



PMP AWARe®

Requestor User Support Manual

Maine Prescription Monitoring Program



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Version 3.0



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1 Document Overview

The PMP AWARe *Requestor User Support Manual* provides step-by-step instructions for healthcare professionals and other users requesting data from the Maine 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 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, including law enforcement. A complete list of available roles that fall into the requestor category is provided below:

Healthcare Professionals

- Dentist
- Dispensing Physician
- HIS Prescriber
- IHS Dispenser
- Medical Resident with Prescriptive Authority
- Midwife with Prescriptive Authority
- Nurse Specialist
- Optometrist
- Out-of-State Prescriber
- Pharmacist
- Pharmacist's Delegate – Licensed
- Pharmacist's Delegate – Unlicensed
- Military Prescriber
- Nurse Practitioner
- Pharmacy Technician
- Physician (MD, DO)
- Physician Assistant
- Podiatrist (DPM)
- Prescriber Delegate – Licensed
- Prescriber Delegate – Unlicensed
- VA Prescriber
- VA Dispenser
- Veterinarian

Law Enforcement

- Medicaid Fraud Unit

Other

- Board of Dentistry Investigator
- Board of Medicine Investigator
- Board of Pharmacy Investigator
- Board of Nursing Investigator
- Board of Optometry Investigator
- Board of Physician Assistants Investigator
- Medical Examiner/Coroner

- Board of Podiatry Investigator
- Board of Veterinarians Investigator
- State Medicaid Program

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.

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

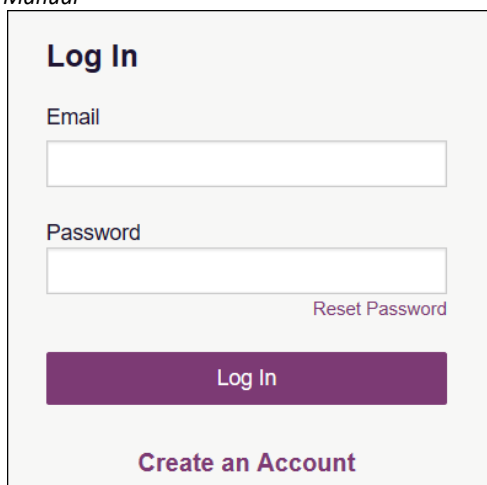
Some requestor roles may also require you to upload of a copy of a current government-issued photo ID, such as a driver's license or a passport, or notarized validation documents. If required, you must submit this documentation before your account can be approved. Digital copies of these documents can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

2.2 Registering for an Account

To request a new account in PMP AWARxE:

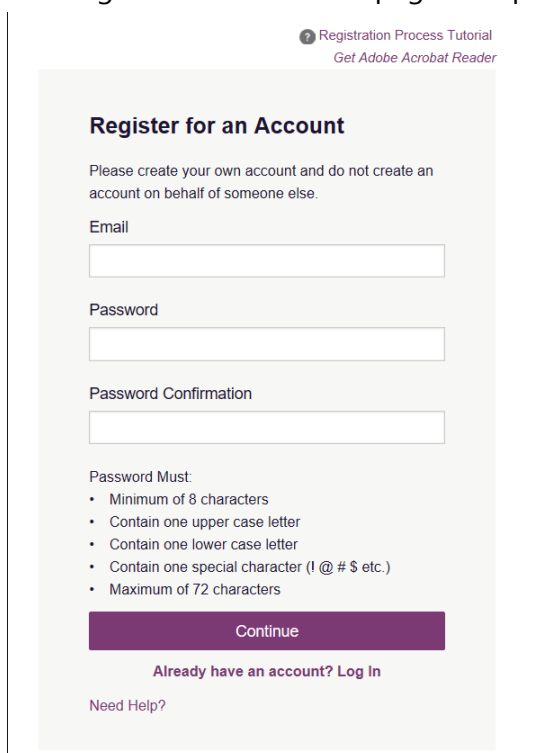
1. Navigate to <https://maine.pmpaware.net/login>.

The Log In page is displayed.

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

2. Click **Create an Account**.

The Register for an Account page is displayed.

A screenshot of the 'Register for an Account' page. At the top right, there are links: 'Registration Process Tutorial' and 'Get Adobe Acrobat Reader'. The main heading is 'Register for an Account'. Below it is a note: 'Please create your own account and do not create an account on behalf of someone else.' There are three input fields: 'Email', 'Password', and 'Password Confirmation'. Below these fields is a section 'Password Must:' followed by a bulleted list of requirements: 'Minimum of 8 characters', 'Contain one upper case letter', 'Contain one lower case letter', 'Contain one special character (! @ # \$ etc.)', and 'Maximum of 72 characters'. At the bottom is a purple button labeled 'Continue' and a link 'Already have an account? Log In'. There is also a link 'Need Help?' at the very bottom.

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

3. Enter your current, valid email address in the **Email** field. The email address you provide will be your username for logging in to the system.
4. Enter a password in the **Password** field, using the password requirements provided below, then re-enter it in the **Password Confirmation** field.

Passwords must contain:

- *At least eight (8) characters*
- *One (1) uppercase letter*

- One (1) lowercase letter
- One (1) special character such as !, @, #, \$, etc.

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

Password

Password Confirmation

Password Must:

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

5. Click **Save and Continue**.

The Select Your User Roles page is displayed.

Registration Process

Select your User Roles

Registration Process Tutorial • Get Adobe Acrobat Reader

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

Save and Continue

6. To select your user role:

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

The category expands to display the available user roles.

Registration Process

Select your User Roles

Registration Process Tutorial • Get Adobe Acrobat Reader

- Healthcare Professional

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

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

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

7. Click **Save and Continue**.

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

Registration Process

Create an Account

Registration Process Tutorial

Get Adobe Acrobat Reader

All fields with an asterisk (*) are required.

Personal

DEA Number(s) *

+ Add

DEA Numbers Added

National Provider ID

AutoFill Form

Professional License Number *

License Type *

First Name *

Middle Name

Last Name *

Date of Birth *

Add a Healthcare Specialty *

Browse All

★ Designates Primary Specialty

Primary Contact Phone *

Employer

Name *

Address *

Address Line 2

City *

State *

Zip Code *

Phone *

Fax

Submit Your Registration

- Complete the required fields.

Notes:

- The information you are required to enter on this page may vary by state. Required fields for your state are marked with a red asterisk (*).
- Please enter all active DEA numbers, if applicable.

- Click **Submit Your Registration**.

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

Once you have submitted your registration, you will be notified of your account status ([Access Granted](#), [Incomplete](#), [Pending Approval](#)) and prompted to [verify your email address](#).

- a. **Access Granted:** Certain user roles will be immediately granted access to the application provided their personal DEA numbers and Professional License Numbers as entered are valid and found within the registry. If you are approved, you will be presented with the End User License Agreement that you must review and accept. After accepting, you will be routed to [your dashboard](#) and can begin using the application.

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

- b. **Incomplete:** If you are required to upload validation documents to complete your registration, your registration status will be "incomplete," and the Validation Documents page is displayed. Please refer to the [Validation Documents](#) section of this document for more information.
- c. **Pending Approval:** If your account requires no further action but could not be verified by the process above, or if your user role is not one that is immediately approved, your account will be pended for review and approval by your State Administrator.

2.2.1 Email Verification

1. Once you have submitted your registration, PMP AWARxE sends an email to the supplied email address for verification of an active email address.
2. When you receive the email, it will contain a link to verify your email address. Click the **verify your email** link.

Notes:

- *The link contained within the email is only valid for 20 minutes. In the event that time has expired, clicking the link will result in a new email verification notification being sent to you. Click the link in the new email to verify your email address.*
- *If you are not able to receive HTML-formatted emails or emails with hyperlinks, please contact the help desk using the contact information located in the [Technical Assistance](#) section of this document.*

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

2.2.2 Validation Documents

If you are registering for a user role for which the State Administrator requires further validation, you will receive an email with instructions from the State Administrator and the necessary forms. Once you receive the email containing the validation documents, complete the required form(s) in accordance with the instructions in the email. You may submit your form(s) electronically, as described below, or you can mail them to the state office. Please refer to [Administrative Assistance](#) for the mailing address.

To submit your form(s) electronically:

1. Log in to PMP AWARxE using the email address and password you created during the registration process.

The Welcome page is displayed. If your registration is not complete (i.e., you have not submitted your validation documents, the page contains a file upload section.

The screenshot shows the 'Welcome' page of the PMP AWARxE system. At the top, there is a 'Menu' button and a user profile for 'Doctor Jordan'. The page indicates that the user's registration is not complete. A table titled 'Your User Roles' shows the role 'Physician (MD, DO)' and the required validation document 'Requestor_Notary_Form.pdf'. Below the table, there is a section for 'Upload Requestor Notary Form' with a file upload button labeled '+ Add File...'.

2. Click **Add File**, then select the required form(s).

Once you have submitted your form(s), you will receive an email notifying you that your account has been updated. No further action is required at this time.

2.2.3 Account Approval

Once the State Administrator has determined that all you have met all account requirements, your account can be approved. Once your account has been approved, you will receive an email stating that your account has been approved and is now active. Upon receipt of the approval email, you can log in to PMP AWARxE using the email address and password supplied during the account creation process.

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

2.3 Registering for a Delegate Account

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

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

Delegate

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

Email

Add

Notes:

- *The supervisor must already have a registered account with the Maine 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.*

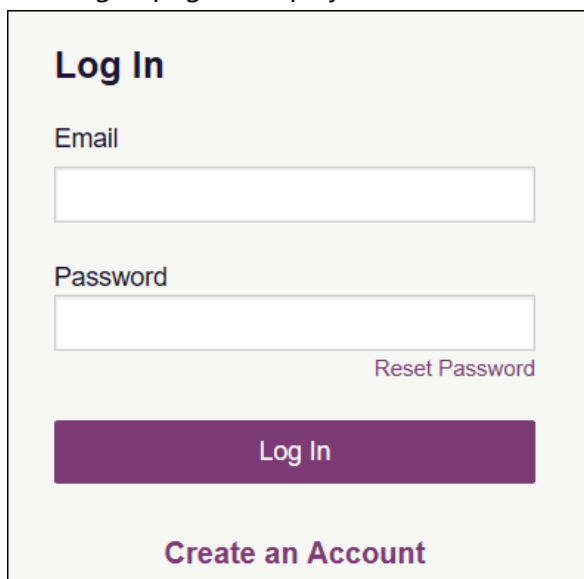
3 Basic System Functions

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

3.1 Log In to PMP AWARe

1. Navigate to <https://maine.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 Full Name	DOB	Alert Date	Alert Letter
DAVE PATIENT	01/01/1985	11/08/2017	Download PDF

Recent Requests

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

[View Requests History](#)

Delegates

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

My Favorites

[RxSearch - Patient Request](#)

PMP Announcements

Message for Physicians 10/13/2017
Test announcement

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

[View all Announcements](#)

Quick Links

[PMP Support](#)

3.2.1 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.

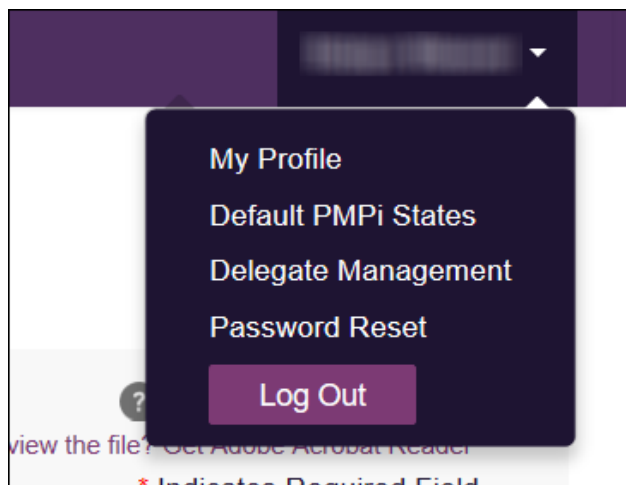
3.2.4 Announcements and Quick Links

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

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

3.3 Log Out of PMP 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**.

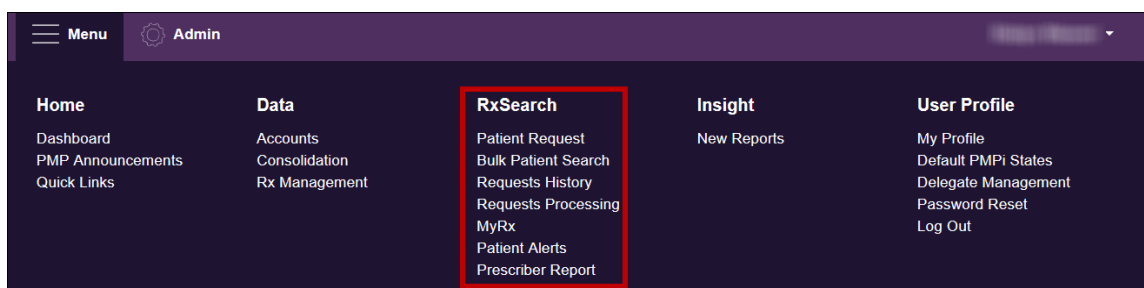


4 RxSearch

The RxSearch section of the PMP AWARe 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.

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

The Patient Request page is displayed.

A screenshot of the 'Patient Request' form. The form is titled 'Patient Request' and includes a 'Patient Rx Request Tutorial' link. It contains several input fields: 'First Name*' and 'Last Name*' (both with 'Partial Spelling' checkboxes), 'Date of Birth*' (with a calendar icon), 'From*' and 'To*' (both with calendar icons). Below these fields is a 'Search' button. A note at the bottom states: 'No earlier than 11 years and 10 months from today'. The form also includes a footer with copyright information.

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

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

Field Name	Notes
Patient Info	
First Name	Enter the patient's complete first and last name; Or Click the Partial Spelling checkbox to search by a partial first and/or last name. This option can be helpful when searching hyphenated names or names that are often abbreviated, such as "Will" vs. "William." Note: The Partial Spelling function requires at least three letters. If the patient's name contains only one or two letters, please do not attempt a partial search.
Last Name	
Date of Birth	Use the MM/DD/YYYY format or click the calendar icon to select a date.
Prescription Fill Dates	
From	Use the MM/DD/YYYY format or click the calendar icon to select a date.
To	

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

The screenshot shows the 'Patient Request' form. At the top, there is a 'Menu' button and a breadcrumb 'RxSearch > Patient Request'. The 'STATE DEPARTMENT OF HEALTH' logo and 'Powered by Awarx' are in the top right. Below the header, the 'Patient Request' title is centered. To the right, there are links for 'Patient Rx Request Tutorial', 'Can't view the file? Get Adobe Acrobat Reader', and '* Indicates Required Field'. The 'Supervisor*' field is a dropdown menu with 'Select Supervisor' as the placeholder text, and it is highlighted with a red rectangular box. Below this, the 'Patient Info' section is partially visible.

