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1 Document Overview

The PMP AWARxE Requestor User Support Manual provides step-by-step instructions for healthcare professionals and other users requesting data from the New Hampshire Prescription Drug Monitoring Program (PDMP) database. It includes such topics as:

- Registering for an account
- Creating patient requests
- Viewing request status
- Viewing patient reports
- Appointing a delegate 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 held by those who use PMP AWARxE to review patients’ prescription history. A requestor’s primary task within the application is to determine if a patient should be given or dispensed a prescription based on their prescription history. Requestors are the strongest line of defense to prevent prescription drug abuse. Physicians, advanced practitioners, and pharmacists are the most common types of requestors; however, there are a number of roles that can be classified as a requestor. A complete list of available roles that fall into the requestor category is provided below:

Healthcare Professionals

- Dentist
- Medical Resident with Prescriptive Authority
- Naturopathic Physician
- Nurse Practitioner/ Clinical Nurse Specialist
- Optometrist
- Out-of-State Pharmacist
- Pharmacist
- Pharmacist’s Delegate – Licensed
- Pharmacist’s Delegate – Unlicensed
- Physician (MD, DO)
- Physician Assistant
- Podiatrist (DPM)
- Prescriber Delegate – Licensed
- Prescriber Delegate – Unlicensed
- VA Dispenser
- VA Prescriber
- Veterinarian
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 delegate account.

2.1 Registration Overview

PMP AWARxE requires that every individual register as a separate user, using their email address as their username within the system. A user can register as a delegate, a role 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 delegate to the physician to create Patient Reports for the patients who the physician would be seeing that day. All queries run by the delegate 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 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 four sections: Register for an Account, User Role Selection, User Demographics, and Review Profile Details. All sections must be completed before your registration is successfully submitted for processing.

2.2 Registering for an Account

To request a new account in PMP AWARxE:

1. Navigate to [https://newhampshire.pmpaware.net/login](https://newhampshire.pmpaware.net/login).
   The Log In page is displayed.
2. Click **Create an Account**

   The Register for an Account page is displayed.

   ![Register for an Account](image)

   **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, then re-enter it in the **Confirm Email** field. The email address you provide will be your username for logging in to the system.

   **Note:** If the email addresses you entered do not match, an error message is displayed.
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 eight (8) characters
- One (1) uppercase letter
- One (1) lowercase letter
- One (1) special character such as !, @, #, $, etc.
- No more than 72 characters

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

If the passwords you entered do not match, an error message is displayed.

5. Click **Continue**.

The Account Registration: User Role Selection page is displayed.
**Account Registration**

**Tell us about your role**

I am:

- a Healthcare Professional or Delegate
- an Agency Administration
- a Restricted Admin
- In Law Enforcement
- an Other Professional

[Log out, Complete Later]  [Continue]

**Note:** At this point in the registration process, you may click **Log Out**, **Complete Later** to save your login credentials and complete your registration at a later time. When you are ready to complete your registration, navigate to [https://newhampshire.pmpaware.net](https://newhampshire.pmpaware.net), then enter the username and password you established in the previous steps.

6. Click to select the user role category that best describes your user role type (e.g., Healthcare Professional or Delegate, Law Enforcement, etc.).

The list of available user roles in that category is displayed.
Notes:
- The roles displayed on this page may vary depending on your state’s configurations.
- If you are registering as a delegate, please ensure that you select the appropriate delegate user role (e.g., Prescriber Delegate, Pharmacist Delegate, etc.).
- 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 (at NHPDMP@dhhs.nh.gov) for more information.

7. Click to select your user role, then click **Continue**.
The Account Registration: User Demographics page is displayed as shown on the following page.

![Account Registration: User Demographics](image)

**Notes:**
- If you selected the wrong user role, you may click **Change**, located at the top of the page next to the user role you selected, at any time to return to the previous page and select the correct user role. Please be aware that changing your user role will cause you to lose any information you entered on the registration form.
- The information you are required to enter on this page may vary by state. Required fields for your state are marked with a red asterisk (*). You may use the information provided below as a guideline; however, the same fields will not be displayed or required for every user role.

a. The Professional Details section of this page allows you to enter such information as your DEA number, NPI number, professional license number, license type, and healthcare specialty.
To add your DEA number, enter it in the **DEA Number** field, and then click **Add**. You may add multiple DEA numbers, if permitted by your state, by repeating this process for each DEA number you wish to add. Once you click **Add**, the DEA number is displayed beneath the **DEA Number** field. If necessary, you may click **Remove** next to a DEA number to remove it.

If you have an NPI number, you can enter it in the **National Provider ID** field, then click **Autofill Form** to auto-populate the form with the demographic information associated with your NPI number.

To search for your specialty, begin typing it in the **Add a Healthcare Specialty** field. A list of specialties matching your search criteria is displayed. Click to select your specialty from the list. You may repeat this process to select multiple specialties.
Once you have selected your specialty from the list, it is displayed beneath the **Add a Healthcare Specialty** field. If necessary, you may click the “x” to remove it.

b. The Personal Information section of this page allows you to enter your personal contact information such as first and last name, date of birth, last four digits of your Social Security Number (SSN), primary contact phone number, and mobile phone number.

c. The Employer Information section of this page allows you to enter information about your employer such as DEA number, NPI number, name, address, phone number, and fax number.
d. To add your employer’s DEA or NPI number, enter it in the appropriate field, and then click Add. You may add multiple DEA and/or NPI numbers, if permitted by your state, by repeating this process for each DEA/NPI number you wish to add. Once you click Add, the DEA/NPI number is displayed beneath the appropriate field. If necessary, you may click Remove next to a DEA/NPI number to remove it.

d. If you selected a delegate user role (e.g., Prescriber Delegate, Pharmacist Delegate, etc.), you must add your supervisor(s) in the Delegate section of this page. Note that this section is only displayed if you selected a delegate user role.
• To add a supervisor, enter their current, valid email address in the Email field, and then click Add. You may add multiple supervisors by repeating this process. Once you click Add, the supervisor’s email address is displayed beneath the Email field. If necessary, you may click the “x” to remove it.

Notes:
• The supervisor must already have a registered account with your state’s PMP.
• 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 delegate.

8. Once you have entered all required information, click Continue.

Note: At this point in the registration process, you may click Log Out, Complete Later to save your login credentials and complete your registration at a later time. When you are ready to complete your registration, navigate to https://newhampshire.pmpaware.net, then enter the username and password you established in the previous steps.
9. Review your information to ensure it is correct before submitting your registration.
   a. If you need to change your user role, click **Change**, located at the top of the page next to the role you selected. *Note that changing your user role will cause you to lose any information you entered on the registration form.*
   b. If you need to edit your personal information, click **Edit** next to the **Personal Information** section header.

10. If all information is correct, click **Submit & Continue**.

   Once you have submitted your registration, you will be notified of your account status (*Pending Approval* or *Not Complete – Additional Documents Needed*) and instructed to verify your email address.

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

   a. **Pending Approval:** If your account requires manual approval to complete your registration, your registration status will be “Pending Approval.” You may click the plus sign (+) next to **Registration Details** to view the information you submitted. *Note that your information may not be edited at this time.* Refer to **Account Approval** for more information.
b. **Not Complete – Additional Documents Required:** If your user role requires that you upload validation documents to complete your registration, your registration status will be “Not Complete – Additional Documents Required,” and the Account Registration page displays the list of required documents.

- Click **Choose File** to upload the required document(s) to your account, then click **Submit Documents**;
- Or
- Click **Log Out, Complete Later** to return at a later time and upload the required document(s). When you are ready to complete your registration, navigate to [https://newhampshire.pmpaware.net](https://newhampshire.pmpaware.net), then enter the username and password you established in the previous steps.
Once you have submitted your documents, you will be notified that your account is pending approval and instructed to verify your email address. You may click the plus sign (+) next to Verification Documents and Registration Details to view the information you submitted. Note that your information may not be edited at this time. Refer to Account Approval for more information.

2.3 Verifying Your Email Address

Once you have submitted your registration, PMP AWARxE sends an email to the supplied email address for verification of an active email address.

Note: If you did not receive the email containing the verification link, you may click Resend Email from the Account Registration page.
When you receive the email, it will contain a link to verify your email address. Click the **verify your email** link.

