Arkansas Prescription Drug Monitoring Program

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
- Nurse Practitioner / Clinical Nurse Specialist
- Optometrist
- Pharmacist
- Pharmacist’s Delegate – Licensed
- Physician (MD, DO)
- Physician Assistant
- Podiatrist (DPM)
- Prescriber Delegate - Licensed
- Prescriber Delegate - Unlicensed
- Veterinarian

**Law Enforcement**
- Delegate CLEPDDI
- FDA
- Local
- Master CLEPDDI

**Other**
- Licensing Board Investigator

2 Registration
PMP AWARxE requires that every individual register as a separate user, using their email address as their username within the system. A user can register as a delegate, a role which is designed to allow the user to generate reports on the behalf of another, current user. An example of a delegate role would be a nurse at a small doctor’s office. The nurse would act as a delegate to the physician to create Patient Rx reports for the patients that the physician would be helping that day. All queries run by the delegate will be attributed to the prescriber for whom they run the report.

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

The registration process is comprised of 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.

2.1 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://arkansas.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.

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 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. Please note the below roles may not be all inclusive.
Registration Process

Select your User Roles

- Healthcare Professional
  - Physician (MD, DO)
  - Dentist
  - Nurse Practitioner / Clinical Nurse Specialist
  - Physician Assistant
  - Podiatrist (DPM)
  - Optometrist
  - Pharmacist
  - Veterinarian
  - Pharmacist's Delegate - Licensed
  - Prescriber Delegate - Unlicensed
  - Prescriber Delegate - Licensed

- Law Enforcement
  - Local
  - Master CLEPDDI
  - Delegate CLEPDDI

- Other
  - Licensing Board Investigator

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, employer information, 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 that their account is either pending approval, or incomplete and requires further action.
   a. Users will also be notified that a link to verify their email address has been sent.
   b. If your account is “Pending Approval,” it is complete and is awaiting approval by the State Administrator.

2.2 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. Prescriber Delegate – Unlicensed or Pharmacist Delegate – Unlicensed) and enter any required information on the demographics screen.

The final section of the demographics screen requires the delegate to enter their supervisor’s 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.

2.3 Email Verification

1. 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.

3. The user is taken to a screen displaying a message that their email address has been validated.

2.4 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 AWAREX 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://arkansas.pmpaware.net/identity/forgot_password

3 Requestor Dashboard

The Requestor Dashboard is the first screen users see once logged in with an approved account. It provides a quick summary of pertinent items within PMP AWAREX, 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”).
3.1 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.** **NOTE:** This section is user role dependent, meaning that certain roles will be unable to view this section.

3.2 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. **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.**

3.3 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. For additional information regarding delegate management, see the Delegate Management section.

3.4 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. 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.
4 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.

4.1 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 > RxSearch > Patient Request. If needed, there is a tutorial located toward the top right of the screen.
   a. 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 My Profile for further instructions).

2. The screen displays search fields to lookup 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 Info

First Name*  Last Name*

[ ] Partial Spelling  [ ] 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  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


N  [ ] Nebraska  [ ] Nevada  [ ] New Hampshire  [ ] New Jersey  [ ] New Mexico  [ ] New York

[ ] North Carolina  [ ] North Dakota

Search
a. Partial Spelling – By clicking the *Partial Spelling* boxes for either first or last name, users have the option to use only part of a patient’s name to perform a search. This can be very helpful when searching hyphenated names or names that are often abbreviated such as “Will” vs. “William”.

b. At least three letters must be included in order to employ *Partial Spelling*.

3. 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.

4. The user clicks the search button to begin the search.

5. When a single patient has been identified, results are returned to the screen.

6. 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.

4.1.1 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

<table>
<thead>
<tr>
<th>Report Prepared: 11/01/2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Range: 11/01/2016 – 11/01/2017</td>
</tr>
</tbody>
</table>

#### Alice Testpatient

<table>
<thead>
<tr>
<th>Summary</th>
</tr>
</thead>
</table>

#### 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.*

<table>
<thead>
<tr>
<th>Prescribers</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Dispensers</th>
</tr>
</thead>
</table>
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. Buttons will 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 to 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.

4.1.2 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.
4.1.3 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.

4.1.4 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.
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, 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. A Patient Request performed with only first name, last name and date of birth will perform a strict search and only groups of patient records that contain an exact match will be returned. If the user is not obtaining the expected results with the strict search, the user can enter additional demographic information like a zip code to perform a fuzzy search which may help to obtain groups of patient records that match closely but are not exact.