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

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

PMP Interconnect Search (Optional)

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

☐ Select All

A

☐ Alabama

☐ Alaska

☐ Arizona

C

☐ California

☐ Colorado

☐ Connecticut

D

☐ Delaware

F

☐ Florida

G

☐ Georgia

H

☐ Hawaii

I

☐ Idaho

☐ Illinois

☐ Indiana

☐ Iowa

K

☐ Kansas

☐ Kentucky

L

☐ Louisiana

M

☐ Maine

☐ Maryland

☐ Massachusetts

☐ Michigan

☐ Minnesota

☐ Mississippi

N

☐ Nebraska

☐ Nevada

☐ New Hampshire

☐ New Jersey

☐ New Mexico

☐ New York

☐ North Carolina

☐ North Dakota

Notes:

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

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

RxSearch > Patient Request

42F Refine Search

Date of Birth: Recent Address: Atlanta, GA 30341 View Linked Records (2) ^

Report Criteria

First Name: Last Name: DOB: Gender: Female Address: Louisville, MS 40229

Linked Records

Name: DOB: ID: 1 Gender: Female Address: Louisville, MS 40229

Name: DOB: ID: 2 Gender: Female Address: Atlanta, GA 30341

NarxCare®

Report generated on 06/09/2022. Report Date Range: 06/09/2018 - 06/09/2022

Narx Scores

Narcotic	Sedative	Stimulant
000	000	000

[Explanation and Guidance](#)

Overdose Risk Score

000

(Range 000-999)

[Explanation and Guidance](#)

State Indicators (5)

- Below Daily Active Methadone Threshold
- Below Daily Active MME Threshold
- Below Opioid & Benzodiazepine Threshold
- Below Opioid Consecutive Day Threshold
- Below Prescriber & Dispensary Threshold

[Details](#)

RX Graph

☒ Narcotic ☒ Buprenorphine ☒ Sedative ☒ Stimulant ☐ Other

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 5474**

Name	DOB	Gender	Address
		female	LOUISVILLE, MS 40229

☐ **Patient 5475**

Name	DOB	Gender	Address
		female	, ATLANTA, GA 30341

☐ Make a Suggestion

Refine Search Criteria

Run Report

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

RsSearch > Patient Request

██████████, 42F Refine Search

Date of Birth: ██████████ Recent Address: Atlanta, GA 30341 View Linked Records (2) ^

Report Criteria
First Name: ██████████
Last Name: ██████████
DOB: ██████████

Linked Records

Name: ██████████ DOB: ██████████ ID: 1 Gender: Female Address: ██████████ Louisville, MS 40229	Name: ██████████ DOB: ██████████ ID: 2 Gender: Female Address: ██████████ Atlanta, GA 30341
--	---

NarxCare®

Report generated on 06/09/2022. Report Date Range: 06/09/2018 - 06/09/2022

Narx Scores

Narcotic	Sedative	Stimulant
000	000	000
Explanation and Guidance		

Overdose Risk Score

000

(Range 000-999)

[Explanation and Guidance](#)

State Indicators (5)

- Below Daily Active Methadone Threshold
- Below Daily Active MME Threshold
- Below Oxycod & Benzodiazepine Threshold
- Below Oxycod Consecutive Day Threshold
- Below Prescriber & Dispensary Threshold

[Details](#)


RX Graph

☒ Narcotic ☒ Buprenorphine ☒ Sedative ☒ Stimulant ☐ Other

Note: If your patient is deceased, a Decedent Alert will appear stating the patient is deceased and you should refrain from authorizing any new fills and/or refills under the State Indicators tile.

[Share](#) [Export](#) v

State Indicators

 The patient is deceased, or a death notice has been created for this patient. Please refrain from authorizing any new fills and/or refills.

[Details](#)

4.1.2 Partial Search Results

1. If you searched for a partial patient name and multiple patients were found, a message is displayed indicating that multiple patients match your search criteria.

Results

4 matching patient records found Refine Search

Select patient(s) to include in the report

<input type="checkbox"/> Test Patient	DOB: 1900-01-01	Gender: unknown	MELODY JUNCTION 4 LA VERNE CO 1307005
<input type="checkbox"/> Test Patient	DOB: 1900-01-01	Gender: male	10401 LINN STATION RD LOUISVILLE KY 40223
<input type="checkbox"/> Test Patient	DOB: 1900-01-01	Gender: male	10401 Linn Station Road Louisville KY 40223
<input type="checkbox"/> Test Patient	DOB: 1900-01-01	Gender: male	123 Main Street Maineville MN 12345

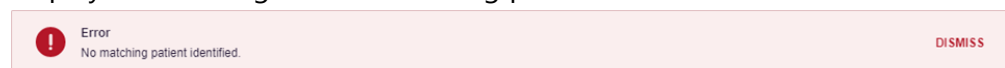
[Run Report](#)

2. From this window, you can:

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

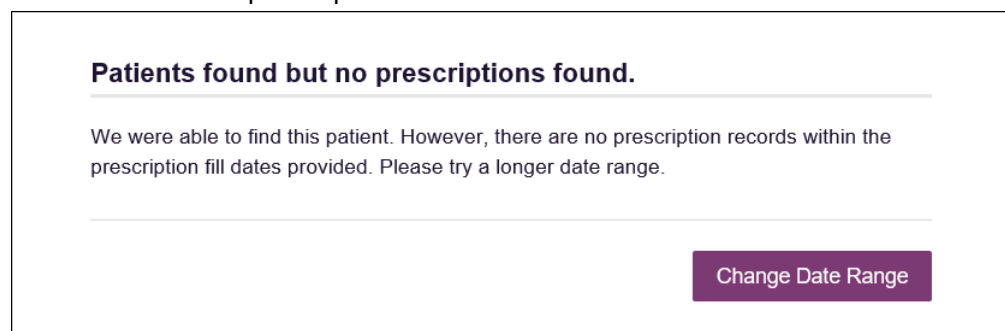
4.1.3 No Results Found

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



Or

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



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

Notes:

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

4.2 Viewing a Narx Report

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

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

4.3 Requests History

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

The Requests History page is displayed.

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

Notes:

- *You can only view Narx Reports you or your delegate(s) have created.*
 - *The Requests History page displays reports created in the past 30 days.*
2. From this page, you can:
 - a. Click **Advanced Options** to filter the list of requests.

- b. Click **Download PDF** or **Download CSV** to export your search history, if this functionality has been configured by your State Administrator.
- c. Click a patient name to view the details of that request in a detail card at the bottom of the page.

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

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

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

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

4.4 Bulk Patient Search

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

To perform a Bulk Patient Search:

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

The Bulk Patient Search page is displayed.

- a. If you wish to enter patients manually, continue to step 2;
Or
 - b. If you wish to enter patients via CSV file upload, continue to step 6.
2. Ensure that **Manual Entry** is selected in the **How do you want to enter patients?** field at the top of the page.

The Manual Entry search is displayed.

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.*

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

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

- 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](#)

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

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

Notes:

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

- 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.

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

Examples:

- *File with errors:*

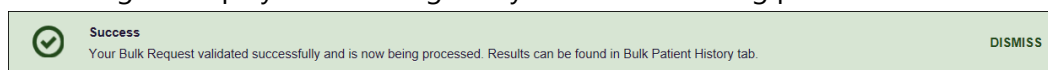
first_name	last_name	birthdate	postal_code	errors
john		1/1/1950		Last name can't be blank
first_name	last_name	birthdate	postal_code	errors
	smith	1/1/1960		First name can't be blank
first_name	last_name	birthdate	postal_code	errors
sally	smith			Birthdate can't be blank
first_name	last_name	birthdate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

- *File with no errors:*

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

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

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



4.4.1 Viewing Bulk Patient Search Results

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



The Bulk Search History page is displayed.

Bulk Patient Search

Bulk Patient History

Bulk Search History

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

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

Notes:

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

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

← Back						
Group Name test group Prescription Fill Dates: 10/14/2015 - 10/14/2017 PMP InterConnect States: Report Prepared: 10/14/2017 12:08 AM						
Bulk Patient Summary Select a patient to view the report						
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.

(a)

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

(b)

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 Narx Report:

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

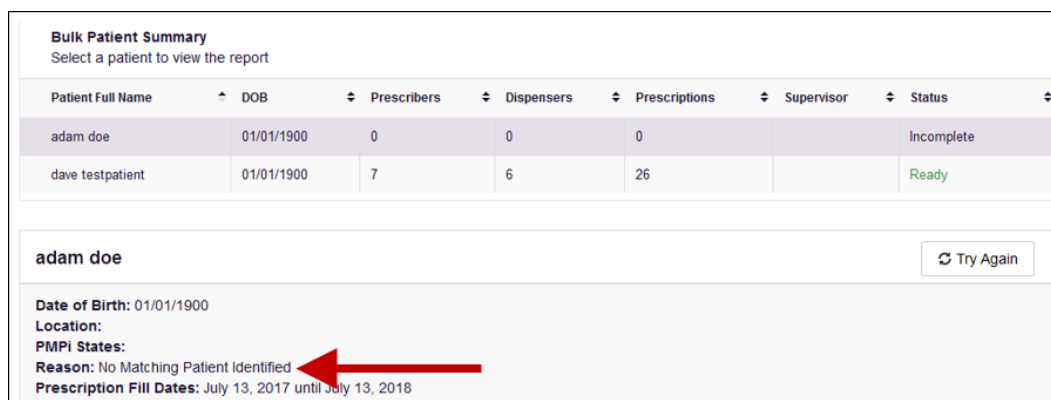
Bob TestPatient
Try Again

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

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



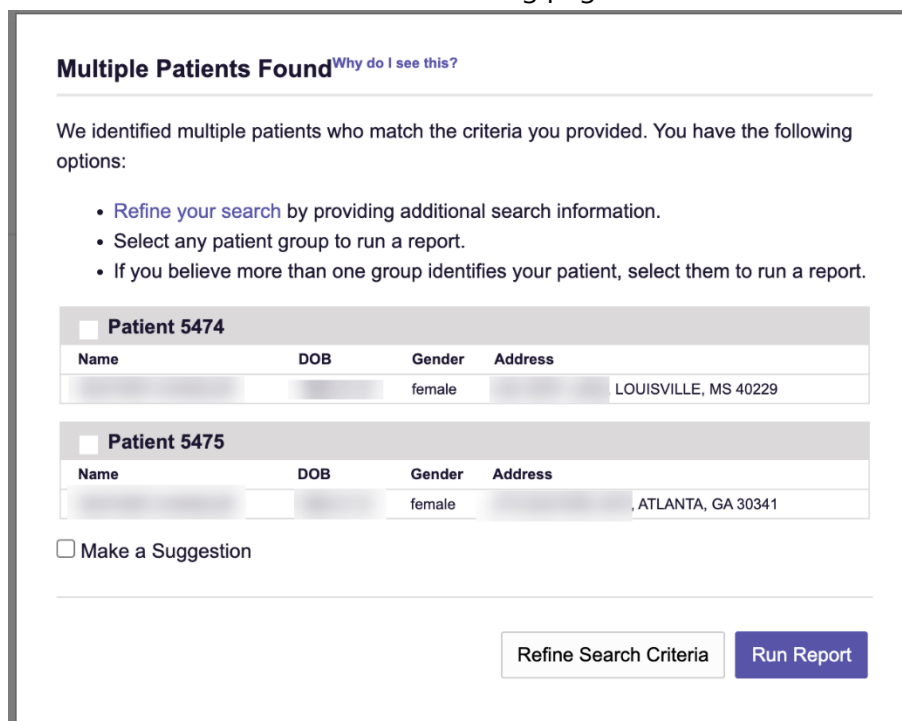
Bulk Patient Summary
Select a patient to view the report

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 5474**

Name	DOB	Gender	Address
		female	LOUISVILLE, MS 40229

☐ **Patient 5475**

Name	DOB	Gender	Address
		female	ATLANTA, GA 30341

☐ Make a Suggestion

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 13, 2018

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

4.5 My Rx

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

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

To run the My Rx report:

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

The My Rx search page is displayed.

MyRx Request

MyRx History

My Rx

Required fields are marked with an asterisk *

Required format for date fields is MM/DD/YYYY

Prescriptions Written

From* To*

MM/DD/YYYY MM/DD/YYYY

DEA Numbers

Generic Drug Name (Optional)

Drug Name

Search

2. Enter the date range for your search in the **From** and **To** fields using the **MM/DD/YYYY** format.
3. Click the checkbox next to the DEA number(s) for which you wish to run a report.

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

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

The screenshot shows the 'MyRx' report interface. At the top, there's a 'Menu' button and a user profile 'Doctor Jordan'. Below this, the report is titled 'RxSearch > MyRx' and includes a 'Back' button. The 'MyRx' section shows the report was prepared on 10/14/2017 for the date range 10/13/2016 – 10/13/2017. There are buttons for 'Download PDF' and 'Download CSV'. The interface is divided into two main sections: 'DEA Numbers' and 'Prescriptions'. The 'DEA Numbers' section shows a table with columns: DEA Number, Prescriber Name, Address, City, State, and Zip. The 'Prescriptions' section shows a table with columns: Date Written, DEA (Last 4), Patient, Year of Birth, Drug Name, Days Supply, Pharmacy, and Pharmacy Address.

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

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

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

Notes:

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

5.1 Error Correction

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

Powered by AWARe
Support: 1-866-Appriss

Error Correction Rx Maintenance New Rx PharmacyRx PharmacyRx History

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

Rx Error List

Displaying 7 of 7

Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
6U6wIacxzEjVN13u1	06/04/2018	Carter-Morrisette	AS0000000	4305074	2
IXVycLZG0bgSL	06/07/2018	Carter-Morrisette	AS0000000	4305074	1
yXNJEaX91YMqA1VZp	06/07/2018	Carter-Morrisette	AS0000000	4305074	1
NX6HiW2GIqtd9Iz53	06/07/2018	Carter-Morrisette	AS0000000	4305074	1
UTzXQAYppaJyQs6e8Tcj	06/08/2018	Carter-Morrisette	AS0000000	4305074	2
Nlxzu9Ycn	06/09/2018	Carter-Morrisette	AS0000000	4305074	2
NwY	06/09/2018	Carter-Morrisette	AS0000000	4305074	2

Download PDF Download CSV

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

Note: Error correction within AWARe is only available for prescriptions submitted via SFTP, file upload, or real-time submission to PMP Clearinghouse. Any prescriptions submitted via

Universal Claim Form cannot be submitted to PMP AWARxE with a validation error, as the error must be corrected prior to submission.

5.1.1 Search for a Record

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

Advanced Options Search using Advanced Options

Pharmacy Identifier:

RX Number:

Fill Start Date:

Fill End Date:

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

A list of records matching your search criteria is displayed.

Powered by **AWARxE**
Support: 1-866-Appriss

Error Correction Rx Maintenance New Rx PharmacyRx PharmacyRx History

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

Rx Error List

Displaying 7 of 7

Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
6U6wacxzEjVN13u1	06/04/2018	Carter-Morrisette	AS0000000	4305074	2
IVXVycLZG0bgSL	06/07/2018	Carter-Morrisette	AS0000000	4305074	1
yXNJEaX91YMqA1VZp	06/07/2018	Carter-Morrisette	AS0000000	4305074	1
NX6HiW2Gld9lz53	06/07/2018	Carter-Morrisette	AS0000000	4305074	1
UTzXQAYppaJyQs6e8Tj	06/08/2018	Carter-Morrisette	AS0000000	4305074	2
Nbxzu9Ycn	06/09/2018	Carter-Morrisette	AS0000000	4305074	2
NwY	06/09/2018	Carter-Morrisette	AS0000000	4305074	2

Download PDF Download CSV

5.1.2 Correct an Error

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

Powered by **Awardx**
Support: 1-866-Appriss

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

Rx Error List Download PDF Download CSV

Displaying 7 of 7

Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
6U6wIacxzEjVN13u1	06/04/2018	Carter-Morissette	AS0000000	4305074	2
IXVYcLZG0bgSL	06/07/2018	Carter-Morissette	AS0000000	4305074	1
yXNJEaX91YMqA1VZp	06/07/2018	Carter-Morissette	AS0000000	4305074	1
NX6Hw2Gld9dz53	06/07/2018	Carter-Morissette	AS0000000	4305074	1
UTzXQAYppaJyQs6e8Tcj	06/08/2018	Carter-Morissette	AS0000000	4305074	2
Nbz9u9Ycn	06/09/2018	Carter-Morissette	AS0000000	4305074	2
NwY	06/09/2018	Carter-Morissette	AS0000000	4305074	2

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

Rx #6U6wIacxzEjVN13u1 2 Errors Unresolved

Patient

First Name* Billie
Middle Name Brody
Last Name* Becker
DOB* 01/22/1986
Gender* Unknown

Address* 62232 ORIN CORNERS
Address Line 2 SUITE 787
City* ANGELINEVILLE
State* Pennsylvania
Postal Code* 57607-2002

ID Type State Issued ID
ID Number o4shvQCwUn
Patient Location Intermediary Care
Phone Number 6987789177

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

Drug

NDC Number ☐ Compound ☐ Quantity Units

00555076702 ✖

Quantity value must fall between 0 and 9999.

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

5.2 Rx Maintenance

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

Rx Search

*Requires at least one Pharmacy Identifier and Rx Fill Dates

Prescriptions Number

Rx Number

Prescriber

Last Name

Pharmacy Identifiers

Q Search

Clear

Prescriptions Fill Dates

From *

MM/DD/YYYY

Search limit: 24 months

To *

MM/DD/YYYY

5.2.1 Correcting Prescriptions

To search for and correct a prescription record:

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

Your search results are displayed.

