



PMP AWA^Rx^E®

Requestor User Support Manual

Louisiana Prescription Monitoring Program



LOUISIANA
BOARD *of*
PHARMACY

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1 Document Overview

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

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

1.1 What is a Requestor?

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

Healthcare Professionals

- Dentist
- Nurse Practitioner/Clinical Nurse Specialist
- Medical Intern with Prescriptive Authority
- Optometrist
- Pharmacist
- Pharmacist's Delegate – Unlicensed
- Physician (MD, DO)
- Physician Assistant
- Podiatrist (DPM)
- Prescriber Delegate – Unlicensed
- Psychologist

Law Enforcement

- DEA
- Drug Court
- FBI
- FDA
- Homeland Security
- Local
- State Attorney General
- HHS
- Medicaid Fraud Units
- Multijurisdictional Task Force
- Probation
- OIG
- State Police
- State Criminal Justice Department
- State Prosecutor (District or Commonwealth Attorney)
- VA Investigator

Other

- Board of Dentistry Investigator
- Board of Medicine Investigator
- Board of Nursing Investigator
- Board of Pharmacy Investigator
- Licensing Board Investigator
- Peer Assistance Program/Recovering Health Professions Program
- State Medicaid Program

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 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 Narx Reports for the patients whom the physician would be seeing that day. All queries run by the delegate are attributed to the prescriber for whom they run the report.

Please note that if you had an account with the previous system, you may already have an account in PMP AWARe. Please 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.

Note: *If you do not remember the email address associated with your PMP AWARe account, please contact your State Administrator.*

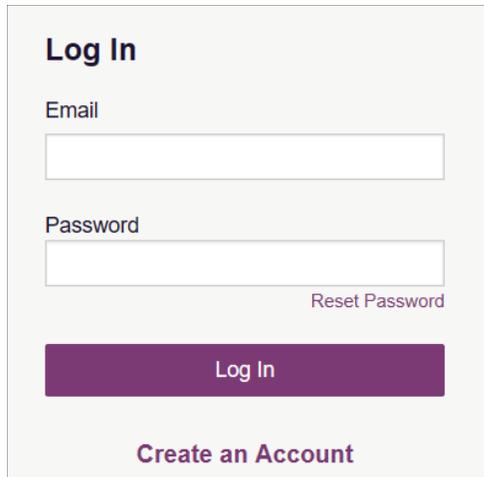
The registration process is comprised of four sections: Register for an Account, User Role Selection, User Demographics, and Review Profile Details. All sections must be completed before your registration is successfully submitted for processing.

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

2.2 Registering for an Account

To request a new account in PMP AWARe:

1. Navigate to <https://louisiana.pmpaware.net/login>.
The Log In page is displayed.



Log In

Email

Password

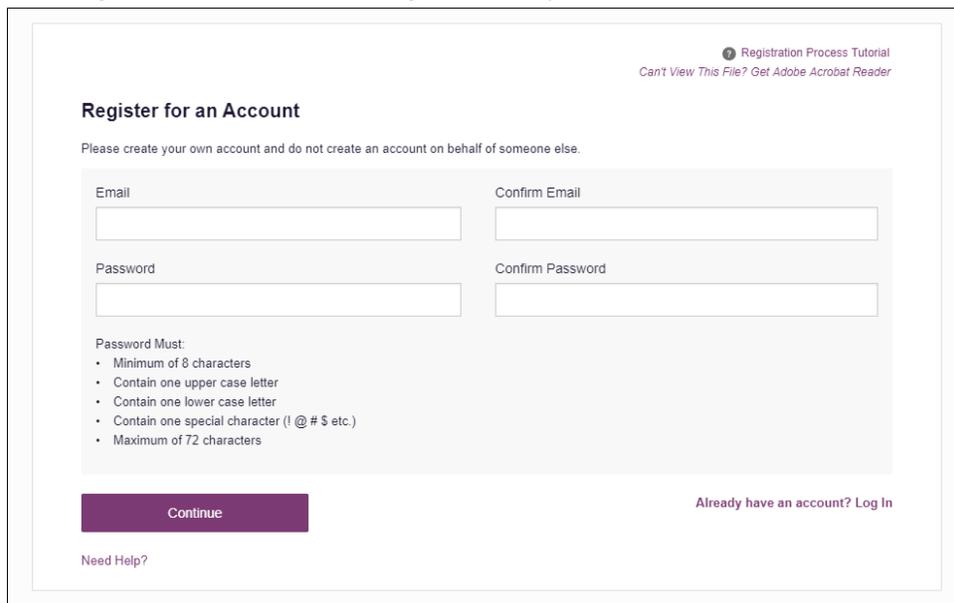
[Reset Password](#)

Log In

[Create an Account](#)

2. Click **Create an Account**.

The Register for an Account page is displayed.



[Registration Process Tutorial](#)
[Can't View This File? Get Adobe Acrobat Reader](#)

Register for an Account

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

Email

Confirm Email

Password

Confirm Password

Password Must:

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

Continue

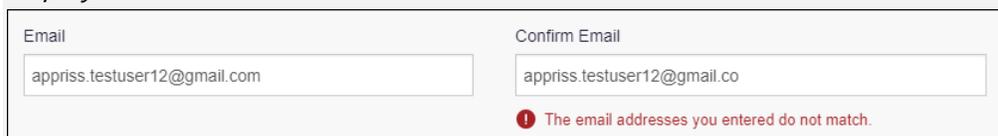
[Already have an account? Log In](#)

[Need Help?](#)

Note: A tutorial describing the complete registration process is available by clicking the **Registration Process Tutorial** link located in the top right corner of the page.

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

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



Email

Confirm Email

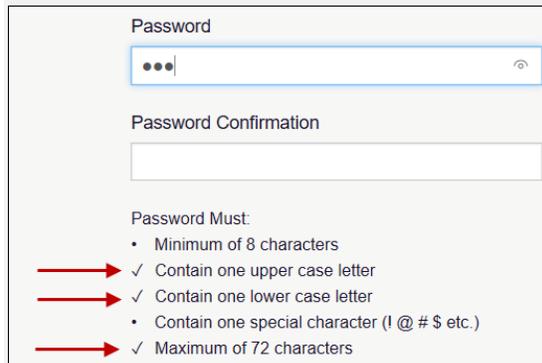
The email addresses you entered do not match.

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

Passwords must contain:

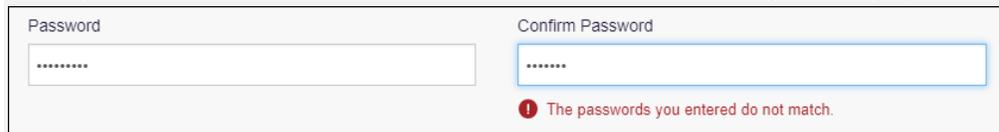
- *At least eight (8) characters*
- *One (1) uppercase letter*
- *One (1) lowercase letter*
- *One (1) special character such as !, @, #, \$, etc.*
- *No more than 72 characters*

Note: A checkmark appears next to each requirement as it is met.



A screenshot of a registration form. At the top, there is a 'Password' field with a blue border and a toggle icon on the right. Below it is a 'Password Confirmation' field. Underneath these fields is a section titled 'Password Must:' with a list of requirements. Each requirement has a red arrow pointing to a checkmark. The requirements are: 'Minimum of 8 characters', 'Contain one upper case letter', 'Contain one lower case letter', 'Contain one special character (! @ # \$ etc.)', and 'Maximum of 72 characters'.

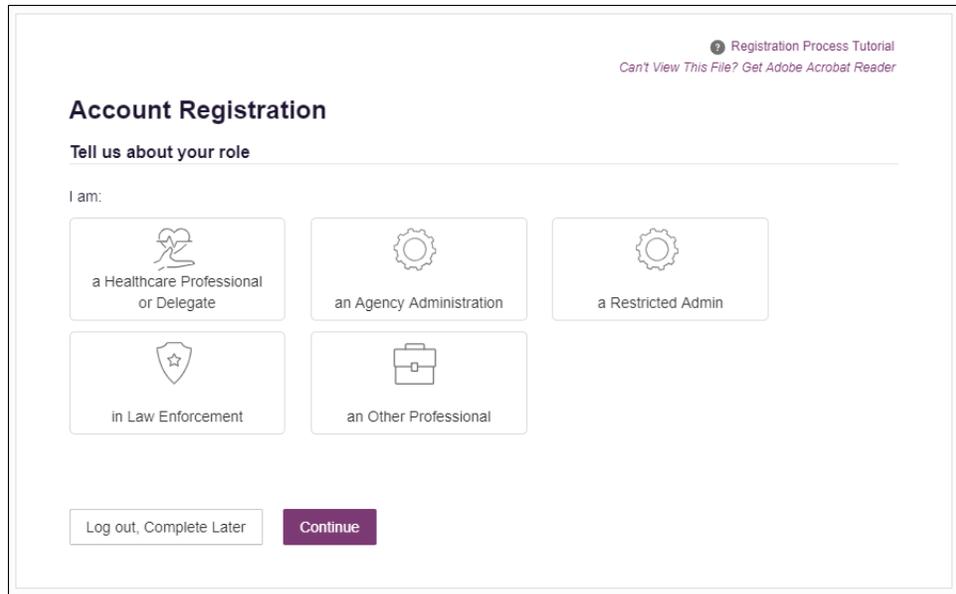
If the passwords you entered do not match, an error message is displayed.



A screenshot of a registration form showing a password mismatch error. There are two input fields: 'Password' and 'Confirm Password'. The 'Confirm Password' field has a red border. Below the fields is a red error message: 'The passwords you entered do not match.'

5. Click **Continue**.

The Account Registration: User Role Selection page is displayed.



A screenshot of 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 the text 'Tell us about your role'. Underneath is a section 'I am:' with five selectable roles, each with an icon and a text label: 'a Healthcare Professional or Delegate' (with a heart and stethoscope icon), 'an Agency Administration' (with a gear icon), 'a Restricted Admin' (with a gear icon), 'in Law Enforcement' (with a shield icon), and 'an Other Professional' (with a briefcase icon). At the bottom, there are two buttons: 'Log out, Complete Later' and '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://louisiana.pmpaware.net>, then enter the username and password you established in the previous steps.

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

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

The screenshot displays the 'Account Registration' page. At the top, it says 'Tell us about your role' and 'I am:'. Below this are five buttons with icons and text: '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 buttons is a section titled 'Select a specific role from below' with a list of roles in a scrollable area: 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 – Unlicensed, Pharmacist Delegate – Unlicensed, etc.).
- If you do not see an applicable role for your profession, the State Administrator has not configured a role of that type and potentially may not allow users in that profession access to PMP AWARe. Please contact your State Administrator for more information.

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

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

Registration Process

Create an Account Registration Process Tutorial

Can't View This File? Get Adobe Acrobat Reader

All fields with an asterisk (*) are required.

Personal

DEA Number(s) * <input type="text"/> <input type="button" value="+ Add"/> DEA Numbers Added	First Name * <input type="text"/>
National Provider ID * <input type="text"/> <input type="button" value="/ AutoFill Form"/>	Middle Name <input type="text"/>
Professional License Number <input type="text"/>	Last Name * <input type="text"/>
License Type * <input type="text"/>	Date of Birth * <input type="text"/>
	Last 4 digits of SSN * <input type="text"/>
	Add a Healthcare Specialty * Browse All <input type="text"/> Search by keyword (e.g. Allergy, Internal, Sports, Clinical)
	★ Designates Primary Specialty
	Primary Contact Phone * <input type="text"/> (###) ###-####
	Individual Access Code * <input type="text"/>
	Mobile Phone Number * <input type="text"/> (###) ###-####

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.
- You are required to enter your mobile phone number. If you do not have a mobile phone number, enter ten 5s in this field (i.e., (555) 555-5555).
- If you are registering as one of the following roles, you should have received an individual access code via mail:
 - Physician
 - Dentist
 - Nurse Practitioner
 - Physician Assistant
 - Podiatrist
 - Optometrist
 - Psychologist
 - Medical Intern with Prescriptive Authority
 - Pharmacist

Please note: If you have not received your individual access code, please contact your state administrator before completing the registration process. If the wrong individual access code is used, your account will be rejected, and you will have to restart the registration process.

- 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.

The screenshot shows the 'Professional Details' registration form. At the top right, it says '* Indicates Required Field'. The form is divided into several sections:

- DEA Number:** A text input field with a red asterisk, followed by an 'Add' button.
- National Provider ID:** A text input field, followed by an 'Autofill Form' button. Below the button, it says 'Autofill the remainder of this form with the information associated with your national provider id number.'
- Professional License Number:** A text input field with a red asterisk.
- License Type:** A dropdown menu with a red asterisk.
- Add a Healthcare Specialty:** A search input field with a red asterisk and a 'Browse All' link. Below the input, it says 'Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)'. A legend below indicates that a star symbol '★ 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.

This screenshot shows the 'DEA Number' field after the number 'MD1234567' has been entered. Below the input field, there is a section titled 'DEA Numbers Added' which contains the number 'MD1234567' and a 'Remove' button next to 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.



