



Law Enforcement and Regulatory User Support Manual

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1 What Is a Requestor?

A requestor is a PMP AWAR_xE account type that is used to review patient’s prescription history, prescriber history and dispenser history.

Note: Law Enforcement or Regulatory Agencies interested in accessing information in E-FORCSE should contact the State Administrator for instruction on applying and setting up a new in PMP AWAR_xE.

A complete list of available roles are as follows:

Agency Administration

- Agency Admin
- Impaired Practitioner Consultant Admin

Law Enforcement (Delegates)

- DEA
- FBI
- HHS
- Local
- Medicaid Fraud Units
- Military Police
- State Attorney General
- State Police
- State Prosecutor Special Investigators (District or Commonwealth Attorney)
- VA Investigator

Other

- Licensing Board Investigator (Delegate)
- Medical Examiner/Coroner (District Administrator)
- Medical Examiner - Delegate
- Impaired Practitioner Consultant (Delegate)

2 Registration

E-FORCSE® requires that every individual register as a separate user, using their email address as their username within the system. Law Enforcement, Investigators, Impaired Practitioner Consultants, State Attorney General and Medical Examiner Delegates users must register as a delegate linked to their Agency Administrator, Impaired Practitioner Consultant Administrator, State Attorney General Administrator or Medical Examiner/Coroner.

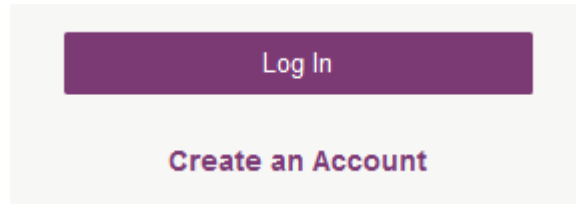
The registration process is comprised of three screens: the account settings screen, the role selection screen, and the demographics screen. All three screens must be filled out before the user can successfully submit their registration for processing.

Some requestor roles require the User to upload the required certification document(s). This documentation must be submitted prior to the user account being approved. The user can submit digital copies through PMP AWAR_xE after completing the initial registration screens.

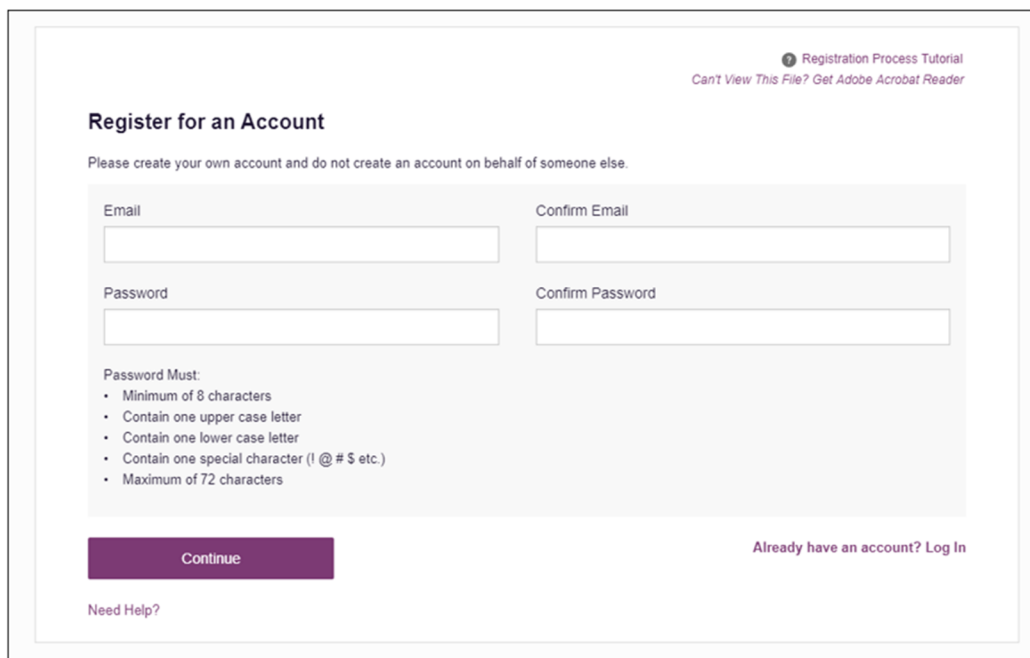
2.1 Registration Process

1. To request a new account in PMP AWAR_xE, the user must first load the login screen for the application. The login screen is located at <https://florida.pmpaware.net>.

2. Once at the login screen, the user must click the “Create an Account” option to begin the process.



3. The next screen requires the user to enter their current, valid work email address and select a password. The password must be entered a second time for validation.
 - a. The password must contain at least 10 characters, including 1 capital letter and 1 special character (such as !,@,#,\$).

A screenshot of a registration form titled "Register for an Account". At the top right, there is a link for "Registration Process Tutorial" and a note "Can't View This File? Get Adobe Acrobat Reader". Below the title, there is a instruction: "Please create your own account and do not create an account on behalf of someone else." The form contains four input fields: "Email", "Confirm Email", "Password", and "Confirm Password". Below the "Password" field, there is a section titled "Password Must:" with a bulleted list of requirements: "Minimum of 8 characters", "Contain one upper case letter", "Contain one lower case letter", "Contain one special character (! @ # \$ etc.)", and "Maximum of 72 characters". At the bottom left, there is a purple "Continue" button. At the bottom right, there is a link "Already have an account? Log In". At the bottom left, there is a link "Need Help?".

4. After the work email and desired password have been entered, the user must click the “Continue” button.
5. The second step is the role selection screen. The user can expand the role categories to select the role that fits their affiliated agency. The Agency Administrator role is only used when the agency initially sets up their department level account. Individual requestors will find their roles under either Law Enforcement or Other.

Notes:


- *If you do not see an applicable role for your agency type, the State Administrator has not configured a role of that type and potentially may not allow users in that agency access to PMP AWAxE. Please contact your State Administrator for more information.*


[Registration Process Tutorial](#)
[Can't View This File? Get Adobe Acrobat Reader](#)


Account Registration


Tell us about your role

I am:


 a Healthcare Professional or Delegate


 an Agency Administration


 in Law Enforcement


 an Other Professional

Continue
Log out, Complete Later


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://florida.pmpaware.net>, then enter the username and password you established in the previous steps.


