



Requestor User Support Manual

Florida Prescription Drug Monitoring Program

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Version 2.0

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1 Document Overview

The PMP AWARe *Requestor User Support Manual* provides step-by-step instructions for healthcare professionals requesting data from the Electronic-Florida Online Reporting of Controlled Substances Evaluation (E-FORCSE®) database. It includes such topics as:

- Registering for an account
- Creating patient requests
- Viewing request status
- Viewing patient reports
- Appointing a designee 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 that is used to review a patient's prescription history. A complete list of available roles is provided below:

Healthcare Professionals

- | | | |
|--|--------------------------------------|------------------------------------|
| • Dentist | • Optometrist | • Physician Assistant |
| • Medical Resident | • Pharmacist | • Podiatrist (DPM) |
| • Naturopathic Physician | • Pharmacist's Delegate - Unlicensed | • Prescriber Delegate - Unlicensed |
| • Nurse Practitioner/Clinical Nurse Specialist | • Physician (MD, DO) | • Prescriber without DEA |



1.2 Pre-Loaded User Access

Please note that users who had an account with the previous system may already have an account in PMP AWARe. If you received an email from E-FORCSE® alerting you of the system change, then you already have an account. Please attempt to access your account by following the [Reset Password](#) instructions located in this guide before attempting to create a new account. Please use the email address that you received in the email as your username.

Once your password is reset, login to the application at <https://florida.pmpaware.net>. Upon successful login, the Registration Process page is displayed, and you will need to enter any missing demographic information that is marked by a red asterisk. For further details, please see step 8 of the [Registering for an Account](#) section of this document.

Registration Process

Create an Account

Registration Process Tutorial   Get Adobe Acrobat Reader

All fields with an asterisk (*) are required.

Personal

DEA Number(s) *

+ Add

DEA Numbers Added

National Provider ID *

AutoFill Form

Professional License Number *

License Type *

First Name *

Middle Name

Last Name *

Date of Birth *

Last 4 digits of SSN *

Add a Healthcare Specialty *

Browse All

★ Designates Primary Specialty

Upon successful completion of the registration process, you will be presented with the End User License Agreement, which you must read and accept. Read the agreement, then click **I Agree** to continue. Once you have accepted the End User License Agreement, your PMP Dashboard is displayed. Please refer to the [My Dashboard](#) section of this document for more information.

If you did not receive an email but you had an account in the previous system, the email address/username on your account may be out of date. Please contact the help desk at the number located in the [Technical Assistance](#) section of this document. You will be asked to verify at least two personal identifiers. If you are unable to verify the identifiers, you will need to contact the State Administrator. Contact information is located in the [Administrative Assistance](#) section of this document.

Please note that if your email address was shared with another user, your account may not have been imported, and you will need to reregister, following the steps in the [Registration](#) section of this document.

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 designee account.

2.1 Registration Overview

E-FORCSE 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 designee (referred to as “Prescriber Delegate – Unlicensed” or Pharmacist Delegate – Unlicensed” in PMP AWARe), 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 designee to the physician to create Patient Reports for the patients whom the physician would be seeing that day. All queries run by the designee 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 refer to the [Pre-Loaded User Access](#) section of this document before attempting to create a new account. Please utilize the email address associated with your previous account.

The registration process is comprised of three pages: Create an Account, Select Your User Role, and Demographics. All three pages must be completed before your registration is successfully submitted for processing.

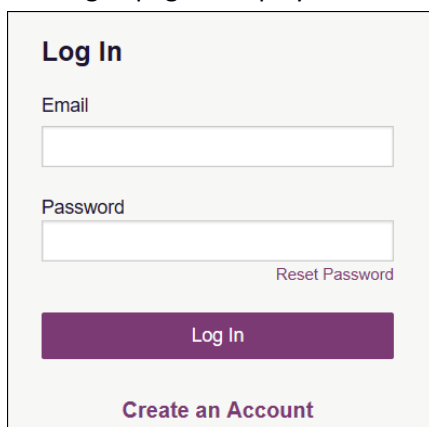
Some requestor roles may also require you to upload of a copy of a current government-issued photo ID, such as a driver’s license or a passport, or notarized validation documents. If required, you must submit this documentation before your account can be approved. Digital copies of these documents can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

2.2 Registering for an Account

To request a new account in PMP AWARe:

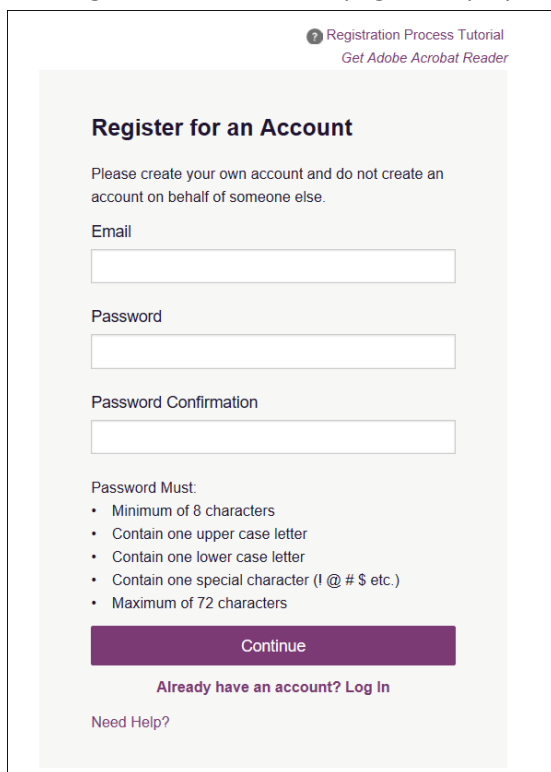
1. Navigate to <https://florida.pmpaware.net>.

The Log In page is displayed.



2. Click **Create an Account**.

The Register for an Account page is displayed.



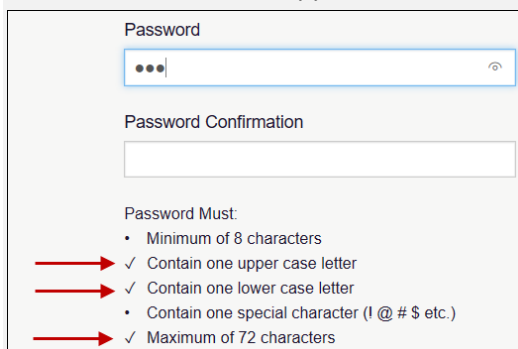
Note: A tutorial describing the complete registration process is available by clicking the **Registration Process Tutorial** link located in the top right corner of the page.

3. Enter your current, valid email address in the **Email** field. The email address you provide will be your username for logging in to the system.
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:

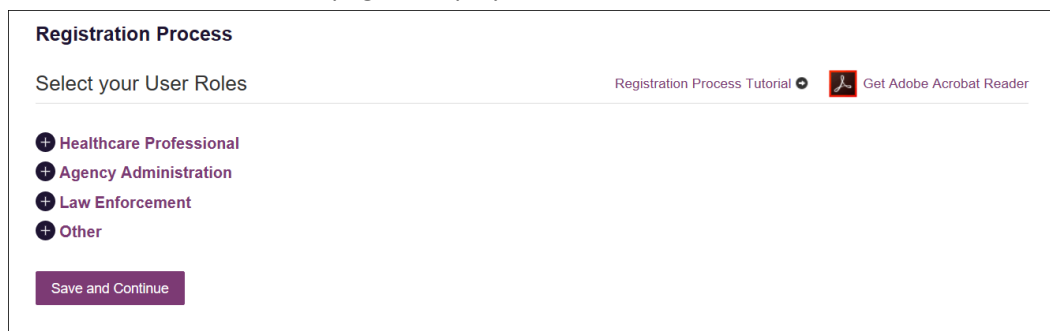
- *At least ten (10) characters*
- *One (1) uppercase letter*
- *One (1) lowercase letter*
- *One (1) special character such as !, @, #, \$, etc.*

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




5. Click **Continue**.

The Select Your User Roles page is displayed.



Registration Process

Select your User Roles Registration Process Tutorial  [Get Adobe Acrobat Reader](#)

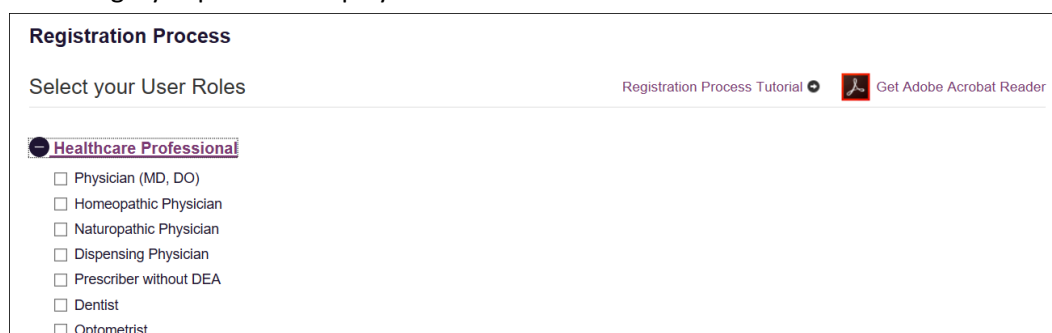
- ☐ Healthcare Professional
- ☐ Agency Administration
- ☐ Law Enforcement
- ☐ Other

[Save and Continue](#)


6. To select your user role:

- a. Click the plus sign (+) next to the user role category that best fits your profession (Healthcare Professional, Agency Administration, Other).

The category expands to display the available user roles.



Registration Process

Select your User Roles Registration Process Tutorial  [Get Adobe Acrobat Reader](#)

☒ **Healthcare Professional**

- ☐ Physician (MD, DO)
- ☐ Homeopathic Physician
- ☐ Naturopathic Physician
- ☐ Dispensing Physician
- ☐ Prescriber without DEA
- ☐ Dentist
- ☐ Optometrist

- b. Click to select the checkbox next to your user role.

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

7. Click **Save and Continue**.

The Demographics page is displayed as shown on the following page.

Registration Process
Create an Account
Registration Process Tutorial
Get Adobe Acrobat Reader

All fields with an asterisk (*) are required.

