



Alabama PDMP AWARE

User Support Manual

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1 What Is a Requestor?

A requestor is a PMP AWARxE account type that is typically used to review a patient's 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 myriad of roles that can be classified as a requestor, including those of Law Enforcement. A complete list of available roles that fall into the requestor category are as follows:

Healthcare Professionals

- Dentist
- Medical Resident with Prescriptive Authority
- Midwife with Prescriptive Authority
- Nurse Practitioner/Clinical Nurse Specialist
- Physician Assistant
- Optometrist
- Pharmacist
- Physician (MD, DO)
- Podiatrist (DPM)
- Prescriber Delegate - Licensed
- Prescriber Delegate - Unlicensed
- Veterinarian

Law Enforcement

- DEA
- FBI
- Local
- Military Police
- State Police
- US Attorney

Other

- Board of Dentistry Investigator
- Board of Medicine Investigator
- Board of Optometry Investigator
- Board of Pharmacy Investigator
- Board of Podiatry Investigator
- Board of Veterinarians Investigator
- State Medicaid Program

2 Pre-Loaded User Access

Please note that users who had an account with the previous system may already have an account in PMP AWARxE. If you received an email alerting you to the system change from pdmp@adph.state.al.us, then you already have an account. **Please use the email address that you received the email to as your username.**

If you did not receive an email but you had an account in the previous system, the email address/username on your account may be out of date. Please contact the Help Desk at the number located in the 1-855-925-4767 section of this document. You will be asked to verify at least two personal identifiers. If you are unable to verify the identifiers, you will need to contact the State Administrator at 1-877-703-9869.

Please note that if your email address was shared with another user or there was critical information missing in your RxSentry account, your account may not have been imported and you will need to reregister, following the steps in the [Registration](#) section.

Having obtained the email address on your account, please attempt to access your account by following the [Reset Password](#) instructions located in this guide before attempting to create a new account.

Once your password is reset, login to the application at <https://alabama.pmpaware.net>. Upon successful login, you will need to enter any missing demographic information on the “Registration Process” screen that is marked by a red asterisk.

Registration Process

Create an Account

[Registration Process Tutorial](#)   Get Adobe Acrobat Reader

All fields with an asterisk (*) are required.

Personal

DEA Number(s) *

DEA Numbers Added

National Provider ID *

Professional License Number *

License Type *

First Name *

 Jordan

Middle Name

Last Name *

 Doctor

Date of Birth *

 01/01/1960

Last 4 digits of SSN *

Add a Healthcare Specialty *

[Browse All](#)

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

 Designates Primary Specialty

For further details, please see step 7 of the [Registration Process](#) Section.

Upon successful registration completion, you will need to read and accept the End User License Agreement displayed on screen by clicking “I Accept.” Once you have accepted the End User License Agreement, you will be taken to the Dashboard. See the [Requester Dashboard](#) section for more information.

3 Registration

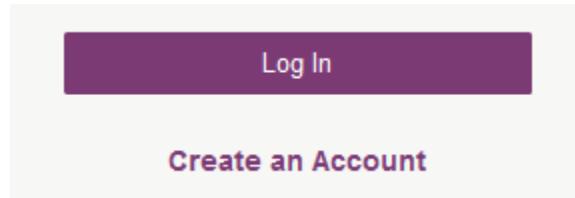
PMP AWARxE requires that every individual register as a separate user, using their email address as their username within the system.

The registration process is comprised of three screens: the account settings screen, the role selection screen, and the demographics screen. All three screens must be filled out before the user can successfully submit their registration for processing.

Requestor roles may also require the 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, this documentation must be submitted prior to the user account being approved. The user can submit digital copies through PMP AWARxE after completing the registration screens.

3.1 Registration Process

1. To request a new account in PMP AWARxE, the user must first load the login screen for the application. The login screen is located at <https://alabama.pmpaware.net/login>
2. Once at the login screen, the user must click the "Create an Account" option to begin the process.



3. The next screen requires the user to enter their current, valid email address and select a password. The password must be entered a second time for validation.
 - a. The password must contain at least 8 characters, including 1 capital letter and 1 special character (such as !,@,#,\$)
 - b. A Registration process tutorial is located to the top right of the screen.

Registration Process

Create an Account

Registration Process Tutorial [Get Adobe Acrobat Reader](#)

Email

Password *

Password Confirmation *

4. After the email and desired password have been entered, the user must click the "Save and Continue" button.
 - a. If you receive an "email is invalid" error, please reach out to the Help Desk in the [Technical Assistance](#) section of this document.
5. The second step is the role selection screen. The user can expand the role categories to select the role that fits their profession.

- a. If you are a licensed Nurse Practitioner, Midwife, or Physician Assistant with no DEA number, please register under the Prescriber Delegate – Licensed role. If you are in the process of registering and have selected the wrong role, you may hit your browser's back button to re-select the appropriate role.
- b. **Limited License Prescribers:** If you have your own DEA number, please select the Medical Resident with Prescriptive Authority role. If you do not have your own DEA number and use an entity DEA, please select the Medical Resident role. You will be required to enter a suffix.
- c. 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 AWARxE. The role definitions may be different than those previously used in a prior PDMP.

