Requestor User Support Manual
Vermont Prescription Monitoring Program

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Version 2.0
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1 Document Overview

The PMP AWARxE Requestor User Support Manual provides step-by-step instructions for healthcare professionals requesting data from the Vermont 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 AWARxE account type held those who use PMP AWARxE to review patients’ prescription history. A requestor’s primary task within the application is to 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
- Naturopathic Physician
- Nurse Practitioner / Clinical Nurse Specialist
- Optometrist
- Pharmacist
- Pharmacist’s Delegate – Unlicensed
- Physician (MD, DO)
- Physician Assistant
- Podiatrist (DPM)
- Prescriber Delegate – Unlicensed
2 Registration

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

2.1 Registration Overview

PMP AWARxE requires that every individual register as a separate user, using their email address as their username within the system. A user can register as a delegate, 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 Patient 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 AWARxE. 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 three pages: Create an Account, Select Your User Role, and Demographics. All three pages must be completed before your registration is successfully submitted for processing.

Some requestor roles may also require you to upload 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 AWARxE after you have completed the registration pages.

2.2 Registering for an Account

To request a new account in PMP AWARxE:

1. Navigate to https://vermont.pmpaware.net/login.
   The Log In page is displayed.
2. Click **Create an Account**.
   The Register for an Account page is displayed.

   ![Register for an Account](image)

   **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. The email address you provide will be your username for logging in to the system.

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

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

   **Note that a checkmark appears next to each requirement as it is met.**
5. Click **Save and Continue**.
   The Select Your User Roles page is displayed.

![Registration Process](image)

6. To select your user role:
   a. Click the plus sign (+) next to the user role category that best fits your profession (Healthcare Professional, Agency Administration, etc.).
      The category expands to display the available user roles.

![Registration Process](image)

   b. Click to select the checkbox next to your user role.

   **Note:** 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 AWARxE. Please contact your State Administrator for more information.

7. Click **Save and Continue**.
The Demographics page is displayed.

8. Complete the required fields.

**Notes:**
- *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 (*)*.  
- *Please enter all active DEA numbers, if applicable.*  
- *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.*
9. Click **Submit Your Registration**.

**Note:** If you are a delegate, there is an additional step in the registration process. Please refer to the **Registering as a Delegate** section for more information.

Once you have submitted your registration, you will be notified that your account has been approved or is pending approval.

a. **Access Granted:** Certain user roles will be automatically 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. After accepting, you will be routed to your dashboard and can begin using the application. After accepting, you will be routed to your dashboard and can begin using the application once you have verified your email address.

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

b. **Incomplete:** If you are required to upload validation documents to complete your registration, your registration status will be “incomplete,” and the Validation Documents page is displayed. Please refer to the **Validation Documents** section of this document for more information.

c. **Pending Approval:** If your account requires no further action but could not be verified by the process above, or if your user role is not one that is immediately approved, your account will be pended for review and approval by your State Administrator.

### 2.2.1 Email Verification

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

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

**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 using the contact information located in the **Technical Assistance** section of this document.

- If you registered with the wrong email address, please log in to the account, then navigate to **Menu > User Profile** (under the **My Profile** Section) to update your email address. Please refer to the **My Profile** section for more information.

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

If you are registering for a user role for which the State Administrator requires further validation, you will receive an email with instructions from the State Administrator and the necessary forms. Once you receive the email containing the validation documents, complete the required form(s) in accordance with the instructions in the email. You may submit your form(s) electronically, or you can mail them to the state office.

**To submit your form(s) electronically:**

1. Log in to PMP AWARxE using the email address and password you created during the registration process.
   The Welcome page is displayed. If your registration is not complete (i.e., you have not submitted your validation documents, the page contains a file upload section.

   ![Welcome page](image)

2. Click **Add File**, then select the required form(s).
   Once you have submitted your form(s), you will receive an email notifying you that your account has been updated. No further action is required at this time.