Personal

DEA Number(s) *

Add

DEA Numbers Added

National Provider ID *

AutoFill Form

Professional License Number *

License Type *

First Name *

Middle Name

Last Name *

Date of Birth *

Last 4 digits of SSN *

Add a Healthcare Specialty *
Browse All

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

★ Designates Primary Specialty

Primary Contact Phone *

Employer

Name *

Address *

Address Line 2

City *

State *

Zip Code *

Phone *

Fax

Do you dispense prescription medication out of your office instead of sending a prescription to a pharmacy? *

☐ Yes
☒ No

Submit Your Registration

8. Complete the required fields.

Notes:

- 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 (*).
- Please enter all active DEA numbers, if applicable.
- If Mobile Phone Number is a required field for your state and you do not have a mobile phone number, enter ten 5s in that field; for example, (555) 555-5555.

9. Click **Submit Your Registration**.

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

Once you have submitted your registration, you will be notified that your account has been approved or is pending approval.

- a. **Access Granted:** Certain user roles will be immediately granted access to the application, provided their personal DEA numbers and professional license numbers as entered are valid and found within the registry. If you are approved, you will be presented with the End User License Agreement that you must review and accept. After accepting and [verifying your email address](#), you will be routed to your dashboard and can begin using the application. Please refer to the [My Dashboard](#) section for more information.

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

- b. **Pending Approval:** If your account requires no further action but could not be verified by the process in paragraph a, or if your user role is not one that is immediately approved, your account will be pended for review and approval by your State Administrator.

2.2.1 Email Verification

1. Once you have submitted your registration, PMP AWARxE sends an email to the supplied email address for verification of an active email address.
2. 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 using the contact information located in the [Technical Assistance](#) section of this document.
- If you registered with the wrong email address, please log in to the account, then navigate to **Menu > User Profile** (under the **My Profile** Section) to update your email address. Please refer to the [My Profile](#) section for more information.

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

2.2.2 Account Approval

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

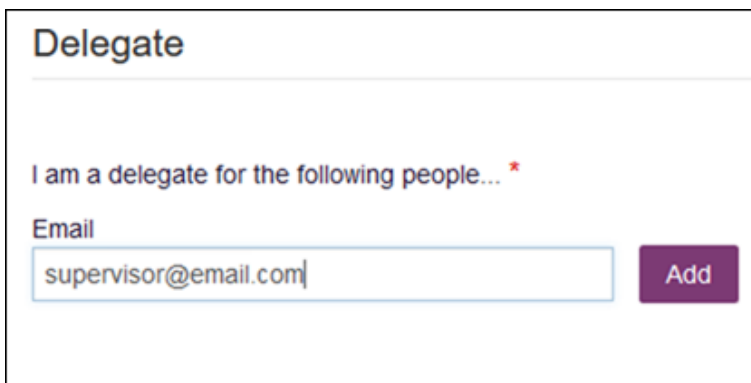
Once your account has been approved, you can log in to PMP AWARxE using the email address and password supplied during the account creation process.

Note: If you no longer have the password, you can reset it by navigating to <https://florida.pmpaware.net> and clicking **Reset Password**, or by navigating to https://florida.pmpaware.net/identity/forgot_password.

2.3 Registering as a Designee

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

1. Select one of the designee roles (e.g., **Prescriber Delegate – Unlicensed, Pharmacist Delegate – Unlicensed**) on the Select Your User Role page.
2. Enter any required information on the Demographics page, noting that you must enter your supervisor's email address in the **I am a delegate for the following people...** field. You may enter multiple supervisors by clicking **Add**.



Notes:

- The supervisor must already have a registered account with E-FORCSE.
- 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 designee.

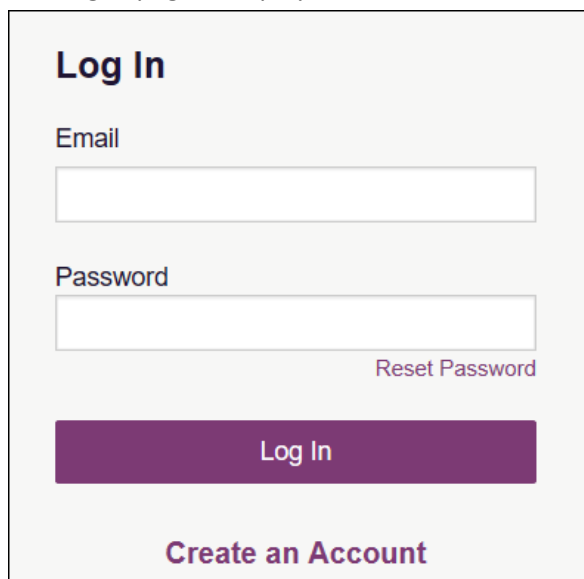
3 Basic System Functions

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://florida.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.

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

My Dashboard

Patient Alerts

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

Recent Requests

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

[View Requests History](#)

Delegates

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

My Favorites

RxSearch - Patient Request

PMP Announcements

Message for Physicians

Test announcement

10/13/2017

Exciting changes are coming to AWAxE!

We are pleased to announce that later this year, we will be performing a systemwide update on AWAxE.

When you log in to AWA... [more](#)

View all Announcements

09/20/2017

Quick Links

PMP Support

This section displays the most recent patient alerts.

- New alerts (i.e., those that have not been viewed) are displayed in **bold** with the word “**NEW**” next to them.
- You can download the letter associated with the alert by clicking **Download PDF**.
- You can view the Patient Request associated with a patient by clicking the patient’s name.
- You can click **Patient Alerts**, located at the top of the section, to access a full listing of patient alerts. You can also access patient alerts at any time by clicking **Menu > Patient Alerts** (located under **Rx Search**).

3.2.2 Recent Requests

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

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

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

3.2.3 Delegates/Supervisors

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

- If you are a supervisor, you can quickly change a designee's status from the dashboard by clicking the designee's name. Once you click the designee's name, the Delegate Management page is displayed, and you can approve, reject, or remove a designee 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 designee management, please refer to the [Designee Management](#) section.

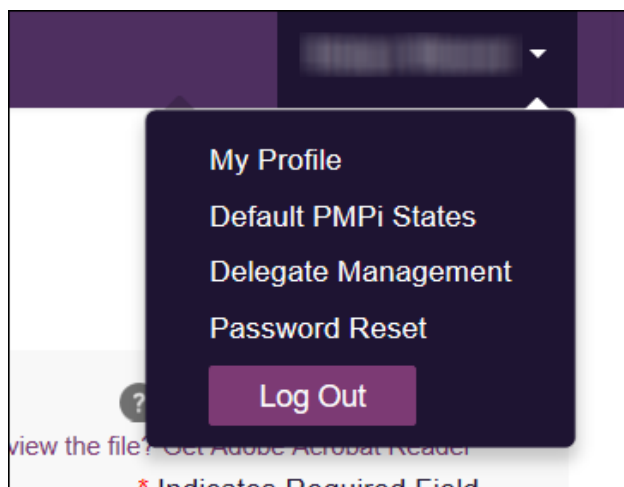
3.2.4 Announcements and Quick Links

This section displays announcements from your State Administrator as well as links to webpages outside of AWAxR 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 see an announcement, whereas a user whose role is "designee" 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 user name (located in the top right corner of the page), and then click **Log Out**.

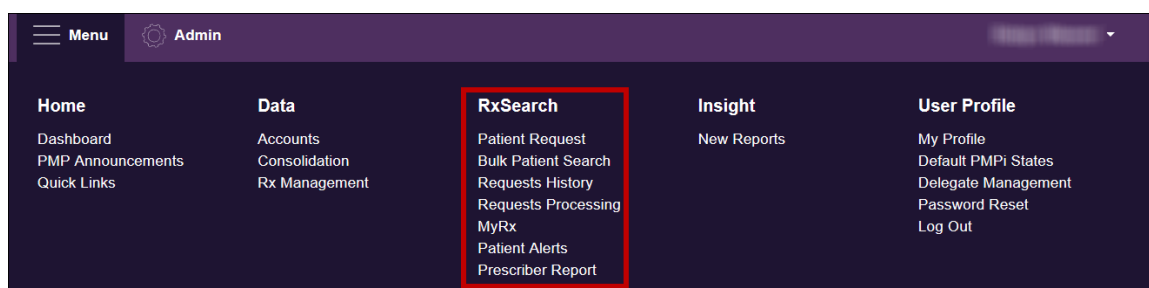


4 RxSearch

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

- [Creating a patient request](#)
- [Viewing patient reports](#)
- [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 in the PMP AWARxE application. The form is titled 'Patient Request' and includes a 'Patient Info' section with fields for 'First Name*', 'Last Name*', 'Date of Birth*', and 'Prescription Fill Dates'. There are also checkboxes for 'Partial Spelling' and a note about the timeline: 'No earlier than 2 years and 6 months from today'. The form is powered by Awarxe and includes a support number: 1-866-Appriss.

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

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

Field Name	Notes
Patient Info	
First Name	Enter the patient's complete first and last name; Or Click the Partial Spelling checkbox to search by a partial first and/or last name. This option can be helpful when searching hyphenated names or names that are often abbreviated, such as "Will" vs. "William." Note: The Partial Spelling function requires at least three letters. If the patient's name contains only one or two letters, please do not attempt a partial search. 1. After you have finished entering the patient's information and clicked Search , you may be presented with a multiple patient pick list. This list will contain demographic information on the patient to help you determine the correct patient. 2. Select the appropriate patient record(s), then click Run Report . Please refer to Partial Search Results for more information.
Last Name	
Date of Birth	Use the MM/DD/YYYY format, or select a date from the calendar that is displayed when you click in this field.
Prescription Fill Dates	
From	Use the MM/DD/YYYY format, or select a date from the calendar that is displayed when you click in these fields.
To	

Note: If you are a designee, 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 desired, you may enter additional patient information in the Patient Location section of the page, including the patient's state and ZIP code; however, it is recommended that you *do not* use the ZIP code to search.
5. If you require information from other states:
 - a. Click the radio button to select **PMP InterConnect** or **RxCheck** in the Also Search section of the page. **PMP InterConnect** is selected by default.
 - b. Click the checkbox next to the desired state(s) in the PMP InterConnect Search section of the page.

Also Search

☐ PMP Interconnect
 ☒ RxCheck
 ☐ None of the above

☐ Select All

A ☐ Alabama

Search

Notes:

- Partial search is not available when searching other states. If you have selected partial search, the Also 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. Please contact your State Administrator using the information provided in [Administrative Assistance](#) for more information.

