



PMP AWA^Rx^E®

Requestor User Support Manual

Texas Prescription Monitoring Program



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Table of Contents

1	Document Overview.....	1
1.1	What is a Requestor?	1
2	Registration	2
2.1	Registration Overview	2
2.2	Registering for an Account.....	2
2.3	Verifying Your Email Address.....	13
2.4	Account Approval	14
3	Basic System Functions	16
3.1	Log In to PMP AWARe	16
3.2	My Dashboard.....	17
3.2.1	Patient Alerts	17
3.2.2	Recent Requests.....	18
3.2.3	Delegates/Supervisors	18
3.2.4	Announcements and Quick Links	18
3.3	Log Out of PMP AWARe	19
4	RxSearch.....	20
4.1	Creating a Patient Request.....	20
4.1.1	Multiple Patients Identified	23
4.1.2	Partial Search Results	24
4.1.3	No Results Found.....	25
4.2	Viewing a Patient Report.....	26
4.2.1	Basic Report Functions.....	26
4.2.2	Patient Information.....	27
4.2.3	Rx Summary.....	28
4.2.4	Prescriptions	28
4.2.5	Providers	29
4.2.6	Pharmacies.....	29
4.3	Bulk Patient Search.....	29
4.3.1	Viewing Bulk Patient Search Results	33

4.3.2	Incomplete Bulk Patient Search Results.....	35
4.3.3	No Prescriptions Found in Bulk Patient Search	36
4.4	Requests History	37
4.5	My Rx.....	38
4.6	Patient Alerts	39
5	Rx Management.....	41
5.1	Error Correction	41
5.1.1	Search for a Record	42
5.1.2	Correct an Error.....	43
5.2	Rx Maintenance	44
5.2.1	Correcting Prescriptions.....	44
5.2.2	Voiding Prescriptions	46
5.3	New Rx	46
5.4	PharmacyRx	48
6	User Profile.....	49
6.1	My Profile.....	49
6.2	Setting Default PMP InterConnect States.....	51
6.2.1	Using PMP InterConnect with a Patient Rx Search	52
6.3	Delegate Management	53
6.3.1	Approving and Rejecting Delegates	53
6.3.2	Removing Delegates	53
6.4	Password Management	54
6.4.1	Updating a Current Password	54
6.4.2	Resetting a Forgotten Password.....	55
7	Assistance and Support.....	60
7.1	Technical Assistance	60
7.2	Administrative Assistance	60
8	Document Information.....	61
8.1	Disclaimer	61
8.2	Change Log	61

Appendix A: PMP AWARe Tile Report	63
Introduction to PMP AWARe Tile Report	63
PMP AWARe Tile Report Layout	64
PMP AWARe Tile Report Details	65
Prescriptions	69
Provider and Pharmacy Detail	69
Appendix B: Organization Management	70
Creating an Organization	70
Organization Administrator Responsibilities	75
Organization Users	85

1 Document Overview

The PMP AWARe *Requestor User Support Manual* provides step-by-step instructions for healthcare professionals requesting data from the Texas Prescription Monitoring Program (PMP) database. It includes such topics as:

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

1.1 What is a Requestor?

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

Healthcare Professionals

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

Law Enforcement

- Law Enforcement
- Prosecutor

Other

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

2 Registration

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

2.1 Registration Overview

PMP AWARe requires that every individual register as a separate user, using their own email address as their username within the system. A user can register as a delegate, a role that is designed to allow the user to generate reports on the behalf of another, current user. For example, a nurse at a small doctor's office could be assigned to act as a delegate to the physician to create 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 AWARe. Please attempt to access your account by following the [Reset Password](#) instructions located in this guide before attempting to create a new account. Please utilize the email address associated with your previous account.

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

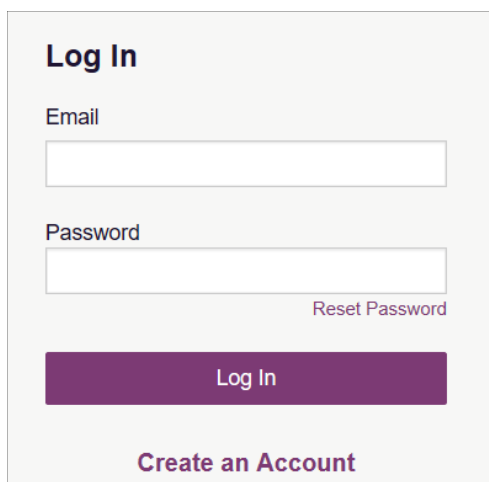
Some requestor roles may also require you to upload of a copy of a current government-issued photo ID, such as a driver's license or a passport, or notarized validation documents. If required, you must submit this documentation before your account can be approved. Digital copies of these documents can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

2.2 Registering for an Account

To request a new account in PMP AWARe:

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

The Log In page is displayed.

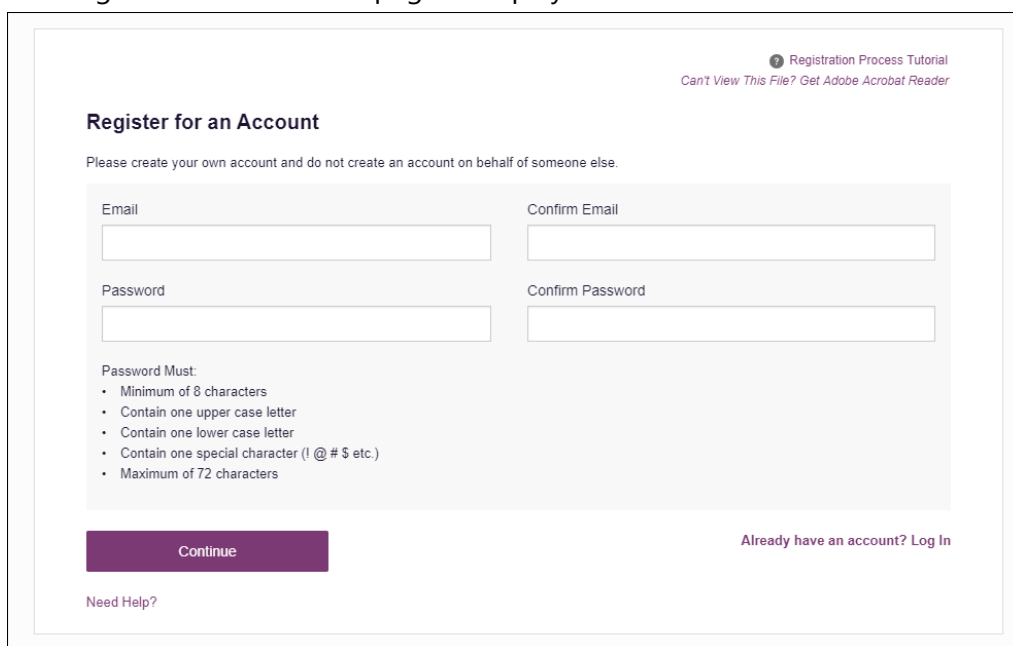


The Log In form contains the following elements:

- Log In** (Section Header)
- Email** (Label) with an input field.
- Password** (Label) with an input field.
- [Reset Password](#) (Link)
- Log In** (Button)
- [Create an Account](#) (Link)

2. Click **Create an Account**.

The Register for an Account page is displayed.



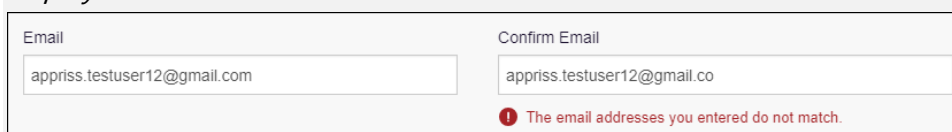
The Register for an Account form includes the following components:

- Registration Process Tutorial** (Link) with a note: *Can't View This File? Get Adobe Acrobat Reader*
- Register for an Account** (Section Header)
- Instruction: *Please create your own account and do not create an account on behalf of someone else.*
- Email** and **Confirm Email** input fields.
- Password** and **Confirm Password** input fields.
- Password Must:**
 - Minimum of 8 characters
 - Contain one upper case letter
 - Contain one lower case letter
 - Contain one special character (! @ # \$ etc.)
 - Maximum of 72 characters
- Continue** (Button)
- [Already have an account? Log In](#) (Link)
- [Need Help?](#) (Link)

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.



The form shows the email fields filled with 'appriss.testuser12@gmail.com'. Below the fields, an error message is displayed:

The email addresses you entered do not match.

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

Passwords must contain the following:

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

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

Password

....|

Password Must:

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

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

Password

.....

Confirm Password

.....

! The passwords you entered do not match.

5. Click **Continue**.

The Account Registration: User Role Selection page is displayed.

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

Account Registration

Tell us about your role

I am:

a Healthcare Professional
or Delegate

an Agency Administration

a Restricted Admin

in Law Enforcement

an Other Professional

Log out, Complete Later **Continue**

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

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

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

The screenshot displays the 'Account Registration' page with the heading 'Tell us about your role'. Under 'I am:', there are five role category buttons: 'a Healthcare Professional or Delegate' (highlighted with a blue border), 'an Agency Administration', 'a Restricted Admin', 'in Law Enforcement', and 'an Other Professional'. Below these, the section 'Select a specific role from below' contains a list of roles: Physician (MD, DO), Homeopathic Physician, Naturopathic Physician, Dispensing Physician, Prescriber without DEA, and Prescriber Delegate.

Notes:

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

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

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

Account Registration

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

Professional Details * Indicates Required Field

DEA Number ? *

Add

National Provider ID

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

AutoFill Form

Notes:

- If you selected the wrong user role, you may click **Change**, located at the top of the page next to the user role you selected, at any time to return to the previous page and select the correct user role. Please be aware that changing your user role will cause you to lose any information you entered on the registration form.
 - The information you are required to enter on this page may vary by state. Required fields for your state are marked with a red asterisk (*). You may use the information provided below as a guideline; however, the same fields will not be displayed or required for every user role.
- a. The Professional Details section of this page allows you to enter such information as your DEA number, NPI number, professional license number, license type, and healthcare specialty.

Professional Details * Indicates Required Field

DEA Number ? *

Add

National Provider ID

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

AutoFill Form

Professional License Number ? *

License Type *

Add a Healthcare Specialty *

Browse All

★ Designates Primary Specialty

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

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

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

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

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

Personal Information

First Name * Middle Name Last Name *

Date of Birth * Last 4 digits of SSN ⓘ *

Primary Contact Phone Mobile Phone Number ⓘ *

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

This may be used for password reset

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

Employer Information

Employer DEA Number(s)

Add

Employer National Provider ID(s)

Add

Employer Name

Address Address Line 2

City State Zip Code

Phone Fax

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

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

Employer DEA Number(s)

Add

DEA Numbers Added	
MD9876543	Remove
MD0000000	Remove

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

Delegate

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

Email **Add**

Selected Supervisors

- 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.

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

Email **Add**

Selected Supervisors

Email: rweaver@appriss.com ✕

Notes:

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

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

Note: At this point in the registration process, you may click **Log Out, Complete Later** to save your login credentials and complete your registration at a later time. When you are ready to complete your registration, navigate to

<https://texas.pmpaware.net/login>, then enter the username and password you established in the previous steps.

The Account Registration: Review Profile Details page is displayed.

← Back

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

Account Registration

Review Profile Details

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

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

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

Personal Information Edit

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

Log out, Complete Later Submit & Continue

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

Once you have submitted your registration, you will be notified of your account status ([Access Granted](#), [Pending Approval](#), or [Not Complete – Additional Documents Needed](#)) and instructed to [verify your email address](#).