2.2.3 Account Approval

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

Once your account has been approved, you can log in to PMP AWARxE using the email address and password supplied during the account creation process.
Note: If you no longer have the password, you can reset it by navigating to https://vermont.pmpaware.net and clicking Reset Password, or by navigating to https://vermont.pmpaware.net/identity/forgot_password.

2.3 Registering for a Delegate Account

Registering as a delegate is virtually identical to registering as any of the other healthcare professional roles. To register as a delegate:

1. Select one of the delegate roles (e.g., Prescriber Delegate – Unlicensed or Pharmacist Delegate – Unlicensed) on the Select Your User Role page.

2. Enter any required information on the Demographics page, noting that you must enter your supervisor’s email address in the I am a delegate for the following people... field. You may enter multiple supervisors by clicking Add.

Notes:

- The supervisor must already have a registered account with the Vermont 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.
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://vermont.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 AWARxE with an approved account, the requestor dashboard (My Dashboard) is displayed. This dashboard provides a quick summary of pertinent items within PMP AWARxE, 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).

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 Patient 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 AWARxE 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 AWARxE

To log out of the system, click the arrow next to your user name (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.
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:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Info</td>
<td></td>
</tr>
<tr>
<td>First Name</td>
<td>Enter the patient’s complete first and last name;</td>
</tr>
<tr>
<td></td>
<td>Or</td>
</tr>
<tr>
<td>Last Name</td>
<td>Click the Partial Spelling checkbox to search by a partial</td>
</tr>
<tr>
<td></td>
<td>first and/or last name. This option can be helpful when searching</td>
</tr>
<tr>
<td></td>
<td>hyphenated names or names that are often</td>
</tr>
<tr>
<td></td>
<td>abbreviated, such as “Will” vs. “William.”</td>
</tr>
<tr>
<td></td>
<td>Note: The Partial Spelling function requires at least three</td>
</tr>
<tr>
<td></td>
<td>letters. If the patient’s name contains only one or two</td>
</tr>
<tr>
<td></td>
<td>letters, please do not attempt a partial search.</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>Use the MM/DD/YYYY format, or select a date from the calendar that</td>
</tr>
<tr>
<td></td>
<td>is displayed when you click in this field.</td>
</tr>
<tr>
<td>Prescription Fill Dates</td>
<td></td>
</tr>
<tr>
<td>From</td>
<td>Use the MM/DD/YYYY format, or select a date from the calendar that</td>
</tr>
<tr>
<td></td>
<td>is displayed when you click in these fields.</td>
</tr>
<tr>
<td>To</td>
<td>Note: The search timeframe is limited to three years from the</td>
</tr>
<tr>
<td></td>
<td>current date.</td>
</tr>
</tbody>
</table>

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.

5. Once you have entered all the required search criteria, click **Search**.

   a. If your search results return a single patient, the Patient Report is displayed. Refer to the **Viewing a Patient Report** section for more details regarding the patient report.
Note: If you need a PDF or CSV version of the report, you can click Download PDF or Download CSV, located in the top right corner of the report.

b. If the search could not determine a single patient match, a message is displayed indicating that multiple patients were found.
   - If you searched for an exact patient name and multiple patients were found, refer to the Multiple Patients Identified section.
   - If you searched for a partial patient name and multiple patients were found, refer to the Partial Search Results section.

c. If your search does not return any results, a message is displayed indicating that either no patient matching your search criteria could be identified or the patient was identified but no prescriptions were found. Refer to the No Results Found section for more information.

4.1.1 Multiple Patients Identified

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

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.
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.

   ![Image of Partial Search Results]

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 Patient Report for the patient(s) you selected is displayed.
4.1.3 No Results Found

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

Or

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

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

Notes:

- Be sure to verify that all information entered on the request was entered correctly (e.g., verify that the first and last names were entered in the correct fields, verify the patient’s birthdate, etc.).
- If Partial Search was not originally selected, you can click the Partial Search checkbox to expand your search results.
- You can enter additional demographic information, such as a ZIP code, to perform a fuzzy search.