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

Patient Report [Refine Search](#)

Report Prepared: 05/24/2018
Date Range: 05/24/2017 – 05/24/2018

+

 Test Patient

–

 Summary

Summary		Opioids* (excluding buprenorphine)		Buprenorphine*	
Total Prescriptions:	1	Current Qty:	17.89	Current Qty:	0.0
Total Prescribers:	1	Current MME/day:	2.77	Current mg/day:	0.0
Total Pharmacies:	1	30 Day Avg MME/day:	1.38	30 Day Avg mg/day:	0.0

–

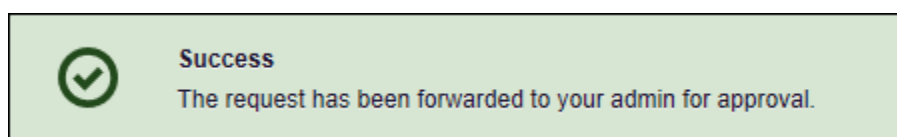
 Prescriptions

Filled	ID	Written	Drug	QTY	Days	Prescriber	Rx #	Pharmacy *	Refills	Daily Dose	Pyrm Type	PMP
03/20/2018	3	03/20/2018	TRAMADOL HCL 50 MG TABLET	3.0	3	LA HAM	12345	HAMMA (4086)	0	5.0 MME	Private Pay	DO

*Pharmacy is created using a combination of pharmacy name and the last four digits of the pharmacy license number.

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.
- d. If you are a designee, your request will be forwarded to your supervisor for review. Your request must be approved by your supervisor before you can view the results.



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

Patient Report

Refine Search

Report Prepared: 05/24/2018

Date Range: 05/24/2017 – 05/24/2018

Download PDF

Download CSV

+ Test Patient

- Summary

Summary	Opioids* (excluding buprenorphine)				Buprenorphine*			
Total Prescriptions:	1	Current Qty:	17.89	Current Qty:	0.0			
Total Prescribers:	1	Current MME/day:	2.77	Current mg/day:	0.0			
Total Pharmacies	1	30 Day Avg MME/day:	1.38	30 Day Avg mg/day:	0.0			

- Prescriptions

Filled	ID	Written	Drug	QTY	Days	Prescriber	Rx #	Pharmacy *	Refills	Daily Dose	Pymt Type	PMP
05/10/2018	5	05/10/2018	OXYCODONE HCL 30 MG TABLET	18.81	306	Ju Lon	VetRx1	Tagch (1119)	0	2.77 MME	Medicaid	DO

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
<div>Run Report</div>			

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

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

Patient Report
[Refine Search](#)

Report Prepared: 05/24/2018
Date Range: 05/24/2017 – 05/24/2018

Download PDF
Download CSV

+ Test Patient DOB: 01/01/1900 Gender: unknown Patient Address One: MELODY JUNCTION 4
- Test Patient DOB: 01/01/1900 Gender: male Patient Address One: 10401 LINN STATION RD

Linked Records

Name	DOB	ID	Gender	Address
test patient	01/01/1900	1	unknown	10401 LINN STATION RD LOUISVILLE KY 40223
Test Patient	01/01/1900	4	male	10401 LINN STATION RD LOUISVILLE KY 40223

Report Criteria

First Name	Last Name	DOB
Tes	Pat	01/01/1900

- Summary

4.1.3 No Results Found

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

Error
No matching patient identified.

DISMISS

Or

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

Patients found but no prescriptions found.

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

Change Date Range

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

Notes:

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

4.2 Viewing a Patient Report

If your search results return a single patient, or once you have selected the correct patient(s) if your search returned multiple patients, the Patient Report is automatically displayed. You may also access your previously requested Patient Reports at any time by clicking **Menu > Requests History**. Refer to the [Requests History](#) section for more information.

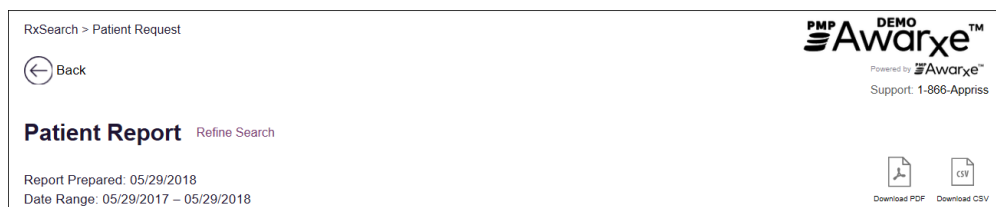
Note: For users with access to the NarxCare system and Narx Reports, please refer to [Appendix A: NarxCare](#).



The Patient Report page consists of the following sections:

- [Patient Information](#)
- [Summary](#)
- [Prescriptions](#)
- [Prescribers](#)
- [Dispensers](#)

4.2.1 Basic Report Functions

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



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

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

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

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

4.2.2 Patient Information

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

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

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

4.2.3 Summary

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

<div>Summary</div>					
Summary		Opioids* (excluding buprenorphine)		Buprenorphine*	
Total Prescriptions:	18	Current Qty:	86.8	Current Qty:	132.0
Total Prescribers:	7	Current MME/day:	9.33	Current mg/day:	5.89
Total Pharmacies	7	30 Day Avg MME/day:	19.0	30 Day Avg mg/day:	0.0

4.2.4 Prescriptions

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

Prescriptions												
Filled	ID	Written	Drug	QTY	Days	Prescriber	Rx #	Pharmacy *	Refills	Daily Dose	Pymt Type	PMP
05/27/2018	5	05/27/2018	ENDOCET 10-325 MG TABLET	8.0	30	BO TES	B00003	Alice (4567)	1	5.33 MME	Private Pay	DO
05/22/2018	1	05/21/2001	BUPRENORPHINE-NALOXONE	250.0	14	Ca TES	M457896321	KANSA (9159)	1		Private Pay	DO
04/29/2018	5	04/29/2018	ZOLPIDEM TART ER 12.5 MG TAB	30.0	30	AL TES	B00001	Alice (4567)	1		Private Pay	DO
04/26/2018	5	04/26/2018	ACETAMINOPHEN-COD #3 TABLET	120.0	30	AL TES	B00002	Alice (4567)	0	12.0 MME	Private Pay	DO
04/23/2018	7	04/21/2018	HYDROCODON-ACETAMINOPHN 10-325	30.0	10	Pa Doc	152847	Appri (1119)	0	18.0 MME	Indian Nat	DO
04/20/2018	6	04/20/2018	ACETAMINOPHEN-COD #3 TABLET	3.0	3	MU PHA	AT1152500	HOMECE (4642)	0	4.5 MME	Private Pay	DO
04/13/2018	6	04/13/2018	ACETAMINOPHEN-COD #3 TABLET	3.0	3	WA CO.	AT1152500	RANDA (0426)	0	4.5 MME	Private Pay	DO
04/09/2018	10	04/09/2018	HYDROCODONE-ACETAMIN 10-325 MG	100.0	250	SE PHA	5571544411	DIPLO (6244)	1	4.0 MME	Private Pay	DO
04/09/2018	10	04/09/2018	BUTRANS 5 MCG/HR PATCH	100.0	150	SE PHA	5571547441	DIPLO (6244)	1	0.56 mg	Private Pay	DO

*Pharmacy is created using a combination of pharmacy name and the last four digits of the pharmacy license number.

*Per CDC guidance, the MME conversion factors prescribed or provided as part of medication-assisted treatment for opioid use disorder should not be used to benchmark against dosage thresholds meant for opioids prescribed for pain. Buprenorphine products have no agreed upon morphine equivalency, and as partial opioid agonists, are not expected to be associated with overdose risk in the same dose-dependent manner as doses for full agonist opioids. MME = morphine milligram equivalents. mg = dose in milligrams.

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

4.2.5 Prescribers

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

Prescribers					
Name	Address	City	State	Zip	Phone
CO., WALGREEN CO.	301 W MAIN ST	INDEPENDENCE	KS	67301	
Doctor, Paul					
PHARMACY, MULVANE	1008 SE LOUIS DR	MULVANE	KS	67110	
PHARMACY, SEDAN	129 E MAIN ST	SEDAN	KS	67361	
TESTPRESCRIBER, ALICE	1111 FAKE ST	WICHITA	KS	67203	
TESTPRESCRIBER, BOB	8888 NOWHERE ST	WICHITA	KS	67203	
TESTPRESCRIBER, Carol	2910 HIGH ST	WICHITA	KS	67203	

4.2.6 Dispensers

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

Dispensers					
Pharmacy	Address	City	State	Zip	Phone
WALGREEN CO. (7516)	301 W MAIN ST	INDEPENDENCE	KS	67301	
RANDALL, DANIEL C DVM (0426)	20 RAYFORD LN	GREENVILLE	SC	29609	
KANSAS CVS PHARMACY, L.L.C. (9159)	2011 E SANTA FE ST	OLATHE	KS	66062	
HEMECARE PLUS INC (4642)	864 WILSON DR	RIDGELAND	MS	39157	
DIPLOMAT SPECIALTY PHARMACY (6244)	4100 S SAGINAW ST	FLINT	MI	48507	6144841207
Dave's Pharmacy (1119)	123 N MAIN ST	WICHITA	KS	67202	5028151000
Alice's PHARMACY (4567)	1111 FAKE ST	WICHITA	KS	67202	3165555555

4.3 Requests History

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

The Requests History page is displayed.

Patient First Name	Patient Last Name	Requestor	Requested For	Request Type	Status	Date Requested
Bob	TestPatient	You		AWARxE	Needs Consolidation	05/29/2018 3:04 PM
Test	Patient	You		AWARxE	Complete	05/29/2018 2:44 PM
Bob	TestPatient	You		AWARxE	Complete	05/29/2018 2:44 PM
Test	Patient	You		AWARxE	Pending	05/29/2018 2:14 PM
Bob	Testpatient	You		AWARxE	Pending	05/29/2018 2:14 PM
Bob	TestPatient	You		AWARxE	Needs Consolidation	05/29/2018 1:10 PM

Note: You can only view Patient Reports you or your designee(s) have created.

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

Bob TestPatient View Refresh

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

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

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

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

4.3.1 Shared Reports

PMP Administrators have the ability to share reports with other users. If E-FORCSE Administrator has shared a report with you, you will receive an email notification, including instructions on how to view the report.

Shared reports can also be viewed in Requests History, using the instructions provided below.

1. [Log in to PMP AWAxRxE](#).
2. Click **Menu > Requests History**.
The Requests History page is displayed.
3. Click **Advanced Options**.
The search options are displayed.

type	Status	Date Requested
	Complete	04/10/2018 10:47 AM
	Complete	04/10/2018 10:47 AM
	Complete	04/10/2018 10:47 AM
	Complete	04/10/2018 10:47 AM

4. Click the **Shared Report** radio button, and then click **Search**.
Your Requests History page is filtered to display only shared reports.

