



Requestor User Support Manual

Texas Prescription Monitoring Program

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Version 2.5

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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 Texas Prescription Monitoring Program (PMP) 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 those who use PMP AWARe to review patients' prescription histories. A requestor's primary task within the application is to help determine if a patient should be given or dispensed a prescription based on their prescription history. Requestors are the strongest line of defense to prevent prescription drug abuse. Physicians and pharmacists are the most common type of requestor; however, there are a number of roles that can be classified as a requestor. A complete list of available roles that fall into the requestor category is provided below:

Healthcare Professionals

- Dentist
- Medical Resident with Prescriptive Authority
- Nurse Practitioner / Clinical Nurse Specialist
- Optometrist
- Pharmacist
- Pharmacist Delegate - Licensed
- Physician (MD, DO)
- Physician Assistant
- Podiatrist (DPM)
- Prescriber Delegate - Unlicensed
- Prescriber without DEA
- Veterinarian

Law Enforcement

- Law Enforcement
- Prosecutor

Other

- Board of Dentistry Investigator
- Board of Medicine Investigator
- Board of Nursing Investigator
- Board of Pharmacy Investigator
- Board of Optometry Investigator
- Board of Podiatry Investigator
- Board of Veterinarians Investigator
- Medical Examiner/Coroner

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

PMP AWARe requires that every individual register as a separate user, using their own email address as their username within the system. A user can register as a delegate, 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 NarxCare 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 attempt to access your account by following the [Reset Password](#) instructions located in this guide before attempting to create a new account. Please utilize the email address associated with your previous account.

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

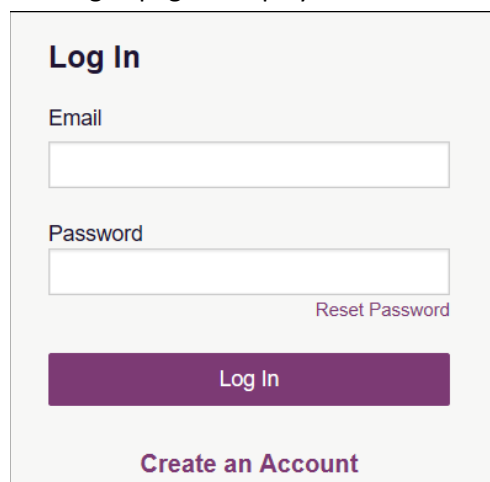
Some requestor roles may also require you to upload of a copy of a current government-issued photo ID, such as a driver's license or a passport, or notarized validation documents. If required, you must submit this documentation before your account can be approved. Digital copies of these documents can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

2.2 Registering for an Account

To request a new account in PMP AWARe:

1. Navigate to <https://texas.pmpaware.net/login>.

The Log In page is displayed.



2. Click **Create an Account**.

The Register for an Account page is displayed.

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

Register for an Account

Please create your own account and do not create an account on behalf of someone else.

Email

Confirm Email

Password

Confirm Password

Password Must:

- Minimum of 8 characters
- Contain one upper case letter
- Contain one lower case letter
- Contain one special character (! @ # \$ etc.)
- Maximum of 72 characters

[Continue](#) [Already have an account? Log In](#)

[Need Help?](#)

Note: 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.

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.

Email

Confirm Email

The email addresses you entered do not match.

4. Create your password in the **Password** field, using the guidelines provided below, then re-enter it in the **Confirm Password** field.

Passwords must contain the following:

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

A checkmark displays next to each requirement as it is met.

5. Click **Continue**.

The Account Registration: User Role Selection page is displayed.

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://texas.pmpaware.net/login>, 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 roles, each with an icon and a text label: 'a Healthcare Professional or Delegate' (with a stethoscope icon and a blue border), 'an Agency Administration' (with a gear icon), 'a Restricted Admin' (with a gear icon), 'in Law Enforcement' (with a shield icon), and 'an Other Professional' (with a briefcase icon). Below these options is a section titled 'Select a specific role from below' which contains a vertical list of seven roles in text boxes: 'Physician (MD, DO)', 'Homeopathic Physician', 'Naturopathic Physician', 'Dispensing Physician', 'Prescriber without DEA', and 'Prescriber Delegate'.

Notes:

- *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.*

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 ? *

National Provider ID

Autofill Form
Autofill the remainder of this form with the information associated with your national provider id number.

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 (*). You may use the information provided below as a guideline; however, the same fields will not be displayed or required for every user role.
- 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 ? *

National Provider ID

Autofill Form
Autofill the remainder of this form with the information associated with your national provider id number.

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.

- 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.

Note: If your state utilizes the mobile phone password reset functionality, you must have a mobile phone number on file in the system to reset your password via mobile phone.

Personal Information

First Name *

Middle Name

Last Name *

Date of Birth *

Last 4 digits of SSN ⓘ *

Primary Contact Phone
(###) ###-####

Mobile Phone Number ⓘ *
(###) ###-####

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)

Add

Employer National Provider ID(s)

Add

Employer Name

Address

Address Line 2

City

State

Zip Code

Phone

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

Fax

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

- 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.

Employer DEA Number(s)

MD0000000

Add

DEA Numbers Added

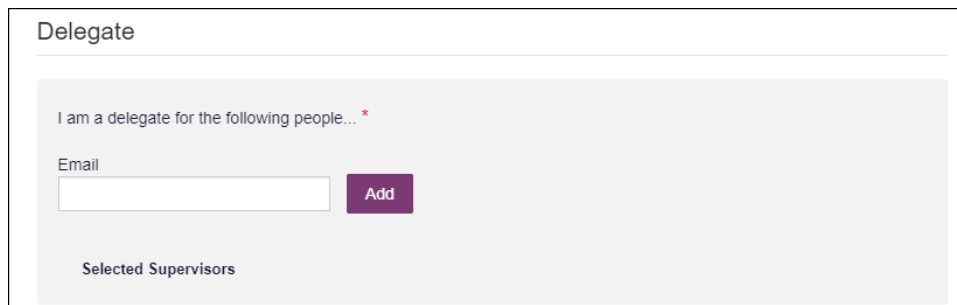
MD9876543

Remove

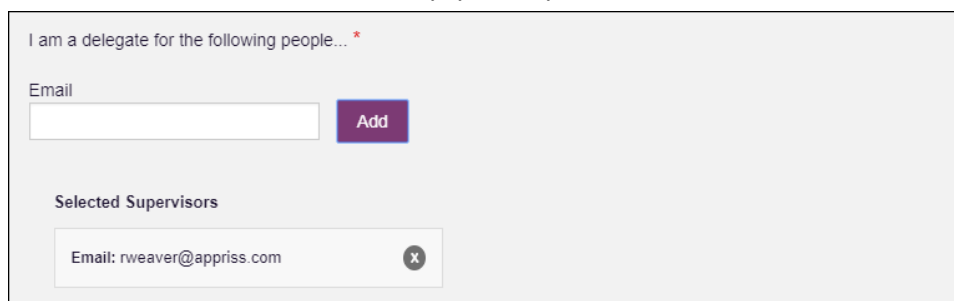
MD0000000

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.*



- 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.



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://texas.pmpaware.net/login>, 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](#), [Pending Approval](#), or [Not Complete – Additional Documents Needed](#)) and instructed to [verify your email address](#).

- 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 presented with the 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


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

Note: 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

- c. **Not Complete – Additional Documents Required:** If your user role requires that you upload validation documents to complete your registration, your registration status will be “Not Complete – Additional Documents Required,” and the Account Registration page displays the list of required documents.

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, a status icon (exclamation mark in a circle) is followed by 'Status: Registration Not Complete - Additional Documents Needed'. The text explains that based on the user role, additional documentation is required and provides instructions on how to complete the registration. It states that once all required validation documents are received, the registration will be reviewed for approval. A section titled 'Required Documents' instructs the user to download and upload the required documents. Below this, there is a table with two columns: 'Required Documents' and 'Uploaded File'. The first row shows 'Notarized Document' under the first column and 'No file uploaded' under the second. Below the table, there is a 'Choose File' button and a note '[Max File Size: 10MB]'. At the bottom, there are two buttons: 'Log out, Complete Later' and 'Submit Documents'.

- Click **Choose File** to upload the required document(s) to your account, then click **Submit Documents**;
- Or
- Click **Log Out, Complete Later** to return at a later time and upload the required document(s). When you are ready to complete your registration, navigate to <https://texas.pmpaware.net/login>, then enter the username and password you established in the previous steps.

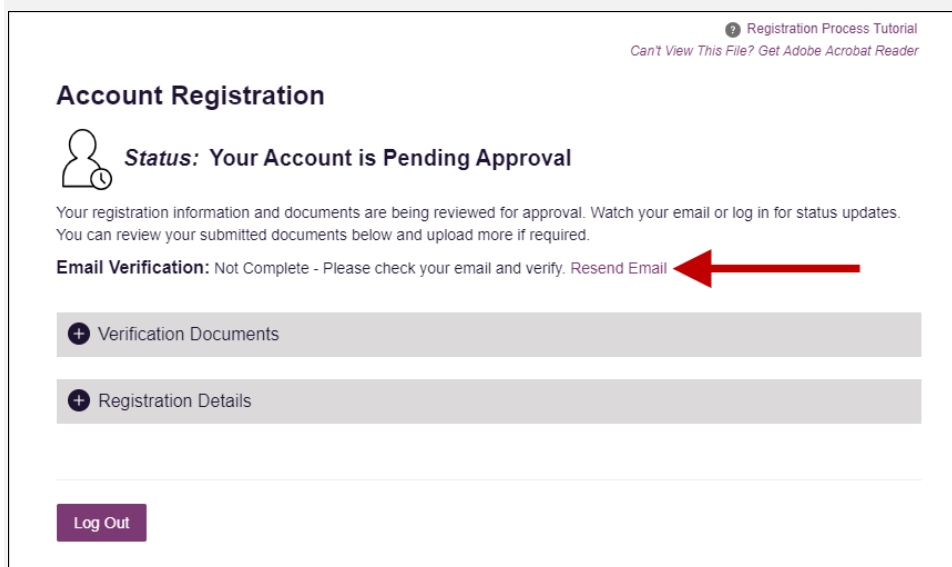
Once you have submitted your documents, you will be notified that your account is pending approval and instructed to [verify your email address](#). You may click the plus sign (+) next to **Verification Documents** and **Registration Details** to view the information you submitted. *Note that your information may not be edited at this time.* Refer to [Account Approval](#) for more information.

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, a status icon (person in a circle) is followed by 'Status: Your Account is Pending Approval'. The text explains that the registration information and documents are being reviewed for approval and provides instructions on how to check for status updates. It states that the user can review their submitted documents and upload more if required. A section titled 'Email Verification: Not Complete - Please check your email and verify. Resend Email' is shown. Below this, there are two expandable sections: 'Verification Documents' and 'Registration Details', each with a plus sign (+) icon. At the bottom, there is a 'Log Out' button.

2.3 Verifying Your Email Address

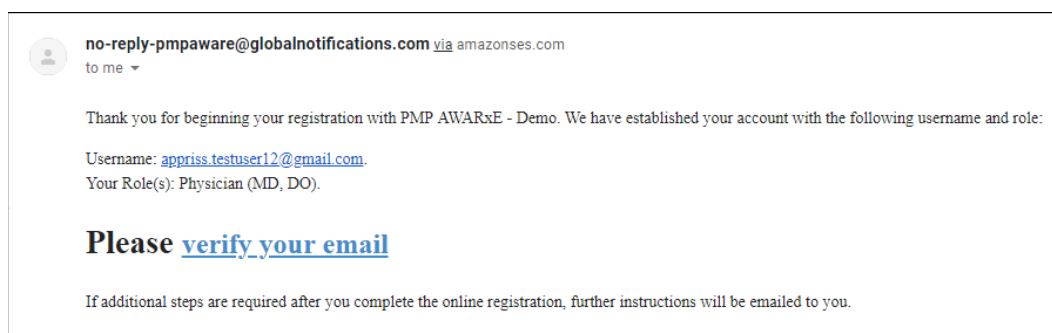
Once you have submitted your registration, PMP AWARe sends an email to the supplied email address for verification of an active email address.

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, a status icon (a person with a checkmark) is followed by '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.' Under 'Email Verification', it says 'Not Complete - Please check your email and verify. [Resend Email](#)'. A red arrow points to the 'Resend Email' link. Below this 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 from 'no-reply-pmpaware@globalnotifications.com via amazonses.com' to 'me'. The body of the email says: 'Thank you for beginning your registration with PMP AWARe - 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](#)'. At the bottom, it says: 'If additional steps are required after you complete the online registration, further instructions will be emailed to you.'

Notes:

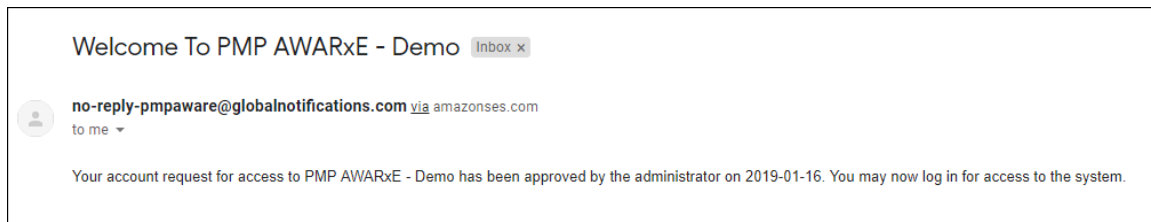
- The link contained within the email is only valid for 20 minutes. In the event that time has expired, clicking the link will result in a new email verification notification being sent to you. Click the link in the new email to verify your email address.
- If you are not able to receive HTML-formatted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

Once you click the link, you are directed to PMP AWARe 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 AWARe functionality, including performing patient requests, until your account is approved. Please refer to [Account Approval](#) for more information.

2.4 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.

Upon logging in, you will be presented with the End User License Agreement that you must review and accept.

A screenshot of a web form titled "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 states that by logging in, the user agrees to abide by the requirements of the Prescription Monitoring Program at 105 CMR 700.012. There are three numbered sections: 1) For practitioners/pharmacists in Kentucky; 2) For those registered with the Kentucky Department of Public Health; 3) For law enforcement. At the bottom are two buttons: "I Agree" (highlighted in purple) and "Cancel".

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

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

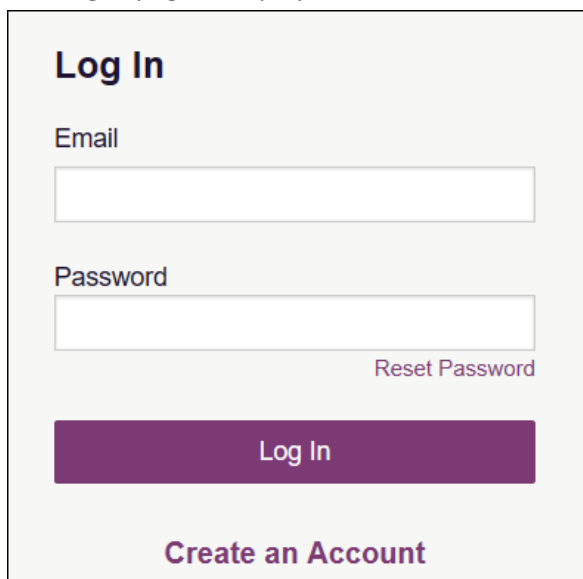
3 Basic System Functions

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://texas.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 AWAxE with an approved account, the requestor dashboard (My Dashboard) is displayed. This dashboard provides a quick summary of pertinent items within PMP AWAxE, including State Administrator announcements, your recent patient searches, patient alerts, 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

Patient Alerts

| Patient Full Name | DOB | Alert Date | Alert Letter |
|-------------------|------------|------------|------------------------------|
| DAVE PATIENT | 01/01/1985 | 11/08/2017 | Download PDF |

Recent Requests

| Patient Name | DOB | Status | Request Date | Delegate |
|-----------------|------------|----------|--------------------|-----------------|
| test one | 01/01/1901 | Complete | 11/28/2017 6:08 PM | Jordan Delegate |
| DAVE PATIENT | 01/01/1985 | Complete | 11/27/2017 4:16 PM | |
| test patient | 01/01/1900 | Complete | 10/31/2017 2:23 PM | James Delegate |
| bob testpatient | 01/01/1900 | Complete | 10/31/2017 2:10 PM | |
| mic_jor | 01/05/1941 | Complete | 10/27/2017 2:08 PM | |

[View Requests History](#)

Delegates

| Delegate Name | Status | Request Date |
|---------------------------|----------|--------------|
| new James Delegate | pending | 12/01/2017 |
| Jordan Delegate | approved | 04/25/2017 |

My Favorites

[RxSearch - Patient Request](#)

PMP Announcements

Message for Physicians 10/13/2017
Test announcement

Exciting changes are coming to AWAxE! 09/20/2017
We are pleased to announce that later this year, we will be performing a systemwide update on AWAxE.
When you log in to AWA... [more](#)

[View all Announcements](#)

Quick Links

[PMP Support](#)

3.2.1 Patient Alerts

This section displays the most recent patient alerts.

