



# **Requestor User Support Manual** Florida Prescription Drug Monitoring Program

December 2018 Version 2.0

9901 Linn Station Road | Louisville, KY 40223 | apprisshealth.com DOH8009-PDMP, 12/18 Rule 64K-1.003, F.A.C.





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# **Table of Contents**

1	Docu	ment Ov	erview1
	1.1	What is	a Requestor?1
	1.2	Pre-Loa	ded User Access
2	Regis	tration	3
	2.1	Registra	tion Overview
	2.2	Register	ing for an Account3
		2.2.1	Email Verification
		2.2.2	Account Approval
	2.3	Register	ing as a Designee
3	Basic	System F	unctions9
	3.1	Log In to	9 PMP AWARxE
	3.2	My Dasł	nboard10
		3.2.1	Patient Alerts10
		3.2.2	Recent Requests11
		3.2.3	Delegates/Supervisors11
		3.2.4	Announcements and Quick Links11
	3.3	Log Out	of PMP AWARxE
4	RxSea	arch	
	4.1	Creating	g a Patient Request
		4.1.1	Multiple Patients Identified16
		4.1.2	Partial Search Results17
		4.1.3	No Results Found
	4.2	Viewing	a Patient Report
		4.2.1	Basic Report Functions19
		4.2.2	Patient Information20
		4.2.3	Summary 20
		4.2.4	Prescriptions
		4.2.5	Prescribers21
		4.2.6	Dispensers
	4.3	Request	s History
		4.3.1	Shared Reports

	4.4	Bulk Pat	tient Search	. 23
		4.4.1	Viewing Bulk Patient Search Results	. 26
		4.4.2	Incomplete Bulk Patient Search Results	. 28
		4.4.3	No Prescriptions Found in Bulk Patient Search	. 29
	4.5	MyRx		. 30
5	User	Profile		33
	5.1	My Prof	ile	. 33
	5.2	Designe	e Management	. 36
		5.2.1	Approving and Rejecting Designees	. 36
		5.2.2	Removing/Deactivating Designees	. 36
	5.3	Passwor	rd Management	. 37
		5.3.1	Updating a Current Password	. 37
		5.3.2	Resetting a Forgotten Password	. 38
6	Assis	tance and	d Support	42
	6.1	Technic	al Assistance	. 42
	6.2	Adminis	trative Assistance	. 42
7	Docu	ment Info	ormation	43
	7.1	Disclaim	ner	.43
	7.2	Change	Log	.43
Ар	pendix	A: Narx(	Care	44
	Intro	duction to	o NarxCare	.44
	Appli	cation Int	terface Overview	.45
	Narx	Report D	etails	. 46
		Report I	Header	.46
		Report I	Body	. 47
		Prescrip	tion Detail	. 50
		Provide	r and Pharmacy Detail	. 50
	Reso	urces Tab	)	.51
	Narx	Scores		. 52
		Narx Sco	ore Algorithm	. 52
		Clinical	Application	. 58
	Over	dose Risk	Score	. 60
		ORS Alg	orithm	.61
		Clinical	Application	. 62

Florida Prescription Drug Monitoring Program	
Requestor User Support Manual	Table of Contents
Additional Risk Indicators	64
Clinical Application	65
chined / ppheator	

# 1 Document Overview

The PMP AWARxE *Requestor User Support Manual* provides step-by-step instructions for healthcare professionals requesting data from the Electronic-Florida Online Reporting of Controlled Substances Evaluation (E-FORCSE®) database. It includes such topics as:

- Registering for an account
- Creating patient requests
- Viewing request status
- Viewing patient reports
- Appointing a designee to request and receive information on behalf of a prescriber or dispenser
- Managing your account

## 1.1 What is a Requestor?

A requestor is a PMP AWARxE account type that is used to review a patient's prescription history. A complete list of available roles is provided below:

Optometrist

.

#### **Healthcare Professionals**

- Dentist
  - Medical Resident
  - Naturopathic Physician
- Naturopathic Physician
- Nurse
   Practitioner/Clinical
   Nurse Specialist
- Pharmacist
   Pharmacist's Delegate -Unlicensed
- Physician (MD, DO)
- Physician Assistant
- Podiatrist (DPM)
- Prescriber Delegate -Unlicensed
- Prescriber without DEA

## 1.2 Pre-Loaded User Access

Please note that users who had an account with the previous system may already have an account in PMP AWARxE. If you received an email from E-FORCSE® alerting you of the system change, then you already have an account. Please attempt to access your account by following the <u>Reset Password</u> instructions located in this guide before attempting to create a new account. Please use the email address that you received in the email as your username.

Once your password is reset, login to the application at <u>https://florida.pmpaware.net</u>. Upon successful login, the Registration Process page is displayed, and you will need to enter any missing demographic information that is marked by a red asterisk. For further details, please see step 8 of the <u>Registering for an Account</u> section of this document.

Registration Process			
Create an Account	Registrati	on Process Tutorial O	Get Adobe Acrobat Reader
All fields with an asterisk (*) are required			
Personal			
DEA Number(s) *	First Name *		
+ Add	Jordan		
DEA Numbers Added	Middle Name		
National Provider ID *			
🖊 AutoFill Form	Last Name *		
Professional License Number *	Doctor		
	Date of Birth *		
License Type *	01/01/1960		
The state of the	Last 4 digits of SSN *		
	Add a Healthcare Specialty *	Brov	vse All
	Q Search by keyword (e.g. A	Allergy, Internal, Sports, Clini	ical
	★ Designates Primary Specialty		

Upon successful completion of the registration process, you will be presented with the End User License Agreement, which you must read and accept. Read the agreement, then click **I Agree** to continue. Once you have accepted the End User License Agreement, your PMP Dashboard is displayed. Please refer to the <u>My Dashboard</u> section of this document for more information.

If you did not receive an email but you had an account in the previous system, the email address/username on your account may be out of date. Please contact the help desk at the number located in the <u>Technical Assistance</u> section of this document. You will be asked to verify at least two personal identifiers. If you are unable to verify the identifiers, you will need to contact the State Administrator. Contact information is located in the <u>Administrative Assistance</u> section of this document.

Please note that if your email address was shared with another user, your account may not have been imported, and you will need to reregister, following the steps in the <u>Registration</u> section of this document.

# 2 Registration

This chapter provides an overview of the PMP AWARxE registration process as well as detailed instructions for registering for an account and registering for a designee account.

# 2.1 Registration Overview

E-FORCSE 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 designee (referred to as "Prescriber Delegate – Unlicensed" or Pharmacist Delegate – Unlicensed" in PMP AWARxE), a role that is designed to allow the user to generate reports on the behalf of another, current user; for example, a nurse at a small doctor's office could be assigned to act as a designee to the physician to create Patient Reports for the patients whom the physician would be seeing that day. All queries run by the designee are 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 refer to the <u>Pre-Loaded User Access</u> section of this document before attempting to create a new account. Please utilize the email address associated with your previous account.

The registration process is comprised of three pages: Create an Account, Select Your User Role, and Demographics. All three pages must be completed before your registration is successfully submitted for processing.

Some requestor roles may also require you to 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, you must submit this documentation before your account can be approved. Digital copies of these documents can be submitted through PMP AWARxE after you have completed the registration pages.

# 2.2 Registering for an Account

To request a new account in PMP AWARxE:

1. Navigate to https://florida.pmpaware.net.

The Log In page is displayed.

Log In	
Email	
assword	
	Reset Password
- L	.og In
Create :	an Account

#### 2. Click Create an Account.

The Register for an Account page is displayed.

	Registration Process Tutoria Get Adobe Acrobat Read
R	legister for an Account
	ease create your own account and do not create an ccount on behalf of someone else.
E	mail
P	assword
P	assword Confirmation
P	assword Must
	Minimum of 8 characters
	Contain one upper case letter
•	Contain one lower case letter
•	Contain one special character (! @ # \$ etc.)
•	Maximum of 72 characters
	Continue
	Already have an account? Log In
	eed Help?

**Note:** A tutorial describing the complete registration process is available by clicking the **Registration Process Tutorial** link located in the top right corner of the page.

- 3. Enter your current, valid email address in the **Email** field. The email address you provide will be your username for logging in to the system.
- 4. Enter a password in the **Password** field, using the password requirements provided below, then re-enter it in the **Password Confirmation** field.

Passwords must contain:

- At least ten (10) characters
- One (1) uppercase letter
- One (1) lowercase letter
- One (1) special character such as !, @, #, \$, etc.

Note that a checkmark appears next to each requirement as it is met.

Password
•••
Password Confirmation
Password Must:
Minimum of 8 characters
 ✓ Contain one upper case letter
 ✓ Contain one lower case letter
Contain one special character (I @ # \$ etc.)
 ✓ Maximum of 72 characters

#### 5. Click Continue.

The Select Your User Roles page is displayed.

Select your User Roles	Registration Process Tutorial O 📕 Get Adobe Acrobat Rea
Healthcare Professional	
Agency Administration	
B Law Enforcement	
Other	

- 6. To select your user role:
  - a. Click the plus sign (+) next to the user role category that best fits your profession (Healthcare Professional, Agency Administration, Other).

The category expands to display the available user roles.

Registration Process	
Select your User Roles	Registration Process Tutorial • 🗾 Get Adobe Acrobal Rea
Healthcare Professional	
Physician (MD, DO)	
Homeopathic Physician	
Naturopathic Physician	
Dispensing Physician	
Prescriber without DEA	
Dentist	
Optometrist	and a second

b. Click to select the checkbox next to your user role.

**Note:** 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 contact your State Administrator for more information.

7. Click Save and Continue.

The Demographics page is displayed as shown on the following page.

#### 9. Click Submit Your Registration.

**Note:** If you are a designee, there is an additional step in the registration process. Please refer to the <u>Registering as a Designee</u> section for more information.

Once you have submitted your registration, you will be notified that your account has been approved or is pending approval.

a. Access Granted: Certain user roles will be will be immediately granted access to the application, provided their personal DEA numbers and professional license numbers as entered are valid and found within the registry. If you are approved, you will be presented with the End User License Agreement that you must review and accept. After accepting and <u>verifying your email address</u>, you will be routed to your dashboard and can begin using the application. Please refer to the <u>My Dashboard</u> section for more information.

**Note:** If you are a designee, you must be approved by any supervisors you have selected before can perform a Patient Request.

b. **Pending Approval:** If your account requires no further action but could not be verified by the process in paragraph a, or if your user role is not one that is immediately approved, your account will be pended for review and approval by your State Administrator.

## 2.2.1 Email Verification

- 1. Once you have submitted your registration, PMP AWARxE sends an email to the supplied email address for verification of an active email address.
- 2. When you receive the email, it will contain a link to verify your email address. Click the **verify your email** link.

#### Notes:

- The link contained within the email is only valid for 20 minutes. In the event that time has expired, clicking the link will result in a new email verification notification being sent to you. Click the link in the new email to verify your email address.
- If you are not able to receive HTML-formatted emails or emails with hyperlinks, please contact the help desk using the contact information located in the <u>Technical Assistance</u> section of this document.
- If you registered with the wrong email address, please log in to the account, then navigate to Menu > User Profile (under the My Profile Section) to update your email address. Please refer to the <u>My Profile</u> section for more information.

Once you click the link, you are directed to PMP AWARxE and a message is displayed indicating that your email address has been validated.

## 2.2.2 Account Approval

Once the State Administrator has determined that all you have met all account requirements, your account can be approved. Once your account has been approved, you will receive an email stating that your account has been approved and is now active.

Once your account has been approved, you can log in to PMP AWARxE using the email address and password supplied during the account creation process.

**Note:** If you no longer have the password, you can reset it by navigating to <u>https://florida.pmpaware.net</u> and clicking **Reset Password**, or by navigating to <u>https://florida.pmpaware.net/identity/foraot\_password</u>.

## 2.3 Registering as a Designee

Registering as a designee is virtually identical to registering as any of the other healthcare professional roles. To register as a designee:

- Select one of the designee roles (e.g., Prescriber Delegate Unlicensed, Pharmacist Delegate – Unlicensed) on the Select Your User Role page.
- Enter any required information on the Demographics page, noting that you must enter your supervisor's email address in the I am a delegate for the following people... field. You may enter multiple supervisors by clicking Add.

Delegate	
I am a delegate for the following people	
supervisur@email.com	Add
and a start of the	

- Notes:
- The supervisor must already have a registered account with E-FORCSE.
- Ensure that you enter the supervisor's email address correctly and that it is a valid email address.
- You will not be able to perform Patient Requests on behalf of a supervisor until that supervisor has approved you as a designee.

# **3** Basic System Functions

This chapter describes how to log in to PMP AWARxE, the Requestor Dashboard that is displayed upon logging in, and how to log out.

## 3.1 Log In to PMP AWARxE

1. Navigate to https://florida.pmpaware.net.

FI	ne	Log	In	page	is	disp	layed	
----	----	-----	----	------	----	------	-------	--

Email	
Password	
	Reset Password
	Log in

- 2. Enter the email address you provided when you registered in the Email field.
- 3. Enter your password in the Password field.

**Note:** If you have forgotten your password, click **Reset Password**. You will be prompted to enter the email address registered to your account. Once you have entered a valid, registered email address, you will receive an email with a link to reset your password.

4. Click Log In.

The My Dashboard page is displayed. Please refer to the <u>My Dashboard</u> section for a complete description of the dashboard.