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.

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. To enter patients via CSV file upload, click the **File Upload** radio button in the **How do you want to enter patients?** field at the top of the page.

Bulk Patient Search

How do you want to enter patients?

☐ Manual Entry
☒ File Upload

The File Upload search is displayed.

File Upload

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

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

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

Notes:

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

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

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

10. Click **Choose File**, then select the file you created in step 9.
11. Click **Validate Format** to download a validation report and ensure all records were entered correctly.

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

Examples:

- *File with errors:*

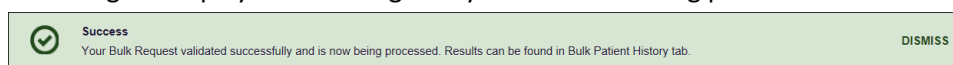
first_name	last_name	birthdate	postal_code	errors
john		1/1/1950		Last name can't be blank
first_name	last_name	birthdate	postal_code	errors
	smith	1/1/1960		First name can't be blank
first_name	last_name	birthdate	postal_code	errors
sally	smith			Birthdate can't be blank
first_name	last_name	birthdate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

- *File with no errors:*

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

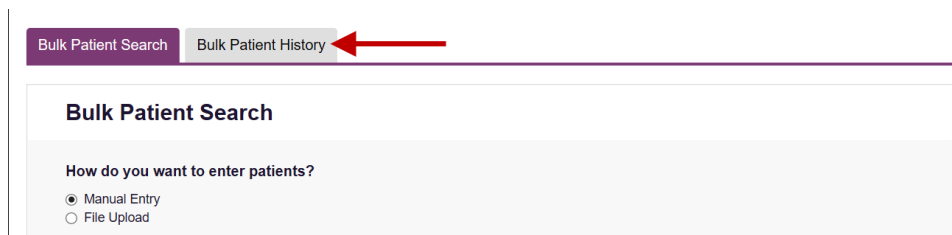
13. Repeat steps 10–12 until all errors have been corrected. Once all errors have been corrected and your file is validated, or if your file has no errors, continue to step 14.
 14. Enter a name for your search session in the **Group Name** field.
- Note:** Providing a group name will help you more easily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

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



4.4.1 Viewing Bulk Patient Search Results

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



The Bulk Search History page is displayed.

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.

The Bulk Patient Summary is displayed.

Bulk Patient Search

Bulk Patient History

← Back

Download PDF

Group Name

7.13 Patients

Prescription Fill Dates: 07/13/2017 - 07/13/2018

PMP InterConnect States:

Report Prepared: 07/13/2018 03:19 PM

Bulk Patient Summary

Select a patient to view the report

Patient Full Name	DOB	Prescribers	Dispensers	Prescriptions	Supervisor	Status
alex doe	01/01/1900	9	2	9		Incomplete
alice testpatient	01/01/1900	4	3	10		Ready
bob testpatient	01/01/1900	6	7	15		Incomplete
dave testpatient	01/01/1900	7	6	26		Ready
john doe	01/01/1900	1	1	1		Ready

3. From this page, you can:

- Click **Download PDF** to export the Bulk Patient Summary. *Note that only the Bulk Patient Summary can be downloaded from this page. Individual Patient Reports must be exported from the Patient Report page.*
- If the **Status** column for an individual patient indicates **Ready**, click that patient's name to display the search details.

The search details are displayed below the table.

Bulk Patient Summary
Select a patient to view the report

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

bob testpatient
Refresh
View

Date of Birth: 01/01/1900
Location:
PMPi States:
Reason:
Prescription Fill Dates: January 13, 2018 until July 13, 2018

When viewing the search details, you can:

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

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

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

4.4.2 Incomplete Bulk Patient Search Results

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

Bulk Patient Summary
Select a patient to view the report

Patient Full Name	DOB	Prescribers	Dispensers	Prescriptions	Supervisor	Status
adam doe	01/01/1900	0	0	0		Incomplete
dave testpatient	01/01/1900	7	6	26		Ready

adam doe
Try Again

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

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

4.4.3 No Prescriptions Found in Bulk Patient Search

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

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

john doe

Refresh View

Date of Birth: 01/01/1900

Location:

PMPI States:

Reason: No Prescriptions Found in Date Range

Prescription Fill Dates: January 13, 2018 until July 18, 2018

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

4.5 MyRx

If you have a DEA number associated with your AWAxE account, MyRx 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 MyRx report:

1. Click **Menu > MyRx**.

The MyRx search page is displayed.

MyRx Request MyRx History Support: 1-866-Appriss

My Rx

* Indicates Required Field

Prescriptions Written
No earlier than 2 years from today

From* To*
MM/DD/YYYY MM/DD/YYYY

DEA Numbers

☒ MD1234568

Generic Drug Name (Optional)

Drug Name

Search

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

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

RxSearch > MyRx

Back

MyRx

Report Prepared: 10/14/2017
Date Range: 10/13/2016 – 10/13/2017

Download PDF Download CSV

DEA Numbers

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

Prescriptions

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

4.6 Patient Alerts

This function displays your available patient alerts.

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

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

The Patient Alerts page is displayed.

Patient Alerts

Select a patient to view more information.

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

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

- You can view the Patient Request associated with a patient by clicking the patient's name.

5 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](#)
- [Managing your designee account\(s\)](#)
- [Updating or resetting your password](#)

5.1 My Profile

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

Note: If you need to update your personal or employer identifiers (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: Jordan Doctor
(ACTIVE: 04/03/2018)
DOB: 01/01/1970
Primary Contact: 502-867-5309
DEA Number(s): JR1111119
Professional License #: 25235242534 Type: MD

Employer DEA(s):
Employer: Appriss Health
10401 Linn Station Rd
Louisville, KY 40223
Employer Phone: 502-867-5309
Employer Fax:
Role: Physician (MD, DO)

Specialty

Add a Healthcare Specialty * Browse All

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

★ Designates Primary Specialty

★ Allopathic & Osteopathic Physicians
Allergy & Immunology

Setting

Time Zone
Eastern Time (US & Canada)

Contact Information

Change email address associated with this profile

Current Email: doctorjordan@appriss.com

New Email Address

Re-enter New Email Address

Save Changes

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

- **Updating Employer Information:** To update your employer information, click **Edit**, located next to the **Profile Info** header. When the Edit Profile Info window is displayed, update the information, and then click **Update**.

Edit Profile Info - XXXX-XXXX

Only the following information can be updated on your profile. Contact your state administrator if you need to update any profile information not shown below.

Employer Name

Street Address

Address Line 2

City

State

Zip Code

Employer Phone

Employer Fax

Cancel Update

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

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 designee, 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.

- **Email Address/Contact Information:** You may update the email address and mobile phone number associated with your account in the Contact Information section of the page.

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

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

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

5.2

Contact Information

Change email address associated with this profile

Current Email: rweaver@apprisshealth.com

New Email Address

Re-enter New Email Address

5.3

5.45.2 Designee Management

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

5.4.15.2.1 Approving and Rejecting Designees

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

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

Once you have received the email notification:

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

The Delegate Management page is displayed.

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

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

- Click the designee'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 designee;
Or
- Click **Reject** to reject the designee. If rejected, the designee will be removed.

5.4.25.2 Removing/Deactivating Designees

If you need to deactivate a designee 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 designee's name to display their information in the detail card at the bottom of the page.
- Click **Remove**.

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

Notes:

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

5.5.3 Password Management

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

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

2. If your password has already expired, or if you have forgotten your password, you can [reset your password](#). [Note that you can reset your password via email or mobile phone.](#)

5.5.15.3.1 Updating a Current Password

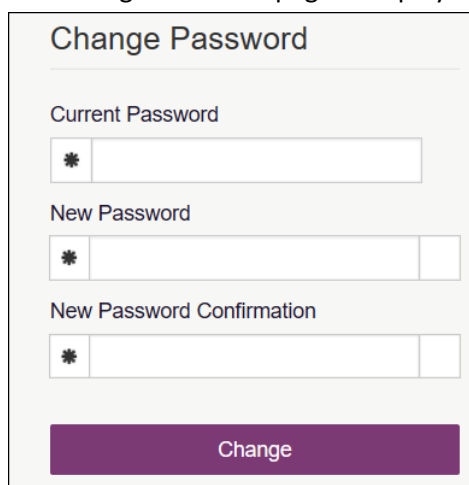
If your password has not expired, but you would like to proactively reset it, you can do so within the AWARe application.

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.



Change Password

Current Password

New Password

New Password Confirmation

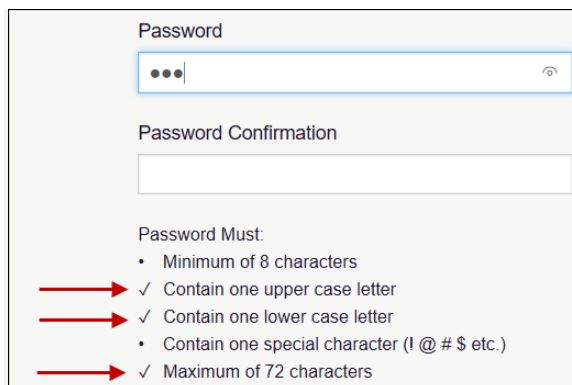
Change

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

Passwords must contain:

- At least ten (10) characters
- One (1) uppercase letter
- One (1) lowercase letter
- One (1) special character such as !, @, #, \$, etc.

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

A screenshot of a web form for changing a password. It features two input fields: 'Password' and 'Password Confirmation'. Below these fields is a list of password requirements under the heading 'Password Must:'. Four red arrows point to the first four items in the list. The requirements are: Minimum of 8 characters, Contain one upper case letter, Contain one lower case letter, and Contain one special character (! @ # \$ etc.). The final item, 'Maximum of 72 characters', is not pointed to by an arrow.

Password

Password Confirmation

Password Must:

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

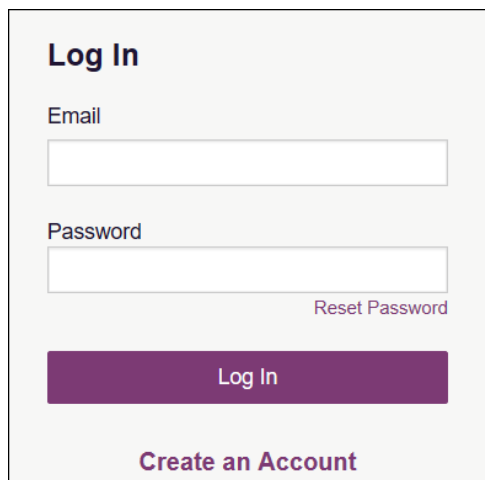
4. Click **Change**.

