



PMP AWA_Rx_E®

Requestor User Support Manual

Georgia Prescription Drug Monitoring Program

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1 Document Overview

The PMP AWARxE *Requestor User Support Manual* provides step-by-step instructions for healthcare professionals and other users requesting data from the Georgia 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 AWARxE account type held those who use PMP AWARxE to review patients' prescription history. A requestor's primary task within the application is to determine if a patient should be given or dispensed a prescription based on their prescription history. Requestors are the strongest line of defense to prevent prescription drug abuse. Physicians and pharmacists are the most common type of requestor; however, there are a number of roles that can be classified as a requestor. A complete list of available roles that fall into the requestor category is provided below:

Healthcare Professionals

- Dentist
- Dispensing Physician
- Medical Resident with Prescriptive Authority
- Midwife with Prescriptive Authority
- Nurse Practitioner/Clinical Nurse Specialist
- Out-of-State Prescriber
- Pharmacist
- Pharmacist's Delegate – Licensed
- Physician (MD, DO)
- Physician Assistant
- Podiatrist (DPM)
- Prescriber Delegate – Licensed
- Prescriber Delegate - Unlicensed
- VA Prescriber
- VA Dispenser

2 Registration

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

2.1 Registration Overview

PMP AWARe requires that every individual register as a separate user, using their email address as their username within the system. A user can register as a delegate, a role that is designed to allow the user to generate reports on the behalf of another, current user; for example, a nurse at a small doctor's office could be assigned to act as a delegate to the physician to create 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 AWARe. Please attempt to access your account by following the [Reset Password](#) instructions located in this guide before attempting to create a new account. Please utilize the email address associated with your previous account.

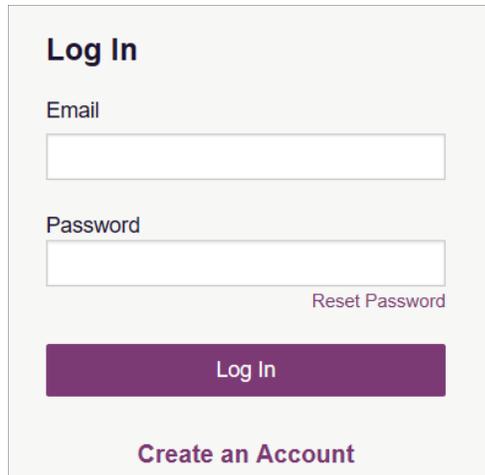
The registration process is comprised of four sections: Register for an Account, User Role Selection, User Demographics, and Review Profile Details. All sections must be completed before your registration is successfully submitted for processing.

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

2.2 Registering for an Account

To request a new account in PMP AWARe:

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



Log In

Email

Password

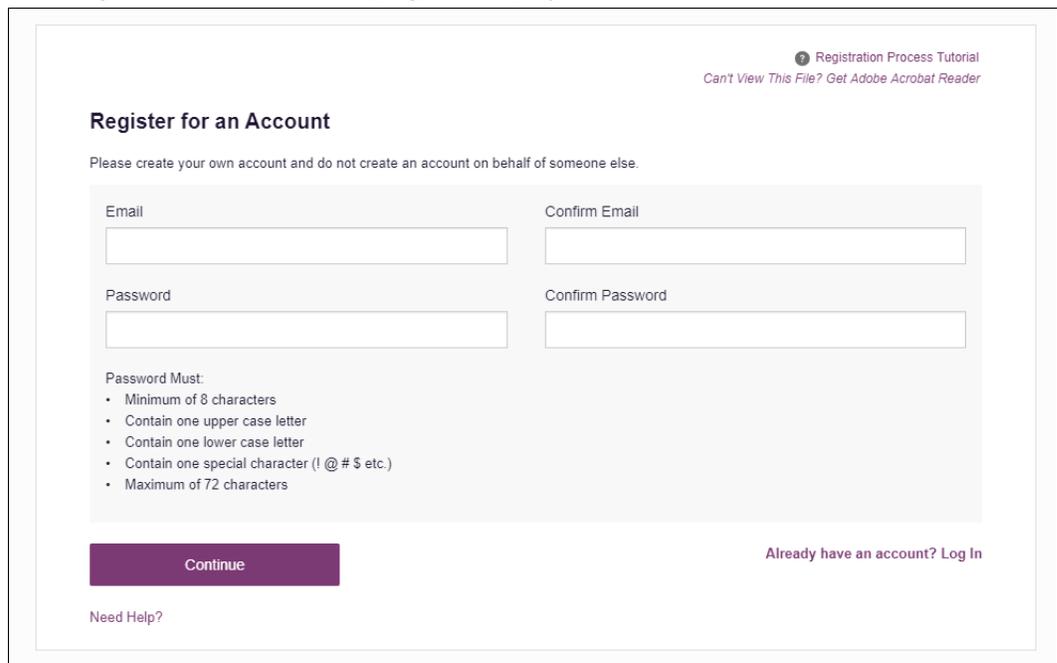
[Reset Password](#)

Log In

[Create an Account](#)

2. Click **Create an Account**.

The Register for an Account page is displayed.



[Registration Process Tutorial](#)
[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.

The screenshot shows a registration form with two input fields: "Email" and "Confirm Email". Both fields contain the text "appriss.testuser12@gmail.com". Below the fields, a red error message reads: "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: A checkmark appears next to each requirement as it is met.

The screenshot shows a registration form with two input fields: "Password" and "Password Confirmation". The "Password" field contains three dots. Below the fields, a checklist titled "Password Must:" is shown. The checklist items are: "Minimum of 8 characters", "Contain one upper case letter", "Contain one lower case letter", and "Contain one special character (! @ # \$ etc.)". Each item has a red arrow pointing to a checkmark. The final item is "Maximum of 72 characters", which also has a red arrow pointing to a checkmark.

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

The screenshot shows a registration form with two input fields: "Password" and "Confirm Password". Both fields contain six dots. Below the fields, a red error message reads: "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://georgia.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, it says 'Tell us about your role' with the prompt 'I am:'. Below this are five buttons with icons and text: 'a Healthcare Professional or Delegate' (highlighted with a blue border), 'an Agency Administration', 'a Restricted Admin', 'in Law Enforcement', and 'an Other Professional'. Below these buttons is a section titled 'Select a specific role from below' with a list of roles in a scrollable menu: Physician (MD, DO), Homeopathic Physician, Naturopathic Physician, Dispensing Physician, Prescriber without DEA, and Prescriber Delegate.

Notes:

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

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

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

Account Registration

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

Professional Details * Indicates Required Field

DEA Number ? *
 [Add](#)

National Provider ID **Autofill Form**
Autofill the remainder of this form with the information associated with your national provider id number.
 [AutoFill Form](#)

Notes:

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

Professional Details * Indicates Required Field

DEA Number ? *
 [Add](#)

National Provider ID **Autofill Form**
Autofill the remainder of this form with the information associated with your national provider id number.
 [AutoFill Form](#)

Professional License Number ? *

License Type *

Add a Healthcare Specialty * [Browse All](#)
 Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)

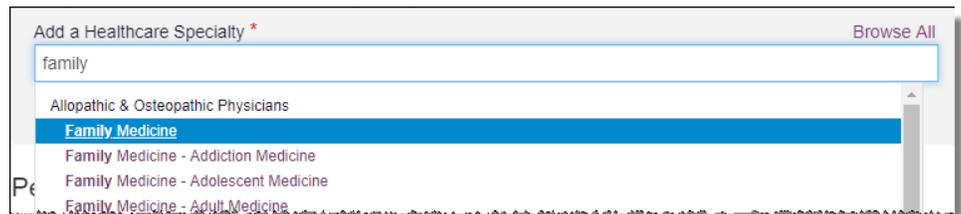
★ Designates Primary Specialty

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



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

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



The screenshot shows a search dropdown menu titled "Add a Healthcare Specialty". The search input contains the word "family". The dropdown list shows several options: "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 with a search input containing "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. Underneath, there is a list of selected specialties: "Allopathic & Osteopathic Physicians" and "Family Medicine". A small "x" icon is visible to the right of the list, indicating that items can be removed.

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

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

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

The screenshot shows an 'Employer Information' form. It features three main sections. The first section is for 'Employer DEA Number(s)', with an input field and an 'Add' button. The second section is for 'Employer National Provider ID(s)', also with an input field and an 'Add' button. The third section contains fields for 'Employer Name', 'Address', 'Address Line 2', 'City', 'State' (a dropdown menu), 'Zip Code', 'Phone', and 'Fax', all with placeholder text '(###) ###-####'.