Registration Process

Select your User Roles

 **Healthcare Professional**

 **Law Enforcement**

 **Other**

 Save and Continue

Registration Process

Select your User Roles

– Healthcare Professional

- Physician (MD, DO)
- Dentist
- Nurse Practitioner / Clinical Nurse Specialist
- Midwife with Prescriptive Authority
- Physician Assistant
- Podiatrist (DPM)
- Optometrist
- Pharmacist
- Veterinarian
- Medical Resident with Prescriptive Authority
- Prescriber Delegate - Unlicensed
- Prescriber Delegate - Licensed

+ Law Enforcement

+ Other

Save and Continue

6. After the role has been selected, the user must click the “Save and Continue” button.
7. The final screen is the demographics screen. Here the user must enter their name, date of birth, and other information as configured by the State Administrator.
 - a. Required fields are marked with a red asterisk.
 - b. Please enter all active DEA numbers, if applicable.

Registration Process

Create an Account

Registration Process Tutorial   Get Adobe Acrobat Reader

All fields with an asterisk (*) are required.

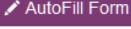
Personal

DEA Number(s) *

DEA Numbers Added

National Provider ID *

Professional License Number *

License Type *

Controlled Substance ID *

First Name *

Middle Name

Last Name *

Date of Birth *

Last 4 digits of SSN *

Add a Healthcare Specialty *

[Browse All](#)

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

 Designates Primary Specialty

Primary Contact Phone *

 Submit Your Registration

8. After all information has been entered into the form, the user must click the "Submit Your Registration" button to complete the process.
9. The user will then be taken to a landing page notifying them of the status of their account:
 - a. **Access Granted:** Certain user roles will be granted access to the application provided their personal DEA numbers and Professional License Numbers are valid and found within the registry. Users will land on the [Dashboard](#) and can immediately access the application.
 - b. **Pending Approval:** Your account is awaiting manual approval by an administrator. You will receive an email notification to your registered email once your account is acted upon by an administrator.

☰ Menu

Home > Dashboard

STATE
DEPARTMENT OF HEALTH
Powered by  NaryCare™

Your Account is Pending Approval

Welcome

[Registration Process Tutorial](#)  [Get Adobe Acrobat Reader](#)

Based on the User Roles you've chosen, you may be required to submit additional documentation. You will receive an email with instructions and the necessary forms to be submitted. Once all validation documents are met, your registration will be reviewed for approval. Watch your email or log in for status updates.

Your User Roles

Healthcare Professional	Validation Documents Required
Physician (MD, DO)	None Required

3.2 Registering as a Delegate

Registering as a delegate is virtually identical to registering as any of the other healthcare professional roles. The user would select one of the delegate roles (e.g. *Nurse Practitioner/Clinical Nurse Specialist, Physician Assistant, Midwife with Prescriptive Authority, Prescriber Delegate – Unlicensed or Pharmacist Delegate – Unlicensed*) and enter any required information on the demographics screen.

If you are a licensed Nurse Practitioner, Midwife, or Physician Assistant with no DEA number, please register under the Prescriber Delegate – Licensed role. If you are in the process of registering and have selected the wrong role, you may hit your browser's back button to re-select the appropriate role.

The final section of the demographics screen requires the delegate to enter their supervisor's registered email address. **The supervisor must already have a registered account with the PMP AWARxE.** Delegates may enter more than one supervisor. When adding a supervisor, a delegate will want to ensure that they enter the supervisor's email address correctly and that they are using a valid email address.

Delegate

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

Email

supervisor@email.com

Add

3.3 Email Verification

- After the user submits their registration, PMP AWARxE sends an email to the supplied email address asking for verification of an active email address.

2. The user must click the link within the email to verify their email address.
 - a. The link contained within the email is only valid for 20 minutes. In the event the time has expired, clicking the link will result in a new email verification notification being sent to the user. The user must click on the link in the new email to verify their email address.
 - b. If you are not able to receive HTML formatted emails/emails with hyperlinks and it is impeding your account approval, please contact the Help Desk with the contact information located in the [Technical Assistance](#) section of this document.
 - c. If you registered with the wrong email address, please login to the account and navigate to Menu > User Profile (under the My Profile Section) to update your email address. For further instructions see the [My Profile](#) section of this document.
3. The user is taken to a screen displaying a message that their email address has been validated.

3.4 Account Approved

1. After the State Administrator has determined that all requirements have been met for the user account, the account can be approved.
2. The user receives an email stating that their account has been approved and is now active.
3. The user can then log into PMP AWARxE using the email address and password supplied during the account creation process. If the user no longer has the password, it can be reset by navigating to <https://alabama.pmpaware.net/> and clicking the Reset Password link, or by navigating to: https://alabama.pmpaware.net/identity/forgot_password

4 Requestor Dashboard

The Requestor Dashboard is the first screen users see once logged in to an approved account. It provides a quick summary of pertinent items within PMP AWARxE, including State Administrator announcements, the user's recent patient searches, patient alerts, and their delegate's/supervisor's status. The Dashboard can be accessed at any time by clicking **Menu > Dashboard** (Under "Home").

My Dashboard

The screenshot displays the 'My Dashboard' interface. It includes three main sections: 'Patient Alerts', 'Recent Requests', and 'Delegates'. The 'Patient Alerts' section shows a single alert for 'DAVE PATIENT' with a download PDF link. The 'Recent Requests' section lists five recent requests from various patients, each with a status and request date. The 'Delegates' section shows two delegates: 'James Delegate' (pending) and 'Jordan Delegate' (approved). To the right, there are boxes for 'My Favorites' (RxSearch - Patient Request) and 'PMP Announcements' (with links to messages for physicians and test announcements).

Patient Full Name	DOB	Alert Date	Alert Letter
DAVE PATIENT	01/01/1985	11/08/2017	Download PDF

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

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

4.1 Patient Alerts

This section shows the most recent patient alerts. New alerts, ones that have not been viewed, are **bold** and have the word "**NEW**" next to them. Clicking the PDF Icon will download the letter associated with the alert. Clicking the patient's name will take the user immediately to the report normally found under **RxSearch > Patient Request**. Click the "Patient Alerts" link towards the top of the section to access a full listing of patient alerts. This can also be accessed by navigating to **Menu > Patient Alerts** (Under the Rx Search Section). **NOTE:** This section is user role dependent, meaning that certain roles will be unable to view this section.