- a. **Access Granted:** Certain user roles will be immediately granted access to the application provided their personal DEA numbers and professional license numbers as entered are valid and found within the registry. If you are approved, you will be presented with the End User License Agreement that you must review and accept.

End User License Agreement

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

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

- 1) Where applicable - You attest that you are a duly licensed practitioner, pharmacist or other licensed health care professional authorized to prescribe or dispense controlled substances in the Commonwealth of Kentucky.
- 2) Where applicable - You further attest that you are duly registered with the Kentucky Department of Public Health, Office of Prescription Monitoring and Drug Control, to prescribe controlled substances in at least one of the Schedules II through V or duly registered with the Board of Registration in Pharmacy to dispense controlled substances in at least one of the Schedules II through V. You also agree to promptly notify the Department of any change or proposed change in licensure or registration status.
- 3) Where applicable - You attest that you are a member of law enforcement authorized by your state or federal agency and the Kentucky Department of Public Health to access APAD, and that you are aware of and intend to comply with the restrictions on


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

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

- b. **Pending Approval:** If your account requires manual approval to complete your registration, your registration status will be "Pending Approval." You may click the plus sign (+) next to **Registration Details** to view the information you submitted. *Note that your information may not be edited at this time.* Refer to [Account Approval](#) for more information.


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

Account Registration

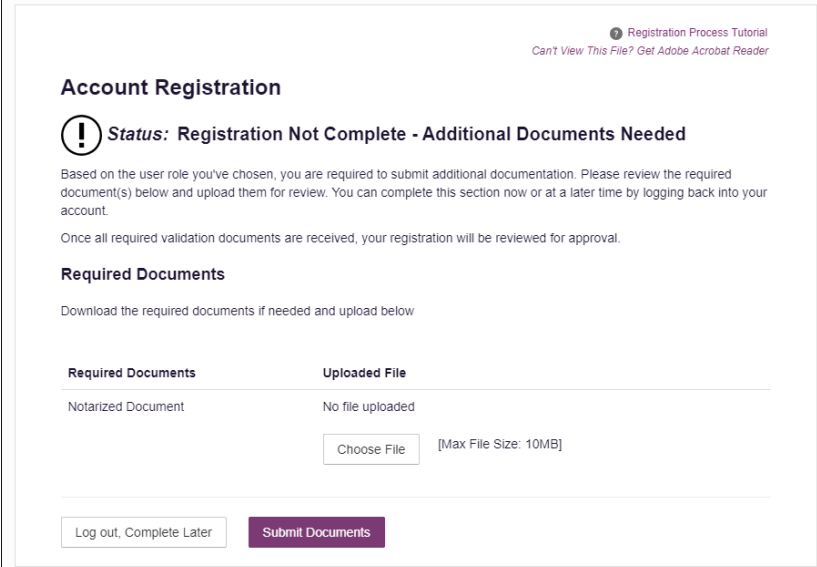
 **Status: Your Account is Pending Approval**

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

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

 Registration Details

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

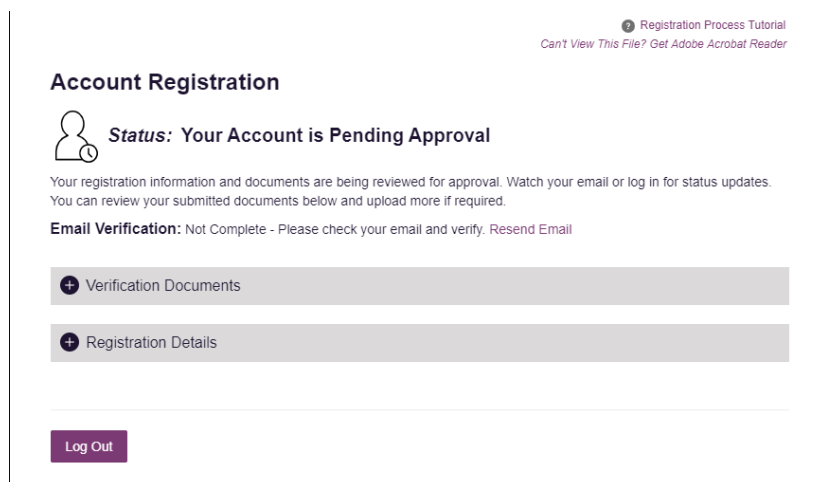


The screenshot shows the 'Account Registration' page. At the top right, there is a link for 'Registration Process Tutorial' and a note 'Can't View This File? Get Adobe Acrobat Reader'. The main heading is 'Account Registration'. Below it is a status message with an exclamation mark icon: 'Status: Registration Not Complete - Additional Documents Needed'. The message explains that additional documentation is required and provides instructions on how to complete the registration. Below the message is a section titled 'Required Documents' with a sub-instruction: 'Download the required documents if needed and upload below'. There is a table with two columns: 'Required Documents' and 'Uploaded File'. The first row shows 'Notarized Document' under the first column and 'No file uploaded' under the second. Under 'No file uploaded', there is a 'Choose File' button and a note '[Max File Size: 10MB]'. At the bottom of the page, there are two buttons: 'Log out, Complete Later' and 'Submit Documents'.

Required Documents	Uploaded File
Notarized Document	No file uploaded Choose File [Max File Size: 10MB]


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

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



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

Account Registration

 **Status: Your Account is Pending Approval**

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

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

+ Verification Documents

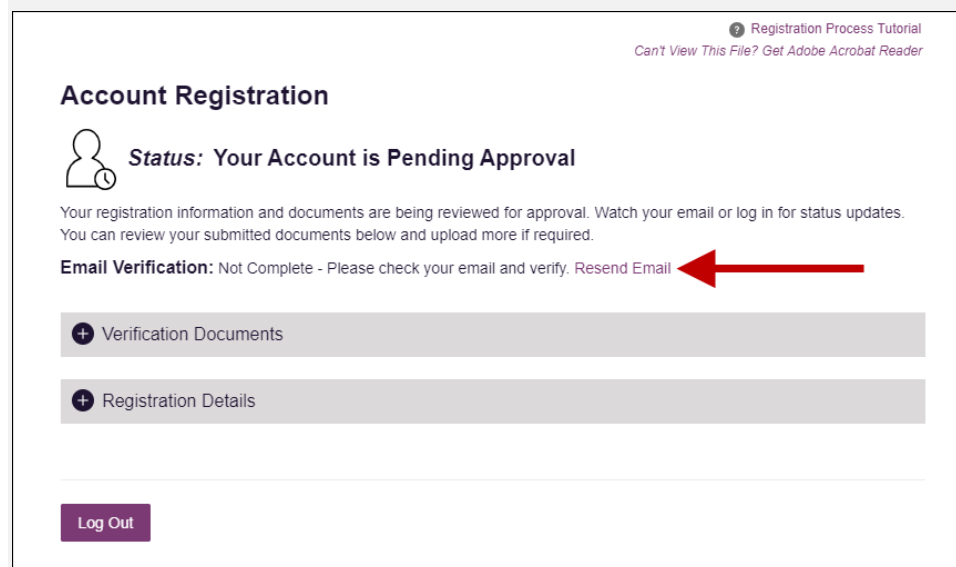
+ Registration Details

Log Out

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.



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

Account Registration

 **Status: Your Account is Pending Approval**

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

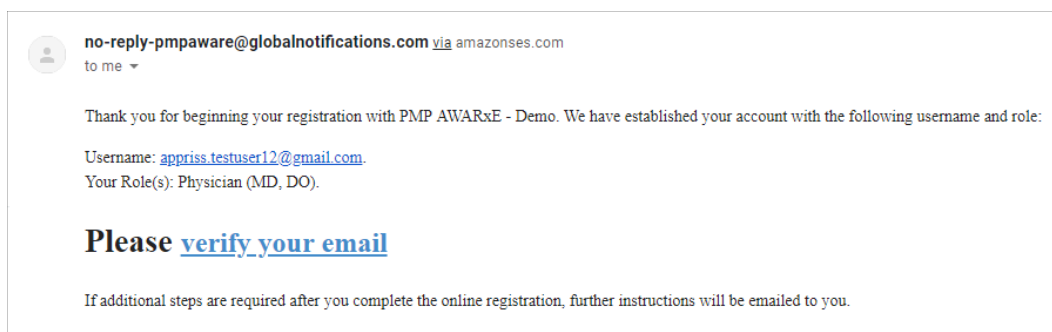
Email Verification: Not Complete - Please check your email and verify. [Resend Email](#)

+ Verification Documents

+ Registration Details

Log Out

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



Notes:

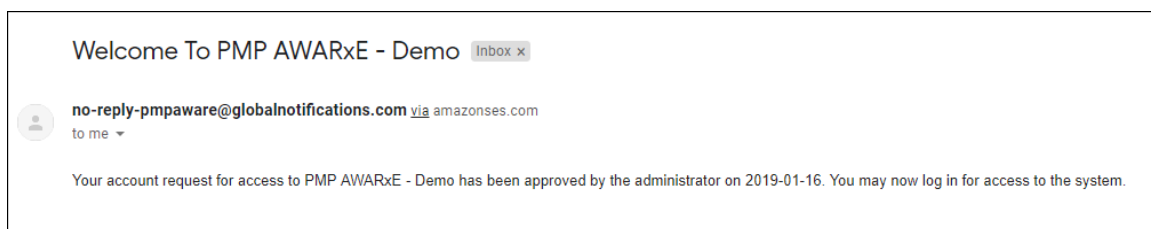
- The link contained within the email is only valid for 20 minutes. In the event that time has expired, clicking the link will result in a new email verification notification being sent to you. Click the link in the new email to verify your email address.
- If you are not able to receive HTML-formatted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

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

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

2.4 Account Approval

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



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

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

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

End User License Agreement

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- 1) Where applicable - You attest that you are a duly licensed practitioner, pharmacist or other licensed health care professional authorized to prescribe or dispense controlled substances in the Commonwealth of Kentucky.
- 2) Where applicable - You further attest that you are duly registered with the Kentucky Department of Public Health, Office of Prescription Monitoring and Drug Control, to prescribe controlled substances in at least one of the Schedules II through V or duly registered with the Board of Registration in Pharmacy to dispense controlled substances in at least one of the Schedules II through V. You also agree to promptly notify the Department of any change or proposed change in licensure or registration status.
- 3) Where applicable – You attest that you are a member of law enforcement authorized by your state or federal agency and the Kentucky Department of Public Health to access APAD, and that you are aware of and intend to comply with the restrictions on

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

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

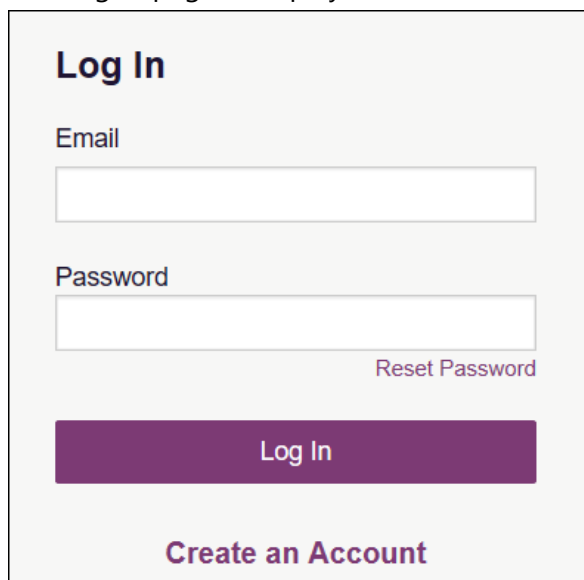
3 Basic System Functions

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

3.1 Log In to PMP AWARE

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

The Log In page is displayed.



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

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

4. Click **Log In**.

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

3.2 My Dashboard

Upon logging in to PMP 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**).