![Verification Email](image)

**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 at [https://pmpawarxe.zendesk.com/hc/en-us/](https://pmpawarxe.zendesk.com/hc/en-us/).

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

**Note:** If your account requires approval, you will not have full access to PMP AWARxE functionality, including performing patient requests, until your account is approved. Please refer to **Account Approval** for more information.

### 2.4 Account Approval

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

![Account Approval Email](image)

Once you receive the account approval email, you can log in to PMP AWARxE using the email address and password you created when you registered.

**Notes:**

- If you no longer have the password, you can reset it by following the instructions in the **Reset Password** section of this document.
• If you are a delegate, you must be approved by any supervisors you have selected before you can perform a Patient Request.

• If configured by your state, upon logging in, you may be presented with the End User License Agreement that you must review and accept prior to using the application.

End User License Agreement

By clicking “Submit” I hereby agree to follow the security and password policies of the NH PDMP. I agree to not disclose nor misrepresent any data or protected health information to any unauthorized person or party. I agree that I will not share my account information, login name, or password with anyone, even if they are authorized users of the program.
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://newhampshire.pmpaware.net.

   The Log In page is displayed.

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 My Dashboard 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 delegate’s or supervisor’s status. My Dashboard can be accessed at any time by clicking Menu > Dashboard (located under Home).

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 delegates.

• 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 **Creating a Patient Request** section.

3.2.3 Delegates/Supervisors

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

• If you are a supervisor, you can quickly change a delegate’s status from the dashboard by clicking the delegate’s name. Once you click the delegate’s name, the Delegate Management page is displayed, and you can approve, reject, or remove a delegate 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 delegate management, please refer to the **Delegate Management** 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 have an announcement, whereas a user whose role is “delegate” 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 username (located in the top right corner of the page), and then click **Log Out**.

![Log Out button](image-url)
4 RxSearch

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

- Creating a patient request
- Viewing a patient request
- Performing a bulk patient search
- Viewing historical requests
- Viewing a report of prescriptions attributed to you
- Viewing patient alerts

**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 (at NHPDMP@dhhs.nh.gov).

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

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Patient Info</strong></td>
<td></td>
</tr>
<tr>
<td>First Name</td>
<td>Enter the patient’s complete first and last name; Or Click the Partial Spelling 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.”</td>
</tr>
<tr>
<td>Last Name</td>
<td></td>
</tr>
<tr>
<td>Date of Birth</td>
<td>Use the MM/DD/YYYY format or click the calendar icon to select a date.</td>
</tr>
<tr>
<td>Prescription Fill Dates</td>
<td></td>
</tr>
<tr>
<td>From</td>
<td>Use the MM/DD/YYYY format or click the calendar icon to select a date.</td>
</tr>
<tr>
<td>To</td>
<td></td>
</tr>
</tbody>
</table>

**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.

**Note:** If you are a delegate, you must select a supervisor from the Supervisor field, located above the Patient Info section of the page.
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 Delegates/Supervisors section of My Dashboard or the My Profile section for further instructions.

4. If you require information from other states, click the checkbox next to the desired state(s) in the PMP InterConnect Search section of the page.

Notes:
- Partial search is not available when searching other states. If you have selected partial search, the PMP InterConnect 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.
- For more information on using PMP InterConnect in your search, please refer to Setting Default PMP InterConnect States.

5. 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 as shown on the following page. Refer to the Viewing a Patient Report section for more details regarding the patient report.

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 Multiple Patients Identified section.
   - If you searched for a partial patient name and multiple patients were found, refer to the Partial Search Results 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 No Results Found section for more information.
4.1.1 Multiple Patients Identified

1. 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.

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.
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.

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.
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.

   Error
   No matching patient identified.

Or

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.

   Patients found but no prescriptions found.

   We were able to find this patient. However, there are no prescription records within the prescription fill dates provided. Please try a longer date range.

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.).
4.2 Viewing a NarxCare Report

Once your search results are returned, the NarxCare Report is automatically displayed. For complete information on the NarxCare Reports, and for more information on the NarxCare system, please refer to Appendix A: NarxCare.

You may also access your previously requested NarxCare Reports at any time by clicking Menu > Requests History. Refer to the Requests History section for more information.

4.3 Requests History

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

   ![Requests History Page]

   **Notes:**
   - You can only view Patient Reports you or your delegate(s) have created.
   - This page displays requests submitted by you and your delegate(s) for the past 30 days.

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

   ![Advanced Options]

   b. Click Download PDF or Download CSV to export your search history, if this functionality has been configured by your State Administrator.
c. Click a patient name to view the details of that request in a detail card at the bottom of the page.

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

  \begin{quote}
  \textbf{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.
  \end{quote}

- 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 Creating a Patient Request for complete instructions on generating new requests.

### 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.
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.

   The Manual Entry search is displayed.

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. Click the **File Upload** radio button in the **How do you want to enter patients?** field at the top of the page.

The File Upload search is displayed.

7. Click **View Sample File** to download the sample CSV file.

8. Open the sample CSV file, and complete the required fields.

*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:**

  ![Image of file with errors]

- **File with no errors:**

  ![Image of 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

1. 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).

   ![Bulk Patient Search History](image)

   The Bulk Search History page is displayed.

<table>
<thead>
<tr>
<th>Bulk Search Name</th>
<th>Number of Patients</th>
<th>Date Requested</th>
<th>Processing</th>
<th>Incomplete</th>
<th>Ready</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test Group 2 05/29/18</td>
<td>2</td>
<td>05-29-2018</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Test Group 12/28/18</td>
<td>2</td>
<td>05-29-2018</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

   **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.

   ![Bulk Patient Summary](image)

3. Click a patient name to display that patient’s search details.
The search details are displayed below the table.

<table>
<thead>
<tr>
<th>bob testpatient</th>
<th>Refresh</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Birth: 01/01/1900</td>
<td>Location:</td>
<td>Reason:</td>
</tr>
<tr>
<td>PMPI States:</td>
<td>Prescription Fill Dates: October 14, 2015 until October 14, 2017</td>
<td></td>
</tr>
</tbody>
</table>

4. From this page, 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.

  **Note:** If the **Bulk Search History** page indicates that all patient records are ready (screenshot a), but you click the search results and a patient’s status is displayed as “incomplete” (screenshot b), it is likely that the search returned multiple results for that patient.

(a)

(b)

To resolve this and view the patient report:

1. **Click the patient’s name.**
   The patient search details are displayed.

2. **Click Try Again.**
   The Patient Request page is displayed.
3. Refer to **Multiple Patients Identified** to run the report.

### 4.5 My Rx

If you have a DEA number associated with your AWARxE account, My Rx 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 My Rx report:

1. Click **Menu > My Rx.**
   
The My Rx search page is displayed as shown on the following page.

![My Rx screenshot](image)

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 State Administrator, you may click **Download PDF** or **Download CSV** to export your report results.
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.

- 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 Rx Management

The Rx Management page, located under **Menu > Data**, allows you to manage prescriptions within PMP AWARxE. If you are a dispenser, you can correct dispensation errors, modify inaccuracies on existing prescriptions (e.g., incorrect prescriber information), add new prescriptions, and review prescription history for the pharmacy.

**Notes:**
- **Depending on the settings enabled by your State Administrator for the portal in general and for specific role types, different options may be available. The screenshots and descriptions in the following sections are all inclusive. If an option is not available, then it has not been enabled by your State Administrator.**
- **In order to utilize this functionality, you must have an Employer Identifier on your account and agree that you are responsible for correcting/maintaining prescription information of the employer Identifier for submission to PMP AWARxE. This must be done during registration. If you have already registered and do not have any Pharmacy Identifiers available for selection, please contact your State Administrator to have the necessary Identifiers added and to agree to the terms of use.**

5.1 Error Correction

The Error Correction page displays a list of erroneous records submitted by you or by your employer, if applicable. To access the Error Correction page, click **Data > Rx Management > Error Correction.**

![Error Correction Page Screenshot]

From this page, you can search for specific records and/or correct the errors.
Note: Error correction within AWARxE is only available for prescriptions submitted via SFTP, file upload, or real-time submission to PMP Clearinghouse. Any prescriptions submitted via Universal Claim Form cannot be submitted to PMP AWARxE with a validation error, as the error must be corrected prior to submission.