Rx Search Results

Identifier(s): FS4671601
Rx Fill Dates: 06/26/2016 (adjusted)-06/26/2018

Displaying all 5 entries

Rx Number	Date Filled	Written At	Patient Name	Prescriber	Pharmacy Name	Pharmacy Identifier
39467	2016-07-21	2016-07-18	DAVID SMITH	PAUL FARKAS, MD	SPRINGFIELD FAMILY PHARMACY, INC.	FS4671601
JD1528589	2016-09-09	2016-09-09	JOHN DOE	Appriss Hospital - Resident	SPRINGFIELD FAMILY PHARMACY, INC.	FS4671601
JD1528589	2016-09-19	2016-09-19	JOHN DOE	OHIO DOC	SPRINGFIELD FAMILY PHARMACY, INC.	FS4671601
123450	2017-12-19	2017-12-19	GEORGE TESTPATIENT	OHIO DOC	SPRINGFIELD FAMILY PHARMACY, INC.	FS4671601
457362	2018-01-10	2018-01-10	JOHN DOE	APPRISS HOSPITAL - RESIDENT	SPRINGFIELD FAMILY PHARMACY, INC.	FS4671601

3. Click the link in the **Rx Number** column for the record you wish to view and/or correct.

The Dispensation Correction Form page is displayed.

Dispensation Correction Form

Patient

Patient Type:
☒ Human ☐ Animal

First Name*

Middle Name

Last Name*

DOB*

Gender*

Address*

Address Line 2

City*

State*

Postal Code*

ID Type

ID Number

Patient Location

Phone Number

Pharmacy

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

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

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

Prescription

Prescription Number*

Error: Field is required.

Fill Date*

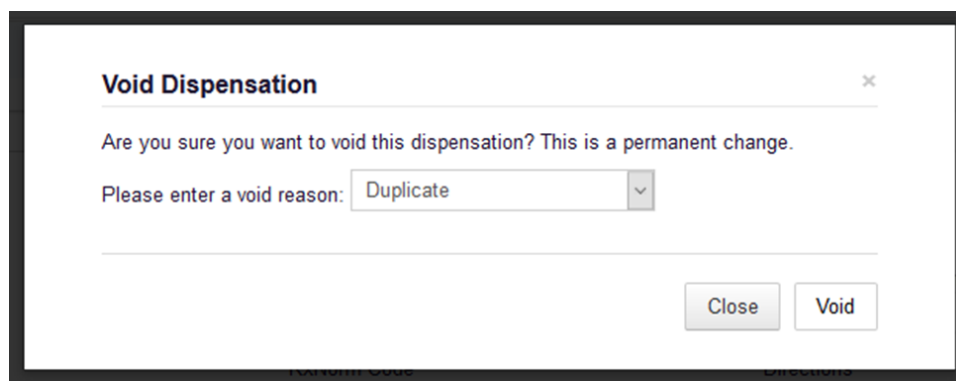
Once all errors have been corrected, click **Submit**.

5.2.2 Voiding Prescriptions

If you need to void a prescription:

1. Perform steps 1-3 in the [Correcting Prescriptions](#) section to locate the prescription.
2. Scroll down to the bottom of the Dispensation Correction page and click **Void**.

The Void Dispensation window is displayed asking you to confirm that you wish to void the record.



The screenshot shows a 'Void Dispensation' dialog box. At the top, it says 'Void Dispensation' with a close button (X). Below that, it asks 'Are you sure you want to void this dispensation? This is a permanent change.' Then, it says 'Please enter a void reason:' followed by a dropdown menu currently showing 'Duplicate'. At the bottom right, there are two buttons: 'Close' and 'Void'.

3. Select the reason you wish to void the record from the **Please enter a void reason** drop-down, then click **Void**.

Note: Voiding a record is a permanent change. In the event a record is voided that should not have been, you will need to resubmit the record.

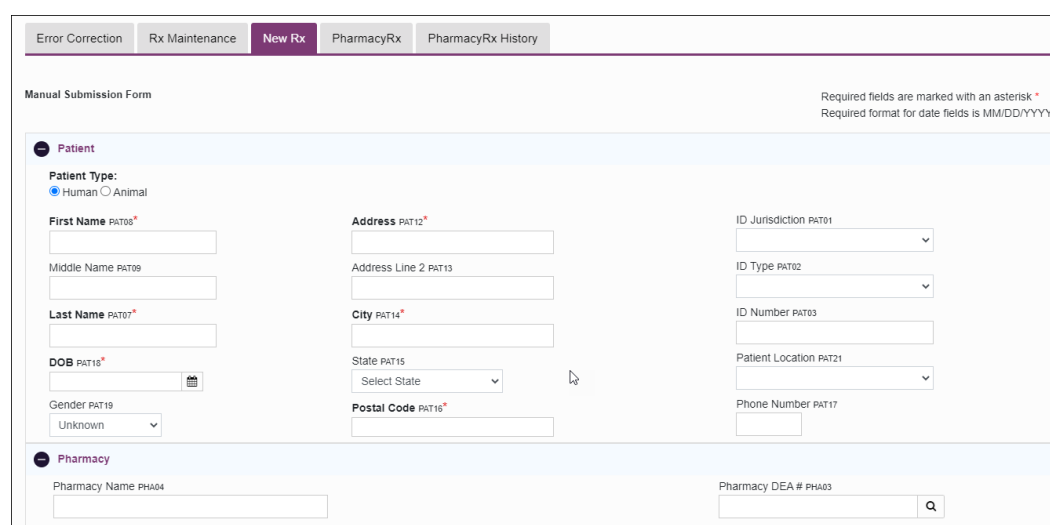
5.3 New Rx

You can manually enter your prescription information into the Maine PMP database using the Manual Submission Form within the PMP AWARxE web portal. This form allows you to enter patient, prescriber, dispenser, and prescription information.

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

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

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



The screenshot shows the 'Manual Submission Form' in the PMP AWARxE web portal. The form has tabs at the top: 'Error Correction', 'Rx Maintenance', 'New Rx' (selected), 'PharmacyRx', and 'PharmacyRx History'. Below the tabs, it says 'Manual Submission Form' and 'Required fields are marked with an asterisk *'. The form is divided into two main sections: 'Patient' and 'Pharmacy'. The 'Patient' section includes fields for Patient Type (Human/Animal), First Name, Middle Name, Last Name, DOB, Gender, Address, City, State, Postal Code, ID Jurisdiction, ID Type, ID Number, Patient Location, and Phone Number. The 'Pharmacy' section includes fields for Pharmacy Name and Pharmacy DEA #.

To enter a new dispensation:

1. Complete the required fields.

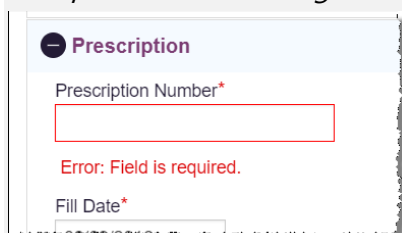
Notes:

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

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

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

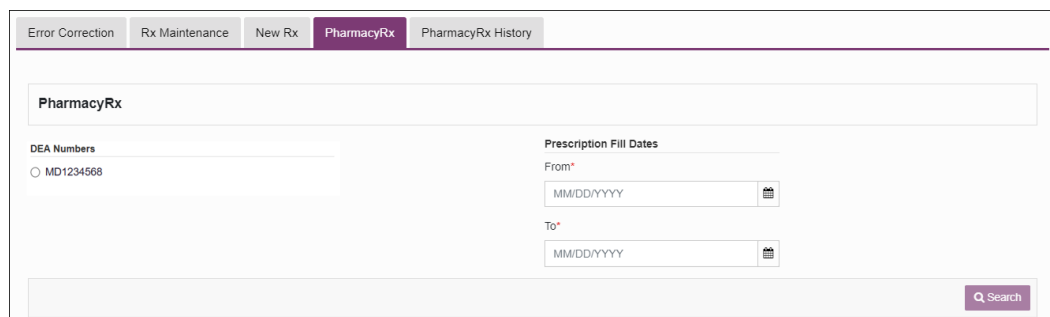
Note: If any fields do not pass validation, the number of errors is displayed at the top of the page. Scroll through the form to locate the errors. Fields containing errors are red, and the specific error message is displayed below the field.



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

5.4 PharmacyRx

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



To perform a **PharmacyRx** search:

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

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

PharmacyRx

Report Prepared: 06/18/2018
Date Range: 01/01/2017 – 06/18/2018

Download PDF
 Download CSV

Street Address City State Zip

Report Criteria

Identifier Number
AP1111119

Dispensations

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

6 User Profile

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

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

6.1 My Profile

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

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

To update your account:

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

The My Profile page is displayed.

My Profile

Profile Info [Edit](#)

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

Specialty

Add a Healthcare Specialty [Browse All](#)

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

★ Designates Primary Specialty

Setting

Time Zone

UTC

Contact Information

Change email address or mobile phone number associated with this profile

Current Email: Robyn.Weaver@int

New Email Address Re-enter New Email Address

Current Mobile Phone Number:

New Mobile Phone Number Re-enter New Mobile Phone Number

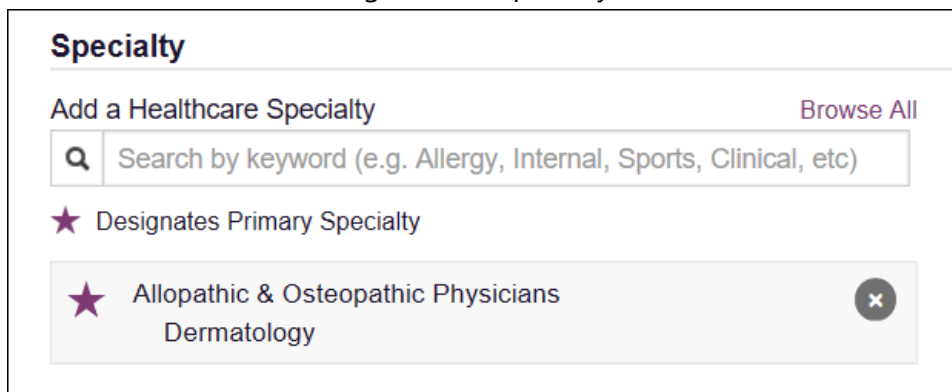
(###) ###-#### (###) ###-####

Supervisors

☐ I am a delegate for the following people...

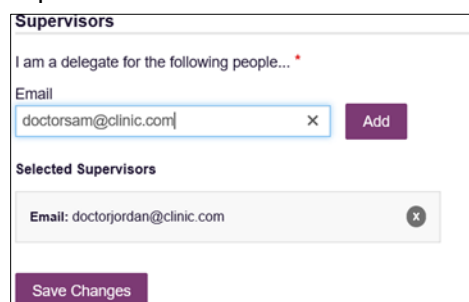
2. Update your information as necessary. The following notes may be helpful in updating your information:

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



The screenshot shows a section titled "Specialty". Below the title is a link "Add a Healthcare Specialty" and a link "Browse All". There is a search bar with a magnifying glass icon and the text "Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)". Below the search bar is a star icon and the text "Designates Primary Specialty". At the bottom, there is a list of specialties. The first specialty is "Allopathic & Osteopathic Physicians" with a star icon to its left and an "x" button to its right. Below it is "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.



The screenshot shows a section titled "Supervisors". Below the title is the text "I am a delegate for the following people...". There is an "Email" field with the text "doctorsam@clinic.com" and an "Add" button. Below the "Email" field is a section titled "Selected Supervisors". In this section, there is a list of supervisors. The first supervisor is "Email: doctorjordan@clinic.com" with an "x" button to its right. At the bottom of the section is a "Save Changes" button.

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

6.2 Setting Default PMP InterConnect States

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

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

The Default InterConnect PMPs page is displayed.



Default InterConnect PMPs

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

[Update Defaults](#)

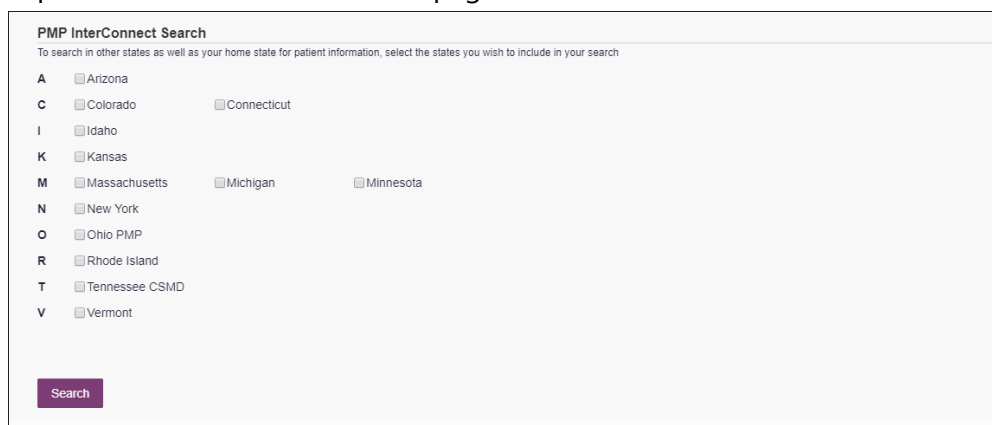
2. Click the checkbox next to the state(s) you would like to be selected by default when performing a Patient Request.
3. Click **Update Defaults**.

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

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

6.2.1 Using PMP InterConnect with a Patient Rx Search

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



PMP InterConnect Search

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

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

[Search](#)

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

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

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

Notes:

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

6.3 Delegate Management

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

6.3.1 Approving and Rejecting Delegates

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

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

Once you have received the email notification:

- [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

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

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

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

6.3.2 Removing Delegates

If you need to remove a delegate from your account:

- Click **Menu > Delegate Management**.

The Delegate Management page is displayed.

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

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

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

Notes:

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

6.4 Password Management

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

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

6.4.1 Updating a Current Password

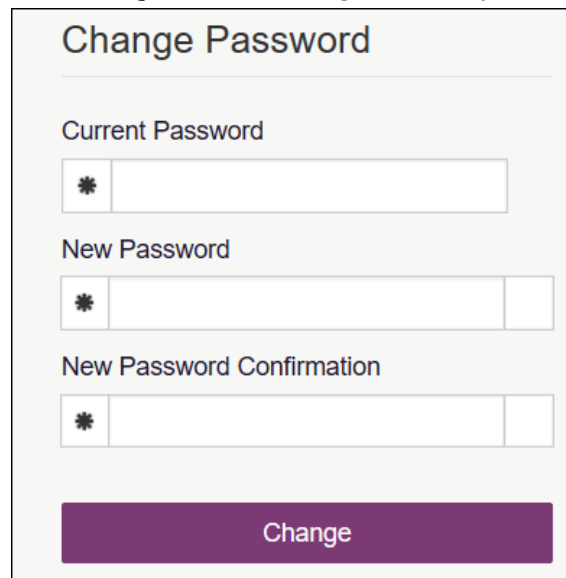
If your password has not expired, but you would like to proactively reset it, you can do so within the AWARe application.

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

To update your password:

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

The **Change Password** page is displayed.

The screenshot shows a web form titled "Change Password". It contains three input fields, each with a password icon (a small asterisk) on the left. The first field is labeled "Current Password". The second field is labeled "New Password" and has a small square icon on its right side. The third field is labeled "New Password Confirmation" and also has a small square icon on its right side. Below the input fields is a purple button with the text "Change" in white.

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

Passwords must contain:

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

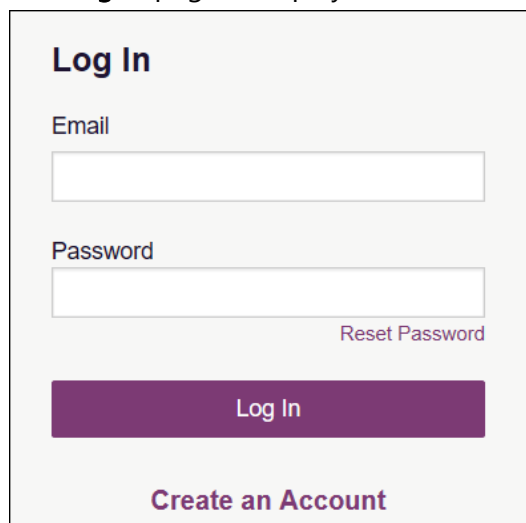
4. Click **Change**.

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

6.4.2 Resetting a Forgotten Password

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

The **Log In** page is displayed.



Log In

Email

Password

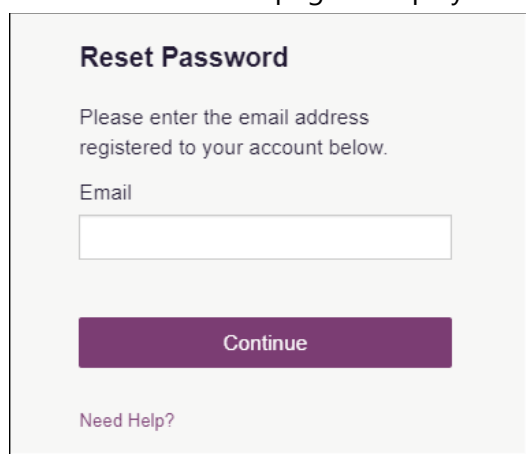
[Reset Password](#)

Log In

[Create an Account](#)

2. Click **Reset Password**.

The **Reset Password** page is displayed.