My Dashboard

Patient Alerts

PATIENT ALERTS

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

Recent Requests

RECENT REQUESTS

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

[View Requests History](#)

Delegates

DELEGATES

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

My Favorites

[RxSearch - Patient Request](#)

PMP Announcements

Message for Physicians 10/13/2017
Test announcement

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

[View all Announcements](#)

Quick Links

[PMP Support](#)

3.2.1 Patient Alerts

This section displays the most recent patient alerts.

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

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

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

3.2.2 Recent Requests

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

- You can view the 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.

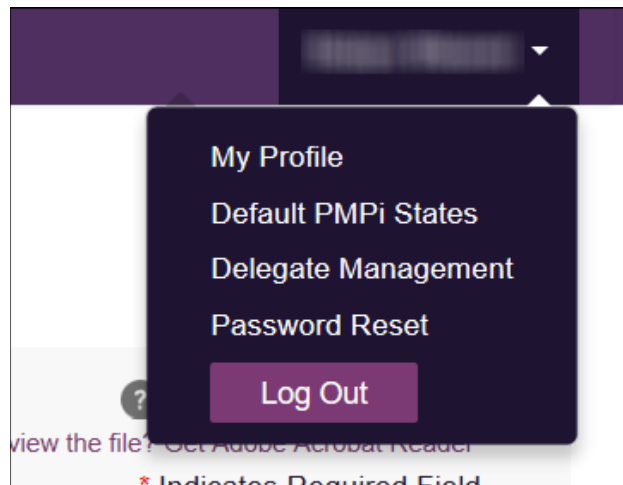
- The quick view only displays the first few lines of text; however, you can click **PMP Announcements**, located at the top of the section, to display the full announcement text. You can access the Announcements page at any time by clicking **Menu > Announcements** (located under **Home**).
- The announcements 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**.

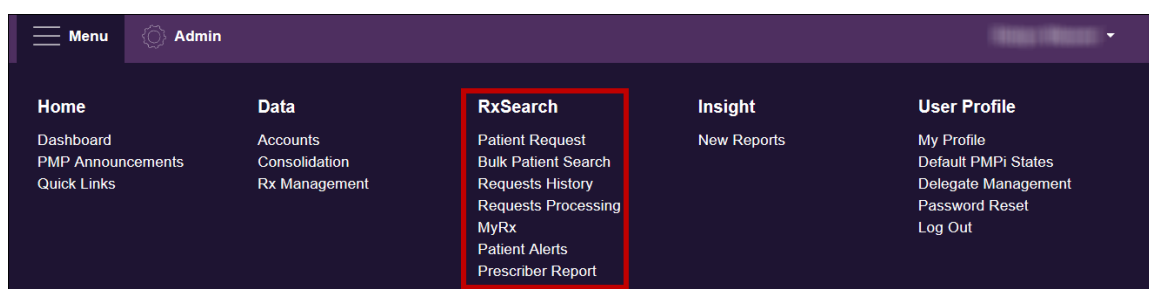


4 RxSearch

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

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

Note: You may not have access to all of the reports listed above. The functions available under **RxSearch** may vary depending on your user role and the settings enabled by your State Administrator. If you do not have access to a report and you think you should, please contact your State Administrator.



4.1 Creating a Patient Request

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

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

The Patient Request page is displayed.

Patient Request

[Patient Rx Request Tutorial](#)
 Can't view the file? Get Adobe Acrobat Reader
 Required fields are marked with an asterisk *
 Required format for date fields is MM/DD/YYYY

Patient Info

First Name*

Last Name*

☐ Partial Spelling
 ☐ Partial Spelling

Date of Birth*

MM/DD/YYYY

Prescription Fill Dates

No earlier than 11 years and 10 months from today

From *

To *

06/23/2019

06/22/2021

Search

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.

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

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

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

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

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

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 report.

Report Criteria

First Name: [Redacted]
Last Name: [Redacted]
DOB: [Redacted]

Linked Records

Name: [Redacted]
DOB: [Redacted]
ID: 1
Gender: Male
Address: [Redacted]

Name: [Redacted]
DOB: [Redacted]
ID: 2
Gender: [Redacted]
Address: [Redacted] CO 80134

Name: [Redacted]
DOB: [Redacted]
ID: 3
Gender: [Redacted]
Address: [Redacted] CO 80134

Name: [Redacted]

RX Summary

Summary	Opoids* (excluding Buprenorphine)	Buprenorphine*
Total Prescriptions	70	137
Total Private Pay	3	55.00
Total Prescribers	8	32.50
Total Pharmacies	8	30 Day Avg mg/day

Providers

Total: 8

Name	Address	City	State
[Redacted]	[Redacted]	North Park	CO
[Redacted]	[Redacted]	South Park	CO
[Redacted]	[Redacted]	South Park	CO
[Redacted]	[Redacted]	North Park	CO

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.

4.1.2 Partial Search Results

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

Results

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

Select patient(s) to include in the report

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

[Run Report](#)

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

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

17M

Date of Birth: Recent Address: KY 40212 Status of States Queried: Error for 1 or more states. View Details View Linked Records (7)

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 mgy/day: 2.00
Total Prescribers	8 30 Day Avg MME/day: 32.50	30 Day Avg mgy/day: 2.00
Total Pharmacies	8	

Providers

Total: 8

Name	Address	City	State
		North Park	CO
		South Park	CO
		South Park	CO
		North Park	CO

Report Criteria

First Name: Last Name: DOB:

Linked Records

Name: DOB: ID: 1 Gender: Male Address: CO 80134

Name: DOB: ID: 2 Gender: Address: CO 80134

Name: DOB: ID: 3 Gender: Address: CO 80134

Name: DOB: ID: 4 Gender: Address: CO 80134

4.1.3 No Results Found

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

Error

No matching patient identified.

[DISMISS](#)

Or

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

Patients found but no prescriptions found.

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

Change Date Range

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

Notes:

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

4.2 Viewing a 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.

- 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.

4.2.2 Patient Information

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

- The Linked Records table can represent instances of a patient with multiple addresses, misspellings of names, etc.

- The **ID** column of the Linked Records table provides an ID number that corresponds to the **ID** column in the Prescriptions section of the report, allowing you to match the patient in the Linked Records table with the appropriate prescription.

4.2.3 Rx Summary

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

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												
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	11/05/2014	4	Oxycodone-Acetaminophen 5-325	80.00	40	Vie Tes		Cos (3475)	0	15.00 MME	-	CO
11/01/2014	11/01/2014	6	Hydrocodone-Acetaminophen 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 SI	90.00	90	Sh Mar		Kp (P123)	0	2.00 mg	-	IN
10/05/2014	10/05/2014	6	Hydrocodone-Acetaminophen 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	Ka Mcc		Cos (3475)	0	22.50 MME	-	CO
09/12/2014	09/10/2014	2	Sk-Oxycodone/nap 5-325 Tab	90.00	22	Ma Sto		Wal (8992)	1	30.00 MME	Military/VA	CO
08/28/2014	08/28/2014	1	Suboxone 8 Mg-2 Mg SI Film	4.00	4	M Mac		Som (2882)	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 (8992)	0	7.50 MME		CO
07/02/2014	06/29/2014	6	Hydrocodone-Acetaminophen 10-325	90.00	15	Tr Par		Wal (8992)	0	60.00 MME	Indian Natl	CO
06/30/2014	06/05/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (8992)	0		Other	CO
06/07/2014	05/08/2014	6	Hydrocodone-Acetaminophen 10-325	90.00	15	Tr Par		Wal (8992)	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

Showing 1-8 of 8 items View 15 items 1 of 1

Name	Address	City	State	Zipcode	Phone
		North Park	CO	8113	
		South Park	CO	80134	
		South Park	CO	80134	-
		North Park	CO	80134	-
		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

Showing 1-8 of 8 items View 15 items 1 of 1

Name	Address	City	State	Zipcode	Phone
		North Park	CO	43021	
		South Park	CO	80134	
		South Park	CO	80134	
		South Park	CO	80134	
		South Park	CO	80134	
		East Park	CO	80444	
		East Park	CO	80441	
		Soldado	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.

Bulk Patient Search

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

How do you want to enter patients?

☒ Manual Entry
☐ File Upload

Manual Entry

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

MM/DD/YYYY

Add +

Name Grouping

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

Group Name*

Prescription Fill Dates

No earlier than 11 years and 10 months from today

From * To *

06/23/2019 06/22/2021

Search

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

Bulk Patient Search

How do you want to enter patients?

☒ Manual Entry
☐ File Upload

The Manual Entry search is displayed.

Manual Entry

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

MM/DD/YYYY

Add +

Name Grouping

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

Group Name*

Prescription Fill Dates

No earlier than 11 years and 10 months from today

From * To *

06/23/2019 06/22/2021

3. Complete the following required fields:
 - **First Name** – enter the patient’s complete first name
 - **Last Name** – enter the patient’s complete last name

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

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

- Once you have entered the patient’s information, click **Add** to add an additional patient.
- Repeat steps 2-3 until all patients have been entered.

Note: *Once you have finished entering patients, continue to step 14.*

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

Bulk Patient Search

How do you want to enter patients?

☐ Manual Entry
☒ File Upload

The File Upload search is displayed.

File Upload

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

- Click **View Sample File** to download the sample CSV file.
- Open the sample CSV file and complete the required fields.

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

Notes:

- *The patient’s complete first name, last name, and date of birth (using the MM/DD/YYYY format) are required.*

- You may enter the patient's ZIP code; however, it is not recommended.
- Once you have entered all patient information, save the file to your computer.
Note: When naming your file, do not include spaces.
 - Click **Choose File**, then select the file you created in step 9.
 - Click **Validate Format** to download a validation report and ensure all records were entered correctly.
 - Once you open the validation report, any errors in your data will be listed in the **Errors** column. Please correct the errors and resubmit the corrected file. Note that if the **Errors** column is blank, the data is acceptable.

Examples:

- *File with errors:*


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

- *File with no errors:*

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

- Repeat steps 10-12 until all errors have been corrected. Once all errors have been corrected and your file is validated, or if your file has no errors, continue to step 14.
- Enter a name for your search session in the **Group Name** field.
Note: Providing a group name will help you more easily distinguish between searches in the Bulk Patient History tab.
- Enter the timeframe for which you wish to search in the **From** and **To** fields using the **MM/DD/YYYY** format.
- If you wish to include other states in your search, click the checkbox next to the desired state(s) in the PMP Interconnect Search section of the page.
- Click **Search**.

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

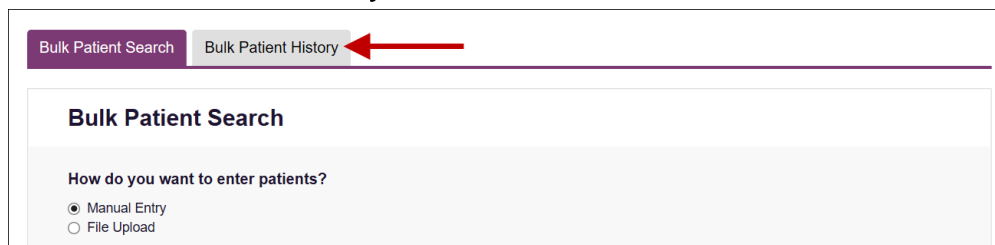


Success
Your Bulk Request validated successfully and is now being processed. Results can be found in Bulk Patient History tab.

