



Requestor User Support Manual

Michigan Prescription Monitoring Program

MAPS

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Table of Contents

1	Document Overview.....	1
1.1	What is a Requestor?	1
2	Registration	3
2.1	Registration Overview	3
2.2	Registering for an Account.....	3
2.3	Verifying Your Email Address.....	14
2.4	Account Approval	15
3	Basic System Functions	17
3.1	Log In to PMP AWARxE	17
3.2	My Dashboard.....	18
3.2.1	Patient Alerts.....	18
3.2.2	Recent Requests.....	19
3.2.3	Delegates/Supervisors.....	19
3.2.4	Announcements and Quick Links.....	19
3.3	Log Out of PMP AWARxE	20
4	RxSearch.....	21
4.1	Creating a Patient Request.....	21
4.1.1	Multiple Patients Identified.....	24
4.1.2	Partial Search Results.....	26
4.1.3	No Results Found	26
4.2	Viewing a NarxCare Report	27
4.3	Requests History	27
4.4	Bulk Patient Search.....	29
4.4.1	Viewing Bulk Patient Search Results.....	32
4.4.2	Incomplete Bulk Patient Search Results.....	34
4.4.3	No Prescriptions Found in Bulk Patient Search.....	35
4.5	My Rx.....	36
4.6	Patient Alerts	37

5	Rx Management.....	39
5.1	Error Correction	39
5.1.1	Search for a Record.....	40
5.1.2	Correct an Error	41
5.2	Rx Maintenance	42
5.2.1	Correcting Prescriptions.....	42
5.2.2	Voiding Prescriptions.....	44
5.3	New Rx	44
5.4	PharmacyRx	46
6	User Profile.....	47
6.1	My Profile.....	47
6.2	Setting Default PMP InterConnect States.....	49
6.2.1	Using PMP InterConnect with a Patient Rx Search.....	49
6.3	Delegate Management	50
6.3.1	Approving and Rejecting Delegates.....	50
6.3.2	Removing Delegates.....	51
6.4	Password Management	51
6.4.1	Updating a Current Password	52
6.4.2	Resetting a Forgotten Password	53
7	Assistance and Support.....	55
7.1	Technical Assistance.....	55
7.2	Administrative Assistance	55
8	Document Information.....	56
8.1	Disclaimer	56
8.2	Change Log	56
Appendix A: NarxCare		58
	Prescription Detail	68
	Provider and Pharmacy Detail.....	68
	Narx Scores	70
	Narx Score Algorithm.....	72
	Clinical Application	77

Overdose Risk Score	80
ORS Algorithm	81
Clinical Application	82
Additional Risk Indicators.....	84
Clinical Application	84
Appendix B: Communications Module	86

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 Michigan 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 | • Pharmacist | • Prescriber Delegate – Licensed |
| • IHS Prescriber | • Pharmacist in Charge | • Prescriber Delegate – Unlicensed |
| • IHS Dispenser | • Pharmacist's Delegate – Licensed | • Prescriber without DEA |
| • Dispensing Physician | • Physician (MD, DO) | • VA Dispenser |
| • Medical Resident | • Physician Assistant | • VA Prescriber |
| • Midwife with Prescriptive Authority | • Podiatrist (DPM) | • Veterinarian |
| • Nurse Practitioner/Clinical Nurse Specialist | | |
| • Optometrist | | |

Agency Administration

- Agency Admin
- Agency Head/Chief

Law Enforcement

- Corrections
- DEA
- Drug Court
- FBI
- Local
- OIG
- State Attorney General
- State Police
- State Prosecutor) District or Commonwealth Attorney)
- US Attorney

Other

- Benefit Plan Manager
- Medical Examiner/Coroner
- Regulation Agent

2 Registration

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

2.1 Registration Overview

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

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

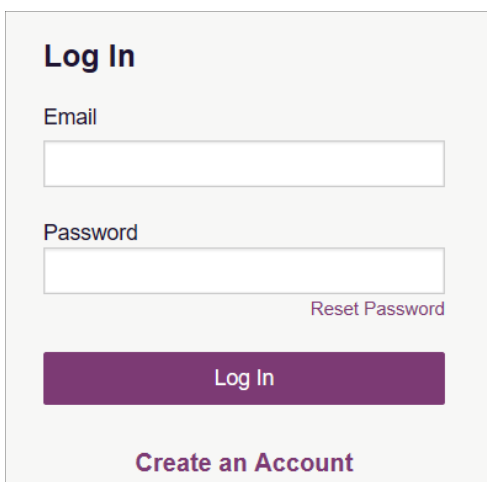
The registration process is comprised of four sections: Register for an Account, User Role Selection, User Demographics, and Review Profile Details. All sections must be completed before your registration is successfully submitted for processing.

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

2.2 Registering for an Account

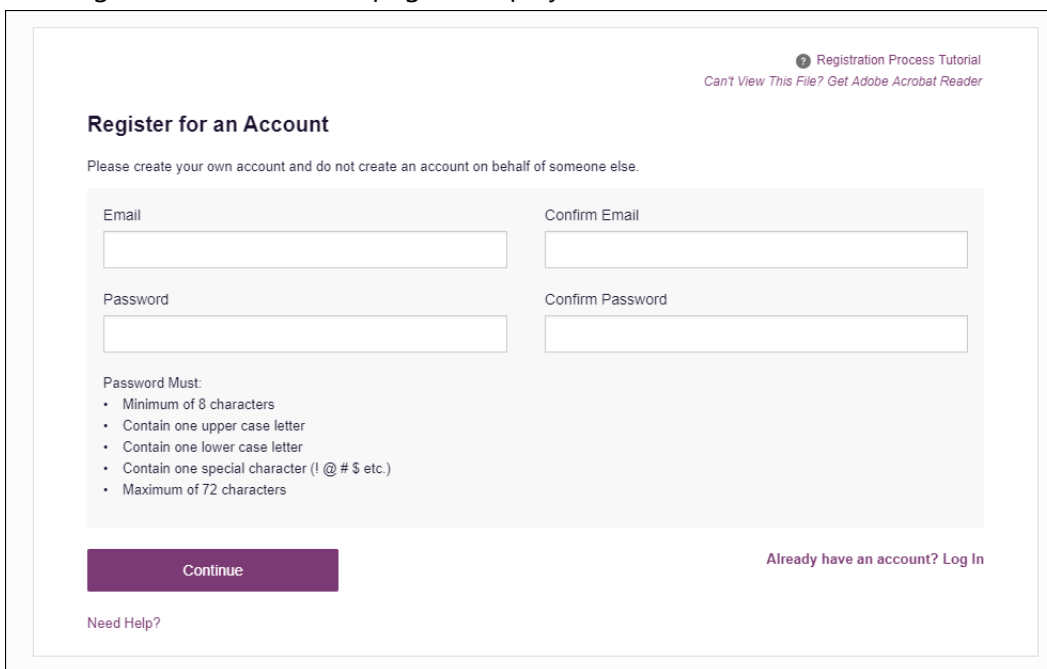
To request a new account in PMP AWARe:

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

A login form with a title "Log In" in bold. It contains two input fields: "Email" and "Password". Below 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**.

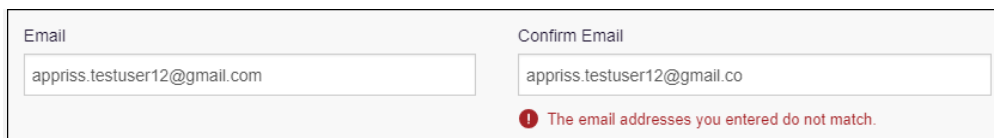
The Register for an Account page is displayed.

A registration form titled "Register for an Account". It includes a link to a "Registration Process Tutorial" in the top right corner. Below the title is a note: "Please create your own account and do not create an account on behalf of someone else." The form has four input fields: "Email", "Confirm Email", "Password", and "Confirm Password". Below these fields is a section titled "Password Must:" with a 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 left is a purple "Continue" button, and at the bottom right is a link "Already have an account? Log In". A "Need Help?" link is at the bottom left of the form area.

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

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

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



Email:

Confirm Email:

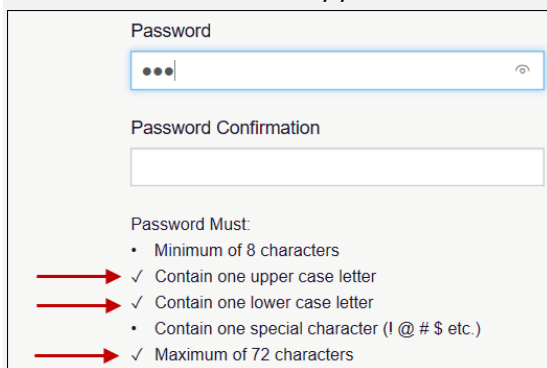
The email addresses you entered do not match.

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

Passwords must contain:

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

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



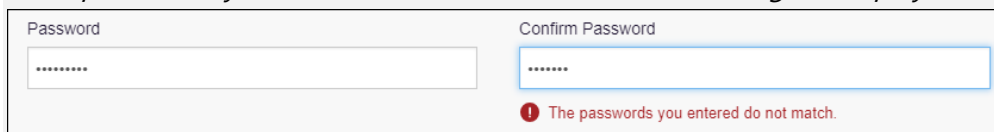
Password:

Password Confirmation:

Password Must:

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

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



Password:

Confirm Password:

The passwords you entered do not match.

5. Click **Continue**.

The Account Registration: User Role Selection page is displayed.

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

Account Registration

Tell us about your role

I am:

- a Healthcare Professional or Delegate
- an Agency Administration
- a Restricted Admin
- in Law Enforcement
- an Other Professional

Log out, Complete Later Continue

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

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

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

The screenshot displays the 'Account Registration' page. At the top, the title 'Account Registration' is followed by the instruction 'Tell us about your role'. Below this, a section labeled 'I am:' contains five selectable role buttons: 'a Healthcare Professional or Delegate' (highlighted with a blue border), 'an Agency Administration', 'a Restricted Admin', 'in Law Enforcement', and 'an Other Professional'. Each button features a corresponding icon. Below the role selection, a section titled 'Select a specific role from below' lists seven specific roles in a vertical list: 'Physician (MD, DO)', 'Homeopathic Physician', 'Naturopathic Physician', 'Dispensing Physician', 'Prescriber without DEA', and 'Prescriber Delegate'.

Notes:

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

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

The Account Registration: User Demographics page is displayed as shown on the following page.

Account Registration

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

Professional Details * Indicates Required Field

DEA Number ? *

[Add](#)

National Provider ID

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

[AutoFill Form](#)

Notes:

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

Professional Details * Indicates Required Field

DEA Number ? *

[Add](#)

National Provider ID

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

[AutoFill Form](#)

Professional License Number ? *

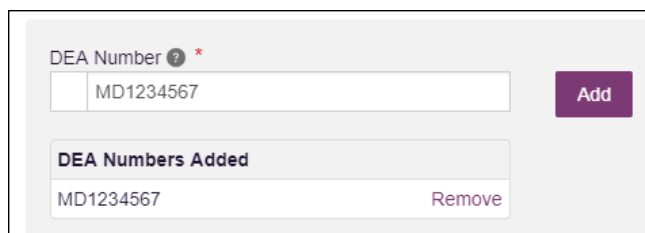
License Type *

Add a Healthcare Specialty * [Browse All](#)

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

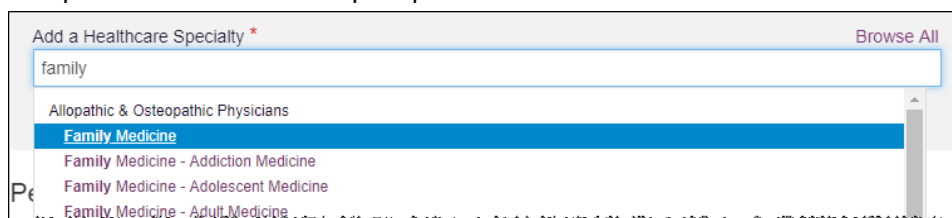
★ Designates Primary Specialty

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



The screenshot shows a form with a "DEA Number" field containing "MD1234567" and an "Add" button. Below this is a section titled "DEA Numbers Added" which lists "MD1234567" with a "Remove" button next to it.

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



The screenshot shows a dropdown menu for "Add a Healthcare Specialty" with the search term "family". The list of results includes "Allopathic & Osteopathic Physicians", "Family Medicine" (highlighted), "Family Medicine - Addiction Medicine", "Family Medicine - Adolescent Medicine", and "Family Medicine - Adult Medicine". A "Browse All" link is visible in the top right corner.

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



The screenshot shows the "Add a Healthcare Specialty" field with a search bar containing "Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)". Below the search bar, there is a section titled "Designates Primary Specialty" with a star icon. Underneath, there is a list of selected specialties: "Allopathic & Osteopathic Physicians" and "Family Medicine". A close button (x) is visible next to the list.

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

The screenshot shows a 'Personal Information' form with three main sections. The first section contains fields for 'First Name *', 'Middle Name', and 'Last Name *'. The second section contains 'Date of Birth *' and 'Last 4 digits of SSN ⓘ *'. The third section contains 'Primary Contact Phone' with a placeholder '(###) ###-####' and 'Mobile Phone Number ⓘ *' with a placeholder '(###) ###-####'. Below the mobile phone field is a note: 'This may be used for password reset'.

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

The screenshot shows an 'Employer Information' form. It has two sections for adding identifiers: 'Employer DEA Number(s)' and 'Employer National Provider ID(s)', each with a text input field and an 'Add' button. Below these is a section for contact information with fields for 'Employer Name', 'Address', 'Address Line 2', 'City', 'State' (a dropdown menu), 'Zip Code', 'Phone' (placeholder '(###) ###-####'), and 'Fax' (placeholder '(###) ###-####').

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

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

Note: This section is only displayed if you selected a delegate user role.

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

Notes:

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

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

Note: At this point in the registration process, you may click **Log Out, Complete Later** to save your login credentials and complete your registration at a later time. When you are ready to complete your registration, navigate to

<https://michigan.pmpaware.net>, then enter the username and password you established in the previous steps.

The Account Registration: Review Profile Details page is displayed.

← Back

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

Account Registration

Review Profile Details

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

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

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

Personal Information Edit

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

Log out, Complete Later Submit & Continue

9. Review your information to ensure it is correct before submitting your registration.
 - a. If you need to change your user role, click **Change**, located at the top of the page next to the role you selected.

Note: Changing your user role will cause you to lose any information you entered on the registration form.

- b. If you need to edit your personal information, click **Edit** next to the **Personal Information** section header.
10. If all information is correct, click **Submit & Continue**.

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

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

- a. **Pending Approval:** If your account requires manual approval to complete your registration, your registration status will be “Pending Approval.” You

may click the plus sign (+) next to **Registration Details** to view the information you submitted. *Note that your information may not be edited at this time.* Refer to [Account Approval](#) for more information.

