



**APPRISS**<sup>®</sup>  
HEALTH



# Requestor User Support Manual

## South Carolina Prescription Monitoring Program

February 2020  
Version 2.3

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# 1 Document Overview

The PMP AWARe *Requestor User Support Manual* provides step-by-step instructions for healthcare professionals and other users requesting data from the South Carolina Prescription Monitoring Program (PMP) database. It includes such topics as:

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

## 1.1 What is a Requestor?

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

### Healthcare Professionals

- Dentist
- Medical Intern
- Medical Resident
- Midwife with Prescriptive Authority
- Military Prescriber
- Nurse Practitioner/  
Clinical Nurse Specialist
- Optometrist
- Out-of-State Pharmacist
- Out-of-State Prescriber
- Pharmacist
- Pharmacist's Delegate – Licensed
- Pharmacist's Delegate – Unlicensed
- Pharmacy Technician
- Physician (MD, DO)
- Physician Assistant
- Podiatrist (DPM)
- Prescriber Delegate – Licensed
- Prescriber Delegate – Unlicensed
- Prescriber without DEA
- VA Dispenser
- VA Prescriber

### Other

- Licensed Addiction Counselor
- Medical Examiner/Coroner
- Licensing Board Investigator

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## 2 Registration

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

### 2.1 Registration Overview

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

Please note that if you had an account with the previous system, you may already have an account in PMP AWARxE. Please attempt to access your account by following the [Reset Password](#) instructions located in this guide before attempting to create a new account. Please utilize the email address associated with your previous account. If your account was transferred, but there is missing information on the account, you will be presented with the final [Demographics](#) page and will need to complete any missing information before you are able to gain full access to the account.

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

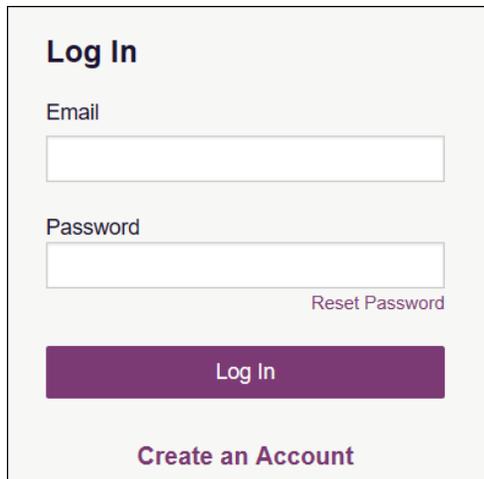
Some requestor roles may also require you to upload of a copy of a current government-issued photo ID, such as a driver's license or a passport, or notarized validation documents. If required, you must submit this documentation before your account can be approved. Digital copies of these documents can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

### 2.2 Registering for an Account

To request a new account in PMP AWARxE:

1. Navigate to <https://southcarolina.pmpaware.net/login>.

The Log In page is displayed as shown on the following page.



**Log In**

Email

Password

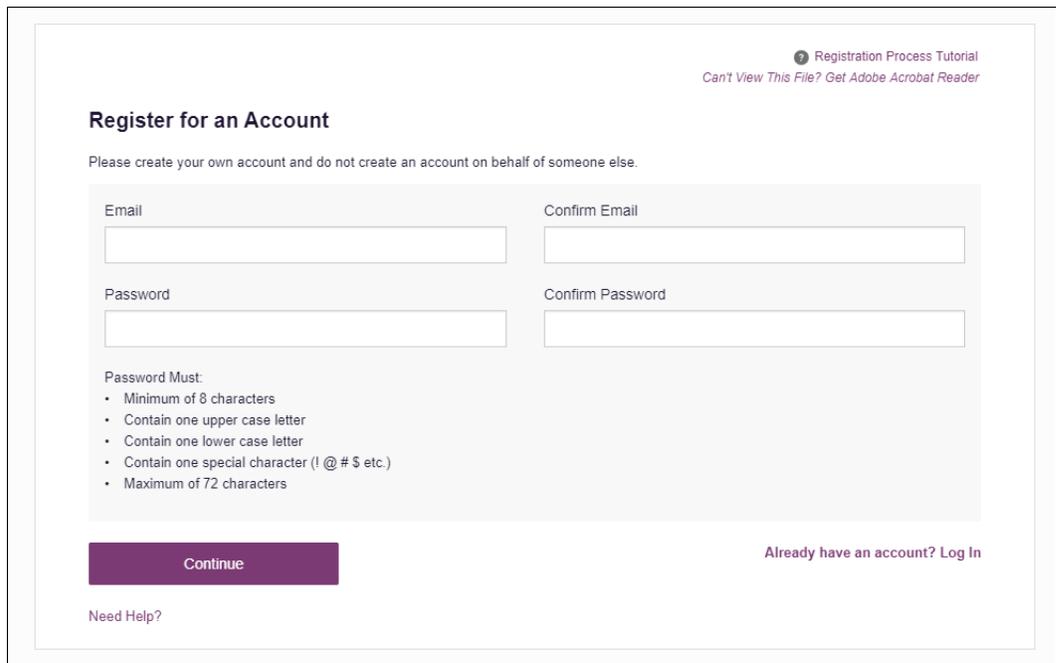
[Reset Password](#)

**Log In**

[Create an Account](#)

2. Click **Create an Account**.

The Register for an Account page is displayed.



[Registration Process Tutorial](#)  
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**Register for an Account**

Please create your own account and do not create an account on behalf of someone else.

Email  Confirm Email

Password  Confirm Password

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

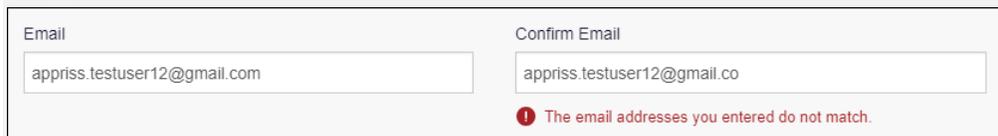
**Continue** [Already have an account? Log In](#)

[Need Help?](#)

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

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

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



Email

Confirm Email

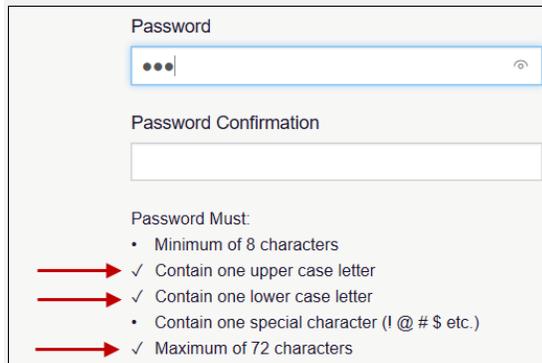
**The email addresses you entered do not match.**

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

*Passwords must contain:*

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

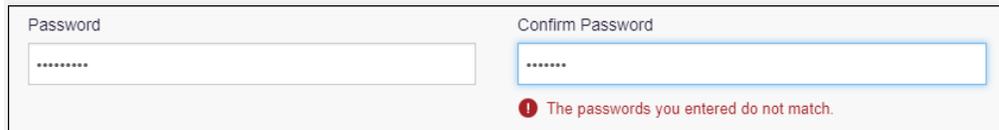
*Note that a checkmark appears next to each requirement as it is met.*



The screenshot shows a registration form with two input fields: "Password" and "Password Confirmation". The "Password" field contains three dots and a visibility icon. Below the fields, a list of requirements is shown with checkmarks and red arrows pointing to them:

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

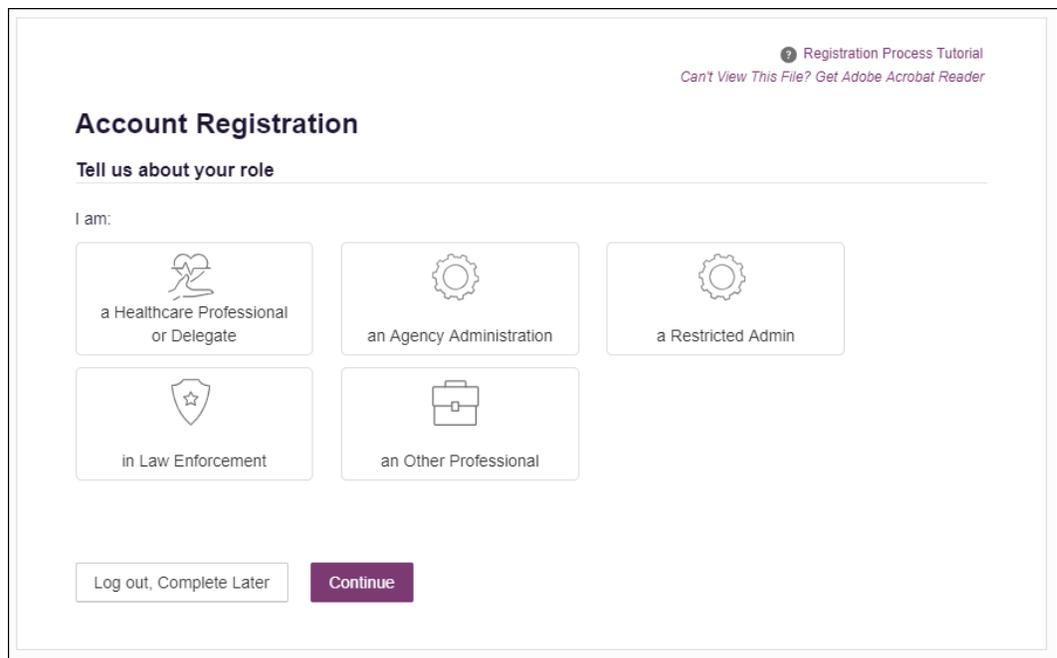
*If the passwords you entered do not match, an error message is displayed.*



The screenshot shows the same registration form, but the "Password" and "Confirm Password" fields are empty. A red error message is displayed below the fields: "The passwords you entered do not match."

5. Click **Continue**.

The Account Registration: User Role Selection page is displayed.



The screenshot shows the "Account Registration" page with the heading "Tell us about your role". Below the heading, there are five role selection options, each with an icon and a label:

- a Healthcare Professional or Delegate (Icon: person with a heart)
- an Agency Administration (Icon: gear)
- a Restricted Admin (Icon: gear)
- in Law Enforcement (Icon: shield with a star)
- an Other Professional (Icon: briefcase)

At the bottom of the page, there are two buttons: "Log out, Complete Later" and "Continue".

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

6. Click to select the user role category that best describes your user role type (e.g., Healthcare Professional or Delegate, Law Enforcement, etc.).

The list of available user roles in that category is displayed.

The screenshot shows the 'Account Registration' page with the heading 'Tell us about your role'. Below this, there are five buttons representing different user roles: 'a Healthcare Professional or Delegate' (highlighted with a blue border), 'an Agency Administration', 'a Restricted Admin', 'in Law Enforcement', and 'an Other Professional'. Each button contains an icon and text. Below these buttons is a section titled 'Select a specific role from below' with a list of dropdown menus: 'Physician (MD, DO)', 'Homeopathic Physician', 'Naturopathic Physician', 'Dispensing Physician', 'Prescriber without DEA', and 'Prescriber Delegate'.

**Notes:**

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

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

The Account Registration: User Demographics page is displayed.

The screenshot shows the 'Account Registration' page. At the top, it displays 'Role category: Healthcare Professional' and 'Role: Physician (MD, DO) | Change'. Below this is the 'Professional Details' section, which includes a 'DEA Number' field with a red asterisk and an 'Add' button. There is also a 'National Provider ID' field with an 'Autofill Form' button and a description: 'Autofill the remainder of this form with the information associated with your national provider id number.' A legend indicates that a red asterisk denotes a required field.

**Notes:**

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

- a. The Professional Details section of this page allows you to enter such information as your DEA number, NPI number, professional license number, license type, and healthcare specialty.

This screenshot provides a closer view of the 'Professional Details' section. It includes the 'DEA Number' field with an 'Add' button. Below it is the 'National Provider ID' field with an 'AutoFill Form' button. Further down, there are fields for 'Professional License Number' and 'License Type'. At the bottom, there is a section for 'Add a Healthcare Specialty' with a search box and a 'Browse All' link. A legend indicates that a star symbol designates a primary specialty.

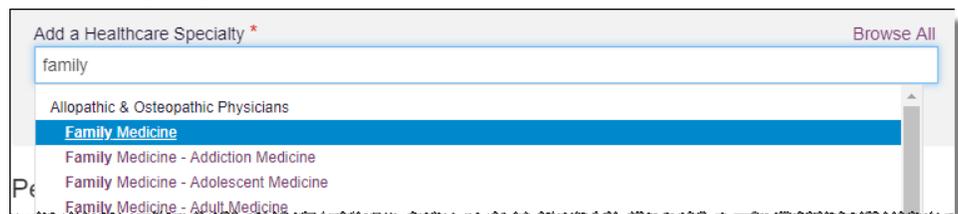
- To add your DEA number, enter it in the **DEA Number** field, and then click **Add**. You may add multiple DEA numbers, if permitted by your state, by repeating this process for each DEA number you wish to add. Once you click **Add**, the DEA number is displayed beneath the **DEA Number** field. If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



The screenshot shows a form with a text input field labeled "DEA Number" containing the value "MD1234567" and a purple "Add" button. Below the input field is a section titled "DEA Numbers Added" which contains a list with the value "MD1234567" and a "Remove" button next to it.

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

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



The screenshot shows a search dropdown menu titled "Add a Healthcare Specialty" with a "Browse All" link. The search term "family" is entered in the input field. The dropdown list shows "Allopathic & Osteopathic Physicians" as the parent category, with "Family Medicine" selected and highlighted in blue. Other options listed include "Family Medicine - Addiction Medicine", "Family Medicine - Adolescent Medicine", and "Family Medicine - Adult Medicine".

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



The screenshot shows the "Add a Healthcare Specialty" field with a search input containing "Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)". Below the input is a star icon and the text "Designates Primary Specialty". The selected specialty is displayed as "Allopathic & Osteopathic Physicians" with a star icon, and "Family Medicine" is listed below it. A close button (x) is visible on the right side of the specialty list.

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

**Notes:**

- *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.*

- *If your state utilizes the mobile password reset feature, you must enter a mobile phone number in order to utilize this feature. Otherwise, your password can be reset via email.*

Personal Information

First Name *	Middle Name	Last Name *
<input type="text"/>	<input type="text"/>	<input type="text"/>

Date of Birth *	Last 4 digits of SSN ⓘ *
<input type="text"/>	<input type="text"/>

Primary Contact Phone	Mobile Phone Number ⓘ *
<input type="text"/>	<input type="text"/>

This may be used for password reset

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

Employer Information

Employer DEA Number(s)	<input type="text"/>	<input type="button" value="Add"/>
------------------------	----------------------	------------------------------------

Employer National Provider ID(s)	<input type="text"/>	<input type="button" value="Add"/>
----------------------------------	----------------------	------------------------------------

Employer Name	<input type="text"/>	
Address	<input type="text"/>	
	Address Line 2	<input type="text"/>
City	State	Zip Code
<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone	Fax	
<input type="text"/>	<input type="text"/>	

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

The screenshot shows a form section titled "Employer DEA Number(s)". It features a text input field containing "MD0000000" and a purple "Add" button to its right. Below this is a table with the heading "DEA Numbers Added". The table contains two rows: the first row has "MD9876543" and a "Remove" link; the second row has "MD0000000" and a "Remove" link.

