Requestor User Support Manual

Vermont Prescription Monitoring System

November 2021

Version 2.3

Table of Contents

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 System (herein referred to as PMP AWARxE). 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. Likewise, if you have moved practices, your account can be updated to reflect this change. 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 sections: Register for an Account, User Role Selection, User Demographics, and Review Profile Details. All sections must be completed before your registration is successfully submitted for processing.

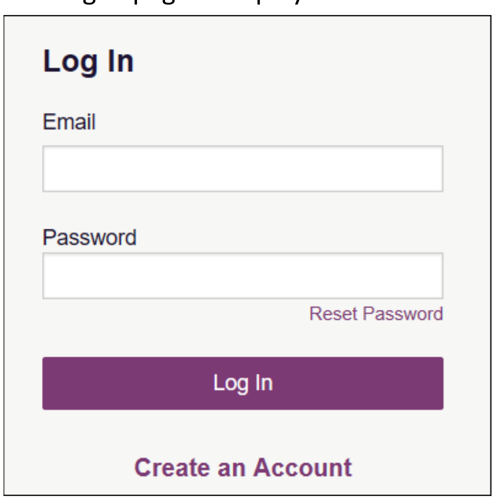
Requestor roles also require you to upload a copy of a current government-issued photo ID, such as a driver's license or a passport. You must submit this documentation before your account can be approved. Digital copies of these documents can be submitted through PMP AWARxE after you have completed the registration process.

2.2 Registering for an Account

To request a new account in PMP AWARxE:

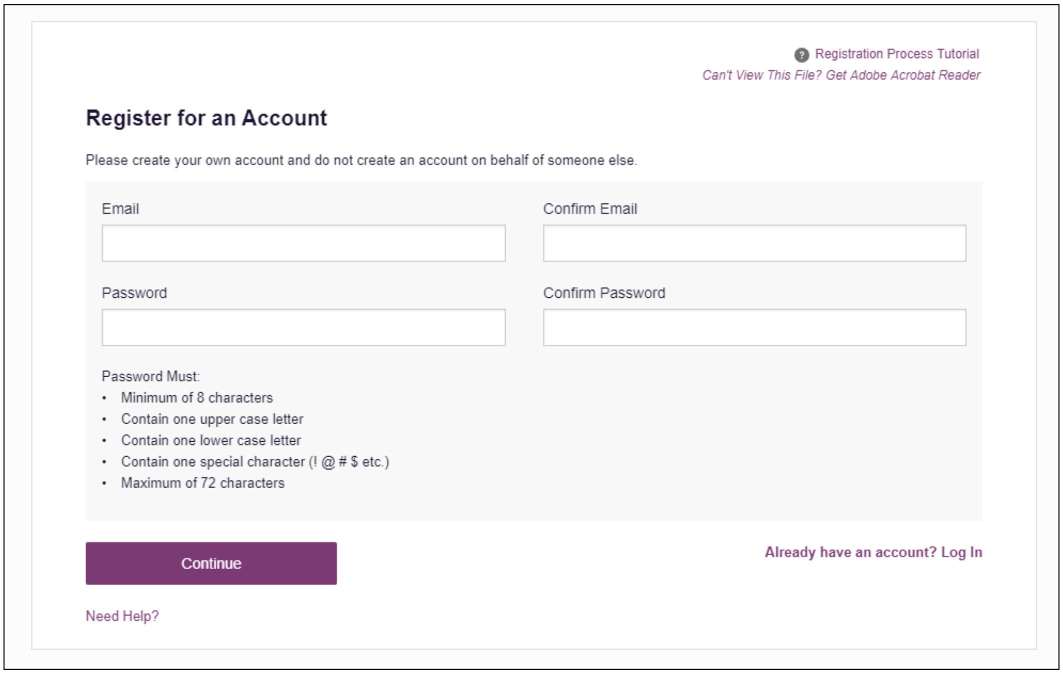
1. Navigate to https://vermont.pmpaware.net/login.

   The Log In page is displayed.



2. Click **Create an Account**.

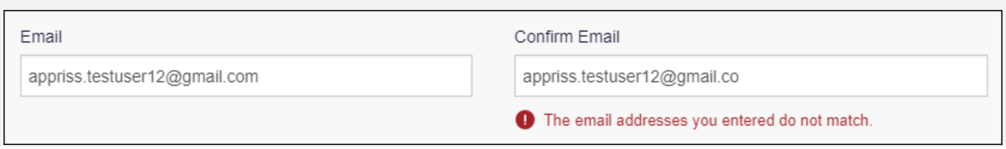
   The Register for an Account page is displayed.



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.*

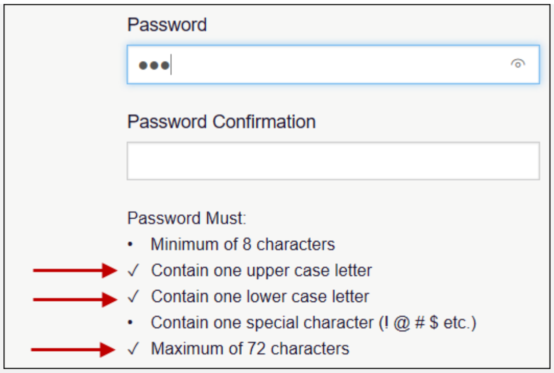


4. Enter a password in the **Password** field, using the password requirements provided below, then re-enter it in the **Password Confirmation** field.

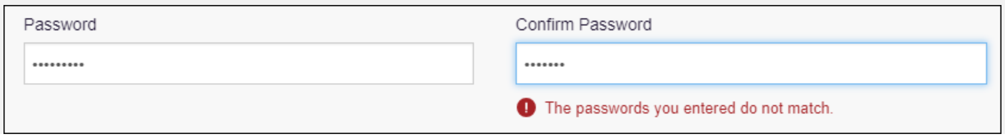
Passwords must contain:

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

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



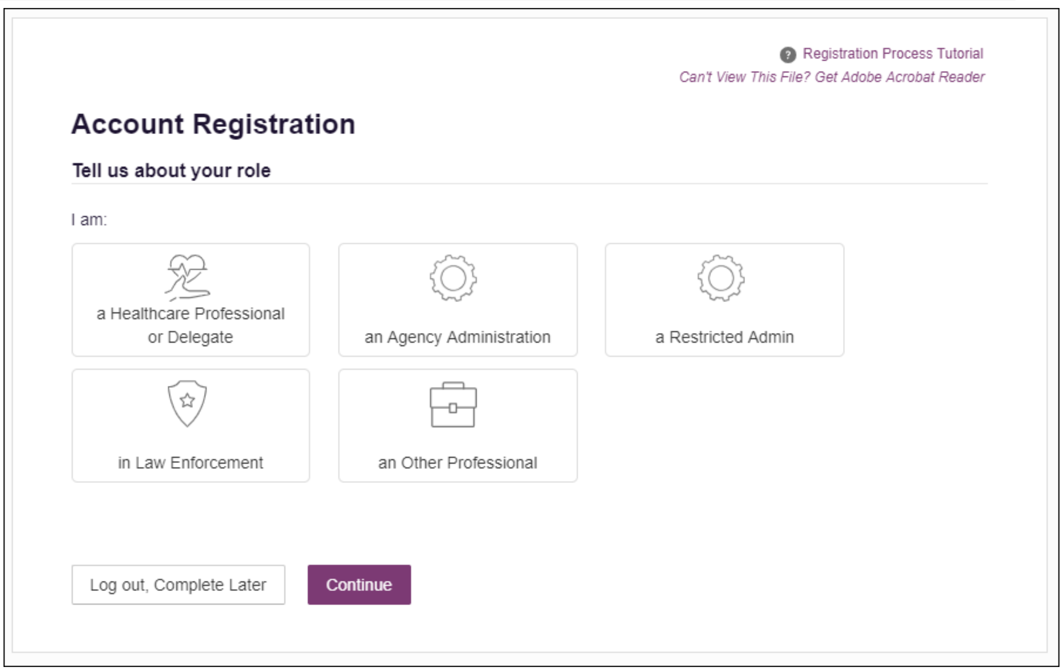
If the passwords you entered do not match, an error message is displayed.



5. Click **Continue**.

   The Account Registration: User Role Selection page is displayed.

   Note: *All options shown below might not be available during the registration process.*

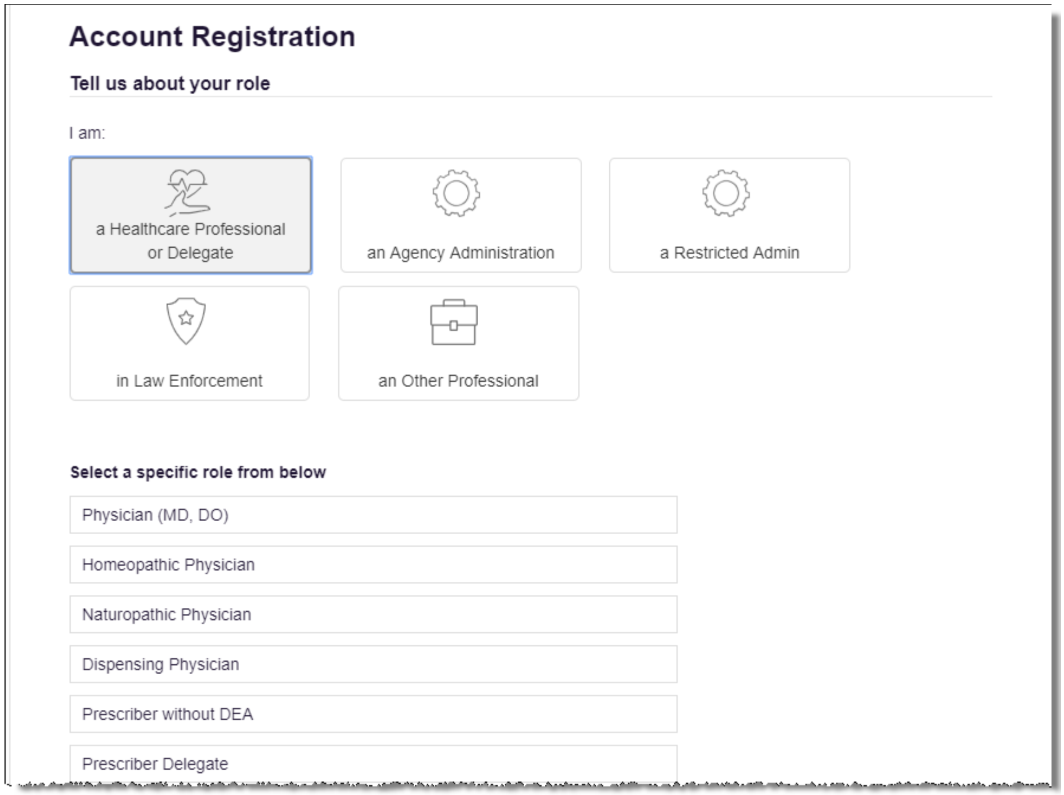


Note: *At this point in the registration process, you may click* ***Log Out, Complete Later*** *to save your login credentials and complete your registration at a later time. When you are ready to complete your registration, navigate to https://vermont.pmpaware.net/, then enter the username and password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

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

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

Note: *All options shown below might not be available during the registration process.*

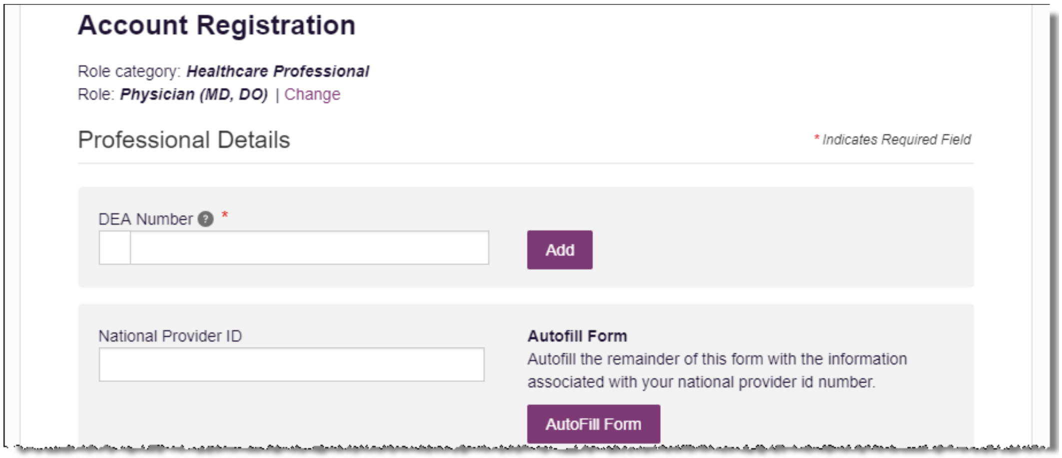


Notes:

- *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.).*
- *All delegates should select the "Unlicensed" role, regardless of any additional certifications they hold (e.g. RN, LPN, 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 AWARxE. Please contact your State Administrator for more information.*

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

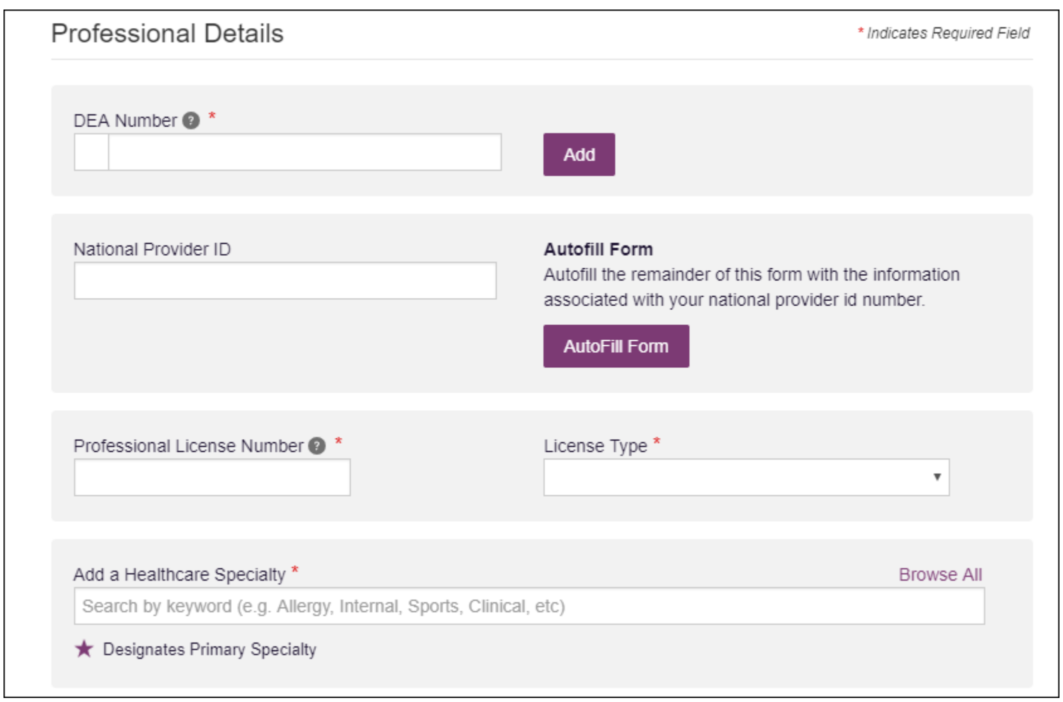
   The Account Registration: User Demographics page is displayed as shown on the following page.



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.



- 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.

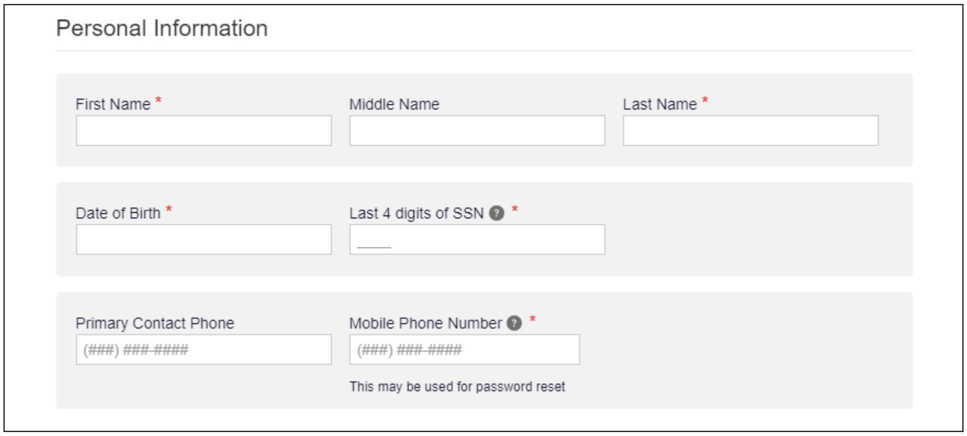
- If you have an NPI number, you can enter it in the **National Provider ID** field, then click **Autofill Form** to auto-populate the form with the demographic information associated with your NPI number.
- To search for your specialty, begin typing it in the **Add a Healthcare Specialty** field. A 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.

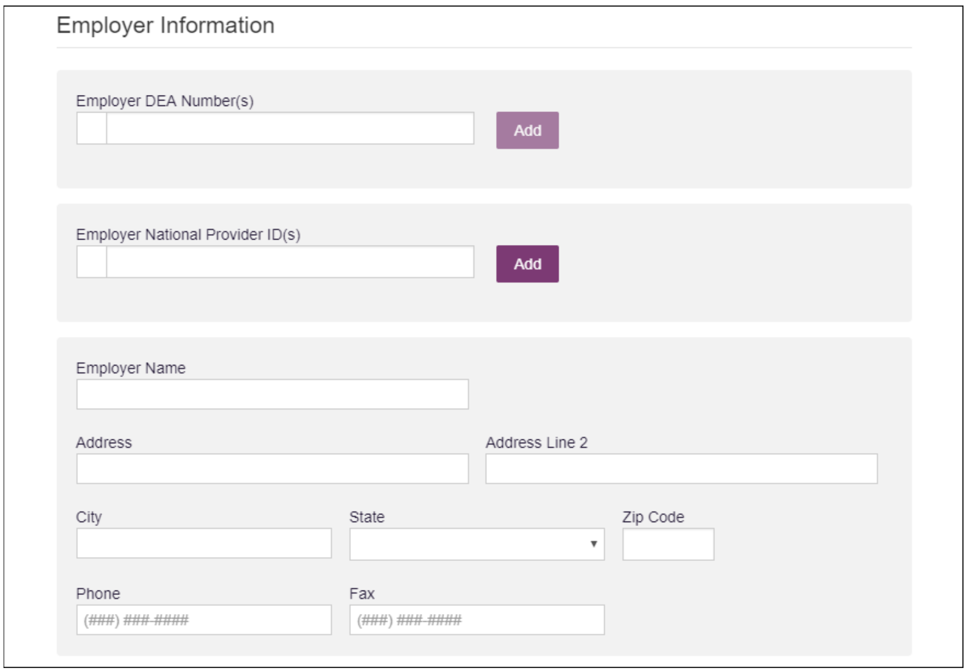
b. The Personal Information section of this page allows you to enter your personal contact information such as first and last name, date of birth, last four digits of your Social Security Number (SSN), primary contact phone number, and mobile phone number.