Reset Password

Please enter the email address registered to your account below.

Email

Continue

[Need Help?](#)

3. Enter the email address associated with your account, then click **Continue**.
4. If the email address you provided is valid and registered, you will receive an email containing a link to reset your password. Once you have received the email, click the link.

The Change Password page is displayed.

5. 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.

6. Click **Change**.

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

Notes:

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

7 Mandatory Use Compliance

The **Mandatory Use Compliance Module** allows you to request a report on patients that were prescribed Scheduled II, III, and IV drugs for more than a three-day supply and were not queried by you or your delegate(s).

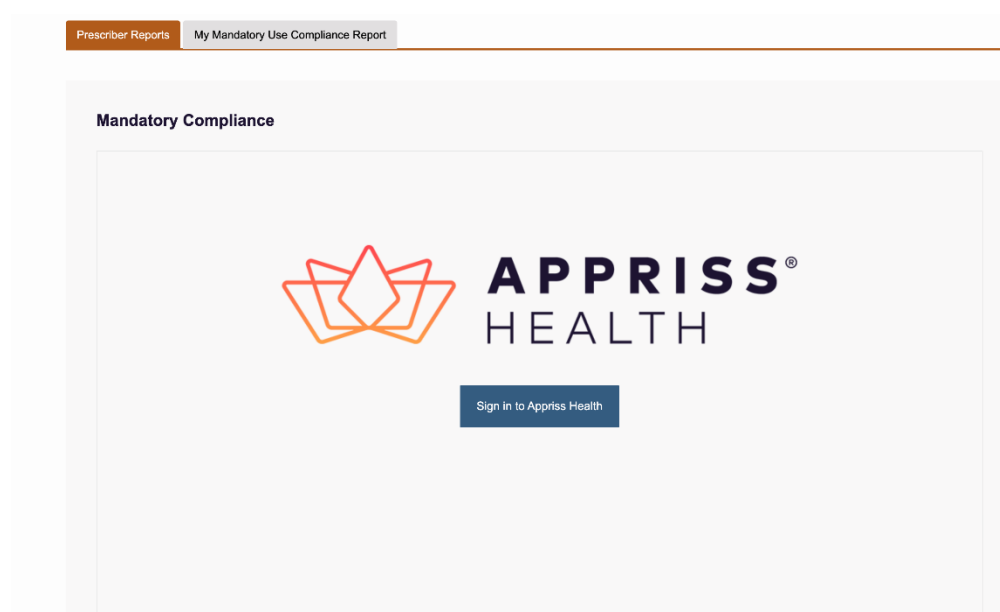
Note: A role(s) can be configured to request a report on which patient(s) were not requested in the PMP or Gateway where a prescription was made by a specific prescriber or filled by a specific pharmacist by **Provider DEA Number** and **Fill Date** range.

7.1 Prescriber Reports

Prescriber Reports will allow an Admin to query individual Prescribers and will return a report of all patients with prescriptions and results of whether they were queried or not.

To view **Prescriber Reports**:

1. Click **Data > Mandatory Use**.
2. Click the **Prescriber Reports** tab.



3. Enter your DEA number and the below report will appear:

Mandatory Use Compliance

Overall Compliance Rate

Prescriber Name
DEA #
Specialty
Role
Address
City, State Zip

Report Parameters:
-Days before search 30 - including 30 day
-Hospice exempt
-Drug schedules II - IV
-Drug categories: Buprenorphine, Opioid, Stimulant, and Sedative
View all

Patient Search Rate
0.00% 100.00%

Provider Summary

Prescriber ...	DEA	Prescriber Npi	Dispensations	Search Count	Search Rate

Patient Detail

Patient Name	Patient Birthdate	Dispensations	Search Count	Search Rate

Dispensations

Dispensation Id	Search	RX #	Written At	Filled Date	Drug Code	Days Supply	Daily MME	Total MME

Note: If you have more than one personal DEA number associated with your profile, select the DEA for which you would like to generate a report.

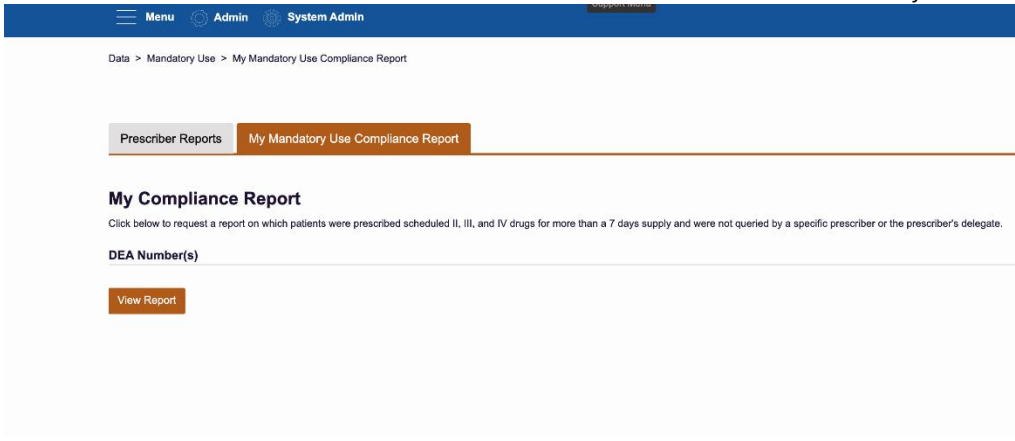
4. Select **Written** and/or **Fill Date** as a timeframe for the report in order to see your results.

7.2 My Mandatory Use Compliance Report

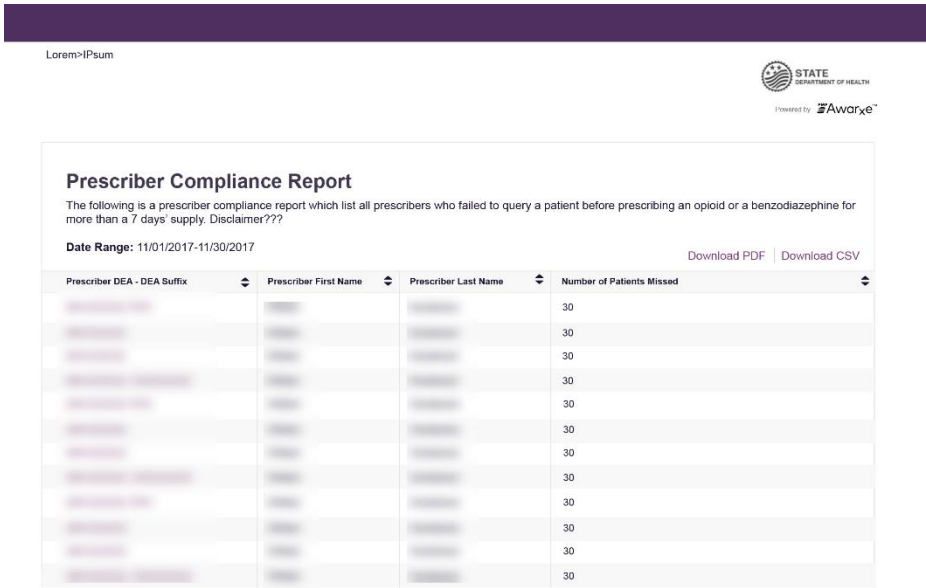
A role or user can be configured to request an automated report(s), which will report all healthcare providers, or a configured subset of healthcare providers by role, and their count of missed patients per **Mandatory Use Patient Request** match to **Prescriber History** on a monthly basis.

To view **My Mandatory Use Compliance Report**:

1. Navigate to **Data > Mandatory Use > My Mandatory Use Compliance Report**.



2. The user will select the month and year (required) for the report and the role(s) of the Prescribers included in the report.
3. Click **Generate**.
- The report will be exportable in PDF and CSV format.



7.3 Exemptions to Reviewing

You may be exempt from review **Prescription History** under AS 17.30.200(k). However, this function does not allow filtering by specialists that may be exempt from reviewing (e.g., emergency physician) or for practice locations that also allow exemptions (e.g., inpatient facilities).

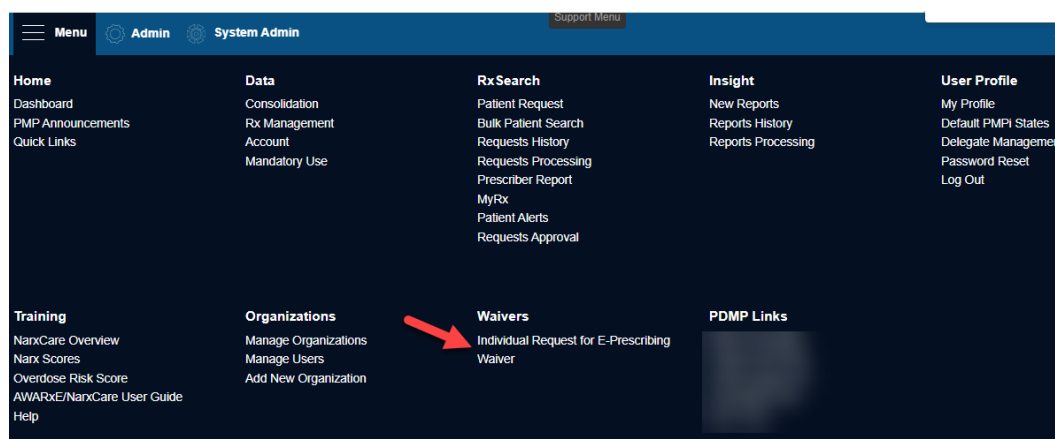
Note: *Pharmacists are not required to review, because they do not hold DEA registration numbers. Therefore, this functionality is not available to pharmacists.*

8 E-Prescribing Waiver

8.1 Submitting Waiver Requests Overview

States or other regional jurisdictions have the ability to require prescribers to e-prescribe controlled substances (e.g., send an Rx to a pharmacy electronically vs. with a paper Rx). However, some prescribers may not have an EHR system, capable of e-prescribing. In this instance, the prescriber could apply for an **E-Prescribing Waiver** for any location they practice out of. **E-Prescribing Waivers** are submitted within AWARe. Therefore, the prescriber must have an AWARe account, and their role must have permissions to submit a waiver.

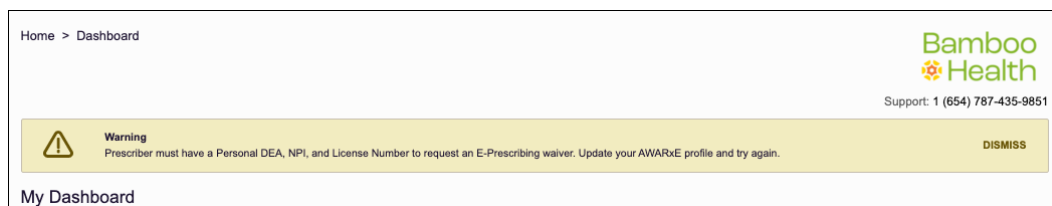
To submit a waiver, navigate to **Menu > Waivers > Individual Request for E-Prescribing**.



8.1.1 Waiver Eligibility

When a prescriber selects the **Individual Request for E-Prescribing Waiver** menu, the system will perform the following eligibility checks before allowing waiver submission. If one of the checks does not pass, the user is returned to the dashboard and a message will be displayed indicating the reason.

- **DEA, NPI, and State License?** – Prescribers must have a personal DEA, NPI, and State License Number on their AWARe profile in order to request a waiver.



- **Pending waiver?** To prevent duplicates, the system does not allow waivers to be submitted if there is a *Pending* waiver.
- **Active waiver?** A waiver is active if it has an approved status that has not expired. If the active waiver is not eligible for renewal, they cannot submit another waiver.

8.1.2 Step 1: Prescriber Information

The prescriber information from the prescriber's AWARe profile is displayed on step 1. The prescriber should verify the information for accuracy. If any changes need to be made, the prescriber should follow their normal process for updating profile information.

The screenshot shows a web interface for requesting an E-Prescribing Waiver. At the top, there's a breadcrumb trail: 'Waivers > Individual Request for E-Prescribing Waiver'. In the top right corner is the 'Bamboo Health' logo and support information: 'Support: 1 (654) 787-435-8851'. Below this is a progress bar with five steps: 1. Prescriber Information (highlighted in blue), 2. Location Details, 3. Reason for Request, 4. Review and Submit, and 5. Complete. The main content area is titled 'Individual Request for E-Prescribing Waiver' and contains a section for 'Prescriber Information'. A note states: 'Below is the prescriber information we have on your profile. If edits need to be made or additional DEA Numbers need to be added, you must update your profile before submitting the waiver.' Below this note is a table of prescriber details. At the bottom of the form are two buttons: 'Continue' (in a purple box) and 'Cancel' (in a white box with a purple border).

Prescriber Information	
Below is the prescriber information we have on your profile. If edits need to be made or additional DEA Numbers need to be added, you must update your profile before submitting the waiver.	
Personal DEA Number(s)	FC7918115
NPI Number	85697412585
License Number	876543456
Prescriber Name	Dispensing Physician
Email Address	apprisestmail+az.dr2@gmail.com
Phone Number	8165552347
Address Line 1	406 Test Drive
Address Line 2	Line 2
City	Kansas City
State	MO
Zip Code	64157

8.1.3 Step 2: Location Details

The **Location Details** page is where the prescriber should enter the names and addresses of the practices for which a waiver is being requested. The *Primary Location* will default to the primary employer address and phone number from your AWARe profile. However, edits can be made to this information. An additional location can be added by selecting the **Add location** button at the bottom. The additional location can also be removed.

Individual Request for E-Prescribing Waiver

1

2

3

4

5

Prescriber Information

Location Details

Reason for Request

Review and Submit

Complete

Primary Location

Fill out the address of the practice for which a waiver is being requested.

Practice Name *

Primary Location

Address Line 1 *

Work Address 1

Address Line 2

Work Address 2

City *

Work City

State *

SC

Zip *

57415

Phone Number

816-555-4122

Add location

Continue

Cancel

Additional Location [\[Remove\]](#)

Fill out the address of the practice for which a waiver is being requested.

Practice Name *

Address 1 *

Address 2

City *

State *

Zip *

Phone Number

8.1.4 Step 3: Reason for Request

On Step 3, the prescriber should identify the reason they are requesting the waiver and provide supporting details and attachments, if necessary.

The screenshot shows a five-step progress bar at the top: 1. Prescriber Information, 2. Location Details, 3. Reason for Request (active), 4. Review and Submit, and 5. Complete. The main content area is titled 'Reason for Request:' and includes a sub-header 'Reason for Request:' followed by a paragraph: 'Provide detailed information below to ensure that your request is processed. Waiver applications are evaluated on their individual merits. Selection of either reason below does not guarantee waiver request approval.' Below this are two radio button options: 'Technological limitations not reasonably within the control of the practitioner' and 'Other exceptional circumstance'. A second sub-header 'Supporting Details' is followed by a paragraph: 'Provide information to support the need for a waiver below. Provide a detailed description of the technological limitations not reasonably within the control of the practitioner and other exceptional circumstances that are relevant. Please include each site's current electronic prescribing capabilities, the date when those capabilities are expected to be fully operational, steps that are being taken to meet the e-prescribing mandate and any other pertinent information related to the request. (Upload separate attachments if necessary)'. Below this is a large text input box. At the bottom left is an 'Attach Documents' button, followed by the text 'File Types: pdf, png, and jpeg, Maximum File Size: 5mb, Maximum Uploads: 5'. At the bottom are 'Continue' and 'Cancel' buttons.

Reason for Request: Select the reason the prescriber needs a waiver.

Supporting Details: This is a large text box that allows the prescriber to explain why they need a waiver.

Attach Documents: Supporting documentation can be attached. Up to 5 attachments are allowed. PDF, PNG, and JPG are the allowed file types. The max size allowed per file is 5MB. The file name will display after the document is attached. The document can be removed, if needed.

8.1.5 Step 4: Review

The prescriber should review the information that is about to be submitted. Prescribers should also read the *Certification Statements* and *Disclaimers* before submitting the waiver.

1 2 3 4 5
 Prescriber Information Location Details Reason for Request **Review and Submit** Complete

Review waiver before submitting

Pursuant to Public Law, Chapter 488, An Act to Prevent Opiate Abuse by Strengthening the Controlled Substances Prescription Monitoring Program the Commissioner of Health and Human Services has the authority to grant an individual a waiver from the requirement to electronically prescribe opioid medications.