4.2 Recent Requests

This section shows the last few patient searches that were performed by the user or by one of the user's delegates. Clicking the patient name will take the user to the patient report. Click the "View Requests

History” link to view a listing of all past requests. This can also be accessed by navigating to **Menu > Requests History** (Under the Rx Search Section). **NOTE:** The report seen here is a historical report. It is the data that was viewed when the report was initially run. For instructions on performing patient Rx history searches, see section [Creating a Patient Rx Request](#).

4.3 Delegates/Supervisors

This section shows the user’s delegates or supervisors depending on the user’s role. A supervisor can quickly change a delegate’s status from the dashboard by clicking the delegate’s name. They will be taken to the Delegate Management screen where they can approve, reject, or remove a delegate from their profile. Users can also click the “Delegates” link to be taken to the Delegate Management section, which is also accessible at any time by navigating to **Menu > Delegate Management** (Under the My Profile section). For additional information regarding delegate management, see the [Delegate Management](#) section.

4.4 Announcements and Quick Links

State Administrators can configure Announcements to be displayed to users in this section. The quick view on the right shows only the first few lines of text, but clicking on the **Announcements** button will display the full announcement text. This can also be accessed by navigating to **Menu > Announcements** (Under the Home section). The announcements can be configured as role specific meaning that a user whose role is physician can have an announcement whereas delegate user may not have the same announcement viewable under their profile.

State Administrators can also configure Quick Links to webpages outside of PMP AWARxE. Any links configured will be visible towards the bottom right of the dashboard in the Quick Links Section.

5 RxSearch

The screenshot shows a dark purple header bar with the text "Doctor Jordan" and a dropdown arrow on the right. To the left of the dropdown are five main menu items: "Home", "RxSearch", "User Profile", "PDMP Links", and "Training". Each item has a sub-menu below it. "Home" has "Dashboard" and "PMP Announcements". "RxSearch" has "Patient Request", "Requests History", "MyRx", and "Bulk Patient Search". "User Profile" has "My Profile", "Default PMP States", "Delegate Management", "Password Reset", and "Log Out". "PDMP Links" has "PMP Support" and "Help". "Training" has "AWARxE User Guide" and "Help".

Depending on the settings the State Administrator has enabled for the portal in general and the specific roles types, there may be different options available. The screenshot above and the descriptions that follow in this section are all inclusive. If an option is not available, then it has not been enabled by the State Administrator.

5.1 Creating a Patient Request

The Patient Request is a report that displays the previous prescription drug activity for a specific patient.

1. A user must log into PMP AWARxE and navigate to **Menu > Patient Request** (Located under Rx Search). If needed, there is a tutorial located toward the top right of the screen.
2. If the user is a delegate, then they must select a supervisor from the dropdown at the top of the screen. If they have no available supervisors, then they must contact their supervisor to approve their account or add a supervisor under My Profile. See the [My Profile](#) section for further instructions.

The screenshot shows a white page with a dark purple header bar. The header bar has "Menu" on the left and "Delegate Jordan" with a dropdown arrow on the right. Below the header, the text "RxSearch > Patient Request" is displayed. On the right side, there is a logo for "STATE DEPARTMENT OF HEALTH" with three stars and a wave design. Below the logo, the text "Powered by AWARxE™" is shown. The main content area has a light gray background. At the top, the title "Patient Request" is centered. Below the title, there is a form field labeled "Supervisor*" with a dropdown menu open, showing the option "Select Supervisor". To the right of the form, there is a help icon with a question mark, the text "Patient Rx Request Tutorial", and "Can't view the file? Get Adobe Acrobat Reader". At the bottom right, there is a note "* Indicates Required Field".

3. The screen displays search fields to look up a patient. All fields marked with a red asterisk (*) are required. At a minimum, the user must enter a first and last name and date of birth for the patient. Start and end dates for prescriptions are also required.

Patient Request

[Patient Rx Request Tutorial](#)

Can't view the file? Get Adobe Acrobat Reader

* Indicates Required Field

Patient Info

First Name*

Last Name*

Partial Spelling

Partial Spelling

Date of Birth*

Phone Number

Prescription Fill Dates

Prescription dates have to within the last 3 years.

From*

To*

Patient Location (Optional)

The search accuracy can be improved by including the address.

Street Address

City

State

Zip

PMP Interconnect Search (Optional)