Notes:

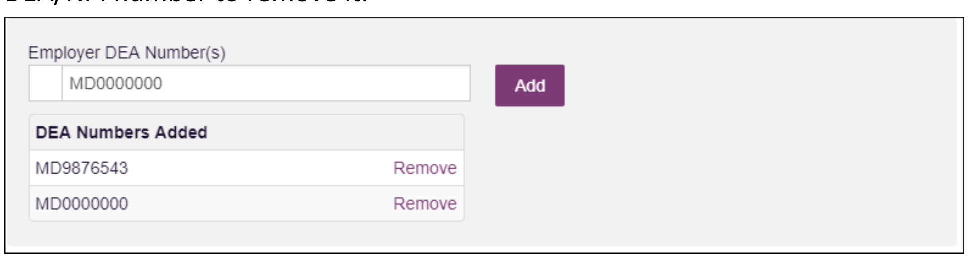
- *If **Mobile Phone Number** is a required field for your state and you do not have a mobile phone number, enter ten 5s in that field; for example, (555) 555-5555.*
- *If your state utilizes the mobile password reset feature, you must enter a mobile phone number in order to utilize this feature. Otherwise, your password can be reset via email.*



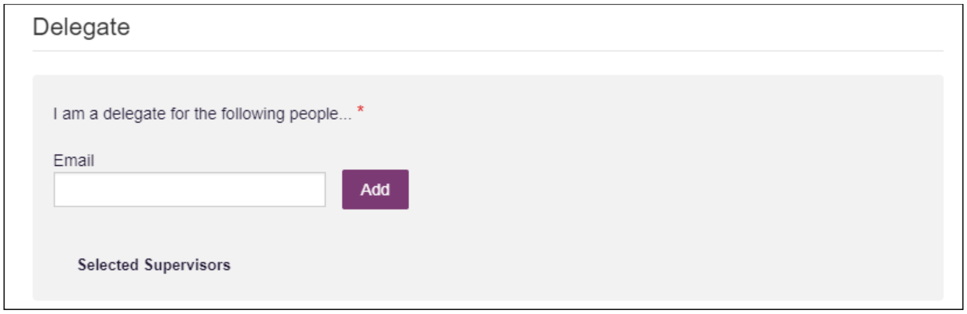
c. The Employer Information section of this page allows you to enter information about your employer such as DEA number, NPI number, name, address, phone number, and fax number.



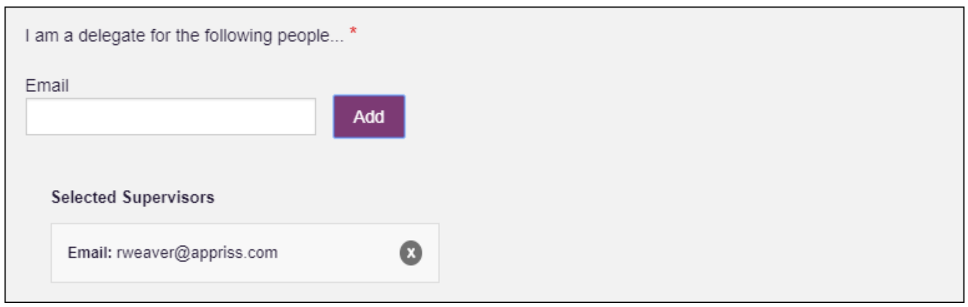
- To add your employer's DEA or NPI number, enter it in the appropriate field, and then click **Add**. You may add multiple DEA and/or NPI numbers, if permitted by your state, by repeating this process for each DEA/NPI number you wish to add. Once you click **Add**, the DEA/NPI number is displayed beneath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



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.



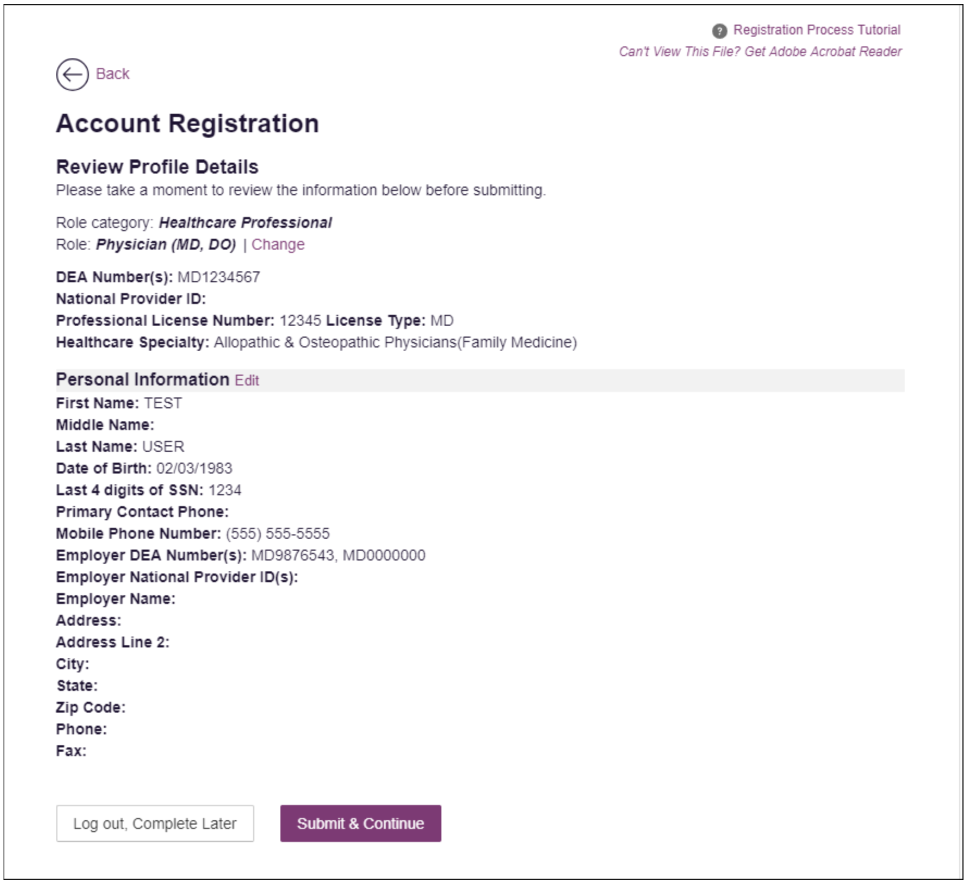
Notes:

- *The supervisor must already have a registered account with your state's PMP. The email submitted must be the email the provider used to register for their own PMP AWARxE account.*
- *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://vermont.pmpaware.net, then enter the username and password you established in the previous steps.*

The Account Registration: Review Profile Details page is displayed.

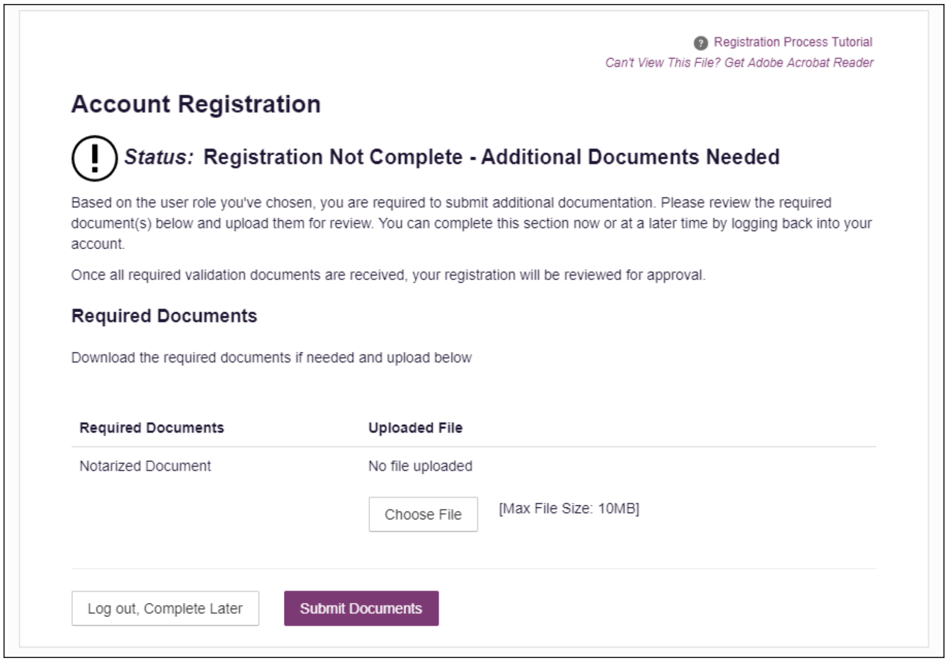


9. Review your information to ensure it is correct before submitting your registration.
    a. If you need to change your user role, click **Change**, located at the top of the page next to the role you selected. *Note that changing your user role will cause you to lose any information you entered on 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 (Not Complete – Additional Documents Needed) and instructed to verify your email address.

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

    Not Complete – Additional Documents Required: You are required to upload validation documents to complete your registration. The Account Registration page displays the list of required documents.



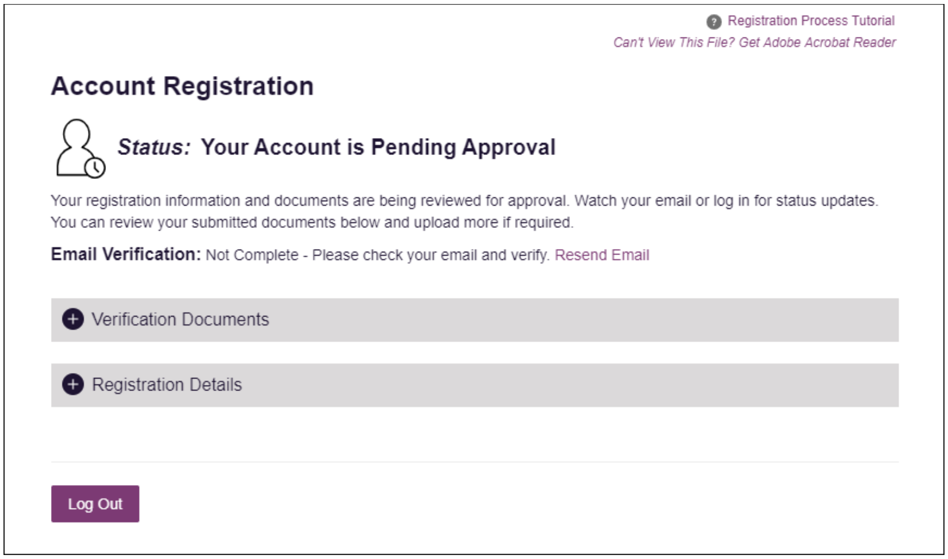
- Click **Choose File** to upload the required document(s) to your account, then click **Submit Documents**;

Note: *For all account types, a photocopy or scan of a valid, government-issued photo ID showing a birthdate, such as a driver's license or passport, is required. For VA Prescriber or VA Dispenser accounts, a photo or scan of your VA ID is also required.*

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://vermont.pmpaware.net, then enter the username and password you established in the previous steps.

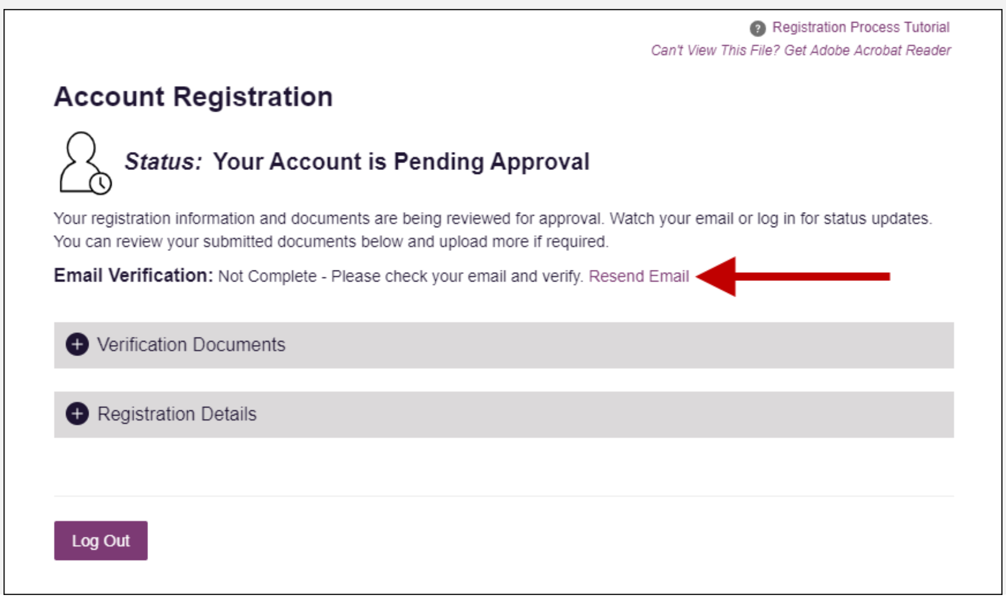
Once you have submitted your documents, you will be notified that your account is pending approval and instructed to verify your email address. You may click the plus sign (+) next to **Verification Documents** and **Registration Details** to view the information you submitted. *Note that your information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



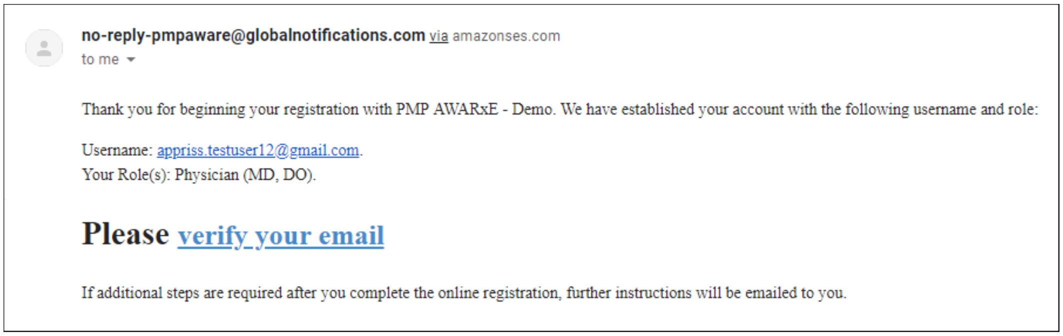
2.3 Verifying Your Email Address

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

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



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



Notes:

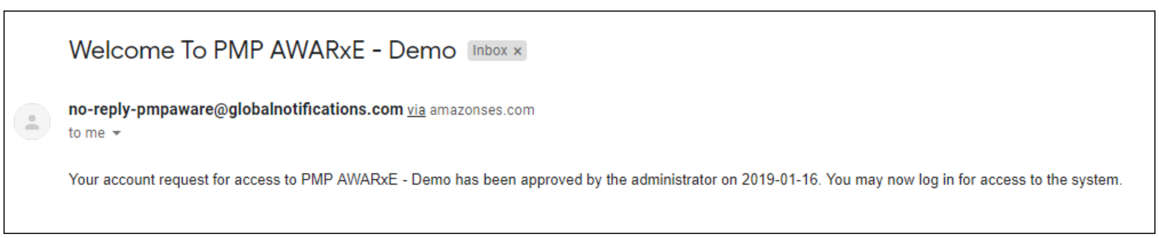
- *The link contained within the email is only valid for 20 minutes. In the event that time has expired, clicking the link will result in a new email verification notification being sent to you. Click the link in the new email to verify your email address.*
- *If you are not able to receive HTML-formatted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

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

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

2.4 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.



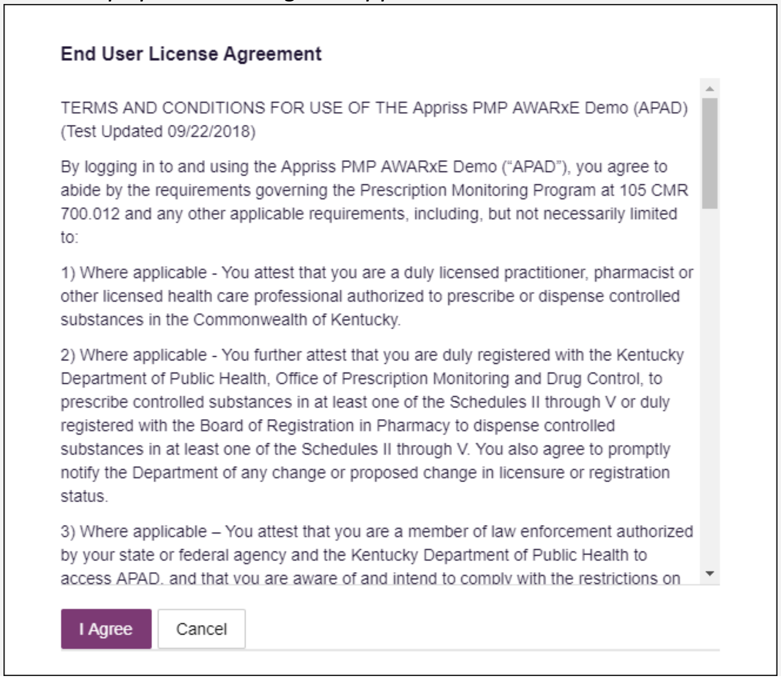
Once you receive the account approval email, you can log in to PMP AWARxE using the email address and password you created when you registered.

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

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

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

- *You may be presented with the End User License Agreement that you must review and accept prior to using the application.*



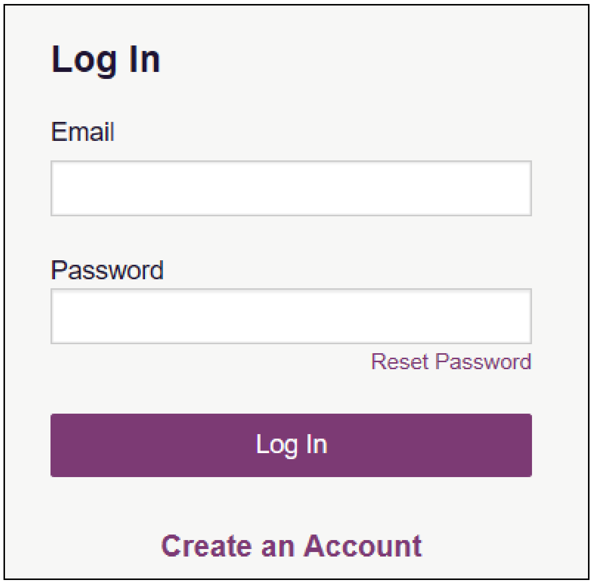
3 Basic System Functions

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.