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

The screenshot shows a section titled "Delegate". It contains a heading "I am a delegate for the following people... \*". Below this is an "Email" label and a text input field. To the right of the input field is a purple "Add" button. Below the input field is the text "Selected Supervisors".

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

This screenshot shows the "Delegate" section after a supervisor has been added. The "Email" input field is now empty. Below it, under the "Selected Supervisors" heading, there is a box containing the email address "Email: rweaver@appriss.com" and a small "x" icon in a circle to its right, indicating it can be removed.

**Notes:**

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

8. Once you have entered all required information, click **Continue**.

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

The Account Registration: Review Profile Details page is displayed.

← Back

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## Account Registration

### Review Profile Details

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

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

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

**Personal Information** Edit

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

Log out, Complete Later Submit & Continue

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

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

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

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

**Notes:**

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

the application.

### End User License Agreement

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

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

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

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

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## Account Registration

 **Status: Your Account is Pending Approval**

Your registration information and documents are being reviewed for approval. Watch your email or log in for status updates. You can review your submitted documents below and upload more if required.

**Email Verification:** Not Complete - Please check your email and verify. [Resend Email](#)

- c. **Not Complete – Additional Documents Required:** If your user role requires that you upload validation documents to complete your registration, your registration status will be "Not Complete – Additional Documents Required," and the Account Registration page displays the list of required documents.

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### Account Registration

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

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

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

#### Required Documents

Download the required documents if needed and upload below

Required Documents	Uploaded File
Notarized Document	No file uploaded

[Max File Size: 10MB]

- Click **Choose File** to upload the required document(s) to your account, then click **Submit Documents**;

Or

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

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

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### Account Registration

**Status: Your Account is Pending Approval**

Your registration information and documents are being reviewed for approval. Watch your email or log in for status updates. You can review your submitted documents below and upload more if required.

**Email Verification:** Not Complete - Please check your email and verify. [Resend Email](#)

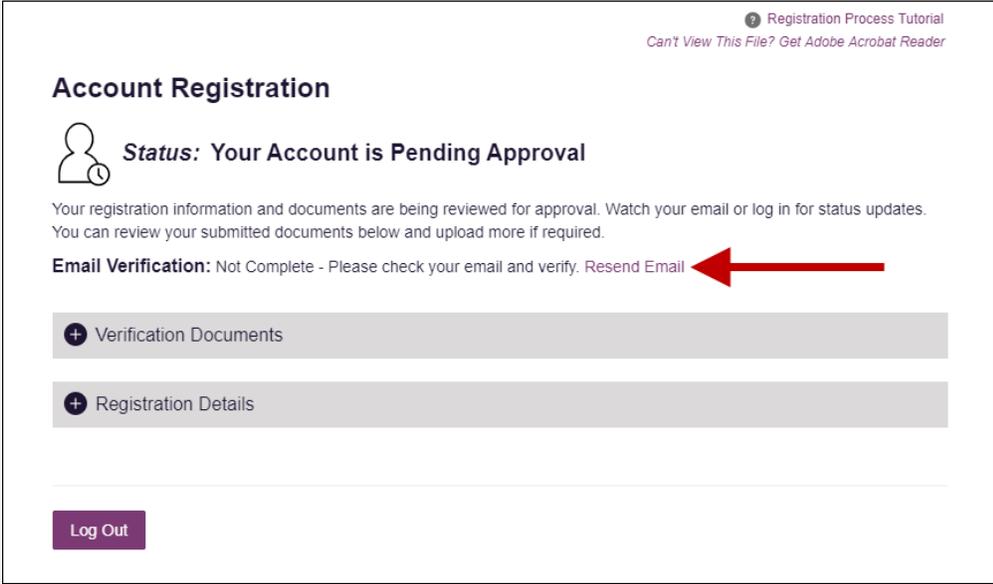
Verification Documents

Registration Details

## 2.3 Verifying Your Email Address

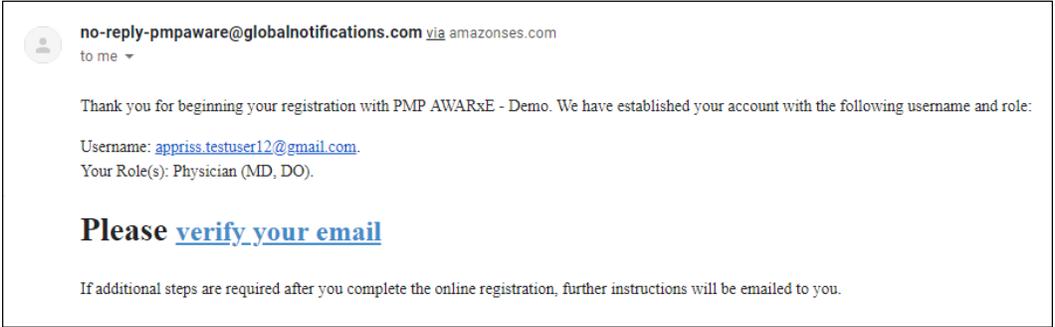
Once you have submitted your registration, PMP AWARe sends an email to the supplied email address for verification of an active email address.

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



The screenshot shows the 'Account Registration' page. At the top right, there is a link for 'Registration Process Tutorial' and a note 'Can't View This File? Get Adobe Acrobat Reader'. The main heading is 'Account Registration'. Below it is a user icon and the status: 'Status: Your Account is Pending Approval'. A message states: 'Your registration information and documents are being reviewed for approval. Watch your email or log in for status updates. You can review your submitted documents below and upload more if required.' Underneath, it says 'Email Verification: Not Complete - Please check your email and verify. Resend Email', with a red arrow pointing to the 'Resend Email' text. Below this are two expandable sections: 'Verification Documents' and 'Registration Details'. At the bottom left is a 'Log Out' button.

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



The screenshot shows an email notification. The sender is 'no-reply-pmpaware@globalnotifications.com via amazonses.com' and it is addressed 'to me'. The body of the email says: 'Thank you for beginning your registration with PMP AWARe - Demo. We have established your account with the following username and role: Username: [appriss.testuser12@gmail.com](mailto:appriss.testuser12@gmail.com). Your Role(s): Physician (MD, DO). Please [verify your email](#)'. At the bottom, it says: 'If additional steps are required after you complete the online registration, further instructions will be emailed to you.'

### Notes:

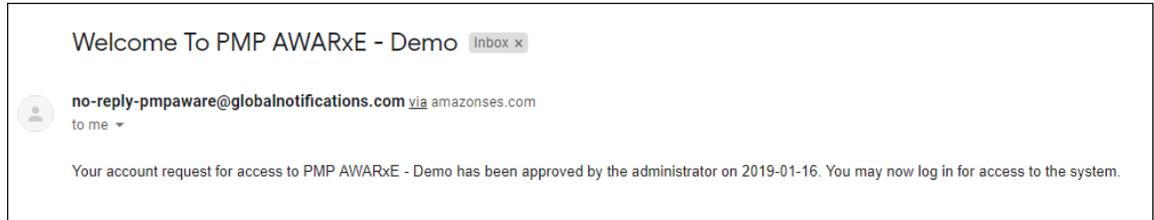
- The link contained within the email is only valid for 20 minutes. In the event that time has expired, clicking the link will result in a new email verification notification being sent to you. Click the link in the new email to verify your email address.
- If you are not able to receive HTML-formatted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

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

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

## 2.4 Account Approval

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



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

### Notes:

- *If you no longer have the password, you can reset it by following the instructions in the [Reset Password](#) section of this document.*
- *If you are a delegate, you must be approved by any supervisors you have selected before you can perform a Patient Request.*
- *If configured by your state, upon logging in, you may be presented with the End User License Agreement that you must review and accept prior to using the application.*

**End User License Agreement**

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

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

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

## 2.5 Approving/Rejecting a Delegate Account

If you are a supervisor, you will be notified by email when a delegate is pending your approval. If the request is not acted upon, you will receive follow-up emails advising that action is still required. New delegate requests will also appear in the [Delegates section of your dashboard](#).

To review and approve/reject a delegate account:

1. [Log in to PMP AWAxE](#).
  2. Click **Menu > User Profile > Delegate Management**;
- Or
3. Click the delegate's name in the Delegates section of your dashboard.



Delegate Name	Status	Request Date
Delegate Jordan	pending	10/13/2017

The Delegate Management page is displayed.



First	Last	Role	Delegate Status	Date Requested	Date Verified
Jordan	Delegate	Prescriber Delegate - Unlicensed	Pending	04/06/2018	
Adam	Delegate	Prescriber Delegate - Unlicensed	Approved	04/06/2018	04/11/2018

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

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



**Jordan Delegate** Approve Reject

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

**Delegate (pending)**  
**Personal DEA**  
**National provider (invalid)**

**4 Supervisors**

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

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

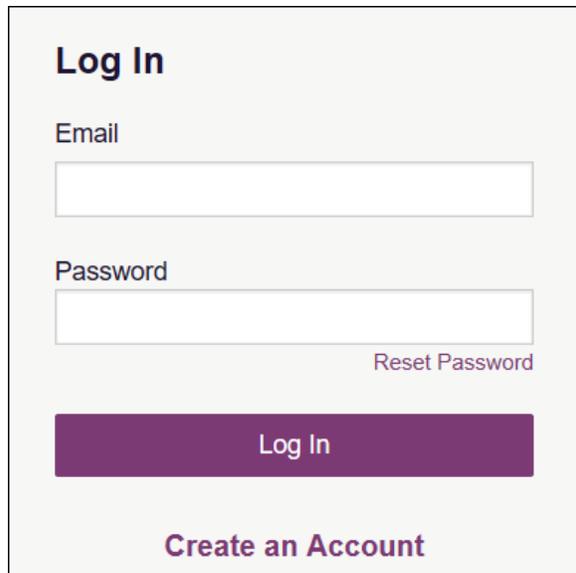
## 3 Basic System Functions

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://southcarolina.pmpaware.net>.

The Log In page is displayed.



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

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

4. Click **Log In**.

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

## 3.2 My Dashboard

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

**My Dashboard**

**Patient Alerts**

**PATIENT ALERTS**

Patient Full Name	DOB	Alert Date	Alert Letter
DAVE PATIENT	01/01/1985	11/08/2017	<a href="#">Download PDF</a>

**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
<b>NEW</b> James Delegate	pending	12/01/2017
Jordan Delegate	approved	04/25/2017

**My Favorites**

[Rx Search - Patient Request](#)

**PMP Announcements**

Message for Physicians 10/13/2017  
Test announcement

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

[View all Announcements](#)

**Quick Links**

[PMP Support](#)

### 3.2.1 Patient Alerts

This section displays the most recent patient alerts.

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

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

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

### 3.2.2 Recent Requests

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

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

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

### 3.2.3 Delegates/Supervisors

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

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

### 3.2.4 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 have an announcement, whereas a user whose role is "delegate" may not.
- Quick links are also configured by your State Administrator. Any links configured will be visible toward the bottom right of the dashboard in the Quick Links section.

## 3.3 Send a Notice to the State Administrator

This feature allows you to send notices to your State Administrator. These notices are only viewable to the State Administrator and are limited to 500 characters.

To send a notice to your State Administrator:

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



The Notices page is displayed. *Note that this page contains two tabs: **New Notice** and **Sent Notices**. The **New Notice** tab is displayed by default.*

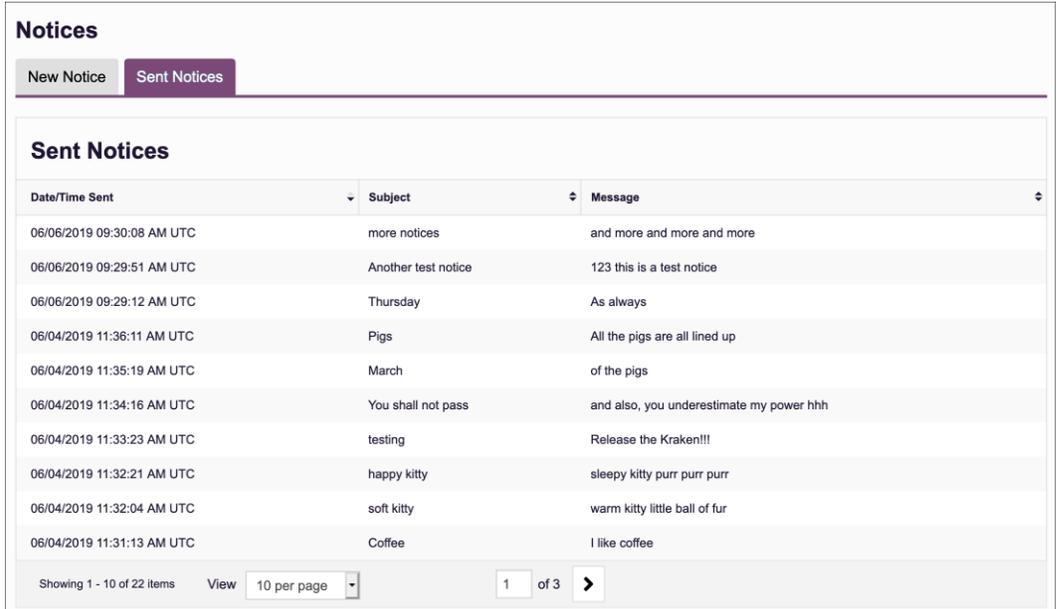
A screenshot of the 'New Notice' form. The page has a white background with a purple header. The breadcrumb 'Home > Notices' is in the top left. The 'STATE DEPARTMENT OF HEALTH' logo and 'Support: 1-900-909-9090' are in the top right. There are two tabs: 'New Notice' (active) and 'Sent Notices'. The form contains a 'Recipient' field with 'PDMP State Admin' selected, a 'Subject' text input field, and a 'Message' text area. At the bottom, there are 'Send' and 'Cancel' buttons. A character count 'Characters left: 500' is shown at the bottom right of the message area.

3. Enter the subject of your notice in the **Subject** field.
4. Type your message in the **Message** field. *Recall that messages are limited to 500 characters.*
5. Click **Send**.

A message is displayed indicating that your notice was sent to the State Administrator.

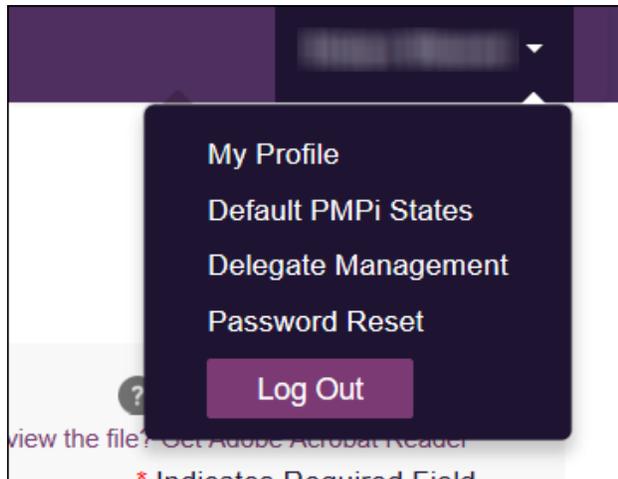


6. You can view your sent notices at any time by clicking the **Sent Notices** tab.



### 3.4 Log Out of PMP AWARe

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

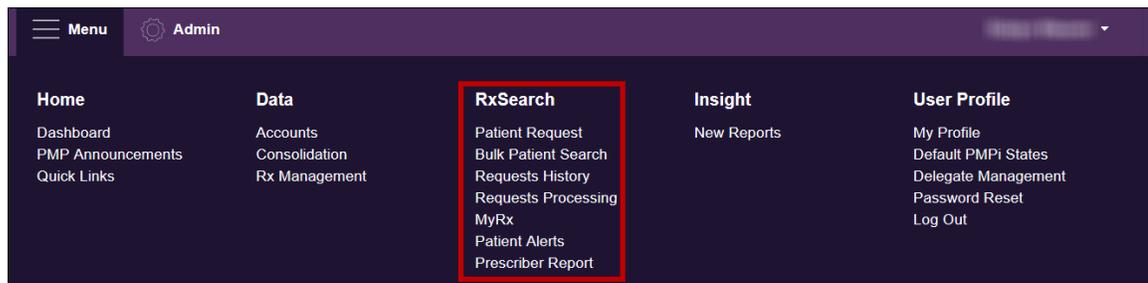


## 4 RxSearch

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

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

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



### 4.1 Creating a Patient Request

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

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

The Patient Request page is displayed.