[Registration Process Tutorial](#)
[Can't View This File? Get Adobe Acrobat Reader](#)


Account Registration


Tell us about your role

I am:


 a Healthcare Professional or Delegate


 an Agency Administration


 in Law Enforcement


 an Other Professional

Select a specific role from below

Continue
Log out, Complete Later

6. After the role has been selected, the user must click the “Continue” or “Log Out, Complete Later” button.
7. The final screen is the demographics screen. Here the user must enter their badge number (Employee ID if Badge Number is not applicable), name, date of birth, agency information, and other information as configured by the State Administrator. Required fields are marked with a red asterisk.

Note: Agency Administrators contact the State Administrator for instruction on applying and setting up a new Law Enforcement, Medical Examiner or Regulatory agency account.

Note: If you are a delegate (designee) and do not find your specific agency listed in the demographic section, contact your Agency Administrator for direction.

[Registration Process Tutorial](#)
[Can't View This File? Get Adobe Acrobat Reader](#)

[Back](#)
Account Registration
 Role category: **Law Enforcement**
 Role: **Local** | [Change](#)

Professional Details * Indicates Required Field

Sadge Number *

Position, Title, or Rank *

Personal Information

First Name * Middle Name Last Name *

Date of Birth *

MM/DD/YYYY

Primary Contact Phone * Mobile Phone Number

(xxx) xxx-xxxx (xxx) xxx-xxxx

This may be used for password reset

Employer Information

Agency *

Address * Address Line 2

City * State * Zip Code *

Phone * Fax

(xxx) xxx-xxxx (xxx) xxx-xxxx

Delegate

I am a delegate for the following people... *

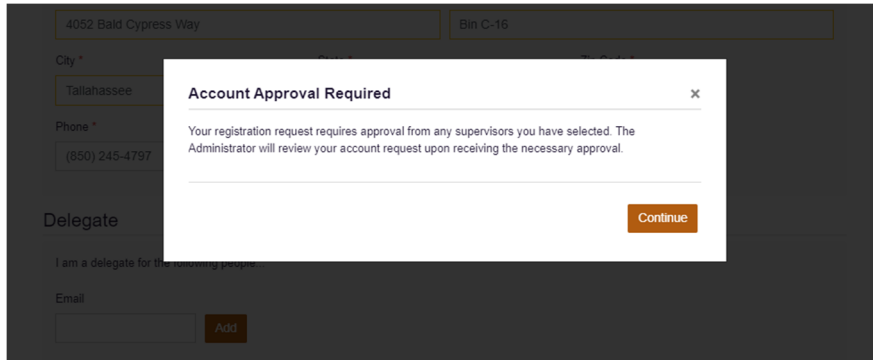
Email

Selected Supervisors

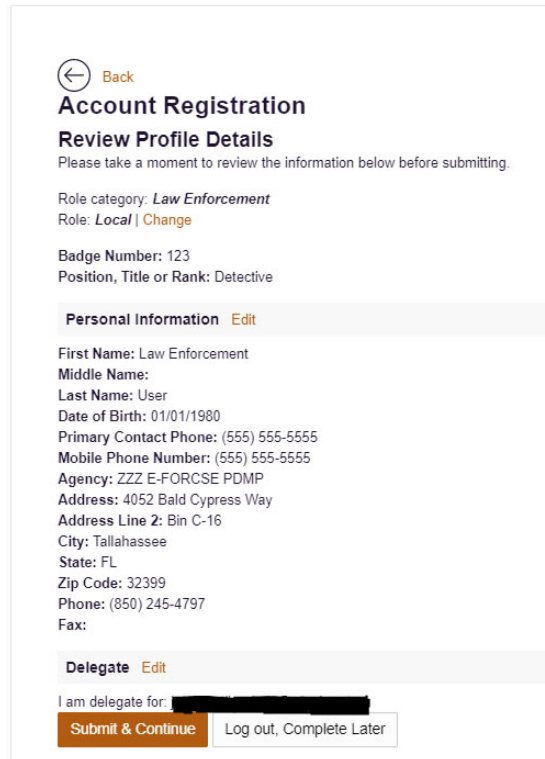
- If the user is a delegate (designee), the final section of the demographics screen requires the delegate to enter their Agency Administrator's (AWAR_xE supervisor) registered email address.
NOTE: The Agency Administrator must already have set up an agency account with PMP AWAR_xE. When adding an Agency Administrator (AWAR_xE supervisor), a delegate will want to

ensure that they enter the supervisor's email address correctly and that they are using a valid email address.

9. After all information has been entered into the form, the user must click the "Continue" or "Log Out, Complete Later" button.



10. When the user selects the "Continue" button they will see the "Account Approval Required" Message. Select the "Continue" button.



11. The user will see an overview of their account registration and have the options to edit fields, "Submit and Continue" or "Log out, Complete Later".
12. The user will then be taken to a landing page notifying them that their account is either pending approval, or incomplete and requires further action.

- a. Users will also be notified that a link to verify their email address has been sent.
- b. If the registration is “Incomplete,” (Screen Capture Example Below) please see the [Validation Documents](#) section.

The screenshot shows a web interface for account registration. At the top, a green success banner reads: "Success A link to verify your email address has been sent." Below this, a red warning icon and text state: "Status: Registration Not Complete - Additional Documents Needed". The text explains that based on the user role, additional documentation is required and provides instructions on how to complete the registration. A table lists the required documents and the upload status:

Required Documents	Uploaded File
Law_Enforcement_Authorized_User_Certification.pdf Preview Download	No file uploaded <input type="button" value="Choose File"/> [Max File Size: 10MB]

At the bottom of the form, there are two buttons: "Submit Documents" and "Log out, Complete Later".

2.2 Email Verification

1. After the user submits their registration, PMP AWAR_xE sends an email to the supplied email address asking for verification of an active email address.
2. The user must click the link within the email to verify their email address.
 - a. The link contained within the email is only valid for 20 minutes. In the event the time has expired, clicking the link will result in a new email verification notification being sent to the user. The user must click on the link in the new email to verify their email address.
 - b. If the user is not able to receive HTML formatted emails/emails with hyperlinks, they should contact the helpdesk with the contact information located in the [Technical Assistance](#) section of this document.
 - c. If the user registered with the wrong email address, they should login to the account using the wrong email address as the User Name and navigate to Menu > User Profile > My Profile to update their email address. For further instructions see the [My Profile](#) section of this document.
3. The user is taken to a screen displaying a message that their email address has been validated.

