Requestor User Support Manual
Washington Prescription Monitoring Program

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1 Document Overview

The PMP AWARxE 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 AWARxE account type held by those who use PMP AWARxE to review patients’ prescription history. A requestor’s primary task within the application is to determine if a patient should be given or dispensed a prescription based on their prescription history. Requestors are the strongest line of defense to prevent prescription drug abuse. Physicians and pharmacists are the most common type of requestor; however, there are a number of roles that can be classified as a requestor. 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 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 AWARxE registration process as well as detailed instructions for registering for an account and registering for a delegate account.

2.1 Registration Overview

PMP AWARxE requires that every individual register as a separate user. 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 AWARxE requires that every individual utilize a SecureAccess Washington (SAW) account to access the application. If you do not have a 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 AWARxE. 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 is comprised of five sections: SAW Account Creation, Service Addition, Select Your User Role, and Demographics. All three sections must be completed before your registration is successfully submitted for processing.

Some requestor roles may also require you to upload a copy of your current licensed, or notarized validation documents. If required, you must submit this documentation before your account can be approved. Digital copies of these documents can be submitted through PMP AWARxE after you have completed the registration pages.

2.2 Registering for a SecureAccess Washington (SAW) Account

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

2. Click SIGN UP! toward the top right of the application.
3. Fill out the registration form:
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.
6. An **ACCOUNT ACTIVATED!** message is displayed.

![ACCOUNT ACTIVATED!](image)

7. Click the Login button. Next, complete the steps in the [Requesting Access to PMP AWARxE in SecureAccess Washington](#) section.

### 2.3 Requesting Access to PMP AWARxE in SecureAccess Washington (SAW)

#### 2.3.1 Adding the PMP Service

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.

**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 below process for more information.*

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

   
The SecureAccess Washington login window is displayed as shown on the following page.

   **Note:** If you do not have a SecureAccess Washington account, Please refer to the [Registering for a SecureAccess Washington Account](#) section for more information.
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.
5. You may already have the Service of PMP in your list of services, displayed in the image below.

   a. If you see the PMP service, you already have access. See the Existing Users section.

6. If you do not have PMP in your list of services, Click “I would like to browse a list of services” to add PMP AWARxE to your My Services tab.

7. Locate Department of Health in the list.

8. Locate “PMP” in the list.
9. 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.**

10. **Multi-Factor Authentication:**
11. Click **Begin**.

12. Provide your primary and secondary emails.

13. Provide your primary and secondary phone numbers.

   - **You will then 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.**

You will then be directed to PMP AWARxE.
Important Note: If you had an account with the previous system, you may already have an account in PMP AWARxE. Please see the Existing Users section for next steps. If you did not have an account with the previous system, please see the New Users section for next steps.

2.3.2 Existing Users

If you had an account with the previous system, you may already have an account in PMP AWARxE. After you have accessed the service in your list of services by following the steps in the Login To PMP AWARxE 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 land on the PMP AWARxE Dashboard, or if your account needs additional information, or you may land on the registration screen, and need to enter any missing information on your account. The Returning User Account Registration screen is displayed below.
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.

2.3.3 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 screen.

1. Select the appropriate role category that best fits your profession from the I am: section.
2. The category expands to display the available user roles.
3. Click on the desired role to select your user role.

**Note:** If you do not see an applicable role for your profession, the State Administrator has not configured a role of that type and potentially may not allow users in that profession access to PMP AWARxE. Please contact your State Administrator for more information.

4. Scroll to the bottom of the page, then click **Continue**.
   The Demographics page is displayed as shown on the following page.
5. 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.
6. Click **Continue**. If you are not able to complete your registration, you can click **Log out**, **Complete Later**.

   **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.

7. Review the registration details displayed on screen. Use the **Change** or **Edit** buttons to make any changes, if necessary.

8. If no changes are necessary, click **Submit & Continue**.

   Once you have submitted your registration, your account may be automatically approved and the Requester Dashboard (My Dashboard) is displayed. See the [My Dashboard](#) section 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.

2.3.4 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., **Clinical Lab Agent** or **Pharmacy Intern**) 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**.

![Delegate](image)

**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.

2.3.5 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 any necessary forms if applicable. 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:**
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.