Waivers may be granted based on documentation by a practitioner that his or her ability to issue an electronic prescription is unduly burdened by: technological limitations that are not reasonably within the control of the practitioner; or other exceptional circumstances demonstrated by the practitioner. Detailed evidence of, technological limitations and other exceptional circumstances must be provided, including all steps that are being taken, in the interim, to meet this mandate. A waiver may be granted for a period determined appropriate by the department not to exceed twelve (12) months, although the Department may renew the waiver upon a new demonstration that the practitioner's ability to issue an electronic prescription is unduly burdened.

Prescriber Information

Personal DEA Number(s)	FC7918115
NPI Number	85697412585
License Number	876543456
Prescriber Name	Dispensing Physician
Email Address	apprisitestmail+az.dr2@gmail.com
Phone Number	(816) 555-2347
Address Line 1	406 Test Drive
Address Line 2	Line 2
City	Kansas City
State	MO
Zip Code	64157

Location Details [\[Edit\]](#)

Primary Location

Practice Name	Primary Practice Name
Address Line 1	Work Address 1
Address Line 2	Work Address 2
State	SC
City	Work City
Zip Code	57415

Reason for Request [\[Edit\]](#)

Reason
Technological limitations not reasonably within the control of the practitioner

Supporting Details

The reason the prescriber needs a waiver is explained here in supporting details.

Attachments
470345315.pdf

Certification and Disclaimer

By submitting this request for a waiver from electronic prescribing, I affirm that all the statements herein are true and complete.

False statements made herein are punishable pursuant to 17-A M.R.S.A. §453

Waiver applications must include all of the following. Incomplete applications will not be processed. (Incomplete applications will be sent back to the applicant with a letter indicating the reason for deferral.)

- a. Reason for request
- b. Current electronic prescribing capabilities
- c. Steps that are being taken to meet the e-prescribing mandate
- d. Date when electronic prescribing capabilities are expected to be fully functional

Waivers may be granted depending on the circumstances for a period determined appropriate by the office not to exceed twelve (12) months.

A practitioner may resubmit a waiver application if e-prescribing capabilities are not achieved within the given timeframe.

A complaint will be filed with the Maine Board of Licensure in Medicine for practitioners not in compliance with the PMP e-prescribing requirements.

A practitioner who has been granted a waiver shall notify the Maine PMP, within five business days, upon gaining the capability to issue an electronic prescription. The waiver originally granted shall terminate as determined by Maine PMP.

For questions regarding this process, please call (207) 287-2595 or email PMP@maine.gov

Continue
Cancel

8.1.6 Step 5: Complete

The prescriber should see confirmation of waiver submission. The prescriber will also be given the option to download a PDF of the waiver request. The prescriber will receive a *Pending* email if one is configured to be sent.

Waivers > Individual Request for E-Prescribing Waiver

Bamboo Health
Support: 1 (854) 787-435-9851

Individual Request for E-Prescribing Waiver

1 Prescriber Information 2 Location Details 3 Reason for Request 4 Review and Submit 5 Complete

Thank You For Submitting the E-Prescriber Waiver Request

Your request will be reviewed by the PMP Administrator. Check your email for status updates. You can download a copy of your request for your records.

[Download Request](#)

[Back to Dashboard](#)

Pending Email:

E-Prescribing Waiver Request is Pending Inbox x

no-reply@arizona.pmpaware.net via amazonse.com 3:33 PM (20 minutes ago) ☆ ↶ ⋮

to apprisestestmail+az.dr2

Thank you for submitting an E-Prescribing waiver to the Bamboo Health PMP program. The request was received on 09-19-2022. We will review the waiver request within 7 to 10 days. The decision will be emailed to you upon approval or denial.

Waiver Request Details:

Waiver Submitted on: 09-19-2022

Dispensing Physician

406 Test Drive
Line 2
Kansas City, MO 64157
8165552347
Personal DEA(s): FC7918115
NPI: 85697412585
Professional License Number: 876543456

Locations:

Primary Practice Name
Work Address 1
Work Address 2
Work City, SC 57415

Bamboo Health PDMP

Louisville, KY
Rachel Hoskins
816-999-1234

PDF Download:

E-Prescribing Waiver Request

Submitted on: 09/19/2022

Review

Pursuant to Public Law, Chapter 488, An Act to Prevent Opiate Abuse by Strengthening the Controlled Substances Prescription Monitoring Program the Commissioner of Health and Human Services has the authority to grant an individual a waiver from the requirement to electronically prescribe opioid medications. Waivers may be granted based on documentation by a practitioner that his or her ability to issue an electronic prescription is unduly burdened by: technological limitations that are not reasonably within the control of the practitioner; or other exceptional circumstances demonstrated by the practitioner. Detailed evidence of, technological limitations and other exceptional circumstances must be provided, including all steps that are being taken, in the interim, to meet this mandate. A waiver may be granted for a period determined appropriate by the department not to exceed twelve (12) months, although the Department may renew the waiver upon a new demonstration that the practitioner's ability to issue an electronic prescription is unduly burdened.

Prescriber Information

Personal Dea Number(s): FC7918115
NPI Number: 85697412585
License Number: 876543456
Prescriber Name: Dispensing Physician
Email Address: apprisstestmail+az.dr2@gmail.com
Phone Number: 8165552347
Address Line 1: 406 Test Drive
Address Line 2: Line 2
City: Kansas City
State: MO
Zip Code: 64157

Location Details

Primary Location

Practice Name: Primary Practice Name
Address Line 1: Work Address 1
Address Line 2: Work Address 2
State: SC
City: Work City
Zip Code: 57415

Reason For Request

Reasons: Technological limitations not reasonably within the control of the practitioner

Attachments: [470345315.pdf](#)

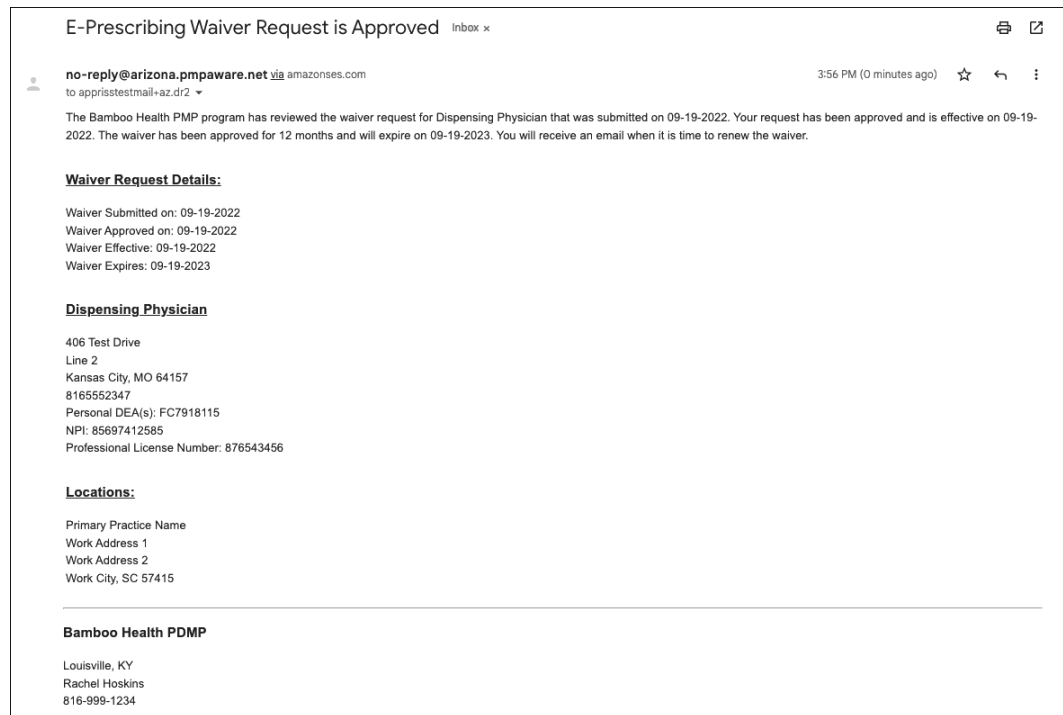
Supporting This is where the prescriber explains why they need a waiver.

Details:

Certification and Disclaimer

By submitting this request for a waiver from electronic prescribing, I affirm that all the statements herein are true and complete. False statements made herein are punishable pursuant to 17-A M.R.S.A. §453. Waiver applications must include all of the following. Incomplete applications will not be processed. (Incomplete applications will be sent back to the applicant with a letter indicating the reason for deferral.) a. Reason for request b. Current electronic prescribing capabilities c. Steps that are being taken to meet the e-prescribing mandate d. Date when electronic prescribing capabilities are expected to be fully functional. Waivers may be granted depending on the circumstances for a period determined appropriate by the office not to exceed twelve (12) months. A practitioner may resubmit a waiver application if e-prescribing capabilities are not achieved within the given timeframe. A complaint will be filed with the Maine Board of Licensure in Medicine for practitioners not in compliance with the PMP e-prescribing requirements. A practitioner who has been granted a waiver shall notify the Maine PMP, within five business days, upon gaining the capability to issue an electronic prescription. The waiver originally granted shall terminate as determined by Maine PMP. For questions regarding this process, please call (207) 287-2595 or email PMP@maine.gov

Status Emails: The prescriber will receive an email when a decision has been made. The email below is an example of an approved waiver.



8.1.7 Expiration and Renewal of Waivers

Renewal reminder emails will be sent to the prescriber when the prescriber is eligible for renewal. Submitting a renewal waiver is the same process as submitting the original waiver as described in this guide.

If a waiver expires, the prescriber will receive an expiration email. A new waiver can be submitted at any time after expiration.

9 Assistance and Support

9.1 Technical Assistance

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

- Contact Bamboo Health at 1-844-4ME-4PMP (1-844-463-4767);
OR
- Create a support request at the following URL:
<https://pmpawarxe.zendesk.com/hc/en-us/>

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

9.2 Administrative Assistance

If you have non-technical questions about the Maine PMP, please contact
SAMHS.PMP@maine.gov.

10 Document Information

10.1 Disclaimer

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

10.2 Change Log

Version	Date	Chapter/Section	Change Made
1.0		N/A	N/A; initial publication
2.0	06/18/2019	Global	Updated to current document template
		Cover page	Updated state logo
2.1	09/05/2019	4.1/Creating a Patient Request	Updated to reflect upgrade to NarxCare
		4.2/Viewing a Narx Report	
		Appendix A/ NarxCare	Added new appendix with NarxCare information
		Appendix B/ Communications Module	Added new appendix with information about the Communications Module
2.2	06/23/2021	Global	Updated screenshots as necessary to reflect updates made to the system to ensure that it is ADA compliant
2.3	9/15/2021	4.1/Creating a Patient Request	Updated screenshots to reflect the new NarxCare Tiles layout.
		Appendix A/Narxcare	Updated screenshots and information contained within the appendix to reflect the new Tiles layout
3.0	11/02/2022	Global	Updated guide to reflect Bamboo Health branding
		4/RxSearch	Added note on decedent death with image
		Appendix A/NarxCare	Added note on decedent death with image
		Appendix B/Communications module	Updated outdated images to reflect tiled reports

		7/Mandatory Use Compliance	Added in new section
		8/E-Prescribing Waiver	Added new chapter

Appendix A: NarxCare

Introduction to NarxCare

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

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

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

Why NarxCare?

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

How Does NarxCare Work?

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

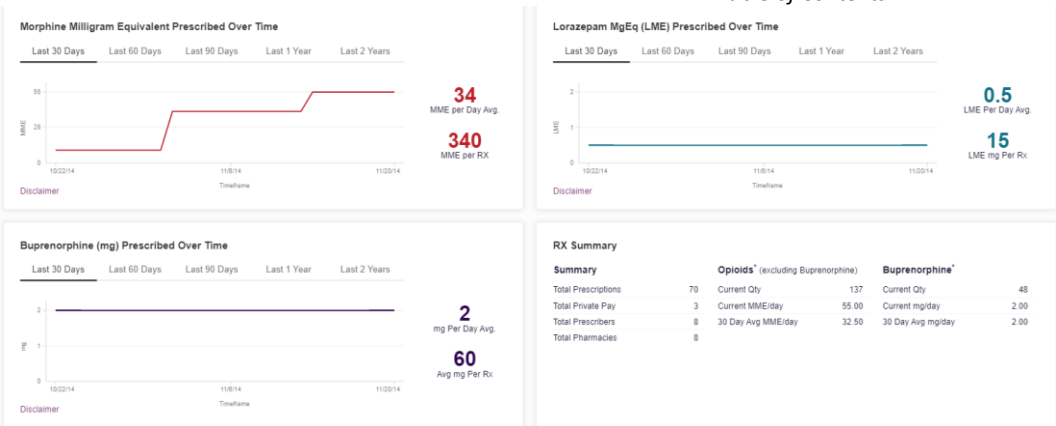
Who Has Access to NarxCare?

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

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

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RX Summary



RX Summary
Expanded

RX Summary Expanded

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

Prescription
Detail

Prescriptions

Total: 70 | Private Pay: 3

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

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

Providers

Providers

Total: 8

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

Name	Address	City	State	Zipcode	Phone
Wai (2435)	1001 N Main St	North Park	CO	80133	(303) 212-4800
Wai (2435)	1101 N Main St	South Park	CO	80134	(303) 212-4800
Wai (2435)	1101 N Main St	South Park	CO	80134	-
Wai (2435)	1101 N Main St	North Park	CO	85134	-
Wai (2435)	1101 N Main St	South Park	CO	80434	-
Wai (2435)	1101 N Main St	South Park	CO	80134-4321	-
Wai (2435)	1101 N Main St	South Park	CO	80134	(303) 212-4800
Wai (2435)	1101 N Main St	South Park	CO	80134	-

Pharmacies

Pharmacies

Total: 8

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

Name	Address	City	State	Zipcode	Phone
Some-Care Pharmacy, BBC (2682)	252 Eastport Hwy Ste C	North Park	CO	43621	(225) 212-4800
Walgreens #5261 (6992)	19028 Lincoln Ave	South Park	CO	80134	(303) 805-4021
Walgreen Co. (2435)	Db: Walgreens # 05262, 100 Main Street	South Park	CO	80134	-
Costco Pharmacy 1022 (3475)	Costco Wholesale Corporation, 18414 Cottonwood Drive	South Park	CO	80134	-
Walgreen Co. (2435)	Db: Walgreens # 05261, 19028 Lincoln Ave	South Park	CO	80134	-
Dan's Pharm. (4444)	Db: Dans Pharm # 123	East Park	CO	80444	(123) 123-4122
Bill's Pharm. (2888)	Db: Bills Pharm # 523	East Park	CO	80441	(532) 223-4122
Kp (F123)	Wholepaycheck	Sodosopa	CO	80445	-

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

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

NarxCare Report Details

Report Header

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

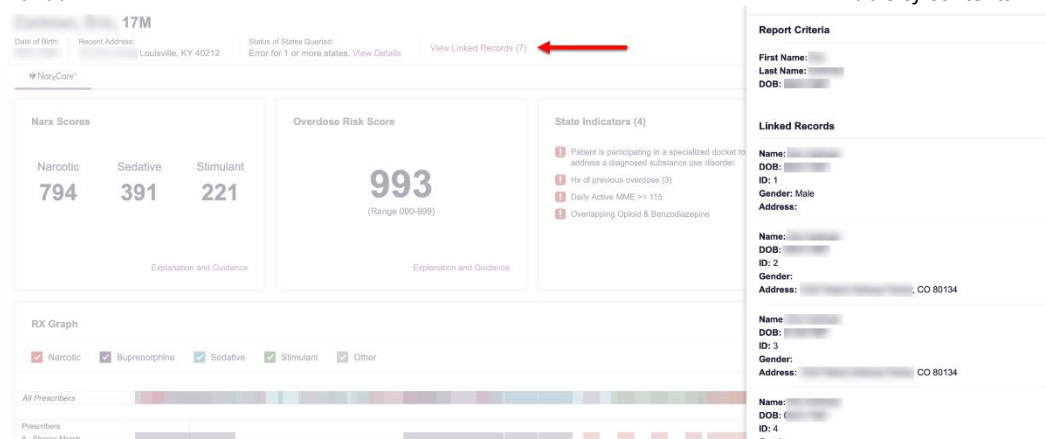
- **Drop-down menu bar:** Clicking **Menu** allows you to navigate to all functional areas of AWARe. For NarxCare users, the menu, which is shown on the following page, contains additional training links as well as a link to the NarxCare user guide. You can click your username for quick access to account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

