PMP Awarxe™

User Support Manual

Contents

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 are as follows:

Healthcare Professionals

- Dentist
- Medical Resident
- Naturopathic Physician
- Nurse Practitioner / Clinical Nurse Specialist

- Optometrist
- Pharmacist
- Pharmacist's Delegate – Unlicensed
- Physician (MD, DO)

- Physician Assistant
- Podiatrist (DPM)
- Prescriber Delegate - Unlicensed
- Prescriber without DEA

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 alerting you to the system change from E-FORCSE®, then you already have an account. Please use the email address that you received in the email as your username.

Having obtained the email address on your account, please attempt to access your account by following the Reset Password instructions located in this guide before attempting to create a new account.

Once your password is reset, login to the application at https://florida.pmpaware.net. Upon successful login, you will need to enter any missing demographic information on the "Registration Process" screen that is marked by a red asterisk. For further details, please see step 7 of the Registration Process Section.

Registration Process

Create an Account

Registration Process Tutorial ⊙   [icon] Get Adobe Acrobat Reader

All fields with an asterisk (*) are required.

Personal

DEA Number(s) *
[   ] [+ Add]

DEA Numbers Added

National Provider ID *
[   ] [✎ AutoFill Form]

Professional License Number *
[   ]

License Type *
[▼]

First Name *
[Jordan]

Middle Name
[   ]

Last Name *
[Doctor]

Date of Birth *
[01/01/1960]

Last 4 digits of SSN *
[   ]

Add a Healthcare Specialty *   Browse All
[🔍 Search by keyword (e.g. Allergy, Internal, Sports, Clinical,]
★ Designates Primary Specialty

Upon successful registration completion, you will need to read and accept the End User License Agreement displayed on screen by clicking "I Accept." Once you have accepted the End User License Agreement, you will be taken to the Dashboard. See the Requester Dashboard section 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not receive an email but you had an account in the previous system, the email address/username on your account may be out of date.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 helpdesk at the number located in the Technical Assistance 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 Administrative Assistance 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 Registration section.

3   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 a "Prescriber Delegate - Unlicensed" or "Pharmacist Delegate - Unlicensed" in PMP AWAR$_x$E), a role which is designed to allow the user to generate reports on the behalf of another, current user. An example of a designee role would be a nurse at a small doctor's office. The nurse would act as a designee to the physician to create

Patient Rx reports for the patients that the physician would be seeing that day. All queries run by the designee will be attributed to the prescriber for whom they run the report.

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

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

Requestor roles may also require the upload of a copy of a current government-issued photo ID, such as a Driver's License or a Passport, or notarized validation documents. If required, this documentation must be submitted prior to the user account being approved. The user can submit digital copies through PMP AWAR$_x$E after completing the registration screens.

3.1   Registration Process
1. To request a new account in PMP AWAR$_x$E go to https://florida.pmpaware.net.
2. Once at the login screen, the user must click the "Create an Account" option to begin the process.
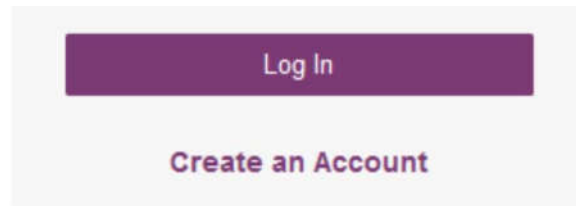
3. The next screen requires the user to enter their current, valid email address and select a password. The password must be entered a second time for validation.
   a. The password must contain at least 10 characters, including 1 capital letter and 1 special character (such as !,@,#,$)
   b. A Registration process tutorial is located to the top right of the screen.

4. After the email and desired password have been entered, the user must click the "Save and Continue" button.
5. The second step is the role selection screen. The user can expand the role categories to select the role that fits their profession.
   a. If you do not see an applicable role for your profession, the State Administrator has not configured a role of that type and potentially may not allow users in that profession access to PMP AWAR$_x$E.

Registration Process

Select your User Roles

⊕ Healthcare Professional
⊕ Agency Administration
⊕ Law Enforcement
⊕ Other

Save and Continue

Registration Process

Select your User Roles

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

+ Agency Administration

+ Law Enforcement

+ Other

[Save and Continue]

6. After the role has been selected, the user must click the "Save and Continue" button.

7. The final screen is the demographics screen. Here the user must enter their name, date of birth, employer information, and other information as configured by the State Administrator.
   a. Required fields are marked with a red asterisk.
   b. Please enter all active DEA numbers, if applicable.

Registration Process

Create an Account   Registration Process Tutorial ⊙   Get Adobe Acrobat Reader

All fields with an asterisk (*) are required.

