



PMP AWA<sup>R</sup>x<sup>E</sup>®

## Requestor User Support Manual

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Virginia Prescription Drug Monitoring Program

May 2022  
Version 3.0



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# 1 Document Overview

The PMP AWARe *Requestor User Support Manual* provides step-by-step instructions for healthcare professionals and other users requesting data from the Virginia Prescription Drug Monitoring Program (PDMP) 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

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

## 2 Registration

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

### 2.1 Registration Overview

PMP AWARe requires that every individual register as a separate user, using their email address as their username within the system. A user can register as a delegate, a role that is designed to allow the user to generate reports on the behalf of another, current user; for example, a nurse at a small doctor's office could be assigned to act as a delegate to the physician to create Narx Reports for the patients whom the physician would be seeing that day. All queries run by the delegate are attributed to the prescriber for whom they run the report.

Please note that if you had an account with the previous system, you may already have an account in PMP AWARe. Please attempt to access your account by following the [Reset Password](#) instructions located in this guide before attempting to create a new account. Please utilize the email address associated with your previous account.

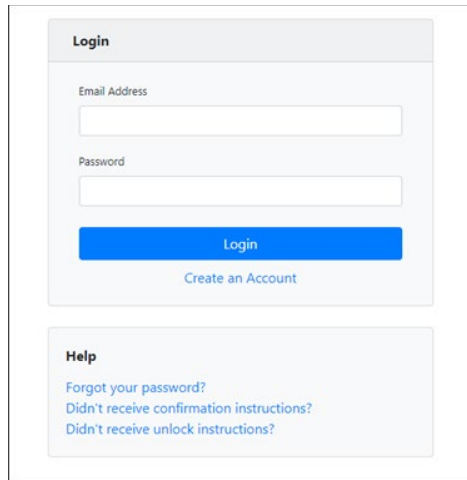
The registration process comprises four sections: Register for an Account, User Role Selection, User Demographics, and Review Profile Details. All sections must be completed before your registration is successfully submitted for processing.

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

### 2.2 Registering for an Account

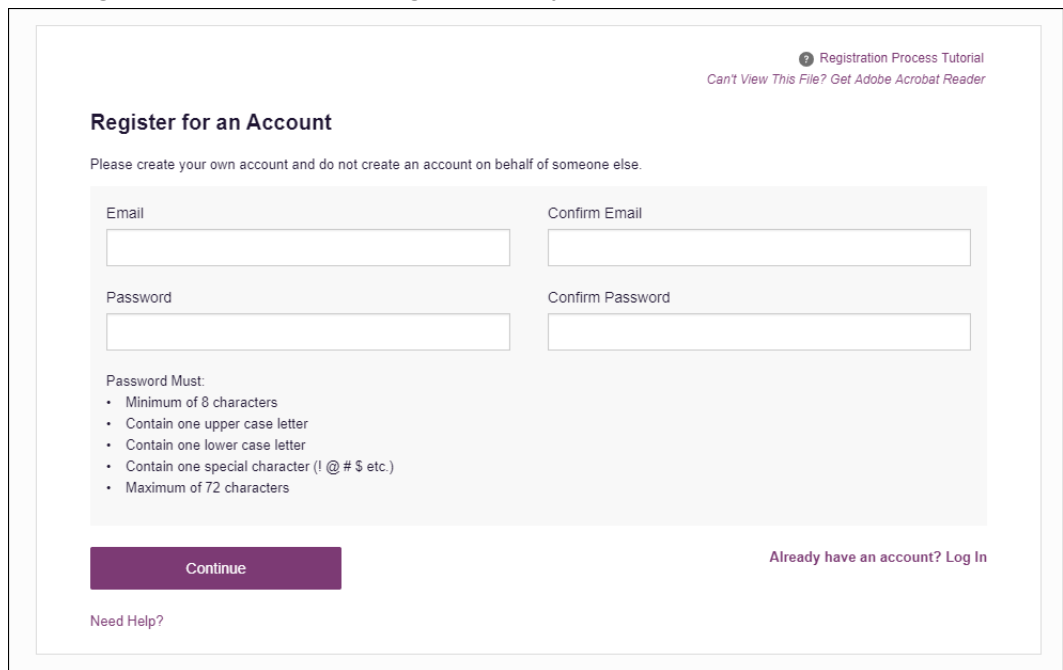
To request a new account in PMP AWARe:

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



2. Click **Create an Account**.

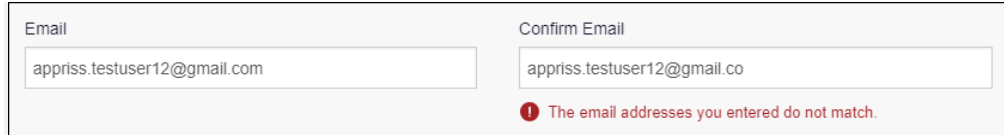
The Register for an Account page is displayed.



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

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

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



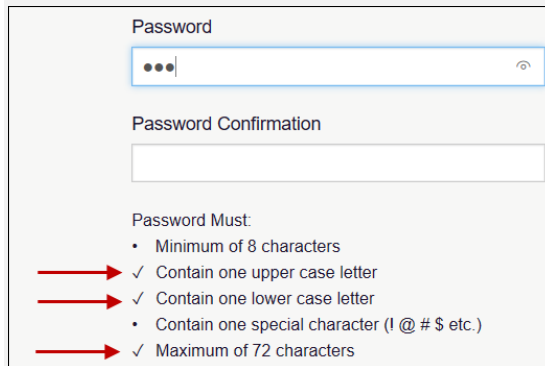
The screenshot shows a registration form with two input fields: "Email" and "Confirm Email". Both fields contain the text "appriss.testuser12@gmail.com". Below the fields, a red error message reads: "The email addresses you entered do not match."

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

*Passwords must contain:*

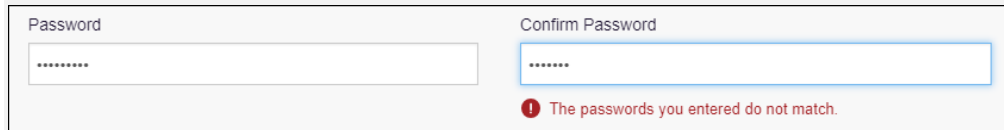
- *At least eight (8) characters*
- *One (1) uppercase letter*
- *One (1) lowercase letter*
- *One (1) special character such as !, @, #, \$, etc.*
- *No more than 72 characters*

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



The screenshot shows a registration form with two input fields: "Password" and "Password Confirmation". The "Password" field contains three dots and a visibility icon. Below the fields, a checklist titled "Password Must:" is shown. The checklist items are: "Minimum of 8 characters", "Contain one upper case letter", "Contain one lower case letter", and "Contain one special character (! @ # \$ etc.)". The first three items have red arrows pointing to checkmarks, and the last item has a red arrow pointing to a checkmark.

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



The screenshot shows a registration form with two input fields: "Password" and "Confirm Password". Both fields contain six dots. Below the fields, a red error message reads: "The passwords you entered do not match."

5. Click **Continue**.  
The Account Registration: User Role Selection page is displayed.



The screenshot shows the 'Account Registration' page with the heading 'Tell us about your role'. Below this, it asks 'I am:' and provides five selectable options: 'a Healthcare Professional or Delegate', 'an Agency Administration', 'a Restricted Admin', 'in Law Enforcement', and 'an Other Professional'. At the bottom, there are two buttons: 'Log out, Complete Later' and 'Continue'.

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

6. Click to select the user role category that best describes your user role type (e.g., Healthcare Professional or Delegate, Law Enforcement, etc.). The list of available user roles in that category is displayed.

This screenshot shows the 'Account Registration' page with the 'a Healthcare Professional or Delegate' option selected. Below the role selection options, there is a section titled 'Select a specific role from below' with a list of roles: Physician (MD, DO), Homeopathic Physician, Naturopathic Physician, Dispensing Physician, Prescriber without DEA, and Prescriber Delegate.

**Notes:**

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

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

The Account Registration: User Demographics page is displayed.

**Account Registration**

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

**Professional Details** \* Indicates Required Field

DEA Number \* ?

National Provider ID

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

**Notes:**

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

The screenshot shows the 'Professional Details' registration form. It includes several input fields and buttons:

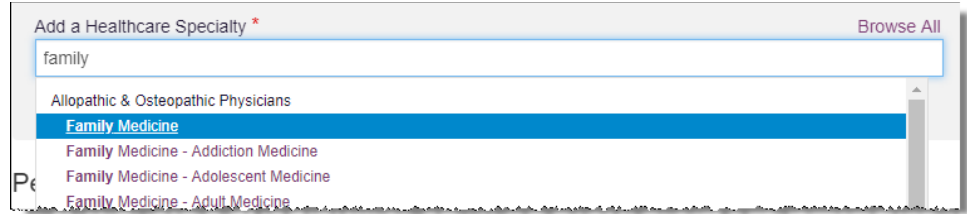
- DEA Number** (required field): A text input field with an 'Add' button next to it.
- National Provider ID**: A text input field with an 'Autofill Form' button. Below the input field, text reads: 'Autofill Form: Autofill the remainder of this form with the information associated with your national provider id number.'
- Professional License Number** (required field): A text input field.
- License Type** (required field): A dropdown menu.
- Add a Healthcare Specialty** (required field): A search input field with a 'Browse All' link. Below the input field, text reads: 'Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)'. A star icon indicates 'Designates Primary Specialty'.

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


This screenshot shows the 'DEA Number' field after a number has been added. The input field contains 'MD1234567' and the 'Add' button is visible. Below the input field, a section titled 'DEA Numbers Added' displays the number 'MD1234567' with a 'Remove' button next to it.

**Note:** Please enter all active DEA numbers, if applicable.

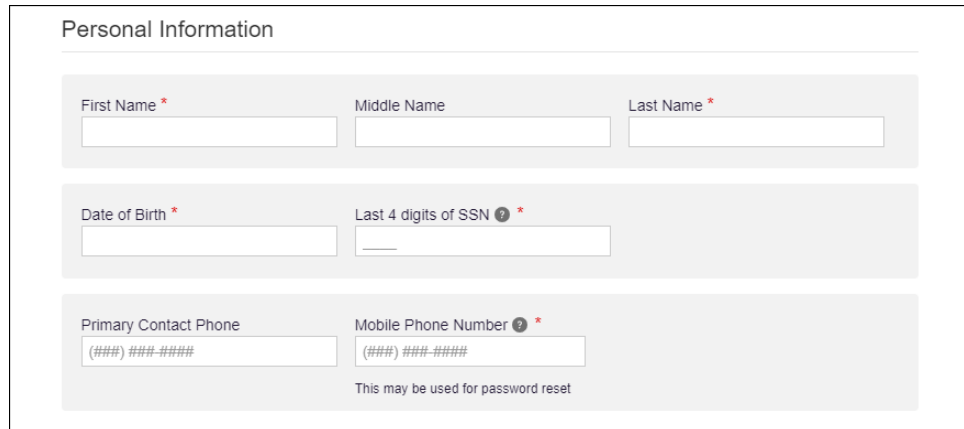
- If you have an NPI number, you can enter it in the **National Provider ID** field, then click **Autofill Form** to auto-populate the form with the demographic information associated with your NPI number.
- To search for your specialty, begin typing it in the **Add a Healthcare Specialty** field. A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



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



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



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

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

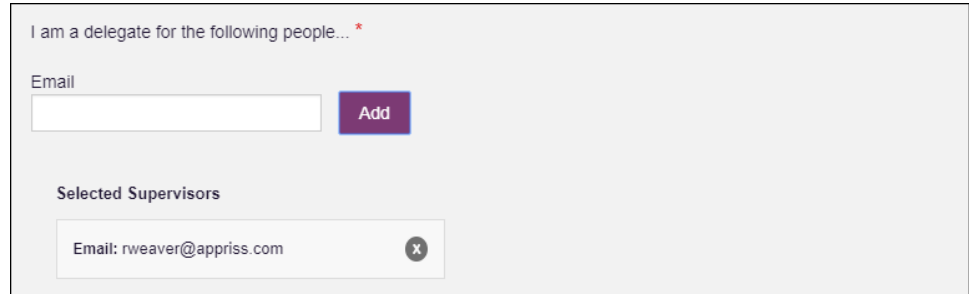
- To add your employer's DEA or NPI number, enter it in the appropriate field, and then click **Add**. You may add multiple DEA and/or NPI numbers, if permitted by your state, by repeating this process for each DEA/NPI number you wish to add. Once you click **Add**, the DEA/NPI number is displayed beneath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

This screenshot shows the 'Employer Information' form after several actions. The 'Employer DEA Number(s)' field now contains 'MD0000000'. Below it, a section titled 'DEA Numbers Added' lists two entries: 'MD9876543' and 'MD0000000', each with a 'Remove' button next to it. The 'Add' button is still present to the right of the input field.