A screenshot of 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 checkboxes for 'Partial Spelling'. Below this is a 'Prescription Fill Dates' section with 'From\*' and 'To\*' fields. The form also features a 'Patient Rx Request Tutorial' link and a note about Adobe Acrobat Reader. The PMP AWARxE logo and support information are visible in the top right corner.

**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.

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

Field Name	Notes
Patient Info	
First Name	Enter the patient's complete first and last name; Or Click the <b>Partial Spelling</b> checkbox to search by a partial first and/or last name. This option can be helpful when searching hyphenated names or names that are often abbreviated, such as "Will" vs. "William." <b>Note:</b> The Partial Spelling function requires at least three letters. If the patient's name contains only one or two letters, please do not attempt a partial search.
Last Name	
Date of Birth	Use the MM/DD/YYYY format, or 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 delegate, you must select a supervisor from the **Supervisor** field, located above the Patient Info section of the page.

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

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

**PMP Interconnect Search (Optional)**

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

Select All

**A**  Alabama  Alaska  Arizona

**C**  California  Colorado  Connecticut

**D**  Delaware

**F**  Florida

**G**  Georgia

**H**  Hawaii

**I**  Idaho  Illinois  Indiana  Iowa

**K**  Kansas  Kentucky

**L**  Louisiana

**M**  Maine  Maryland  Massachusetts  Michigan  Minnesota  Mississippi

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

North Carolina  North Dakota

**Notes:**

- *Partial search is not available when searching other states. If you have selected partial search, the PMP InterConnect Search section will be removed from the bottom of the page.*
- *If a state is not included on the list, data sharing with that state is not currently in place, or your user role does not allow for data sharing.*
- *For more information on using PMP InterConnect in your search, please refer to [Setting Default PMP InterConnect States](#).*

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

RxSearch > Patient Request Your Logo Here

Powered by **Awarye**  
Support

**[Patient Name], 64M**

**Narx Report** Resources

Date: 8/23/2018 Print Report Download CSV

**Risk Indicators**

NARX SCORES			OVERDOSE RISK SCORE	ADDITIONAL RISK INDICATORS (2)
Narcotic <b>380</b>	Sedative <b>440</b>	Stimulant <b>000</b>	<b>530</b> (Range 000-999)	<ul style="list-style-type: none"> <li><span style="color: red;">!</span> <math>\geq</math> 5 opioid or sedative providers in any year in the last 2 years</li> <li><span style="color: red;">!</span> <math>&gt;</math> 100 MME total and 40 MME/day average</li> </ul>
<small>Explanation and Guidance</small>			<small>Explanation and Guidance</small>	<small>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.

**Graphs**

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

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

### 4.1.1 Multiple Patients Identified

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

#### Multiple Patients Found Why do I see this?

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

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

**Patient 2614**

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

**Patient 2615**

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

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

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

The screenshot shows the Narx Report interface for a patient group. At the top, it says 'RxSearch > Patient Request' and 'Your Logo Here'. Below that, there's a patient name '64M' and a 'Narx Report' button. The date is '9/23/2018'. There are options for 'Print Report' and 'Download CSV'. The main content area is divided into three sections: 'NARX SCORES', 'OVERDOSE RISK SCORE', and 'ADDITIONAL RISK INDICATORS (2)'. The 'NARX SCORES' section shows scores for Narcotic (380), Sedative (440), and Stimulant (000). The 'OVERDOSE RISK SCORE' is 530 (Range 000-999). The 'ADDITIONAL RISK INDICATORS' section lists two indicators: '>= 5 opioid or sedative providers in any year in the last 2 years' and '> 100 MME total and 40 MME/day average'. There are also 'Explanation and Guidance' links for each section. At the bottom, there's a 'Graphs' section and a disclaimer: '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.'

## 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.

The screenshot shows the 'Results' page with the heading '4 matching patient records found' and a 'Refine Search' link. Below this, there's a section 'Select patient(s) to include in the report' with a table of four patient records. Each record has a checkbox, 'Test Patient', 'DOB: 1900-01-01', 'Gender: unknown' or 'male', and an address. At the bottom, there's a 'Run Report' button.

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

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

RxSearch > Patient Request

Your Logo Here

Powered by Awarxte Support

64M

Narx Report Resources

Date: 8/23/2018 Print Report Download CSV

Risk Indicators

NARX SCORES			OVERDOSE RISK SCORE	ADDITIONAL RISK INDICATORS (2)
Narcotic	Sedative	Stimulant	<b>530</b> (Range 000-999)	<ul style="list-style-type: none"><li>&gt;= 5 opioid or sedative providers in any year in the last 2 years</li><li>&gt; 100 MME total and 40 MME/day average</li></ul>
<b>380</b>	<b>440</b>	<b>000</b>		

Explanation and Guidance

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.

Graphs

### 4.1.3 No Results Found

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

Error  
No matching patient identified. DISMISS

Or

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

**Patients found but no prescriptions found.**

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

Change Date Range

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

#### Notes:

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

## 4.2 Viewing a Narx Report

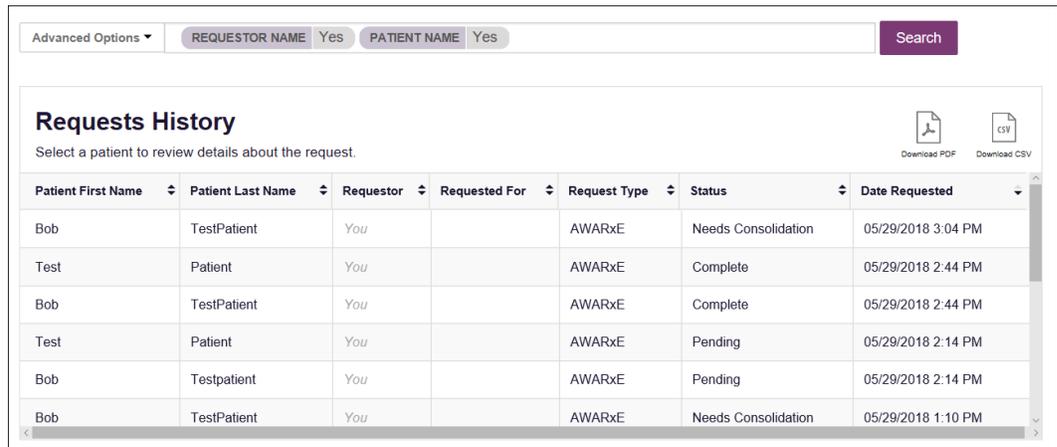
Once your search results are returned, the Narx Report is automatically displayed. For complete information on the Narx Reports, and for more information on the NarxCare system, please refer to [Appendix A: NarxCare](#).

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

## 4.3 Requests History

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

The Requests History page is displayed.



The screenshot shows the 'Requests History' page. At the top, there is a search bar with 'REQUESTOR NAME' and 'PATIENT NAME' filters, both set to 'Yes'. A 'Search' button is on the right. Below the search bar, there are 'Download PDF' and 'Download CSV' icons. The main content is a table with the following columns: Patient First Name, Patient Last Name, Requestor, Requested For, Request Type, Status, and Date Requested. The table contains six rows of data.

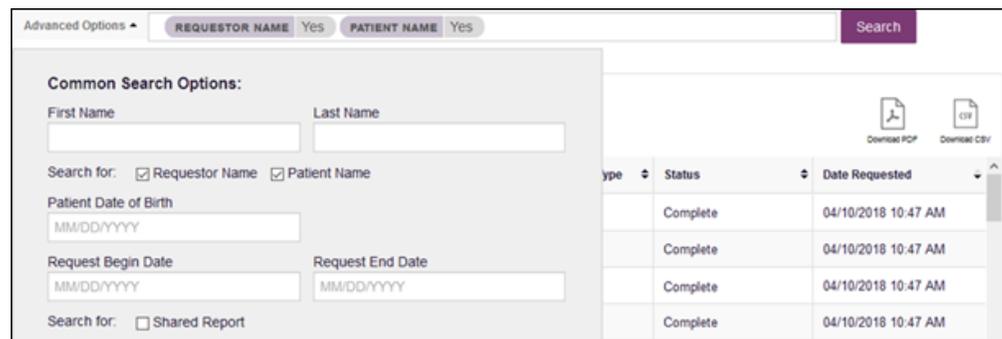
Patient First Name	Patient Last Name	Requestor	Requested For	Request Type	Status	Date Requested
Bob	TestPatient	You		AWARxE	Needs Consolidation	05/29/2018 3:04 PM
Test	Patient	You		AWARxE	Complete	05/29/2018 2:44 PM
Bob	TestPatient	You		AWARxE	Complete	05/29/2018 2:44 PM
Test	Patient	You		AWARxE	Pending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

### Notes:

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

2. From this page, you can:

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



The screenshot shows the 'Advanced Options' search filter overlay. It includes fields for 'First Name' and 'Last Name', a 'Search for:' section with checkboxes for 'Requestor Name' and 'Patient Name', a 'Patient Date of Birth' field with a date format 'MM/DD/YYYY', and 'Request Begin Date' and 'Request End Date' fields with date formats 'MM/DD/YYYY'. There is also a checkbox for 'Shared Report'. The background shows the 'Requests History' table with the 'Status' and 'Date Requested' columns visible.

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

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

The screenshot shows a patient detail card for 'Bob TestPatient'. At the top right, there are two buttons: 'View' (purple) and 'Refresh' (white). Below the name, the following information is displayed: 'DOB: 01/01/1900', 'Location:', 'Other States:', 'Reason: Multiple Patient', and '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 Narx Report](#) for details regarding Narx Reports.

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

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

## 4.4 Bulk Patient Search

The Bulk Patient Search functionality is similar to the Patient Request functionality; however, it allows you to enter multiple patients at once rather than one at a time. You can enter patient names manually or via CSV file upload.

To perform a Bulk Patient Search:

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

The Bulk Patient Search page is displayed.

The screenshot shows the 'Bulk Patient Search' page. At the top, there are two tabs: 'Bulk Patient Search' (active) and 'Bulk Patient History'. Below the tabs, the page title is 'Bulk Patient Search'. Underneath, there is a section titled 'How do you want to enter patients?' with two radio buttons: 'Manual Entry' (selected) and 'File Upload'. Below this, there is a 'Manual Entry' section with four input fields: 'First Name\*', 'Last Name\*', 'Date of Birth\*' (with a placeholder 'MM/DD/YYYY'), and 'Zip Code'. To the right of these fields is a purple 'Add +' button. At the bottom, there is a 'Name Grouping' section with a text input field for 'Group Name\*' and a small explanatory text: 'Enter a name for this search session. This will make it easy to distinguish between searches in the history'.

- 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.

### Bulk Patient Search

How do you want to enter patients?

Manual Entry  
 File Upload

The Manual Entry search is displayed.

### Manual Entry

First Name\* Last Name\* Date of Birth\* Zip Code

**Name Grouping**  
Enter a name for this search session. This will make it easy to distinguish between searches in the history

Group Name\*

**Prescription Fill Dates**  
No earlier than 2 years and 6 months from today

From\* To\*

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

**Note:** You may also enter the patient’s ZIP code; however, it is not recommended.
4. Once you have entered the patient’s information, click **Add** to add an additional patient.
5. Repeat steps 2-3 until all patients have been entered.

**Note:** Once you have finished entering patients, continue to step 14.
6. Click the **File Upload** radio button in the **How do you want to enter patients?** field at the top of the page.

### Bulk Patient Search

How do you want to enter patients?

Manual Entry  
 File Upload

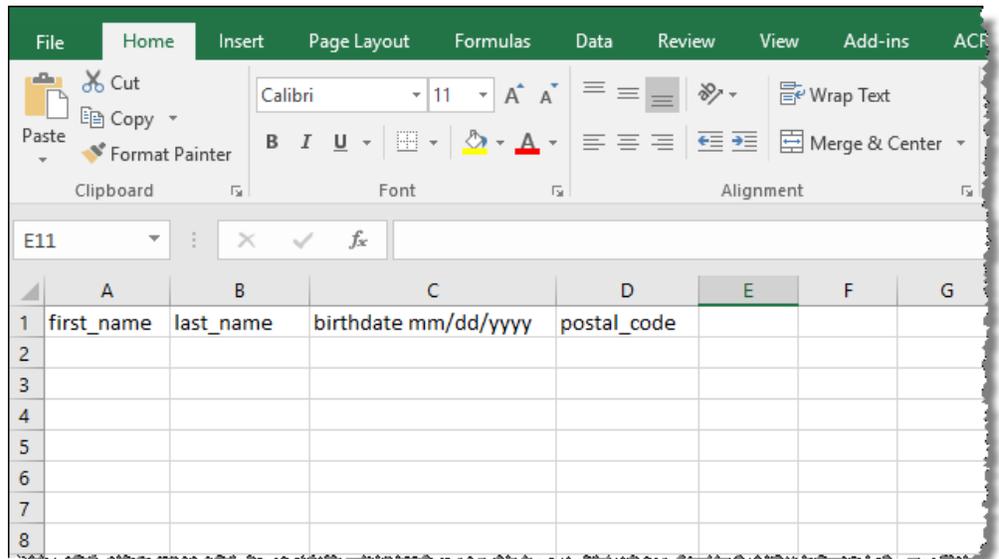
The File Upload search is displayed.

### File Upload

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

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

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



**Notes:**

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

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

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

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

**Examples:**

- File with errors:

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

- *File with no errors:*

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

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

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

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

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

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

17. Click **Search**.

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

✔

**Success**

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

DISMISS

#### 4.4.1 Viewing Bulk Patient Search Results

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

Bulk Patient Search
Bulk Patient History

### Bulk Patient Search

How do you want to enter patients?

Manual Entry  
 File Upload

The Bulk Search History page is displayed.

Bulk Patient Search
Bulk Patient History

### Bulk Search History

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

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

**Notes:**

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

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

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

3. Click a patient name to display that patient’s search details.

The search details are displayed below the table.

**bob testpatient** Refresh View

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

4. From this page, you can:

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

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

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

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

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

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

(a)

(b)

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

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

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

To resolve this and view the report:

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

**Bob TestPatient** Try Again

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

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

#### 4.4.2 Incomplete Bulk Patient Search Results

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

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

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

**adam doe** Try Again

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

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

display prompting you to select the patients for whom you wish to run a report. 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, WICHITA, KS 67203

Patient 2787

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

Refine Search Criteria
Run Report

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

#### 4.4.3 No Prescriptions Found in Bulk Patient Search

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

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

**john doe** Refresh View

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

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

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

To run the My Rx report:

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

The My Rx search page is displayed.