# 3.2 My Dashboard

Upon logging in to PMP AWARxE with an approved account, the requestor dashboard (My Dashboard) is displayed. This dashboard provides a quick summary of pertinent items within PMP AWARxE, including State Administrator announcements, your recent patient searches, patient alerts, and, if applicable, your designee's or supervisor's status. My Dashboard can be accessed at any time by clicking **Menu** > **Dashboard** (located under **Home**).

Patient Aler	ts					My Favorites
PATIENT ALERT	S					Rx Search - Patient Request
Patient Full Name	D	DB	Alert Date	A	lert Letter	
DAVE PATIENT	0	1/01/1985	11/08/2017 Do		ownload PDF	PMP Announcements
Recent Req	uests					Message for Physicians 10/13/2017 Test announcement
RECENT REQUE	ESTS					Exciting changes are coming to 09/20/2017
Patient Name	tient Name DOB Status		Request Date		Delegate	AWARXE!
test one	01/01/1901 Complete		11/28/2017 6:0	8 PM	Jordan Delegate	We are pleased to announce that later this year, we will be performing a systemwide
DAVE PATIENT	AVE PATIENT 01/01/1985 Complete		11/27/2017 4:16 PM			update on AWARXE.
test patient	01/01/1900	Complete	10/31/2017 2:2	3 PM	James Delegate	When you log in to AWAmore
bob testpatient	01/01/1900	Complete	10/31/2017 2:1	0 PM		View all Announcements
mic jor	01/05/1941	Complete	10/27/2017 2:0	8 PM		
					View Requests History	Quick Links PMP Support
Delegates						
DELEGATES						
Delegate Name			Status	Requ	est Date	
New James Dele	gate		pending	12/01	1/2017	
Jordan Delegate			approved	04/25	5/2017	

## 3.2.1 Patient Alerts

This section displays the most recent patient alerts.

**Note:** This section is user role dependent, meaning that certain roles will be unable to view this section.

- New alerts (i.e., those that have not been viewed) are displayed in **bold** with the word "NEW" next to them.
- You can download the letter associated with the alert by clicking **Download PDF**.
- You can view the Patient Request associated with a patient by clicking the patient's name.
- You can click Patient Alerts, located at the top of the section, to access a full listing of patient alerts. You can also access patient alerts at any time by clicking Menu > Patient Alerts (located under Rx Search).

## 3.2.2 Recent Requests

This section displays your most recent patient searches, including those performed by one of your designees.

- You can view the Patient Report by clicking the patient's name.
- You can view a list of all past requests by clicking View Requests History. You can also access your request history at any time by clicking Menu > Requests History (located under Rx Search).

**Note:** The report that is displayed when you click the patient's name is a historical report, meaning that it contains the data that was viewed when the report was initially run. For instructions on performing new patient Rx history searches, please refer to the <u>Creating a Patient Request</u> section.

### 3.2.3 Delegates/Supervisors

This section displays your designees or supervisors, depending on your user role.

- If you are a supervisor, you can quickly change a designee's status from the dashboard by clicking the designee's name. Once you click the designee's name, the Delegate Management page is displayed, and you can approve, reject, or remove a designee from your profile.
- You can click **Delegates**, located at the top of the section, to access the Delegate Management page. The Delegate Management page can also be accessed at any time by clicking **Menu** > **Delegate Management** (located under **My Profile**). For additional information regarding designee management, please refer to the <u>Designee Management</u> section.

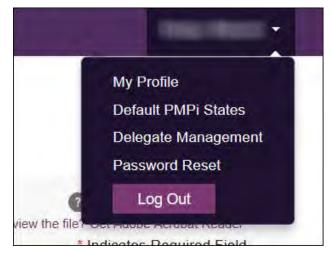
## 3.2.4 Announcements and Quick Links

This section displays announcements from your State Administrator as well as links to webpages outside of AWARxE that may be of use to you.

- The quick view only displays the first few lines of text; however, you can click **PMP Announcements**, located at the top of the section, to display the full announcement text. You can access the Announcements page at any time by clicking **Menu > Announcements** (located under **Home**).
- The announcements displayed in this section are configured by your State Administrator. Announcements can be configured as role-specific, meaning that a user whose role is "physician" may see an announcement, whereas a user whose role is "designee" may not.
- Quick links are also configured by your State Administrator. Any links configured will be visible toward the bottom right of the dashboard in the Quick Links section.

# 3.3 Log Out of PMP AWARxE

To log out of the system, click the arrow next to your user name (located in the top right corner of the page), and then click **Log Out**.



# 4 RxSearch

The RxSearch section of the PMP AWARxE menu contains the query functions available to you. These functions may include:

- <u>Creating a patient request</u>
- <u>Viewing patient reports</u>
- <u>Performing a bulk patient search</u>
- <u>Viewing historical requests</u>
- Viewing a report of prescriptions attributed to you

**Note:** You may not have access to all of the reports listed above. The functions available under **RxSearch** may vary depending on your user role and the settings enabled by your State Administrator. If you do not have access to a report and you think you should, please contact your State Administrator.

🗮 Menu 💮 Admin				- 100
Home	Data	RxSearch	Insight	User Profile
Dashboard PMP Announcements Quick Links	Accounts Consolidation Rx Management	Patient Request Bulk Patient Search Requests History Requests Processing MyRx Patient Alerts Prescriber Report	New Reports	My Profile Default PMPi States Delegate Management Password Reset Log Out

## 4.1 Creating a Patient Request

The Patient Request allows you to create a report that displays the prescription drug activity for a specific patient for the specified timeline.

- 1. Log in to PMP AWARxE.
- 2. Click Menu > Patient Request.

The Patient Request page is displayed.

arch > Patient Request		Support 1-866-Appres
Patient Request		Carr1 vew lite file? Get Aubbe Acribial Reader * Indicates Required Field
First Name*	Last Name*	
Partial Spelling Date of Birth* MW/DD/YYYY	Partial Spelling	
Prescription Fill Dates		

**Note:** A tutorial describing the complete patient request creation process is available by clicking the **Patient Rx Request Tutorial** link located in the top right corner of the page.

3. Enter the required information, noting that required fields are marked with a red asterisk (\*). At a minimum, you must complete the following fields:

Field Name	Notes
Patient Info	
First Name	Enter the patient's complete first and last name;
Last Name	Or Click the <b>Partial Spelling</b> checkbox to search by a partial first and/or last name. This option can be helpful when searching hyphenated names or names that are often abbreviated, such as "Will" vs. "William."
	<b>Note:</b> The Partial Spelling function requires at least three letters. If the patient's name contains only one or two letters, please do not attempt a partial search.
	<ol> <li>After you have finished entering the patient's information and clicked <b>Search</b>, you may be presented with a multiple patient pick list. This list will contain demographic information on the patient to help you determine the correct patient.</li> </ol>
	<ol> <li>Select the appropriate patient record(s), then click <b>Run Report</b>. Please refer to <u>Partial Search Results</u> for more information.</li> </ol>
Date of Birth	Use the <i>MM/DD/YYYY</i> format, or select a date from the calendar that is displayed when you click in this field.
Prescription Fill Dates	
From	Use the <i>MM/DD/YYYY</i> format, or select a date from the
То	calendar that is displayed when you click in these fields.

**Note:** If you are a designee, you must select a supervisor from the **Supervisor** field, located above the Patient Info section of the page.

arch > Patient Request	STATE DEPARTMENT OF HEALTY ZAVICITY OF
Patient Request	Carr) New The Ter? Cart, Actobal Review
Supervisor*	Indicates Required Field.

If no supervisors are available, please contact your supervisor(s) to approve your account or add the supervisor under My Profile. Current supervisors and their statuses are displayed on your dashboard. Refer to the <u>Delegates/Supervisors</u> section of My Dashboard or the <u>My Profile</u> section for further instructions.

- 4. If desired, you may enter additional patient information in the Patient Location section of the page, including the patient's state and ZIP code; however, it is recommended that you *do not* use the ZIP code to search.
- 5. If you require information from other states:
  - a. Click the radio button to select **PMP InterConnect** or **RxCheck** in the Also Search section of the page. **PMP InterConnect** is selected by default.
  - b. Click the checkbox next to the desired state(s) in the PMP InterConnect Search section of the page.

Also Search		
O PMP Interconnect	RxCheck	$\bigcirc$ None of the above
Select All		
A 🗌 Alabama		
Search		

#### Notes:

- Partial search is not available when searching other states. If you have selected partial search, the Also Search section will be removed from the bottom of the page.
- If a state is not included on the list, data sharing with that state is not currently in place, or your user role does not allow for data sharing. Please contact your State Administrator using the information provided in <u>Administrative Assistance</u> for more information.
- 6. Once you have entered all the required search criteria, click **Search**.
  - a. If your search results return a single patient, the Patient Report is displayed. Refer to the <u>Viewing a Patient Report</u> section for more details regarding the Patient Report.

eport Prepared: 05/24/2018 ate Range: 05/24/2017 - 05	24/2018										-Dimensional PDF	Clayman
Test Patient												
Summary												
Summary		Opioids" (excludin	g bup	renorph	nine)				Buprenorph	line"		
Total Prescriptions	1	Current Qty.						17.89	Current City			0
Total Prescribers	7	Current MME/day						2 77	Current mg/i	tay:		0
Total Pharmacies	1	30 Day Avg MME/d	ay.					1 38	30 Day Avg	mg/day		0.
Prescriptions												
Filled - ID + Written	\$ Drug		+	ату <b>‡</b>	Days \$	Prescriber \$	Rx #	Pharmocy *	+ Reflits +	Daily Dose \$	Pymt Type	PMP 4
03/20/2018 3 03/20/2018	TRAMADO	DL HCL 50 MG TABLE	*	3.0	з	LA HAM	12345	HAMMA (4085	0 (	5.0 MME	Private Pay	DO

*Note:* If you need a PDF or CSV version of the report, you can click **Download PDF** or **Download CSV**, located in the top right corner of the report.

- b. If the search could not determine a single patient match, a message is displayed indicating that multiple patients were found.
  - If you searched for an exact patient name and multiple patients were found, refer to the <u>Multiple Patients Identified</u> section.
  - If you searched for a partial patient name and multiple patients were found, refer to the <u>Partial Search Results</u> section.
- c. If your search does not return any results, a message is displayed indicating that either no patient matching your search criteria could be identified or the patient was identified but no prescriptions were found. Refer to the <u>No Results Found</u> section for more information.
- d. If you are a designee, your request will be forwarded to your supervisor for review. Your request must be approved by your supervisor before you can view the results.



#### Success

The request has been forwarded to your admin for approval.

## 4.1.1 Multiple Patients Identified

 If you searched for an exact patient name and multiple patients were found, a message is displayed indicating that multiple patients matching your search criteria have been identified.

Ve identified mu ollowing options		s who mat	ich the criteria you provided. You have the
Select any p	atient group	to run a re	ditional search information. port. identifies your patient, select them to run a
Patient 2	614		
Name	DOB	Gender	Address
Test Patient	1900-01-01	male	9701 MONROVIA ST, OVERLAND PARK, KS 66215
test patient	1901-01-01	male	10401 LINN STATION RD, LOUISVILLE, KY 40223
test patient	1900-01-01	unknown	10401 LINN STATION RD, LOUISVILLE, KY 40223
TEST PATIENT	1900-01-01	unknown	555 FAKE DR, PHOENIX, AZ 85001
Test Patient	1900-01-01	male	10401 LINN STATION RD, LOUISVILLE, KY 40223
	615		
Patient 2		Gender	Address
Name	DOB		

- 2. From this window, you can:
  - a. Click **Refine Search Criteria** to return to the Patient Request page, refine your search criteria, and re-run the report;

Or

b. Select one or more of the patient groups displayed, and then click **Run Report**.

#### The Patient Report for the patient group(s) you selected is displayed.

Patient Report	Retine Search				
Report Prepared: 05/24/2018 Date Range: 05/24/2017 - 05					Download PDP Sownload CdV
Test Patient.					
Summary					
Summary		Opioids" (excluding buprenorphine)		Buprenorphine*	
Total Prescriptions	1	Current Qty	17 89	Current Oly.	i0 0
Total Prescribers	1	Current MME/day;	2.77	Current mg/day	0.0
Total Pharmacies	1	30 Day Avg MME/day	1.38	30 Day Avg mg/day.	0.0
Prescriptions					
Filled + ID + Written	+ Drug	¢ QTY ♦ Days ♦	Prescriber & Rx # Pharmacy	• • Refilis • Daily Dose •	Pymt Type & PMP &
05/10/2018 5 05/10/2018	OXYCODO	NE HCL 30 MG TABLET 🎽 18.81 306	Ju Lon VelRx1 Tagch (11	19) 0 2.77 MME	Medicaid DO

## 4.1.2 Partial Search Results

1. If you searched for a partial patient name and multiple patients were found, a message is displayed indicating that multiple patients match your search criteria.

matching patient reco	rds found Refine Search		
Select patient(s) to includ	le in the report		
Test Patient	DOB 1900-01-01	Gender unknown	MELODY JUNCTION 4 LA VERNE CO 1307005
Test Patient	DOB 1900-01-01	Gender male	10401 LINN STATION RD LOUISVILLE KY 40223
Test Patient	DOB 1900-01-01	Gender male	10401 Linn Station Road Louisville KY 40223
Test Patient	DOB 1900-01-01	Gender male	123 Main Street Maineville MN 12345

- 2. From this window, you can:
  - a. Click **Refine Search** to return to the Patient Request page, refine your search criteria, and re-run the report;

Or

b. Select one or more of the patients displayed, and then click **Run Report**.

