

## ADDITIONAL ASSISTANCE



*Supporting the State of Florida  
Prescription Drug Monitoring Program*



**www.e-forcse.com**

## ADDITIONAL QUESTIONS

**For software and technical assistance,**  
contact the Help Desk at: [pmpawarxe.zendesk.com/hc/en-us](https://pmpawarxe.zendesk.com/hc/en-us) or call 877-719-3120

**For questions specific to state policy,**  
go to [www.e-forcse.com](http://www.e-forcse.com) or contact the E-FORCSE® state administrator at [e-forcse@flhealth.gov](mailto:e-forcse@flhealth.gov)

**For dispenser reporting requirements**  
and questions, go to: [www.e-forcse.com](http://www.e-forcse.com) & click on the "Information for Dispensers" link.

**How do I respond to a patient request for a copy of their report?**

Do **NOT** provide a report to anyone.

Refer the patient to E-FORCSE® to obtain their information. The E-FORCSE® Patient Information Web Page is located on [www.e-forcse.com](http://www.e-forcse.com) or email [e-forcse@flhealth.gov](mailto:e-forcse@flhealth.gov)

**What if I see my home address on the Patient Report?**

Your E-FORCSE® account profile is not used on the patient report. Check the addresses you have associated with your DEA registration and/or NPI profile and update as necessary.

**DEA:**

[www.deadiversion.usdoj.gov/faq/registration-faq.html](http://www.deadiversion.usdoj.gov/faq/registration-faq.html)

**NPPES (NPI):** <https://nppes.cms.hhs.gov/>

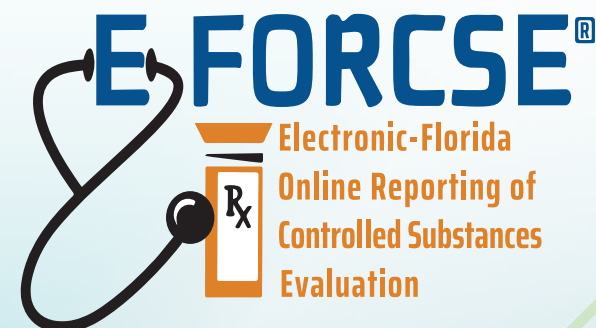
**E-FORCSE®**

Florida Prescription Drug Monitoring Program

4052 Bald Cypress Way BIN C-16

Tallahassee, FL 32999

Email: [e-forcse@flhealth.gov](mailto:e-forcse@flhealth.gov) [www.e-forcse.com](http://www.e-forcse.com)



## FAQS

**www.e-forcse.com**

# REGISTRATION FAQS

- **I had an account previously. How do I register to get a new account?**

Do Not Register Again!

See the E-FORCSE® Profile Maintenance page.

- **I haven't had an account in the past, where do I register for a new account?**

Navigate to <https://florida.pmpaware.net> and select the "Create Account" link.

## WHAT ROLE TYPE DO I SELECT?

- If you are accessing patient reports on behalf of a prescriber or pharmacist, use the corresponding **"Delegate Unlicensed"** role.

- If you are a prescriber and do not have a DEA registration number, use the **"Prescriber without DEA"** role.

- If you are a prescriber and have a DEA registration, number select the role that corresponds to your license type (e.g., **Physician, Dentist**).

- Pharmacists select the **"Pharmacist"** role.

- **Non-Florida Licensed federally employed prescribers and dispensers** navigate to the E-FORCSE® Health Care Practitioner Information webpage to view the registration Quick Reference Guide at [www.e-forcse.com](http://www.e-forcse.com).



- **Have a new email address or not receiving password reset emails?**

Even though you may not have access to the email address or do not receive the password reset by email notices for your existing account username, you can reset your password by text to your mobile phone number.

Providers should stay informed of technology changes and updates to utilize the industry's best practices, of ensuring confidentiality.

- **Need to change your email, mobile number, or other information in your profile?**

Log in and go to:

Menu > User Profile > My profile.

- **Account Locked?**

Your account will lock after **4** unsuccessful attempts. You will need to wait **10** minutes and the account will automatically unlock. The lock cannot be overridden.

- **Need to update your: primary phone contact, role, NPI, DEA, license, name or practice information?**

Email [e-forcse@flhealth.gov](mailto:e-forcse@flhealth.gov) and include DOB, last 4 digits of SS#, name, and existing username along with the new information.

Please Note: A re-verification process is performed daily, so it is important to keep your account up-to-date.

# NARXCARE REPORT FAQS

## How do I see the records linked to my query results?

Click on "View Linked Records"

**Vader, Darth 79M** [View Search](#)

Date of Birth: 01/15/1945    Record Address: 101 S Adams St Tallahassee, FL 32301    [View Linked Records \(0\)](#)

Report Criteria	Linked Records	
First Name: Darth	Name: Darth Vader	Name: Darth Vader
Last Name: Vader	DOB: 01/15/1945	DOB: 01/15/1945
DOB: 01/15/1945	ID: 1	ID: 2
	Gender: Male	Gender: Male
	Address: 101 South Adams Street Tallahassee, FL 32301	Address: 101 West Gaines Street Tallahassee, FL 32304

- **What if there are results that are not my patient?**

Disregard the records not relevant to your patient. If the additional records are also from Florida dispensers, send detailed information describing the situation to: [e-forcse@flhealth.gov](mailto:e-forcse@flhealth.gov) for review.

- **REMINDER:**

The NarxCare report is not a medical record. The 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. Narx 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 the report is not warranted as accurate or complete.