MONTANA PRESCRIPTION DRUG REGISTRY
Check the history. It matters.

APPRISS® HEALTH

PMP AWARxE

Law Enforcement User Guide

Montana Prescription Drug Registry (MPDR)

May 2021

Version 1.0

Table of Contents

1 Document Overview

The PMP AWARxE Law Enforcement User Guide provides step-by-step instructions for law enforcement and licensing board investigators to register and request data from the Montana Prescription Drug Registry (MPDR) database, the state's prescription monitoring program (PMP). The MPDR is administered and maintained by the Montana Board of Pharmacy, within the Montana Department of Labor and Industry. This document includes such topics as:

- Registering for an account
- Creating Insight Report requests
- Viewing request status
- Viewing Insight reports
- Managing your account
- Requesting MPDR Law Enforcement Insight Reports

As background, the MPDR provides a list of controlled substance prescriptions dispensed to patients to healthcare professionals to use as a tool to help improve patient safety. The information may also be used to identify possible misuse or diversion of controlled substances. Pharmacies are required to report controlled substance prescriptions, Schedules II through V, to the MPDR by close of the next business day after dispensing. Law enforcement and licensing board investigators have limited access to request reports as described in this guide.

In general, healthcare professionals who have authority to register and directly search the MPDR include:

- Physician (including Resident and Compact)
- Dentist
- Optometrist
- Podiatrist
- Naturopathic Physician
- Physician Assistant
- Advanced Practice Registered Nurse with Prescriptive Authority
- Pharmacist
- Pharmacist's Delegate – Licensed
- Pharmacist's Delegate – Unlicensed
- Prescriber Delegate – Licensed
- Prescriber Delegate – Unlicensed

Note: Prescribers and Pharmacists with Emergency Healthcare Registration issued in Montana are included in online registration and access.

In addition, authorized representatives of Medicaid, Medicare, Veterans Affairs, Indian Health Service, and Tribal Health may apply for online access if they do not have a Montana license.

1.1 What is a Law Enforcement Registered User/Requestor?

The following users need to register online to request information from the online MPDR Law Enforcement Insight Reports function through Appriss, but **DO NOT have direct patient search authority**:

- Federal, State, Tribal, or Local Law Enforcement – pursuant to an investigative subpoena.
- State Licensing Board Investigators – pursuant to an active complaint and investigation of drug misuse or drug diversion.

Importantly, law enforcement users DO NOT have direct access to search the MPDR Appriss AWARxE database but use the online system to submit their report requests.

- Insight Reports are generated by the search request criteria entered by law enforcement or board investigator users through their online account. However, the requested report is not available to such users until the MPDR Administrator validates the request and approves the resulting report(s).
- Once approved by the MPDR Administrator, the user will receive an email notification that their requested report(s) is available to retrieve online through the MPDR Law Enforcement Insight Report access account created by the user.

2 Registration

This chapter provides an overview of the PMP AWARxE registration process as well as detailed instructions for registering for an account for **law enforcement** and **licensing board investigators.**

2.1 Registration Overview

The registration process is comprised of four sections: Register for an Account, User Role Selection, User Demographics, and Review Profile Details. All four sections must be completed before your registration is successfully submitted for processing.

- **Register for an Account-** Your email address will be your username so each individual must register for an account with a unique and private email address.

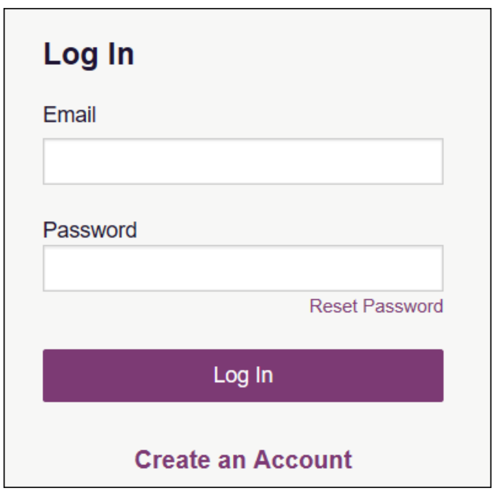
More detail about each registration section is provided below.

2.2 Registering for an Account

To request a new account in PMP AWARxE:

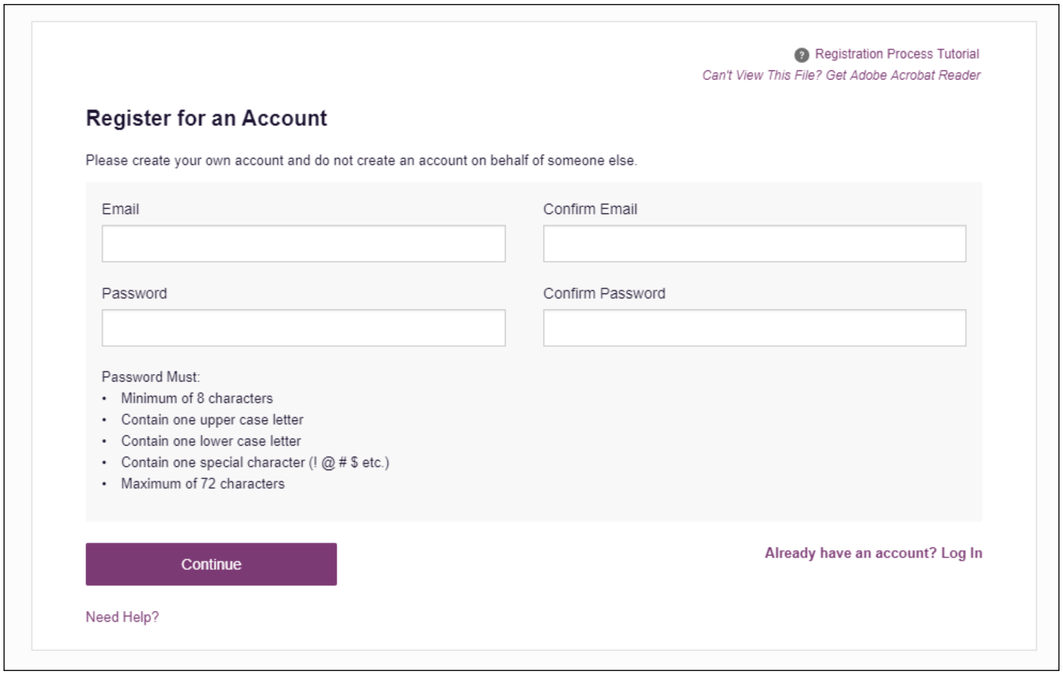
1. Navigate to https://montana.pmpaware.net/login.

   The Log In page is displayed as shown on the following page.



2. Click **Create an Account**.

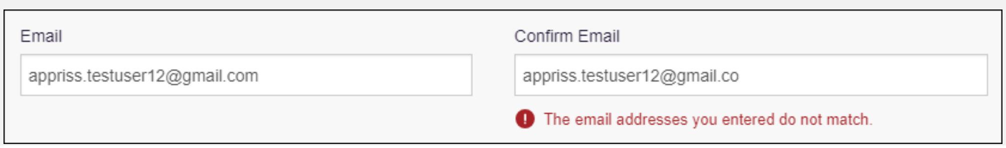
   The Register for an Account page is displayed.



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.*

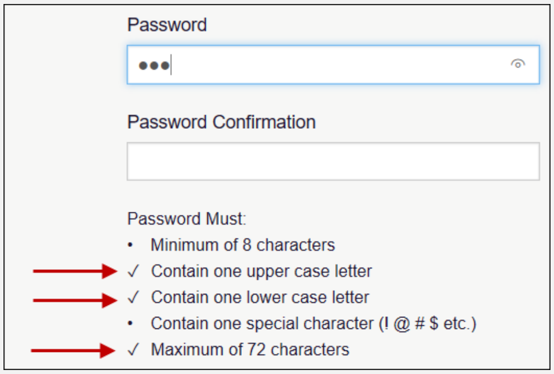


4. Enter a password in the **Password** field, using the password requirements provided below, then re-enter it in the **Password Confirmation** field.

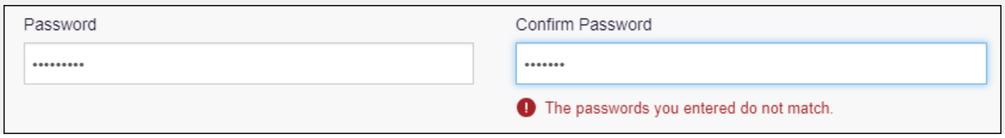
Passwords must contain:

- *At least twelve (12) 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.

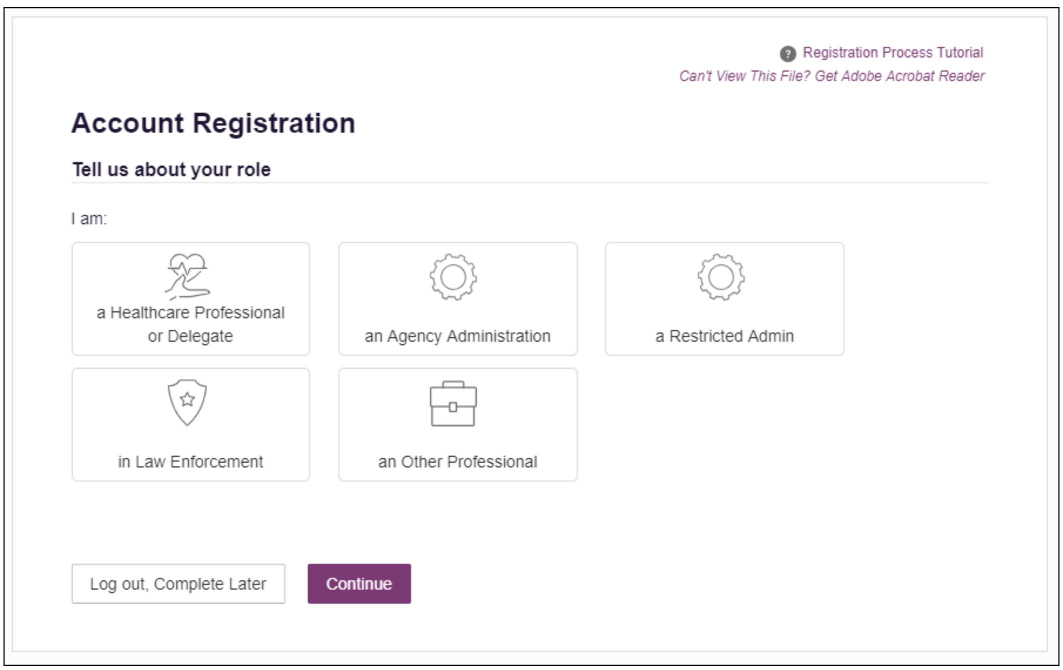


If the passwords you entered do not match, an error message is displayed.



5. Click **Continue**.

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

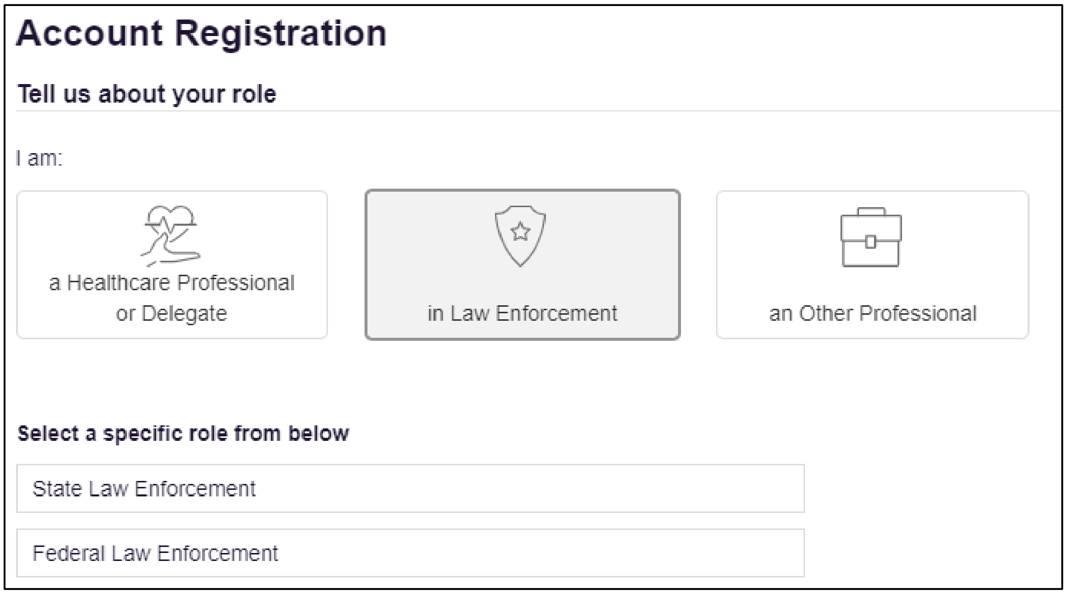


Note: *At this point in the registration process, you may click* ***Log Out, Complete Later*** *to save your login credentials and complete your registration at a later time. When you are ready to complete your registration, navigate to* *https://montana.pmpaware.net*, *then enter the username and password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

6. Click the **Law Enforcement** user role category as your user role type.

The list of available user roles in that category is displayed. Law enforcement users can select from the following:

- Federal Law Enforcement
- State Law Enforcement
- Licensing Board Investigator



Notes:

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

7. Click to select your user role, then click **Continue**.

   The **Account Registration: User Demographics** page is displayed with the fields to complete for Professional Details.

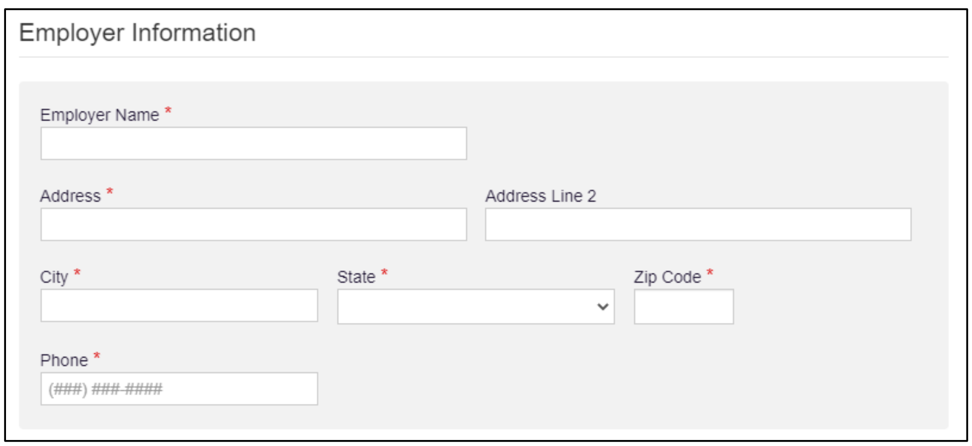
Notes:

- *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.*

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 name, and mobile phone number.

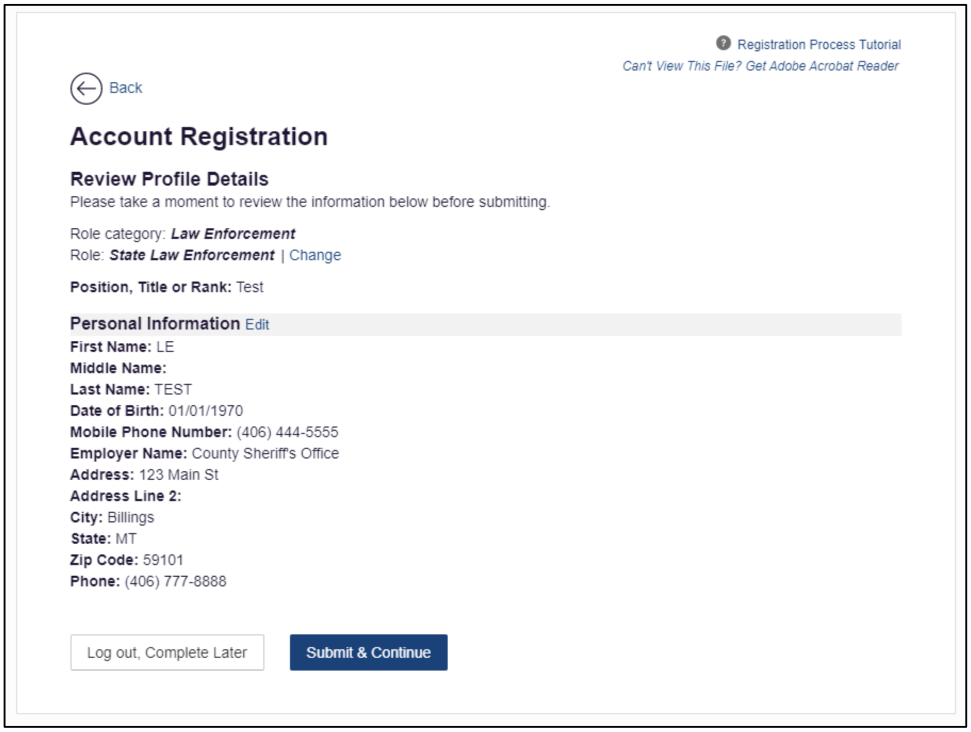
a. The **Employer Information** section allows you to enter information about your employer such as name, address, phone number, and fax number.