5.1.1 Search for a Record

1. From the Error Correction tab, click **Advanced Options**.

2. Enter your search criteria in the appropriate field(s). You may search by any or all of the following:
   - Pharmacy Identifier
   - RX Number
   - Fill Start Date
   - Fill End Date

3. Click **Search**.

A list of records matching your search criteria is displayed.
5.1.2 Correct an Error

1. From the Error Correction page, click the link in the **Rx Number** column for the record you wish to correct.

   ![Rx Error List](image)

   The record is displayed. **Note that the number of errors in the record is displayed at the top of the page.**

2. Scroll through the record to locate the error(s). Fields containing errors are red, and the specific error message is displayed below the field.

3. Correct the error(s), and then click **Submit**.
   a. If all errors have been resolved, the record is submitted.
   Or
b. If there are still errors on the page, the number of errors is displayed at the top of the page. Repeat steps 2-3 until all errors have been corrected.

5.2 Rx Maintenance

Rx Maintenance allows you to search for a specific prescription record and correct or void that record. To access the Rx Maintenance page, click Data > Rx Management > Rx Maintenance.

5.2.1 Correcting Prescriptions

To search for and correct a prescription record:

1. Complete the fields on the Rx Search page. Note that the Pharmacy Identifiers and Prescription Fill Dates fields are required.
2. Click Search.
   Your search results are displayed.
3. Click the link in the **Rx Number** column for the record you wish to view and/or correct.

The Dispensation Correction Form page is displayed.

4. Make the necessary corrections, then click **Submit**.

If all fields pass validation, a message is displayed indicating that the record was successfully submitted.

**Note:** If any fields do not pass validation, an error message is displayed indicating that errors exist. Click **OK** on the error message, then scroll through the form to locate the errors. Fields containing errors are red, and the specific error message is displayed below the field.
5.2.2 Voiding Prescriptions

If you need to void a prescription:

1. Perform steps 1-3 in the Correcting Prescriptions section to locate the prescription.

2. Scroll down to the bottom of the Dispensation Correction page, and click Void.

   The Void Dispensation window is displayed asking you to confirm that you wish to void the record.

3. Select the reason you wish to void the record from the Please enter a void reason drop-down, then click Void.

   Note: Voiding a record is a permanent change. In the event a record is voided that should not have been, you will need to resubmit the record.

5.3 New Rx

You can manually enter your prescription information into the New Hampshire PDMP database using the Manual Submission Form within the PMP AWARxE web portal. This form allows you to enter patient, prescriber, dispenser, and prescription information.

Please refer to the Data Submission Guide for Dispensers for the complete list of reporting requirements.
Note: This form cannot be saved and must be completed near the time of creation to avoid loss of information.

To access the New Rx page, click Data > Rx Management > New Rx.

To enter a new dispensation:

1. Complete the required fields.

   Notes:
   - A red asterisk (*) indicates a required field.
   - If you are entering a compound, click the Compound checkbox in the Drug Information section of the page, complete the required fields for the first drug ingredient, then click Add New to add additional drug ingredients.

2. Once you have completed all required fields, click Submit.

   If all fields pass validation, a message is displayed indicating that the record was successfully submitted.

   Note: If any fields do not pass validation, the number of errors is displayed at the top of the page. Scroll through the form to locate the errors. Fields containing errors are red, and the specific error message is displayed below the field.

Once all errors have been corrected, click Submit.
5.4 PharmacyRx

If you have a DEA number associated with your AWARxE account, PharmacyRx allows you to run a report that displays all dispensations associated with that DEA number. To access the PharmacyRx page, click Data > Rx Management > PharmacyRx.

To perform a PharmacyRx search:

1. Click the radio button next to the DEA number for which you wish to generate the report.
2. Select the date range for the report in the From and To fields, using the MM/DD/YYYY format, or select a date from the calendar that is displayed when you click in these fields.
3. Click Search.

Your report results are displayed. If configured by your State Administrator, you may click Download PDF or Download CSV to export your report results.
6 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
- Set your default PMP InterConnect states
- Managing your delegate account(s)
- Updating or resetting your password

6.1 My Profile

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

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

To update your account:

1. Click **Menu > My Profile**.
   
The My Profile page is displayed.
2. Update your information as necessary. The following notes may be helpful in updating your information:

- **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.

- **Email Address:** 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.

- **Adding Supervisors:** If you are a delegate, 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.

3. Once you have made all necessary changes, click **Save Changes**.

### 6.2 Setting Default PMP InterConnect States

PMP AWARxE is configured to integrate with PMP InterConnect to expand your search capabilities when researching a patient’s prescription history. This feature allows you to configure states to be selected by default when performing a Patient Request. To set your default PMP InterConnect states:

1. Click **Menu > Default PMPi States**.
   
   The Default InterConnect PMPs page is displayed.

2. Click the checkbox next to the state(s) you would like to be selected by default when performing a Patient Request.

3. Click **Update Defaults**.
   
   Your selections are saved and will be selected by default when you create a Patient Request.

   **Note:** You can de-select default states as necessary—selecting default states does not require you to search for those states every time.

### 6.2.1 Using PMP InterConnect with a Patient Rx Search

1. When creating a new Patient Request, the list of available PMP InterConnect states is provided at the bottom of the page.
2. Click to select the state(s) from which you wish to obtain results. You may also click **Select All** to select all available states.

3. Once you click Search, PMP AWARxE submits the request to the selected states’ PMP InterConnect systems. Results from those states are then blended into the final Patient Report.

**Notes:**
- The report does not separate prescription information on a state-by-state basis. It incorporates all information from all sources into a single report.
- Only an exact name match will return results from interstate searches. There will not be a multiple patient pick list displayed for patients who do not have an exact name match.

### 6.3 Delegate Management

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

#### 6.3.1 Approving and Rejecting Delegates

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

**Note:** If the request is not acted upon, the system will send 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.

<table>
<thead>
<tr>
<th>First</th>
<th>Last</th>
<th>Role</th>
<th>Delegate Status</th>
<th>Date Requested</th>
<th>Date Verified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jordan</td>
<td>Delegate</td>
<td>Prescriber Delegate - Unlicensed</td>
<td>Pending</td>
<td>04/06/2018</td>
<td></td>
</tr>
<tr>
<td>Adam</td>
<td>Delegate</td>
<td>Prescriber Delegate - Unlicensed</td>
<td>Approved</td>
<td>04/06/2018</td>
<td>04/11/2018</td>
</tr>
</tbody>
</table>

**Note:** New delegates are identified with a status of “Pending.”

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

4. Click **Approve** to approve the delegate;  
   Or  
5. Click **Reject** to reject the delegate. If rejected, the delegate will be removed.

### 6.3.2 Removing Delegates

If you need to remove a delegate from your account:

1. Click **Menu > Delegate Management.**

   The Delegate Management page is displayed.

<table>
<thead>
<tr>
<th>First</th>
<th>Last</th>
<th>Role</th>
<th>Delegate Status</th>
<th>Date Requested</th>
<th>Date Verified</th>
</tr>
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<tr>
<td>Jordan</td>
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<tr>
<td>Adam</td>
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<td>Prescriber Delegate - Unlicensed</td>
<td>Approved</td>
<td>04/06/2018</td>
<td>04/11/2018</td>
</tr>
</tbody>
</table>

2. Click the delegate’s name to display their information in the detail card at the bottom of the page.

3. Click **Remove.**

   Upon removal, the delegate’s status will be returned to “Pending.” The delegate is not removed from your delegate list.

**Notes:**

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

### 6.4 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 updating your current password.
2. If your password has already expired, or if you have forgotten your password, you can reset your password.

#### 6.4.1 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**.

   The Change Password page is displayed.

   ![Change Password Form](image)

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 eight (8) characters
- One (1) uppercase letter
- One (1) lowercase letter
- One (1) number
- One (1) special character such as !, @, #, $, etc.

4. Click **Change**.

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

### 6.4.2 Resetting a Forgotten Password

1. If you have forgotten your password or your password has expired, navigate to [https://newhampshire.pmpaware.net](https://newhampshire.pmpaware.net).