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

The screenshot shows the 'Delegate' section of the form. It features a heading 'Delegate' and a sub-heading 'I am a delegate for the following people... \*'. Below this is an 'Email' input field with an 'Add' button. At the bottom, there is a label 'Selected Supervisors'.

- To add a supervisor, enter their current, valid email address in the **Email** field, and then click **Add**. You may add multiple supervisors by repeating this process. Once you click **Add**, the supervisor's email address is displayed beneath the **Email** field. If necessary, you may click the "x" to remove it.



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

Email

**Add**

Selected Supervisors

Email: rweaver@appriss.com **x**

**Notes:**

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

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

The Account Registration: Review Profile Details page is displayed.

← Back

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

## Account Registration

### Review Profile Details

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

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

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

**Personal Information** [Edit](#)

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

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

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

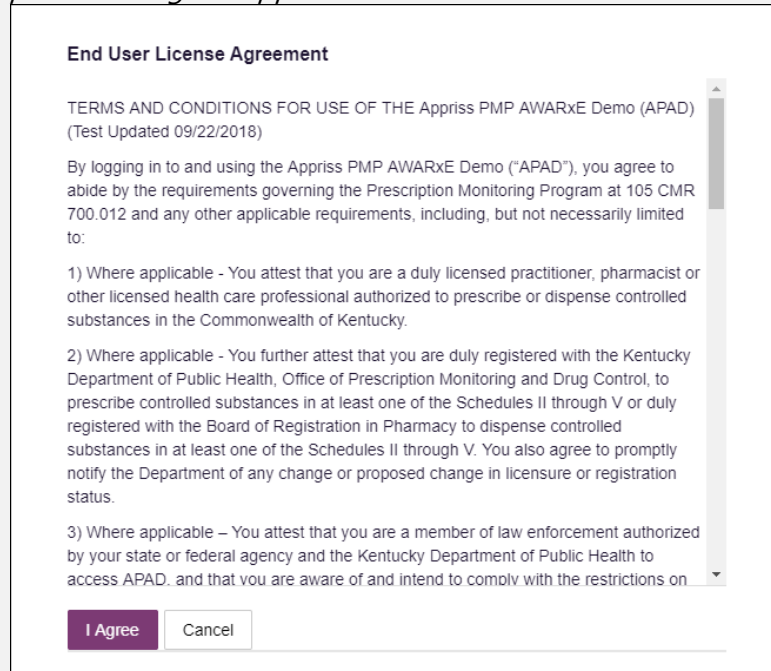
Once you have submitted your registration, you will be notified of your account status ([Access Granted](#), [Pending Approval](#), or [Not Complete – Additional Documents Needed](#)) and instructed to [verify your email address](#).

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

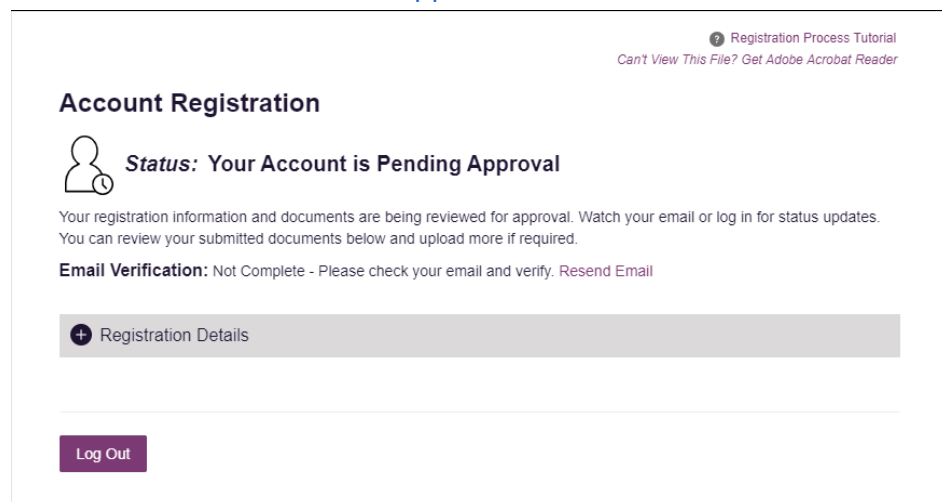
- a. **Access Granted:** Certain user roles will be immediately granted access to the application provided their personal DEA numbers and professional license numbers as entered are valid and found within the registry. If you are approved, you will be routed to your dashboard and can begin using the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

**Notes:**

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



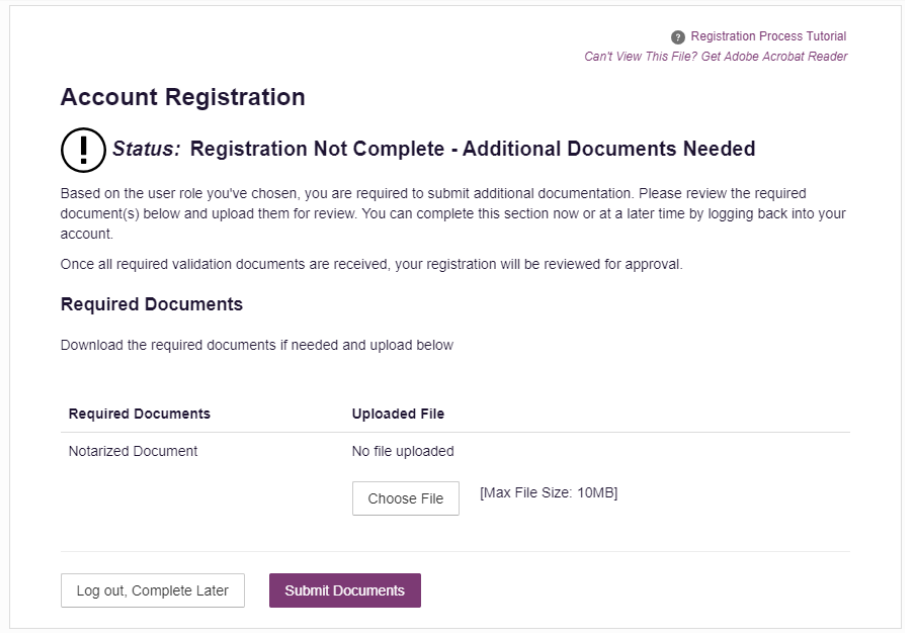
- b. **Pending Approval:** If your account requires manual approval to complete your registration, your registration status will be "Pending Approval." You may click the plus sign (+) next to **Registration Details** to view the information you submitted. *Note that your information may not be edited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



- c. **Not Complete – Additional Documents Required:** If your user role requires that you upload validation documents to complete your registration, your



registration status will be “Not Complete – Additional Documents Required,” and the Account Registration page displays the list of required documents.

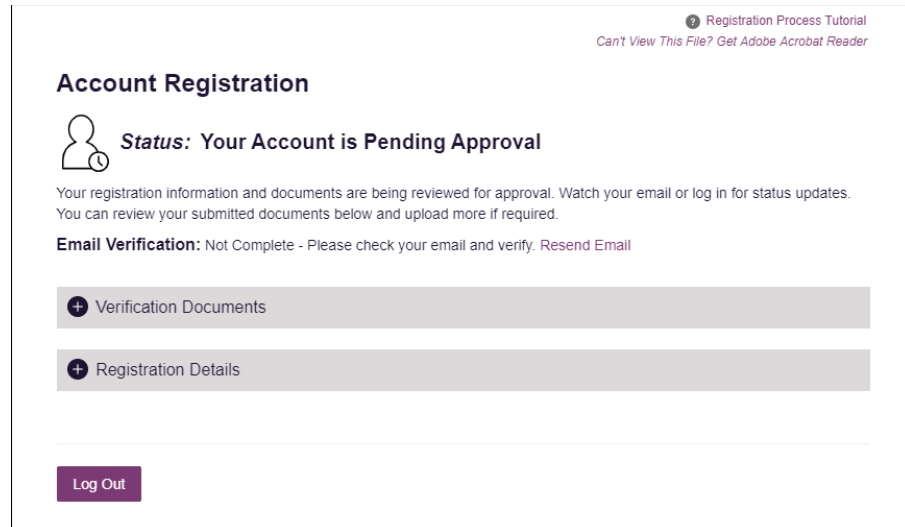


The screenshot shows the 'Account Registration' page. At the top right, there is a link for 'Registration Process Tutorial' and a note 'Can't View This File? Get Adobe Acrobat Reader'. The main heading is 'Account Registration'. Below it is a warning icon and the text: 'Status: Registration Not Complete - Additional Documents Needed'. A paragraph explains that additional documentation is required for the chosen user role and that it can be submitted now or later. Another paragraph states that registration will be reviewed for approval once all required documents are received. A section titled 'Required Documents' instructs the user to download and upload the required documents. Below this is a table with two columns: 'Required Documents' and 'Uploaded File'. The table has one row with 'Notarized Document' in the first column and 'No file uploaded' in the second. Under 'No file uploaded', there is a 'Choose File' button and a note '[Max File Size: 10MB]'. At the bottom of the page, there are two buttons: 'Log out, Complete Later' and 'Submit Documents'.

Required Documents	Uploaded File
Notarized Document	No file uploaded <input type="button" value="Choose File"/> [Max File Size: 10MB]

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

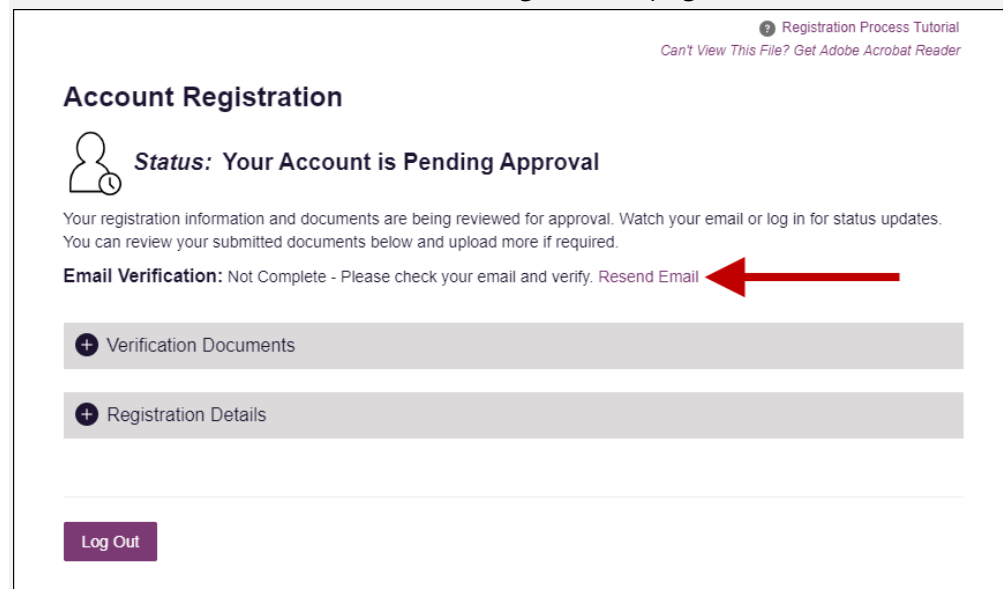
Once you have submitted your documents, you will be notified that your account is pending approval and instructed to [verify your email address](#). You may click the plus sign (+) next to **Verification Documents** and **Registration Details** to view the information you submitted. *Note that your information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



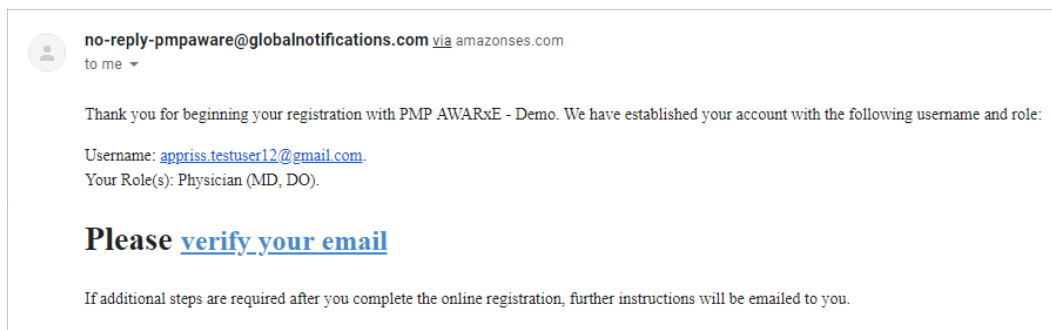
## 2.3 Verifying Your Email Address

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

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



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



**Notes:**

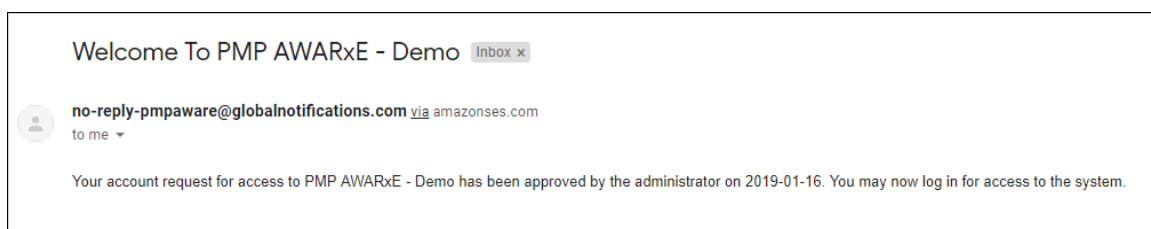
- *The link contained within the email is only valid for 20 minutes. In the event that time has expired, clicking the link will result in a new email verification notification being sent to you. Click the link in the new email to verify your email address.*
- *If you are not able to receive HTML-formatted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