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

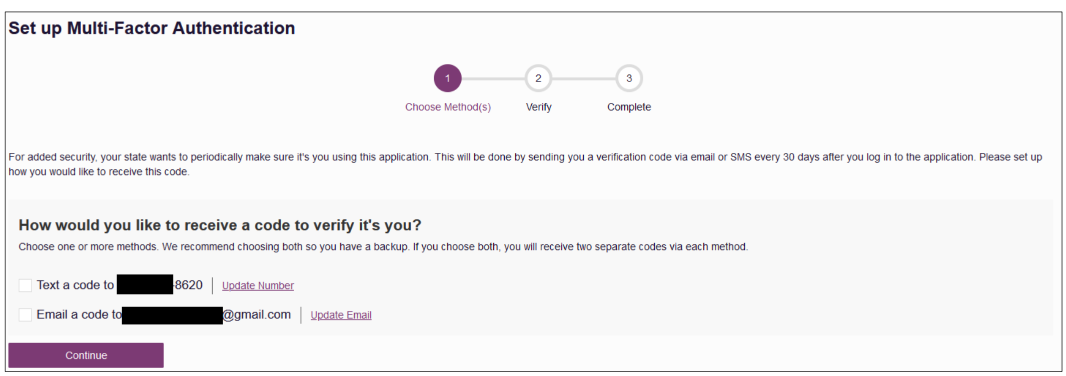
Note: *At this point in the registration process, you may click* ***Log Out, Complete Later*** *to save your login credentials and complete your registration at a later time. When you are ready to complete your registration, navigate to https://montana.pmpaware.net, then enter the username and password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

The Account Registration: Review Profile Details page is displayed.



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**.

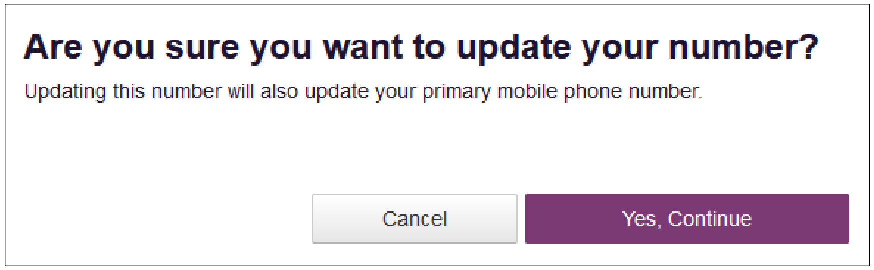
    The **Set Up Multi-Factor Authentication** page is displayed.



11. Verify that the mobile phone number and email address displayed on this page are correct.
    a. If both are correct, continue to step 12.
    b. If you need to update your mobile phone number:
        i. Click **Update Number**.

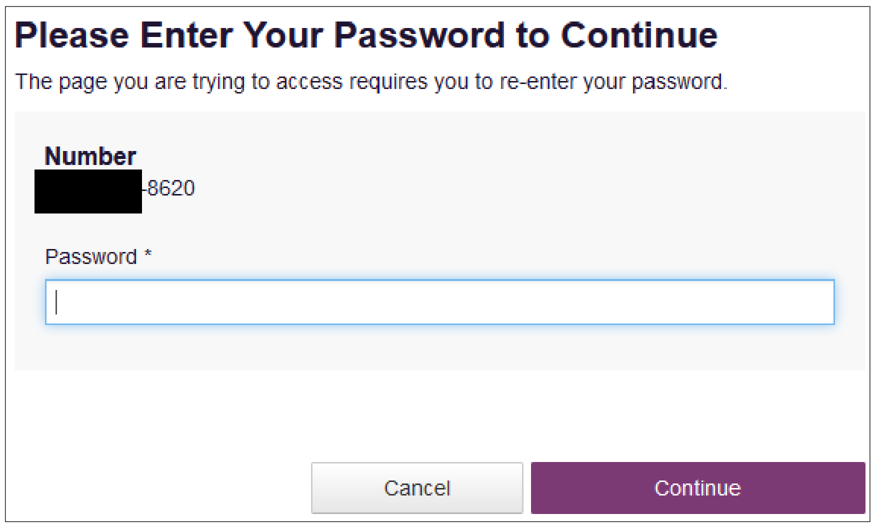
You will be prompted to confirm that you want to update your mobile phone number.

Note: *Updating this number will also update your primary mobile phone number.*



ii. Click **Yes, Continue**.

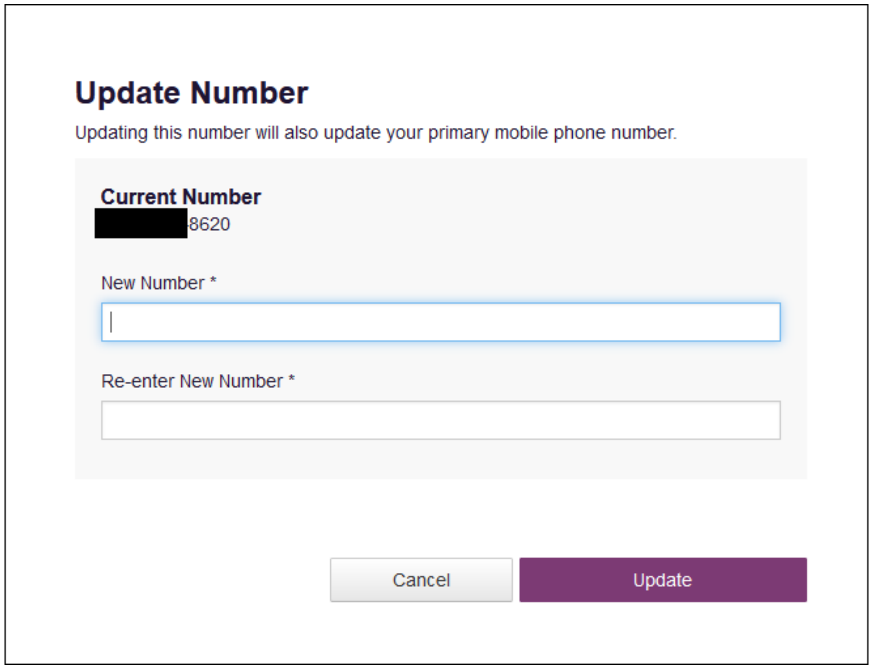
You will be prompted to enter your password to continue.



iii. Enter the password you created in step 4, then click **Continue**.

Note: *If you no longer have the password, you can reset it by following the instructions in the Reset Password section of this document.*

Once you have successfully entered your password, you will be prompted to enter your new mobile phone number.



iv. Enter your new mobile phone number in the **New Number** field, then re-enter it in the **Re-enter New Number** field.

v. Click **Update**.

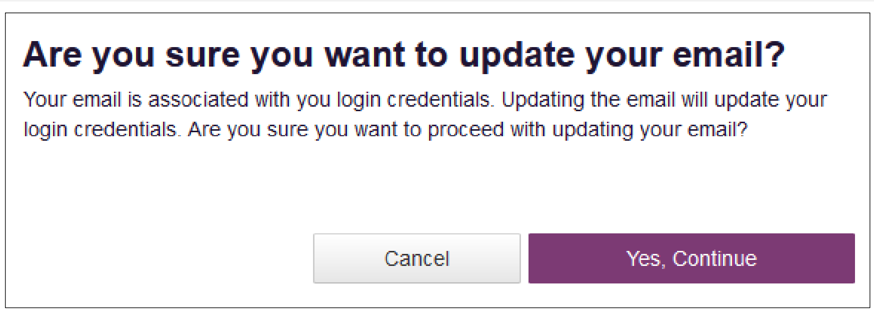
You will be returned to the **Set Up Multi-Factor Authentication** page. If your phone number and email address are correct, continue to step 12; or, if you need to update your email address, continue to step c.

c. If you need to update your email address:

i. Click **Update Email**.

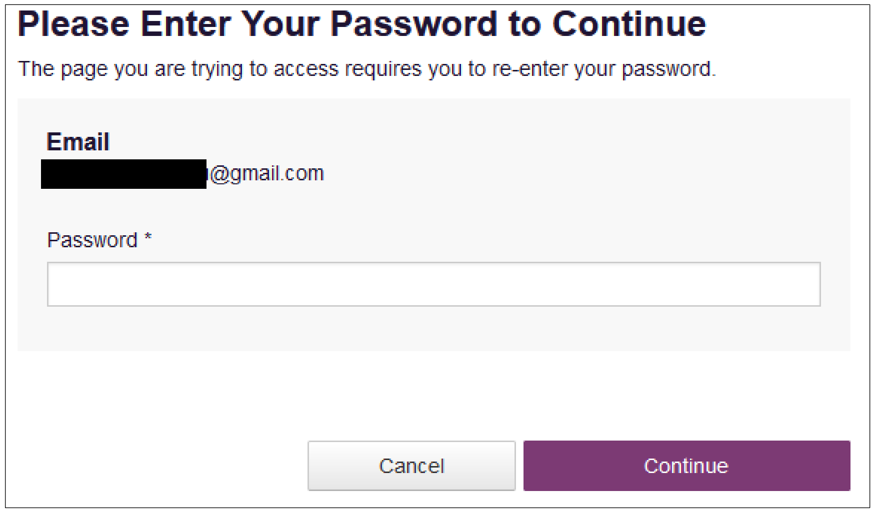
You will be prompted to confirm that you want to update your email address.

Note: *Your email address is associated with your login credentials. Updating your email address will also update your login credentials.*



ii. Click **Yes, Continue**.

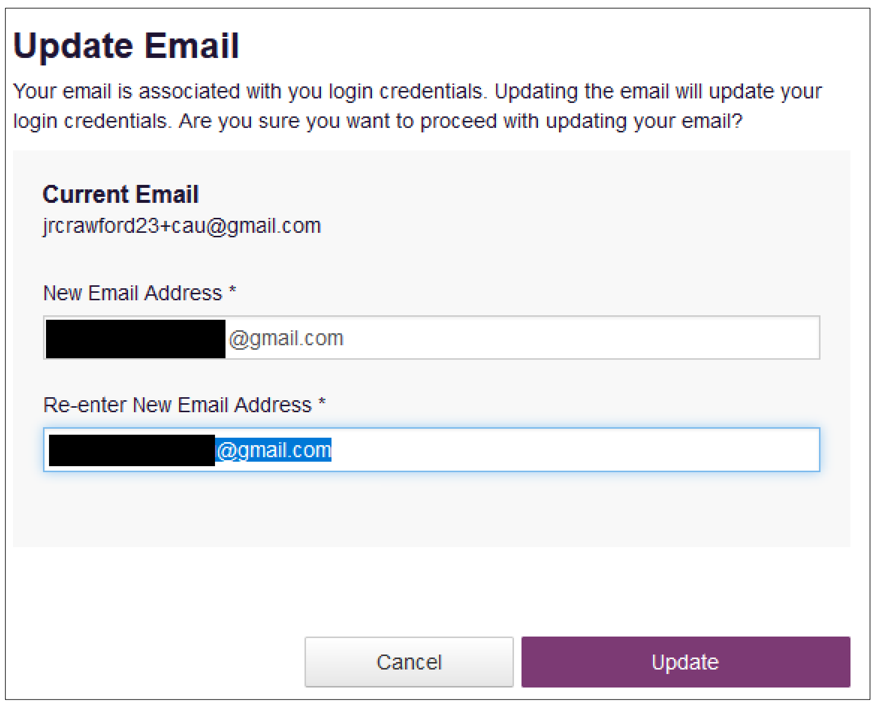
You will be prompted to enter your password to continue.



iii. Enter the password you created in step 4, then click **Continue**.

Note: *If you no longer have the password, you can reset it by following the instructions in the Reset Password section of this document.*

Once you have successfully entered your password, you will be prompted to enter your new email address.



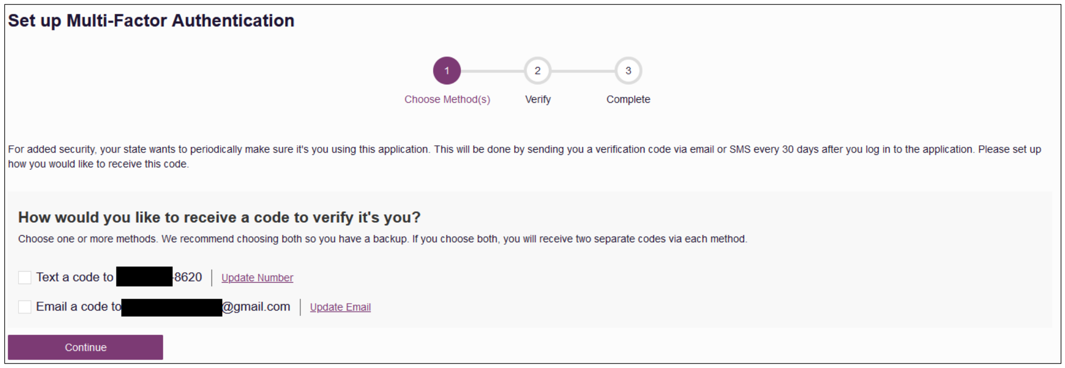
iv. Enter your new email address in the **New Email Address** field, then re-enter it in the **Re-enter New Email Address** field.

v. Click **Update**.

You will be returned to the **Set Up Multi-Factor Authentication** page. If your phone number and email address are correct, continue to step 12; or, if you need to update your mobile phone number, refer to step b.

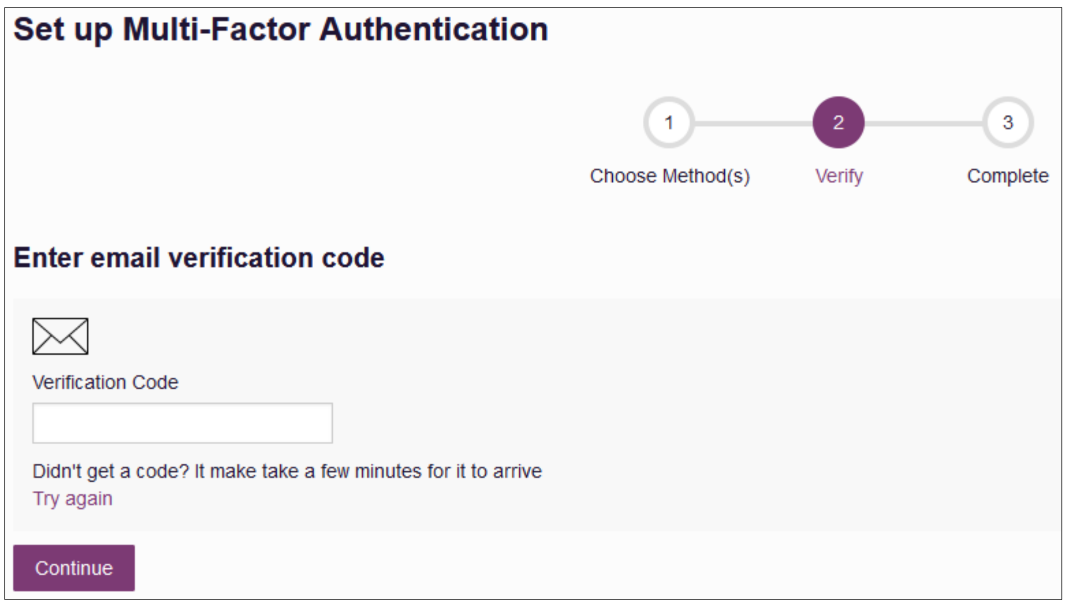
12. **Select whether you would like to receive your verification code via text message or email.**

    Note: *If you select both methods, you will receive two separate codes—one via each method.*



13. Click **Continue**.

    The Enter Verification Code page is displayed.



