



COLORADO

**Department of
Regulatory Agencies**

Division of Professions and Occupations

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AWARxE User Guide, please select your role

- [Prescriber, Dispenser, or Delegate](#)
- [Coroner or Medical Examiner](#)



Requestor User Support Manual

Colorado Prescription Drug Monitoring Program

November 2019
Version 2.1

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1 Document Overview

The PMP AWARe *Requestor User Support Manual* provides step-by-step instructions for healthcare professionals and other users requesting data from the Colorado Prescription Drug Monitoring Program (PDMP) 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. A complete list of available roles that fall into the requestor category is provided below:

Healthcare Professionals

- | | | |
|--|--------------------------------------|------------------------------------|
| • IHS Dispenser | • Optometrist | • Physician (MD, DO) |
| • IHS Prescriber | • Out-of-State Pharmacist | • Physician Assistant |
| • Dentist | • Out-of-State Prescriber | • Podiatrist (DPM) |
| • Medical Resident | • Pharmacist | • Prescriber Delegate – Unlicensed |
| • Midwife with Prescriptive Authority | • Pharmacist's Delegate – Unlicensed | • VA Prescriber |
| • Nurse Practitioner/Clinical Nurse Specialist | • Pharmacy Technician in Training | • VA Dispenser |
| | | • Veterinarian |

2 Registration

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

2.1 Registration Overview

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

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

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

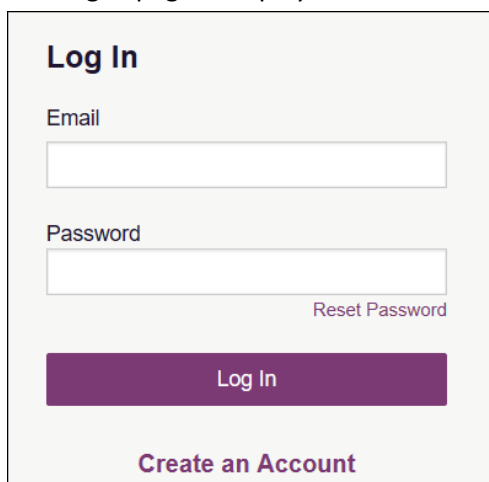
Some requestor roles may also require you to upload of a copy of a current government-issued photo ID, such as a driver's license or a passport, or notarized validation documents. If required, you must submit this documentation before your account can be approved. Digital copies of these documents can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

2.2 Registering for an Account

To request a new account in PMP AWARxE:

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

The Log In page is displayed.



2. Click **Create an Account**.

The Register for an Account page is displayed.

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

Register for an Account

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

Email

Confirm Email

Password

Confirm Password

Password Must:

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

[Continue](#)

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

[Need Help?](#)

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

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

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

Email

Confirm Email

The email addresses you entered do not match.

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

Passwords must contain:

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

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

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

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

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

The screenshot 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:' presents five selectable roles, each with an icon and a text label: 'a Healthcare Professional or Delegate' (with a stethoscope icon and a blue border), 'an Agency Administration' (with a gear icon), 'a Restricted Admin' (with a gear icon), 'in Law Enforcement' (with a shield icon), and 'an Other Professional' (with a briefcase icon). Below these options, a section titled 'Select a specific role from below' contains a vertical list of seven roles in text boxes: '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.

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.


- ## Professional Details


** Indicates Required Field*


DEA Number  *

National Provider ID


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

Professional License Number  *

License Type  *

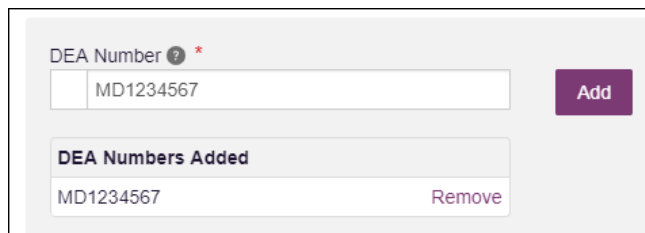
Add a Healthcare Specialty  *

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

 Designates Primary Specialty

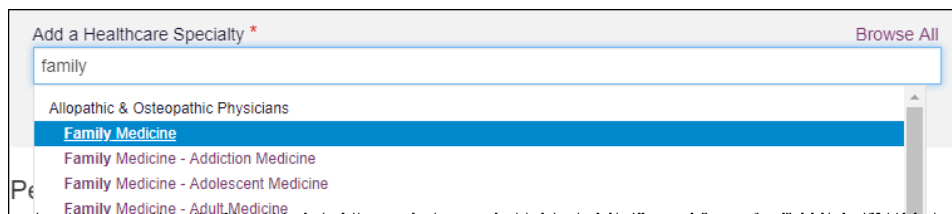
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repeating this process for each DEA number you wish to add. Once you click **Add**, the DEA number is displayed beneath the **DEA Number** field. If necessary, you may click **Remove** next to a DEA number to remove it.



The screenshot shows a form section for adding DEA numbers. At the top, there is a label "DEA Number" with a question mark icon and a red asterisk. Below it is a text input field containing "MD1234567" and a purple "Add" button. Below the input field is a section titled "DEA Numbers Added". Inside this section, the same DEA number "MD1234567" is listed, followed by a purple "Remove" button.

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



The screenshot shows a search dropdown menu for "Add a Healthcare Specialty". The search input field contains the word "family". Below the input field, a list of specialties is displayed: "Allopathic & Osteopathic Physicians", "Family Medicine" (highlighted in blue), "Family Medicine - Addiction Medicine", "Family Medicine - Adolescent Medicine", and "Family Medicine - Adult Medicine". A "Browse All" link is visible in the top right corner of the dropdown.

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 after selection. The input field contains the text "Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)". Below the input field, there is a section titled "Designates Primary Specialty" with a star icon. Under this section, two specialties are listed: "Allopathic & Osteopathic Physicians" and "Family Medicine". A purple "x" button is located to the right of the listed specialties to remove them.

- 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.

Personal Information

First Name *

Middle Name

Last Name *

Date of Birth *

Last 4 digits of SSN ⓘ *

Primary Contact Phone
(###) ###-####

Mobile Phone Number ⓘ *
(###) ###-####

This may be used for password reset

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

Employer Information

Employer DEA Number(s)

Add

Employer National Provider ID(s)

Add

Employer Name

Address

Address Line 2

City

State

Zip Code

Phone

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

Fax

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

- 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.

Employer DEA Number(s)

MD0000000

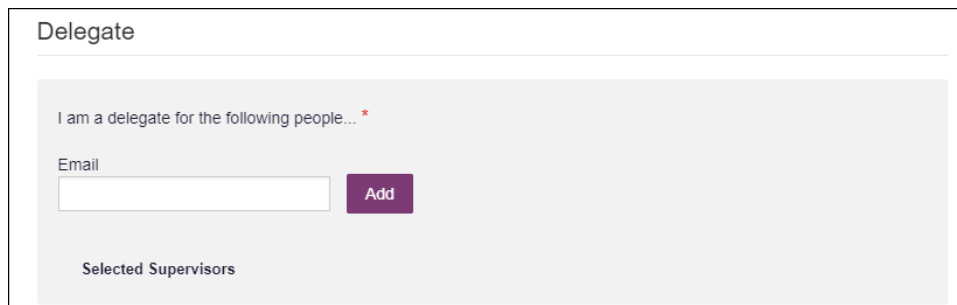
Add

DEA Numbers Added

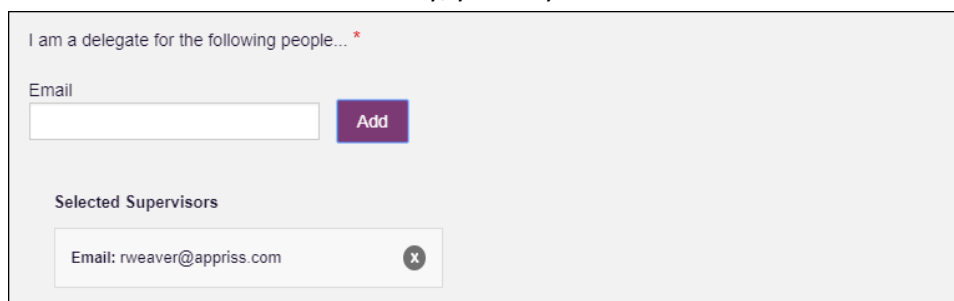
MD9876543 Remove

MD0000000 Remove

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



- 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://colorado.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
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Account Registration

Review Profile Details

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

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

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

Personal Information [Edit](#)

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

[Log out, Complete Later](#) [Submit & Continue](#)

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


Once you have submitted your registration, you will be notified of your account status ([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.

Registration Process Tutorial
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Account Registration

 **Status: Your Account is Pending Approval**

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

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


+ Registration Details

Log Out

- 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.

Registration Process Tutorial
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Account Registration

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

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

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

Required Documents

Download the required documents if needed and upload below

Required Documents	Uploaded File
Notarized Document	No file uploaded

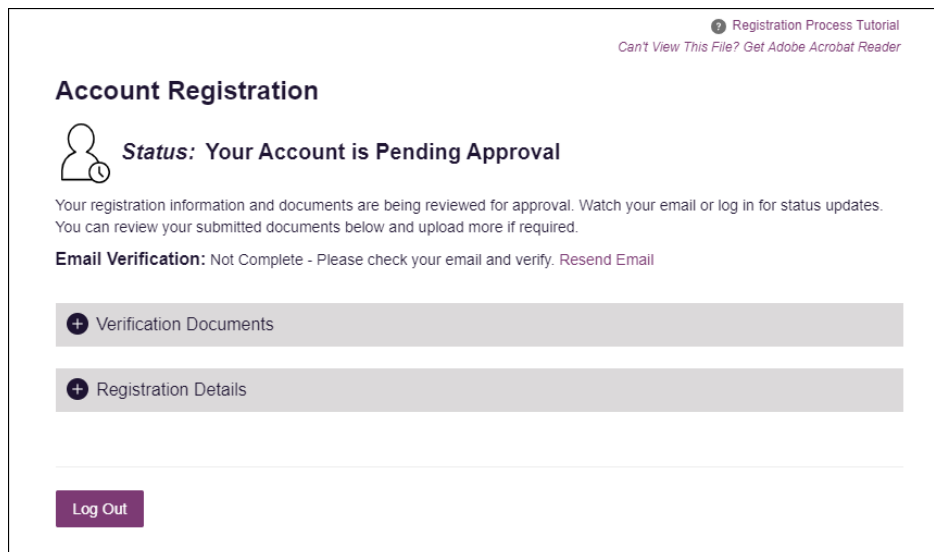
Choose File [Max File Size: 10MB]

Log out, Complete Later 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://colorado.pmpaware.net>, then enter the username and password you established in the previous steps.