Note: This section is user role dependent, meaning that certain roles will be unable to view this section.

- New alerts (i.e., those that have not been viewed) are displayed in **bold** with the word **“NEW”** next to them.
- You can download the letter associated with the alert by clicking **Download PDF**.
- You can view the Patient Request associated with a patient by clicking the patient's name.

- You can click **Patient Alerts**, located at the top of the section, to access a full listing of patient alerts. You can also access patient alerts at any time by clicking **Menu > Patient Alerts** (located under **Rx Search**).

3.2.2 Recent Requests

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

- You can view the NarxCare 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.

3.2.3 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.

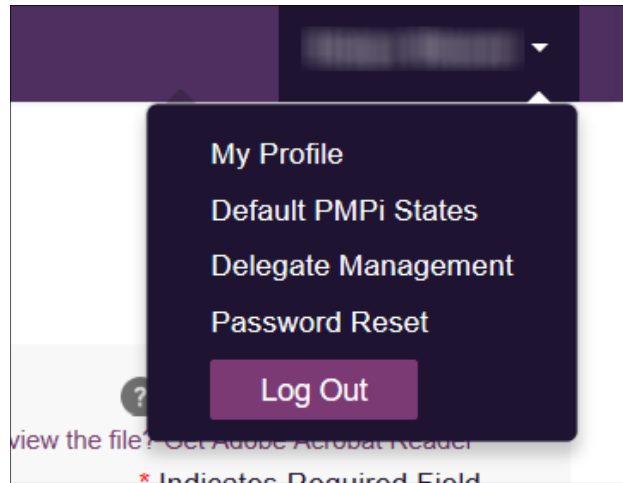
3.2.4 Announcements and Quick Links

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 have 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**.

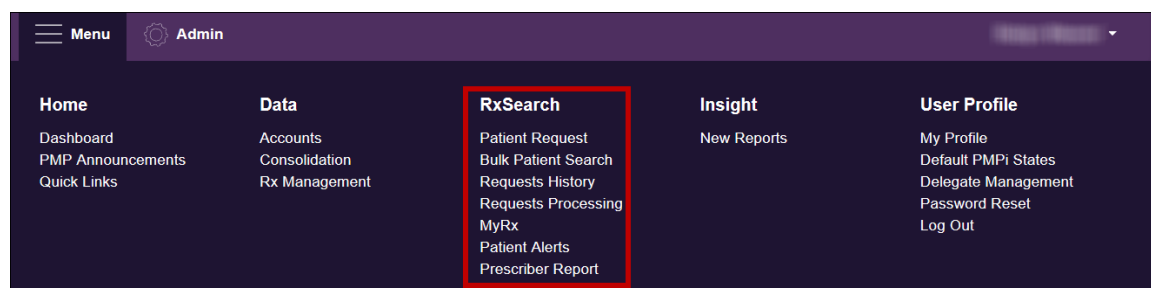


4 RxSearch

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

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

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.



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. The form is titled 'Patient Request' and includes a link to a 'Patient Rx Request Tutorial'. 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. There is also 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 two date fields: 'From *' (06/23/2019) and 'To *' (06/22/2021), both with calendar icons. A 'Search' button is located at the bottom left of the form.

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. |
| 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 three years 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 you require information from other states, click the checkbox next to the desired state(s) in the PMP InterConnect Search section of the page.

PMP Interconnect Search (Optional)
To search in other states as well as your home state for patient information, select the states you wish to include in your search.
☐ *Select All*
A ☐ Alabama ☐ Alaska ☐ Arizona
C ☐ California ☐ Colorado ☐ Connecticut
D ☐ Delaware
F ☐ Florida
G ☐ Georgia
H ☐ Hawaii
I ☐ Idaho ☐ Illinois ☐ Indiana ☐ Iowa
K ☐ Kansas ☐ Kentucky
L ☐ Louisiana
M ☐ Maine ☐ Maryland ☐ Massachusetts ☐ Michigan ☐ Minnesota ☐ Mississippi
N ☐ Nebraska ☐ Nevada ☐ New Hampshire ☐ New Jersey ☐ New Mexico ☐ New York
☐ North Carolina ☐ North Dakota

Notes:

- *Partial search is not available when searching other states. If you have selected partial search, the PMP InterConnect 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.*

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

RxSearch > Patient Request

Your Logo Here

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64M

Narx Report Resources

Date: 8/23/2018 Print Report Download CSV

+ Add

- Risk Indicators

| NARX SCORES | | | OVERDOSE RISK SCORE | ADDITIONAL RISK INDICATORS (2) |
|--------------------------|------------|------------|-------------------------------|---|
| Narcotic | Sedative | Stimulant | 530 (Range 000-999) | 1 >= 5 opioid or sedative providers in any year in the last 2 years 1 > 100 MME total and 40 MME/day average |
| 380 | 440 | 000 | | |
| Explanation and Guidance | | | Explanation and Guidance | Explanation and Guidance |

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.

Graphs

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.

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

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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 NarxCare Report for the patient(s) you selected is displayed as shown on the following page.

RxSearch > Patient Request

Your Logo Here

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NarxCare **Resources**

Date: 8/23/2018 [Print Report](#) [Download CSV](#)

Risk Indicators

| | | | | | | | | |
|---|------------|------------|-----------|------------|------------|------------|---|--|
| NARX SCORES <table> <tr> <td>Narcotic</td> <td>Sedative</td> <td>Stimulant</td> </tr> <tr> <td>380</td> <td>440</td> <td>000</td> </tr> </table> <p>Explanation and Guidance</p> | Narcotic | Sedative | Stimulant | 380 | 440 | 000 | OVERDOSE RISK SCORE <div>530</div> <p>(Range 000-999)</p> <p>Explanation and Guidance</p> | ADDITIONAL RISK INDICATORS (2) <ul style="list-style-type: none"> 1 >= 5 opioid or sedative providers in any year in the last 2 years 1 > 100 MME total and 40 MME/day average <p>Explanation and Guidance</p> |
| Narcotic | Sedative | Stimulant | | | | | | |
| 380 | 440 | 000 | | | | | | |

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.

[Graphs](#)

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.

Error

No matching patient identified.

[DISMISS](#)

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.

Patients found but no prescriptions found.

We were able to find this patient. However, there are no prescription records within the prescription fill dates provided. Please try a longer date range.

Change Date Range

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.*
- *You can enter additional demographic information, such as a ZIP code, to perform a fuzzy search.*

4.2 Viewing a NarxCare Report

Once your search results are returned, the NarxCare Report is automatically displayed. For complete information on the NarxCare Reports, and for more information on the NarxCare system, please refer to [Appendix A: NarxCare](#).

You may also access your previously requested NarxCare Reports at any time by clicking **Menu > Requests History**. Refer to the [Requests History](#) section for more information.

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.

Bulk Patient Search
Bulk Patient History

Bulk Patient Search

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

How do you want to enter patients?

☒ Manual Entry
☐ File Upload

Manual Entry

First Name* Last Name* Date of Birth* Zip Code

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 *

- 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.

Bulk Patient Search

How do you want to enter patients?

☒ Manual Entry
☐ File Upload

The Manual Entry search is displayed.

Manual Entry

First Name* Last Name* Date of Birth* Zip Code

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 *

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. 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.

| | A | B | C | D | E | F | G |
|---|------------|-----------|----------------------|-------------|---|---|---|
| 1 | first_name | last_name | birthdate mm/dd/yyyy | postal_code | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |
| 4 | | | | | | | |
| 5 | | | | | | | |
| 6 | | | | | | | |
| 7 | | | | | | | |
| 8 | | | | | | | |

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

- *File with no errors:*


| first_name | last_name | birthdate | postal_code | errors |
|------------|-----------|-----------|-------------|--------|
| john | smith | 1/1/1950 | | |
| first_name | last_name | birthdate | postal_code | errors |
| adam | smith | 1/1/1960 | | |
| first_name | last_name | birthdate | postal_code | errors |
| sally | smith | 1/1/1970 | | |

13. 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.
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.

15. Enter the timeframe for which you wish to search in the **From** and **To** fields using the **MM/DD/YYYY** format.
16. 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.
17. 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

1. 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.

- Click the **Bulk Search Name** to view the results of that search.

Back

Group Name
test group
Prescription Fill Dates: 10/14/2015 - 10/14/2017
PMP InterConnect States:
Report Prepared: 10/14/2017 12:08 AM

Bulk Patient Summary

Select a patient to view the report

| Patient Full Name | DOB | Prescribers | Dispensers | Prescriptions | Supervisor | Status |
|-------------------|------------|-------------|------------|---------------|------------|--------|
| bob testpatient | 01/01/1900 | 3 | 2 | 5 | | Ready |
| dave testpatient | 01/01/1900 | 5 | 4 | 12 | | Ready |

- Click a patient name to display that patient's search details.

The search details are displayed below the table.

bob testpatient
Refresh
View

Date of Birth: 01/01/1900
Location:
PMPi States:
Reason:
Prescription Fill Dates: October 14, 2015 until October 14, 2017

4. From this page, you can:
 - Click **View** to display the NarxCare Report.

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

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

Note: If the Bulk Search History page indicates that all patient records are ready (screenshot a), but you click the search results and a patient's status is displayed as "incomplete" (screenshot b), it is likely that the search returned multiple results for that patient.

(a)

| 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 | 0 | 0 | 2 |
| Test Group 52918 | 2 | 05-29-2018 | 0 | 0 | 0 |

(b)

| Bulk Patient Summary | | | | | | |
|-------------------------------------|------------|-------------|------------|---------------|------------|------------|
| Select a patient to view the report | | | | | | |
| Patient Full Name | DOB | Prescribers | Dispensers | Prescriptions | Supervisor | Status |
| Bob TestPatient | 01/01/1900 | 8 | 8 | 19 | | Incomplete |
| Test Patient | 01/01/1900 | 5 | 4 | 5 | | Incomplete |

To resolve this and view the NarxCare Report:

1. Click the patient's name.
The patient search details are displayed.

| Bob TestPatient | Try Again |
|---|-----------|
| <p>Date of Birth: 01/01/1900</p> <p>Location:</p> <p>PMPi States:</p> <p>Reason: Multiple Patient</p> <p>Prescription Fill Dates: May 29, 2017 until May 29, 2018</p> | |

2. Click **Try Again**.
The Patient Request page is displayed.
3. Refer to [Multiple Patients Identified](#) to run the 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

1. **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.
2. **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. The Multiple Patients Found window is shown on the following page.

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 |

Refine Search Criteria

Run Report

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

Refresh View

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

- To view a previously created NarxCare Report, click **Menu > Requests History**.

The Requests History page is displayed.

Advanced Options
REQUESTOR NAME Yes
PATIENT NAME Yes
Search

Requests History
Select a patient to review details about the request.
Download CSV Download PDF

| Patient First Name | Patient Last Name | Requestor | Requestor Role | Requested For | Request Type | Status | Date Requested |
|--------------------|-------------------|-----------|----------------|---------------|--------------|----------|--------------------|
| John | Doe | John Doe | | | AWARxE | Complete | 06/17/2021 7:25 PM |
| John | Doe | John Doe | | | AWARxE | Complete | 06/17/2021 3:54 AM |
| John | Doe | John Doe | | | AWARxE | Complete | 06/17/2021 3:53 AM |
| John | Doe | John Doe | | | AWARxE | Complete | 06/16/2021 9:16 PM |
| John | Doe | John Doe | | | AWARxE | Complete | 06/15/2021 4:51 AM |

Next >

Notes:

- You can only view reports you or your delegate(s) have created.
- Reports are available in your Reports History for 30 days. After 30 days, they are automatically removed from your history.

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

Advanced Options

REQUESTOR NAME Yes X PATIENT NAME Yes X

Search

Common Search Options:

Common Search Options:

First Name

Last Name

Search for: ☒ Requestor Name ☒ Patient Name

Patient Date of Birth MM/DD/YYYY

Request Begin Date MM/DD/YYYY

Request End Date MM/DD/YYYY

Requestor Role

| Requested For | Request Type | Status | Date Requested |
|---------------|--------------|----------|--------------------|
| | AWARxE | Complete | 06/17/2021 7:25 PM |
| | AWARxE | Complete | 06/17/2021 3:54 AM |
| | AWARxE | Complete | 06/17/2021 3:53 AM |
| | AWARxE | Complete | 06/16/2021 9:16 PM |
| | AWARxE | Complete | 06/15/2021 4:51 AM |

Download CSV Download PDF

Next

- b. Click **Download PDF** or **Download CSV** to export your search history, if this functionality has been configured by your State Administrator.
- c. Click a patient name to view the details of that request in a detail card at the bottom of the page.

Bob TestPatient View Refresh

DOB: 01/01/1900

Location:

Other States:

Reason: Multiple Patient

Prescription Fill Dates: May 29, 2017 until May 29, 2018

- Click **View** to display the results of the previously submitted request. Refer to [Viewing a NarxCare Report](#) for details regarding NarxCare 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 NarxCare 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 for prescribers who have a DEA number associated with their user profile.

To run the My Rx report:

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

The My Rx search page is displayed.

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

| 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 | APPRISS 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 HOLSOPIE 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 |

4.6 Patient Alerts

This function displays your available patient alerts.

Note: This section is user role dependent, meaning that certain roles will be unable to view this section.

To access these alerts, click **Menu > Patient Alerts**.

The Patient Alerts page is displayed.

| Patient Alerts | | | | |
|--|------------|------------|--------------|--------------------------|
| Select a patient to view more information. | | | | |
| Patient Full Name | DOB | Alert Date | Alert Letter | Delivery Method |
| Adam Smith | 01/01/1900 | 01/01/1900 | Download PDF | Patient Alerts and Email |
| Adam Smith | 01/01/1900 | 01/01/1900 | Download PDF | Patient Alerts and Email |
| Adam Smith | 01/01/1900 | 01/01/1900 | Download PDF | Patient Alerts and Email |
| Adam Smith | 01/01/1900 | 01/01/1900 | Download PDF | Patient Alerts and Email |
| Adam Smith | 01/01/1900 | 01/01/1900 | Download PDF | Patient Alerts and Email |

- New alerts (i.e., those that have not been viewed) are displayed in **bold** with the word “**NEW**” next to them.
- You can download the letter associated with the alert by clicking **Download PDF**.
- You can view the Patient Request associated with a patient by clicking the patient’s name.

5 Rx Management

The Rx Management page, located under **Menu > Data**, allows you to manage prescriptions within PMP AWARe. If you are a dispenser, you can correct dispensation errors, modify inaccuracies on existing prescriptions (e.g., incorrect prescriber information), add new prescriptions, and review prescription history for the pharmacy.

Notes:

- Depending on the settings enabled by your State Administrator for the portal in general and for specific roles types, different options may be available. The screenshots and descriptions in the following sections are all inclusive. If an option is not available, then it has not been enabled by your State Administrator.
- In order to utilize this functionality, you must have an Employer Identifier on your account and agree that you are responsible for correcting/maintaining prescription information of the employer Identifier for submission to PMP AWARe. This must be done during registration. If you have already registered and do not have any Pharmacy Identifiers available for selection, please contact your State Administrator to have the necessary Identifiers added and to agree to the terms of use.

