



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.

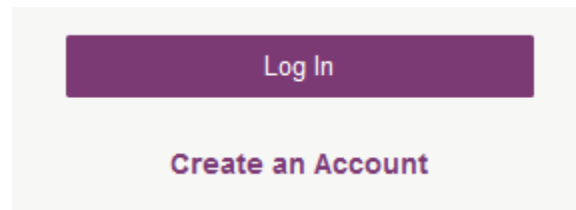
Please note that if you had an account with the previous system, you may already have an account in PMP AWARxE. Please attempt to access your account by following the [Reset Password](#) instructions located in this guide before attempting to create a new account. Please utilize the email address associated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

Registration Process

Create an Account

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

Email

Password

Password Confirmation

[Save and Continue](#)

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**
- Law Enforcement**
- Other**

Save and Continue

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.

Registration Process

Create an Account

Registration Process Tutorial



Get Adobe Acrobat Reader

All fields with an asterisk (*) are required.

Personal

DEA Number(s) *

 + Add

DEA Numbers Added

First Name *

Middle Name

Last Name *

Date of Birth *

Primary Contact Phone

Employer

DEA Number(s)

 + Add

DEA Numbers Added

National Provider ID

 + Add

National Provider IDs Added

Name *

Address *

Address Line 2

City *

State *

Zip Code *

Phone *

Fax

Submit Your Registration

- 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.

Home > Dashboard

Menu Doctor Jordan ▾

STATE DEPARTMENT OF HEALTH

Powered by NaryCare™

Your Account is Pending Approval

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

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

Your User Roles

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

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.

Delegate

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

Email

Add

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 AWA_Rx_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://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 AWA_Rx_E, including State Administrator announcements, the user's recent patient searches, patient alerts, and their delegate's/supervisor's status. The Dashboard can be accessed at any time by clicking **Menu > Dashboard** (Under "Home").

My Dashboard

— Patient Alerts

PATIENT ALERTS
No Patient Alerts Received

— Recent Requests

RECENT REQUESTS

Patient Full Name	DOB	Status	Request Date	Delegate
Adam Smith	01/01/1900	Verified	01/01/2017 2:58PM	Test Name
Adam Smith	01/01/1900	Verified	01/01/2017 2:58PM	Test Name
Adam Smith	01/01/1900	Verified	01/01/2017 2:58PM	Test Name
Adam Smith	01/01/1900	Verified	01/01/2017 2:58PM	Test Name
Adam Smith	01/01/1900	Verified	01/01/2017 2:58PM	Test Name

[View Requests History](#)

— Delegates

DELEGATES

Delegate Name	Status	Request Date
Adam Smith	Verified	01/01/2017 2:58PM
Adam Smith	Verified	01/01/2017 2:58PM
Adam Smith	Verified	01/01/2017 2:58PM
Adam Smith	Verified	01/01/2017 2:58PM
Adam Smith	Verified	01/01/2017 2:58PM

PMP Announcements

01/01/2017
Lorem ipsum dolor sit amet, asd sdfasdf
dfffconsectetur adipiscing elit,

[View all announcements](#)

Quick Links

- State Board of Medicine
- Sample Link
- Sample Link
- Sample Link

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

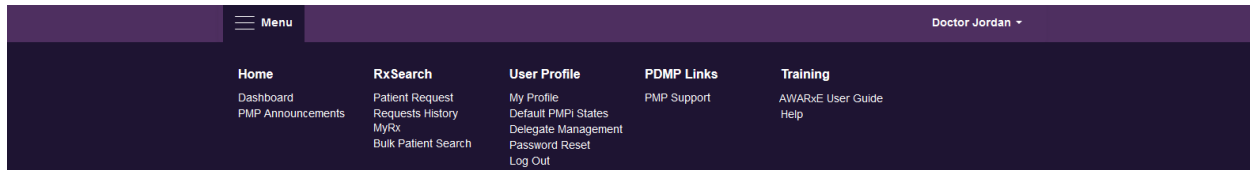
taken to the Delegate Management screen where they can approve, reject, or remove a delegate from their profile. For additional information regarding delegate management, see the [Delegate Management](#) section.

