Alabama PDMP AWARxE

User Support Manual

Contents

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

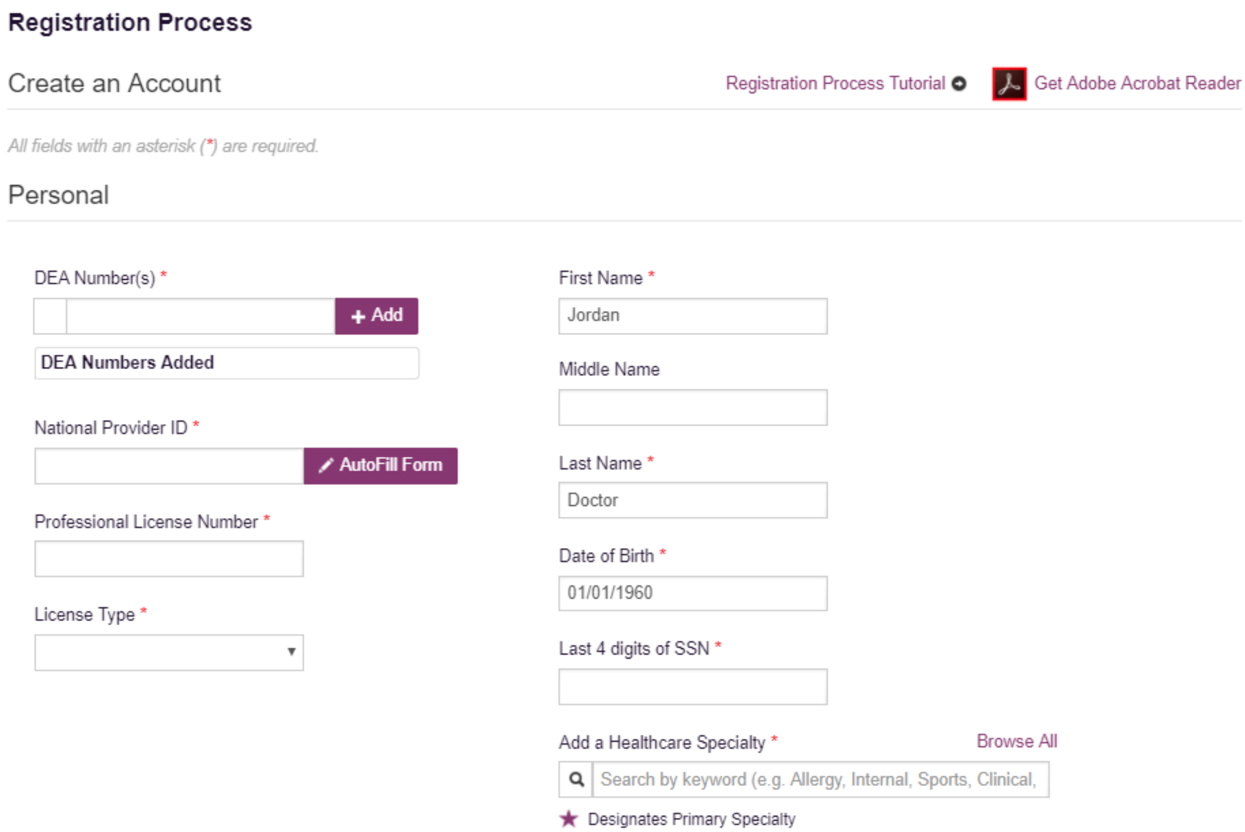
Please note that users who had an account with the previous system may already have an account in PMP AWARxE. If you received an email alerting you to the system change from pdmp@adph.state.al.us, then you already have an account. **Please use the email address that you received the email to as your 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not receive an email but you had an account in the previous system, the email address/username on your account may be out of date.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.



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

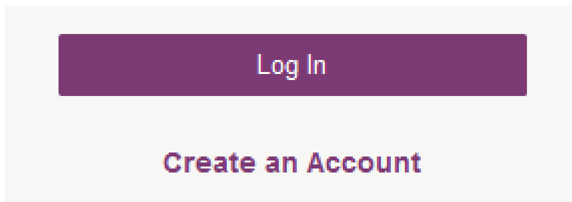
PMP AWAR$_X$E requires that every individual register as a separate user, using their email address as their username within the system.

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.

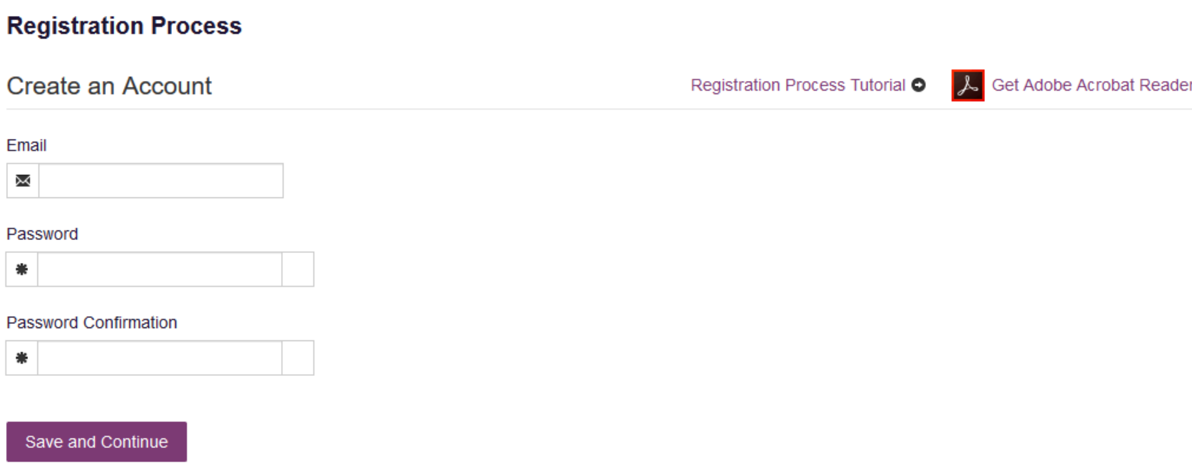
Requestor roles may also require the upload of a copy of a current government-issued photo ID, such as a Driver's License or a Passport, or notarized validation documents. If required, this documentation must be submitted prior to the user account being approved. The user can submit digital copies through PMP AWAR$_x$E after completing the registration screens.

3.1 Registration Process

1. To request a new account in PMP AWAR$_x$E, 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.

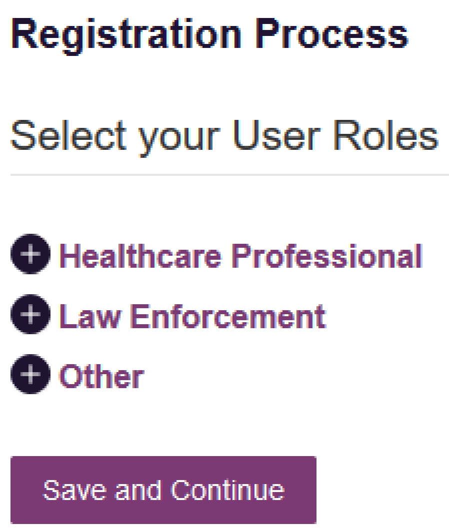


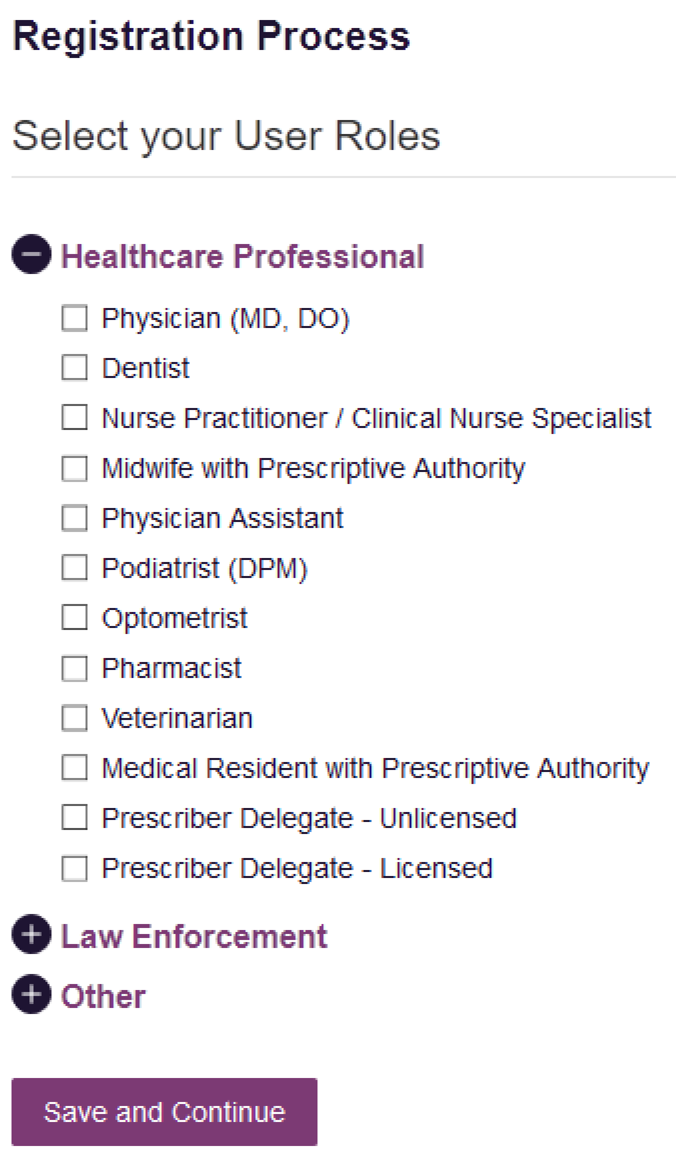
3. The next screen requires the user to enter their current, valid email address and select a password. The password must be entered a second time for validation.
    a. The password must contain at least 8 characters, including 1 capital letter and 1 special character (such as !,@,#,$)
    b. A Registration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