4.2 Viewing a Patient Report

If your search results return a single patient, the Patient Report is automatically displayed. You may also access your previously requested patient reports at any time by clicking Menu > Requests History. Refer to the Requests History section for more information.

The Patient Report page consists of the following sections:

- Patient Information
- Summary
- Prescriptions
- Prescribers
- Dispensers
4.2.1 Basic Report Functions

- The top of the report displays the date the request was run and the date range used to create the request. Depending on your user role type, the Download PDF and Download CSV buttons may be available, allowing you to save the report as a PDF document or as a CSV data file.

- You can expand or collapse each section of the report. Click the plus sign (++) next to a section to expand it, or click the minus sign (--) to collapse it.

- You can resize the tables in each section of the report to show more or fewer records. To resize a table, click and drag the bottom of the table with your mouse.

  **Note:** A minimum of two rows are required to be displayed.

- You can sort the columns in each section of the report. Clicking on a column header will allow the results to be sorted in ascending or descending order based on the column selected.

  **Note:** If you choose to export the report, your column sorting will be saved.

4.2.2 Patient Information

The Patient Information section displays the search criteria used to search for the patient as well as all known patient names, birthdates, and addresses that have been linked to the patient for whom you searched.

- The Linked Records table can represent instances of a patient with multiple addresses, misspellings of names, etc.
- The ID column of the Linked Records table provides an ID number that corresponds to the ID column in the Prescriptions section of the report, allowing you to match the patient in the Linked Records table with the appropriate prescription.

4.2.3 Summary

The Summary section provides an overview of the total number of prescriptions, prescribers, and pharmacies for the patient for the specified timeframe, including opioid and buprenorphine intake.

<table>
<thead>
<tr>
<th>Summary</th>
<th>Opioids (excluding buprenorphine)</th>
<th>Buprenorphine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Prescriptions</td>
<td>18</td>
<td>18.0</td>
</tr>
<tr>
<td>Total Prescribers</td>
<td>7</td>
<td>9.33</td>
</tr>
<tr>
<td>Total Pharmacies</td>
<td>7</td>
<td>30 Day Avg MME/day</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Summary</th>
<th>Opioids (excluding buprenorphine)</th>
<th>Buprenorphine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Day</td>
<td>18.0</td>
<td></td>
</tr>
<tr>
<td>Current Monthly</td>
<td>9.33</td>
<td></td>
</tr>
</tbody>
</table>

4.2.4 Prescriptions

The Prescriptions section displays information related to each prescription issued to the patient within the specified timeframe.