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

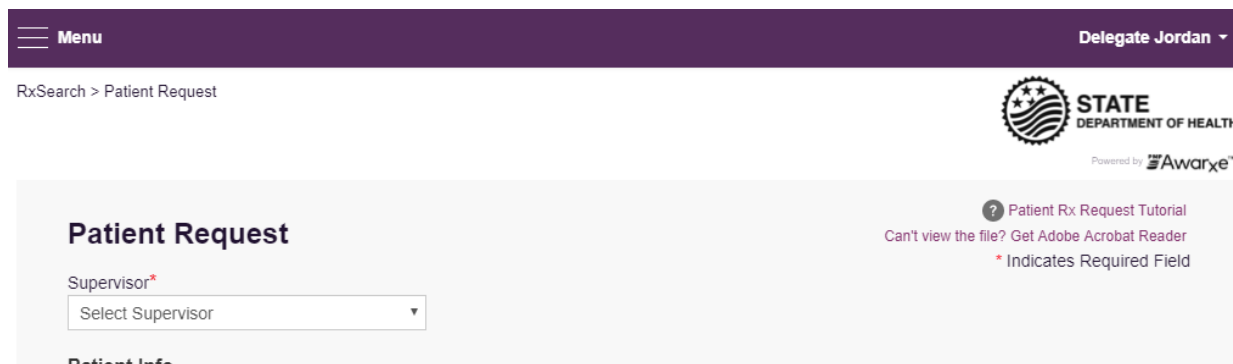


Depending on the settings the State Administrator has enabled for the portal in general and the specific roles types, there may be different options available. The screenshot above and the descriptions that follow in this section are all inclusive. If an option is not available, then it has not been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

Can't view the file? [Get Adobe Acrobat Reader](#)

* Indicates Required Field

Patient Info

First Name*

Partial Spelling

Last Name*

Partial Spelling

Date of Birth*

Phone Number

Prescription Fill Dates

Prescription dates have to be within the last 3 years.

From*

To*

Patient Location (Optional)

The search accuracy can be improved by including the address.

Street Address

City

State

Zip

PMP Interconnect Search (Optional)

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

Select All

A Alabama

Alaska

Arizona

C California

Colorado

Connecticut

D Delaware

F Florida

G Georgia

H Hawaii

I Idaho

Illinois

Indiana

Iowa

K Kansas

Kentucky

L Louisiana

M Maine

Maryland

Massachusetts

Michigan

Minnesota

Mississippi

N Nebraska

Nevada

New Hampshire

New Jersey

New Mexico

New York

North Carolina

North Dakota

Search



- a. Partial Spelling – 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 [Refine Search](#)

Report Prepared: 11/01/2017
Date Range: 11/01/2016 – 11/01/2017

 Download PDF
  Download CSV

- + Alice Testpatient
- + Summary
- + Prescriptions

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

Patient Report [Refine Search](#)

Report Prepared: 07/06/2017 07:15PM

Date Range: 07/12/2016 - 07/12/2017



— 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	Pynt 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	

- 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.

0 years from today

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

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

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

Patient 1202

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

Patient 1203

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

 Make a Suggestion

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.

Results

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

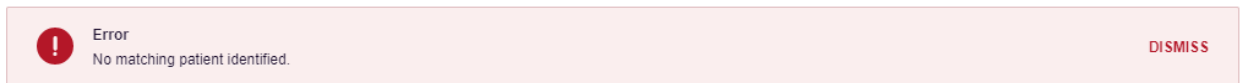
Select patient(s) to include in the report

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

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 than one at a time. Patient names are either entered manually or via an uploaded CSV file. To access Bulk Patient Search, navigate to **Menu > 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.

The screenshot shows the 'Bulk Patient Search' interface. At the top, there are two tabs: 'Bulk Patient Search' (active) and 'Bulk Search History'. The page is powered by 'Awarxē'. The main heading is 'Bulk Patient Search'. Below this, a question asks 'How do you want to enter patients?' with two radio button options: 'Manual Entry' (selected) and 'File Upload'. A note indicates '* Indicates Required Field'. Under the 'Manual Entry' section, there are four input fields: 'First Name*', 'Last Name*', 'Date of Birth*' (with a placeholder 'MM/DD/YYYY'), and 'Zip Code'. A purple '+ Add' button is located to the right of the 'Zip Code' field.