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

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

The screenshot shows the 'Account Registration' page with a status message: 'Status: Registration Not Complete - Additional Documents Needed'. A message states: 'Based on the user role you've chosen, you are required to submit additional documentation. Please review the required document(s) below and upload them for review. You can complete this section now or at a later time by logging back into your account. Once all required validation documents are received, your registration will be reviewed for approval.' Below this is the heading 'Required Documents'. A message says 'Download the required documents if needed and upload below'. There is a table with two columns: 'Required Documents' and 'Uploaded File'. The first row shows 'Notarized Document' and 'No file uploaded'. Below the table is a 'Choose File' button and a note '[Max File Size: 10MB]'. At the bottom, there are two buttons: 'Log out, Complete Later' and 'Submit Documents'.

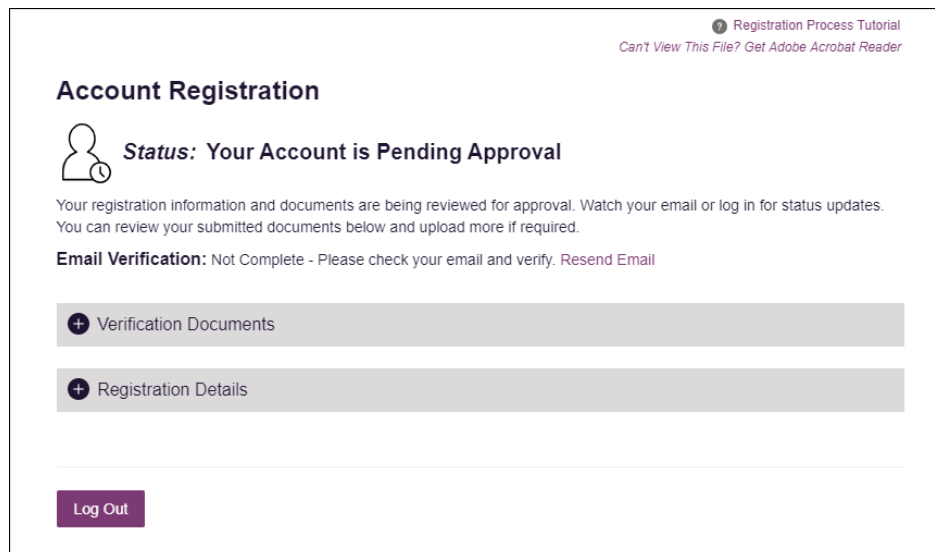
- Click **Choose File** to upload the required document(s) to your account, then click **Submit Documents**;
- Or
- Click **Log Out, Complete Later** to return at a later time and upload the required document(s). When you are ready to complete your

registration, navigate to <https://michigan.pmpaware.net>, then enter the username and password you established in the previous steps.

Once you have submitted your documents, you will be notified that your account is pending approval and instructed to [verify your email address](#). You may click the plus sign (+) next to **Verification Documents** and **Registration Details** to view the information you submitted.

Note: Your information may not be edited at this time.

Refer to [Account Approval](#) for more information.

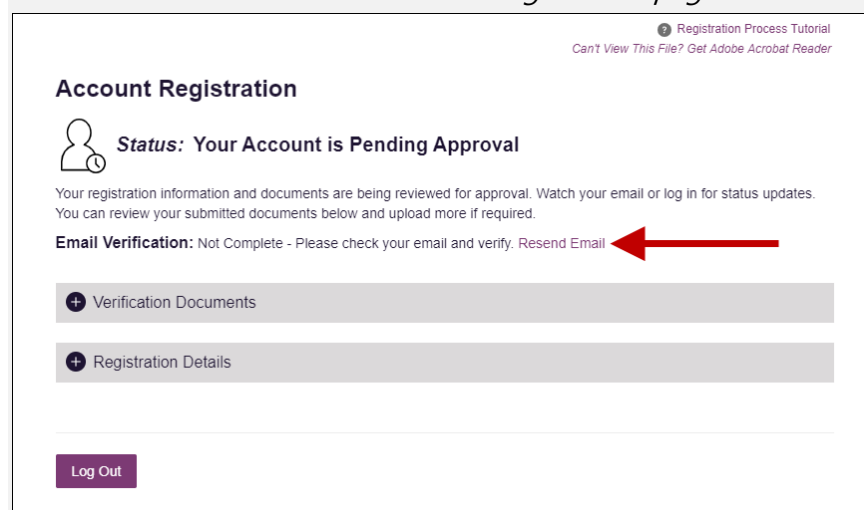


The screenshot shows the 'Account Registration' page. At the top right, there is a link for 'Registration Process Tutorial' and a note 'Can't View This File? Get Adobe Acrobat Reader'. The main heading is 'Account Registration'. Below it is a status icon (a person with a clock) and the text 'Status: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

2.3 Verifying Your Email Address

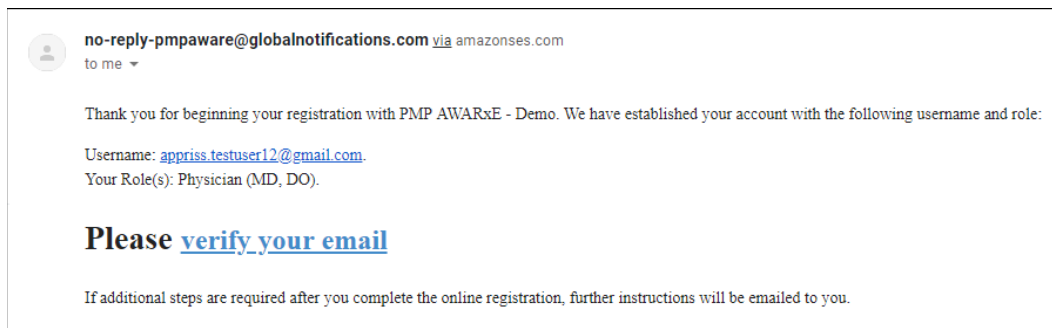
Once you have submitted your registration, PMP AWARe sends an email to the supplied email address for verification of an active email address.

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



This screenshot is identical to the one above, but with a red arrow pointing to the 'Resend Email' link in the 'Email Verification' section. The arrow originates from the right side of the page and points left towards the text 'Resend Email'.

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



Notes:

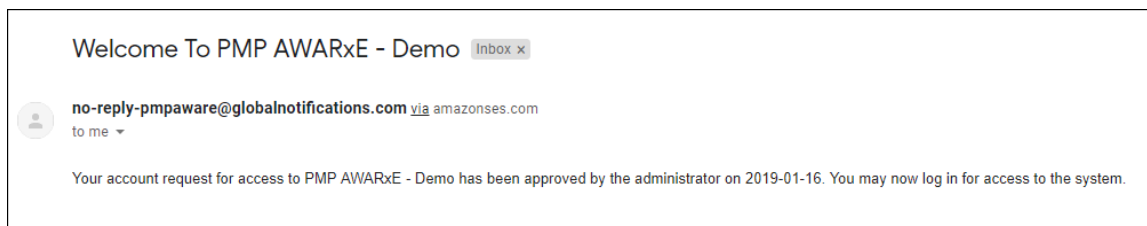
- The link contained within the email is only valid for 20 minutes. In the event that time has expired, clicking the link will result in a new email verification notification being sent to you. Click the link in the new email to verify your email address.
- If you are not able to receive HTML-formatted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

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

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

2.4 Account Approval

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



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

Note: If you no longer have the password, you can reset it by following the instructions in the [Reset Password](#) section of this document.

After accepting, you will be routed to your dashboard and can begin using the application.

Notes:

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

End User License Agreement

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

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

1) Where applicable - You attest that you are a duly licensed practitioner, pharmacist or other licensed health care professional authorized to prescribe or dispense controlled substances in the Commonwealth of Kentucky.

2) Where applicable - You further attest that you are duly registered with the Kentucky Department of Public Health, Office of Prescription Monitoring and Drug Control, to prescribe controlled substances in at least one of the Schedules II through V or duly registered with the Board of Registration in Pharmacy to dispense controlled substances in at least one of the Schedules II through V. You also agree to promptly notify the Department of any change or proposed change in licensure or registration status.

3) Where applicable - You attest that you are a member of law enforcement authorized by your state or federal agency and the Kentucky Department of Public Health to access APAD, and that you are aware of and intend to comply with the restrictions on

I Agree

Cancel

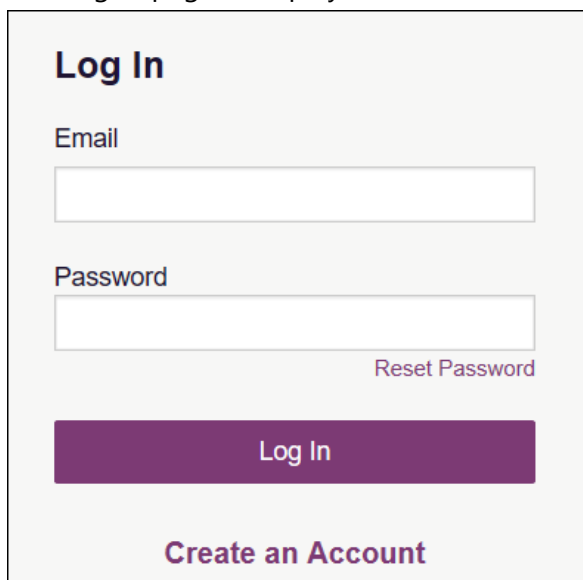
3 Basic System Functions

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://michigan.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 AWAxE with an approved account, the requestor dashboard (My Dashboard) is displayed. This dashboard provides a quick summary of pertinent items within PMP AWAxE, 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	11/09/2017	Download PDF

Recent Requests

Patient Name	DOB	Status	Request Date	Delegate
test one	01/01/1901	Complete	11/28/2017 5:08 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 AWAxE! 09/20/2017
We are pleased to announce that later this year, we will be performing a systemwide update on AWAxE.
When you log in to AWA... [more](#)

[View all Announcements](#)

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 NarxCare 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.

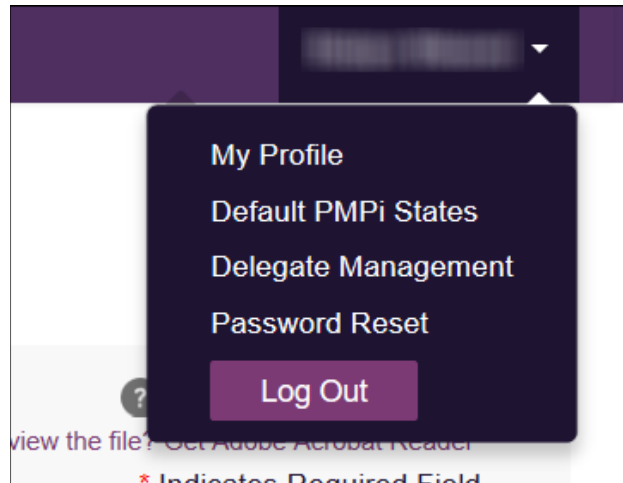
- The quick view only displays the first few lines of text; however, you can click **PMP Announcements**, located at the top of the section, to display the full announcement text. You can access the Announcements page at any time by clicking **Menu > Announcements** (located under **Home**).
- The announcements 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 AWARxE

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



4 RxSearch

The RxSearch section of the PMP 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 has a 'Patient Rx Request Tutorial' link in the top right corner. It contains two main sections: 'Patient Info' and 'Prescription Fill Dates'. The 'Patient Info' section has fields for 'First Name*' and 'Last Name*', each with a 'Partial Spelling' checkbox. The 'Date of Birth*' field is a date picker showing 'MM/DD/YYYY'. The 'Prescription Fill Dates' section has a note 'No earlier than 11 years and 10 months from today' and fields for 'From*' and 'To*', both date pickers. The 'From' field is set to '06/23/2019' and the 'To' field is set to '06/22/2021'. A 'Search' button is at the bottom left of the form.

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

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

Field Name	Notes
Patient Info	
First Name	Enter the patient's complete first and last name; Or Click the 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 the date.
Prescription Fill Dates	
From	Use the MM/DD/YYYY format or click the calendar icon to select the date.
To	

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

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

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

Also Search

☒ PMP
☐ Interconnect
☐ RxCheck
☐ None

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

D
☒ Delaware

G
☒ Guam PMP

I
☒ Iowa PMP

K
☒ Kansas

M
☒ Massachusetts
☒ Michigan

N
☒ New Jersey
☒ New York

O
☒ Ohio PMP

P
☒ Pennsylvania

T
☐ Test Staging

V
☐ Vermont

W
☐ Wyoming

By clicking search, you agree to the [terms and conditions](#).

Search

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.*
- *When your results are displayed, the report does not separate prescription information on a state-by-state basis. It incorporates all information from all sources into a single report.*

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

RxSearch > Patient Request

42F Refine Search

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

Report Criteria	Linked Records	
First Name: [Redacted] Last Name: [Redacted] DOB: [Redacted]	Name: [Redacted] DOB: [Redacted] ID: 1 Gender: Female Address: Louisville, MS 40229	Name: [Redacted] DOB: [Redacted] 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			Overdose Risk Score	State Indicators (5)
Narcotic 000	Sedative 000	Stimulant 000	000 (Range 000-999)	<input type="checkbox"/> Below Daily Active Methadone Threshold <input type="checkbox"/> Below Daily Active MME Threshold <input type="checkbox"/> Below Oxycod & Buprenorphine Threshold <input type="checkbox"/> Below Oxycod Consecutive Day Threshold <input type="checkbox"/> Below Prescriber & Dispensary Threshold
Explanation and Guidance			Explanation and Guidance	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 NarxCare Report for the patient group(s) you selected is displayed.

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

000

Sedative

000

Stimulant

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

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

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:

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

000

Sedative

000

Stimulant

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 & Buprenorphine Threshold

Below Oxycod Consecutive Day Threshold

Below Prescriber & Dispensary Threshold

[Details](#)

RX Graph

☒ Narcotic

☒ Buprenorphine

☒ Sedative

☒ Stimulant

☐ Other

4.1.3 No Results Found

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

Error

No matching patient identified.

DISMISS

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26

Or

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

Patients found but no prescriptions found.

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

Change Date Range

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

Notes:

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

4.2 Viewing a NarxCare Report

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

You may also access your previously requested NarxCare 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 NarxCare Report, click **Menu > Requests History**. The Requests History page is displayed.

Advanced Options

Requests History

Select a patient to review details about the request.

[Download CSV](#) [Download PDF](#)

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

[Next >](#)

Notes:

- You can only view NarxCare Reports you or your delegate(s) have created.
- The Requests History page displays a list of patient requests created in the last 30 days.

2. From this page, you can:

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

Advanced Options

Common Search Options:

Common Search Options:

First Name

Last Name

Search for: ☒ Requestor Name ☒ Patient Name

Patient Date of Birth

Request Begin Date

Request End Date

Requestor Role

[Download CSV](#) [Download PDF](#)

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

[Next >](#)

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

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 NarxCare Report](#) for details regarding NarxCare 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 NarxCare 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.

