



PMP AWA^Rx^E®

Requestor User Support Manual

Washington Prescription Monitoring Program



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Version 2.0



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1 Document Overview

The PMP AWARe *Requestor User Support Manual* provides step-by-step instructions for medical practitioners and prescribers requesting data from the Washington Prescription Monitoring Program (PMP) database. It includes such topics as:

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

1.1 What is a Requestor?

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

Healthcare Professionals

- Advanced Registered Nurse Practitioner
- Advanced Registered Nurse Practitioner Temporary Practice Permit
- Athletic Trainer License
- Chemical Dependency Professional Certification
- Clinical Lab Agent
- Counselor Agency Affiliated Registration
- Dental Anesthesia Assistant
- Dental Assistants
- Dental Community Resident
- Dental Faculty
- Dental Hygiene License
- Dental Hygiene Renewable Limited License
- Dental UW Resident
- Dentist License
- Expanded Function Dental Auxiliaries
- Initial Limited
- Licensed Practical Nurse
- Marriage and Family Therapist License
- Medical Assistant Certification
- Medical Assistant Hemodialysis Technician Certification
- Medical Assistant Interim Certification
- Medical Assistant Phlebotomist Certification
- Medical Assistant Registration
- Medical Limited License
- Mental Health Counselor License
- Midwife
- Naturopathic Physician License
- Nursing Assistant Certified
- Nursing Assistant Registration
- Optometrist License
- Osteopathic Limited License
- Osteopathic Physician and Surgeon License
- Osteopathic Physician Assistant License
- Out of State Pharmacist
- Out of State Pharmacist Delegate
- Out of State Prescriber
- Out of State Prescriber Delegate
- Pharmacist License
- Pharmacy Intern
- Pharmacy Technician
- Physician and Surgeon License
- Physician and Surgeon Fellowship License
- Physician Assistant License
- Podiatric Physician and Surgeon License
- Podiatry Limited - Podiatry Resident
- Pharmacy Assistant
- Veterinary Medication Clerk
- Veterinary License
- Psychologist License Radiological
- Technologist
- Registered Nurse License
- Social Worker Advanced License OR Social Worker Independent License
- Social Worker Associate Independent Clinical License
- Teaching Research License
- Veterinary Specialty
- Veterinary Technician
- X-Ray Technician Registration

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. A user can register as a delegate, a role that is designed to allow the user to generate reports on the behalf of another, current user; for example, a nurse at a small doctor's office could be assigned to act as a delegate to the physician to create Patient Reports for the patients whom the physician would be seeing that day. All queries run by the delegate are attributed to the prescriber for whom they run the report.

PMP AWARe requires that every individual utilize a SecureAccess Washington (SAW) account to access the application. If you do not have an SAW account, please see the [Registering for a SecureAccess Washington \(SAW\) Account](#) section.

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 [Adding the PMP Service](#) instructions located in this guide. You will utilize your existing SAW account to complete this process.

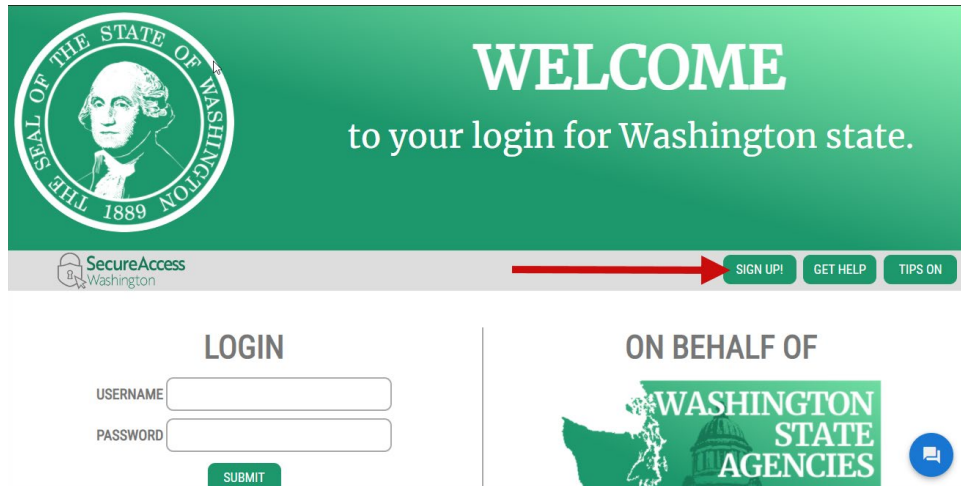
The registration process comprises the following sections: SAW Account Creation, ServiceAddition, Select Your User Role, and Demographics. All sections must be completed before your registration is successfully submitted for processing.

Some requestor roles may also require you to upload of a copy of your current license 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 a SecureAccess Washington Account

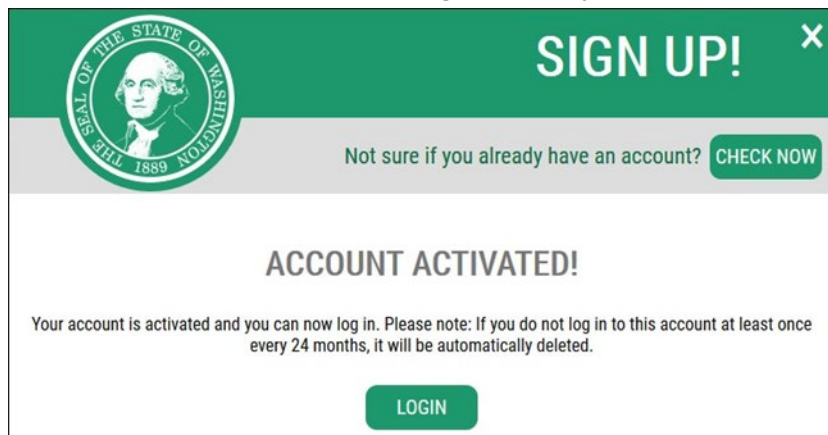
If you do not currently have an account in the SAW portal, perform the following steps to create an account:

1. Navigate to <https://secureaccess.wa.gov>.
2. Click the **SIGN UP!** button located at the top right of the page.



3. Complete the registration form, then click **Create my account**.
4. Once you have submitted your registration, SAW sends an email to the supplied email address for verification of an active email address and activation of the account.
5. When you receive the email, it will contain a link to activate your account. Click the first link in the email to activate your account.

An **ACCOUNT ACTIVATED!** message is displayed.



6. Click the **Login** button, then complete the steps in the [Requesting Access to PMPAWARxE in SecureAccess Washington](#) section.

2.3 Requesting Access to PMP AWARxE in SecureAccess Washington

Before you can access AWARxE through the SAW portal, you must request access to the Washington PMP. Once your request has been approved, you will be notified by email, and you will be able to access Prescription Review from your **My Services** tab. Note that you will only have to perform these steps one time. If

your account request has already been approved, refer to the [Log In to PMP AWARxE](#) section of this document.

Important Note: The WA PMP is a secure service, meaning that it can only be accessed through SAW by applying to the service.

If you had an existing account with the old system, you may already have the service code for the new system (PMP). See step 5 in the process below for more information.

Perform the following steps to request access to the PMP AWARxE database:

1. Navigate to <https://secureaccess.wa.gov>.

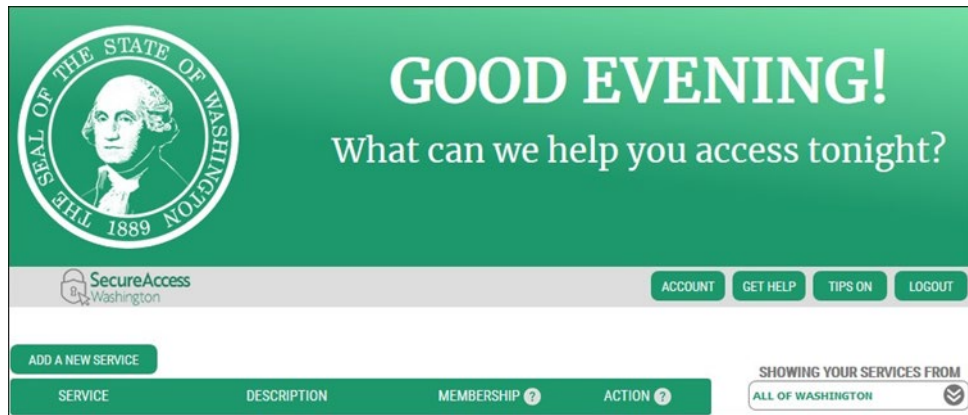
The SecureAccess Washington login window is displayed.



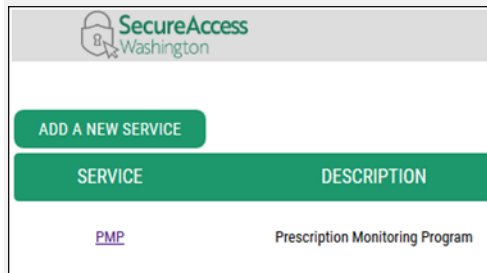
Note: If you do not have a SecureAccess Washington account, please refer to the [Registering for a SecureAccess Washington Account](#) section of this document.

2. Enter your *SAW* username in the **User ID** field.
3. Enter your *SAW* password in the **Password** field.
4. Click **Login**.

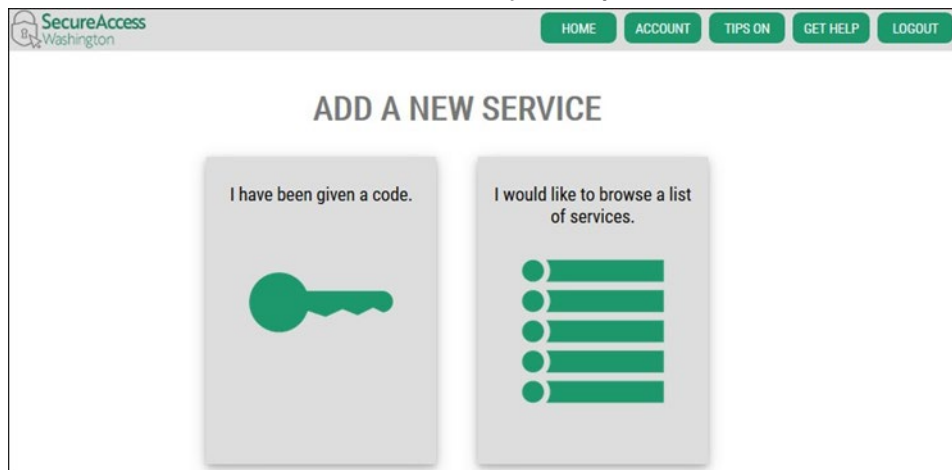
The Add a New Service page is displayed.