**My Rx** \* Indicates Required Field

**Prescriptions Written**  
No earlier than 2 years from today

From\*  To\*

**DEA Numbers**

MD1234568

**Generic Drug Name (Optional)**

Drug Name

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

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

RxSearch > MyRx

Doctor Jordan

STATE DEPARTMENT OF HEALTH  
Powered by NarxCare™

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
JC111119	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](#)
- [Set your default PMP InterConnect states](#)
- [Managing your delegate 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, etc. as well as update your email address, healthcare specialty, time zone, mobile phone number, and supervisor(s) (if you are a delegate).

**Notes:**

- *If you need to update your personal or employer information (including DEA/NPI/NCPDP/license numbers), please contact your State Administrator.*
- *In the event that your professional license number has changed, please contact your State Administrator. **Do not create a new account.***

To update your account:

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

The My Profile page is displayed as shown on the following page.

### My Profile

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

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

**Specialty**

Add a Healthcare Specialty [Browse All](#)

★ Designates Primary Specialty

**Setting**

**Time Zone**

**Contact Information**

Change email address or mobile phone number associated with this profile

Current Email: Robyn Weaver@int

New Email Address	Re-enter New Email Address
<input type="text"/>	<input type="text"/>

Current Mobile Phone Number:

New Mobile Phone Number	Re-enter New Mobile Phone Number
<input type="text" value="###) ###) #####"/>	<input type="text" value="###) ###) #####"/>

**Supervisors**

I am a delegate for the following people...

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

### Specialty

Add a Healthcare Specialty [Browse All](#)

★ Designates Primary Specialty

★ Allopathic & Osteopathic Physicians  
Dermatology

- **Updating Time Zone:** To update your time zone, select the correct time zone from the **Time Zone** drop-down.

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

**Supervisors**

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

Email  
doctorsam@clinic.com x Add

**Selected Supervisors**

Email: doctorjordan@clinic.com x

Save Changes

- **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:** You must have a mobile phone number on file to utilize the mobile password reset functionality.

**Contact Information**

Change email address or mobile phone number associated with this profile

Current Email: apprisstester+peer\_reviewer@gmail.com

New Email Address Re-enter New Email Address

Current Mobile Phone Number:

New Mobile Phone Number Re-enter New Mobile Phone Number

(###) ### #### (###) ### ####

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

## 5.2 Setting Default PMP InterConnect States

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

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

The Default InterConnect PMPs page is displayed.



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

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

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

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

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



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

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

- Once you click Search, PMP AWARe submits the request to the selected states' PMP InterConnect systems. Results from those states are then blended into the final Narx Report.

**Notes:**

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

## 5.3 Delegate Management

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

### 5.3.1 Approving and Rejecting Delegates

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

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

Once you have received the email notification:

- [Log in to PMP AWARe](#).
- Click **Menu > Delegate Management**.

The Delegate Management page is displayed.

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

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

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

**Jordan Delegate** Approve Reject

<p><b>Role:</b> Prescriber Delegate - Unlicensed  <b>Phone:</b> 5028155584  <b>Email:</b> jrcrawford23@yahoo.com (Unverified)  <b>Address:</b> 10401 Linn Station Rd                  Louisville, KY 40223  <b>Date of Birth:</b> 01/01/1901</p>	<p><b>Delegate (pending)</b></p> <p><b>Personal DEA</b></p> <p><b>National provider (invalid)</b></p>	<p><b>4 Supervisors</b></p> <ul style="list-style-type: none"> <li>Jordan Crawford (pending) jrcrawford@appriss.com</li> <li>Jordan Admin (rejected) jrcrawford+admin2@appriss.com</li> </ul>
--	---	---

- Click **Approve** to approve the delegate;  
Or

5. Click **Reject** to reject the delegate. If rejected, the delegate will be removed.

### 5.3.2 Removing Delegates

If you need to remove a delegate from your account:

1. Click **Menu > Delegate Management**.

The Delegate Management page is displayed.

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

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

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

#### Notes:

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

## 5.4 Password Management

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

1. You can proactively change your password within the application before it expires by [updating your current password](#).
2. If your password has already expired, or if you have forgotten your password, you can [reset your password](#). Note that you can reset your password via email or mobile phone (if you have a mobile phone number on file; please refer to the [My Profile](#) section of this document for instructions on adding a mobile phone number to your account).

### 5.4.1 Updating a Current Password

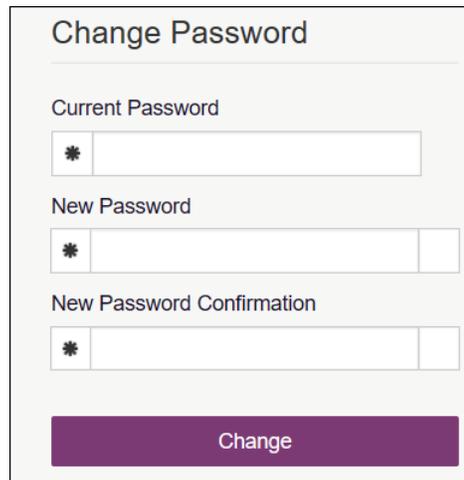
If your password has not expired, but you would like to proactively reset it, you can do so within the AWARe application.

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

To update your password:

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

The Change Password page is displayed.



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

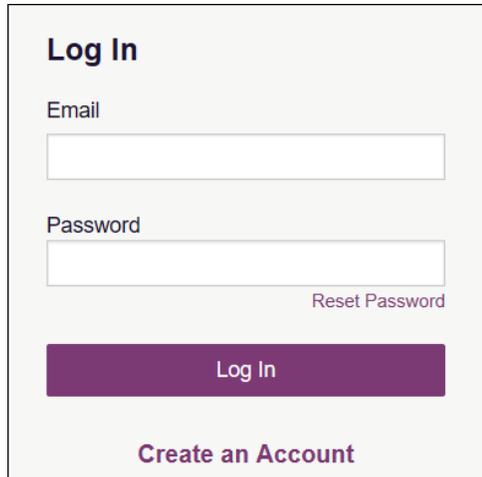
4. Click **Change**.

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

## 5.4.2 Resetting a Forgotten Password

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

The Log In page is displayed as shown on the following page.



**Log In**

Email

Password

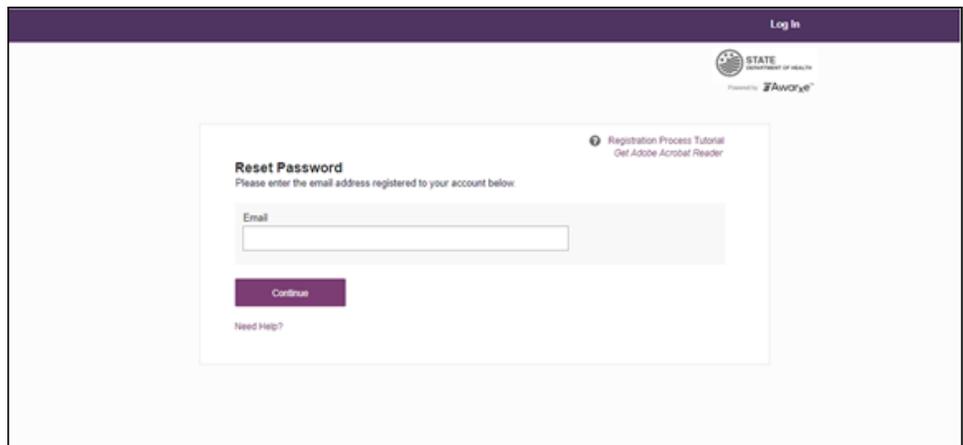
Reset Password

Log In

Create an Account

2. Click **Reset Password**.

The Reset Password page is displayed.



Log In

STATE DEPARTMENT OF HEALTH  
Powered by Awarx

**Reset Password**  
Please enter the email address registered to your account below.

Email

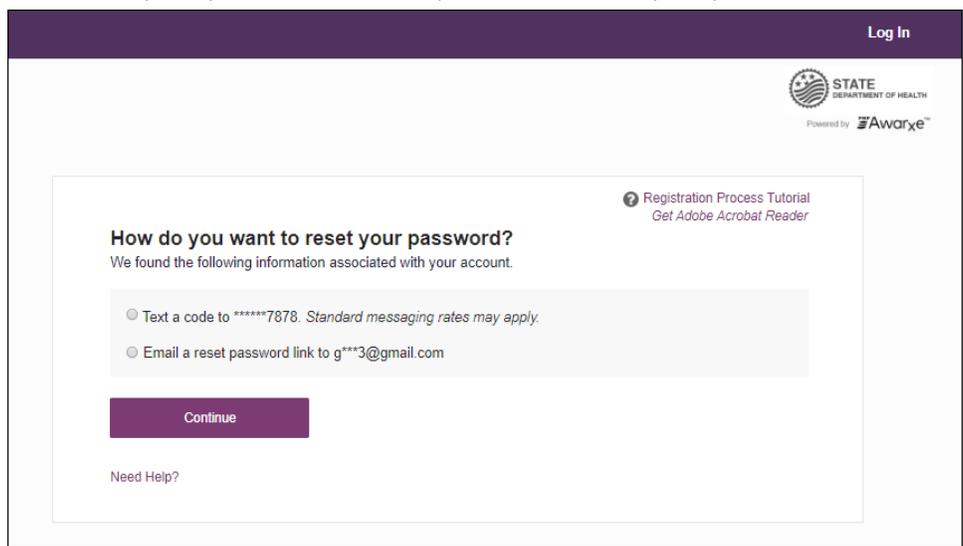
Continue

Need Help?

Registration Process Tutorial  
Get Adobe Acrobat Reader

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

You will be prompted to select how you want to reset your password.



Log In

STATE DEPARTMENT OF HEALTH  
Powered by Awarx

**How do you want to reset your password?**  
We found the following information associated with your account.

Text a code to \*\*\*\*\*7878. Standard messaging rates may apply.

Email a reset password link to g\*\*\*3@gmail.com

Continue

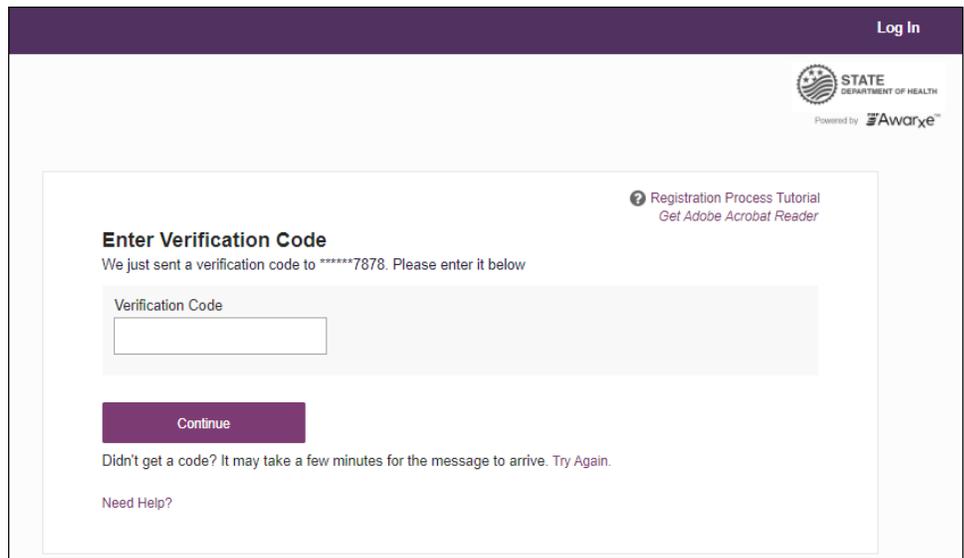
Need Help?

Registration Process Tutorial  
Get Adobe Acrobat Reader

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.



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

OR

- 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 Change Password page is displayed.

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

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

7. Click **Change**.

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

**Notes:**

- *If you use the email option, the password reset link is only active for 20 minutes. After the time has expired, you will need to repeat steps 1-5 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 AWARxE will not confirm the existence of an account. If you do not receive an email at the email address provided, follow the steps below:*
  1. *Ensure you entered a valid email address.*
  2. *Check your Junk, Spam, or other filtered folders for the email.*
  3. *If the email address is correct but you have not received the email, contact your PMP Administrator to request a new password or determine what email address is associated with your account.*
  4. *Add the following email addresses and domains to your contacts list, or contact your organization's IT support to have them added as safe senders:*
    - (a) [no-reply-pmpaware@globalnotifications.com](mailto:no-reply-pmpaware@globalnotifications.com)
    - (b) [globalnotifications.com](http://globalnotifications.com)
    - (c) [amazonses.com](http://amazonses.com)

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## 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 1-844-572-4PMP (1-844-572-4767);  
**OR**
- Create a support request at the following URL:  
<https://apprisspmp.zendesk.com/hc/en-us/requests/new>.

### 6.2 Administrative Assistance

If you have non-technical questions about the South Carolina PMP, please contact:

Tracie Pashall  
Phone: 803-896-0688

Administrative assistance is available Monday through Friday from 9:00 a.m. to 5:00 p.m. EST.

# 7 Document Information

## 7.1 Disclaimers

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	05/15/2019	Global	Updated to current document template
2.1	09/05/2019	Appendix B/ Communications Module	Added a new appendix with information regarding the Communications Module
2.2	10/01/2019	3.3/Send a Notice to the State Administrator	Added new section with instructions for sending a notice to the State Administrator
		5.1/My Profile	Added instructions for adding a mobile phone number to account profile
		5.4.2/Resetting a Forgotten Password	Added instructions for resetting a password via mobile phone
2.3	02/12/2020	2/Registration	Replaced registration instructions with updated registration process

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# 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 Narx 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

Menu
james e huizenga

RxSearch > Patient Request

Powered by NarxCare™

MICHELLE JORDAN, 76F

Narx Report
Resources

Date: 10/19/2017 Download PDF Download CSV

+ JORDAN, MICHELLE

- Risk Indicators

**NARX SCORES**

Narcotic	Sedative	Stimulant
<b>900</b>	<b>620</b>	<b>000</b>

Explain these scores

**OVERDOSE RISK SCORE**

**790**

(range 0-999)

Explain this score

**ADDITIONAL RISK INDICATORS (3)**

- >= 4 opioid or sedative dispensing pharmacies in any 90 day period in the last 2 years
- >= 5 opioid or sedative providers in any year in the last 2 years
- > 100 MME total and 40 MME/day average

Explain these indicators

- Graphs

**RX GRAPH** ?

Narcotic
  Sedative
  Stimulant

*All Prescribers*

Prescribers	
30 - Jeremy, Harper	■
29 - Joshua, Stone	■
28 - Rebecca, Graham	■
27 - Patricia, Hart	■
26 - Jacqueline, Allen	■
25 - Phillip, Tucker	■
24 - Ronald, Hudson	■
23 - Martin, Sims	■
22 - Mary, Ramos	■
21 - Alice, Graham	■
20 - Howard, Allen	■
19 - Harry, Johnston	■
18 - Jerry, Bennett	■
17 - Steve, Jones	■
16 - Chris, Holmes	■
15 - Sharon, Lawson	■
14 - Christina, Edward	■
13 - Raymond, Welch	■
12 - Norma, Gonzalez	■
11 - Ortiz, Heather	■
10 - Heather, Ortiz	■
9 - Paul, Howard	■
8 - Joseph, Jenkins	■
7 - Sean, Evans	■
6 - Joseph, Wilson	■
5 - Kimberly, Chavez	■
4 - Maria, Henderson	■
3 - Samuel, Tucker	■
2 - George, Hawkins	■
1 - Clarence, Willima	■

**Morphine MeEq/day**

Per CDC guidance, the conversion factors and associated daily morphine milligram equivalents for drugs prescribed 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.