<table>
<thead>
<tr>
<th>Date</th>
<th>ID</th>
<th>Drug</th>
<th>Dose</th>
<th>Days</th>
<th>Prescriber</th>
<th>Rx #</th>
<th>Pharmacy</th>
<th>Refills</th>
<th>Daily Dose</th>
<th>Unit Type</th>
<th>PMP</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/27/2018</td>
<td>5</td>
<td>ENDOMETRIA 16-0.25 MG TABLET</td>
<td>8.0</td>
<td>30</td>
<td>BO TES</td>
<td>B00003</td>
<td>Alco (6567)</td>
<td>1</td>
<td>5.3 MME</td>
<td>Private</td>
<td>0</td>
</tr>
<tr>
<td>05/22/2018</td>
<td>1</td>
<td>BUPRENORPHINE-NALOXONE</td>
<td>250.0</td>
<td>14</td>
<td>Cu TES</td>
<td>WB766822</td>
<td>KANSAS (9169)</td>
<td>1</td>
<td>Private</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>04/29/2018</td>
<td>5</td>
<td>ZOLPIDEM TAR Tar 12.5 MG TAB</td>
<td>30.0</td>
<td>30</td>
<td>AL TES</td>
<td>B00001</td>
<td>Alco (6567)</td>
<td>1</td>
<td>Private</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>04/26/2018</td>
<td>5</td>
<td>ACETAMINPHEN COD #3 TABLET</td>
<td>120.0</td>
<td>30</td>
<td>AL TES</td>
<td>B00002</td>
<td>Alco (6567)</td>
<td>0</td>
<td>12.0 MME</td>
<td>Private</td>
<td>0</td>
</tr>
<tr>
<td>04/23/2018</td>
<td>7</td>
<td>HYDROCODONE</td>
<td>30.0</td>
<td>10</td>
<td>PA Doc</td>
<td>112944</td>
<td>Adria (1119)</td>
<td>0</td>
<td>18.0 MME</td>
<td>Indian Nat</td>
<td>0</td>
</tr>
<tr>
<td>04/28/2018</td>
<td>5</td>
<td>ACETAMINPHEN COD #3 TABLET</td>
<td>3.0</td>
<td>3</td>
<td>MU PHA</td>
<td>AT710200</td>
<td>HOMECS (4942)</td>
<td>0</td>
<td>4.5 MME</td>
<td>Private</td>
<td>0</td>
</tr>
<tr>
<td>04/13/2018</td>
<td>5</td>
<td>ACETAMINPHEN COD #3 TABLET</td>
<td>3.0</td>
<td>3</td>
<td>WA CO</td>
<td>AT715300</td>
<td>RANDA (6495)</td>
<td>0</td>
<td>4.5 MME</td>
<td>Private</td>
<td>0</td>
</tr>
<tr>
<td>04/09/2018</td>
<td>10</td>
<td>HYDROCODONE-ACETAMIN 10-325 MG</td>
<td>100.0</td>
<td>30</td>
<td>SE PHA</td>
<td>E57154441</td>
<td>DIPOLO (8248)</td>
<td>1</td>
<td>4.0 MME</td>
<td>Private</td>
<td>0</td>
</tr>
<tr>
<td>04/09/2018</td>
<td>10</td>
<td>BUTRAMIN S 5 MG/OH PATCH</td>
<td>100.0</td>
<td>150</td>
<td>SE PHA</td>
<td>E57154744</td>
<td>DIPOLO (8248)</td>
<td>1</td>
<td>0.56 mg</td>
<td>Private</td>
<td>0</td>
</tr>
</tbody>
</table>

*For CDC guidance, the MME conversion factors prescribed or provided as part of medication-assisted treatment for opioid use disorder should not be used to benchmark against dosage thresholds except for opioids prescribed for pain. Buprenorphine products have no agreed upon morphine equivalency, and as partial opioid agonists, are not expected to be associated with overdose risk in the same dose-dependent manner as doses for full agonists. MME = morphine milligram equivalents, mg = dose in milligrams.
4.2.5 Prescribers

The Prescribers section displays information for all prescribers who issued a prescription to the patient within the specified timeframe.

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOCTOR, Paul</td>
<td>301 W MAIN ST</td>
<td>INDEPENDENCE</td>
<td>KS</td>
<td>67301</td>
<td></td>
</tr>
<tr>
<td>PHARMACY, MULTIVAN</td>
<td>1008 SE LOUIS DR</td>
<td>MULTIVAN</td>
<td>KS</td>
<td>67130</td>
<td></td>
</tr>
<tr>
<td>PHARMACY, SEDAN</td>
<td>1125 C MAIN ST</td>
<td>SEDAN</td>
<td>KS</td>
<td>67301</td>
<td></td>
</tr>
<tr>
<td>TESTPRESCRIBER, ALICE</td>
<td>1111 PARK ST</td>
<td>WICHITA</td>
<td>KS</td>
<td>67203</td>
<td></td>
</tr>
<tr>
<td>TESTPRESCRIBER, BOB</td>
<td>8888 NOWHERE ST</td>
<td>WICHITA</td>
<td>KS</td>
<td>67203</td>
<td></td>
</tr>
<tr>
<td>TESTPRESCRIBER, Carol</td>
<td>2910-HIGH ST</td>
<td>WICHITA</td>
<td>KS</td>
<td>67203</td>
<td></td>
</tr>
</tbody>
</table>

4.2.6 Dispensers

The Dispensers section displays information for all dispensers who filled a prescription for the patient within the specified timeframe.