The Patient Report for the patient(s) you selected is displayed.

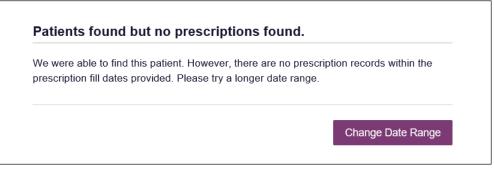
eport Prepared:	05/24/2018 4/2017 - 05/24/2018	0			Desress PDF Desress
<ul> <li>Test Palier</li> </ul>			known Palient	Address One MELODY JUNCTION 4	Derrar P.P. Lownau C
<ul> <li>Test Patien</li> </ul>	at DOB 01/01/1900	0 Gender ma	ale Patient Aik	Iress One 10401 LINN STATION RD	
Linked Records	5				
Name	DOB	ID	Gender	Address	
lest patient	01/01/1900	1	unknown	10401 LINN STATION RD LOUISVILLE KY 40223	
Test Patient	01/01/1900	4	male	10401 LINN STATION RD LOUISVILLE KY 40223	
Report Criteria					
First Name	Last Name	DOB			
Tes	Pat	01/01/1900			

### 4.1.3 No Results Found

1. If your search criteria could not be matched to any patient records, a message is displayed indicating that no matching patient could be identified.



2. If your search criteria matches a patient record but the patient has no prescriptions within the specified timeframe, a message is displayed indicating that the patient was found but no prescriptions were found.



3. Click **Change Date Range** to return to the Patient Request page, enter a different date range, and re-run the report.

#### Notes:

- Be sure to verify that all information entered on the request was entered correctly (e.g., verify that the first and last names were entered in the correct fields, verify the patient's birthdate, etc.).
- If **Partial Search** was not originally selected, you can click the **Partial Search** checkbox to expand your search results.

# 4.2 Viewing a Patient Report

If your search results return a single patient, or once you have selected the correct patient(s) if your search returned multiple patients, the Patient Report is automatically displayed. You may also access your previously requested Patient Reports at any time by clicking **Menu** > **Requests History**. Refer to the <u>Requests History</u> section for more information.

**Note:** For users with access to the NarxCare system and Narx Reports, please refer to <u>Appendix A: NarxCare</u>.

The Patient Report page consists of the following sections:

- Patient Information
- <u>Summary</u>
- Prescriptions
- Prescribers
- Dispensers

### 4.2.1 Basic Report Functions

• The top of the report displays the date the request was run and the date range used to create the request. Depending on your user role type, the **Download PDF** and **Download CSV** buttons may be available, allowing you to save the report as a PDF document or as a CSV data file.

RxSearch > Patient Request	≝Awarxe™
Васк	Japport, 1-866-Appriss
Patient Report Refine Search	
Report Prepared: 05/29/2018 Date Range: 05/29/2017 – 05/29/2018	Descented PCP Learning CBV

You can expand or collapse each section of the report. Click the plus sign

( ) next to a section to expand it, or click the minus sign ( ) to collapse it.

• You can resize the tables in each section of the report to show more or fewer records. To resize a table, click and drag the bottom of the table with your mouse.

*Note:* A minimum of two rows are required to be displayed.

• You can sort the columns in each section of the report. Clicking on a column header will allow the results to be sorted in ascending or descending order based on the column selected.

*Note:* If you choose to export the report, your column sorting will be saved.

## 4.2.2 Patient Information

The Patient Information section displays the search criteria used to search for the patient as well as all known patient names, birthdates, and addresses that have been linked to the patient for whom you searched.

Linked Recor	ds					
Name		DOB	ID	Gender	Address	
Testpatient Bo	d	01/01/1900	10	male	606 OPIODPATIENT DR OPIODPATIENT ND 43677	
BOB TESTPA	TIENT	01/01/1900	3	male	1023 NOT REAL ST WITCHITA KS 67203	
BOB TESTPA	TIENT	01/01/1900	7	male	1023 NOT REAL STREET WITCHITA KS 67203	
ROBERT TES	TPATIENT	01/01/1900	9	male	1023 NOT REAL ST WITCHITA KS 67203	
BOB TESTPA	TIENT	01/01/1900	4	male	1023 NOT REAL STREET WITCHITA KS 67203	
Bob Testpatier	nt	01/01/1900	2	unknown	1023 NOT REAL STREET WITCHITA KS 67203	
BOB TESTPA	TIENT	01/01/1900	5	female	1023 NOT REAL ST WITCHITA KS 67203	
BOB TESTPA	TIENT	01/01/1900	6	male	1023 NOT REAL ST WITCHITA KS 67203	
BOBBY TEST	PATIENT	01/01/1900	8	male	1023 NOT REAL ST WITCHITA KS 67203	
Bob Testpatier	nt	01/01/1900	t	male	101 Main St City OH 30897	
Report Criteri	a					
First Name	Last Name	DOB				
Bob	TestPatient	01/01/1900				

- The Linked Records table can represent instances of a patient with multiple addresses, misspellings of names, etc.
- The **ID** column of the Linked Records table provides an ID number that corresponds to the **ID** column in the Prescriptions section of the report, allowing you to match the patient in the Linked Records table with the appropriate prescription.

### 4.2.3 Summary

The Summary section provides an overview of the total number of prescriptions, prescribers, and pharmacies for the patient for the specified timeframe, including opioid and buprenorphine intake.

Summary					
Summary		Opioids" (excluding buprenorphine)		Buprenorphine*	
Total Prescriptions:	18	Current Qty:	86.8	Current Qty:	132.0
Total Prescribers:	.7	Current MME/day	9.33	Current mg/day	5.89
Total Pharmacies	7	30 Day Avg MME/day.	19.0	30 Day Avg mg/day.	0.0

## 4.2.4 Prescriptions

The Prescriptions section displays information related to each prescription issued to the patient within the specified timeframe.

Filled -	1D \$	Written \$	Drug	\$ 0	ату 🔹	Days \$	Prescriber \$	Rx # \$	Pharmacy *	ŧ	Refilts \$	Dally Dose \$	Pymt Type	PMP \$
05/27/2018	5	05/27/2018	ENDOCET 10-325 MG TABLET	8	0	30	BO TES	B00003	Alice (4567)		1	5.33 MME	Private Pay	DO
05/22/2018	1	05/21/2001	BUPRENORPHINE-NALOXONE	2	50 0	14	Ca TES	M457896321	KANSA (9159)		i		Private Pay	DO
04/29/2018	5	04/29/2018	ZOLPIDEM TART ER 12.5 MG TAB	3	0.0	30	AL TES	B00001	Alice (4567)		1		Private Pay	DO
04/26/2018	5	04/26/2018	ACETAMINOPHEN-COD #3 TABLET	i	20.0	30	AL TES	B00002	Alice (4567)		0	12.0 MME	Private Pay	DO
04/23/2018	7	04/21/2018	HYDROCODON- ACETAMINOPHN 10-325	3	0.0	10	Pa Doc	152847	Appn (1119)		0	18.0 MME	Indian Nat	DO
04/20/2018	6	04/20/2018	ACETAMINOPHEN-COD #3 TABLET	3	0	3	MU PHA	AT1152500	HOMEC (4642)		0	4 5 MME	Private Pay	DO
04/13/2018	6	04/13/2018	ACETAMINOPHEN-COD #3 TABLET	3	0	3	WA CO.	AT1152500	RANDA (0426)		0	4.5 MME	Private Pay	DO
04/09/2018	10	04/09/2018	HYDROCODONE-ACETAMIN 10-325 MG	1	00.0	250	SE PHA	5571544411	DIPLO (6244)		1	4.0 MME	Private Pay	DQ
04/09/2018	10	04/09/2018	BUTRANS 5 MCG/HR PATCH	1	00.0	150	SE PHA	5571547441	DIPLO (6244)		1	0.56 mg	Private Pav	DO

"Per CDC guidance, the MME conversion factors prescribed or provided 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. Buprenorphine products have no agreed upon morphine equivalency, and as partial opioid agonsts, are not expected to be associated with overdose risk in the same dose-dependent marrier as doses for full agonist opioids. MME = morphine miligram equivalents. Ing = dose in miligrams

• The **ID** column corresponds with the **ID** column in the Linked Records table in the Patient Information section of the report, allowing you to match the patient with the appropriate prescription.

## 4.2.5 Prescribers

The Prescribers section displays information for all prescribers who issued a prescription to the patient within the specified timeframe.

Prescribers						
Name	Address	ŧ ciny	\$ State	÷ Zip	+ Phone	+
CO., WALGREEN CO.	301 W MAIN ST	INDEPENDENCE	KS	67301		
Doctor, Paul						
PHARMACY, MULVANE	1008 SE LOUIS DR	MULVANE	KS	67110		
PHARMACY, SEDAN	129 E MAIN ST	SEDAN	KS	67361		
TESTPRESCRIBER, ALICE	1111 FAKE ST	WICHITA	KS	67203		
TESTPRESCRIBER, BOB	8888 NOWHERE ST	WICHITA	KS	67203		
TESTPRESCRIBER, Carol	2910 HIGH ST	WICHITA	KS	67203		

## 4.2.6 Dispensers

The Dispensers section displays information for all dispensers who filled a prescription for the patient within the specified timeframe.

Dispensers						
Pharmacy	+ Address	¢ city	\$ State	≑ Zmp	* Phone	\$
WALGREEN CO. (7516)	301 W MAIN ST	INDEPENDENCE	KS	67301		
RANDALL DANIEL C DVM (0428)	20 RAYFORD LN	GREENVILLE	SC	29609		
KANSAS CVS PHARMACY, LLC. (9159)	2011 E SANTA FE ST	OLATHE	KS	66062		
HOMECARE PLUS INC (4642)	864 WILSON DR	RIDGELAND	MS	39157		
DIPLOMAT SPECIALTY PHARMACY (6244)	4100 S SAGINAW ST	FLINT	MI	48507	6144841207	
Dave's Pharmacy (1119)	123 N MAIN ST	WICHITA	KS	67202	5028151000	
Alice's PHARMACY (4567)	1111 FAKE ST	WICHITA	KS	67202	3165555555	

## 4.3 Requests History

 To view a previously created Patient Report, click Menu > Requests History. The Requests History page is displayed.

Advanced Options •		REQUESTOR NAME	Ye	S PATIEN	TN	AME Yes					Search	
Requests I Select a patient to r		story w details about the r	equ	est.							Downland PDF	Desented DS
Patient First Name	+	Patient Last Name	\$	Requestor	\$	Requested For	+	Request Type	\$ Status	+	Date Requested	
Bob		TestPatient		You				AWARxE	Needs Consolidation		05/29/2018 3:04 F	M
Test		Patient		You				AWARXE	Complete		05/29/2018 2:44 F	M
Bob		TestPatient.		900				AWARxE	Complete		05/29/2018 2:44 F	M
Test		Patient		You				AWARxE	Pending		05/29/2018 2:14 F	M
Bob		Testpatient		954				AWARxE	Pending		05/29/2018 2:14 F	M
Bob		TestPatient		Nau				AWARXE	Needs Consolidation		05/29/2018 1:10 F	a.

*Note:* You can only view Patient Reports you or your designee(s) have created.

- 2. From this page, you can:
  - a. Click Advanced Options to filter the list of requests.

	and the second second second				Search	
Common Search Options:						
First Name	Last Name				2	(i)
Search for 🔄 Requestor Nam	ne 🕞 Patient Name	ype =	Status	•	Date Requested	
Patient Date of Birth			Complete		04/10/2018 10:47	AM
NINDDUANA						
Request Begin Date	Request End Date		Complete		04/10/2018 10:47	AM
MANDONO13	MAXODIMP Y		Complete		04/10/2018 10 47	AM
Search for Shared Report			Complete		04/10/2018 10:47	AM

- b. Click **Download PDF** or **Download CSV** to export your search history.
- c. Click a patient name to view the details of that request in a detail card at the bottom of the page.

Bob TestPatient	View Refrest
DOB: 01/01/1900	
Location: Other States:	
Reason: Multiple Patient	
Prescription Fill Dates: May 29, 2017 until May 29, 2018	

 Click View to display the results of the previously submitted request. Refer to <u>Viewing a Patient Report</u> for details regarding Patient Reports.

**Note:** The results of previous requests are not updated with new information. The results displayed are the results at the time the original search was performed.

• Click **Refresh** to generate a new Patient Report for the selected patient. The Patient Request page will be displayed with the patient's information automatically populated. Refer to <u>Creating a Patient Request</u> for complete instructions on generating new requests.

## 4.3.1 Shared Reports

PMP Administrators have the ability to share reports with other users. If E-FORCSE Administrator has shared a report with you, you will receive an email notification, including instructions on how to view the report.

Shared reports can also be viewed in Requests History, using the instructions provided below.

- 1. Log in to PMP AWARxE.
- 2. Click **Menu > Requests History**.

The Requests History page is displayed.

3. Click Advanced Options.

The search options are displayed.

Common Search Options:				-	
First Name	Last Name			4	civ.
				Operation PDP	Downess C
Search for: Requestor Nan	ne 🔲 Patient Name	ype ÷	Status	Date Requested	
Patient Date of Birth			Complete	04/10/2018 10:47 AM	
MNODYYYY				041102010 10.41 20	
Request Begin Date	Request End Date		Complete	04/10/2018 10.47 AM	А.
MM/DBMYYY	AMAN DEDITION		Complete	04/10/2018 10:47 AM	4
Search for Shared Report			Complete	04/10/2018 10:47 AM	

4. Click the Shared Report radio button, and then click Search.

Your Requests History page is filtered to display only shared reports.