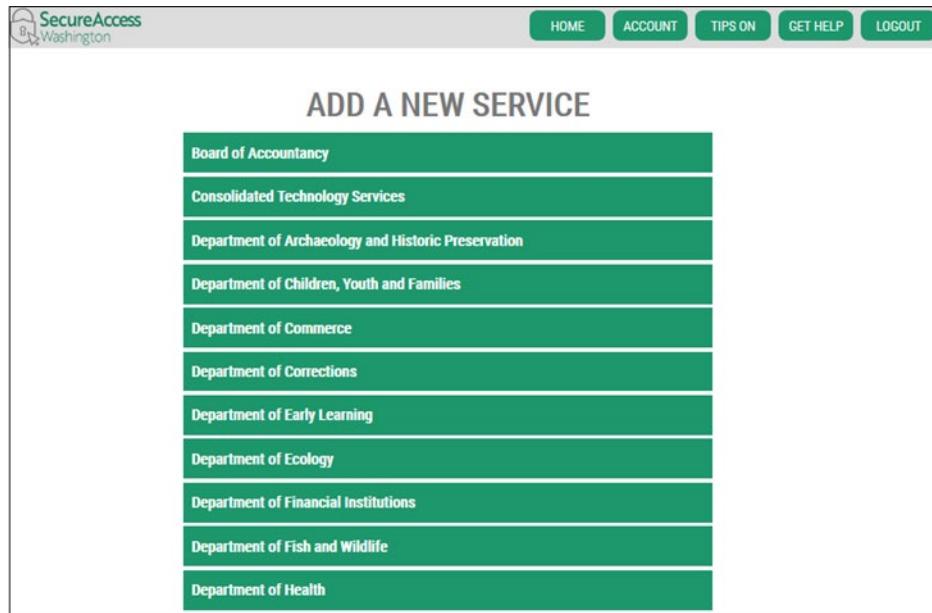
Note: If the PMP service is already displayed in your list of services (as shown in the image below), you already have access. Please refer to the [Existing Users](#) section of this document.



5. If **PMP** is not displayed in your list of services, click **I would like to browse a list of services** to add PMP AWARxE to your **My Services** tab.



The list of services is displayed. Note that the list is arranged by department.

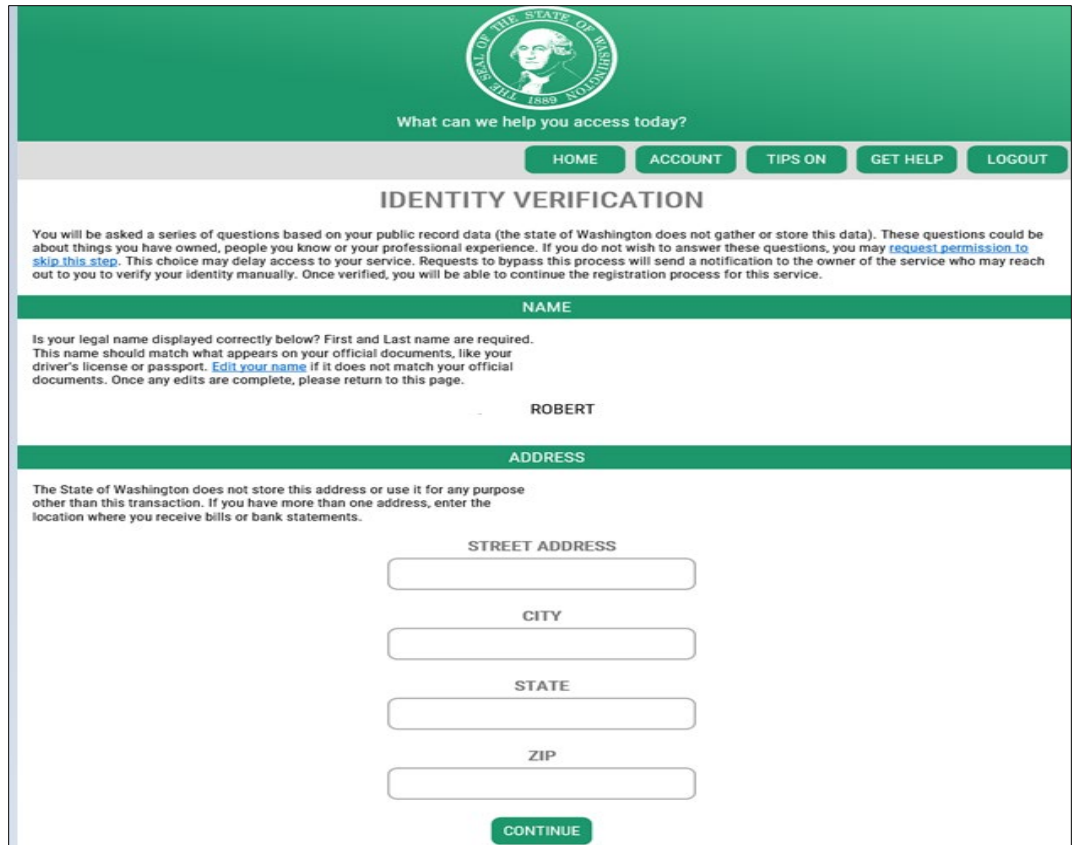


6. Click **Department of Health**, then select **PMP** from the list.
7. Click **Apply**.

Note: *If this is your first time using the SAW portal, you will be prompted to answer several questions to verify your identity (this service is called Knowledge Based Authentication).*

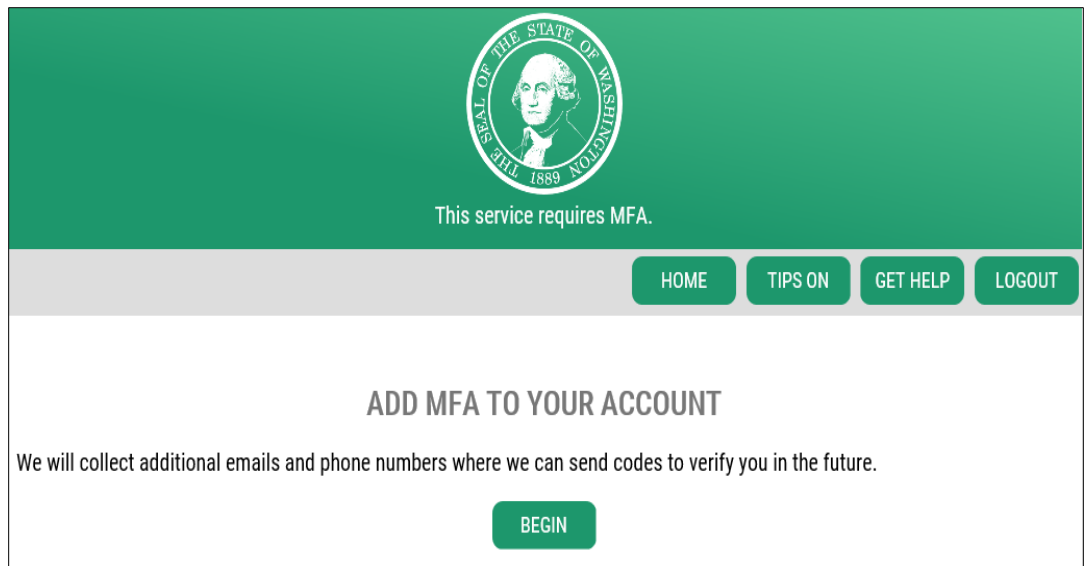
Knowledge Based Authentication (KBA) is an internet security tool. KBA works to authenticate the identity of the user by asking questions that match existing public record information with the name and address you provide. The information you provide to the system, including your name and address, is encrypted. Once the system has authenticated you, everything but your name is deleted. The Prescription Monitoring Program Security Policy does not allow for bypassing KBA.

- *As stated above, these questions may include any information of public record. Because the questions come from public record, you need to provide a complete address and your full legal name as it appears on your driver's license or birth certificate.*
- ***You may find you have to enter a former address, especially if your address has changed recently (within the past 1-2 years) to get the right questions that pertain to your identity.***
- *Once you have answered these questions and successfully verified your identity, you will be prompted to enroll in Multi-Factor Authentication.*
- *You must first establish your security questions and answers. Special characters are not permitted when answering the security questions.*



The screenshot shows the 'IDENTITY VERIFICATION' page. At the top, there is a green header with the state seal of Washington and the text 'What can we help you access today?'. Below the header are navigation buttons: HOME, ACCOUNT, TIPS ON, GET HELP, and LOGOUT. The main heading is 'IDENTITY VERIFICATION'. A paragraph explains that questions are based on public record data and provides a link to 'request permission to skip this step'. The 'NAME' section asks if the legal name is displayed correctly and shows 'ROBERT'. The 'ADDRESS' section explains that the state does not store this address and provides input fields for STREET ADDRESS, CITY, STATE, and ZIP. A 'CONTINUE' button is at the bottom.

8. Multi-Factor Authentication:



The screenshot shows the 'ADD MFA TO YOUR ACCOUNT' page. At the top, there is a green header with the state seal of Washington and the text 'This service requires MFA.'. Below the header are navigation buttons: HOME, TIPS ON, GET HELP, and LOGOUT. The main heading is 'ADD MFA TO YOUR ACCOUNT'. A paragraph states 'We will collect additional emails and phone numbers where we can send codes to verify you in the future.' A 'BEGIN' button is at the bottom.

9. Click **Begin**.

10. Provide your primary and secondary emails.

This service requires MFA.

HOME TIPS ON GET HELP LOGOUT

ADD EMAILS

Enter the email addresses that you would like us to send verification codes when we need to make additional security checks.

PRIMARY (REQUIRED)

OPTIONAL

NEXT

11. Provide your primary and secondary phone numbers.

- *You will provide phone numbers and email addresses. Phone numbers should be direct lines, as you may get a call from the system when you attempt to login.*
- *You will only be required to perform these steps the first time you add a service to your SAW account.*

This service requires MFA.

HOME TIPS ON GET HELP LOGOUT

ADD PHONES

Enter the phone numbers you would like us to use for additional security checks. When those occur, you will be able to choose between text messages or an automated call if you prefer to use a number that doesn't receive texts.

PRIMARY PHONE

10 DIGIT NUMBER

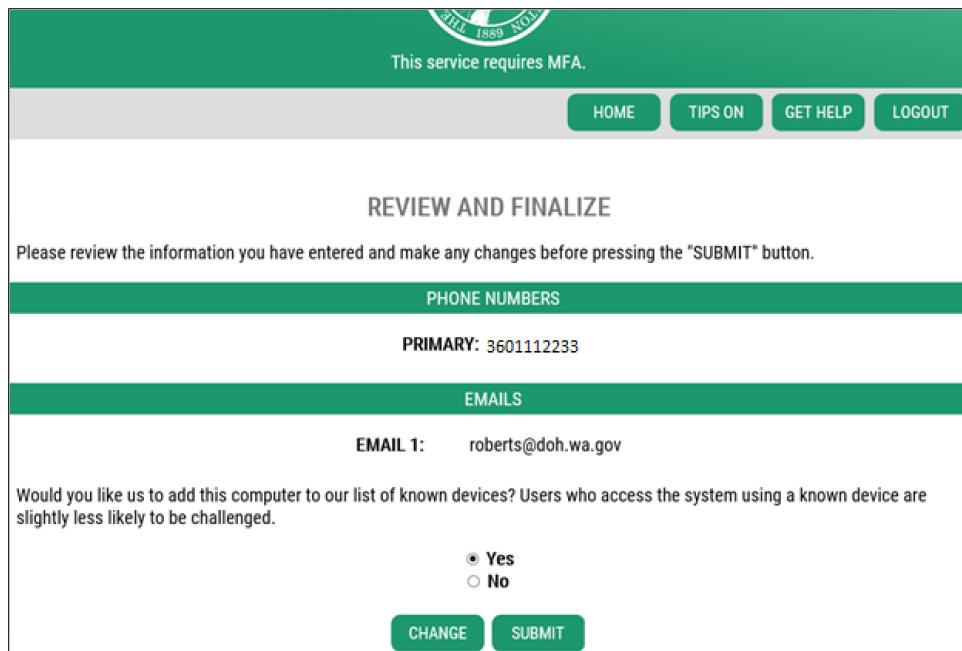
OPTIONAL PHONE

10 DIGIT NUMBER

EXTENSION (OPTIONAL)

NEXT

12. Review and finalize Multi-Factor Authentication.



This service requires MFA.