5.1 Error Correction

The Error Correction page displays a list of erroneous records submitted by you or by your employer, if applicable. To access the Error Correction page, click **Data > Rx Management > Error Correction**.

powered by **AWARe**

Support: 1-866-Appriss

Error Correction

Rx Maintenance

New Rx

PharmacyRx

PharmacyRx History

Advanced Options ▾

START DATE 06/01/2018

END DATE 06/20/2018

Search

Rx Error List

Download PDF

Download CSV

Displaying 7 of 7

| Rx Number | Date Filled | Pharmacy Name | Pharmacy DEA | Pharmacy NCPDP | Errors |
|----------------------|-------------|-------------------|--------------|----------------|--------|
| 6U6wIacxzEjVN13u1 | 06/04/2018 | Carter-Morissette | AS0000000 | 4305074 | 2 |
| IVXVycLZG0bgSL | 06/07/2018 | Carter-Morissette | AS0000000 | 4305074 | 1 |
| yXNJEaX91YMqA1VZp | 06/07/2018 | Carter-Morissette | AS0000000 | 4305074 | 1 |
| NX6HiW2GId9Iz53 | 06/07/2018 | Carter-Morissette | AS0000000 | 4305074 | 1 |
| UTzXQAYppaJyQs8e8Tcj | 06/08/2018 | Carter-Morissette | AS0000000 | 4305074 | 2 |
| Nbxzu9Ycn | 06/09/2018 | Carter-Morissette | AS0000000 | 4305074 | 2 |
| NwY | 06/09/2018 | Carter-Morissette | AS0000000 | 4305074 | 2 |

From this page, you can search for specific records and/or correct the errors.

Note: Error correction within AWARe is only available for prescriptions submitted via SFTP, file upload, or real-time submission to PMP Clearinghouse. Any prescriptions

submitted via Universal Claim Form cannot be submitted to PMP AWARxE with a validation error, as the error must be corrected prior to submission.

5.1.1 Search for a Record

1. From the Error Correction tab, click **Advanced Options**.

Advanced Options ▾ Search using Advanced Options

Pharmacy Identifier:

RX Number:

Fill Start Date:

Fill End Date:

2. Enter your search criteria in the appropriate field(s). You may search by any or all of the following:
 - Pharmacy Identifier
 - RX Number
 - Fill Start Date
 - Fill End Date
3. Click **Search**.

A list of records matching your search criteria is displayed.

AWARxE
Support: 1-866-Appriss

Error Correction Rx Maintenance New Rx PharmacyRx PharmacyRx History

Advanced Options ▾ START DATE 06/01/2018 END DATE 06/20/2018 Search

Rx Error List

Displaying 7 of 7

| Rx Number | Date Filled | Pharmacy Name | Pharmacy DEA | Pharmacy NCPDP | Errors |
|---------------------|-------------|-------------------|--------------|----------------|--------|
| 6U6wIacxEjVN13u1 | 06/04/2018 | Carter-Morissette | AS0000000 | 4305074 | 2 |
| IVXVycLZG0bgSL | 06/07/2018 | Carter-Morissette | AS0000000 | 4305074 | 1 |
| yXNJEaX91YMqA1VZp | 06/07/2018 | Carter-Morissette | AS0000000 | 4305074 | 1 |
| NX6HIW2GId9Iz53 | 06/07/2018 | Carter-Morissette | AS0000000 | 4305074 | 1 |
| UTzXQAYppaJyQs6e8Tq | 06/08/2018 | Carter-Morissette | AS0000000 | 4305074 | 2 |
| Ntxzu9Ycn | 06/09/2018 | Carter-Morissette | AS0000000 | 4305074 | 2 |
| NwY | 06/09/2018 | Carter-Morissette | AS0000000 | 4305074 | 2 |

Download PDF Download CSV

5.1.2 Correct an Error

1. From the Error Correction page, click the link in the **Rx Number** column for the record you wish to correct.

Powered by **AWORX**
Support: 1-866-Appriss

Error Correction Rx Maintenance New Rx PharmacyRx PharmacyRx History

Advanced Options **START DATE** 06/01/2018 **END DATE** 06/20/2018 **Search**

Rx Error List

Displaying 7 of 7

| Rx Number | Date Filled | Pharmacy Name | Pharmacy DEA | Pharmacy NCPDP | Errors |
|----------------------|-------------|-------------------|--------------|----------------|--------|
| 6U6wIacxzEjVN13u1 | 06/04/2018 | Carter-Morrisette | AS0000000 | 4305074 | 2 |
| IVXVycLZG0bgSL | 06/07/2018 | Carter-Morrisette | AS0000000 | 4305074 | 1 |
| yXNUeAX91YMqA1VZp | 06/07/2018 | Carter-Morrisette | AS0000000 | 4305074 | 1 |
| NX6HW2GIqId9Iz53 | 06/07/2018 | Carter-Morrisette | AS0000000 | 4305074 | 1 |
| UTzXQAYppaJyQs6e8Tcj | 06/08/2018 | Carter-Morrisette | AS0000000 | 4305074 | 2 |
| Nbxzu9Ycn | 06/09/2018 | Carter-Morrisette | AS0000000 | 4305074 | 2 |
| NwY | 06/09/2018 | Carter-Morrisette | AS0000000 | 4305074 | 2 |

The record is displayed. *Note that the number of errors in the record is displayed at the top of the page.*

Rx #6U6wIacxzEjVN13u1 **2 Errors Unresolved**

Patient

First Name* Billie Address* 62232 ORIN CORNERS ID Type State Issued ID

Middle Name Brody Address Line 2 SUITE 787 ID Number o4shvQCwUn

Last Name* Becker City* ANGELINEVILLE Patient Location Intermediary Care

DOB* 01/22/1986 State* Pennsylvania Phone Number 6987789177

Gender* Unknown Postal Code* 57607-2002

2. Scroll through the record to locate the error(s). Fields containing errors are red, and the specific error message is displayed below the field.

Drug

NDC Number ☐ Compound Quantity Units

00555076702 10000.0 Milliliters

Quantity value must fall between 0 and 9999.

3. Correct the error(s), and then click **Submit**.
 - a. If all errors have been resolved, the record is submitted.
 - Or
 - b. If there are still errors on the page, the number of errors is displayed at the top of the page. Repeat steps 2-3 until all errors have been corrected.

5.2 Rx Maintenance

Rx Maintenance allows you to search for a specific prescription record and correct or void that record. To access the Rx Maintenance page, click **Data > Rx Management > Rx Maintenance**.

Rx Search

*Requires at least one Pharmacy Identifier and Rx Fill Dates

Prescriptions Number

Rx Number

Prescriber

Last Name

Pharmacy Identifiers

Prescriptions Fill Dates

From *

MM/DD/YYYY

To *

MM/DD/YYYY

Search limit: 24 months

Search

Clear

5.2.1 Correcting Prescriptions

To search for and correct a prescription record:

1. Complete the fields on the Rx Search page. Note that the **Pharmacy Identifiers** and **Prescription Fill Dates** fields are required.
2. Click **Search**.

Your search results are displayed.

| Rx Search Results | | | | | | | |
|---|-------------|------------|--------------------|-----------------------------|-----------------------------------|---------------------|--|
| Identifier(s): FS4671601 | | | | | | | |
| Rx Fill Dates: 06/26/2016 (adjusted)-06/26/2018 | | | | | | | |
| Displaying all 5 entries | | | | | | | |
| Rx Number | Date Filled | Written At | Patient Name | Prescriber | Pharmacy Name | Pharmacy Identifier | |
| 39467 | 2016-07-21 | 2016-07-18 | DAVID SMITH | PAUL FARKAS, MD | SPRINGFIELD FAMILY PHARMACY, INC. | FS4671601 | |
| JD1528589 | 2016-09-09 | 2016-09-09 | JOHN DOE | Appriss Hospital - Resident | SPRINGFIELD FAMILY PHARMACY, INC. | FS4671601 | |
| JD1528589 | 2016-09-19 | 2016-09-19 | JOHN DOE | OHIO DOC | SPRINGFIELD FAMILY PHARMACY, INC. | FS4671601 | |
| 123450 | 2017-12-19 | 2017-12-19 | GEORGE TESTPATIENT | OHIO DOC | SPRINGFIELD FAMILY PHARMACY, INC. | FS4671601 | |
| 457362 | 2018-01-10 | 2018-01-10 | JOHN DOE | APPRISS HOSPITAL - RESIDENT | SPRINGFIELD FAMILY PHARMACY, INC. | FS4671601 | |

- Click the link in the **Rx Number** column for the record you wish to view and/or correct.

The Dispensation Correction Form page is displayed.

Dispensation Correction Form

Patient

Patient Type:
☒ Human ☐ Animal

First Name*

Middle Name

Last Name*

DOB*

Gender*

Address*

Address Line 2

City*

State*

Postal Code*

ID Type

ID Number

Patient Location

Phone Number

Pharmacy

- Make the necessary corrections, then click **Submit**.

If all fields pass validation, a message is displayed indicating that the record was successfully submitted.

Note: If any fields do not pass validation, an error message is displayed indicating that errors exist. Click **OK** on the error message, then scroll through the form to locate the errors. Fields containing errors are red, and the specific error message is displayed below the field.

Prescription

Prescription Number*

Error: Field is required.

Fill Date*

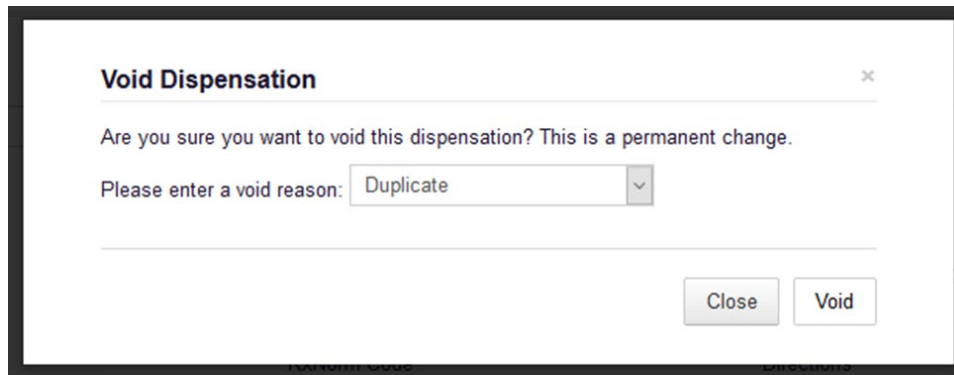
Once all errors have been corrected, click **Submit**.

5.2.2 Voiding Prescriptions

If you need to void a prescription:

- Perform steps 1-3 in the [Correcting Prescriptions](#) section to locate the prescription.
- Scroll down to the bottom of the Dispensation Correction page and click **Void**.

The Void Dispensation window is displayed asking you to confirm that you wish to void the record.



The screenshot shows a 'Void Dispensation' dialog box. It contains the text: 'Are you sure you want to void this dispensation? This is a permanent change.' Below this is a label 'Please enter a void reason:' followed by a dropdown menu currently showing 'Duplicate'. At the bottom right are two buttons: 'Close' and 'Void'.

3. Select the reason you wish to void the record from the **Please enter a void reason** drop-down, then click **Void**.

Note: Voiding a record is a permanent change. In the event a record is voided that should not have been, you will need to resubmit the record.

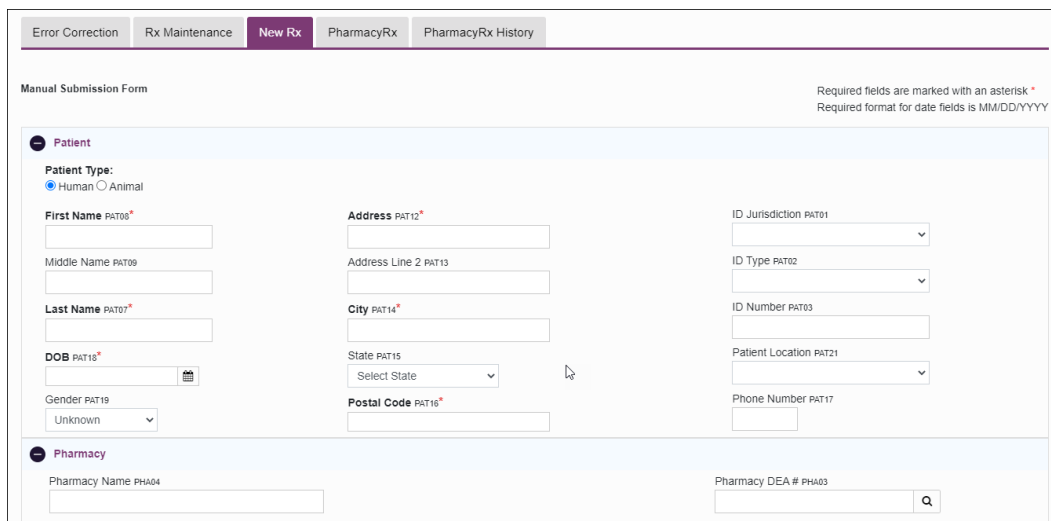
5.3 New Rx

You can manually enter your prescription information into the Texas PMP database using the Manual Submission Form within the PMP AWARe web portal. This form allows you to enter patient, prescriber, dispenser, and prescription information.

Please refer to the *Data Submission Guide for Dispensers* for the complete list of reporting requirements.

Note: This form cannot be saved and must be completed near the time of creation to avoid loss of information.

To access the New Rx page, click **Data > Rx Management > New Rx**.



The screenshot shows the 'Manual Submission Form' in the PMP AWARe web portal. The form is divided into two main sections: 'Patient' and 'Pharmacy'. The 'Patient' section includes fields for Patient Type (Human/Animal), First Name, Middle Name, Last Name, DOB, Gender, Address, City, State, Postal Code, ID Jurisdiction, ID Type, ID Number, Patient Location, and Phone Number. The 'Pharmacy' section includes fields for Pharmacy Name and Pharmacy DEA #. Required fields are marked with an asterisk. A note at the top right states: 'Required fields are marked with an asterisk * Required format for date fields is MM/DD/YYYY'.

To enter a new dispensation:

1. Complete the required fields.

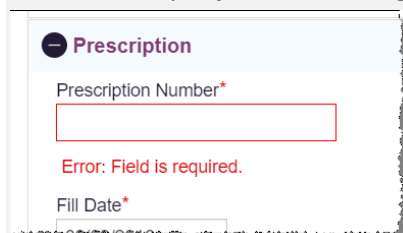
Notes:

- A red asterisk (*) indicates a required field.
- **If you are entering a compound**, click the **Compound** checkbox in the Drug Information section of the page, complete the required fields for the first drug ingredient, then click **Add New** to add additional drug ingredients.

2. Once you have completed all required fields, click **Submit**.

If all fields pass validation, a message is displayed indicating that the record was successfully submitted.

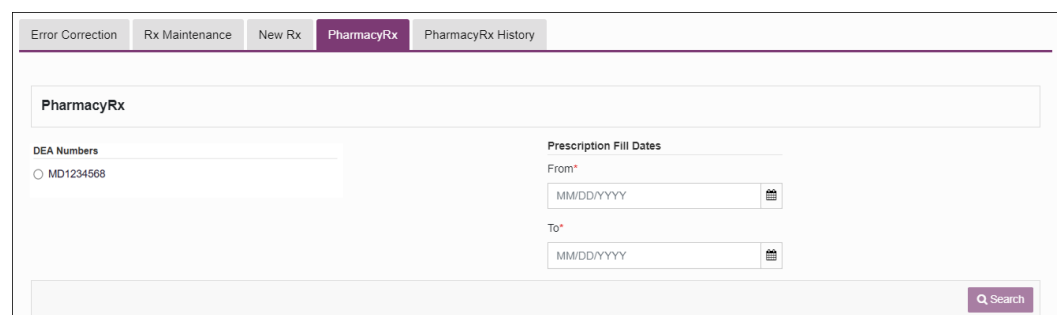
Note: If any fields do not pass validation, the number of errors is displayed at the top of the page. Scroll through the form to locate the errors. Fields containing errors are red, and the specific error message is displayed below the field.



Once all errors have been corrected, click **Submit**.

5.4 PharmacyRx

If you have a DEA number associated with your AWAxE account, PharmacyRx allows you to run a report that displays all dispensations associated with that DEA number. To access the PharmacyRx page, click **Data > Rx Management > PharmacyRx**.