2.3 Validation Documents

1. If a State Administrator requires further validation for a role the user registered for, the user will see the required documents in the registration module and also receive an email with instructions and the necessary forms to complete.
2. The user completes the required form(s) in accordance with the instructions.
3. The user must then submit (upload) the form(s) to the PMP AWAR_xE system.
 - a. The user logs into the PMP AWAR_xE using their email address and password used to request an account.
 - i. The user is presented with a file upload screen.

The screenshot shows a user dashboard for 'Jordan LE-User'. At the top, there is a navigation bar with a 'Menu' icon and the user's name. Below the navigation bar, there is a breadcrumb trail 'Home > Dashboard' and the PMP AWAR_xE logo with 'DEMO' and 'Powered by AWAR_xE' text. A green success message box states: 'Success: A link to verify your email address has been sent.' with a 'DISMISS' button. Below this, a red warning message says 'Your Registration is Not Complete'. There are links for 'Registration Process Tutorial' and 'Get Adobe Acrobat Reader'. The main content area is titled 'Welcome' and contains a paragraph explaining that additional documentation may be required based on user roles. Below this is a section titled 'Your User Roles' with a table:


Law Enforcement	Validation Documents Required	Documentation Received
Local	Law_Enforcement_Authorized_User_Certification.pdf	Fill out the required form and upload it

Below the table, there is a section titled 'Upload Law Enforcement Authorized User Certification'. It features a file upload interface with a 'Local' label, a dashed box containing a file icon and an 'Add File...' button.

- ii. The user clicks “add file” and selects the file for upload. After all required documents are added, click the “Submit Documents” or “Log Out, Complete Later”. When a document is submitted the user will receive an email notifying them that an update has been made to their account. Once the validation document(s) are uploaded, no further action is needed by the user.

Registration Process Tutorial
Can't View This File? Get Adobe Acrobat Reader

Account Registration

 **Status: Your Account is Pending Approval**

Your registration information and documents are being reviewed for approval. Watch your email or log in for status updates.

Email Verification: Not Complete - Please check your email and verify. [Resend Email](#)

Verification Documents

Required Documents	Uploaded File
Law_Enforcement_Authorized_User_Certification.pdf Preview Download	<div style="border: 1px solid #ccc; padding: 2px;"> <p>DH8025-PDMP_Authorized_User_Certification_Form_(7-19)_007).pdf (103 KB) Uploaded 10 minutes ago</p> </div>

Registration Details

If you need to update any of the registration details, please contact your state administrator.

Role category: **Law Enforcement**
Role: **Local**

Professional Details
Badge Number: 123
Position, Title or Rank: Detective

Personal Information
First Name: Law Enforcement
Middle Name:
Last Name: User
Date of Birth: 01/01/1980
Primary Contact Phone: (555) 555-5555
Mobile Phone Number: (555) 555-5555

Employer Information
Agency: ZZZ E-FORCSE PDMP
Address: 4052 Bald Cypress Way
Address Line 2: Bin C-16
City: Tallahassee
State: FL
Zip Code: 32399
Phone: (850) 245-4797
Fax:
Delegate
I am delegate for [REDACTED]

[Log Out](#)

2.4 Account Approved

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

3 Requestor Dashboard

The Requestor Dashboard is the first screen users see once logged in with an approved account. It provides a quick summary of pertinent items within PMP AWAARxE, including State Administrator announcements, their delegate's/supervisor's status, and any Quick Links the State Administrator has configured. The Dashboard can be accessed at any time by clicking **Menu > Home > Dashboard**.

My Dashboard

Delegates

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

PMP Announcements

Message for Law Enforcement 10/13/2017
Test announcement

Exciting changes are coming to AWAARxE! 09/20/2017
We are pleased to announce that later this year, we will be performing a systemwide update on AWAARxE.
When you log in to AWA... [more](#)

[View all Announcements](#)

Quick Links

[PMP Support](#)

3.1 Delegates (Designees)/Supervisors

This section shows the user's delegates or supervisors depending on the user's role. A supervisor can quickly change a delegate's status from the dashboard by clicking the delegate's name. They will be taken to the Delegate Management screen where they can approve, reject, or remove a delegate from their profile. Users can also click the "Delegates" link to be taken to the Delegate Management section, which is also accessible at any time by navigating to **Menu > User Profile > Delegate Management**. For additional information regarding delegate management, see the [Delegate Management](#) section.

3.2 Announcements and Quick Links

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

State Administrators can also configure Quick Links to webpages outside of PMP AWAARxE. Any links configured will be visible towards the bottom right of the dashboard in the Quick Links Section.

4 Insight

A select number of reports are available within the PMP AWARxE application. These include reports on prescriber activity, dispenser activity and patient activity.

4.1 New Reports

To run a report:

1. Navigate to **Menu > Insight > New Report**
2. A list of reports and their associated descriptions are displayed. Please note your account may not have access to all of the below displayed reports.

PMP AWARxE Reports

Report Name	Description
Prescriber Activity Request	Displays a summary of prescriptions prescribed by specified DEA number and the corresponding patient and pharmacy information.
Dispenser Activity Request	Displays a summary of prescriptions dispensed at specified location and the corresponding patient and prescriber information.
Investigative Patient Request	Allows broader searches for a single or multiple patients by name, identification number, or address.

3. Click the name of the report to run.
4. Insert the desired information into the Request Purpose section on all types of request forms.
5. Follow the steps to run the report as outlined below in the individual report sections.

Request Purpose

Investigation Type*	Case Number*	Case Comments
<input type="text"/>	<input type="text"/>	<input type="text"/>


6. Upload documentation to the request as required (Impaired Practitioner Consultants: patient releases and State Attorney General: evidence of the trial court granting the petition or motion that led to the discovery of admissible evidence)

* Upload Documentation

Upload documents associated with this search request
(e.g. subpoena).

[Max File Size: 15MB]

7. Click the Run Report button. A Report Creation message is displayed on screen.

 **Success**
The request has been forwarded to your admin for approval.

[DISMISS](#)

- Access the results by navigating to **Menu > Insight > Reports History**. The report will be listed in a status of “In Review” until approved by the State Administrator.