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

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

## 2.4 Account Approval

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



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

**Notes:**

- *If you no longer have the password, you can reset it by following the instructions in the [Reset Password](#) section of this document.*
- *If you are a delegate, you must be approved by any supervisors you have selected before you can perform a Patient Request.*

- *If configured by your state, upon logging in, you may be presented with the End User License Agreement that you must review and accept prior to using the application.*

**End User License Agreement**

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

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

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

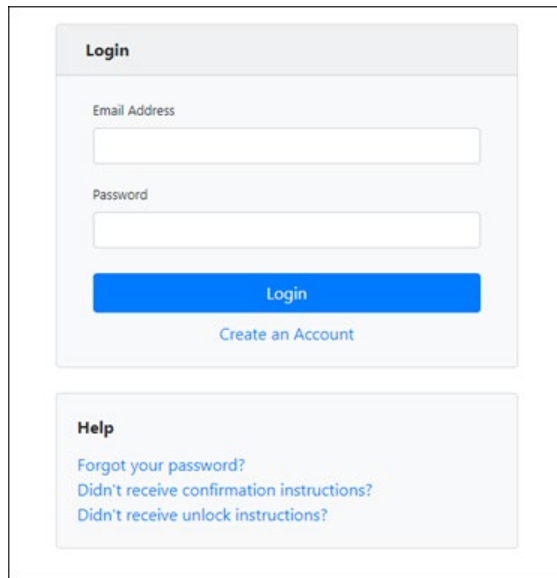
## 3 Basic System Functions

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

### 3.1 Log In to PMP AWARxE

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

The Log In page is displayed.



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

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

4. Click **Log In**.

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

## 3.2 My Dashboard

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

**My Dashboard**

**Recent Requests**

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

[View Requests History](#)

**Delegates**

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

**My Favorites**

RxSearch - Patient Request

**PMP Announcements**

Message for Physicians 10/13/2017  
Test announcement

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

[View all Announcements](#)

**Quick Links**

PMP Support

### 3.2.1 Recent Requests

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

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

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

## 3.2.2 Delegates/Supervisors

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

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

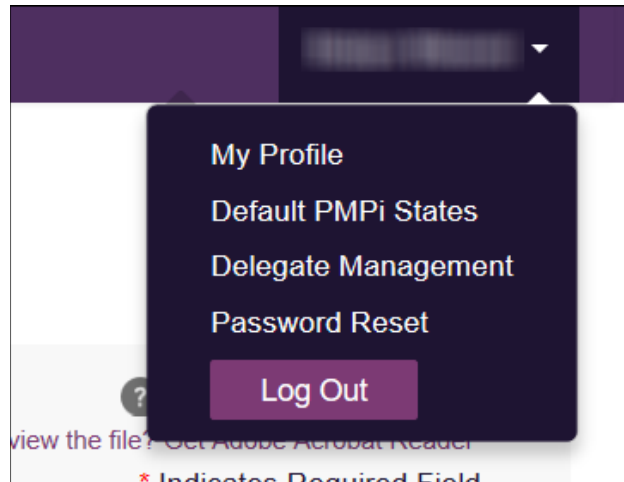
## 3.2.3 Announcements and Quick Links

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

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

## 3.3 Log Out of PMP AWARxE

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



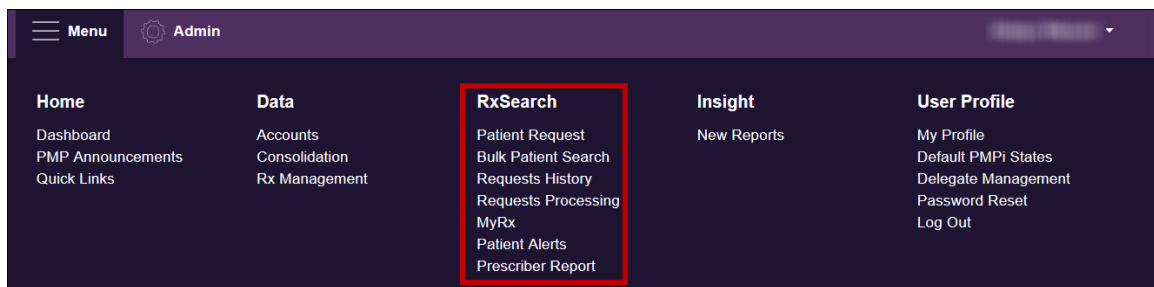


## 4 RxSearch

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

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

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



### 4.1 Creating a Patient Request

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

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

The Patient Request page is displayed.

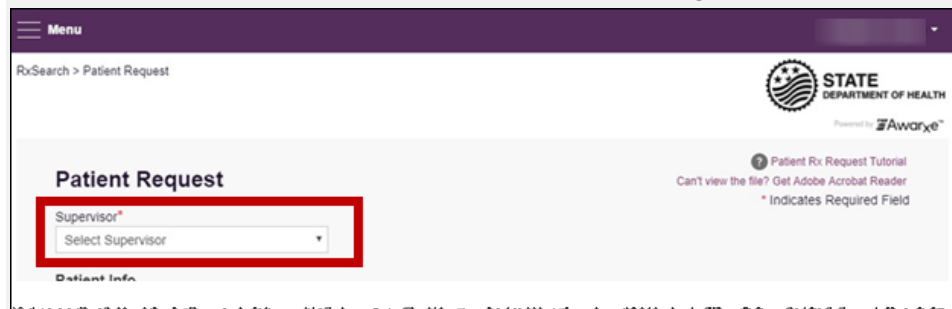
The screenshot shows the 'Patient Request' form. The form is titled 'Patient Request' and includes a tutorial link: 'Patient Rx Request Tutorial'. Below the title, there are instructions: 'Can't view the file? Get Adobe Acrobat Reader', 'Required fields are marked with an asterisk \*', and 'Required format for date fields is MM/DD/YYYY'. The form is divided into two main sections: 'Patient Info' and 'Prescription Fill Dates'. The 'Patient Info' section contains fields for 'First Name\*' and 'Last Name\*', each with a 'Partial Spelling' checkbox. Below these is a 'Date of Birth\*' field with a calendar icon. The 'Prescription Fill Dates' section contains 'From \*' and 'To \*' fields, both with calendar icons. The 'From' field is pre-filled with '06/23/2019' and the 'To' field is pre-filled with '06/22/2021'. A 'Search' button is located at the bottom left of the form.

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

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

Field Name	Notes
Patient Info	
First Name	Enter the patient's complete first and last name; Or Click the <b>Partial Spelling</b> 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." <b>Note:</b> The Partial Spelling function requires at least three letters. If the patient's name contains only one or two letters, please do not attempt a partial search.
Last Name	
Date of Birth	Use the MM/DD/YYYY format or click the calendar icon to select a date.
Prescription Fill Dates	
From	Use the MM/DD/YYYY format or click the calendar icon to select a date.
To	

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



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

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

**PMP Interconnect Search (Optional)**

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

Select All

**A**  Alabama  Alaska  Arizona

**C**  California  Colorado  Connecticut

**D**  Delaware

**F**  Florida

**G**  Georgia

**H**  Hawaii

**I**  Idaho  Illinois  Indiana  Iowa

**K**  Kansas  Kentucky

**L**  Louisiana

**M**  Maine  Maryland  Massachusetts  Michigan  Minnesota  Mississippi

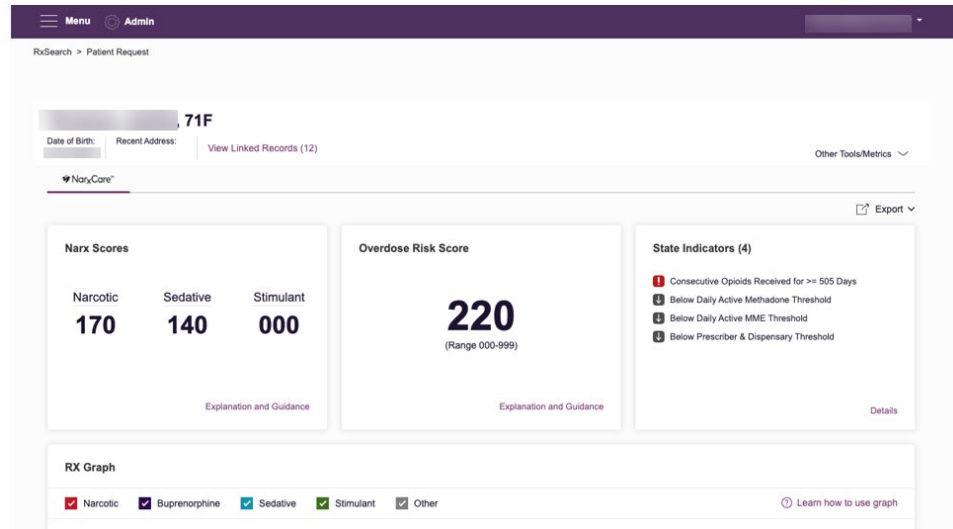
**N**  Nebraska  Nevada  New Hampshire  New Jersey  New Mexico  New York

North Carolina  North Dakota

**Notes:**

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

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



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

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

#### 4.1.1 Multiple Patients Identified

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

### 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

Refine Search Criteria
Run Report

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

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

The screenshot shows the Narx Report for a patient with ID 71F. The interface includes a navigation bar with 'Menu' and 'Admin' options. Below the patient ID, there are fields for 'Date of Birth' and 'Recent Address', along with a link to 'View Linked Records (12)'. The report is categorized under 'Nary,Core'. The main content area is divided into three sections: 'Narx Scores' showing scores for Narcotic (170), Sedative (140), and Stimulant (000); 'Overdose Risk Score' showing a score of 220 (Range 000-999); and 'State Indicators (4)' listing four indicators: Consecutive Opioids Received for >= 505 Days, Below Daily Active Methadone Threshold, Below Daily Active MME Threshold, and Below Prescriber & Dispensary Threshold. At the bottom, there is an 'RX Graph' section with checkboxes for Narcotic, Buprenorphine, Sedative, Stimulant, and Other, and a link to 'Learn how to use graph'.

## 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](#)

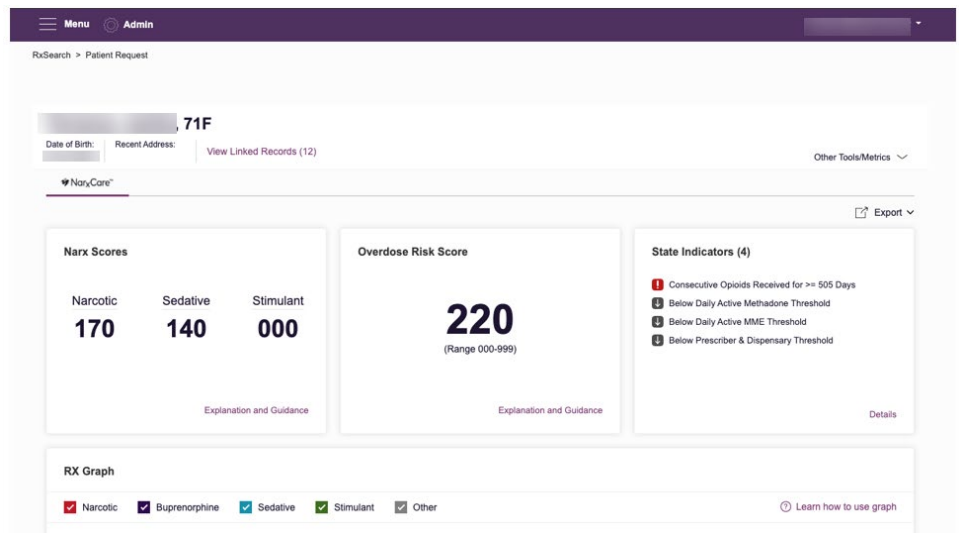
Select patient(s) to include in the report

<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](#)

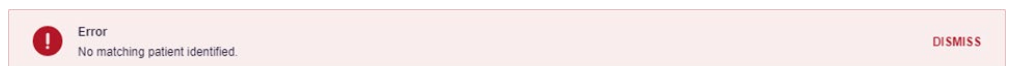
2. From this window, you can:
  - a. Click **Refine Search** to return to the Patient Request page, refine your search criteria, and re-run the report;  
Or
  - b. Select one or more of the patients displayed, and then click **Run Report**.