14. Once you have received your verification code via the selected method, enter it in the **Verification Code** field.

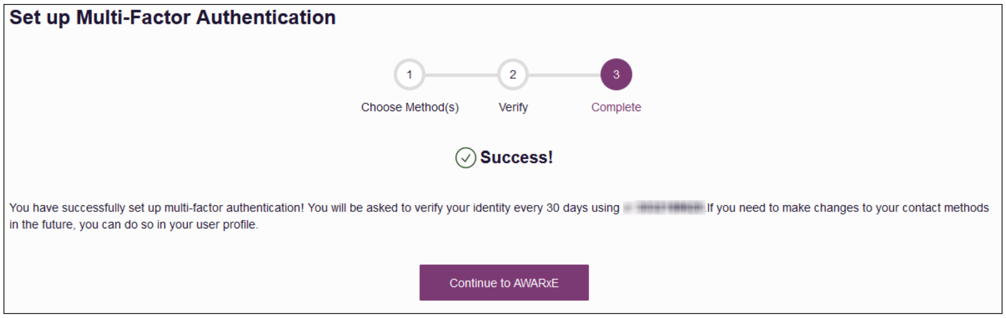
    Notes:

    - *It may take several minutes to receive your verification code.*
    - *If a few minutes have elapsed and you have not received a code, you can click **Try again** to request a new code.*
    - *You can use your internet browser's **back** button to return to the previous page and select a different delivery method.*

15. Click **Continue**.

    A message is displayed indicating that your **multi-factor authentication** has been successfully set up.

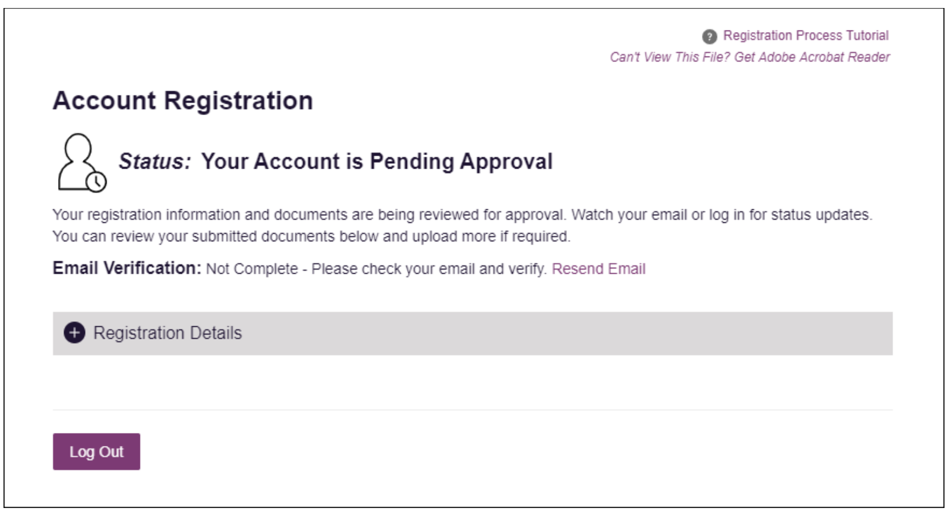
Note: Your multi-factor authentication expires every 30 days. Upon expiration, you will be prompted to re-validate your account when you log in.



16. Click **Continue to AWARxE**.

    Once you have submitted your registration and completed the multi-factor authentication process, you will be notified of your account status (Pending Approval) and instructed to verify your email address.

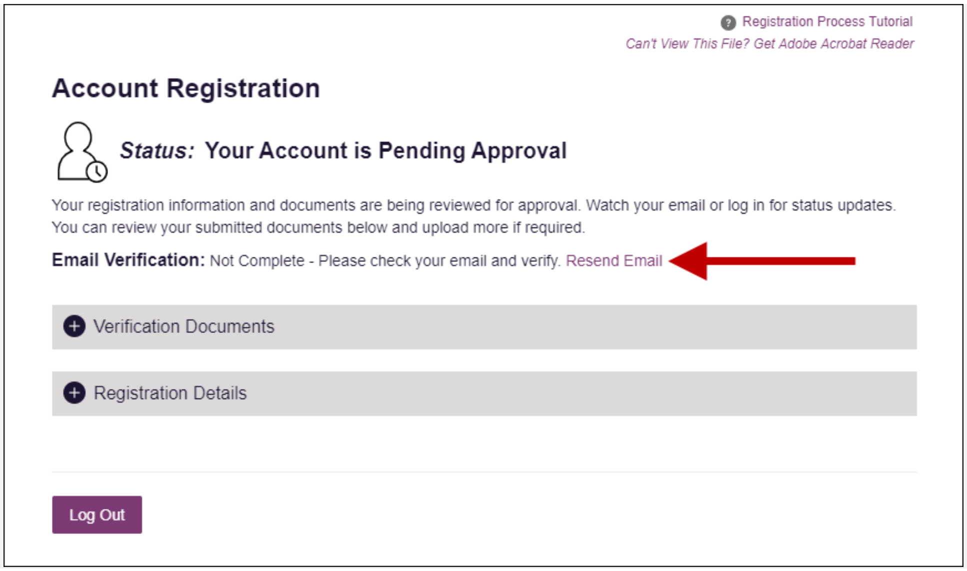
    Pending Approval: If your account requires manual approval to complete your registration, your registration status will be "Pending Approval." You may click the plus sign (+) next to **Registration Details** to view the information you submitted. *Note that your information may not be edited at this time.* Refer to Account Approval for more information.



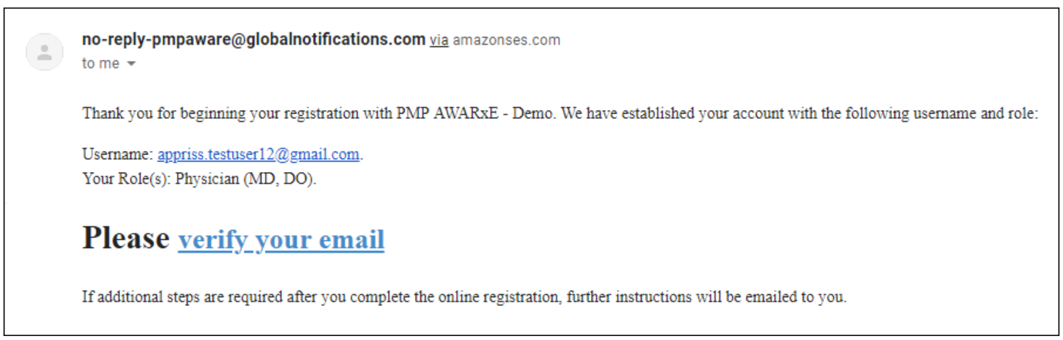
2.3 Verifying Your Email Address

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.



Notes:

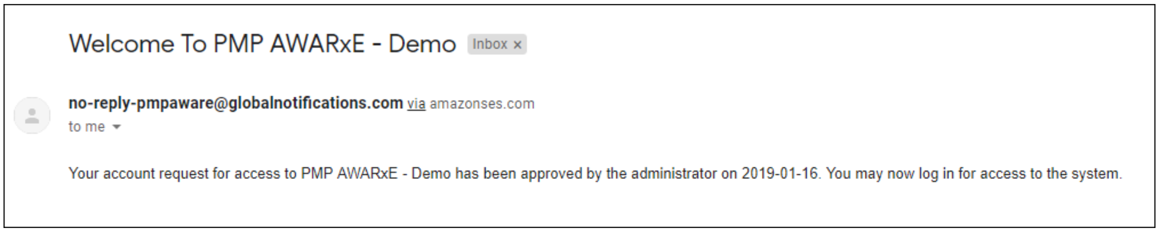
- ***The link contained within the email is valid for 20 minutes****. In the event that time has expired, clicking the link will result in a new email verification notification being sent to you. Click the link in the new email to verify your email address.*
- *If you are not able to receive HTML-formatted emails or emails with hyperlinks, please contact the help desk.*

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 requesting Insight Reports, until your account is approved. Please refer to* *Account Approval* *for more information.*

2.4 Account Approval

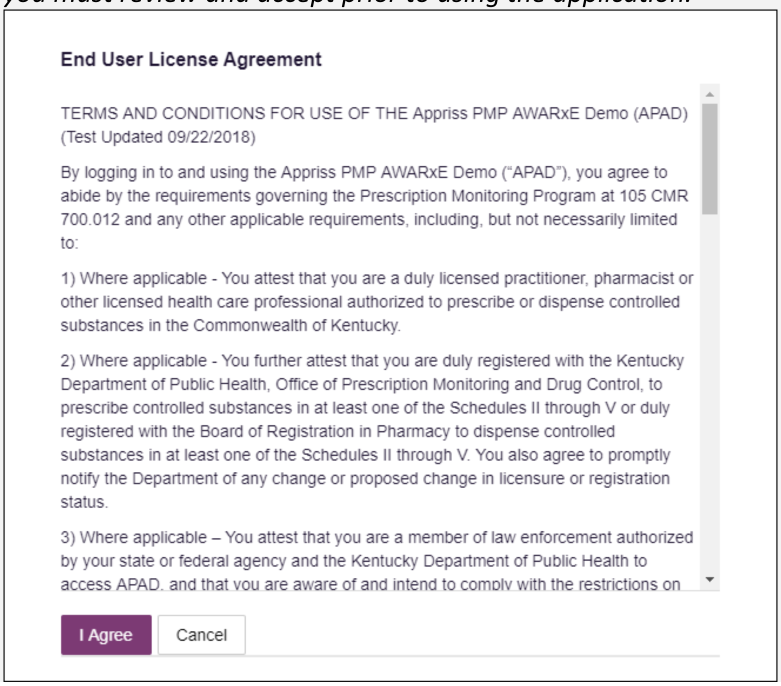
Once the MPDR Administrator has determined that all you have met all account requirements and has approved your account, you will receive an email stating that your account has been approved and is now active.



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.*
- *Upon logging in, you may be presented with the End User License Agreement that you must review and accept prior to using the application.*



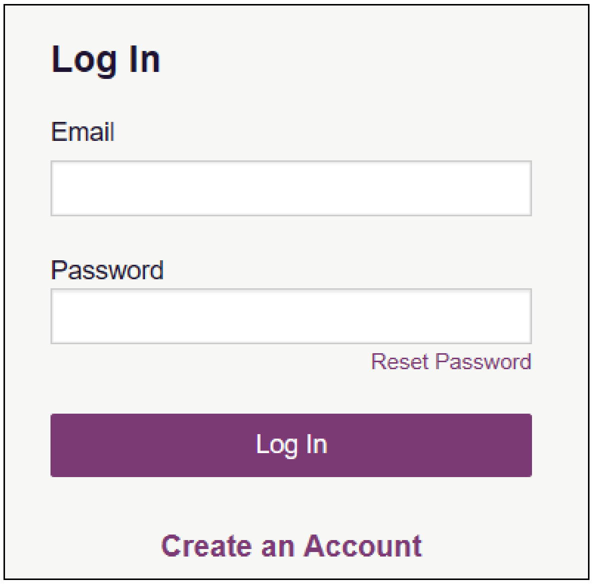
3 Basic System Functions

This chapter describes how to log in to PMP AWARxE, Multi-Factor Authentication, how to log out, and is the process for requesting MPDR Law Enforcement Insight Reports online.

3.1 Log In to PMP AWARxE

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

   The Log In page is displayed.

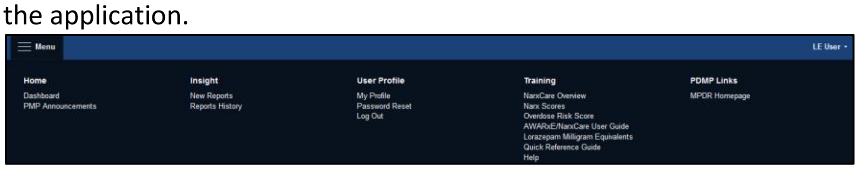
2. Enter the email address you provided when you registered in the **Email** field.
3. Enter your password in the **Password** field.

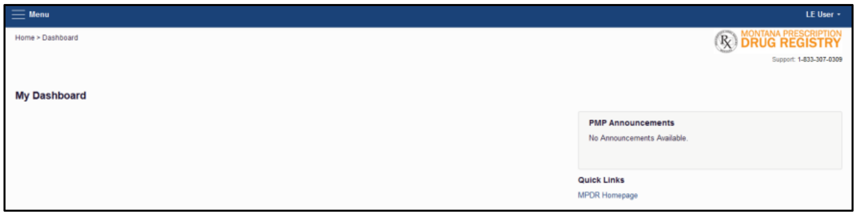
   Note: *If you have forgotten your password, click* ***Reset Password****. You will be prompted to enter the email address registered to your account. Once you have entered a valid, registered email address, you will receive an email with a link to reset your password.*

4. Click **Log In**.

   Note: *Your multi-factor authentication expires every 30 days. If your multi-factor authentication has expired, you will be prompted to re-validate your account upon logging in to AWARxE. If you click* ***Log In*** *and are prompted to re-validate your account, please refer to the [Multi-Factor Authentication](#) section of this document.*

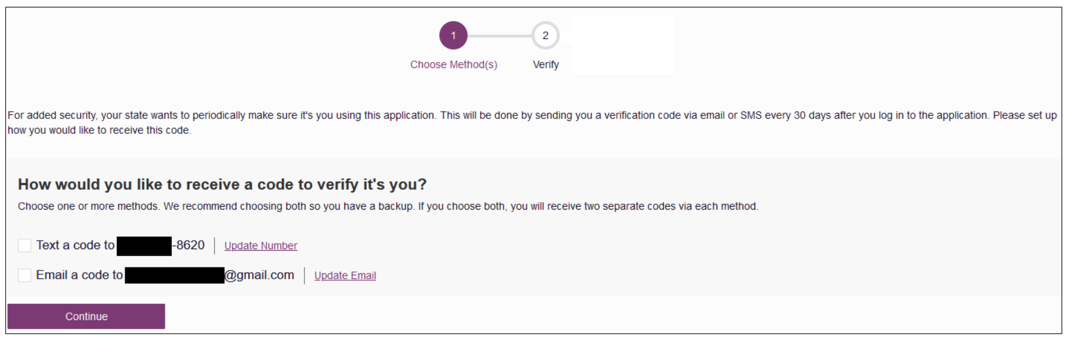
   The My Dashboard page is displayed. Provided are any announcements from State Administrators, and any quick links configured by State administrators. From the Menu at the top left of the dashboard you may navigate to the separate sections of the application.



3.1.1 Multi-Factor Authentication

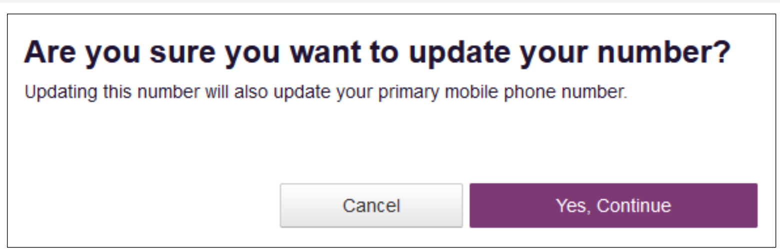
Your multi-factor authentication expires every 30 days. If your multi-factor authentication has expired, you will be prompted to re-verify your account upon logging in to AWARxE.



1. Verify that the mobile phone number and email address displayed on this page are correct.
    a. If both are correct, continue to step 2.
    b. If you need to update your mobile phone number:
        i. Click **Update Number**.

