PRESCRIPTION MONITORING PROGRAM
CONNECTICUT DEPARTMENT OF CONSUMER PROTECTION

PMP AWARxE™
PRESCRIPTION MONITORING PROGRAM

User Support Manual

Contents

1 What Is a Requestor?

A requestor is a PMP AWAR$_X$E 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 history of prescriptions. Requestors are the strongest line of defense to prevent prescription drug abuse. Physicians and pharmacists are the most common type of request user. 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	Law Enforcement	Other
• Dentist • IHS Dispensers • IHS Prescribers • Medical Intern with Prescriptive Authority • Medical Resident with Prescriptive Authority • Midwife with Prescriptive Authority • Military Prescribers • Nurse Practitioners/Clinical Nurse Specialist • Optometrist • Pharmacist • Physician Assistant • Physician (MD, DO) • Podiatrist (DPM) • Prescriber Delegate – Licensed • Prescriber Delegate – Unlicensed • Prescriber without DEA • VA Dispenser • VA Prescriber • Veterinarians	• DEA • Local Police • Medicaid Fraud Units • OIG • State Drug Control Agents • State Police • VA Investigator	• Medical Examiner/Coroner • Medical Marijuana Registry

2 Registration

PMP AWAR$_X$E requires that every individual register as a separate user, using their email address as their username within the system. A user is able to 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 for 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 physician would be helping that day.

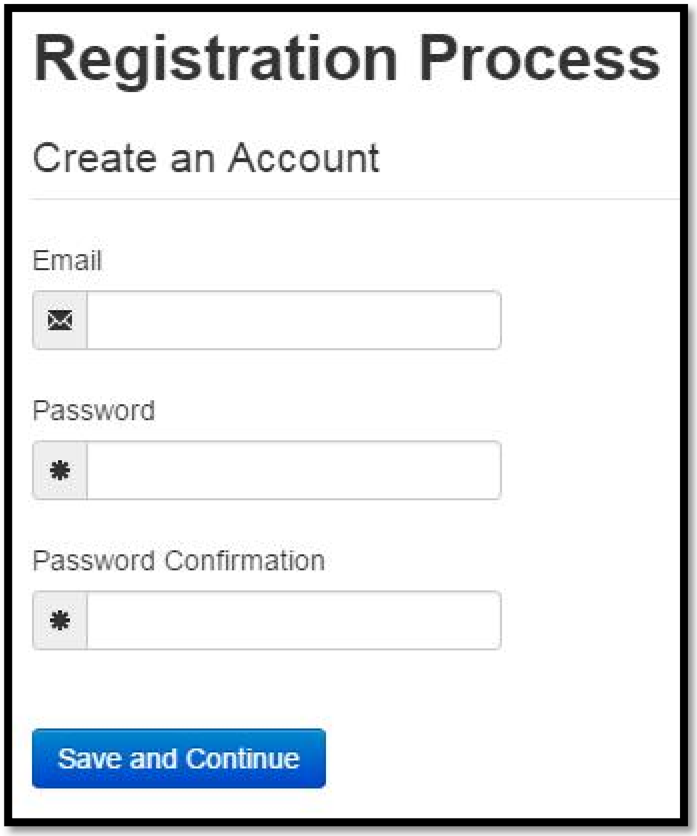
The registration process is comprised of three screens: the account settings screen, the role selection screen, and the demographics screen. All three screens must be filled out before the user can successfully submit their registration for the application.

Some roles may also require additional documentation as designated by the assigned PMP Administrator. This documentation must be submitted prior to the user account being approved. The document(s) will be sent to the user after submitting their registration request. The user can then submit digital copies through AWAR$_X$E or mail it in to the state office for the PMP Administrator to review and upload.

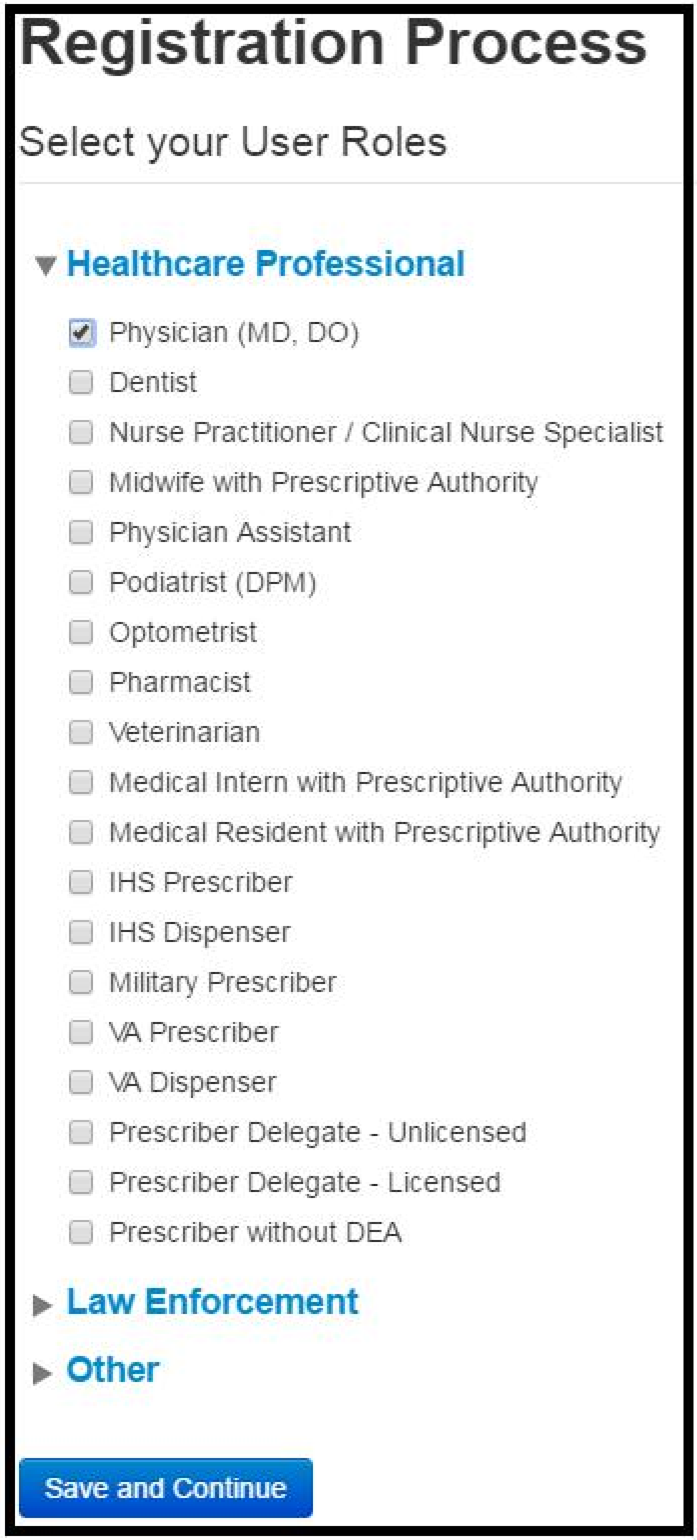
2.1 Registration Process

1. To request a new account in PMP AWAR$_X$E, the user must first load the login screen for the application. The login screen is located at https://connecticut.pmpaware.net/login
2. Once at the login screen, the user must click the "Create an account" option to begin the process.