File Upload

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

Bulk Patient Search

How do you want to enter patients?

Manual Entry
 File Upload

File Upload * Indicates Required Field

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

No File Chosen Choose File Clear

Validate Format

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

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

A status message will appear.

Success

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

DISMISS

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

Bulk Search History

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


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

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

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

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

Bulk Patient Search
Bulk Patient History

 [Back](#)

Group Name

test group

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

Bulk Patient Summary
 Select a patient to view the report

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

bob testpatient
Refresh
View

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

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**.

The screenshot shows the 'My Rx' search interface. At the top, there is a purple navigation bar with a 'Menu' icon and 'Doctor Jordan' dropdown. Below the bar, the breadcrumb 'RxSearch > MyRx' is visible on the left, and the 'STATE DEPARTMENT OF HEALTH' logo with 'Powered by NarxCare' is on the right. The main content area is titled 'My Rx' and includes a note '* Indicates Required Field'. Under the 'Prescriptions Written' section, there are two date input fields labeled 'From*' and 'To*', both with a placeholder 'MM/DD/YYYY'. Below this is the 'DEA Numbers' section with two checked checkboxes: 'AD1111119' and 'JC1111119'. The 'Generic Drug Name (Optional)' section has a text input field labeled 'Drug Name'. At the bottom left, there is a purple 'Search' button.

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.

RxSearch > MyRx



← Back

MyRx

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



DEA Numbers

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

Prescriptions

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

4.5 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

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: 01/01/1901
Primary Contact: 5025555555
DEA Number(s):
Controlled Substance #: 235235246776
Professional License #: 0239309 Type: ADM

Employer DEA(s):
Employer: Generic Clinic
456 Main St
Lyndon, KY 40242
Employer Phone: 5025555555
Role: Physician (MD, DO)

Specialty

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

★ 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

✕ [Add](#)

Selected Supervisors

Email: doctorjordan@clinic.com ✕

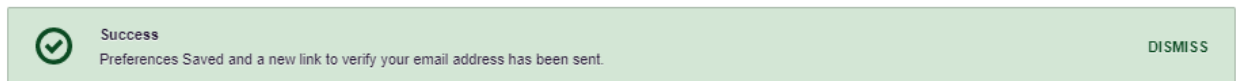
[Save Changes](#)

- 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.”



- 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

- 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.
 - If the request is not acted upon, PMP AWAARxE will send follow up emails advising that action is still required.
- The supervisor logs into the PMP AWAARxE application (<https://arkansas.pmpaware.net/login>) and navigates to **Menu > User Profile > Delegate Management**.
- 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
Jordan	Delegate	Prescriber Delegate - Unlicensed	Pending	10/13/2017
Sally	Delegate	Prescriber Delegate - Unlicensed	Approved	10/13/2017

- 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
Jordan	Delegate	Prescriber Delegate - Unlicensed	Pending	10/13/2017
Sally	Delegate	Prescriber Delegate - Unlicensed	Approved	10/13/2017

Jordan Delegate

<p>Role: Prescriber Delegate - Unlicensed Phone: 5025555555 Email: delegate@clinic.com (Unverified) Address: 123 Main St Lyndon, KY 40223 Date of Birth: 01/01/1980</p>	<p>Delegate (pending)</p> <hr/> <p>Drivers license (invalid)</p>	<p>1 Supervisor</p> <hr/> <p>Jordan Doctor (pending)</p> <p>doctorjordan@clinic.com</p>
--	--	---

- 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

- If a supervisor decides to remove a delegate from their account, the supervisor navigates to **Menu > User Profile > Delegate Management**.
- The supervisor selects the active delegate from the list displayed.
- The supervisor clicks the “Remove” button in the detail card at the bottom of the screen.
- The delegate will be placed back in pending status. The delegate is not removed from the supervisors list.
 - 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.
 - 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 AWA_Rx_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.

5.3.1 Updating the Current Password

- When a user wants to change their current password, they navigate to their **Menu > User Profile > Password Reset** section.
 - This requires the user to know the current password and be logged into PMP AWA_Rx_E.
- The user must then enter their current password and enter a new password twice.
- The new password will take effect once the user has logged out of the application.

Change Password

Current Password

New Password

New Password Confirmation

Change

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.