To perform a PharmacyRx search:

1. Click the radio button next to the DEA number for which you wish to generate the report.
2. Select the date range for the report in the **From** and **To** fields, using the MM/DD/YYYY format, or select a date from the calendar that is displayed when you click in these fields.
3. 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.

PharmacyRx

Report Prepared: 06/18/2018
Date Range: 01/01/2017 – 06/18/2018

Download PDF
 Download CSV

Street Address City State Zip

Report Criteria

Identifier Number
AP1111119

Dispensations

| Fill Date | Rx # | Name | Year of Birth | Drug Name | Qty | Supply | Refill Number | Prescriber Name | Pymt Type |
|------------|-----------|--------------------|---------------|--------------------------------|------|--------|---------------|-------------------|---------------|
| 05/13/2018 | 152847 | TESTPATIENT, BOB | 1900 | HYDROCODON-ACETAMINOPHN 10-325 | 30.0 | 10 | 0 | Paul, Doctor | indian_nation |
| 05/12/2018 | 152846 | TESTPATIENT, ALICE | 1900 | HYDROCODON-ACETAMINOPHN 10-325 | 30.0 | 10 | 0 | Appriss, Inc | insurance |
| 04/26/2018 | AT1152500 | TESTPATIENT, BOB | 1900 | ACETAMINOPHEN-COD #3 TABLET | 3.0 | 3 | 0 | WALGREEN CO., CO. | paid |
| 04/25/2018 | AT1152500 | TESTPATIENT, ALICE | 1900 | ACETAMINOPHEN-COD #3 TABLET | 3.0 | 3 | 0 | Paul, Doctor | paid |
| 04/21/2018 | 152847B | TESTPATIENT, BOB | 1900 | HYDROCODON-ACETAMINOPHN 10-325 | 30.0 | 10 | 0 | Paul, Doctor | insurance |

6 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](#)
- [Set your default PMP InterConnect states](#)
- [Managing your delegate account\(s\)](#)
- [Updating or resetting your password](#)

6.1 My Profile

My Profile allows you to view your account demographics, including user role, license numbers, 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 information (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:

- **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.

- **Updating Time Zone:** To update your time zone, select the correct time zone from the **Time Zone** drop-down.
- **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.

- **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

Current Mobile Phone Number:

New Mobile Phone Number

Re-enter New Mobile Phone Number

- Once you have made all necessary changes, click **Save Changes**.

6.2 Setting Default PMP InterConnect States

PMP AWARe is configured to integrate with PMP InterConnect to expand your search capabilities when researching a patient's prescription history. This feature allows you to configure states to be selected by default when performing a Patient Request. To set your default PMP InterConnect states:

- Click **Menu > Default PMPi States**.

The Default InterConnect PMPs page is displayed.

Default InterConnect PMPs

☐ Alabama
☐ Alaska
☐ California
☐ Delaware
☐ Florida
☐ Kentucky

Update Defaults

- Click the checkbox next to the state(s) you would like to be selected by default when performing a Patient Request.
- Click **Update Defaults**.

Your selections are saved and will be selected by default when you create a Patient Request.

Note: You can de-select default states as necessary—selecting default states does not require you to search for those states every time.

6.2.1 Using PMP InterConnect with a Patient Rx Search

1. When creating a new Patient Request, the list of available PMP InterConnect states is provided at the bottom of the page.

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

Search

Note: Available states are dependent upon your state's configurations and your user role.

2. Click to select the state(s) from which you wish to obtain results. You may also click **Select All** to select all available states.
3. Once you click Search, PMP AWAxE submits the request to the selected states' PMP InterConnect systems. Results from those states are then blended into the final NarxCare Report.

Notes:

- The report does not separate prescription information on a state-by-state basis. It incorporates all information from all sources into a single report.
- Only an exact name match will return results from interstate searches. There will not be a multiple patient pick list displayed for patients who do not have an exact name match.

6.3 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.

6.3.1 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 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.”

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

Jordan Delegate

Role: Prescriber Delegate - Unlicensed

Phone: 5028155584

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

Approve

Reject

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

6.3.2 Removing Delegates

If you need to remove a delegate from your account:

- 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 |

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

6.4 Password Management

Your AWAxE password expires every 365 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.

6.4.1 Updating a Current Password

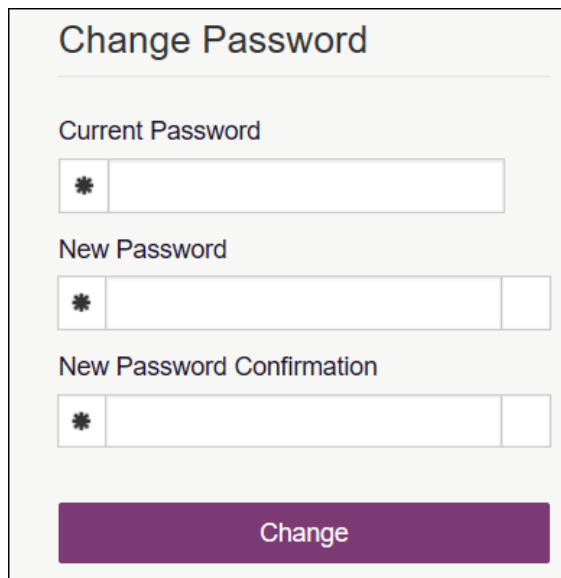
If your password has not expired, but you would like to proactively reset it, you can do so within the AWAxE application.

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

To update your password:

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

The Change Password page is displayed.



Change Password

Current Password

New Password

New Password Confirmation

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.

You cannot re-use any of your last 12 passwords.

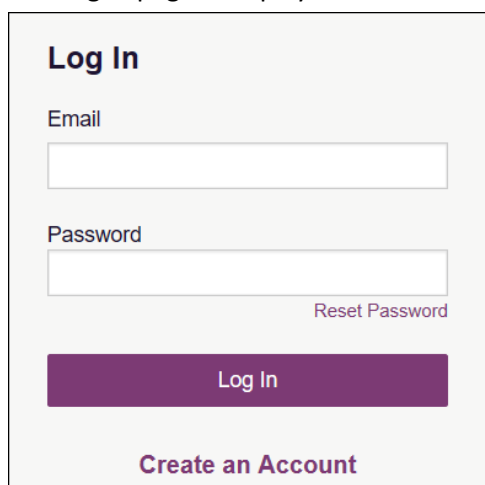
4. Click **Change**.

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

6.4.2 Resetting a Forgotten Password

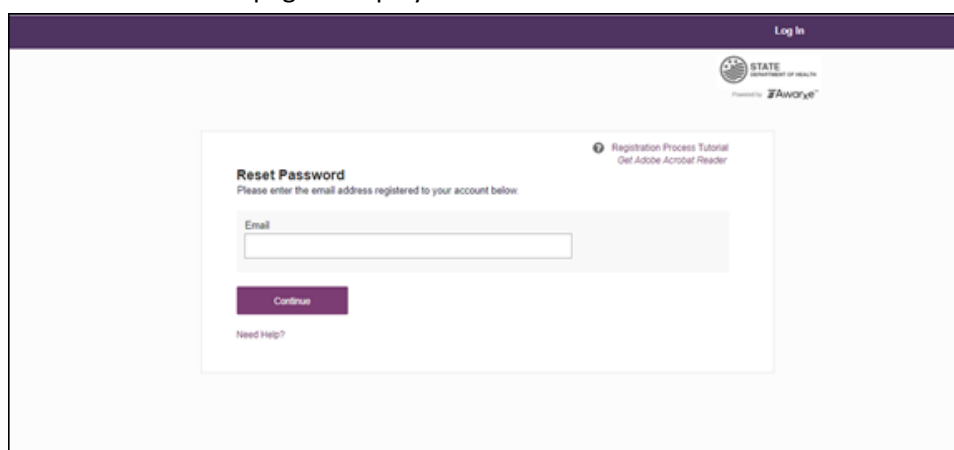
1. If you have forgotten your password or your password has expired, navigate to <https://texas.pmpaware.net>.

The Log In page is displayed.

A screenshot of the 'Log In' page. It features a light gray background with the title 'Log In' in bold black text. Below the title are two input fields: 'Email' and 'Password'. To the right of the 'Password' field is a link that says 'Reset Password' in purple. At the bottom of the form is a large purple button labeled 'Log In'. Below the button is a link that says 'Create an Account' in purple.

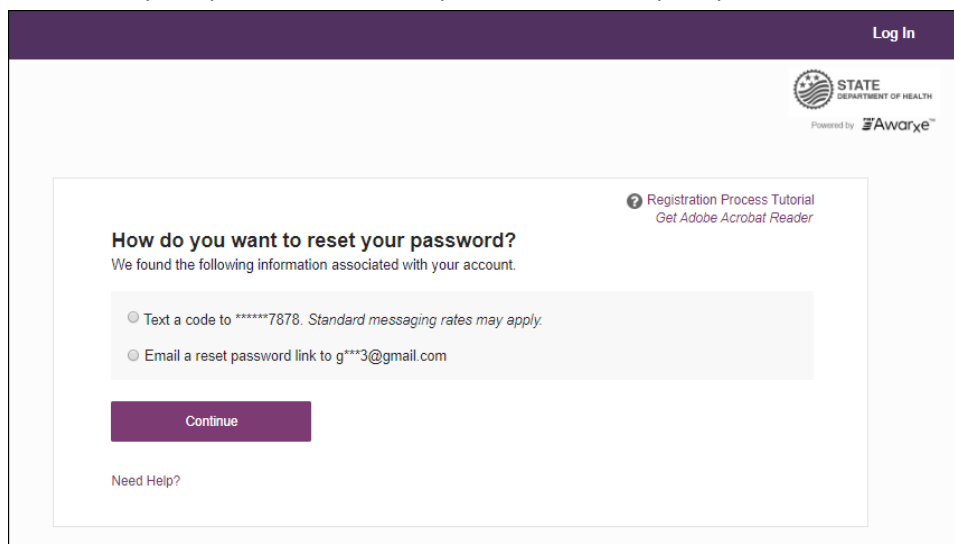
2. Click **Reset Password**.

The Reset Password page is displayed.

A screenshot of the 'Reset Password' page. The page has a dark purple header with 'Log In' on the right. Below the header is a white box containing the 'Reset Password' form. The form has the title 'Reset Password' and the instruction 'Please enter the email address registered to your account below'. There is an 'Email' input field and a purple 'Continue' button. Below the button is a link that says 'Need Help?'. In the top right corner of the white box, there is a link for 'Registration Process Tutorial' and a note to 'Get Adobe Acrobat Reader'. The background of the page is light gray.

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

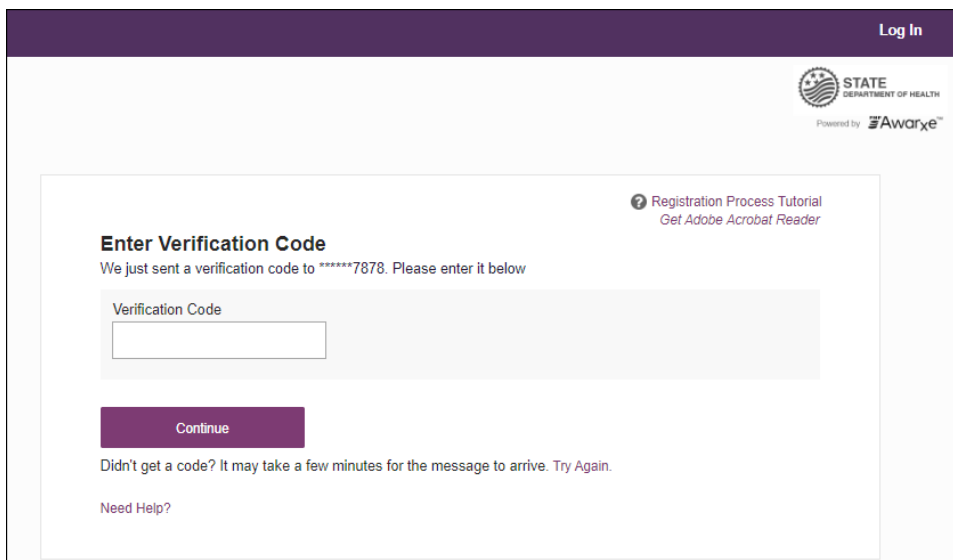
You will be prompted to select how you want to reset your password.

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.*

You cannot re-use any of your last 12 passwords.

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 use 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 use 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

7 Assistance and Support

7.1 Technical Assistance

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

- Contact Appriss Health at 1-844-4TX-4PMP (1-844-489-4767);
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, 365 days per year.

7.2 Administrative Assistance

If you have non-technical questions about the Texas PMP, please contact:

Texas Prescription Monitoring Program
Texas Board of Pharmacy

Phone: 512-305-8050

Email: texaspmp@pharmacy.texas.gov

8 Document Information

8.1 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.

8.2 Change Log

| Version | Date | Chapter/Section | Change Made |
|---------|------------|-------------------------------------|---|
| 1.0 | | N/A | N/A; initial publication |
| 2.0 | 12/10/2018 | Global | Updated to current document template |
| | | 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 |
| 2.1 | 07/03/2019 | Global | Updated with state-requested edits |
| | | 2/Registration | Removed information regarding document upload during the registration process |
| | | 4.1/Creating a Patient Request | Updated to reflect upgrade to NarxCare |
| | | 4.2/Viewing a NarxCare Report | |
| | | Appendix A | Added new appendix with NarxCare information |
| 2.2 | 08/15/2019 | 1.1/What is a Requestor? | Added law enforcement user roles |
| | | 2/Registration | Replaced registration instructions with updated registration process |
| 2.3 | 02/10/2021 | Appendix B/ Organization Management | Added new appendix with instructions for utilizing the Organization Management module |
| 2.4 | 06/03/2021 | 6.4.1/Updating a Current Password | Removed the “one number” requirement for passwords, as numbers are not required |
| 2.5 | 06/24/2021 | Global | Updated screenshots as necessary to reflect updates made to the system to ensure that it is ADA compliant |

Appendix A: NarxCare

Introduction to NarxCare

NarxCare is a robust analytics tool and care management platform that helps prescribers and dispensers analyze real-time controlled substance data from prescription monitoring programs (PMPs), which are the system's primary data source.

NarxCare automatically accesses the PMP data, analyzes it, scores it, and generates an interactive, patient-centered report with visual enhancements that enable providers to quickly comprehend the patient's controlled substance use history.

The NarxCare platform is designed to accommodate additional, non-PMP data sources such as claims data, registry data, continuity of care documentation, etc. As these data become available, they will be visually incorporated as additional risk indicators and eventually be included in existing and new algorithms.

Every NarxCare report includes type-specific use scores for narcotics, sedatives, and stimulants. These scores are based on a complex algorithm with up to 20 time-weighted measurement points. The scores range from 000 to 999, with higher scores equating to higher numbers of prescribers, MME, pharmacies, and overlapping prescriptions.

An Overdose Risk Score, developed using advanced data science, is also included. This risk score ranges from 000–999 with higher scores equating to increased risk of unintentional overdose. Currently based on PMP data, the score will become more holistic in nature as additional data sources are added to the algorithm.

Data visualization is enhanced with an interactive, color-coded graphical display of prescription data that allows for increased detail when desired.

A Resources section provides tools that enable providers to link patients with treatment and easily obtain information documents that may be helpful as reference material or patient handouts.