Bulk Patient Search Bulk Patient History

Bulk Patient Search

Required fields are marked with an asterisk *
Required format for date fields is MM/DD/YYYY

How do you want to enter patients?

☒ Manual Entry
☐ File Upload

Manual Entry

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

MM/DD/YYYY

Add +

Name Grouping

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

Group Name*

Prescription Fill Dates

No earlier than 11 years and 10 months from today

From * To *

06/23/2019 06/22/2021

Search

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

Bulk Patient Search

How do you want to enter patients?

☒ Manual Entry
☐ File Upload

The Manual Entry search is displayed.

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

3. Complete the following required fields:

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

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

4. Once you have entered the patient’s information, click **Add** to add an additional patient.

5. Repeat steps 2-3 until all patients have been entered.

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

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

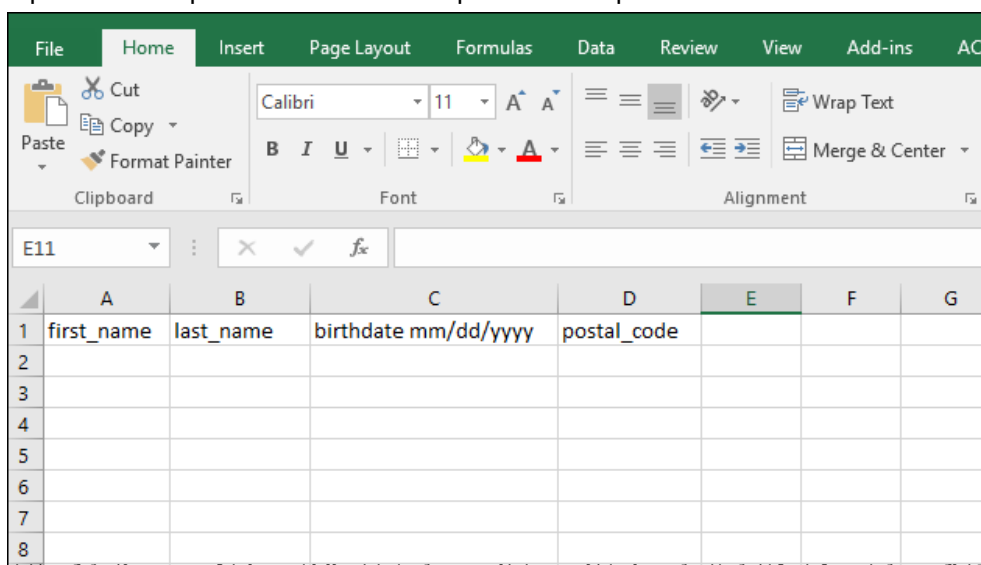
The screenshot shows the 'Bulk Patient Search' form. It has a section titled 'How do you want to enter patients?' with two radio buttons: 'Manual Entry' and 'File Upload'. The 'File Upload' radio button is selected.

The File Upload search is displayed.

The screenshot shows the 'File Upload' form. It includes a header 'File Upload' and a sub-header 'Upload a CSV file that includes patients by first name, last name and date of birth. View Sample file'. Below this is a 'Choose a file' button, a 'Choose File' button, and a 'Clear' link. At the bottom is a 'Validate Format' button.

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

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



Notes:

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

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

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

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

Examples:

- *File with errors:*

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

- *File with no errors:*

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

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

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


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

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

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

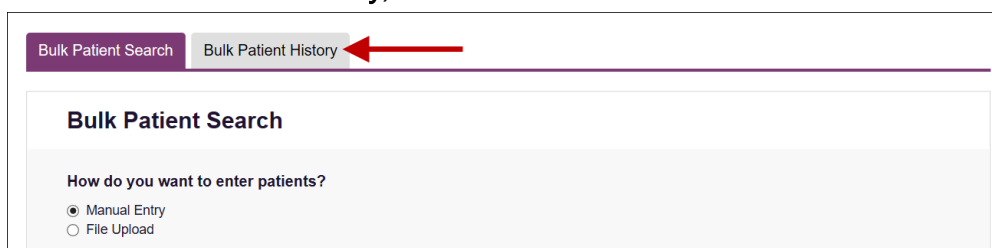
17. Click **Search**.

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


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

4.4.1 Viewing Bulk Patient Search Results

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



The Bulk Search History page is displayed.

Bulk Patient Search

Bulk Patient History

Bulk Search History

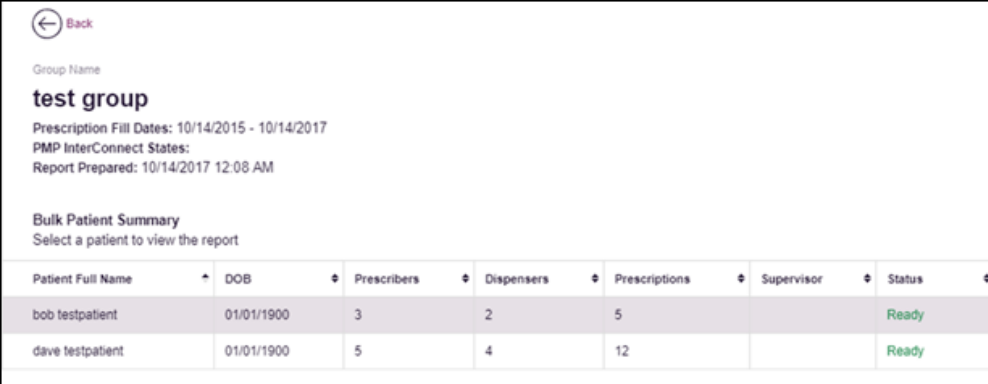
Select a group name to view reports run in that session.

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

Notes:

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

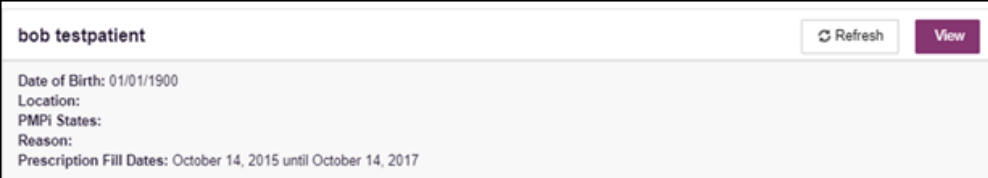
2. Click the **Bulk Search Name** to view the results of that search.



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

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

The search details are displayed below the table.



4. From this page, you can:

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

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

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

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

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

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

(a)

← Back

Group Name

Test Group 2 052918

Prescription Fill Dates: 05/29/2017 - 05/29/2018
PMP InterConnect States:
Report Prepared: 05/29/2018 02:44 PM

Bulk Patient Summary
Select a patient to view the report

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

(b)

To resolve this and view the NarxCare Report:

1. Click the patient's name.
The patient search details are displayed.
2. Click **Try Again**.
The Patient Request page is displayed.
3. Refer to [Multiple Patients Identified](#) to run the report.

4.4.2 Incomplete Bulk Patient Search Results

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

Bulk Patient Summary
Select a patient to view the report

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

adam doe Try Again

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

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

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

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

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

☐ **Patient 2786**

Name	DOB	Gender	Address
BOB TESTPATIENT	1900-01-01	female	1023 NOT REAL ST, WITCHITA, KS 67203

☐ **Patient 2787**

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

[Refine Search Criteria](#) [Run Report](#)

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

4.4.3 No Prescriptions Found in Bulk Patient Search

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

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

john doe

Refresh View

Date of Birth: 01/01/1900

Location:

PMPi States:

Reason: No Prescriptions Found in Date Range

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

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

4.5 My Rx

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

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

To run the My Rx report:

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

The My Rx search page is displayed as shown on the following page.

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.

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.

- 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 NarxCare Report 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-Apprise

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-Morissette	AS0000000	4305074	2
IVXVycLZG0bgSL	06/07/2018	Carter-Morissette	AS0000000	4305074	1
yXNJEaX91YMqA1VZp	06/07/2018	Carter-Morissette	AS0000000	4305074	1
NX6HIW2GId9Iz53	06/07/2018	Carter-Morissette	AS0000000	4305074	1
UTzXQAYppaJyQs6e8Tcj	06/08/2018	Carter-Morissette	AS0000000	4305074	2
Ntxzu9Ycn	06/09/2018	Carter-Morissette	AS0000000	4305074	2
NwY	06/09/2018	Carter-Morissette	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 AWAxE 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 AWAxE 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 AWAxE
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

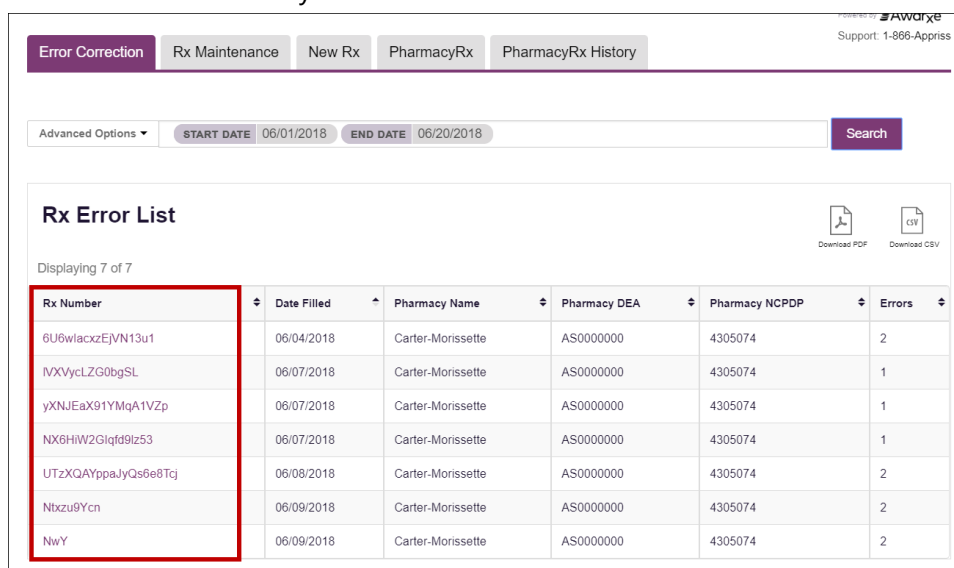
Rx Error List

Displaying 7 of 7

Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
6U6wIacxzEjVN13u1	06/04/2018	Carter-Morissette	AS0000000	4305074	2
IVXVyclZG0bgSL	06/07/2018	Carter-Morissette	AS0000000	4305074	1
yXNJEaX91YMqA1VZp	06/07/2018	Carter-Morissette	AS0000000	4305074	1
NX6HIW2GId9lz53	06/07/2018	Carter-Morissette	AS0000000	4305074	1
UTzXQAYppajYQs6e8Tcj	06/08/2018	Carter-Morissette	AS0000000	4305074	2
Ntbzu9Ycn	06/09/2018	Carter-Morissette	AS0000000	4305074	2
NwY	06/09/2018	Carter-Morissette	AS0000000	4305074	2



5.1.2 Correct an Error

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



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

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

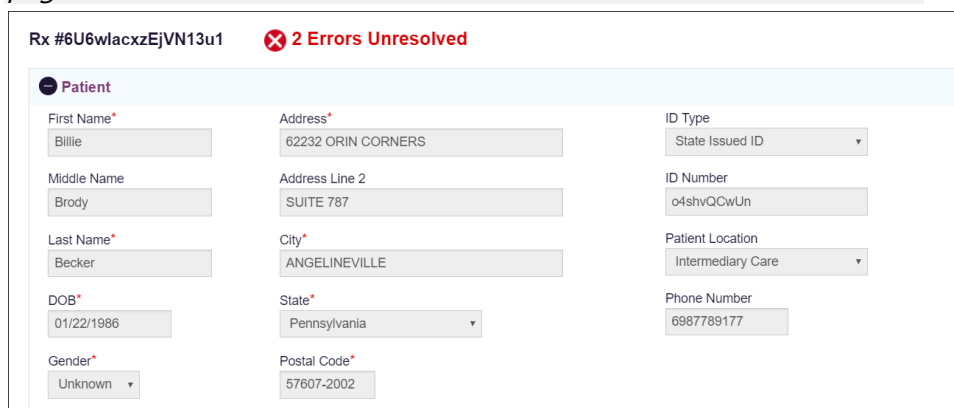
Rx Error List  

Displaying 7 of 7

Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
6U6wIacxzEjVN13u1	06/04/2018	Carter-Morrisette	AS0000000	4305074	2
IVXVycLZG0bgSL	06/07/2018	Carter-Morrisette	AS0000000	4305074	1
yXNJeaX91YMqA1VZp	06/07/2018	Carter-Morrisette	AS0000000	4305074	1
NX6HIW2GId9Iz53	06/07/2018	Carter-Morrisette	AS0000000	4305074	1
UTzXQAyppaJyQs6e8Tcj	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

The record is displayed.

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



Rx #6U6wIacxzEjVN13u1 **2 Errors Unresolved**

Patient

First Name* Billie Address* 62232 ORIN CORNERS ID Type State Issued ID ▾

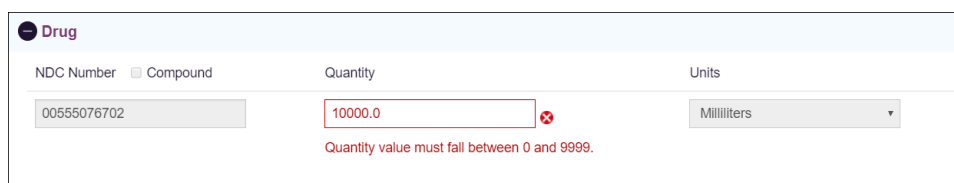
Middle Name Brody Address Line 2 SUITE 787 ID Number o4shvQCwUn

Last Name* Becker City* ANGELINEVILLE Patient Location Intermediary Care ▾

DOB* 01/22/1986 State* Pennsylvania Phone Number 6987789177


Gender* Unknown Postal Code* 57607-2002

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 10000.0  Milliliters ▾

Quantity value must fall between 0 and 9999.

3. Correct the error(s), and then click **Submit**.
 - a. If all errors have been resolved, the record is submitted.

Or

- b. If there are still errors on the page, the number of errors is displayed at the top of the page. Repeat steps 2-3 until all errors have been corrected.

5.2 Rx Maintenance

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

Rx Search

*Requires at least one Pharmacy Identifier and Rx Fill Dates

Prescriptions Number

Rx Number


Prescriber

Last Name

Pharmacy Identifiers


Prescriptions Fill Dates

From *



Search limit: 24 months

To *



5.2.1 Correcting Prescriptions

To search for and correct a prescription record:

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

Your search results are displayed.