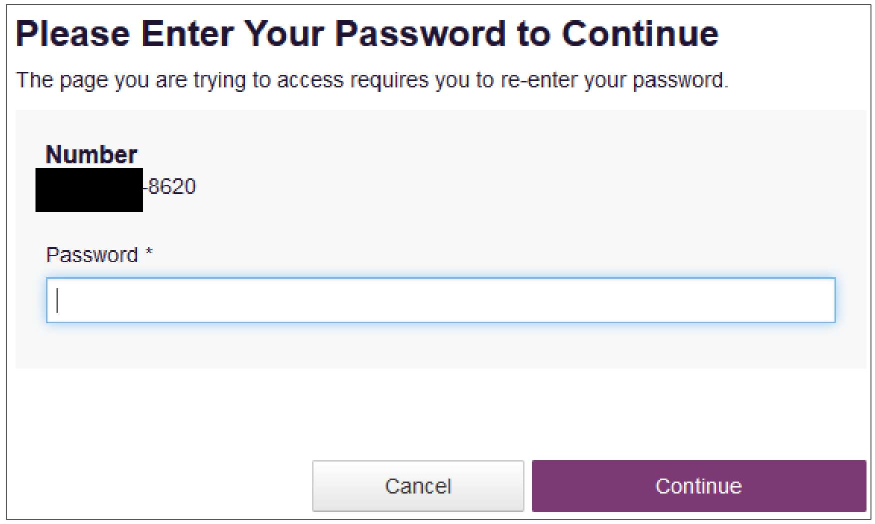
        You will be prompted to confirm that you want to update your mobile phone number.

        Note: *Updating this number will also update your primary mobile phone number.*



        ii. Click **Yes, Continue**.

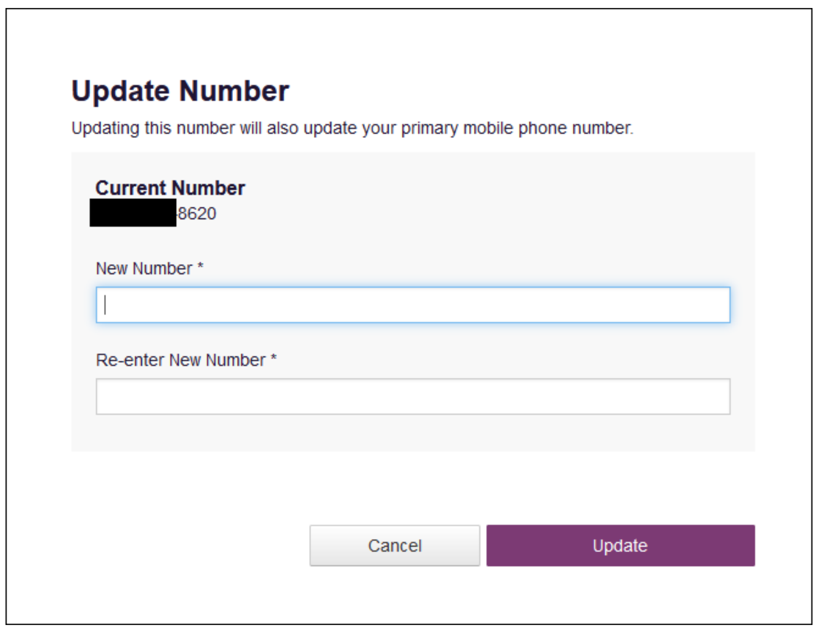
        You will be prompted to enter your password to continue.



iii. Enter the password you created in step 4, then click **Continue**.

Note: *If you no longer have the password, you can reset it by following the instructions in the [Reset Password] section of this document.*

Once you have successfully entered your password, you will be prompted to enter your new mobile phone number.



iv. Enter your new mobile phone number in the **New Number** field, then re-enter it in the **Re-enter New Number** field.

v. Click **Update**.

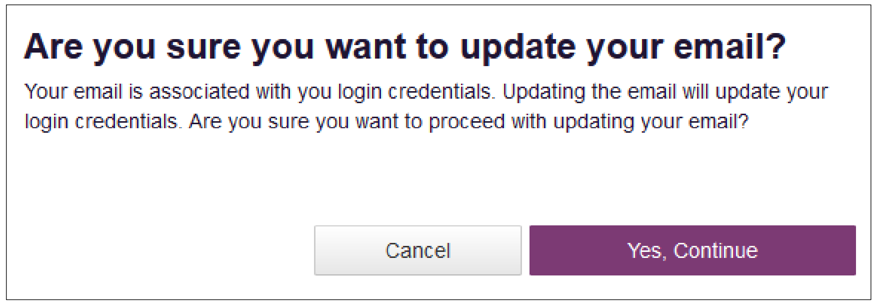
You will be returned to the Multi-Factor Authentication page. If your phone number and email address are correct, continue to step 2; or, if you need to update your email address, continue to step c.

c. If you need to update your email address:

i. Click **Update Email**.

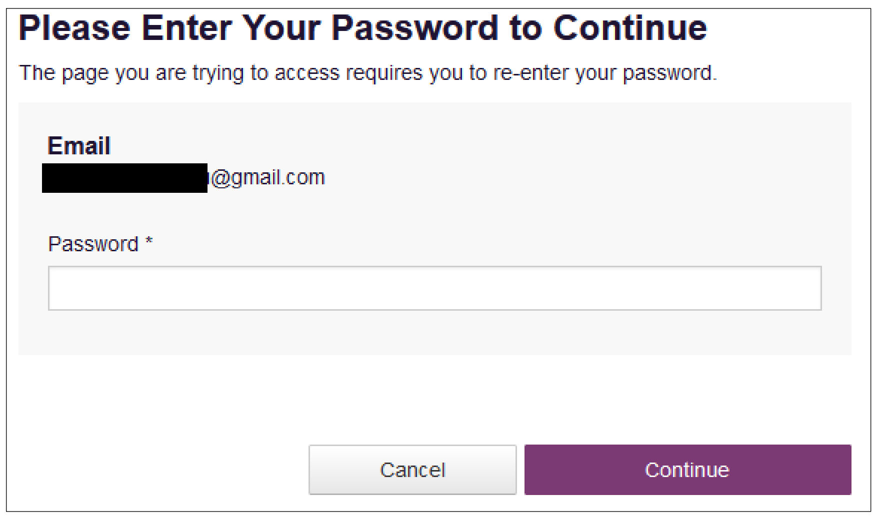
You will be prompted to confirm that you want to update your email address.

Note: *Your email address is associated with your login credentials. Updating your email address will also update your login credentials.*



ii. Click **Yes, Continue**.

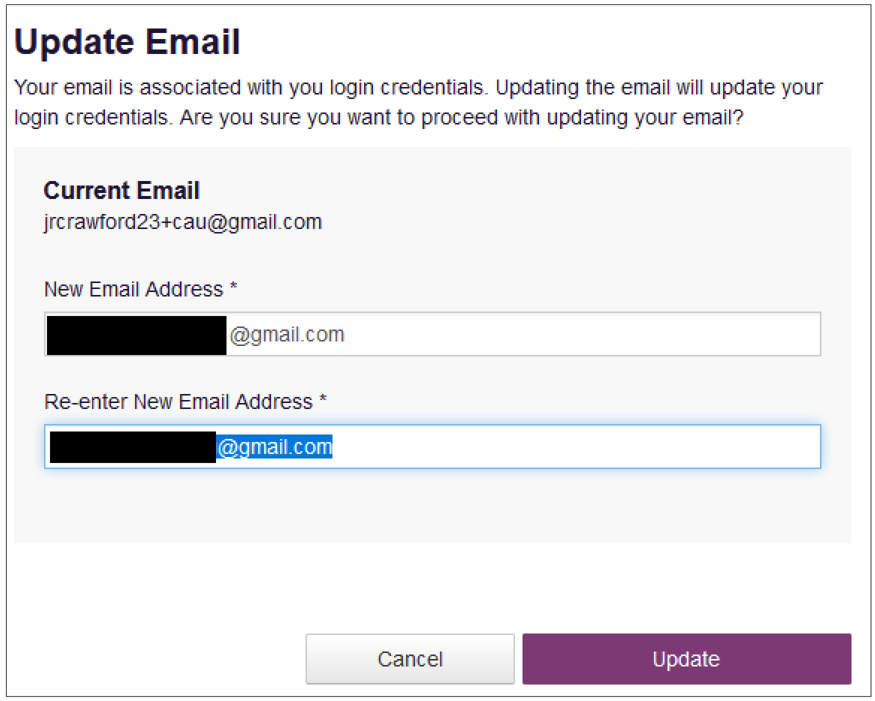
You will be prompted to enter your password to continue.



iii. Enter the password you created in step 4, then click **Continue**.

Note: *If you no longer have the password, you can reset it by following the instructions in the Reset Password section of this document.*

Once you have successfully entered your password, you will be prompted to enter your new email address.



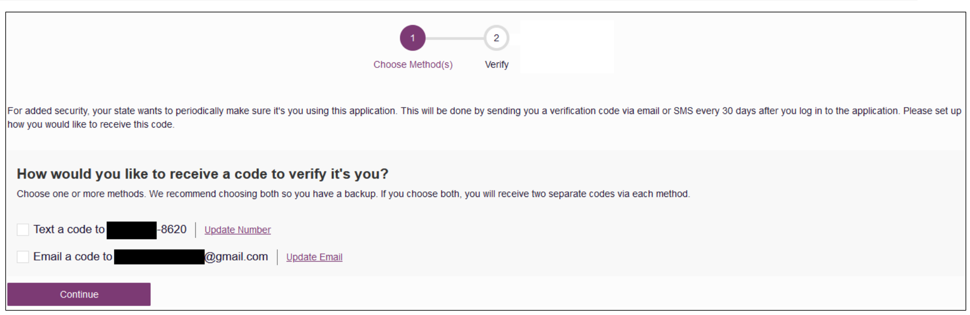
iv. Enter your new email address in the **New Email Address** field, then re-enter it in the **Re-enter New Email Address** field.

v. Click **Update**.

You will be returned to the Multi-Factor Authentication page. If your phone number and email address are correct, continue to step 2; or, if you need to update your mobile phone number, refer to step b.

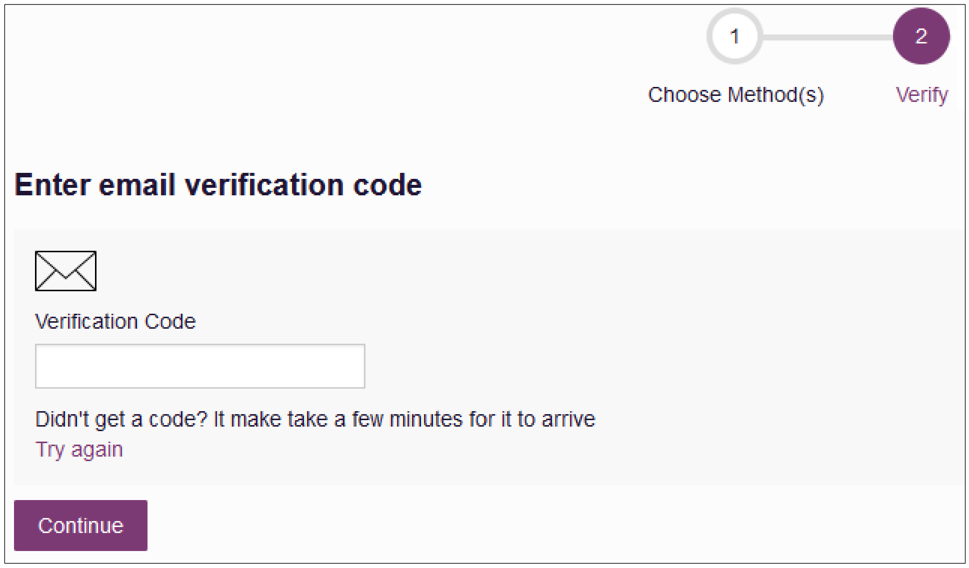
2. Select whether you would like to receive your verification code via text message or email.

   Note: *If you select both methods, you will receive two separate codes—one via each method.*



3. Click **Continue**.

The Enter Verification Code page is displayed.



4. Once you have received your verification code via the selected method, enter it in the **Verification Code** field.

Notes:

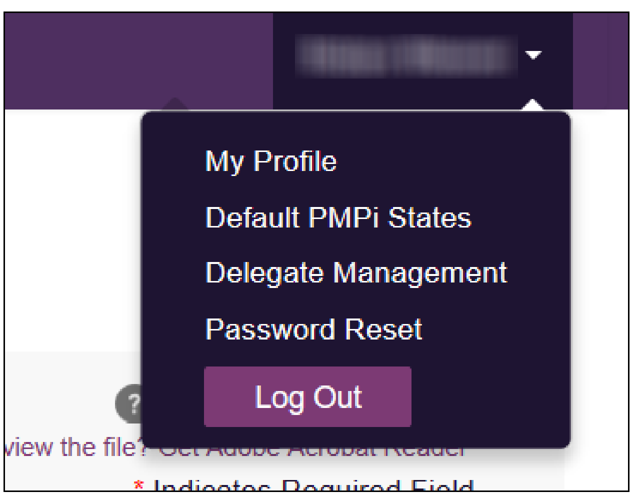
- *It may take several minutes to receive your verification code.*
- *If a few minutes have elapsed and you have not received a code, you can click **Try again** to request a new code.*
- *You can use your internet browser's **back** button to return to the previous page and select a different delivery method.*

5. Click **Continue**.

   Your account is verified, and you will be logged in to AWARxE.

3.2 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**.



4 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
- Updating or resetting your password

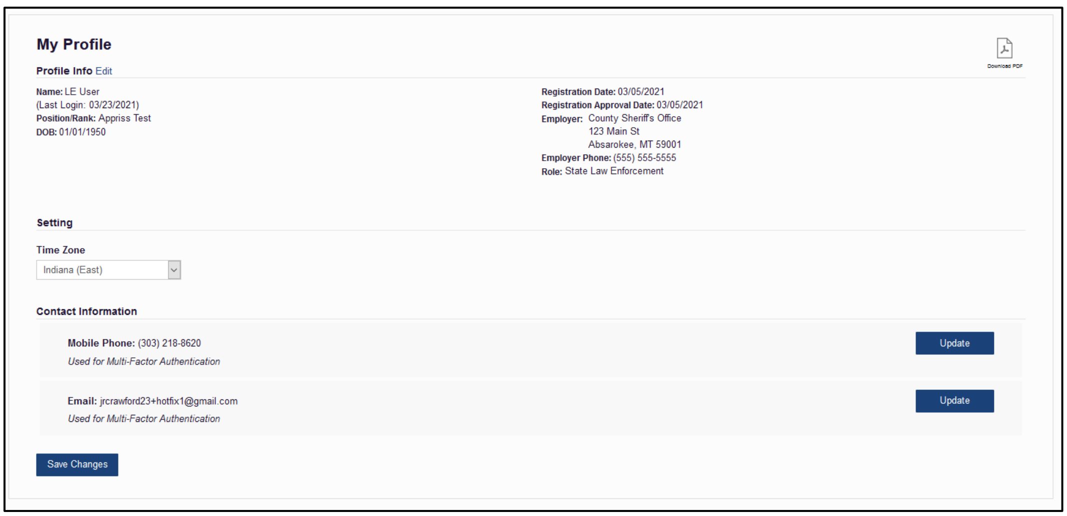
4.1 My Profile

My Profile allows you to view your account demographics, including user role, as well as update your contact information, and time zone.

To update your account:

1. Click **Menu** > **My Profile**.

   The My Profile page is displayed.

