	South Park	CO	80134	-
Walgreens	1100 Lincoln Ave	North Park	CO	85134	-
Walgreens	1100 Lincoln Ave	South Park	CO	80434	-
Walgreens	1100 Lincoln Ave	South Park	CO	80134-4321	-
Pharm	1100 Lincoln Ave	South Park	CO	80134	(225) 212-4800
Walgreens	1100 Lincoln Ave	South Park	CO	80134	-

Pharmacies

Total: 8

Showing 1-8 of 8 Items | View 15 Items | 1 of 1

Name	Address	City	State	Zipcode	Phone
Some-Care Pharmacy, BBC (2682)	252 Eastport Hwy Ste C	North Park	CO	43621	(225) 212-4800
Walgreens #5261 (6992)	19028 Lincoln Ave	South Park	CO	80134	(303) 805-4021
Walgreen Co. (2435)	Db: Walgreens # 05262, 100 Main Street	South Park	CO	80134	-
Costco Pharmacy 1022 (3475)	Costco Wholesale Corporation, 18414 Cottonwood Drive	South Park	CO	80134	-
Walgreen Co. (2435)	Db: Walgreens # 05261, 19028 Lincoln Ave	South Park	CO	80134	-
Dan's Pharm. (4444)	Db: Dans Pharm # 123	East Park	CO	80444	(123) 123-4122
Bill's Pharm. (2888)	Db: Bill's Pharm # 523	East Park	CO	80441	(532) 223-4122
Kp (F123)	Wholepaycheck	Sodosopa	CO	80445	-

NarxCare helps providers make better-informed decisions when it comes to identifying, preventing, and managing substance use disorders. An overview of each section can be found below.

NarxCare Report Details

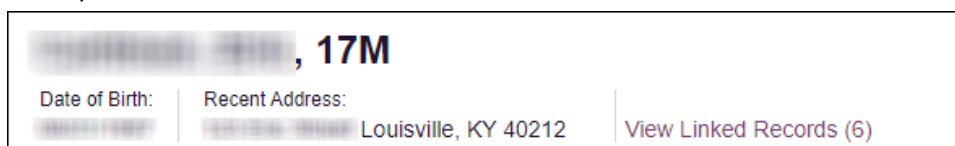
Report Header

The NarxCare Report page heading contains several report and account-level controls:

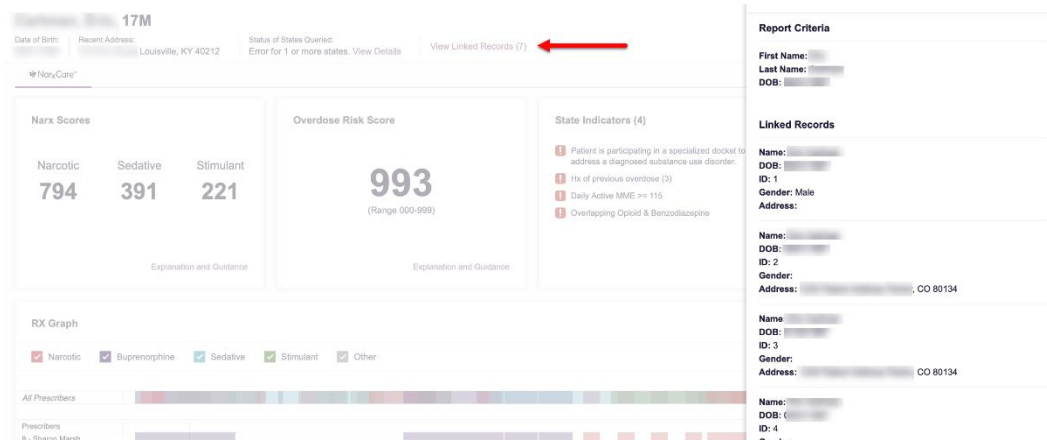
- **Drop-down menu bar:** Clicking **Menu** allows you to navigate to all functional areas of AWARe. For NarxCare users, the menu, which is shown on the following page, contains additional training links as well as a link to the NarxCare user guide. You can click your username for quick access to account management options such as **My Profile**, **Delegate Management**, and **Password Reset**.



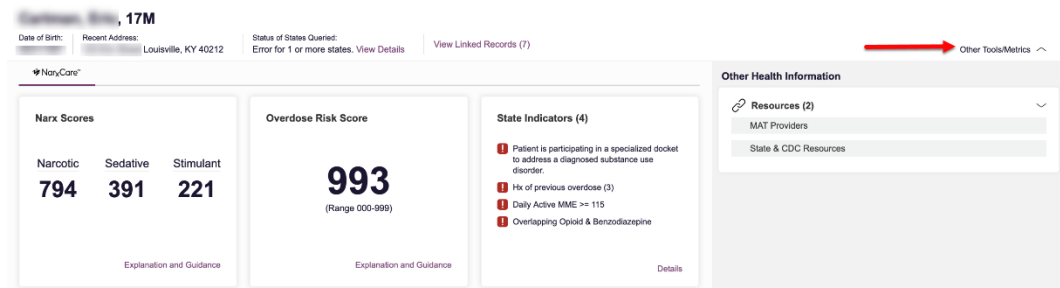
- **Patient identifying information:** The patient's name, age in years, and gender are displayed as the report header above the report tiles. Additional patient information, such as date of birth and address, can be found below this header. This information will remain visible as you scroll through the report.



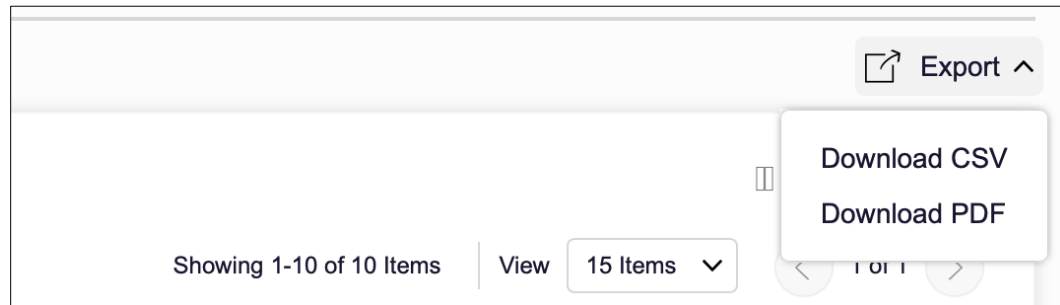
You can click **View Linked Records** to display all records linked to the selected patient.



- **Other Tools/Metrics:** You can click on the **Other Tools/Metrics** drop-down, located on the right side of the page, to display the **Resources** link, which contains links to MAT providers and State & CDC resources that may be useful in managing patient referrals or reviewing CDC guidelines. Please refer to the [Other Tools/Metrics](#) section of this appendix for more information on these resources.



- **Report download links:** If you need to download a PDF or CSV version of the report, click the **Export** drop-down, then click **Download PDF** or **Download CSV**.



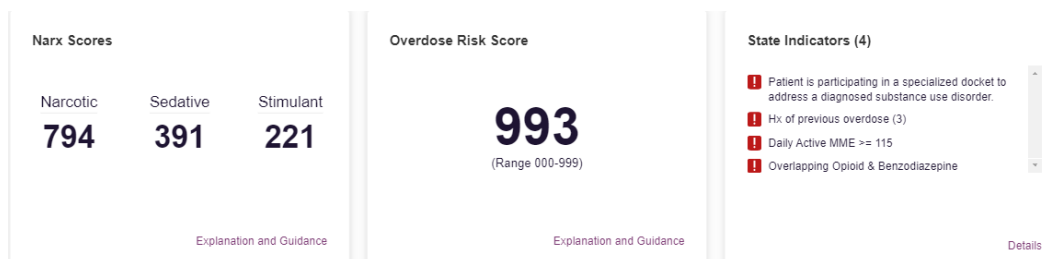
Report Body

The body of the NarxCare Report information is aimed at rapidly raising awareness of risk and prescription use patterns, and when required, individual prescription detail. This information is presented as tiles, many of which are interactive and will display additional information upon clicking or hovering over links and graphs within the individual tiles.

Note: The list of tiles described below is not comprehensive; it provides a list of the most common tiles. You may not see all of the tiles described below; however, you may also see additional tiles not described below. The tiles displayed to you are configured by your PMP administrator.

- **Scores and additional risk indicators:** The NarxCare Report includes a series of type-specific use scores, NarxCare Scores, Overdose Risk Score, and Additional Risk Indicators, which are located in the Risk Indicators section of the report. These scores and other elements are often automatically returned to the requesting system as discrete data. Requesting systems receiving such data can choose to display the scores within the native electronic health record or pharmacy management system, and many systems choose to display these data in the patient header, face sheet, or alongside patient vital signs.

Note: Please refer to the [Narx Scores](#), [Overdose Risk Score](#), and [Additional Risk Indicators](#) sections of this document for more information on those scores and indicators.



- State Indicators:** The State Indicators tile displays Clinical Alerts as configured by your PMP Administrator. The Clinical Alerts feature delivers custom alerts and notifications to prescribers to alert them when patients meet or exceed the specified thresholds. *Note that the alerts that are available to you and the thresholds associated with those alerts are configured by your PMP Administrator.* The Clinical Alerts that may be displayed in this section are listed in the table below.

Alert Type	Description
Prescriber & Dispenser Thresholds	Generates an alert when the number of prescribers and dispensers specified by your PMP Administrator is met or exceeded within a set time period
Daily Active MME Threshold	Generates an alert when the daily active morphine milligram equivalent (MME) is greater than or equal to the value specified by your PMP Administrator
Opioid & Benzodiazepine Threshold	Generates an alert when opioids and benzodiazepines are prescribed within the time period set by your PMP Administrator
Daily Active Methadone Threshold	Generates an alert when the daily active MME for methadone is greater than or equal to the value specified by your PMP Administrator
Opioid Consecutive Days Threshold	Generates an alert when opioids have been received daily for longer than the time period set by your PMP Administrator

If configured by your PMP Administrator, this section may also display below-threshold alerts indicating that the patient has not met or exceeded the thresholds associated with that alert. Alerts for thresholds that have been met or exceeded are displayed in **red**. Alerts for thresholds that have not been met (below-threshold alerts) are displayed in **gray**.

State Indicators (4)

- ! Patient is participating in a specialized docket to address a diagnosed substance use disorder.
- ! Hx of previous overdose (3)
- ! Daily Active MME >= 115
- ! Overlapping Opioid & Benzodiazepine

Details

You can view a detailed description of the Clinical Alerts displayed in this section by clicking the **Details** link located below the alerts. Once you click this link, the alert details modal is displayed.