Rx Search Results							
Identifier(s): FS4671601							
Rx Fill Dates: 06/26/2016 (adjusted)-06/26/2018							
Displaying all 5 entries							
Rx Number	Date Filled	Written At	Patient Name	Prescriber	Pharmacy Name	Pharmacy Identifier	
39467	2016-07-21	2016-07-18	DAVID SMITH	PAUL FARKAS, MD	SPRINGFIELD FAMILY PHARMACY, INC.	FS4671601	
JD1528589	2016-09-09	2016-09-09	JOHN DOE	Appriss Hospital - Resident	SPRINGFIELD FAMILY PHARMACY, INC.	FS4671601	
JD1528589	2016-09-19	2016-09-19	JOHN DOE	OHIO DOC	SPRINGFIELD FAMILY PHARMACY, INC.	FS4671601	
123450	2017-12-19	2017-12-19	GEORGE TESTPATIENT	OHIO DOC	SPRINGFIELD FAMILY PHARMACY, INC.	FS4671601	
457362	2018-01-10	2018-01-10	JOHN DOE	APPRISS HOSPITAL - RESIDENT	SPRINGFIELD FAMILY PHARMACY, INC.	FS4671601	

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

The Dispensation Correction Form page is displayed.

Dispensation Correction Form

Patient

Patient Type:

☒ Human
☐ Animal

First Name*

JOHN

Middle Name

Last Name*

DOE

DOB*

01/01/1900

Gender*

Male

Address*

832 NOT REAL PATIENT DR

Address Line 2

City*

WICHITA

State*

Kansas

Postal Code*

67205

ID Type

Driver's License ID

ID Number

D1234857

Patient Location

Phone Number

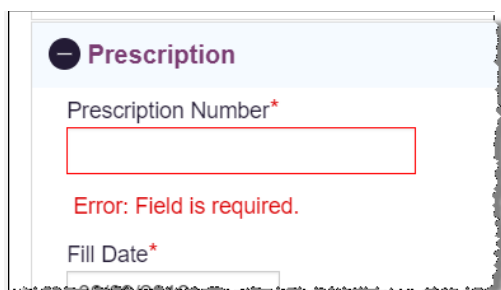
5025555555

Pharmacy

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

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

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

A screenshot of a web form titled "Prescription" with a minus icon in a circle. It contains two fields: "Prescription Number*" and "Fill Date*". The "Prescription Number*" field has a red border and a red error message below it: "Error: Field is required." The "Fill Date*" field is partially visible.

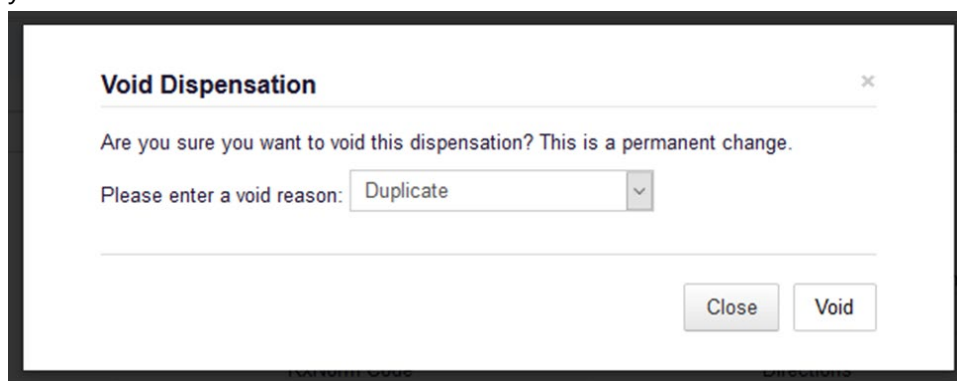
Once all errors have been corrected, click **Submit**.

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.

A screenshot of a "Void Dispensation" window. It has a title bar with a close button (X). The text inside says: "Are you sure you want to void this dispensation? This is a permanent change." Below this is a label "Please enter a void reason:" followed by a drop-down menu showing "Duplicate". At the bottom right 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 Michigan PMP database using the Manual Submission Form within the PMP AWARe web portal. This form allows you to enter patient, prescriber, dispenser, and prescription information.

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

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

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

To enter a new dispensation:

1. Complete the required fields.

Notes:

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

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

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

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

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

5.4 PharmacyRx

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

To perform a PharmacyRx search:

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

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

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 AWARxE menu allows you to manage your AWARxE user profile, including:

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

6.1 My Profile

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

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

To update your account:

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

The My Profile page is displayed.

My Profile

Profile Info

Name: Erin Tester	Employer DEA(s):
DOB: 01/01/1900	Employer: Appriss
Primary Contact:	1234 Street
DEA Number(s): AB0001315	Louisville, KY 40223
Professional License #: 012345678	Employer Phone: 502-123-1819
Type: MD	Role: Physician (MD, DO)

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 associated with this profile

Current Email: etodd@appriss.com

New Email Address

Re-enter New Email Address

[Save Changes](#)

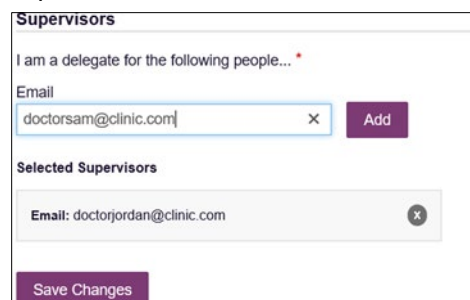
2. Update your information as necessary. The following notes may be helpful in updating your information:

- **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 the 'Specialty' section of a user profile. At the top, there is a header 'Specialty'. Below it, there is a section titled 'Add a Healthcare Specialty' with a 'Browse All' link on the right. A search bar with a magnifying glass icon contains the text 'Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)'. Below the search bar, there is a star icon followed by 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 the 'Supervisors' section of a user profile. At the top, there is a header 'Supervisors'. Below it, there is a section titled 'I am a delegate for the following people...'. Below this, there is a form with an 'Email' label and a text input field containing 'doctorsam@clinic.com'. To the right of the input field is an 'x' button and an 'Add' button. Below the input field, there is a section titled 'Selected Supervisors'. Below this, there is a list of supervisors. The first supervisor is 'Email: doctorjordan@clinic.com' with an 'x' button to its right. At the bottom, there 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: 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.

- 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:

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

The Default InterConnect PMPs page is displayed.

Default InterConnect PMPs

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

[Update Defaults](#)

- Click the checkbox next to the state(s) you would like to be selected by default when performing a Patient Request.
- 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

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

PMP InterConnect Search

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

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

[Search](#)

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

2. Click to select the state(s) from which you wish to obtain results. You may also click **Select All** to select all available states.
3. Once you click Search, PMP AWARe submits the request to the selected states' PMP InterConnect systems. Results from those states are then blended into the final NarxCare 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 add new delegates, approve or reject new delegates, or remove existing delegates from your account.

6.3.1 Approving and Rejecting Delegates

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

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

Once you have received the email notification:

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

The Delegate Management page is displayed.

Delegate Management					
Select a delegate to review details.					
First	Last	Role	Delegate Status	Date Requested	Date Verified
Test	Delegate2	Prescriber Delegate - Unlicensed	Pending	07/24/2018	07/24/2018
Test	Delegate3	Prescriber Delegate - Unlicensed	Pending	07/24/2018	07/24/2018

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.

- 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.

First	Last	Role	Delegate Status	Date Requested	Date Verified
Test	Delegate2	Prescriber Delegate - Unlicensed	Pending	07/24/2018	07/24/2018
Test	Delegate3	Prescriber Delegate - Unlicensed	Pending	07/24/2018	07/24/2018

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

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

Notes:

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

6.4 Password Management

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

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

6.4.1 Updating a Current Password

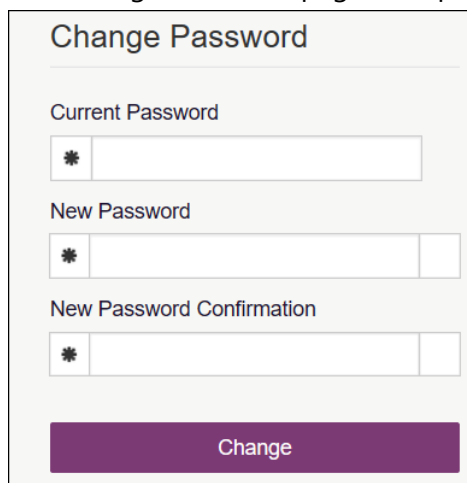
If your password has not expired, but you would like to proactively reset it, you can do so within the AWARe application.

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

To update your password:

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

The Change Password page is displayed.



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.

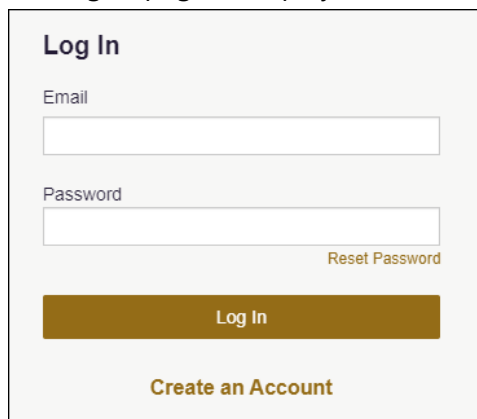
4. Click **Change**.

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

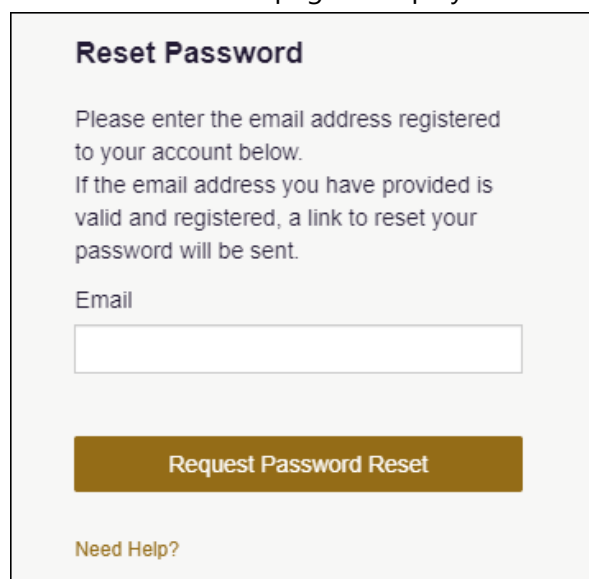
1. If you have forgotten your password or your password has expired, navigate to <https://michigan.pmpaware.net>.

The Log In page is displayed.

A screenshot of the 'Log In' page. At the top, the title 'Log In' is displayed. Below it are two input fields: 'Email' and 'Password'. To the right of the 'Password' field is a link that says 'Reset Password'. Below the input fields is a large blue button labeled 'Log In'. At the bottom of the form is a link that says 'Create an Account'.

2. Click **Reset Password**.

The Reset Password page is displayed.

A screenshot of the 'Reset Password' page. The title 'Reset Password' is at the top. Below the title is a paragraph of text: 'Please enter the email address registered to your account below. If the email address you have provided is valid and registered, a link to reset your password will be sent.' Below this text is an 'Email' input field. At the bottom of the form is a large blue button labeled 'Request Password Reset'. Below the button is a link that says 'Need Help?'.

3. Enter the email address associated with your account, then click **Request Password Reset**.

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

The Change Password page is displayed.

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

Passwords must contain:

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

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

5. Click **Change**.

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

Notes:

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

7 Assistance and Support

7.1 Technical Assistance

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

- Contact Bamboo Health at 1-844-3-MI-4PMP (1-844-364-4767);
OR
- Create a support request at the following URL:
<https://pmpawarxe.zendesk.com/hc/en-us/>

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

7.2 Administrative Assistance

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

Michigan Automated Prescription System (MAPS)
Bureau of Professional Licensing
Department of Licensing and Regulatory Affairs
P.O. Box 30670
Lansing, MI 48909

Phone: 517-373-1737

Fax: 517-241-5072

Email: BPL-MAPS@michigan.gov

Website: www.michigan.gov/mimapsinfo

8 Document Information

8.1 Disclaimer

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

8.2 Change Log

Version	Date	Chapter/Section	Change Made
1.0	2017	N/A	N/A; initial publication
2.0	08/28/2019	Global	Updated to current document template
		Cover Page	Updated LARA logo
2.1	09/04/2019	Appendix B/ Communications Module	Added new appendix with information regarding the Communications Module
2.2	10/16/2019	Cover Page	Updated LARA logo
2.3	12/17/2019	2/Registration	Replaced registration instructions with updated registration process
2.4	03/30/2019	Cover Page	Updated LARA logo
2.5	06/02/2020	Appendix B/ Communications Module	Updated to reflect the addition of the Sent Messages tab and the threaded messages feature
		Appendix B/View a Message Thread	Added new section
		Appendix B/ Responding to an Existing Message	Updated steps for replying to a message
		Appendix B/Adding a New Care Note	Added information regarding state-defined Care Notes
2.6	06/23/2021	Global	Updated screenshots as necessary to reflect updates made to the system to ensure that it is ADA compliant
2.7	10/20/21	Section 4.1/Creating a Patient Request	Updated screenshots and information contained within the appendix to reflect the new Tiles layout

		Appendix A/NarxCare	Updated screenshots and information contained within the appendix to reflect the new Tiles layout
3.0	08/02/2022	Global	Updated guide to reflect Bamboo Health branding
		Appendix A/NarxCare	Updated appendix to be legally compliant
		Appendix B/Communications Module	Updated images to reflect the new Tiles layout

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.

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.

Header

Messages

Care Notes

Person Picking UP Prescriptions

Scores & Indicators

, 17M

Date of Birth:

Recent Address:

Louisville, KY 40212

View Linked Records (6)

Messages

Showing 1 Item

[3/11/2021 1:11:10 AM EST] — from [REDACTED] (Dentist) to [REDACTED] (Cardiologist)
This patient has a treatment agreement. Please see agreement attached
[Treatment Agreement.pdf \(134.54 KB\)](#)

Care Notes

Showing 1 Item

[7/8/2019 9:12:32 AM EDT] — from [REDACTED] (Dentist)
This patient has a treatment agreement. Please see agreement attached
[Treatment Agreement.pdf \(134.54 KB\)](#)

Person Picking Up Prescriptions

Total: 3

Showing 1-3 of 3 Items | View | 15 Items | 1 of 1

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

Showing 1-3 of 3 Items | View | 15 Items | 1 of 1

Narx Scores

Narcotic

794

Sedative

391

Stimulant

221

Explanation and Guidance

Overdose Risk Score

993

(Range 000-999)

Explanation and Guidance

State Indicators (4)

Patient is participating in a specialized docket to address a diagnosed substance use disorder.