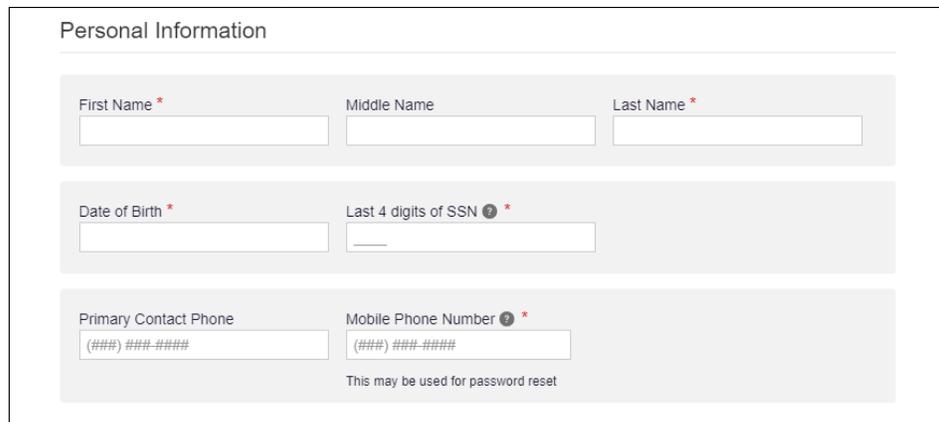
The screenshot shows a dropdown menu titled "Add a Healthcare Specialty *". The search input contains the word "family". The dropdown list is open, showing several options: "Allopathic & Osteopathic Physicians", "Family Medicine" (highlighted in blue), "Family Medicine - Addiction Medicine", "Family Medicine - Adolescent Medicine", and "Family Medicine - Adult Medicine". A "Browse All" link is visible in the top right corner of the dropdown.

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 screenshot shows the "Add a Healthcare Specialty *" field with a search input containing "Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)". Below the search input, there is a section titled "★ Designates Primary Specialty". Under this section, two specialties are listed: "Allopathic & Osteopathic Physicians" and "Family Medicine". A small "x" icon is located to the right of the listed specialties, indicating they can be removed.

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



The screenshot shows the "Personal Information" section of the registration form. It contains several input fields: "First Name *", "Middle Name", and "Last Name *". Below these are "Date of Birth *" and "Last 4 digits of SSN *". At the bottom, there are "Primary Contact Phone" and "Mobile Phone Number *" fields, both with a format of "(###) ###-####". A note below the mobile phone number field states "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.

The screenshot shows the 'Employer Information' section of a registration form. It contains several input fields: 'Employer DEA Number(s)' with an 'Add' button, 'Employer National Provider ID(s)' with an 'Add' button, 'Employer Name', 'Address' and 'Address Line 2', 'City', 'State' (a dropdown menu), 'Zip Code', 'Phone' (with a placeholder '(###) ###-####'), and 'Fax' (with a placeholder '(###) ###-####').

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

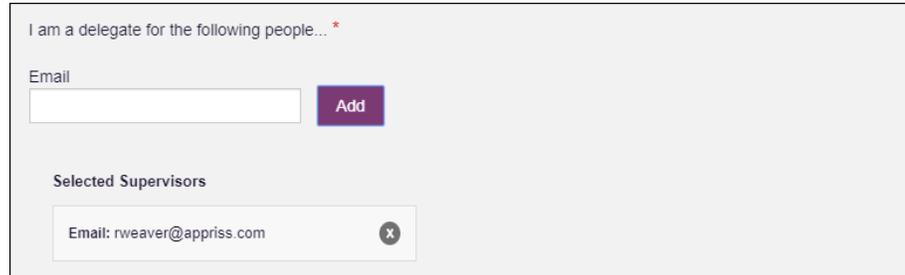
This screenshot shows the 'Employer DEA Number(s)' field with the value 'MD0000000' and an 'Add' button. Below the input field is a table titled 'DEA Numbers Added' with two rows: 'MD9876543' and 'MD0000000', each with a 'Remove' button next to it.

- d. If you selected a delegate user role (e.g., Prescriber Delegate – Unlicensed, Pharmacist Delegate – Unlicensed, etc.), you must add your supervisor(s) in the Delegate section of this page.

Note: This section is only displayed if you selected a delegate user role.

The screenshot shows the 'Delegate' section of the form. It includes the text 'I am a delegate for the following people... *' and an 'Email' input field with an 'Add' button. Below this is a section labeled '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.



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

The Account Registration: Review Profile Details page is displayed.

← Back

Registration Process Tutorial
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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: 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](#).

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

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

Notes:

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

End User License Agreement

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

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

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

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

- b. **Pending Approval:** If your account requires manual approval to complete your registration, your registration status will be "Pending Approval." You may click the plus sign (+) next to **Registration Details** to view the information you submitted.

Note: 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

Log Out

- 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: '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 table with two columns: 'Required Documents' and 'Uploaded File'. The 'Required Documents' column lists 'Notarized Document'. The 'Uploaded File' column shows 'No file uploaded' and a 'Choose File' button with a maximum file size of 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 <input type="button" value="Choose File"/> [Max File Size: 10MB]

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

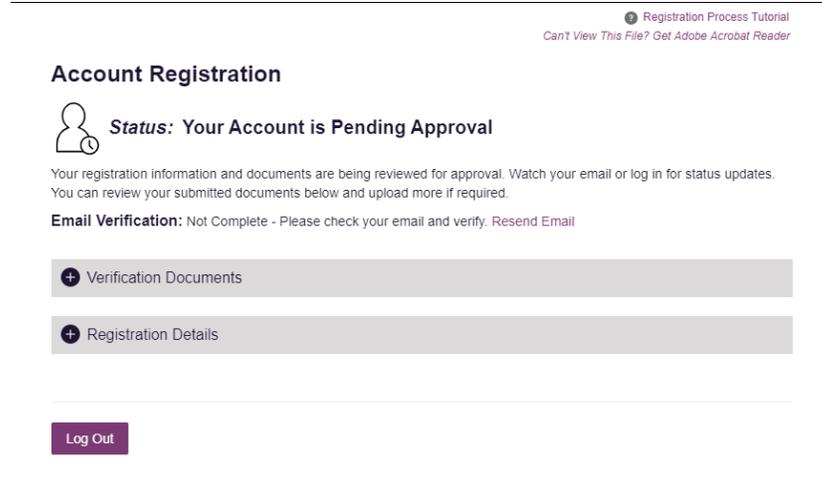
Or

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

Once you have submitted your documents, you will be notified that your account is pending approval and instructed to [verify your email address](#). You may click the plus sign (+) next to **Verification Documents** and **Registration Details** to view the information you submitted.

Note: Your information may not be edited at this time.

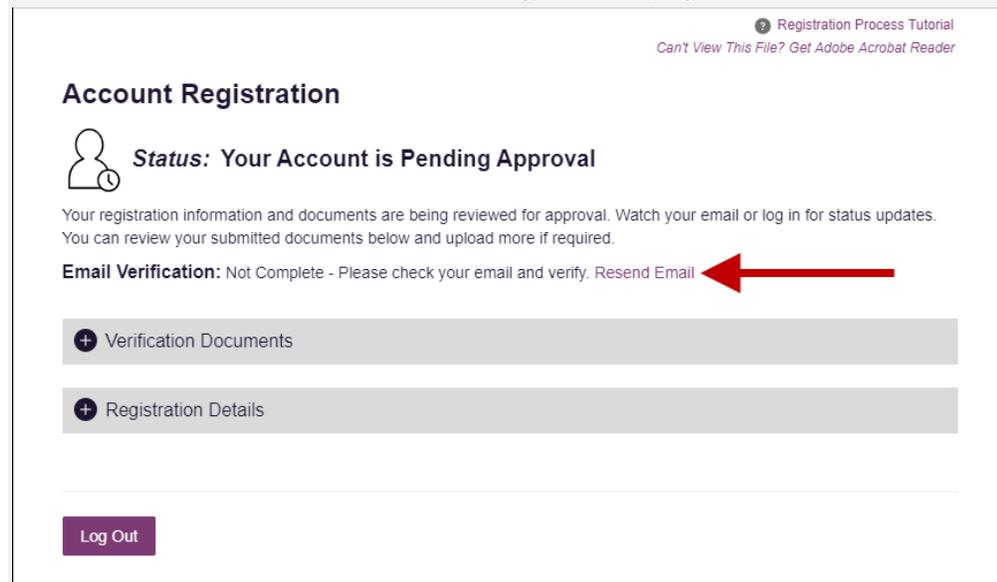
Refer to [Account Approval](#) for more information.



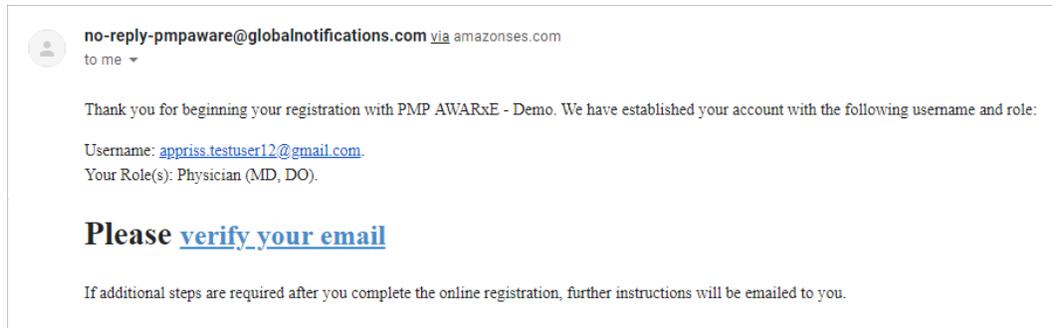
2.3 Verifying Your Email Address

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

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



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



Notes:

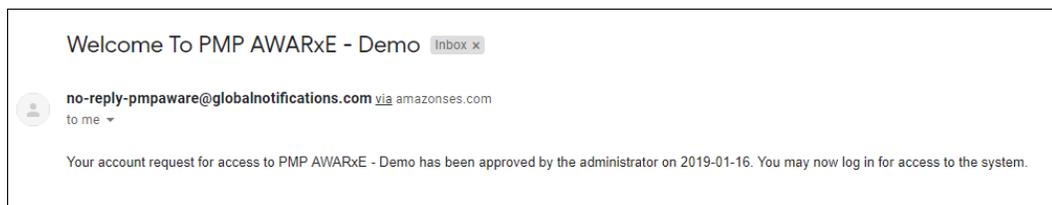
- *The link contained within the email is only valid for 20 minutes. In the event that time has expired, clicking the link will result in a new email verification notification being sent to you. Click the link in the new email to verify your email address.*
- *If you are not able to receive HTML-formatted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

Once you click the link, you are directed to PMP AWAARxE, 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 AWAARxE 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 AWAARxE using the email address and password you created when you registered.

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

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

Notes:

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

End User License Agreement

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

By logging in to and using the Appriss PMP AWAxRxE 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

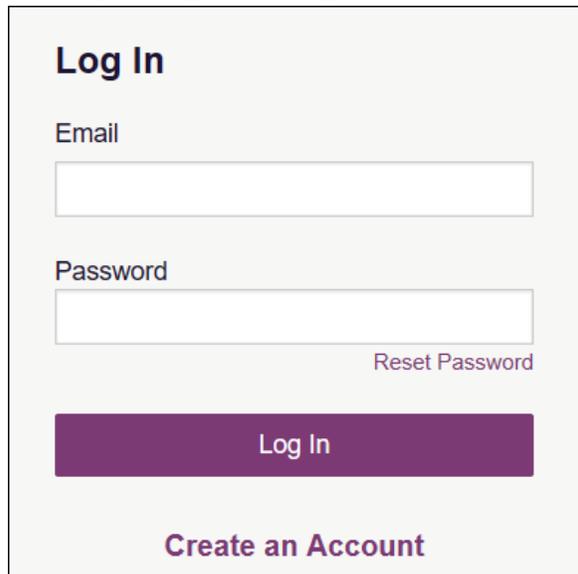
3 Basic System Functions

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

3.1 Log In to PMP AWARxE

1. Navigate to <https://louisiana.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, 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**).

The screenshot shows the 'My Dashboard' interface. It features several sections:

- Recent Requests:** A table with columns for Patient Name, DOB, Status, Request Date, and Delegate. It lists five entries, all with a status of 'Complete'. A 'View Requests History' link is at the bottom right of this section.
- Delegates:** A table with columns for Delegate Name, Status, and Request Date. It lists two delegates: James Delegate (pending) and Jordan Delegate (approved).
- My Favorites:** A section with a link for 'RxSearch - Patient Request'.
- PMP Announcements:** A section with two announcements. The first is dated 10/13/2017 and the second is dated 09/20/2017. A 'View all Announcements' link is at the bottom right.
- Quick Links:** A section with a link for 'PMP Support'.