Personal

DEA Number(s) *   First Name *
[   ] [+ Add]   [   ]

DEA Numbers Added   Middle Name
[   ]   [   ]

National Provider ID *   Last Name *
[   ] [✎ AutoFill Form] [   ]

Professional License Number *   Date of Birth *
[   ]   [   ]

License Type *   Last 4 digits of SSN *
[⌄]   [   ]

                                            Add a Healthcare Specialty *   Browse All
                                            [Q Search by keyword (e.g. Allergy, Internal, Sports, Clinica]
                                            ★ Designates Primary Specialty
                                            Primary Contact Phone *
                                            [   ]

Employer

                                            Name *
                                            [   ]

                                            Address *
                                            [   ]

                                            Address Line 2
                                            [   ]

                                            City *
                                            [   ]

                                            State *
                                            [⌄]

                                            Zip Code *
                                            [   ]

                                            Phone *
                                            [   ]

                                            Fax
                                            [   ]

                                            Do you dispense prescription medication out of your office
                                            instead of sending a prescription to a pharmacy? *

                                            ○ Yes ● No

                                                          [Submit Your Registration]

8. After all information has been entered into the form, the user must click the "Submit Your Registration" button to complete the process. **Note:** If you are a designee, please see the Registering as a Designee section for an additional step in the registration process.
9. The user will then be taken to a landing page notifying them that their account is either pending approval, or incomplete and requires further action.
    a. **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. Users will be presented with the End User License Agreement that they must review and accept. After accepting, the user will be immediately routed to their dashboard and can begin using the application. Please see the Requester Dashboard section for more information.
        > **Note:** If the user is a designee, they will still require approval from any supervisors they have selected before they may perform Patient Requests. Please see the Creating a Patient Request section for more information.
    b. **Pending Approval:** If a user's account requires no further action but could not be verified by the process above in paragraph a, or if the user's role is not a part of this process, the user account will be pending approval by the State Administrators.

3.2 Email Verification

1. After the user submits their registration, PMP AWAR$_x$E sends an email to the supplied email address asking for verification of an active email address.
2. The user must click the link within the email to verify their email address.
    a. The link contained within the email is only valid for 20 minutes. In the event the time has expired, clicking the link will result in a new email verification notification being sent to the user. The user must click on the link in the new email to verify their email address.
    b. If you are not able to receive HTML formatted emails/emails with hyperlinks, please contact the helpdesk with the contact information located in the Technical Assistance section of this document.

c. If you registered with the wrong email address, please login to the account and navigate to Menu > User Profile (under the My Profile Section) to update your email address. For further instructions see the My Profile section of this document.
3. The user is taken to a screen displaying a message that their email address has been validated.

3.3 Account Approved

1. After the State Administrator has determined that all requirements have been met for the user account, the account can be approved.
2. The user receives an email stating that their account has been approved and is now active.
3. The user can then log into PMP AWAR$_x$E using the email address and password supplied during the account creation process. If the user no longer has the password, it can be reset by navigating to https://florida.pmpaware.net and clicking the Reset Password link, or by navigating to https://florida.pmpaware.net/identity/forgot_password.

3.4 Registering as a Designee

Registering as a designee is virtually identical to registering as any of the other healthcare professional roles. The user would select one of the designee roles (e.g. *Prescriber Delegate – Unlicensed* or *Pharmacist Delegate – Unlicensed*) and enter any required information on the demographics screen.

The final section of the demographics screen requires the designee to enter their supervisor's registered email address. **The supervisor must already have a registered account with the E-FORCSE®.** Designees may enter more than one supervisor. When adding a supervisor, a designee will want to ensure that they enter the supervisor's email address correctly and that they are using a valid email address. **Note:** Designee users will not be able to perform Patient Requests on behalf of a supervisor until the supervisor has approved the designee.

4 Requestor Dashboard

The Requestor Dashboard is the first screen users see once logged in with an approved account. It provides a quick summary of pertinent items within PMP AWAR$_x$E, including State Administrator announcements, the user's recent patient searches, patient alerts, and their designee's/supervisor's status. The Dashboard can be accessed at any time by clicking **Menu** > **Dashboard** (Under "**Home**").

My Dashboard

Patient Alerts

PATIENT ALERTS

Patient Full Name	DOB	Alert Date	Alert Letter
DAVE PATIENT	01/01/1985	11/08/2017	Download PDF

Recent Requests

RECENT REQUESTS

Patient Name	DOB	Status	Request Date	Delegate
test one	01/01/1901	Complete	11/28/2017 6:08 PM	Jordan Delegate
DAVE PATIENT	01/01/1985	Complete	11/27/2017 4:16 PM	
test patient	01/01/1900	Complete	10/31/2017 2:23 PM	James Delegate
bob testpatient	01/01/1900	Complete	10/31/2017 2:10 PM	
mic jor	01/05/1941	Complete	10/27/2017 2:08 PM	

View Requests History

Delegates

DELEGATES

Delegate Name	Status	Request Date
NEW James Delegate	pending	12/01/2017
Jordan Delegate	approved	04/25/2017

My Favorites

RxSearch - Patient Request

PMP Announcements

Message for Physicians	10/13/2017

Test announcement

Exciting changes are coming to AWARxE!	09/20/2017

We are pleased to announce that later this year, we will be performing a systemwide update on AWARxE.