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

Employer DEA Number(s)	
<input type="text" value="MD0000000"/>	<input type="button" value="Add"/>
DEA Numbers Added	
MD9876543	<input type="button" value="Remove"/>
MD0000000	<input type="button" value="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.*

Delegate

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

Email

Selected Supervisors

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

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

Email

Selected Supervisors

Email: rweaver@appriss.com

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

The Account Registration: Review Profile Details page is displayed.

← Back

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

Account Registration

Review Profile Details

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

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

DEA Number(s): MD1234567
National Provider ID:
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**

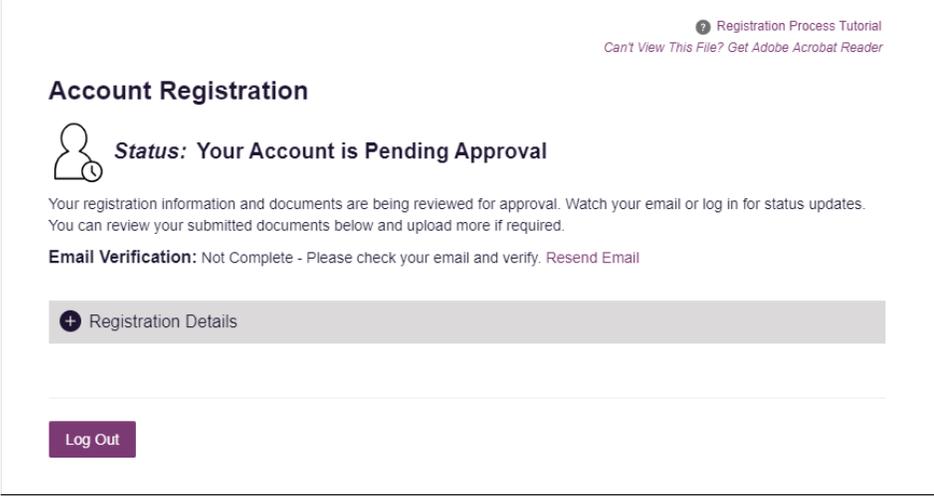
9. Review your information to ensure it is correct before submitting your registration.
 - a. If you need to change your user role, click **Change**, located at the top of the page next to the role you selected. *Note that changing your user role will cause you to lose any information you entered on 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.*

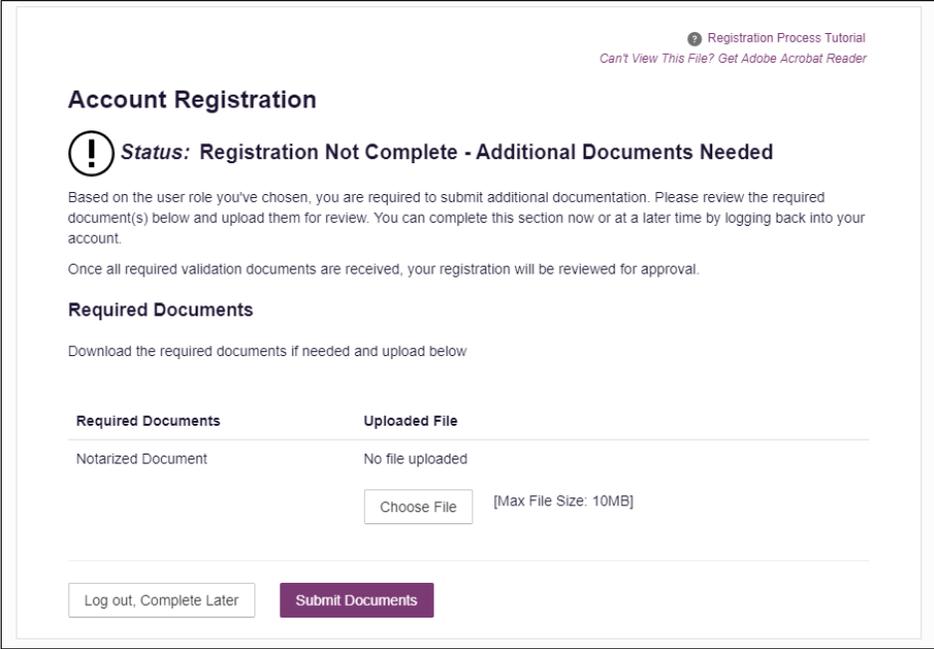
- a. **Pending Approval:** If your account requires manual approval to complete your registration, your registration status will be “Pending Approval.” You

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.



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 person icon and the status: 'Status: Your Account is Pending Approval'. A message states: 'Your registration information and documents are being reviewed for approval. Watch your email or log in for status updates. You can review your submitted documents below and upload more if required.' Below this is an 'Email Verification' section: 'Email Verification: Not Complete - Please check your email and verify. Resend Email'. A grey button with a plus sign and the text 'Registration Details' is visible. At the bottom left, there is a purple 'Log Out' button.

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



The screenshot shows the 'Account Registration' page with a warning status. 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 warning icon and the status: 'Status: Registration Not Complete - Additional Documents Needed'. A message states: 'Based on the user role you've chosen, you are required to submit additional documentation. Please review the required document(s) below and upload them for review. You can complete this section now or at a later time by logging back into your account. Once all required validation documents are received, your registration will be reviewed for approval.' Below this is a 'Required Documents' section: 'Download the required documents if needed and upload below'. A table shows the required documents and uploaded files:

Required Documents	Uploaded File
Notarized Document	No file uploaded

Below the table is a 'Choose File' button and a note '[Max File Size: 10MB]'. At the bottom left, there is a button 'Log out, Complete Later' and a purple 'Submit Documents' button.

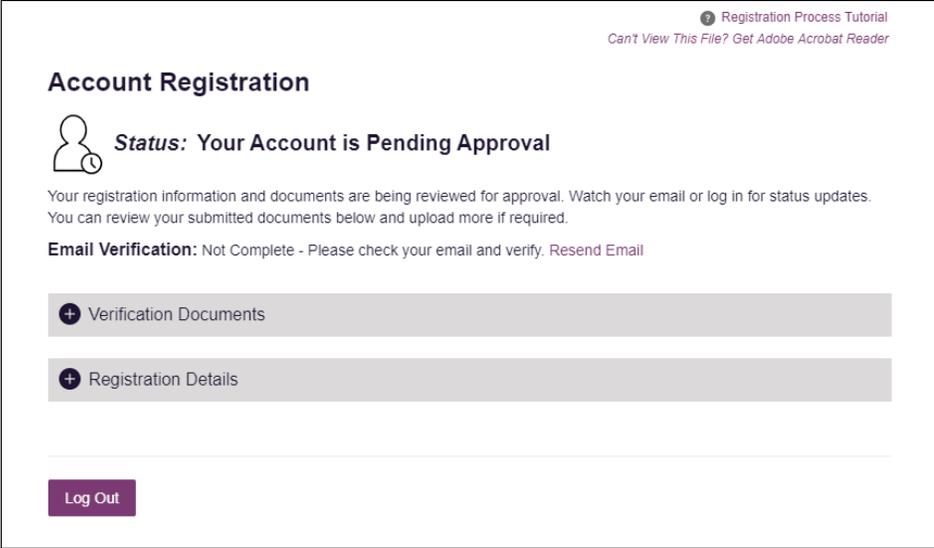
- Click **Choose File** to upload the required document(s) to your account, then click **Submit Documents**;
- Or
- Click **Log Out, Complete Later** to return at a later time and upload the required document(s). When you are ready to complete your

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

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

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

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

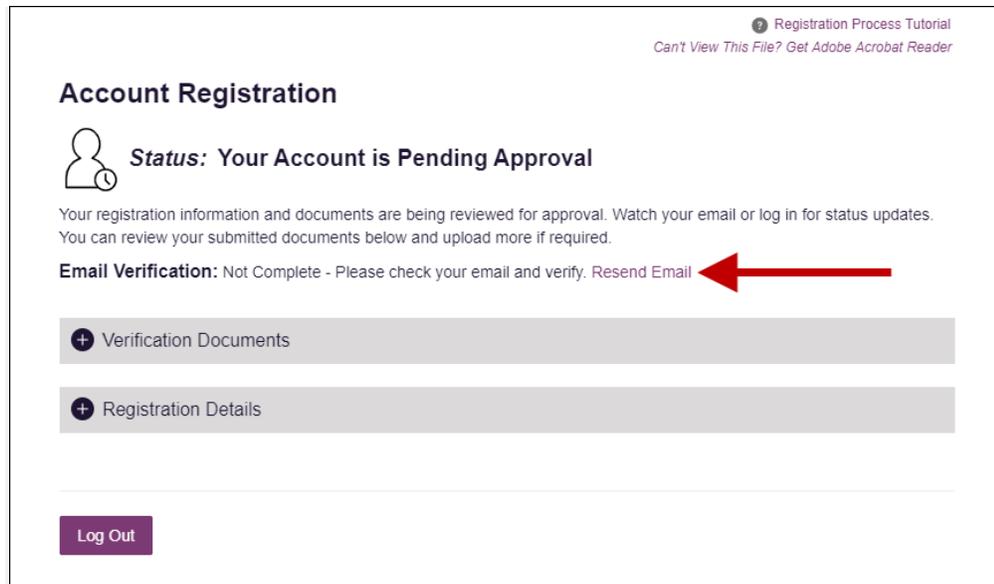


The screenshot shows a web interface for "Account Registration". At the top right, there is a link for "Registration Process Tutorial" and a note "Can't View This File? Get Adobe Acrobat Reader". The main heading is "Account Registration". Below it is a user icon and the status "Status: Your Account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