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 AWAR$_x$E. The role definitions may be different than those previously used in a prior PDMP.





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

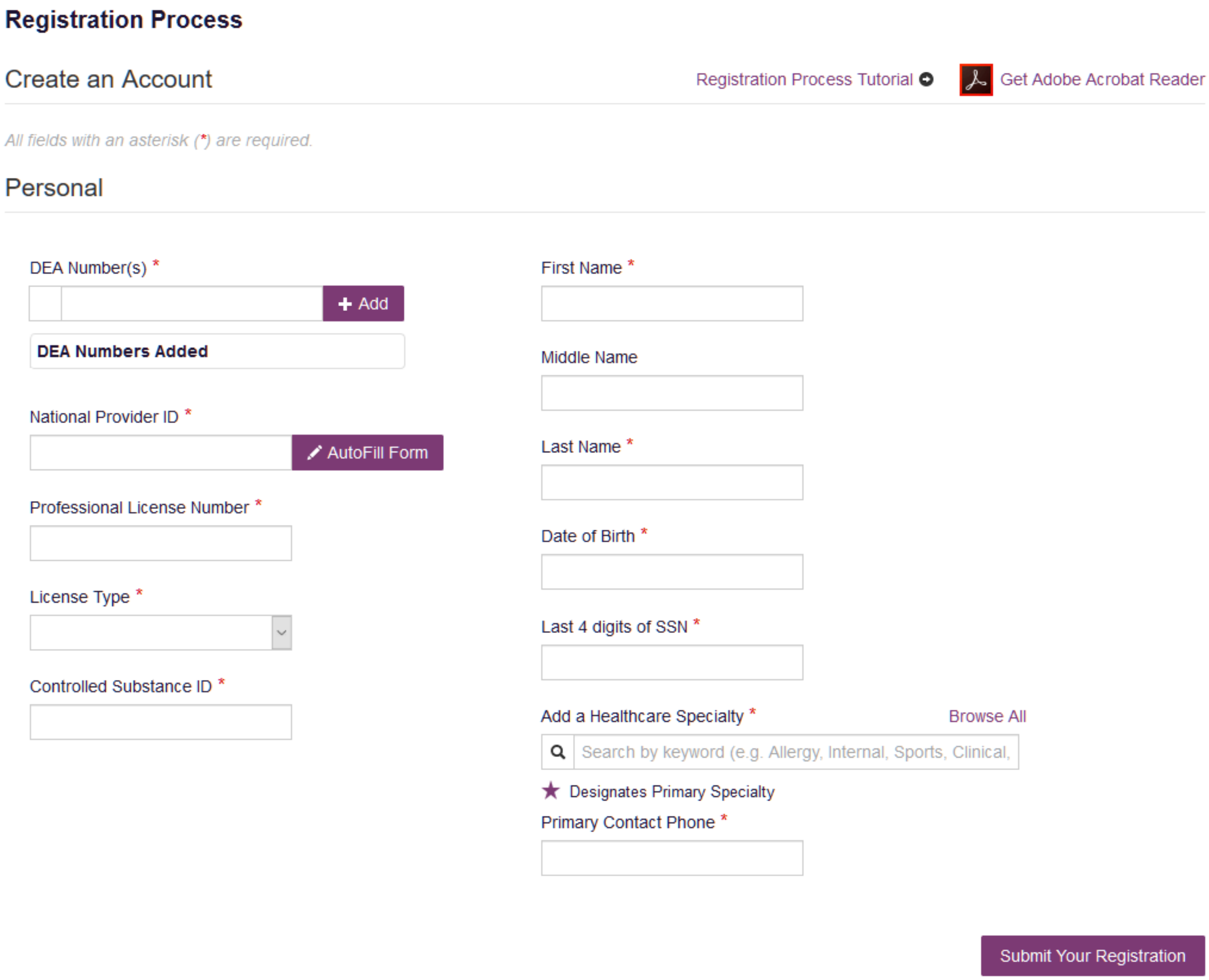
Law Enforcement

Other

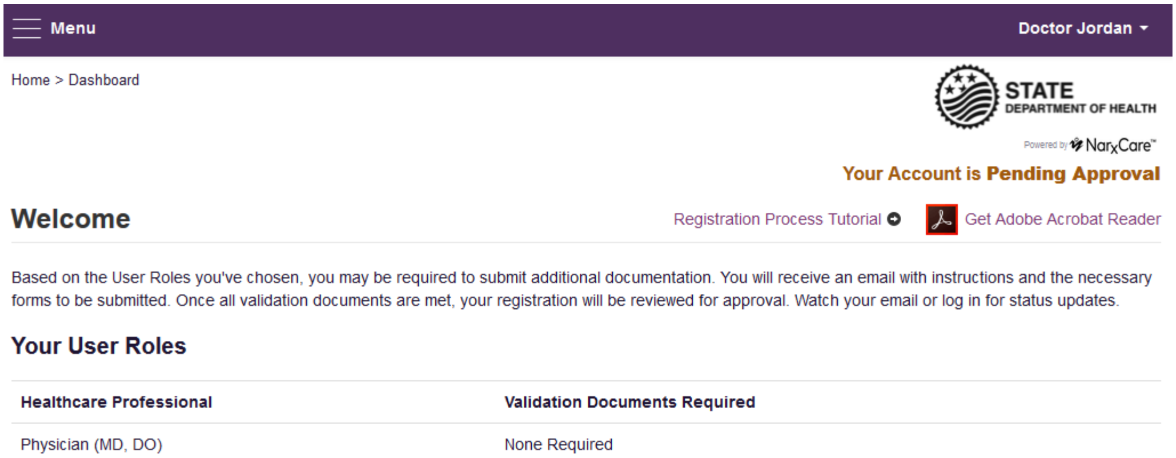
Save and Continue

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.



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 will be immediately granted access to the application provided their personal DEA numbers and Professional License Numbers as entered are valid and found within the registry. 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.

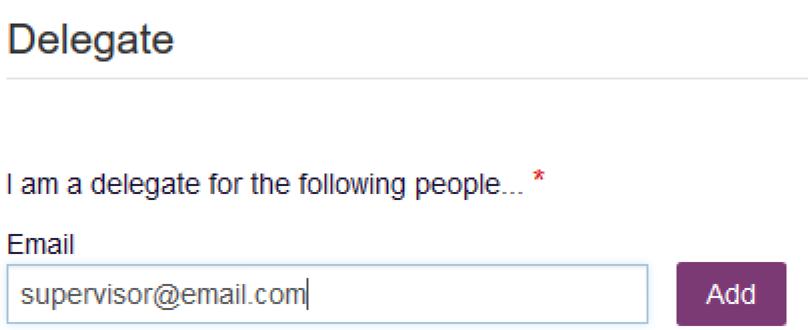


3.2 Registering as a Delegate

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 AWAR$_X$E.** 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.



3.3 Email Verification

1. After the user submits their registration, PMP AWAR$_X$E sends an email to the supplied email address asking for verification of an active email address.