Application Interface Overview

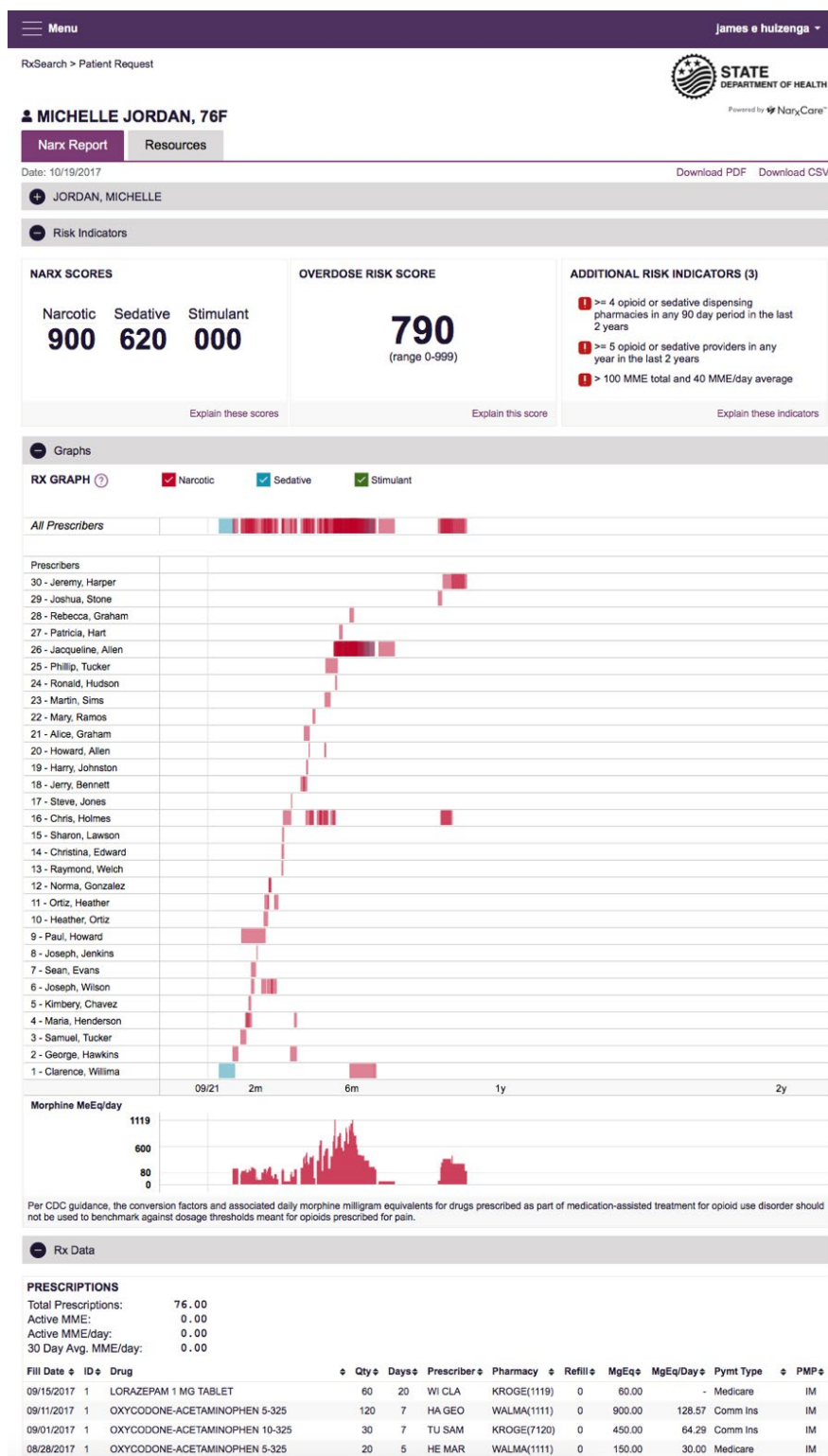
The NarxCare report interface is a modular design with several collapsible segments.

Header

Scores and Indicators

Graphs

Full Prescription Detail

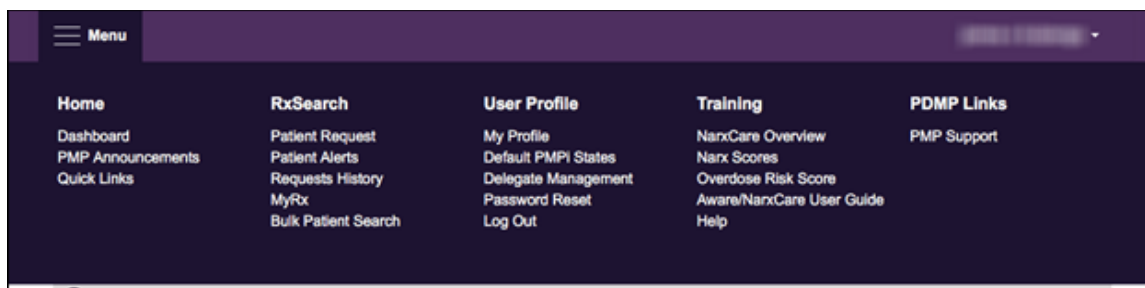


Narx Report Details

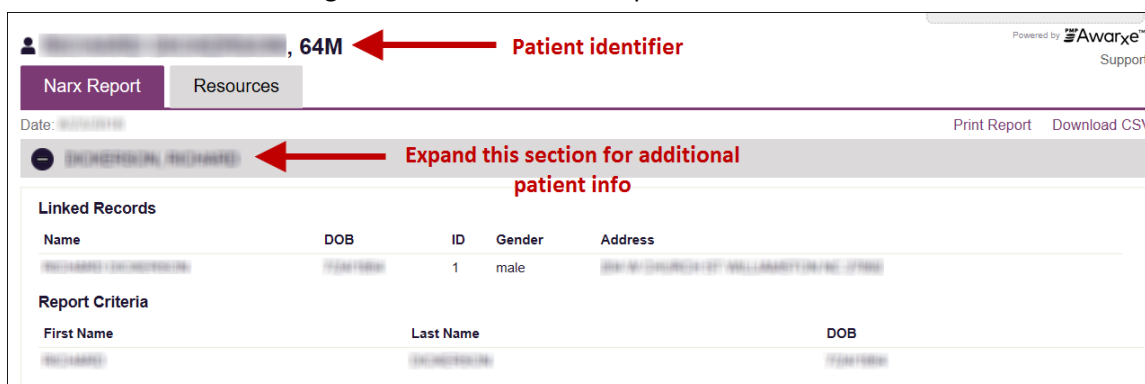
Report Header

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

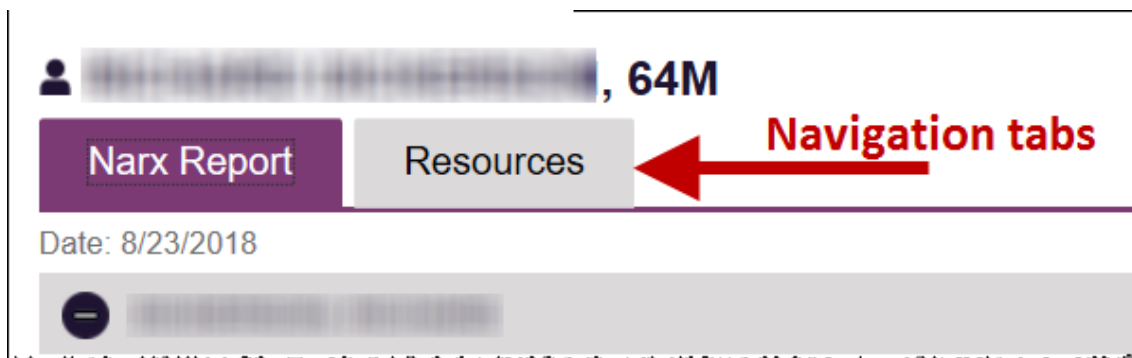
- **Drop-down menu bar:** Clicking **Menu** allows you to navigate to all functional areas of AwarxE. For NarxCare users, the menu contains additional training links as well as a link to the NarxCare user guide. You can click your username for quick access to account management options such as **My Profile**,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



- **Patient identifying information:** The patient's name, age in years, and gender are displayed above the navigation tabs. Additional patient information, such as date of birth and address, can be found in the first segment of the NarxCare Report.



- **Navigation tabs:** There are two tabs beneath the patient's name labeled **Narx Report** and **Resources**. The **Narx Report** tab is displayed by default. You can click on the **Resources** tab to display several treatment locators and document resources that may be useful in managing patient referrals or reviewing CDC guidelines.



- **Report download links:** If you need to download a PDF or CSV version of the report, click the **Download PDF** or **Download CSV** links located on the right side of the page below the state logo.

RxSearch > Patient Request

Your Logo Here

Powered by **Awarx**™ Support

Narx Report Resources

Date: 8/23/2018

Download the report here → Print Report Download CSV

Report Body

The body of the NarxCare Report contains several functional areas aimed at rapidly raising awareness of risk and prescription use patterns, and when required, individual prescription detail.

- **Scores and additional risk indicators:** The NarxCare Report includes a series of type-specific use scores, Narx 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.

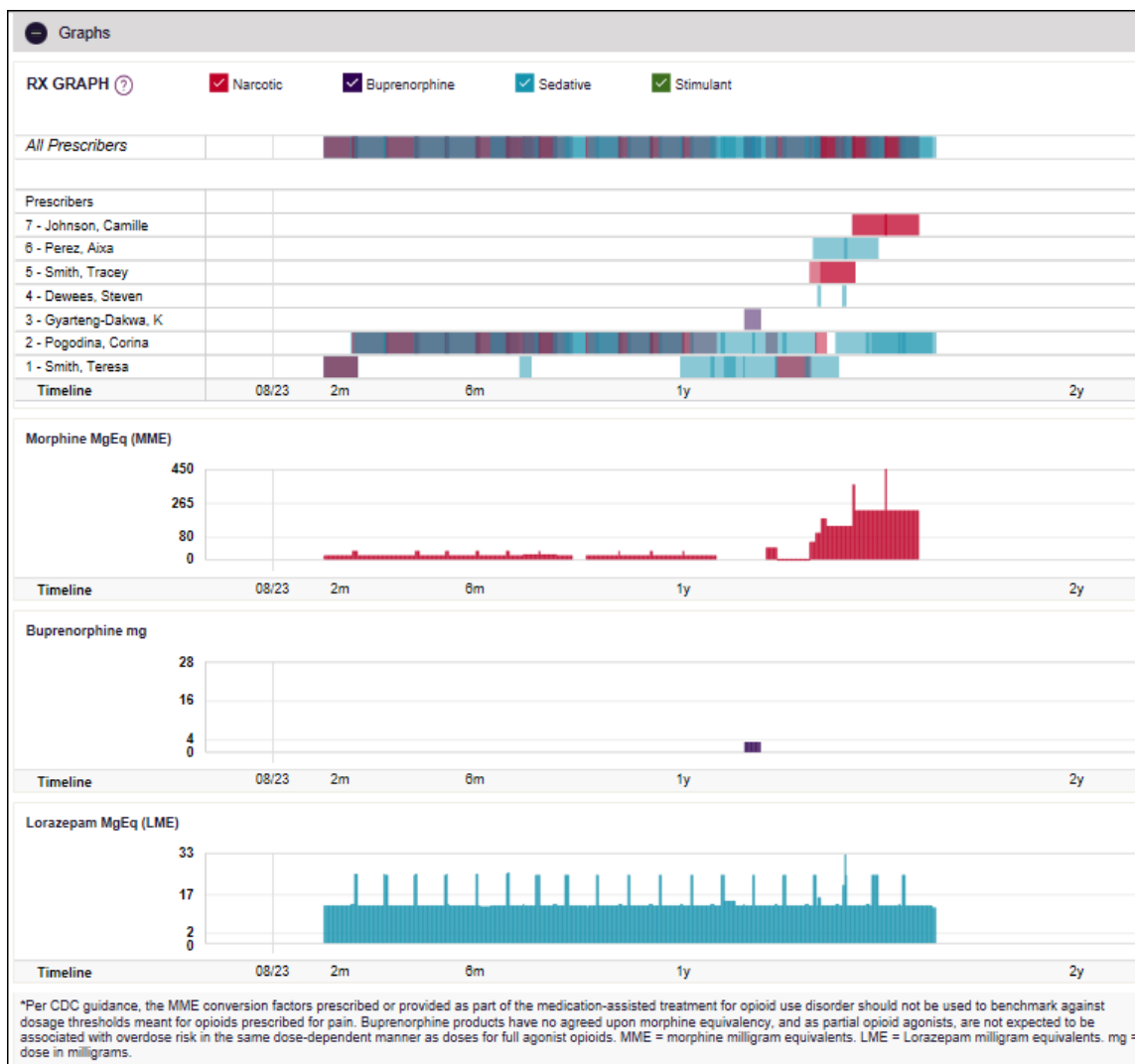
Note: Please refer to the [Narx Scores](#), [Overdose Risk Score](#), and [Additional Risk Indicators](#) sections of this document for more information on those scores and indicators.

Risk Indicators

| NARX SCORES | | | OVERDOSE RISK SCORE | ADDITIONAL RISK INDICATORS (2) |
|--------------------------|------------------------|-------------------------|-------------------------------|---|
| Narcotic 380 | Sedative 440 | Stimulant 000 | 530 (Range 000-999) | <ul style="list-style-type: none"> >= 5 opioid or sedative providers in any year in the last 2 years > 100 MME total and 40 MME/day average |
| Explanation and Guidance | | | Explanation and Guidance | Explanation and Guidance |

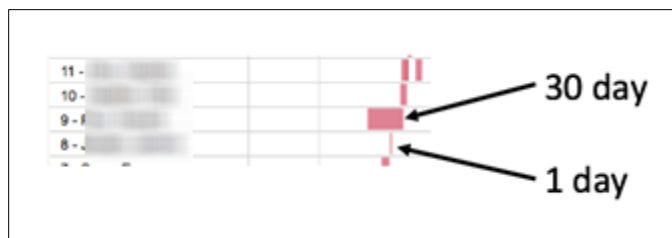
This NarxCare report is based on search criteria supplied and the data entered by the dispensing pharmacy. For more information about any prescription, please contact the dispensing pharmacy or the prescriber. NarxCare scores and reports are intended to aid, not replace, medical decision making. None 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.

- **Rx Graph:** The Rx Graph, located in the Graphs section of the report, allows you to rapidly see important patterns and levels of use.

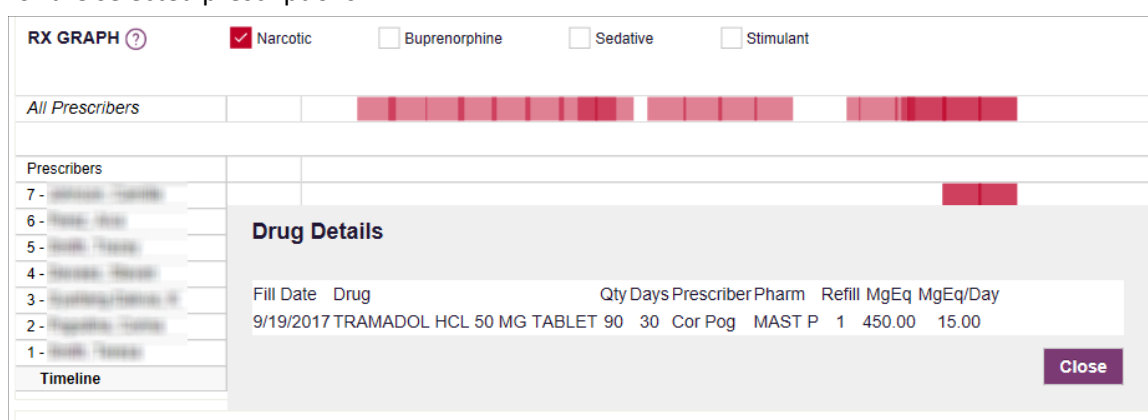


- Prescriptions are color coded and can be selected or deselected at the top of the graph.
 1. Narcotics (opioids) = **red**
 2. Buprenorphines = **purple**
 3. Sedatives (benzodiazepines, sleep aids, etc.) = **blue**
 4. Stimulants = **green**
 5. Other = **grey**
- The Rx Graph is reverse time ordered, meaning that the most recent prescriptions are displayed on the left side of the graph and the oldest are displayed on the right.