- Rx Data

**PRESCRIPTIONS**

Total Prescriptions: 76.00

Active MME: 0.00

Active MME/day: 0.00

30 Day Avg. MME/day: 0.00

Fill Date	ID	Drug	Qty	Days	Prescriber	Pharmacy	Refill	MgEq	MgEq/Day	Pymt Type	PMP
09/15/2017	1	LORAZEPAM 1 MG TABLET	60	20	WI CLA	KROGE(1119)	0	60.00	-	Medicare	IM
09/11/2017	1	OXYCODONE-ACETAMINOPHEN 5-325	120	7	HA GEO	WALMA(1111)	0	900.00	128.57	Comm Ins	IM
09/01/2017	1	OXYCODONE-ACETAMINOPHEN 10-325	30	7	TU SAM	KROGE(7120)	0	450.00	64.29	Comm Ins	IM
08/28/2017	1	OXYCODONE-ACETAMINOPHEN 5-325	20	5	HE MAR	WALMA(1111)	0	150.00	30.00	Medicare	IM

# Narx Report Details

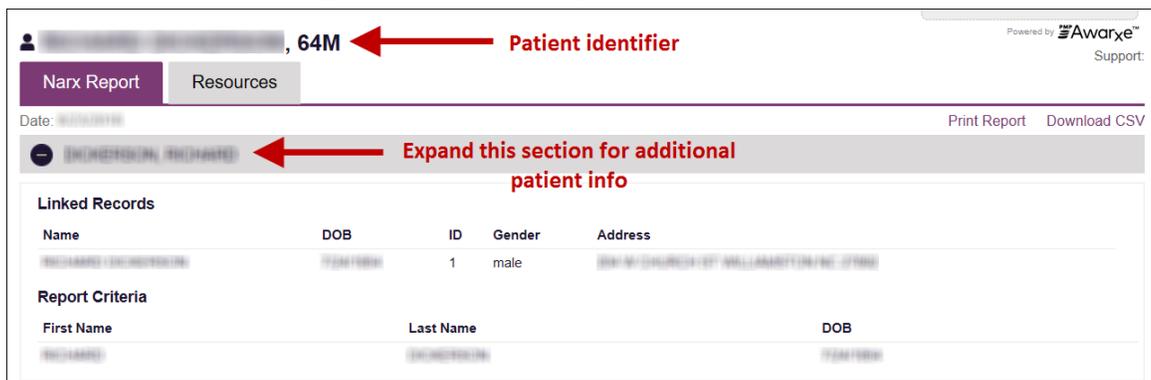
## Report Header

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

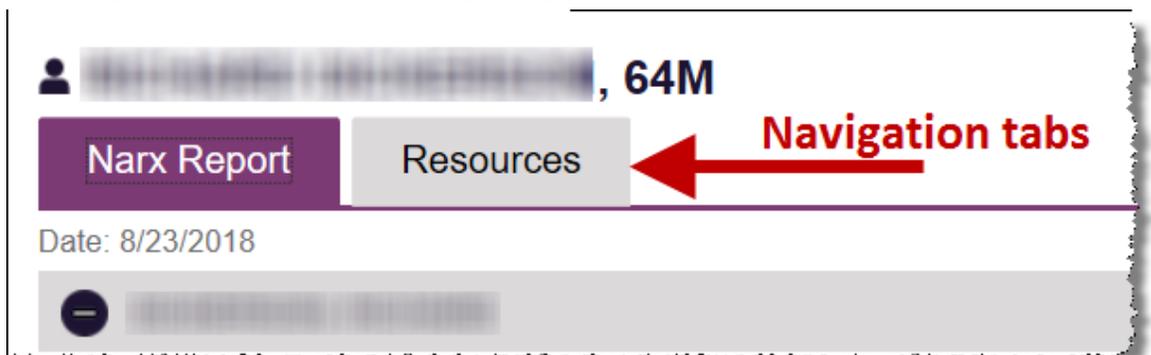
- **Drop-down menu bar:** Clicking **Menu** allows you to navigate to all functional areas of AWARxE. For NarxCare users, the menu contains additional training links as well as a link to the NarxCare user guide. You can click your username for quick access to account management options such as **My Profile**,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



- **Patient identifying information:** The patient's name, age in years, and gender are displayed 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

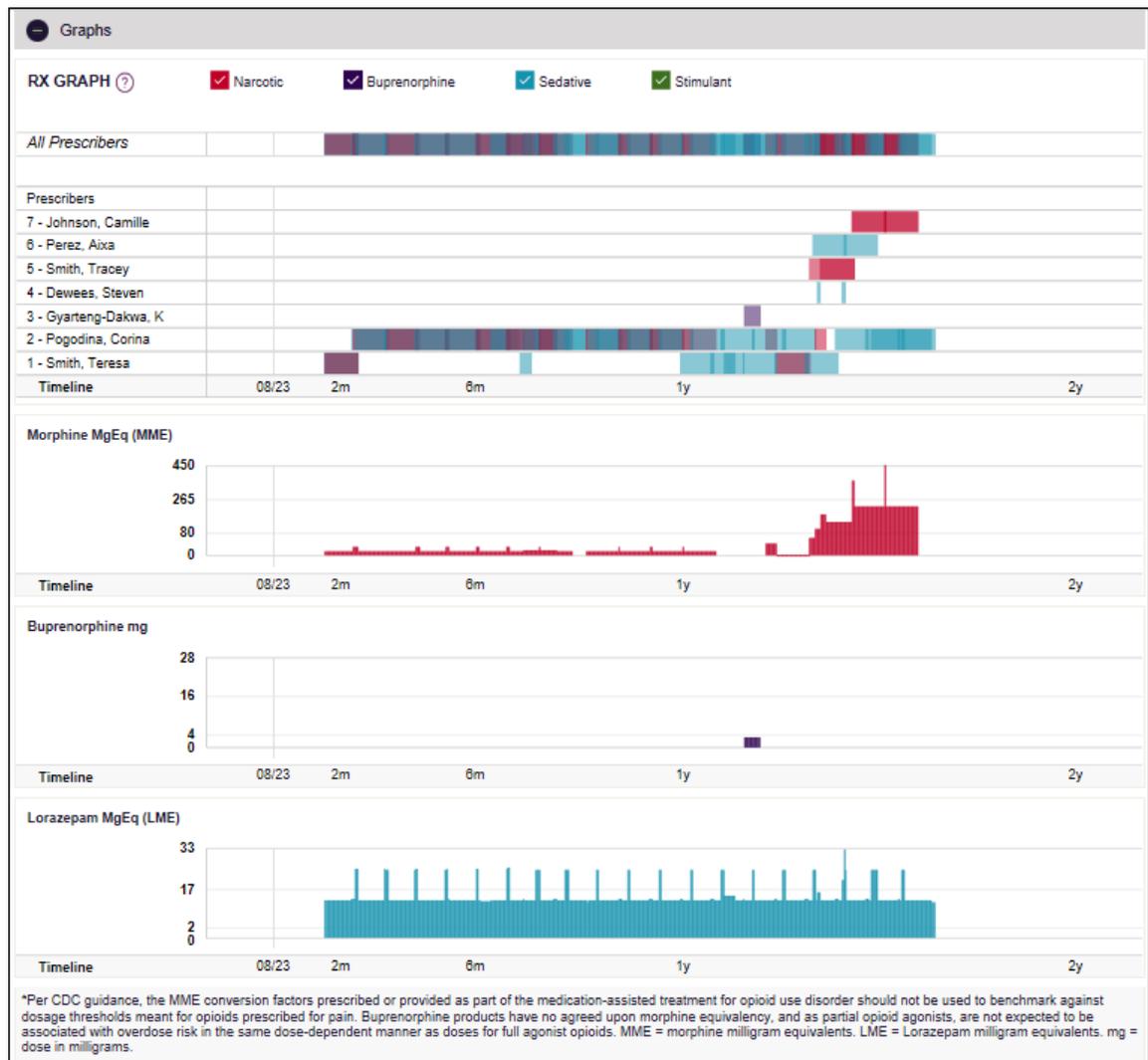
The body of the Narx Report contains several functional areas aimed at rapidly raising awareness of risk and prescription use patterns, and when required, individual prescription detail.

- **Messages and Care Notes:** The Communications Module within the NarxCare system allows you to send clinician-to-clinician messages as well as add Care Notes to a patient’s record. For complete information on the Communications Module, including how to send messages and add Care Notes, please refer to [Appendix B: Communications Module](#).
- **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.

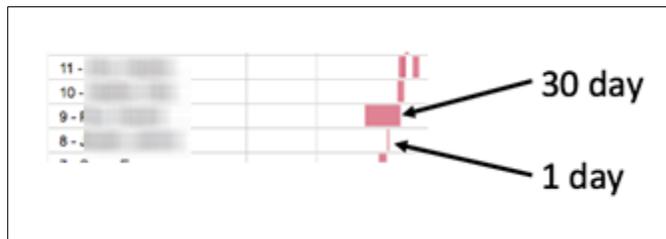
Risk Indicators		
<p><b>NARX SCORES</b></p> <p>Narcotic   Sedative   Stimulant</p> <p><b>380   440   000</b></p> <p>Explanation and Guidance</p>	<p><b>OVERDOSE RISK SCORE</b></p> <p><b>530</b></p> <p>(Range 000-999)</p> <p>Explanation and Guidance</p>	<p><b>ADDITIONAL RISK INDICATORS (2)</b></p> <ul style="list-style-type: none"> <li>! &gt;= 5 opioid or sedative providers in any year in the last 2 years</li> <li>! &gt; 100 MME total and 40 MME/day average</li> </ul> <p>Explanation and Guidance</p>
<p><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></p>		

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

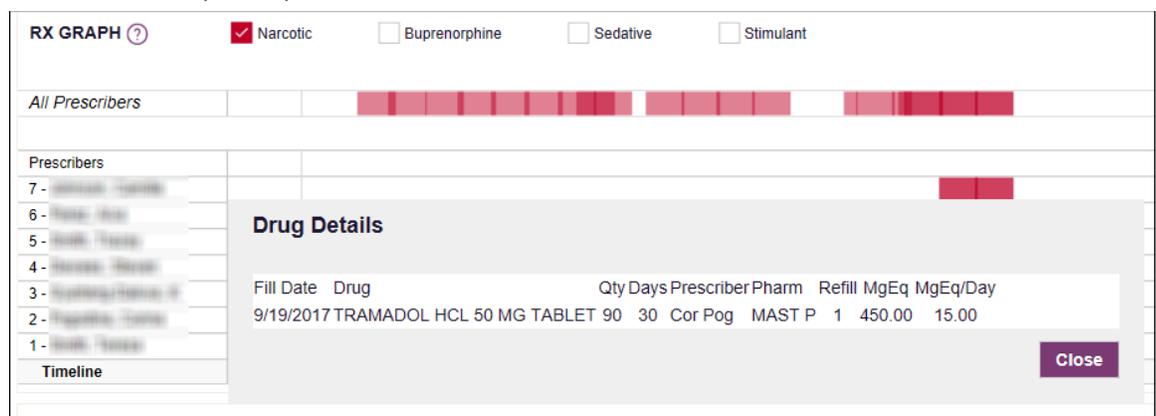


- Prescriptions are color coded and can be selected or deselected at the top of the graph.
  3. Narcotics (opioids) = **red**
  4. Buprenorphines = **purple**
  5. Sedatives (benzodiazepines, sleep aids, etc.) = **blue**
  6. Stimulants = **green**
  7. Other = **grey**
- The Rx Graph is reverse time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

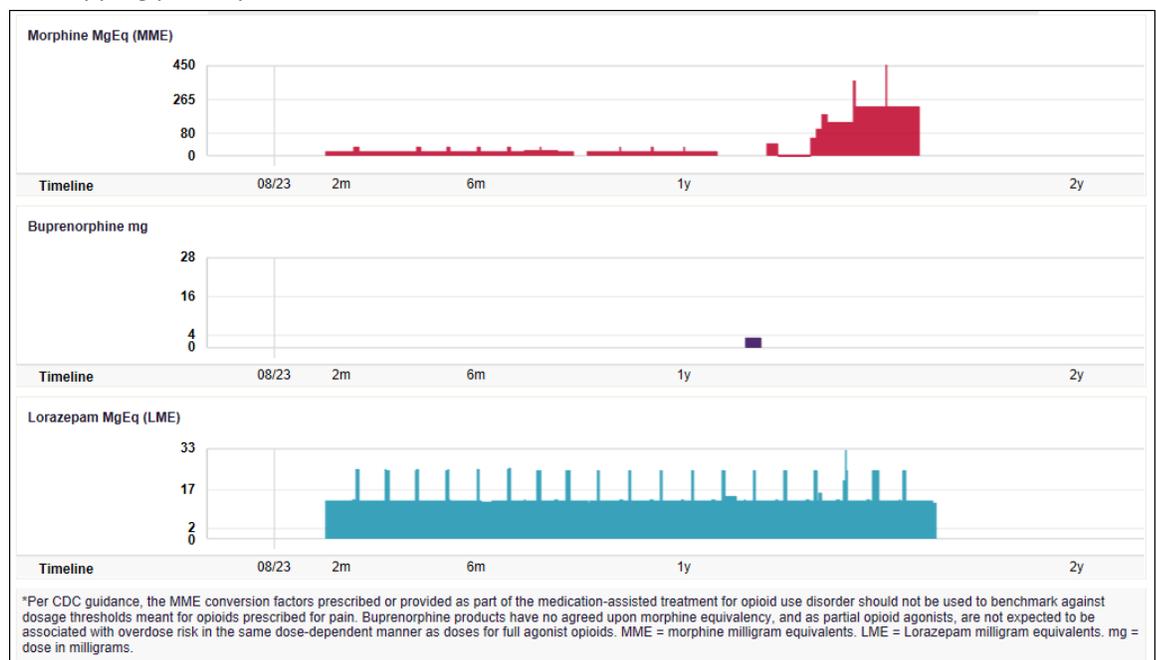
- Each pixel in the graph represents one day; therefore, a 30-day prescription is represented by a rectangle about 1 cm wide and a 1–3-day prescription appears as a narrow vertical bar.