## 4.4 Bulk Patient Search

The Bulk Patient Search functionality is similar to the Patient Request functionality; however, it allows you to enter multiple patients at once rather than one at a time. You can enter patient names manually or via CSV file upload.

To perform a Bulk Patient Search:

1. Click Menu > Bulk Patient Search.

#### The Bulk Patient Search page is displayed.

Bulk Patient S	Search			
How do you want to	enter patients?			
<ul> <li>Manual Entry</li> <li>File Upload</li> </ul>				
Manual Entry				
First Name*	Last Name*	Date of Birth"	Zip Code	
		MWDDAYYY		Add +

a. If you wish to enter patients manually, continue to step 2;

Or

- b. If you wish to enter patients via CSV file upload, continue to step 6.
- 2. Ensure that Manual Entry is selected in the How do you want to enter patients? field at the top of the page.

Bulk Patient Search		
How do you want to enter patients?		
<ul> <li>Manual Entry</li> <li>File Upload</li> </ul>		

#### The Manual Entry search is displayed.

First Name*	L	.ast Name*	Date of Birth*	Zip Code	_
			MM/DD/YYYY		Add +
Name Grouping					
And the second s		This will make it easy to	distinguish between searches in t	he history	
Group Name*					
Group Name®					
Group Name <sup>®</sup> Prescription Fil					
Group Name <sup>®</sup> Prescription Fil	I Dates				

- 3. Complete the following required fields:
  - First Name enter the patient's complete first name
  - Last Name enter the patient's complete last name
  - **DOB** enter the patient's date of birth using the *MM/DD/YYYY* format, or select a date from the calendar that is displayed when you click in this field

*Note:* You may also enter the patient's ZIP code; however, it is not recommended.

- 4. Once you have entered the patient's information, click **Add** to add an additional patient.
- 5. Repeat steps 2–3 until all patients have been entered.

Note: Once you have finished entering patients, continue to step 14.

6. To enter patients via CSV file upload, click the **File Upload** radio button in the **How do you want to enter patients?** field at the top of the page.

Bulk Patier	nt Search
How do you war	nt to enter patients?
O Manual Entry	

The File Upload search is displayed.

bload a CSV file that incl	ludes patients by first nam	ne, last name and date of birth. View Sample file	
Shoose a file	Choose File	Clear	
100030 0 100	Choose Pile	Cateral	
Validate Format			

- 7. Click View Sample File to download the sample CSV file.
- 8. Open the sample CSV file, and complete the required fields.

F	ile Hom	e Insert	Page Layout	Formulas D	ata Rev	iew View	Add-ins	AC
Pa	Copy			1 - А° А° - 1			Wrap Text Merge & Cente	er +
	Clipboard	G	Font	T <sub>2</sub>		Alignment		15
E1	1 *	ž X	Jx ∫x					
4	А	В	c		D	E	F	G
1	first_name	last_name	birthdate mm	/dd/yyyy pos	stal_code			
2			1					
3								
4								
5								
6								
7								
8								

#### Notes:

- The patient's complete first name, last name, and date of birth (using the MM/DD/YYYY format) are required.
- You may enter the patient's ZIP code; however, it is not recommended.
- 9. Once you have entered all patient information, save the file to your computer. *Note: When naming your file, do not include spaces.*
- 10. Click **Choose File**, then select the file you created in step 9.
- 11. Click **Validate Format** to download a validation report and ensure all records were entered correctly.

12. Once you open the validation report, any errors in your data will be listed in the **Errors** column. Please correct the errors and resubmit the corrected file. Note that if the **Errors** column is blank, the data is acceptable.

#### Examples:

• File with errors:

first_name	last_name	birthdate	postal_code	errors
john		1/1/1950		Last name can't be blank
first_name	last_name	birthdate	postal_code	errors
	smith	1/1/1960		First name can't be blank
first_name	last_name	birthdate	postal_code	errors
sally	smith			Birthdate can't be blank
first_name	last_name	birthdate	postal_code	errors
ronald	smith	1/1/1970		

• File with no errors:



- 13. Repeat steps 10–12 until all errors have been corrected. Once all errors have been corrected and your file is validated, or if your file has no errors, continue to step 14.
- 14. Enter a name for your search session in the Group Name field.

**Note:** Providing a group name will help you more easily distinguish between searches in the Bulk Patient History tab.

- 15. Enter the timeframe for which you wish to search in the **From** and **To** fields using the **MM/DD/YYYY** format.
- 16. If you wish to include other states in your search, click the checkbox next to the desired state(s) in the PMP Interconnect Search section of the page.
- 17. Click Search.

A message is displayed indicating that your search is being processed.



## 4.4.1 Viewing Bulk Patient Search Results

 To obtain the results of a Bulk Patient Search, or to view previous searches, click the Bulk Search History tab (Menu > Bulk Patient Search > Bulk Patient History).



#### The Bulk Search History page is displayed.

Bulk Search His	story				
Select a group name to view	reports run in that session.				
				1 Automation	100.000
Bulk Search Name	Number of Patients	Date Requested	Processing	Incomplete	Ready
Bulk Search Name	Number of Patients	Date Requested 05-29-2018	Processing 2	0	Ready

#### Notes:

- The **Number of Patients** column provides the total number of patients included in your search.
- The **Processing** column provides the total number of searches remaining to be processed. If the number is "0," your search is complete.
- The *Incomplete* column provides the number of patient records that could not be found.
- The **Ready** column provides the number of patient search results available.
- 2. Click the **Bulk Search Name** to view the results of that search.

The Bulk Patient Summary is displayed.

~												A
Group Name												Download PD#
7.13 Patien	ts											
PMP InterConnect S Report Prepared: 07		18 03:19 PM										
Bulk Patient Sumn Select a patient to v		report										
Select a patient to v			\$	Prescribers	•	Dispensers	+	Prescriptions	÷	Supervisor	+	Status
Select a patient to v Patient Full Name	iew the		٠	Prescribers 9	*	Dispensers 2	٠	Prescriptions	+	Supervisor	+	Status Incomplete
Select a patient to v Patient Full Name alex doe	iew the	DOB	•		•		*		÷	Supervisor	+	Status
Select a patient to v Patient Full Name alex doe alice testpatient	iew the	DOB 01/01/1900	•	9	•	2	*	9	÷	Supervisor	+	Incomplete
	iew the	DOB 01/01/1900 01/01/1900	•	9 4	•	2 3	*	9	÷	Supervisor	•	Incomplete Ready

- 3. From this page, you can:
  - Click **Download PDF** to export the Bulk Patient Summary. Note that only the Bulk Patient Summary can be downloaded from this page. Individual Patient Reports must be exported from the Patient Report page.
  - If the **Status** column for an individual patient indicates **Ready**, click that patient's name to display the search details.

The search details are displayed below the table.

bob testpatient         01/01/1900         6         6         11         Ready           john doe         01/01/1900         0         0         0         0         No RXs Fo	ound
john doe 01/01/1900 0 0 0 0 No RXs Fo	ound
	ound
Dob testpatient C Refresh	h View
Date of Birth: 01/01/1900	

When viewing the search details, you can:

- Click **View** to display the Patient Report.

**Note:** For more information on viewing report results, please refer to *Viewing a Patient Report*.

 Click **Refresh** if you are reviewing a previous report and wish to run a current report.

## 4.4.2 Incomplete Bulk Patient Search Results

The **Status** column for an individual patient may indicate **Incomplete** for two reasons: **No Matching Patient Identified** or **Multiple Patient**. Upon clicking the patient's name, the reason is listed in the **Reason** field of the search details.

Patient Full Name	+	DOB	+	Prescribers	+	Dispensers	÷	Prescriptions	+	Supervisor	+	Status
adam doe		01/01/1900		0		0		0				Incomplete
dave testpatient		01/01/1900		7		6		26				Ready
adam doe												C Try Again
Date of Birth: 01/01/1	900											

- 1. **No Matching Patient Identified.** The system was not able to locate a patient matching your search criteria. Click **Try Again** to open the Patient Request page where you can perform a partial search or modify your search criteria.
- Multiple Patient. The system identified multiple patients matching your search criteria. Click Try Again to open the Patient Request page, then click Search at the bottom of the page. The Multiple Patients Found window will display prompting you to select the patients for whom you wish to run a report. The Multiple Patients Found window is shown on the following page.

le identified multiple blowing options:	patients wh	o match t	he criteria you provided. You have the	Î
<ul> <li>Select any patien</li> </ul>	t group to ru	in a repoi	onal search information. t, ntifies your patient, select them to run a	
Patient 2786				
Name	DOB	Gender	Address	
BOB TESTPATIENT	1900-01-01	female	1023 NOT REAL ST, WITCHITA, KS 67203	
Patient 2787				
Name	DOB	Gender	Address	^
BOB TESTPATIENT	1900-01-01	male	1023 NOT REAL ST , WITCHITA, KS 67203	
BOB TESTPATIENT	1900-01-01	female	1023 NOT REAL ST, WITCHITA, KS 67203	
BOB TESTPATIENT	1900-01-01	male	1023 NOT REAL ST, WITCHITA, KS 67203	
Bob Testpatient	1900-01-01	unknown	1023 NOT REAL STREET, WITCHITA, KS 67203	
			AR ADIADATICNEED ADIADATICNE NO	
			Refine Search Criteria Run Re	-

Select the correct patient(s), and then click **Run Report** to view the Patient Report. For more information on viewing report results, please refer to <u>Viewing a Patient Report</u>.

## 4.4.3 No Prescriptions Found in Bulk Patient Search

If the **Status** column indicates **No RXs Found** for a patient, the patient exists in the database, but no prescriptions were reported for the patient in your report timeframe. Upon clicking the patient's name, **No Prescriptions Found in Date Range** will be indicated in the **Reason** field.

			Dispensers	÷	Prescriptions	+	Supervisor	+	Status	-
bob testpatient	01/01/1900	6	6		11				Ready	
john doe	01/01/1900	0.	0		0				No RXs Found	
iohn doe									C Refresh Vi	ew
Date of Birth: 01/01/19 Location: PMPi States: Reason: No Prescriptio										

You may click **View** if you need to export the blank report, or you may click **Refresh** to display the Patient Request page where you can change the date range and run a new report.

# 4.5 MyRx

If you have a DEA number associated with your AWARxE account, MyRx allows you to run a report that displays the filled prescriptions for which you were listed as the prescriber.

**Note:** This functionality is only available if you have a DEA number associated with your user profile.

To run the MyRx report:

1. Click **Menu** > **MyRx**.

The MyRx search page is displayed.

My Rx		
		* Indicates Required Field
Prescriptions Wr		
No earlier than 2 years	from today	
From*	Ta*	
MIN/DD/YYYYY	MM/DG/mmm	
DEA Numbers		
12 MD1234568		
Generic Drug Na	me (Optional)	
Drug Name		

- 2. Enter the date range for your search in the **From** and **To** fields using the *MM/DD/YYYY* format.
- 3. Click the checkbox next to the DEA number(s) for which you wish to run a report.
- 4. If you wish to search for a specific drug, enter the generic drug name in the **Drug Name** field.
- 5. Click Search.

Your report results are displayed. If configured by your PMP Administrator, you may click **Download PDF** or **Download CSV** to export your report results.

Menu								Doctor Jo	ordar	•
xSearch > My	Rx						(3)	STATE		
								DEPARTMENT	OF HE	ALTH
Juden								Powereno ov 😵 🕅	Var <sub>x</sub> C	are
<b>//yRx</b>										
								2	T	R
eport Prepan ate Range: 1								Download PDF	Downio	-
-		10/13/2017						DOBING PUP		0000
DEA Nu	mbers									
DEA Number		· Prescrit	er Name	۰.	Address	City	\$ State	Zip	٠	×.
JC1111119		JORDAN, DOCTOR			456 MAIN ST	LYNDON	KY	40242		~
Prescrip	otions									
Date Written +	DEA(Last 4) \$	Patient	♦ Year of Birth ♦	Drug Name	Days Supply \$	Pharmacy	+ Pharmacy A	ddress	\$	×.
10/11/2017	1119	PATIENT, JOSEPH	1972	HYDROCODON- ACETAMINOPHEN 5-325	30	GENERIC PHARMACY	123 PORTE KY 40202	R ST LOUISVILLE	i	
10/11/2017	1119	PATIENT, TEST	1945	HYDROCODON- ACETAMINOPHEN 5-325	30	APPRISS PHARMACY	123 MAIN S	T LYNDON KY 402	42	
10/11/2017	1119	PATIENT, DAVE	1985	HYDROCODON- ACETAMINOPHEN 5-325	30	HEALTHY PHARMACY	123 STOUT 40202	ST LOUISVILLE K	Y	
10/11/2017	1119	PATIENT, SALLY	1970	HYDROCODON- ACETAMINOPHEN 5-325	30	ONE PHARMACY	123 HOLSO 40242	PPLE LYNDON K	"	
10/11/2017	1119	PATIENT, MALLORY	1980	HYDROCODON- ACETAMINOPHEN 5-325	30	FIRST PHARMACY	123 1ST ST	LYNDON KY 4024	12	
10/11/2017	1119	PATIENT, STEVEN	1975	HYDROCODON- ACETAMINOPHEN 5-325	30	ANOTHER PHARMACY	444 HOP ST 40211	LOUISVILLE KY		

## 4.6 Patient Alerts

This function displays your available patient alerts.