Additional Indicators Print

An additional risk indicator assessment reveals the following concerns for [REDACTED]

! Exceeds Daily Active MME Threshold	<p>Description Please note that this person has received controlled substances prescriptions equal to or greater than 115 MME/D. This equals or exceeds the threshold of 45 MME/D.</p> <table> <tr> <td>Patient's Counts</td> <td>Alert Thresholds</td> </tr> <tr> <td>115</td> <td>45</td> </tr> </table> <p>Alert Date: 8/23/2021</p>	Patient's Counts	Alert Thresholds	115	45
Patient's Counts	Alert Thresholds				
115	45				
! Exceeds Opioid & Benzodiazepine Threshold	<p>Description Please note that this person has received controlled substances prescriptions for both an Opioid and a Benzodiazepine within the same time period.</p> <p>Below Daily Active Methadone Threshold</p> <p>Prescription Counts Opioid: 4 Benzodiazepine: 1</p> <p>Alert Date: 8/23/2021</p>				

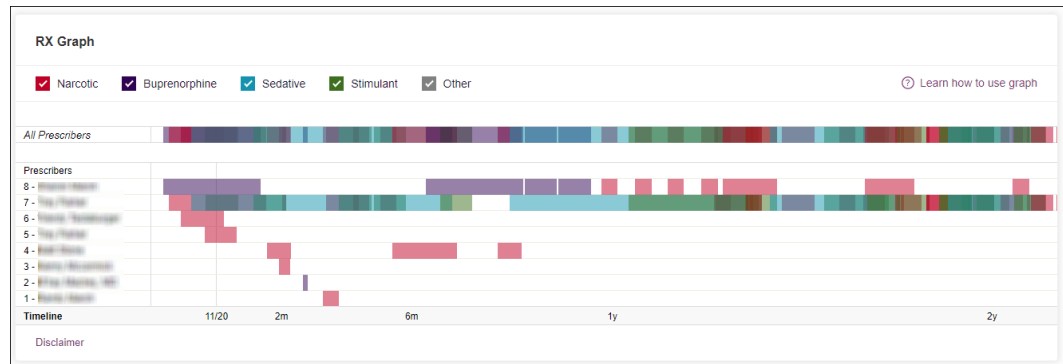
Close

Notes:

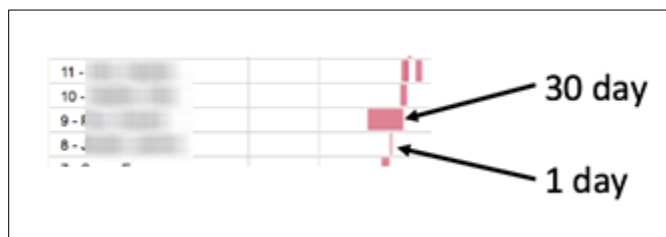
If configured by your PMP Administrator, this modal may also display an Explanation section containing additional information, provided by the PMP Administrator, about why you are receiving this alert.

These alerts and indicators may corroborate any concerns raised by the patient's prescription information. In all cases, if a provider determines that inappropriate risk exists for a patient, they should seek additional information, discuss the risk concern with the patient, and choose appropriate medical care options that are in the best interest of the patient.

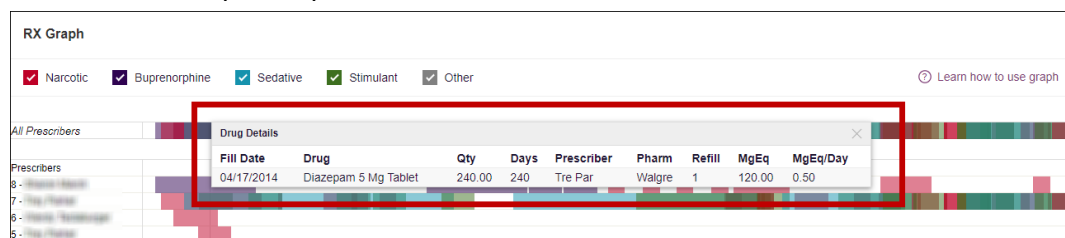
- **Rx Graph:** The Rx Graph tile allows you to rapidly see important patterns and levels of use.



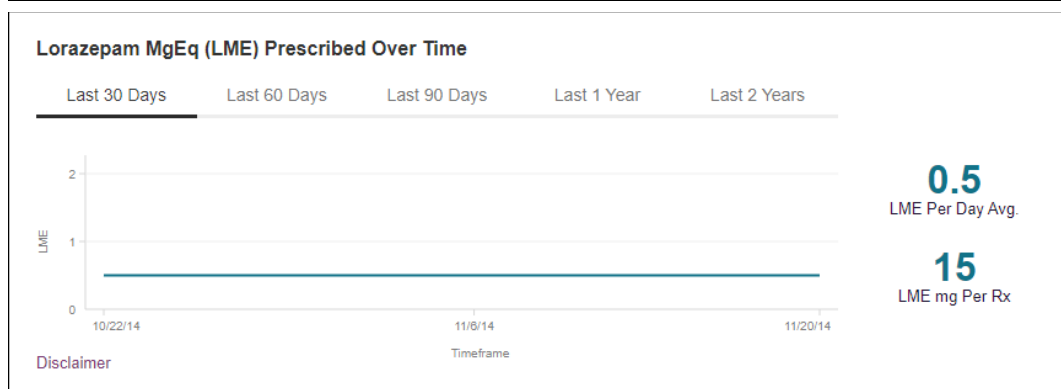
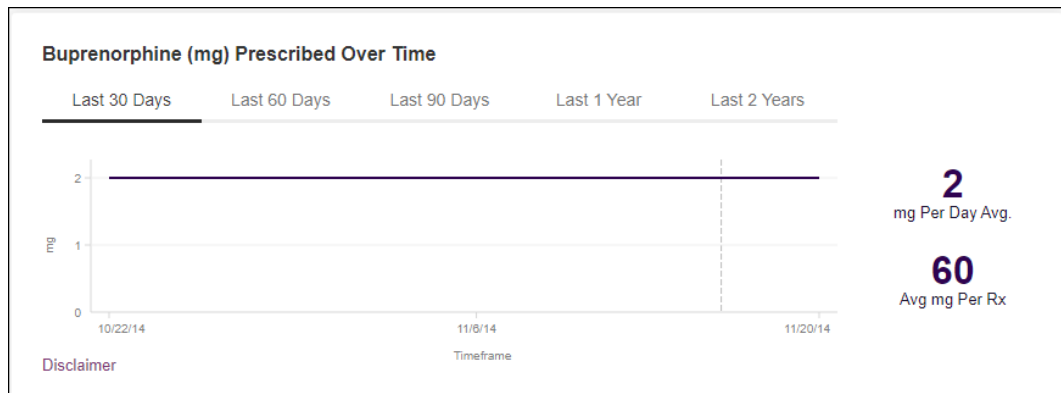
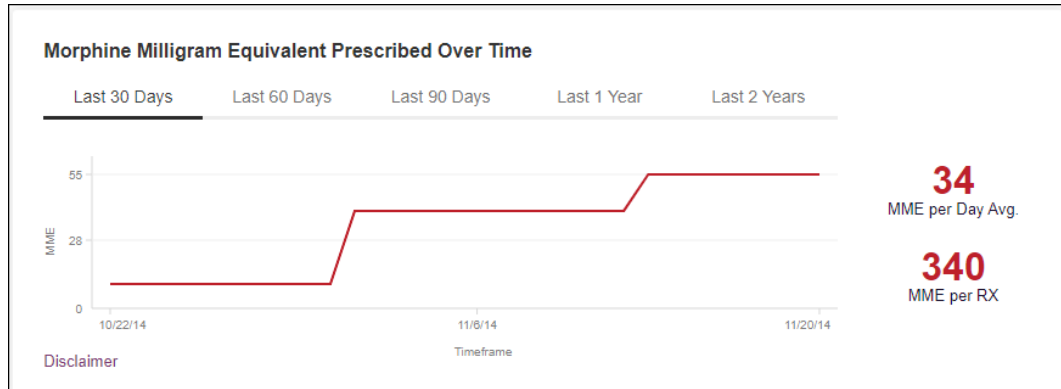
- Prescriptions are color coded and can be selected or deselected at the top of the graph.
 8. Narcotics (opioids) = **red**
 - Buprenorphines = **purple**
 - Sedatives (benzodiazepines, sleep aids, etc.) = **blue**
 - Stimulants = **green**
 - Other = **grey**
- The Rx Graph is reverse time ordered, meaning that the most recent prescriptions are displayed on the left side of the graph and the oldest are displayed on the right.
- Each pixel in the graph represents one day; therefore, a 30-day prescription is represented by a rectangle about 1 cm wide and a 1–3-day prescription appears as a narrow vertical bar.



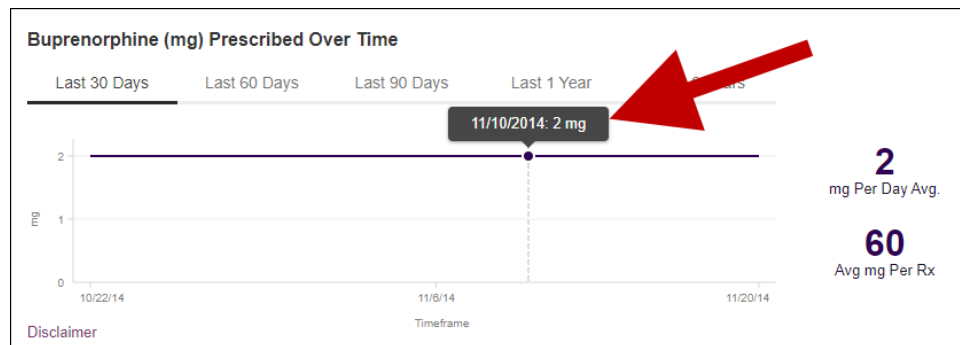
- The Rx Graph is interactive. You can click on a prescription to view information for that prescription, or you can click and drag over multiple prescriptions to view information for the selected prescriptions.



- **Other graphs:** If configured by your PMP administrator, the Morphine Milligram Equivalent Prescribed Over Time, Buprenorphine (mg) Prescribed Over Time, and Lorazepam MgEq (LME) Prescribed Over Time tiles may also be included on the report. These tiles contain graphs that provide a quick longitudinal view of daily MME, buprenorphine, and LME. Abrupt changes in these factors are often due to overlapping prescriptions.



- You can hover over the timeline in all of these graphs to display information for a specific day.



- You can customize the length of time for which you wish to view information by clicking **Last 30 Days** (displayed by default), **Last 60 Days**, **Last 90 Days**, **Last 1 Year**, or **Last 2 Years** at the top of each graph.