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



## 4.1.3 No Results Found

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



Or

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

**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 Narx Report

Once your search results are returned, the Narx Report is automatically displayed. For complete information on the Narx Reports, and for more information on the NarxCare system, please refer to [Appendix A: NarxCare](#).

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

## 4.3 Requests History

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

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

**Notes:**

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

2. From this page, you can:

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

b. Click **Download PDF** or **Download CSV** to export your search history if this functionality has been configured by your State Administrator.

c. Click a patient name to view the details of that request in a detail card at the bottom of the page.

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

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

- Click **Refresh** to generate a new Narx Report for the selected patient. The Patient Request page will be displayed with the patient's



information automatically populated. Refer to [Creating a Patient Request](#) for complete instructions on generating new requests.

## 4.4 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.

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.

The screenshot shows a web form titled "Manual Entry". It contains several input fields: "First Name\*", "Last Name\*", "Date of Birth\*" (with a calendar icon and "MM/DD/YYYY" placeholder), and "Zip Code". A purple "Add +" button is to the right of the Zip Code field. Below this is a "Name Grouping" section with a text input field for "Group Name\*" and a note: "Enter a name for this search session. This will make it easy to distinguish between searches in the history". The "Prescription Fill Dates" section includes a note "No earlier than 11 years and 10 months from today" and two date pickers for "From \*" (06/23/2019) and "To \*" (06/22/2021).

3. Complete the following required fields:

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

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

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

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

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

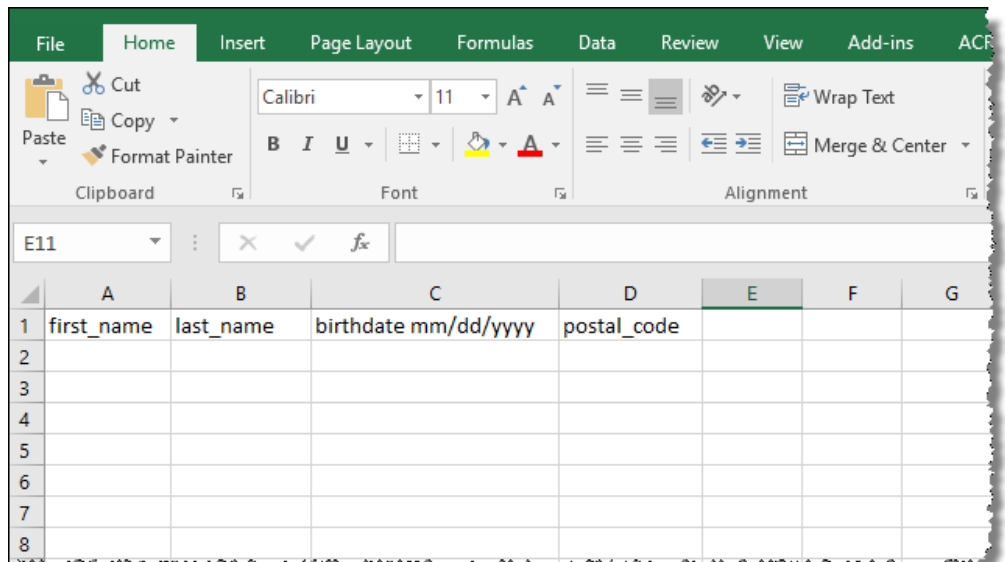
The screenshot shows a section titled "Bulk Patient Search". Below the title is a question "How do you want to enter patients?" with two radio button options: "Manual Entry" (unselected) and "File Upload" (selected).

The File Upload search is displayed.

The screenshot shows a section titled "File Upload". It includes a note: "Upload a CSV file that includes patients by first name, last name and date of birth. [View Sample file](#)". Below this are three buttons: "Choose a file" (disabled), "Choose File" (active), and "Clear". At the bottom is a purple "Validate Format" button.

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

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



**Notes:**

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

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

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

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

**Examples:**

- File with errors:

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

- *File with no errors:*

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

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

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

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

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

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

17. Click **Search**.

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

✓

**Success**

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

DISMISS

#### 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 Patient Search

Bulk Patient History ←

**Bulk Patient Search**

How do you want to enter patients?

Manual Entry

File Upload

The Bulk Search History page is displayed.

Bulk Patient Search

Bulk Patient History

**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	2	0	0
Test Group 52918	2	05-29-2018	0	0	0

**Notes:**

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

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

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

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

<b>bob testpatient</b>	<a href="#">Refresh</a>	<a href="#">View</a>
Date of Birth: 01/01/1900		
Location:		
PMPi States:		
Reason:		
Prescription Fill Dates: October 14, 2015 until October 14, 2017		

4. From this page, you can:

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

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

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

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

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

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

(a)

← Back Download PDF

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

**Bulk Patient Summary**  
Select a patient to view the report

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

(b)

*To resolve this and view the report:*

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

**Bob TestPatient** Try Again

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

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

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

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

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

**Patient 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 Narx Report. For more information on viewing report results, please refer to [Viewing a Narx 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** Refresh View

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

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

## 4.5 My Rx

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

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

To run the My Rx report:

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

The My Rx search page is displayed.

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\*

**DEA Numbers**

**Generic Drug Name (Optional)**

Drug Name

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



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

The screenshot displays the 'MyRx' report interface. At the top, there is a navigation bar with a 'Menu' icon and the user's name 'Doctor Jordan'. Below this, the breadcrumb 'RxSearch > MyRx' is shown. A 'Back' button is present. The report title 'MyRx' is prominently displayed. Below the title, the report preparation date '10/14/2017' and the date range '10/13/2016 - 10/13/2017' are shown. There are two download icons: 'Download PDF' and 'Download CSV'. The main content area is divided into two sections: 'DEA Numbers' and 'Prescriptions'. The 'DEA Numbers' section contains a table with columns for DEA Number, Prescriber Name, Address, City, State, and Zip. The 'Prescriptions' section contains a table with columns for Date Written, DEA (Last 4), Patient, Year of Birth, Drug Name, Days Supply, Pharmacy, and Pharmacy Address.

DEA Number	Prescriber Name	Address	City	State	Zip
JC1111119	JORDAN, DOCTOR	456 MAIN ST	LYNDON	KY	40242

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

## 5 Rx Management

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

### Notes:

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

### 5.1 Error Correction

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

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

**Rx Error List** Download PDF Download CSV

Displaying 7 of 7

Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
6U6wIacxzEjVN13u1	06/04/2018	Carter-Morissette	AS0000000	4305074	2
IVXVycLZG0bgSL	06/07/2018	Carter-Morissette	AS0000000	4305074	1
yXNJEaX91YMqA1VZp	06/07/2018	Carter-Morissette	AS0000000	4305074	1
NX6HIW2GiqId9Iz53	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**.

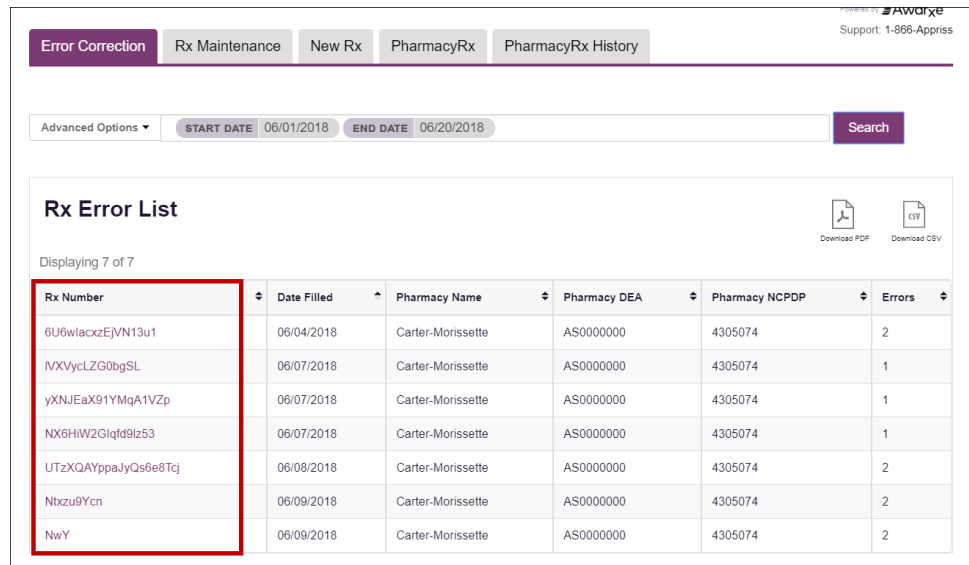
2. Enter your search criteria in the appropriate field(s). You may search by any or all of the following:
  - Pharmacy Identifier
  - RX Number
  - Fill Start Date
  - Fill End Date
3. Click **Search**.

A list of records matching your search criteria is displayed.

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
Ntxzu9Ycn	06/09/2018	Carter-Morrisette	AS0000000	4305074	2
NwY	06/09/2018	Carter-Morrisette	AS0000000	4305074	2

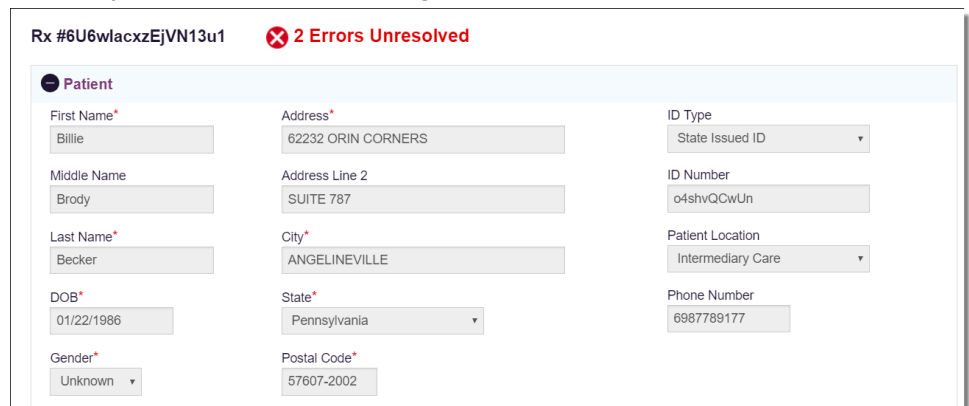
## 5.1.2 Correct an Error

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



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
NX6HIW2G1qId9lz53	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.*



Rx #6U6wIacxzEjVN13u1 ✖ 2 Errors Unresolved

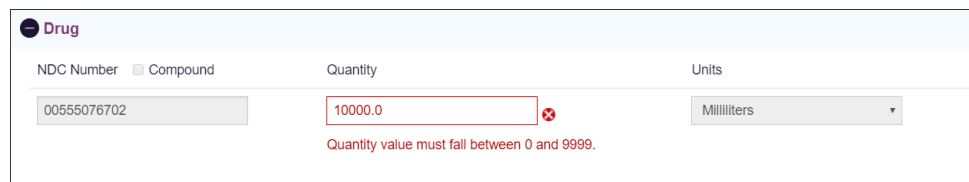
**Patient**

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.



**Drug**

NDC Number  Compound  Quantity Units

00555076702  ✖ Milliliters

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

<p><b>Prescriptions Number</b></p> <p>Rx Number</p> <input type="text"/>	<p><b>Prescriptions Fill Dates</b></p> <p>From *</p> <input type="text" value="MM/DD/YYYY"/> 
<p><b>Prescriber</b></p> <p>Last Name</p> <input type="text"/>	<p>Search limit: 24 months</p> <p>To *</p> <input type="text" value="MM/DD/YYYY"/> 
<p><b>Pharmacy Identifiers</b></p> <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

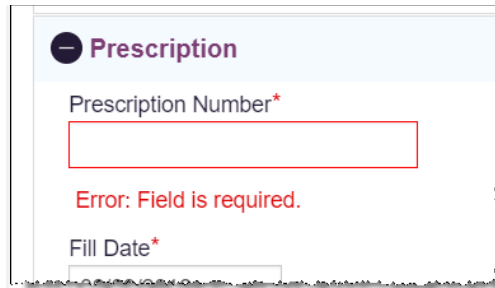
Phone Number

**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. It contains two fields: "Prescription Number\*" and "Fill Date\*". The "Prescription Number\*" field is empty and has a red border. Below it, a red error message reads "Error: Field is required." The "Fill Date\*" field is partially visible below the error message.

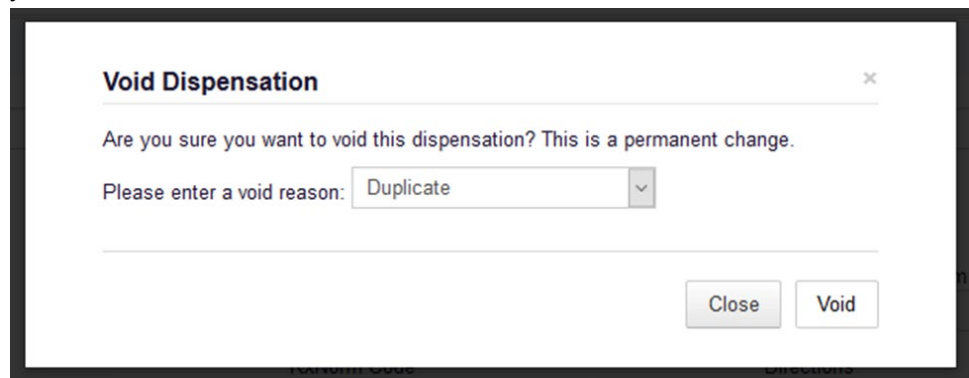
Once all errors have been corrected, click **Submit**.