**Note:** This section is user role dependent, meaning that certain roles will be unable to view this section.

To access these alerts, click **Menu > Patient Alerts**.

The Patient Alerts page is displayed.

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

- New alerts (i.e., those that have not been viewed) are displayed in **bold** with the word "NEW" next to them.
- You can download the letter associated with the alert by clicking Download PDF.

• You can view the Patient Request associated with a patient by clicking the patient's name.

# 5 User Profile

The User Profile section of the PMP AWARxE menu allows you to manage your AWARxE user profile, including:

- Viewing and updating your profile information
- Managing your designee account(s)
- <u>Updating or resetting your password</u>

## 5.1 My Profile

My Profile allows you to view your account demographics, including user role, license numbers, employer details, etc. as well as update your address, email address, healthcare specialty, time zone, mobile phone number, and supervisor(s) (if you are a designee).

**Note:** If you need to update your personal or employer identifiers (including DEA/NPI/NCPDP numbers), please contact your State Administrator.

To update your account:

1. Click Menu > My Profile.

The My Profile page is displayed.

Profile Info Edit Name: Jordan Doctor (ACTIVE: 04/03/2018) DOB: 01/01/1970 Primary Contact: 502-867-5309 DEA Number(s): JR1111119 Professional License #: 25235242534 Specialty	Type: MD	Employer DEA(s): Employer: Appris Health 10401 Linn Station Rd Louisville, KY 40223 Employer Phone: 502-867-5309 Employer Fax: Role: Physician (MD, DO)	
Add a Healthcare Specialty *	Browse All		
Q Search by keyword (e.g. Allergy h	and the second sec		
★ Designates Primary Specialty			
<ul> <li>★ Designates Primary Specially</li> <li>★ Allopathic &amp; Osteopathic Physic Allergy &amp; Immunology</li> </ul>	ians 🛛 😵		
🖌 Allopathic & Osteopathic Physic	ians 📀		
Allopathic & Osteopathic Physic Allergy & Immunology  Setting	ians 📀		
Allopathic & Osteopathic Physic Allergy & Immunology  Setting Time Zone	ians 📀		
Allopathic & Osteopathic Physic Allergy & Immunology  Setting  Time Zone  Eastern Time (US & Canada			
Allopathic & Osteopathic Physic Allergy & Immunology  Setting  Time Zone  Eastern Time (US & Canada	is profile		
Allopathic & Osteopathic Physic Allergy & Immunology  Setting  Time Zone  Eastern Time (US & Canada )  Contact Information  Change email address associated with th Current Email: doctorjordan@appriss.co	is profile		
Allopathic & Osteopathic Physic Allergy & Immunology  Setting  Time Zone  Eastern Time (US & Canada	is profile		
Allopathic & Osteopathic Physic Allergy & Immunology  Setting  Time Zone  Eastern Time (US & Canada  Contact Information  Change email address associated with th Current Email: doctorjordan@appriss.co New Email Address	is profile		

- 2. Update your information as necessary. The following notes may be helpful in updating your information:
  - **Updating Employer Information:** To update your employer information, click **Edit**, located next to the **Profile Info** header. When the Edit Profile Info window is displayed, update the information, and then click **Update**.

	n be updated on your profile. Contact your state te any profile information not shown below.
Employer Name	
Appriss	
Street Address	
10401 Linn Station Rd	
Address Line 2	
City	State
Louisville	Kentucky 📎
Zip Code	
40223	
Employer Phone	Employer Fax
5028551224	

• Healthcare Specialty: You can add or update your healthcare specialty in the Specialty section of the page. Search for your specialty by typing a few characters into the Healthcare Specialty field, or click Browse All to view all available specialties and select yours from the list. If you have multiple specialties, you can designate your primary specialty by clicking the star icon to the left of the specialty. To remove a specialty, click the "x" button to the right of the specialty.



- **Updating Time Zone:** To update your time zone, select the correct time zone from the **Time Zone** drop-down.
- Adding Supervisors: If you are a designee, you may add supervisors to or remove supervisors from your account in the Supervisors section of the page. To add a supervisor, enter the supervisor's email address, and then click Add. To remove a supervisor, click the "x" button next to the supervisor.

Supervisors		
I am a delegate for the following p Email	eople*	
doctorsam@clinic.com	×	Add
Selected Supervisors		
Email: doctorjordan@clinic.com		0
Save Changes		

• **Contact Information:** You may update the email address and mobile phone number associated with your account in the Contact Information section of the page.

To update the email address associated with your account, enter the new email address in the **New Email Address** field, then re-enter it in the **Re-enter Email Address** field. Once your changes have been saved, you will receive an email asking you to verify the new email address. Please ensure that you click the link in the verification email to verify your new email address. *Note that the verification link is only valid for 20 minutes. If you click the verification link after it has expired, you will be sent a new link.* 

To update the mobile phone number associated with your account, enter the new phone number in the **New Mobile Phone Number** field, then re-enter it in the **Re-enter New Mobile Phone Number** field.

*Note:* If *Mobile Phone Number* is a required field for your state and you do not have a mobile phone number, enter ten 5s in that field; for example, (555) 555-5555.

change email address of mobile priorie number	associated with this profile
Current Email: apprisstester+peer_reviewer@	)gmail.com
New Email Address	Re-enter New Email Address
Current Mobile Phone Number:	
New Mobile Phone Number	Re-enter New Mobile Phone Number
New MODIle FIIORE NUMBER	

# 5.2 Designee Management

If you are a supervisor, the Delegate Management function allows you to approve or reject new designees, or remove existing designees from your account.

### 5.2.1 Approving and Rejecting Designees

If a user registers as a designee and selects you as their supervisor, you will receive email notification that a designee account is pending your approval.

**Note:** If the request is not acted upon, the system will send weekly follow-up emails advising you that action is still required.

Once you have received the email notification:

- 1. Log in to PMP AWARxE.
- 2. Click Menu > Delegate Management.

The Delegate Management page is displayed.

	ate Mana elegate to review	a second s			
First	Last	Role	Delegate Status	Date Requested	Date Verified
Jordan	Delegate	Prescriber Delegate - Unlicensed	Pending	04/06/2018	
Adam	Delegate	Prescriber Delegate - Unlicensed	Approved	04/06/2018	04/11/2018

Note: New designees are identified with a status of "Pending."

3. Click the designee's name to display their information in the detail card at the bottom of the page.

Jordan Delegate		Approve Reject
Role: Prescriber Delegade - Unicensed Phone: 5028155584	Delegate (pending)	4 Supervisors
Email: (rcrawford23@yahoo.com (Unverified) Address: 10401 Lina Station Rd Looisville, NY 40223	Personal DEA	Jontan Crawford (pending) Jorawford@appriss.com
Date of Birth: 01/01/1901	National provider (invalid)	Jordan Admin (rejected) invasfied+admin2/Bactrias rom

4. Click Approve to approve the designee;

Or

5. Click **Reject** to reject the designee. If rejected, the designee will be removed.

### 5.2.2 Removing/Deactivating Designees

If you need to deactivate a designee from your account:

1. Click Menu > Delegate Management.

The Delegate Management page is displayed.

Select a d	elegate to review	details.			
First	Last	Role	Delegate Status	Date Requested	Date Verified
Jordan	Delegate	Prescriber Delegate - Unlicensed	Pending	04/06/2018	
Adam	Delegate	Prescriber Delegate - Unlicensed	Approved	04/06/2018	04/11/2018

- 2. Click the designee's name to display their information in the detail card at the bottom of the page.
- 3. Click Remove.

Upon removal, the designee's status will be returned to "Pending." The designee is not removed from your designee list.

Notes:

- If you need to add the user again at a later date, select the former designee, then click **Approve** to add them to your account.
- If you need to completely remove a designee from your account, select the former designee, then click **Reject**. Rejecting a designee will remove them from your account.
- It is your responsibility to regularly maintain your designee list and remove access if it is no longer necessary.

## 5.3 Password Management

Your AWARxE password expires every 90 days. There are two ways you can manage your password:

- 1. You can proactively change your password within the application before it expires by <u>updating your current password</u>.
- 2. If your password has already expired, or if you have forgotten your password, you can <u>reset your password</u>. Note that you can reset your password via email or mobile phone.

### 5.3.1 Updating a Current Password

If your password has not expired, but you would like to proactively reset it, you can do so within the AWARxE application.

**Note:** This functionality requires that you know your current password and are logged into PMP AWARxE.

To update your password:

1. Click Menu > Password Reset.

User Profile

The Change Password page is displayed.

Change Password	
Current Password	
*	
New Password	
•	
New Password Confirmation	
•	
	_
Change	

- 2. Enter your current password in the Current Password field.
- 3. Enter a new password in the **New Password** field, then re-enter it in the **New Password Confirmation** field. The password guidelines are provided below.

Passwords must contain:

- At least ten (10) characters
- One (1) uppercase letter
- One (1) lowercase letter
- One (1) special character such as !, @, #, \$, etc.

Note that a checkmark appears next to each requirement as it is met.

	Password
	(asa)
	Password Confirmation
	Password Must
	<ul> <li>Minimum of 8 characters</li> </ul>
$\rightarrow$	<ul> <li>Contain one upper case letter</li> </ul>
	✓ Contain one lower case letter
	Contain one special character (1 @ #\$ etc.)
	Maximum of 72 characters

4. Click Change.

Your password is updated, and you will use the new password the next time you log in to the system.

### 5.3.2 Resetting a Forgotten Password

1. If you have forgotten your password or your password has expired, navigate to <a href="https://florida.pmpaware.net">https://florida.pmpaware.net</a>.

User Profile

The Log In page is displayed.

Log In	
Email	
Password	
	Reset Password
	Log In
James	e an Account

2. Click Reset Password.

The Reset Password page is displayed.

	Light
	TANDAN'
Reset Password Please brief the email address registered to your account before	Requiring of stars function     Tool Jacob Optimal Regime
Ever	
Curture	
Number 1	

3. Enter the email address associated with your account, then click **Continue**. You will be prompted to select how you want to reset your password.

	Log In
	STATE SEMATABLY OF HE FORMULTY TANK
	Registration Process Tutorial
	Get Adobe Acrobat Reader
How do you want to reset your password? We found the following information associated with your account.	
Text a code to ******7878. Standard messaging rates may apply.	
Email a reset password link to g***3@gmail.com	
Continue	
Need Help?	

4. Select whether you would like to reset your password via a code texted to your mobile phone or via an email containing a link to reset the password.

**Note:** Resetting your password via mobile phone requires that you have a mobile phone number stored in the system. Please refer to <u>My Profile</u> for information on adding your mobile phone number to your account. If you do not have a mobile phone number stored in the system, and you cannot remember your password or it has expired, please select the email option.

- 5. Click **Continue**.
  - a. If you selected the mobile phone option, a verification code is sent to your mobile phone, and you are prompted to enter that code.

	Log
	Registration Process Tutorial Get Adobe Acrobat Reader
Enter Verification Code We just sent a verification code to ******7878. Please enter it below	
Verification Code	
Continue	
Didn't get a code? It may take a few minutes for the message to arrive. Try A	gain
contraction of the second s	

Once you have received the verification code, enter it, then click **Continue**.

OR

b. If you selected the email option and the email address you provided is valid and registered, you will receive an email containing a link to reset your password. Once you have received the email, click the link.

Once you have entered the verification code or clicked the link in the email, the Change Password page is displayed.

6. Enter a new password in the **New Password** field, then re-enter it in the **New Password Confirmation** field. The password guidelines are provided below.

Passwords must contain:

- At least ten (10) characters
- One (1) uppercase letter
- One (1) lowercase letter
- One (1) special character such as !, @, #, \$, etc.

P	assword
1	en/ ***
P	assword Confirmation
P	tassword Must
+	Minimum of 8 characters
-	Contain one upper case letter
	Contain one lower case letter
	Contain one special character (I @ # \$ elc.)
-	Maximum of 72 characters

Note that a checkmark appears next to each requirement as it is met.

#### 7. Click Change.

Your password is updated, and you will use the new password the next time you log in to the system.

#### Notes:

- The password reset link is only active for 20 minutes. After the time has expired, you will need to repeat steps 1–5 to generate a new password reset email.
- If you use the mobile reset option, the validation code is only active for 20 minutes. In addition, only the most recent code is valid (e.g., if you requested a validation code twice, only the second code would be valid.
- Per our security protocol, PMP AWARxE will not confirm the existence of an account. If you do not receive an email at the email address provided, follow the steps below:
  - 1. Ensure you entered a valid email address.
  - 2. Check your Junk, Spam, or other filtered folders for the email.

3. If the email address is correct but you have not received the email, contact your PMP Administrator to request a new password or determine what email address is associated with your account.

4. Add the following email addresses and domains to your contacts list, or contact your organization's IT support to have them added as safe senders:

- (a) <u>no-reply-pmpaware@globalnotifications.com</u>
- (b) globalnotifications.com
- (c) amazonses.com

# 6 Assistance and Support

# 6.1 Technical Assistance

If you need additional help with any of the procedures outlined in this guide, you can:

- Contact Appriss Health at 1-877-719-3120;
   OR
- Create a support request at the following URL: <u>https://apprisspmp.zendesk.com/hc/en-us/requests/new.</u>

## 6.2 Administrative Assistance

If you have non-technical questions regarding E-FORCSE, please contact:

E-FORCSE®, Florida Prescription Drug Monitoring Program 4052 Bald Cypress Way Bin C16 Tallahassee, FL 32399

Phone: 1-850-245-4797 Fax: 1-850-617-6430 Email: <u>e-forcse@flhealth.gov</u>

# 7 Document Information

# 7.1 Disclaimer

Appriss has made every effort to ensure the accuracy of the information in this document at the time of printing; however, information is subject to change.