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

Select All

A Alabama Alaska Arizona

C California Colorado Connecticut

D Delaware

F Florida

G Georgia

H Hawaii

I Idaho Illinois Indiana Iowa

K Kansas Kentucky

L Louisiana

M Maine Maryland Massachusetts Michigan Minnesota Mississippi

N Nebraska Nevada New Hampshire New Jersey New Mexico New York

North Carolina North Dakota

Search

- a. Partial Spelling – If configured by the State Administrator, users have the option to use only part of a patient’s name to perform a search by clicking the *Partial Spelling* boxes for either first or last name. This can be very helpful when searching hyphenated names or names that are often abbreviated such as “Will” vs. “William”. Once you checked the partial search boxes and entered the patient’s information, click search.
 - i. You may then be presented with a multiple patient pick list to select from. You will be provided with demographic information on the patient to help you determine whether they are the patient you are looking for. Select the appropriate patient records and click “Run Report.” Please see the [Partial Search Results](#) section for more information.
 - ii. At least three letters must be included in order to employ *Partial Spelling*. If the patient’s name is only one or two letters, please attempt a fuzzy search as described below.
 - b. Fuzzy Search – A patient search with patient name and birthdate only will perform an exact match search on the patient name, but can pull up any other name records that are linked to the name. If you are not obtaining the expected results, you may perform a fuzzy search by entering additional demographic information like a full address, or even simply a zip code, city or state.
 - i. You may then be presented with a multiple patient pick list to select from. You will be provided with demographic information on the patient to help you determine whether they are the patient you are looking for. Select the appropriate patient records and click “Run Report.” Please see the [Multiple Patients Identified](#) section for more information.
4. If the user requires information from other states, the user can select the desired states from the list of available PMPi states.
 - a. If a state is not available within the PMPi list, then data sharing is not currently available with that state.
 - b. **NOTE:** Only an exact name match will return results from interstate searches. There will not be a multiple patient list displayed for patients who do not have an exact name match.
 5. The last step of the search is to read and agree to the acknowledgment. Click “the acknowledgment” link to read the acknowledgment. Click the “dismiss” button to return to the search screen and click the radio button to agree to the acknowledgment.



A screenshot of a web-based search interface. At the top, there is a light gray header bar. Below it, the main search area has a white background. In the upper left corner of this area, there is a small checkbox followed by the text "I agree to the terms of the acknowledgement.". To the right of this text is a large, solid purple rectangular button with the word "Search" written in white capital letters in the center. The rest of the page below this header is white space.

6. The user clicks the search button to begin the search.
7. When a single patient has been identified, results are returned to the screen.
8. If the search could not determine a single patient match, the user will receive a message warning of multiple patient matches. The patient records that correspond with the patient can

all be selected for inclusion in the report see the [Multiple Patients Identified](#) and [Partial Search Results](#) sections for more information.

5.1.1 Viewing the Patient Rx Request

1. The Patient Rx Request report screen is comprised of four main sections: Patient Information, Prescriptions, Prescribers, and Dispensers.

Patient Report [Refine Search](#)

Report Prepared: 11/01/2017

Date Range: 11/01/2016 – 11/01/2017

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

 Alice Testpatient

 Summary

 Prescriptions

Per CDC guidance, the conversion factors and associated daily morphine milligram equivalents for drugs prescribed as part of medication-assisted treatment for opioid use disorder should not be used to benchmark against dosage thresholds meant for opioids prescribed for pain.

 Prescribers

 Dispensers



Patient Report Refine Search

Report Prepared: 07/06/2017 07:15PM
Date Range: 07/12/2016 - 07/12/2017

DEPARTMENT OF HEALTH
Powered by Awarex™

Download PDF Download CSV

— Alice Testpatient

Linked Records

Name	DOB	ID	Gender	Address
Patient Name	01/01/1900	1	Female	832 Not Real Patient Driv Wichita, KS 67205
Patient Name	01/01/1900	2	Female	832 Not Real Patient Driv Wichita, KS 67205
Patient Name	01/01/1900	3	Female	832 Not Real Patient Driv Wichita, KS 67205

Report Criteria

First Name	Last Name	DOB
Patient Name	Patient Name	01/01/1900

— Prescriptions

Summary

Total Prescriptions: 4
Prescribers: 4
Pharmacies: 3
Private Pay: 2
Active Daily MME: 0.0

Filled	ID	Written	Drug	Qty	Days	Prescriber	RX #	Pharmacy*	Refill	MME/D	Pymt Type	PMP
06/18/2017	120	06/18/2017	Tramadol HCL 50 MG Tablet	120	30	Ge Ben	1234	Walmart (4567)	0	20.00	Comm Ins	OH
06/18/2017	120	06/18/2017	Tramadol HCL 50 MG Tablet	120	30	Ge Ben	234234	Walmart (3123)	0	20.00	Comm Ins	OH
06/18/2017	120	06/18/2017	Tramadol HCL 50 MG Tablet	120	30	Ge Ben	234234	Walmart (1234)	0	20.00	Private Pay	OH
06/18/2017	120	06/18/2017	Tramadol HCL 50 MG Tablet	120	30	Ge Ben	345345	Walmart (4567)	0	20.00	Private Pay	OH

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

Per CDC guidance, the conversion factors and associated daily morphine milligram equivalents for drugs prescribed as part of medication-assisted treatment for opioid use disorder should not be used to benchmark against dosage thresholds meant for opioids prescribed for pain.

— Prescribers

— Dispensers

Dispensers

Pharmacy	Address	City	State	Zipcode	Phone
Walmart	5297 Hazy Forest Lane	Brooklyn Heights	OH	45508-8557	675-780-9898
Walmart	5297 Hazy Forest Lane	Brooklyn Heights	OH	45508-8557	
Walmart	5297 Hazy Forest Lane	Brooklyn Heights	OH	45508-8557	
Walmart	5297 Hazy Forest Lane	Brooklyn Heights	OH	45508-8557	

2. At the top of the request, the report displays the date the request was run and the date range used to create the request.
3. If configured for the account type by the State Administrator, buttons may also be present that will allow the user to save the report as a PDF document or to save the report as a CSV data file.
4. The Patient Information section displays the search criteria used to search for the patient. It will also display all known patient names, birthdates, and addresses that have been matched to the patient the user searched.
 - a. The table can represent instances of a patient with multiple addresses, misspellings of names, etc.
 - b. The table also lists an ID number that will match a patient's address information to a prescription from the prescription table.

