

Guidance ECRS 2015-03

Provider Access to Discharged or Deceased Individual's Documentation

There have been an increased number of requests from CMS to Provider Agencies to provide supporting documentation for services delivered to discharged or deceased individuals. In Therap, access to an individual's record is based upon caseload assignment. During active service delivery, Provider Agency staff persons are able to access the records based on their rights within Therap. Once an individual is discharged or marked as deceased, the individual is removed from a program roster and therefore are no longer on the staff's caseload.

To remedy this issue the following comes from the Therap Website:

I want to access existing forms of an Individual who is deceased or discharged from the agency

Did you find this useful? [Yes](#) | [No](#)

[Export to PDF](#)

You can have access to existing forms of the Individuals who are deceased or discharged from the agency in the following ways:

1. **By having the 'Individual' directly added to your Caseload privileges:** In this case, you will get access to all past records of the Individual. You would be able to view the existing forms whether the deceased or discharged Individuals are enrolled in the old Program(s) or not.
 2. **By re-enrolling the Individual back in their old Program and having Caseload access to that old Program:** If the deceased or discharged Individual is discharged from the Program then you would be able to view forms created for all the Program-based modules only such as T-Logs. If the deceased or discharged Individual is enrolled in the old Program, then you would be able to access existing forms for that Program for all Program-based modules and all existing forms for all the Individual-based modules such as MARs.
- Last Updated: Apr 22, 2014

With the 2015 recent release addressing the new individual based caseloads, Therap provides the following:

Individual Based Caseloads



Did you find this useful? [Yes](#) | [No](#)

[Export to PDF](#)

Therap 2015.0.0 introduces Individual Based Caseloads across the system. From this release, all Caseloads will become Individual based Caseloads. To find out more about caseload migration rules, visit this page on [Moving to Individual Based Caseloads](#).

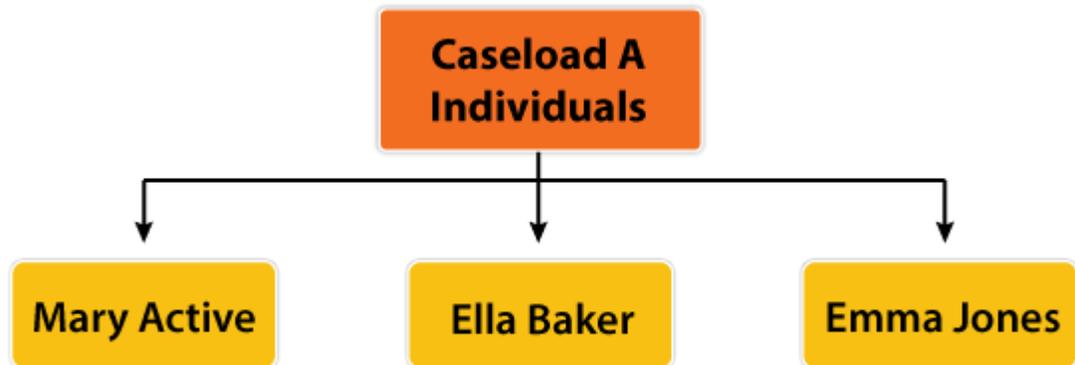
For instructions on Individual Based Caseloads, please refer to the sections below:

- [What is Individual Based Caseloads](#)
- [Create New Caseload](#)
- [Existing Program Based Caseload in System](#)
- [Group Caseload](#)

What is Individual Based Caseloads

[\[Back to Top\]](#)

1. A caseload which consists of one or more individuals is called an **Individual Based Caseload**. An Individual Based Caseload named 'A' may only contain three individuals Mary Active, Ella Baker and Emma Jones. A user with that Caseload assigned can see the information about these individuals if that user has the appropriate role.



2. The Individual Based Caseload gives the user access to an individual across all of the programs that the individual is enrolled in. This way, a user can have access to Individuals irrespective of the program that they are in.