4.1.1 Prescriber Activity Request

- Navigate to **Menu > Insight > New Reports** and click “Prescriber Activity Request”
- Enter the DEA number or the name of the prescriber. Due the different manner in which prescriber names can be provided by pharmacies, we recommend using a partial search to ensure you obtain all applicable results. Using partial search will result in a picklist for you to select the appropriate prescriber.

Prescriber*

DEA Number		OR	First Name <input checked="" type="checkbox"/> Partial Search	Partial search recommended. If you are not getting results, it may require entry of the prescriber's professional suffix with their last name. Example: Jones, MD
<input type="text"/>		Paul		
		Last Name <input checked="" type="checkbox"/> Partial Search		
		Doc		

- Enter the date range for the report. If necessary, you can also filter by patient name if necessary and is an available option. (Entering a Patient Name may limit your results based on the manner in which patient names can be provided by pharmacies) Then, click “Run Report”

Rx Written Date*	Drug	Patient
From:		First Name
<input type="text" value="04/16/2017"/>		<input type="text"/>
To:		Last Name
<input type="text" value="04/16/2018"/>		<input type="text"/>
		DOB
		<input type="text" value="MM/DD/YYYY"/>

- If partial search was used, you will be presented with a picklist to select the prescriber you were looking for. Select the prescriber and click “Run Prescriber Activity.”

Multiple Prescribers Found

Multiple prescribers found matching your criteria. Please select the prescriber(s) or refine your search.

	First Name	Last Name	DEA Number	Address
<input checked="" type="checkbox"/>	Paul	Doctor	AD1111119	

Refine Search Criteria

Run Prescriber Activity

- Once you have selected the prescriber or if you did not use partial search, a successful message is displayed on screen. Navigate to **Menu > Insight > Reports History** to view the results of your search.



Success

The request has been forwarded to your admin for approval.

DISMISS

Report Results

Advanced Options ▾

Search using Advanced Options

Search

Report Requests

Click on Report Type to view the report

Report Type	Key Parameters	Match Result	Requestor	Request Date	Status
Prescriber Activity Request	DEA: AD1111119	Paul Doctor	Jordan Crawford	12/06/2017 12:46 PM	Ready
Prescriber Activity Request	DEA: AD1111119	Appriss Doctor	Jordan Crawford	09/26/2017 1:13 PM	Ready

- Once the report has a status of "Ready," click the "Prescriber Activity Request" link to view the results of the report. The report will be listed in a status of "In Review" until approved by the State Administrator.

Paul Doctor				
Street Address	Street Address 2	City	State	Zip
Report Criteria				
DEA Number	Prescriber First Name	Prescriber Last Name		
AD1111119	Paul	Doctor		
Summary				
Prescriptions:	4			
Patients:	3			
Pharmacies:	3			

The top of the report itself will have export options, a prescriber table which will detail any names, DEA numbers, and available addresses associated with your prescriber search, as well as a summary of the prescriptions contained within the report to detail prescription, patient and pharmacy count at a quick glance.

Prescriber Activity										
Last	First	DOB	Fill Date	Written Date	Drug Name	Qty	Supply	Store ID	Rx #	Pymt Type
Testpatient	Bob	01/01/1900	08/07/2017	08/07/2017	ALPRAZOLAM 2 MG TABLET	10.0	10	WALG7516	xx091	Comm Ins
patient	test	01/01/1901	04/11/2017	04/11/2017	GABAPENTIN 100 MG CAPSULE	30.0	30	Appr1119	1234567	Comm Ins
TESTPATIENT	ALICE	01/01/1900	12/19/2016	12/19/2016	ACETAMINOPHEN-COD #3 TABLET	3.0	3	Appr1119	AT1152500	Private Pay
TESTPATIENT	BOB	01/01/1900	12/15/2016	12/15/2016	HYDROCODON-ACETAMINOPHN 10-325	30.0	10	Dave1119	152847B	Comm Ins
Dispensers										
Store ID	Name	Address	City	State	Zip					
Appr1119	Appriss Pharmacy	10401 LINN STATION RD	LOUISVILLE	KY	40223					
Appr1119	Appriss Pharmacy	10401 LINN STATION RD	LOUISVILLE	KY	40223					
WALG7516	WALGREEN CO.	301 W MAIN ST	INDEPENDENCE	KS	67301					

The Prescriber Activity table will provide the prescription detail. You can sort it by any of its columns.

The Dispensers table will provide the dispensary name and address for any pharmacies that filled the prescriptions in the Prescriber Activity table.

Therapeutic Class Summary			
Therapeutic Class 4	Script Count	Patient Count	Pharmacy Count
BENZODIAZEPINES (ANXIOLYTIC, SEDATIV/HYP)	1	1	1
OPIATE AGONISTS	2	2	1
ANTICONVULSANTS, MISCELLANEOUS	1	1	1

A Therapeutic Class Summary table is provided as well for quick reference.

See the [Reports History](#) section for more information.

4.1.2 Dispensary Activity Request

1. Navigate to **Menu > Insight > New Reports** and click “Dispensary Activity Request”
2. Enter the DEA, NCPDP, or Pharmacy Name you’d like to search.

Request Criteria

Dispenser*

DEA Number

OR

Name Partial Search

Dillon

NCPDP

3. Enter the date range for your search. You can also filter by patient name if necessary and is an available option. (Entering a Patient Name may limit your results based on the manner in which patient names can be provided by pharmacies)

Rx Fill Date*

Drug

Patient

From

04/16/2017

To

04/16/2018

First Name

Last Name

DOB

MM/DD/YYYY

4. Click "Run Dispensary Activity Report." If partial name search was used, pick the dispensary from the pick list and click "Run Dispensary Activity."

Multiple Dispensaries Found


Multiple dispensaries found matching your criteria. Please select the dispensary or refine your search.

	Name	DEA Number	Address	
<input type="checkbox"/>	DILLON PHARMACY #36	AD1631983	1320 N MAIN ST	
<input type="checkbox"/>	DILLON PHARMACY #33	AD9221033	108 FISHEL ST	
<input type="checkbox"/>	DILLON PHARMACY	BD2125335	1108 E 1ST ST	
<input type="checkbox"/>	DILLON PHARMACY, #74	BD2241711	122 N BROADWAY	
<input checked="" type="checkbox"/>	DILLON PHARMACY, #72	BD2447135	10515 W CENTRAL AVE	
<input type="checkbox"/>	DILLON'S, PHARMACY #19	BD6514865	4701 W 6TH ST	

Refine Search Criteria

Run Dispensary Activity

5. A successful message is displayed on screen. Navigate to **Menu > Insight > Reports History** to view the results of your search.