5. The Prescriptions table lists information related to each prescription issued to the patient within the search period entered.
 - a. The Patient ID column is used to provide a link between a specific prescription and the patient name/location information.
6. The Prescribers table displays the information for all prescribers who issued a prescription to the patient within the search period used.
7. The Dispensers table displays the information for all Dispensers who filled a prescription for the patient within the search period used.
8. Each section is collapsible. Users can click on the plus signs next to each section to expand or collapse each section.
9. Each section's tables can be resized to show more or less records. Users can click and drag the bottom of the table with their mouse to resize. A minimum of 2 rows are required to be displayed.
10. Columns in each section can be sorted. Clicking on a column header will allow the results to be sorted in ascending or descending order based on the column selected.
 - a. Column sorting is saved when exporting the request.

5.1.2 Multiple Patients Identified

1. When submitting a Patient Rx Request, if the entered search criteria cannot identify a single patient, the user receives a message that multiple patients have been identified.
2. The user can refine their search criteria and rerun the report or select one or more of the patient groups identified and run the report.

0 years from today

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.

<input type="checkbox"/> Patient 1202
Name DOB Gender Address BOB TESTPATIENT 1900-01-01 male 1023 NOT REAL ST, WITCHITA, KS 67203

<input type="checkbox"/> Patient 1203
Name DOB Gender Address BOB TESTPATIENT 1900-01-01 male 1023 NOT REAL ST, WITCHITA, KS 67203

Make a Suggestion

[Refine Search Criteria](#) Run Report

5.1.3 Partial Search Results

1. When submitting a Patient Rx Request using partial names, if the entered search criteria cannot identify a single patient record, the user receives a message that multiple patients have been identified.
2. The user can refine their search criteria and rerun the report or select one or more of the patient records identified and run the report.

Results

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

Select patient(s) to include in the report

<input type="checkbox"/> BOB TESTPATIENT	DOB: 1900-01-01	Gender: male	1023 NOT REAL ST WITCHITA KS 67203
<input type="checkbox"/> BOB TESTPATIENT	DOB: 1900-01-01	Gender: male	1023 NOT REAL ST WITCHITA KS 67203

[Run Report](#)

5.1.4 No Results Found

1. If a user searches for a patient and no matching patient can be found, a message is displayed on the screen informing the user that the patient could not be found.



2. If a match for the patient is found, but there are no prescriptions that match the date range entered, the user will receive the below message and can click "Change Date Range" to enter a different date range.

A screenshot of a message box with a black border. Inside, there is a purple header bar with the text "Patients found but no prescriptions found." in white. Below this, a message in dark blue text reads: "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." At the bottom right of the message area is a purple button with the white text "Change Date Range".

3. The user can modify their search information and resubmit their request.
 - a. The user should verify all information entered on the request (ex. incorrect birthdate, name misspelling, first and last name entered in appropriate field, etc.)
 - b. The user can attempt a partial search if a partial search was not originally performed and is available for selection.
 - c. The user can enter additional demographic information like a zip code to perform a fuzzy search.

5.2 Request History

1. To view a Patient Rx Request that was previously created, navigate to **Menu > Requests History** (located under Rx Search.)
2. A list of Patient Rx Requests previously made are displayed.

The screenshot shows a search interface at the top with fields for 'REQUESTOR NAME' (Yes) and 'PATIENT NAME' (Yes), and a 'Search' button. Below this is a title 'Requests History' and a subtitle 'Select a patient to review details about the request.' On the right are 'Download PDF' and 'Download CSV' buttons. The main area is a table listing patient requests:

Patient First Name	Patient Last Name	Requestor	Requested For	Request Type	Status	Date Requested
John	Doe	You		AWARxE	Complete	11/16/2017 1:47 PM
DAISY	DUCK	You		AWARxE	Complete	10/14/2017 1:07 AM
DAISY	DUCK	You		AWARxE	Complete	10/03/2017 12:32 PM
John	Doe	You		AWARxE	Complete	10/03/2017 12:31 PM
John	Doe	You		AWARxE	Complete	09/06/2017 10:52 AM
alice	testpatient	You		AWARxE	Complete	08/28/2017 10:32 AM

3. The user can filter the request listing by clicking the “Advanced Options” button. Users can enter patient name, requester name to view reviewing a delegate’s history, patient birthdate, or request date ranges.

The screenshot shows the same search interface at the top. Below it is a section titled 'Common Search Options:' with fields for 'First Name' and 'Last Name'. There are checkboxes for 'Search for: Requestor Name' and 'Patient Name'. Below these are fields for 'Patient Date of Birth' (MM/DD/YYYY) and date range filters 'Request Begin Date' and 'Request End Date' (both MM/DD/YYYY). On the right is a table of requests, identical to the one in the previous screenshot:

Request Type	Status	Date Requested
AWARxE	Complete	11/16/2017 1:47 PM
AWARxE	Complete	10/14/2017 1:07 AM
AWARxE	Complete	10/03/2017 12:32 PM

4. The user can only view Patient Rx Requests they or their delegate(s) have created.
5. If configured by the State Administrator, the user can export their search history by clicking the Download PDF or Download CSV icons.
6. The user can select a previous request to view the details of the request in a detail card at the bottom of the screen. Select by clicking anywhere in the row of the request.

Requests History

Select a patient to review details about the request.