Hx of previous overdose (3)

Daily Active MME ≥= 115

Overlapping Opioid & Benzodiazepine

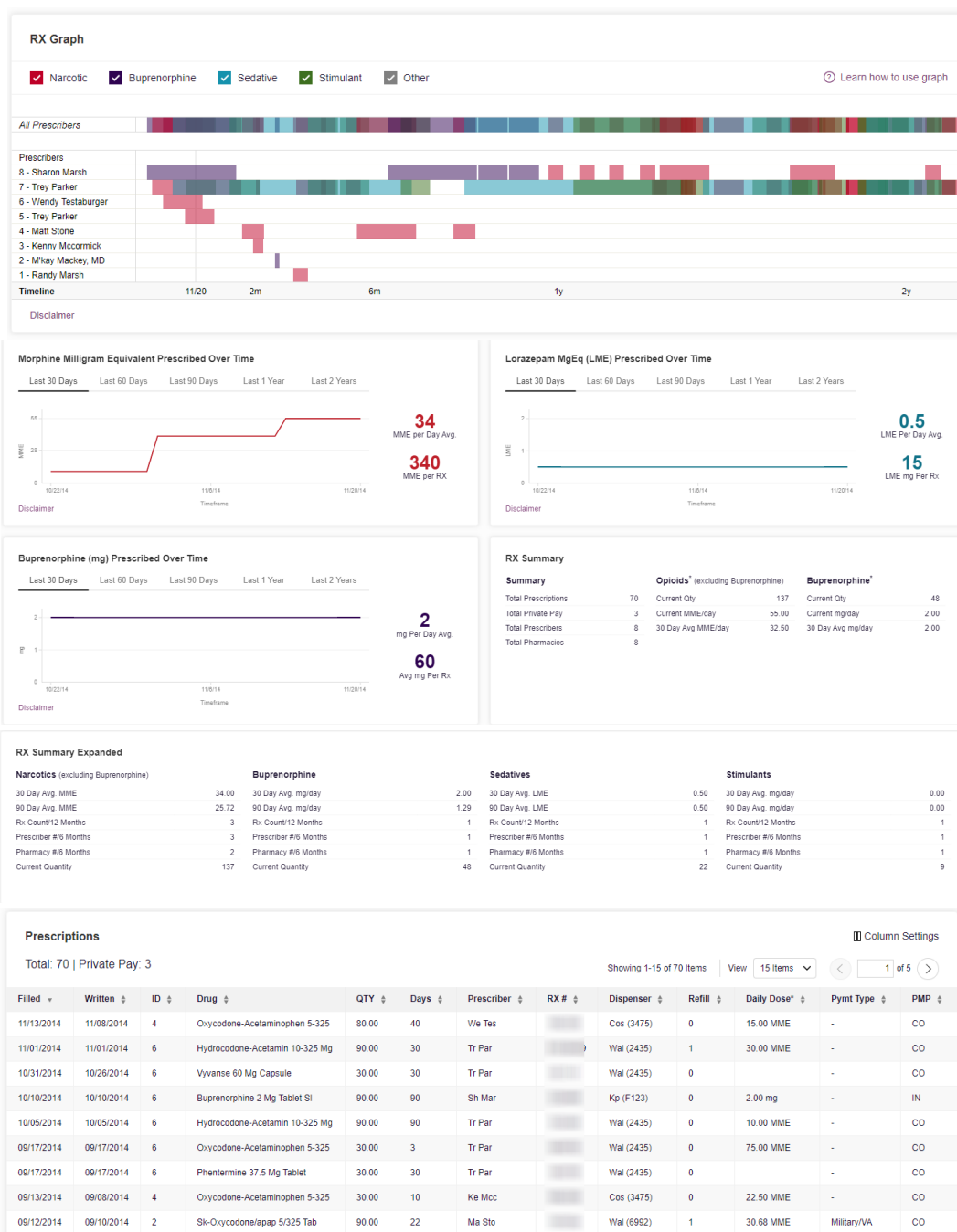
Details

RX Graph

RX Summary

RX Summary Expanded

Prescription Detail



Providers

Pharmacies

Name	Address	City	State	Zipcode	Phone
Allyce (Allyce, MD)	1001 N. Main St. Ste. 101	North Park	CO	41113	(225) 212-4800
Allyce (Allyce, MD)	1710 (Allyce) (Allyce, MD)	South Park	CO	80134	(225) 212-4800
Allyce (Allyce, MD)	1001 N. Main St. Ste. 101	South Park	CO	80134	-
Allyce (Allyce, MD)	Allyce (Allyce)	North Park	CO	85134	-
Allyce (Allyce, MD)	1001 N. Main St. Ste. 101	South Park	CO	80434	-
Allyce (Allyce, MD)	1001 N. Main St. Ste. 101	South Park	CO	80134-4321	-
Allyce (Allyce, MD)	1001 N. Main St. Ste. 101	South Park	CO	80134	(225) 212-4800
Allyce (Allyce, MD)	Allyce (Allyce)	South Park	CO	80134	-

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: Dan's Pharm # 123	East Park	CO	80444	(123) 123-4122
Bill's Pharm. (2898)	Db: Bill's Pharm # 523	East Park	CO	80441	(532) 223-4122
Kp (F123)	Wholepsychick	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:

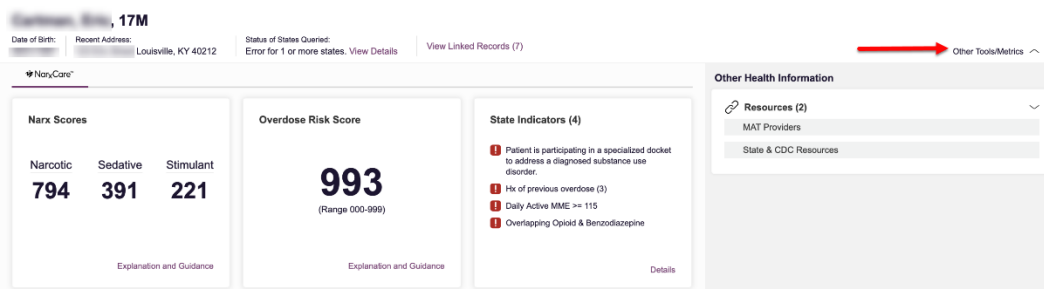
- **Drop-down menu bar:** Clicking **Menu** allows you to navigate to all functional areas of AWARxE. For NarxCare users, the menu, which is shown on the following page, contains additional training links as well as a link to the NarxCare user guide. You can click your username for quick access to account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

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

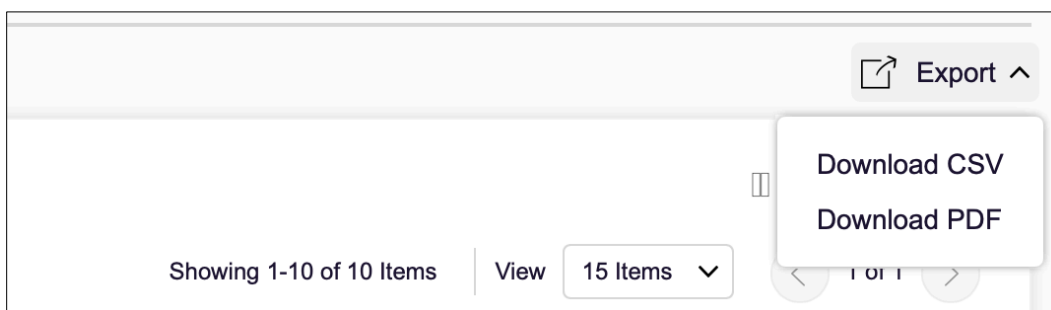
You can click **View Linked Records** to display all records linked to the selected patient.

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



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



Report Body

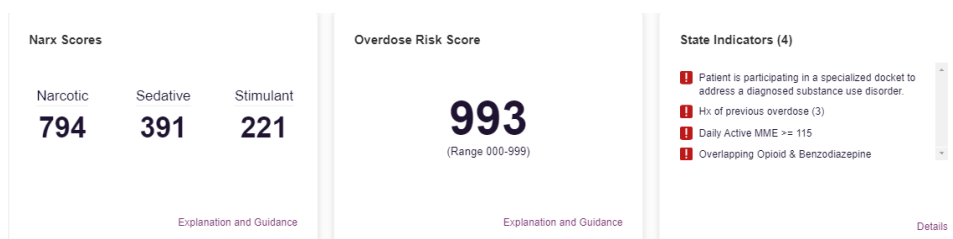
The information in the body of the NarxCare Report is aimed at rapidly raising awareness of potential risk and prescription use patterns, and when required, individual prescription detail. This information is presented as tiles, many of which are interactive and will display additional information upon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

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

- **Scores and additional risk indicators:** The NarxCare Report includes a series of type-specific use scores, NarxCare Scores, Overdose Risk Score, and Additional Risk Indicators, which are

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.

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



- **State Indicators:** The State Indicators tile displays Clinical Alerts as configured by your PMP Administrator. The Clinical Alerts feature delivers custom alerts and notifications to prescribers to alert them when patients meet or exceed the specified thresholds.

Note: The alerts that are available to you and the thresholds associated with those alerts are configured by your PMP Administrator.

The Clinical Alerts that may be displayed in this section are listed in the table below.

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

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

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

State Indicators (4)

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

[Details](#)

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

Additional Indicators[Print](#)

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

! Exceeds Daily Active MME Threshold

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.

Patient's Counts	Alert Thresholds
115	45

Alert Date: 8/23/2021

! Exceeds Opioid & Benzodiazepine Threshold

Description

Please note that this person has received controlled substances prescriptions for both an Opioid and a Benzodiazepine within the same time period.

Below Daily Active Methadone Threshold

Prescription Counts

Opioid: 4
Benzodiazepine: 1

Alert Date: 8/23/2021

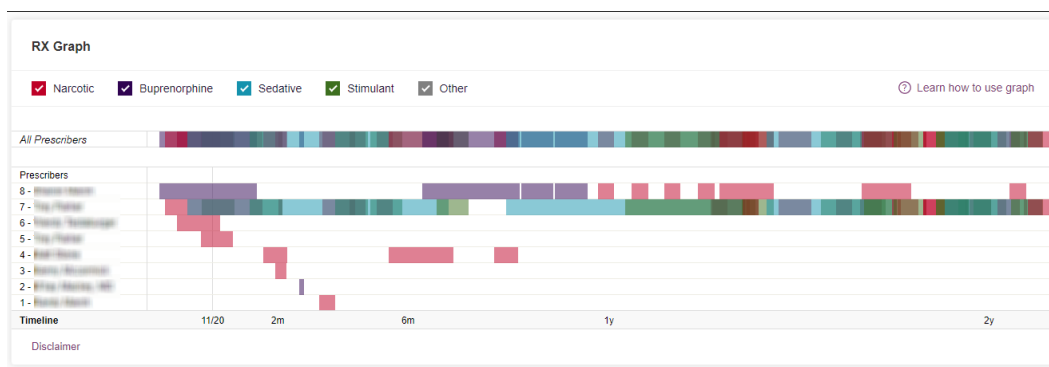
[Close](#)

Notes:

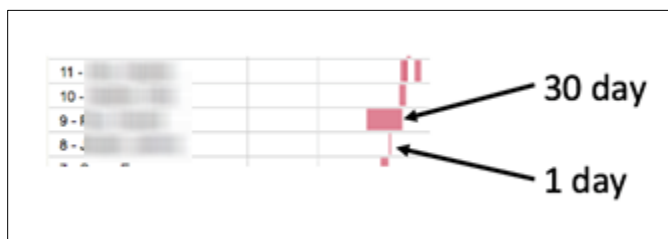
If configured by your PMP Administrator, this module may also display an Explanation section containing additional information, provided by the PMP Administrator, about why you are receiving this alert.

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

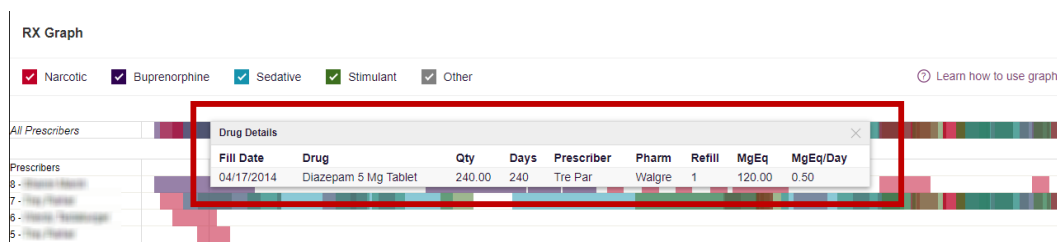
- **Rx Graph:** The Rx Graph tile allows you to rapidly see important patterns and levels of use.



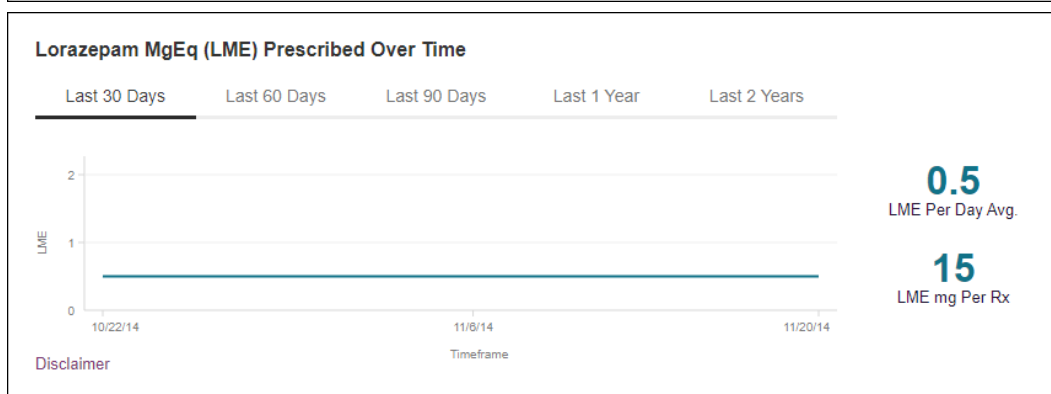
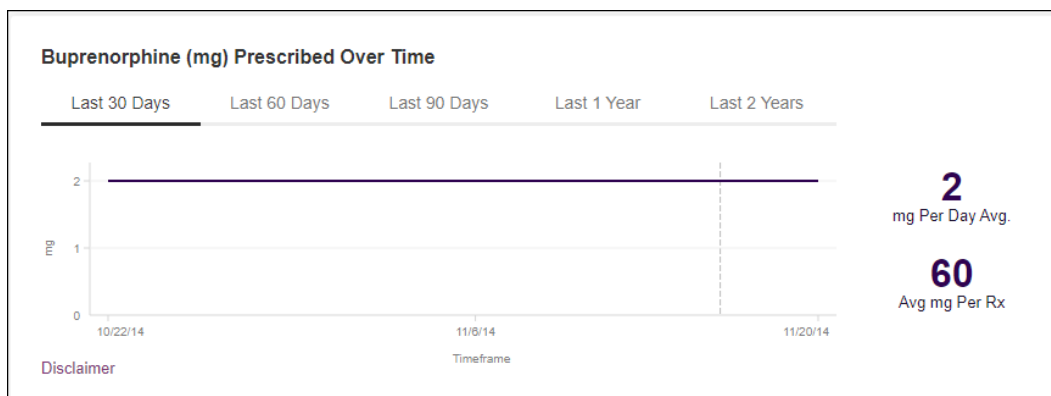
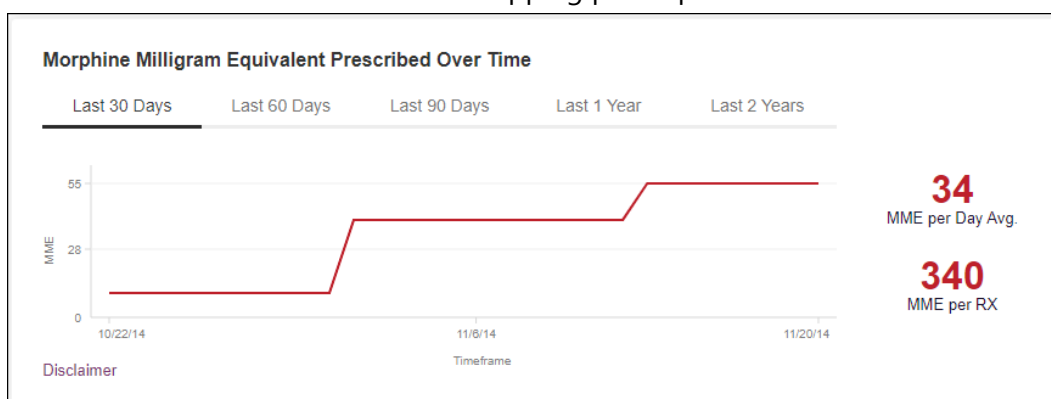
- Prescriptions are color coded and can be selected or deselected at the top of the graph.
 - Narcotics (opioids) = red
 - Buprenorphines = purple
 - Sedatives (benzodiazepines, sleep aids, etc.) = blue
 - Stimulants = green
 - Other = grey
- The Rx Graph is reverse time ordered, meaning that the most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