Prescription Detail

Each prescription dispensed to the patient is presented in the Prescriptions tile. If desired, you can use the arrows next to each column header (↕) to sort the table by that column. You can also hover your cursor over a prescriber or pharmacy to view additional information such as prescriber or pharmacy full name, address, and DEA number.

Prescriptions												
Total: 70 Private Pay: 3						Showing 1-15 of 70 Items			View	15 Items	1 of 5	
Filled ↕	Written ↕	ID ↕	Drug ↕	QTY ↕	Days ↕	Prescriber ↕	RX # ↕	Dispenser ↕	Refill ↕	Daily Dose* ↕	Pymt Type ↕	PMP ↕
11/13/2014	11/08/2014	4	Oxycodone-Acetaminophen 5-325	80.00	40	We Tes	(b)(6)-(b)(7)(C)	Cos (3475)	0	15.00 MME	-	CO
11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par	(b)(6)-(b)(7)(C)	Wal (2435)	1	30.00 MME	-	CO
10/31/2014	10/29/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par	(b)(6)-(b)(7)(C)	Wal (2435)	0		-	CO
10/10/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar	(b)(6)-(b)(7)(C)	Kp (F123)	0	2.00 mg	-	IN
10/05/2014	10/05/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	90	Tr Par	(b)(6)-(b)(7)(C)	Wal (2435)	0	10.00 MME	-	CO
09/17/2014	09/17/2014	6	Oxycodone-Acetaminophen 5-325	30.00	3	Tr Par	(b)(6)-(b)(7)(C)	Wal (2435)	0	75.00 MME	-	CO
09/17/2014	09/17/2014	6	Phentermine 37.5 Mg Tablet	30.00	30	Tr Par	(b)(6)-(b)(7)(C)	Wal (2435)	0		-	CO
09/13/2014	09/08/2014	4	Oxycodone-Acetaminophen 5-325	30.00	10	Ke Mcc	(b)(6)-(b)(7)(C)	Cos (3475)	0	22.50 MME	-	CO
09/12/2014	09/10/2014	2	Sk-Oxycodone/apap 5/325 Tab	90.00	22	Ma Sto	(b)(6)-(b)(7)(C)	Wal (6992)	1	30.68 MME	Military/VA	CO
08/28/2014	08/28/2014	1	Suboxone 8 Mg-2 Mg Sl Film	4.00	4	M' Mac	(b)(6)-(b)(7)(C)	Som (2682)	0	8.00 mg	Private Pay	CO
07/30/2014	07/30/2014	4	Oxycodone-Acetaminophen 5-325	30.00	15	Ra Mar	(b)(6)-(b)(7)(C)	Cos (3475)	0	15.00 MME	Military/VA	CO
07/12/2014	07/12/2014	6	Oxycodone-Acetaminophen 5-325	30.00	30	Tr Par	(b)(6)-(b)(7)(C)	Wal (6992)	0	7.50 MME	-	CO
07/02/2014	06/29/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par	(b)(6)-(b)(7)(C)	Wal (6992)	0	60.00 MME	Indian Nat	CO
06/30/2014	06/08/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par	(b)(6)-(b)(7)(C)	Wal (6992)	0		Other	CO
06/07/2014	05/08/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par	(b)(6)-(b)(7)(C)	Wal (6992)	1	60.00 MME	Comm Ins	CO
						Showing 1-15 of 70 Items			View	15 Items	1 of 5	

Provider and Pharmacy Detail

Provider and pharmacy information, including full name, address, and DEA number (if applicable), is presented in the Providers and Pharmacies tiles.

Providers

Total: 8

Showing 1-8 of 8 Items

View 15 Items

1 of 1

Name	Address	City	State	Zipcode	Phone
North Park Pharmacy, LLC	1401 N. State / Hwy 101	North Park	CO	41113	(259) 123-4567
South Park Pharmacy, LLC	1750 S. State / Hwy 101	South Park	CO	80134	(259) 123-4567
West Park Pharmacy, LLC	1234 Westside Avenue	South Park	CO	80134	
North Park Pharmacy, LLC	Pharmacy Street	North Park	CO	85134	
South Park Pharmacy, LLC	100 N. State / Hwy	South Park	CO	80434	
South Park Pharmacy, LLC	1000 S. State / Hwy	South Park	CO	80134-4321	
West Park Pharmacy, LLC	1234 Westside Avenue	South Park	CO	80134	(259) 123-4567
North Park Pharmacy, LLC	North Avenue	South Park	CO	80134	-

Showing 1-8 of 8 Items

View 15 Items

1 of 1

Pharmacies

Total: 8

Showing 1-8 of 8 Items

View 15 Items

1 of 1

Name	Address	City	State	Zipcode	Phone
North Park Pharmacy, LLC	1401 N. State / Hwy 101	North Park	CO	43621	(259) 123-4567
South Park Pharmacy, LLC	1750 S. State / Hwy	South Park	CO	80134	(259) 123-4567
West Park Pharmacy, LLC	1234 Westside Avenue	South Park	CO	80134	
North Park Pharmacy, LLC	1750 S. State / Hwy 101	South Park	CO	80134	
South Park Pharmacy, LLC	1750 S. State / Hwy 101	South Park	CO	80134	
West Park Pharmacy, LLC	1234 Westside Avenue	South Park	CO	80134	
North Park Pharmacy, LLC	1401 N. State / Hwy 101	North Park	CO	80444	(259) 123-4567
South Park Pharmacy, LLC	1750 S. State / Hwy 101	South Park	CO	80441	(259) 123-4567
West Park Pharmacy, LLC	1234 Westside Avenue	South Park	CO	80445	-

Showing 1-8 of 8 Items

View 15 Items

1 of 1

Other Tools/Metrics

Resources

The **Resources** link provides easy access to treatment locators and State & CDC documents.

North Park Pharmacy, LLC, 17M

Date of Birth: Recent Address: Louisville, KY 40212

Status of States Queried: Error for 1 or more states. View Details

View Linked Records (7)

Other Tools/Metrics

NarxCare

NarxCare Scores

Narcotic Sedative Stimulant

794 391 221

Explanation and Guidance

Overdose Risk Score

993

(Range 000-999)

Explanation and Guidance

State Indicators (4)

1 Patient is participating in a specialized docket to address a diagnosed substance use disorder.

1 Hx of previous overdose (3)

1 Daily Active MME >= 115

1 Overlapping Opioid & Benzodiazepine

Details

Other Health Information

Resources (2)

MAT Providers

State & CDC Resources

- **MAT Providers:** The MAT Providers pop-up window locates the 30 closest providers who are listed in the Substance Abuse and Mental Health Services Administration (SAMHSA) buprenorphine treatment locator database.

MAT Providers

Find the 30 closest MAT providers for this patient. The patient's zip code is pre-populated if available.
[View more information about the treatment locator.](#)

Zip Code

40212

Submit

The patient's zip code is pre-populated but can be edited. Click **Submit** to generate a PDF that can be viewed and printed.

This data is provided by the Substance Abuse and Mental Health Services Administration (SAMHSA). View more information about the treatment locator [here](#).

- **State & CDC Resources:** The State & CDC Resources pop-up window, which is shown on the following page, provides a series of State & CDC documents pertaining to both providers and patients that can be referenced quickly.

State & CDC Resources

Click the associated link and print.
[View more information about resources.](#)

What You Need to Know

PRESCRIPTION OPIOIDS: WHAT YOU NEED TO KNOW

Prescription opioids are powerful pain relievers that can help you manage your pain. However, they can also be addictive and can lead to overdose and death. It's important to use them safely and to follow your healthcare provider's instructions.

Know the risks and side effects of opioid use:

- Addiction
- Overdose
- Death
- Respiratory depression
- Constipation
- Nausea and vomiting
- Drowsiness
- Impaired judgment
- Reduced ability to drive or operate machinery

Know the signs of opioid use disorder:

- Craving
- Loss of control
- Continued use despite problems
- Withdrawal symptoms
- Spending too much time or money on opioids
- Neglecting responsibilities

Prescription Opioids: What You Need to Know (PDF)

Pocket Guide: Tapering

POCKET GUIDE: TAPERING OPIOIDS FOR CHRONIC PAIN

Opioids and Chronic Pain

PROMOTING SAFER AND MORE EFFECTIVE PAIN MANAGEMENT

Prescription Opioid Overdose is an Epidemic in the US

1 in 4 people who take prescription opioids for chronic pain will experience an overdose.

4.3% of people who take prescription opioids for chronic pain will experience a fatal overdose.

Promoting Safer and More Effective Pain Management (PDF)

Fact Sheet

GUIDELINE FOR PRESCRIBING OPIOIDS FOR CHRONIC PAIN

Pregnancy and Opioids

PREGNANCY AND OPIOID PAIN MANAGEMENT

Women who take opioid pain medications should be aware of the possible risks during pregnancy.

Most are (opioids) safe for your baby.

Use opioids only when necessary and only for the shortest time possible.

Use opioids only when necessary and only for the shortest time possible.

Pregnancy and Opioids Pain Management (PDF)

Checklist *

Checklist for prescribing opioids for chronic pain

To assist providers in educating their patients, printable CDC pamphlets are also available. In addition to CDC-provided resources, Indiana-specific resources, in coordination with the Bureau of Substance Addiction Services ([BSAS](#)), will also be available. More information about the CDC resources can be found [here](#).

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Narx Scores

The NarxCare application delivers several elements of discrete data and a visually enhanced, interactive PDMP report. Contained on the report, and delivered as discrete data, are three type-specific *use* scores called Narx Scores. These Narx Scores numerically represent the PDMP data for a patient.

Narx Scores are calculated for narcotics (opioids), sedatives, and stimulants and have the following characteristics:

1. Each score consists of three digits ranging from 000–999.
2. The last digit of each score represents the number of active prescriptions of that type. Foreexample, a Narx Score of 504 indicates the patient should have four active narcotic prescriptions according to dispensation information in the PDMP.
3. The scores correspond to the number of literature-based risk factors that exist within the PDMP data. These risk factors include:
 - a. The number of prescribers
 - b. The number of pharmacies
 - c. The amount of medication dispensed (often measured in milligram equivalencies)
 - d. The number of times prescriptions of a similar type overlap from different prescribers
4. The time elapsed for any risk factor serves to decrease its contribution to the score. For example, 1,000 MME dispensed within the last month will elevate the score *more than* 1,000 MME dispensed one year ago.
5. The distribution of Narx Scores for patients found in a PDMP is approximated as follows:
 - a. 75% score less than 200
 - b. 5% score more than 500
 - c. 1% score more than 650

The Narx Scores were designed such that:

6. Patients who use small amounts of medication with limited provider and pharmacy usage will have **low scores**.
7. Patients who use large amounts of medications in accordance with recommended guidelines (single provider, single pharmacy, etc.) will have **mid-range scores**.
8. Patients who use large amounts of medications while using many providers and pharmacies, and with frequently overlapping prescriptions, will have **high scores**.