3.2.1 Recent Requests

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

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

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

3.2.2 Delegates/Supervisors

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

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

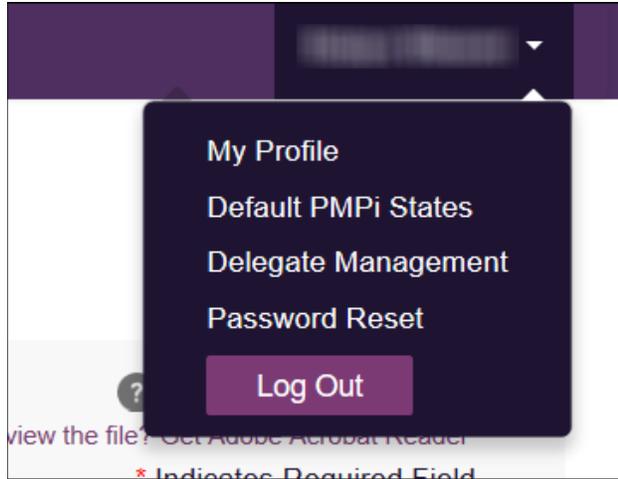
3.2.3 Announcements and Quick Links

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

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

3.3 Log Out of PMP AWARxE

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

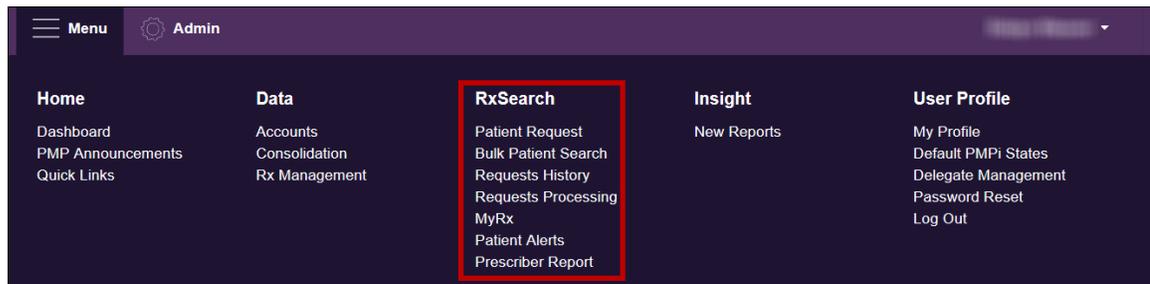


4 RxSearch

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

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

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

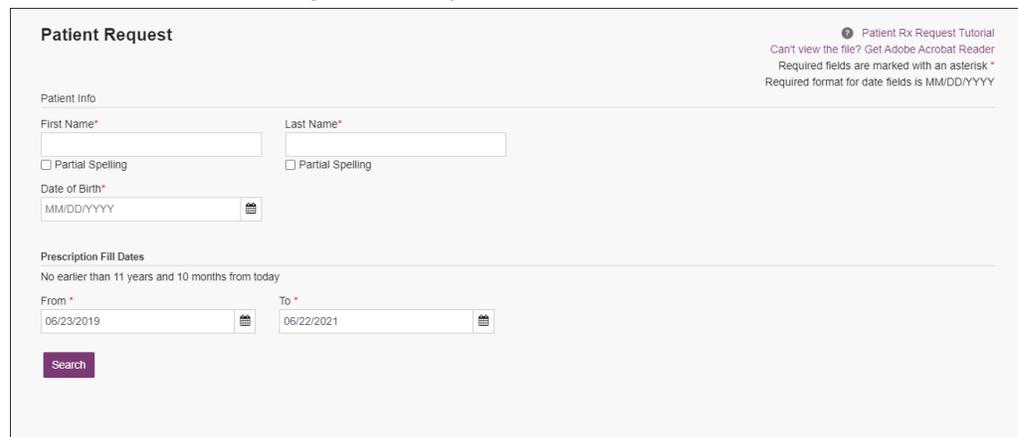


4.1 Creating a Patient Request

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

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

The Patient Request page is displayed.

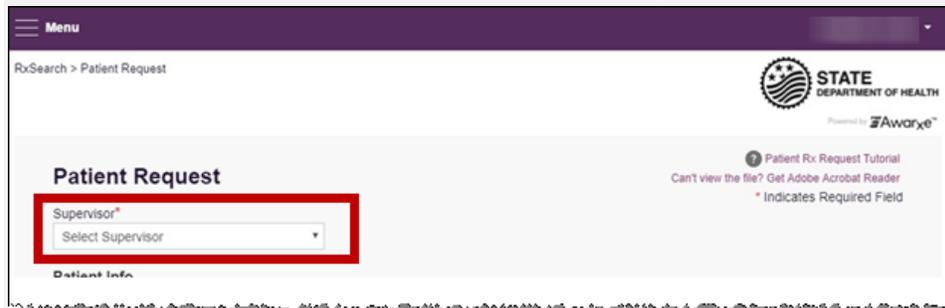
A screenshot of the 'Patient Request' form. The form is white with a light gray border. At the top right, there is a link to a 'Patient Rx Request Tutorial' and a note about required fields. The form is divided into two main sections: 'Patient Info' and 'Prescription Fill Dates'. The 'Patient Info' section has fields for 'First Name*' and 'Last Name*', each with a 'Partial Spelling' checkbox. Below these is a 'Date of Birth*' field with a calendar icon and a required format of MM/DD/YYYY. The 'Prescription Fill Dates' section has a note 'No earlier than 11 years and 10 months from today' and two date fields: 'From *' (06/23/2019) and 'To *' (06/22/2021), both with calendar icons. A purple 'Search' button is located at the bottom left of the form.

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

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

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

- 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.

The screenshot shows the 'Also Search' section of the PMP InterConnect Search interface. It includes radio buttons for 'PMP', 'Interconnect', 'RxCheck', and 'None'. Below this, a list of states is provided with checkboxes for selection. The states listed are: Arizona, Colorado, Connecticut, Delaware, Guam PMP, Iowa PMP, Kansas, Massachusetts, Michigan, New Jersey, New York, Ohio PMP, Pennsylvania, Test Staging, Vermont, and Wyoming. A 'Search' button is located at the bottom of the section.

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.*

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

The screenshot displays a Narx Report for a patient with ID 42F. The report includes a header with the patient's name, address (Atlanta, GA 30341), and a 'View Linked Records (2)' link. Below the header, there are sections for 'Report Criteria' and 'Linked Records'. The 'Report Criteria' section shows the patient's name, last name, DOB, and gender (Female). The 'Linked Records' section shows two records with their respective names, DOBs, IDs, genders, and addresses. The main body of the report is titled 'NarxCare' and includes a report date range of 06/09/2022. It features three main scorecards: 'Narx Scores' (Narcotic: 000, Sedative: 000, Stimulant: 000), 'Overdose Risk Score' (000, Range 000-999), and 'State Indicators (5)' (Below Daily Active Methadone Threshold, Below Daily Active MMSE Threshold, Below Opioid & Benzodiazepine Threshold, Below Opioid Consecutive Day Threshold, Below Prescriber & Dispensary Threshold). At the bottom, there is an 'RX Graph' section with a legend for Narcotic, Buprenorphine, Sedative, Stimulant, and Other.

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

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

4.1.1 Multiple Patients Identified

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

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

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

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

Patient 5474			
Name	DOB	Gender	Address
		female	LOUISVILLE, MS 40229

Patient 5475			
Name	DOB	Gender	Address
		female	, ATLANTA, GA 30341

Make a Suggestion

2. From this window, you can:
 - a. Click **Refine Search Criteria** to return to the Patient Request page, refine your search criteria, and re-run the report;Or

- b. Select one or more of the patient groups displayed, and then click **Run Report**.

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

4.1.2 Partial Search Results

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

Results			
4 matching patient records found Refine Search			
Select patient(s) to include in the report			
<input type="checkbox"/>	Test Patient	DOB: 1900-01-01	Gender: unknown MELODY JUNCTION 4 LA VERNE CO 1307005
<input type="checkbox"/>	Test Patient	DOB: 1900-01-01	Gender: male 10401 LINN STATION RD LOUISVILLE KY 40223
<input type="checkbox"/>	Test Patient	DOB: 1900-01-01	Gender: male 10401 Linn Station Road Louisville KY 40223
<input type="checkbox"/>	Test Patient	DOB: 1900-01-01	Gender: male 123 Main Street Maineville MN 12345

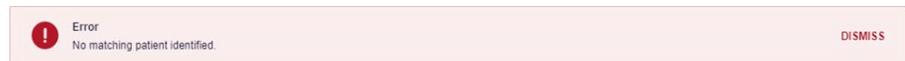
2. From this window, you can:
 - a. Click **Refine Search** to return to the Patient Request page, refine your search criteria, and re-run the report;
Or
 - b. Select one or more of the patients displayed, and then click **Run Report**.

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

The screenshot shows the RxSearch interface. At the top, it says "RxSearch > Patient Request". Below that, there's a search bar with "42F" and a "Refine Search" button. The "Date of Birth" is "Recent Address" and "Atlanta, GA 30341". There are "View Linked Records (2)" and "View" buttons. The "Report Criteria" section includes "First Name", "Last Name", and "DOB". The "Linked Records" section shows two records with their respective "Name", "DOB", "ID", "Gender", and "Address". Below this, it says "NarxCare®" and "Report generated on 06/09/2022. Report Date Range: 06/09/2018 - 06/09/2022". The "Narx Scores" section shows "Narcotic 000", "Sedative 000", and "Stimulant 000". The "Overdose Risk Score" section shows "000 (Range 000-999)". The "State Indicators (5)" section lists five indicators: "Below Daily Active Methadone Threshold", "Below Daily Active MMH Threshold", "Below Opioid & Benzodiazepine Threshold", "Below Opioid Consecutive Day Threshold", and "Below Prescriber & Dispensary Threshold". At the bottom, there's an "RX Graph" section with checkboxes for "Narcotic", "Sedative", "Stimulant", and "Other".

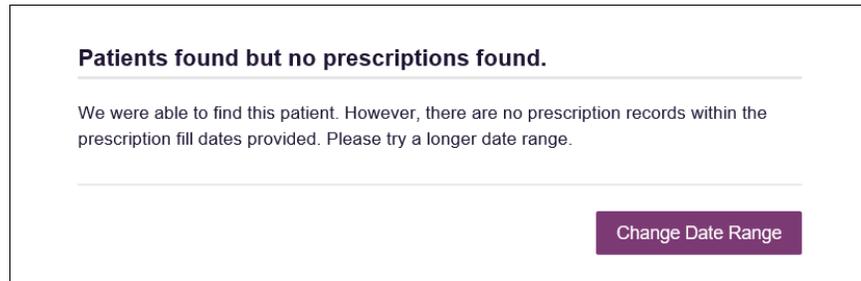
4.1.3 No Results Found

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



Or

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



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

Notes:

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

4.2 Viewing a Narx Report

Once you have selected the correct patient(s) from the pick list or if your search results returned a single patient, the Narx Report is automatically displayed. For complete information on NarxCare and the Narx Reports, please refer to [Appendix A: NarxCare](#).

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

4.3 Bulk Patient Search

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

To perform a Bulk Patient Search:

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

The Bulk Patient Search page is displayed.

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

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

Bulk Patient Search

How do you want to enter patients?

Manual Entry
 File Upload

The **Manual Entry** search is displayed.

Manual Entry

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

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

Group Name*

Prescription Fill Dates
No earlier than 11 years and 10 months from today

From* To*

3. Complete the following required fields:

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

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

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

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

6. Click the **File Upload** 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?

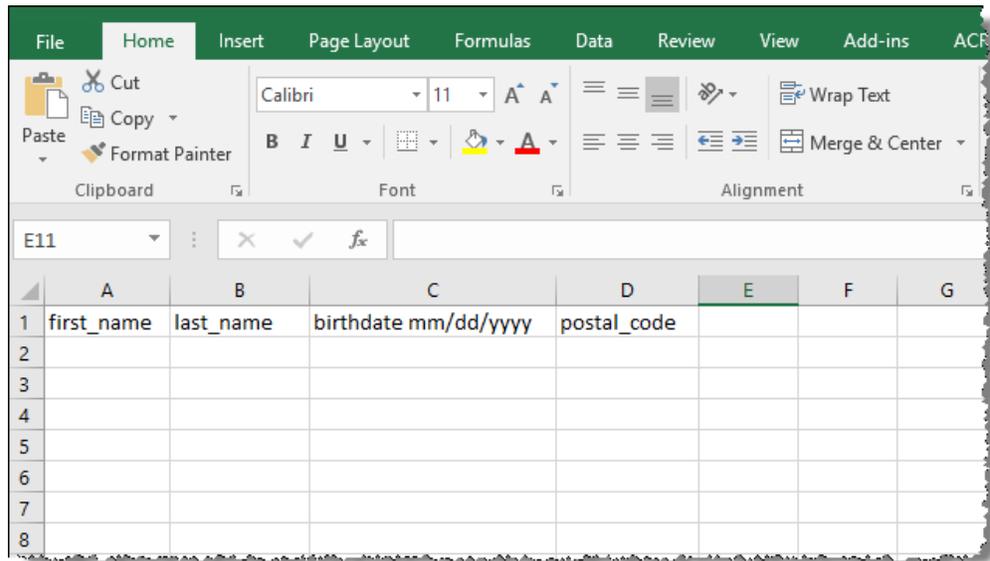
Manual Entry
 File Upload

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](#)

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



Notes:

- The patient's complete first name, last name, and date of birth (using the MM/DD/YYYY format) are required.
 - You may enter the patient's ZIP code. However, it is not recommended.
9. Once you have entered all patient information, save the file to your computer.