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

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

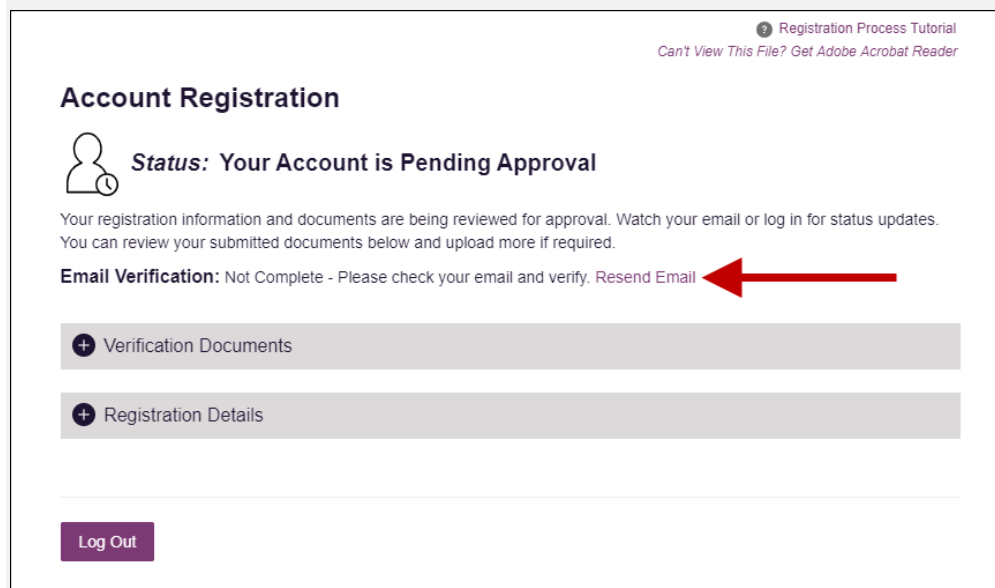


The screenshot shows the 'Account Registration' page. At the top right, there is a link for 'Registration Process Tutorial' and a note 'Can't View This File? Get Adobe Acrobat Reader'. The main heading is 'Account Registration'. Below it is a user icon and the status 'Status: Your Account is Pending 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.' 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'. At the bottom is a 'Log Out' button.

2.3 Verifying Your Email Address

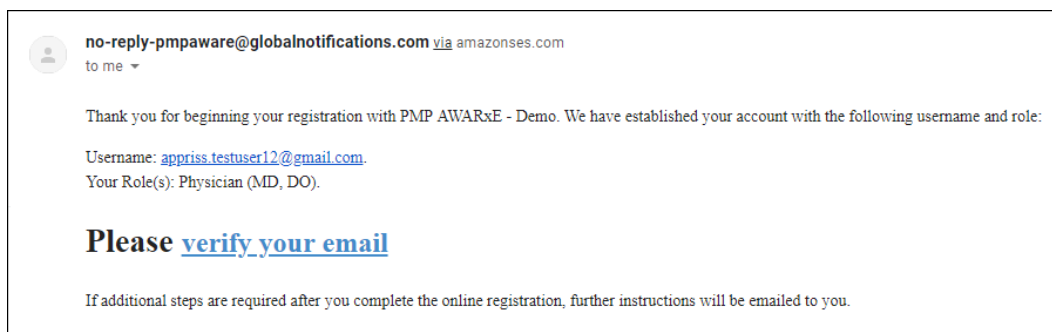
Once you have submitted your registration, PMP AWARxE sends an email to the supplied email address for verification of an active email address.

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.

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



Notes:

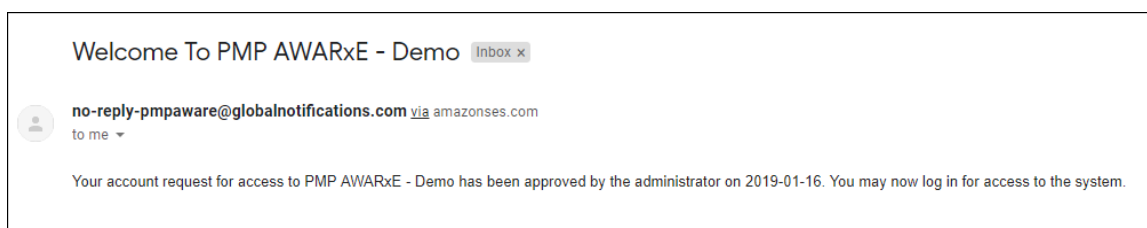
- The link contained within the email is only valid for 20 minutes. In the event that time has expired, clicking the link will result in a new email verification notification being sent to you. Click the link in the new email to verify your email address.
- If you are not able to receive HTML-formatted 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 AWARxE Demo (APAD)
(Test Updated 09/22/2018)

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

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

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

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

I Agree

Cancel

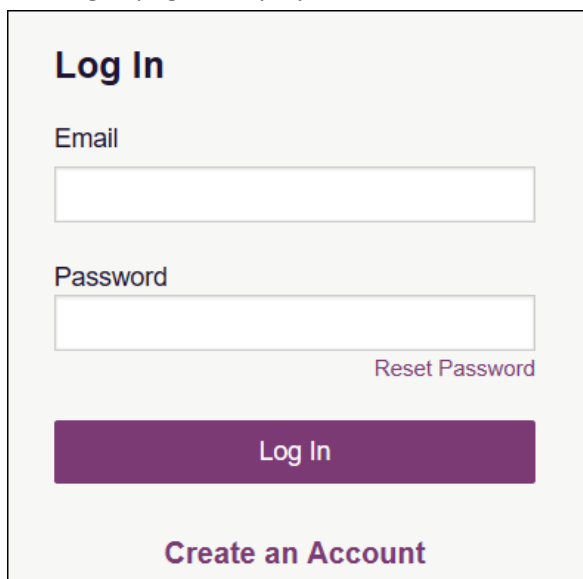
3 Basic System Functions

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

3.1 Log In to PMP AWARxE

1. Navigate to <https://colorado.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	11/08/2017	Download PDF

Recent Requests

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

[View Requests History](#)

Delegates

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

My Favorites

[Rx Search - Patient Request](#)

PMP Announcements

Message for Physicians 10/13/2017
Test announcement

Exciting changes are coming to AWAxE! 09/26/2017
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 Patient Report by clicking the patient's name.
- You can view a list of all past requests by clicking **View Requests History**. You can also access your request history at any time by clicking **Menu > Requests History** (located under **Rx Search**).

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

3.2.3 Delegates/Supervisors

This section displays your 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.

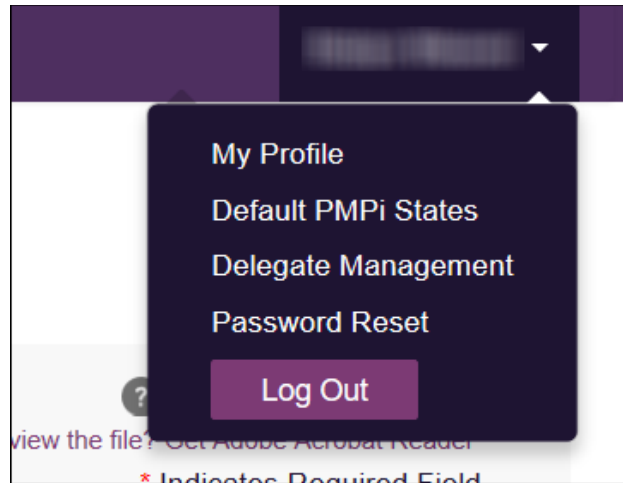
3.2.4 Announcements and Quick Links

This section displays announcements from your State Administrator as well as links to webpages outside of AWARe 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**.

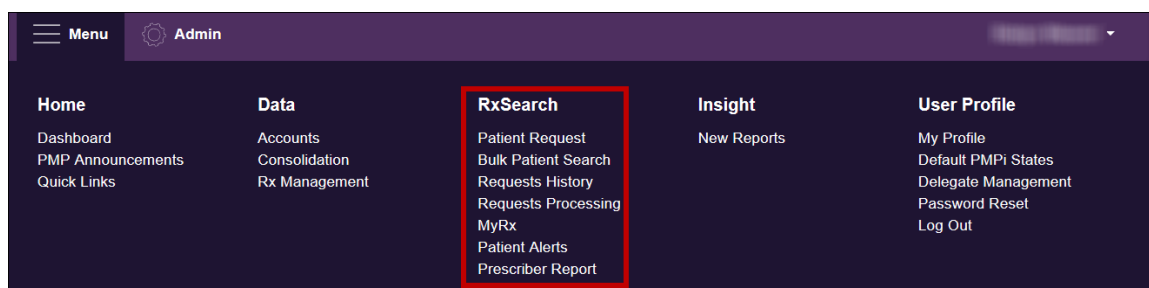


4 RxSearch

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

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

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



4.1 Creating a Patient Request

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

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

The Patient Request page is displayed.

A screenshot of the 'Patient Request' form within the PMP AWARxE application. The form is titled 'Patient Request' and includes a 'Patient Info' section with fields for 'First Name*', 'Last Name*', 'Date of Birth*', and checkboxes for 'Partial Spelling'. Below this is a 'Prescription Fill Dates' section with a text input field and a note 'No earlier than 2 years and 6 months from today'. The form is part of a larger page with a header showing 'RxSearch > Patient Request' and a footer with 'PMP AWARxE DEMO' and 'Powered by Awarxe'. A help icon and 'Patient Rx Request Tutorial' link are also visible.

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 select a date from the calendar that is displayed when you click in this field.
Prescription Fill Dates	
From	Use the MM/DD/YYYY format, or select a date from the calendar that is displayed when you click in these fields.
To	

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

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

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

PMP Interconnect Search (Optional)
 To search in other states as well as your home state for patient information, select the states you wish to include in your search.

☐ Select All

A ☐ Alabama ☐ Alaska ☐ Arizona

C ☐ California ☐ Colorado ☐ Connecticut

D ☐ Delaware

F ☐ Florida

G ☐ Georgia

H ☐ Hawaii

I ☐ Idaho ☐ Illinois ☐ Indiana ☐ Iowa

K ☐ Kansas ☐ Kentucky

L ☐ Louisiana

M ☐ Maine ☐ Maryland ☐ Massachusetts ☐ Michigan ☐ Minnesota ☐ Mississippi

N ☐ Nebraska ☐ Nevada ☐ New Hampshire ☐ New Jersey ☐ New Mexico ☐ New York
☐ North Carolina ☐ North Dakota

Notes:

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

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

Patient Report [Refine Search](#)

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

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

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

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

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

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

4.1.1 Multiple Patients Identified

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

Multiple Patients Found

Why do I see this?