Narx Score Algorithm

Relative Scoring

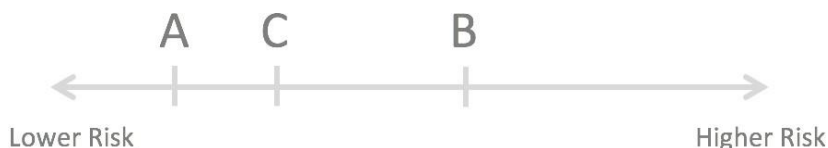
Narx Scores represent a *relative scoring* system wherein the risk factors representing use within a PDMP report are counted and then converted to a reference value that ranges from 0–99.

These reference values correlate with a percentile measurement of that use within the PDMP population.

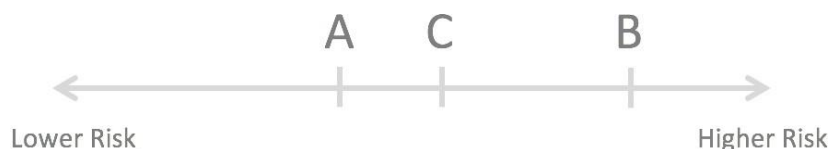
A single point measurement of total MME in the last 60 days can be used to illustrate this concept further using the following three patients:

- Patient A: 160 MME
- Patient B: 4,800 MME
- Patient C: 1,050 MME

If we were to place these three patients on a line of relative risk, we could intuit a linear relationship based on MME, which could be depicted as follows:



This depiction has no boundaries to the left or right so these patients could just as easily be drawn as follows:

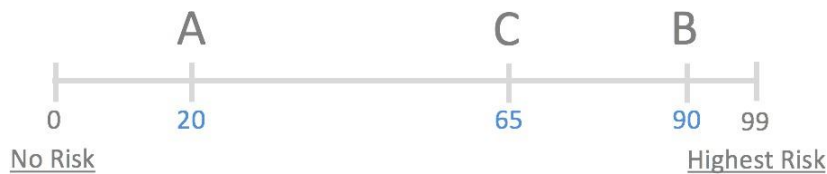


The NarxCare algorithm uses a unique strategy to establish boundaries of use by converting all measured variables, such as 60-day MME, to a scaled value between 0 and 99. This was done by evaluating a large PDMP population and measuring the 60-day MME value for every patient.

This set of data was then used to create a reference table roughly equating to a percentile in the population. If we add the scaled value to each example patient's 60-day MME we get:

- | | | | |
|--------------|-----------|--|----|
| • Patient A: | 160 MME | | 20 |
| • Patient B: | 4,800 MME | | 90 |
| • Patient C: | 1,050 MME | | 65 |

If we apply these new scaled values to our risk diagram and create a left and right boundary of 0 and 99, we get:



Interestingly, the population-based scaled values indicate that Patient B and C are closer to each other than might otherwise be suspected. In this case, we can also say that Patient B has used more MME in the last 60 days than 90% of the rest of the PDMP population.

Time Periods

The NarxCare algorithm evaluates a PDMP record using four different, overlapping time periods. In each time period, the risk factor being evaluated is tabulated and then converted to a scaled value. An example provider reference table is provided below.

Prescribers	2mo Scaled	6mo Scaled	1yr Scaled	2yr Scaled
0	0	0	0	0
1	19	12	8	6
2	36	22	16	11
3	51	32	23	16
4	64	41	30	21
5	75	49	37	26
6	85	57	43	30
And so on ...				

These reference tables exist for all the risk factors being evaluated and cover all four time periods. In general, as the raw value count (i.e., number of prescribers) increases, so does the reference value (up to 99 maximum). As the time period increases, the scaled value decreases. Some examples are provided below.

Prescriber Count	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1	19	12	8	6
2	36	22	16	11
3	51	32	23	16
4	64	41	30	21
5	75	49	37	26
6	85	57	43	30
And so on ...				

Pharmacy Count	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1	25	16	13	10
2	45	31	25	19
3	63	44	35	27
4	78	56	45	35
5	90	67	54	42
6	99	76	62	49
And so on ...				

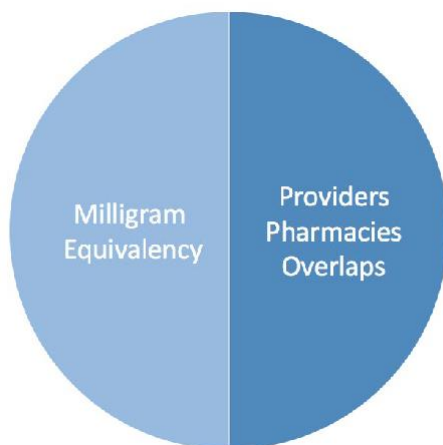
Pharmacy Count	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1	25	16	13	10
2	45	31	25	19
3	63	44	35	27
4	78	56	45	35
5	90	67	54	42
6	99	76	62	49
And so on ...				

Sedative LME	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1-4	4	6	8	10
5 - 9	8	10	13	16
10 - 14	10	12	16	19
15 - 19	20	20	23	26
20 - 24	23	23	26	29
25 - 29	24	23	26	30
And so on ...				

Overlap Days	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1	3	2	1	1
2	6	4	3	2
3	9	5	4	3
4	11	7	6	4
5	14	9	7	5
6	16	10	8	6
And so on ...				

Weighting

A Narx Score is calculated as a weighted average of the scaled values. A 50% weighting is applied to the milligram equivalencies with the remaining risk factors making up the other 50%.



This type of weighting results in several reliable relationships. If we think of milligram equivalency as *consumption* and the combination of providers, pharmacies, and overlaps collectively as *behaviors*, we can intuit the following score categories.

	<u>Consumption</u>	<u>Behaviors</u>	<u>Narx Score</u>
Patient A	Low	Low	Low
Patient B	Low	High	Mid
Patient C	High	Low	Mid
Patient D	High	High	High

It is important to understand that there are several different patterns of use that can result in the same score. It is always necessary to look at the actual PDMP data to determine what use patterns exist that have resulted in the Narx Score presented.

Algorithm and Score Computation

The following steps are involved with calculating a Narx Score:

1. Determine the raw values for all time periods for all variables.
2. Convert all raw values to scaled values.
3. Average the scaled values for each risk factor for all time periods.
4. Determine the weighted average.
5. Add (concatenate) the number of active prescriptions.

Using a sample patient as an example to illustrate the calculation of a Narcotic Score:

1. Determine the raw values for all time periods for all variables.

	60 days	6 mos.	1 year	2 years
Prescribers	6	9	15	15
Pharmacies	4	4	6	6
MME	1640	5408	7358	7364
LME	0	0	0	0
Overlaps	17	55	65	65

2. Convert all raw values to scaled values.

	60 days	6 mos.	1 year	2 years
Prescribers	85	76	84	64
Pharmacies	78	56	62	49
Morphine milligram eq	74	87	88	87
Lorazepam milligram eq	0	0	0	0
Overlaps	41	70	64	52

3. Average the scaled value for each risk factor for all time periods.

	60 days	6 mos.	1 year	2 years	Avg
Prescribers	85	76	84	64	77
Pharmacies	78	56	62	49	61
MME	74	87	88	87	84
LME	0	0	0	0	0
Overlaps	41	70	64	52	57

4. Calculate the weighted average.

	60 days	6 mos.	1 year	2 years	Avg	Wt.	
Prescribers	85	76	84	64	77	1	77
Pharmacies	78	56	62	49	61	1	61
MME	74	87	88	87	84	3	252
LME	0	0	0	0	0	1	0
Overlaps	41	70	64	52	56	2	114
Weighted Average (sum/8)							63

5. Add (concatenate) the number of active prescriptions

	60 days	6 mos.	1 year	2 years	Avg	Wt.	
Prescribers	85	76	84	64	77	1	77
Pharmacies	78	56	62	49	61	1	61
MME	74	87	88	87	84	3	252
LME	0	0	0	0	0	1	0
Overlaps	41	70	64	52	56	2	114
Weighted Average (sum/8)							63
Number of Active Narcotic Prescriptions							<u>2</u>
Narcotic Score							63<u>2</u>

Clinical Application

In-Workflow Use

Narx Scores are intended to be automatically delivered into the clinical workflow as discrete data and be easily viewable within a patient's record. Many systems choose to place the scores in the patient header or alongside the patient's vital signs.

Narx Scores are best viewed at the beginning of a patient encounter, and as such, they should be obtained at or near the time a patient is registered.

General Considerations

- The primary purpose of providing Narx Scores is to raise provider awareness of the associated PDMP data available for review.
- Concerning Narx Scores are intended to trigger a *discussion*, **not a decision**. If a Narx Score raises concern, the recommended course of action is to evaluate the PDMP data, review any additional pertinent data, and discuss any concerns with the patient.
- Just as there is no single blood pressure that can be considered *normal* for all people, there is no Narx Score that is *normal*. A Narx Score must be applied to the clinical scenario before evaluating appropriateness. For example, a blood pressure of 120/80 can simultaneously be:
 - Inappropriate for a 2-month-old infant
 - Appropriate for a 20-year-old woman
 - Inappropriate for an elderly patient with an average daily blood pressure of 200/100
- Narx Scores are distributed within the PDMP population as follows:
 - 75% of patients score below 200
 - 5% of patients score above 500
 - 1% of patients score above 650

Example Use Cases

Narx Scores can be used to great effect in certain clinical scenarios. Again, the recommended course of action is to seek additional information and discuss concerns with the patient.

- **Case A** – A 17-year-old male basketball player with other significant history presents with a severe ankle sprain. His Narx Scores are:

<u>Narcotic</u>	<u>Sedative</u>	<u>Stimulant</u>
000	000	000

Important consideration: If considered for an opioid due to the severity of injury, this may be the patient's first exposure to the effects of an opioid. Recommend thorough review of the risks and benefits with the patient and consideration of an informed consent process.

- **Case B** – an 81-year-old female presents with decreased level of consciousness following a fall where she suffered a closed head injury. Her Narx Scores are:

<u>Narcotic</u>	<u>Sedative</u>	<u>Stimulant</u>
341	501	000

Important Consideration: Many elderly patients are on chronic opioids and benzodiazepines. The use of opioids and benzodiazepines for this patient may have contributed to her fall. The patient may be taking enough medication to develop anxiety seizures due to benzodiazepine withdrawal, complicating the medical picture.