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

5.5.25.3.2 Resetting a Forgotten Password

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

The Log In page is displayed.

A screenshot of the 'Log In' page. It has a title 'Log In' at the top. Below the title are two input fields: 'Email' and 'Password'. To the right of the 'Password' field is a link that says 'Reset Password'. At the bottom of the form is a large purple button labeled 'Log In'. Below the button is a link that says 'Create an Account' in purple text.

Log In

Email

Password

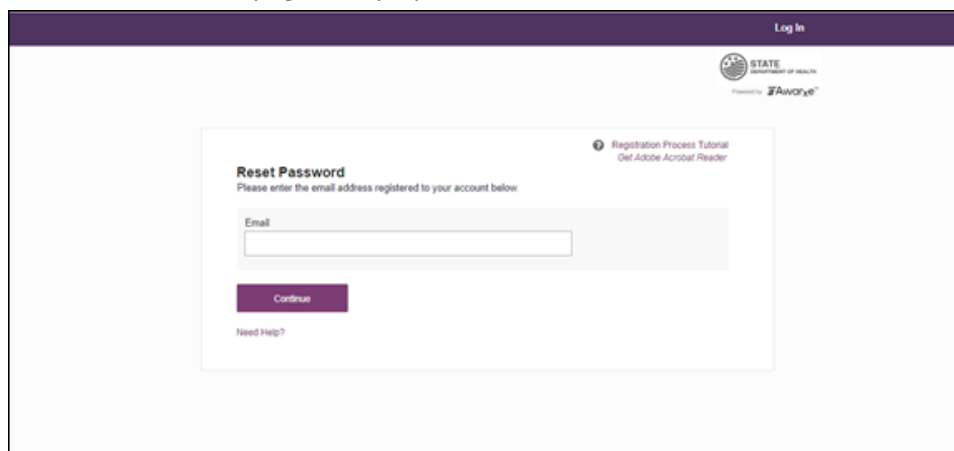
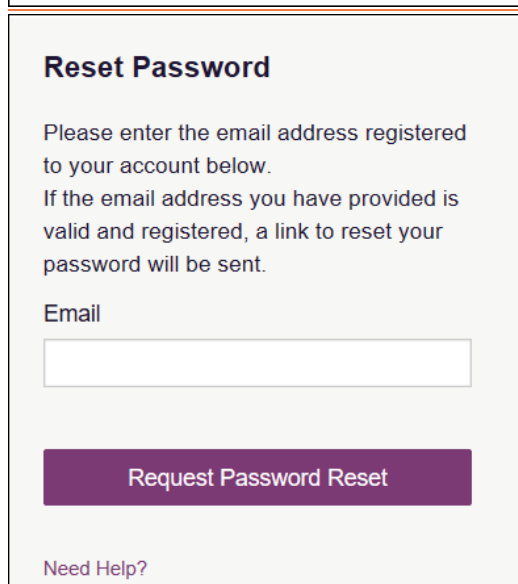
Reset Password

Log In

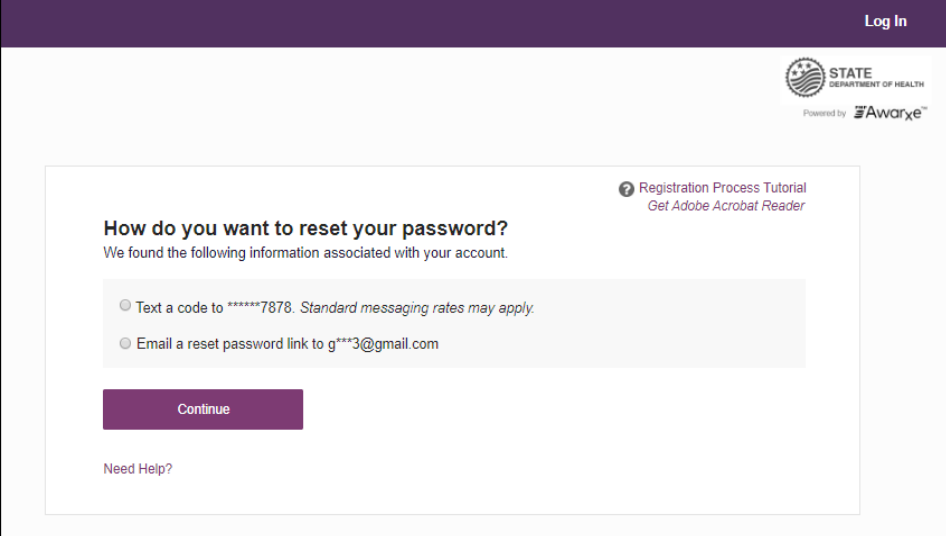
Create an Account

2. Click **Reset Password**.

The Reset Password page is displayed.

A screenshot of a web application interface. At the top, there is a dark purple header bar with the text "Log In" on the right. Below the header, the page has a light gray background. In the top right corner, there is a logo for the "STATE OF FLORIDA" and a "Powered by" logo for "Avaya". In the center of the page, there is a white rectangular box with a thin gray border. Inside this box, the title "Reset Password" is displayed in bold. Below the title, a message says "Please enter the email address registered to your account below:". There is a text input field labeled "Email". Below the input field is a purple button labeled "Continue". At the bottom of the box, there is a link that says "Need Help?".A detailed view of the "Reset Password" form. The title "Reset Password" is at the top in bold. Below it, the text reads: "Please enter the email address registered to your account below. If the email address you have provided is valid and registered, a link to reset your password will be sent." There is a text input field labeled "Email". Below the input field is a purple button labeled "Request Password Reset". At the bottom, there is a link that says "Need Help?".

3. Enter the email address associated with your account, then click **Request Password ResetContinue**.
You will be prompted to select how you want to reset your password.

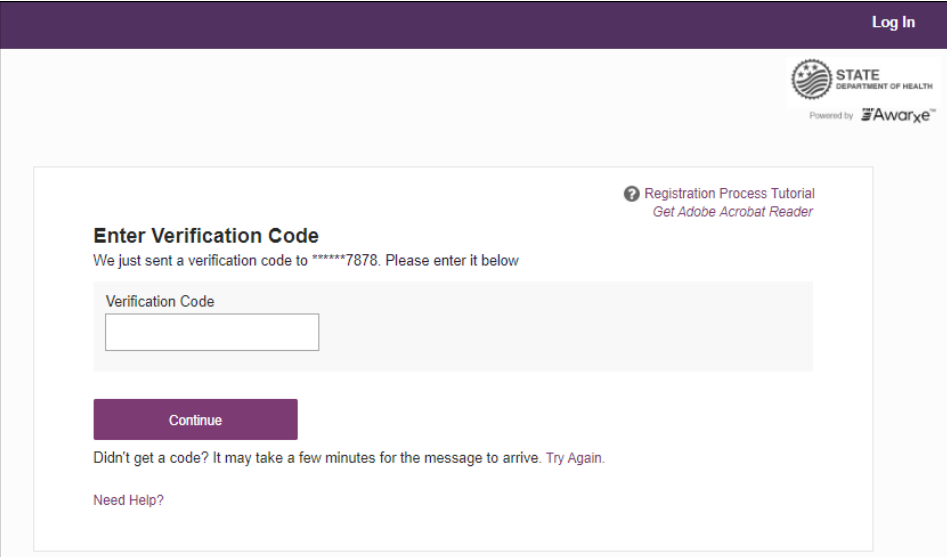
A screenshot of a web application interface for password reset. At the top right is a 'Log In' link. Below it is the 'STATE DEPARTMENT OF HEALTH' logo and 'Powered by Awarx' text. The main content area has a heading 'How do you want to reset your password?' and a subtext 'We found the following information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

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

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

5. Click Continue.

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

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

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

OR

- c. ~~A confirmation message is displayed.~~

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

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

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

Passwords must contain:

- At least ten (10) characters
- One (1) uppercase letter
- One (1) lowercase letter
- One (1) special character such as !, @, #, \$, etc.

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

The screenshot shows a web form for password reset. It has two input fields: 'Password' and 'Password Confirmation'. Below these fields is a section titled 'Password Must:' followed by a list of requirements. Each requirement has a red arrow pointing to a checkmark, indicating it is met. The requirements are: Minimum of 8 characters, Contain one upper case letter, Contain one lower case letter, Contain one special character (! @ # \$ etc.), and Maximum of 72 characters.

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

5.7. 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 1–3-5 to generate a new password reset email.
- If you use the mobile reset option, the validation code is only active for 20 minutes. In addition, only the most recent code is valid (e.g., if you requested a validation code twice, only the second code would be valid).
- Per our security protocol, PMP AWARe will not confirm the existence of an account. If you do not receive an email at the email address provided, follow the steps below:
 1. Ensure you entered a valid email address.
 2. Check your Junk, Spam, or other filtered folders for the email.
 3. If the email address is correct but you have not received the email, contact your PMP Administrator to request a new password or determine what email address is associated with your account.

4. Add the following email addresses and domains to your contacts list, or contact your organization's IT support to have them added as safe senders:
- (a) no-reply-pmpaware@globalnotifications.com
 - (b) globalnotifications.com
 - (c) amazonses.com

6 Assistance and Support

6.1 Technical Assistance

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

- Contact Appriss Health at 1-877-719-3120;
OR
- Create a support request at the following URL:
<https://apprissmpm.zendesk.com/hc/en-us/requests/new>.

6.2 Administrative Assistance

If you have non-technical questions regarding E-FORCSE, please contact:

E-FORCSE®, Florida Prescription Drug Monitoring Program
4052 Bald Cypress Way
Bin C16
Tallahassee, FL 32399

Phone: 1-850-245-4797

Fax: 1-850-617-6430

Email: e-forcse@flhealth.gov

7 Document Information

7.1 Disclaimer

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

7.2 Change Log

Version	Date	Chapter/Section	Change Made
1.0		N/A	N/A; initial publication
2.0	12/12/2018	Global	Updated to current document template
		5.1/My Profile	Added instructions for adding a mobile phone number to account profile
		5.4/Resetting a Forgotten Password	Added instructions for resetting a password via mobile phone

Appendix A: NarxCare

Introduction to NarxCare

NarxCare is a robust analytics tool and care management platform that helps prescribers and dispensers analyze real-time controlled substance data from prescription drug monitoring programs (PDMPs), which are the system's primary data source.