2. Click **Add File**, then select the required document(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.

### 2.3.6 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 AWARxE 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 AWARxE 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 AWARxE section of this document.*
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.

*If you do not have a SAW account, refer to the Registering for a SecureAccess Washington Account section of this document.*


   The SAW login window is displayed:

   ![SAW Login Window](image)

2. Enter your SAW username in the **User ID** field.
3. Enter your SAW password in the **Password** field.
   a. 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?**
      1. **Username:**
         i. Click **Forgot your username?** and enter the email address on your SAW account. Check the CAPTCHA box and click **Send**. Your username will be emailed to you.
      2. **Password:**
         i. Click **Forgot your password?** and enter the username and email address on your SAW account. Check the CAPTCHA box and click **Send**.
         ii. A temporary password will be emailed to you. Use this password to login. When you login, you will be prompted to pick a new password.
4. Click **Login**.
   The Services window is displayed as shown on the following page.

![Services Window](image)

5. Click **PMP** to access the PMP service. If you do not have PMP in your list of services, see the **Adding the PMP Service** section of this document.

6. **Multi-Factor Authentication:**

![Multi-Factor Authentication](image)

7. **SAW** may give you the opportunity to update your Multi-Factor Authentication information (e.g., e-mail address, phone number, and security questions), or may require you to complete Multi-Factor Authentication (displayed above) and then allow you the opportunity to update your Multi-Factor Authentication information, prior to accessing your service.
   a. **Completing Multi-Factor Authentication:**
      a. Select your chosen MFA method, and click **Continue**.
b. Click **Continue** to proceed with the chosen method or **Cancel** to select a different method.

![Text Message (SMS) Challenge]

b. Updating Multi-Factor Authentication:

![UPDATE YOUR CONTACT INFO?]

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).

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 AWARxE that may be of use to you.

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

### 3.3 Log Out of PMP AWARxE

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

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

- Creating a patient request
- Viewing a patient request
- Performing a bulk patient search
- Viewing historical requests
- Viewing a report of prescriptions attributed to you
- Viewing patient alerts

Note: You may not have access to all of the 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: There is a maximum number of patients that may be queried in a given 24-hour period of 500 patients. If you have exceeded this limit, a message will be displayed on screen:

1. Log in to PMP AWARxE.
2. Click Menu > Patient Request.
   The Patient Request page is displayed.
### 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 | Use the MM/DD/YYYY format, or select a date from the calendar that is displayed when you click in this field.

Date of Birth | Use the MM/DD/YYYY format, or select a date from the calendar that is displayed when you click in this field.

**Prescription Fill Dates**
From | Use the MM/DD/YYYY format, or select a date from the calendar that is displayed when you click in these fields.

To | Use the MM/DD/YYYY format, or select a date from the calendar that is displayed when you click in these fields.

*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 are provided at the bottom of the page. You may only select from one search type.
   a. Available states are dependent upon your state’s configurations and your user role.
   b. Click to select the state(s) from which you wish to obtain results.
   c. See the Using PMP InterConnect or RxCheck with a Patient Rx Search section for more information.

Notes:
- Partial search is not available when searching other states. If you have selected partial search, the PMP InterConnect Search section will be removed from the bottom of the page.
- If a state is not included on the list, data sharing with that state is not currently in place, or your user role does not allow for data sharing.

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

d. 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.

e. 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

3. 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.
4. From this window, you can:
   a. Click **Refine Search Criteria** to return to the Patient Request page, refine your search criteria, and re-run the report;
      Or
   b. Select one or more of the patient groups displayed, and then click **Run Report**.
      The Patient Report for the patient group(s) you selected is displayed.

4.1.2 Partial Search Results
   1. If you searched for a partial patient name and multiple patients were found, a message is displayed indicating that multiple patients match your search criteria.
2. From this window, you can:
   a. Click **Refine Search** to return to the Patient Request page, refine your search criteria, and re-run the report;
      Or
   b. Select one or more of the patients displayed, and then click **Run Report**.
      The Patient Report for the patient(s) you selected is displayed.

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

   ![Error Message]

   Or

   2. If your search criteria matches a patient record but the patient has no prescriptions within the specified timeframe, a message is displayed indicating that the patient was found but no prescriptions were found.
3. Click **Change Date Range** to return to the Patient Request page, enter a different date range, and re-run the report.