   The Log In page is displayed.

   ![Log In Page](image)

2. Click **Reset Password**.

   The Reset Password page is displayed.
3. Enter the email address associated with your account, then click **Request Password Reset**.
   A confirmation message is displayed.

4. If 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.
   The Change Password page is displayed.

5. 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 eight (8) characters
   - One (1) uppercase letter
   - One (1) lowercase letter
   - One (1) special character such as !, @, #, $, etc.

   *You cannot reuse any of your last 12 passwords.*

6. 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 1–3 to generate a new password reset email.
   - 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
If you have received your email password and able to log in 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 State Administrator (at NHPDMP@dhhs.nh.gov) 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) no-reply-pmpaware@globalnotifications.com
   (b) globalnotifications.com
   (c) amazonses.com
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 Bamboo Health at 1-855-353-9903;
  OR
• Create a support request at the following URL:

Technical assistance is available Monday through Friday from 8:00 a.m. to 5:00 p.m. EST.

7.2 Administrative Assistance

If you have non-technical questions about the New Hampshire PDMP, please contact:

Shawn Jackson
PDMP Program Administrator
29 Hazen Drive
Concord, NH 03301

Phone: 603-271-6978
Fax: 603-696-3150
Email: nhpdmp@dhhs.nh.gov
8 Document Information

8.1 Disclaimer

Bamboo Health 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.

8.2 Change Log

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Chapter/Section</th>
<th>Change Made</th>
</tr>
</thead>
<tbody>
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<td>2018</td>
<td>N/A</td>
<td>N/A; initial publication</td>
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<tr>
<td>2.0</td>
<td>03/26/2020</td>
<td>Global</td>
<td>Updated to current document template</td>
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<td></td>
<td>12/26/2019</td>
<td>2/Registration</td>
<td>Replaced registration instructions with updated registration process</td>
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<tr>
<td>2.1</td>
<td>06/24/2021</td>
<td>Global</td>
<td>Updated screenshots as necessary to reflect updates made to the system to ensure that it is ADA compliant</td>
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<td>3.0</td>
<td>08/01/2022</td>
<td>Global</td>
<td>Updated guide to reflect Bamboo Health branding</td>
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<td></td>
<td></td>
<td>Appendix A/NarxCare</td>
<td>Added new appendix</td>
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<td>4.2/Viewing a Narx Report</td>
<td>Updated information in section 4.2 to reflect NarxCare reports instead of Basic report functions</td>
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<td></td>
<td>7.2/Administrative Assistance</td>
<td>Updated to NH points of contact for assistance</td>
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Appendix A: NarxCare

Introduction to NarxCare

All authorized users have access to an advanced patient support tool called NarxCare. In addition to the existing functionality and the current patient PMP report, NarxCare offers a representation of the PMP data in an interactive format to help physicians, pharmacists, and care teams access, more quickly and easily comprehend the data to aid in clinical decisions, and provide improved patient safety and outcomes. NarxCare also provides tools and resources that support patients’ needs and connects them to treatment, when appropriate.

With this platform, healthcare providers have access to all of the features and functions of NarxCare with a consistent look and feel for users who access the solution through the web portal. It also enables delivery of NarxCare within Electronic Health Records (EHR) and Pharmacy Management Systems for those prescribers and dispensers who choose to access NarxCare through integration within their healthcare IT system.

This appendix is intended to provide an overview of the NarxCare platform and provides a breakdown of the report.

Why NarxCare?

NarxCare is a platform that helps clinicians identify, prevent, and manage substance use disorder (SUD). We know that safe prescribing practices must be part of a multi-dimensional response to this public health crisis. The NarxCare platform assists providers and pharmacies with identifying patients who may be at risk for prescription drug addiction and provides resources that clinicians can utilize to ensure that patients can be provided with the care they need. The NarxCare platform is user friendly, fast, easily integrated into a patient’s electronic medical record, and interoperable with other states. We view NarxCare as an important component in our response to the current opioid crisis.

How Does NarxCare Work?

NarxCare aggregates historical and active PMP prescription data and presents color-coded, interactive, visual representations of the data. In addition, the NarxCare report has a Resources section that includes a Medical Assistance Treatment (MAT) locator and CDC educational resources. These resources can be used to help patients who are in need, in a meaningful way.
Who Has Access to NarxCare?

NarxCare is available to authorized end users, whether they are accessing NarxCare via the web portal or an integrated EHR system or pharmacy software.

NarxCare Layout

The NarxCare report interface is displayed as tiles containing specific prescription information. The tiles displayed may vary depending on the display configured by your State Administrator. The following overview provides common tiles you may see on your report.

- **Header**: Date of Birth: [redacted], 17M
  - Recent Address: Louisville, KY 40212
  - View Linked Records (6)
- **Messages**: 2/13/2021 1:11 PM EDT — From [redacted] (Current)
  - This patient has a treatment agreement, please see agreement attached
  - Treatment Agreement.pdf (154.6 KB)
- **Care Notes**: 2/13/2019 12:32 PM EDT — From [redacted] (Current)
  - This patient has a treatment agreement, please see agreement attached
  - Treatment Agreement.pdf (154.6 KB)
- **Scores & Indicators**: NarxCare Scores
  - Narcotic: 794
  - Sedative: 391
  - Stimulant: 221
  - Overdose Risk Score: 993
    - (Range 0-999)
  - State Indicators (4)
    - [ ] Patient is participating in a specialized dock or address a diagnosed substance use disorder
    - [ ] History of overdose (3)
    - [ ] Daily Active MME > 115
    - [ ] Overlapping Opioid & Benzodiazepines

- **RX Graph**: RX Graph
  - All Prescriptions
  - Prescribers
    - 1. [redacted]
    - 2. [redacted]
    - 3. [redacted]
    - 4. [redacted]
    - 5. [redacted]
    - 6. [redacted]
    - 7. [redacted]
  - Dose
    - 1. 10 mg
    - 2. 20 mg
    - 3. 30 mg
  - Days
    - 1. 1
    - 2. 7
    - 3. 14
  - Days
    - 1. 1
    - 2. 7
New Hampshire Prescription Drug Monitoring Program
Requestor User Support Manual  Appendix A: NarxCare

RX Summary

RX Summary Expanded

Prescription Detail

Providers
Pharmacies

NarxCare helps providers make better-informed decisions when it comes to identifying, preventing, and managing substance use disorders. An overview of each section can be found below.

*Note: All the sections in the above layout may not appear in your state’s NarxCare report.*

**NarxCare Report Details**

**Report Header**

The NarxCare 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, which is shown on the following page, contains additional training links as well as a link to the NarxCare user guide. You can click your username for quick access to account management options such as **My Profile**, **Delegate Management**, and **Password Reset**.

  ![Menu](image)

- **Patient identifying information:** The patient’s name, age in years, and gender are displayed as the report header above the report tiles. Additional patient
information, such as date of birth and address, can be found below this header. This information will remain visible as you scroll through the report.

You can click **View Linked Records** to display all records linked to the selected patient.

- **Other Tools/Metrics**: You can click on the **Other Tools/Metrics** drop-down, located on the right side of the page, to display the **Resources** link, which contains links to MAT providers and State & CDC resources that may be useful in managing patient referrals or reviewing CDC guidelines. Please refer to the **Other Tools/Metrics** section of this appendix for more information on these resources.

- **Report download links**: If you need to download a PDF or CSV version of the report, click the **Export** drop-down, then click **Download PDF** or **Download CSV**.
Report Body

The information in the body of the NarxCare Report is aimed at rapidly raising awareness of potential risk and prescription use patterns, and when required, individual prescription detail. This information is presented as tiles, many of which are interactive and will display additional information upon clicking or hovering over links and graphs within the individual tiles.

**Note:** The list of tiles described below is not comprehensive; it provides a list of the most common tiles. You may not see all of the tiles described below; however, you may also see additional tiles not described below. The tiles displayed to you are configured by your State Administrator.

- **Scores and additional risk indicators:** The NarxCare Report includes a series of type-specific use scores, NarxCare 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 this data in the patient header, face sheet, or alongside patient vital signs.