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

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

Examples:

- *File with errors:*

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

- *File with no errors:*

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

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

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

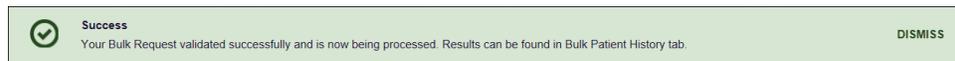
Note: *Providing a group name will help you more easily distinguish between searches in the Bulk Patient History tab.*

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

16. If you wish to include other states in your search, click the checkbox next to the desired state(s) in the PMP Interconnect Search section of the page.

17. Click **Search**.

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



4.3.1 Viewing Bulk Patient Search Results

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



The Bulk Search History page is displayed.

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.

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

Bulk Patient Summary
Select a patient to view the report

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

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 Narx Report.

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

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

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 Download PDF

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 Narx 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

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

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

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

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

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

Patient 5474

Name	DOB	Gender	Address
		female	LOUISVILLE, MS 40229

Patient 5475

Name	DOB	Gender	Address
		female	ATLANTA, GA 30341

Make a Suggestion

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

4.3.3 No Prescriptions Found in Bulk Patient Search

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

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

john doe Refresh View

Date of Birth: 01/01/1900
Location:
PMPI States:
Reason: No Prescriptions Found in Date Range ←
Prescription Fill Dates: January 13, 2018 until July 18, 2018

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

4.4 Requests History

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

The **Requests History** page is displayed.

Advanced Options REQUESTOR NAME Yes PATIENT NAME Yes Search

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

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

Next >

Notes:

- You can only view Narx 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.

- From this page, you can:

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

Advanced Options REQUESTOR NAME Yes PATIENT NAME Yes Search

Common Search Options:

Common Search Options:

First Name

Last Name

Search for: Requestor Name Patient Name

Patient Date of Birth

Request Begin Date

Request End Date

Requestor Role

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

Next >

- 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.



A detail card for a patient named Bob TestPatient. The card has a title bar with the name and two buttons: 'View' and 'Refresh'. Below the title bar, the following information is displayed: DOB: 01/01/1900, Location: (blank), Other States: (blank), Reason: Multiple Patient, and Prescription Fill Dates: May 29, 2017 until May 29, 2018.

From this page, you can:

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

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

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

4.5 My Rx

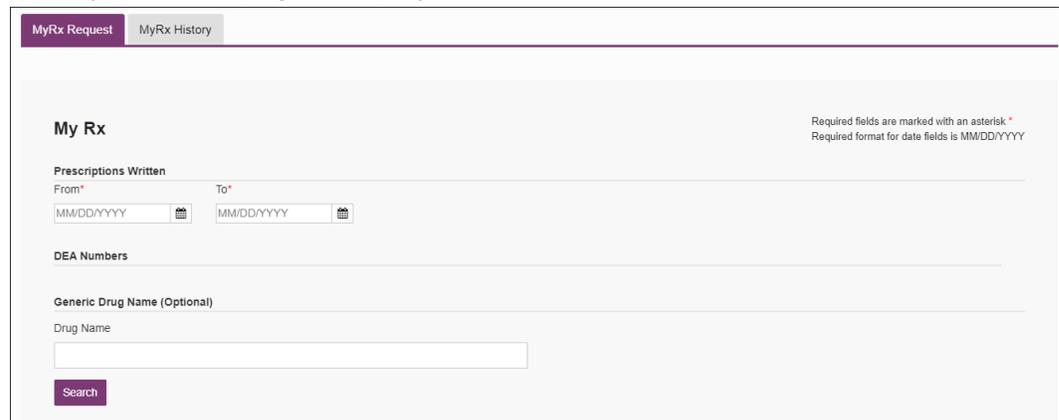
If you have a DEA number associated with your AWARxE account, My Rx allows you to run a report that displays the filled prescriptions for which you were listed as the prescriber by the dispensing pharmacy.

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

To run the My Rx report:

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

The My Rx search page is displayed.



The My Rx search page is displayed. It has a title bar with 'MyRx Request' and 'MyRx History' tabs. Below the title bar, the page title 'My Rx' is shown. To the right of the title, there is a note: 'Required fields are marked with an asterisk * Required format for date fields is MM/DD/YYYY'. The main form area contains the following fields: 'Prescriptions Written' with 'From*' and 'To*' labels and date input fields; 'DEA Numbers' with a text input field; 'Generic Drug Name (Optional)' with 'Drug Name' label and a text input field; and a 'Search' button.

2. Enter the date range for your search in the **From** and **To** fields using the *MM/DD/YYYY* format.
Note: *The search timeframe is limited to 24 months from the current date.*
3. Click the checkbox next to the DEA number(s) for which you wish to run a report.
4. If you wish to search for a specific drug, enter the generic drug name in the **Drug Name** field.
5. Click **Search**.

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

The screenshot shows the 'MyRx' report interface. At the top, it displays 'RxSearch > MyRx' and 'Doctor Jordan'. The report is dated 10/14/2017 with a date range of 10/13/2016 to 10/13/2017. It features a 'DEA Numbers' section with a table for the selected DEA number JC1111119, listing the prescriber as JORDAN, DOCTOR at 456 MAIN ST, LYNDON, KY 40242. Below this is a 'Prescriptions' table with the following data:

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

5 Rx Management

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

Notes:

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

5.1 Error Correction

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

The screenshot shows the 'Error Correction' page interface. At the top, there is a navigation bar with 'Menu', 'Admin', and 'System Admin' options. Below this, a breadcrumb trail reads 'Data > Rx Management > Error Correction'. A secondary navigation bar contains tabs for 'Error Correction', 'Rx Maintenance', 'New Rx', 'PharmacyRx', and 'PharmacyRx History'. A search section includes 'Advanced Options', 'START DATE' (08/01/2022), 'END DATE' (08/20/2022), and a 'Search' button. The main area is titled 'Rx Error List' and shows 'Displaying 1 of 1' records. A table below lists the error details:

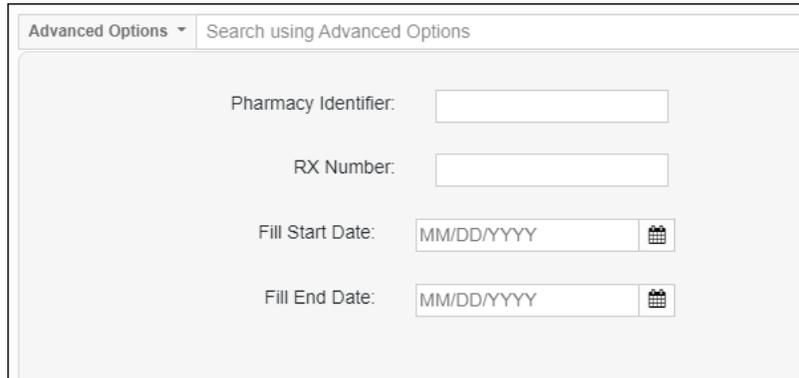
Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
[REDACTED]	08/10/2022	[REDACTED]	[REDACTED]	[REDACTED]	1

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

Note: Error correction within AWARxE is only available for prescriptions submitted via SFTP, file upload, or real-time submission to PMP Clearinghouse. Any prescriptions submitted via Universal Claim Form cannot be submitted to PMP AWARxE with a validation error, as the error must be corrected prior to submission.

5.1.1 Search for a Record

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



Advanced Options Search using Advanced Options

Pharmacy Identifier:

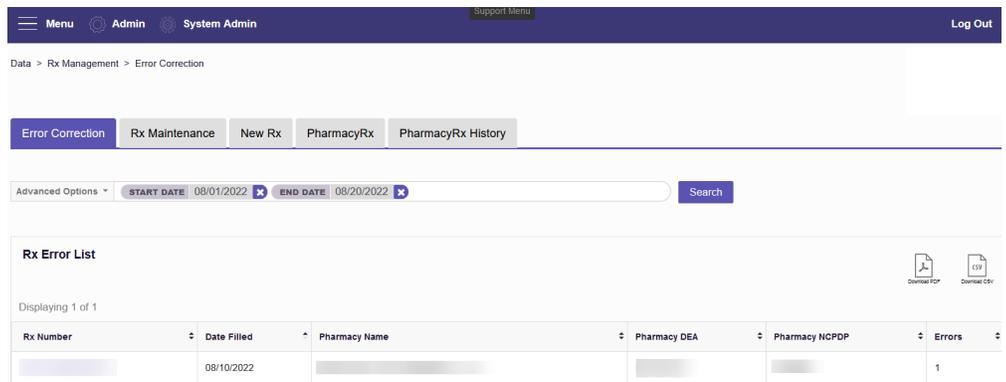
RX Number:

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.



Menu Admin System Admin Support Menu Log Out

Data > Rx Management > Error Correction

Error Correction Rx Maintenance New Rx PharmacyRx PharmacyRx History

Advanced Options START DATE 08/01/2022 END DATE 08/20/2022 Search

Rx Error List  

Displaying 1 of 1

Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
	08/10/2022				1

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.

The screenshot shows the 'Error Correction' page in the Rx Management system. The breadcrumb trail is 'Data > Rx Management > Error Correction'. The page has tabs for 'Error Correction', 'Rx Maintenance', 'New Rx', 'PharmacyRx', and 'PharmacyRx History'. Below the tabs are 'Advanced Options' and search filters for 'START DATE' (08/01/2022) and 'END DATE' (08/20/2022). The main content is an 'Rx Error List' table with columns: Rx Number, Date Filled, Pharmacy Name, Pharmacy DEA, Pharmacy NCPDP, and Errors. One record is displayed with a date of 08/10/2022 and 1 error. The 'Rx Number' column for this record is highlighted with a red box.

The record is displayed.

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

The screenshot shows the 'Patient' information form for Rx #6U6wIacxzEjVN13u1. At the top, it indicates '2 Errors Unresolved'. The form fields include: First Name, Middle Name, Last Name, DOB, Gender, Address, Address Line 2, City (ANGELINEVILLE), State (Pennsylvania), Postal Code (57607-2002), ID Type (State Issued ID), ID Number, Patient Location (Intermediary Care), and Phone Number.

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.

The screenshot shows the 'Drug' information form for Rx #6U6wIacxzEjVN13u1. The form fields include: NDC Number (00555076702), Compound (checkbox), Quantity (10000.0), and Units (Milliliters). The Quantity field is highlighted in red, and an error message is displayed below it: 'Quantity value must fall between 0 and 9999.'

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

5.2 Rx Maintenance

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

Rx Search

*Requires at least one Pharmacy Identifier and Rx Fill Dates

Prescriptions Number

Rx Number

Prescriber

Last Name

Pharmacy Identifiers

Prescriptions Fill Dates

From *

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

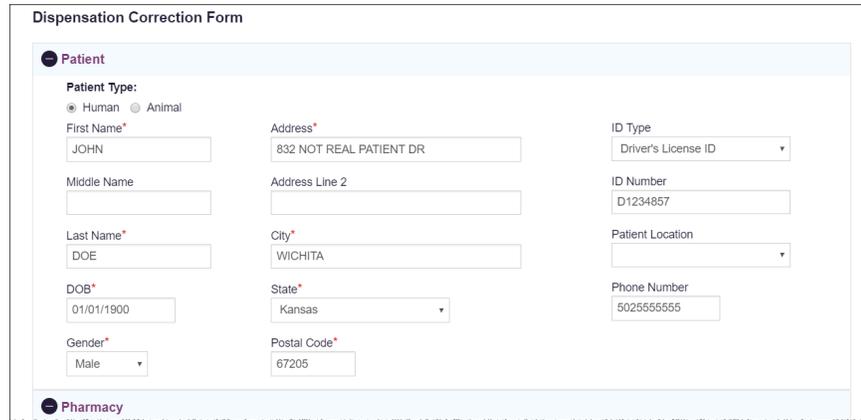
Identifier(s): FS4671601
Rx Fill Dates: 06/26/2016 (adjusted)-06/26/2018

Displaying all 5 entries

Rx Number	Date Filled	Written At	Patient Name	Prescriber	Pharmacy Name	Pharmacy Identifier
39467	2016-07-21	2016-07-18	██████████	██████████	██████████	██████
JD1528569	2016-09-09	2016-09-09	JOHN DOE	Appriss Hospital - Resident	██████████	██████
JD1528569	2016-09-19	2016-09-19	JOHN DOE	OHIO DOC	██████████	██████
123450	2017-12-19	2017-12-19	GEORGE TESTPATIENT	OHIO DOC	██████████	██████
457362	2018-01-10	2018-01-10	JOHN DOE	APPRISS HOSPITAL - RESIDENT	██████████	██████

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

The Dispensation Correction Form page is displayed.