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

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

☐ **Patient 2614**

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

☐ **Patient 2615**

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

Refine Search Criteria

Run Report

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

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

Patient Report [Refine Search](#)

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

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

+ Test Patient

- Summary

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

- Prescriptions

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

4.1.2 Partial Search Results

- 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](#)

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

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

Patient Report [Refine Search](#)

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

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

+ Test Patient DOB: 01/01/1900 Gender: unknown Patient Address One: MELODY JUNCTION 4

- Test Patient DOB: 01/01/1900 Gender: male Patient Address One: 10401 LINN STATION RD

Linked Records

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

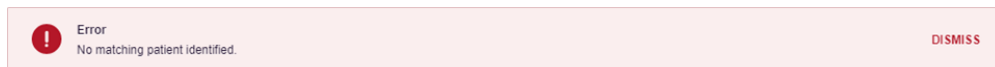
Report Criteria

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

- Summary

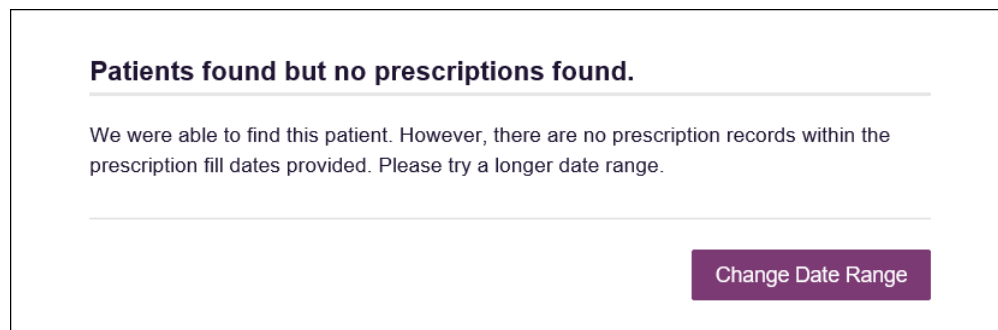
4.1.3 No Results Found

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



Or

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



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

Notes:

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

4.2 Viewing a Patient Report

Once your search results are returned, the Patient Report is automatically displayed. You may also access your previously requested patient reports at any time by clicking **Menu > Requests History**. Refer to the [Requests History](#) section for more information.



The Patient Report page consists of the following sections:

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

4.2.1 Basic Report Functions

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



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

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

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

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

4.2.2 Patient Information

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

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

- The Linked Records table can represent instances of a patient with multiple addresses, misspellings of names, etc.

- The **ID** column of the Linked Records table provides an ID number that corresponds to the **ID** column in the Prescriptions section of the report, allowing you to match the patient in the Linked Records table with the appropriate prescription.

4.2.3 Summary

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

Note: Opioid and buprenorphine counts only include prescriptions that are current and active on the date the report is generated.

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

4.2.4 Prescriptions

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

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

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

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

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

4.2.5 Prescribers

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

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

4.2.6 Dispensers

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

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

4.3 Requests History

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

The Requests History page is displayed.

<div>Advanced Options</div> <div> <div>REQUESTOR NAME</div> <div>Yes</div> <div>PATIENT NAME</div> <div>Yes</div> </div> <div>Search</div>						
<div>Requests History</div> <div>Select a patient to review details about the request.</div> <div> <div>Download PDF</div> <div>Download CSV</div> </div>						
Patient First Name	Patient Last Name	Requestor	Requested For	Request Type	Status	Date Requested
Bob	TestPatient	You		AWARxE	Needs Consolidation	05/29/2018 3:04 PM
Test	Patient	You		AWARxE	Complete	05/29/2018 2:44 PM
Bob	TestPatient	You		AWARxE	Complete	05/29/2018 2:44 PM
Test	Patient	You		AWARxE	Pending	05/29/2018 2:14 PM
Bob	Testpatient	You		AWARxE	Pending	05/29/2018 2:14 PM
Bob	TestPatient	You		AWARxE	Needs Consolidation	05/29/2018 1:10 PM

Notes:

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

2. From this page, you can:
 - a. Click **Advanced Options** to filter the list of requests.

- 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.

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

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

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

4.4 Bulk Patient Search

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

To perform a Bulk Patient Search:

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

The Bulk Patient Search page is displayed.

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

The Manual Entry search is displayed.

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

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

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

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

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

Bulk Patient Search

How do you want to enter patients?

☐ Manual Entry
☒ File Upload

The File Upload search is displayed.

File Upload

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

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

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

Notes:

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

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

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

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

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

Examples:

- *File with errors:*

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

- *File with no errors:*


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

13. Repeat steps 10-12 until all errors have been corrected. Once all errors have been corrected and your file is validated, or if your file has no errors, continue to step 14.
14. Enter a name for your search session in the **Group Name** field.

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

15. Enter the timeframe for which you wish to search in the **From** and **To** fields using the **MM/DD/YYYY** format.
16. If you wish to include other states in your search, click the checkbox next to the desired state(s) in the PMP Interconnect Search section of the page.
17. Click **Search**.

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

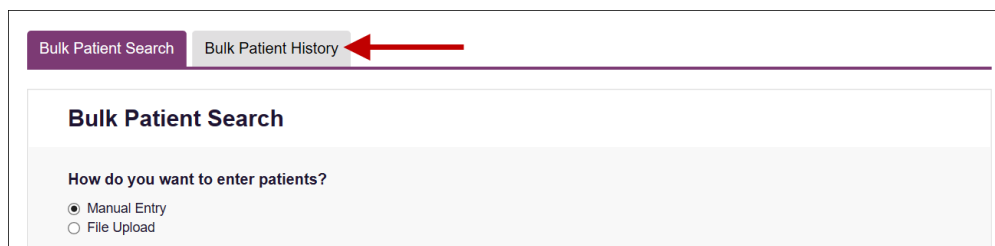


Success
Your Bulk Request validated successfully and is now being processed. Results can be found in Bulk Patient History tab.

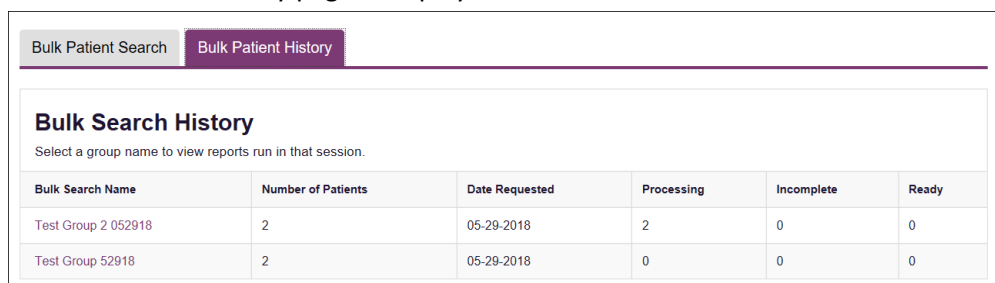
DISMISS

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.

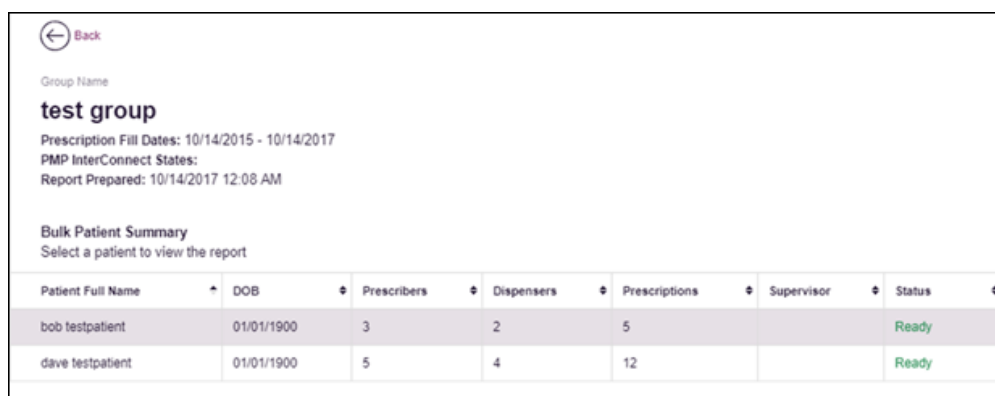


Bulk Search Name	Number of Patients	Date Requested	Processing	Incomplete	Ready
Test Group 2 052918	2	05-29-2018	2	0	0
Test Group 52918	2	05-29-2018	0	0	0

Notes:

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

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



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

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

The search details are displayed below the table.

bob testpatient
Refresh View

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

4. From this page, you can:
- Click **View** to display the Patient Report.

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

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

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

(a)

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

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

(b)

Back
Download PDF

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

Bulk Patient Summary
 Select a patient to view the report

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

To resolve this and view the patient report:

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

Bob TestPatient
Try Again

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

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

4.4.2 Incomplete Bulk Patient Search Results

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

Bulk Patient Summary
Select a patient to view the report

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

adam doe

Try Again

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

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

Multiple Patients Found

Why do I see this?

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

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

☐ Patient 2786

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

☐ Patient 2787

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

Refine Search Criteria

Run Report

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

4.4.3 No Prescriptions Found in Bulk Patient Search

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

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

john doe

Refresh View

Date of Birth: 01/01/1900

Location:

PMPi States:

Reason: No Prescriptions Found in Date Range

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

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

4.5 My Rx

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

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

To run the My Rx report:

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

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

My Rx

* Indicates Required Field

Prescriptions Written

No earlier than 2 years from today

From* To*

MM/DD/YYYY MM/DD/YYYY

DEA Numbers

☒ MD1234568

Generic Drug Name (Optional)

Drug Name

Search

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

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

Menu

Doctor Jordan

RxSearch > MyRx

Back

STATE DEPARTMENT OF HEALTH

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Download PDF

Download CSV

MyRx

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

DEA Numbers

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

Prescriptions

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

4.6 Patient Alerts

This function displays your available patient alerts.

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

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

The Patient Alerts page is displayed.

Patient Alerts				
Select a patient to view more information.				
Patient Full Name	DOB	Alert Date	Alert Letter	Delivery Method
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email

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

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

5.1 Error Correction

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

powered by AWARe

Support: 1-866-Appriss

Error Correction

Rx Maintenance

New Rx

PharmacyRx

PharmacyRx History

Advanced Options ▾

START DATE 06/01/2018

END DATE 06/20/2018

Search

Rx Error List

Download PDF

Download CSV

Displaying 7 of 7

Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
6U6wIacxzEjVN13u1	06/04/2018	Carter-Morissette	AS0000000	4305074	2
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
UTzXQAYppaJyQs0e8Tcj	06/08/2018	Carter-Morissette	AS0000000	4305074	2
Nbxzu9Ycn	06/09/2018	Carter-Morissette	AS0000000	4305074	2
NwY	06/09/2018	Carter-Morissette	AS0000000	4305074	2

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

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

submitted via Universal Claim Form cannot be submitted to PMP AWARe 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**.