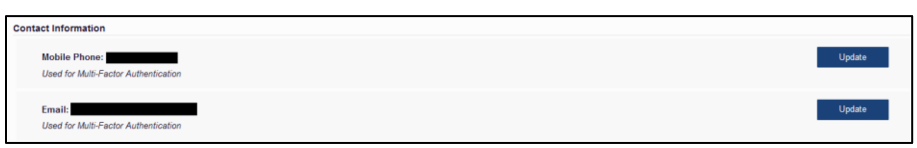
   

2. Update your information as necessary. The following notes may be helpful in updating your information:

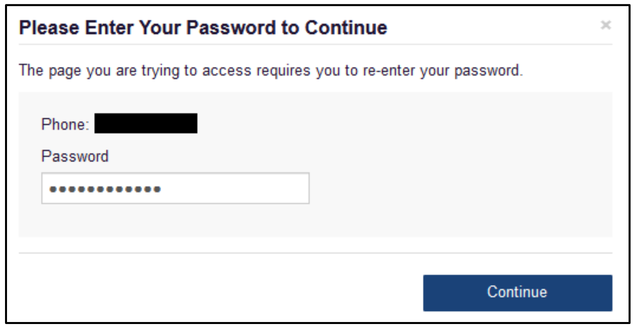
   - **Updating Time Zone:** To update your time zone, select the correct time zone from the **Time Zone** drop-down.

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

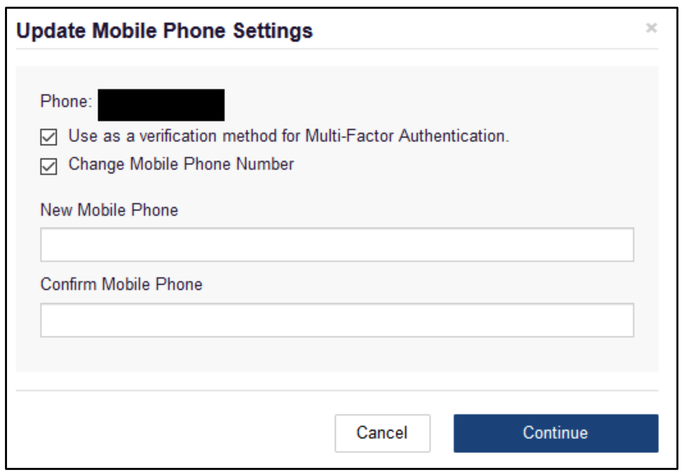
     1. To update the email address or mobile phone number associated with your account, click the update button.

2. You will be required to enter your current password.



3. Elect whether you wish to use the mobile phone number or email address as a verification method for multi factor authentication if you have not already and click the box for **Change Mobile Phone Number** or **Change Email Address.** Clicking this box will expand an additional box for you to enter and re-enter your new contact information.



4. Enter and re-enter the desired mobile phone number or email address and click Continue. The phone number or email address will now have updated on the My Profile screen.

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

4.2 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.

4.2.1 Updating a Current Password

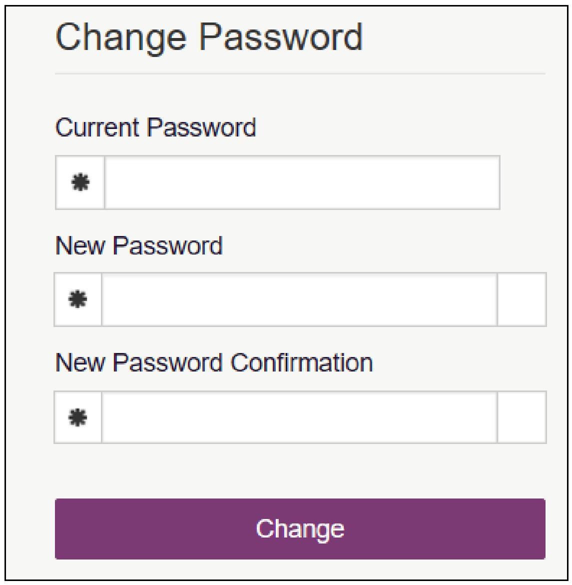
If your password has not expired, but you would like to proactively reset it, you can do so within the AWARxE application.

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.



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 twelve (12) characters*
   - *One (1) uppercase letter*
   - *One (1) lowercase letter*
   - *One (1) number*
   - *One (1) special character such as !, @, #, $, etc.*

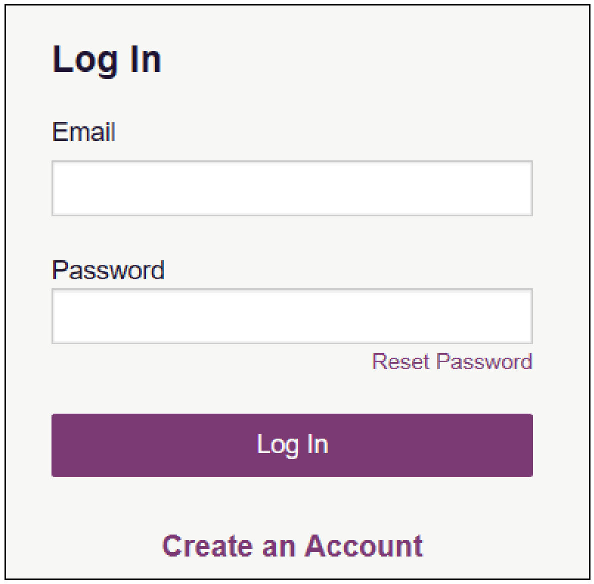
4. Click **Change**.

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

4.2.2 Resetting a Forgotten Password

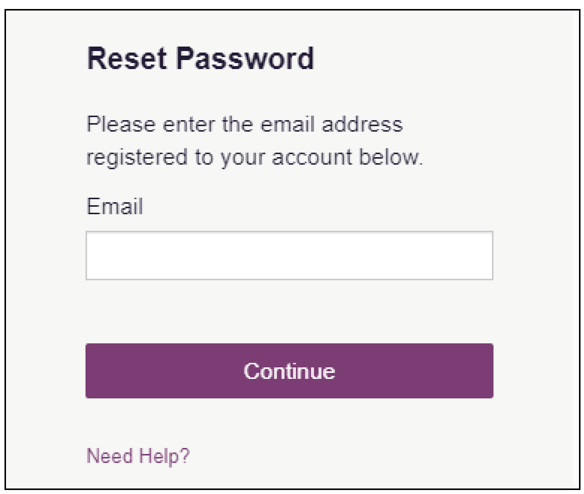
1. If you have forgotten your password or your password has expired, navigate to https://montana.pmpaware.net.

   The Log In page is displayed.



2. Click **Reset Password**.

   The Reset Password page is displayed.



3. Enter the email address associated with your account, then click **Continue**.

   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.

4. 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 twelve (12) characters*
- *One (1) uppercase letter*
- *One (1) lowercase letter*
- *One (1) special character such as !, @, #, $, etc.*

You cannot re-use any of your last 12 passwords.

5. 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 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 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

5 MPDR Law Enforcement Insight Reports

This **MPDR Law Enforcement Insight Reports** section describes the reports found under **Menu** > **Insight**. Insight Reports are investigative by nature; therefore, not all user roles have access to these reports. Typically, these reports are used by state PMP administrators, law enforcement, and other investigative roles in the investigation of a case.

The following users will request information from the online MPDR Law Enforcement Insight Reports functions through Appriss, but **DO NOT have direct patient search authority**:

- Federal, State, Tribal, or Local Law Enforcement – pursuant to an investigative subpoena.
- State Licensing Board Investigators – pursuant to an active complaint and investigation of drug misuse or drug diversion.

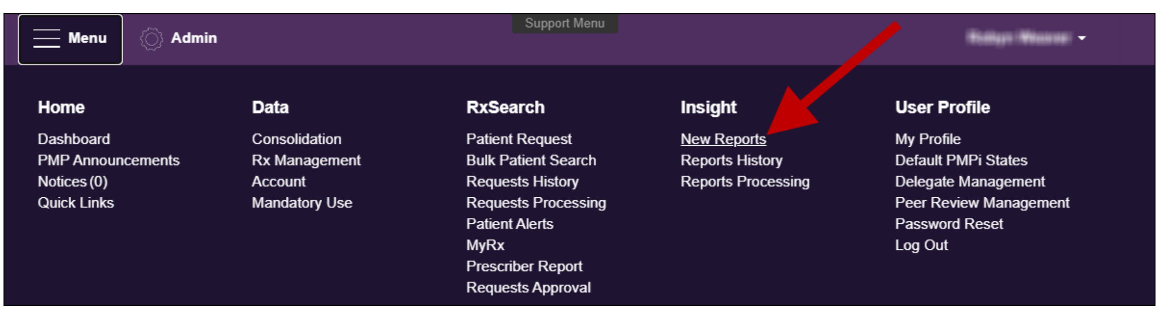
Importantly, law enforcement users DO NOT have direct access to search the MPDR Appriss AWARxE database but use the online system to submit their report requests.

- Insight Reports are generated by the search request criteria entered by law enforcement or board investigator users through their online account. However, the requested report is not available to such users until the MPDR Administrator validates the request and approves the resulting report(s).
- Once approved by the MPDR Administrator, the user will receive an email notification that their requested report(s) is available to retrieve online through the MPDR Law Enforcement Insight Report access account created by the user.

Note: *You may not have access to all of the reports listed in this section. Some users will not have access to any of these reports. The reports available under* ***Insight Reports*** *may vary depending on your user role and the settings enabled by the MPDR Administrator. If you do not have access to a report and you think you should, please contact the MPDR Administrator.*

Overview

The **New Reports** menu option allows you to access the Insight Reports that are available to you and generate those reports. To access these reports, click **Menu** > **New Reports** (located under **Insight**).



The **PMP AWARxE Insight Reports page** is displayed.

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.
DEA	Displays current information for prescribers or dispensers as contained within the DEA database.
Investigative Patient Request	Allows broader searches for a single or multiple patients by name, identification number, or address.
Patient History Request	Displays a list of all AWARxE and Gateway users requesting a report on the identified patient.

A list of the most common reports is provided below. Note that you may not have access to all of these reports, and/or you may have access to reports not listed here that are specific to your state. You may click the report name to easily navigate to that section.

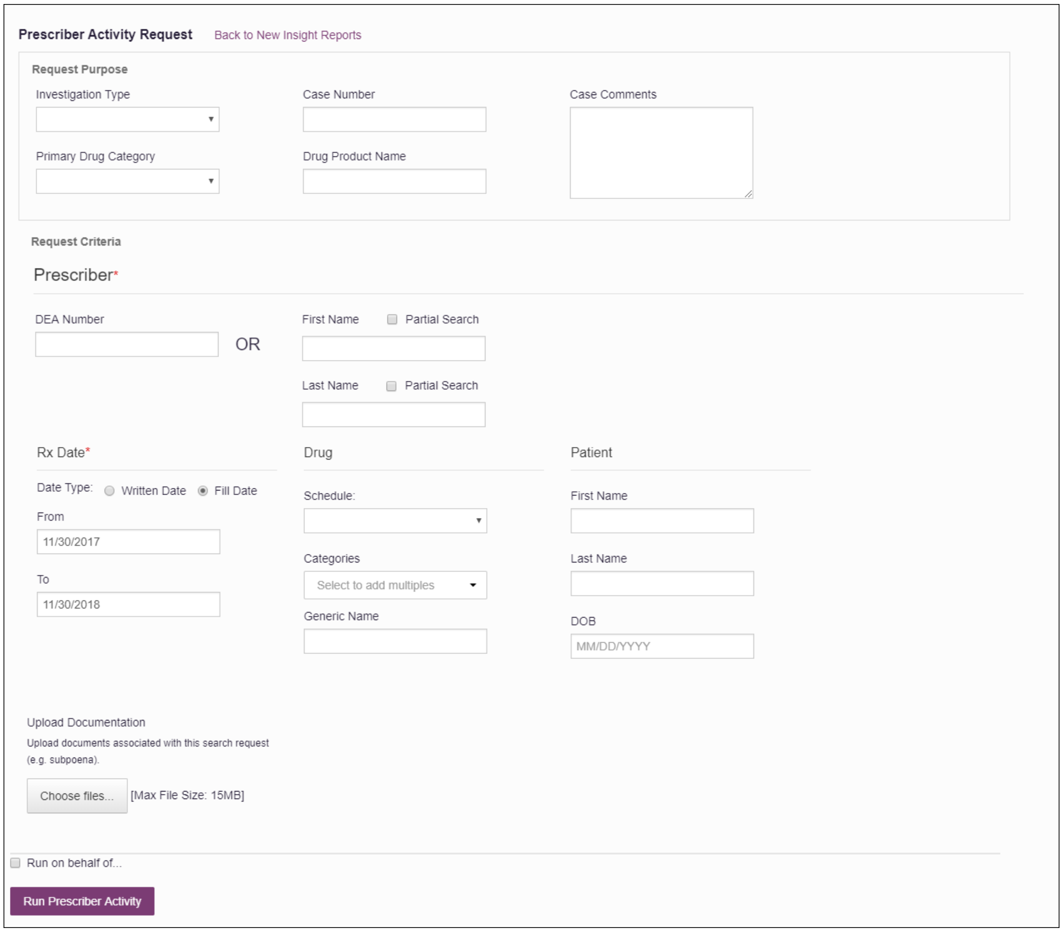
Report Name	Description
Prescriber Activity Request	Displays a summary of prescriptions prescribed by specified DEA number and the corresponding patient and pharmacy information.
Dispenser Activity Request	Displays a summary of prescriptions dispensed at a specified location and the corresponding patient and prescriber information.
Investigative Patient Request	Displays prescription histories for a single patient or multiple patients by name, identification number, or address.
Patient History Request	Displays a list of all AWARxE and Gateway users who searched for a prescription history report on the identified patient.

5.1 Prescriber Activity Request

The **Prescriber Activity Request** displays a summary of prescriptions prescribed by a specified DEA number as well as the corresponding patient and pharmacy information. To generate this report:

1. From the PMP AWARxE Reports page, click **Prescriber Activity Request**.

   The Prescriber Activity Request page is displayed.



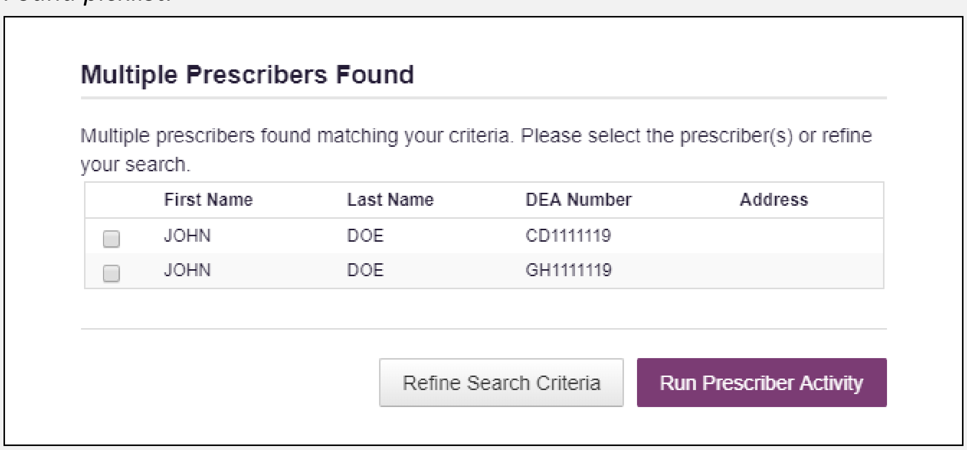
2. Enter the request information, using the table below as a guide, noting that required fields are marked with a red asterisk (*).

Field Name	Description
Request Purpose	
Investigation Type	Use the drop-down menu to select the type of investigation you are conducting in association with this request (e.g., forgery, questionable activity, person selling Rx drugs, etc.).
Primary Drug Category	Use the drop-down menu to select the primary drug category for the request (e.g., anabolic steroids, barbiturates, etc.).
Case Number	If applicable, enter the case number with which this request is associated in this field.
Drug Product Name	Enter the drug name in this field.
Case Comments	Enter any relevant comments regarding the case in this field.
Request Criteria	
Prescriber* **(required)**	Enter the prescriber's DEA number in the **DEA Number** field; Or Enter the prescriber's name in the **First Name** and **Last Name** fields. You may enter the complete name, or you may click the **Partial Search** checkbox to search by a partial first and/or last name. This

Field Name	Description
	option can be helpful when searching hyphenated names or names that are often abbreviated, such as “Will” vs. “William.” ***Note:*** *The Partial Search function requires at least three letters. If the prescriber’s name contains only one or two letters, please do not attempt a partial search.*
Rx Date* **(required)**	1. Select whether the system should search by **Written Date** or **Fill Date**. 2. Use the *MM/DD/YYYY* format to enter the **From** and **To** search dates, or select a date from the calendar that is displayed when you click in these fields.
Drug	• Use the **Schedule** drop-down menu to search by a specific drug schedule. • Use the **Categories** drop-down menu to search by a specific drug category (e.g., anesthetic, cannabinoid, etc.). You may select multiple categories. • To search by a generic drug name, enter the drug name in the **Generic Name** field.
Patient	If you are searching for a specific patient, you may enter any combination of **First Name**, **Last Name**, and **DOB**.
Upload Documentation	Click **Choose files** to attach any necessary or relevant information to the request.
Run on behalf of…	If you are running the report on behalf of another user, click this checkbox. If this checkbox is selected, you must enter the user’s complete **First Name** and **Last Name**. You may also select the user’s role from the **As Role** drop-down menu and add any comments in the **Annotation** field.