When you log in to AWA... more

View all Announcements

Quick Links

PMP Support

My Dashboard

Recent Requests

RECENT REQUESTS

Patient Name	DOB	Status	Request Date	Delegate
BOB TESTPATIENT	01/01/1900	Complete	03/28/2018 10:48 AM	
BOB TESTPATIENT	01/01/1900	Complete	03/28/2018 10:48 AM	
bob testpatient	01/01/1900	Complete	03/27/2018 3:36 PM	
dave testpatient	01/01/1900	Complete	03/21/2018 9:31 PM	
dave testpatient	01/01/1900	Complete	03/21/2018 9:31 PM	

View Requests History

Delegates

DELEGATES

Delegate Name	Status	Request Date
Sally Delegate 2	pending	07/13/2017
John Delegate 1	approved	05/27/2016

My Favorites

RxSearch - Patient Request

PMP Announcements

Test Announcement   02/13/2018

This is an Appriss PMP AWARxE - Demo global test notification. Please disregard.

ATTN Physicians   01/31/2018

License renewals must be submitted by 1/31/2018. Renewals submitted after this date may result in loss of access to the PDMP u... more

View all Announcements

Quick Links

Board of Pharmacy
Board of Nursing
Appriss Health Products
CDC

4.1   Patient Alerts

This section shows the most recent patient alerts. New alerts, ones that have not been viewed, are **bold** and have the word "NEW" next to them. Clicking the PDF Icon will download the letter associated with the alert. Clicking the patient's name will take the user immediately to the report normally found under **RxSearch > Patient Request**. Click the "Patient Alerts" link towards the top of the section to access a full listing of patient alerts. This can also be accessed by navigating to **Menu > Patient Alerts** (Under the Rx Search Section). **Note:** This section is user role dependent, meaning that certain roles will be unable to view this section.

4.2   Recent Requests

This section shows the last few patient searches that were performed by the user or by one of the user's designees. Clicking the patient name will take the user to the patient report. Click the "View Requests History" link to view a listing of all past requests. This can also be accessed by navigating **to Menu > Requests History** (Under the Rx Search Section). **Note:** The report seen here is a historical report. It is the data that was viewed when the report was initially run. For instructions on performing patient Rx history searches, see section Creating a Patient Rx Request.

4.3   Delegates/Supervisors

This section shows the user's designees or supervisors depending on the user's role. A supervisor can quickly change a designee's status from the dashboard by clicking the designee's name. They will be taken to the Delegate Management screen where they can approve, reject, or remove a designee from their profile. Users can also click the "Delegates" link to be taken to the Delegate Management section, which is also accessible at any time by navigating to **Menu > Delegate Management** (Under the My

Profile section).   For additional information regarding designee management, see the Delegate Management section.

4.4   Announcements and Quick Links

State Administrators can configure Announcements to be displayed to users in this section. The quick view on the right shows only the first few lines of text, but clicking on the **Announcements** button will display the full announcement text. This can also be accessed by navigating to **Menu > Announcements** (Under the Home section). The announcements can be configured as role specific meaning that a user whose role is physician can have an announcement whereas a delegate user may not have the same announcement viewable under their profile.

State Administrators can also configure Quick Links to webpages outside of PMP AWAR$_x$E Any links configured will be visible toward the bottom right of the dashboard in the Quick Links Section.

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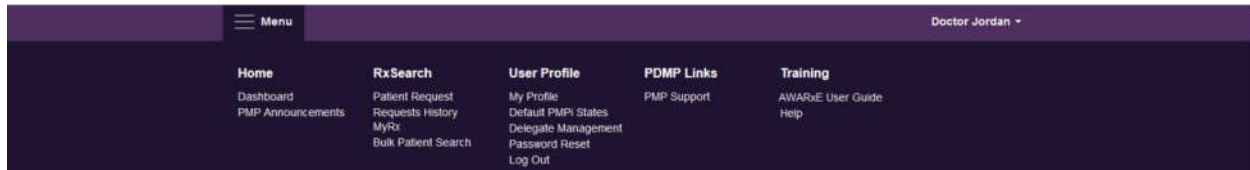
Depending on the settings the State Administrator has enabled for the portal in general and the specific roles types, there may be different options available. The screenshot above and the descriptions that follow in this section are all inclusive. If an option is not available, then it has not been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

5.1   Creating a Patient Request

The Patient Request is a report that displays the previous prescription drug activity for a specific patient.