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

### 4.2 Viewing a Patient Report

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**
- **Summary**
- **Prescriptions**
- **Prescribers**
- **Dispensers**

#### 4.2.1 Basic Report Functions

- The top of the report displays the date the request was run and the date range used to create the request. Depending on your user role type, the **Download PDF** and **Download CSV** buttons may be available, allowing you to save the report as a PDF document or as a CSV data file.
• You can expand or collapse each section of the report. Click the plus sign (+) next to a section to expand it, or click the minus sign (−) to collapse it.

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

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

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

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

4.2.2 Patient Information

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

<table>
<thead>
<tr>
<th>Name</th>
<th>DOB</th>
<th>ID</th>
<th>Gender</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Testpatient</td>
<td>01/01/1990</td>
<td>10</td>
<td>male</td>
<td>606 OPIODPATIENT DR OPIODPATIENT ND 43677</td>
</tr>
<tr>
<td>Bob Testpatient</td>
<td>01/01/1990</td>
<td>3</td>
<td>male</td>
<td>1023 NOT REAL ST WITCHITA KS 67203</td>
</tr>
<tr>
<td>Bob Testpatient</td>
<td>01/01/1990</td>
<td>7</td>
<td>male</td>
<td>1023 NOT REAL STREET WITCHITA KS 67203</td>
</tr>
<tr>
<td>Robert Testpatient</td>
<td>01/01/1990</td>
<td>9</td>
<td>male</td>
<td>1023 NOT REAL WITCHITA KS 67203</td>
</tr>
<tr>
<td>Bob Testpatient</td>
<td>01/01/1990</td>
<td>4</td>
<td>male</td>
<td>1023 NOT REAL STREET WITCHITA KS 67203</td>
</tr>
<tr>
<td>Bob Testpatient</td>
<td>01/01/1990</td>
<td>2</td>
<td>unknown</td>
<td>1023 NOT REAL STREET WITCHITA KS 67203</td>
</tr>
<tr>
<td>BOB TESTPATIENT</td>
<td>01/01/1990</td>
<td>5</td>
<td>female</td>
<td>1023 NOT REAL ST WITCHITA KS 67203</td>
</tr>
<tr>
<td>BOB TESTPATIENT</td>
<td>01/01/1990</td>
<td>6</td>
<td>male</td>
<td>1023 NOT REAL ST WITCHITA KS 67203</td>
</tr>
<tr>
<td>BOBBY TESTPATIENT</td>
<td>01/01/1990</td>
<td>8</td>
<td>male</td>
<td>1023 NOT REAL ST WITCHITA KS 67203</td>
</tr>
<tr>
<td>Bob Testpatient</td>
<td>01/01/1990</td>
<td>1</td>
<td>male</td>
<td>101 Main St City OH 30897</td>
</tr>
</tbody>
</table>

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

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

4.2.3 Summary

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

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

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

- 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 Prescribers

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

4.2.6 Dispensers

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

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

2. From this page, you can:
   a. Click **Advanced Options** to filter the list of requests.
   b. Click **Download PDF** or **Download CSV** to export your search history, if this functionality has been configured by your State Administrator.
   c. Click a patient name to view the details of that request in a detail card at the bottom of the page.

**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.
• 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.

**Important Note:** There is a maximum number of patients that may be queried in a given 24-hour period of 500 patients. If you have exceeded this limit, a message will be displayed on screen:

To perform a Bulk Patient Search:
1. Click **Menu > Bulk Patient Search.**
The Bulk Patient Search page is displayed.

![Bulk Patient Search Page](image)

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.

![Manual Entry Search](image)

The Manual Entry search is displayed.

![Manual Entry Form](image)

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](Image)

   The File Upload search is displayed.

   ![File Upload](Image)

   7. Click **View Sample File** to download the sample CSV file.

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

   ![Sample CSV File](Image)

   **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:**

  ![File with errors]

- **File with no errors:**

  ![File with no errors]

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).

   ![Bulk Search History](image)

   The Bulk Search History page is displayed.

   ![Bulk Search History Table](image)

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

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

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

<table>
<thead>
<tr>
<th>bob testpatient</th>
<th>Refresh</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Birth: 01/01/1900</td>
<td>Location:</td>
<td>PMPI Status:</td>
</tr>
<tr>
<td>Prescription Fill Dates: October 14, 2015 until October 14, 2017</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. From this page, you can:

- **Click View** to display the Patient Report.