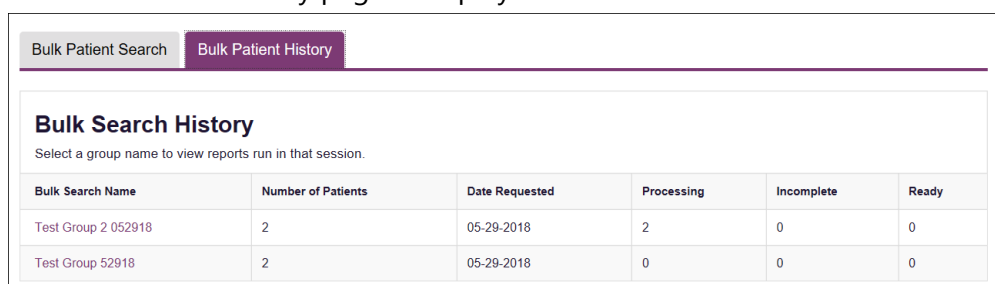
DISMISS

4.3.1 Viewing Bulk Patient Search Results

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.

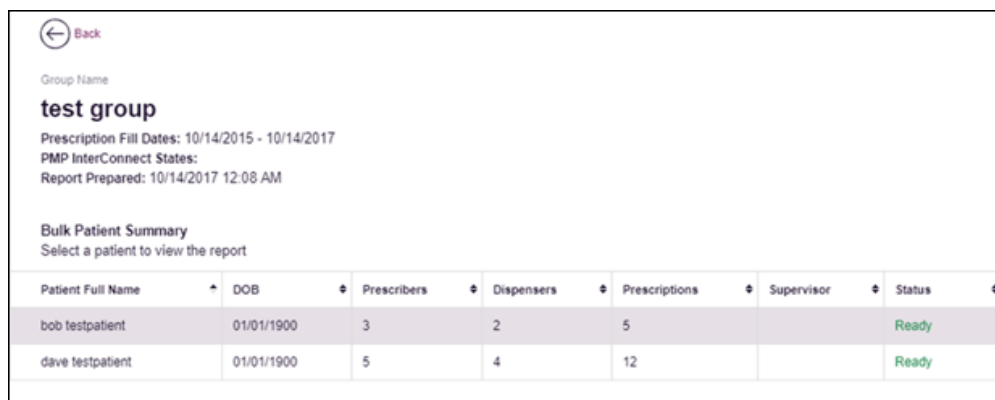


Bulk Search Name	Number of Patients	Date Requested	Processing	Incomplete	Ready
Test Group 2 052918	2	05-29-2018	2	0	0
Test Group 52918	2	05-29-2018	0	0	0

Notes:

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

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



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

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

The search details are displayed below the table.

bob testpatient
Refresh View

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

4. From this page, you can:

- Click **View** to display the 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.

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

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

(a)

Back

Group Name

Test Group 2 052918

Prescription Fill Dates: 05/29/2017 - 05/29/2018
PMP InterConnect States:
Report Prepared: 05/29/2018 02:44 PM

Bulk Patient Summary
Select a patient to view the report

Patient Full Name	DOB	Prescribers	Dispensers	Prescriptions	Supervisor	Status
Bob TestPatient	01/01/1900	8	8	19		Incomplete
Test Patient	01/01/1900	5	4	5		Incomplete

(b)

To resolve this and view the Patient Report:

1. Click the patient's name.

The patient search details are displayed.

Bob TestPatient
Try Again

Date of Birth: 01/01/1900
 Location:
 PMPI States:
 Reason: Multiple Patient
 Prescription Fill Dates: May 29, 2017 until May 29, 2018

2. Click **Try Again**.

The Patient Request page is displayed.

3. Refer to [Multiple Patients Identified](#) to run the report.

4.3.2 Incomplete Bulk Patient Search Results

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

Bulk Patient Summary						
Select a patient to view the report						
Patient Full Name	DOB	Prescribers	Dispensers	Prescriptions	Supervisor	Status
adam doe	01/01/1900	0	0	0		Incomplete
dave testpatient	01/01/1900	7	6	26		Ready

adam doe		Try Again
<p>Date of Birth: 01/01/1900</p> <p>Location:</p> <p>PMPi States:</p> <p>Reason: No Matching Patient Identified</p> <p>Prescription Fill Dates: July 13, 2017 until July 13, 2018</p>		

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

Multiple Patients Found [Why do I see this?](#)

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

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

☐ **Patient 5474**

Name	DOB	Gender	Address
		female	LOUISVILLE, MS 40229

☐ **Patient 5475**

Name	DOB	Gender	Address
		female	ATLANTA, GA 30341

☐ Make a Suggestion

Refine Search Criteria

Run Report

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.

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

john doe

Refresh View

Date of Birth: 01/01/1900

Location:

PMPI States:

Reason: No Prescriptions Found in Date Range

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

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

4.4 Requests History

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

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

Notes:

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

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

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

Bob TestPatient View Refresh

DOB: 01/01/1900
 Location:
 Other States:
 Reason: Multiple Patient
 Prescription Fill Dates: May 29, 2017 until May 29, 2018

- Click **View** to display the results of the previously submitted request. Refer to [Viewing a 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 AWAxE account, My Rx allows you to run a report that displays the filled prescriptions for which you were listed as the prescriber.

Note: This functionality is only available for prescribers who have a DEA number associated with their user profile.

To run the My Rx report:

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

The My Rx search page is displayed.

MyRx Request MyRx History

My Rx

Prescriptions Written

From* To*

MM/DD/YYYY MM/DD/YYYY

DEA Numbers

Generic Drug Name (Optional)

Drug Name

Search

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

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.

DEA Number	Prescriber Name	Address	City	State	Zip
JC111119	JORDAN, DOCTOR	456 MAIN ST	LYNDON	KY	40242

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

4.6 Patient Alerts

This function displays your available patient alerts.

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

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

The Patient Alerts page is displayed.

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

- New alerts (i.e., those that have not been viewed) are displayed in **bold** with the word **NEW** next to them.

- You can download the letter associated with the alert by clicking **Download PDF**.
- You can view the Patient Request associated with a patient by clicking the patient's name.

Note: Error correction within AWAxE 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 AWAxE with a validation error, as the error must be corrected prior to submission.

5.1.1 Search for a Record

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

Advanced Options ▾ Search using Advanced Options

Pharmacy Identifier:

RX Number:

Fill Start Date:

Fill End Date:

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

A list of records matching your search criteria is displayed.

Powered by AWAxE
Support: 1-866-Appriss

Error Correction Rx Maintenance New Rx PharmacyRx PharmacyRx History

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

Rx Error List

Displaying 7 of 7

Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
6U6wIacxzEjVN13u1	06/04/2018	Carter-Morissette	AS0000000	4305074	2
IVXVyclZG0bgSL	06/07/2018	Carter-Morissette	AS0000000	4305074	1
yXNjEaX91YMqA1VZp	06/07/2018	Carter-Morissette	AS0000000	4305074	1
NX6HIW2Gld9lz53	06/07/2018	Carter-Morissette	AS0000000	4305074	1
UTzXQAYppajYQs6e8Tcj	06/08/2018	Carter-Morissette	AS0000000	4305074	2
Nbxzu9Ycn	06/09/2018	Carter-Morissette	AS0000000	4305074	2
NwY	06/09/2018	Carter-Morissette	AS0000000	4305074	2

Download PDF Download CSV

5.1.2 Correct an Error

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

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

Error Correction Rx Maintenance New Rx PharmacyRx PharmacyRx History

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

Rx Error List

Displaying 7 of 7

Download PDF Download CSV

Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
6U6wIacxzEjVN13u1	06/04/2018	Carter-Morrisette	AS0000000	4305074	2
IVXVycLZG0bgSL	06/07/2018	Carter-Morrisette	AS0000000	4305074	1
yXNJEaX91YMqA1VZp	06/07/2018	Carter-Morrisette	AS0000000	4305074	1
NX6HIW2GId9Iz53	06/07/2018	Carter-Morrisette	AS0000000	4305074	1
UTzXQAYppaJyQs6e8Tcj	06/08/2018	Carter-Morrisette	AS0000000	4305074	2
Nbxzu9Ycn	06/09/2018	Carter-Morrisette	AS0000000	4305074	2
NwY	06/09/2018	Carter-Morrisette	AS0000000	4305074	2

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

Rx #6U6wIacxzEjVN13u1 **2 Errors Unresolved**

Patient

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

Middle Name Brody Address Line 2 SUITE 787 ID Number o4shvQCwUn

Last Name* Becker City* ANGELINEVILLE Patient Location Intermediary Care ▾

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

Gender* Unknown Postal Code* 57607-2002

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

Drug

NDC Number ☐ Compound Quantity Units

00555076702 10000.0 **Quantity value must fall between 0 and 9999.** Milliliters ▾

3. Correct the error(s), and then click **Submit**.
 - a. If all errors have been resolved, the record is submitted.

Or

- b. If there are still errors on the page, the number of errors is displayed at the top of the page. Repeat steps 2-3 until all errors have been corrected.

5.2 Rx Maintenance

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

Rx Search

*Requires at least one Pharmacy Identifier and Rx Fill Dates

Prescriptions Number

Rx Number


Prescriber

Last Name

Pharmacy Identifiers


Prescriptions Fill Dates

From *



Search limit: 24 months

To *



5.2.1 Correcting Prescriptions

To search for and correct a prescription record:

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

Your search results are displayed.

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

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

The Dispensation Correction Form page is displayed.

Dispensation Correction Form

Patient

Patient Type:

☒ Human
☐ Animal

First Name*

JOHN

Middle Name

Last Name*

DOE

DOB*

01/01/1900

Gender*

Male

Address*

832 NOT REAL PATIENT DR

Address Line 2

City*

WICHITA

State*

Kansas

Postal Code*

67205

ID Type

Driver's License ID

ID Number

D1234857

Patient Location

Phone Number

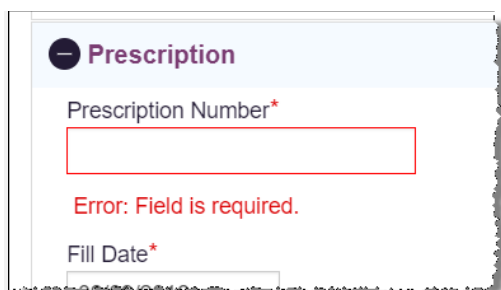
5025555555

Pharmacy

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

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

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

A screenshot of a web form titled "Prescription" with a minus icon in a circle. It contains two fields: "Prescription Number*" and "Fill Date*". The "Prescription Number*" field is empty and has a red border. Below it, a red error message reads "Error: Field is required.".

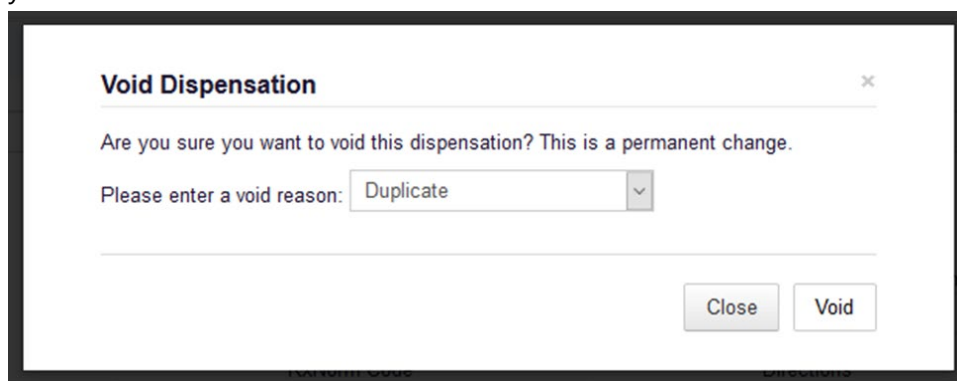
Once all errors have been corrected, click **Submit**.