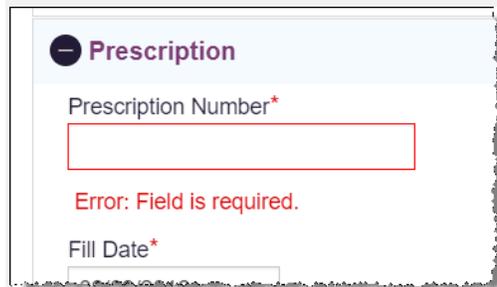
The screenshot shows the 'Dispensation Correction Form' with a 'Patient' section. The form includes the following fields and values:

Field	Value
Patient Type	Human (selected)
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

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

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

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



The screenshot shows the 'Prescription' section of the form. The 'Prescription Number*' field is highlighted with a red border, and a red error message 'Error: Field is required.' is displayed below it. The 'Fill Date*' field is also visible below.

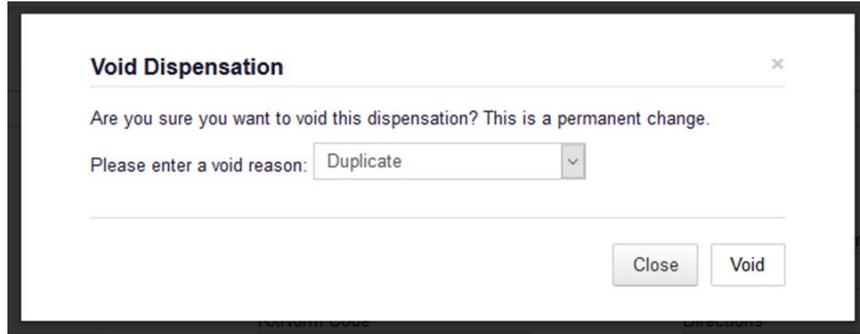
Once all errors have been corrected, click **Submit**.

5.2.2 Voiding Prescriptions

If you need to void a prescription:

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

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



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

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

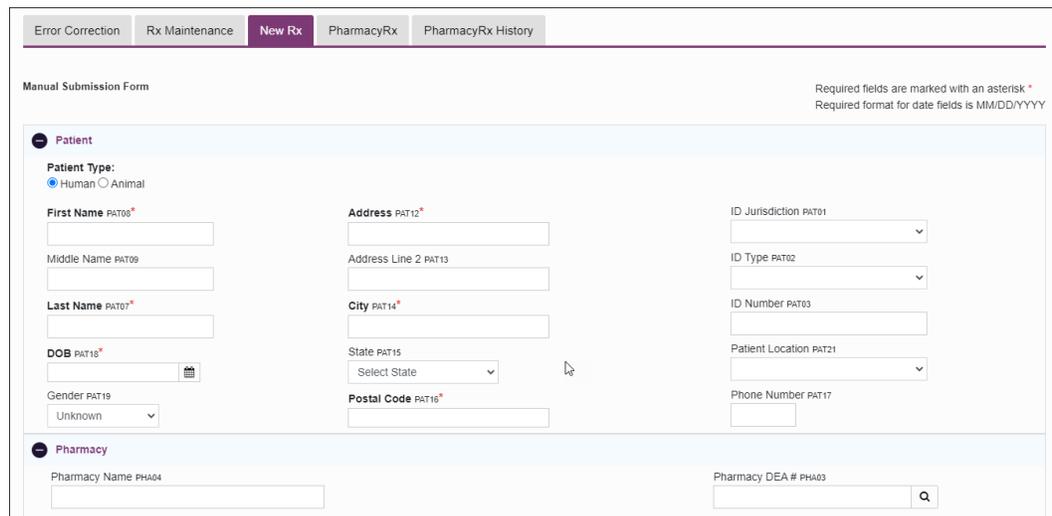
5.3 New Rx

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

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

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

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



To enter a new dispensation:

1. Complete the required fields.

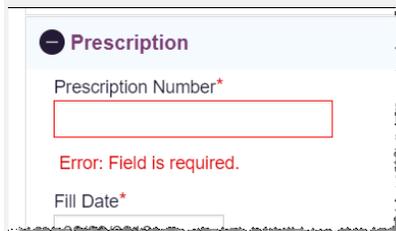
Notes:

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

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

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

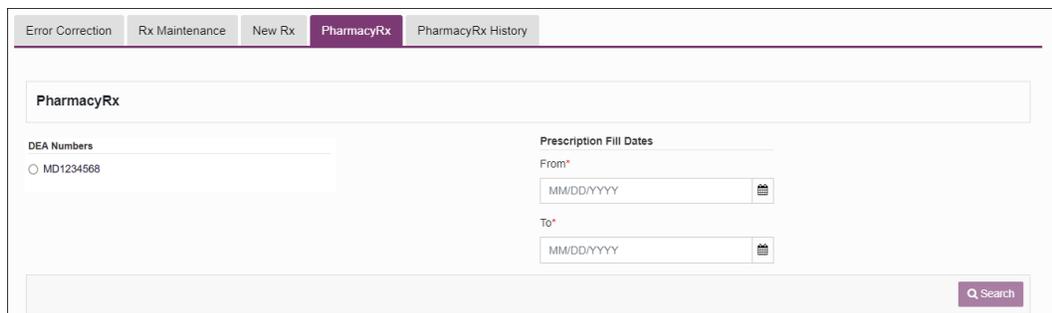
Note: If any fields do not pass validation, the number of errors is displayed at the top of the page. Scroll through the form to locate the errors. Fields containing errors are red, and the specific error message is displayed below the field.



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

5.4 PharmacyRx

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



To perform a PharmacyRx search:

1. Click the 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: 05/18/2018
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-ACETAMINOPHEN 10-325	30.0	10	0		indian_nation
05/12/2018	152846	TESTPATIENT, ALICE	1900	HYDROCODON-ACETAMINOPHEN 10-325	30.0	10	0		insurance
04/26/2018	AT1152500	TESTPATIENT, BOB	1900	ACETAMINOPHEN-COD #3 TABLET	3.0	3	0		paid
04/25/2018	AT1152500	TESTPATIENT, ALICE	1900	ACETAMINOPHEN-COD #3 TABLET	3.0	3	0		paid
04/21/2018	152847B	TESTPATIENT, BOB	1900	HYDROCODON-ACETAMINOPHEN 10-325	30.0	10	0		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.

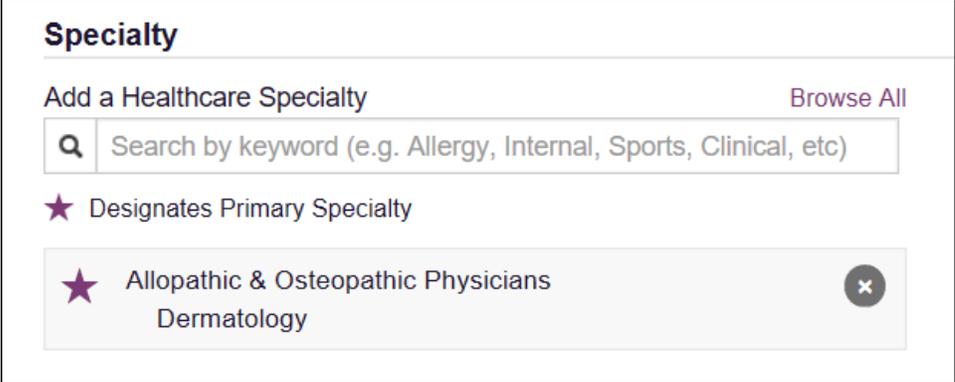
The screenshot displays the 'My Profile' page with the following sections:

- Profile Info** (with an 'Edit' link): Fields for Name, Position/Rank, DOB, Primary Contact, DEA Number(s), Controlled Substance #, Professional License #, Type, Employer DEA(s), Employer, Employer Phone, Employer Fax, Primary Work Location, and Roles.
- Specialty**: A search box for 'Add a Healthcare Specialty' with a 'Browse All' link and a search prompt 'Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)'. A star icon indicates 'Designates Primary Specialty'.
- Setting**: A 'Time Zone' dropdown menu currently set to 'UTC'.
- Contact Information**: A note to 'Change email address or mobile phone number associated with this profile'. It shows 'Current Email: Robyn.Weaver@nt' and fields for 'New Email Address' and 'Re-enter New Email Address'. It also shows 'Current Mobile Phone Number' and fields for 'New Mobile Phone Number' and 'Re-enter New Mobile Phone Number'.
- Supervisors**: A checkbox labeled 'I am a delegate for the following people...'.

A 'Save Changes' button is located at the bottom of the form.

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.



Specialty

Add a Healthcare Specialty Browse All

★ Designates Primary Specialty

★ Allopathic & Osteopathic Physicians
Dermatology ✕

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

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.

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

Note: Mobile Phone Number is a required field. If you do not have a mobile phone number, enter ten 5s in this field (i.e., (555) 555-5555).

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

Supervisors

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

Email

Selected Supervisors

Email: doctorjordan@clinic.com

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

6.2 Setting Default PMP InterConnect States

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

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

The Default InterConnect PMPs page is displayed.



Default InterConnect PMPs

- Alabama
- Alaska
- California
- Delaware
- Florida
- Kentucky

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

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

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

6.2.1 Using PMP InterConnect with a Patient Rx Search

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



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

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 AWARe submits the request to the selected states' PMP InterConnect systems. Results from those states are then blended into the final Narx 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:

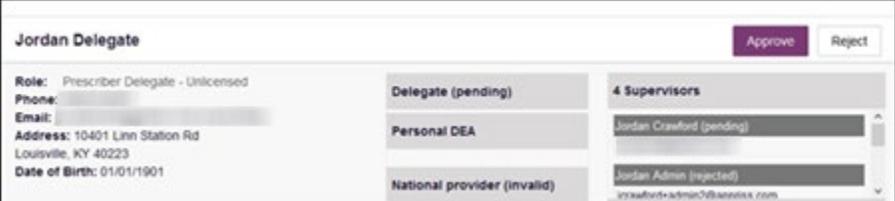
1. [Log in to PMP AWARxE](#).
2. Click **Menu > Delegate Management**.

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.



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

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

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

Notes:

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

6.4 Password Management

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

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

6.4.1 Updating a Current Password

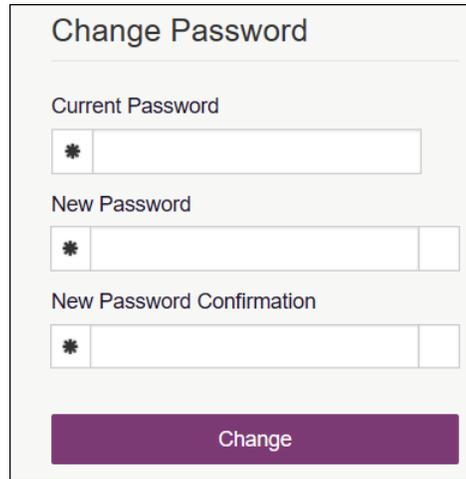
If your password has not expired, but you would like to proactively reset it, you can do so within the AWARe application.

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

To update your password:

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

The Change Password page is displayed.



The screenshot shows a 'Change Password' form with three input fields: 'Current Password', 'New Password', and 'New Password Confirmation'. Each field has a small asterisk icon on the left. Below the fields is a purple button labeled 'Change'.

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

Passwords must contain:

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

You cannot reuse any of your last 12 passwords.

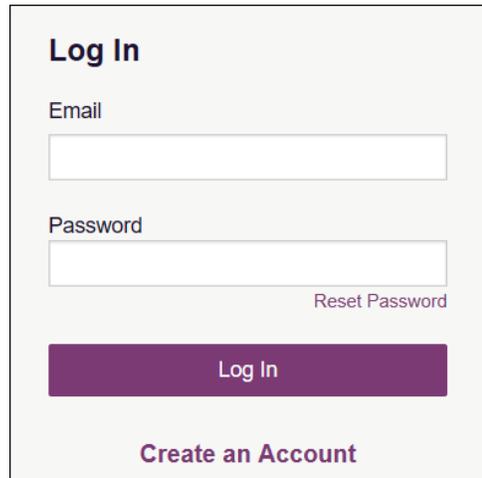
4. Click **Change**.

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://louisiana.pmpaware.net>.

The Log In page is displayed.



Log In

Email

Password

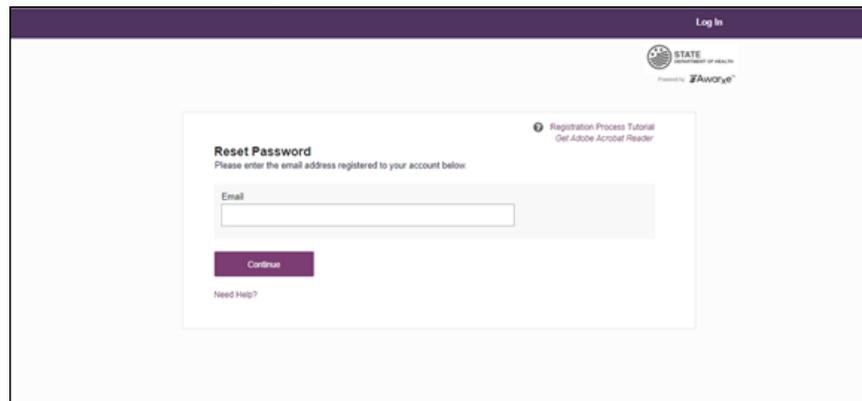
[Reset Password](#)

Log In

[Create an Account](#)

2. Click **Reset Password**.

The Reset Password page is displayed.