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.

Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
6U6wIacxEjVN13u1	06/04/2018	Carter-Morissette	AS0000000	4305074	2
IVXVycLZG0bgSL	06/07/2018	Carter-Morissette	AS0000000	4305074	1
yXNJ EaX91YMqA1VZp	06/07/2018	Carter-Morissette	AS0000000	4305074	1
NX6HIW2GId9Iz53	06/07/2018	Carter-Morissette	AS0000000	4305074	1
UTzXQAYppaJyQs6e8Tq	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

5.1.2 Correct an Error

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

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Support: 1-866-Appriss

Error Correction Rx Maintenance New Rx PharmacyRx PharmacyRx History

Advanced Options

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
yXNUeAX91YMqA1VZp	06/07/2018	Carter-Morrisette	AS0000000	4305074	1
NX6HW2GId9Iz53	06/07/2018	Carter-Morrisette	AS0000000	4305074	1
UTzXQAYppaJyQs6e8Tcj	06/08/2018	Carter-Morrisette	AS0000000	4305074	2
Nbxu9Ycn	06/09/2018	Carter-Morrisette	AS0000000	4305074	2
NwY	06/09/2018	Carter-Morrisette	AS0000000	4305074	2

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

Rx #6U6wIacxzEjVN13u1 ✖ 2 Errors Unresolved

Patient

First Name* Address* ID Type

Middle Name Address Line 2 ID Number

Last Name* City* Patient Location

DOB* State* Phone Number

Gender* Postal Code*

- 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

Quantity value must fall between 0 and 9999.

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

Prescriptions Fill Dates

From *

05/26/2018

Search limit: 24 months

To *

06/26/2018

Prescriber

Last Name

Pharmacy Identifiers

Q Search

Clear

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*

Middle Name

Last Name*

DOB*

Gender*

Address*

Address Line 2

City*

State*

Postal Code*

ID Type

ID Number

Patient Location

Phone Number

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.

Prescription

Prescription Number*

Error: Field is required.

Fill Date*

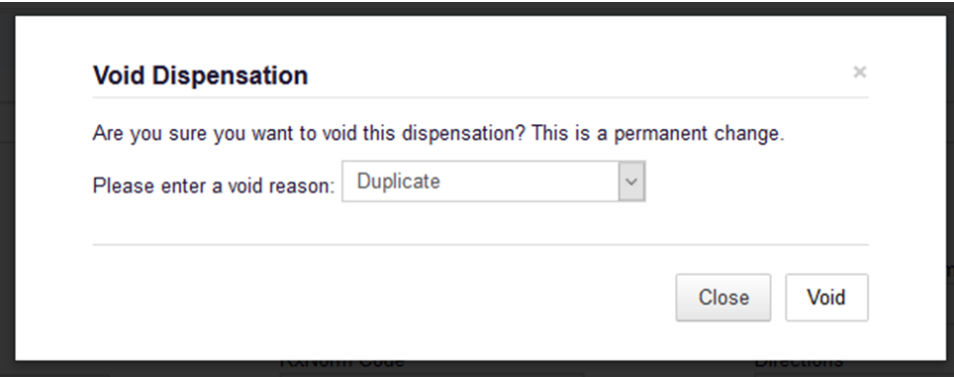
Once all errors have been corrected, click **Submit**.

5.2.2 Voiding Prescriptions

If you need to void a prescription:

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

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



The screenshot shows a 'Void Dispensation' dialog box. It contains the text: '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 dropdown menu currently 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.

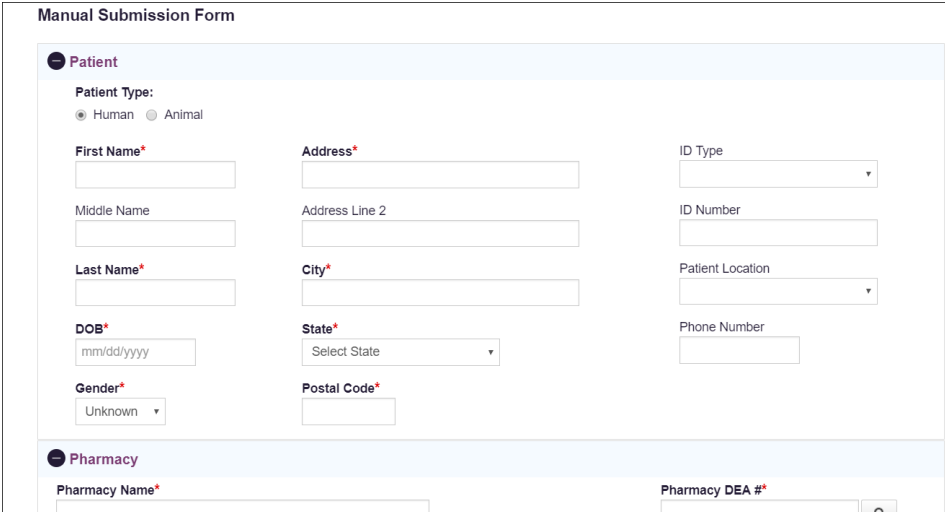
5.3 New Rx

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

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

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

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



The screenshot shows the 'Manual Submission Form' with two main sections: 'Patient' and 'Pharmacy'. The 'Patient' section includes fields for Patient Type (Human/Animal), First Name, Middle Name, Last Name, DOB, Gender, Address, Address Line 2, City, State, Postal Code, ID Type, ID Number, Patient Location, and Phone Number. The 'Pharmacy' section includes fields for Pharmacy Name and Pharmacy DEA #.

To enter a new dispensation:

1. Complete the required fields.

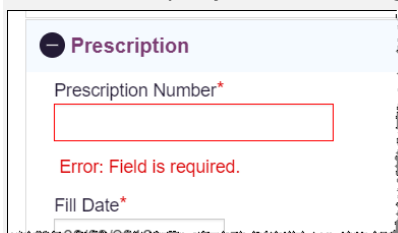
Notes:

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

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

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

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



Prescription

Prescription Number*

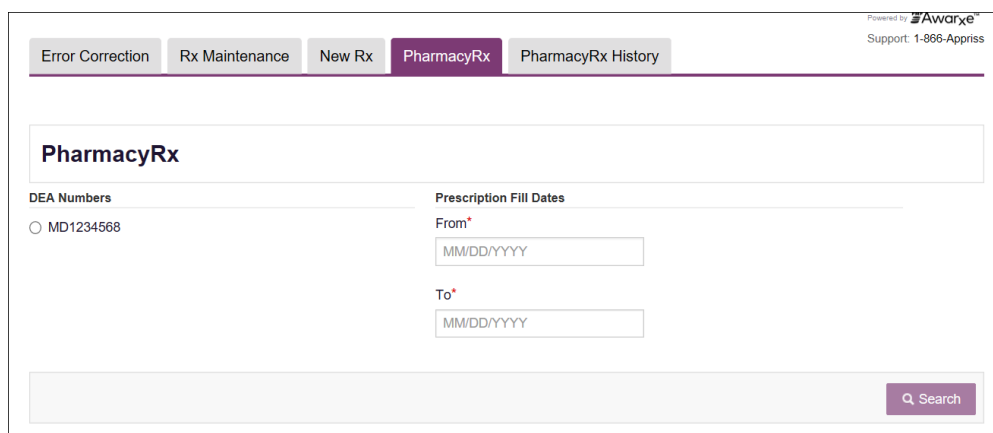
Error: Field is required.

Fill Date*

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**.



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Support: 1-866-Appriss

Error Correction Rx Maintenance New Rx **PharmacyRx** PharmacyRx History

PharmacyRx

DEA Numbers

☐ MD1234568

Prescription Fill Dates

From*

MM/DD/YYYY

To*

MM/DD/YYYY

Search

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 PDMP 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-ACETAMINOPHIN 10-325	30.0	10	0	Paul, Doctor	indian_nation
05/12/2018	152846	TESTPATIENT, ALICE	1900	HYDROCODON-ACETAMINOPHIN 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-ACETAMINOPHIN 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 [Edit](#)

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

Specialty

Add a Healthcare Specialty [Browse All](#)

★ Designates Primary Specialty

Setting

Time Zone

UTC

Contact Information

Change email address or mobile phone number associated with this profile

Current Email: Robyn Weaver@int

New Email Address

Re-enter New Email Address

Current Mobile Phone Number:

New Mobile Phone Number

Re-enter New Mobile Phone Number

Supervisors

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

[Save Changes](#)

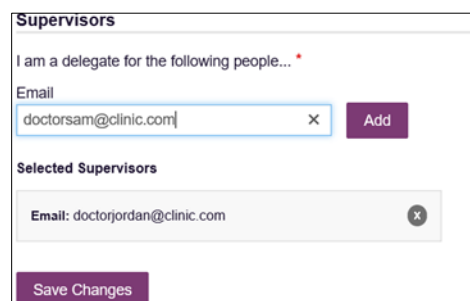
2. Update your information as necessary. The following notes may be helpful in updating your information:

- **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 a label 'Email' 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.

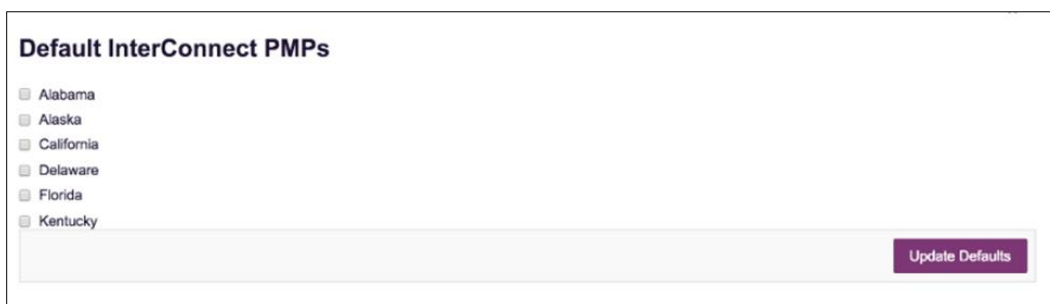
- **Email Address:** To update the email address associated with your account, enter the new email address in the **New Email Address** field, then re-enter it in the **Re-enter Email Address** field. Once your changes have been saved, you will receive an email asking you to verify the new email address.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

6.2 Setting Default PMP InterConnect States

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

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

The Default InterConnect PMPs page is displayed.