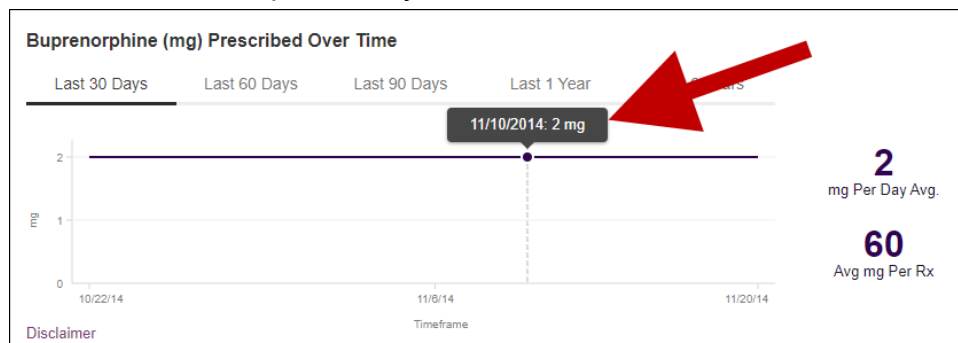
- The Rx Graph is interactive. You can click on a prescription to view information for that prescription, or you can click and drag over multiple prescriptions to view information for the selected prescriptions.



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



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



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

Prescription Detail

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

Prescriptions													Column Settings
Total: 70 Private Pay: 3													
Showing 1-15 of 70 Items													View 15 Items
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	(b)(6)	Cos (3475)	0	15.00 MME	-	CO	
11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par	(b)(6)	Wal (2435)	1	30.00 MME	-	CO	
10/31/2014	10/26/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par	(b)(6)	Wal (2435)	0		-	CO	
10/10/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar	(b)(6)	Kp (F123)	0	2.00 mg	-	IN	
10/05/2014	10/05/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	90	Tr Par	(b)(6)	Wal (2435)	0	10.00 MME	-	CO	
09/17/2014	09/17/2014	6	Oxycodone-Acetaminophen 5-325	30.00	3	Tr Par	(b)(6)	Wal (2435)	0	75.00 MME	-	CO	
09/17/2014	09/17/2014	6	Phentermine 37.5 Mg Tablet	30.00	30	Tr Par	(b)(6)	Wal (2435)	0		-	CO	
09/13/2014	09/08/2014	4	Oxycodone-Acetaminophen 5-325	30.00	10	Ke Mcc	(b)(6)	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	(b)(6)	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	(b)(6)	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	(b)(6)	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	(b)(6)	Wal (6992)	0	7.50 MME	-	CO	
07/02/2014	06/29/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par	(b)(6)	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	(b)(6)	Wal (6992)	0		Other	CO	
06/07/2014	05/08/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par	(b)(6)	Wal (6992)	1	60.00 MME	Comm Ins	CO	
Showing 1-15 of 70 Items													View 15 Items

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 >					
Name	Address	City	State	Zipcode	Phone
North Park Pharmacy, LLC	1001 N. Main / Box 1001	North Park	CO	41113	(303) 473-0000
South Park Pharmacy, LLC	1700 S. Cooper / Box 1001	South Park	CO	80134	(303) 473-0000
South Park Pharmacy, LLC	1700 S. Cooper / Box 1001	South Park	CO	80134	
North Park Pharmacy, LLC	1001 N. Main / Box 1001	North Park	CO	85134	
South Park Pharmacy, LLC	1001 N. Main / Box 1001	South Park	CO	80434	
South Park Pharmacy, LLC	1001 N. Main / Box 1001	South Park	CO	80134-4321	
South Park Pharmacy, LLC	1700 S. Cooper / Box 1001	South Park	CO	80134	(303) 473-0000
South Park Pharmacy, LLC	1001 N. Main / Box 1001	South Park	CO	80134	-
Showing 1-8 of 8 Items View 15 Items < 1 of 1 >					

Pharmacies					
Total: 8					
Showing 1-8 of 8 Items View 15 Items < 1 of 1 >					
Name	Address	City	State	Zipcode	Phone
North Park Pharmacy, LLC	1001 N. Main / Box 1001	North Park	CO	43621	(303) 473-0000
South Park Pharmacy, LLC	1700 S. Cooper / Box 1001	South Park	CO	80134	(303) 473-0000
South Park Pharmacy, LLC	1001 N. Main / Box 1001	South Park	CO	80134	
South Park Pharmacy, LLC	1001 N. Main / Box 1001	South Park	CO	80134	
South Park Pharmacy, LLC	1001 N. Main / Box 1001	South Park	CO	80134	
East Park Pharmacy, LLC	1001 N. Main / Box 1001	East Park	CO	80444	(303) 473-0000
East Park Pharmacy, LLC	1001 N. Main / Box 1001	East Park	CO	80441	(303) 473-0000
East Park Pharmacy, LLC	1001 N. Main / Box 1001	East Park	CO	80445	-
Showing 1-8 of 8 Items View 15 Items < 1 of 1 >					

Other Tools/Metrics Resources

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

17M

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

Narx Scores

Narcotic	Sedative	Stimulant
794	391	221

Overdose Risk Score

993
(Range 000-999)

State Indicators (4)

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

Other Health Information

Resources (2)

MAT Providers

State & CDC Resources

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

MAT Providers

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

Zip Code

40212

Submit

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

PRESCRIPTION OPIOIDS: WHAT YOU NEED TO KNOW

Prescription opioids can be used to help relieve moderate to severe pain and are often prescribed for chronic pain. However, they can be addictive and can cause side effects. It is important to use them safely and to be aware of the risks of misuse and addiction.

WHAT ARE THE RISKS AND SIDE EFFECTS OF OPIOID USE?

• Addiction: Opioid use can lead to addiction, which is a chronic disease of the brain.

• Overdose: Opioid use can lead to overdose, which can be fatal.

• Side effects: Opioid use can cause side effects such as constipation, drowsiness, and nausea.

POCKET GUIDE: TAPERING

POCKET GUIDE: TAPERING OPIOIDS FOR CHRONIC PAIN

Prescription Opioids: What You Need to Know (PDF)

Opioids and Chronic Pain

PROMOTING SAFER AND MORE EFFECTIVE PAIN MANAGEMENT

Chronic pain is a common condition that affects millions of people. It can be difficult to manage, but there are ways to do it safely and effectively. This guide provides information on how to use opioids safely and effectively.

1 in 4

4.3

PRESCRIPTION OPIOID OVERDOSE IS AN EPIDEMIC IN THE US

Promoting Safer and More Effective Pain Management (PDF)

Fact Sheet

GUIDELINE FOR PRESCRIBING OPIOIDS FOR CHRONIC PAIN

Pregnancy and Opioids

PREGNANCY AND OPIOID PAIN MEDICATIONS

Women who take opioid pain medications should be aware of the possible risks during pregnancy.

1 in 4

4.3

PREGNANCY AND OPIOID PAIN MANAGEMENT

Pregnancy and Opioids Pain Management (PDF)

Checklist *

Checklist for prescribing opioids for chronic pain

When considering long-term opioid therapy, providers should consider the following factors:

• Patient history and risk factors

• Patient goals and expectations

• Patient understanding of risks and benefits

• Patient ability to manage pain safely

• Patient ability to manage side effects

• Patient ability to manage addiction

• Patient ability to manage overdose

• Patient ability to manage withdrawal

• Patient ability to manage other risks

• Patient ability to manage other conditions

• Patient ability to manage other medications

• Patient ability to manage other health issues

• Patient ability to manage other social issues

• Patient ability to manage other legal issues

• Patient ability to manage other financial issues

• Patient ability to manage other personal issues

• Patient ability to manage other family issues

• Patient ability to manage other community issues

• Patient ability to manage other environmental issues

• Patient ability to manage other cultural issues

• Patient ability to manage other religious issues

• Patient ability to manage other spiritual issues

• Patient ability to manage other philosophical issues

• Patient ability to manage other ethical issues

• Patient ability to manage other moral issues

• Patient ability to manage other legal issues

• Patient ability to manage other financial issues

• Patient ability to manage other personal issues

• Patient ability to manage other family issues

• Patient ability to manage other community issues

• Patient ability to manage other environmental issues

• Patient ability to manage other cultural issues

• Patient ability to manage other religious issues

• Patient ability to manage other spiritual issues

• Patient ability to manage other philosophical issues

• Patient ability to manage other ethical issues

• Patient ability to manage other moral issues

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. Foreexample, 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.

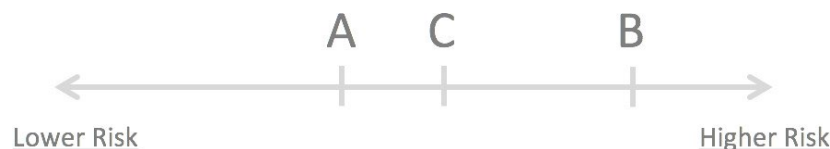
A single point measurement of total MME in the last 60 days can be used to illustrate this concept further using the following three patients:

• 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 ...				

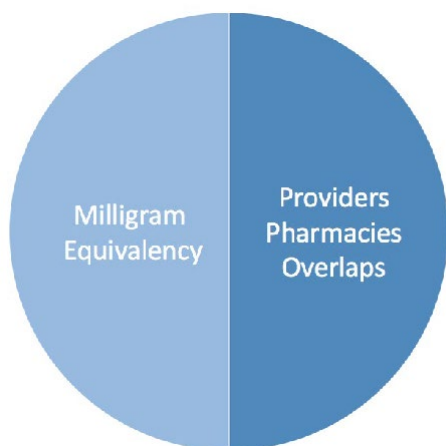
Pharmacy Count	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1	25	16	13	10
2	45	31	25	19
3	63	44	35	27
4	78	56	45	35
5	90	67	54	42
6	99	76	62	49
And so on ...				

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.

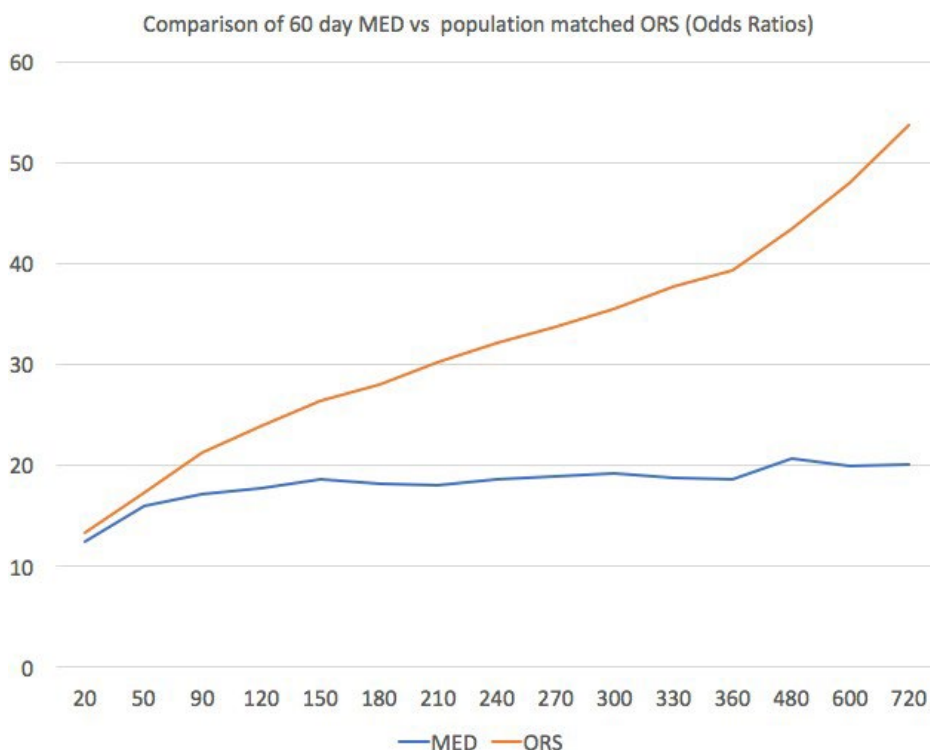
Subsequent revisions of the model have included evaluation of thousands of variables. A specific characterization of the current variables and coefficients is beyond the scope of this document. In general, the variables that have shown to be predictive of unintentional overdose death include:

- 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 MED Equivalent	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 Communications Module is designed to meet this need. When this module is enabled, clinician-to-clinician messaging and the ability to add Care Notes to a record are available within the NarxCare Report.