NarxCare automatically accesses the PDMP data, analyzes it, scores it, and generates an interactive, patient-centered report with visual enhancements that enable providers to quickly comprehend the patient's controlled substance use history.

The NarxCare platform is designed to accommodate additional, non-PDMP data sources such as claims data, registry data, continuity of care documentation, etc. As these data become available, they will be visually incorporated as additional risk indicators and eventually be included in existing and new algorithms.

Every NarxCare report includes type-specific use scores for narcotics, sedatives, and stimulants. These scores are based on a complex algorithm with up to 20 time-weighted measurement points. The scores range from 000 to 999, with higher scores equating to higher numbers of prescribers, MME, pharmacies, and overlapping prescriptions.

An Overdose Risk Score, developed using advanced data science, is also included. This risk score ranges from 000–999 with higher scores equating to increased risk of unintentional overdose. Currently based on PDMP data, the score will become more holistic in nature as additional data sources are added to the algorithm.

Data visualization is enhanced with an interactive, color-coded graphical display of prescription data that allows for increased detail when desired.

A Resources section provides tools that enable providers to link patients with treatment and easily obtain information documents that may be helpful as reference material or patient handouts.

Application Interface Overview

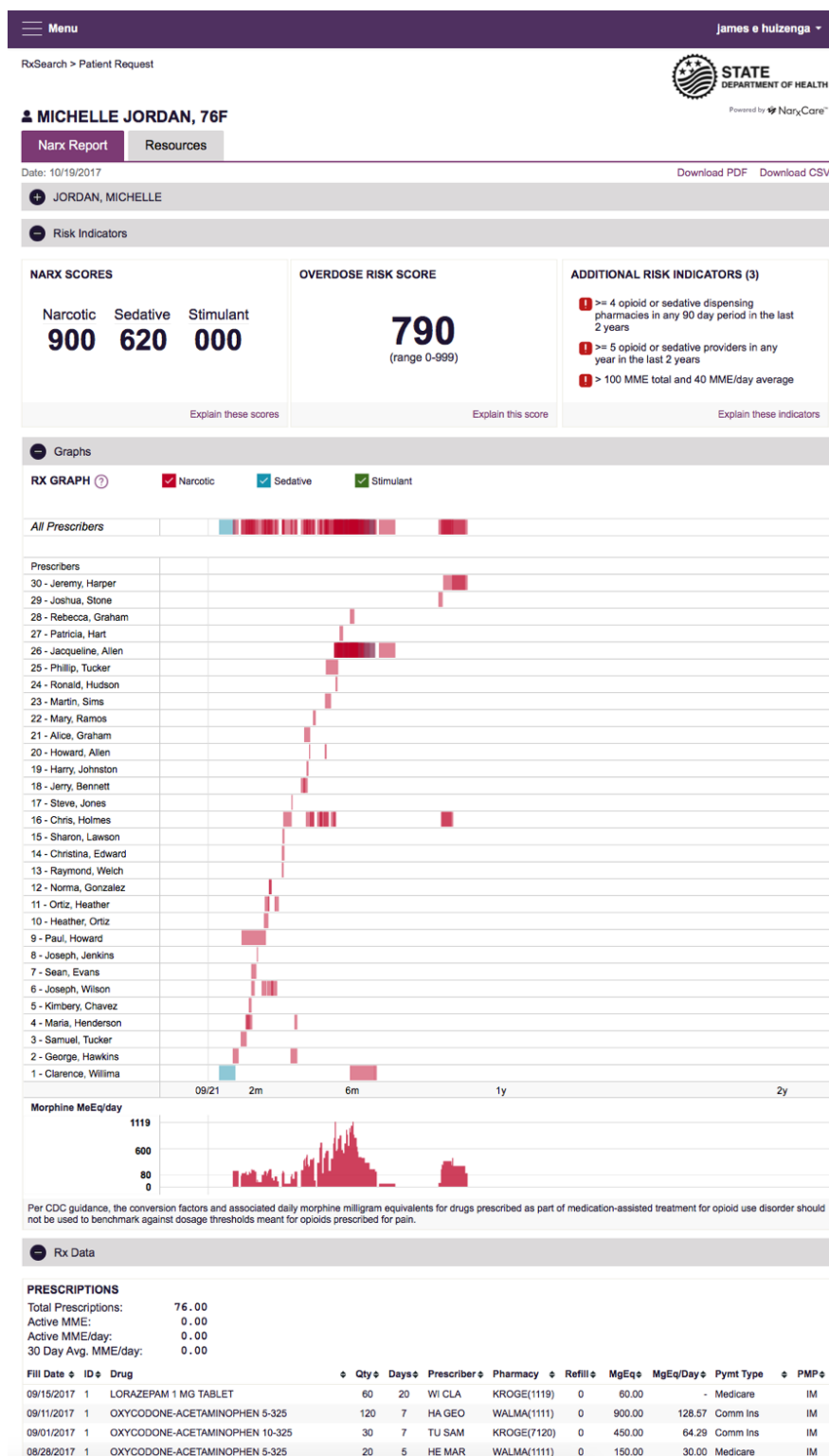
The NarxCare report interface is a modular design with several collapsible segments.

Header

Scores and
Indicators

Graphs

Full Prescription Detail



Narx Report Details

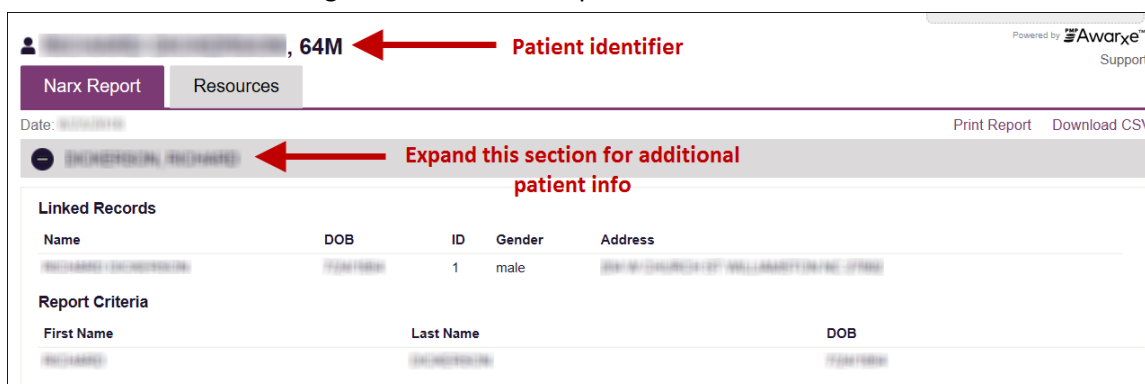
Report Header

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

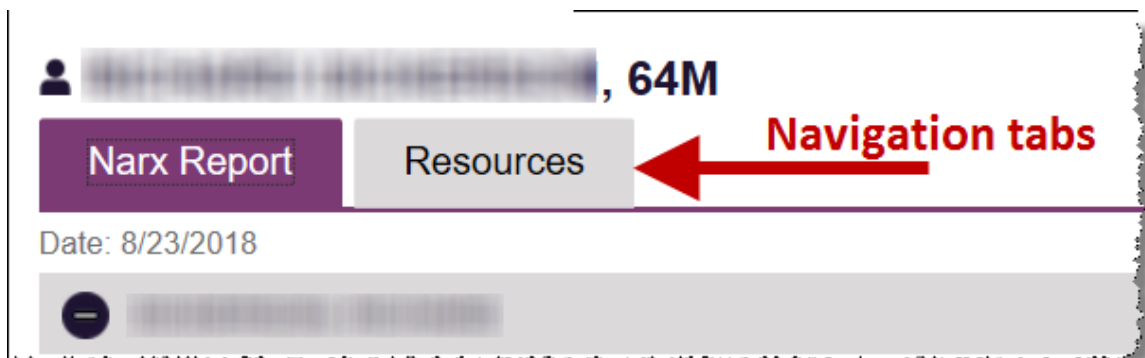
- **Drop-down menu bar:** Clicking **Menu** allows you to navigate to all functional areas of AwarxE. For NarxCare users, the menu contains additional training links as well as a link to the NarxCare user guide. You can click your user name for quick access to account management options such as **My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



- **Patient identifying information:** The patient's name, age in years, and gender are displayed above the navigation tabs. Additional patient information, such as date of birth and address, can be found in the first segment of the Narx Report.



- **Navigation tabs:** There are two tabs beneath the patient's name labeled **Narx Report** and **Resources**. The **Narx Report** tab is displayed by default. You can click on the **Resources** tab to display several treatment locators and document resources that may be useful in managing patient referrals or reviewing CDC guidelines.



- **Report download links:** If you need to download a PDF or CSV version of the report, click the **Download PDF** or **Download CSV** links located on the right side of the page below the state logo.