  **Note:** Please refer to [Narx Scores, Overdose Risk Score, and Additional Risk Indicators](#) sections of this document for more information on those scores and indicators.

- **State Indicators:** The State Indicators tile displays Clinical Alerts as configured by your State Administrator. The Clinical Alerts feature delivers custom alerts and notifications to prescribers to alert them when patients meet or exceed the specified thresholds.
**Note:** The alerts that are available to you and the thresholds associated with those alerts are configured by your State Administrator.

The Clinical Alerts that may be displayed in this section are listed in the table below.

<table>
<thead>
<tr>
<th>Alert Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prescriber &amp; Dispenser Thresholds</td>
<td>Generates an alert when the number of prescribers and dispensers specified by your State Administrator is met or exceeded within a set time period.</td>
</tr>
<tr>
<td>Daily Active MME Threshold</td>
<td>Generates an alert when the daily active morphine milligram equivalent (MME) is greater than or equal to the value specified by your State Administrator.</td>
</tr>
<tr>
<td>Opioid &amp; Benzodiazepine Threshold</td>
<td>Generates an alert when opioids and benzodiazepines are prescribed within the time period set by your State Administrator.</td>
</tr>
<tr>
<td>Daily Active Methadone Threshold</td>
<td>Generates an alert when the daily active MME for methadone is greater than or equal to the value specified by your State Administrator.</td>
</tr>
<tr>
<td>Opioid Consecutive Days Threshold</td>
<td>Generates an alert when opioids have been received daily for longer than the time period set by your State Administrator.</td>
</tr>
</tbody>
</table>

If configured by your State Administrator, this section may also display below-threshold alerts indicating that the patient has not met or exceeded the thresholds associated with that alert.

Alerts for thresholds that have been met or exceeded are displayed in **red**. Alerts for thresholds that have not been met (below-threshold alerts) are displayed in **gray**.
You can view a detailed description of the Clinical Alerts displayed in this section by clicking the **Details** link located below the alerts. Once you click this link, the alert details module is displayed.

### Additional Indicators

An additional risk indicator assessment reveals the following concerns for [redacted]

**Exceeds Daily Active MME Threshold**
- **Description**: Please note that this patient has received controlled substances prescriptions equal to or greater than 115 MME/day. This equals or exceeds the threshold of 90 MME/day.
- **Patient's Counts**: 115
- **Alert Thresholds**: 45
- **Alert Date**: 8/23/2021

**Exceeds Opioid & Benzodiazepine Threshold**
- **Description**: Please note that this patient has received controlled substances prescriptions for both an Opioid and a Benzodiazepine within the same time period.
- **Prescription Counts**:
  - Opioid: 6
  - Benzodiazepine: 1
- **Alert Date**: 8/23/2021

### Notes:

If configured by your State Administrator, this module may also display an **Explanation** section containing additional information, provided by the State Administrator, about why you are receiving this alert.

These alerts and indicators may corroborate and/or alleviate any concerns raised by the patient’s prescription information. 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.

- **Rx Graph**: The Rx Graph tile 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.
  7. Narcotics (opioids) = **red**
• Buprenorphines = purple
• Sedatives (benzodiazepines, sleep aids, etc.) = blue
• Stimulants = green
• 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.

• Other graphs: If configured by your State Administrator, the Morphine Milligram Equivalent Prescribed Over Time, Buprenorphine (mg) Prescribed Over Time, and Lorazepam MgEq (LME) Prescribed Over Time tiles may also be included on the report. These tiles contain graphs that provide a quick longitudinal view of daily MME, buprenorphine, and LME. Abrupt changes in these factors are often due to overlapping prescriptions.
You can hover over the timeline in all of these graphs to display information for a specific day.

- You can customize the length of time for which you wish to view
information by clicking **Last 30 Days** (displayed by default), **Last 60 Days, Last 90 Days, Last 1 Year, or Last 2 Years** at the top of each graph.

**Prescription Detail**

Each prescription dispensed to the patient is presented in the Prescriptions tile. If desired, you can use the arrows next to each column header (七星) 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.

**Provider and Pharmacy Detail**

Provider and pharmacy information, including full name, address, and DEA number (if applicable), is presented in the Providers and Pharmacies tiles.
Other Tools/Metrics

Resources

The Resources link provides easy access to treatment locators and State & CDC documents.

- **MAT Providers**: The MAT Providers pop-up window locates the 30 closest providers who are listed in the Substance Abuse and Mental Health Services Administration (SAMHSA) buprenorphine treatment locator database.

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

  This data is provided by the Substance Abuse and Mental Health Services Administration (SAMHSA). View more information about the treatment locator [here](#).

- **State & CDC Resources**: The State & CDC Resources pop-up window, which is shown on the following page, provides a series of State & CDC
To assist providers in educating their patients, printable CDC pamphlets are also available. In addition to CDC-provided resources, specific resources, in coordination with the NH Bureau of Drug and Alcohol Services (BDAS) may also be available. More information about the CDC resources can be found [here](#).

**Narx Scores**

The NarxCare application delivers several elements of discrete data and a visually enhanced, interactive PDMP report. Contained in 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.
2. The last digit of each score represents the number of active prescriptions of that type. For example, a Narx Score of 504 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 controlled substance prescribers
   b. The number of pharmacies that dispensed a controlled substance
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, 1,000 MME dispensed within the last month will elevate the score more than 1,000 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:

6. Patients who use small amounts of medication with limited provider and pharmacy usage will have low scores.

7. Patients who use large amounts of medications in accordance with recommended guidelines (single provider, single pharmacy, etc.) will have mid-range scores.

8. 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: 4,800 MME
- Patient C: 1,050 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:
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: 4,800 MME | 90
- Patient C: 1,050 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. 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. Example provider reference tables are provided below.

<table>
<thead>
<tr>
<th>Prescriber Count</th>
<th>2mo Scaled</th>
<th>6mo Scaled</th>
<th>1 yr Scaled</th>
<th>2yr Scaled</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>1</td>
<td>19</td>
<td>12</td>
<td>8</td>
<td>6</td>
</tr>
<tr>
<td>2</td>
<td>36</td>
<td>22</td>
<td>16</td>
<td>11</td>
</tr>
<tr>
<td>3</td>
<td>51</td>
<td>32</td>
<td>23</td>
<td>16</td>
</tr>
<tr>
<td>4</td>
<td>64</td>
<td>41</td>
<td>30</td>
<td>21</td>
</tr>
<tr>
<td>5</td>
<td>75</td>
<td>49</td>
<td>37</td>
<td>26</td>
</tr>
<tr>
<td>6</td>
<td>85</td>
<td>57</td>
<td>43</td>
<td>30</td>
</tr>
<tr>
<td></td>
<td>And so on ...</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pharmacy Count</th>
<th>2mo Scaled</th>
<th>6mo Scaled</th>
<th>1 yr Scaled</th>
<th>2yr Scaled</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>1</td>
<td>25</td>
<td>16</td>
<td>13</td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>45</td>
<td>31</td>
<td>25</td>
<td>19</td>
</tr>
<tr>
<td>3</td>
<td>63</td>
<td>44</td>
<td>35</td>
<td>27</td>
</tr>
<tr>
<td>4</td>
<td>78</td>
<td>56</td>
<td>45</td>
<td>35</td>
</tr>
<tr>
<td>5</td>
<td>90</td>
<td>67</td>
<td>54</td>
<td>42</td>
</tr>
<tr>
<td>6</td>
<td>99</td>
<td>76</td>
<td>62</td>
<td>49</td>
</tr>
<tr>
<td></td>
<td>And so on ...</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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%.

### Sedative LME

<table>
<thead>
<tr>
<th>Sedative LME</th>
<th>2mo Scaled</th>
<th>6mo Scaled</th>
<th>1 yr Scaled</th>
<th>2yr Scaled</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>1-4</td>
<td>4</td>
<td>6</td>
<td>8</td>
<td>10</td>
</tr>
<tr>
<td>5 - 9</td>
<td>8</td>
<td>10</td>
<td>13</td>
<td>16</td>
</tr>
<tr>
<td>10 - 14</td>
<td>10</td>
<td>12</td>
<td>16</td>
<td>19</td>
</tr>
<tr>
<td>15 - 19</td>
<td>20</td>
<td>20</td>
<td>23</td>
<td>26</td>
</tr>
<tr>
<td>20 - 24</td>
<td>23</td>
<td>23</td>
<td>26</td>
<td>29</td>
</tr>
<tr>
<td>25 - 29</td>
<td>24</td>
<td>23</td>
<td>26</td>
<td>30</td>
</tr>
</tbody>
</table>

And so on...