 **Success**
The request has been forwarded to your admin for approval. DISMISS

Report Results

Report Type	Key Parameters	Match Result	Requestor	Request Date	Status
Dispensary Activity Request	DEA: BD2447135	DILLON PHARMACY	Jordan Crawford	12/21/2017 6:16 AM	Ready

6. Once the report has a status of "Ready," click the "Prescriber Activity Request" link to view the results of the report. The report will be listed in a status of "In Review" until approved by the State Administrator.

DILLON PHARMACY				
Street Address	City	State	Zip	
10515 W CENTRAL AVE	WICHITA	KS	67212	
Report Criteria				
Street Address	City	State	Zip	DEA Number
10515 W CENTRAL AVE	WICHITA	KS	67212	BD2447135
Summary				
Prescriptions:	8			
Patients:	5			
Prescribers:	4			

The top of the report itself will have export options, a dispenser table which will detail the dispensary name, DEA number, and address associated with your dispensary search, as well as a summary of the prescriptions contained within the report to detail prescription, patient and prescriber count at a quick glance.

Dispenser Activity										
Last	First	DOB	Fill Date	Drug Name	Qty	Supply	Written Date	Prescriber Name	Rx #	P
Carroll	Lucinda	10/31/1990	08/15/2017	CHEST CONGESTION RELIEF PE	801.0	214	08/01/2017	LLC GENOA HEALTHCARE OF KANSAS	fgT3DNEEkap4VlxB3QcG	M
Marquardt	Joshuah	05/19/2017	08/15/2017	TELMISARTAN 40 MG TABLET	658.0	740	07/26/2017	WALGREEN CO	K	C
Zulauf	Antone	03/31/2010	08/15/2017	MAPAP ARTHRITIS ER 650 MG CPLT	336.0	171	07/31/2017	STANFORD W GRIST, DVM	5	W
Pollich	Rodrick	01/27/1985	08/15/2017	VENLAFAXINE HCL ER 75 MG CAP	954.0	45	07/27/2017	CRANFORDS DRUG STORE INC	xhLTHuZ	W
Doyle	Diego	09/16/1977	08/15/2017	VALSARTAN-HCTZ 320-25 MG TAB	534.0	331	07/31/2017	WOOLMARKET PHARMACY INC	1kX3vzQu3OHJcCCPg42Ls3o	C
Zulauf	Antone	03/31/2010	08/15/2017	AMOXICILLIN 250 MG/5 ML SUSP	160.0	388	07/29/2017	ERIC M WOLFSON	Af4vIKfFnnrWDZGA12CQ	M
Homenick	Jonatan	07/09/1961	08/15/2017	ENALAPRIL MALEATE 20 MG TAB	19.0	425	07/31/2017	DAVIS PHARMACY	6JeeW2V	W
Kirilin	Luigi	10/13/1937	08/15/2017	HUMATROPE 12 MG	330.0	179	07/25/2017	ACCREDO HEALTH GROUP	B2OKI0YIFFSHL1YHBIs	C

The Dispenser Activity table will provide the prescription detail. You can sort it by any of its columns.

The Prescribers table will provide the prescriber name, and address if available, for any prescribers that wrote the prescriptions in the Dispenser Activity table.

Therapeutic Class Summary			
SKELETAL MUSCLE RELAXANTS, MISCELLANEOUS	1	1	1
HIV NUCLEOSIDE, NUCLEOTIDE RT INHIBITORS	2	2	2
REPLACEMENT PREPARATIONS	2	2	2
BETA-ADRENERGIC BLOCKING AGENTS	12	10	12

A Therapeutic Class Summary table is provided as well for quick reference.

See the [Reports History](#) section for more information.

4.1.3 Investigative Patient Request

The Investigative Patient Request provides three different search options.

Patient Name and Date of Birth Searches

“Specific Patient Info” Radial Button: Search for a single patient by name and date of birth.

“Alias Name(s)” Radial Button: Search for up to 4 names used by the patient at one time. (Name and Date of Birth is required for each Alias).

Phone Number Search

Search with the telephone number associated with the prescription.

Prescription Pick Up Unique Identifier

Search by identification number on document presented at the time the prescription was picked up. (Driver’s License, Florida Identification Card, Passport etc.)

Note: The ID number may not be reported by all dispensers

1. To run an investigative Patient Request, navigate to **Menu > Insight > New Reports** and click “Investigative Patient Request.”

Request Criteria

Patient*

Search for a patient using:

- Specific Patient Info
 Alias Name(s)

First Name Partial Search

bob

Identification Number Partial Search

Address: *Requires either City/State or Zip*

i.e 4300 N Broadway

Last Name Partial Search

testpatient

Phone Number

(000) 000-0000

City

State

▼

Date of Birth

MM/DD/YYYY

Zip Code

Rx Date*

Date Type: Written Date Fill Date

From


04/16/2017

To

04/16/2018

Drug

2. Enter your patient criteria. The required criteria for each of the three searches are:
 - Patient Name and Date of Birth Search: First Name, Last Name + Date of Birth.
Note: Due the different manner in which patient names can be provided by dispensers, we recommend using a partial search or “Alias Name Search” to ensure the user obtains all applicable results. Using partial search will result in a picklist for the user to select the appropriate patient.
 - Phone Number Search: Only enter the phone number associated with the prescription.
 - Prescription Pick Up Unique Identifier Search: Only enter the driver’s license number, ID card number, passport number etc.
Note: Dispensers may or may not have reported the spaces and hyphens.
3. Entering any additional information outside of the required criteria above, such as Address, City and Zip Code etc. will narrow the search and may eliminate applicable results. E-FORCSE® is not permitted to collect credit card numbers.
4. Date Range is always required, and users can select from either written date or fill date.
5. Click “Search.” A successful message is displayed on screen. Navigate to **Menu > Insight > Reports History** to view the results of your search.



Success

The request has been forwarded to your admin for approval.