5.2.2 Voiding Prescriptions

If you need to void a prescription:

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

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

A screenshot of a "Void Dispensation" window with a close icon (X) in the top right corner. The text inside asks, "Are you sure you want to void this dispensation? This is a permanent change." Below this, it says "Please enter a void reason:" followed by a drop-down menu currently showing "Duplicate". At the bottom right are two buttons: "Close" and "Void".

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

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

5.3 New Rx

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

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

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

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

To enter a new dispensation:

1. Complete the required fields.

Notes:

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

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

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

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

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

5.4 PharmacyRx

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

To perform a PharmacyRx search:

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

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

PharmacyRx

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

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

Street Address City State Zip

Report Criteria

Identifier Number
AP1111119

Dispensations

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

6 User Profile

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

- [Viewing and updating your profile information](#)
- [Set your default PMP InterConnect states](#)
- [Managing your delegate account\(s\)](#)
- [Updating or resetting your password](#)

6.1 My Profile

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

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

To update your account:

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

The My Profile page is displayed.

My Profile

Profile Info Edit

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

Specialty

Add a Healthcare Specialty [Browse All](#)

Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)

★ Designates Primary Specialty

Setting

Time Zone

UTC

Contact Information

Change email address or mobile phone number associated with this profile

Current Email: Robyn.Weaver@int

New Email Address Re-enter New Email Address

Current Mobile Phone Number:

New Mobile Phone Number Re-enter New Mobile Phone Number

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

Supervisors

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

Save Changes

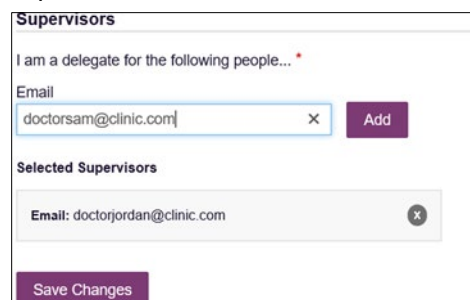
2. Update your information as necessary. The following notes may be helpful in updating your information:

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



The screenshot shows the 'Specialty' section of a user profile. At the top, there is a header 'Specialty'. Below it, there is a section titled 'Add a Healthcare Specialty' with a 'Browse All' link on the right. A search bar with a magnifying glass icon contains the text 'Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)'. Below the search bar, there is a star icon followed by the text 'Designates Primary Specialty'. At the bottom, there is a list of specialties. The first specialty is 'Allopathic & Osteopathic Physicians' with a star icon to its left and an 'x' button to its right. Below this specialty, the word 'Dermatology' is listed.

- **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.



The screenshot shows the 'Supervisors' section of a user profile. At the top, there is a header 'Supervisors'. Below it, there is a section titled 'I am a delegate for the following people...'. Below this, there is a form with a label 'Email' and a text input field containing 'doctorsam@clinic.com'. To the right of the input field is an 'x' button and an 'Add' button. Below the input field, there is a section titled 'Selected Supervisors'. Below this, there is a list of supervisors. The first supervisor is 'Email: doctorjordan@clinic.com' with an 'x' button to its right. At the bottom, there is a 'Save Changes' button.

- **Contact Information:** You may update the email address and mobile phone number associated with your account in the Contact Information section of the page.
To update the email address associated with your account, enter the new email address in the **New Email Address** field, then re-enter it in the **Re-enter Email Address** field. Once your changes have been saved, you will receive an email asking you to verify the new email address. Please ensure that you click the link in the verification email to verify your new email

address. *Note that the verification link is only valid for 20 minutes. If you click the verification link after it has expired, you will be sent a new link.*

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

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

Contact Information

Change email address or mobile phone number associated with this profile

Current Email: apprisstester+peer_reviewer@gmail.com

New Email Address

Re-enter New Email Address

Current Mobile Phone Number:

New Mobile Phone Number

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

Re-enter New Mobile Phone Number

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

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

6.2 Setting Default PMP InterConnect States

PMP 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:

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

The Default InterConnect PMPs page is displayed.

Default InterConnect PMPs

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

Update Defaults

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

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

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

6.2.1 Using PMP InterConnect with a Patient Rx Search

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

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

A ☐ Arizona
C ☐ Colorado ☐ Connecticut
I ☐ Idaho
K ☐ Kansas
M ☐ Massachusetts ☐ Michigan ☐ Minnesota
N ☐ New York
O ☐ Ohio PMP
R ☐ Rhode Island
T ☐ Tennessee CSMD
V ☐ Vermont

Search

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

2. Click to select the state(s) from which you wish to obtain results. You may also click **Select All** to select all available states.
3. Once you click Search, PMP 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.

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

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

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

Jordan Delegate

Role: Prescriber Delegate - Unlicensed
Phone: 5028155584
Email: jrcrawford23@yahoo.com (Unverified)
Address: 10401 Linn Station Rd
Louisville, KY 40223
Date of Birth: 01/01/1901

Delegate (pending)

Personal DEA

National provider (invalid)

4 Supervisors

Jordan Crawford (pending)
jrcrawford@aprriss.com

Jordan Admin (rejected)
jrcrawford+admin2@aprriss.com

Approve **Reject**

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.

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

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

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

Notes:

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

6.4 Password Management

Your AWARe password expires every 365 days. There are two ways you can manage your password:

- You can proactively change your password within the application before it expires by [updating your current password](#).
- 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

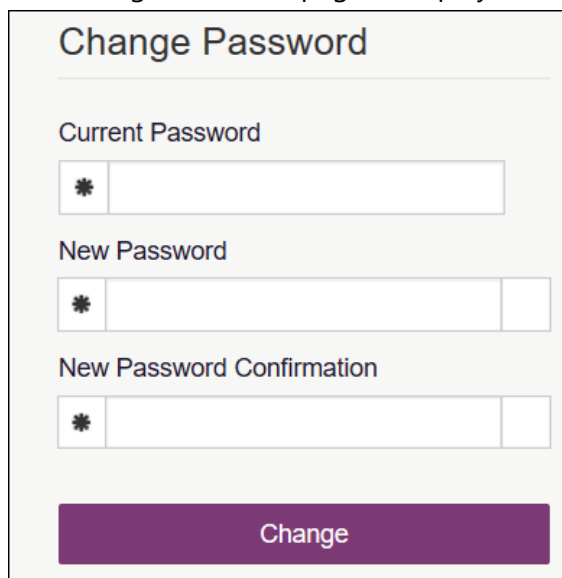
If your password has not expired, but you would like to proactively reset it, you can do so within the AWARe application.

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

To update your password:

- 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) special character such as !, @, #, \$, etc.*

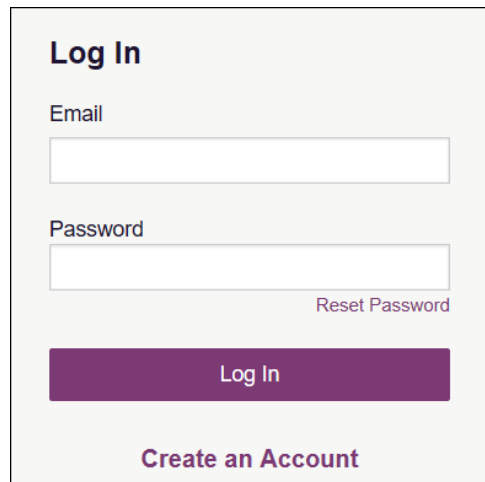
You cannot re-use any of your last 12 passwords.

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

6.4.2 Resetting a Forgotten Password

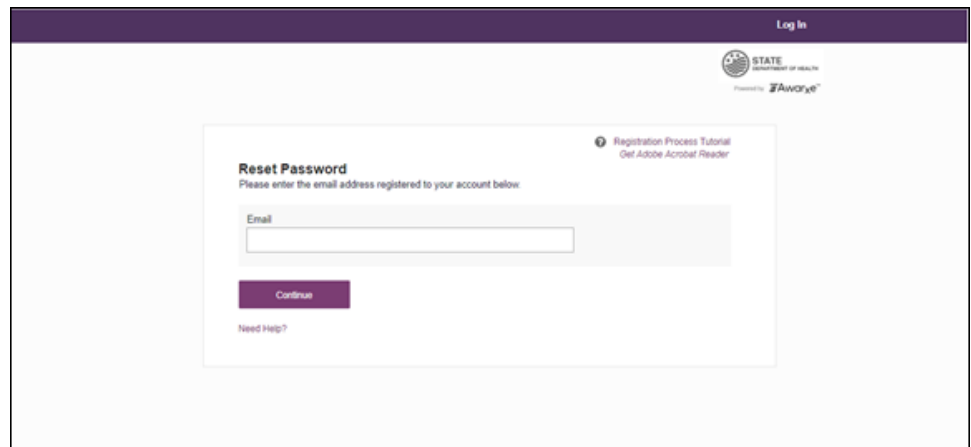
1. If you have forgotten your password or your password has expired, navigate to <https://texas.pmpaware.net>.

The Log In page is displayed.

A screenshot of the Log In page. It features a light gray background. At the top, the text "Log In" is displayed in a bold, dark blue font. Below this, there are two input fields: "Email" and "Password", each with a white text box. To the right of the Password field, there is a link that says "Reset Password" in a small, dark blue font. Below the input fields is a large, dark blue button with the text "Log In" in white. At the bottom of the form, there is a link that says "Create an Account" in a dark blue font.

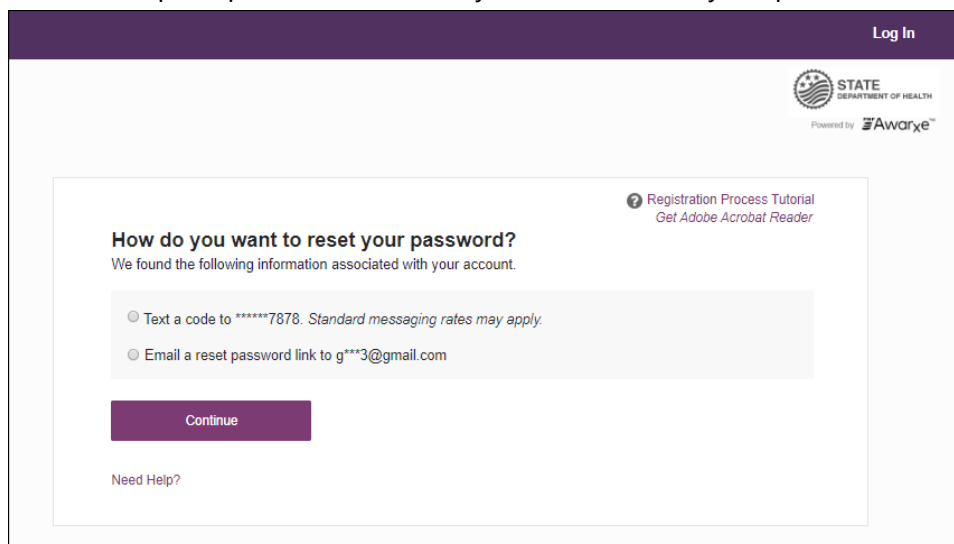
2. Click **Reset Password**.

The Reset Password page is displayed.

A screenshot of the Reset Password page. The page has a dark blue header bar with the text "Log In" on the right. Below the header, there is a light gray background. In the center, there is a white box containing the "Reset Password" form. The form has the title "Reset Password" and the instruction "Please enter the email address registered to your account below". Below this, there is an "Email" input field with a white text box. Below the input field is a dark blue button with the text "Continue" in white. At the bottom of the form, there is a link that says "Need Help?" in a small, dark blue font. In the top right corner of the page, there is a logo for the "STATE OF TEXAS" and a link that says "Registration Process Tutorial Get Adobe Acrobat Reader".