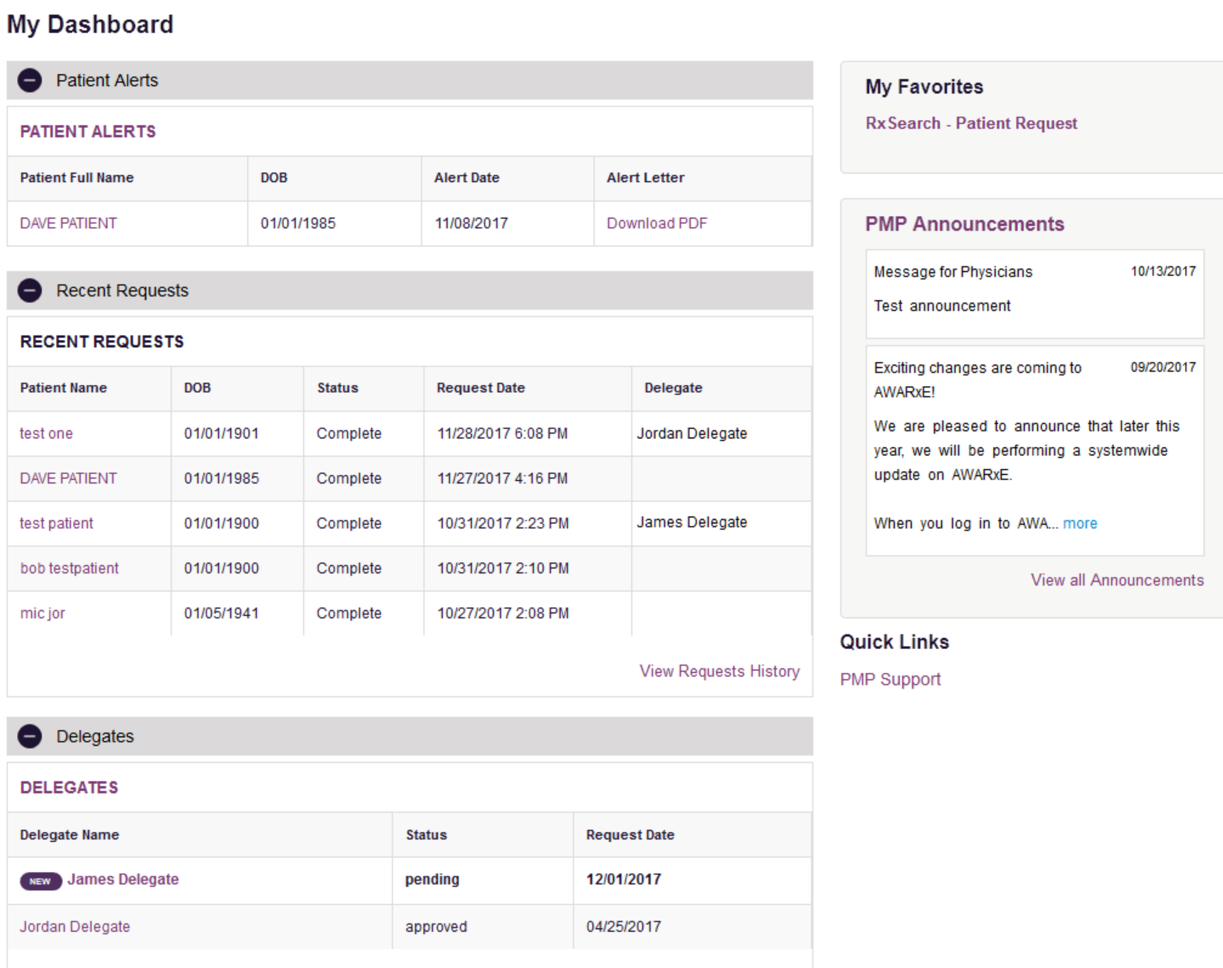
2. The user must click the link within the email to verify their email address.
    a. The link contained within the email is only valid for 20 minutes. In the event the time has expired, clicking the link will result in a new email verification notification being sent to the user. The user must click 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 AWAR$_x$E 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**").



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

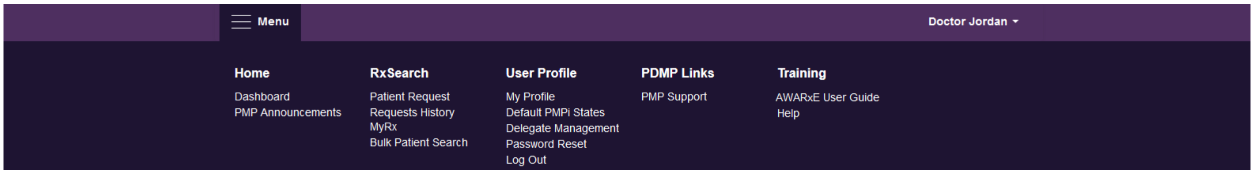
This section shows the user's delegates or supervisors depending on the user's role. A supervisor can quickly change a delegate's status from the dashboard by clicking the delegate's name. They will be taken to the Delegate Management screen where they can approve, reject, or remove a delegate from their 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

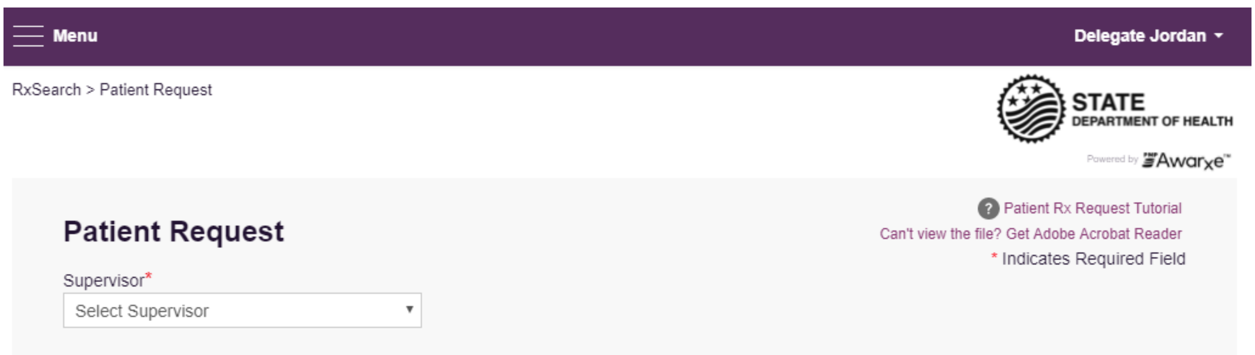


Depending on the settings the State Administrator has enabled for the portal in general and the specific roles types, there may be different options available. The screenshot above and the descriptions that follow in this section are all inclusive. If an option is not available, then it has not been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



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 Rx Request Tutorial
Can't view the fiile? Get Adobe Acrobat Reader

Patient Request

* Indicates Required Field

Patient Info

First Name*

Partial Spelling

Last Name*

Partial Spelling

Date of Birth*

MM/DD/YYYY

Phone Number

Prescription Fill Dates

Prescription dates have to within the last 3 years.

From*

06/27/2016

To*

06/27/2017

Patient Location (Optional)

The search accuracy can be improved by including the address.

Street Address

City

State

Select 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

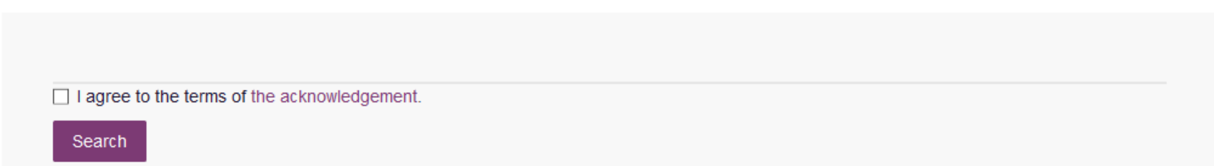
N Nebraska Nevada New Hampshire New Jersey New Mexico New York

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.