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

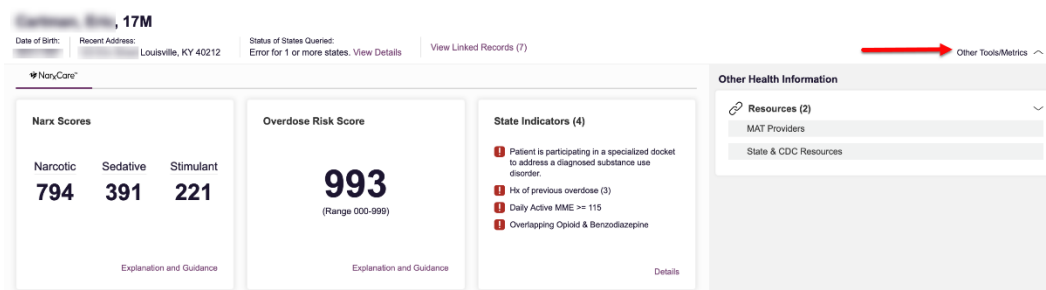
- **Patient identifying information:** The patient's name, age in years, and gender are displayed as the report header above the report tiles. Additional patient information, such as date of birth and address, can be found below this header. This information will remain visible as you scroll through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

[REDACTED], 17M		
Date of Birth:	Recent Address:	
[REDACTED]	[REDACTED] Louisville, KY 40212	View Linked Records (6)

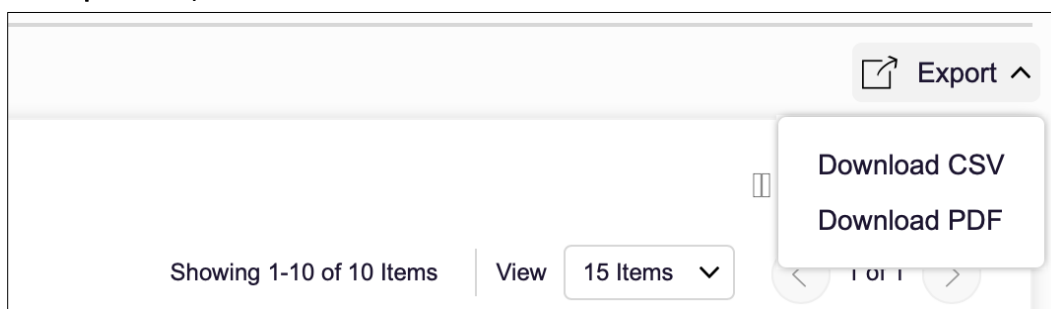
You can click **View Linked Records** to display all records linked to the selected patient.



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



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



Report Body

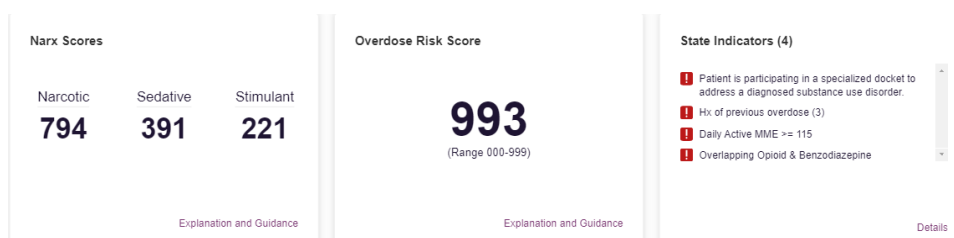
The information in the body of the NarxCare Report is aimed at rapidly raising awareness of potential risk and prescription use patterns, and when required, individual prescription detail. This information is presented as tiles, many of which are interactive and will display additional information upon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

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

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

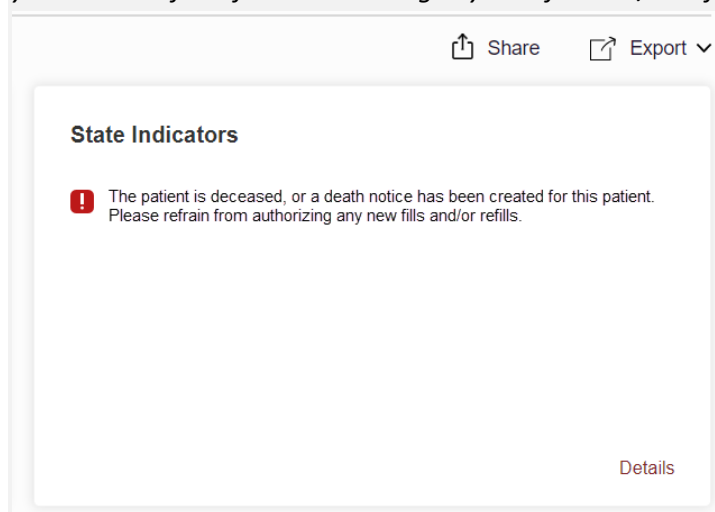
Note: Please refer to the [Narx Scores](#), [Overdose Risk Score](#), and [Additional Risk Indicators](#) sections of this document for more information on those scores and indicators.

display this data in the patient header, face sheet, or alongside patient vital signs.



- **State Indicators:** The State Indicators tile displays Clinical Alerts as configured by your PMP Administrator. The Clinical Alerts feature delivers custom alerts and notifications to prescribers to alert them when patients meet or exceed the specified thresholds. *Note that the alerts that are available to you and the thresholds associated with those alerts are configured by your PMP Administrator.* The Clinical Alerts that may be displayed in this section are listed in the table below.

Note: If your patient is deceased, a Decedent Alert will appear stating the patient is deceased and you should refrain from authorizing any new fills and/or refills under the State Indicators tile.







Alert Type	Description
Prescriber & Dispenser Thresholds	Generates an alert when the number of prescribers and dispensers specified by your PMP Administrator is met or exceeded within a set time period
Daily Active MME Threshold	Generates an alert when the daily active morphine milligram equivalent (MME) is greater than or equal to the value specified by your PMP Administrator
Opioid & Benzodiazepine Threshold	Generates an alert when opioids and benzodiazepines are prescribed within the time period set by your PMP Administrator
Daily Active Methadone Threshold	Generates an alert when the daily active MME for methadone is greater than or equal to the value specified by your PMP Administrator
Opioid Consecutive Days Threshold	Generates an alert when opioids have been received daily for longer than the time period set by your PMP Administrator

If configured by your PMP Administrator, this section may also display below-threshold alerts indicating that the patient has not met or exceeded the thresholds associated with that alert.

Alerts for thresholds that have been met or exceeded are displayed in **red**.

Alerts for thresholds that have not been met (below-threshold alerts) are displayed in **gray**.

State Indicators (4)

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

[Details](#)

You can view a detailed description of the Clinical Alerts displayed in this section by clicking the **Details** link located below the alerts. Once you click this link, the alert details module is displayed.

Additional Indicators

[Print](#)

An additional risk indicator assessment reveals the following concerns for [REDACTED]

<p>1 Exceeds Daily Active MME Threshold</p>	<p>Description Please note that this person has received controlled substances prescriptions equal to or greater than 115 MME/D. This equals or exceeds the threshold of 45 MME/D.</p> <table border="1"> <thead> <tr> <th>Patient's Counts</th><th>Alert Thresholds</th></tr> </thead> <tbody> <tr> <td>115</td><td>45</td></tr> </tbody> </table> <p>Alert Date: 8/23/2021</p>	Patient's Counts	Alert Thresholds	115	45
Patient's Counts	Alert Thresholds				
115	45				
<p>1 Exceeds Opioid & Benzodiazepine Threshold</p>	<p>Description Please note that this person has received controlled substances prescriptions for both an Opioid and a Benzodiazepine within the same time period.</p> <p>Below Daily Active Methadone Threshold</p> <p>Prescription Counts Opioid: 4 Benzodiazepine: 1</p> <p>Alert Date: 8/23/2021</p>				

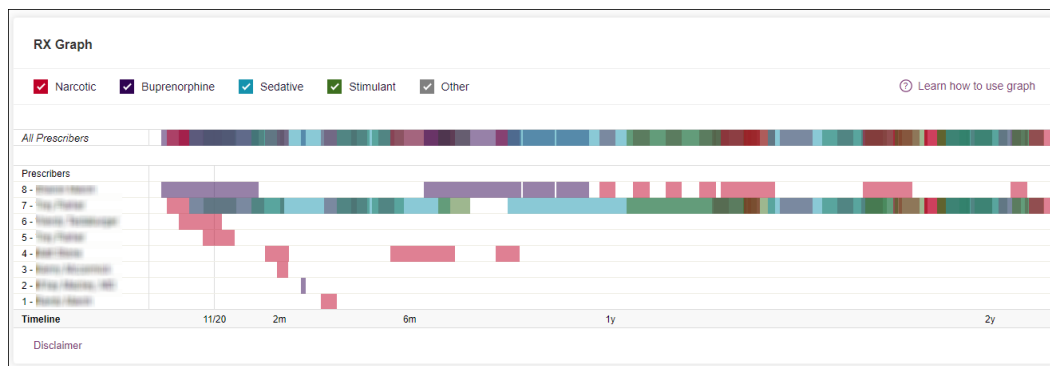
[Close](#)

Notes:

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

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

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



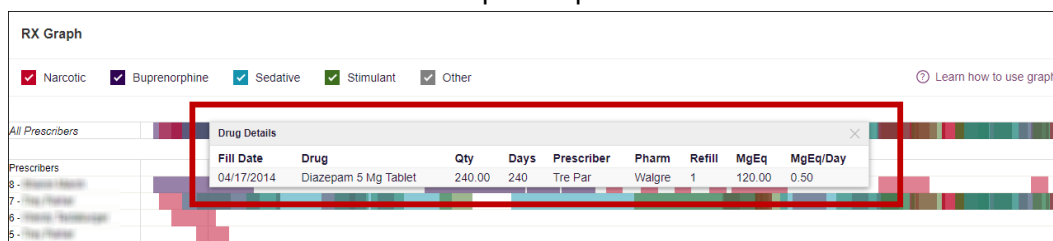
- Prescriptions are color coded and can be selected or deselected at the top of the graph.
 - Narcotics (opioids) = **red**
 - Buprenorphines = **purple**
 - Sedatives (benzodiazepines, sleep aids, etc.) = **blue**
 - Stimulants = **green**
 - Other = **grey**
- The Rx Graph is reverse time ordered,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

prescriptions are displayed on the left side of the graph and the oldest are displayed on the right.

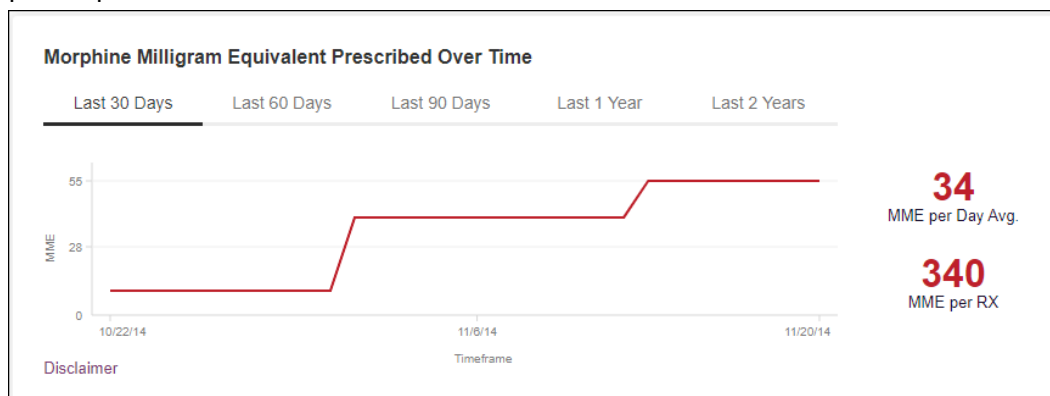
- Each pixel in the graph represents one day; therefore, a 30-day prescription is represented by a rectangle about 1 cm wide and a 1–3-day prescription appears as a narrow vertical bar.

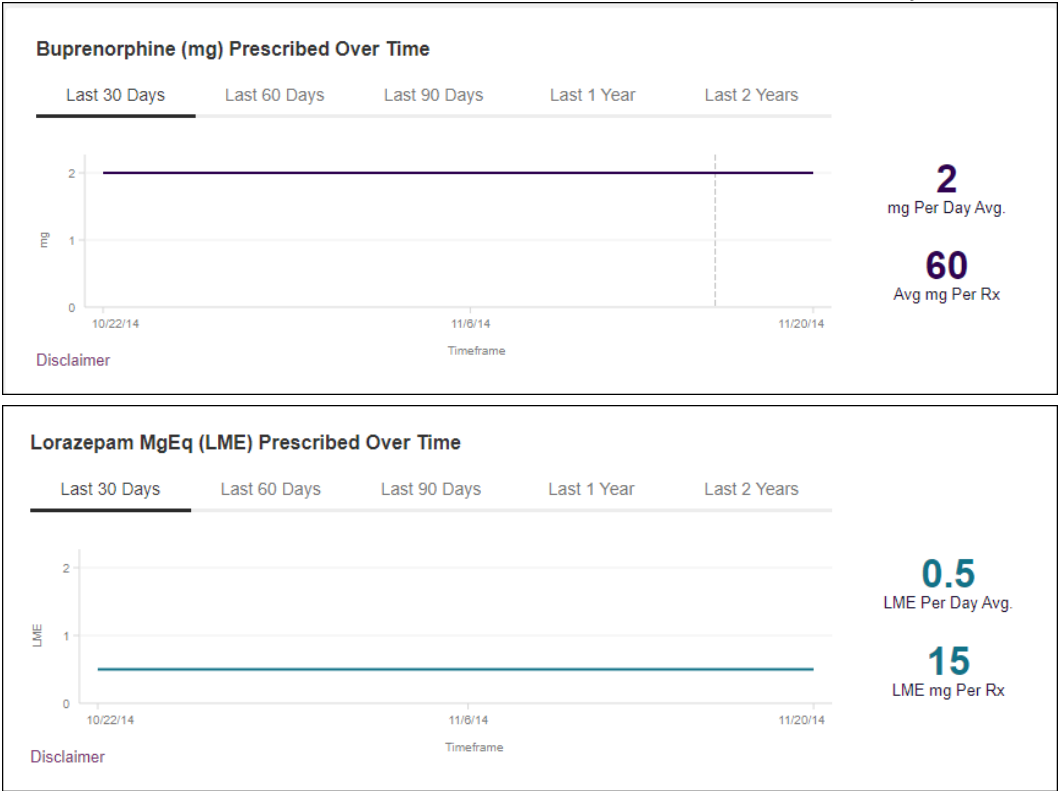


- The Rx Graph is interactive. You can click on a prescription to view information for that prescription, or you can click and drag over multiple prescriptions to view information for the selected prescriptions.