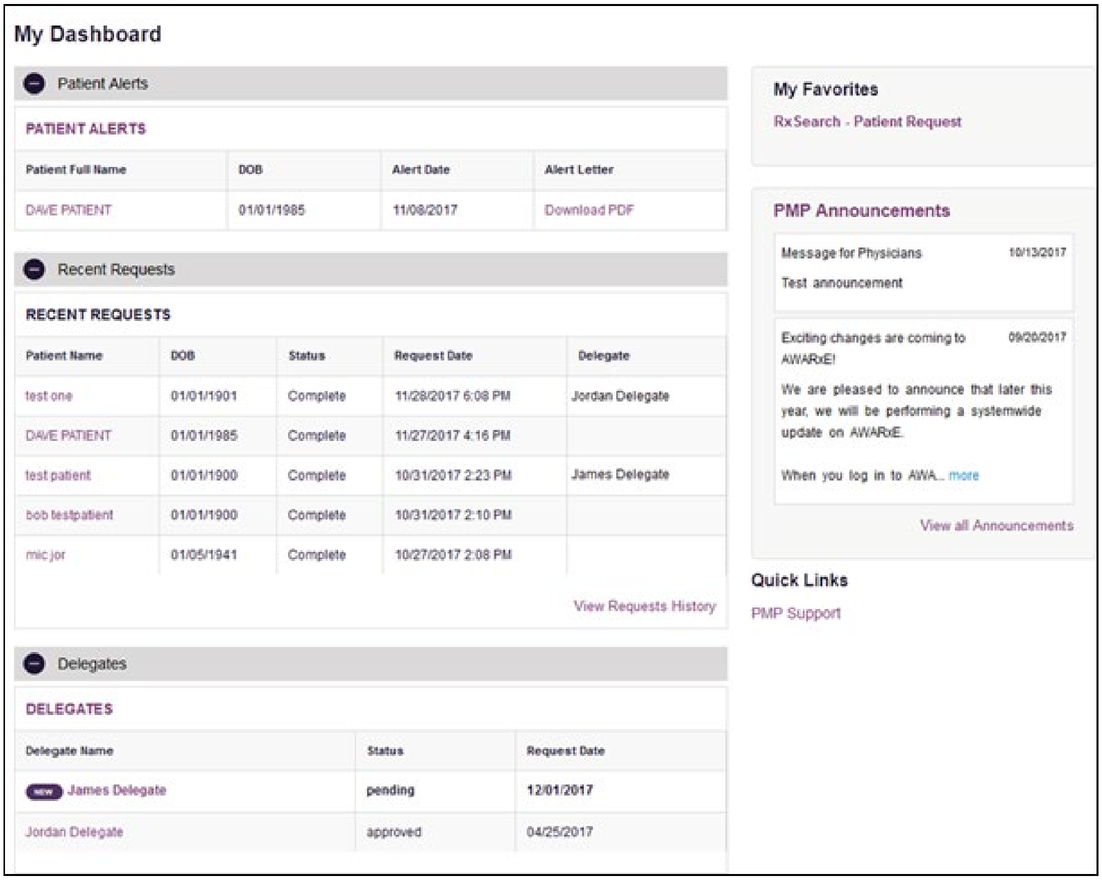
   Note: *If you have forgotten your password, click* ***Reset Password****. You will be prompted to enter the email address registered to your account. Once you have entered a valid, registered email address, you will receive an email with a link to reset your password.*

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.

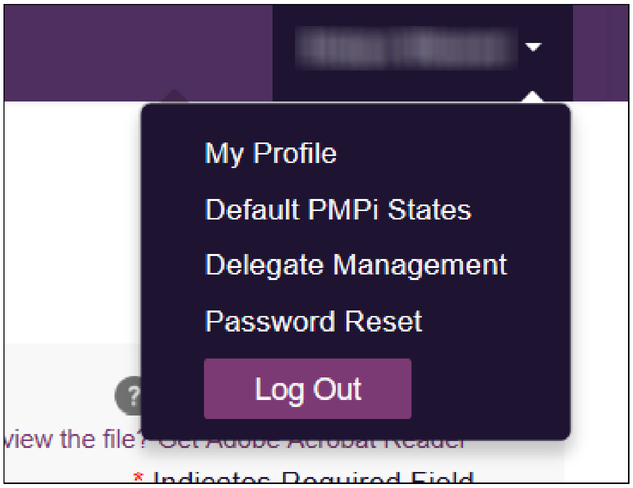
3.2.4 Announcements and Quick Links

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 username (located in the top right corner of the page), and then click **Log Out**.

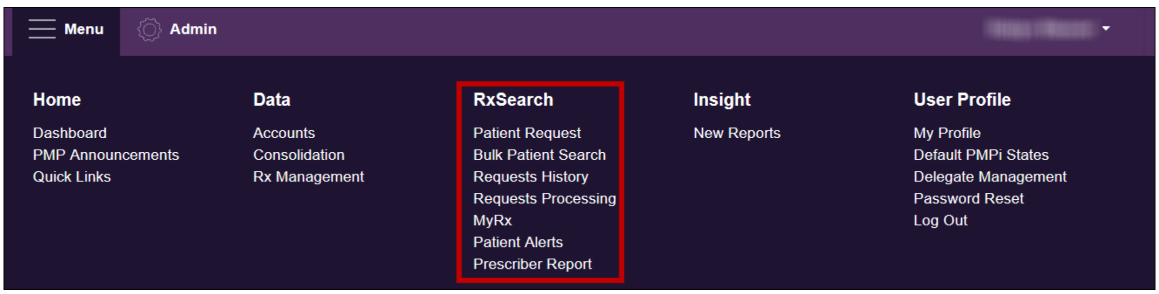


4 RxSearch

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 functions 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.*

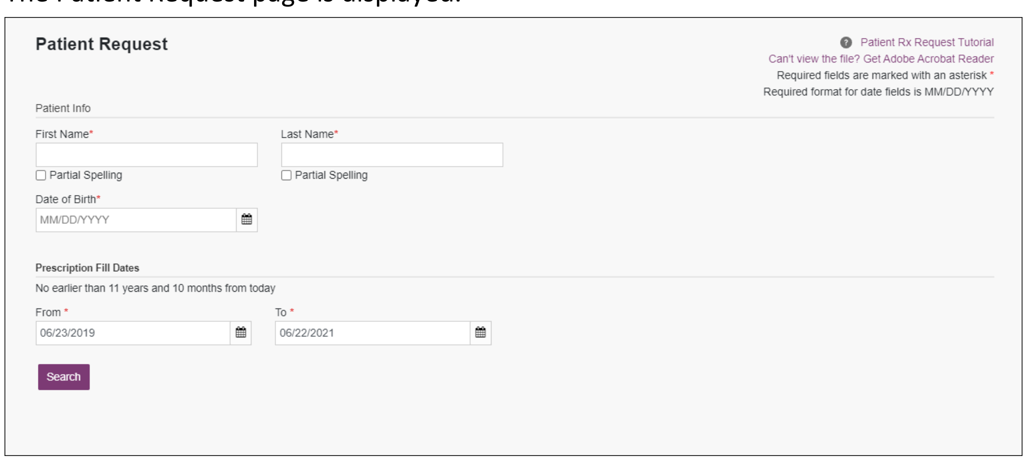


4.1 Creating a Patient Request

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.

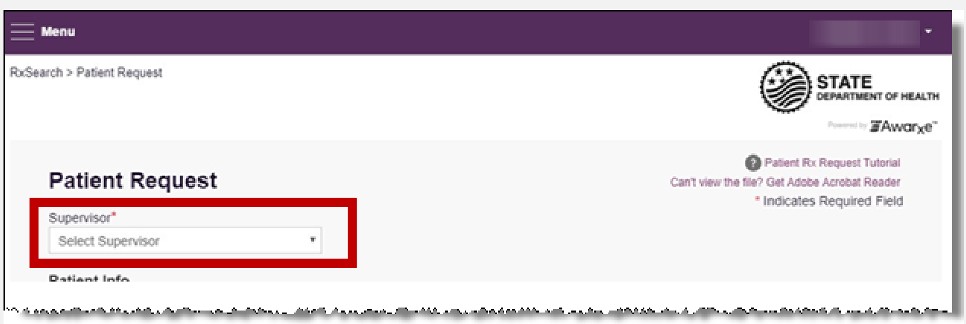


***Note:** A tutorial describing the complete patient request creation process is available by clicking the **Patient Rx Request Tutorial** link located in the top right corner of the page.*

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

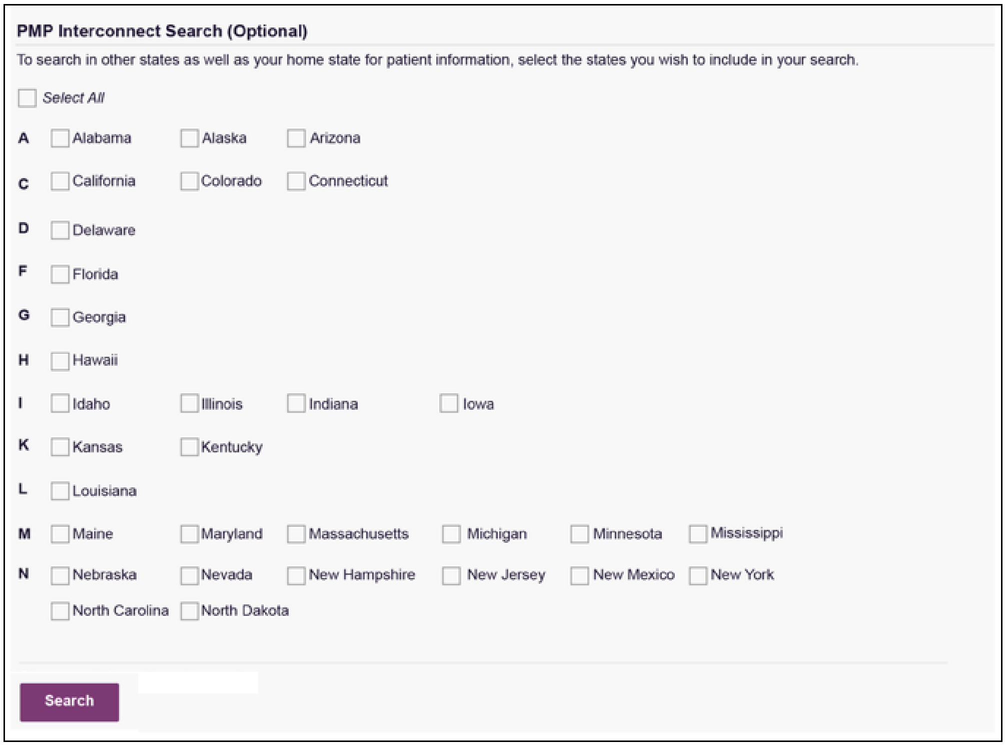
Field Name	Notes
Patient Info	
First Name Last Name	Enter the patient's complete first and last name; Or Click the **Partial Spelling** checkbox to search by a partial first and/or last name. This option can be helpful when searching hyphenated names or names that are often abbreviated, such as "Will" 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.*
Date of Birth	Use the *MM/DD/YYYY* format, or click the calendar icon to select a date.
Prescription Fill Dates	
From To	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.*

***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.

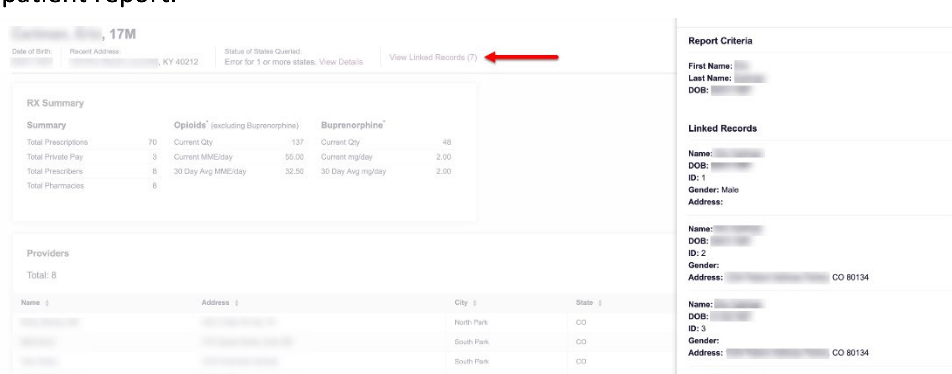
4. If you require information from other states, click the checkbox next to the desired state(s) in the PMP InterConnect Search section of the page.



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 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.*

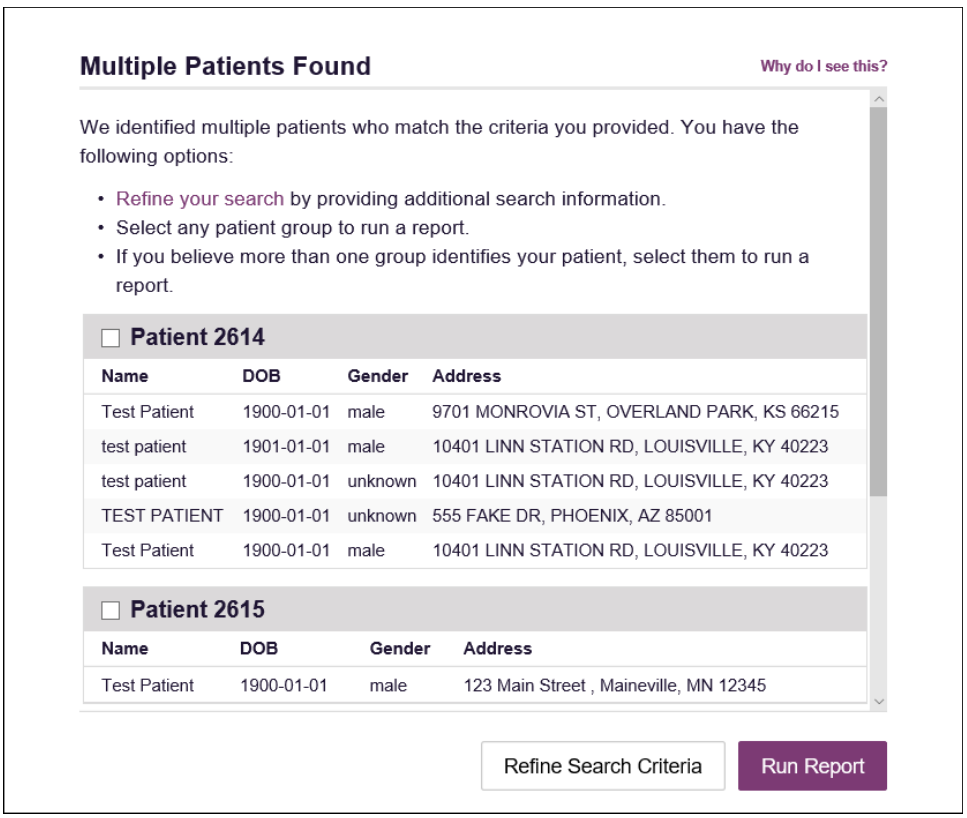
b. If the search could not determine a single patient match, a message is displayed indicating that multiple patients were found.

- 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.



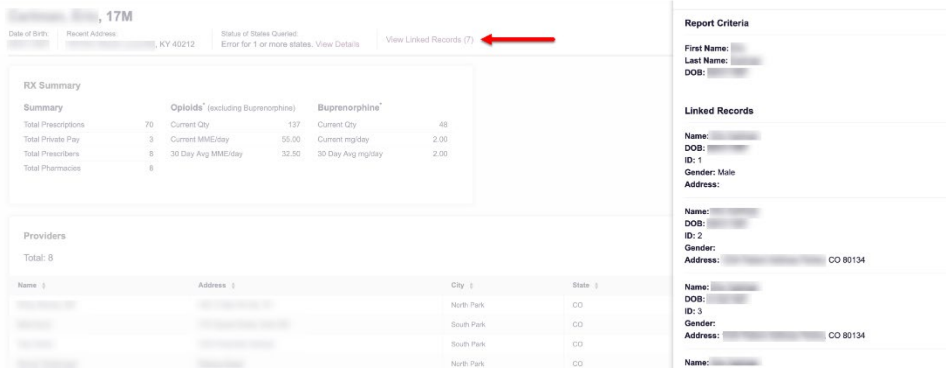
2. From this window, you can:

   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**.

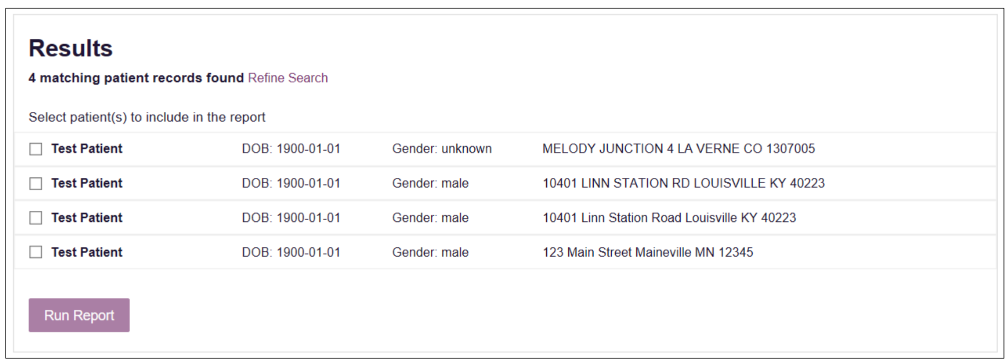
   The Patient Report for the patient group(s) you selected is displayed.



***Note:** If you are certain that multiple patient groups are the individual that you are querying, please contact the PMP Administrator to consolidate these accounts in the future.*

4.1.2 Partial Search Results

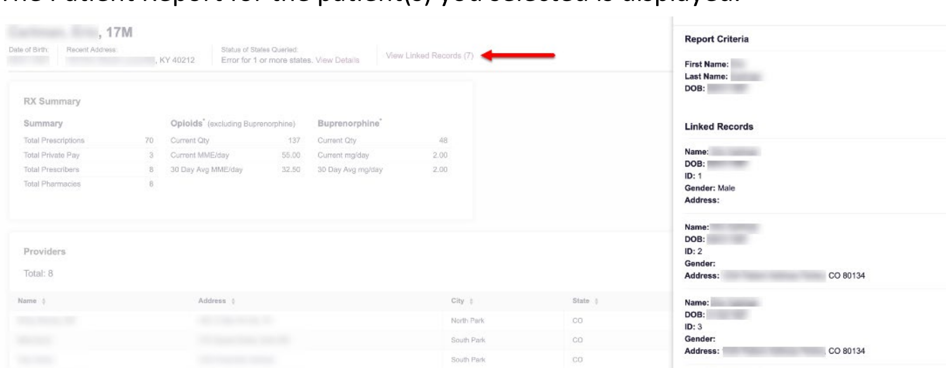
1. If you searched for a partial patient name and multiple patients were found, a message is displayed indicating that multiple patients match your search criteria.



