



Arkansas Department of Health

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Governor Asa Hutchinson

Nathaniel Smith, MD, MPH, Director and State Health Officer

October 10, 2017

Dear AR PDMP Account Holder:

The Arkansas Prescription Drug Monitoring Program will be changing software systems on Monday, November 13th, 2017. We will be moving to the Appriss PMP AWARe software. Below you'll find key dates and important information about the upcoming transition.

In the new system, each e-mail address can only be tied to one user account. You should know that **any accounts that share the same email address will NOT be transferred to the new system**. If your account is not transferred, you will have to submit a new registration application and wait for your account to be approved by the state administrator.

To make sure that your account is successfully transferred to the new system, please verify that the email address listed on your account is unique. Log in to your existing account at www.arkansaspmp.com, click "User Management", then click "Update User Profile" to review and update your profile. **Please complete all account updates by the end of business on Tuesday, October 31st**. This is the last day that account updates you make will reflect in the new platform.

Please review the following profile information for accuracy:

- Email address (should be unique to the account holder)
- Contact Information

If your account is transferred to the new system, you will receive an email notification on Monday, November 13th with details about the new website. To note: on this day, master account holders will need to link their delegates to their master accounts. Linkage in the current system will not automatically transfer.

You should know that there will be a delay in prescription history of up to two weeks during the transition. Any data collected between October 31st and November 13th will be delayed. We appreciate your understanding and patience during this time.

If you have any questions or concerns regarding how to make this change, please contact support directly at 855-729-8917. Should you have any policy questions in the meantime, you may contact the Arkansas Prescription Monitoring Program at 501-683-3960 or by email at denise.robertson@arkansas.gov.

Best Regards,

Denise Robertson, P.D.
AR PMP Administrator
Arkansas Department of Health