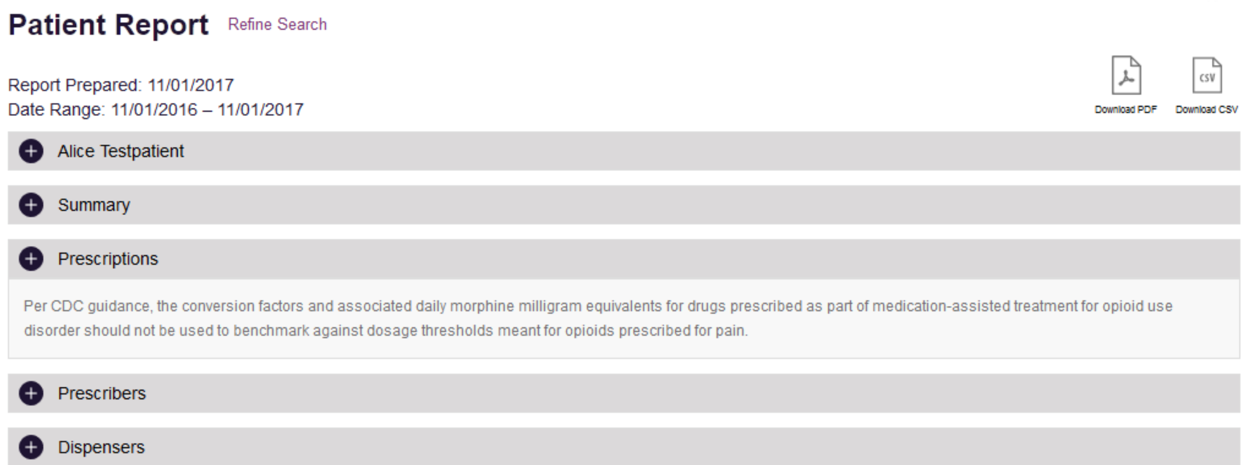


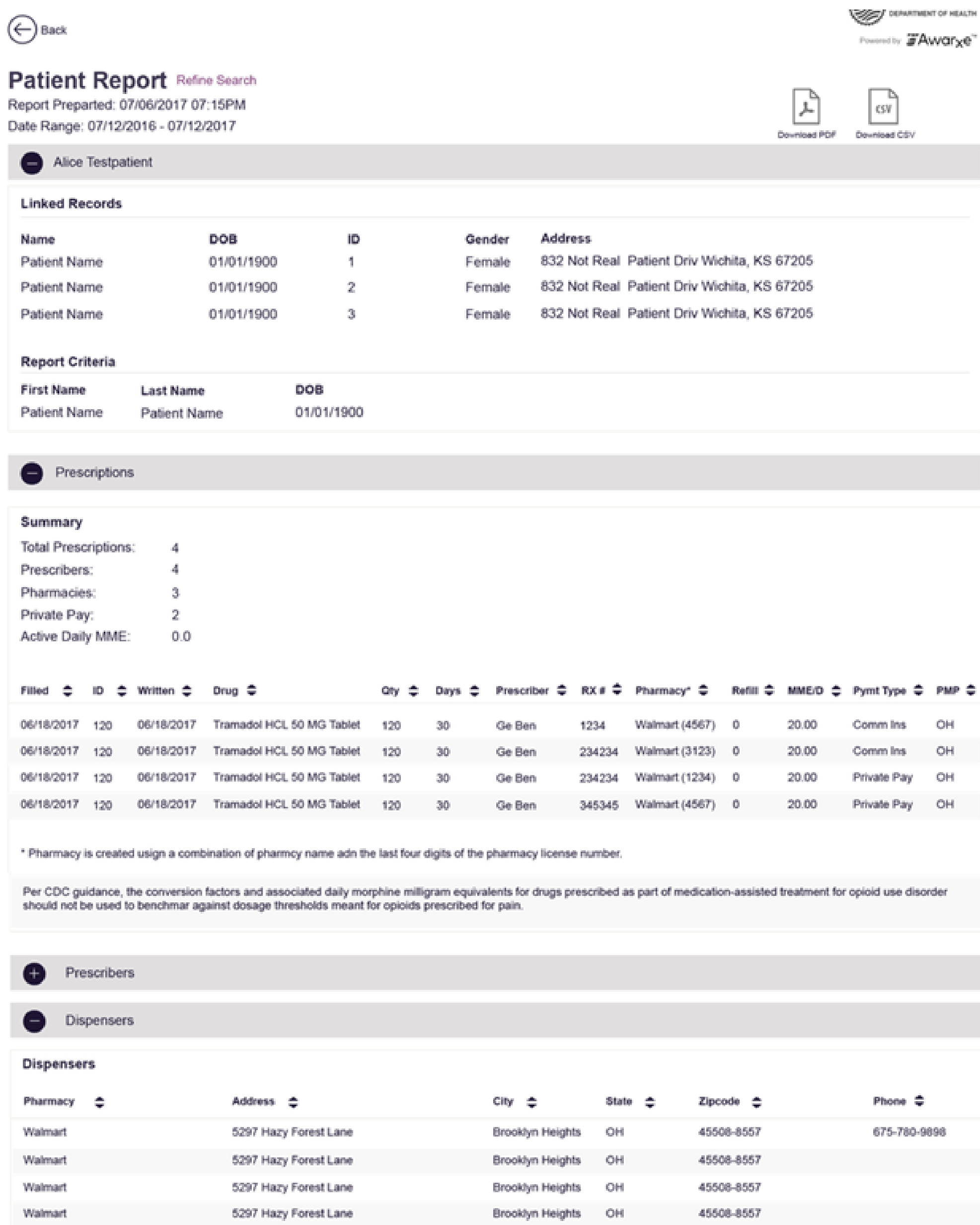
6. The user clicks the search button to begin the search.
7. When a single patient has been identified, results are returned to the screen.
8. If the search could not determine a single patient match, the user will receive a message warning of multiple patient matches. The patient records that correspond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





Back

DEPARTMENT OF HEALTH
Powered by Awarxe

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

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 usign a combination of pharmcy name adn 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 benchmar against dosage thresholds meant for opioids prescribed for pain.

Prescribers

Dispensers

Dispensers

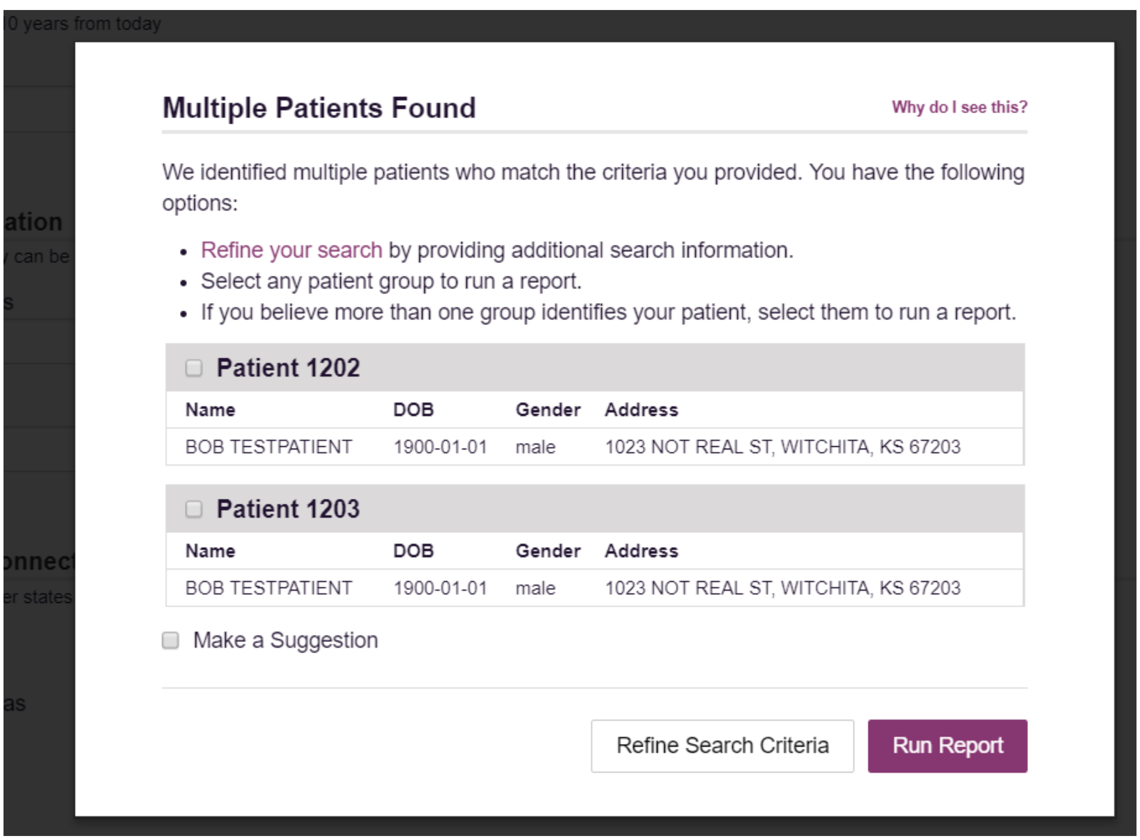
Pharmacy	Address	City	State	Zipcode	Phone
Walmart	5297 Hazy Forest Lane	Brooklyn Heights	OH	45508-8557	675-780-9898
Walmart	5297 Hazy Forest Lane	Brooklyn Heights	OH	45508-8557	
Walmart	5297 Hazy Forest Lane	Brooklyn Heights	OH	45508-8557	
Walmart	5297 Hazy Forest Lane	Brooklyn Heights	OH	45508-8557	

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.