# 7.2 Change Log

Version	Date	Chapter/Section	Change Made		
1.0		N/A	N/A; initial publication		
2.0	12/12/2018	Global	Updated to current document template		
		5.1/My Profile	Added instructions for adding a mobile phone number to account profile		
		5.4/Resetting a Forgotten Password	Added instructions for resetting a password via mobile phone		

# Appendix A: NarxCare

# Introduction to NarxCare

NarxCare is a robust analytics tool and care management platform that helps prescribers and dispensers analyze real-time controlled substance data from prescription drug monitoring programs (PDMPs), which are the system's primary data source.

NarxCare automatically accesses the PDMP data, analyzes it, scores it, and generates an interactive, patient-centered report with visual enhancements that enable providers to quickly comprehend the patient's controlled substance use history.

The NarxCare platform is designed to accommodate additional, non-PDMP data sources such as claims data, registry data, continuity of care documentation, etc. As these data become available, they will be visually incorporated as additional risk indicators and eventually be included in existing and new algorithms.

Every NarxCare report includes type-specific use scores for narcotics, sedatives, and stimulants. These scores are based on a complex algorithm with up to 20 time-weighted measurement points. The scores range from 000 to 999, with higher scores equating to higher numbers of prescribers, MME, pharmacies, and overlapping prescriptions.

An Overdose Risk Score, developed using advanced data science, is also included. This risk score ranges from 000–999 with higher scores equating to increased risk of unintentional overdose. Currently based on PDMP data, the score will become more holistic in nature as additional data sources are added to the algorithm.

Data visualization is enhanced with an interactive, color-coded graphical display of prescription data that allows for increased detail when desired.

A Resources section provides tools that enable providers to link patients with treatment and easily obtain information documents that may be helpful as reference material or patient handouts.

# Application Interface Overview

The NarxCare report interface is a modular design with several collapsible segments.

	≡ Menu	james e hulzenga 👻
	RxSearch > Patient Request	STATE DEPARTMENT OF HEALTH
	MICHELLE JORDAN 785	Powered by W Nary Care
Header	MICHELLE JORDAN, 76F  Narx Report Resources	
	Date: 10/19/2017	Download PDF Download CSV
	JORDAN, MICHELLE	
	Risk Indicators	
	NARX SCORES OVERDOSE RISK SCORE	ADDITIONAL RISK INDICATORS (3)
Scores and	Narcotic Sedative Stimulant	>= 4 opioid or sedative dispensing pharmacies in any 90 day period in the last
	900 620 000 790	2 years 2 >= 5 oploid or sedative providers in any
ndicators	(range 0-999)	year in the last 2 years > 100 MME total and 40 MME/day average
	Explain these scores Explain this	-
	Granter	
	Graphs     KX GRAPH (?)      Varcotic     Sedative     Stimulant	
	All Prescribers	
	Prescribers	
	30 - Jeremy, Harper 29 - Joshua, Stone	
	28 - Rebecca, Graham	
	27 - Patricia, Hart 26 - Jacqueline, Allen	
	25 - Sacqueine, Aven 25 - Phillip, Tucker	
	24 - Ronald, Hudson	
	23 - Martin, Sims	
	22 - Mary, Ramos	
	21 - Alice, Graham	
Creation	20 - Howard, Allen 19 - Harry, Johnston	
Graphs	18 - Jerry, Bennett	
	17 - Steve, Jones	
	16 - Chris, Holmes	
	15 - Sharon, Lawson	
	14 - Christina, Edward 13 - Raymond, Weich	
	12 - Norma, Gonzalez	
	11 - Ortiz, Heather	
	10 - Heather, Ortiz	
	9 - Paul, Howard	
	8 - Joseph, Jenkins	
	7 - Sean, Evans 6 - Joseph, Wilson	
	5 - Kimbery, Chavez	
	4 - Maria, Henderson	
	3 - Samuel, Tucker	
	2 - George, Hawkins	
	1 - Clarence, Willima	
	09/21 2m 6m 1v	
	09/21 2m 6m 1y Morphine MeEq/day	2у
	Morphine MeEqiday	Zy
	Morphine MeEgiday 800	29
	Morphine MeEq/day 800 80 0 Initials La Maria	
	Morphine MeEqiday 1119 800 80	
	Morphine MeEqiday 1119 500 80 0 Per CDC guidance, the conversion factors and associated daily morphine miligram equivalents for drugs prescribed	
Full Prescription Detail	Morphine MeEq/day 1119 600 80 Der CDC guidance, the conversion factors and associated daily morphine milligram equivalents for drugs prescribed not to used to benchmark against docage thresholds meant for opoids prescribed for pain.	
Full Prescription Detail	Morphine MeEgiday         1119         600         80         Per CDC guidance, the conversion factors and associated daily morphine milligram equivalents for drugs prescribed.         Per CDC guidance, the conversion factors and associated daily morphine milligram equivalents for drugs prescribed.         Prescriptions         Total Prescriptions:       76.00         Active MME/Eday:       0.00         30 Day Avg. MME/day:       0.00	as part of medication-assisted treatment for opioid use disorder shou
Full Prescription Detail	Morphine MeEg/day         1119         500         60         80         Per CDC guidance, the conversion factors and associated daily morphine miligram equivalents for drugs prescribed or pair.         Per CDC guidance, the conversion factors and associated daily morphine miligram equivalents for drugs prescribed or pair.         Per CDC guidance, the conversion factors and essociated daily morphine miligram equivalents for drugs prescribed or pair.         Prescriptory         PRESCRIPTIONS         Active MMEE/day:       0.00         30 Day Agy, MME/day:       0.00         Fill Date + ID+ Drug       e Citye Dayse Prescriber e Pharman	as part of medication-assisted treatment for opioid use disorder shou
Full Prescription Detail	Morphine MeEg/day       1119         600       80         Per CDC guidance, the conversion factors and associated day, morphine miligram, equivalents for drugs prescribed in the used to benchmark against desage thresholds meant for opicids prescribed for pair.         PrescRiptions:       76,00         Active MME/Eday:       0.00         Active MME/Eday:       0.00         Job ay Avg. MME/day:       0.00         Fill bate 1 De Drug       e Drug       e Dry Dayse         Prescribtorit       1 LORAZEPAMI MG TABLET       60       20       WICLA       Kroge	as part of medication-assisted treatment for opioid use disorder shou as part of medication-assisted treatment for opioid use disorder shou as part of medication disorder as part of the second state should be as part of the second state sta
Full Prescription Detail	Morphine MeEg/day       1119         600       80         Per CDC guidance, the conversion factors and associated day, morphine miligram, equivalents for drugs prescribed in the used to benchmark against desage thresholds meant for opicids prescribed for pair.         PrescRiptions:       76,00         Active MME/Eday:       0.00         Active MME/Eday:       0.00         Job ay Avg. MME/day:       0.00         Fill bate 1 De Drug       e Drug       e Dry Dayse         Prescribtorit       1 LORAZEPAMI MG TABLET       60       20       WICLA       Kroge	as part of medication-assisted treatment for opioid use disorder should as part of medication-assisted treatment for opioid use disorder should as part of medication as a should be associated by the should be as a should be associated by the should by

# Narx Report Details

### **Report Header**

The Narx Report page heading contains several report- and account-level controls:

• **Drop-down menu bar:** Clicking **Menu** allows you to navigate to all functional areas of AWARxE. For NarxCare users, the menu contains additional training links as well as a link to the NarxCare user guide. You can click your user name for quick access to account management options such as **My Profile**, **Delegate Management**, and **Password Reset**.

Home	RxSearch	User Profile	Training	PDMP Links
Dashboard PMP Announcements Quick Links	Patient Request Patient Alerts Requests History MyRx Bulk Patient Search	My Profile Default PMPI States Delegate Management Password Reset Log Out	NarxCare Overview Narx Scores Overdose Risk Score Aware/NarxCare User Guide Help	PMP Support

• **Patient identifying information:** The patient's name, age in years, and gender are displayed above the navigation tabs. Additional patient information, such as date of birth and address, can be found in the first segment of the Narx Report.

the station of the lines.	, 64M 🗲	_	Patier	nt identifier	Power	<sup>ed by</sup> <b>≝Awar<sub>X</sub>e™</b> Support
Narx Report Resource	ces					
ate:	- 11				Print Report	Download CSV
CONTRACTOR INCOME		Expand	this secti	on for additional		
				nt info		
Linked Records						
Name	DOB	ID	Gender	Address		
NUCLEARING CONTRACTORS	104100	1	male	ADD IN CONTRACT OF ADJUNCTION AND UPDATE		
Report Criteria						
First Name		Last Name		DOB		
ALC: LANSING CO.		10.00		1004-000		

 Navigation tabs: There are two tabs beneath the patient's name labeled Narx Report and Resources. The Narx Report tab is displayed by default. You can click on the Resources tab to display several treatment locators and document resources that may be useful in managing patient referrals or reviewing CDC guidelines.

and the second se	, 6		Navigation tabs
Narx Report	Resources	-	NaviBation tabs
ate: 8/23/2018			

• **Report download links:** If you need to download a PDF or CSV version of the report, click the **Download PDF** or **Download CSV** links located on the right side of the page below the state logo.

Date: 8/23/2018		Download the report here	Print Report Download CSV
Narx Report	, 64M Resources		Powersd by <b>∰Awar<sub>X</sub>e"</b> Support:
RxSearch > Patient Re	equest		Your Logo Here

### **Report Body**

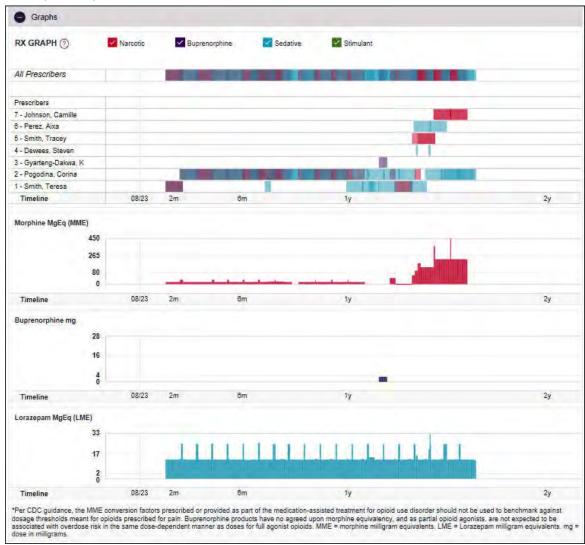
The body of the Narx Report contains several functional areas aimed at rapidly raising awareness of risk and prescription use patterns, and when required, individual prescription detail.

• Scores and additional risk indicators: The Narx Report includes a series of type-specific use scores, Narx Scores, Overdose Risk Score, and Additional Risk Indicators, which are located in the Risk Indicators section of the report. These scores and other elements are often automatically returned to the requesting system as discrete data. Requesting systems receiving such data can choose to display the scores within the native electronic health record or pharmacy management system, and many systems choose to display these data in the patient header, face sheet, or alongside patient vital signs.

**Note:** Please refer to the <u>Narx Scores</u>, <u>Overdose Risk Score</u>, and <u>Additional Risk Indicators</u> sections of this document for more information on those scores and indicators.

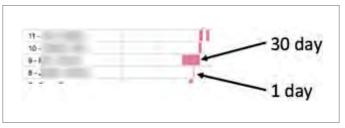
NARX SCORES	OVERDOSE RISK SCORE	ADDITIONAL RISK INDICATORS (2)
Narcotic Sedative Stimulant 380 440 000	<b>530</b> (Range 000-999)	<ul> <li>&gt;= 5 opioid or sedative providers in any year in the last 2 years</li> <li>&gt; 100 MME total and 40 MME/day average</li> </ul>
Explanation and Guidance	Explanation and Guidance	Explanation and Guidance

• **Rx Graph:** The Rx Graph, located in the Graphs section of the report, allows you to rapidly see important patterns and levels of use.



- Prescriptions are color coded and can be selected or deselected at the top of the graph.
  - 1. Narcotics (opioids) = red
  - 2. Buprenorphines = purple
  - 3. Sedatives (benzodiazepines, sleep aids, etc.) = blue
  - 4. Stimulants = green
  - 5. Other = grey
- The Rx Graph is reverse time ordered, meaning that the most recent prescriptions are displayed on the left side of the graph and the oldest are displayed on the right.

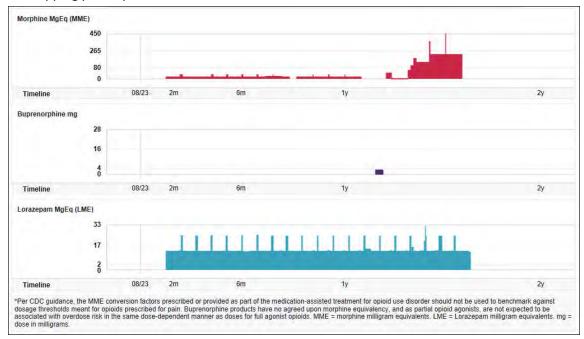
 Each pixel in the graph represents one day; therefore, a 30-day prescription is represented by a rectangle about 1 cm wide and a 1–3-day prescription appears as a narrow vertical bar.