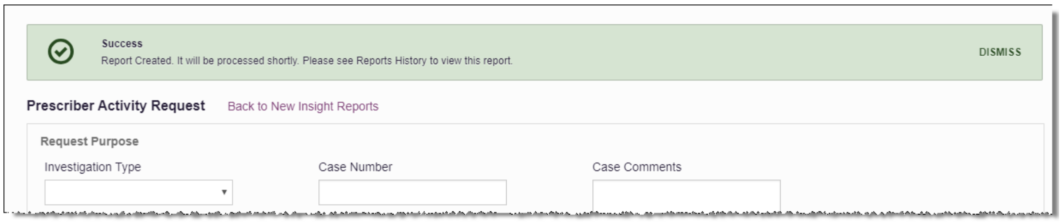
3. Once you have finished entering your requested search criteria, click **Run Prescriber Activity**.

Note: *If you used the **Partial Search** option and the system found multiple prescribers matching your requested search criteria, you will be presented with the Multiple Prescribers Found picklist.*



To run the report, click the checkbox next to the correct prescriber(s), then click ***Run Prescriber Activity****; or to return to the Prescriber Activity Request page, click* ***Refine Search Criteria****.*

- If the requested search is successful, a message is displayed indicating that the report has been created and will be processed shortly. When the report has completed processing, it will be validated and approved by the MPDR Administrator. Once approved, the requested report will be available in your Reports History. Please refer to Viewing the Prescriber Activity Request for more information.



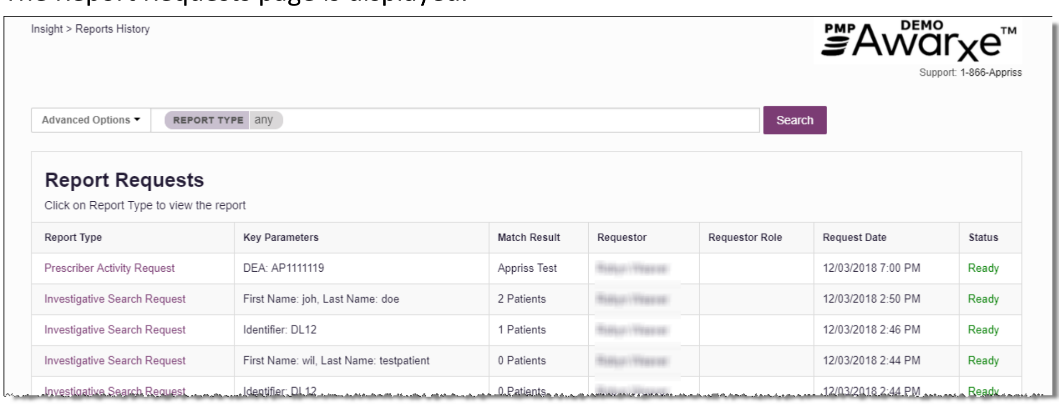
- If no prescribers matching your requested search criteria are found, an error message is displayed. Ensure that all criteria were entered correctly before submitting the report again. You may also retry the requested search using the **Partial Search** option.

5.1.1 Viewing the Prescriber Activity Request

To view your Prescriber Activity Request once validated and approved by the MPDR Administrator:

1. Click **Menu** > **Reports History** (located under **Insight**).

   The Report Requests page is displayed.

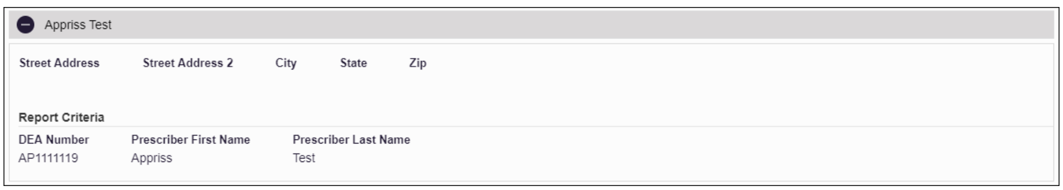


2. Click the link in the **Report Type** column for the report you wish to view. The most recent report requests are displayed at the top of the list.

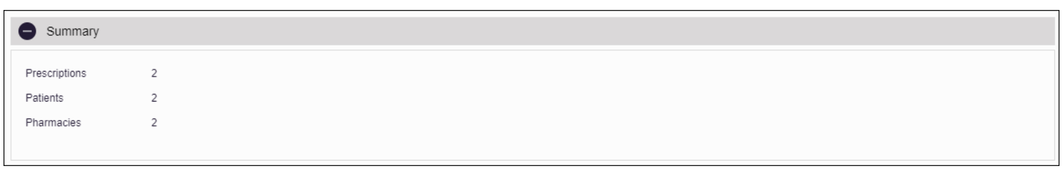
   The Prescriber Activity Report is displayed and contains the following sections:

- **Header.** The report header contains the case information you entered when you created the request as well as the date the report was prepared and the date range for the request. If enabled by your State Administrator, you can:
  - Click **Add Note** in the **Report Note** field to add a note to the report.
  - Click **Download PDF** or **Download CSV** to download a PDF or CSV version of the report.
  - Click **Share Report** to share the report with another active user.

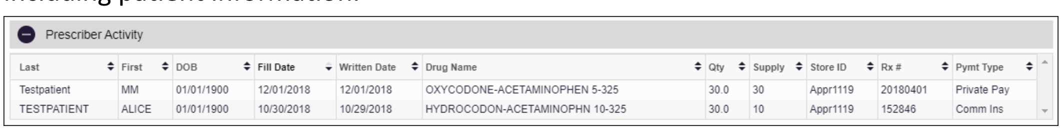
- **Prescriber Information.** The Prescriber Information section contains the requested search criteria you entered for the prescriber as well as any additional demographic information associated with that prescriber (e.g., DEA number, name, address, etc.).



- **Summary.** The Summary section provides an overview of the total number of prescriptions, patients, and pharmacies for the prescriber for the specified timeframe.



- **Prescriber Activity.** The Prescriber Activity section displays information related to each prescription attributed to the prescriber within the specified timeframe, including patient information.


Prescriber Activity

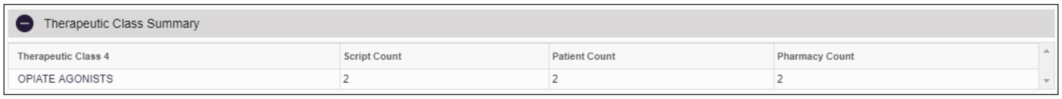
Last	First	DOB	Fill Date	Written Date	Drug Name	Qty	Supply	Store ID	Rx #	Pymt Type
Testpatient	MM	01/01/1900	12/01/2018	12/01/2018	OXYCODONE-ACETAMINOPHEN 5-325	30.0	30	Appr1119	20180401	Private Pay
TESTPATIENT	ALICE	01/01/1900	10/30/2018	10/29/2018	HYDROCODON-ACETAMINOPHN 10-325	30.0	10	Appr1119	152846	Comm Ins

- **Dispensers.** The Dispensers section displays information for all dispensers who filled a prescription attributed to the prescriber within the specified timeframe.


Dispensers

Store ID	Name	Address	City	State	Zip
Appr1119	Appriss Inc	10401 LINN STATION RD	LOUISVILLE	KY	40223
Appr1119	Appriss Test	10401 LINN STATION RD	LOUISVILLE	KY	40223

- **Therapeutic Class Summary.** The Therapeutic Class Summary section displays the prescription count, patient count, and pharmacy count for each drug in each therapeutic class prescribed by the prescriber in the specified timeframe.



Therapeutic Class Summary

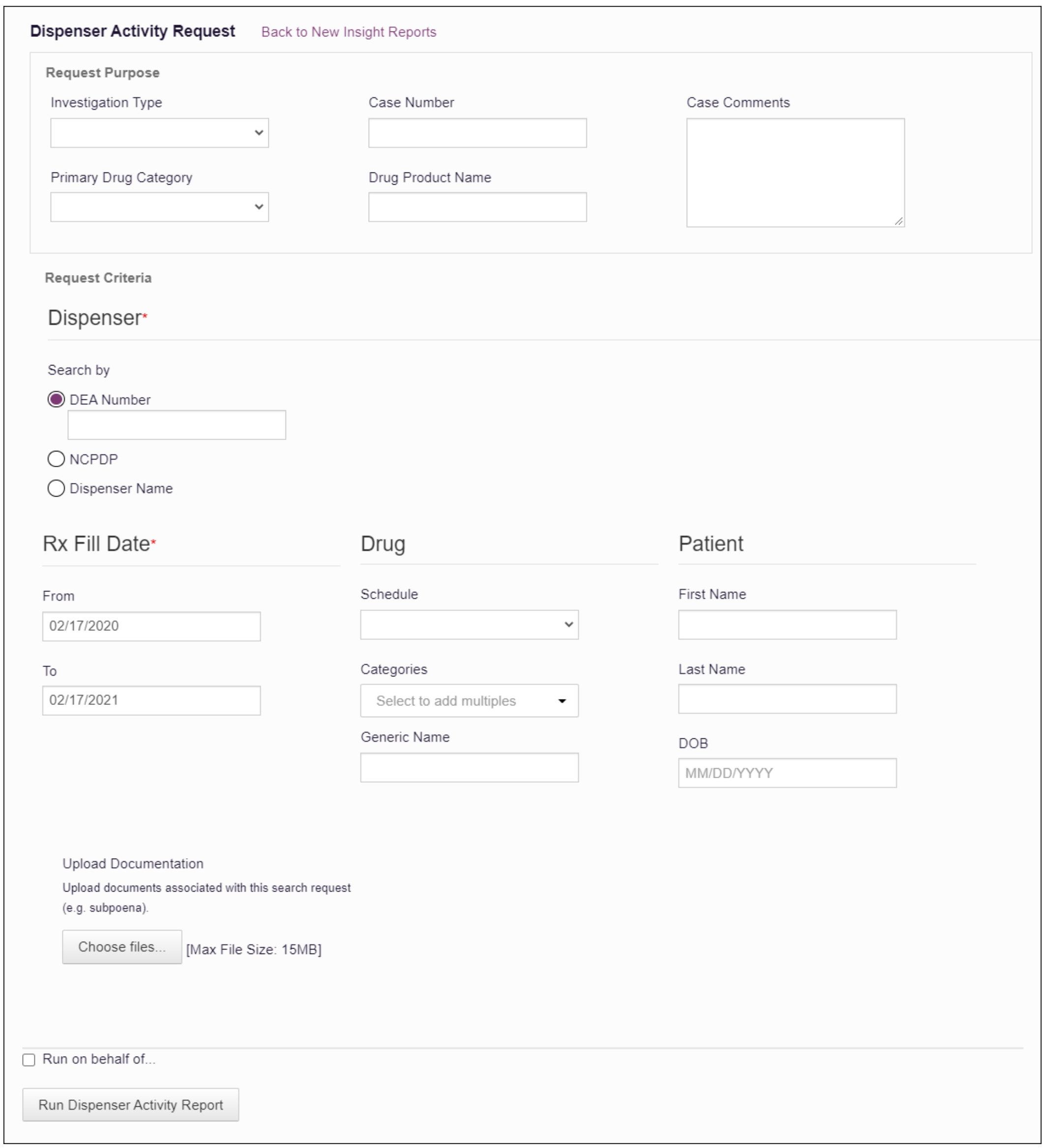
Therapeutic Class 4	Script Count	Patient Count	Pharmacy Count
OPIATE AGONISTS	2	2	2

5.2 Dispenser Activity Request

The **Dispenser Activity Request** displays a summary of prescriptions dispensed at a specified location as well as the corresponding patient and prescriber information. To generate this report:

1. From the PMP AWARxE Reports page, click **Dispenser Activity Request**.

   The Dispenser Activity Request page is displayed as shown on the following page.



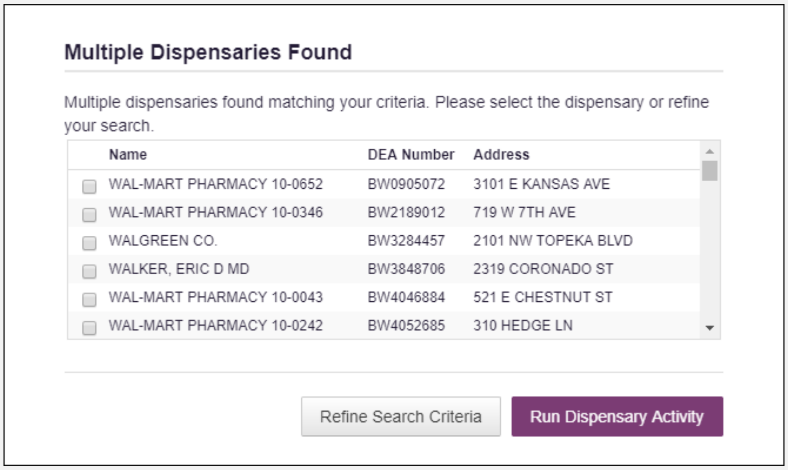
2. Enter the request information, using the table below as a guide, noting that required fields are marked with a red asterisk (*).

Field Name	Description
Request Purpose	
Investigation Type	Use the drop-down menu to select the type of investigation you are conducting in association with this request (e.g., forgery, questionable activity, person selling Rx drugs, etc.).
Primary Drug Category	Use the drop-down menu to select the primary drug category for the request (e.g., anabolic steroids, barbiturates, etc.).
Case Number	If applicable, enter the case number with which this request is associated in this field.
Drug Product Name	Enter the drug name in this field.
Case Comments	Enter any relevant comments regarding the case in this field.
Request Criteria	
Dispenser* **(required)**	1. Select whether you would like to search for the dispenser by DEA, NCPDP, or name. 2. Enter the dispenser's DEA number in the **DEA Number** field; Or Enter the dispenser's NCPDP number in the **NCPDP** field; Or Enter the dispenser's name in the **Name** field. You may enter the complete name, or you may click the **Partial Search** 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." ***Note:*** *The Partial Search function requires at least three letters. If the dispenser's name contains only one or two letters, please do not attempt a partial search.*
Rx Date* **(required)**	1. Select whether the system should search by **Written Date** or **Fill Date**. 2. Use the *MM/DD/YYYY* format to enter the **From** and **To** search dates, or select a date from the calendar that is displayed when you click in these fields.
Drug	• Use the **Schedule** drop-down menu to search by a specific drug schedule. • Use the **Categories** drop-down menu to search by a specific drug category (e.g., anesthetic, cannabinoid, etc.). You may select multiple categories. • To search by a generic drug name, enter the drug name in the **Generic Name** field.
Patient	If you are searching for a specific patient, you may enter any combination of **First Name**, **Last Name**, and **DOB**.
Upload Documentation	Click **Choose files** to attach any necessary or relevant information to the request.
Run on behalf of…	If you are running the report on behalf of another user, click this checkbox. If this checkbox is selected, you must enter the user's complete **First Name** and **Last Name**. You may also select the user's

Field Name	Description
	role from the **As Role** drop-down menu and add any comments in the **Annotation** field.