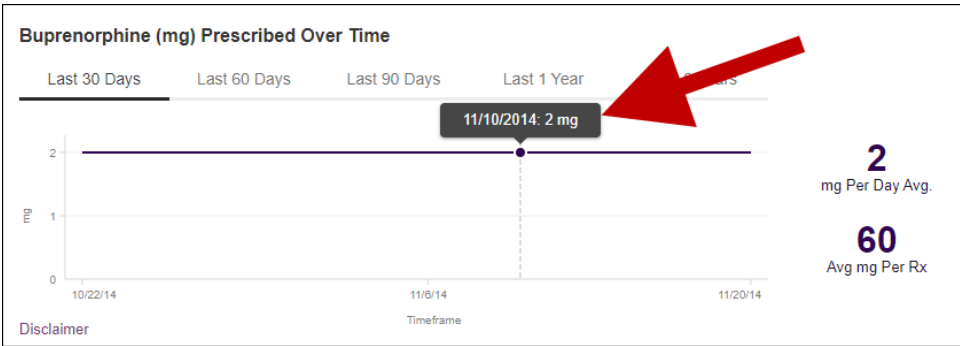


- **Other graphs:** If configured by your PMP administrator, the Morphine Milligram Equivalent Prescribed Over Time, Buprenorphine (mg) Prescribed Over Time, and Lorazepam MgEq (LME) Prescribed Over Time tiles may also be included on the report. These tiles contain graphs that provide a quick longitudinal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





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



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

Prescription Detail

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

Prescriptions

Total: 70 | Private Pay: 3

Showing 1-15 of 70 Items

View

15 Items

<

1 of 5

>

Filled	Written	ID	Drug	QTY	Days	Prescriber	RX #	Dispenser	Refill	Daily Dose	Pymt Type	PMP
11/13/2014	11/08/2014	4	Oxycodone-Acetaminophen 5-325	80.00	40	Wie Tes	1801705	Cos (3475)	0	15.00 MME	-	CO
11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par	1810808	Wal (2435)	1	30.00 MME	-	CO
10/31/2014	10/29/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par	1811111	Wal (2435)	0		-	CO
10/10/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar	1228888	Kp (F123)	0	2.00 mg	-	IN
10/05/2014	10/05/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	90	Tr Par	1228888	Wal (2435)	0	10.00 MME	-	CO
09/17/2014	09/17/2014	6	Oxycodone-Acetaminophen 5-325	30.00	3	Tr Par	1809782	Wal (2435)	0	75.00 MME	-	CO
09/17/2014	09/17/2014	6	Phentermine 37.5 Mg Tablet	30.00	30	Tr Par	1809788	Wal (2435)	0		-	CO
09/13/2014	09/08/2014	4	Oxycodone-Acetaminophen 5-325	30.00	10	Ke Mcc	1801705	Cos (3475)	0	22.50 MME	-	CO
09/12/2014	09/10/2014	2	Sk-Oxycodone/lapap 5-325 Tab	90.00	22	Ma Sto	1228888	Wal (6992)	1	30.68 MME	Military/VA	CO
08/28/2014	08/28/2014	1	Suboxone 8 Mg-2 Mg Sl Film	4.00	4	M Mac	0808080	Som (2682)	0	8.00 mg	Private Pay	CO
07/30/2014	07/30/2014	4	Oxycodone-Acetaminophen 5-325	30.00	15	Ra Mar	1801705	Cos (3475)	0	15.00 MME	Military/VA	CO
07/12/2014	07/12/2014	6	Oxycodone-Acetaminophen 5-325	30.00	30	Tr Par	1217888	Wal (6992)	0	7.50 MME	-	CO
07/02/2014	06/29/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par	1208882	Wal (6992)	0	60.00 MME	Indian Nat	CO
06/30/2014	06/08/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par	1811111	Wal (6992)	0		Other	CO
06/07/2014	05/08/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par	1217888	Wal (6992)	1	60.00 MME	Comm Ins	CO

Showing 1-15 of 70 Items

View

15 Items

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1 of 5

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Provider and Pharmacy Detail

Provider and pharmacy information, including full name, address, and DEA number (if applicable), is presented in the Providers and Pharmacies tiles.

Providers

Total: 8

Showing 1-8 of 8 Items

View

15 Items

<

1 of 1

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Name	Address	City	State	Zipcode	Phone
12345678901234567890	1234 1st Street - North - CO	North Park	CO	41113	555-123-4567
12345678901234567890	1234 1st Street - South - CO	South Park	CO	80134	555-123-4567
12345678901234567890	1234 1st Street - South - CO	South Park	CO	80134	-
12345678901234567890	1234 1st Street - North - CO	North Park	CO	85134	-
12345678901234567890	1234 1st Street - South - CO	South Park	CO	80434	-
12345678901234567890	1234 1st Street - South - CO	South Park	CO	80134-4321	-
12345678901234567890	1234 1st Street - South - CO	South Park	CO	80134	555-123-4567
12345678901234567890	1234 1st Street - South - CO	South Park	CO	80134	-

Showing 1-8 of 8 Items

View

15 Items

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1 of 1

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[illegible]

Other Tools/Metrics

Resources

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

The screenshot shows the main dashboard of the Maine Prescription Monitoring Program. At the top, it displays patient information: Name (redacted), Age (17M), Date of Birth (redacted), and Recent Address (Louisville, KY 40212). Below this, there are several sections: 'Narx Scores' with values for Narcotic (794), Sedative (391), and Stimulant (221); 'Overdose Risk Score' showing a score of 993 (Range 000-999); and 'State Indicators (4)' with four red warning icons and text: 'Patient is participating in a specialized docket to address a diagnosed substance use disorder', 'Hx of previous overdose (3)', 'Daily Active MME >= 115', and 'Overlapping Opioid & Benzodiazepine'. On the right side, there is a 'Resources (2)' dropdown menu with options for 'MAT Providers' and 'State & CDC Resources', where 'State & CDC Resources' is currently selected and highlighted with a red border.

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

The screenshot shows the 'MAT Providers' pop-up window. It has a title bar 'MAT Providers' and a close button (X). The text inside says: 'Find the 30 closest MAT providers for this patient. The patient's zip code is pre-populated if available. [View more information about the treatment locator.](#)'. Below this, there is a 'Zip Code' label and a text input field containing '40212'. At the bottom, there is a purple 'Submit' button.

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

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

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

State & CDC Resources



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

What You Need to Know	Opioids and Chronic Pain	Pregnancy and Opioids
<p>Prescription Opioids: What You Need to Know (PDF)</p>	<p>Promoting Safer and More Effective Pain Management (PDF)</p>	<p>Pregnancy and Opioids Pain Management (PDF)</p>
<p>Pocket Guide: Tapering</p> <p>POCKET GUIDE: TAPERING OPIOIDS FOR CHRONIC PAIN</p>	<p>Fact Sheet</p> <p>GUIDELINE FOR PRESCRIBING OPIOIDS FOR CHRONIC PAIN</p>	<p>Checklist *</p> <p>Checklist for prescribing opioids for chronic pain</p>

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

Narx Scores

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

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

1. Each score consists of three digits ranging from 000–999.
2. The last digit of each score represents the number of active prescriptions of that type. For example, a Narx Score of 504 indicates the patient should have four active narcotic prescriptions according to dispensation information in the PDMP.
3. The scores correspond to the number of literature-based risk factors that exist within the PDMP data. These risk factors include:
 - a. The number of controlled substance prescribers
 - b. The number of pharmacies that dispensed a controlled substance
 - c. The amount of medication dispensed (often measured in milligram equivalencies)
 - d. The number of times prescriptions of a similar type overlap from different prescribers
4. The time elapsed for any risk factor serves to decrease its contribution to the

- score. For example, 1,000 MME dispensed within the last month will elevate the score *more than* 1,000 MME dispensed one year ago.
5. The distribution of Narx Scores for patients found in a PDMP is approximated as follows:
 - a. 75% score less than 200
 - b. 5% score more than 500
 - c. 1% score more than 650

The Narx Scores were designed such that:

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

Narx Score Algorithm

Relative Scoring

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

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

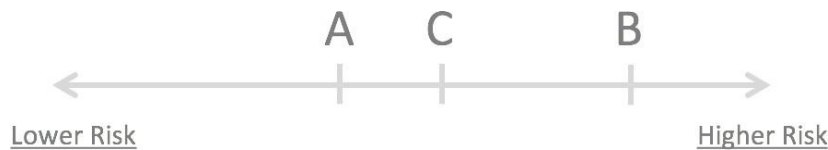
A single point measurement of total MME in the last 60 days can be used to illustrate this concept further using the following three patients:

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

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



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



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

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

• Patient A:	160 MME		20
• Patient B:	4,800 MME		90
• Patient C:	1,050 MME		65

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



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

Time Periods

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

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

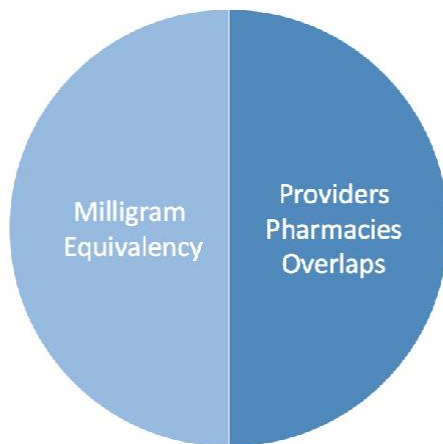
Pharmacy Count	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1	25	16	13	10
2	45	31	25	19
3	63	44	35	27
4	78	56	45	35
5	90	67	54	42
6	99	76	62	49
And so on ...				

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

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

Weighting

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



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

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

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

Algorithm and Score Computation

The following steps are involved with calculating a Narx Score:

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

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

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

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

2. Convert all raw values to scaled values.

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

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

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

4. Calculate the weighted average.

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

5. Add (concatenate) the number of active prescriptions

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

Clinical Application

In-Workflow Use

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

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

General Considerations

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

- Narx Scores are not intended to work as sole determinants of a patient's risk. Narx Scores are intended to support clinical decisions, not displace them. In no event should NarxCare be used to replace a provider's professional and medical judgment.
- Just as there is no single blood pressure that can be considered *normal* for all people, there is no Narx Score that is *normal*. A Narx Score must be applied to the clinical scenario before evaluating appropriateness. For example, a blood pressure of 120/80 can simultaneously be:
 - Inappropriate for a 2-month-old infant
 - Appropriate for a 20-year-old woman
 - Inappropriate for an elderly patient with an average daily blood pressure of 200/100
- Narx Scores are distributed within the PDMP population as follows:
 - 75% of patients score below 200
 - 5% of patients score above 500
 - 1% of patients score above 650

Example Use Cases

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

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

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

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

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

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

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

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

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

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

Overdose Risk Score

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

The ORS has the following characteristics:

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

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

ORS Algorithm

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

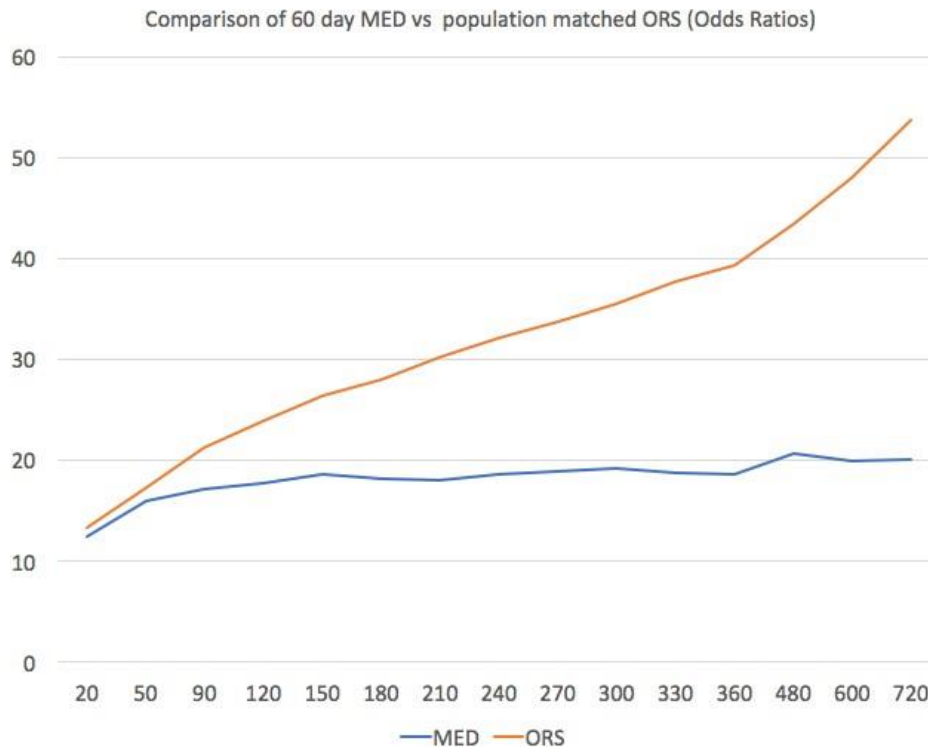
Subsequent revisions of the model have included evaluation of thousands of variables. A specific characterization of the current variables and coefficients is beyond the scope of this document. In general, the variables that have shown to be predictive of unintentional overdose death include:

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

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

Clinical Application

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



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

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

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

Score-Based Guidance

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

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

Additional Risk Indicators

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

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

There are currently three PDMP based indicators:

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

These indicators are based on the following literature:

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

Clinical Application

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

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

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

Indicator-Based Guidance

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

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 Communication 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 Narx 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.

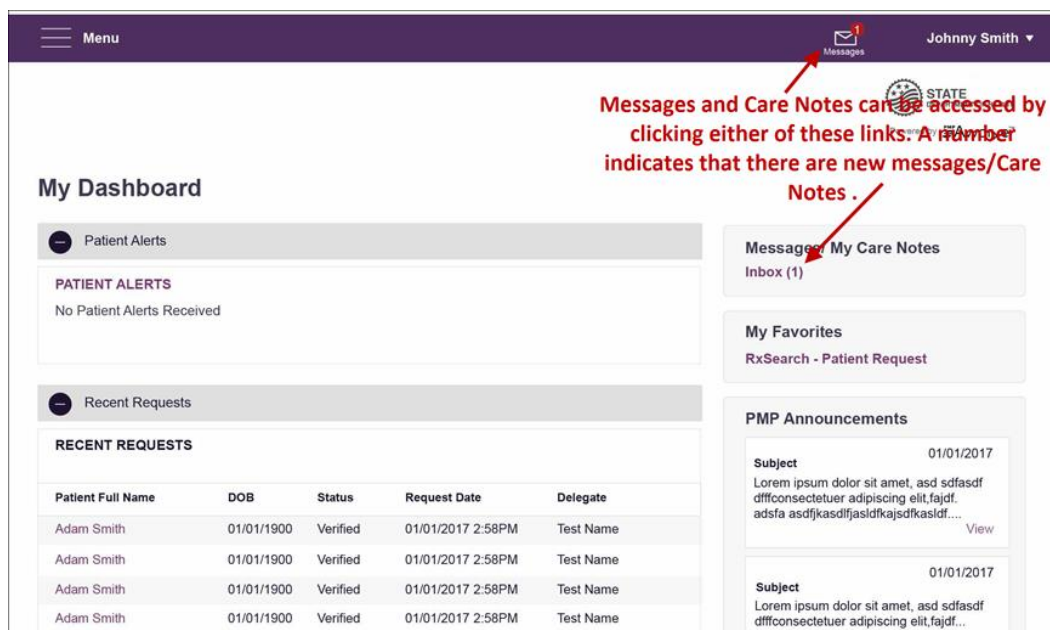
Note: To have the Communications Module enabled, clinicians must meet specific requirements such as having a unique personal ID (e.g., DEA number) and not sharing that ID with other clinicians (e.g., within an institutional setting).

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

Messages

Search

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..

Showing 10 - 19 of 50 Items View 10 per page

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.