<table>
<thead>
<tr>
<th>Pharmacy</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>WALGREEN CO. (7165)</td>
<td>301 W MAIN ST</td>
<td>INDEPENDENCE</td>
<td>KS</td>
<td>67301</td>
<td></td>
</tr>
<tr>
<td>PARKALL, DANNL C DVM (426)</td>
<td>20 RAYFORD LN</td>
<td>GREENVILLE</td>
<td>SC</td>
<td>29009</td>
<td></td>
</tr>
<tr>
<td>KANSAS CVS PHARMACY, LLC (9159)</td>
<td>2011 E SANTA FE ST</td>
<td>Olathe</td>
<td>KS</td>
<td>66092</td>
<td></td>
</tr>
<tr>
<td>HOMECARE PL (INC) (4642)</td>
<td>804 WILSON DR</td>
<td>RIDGEFIELD</td>
<td>MS</td>
<td>30157</td>
<td></td>
</tr>
<tr>
<td>DIPLOMAT SPECIALTY PHARMACY (6240)</td>
<td>4100 E GARDNER ST</td>
<td>FLINT</td>
<td>MI</td>
<td>48507</td>
<td></td>
</tr>
<tr>
<td>1978 PHARMACY (1315)</td>
<td>123 N MAIN ST</td>
<td>WICHITA</td>
<td>KS</td>
<td>67202</td>
<td></td>
</tr>
<tr>
<td>Acker's PHARMACY (6917)</td>
<td>1111 FAKE ST</td>
<td>WICHITA</td>
<td>KS</td>
<td>67202</td>
<td></td>
</tr>
</tbody>
</table>

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](image)

   a. If you wish to enter patients manually, continue to step 2;
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.

The Manual Entry search is displayed.

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.

The File Upload search is displayed.
7. Click **View Sample File** to download the sample CSV file.

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

![Spreadsheet screenshot](image.png)

**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:**

  ![Spreadsheet snippet](image2.png)
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.

### 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).

   The Bulk Search History page is displayed.
Notes:

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

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

<table>
<thead>
<tr>
<th>bulk patient search name</th>
<th>patients</th>
<th>prescribers</th>
<th>dispensers</th>
<th>prescriptions</th>
<th>supervisor</th>
<th>status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bob Test Patient</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>5</td>
<td></td>
<td>ready</td>
</tr>
<tr>
<td>Dave Test Patient</td>
<td>1</td>
<td>5</td>
<td>4</td>
<td>12</td>
<td></td>
<td>ready</td>
</tr>
</tbody>
</table>

3. Click a patient name to display that patient’s search details.
   
The search details are displayed below the table.

4. From this page, you can:
   - Click **View** to display the Patient Report.
     
     **Note:** For more information on viewing report results, please refer to [Viewing a Patient 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.
To resolve this and view the patient report:

1. Click the patient’s name.

   The patient search details are displayed.

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.

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.

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

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

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

   The Requests History page is displayed.

   ![Requests History](image)

   **Notes:**
   - You can only view Patient 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](image)
   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.
   ![Detail Card](image)
   - Click **View** to display the results of the previously submitted request. Refer to **Viewing a Patient Report** for details regarding Patient Reports.
4.5 My Rx

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

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

To run the MyRx report:

1. Click **Menu > MyRx**.
   
The MyRx 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.