### Overlap Days

<table>
<thead>
<tr>
<th>Overlap Days</th>
<th>2mo Scaled</th>
<th>6mo Scaled</th>
<th>1 yr Scaled</th>
<th>2yr Scaled</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>1</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>6</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>9</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>11</td>
<td>7</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>14</td>
<td>9</td>
<td>7</td>
<td>5</td>
</tr>
<tr>
<td>6</td>
<td>16</td>
<td>10</td>
<td>8</td>
<td>6</td>
</tr>
</tbody>
</table>

And so on...

### Pharmacy Count

<table>
<thead>
<tr>
<th>Pharmacy Count</th>
<th>2mo Scaled</th>
<th>6mo Scaled</th>
<th>1 yr Scaled</th>
<th>2yr Scaled</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>1</td>
<td>25</td>
<td>16</td>
<td>13</td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>45</td>
<td>31</td>
<td>25</td>
<td>19</td>
</tr>
<tr>
<td>3</td>
<td>63</td>
<td>44</td>
<td>35</td>
<td>27</td>
</tr>
<tr>
<td>4</td>
<td>78</td>
<td>56</td>
<td>45</td>
<td>35</td>
</tr>
<tr>
<td>5</td>
<td>90</td>
<td>67</td>
<td>54</td>
<td>42</td>
</tr>
<tr>
<td>6</td>
<td>99</td>
<td>76</td>
<td>62</td>
<td>49</td>
</tr>
</tbody>
</table>

And so on...
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 intu the following score categories.

<table>
<thead>
<tr>
<th>Patient</th>
<th>Consumption</th>
<th>Behaviors</th>
<th>Narx Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient A</td>
<td>Low</td>
<td>Low</td>
<td>Low</td>
</tr>
<tr>
<td>Patient B</td>
<td>Low</td>
<td>High</td>
<td>Mid</td>
</tr>
<tr>
<td>Patient C</td>
<td>High</td>
<td>Low</td>
<td>Mid</td>
</tr>
<tr>
<td>Patient D</td>
<td>High</td>
<td>High</td>
<td>High</td>
</tr>
</tbody>
</table>

It is important to understand that there are several different patterns of use that can result in the same score. It is always 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 for a hypothetical scaled value to illustrate the calculation of a Narcotic Score:
1. Determine the raw values for all time periods for all variables.

<table>
<thead>
<tr>
<th></th>
<th>60 days</th>
<th>6 mos.</th>
<th>1 year</th>
<th>2 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prescribers</td>
<td>6</td>
<td>9</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Pharmacies</td>
<td>4</td>
<td>4</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>MME</td>
<td>1640</td>
<td>5408</td>
<td>7358</td>
<td>7364</td>
</tr>
<tr>
<td>LME</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Overlaps</td>
<td>17</td>
<td>55</td>
<td>65</td>
<td>65</td>
</tr>
</tbody>
</table>

2. Convert all raw values to scaled values.

<table>
<thead>
<tr>
<th></th>
<th>60 days</th>
<th>6 mos.</th>
<th>1 year</th>
<th>2 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prescribers</td>
<td>85</td>
<td>76</td>
<td>84</td>
<td>64</td>
</tr>
<tr>
<td>Pharmacies</td>
<td>78</td>
<td>56</td>
<td>62</td>
<td>49</td>
</tr>
<tr>
<td>Morphine milligram eq</td>
<td>74</td>
<td>87</td>
<td>88</td>
<td>87</td>
</tr>
<tr>
<td>Lorazepam milligram eq</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Overlaps</td>
<td>41</td>
<td>70</td>
<td>64</td>
<td>52</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>60 days</th>
<th>6 mos.</th>
<th>1 year</th>
<th>2 years</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prescribers</td>
<td>85</td>
<td>76</td>
<td>84</td>
<td>64</td>
<td>77</td>
</tr>
<tr>
<td>Pharmacies</td>
<td>78</td>
<td>56</td>
<td>62</td>
<td>49</td>
<td>61</td>
</tr>
<tr>
<td>MME</td>
<td>74</td>
<td>87</td>
<td>88</td>
<td>87</td>
<td>84</td>
</tr>
<tr>
<td>LME</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Overlaps</td>
<td>41</td>
<td>70</td>
<td>64</td>
<td>52</td>
<td>57</td>
</tr>
</tbody>
</table>

4. Calculate the weighted average.

<table>
<thead>
<tr>
<th></th>
<th>60 days</th>
<th>6 mos.</th>
<th>1 year</th>
<th>2 years</th>
<th>Avg</th>
<th>Wt.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prescribers</td>
<td>85</td>
<td>76</td>
<td>84</td>
<td>64</td>
<td>77</td>
<td>1</td>
</tr>
<tr>
<td>Pharmacies</td>
<td>78</td>
<td>56</td>
<td>62</td>
<td>49</td>
<td>61</td>
<td>1</td>
</tr>
<tr>
<td>MME</td>
<td>74</td>
<td>87</td>
<td>88</td>
<td>87</td>
<td>84</td>
<td>3</td>
</tr>
<tr>
<td>LME</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Overlaps</td>
<td>41</td>
<td>70</td>
<td>64</td>
<td>52</td>
<td>56</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Weighted Average (sum/8)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>63</td>
</tr>
</tbody>
</table>
5. Add (concatenate) the number of active prescriptions

<table>
<thead>
<tr>
<th></th>
<th>60 days</th>
<th>6 mos.</th>
<th>1 year</th>
<th>2 years</th>
<th>Avg</th>
<th>Wt.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prescribers</td>
<td>85</td>
<td>76</td>
<td>84</td>
<td>64</td>
<td>77</td>
<td>1</td>
</tr>
<tr>
<td>Pharmacies</td>
<td>78</td>
<td>56</td>
<td>62</td>
<td>49</td>
<td>61</td>
<td>1</td>
</tr>
<tr>
<td>MME</td>
<td>74</td>
<td>87</td>
<td>88</td>
<td>87</td>
<td>84</td>
<td>3</td>
</tr>
<tr>
<td>LME</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Overlaps</td>
<td>41</td>
<td>70</td>
<td>64</td>
<td>52</td>
<td>56</td>
<td>2</td>
</tr>
<tr>
<td>Weighted Average (sum/8)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>63</td>
</tr>
<tr>
<td>Number of Active Narcotic Prescriptions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Narcotic Score</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>632</td>
<td></td>
</tr>
</tbody>
</table>

**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.

- Narx Scores are not intended to work as sole determinants of a patient’s risk. Narx Scores are intended to support clinical decisions, not displace them. In no event should NarxCare be used to replace a provider’s professional and medical judgment.