4.2 Request History
1. To view a Patient Rx Request that was previously created, navigate to Menu > RxSearch > Requests History.
2. A list of Patient Rx Requests made in the previous 30 days are displayed.
3. The user can only view Patient Rx Requests they or their delegate(s) have created.
4. The user can export the search history.
5. The user can select a previous request to view the details of the request in a detail card at the bottom of the screen.
   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.
6. Click the View button to open the results of that request
   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.
4.3 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 > RxSearch > Bulk Patient Search.**

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.

Bulk patient searches can be submitted two ways, either by manual entry of patient information or by file upload.

**Manual Entry**

1. Enter First Name, Last Name, DOB (and any other state required fields)
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 patient 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.

<table>
<thead>
<tr>
<th>Patient Full Name</th>
<th>DOB</th>
<th>Prescribers</th>
<th>Dispensers</th>
<th>Prescriptions</th>
<th>Supervisor</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>bob testpatient</td>
<td>01/01/1900</td>
<td>3</td>
<td>2</td>
<td>5</td>
<td></td>
<td>Ready</td>
</tr>
<tr>
<td>dave testpatient</td>
<td>01/01/1900</td>
<td>5</td>
<td>4</td>
<td>12</td>
<td></td>
<td>Ready</td>
</tr>
</tbody>
</table>

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.
4.4 MyRx

MyRx gives users that have a prescriber DEA number associated with their account the ability to run a self-report to see what prescriptions have been filled where they were listed as the prescriber. **NOTE:** This section is only visible if the user has a DEA number associated with their User Profile.

To access MyRx, navigate to **Menu > RxSearch > MyRx.**

1. Enter the chosen date range for the search.
2. Click the DEA number(s) you want to run a report on.
   a. **Note for Veterinarians:** MyRx will display any prescriptions written under your personal DEA number. To see prescriptions dispensed at your clinic, utilize the PharmacyRx feature.
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.
4.5 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.
5 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.

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

Users have the ability to update their email address, Healthcare Specialty, time zone, and supervisor(s) (if a delegate).

Updating personal or employer information (including name, address, DEA/NPI/NCPDP numbers) must be requested through the State Administrator.
My Profile

Profile Info
Name: Jordan Doctor
DOB: 01/01/1961
Primary Contact: 5025555555
DEA Numbers:
Controlled Substance #: 1234567890
Professional License #: 123456789
Type: ADM

Employer DEA(s):
Employer: Generic Clinic
456 Main St
Loeb, KY 40242
Employer Phone: 5026555555
Role: Physician (MD, DO)

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

Designates Primary Specialty

* Allopathic & Osteopathic Physicians
Anesthesiology - Pain Medicine

Setting
Time Zone
Eastern Time (US & Canada)

Contact Information
Change email address associated with this profile
Current Email: doctorjordan@clinic.com
New Email Address

Re-enter New Email Address

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. 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
   doctorjordan@clinic.com
   Add
   Selected Supervisors
   Email: doctorjordan@clinic.com

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.

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

5.2.1 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://arkansas.pmpaware.net/login](https://arkansas.pmpaware.net/login)) and navigates to **Menu > User Profile > Delegate Management**.
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.

<table>
<thead>
<tr>
<th>First</th>
<th>Last</th>
<th>Role</th>
<th>Delegate Status</th>
<th>Date Requested</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jordan</td>
<td>Delegate</td>
<td>Prescriber Delegate - Unlicensed</td>
<td>Pending</td>
<td>10/13/2017</td>
</tr>
<tr>
<td>Sally</td>
<td>Delegate</td>
<td>Prescriber Delegate - Unlicensed</td>
<td>Approved</td>
<td>10/13/2017</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>First</th>
<th>Last</th>
<th>Role</th>
<th>Delegate Status</th>
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<tbody>
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<td>Jordan</td>
<td>Delegate</td>
<td>Prescriber Delegate - Unlicensed</td>
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</tr>
<tr>
<td>Sally</td>
<td>Delegate</td>
<td>Prescriber Delegate - Unlicensed</td>
<td>Approved</td>
<td>10/13/2017</td>
</tr>
</tbody>
</table>

5. To approve or reject the delegate, the supervisor must click the appropriate button above the delegate’s information. The delegate’s status will be removed if rejected.

#### 5.2.2 Removing Delegates

1. If a supervisor decides to remove a delegate from their account, the supervisor navigates to Menu > User Profile > Delegate Management.

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.

#### 5.3 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.

#### 5.3.1 Updating the Current Password

1. When a user wants to change their current password, they navigate to their Menu > User Profile > Password Reset 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.

3. The new password will take effect once the user has logged out of the application.
5.3.2 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 AWARE® 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 Section 7.2, Administrative Assistance) 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.
   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
6  Data and Rx Management

The Rx Management section, located under the Data section, allows for management of prescriptions within PMP AWARxE. In this section, certain dispenser users can correct dispensation errors, modify inaccuracies on existing prescriptions (ex. incorrect prescriber information), add new prescriptions, and review prescription history for the pharmacy.