 
Download PDF Download CSV

Patient First Name	Patient Last Name	Requestor	Requested For	Request Type	Status	Date Requested
John	Doe	You		AWARxE	Complete	11/16/2017 1:47 PM
DAISY	DUCK	You		AWARxE	Complete	10/14/2017 1:07 AM
DAISY	DUCK	You		AWARxE	Complete	10/03/2017 12:32 PM
John	Doe	You		AWARxE	Complete	10/03/2017 12:31 PM
John	Doe	You		AWARxE	Complete	09/06/2017 10:52 AM
alice	testpatient	You		AWARxE	Complete	08/28/2017 10:32 AM

John Doe View Refresh

DOB: 01/01/1900
Location: WICHITA ,KS 67205
Other States:
Reason:
Prescription Fill Dates: September 05, 2016 until November 16, 2017

- a. Search criteria is displayed
 - b. PMPi states used during the search are displayed
 - c. If the user's requests require approval and the request is pending or was denied, the reason is displayed.
7. The user can view the results of the previously submitted request by clicking the "View" button.
- a. Results of previous requests are not updated with new information. If a user requires updated information for their request, they must generate a new request for the patient. Generating a new Rx Request from a previous request can be quickly be done by clicking the "Refresh" button next to the "View" button. This will take the user back to Patient Request screen with all previously used search parameters already populated.

5.3 Bulk Patient Search

The Bulk Patient Search is similar to the normal Patient Request (search). It however allows the entry of multiple patients at once rather than one at a time. Patient names are either entered manually or via an uploaded CSV file. To access Bulk Patient Search, navigate to **Menu > Bulk Patient Search** (located under the Rx Search section.) Note that your role may not have access to this feature.

The screen is comprised of two tabs, the Bulk Patient Screen which is the landing page and is where the user can start a new search, and the Bulk Search History tab, used for reviewing the results of a request or viewing previous request results.

Manual Entry

1. Enter First Name, Last Name, DOB, and a zip code if you would like to perform a fuzzy search.
2. Click the *Add* button after each entry.

The screenshot shows the Bulk Patient Search interface. At the top, there are two tabs: "Bulk Patient Search" (selected, highlighted in purple) and "Bulk Search History". In the top right corner, it says "Powered by Awarxe". The main area is titled "Bulk Patient Search" and contains the following sections:

- How do you want to enter patients?**:
Two radio buttons are shown: "Manual Entry" (selected) and "File Upload".
- Manual Entry**:
Four input fields with validation requirements:
 - First Name* (input field)
 - Last Name* (input field)
 - Date of Birth* (input field, with placeholder "MM/DD/YYYY")
 - Zip Code (input field)A small note "Indicates Required Field" is located to the right of the Date of Birth field. To the right of the Zip Code field is a purple "Add" button.

File Upload

1. Click the radio button for “File Upload”
2. Download the Sample CSV by clicking “View Sample File”
3. Fill out the required fields and upload the file.
4. Click Validate Format to download a validation report and ensure all records were entered correctly. Null values in the Errors columns indicate acceptable data. If a search is submitted with an invalid file, this will result in a validation error for the search. The file must be corrected and the search resubmitted with the corrected file.

Bulk Patient Search

Bulk Search History

Bulk Patient Search

How do you want to enter patients?

- Manual Entry
 File Upload

File Upload

* Indicates Required Field

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

No File Chosen

Choose File

Clear

Validate Format

Once the user has entered patients for their search either manually or via file upload, the user will then:

1. Create a Group Name for the search. Group name is required. If group name is not selected, the request will result in a validation error for the search.
2. Select additional states for your search if necessary/available.
3. Click *Search*.
 - a. An acknowledgment may be available, and users may be required to acknowledge they have read it if configured by the State Administrator.

A status message will appear.



Success

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

DISMISS

4. To obtain the results of the search, click the Bulk Search History tab to the right of the Bulk Patient Search tab.

Bulk Patient Search

Bulk Patient History

Bulk Search History

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

Bulk Search Name	Number of Patients	Date Requested	Processing	Incomplete	Ready
test group	2	10-14-2017	0	0	2
test group	2	10-14-2017	0	2	0

- d. The Bulk Search History tab will display previous bulk searches. This screen will indicate whether your search results are still processing with a total number of searches still to

be processed. It will provide a total count of patients in your search in the “Number of patients” column. It will indicate a count of patient records it could not find in the “Incomplete” column. It will indicate a count of patent search results available in the “Ready” column.

5. Click the Bulk Search Name (which is a hyperlink) to see the results of the search.
6. Click a patient name within the search results. Details of the patient search will appear at the bottom of the page.

The screenshot shows a web-based application for managing patient groups. At the top, there are two tabs: "Bulk Patient Search" (grayed out) and "Bulk Patient History" (selected, highlighted in purple). Below the tabs is a "Back" button with a circular arrow icon. The main content area displays a group named "test group". It includes the following information:
- 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

bob testpatient

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

Refresh View

7. Click **View** to see the actual Patient Report, or Click Refresh if you are reviewing a previous report and wish to run a current report. For more information on the report results screen, see the [Viewing the Patient Rx Request](#) section.

5.4 MyRx

MyRx gives users that have a DEA number associated with their account the ability to run a self-report to see what prescriptions have been filled using the DEA number(s) associated with their account.

NOTE: This section is only visible if the user has a DEA number associated with their User Profile.

To access MyRx, navigate to **Menu > MyRx** (located under the Rx Search Section.)

RxSearch > MyRx

Doctor Jordan ▾

My Rx

Prescriptions Written

From* To*

MM/DD/YYYY MM/DD/YYYY

* Indicates Required Field

DEA Numbers

AD1111119
 JC1111119

Generic Drug Name (Optional)

Drug Name

Search

1. Enter the chosen date range for the search.
2. Click the DEA number(s) you want to run a report on.
3. Enter a generic drug name if needed. Click Search.
4. The system will display a report of prescriptions written by the prescriber within the requested date range. The report is available for export via .pdf or .csv if configured by the State Administrator.