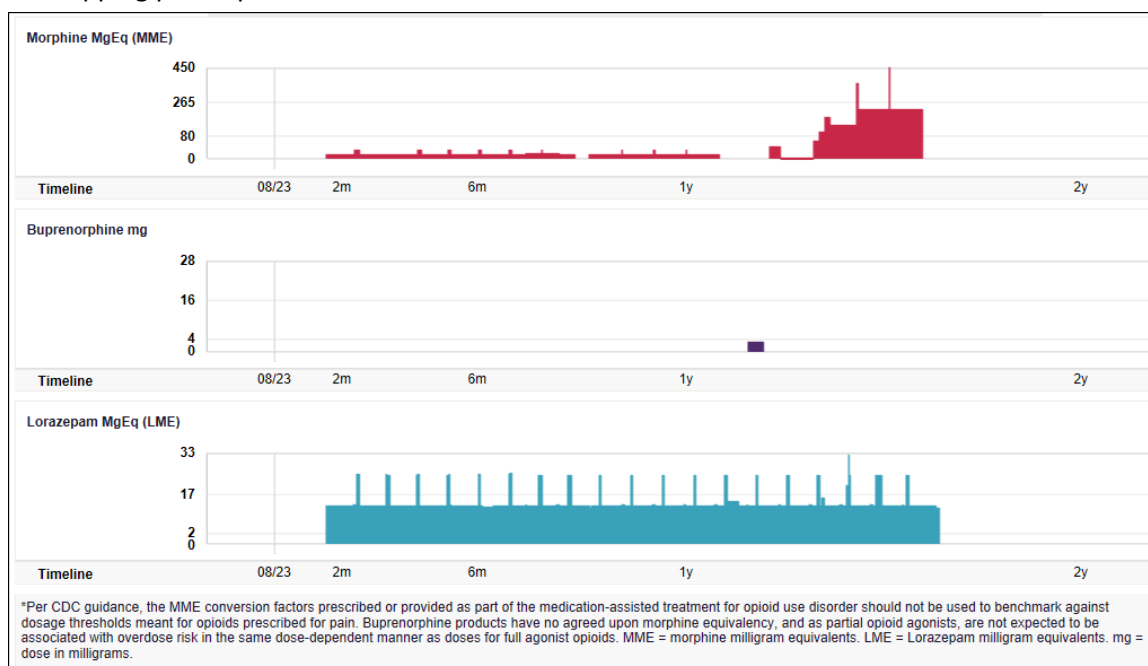
- Each pixel in the graph represents one day; therefore, a 30-day prescription is represented by a rectangle about 1 cm wide and a 1–3-day prescription appears as a narrow vertical bar.



- 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.



- Daily morphine milligram equivalency (MME), buprenorphine milligrams, and lorazepam milligram equivalency (LME) graphs are also provided for a quick longitudinal view of daily MME, buprenorphine, and LME. Abrupt changes in these factors are often due to overlapping prescriptions.



Prescription Detail

Each prescription dispensed to the patient is presented in the Prescriptions table, which is located in the Rx Data section of the report. 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.

| Rx Data | | | | | | | | | | | | |
|----------------------|----|------------|--------------------------------|-----|------|----------------|------------|------------|--------|--------------------|-----------|-----|
| PRESCRIPTIONS | | | | | | | | | | | | |
| Total Prescriptions: | | 69 | | | | | | | | | | |
| Total Private Pay: | | 2 | | | | | | | | | | |
| Fill Date | ID | Written | Drug | Qty | Days | Prescriber | Rx # | Pharmacy | Refill | Daily Dose | Pymt Type | PMP |
| 06/08/2018 | 1 | 05/16/2018 | ALPRAZOLAM 2 MG TABLET | 90 | 30 | Dr. [REDACTED] | [REDACTED] | [REDACTED] | 0 | 12.00 LME Medicare | NC | |
| 06/08/2018 | 1 | 05/15/2018 | ZOLPIDEM TARTRATE 10 MG TABLET | 30 | 30 | Dr. [REDACTED] | [REDACTED] | [REDACTED] | 1 | 0.50 LME Medicare | NC | |
| 06/08/2018 | 1 | 05/14/2018 | TRAMADOL HCL 50 MG TABLET | 90 | 30 | Dr. [REDACTED] | [REDACTED] | [REDACTED] | 1 | 15.00 MME Medicare | NC | |
| 05/15/2018 | 1 | 05/15/2018 | ZOLPIDEM TARTRATE 10 MG TABLET | 30 | 30 | Dr. [REDACTED] | [REDACTED] | [REDACTED] | 0 | 0.50 LME Medicare | NC | |
| 05/14/2018 | 1 | 05/14/2018 | TRAMADOL HCL 50 MG TABLET | 90 | 30 | Dr. [REDACTED] | [REDACTED] | [REDACTED] | 0 | 15.00 MME Medicare | NC | |
| 05/12/2018 | 1 | 03/19/2018 | ALPRAZOLAM 2 MG TABLET | 90 | 30 | Dr. [REDACTED] | [REDACTED] | [REDACTED] | 2 | 12.00 LME Medicare | NC | |
| 04/16/2018 | 1 | 03/19/2018 | ALPRAZOLAM 2 MG TABLET | 90 | 30 | Dr. [REDACTED] | [REDACTED] | [REDACTED] | 1 | 12.00 LME Medicare | NC | |
| 04/16/2018 | 1 | 02/19/2018 | ZOLPIDEM TARTRATE 10 MG TABLET | 30 | 30 | Dr. [REDACTED] | [REDACTED] | [REDACTED] | 2 | 0.50 LME Medicare | NC | |
| 04/14/2018 | 1 | 02/20/2018 | TRAMADOL HCL 50 MG TABLET | 90 | 30 | Dr. [REDACTED] | [REDACTED] | [REDACTED] | 2 | 15.00 MME Medicare | NC | |
| 03/20/2018 | 1 | 03/19/2018 | ALPRAZOLAM 2 MG TABLET | 90 | 30 | Dr. [REDACTED] | [REDACTED] | [REDACTED] | 0 | 12.00 LME Medicare | NC | |
| 03/19/2018 | 1 | 02/20/2018 | TRAMADOL HCL 50 MG TABLET | 90 | 30 | Dr. [REDACTED] | [REDACTED] | [REDACTED] | 1 | 15.00 MME Medicare | NC | |
| 03/19/2018 | 1 | 02/19/2018 | ZOLPIDEM TARTRATE 10 MG TABLET | 30 | 30 | Dr. [REDACTED] | [REDACTED] | [REDACTED] | 1 | 0.50 LME Medicare | NC | |
| 02/21/2018 | 1 | 12/13/2017 | ALPRAZOLAM 2 MG TABLET | 90 | 30 | Dr. [REDACTED] | [REDACTED] | [REDACTED] | 2 | 12.00 LME Medicare | NC | |
| 02/20/2018 | 1 | 02/20/2018 | TRAMADOL HCL 50 MG TABLET | 90 | 30 | Dr. [REDACTED] | [REDACTED] | [REDACTED] | 0 | 15.00 MME Medicare | NC | |

Provider and Pharmacy Detail

Provider and pharmacy information, including full name, address, and DEA number, is presented in the Providers and Pharmacies tables, located in the Rx Data section of the report.

| PROVIDERS | | | | | | |
|---------------------|------------|-------------|-------|---------|------------|--|
| Total Providers: 7 | | | | | | |
| Name | Address | City | State | Zipcode | DEA | |
| Dr. [REDACTED] | [REDACTED] | WILLIAMSTON | NC | 27892 | [REDACTED] | |
| Dr. [REDACTED] | [REDACTED] | DURHAM | NC | 27704 | [REDACTED] | |
| Dr. [REDACTED] | [REDACTED] | GREENVILLE | NC | 27834 | [REDACTED] | |
| Dr. [REDACTED] | [REDACTED] | WILLIAMSTON | NC | 27892 | [REDACTED] | |
| Dr. [REDACTED] | [REDACTED] | WILLIAMSTON | NC | 27892 | [REDACTED] | |
| Dr. [REDACTED] | [REDACTED] | WILLIAMSTON | NC | 27892 | [REDACTED] | |
| Dr. [REDACTED] | [REDACTED] | GREENVILLE | NC | 27834 | [REDACTED] | |
| PHARMACIES | | | | | | |
| Total Pharmacies: 1 | | | | | | |
| Name | Address | City | State | Zipcode | DEA | |
| [REDACTED] | [REDACTED] | WILLIAMSTON | NC | 27892 | [REDACTED] | |

- MAT locator:** The MAT locator, located in the Access to Treatment section of the **Resources** tab, quickly creates a list of the 30 closest providers who are listed in the Substance Abuse and Mental Health Administration (SAMHSA) buprenorphine treatment locator database.

- **CDC documents:** The Information Documents section of the **Resources** tab provides a series of CDC documents pertaining to both providers and patients that can be referenced quickly and printed, if desired.

Narx Scores

The NarxCare application delivers several elements of discrete data and a visually enhanced, interactive PMP 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 PMP 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. For example, a Narx Score of 504 indicates the patient should have four active narcotic prescriptions according to dispensation information in the PMP.
3. The scores correspond to the number of literature-based risk factors that exist within the PMP 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, 1000 MME dispensed within the last month will elevate the score *more than* 1000 MME dispensed one year ago.
5. The distribution of Narx Scores for patients found in a PMP 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:

1. Patients who use small amounts of medication with limited provider and pharmacy usage will have **low scores**.
2. Patients who use large amounts of medications in accordance with recommended guidelines (single provider, single pharmacy, etc.) will have **mid-range scores**.
3. 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 PMP 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 PMP population.

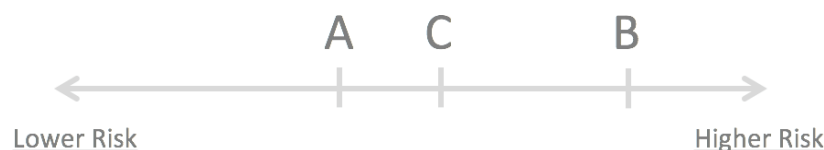
A single point measurement of total MME in the last 60 days can be used to illustrate this concept further using the following three patients:

- Patient A: 160 MME
- Patient B: 4800 MME
- Patient C: 1050 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 PMP 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: 4800 MME | 90
- Patient C: 1050 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 PMP population.

Time Periods

The NarxCare algorithm evaluates a PMP 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 ... | | | | |
| | | | | |

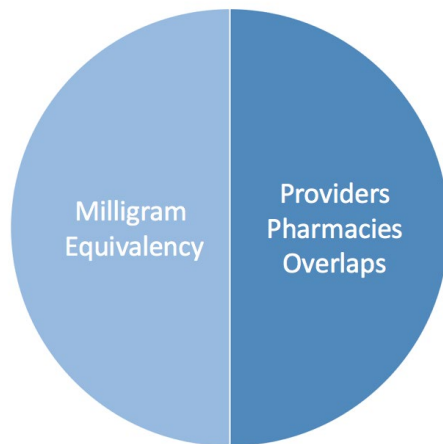
| Pharmacy Count | 2mo Scaled | 6mo Scaled | 1 yr Scaled | 2yr Scaled |
|----------------|------------|------------|-------------|------------|
| 0 | 0 | 0 | 0 | 0 |
| 1 | 25 | 16 | 13 | 10 |
| 2 | 45 | 31 | 25 | 19 |
| 3 | 63 | 44 | 35 | 27 |
| 4 | 78 | 56 | 45 | 35 |
| 5 | 90 | 67 | 54 | 42 |
| 6 | 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 PMP 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 | | | | | | | <u>632</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 PMP 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 PMP 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 PMP 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 PMP 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. |

| Score/Range | Notes | Recommendations |
|-------------|--|---|
| 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 PMP 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 |

| ORS | Odds Ratio of Unintentional Overdose Death |
|---------|--|
| 400–499 | 25 |
| 500–599 | 44 |
| 600–699 | 85 |
| 700–799 | 141 |
| 800–899 | 194 |
| 900–999 | 329 |

ORS Algorithm

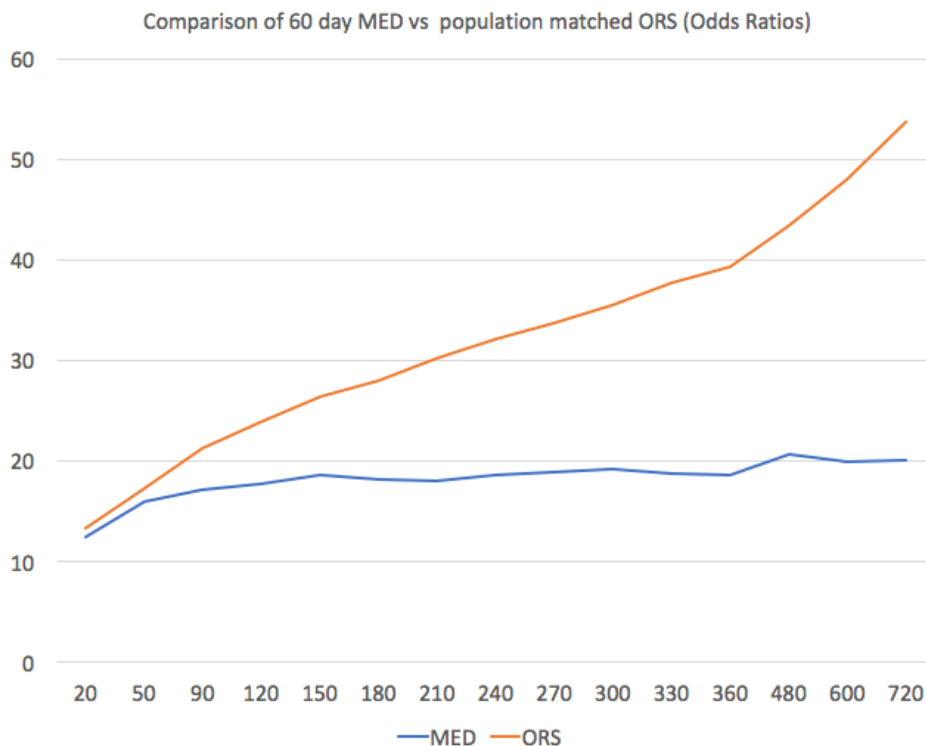
The ORS algorithm was derived using machine learning and other predictive techniques applied to a large case series of over 5,000 unintentional overdose deaths. For the first version of the score, more than 70 PMP variables were evaluated with 12 chosen for the final model. Subsequent revisions of the model have included evaluation of thousands of variables, and efforts to include non-PMP 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 PMP usage. This aligns the clinical application of the score with other sources of overdose risk assessment based on PMP 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 PMP. 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 is only when you reach an average MED of 480

that the death rate reaches 1%, and at that level, there are over 13,000 patients in the PMP 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 PMP data. See below. |
| 450–650 | 50 MED (or more) | Consider naloxone prescription. See below. |

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

Additional Risk Indicators

The NarxCare application delivers several elements of discrete data and a visually enhanced, interactive PMP 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 PMP 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 PMP data, claims data, overdose registry data, continuity of care documents, and criminal justice.

There are currently three PMP 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:** Zhou Yang, Barth Wilsey, Michele Bohm, et al. Defining Risk of Prescription Opioid Overdose: Pharmacy Shopping and Overlapping Prescriptions Among Long-Term Opioid Users in Medicaid. *The Journal of Pain*, Volume 16, Issue 5, 445 – 453.
- **40 MED red flag:** Leonard Paulozzi, Edwin Kilbourne, Nina Shah, et. al. A History of Being Prescribed Controlled Substances and Risk of Drug Overdose Death. *Pain Medicine* Jan 2012, 13 (1) 87–95; DOI: 10.1111/j.1526-4637.2011.01260.x.