## 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 (X) in the top right corner. The text inside asks, "Are you sure you want to void this dispensation? This is a permanent change." Below this, it says "Please enter a void reason:" followed by a 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 Virginia PDMP database using the Manual Submission Form within the PMP AWARe web portal. This form allows you to enter patient, prescriber, dispenser, and prescription information.

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

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

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

To enter a new dispensation:

1. Complete the required fields.

**Notes:**

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

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

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

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

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



## 5.4 PharmacyRx

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

To perform a PharmacyRx search:

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

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

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

## 6 User Profile

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

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

### 6.1 My Profile

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

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

To update your account:

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

The My Profile page is displayed.

**My Profile**

**Profile Info** [Edit](#)

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

**Specialty**

Add a Healthcare Specialty [Browse All](#)

★ Designates Primary Specialty

**Setting**

**Time Zone**

**Contact Information**

Change email address or mobile phone number associated with this profile

Current Email: Robyn Weaver@int

New Email Address

Re-enter New Email Address

Current Mobile Phone Number:

New Mobile Phone Number

Re-enter New Mobile Phone Number

**Supervisors**

I am a delegate for the following people...

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.



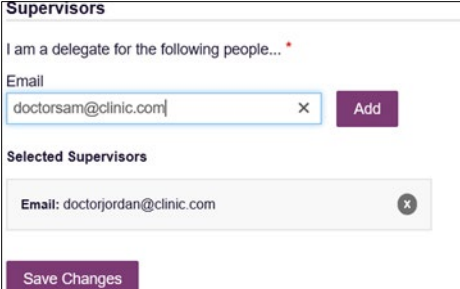
**Specialty**

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



**Supervisors**

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

Email  
 ✕ Add

**Selected Supervisors**

Email: doctorjordan@clinic.com ✕

Save Changes

- **Email Address:** To update the email address associated with your account, enter the new email address in the **New Email Address** field, then re-enter it in the **Re-enter Email Address** field. Once your changes have been saved, you will receive an email asking you to verify the new email address. Please ensure that you click the link in the verification email to verify your new email address. *Note that the verification link is only valid for 20 minutes. If you click the verification link after it has expired, you will be sent a new link.*

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

## 6.2 Setting Default PMP InterConnect States

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

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

The Default InterConnect PMPs page is displayed.



**Default InterConnect PMPs**

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

[Update Defaults](#)

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

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

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

### 6.2.1 Using PMP InterConnect with a Patient Rx Search

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



**PMP InterConnect Search**

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

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

[Search](#)

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

2. Click to select the state(s) from which you wish to obtain results. You may also click **Select All** to select all available states.
3. Once you click Search, PMP AWARe submits the request to the selected states' PMP InterConnect systems. Results from those states are then blended into the final Narx Report.

**Notes:**

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

## 6.3 Delegate Management

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

### 6.3.1 Approving and Rejecting Delegates

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

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

Once you have received the email notification:

1. [Log in to PMP AWARe](#).
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."*

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

**Jordan Delegate** Approve Reject

**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

- Click **Approve** to approve the delegate;  
Or
- Click **Reject** to reject the delegate. If rejected, the delegate will be removed.

### 6.3.2 Removing Delegates

If you need to remove a delegate from your account:

- Click **Menu > Delegate Management**.

The Delegate Management page is displayed.

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

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

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

**Notes:**

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

## 6.4 Password Management

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

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

### 6.4.1 Updating a Current Password

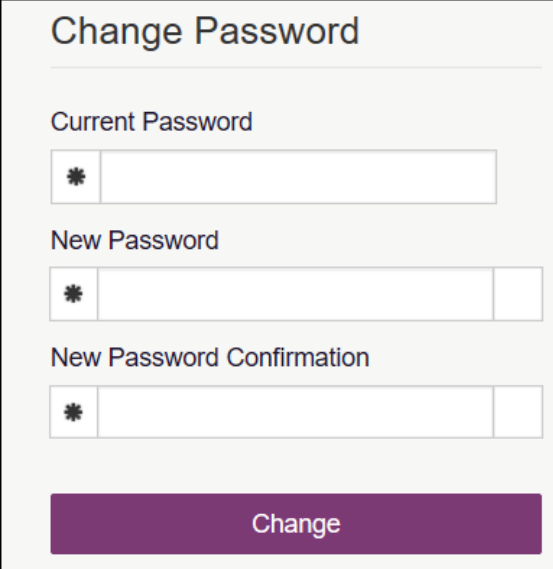
If your password has not expired, but you would like to proactively reset it, you can do so within the AWARe application.

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

To update your password:

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

The Change Password page is displayed.



The screenshot shows a 'Change Password' form with the following elements:

- Current Password:** A text input field with a password icon (asterisk) on the left.
- New Password:** A text input field with a password icon (asterisk) on the left.
- New Password Confirmation:** A text input field with a password icon (asterisk) on the left.
- Change:** A purple button at the bottom of the form.

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

*Passwords must contain:*

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

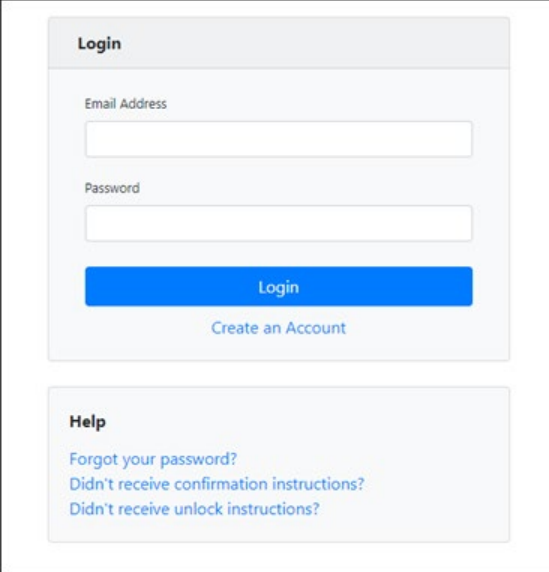
4. Click **Change**.

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

## 6.4.2 Resetting a Forgotten Password

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

The Log In page is displayed.

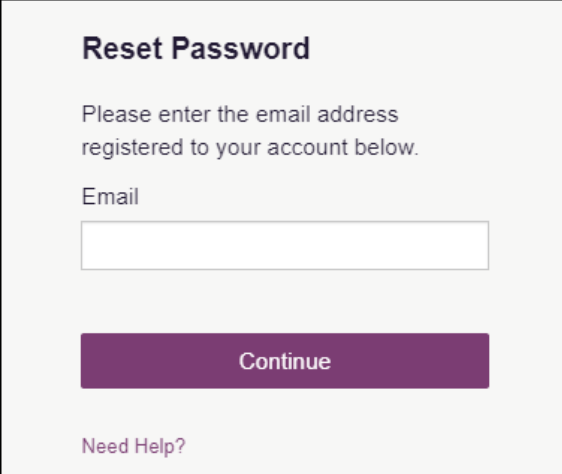


The screenshot shows a login form with the following elements:

- Login** header
- Email Address** label above a text input field
- Password** label above a text input field
- Login** button (blue)
- Create an Account** link (blue text)
- Help** section with three links:
  - Forgot your password?
  - Didn't receive confirmation instructions?
  - Didn't receive unlock instructions?

2. Click **Reset Password**.

The Reset Password page is displayed.



The screenshot shows the Reset Password page with the following elements:

- Reset Password** header
- Text: Please enter the email address registered to your account below.
- Email** label above a text input field
- Continue** button (purple)
- Need Help?** link (purple text)

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

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

The Change Password page is displayed.



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

*Passwords must contain:*

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

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

5. Click **Change**.

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

**Notes:**

- *The password reset link is only active for 20 minutes. After the time has expired, you will need to repeat steps 1-3 to generate a new password reset email.*
- *Per our security protocol, PMP AWARe will not confirm the existence of an account. If you do not receive an email at the email address provided, follow the steps below:*
  1. *Ensure you entered a valid email address.*
  2. *Check your Junk, Spam, or other filtered folders for the email.*
  3. *If the email address is correct but you have not received the email, contact your PMP Administrator to request a new password or determine what email address is associated with your account.*
  4. *Add the following email addresses and domains to your contacts list, or contact your organization's IT support to have them added as safe senders:*
    - (a) [no-reply-pmpaware@globalnotifications.com](mailto:no-reply-pmpaware@globalnotifications.com)
    - (b) [globalnotifications.com](mailto:globalnotifications.com)
    - (c) [amazonses.com](mailto:amazonses.com)

# 7 Assistance and Support

## 7.1 Technical Assistance

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

- Contact Bamboo Health at 1-855-5VA-4PMP (1-855-482-4767);  
**OR**
- Create a support request at the following URL:  
<https://pmpawarxe.zendesk.com/hc/en-us/>

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

## 7.2 Administrative Assistance

If you have non-technical questions about the Virginia PDMP, please call 804-367-4514.

## 8 Document Information

### 8.1 Disclaimer

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

### 8.2 Change Log

Version	Date	Chapter/Section	Change Made
1.0		N/A	N/A; initial publication
2.0	06/17/2019	Global	Updated to current document template
2.1	01/13/2020	3.2.1/Patient Alerts	Removed sections
		4.6/Patient Alerts	
		Appendix A/ Additional Indicators	Renamed the section "Additional Indicators" (previously "Additional Risk Indicators") to reflect the addition of the Clinical Alerts feature
			Added information about Clinical Alerts and how to view detailed information regarding those alerts
2.2	08/04/2020	7.2/Administrative Assistance	Removed phone number that is no longer in use
2.3	10/21/2020	2/Registration	Replaced registration instructions with updated registration process
2.4	06/24/2021	Global	Updated screenshots as necessary to reflect updates made to the system to ensure that it is ADA compliant
2.5	10/6/21	Section 4.1/Creating a Patient Request	Updated screenshots and information contained within the appendix to reflect the new Tiles layout
		Appendix A/NarxCare	Updated screenshots and information contained within the appendix to reflect the new Tiles layout
3.0	05/11/2022	Global	Updated guide to reflect Bamboo Health branding

		Appendix A/NarxCare	Updated NarxCare appendix to be legally compliant
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# Appendix A: NarxCare

## Introduction to NarxCare

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

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

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

### Why NarxCare?

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

### How Does NarxCare Work?

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

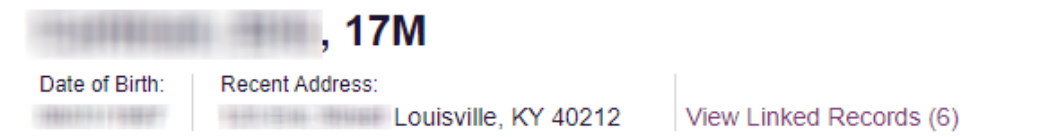
## Who Has Access to NarxCare?