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

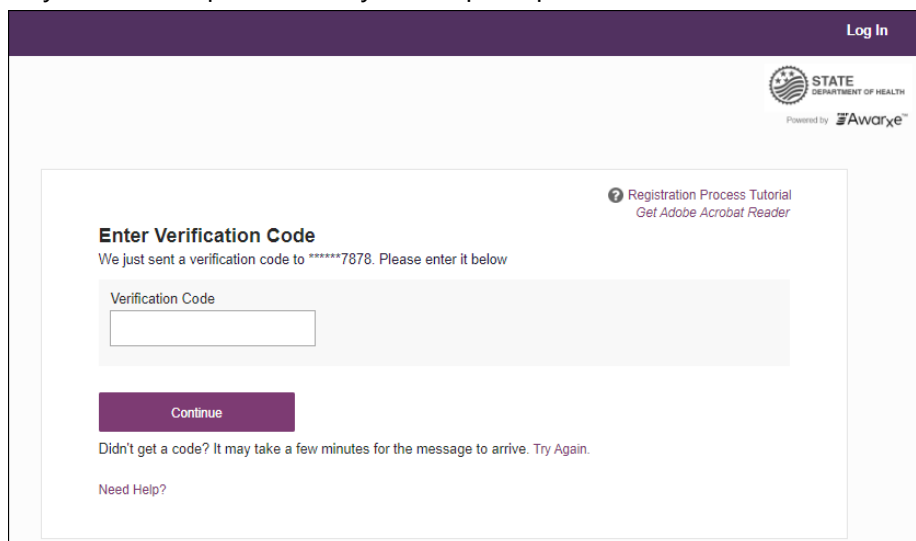
You will be prompted to select how you want to reset your password.

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

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

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

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

A screenshot of a web application interface for entering a verification code. At the top right is a 'Log In' link. Below it is the 'STATE DEPARTMENT OF HEALTH' logo and 'Powered by Awarx' text. The main content area has a heading 'Enter Verification Code' and a subtext 'We just sent a verification code to *****7878. Please enter it below'. There is a text input field labeled 'Verification Code'. Below the field is a purple 'Continue' button. At the bottom, there is a message 'Didn't get a code? It may take a few minutes for the message to arrive. Try Again.' and a 'Need Help?' link. In the top right corner of the content area, there is a link for 'Registration Process Tutorial' and a note to 'Get Adobe Acrobat Reader'.

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

OR

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

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

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

Passwords must contain:

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

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

7. Click **Change**.

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

Notes:

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

safe senders:

(a) no-reply-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 Bamboo Health at 1-844-4TX-4PMP (1-844-489-4767);
OR
- Create a support request at the following URL:
<https://pmpawarxe.zendesk.com/hc/en-us/>

Technical assistance is available 24 hours per day, 7 days per week, 365 days per year.

7.2 Administrative Assistance

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

Texas Prescription Monitoring Program
Texas Board of Pharmacy

Phone: 512-305-8050

Email: texaspmp@pharmacy.texas.gov

8 Document Information

8.1 Disclaimer

Bamboo Health has made every effort to ensure the accuracy of the information in this document at the time of printing. However, information is subject to change.

8.2 Change Log

Version	Date	Chapter/Section	Change Made
1.0		N/A	N/A; initial publication
2.0	12/10/2018	Global	Updated to current document template
		6.1/My Profile	Added instructions for adding a mobile phone number to account profile
		6.4/Resetting a Forgotten Password	Added instructions for resetting a password via mobile phone
2.1	07/03/2019	Global	Updated with state-requested edits
		2/Registration	Removed information regarding document upload during the registration process
		4.1/Creating a Patient Request	Updated to reflect upgrade to NarxCare
		4.2/Viewing a NarxCare Report	
		Appendix A	Added new appendix with NarxCare information
2.2	08/15/2019	1.1/What is a Requestor?	Added law enforcement user roles
		2/Registration	Replaced registration instructions with updated registration process
2.3	02/10/2021	Appendix B/ Organization Management	Added new appendix with instructions for utilizing the Organization Management module
2.4	06/03/2021	6.4.1/Updating a Current Password	Removed the "one number" requirement for passwords, as numbers are not required

2.5	06/24/2021	Global	Updated screenshots as necessary to reflect updates made to the system to ensure that it is ADA compliant
2.6	11/10/2021	Global	Updated screenshots and information as necessary to reflect the change from NarxCare to Standard Tile View
3.0	07/21/2022	Global	Updated guide to reflect Bamboo Health branding

Appendix A: PMP AWARe Tile Report

Introduction to PMP AWARe Tile Report

All approved users have access to an advanced patient support tool called PMP AWARe Tile Report. In addition to the existing functionality and the current patient PMP report, PMP AWARe 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 AWARe 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 AWARe with a consistent look and feel for users who access the solution through the web portal. It also enables delivery of PMP AWARe within Electronic Health Record (EHR) and Pharmacy Management Systems for those prescribers and dispensers who choose to access PMP AWARe Tile report through integration within their healthcare IT system.

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

Why PMP AWARe?

PMP AWARe 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 AWARe Tile platform is user friendly, fast, easily integrated into a patient's electronic medical record, and interoperable with other states. We view PMP AWARe as an important component in our response to the current opioid crisis.

How Does PMP AWARe Work?

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

Who Has Access to 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.

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

, 17M

Date of Birth:

Recent Address:

, KY 40212

Status of States Queried:

Error for 1 or more states. [View Details](#)

[View Linked Records \(7\)](#)

RX Summary

RX Summary

Summary

Total Prescriptions

70

Total Private Pay

3

Total Prescribers

8

Total Pharmacies

8

Opioids* (excluding Buprenorphine)

Current Qty

137

Current MME/day

55.00

30 Day Avg MME/day

32.50

Buprenorphine*

Current Qty

48

Current mg/day

2.00

30 Day Avg mg/day

2.00

Providers

Providers

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

Pharmacies

Total: 8

Showing 1-8 of 8 Items

View 15 Items

< 1 of 1 >

Name	Address	City	State	Zipcode	Phone
		North Park	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 >

Prescriptions												
Prescriptions												
Total: 70 Private Pay: 3												
Showing 1-15 of 70 Items View 15 Items < 1 of 5 >												
Filled	Written	ID	Drug	QTY	Days	Prescriber	RX #	Dispenser	Refill	Daily Dose*	Print Type	PMP
11/13/2014	11/05/2014	4	Oxycodone-Acetaminophen 5-325	80.00	40	Wt Tes		Cos (3475)	0	15.00 MME	-	CO
11/01/2014	11/01/2014	6	Hydrocodone-Acetaminophen 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-Acetaminophen 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	09/09/2014	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 (8992)	1	30.00 MME	Military/VA	CO
08/28/2014	08/28/2014	1	Suboxone 8 Mg-2 Mg Sl Film	4.00	4	MF 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 (8992)	0	7.50 MME	-	CO
07/02/2014	06/29/2014	6	Hydrocodone-Acetaminophen 10-325	90.00	15	Tr Par		Wal (8992)	0	60.00 MME	Indian Nat	CO
06/30/2014	06/08/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (8992)	0		Other	CO
06/07/2014	05/09/2014	6	Hydrocodone-Acetaminophen 10-325	90.00	15	Tr Par		Wal (8992)	1	60.00 MME	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**.

Home	Data	RxSearch	Insight	User Profile
Dashboard	Consolidation	Patient Request	New Reports	My Profile
PMP Announcements	Rx Management	Bulk Patient Search	Reports History	Default PMP States
Quick Links	Account	Requests History	Reports Processing	Delegate Management
		Requests Processing		Password Reset
		Requests Approval		Log Out
		MyRx		
		Prescriber Report		
		Patient Alerts		
Training	PDMP Links			
AWARxE User Guide	CDC MAT Guidelines			
Help	Become a Buprenor...			
	Applying for your... zero reports			

- **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.

[REDACTED], 17M

Date of Birth: [REDACTED] Recent Address: [REDACTED], KY 40212 Status of States Queried: Error for 1 or more states. [View Details](#) [View Linked Records \(7\)](#)

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

[REDACTED], 17M

Date of Birth: [REDACTED] Recent Address: [REDACTED], KY 40212 Status of States Queried: Error for 1 or more states. [View Details](#) [View Linked Records \(7\)](#)

RX Summary

Summary	Opioids* (excluding Buprenorphine)	Buprenorphine*
Total Prescriptions	70	137
Total Private Pay	3	55.00
Total Prescribers	6	32.50
Total Pharmacies	6	2.00

Providers

Total: 8

Name	Address	City	State
[REDACTED]	[REDACTED]	North Park	CO
[REDACTED]	[REDACTED]	South Park	CO
[REDACTED]	[REDACTED]	South Park	CO
[REDACTED]	[REDACTED]	North Park	CO

Report Criteria

First Name: [REDACTED]
Last Name: [REDACTED]
DOB: [REDACTED]

Linked Records

Name: [REDACTED]
DOB: [REDACTED]
ID: 1
Gender: Male
Address: [REDACTED]

Name: [REDACTED]
DOB: [REDACTED]
ID: 2
Gender: [REDACTED]
Address: [REDACTED] CO 80134

Name: [REDACTED]
DOB: [REDACTED]
ID: 3
Gender: [REDACTED]
Address: [REDACTED] CO 80134

Name: [REDACTED]

- **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**.

Export ^

Download CSV
Download PDF

Showing 1-10 of 10 Items | View 15 Items v

Report Body

The body of the PMP AWARe 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, many of which are interactive and will display additional information upon clicking or hovering over links and graphs within the individual tiles.

Note: The list of tiles described below is not comprehensive; it provides a list of the most common tiles. You may not see all of the tiles described below.

However, you may also see additional tiles not described below. The tiles displayed to you are configured by your PMP administrator.

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

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

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

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

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

State Indicators (4)

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

Details

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

Additional Indicators

Print

An additional risk indicator assessment reveals the following concerns for **Eric Cartman**

! Exceeds Daily Active MME Threshold

Description
Please note that this person has received controlled substances prescriptions equal to or greater than 115 MME/D. This equals or exceeds the threshold of 45 MME/D.

Patient's Counts	Alert Thresholds
115	45

Alert Date: 8/23/2021

! Exceeds Opioid & Benzodiazepine Threshold

Description
Please note that this person has received controlled substances prescriptions for both an Opioid and a Benzodiazepine within the same time period.