 The Rx Graph is interactive. You can click on a prescription to view information for that prescription, or you can click and drag over multiple prescriptions to view information for the selected prescriptions.

RX GRAPH (?)	Narcotic Buprenorphine Sedative Stimulant
All Prescribers	
Prescribers	
7 -	
7 - 6 - 5 - 4 - 3 - 2 -	Drug Details
5	Drug Details
4	
3	Fill Date Drug Qty Days Prescriber Pharm Refill MgEq MgEq/Day
2 -	9/19/2017 TRAMADOL HCL 50 MG TABLET 90 30 Cor Pog MAST P 1 450.00 15.00
1-	
Timeline	Close

 Daily morphine milligram equivalency (MME), buprenorphine milligrams, and lorazepam milligram equivalency (LME) graphs are also provided for a quick longitudinal view of daily MME, buprenorphine, and LME. Abrupt changes in these factors are often due to overlapping prescriptions.



### Prescription Detail

Each prescription dispensed to the patient is presented in the Prescriptions table, which is located in the Rx Data section of the report. If desired, you can use the arrows next to each column header ( **\***to sort the table by that column. You can also hover your cursor over a prescriber or pharmacy to view additional information such as prescriber or pharmacy full name, address, and DEA number.

PRESCRI	PTIC	DNS									
Total Pres Total Priva			69 2								
Fill Date 💠	ID \$	Written 💠	Drug	\$ Qty\$	Days \$	Prescriber	<b>♦</b> Rx # <b>♦</b>	Pharmacy \$	Refill \$	Daily Dose * Pymt Type	♦ PMP ♦
06/08/2018	1	05/16/2018	ALPRAZOLAM 2 MG TABLET	90	30	10100	10.0	1000	0	12.00 LME Medicare	NC
06/08/2018	1	05/15/2018	ZOLPIDEM TARTRATE 10 MG TABLET	30	30	10.000		-	1	0.50 LME Medicare	NC
06/08/2018	1	05/14/2018	TRAMADOL HCL 50 MG TABLET	90	30	1.000	-	-	1	15.00 MME Medicare	NC
05/15/2018	1	05/15/2018	ZOLPIDEM TARTRATE 10 MG TABLET	30	30	to be	-		0	0.50 LME Medicare	NC
05/14/2018	1	05/14/2018	TRAMADOL HCL 50 MG TABLET	90	30	torne.	400.000	10100	0	15.00 MME Medicare	NC
05/12/2018	1	03/19/2018	ALPRAZOLAM 2 MG TABLET	90	30	lang.	10.000	approximate in	2	12.00 LME Medicare	NC
04/16/2018	1	03/19/2018	ALPRAZOLAM 2 MG TABLET	90	30	lating.	ALC: NO.	Incident.	1	12.00 LME Medicare	NC
04/16/2018	1	02/19/2018	ZOLPIDEM TARTRATE 10 MG TABLET	30	30	in the second	1000	And in case	2	0.50 LME Medicare	NC
04/14/2018	1	02/20/2018	TRAMADOL HCL 50 MG TABLET	90	30	in the	-	-	2	15.00 MME Medicare	NC
03/20/2018	1	03/19/2018	ALPRAZOLAM 2 MG TABLET	90	30	1.00	10.000	Manage	0	12.00 LME Medicare	NC
03/19/2018	1	02/20/2018	TRAMADOL HCL 50 MG TABLET	90	30	to be	1011000	ALC: NO.	1	15.00 MME Medicare	NC
03/19/2018	1	02/19/2018	ZOLPIDEM TARTRATE 10 MG TABLET	30	30	1000	-	and the second	1	0.50 LME Medicare	NC
02/21/2018	1	12/13/2017	ALPRAZOLAM 2 MG TABLET	90	30	to be	-	at some	2	12.00 LME Medicare	NC
02/20/2018	1	02/20/2018	TRAMADOL HCL 50 MG TABLET	90	30	1000	-	-	0	15.00 MME Medicare	NC

### Provider and Pharmacy Detail

Provider and pharmacy information, including full name, address, and DEA number, is presented in the Providers and Pharmacies tables, located in the Rx Data section of the report.

PROVIDERS Total Providers: 7						
Name	\$ Address	\$ City	\$ State	\$ Zipcode	\$ DEA	\$
Depini, Beau	100 K 100 K	WILLIAMSTON	NC	27892	41-12-10	
Samplane Asses	0410346 2125-04	DURHAM	NC	27704	****	
period facility	APPENDING STR. PR. 5	GREENVILLE	NC	27834	0.110000000	
Page 4.9	Contraction of the local distance of the loc	WILLIAMSTON	NC	27892	And the second second	
Agente (seta	100 BREAK - 01	WILLIAMSTON	NC	27892	(Ingeneers)	
ginte, heater	10- March 10-	WILLIAMSTON	NC	27892	dani-ir signali	
losh isaw	1011-000000-0-070-0	GREENVILLE	NC	27834	-	
PHARMACIES						
Total Pharmacies: 1						
Name	\$ Address	\$ City	\$ State	\$ Zipcode	\$ DEA	\$
Assessed The Approximation	an opportunity	WILLIAMSTON	NĊ	27892		

# **Resources Tab**

The **Resources** tab provides easy access to treatment locators and CDC documents.

• **MAT locator:** The MAT locator, located in the Access to Treatment section of the **Resources** tab, quickly creates a list of the 30 closest providers who are listed in the Substance Abuse and Mental Health Administration (SAMHSA) buprenorphine treatment locator database.

Access to Treatment	
Mat Providers Find the 30 closest MAT providers	for this patient. The patient's zip code is prep-populated if available. View more information about the treatment locator.
Search for providers near:	
Zip Code	
27892	
Submit	

The patient's zip code is pre-populated but can be edited. Click **Submit** to generate a PDF that can be viewed and printed.

 CDC documents: The Information Documents section of the Resources tab provides a series of CDC documents pertaining to both providers and patients that can be referenced quickly and printed, if desired.

ORMATIONAL DOCUMENTS	and the second	
k the associated link and print. View more inform	ation about resources.	
What You Need to Know	Opioids and Chronic Pain	Pregnancy and Opioids
PRESCRIPTION OPIOIDS:	PROMOTING SAFER AND	PREGNANCY AND OPIOID
WHAT YOU NEED TO KNOW	MORE EFFECTIVE PAIN MANAGEMENT	PAIN MEDICATIONS
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scription Opioids: What You Need to Know	Promoting Safer and More Effective Pain Management (PDF)	Pregnancy and Opioids Pain Management

## Narx Scores

The NarxCare application delivers several elements of discrete data and a visually enhanced, interactive PDMP report. Contained on the report, and delivered as discrete data, are three type-specific *use* scores called Narx Scores. These Narx Scores numerically represent the PDMP data for a patient.

Narx Scores are calculated for narcotics (opioids), sedatives, and stimulants and have the following characteristics:

- 1. Each score consists of three digits ranging from 000–999.
- The <u>last digit</u> of each score represents the number of active prescriptions of that type. For example, a Narx Score of 50<u>4</u> indicates the patient should have four active narcotic prescriptions according to dispensation information in the PDMP.
- 3. The scores correspond to the number of literature-based risk factors that exist within the PDMP data. These risk factors include:
  - a. The number of prescribers
  - b. The number of pharmacies
  - c. The amount of medication dispensed (often measured in milligram equivalencies)
  - d. The number of times prescriptions of a similar type overlap from different prescribers
- 4. The time elapsed for any risk factor serves to decrease its contribution to the score. For example, 1000 MME dispensed within the last month will elevate the score *more than* 1000 MME dispensed one year ago.
- 5. The distribution of Narx Scores for patients found in a PDMP is approximated as follows:
  - a. 75% score less than 200
  - b. 5% score more than 500
  - c. 1% score more than 650

The Narx Scores were designed such that:

- 1. Patients who use small amounts of medication with limited provider and pharmacy usage will have **low scores**.
- 2. Patients who use large amounts of medications in accordance with recommended guidelines (single provider, single pharmacy, etc.) will have **mid-range scores**.
- 3. Patients who use large amounts of medications while using many providers and pharmacies, and with frequently overlapping prescriptions, will have **high scores**.

### Narx Score Algorithm

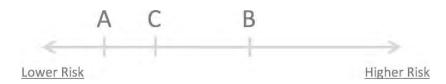
#### **Relative Scoring**

Narx Scores represent a *relative scoring* system wherein the risk factors representing use within a PDMP report are counted and then converted to a reference value that ranges from 0–99. These reference values correlate with a percentile measurement of that use within the PDMP population.

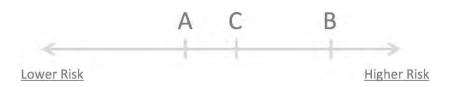
A single point measurement of total MME in the last 60 days can be used to illustrate this concept further using the following three patients:

- Patient A: 160 MME
- Patient B: 4800 MME
- Patient C: 1050 MME

If we were to place these three patients on a line of relative risk, we could intuit a linear relationship based on MME, which could be depicted as follows:



This depiction has no boundaries to the left or right so these patients could just as easily be drawn as follows:



The NarxCare algorithm uses a unique strategy to establish boundaries of use by converting all measured variables, such as 60-day MME, to a scaled value between 0 and 99. This was done by evaluating a large PDMP population and measuring the 60-day MME value for every patient. This set of data was then used to create a reference table roughly equating to a percentile in the population. If we add the scaled value to each example patient's 60-day MME we get:

- Patient A: 160 MME | 20
- Patient B: 4800 MME 90
- Patient C: 1050 MME | 65

If we apply these new scaled values to our risk diagram and create a left and right boundary of 0 and 99, we get:



Interestingly, the population-based scaled values indicate that Patient B and C are closer to each other than might otherwise be suspected. In this case, we can also say that Patient B has used more MME in the last 60 days than 90% of the rest of the PDMP population.

### **Time Periods**

The NarxCare algorithm evaluates a PDMP record using four different, overlapping time periods. In each time period, the risk factor being evaluated is tabulated and then converted to a scaled value. An example provider reference table is provided below.

Prescribers	2mo Scaled	6mo Scaled 1yr Scaled		2yr Scaled
0	0	0	0	0
1	19	12	8	6
2	36	22	16	11
3	51	32	23	16
4	64	41	30	21
5	75	49	37	26
6	85	57	43	30
And so on				

These reference tables exist for all the risk factors being evaluated and cover all four time periods. In general, as the raw value count (i.e., number of prescribers) increases, so does the reference value (up to 99 maximum). As the time period increases, the scaled value decreases. Some examples are provided below.

Prescriber Count	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1	19	12	8	6
2	36	22	16	11
3	51	32	23	16
4	64	41	30	21
5	75	49	37	26
6	85	57	43	30
And so on				

NarxCare

Pharmacy Count	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1	25	16	13	10
2	45	31	25	19
3	63	44	35	27
4	78	56	45	35
5	90	67	54	42
6	99	76	62	49
And so on				

Pharmacy Count	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1	25	16	13	10
2	45	31	25	19
3	63	44	35	27
4	78	56	45	35
5	90	67	54	42
6	99	76	62	49
And so on				

Sedative LME	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1-4	4	6	8	10
5 - 9	8	10	13	16
10 - 14	10	12	16	19
15 - 19	20	20	23	26
20 - 24	23	23	26	29
25 - 29	24	23	26	30
And so on				

```
NarxCare
```

Overlap Days	2mo Scaled	6mo Scaled	1 yr Scaled	2yr Scaled
0	0	0	0	0
1	3	2	1	1
2	6	4	3	2
3	9	5	4	3
4	11	7	6	4
5	14	9	7	5
6	16	10	8	6
And so on				

### Weighting

A Narx Score is calculated as a weighted average of the scaled values. A 50% weighting is applied to the milligram equivalencies with the remaining risk factors making up the other 50%.



This type of weighting results in several reliable relationships. If we think of milligram equivalency as *consumption* and the combination of providers, pharmacies, and overlaps collectively as *behaviors*, we can intuit the following score categories.

	<b>Consumption</b>	<u>Behaviors</u>	Narx Score
Patient A	Low	Low	Low
Patient B	Low	High	Mid
Patient C	High	Low	Mid
Patient D	High	High	High

It is important to understand that there are several different patterns of use that can result in the same score. It is <u>always</u> necessary to look at the actual PDMP data to determine what use patterns exist that have resulted in the Narx Score presented.

#### Algorithm and Score Computation

The following steps are involved with calculating a Narx Score:

- 1. Determine the raw values for all time periods for all variables.
- 2. Convert all raw values to scaled values.
- 3. Average the scaled values for each risk factor for all time periods.
- 4. Determine the weighted average.
- 5. Add (concatenate) the number of active prescriptions.