- 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	[Redacted]	[Redacted]	[Redacted]	0	12.00	LME Medicare	NC
06/08/2018	1	05/15/2018	ZOLPIDEM TARTRATE 10 MG TABLET	30	30	[Redacted]	[Redacted]	[Redacted]	1	0.50	LME Medicare	NC
06/08/2018	1	05/14/2018	TRAMADOL HCL 50 MG TABLET	90	30	[Redacted]	[Redacted]	[Redacted]	1	15.00	MME Medicare	NC
05/15/2018	1	05/15/2018	ZOLPIDEM TARTRATE 10 MG TABLET	30	30	[Redacted]	[Redacted]	[Redacted]	0	0.50	LME Medicare	NC
05/14/2018	1	05/14/2018	TRAMADOL HCL 50 MG TABLET	90	30	[Redacted]	[Redacted]	[Redacted]	0	15.00	MME Medicare	NC
05/12/2018	1	03/19/2018	ALPRAZOLAM 2 MG TABLET	90	30	[Redacted]	[Redacted]	[Redacted]	2	12.00	LME Medicare	NC
04/16/2018	1	03/19/2018	ALPRAZOLAM 2 MG TABLET	90	30	[Redacted]	[Redacted]	[Redacted]	1	12.00	LME Medicare	NC
04/16/2018	1	02/19/2018	ZOLPIDEM TARTRATE 10 MG TABLET	30	30	[Redacted]	[Redacted]	[Redacted]	2	0.50	LME Medicare	NC
04/14/2018	1	02/20/2018	TRAMADOL HCL 50 MG TABLET	90	30	[Redacted]	[Redacted]	[Redacted]	2	15.00	MME Medicare	NC
03/20/2018	1	03/19/2018	ALPRAZOLAM 2 MG TABLET	90	30	[Redacted]	[Redacted]	[Redacted]	0	12.00	LME Medicare	NC
03/19/2018	1	02/20/2018	TRAMADOL HCL 50 MG TABLET	90	30	[Redacted]	[Redacted]	[Redacted]	1	15.00	MME Medicare	NC
03/19/2018	1	02/19/2018	ZOLPIDEM TARTRATE 10 MG TABLET	30	30	[Redacted]	[Redacted]	[Redacted]	1	0.50	LME Medicare	NC
02/21/2018	1	12/13/2017	ALPRAZOLAM 2 MG TABLET	90	30	[Redacted]	[Redacted]	[Redacted]	2	12.00	LME Medicare	NC
02/20/2018	1	02/20/2018	TRAMADOL HCL 50 MG TABLET	90	30	[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	
[Redacted]	[Redacted]	WILLIAMSTON	NC	27892	[Redacted]	
[Redacted]	[Redacted]	DURHAM	NC	27704	[Redacted]	
[Redacted]	[Redacted]	GREENVILLE	NC	27834	[Redacted]	
[Redacted]	[Redacted]	WILLIAMSTON	NC	27892	[Redacted]	
[Redacted]	[Redacted]	WILLIAMSTON	NC	27892	[Redacted]	
[Redacted]	[Redacted]	WILLIAMSTON	NC	27892	[Redacted]	
[Redacted]	[Redacted]	GREENVILLE	NC	27834	[Redacted]	

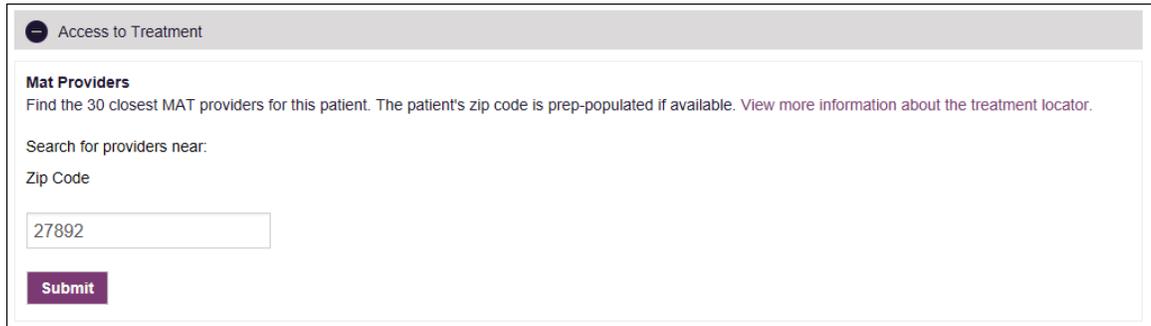
  

PHARMACIES						
Total Pharmacies: 1						
Name	Address	City	State	Zipcode	DEA	
[Redacted]	[Redacted]	WILLIAMSTON	NC	27892	[Redacted]	

# Resources Tab

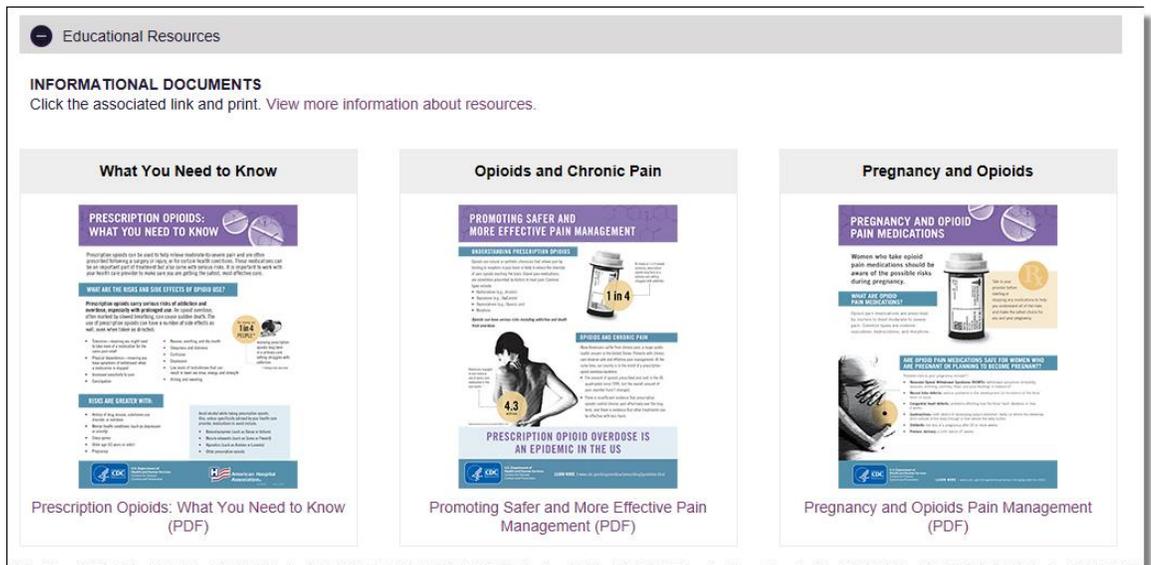
The **Resources** tab provides easy access to treatment locators and CDC documents.

- **MAT locator:** The MAT locator, located in the Access to Treatment section of the **Resources** tab, quickly creates a list of the 30 closest providers who are listed in the Substance Abuse and Mental Health Administration (SAMHSA) buprenorphine treatment locator database.



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

- **CDC documents:** The Information Documents section of the **Resources** tab provides a series of CDC documents pertaining to both providers and patients that can be referenced quickly and printed, if desired.



## 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 ...				

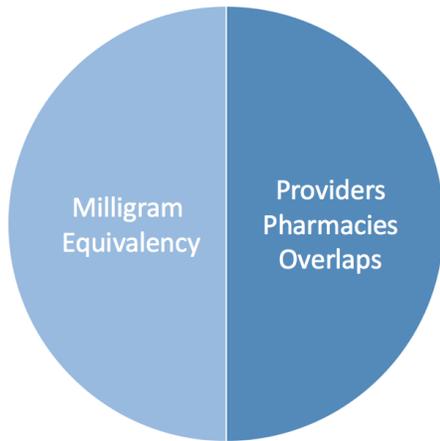
Pharmacy Count	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1	25	16	13	10
2	45	31	25	19
3	63	44	35	27
4	78	56	45	35
5	90	67	54	42
6	99	76	62	49
And so on ...				

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	<b>77</b>
Pharmacies	78	56	62	49	<b>61</b>
MME	74	87	88	87	<b>84</b>
LME	0	0	0	0	<b>0</b>
Overlaps	41	70	64	52	<b>57</b>

4. Calculate the weighted average.

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

5. Add (concatenate) the number of active prescriptions

	60 days	6 mos.	1 year	2 years	Avg	Wt.		
Prescribers	85	76	84	64	77	1	77	
Pharmacies	78	56	62	49	61	1	61	
MME	74	87	88	87	84	3	252	
LME	0	0	0	0	0	1	0	
Overlaps	41	70	64	52	56	2	114	
Weighted Average (sum/8)								63
Number of Active Narcotic Prescriptions								<u>2</u>
<b>Narcotic Score</b>								<b><u>632</u></b>

## Clinical Application

### In-Workflow Use

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

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

### General Considerations

- The primary purpose of providing Narx Scores is to raise provider awareness of the associated PDMP data available for review.
- Concerning Narx Scores are intended to trigger a *discussion*, **not a decision**. If a Narx Score raises concern, the recommended course of action is to evaluate the PDMP data, review any additional pertinent data, and discuss any concerns with the patient.
- 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

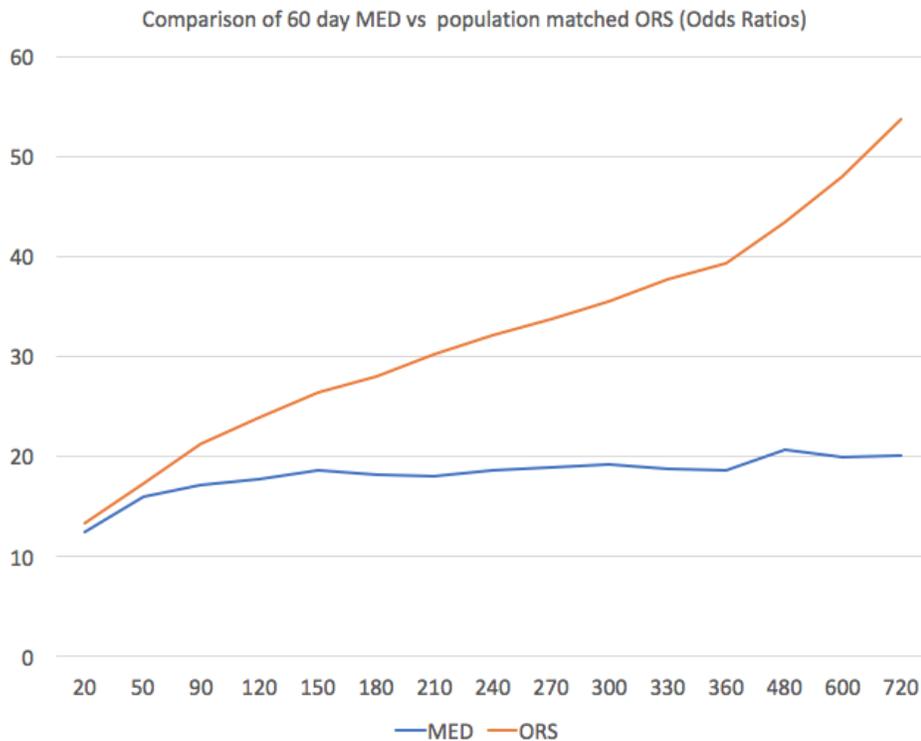
The ORS algorithm was derived using machine learning and other predictive techniques applied to a large case series of over 5,000 unintentional overdose deaths. For the first version of the score, more than 70 PDMP variables were evaluated with 12 chosen for the final model. Subsequent revisions of the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

## Appendix B: Communications Module

Clinicians need the ability to recognize and call attention to important medical events, such as mitigating or exacerbating factors, on a patient’s PMP report. The NarxCare system’s Communications Module is designed to meet this need. When this module is enabled, clinician-to-clinician messaging and the ability to add Care Notes to a record are available within the NarxCare Report.

- Clinician-to-clinician messaging allows clinicians to securely communicate and share information regarding a patient in their care. This direct messaging feature is available only in NarxCare, not in the PMPs themselves, and permits the exchange of information between verified PMP users regarding a single patient under the care of multiple clinicians.
- Care Notes is a clinician-only feature that allows specific, clinically relevant notes or events to be appended to a patient’s PMP record. These notes are visible only on the PMP report and to clinicians who have the Communications Module enabled.

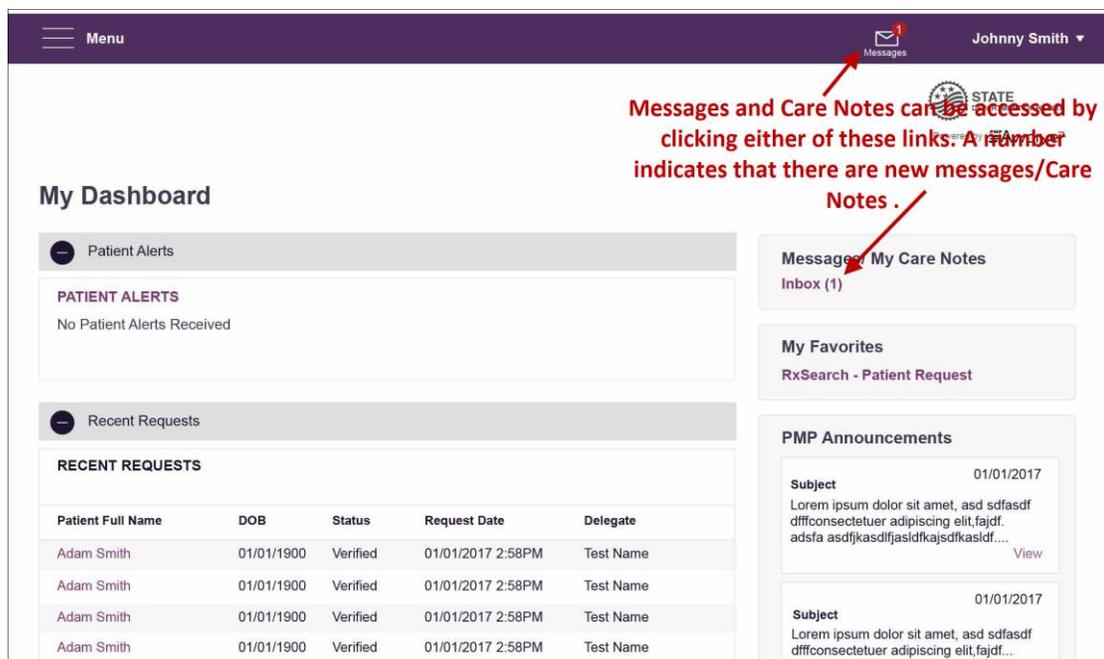
**Note:** To have the Communications Module enabled, clinicians must meet specific requirements such as having a unique personal ID (e.g., DEA number) and not sharing that ID with other clinicians (e.g., within an institutional setting).

This appendix describes how to create and view Care Notes and clinician-to-clinician messages within the NarxCare Report.

### Accessing Your Inbox

Clinician-to-clinician messages and Care Notes are stored in your inbox, which can be accessed by:

- Clicking **Inbox** from the Messages/My Care Notes section of your dashboard; or
- Clicking the **Messages** link on the menu bar.



New messages and/or Care Notes are indicated by a number (i.e., the number of new messages) next to the **Inbox** link in the Messages/My Care Notes section of your dashboard and on the **Messages** link on the menu bar.

Once you have clicked either link, your inbox is displayed.

Date/Time Received	Patient	From	Message
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit ...
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed dia..
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed dia..
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed dia..
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed dia..
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed dia..
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed dia..
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed dia..
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed dia..
11/21/2017 2:24:00 PM CST	Smith, John	Taylorson, Anthony (General Surgeon)	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed dia..

Your inbox contains two tabs: [Messages](#) and [My Care Notes](#). The **Messages** tab is displayed by default. Note that both messages and Care Notes are contained within the Narx Report; therefore, when viewing messages/Care Notes, you are accessing the Narx Report for the patient indicated in the **Patient** column.

You can manage how many messages or Care Notes are displayed at any given time by changing the number in the **View** field at the bottom of the list. You can also use the arrows to navigate through your messages/Care Notes.