Log In

Email

Password

[Reset Password](#)

Log In

[Create an Account](#)

[Need Help?](#)

Reset Password


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

Email

Request Password Reset

[Need Help?](#)

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

 **Success**
If the email address you have provided is valid and registered, a link to reset your password will be sent.

[DISMISS](#)

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
@amazonse.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

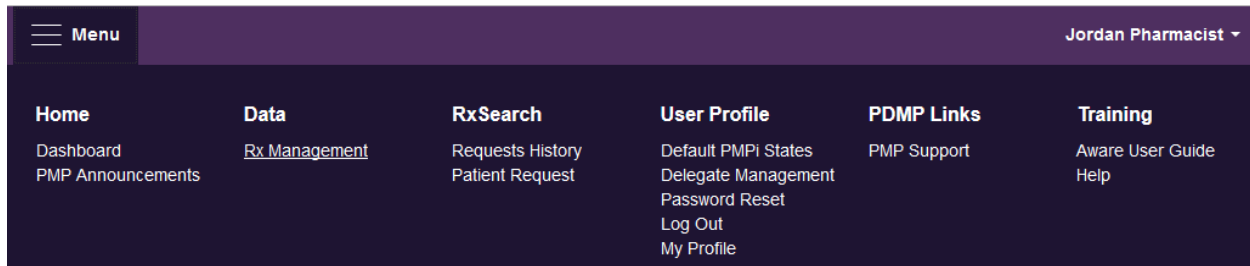
Email

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 AWA_Rx_E. 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 AWA_Rx_E. 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 AWA_Rx_E 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 AWA_Rx_E if a validation error is encountered, as the error must be cleared prior to submission.

To begin correcting errors:

Rx Error List

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 be 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.

Rx Error List

Displaying 4 of 4

Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
78541	10/12/2017	APPRISS PHARMACY	PH1111119		1
78625	10/13/2017	APPRISS PHARMACY	PH1111119		2
98623	10/13/2017	APPRISS PHARMACY	PH1111119		1
98563		APPRISS PHARMACY	PH1111119		1

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* 506 W WASHINGTON ST	ID Type Driver's License ID
Middle Name	Address Line 2	ID Number 1234567
Last Name* PATIENT	City* LOUISVILLE	Phone Number 5026084567
DOB* 01/01/1945	State* Kentucky	
Gender* Male	Postal Code* 40202	

Pharmacy

Pharmacy Name* APPRISS PHARMACY	Pharmacy DEA #* PH1111119
Address* 123 MAIN ST	Pharmacy NPI #
Address Line 2	Pharmacy NCPDP #
City* LYNDON	Pharmacy Chain Site ID
State* Kentucky	Permit Number
Postal Code* 40242	Contact Name
	Contact Phone 5024444444

Prescriber

First Name* ANOTHER	Address One	Prescriber DEA #* AM1111119
Middle Name	Address Two	Prescriber XDEA #
Last Name* DOCTOR	City	DEA Suffix
Phone Number 5024554555	State Select State	Prescriber NPI #
	Postal Code	State License #

Prescription


Prescription Number* 78541	Electronic Rx Order #	Payment Type* Private Pay
Fill Date* 10/12/2017	Electronic Rx Reference #	Date Sold mm/dd/yyyy
Written Date* 10/12/2017	RxNorm Code Type	Rx Transmission Form Unknown
Refills* 0	RxNorm Code	Directions
Authorized Refills* ✖	Rx Serial #	Treatment Type
Authorized refill count value must be present.	Rx Serial # Issuer	Diagnosis Code (ICD-10)
Days Supply* 10	Quantity Prescribed	
Partial Fill No		

Drug


NDC Number* <input type="checkbox"/> Compound	Quantity*	Units*
00406012301	10.0	Each

Pharmacist

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.

Powered by  NaryCare™

Error Correction
Rx Maintenance
New Rx
PharmacyRx



Success

Success! Rx #78541 was successfully submitted for processing. It may take a few minutes for the record to appear in a patient search.