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

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

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

(a) Bulk Search History

<table>
<thead>
<tr>
<th>Bulk Search Name</th>
<th>Number of Patients</th>
<th>Date Requested</th>
<th>Processing</th>
<th>Incomplete</th>
<th>Ready</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test Group 3.055918</td>
<td>2</td>
<td>05-29-2018</td>
<td>8</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Test Group 5.32918</td>
<td>2</td>
<td>05-29-2018</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

(b) Test Group 2.052918

<table>
<thead>
<tr>
<th>Group Name</th>
<th>Prescription Fill Dates: 05/29/2011 - 05/29/2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test Group 2.052918</td>
<td>PMP InterConnect Status:</td>
</tr>
<tr>
<td>Report Prepared: 05/29/2018 02:44 PM</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bulk Patient Summary</th>
<th>Select a patient to view the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bob TestPatient</td>
<td>DOB: 01/01/1900</td>
</tr>
<tr>
<td>Bob TestPatient</td>
<td>DOB: 01/01/1900</td>
</tr>
</tbody>
</table>

To resolve this and view the patient report:

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

2. **Click Try Again.**
   *The Patient Request page is displayed.*

3. **Refer to Multiple Patients Identified** to run the report.
4.4.2 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.

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.
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.

![Image of patient search results]

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 State Administrators to have them add your DEA to your account if it was missed on registration.*

To run the My Rx report:

1. Click **Menu > My Rx**.
   
   The My Rx search page is displayed as shown on the following page.
2. Enter the date range for your search in the From and To fields using the MM/DD/YYYY format.

3. Click the checkbox next to the DEA number(s) for which you wish to run a report.

4. If you wish to search for a specific drug, enter the generic drug name in the Drug Name field.

5. Click Search.

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

This function displays your available patient alerts.

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

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

The Patient Alerts page is displayed.

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

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

**Notes:**

- Depending on the settings enabled by your State Administrator for the portal in general and for specific roles types, different options may be available. The screenshots and descriptions in the following sections are all inclusive. If an option is not available, then it has not been enabled by your State Administrator.

- In order to utilize this functionality, you must have an Employer Identifier on your account and agree that you are responsible for correcting/maintaining prescription information of the employer Identifier for submission to PMP AWARxE. This must be done during registration. If you have already registered and do not have any Pharmacy Identifiers available for selection, please contact your State Administrator to have the necessary Identifiers added and to agree to the terms of use.

5.1 Error Correction

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

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

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

5.1.1 Search for a Record

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

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

3. Click Search.

A list of records matching your search criteria is displayed.
5.1.2 Correct an Error

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

   ![Error Correction Page]

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

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

   ![Record Display with Errors]

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

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

5.2.1 Correcting Prescriptions

To search for and correct a prescription record:

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

Your search results are displayed.

<table>
<thead>
<tr>
<th>Rx Search Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identifier(s): FS4671601</td>
</tr>
<tr>
<td>Rx Fill Dates: 05/26/2018 (adjusted)-05/26/2018</td>
</tr>
</tbody>
</table>

Displaying all 5 entries

<table>
<thead>
<tr>
<th>Rx Number</th>
<th>Date Filled</th>
<th>Written At</th>
<th>Patient Name</th>
<th>Prescriber</th>
<th>Pharmacy Name</th>
<th>Pharmacy Identifier</th>
</tr>
</thead>
<tbody>
<tr>
<td>39467</td>
<td>2016-07-21</td>
<td>2016-07-18</td>
<td>DAVID SMITH</td>
<td>PAUL PANKAS, MD</td>
<td>SPRINGFIELD FAMILY PHARMACY, INC.</td>
<td>FS4671601</td>
</tr>
<tr>
<td>JD1525985</td>
<td>2016-05-09</td>
<td>2016-05-09</td>
<td>JOHN DOE</td>
<td>Appress Hospital - Resident</td>
<td>SPRINGFIELD FAMILY PHARMACY, INC.</td>
<td>FS4671601</td>
</tr>
<tr>
<td>JD1525985</td>
<td>2016-05-19</td>
<td>2016-05-19</td>
<td>JOHN DOE</td>
<td>OHHO DOC</td>
<td>SPRINGFIELD FAMILY PHARMACY, INC.</td>
<td>FS4671601</td>
</tr>
<tr>
<td>123450</td>
<td>2017-12-19</td>
<td>2017-12-19</td>
<td>GEORGE TESTPATIENT</td>
<td>OHHO DOC</td>
<td>SPRINGFIELD FAMILY PHARMACY, INC.</td>
<td>FS4671601</td>
</tr>
<tr>
<td>407362</td>
<td>2018-01-10</td>
<td>2018-01-10</td>
<td>JOHN DOE</td>
<td>APPRIS HOSPITAL - RESIDENT</td>
<td>SPRINGFIELD FAMILY PHARMACY, INC.</td>
<td>FS4671601</td>
</tr>
</tbody>
</table>
3. Click the link in the **Rx Number** column for the record you wish to view and/or correct.