HOME TIPS ON GET HELP LOGOUT

REVIEW AND FINALIZE

Please review the information you have entered and make any changes before pressing the "SUBMIT" button.

PHONE NUMBERS

PRIMARY: 3601112233

EMAILS

EMAIL 1: roberts@doh.wa.gov

Would you like us to add this computer to our list of known devices? Users who access the system using a known device are slightly less likely to be challenged.

Yes
 No

CHANGE SUBMIT

You will then be directed to PMP AWAARxE.



Important Note: If you had an account with the previous system, you may already have an account in PMP AWAARxE. Please see the [Existing Users](#) section for the next steps. If you did not have an account with the previous system, please see the [New Users](#) section for the next steps.

2.4 Existing Users

If you had an account with the previous system, you may already have an account in PMP AWAARxE. After you have accessed the service in your list of services by following the steps in the [Log In to PMP AWAARxE](#) section or have added the PMP service to your SAW account and accessed the service with the steps in the [Adding the PMP Service](#) section, you will be directed to the PMP AWAARxE dashboard, or if your account needs additional information, or you will be

directed to the registration page to enter any missing information on your account. The Returning User Account Registration page is displayed below.

Account Registration

Role category: *Healthcare Professional*
Role: *Advanced Registered Nurse Practitioner* | [Change](#)

Professional Details * Indicates Required Field

DEA Number ⓘ

Professional License Number * License Type *

Personal Information

First Name * Middle Name Last Name *

Date of Birth * Last 4 digits of SSN *

Employer Information

Employer Name *

Address * Address Line 2

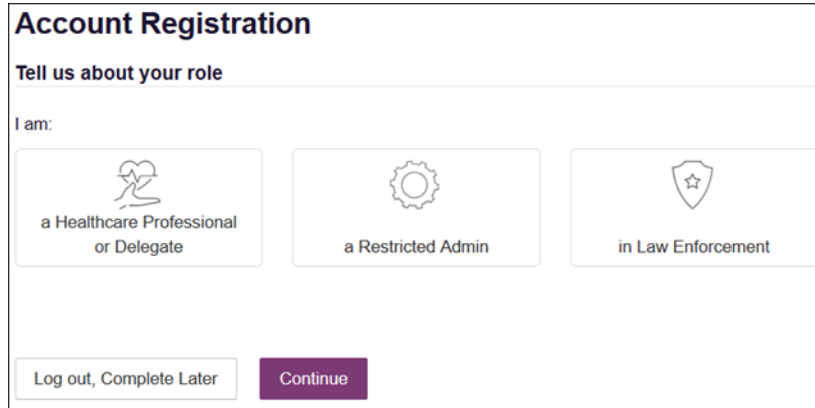
Notes:

- *The information you are required to enter on this page may vary. Required fields are marked with a red asterisk (*).*
- *DEA Numbers are not required; however, some features may not be available if a DEA number is not added to your account.*
- *Please enter all active DEA numbers, if applicable.*

Once you have entered the required information, click **Continue**. The PMP AWARxE [dashboard](#) will be displayed, and you may begin using the PMP AWARxE application.

2.5 New Users

After you have added the PMP service to your SAW account and accessed the service with the steps in the [Adding the PMP Service](#) section, you will be taken to the Tell us about your role page.



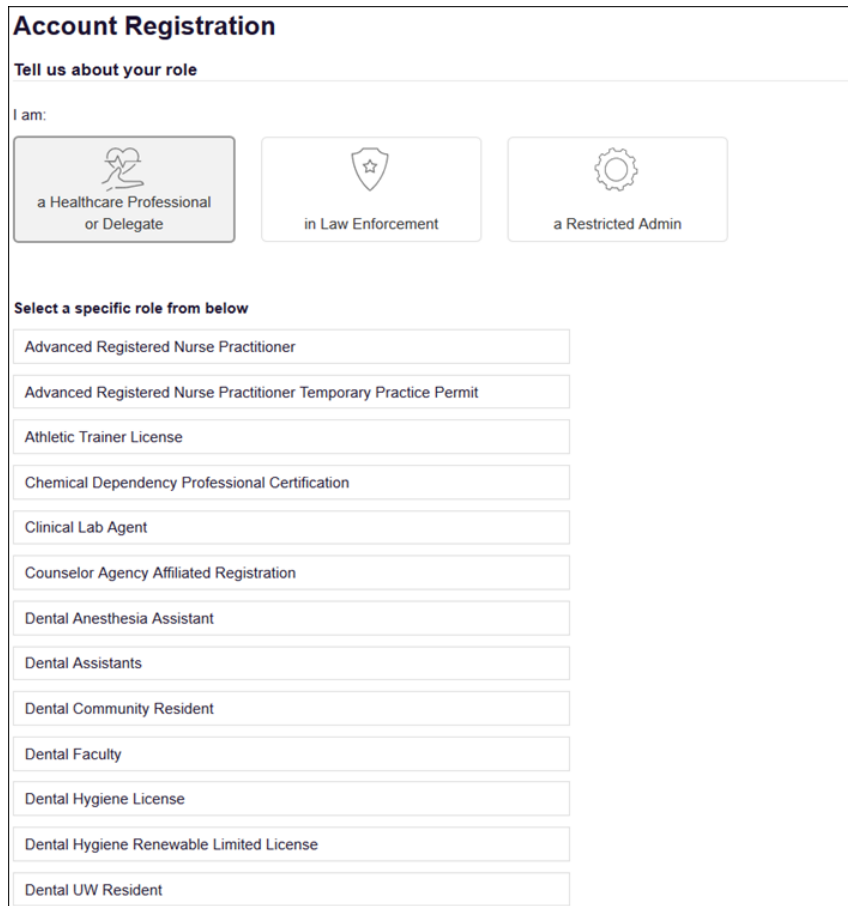
Account Registration

Tell us about your role

I am:

1. 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 as shown on the following page.



Account Registration

Tell us about your role

I am:

Select a specific role from below

Notes:

- If you are registering as a delegate, please ensure that you select the appropriate delegate user role (e.g., Prescriber Delegate, Pharmacist Delegate, etc.).
- If you do not see an applicable role for your profession, the State Administrator has not configured a role of that type and potentially may not allow users in that profession access to PMP AWAARxE. Please contact your State Administrator for more information.

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

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

Account Registration

Role category: **Healthcare Professional**
Role: **Advanced Registered Nurse Practitioner** | [Change](#)

Professional Details * Indicates Required Field

DEA Number ?

Professional License Number * License Type *

Personal Information

First Name * Middle Name Last Name *

Date of Birth * Last 4 digits of SSN *

Employer Information

Employer Name *

Address * Address Line 2

City * State * Zip Code *

Phone * Fax

3. Complete the required fields.

Notes:

- *The information you are required to enter on this page may vary. Required fields are marked with a red asterisk (*).*
- *DEA Numbers are not required; however, some features may not be available if a DEA number is not added to your account.*
- *Please enter all active DEA numbers, if applicable.*

4. 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.*

The Account Registration: Review Profile Details page is displayed.

← Back

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

Account Registration

Review Profile Details

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

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

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

Personal Information [Edit](#)

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

[Log out, Complete Later](#) [Submit & Continue](#)

5. Review your information to ensure it is correct before submitting your registration.

- a. If you need to change your user role, click **Change**, located at the top of the page next to the role you selected. *Note that changing your user role will cause you to lose any information you entered on the registration form.*

- b. If you need to edit your personal information, click **Edit** next to the **Personal Information** section header.
6. If all information is correct, click **Submit & Continue**.

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

Once you have submitted your registration, your account may be automatically approved, and the Requestor Dashboard will be displayed. See the My Dashboard section of this document for more information.

If your account cannot be automatically approved, you will be notified of your account status ([Incomplete](#) or [Pending Approval](#)).

***Note:** Print the form and save a copy of it for your own records.*

- a. **Incomplete:** If you are required to upload validation documents to complete your registration, your registration status will be “incomplete,” and the Validation Documents page is displayed. Please refer to the [Validation Documents](#) section of this document for more information.
- b. **Pending Approval:** If your account requires no further action but could not be verified by the process above, or if your user role is not one that is immediately approved, your account will be pended for review and approval by your State Administrator.

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

2.5.1 Validation Documents


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

To submit your form(s) electronically:

1. Log in to PMP AWARxE through SecureAccess Washington.

The **Welcome** page is displayed. If your registration is not complete (i.e., you have not submitted your validation documents), the page contains a file upload section.

Account Registration

 **Status: Registration Not Complete - Additional Documents Needed**

Based on the user role you've chosen, you are required to submit additional documentation. Please review the required document(s) below and upload them for review. You can complete this section now or at a later time by logging back into your account.

Once all required validation documents are received, your registration will be reviewed for approval.

Required Documents

Download the required documents if needed and upload below

Required Documents	Uploaded File

2. Click **Add File**, then select the required form(s).

Once you have submitted your form(s), you will receive an email notifying you that your account has been updated. No further action is required at this time.

2.5.2 Account Approval

Once the State Administrator has determined that all you have met all account requirements, your account can be approved. Once your account has been approved, you will receive an email stating that your account has been approved and is now active. Upon receipt of the approval email, you can log in to PMP AWARe through SecureAccess Washington.

Notes:

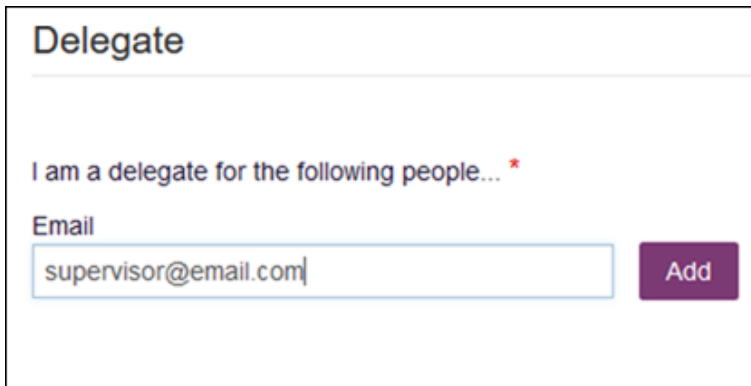
- *Once you have applied for WA PMP access, you will see **PMP** on your **My Services** tab. However, you will not be able to access PMP AWARe until you have received your approval notification.*
- *Once you have been approved for WA PMP access, follow the steps in the [Log In to PMP AWARe](#) section of this document.*

2.6 Registering for a Delegate Account

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

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

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



The screenshot shows a form titled "Delegate". Below the title is a horizontal line. Underneath, the text "I am a delegate for the following people..." is displayed with a red asterisk. Below this text is the label "Email" and a text input field containing "supervisor@email.com". To the right of the input field is a purple button labeled "Add".