3. The first screen displayed 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 !,@,#,$)

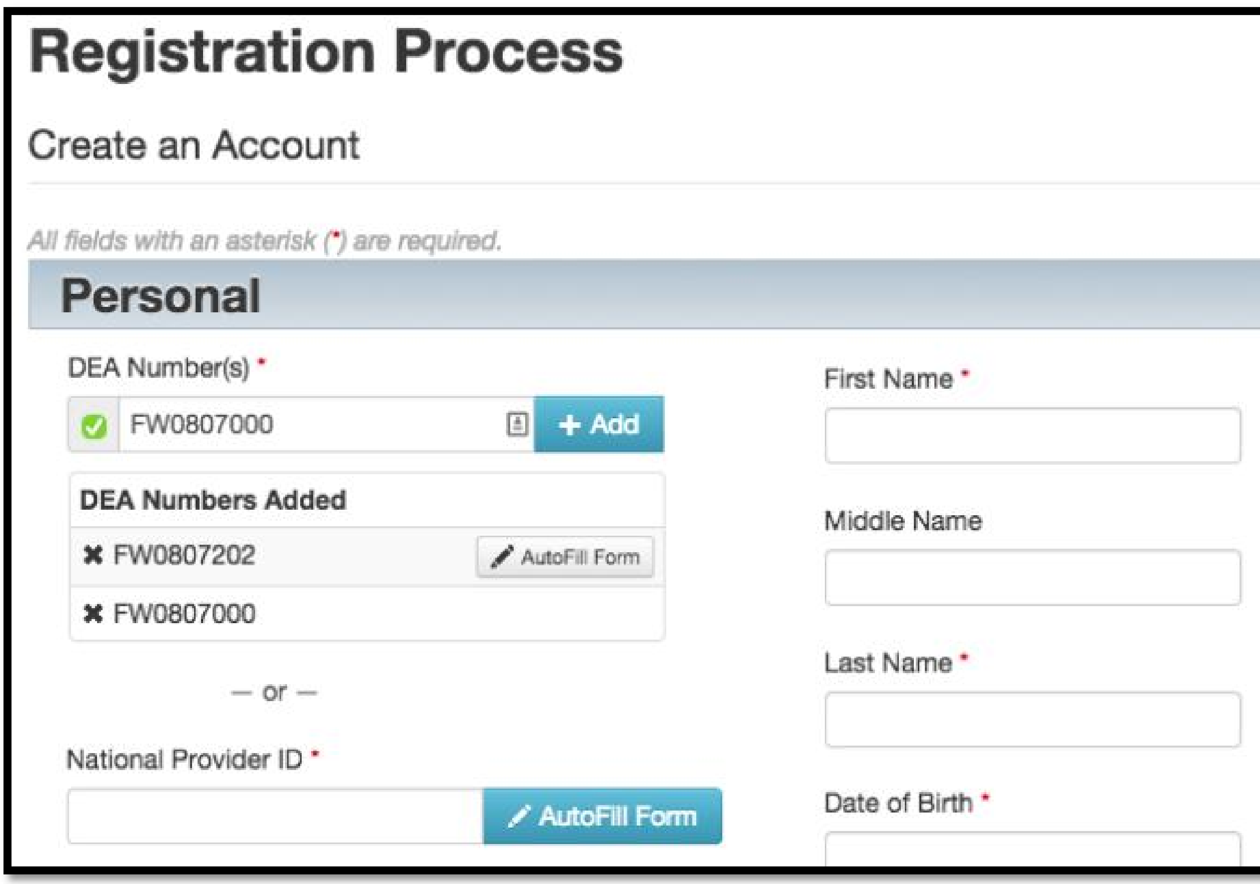


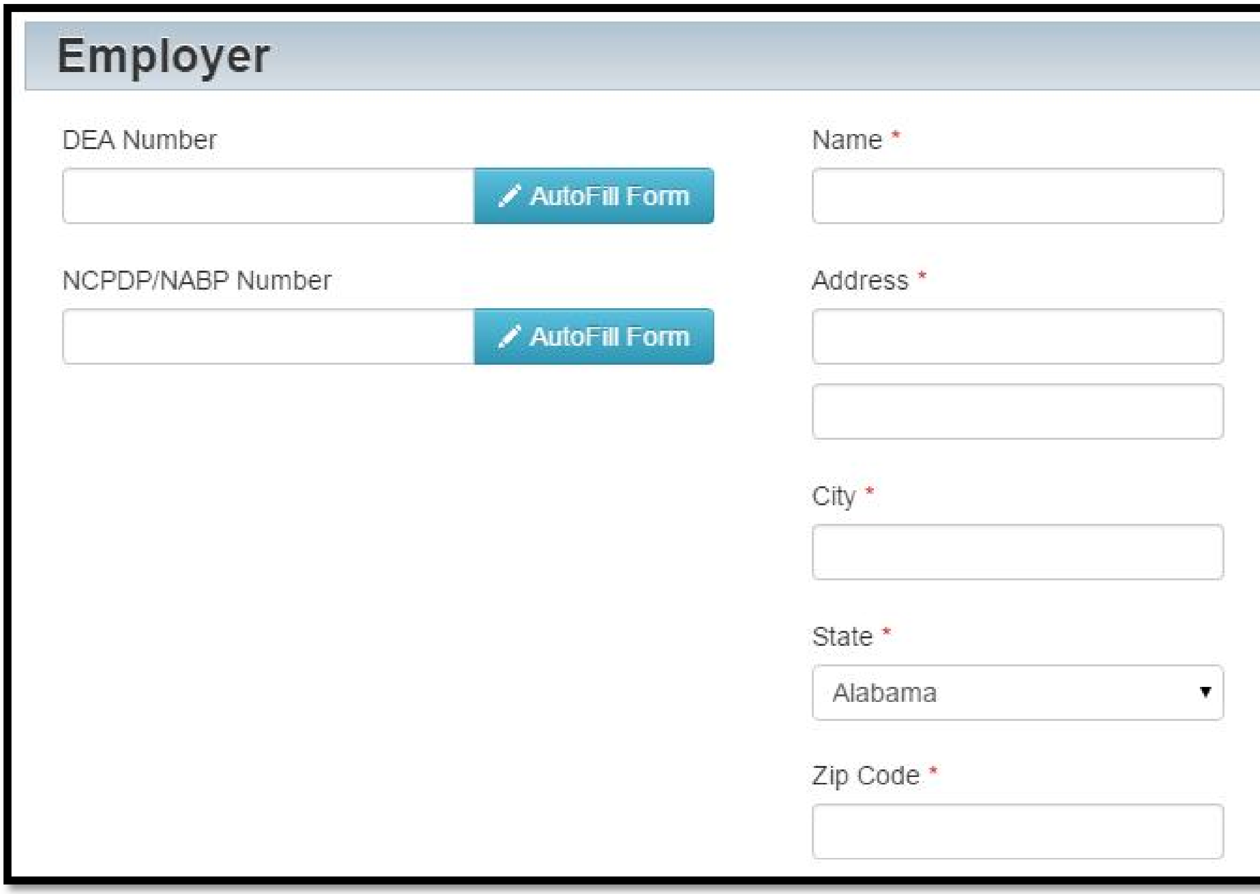
4. After the email and desired password have been entered, the user must click the “Save and Continue” button.
5. The second step is the role selection screen. The user can expand the role categories to select the role that fits their profession. A user can select more than one role from the same category if necessary.



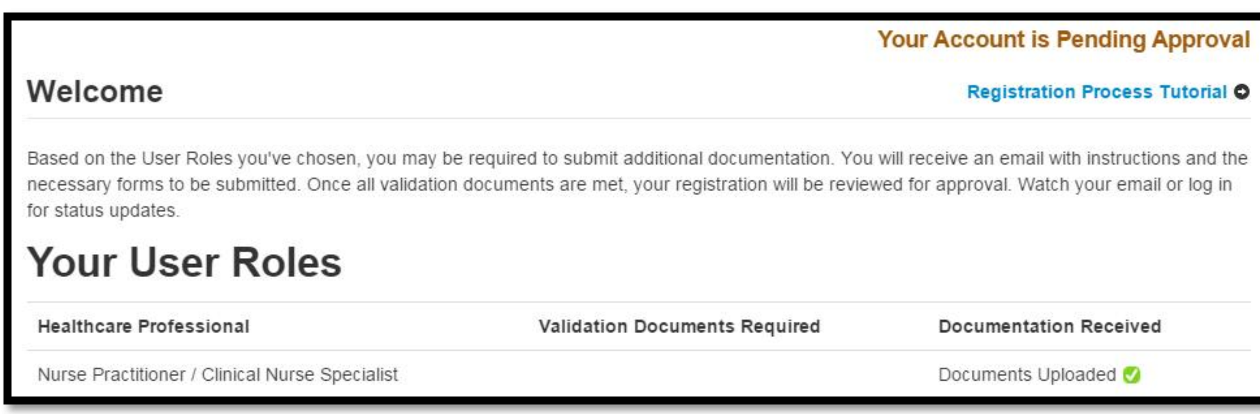
6. After the role has been selected, the user must click the "Save and Continue" button.
7. A message is temporarily displayed to the user stating that an email has been sent to their email address for verification. The email should arrive in the user's inbox within a few minutes and will contain a link that the user will click to verify that their email address is valid and current.