[DISMISS](#)

Report Results

Report Requests					
Click on Report Type to view the report					
Report Type	Key Parameters	Match Result	Requestor	Request Date	Status
Investigative Search Request	First Name: bob, Last Name: testpatient	1 Patients	Jordan Crawford	12/18/2017 7:29 AM	Ready

6. The report will be listed in a status of “In Review” until approved by the State Administrator.
7. Once the report has a status of “Ready,” click the “Investigative Search Request” link to view the results of the report.
8. A picklist will display of all patients that matched the search. Select the appropriate patient(s) and click “Run Report.”

Investigative Patient Results

Refine Search

1 matches found

Select All



Select patient(s) to include in the report

<input checked="" type="checkbox"/> Bob Testpatient	Date of Birth: 1900-01-01	Gender: unknown	1023 NOT REAL STREET WITCHITA KS 67203
--	---------------------------	-----------------	--

Run Report

9. The report begins with the patients table which will provides a list of all the linked records the system was able to locate for the patient(s) selected. Data export options are listed at the top of the report. Below the patient history table is a quick reference table of various summary counts.

Report Prepared: 12/18/2017
Date Range: 12/18/2016 – 12/18/2017

 [Download PDF](#)
 [Download CSV](#)

Bob Testpatient DOB: 01/01/1900 Gender: unknown Patient Address One: 1023 NOT REAL STREET				
Linked Records				
Name	DOB	ID	Gender	Address
Bob Testpatient	01/01/1900	1	unknown	1023 NOT REAL STREET WITCHITA KS 67203
BOB TESTPATIENT	01/01/1900	2	male	1023 NOT REAL ST WITCHITA KS 67203
Report Criteria				
First Name	Last Name			
bob	testpatient			
Summary				
Prescriptions:	4			
Prescribers:	3			
Pharmacies:	4			
Private Pay:	3			
Active Daily MME:	0.0			

10. The prescriptions table will display all pertinent information relating to the prescription and can be sorted by column.

Prescriptions											
Filed	ID	Written	Drug	QTY	Days	Prescriber	Rx #	Pharmacy	Refills	MME/D	Pymt Type
08/07/2017	1	08/07/2017	ALPRAZOLAM 2 MG TABLET	10.0	10	Paul Doctor	xx091	WALGREEN CO.	0		insurance
01/03/2017	2	01/03/2017	ACETAMINOPHEN-COD #3 TABLET	3.0	3	MULVANE PHARMACY	AT1152500	HEMOCARE PLUS INC	0	4.5	paid
12/27/2016	2	12/27/2016	ACETAMINOPHEN-COD #3 TABLET	3.0	3	WALGREEN CO. CO.	AT1152500	RANDALL, DANIEL C DVM	0	4.5	paid
12/20/2016	2	12/20/2016	ACETAMINOPHEN-COD #3 TABLET	3.0	3	WALGREEN CO. CO.	AT1152500	Appriss Pharmacy	0	4.5	paid

Per CDC guidance, the conversion factors and associated daily morphine milligram equivalents for drugs prescribed as part of medication-assisted treatment for opioid use disorder should not be used to benchmark against dosage thresholds meant for opioids prescribed for pain.

Prescribers						
Name	Address	City	State	Zip	Phone	
WALGREEN CO. CO.	301 W MAIN ST	INDEPENDENCE	KS	67301		
Paul Doctor						
MULVANE PHARMACY	1008 SE LOUIS DR	MULVANE	KS	67110		

Dispensers						
Pharmacy	Address	City	State	Zip	Phone	
Appriss Pharmacy	10401 LINN STATION RD	LOUISVILLE	KY	40223	5028151000	
HEMOCARE PLUS INC	864 WILSON DR	RIDGELAND	MS	39157		
RANDALL, DANIEL C DVM	20 RAYFORD LN	GREENVILLE	SC	29609		
WALGREEN CO.	301 W MAIN ST	INDEPENDENCE	KS	67301		

11. A prescriber and dispenser table is listed below the patient history to relate the prescriptions in the prescriptions table to their associated prescribers and dispensers.

Therapeutic Class Summary					
Therapeutic Class 4	Script Count	Dispensary Count	Prescriber Count	Total Quantity	Total Days Supply
BENZODIAZEPINES (ANXIOLYTIC, SEDATIV/HYP)	1	1	1	10.0	10
OPIATE AGONISTS	3	3	2	9.0	9

12. A Therapeutic Class Summary table is provided as well for quick reference.

See the [Reports History](#) section for more information.

4.2 Reports History

Reports History is where all reports are stored. Users must navigate here to access any report that they have run.

To access Reports History, navigate to **Menu > Insight > Reports History**.

Reports have 4 status types: Processing, Ready, In Review, and Rejected. In Review reports are awaiting approval or rejection from a State Administrator. Rejected Requests retain the rejection reason. To see the rejection reason, hover over the "Rejected" message in red. Processing reports are still running. "Ready" reports are reports that are approved by an administrator and available for viewing. To view the results of the report, click on the Report Name in the Report Type column.

Advanced Options ▾ **REPORT TYPE** any Search

Report Requests

Click on Report Type to view the report

Report Type	Key Parameters	Match Result	Requestor	Request Date	Status
Investigative Search Request Documents: view	First Name: John, Last Name: Doe, Birthdate: 1900-01-01	No Match	Jordan Investigator	04/11/2018 8:53 PM	Processing
Dispensary Activity Request	DEA: PH1111119	ENDOR PHARMACY	Jordan Investigator	04/02/2018 4:26 PM	Rejected
Prescriber Activity Request Documents: view	DEA: AP1111119	Appriss Inc	Jordan Investigator	04/02/2018 4:04 PM	Ready
Investigative Search Request Documents: view	First Name: bob, Last Name: testpatient, Birthdate: 1900-01-01	1 Patients	Jordan Investigator	04/02/2018 3:59 PM	Ready

Case numbers and comments, can be viewed or downloaded by clicking the “View” button. To close, click “View” again.

Reports History can be filtered by the following:

Advanced Options ▾ **REPORT TYPE** any Search

Report Type: Dispenser Activity Prescriber Activity Investigative Search
 Any

Requestor First Name:

Requestor Last Name:

DEA:

NCPDP:

Request Date:

Search for: Shared Report

Request Date	Status	Flagged for Investigation
4/2017 9:39	Ready	
4/2017 9:38	Ready	
4/2017 9:30	Ready	
4/2017 9:27	Ready	
4/2017 8:16	Rejected	

4.3 Shared Reports

If an administrator shares a report with a user, the user will receive an email to inform that an E-FORCSE® administrator has shared a report with them. The email will include instructions on how to view the report. Shared Reports can be viewed in Reports History.