- **Case C** – A 36-year-old male patient with mild chronic back pain frequently treated with opioids presents for a medication refill. On review of the PDMP record, the patient has been to 17 different prescribers in the last year. His Narx Scores are:

<u>Narcotic</u>	<u>Sedative</u>	<u>Stimulant</u>
671	240	000

Important Consideration: Many patients obtain medications through multiple different providers. This can be due to the patient being seen in a clinic that is staffed by different providers, or it can be due to *access to care* issues requiring visits to urgent care centers or emergency departments.

Score-Based Guidance

Score/Range	Notes	Recommendations
000	This may be the first prescription of this type for the patient.	Discuss risks/benefits of using a controlled substance. Consider informed consent.
010–200	Approximately 75% of scores fall in this range. Occasionally, patients in this score range have a remote history of high usage (> 1 year ago).	Review use patterns for unsafe conditions. Discuss any concerns with patient. See guidance below. If previously high usage exists with recent abstinence, consider risk/benefits of new prescriptions.
201–650	Approximately 24% of scores fall in this range.	Review use patterns for unsafe conditions. Discuss any concerns with patient. See guidance below.
650	Approximately 1% of scores fall in this range. Some patient records may have a score in this range and <i>still be within prescriber expectations</i> . Many patient records include some level of multiple provider episodes, overlapping prescriptions, or elevated milligram equivalency.	Review use patterns for unsafe conditions. If multiple providers involved in unsafe prescribing, discuss concern with patient and consider contacting other providers directly. If multiple pharmacies involved in unsafe prescribing, discuss concern with patient and consider pharmacy lock-in program. If overlapping medications of same or different type, discuss concern with patient and consider taper to lower dose and/or discontinuation of potentiating medications. If patient has evidence of a substance use disorder, consider inpatient admit or referral for outpatient evaluation and treatment.

Overdose Risk Score

The NarxCare application delivers several elements of discrete data and a visually enhanced, interactive PDMP report. Contained on the report, and delivered as discrete data, is an Overdose Risk Score (ORS). This score numerically represents the risk of unintentional overdose death.

The ORS has the following characteristics:

1. The score is three digits and ranges from 000–999.
2. Risk approximately doubles for every 100-point increase in the score.
3. Using patients who score 0–199 as a reference group, the odds ratio associated with successive 100-point bins is as follows:

ORS	Odds Ratio of Unintentional Overdose Death
000–199	1
200–299	10
300–399	12
400–499	25
500–599	44
600–699	85
700–799	141
800–899	194
900–999	329

ORS Algorithm

The ORS algorithm was derived using machine learning and other predictive techniques applied to a large case series of over 5,000 unintentional overdose deaths. For the first version of the score, more than 70 PDMP variables were evaluated with 12 chosen for the final model.

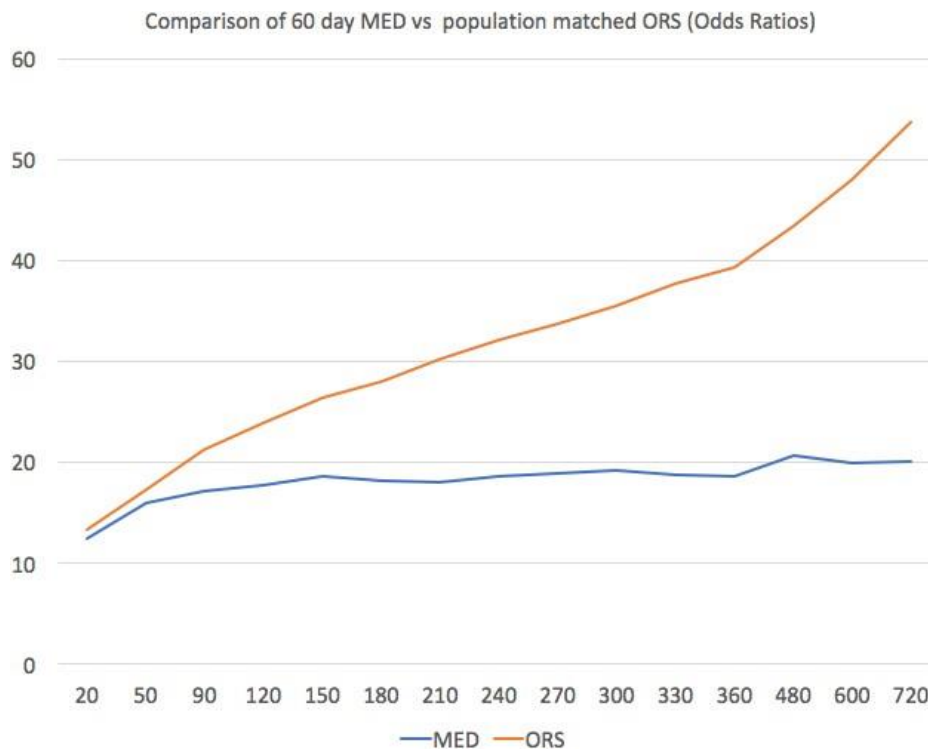
Subsequent revisions of the model have included evaluation of thousands of variables, and efforts to include non-PDMP data such as criminal justice information, claims data, overdose registry data, etc., are ongoing. A specific characterization of the current variables and coefficients is beyond the scope of this document. In general, the variables that have shown to be predictive of unintentional overdose death include:

- The number of pharmacies visited per unit time
- Maximum morphine milligram equivalency (MME) in the last year
- The number of prescribers in the last two years
- Various slopes of opioid and sedative use
- Various slopes of prescriber usage

This section will be updated when new types of variables are incorporated and/or new sets of data are included.

Clinical Application

The ORS is intended to eventually provide a holistic estimate of overdose risk. At the current time, the risk assessment does not incorporate any data other than PDMP usage. This aligns the clinical application of the score with other sources of overdose risk assessment based on PDMP data such as number of pharmacies visited in the last 90 days or daily morphine equivalent dose(MED). The ORS performs much better than estimates using only one variable. For example, when comparing the utility of average MED in the last 60 days to the ORS, one can easily see that while MED does have a dose response curve, the ORS has markedly higher performance.



The absolute risk of death from unintentional overdose is very low in the population of patients found in a PDMP. Even though the annual unintentional overdose death rate is unacceptably high, measured in the thousands for many states, the number of people using controlled substances in those same states are in the multiple millions. Patients on elevated doses of medication are also prevalent and have a low overall incidence of unintentional overdose death. For example, in evaluating average daily MED over a period of 60 days in one state, the following death rates were found:

60-day MED avg	Decedents	Living	Death Rate
90 MED	1,008	162,231	0.6%
150 MED	722	94,681	0.8%
480 MED	144	13,693	1.0%

The results of this analysis equate the CDC-recommended maximum 90 MED for chronic opioid use to an expected death rate of just 0.6%. It isn't until you get to an average MED of 480 that the death rate reaches 1%, and at that level, there are over 13,000 patients in the PDMP database.

One method of incorporating the ORS into clinical practice is to use a value of 650 as a threshold approximately equivalent to the CDC's recommended maximum of 90 MED. Just as patients who are above 90 MED are often evaluated for dose reduction, patients above a score of 650 may similarly be considered for:

1. Substance Use Disorder evaluation and treatment (if appropriate)
2. Discontinuation of potentiating drugs (if present)
3. Dose reduction
4. Provider lock-in
5. Pharmacy lock-in
6. Consideration of non-opioid therapy

Score-Based Guidance

The ORS can be applied to clinical practice in a manner analogous to daily MED. The CDC opioid prescribing guidelines recommend naloxone be considered at 50 MED and that most patients should be treated at a dose of 90 MED or less. Using an equivalent population methodology, the following ORS ranges can be associated with CDC MED-based guidance.

Score	Approximate CDC MED Equivalent	Guidance
< 010–440	< 50 MED	Consider other sources of risk beyond PDMP data. See below
450–650	50 MED (or more)	Consider naloxone prescription. See below.
> 650	90 MED (or more)	Consider naloxone prescription. Review use patterns for unsafe conditions. If multiple providers involved in unsafe prescribing, discuss concern with patient and consider contacting other providers directly. If multiple pharmacies involved in unsafe prescribing, discuss concern with patient and consider pharmacy lock-in program. If overlapping medications of same or different type, discuss concern with patient and consider taper to lower dose and/or discontinuation of potentiating medications. If patient has evidence of a substance use disorder, consider inpatient admitor referral for outpatient evaluation and treatment.

Additional Risk Indicators

The NarxCare application delivers several elements of discrete data and a visually enhanced, interactive PDMP report. Contained on the report, and delivered as discrete data, are a set of Additional Risk Indicators. These indicators may be determined by the state PDMP and are felt to have stand-alone value.

This section is intended to aggregate important information from multiple sources of data. These data sources may include PDMP data, claims data, overdose registry data, continuity of care documents, and criminal justice.

There are currently three PDMP based indicators:

- More than 5 providers in any 365-day period
- More than 4 pharmacies in any 90-day period
- More than 40 MED average and more than 100 MME total at any time in the previous 2 years

These indicators are based on the following literature:

- **Provider red flag:** Hall AJ, Logan JE, Toblin RL, et al. Patterns of Abuse Among Unintentional Pharmaceutical Overdose Fatalities. *JAMA*. 2008;300(22): 2613–2620. doi:10.1001/jama.2008.802.
- **Pharmacy red flag:** Yang Z, Wilsey B, Bohm M, et al. Defining Risk of Prescription Opioid Overdose: Pharmacy Shopping and Overlapping Prescriptions Among Long-Term Opioid Users in Medicaid. *The Journal of Pain*. 16(5): 445–453.
- **40 MED red flag:** Paulozzi L, Kilbourne E, Shah N, et. al. A History of Being Prescribed Controlled Substances and Risk of Drug Overdose Death. *Pain Medicine*. 2012;13(1): 87–95. doi: 10.1111/j.1526-4637.2011.01260.x.

Clinical Application

PDMP-based indicators typically corroborate any concerns raised by the Narx Scores and ORS.

When available, additional risk indicators sourced from non-PDMP data sources may represent other dimensions of risk such as past heroin use, substance use disorder, previous overdose, etc.

When non-PDMP indicators become routinely available, they will be modeled into the ORS, and it may then be the case that a patient may have low Narx Scores (due to low use of prescribed controlled substances) BUT have an elevated ORS (due to high risk associated with non-PDMP data).

In all cases, if a provider determines that inappropriate risk exists for a patient, they should seek additional information, discuss the risk concern with the patient, and choose appropriate medical care options that are in the best interest of the patient.