Default InterConnect PMPs

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

[Update Defaults](#)

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

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

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

6.2.1 Using PMP InterConnect with a Patient Rx Search

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



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

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

[Search](#)

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

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

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

Notes:

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

6.3 Delegate Management

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

6.3.1 Approving and Rejecting Delegates

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

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

Once you have received the email notification:

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

The Delegate Management page is displayed.

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

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

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

Jordan Delegate

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

Delegate (pending)

Personal DEA

National provider (invalid)

4 Supervisors

Jordan Crawford (pending)
jrcrawford@appriss.com

Jordan Admin (rejected)
jrcrawford+admin2@appriss.com

Approve **Reject**

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

5. 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:

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

The Delegate Management page is displayed.

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

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

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

Notes:

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

6.4 Password Management

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

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

6.4.1 Updating a Current Password

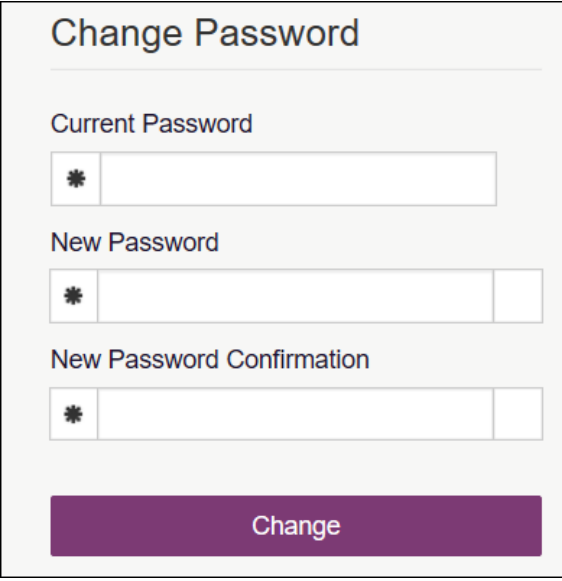
If your password has not expired, but you would like to proactively reset it, you can do so within the AWARe application.

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

To update your password:

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

The Change Password page is displayed.

The image shows a 'Change Password' form. It has a title 'Change Password' at the top. Below the title are three input fields: 'Current Password', 'New Password', and 'New Password Confirmation'. Each field has a small icon of a star or asterisk to the left of the input box. At the bottom of the form is a purple button labeled 'Change'.

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

Passwords must contain:

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

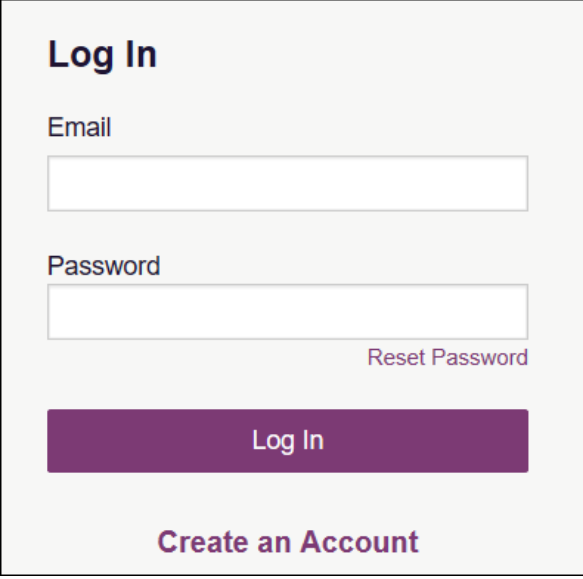
4. Click **Change**.

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

6.4.2 Resetting a Forgotten Password

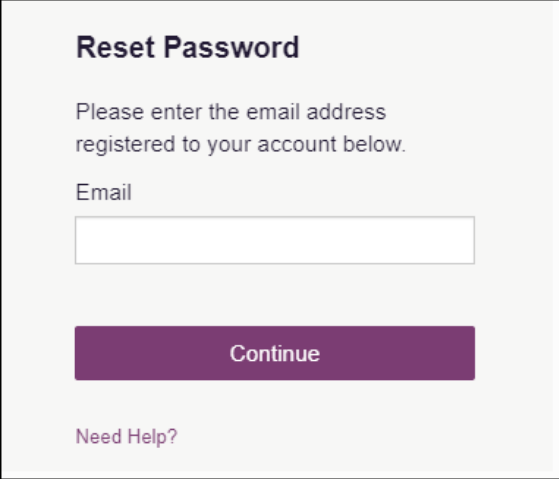
1. If you have forgotten your password or your password has expired, navigate to <https://colorado.pmpaware.net>.

The Log In page is displayed.

A screenshot of the Log In page. It features a light gray background. At the top, the text "Log In" is displayed in a bold, dark blue font. Below this, there are two white input fields with gray borders. The first field is labeled "Email" and the second is labeled "Password". To the right of the Password field, there is a link that says "Reset Password" in a purple font. Below the input fields is a large, solid purple button with the text "Log In" in white. At the bottom of the form, there is a link that says "Create an Account" in a purple font.

2. Click **Reset Password**.

The Reset Password page is displayed.

A screenshot of the Reset Password page. It features a light gray background. At the top, the text "Reset Password" is displayed in a bold, dark blue font. Below this, there is a line of text that says "Please enter the email address registered to your account below." in a gray font. Below this text is a white input field with a gray border, labeled "Email". Below the input field is a large, solid purple button with the text "Continue" in white. At the bottom of the form, there is a link that says "Need Help?" in a purple font.

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

The Change Password page is displayed.

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

Passwords must contain:

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

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

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

6. Click **Change**.

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

Notes:

- *The password reset link is only active for 20 minutes. After the time has expired, you will need to repeat steps 1-3 to generate a new password reset email.*
- *Per our security protocol, PMP AWARe will not confirm the existence of an account. If you do not receive an email at the email address provided, follow the steps below:*
 - 1. Ensure you entered a valid email address.*
 - 2. Check your Junk, Spam, or other filtered folders for the email.*
 - 3. If the email address is correct but you have not received the email, contact your PDMP 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 Appriss Health at 1-855-263-6403;
OR
- Create a support request at the following URL:
<https://apprisspmp.zendesk.com/hc/en-us/requests/new>.

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 Colorado PDMP, please contact:

Colorado PDMP Administrator
1560 Broadway
Ste 1350
Denver, CO 80202

Phone: 303-894-5957

Fax: 303-869-0133

Email: pdmpinqr@state.co.us

8 Document Information

8.1 Disclaimer

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

8.2 Change Log

Version	Date	Chapter/Section	Change Made
1.0		N/A	N/A; initial publication
2.0	07/31/2019	Global	Updated to current document template
		4.2.3/Summary	Added a note clarifying opioid and buprenorphine counts included on the Patient Report
2.1	11/25/2019	2/Registration	Replaced registration instructions with updated registration process



Coroner/Medical Examiner Requestor User Support Manual

Colorado Prescription Drug Monitoring Program

April 2020
Version 1.1

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1 Document Overview

The PMP AWARe Requestor User Support Manual provides step-by-step instructions for users requesting data from the Colorado Prescription Drug Monitoring Program (PDMP) database. It includes such topics as:

- Registering for an account
- Creating patient requests
- Viewing patient reports
- Managing your account

2 Registration

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

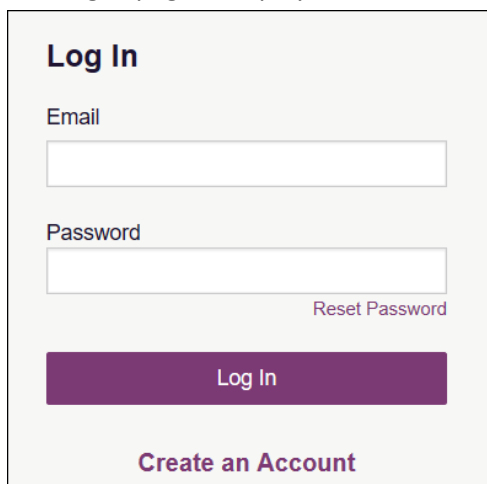
Users are required to upload documentation validating their role as a coroner, deputy coroner, or medical examiner (such as official election or appointment documentation). This documentation must be submitted before your account can be approved. Digital copies of these documents can be submitted through PMP AWARe after you have completed the registration pages.

2.2 Registering for an Account

To request a new account in PMP AWARe:

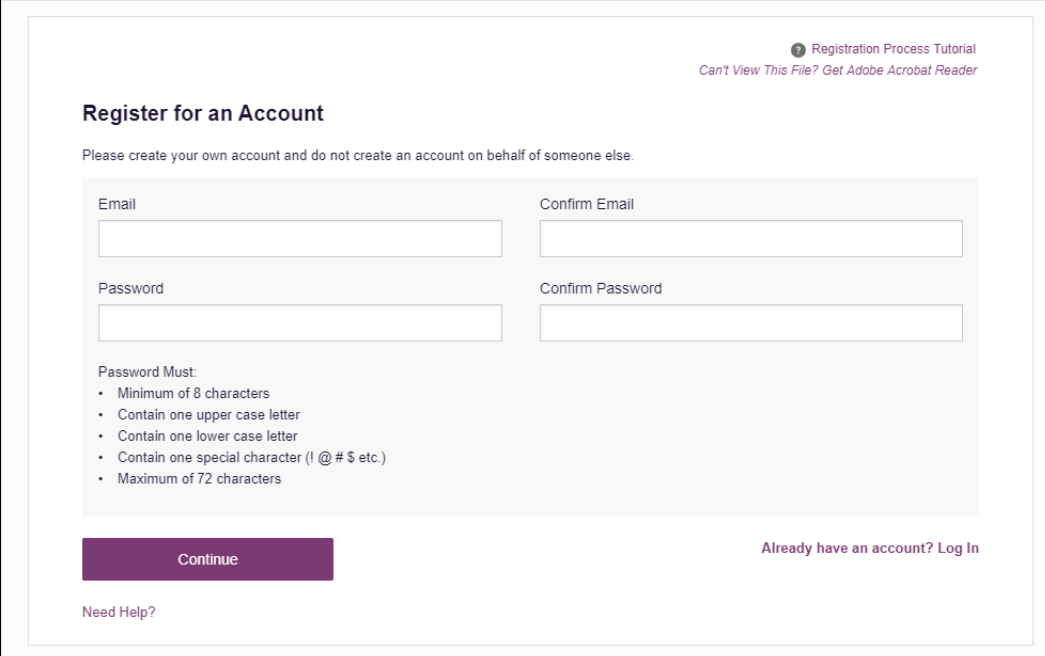
1. Navigate to <https://colorado.pmpaware.net/login>.