Notes:

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

3 Basic System Functions

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

3.1 Log In to PMP AWARxE

Note: If you have not added PMP to your SAW services, refer to the [Adding the PMP Service](#) section of this document.

1. Navigate to <https://secureaccess.wa.gov>.

The SAW login window is displayed:



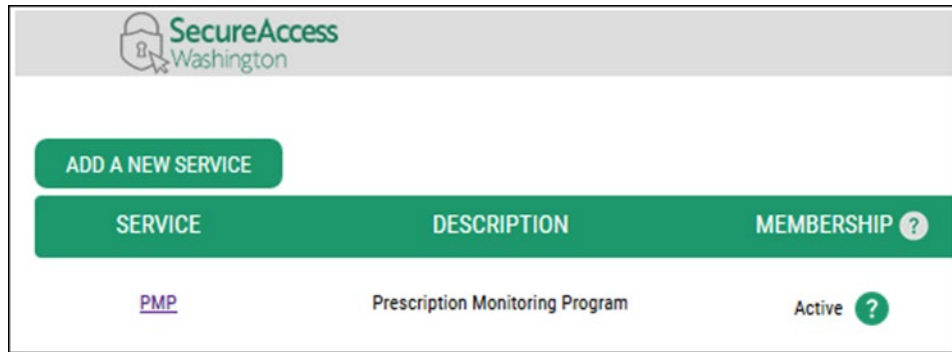
2. Enter your *SAW* username in the **User ID** field.
3. Enter your *SAW* password in the **Password** field.

Note: If you are unable to login to SAW, you may request your username or a password reset by clicking **Forgot your username?** or **Forgot your password?**

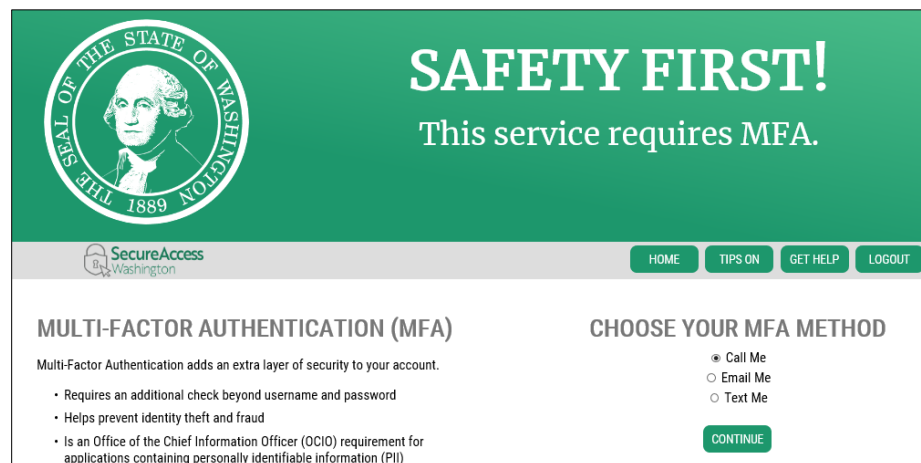
- **Username:** Click **Forgot your username?** and enter the email address on your SAW account. Check the CAPTCHA box, then click **Send**. Your username will be emailed to you.
- **Password:** Click **Forgot your password?** and enter the username and email address on your SAW account. Check the CAPTCHA box, then click **Send**. A temporary password will be emailed to you. Use this password to log in. After you log in, you will be prompted to pick a new password.

4. Click **Login**.

The Services window is displayed as shown on the following page.

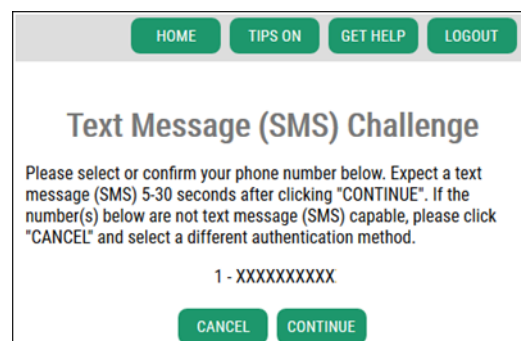


5. Click **PMP** to access the PMP service. If you do not have PMP on your list of services, see the [Adding the PMP Service](#) section of this document.
6. Multi-Factor Authentication:



7. SAW may give you the opportunity to update your Adaptive Authentication information (e.g., e-mail address, phone number, and security questions), or may require you to complete Multi-Factor Authentication (shown above) and then allow you the opportunity to update your Multi-Factor Authentication information prior to accessing your service.
8. To complete Multi-Factor Authentication:
 - a. Select your chosen MFA method, then click **Continue**.

The Multi-Factor Authentication window is displayed.



- b. Enter the code provided, then click **Continue**.

Text Message (SMS) Challenge

A text message has been sent to 1 - XXXXXXXXXX Please enter the confirmation code contained in the text message in the box below.

CODE

Would you like us to add this computer to our list of known devices?
Users who access the system using a known device are slightly less likely to be challenged.

Yes
 No

9. To update Multi-Factor Authentication:

UPDATE YOUR CONTACT INFO?

Keeping your Multi-Factor Authentication (MFA) contact information up to date is important! Failure to update your challenge email and phone number when they change may result in your account becoming inaccessible. We remind you because we care.

If no selection is made, this page will automatically redirect you to your service in 53 seconds.

- a. If you do not need to update your information, click **Skip** on the window that is displayed. If no action is taken, you will be automatically redirected.
- b. If you wish to update this information, click **Change** to update your information.

Once you click **Continue**, the My Dashboard page is displayed. Please refer to the [My Dashboard](#) section for a complete description of the dashboard.

3.2 My Dashboard

Upon logging in to PMP AWARxE with an approved account, the requestor dashboard (My Dashboard) is displayed. This dashboard provides a quick summary of pertinent items within PMP AWARxE, including State Administrator announcements, your recent patient searches, patient alerts, and, if applicable, your delegate's or supervisor's status. My Dashboard can be accessed at any time by clicking **Menu > Dashboard** (located under **Home**).

The screenshot shows the 'My Dashboard' interface. It is divided into several sections:

- Patient Alerts:** A table with columns: Patient Full Name, DOB, Alert Date, and Alert Letter. One alert is shown for 'DAVE PATIENT' with DOB 01/01/1985 and Alert Date 11/08/2017. A 'Download PDF' link is available.
- Recent Requests:** A table with columns: Patient Name, DOB, Status, Request Date, and Delegate. Five requests are listed, all with a status of 'Complete'. Delegates include Jordan Delegate and James Delegate.
- Delegates:** A table with columns: Delegate Name, Status, and Request Date. Two delegates are listed: 'James Delegate' (pending, 12/01/2017) and 'Jordan Delegate' (approved, 04/25/2017).
- 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. The second is dated 09/20/2017 and mentions 'Exciting changes are coming to AWARxE!' and a systemwide update.
- Quick Links:** A section with a link for 'PMP Support'.

3.2.1 Patient Alerts

This section displays the most recent patient alerts.

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

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

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

3.2.2 Recent Requests

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

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

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

3.2.3 Delegates/Supervisors

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

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

3.2.4 Announcements and Quick Links

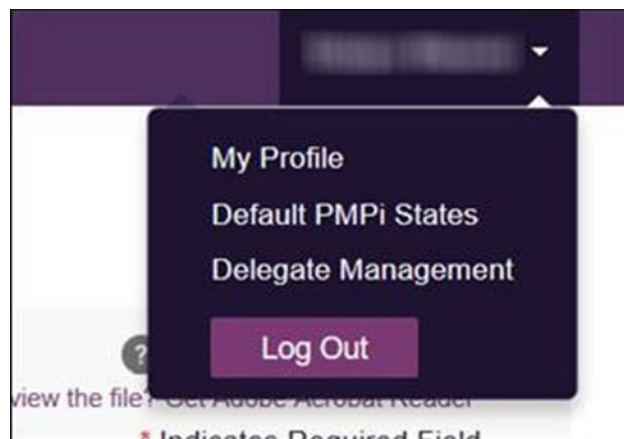
This section displays announcements from your State Administrator as well as links to webpages outside of AWARe that may be of use to you.

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

- The announcements displayed in this section are configured by your State Administrator. Announcements can be configured as role-specific, meaning that a user whose role is “physician” may have an announcement, whereas a user whose role is “delegate” may not.
- Quick links are also configured by your State Administrator. Any links configured will be visible toward the bottom right of the dashboard in the Quick Links section.

3.3 Log Out of PMP AWARxE

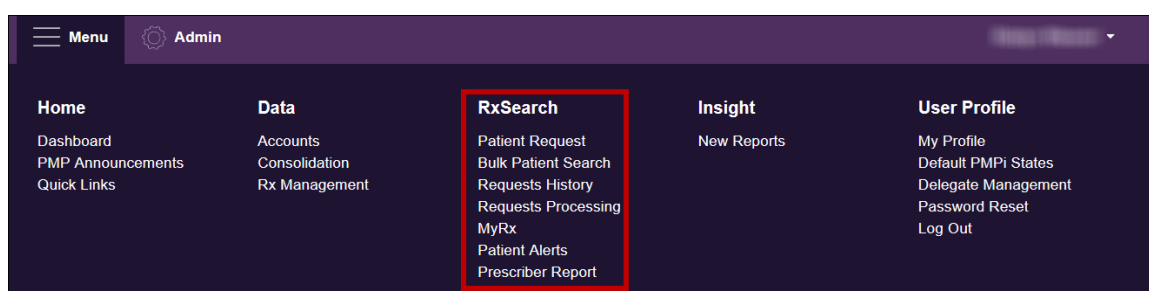
To log out of the system, click the arrow next to your username (located in the top right corner of the page), and then click **Log Out**.



4 RxSearch

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

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



Note: You may not have access to all of the 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.

Important Note: A maximum of 500 patients may be queried in a given 24-hour period. If you have exceeded this limit, an error message will be displayed:



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

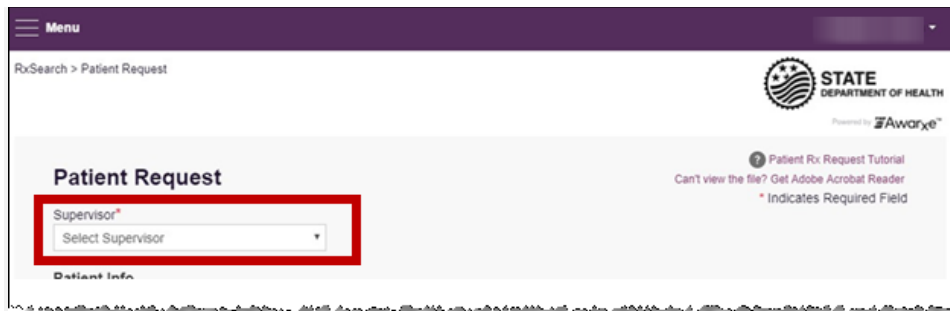
The Patient Request page is displayed as shown on the following page.