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**.

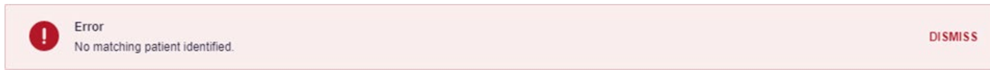
      The Patient Report for the patient(s) you selected is displayed.



Note: *If you are certain that multiple patient groups are the individual that you are querying, please contact the PMP Administrator to consolidate these accounts in the future.*

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

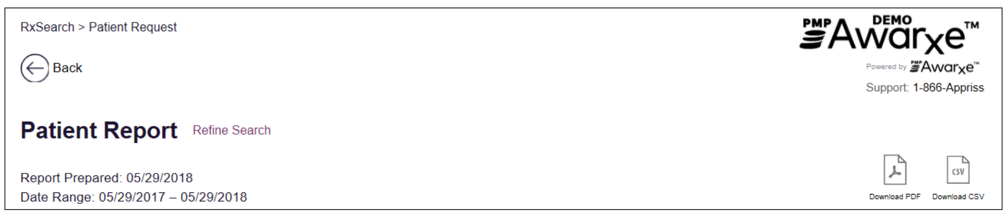
If your search results return a single patient, the Patient Report is automatically displayed. You may also access your previously requested patient reports at any time by clicking **Menu** > **Requests History**. Refer to the Requests History section for more information.

The Patient Report page consists of the following sections:

- Patient Information
- Rx Summary
- Prescriptions
- Providers
- Pharmacies

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.

Bob TestPatient

Linked Records

Name	DOB	ID	Gender	Address
Testpatient Bob	01/01/1900	10	male	606 OPIODPATIENT DR OPIODPATIENT ND 43677
BOB TESTPATIENT	01/01/1900	3	male	1023 NOT REAL ST WITCHITA KS 67203
BOB TESTPATIENT	01/01/1900	7	male	1023 NOT REAL STREET WITCHITA KS 67203
ROBERT TESTPATIENT	01/01/1900	9	male	1023 NOT REAL ST WITCHITA KS 67203
BOB TESTPATIENT	01/01/1900	4	male	1023 NOT REAL STREET WITCHITA KS 67203
Bob Testpatient	01/01/1900	2	unknown	1023 NOT REAL STREET WITCHITA KS 67203
BOB TESTPATIENT	01/01/1900	5	female	1023 NOT REAL ST WITCHITA KS 67203
BOB TESTPATIENT	01/01/1900	6	male	1023 NOT REAL ST WITCHITA KS 67203
BOBBY TESTPATIENT	01/01/1900	8	male	1023 NOT REAL ST WITCHITA KS 67203
Bob Testpatient	01/01/1900	1	male	101 Main St City OH 30897

Report Criteria

First Name	Last Name	DOB
Bob	TestPatient	01/01/1900

- 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.

Note: *If you are certain that a patient has been inappropriately linked in the patient records, please contact the PMP Administrator to de-consolidate these accounts in the future.*

4.2.3 Rx Summary

The Rx 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.

RX Summary

Summary		Opioids* (excluding Buprenorphine)		Buprenorphine*	
Total Prescriptions	70	Current Qty	137	Current Qty	48
Total Private Pay	3	Current MME/day	55.00	Current mg/day	2.00
Total Prescribers	8	30 Day Avg MME/day	32.50	30 Day Avg mg/day	2.00
Total Pharmacies	8				

4.2.4 Prescriptions

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

Prescriptions

Total: 70 | Private Pay: 3

Column Settings

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

Filled	Written	ID	Drug	QTY	Days	Prescriber	RX #	Dispenser	Refill	Daily Dose*	Pymt Type	PMP
11/13/2014	11/08/2014	4	Oxycodone-Acetaminophen 5-325	80.00	40	We Tes		Cos (3475)	0	15.00 MME	-	CO
11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par		Wal (2435)	1	30.00 MME	-	CO
10/31/2014	10/26/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (2435)	0		-	CO
10/10/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar		Kp (F123)	0	2.00 mg	-	IN
10/05/2014	10/05/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	90	Tr Par		Wal (2435)	0	10.00 MME	-	CO
09/17/2014	09/17/2014	6	Oxycodone-Acetaminophen 5-325	30.00	3	Tr Par		Wal (2435)	0	75.00 MME	-	CO
09/17/2014	09/17/2014	6	Phentermine 37.5 Mg Tablet	30.00	30	Tr Par		Wal (2435)	0		-	CO
09/13/2014	09/08/2014	4	Oxycodone-Acetaminophen 5-325	30.00	10	Ke Mcc		Cos (3475)	0	22.50 MME	-	CO
09/12/2014	09/10/2014	2	Sk-Oxycodone/apap 5/325 Tab	90.00	22	Ma Sto		Wal (6992)	1	30.68 MME	Military/VA	CO
08/28/2014	08/28/2014	1	Suboxone 8 Mg-2 Mg Sl Film	4.00	4	M' Mac		Som (2682)	0	8.00 mg	Private Pay	CO
07/30/2014	07/30/2014	4	Oxycodone-Acetaminophen 5-325	30.00	15	Ra Mar		Cos (3475)	0	15.00 MME	Military/VA	CO
07/12/2014	07/12/2014	6	Oxycodone-Acetaminophen 5-325	30.00	30	Tr Par		Wal (6992)	0	7.50 MME	-	CO
07/02/2014	06/29/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par		Wal (6992)	0	60.00 MME	Indian Nat	CO
06/30/2014	06/08/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (6992)	0		Other	CO
06/07/2014	05/08/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par		Wal (6992)	1	60.00 MME	Comm Ins	CO

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

- The **ID** column corresponds with the **ID** column in the Linked Records table in the Patient Information section of the report, allowing you to match the patient with the appropriate prescription.

4.2.5 Providers

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

Providers

Total: 8

Column Settings

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

Name	Address	City	State	Zipcode	Phone
		North Park	CO	41113	
		South Park	CO	80134	
		South Park	CO	80134	-
		North Park	CO	85134	-
		South Park	CO	80434	-
		South Park	CO	80134-4321	-
		South Park	CO	80134	
		South Park	CO	80134	-

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

4.2.6 Pharmacies

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

Pharmacies

Total: 8

Column Settings

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

Name	Address	City	State	Zipcode	Phone
		North Parwk	CO	43621	
		South Park	CO	80134	
		South Park	CO	80134	
		South Park	CO	80134	
		South Park	CO	80134	
		East Park	CO	80444	
		East Park	CO	80441	
		Sodosopa	CO	80445	

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

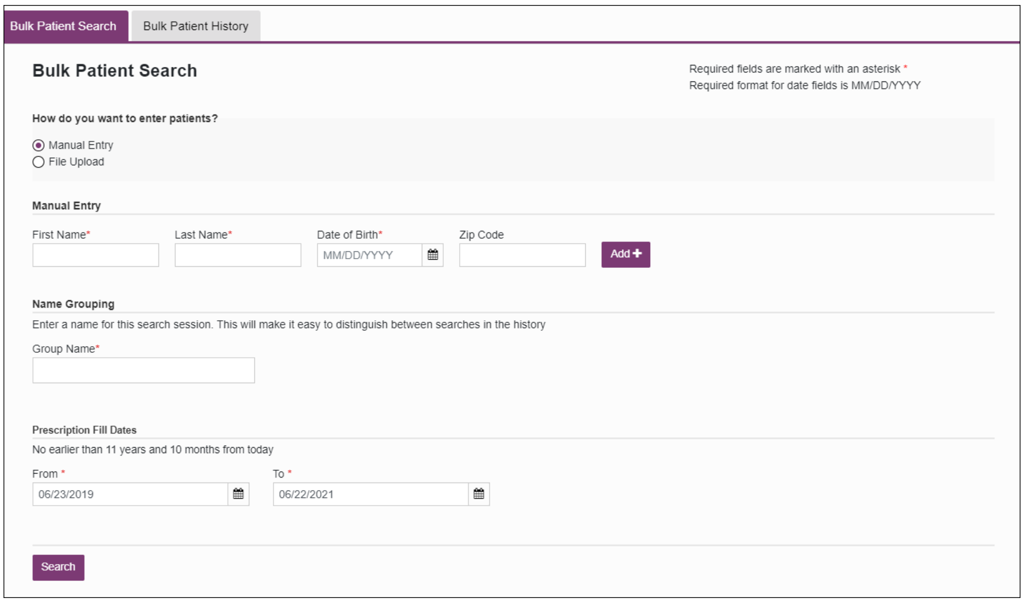
4.3 Bulk Patient Search

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.



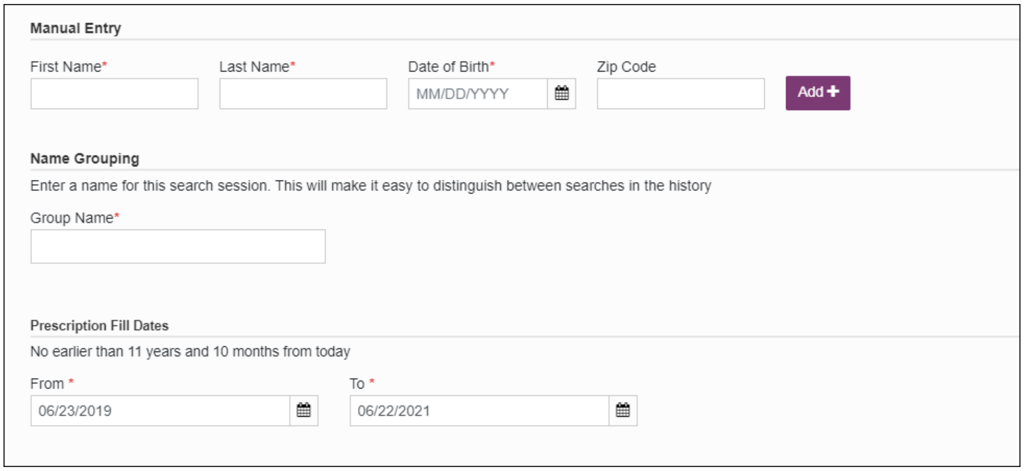
   a. If you wish to enter patients manually, continue to step 2;

      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.

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

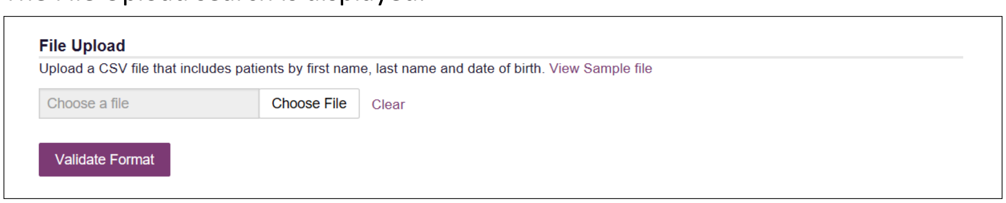
Note: *You may also enter the patient's ZIP code; however, it is not recommended.*

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.*

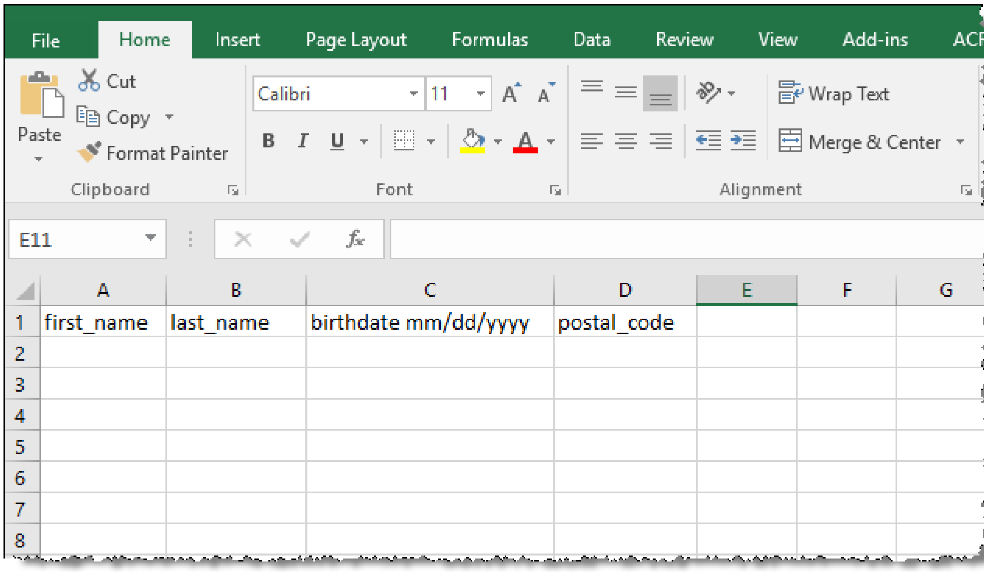
6. Click the **File Upload** radio button in the **How do you want to enter patients?** field at the top of the page.

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.



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		

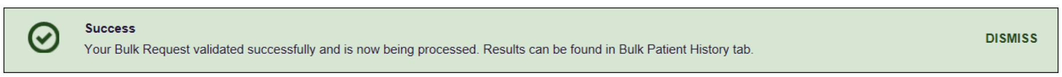
- *File with no errors:*

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

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.

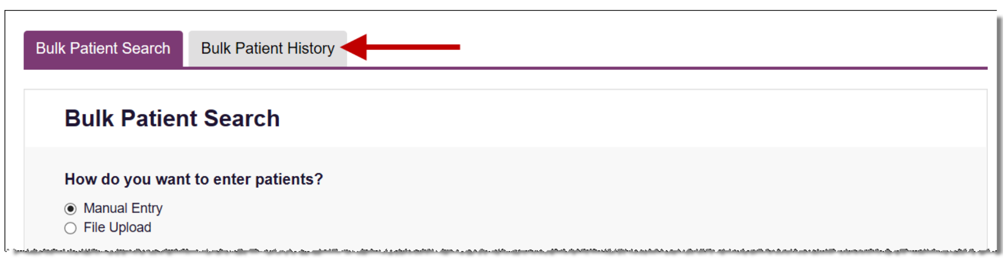
    Note: *Providing a group name will help you more easily distinguish between searches in the Bulk Patient History tab.*
15. Enter the timeframe for which you wish to search in the **From** and **To** fields using the **MM/DD/YYYY** format.
16. If you wish to include other states in your search, click 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.

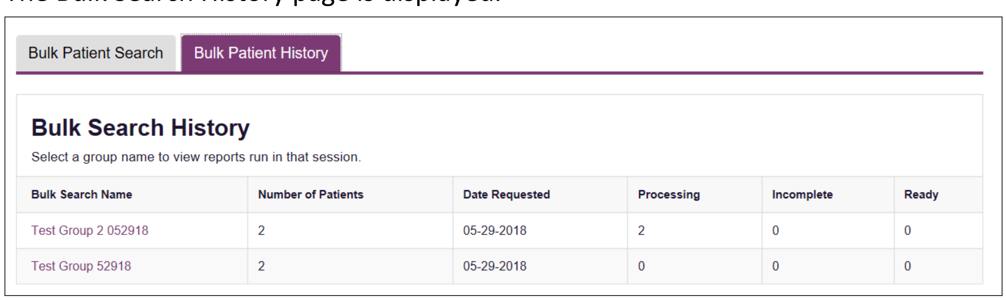


4.3.1 Viewing Bulk Patient Search Results

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**).



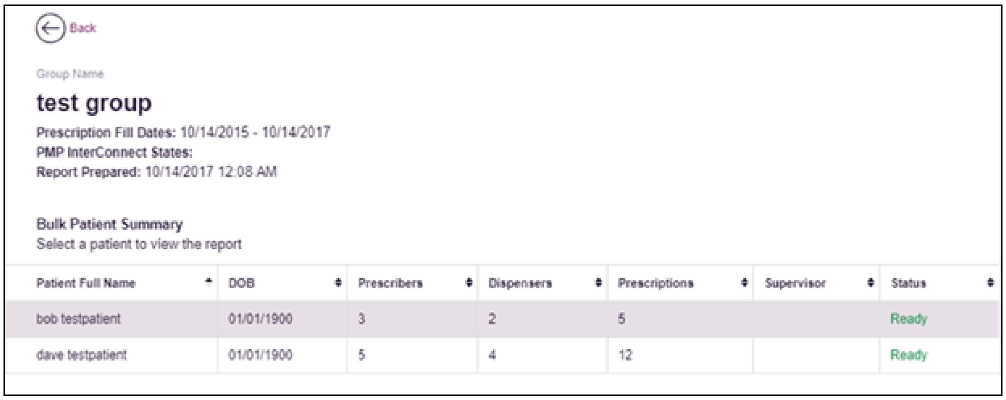
The Bulk Search History page is displayed.



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.



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

   The search details are displayed below the table.

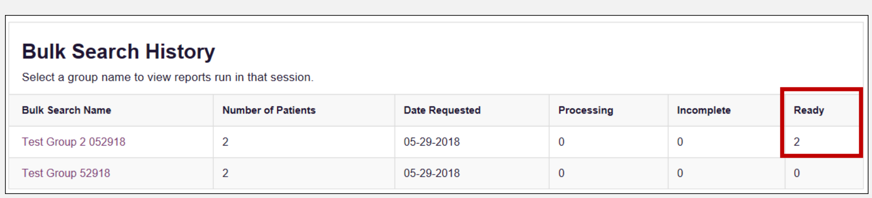
4. From this page, you can:
   - Click **View** to display the Patient Report.

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

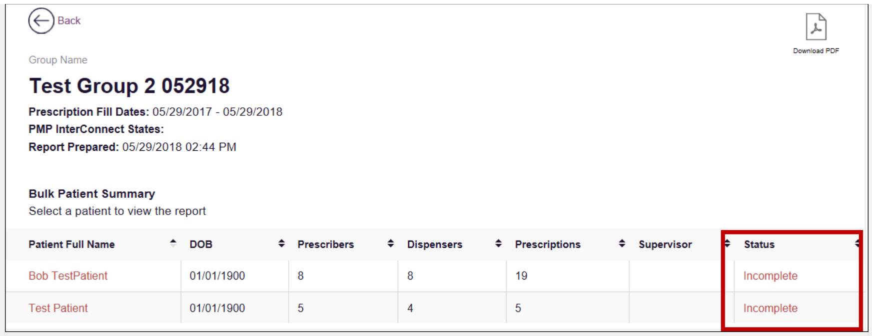
   - Click **Refresh** if you are reviewing a previous report and wish to run a current report.