2.3 Verifying Your Email Address

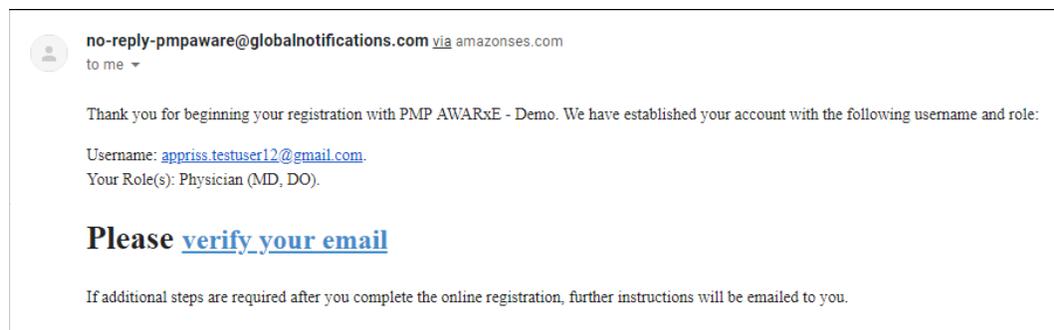
Once you have submitted your registration, PMP AWARe sends an email to the supplied email address for verification of an active email address.

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



The screenshot shows a web interface for account registration. At the top right, there is a link for a 'Registration Process Tutorial' and a note about viewing the file. The main heading is 'Account Registration'. Below it, a user icon is followed by the text 'Status: Your Account is Pending Approval'. A paragraph explains that registration information is being reviewed and that users should watch their email for updates. Below this, the 'Email Verification' status is shown as 'Not Complete - Please check your email and verify. Resend Email', with a red arrow pointing to the 'Resend Email' link. There are two expandable sections: 'Verification Documents' and 'Registration Details'. At the bottom left, there is a 'Log Out' button.

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



The screenshot shows an email notification. The sender is 'no-reply-pmpaware@globalnotifications.com via amazonSES.com' and it is addressed 'to me'. The body of the email says: 'Thank you for beginning your registration with PMP AWAReX - 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**'. Below this, it states: 'If additional steps are required after you complete the online registration, further instructions will be emailed to you.'

Notes:

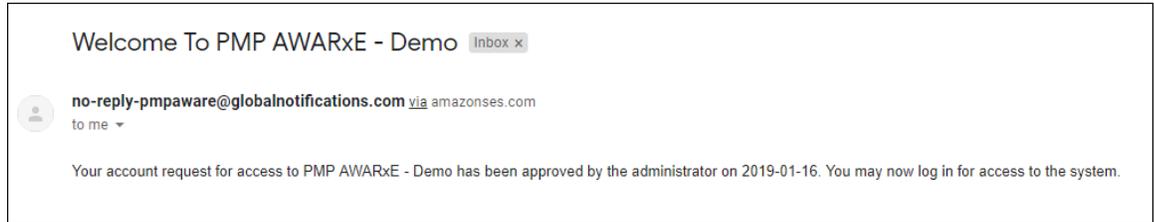
- *The link contained within the email is only valid for 20 minutes. In the event that time has expired, clicking the link will result in a new email verification notification being sent to you. Click the link in the new email to verify your email address.*
- *If you are not able to receive HTML-formatted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

Once you click the link, you are directed to PMP 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.



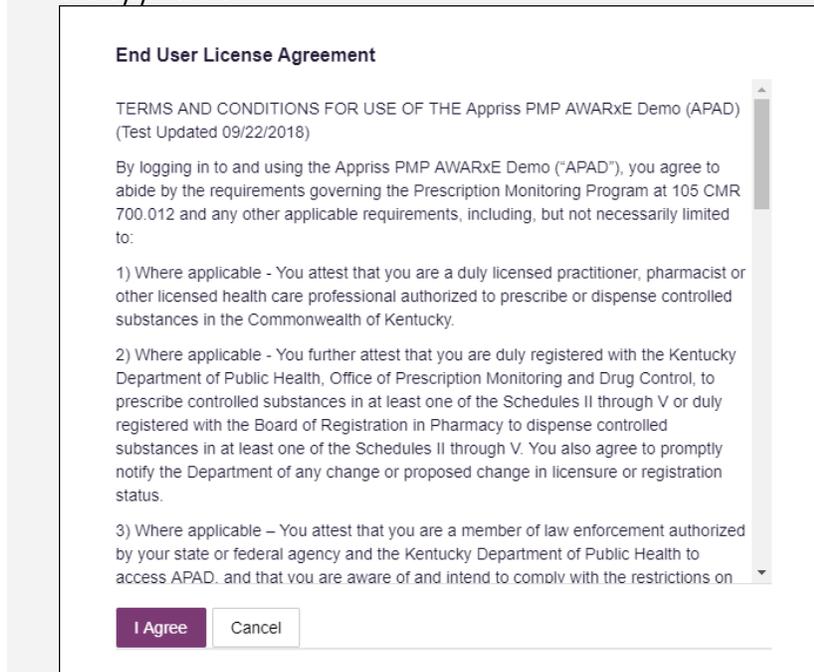
Once you receive the account approval email, you can log in to PMP AWARe using the email address and password you created when you registered.

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.*



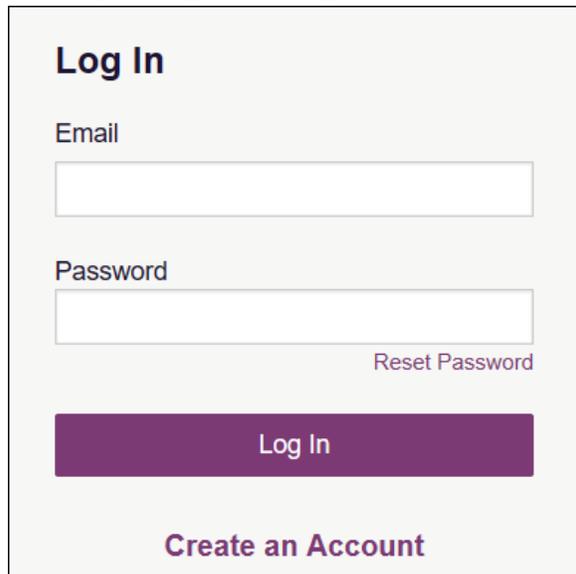
3 Basic System Functions

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

My Dashboard

Patient Alerts

Patient Full Name	DOB	Alert Date	Alert Letter
DAVE PATIENT	01/01/1985	11/09/2017	Download PDF

Recent Requests

Patient Name	DOB	Status	Request Date	Delegate
test one	01/01/1901	Complete	11/28/2017 5:08 PM	Jordan Delegate
DAVE PATIENT	01/01/1985	Complete	11/27/2017 4:16 PM	
test patient	01/01/1900	Complete	10/31/2017 2:23 PM	James Delegate
bob testpatient	01/01/1900	Complete	10/31/2017 2:10 PM	
mic_jor	01/05/1941	Complete	10/27/2017 2:08 PM	

[View Requests History](#)

Delegates

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

My Favorites

[RxSearch - Patient Request](#)

PMP Announcements

Message for Physicians 10/13/2017
Test announcement

Exciting changes are coming to AWA^Rx^E! 09/20/2017
We are pleased to announce that later this year, we will be performing a systemwide update on AWA^Rx^E.
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 AWARxE that may be of use to you.