DISMISS

Rx Error List

Advanced Options ▾

Search

Displaying 3 of 3

Rx Number	Date Filled	Pharmacy Name	Pharmacy DEA	Pharmacy NCPDP	Errors
78625	10/13/2017	APPRISS PHARMACY	PH1111119		2
98623	10/13/2017	APPRISS PHARMACY	PH1111119		1
98563		APPRISS PHARMACY	PH1111119		1

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

Error Correction

Rx Maintenance

New Rx

PharmacyRx

Rx Search

*Requires at least one Pharmacy Identifier and Rx Fill Dates

Prescriptions Number

Rx Number

78541

Prescriber

Last Name

Pharmacy Identifiers

PH1111119

Search

Clear

Prescriptions Fill Dates

From *

09/16/2017

To *

10/16/2017

- 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.

Error Correction

Rx Maintenance

New Rx

PharmacyRx

powered by  INRIXCare

Rx Search Results

Prescription Number: 78541

Identifier(s): PH1111119

Rx Fill Dates: 09/16/2017-10/16/2017

Displaying 1 entry

Rx Number	Date Filled	Written At	Patient Name	Prescriber	Pharmacy Name	Pharmacy Identifier
78541	2017-10-12	2017-10-12	TEST PATIENT	ANOTHER DOCTOR	APPRISS PHARMACY	PH1111119

- 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.

Prescriber

First Name* <input type="text" value="ANOTHER"/>	Address One <input type="text"/>	Prescriber DEA #* <input type="text" value="AM1111119"/>
Middle Name <input type="text"/>	Address Two <input type="text"/>	Prescriber XDEA # <input type="text"/>
Last Name* <input type="text" value="DOCTOR"/>	City <input type="text"/>	DEA Suffix <input type="text"/>
Phone Number <input type="text"/>	State <input type="text" value="Select State"/>	Prescriber NPI # <input type="text"/>
	Postal Code <input type="text"/>	State License # <input type="text"/>

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

Prescriber

First Name* <input type="text" value="DIFFERENT"/>	Address One <input type="text"/>	Prescriber DEA #* <input type="text" value="BC1111119"/>
Middle Name <input type="text"/>	Address Two <input type="text"/>	Prescriber XDEA # <input type="text"/>
Last Name* <input type="text" value="DOCTOR"/>	City <input type="text"/>	DEA Suffix <input type="text"/>
Phone Number <input type="text"/>	State <input type="text" value="Select State"/>	Prescriber NPI # <input type="text"/>
	Postal Code <input type="text"/>	State License # <input type="text"/>

- The user will receive a successful message indicating the Rx was submitted for processing.

Menu
Jordan Pharmacist ▾

Data > Rx Management > Error Correction

Powered by NarxCare™

Error Correction
Rx Maintenance
New Rx
PharmacyRx

✔

Success

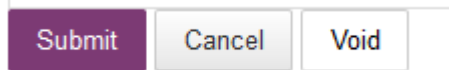
Success! Rx was successfully submitted for processing. It may take a few minutes for the record to appear in a patient search.