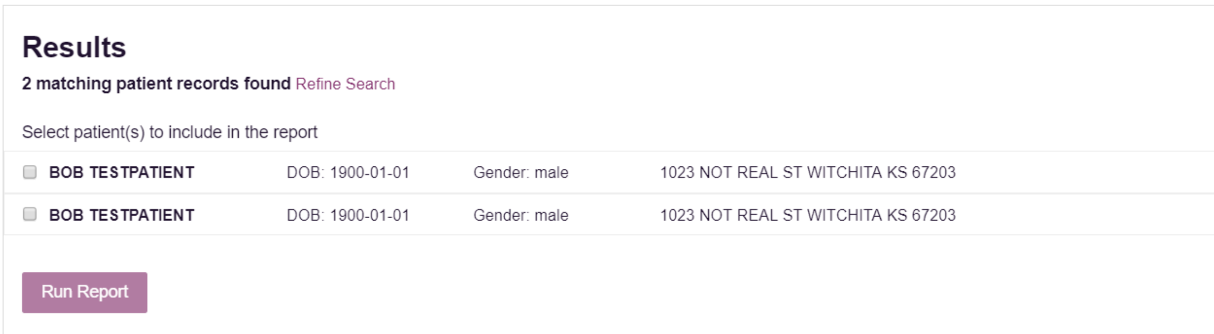
5.1.2 Multiple Patients Identified

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.



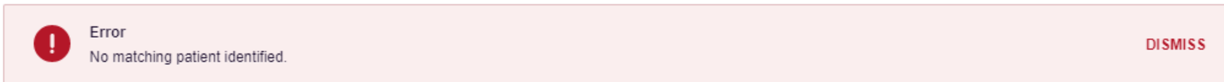
5.1.3 Partial Search Results

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.

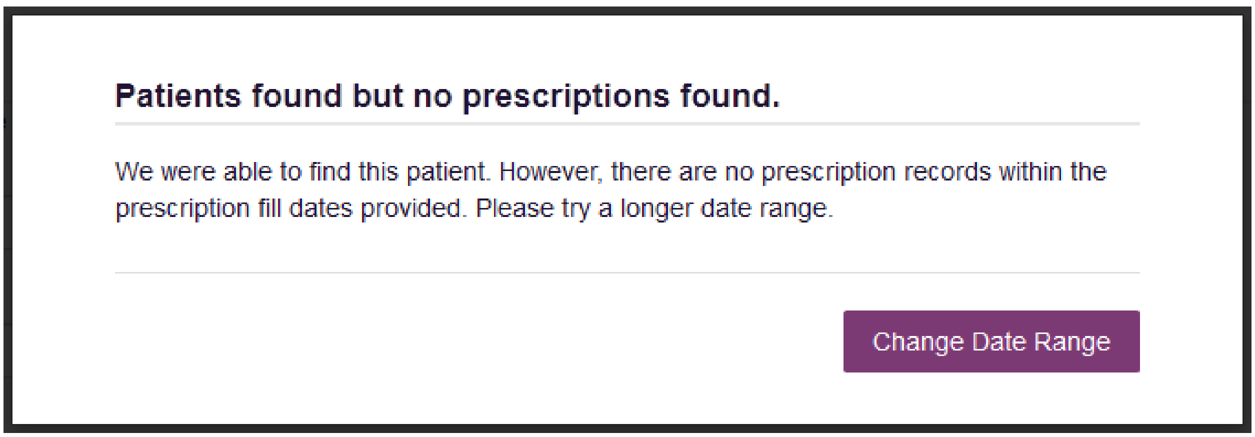


5.1.4 No Results Found

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.



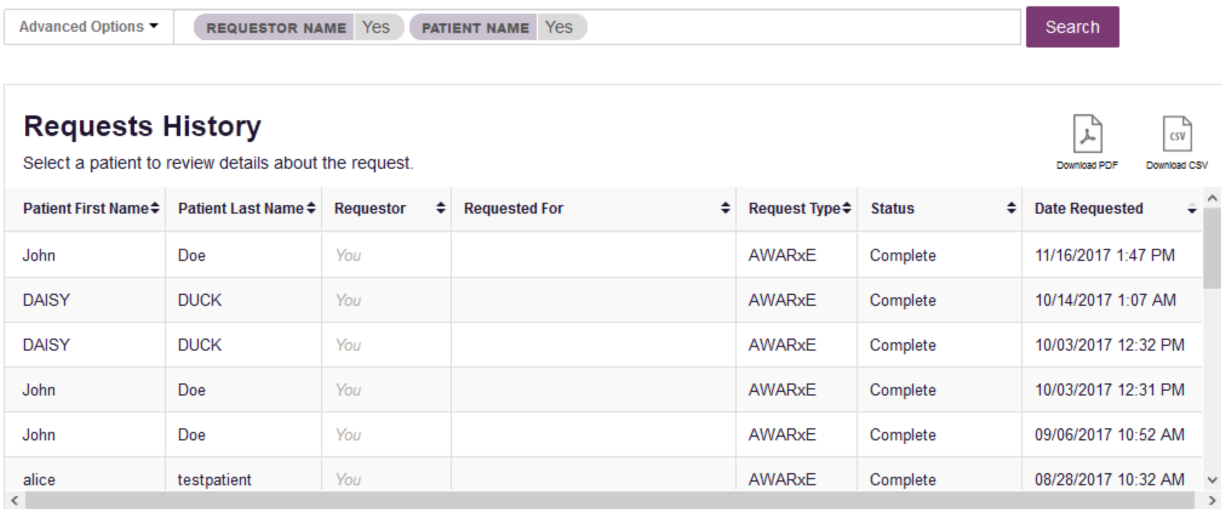
2. If a match for the patient is found, but there are no prescriptions that match the date range entered, the user will receive the below message and can click "Change Date Range" to enter a different date range.



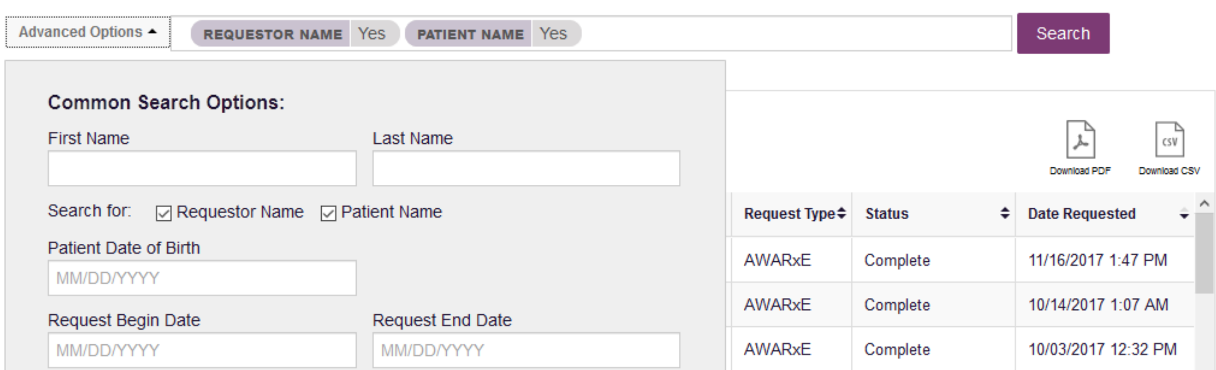
3. The user can modify their search information and resubmit their request.
    a. The user should verify all information entered on the request (ex. incorrect birthdate, name misspelling, first and last name entered in appropriate field, etc.)
    b. The user can attempt a partial search if a partial 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

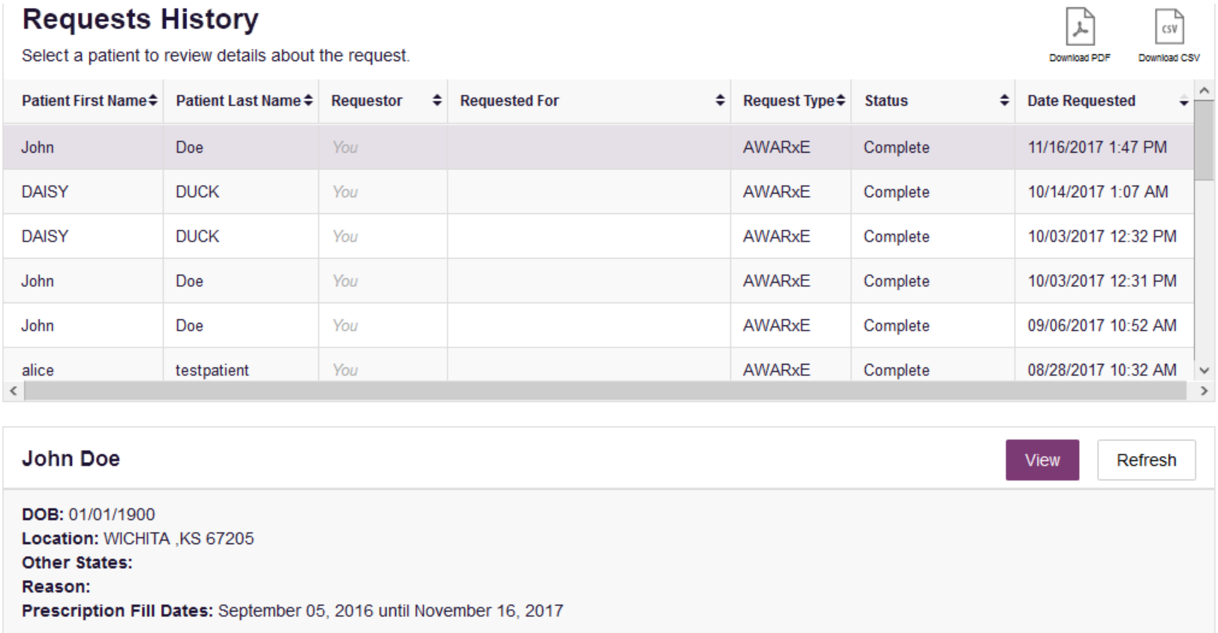
1. To view a Patient Rx Request that was previously created, navigate to **Menu > Requests History** (located under Rx Search.)
2. A list of Patient Rx Requests previously made are displayed.