Report Body

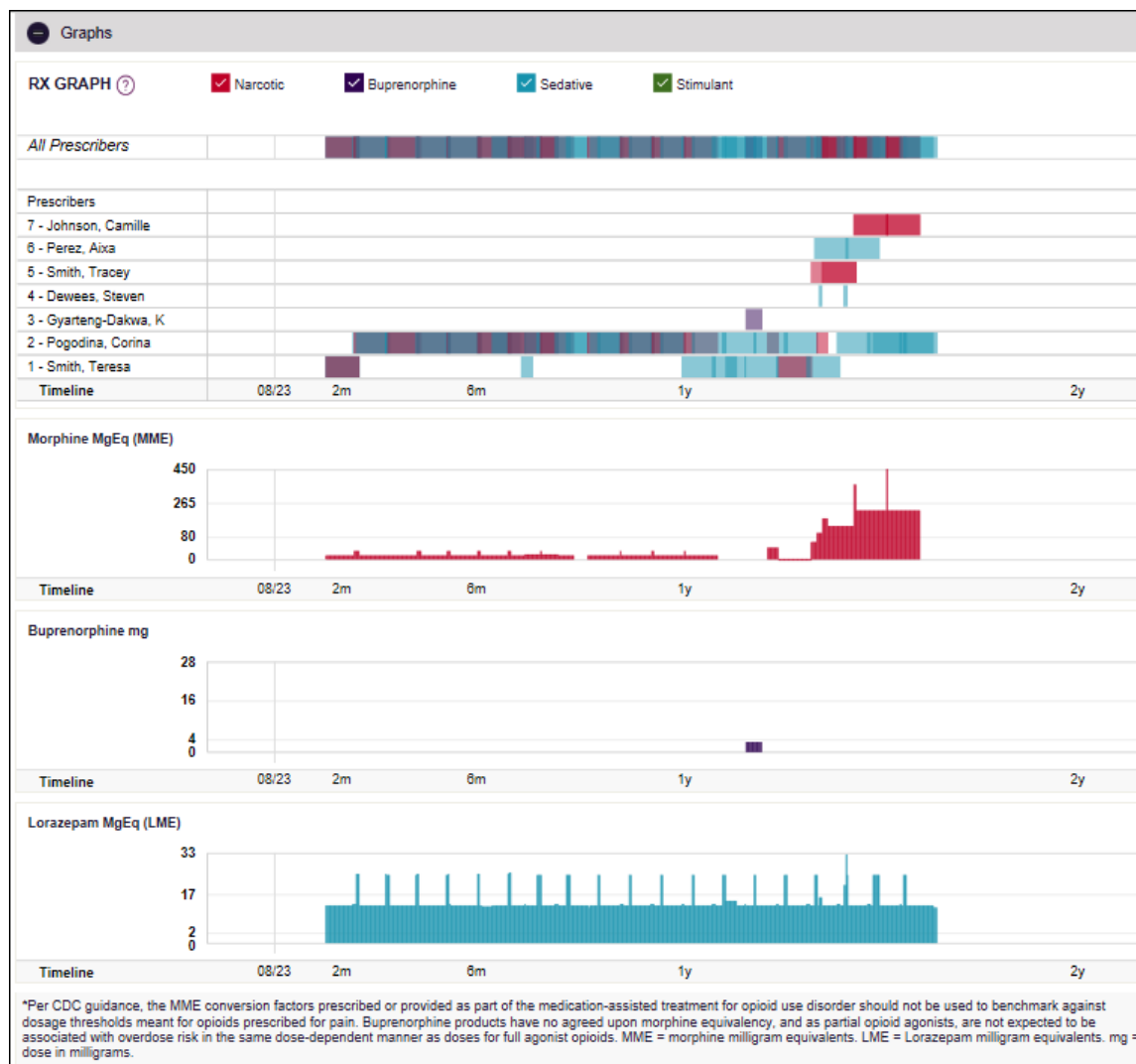
The body of the Narx Report contains several functional areas aimed at rapidly raising awareness of risk and prescription use patterns, and when required, individual prescription detail.

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

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

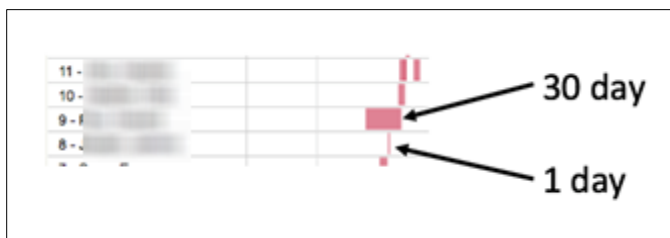
Risk Indicators		
NARX SCORES <div>Narcotic Sedative Stimulant</div> <div>380 440 000</div>	OVERDOSE RISK SCORE <div>530</div> <div>(Range 000-999)</div>	ADDITIONAL RISK INDICATORS (2) <div>1 >= 5 opioid or sedative providers in any year in the last 2 years</div> <div>1 > 100 MME total and 40 MME/day average</div>
Explanation and Guidance	Explanation and Guidance	Explanation and Guidance
<small>This NarxCare report is based on search criteria supplied and the data entered by the dispensing pharmacy. For more information about any prescription, please contact the dispensing pharmacy or the prescriber. NarxCare scores and reports are intended to aid, not replace, medical decision making. None of the information presented should be used as sole justification for providing or refusing to provide medications. The information on this report is not warranted as accurate or complete.</small>		

- **Rx Graph:** The Rx Graph, located in the Graphs section of the report, allows you to rapidly see important patterns and levels of use.

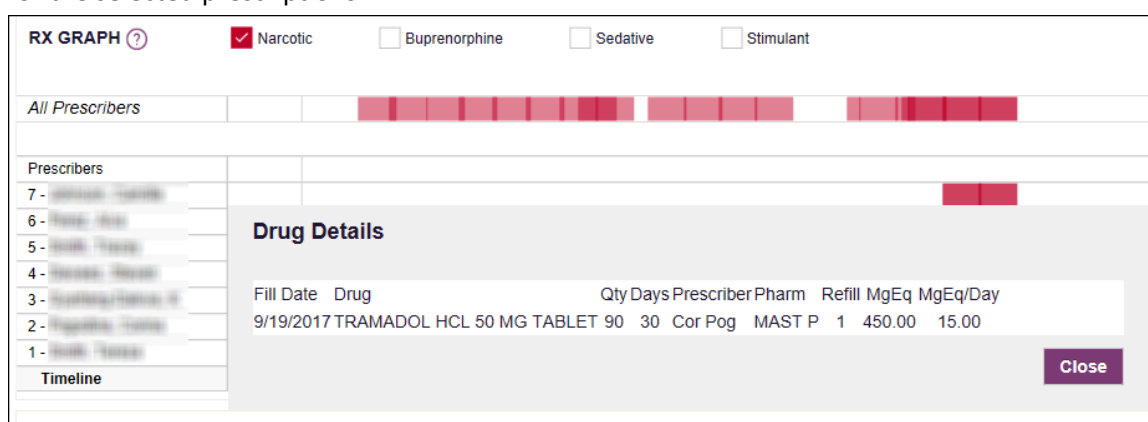


- Prescriptions are color coded and can be selected or deselected at the top of the graph.
 1. Narcotics (opioids) = **red**
 2. Buprenorphines = **purple**
 3. Sedatives (benzodiazepines, sleep aids, etc.) = **blue**
 4. Stimulants = **green**
 5. Other = **grey**
- The Rx Graph is reverse time ordered, meaning that the most recent prescriptions are displayed on the left side of the graph and the oldest are displayed on the right.

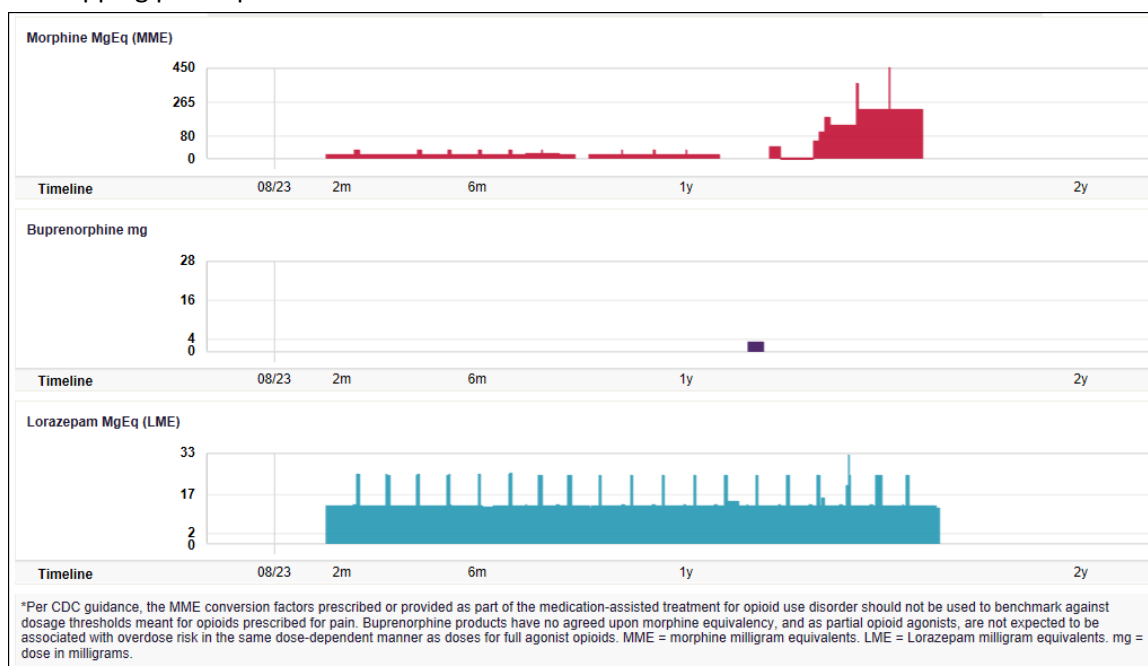
- Each pixel in the graph represents one day; therefore, a 30-day prescription is represented by a rectangle about 1 cm wide and a 1–3-day prescription appears as a narrow vertical bar.



- 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.



- Daily morphine milligram equivalency (MME), buprenorphine milligrams, and lorazepam milligram equivalency (LME) graphs are also provided for a quick longitudinal view of daily MME, buprenorphine, and LME. Abrupt changes in these factors are often due to overlapping prescriptions.



Prescription Detail

Each prescription dispensed to the patient is presented in the Prescriptions table, which is located in the Rx Data section of the report. 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.