8. 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 PMP Administrator.
    a. Required fields are marked with a red asterisk.
    b. User may enter more than one DEA number if necessary.
    c. If the user or employer identifier number is located within the system, the user will be able to autofill their information and employer information using the "AutoFill Form" buttons. Searchable identifiers include DEA, NCPDP, or NPI depending on which fields are required by the state administrator.





9. After all information has been submitted, the user must click the “Submit Your Registration” button to complete the process.
10. The user will be taken to a landing page notifying them if any additional documentation is required. It will also indicate the account’s current status in the upper-right corner.



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 such as *Prescriber Delegate – Licensed*, 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 be registered with the PMP AWAR$_X$E. More than one supervisor can be entered.

2.3 Email Verification

1. After the user enters their email and password from the registration screen, the PMP AWAR$_X$E application 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 Validation Documents

1. If a PMP Administrator requires further validation for a role the user registered for, the user will receive an email with instructions the PMP Administrator has provided and the necessary forms to fill out and complete.
2. The user completes the required form(s) in accordance to the instructions.
3. The user must then submit the form(s) to the PMP AWAR$_X$E system by two methods (as configured by the PMP Administrator)
    a. The user logs into the PMP AWAR$_X$E using their email address and password used to request and account
        i. The user is presented with a file upload screen.

ii. The user upload digital copies of all required forms

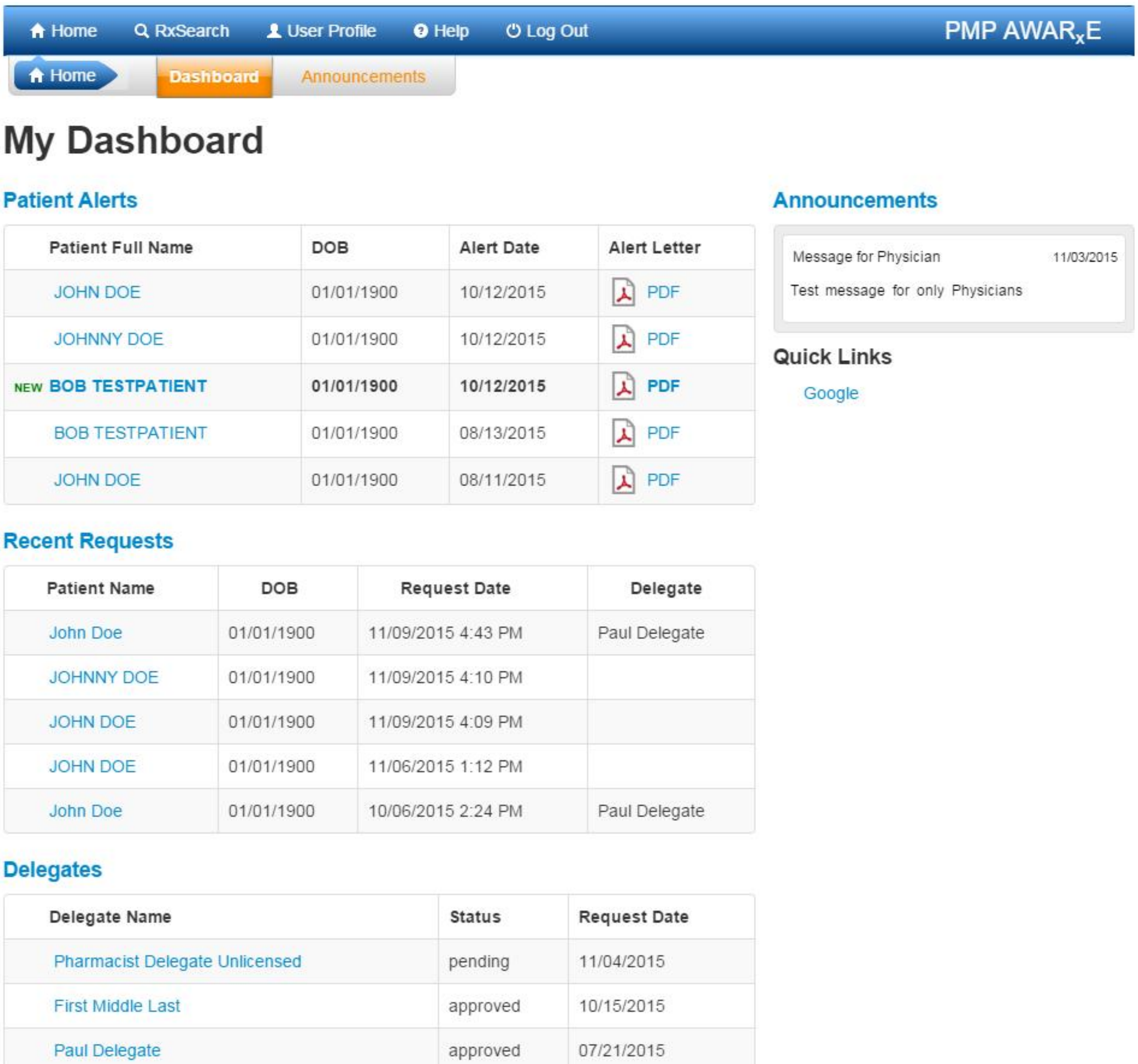
b. The user mails the forms to the state office.
    i. The PMP Administrator then scans the forms and uploads the digital copies to the pending user account.

2.5 Account Approved

1. After the PMP 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 the PMP AWAR$_X$E application using the email address and password supplied during the account creation process.

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 the PMP AWAR$_X$E application, including State Administrator announcements, the user's recent patient searches, patient alerts, and their delegate's/supervisor's status.



3.1 Patient Alerts

If being utilized by the PMP Administrator, 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 name will take the user immediately to report normally found under **RxSearch > Patient Alerts**. **NOTE:** This section is only visible if the PMP Administrator has it enabled. This section is also 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 what was seen 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 click 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 section Delegate Management.

3.4 Announcements and Quick Links

PMP 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.

PMP Administrators can also configure Quick Links to webpages outside of the PMP AWAR$_X$E application.