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

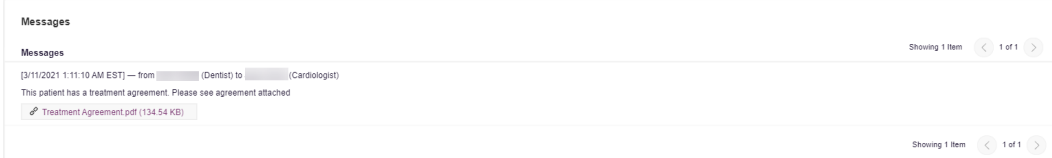
## NarxCare Layout

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

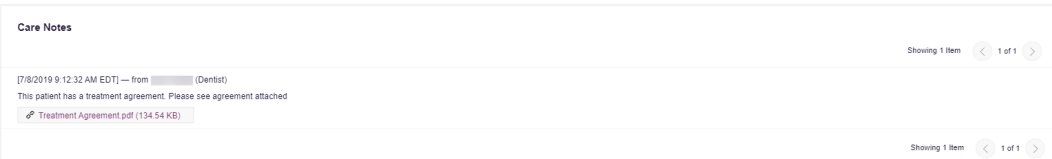
Header



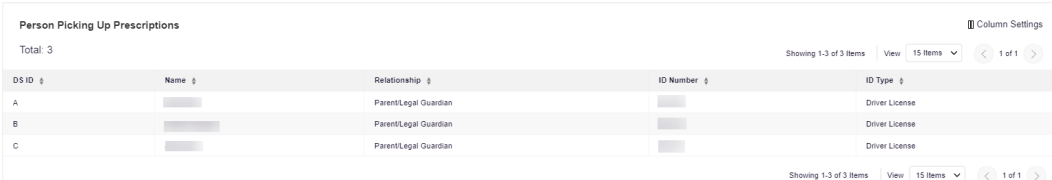
Messages



Care Notes

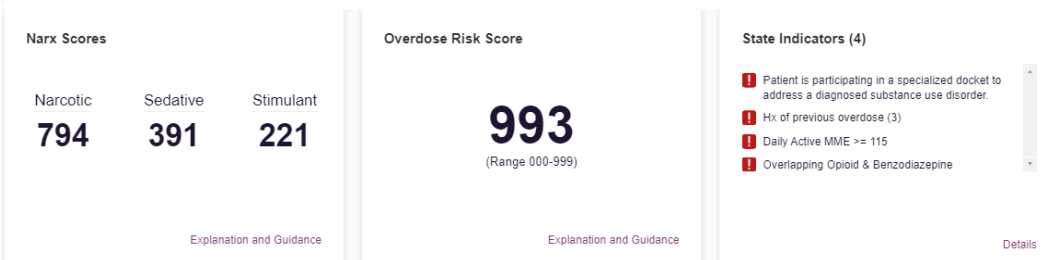


Person Picking UP Prescriptions



DS ID	Name	Relationship	ID Number	ID Type
A	[REDACTED]	Parent/Legal Guardian	[REDACTED]	Driver License
B	[REDACTED]	Parent/Legal Guardian	[REDACTED]	Driver License
C	[REDACTED]	Parent/Legal Guardian	[REDACTED]	Driver License

Scores & Indicators



**Narx Scores**

Narcotic	Sedative	Stimulant
<b>794</b>	<b>391</b>	<b>221</b>

Explanation and Guidance

**Overdose Risk Score**

993

(Range 000-999)

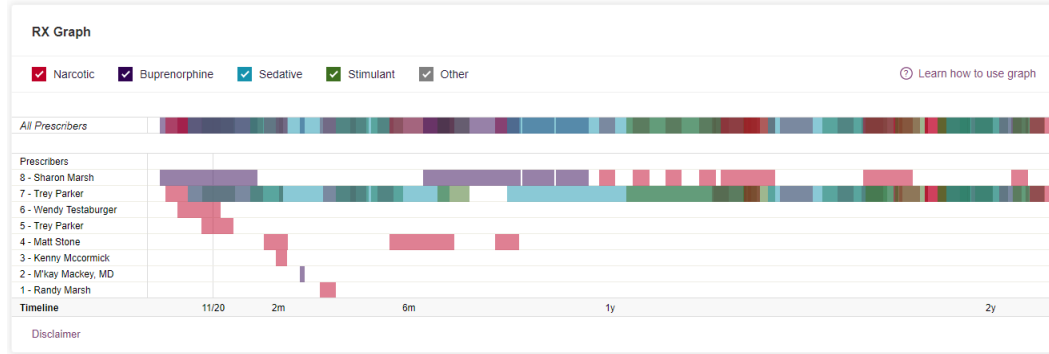
Explanation and Guidance

**State Indicators (4)**

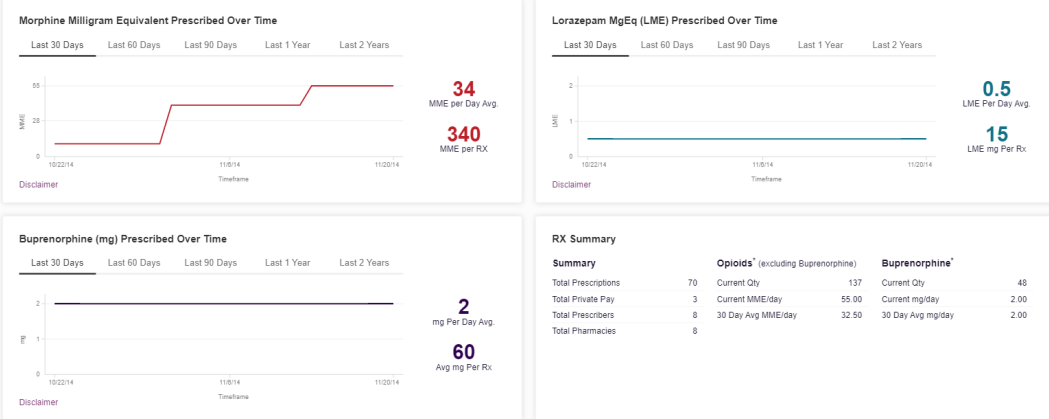
- ! Patient is participating in a specialized docket to address a diagnosed substance use disorder.
- ! Hx. of previous overdose (3)
- ! Daily Active MME >= 115
- ! Overlapping Opioid & Benzodiazepine

Details

RX Graph



RX Summary



RX Summary Expanded

**RX Summary Expanded**

Narcotics (excluding Buprenorphine)		Buprenorphine		Sedatives		Stimulants	
30 Day Avg. MME	34.00	30 Day Avg. mg/day	2.00	30 Day Avg. LME	0.50	30 Day Avg. mg/day	0.00
90 Day Avg. MME	25.72	90 Day Avg. mg/day	1.29	90 Day Avg. LME	0.50	90 Day Avg. mg/day	0.00
Rx Count/12 Months	3	Rx Count/12 Months	1	Rx Count/12 Months	1	Rx Count/12 Months	1
Prescriber #/6 Months	3	Prescriber #/6 Months	1	Prescriber #/6 Months	1	Prescriber #/6 Months	1
Pharmacy #/6 Months	2	Pharmacy #/6 Months	1	Pharmacy #/6 Months	1	Pharmacy #/6 Months	1
Current Quantity	137	Current Quantity	48	Current Quantity	22	Current Quantity	9

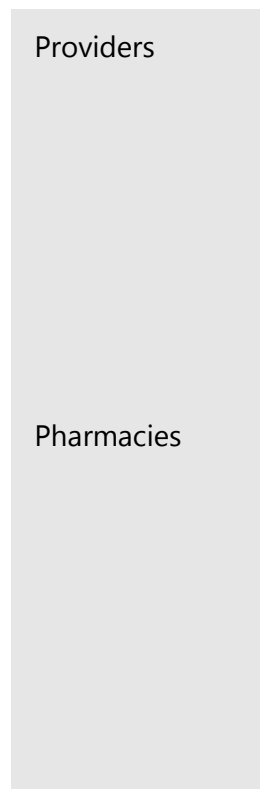
Prescription Detail

**Prescriptions**

Total: 70 | Private Pay: 3

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

Filled	Written	ID	Drug	QTY	Days	Prescriber	RX #	Dispenser	Refill	Daily Dose*	Pymt Type	PMP
11/13/2014	11/08/2014	4	Oxycodone-Acetaminophen 5-325	80.00	40	We Tes		Cos (3475)	0	15.00 MME	-	CO
11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par		Wal (2435)	1	30.00 MME	-	CO
10/31/2014	10/26/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (2435)	0	-	-	CO
10/10/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar		Kp (F123)	0	2.00 mg	-	IN
10/05/2014	10/05/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	90	Tr Par		Wal (2435)	0	10.00 MME	-	CO
09/17/2014	09/17/2014	6	Oxycodone-Acetaminophen 5-325	30.00	3	Tr Par		Wal (2435)	0	75.00 MME	-	CO
09/17/2014	09/17/2014	6	Phentermine 37.5 Mg Tablet	30.00	30	Tr Par		Wal (2435)	0	-	-	CO
09/13/2014	09/08/2014	4	Oxycodone-Acetaminophen 5-325	30.00	10	Ke Mcc		Cos (3475)	0	22.50 MME	-	CO
09/12/2014	09/10/2014	2	Sk-Oxycodone/apap 5/325 Tab	90.00	22	Ma Sto		Wal (6992)	1	30.68 MME	Military/VA	CO



**Providers**

Total: 8

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

Name	Address	City	State	Zipcode	Phone
Wing-Morris, LLC	1661 W. Hwy 160 Ste 101	North Park	CO	41113	(970) 212-4800
Wing-Morris	1710 (South) Hwy 160 Ste 101	South Park	CO	80134	(970) 212-4800
Top Pharm	1224 (Prescott) Highway	South Park	CO	80134	-
Pharm - Woodstock	Pharm - Wood	North Park	CO	85134	-
Pharm - Woodstock	165 (Main) Street	South Park	CO	80434	-
Pharm - Woodstock	1662 Woodstock	South Park	CO	80134-4321	-
Top Pharm	1224 (Prescott) Highway	South Park	CO	80134	(970) 212-4800
Pharm - Woodstock	1662 Woodstock	South Park	CO	80134	-

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

**Pharmacies**

Total: 8

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

Name	Address	City	State	Zipcode	Phone
Some-Care Pharmacy, BBC (2882)	252 Eastport Hwy Ste C	North Park	CO	43621	(225) 212-4800
Walgreens #5261 (6992)	19028 Lincoln Ave	South Park	CO	80134	(303) 805-4021
Walgreen Co. (2435)	Db: Walgreens # 05262, 100 Main Street	South Park	CO	80134	-
Costco Pharmacy 1022 (3475)	Costco Wholesale Corporation, 18414 Cottonwood Drive	South Park	CO	80134	-
Walgreen Co. (2435)	Db: Walgreens # 05261, 19028 Lincoln Ave	South Park	CO	80134	-
Dan's Pharm. (4444)	Db: Dans Pharm # 123	East Park	CO	80444	(123) 123-4122
Bill's Pharm. (2898)	Db: Bills Pharm # 523	East Park	CO	80441	(532) 223-4122
Kp (F123)	Wholepsychek	Sodosopa	CO	80445	-

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

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

**Note:** All the sections in the above layout may not appear in your state’s NarxCare report.

## NarxCare Report Details

### Report Header

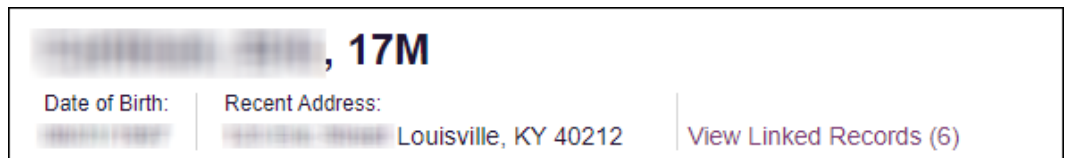
The NarxCare Report page heading contains several report and account-level controls:

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

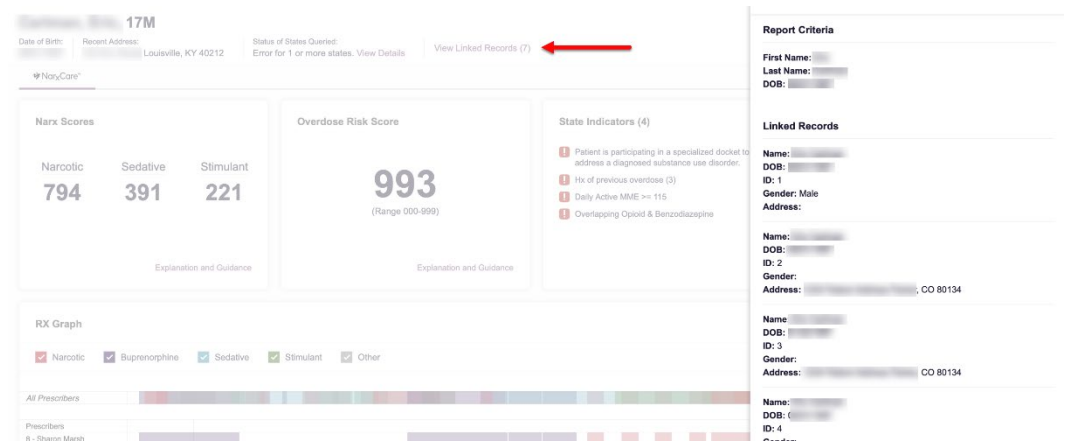


<b>Home</b> Dashboard PMP Announcements Quick Links	<b>Data</b> Consolidation Rx Management Account	<b>RxSearch</b> Patient Request Bulk Patient Search Requests History Requests Processing Requests Approval MyRx Prescriber Report Patient Alerts	<b>Insight</b> New Reports Reports History Reports Processing	<b>User Profile</b> My Profile Default PMPI States Delegate Management Password Reset Log Out
<b>Training</b> NarxCare Overview Narx Scores Overdose Risk Score Communications User Guide Communications Quick Start AWA/RxE/NarxCare User Guide Lorazepam Milligram Equivalents Help	<b>PDMP Links</b> Become a Buprenor... Applying for your...			