- **Messages.** The **Messages** tab displays the date and time the message was received, the patient who is the subject of the message, the user who sent the message, and a preview of the message text. Messages are displayed in descending time order, with the most current messages at the top. New messages are displayed in **bold** until viewed.

Click the link in the **Message** column to view the message.

The Narx Report for that patient is displayed, and you are automatically directed to the Messages section of the report.

RxSearch > Patient Request > Justin Cooper

**Justin Cooper, 37M**

Narx Report Resources

Date: 06/15/2017 Download PDF Download CSV

Justin Cooper

Communication

**Messages (1)**

**New** [03/02/2017 11:03:12 CST] — from Mark Allen (General Surgeon) to Beth Johnson Actions ▾

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early.

[03/02/2017 11:03:12] — from Mark Allen (General Surgeon) to Beth Johnson Actions ▾

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

[03/02/2017 11:03:12] — from Mark Allen (Delegate) on behalf of Amy Smith (General Surgeon) to Beth Johnson Actions ▾

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

Showing 26 - 50 of 100 Items < 2 of 5 >

Refer to [Clinician-to-Clinician Messaging](#) for information on responding to messages and creating new messages.

- **My Care Notes.** Click the **My Care Notes** tab to display your Care Notes.

Menu Messages Johnny Smith ▾

Messages My Care Notes

STATE DEPARTMENT OF HEALTH  
Powered by Awarx™

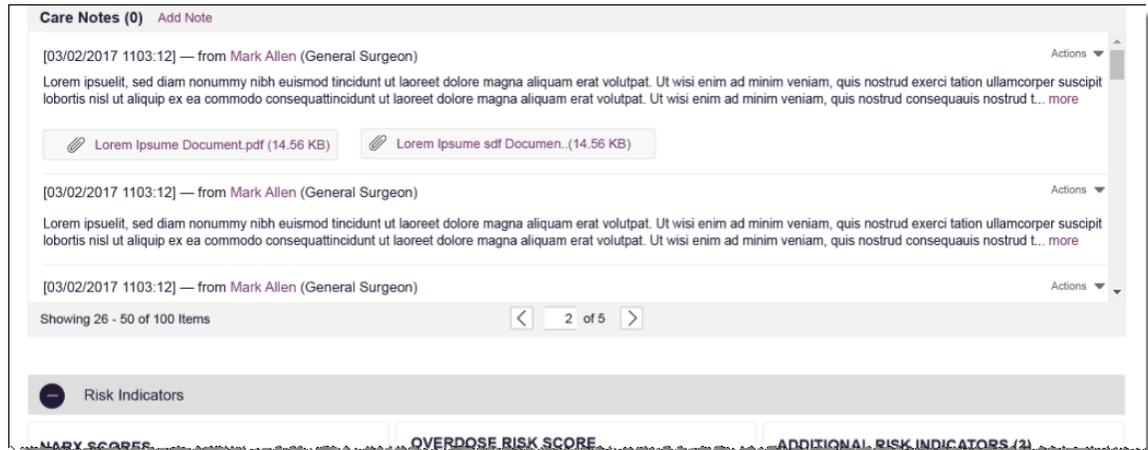
**My Care Notes** Search

Date/Time Last Updated	Patient	Care Note
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur cletuer adipiscing elit,adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	<b>[Deleted]</b> -View Reason- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sctetuer adipiscing elit,ed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sectetuer adipiscing elit,d diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	<b>[Edited]</b> - View Edits - Lorem ipsum dolor sit amet, consectetur adipiscing elit, sctetuer....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	<b>[Expired]</b> - View Note -Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elitctetuer adipiscing elit,, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing cletuer adipiscing elit,elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing cletuer adipiscing elit,elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elctetuer adipiscing elit,it, sed
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur cletuer adipiscing elit,adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	<b>[Deleted]</b> -View Reason- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam....
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sctetuer adipiscing elit,ed diam....

The **My Care Notes** tab displays the date and time the care note was last updated, the patient who is the subject of the note, and a preview of the note text. Care Notes are displayed in descending order, with the most current notes at the top. New Care Notes are displayed in **bold** until viewed.

Click the link in the **Care Note** column to view the note.

The Narx Report for that patient is displayed, and you are automatically directed to the Care Notes section of the report.



Refer to [Care Notes](#) for information on adding new Care Notes to a patient record.

## Clinician-to-Clinician Messaging

### Creating a New Message

You can send a message regarding a specific patient to another clinician who is also treating that patient from within the Narx Report.

**Note:** *This function should be used for messages that are not critically time sensitive, as there may be a time lag before the recipient views any sent message. For time sensitive communications, Appriss recommends direct communication with the desired recipient outside of the PMP.*

To send a new message:

1. Generate a Narx Report for the patient using the instructions provided in the [Creating a Patient Request](#) section of this document.

The Narx Report is displayed as shown on the following page.

RxSearch > Patient Request > Justin Cooper

**Justin Cooper, 37M**

Narx Report Resources

Date: 06/15/2017 Download PDF Download CSV

Justin Cooper

Communication

**Messages (1)**

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

[03/02/2017 1103:12] — from Mark Allen (General Surgeon) to Beth Johnson Actions

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

[03/02/2017 1103:12] — from Mark Allen (Delegate) on behalf of Amy Smith (General Surgeon) to Beth Johnson Actions

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

Showing 26 - 50 of 100 Items

**Care Notes (0)** Add Note

[03/02/2017 1103:12] — from Mark Allen (General Surgeon) Actions

Lorem ipsuellt, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud consequauis nostrud L... more

Lorem Ipsum Document.pdf (14.56 KB) Lorem Ipsum sdf Documen...(14.56 KB)

[03/02/2017 1103:12] — from Mark Allen (General Surgeon) Actions

Lorem ipsuellt, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud consequauis nostrud L... more

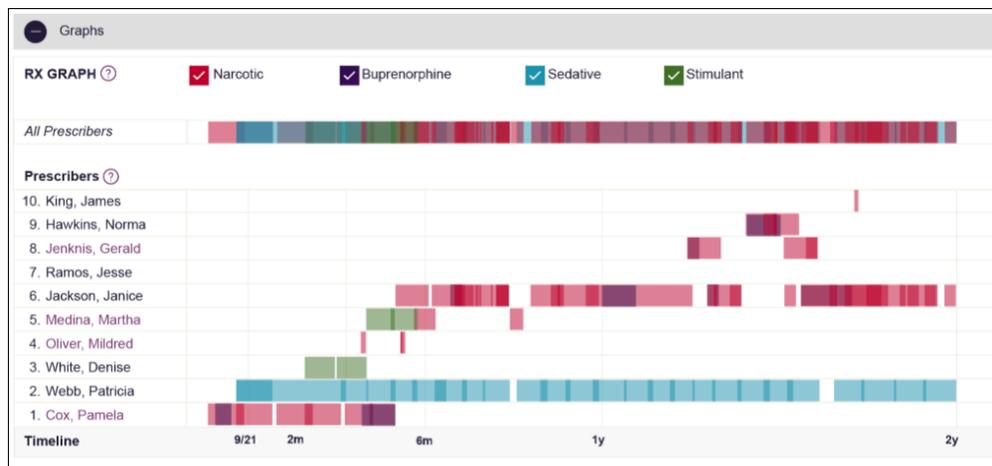
Showing 26 - 50 of 100 Items

**Risk Indicators**

NARX SCORES			OVERDOSE RISK SCORE	ADDITIONAL RISK INDICATORS (3)
Narcotic	Sedative	Stimulant	<b>650</b> (Range 000-999)	<ul style="list-style-type: none"> <li>&gt; = 4 opioid or sedative dispensing pharmacies in any 90 day period in the last 2 years</li> <li>&gt; = 5 opioid or sedative providers in any year in the last 2 years</li> <li>Patient has Benzodiazepine/ Narcotic overlap</li> </ul>
<b>672</b>	<b>512</b>	<b>190</b>		
<a href="#">Explain these scores</a>			<a href="#">Explain this score</a>	<a href="#">Explain these indicators</a>

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.

2. Scroll down to the Prescribers section of the Rx Graph. Available prescribers are indicated by hyperlinked names.



3. Click the prescriber's name to send a message regarding the patient.

**Note:** If the prescriber's name is not a hyperlink, that prescriber is not available for messages. Prescribers may be unavailable for messages based on a number of factors, including being located out of state or having an invalid identifier.

The Message Creation window is displayed.

**Mark Allen**

This patient report includes multiple demographics. Messages must be appended to a specific patient demographic. Please make the appropriate selection to append this message to an accurate patient record.

*Search Criteria*  
**Name:** Justin Cooper **DOB:** 11/18/1980

What's the most recent and accurate address for this patient?

1189 Main Street Louisville, IN 40223 40223

78 Woodstone Dr. Louisville, IN 40223

671 Springview Lane Louisville, IN 40223

671 Springview Apt 2 Louisville, IN 40223

**From:** Johnny Smith (Cardiologist) - 123 Fake Street Louisville, KY 40223  
**To:** Mark Allen (Cardiologist) - 123 Fake Street Louisville, KY 40223

Message...

Cancel Send

4. If multiple demographics exist for the patient, you must select the most recent and accurate demographic to ensure that your message is attached to the correct patient record.

**Note:** If multiple demographics do not exist, you can skip this step.

5. Type your message in the **Message** field, then click **Send**.

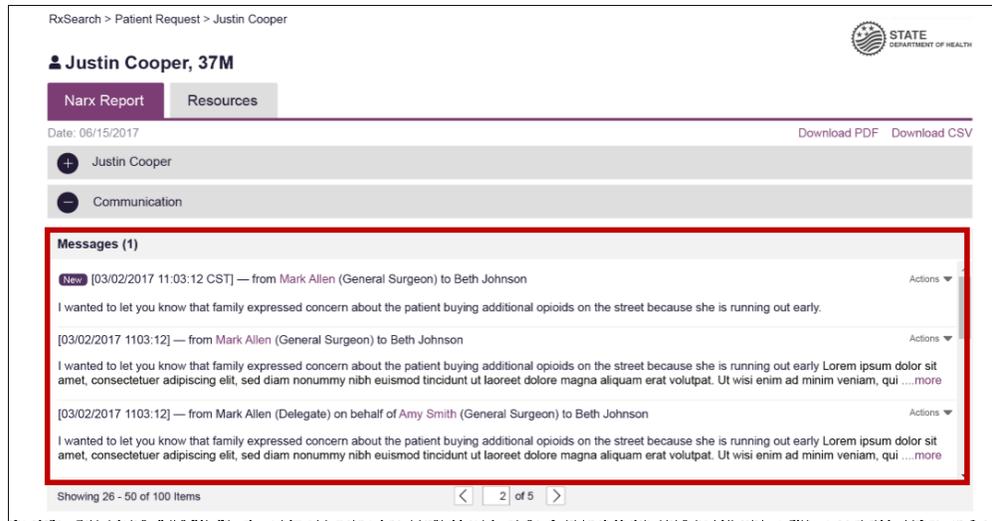
The message is sent, and the prescriber will be able to view it the next time they log in to AWAxRxE.

## Responding to an Existing Message

If a prescriber has sent you a message, it will be available in your inbox. To read and respond to a message:

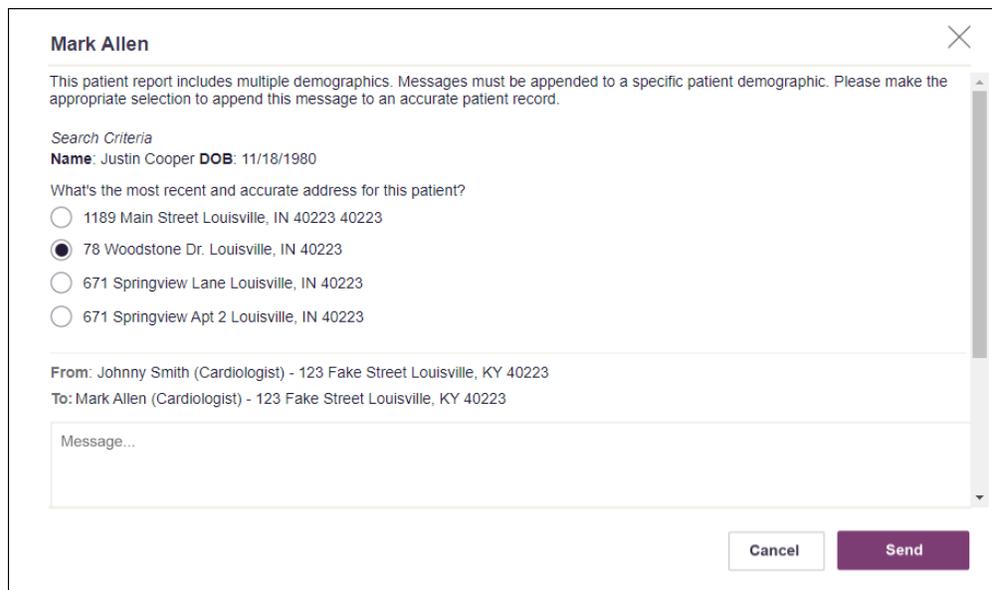
1. Open the message using the instructions provided in the [Accessing Your Inbox](#) section of this guide.

The Narx Report is generated and displayed, and you are automatically directed to the Messages section of the report.



2. To respond to a message, click the prescriber's name, located in the **From** field of the message heading.

The Message Creation window is displayed.



3. If multiple demographics exist for the patient, you must select the most recent and accurate demographic to ensure that your message is attached to the correct patient record.

**Note:** If multiple demographics do not exist, you can skip this step.

4. Type your response in the **Message** field, then click **Send**.

The message is sent, and the prescriber will be able to view it the next time they log in to AWA RxE.

## Care Notes

The Care Notes feature allows you to add specific, clinically relevant notes or events to a patient's PMP record (e.g., "the patient has a pain contract") to be viewed by any provider who views the patient's record. You can also edit and/or delete Care Notes that you added to the patient's record.

**Note:** This function should be used for messages that are not critically time sensitive, as there may be a time lag before the recipient views any sent message. For time sensitive communications, Appriss recommends direct communication with the desired recipient outside the PMP.

## Adding a New Care Note

To add a new Care Note to a patient's record:

1. Generate a Narx Report for the patient using the instructions provided in the [Creating a Patient Request](#) section of this document.

The Narx Report is displayed.

The screenshot displays the patient record for Justin Cooper, 37M, with a Narx Report and Care Notes section. The interface includes a header with the patient's name and age, a navigation bar with 'Narx Report' and 'Resources' tabs, and a date of 06/15/2017. Below the header, there are sections for Messages (1) and Care Notes (0). The Messages section shows three messages from Mark Allen (General Surgeon) to Beth Johnson, dated 03/02/2017 11:03:12. The Care Notes section is currently empty, with an 'Add Note' button highlighted in red. Below the Care Notes section, there are sections for Risk Indicators, including Narx Scores (Narcotic: 672, Sedative: 512, Stimulant: 190), Overdose Risk Score (650), and Additional Risk Indicators (3). The Additional Risk Indicators section lists three indicators: 1) >= 4 opioid or sedative dispensing pharmacies in any 90 day period in the last 2 years, 2) >= 5 opioid or sedative providers in any year in the last 2 years, and 3) Patient has Benzodiazepine/ Narcotic overlap. The interface also includes a footer with a disclaimer: '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.'