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.*

(a)

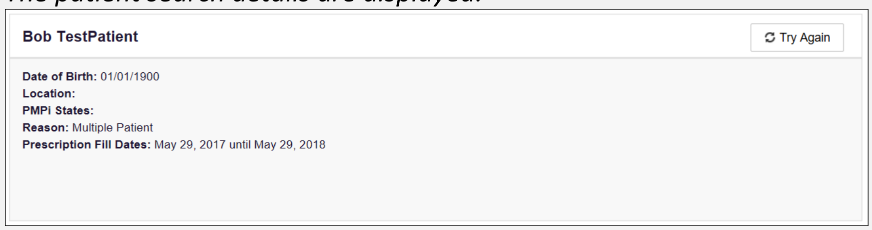


(b)



To resolve this and view the patient report:

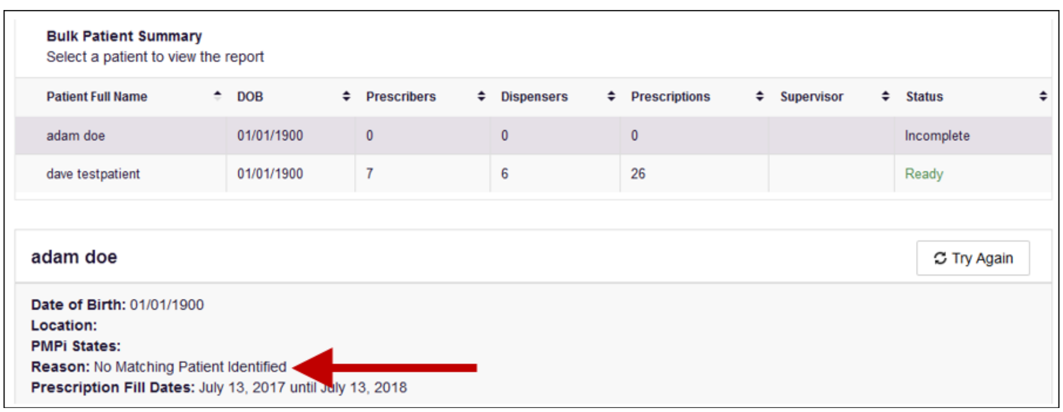
1. *Click the patient's name.*
   The patient search details are displayed.



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

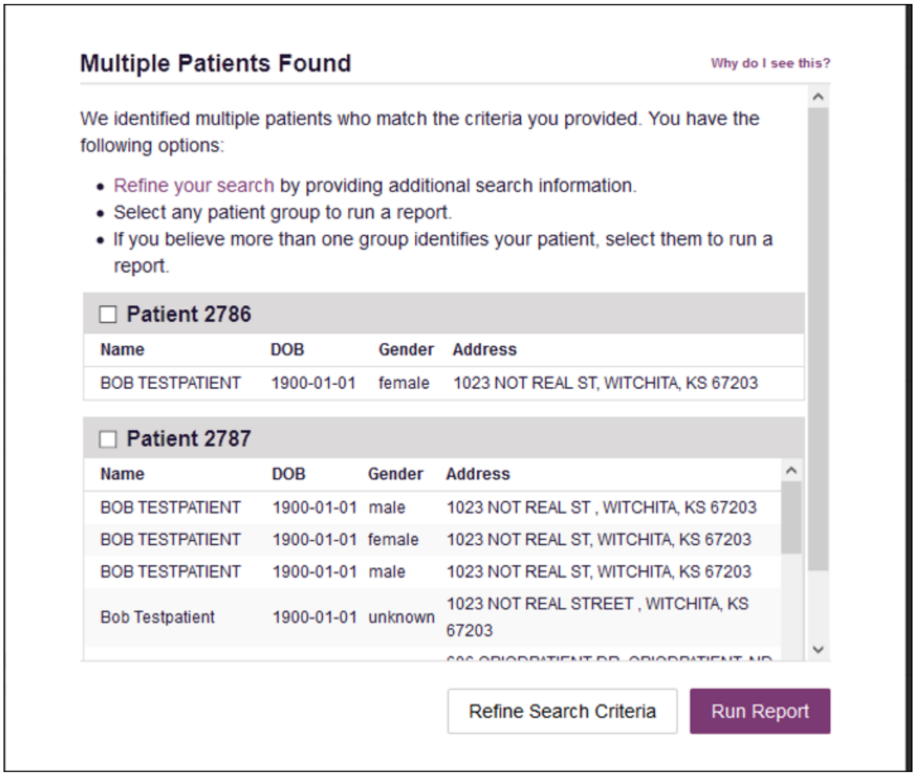
4.3.2 Incomplete Bulk Patient Search Results

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

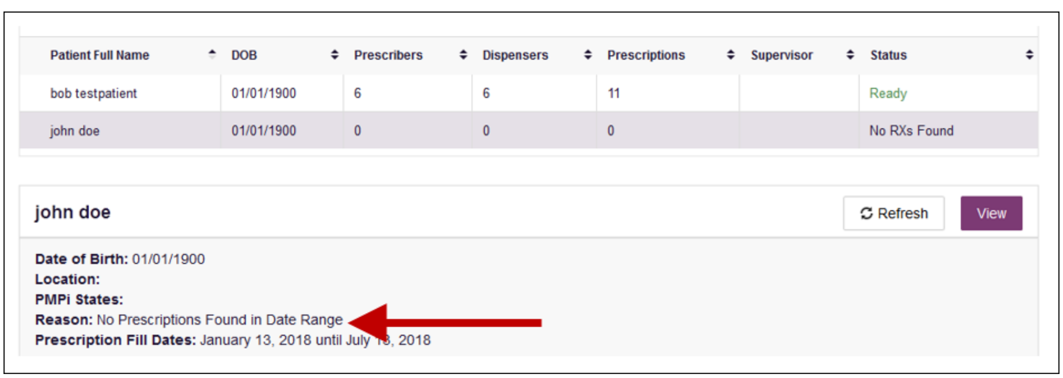
display prompting you to select the patients for whom you wish to run a report. The Multiple Patients Found window is shown on the following page.



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.

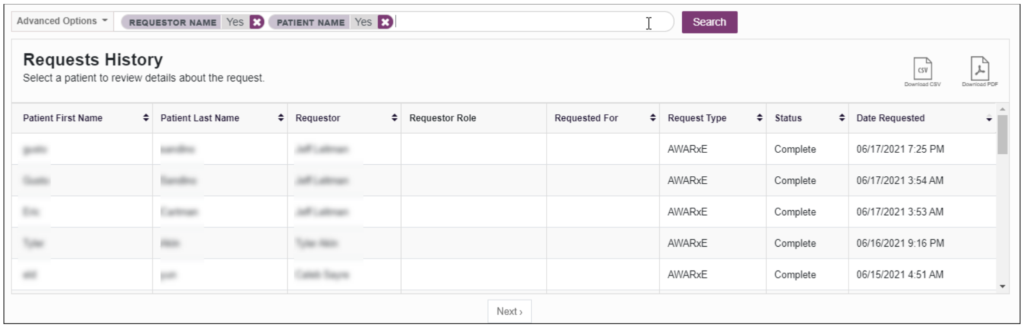


You may click **View** if you need to export the blank report, or you may click **Refresh** to display the Patient Request page where you can change the date range and run a new report.

4.4 Requests History

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

   The Requests History page is displayed.

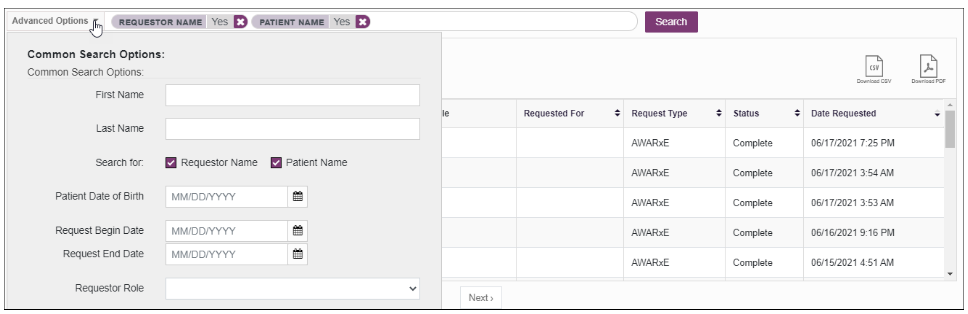


Notes:

- *You can only view Patient Reports you or your delegate(s) have created.*
- *This page lists report requests submitted by you and your delegates (if applicable) in the past 30 days.*

2. From this page, you can:

   a. Click **Advanced Options** to filter the list of requests.



   b. Click **Download PDF** or **Download CSV** to export your search history, 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.

- Click **View** to display the results of the previously submitted request. Refer to Viewing a Patient Report for details regarding Patient 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 Patient Report for the selected patient. The Patient Request page will be displayed with the patient's information automatically populated. Refer to Creating a Patient Request for complete instructions on generating new requests.

4.5 My Rx

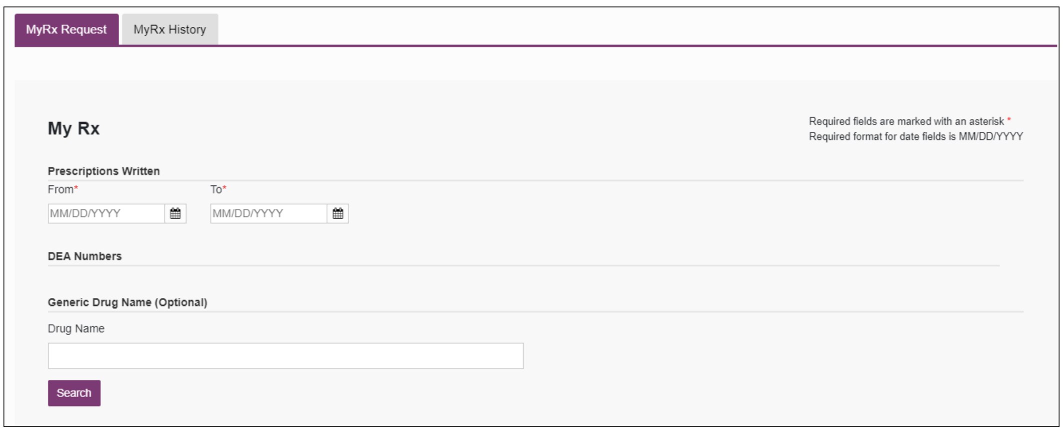
If you have a DEA number associated with your AWARxE account, My Rx allows you to run a report that displays the filled prescriptions for which you were listed as the prescriber.

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

To run the My Rx report:

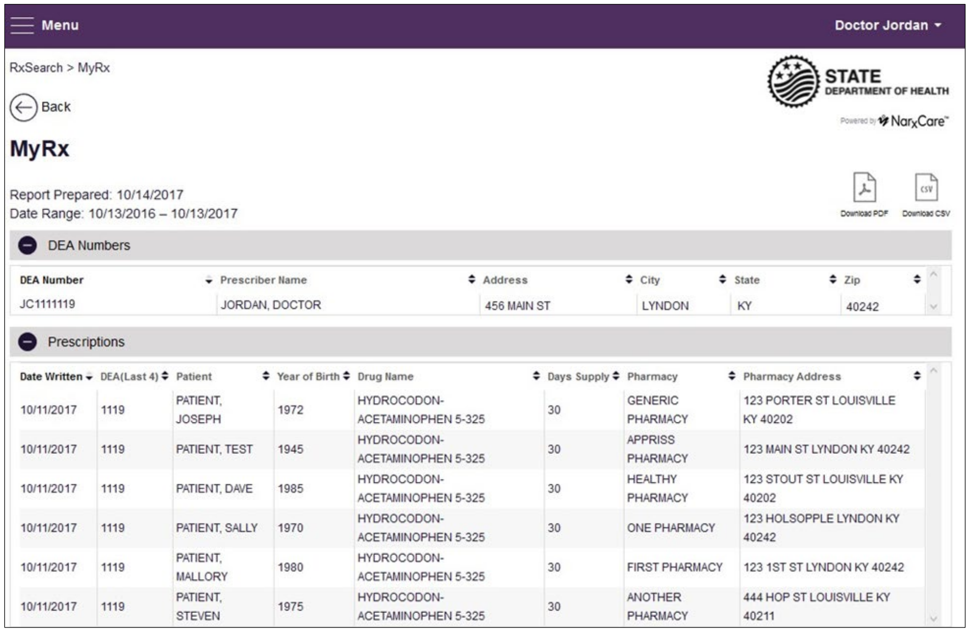
1. Click **Menu** > **My Rx**.

   The My Rx search page is displayed.

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.



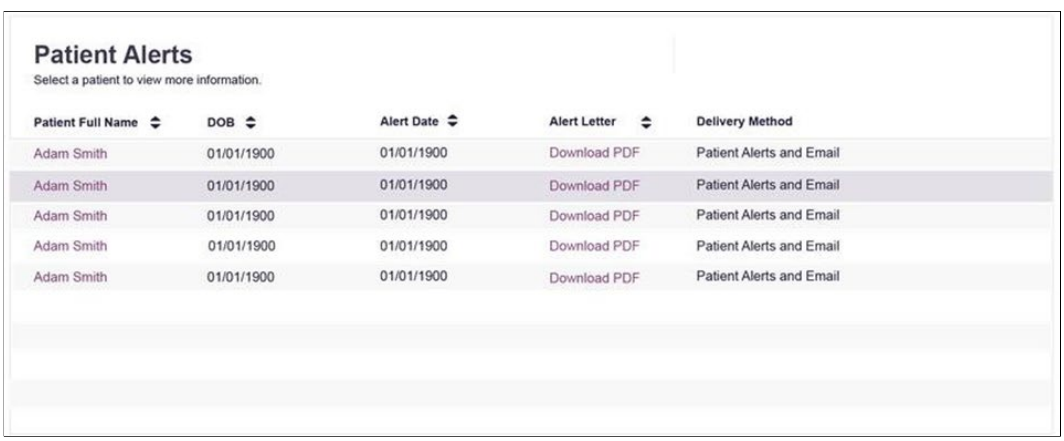
4.6 Patient Alerts

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.



- 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.

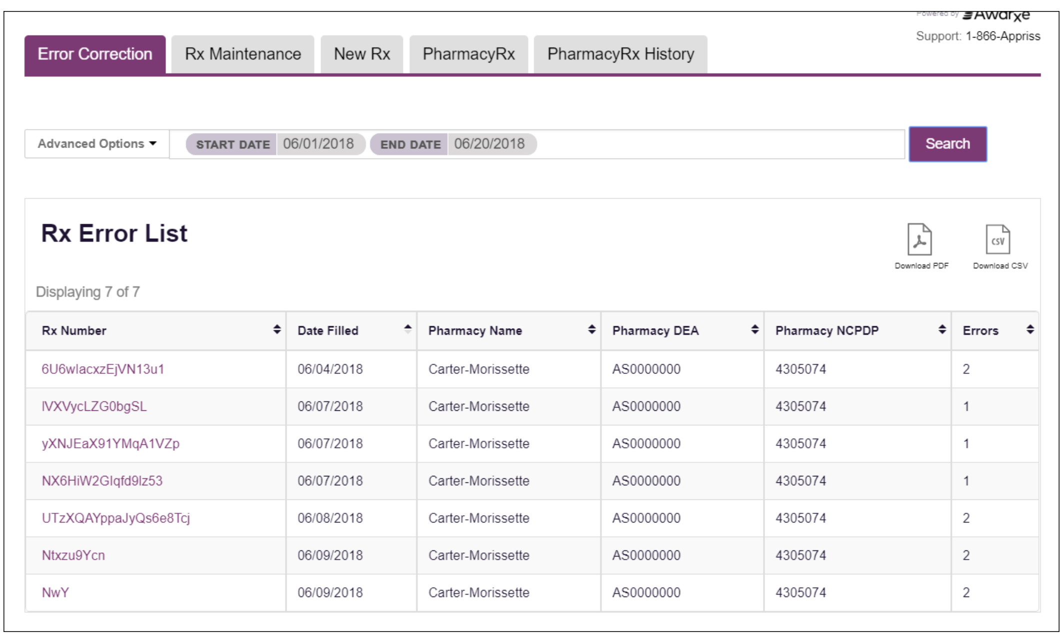
If Rx Management is not currently enabled and this is a feature you would be interested in utilizing, please contact your State Administrator for additional information.

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** > **Rx Management** > **Error Correction**.

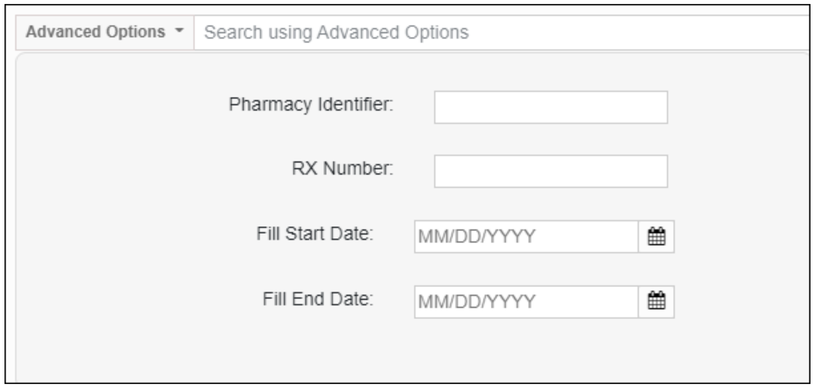


From this page, you can search for specific records and/or correct the errors.

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 AWARxE with a validation error, as the error must be corrected prior to submission.*

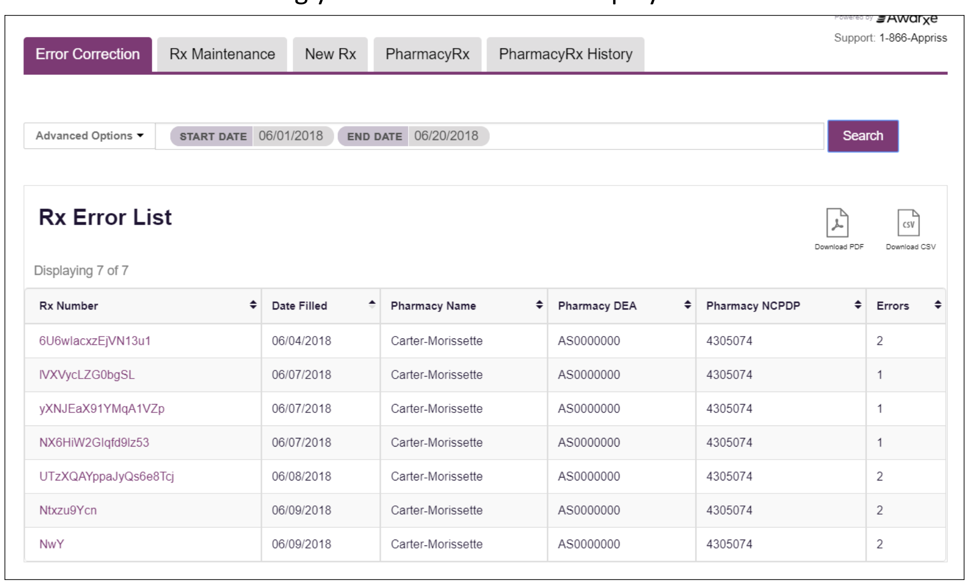
5.1.1 Search for a Record

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



4. 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
5. Click **Search**.