![Image of RxSearch interface](image)

### 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.

![Image of Patient Alerts interface](image)

- 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 AWARxE. 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 AWARxE. 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 > RxManagement > Error Correction.**

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

**Note:** Error correction within AWARxE 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 AWARx 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.

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.
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.

   ![Error Correction Table]

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

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.

   ![Error Details]

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.

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.
3. 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](image)

4. 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.

![Error Message](image)

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

5.2.2 Voiding Prescriptions

If you need to void a prescription:

1. Perform steps 1-3 in the **Correcting Prescriptions** section to locate the prescription.

2. 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.

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 Vermont PMP database using the Manual Submission Form within the PMP AWARxE 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**.
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 AWARxE 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.
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 Page Screenshot](image-url)
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.

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

### 6.2 Setting Default PMP InterConnect States

PMP AWARxE 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:

1. Click **Menu > Default PMPI States**.
   
The Default InterConnect PMPs page is displayed.

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

3. 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.
6.3 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 AWARxE.
2. Click Menu > Delegate Management.

The Delegate Management page is displayed.

![Delegate Management Table](image)

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

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

![Delegate Information](image)

4. Click Approve to approve the delegate;
   Or
5. 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:

1. Click Menu > Delegate Management.
The Delegate Management page is displayed.

<table>
<thead>
<tr>
<th>Delegate Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select a delegate to review details.</td>
</tr>
<tr>
<td>First</td>
</tr>
<tr>
<td>Jordan</td>
</tr>
<tr>
<td>Adam</td>
</tr>
</tbody>
</table>

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

3. Click **Remove**.

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

**Notes:**

- If you need to add the user again at a later date, select the former delegate, then click **Approve** to add them to your account.
- If you need to completely 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 AWARxE password expires every 90 days. There are two ways you can manage your password:

1. You can proactively change your password within the application before it expires by updating your current password.

2. If your password has already expired, or if you have forgotten your password, you can reset your password. Note that you can reset your password via email or mobile phone.

#### 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 AWARxE application.

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

To update your password:

1. Click **Menu > Password Reset**.
The Change Password page is displayed.

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) number
   - One (1) special character such as !, @, #, $, etc.

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://vermont.pmpaware.net](https://vermont.pmpaware.net).
The Log In page is displayed.

2. Click **Reset Password**.
   
The Reset Password page is displayed.

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.
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.

   ![Verification Code Image]

   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.

<table>
<thead>
<tr>
<th>Passwords must contain:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• At least eight (8) characters</td>
</tr>
<tr>
<td>• One (1) uppercase letter</td>
</tr>
<tr>
<td>• One (1) lowercase letter</td>
</tr>
<tr>
<td>• One (1) special character such as !, @, #, $, etc.</td>
</tr>
</tbody>
</table>

**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 AWARxE 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-pmpaware@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 1-888-461-8628;
- OR
- Create a support request at the following URL: https://apprisspmp.zendesk.com/hc/en-us/requests/new.

Technical assistance is available Monday through Friday from 8:00 a.m.–8:00 p.m. EST.

7.2 Administrative Assistance

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

Vermont Prescription Monitoring System
Vermont Department of Health
108 Cherry Street, PO Box 70
Burlington, VT 05402-0070

Phone: 802-652-4147 (Program Manager)
Email: ahs.vdhvpms@vermont.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

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Chapter/Section</th>
<th>Change Made</th>
</tr>
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<tbody>
<tr>
<td>1.0</td>
<td>N/A</td>
<td>N/A; initial publication</td>
<td></td>
</tr>
<tr>
<td>2.0</td>
<td>12/10/2018</td>
<td>Global</td>
<td>Updated to current document template</td>
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<tr>
<td></td>
<td></td>
<td>6.1/My Profile</td>
<td>Added instructions for adding a mobile phone number to account profile</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6.4/Resetting a Forgotten Password</td>
<td>Added instructions for resetting a password via mobile phone</td>
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</tbody>
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