

Provider Member Discharge How-To

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Contents

Activating Access to the Oversight Referral Module **Error! Bookmark not defined.**

This How-To document is to guide providers in discharging members from their services in Therap. Discharges could occur for a variety of reasons. For more information see the Transfer and Termination of Services policy on the Guidance and Policies webpage.

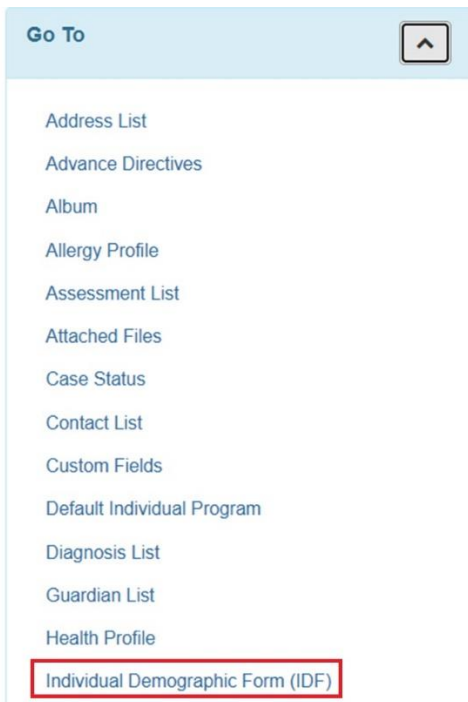
Discharging Members from Services in Therap

In your agency oversight profile, go to the member’s Individual Home Page.

If you are discharging a member from Care Coordination services, make sure you are logged into your care coordination Therap account. If you are discharging a member from Supportive services, make sure you are logged into your supportive services Therap account.

NOTE: If you serve a member with multiple supportive services (i.e. housing support AND peer support or another non-care coordination service), and you will CONTINUE serving a member with at least one supportive service, please DO NOT discharge the member in Therap. Discharging a member from supportive services will break the link in Therap between your agency and the member.

Click on the Go-To tab on the left-hand side of your screen and select **Individual Demographic Form**



Once in the **IDF** page, you will scroll down to the **Discharge** button and select it.



You'll be taken to the Discharge screen.

Enter the **Discharge Date** and select the **Discharge Reason** from the drop down.

Discharge Individual Admitted T-Notes

Individual [REDACTED]

* Discharge Date

* Discharge Reason

Discharge Comments

About 3000 characters left

Remove Individual From Enrolled Program(s)

Cancel Back Done

- Please Select -
- Please Select -
 - Aged Out
 - Death
 - Declined Services
 - Error Correction
 - Found Ineligible
 - Funding Status Changed
 - Individual Choice
 - Moved Out Of Service Area
 - Moved Out Of State
 - Moved Within State
 - Non-Responsive
 - Other
 - Service Completion
 - Services Terminated By Provider
 - Successful Completion Of Program

If you are terminating services, you can select **Services Terminated by Provider**. You can select **Individual Choice** if the member is choosing to terminate. If the member is no longer eligible you can select **Found Ineligible**. **Non-responsive** could also be used if you cannot contact the member and have sent written notice of service termination. Please add any notes in the **Discharge Comments** field as appropriate.

If you select the **Done** button, you will have successfully discharged the member from your Therap caseload and you will no longer be “linked” to the member.