Log In

STATE DEPARTMENT OF HEALTH
Powered by Awarx

Registration Process Tutorial
Get Adobe Acrobat Reader

Reset Password
Please enter the email address registered to your account below:

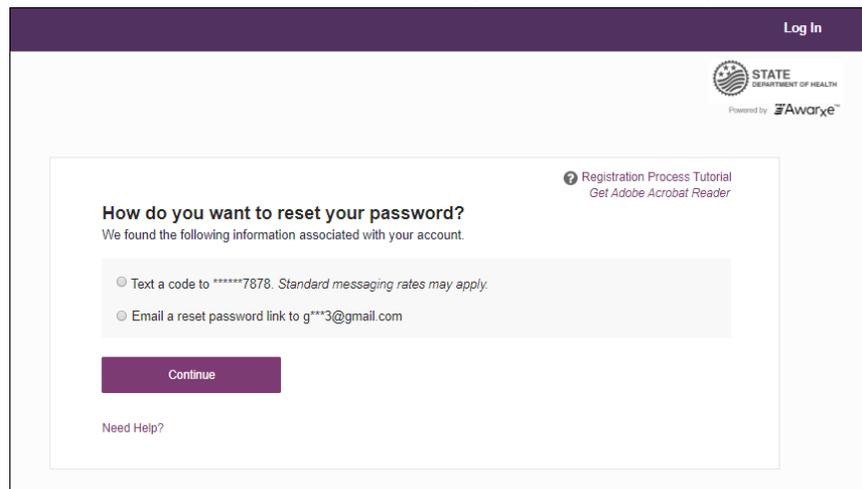
Email

Continue

Need Help?

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.



Log In

STATE DEPARTMENT OF HEALTH
Powered by Awarx

Registration Process Tutorial
Get Adobe Acrobat Reader

How do you want to reset your password?
We found the following information associated with your account.

Text a code to *****7878. Standard messaging rates may apply.

Email a reset password link to g***3@gmail.com

Continue

Need Help?

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.

The screenshot shows a web page for entering a verification code. At the top right, there is a 'Log In' link and the Louisiana State Department of Health logo, with 'Powered by Aworx' below it. The main content area has a title 'Enter Verification Code' and a message: 'We just sent a verification code to *****7878. Please enter it below'. Below this is a text input field labeled 'Verification Code'. Underneath the input field is a purple button labeled 'Continue'. At the bottom of the content area, there are two links: 'Didn't get a code? It may take a few minutes for the message to arrive. Try Again.' and 'Need Help?'. In the top right corner of the content area, there is a small icon and text: 'Registration Process Tutorial 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) number*
- *One (1) special character such as !, @, #, \$, etc.*

You cannot reuse 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@louisiana.PMPAWARE.net*
 - (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 1-844-952-4767;
OR
- Create a support request at the following URL:
<https://pmpawarxe.zendesk.com/hc/en-us/>

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

7.2 Administrative Assistance

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

Prescription Monitoring Program
Louisiana Board of Pharmacy
3388 Brentwood Drive
Baton Rouge, LA 70809-1700

Phone: 225-925-6496, opt. 4

Email: pmp@pharmacy.la.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
1.1	July 2018		
2.0	12/10/2018	Global	Updated to current document template
		2.2/Registering for an Account	Added Mobile Phone Number as a required field with instructions for completing the field when the user does not have a mobile phone number
		6.1/My Profile	
2.1	02/05/2019	4.1/Creating a Patient Request	Updated to reflect the transition to NarxCare
		4.2/Viewing a Narx Report	
		6.4.2/Resetting a Forgotten Password	Added instructions for resetting a password via mobile phone
		Appendix A/ NarxCare	Added a new appendix with information regarding NarxCare
2.2	10/23/2019	2/Registration	Replaced registration instructions with updated registration process
2.3	01/13/2020	3.2.1/Patient Alerts	Removed sections
		4.6/Patient Alerts	
		Appendix A/ Additional Indicators	Renamed the section "Additional Indicators" (previously "Additional Risk Indicators") to reflect the addition of the Clinical Alerts feature
			Added information about Clinical Alerts and how to view detailed information regarding those alerts

2.4	06/23/2021	Global	Updated screenshots as necessary to reflect updates made to the system to ensure that it is ADA compliant
2.5	09/15/2021	Section 4.1/Creating a Patient Search	Updated screenshots to reflect the new NarxCare Tiles layout
		Appendix A/NarxCare	Updated screenshots and information contained within the appendix to reflect the new Tiles layout
2.6	2/11/2022	Global	Updated corporate address, updated the "no-reply" email for password/correspondence emails, and updated the Zendesk link
3.0	09/12/2022	Global	Updated guide to reflect Bamboo Health branding
		Appendix A/NarxCare	Updated appendix to be legally compliant
		4.1/Creating a Patient Request	Updated images for patient reports and multiple patients found
		7.1/Technical Assistance	Updated Bamboo Health phone number
3.1	11/09/2022	7.2/Administrative Assistance	Updated phone number option per state's request

Appendix A: NarxCare

Introduction to NarxCare

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

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

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

Why NarxCare?

NarxCare is a platform that helps 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. The NarxCare platform assists providers and pharmacies with identifying patients who may be at risk for prescription drug addiction and provides resources that clinicians can utilize to ensure that patients can be provided with the care they need. The NarxCare platform is user friendly, fast, easily integrated into a patient's electronic medical record, and interoperable with other states. We view NarxCare as an important component in our response to the current opioid crisis.

How Does NarxCare Work?

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

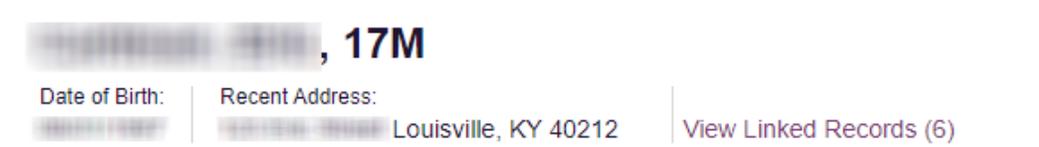
Who Has Access to NarxCare?

NarxCare is available to authorized end users, whether they are accessing NarxCare via the web portal or an integrated EHR system or pharmacy software.

NarxCare Layout

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

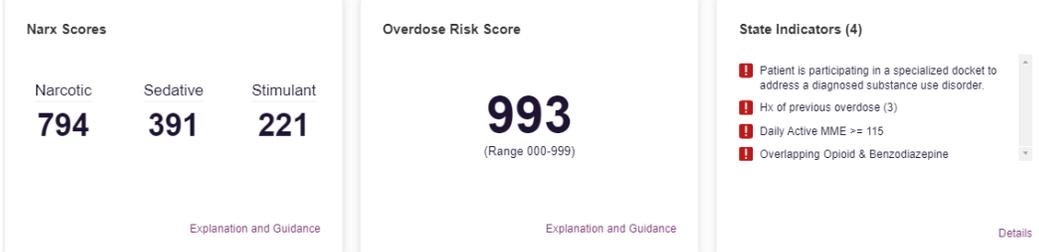
Header



[REDACTED], 17M

Date of Birth: [REDACTED] Recent Address: [REDACTED] Louisville, KY 40212 [View Linked Records \(6\)](#)

Scores & Indicators



NarxCare Scores

Narcotic	Sedative	Stimulant
794	391	221

Explanation and Guidance

Overdose Risk Score

993

(Range 000-999)

Explanation and Guidance

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

RX Graph



RX Graph

Narcotic
 Buprenorphine
 Sedative
 Stimulant
 Other

[Learn how to use graph](#)

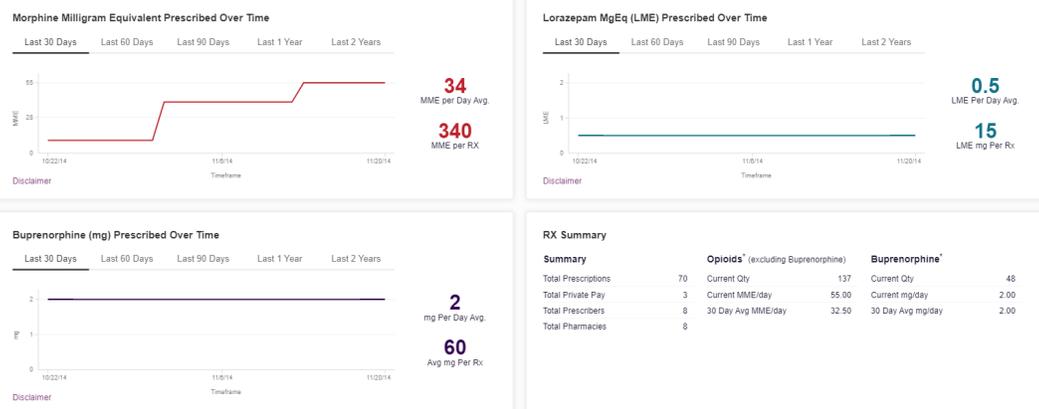
All Prescribers

Prescribers	Timeline
8 - Sharon Marsh	[Timeline]
7 - Trey Parker	[Timeline]
6 - Wendy Testaburger	[Timeline]
5 - Trey Parker	[Timeline]
4 - Matt Stone	[Timeline]
3 - Kenny McCormick	[Timeline]
2 - McKay Mackey, MD	[Timeline]
1 - Randy Marsh	[Timeline]

Timeline: 11/20 2m 6m 1y 2y

Disclaimer

RX Summary



Morphine Milligram Equivalent Prescribed Over Time

Last 30 Days Last 60 Days Last 90 Days Last 1 Year Last 2 Years

MME

34

MME per Day Avg.

340

MME per Rx

Disclaimer

Lorazepam MgEq (LME) Prescribed Over Time

Last 30 Days Last 60 Days Last 90 Days Last 1 Year Last 2 Years

LME

0.5

LME Per Day Avg.

15

LME mg Per Rx

Disclaimer

Buprenorphine (mg) Prescribed Over Time

Last 30 Days Last 60 Days Last 90 Days Last 1 Year Last 2 Years

mg

2

mg Per Day Avg.

60

Avg mg Per Rx

Disclaimer

RX Summary

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

RX Summary Expanded



RX Summary Expanded

Narcotics (excluding Buprenorphine)	Buprenorphine	Sedatives	Stimulants
30 Day Avg. MME	34.00	30 Day Avg. LME	0.50
90 Day Avg. MME	25.72	90 Day Avg. LME	0.50
Rx Count/12 Months	3	Rx Count/12 Months	1
Prescriber #/6 Months	3	Prescriber #/6 Months	1
Pharmacy #/6 Months	2	Pharmacy #/6 Months	1
Current Quantity	137	Current Quantity	22

Prescription
Detail

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	We Tes		Cos (3475)	0	15.00 MME	-	CO
11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par		Wai (2435)	1	30.00 MME	-	CO
10/31/2014	10/26/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wai (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		Wai (2435)	0	10.00 MME	-	CO
09/17/2014	09/17/2014	6	Oxycodone-Acetaminophen 5-325	30.00	3	Tr Par		Wai (2435)	0	75.00 MME	-	CO
09/17/2014	09/17/2014	6	Phentermine 37.5 Mg Tablet	30.00	30	Tr Par		Wai (2435)	0		-	CO
09/13/2014	09/08/2014	4	Oxycodone-Acetaminophen 5-325	30.00	10	Ke Mcc		Cos (3475)	0	22.50 MME	-	CO
09/12/2014	09/10/2014	2	Sk-Oxycodone/apap 5/325 Tab	90.00	22	Ma Sto		Wai (6992)	1	30.68 MME	Military/VA	CO

Providers

Providers Column Settings

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

Name	Address	City	State	Zipcode	Phone
Wegmans (2435)	1001 N. State Hwy 101	North Park	CO	41113	(225) 212-4800
Wegmans	1701 Highway 101 East, South Park	South Park	CO	80134	(225) 212-4800
Tr Par	1221 Prescriber Address	South Park	CO	80134	-
Wegmans (2435)	1001 N. State Hwy 101	North Park	CO	85134	-
Wegmans (2435)	1001 N. State Hwy 101	South Park	CO	80434	-
Wegmans (2435)	1001 N. State Hwy 101	South Park	CO	80134-4321	-
Tr Par	1221 Prescriber Address	South Park	CO	80134	(225) 212-4800
Wegmans (2435)	1001 N. State Hwy 101	South Park	CO	80134	-