Clinical Application

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

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

When non-PMP 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-PMP 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. |

| Indicator | Guidance |
|-----------------------------|--|
| If all 3 indicators present | <p>Review use patterns for unsafe conditions.</p> <p>If multiple providers involved in unsafe prescribing, discuss concern with patient and consider contacting other providers directly.</p> <p>If multiple pharmacies involved in unsafe prescribing, discuss concern with patient and consider pharmacy lock-in program.</p> <p>If overlapping medications of same or different type, discuss concern with patient and consider taper to lower dose and/or discontinuation of potentiating medications.</p> <p>If patient has evidence of a substance use disorder, consider inpatient admit or referral for outpatient evaluation and treatment.</p> |

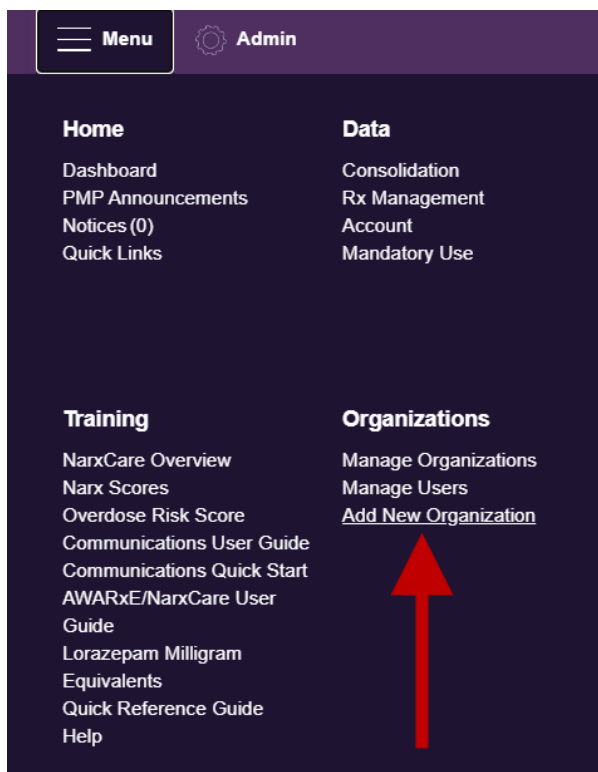
Appendix B: Organization Management

The Organization Management module allows users (members) to be grouped together under one organization (e.g., hospital, etc.). This structure allows the organization administrator to run reports only on members of their organization and monitor the organization members' PMP usage. This appendix describes how to create and add users to an organization as well as the responsibilities of organization members and administrators.

Creating an Organization

Creating an organization is the first step in grouping users for reviewing purposes. This function allows a physician to inquire about the prescribing activity only for their physician assistant or advanced practice registered nurse to whom the physician has delegated prescribing authority. *Note that not all users will have the ability to create an organization.*

1. [Log in to PMP AwarxE](#).
2. From the main menu, click **Menu > Organizations > Add New Organization**.



The Add New Organization page is displayed as shown on the following page.

Organizations > Manage Organizations

PMP DEMO Awarxe™
Support: 866-277-7477

Add New Organization

1 2 3 4
Organization Admin Review Complete

Organization Type *

3. Select the organization type from the **Organization Type** drop-down.

Add New Organization

1 2 3 4
Organization Admin Review Complete

Organization Type *

Healthcare Professional

Organization Name *

Address One *

City * **State *** **Zip ***

4. Complete the required fields for the organization, then click **Continue**. *Note that required fields are marked with an asterisk (*)*.
5. Once you click **Continue**, a duplicate check is performed to ensure your organization has not already been created.
 - a. If a matching organization is found, it will be displayed. Verify that the organization you are attempting to create is not a duplicate. If it is, click **Cancel**; otherwise, click **Continue** to proceed with creating the new organization.

Add New Organization

1 Organization 2 Admin 3 Review 4 Complete

Organization Type *
Healthcare Professional

Organization Name *
Doctors R Us

Address One *
123 Main St

City * Louisville **State *** Kentucky **Zip *** 40223

We found the following organization(s) that match your entry. Verify you are not adding a duplicate entry.

Doctors R Us 123 Main St Louisville, KY

Continue Cancel

- b. If no matching organization is found, the organization is added, and the information is displayed.

Add New Organization

1 Organization 2 Admin 3 Review 4 Complete

ORGANIZATION INFO Edit

Name: Test Hospital
Address: 123 Main Ave, Louisville, 40223, KY

ORGANIZATION ADMINS

Organization Admin: Add +

Continue Back Cancel

6. Once you have created the organization, you will need to add an organization administrator. Click **Add** in the Organization Admins section to add an administrator. The Add Organization Admin window is displayed.

Add Organization Admin x

Name

search active users Q Add +

Selected Organization Admins:

Cancel Save

7. Type the first few characters of the user's first name in the **Name** field. As you type, matching users will appear in a live search box below the field.

Add Organization Admin [X]

Name

te [Q] [Add +]

Test Doctor - test@example.com (Physician (MD, DO))
 TEST ACCOUNT - phoenixstar636@yahoo.com (Prescriber Delegate - Unlicensed)
 TEST ACCOUNT - tphoenix@aim.com (Physician (MD, DO))

Selected Organization Admins:

[Cancel] [Save]

8. Click to select the user who should be added as the organization administrator, then click **Add**. The user is added and displayed below the **Name** field. *Note that you can repeat this step as many times as necessary to add multiple admins.*
9. Once you have finished adding admins, click **Save** to close the window and continue creating the organization.

You are returned to the Add New Organization page.

Add New Organization

1 2 3 4
 Organization Admin Review Complete

ORGANIZATION INFO [Edit]

Name: Test Hospital
 Address: 123 Main Ave, Louisville, 40223, KY

ORGANIZATION ADMINS

Organization Admin: [Add +]

TEST ACCOUNT - phoenixstar636@yahoo.com (Prescriber Delegate - Unlicensed) [X]
 Test Doctor - test@example.com (Physician (MD, DO)) [X]

[Continue] [Back] [Cancel]

10. Click **Continue**.

The Review page is displayed.

Add New Organization

1 2 3 4
Organization Admin Review Complete

ORGANIZATION INFO Edit

Name: Test Hospital
Address: 123 Main Ave, Louisville, 40223, KY

ORGANIZATION ADMINS Edit

Organization Admin:

TEST ACCOUNT - phoenixstar636@yahoo.com (Prescriber Delegate - Unlicensed)
Test Doctor - test@example.com (Physician (MD, DO))

Submit Back Cancel

11. Review the information in the Organization Info and Organization Admins sections.
 - a. If you need to make any changes to the Organization Info section, click **Edit**. Edit the information as necessary, then click **Continue**.
 - b. If you need to make any changes to the Organization Admins section, click **Edit**. To remove an admin, click the “x” next to their name. You may also click **Add** and repeat step 8 to add additional admins. Click **Continue** once you have finished adding/removing admins.
12. Once you have verified that all information is correct, click **Submit**.

A message is displayed indicating that the organization has been created. Note that the organization will be placed in a pending status until it is approved by the PMP administrator.

Add New Organization

1 2 3 4
Organization Admin Review Complete

✓

Submitted Successfully
Status: approved

Thank you for adding a new organization.

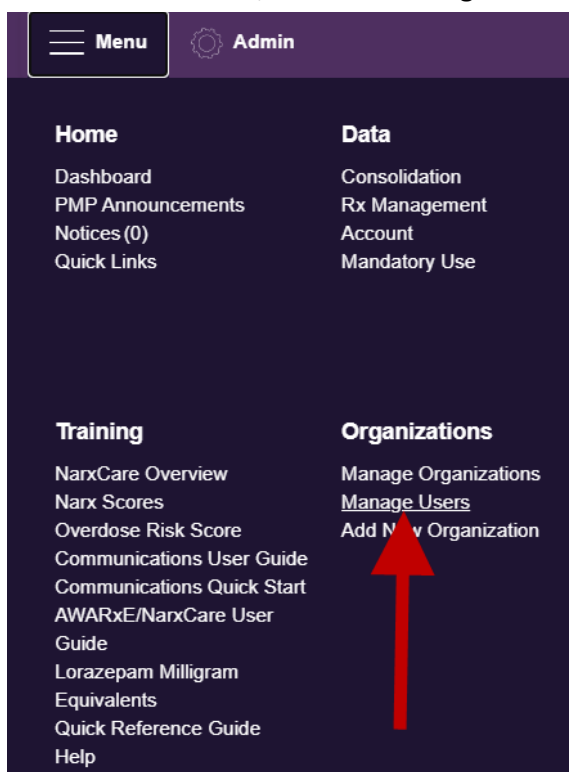
Back to Manage Organization

Organization Administrator Responsibilities

The organization administrator is responsible for managing users, including adding and approving them, and reviewing their PMP usage.

Adding a User

1. [Log in to PMP AWAxRxE](#).
2. From the main menu, click **Menu > Organizations > Manage Users**.



The Manage Users page is displayed.

A screenshot of the PMP AWAxRxE Manage Users page. The page has a header with the PMP AWAxRxE logo and a support number. Below the header, there is a search bar and a filter for 'Awaiting Admin Approval'. The main content area shows a table of users with columns for Name, Email, Phone Number, Role, and Registered on. The table is currently empty, showing 'Showing 1 - null of null items'. There is also a '+ Add User' button in the top right corner.

3. Select the organization to which you need to add a user from the **Organization** drop-down, then click **Add User**.

Note: Only organizations for which you are an admin will be displayed.

The Add User page is displayed.

Add User

1 2 3 4
User Info Role Review Complete

ORGANIZATION INFO

Name: Test Hospital
Organization Type: healthcare
Address: 123 Main Ave Louisville, KY 40223
Phone Number:
Organization Admin:

USER INFO

Add a new member to the organization above by searching for them.

First Name Last Name

- To search for a user, enter their first and last name in the **First Name** and **Last Name** fields, then click the search icon ().

Note: You may perform a partial name search by entering at least three characters in the **First Name** and **Last Name** fields.

Users matching your search criteria are displayed below the search fields.

Add User

1 2 3 4
User Info Role Review Complete

ORGANIZATION INFO

Name: Test Hospital
Organization Type: healthcare
Address: 123 Main Ave Louisville, KY 40223
Phone Number:
Organization Admin:

USER INFO

Add a new member to the organization above by searching for them.

First Name Last Name

test user

Test User - apprissqaa+va77@gmail.com Physician (MD, DO)

test user - blokeefeqa+aware2898a@gmail.com Physician (MD, DO)

- Click to select the user you would like to add.

6. Once you select the user, their complete information is displayed.

USER INFO

Add a new member to the organization above by searching for them.

First Name: test Last Name: user [Search]

Test User

Role: Physician (MD, DO)
Phone:
Email: apprissqaa+va77@gmail.com
Address:
Date of Birth: 1900-01-01

Continue **Cancel**

7. Verify that you have selected the correct user, then click **Continue**.
You will be prompted to select a role type for the user.

Add User

1 2 3 4
User Info Role Review Complete

ORGANIZATION INFO

Name: Test Hospital
Organization Type: healthcare
Address: 123 Main Ave Louisville, KY 40223
Phone Number:
Organization Admin:

USER INFO

Name: Test User
Set the role type for this user.

Role
[Drop-down menu]

Continue **Back**

8. Click the **Role** drop-down and select the role the user will have within the organization (i.e., Basic User or Organization Admin), then click **Continue**.

The Review page is displayed.

Add User

1 2 3 4
User Info Role Review Complete

ORGANIZATION INFO

Name: Test Hospital
Organization Type: healthcare
Address: 123 Main Ave Louisville, KY 40223
Phone Number:
Organization Admin:

USER INFO

First Name: Test
Last Name: User
Role: Basic User

Continue Back Cancel

9. Review the Organization Info and User Info sections.
 - a. If all information is correct, click **Continue**.
 - b. If you need to make any changes, click **Back** and correct the information.
10. Once you have verified that all information is correct, click **Continue**.

A message is displayed indicating that the user has been added and placed in a pending status. The user will remain in pending status until an organization admin has approved the user and the user has approved their membership. Please refer to the [Approving a User](#) section for instructions on approving a user.

Add User

1 2 3 4
User Info Role Review Complete

✓

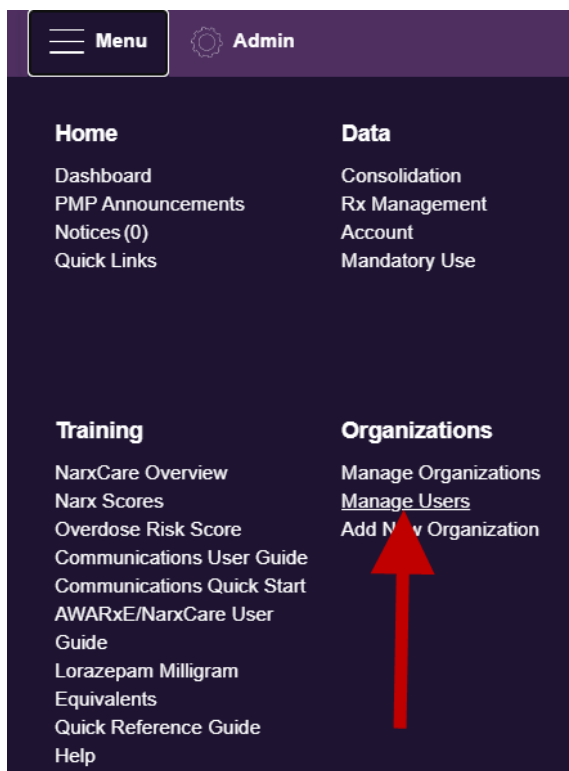
Submitted Successfully
Status: Pending User Action

Back to Manage Users

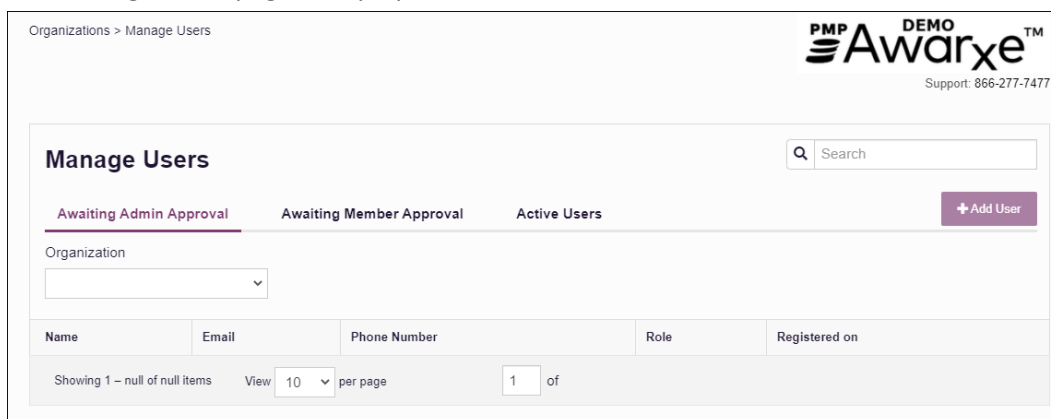
Approving a User

Users must be added to an organization prior to approving them. To add a user, please refer to the [Adding a User](#) section.

1. [Log in to PMP AwarxE](#).
2. From the main menu, click **Menu > Organizations > Manage Users**.



The Manage Users page is displayed.



3. From the **Awaiting Admin Approval** tab, select the organization for which you wish to approve users from the **Organization** drop-down.

Note: Only organizations for which you are an admin will be displayed.

A list of all users pending admin approval is displayed.

The screenshot shows the 'Manage Users' interface. At the top, there are three tabs: 'Awaiting Admin Approval' (selected), 'Awaiting Member Approval', and 'Active Users'. A search bar is located at the top right. Below the tabs, there is a dropdown menu for 'Organization' with 'Test Hospital' selected. A table lists three users: 'ACCOUNT, TEST', 'Doctor, Test', and 'User, Test'. Each user has columns for Name, Email, Phone Number, Role, and Registered on. The 'Actions' column for each user contains 'Approve' and 'Reject' buttons. At the bottom, there is a pagination bar showing 'Showing 1 - 3 of 3 items', 'View 10 per page', and '1 of 1'.

| Name | Email | Phone Number | Role | Registered on | Actions |
|---------------|---------------------------|--------------|-------|----------------------------|----------------|
| ACCOUNT, TEST | phoenixstar636@yahoo.com | | admin | 01/06/2021 05:26:08 PM UTC | Approve Reject |
| Doctor, Test | test@example.com | | admin | 01/06/2021 05:26:08 PM UTC | Approve Reject |
| User, Test | apprissqaa+va77@gmail.com | | basic | 01/06/2021 06:07:03 PM UTC | Approve Reject |

- To allow a user into the organization, click the **Approve** button for that user.