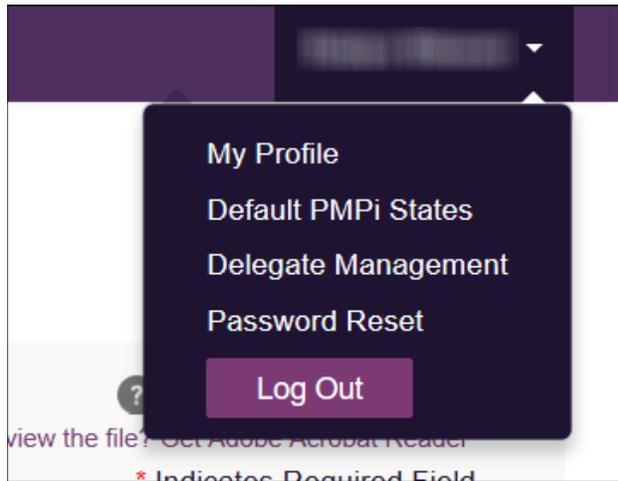
- The quick view only displays the first few lines of text; however, you can click **PMP Announcements**, located at the top of the section, to display the full announcement text. You can access the Announcements page at any time by clicking **Menu > Announcements** (located under **Home**).
- The announcements displayed in this section are configured by your State Administrator. Announcements can be configured as role-

specific, meaning that a user whose role is “physician” may have an announcement, whereas a user whose role is “delegate” may not.

- Quick links are also configured by your State Administrator. Any links configured will be visible toward the bottom right of the dashboard in the Quick Links section.

3.3 Log Out of PMP AWARxE

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

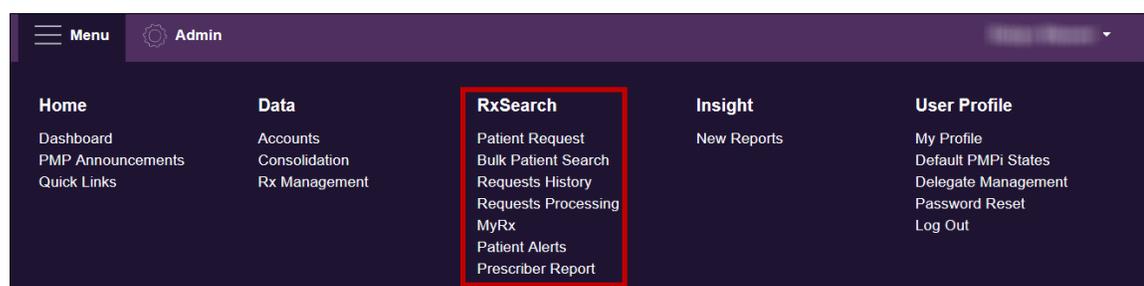


4 RxSearch

The RxSearch section of the PMP 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.

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 <i>MM/DD/YYYY</i> format or click the calendar icon to select a date.
Prescription Fill Dates	
From	Use the <i>MM/DD/YYYY</i> format or click the calendar icon to select a date.
To	

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



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.

A screenshot of the 'PMP Interconnect Search (Optional)' section. It includes a heading, a sub-heading, and a list of states with checkboxes. The states listed are: Alabama, Alaska, Arizona, California, Colorado, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, and North Dakota. A 'Search' button is located at the bottom of the section.

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.

RX Summary

Summary	Opioids* (excluding Buprenorphine)	Buprenorphine*
Total Prescriptions	70 Current Qty	137 Current Qty
Total Private Pay	3 Current MME/day	55.00 Current mg/day
Total Prescribers	8 30 Day Avg MME/day	32.50 30 Day Avg mg/day
Total Pharmacies	6	2.00

Providers

Name	Address	City	State
		North Park	CO
		South Park	CO
		South Park	CO
		North Park	CO

Report Criteria

First Name: [Redacted]
Last Name: [Redacted]
DOB: [Redacted]

Linked Records

Name: [Redacted]
DOB: [Redacted]
ID: 1
Gender: Male
Address: [Redacted]

Name: [Redacted]
DOB: [Redacted]
ID: 2
Gender: [Redacted]
Address: [Redacted] CO 80134

Name: [Redacted]
DOB: [Redacted]
ID: 3
Gender: [Redacted]
Address: [Redacted] CO 80134

Name: [Redacted]

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

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

4.1.1 Multiple Patients Identified

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

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

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

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

Patient 5474

Name	DOB	Gender	Address
[REDACTED]	[REDACTED]	female	[REDACTED], LOUISVILLE, MS 40229

Patient 5475

Name	DOB	Gender	Address
[REDACTED]	[REDACTED]	female	[REDACTED], ATLANTA, GA 30341

Make a Suggestion

Refine Search Criteria
Run Report

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

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

The screenshot displays a patient report for a patient with 17M records. The interface includes several key sections:

- Header:** Patient name, date of birth, recent address (KY 40212), status of states queried, and a link to view linked records (7), which is highlighted with a red arrow.
- RX Summary:** A table providing a breakdown of prescriptions, including total prescriptions, total private pay, total pharmacies, and details for Opioids (excluding Buprenorphine) and Buprenorphine.
- Providers:** A table listing the total number of providers (8) and their details, including name, address, city, and state.
- Report Criteria:** A sidebar on the right showing the specific search criteria used, including first and last name, date of birth, and linked records.

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.

The screenshot shows a patient report for a patient with ID 17M. The interface includes several sections:

- Header:** Patient ID 17M, Date of Birth, Recent Address (KY 40212), Status of States Queried (Error for 1 or more states. View Details), and View Linked Records (7) with a red arrow pointing to it.
- RX Summary:** A table with columns for Summary, Opioids* (excluding Buprenorphine), and Buprenorphine*. Rows include Total Prescriptions (70), Total Prescribers (9), and Total Pharmacies (8).
- Providers:** A table with columns for Name, Address, City, and State. Total: 8.
- Report Criteria:** Fields for First Name, Last Name, and DOB.
- Linked Records:** A list of records with fields for Name, DOB, ID, Gender, and Address.

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.

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](#)
- [Rx Summary](#)
- [Prescriptions](#)
- [Providers](#)
- [Pharmacies](#)

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 Rx Summary

The Rx 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.

RX Summary					
Summary		Opioids* (excluding Buprenorphine)		Buprenorphine*	
Total Prescriptions	70	Current Qty	137	Current Qty	48
Total Private Pay	3	Current MME/day	55.00	Current mg/day	2.00
Total Prescribers	8	30 Day Avg MME/day	32.50	30 Day Avg mg/day	2.00
Total Pharmacies	8				

4.2.4 Prescriptions

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

Filled	Written	ID	Drug	QTY	Days	Prescriber	RX #	Dispenser	Refill	Daily Dose*	Pymt Type	PMP
11/13/2014	11/08/2014	4	Oxycodone-Acetaminophen 5-325	80.00	40	Wie Tes		Cos (3475)	0	15.00 MME	-	CO
11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par		Wai (2435)	1	30.00 MME	-	CO
10/31/2014	10/26/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wai (2435)	0		-	CO
10/10/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar		Kp (F123)	0	2.00 mg	-	WI
10/05/2014	10/05/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	90	Tr Par		Wai (2435)	0	10.00 MME	-	CO
09/17/2014	09/17/2014	6	Oxycodone-Acetaminophen 5-325	30.00	3	Tr Par		Wai (2435)	0	75.00 MME	-	CO
09/17/2014	09/17/2014	6	Phentermine 37.5 Mg Tablet	30.00	30	Tr Par		Wai (2435)	0		-	CO
09/13/2014	09/08/2014	4	Oxycodone-Acetaminophen 5-325	30.00	10	Ke McC		Cos (3475)	0	22.50 MME	-	CO
09/12/2014	09/10/2014	2	Sk-Oxycodone/nap 5/325 Tab	90.00	22	Ma Sto		Wai (8992)	1	30.68 MME	Military/Va	CO
08/28/2014	08/28/2014	1	Suboxone 8 Mg/2 Mg Sl Film	4.00	4	M Mac		Som (2682)	0	0.00 mg	Private Pay	CO
07/30/2014	07/30/2014	4	Oxycodone-Acetaminophen 5-325	30.00	15	Ra Mar		Cos (3475)	0	15.00 MME	Military/Va	CO
07/12/2014	07/12/2014	6	Oxycodone-Acetaminophen 5-325	30.00	30	Tr Par		Wai (8992)	0	7.50 MME		CO
07/02/2014	06/29/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par		Wai (8992)	0	60.00 MME	Indian Nat	CO
06/30/2014	06/08/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wai (8992)	0		Other	CO
06/07/2014	05/08/2014	6	Hydrocodon-Acetaminoph 10-325	90.00	15	Tr Par		Wai (8992)	1	60.00 MME	Comm Ins	CO