Pharmacies

Pharmacies Column Settings

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

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

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

NarxCare Report Details

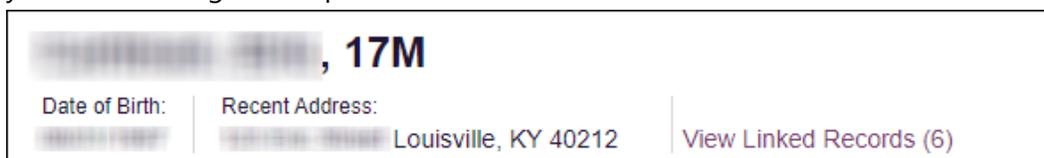
Report Header

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

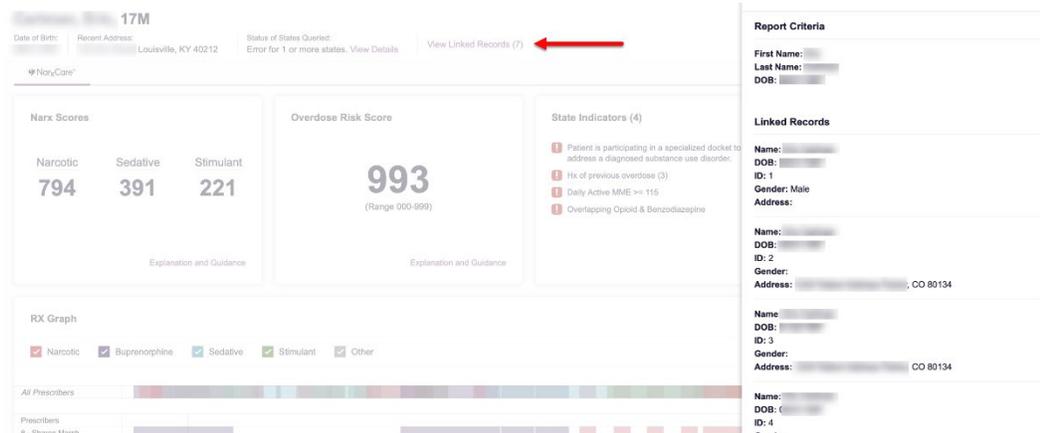
- **Drop-down menu bar:** Clicking **Menu** allows you to navigate to all functional areas of AWARxE. For NarxCare users, the menu, which is shown on the following page, contains additional training links as well as a link to the NarxCare user guide. You can click your username for quick access to account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



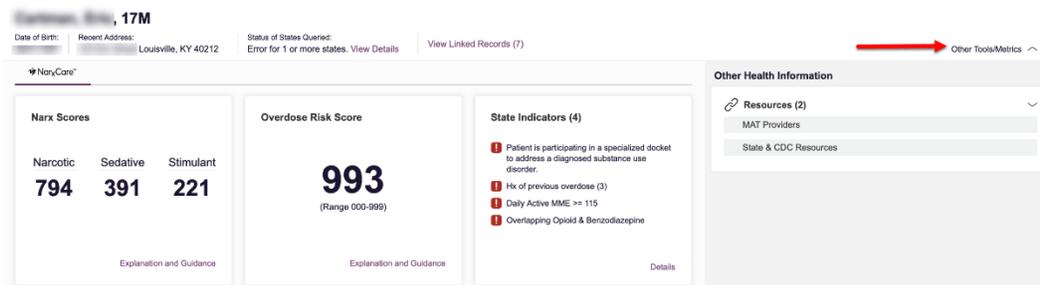
- Patient identifying information:** The patient’s name, age in years, and gender are displayed as the report header above the report tiles. Additional patient information, such as date of birth and address, can be found below this header. This information will remain visible as you scroll through the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



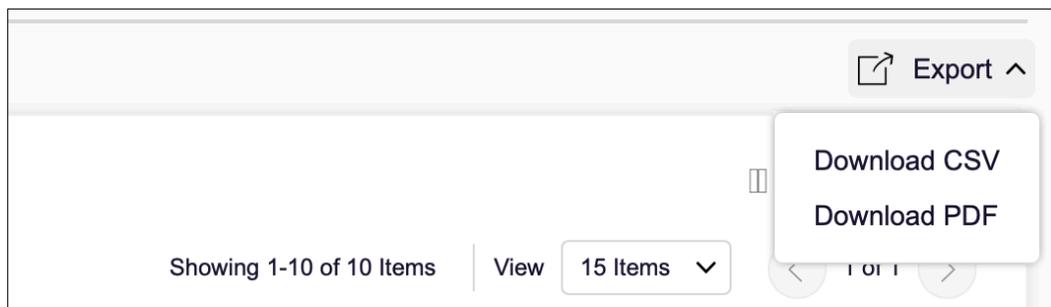
You can click **View Linked Records** to display all records linked to the selected patient.



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



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



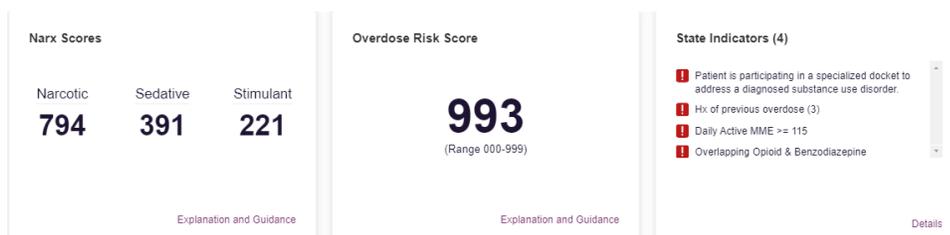
Report Body

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

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

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

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



- **State Indicators:** The State Indicators tile displays Clinical Alerts as configured by your PMP Administrator. The Clinical Alerts feature delivers custom alerts and notifications to prescribers to alert them when patients meet or exceed the specified thresholds.

Note: 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 [REDACTED]

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.

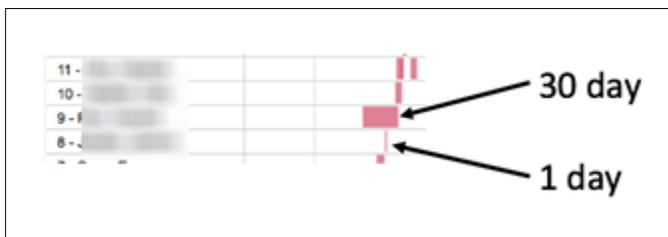
These alerts and indicators may corroborate and/or alleviate any concerns raised by the patient's prescription information. In all cases, if a provider determines that inappropriate risk exists for a patient, they should seek additional information, discuss the risk concern with the patient, and choose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

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

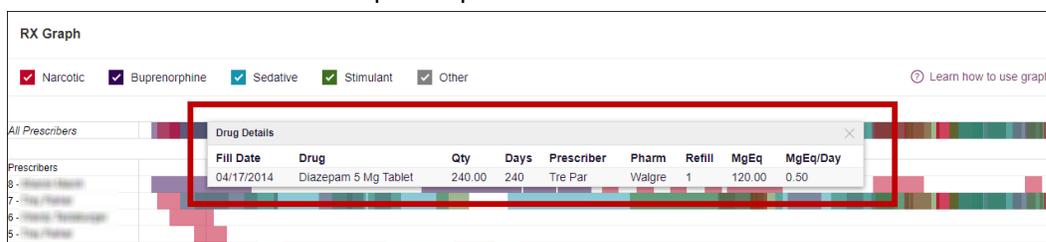


- Prescriptions are color coded and can be selected or deselected at the top of the graph.
 - Narcotics (opioids) = **red**
 - Buprenorphines = **purple**

- Sedatives (benzodiazepines, sleep aids, etc.) = blue
 - Stimulants = green
 - Other = grey
- The Rx Graph is reverse time ordered, meaning that the most recent prescriptions are displayed on the left side of the graph and the oldest are displayed on the right.
 - Each pixel in the graph represents one day; therefore, a 30-day prescription is represented by a rectangle about 1 cm wide and a 1–3-day prescription appears as a narrow vertical bar.

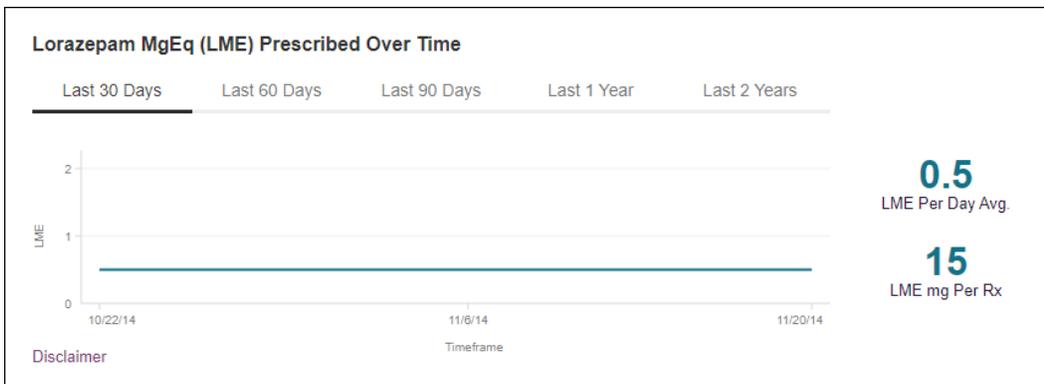
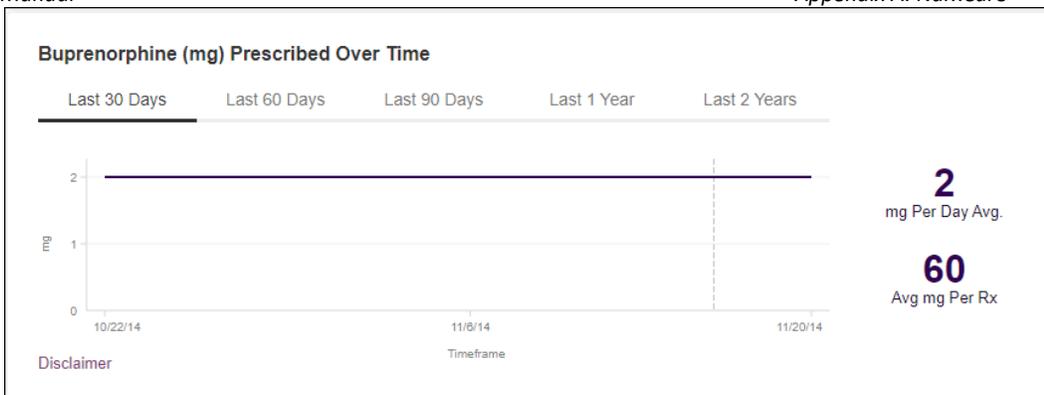


- The Rx Graph is interactive. You can click on a prescription to view information for that prescription, or you can click and drag over multiple prescriptions to view information for the selected prescriptions.

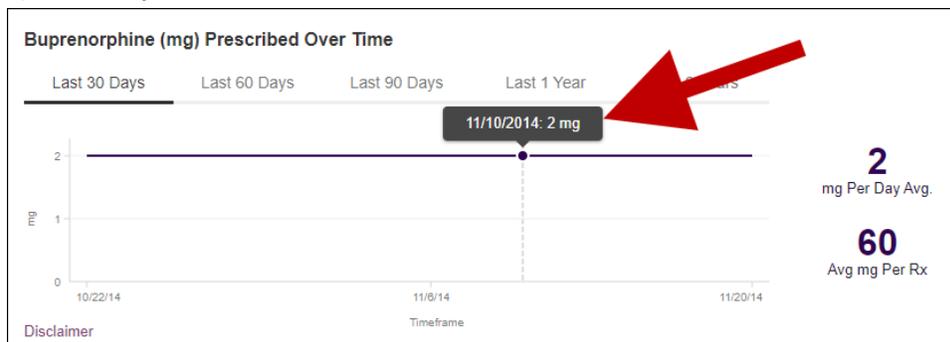


- **Other graphs:** If configured by your PMP administrator, the Morphine Milligram Equivalent Prescribed Over Time, Buprenorphine (mg) Prescribed Over Time, and Lorazepam MgEq (LME) Prescribed Over Time tiles may also be included on the report. These tiles contain graphs that provide a quick longitudinal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





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



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

Prescription Detail

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

Prescriptions													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	We Tes	1462358	Cos (3475)	0	15.00 MME	-	CO			
11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par	1462358	Wal (2435)	1	30.00 MME	-	CO			
10/31/2014	10/29/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par	1462358	Wal (2435)	0	-	-	CO			
10/10/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar	1462358	Kp (F123)	0	2.00 mg	-	IN			
10/05/2014	10/05/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	90	Tr Par	1462358	Wal (2435)	0	10.00 MME	-	CO			
09/17/2014	09/17/2014	6	Oxycodone-Acetaminophen 5-325	30.00	3	Tr Par	1462358	Wal (2435)	0	75.00 MME	-	CO			
09/17/2014	09/17/2014	6	Phentermine 37.5 Mg Tablet	30.00	30	Tr Par	1462358	Wal (2435)	0	-	-	CO			
09/13/2014	09/08/2014	4	Oxycodone-Acetaminophen 5-325	30.00	10	Ke Mcc	1462358	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	1462358	Wal (6992)	1	30.68 MME	Military/VA	CO			
08/28/2014	08/28/2014	1	Suboxone 8 Mg-2 Mg Sl Film	4.00	4	M Mac	1462358	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	1462358	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	1462358	Wal (6992)	0	7.50 MME	-	CO			
07/02/2014	06/29/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par	1462358	Wal (6992)	0	60.00 MME	Indian Nat	CO			
06/30/2014	06/08/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par	1462358	Wal (6992)	0	-	Other	CO			
06/07/2014	05/08/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par	1462358	Wal (6992)	1	60.00 MME	Comm Ins	CO			

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.