1. A user must log into PMP AWARₓE and navigate to **Menu > RxSearch > Patient Request.** If needed, there is a tutorial located toward the top right of the screen.
    a. If the user is a designee, then they must select a supervisor from the dropdown at the top of the screen. If they have no available supervisors, then they must contact their supervisor(s) to approve their account or add the supervisor under My Profile. Current supervisors and status of the supervisors are displayed on the Dashboard. See the Delegates/Supervisors section of the Requester Dashboard section and the My Profile section for further instructions.
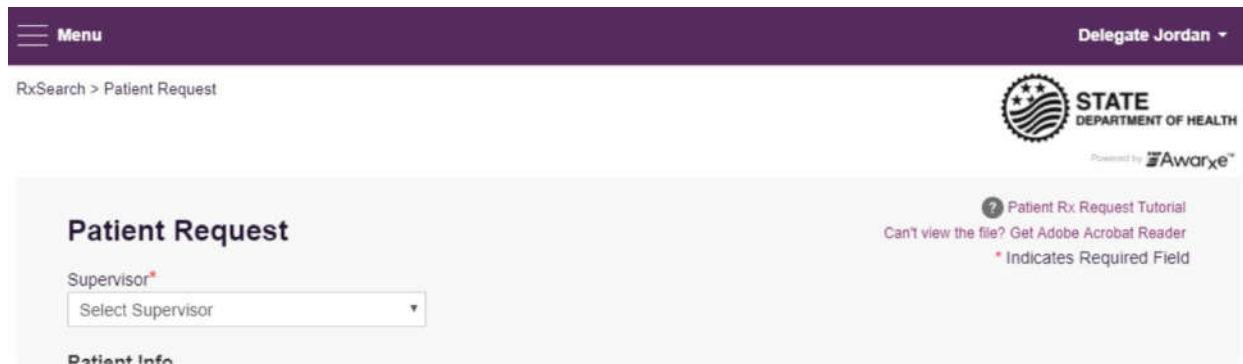
2. The screen displays search fields to lookup a patient. All fields marked with a red asterisk (*) are required. At a minimum, the user must enter a first and last name and date of birth for the patient. Start and end dates for prescriptions are also required.

Patient Request

Patient Rx Request Tutorial
Can't view the file? Get Adobe Acrobat Reader
* Indicates Required Field

Patient Info

First Name*   Last Name*

☐ Partial Spelling   ☐ Partial Spelling

Date of Birth*

MM/DD/YYYY

Prescription Fill Dates
No earlier than 4 years from today

From*   To*

04/11/2017   04/11/2018

Patient Location
Search accuracy can be improved by including the address

Zip Code

Also Search

⦿ PMP Interconnect	○ RxCheck	○ None of the above

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

No States have been enabled for interconnect search

Search

---

    a. Partial Spelling – By clicking the *Partial Spelling* boxes for either first or last name, users have the option to use only part of a patient's name to perform a search. This can be very helpful when searching hyphenated names or names that are often abbreviated such as "Will" vs. "William". Once you checked the partial search boxes and entered the patient's information, click search.

        i. You may then be presented with a multiple patient pick list to select from. You will be provided with demographic information on the patient to help you determine whether they are the patient you are looking for. Select the appropriate patient records and click "Run Report." Please see the Partial Search Results section for more information.

        ii. At least three letters must be included in order to employ *Partial Spelling*. If the patient's name is only one or two letters, please do not attempt a partial search.

    b. Additional patient information – Patient searches may also include a zip code, however it is recommended that searches be made without zip code.

3. If the user requires information from other states, the user can select the desired states from the list of available PMP Interconnect or Rx Check states. Click the radio button for RxCheck to be presented with the list of available states.
   a. Partial search is unavailable when searching other states. In the event partial search is checked, the "Also Search" section will be removed from the bottom of the screen.
   b. If a state is not available within the list, then data sharing is not currently available with that state or the user's role type does not allow for data sharing. Please contact the State Administrator for more information. Contact information may be found in the Administrative Assistance section.

4. The user clicks the search button to begin the search.
5. When a single patient has been identified, results are returned to the screen.
6. If the search could not determine a single patient match, the user will receive a message warning of multiple patient matches. The patient records that correspond with the patient can all be selected for inclusion in the report see the Multiple Patients Identified and Partial Search Results sections for more information.

5.1.1 Viewing the Patient Rx Request

1. The Patient Rx Request report screen is comprised of four main sections: Patient Information, Prescriptions, Prescribers, and Dispensers.