Using a sample patient as an example to illustrate the calculation of a Narcotic Score:

1. Determine the raw values for all time periods for all variables.

	60 days	6 mos	1 year	2 years
Prescribers	6	9	15	15
Pharmacies	4	4	6	6
MME	1640	5408	7358	7364
LME	0	0	0	0
Overlaps	17	55	65	65

#### 2. Convert all raw values to scaled values.

	60 days	6 mos	1 year	2 years
Prescribers	85	76	84	64
Pharmacies	78	56	62	49
Morphine milligram eq	74	87	88	87
Lorazepam milligram eq	0	0	0	0
Overlaps	41	70	64	52

#### 3. Average the scaled value for each risk factor for all time periods.

	60 days	6 mos	1 year	2 years	Avg
Prescribers	85	76	84	64	77
Pharmacies	78	56	62	49	61
MME	74	87	88	87	84
LME	0	0	0	0	0
Overlaps	41	70	64	52	57

#### 4. Calculate the weighted average.

	60 days	6 mos	1 year	2 years	Avg	Wt	
Prescribers	85	76	84	64	77	1	77
Pharmacies	78	56	62	49	61	1	61
MME	74	87	88	87	84	3	252
LME	0	0	0	0	0	1	0
Overlaps	41	70	64	52	56	2	114
Weighted Average (sum/8)					63		

#### 5. Add (concatenate) the number of active prescriptions

	60 days	6 mos	1 year	2 years	Avg	Wt	
Prescribers	85	76	84	64	77	1	77
Pharmacies	78	56	62	49	61	1	61
MME	74	87	88	87	84	3	252
LME	0	0	0	0	0	1	0
Overlaps	41	70	64	52	56	2	114
Weighted Average (sum/8)					63		
Number of Active Narcotic Prescriptions				<u>2</u>			
Narcotic Score				63 <u>2</u>			

### **Clinical Application**

#### In-Workflow Use

Narx Scores are intended to be automatically delivered into the clinical workflow as discrete data and be easily viewable within a patient's record. Many systems choose to place the scores in the patient header or alongside the patient's vital signs.

Narx Scores are best viewed at the beginning of a patient encounter, and as such, they should be obtained at or near the time a patient is registered.

#### **General Considerations**

- The primary purpose of providing Narx Scores is to raise provider awareness of the associated PDMP data available for review.
- Concerning Narx Scores are intended to trigger a *discussion*, **not a decision**. If a Narx Score raises concern, the recommended course of action is to evaluate the PDMP data, review any additional pertinent data, and discuss any concerns with the patient.
- Just as there is no single blood pressure that can be considered *normal* for all people, there is no Narx Score that is *normal*. A Narx Score must be applied to the clinical scenario before evaluating appropriateness. For example, a blood pressure of 120/80 can simultaneously be:
  - Inappropriate for a 2-month-old infant
  - Appropriate for a 20-year-old woman
  - Inappropriate for an elderly patient with an average daily blood pressure of 200/100
- Narx Scores are distributed within the PDMP population as follows:
  - 75% of patients score below 200
  - 5% of patients score above 500
  - 1% of patients score above 650

### Example Use Cases

Narx Scores can be used to great effect in certain clinical scenarios. Again, the recommended course of action is to seek additional information and discuss concerns with the patient.

• **Case A** – A 17-year-old male basketball player with other significant history presents with a severe ankle sprain. His Narx Scores are:

**Important consideration:** If considered for an opioid due to the severity of injury, this may be the patient's first exposure to the effects of an opioid. Recommend thorough review of the risks and benefits with the patient and consideration of an informed consent process.

• **Case B** – an 81-year-old female presents with decreased level of consciousness following a fall where she suffered a closed head injury. Her Narx Scores are:

Narcotic	<u>Sedative</u>	<u>Stimulant</u>
341	501	000

**Important Consideration:** Many elderly patients are on chronic opioids and benzodiazepines. The use of opioids and benzodiazepines for this patient may have contributed to her fall. The patient may be taking enough medication to develop anxiety seizures due to benzodiazepine withdrawal, complicating the medical picture.

• **Case C** – A 36-year-old male patient with mild chronic back pain frequently treated with opioids presents for a medication refill. On review of the PDMP record, the patient has been to 17 different prescribers in the last year. His Narx Scores are:

Narcotic	<u>Sedative</u>	<u>Stimulant</u>
671	240	000

**Important Consideration:** Many patients obtain medications through multiple different providers. This can be due to the patient being seen in a clinic that is staffed by different providers, or it can be due to *access to care* issues requiring visits to urgent care centers or emergency departments.

Score-Based	Guidance
occie basea	

Score/Range	Notes	Recommendations*
000	This may be the first prescription of this type for the patient.	Discuss risks/benefits of using a controlled substance. Consider informed consent.
010–200	Approximately 75% of scores fall in this range. Occasionally, patients in this score range have a remote history of high usage (> 1 year ago).	Review use patterns for unsafe conditions. Discuss any concerns with patient. See guidance below. If previously high usage exists with recent abstinence, consider risk/benefits of new prescriptions.

Score/Range	Notes	Recommendations*
201–650	Approximately 24% of scores fall in this range.	Review use patterns for unsafe conditions. Discuss any concerns with patient. See guidance below.
> 650	Approximately 1% of scores fall in this range. Some patient records may have a score in this range and <i>still be within prescriber expectations</i> . Many patient records include some level of multiple provider episodes, overlapping prescriptions, or elevated milligram equivalency.	Review use patterns for unsafe conditions. If multiple providers involved in unsafe prescribing, discuss concern with patient and consider contacting other providers directly. If multiple pharmacies involved in unsafe prescribing, discuss concern with patient and consider pharmacy lock-in program. If overlapping medications of same or different type, discuss concern with patient and consider taper to lower dose and/or discontinuation of potentiating medications. If patient has evidence of a substance use disorder, consider inpatient admit or referral for outpatient evaluation and treatment.

# Overdose Risk Score

The NarxCare application delivers several elements of discrete data and a visually enhanced, interactive PDMP report. Contained on the report, and delivered as discrete data, is an Overdose Risk Score (ORS). This score numerically represents the risk of unintentional overdose death.

The ORS has the following characteristics:

- 1. The score is three digits and ranges from 000–999.
- 2. Risk approximately doubles for every 100-point increase in the score.
- 3. Using patients who score 0–199 as a reference group, the odds ratio associated with successive 100-point bins is as follows:

ORS	Odds Ratio of Unintentional Overdose Death		
000–199	1		
200–299	10		

ORS	Odds Ratio of Unintentional Overdose Death
300–399	12
400–499	25
500–599	44
600–699	85
700–799	141
800–899	194
900–999	329

### **ORS** Algorithm

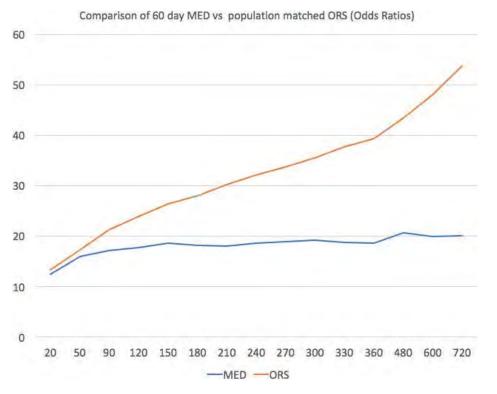
The ORS algorithm was derived using machine learning and other predictive techniques applied to a large case series of over 5,000 unintentional overdose deaths. For the first version of the score, more than 70 PDMP variables were evaluated with 12 chosen for the final model. Subsequent revisions of the model have included evaluation of thousands of variables, and efforts to include non-PDMP data such as criminal justice information, claims data, overdose registry data, etc., are ongoing. A specific characterization of the current variables and coefficients is beyond the scope of this document. In general, the variables that have shown to be predictive of unintentional overdose death include:

- The number of pharmacies visited per unit time
- Maximum morphine milligram equivalency (MME) in the last year
- The number of prescribers in the last two years
- Various slopes of opioid and sedative use
- Various slopes of prescriber usage

This section will be updated when new types of variables are incorporated and/or new sets of data are included.

### **Clinical Application**

The ORS is intended to eventually provide a holistic estimate of overdose risk. At the current time, the risk assessment does not incorporate any data other than PDMP usage. This aligns the clinical application of the score with other sources of overdose risk assessment based on PDMP data such as number of pharmacies visited in the last 90 days or daily morphine equivalent dose (MED). The ORS performs much better than estimates using only one variable. For example, when comparing the utility of average MED in the last 60 days to the ORS, one can easily see that while MED does have a dose response curve, the ORS has markedly higher performance.



The absolute risk of death from unintentional overdose is very low in the population of patients found in a PDMP. Even though the annual unintentional overdose death rate is unacceptably high, measured in the thousands for many states, the number of people using controlled substances in those same states are in the multiple millions. Patients on elevated doses of medication are also prevalent and have a low overall incidence of unintentional overdose death. For example, in evaluating average daily MED over a period of 60 days in one state, the following death rates were found:

60-day MED avg	Decedents	Living	Death Rate
90 MED	1,008	162,231	0.6%
150 MED	722	94,681	0.8%
480 MED	144	13,693	1.0%

The results of this analysis equate the CDC-recommended maximum 90 MED for chronic opioid use to an expected death rate of just 0.6%. It isn't until you get to an average MED of 480 that

the death rate reaches 1%, and at that level, there are over 13,000 patients in the PDMP database.

One method of incorporating the ORS into clinical practice is to use a value of 650 as a threshold approximately equivalent to the CDC's recommended maximum of 90 MED. Just as patients who are above 90 MED are often evaluated for dose reduction, patients above a score of 650 may similarly be considered for:

- 1. Substance Use Disorder evaluation and treatment (if appropriate)
- 2. Discontinuation of potentiating drugs (if present)
- 3. Dose reduction
- 4. Provider lock-in
- 5. Pharmacy lock-in
- 6. Consideration of non-opioid therapy

### Score-Based Guidance

The ORS can be applied to clinical practice in a manner analogous to daily MED. The CDC opioid prescribing guidelines recommend naloxone be considered at 50 MED and that most patients should be treated at a dose of 90 MED or less. Using an equivalent population methodology, the following ORS ranges can be associated with CDC MED-based guidance.

Score	Approximate CDC MED Equivalent	Guidance*
< 010–440	< 50 MED	Consider other sources of risk beyond PDMP data. See below
450–650	50 MED (or more)	Consider naloxone prescription. See below.

Score	Approximate CDC MED Equivalent	Guidance*
> 650	90 MED (or more)	Consider naloxone prescription. Review use patterns for unsafe conditions. If multiple providers involved in unsafe prescribing, discuss concern with patient and consider contacting other providers directly. If multiple pharmacies involved in unsafe prescribing, discuss concern with patient and consider pharmacy lock-in program. If overlapping medications of same or different type, discuss concern with patient and consider taper to lower dose and/or discontinuation of potentiating medications. If patient has evidence of a substance use disorder, consider inpatient admit or referral for outpatient evaluation and treatment.

# Additional Risk Indicators

The NarxCare application delivers several elements of discrete data and a visually enhanced, interactive PDMP report. Contained on the report, and delivered as discrete data, are a set of Additional Risk Indicators. These indicators may be determined by the state PDMP and are felt to have stand-alone value.

This section is intended to aggregate important information from multiple sources of data. These data sources may include PDMP data, claims data, overdose registry data, continuity of care documents, and criminal justice.

There are currently three PDMP based indicators:

- More than 5 providers in any 365-day period
- More than 4 pharmacies in any 90-day period
- More than 40 MED average and more than 100 MME total at any time in the previous 2 years

These indicators are based on the following literature:

• **Provider red flag:** Hall AJ, Logan JE, Toblin RL, et al. Patterns of Abuse Among Unintentional Pharmaceutical Overdose Fatalities. *JAMA*.2008;300(22):2613–2620. doi:10.1001/jama.2008.802.

- **Pharmacy red flag:** Zhou Yang, Barth Wilsey, Michele Bohm, et al. Defining Risk of Prescription Opioid Overdose: Pharmacy Shopping and Overlapping Prescriptions Among Long-Term Opioid Users in Medicaid. The Journal of Pain, Volume 16, Issue 5, 445 453.
- **40 MED red flag:** Leonard Paulozzi, Edwin Kilbourne, Nina Shah, et. al. A History of Being Prescribed Controlled Substances and Risk of Drug Overdose Death. Pain Medicine Jan 2012, 13 (1) 87–95; DOI: 10.1111/j.1526-4637.2011.01260.x.

### **Clinical Application**

PDMP-based indicators typically corroborate any concerns raised by the Narx Scores and ORS.

When available, additional risk indictors sourced from non-PDMP data sources may represent other dimensions of risk such as past heroin use, substance use disorder, previous overdose, etc.

When non-PDMP indicators become routinely available, they will be modeled into the ORS, and it may then be the case that a patient may have low Narx Scores (due to low use of prescribed controlled substances) BUT have an elevated ORS (due to high risk associated with non-PDMP data.

In all cases, if a provider determines that inappropriate risk exists for a patient, they should seek additional information, discuss the risk concern with the patient, and choose appropriate medical care options that are in the best interest of the patient.

Indicator	Guidance*
More than 5 providers in any year (365 days)	Review use patterns for unsafe conditions. If multiple providers involved in unsafe prescribing, discuss concern with patient and consider contacting other providers directly.
More than 4 pharmacies in any 90-day period	Review use patterns for unsafe conditions. If multiple pharmacies involved in unsafe prescribing, discuss concern with patient and consider pharmacy lock-in program.
More than 40 MED per day average and more than 100 MME total	Review use patterns for unsafe conditions. Consider taper to lower dose and/or discontinuation of potentiating medications.

### **Indicator-Based Guidance**

NarxCare
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Indicator	Guidance*
If all 3 indicators present	Review use patterns for unsafe conditions. If multiple providers involved in unsafe prescribing, discuss concern with patient and consider contacting other providers directly. If multiple pharmacies involved in unsafe prescribing, discuss concern with patient and consider pharmacy lock-in program. If overlapping medications of same or different type, discuss concern with patient and consider taper to lower dose and/or discontinuation of potentiating medications.
	If patient has evidence of a substance use disorder, consider inpatient admit or referral for outpatient evaluation and treatment.