- 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 Providers

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

Name	Address	City	State	Zipcode	Phone
[Redacted]	[Redacted]	North Park	CO	4113	[Redacted]
[Redacted]	[Redacted]	South Park	CO	80134	[Redacted]
[Redacted]	[Redacted]	South Park	CO	80134	-
[Redacted]	[Redacted]	North Park	CO	80134	-
[Redacted]	[Redacted]	South Park	CO	80434	-
[Redacted]	[Redacted]	South Park	CO	80134-4321	-
[Redacted]	[Redacted]	South Park	CO	80134	[Redacted]
[Redacted]	[Redacted]	South Park	CO	80134	-

4.2.6 Pharmacies

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

Name	Address	City	State	Zipcode	Phone
[Redacted]	[Redacted]	North Park	CO	43021	[Redacted]
[Redacted]	[Redacted]	South Park	CO	80134	[Redacted]
[Redacted]	[Redacted]	South Park	CO	80134	[Redacted]
[Redacted]	[Redacted]	South Park	CO	80134	[Redacted]
[Redacted]	[Redacted]	South Park	CO	80134	[Redacted]
[Redacted]	[Redacted]	East Park	CO	80444	[Redacted]
[Redacted]	[Redacted]	East Park	CO	80441	[Redacted]
[Redacted]	[Redacted]	Subosopa	CO	80445	[Redacted]

4.3 Requests History

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

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

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.

Bulk Patient Search Bulk Patient History

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

How do you want to enter patients?

Manual Entry
 File Upload

Manual Entry

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

Name Grouping

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

Group Name*

Prescription Fill Dates

No earlier than 11 years and 10 months from today

From * To *

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

Bulk Patient Search

How do you want to enter patients?

Manual Entry
 File Upload

The Manual Entry search is displayed.

Manual Entry

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

Name Grouping

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

Group Name*

Prescription Fill Dates

No earlier than 11 years and 10 months from today

From * To *

3. Complete the following required fields:
 - **First Name** – enter the patient’s complete first name

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

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

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

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

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



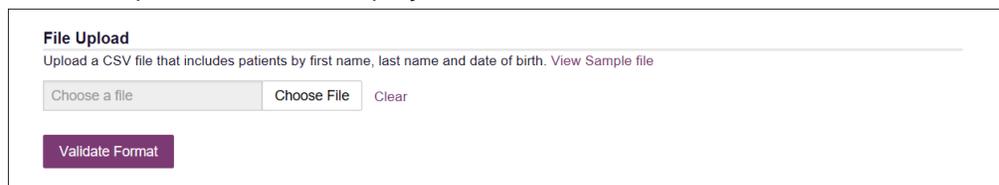
Bulk Patient Search

How do you want to enter patients?

Manual Entry

File Upload

The File Upload search is displayed.



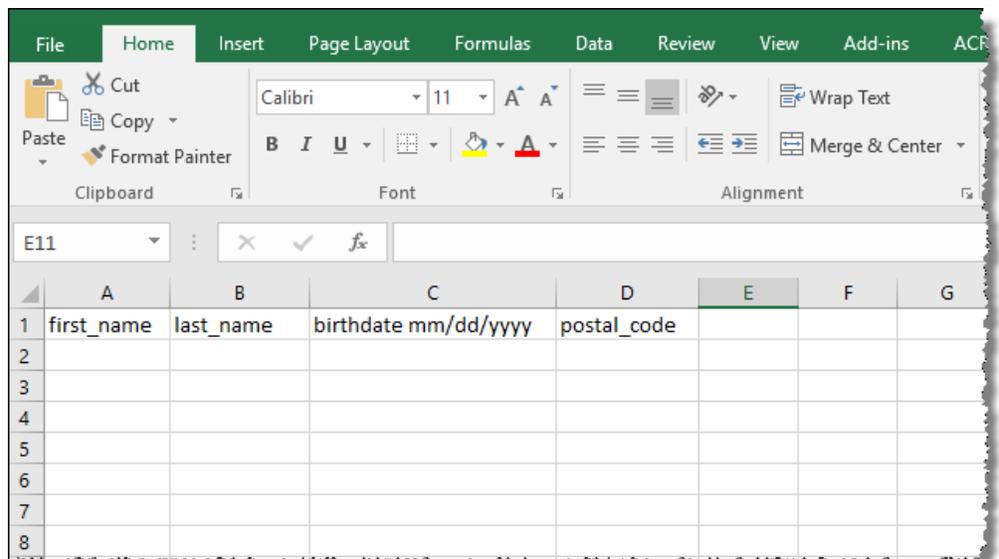
File Upload

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

Choose a file Choose File Clear

Validate Format

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
	smith	1/1/1960		First name can't be blank
sally	smith			Birthdate can't be blank
ronald	smith	1/1/1970		

- *File with no errors:*

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

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

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

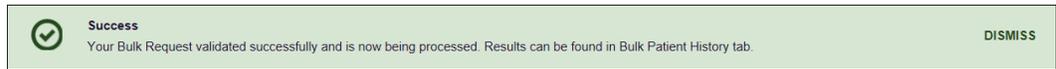
Note: Providing a group name will help you more easily distinguish between searches in the Bulk Patient History tab.

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

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

17. Click **Search**.

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

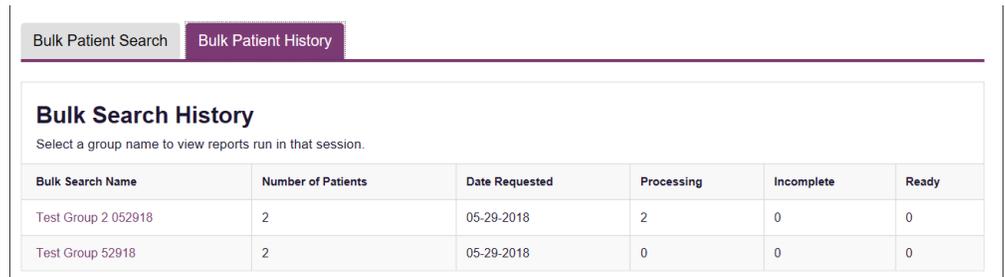


4.4.1 Viewing Bulk Patient Search Results

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



The Bulk Search History page is displayed.



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.

Group Name
test group
Prescription Fill Dates: 10/14/2015 - 10/14/2017
PMP InterConnect States:
Report Prepared: 10/14/2017 12:08 AM

Bulk Patient Summary
Select a patient to view the report

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

- 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

- 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.

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

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

(a)

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

Bulk Patient Summary
Select a patient to view the report

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

(b)

To resolve this and view the patient report:

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

Bob TestPatient Try Again

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

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

4.4.2 Incomplete Bulk Patient Search Results

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

Bulk Patient Summary
Select a patient to view the report

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

adam doe Try Again

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

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

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

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

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

Patient 5474

Name	DOB	Gender	Address
[REDACTED]	[REDACTED]	female	[REDACTED] LOUISVILLE, MS 40229

Patient 5475

Name	DOB	Gender	Address
[REDACTED]	[REDACTED]	female	[REDACTED], ATLANTA, GA 30341

Make a Suggestion

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

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 AWARxE account, My Rx allows you to run a report that displays the filled prescriptions for which you were listed as the prescriber.

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

To run the My Rx report:

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

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

MyRx Request MyRx History

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

Prescriptions Written

From* To*

MM/DD/YYYY MM/DD/YYYY

DEA Numbers

Generic Drug Name (Optional)

Drug Name

Search

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

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

DEA Number	Prescriber Name	Address	City	State	Zip
JC111119	JORDAN, DOCTOR	456 MAIN ST	LYNDON	KY	40242

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

4.6 Patient Alerts

This function displays your available patient alerts.

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

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

The Patient Alerts page is displayed.

Patient 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 AWARxE. 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 AWARxE. 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**.

The screenshot shows the 'Error Correction' page interface. At the top, there are navigation tabs: 'Error Correction' (selected), 'Rx Maintenance', 'New Rx', 'PharmacyRx', and 'PharmacyRx History'. Below the tabs is a search bar with 'Advanced Options' and date filters for 'START DATE' (06/01/2018) and 'END DATE' (06/20/2018). The main content area is titled 'Rx Error List' and displays a table with 7 records. The table has columns for 'Rx Number', 'Date Filled', 'Pharmacy Name', 'Pharmacy DEA', 'Pharmacy NCPDP', and 'Errors'. The records are as follows:

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
NX6HIW2GlqId9Iz53	06/07/2018	Carter-Morissette	AS0000000	4305074	1
UTzXQAYppaJyQs6e8Tcj	06/08/2018	Carter-Morissette	AS0000000	4305074	2
Nlxzu9Ycn	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 AWARxE is only available for prescriptions submitted via SFTP, file upload, or real-time submission to PMP Clearinghouse. Any prescriptions submitted via Universal Claim Form cannot be submitted to PMP AWARxE with a validation error, as the error must be corrected prior to submission.