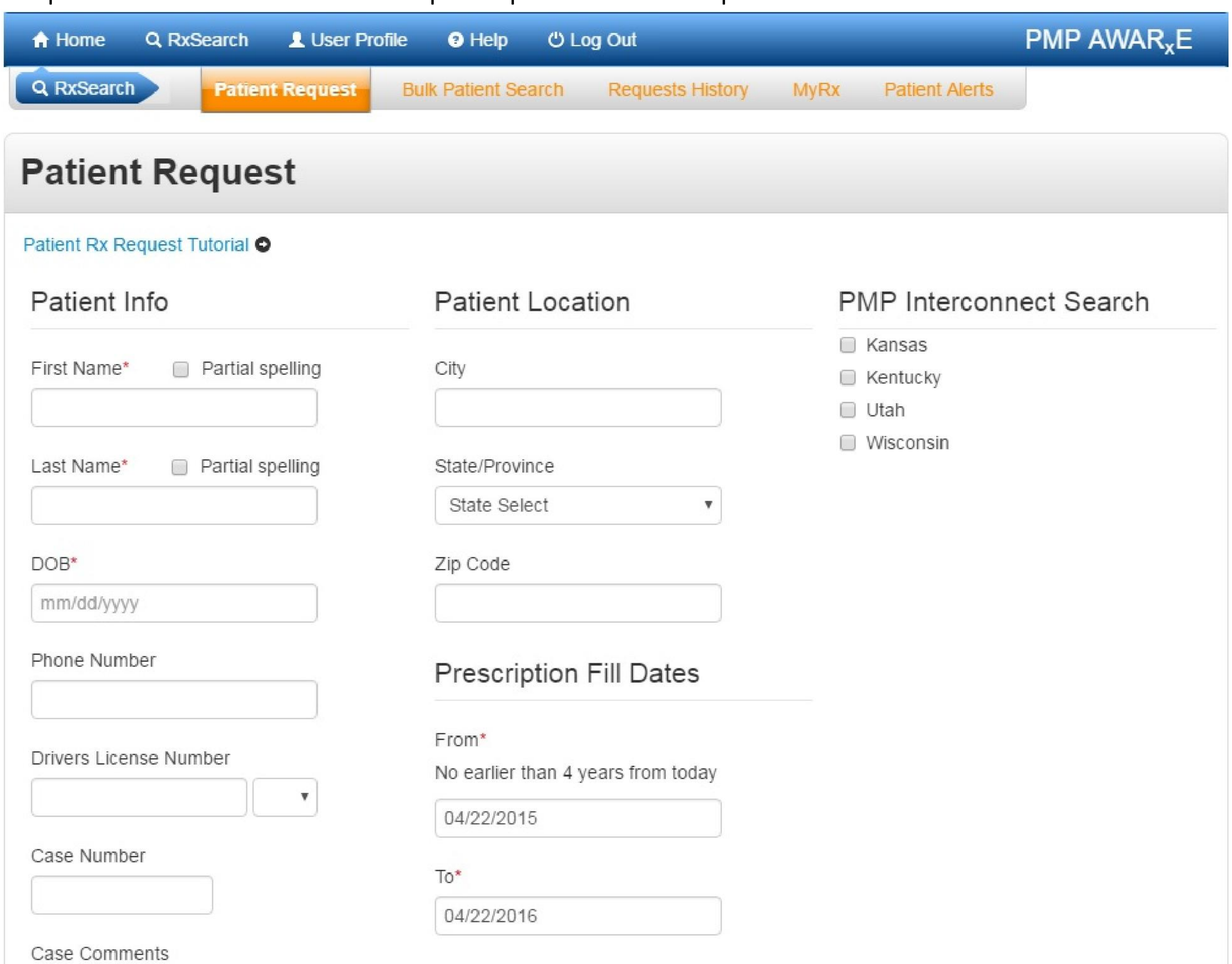
4 RxSearch

Depending on the settings the State PMP 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/seen, 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 AWAR$_X$E and navigate to **RxSearch > Patient Request**.
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.



    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".
3. The user can optionally complete other fields displayed to better narrow the search to identify the correct patient.
4. If the user requires information from other states, the user can select the necessary states from the list of available PMPi states.
    a. If a state is not available within the PMPi list, then state administrator has not configured the application to offer that state.
5. The user clicks the search button to begin the search.
    a. **Certain roles may require state administrator approval before viewing patient requests. In these cases, a pop-up message will be displayed and the request will remain pending in your Requests History section until it has been approved.**
6. When a single patient has been identified, results are returned to the screen.
7. If the search could not determine a single patient match, the user will receive a message warning of multiple patient matches.

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.

2. At the top of the request, the report displays the date the request was run and the date range used to create the request.
3. If configured for your account type, buttons may also be present that will allow the user to save the report as a PDF document or to save the report as a CSV data file.
4. The Patient Information section displays the search criteria used to search for the patient. A table also displays all known patient names, DOB, and addresses that have been matched to the patient being searched on.
    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 Prescription table lists information related to each prescription issued to the patient within the search period used.
    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 triangles 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 No Matching Patient 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.

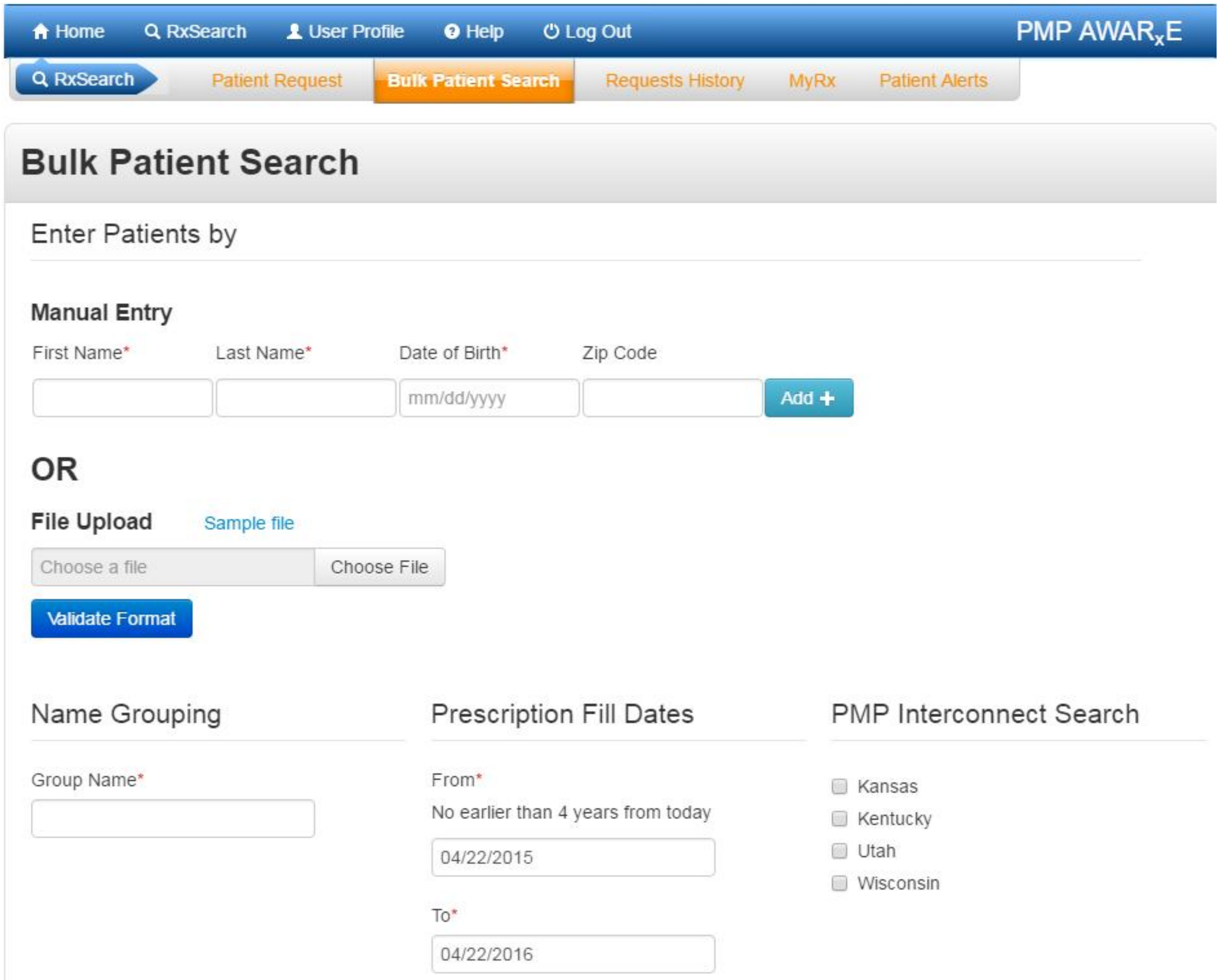
2. The user can modify their search information and resubmit their request.
3. If a patient is identified, but contains no prescription information for the search dates provided, the user will see a report results screen with no prescription information.