Indicator-Based Guidance

Indicator	Guidance
More than 5 providers in any year (365 days)	Review use patterns for unsafe conditions. If multiple providers involved in unsafe prescribing, discuss concern with patient and consider contacting other providers directly.
More than 4 pharmacies in any 90-day period	Review use patterns for unsafe conditions. If multiple pharmacies involved in unsafe prescribing, discuss concern with patient and consider pharmacy lock-in program.
More than 40 MED per day average and more than 100 MME total	Review use patterns for unsafe conditions. Consider taper to lower dose and/or discontinuation of potentiating medications.
If all 3 indicators present	Review use patterns for unsafe conditions. If multiple providers involved in unsafe prescribing, discuss concern with patient and consider contacting other providers directly. If multiple pharmacies involved in unsafe prescribing, discuss concern with patient and consider pharmacy lock-in program. If overlapping medications of same or different type, discuss concern with patient and consider taper to lower dose and/or discontinuation of potentiating medications. If patient has evidence of a substance use disorder, consider inpatient admit or referral for outpatient evaluation and treatment.

Appendix B: Communications Module

Clinicians need the ability to recognize and call attention to important medical events, such as mitigating or exacerbating factors, on a patient's PMP report. The NarxCare system's Communications Module is designed to meet this need. When this module is enabled, clinician-to-clinician messaging and the ability to add Care Notes to a record are available within the Narx Report.

- Clinician-to-clinician messaging allows clinicians to securely communicate and share information regarding a patient in their care. This direct messaging feature is available only in NarxCare, not in the PMPs themselves, and permits the exchange of information between verified PMP users regarding a single patient under the care of multiple clinicians.
- Care Notes is a clinician-only feature that allows specific, clinically relevant notes or events to be appended to a patient's PMP record. These notes are visible only on the PMP report and to clinicians who have the Communications Module enabled.

Note: To have the Communications Module enabled, clinicians must meet specific requirements such as having a unique personal ID (e.g., DEA number) and not sharing that ID with other clinicians (e.g., within an institutional setting).

This appendix describes how to create and view Care Notes and clinician-to-clinician messages within the Narx Report.

Accessing Your Inbox

Clinician-to-clinician messages and Care Notes are stored in your inbox, which can be accessed by:

- Clicking **Inbox** from the Messages/My Care Notes section of your dashboard; or
- Clicking the **Messages** link on the menu bar.

Messages and Care Notes can be accessed by clicking either of these links. A number indicates that there are new messages/Care Notes.

My Dashboard

Patient Alerts

PATIENT ALERTS

No Patient Alerts Received

Recent Requests

RECENT REQUESTS

Patient Full Name	DOB	Status	Request Date	Delegate
Adam Smith	01/01/1900	Verified	01/01/2017 2:58PM	Test Name
Adam Smith	01/01/1900	Verified	01/01/2017 2:58PM	Test Name
Adam Smith	01/01/1900	Verified	01/01/2017 2:58PM	Test Name
Adam Smith	01/01/1900	Verified	01/01/2017 2:58PM	Test Name

Messages/My Care Notes

Inbox (1)

My Favorites

RxSearch - Patient Request

PMP Announcements

01/01/2017

Subject

Lorem ipsum dolor sit amet, asd sdfasdf dffconsectetur adipiscing elit,fajdf. adsfas asdfjkasdjfasldfkajsdksldf....

View

01/01/2017

Subject

Lorem ipsum dolor sit amet, asd sdfasdf dffconsectetur adipiscing elit,fajdf....

New messages and/or Care Notes are indicated by a number (i.e., the number of new messages) next to the **Inbox** link in the Messages/My Care Notes section of your dashboard and on the **Messages** link on the menu bar.

Once you have clicked either link, your inbox is displayed.

Messages

Date/Time Received	Patient	From	Message
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit ...
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed dia..
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed dia..
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed dia..
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed dia..
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed dia..
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed dia..
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed dia..
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed dia..
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed dia..

Showing 10 - 19 of 50 Items View 10 per page < 2 of 5 >

Your inbox contains two tabs: [Messages](#) and [My Care Notes](#). The **Messages** tab is displayed by default. Note that both messages and Care Notes are contained within the Narx Report; therefore, when viewing messages/Care Notes, you are accessing the Narx Report for the patient indicated in the **Patient** column.

You can manage how many messages or Care Notes are displayed at any given time by changing the number in the **View** field at the bottom of the list. You can also use the arrows to navigate through your messages/Care Notes.

Showing 10 - 19 of 50 Items View 10 per page < 2 of 5 >

- **Messages.** The **Messages** tab displays the date and time the message was received, the patient who is the subject of the message, the user who sent the message, and a preview of the message text. Messages are displayed in descending time order, with the most current messages at the top. New messages are displayed in **bold** until viewed.

Click the link in the **Message** column to view the message.

The Narx Report for that patient is displayed, and you are automatically directed to the Messages section of the report.

RxSearch > Patient Request > Justin Cooper

Justin Cooper, 37M

Narx Report Resources

Date: 06/15/2017 Download PDF Download CSV

Justin Cooper

Communication

Messages (1)

New [03/02/2017 11:03:12 CST] — from Mark Allen (General Surgeon) to Beth Johnson Actions

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early.

[03/02/2017 11:03:12] — from Mark Allen (General Surgeon) to Beth Johnson Actions

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

[03/02/2017 11:03:12] — from Mark Allen (Delegate) on behalf of Amy Smith (General Surgeon) to Beth Johnson Actions

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

Showing 26 - 50 of 100 Items

Refer to [Clinician-to-Clinician Messaging](#) for information on responding to messages and creating new messages.

- **My Care Notes.** Click the **My Care Notes** tab to display your Care Notes.

Menu Messages Johnny Smith

STATE DEPARTMENT OF HEALTH
Powered by Awarx

Messages My Care Notes

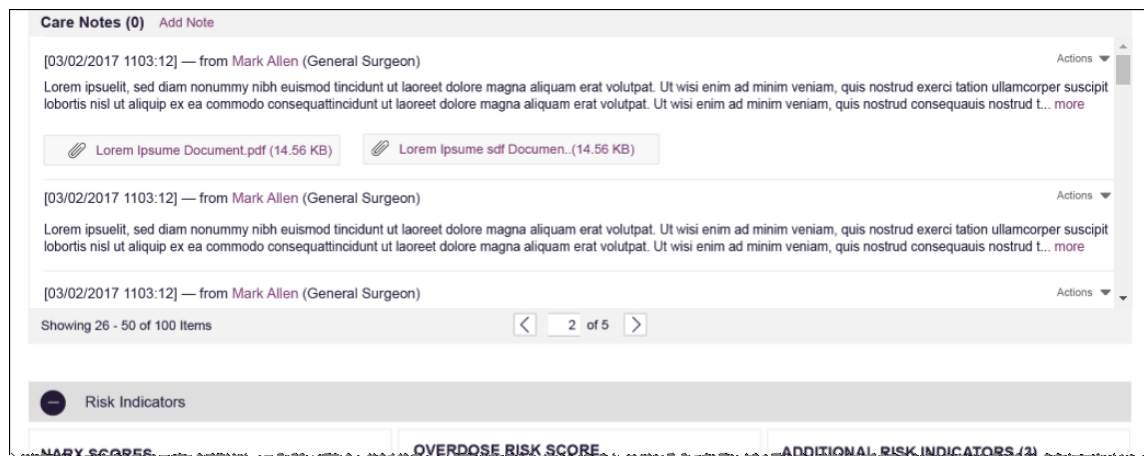
My Care Notes Search

Date/Time Last Updated	Patient	Care Note
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	[Deleted] -View Reason- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, scetuer adipiscing elit,ed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, scetuer adipiscing elit,d diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	[Edited] - View Edits - Lorem ipsum dolor sit amet, consectetur adipiscing elit, scetuer....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	[Expired] - View Note -Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elitctetuer adipiscing elit,, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing ctetuer adipiscing elit,elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elctetuer adipiscing elit,it, sed
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit,adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	[Deleted] -View Reason- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, scetuer adipiscing elit,ed diam....

The **My Care Notes** tab displays the date and time the care note was last updated, the patient who is the subject of the note, and a preview of the note text. Care Notes are displayed in descending order, with the most current notes at the top. New Care Notes are displayed in **bold** until viewed.

Click the link in the **Care Note** column to view the note.

The Narx Report for that patient is displayed, and you are automatically directed to the Care Notes section of the report.



Refer to [Care Notes](#) for information on adding new Care Notes to a patient record.

Clinician-to-Clinician Messaging

Creating a New Message

You can send a message regarding a specific patient to another clinician who is also treating that patient from within the Narx Report.

Note: *This function should be used for messages that are not critically time sensitive, as there may be a time lag before the recipient views any sent message. For time sensitive communications, Appriss recommends direct communication with the desired recipient outside of the PMP.*

To send a new message:

1. Generate a Narx Report for the patient using the instructions provided in the [Creating a Patient Request](#) section of this document.

The Narx Report is displayed as shown on the following page.

RxSearch > Patient Request > Justin Cooper

Justin Cooper, 37M

[Narx Report](#) [Resources](#)

Date: 06/15/2017 [Download PDF](#) [Download CSV](#)

Justin Cooper

Communication

Messages (1)

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

[03/02/2017 1103:12] — from Mark Allen (General Surgeon) to Beth Johnson [Actions](#)

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

[03/02/2017 1103:12] — from Mark Allen (Delegate) on behalf of Amy Smith (General Surgeon) to Beth Johnson [Actions](#)

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

Showing 26 - 50 of 100 Items

Care Notes (0) [Add Note](#)

[03/02/2017 1103:12] — from Mark Allen (General Surgeon) [Actions](#)

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[03/02/2017 1103:12] — from Mark Allen (General Surgeon) [Actions](#)

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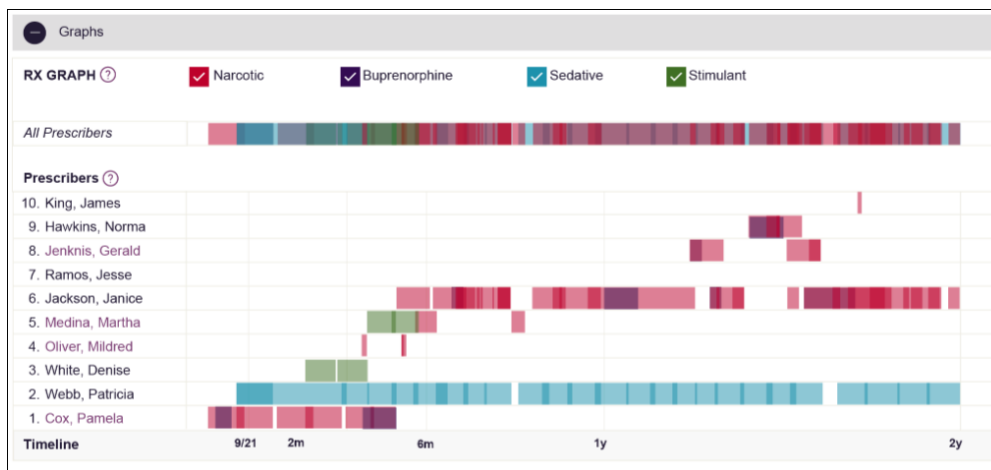
Showing 26 - 50 of 100 Items

Risk Indicators

NARX SCORES			OVERDOSE RISK SCORE	ADDITIONAL RISK INDICATORS (3)
Narcotic	Sedative	Stimulant	650 (Range 000-999)	<ul style="list-style-type: none"> > = 4 opioid or sedative dispensing pharmacies in any 90 day period in the last 2 years > = 5 opioid or sedative providers in any year in the last 2 years Patient has Benzodiazepine/ Narcotic overlap
672	512	190		
Explain these scores	Explain this score	Explain these indicators		

This NarxCare report is based on search criteria supplied and the data entered by the dispensing pharmacy. For more information about any prescription, please contact the dispensing pharmacy or the prescriber. NarxCare scores and reports are intended to aid, not replace, medical decision making. None of the information presented should be used as sole justification for providing or refusing to provide medications. The information on this report is not warranted as accurate or complete.