⟵ Back

Patient Report   Refine Search

Report Prepared: 04/10/2018
Date Range: 03/10/2018 – 04/10/2018

🔲 Download PDF   🔲 Download CSV

⊖ three testpatient

Linked Records

Name	DOB	ID	Gender	Address
three testpatient	01/01/1900	2	unknown	222 1ST ST MIRAMAR FL 33027
three Testpatient	01/01/1900	1	female	123 STATE ST MIRAMAR FL 33027

Report Criteria

First Name	Last Name	DOB
three	testpatient	01/01/1900

⊖ Summary

Summary		Opioids* (excluding buprenorphine)		Buprenorphine*	
Total Prescriptions:	4	Current Qty:	4.0	Current Qty:	0.0
Total Prescribers:	3	Current MME/day:	691.2	Current mg/day:	0.0
Total Pharmacies	4	30 Day Avg MME/day:	1336.32	30 Day Avg mg/day:	0.0

⊖ Prescriptions

Filled ▼	PT ⇕	Written ⇕	Drug	⇕	QTY ⇕	Days ⇕	Prescriber ⇕	Rx #	⇕	Pharmacy *	⇕	Refills ⇕	Daily Dose ⇕	Pymt Type ⇕	PMP ⇕
03/13/2018	2	03/13/2018	FENTANYL 12 MCG/HR PATCH		120.0	30	BO TES	3634112480		Bob's (1111)		0	345.6 MME	Comm Ins	FL
03/12/2018	1	03/12/2018	FENTANYL 12 MCG/HR PATCH		120.0	30	AL TES	3634112482		Alice (4567)		0	345.6 MME	Comm Ins	FL
03/11/2018	1	03/11/2018	FENTANYL 12 MCG/HR PATCH		120.0	30	Pa Doc	3634112481		Dave' (1119)		0	345.6 MME	Comm Ins	FL
03/10/2018	1	03/10/2018	FENTANYL 12 MCG/HR PATCH		120.0	30	AL TES	3634112483		Smith (3740)		0	345.6 MME	Comm Ins	FL

*Pharmacy is created using a combination of pharmacy name and the last four digits of the pharmacy license number.

*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 agonists, are not expected to be associated with overdose risk in the same dose-dependent manner as doses for full agonist opioids. MME = morphine milligram equivilants. mg = dose in milligrams.

⊖ Prescribers

Name	Address ▲	City ⇕	State ⇕	Zip ⇕	Phone ⇕
TESTPRESCRIBER, ALICE	1111 FAKE ST	MIRAMAR	FL	33027	
TESTPRESCRIBER, BOB	301 W MAIN ST	MIRAMAR	FL	33027	
Doctor, Paul D	1234 NOT-A-REAL-PLACE DR	MIRAMAR	FL	33027	

⊖ Dispensers

Pharmacy	Address ▼	City ⇕	State ⇕	Zip ⇕	Phone ⇕
Smith's Pharmacy (3740)	16207 FAKE ST SEC A	MIRAMAR	FL	33027	3160000000
Dave's Pharmacy (1119)	123 N MAIN ST	MIRAMAR	FL	33027	5028151000
Bob's PHARMACY (1111)	1234 NOT-A-REAL-PLACE DR	MIRAMAR	FL	33027	
Alice's PHARMACY (4567)	1111 FAKE ST	MIRAMAR	FL	33027	3165555555

2. At the top of the request, the report displays the date the request was run and the date range used to create the request.
3. If configured for the account type by the State Administrator, buttons may also be present that will allow the user to save the report as a PDF document or to save the report as a CSV data file.
4. The Patient Information section displays the search criteria used to search for the patient. It will also display all known patient names, birthdates, and addresses that have been matched to the patient the user searched.
    a. The table can represent instances of a patient with multiple addresses, misspellings of names, etc.
    b. The table also lists an ID number that will match a patient's address information to a prescription from the prescription table.
5. The Prescriptions table lists information related to each prescription issued to the patient within the search period entered.
    a. The Patient ID column is used to provide a link between a specific prescription and the patient name/location information.
6. The Prescribers table displays the information for all prescribers who issued a prescription to the patient within the search period used.
7. The Dispensers table displays the information for all Dispensers who filled a prescription to the patient within the search period used.
8. Each section is collapsible. Users can click on the plus signs next to each section to expand or collapse each section.
9. Each section's tables can be resized to show more or less records. Users can click and drag the bottom of the table with their mouse to resize. A minimum of 2 rows are required to be displayed.
10. Columns in each section can be sorted. Clicking on a column header will allow the results to be sorted in ascending or descending order based on the column selected.
    a. Column sorting is saved when exporting the request.

5.1.2   Multiple Patients Identified
1. When submitting a Patient Rx Request, if the entered search criteria cannot identify a single patient, the user receives a message that multiple patients have been identified.
2. The user can refine their search criteria and rerun the report or select one or more of the patient groups identified and run the report.

5.1.3 Partial Search Results

1. When submitting a Patient Rx Request using partial names, if the entered search criteria cannot identify a single patient record, the user receives a message that multiple patients have been identified.
2. The user can refine their search criteria and rerun the report or select one or more of the patient records identified and run the report.

5.1.4   No Results Found

1. If a user searches for a patient and no matching patient can be found, a message is displayed on the screen informing the user that the patient could not be found.