The Dispensation Correction Form page is displayed.

![Dispensation Correction Form](image)

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

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

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

![Error Field is required](image)

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

5.2.2 Voiding Prescriptions

If you need to void a prescription:

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

2. Scroll down to the bottom of the Dispensation Correction page and click **Void**.
The Void Dispensation window is displayed asking you to confirm that you wish to void the record.

![Image of Void Dispensation window]

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 AWARxE web portal. This form allows you to enter patient, prescriber, dispenser, and prescription information.

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

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

To access the New Rx page, click **Data > Rx Management > New Rx**.
To enter a new dispensation:

1. Complete the required fields.

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

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

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

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

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

5.4 PharmacyRx

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

To perform a PharmacyRx search:

1. Click the radio button next to the DEA number for which you wish to generate the report.

2. Select the date range for the report in the **From** and **To** fields, using the **MM/DD/YYYY** format, or select a date from the calendar that is displayed when you click in these fields.
3. **Click Search.**

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

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

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

6.1 My Profile

My Profile allows you to view your account demographics, including user role, license numbers, etc. as well as update your 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.*

To update your account:

1. Click **Menu > My Profile**.
   
The My Profile page is displayed.

2. Update your information as necessary. The following notes may be helpful in updating your information:
   
   - **Employer Contact Information**: You can update the name, address, and contact information of your employer by clicking the **Edit** link next to **Profile Info**.
The Edit Profile Info screen is displayed.

Make the necessary changes and click **Update**.

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

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

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 states and RxCheck states are provided at the bottom of the page. You may only select from one search type.

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

3. Once you click Search, PMP AWARxE submits the request to the selected states’ PMP InterConnect or RxCheck systems. Results from those states are then blended into the final Patient Report.

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

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

3. Once you click Search, PMP AWARxE submits the request to the selected states’ PMP InterConnect 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 AWARxE.
2. Click Menu > Delegate Management.
   The Delegate Management page is displayed.

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

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

4. Click Approve to approve the delegate;
   Or
5. Click Reject to reject the delegate. If rejected, the delegate will be removed.
6. 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.

The Add Delegate screen is displayed.
7. Type in the delegate’s email address and 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.

<table>
<thead>
<tr>
<th>First</th>
<th>Last</th>
<th>Role</th>
<th>Delegate Status</th>
<th>Date Requested</th>
<th>Date Verified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jordan</td>
<td>Delegate</td>
<td>Prescriber Delegate - Unlicensed</td>
<td>Pending</td>
<td>04/06/2018</td>
<td></td>
</tr>
<tr>
<td>Adam</td>
<td>Delegate</td>
<td>Prescriber Delegate - Unlicensed</td>
<td>Approved</td>
<td>04/06/2018</td>
<td>04/11/2018</td>
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</table>

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

3. Click Remove.

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

Notes:

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

7.1 Technical Assistance

If you need additional help with any of the procedures outlined in this guide, you can:

- Contact Appriss Health 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://apprisspmp.zendesk.com/hc/en-us/requests/new.

Technical requests relating to SAW accounts can be submitted electronically at: 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

Appriss has made every effort to ensure the accuracy of the information in this document at the time of printing; however, information is subject to change.

8.2 Change Log

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<th>Date</th>
<th>Chapter/Section</th>
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<td>04/20/2020</td>
<td>N/A</td>
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