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

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

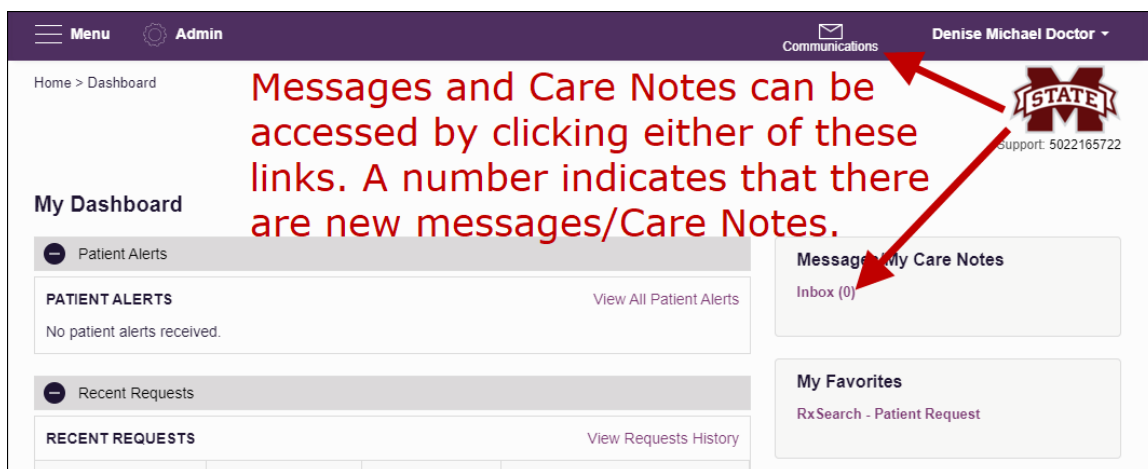
This appendix describes how to create and view Care Notes and clinician-to-clinician messages within the NarxCare Report.

Accessing Your Inbox

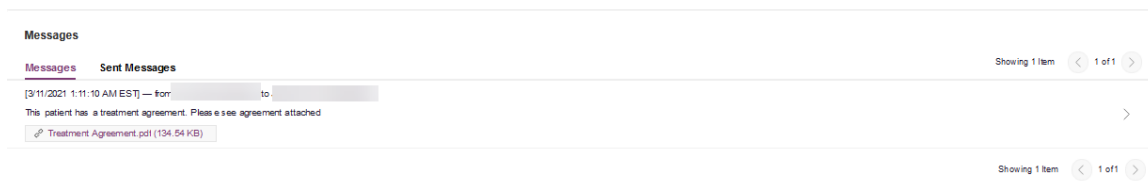
Clinician-to-clinician messages and Care Notes are stored in your inbox, which can be accessed by:

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

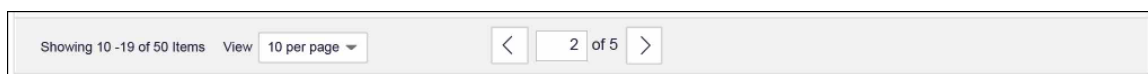


Once you have clicked either link, your inbox is displayed.



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

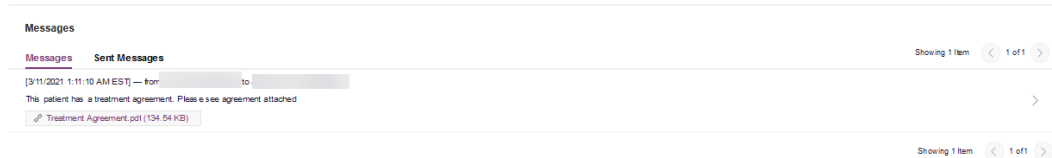
You can manage how many messages or Care Notes are displayed at any given time by changing the number in the **View** field at the bottom of the list. You can also use the arrows to navigate through your messages/Care Notes.



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

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

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

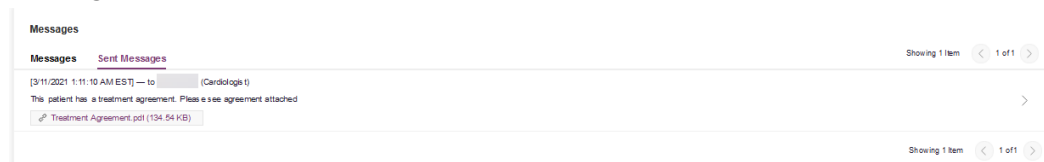


Refer to [Clinician-to-Clinician Messaging](#) for information on responding to messages and creating new messages.

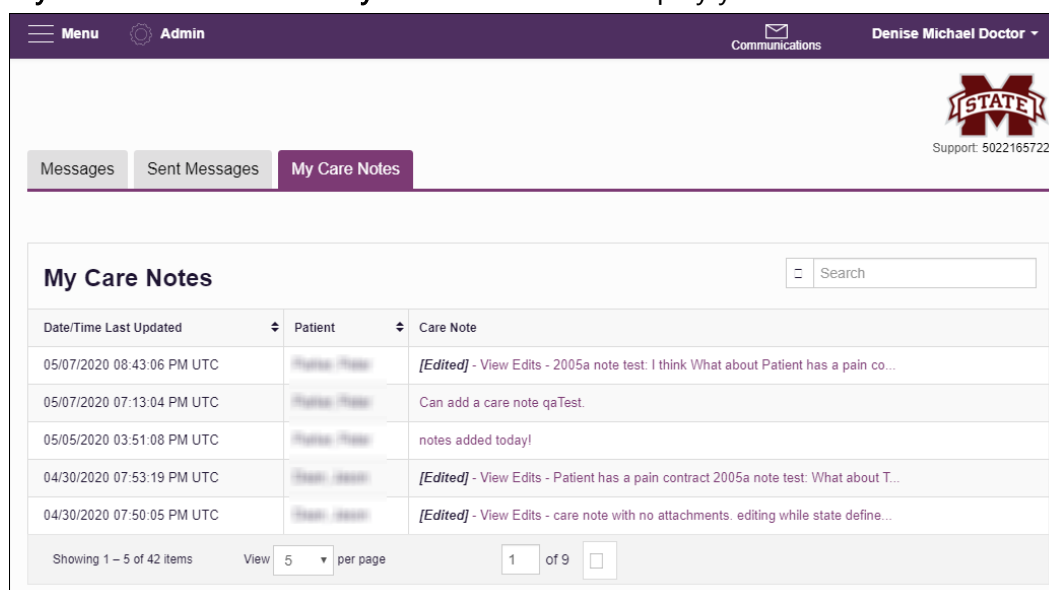
- **Sent Messages.** Click the **Sent Messages** tab to display a list of messages you sent to other clinicians. This tab displays the date and time the message was received, the patient who is the subject of the message, the user to whom you sent the message, and a preview of the message text. Messages are displayed in descending time order, with the most current messages at the top.

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. Click **Sent Messages** to view your list of sent messages.



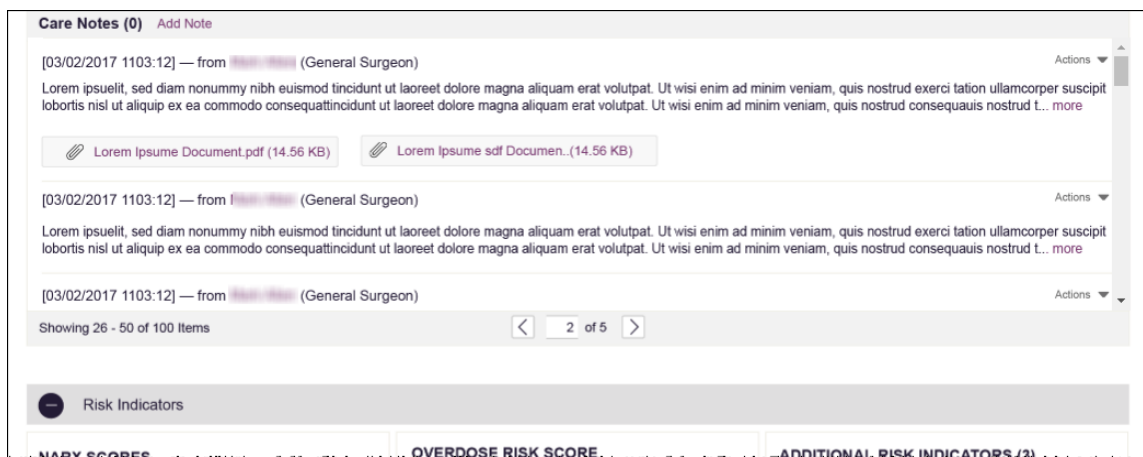
- **My Care Notes.** Click the **My Care Notes** tab to display your Care Notes.



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 NarxCare 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

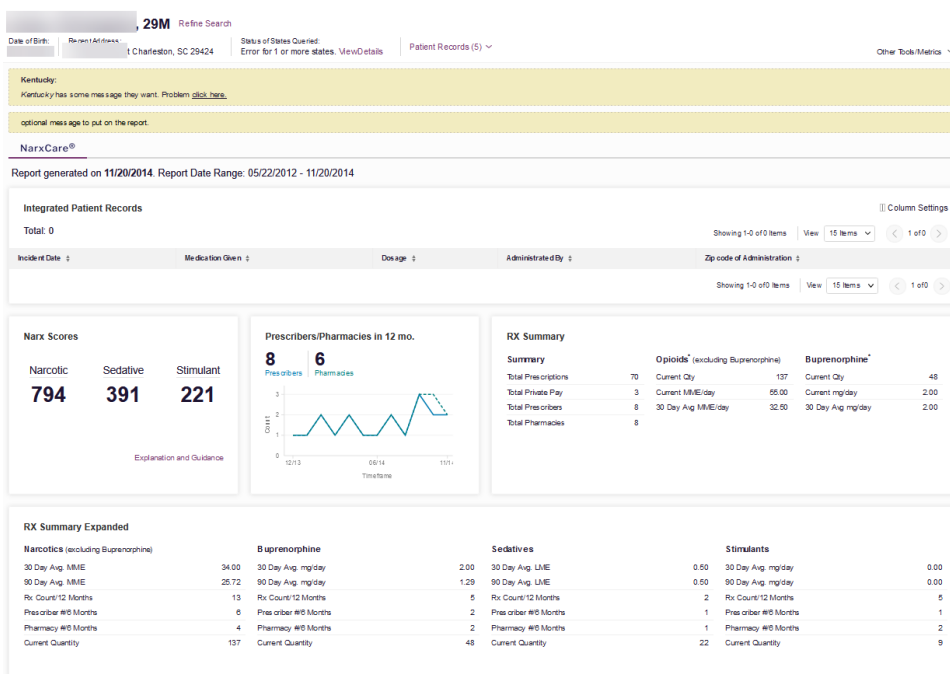
You can send a message regarding a specific patient to another clinician who is also treating that patient from within the NarxCare Report.

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.

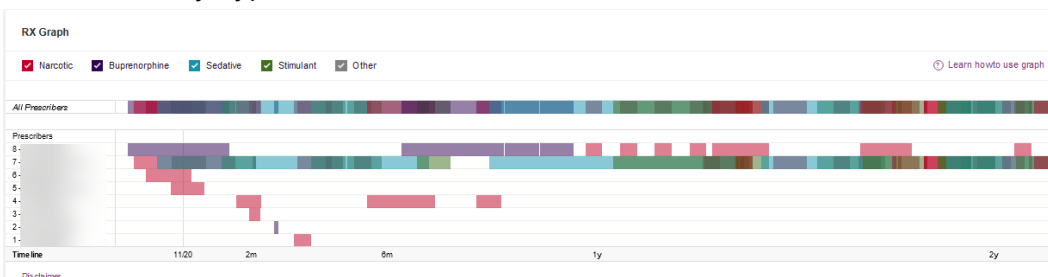
To send a new message:

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

The NarxCare Report is displayed.



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



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

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

The Message Creation window is displayed.

New Message to [Patient Name]

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

Search criteria:

Name: [Name] **DOB:** [DOB]

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

☐ Atlanta, GA 30341

☐ Louisville, KY 40029

☐ Atlanta, GA 30341

From: [Provider Name] (Cardiology) - Nashville, TN 37232

To: [Provider Name] (Nurse Practitioner Family Health) - New York, NJ 10014

Message...

[Add Attachments](#) Characters Left: 1000

Messaging Guidelines: This message 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](#)

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.
6. If you need to add an attachment to the message, click **Add Attachments** and select the file(s) you wish to attach.
7. Click **Send**.

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

View a Message Thread

The Communication section of the Narx Report organizes your messages into threads. To view a message thread:

1. Navigate to the Communication section of the Narx Report using the instructions provided in the [Accessing Your Inbox](#) section of this guide.

Messages

[Messages](#) [Sent Messages](#)

Showing 1 item < 1 of 1 >

[3/11/2021 1:11:10 AM EST] — from [Name] to [Name]

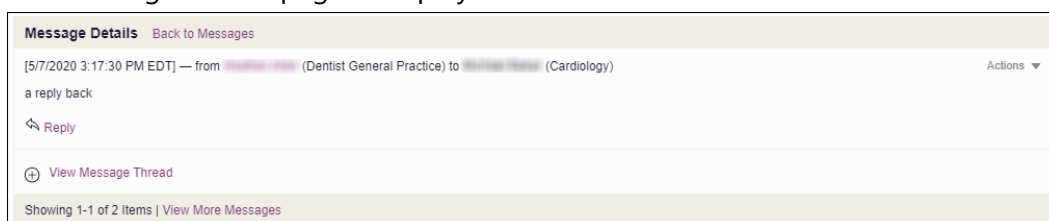
This patient has a treatment agreement. Please see agreement attached

[Treatment Agreement.pdf \(134.54 KB\)](#)

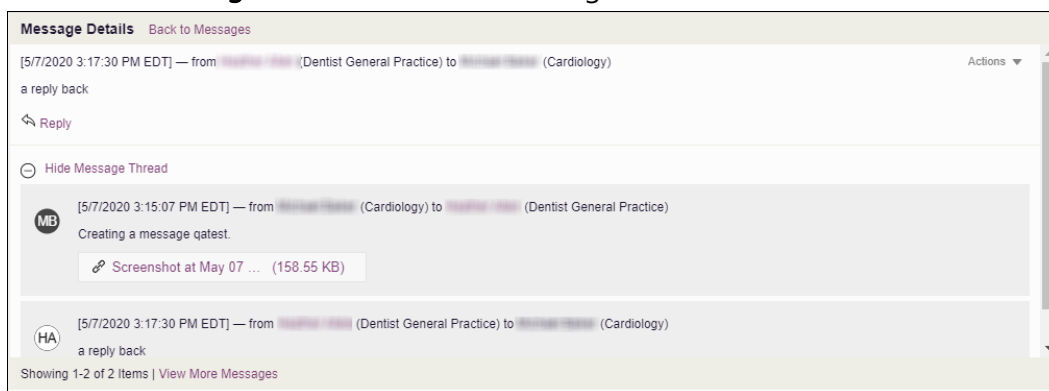
Showing 1 item < 1 of 1 >

2. Click the arrow icon (>) located to the right of the message you wish to view.

The Message Details page is displayed.



3. Click **View Message Thread** to view all messages in this conversation.



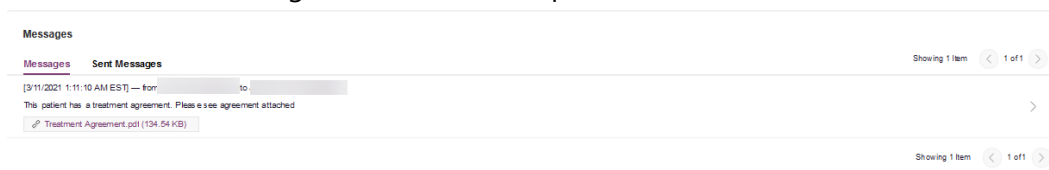
4. From this page, you can:
 - a. Click **Reply** to add another message to the thread (see [Responding to an Existing Message](#) for more details);
 - b. Click **View More Messages** to view more messages in the thread; or
 - c. Click **Back to Messages** to return to the **Messages** tab.