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 <i>MM/DD/YYYY</i> format or click the calendar icon to select a date.
Prescription Fill Dates	
From	Use the <i>MM/DD/YYYY</i> format or click the calendar icon to select a date.
To	

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



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

4. If you require information from other states, the list of available PMP InterConnect states and RxCheck states is provided at the bottom of the page.
 - a. Select your search type: **PMP InterConnect**, **RxCheck**, or **None**. You may only select one search type.
 - b. Click to select the state(s) from which you wish to obtain results.

Notes:

- Available states are dependent upon your state's configurations and your user role.
- Partial search is not available when searching other states. If you selected partial search in step 3, the multi-state search section will be removed from the bottom of the page.

- See the [Using PMP InterConnect or RxCheck with a Patient Rx Search](#) section for more information.

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

The screenshot displays a patient report for a 17-year-old male patient in KY 40212. The interface includes a search bar at the top, a 'View Linked Records (7)' link highlighted with a red arrow, and a sidebar on the right for 'Report Criteria' and 'Linked Records'. The main content area is divided into three sections: 'RX Summary', 'Providers', and 'Report Criteria'.

Summary	Opioids* (excluding Buprenorphine)	Buprenorphine*
Total Prescriptions	70 Current Qty 137	Current Qty 48
Total Private Pay	3 Current MME/day 55.00	Current mg/day 2.00
Total Prescribers	8 30 Day Avg MME/day 32.50	30 Day Avg mg/day 2.00
Total Pharmacies	6	

Name 1	Address 1	City 1	State 1
[redacted]	[redacted]	North Park	CO
[redacted]	[redacted]	South Park	CO
[redacted]	[redacted]	South Park	CO
[redacted]	[redacted]	North Park	CO

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

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

4.1.1 Multiple Patients Identified

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

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 2614

Name	DOB	Gender	Address
Test Patient	1900-01-01	male	9701 MONROVIA ST, OVERLAND PARK, KS 66215
test patient	1901-01-01	male	10401 LINN STATION RD, LOUISVILLE, KY 40223
test patient	1900-01-01	unknown	10401 LINN STATION RD, LOUISVILLE, KY 40223
TEST PATIENT	1900-01-01	unknown	555 FAKE DR, PHOENIX, AZ 85001
Test Patient	1900-01-01	male	10401 LINN STATION RD, LOUISVILLE, KY 40223

Patient 2615

Name	DOB	Gender	Address
Test Patient	1900-01-01	male	123 Main Street , Maineville, MN 12345

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

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

RX Summary

Summary	Opioids* (excluding Buprenorphine)	Buprenorphine*
Total Prescriptions	70	48
Total Private Pay	3	2.00
Total Prescribers	8	2.00
Total Pharmacies	8	2.00

Providers
Total: 8

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

Report Criteria

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

Linked Records

Name: [Redacted]
DOB: [Redacted]
ID: 1
Gender: Male
Address: [Redacted] CO 80134

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

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

Name: [Redacted]

4.1.2 Partial Search Results

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

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

Select patient(s) to include in the report

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

[Run Report](#)

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

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

The screenshot shows a patient report for a patient with 17M prescriptions. The interface includes several sections:

- Report Criteria:** Shows patient details like First Name, Last Name, and DOB.
- Linked Records:** Lists other patient records with their names, DOBs, IDs, genders, and addresses.
- RX Summary:** A table summarizing prescriptions for Opioids (excluding Buprenorphine) and Buprenorphine.

Summary	Opioids* (excluding Buprenorphine)	Buprenorphine*
Total Prescriptions	70	46
Total Private Pay	3	2.00
Total Prescribers	8	2.00
Total Pharmacies	8	2.00
- Providers:** A table listing providers with columns for Name, Address, City, and State.

4.1.3 No Results Found

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

Error
No matching patient identified.

[DISMISS](#)

Or

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

Patients found but no prescriptions found.

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

Change Date Range

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

Notes:

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

4.2 Viewing a Patient Report

Once your search results are returned, the Patient Report is automatically displayed. You may also access your previously requested patient reports at any time by clicking **Menu** > **Requests History**. Refer to the [Requests History](#) section for more information.



The Patient Report page consists of the following sections:

- [Patient Information](#)
- [Rx Summary](#)
- [Prescriptions](#)
- [Providers](#)
- [Pharmacies](#)

4.2.1 Basic Report Functions

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



- You can expand or collapse each section of the report. Click the plus sign () next to a section to expand it, or click the minus sign () to collapse it.
- You can resize the tables in each section of the report to show more or fewer records. To resize a table, click and drag the bottom of the table with your mouse.

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

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

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

4.2.2 Patient Information

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

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

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

report, allowing you to match the patient in the Linked Records table with the appropriate prescription.

4.2.3 Rx Summary

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

Note: Opioid and buprenorphine counts only include prescriptions that are current and active on the date the report is generated.

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

4.2.4 Prescriptions

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

Prescriptions												
Total: 70 Private Pay: 3												
Filled	Written	ID	Drug	QTY	Days	Prescriber	RX #	Dispenser	Refill	Daily Dose*	Pynt Type	PMP
11/13/2014	11/06/2014	4	Oxycodone-Acetaminophen 5-325	80.00	40	Wie Tes		Cos (3475)	0	15.00 MME	-	CO
11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par		Wal (2435)	1	30.00 MME	-	CO
10/31/2014	10/26/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (2435)	0	-	-	CO
10/16/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar		Kp (F123)	0	2.00 mg	-	IN
10/05/2014	10/05/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	90	Tr Par		Wal (2435)	0	10.00 MME	-	CO
09/17/2014	09/17/2014	6	Oxycodone-Acetaminophen 5-325	30.00	3	Tr Par		Wal (2435)	0	75.00 MME	-	CO
09/17/2014	09/17/2014	6	Phentermine 37.5 Mg Tablet	30.00	30	Tr Par		Wal (2435)	0	-	-	CO
09/13/2014	09/09/2014	4	Oxycodone-Acetaminophen 5-325	30.00	10	Kie Mcc		Cos (3475)	0	22.50 MME	-	CO
09/12/2014	09/10/2014	2	Sik-Oxycodone/lapap 5-325 Tab	90.00	22	Ma Sto		Wal (6992)	1	30.65 MME	Private VA	CO
08/28/2014	08/28/2014	1	Suboxone 8 Mg-2 Mg Sl Film	4.00	4	M Mac		Sam (2682)	0	8.00 mg	Private Pay	CO
07/30/2014	07/30/2014	4	Oxycodone-Acetaminophen 5-325	30.00	15	Ra Mar		Cos (3475)	0	15.00 MME	Military/VA	CO
07/12/2014	07/12/2014	6	Oxycodone-Acetaminophen 5-325	30.00	30	Tr Par		Wal (6992)	0	7.50 MME	-	CO
07/02/2014	06/29/2014	6	Hydrocodone-Acetaminophen 10-325	90.00	15	Tr Par		Wal (6992)	0	60.00 MME	Indian Nat	CO
06/30/2014	06/03/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (6992)	0	-	Other	CO
06/07/2014	05/08/2014	6	Hydrocodon-Acetaminophen 10-325	90.00	15	Tr Par		Wal (6992)	1	60.00 MME	Comm Ins	CO

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

4.2.5 Providers

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

Name	Address	City	State	Zipcode	Phone
[Redacted]	[Redacted]	North Park	CO	8113	[Redacted]
[Redacted]	[Redacted]	South Park	CO	80134	[Redacted]
[Redacted]	[Redacted]	South Park	CO	80134	-
[Redacted]	[Redacted]	North Park	CO	85134	-
[Redacted]	[Redacted]	South Park	CO	80434	-
[Redacted]	[Redacted]	South Park	CO	80134-4321	-
[Redacted]	[Redacted]	South Park	CO	80134	[Redacted]
[Redacted]	[Redacted]	South Park	CO	80134	-

4.2.6 Pharmacies

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

Name	Address	City	State	Zipcode	Phone
[Redacted]	[Redacted]	North Park	CO	43621	[Redacted]
[Redacted]	[Redacted]	South Park	CO	80134	[Redacted]
[Redacted]	[Redacted]	South Park	CO	80134	[Redacted]
[Redacted]	[Redacted]	South Park	CO	80134	[Redacted]
[Redacted]	[Redacted]	South Park	CO	80134	[Redacted]
[Redacted]	[Redacted]	East Park	CO	80444	[Redacted]
[Redacted]	[Redacted]	East Park	CO	80441	[Redacted]
[Redacted]	[Redacted]	Sedona	CO	80445	[Redacted]

4.3 Requests History

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

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

Notes:

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

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

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

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

Bob TestPatient View Refresh

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

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

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

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

4.4 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.

Note: A maximum number of 500 patients may be queried in a given 24-hour period. If you have exceeded this limit, an error message will be displayed.

To perform a Bulk Patient Search:

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

The Bulk Patient Search page is displayed.

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

The Manual Entry search is displayed.

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

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

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

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

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

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

Bulk Patient Search

How do you want to enter patients?

Manual Entry

File Upload

The File Upload search is displayed.

File Upload

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

Choose a file Choose File Clear

Validate Format

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

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

Notes:

- The patient's complete first name, last name, and date of birth (using the MM/DD/YYYY format) are required.
- You may enter the patient's ZIP code; however, it is not recommended.

9. Once you have entered all patient information, save the file to your computer.

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

10. Click **Choose File**, then select the file you created in step 9.

11. Click **Validate Format** to download a validation report and ensure all records were entered correctly.

12. Once you open the validation report, any errors in your data will be listed in the **Errors** column. Please correct the errors and resubmit the corrected file. Note that if the **Errors** column is blank, the data is acceptable.

Examples:

- *File with errors:*

first_name	last_name	birthdate	postal_code	errors
john		1/1/1950		Last name can't be blank
	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_code	errors
john	smith	1/1/1950		
adam	smith	1/1/1960		
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.

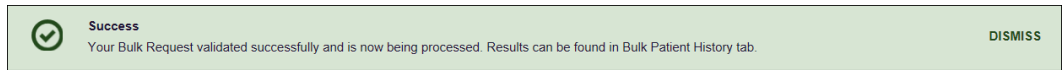
Note: Providing a group name will help you more easily distinguish between searches in the Bulk Patient History tab.

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.

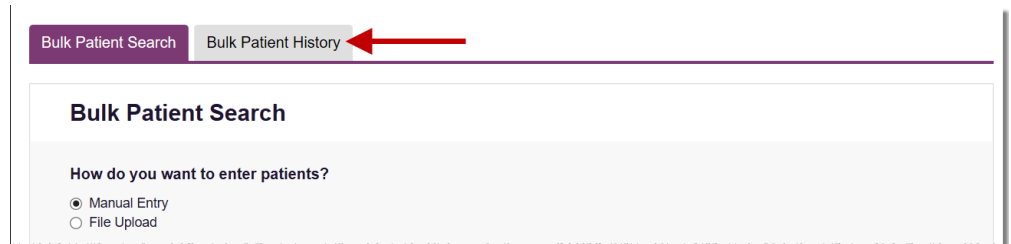
17. Click **Search**.

