

DATE: November 8, 2010

TO: Provider e-CHAT contacts, DDS D e-CHAT Trainers, Other Relevant Parties

FROM: 
Jennifer Thorne-Lehman, Deputy Director

SUBJECT: e-CHAT Updates and Tips

Data entry appears to be going relatively smoothly for most providers. However, we have had some questions come up which we'd like to address here to make it easier for all. Please share this information with all relevant persons in your organization. Also, the Southeast Region is currently down some staff positions so providers with questions regarding e-CHAT that cannot be solved directly with Therap Live Help should please call Amy Fox in the Southwest Region for e-CHAT navigation questions or Randy Cahall for e-CHAT content interpretation at 1-866-742-5226.

1. If a provider is not "opting in" to use the Therap Medication Administration Record (MAR) module at this time, how frequently will they be required to update the Medication History section of the Individual Data Form (IDF)? *Answer: The Medication History must be updated 1) whenever you are doing an initial or updated MAAT or e-CHAT (due to annual ISP, post hospitalization or significant change of condition), and 2) at minimum, on the last day of each calendar quarter (so that quarterly reporting features will be based on current data).*
2. The DD Waiver standards currently have certain requirements tied to HAT levels 4, 5 & 6; how will these requirements be applied under the e-CHAT levels of low, moderate and high? *Answer: While we continue to verify acuity scoring with the e-CHAT, as an interim policy, we are requiring that individuals who fall in both moderate and high e-CHAT levels be treated the same as those described in the DD Waiver Standards as HAT 4, 5 & 6 (e.g. have a health care plan, nurse participation in IDT meetings). However, we anticipate generating more refined expectations in the Spring of 2011 once we have data upon which to base such a policy decision. Also, be aware that the e-CHAT summary report spells out which topics require inclusion in a healthcare plan and which should be considered/discussed.*
3. Are Providers required to use the Health Passport Packet? *Answer: At this time the Health Passport Packet is available on the Therap e-CHAT page as an **optional** form since it does not yet "auto-populate" from data entered in the IDF or e-CHAT. We do however strongly **encourage** the use of this form which was successfully piloted by the Community Medical Issues Workgroup and proven to be beneficial in improving health related communication between teams and healthcare practitioners. At such time as the programming is completed for the auto-populate function we will begin to mandate the use of the Health Passport Packet. Further instructions will be issued at that time.*
4. Do we have to print out copies for each individual's "books"? *Answer: Because there is the possibility of a power outage or internet server "crash" we are asking that certain critical items from the Therap system be printed as back up. These items are: 1) Emergency Contact Form from the IDF or the Health Passport Packet, to be kept at the service delivery site; 2) The Primary Agency Office must also keep printed copies of completed Consultation Forms (in the Health Tracker module) or Doctor Visit*

Forms (from the Health Passport Packet) - or other doctor visit forms used by the agency - as well as a set of blank copies for use in case the individual has a doctor's appointment while the system is "down"; and 3) the Primary Agency Office must keep a printed copy of the current e-CHAT summary report.

5. Do we have to enter all the people we serve or only those funded by DD Waiver? *Answer: Primary Agencies are **required** to enter all adults they serve who are funded through the DD Waiver. It is **voluntary** to also enter adults served through State General Funds, Mi Via Waiver or Private Pay. Payment source should be indicated under ID types in the IDF section of the Therap system. If you have difficulty with this step, access Therap support at Live Help or via phone and they can help you.*

I will continue to distribute periodic updates regarding e-CHAT. We are currently developing specific informational materials for case managers to be distributed on 11/18/10. Please continue to contact your Regional e-CHAT trainers if you experience problems that are not able to be addressed directly with Therap Live Help. Thank you.