2. Click **Add Note** in the Care Notes section of the page.  
The Care Note creation window is displayed.

3. Type your note in the **Write a Care Note** field. Note that Care Notes are limited to 1000 characters.
4. If you need to attach a document to the Care Note (e.g., care plans, pain contracts, etc.), click **Add Attachment** and select the file you wish to attach. Note that HTML attachments cannot be accepted for security purposes. In addition, inappropriate content, either in text form or document or photo attachments, should not be posted. If you notice inappropriate use of the Communications Module, you can flag inappropriate content by following the instructions in the [Flagging a Message/Care Note as Inappropriate](#) section of this document.
5. In the **Expiration** field, use the drop-down menu to select when the Care Note should expire.

- You can choose to have the Care Note never expire or to expire after 3 months, 6 months, 12 months, or a custom number of months.

- If you choose the **expire after custom months** option, you will be prompted to enter the number of months after which the Care Note should expire. The maximum allowed is 99 months.

**Expiration**

This care note should  ▼

Expire after  Months. (Maximum allowed is 99 months)

6. If you are adding a Care Note to a patient report via an EHR integration, the **Share Note** field will be displayed. Use this field to indicate whether the Care Note should be shared externally with any authorized PMP user or internally with your organization only.
7. Click **Save**.  
The Care Note is saved and immediately appended to the patient’s record.

## Editing a Care Note

**Note:** You can only edit Care Notes added by you. Your State Administrator may also edit your Care Note, if necessary.

To edit your Care Note:

1. Generate a Narx Report for the patient using the instructions provided in the Creating a Patient Request section of this document.

The Narx Report is displayed.

The screenshot displays the Narx Report for Justin Cooper, 37M. The interface includes a header with the patient's name and a 'Narx Report' tab. Below the header, there are sections for Messages (1), Care Notes (0), and Risk Indicators. The Risk Indicators section shows Narx Scores (Narcotic: 672, Sedative: 512, Stimulant: 190), an Overdose Risk Score of 650 (Range 000-999), and Additional Risk Indicators (3), including a warning for benzodiazepine/narcotic overlap.

2. In the Care Notes section of the page, locate the note you wish to edit.
3. Click the **Actions** drop-down for the note and select **Edit Note**. *Note that this option is only available on notes created by you. You cannot edit Care Notes created by other clinicians.*



The Edit Care Note window is displayed.

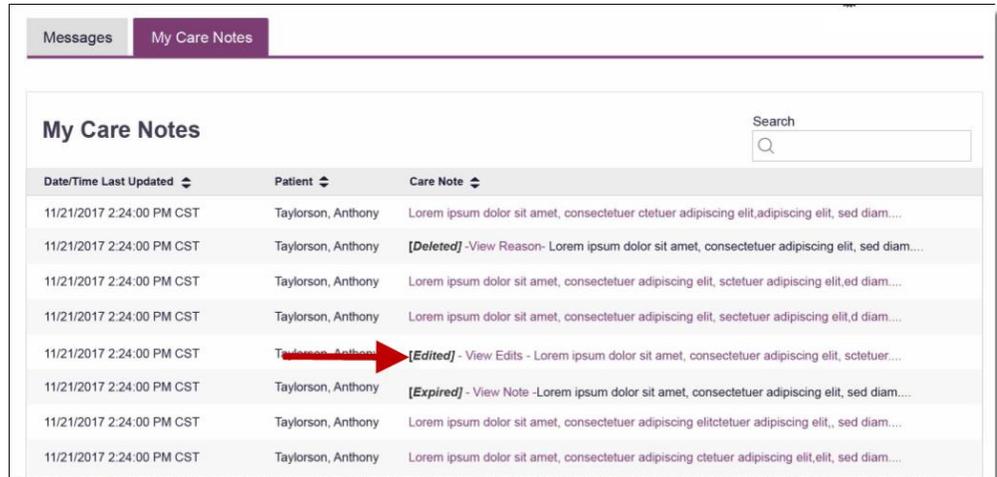
A screenshot of the 'Edit Care Note for Justin Cooper' window. The window has a title bar with a close button (X). Below the title bar, there is a text area containing placeholder text: 'Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Duis autem vel eum iriure dolor in'. Below the text area is an attachment section showing 'A\_Doc\_Upload 12345678.pdf (40.3KB)' uploaded on 'Jan 23, 2017 2:30 PM EST'. There is an 'Add Attachment' link below. The 'Expiration' section has a dropdown menu set to 'never expire'. The 'Share Note' section has two radio buttons: 'Externally with any authorized user of the PDMP' (unselected) and 'Internal to my organization only' (selected). The 'Reason for Edit' section has two checkboxes: 'Correct errors/wrong information' (unselected) and 'Update outdated information' (unselected). At the bottom right, there are 'Cancel' and 'Save' buttons. A 'Characters Left: xxx' indicator is visible on the right side.

4. Edit the Care Note as necessary. You may refer to steps 3-6 of the [Adding a New Care Note](#) section of this document for more information about the fields displayed on this window.
5. Once you have finished editing the Care Note, select the reason for editing the note in the **Reason for Edit** field. You may add any additional comments regarding the edit in the **Additional Comments** field. *Note that if you select **Other** as the reason for your edit, you must complete the **Additional Comments** field.*

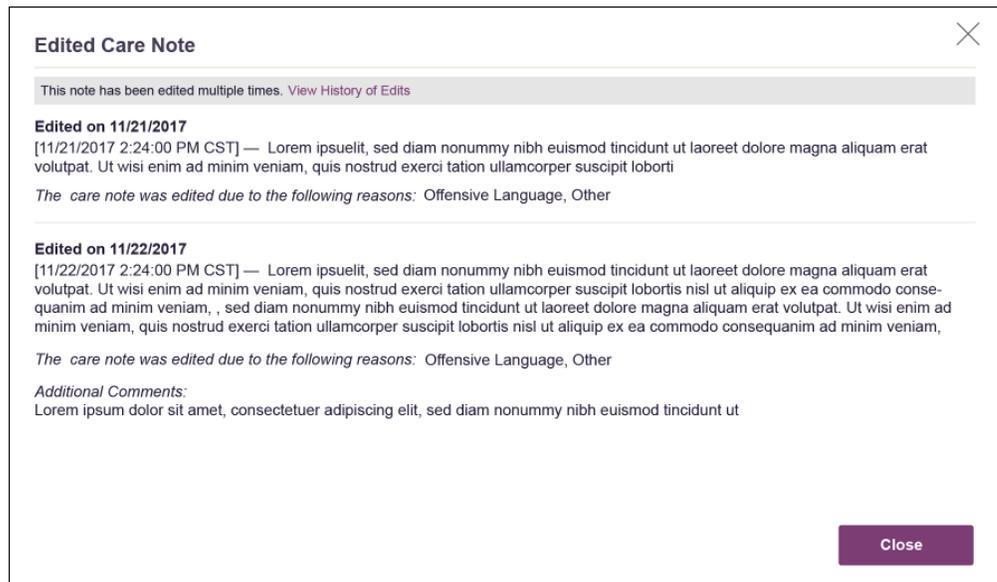
A screenshot of the 'Reason for Edit' and 'Additional Comments' fields. The 'Reason for Edit' section has three checkboxes: 'Correct errors/wrong information' (unselected), 'Update outdated information' (unselected), and 'Other' (unselected). Below this is the 'Additional Comments' field, which is a text area. A 'Characters Left: xxx' indicator is visible at the bottom right.

6. Click **Save**.

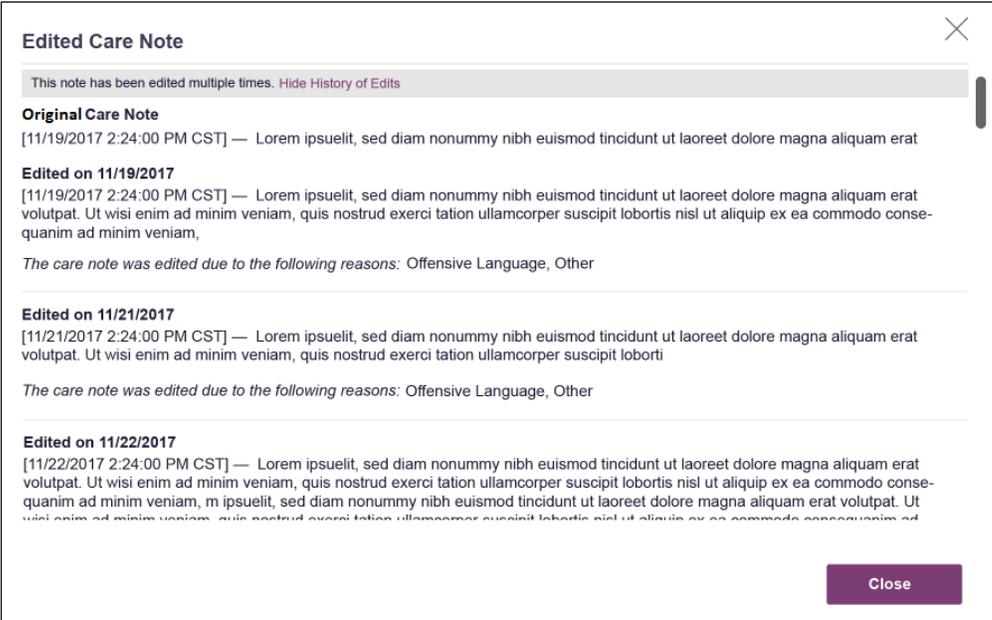
- Your edits are saved, and the Care Note is immediately updated on the patient’s record.
- Care Notes that have been edited by you or by the State Administrator are indicated with **[Edited]** next to the Care Note description in your inbox.



You may click **View Edits** to view the Care Note’s edit history. Note that the edit history is only viewable by you and your State Administrator.



If the Care Note has been edited multiple times, you can click **View History of Edits** to view the entire edit history.



The screenshot shows a dialog box titled "Edited Care Note" with a close button (X) in the top right corner. Below the title is a grey bar with the text "This note has been edited multiple times. Hide History of Edits". The main content area lists three edit events:

- Original Care Note**  
[11/19/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.
- Edited on 11/19/2017**  
[11/19/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.  
*The care note was edited due to the following reasons: Offensive Language, Other*
- Edited on 11/21/2017**  
[11/21/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.
- Edited on 11/22/2017**  
[11/22/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

A "Close" button is located in the bottom right corner of the dialog box.

## Deleting a Care Note

**Note:** You can only delete Care Notes added by you. Your State Administrator may also delete your Care Note, if necessary.

To delete your Care Note:

1. Generate a Narx Report for the patient using the instructions provided in the [Creating a Patient Request](#) section of this document.

The Narx Report is displayed as shown on the following page.

RxSearch > Patient Request > Justin Cooper

**Justin Cooper, 37M**

Narx Report Resources

Date: 06/15/2017 Download PDF Download CSV

Justin Cooper

Communication

**Messages (1)**

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

[03/02/2017 11:03:12] — from Mark Allen (General Surgeon) to Beth Johnson Actions

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

[03/02/2017 11:03:12] — from Mark Allen (Delegate) on behalf of Amy Smith (General Surgeon) to Beth Johnson Actions

I wanted to let you know that family expressed concern about the patient buying additional opioids on the street because she is running out early Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, qui ...more

Showing 26 - 50 of 100 Items

**Care Notes (0)** Add Note

[03/02/2017 11:03:12] — from Mark Allen (General Surgeon) Actions

Lorem ipsum elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud consequais nostrud t... more

Lorem Ipsum Document.pdf (14.56 KB) Lorem Ipsum sdf Documen...(14.56 KB)

[03/02/2017 11:03:12] — from Mark Allen (General Surgeon) Actions

Lorem ipsum elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud consequais nostrud t... more

Lorem Ipsum Document.pdf (14.56 KB) Lorem Ipsum sdf Documen...(14.56 KB)

Showing 26 - 50 of 100 Items

**Risk Indicators**

**NARX SCORES**

Narcotic	Sedative	Stimulant
<b>672</b>	<b>512</b>	<b>190</b>

Explain these scores

**OVERDOSE RISK SCORE**

**650**  
(Range 000-999)

Explain this score

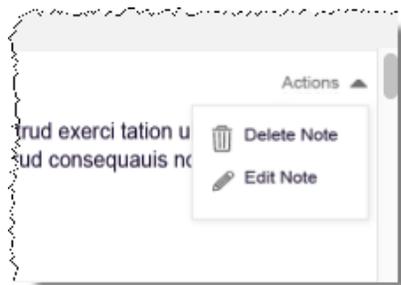
**ADDITIONAL RISK INDICATORS (3)**

- >= 4 opioid or sedative dispensing pharmacies in any 90 day period in the last 2 years
- >= 5 opioid or sedative providers in any year in the last 2 years
- Patient has Benzodiazepine/ Narcotic overlap

Explain these indicators

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.

2. In the Care Notes section of the page, locate the note you wish to delete.
3. Click the **Actions** drop-down for the note and select **Delete Note**. *Note that this option is only available on notes created by you. You cannot delete Care Notes created by other clinicians.*



The Delete Care Note window is displayed.

**Delete Care Note** ✕

Please share your reason for deleting this care note.

Outdated Information/ No Longer Relevant

Other

Additional Comments

4. Select the reason you are deleting the Care Note. You may add any additional comments regarding the deletion in the **Additional Comments** field. *Note that if you select **Other** as the reason for your deletion, you must complete the **Additional Comments** field.*
5. Click **Submit**.
  - The Care Note is immediately removed from the patient’s record and will no longer be visible to you or any other prescriber.
  - Care Notes that have been deleted by you or by the State Administrator are indicated with **[Deleted]** next to the Care Note description in your inbox.

Messages **My Care Notes**

Search

Date/Time Last Updated	Patient	Care Note
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur ctetuer adipiscing elit,adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	<b>[Deleted]</b> - View Reason- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sctetuer adipiscing elit,ed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sectetuer adipiscing elit,d diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	<b>[Edited]</b> - View Edits - Lorem ipsum dolor sit amet, consectetur adipiscing elit, sctetuer...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	<b>[Expired]</b> - View Note -Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit,tetuer adipiscing elit,, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing ctetuer adipiscing elit,elit, sed diam...

- You may click **View Reason** to view the Care Note's edit history and reason for deletion. Note that the edit history is only viewable by you and your State Administrator.

**Deleted Care Note** ✕

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**Original Care Note:**  
[11/21/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisi ut aliquip ex ea commodo consequam ad minim veniam,

 Lorem Ipsum Document.pdf (14.56 KB)

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**Edited on 11/21/2017**  
[11/21/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis

*The care note was edited due to the following reasons:* Offensive Language, Other

---

**Deleted on 11/21/2017**  
*The care note was deleted due to the following reasons:* Offensive Language, Other

*Additional Comments:*  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut

Close

## Flagging a Message/Care Note as Inappropriate

If you have received an inappropriate message and/or Care Note, you can flag it for review by the State Administrator. To flag a message or Care Note for review:

- From the **Messages** or **Care Notes** section of the Narx Report, click the **Actions** drop-down and select **Flag as Inappropriate**.



The Flag as Inappropriate window is displayed.

**Flag as Inappropriate** ✕

Please share your reason for flagging this item as inappropriate.

Offensive Language

Sexual Content

Spam

Other

**Additional Comments**

Cancel Submit

- Select the reason you are flagging the message or Care Note as inappropriate. You may add any additional comments regarding your reason in the **Additional Comments** field. *Note*

*that if you select **Other** as the reason for flagging the message or Care Note, you must complete the **Additional Comments** field.*

3. Click **Submit**.

The message or Care Note is flagged and sent to the State Administrator for review.