Below Daily Active Methadone Threshold

Prescription Counts
Opioid: 4
Benzodiazepine: 1

Alert Date: 8/23/2021

Close

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 ↕	
11/13/2014	11/08/2014	4	Oxycodone-Acetaminophen 5-325	80.00	40	Wls 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/napap 5/325 Tab	90.00	22	Ma Slo		Wal (8992)	1	30.68 MME	1	Military/VA	CO
08/28/2014	08/28/2014	1	Suboxone 8 Mg-2 Mg Sl Film	4.00	4	Mf Mac		Som (2862)	0	8.00 mg	1	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 (8992)	0	7.50 MME	1	-	CO
07/02/2014	06/29/2014	6	Hydrocodon-Acetaminophen 10-325	90.00	15	Tr Par		Wal (8992)	0	60.00 MME	1	Indian Nat	CO
06/30/2014	06/08/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (8992)	0		1	Other	CO
06/07/2014	05/08/2014	6	Hydrocodon-Acetaminophen 10-325	90.00	15	Tr Par		Wal (8992)	1	60.00 MME	1	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	4113		
		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 Park	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

Appendix B: Organization Management

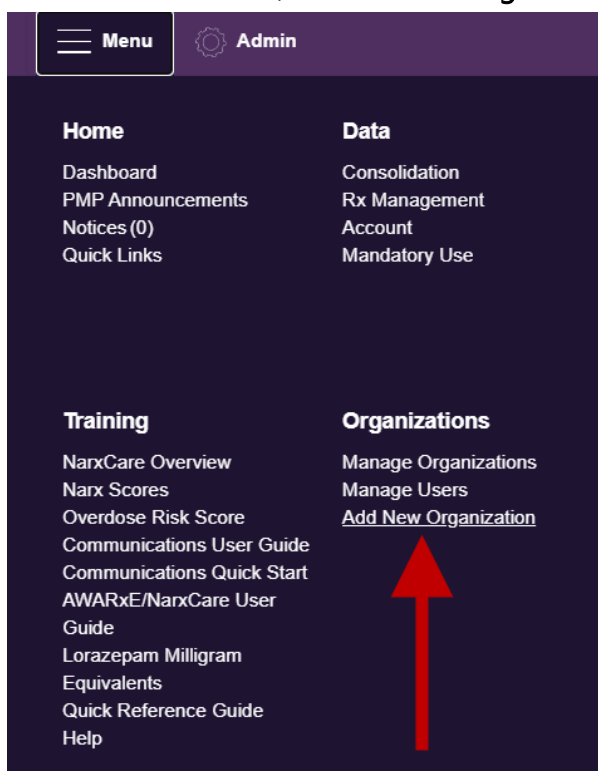
The Organization Management module allows users (members) to be grouped together under one organization (e.g., hospital, etc.). This structure allows the organization administrator to run reports only on members of their organization and monitor the organization members' PMP usage. This appendix describes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

Creating an Organization

Creating an organization is the first step in grouping users for reviewing purposes. This function allows a physician to inquire about the prescribing activity only for their physician assistant or advanced practice registered nurse to whom the physician has delegated prescribing authority.

Note: Not all users will have the ability to create an organization.

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



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

Organizations > Manage Organizations

PMP DEMO
AwarxeTM
Support: 866-277-7477

Add New Organization

1 2 3 4
Organization Admin Review Complete

Organization Type *

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

Add New Organization

1 2 3 4
Organization Admin Review Complete

Organization Type *

Healthcare Professional

Organization Name *

Address One *

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

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

Add New Organization

1 Organization 2 Admin 3 Review 4 Complete

Organization Type *
Healthcare Professional

Organization Name *
Doctors R Us

Address One *
123 Main St

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

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

Doctors R Us 123 Main St Louisville, KY

Continue Cancel

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

Add New Organization

1 Organization 2 Admin 3 Review 4 Complete

ORGANIZATION INFO Edit

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

ORGANIZATION ADMINS

Organization Admin: Add +

Continue Back Cancel

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

Add Organization Admin X

Name

search active users Q Add +

Selected Organization Admins:

Cancel Save

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

Add Organization Admin

Name

te

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

Selected Organization Admins:

Cancel Save

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

You are returned to the Add New Organization page.

Add New Organization

1 Organization 2 Admin 3 Review 4 Complete

ORGANIZATION INFO Edit

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

ORGANIZATION ADMINS

Organization Admin: Add +

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

Continue Back Cancel

10. Click **Continue**.

The Review page is displayed.

Add New Organization

1 2 3 4
Organization Admin Review Complete

ORGANIZATION INFO Edit

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

ORGANIZATION ADMINS Edit

Organization Admin:

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

Submit Back Cancel

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

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

Add New Organization

1 2 3 4
Organization Admin Review Complete

Submitted Successfully
Status: approved

Thank you for adding a new organization.

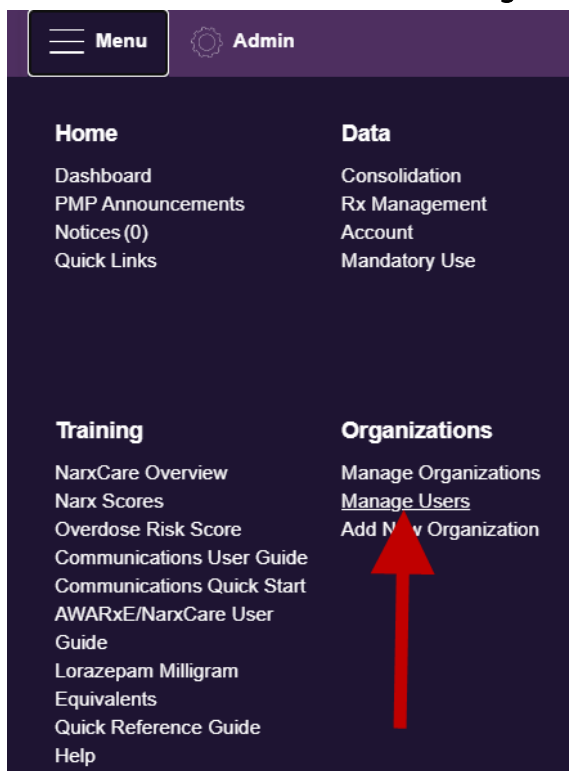
Back to Manage Organization

Organization Administrator Responsibilities

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

Adding a User

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



The Manage Users page is displayed.

A screenshot of the PMP AWAReE Manage Users page. The page has a header with the PMP AWAReE logo and a support number. Below the header is a search bar. The main content area has three tabs: 'Awaiting Admin Approval', 'Awaiting Member Approval', and 'Active Users'. The 'Awaiting Admin Approval' tab is selected. Below the tabs is a dropdown menu for 'Organization'. Below the dropdown is a table with columns: 'Name', 'Email', 'Phone Number', 'Role', and 'Registered on'. The table is currently empty. At the bottom of the table, there is a pagination bar showing 'Showing 1 - null of null items', 'View 10 per page', and '1 of 1'.

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

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

The Add User page is displayed.

Add User

1 2 3 4
User Info Role Review Complete

ORGANIZATION INFO

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

USER INFO

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

First Name Last Name

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

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

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

Add User

1 2 3 4
User Info Role Review Complete

ORGANIZATION INFO

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

USER INFO

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

First Name Last Name

test user

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

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

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

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

USER INFO

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

First Name: test Last Name: user

Test User

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

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

Add User

1 2 3 4
User Info Role Review Complete

ORGANIZATION INFO

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

USER INFO

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

Role

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

The Review page is displayed.

Add User

1 — 2 — 3 — 4
User Info Role Review Complete

ORGANIZATION INFO

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

USER INFO

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

Continue **Back** **Cancel**

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

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

Add User

1 — 2 — 3 — 4
User Info Role Review Complete

✓

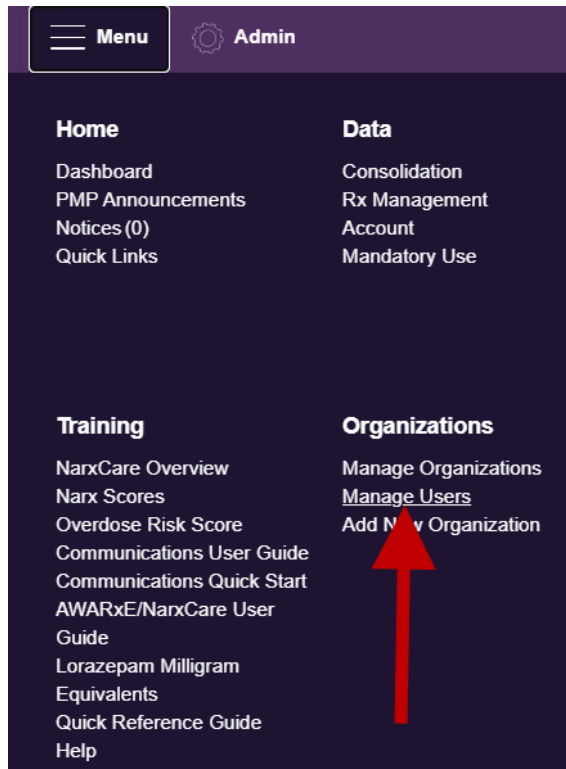
Submitted Successfully
Status: Pending User Action

Back to Manage Users

Approving a User

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

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



The Manage Users page is displayed.

A screenshot of the 'Manage Users' page in the PMP AwarxE application. The page has a light gray background. At the top right, there is a logo for 'PMP AwarxE' and a support number '866-277-7477'. Below the logo, there is a search bar. The main content area has a title 'Manage Users' and a search bar. Below the title, there are three tabs: 'Awaiting Admin Approval' (which is selected), 'Awaiting Member Approval', and 'Active Users'. Below the tabs, there is a dropdown menu for 'Organization'. Below the dropdown, there is a table with the following columns: 'Name', 'Email', 'Phone Number', 'Role', and 'Registered on'. The table is currently empty. At the bottom of the table, there is a pagination bar showing 'Showing 1 - null of null items', 'View 10 per page', and '1 of'.

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

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

A list of all users pending admin approval is displayed.

Manage Users

Awaiting Admin Approval

Awaiting Member Approval

Active Users

+ Add User

Organization

Test Hospital

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

Showing 1 – 3 of 3 items

View 10 per page

1 of 1

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

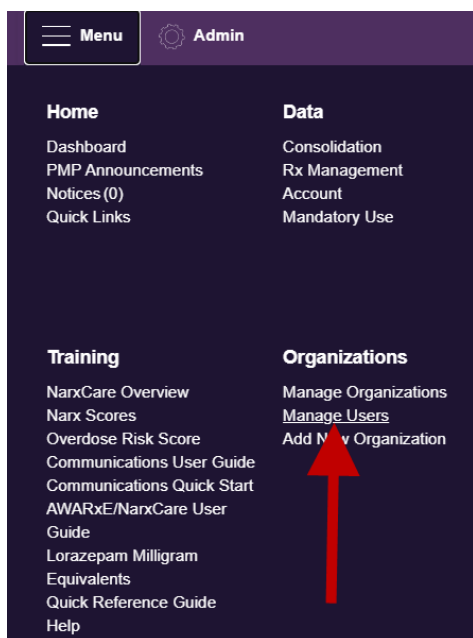
Note: Users must also approve their organization membership from within their own account before they are active users. Once you have approved a user, they will appear under the **Awaiting Member Approval** tab until they approve their membership.

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

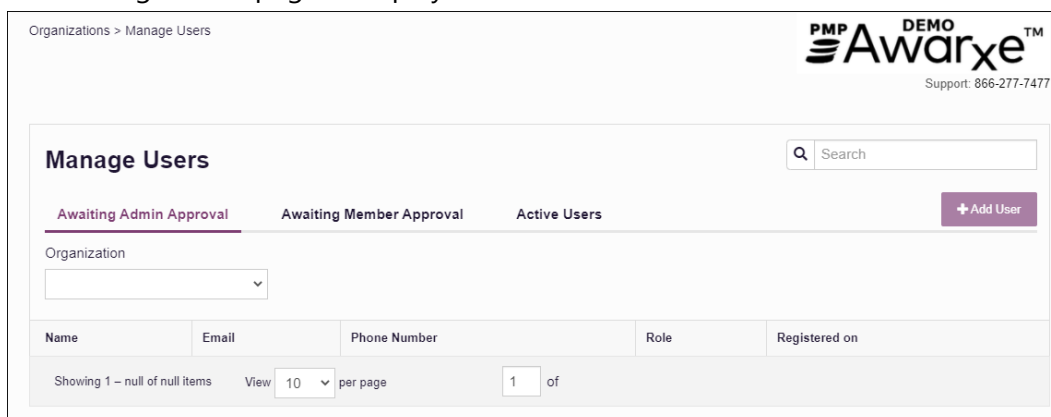
Removing a User

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

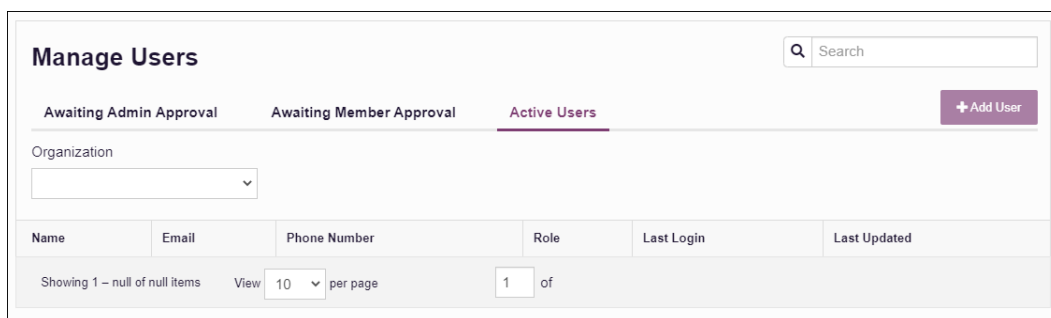
- [Log in to PMP AWARxE.](#)
- From the main menu, click **Menu > Organizations > Manage Users**.