2. Scroll down to the Prescribers section of the Rx Graph. Available prescribers are indicated by hyperlinked names.



- Click the prescriber's name to send a message regarding the patient.

Note: *If the prescriber's name is not a hyperlink, that prescriber is not available for messages. Prescribers may be unavailable for messages based on a number of factors, including being located out of state or having an invalid identifier.*

The Message Creation window is displayed.

The screenshot shows a window titled "Mark Allen" with a close button (X) in the top right corner. Inside the window, there is a message: "This patient report includes multiple demographics. Messages must be appended to a specific patient demographic. Please make the appropriate selection to append this message to an accurate patient record." Below this is a section titled "Search Criteria" with the text "Name: Justin Cooper DOB: 11/18/1980". Underneath, it asks "What's the most recent and accurate address for this patient?" and lists four radio button options: "1189 Main Street Louisville, IN 40223 40223", "78 Woodstone Dr. Louisville, IN 40223" (which is selected), "671 Springview Lane Louisville, IN 40223", and "671 Springview Apt 2 Louisville, IN 40223". Below the address list, it shows "From: Johnny Smith (Cardiologist) - 123 Fake Street Louisville, KY 40223" and "To: Mark Allen (Cardiologist) - 123 Fake Street Louisville, KY 40223". At the bottom, there is a text input field labeled "Message..." and two buttons: "Cancel" and "Send".

- If multiple demographics exist for the patient, you must select the most recent and accurate demographic to ensure that your message is attached to the correct patient record.

Note: *If multiple demographics do not exist, you can skip this step.*

- Type your message in the **Message** field, then click **Send**.

The message is sent, and the prescriber will be able to view it the next time they log in to AWAxE.

Responding to an Existing Message

If a prescriber has sent you a message, it will be available in your inbox. To read and respond to a message:

- Open the message using the instructions provided in the [Accessing Your Inbox](#) section of this guide.

The Narx Report is generated and displayed, and you are automatically directed to the Messages section of the report.

RxSearch > Patient Request > Justin Cooper

Justin Cooper, 37M

Narx Report Resources

Date: 06/15/2017 Download PDF Download CSV

Justin Cooper

Communication

Messages (1)

New [03/02/2017 11:03:12 CST] — from Mark Allen (General Surgeon) to Beth Johnson Actions

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early.

[03/02/2017 11:03:12] — from Mark Allen (General Surgeon) to Beth Johnson Actions

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

[03/02/2017 11:03:12] — from Mark Allen (Delegate) on behalf of Amy Smith (General Surgeon) to Beth Johnson Actions

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Showing 26 - 50 of 100 Items

- To respond to a message, click the prescriber's name, located in the **From** field of the message heading.

The Message Creation window is displayed.

Mark Allen

This patient report includes multiple demographics. Messages must be appended to a specific patient demographic. Please make the appropriate selection to append this message to an accurate patient record.

Search Criteria

Name: Justin Cooper DOB: 11/18/1980

What's the most recent and accurate address for this patient?

☐ 1189 Main Street Louisville, IN 40223 40223

☒ 78 Woodstone Dr. Louisville, IN 40223

☐ 671 Springview Lane Louisville, IN 40223

☐ 671 Springview Apt 2 Louisville, IN 40223

From: Johnny Smith (Cardiologist) - 123 Fake Street Louisville, KY 40223

To: Mark Allen (Cardiologist) - 123 Fake Street Louisville, KY 40223

Message...

Cancel Send

- If multiple demographics exist for the patient, you must select the most recent and accurate demographic to ensure that your message is attached to the correct patient record.

Note: If multiple demographics do not exist, you can skip this step.

- Type your response in the **Message** field, then click **Send**.

The message is sent, and the prescriber will be able to view it the next time they log in to AWARe.

Care Notes

The Care Notes feature allows you to add specific, clinically relevant notes or events to a patient's PMP record (e.g., "the patient has a pain contract") to be viewed by any provider who views the patient's record. You can also edit and/or delete Care Notes that you added to the patient's record.

Note: This function should be used for messages that are not critically time sensitive, as there may be a time lag before the recipient views any sent message. For time sensitive communications, Appriss recommends direct communication with the desired recipient outside the PMP.

Adding a New Care Note

To add a new Care Note to a patient's record:

1. Generate a Narx Report for the patient using the instructions provided in the [Creating a Patient Request](#) section of this document.

The Narx Report is displayed.

RxSearch > Patient Request > Justin Cooper

STATE DEPARTMENT OF HEALTH

Justin Cooper, 37M

Narx Report Resources

Date: 06/15/2017 Download PDF Download CSV

+ Justin Cooper

- Communication

Messages (1)

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

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Showing 26 - 50 of 100 Items

Care Notes (0) Add Note

[03/02/2017 11:03:12] — from Mark Allen (General Surgeon) Actions

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[03/02/2017 11:03:12] — from Mark Allen (General Surgeon) Actions

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Showing 26 - 50 of 100 Items

Risk Indicators

NARX SCORES

Narcotic	Sedative	Stimulant
672	512	190

Explain these scores

OVERDOSE RISK SCORE

650 (Range 000-999)

Explain this score

ADDITIONAL RISK INDICATORS (3)

- > = 4 opioid or sedative dispensing pharmacies in any 90 day period in the last 2 years
- > = 5 opioid or sedative providers in any year in the last 2 years
- ! Patient has Benzodiazepine/ Narcotic overlap

Explain these indicators

This NarxCare report is based on search criteria supplied and the data entered by the dispensing pharmacy. For more information about any prescription, please contact the dispensing pharmacy or the prescriber. NarxCare scores and reports are intended to aid, not replace, medical decision making. None of the information presented should be used as sole justification for providing or refusing to provide medications. The information on this report is not warranted as accurate or complete.

2. Click **Add Note** in the Care Notes section of the page.

The Care Note creation window is displayed.

Care Note for Justin Cooper

Create a care note that will remain with the patient's report. A care note created by you can only be edited/deleted by the you or an admin.

Write a Care Note....

Add Attachment Characters Left: xxx

Expiration
This care note should **never expire**

Share Note
☐ Externally with any authorized user of the PDMP
☒ Internal to my organization only

Care Note Guidelines: This care note function allows prescription drug monitoring program (PDMP) users to communicate with each other through the NarxCare interface. This function should be used for messages that are not critically time sensitive, as there may be a time lag before the recipient views any sent message. For time sensitive communications, direct communication with the desired recipient is recommended.

Cancel Save

3. Type your note in the **Write a Care Note** field. Note that Care Notes are limited to 1000 characters.
4. If you need to attach a document to the Care Note (e.g., care plans, pain contracts, etc.), click **Add Attachment** and select the file you wish to attach. Note that HTML attachments cannot be accepted for security purposes. In addition, inappropriate content, either in text form or document or photo attachments, should not be posted. If you notice inappropriate use of the Communications Module, you can flag inappropriate content by following the instructions in the [Flagging a Message/Care Note as Inappropriate](#) section of this document.
5. In the **Expiration** field, use the drop-down menu to select when the Care Note should expire.

Expiration
This care note should **expire after custom months**

Expire after M (months)

Care Note Guidelines: This care note function allows prescription drug monitoring program (PDMP) users to communicate with each other through the NarxCare interface. This function should be used for messages that are not critically time sensitive, as there may be a time lag before the recipient views any sent message. For time sensitive communications, direct communication with the desired recipient is recommended.

never expire
expire after 3 months
expire after 6 months
expire after 12 months
expire after custom months

- You can choose to have the Care Note never expire or to expire after 3 months, 6 months, 12 months, or a custom number of months.

- If you choose the **expire after custom months** option, you will be prompted to enter the number of months after which the Care Note should expire. The maximum allowed is 99 months.

Expiration

This care note should expire after custom months

Expire after Months. (Maximum allowed is 99 months)

6. If you are adding a Care Note to a patient report via an EHR integration, the **Share Note** field will be displayed. Use this field to indicate whether the Care Note should be shared externally with any authorized PMP user or internally with your organization only.
7. Click **Save**.

The Care Note is saved and immediately appended to the patient's record.

Editing a Care Note

Note: You can only edit Care Notes added by you. Your State Administrator may also edit your Care Note, if necessary.

To edit your Care Note:

1. Generate a Narx Report for the patient using the instructions provided in the Creating a Patient Request section of this document.

The Narx Report is displayed.

RxSearch > Patient Request > Justin Cooper

Justin Cooper, 37M

Narx Report Resources

Date: 06/15/2017 [Download PDF](#) [Download CSV](#)

Justin Cooper

Communication

Messages (1)

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

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Showing 26 - 50 of 100 items < 2 of 5 >

Care Notes (0) Add Note

[03/02/2017 11:03:12] — from Mark Allen (General Surgeon) Actions

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[03/02/2017 11:03:12] — from Mark Allen (General Surgeon) Actions

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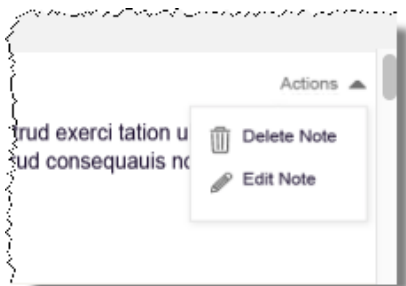
Showing 26 - 50 of 100 items < 2 of 5 >

Risk Indicators

<p>NARX SCORES</p> <table> <tr> <td>Narcotic</td> <td>Sedative</td> <td>Stimulant</td> </tr> <tr> <td>672</td> <td>512</td> <td>190</td> </tr> </table> <p>Explain these scores</p>	Narcotic	Sedative	Stimulant	672	512	190	<p>OVERDOSE RISK SCORE</p> <p>650 (Range 000-999)</p> <p>Explain this score</p>	<p>ADDITIONAL RISK INDICATORS (3)</p> <ul style="list-style-type: none"> > 4 opioid or sedative dispensing pharmacies in any 90 day period in the last 2 years > 5 opioid or sedative providers in any year in the last 2 years Patient has Benzodiazepine/ Narcotic overlap <p>Explain these indicators</p>
Narcotic	Sedative	Stimulant						
672	512	190						

This NarxCare report is based on search criteria supplied and the data entered by the dispensing pharmacy. For more information about any prescription, please contact the dispensing pharmacy or the prescriber. NarxCare scores and reports are intended to aid, not replace, medical decision making. None of the information presented should be used as sole evidence for any clinical or legal decisions. The information is not intended to be used for legal or financial purposes.