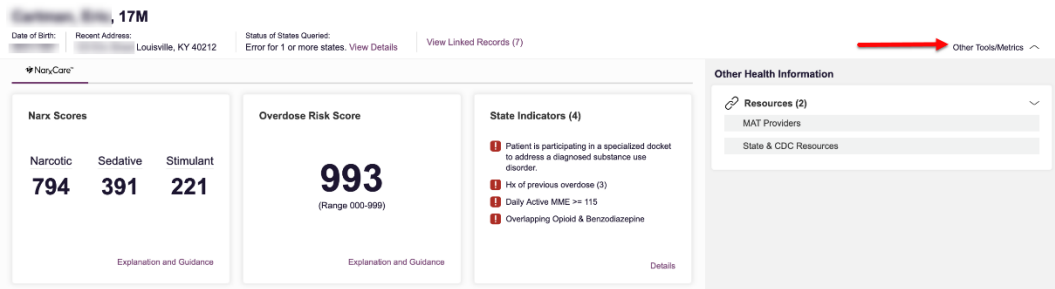
- Patient identifying information:** The patient's name, age in years, and gender are displayed as the report header above the report tiles. Additional patient information, such as date of birth and address, can be found below this header. This information will remain visible as you scroll through the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



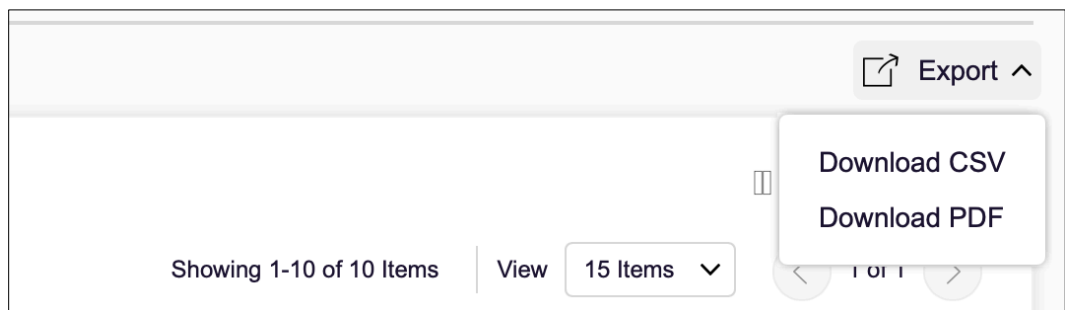
You can click **View Linked Records** to display all records linked to the selected patient.



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



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



## Report Body

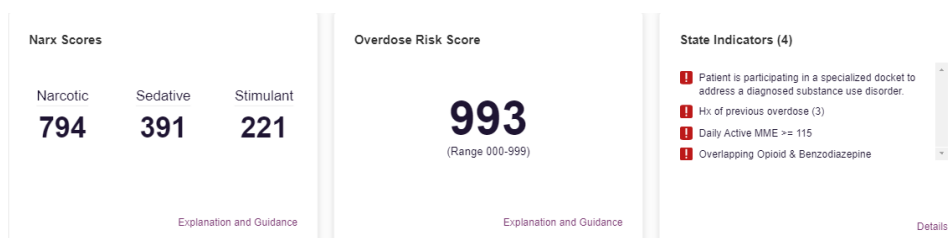
The information in the body of the NarxCare Report is aimed at rapidly raising awareness of potential risk and prescription use patterns, and when required, individual prescription detail. This information is presented as tiles, many of which are interactive and will display additional information upon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

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

- **Scores and additional risk indicators:** The NarxCare Report includes a series of type-specific use scores, NarxCare Scores,

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

Overdose Risk Score, and Additional Risk Indicators, which are located in the Risk Indicators section of the report. These scores and other elements are often automatically returned to the requesting system as discrete data. Requesting systems receiving such data can choose to display the scores within the native electronic health record or pharmacy management system, and many systems choose to display this data in the patient header, face sheet, or alongside patient vital signs.



- 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 [REDACTED]

<b>!</b> Exceeds Daily Active MME Threshold	<b>Description</b> 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. <b>Patient's Counts</b> 115 <b>Alert Thresholds</b> 45 Alert Date: 8/23/2021
<b>!</b> Exceeds Opioid & Benzodiazepine Threshold	<b>Description</b> 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 <b>Prescription Counts</b> Opioid: 4 Benzodiazepine: 1 Alert Date: 8/23/2021

[Close](#)

#### **Notes:**

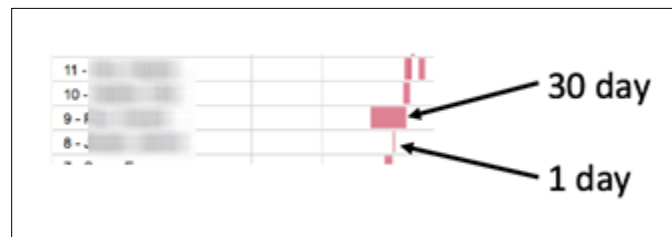
*If configured by your PMP Administrator, this module may also display an Explanation section containing additional information, provided by the PMP Administrator, about why you are receiving this alert.*

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

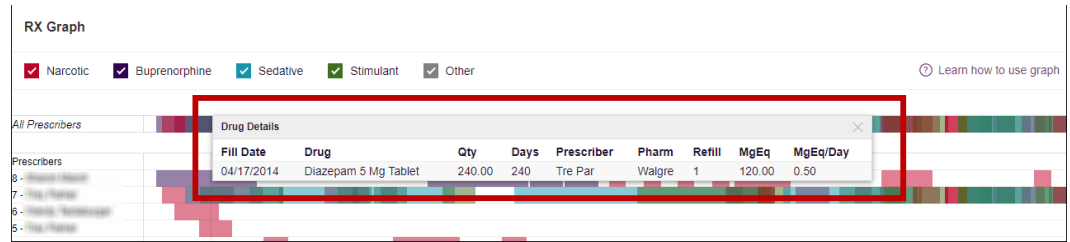
- **Rx Graph:** The Rx Graph tile allows you to rapidly see important patterns and levels of use.



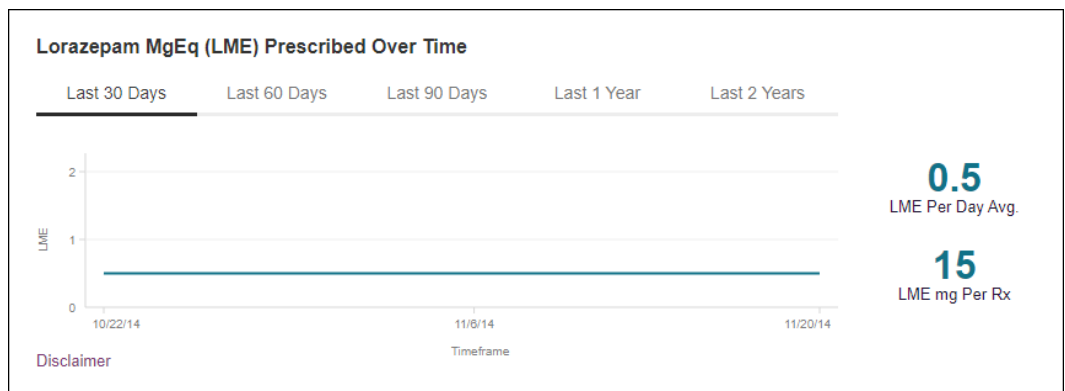
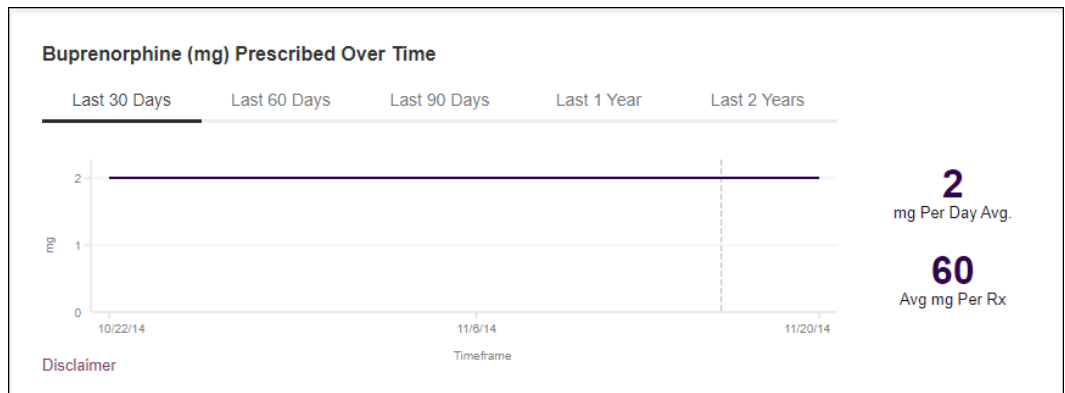
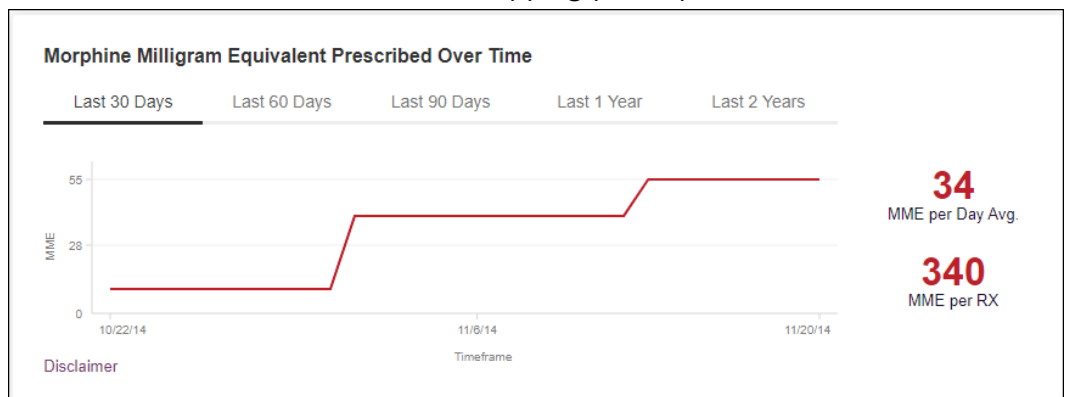
- Prescriptions are color coded and can be selected or deselected at the top of the graph.
  6. Narcotics (opioids) = red
    - Buprenorphines = purple
    - Sedatives (benzodiazepines, sleep aids, etc.) = blue
    - Stimulants = green
    - Other = grey
- The Rx Graph is reverse time ordered, meaning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



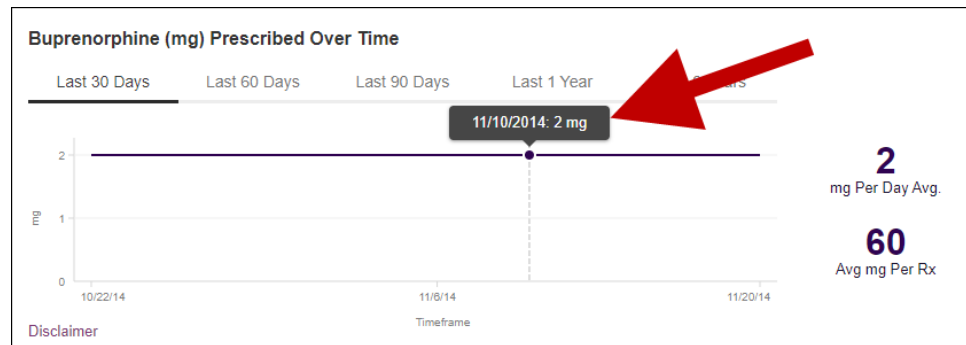
- The Rx Graph is interactive. You can click on a prescription to view information for that prescription, or you can click and drag over multiple prescriptions to view information for the selected prescriptions.