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.



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.



   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.

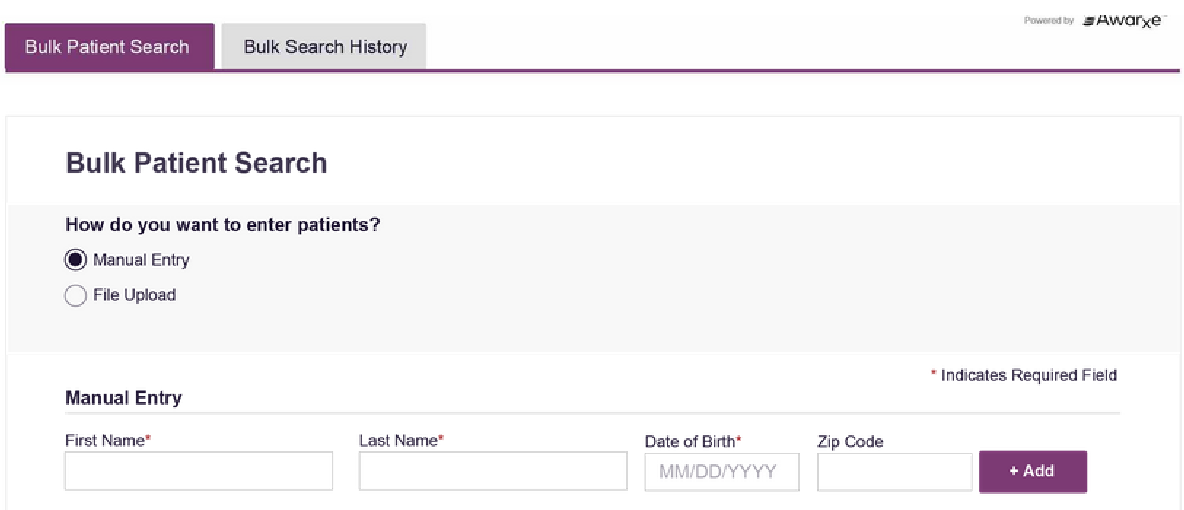
5.3 Bulk Patient Search

The Bulk Patient Search is similar to the normal Patient Request (search). It however allows the entry of multiple patients at once rather that 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.

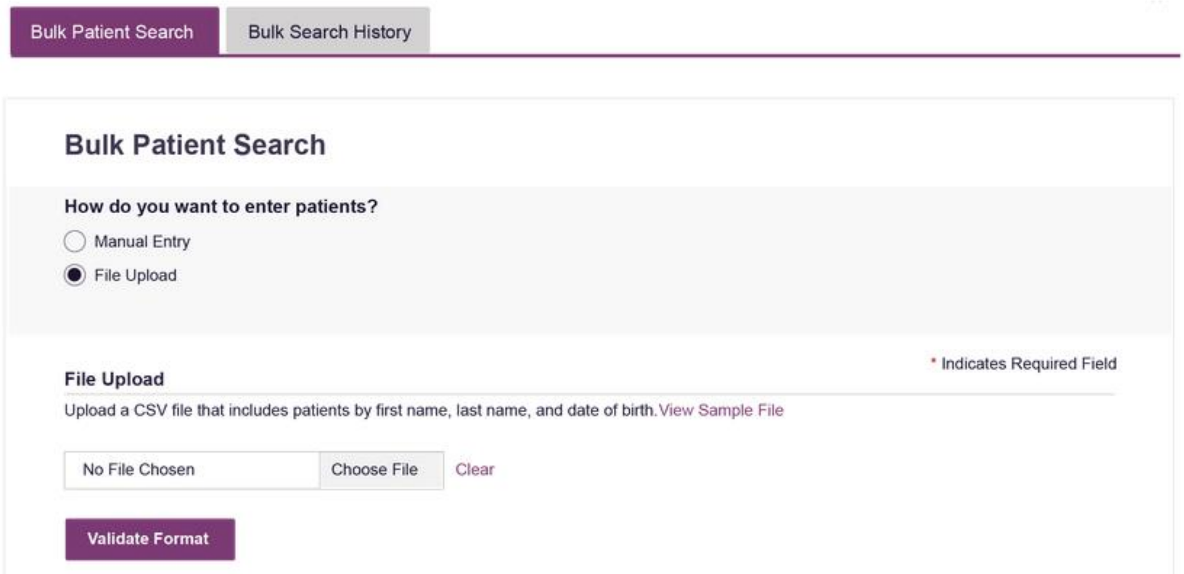
Manual Entry

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.



File Upload

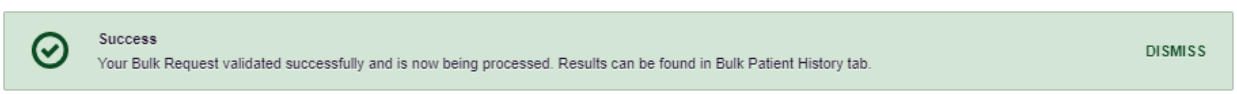
1. Click the radio button for "File Upload"
2. Download the Sample CSV by clicking "View Sample File"
3. Fill out the required fields and upload the file.
4. Click Validate Format to download a validation report and ensure all records were entered correctly. Null values in the Errors columns indicate 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.



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.

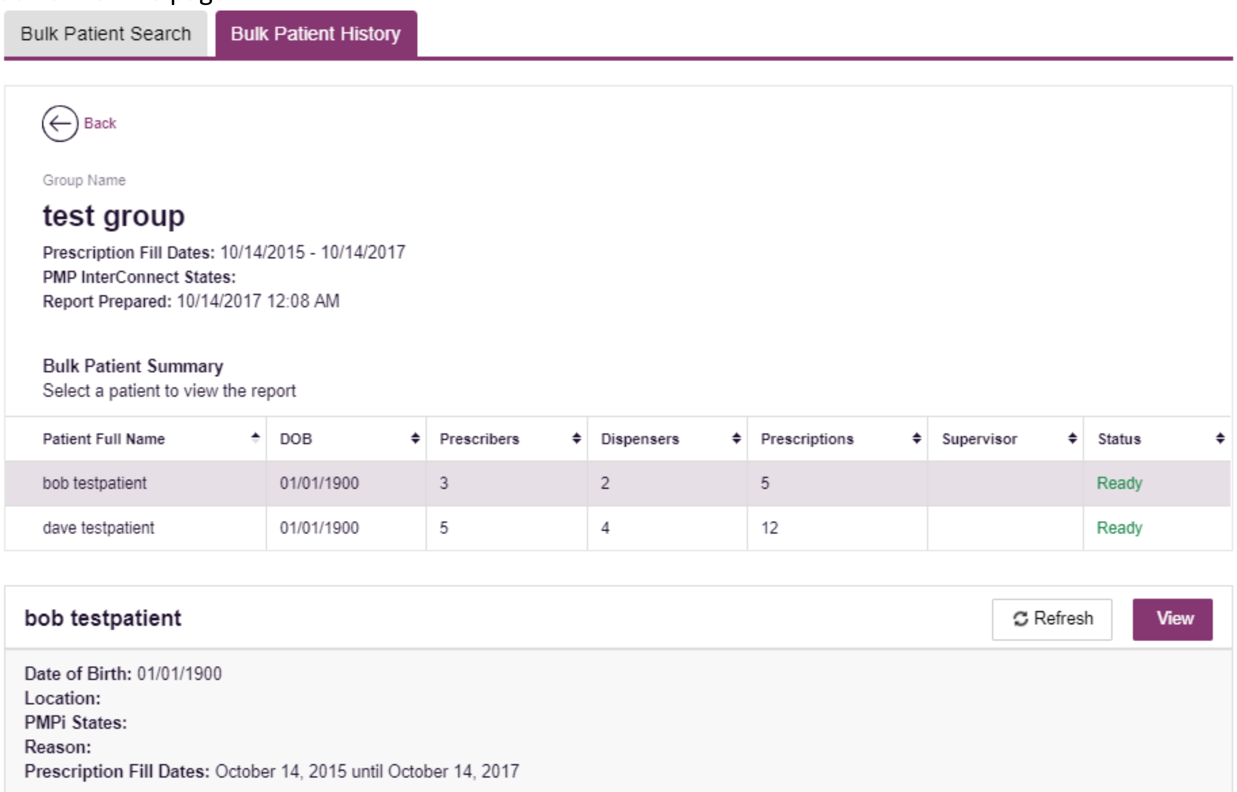
A status message will appear.