5.1.1 Search for a Record

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

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
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
NX6HIW2Giqfd9lz53	06/07/2018	Carter-Morissette	AS0000000	4305074	1
UTzXQAYppaJyQs6e8Tcj	06/08/2018	Carter-Morissette	AS0000000	4305074	2
Ntxzu9Ycn	06/09/2018	Carter-Morissette	AS0000000	4305074	2
NwY	06/09/2018	Carter-Morissette	AS0000000	4305074	2

5.1.2 Correct an Error

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

The screenshot shows the 'Error Correction' page with a navigation bar containing 'Error Correction', 'Rx Maintenance', 'New Rx', 'PharmacyRx', and 'PharmacyRx History'. Below the navigation bar is a search area with 'Advanced Options', 'START DATE' (06/01/2018), 'END DATE' (06/20/2018), and a 'Search' button. The main content area is titled 'Rx Error List' and includes 'Download PDF' and 'Download CSV' links. Below the title, it says 'Displaying 7 of 7'. A table with 6 columns is shown: 'Rx Number', 'Date Filled', 'Pharmacy Name', 'Pharmacy DEA', 'Pharmacy NCPDP', and 'Errors'. The first row is highlighted with a red box.

Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
6U6wIacxzEjVN13u1	06/04/2018	Carter-Morrisette	AS0000000	4305074	2
IVXVycLZG0bgSL	06/07/2018	Carter-Morrisette	AS0000000	4305074	1
yXNJEaX91YMqA1VZp	06/07/2018	Carter-Morrisette	AS0000000	4305074	1
NX6HIW2G1qId9lz53	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.*

The screenshot shows the patient record for Rx #6U6wIacxzEjVN13u1, with a red banner indicating '2 Errors Unresolved'. The patient information is as follows:

Patient		
First Name*	Address*	ID Type
Billie	62232 ORIN CORNERS	State Issued ID
Middle Name	Address Line 2	ID Number
Brody	SUITE 787	o4shvQCwUn
Last Name*	City*	Patient Location
Becker	ANGELINEVILLE	Intermediary Care
DOB*	State*	Phone Number
01/22/1986	Pennsylvania	6987789177
Gender*	Postal Code*	
Unknown	57607-2002	

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

The screenshot shows the drug record for NDC Number 00555076702. The quantity field is highlighted in red and contains the value '10000.0'. Below the field, a red error message reads: 'Quantity value must fall between 0 and 9999.'

Drug		
NDC Number	Quantity	Units
00555076702	10000.0	Milliliters

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

Or

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

5.2 Rx Maintenance

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

Rx Search

*Requires at least one Pharmacy Identifier and Rx Fill Dates

Prescriptions Number

Rx Number

Prescriber

Last Name

Pharmacy Identifiers

Prescriptions Fill Dates

From *

Search limit: 24 months

To *

5.2.1 Correcting Prescriptions

To search for and correct a prescription record:

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

Your search results are displayed.

Rx Search Results

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

Displaying all 5 entries

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

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

The Dispensation Correction Form page is displayed.

Dispensation Correction Form

Patient

Patient Type:
 Human Animal

First Name*

Middle Name

Last Name*

DOB*

Gender*

Address*

Address Line 2

City*

State*

Postal Code*

ID Type

ID Number

Patient Location

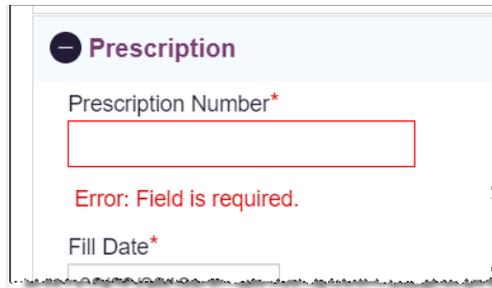
Phone Number

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.



The screenshot shows a form titled "Prescription" with a minus sign icon. It contains two input fields: "Prescription Number*" and "Fill Date*". The "Prescription Number*" field is highlighted with a red border, and a red error message "Error: Field is required." is displayed below it.

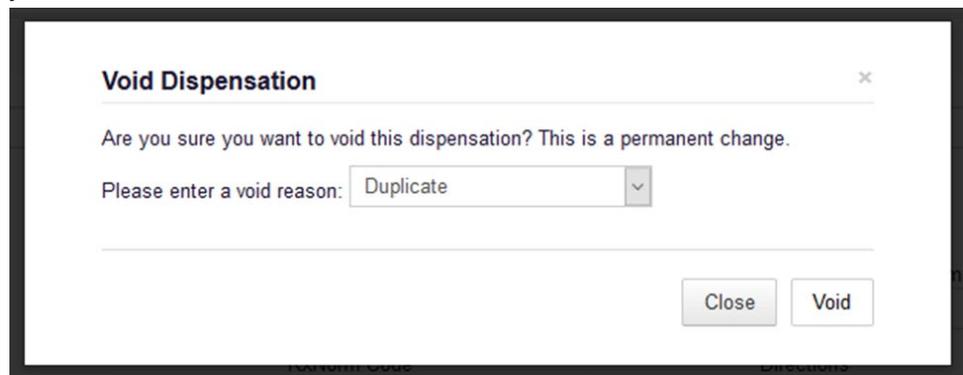
Once all errors have been corrected, click **Submit**.

5.2.2 Voiding Prescriptions

If you need to void a prescription:

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

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



The screenshot shows a "Void Dispensation" dialog box. 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 drop-down menu with "Duplicate" selected. At the bottom right, there are two buttons: "Close" and "Void".

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

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

5.3 New Rx

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

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

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

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

To enter a new dispensation:

1. Complete the required fields.

Notes:

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

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

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

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

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

5.4 PharmacyRx

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

To perform a PharmacyRx search:

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

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

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

6 User Profile

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

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

6.1 My Profile

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

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

To update your account:

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

The My Profile page is displayed.

My Profile

Profile Info [Edit](#)

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

Specialty

Add a Healthcare Specialty [Browse All](#)

★ Designates Primary Specialty

Setting

Time Zone

Contact Information

Change email address or mobile phone number associated with this profile

Current Email: Robyn Weaver@int

New Email Address

Re-enter New Email Address

Current Mobile Phone Number:

New Mobile Phone Number

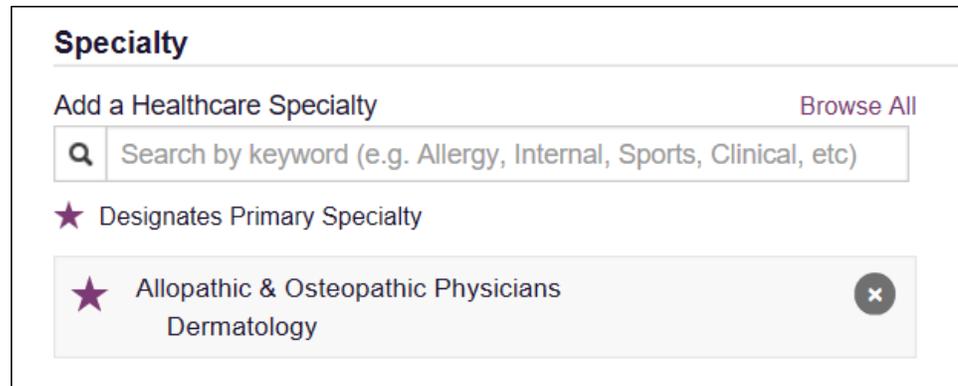
Re-enter New Mobile Phone Number

Supervisors

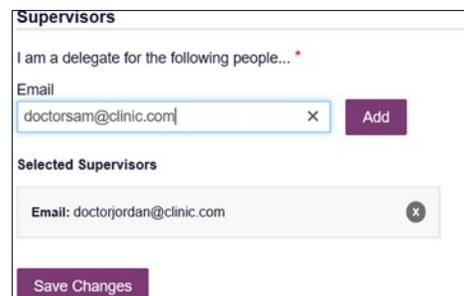
I am a delegate for the following people...

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

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



- **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.



- **Email Address:** To update the email address associated with your account, enter the new email address in the **New Email Address** field, then re-enter it in the **Re-enter Email Address** field. Once your changes have been saved, you will receive an email asking you to verify the new email address. Please ensure that you click the link in the verification email to verify your new email address.