4.2 Request History

1. To view a Patient Rx Request a user previously created, navigate to **RxSearch > Requests History**
2. A list of Patient Rx Requests made in the previous 30 days are displayed.
3. A user can only view Patient Rx Requests they or their delegate have created.
4. Requests in the history list are identified with a status icon
    a. Green check = completed
    b. Yellow ellipses = pending
    c. Red X = rejected
5. A 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 request is pending or was denied, the reason is displayed.
6. Results can be pending because the user's role requires the state administrator to approve the request prior to displaying results to the user.
7. 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 to be in the 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. 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 to search at once rather that one at a time. Patient names are either entered manually or via an uploaded CSV file. **NOTE:** This section is only visible if the PMP Administrator has it enabled.



Manual Entry

1. Enter First Name, Last Name, DOB (and any other state required fields)
2. Click the *Add* button after each entry.

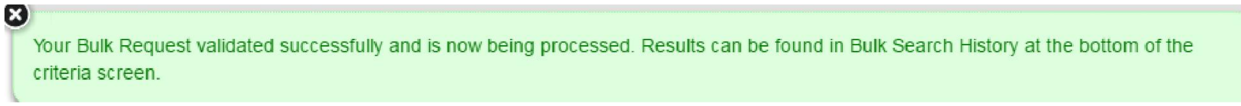
File Upload

1. Download the Sample CSV
2. Fill out required fields and re-upload file.

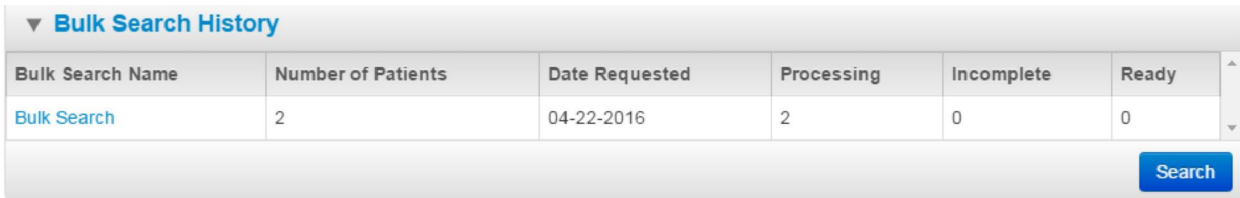
Then

3. Create a Group Name for the search.
4. Click *Search*.

A status message will appear.

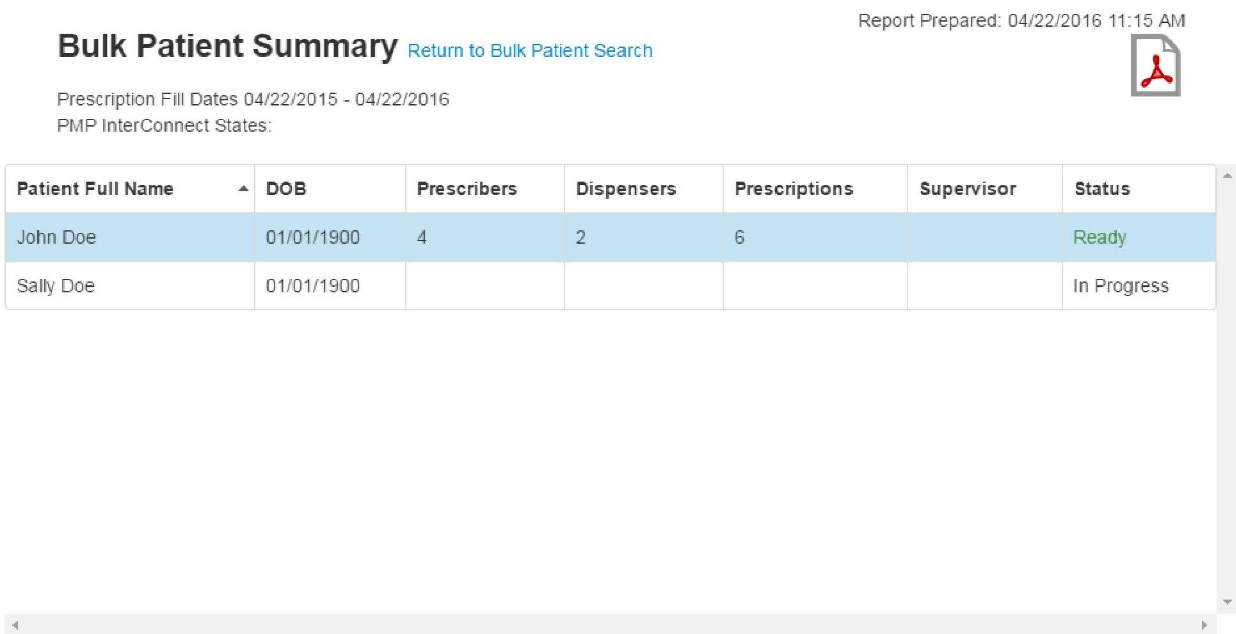


The search status and results will appear in the Bulk Search History section at the bottom of the page.

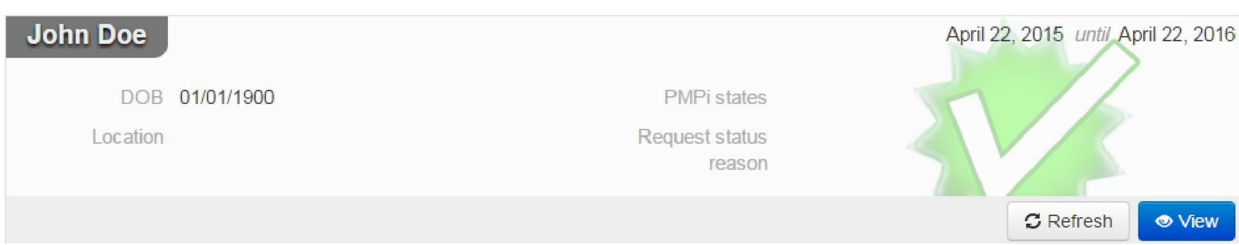


Bulk Search Name	Number of Patients	Date Requested	Processing	Incomplete	Ready
Bulk Search	2	04-22-2016	2	0	0