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



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



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

## Prescription Detail

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

Prescriptions													Column Settings
Total: 70   Private Pay: 3													Showing 1-15 of 70 Items
													View 15 Items
													1 of 5
Filled	Written	ID	Drug	QTY	Days	Prescriber	RX #	Dispenser	Refill	Daily Dose*	Pyrm Type	PMP	
11/13/2014	11/08/2014	4	Oxycodone-Acetaminophen 5-325	80.00	40	We Tes	11/13/2014	Cos (3475)	0	15.00 MME	-	CO	
11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par	11/01/2014	Wai (2435)	1	30.00 MME	-	CO	
10/31/2014	10/26/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par	10/31/2014	Wai (2435)	0	-	-	CO	
10/10/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar	10/10/2014	Kp (F123)	0	2.00 mg	-	IN	
10/05/2014	10/05/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	90	Tr Par	10/05/2014	Wai (2435)	0	10.00 MME	-	CO	
09/17/2014	09/17/2014	6	Oxycodone-Acetaminophen 5-325	30.00	3	Tr Par	09/17/2014	Wai (2435)	0	75.00 MME	-	CO	
09/17/2014	09/17/2014	6	Phentermine 37.5 Mg Tablet	30.00	30	Tr Par	09/17/2014	Wai (2435)	0	-	-	CO	
09/13/2014	09/08/2014	4	Oxycodone-Acetaminophen 5-325	30.00	10	Ke Mcc	09/13/2014	Cos (3475)	0	22.50 MME	-	CO	
09/12/2014	09/10/2014	2	Sk-Oxycodone/apap 5/325 Tab	90.00	22	Ma Sto	09/12/2014	Wai (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	08/28/2014	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	07/30/2014	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	07/12/2014	Wai (6992)	0	7.50 MME	-	CO	
07/02/2014	06/29/2014	6	Hydrocodon-Acetaminophin 10-325	90.00	15	Tr Par	07/02/2014	Wai (6992)	0	60.00 MME	Indian Nat	CO	
06/30/2014	06/08/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par	06/30/2014	Wai (6992)	0	-	Other	CO	
06/07/2014	05/08/2014	6	Hydrocodon-Acetaminophin 10-325	90.00	15	Tr Par	06/07/2014	Wai (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
[REDACTED]	1001 N. Main St	North Park	CO	41113	[REDACTED]
[REDACTED]	1234 S. Main St	South Park	CO	80134	[REDACTED]
[REDACTED]	1234 S. Main St	South Park	CO	80134	[REDACTED]
[REDACTED]	1234 S. Main St	North Park	CO	85134	[REDACTED]
[REDACTED]	1234 S. Main St	South Park	CO	80434	[REDACTED]
[REDACTED]	1234 S. Main St	South Park	CO	80134-4321	[REDACTED]
[REDACTED]	1234 S. Main St	South Park	CO	80134	[REDACTED]
[REDACTED]	1234 S. Main St	South Park	CO	80134	-

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

**Pharmacies** Column Settings

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

Name	Address	City	State	Zipcode	Phone
[REDACTED]	1234 S. Main St	North Park	CO	43621	[REDACTED]
[REDACTED]	1234 S. Main St	South Park	CO	80134	[REDACTED]
[REDACTED]	1234 S. Main St	South Park	CO	80134	[REDACTED]
[REDACTED]	1234 S. Main St	South Park	CO	80134	[REDACTED]
[REDACTED]	1234 S. Main St	South Park	CO	80134	[REDACTED]
[REDACTED]	1234 S. Main St	East Park	CO	80444	[REDACTED]
[REDACTED]	1234 S. Main St	East Park	CO	80441	[REDACTED]
[REDACTED]	1234 S. Main St	Sodosopa	CO	80445	-

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

## Other Tools/Metrics

### Resources

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

**17M**

Date of Birth: [REDACTED] Recent Address: Louisville, KY 40212 Status of States Queried: Error for 1 or more states. View Details View Linked Records (7) Other Tools/Metrics ^

**Narx Scores**

Narcotic	Sedative	Stimulant
794	391	221

**Overdose Risk Score**

**993**  
(Range 000-999)

**State Indicators (4)**

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

**Other Health Information**

- Resources (2)
  - MAT Providers
  - State & CDC Resources**

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



**MAT Providers** ✕

Find the 30 closest MAT providers for this patient. The patient's zip code is pre-populated if available.  
[View more information about the treatment locator.](#)

Zip Code






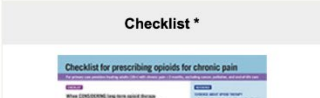
The patient's zip code is pre-populated but can be edited. Click **Submit** to generate a PDF that can be viewed and printed.

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

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

**State & CDC Resources** ✕

Click the associated link and print.  
View more information about resources.

 <p>Prescription Opioids: What You Need to Know (PDF)</p>	 <p>Promoting Safer and More Effective Pain Management (PDF)</p>	 <p>Pregnancy and Opioids Pain Management (PDF)</p>
<p><b>Pocket Guide: Tapering</b></p> 	<p><b>Fact Sheet</b></p> 	<p><b>Checklist *</b></p> 

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

## Narx Scores

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

Scores. These Narx Scores numerically represent the PDMP data for a patient.

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

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

The Narx Scores were designed such that:

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

prescriptions, will have **high scores**.

## Narx Score Algorithm

### Relative Scoring

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

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

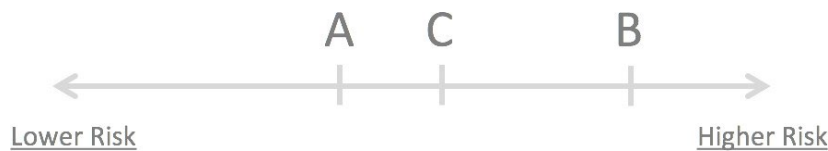
A single point measurement of total MME in the last 60 days can be used to illustrate this concept further using the following three patients:

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

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



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



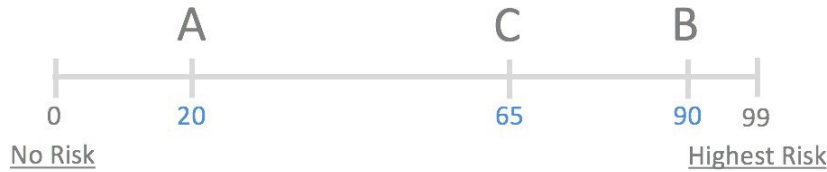
The NarxCare algorithm uses a unique strategy to establish boundaries of use by converting all measured variables, such as 60-day MME, to a scaled value between 0 and 99. This was done by evaluating a large PDMP population and measuring the 60-day MME value for every patient.

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

• Patient A:	160 MME		20
• Patient B:	4,800 MME		90

• Patient C:	1,050 MME		65
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If we apply these new scaled values to our risk diagram and create a left and right boundary of 0 and 99, we get:



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

### Time Periods

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

Prescriber Count	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1	19	12	8	6
2	36	22	16	11
3	51	32	23	16
4	64	41	30	21
5	75	49	37	26
6	85	57	43	30
And so on ...				

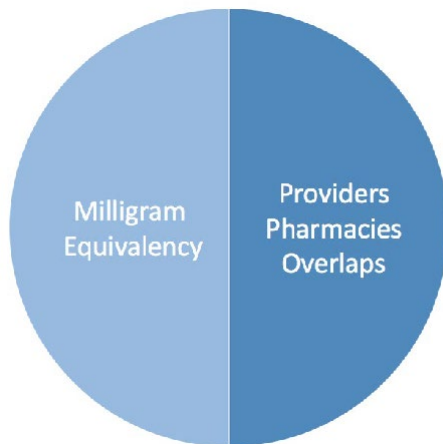
Pharmacy Count	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1	25	16	13	10
2	45	31	25	19
3	63	44	35	27
4	78	56	45	35
5	90	67	54	42
6	99	76	62	49
And so on ...				

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

Overlap Days	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1	3	2	1	1
2	6	4	3	2
3	9	5	4	3
4	11	7	6	4
5	14	9	7	5
6	16	10	8	6
And so on ...				

## Weighting

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



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

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

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

### Algorithm and Score Computation

The following steps are involved with calculating a Narx Score:

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

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

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

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

2. Convert all raw values to scaled values.

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

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

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

4. Calculate the weighted average.

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

5. Add (concatenate) the number of active prescriptions

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

## Clinical Application

### In-Workflow Use

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

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

### General Considerations

- The primary purpose of providing Narx Scores is to raise provider awareness of the associated PDMP data available for review.
- Concerning Narx Scores are intended to trigger a *discussion*, **not a decision**. If a Narx Score raises concern, the recommended course of action is to evaluate the PDMP data, review any additional pertinent data, and discuss any concerns with the patient.
- Narx Scores are not intended to work as sole determinants of a patient’s risk. Narx Scores are intended to support clinical decisions, not displace them. In no event should NarxCare be used to replace a provider’s professional and medical judgment.
- Just as there is no single blood pressure that can be considered *normal* for all people, there is no Narx Score that is *normal*. A Narx Score must be applied to the clinical scenario before evaluating appropriateness. For example, a blood pressure of 120/80 can simultaneously be:



- Inappropriate for a 2-month-old infant
- Appropriate for a 20-year-old woman
- Inappropriate for an elderly patient with an average daily blood pressure of 200/100
- Narx Scores are distributed within the PDMP population as follows:
  - 75% of patients score below 200
  - 5% of patients score above 500
  - 1% of patients score above 650

### Example Use Cases

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

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

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

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

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

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

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

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

Narcotic   Sedative   Stimulant  
671            240            000

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

### Score-Based Guidance

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

<p>&gt; 650</p>	<p>Approximately 1% of scores fall in this range.</p> <p>Some patient records may have a score in this range and <i>still be within prescriber expectations.</i></p> <p>Many patient records include some level of multiple provider episodes, overlapping prescriptions, or elevated milligram equivalency.</p>	<p>Review use patterns for unsafe conditions.</p> <p>If multiple providers involved in unsafe prescribing, discuss concern with patient and consider contacting other providers directly.</p> <p>If multiple pharmacies involved in unsafe prescribing, discuss concern with patient and consider pharmacy lock-in program.</p> <p>If overlapping medications of same or different type, discuss concern with patient and consider taper to lower dose and/or discontinuation of potentiating medications.</p> <p>If patient has evidence of a substance use disorder, consider inpatient admit or referral for outpatient evaluation and treatment.</p>
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**Note:** *Narx Scores are not intended to work as sole determinants of a patient's risk. Narx Scores are intended to support clinical decisions, not displace them. Under no circumstance should NarxCare be used to replace a provider's professional and medical judgment.*

## Overdose Risk Score

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

The ORS has the following characteristics:

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

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

## ORS Algorithm

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

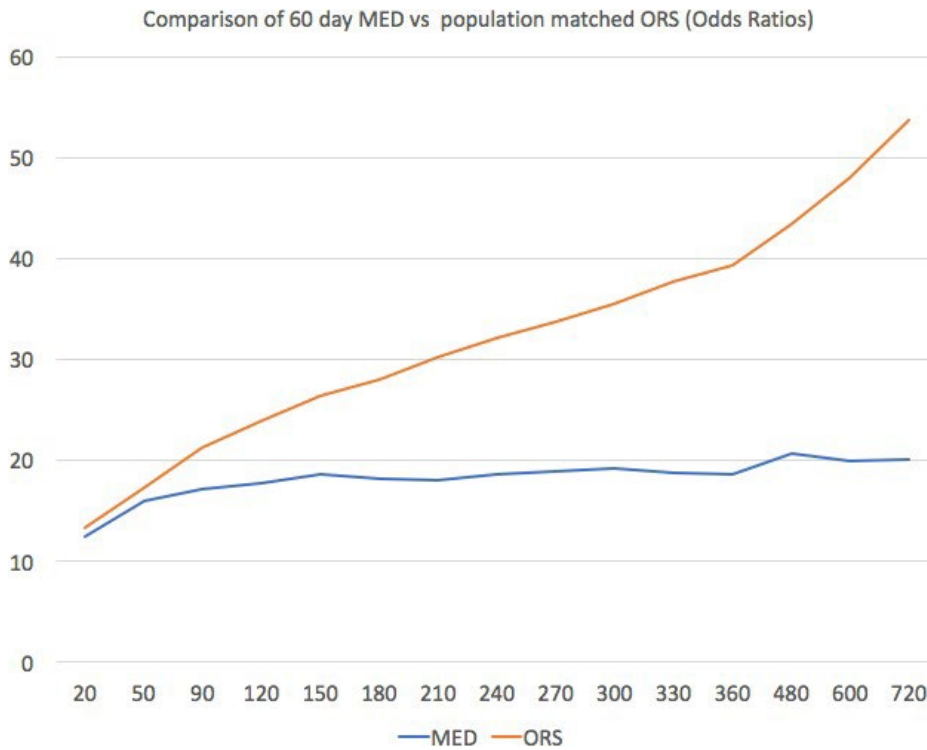
Subsequent revisions of the model have included evaluation of thousands of variables. A specific characterization of the current variables and coefficients is beyond the scope of this document. In general, the variables that have shown to be predictive of unintentional overdose death include:

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

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

## Clinical Application

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



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

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

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

### Score-Based Guidance

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

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

## Additional Risk Indicators

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

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

There are currently three PDMP based indicators:

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

These indicators are based on the following literature:

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

## Clinical Application

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

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

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

### Indicator-Based Guidance

Indicator	Steps to Consider
More than 5 providers in any year (365 days)	Review use patterns for unsafe conditions. If multiple providers involved in unsafe prescribing, discuss concern with patient and consider contacting other providers directly.
More than 4 pharmacies in any 90-day period	Review use patterns for unsafe conditions. If multiple pharmacies involved in unsafe prescribing, discuss concern with patient and consider pharmacy lock-in program.
More than 40 MED per day average and more than 100 MME total	Review use patterns for unsafe conditions. Consider taper to lower dose and/or discontinuation of potentiating medications.
If all 3 indicators are present	Review use patterns for unsafe conditions. If multiple providers are involved in unsafe prescribing, discuss concern with patient and consider contacting other providers directly. If multiple pharmacies or dispensaries are involved in unsafe prescribing, discuss concern with patient and consider a pharmacy lock-in program. If overlapping medications of same or different type, discuss concern with patient and consider taper to lower dose and/or discontinuation of potentiating medications. If the patient has evidence of a substance use disorder, consider inpatient admit or referral for outpatient evaluation and treatment.