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

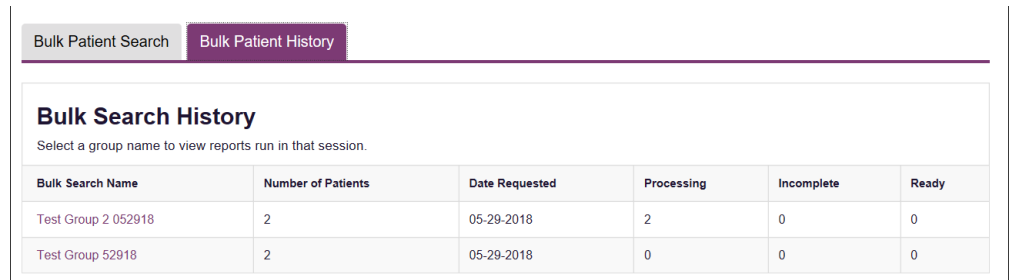


4.4.1 Viewing Bulk Patient Search Results

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



The Bulk Search History page is displayed.



Notes:

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

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

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

Bulk Patient Summary
Select a patient to view the report

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

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

bob testpatient Refresh View

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

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

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

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

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

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

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

(a)

Group Name
Test Group 2 052918
Prescription Fill Dates: 05/29/2017 - 05/29/2018
PMP InterConnect States:
Report Prepared: 05/29/2018 02:44 PM

Bulk Patient Summary
Select a patient to view the report

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

(b)

To resolve this and view the patient report:

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

Bob TestPatient Try Again

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


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

4.4.2 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.

Multiple Patients Found Why do I see this?

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

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

Patient 2786

Name	DOB	Gender	Address
BOB TESTPATIENT	1900-01-01	female	1023 NOT REAL ST, WITCHITA, KS 67203

Patient 2787

Name	DOB	Gender	Address
BOB TESTPATIENT	1900-01-01	male	1023 NOT REAL ST, WITCHITA, KS 67203
BOB TESTPATIENT	1900-01-01	female	1023 NOT REAL ST, WITCHITA, KS 67203
BOB TESTPATIENT	1900-01-01	male	1023 NOT REAL ST, WITCHITA, KS 67203
Bob Testpatient	1900-01-01	unknown	1023 NOT REAL STREET, WITCHITA, KS 67203

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

4.4.3 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

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

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

4.5 My Rx

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

Note: This functionality is only available if you have a DEA number associated with your user profile. Contact your State Administrator to have them add your DEA to your account if it was missed during registration.

To run the My Rx report:

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

The My Rx search page is displayed.

MyRx Request MyRx History

My Rx

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

Prescriptions Written

From* To*

MM/DD/YYYY MM/DD/YYYY

DEA Numbers

Generic Drug Name (Optional)

Drug Name

Search

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

Your report results are displayed as shown on the following page. If configured by your PDMP Administrator, you may click **Download PDF** or **Download CSV** to export your report results.

The screenshot shows the 'MyRx' section of the RxSearch application. At the top, it displays 'Doctor Jordan' and the 'STATE DEPARTMENT OF HEALTH' logo. Below this, it indicates the report was prepared on 10/14/2017 for the date range 10/13/2016 to 10/13/2017. There are options to download the report as a PDF or CSV. A section for 'DEA Numbers' shows one entry for 'JORDAN, DOCTOR' with address '456 MAIN ST LYNDON KY 40242'. Below that 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

4.6 Patient Alerts

This function displays your available patient alerts.

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

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

The Patient Alerts page is displayed.

The screenshot shows the 'Patient Alerts' page. It includes a sub-header 'Patient Alerts' and a note: 'Select a patient to view more information.' Below this is a table with the following data:

Patient Full Name	DOB	Alert Date	Alert Letter	Delivery Method
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email

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

5 Rx Management

The Rx Management page, located under **Menu > Data**, allows you to manage prescriptions within PMP 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 are navigation tabs: 'Error Correction', 'Rx Maintenance', 'New Rx', 'PharmacyRx', and 'PharmacyRx History'. A search bar is located below the tabs, with 'START DATE' set to 06/01/2018 and 'END DATE' set to 06/20/2018. Below the search bar, there are icons for 'Download PDF' and 'Download CSV'. The main content area is titled 'Rx Error List' and displays a table with 7 records. The table has the following columns: Rx Number, Date Filled, Pharmacy Name, Pharmacy DEA, Pharmacy NCPDP, and Errors.

Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
6U6wIacxzEjVN13u1	06/04/2018	Carter-Morissette	AS0000000	4305074	2
IVXVycLZG0bgSL	06/07/2018	Carter-Morissette	AS0000000	4305074	1
yXNJEaX91YMqA1VZp	06/07/2018	Carter-Morissette	AS0000000	4305074	1
NX6HIW2GlqId9Iz53	06/07/2018	Carter-Morissette	AS0000000	4305074	1
UTzXQAYppaJyQs6e8Tcj	06/08/2018	Carter-Morissette	AS0000000	4305074	2
Nlxzu9Ycn	06/09/2018	Carter-Morissette	AS0000000	4305074	2
NwY	06/09/2018	Carter-Morissette	AS0000000	4305074	2

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

Note: Error correction within 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.

AWARxE Support: 1-866-Appriss

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

Rx Error List

Displaying 7 of 7

Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
6U6wIacxzEjVN13u1	06/04/2018	Carter-Morissette	AS0000000	4305074	2
lXXVycLZG0bgSL	06/07/2018	Carter-Morissette	AS0000000	4305074	1
yXNjEaX91YmqA1VZp	06/07/2018	Carter-Morissette	AS0000000	4305074	1
NX6HIW2Giqd9lz53	06/07/2018	Carter-Morissette	AS0000000	4305074	1
UTzXQAyppaJyQs6e8Tcj	06/08/2018	Carter-Morissette	AS0000000	4305074	2
Ntxzu9Ycn	06/09/2018	Carter-Morissette	AS0000000	4305074	2
NwY	06/09/2018	Carter-Morissette	AS0000000	4305074	2

5.1.2 Correct an Error

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 with a navigation bar containing 'Error Correction', 'Rx Maintenance', 'New Rx', 'PharmacyRx', and 'PharmacyRx History'. Below the navigation bar is a search area with 'Advanced Options', 'START DATE' (06/01/2018), 'END DATE' (06/20/2018), and a 'Search' button. The main content area is titled 'Rx Error List' and includes 'Download PDF' and 'Download CSV' links. Below the title, it says 'Displaying 7 of 7'. A table lists 7 records with columns: Rx Number, Date Filled, Pharmacy Name, Pharmacy DEA, Pharmacy NCPDP, and Errors. The first row is highlighted with a red box.

Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
6U6wIacxzEjVN13u1	06/04/2018	Carter-Morrisette	AS0000000	4305074	2
IVXVycLZG0bgSL	06/07/2018	Carter-Morrisette	AS0000000	4305074	1
yXNJEaX91YMqA1VZp	06/07/2018	Carter-Morrisette	AS0000000	4305074	1
NX6HIW2Giqd9lz53	06/07/2018	Carter-Morrisette	AS0000000	4305074	1
UTzXQAyppaJyQs6e8Tcj	06/08/2018	Carter-Morrisette	AS0000000	4305074	2
Nbxu9Ycn	06/09/2018	Carter-Morrisette	AS0000000	4305074	2
NwY	06/09/2018	Carter-Morrisette	AS0000000	4305074	2

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

The screenshot shows the patient record page for Rx #6U6wIacxzEjVN13u1. At the top, it says 'Rx #6U6wIacxzEjVN13u1' and '2 Errors Unresolved'. Below this is a 'Patient' section with a form containing the following information:

- First Name: Billie
- Middle Name: Brody
- Last Name: Becker
- DOB: 01/22/1986
- Gender: Unknown
- Address: 62232 ORIN CORNERS
- Address Line 2: SUITE 787
- City: ANGELINEVILLE
- State: Pennsylvania
- Postal Code: 57607-2002
- ID Type: State Issued ID
- ID Number: o4shvQCwUn
- Patient Location: Intermediary Care
- Phone Number: 6987789177

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 record page for Rx #6U6wIacxzEjVN13u1. It displays the 'Drug' section with a form containing the following information:

- NDC Number: 00555076702
- Quantity: 10000.0
- Units: Milliliters

Below the quantity field, there is a red error message: '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	Prescriptions Fill Dates
Rx Number <input type="text"/>	From * <input type="text" value="MM/DD/YYYY"/>
Prescriber	Search limit: 24 months
Last Name <input type="text"/>	To * <input type="text" value="MM/DD/YYYY"/>
Pharmacy Identifiers <input type="text"/>	

5.2.1 Correcting Prescriptions

To search for and correct a prescription record:

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

Rx Search Results

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

Displaying all 5 entries

Rx Number	Date Filled	Written At	Patient Name	Prescriber	Pharmacy Name	Pharmacy Identifier
39467	2016-07-21	2016-07-18	DAVID SMITH	PAUL FARKAS, MD	SPRINGFIELD FAMILY PHARMACY, INC.	FS4671601
JD1528589	2016-09-09	2016-09-09	JOHN DOE	Appriss Hospital - Resident	SPRINGFIELD FAMILY PHARMACY, INC.	FS4671601
JD1528589	2016-09-19	2016-09-19	JOHN DOE	OHIO DOC	SPRINGFIELD FAMILY PHARMACY, INC.	FS4671601
123450	2017-12-19	2017-12-19	GEORGE TESTPATIENT	OHIO DOC	SPRINGFIELD FAMILY PHARMACY, INC.	FS4671601
457362	2018-01-10	2018-01-10	JOHN DOE	APPRISS HOSPITAL - RESIDENT	SPRINGFIELD FAMILY PHARMACY, INC.	FS4671601

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

The Dispensation Correction Form page is displayed.

Dispensation Correction Form

Patient

Patient Type:
 Human Animal

First Name*

Middle Name

Last Name*

DOB*

Gender*

Address*

Address Line 2

City*

State*

Postal Code*

ID Type

ID Number

Patient Location

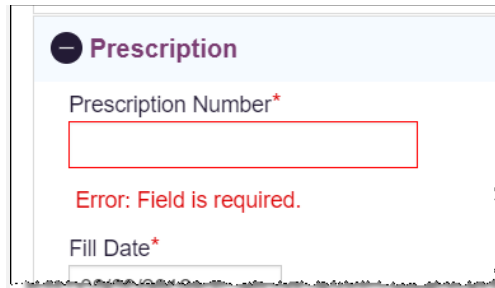
Phone Number

Pharmacy

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

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

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



The screenshot shows a form titled "Prescription" with a minus sign icon in the top left. It contains two input fields: "Prescription Number*" and "Fill Date*". The "Prescription Number*" field is empty and has a red border, with a red error message "Error: Field is required." displayed below it. The "Fill Date*" field is partially visible below.