Note: The verification link is only valid for 20 minutes. If you click the verification link after it has expired, you will be sent a new link.

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

6.2 Setting Default PMP InterConnect States

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

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

The Default InterConnect PMPs page is displayed.



Default InterConnect PMPs

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

[Update Defaults](#)

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

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

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

6.2.1 Using PMP InterConnect with a Patient Rx Search

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



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

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

[Search](#)

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

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

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

The Delegate Management page is displayed.

Delegate Management					
Select a delegate to review details.					
First	Last	Role	Delegate Status	Date Requested	Date Verified
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.

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

6.3.2 Removing Delegates

If you need to remove a delegate from your account:

- Click **Menu > Delegate Management**.

The Delegate Management page is displayed.

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

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

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

Notes:

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

6.4 Password Management

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

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

6.4.1 Updating a Current Password

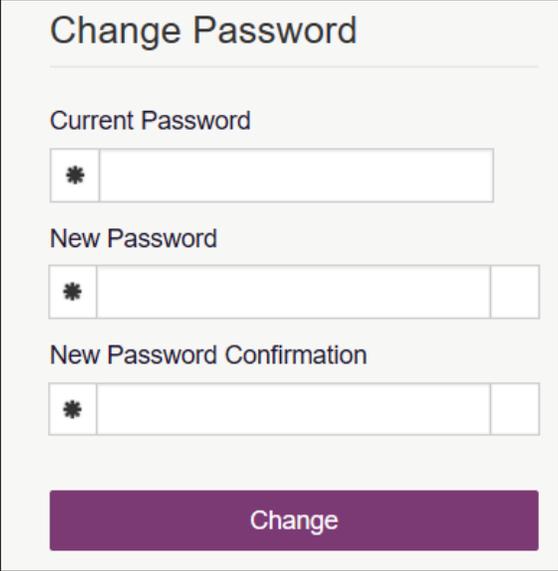
If your password has not expired, but you would like to proactively reset it, you can do so within the AWARe application.

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

To update your password:

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

The Change Password page is displayed.



The screenshot shows a 'Change Password' form with the following elements:

- Current Password:** A text input field with a small asterisk icon on the left.
- New Password:** A text input field with a small asterisk icon on the left.
- New Password Confirmation:** A text input field with a small asterisk icon on the left.
- Change:** A purple button located at the bottom of the form.

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.*

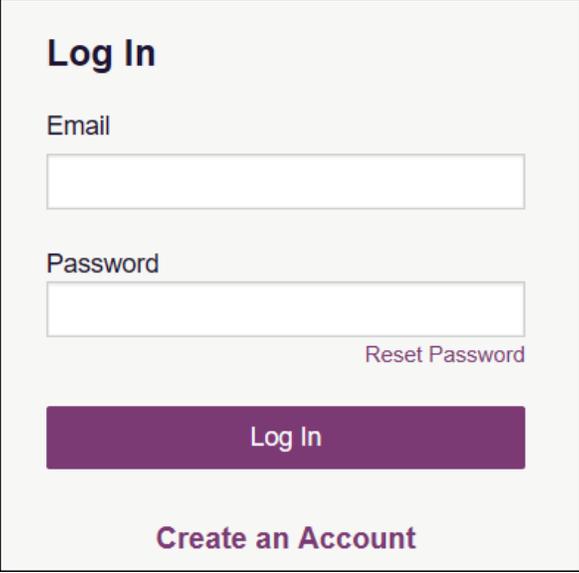
4. Click **Change**.

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://georgia.pmpaware.net>.

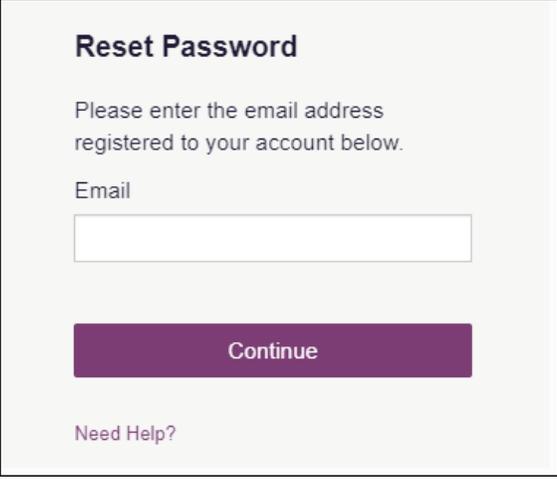
The Log In page is displayed.



The screenshot shows a 'Log In' form with the following elements: a title 'Log In', an 'Email' label above a text input field, a 'Password' label above another text input field, a 'Reset Password' link in purple text to the right of the password field, a purple 'Log In' button, and a purple 'Create an Account' link at the bottom.

2. Click **Reset Password**.

The Reset Password page is displayed.



The screenshot shows a 'Reset Password' form with the following elements: a title 'Reset Password', a prompt 'Please enter the email address registered to your account below.', an 'Email' label above a text input field, a purple 'Continue' button, and a purple 'Need Help?' link at the bottom.

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 Bamboo Health at 1-866-5GA-4PMP (1-855-542-4767);
OR
- Create a support request at the following URL:
<https://pmpawarxe.zendesk.com/hc/en-us/>

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

7.2 Administrative Assistance

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

Georgia Department of Public Health
2 Peachtree Street N.W.
Atlanta, GA 30303

Phone: 404-463-1517

Email: pdmpsupport@dph.ga.gov

8 Document Information

8.1 Disclaimer

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

8.2 Change Log

Version	Date	Chapter/Section	Change Made
1.0		N/A	N/A; initial publication
2.0	11/28/2019	Global	Updated to current document template
		2/Registration	Replaced registration instructions with updated registration process
2.1	6/23/2021	Global	Updated screenshots as necessary to reflect updates made to the system to ensure that it is ADA compliant
2.2	11/3/2021	4/Rx Search	Updated screenshots to reflect the new tiles layout
		Appendix A/PMP AWARxE	Added Appendix A
3.0	8/31/2022	Global	Updated guide to reflect Bamboo Health branding

Appendix A: PMP AWAARxE Tile Report

Introduction to PMP AWAARxE Tile Report

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

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

This appendix is intended to provide an overview of the PMP AWAARxE Tile platform that provides a breakdown of the report.

Why PMP AWAARxE?

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

How Does PMP AWAARxE Work?

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

Who Has Access to PMP AWAARxE Tile Report?

PMP AWAARxE is available to the end user, whether accessing via the web portal or integrated EHR system or pharmacy software.

PMP AWAARxE Tile Report Layout

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

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</div>	Filled	Written	ID	Drug	QTY	Days	Prescriber	RX #	Dispenser	Refill	Daily Dose*	Pymt Type	PMP	11/13/2014	11/06/2014	4	Oxycodone-Acetaminophen 5-325	80.00	40	We Tes		Cos (3475)	0	15.00 MME	-	CO	11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par		Wal (2435)	1	30.00 MME	-	CO	10/31/2014	10/26/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (2435)	0	-	-	CO	10/10/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar		Kp (F123)	0	2.00 mg	-	IN	10/05/2014	10/05/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	90	Tr Par		Wal (2435)	0	10.00 MME	-	CO	09/17/2014	09/17/2014	6	Oxycodone-Acetaminophen 5-325	30.00	3	Tr Par		Wal (2435)	0	75.00 MME	-	CO	09/17/2014	09/17/2014	6	Pentermine 37.5 Mg Tablet	30.00	30	Tr Par		Wal (2435)	0	-	-	CO	09/13/2014	09/08/2014	4	Oxycodone-Acetaminophen 5-325	30.00	10	Ke Moc		Cos (3475)	0	22.50 MME	-	CO	09/12/2014	09/10/2014	2	Sl-Oxycodone/lapag 5/325 Tab	90.00	22	Ma Sto		Wal (6992)	1	30.68 MME	Military/VA	CO	08/28/2014	08/28/2014	1	Suboxone 8 Mg-2 Mg Sl Film	4.00	4	M Mac		Som (2682)	0	8.00 mg	Private Pay	CO	07/30/2014	07/30/2014	4	Oxycodone-Acetaminophen 5-325	30.00	15	Ra Mar		Cos (3475)	0	15.00 MME	Military/VA	CO	07/12/2014	07/12/2014	6	Oxycodone-Acetaminophen 5-325	30.00	30	Tr Par		Wal (6992)	0	7.50 MME	-	CO	07/02/2014	06/29/2014	6	Hydrocodon-Acetaminophin 10-325	90.00	15	Tr Par		Wal (6992)	0	60.00 MME	Indian Nat	CO	06/30/2014	06/09/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (6992)	0	-	Other	CO	06/07/2014	05/08/2014	6	Hydrocodon-Acetaminophin 10-325	90.00	15	Tr Par		Wal (6992)	1	60.00 MME	Coverd Ins	CO
Filled	Written	ID	Drug	QTY	Days	Prescriber	RX #	Dispenser	Refill	Daily Dose*	Pymt Type	PMP																																																																																																																																																																																																					
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11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par		Wal (2435)	1	30.00 MME	-	CO																																																																																																																																																																																																					
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10/10/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar		Kp (F123)	0	2.00 mg	-	IN																																																																																																																																																																																																					
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08/28/2014	08/28/2014	1	Suboxone 8 Mg-2 Mg Sl Film	4.00	4	M Mac		Som (2682)	0	8.00 mg	Private Pay	CO																																																																																																																																																																																																					
07/30/2014	07/30/2014	4	Oxycodone-Acetaminophen 5-325	30.00	15	Ra Mar		Cos (3475)	0	15.00 MME	Military/VA	CO																																																																																																																																																																																																					
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PMP AWAARxE Tile report helps providers make better-informed decisions when it comes to identifying, preventing, and managing substance use disorders. An overview of each section can be found below.