- 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
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:

<table>
<thead>
<tr>
<th>Narcotic</th>
<th>Sedative</th>
<th>Stimulant</th>
</tr>
</thead>
<tbody>
<tr>
<td>000</td>
<td>000</td>
<td>000</td>
</tr>
</tbody>
</table>

  **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:

<table>
<thead>
<tr>
<th>Narcotic</th>
<th>Sedative</th>
<th>Stimulant</th>
</tr>
</thead>
<tbody>
<tr>
<td>341</td>
<td>501</td>
<td>000</td>
</tr>
</tbody>
</table>

  **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:

<table>
<thead>
<tr>
<th>Narcotic</th>
<th>Sedative</th>
<th>Stimulant</th>
</tr>
</thead>
<tbody>
<tr>
<td>671</td>
<td>240</td>
<td>000</td>
</tr>
</tbody>
</table>

  **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

<table>
<thead>
<tr>
<th>Score/Range</th>
<th>Notes</th>
<th>Steps to Consider</th>
</tr>
</thead>
<tbody>
<tr>
<td>000</td>
<td>This may be the first prescription of this type for the patient.</td>
<td>Discuss risks/benefits of using a controlled substance. Consider informed consent.</td>
</tr>
<tr>
<td>010–200</td>
<td>Approximately 75% of scores fall in this range. Occasionally, patients in this score range have a remote history of high usage (&gt; 1 year ago).</td>
<td>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.</td>
</tr>
<tr>
<td>201–650</td>
<td>Approximately 24% of scores fall in this range.</td>
<td>Review use patterns for unsafe conditions. Discuss any concerns with patient. See guidance below.</td>
</tr>
<tr>
<td>&gt; 650</td>
<td>Approximately 1% of scores fall in this range. Some patient records may have a score in this range and still be within prescriber expectations. Many patient records include some level of multiple provider episodes, overlapping prescriptions, or elevated milligram equivalency.</td>
<td>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</td>
</tr>
</tbody>
</table>
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:

<table>
<thead>
<tr>
<th>ORS</th>
<th>Odds Ratio of Unintentional Overdose Death</th>
</tr>
</thead>
<tbody>
<tr>
<td>000–199</td>
<td>1</td>
</tr>
<tr>
<td>200–299</td>
<td>10</td>
</tr>
<tr>
<td>300–399</td>
<td>12</td>
</tr>
<tr>
<td>400–499</td>
<td>25</td>
</tr>
<tr>
<td>500–599</td>
<td>44</td>
</tr>
<tr>
<td>600–699</td>
<td>85</td>
</tr>
<tr>
<td>700–799</td>
<td>141</td>
</tr>
<tr>
<td>800–899</td>
<td>194</td>
</tr>
<tr>
<td>900–999</td>
<td>329</td>
</tr>
</tbody>
</table>

Note: Narx Scores are not intended to work as sole determinants of a patient’s risk. Narx Scores are intended to support clinical decisions, not displace them. Under no circumstance should NarxCare be used to replace a provider’s professional and medical judgment.
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. 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 for controlled substance dispensation per unit time
- Maximum morphine milligram equivalency (MME) in the last year
- The number of prescribers of controlled substances in the last two years
- Various slopes of opioid and sedative use
- Various slopes of prescriber usage

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

Clinical Application

The ORS is intended to provide a multi-factor estimate of overdose death risk. 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 takes multiple risk factors for unintentional overdose death into consideration and is more predictive than any one component.
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:

<table>
<thead>
<tr>
<th>60-day MED avg</th>
<th>Decedents</th>
<th>Living</th>
<th>Death Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>90 MED</td>
<td>1,008</td>
<td>162,231</td>
<td>0.6%</td>
</tr>
<tr>
<td>150 MED</td>
<td>722</td>
<td>94,681</td>
<td>0.8%</td>
</tr>
<tr>
<td>480 MED</td>
<td>144</td>
<td>13,693</td>
<td>1.0%</td>
</tr>
</tbody>
</table>

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.
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.

<table>
<thead>
<tr>
<th>Score</th>
<th>Approximate CDC MED Equivalent</th>
<th>Steps to Consider</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 010–440</td>
<td>&lt; 50 MED</td>
<td>Consider other sources of risk beyond PDMP data. See below.</td>
</tr>
<tr>
<td>450–650</td>
<td>50 MED (or more)</td>
<td>Consider naloxone prescription. See below.</td>
</tr>
<tr>
<td>&gt; 650</td>
<td>90 MED (or more)</td>
<td>Consider naloxone prescription. Review use patterns for unsafe conditions.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If multiple providers involved in unsafe prescribing, discuss concern with patient and consider contacting other providers directly.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If multiple pharmacies involved in unsafe prescribing, discuss concern with patient and consider pharmacy lock-in program.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If overlapping medications of same or different type, discuss concern with patient and consider taper to lower dose and/or discontinuation of potentiating medications.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If patient has evidence of a substance use disorder, consider inpatient admit or referral for outpatient evaluation and treatment.</td>
</tr>
</tbody>
</table>

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 configured differently by the State PDMP than as described below.

This section is intended to aggregate important information from multiple sources of data.

There are currently three PDMP based indicators:

- More than 5 controlled substance providers in any 365-day period
- More than 4 pharmacies that dispense controlled substances 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:


Clinical Application

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

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

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-Based Guidance

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Steps to Consider</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 5 providers in any year (365 days)</td>
<td>Review use patterns for unsafe conditions. If multiple providers involved in unsafe prescribing, discuss concern with patient and consider contacting other providers directly.</td>
</tr>
<tr>
<td>More than 4 pharmacies in any 90-day period</td>
<td>Review use patterns for unsafe conditions. If multiple pharmacies involved in unsafe prescribing, discuss concern with patient and consider pharmacy lock-in program.</td>
</tr>
<tr>
<td>More than 40 MED per day average and more than 100 MME total</td>
<td>Review use patterns for unsafe conditions. Consider taper to lower dose and/or discontinuation of potentiating medications.</td>
</tr>
<tr>
<td>If all 3 indicators are present</td>
<td>Review use patterns for unsafe conditions. If multiple providers are involved in unsafe prescribing, discuss concern with patient and consider contacting other providers directly. If multiple pharmacies or dispensaries are involved in unsafe prescribing, discuss concern with patient and consider a 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 the patient has evidence of a substance use disorder, consider inpatient admit or referral for outpatient evaluation and treatment.</td>
</tr>
</tbody>
</table>
Appendix B: Communications Module

Clinicians need the ability to recognize and call attention to important medical events, such as mitigating or exacerbating factors, on a patient’s PMP report. The NarxCare system’s Communications Module is designed to meet this need. When this module is enabled, clinician-to-clinician messaging and the ability to add Care Notes to a record are available within the NarxCare Report.

- Clinician-to-clinician messaging allows clinicians to securely communicate and share information regarding a patient in their care. This direct messaging feature is available only in NarxCare, not in the PMPs themselves, and permits the exchange of information between verified PMP users regarding a single patient under the care of multiple clinicians.

- Care Notes is a clinician-only feature that allows specific, clinically relevant notes or events to be appended to a patient’s PMP record. These notes are visible only on the PMP report and to clinicians who have the Communications Module enabled.

Note: To have the Communications Module enabled, clinicians must meet specific requirements such as having a unique personal ID (e.g., DEA number) and not sharing that ID with other clinicians (e.g., within an institutional setting).

This appendix describes how to create and view Care Notes and clinician-to-clinician messages within the NarxCare Report.

Accessing Your Inbox

Clinician-to-clinician messages and Care Notes are stored in your inbox, which can be accessed by:

- Clicking Inbox from the Messages/My Care Notes section of your dashboard; or
- Clicking the Communications link on the menu bar.

New messages and/or Care Notes are indicated by a number (i.e., the number of new messages) next to the Inbox link in the Messages/My Care Notes section of your dashboard and on the Communications link on the menu bar.
Once you have clicked either link, your inbox is displayed.

Your inbox contains three tabs: **Messages**, **Sent Messages**, and **My Care Notes**. The **Messages** tab is displayed by default. Note that both messages and Care Notes are contained within the NarxCare Report; therefore, when viewing messages/Care Notes, you are accessing the NarxCare Report for the patient indicated in the **Patient** column.

You can manage how many messages or Care Notes are displayed at any given time by changing the number in the **View** field at the bottom of the list. You can also use the arrows to navigate through your messages/Care Notes.

- **Messages.** The **Messages** tab displays the date and time the message was received, the patient who is the subject of the message, the user who sent the message, and a preview of the message text. Messages are displayed in descending time order, with the most current messages at the top. New messages are displayed in **bold** until viewed.

  Click the link in the **Message** column to view the message.

  The NarxCare Report for that patient is displayed, and you are automatically directed to the Messages section of the report.

Refer to [Clinician-to-Clinician Messaging](#) for information on responding to messages and creating new messages.
• **Sent Messages.** Click the **Sent Messages** tab to display a list of messages you sent to other clinicians. This tab displays the date and time the message was received, the patient who is the subject of the message, the user to whom you sent the message, and a preview of the message text. Messages are displayed in descending time order, with the most current messages at the top.

Click the link in the **Message** column to view the message.

The Narx Report for that patient is displayed, and you are automatically directed to the Communication section of the report. Click **Sent Messages** to view your list of sent messages.

