

Date: January 4, 2013

To: DD Waiver Providers and Case Managers



From: Jennifer Thorne-Lehman, Deputy Director
Developmental Disabilities Supports Division

Subject: Guidelines for Sharing Information within Therap

Individuals served on the Developmental Disabilities Waiver (DD Waiver) often have multiple agencies providing services. Similarly, individuals change agencies for all or some of their services. In order to insure health and safety plus effective coordination of services agencies must share pertinent information. DD Waiver agencies are required to share any and all information gathered on the Therap system except for General Events Reporting with other appropriate agencies.

The following process will facilitate this sharing of information:

1. When an individual transfers some or all services from one agency to another the Case Manager is responsible for informing the respective DDS Regional Office. The Case Manager must S-COMM the E-CHAT change form in a timely fashion to the contact person listed below for your respective Regional Office:
 - a. Metro Regional Office: Shadee Brown and Ellen Hardman, Case Management Coordinator.
 - b. Northwest Regional Office: Cathy Saxton, Case Management Coordinator and Tamara Peterson, Registered Nurse.
 - c. Northeast Regional Office: Suzanne Welch, Social and Community Services Coordinator.
 - d. Southeast Regional Office: Marie Sanders, Registered Nurse.
 - e. Southwest Regional Office: Randy Cahall, Registered Nurse.
2. The DDS Regional Office will then make the appropriate referrals to the agencies within the Therap system so that all current services of an individual are matched up with the correct Provider agency.
3. At this point, the primary Provider agency (the agency responsible for entering information into the Therap system, i.e. IDF, E-CHAT, ARST, MAAT, etc.) and any secondary Provider agency may enter and read all their information. The primary and secondary agencies must also begin reporting all required General Events Reporting regarding the individual; agencies cannot see each other's General Events Reports.
4. Any newly assigned Provider will only be able to read a portion of the IDF and E-CHAT summary report that was entered by the previous primary Provider.
5. Once the transfer/referral is made by the Regional Office within Therap; the Regional Office will then download all Therap documents from the primary agency as PDF files.

These documents will include the IDF, E-CHAT, Medication History, Health Tracker reporting, ARST, MAAT, and Health Passport. The Regional Office will then transfer these documents as an attachment via the Therap S-COMM system to the receiving agencies. Once documents have been transferred initially by the Regional Office it is the responsibility of the agencies to follow #6 and #7 below regarding sharing information and documents as required by the Consumer's Records Requirements policy.

6. Agencies that share services or that will be transferring services for a particular individual are strongly encouraged to share information utilizing the COIS (Cross Organization Information Sharing) system within Therap. In order to accomplish this both agencies involved must complete the COIS application found on the Therap website for a particular individual and between particular agencies. Once this is completed, Therap can then open the system so that any documents can be shared via a PDF file utilizing the S-COMM system. Information on how to utilize this system and where to access it may be found at the following site:

<http://support.therapservices.net/display/documentation/COIS+-+Cross+Organization+Information+Sharing+in+Therap>

7. Agencies that co-serve the same individual who do not opt to use COIS as described in #6 above will be obligated to provide each other with hard copies of documents consistent with requirements in the matrix contained in the DDS Director's Release regarding the Consumer Records Requirements available on the DDS website:
http://nmhealth.org/ddsd/documents/DR_Consumer_Records_1029201_2update.pdf

If you have questions regarding this process please contact your local Regional Office.