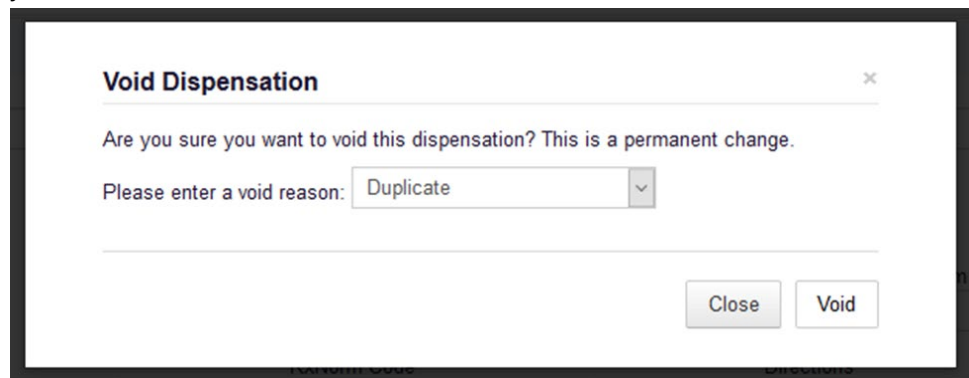
Once all errors have been corrected, click **Submit**.

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.



The screenshot shows a dialog box titled "Void Dispensation" with a close icon in the top right. The text inside asks, "Are you sure you want to void this dispensation? This is a permanent change." Below this is a label "Please enter a void reason:" followed by a dropdown menu showing "Duplicate". At the bottom right, there are two buttons: "Close" and "Void".

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

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

5.3 New Rx

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

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

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

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

To enter a new dispensation:

1. Complete the required fields.

Notes:

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

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

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

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

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

5.4 PharmacyRx

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

To perform a PharmacyRx search:

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

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

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

6 User Profile

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

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

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, 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.

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

The My Profile page is displayed.

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

- Profile Info** (with an 'Edit' link):
 - Name: Jordan Doctor (ACTIVE: 04/03/2018)
 - DOB: 01/01/1970
 - Primary Contact: 502-867-5309
 - DEA Number(s): JR1111119
 - Professional License #: 25235242534 Type: MD
 - Employer DEA(s):
 - Employer: Appriss Health, 10401 Linn Station Rd, Louisville, KY 40223
 - Employer Phone: 502-867-5309
 - Employer Fax:
 - Role: Physician (MD, DO)
- Specialty**:
 - Add a Healthcare Specialty * (with a 'Browse All' link)
 - Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)
 - ★ Designates Primary Specialty
 - Selected specialty: ★ Allopathic & Osteopathic Physicians, Allergy & Immunology
- Setting**:
 - Time Zone: Eastern Time (US & Canada)
- Contact Information**:
 - Change email address associated with this profile
 - Current Email: doctorjordan@appriss.com
 - New Email Address: [input field]
 - Re-enter New Email Address: [input field]
 - Save Changes button

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

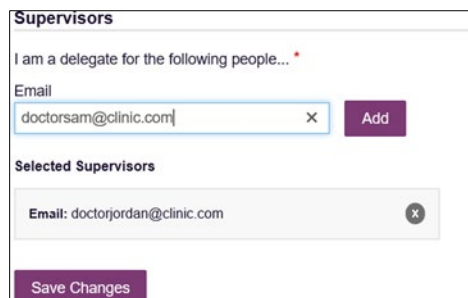
Current Email: apprisstester+peer_reviewer@gmail.com

New Email Address Re-enter New Email Address

Current Mobile Phone Number:

New Mobile Phone Number Re-enter New Mobile Phone Number

- **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.



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

6.2 Setting Default PMP InterConnect States

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

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

The Default InterConnect PMPs page is displayed.



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

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

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

6.2.1 Using PMP InterConnect or RxCheck with a Patient Rx Search

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

The screenshot shows a form with three radio button options at the top: PMP Interconnect, RxCheck, and None. Below these is a text instruction: "To search in other states as well as your home state for patient information, select the states you wish to include in your search." This is followed by a list of states with checkboxes: A Arizona, C Colorado Connecticut, D Delaware, G Guam PMP, I Idaho Iowa PMP, K Kansas, M Massachusetts Michigan Minnesota, N New Jersey New York, O Ohio PMP, P Pennsylvania Puerto Rico, R Rhode Island, T Tennessee CSMD Test Staging, U Utah, V Vermont, W Wyoming. At the bottom, there is a checkbox for "I agree to the terms of the acknowledgement." and a blue "Search" button.

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

2. Select your search type: **PMP InterConnect**, **RxCheck**, or **None**. You may only select one search type.
3. Click to select the state(s) from which you wish to obtain results. You may also click **Select All** to select all available states.
4. Once you click **Search**, PMP AWA^Rx^E submits the request to the selected states' PMP InterConnect or RxCheck systems. Results from those states are then blended into the final Patient Report.

Notes:

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

6.3 Delegate Management

If you are a supervisor, the Delegate Management function allows you to approve or reject new delegates or remove existing delegates from your account.

6.3.1 Approving and Rejecting Delegates

If a user registers as a delegate and selects you as their supervisor, you will receive email notification that a delegate account is pending your approval.

Note: *If the request is not acted upon, the system will send follow-up emails advising you that action is still required.*

Once you have received the email notification:

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

The Delegate Management page is displayed.

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

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

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

Jordan Delegate

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

Delegate (pending)

Personal DEA

National provider (invalid)

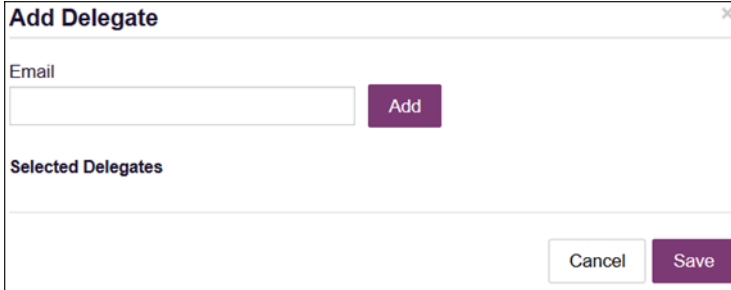
4 Supervisors

- Jordan Crawford (pending)
jrcrawford@appriss.com
- Jordan Admin (rejected)
jrcrawford+admin2@appriss.com

4. Click **Approve** to approve the delegate;
- Or
5. Click **Reject** to reject the delegate. If rejected, the delegate will be removed.
6. If you do not see a delegate listed, you may be able to add the delegate if they have an account. Click the **Add+** button to add a new delegate.

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

The **Add Delegate** page is displayed.



7. Enter the delegate's email address, then click **Add**.

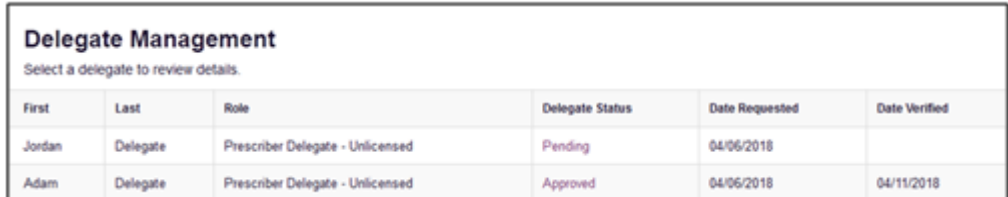
Their email address will be added in the **Selected Delegates** section. If their email address cannot be added, they may not have an account, or they may not have an account under the email address provided. Delegates can also add supervisors from their account directly. See the [My Profile](#) section for more information.

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.



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.

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 by email at wapmp-info@apprisshealth.com or by phone at 1-877-719-3121;

OR

- Create a support request at the following URL:
<https://pmpawarxe.zendesk.com/hc/en-us/>

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

Technical requests relating to SAW accounts can be submitted electronically at the following URL: <https://secureaccess.wa.gov/public/saw/pub/help.do>.

7.2 Administrative Assistance

If you have non-technical questions regarding the Washington PMP, please contact:

PMP Administrator Staff
Washington Department of Health
P.O. Box 47852
Olympia, WA 98504-7852

Phone: 360.236.4806

Fax: 360.236.2901

E-mail: prescriptionmonitoring@doh.wa.gov

Web: <http://www.doh.wa.gov/pmp>

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	04/20/2020	N/A	N/A; initial version
1.1	07/07/2021	Global	Updated screenshots as necessary to reflect updates made to the system to ensure that it is ADA compliant
1.2	11/3/2021	4/Rx Search	Updated screen shots to reflect the new tiles layout
		Appendix A/PMP AWA Rx E	Added Appendix A
2.0	06/14/2022	Global	Updated guide to reflect Bamboo Health branding

Appendix A: PMP AWARe Tile Report

Introduction to PMP AWARe Tile Report

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

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

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

Why PMP AWARe?

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

How Does PMP AWARe Work?


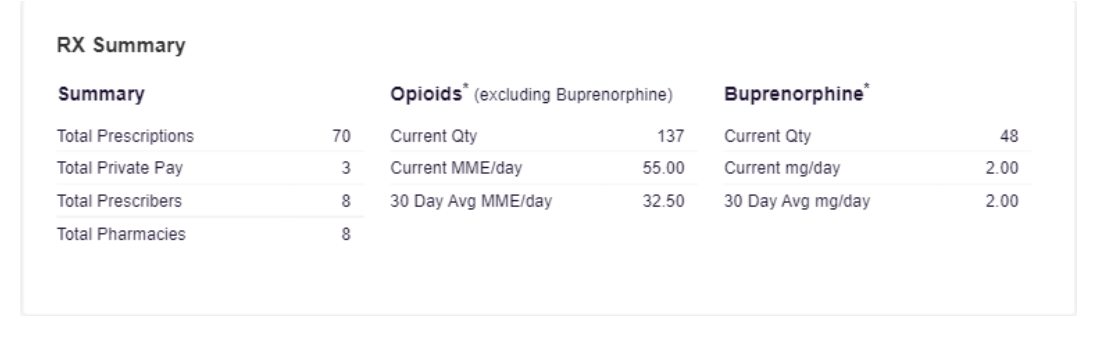
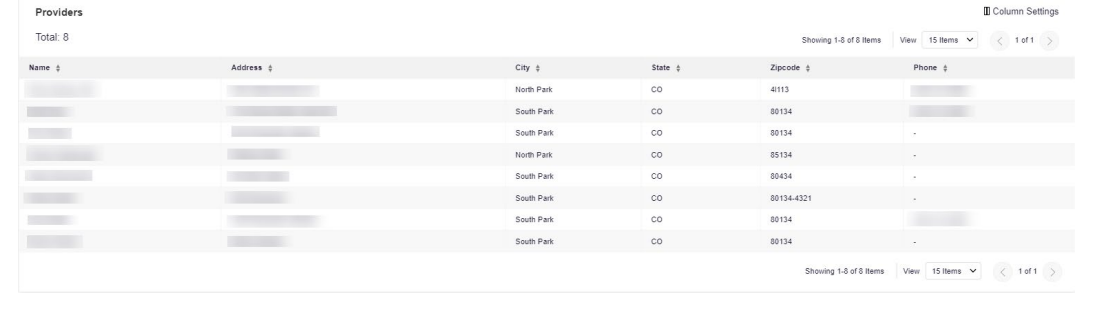
PMP AWARe aggregates historical and active prescription data and presents color-coded, interactive, visual representations of the data. In addition, the PMP AWARe report has a **Resources** section that includes a Medical Assistance Treatment (MAT) locator, CDC educational resources. These resources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

Who Has Access to PMP AWARe Tile Report?