2. If a match for the patient is found, but there are no prescriptions that match the date range entered, the user will receive the below message and can click "Change Date Range" to enter a different date range.
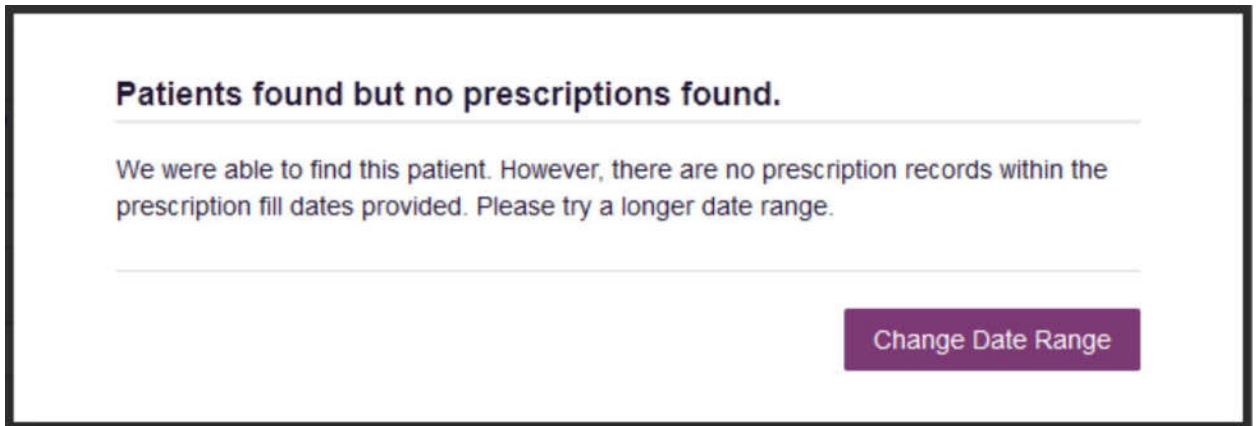
3. The user can modify their search information and resubmit their request.
   a. The user can modify the date range of the search

   b. The user should verify all information entered on the request (ex. incorrect birthdate, name misspelling, first and last name entered in appropriate field, etc.)

   c. The user can attempt a partial search if a partial search was not originally performed and is available for selection.

5.2   Request History

1. To view a Patient Rx Request that was previously created, navigate to **Menu > RxSearch > Requests History**
2. A list of Patient Rx Requests previously made are displayed.

3. The user can filter the request listing by clicking the "Advanced Options" button. Users can enter patient name, requester name to view reviewing a delegate's history, patient birthdate, request date ranges, or filter by reports that were shared with the user by an administrator.

4. The user can only view Patient Rx Requests they or their delegate(s) have created.
5. If configured by the PMP Administrator, the user can export their search history by clicking the Download PDF or Download CSV icons.
6. The user can select a previous request to view the details of the request in a detail card at the bottom of the screen. Select by clicking anywhere in the row of the request.

a. Search criteria is displayed
b. PMPi or RxCheck states used during the search are displayed
c. If the user's requests require approval and the request is pending or was denied, the reason is displayed.
7. The user can view the results of the previously submitted request by clicking the "View" button.
a. Results of previous requests are not updated with new information. If a user requires updated information for their request, they must generate a new request for the patient. Generating a new Rx Request from a previous request can be quickly be done by clicking the "Refresh" button next to the "View" button. This will take the user back to Patient Request screen with all previously used search parameters already populated.

5.2.1 Shared Reports

If a State Administrator shares a report with a user, the user will receive an email that an E-FORCSE® administrator has shared a patient report with them. The email will include instructions on how to view the report. Shared Reports can also be viewed in Requests History.
1. Login to https://florida.pmpaware.net
2. Navigate to **Menu > Rx Search > Requests History**
3. Click "Advanced Options"
4. Click the "Shared Report" radio button and click search. A listing of shared reports is displayed.

5.3   Bulk Patient Search

The Bulk Patient Search is similar to the normal Patient Request (search). It however allows the entry of multiple patients at once rather that one at a time. Patient names are either entered manually or via an uploaded CSV file. To access Bulk Patient Search, navigate to **Menu > RxSearch > Bulk Patient Search.**

The screen is comprised of two tabs, the Bulk Patient Screen which is the landing page and is where the user can start a new search, and the Bulk Search History tab, used for reviewing the results of a request or viewing previous request results.

Manual Entry

1. Enter First Name, Last Name, DOB for the patient.
    Note: Zip code may also be entered, however we recommend to exclude zip code.
2. Click the *Add* button after each entry.

File Upload

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

Error Examples:

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		

Above, there are errors for the first three patients. There is no error on the fourth patient.

first_name	last_name	birthdate	postal_code	errors
john	smith	1/1/1950		
first_name	last_name	birthdate	postal_code	errors
adam	smith	1/1/1960		
first_name	last_name	birthdate	postal_code	errors
sally	smith	1/1/1970		

Above, there are no errors.