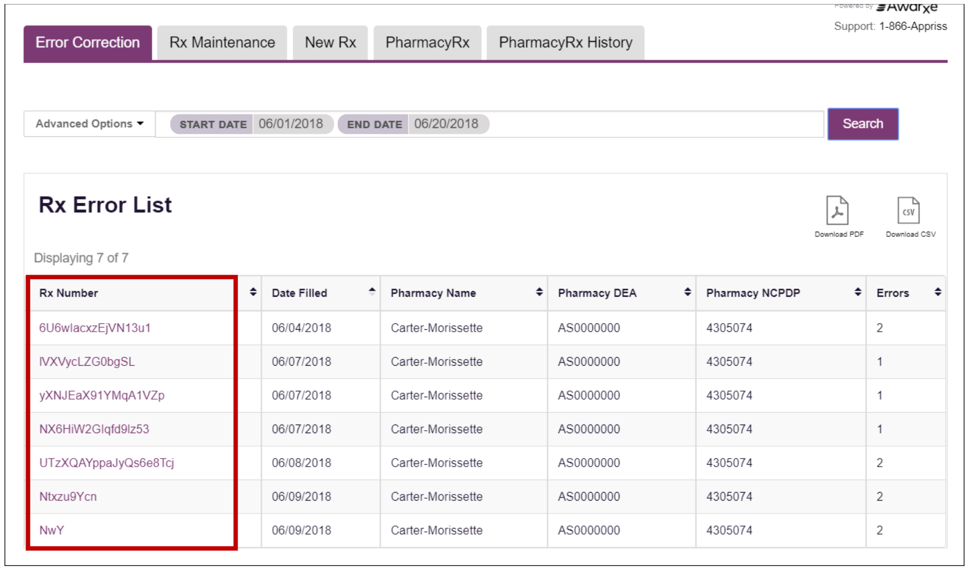
   A list of records matching your search criteria is displayed.



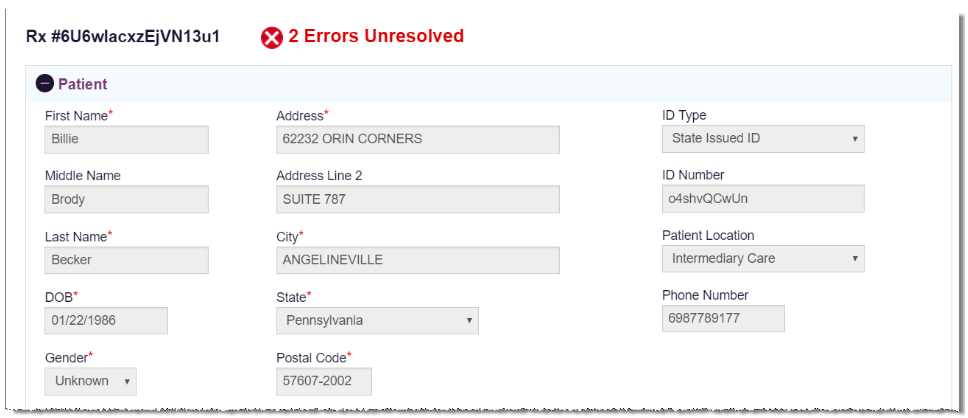
Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
6U6wlacxzEjVN13u1	06/04/2018	Carter-Morissette	AS0000000	4305074	2
lVXVycLZG0bgSL	06/07/2018	Carter-Morissette	AS0000000	4305074	1
yXNJEaX91YMqA1VZp	06/07/2018	Carter-Morissette	AS0000000	4305074	1
NX6HiW2Glqfd9lz53	06/07/2018	Carter-Morissette	AS0000000	4305074	1
UTzXQAYppaJyQs6e8Tcj	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

5.1.2 Correct an Error

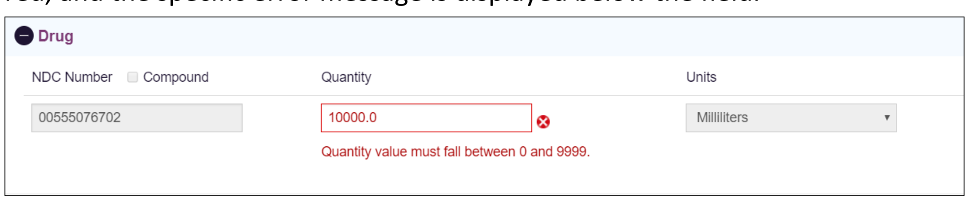
6. From the Error Correction page, click the link in the **Rx Number** column for the record you wish to correct.



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



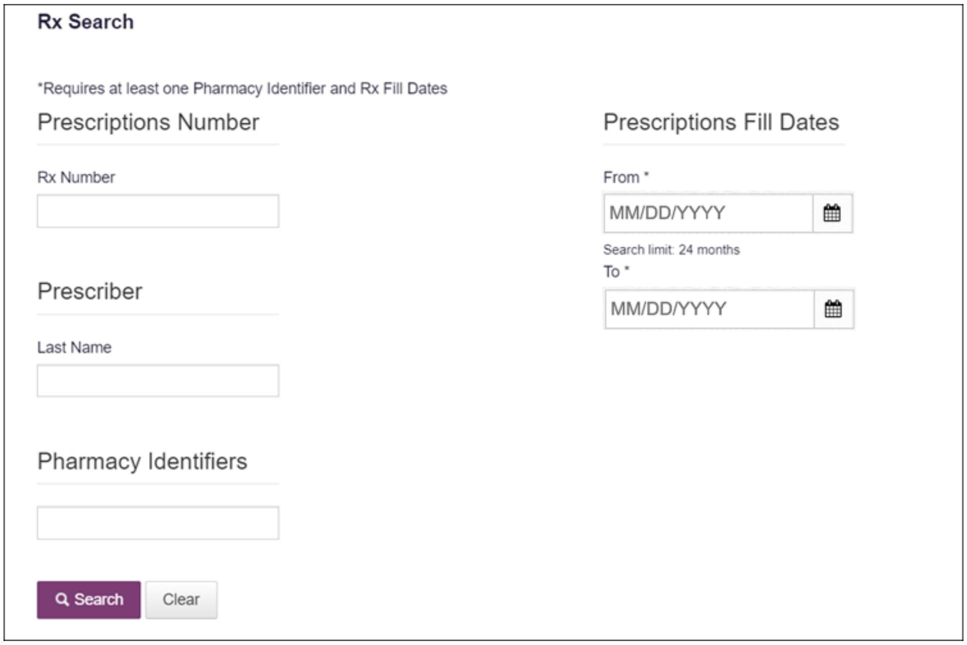
7. Scroll through the record to locate the error(s). Fields containing errors are red, and the specific error message is displayed below the field.



8. Correct the error(s), and then click **Submit**.
   c. If all errors have been resolved, the record is submitted.
      Or
   d. 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**.

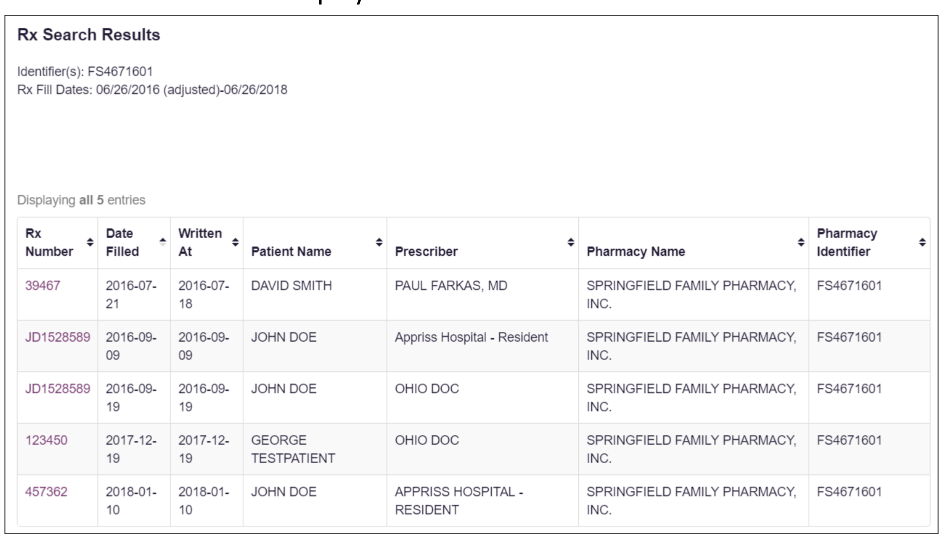


5.2.1 Correcting Prescriptions

To search for and correct a prescription record:

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

    Your search results are displayed.


Rx Search Results

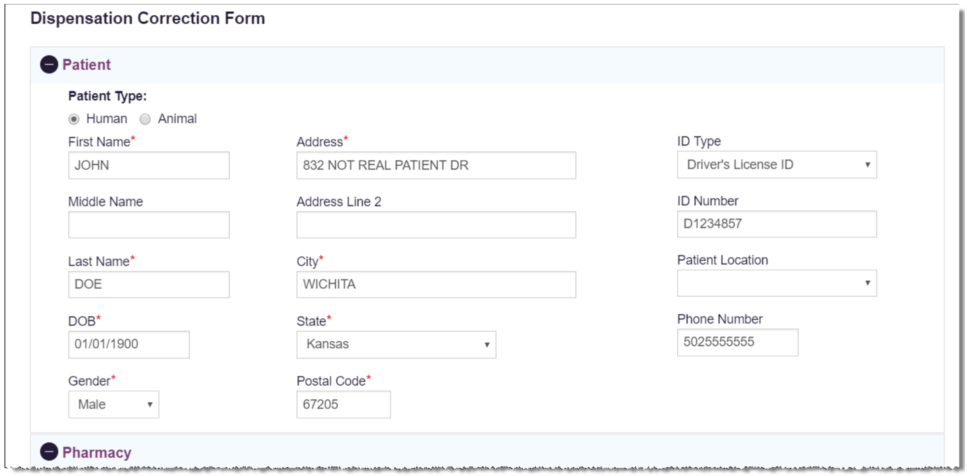
Identifier(s): FS4671601
Rx Fill Dates: 06/26/2016 (adjusted)-06/26/2018

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

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

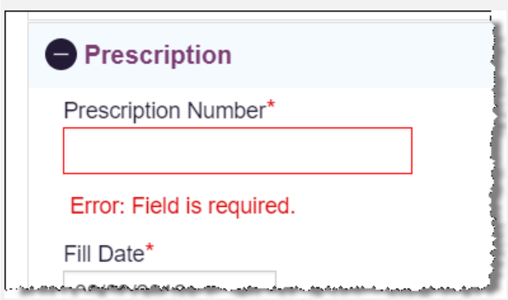
    The Dispensation Correction Form page is displayed.



12. 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.*



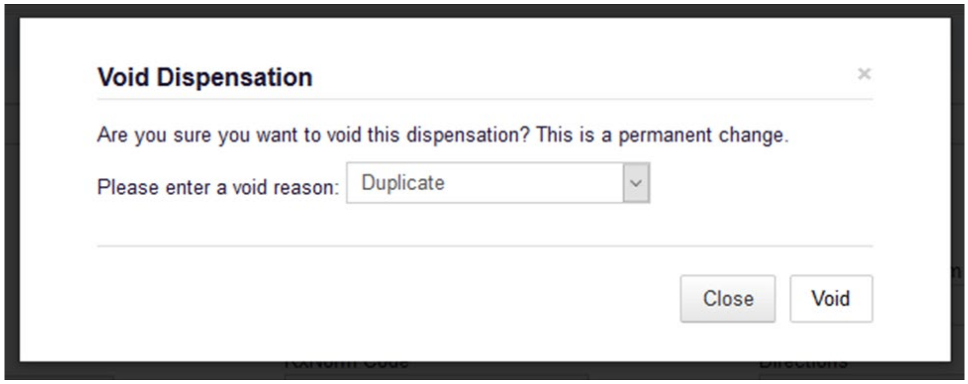
    *Once all errors have been corrected, click **Submit**.*

5.2.2 Voiding Prescriptions

If you need to void a prescription:

13. Perform steps 1-3 in the [Correcting Prescriptions] section to locate the prescription.
14. 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.



15. 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.*

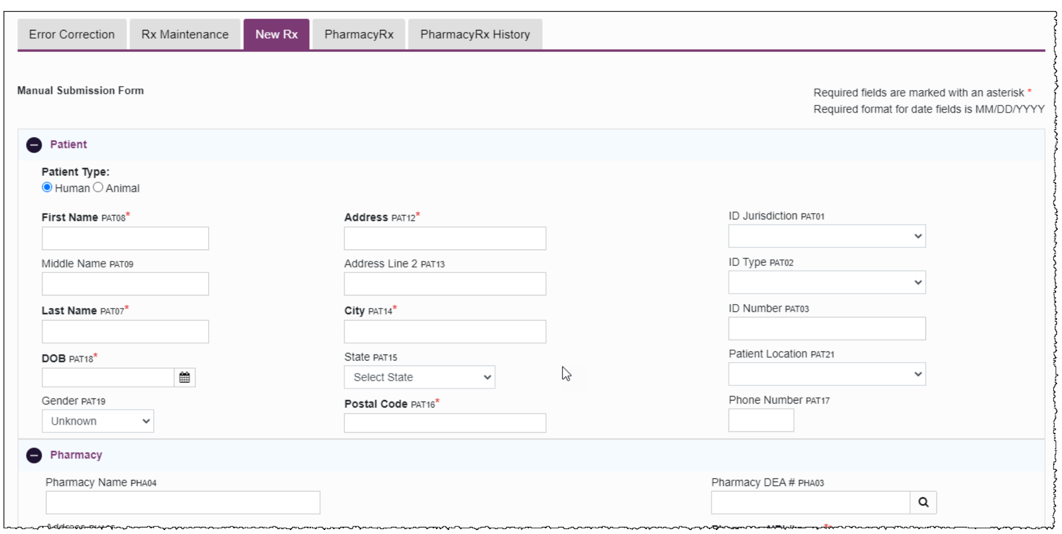
5.3 New Rx

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:

6. Complete the required fields.

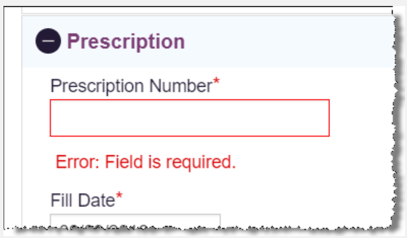
   Notes:

   - *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.*

7. 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.

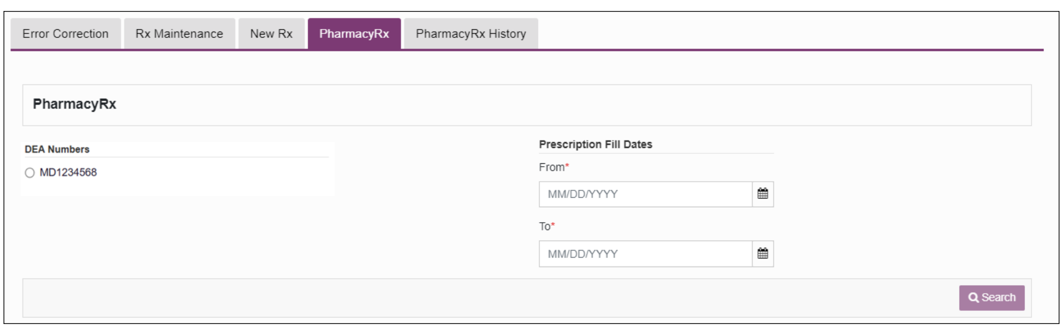
   ***Note:** If any fields do not pass validation, the number of errors is displayed at the top of the page. Scroll through the form to locate the errors. Fields containing errors are red, and the specific error message is displayed below the field.*

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

5.4 PharmacyRx

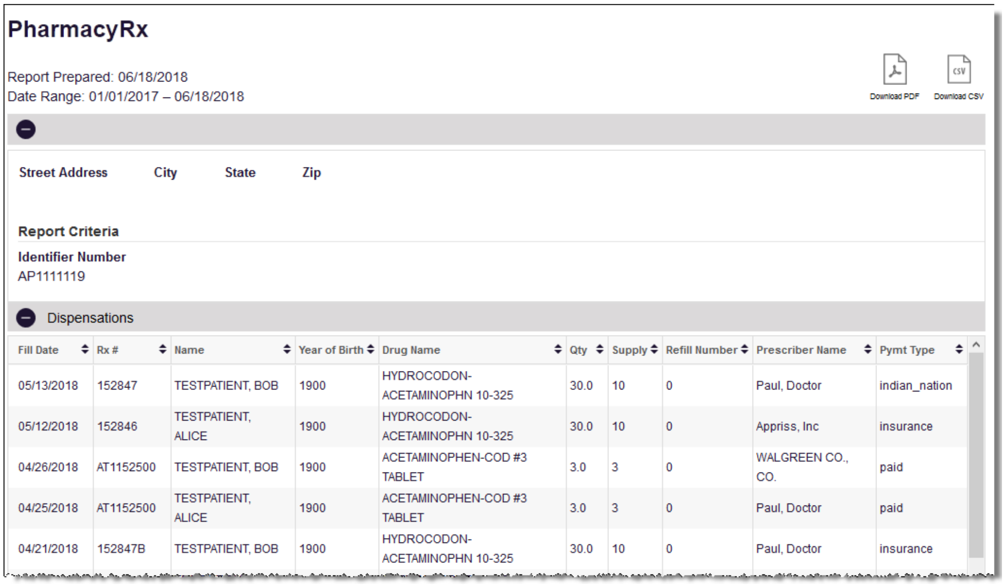
If you have a DEA number associated with your AWARxE account, PharmacyRx allows you to run a report that displays all dispensations associated with that DEA number. To access the PharmacyRx page, click **Data** > **Rx Management** > **PharmacyRx**.



