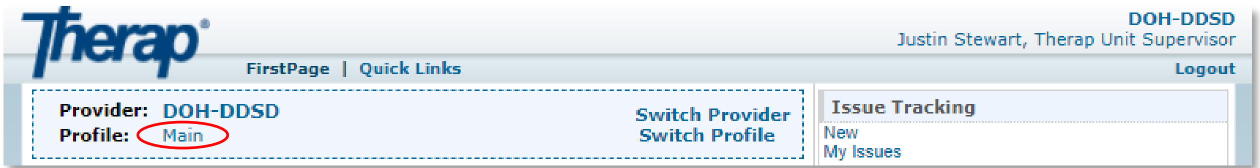
How to check your Therap caseload[i]

Why check it? If you do not have the right individuals on your caseload you cannot access their information.

Log into your Therap account, and you will…

This is for DD Waiver Recipients Only!

Land on the FirstPage and it will look like this:

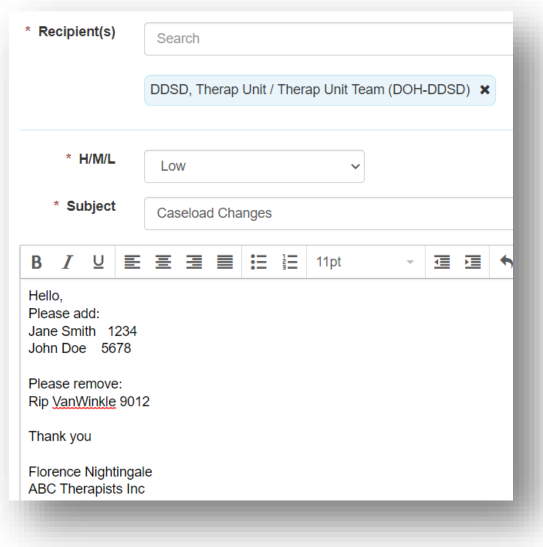


To see who is on your case load, click on the link to the right of **Profile:** that is in the circle above on both landing page types. (Your profile may have a different name like 'Initial')

At the bottom of your Profile Details page, you can see a list of Accessible Individuals, this makes up your caseload. The dropdown to the right of 'Records' is the number of people that will show at a time.

****Please review your caseload when you have received new cases, have discharges, or annually.****

If you need to update your caseload, please send a General SComm (Secure Communication) to the 'Therap Unit' and it will be updated by the Therap team. (*see example to right*)



Your SComm needs to include:

- 'Caseload' in the subject
- each individual's name and last four digits of their Social Security Number
- whether you need the person added or removed from your caseload
- the agency for which the person is receiving services*

Thank you for doing your part to help maintain HIPAA compliance and your caseload!

A more detailed overview is available through the User Profile Page in Therap's Help and Support Website (https://help.therapservices.net/app/answers/detail/a_id/867)

[i] Created 4/19/2021 by Justin Stewart, revised 4/20/2022.

* If you work with more than one agency, please indicate which agency the changes are with.