Create New Caseload

[\[Back to Top\]](#)

1. On the Dashboard, click on the [Manage](#) link beside the Caseload option under the **Admin** tab.

To Do	General	
Individual		
Health		
Agency		
Billing		
Admin		
Agency Reports		
Individual Home Page		
Settings		
	User	New List Search Import from Excel Titles
	Physician Information	Add Physician Information Physician List
	Change Password	User List Search User
	User Privileges	Manage Archive Legacy Archive Upto Jul 2011
	Admin Roles	List Legacy Archive
	Splash Message	Create Update/Delete
	Activity Tracking	View
	Caseload	Manage Archive

2. This will take you to the **Caseload List** page where you can view existing Caseload(s) and add new Caseloads.

Caseload List

(1 of 3) 1 2 3

Caseload	Caseload Type	Action	
<input type="text"/>	All		
1st Street Individual	Individual	Edit	Assigned To
20th Street	Individual	Edit	Assigned To
10th Street (Group Home)	Individual	Edit	Assigned To
::APC:: 1st Street Group Home (Group Home)	Program	View	Assigned To
::APC:: 2nd Street Group Home (Group Home)	Program	View	Assigned To
::APC:: 3rd Street (Group Home)	Program	View	Assigned To
::APC:: 4th Street (Group Home)	Program	View	Assigned To
::APC:: 5th Street (Group Home)	Program	View	Assigned To
::APC:: 6th Street (Group Home)	Program	View	Assigned To

(1 of 3) 1 2 3

[Export To Excel](#)

Cancel
Create New Caseload

- To create a new Caseload, click on the 'Create New Caseload' button at the bottom of the **Caseload List** page.

Cancel

Click to create a new Caseload.
→

Create New Caseload

- This will take you to the **Caseload** page where you will have to select a Caseload type.

Dashboard **Caseload**

Caseload Type: * Please Select

Please Select
Individual
Group

Click here to choose the Caseload Type
←

Cancel
Save

- After selecting the Caseload type, click on the 'Save' button.

Cancel Click here to save the Caseload type Save

6. This will take you to the **Caseload** page where you will have to enter the Caseload name.

Dashboard **Caseload**

Name: * Enter a name for the Caseload

Caseload Type: Individual

(1 of 39) 1 2 3 4 >> >|

Assigned	First Name	Middle Name	Last Name	ID #	Medicaid #	Status
All <input type="text" value="v"/>	<input type="text"/>	All <input type="text" value="v"/>				
Add	Jacob		Smith	524890328		Admitted
Add	Isabella		Johnson	6484132111		Admitted
Add	Michael		Brown	2541111234		Admitted
Add	Sophia		Wilson	4422341234		Pending Admission
Add	William		Moore	3952022341		Admitted
Add	Ava		Taylor	6849385234		Admitted

(1 of 39) 1 2 3 4 >> >|

Cancel Save

7. In the existing page you can also add individual to your newly created Caseload by clicking on the [Add](#) link.

Dashboard **Caseload**

Name: *

Caseload Type:

(1 of 39) 1 2 3 4 >> >>>						
Assigned	First Name	Middle Name	Last Name	ID #	Medicaid #	Status
All <input type="text" value="All"/>	<input type="text"/>	All <input type="text" value="All"/>				
Add			Smith	524890328		Admitted
Add	Isabella		Johnson	6484132111		Admitted
Add	Michael		Brown	2541111234		Admitted
Add	Sophia		Wilson	4422341234		Pending Admission
Add	William		Moore	3952022341		Admitted
Add	Ava		Taylor	6849385234		Admitted
(1 of 39) 1 2 3 4 >> >>>						

8. After adding the individuals, click on the 'Save' button. You can also click on the 'Cancel' button to go back.

Click here to save the data you entered

9. To view the list of users assigned with a Caseload, click on the [Assigned To](#) link corresponding to the particular Caseload.

Dashboard **Caseload List**

(1 of 1) 1 >> >>>			
Caseload	Caseload Type	Action	
<input type="text" value="Mary Active"/>	All <input type="text" value="All"/>	Edit	Assigned To
Mary Active	Individual	Edit	Assigned To
(1 of 1) 1 >> >>>			

Click here to view the Caseload Assignment Details

10. This will open an **Access Details List** pop up window where you can see the information about the user who is assigned to that particular Caseload.

Access Details List

First Name	Last Name	Title	Profile Name	Super Role
Ella	Baker	Direct Support Professional	Initial	All-Role

- Users with Caseload Administrative role will be able to edit the name of the caseload and even delete the caseload.

Dashboard **Caseload**

Name: * Name of the caseloads can be edited from here

Caseload Type: Individual

Assigned	First Name	Middle Name	Last Name	ID #	Medicaid #	
All						All
Remove	Jacob		Smith	987987		Pen Adm
Remove	Ava		Taylor	1237853		Pen Adm
Remove	Emily		Thomas	8756421		Adm

Currently Assigned To

Users are able to delete caseloads

Existing Program Based Caseload in System

[\[Back to Top\]](#)

1. Caseloads that are program based will automatically convert to individual based caseloads. Users will not be able to edit these caseloads but only view the list of individuals that are in that Program.