Depending on the settings the State Administrator has enabled for the portal in general and the specific role types, there may be different options available. The screenshots below 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.

In order to utilize this feature, users must have an Employer Identifier on their account, and must agree that they are responsible for correcting/maintaining prescription information of the employer Identifier for submission to PMP AWARxE. This must be done during registration. If the user has already registered and does not have any Pharmacy Identifiers available for selection in the below sections, the user must contact the State Administrator to have the Identifiers added and to agree to the terms of use.

6.1  Error Correction

Error correction allows for correction of errors for any prescriptions submitted to PMP AWARxE that did not pass validation. This is only applicable to prescriptions submitted via sFTP, file upload, or Realtime submission to PMP Clearinghouse. Any prescriptions submitted via Universal Claim Form cannot be submitted to the PMP AWARxE if a validation error is encountered, as the error must be cleared prior to submission.
To begin correcting errors:

1. Navigate to Menu > Rx Management and click the Error Correction tab
2. Click “Advanced options” and select a Pharmacy Identifier from the list
   i) If there are no identifiers in the list, please contact the State Administrator
3. Enter a prescription number and/or date range if necessary
4. Click “Search”

The user will either presented with a message “No errors found for your selected employer identifiers,” which means there are no prescriptions needing to be corrected, or the user will be presented with a list of prescriptions with errors needing correction.

The user will be able to export this list into a .pdf or .csv file by clicking either of the icons next to the “Search” button.
5. To correct the error, click on the prescription number.
6. The user will be presented with the error correction screen, which will display all fields of the prescription. However, the user may only edit fields containing errors.
   i) Individual sections (Patient, Pharmacy, Prescriber, Prescription, Drug, Pharmacist, etc.) can be hidden or expanded by clicking the “+” icon to the left of the section name.
   ii) A count of errors will be listed at the top of the screen, and the error itself will be indicated in red with an error message on the form.
**Rx #78541**

### Patient
- **First Name**: TEST
- **Address**: 606 W WASHINGTON ST
- **ID Type**: Driver's License ID
- **ID Number**: 1234567
- **City**: LOUISVILLE
- **State**: Kentucky
- **Zip Code**: 40202

### Pharmacy
- **Pharmacy Name**: ADDRESS PHARMACY
- **Address**: 323 MAIN ST
- **City**: LYNDON
- **State**: Kentucky
- **Zip Code**: 40242

### Prescriber
- **First Name**: ANOTHER
- **Address**: 123 MAIN ST
- **City**: LYNDON
- **State**: Kentucky
- **Zip Code**: 40242

### Prescription
- **Prescription Number**: 76541
- **Fill Date**: 10/12/2017
- **Written Date**: 10/12/2017
- **Rx Code**: 0
- **Authorized Signature**: [Signature]
- **Days Supply**: 10
- **Partial Fill**: No
- **Rx Code**: 3004912301
- **Quantity**: 10
- **Units**: Each

### Medicare
- **Rx Benefits**: [Check Box]
- **Rx Billing Information**: [Check Box]

### Formulary
- **Formulary**: [Check Box]
- **Formulary Code**: [Code]
- **Formulary Dates**: [Dates]

### delete button
- **Delete**: [Button]
7. Type in the correct value for the field(s) in error. Once the field(s) are complete, the error(s) will clear.
8. Scroll down to the bottom of the form and click “Submit.”
9. You will receive a successful notification and be returned to the error correction list, with prescription cleared from the list.

6.2 Rx Maintenance
Rx Maintenance allows the user to correct inaccurate information on a prescription, for example, incorrect patient or prescriber information. It also allows users to void a prescription if necessary.

6.2.1 Correcting Prescriptions
To correct inaccurate information on a prescription:

1. Navigate to Menu > Rx Management > and click the Rx Maintenance tab
2. Enter the search criteria and click search.
   i) Select the appropriate Pharmacy Identifier
   ii) Ensure the fill date range is correct. The default is a month prior to the current date.
   iii) The user can enter only fill dates and select the Pharmacy Identifier
   iv) The user can also enter a prescription number or prescriber last name to narrow their search
3. The user will then be presented with the results of their search, which will display the prescription number as well as filled and written dates, the patient’s name, and prescriber and pharmacy information. Click the prescription number to proceed.
4. Navigate to the appropriate section of the form to make the correction. For this example we will be navigating to the Prescriber section to correct the prescriber information.

```
<table>
<thead>
<tr>
<th>Prescriber</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
</tr>
<tr>
<td>ANOTHER</td>
</tr>
<tr>
<td>Middle Name</td>
</tr>
<tr>
<td>Last Name</td>
</tr>
<tr>
<td>DOCTOR</td>
</tr>
<tr>
<td>Phone Number</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
```