The Manage Users page is displayed.



3. Click the **Active Users** tab.



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

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

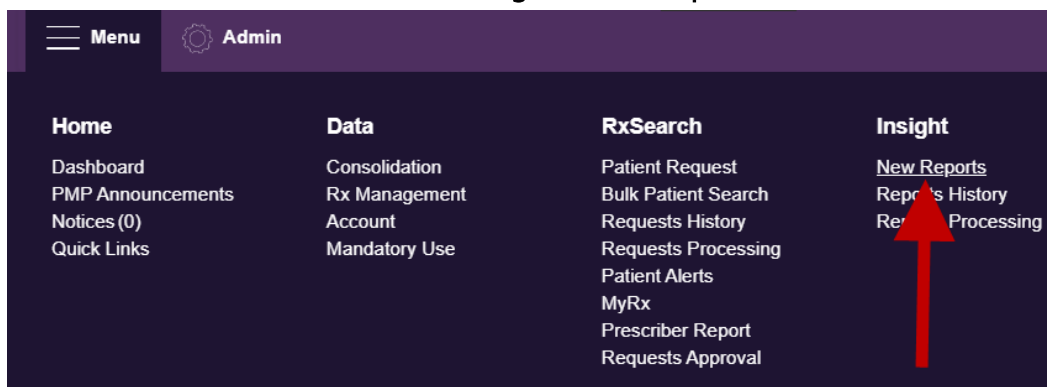
A list of all active users is displayed.

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

Running a Prescriber Activity Report

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

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



The PMP AWARxE Reports page is displayed.

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

3. Click **Prescriber Activity Request**.

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

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

Request Criteria

Prescriber*

Select an Organization and Prescriber belonging to that organization.

Organizations:
University Hospital

Users
DOOGIE HOWSER, MD - AA

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

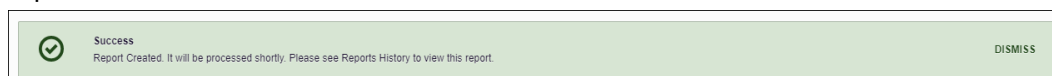
Drug
Schedule:
Categories: Select to add multiples
Generic Name:

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

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

Run Prescriber Activity

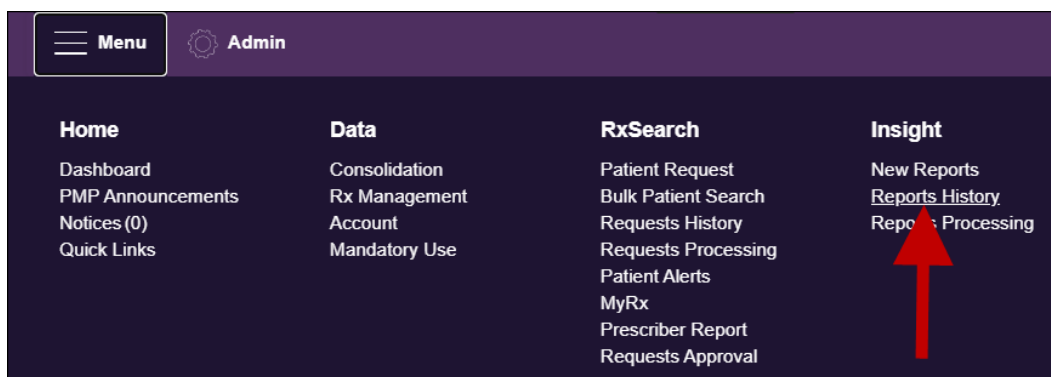
4. Select your organization from the **Organization** drop-down.
Note: Only organizations for which you are an admin will be displayed.
5. Select the user for whom you wish to run the report from the **Users** drop-down.
6. Enter any additional search criteria, then click **Run Prescriber Activity**.
A message is displayed indicating that the report has been created. Please refer to [Viewing a Prescriber Activity Report](#) for instructions on viewing your report.



Viewing a Prescriber Activity Report

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

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



The Report Requests page is displayed.

Advanced Options ▾ **REPORT TYPE** any Search

Report Requests

Click on Report Type to view the report

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

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

Advanced Options ▴ **REPORT TYPE** PrescriberActivityRequest Search

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

Requestor First Name:

Requestor Last Name:

DEA:

Requestor	Requestor Role	Request Date	Status
View Report		01/06/2021 6:59 PM	Ready
View Report	Physician (MD, DO)	12/15/2020 6:23 PM	Ready

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

Prescriber Activity Report

Investigation Type:

Case Number:

Primary Drug Category:

Drug Product Name:

Case Notes:

Agency:

Contact:

Role:

Phone:

Email:

Download PDF

Download CSV

Share Report

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

Prescriber: [Redacted] MD

Street Address	Street Address 2	City	State	Zip
[Redacted]		GREENVILLE	NC	27834

Healthcare Specialties
Allergy & Immunology - Clinical & Laboratory Immunology

Report Criteria

DEA Number	Prescriber First Name	Prescriber Last Name
------------	-----------------------	----------------------

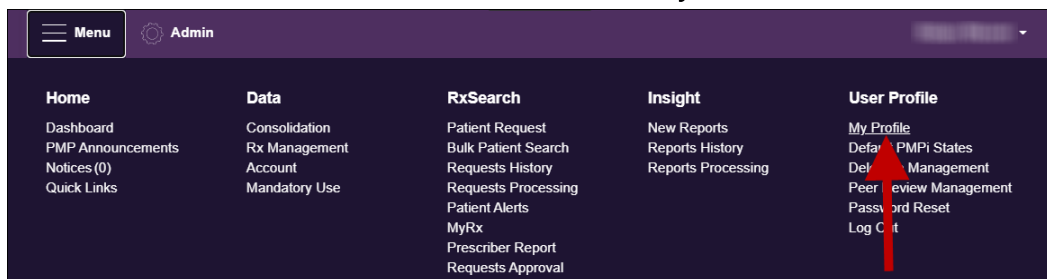
Organization Users

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

Adding a Membership

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

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



The My Profile page is displayed.

My Profile

Profile Info [Edit](#)

Name: [Redacted] (ACTIVE: 01/06/2021)

Position/Rank:

DOB:

Primary Contact:

DEA Number(s):

Controlled Substance #:

Professional License #: **Type:**

Registration Date: 12/14/2017

Employer DEA(s):

Employer:

Employer Phone:

Employer Fax:

Primary Work Location:

Roles:

Specialty

Add a Healthcare Specialty [Browse All](#)

Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)

★ Designates Primary Specialty

My Organization(s)

[+ Add Another Organization](#)

Setting

Time Zone

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

The Add User page is displayed.

Add User

1 2 3 4
Organization Role Review Complete

SELECT ORGANIZATION TYPE

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

Add User

1 2 3 4
Organization Role Review Complete

SELECT ORGANIZATION TYPE

Healthcare Professional
Law Enforcement
Other

You will be prompted to select your organization.

The screenshot shows the 'Add User' form at the first step of a four-step process. The progress bar at the top indicates Step 1 (Organization) is active, while Steps 2 (Role), 3 (Review), and 4 (Complete) are inactive. Below the progress bar, there are two sections: 'SELECT ORGANIZATION TYPE' with a dropdown menu currently showing 'Healthcare Professional', and 'SELECT ORGANIZATION' with an empty dropdown menu. At the bottom left, there is a 'Cancel' button.

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


This screenshot shows the 'Add User' form at Step 1, but with additional information displayed. Below the 'SELECT ORGANIZATION TYPE' dropdown (which still shows 'Healthcare Professional'), there is a section titled 'ORGANIZATION INFO' containing the following details: Name: Test Hospital, Organization Type: healthcare, Address: 123 Main Ave null Louisville, KY 40223, Phone Number: (empty), and Organization Admin: (empty). Below this, the 'SELECT ORGANIZATION' dropdown now shows 'Test Hospital'. At the bottom, there are two buttons: 'Continue' and 'Cancel'.

6. Click **Continue**.
You will be prompted to select your role type within the organization.

The screenshot shows the 'Add User' form at the second step of the process. The progress bar indicates Step 2 (Role) is active. The 'ORGANIZATION INFO' section from the previous step is still visible. Below it, there is a new section titled 'USER INFO' with the following details: Name: Robyn Weaver, Set the role type for this user. (instruction), and Role: (empty dropdown menu). At the bottom, there are two buttons: 'Continue' and 'Back'.

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

Add User



1 Organization 2 Role 3 Review 4 Complete

ORGANIZATION INFO

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

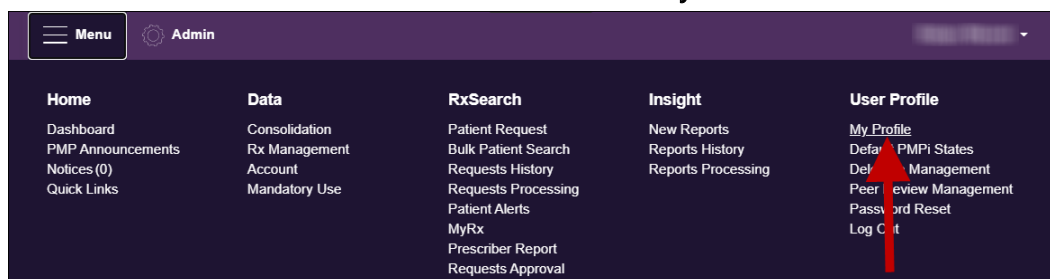
USER INFO

First Name:
 Last Name:
 Role: Organization Admin

8. Review the Organization Info and User Info.
 - a. If all information is correct, click **Continue**.
 - b. If you need to make any changes, click **Back** and correct the information.
9. Once you have verified that all information is correct, click **Continue**.
 A message is displayed indicating that you have been added and placed in a pending status. You will remain in pending status until an organization admin has approved your membership.


Managing Organization Memberships

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



The My Profile page is displayed.

My Profile

Download PDF

Profile Info [Edit](#)

Name: [Redacted]	Registration Date: 12/14/2017
(ACTIVE: 01/06/2021)	Employer DEA(s):
Position/Rank:	Employer:
DOB:	Employer Phone:
Primary Contact:	Employer Fax:
DEA Number(s):	Primary Work Location:
Controlled Substance #:	Roles:
Professional License #: Type:	

Specialty

Add a Healthcare Specialty [Browse All](#)

★ Designates Primary Specialty

My Organization(s)

Active

Test Hospital- 123 Main Ave Louisville, KY 40223

Remove

Awaiting Approval

Doctors R Us - South- 123 Main St Louisville, KY 40223

Approve Remove

+ Add Another Organization

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

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