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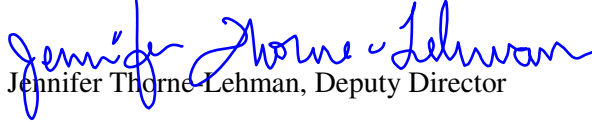
DATE: October 15, 2010

TO: DD Waiver Providers; DDSD & DHI Staff

FROM: Jennifer Thorne-Lehman, Deputy Director

SUBJECT: e-CHAT "Go Live" Schedule & Instructions
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Be sure to share this correspondence with your designated Therap Program Administrator, all agency nurses and case managers!

DDSD completed retesting yesterday and confirmed that the electronic Comprehensive Health Assessment Tool (e-CHAT) components of the Therap system are ready to "go live". Beginning at 8:00 a.m. **Monday October 18, 2010**, providers should begin entering data into the Individual Data Form (IDF) and Medication History *only* **for adult consumers for whom they are the "primary" agency. This phase of implementation must be fully completed by December 31, 2010.** Use the following hierarchy consistent with current waiver standard Chapter 1, III.E(1)(a) to determine if your agency is the primary agency for each individual your agency serves:

- Community Living Services Provider Agency
- Private Duty Nursing Provider Agency
- Adult Habilitation Provider Agency
- Community Access Provider Agency
- Supported Employment Provider Agency
- Case Manager

In addition, agency nurses will begin using the e-CHAT, MAAT and Aspiration Risk Screening Tool on the Therap site for adults for whom your agency is "primary" at the time each individual is due for these assessments as follows:
1) Two (2) weeks prior to annual IDT (for any annual ISP meeting scheduled 12/1/10 or later),
2) Upon a significant change of condition following 11/18/10,
3) Upon hospital discharge occurring after 11/18/10,
4) New admission to primary agency after 11/18/10.

Although at this time the Health Tracker component in the Therap system is optional, we strongly encourage you to try that feature out for at least a sample of the individuals you serve. You can begin using that feature as soon as the IDF and Medication History are completed for an individual. It is most convenient for use in service delivery locations with internet access. However, it is possible to use certain Health Tracker features via completion of hard copy print outs later entered at an agency's office. We believe this feature will improve the quality and efficiency of healthcare coordination activities.

If your agency has not yet completed Provider Self Provisioning in the Therap website, you **must** complete this step immediately. Remember, when you get to the "End User Agreement", provider agencies are "Secondary Users" and the following Therap applications are **free** on the New Mexico price list due to the DDSD contract

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with Therap: e-CHAT, MAAT, Aspiration Risk Screening Tool, Individual Data Form, Medication History, Health Tracker and Medication Administration Record. By checking "yes", you are merely agreeing to pay the list price for any *other* Therap applications your agency *chooses* to use. The applications DDSD is requiring you to use are already paid for by the state. A "Quick Guide" to Provider Self Provisioning is attached.

Also, if you have not already done so, your agency needs to complete the upload of the spreadsheet listing all the adults you currently serve as soon as possible, even if your agency is not primary. This is the first step in allowing sharing of documents created in Therap with other provider agencies on the team. Have your Program Administrator contact Therap tech support if assistance is needed with this step.

Additional instructions are attached to this letter regarding a few "work arounds" still needed while improvements and programming to the e-CHAT related component continues. There is also information about how to share the documents created in the Thearp system with other team members and where to direct various types of questions. Please review these attachments carefully. As new versions are issued you will receive notice and further instructions.

If you agency did not participate in any of the user training sessions held between mid August and the end of September, please contact one of your regional e-CHAT trainers:
Southwest: Randy Cahall or Amy Fox
Southeast: Brianna Massey
Northwest: Michelle Groblebe or Tamara Peterson
Northeast: Doris Finney
Metro: Lori Ellison, Valerie Karwowski or Wendy Kramer

Case Managers in general will have read only access to consumer e-CHAT records. The exception will be case managers who serve those few adults who do not receive *any* DD Waiver services on the above hierarchy. A case manager specific training will be scheduled closer to January 2011 when data entry by primary agencies is complete and full usage will begin. At this time, the manual Health Assessment Tool (HAT) must continue to be used for children on the DD Waiver.

The Therap system also includes a Medication Administration Record (MAR) module that DDSD has purchased. At this time provider use of this module is optional. To "opt in" please email Jennifer.Thorne-Lehman@state.nm.us and I will send your agency instructions for using this module in a fashion that conforms to our current Medication Delivery Policy. If your agency chooses not to use the MAR module at this time, you do not need to do anything. (However, completion of the Medication History is part of the data entry required for the e-CHAT.)

DDSD is very excited about this enhancement to our system. We believe the e-CHAT and related features in the Therap system will make it more efficient for providers to support the health and wellness of individuals they serve while improving the quality of healthcare coordination. Thank your for your participation in this initiative.