5. Make the correction, then scroll down to the bottom of the form and click “Submit”

```
<table>
<thead>
<tr>
<th>Prescriber</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
</tr>
<tr>
<td>DIFFERENT</td>
</tr>
<tr>
<td>Middle Name</td>
</tr>
<tr>
<td>Last Name</td>
</tr>
<tr>
<td>DOCTOR</td>
</tr>
<tr>
<td>Phone Number</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
```

6. The user will receive a successful message indicating the Rx was submitted for processing.
6.2.2 Voiding Prescriptions

To void a prescription:

1. Follow the above steps in section 6.2.1, Correcting Prescriptions, to locate the prescription.
2. Scroll down to the bottom of the form and click “Void”

3. The user will need to confirm they wish to void the dispensation, select a void reason, and click submit.
   i) Voids cannot be undone, in the event the prescription should not have been voided, it will need to be resubmitted.

6.3 New Rx

New Rx is a manual submission form to submit a new prescription. Required fields are indicated in bold and with a red asterisk to their right.

The form cannot be saved and must be completed near the time of creation to avoid loss of information. Dispensations cannot be submitted with errors, any errors or missing values will need to be corrected before the dispensation can be submitted.

If a required value or required values are left blank and the user attempts to submit the form, the form will indicate the errors in red and provide an error message. All required values must be entered and valid in order to submit the form.

The form will not retain previously submitted values, such as pharmacy name, pharmacy address, or pharmacy identifier, however depending on your browser you may be able to retain this information for future use.
### Manual Submission Form

#### Patient
- **Patient Type:**
  - Human
  - Animal
- **First Name:**
- **Last Name:**
- **Address:**
- **City:**
- **State:**
- **Zip Code:**
- **ID Type:**
- **ID Number:**
- **Phone Number:**

#### Pharmacy
- **Pharmacy Name:**
- **Address:**
- **Address Line 2:**
- **City:**
- **State:**
- **Zip Code:**
- **Pharmacy DEA #:**
- **Pharmacy NPI #:**
- **Pharmacy NCPDP #:**
- **Pharmacy Chain #:**
- **Phone Number:**
- **Contact Name:**
- **Contact Phone:**

#### Prescriber
- **First Name:**
- **Last Name:**
- **Address One:**
- **Address Two:**
- **City:**
- **State:**
- **Zip Code:**
- **Pharmacy DEA #:**
- **Pharmacy NPI #:**
- **Pharmacy NCPDP #:**
- **Pharmacy Chain #:**
- **Phone Number:**
- **Contact Name:**
- **Contact Phone:**

#### Prescription
- **Prescription Number:**
- **Fill Date:**
- **Written Date:**
- **Refill Code Type:**
- **Rx Transmitter Form #:**
- **Rx Serial #:**
- **Rx Serial Issuer #:**
- **Prescription Type:**
- **Date Sold:**
- **Diagnosis Code (ICD-10):**

#### Drug
- **NDC Number:**
- **Compound:**
- **Quantity:**
- **Units:**

#### Pharmacist
- **First Name:**
- **Middle Name:**
- **Last Name:**
- **State License #:**

#### Other (Dispensation Surrogates)
- **First Name:**
- **Middle Name:**
- **Last Name:**
- **Patient Relationship:**
- **Drug Pick-up Type:**
- **Drug Pick-up #:**
6.4 PharmacyRx

PharmacyRx allows users at the pharmacy to access a list of previously submitted prescriptions dispensed by the pharmacy.

1. Navigate to **Menu > Rx Management** and click the **PharmacyRx** tab
2. Select the desired Pharmacy Identifier

   a. **Note for Veterinarians:** PharmacyRx will only display prescriptions dispensed at your clinic. If a prescription was written by the veterinarian but filled at a pharmacy, utilize the **MyRx Feature**.

3. Enter a date range for the report, and click “Search”

4. The user will receive a report on dispensations filled by the pharmacy within the requested time frame. The report will contain a section with the pharmacy’s information as well as a Dispensations table.

   i) The Dispensations table can be filtered by any of its columns.

   ii) If the user needs to change the date range of the report, they can do so by clicking the “Back” button at the top of the report.

5. The user will be able to export the data into a .pdf or .csv file by clicking the icons at the top of the report.
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:

1-855-729-8917

or

Create a support request using the following URL:

7.2 Administrative Assistance

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

Kelly Kendall
Program Specialist
P: 501-614 5293
F: 501-661-2769
Email: Kelly.Kendall.ADH@arkansas.gov
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.