The Log In page is displayed.



2. Click **Create an Account**.

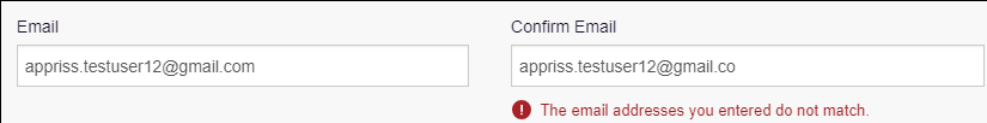
The Register for an Account page is displayed.



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

3. Enter your current, valid email address in the **Email** field, 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.

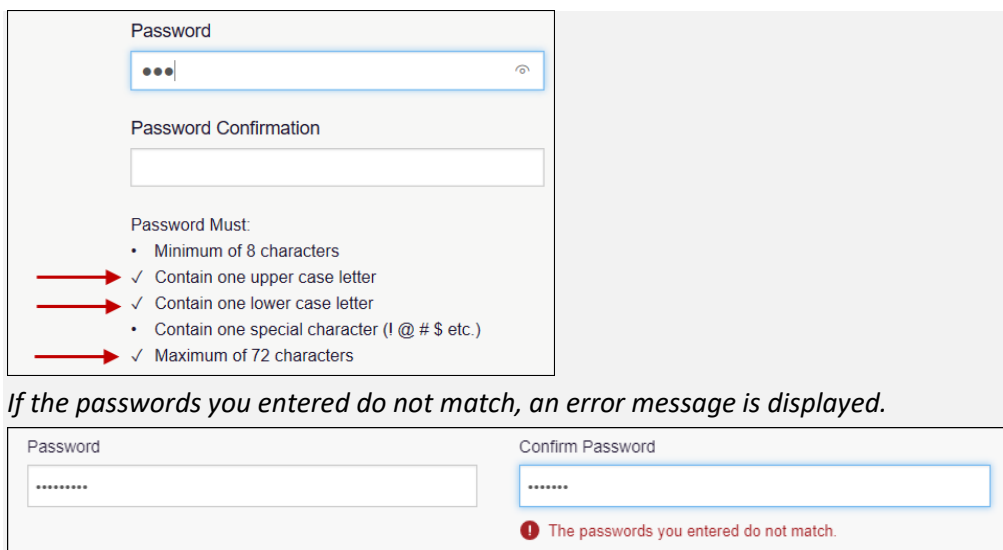


4. Enter a password in the **Password** field, using the password requirements provided below, then re-enter it in the **Password Confirmation** field.

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.

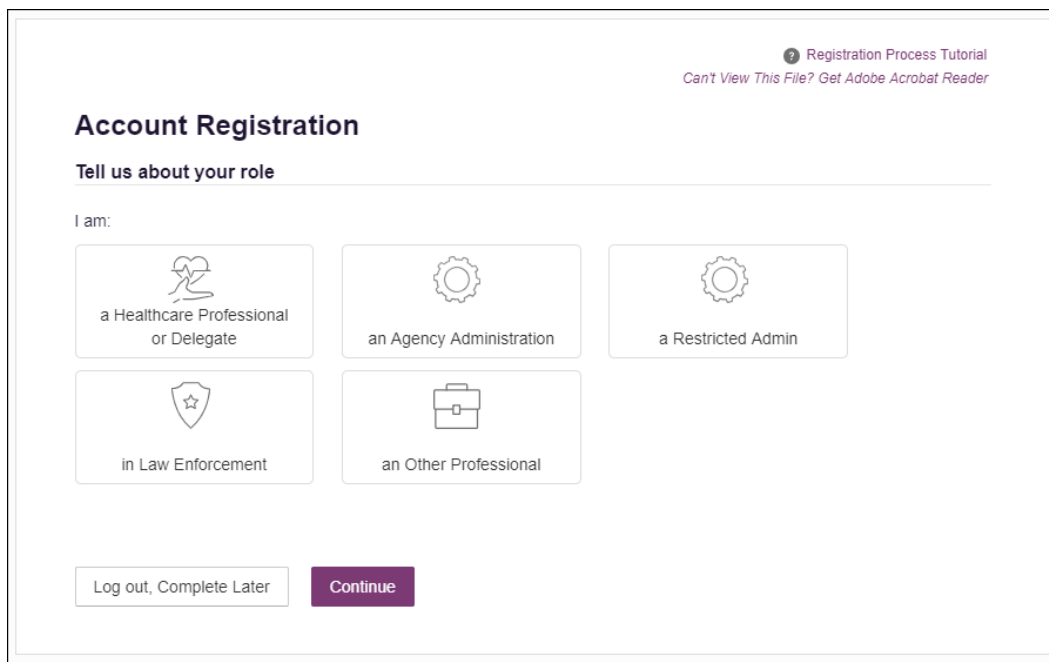
Password

Confirm Password

The passwords you entered do not match.

5. Click **Continue**.

The Account Registration: User Role Selection page is displayed.



Registration Process Tutorial
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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://colorado.pmpaware.net>, then enter the username and password you established in the previous steps.

- Click to select the **Other Professional** user role category. The list of available user roles in that category is displayed.

The screenshot shows the 'Account Registration' page with the heading 'Tell us about your role'. Under 'I am:', there are three buttons: 'a Healthcare Professional or Delegate' (with a heart and person icon), 'in Law Enforcement' (with a shield icon), and 'an Other Professional' (with a briefcase icon). The 'an Other Professional' button is highlighted with a blue border. Below this, under 'Select a specific role from below', there is a list of roles in text boxes: 'Benefit Plan Manager', 'Medical Examiner/Coroner', 'Child Protective Service', 'Licensed Addiction Counselor', and 'Licensed Social Worker'.

- Click to select **Medical Examiner/Coroner**, then click **Continue**.
The Account Registration: User Demographics page is displayed.

The screenshot shows the 'Account Registration' page with a 'Back' button at the top left. Below the heading, it says 'Role category: Other' and 'Role: Medical Examiner/Coroner | Change'. The 'Personal Information' section contains three text boxes for 'First Name *', 'Middle Name', and 'Last Name *', and a text box for 'Date of Birth *'. The 'Employer Information' section contains a dropdown menu for 'Agency'.

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 Personal Information section of this page allows you to enter your personal contact information such as first and last name and date of birth.

The screenshot shows a form titled "Personal Information". It contains four input fields: "First Name *" (required), "Middle Name", "Last Name *" (required), and "Date of Birth *" (required). The asterisks indicate required fields.

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

The screenshot shows a form titled "Employer Information". It contains several input fields: "Agency" (a dropdown menu), "Employer Name *" (required), "Address *" (required), "Address Line 2", "City *" (required), "State *" (required, a dropdown menu), "Zip Code *" (required), "Phone *" (required, with a placeholder "(###) ###-####"), and "Fax" (with a placeholder "(###) ###-####"). The asterisks indicate required fields.

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

[illegible]

- Once you have submitted your registration, you will be notified of your account status (Not Complete – Additional Documents Needed) and instructed to [verify your email address](#).
- The Account Registration page is displayed and lists the required documents.

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

Account Registration

! Status: Registration Not Complete - Additional Documents Needed

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

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

Required Documents

Download the required documents if needed and upload below

Required Documents	Uploaded File
Notarized Document	No file uploaded

Choose File [Max File Size: 10MB]

Log out, Complete Later Submit Documents

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

Or

12. 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://colorado.pmpaware.net>, then enter the username and password you established in the previous steps.

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

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

Account Registration

👤 Status: Your Account is Pending Approval

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

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

+ Verification Documents

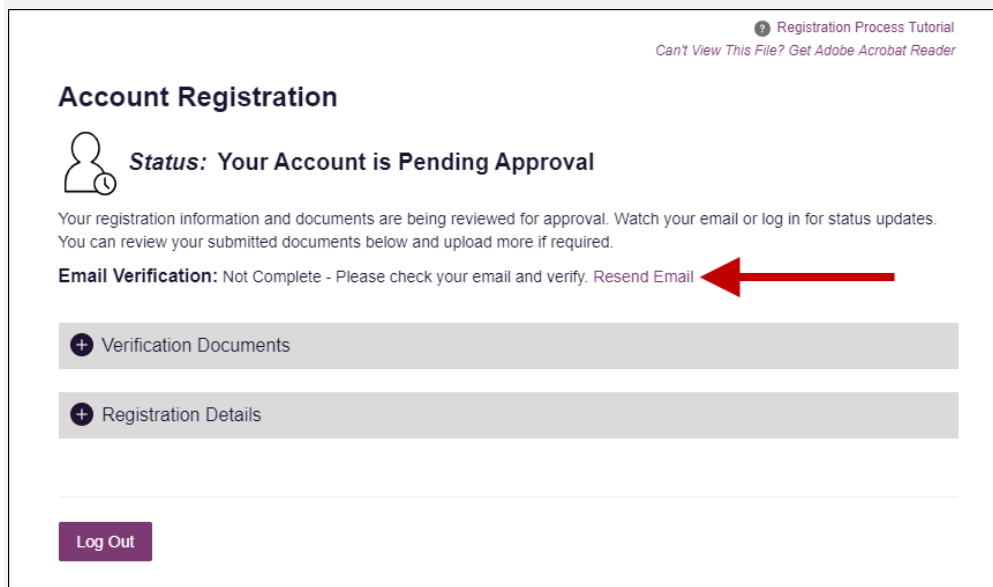
+ Registration Details

Log Out

2.3 Verifying Your Email Address

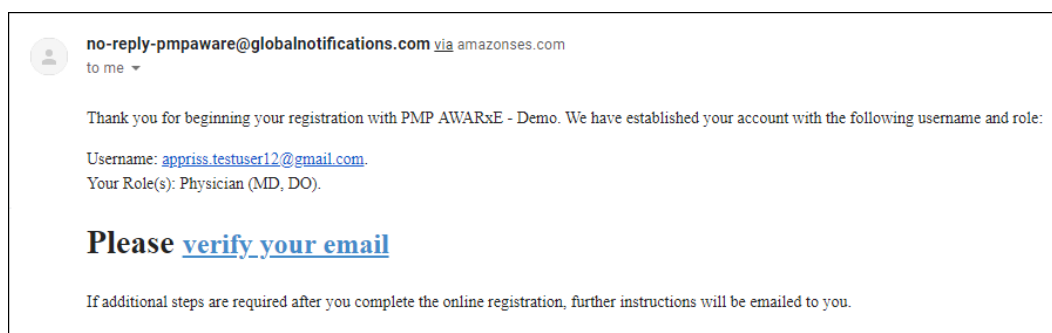
Once you have submitted your registration, PMP AWARe sends an email to the supplied email address for verification of an active email address.