1. Login to <https://florida.pmpaware.net>
2. Navigate to Menu > Insight > Reports History
3. Click “Advanced Options”
4. Click the “Shared Report” radio button and click search. A listing of shared reports is displayed.

Advanced Options ▾ **REPORT TYPE** any **SHARED REPORT** Yes Search

Report Type: Dispenser Activity Prescriber Activity Investigative Search
 Any

Requestor First Name:

Requestor Last Name:

DEA:

NCPDP:

Request Date:

Search for: Shared Report

Requestor	Request Date	Status
Jordan Crawford	04/10/2018 11:14 AM	Ready
Jordan Crawford	04/10/2018 11:09 AM	Ready
Jordan Crawford	04/10/2018 11:09 AM	Ready
Jordan Crawford	04/10/2018 11:03 AM	Ready
Jordan Crawford	04/10/2018 11:00 AM	Ready

5 User Profile Management

The User Profile section allows users to view and edit certain aspects of their PMP AWA_R_xE account.

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

5.1 My Profile

The My Profile section allows the user to view their account demographics such as role, position/rank, agency details, etc.

Users have the ability to update their address, email address, time zone, mobile phone number for password resets and supervisor(s) (if a delegate).

Updating agency name or badge number must be requested through the State Administrator. Contact information is located in the [Administrative Assistance](#) section.

Profile Info [Edit](#)

Name: Jordan Investigator
(ACTIVE: 04/16/2018)
Position/Rank: LE User
DOB: 01/01/1970
Primary Contact: 5021111111

Employer: Jefferstown PD
10410 Taylorsville Rd
Louisville, KY 40299
Employer Phone: 5021111111
Employer Fax:
Role: Local

Setting

Time Zone

Eastern Time (US & Canada)

Contact Information

Change email address associated with this profile

Current Email: leuser@appriss.com

New Email Address

leuser@appriss.com

Re-enter New Email Address

leuser@appriss.com

Supervisors

I am a delegate for the following people... *

Email

Selected Supervisors

Email: leadadmin@appriss.com

To update the User Profile:

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

Profile Info [Edit](#)

Name: Jordan Investigator
(ACTIVE: 04/16/2018)
Position/Rank: LE User
DOB: 01/01/1970
Primary Contact: 5021111111

Employer: Jefferstown PD
10410 Taylorsville Rd
Louisville, KY 40299
Employer Phone: 5021111111
Employer Fax:
Role: Local

Setting

Time Zone

Eastern Time (US & Canada) ▼

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

Supervisors

I am a delegate for the following people... *

Email

Add

Selected Supervisors

Email: leadadmin@appriss.com



Save Changes

- 3. Email Address:** To update the email address on the account, enter the new email address in the **New Email Address** and **Re-enter Email Address** fields. Click "Save changes." Upon saving a confirmation message will be displayed. Please ensure to click the link in the verification email received to verify the new email address. Note that the verification link is only valid for 20 minutes. If the user clicks the verification link after it has expired, they will be sent a new link.
- 4. Mobile Phone Number:** To update the mobile phone number associated with the user account, enter the new phone number in the **New Mobile Phone Number** field, then re-enter it in the **Re-enter New Mobile Phone Number** field

Contact Information

Change email address or mobile phone number associated with this profile

Current Email: apprisstester+peer_reviewer@gmail.com

New Email Address Re-enter New Email Address

Current Mobile Phone Number:

New Mobile Phone Number Re-enter New Mobile Phone Number

After Clicking “Save Changes,” a successful message will be displayed on screen.



5.2 Delegate (Designee) Management

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

5.2.1 Approving and Rejecting Delegates

1. When a user registers as a delegate for a supervisor, the supervisor receives an email alerting them that a delegate account is pending their approval.
 - a. If the request is not acted upon, PMP AWA_R_xE will send follow up emails advising that action is still required.
2. The supervisor logs into the PMP AWA_R_xE application (<https://florida.pmpaware.net/>) and navigates to **Menu > User Profile > Delegate Management**.
3. From the Delegate management screen, the supervisor can see all delegates associated with their account. New Delegate(s) are identified as “Pending” in the Delegate Status column.

Delegate Management					
Select a delegate to review details.					
First	Last	Role	Delegate Status	Date Requested	Date Verified
Jordan	Investigator	Local	Pending	04/11/2018	
Jordan	LE-User	Local	Pending	04/11/2018	

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

Delegate Management					
Select a delegate to review details.					
First	Last	Role	Delegate Status	Date Requested	Date Verified
Jordan	Investigator	Local	Pending	04/11/2018	
Jordan	LE-User	Local	Pending	04/11/2018	

Jordan Investigator

Approve
Reject

Role: Local
Phone: 5021111111
Email: leuser@appriss.com (Unverified)
Address: 10410 Taylorsville Rd
Louisville, KY 40299
Date of Birth: 01/01/1970

Validation

Manage

Delegate (pending)

Badge (valid)

2345252

1 Supervisor

Jordan LE-Admin (pending)
leadadmin@appriss.com

0 Delegates

Healthcare Specialty

5. To approve or reject the delegate, the supervisor must click the appropriate button above the delegate’s information. The delegate will be removed from the list if rejected.

5.2.2 Removing Delegates (Designees)

1. If a supervisor decides to remove a delegate from their account, the supervisor navigates to **Menu > User Profile > Delegate Management**.
2. The supervisor selects the active delegate from the list displayed.
3. The supervisor clicks the “Remove” button in the detail card at the bottom of the screen.
4. The delegate will be placed back in pending status. The delegate is not removed from the supervisors list.
 - a. If a supervisor wants to add the user again at a later date, the supervisor can locate the former delegate in their list and select approve to add the delegate to their account again.
 - b. If a supervisor wants to completely remove the delegate from their account, the supervisor can select the former delegate and click the “Reject” button. This will remove them from the supervisor’s account.
 - c. It is the supervisor’s responsibility to regularly maintain the delegate listing to ensure to remove access if access is no longer necessary.

5.3 Password Management

Password management can be handled within PMP AWA_Rx_E by the user. The user’s password will expire after 90 days. A user can proactively change their password before it expires within the application through their user profile. If a password has expired, or if the user has forgotten the password, they can use “Reset Password” on the log in page to change their password. Note: You can reset your password via email or mobile phone text, if you have entered a mobile phone number in to your profile.