Note: All the sections in the above layout may not appear in your state’s PMP AWAARxE Tile report.

PMP AWAARxE Tile Report Details

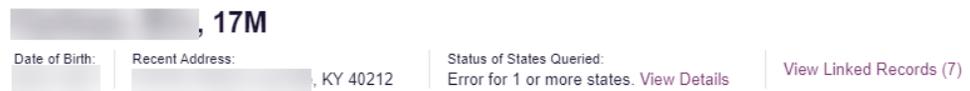
Report Header

The PMP AWAARxE Tile Report page heading contains several report and account-level controls:

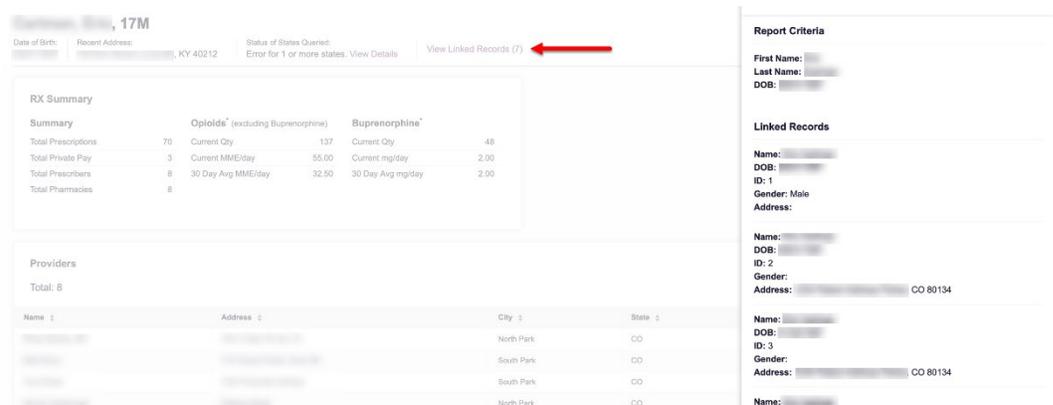
- **Drop-down menu bar:** Clicking **Menu** allows you to navigate to all functional areas of AWAARxE. For PMP AWAARxE users, the menu, which is shown on the following page, contains additional training links as well as a link to the PMP AWAARxE user guide. You can click your username for quick access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



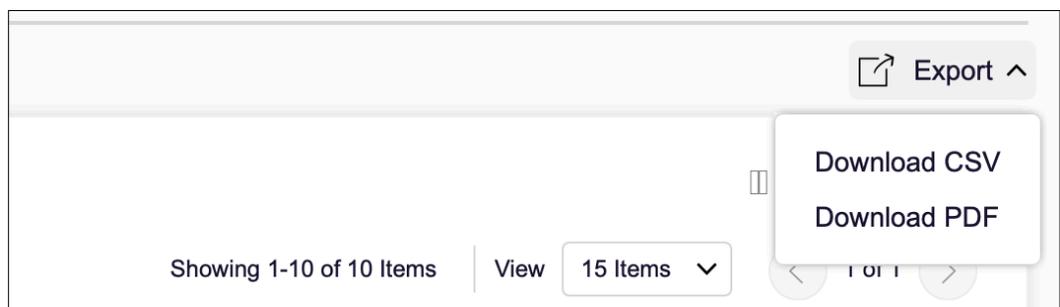
- Patient identifying information:** The patient’s name, age in years, and gender are displayed as the report header above the report tiles. Additional patient information, such as date of birth and address, can be found below this header. This information will remain visible as you scroll through the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



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



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



Report Body

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

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

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

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

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

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

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

State Indicators (4)

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

[Details](#)

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

Additional Indicators [Print](#)

An additional risk indicator assessment reveals the following concerns for **Eric Cartman**

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

[Close](#)

Notes:

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

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

Prescriptions

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

Prescriptions													Column Settings		
Total: 70 Private Pay: 3													Showing 1-15 of 70 Items	View 15 Items	1 of 5
Filed	Written	ID	Drug	QTY	Days	Prescriber	RX #	Dispenser	Refill	Daily Dose*	Pymt Type	PMP			
11/13/2014	11/08/2014	4	Oxycodone-Acetaminophen 5-325	80.00	40	We Tes		Ces (3475)	0	15.00 MME	-	CO			
11/01/2014	11/01/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	30	Tr Par		Wal (2435)	1	30.00 MME	-	CO			
10/31/2014	10/28/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (2435)	0	-	-	CO			
10/10/2014	10/10/2014	6	Buprenorphine 2 Mg Tablet Sl	90.00	90	Sh Mar		Kp (F123)	0	2.00 mg	-	IN			
10/05/2014	10/05/2014	6	Hydrocodone-Acetamin 10-325 Mg	90.00	90	Tr Par		Wal (2435)	0	10.00 MME	-	CO			
09/17/2014	09/17/2014	6	Oxycodone-Acetaminophen 5-325	30.00	3	Tr Par		Wal (2435)	0	75.00 MME	-	CO			
09/17/2014	09/17/2014	6	Phentermine 37.5 Mg Tablet	30.00	30	Tr Par		Wal (2435)	0	-	-	CO			
09/13/2014	09/08/2014	4	Oxycodone-Acetaminophen 5-325	30.00	10	Ke Mcc		Ces (3475)	0	22.50 MME	-	CO			
09/12/2014	09/10/2014	2	Sk-Oxycodone/lapp 5/325 Tab	90.00	22	Ma Slo		Wal (6992)	1	30.60 MME	Military/VA	CO			
08/28/2014	08/28/2014	1	Suboxone 8 Mg-2 Mg Sl Film	4.00	4	M Mac		Som (2882)	0	8.00 mg	Private Pay	CO			
07/30/2014	07/30/2014	4	Oxycodone-Acetaminophen 5-325	30.00	15	Ra Mar		Ces (3475)	0	15.00 MME	Military/VA	CO			
07/12/2014	07/12/2014	6	Oxycodone-Acetaminophen 5-325	30.00	30	Tr Par		Wal (6992)	0	7.50 MME	-	CO			
07/02/2014	06/29/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par		Wal (6992)	0	60.00 MME	Indian Nat	CO			
06/30/2014	06/08/2014	6	Vyvanse 60 Mg Capsule	30.00	30	Tr Par		Wal (6992)	0	-	Other	CO			
06/07/2014	05/08/2014	6	Hydrocodon-Acetaminophn 10-325	90.00	15	Tr Par		Wal (6992)	1	60.00 MME	Comm Ins	CO			

Provider and Pharmacy Detail

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

Providers							Column Settings		
Total: 8							Showing 1-8 of 8 Items	View 15 Items	1 of 1
Name	Address	City	State	Zipcode	Phone				
		North Park	CO	81113					
		South Park	CO	80134					
		South Park	CO	80134					
		North Park	CO	85134					
		South Park	CO	80434					
		South Park	CO	80134-4321					
		South Park	CO	80134					
		South Park	CO	80134					

Pharmacies							Column Settings		
Total: 8							Showing 1-8 of 8 Items	View 15 Items	1 of 1
Name	Address	City	State	Zipcode	Phone				
		North Park	CO	43621					
		South Park	CO	80134					
		South Park	CO	80134					
		South Park	CO	80134					
		South Park	CO	80134					
		East Park	CO	80444					
		East Park	CO	80441					
		Sodosopa	CO	80445					