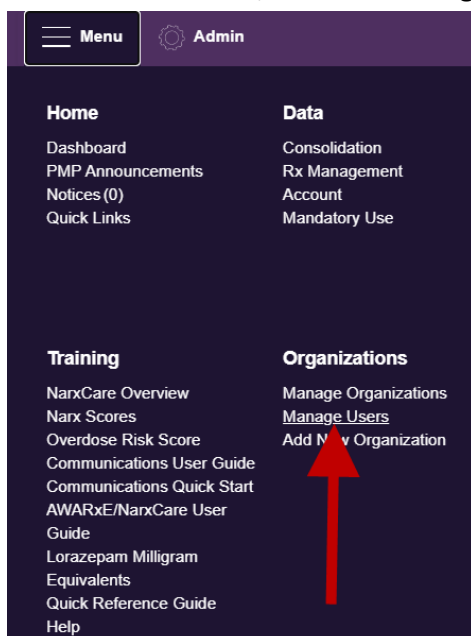
Note: Users must also approve their organization membership from within their own account before they are active users. Once you have approved a user, they will appear under the **Awaiting Member Approval** tab until they approve their membership.

- If a user should not be allowed into the organization, click the **Reject** button for that user.

Removing a User

When a user should no longer be associated with an organization, they should be removed. A user can remove themselves from the organization; however, if the user has not done so, the Organization Admin can remove the user.

- [Log in to PMP AWAReE.](#)
- From the main menu, click **Menu > Organizations > Manage Users**.



The Manage Users page is displayed.

Organizations > Manage Users

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Support: 866-277-7477

Manage Users

Search

Awaiting Admin Approval Awaiting Member Approval Active Users + Add User

Organization

Name Email Phone Number Role Registered on

Showing 1 – null of null items View 10 per page 1 of

- Click the **Active Users** tab.

Manage Users

Search

Awaiting Admin Approval Awaiting Member Approval Active Users + Add User

Organization

Name Email Phone Number Role Last Login Last Updated

Showing 1 – null of null items View 10 per page 1 of

- Select the organization for which you wish to remove users from the **Organization** drop-down.

Note: Only organizations for which you are an admin will be displayed.

A list of all active users is displayed.

Manage Users

Search

Awaiting Admin Approval Awaiting Member Approval Active Users + Add User

Organization

The Pain Center

| Name | Email | Phone Number | Role | Last Login | Last Updated | Actions |
|----------------|-------------------------------|--------------|-------|----------------------------|----------------------------|---------|
| McCoy, Leonard | apprisstester+mccoy@gmail.com | | basic | 01/04/2021 08:21:53 PM UTC | 01/04/2021 08:24:35 PM UTC | Remove |

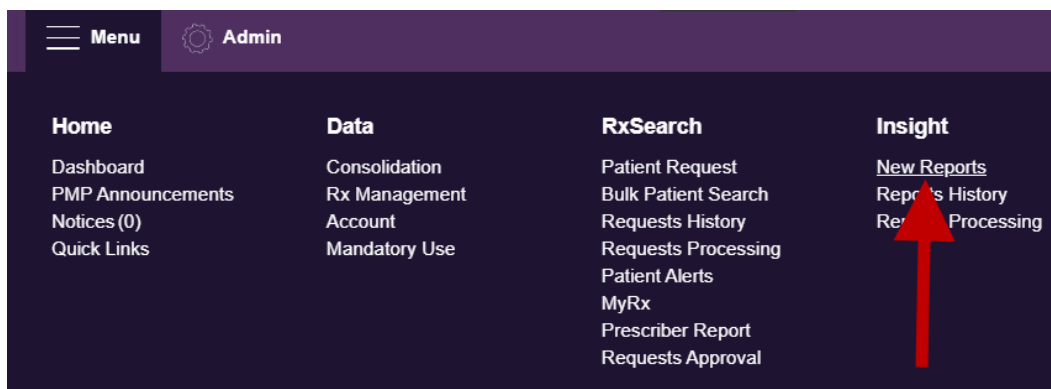
Showing 1 – 1 of 1 items View 10 per page 1 of 1

- Click the **Remove** button for the user(s) you need to remove.

Running a Prescriber Activity Report

Organization admins can run Prescriber Activity Reports on their organization users. This report displays a prescribing summary for the selected time period.

1. [Log in to PMP AWAReE](#).
2. From the main menu, click **Menu > Insight > New Reports**.



The PMP AWAReE Reports page is displayed.

| PMP AWAReE Reports | |
|--------------------------------|--|
| Report Name | Description |
| Prescriber Activity Request | Displays a summary of prescriptions prescribed by specified DEA number and the corresponding patient and pharmacy information. |
| Dispenser Activity Request | Displays a summary of prescriptions dispensed at specified location and the corresponding patient and prescriber information. |
| DEA | Displays current information for prescribers or dispensers as contained within the DEA database. |
| Investigative Patient Request | Allows broader searches for a single or multiple patients by name, identification number, or address. |
| Medical Marijuana Card Request | A searchable repository of active medical marijuana card registrations by patient name or card number. |
| Patient History Request | Displays a list of all AWAReE and Gateway users requesting a report on the identified patient. |

3. Click **Prescriber Activity Request**.

The Prescriber Activity Request page is displayed as shown on the following page.

Prescriber Activity Request [Back to New Insight Reports](#)

Request Criteria

Prescriber*

Select an Organization and Prescriber belonging to that organization.

Organizations:
University Hospital

Users:
DOOGIE HOWSER, MD - AA

Rx Date*
Date Type: ☐ Written Date ☒ Fill Date
From: 01/08/2020
To: 01/08/2021

Drug
Schedule:
Categories:
Generic Name:

Patient
First Name:
Last Name:
DOB: MM/DD/YYYY

Upload Documentation
Upload documents associated with this search request (e.g. subpoena).
Choose files... (Max File Size: 15MB)

Run Prescriber Activity

4. Select your organization from the **Organization** drop-down.
5. Select the user for whom you wish to run the report from the **Users** drop-down.
6. Enter any additional search criteria, then click **Run Prescriber Activity**.

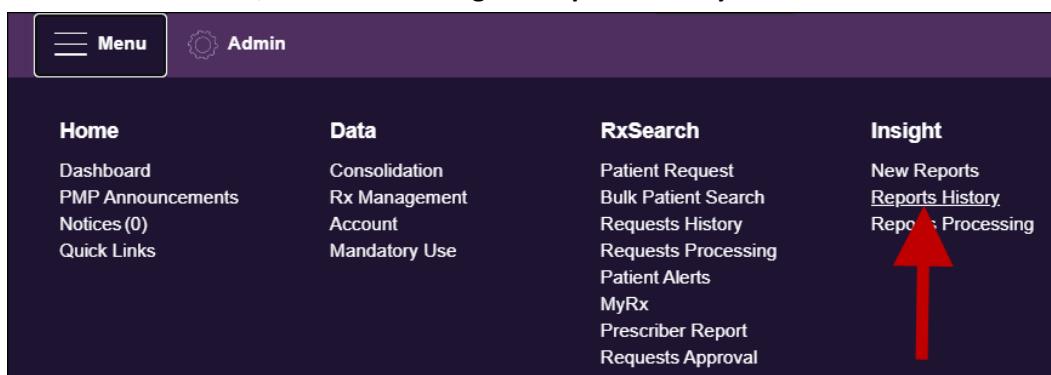
A message is displayed indicating that the report has been created. Please refer to [Viewing a Prescriber Activity Report](#) for instructions on viewing your report.



Viewing a Prescriber Activity Report

After generating a Prescriber Activity Report, the results are available from your Reports History.

1. [Log in to PMP AWARxE](#).
2. From the main menu, click **Menu > Insight > Reports History**.



The Report Requests page is displayed.

| Report Type | Key Parameters | Match Result | Requestor | Requestor Role | Request Date | Status |
|-----------------------------|-----------------|---|---------------|--------------------|--------------------|--------|
| Prescriber Activity Request | | | | | 01/06/2021 6:59 PM | Ready |
| Prescriber Activity Request | DEA: [REDACTED] | [REDACTED] MD (Allergy & Immunology - Clinical & Laboratory Immunology) | [REDACTED] MD | Physician (MD, DO) | 12/15/2020 6:23 PM | Ready |
| Prescriber Activity Request | DEA: [REDACTED] | [REDACTED] MD (Allergy & Immunology - Clinical & Laboratory Immunology) | [REDACTED] MD | Physician (MD, DO) | 12/15/2020 6:09 PM | Ready |

- Click **Advanced Options** and select **Prescriber Activity** in the **Report Type** field.

Advanced Options ▾ **REPORT TYPE** PrescriberActivityRequest **Search**

Report Type: ☐ Dispenser Activity ☒ Prescriber Activity
☐ Investigative Search ☐ Any

Requestor First Name:

Requestor Last Name:

DEA:

- Click **Search** to display only Prescriber Activity Reports.
- Click the link in the **Report Type** column for the report you wish to view.

The report is displayed.

Prescriber Activity Report

Investigation Type: [REDACTED]
Case Number: [REDACTED]
Primary Drug Category: [REDACTED]
Drug Product Name: [REDACTED]
Case Notes: [REDACTED]

Agency: [REDACTED] MD
Contact: [REDACTED]
Role: Physician (MD, DO)
Phone: 5025555555
Email: [REDACTED]@gmail.com

Report Prepared: 12/15/2020
Date Range: 12/15/2019 – 12/15/2020
Report Note: [Add Note](#)

[Download PDF](#) [Download CSV](#) [Share Report](#)

| Street Address | Street Address 2 | City | State | Zip |
|----------------|------------------|------------|-------|-------|
| [REDACTED] | [REDACTED] | GREENVILLE | NC | 27834 |

Healthcare Specialties
Allergy & Immunology - Clinical & Laboratory Immunology

Report Criteria

| DEA Number | Prescriber First Name | Prescriber Last Name |
|------------|-----------------------|----------------------|
| [REDACTED] | [REDACTED] | [REDACTED] |

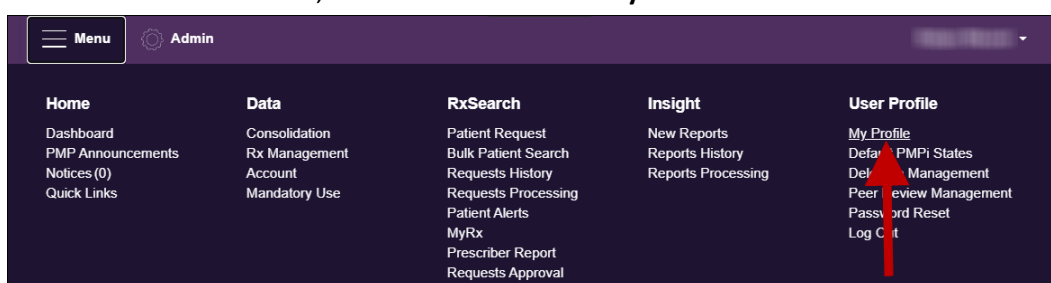
Organization Users

Organization users (members) do not gain any additional permissions under the organization structure; however, they must approve their membership into the organization before the organization administrator can perform reviews of their PMP usage. They can also remove themselves from the organization.

Adding a Membership

If you need to add yourself to an organization, you may do so from the My Profile section of your account.

1. [Log in to PMP AwarxE](#).
2. From the main menu click, **Menu > User Profile > My Profile**.



The My Profile page is displayed.

A screenshot of the 'My Profile' page in the PMP AwarxE application. The page is divided into several sections. The 'Profile Info' section includes fields for Name, Registration Date, Employer DEA(s), Employer, Position/Rank, DOB, Primary Contact, DEA Number(s), Controlled Substance #, Professional License #, and Type. The 'Specialty' section has a search bar and a 'Browse All' link. The 'My Organization(s)' section has a '+ Add Another Organization' button. The 'Setting' section includes a 'Time Zone' dropdown menu. A 'Download PDF' icon is visible in the top right corner.

3. In the My Organization(s) section of the page, click **Add Another Organization**.

The Add User page is displayed.

Add User

1 2 3 4
Organization Role Review Complete

SELECT ORGANIZATION TYPE

▼

4. Select the organization type from the **Organization Type** drop-down.

Add User

1 2 3 4
Organization Role Review Complete

SELECT ORGANIZATION TYPE

▼

- Healthcare Professional
- Law Enforcement
- Other

You will be prompted to select your organization.

Add User

1 2 3 4
Organization Role Review Complete

SELECT ORGANIZATION TYPE

Healthcare Professional ▼

SELECT ORGANIZATION

▼

Cancel

5. Select your organization from the **Select Organization** drop-down. If your organization is not listed, you may need to create it. Please refer to [Creating an Organization](#) for steps on how to create an organization.

Add User

1 2 3 4
Organization Role Review Complete

ORGANIZATION INFO

Name: Test Hospital
Organization Type: healthcare
Address: 123 Main Ave null Louisville, KY 40223
Phone Number:
Organization Admin:

SELECT ORGANIZATION TYPE

Healthcare Professional ▼

SELECT ORGANIZATION

Test Hospital ▼

Continue Cancel

6. Click **Continue**.

You will be prompted to select your role type within the organization.

The screenshot shows the 'Add User' form with a progress bar at the top indicating four steps: 1. Organization, 2. Role, 3. Review, and 4. Complete. Step 2, 'Role', is currently active. Below the progress bar, the 'ORGANIZATION INFO' section is populated with: Name: Test Hospital, Organization Type: healthcare, Address: 123 Main Ave null Louisville, KY 40223, Phone Number: (blank), and Organization Admin: (blank). The 'USER INFO' section shows: Name: Robyn Weaver, Set the role type for this user. Below this is a 'Role' dropdown menu. At the bottom are 'Continue' and 'Back' buttons.

7. Select your role type within the organization (i.e., Basic User or Organization Admin) from the **Role** drop-down, then click **Continue**.

The screenshot shows the 'Add User' form with the progress bar now at step 3, 'Review'. The 'ORGANIZATION INFO' section remains the same. The 'USER INFO' section now shows: First Name: Robyn, Last Name: Weaver, and Role: Organization Admin. At the bottom are 'Continue', 'Back', and 'Cancel' buttons.

8. Review the Organization Info and User Info.

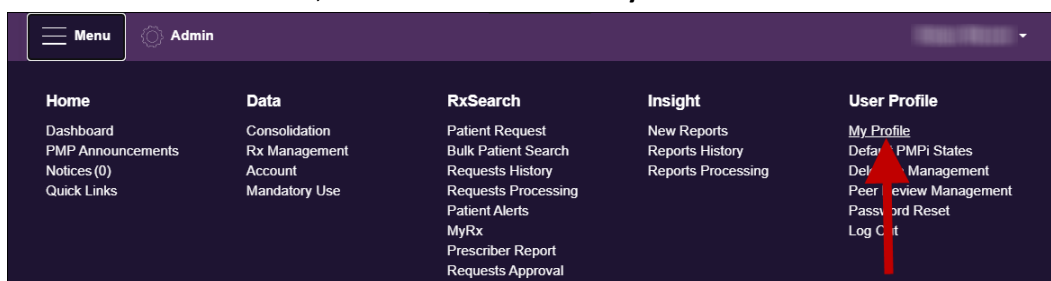
- If all information is correct, click **Continue**.
- If you need to make any changes, click **Back** and correct the information.

9. Once you have verified that all information is correct, click **Continue**.

A message is displayed indicating that you have been added and placed in a pending status. You will remain in pending status until an organization admin has approved your membership.

Managing Organization Memberships

1. [Log in to PMP AwarxE.](#)
2. From the main menu click, **Menu > User Profile > My Profile.**



The My Profile page is displayed.

A screenshot of the 'My Profile' page. The page is divided into several sections. The top section is 'Profile Info' with a 'Download PDF' icon. Below this is a 'Specialty' section with a search bar and a 'Browse All' link. The bottom section is 'My Organization(s)' with two sub-sections: 'Active' and 'Awaiting Approval'. The 'Active' section lists 'Test Hospital- 123 Main Ave Louisville, KY 40223' with a 'Remove' button. The 'Awaiting Approval' section lists 'Doctors R Us - South- 123 Main St Louisville, KY 40223' with 'Approve' and 'Remove' buttons. There is also a '+ Add Another Organization' button at the bottom.

The My Organizations section lists all organizations with which you are associated.

- a. Organizations for which you have accepted membership are listed under the *Active* heading. If you should no longer be a member of the organization, click **Remove**.
- b. Organizations that are awaiting your approval are listed under the *Awaiting Approval* heading. To accept membership into the organization, click **Approve**; or to reject membership, click **Remove**.