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

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.

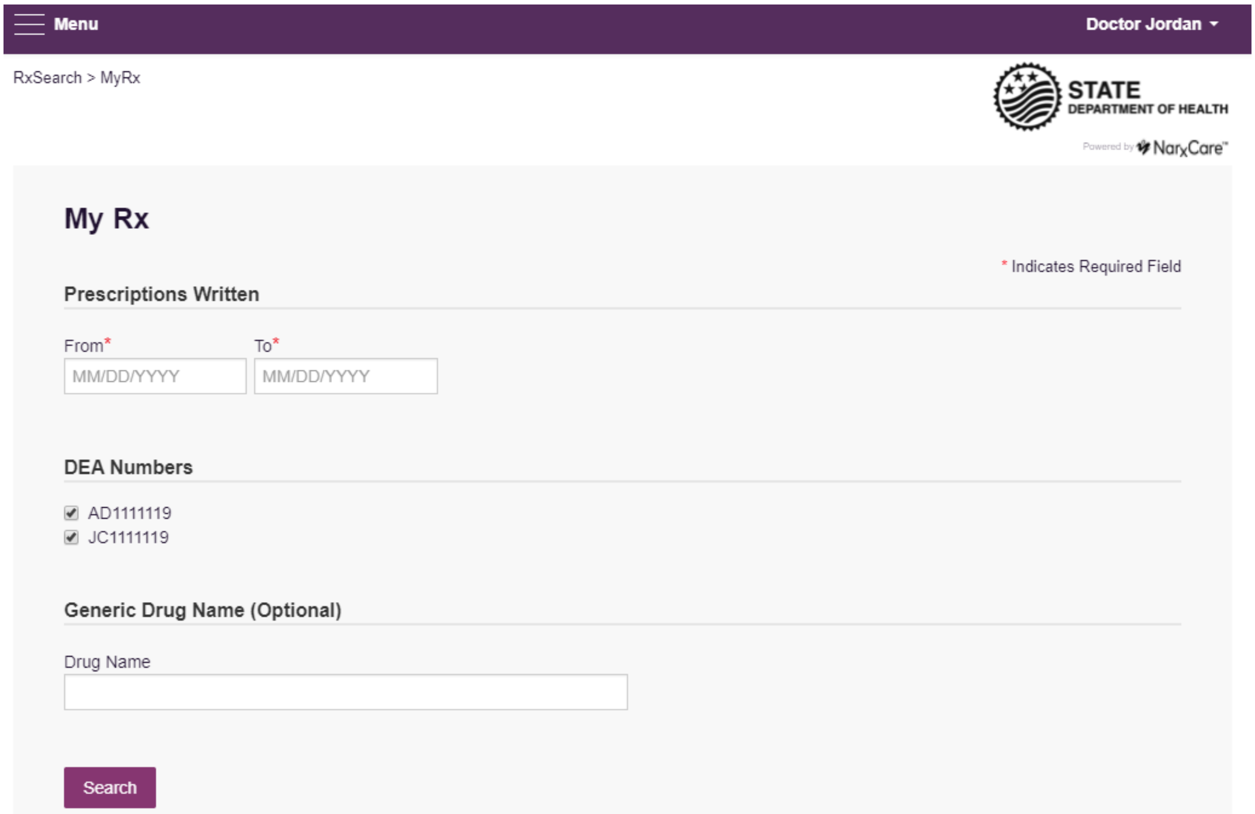


7. Click *View* to see the actual Patient Report, or Click Refresh if you are reviewing a previous report and wish to run a current report. For more information on the report results screen, see the [Viewing the Patient Rx Request] section.

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.)



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.

Menu

Doctor Jordan

RxSearch > MyRx

STATE DEPARTMENT OF HEALTH

Powered by NarxCare

Back

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 AWAR$_{x}$E account.

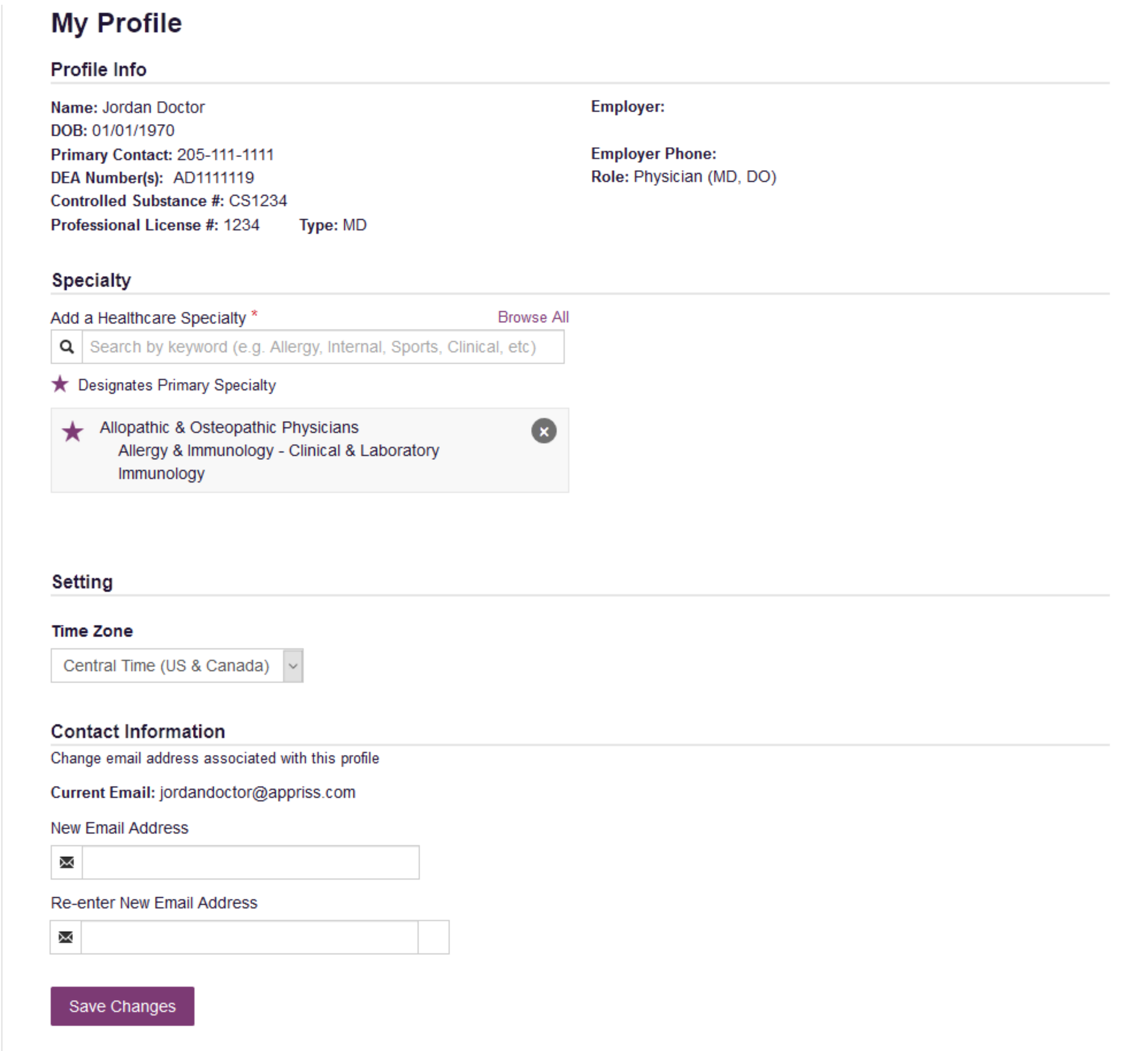
To Access the User Profile, navigate to **Menu > User Profile > My Profile**.