Showing 10 - 19 of 50 Items View 10 per page

< 2 of 5 >

- **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, quimore

[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, quimore

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 1 Johnny Smith

STATE DEPARTMENT OF HEALTH
Powered by Awarx™

Messages My Care Notes

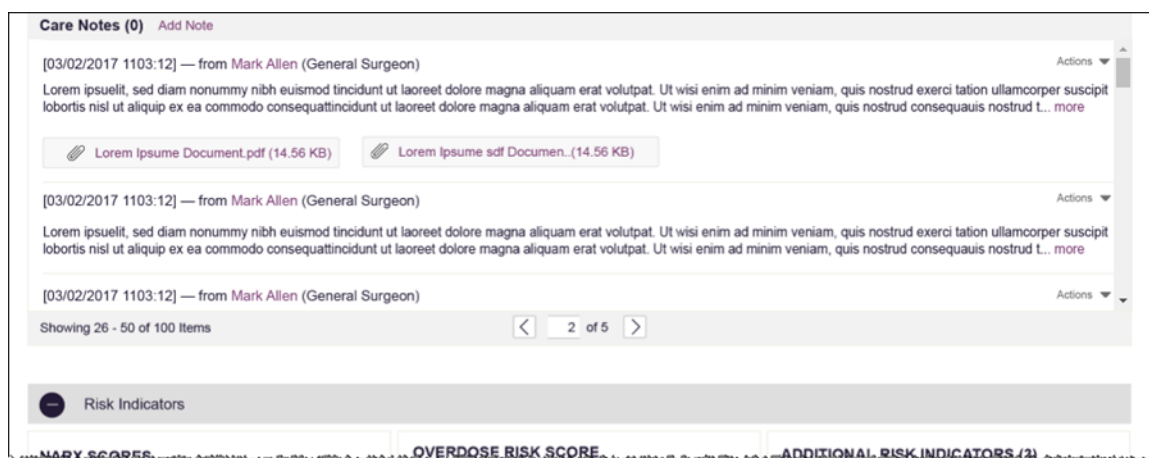
My Care Notes Search

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

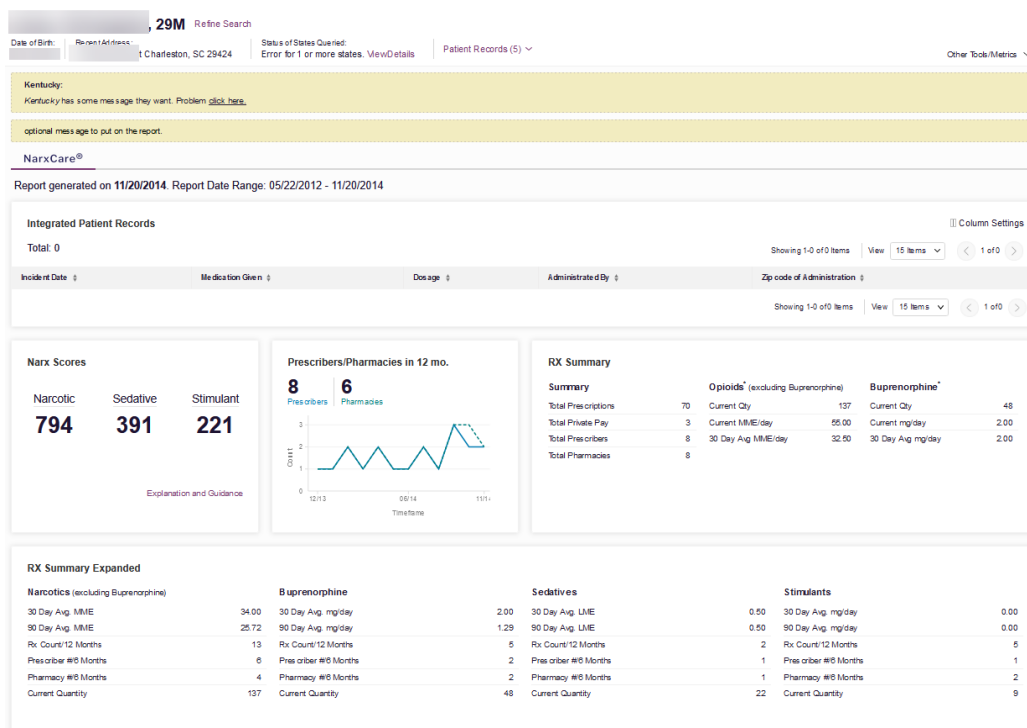
You can send a message regarding a specific patient to another clinician who is also treating that patient from within the Narx Report.

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, Bamboo Health recommends direct communication with the desired recipient outside of the PMP.

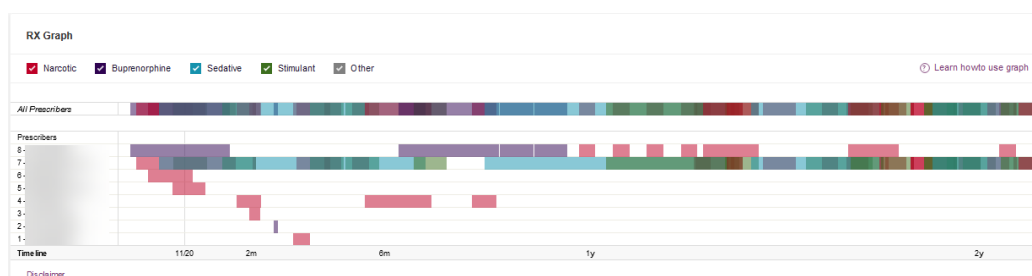
To send a new message:

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.



2. Scroll down to the Prescriber's 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.

The screenshot shows a dialog box titled "Mark Allen" with a close button (X) in the top right corner. Inside the dialog, there is a message: "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." Below this, under "Search Criteria", it says "Name: Justin Cooper DOB: 11/18/1980". Then, it asks "What's the most recent and accurate address for this patient?" and lists four radio button options: "1189 Main Street Louisville, IN 40223 40223", "78 Woodstone Dr. Louisville, IN 40223" (which is selected), "671 Springview Lane Louisville, IN 40223", and "671 Springview Apt 2 Louisville, IN 40223". Below the address selection, it shows "From: Johnny Smith (Cardiologist) - 123 Fake Street Louisville, KY 40223" and "To: Mark Allen (Cardiologist) - 123 Fake Street Louisville, KY 40223". At the bottom, there is a text input field labeled "Message..." and two buttons: "Cancel" and "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 AWARxE.

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.

- 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.

- 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.

- 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 AWARe.

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.

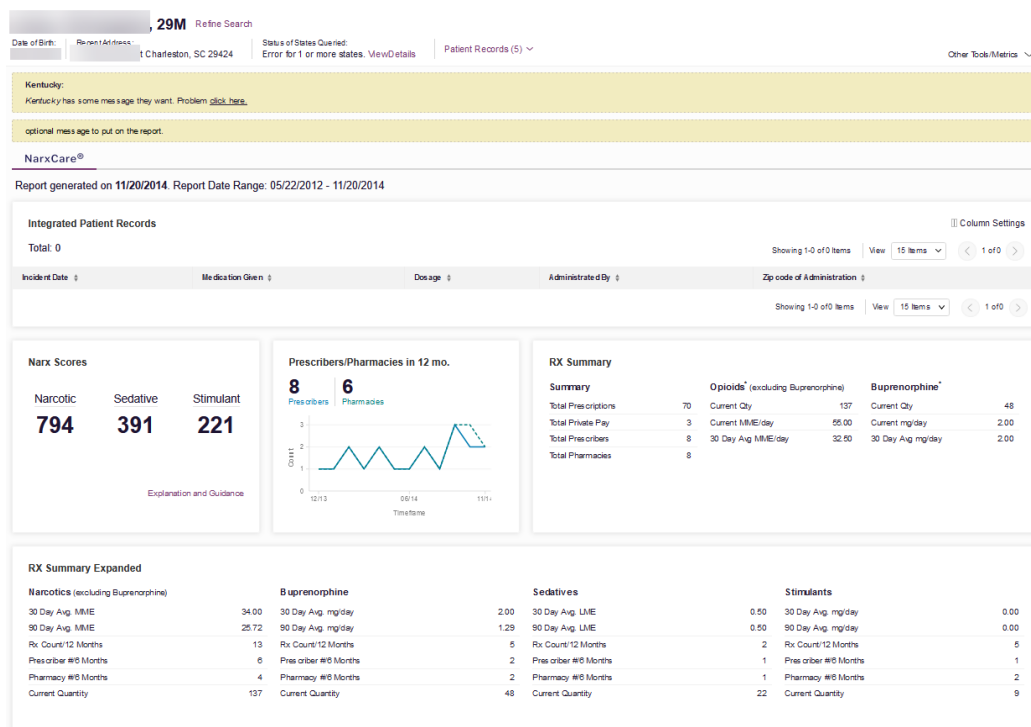
Note: This function should be used for messages that are not critically time sensitive, as there may be a time lag before the recipient views any sent message. For time sensitive communications, Bamboo Health recommends direct communication with the desired recipient outside the PMP.

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.



2. Click **Add Notes** in the Care Notes section of the page.

The Care Note creation window is displayed.

Care Note for Justin Cooper

Create a care note that will remain with the patient's report. A care note created by you can only be edited/deleted by the you or an admin.

Write a Care Note....

Characters Left: xxx

Add Attachment

Expiration
This care note should never expire

Share Note
☐ Externally with any authorized user of the PDMP
☒ Internal to my organization only

Care Note Guidelines: This care note function allows prescription drug monitoring program (PDMP) users to communicate with each other through the NarxCare interface. 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, direct communication with the desired recipient is recommended.

Cancel Save

3. Type your note in the **Write a Care Note** field. Note that Care Notes are limited to 1,000 characters.
4. If you need to attach a document to the Care Notes (e.g., care plans, pain contracts, etc.), click **Add Attachments** 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.

Expiration
This care note should expire after custom months

Expire after M (months)

Care Note Guidelines: This care note function allows prescription drug monitoring program (PDMP) users to communicate with each other through the NarxCare interface. 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, direct communication with the desired recipient is recommended.

- You can choose to have the Care Note to never expire or to expire after 3 months, 6 months, 12 months, or a custom number of months.
- If you chose 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 number of months allowed is 99.

Expiration

This care note should

expire after custom months

Expire after

Months. (Maximum allowed is 99 months)

- If you are adding a Care Note to a patient report via an HER 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.
- Click **Save**.
The Care Note is saved and immediately appended to the patient's record.

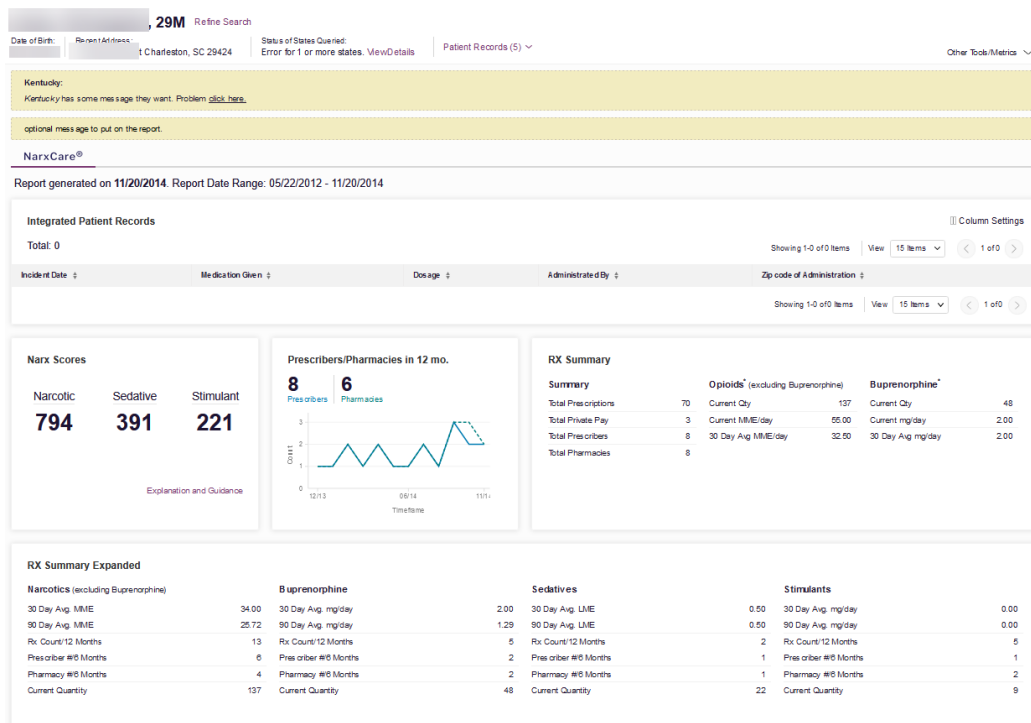
Editing a Care Note

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:

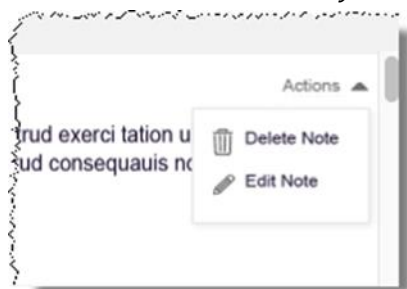
- Generate a Narx Report for the patient using the instructions provided in the Creating a Patient Request section of this document.

The Narx Report is displayed.



- In the Care Notes section of the page, locate the note you wish to edit.

- 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. Below the title, 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, there is a section for attachments showing 'A_Doc_Upload 12345678.pdf (40.3KB)' with a download icon and a close button. To the right of the attachment, it says 'Characters Left: xxx'. Below the attachment, there is a section for 'Expiration' with a dropdown menu set to 'never expire'. Below that, there is a section for 'Share Note' with two radio buttons: 'Externally with any authorized user of the PDMP' and 'Internal to my organization only' (which is selected). Below that, there is a section for 'Reason for Edit' with two checkboxes: 'Correct errors/wrong information' and 'Update outdated information'. At the bottom right, there are 'Cancel' and 'Save' buttons.

- 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.
- 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', 'Update outdated information', and 'Other'. Below this is the 'Additional Comments' field, which is a text area. At the bottom right, it says 'Characters Left: xxx'.

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.

The screenshot shows a web interface with a tab labeled 'My Care Notes'. Below the tab is a search bar. A table lists care notes with columns for 'Date/Time Last Updated', 'Patient', and 'Care Note'. One row is highlighted with a red arrow pointing to the text '[Edited] - View Edits' in the 'Care Note' column.

Date/Time Last Updated	Patient	Care Note
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	[Deleted] - 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, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	[Edited] - View Edits - Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	[Expired] - 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, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...

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.

The screenshot shows a modal window titled 'Edited Care Note'. It contains a message: 'This note has been edited multiple times. View History of Edits'. Below this, it lists two edit events. Each event shows the date and time of the edit, the original text, and the reason for the edit (Offensive Language, Other). At the bottom right, there is a 'Close' button.

Edited Care Note

This note has been edited multiple times. [View History of Edits](#)

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

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, 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

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

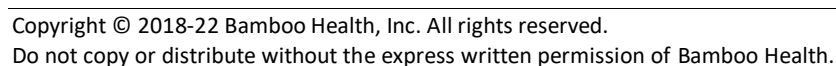
Close

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

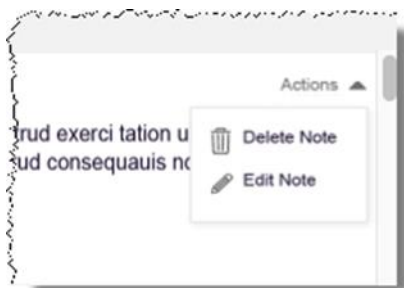
Deleting a Care Note

To delete your Care Note:

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



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.

A screenshot of a 'Delete Care Note' dialog box. The title bar says 'Delete Care Note' with a close button (X) on the right. Below the title bar, it says 'Please share your reason for deleting this care note.' There are two radio button options: 'Outdated Information/ No Longer Relevant' and 'Other'. Below these is a text area labeled 'Additional Comments'. At the bottom right, there are two buttons: 'Cancel' and 'Submit'.

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.

Date/Time Last Updated	Patient	Care Note
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	[Deleted] -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, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	[Edited] - View Edits - Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	[Expired] - 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, sed diam...
11/21/2017 2:24:00 PM CST	Taylorson, Anthony	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam...

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

Deleted Care Note

Original Care Note:
[11/21/2017 2:24:00 PM CST] — 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. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

Edited on 11/21/2017
[11/21/2017 2:24:00 PM CST] — 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.

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 laoreet dolore magna aliquam erat volutpat.

Close

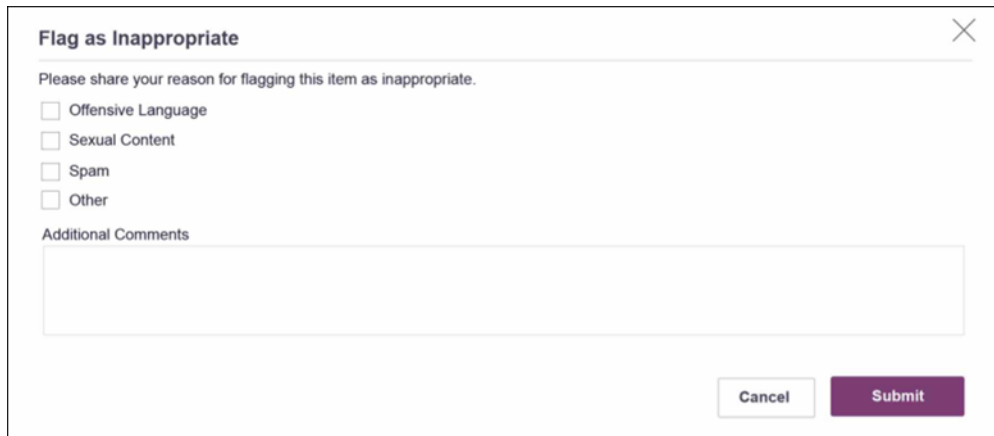
Flagging a Message/Care Note as Inappropriate

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.

A dialog box titled "Flag as Inappropriate" with a close button (X) in the top right corner. The dialog contains a prompt "Please share your reason for flagging this item as inappropriate." followed by four radio button options: "Offensive Language", "Sexual Content", "Spam", and "Other". Below these options is a text input field labeled "Additional Comments". At the bottom right of the dialog are two buttons: "Cancel" and "Submit".

Flag as Inappropriate

Please share your reason for flagging this item as inappropriate.

☐ Offensive Language

☐ Sexual Content

☐ Spam

☐ Other

Additional Comments

Cancel Submit

2. 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 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.