5. Click the Bulk Search Name which is a hyperlink to see the results of the search.



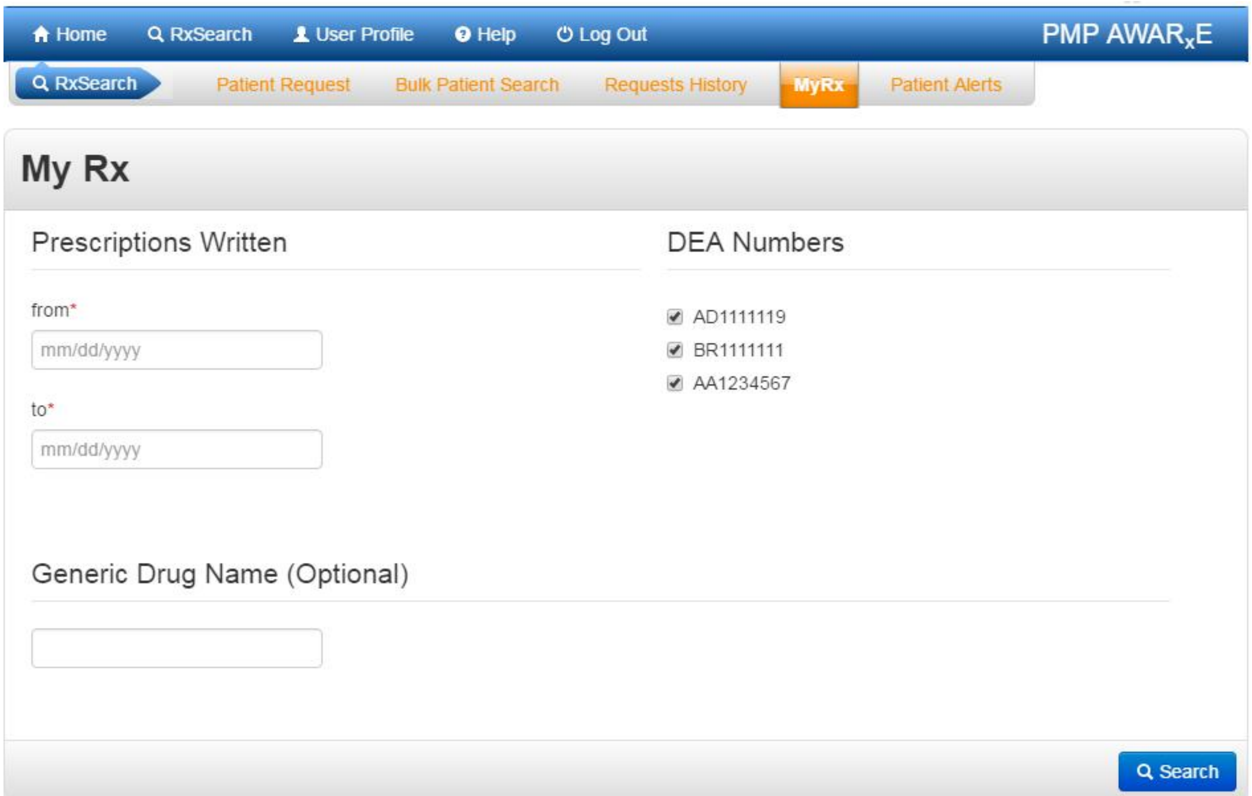
Patient Full Name	DOB	Prescribers	Dispensers	Prescriptions	Supervisor	Status
John Doe	01/01/1900	4	2	6		Ready
Sally Doe	01/01/1900					In Progress



6. Click a patient name within the search results. Details of the patient will appear at the bottom of the page.
7. Click *View* to see the actual Patient Report

4.4 MyRx

MyRx gives users that have a DEA number associated with their account 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 PMP Administrator has it enabled and if the user has a DEA number associated with their User Profile.



Enter a date range to search then click the DEA number(s) you want to run a report on.

MyRx

Back

Report Prepared: 2016-04-22 17:08:34 UTC

Date Range: 2014-04-01–2016-04-01

▼ DEA Numbers

DEA Number	Prescriber Name	Address	City	State	Zip
AD1111119	Appriss Demo Doctor	10401 LINN STATION RD	LOUISVILLE	KY	40223

▼ Prescriptions

Date Written	DEA(Last 4)	Patient	Year of Birth	Drug Name	Days Supply	Pharmacy	Pharmacy Address
03/06/2016	1119	TESTPATIENT, ROBERT	1900	ACETAMINOPHEN-COD #3 TABLET	30	Appriss Inc	10401 LINN STATION RD STE 200 LOUISVILLE KY 40223
03/02/2016	1119	DOE, JOHN	1900	HYDROCODON-ACETAMINOPHN 10-325	1	Appriss Inc	10401 LINN STATION RD STE 200 LOUISVILLE KY 40223
03/01/2016	1119	DOE, JOHN	1900	HYDROCODON-ACETAMINOPHN 10-325	1	Appriss Inc	10401 LINN STATION RD STE 200 LOUISVILLE KY 40223

4.5 Patient Alerts

If being utilized by the PMP Administrator, 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 name will take the user immediately to the report normally found under **RxSearch > Patient Alerts**. **NOTE:** This section is only visible if the PMP Administrator has it enabled. This section is also user role dependent, meaning that certain roles will be unable to view this section.

Home | RxSearch | User Profile | Help | Log Out — PMP AWAR$_X$E

RxSearch | Patient Request | Bulk Patient Search | Requests History | MyRx | Patient Alerts

Patient Alerts

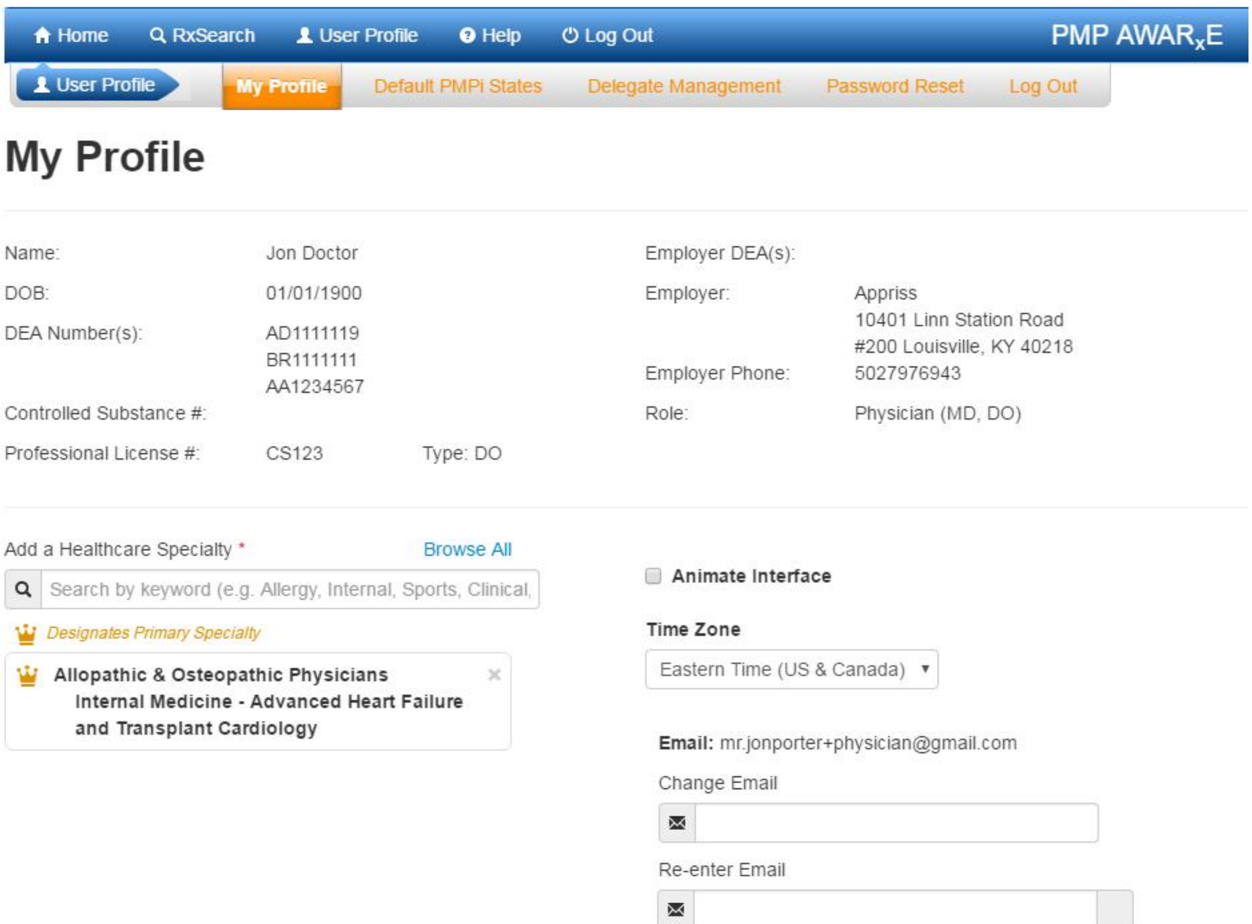
Patient Full Name	DOB	Alert Date	Alert Letter	Delivery Method
NEW **JOHN DOE**	**01/01/1900**	**04/21/2016**	**PDF**	**Email**
CAROL TESTPATIENT	01/01/1900	04/06/2016	PDF	Email
NEW **ROBERT TESTPATIENT**	**01/01/1900**	**04/06/2016**	**PDF**	**Email**
NEW **JOHN DOE**	**01/10/1900**	**04/06/2016**	**PDF**	**Email**
NEW **ALICE TESTPATIENT**	**01/01/1900**	**04/06/2016**	**PDF**	**Email**
NEW **JOHN DOE**	**01/01/1900**	**04/06/2016**	**PDF**	**Email**
NEW **STEVE WOJAKOWSKI**	**01/01/1900**	**04/06/2016**	**PDF**	**Email**

5 User Profile Management

Depending privileges granted to users by the PMP State Administrator, not all features in this section will be available to users. The User Profile section allow users to view and edit certain aspects of their PMP AWARxE account.

