FAQS

REQUESTORS – PMP AWARxE

Individuals seeking to make requests for patient prescription history records must register for an account in PMP AWAR$_X$E. Topics covered in this FAQ include:

- REGISTRATION
- Rx SEARCH & REQUEST HISTORY
- USER PROFILE & PASSWORD MANAGEMENT

REGISTRATION

Q: How can I obtain an account to request patient Rx history reports?

A: You must register for an account in PMP AWARxE at the website specific for your state's PMP (ex. https://kansas.pmpaware.net , https://nevada.pmpaware.net , or https://mississippi.pmpaware.net) after the administrator has approved the account you may make requests for patient Rx history reports in the Patient Request screen.

More information on account registration, including a complete walkthrough of all steps involved, is available in Section 2. Registration, of the state PMP AWARxE User Registration Manual.

Q: Who can register to gain access to PMP AWARxE?

A: The list of available roles eligible to register for access is contained in *Section 1. What is a Requestor?* of the *state PMP AWARxE User Registration Manual*.

Q. After I register and login with my username (email address) and password, it shows no options on the screen for me to search or perform any functions.

A: Your account hasn't been approved for access yet. As soon as the account is approved, you will receive an email at the email address you registered with.

More information on account registration, including a complete walkthrough of all steps involved, is available in Section 2. Registration, of the state PMP AWARxE User Registration Manual.

Q: What if it says "Authentication failed, please try again" when I try to login?

A: The username and password entered do not match an active account. Either the account log in information entered is incorrect, or the account does not exist.

Q: How can I register as a delegate account, under my supervising physician or practitioner?

A: You may register for a delegate account by creating an account within PMP AWARxE and selecting the "Delegate" role option. The registering individual must provide the email address of a supervisor who is previously registered within PMP AWARxE, and delegates can provide email addresses of more than one supervisor. Supervisors must approve the delegate request before the PMP administrator will be able to approve the account for access.

More information on delegate account registration, including a complete walkthrough of all steps involved, is available in Section 2.2. Registering as a Delegate, of the state PMP AWARxE User Registration Manual.

RX SEARCH & REQUEST HISTORY

Here you can perform a search on an individual for a controlled substances report by using the Patient Request option, or view previously requested reports in Requests History.

Q: What information do I need to provide to make a request for a patient Rx history report?

A: At a minimum you must provide a patient's first name, last name, and date of birth in order to make a request for a report.

More information on requesting reports, including a complete walkthrough of all steps involved, is available in Section 4. Patient Rx History Report, of the state PMP AWARxE User Support Manual.

Q: What does it mean if it says my request returned multiple patient records?

A: This means multiple patients were identified as matching the search criteria, and the request must be manually consolidated by the administrator to include the correct patient records. Once a particular set of patient records have been consolidated, it will not have to be repeated and the user will not experience a delay the next time this patient report is requested.

More information on multiple patient records is available in Section 4.4. Multiple Patients Identified, of the state PMP AWARxE User Support Manual.

Q: What does it mean if it says no matching patient found?

A: That means no patient records in the database matched the search criteria entered or for the time period searched. If you believe this has occurred in error, please contact the Helpdesk line located in the upper right corner of the screen and a ticket will be created for you to receive assistance with this matter.

More information on the "no matching patients" error is available in Section 4.5. No Matching Patient Found, of the state PMP AWARxE User Support Manual.

Q: Where does the data in the Rx report come from?

A: Data contained in the Rx reports comes directly from the dispensing pharmacy locations. All questions on a particular record or records should be directed to the dispensing pharmacy as they have the original, hard copy prescription or phone records on hand.

Q: What if the report is missing names or numbers?

A: The information reported to the prescription monitoring program was incomplete and did not contain all required fields when it was transmitted. If possible, you may contact the dispensing pharmacy for more information on that particular prescription record.

Q: What if the report does not show prescription records that I know have been dispensed to a patient prescribed by my DEA number?
A: The prescription records submitted by dispensing pharmacies or facilities can contain errors which

require correction before being accepted into the database, and are subject to the reporting timelines of the pharmacy. It could also be that the criteria you are searching does not match the patient records. If you believe that prescription information is missing contact the Helpdesk line located in the upper right corner of the screen and a ticket will be created for you to receive assistance with this matter.

USER PROFILE & PASSWORD MANAGEMENT

Here you can change your password, manage delegates and set default states to request prescription data from when searching.

Q: How can I reset my password?

A: By navigating to the User Profile screen, a user can change their password by selecting Password Reset. A user can reset a forgotten password by clicking the "Forgot My Password" link located on the log in screen.

More information on password management is available in Section 6. Password Management, of the state PMP AWARxE User Support Manual.

Q: How do I change information within my user profile?

A: You must email the administrator to change information contained in your user profile.

Q: What does Default PMPi States mean?

A: When a state prescription monitoring program is connected to the PMPinterconnect hub, data on individuals can be shared between state systems. In the Default PMPi State screen you can set default states to query each time you make a request. If you do not see any options in the Default PMPi States screen, the state prescription monitoring program you are accessing does not have data sharing through PMPi enabled.

More information on setting default PMPi states and using PMPi with a patient Rx search is available in Section 5. PMPi, of the state PMP AWARxE User Support Manual.

Q: How can I manage my delegates?

A: The Delegate Management screen in the User Profile menu will allow a user to view or edit information pertaining to Delegate accounts tied to their own master account. The user can view, reject or remove delegates from this screen.

More information on delegate management is available in Section 3. Managing Delegates, of the state PMP AWARxE User Support Manual.