Bulk Patient Search   Bulk Search History

Bulk Patient Search

How do you want to enter patients?

○ Manual Entry

◉ File Upload

* Indicates Required Field

File Upload

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

No File Chosen	Choose File	Clear

Validate Format

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

1. Create a Group Name for the search. Group name is required. If group name is not selected, the request will result in a validation error for the search.
2. Select additional states for your search if desired/available.
3. Click *Search*.

A status message will appear.

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

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

| Bulk Patient Search | Bulk Patient History |

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

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

    d. The Bulk Search History tab will display previous bulk searches. This screen will indicate whether your search results are still processing with a total number of searches still to be processed. It will provide a total count of patients in your search in the "Number of patients" column. It will indicate a count of patient records it could not find in the "Incomplete" column. It will indicate a count of patent search results available in the "Ready" column.

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

7. Click *View* to see the Patient Report, or Click Refresh if you are reviewing a previous report and wish to run a current report. For more information on the report results screen, see the Viewing the Patient Rx Request section.

5.4 MyRx

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

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

1. Enter the chosen date range for the search.
2. Click the DEA number(s) you want to run a report on.
3. Enter a generic drug name if desired. Click Search.
4. The system will display a report of prescriptions written by the prescriber within the requested date range. The report is available for export via .pdf or .csv if configured by the State Administrator.

5.5 Patient Alerts

To access Patient Alerts, navigate to **Menu > RxSearch > Patient Alerts**.

This section shows the most recent patient alerts. New alerts, ones that have not been viewed, are **bold** and have the word "NEW" next to them. Clicking the PDF Icon will download the letter associated with the alert. Clicking the patient's name will take the user immediately to the report normally found under **Menu > RxSearch > Patient Request**. **Note:** This section is user role dependent, meaning that certain roles will be unable to view this section.

6 User Profile Management

The User Profile section allows users to view and edit certain aspects of their E-FORCSE® account.

To Access the User Profile, navigate to **Menu > User Profile > My Profile**.

6.1 My Profile

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

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

Updating personal or employer identifiers (including DEA/NPI/NCPDP numbers) must be requested through the State Administrator.

My Profile

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   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)

Specialty

Add a Healthcare Specialty *   Browse All

🔍 | Search by keyword (e.g. Allergy, Internal, Sports, Clinical, etc)

★ Designates Primary Specialty

★ Allopathic & Osteopathic Physicians   ⊗
   Allergy & Immunology

Setting

Time Zone

Eastern Time (US & Canada) ∨

Contact Information
Change email address associated with this profile

Current Email: doctorjordan@appriss.com

New Email Address

✉ |

Re-enter New Email Address

✉ |

Save Changes

To update your account:

1. **Updating Employer Information:** Users may update their Employer information by clicking the "Edit" link next to "Profile Info." Employer Name and Address can be updated here. Update the information in the requested fields and click "Update." Updating other fields like employer and personal identifiers must be requested through the State Administrator.

2. **Adding Supervisors:** Delegate users may add additional supervisors to their accounts at the bottom of the screen. The delegate must enter their supervisor's email address and click add. If the delegate needs to remove a supervisor, click the "x" button next to the supervisor. Click "Save Changes." A confirmation message will be displayed.

3. **Healthcare Specialty:** To add or update the Healthcare Specialty, the user may search for their specialty by typing a few characters into the Healthcare Specialty field or by clicking "Browse All" to locate it.

    Select the specialty and it will be added to the account. If the user has multiple specialties, the user may designate their primary specialty by clicking the star icon to the left of the specialty. If the user needs to remove a specialty, click the "x" icon to the right of the specialty. Click "Save Changes."
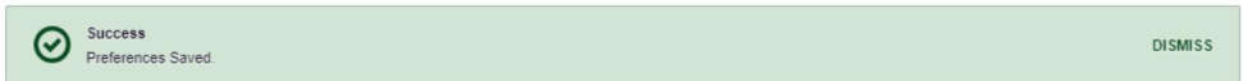
4. **Email Address:** To update the email address on the account, enter the new email address in the "New Email Address" and "Re-enter Email Address" field. Click "Save changes." Upon saving a confirmation message will be displayed. Please ensure to click the link in the verification email

    received to verify the new email address.

6.2   Designee Management

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

6.2.1 Approving and Rejecting Designees

1. When a user registers as a designee for a supervisor, the supervisor receives an email alerting them that a delegate account is pending their approval.
   a. If the request is not acted upon, E-FORCSE® will send follow up emails advising that action is still required.
2. The supervisor logs into PMP AWARₓE (https://florida.pmpaware.net/) and navigates to **Menu > User Profile > Delegate Management**.
3. From the Delegate Management screen, the supervisor can see all designees associated with their account. New designees are identified with pending listed as the status.