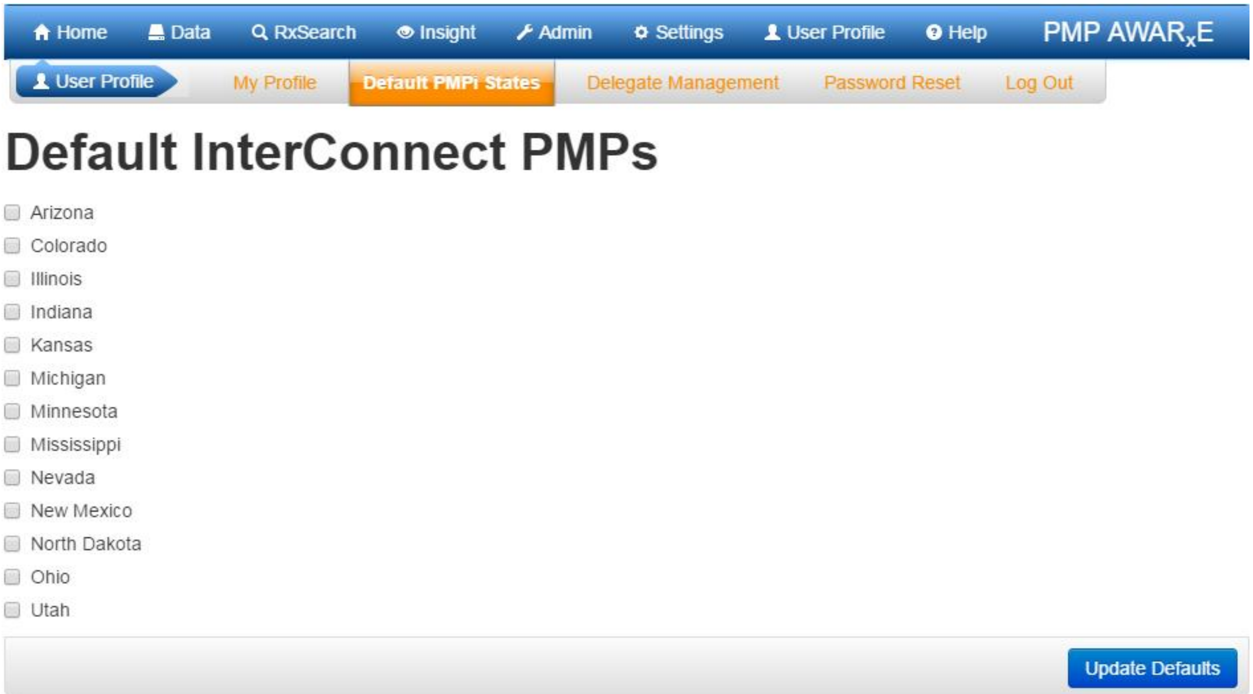
5.1 My Profile

The My Profile section allows the user to view their account demographics such as role, license numbers, employer details, etc. They have the ability to update their email address, Healthcare Specialty, time zone, and supervisor(s) (if a delegate). Updating personal or employer information must be requested through the State PMP Administrator.



5.2 Setting Default PMPi states

PMP AWARxE is configured to integrate PMPi to expand search capabilities when researching patient Rx history. The PMP Administrator can configure the software to allow searching additional states using the pre-established rules of PMPi. Users have the ability to select from a list of states and can configure states to be selected by default when performing patient Rx searches.



1. The user navigates to **User Profile > Default PMPi States**
2. A listing of available states is displayed to the user. These states are the states the PMP Administrator has configured to be available for expanded searching within PMP AWAR$_X$E.
3. The user checks the boxes next to the states they desire to always be pre-selected when creating a new Patient Rx request.
4. The user clicks the save button to save their selections.
5. When the Patient Rx request screen is opened to create a new request, the selected default states will now automatically be checked to include in the search results.
    a. Users can de-select default states as they choose. Having default states does not lock the state to always be required in patient searches.

5.2.1 Using PMPi with a Patient Rx Search

1. When creating a new Patient Rx request, a list of available PMPi states are listed on the right side of the screen.
2. A user can select as many states as they wish to also include Rx history information to be obtained from those states through PMPi.
3. PMP AWAR$_X$E will submit the request for the patient to the PMPi systems of the selected states.
4. Results from those states are blended into the final Patient Rx report.
    a. The report does not separate Rx information from a state by state basis. It incorporates all information from all sources into a single report.

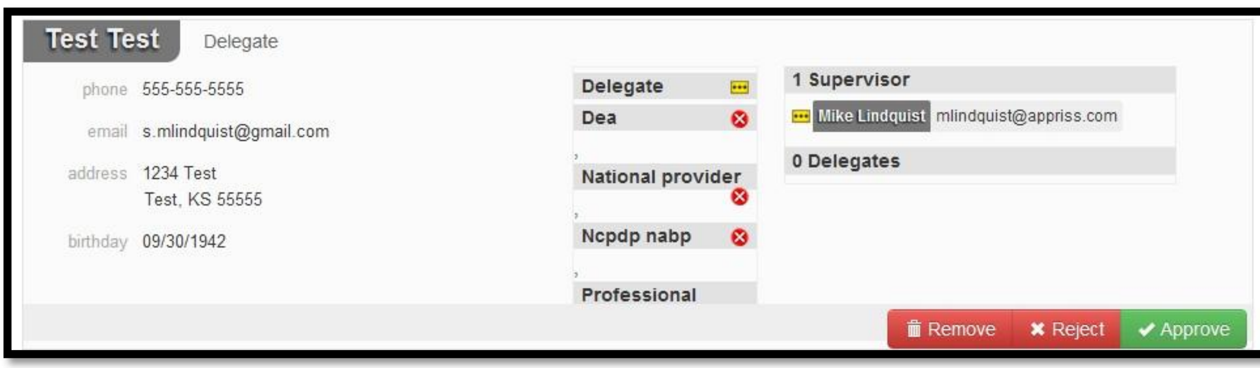
5.3 Delegate Management

Delegates associated with a user's account are displayed in a table found at **User Profile > Delegate Management**. From this location, a supervisor is able to approve or reject new delegates, or remove existing delegates from their account.

5.3.1 Approving and Rejecting Delegates

1. When a user registers as a delegate for a supervisor, the supervisor receives an email alerting them that a delegate account is pending their approval.
2. The user logs into the PMP AWAR$_x$E application (https://connecticut.pmpaware.net/) and navigates to **User Profile > Delegate Management**.
3. From the Delegate management screen, the user is able to see all delegates associated with their account. New Delegate(s) are identified with the pending symbol in the Delegate Status column.

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



5. To approve or reject the delegate, the supervisor must click the appropriate button under the delegate's information. The delegate's status turns to green if approved or will be removed if rejected.