To perform a PharmacyRx search:

8. Click the radio button next to the DEA number for which you wish to generate the report.
9. 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.
10. 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

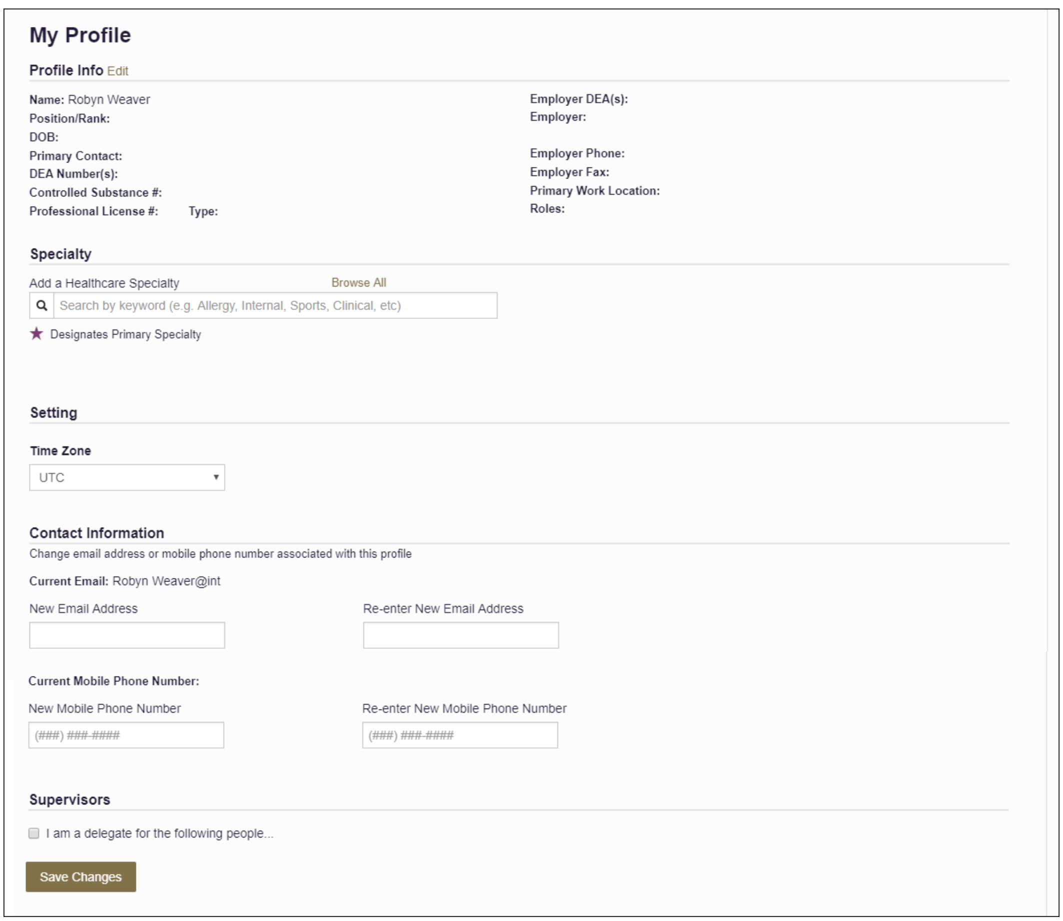
My Profile allows you to view your account demographics, including user role, license numbers, etc. as well as update your email address, healthcare specialty, time zone, mobile phone number, and supervisor(s) (if you are a delegate).

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

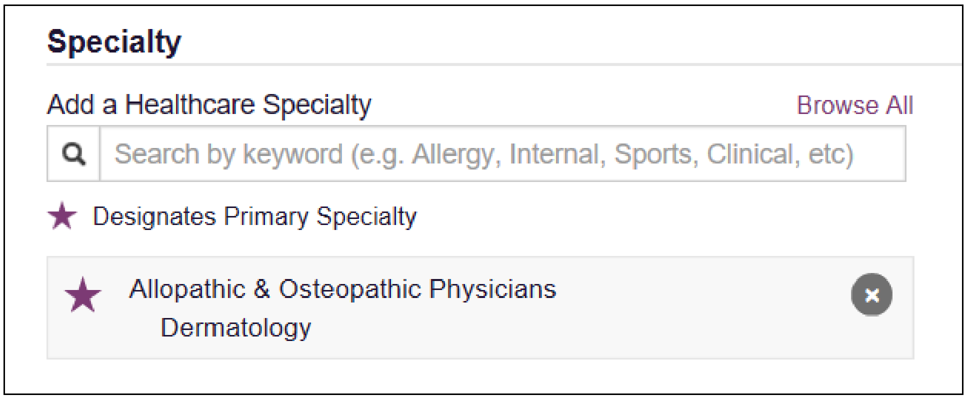
To update your account:

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

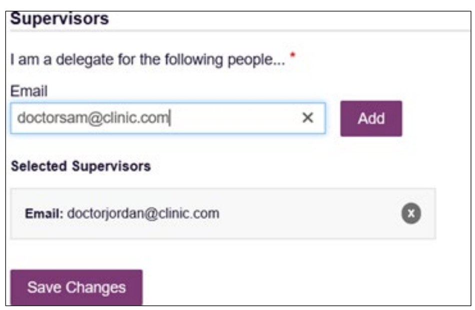
   The My Profile page is displayed.



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.

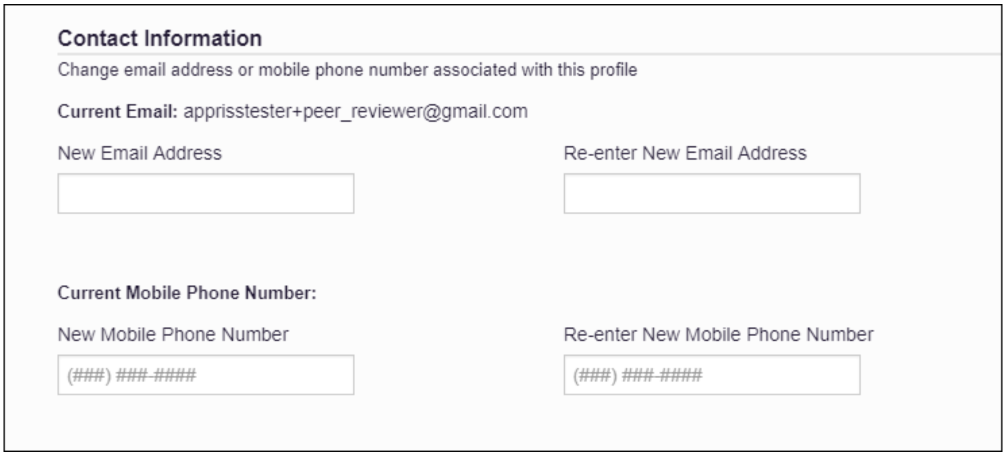
     

   - **Contact Information:** You may update the email address and mobile phone number associated with your account in the Contact Information section of the page.

     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.*

6.2.1 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.

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 AWARxE submits the request to the selected states' PMP InterConnect systems. Results from those states are then blended into the final Patient 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.*

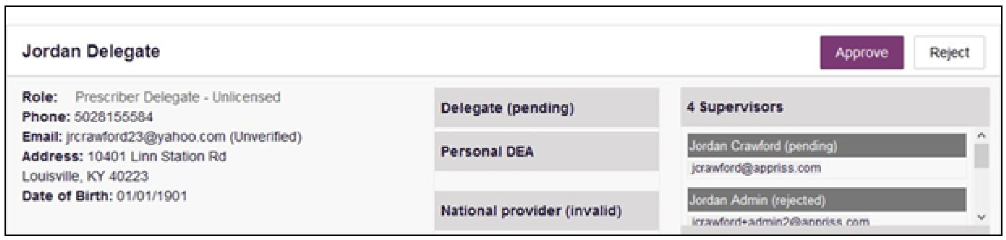
Once you have received the email notification:

1. Log in to PMP AWARxE.
2. Click **Menu** > **Delegate Management**.

The Delegate Management page is displayed.

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.



4. Click **Approve** to approve the delegate;

   Or

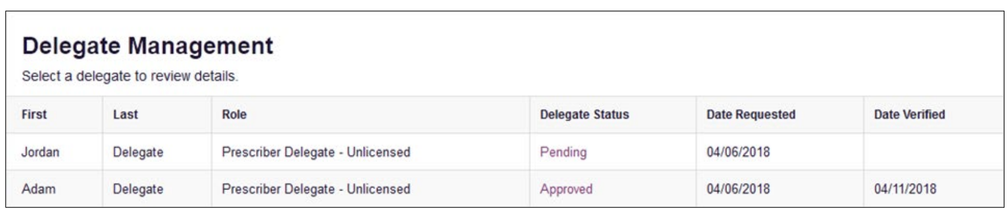
5. Click **Reject** to reject the delegate. If rejected, the delegate will be removed.

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.



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

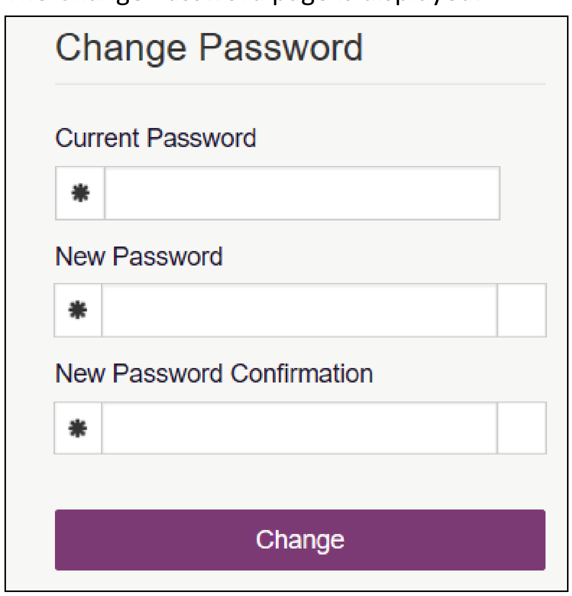
If your password has not expired, but you would like to proactively reset it, you can do so within the AWARxE application.

***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:

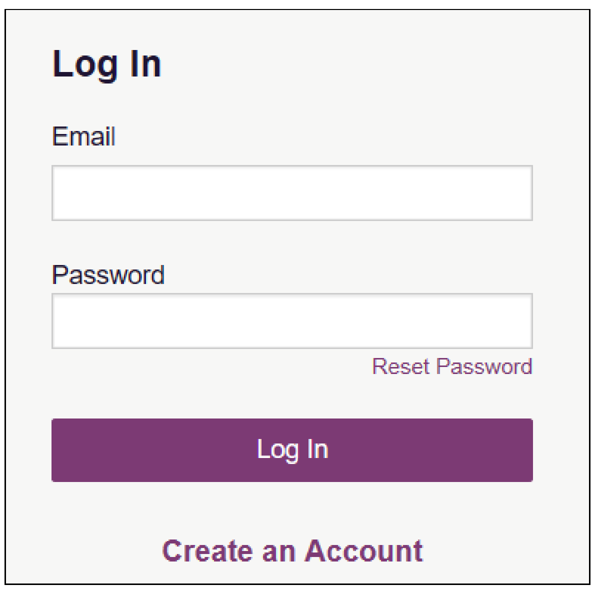
   - *At least eight (8) characters*
   - *One (1) uppercase letter*
   - *One (1) lowercase letter*
   - *One (1) number*
   - *One (1) special character such as !, @, #, $, etc.*
4. Click **Change**.

   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

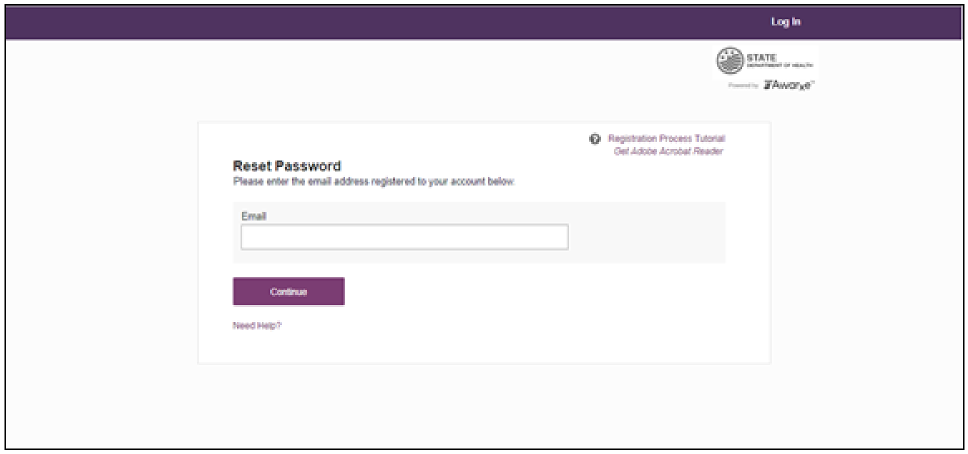
1. If you have forgotten your password or your password has expired, navigate to https://vermont.pmpaware.net.

   The Log In page is displayed.



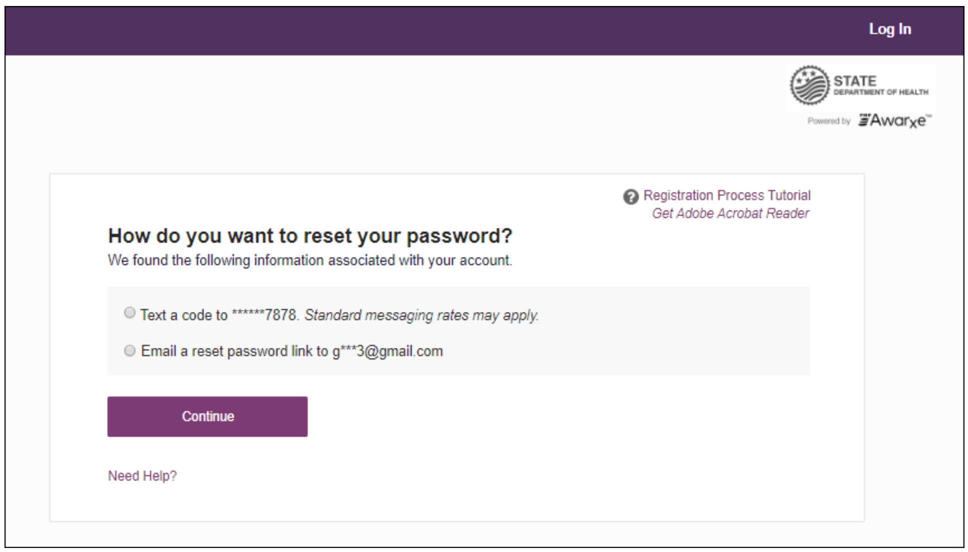
2. Click **Reset Password**.

   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.

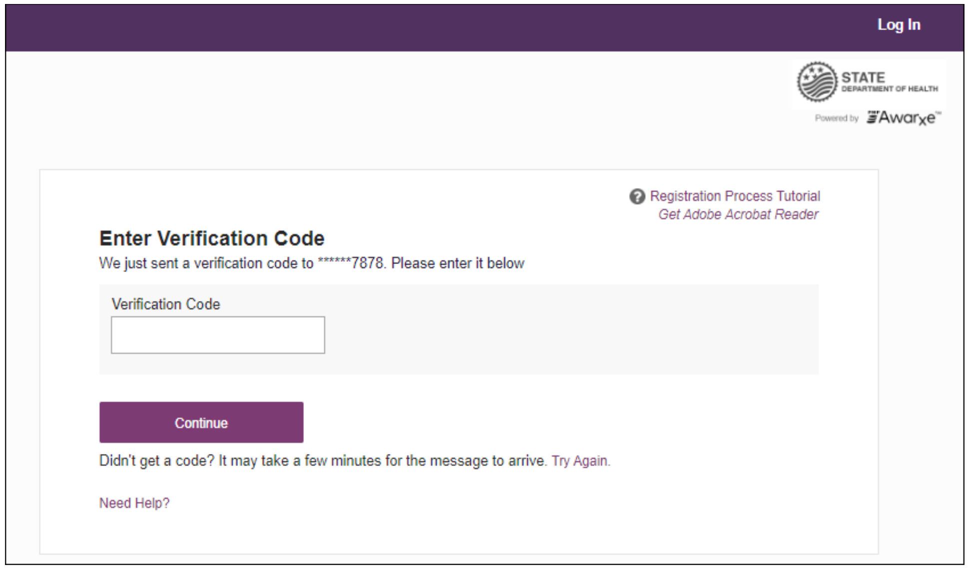


4. Select whether you would like to reset your password via a code texted to your mobile phone or via an email containing a link to reset the password.

   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.



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 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: 802-922-7600 (PMP Administrator)
Email: hannah.hauser@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

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	11/22/2019	2/Registration	Replaced registration instructions with updated registration process
2.2	06/25/2021	Global	Updated screenshots as necessary to reflect updates made to the system to ensure that it is ADA compliant
2.3	11/3/2021	4/Rx Search	Updated screenshots to reflect the new tiles layout
		Appendix A/PMP AWARxE	Added Appendix A

Appendix A: PMP AWARxE Tile Report

Introduction to PMP AWARxE Tile Report

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

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

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

Why PMP AWARxE?