6.1 My Profile

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

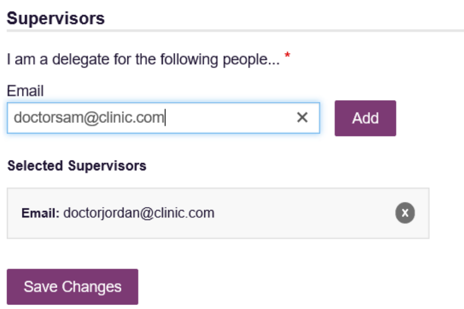
Users will only have the ability to edit their email address, Healthcare Specialty, time zone, and add new supervisor (if a delegate).

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



To update your account:

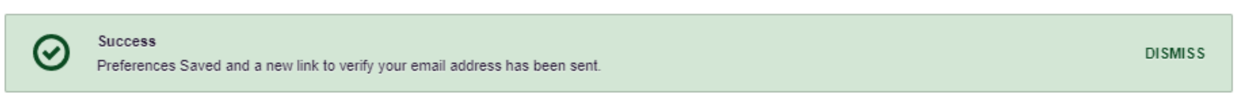
1. **Adding Supervisors:** Delegate users may add additional supervisors to their accounts at the bottom of the screen. The delegate must enter their supervisor's email address and click add. The delegate's supervisor must approve the delegate before the delegate will have access to the system. See the [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.



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."

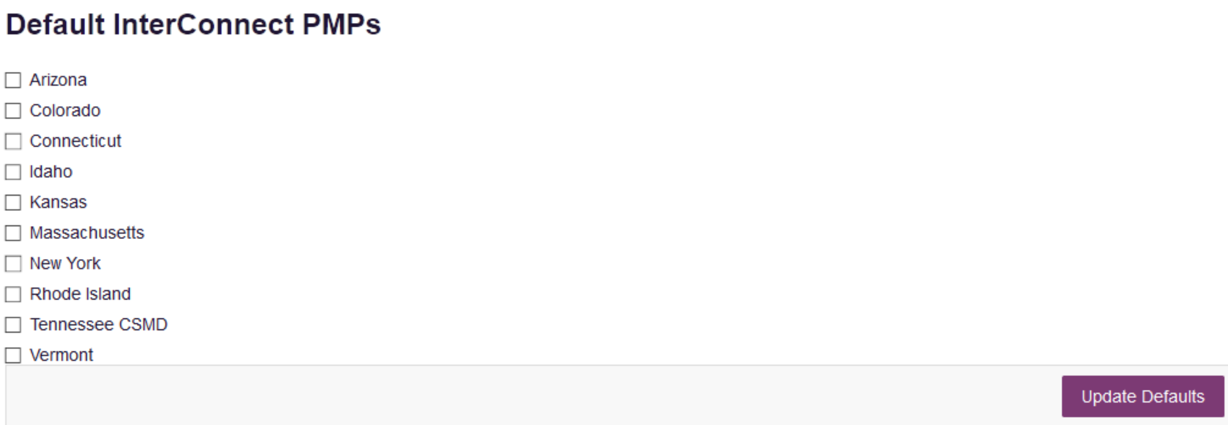
3. **Email Address:** To update the email address on the account, enter the new email address in the "New Email Address" and "Re-enter Email Address" field. Click "Save changes." Upon saving a confirmation message will be displayed. Please ensure to click the link in the verification email



   received to verify the new email address.

6.2 Setting Default Data Sharing States (PMPi)

PMP AWAR$_x$E 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.



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 AWAR$_{x}$E 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 AWAR$_X$E will send follow up emails advising that action is still required.
2. The supervisor logs into the PMP AWAR$_X$E 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@appriss.com (Unverified)
Address: 666 Oak
Anywhere, KY 40222
Date of Birth: 01/01/1901

Delegate (pending)

1 Supervisor

Jordan Doctor (pending)
jordandoctor@appriss.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.

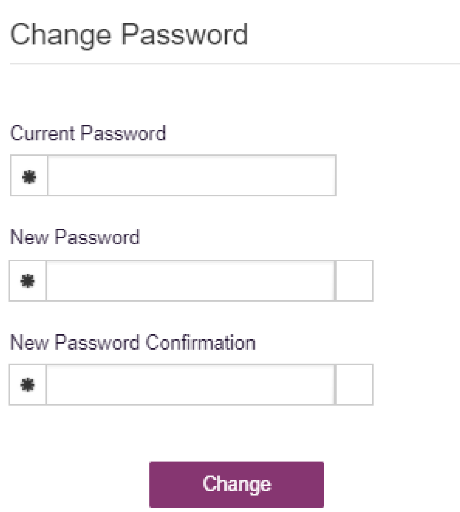
a. If a supervisor wants to add the user again at a later date, the supervisor can locate the former delegate in their list and select approve to add the delegate to their account again.
b. If a supervisor wants to completely remove the delegate from their account, the supervisor can select the former 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 AWAR$_x$E 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.

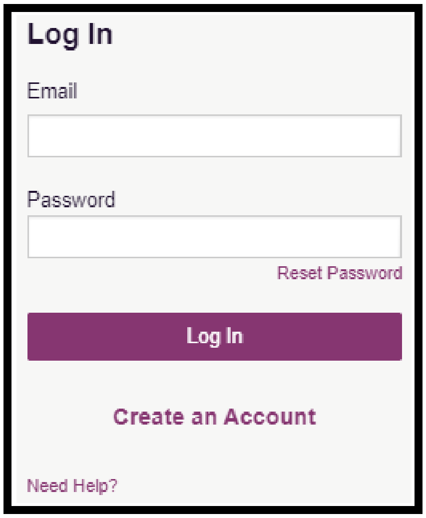
6.4.1 Updating the Current Password

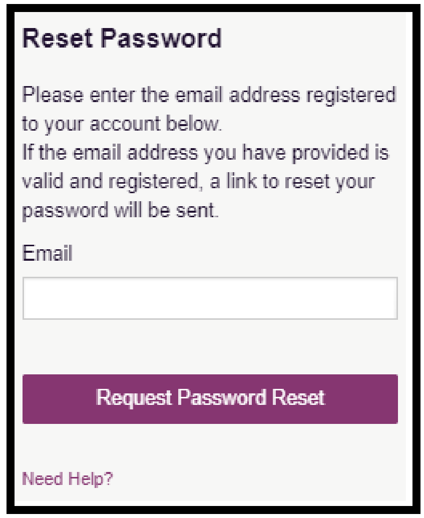
1. When a user wants to change their current password, they navigate to **Menu > Password Reset** (located under the User Profile section).
    a. This requires the user to know the current password and be logged into PMP AWAR$_x$E.
2. The user must then enter their current password and enter a new password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



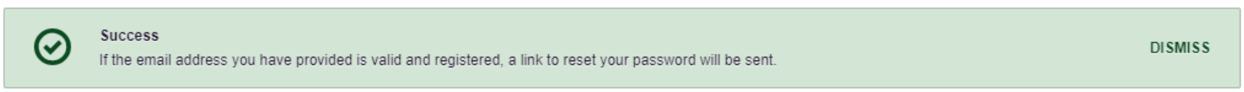
6.4.2 Resetting a Forgotten Password

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.





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



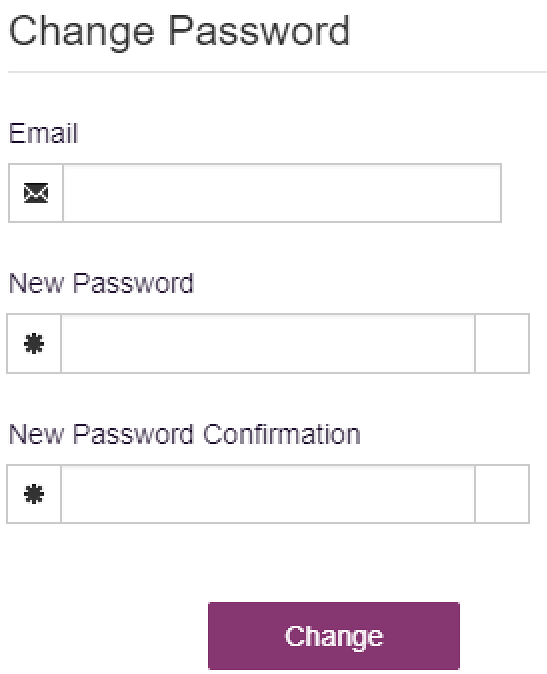
3. The user will receive an email containing a link to reset the password as long as the email address was valid and exists on an account.
    a. The link will only be active for 20 minutes. After the time has expired, the user will need to repeat these steps to generate a new password reset email.
    b. Per our security protocol, PMP AWAR$_x$E 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 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.



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 AWAR$_x$E 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

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