Rx Data												
PRESCRIPTIONS												
Total Prescriptions:		69										
Total Private Pay:		2										
Fill Date	ID	Written	Drug	Qty	Days	Prescriber	Rx #	Pharmacy	Refill	Daily Dose	Pymt Type	PMP
06/08/2018	1	05/16/2018	ALPRAZOLAM 2 MG TABLET	90	30	Dr. [REDACTED]	[REDACTED]	[REDACTED]	0	12.00 LME Medicare	NC	
06/08/2018	1	05/15/2018	ZOLPIDEM TARTRATE 10 MG TABLET	30	30	Dr. [REDACTED]	[REDACTED]	[REDACTED]	1	0.50 LME Medicare	NC	
06/08/2018	1	05/14/2018	TRAMADOL HCL 50 MG TABLET	90	30	Dr. [REDACTED]	[REDACTED]	[REDACTED]	1	15.00 MME Medicare	NC	
05/15/2018	1	05/15/2018	ZOLPIDEM TARTRATE 10 MG TABLET	30	30	Dr. [REDACTED]	[REDACTED]	[REDACTED]	0	0.50 LME Medicare	NC	
05/14/2018	1	05/14/2018	TRAMADOL HCL 50 MG TABLET	90	30	Dr. [REDACTED]	[REDACTED]	[REDACTED]	0	15.00 MME Medicare	NC	
05/12/2018	1	03/19/2018	ALPRAZOLAM 2 MG TABLET	90	30	Dr. [REDACTED]	[REDACTED]	[REDACTED]	2	12.00 LME Medicare	NC	
04/16/2018	1	03/19/2018	ALPRAZOLAM 2 MG TABLET	90	30	Dr. [REDACTED]	[REDACTED]	[REDACTED]	1	12.00 LME Medicare	NC	
04/16/2018	1	02/19/2018	ZOLPIDEM TARTRATE 10 MG TABLET	30	30	Dr. [REDACTED]	[REDACTED]	[REDACTED]	2	0.50 LME Medicare	NC	
04/14/2018	1	02/20/2018	TRAMADOL HCL 50 MG TABLET	90	30	Dr. [REDACTED]	[REDACTED]	[REDACTED]	2	15.00 MME Medicare	NC	
03/20/2018	1	03/19/2018	ALPRAZOLAM 2 MG TABLET	90	30	Dr. [REDACTED]	[REDACTED]	[REDACTED]	0	12.00 LME Medicare	NC	
03/19/2018	1	02/20/2018	TRAMADOL HCL 50 MG TABLET	90	30	Dr. [REDACTED]	[REDACTED]	[REDACTED]	1	15.00 MME Medicare	NC	
03/19/2018	1	02/19/2018	ZOLPIDEM TARTRATE 10 MG TABLET	30	30	Dr. [REDACTED]	[REDACTED]	[REDACTED]	1	0.50 LME Medicare	NC	
02/21/2018	1	12/13/2017	ALPRAZOLAM 2 MG TABLET	90	30	Dr. [REDACTED]	[REDACTED]	[REDACTED]	2	12.00 LME Medicare	NC	
02/20/2018	1	02/20/2018	TRAMADOL HCL 50 MG TABLET	90	30	Dr. [REDACTED]	[REDACTED]	[REDACTED]	0	15.00 MME Medicare	NC	

Provider and Pharmacy Detail

Provider and pharmacy information, including full name, address, and DEA number, is presented in the Providers and Pharmacies tables, located in the Rx Data section of the report.

PROVIDERS						
Total Providers: 7						
Name	Address	City	State	Zipcode	DEA	
Dr. [REDACTED]	[REDACTED]	WILLIAMSTON	NC	27892	[REDACTED]	
Dr. [REDACTED]	[REDACTED]	DURHAM	NC	27704	[REDACTED]	
Dr. [REDACTED]	[REDACTED]	GREENVILLE	NC	27834	[REDACTED]	
Dr. [REDACTED]	[REDACTED]	WILLIAMSTON	NC	27892	[REDACTED]	
Dr. [REDACTED]	[REDACTED]	WILLIAMSTON	NC	27892	[REDACTED]	
Dr. [REDACTED]	[REDACTED]	WILLIAMSTON	NC	27892	[REDACTED]	
Dr. [REDACTED]	[REDACTED]	GREENVILLE	NC	27834	[REDACTED]	
PHARMACIES						
Total Pharmacies: 1						
Name	Address	City	State	Zipcode	DEA	
[REDACTED]	[REDACTED]	WILLIAMSTON	NC	27892	[REDACTED]	

Narx Scores

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 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 prescribers
 - b. The number of pharmacies
 - 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, 1000 MME dispensed within the last month will elevate the score *more than* 1000 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:

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

Narx Score Algorithm

Relative Scoring

Narx Scores represent a *relative scoring* system wherein the risk factors representing use within a 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.

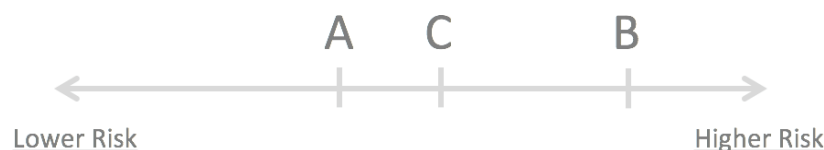
A single point measurement of total MME in the last 60 days can be used to illustrate this concept further using the following three patients:

- Patient A: 160 MME
- Patient B: 4800 MME
- Patient C: 1050 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: 4800 MME | 90
- Patient C: 1050 MME | 65

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



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

Prescribers	2mo Scaled	6mo Scaled	1yr 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 ...				

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. Some examples 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 ...				

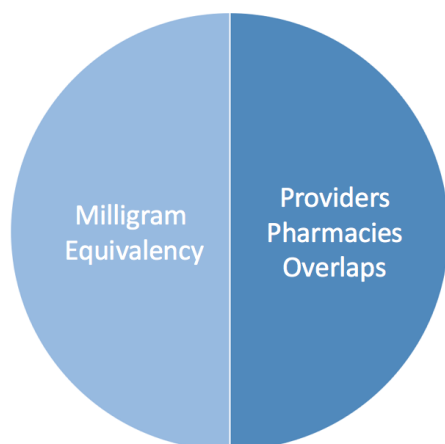
Pharmacy Count	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1	25	16	13	10
2	45	31	25	19
3	63	44	35	27
4	78	56	45	35
5	90	67	54	42
6	99	76	62	49
And so on ...				

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 as an example 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	77
Pharmacies	78	56	62	49	61
MME	74	87	88	87	84
LME	0	0	0	0	0
Overlaps	41	70	64	52	57

4. Calculate the weighted average.

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

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>
Narcotic Score							<u>632</u>

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.
- 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:

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

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

Score-Based Guidance

Score/Range	Notes	Recommendations*
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.

Score/Range	Notes	Recommendations*
201–650	Approximately 24% of scores fall in this range.	Review use patterns for unsafe conditions. Discuss any concerns with patient. See guidance below.
> 650	Approximately 1% of scores fall in this range. Some patient records may have a score in this range and <i>still be within prescriber expectations</i> . Many patient records include some level of multiple provider episodes, overlapping prescriptions, or elevated milligram equivalency.	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.

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

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

ORS Algorithm

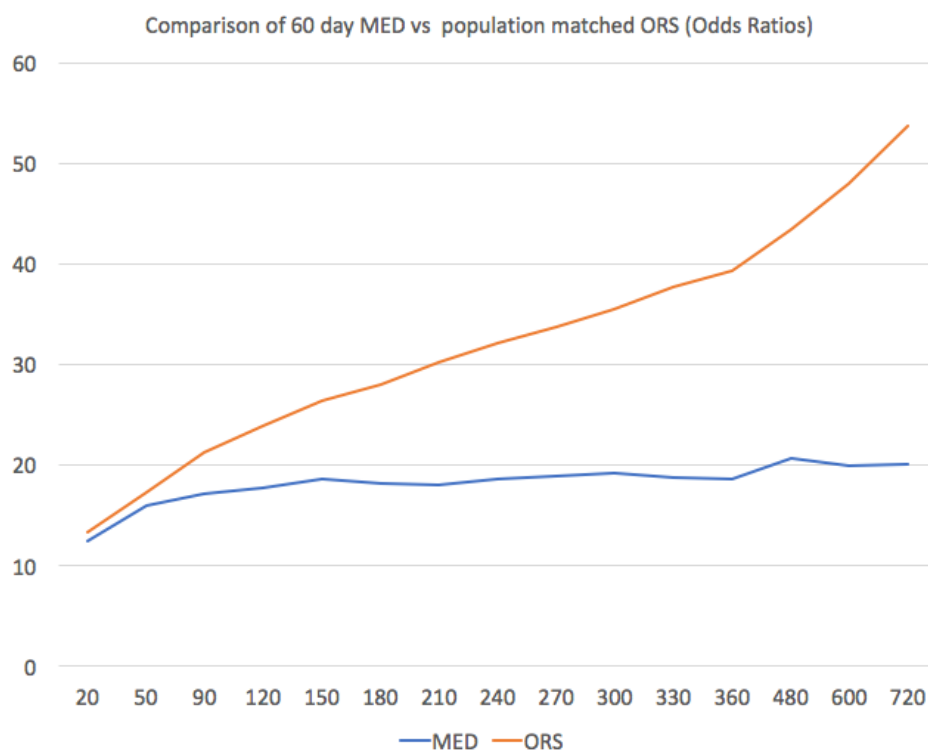
The ORS algorithm was derived using machine learning and other predictive techniques applied to a large case series of over 5,000 unintentional overdose deaths. For the first version of the score, more than 70 PDMP variables were evaluated with 12 chosen for the final model. Subsequent revisions of the model have included evaluation of thousands of variables, and efforts to include non-PDMP data such as criminal justice information, claims data, overdose registry data, etc., are ongoing. 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 per unit time
- Maximum morphine milligram equivalency (MME) in the last year
- The number of prescribers in the last two years
- Various slopes of opioid and sedative use
- Various slopes of prescriber usage

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

Clinical Application

The ORS is intended to eventually provide a holistic estimate of overdose risk. At the current time, 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 performs much better than estimates using only one variable. For example, when comparing the utility of average MED in the last 60 days to the ORS, one can easily see that while MED does have a dose response curve, the ORS has markedly higher performance.



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.

One method of incorporating the ORS into clinical practice is to use a value of 650 as a threshold approximately equivalent to the CDC's recommended maximum of 90 MED. Just as patients who are above 90 MED are often evaluated for dose reduction, patients above a score of 650 may similarly be considered for:

1. Substance Use Disorder evaluation and treatment (if appropriate)
2. Discontinuation of potentiating drugs (if present)
3. Dose reduction
4. Provider lock-in
5. Pharmacy lock-in
6. Consideration of non-opioid therapy

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 MED Equivalent	Guidance*
< 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.

Score	Approximate CDC MED Equivalent	Guidance*
> 650	90 MED (or more)	<p>Consider naloxone prescription.</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>

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. These data sources may include PDMP data, claims data, overdose registry data, continuity of care documents, and criminal justice.

There are currently three PDMP based indicators:

- More than 5 providers in any 365-day period
- More than 4 pharmacies 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:** Zhou Yang, Barth Wilsey, Michele Bohm, et al. Defining Risk of Prescription Opioid Overdose: Pharmacy Shopping and Overlapping Prescriptions Among Long-Term Opioid Users in Medicaid. *The Journal of Pain*, Volume 16, Issue 5, 445 – 453.
- **40 MED red flag:** Leonard Paulozzi, Edwin Kilbourne, Nina Shah, et. al. A History of Being Prescribed Controlled Substances and Risk of Drug Overdose Death. *Pain Medicine* Jan 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.

When non-PDMP indicators become routinely available, they will be modeled into the ORS, and it may then be the case that a patient may have low Narx Scores (due to low use of prescribed controlled substances) BUT have an elevated ORS (due to high risk associated with non-PDMP data).

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	Guidance*
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.

Indicator	Guidance*
If all 3 indicators present	<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>