2. In the Care Notes section of the page, locate the note you wish to edit.
3. Click the **Actions** drop-down for the note and select **Edit Note**. *Note that this option is only available on notes created by you. You cannot edit Care Notes created by other clinicians.*



The Edit Care Note window is displayed.

A screenshot of the 'Edit Care Note for Justin Cooper' window. The window has a title bar with a close button. Below the title is a text area containing placeholder text: 'Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Duis autem vel eum iriure dolor in'. Below the text area is a section for attachments, showing a file 'A_Doc_Upload 12345678.pdf (40.3KB)' uploaded on Jan 23, 2017 2:30 PM EST. There is a 'Characters Left: xxx' indicator. Below the attachments is a section for 'Expiration' with a dropdown menu set to 'never expire'. There is also a 'Share Note' section with two radio buttons: 'Externally with any authorized user of the PDMP' and 'Internal to my organization only' (which is selected). Below that is a 'Reason for Edit' section with two checkboxes: 'Correct errors/wrong information' and 'Update outdated information'. At the bottom right are 'Cancel' and 'Save' buttons.

4. Edit the Care Note as necessary. You may refer to steps 3-6 of the [Adding a New Care Note](#) section of this document for more information about the fields displayed on this window.
5. Once you have finished editing the Care Note, select the reason for editing the note in the **Reason for Edit** field. You may add any additional comments regarding the edit in the **Additional Comments** field. *Note that if you select **Other** as the reason for your edit, you must complete the **Additional Comments** field.*

A screenshot of the 'Reason for Edit' and 'Additional Comments' fields. The 'Reason for Edit' section has three checkboxes: 'Correct errors/wrong information', 'Update outdated information', and 'Other'. Below this is the 'Additional Comments' section, which is a text area. At the bottom right is a 'Characters Left: xxx' indicator.

6. Click **Save**.

- Your edits are saved, and the Care Note is immediately updated on the patient's record.
- Care Notes that have been edited by you or by the State Administrator are indicated with **[Edited]** next to the Care Note description in your inbox.

My Care Notes		
		Search <input type="text"/>
Date/Time Last Updated	Patient	Care Note
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	[Deleted] -View Reason- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	[Edited] - View Edits - Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	[Expired] - View Note - Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...

You may click **View Edits** to view the Care Note's edit history. Note that the edit history is only viewable by you and your State Administrator.

×

Edited Care Note

This note has been edited multiple times. [View History of Edits](#)

Edited on 11/21/2017

[11/21/2017 2:24:00 PM CST] — Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

The care note was edited due to the following reasons: Offensive Language, Other

Edited on 11/22/2017

[11/22/2017 2:24:00 PM CST] — Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

The care note was edited due to the following reasons: Offensive Language, Other

Additional Comments:
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut

Close

If the Care Note has been edited multiple times, you can click **View History of Edits** to view the entire edit history.

Edited Care Note

This note has been edited multiple times. [Hide History of Edits](#)

Original Care Note
[11/19/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

Edited on 11/19/2017
[11/19/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

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Edited on 11/21/2017
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Edited on 11/22/2017
[11/22/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

Close

Deleting a Care Note

Note: You can only delete Care Notes added by you. Your State Administrator may also delete your Care Note, if necessary.

To delete your Care Note:

1. Generate a Narx Report for the patient using the instructions provided in the [Creating a Patient Request](#) section of this document.

The Narx Report is displayed as shown on the following page.

RxSearch > Patient Request > Justin Cooper

Justin Cooper, 37M

Narx Report Resources

Date: 06/15/2017 [Download PDF](#) [Download CSV](#)

Justin Cooper

Communication

Messages (1)

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ... [more](#)

[03/02/2017 11:03:12] — from Mark Allen (General Surgeon) to Beth Johnson [Actions](#)

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[03/02/2017 11:03:12] — from Mark Allen (Delegate) on behalf of Amy Smith (General Surgeon) to Beth Johnson [Actions](#)

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Showing 26 - 50 of 100 Items [<](#) [2](#) of 5 [>](#)

Care Notes (0) [Add Note](#)

[03/02/2017 11:03:12] — from Mark Allen (General Surgeon) [Actions](#)

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[03/02/2017 11:03:12] — from Mark Allen (General Surgeon) [Actions](#)

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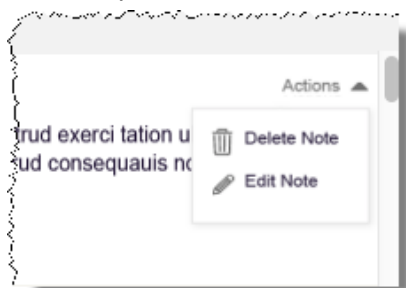
Showing 26 - 50 of 100 Items [<](#) [2](#) of 5 [>](#)

Risk Indicators

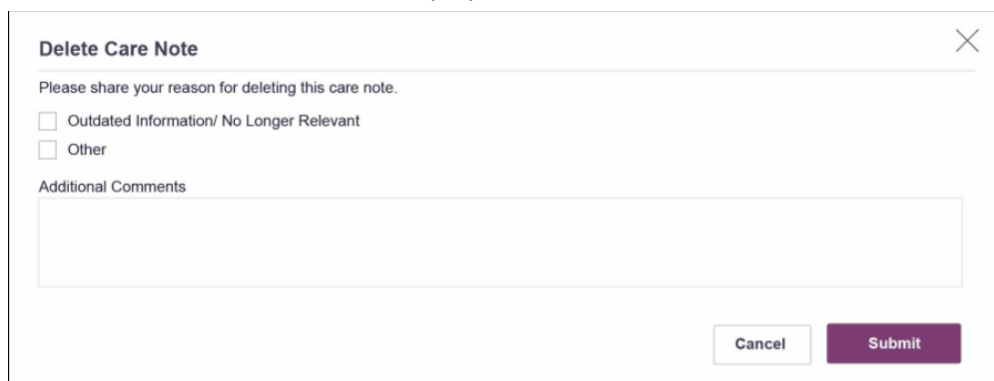
NARX SCORES			OVERDOSE RISK SCORE	ADDITIONAL RISK INDICATORS (3)
Narcotic	Sedative	Stimulant	650 (Range 000-999)	1 > = 4 opioid or sedative dispensing pharmacies in any 90 day period in the last 2 years 1 > = 5 opioid or sedative providers in any year in the last 2 years 1 Patient has Benzodiazepine/ Narcotic overlap
672	512	190		Explain these scores
Explain these scores			Explain this score	Explain these indicators

This NarxCare report is based on search criteria supplied and the data entered by the dispensing pharmacy. For more information about any prescription, please contact the dispensing pharmacy or the prescriber. NarxCare scores and reports are intended to aid, not replace, medical decision making. None of the information presented should be used as sole justification for providing or refusing to provide medications. The information on this report is not warranted as accurate or complete.

- In the Care Notes section of the page, locate the note you wish to delete.
- Click the **Actions** drop-down for the note and select **Delete Note**. *Note that this option is only available on notes created by you. You cannot delete Care Notes created by other clinicians.*



The Delete Care Note window is displayed.



Delete Care Note [X]

Please share your reason for deleting this care note.

☐ Outdated Information/ No Longer Relevant

☐ Other

Additional Comments

[Cancel] [Submit]

4. Select the reason you are deleting the Care Note. You may add any additional comments regarding the deletion in the **Additional Comments** field. *Note that if you select **Other** as the reason for your deletion, you must complete the **Additional Comments** field.*
5. Click **Submit**.
 - The Care Note is immediately removed from the patient's record and will no longer be visible to you or any other prescriber.
 - Care Notes that have been deleted by you or by the State Administrator are indicated with **[Deleted]** next to the Care Note description in your inbox.

Messages

My Care Notes

My Care Notes

Search

Date/Time Last Updated	Patient	Care Note
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur ctetur adipiscing elit,adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	[Deleted] - View Reason- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, scetetur adipiscing elit,ed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, scetetur adipiscing elit,d diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	[Edited] - View Edits - Lorem ipsum dolor sit amet, consectetur adipiscing elit, scetetur...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	[Expired] - View Note -Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elitctetur adipiscing elit,, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing ctetur adipiscing elit,elit, sed diam...

- You may click **View Reason** to view the Care Note's edit history and reason for deletion. Note that the edit history is only viewable by you and your State Administrator.

Deleted Care Note

Original Care Note:

[11/21/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

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Edited on 11/21/2017

[11/21/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

The care note was edited due to the following reasons: Offensive Language, Other

Deleted on 11/21/2017

The care note was deleted due to the following reasons: Offensive Language, Other

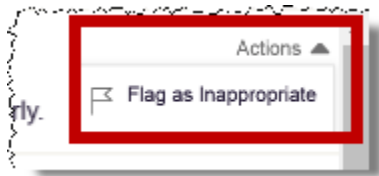
Additional Comments:
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut

Close

Flagging a Message/Care Note as Inappropriate

If you have received an inappropriate message and/or Care Note, you can flag it for review by the State Administrator. To flag a message or Care Note for review:

- From the **Messages** or **Care Notes** section of the Narx Report, click the **Actions** drop-down and select **Flag as Inappropriate**.



The Flag as Inappropriate window is displayed.

Flag as Inappropriate

Please share your reason for flagging this item as inappropriate.

☐ Offensive Language
☐ Sexual Content
☐ Spam
☐ Other

Additional Comments

Cancel

Submit

- Select the reason you are flagging the message or Care Note as inappropriate. You may add any additional comments regarding your reason in the **Additional Comments** field. *Note*

*that if you select **Other** as the reason for flagging the message or Care Note, you must complete the **Additional Comments** field.*

3. Click **Submit**.

The message or Care Note is flagged and sent to the State Administrator for review.