DISMISS

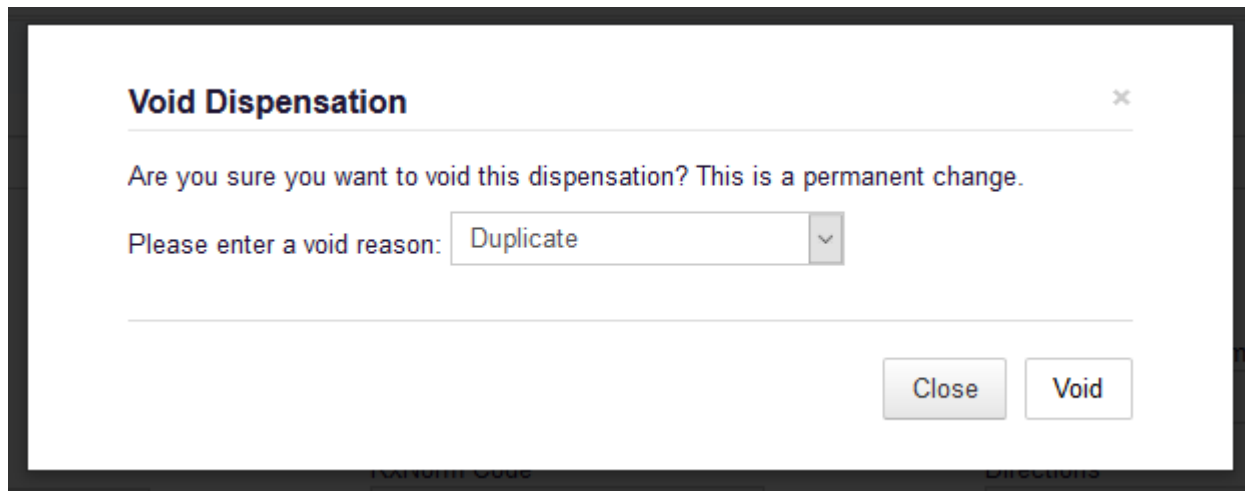
6.2.2 Voiding Prescriptions

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

Animal Name*

First Name* Address* ID Type

Middle Name Address Line 2 ID Number

Last Name* City* Patient Location

DOB* State* Phone Number

Gender* Postal Code*

Pharmacy

Pharmacy Name* Pharmacy DEA #*

Address* Pharmacy NPI #

Address Line 2 Pharmacy NCPDP #

City* Pharmacy Chain Site ID

State* Permit Number

Postal Code* Contact Name

Contact Phone

Prescriber

First Name* Address One Prescriber DEA #*

Middle Name Address Two Prescriber XDEA #

Last Name* City DEA Suffix

Phone Number State Prescriber NPI #

Postal Code State License #

Prescription

Prescription Number* Electronic Rx Order # Payment Type*

Fill Date* Electronic Rx Reference # Date Sold

Written Date* RxNorm Code Type Rx Transmission Form

Refills* RxNorm Code Directions

Authorized Refills* Rx Serial # Treatment Type

Days Supply* Rx Serial # Issuer Diagnosis Code (ICD-10)

Partial Fill Quantity Prescribed

Drug

NDC Number* Compound Quantity* Units*

Pharmacist

First Name Prescriber NPI #

Middle Name State License #

Last Name

Other (Dispensation Surrogates)

First Name Patient Relationship

Middle Name Drop-off/Pick-up Type

Last Name Drop-off/Pick-up ID #

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”

PharmacyRx

DEA Numbers

PH1111119

Prescription Fill Dates

From*

09/01/2017

To*

10/13/2017

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.

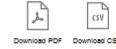
← Back



Error Correction Rx Maintenance New Rx **PharmacyRx**

PharmacyRx

Report Prepared: 10/16/2017
Date Range: 09/01/2017 – 10/13/2017



title

Street Address City State Zip

Report Criteria
Identifier Number
PH1111119

Dispensations

Fill Date	Rx #	Name	Year of Birth	Drug Name	Qty	Supply	Refill Number	Prescriber Name	Pymt Type
10/13/2017	54555	PATIENT, TEST	1945	HYDROCODON-ACETAMINOPHEN 5-325	5.0	5	0	DR, DOCTOR	paid
10/13/2017	54321	PATIENT, TEST	1945	HYDROCODON-ACETAMINOPHEN 5-325	10.0	10	0	TEST, DOCTOR	paid
10/12/2017	86329	PATIENT, TEST	1945	HYDROCODON-ACETAMINOPHEN 5-325	10.0	10	0	ANOTHER, DOCTOR	paid
10/12/2017	54321	PATIENT, TEST	1945	HYDROCODON-ACETAMINOPHEN 5-325	10.0	10	0	ANOTHER, DOCTOR	paid
10/12/2017	78541	PATIENT, TEST	1945	HYDROCODON-ACETAMINOPHEN 5-325	10.0	10	0	DIFFERENT, DOCTOR	paid
10/12/2017	09645	PATIENT, TEST	1945	HYDROCODON-ACETAMINOPHEN 5-325	15.0	15	0	THE, DOCTOR	paid
10/11/2017	45216	PATIENT, TEST	1945	HYDROCODON-ACETAMINOPHEN 5-325	30.0	30	0	THE, DOCTOR	paid
10/11/2017	12345	PATIENT, TEST	1945	HYDROCODON-ACETAMINOPHEN 5-325	30.0	30	0	JORDAN, DOCTOR	paid

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:

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

7.2 Administrative Assistance

If you have non-technical questions regarding the Arkansas PDMP AWAARxE 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.