(1 of 3) ⏪ ⏩ **1** 2 3 ⏪ ⏩

Caseload	Caseload Type	Action	
1st Street Individual	Individual	Edit	Assigned To
20th Street	Individual	Edit	Assigned To
::APC:: 10th Street (Group Home)	Program	View	Assigned To
::APC:: 1st Street Group Home (Group Home)	Program	View	Assigned To
::APC:: 2nd Street Group Home (Group Home)	Program	View	Assigned To
::APC:: 3rd Street (Group Home)	Program	View	Assigned To
::APC:: 4th Street (Group Home)	Program	View	Assigned To
::APC:: 5th Street (Group Home)	Program	View	Assigned To
::APC:: 6th Street (Group Home)	Program	View	Assigned To
::APC:: 7th Street (Main Street Day Program)	Program	View	Assigned To
::APC:: 9th street (Group Home)	Program	View	Assigned To
::APC:: Homesite Program (Homesite)	Program	View	Assigned To
::APC:: Main Street Day Program (Main Street Day Program)	Program	View	Assigned To

(1 of 3) ⏪ ⏩ **1** 2 3 ⏪ ⏩

 [Export To Excel](#)

[Cancel](#) [Create New Caseload](#)

Program Based Caseloads that have been converted into individual based are shown in the Caseload Type column as 'Program'



- Once the **View** option has been clicked, list of individuals is shown.

Name: Program Based Caseload - 1st Street - Group Home
Caseload Type: Program

(1 of 1) [Navigation icons]

First Name	Middle Name	Last Name	ID #	Medicaid #	Status
<input type="text"/>	All				
Elizabeth		Rodriguez			Admitted
Abigail		Martin	1100		Admitted
Isabella		Johnson			Admitted
Sarah		Taylor			Admitted
Andrew		Jackson			Admitted
Andrew		Wright	0006		Admitted
Mary	April	Active	00001	111-122-111	Admitted
Ashley		Wilson			Admitted
Isabella		Anderson			Admitted

(1 of 1) [Navigation icons]

Currently Assigned To

Cancel

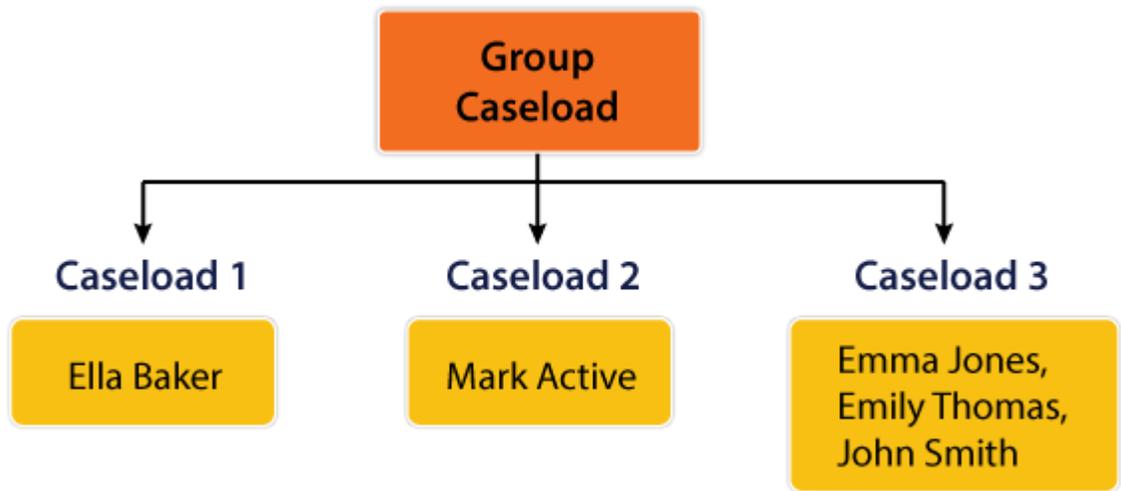
- 3. At the bottom of the list you will find an [Export to Excel](#) link. You can export the list of Caseloads in Microsoft Excel by simply selecting the link.



Group Caseload

[\[Back to Top\]](#)

- 1. Group Caseload has been limited to one level. User will be able to make a caseload that includes other caseload. That caseload will not be able to be added to others.



- Last Updated: Aug 13, 2015