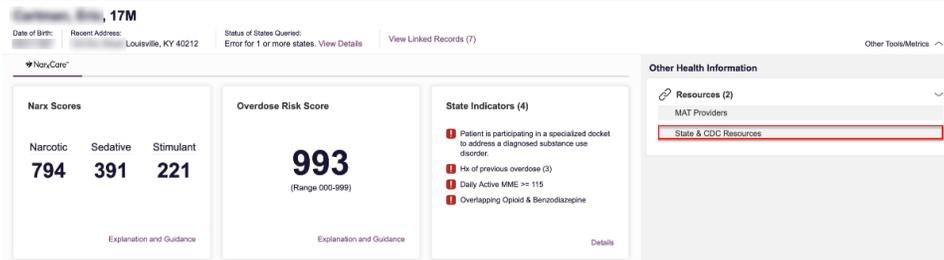
Providers							Column Settings		
Total: 8							Showing 1-8 of 8 Items	View 15 Items	1 of 1
Name	Address	City	State	Zipcode	Phone				
Dr. [Name]	100 N. [Address]	North Park	CO	4113	(303) 712-1234				
Dr. [Name]	123 [Address]	South Park	CO	80134	(303) 712-1234				
Dr. [Name]	123 [Address]	South Park	CO	80134					
Dr. [Name]	123 [Address]	North Park	CO	85134					
Dr. [Name]	123 [Address]	South Park	CO	80434					
Dr. [Name]	123 [Address]	South Park	CO	80134-4321					
Dr. [Name]	123 [Address]	South Park	CO	80134	(303) 712-1234				
Dr. [Name]	123 [Address]	South Park	CO	80134					

Pharmacies							Column Settings		
Total: 8							Showing 1-8 of 8 Items	View 15 Items	1 of 1
Name	Address	City	State	Zipcode	Phone				
[Pharmacy Name]	123 [Address]	North Park	CO	43621	(303) 712-1234				
[Pharmacy Name]	123 [Address]	South Park	CO	80134	(303) 712-1234				
[Pharmacy Name]	123 [Address]	South Park	CO	80134					
[Pharmacy Name]	123 [Address]	South Park	CO	80134					
[Pharmacy Name]	123 [Address]	South Park	CO	80134					
[Pharmacy Name]	123 [Address]	East Park	CO	80444	(303) 712-1234				
[Pharmacy Name]	123 [Address]	East Park	CO	80441	(303) 712-1234				
[Pharmacy Name]	123 [Address]	Sodosopa	CO	80445					

Other Tools/Metrics

Resources

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



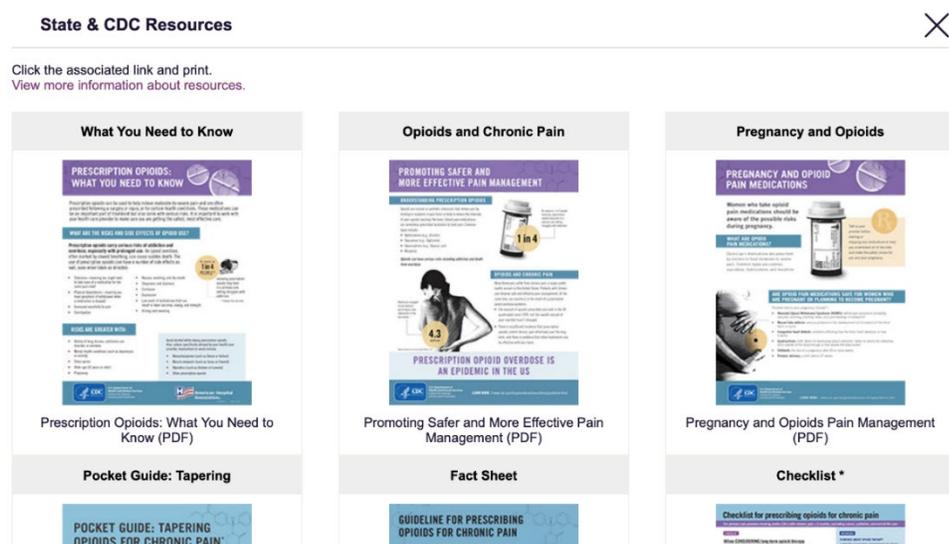
- MAT Providers:** The MAT Providers pop-up window locates the 30 closest providers who are listed in the Substance Abuse and Mental Health Services Administration (SAMHSA) buprenorphine treatment locator database.



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

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

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



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

Narx Scores

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

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

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

The Narx Scores were designed such that:

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

Narx Score Algorithm

Relative Scoring

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

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

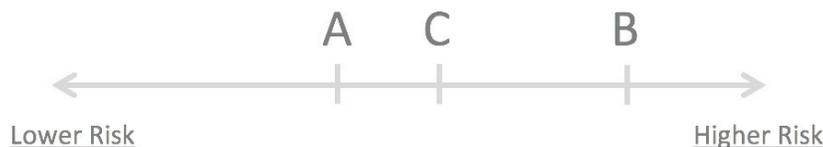
A single point measurement of total MME in the last 60 days can be used to illustrate this concept further using the following three patients:

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

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



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



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

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

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

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



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

Time Periods

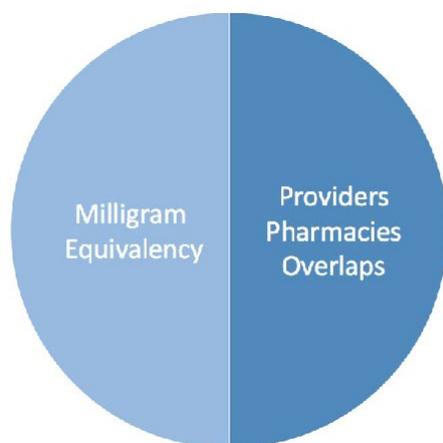
The NarxCare algorithm evaluates a PMP record using four different, overlapping time periods. In each time period, the risk factor being evaluated is tabulated and then converted to a scaled value. These reference tables exist for all the risk factors being evaluated and cover all four time periods. In general, as the raw value count (i.e., number of prescribers) increases, so does the reference value (up to 99 maximum). As the time period increases, the scaled value decreases. Example provider reference tables are provided below.

Prescriber Count	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1	19	12	8	6
2	36	22	16	11
3	51	32	23	16
4	64	41	30	21
5	75	49	37	26
6	85	57	43	30
And so on ...				
Pharmacy Count	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1	25	16	13	10
2	45	31	25	19
3	63	44	35	27
4	78	56	45	35
5	90	67	54	42
6	99	76	62	49
And so on ...				

Sedative LME	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1-4	4	6	8	10
5 - 9	8	10	13	16
10 - 14	10	12	16	19
15 - 19	20	20	23	26
20 - 24	23	23	26	29
25 - 29	24	23	26	30
And so on ...				
Overlap Days	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1	3	2	1	1
2	6	4	3	2
3	9	5	4	3
4	11	7	6	4
5	14	9	7	5
6	16	10	8	6
And so on ...				

Weighting

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



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

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

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

Algorithm and Score Computation

The following steps are involved with calculating a Narx Score:

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

Using a sample patient for a hypothetical scaled value to illustrate the calculation of a Narcotic Score:

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

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

2. Convert all raw values to scaled values.

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

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

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

- Calculate the weighted average.

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

- Add (concatenate) the number of active prescriptions

	60 days	6 mos.	1 year	2 years	Avg	Wt.	
Prescribers	85	76	84	64	77	1	77
Pharmacies	78	56	62	49	61	1	61
MME	74	87	88	87	84	3	252
LME	0	0	0	0	0	1	0
Overlaps	41	70	64	52	56	2	114
Weighted Average (sum/8)							63
Number of Active Narcotic Prescriptions							<u>2</u>
Narcotic Score							632

Clinical Application In-Workflow Use

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

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

General Considerations

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

Example Use Cases

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

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

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

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

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

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

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

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

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

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

Score-Based Guidance

Score/Range	Notes	Steps to Consider
000	This may be the first prescription of this type for the patient.	Discuss risks/benefits of using a controlled substance. Consider informed consent.
010–200	Approximately 75% of scores fall in this range. Occasionally, patients in this score range have a remote history of high usage (> 1 year ago).	Review use patterns for unsafe conditions. Discuss any concerns with patient. See guidance below. If previously high usage exists with recent abstinence, consider risk/benefits of new prescriptions.
201–650	Approximately 24% of scores fall in this range.	Review use patterns for unsafe conditions. Discuss any concerns with patient. See guidance below.

Score/Range	Notes	Steps to Consider
> 650	<p>Approximately 1% of scores fall in this range.</p> <p>Some patient records may have a score in this range and <i>still be within prescriber expectations.</i></p> <p>Many patient records include some level of multiple provider episodes, overlapping prescriptions, or elevated milligram equivalency.</p>	<p>Review use patterns for unsafe conditions.</p> <p>If multiple providers involved in unsafe prescribing, discuss concern with patient and consider contacting other providers directly.</p> <p>If multiple pharmacies involved in unsafe prescribing, discuss concern with patient and consider pharmacy lock-in program.</p> <p>If overlapping medications of same or different type, discuss concern with patient and consider taper to lower dose and/or discontinuation of potentiating medications.</p> <p>If patient has evidence of a substance use disorder, consider inpatient admit or referral for outpatient evaluation and treatment.</p>

Note: Narx Scores are not intended to work as sole determinants of a patient's risk. Narx Scores are intended to support clinical decisions, not displace them. Under no circumstance should NarxCare be used to replace a provider's professional and medical judgment.

Overdose Risk Score

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

The ORS has the following characteristics:

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

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

ORS Algorithm

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

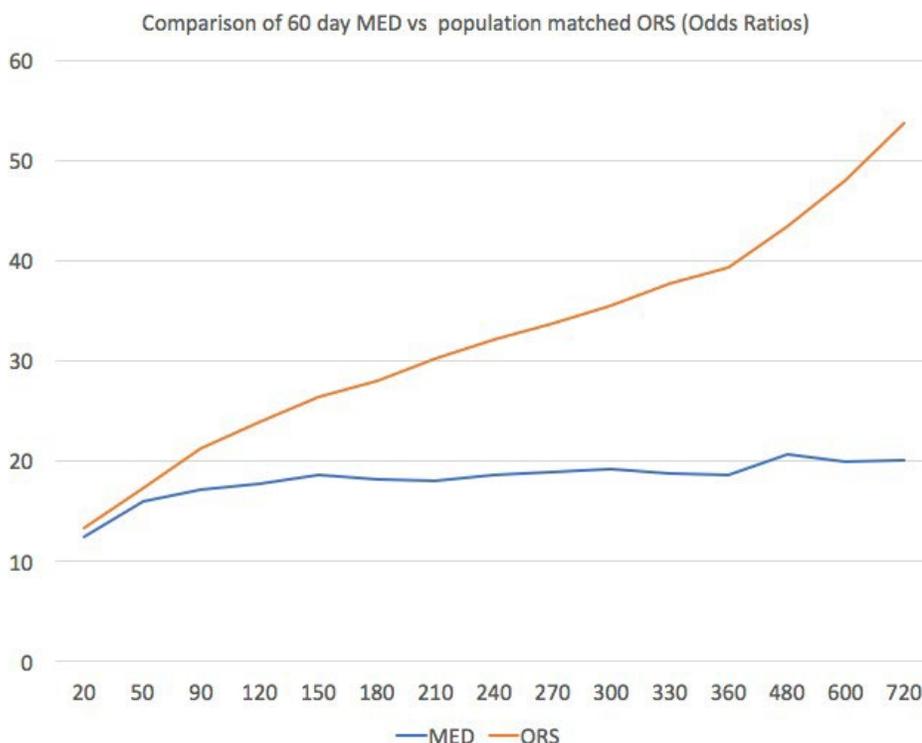
Subsequent revisions of the model have included evaluation of thousands of variables. A specific characterization of the current variables and coefficients is beyond the scope of this document. In general, the variables that have shown to be predictive of unintentional overdose death include:

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

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

Clinical Application

The ORS is intended to provide a multi-factor estimate of overdose death risk. The risk assessment does not incorporate any data other than PMP usage. This aligns the clinical application of the score with other sources of overdose risk assessment based on PMP data such as number of pharmacies visited in the last 90 days or daily morphine equivalent dose (MED). The ORS takes multiple risk factors for unintentional overdose death into consideration and is more predictive than any one component.



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

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

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

Score-Based Guidance

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

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

Additional Risk Indicators

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

This section is intended to aggregate important information from multiple sources of data.

There are currently three PMP based indicators:

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

These indicators are based on the following literature:

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

Clinical Application

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

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

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

Indicator-Based Guidance

Indicator	Steps to Consider
More than 5 providers in any year (365 days)	Review use patterns for unsafe conditions. If multiple providers involved in unsafe prescribing, discuss concern with patient and consider contacting other providers directly.
More than 4 pharmacies in any 90-day period	Review use patterns for unsafe conditions. If multiple pharmacies or dispensaries involved in unsafe prescribing, discuss concern with patient and consider pharmacy lock-in program.
More than 40 MED per day average and more than 100 MME total	Review use patterns for unsafe conditions. Consider taper to lower dose and/or discontinuation of potentiating medications.

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