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



The screenshot shows the 'Account Registration' page. At the top right, there is a link for 'Registration Process Tutorial' and a note 'Can't View This File? Get Adobe Acrobat Reader'. The main heading is 'Account Registration'. Below it, there 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', with a red arrow pointing to the 'Resend Email' link. Below this are two expandable sections: 'Verification Documents' and 'Registration Details'. At the bottom left is a 'Log Out' button.

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



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

Notes:

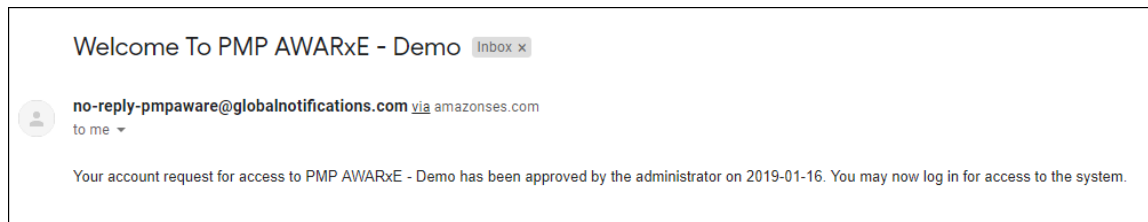
- The link contained within the email is only valid for 20 minutes. In the event that time has expired, clicking the link will result in a new email verification notification being sent to you. Click the link in the new email to verify your email address.
- If you are not able to receive HTML-formatted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

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

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

2.4 Account Approval

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



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

Notes:

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

A screenshot of a web-based "End User License Agreement" window. The title is "End User License Agreement". The text reads: "TERMS AND CONDITIONS FOR USE OF THE Appriss PMP AWARe Demo (APAD) (Test Updated 09/22/2018)". It continues: "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:". There are three numbered points: 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... At the bottom are two buttons: "I Agree" (highlighted in purple) and "Cancel".

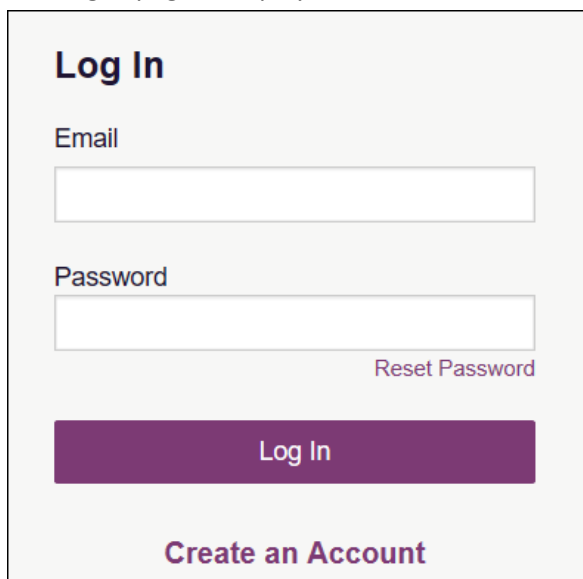
3 Basic System Functions

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

3.1 Log In to PMP AWARxE

1. Navigate to <https://colorado.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 and your recent patient searches. My Dashboard can be accessed at any time by clicking **Menu > Dashboard** (located under **Home**).

My Dashboard

Recent Requests

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

[View Requests History](#)

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 Recent Requests

This section displays your most recent patient searches.

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

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

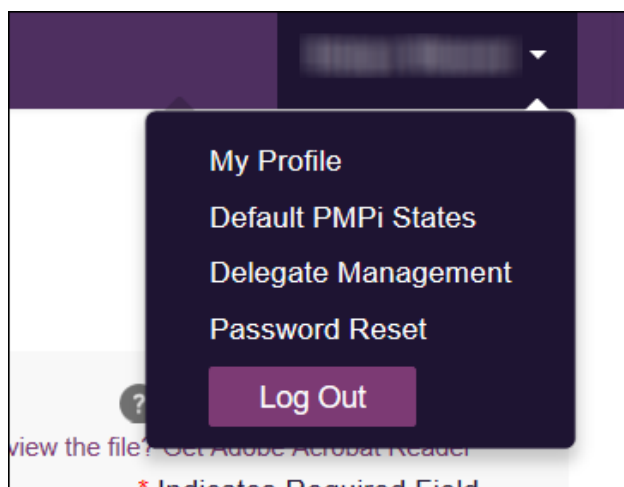
3.2.2 Announcements and Quick Links

This section displays announcements from your State Administrator as well as links to webpages outside of AWARe 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 “coroner” may have an announcement, whereas a user with a different role may not.
- Quick links are also configured by your State Administrator. Any links configured will be visible toward the bottom right of the dashboard in the Quick Links section.

3.3 Log Out of PMP AWARe

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



4 RxSearch

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

- [Creating a patient request](#)
- [Viewing a patient request](#)
- [Performing a bulk patient search](#)
- [Viewing historical requests](#)

4.1 Creating a Patient Request

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

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

The Patient Request page is displayed.

RxSearch > Patient Request

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Support: 1-866-Appriss

Patient Request
Patient Rx Request Tutorial
Can't view the file? Get Adobe Acrobat Reader
* Indicates Required Field

Patient Info

First Name* Last Name*

☐ Partial Spelling ☐ Partial Spelling

Date of Birth*
 MM/DD/YYYY

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

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;

Field Name	Notes
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.
Date of Birth	Use the MM/DD/YYYY format, or select a date from the calendar that is displayed when you click in this field.
Prescription Fill Dates	
From	Use the MM/DD/YYYY format, or select a date from the calendar that is displayed when you click in these fields.
To	

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

PMP Interconnect Search (Optional)
 To search in other states as well as your home state for patient information, select the states you wish to include in your search.

☐ Select All

A ☐ Alabama ☐ Alaska ☐ Arizona
C ☐ California ☐ Colorado ☐ Connecticut
D ☐ Delaware
F ☐ Florida
G ☐ Georgia
H ☐ Hawaii
I ☐ Idaho ☐ Illinois ☐ Indiana ☐ Iowa
K ☐ Kansas ☐ Kentucky
L ☐ Louisiana
M ☐ Maine ☐ Maryland ☐ Massachusetts ☐ Michigan ☐ Minnesota ☐ Mississippi
N ☐ Nebraska ☐ Nevada ☐ New Hampshire ☐ New Jersey ☐ New Mexico ☐ New York
☐ North Carolina ☐ North Dakota

Notes:

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

- Once you have entered all the required search criteria, click **Search**.

- a. If your search results return a single patient, the Patient Report is displayed. Refer to the [Viewing a Patient Report](#) section for more details regarding the patient report.

Patient Report Refine Search

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

Download PDF
 Download CSV

+

Test Patient

-

Summary

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

-

Prescriptions

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

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

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

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

4.1.1 Multiple Patients Identified

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

Multiple Patients Found

[Why do I see this?](#)

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

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

☐ **Patient 2614**

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

☐ **Patient 2615**

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

Refine Search Criteria

Run Report

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

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

Patient Report

[Refine Search](#)

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

Download PDF Download CSV

☒ Test Patient

☒ Summary

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

Prescriptions

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

4.1.2 Partial Search Results

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

Results

4 matching patient records found [Refine Search](#)

Select patient(s) to include in the report

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

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

Patient Report [Refine Search](#)

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

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

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

Linked Records

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

Report Criteria

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

[Summary](#)

4.1.3 No Results Found

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

Error
No matching patient identified.

[DISMISS](#)

Or

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

Patients found but no prescriptions found.

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

Change Date Range

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

Notes:

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

4.2 Viewing a Patient Report

Once your search results are returned, the Patient Report is automatically displayed. You may also access your previously requested patient reports at any time by clicking **Menu > Requests History**. Refer to the [Requests History](#) section for more information.

The Patient Report page consists of the following sections:

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

4.2.1 Basic Report Functions

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

RxSearch > Patient Request



Back

Patient Report [Refine Search](#)

Report Prepared: 05/29/2018
Date Range: 05/29/2017 - 05/29/2018

Download PDF Download CSV

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Support: 1-866-Appriss

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

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

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

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

4.2.2 Patient Information

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

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

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

4.2.3 Summary

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

Note: Opioid and buprenorphine counts only include prescriptions that are current and active on the date the report is generated.

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

4.2.4 Prescriptions

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

Prescriptions

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

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

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

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

4.2.5 Prescribers

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

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

4.2.6 Dispensers

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

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

4.3 Requests History

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

The Requests History page is displayed.

<div>Advanced Options</div> <div> <div>REQUESTOR NAME</div> <div>Yes</div> <div>PATIENT NAME</div> <div>Yes</div> </div> <div>Search</div>						
<div>Requests History</div> <div>Select a patient to review details about the request.</div> <div> <div>Download PDF</div> <div>Download CSV</div> </div>						
Patient First Name	Patient Last Name	Requestor	Requested For	Request Type	Status	Date Requested
Bob	TestPatient	You		AWARxE	Needs Consolidation	05/29/2018 3:04 PM
Test	Patient	You		AWARxE	Complete	05/29/2018 2:44 PM
Bob	TestPatient	You		AWARxE	Complete	05/29/2018 2:44 PM
Test	Patient	You		AWARxE	Pending	05/29/2018 2:14 PM
Bob	Testpatient	You		AWARxE	Pending	05/29/2018 2:14 PM
Bob	TestPatient	You		AWARxE	Needs Consolidation	05/29/2018 1:10 PM

Note: Reports are available in your Reports History for 30 days. After 30 days, they are automatically removed from your history.

2. From this page, you can:
 - a. Click **Advanced Options** to filter the list of requests.

The screenshot shows the 'Advanced Options' search interface. On the left, there's a sidebar with 'Common Search Options' including fields for First Name, Last Name, Patient Date of Birth, Request Begin Date, and Request End Date. There are checkboxes for 'Requestor Name', 'Patient Name', and 'Shared Report'. On the right, there's a table with columns for 'Requestor Name', 'Status', and 'Date Requested'. The table shows four rows of data, all with a status of 'Complete' and a date of '04/10/2018 10:47 AM'. Above the table, there are buttons for 'Download PDF' and 'Download CSV'.

- 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. If the request was denied, you can view the denial reason here.

The screenshot shows a patient detail card for 'Bob TestPatient'. It includes a 'View' button and a 'Refresh' button. Below the patient name, there's a section with patient information: 'DOB: 01/01/1900', 'Location:', 'Other States:', 'Reason: Multiple Patient', and 'Prescription Fill Dates: May 29, 2017 until May 29, 2018'.