PMP AWARe is available to the end user, whether accessing via the web portal or integrated EHR system or pharmacy software.

PMP AWARe Tile Report Layout

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

Header																																																							
RX Summary	 <table border="1"> <thead> <tr> <th>Summary</th> <th>Opioids* (excluding Buprenorphine)</th> <th>Buprenorphine*</th> </tr> </thead> <tbody> <tr> <td>Total Prescriptions</td> <td>70</td> <td>Current Qty 137</td> </tr> <tr> <td>Total Private Pay</td> <td>3</td> <td>Current MME/day 55.00</td> </tr> <tr> <td>Total Prescribers</td> <td>8</td> <td>30 Day Avg MME/day 32.50</td> </tr> <tr> <td>Total Pharmacies</td> <td>8</td> <td>Current Qty 48</td> </tr> <tr> <td></td> <td></td> <td>Current mg/day 2.00</td> </tr> <tr> <td></td> <td></td> <td>30 Day Avg mg/day 2.00</td> </tr> </tbody> </table>	Summary	Opioids* (excluding Buprenorphine)	Buprenorphine*	Total Prescriptions	70	Current Qty 137	Total Private Pay	3	Current MME/day 55.00	Total Prescribers	8	30 Day Avg MME/day 32.50	Total Pharmacies	8	Current Qty 48			Current mg/day 2.00			30 Day Avg mg/day 2.00																																	
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</div>	Filed	Written	ID	Drug	QTY	Days	Prescriber	RX #	Dispenser	Refill	Daily Dose*	Pymt Type	PMP	11/13/2014	11/06/2014	4	Oxycodone-Acetaminophen 5-325	80.00	40	We Tes		Cos (3475)	0	15.00 MME	-	CO	11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par		Wal (2435)	1	30.00 MME	-	CO	10/31/2014	10/26/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (2435)	0	-	-	CO	10/10/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar		Kp (F123)	0	2.00 mg	-	IN	10/05/2014	10/05/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	90	Tr Par		Wal (2435)	0	10.00 MME	-	CO	09/17/2014	09/17/2014	6	Oxycodone-Acetaminophen 5-325	30.00	3	Tr Par		Wal (2435)	0	75.00 MME	-	CO	09/17/2014	09/17/2014	6	Pentermine 37.5 Mg Tablet	30.00	30	Tr Par		Wal (2435)	0	-	-	CO	09/13/2014	09/08/2014	4	Oxycodone-Acetaminophen 5-325	30.00	10	Ke Moc		Cos (3475)	0	22.50 MME	-	CO	09/12/2014	09/10/2014	2	Sl-Oxycodone/lapag 5/325 Tab	90.00	22	Ma Sto		Wal (6992)	1	30.68 MME	Military/VA	CO	08/28/2014	08/28/2014	1	Suboxone 8 Mg-2 Mg Sl Film	4.00	4	M Mac		Som (2682)	0	8.00 mg	Private Pay	CO	07/30/2014	07/30/2014	4	Oxycodone-Acetaminophen 5-325	30.00	15	Ra Mar		Cos (3475)	0	15.00 MME	Military/VA	CO	07/12/2014	07/12/2014	6	Oxycodone-Acetaminophen 5-325	30.00	30	Tr Par		Wal (6992)	0	7.50 MME	-	CO	07/02/2014	06/29/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par		Wal (6992)	0	60.00 MME	Indian Nat	CO	06/30/2014	06/09/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (6992)	0	-	Other	CO	06/07/2014	05/08/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par		Wal (6992)	1	60.00 MME	Coverd Ins	CO
Filed	Written	ID	Drug	QTY	Days	Prescriber	RX #	Dispenser	Refill	Daily Dose*	Pymt Type	PMP																																																																																																																																																																																																					
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10/10/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar		Kp (F123)	0	2.00 mg	-	IN																																																																																																																																																																																																					
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PMP AWARxE Tile report helps providers make better-informed decisions when it comes to identifying, preventing, and managing substance use disorders. An overview of each section can be found below.

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

PMP AWARxE Tile Report Details

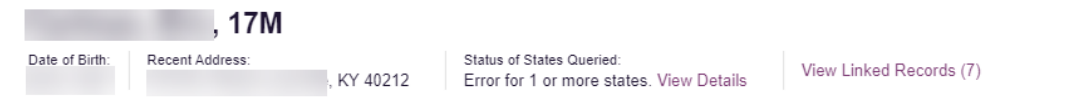
Report Header

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

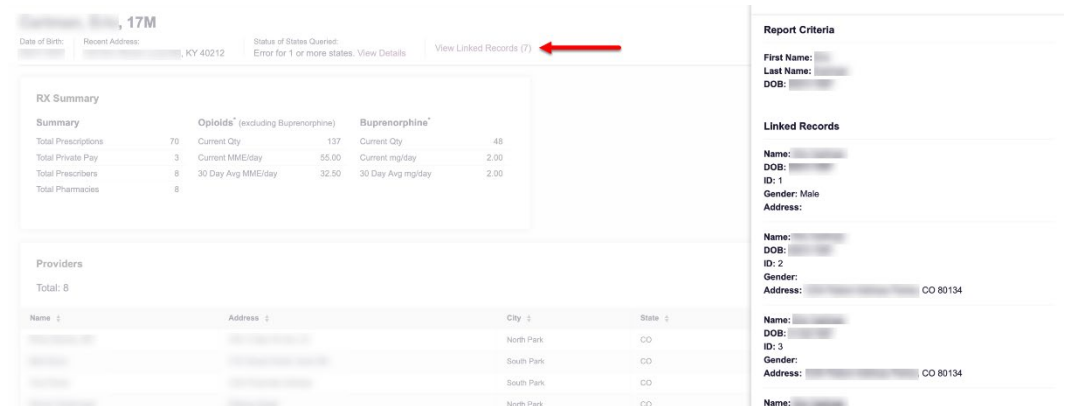
- **Drop-down menu bar:** Clicking **Menu** allows you to navigate to all functional areas of AWARxE. For PMP AWARxE users, the menu, which is shown on the following page, contains additional training links as well as a link to the PMP AWARxE user guide. You can click your username for quick access to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



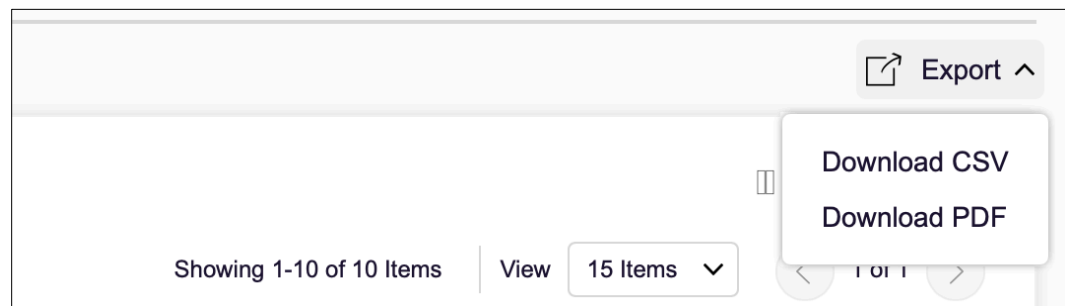
- Patient identifying information:** The patient’s name, age in years, and gender are displayed as the report header above the report tiles. Additional patient information, such as date of birth and address, can be found below this header. This information will remain visible as you scroll through the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



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



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



Report Body

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

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

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

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

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

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

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

State Indicators (4)

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

[Details](#)

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

Additional Indicators [Print](#)

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

! Exceeds Daily Active MME Threshold	Description Please note that this person has received controlled substances prescriptions equal to or greater than 115 MME/D. This equals or exceeds the threshold of 45 MME/D. Patient's Counts 115 Alert Thresholds 45 Alert Date: 8/23/2021
! Exceeds Opioid & Benzodiazepine Threshold	Description Please note that this person has received controlled substances prescriptions for both an Opioid and a Benzodiazepine within the same time period. Below Daily Active Methadone Threshold Prescription Counts Opioid: 4 Benzodiazepine: 1 Alert Date: 8/23/2021

[Close](#)

Notes:

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

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

Prescriptions

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

Prescriptions													Column Settings		
Total: 70 Private Pay: 3													Showing 1-15 of 70 Items	View 15 Items	1 of 5
Filed	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		Ces (3475)	0	15.00 MME	-	CO			
11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par		Wal (2435)	1	30.00 MME	-	CO			
10/31/2014	10/28/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (2435)	0	-	-	CO			
10/10/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar		Kp (F123)	0	2.00 mg	-	IN			
10/05/2014	10/05/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	90	Tr Par		Wal (2435)	0	10.00 MME	-	CO			
09/17/2014	09/17/2014	6	Oxycodone-Acetaminophen 5-325	30.00	3	Tr Par		Wal (2435)	0	75.00 MME	-	CO			
09/17/2014	09/17/2014	6	Phentermine 37.5 Mg Tablet	30.00	30	Tr Par		Wal (2435)	0	-	-	CO			
09/13/2014	09/08/2014	4	Oxycodone-Acetaminophen 5-325	30.00	10	Ka Mcc		Ces (3475)	0	22.50 MME	-	CO			
09/12/2014	09/10/2014	2	Sk-Oxycodone/lapp 5/325 Tab	90.00	22	Ma Slo		Wal (6992)	1	30.60 MME	Military/VA	CO			
08/28/2014	08/28/2014	1	Suboxone 8 Mg-2 Mg Sl Film	4.00	4	M Mac		Som (2882)	0	6.00 mg	Private Pay	CO			
07/30/2014	07/30/2014	4	Oxycodone-Acetaminophen 5-325	30.00	15	Ra Mar		Ces (3475)	0	15.00 MME	Military/VA	CO			
07/12/2014	07/12/2014	6	Oxycodone-Acetaminophen 5-325	30.00	30	Tr Par		Wal (6992)	0	7.50 MME	-	CO			
07/02/2014	06/29/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par		Wal (6992)	0	60.00 MME	Indian Nat	CO			
06/30/2014	06/08/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (6992)	0	-	Other	CO			
06/07/2014	05/08/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par		Wal (6992)	1	60.00 MME	Comm Ins	CO			

Provider and Pharmacy Detail

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

Providers							Column Settings		
Total: 8							Showing 1-8 of 8 Items	View 15 Items	1 of 1
Name	Address	City	State	Zipcode	Phone				
		North Park	CO	81113					
		South Park	CO	80134					
		South Park	CO	80134					
		North Park	CO	85134					
		South Park	CO	80434					
		South Park	CO	80134-4321					
		South Park	CO	80134					
		South Park	CO	80134					

Pharmacies							Column Settings		
Total: 8							Showing 1-8 of 8 Items	View 15 Items	1 of 1
Name	Address	City	State	Zipcode	Phone				
		North Park	CO	43621					
		South Park	CO	80134					
		South Park	CO	80134					
		South Park	CO	80134					
		South Park	CO	80134					
		East Park	CO	80444					
		East Park	CO	80441					
		Sodosopa	CO	80445					