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



2. Click the arrow icon (>) located to the right of the message to which you are responding.

The Message Details page is displayed.

The screenshot shows a 'Message Details' window with a header bar containing 'Message Details' and a 'Back to Messages' link. The message content area displays the date and time '[5/7/2020 3:17:30 PM EDT]', the sender '(Dentist General Practice)', and the recipient '(Cardiology)'. Below this, there is a 'a reply back' link and a 'Reply' button with a right-pointing arrow. A 'View Message Thread' link is also present. At the bottom, it indicates 'Showing 1-1 of 2 Items | View More Messages'.

3. Click **Reply**.

The Reply window is displayed as shown on the following page.

The screenshot shows a 'Reply to' window. The header includes a close button (X). The main text area contains a notice: 'This patient report includes multiple demographics. Communications must be appended to a specific patient demographic. Please make the appropriate selection to append this communication to an accurate patient record.' Below this is a 'Search criteria:' section with 'Name: [redacted]' and 'DOB: [redacted]'. A question asks 'What's the most recent and accurate address for this patient?' followed by three radio button options for different addresses in Atlanta, GA, Louisville, KY, and Atlanta, GA. The 'From' and 'To' fields show the sender as '(Cardiology)' and the recipient as '(Dentist General Practice)'. A large text area for the message is provided, with a 'Message...' placeholder. Below the text area is an 'Add Attachments' link and a 'Characters Left: 1000' indicator. At the bottom, there is a 'Cancel' button and a 'Save' button. A 'Messaging Guidelines' section is also visible at the bottom of the window.

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 response in the **Message** field.
6. If you need to add an attachment to the message, click **Add Attachments** and select the file(s) you wish to attach.
7. 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.

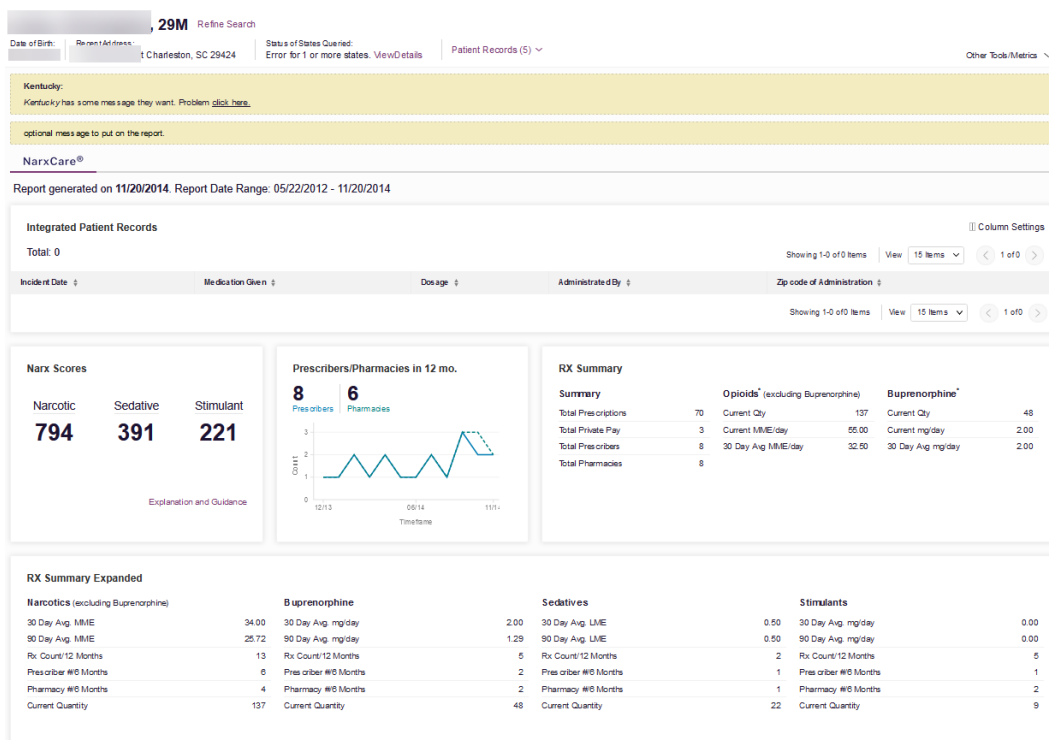
Note: This function should be used for messages that are not critically time sensitive, as there may be a time lag before the recipient views any sent message. For time sensitive communications, Bamboo Health recommends direct communication with the desired recipient outside the PMP.

Adding a New Care Note

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

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

The NarxCare Report is displayed.



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

The Care Note creation window is displayed.

Care Note for Peter Parker

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....

Add Attachment

Characters Left: xxx

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

Note: If configured by your PMP administrator, you may be required to select from a list of pre-defined Care Notes. These notes are defined by your PMP administrator and will vary by PMP. In this case, your Care Note creation window will display similar to the following example:

Care Note for Peter Parker

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

Search criteria:
Name: Peter Parker **DOB:** 1/1/1950

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

- ☐ 4770 Buford Hwy Ne Atlanta, GA 30341
- ☐ 32 Place Rd Louisville, KY 40029
- ☐ 4770 Buford Hwy Atlanta, GA 30341

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

Type of Care Note
Select

☐ Patient has a pain contract
☐ Another note
☐ 2005a note test

Add Attachments

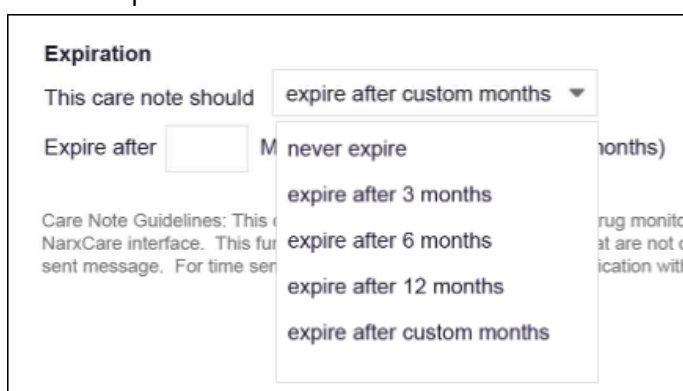
Expiration
This care note should never expire

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

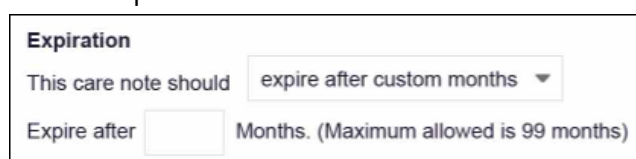
To create a Care Note, select the type of note from the **Type of Care Note** field, then click the checkbox next to the Care Note that should be added to the patient's record. If you have questions regarding the available Care Notes, please contact your PMP administrator.

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



The screenshot shows a form section titled "Expiration". It contains the text "This care note should" followed by a dropdown menu currently set to "expire after custom months". Below this is a label "Expire after" followed by a text input field and the word "Months". A dropdown menu is open, showing the following options: "never expire", "expire after 3 months", "expire after 6 months", "expire after 12 months", and "expire after custom months".

- You can choose to have the Care Note never expire or to expire after 3 months, 6 months, 12 months, or a custom number of months.
- If you choose the **expire after custom months** option, you will be prompted to enter the number of months after which the Care Note should expire. The maximum allowed is 99 months.



The screenshot shows the "Expiration" section with the dropdown menu set to "expire after custom months". Below the dropdown, there is a text input field and the text "Months. (Maximum allowed is 99 months)".

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

The Care Note is saved and immediately appended to the patient's record.

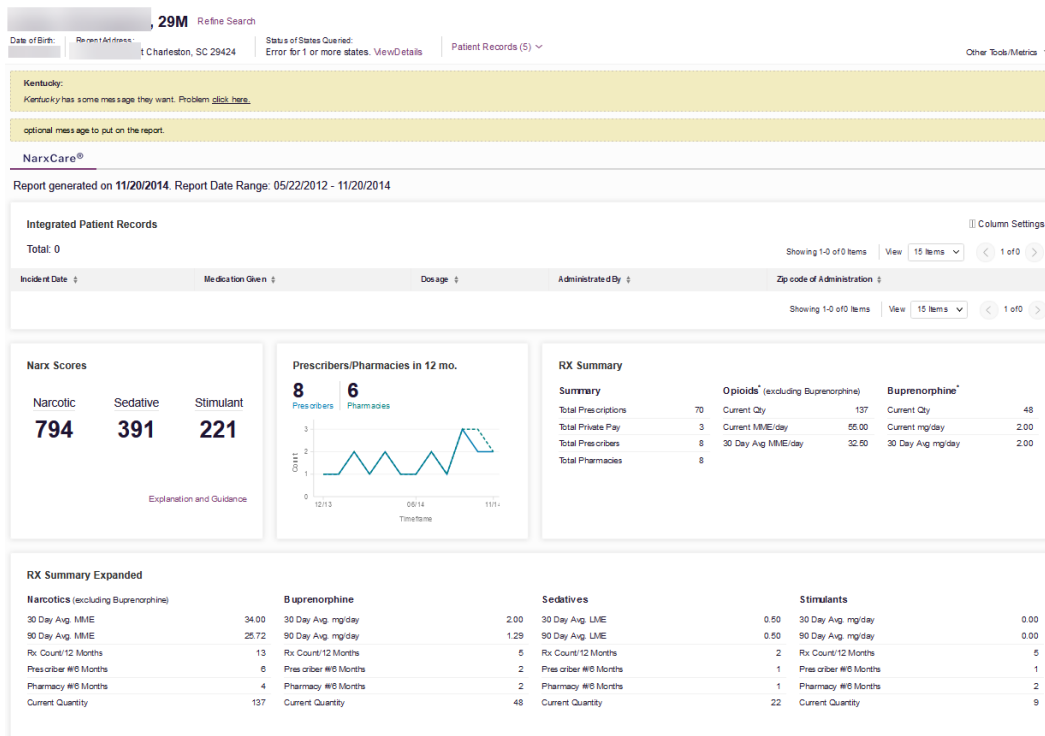
Editing a Care Note

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

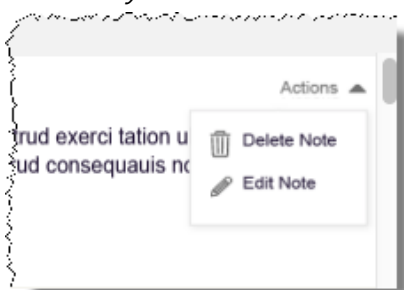
To edit your Care Note:

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

The NarxCare Report is displayed.



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



The Edit Care Note window is displayed.

Edit Care Note for [Patient Name]

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.

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 inure dolor in

A_Doc_Upload 12345678.pdf (40.3KB)
Uploaded Jan 23, 2017 2:30 PM EST

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

Reason for Edit
Please share your reason for editing this care note.
☐ Correct errors/wrong information
☐ Update outdated information

Cancel Save

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

Reason for Edit
Please share your reason for editing this care note.
☐ Correct errors/wrong information
☐ Update outdated information
☐ Other

Additional Comments

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.

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.

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

×

Edited Care Note

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

Original Care Note
[11/19/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

Edited on 11/19/2017
[11/19/2017 2:24:00 PM CST] — Lorem ipsuelit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

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

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

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, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

Close

Deleting a Care Note

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

To delete your Care Note:

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

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

29M Refine Search

Date of Birth: Patient Address: Charleston, SC 29424 Status of States Queried: Error for 1 or more states. View Details Patient Records (5) Other Tools/Metrics

Kentucky:
Kentucky has some message they want. Problem [click here](#).

optional message to put on the report.

NarxCare®

Report generated on 11/20/2014. Report Date Range: 05/22/2012 - 11/20/2014

Integrated Patient Records

Total: 0

Showing 1-0 of 0 items View 15 items < 1 of 0 >

Incident Date Medication Given Dosage Administered By Zip code of Administration

Showing 1-0 of 0 items View 15 items < 1 of 0 >

Narx Scores

Narcotic	Sedative	Stimulant
794	391	221

Explanation and Guidance

Prescribers/Pharmacies in 12 mo.

8 Prescribers 6 Pharmacies

Timezone

RX Summary

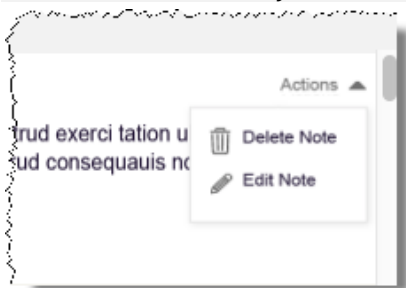
Summary	Opioids* (excluding Buprenorphine)	Buprenorphine*
Total Prescriptions	70	137
Total Private Pay	3	55.00
Total Prescribers	8	32.50
Total Pharmacies	8	2.00

RX Summary Expanded

Narcotics (excluding Buprenorphine)	Buprenorphine	Sedatives	Stimulants
30 Day Avg. MME	34.00	2.00	0.50
90 Day Avg. MME	25.72	1.29	0.50
Rx Count/12 Months	13	5	2
Prescriber #/6 Months	6	2	1
Pharmacy #/6 Months	4	2	1
Current Quantity	137	48	22

- In the Care Notes section of the page, locate the note you wish to delete.
- Click the **Actions** drop-down for the note and select **Delete Note**.

Note: This option is only available on notes created by you. You cannot delete Care Notes created by other clinicians.



The Delete Care Note window is displayed.

Delete Care Note X

Please share your reason for deleting this care note.

☐ Outdated Information/ No Longer Relevant

☐ Other

Additional Comments

Cancel 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: If you select **Other** as the reason for your deletion, you must complete the **Additional Comments** field.

5. Click **Submit**.

- The Care Note is immediately removed from the patient's record and will no longer be visible to you or any other prescriber.
- Care Notes that have been deleted by you or by the State Administrator are indicated with **[Deleted]** next to the Care Note description in your inbox.

Messages My Care Notes		
My Care Notes		
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 Reason** to view the Care Note's edit history and reason for deletion.

Note: The 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.

Lorem Ipsum Document.pdf (14.56 KB)

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.

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

Deleted on 11/21/2017

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

Additional Comments:

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

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



The Flag as Inappropriate window is displayed.

A screenshot of a modal window titled 'Flag as Inappropriate'. The window has a close button (X) in the top right corner. Below the title, there is a text prompt: 'Please share your reason for flagging this item as inappropriate.' Below this prompt are four radio button options: 'Offensive Language', 'Sexual Content', 'Spam', and 'Other'. Below the radio buttons is a text input field labeled 'Additional Comments'. At the bottom right of the window are two buttons: 'Cancel' and '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.