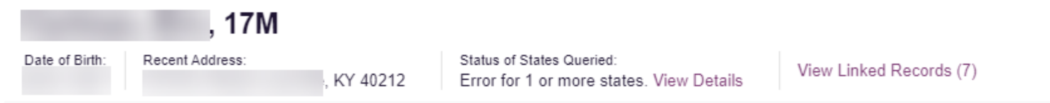
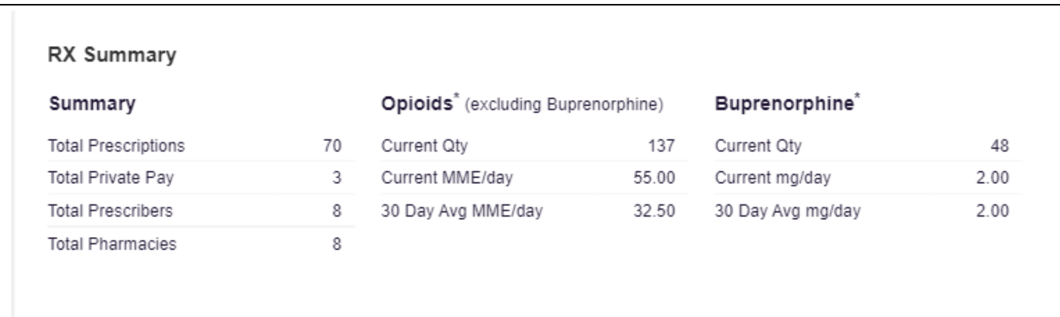
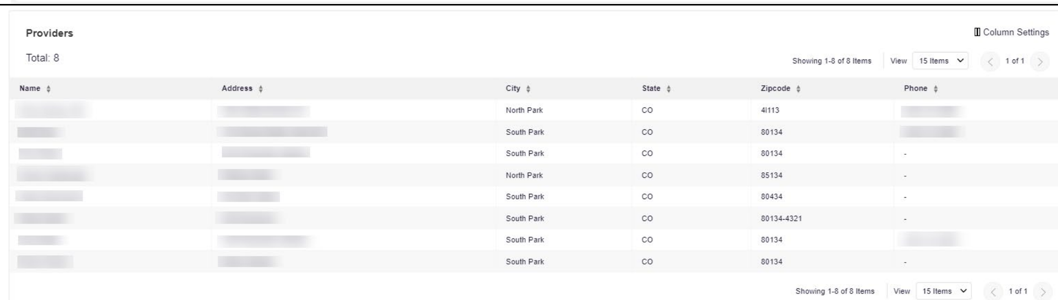
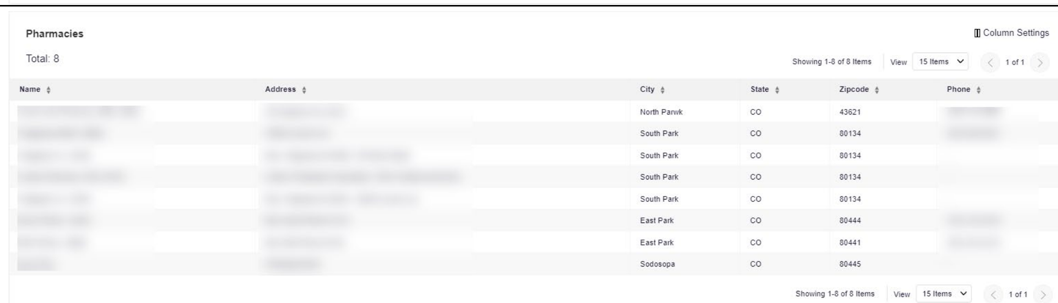
PMP AWARxE is a platform to help clinicians identify, prevent, and manage substance use disorder (SUD). We know that safe prescribing practices must be part of a multi-dimensional response to this public health crisis. It allows prescribers and dispensers to identify patients who may be at risk for prescription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

Who Has Access to PMP AWARxE Tile Report?

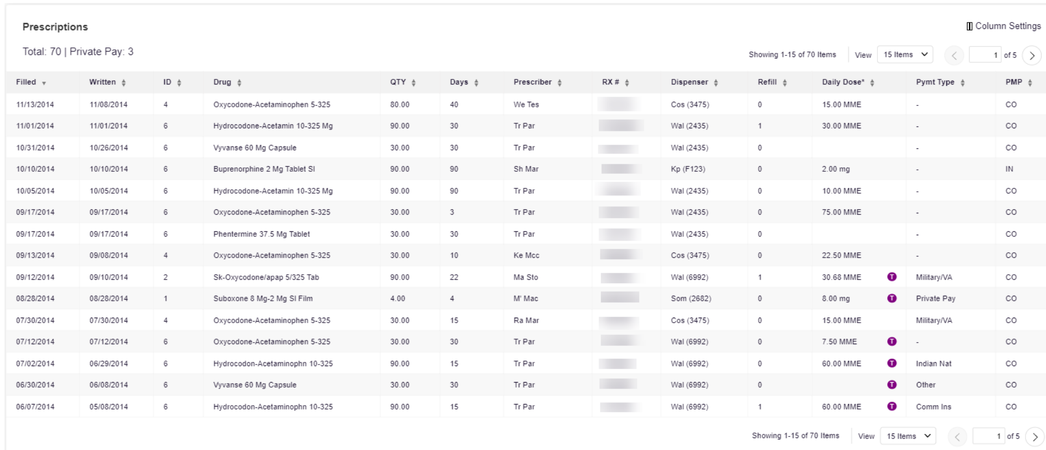
PMP AWARxE is available to the end user, whether accessing via the web portal or integrated EHR system or pharmacy software (if applicable).

PMP AWARxE Tile Report Layout

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

Header	
RX Summary	
Providers	
Pharmacies	

Prescriptions



Prescriptions

Total: 70 | Private Pay: 3

Column Settings

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

Filled	Written	ID	Drug	QTY	Days	Prescriber	RX #	Dispenser	Refill	Daily Dose*		Pymt Type	PMP
11/13/2014	11/08/2014	4	Oxycodone-Acetaminophen 5-325	80.00	40	We Tes		Cos (3475)	0	15.00 MME		-	CO
11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par		Wal (2435)	1	30.00 MME		-	CO
10/31/2014	10/26/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (2435)	0			-	CO
10/10/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar		Kp (F123)	0	2.00 mg		-	IN
10/05/2014	10/05/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	90	Tr Par		Wal (2435)	0	10.00 MME		-	CO
09/17/2014	09/17/2014	6	Oxycodone-Acetaminophen 5-325	30.00	3	Tr Par		Wal (2435)	0	75.00 MME		-	CO
09/17/2014	09/17/2014	6	Phentermine 37.5 Mg Tablet	30.00	30	Tr Par		Wal (2435)	0			-	CO
09/13/2014	09/08/2014	4	Oxycodone-Acetaminophen 5-325	30.00	10	Ke Mcc		Cos (3475)	0	22.50 MME		-	CO
09/12/2014	09/10/2014	2	Sk-Oxycodone/apap 5/325 Tab	90.00	22	Ma Sto		Wal (6992)	1	30.68 MME	T	Military/VA	CO
08/28/2014	08/28/2014	1	Suboxone 8 Mg-2 Mg Sl Film	4.00	4	M' Mac		Som (2682)	0	8.00 mg	T	Private Pay	CO
07/30/2014	07/30/2014	4	Oxycodone-Acetaminophen 5-325	30.00	15	Ra Mar		Cos (3475)	0	15.00 MME		Military/VA	CO
07/12/2014	07/12/2014	6	Oxycodone-Acetaminophen 5-325	30.00	30	Tr Par		Wal (6992)	0	7.50 MME	T	-	CO
07/02/2014	06/29/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par		Wal (6992)	0	60.00 MME	T	Indian Nat	CO
06/30/2014	06/08/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (6992)	0		T	Other	CO
06/07/2014	05/08/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par		Wal (6992)	1	60.00 MME	T	Comm Ins	CO

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

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

Note: All the sections in the above layout may not appear in your state's PMP AWARxE Tile report.

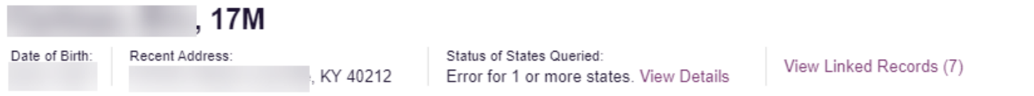
PMP AWARxE Tile Report Details

Report Header

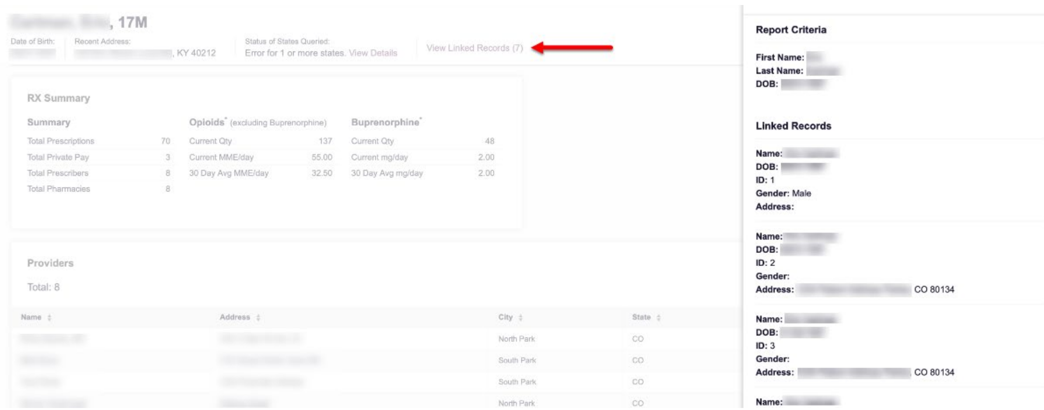
The PMP AWARxE Tile Report page heading contains several report and account-level controls:

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

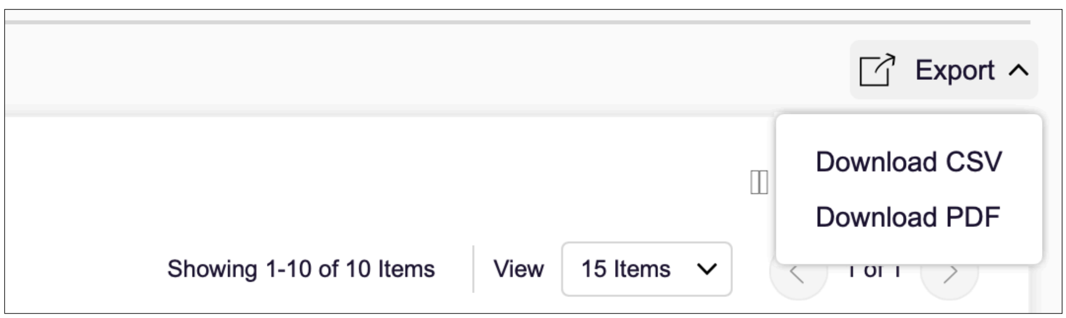
- **Patient identifying information:** The patient's name, age in years, and gender are displayed as the report header above the report tiles. Additional patient information, such as date of birth and address, can be found below this header. This information will remain visible as you scroll through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



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



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



Report Body

The body of the PMP AWARxE Tile Report information is aimed at rapidly raising awareness of risk and prescription use patterns, and when required, individual prescription detail. This information is presented as tiles.

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

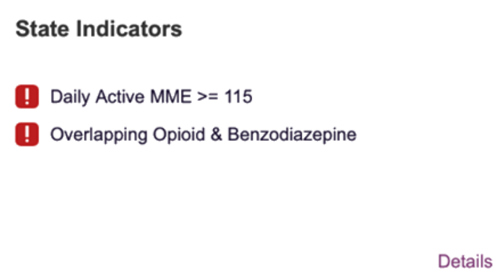
- **State Indicators:** The State Indicators tile displays Clinical Alerts as configured by your PMP Administrator. The Clinical Alerts feature delivers custom alerts and notifications to prescribers to alert them when patients meet or exceed the specified thresholds. *Note that the alerts that are available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

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

If configured by your PMP Administrator, this section may also display below-threshold alerts indicating that the patient has not met or exceeded the thresholds associated with that alert.

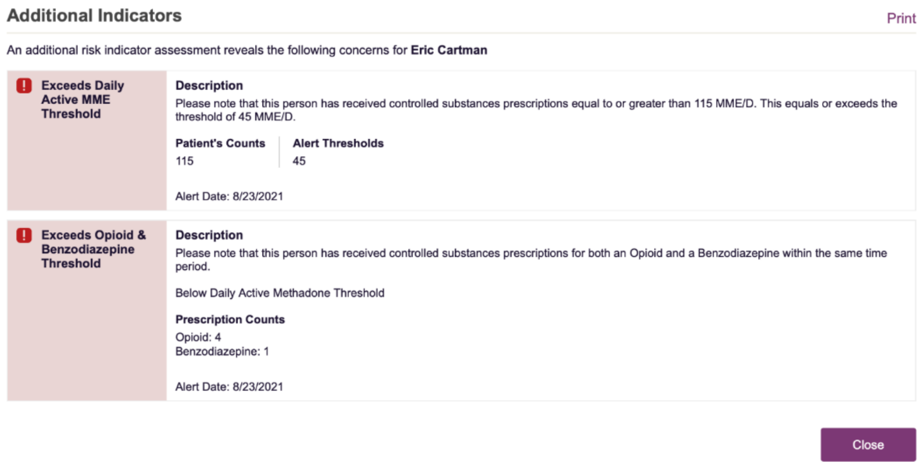
Alerts for thresholds that have been met or exceeded are displayed in **red**.

Alerts for thresholds that have not been met (below-threshold alerts) are displayed in **gray**.



Note: Your state may have additional indicators and clinical alerts available that are not shown in the above screenshot.

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



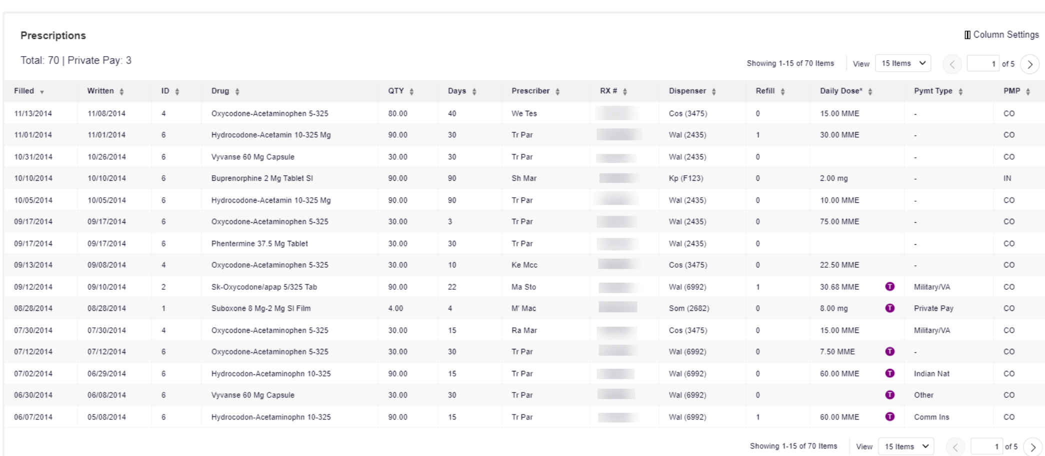
Notes:

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

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

Prescriptions

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



Prescriptions

Column Settings

Total: 70 | Private Pay: 3

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

Filled	Written	ID	Drug	QTY	Days	Prescriber	RX #	Dispenser	Refill	Daily Dose*		Pymt Type	PMP
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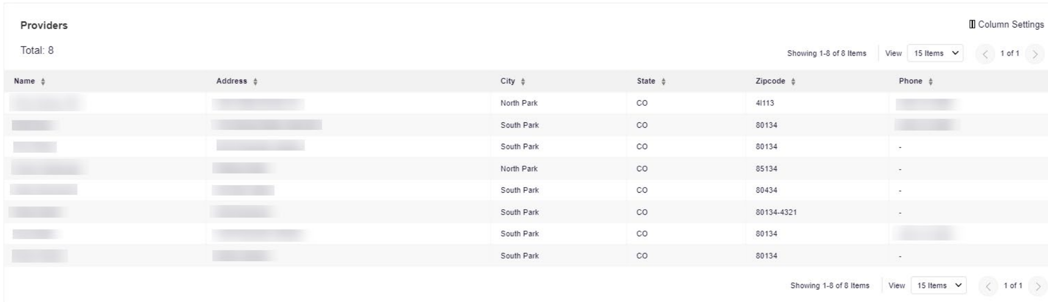
11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par		Wal (2435)	1	30.00 MME		-	CO
10/31/2014	10/26/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (2435)	0			-	CO
10/10/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar		Kp (F123)	0	2.00 mg		-	IN
10/05/2014	10/05/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	90	Tr Par		Wal (2435)	0	10.00 MME		-	CO
09/17/2014	09/17/2014	6	Oxycodone-Acetaminophen 5-325	30.00	3	Tr Par		Wal (2435)	0	75.00 MME		-	CO
09/17/2014	09/17/2014	6	Phentermine 37.5 Mg Tablet	30.00	30	Tr Par		Wal (2435)	0			-	CO
09/13/2014	09/08/2014	4	Oxycodone-Acetaminophen 5-325	30.00	10	Ke Mcc		Cos (3475)	0	22.50 MME		-	CO
09/12/2014	09/10/2014	2	Sk-Oxycodone/apap 5/325 Tab	90.00	22	Ma Sto		Wal (6992)	1	30.68 MME	T	Military/VA	CO
08/28/2014	08/28/2014	1	Suboxone 8 Mg-2 Mg Sl Film	4.00	4	M' Mac		Som (2682)	0	8.00 mg	T	Private Pay	CO
07/30/2014	07/30/2014	4	Oxycodone-Acetaminophen 5-325	30.00	15	Ra Mar		Cos (3475)	0	15.00 MME		Military/VA	CO
07/12/2014	07/12/2014	6	Oxycodone-Acetaminophen 5-325	30.00	30	Tr Par		Wal (6992)	0	7.50 MME	T	-	CO
07/02/2014	06/29/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par		Wal (6992)	0	60.00 MME	T	Indian Nat	CO
06/30/2014	06/08/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (6992)	0		T	Other	CO
06/07/2014	05/08/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par		Wal (6992)	1	60.00 MME	T	Comm Ins	CO

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

Provider and Pharmacy Detail

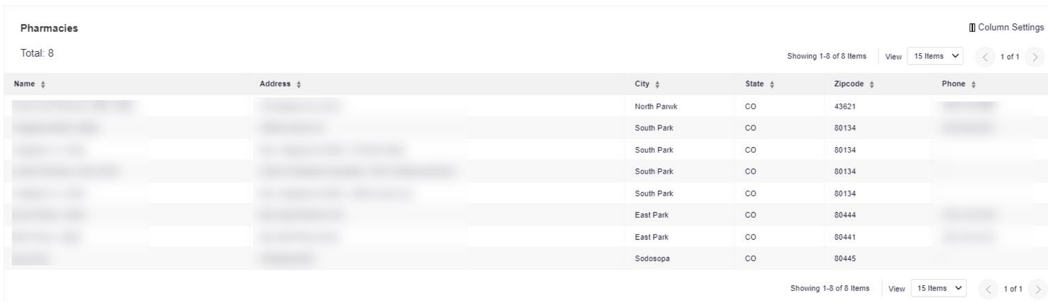
Provider and pharmacy information, including full name, address, and DEA number (if applicable), is presented in the Providers and Pharmacies tiles.



Providers
Column Settings
Total: 8
Showing 1-8 of 8 Items View 15 Items 1 of 1

Name	Address	City	State	Zipcode	Phone
		North Park	CO	41113	
		South Park	CO	80134	
		South Park	CO	80134	-
		North Park	CO	85134	-
		South Park	CO	80434	-
		South Park	CO	80134-4321	-
		South Park	CO	80134	
		South Park	CO	80134	-

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



Pharmacies
Column Settings
Total: 8
Showing 1-8 of 8 Items View 15 Items 1 of 1

Name	Address	City	State	Zipcode	Phone
		North Parwk	CO	43621	
		South Park	CO	80134	
		South Park	CO	80134	
		South Park	CO	80134	
		South Park	CO	80134	
		East Park	CO	80444	
		East Park	CO	80441	
		Sodosopa	CO	80445	

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