• **My Care Notes.** Click the **My Care Notes** tab to display your Care Notes.

The **My Care Notes** tab displays the date and time the care note was last updated, the patient who is the subject of the note, and a preview of the note text. Care Notes are displayed in descending order, with the most current notes at the top. New Care Notes are displayed in **bold** until viewed.

Click the link in the **Care Note** column to view the note.
The NarxCare Report for that patient is displayed, and you are automatically directed to the Care Notes section of the report.

Refer to Care Notes for information on adding new Care Notes to a patient record.

Clinician-to-Clinician Messaging

Creating a New Message

You can send a message regarding a specific patient to another clinician who is also treating that patient from within the NarxCare Report.

Note: This function should be used for messages that are not critically time sensitive, as there may be a time lag before the recipient views any sent message. For time sensitive communications, direct communication with the desired recipient outside of the PMP system is recommended.

To send a new message:

1. Generate a NarxCare Report for the patient using the instructions provided in the Creating a Patient Request section of this document.

The NarxCare Report is displayed as shown on the following page.
2. Scroll down to the **Prescribers** section of the **Rx Graph**. Available prescribers are indicated by hyperlinked names.

3. Click the prescriber’s name to send a message regarding the patient.

   **Note:** *If the prescriber’s name is not a hyperlink, that prescriber is not available for messages. Prescribers may be unavailable for messages based on a number of factors, including being located out of state or having an invalid identifier.*

   The Message Creation window is displayed.

4. If multiple demographics exist for the patient, you must select the most recent and accurate demographic to ensure that your message is attached to the correct patient record.

   **Note:** *If multiple demographics do not exist, you can skip this step.*

5. Type your message in the **Message** field.

6. Click **Send**.

   The message is sent, and the prescriber will be able to view it the next time they log in to AWARxE.
View a Message Thread

The Communication section of the Narx Report organizes your messages into threads. To view a message thread:

1. Navigate to the Communication section of the Narx Report using the instructions provided in the Accessing Your Inbox section of this guide.

2. Click the arrow icon (>) located to the right of the message you wish to view. The Message Details page is displayed.

3. Click View Message Thread to view all messages in this conversation.

4. From this page, you can:
   c. Click Reply to add another message to the thread (see Responding to an Existing Message for more details);
   d. Click View More Messages to view more messages in the thread; or
   e. Click Back to Messages to return to the Messages tab.

Responding to an Existing Message

If a prescriber has sent you a message, it will be available in your inbox. To read and respond to a message:

1. Open the message using the instructions provided in the Accessing Your Inbox section of this guide.

   The NarxCare Report is generated and displayed, and you are automatically directed to the Messages section of the report.
2. Click the arrow icon (> located to the right of the message to which you are responding. The Message Details page is displayed.

3. Click **Reply**. The Reply window is displayed as shown on the following page.

4. If multiple demographics exist for the patient, you must select the most recent and accurate demographic to ensure that your message is attached to the correct patient record.

   **Note:** If multiple demographics do not exist, you can skip this step.

5. Type your response in the **Message** field.

6. Click **Send**. The message is sent, and the prescriber will be able to view it the next time they log in to AWARxE.
Care Notes

The Care Notes feature allows you to add specific, clinically relevant notes or events to a patient’s PMP record (e.g., “the patient has a pain contract”) to be viewed by any provider who views the patient’s record. You can also edit and/or delete Care Notes that you added to the patient’s record.

**Note:** This function should be used for messages that are not critically time sensitive, as there may be a time lag before the recipient views any sent message. For time sensitive communications, direct communication with the desired recipient outside the PMP system is recommended.

Adding a New Care Note

To add a new Care Note to a patient’s record:

1. Generate a NarxCare Report for the patient using the instructions provided in the **Creating a Patient Request** section of this document. The NarxCare Report is displayed as shown on the following page.

2. Click **Add Note** in the Care Notes section of the page.
The Care Note creation window is displayed.

Note: If configured by your State Administrator, you may be required to select from a list of pre-defined Care Notes. These notes are defined by your State Administrator and will vary by PMP. In this case, your Care Note creation window will display similar to the following example:

To create a Care Note, select the type of note from the **Type of Care Note** field, then click the checkbox next to the Care Note that should be added to
3. Type your note in the **Write a Care Note** field. Note that Care Notes are limited to 1,000 characters.

4. In the **Expiration** field, use the drop-down menu to select when the Care Note should expire.

   - You can choose to have the Care Note never expire or to expire after 3 months, 6 months, 12 months, or a custom number of months.
   - If you choose the **expire after custom months** option, you will be prompted to enter the number of months after which the Care Note should expire. The maximum allowed is 99 months.

5. If you are adding a Care Note to a patient report via an EHR integration, the **Share Note** field will be displayed. Use this field to indicate whether the Care Note should be shared externally with any authorized PMP user or internally with your organization only.

6. Click **Save**.
   
   The Care Note is saved and immediately appended to the patient’s record.

### Editing a Care Note

**Note:** You can only edit Care Notes added by you. Your State Administrator may also edit your Care Note, if necessary.

To edit your Care Note:

1. Generate a NarxCare Report for the patient using the instructions provided in the Creating a Patient Request section of this document. The NarxCare Report is displayed.
2. In the Care Notes section of the page, locate the note you wish to edit.

3. Click the **Actions** drop-down for the note and select **Edit Note**. *Note that this option is only available on notes created by you. You cannot edit Care Notes created by other clinicians.*
The Edit Care Note window is displayed.

4. Edit the Care Note as necessary. You may refer to steps 3–5 of the Adding a New Care Note section of this document for more information about the fields displayed on this window.

5. Once you have finished editing the Care Note, select the reason for editing the note in the Reason for Edit field. You may add any additional comments regarding the edit in the Additional Comments field. Note that if you select Other as the reason for your edit, you must complete the Additional Comments field.

6. Click Save.
   - Your edits are saved, and the Care Note is immediately updated on the patient’s record.
   - Care Notes that have been edited by you or by the State Administrator are indicated with [Edited] next to the Care Note description in your inbox.
You may click **View Edits** to view the Care Note's edit history. Note that the edit history is only viewable by you and your State Administrator.
If the Care Note has been edited multiple times, you can click **View History of Edits** to view the entire edit history.

![Edited Care Note]

Deleting a Care Note

*Note: You can only delete Care Notes added by you. Your State Administrator may also delete your Care Note, if necessary.*

To delete your Care Note:

1. Generate a NarxCare Report for the patient using the instructions provided in the [Creating a Patient Request](#) section of this document.

   The NarxCare Report is displayed as shown on the following page.
2. In the Care Notes section of the page, locate the note you wish to delete.
3. Click the Actions drop-down for the note and select Delete Note.

**Note:** This option is only available on notes created by you. You cannot delete Care Notes created by other clinicians.

The Delete Care Note window is displayed.
4. Select the reason you are deleting the Care Note. You may add any additional comments regarding the deletion in the Additional Comments field. Note that if you select Other as the reason for your deletion, you must complete the Additional Comments field.

5. Click Submit.
   - The Care Note is immediately removed from the patient’s record and will no longer be visible to you or any other prescriber.
   - Care Notes that have been deleted by you or by the State Administrator are indicated with [Deleted] next to the Care Note description in your inbox.

   ![Deleted Care Note]

   - You may click View Reason to view the Care Note’s edit history and reason for deletion. Note that the edit history is only viewable by you and your State Administrator.
Flagging a Message/Care Note as Inappropriate

If you have received an inappropriate message and/or Care Note, you can flag it for review by the State Administrator. To flag a message or Care Note for review:

1. From the Messages or Care Notes section of the NarxCare Report, click the Actions drop-down and select **Flag as Inappropriate**.

   ![Actions drop-down with Flag as Inappropriate option highlighted]

   The Flag as Inappropriate window is displayed.

   ![Flag as Inappropriate window]

   2. Select the reason you are flagging the message or Care Note as inappropriate. You may add any additional comments regarding your reason in the **Additional Comments** field. *Note that if you select Other as the reason for flagging the message or Care Note, you must complete the **Additional Comments** field.*

   3. Click **Submit**.

   The message or Care Note is flagged and sent to the State Administrator for review.