5.3.2 Removing Delegates

1. If a supervisor decides to remove a delegate from their account, the user navigates to **User Profile > Delegate Management**.
2. The user selects the active delegate from the list displayed.
3. The user clicks the "Remove" button in the detail card at the bottom of the screen.
4. The delegate will be placed back in the pending status as indicated by the yellow icon. 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.

5.4 Password Management

Password management can be handled within PMP AWAR$_X$E by the user. The user’s password will expire after 90 days per HIPAA regulations. A user is able to 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.

5.4.1 Changing Your Password

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

5.4.2 Reset Password

1. When a user has forgotten their password or their password has expired, the user should click on the link named “Reset Password” located on the log in screen.
2. The user must enter the email address they used to register with the application.
3. The user will receive an email containing a link to reset the password for the user’s account
   a. The link will only be active for 20 minutes. After the time has expired, the user will need to repeat steps to generate a new password reset email.
4. The user must enter the new password twice and then save the password.

6 Rx Management

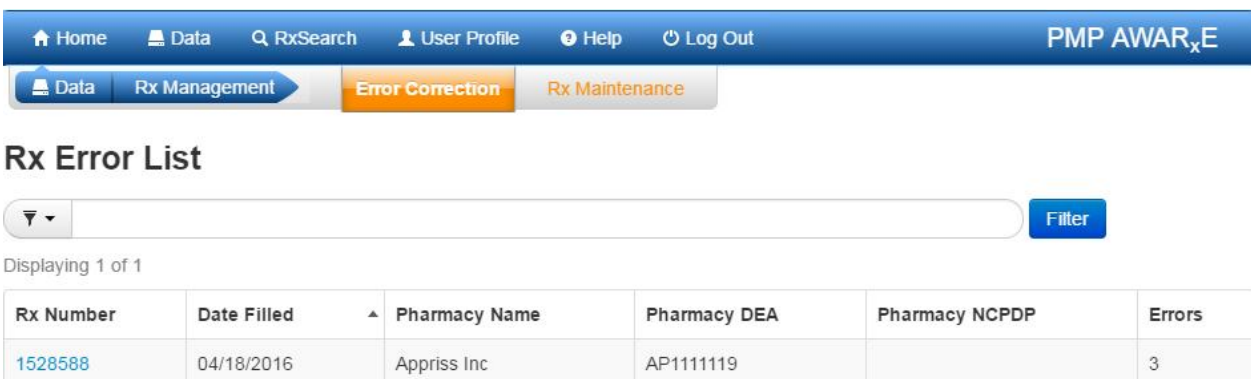
If enabled by the State PMP Administrator for the user's role type, the Rx Management section will be available. The Rx Management section allows users to correct dispensation errors for records that were submitted via the PMP Clearinghouse. This can be extremely beneficial to data submitters that use a 3rd party vendor to submit their dispensation records and do not have their own PMP Clearinghouse account, or pharmacists working for a large chain that do not have direct access the corporate PMP Clearinghouse account to resolve dispensation errors themselves.

6.1 Correcting Errors

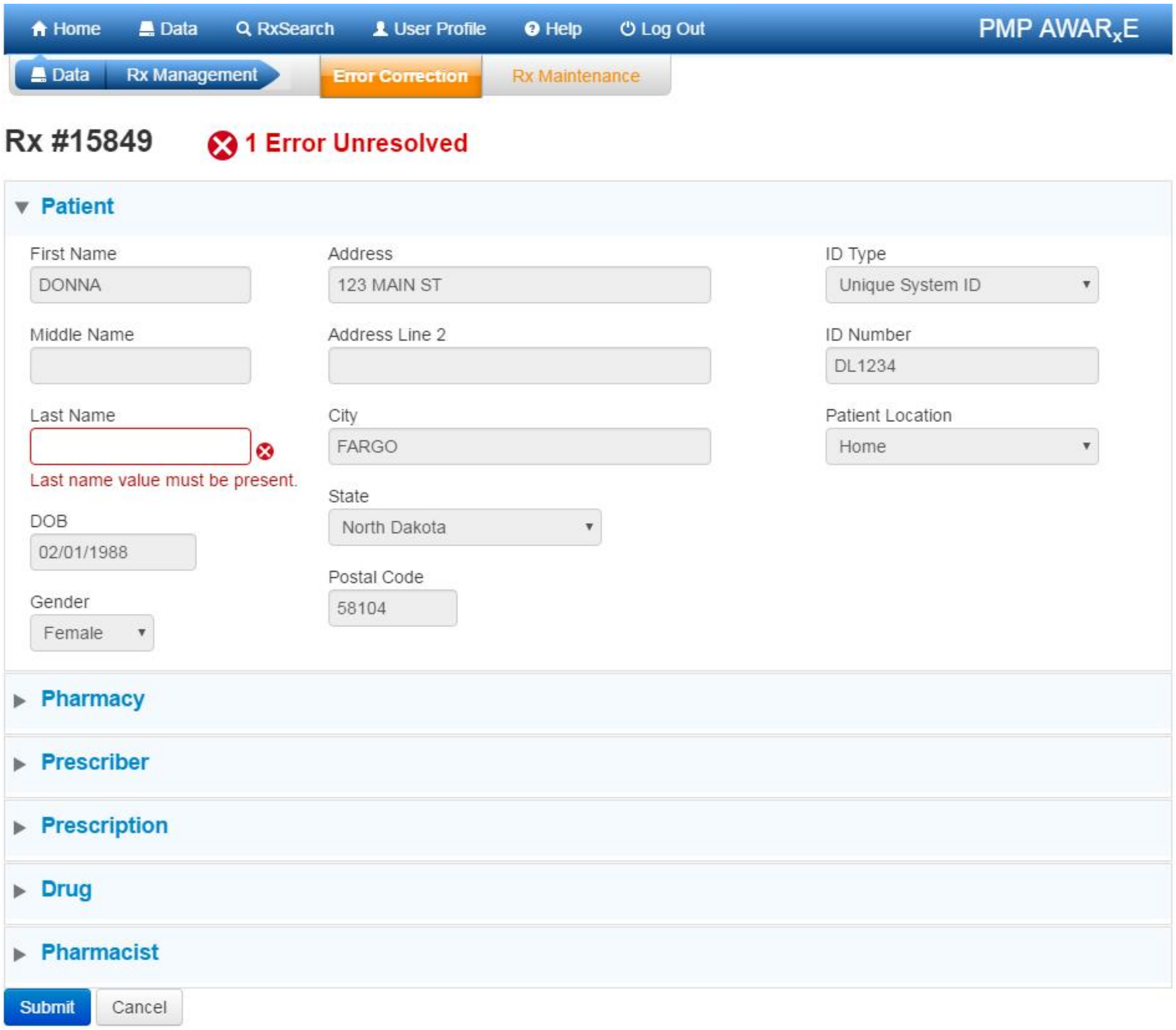
Prerequisites for making corrections:

- Admin must have Rx Management enabled for user's role type.
- User's Employer Identifiers (DEA, NCPDP, or NPI) must match that of the dispenser (i.e. Pharmacy).

1. Navigate to **Data > Rx Management > Error Correction**. A listing of error records available to the user for correction will be displayed.
2. Click the Rx Number which is a hyperlink.



3. The prescription with error is displayed. The specific error will be noted with red text. Input the missing/invalid data. **NOTE**: Only fields that have errors (i.e. failed validation) are editable. Updates to fields that were not flagged for errors must still be done via the PMP Clearinghouse. For example, updating the spelling of a patient's name cannot be done from within this module.



4. Click the *Submit* button.

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 1-866-683-3246

or

Create a support request using the following URL
https://apprisspmp.zendesk.com/hc/en-us/requests/new

Technical assistance is available Monday – Friday, 8AM – 8PM EST.

7.2 Administrative Assistance

If you have non-technical questions regarding the Connecticut PMP, please contact:

Connecticut Prescription Monitoring and Reporting System (CPMRS): (860) 713-6073 or dcp.pmp@ct.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.