Back



Powered by NarxCare™

MyRx

Report Prepared: 10/14/2017

Date Range: 10/13/2016 – 10/13/2017

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

DEA Numbers

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

Prescriptions

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

5.5 Patient Alerts

To access Patient Alerts, navigate to **Menu > RxSearch > Patient Alerts**.

This section shows the most recent patient alerts. New alerts, ones that have not been viewed, are **bold** and have the word “**NEW**” next to them. Clicking the PDF Icon will download the letter associated with the alert. Clicking the patient’s name will take the user immediately to the report normally found under **Menu > RxSearch > Patient Request**. **NOTE:** This section is user role dependent, meaning that certain roles will be unable to view this section.

Patient Alerts

Select a patient to view more information.

Patient Full Name	DOB	Alert Date	Alert Letter	Delivery Method
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email
Adam Smith	01/01/1900	01/01/1900	Download PDF	Patient Alerts and Email

6 User Profile Management

The User Profile section allows users to view and edit certain aspects of their PMP AWARxE account.

To Access the User Profile, navigate to **Menu > User Profile > My Profile**.

6.1 My Profile

The My Profile section allows the user to view their account demographics such as role, license numbers, employer details, etc.

Users will only have the ability to edit their email address, Healthcare Specialty, time zone, and add new supervisor (if a delegate).

Updating personal information (including DEA/NPI/NCPDP numbers) must be requested through the State Administrator.

My Profile

Profile Info

Name: Jordan Doctor	Employer:
DOB: 01/01/1970	
Primary Contact: 205-111-1111	Employer Phone:
DEA Number(s): AD1111119	Role: Physician (MD, DO)
Controlled Substance #: CS1234	
Professional License #: 1234	Type: MD

Specialty

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

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

★ Designates Primary Specialty

★ Allopathic & Osteopathic Physicians ×

- Allergy & Immunology - Clinical & Laboratory
- Immunology

Setting

Time Zone

Central Time (US & Canada) ▾

Contact Information

Change email address associated with this profile

Current Email: jordandoctor@appri.com

New Email Address

X

Re-enter New Email Address

X

Save Changes

To update your account:

- 1. Adding Supervisors:** Delegate users may add additional supervisors to their accounts at the bottom of the screen. The delegate must enter their supervisor's email address and click add. The delegate's supervisor must approve the delegate before the delegate will have access to the system. See the [Delegate Management](#) section of this guide for more details. If the delegate needs to remove a supervisor, click the "x" button next to the supervisor. Click "Save Changes." A confirmation message will be displayed.

Supervisors

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

Email x Add

Selected Supervisors

Email: doctorjordan@clinic.com x

Save Changes

- 2. Healthcare Specialty:** To add or update the Healthcare Specialty, the user may search for their specialty by typing a few characters into the Healthcare Specialty field or by clicking "Browse All" to locate it.

Select the specialty and it will be added to the account. If the user has multiple specialties, the user may designate their primary specialty by clicking the star icon to the left of the specialty. If the user needs to remove a specialty, click the "x" icon to the right of the specialty. Click "Save Changes."



- 3. Email Address:** To update the email address on the account, enter the new email address in the "New Email Address" and "Re-enter Email Address" field. Click "Save changes." Upon saving a confirmation message will be displayed. Please ensure to click the link in the verification email



received to verify the new email address.

6.2 Setting Default Data Sharing States (PMPi)

PMP AWARxE is configured to integrate PMPi to expand search capabilities when researching patient Rx history. Users have the ability to select from a list of approved states and can configure states to be selected by default when performing patient Rx searches.

Default InterConnect PMPs

- Arizona
- Colorado
- Connecticut
- Idaho
- Kansas
- Massachusetts
- New York
- Rhode Island
- Tennessee CSMD
- Vermont

Update Defaults

1. The user navigates to **Menu > Default PMPI States** (located under User Profile.)
2. A listing of available states is displayed.
 - a. Available states are dependent by the states individual configurations and your user role. Users will only see states that their user role has been granted access to.
3. The user checks the boxes next to the states they desire to always be pre-selected when creating a new Patient Rx request.
4. The user clicks “Update Defaults” to save their selections.
5. When the Patient Rx request screen is opened to create a new request, the selected default states will now automatically be checked to include in the search results.
 - a. Users can de-select default states as they choose. Having default states does not lock the state to always be required in patient searches.

6.2.1 Using PMPI with a Patient Rx Search

1. When creating a new Patient Rx request, a list of available PMPI states is listed at the bottom of the screen.
 - a. Available states are dependent by the states individual configurations and your user role. Users will only see states that their user role has been granted access to.
2. The user can select as many states as they wish to obtain results from. There is also a “Select All” button present if the user wishes to search all available states.
3. PMP AWARxE will submit the request for the patient to the PMPI systems of the selected states.
4. Results from those states are blended into the final Patient Rx report.
 - a. The report does not separate Rx information from a state by state basis. It incorporates all information from all sources into a single report.
 - b. **NOTE:** 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

For supervisors, delegates associated with the user’s account are displayed in a table found at **Menu > Delegate Management** (located under the User Profile Section.) From this location, the supervisor can approve or reject new delegates, or remove existing delegates from their account.

6.3.1 Approving and Rejecting Delegates

1. When a user registers as a delegate for a supervisor, the supervisor receives an email alerting them that a delegate account is pending their approval.
 - a. If the request is not acted upon, PMP AWARxE will send follow up emails advising that action is still required.
2. The supervisor logs into the PMP AWARxE application (<https://alabama.pmpaware.net/login>) and navigates to **Menu > Delegate Management** (located under the User Profile Section.)
3. From the Delegate management screen, the supervisor can see all delegates associated with their account. New Delegate(s) are identified with the pending symbol in the Delegate Status column.