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

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

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

4.4 Bulk Patient Search

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

To perform a Bulk Patient Search:

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

The Bulk Patient Search page is displayed.

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

The Manual Entry search is displayed.

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

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

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

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

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

Bulk Patient Search

How do you want to enter patients?

☐ Manual Entry
☒ File Upload

The File Upload search is displayed.

File Upload

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

Choose a file

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

The screenshot shows an Excel spreadsheet with the following structure:

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

Notes:

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

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

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

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

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

Examples:

- *File with errors:*

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

- *File with no errors:*


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

13. Repeat steps 10-12 until all errors have been corrected. Once all errors have been corrected and your file is validated, or if your file has no errors, continue to step 14.
14. Enter a name for your search session in the **Group Name** field.

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

15. Enter the timeframe for which you wish to search in the **From** and **To** fields using the **MM/DD/YYYY** format.
16. If you wish to include other states in your search, click the checkbox next to the desired state(s) in the PMP Interconnect Search section of the page.
17. Click **Search**.

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

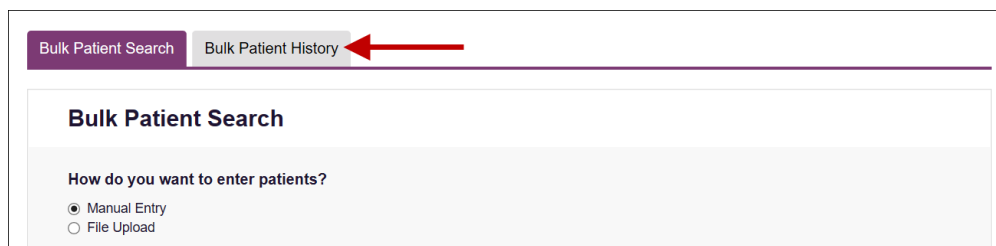


Success
Your Bulk Request validated successfully and is now being processed. Results can be found in Bulk Patient History tab.

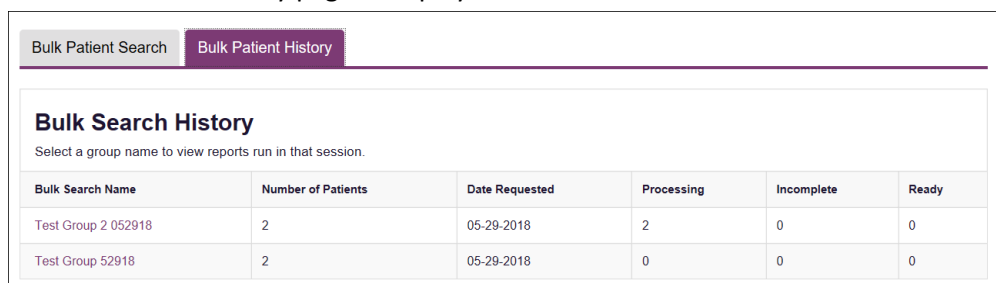
DISMISS

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.

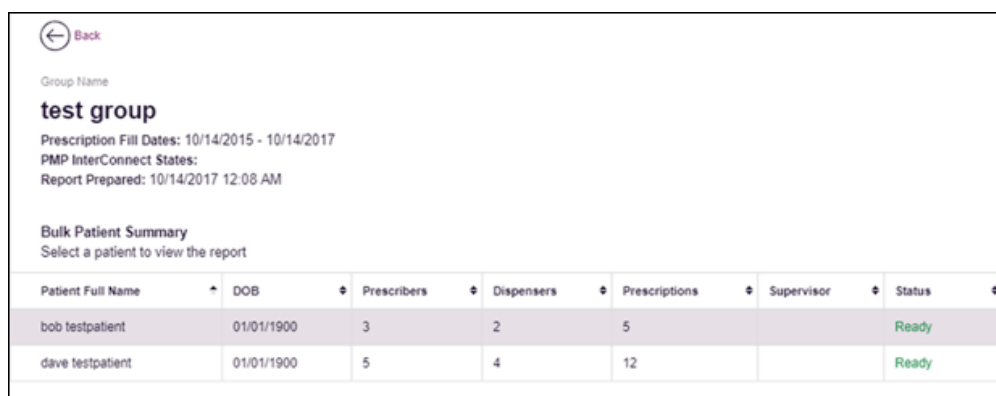


Bulk Search Name	Number of Patients	Date Requested	Processing	Incomplete	Ready
Test Group 2 052918	2	05-29-2018	2	0	0
Test Group 52918	2	05-29-2018	0	0	0

Notes:

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

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



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

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

The search details are displayed below the table.

bob testpatient
Refresh
View

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

4. From this page, you can:

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

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

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

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

(a)

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

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

(b)

Back
Download PDF

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

Bulk Patient Summary
 Select a patient to view the report

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

To resolve this and view the patient report:

- Click the patient's name.

The patient search details are displayed.

Bob TestPatient
Try Again

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

- Click **Try Again**.

The Patient Request page is displayed.

- Refer to [Multiple Patients Identified](#) to run the report.

4.4.2 Incomplete Bulk Patient Search Results

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

Bulk Patient Summary
Select a patient to view the report

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

adam doe

Try Again

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

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

Multiple Patients Found

Why do I see this?

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

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

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

4.4.3 No Prescriptions Found in Bulk Patient Search

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

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

john doe

Refresh View

Date of Birth: 01/01/1900

Location:

PMPi States:

Reason: No Prescriptions Found in Date Range

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

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

5 User Profile

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

- [Setting your default PMP InterConnect states](#)
- [Updating or resetting your password](#)

5.1 Setting Default PMP InterConnect States

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

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

The Default InterConnect PMPs page is displayed.



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

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

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

5.1.1 Using PMP InterConnect with a Patient Rx Search

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

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

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

Search

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

2. Click to select the state(s) from which you wish to obtain results. You may also click **Select All** to select all available states.
3. Once you click Search, PMP AWARxE submits the request to the selected states' PMP InterConnect systems. Results from those states are then blended into the final Patient Report.

Notes:

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

5.2 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](#).

5.2.1 Updating a Current Password

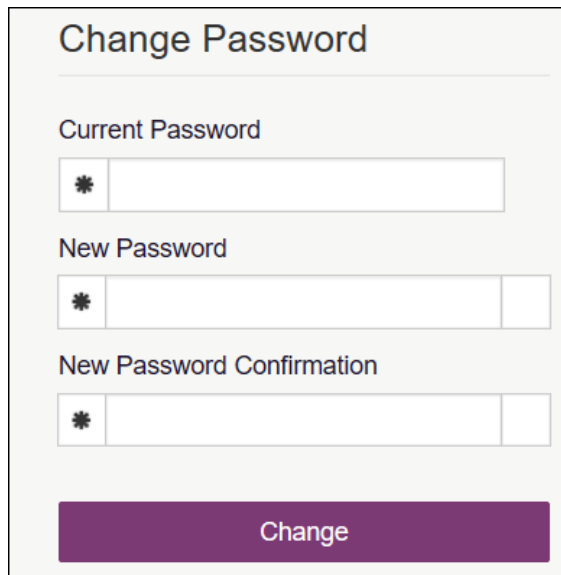
If your password has not expired, but you would like to proactively reset it, you can do so within the AWAxE application.

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

To update your password:

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

The Change Password page is displayed.

A screenshot of the 'Change Password' form. The form has a title 'Change Password' at the top. Below the title are three input fields: 'Current Password', 'New Password', and 'New Password Confirmation'. Each field has a password icon (a small asterisk) to its left. At the bottom of the form is a purple button labeled 'Change'.

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

Passwords must contain:

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

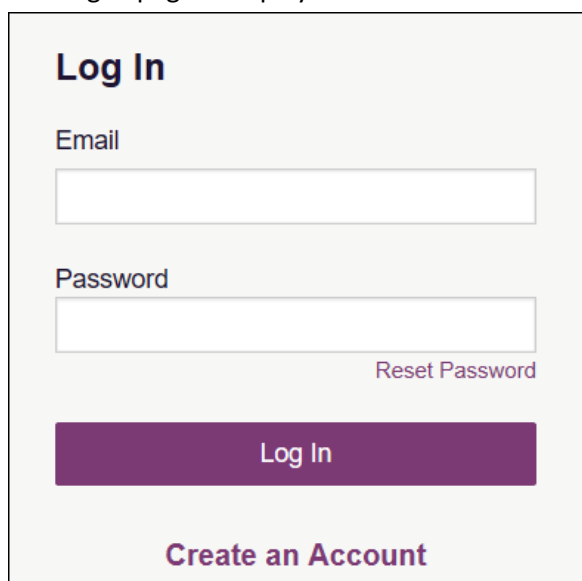
4. Click **Change**.

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

5.2.2 Resetting a Forgotten Password

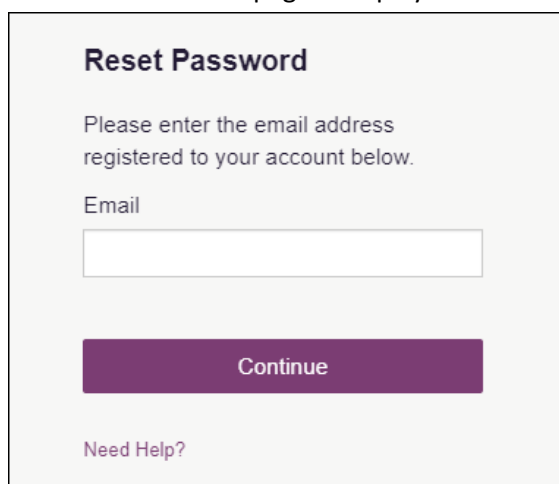
1. If you have forgotten your password or your password has expired, navigate to <https://colorado.pmpaware.net>.

The Log In page is displayed.



2. Click **Reset Password**.

The Reset Password page is displayed.



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

The Change Password page is displayed.

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

Passwords must contain:

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

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

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

6. Click **Change**.

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

Notes:

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

6 Assistance and Support

6.1 Technical Assistance

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

- Contact Appriss Health at 1-855-263-6403;
OR
- Create a support request at the following URL:
<https://apprisspmp.zendesk.com/hc/en-us/requests/new>.

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

6.2 Administrative Assistance

If you have non-technical questions about the Colorado PDMP, please contact:

Colorado PDMP Administrator
1560 Broadway
Ste 1350
Denver, CO 80202

Phone: 303-894-5957

Fax: 303-869-0133

Email: pdmpinqr@state.co.us

7 Document Information

7.1 Disclaimer

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

7.2 Change Log

Version	Date	Chapter/Section	Change Made
1.0	08/01/2019	N/A	N/A; initial version
1.1	04/03/2020	2/Registration	Replaced registration instructions with updated registration process