3. Once you have finished entering your requested search criteria, click **Run Dispensary Activity**.

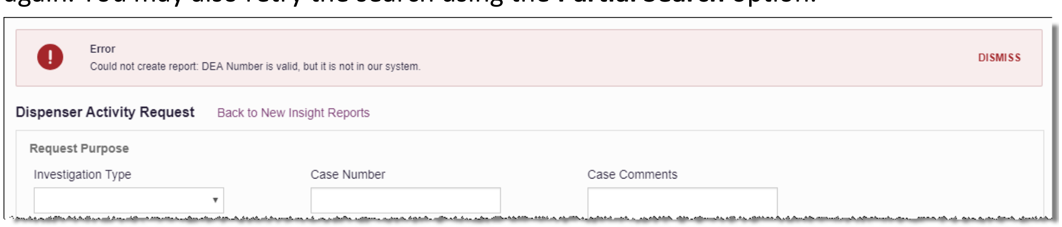
***Note:** If you used the **Partial Search** option and the system found multiple dispensers matching your requested search criteria, you will be presented with the Multiple Dispensaries Found picklist.*



*To request the report, click the checkbox next to the correct dispenser(s), then click **Run Dispensary Activity**; or to return to the Dispenser Activity Request page, click **Refine Search Criteria**.*

- If the requested search is successful, a message is displayed indicating that the report has been created and will be processed shortly. When the report has completed processing, it will be validated and approved by the MPDR Administrator. Once approved, the requested report will be available in your Reports History. Please refer to Viewing the Dispenser Activity Request for more information.

- If no dispensers matching your requested search criteria are found, an error message is displayed. Ensure that all criteria were entered correctly before running the report again. You may also retry the search using the **Partial Search** option.

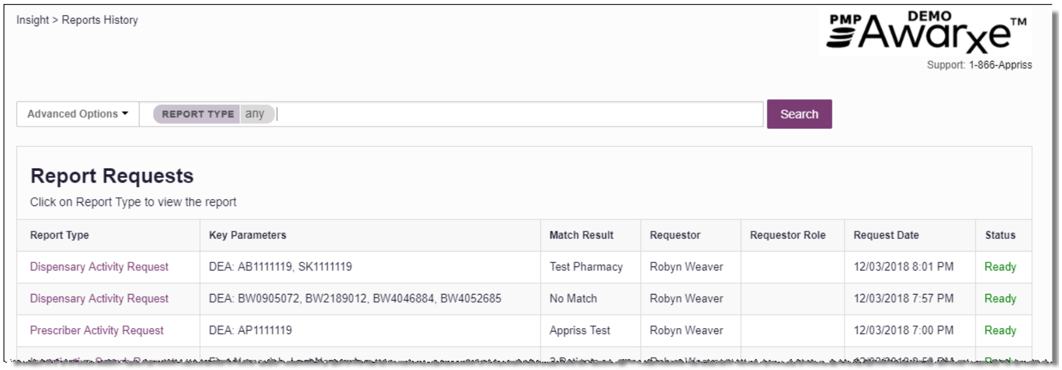


5.2.1 Viewing the Dispenser Activity Request

To view your **Dispenser Activity Request** once validated and approved by the MPDR Administrator:

1. Click **Menu** > **Reports History** (located under **Insight**).

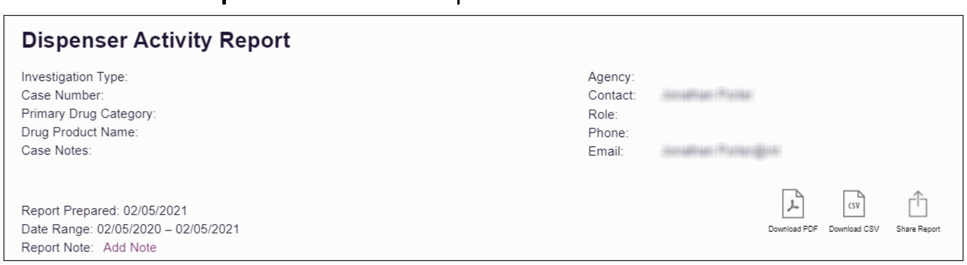
   The Report Requests page is displayed.



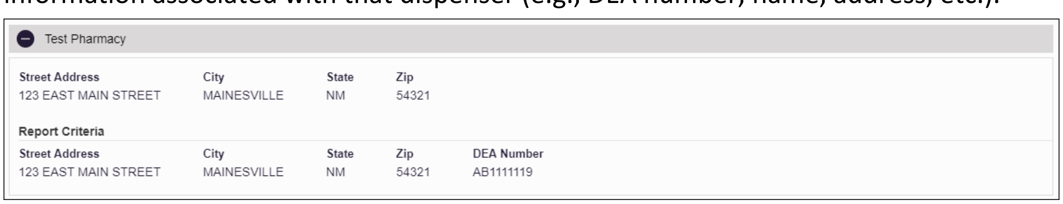
2. Click the link in the **Report Type** column for the report you wish to view. The most recent report requests are displayed at the top of the list.

   The Dispenser Activity Report is displayed and contains the following sections:

   - **Header.** The report header contains the case information you entered when you created the request as well as the date the report was prepared and the date range for the request. If enabled by your State Administrator, you can:
     - Click **Add Note** in the **Report Note** field to add a note to the report.
     - Click **Download PDF** or **Download CSV** to download a PDF or CSV version of the report.
     - Click **Share Report** to share the report with another active user.



- **Dispenser Information.** The Dispenser Information section contains the search criteria you entered for the dispenser as well as any additional demographic information associated with that dispenser (e.g., DEA number, name, address, etc.).



- **Summary.** The Summary section provides an overview of the total number of prescriptions, patients, and prescribers for the dispenser for the specified timeframe.

Summary

Prescriptions	7
Patients	5
Prescribers	3

- **Dispenser Activity.** The Dispenser Activity section displays information related to each prescription dispensed by the dispenser within the specified timeframe, including patient information and prescriber name.

Dispenser Activity

Last	First	DOB	Fill Date	Drug Name	Qty	Supply	Written Date	Prescriber Name	Rx #	Pymt Type
TestPatient	Animal	01/01/1900	12/03/2018	DIAZEPAM POWDER	4.0	30	12/03/2018	Jane Smith	123456	Private Pay
Testpatient	Polly	01/01/1900	12/03/2018	KADIAN ER 200 MG CAPSULE	1.0	30	12/03/2018	Bob Testprescriber	99991	Private Pay
Testpatient	Polly	01/01/1900	12/03/2018	PROPRANOLOL 20 MG TABLET	5.0	30	12/03/2018	Bob Testprescriber	99991	Private Pay
Testpatient	Polly	01/01/1900	12/03/2018	PROPRANOLOL 20 MG TABLET	1.0	30	12/03/2018	Bob Testprescriber	99991	Private Pay
Testpatient	Polly	01/01/1900	12/03/2018	BUTALBITAL COMPOUND CAPSULE	5.0	30	12/03/2018	Bob Testprescriber	99991	Private Pay
Testpatient	Dave	01/01/1900	12/03/2018	PHENOBARBITAL 16.2 MG TABLET	30.0	30	12/03/2018	Test Prescriber	9999911	Private Pay
Testpatient	Dave	01/01/1900	12/03/2018	DIAZEPAM POWDER	4.0	30	12/03/2018	Test Prescriber	9999911	Private Pay
Patient	Test	01/01/1900	11/06/2018	DIDANOSINE DR 250 MG CAPSULE	1.0	30	11/06/2018	Test Prescriber	999978	Private Pay
Patient	Test	01/01/1901	03/14/2018	PROZAC 20 MG PULVULE	30.0	30	03/13/2018	Test Doctor	98765	Comm Ins

- **Prescribers.** The Prescribers section displays information for all prescribers for whom the dispenser filled a prescription within the specified timeframe.

Prescribers

Prescriber Full Name	Address	City	State	Zip
Test Doctor				
Test Prescriber				
Jane Smith				

- **Therapeutic Class Summary.** The Therapeutic Class Summary section displays the prescription count, patient count, and prescriber count for each drug in each therapeutic class dispensed by the dispenser in the specified timeframe.

Therapeutic Class Summary

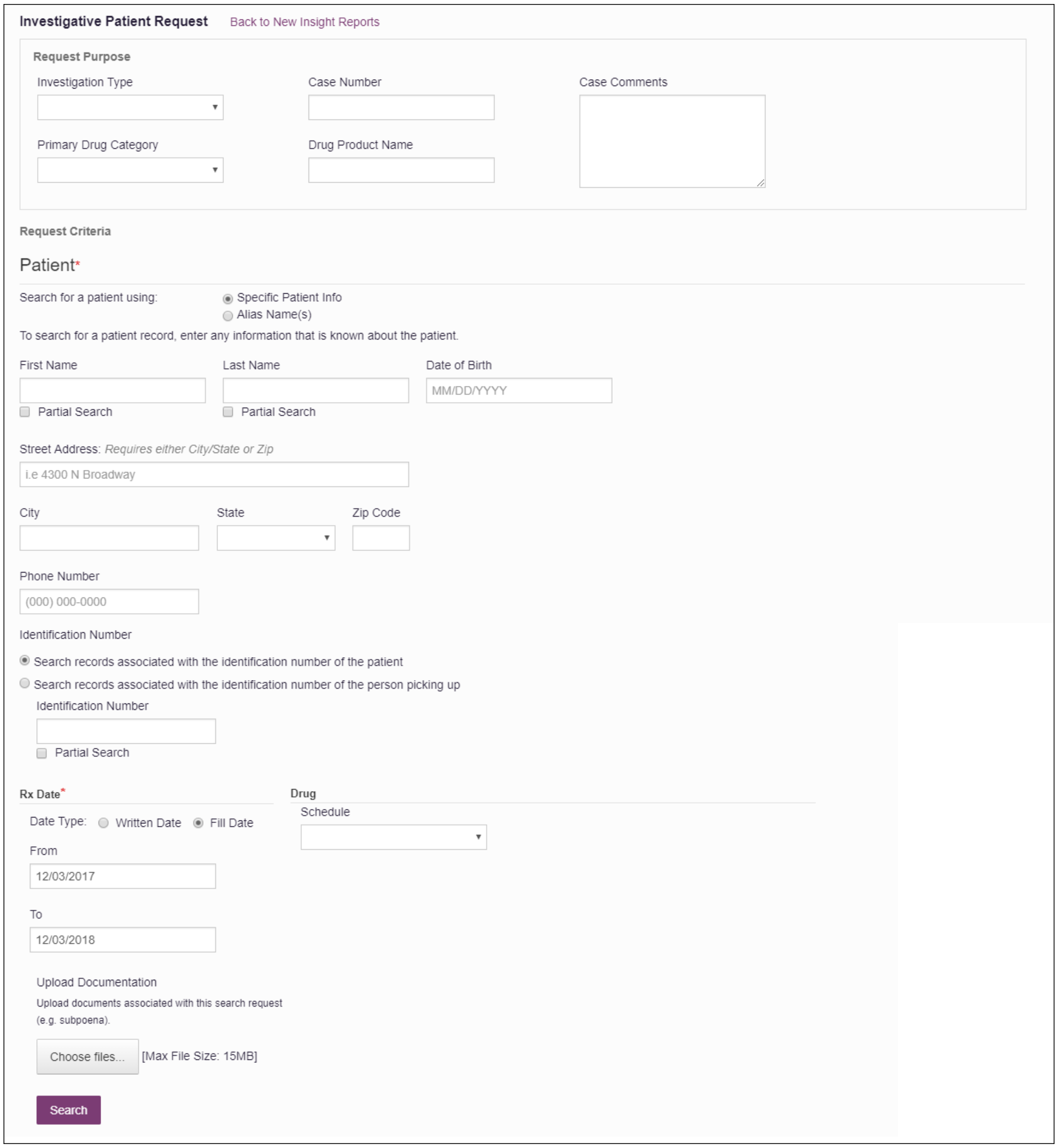
Therapeutic Class 4	Script Count	Patient Count	Prescriber Count
	2	2	1
BETA-ADRENERGIC BLOCKING AGENTS	2	1	1
BARBITURATES (ANXIOLYTIC, SEDATIVE/HYP)	1	1	1
BENZODIAZEPINES (ANXIOLYTIC,SEDATIV/HYP)	2	2	2
SELECTIVE-SEROTONIN REUPTAKE INHIBITORS	1	1	1
SALICYLATES	1	1	1

5.3 Investigative Patient Request

The **Investigative Patient Request** allows you to request searches for a single patient or multiple patients by name, identification number, or address. To generate this report:

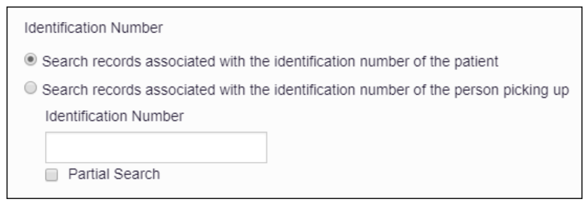
1. From the PMP AWARxE Reports page, click **Investigative Patient Request**.

   The Investigative Patient Request page is displayed as shown on the following page.



2. Enter the request information, using the table below as a guide, noting that required fields are marked with a red asterisk (*).

Field Name	Description
Request Purpose	
Investigation Type	Use the drop-down menu to select the type of investigation you are conducting in association with this request (e.g., forgery, questionable activity, person selling Rx drugs, etc.).
Primary Drug Category	Use the drop-down menu to select the primary drug category for the request (e.g., anabolic steroids, barbiturates, etc.).
Case Number	If applicable, enter the case number with which this request is associated in this field.
Drug Product Name	Enter the drug name in this field.
Case Comments	Enter any relevant comments regarding the case in this field.

Field Name	Description
Request Criteria	
Patient* **(required)**	1. Select whether you are searching for **Specific Patient Info** or **Alias Name(s)**. 2. Enter any known information about the patient or alias. • If you selected the **Specific Patient Info** option, you may enter any combination of **First Name**, **Last Name**, **Date of Birth**, **Street Address**, **City**, **State**, **Zip Code**, and **Phone Number**. You may also choose to search by identification number. If you choose this option, select whether you would like to search for **records associated with the identification number of the patient** OR **records associated with the identification number of the person picking up**.  • If you selected the **Alias Name(s)** option, you may enter up to four alias names and DOBs. ***Note:*** *When submitting a search request for the patient's or alias's name or identification number, you may enter the complete name or ID number, or you may click the* ***Partial Search*** *checkbox to search by a partial name or ID number. This option can be helpful when searching hyphenated names or names that are often abbreviated, such as "Will" vs. "William."* *The Partial Search function requires at least three characters. If the patient's name contains only one or two letters, please do not attempt a partial search.*
Rx Date* **(required)**	1. Select whether the system should search by **Written Date** or **Fill Date**. 2. Use the *MM/DD/YYYY* format to enter the **From** and **To** search dates, or select a date from the calendar that is displayed when you click in these fields.
Drug	Use the **Schedule** drop-down menu to search by a specific drug schedule.
Upload Documentation	Click **Choose files** to attach any necessary or relevant information to the request.

3. Once you have finished entering your requested search criteria, click **Search**.

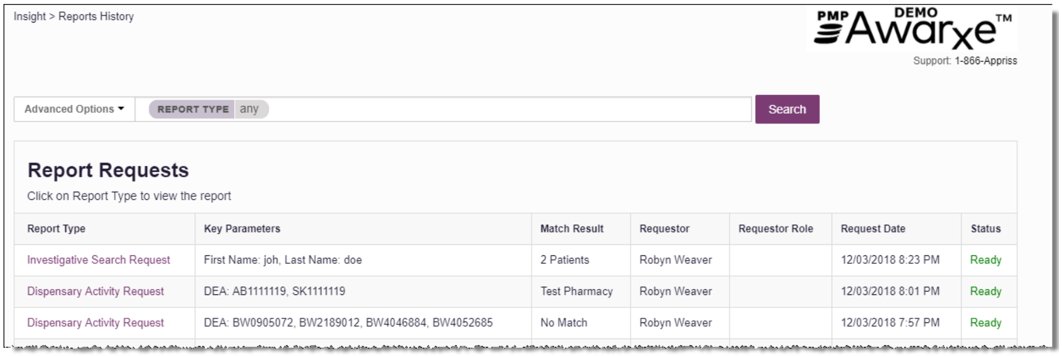
   A message is displayed indicating that the report has been created and will be processed shortly. When the report has completed processing, it will be validated and approved by the MPDR Administrator. Once approved, the requested report will be available in your Reports History. Please refer to Viewing the Investigative Patient Request for more information.