5.3.1 Updating the Current Password

1. When a user wants to change their current password, they navigate to **Menu > User Profile > Password Reset**.
 - a. This requires the user to know the current password and be logged into PMP AWARxE.
2. The user must then enter their current password and enter a new password twice.
 - a. The password must contain at least 10 characters, including 1 capital letter and 1 special character (such as !,@,#,\$). Users cannot reuse any of their last 12 passwords.
3. The new password will take effect once the user has logged out of the application.

Change Password

Current Password

New Password

New Password Confirmation

Change

5.3.2 Resetting a Forgotten Password

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

Log In

Email

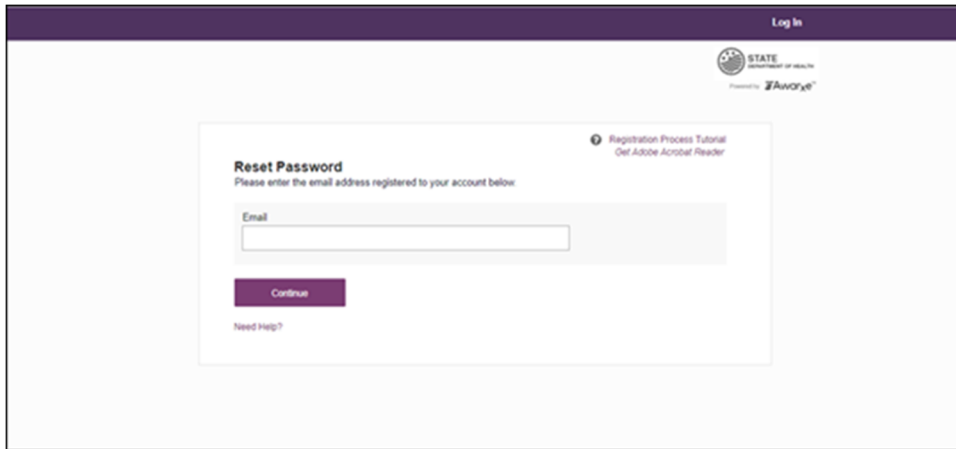
Password

[Reset Password](#)

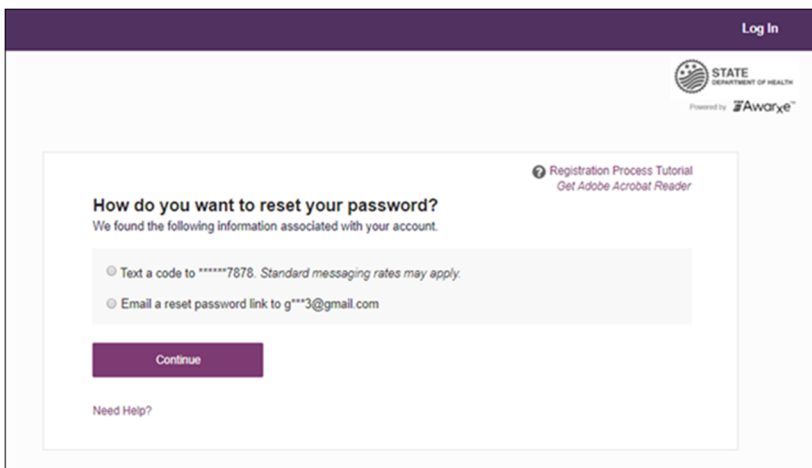
Log In

[Create an Account](#)

2. The user must enter the email address they used to register with the application and click **Continue**.



3. If the user has a mobile phone number entered in their profile, they will be prompted to select how they want to reset their password.



4. Select whether to reset the password via a code texted to the mobile phone number on file or via an email containing a link to reset the password.
Note: Resetting the password via mobile phone requires that the mobile phone number is stored in the system. Please refer to My Profile for information on adding a mobile phone number to an account.
5. Click **Continue**.
 - a. If the mobile phone option was selected, a verification code is sent to that mobile phone, and the user will be prompted to enter the code.

Once the verification code is received, enter it in the designated field, then click **Continue**.

OR

- b. If the email option was selected and the email address is valid, the user will receive an email containing a link to reset the password. Once the email is received, click the link.

Once the verification code is entered or the email link is clicked, the Change Password page is displayed

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

Passwords must contain:

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

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

The screenshot shows a password reset form. At the top, there is a 'Password' field with a blue border and a small eye icon on the right. Below it is a 'Password Confirmation' field. Underneath these fields is a section titled 'Password Must:' followed by a list of requirements, each with a checkmark and a red arrow pointing to it from the left:

- Minimum of 8 characters
- ✓ Contain one upper case letter
- ✓ Contain one lower case letter
- Contain one special character (! @ # \$ etc.)
- ✓ Maximum of 72 characters

7. Click **Change**.

The password is updated, and the user will use the new password the next time they log in to the system.

a.

Notes:

- *The password reset link is only active for 20 minutes. After the time has expired, you will need to repeat steps 1–5 to generate a new password reset email.*
- *If you use the mobile reset option, the validation code is only active for 20 minutes. In addition, only the most recent code is valid (e.g., if you requested a validation code twice, only the second code would be valid).*
- *Per our security protocol, PMP AWARe will not confirm the existence of an account. If you do not receive an email at the email address provided, follow the steps below:*
 1. *Ensure you entered a valid email address.*
 2. *Check your Junk, Spam, or other filtered folders for the email.*
 3. *If the email address is correct but you have not received the email, contact your PMP Administrator to request a new password or determine what email address is associated with your account.*
 4. *Add the following email addresses and domains to your contacts list, or contact your organization's IT support to have them added as safe senders:*
 - (a) no-reply-pmpaware@globalnotifications.com
 - (b) globalnotifications.com
 - (c) amazonses.com

6 Assistance and Support

6.1 Technical Assistance

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

1-877-719-3120

or

Create a support request using the following URL:

<https://apprisspmp.zendesk.com/hc/en-us/requests/new>

6.2 Administrative Assistance

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

E-FORCSE®, Florida Prescription Drug Monitoring Program

4052 Bald Cypress Way

Bin C16

Tallahassee, FL 32399

Phone: 1-850-245-4797

Fax: 1-850-617-6430

Email: e-forcse@flhealth.gov

7 Document Information

7.1 Disclaimer

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