Delegate Management					
Select a delegate to review details.					
First	Last	Role	Delegate Status	Date Requested	Date Verified
Jordan	Delegate	Prescriber Delegate - Unlicensed	Approved	04/25/2017	
James	Delegate	Prescriber Delegate - Licensed	Pending	12/01/2017	

4. The user selects the delegate to view their information in the detail card at the bottom of the screen.

Delegate Management					
Select a delegate to review details.					
First	Last	Role	Delegate Status	Date Requested	Date Verified
Jordan	Delegate	Prescriber Delegate - Unlicensed	Approved	04/25/2017	
James	Delegate	Prescriber Delegate - Licensed	Pending	12/01/2017	

James Delegate		Approve	Reject
Role: Prescriber Delegate - Licensed Phone: 5028155584 Email: jamesdelegate@appriess.com (Unverified) Address: 666 Oak Anywhere, KY 40222 Date of Birth: 01/01/1901	Delegate (pending)	1 Supervisor Jordan Doctor (pending) jordandoctor@appriess.com	0 Delegates

5. To approve or reject the delegate, the supervisor must click the appropriate button above the delegate's information.

6.3.2 Removing Delegates

1. If a supervisor decides to remove a delegate from their account, the supervisor navigates to **Menu > Delegate Management** (located under the User Profile Section.)
2. The supervisor selects the active delegate from the list displayed.
3. The supervisor clicks the "Remove" button in the detail card at the bottom of the screen.
4. The delegate will be placed back in pending status. The delegate is not removed from the supervisors list.

- a. If a supervisor wants to add the user again at a later date, the supervisor can locate the former delegate in their list and select approve to add the delegate to their account again.
- b. If a supervisor wants to completely remove the delegate from their account, the supervisor can select the former delegate and click the “Reject” button. This will remove them from the supervisor’s account.
- c. It is the supervisor’s responsibility to regularly maintain the delegate listing to ensure to remove access if access is no longer necessary.

6.4 Password Management

Password management can be handled within PMP AWARxE by the user. The user’s password will expire after 90 days. A user can proactively change their password before it expires within the application through their user profile. If a password has expired, or if the user has forgotten the password, they can use “Reset Password” to change their password.

6.4.1 Updating the Current Password

1. When a user wants to change their current password, they navigate to **Menu > Password Reset** (located under the User Profile section).
 - a. This requires the user to know the current password and be logged into PMP AWARxE.
2. The user must then enter their current password and enter a new password twice, and click on the Change button..
3. The new password will take effect once the user has logged out of the application.

Change Password

Current Password	<input type="password"/> *
New Password	<input type="password"/> *
New Password Confirmation	<input type="password"/> *
Change	

6.4.2 Resetting a Forgotten Password

1. When a user has forgotten their password or their password has expired, the user should click on the “Reset Password” link located on the log in screen.

Log In

Email

Password

[Reset Password](#)

Log In

[Create an Account](#)

[Need Help?](#)

Reset Password

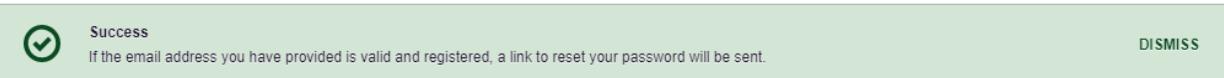
Please enter the email address registered to your account below.
If the email address you have provided is valid and registered, a link to reset your password will be sent.

Email

Request Password Reset

[Need Help?](#)

2. The user must enter the email address they used to register with the application and click "Request Password Reset."



3. The user will receive an email containing a link to reset the password as long as the email address was valid and exists on an account.
 - a. The link will only be active for 20 minutes. After the time has expired, the user will need to repeat these steps to generate a new password reset email.
 - b. Per our security protocol, PMP AWARxE will not confirm the existence of an account. If the user does not receive an email to the email address provided, the below steps should be followed:
 - i. Ensure a valid email address was entered.
 - ii. Check junk, spam, or filtered folders for the message
 - iii. If the email address is a working email address but no email has been received, contact the State Administrators (contact information in the [Administrative Assistance](#) section) to request a new password or determine what email address is on the account.
 - iv. Whitelist the below email addresses/domains
 - a. The user should add the following email addresses to the email contacts list

Or

- b. The user should contact their IT Support to get the following email addresses/domains added as safe senders:

no-reply-pmpaware@globalnotifications.com
globalnotifications.com
amazonses.com

4. Once the password reset email is received, the user must click the link in the email to reset their password. The user must enter the new password twice and then save the password by clicking on the Change button.

- a. The password must contain a capital letter and a symbol, and must be at least 8 characters. Users cannot reuse any of their last 12 passwords.

Change Password

Email

New Password

New Password Confirmation

Change

7 Assistance and Support

7.1 Technical Assistance

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

1-855-925-4767

or

Create a support request using the following URL:

<https://apprisspmp.zendesk.com/hc/en-us/requests/new>

7.2 Administrative Assistance

If you have non-technical questions regarding the Alabama PDMP AWARxE System, please contact:

Alabama Department of Public Health
Bureau of Professional and Support Services
Prescription Drug Monitoring Program

P: 1-877-703-9869

F: 334-206-3749

Email: pdmp@adph.state.al.us

Address: P.O. Box 303017

Montgomery, AL 36130-3017

8 Document Information

8.1 Disclaimer

Appriss has made every effort to ensure the accuracy of the information in this document at the time of printing. However, information may change without notice.