5.3.1 Viewing the Investigative Patient Request

To view your **Investigative Patient Request** once validated and approved by the MPDR Administrator:

1. Click **Menu** > **Reports History** (located under **Insight**).

   The Report Requests page is displayed.



Insight > Reports History

PMP AWARxE DEMO
Support: 1-866-Appriss

Advanced Options · REPORT TYPE any · Search

Report Requests

Click on Report Type to view the report

Report Type	Key Parameters	Match Result	Requestor	Requestor Role	Request Date	Status
Investigative Search Request	First Name: joh, Last Name: doe	2 Patients	Robyn Weaver		12/03/2018 8:23 PM	Ready
Dispensary Activity Request	DEA: AB1111119, SK1111119	Test Pharmacy	Robyn Weaver		12/03/2018 8:01 PM	Ready
Dispensary Activity Request	DEA: BW0905072, BW2189012, BW4046884, BW4052685	No Match	Robyn Weaver		12/03/2018 7:57 PM	Ready

2. Click the link in the **Report Type** column for the report you wish to view. The most recent report requests are displayed at the top of the list.

   The Investigative Patient Results page is displayed. This page contains a list of any patients found matching your requested searching criteria.

Investigative Patient Results

Refine Search
2 matches found

Select All

Select patient(s) to include in the report

john doe	Date of Birth: 2018-11-01 Gender: unknown	914 W. CARLISLE AVE SPOKANE WA 99205
JOHN DOE	Date of Birth: 1900-01-01 Gender: male	832 NOT REAL PATIENT DR WICHITA KS 67205

Run Report

3. Click the checkbox next to the correct patient(s), then click **Run Report**.

   Note: *If your requested search did not find any patients matching your search criteria, your Reports History will indicate **0 Patients** in the **Match Result** column. For documentation purposes, you can still view the blank report.*

Report Requests

Click on Report Type to view the report

Report Type	Key Parameters	Match Result	Requestor	Requestor Role	Request Date	Status
Investigative Search Request	First Name: joh, Last Name: doe	2 Patients			12/03/2018 2:50 PM	Ready
Investigative Search Request	Identifier: DL12	1 Patients			12/03/2018 2:46 PM	Ready
Investigative Search Request	First Name: wil, Last Name: testpatient	0 Patients			12/03/2018 2:44 PM	Ready
Investigative Search Request	Identifier: DL12	0 Patients			12/03/2018 2:44 PM	Ready

The **Investigative Patient Report** is displayed and contains the following sections:

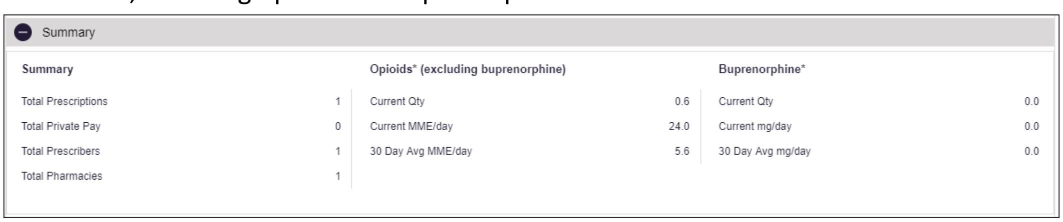
- **Header.** The report header contains the case information you entered when you created the request as well as the date the report was prepared and the date range for the request. If enabled by your State Administrator, you can:
  – Click **Add Note** in the **Report Note** field to add a note to the report.

- Click **Download PDF** or **Download CSV** to download a PDF or CSV version of the report.

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

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

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



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

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

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

Prescribers

Name	Address	City	State	Zip	Phone
Test ELWIN					

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

Dispensers

Pharmacy	Address	City	State	Zip	Phone
drug store	1111 W 10TH ST	LOUISVILLE	KY	40229	5155155151

- **Therapeutic Class Summary.** The Therapeutic Class Summary section displays the prescription count, dispenser count, and prescriber count for each drug in each therapeutic class prescribed to the patient in the specified timeframe.

Therapeutic Class Summary

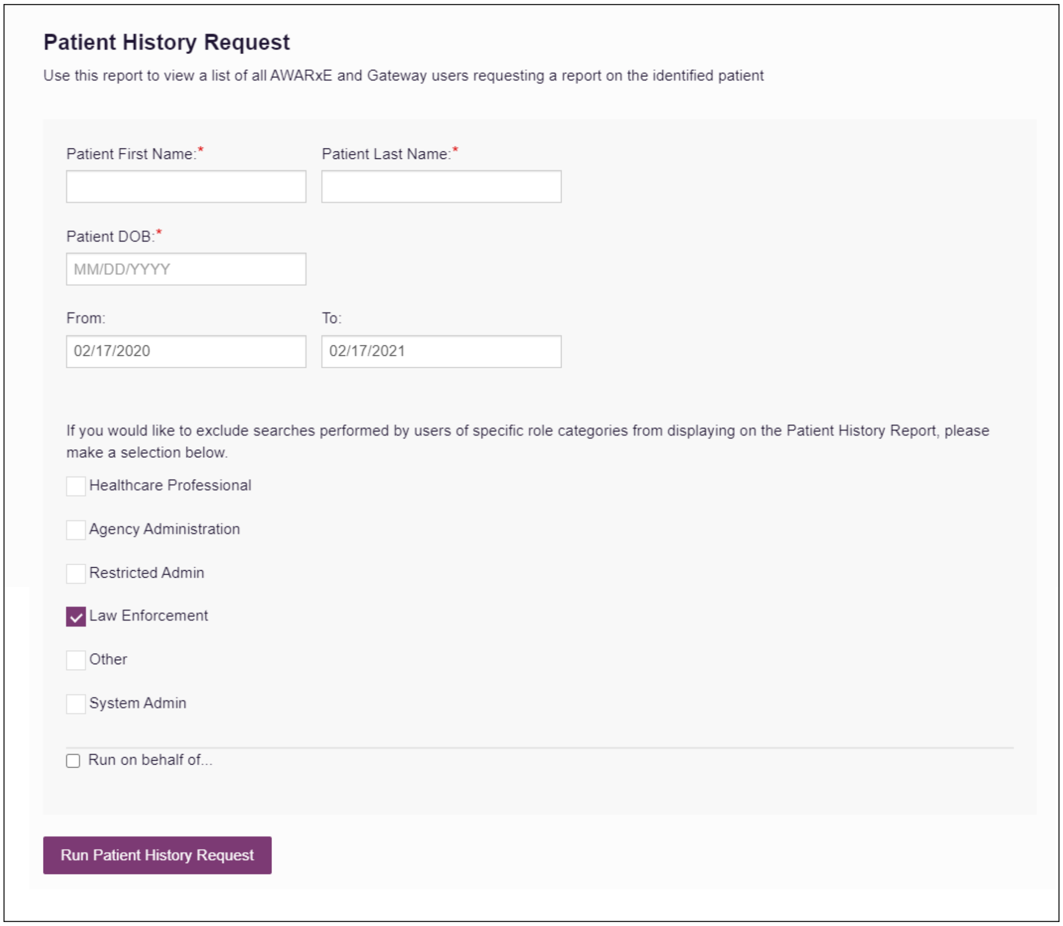
Therapeutic Class 4	Script Count	Dispensary Count	Prescriber Count	Total Quantity	Total Days Supply
OPIATE AGONISTS	1	1	1	2.0	10

5.4 Patient History Request

The **Patient History Request** displays a list of all AWARxE and Gateway users who searched for a prescription history report on the identified patient during the specified timeframe. To generate this report:

1. From the PMP AWARxE Reports page, click **Patient History Request**.

   The Patient History Request page is displayed.



2. Enter the patient's complete **First Name**, **Last Name**, and **DOB**.
3. Enter the report timeframe in the **From** and **To** fields.
4. If you would like to exclude searches performed by users in specific role categories from displaying on the Patient History Report, click the checkbox next to those roles.
5. Once you have entered all requested search criteria, click **Run Patient History Request**.

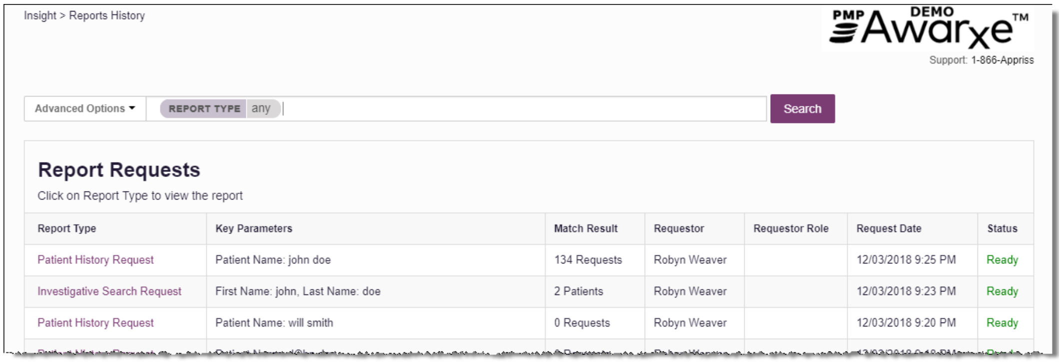
   A message is displayed indicating that the report has been created and will be processed shortly. When the report has completed processing, it will be validated and approved by the MPDR Administrator. Once approved, the requested report will be available in your Reports History. Please refer to Viewing the Patient History Request for more information.

5.4.1 Viewing the Patient History Request

To view your **Patient History Request** once validated and approved by the MPDR Administrator:

1. Click **Menu** > **Reports History** (located under **Insight**).

   The Report Requests page is displayed.

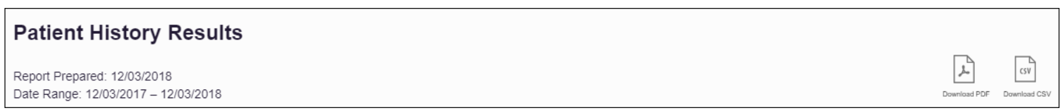
   

Report Type	Key Parameters	Match Result	Requestor	Requestor Role	Request Date	Status
Patient History Request	Patient Name: john doe	134 Requests	Robyn Weaver		12/03/2018 9:25 PM	Ready
Investigative Search Request	First Name: john, Last Name: doe	2 Patients	Robyn Weaver		12/03/2018 9:23 PM	Ready
Patient History Request	Patient Name: will smith	0 Requests	Robyn Weaver		12/03/2018 9:20 PM	Ready

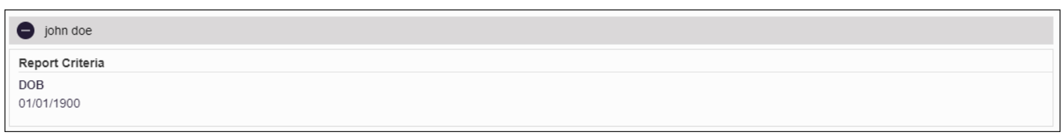
2. Click the link in the **Report Type** column for the report you wish to view. The most recent report requests are displayed at the top of the list.

   The Patient History Results page is displayed and contains the following sections:

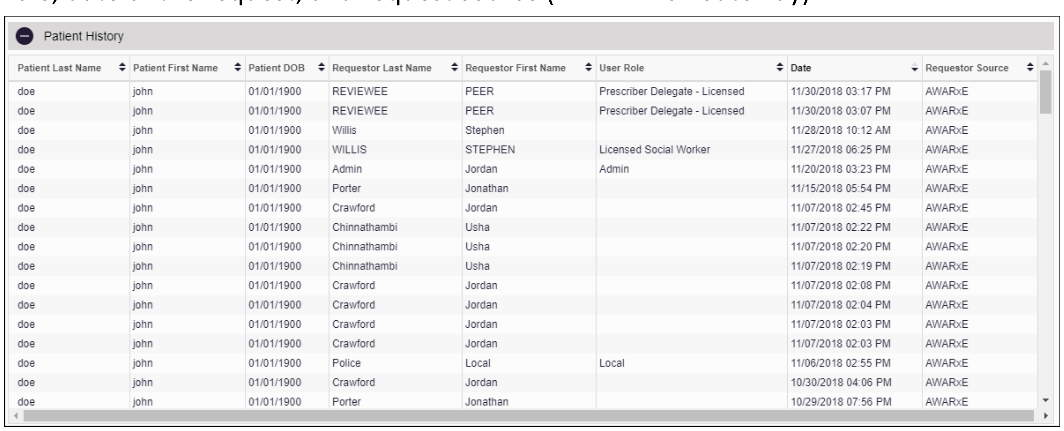
   - **Header.** The report header contains the date the report was prepared and the date range for the request. If enabled by your State Administrator, you can click **Download PDF** or **Download CSV** to download a PDF or CSV version of the report.

   - **Patient Information.** The Patient Information section displays the search criteria used to search for the patient.

   - **Patient History.** The Patient History section displays information about the patient (first name, last name, and date of birth) as well as information about all AWARxE and Gateway users who requested a report on the patient during the specified timeframe, including the requestor's first name, last name, and user role; date of the request; and request source (AWARxE or Gateway).

Patient Last Name	Patient First Name	Patient DOB	Requestor Last Name	Requestor First Name	User Role	Date	Requestor Source
doe	john	01/01/1900	REVIEWEE	PEER	Prescriber Delegate - Licensed	11/30/2018 03:17 PM	AWARxE
doe	john	01/01/1900	REVIEWEE	PEER	Prescriber Delegate - Licensed	11/30/2018 03:07 PM	AWARxE
doe	john	01/01/1900	Willis	Stephen		11/28/2018 10:12 AM	AWARxE
doe	john	01/01/1900	WILLIS	STEPHEN	Licensed Social Worker	11/27/2018 06:25 PM	AWARxE
doe	john	01/01/1900	Admin	Jordan	Admin	11/20/2018 03:23 PM	AWARxE
doe	john	01/01/1900	Porter	Jonathan		11/15/2018 05:54 PM	AWARxE
doe	john	01/01/1900	Crawford	Jordan		11/07/2018 02:45 PM	AWARxE
doe	john	01/01/1900	Chinnathambi	Usha		11/07/2018 02:22 PM	AWARxE
doe	john	01/01/1900	Chinnathambi	Usha		11/07/2018 02:20 PM	AWARxE
doe	john	01/01/1900	Chinnathambi	Usha		11/07/2018 02:19 PM	AWARxE
doe	john	01/01/1900	Crawford	Jordan		11/07/2018 02:08 PM	AWARxE
doe	john	01/01/1900	Crawford	Jordan		11/07/2018 02:04 PM	AWARxE
doe	john	01/01/1900	Crawford	Jordan		11/07/2018 02:03 PM	AWARxE
doe	john	01/01/1900	Crawford	Jordan		11/07/2018 02:03 PM	AWARxE
doe	john	01/01/1900	Police	Local	Local	11/06/2018 02:55 PM	AWARxE
doe	john	01/01/1900	Crawford	Jordan		10/30/2018 04:06 PM	AWARxE
doe	john	01/01/1900	Porter	Jonathan		10/29/2018 07:56 PM	AWARxE

6 Assistance and Support

6.1 Technical Assistance

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

- Contact Appriss Health at 1-833-307-0309;

  OR

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

Technical assistance is available 24 hours per day, 7 days per week, 365 days per year.

6.2 Administrative Assistance

If you have non-technical questions about the Montana Prescription Drug Registry, please contact:

Montana Prescription Drug Registry
Phone: 406-841-2240
Email: dlibsdmpdr@mt.gov

For additional information, go to the MPDR webpage at: www.mpdr.mt.gov

6.3 MPDR Statute and Rule Resources

Please see Montana Administrative Code (MCA) 37-7-1501 through 1515 by clicking here.

Please see Administrative Rules of Montana (ARM) 24.174.1701 through 1715 by clicking here.

7 Document Information

7.1 Disclaimer

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

7.2 Change Log

Version	Date	Chapter/Section	Change Made
Draft Versions			
1.0	05/19/2021	N/A	N/A; initial version