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

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

6.2.2 Removing Designees

1. If a supervisor decides to remove a designee from their account, the supervisor navigates to **Menu > User Profile > Delegate Management**.
2. The supervisor selects the active designee from the list displayed.
3. The supervisor clicks the "Remove" button in the detail card at the bottom of the screen.
4. The designee will be placed back in pending status. The delegate is not removed from the supervisor's delegate list.

a. If a supervisor wants to add the user again at a later date, the supervisor can locate the former designee in their list and select approve to add the designee to their account again.
b. If a supervisor wants to completely remove the designee from their account, the supervisor can select the former designee and click the "Reject" button. This will remove them from the supervisor's account.
c. It is the supervisor's responsibility to regularly maintain the designee listing to ensure to remove access if access is no longer necessary.

6.3 Password Management

Password management can be handled within PMP AWAR$_x$E by the user. The user's password will expire after 90 days. A user can proactively change their password before it expires within the application through their user profile. If a password has expired, or if the user has forgotten the password, they can use "Reset Password" to change their password.

6.3.1 Updating the Current Password

1. When a user wants to change their current password, they navigate to **Menu > User Profile > Password Reset.**
   a. This requires the user to know the current password and be logged into PMP AWAR$_x$E.
2. The user must then enter their current password and enter a new password twice.
   a. The new password must contain at least 10 characters, including 1 capital letter and 1 special character (such as !,@,#,$)
3. The new password will take effect once the user has logged out of the application.

Change Password

Current Password

New Password
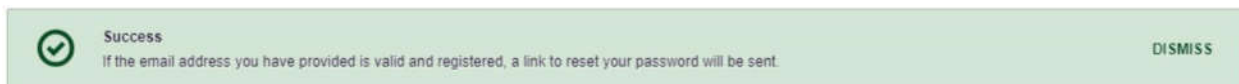
New Password Confirmation

Change

6.3.2 Resetting a Forgotten Password

1. When a user has forgotten their password or their password has expired, the user should click on the "Reset Password" link located on the log in screen.

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

3. The user will receive an email containing a link to reset the password as long as the email address was valid and exists on an account.
    a. The link will only be active for 20 minutes. After the time has expired, the user will need to repeat these steps to generate a new password reset email.
    b. Per our security protocol, PMP AWAR$_x$E will not confirm the existence of an account. If the user does not receive an email to the email address provided, the below steps should be followed:
        i. Ensure a valid email address was entered.
        ii. Check junk, spam, or filtered folders for the message
        iii. If the email address is a working email address but no email has been received, contact the State Administrators (contact information is located in the Administrative Assistance section) to request a new password or determine what email address is on the account.
        iv. Whitelist the below email addresses/domains
            a. The user should add the following email addresses to the email contacts list

            Or

            b. The user should contact their IT Support to get the following email addresses/domains added as safe senders:

            no-reply-pmpaware@globalnotifications.com
            globalnotifications.com
            amazonses.com

4. Once the password reset email is received, the user must click the link in the email to reset their password. The user must enter the new password twice and then save the password.
   a. The password must contain a capital letter and a symbol, and must be at least 10 characters. Users cannot reuse any of their last 12 passwords.

Change Password

Email

✉ [   ]

New Password

❋ [   ]

New Password Confirmation

❋ [   ]

[Change]

7   Assistance and Support

7.1   Technical Assistance

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

1-877-719-3120

or

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

7.2   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: e-forcse@flhealth.gov

8   Document Information

8.1   Disclaimer

Appriss has made every effort to ensure the accuracy of the information in this document at the time of printing. However, information may change without notice.

Florida's Prescription Drug Monitoring Program
4052 Bald Cypress Way, Bin C-16
Tallahassee, FL 32399
Phone: (850) 245-4797
Fax: (850) 617-6430
e-forcse@flhealth.gov

DESIGNEE CERTIFICATION

Rule 64K-1.003(a), Florida Administrative Code, Accessing the Database, requires a designee to review the *User Support Manual, Form DH8009-PDMP, effective April 2018* and to complete the *Information Security and Privacy Training Course for Designees, DH8019-PDMP, effective July 2016* prior to registering for access to the E-FORCSE database®. This form is part of the required documentation that the Designee must complete in order to register for access to the E-FORCSE.

FORM INSTRUCTIONS: Please sign and return the completed form to the designating prescriber or dispenser. It is the responsibility of the designating prescriber or dispenser to maintain printed copies of the certification of these reviews and make them available to the PDMP program manager upon request.

The completed, signed form may be uploaded during E-FORCSE® PMP AWARxE registration.

Designee Name	
Telephone Number	Email Address
I certify that I have read and understand the information contained in the User Support Manual and have completed the Information Security and Privacy Training Course for Designees.	
Designee Signature:	Date:

DH####-PDMP, 4/18
Rule 64K-1.003, F.A.C.