

Date: September 15, 2021

To: All DD Waiver Providers, Supports Waiver Providers, Case Management Agencies, Community Support Consultant Agencies, and interested parties.

From: Jason Cornwell, Director
Developmental Disabilities Supports Division



Subject: DD Waiver and Supports Waiver Therap General Events Reports for COVID-19 Vaccine and COVID-19 Event Reporting Update

Effective immediately, the following updated instructions replace previous memos regarding COVID-19 GER Events and COVID-19 GER Vaccination Events.

- 1) Providers of Developmental Disabilities Waiver (DDW) and Supports Waiver (SW) are required to Report COVID-19 vaccinations in Therap General Events Report (GER). DDW Providers are required to enter the vaccination in the Therap Health Tracking: Immunization Module as well.
 - a. Boosters are additional vaccinations after a 2 Dose series of Moderna or Pfizer COVID-19 Vaccines that have been recommended by the CDC.
- 2) Providers of DDW and SW are required to use GER COVID-19 events categories that are available in the GER module.

Below are step by step instructions and a link to screenshot instructions in Therap.

Instruction (1) COVID-19 Vaccine Reporting:

DD Waiver and Supports Waiver GER COVID-19 Vaccine Reporting (DDW and SW)

Enter the General Events Reporting (GER) module in Therap:

- Basic Information:
 - o Event – Other
 - o Notification Level – High
- Event Information:
 - o Event Type – COVID-19 Vaccine
 - o Event Subtype – Choose the appropriate vaccine manufacturer and dose (single, 1, 2, or booster) or declined from the drop-down menu
 - o Summary – Identify if there was a reaction, clinic/site of vaccination, and/or reason(s) they declined the vaccination when offered

COVID-19 Booster Vaccinations that occurred prior to this memo, need to be entered into GER using the appropriate Event Subtype for the booster (**Pfizer-Booster** or **Moderna-Booster**). Please delete all boosters entered using the incorrect event subtype. Providers have ten (10) business days from the date of this memo to complete these corrections.

DD Waiver COVID-19 Immunization Section (DDW)

- Enter COVID-19 Vaccine Data into the Therap Health Tracking Immunization Section
- Select Vaccine Group, Product Name, Vaccine, Manufacturer, Date
- Enter dose, reaction, and other pertinent information in 'Results/Comment'
- Enter refusal information (if applicable)
- Link for COVID-19 State Guidance Material: [Enter New Immunization Record \(therapservices.net\)](https://therapservices.net)

Instruction (2) COVID-19 GER Reporting Categories:

DD Waiver and Supports Waiver COVID-19 Events Category Reporting (DDW and SW)

Enter the following in General Event Reporting Module in Therap:

- Basic Information:
 - Event – Other
 - Notification Level – High
- Event Information:
 - Event Type – Communicable Disease
 - Event Subtype – COVID-19
 - Status – check all that apply
 - Contact/Exposure
 - Negative
 - Positive
 - Symptoms
 - Tested
 - Summary: Enter information regarding the specific status/event(s) selected such as when/where/who/how exposed (confirmed or potential), when/where tested, test results, what symptoms are present, and/or follow up actions.

NMAC Abuse, Neglect, and Exploitation Mandate

The COVID-19 GER module includes options for each of these events. The purpose of General Events Reporting (GER) is to report, track and analyze events, which pose a risk to adults in the DD Waiver programs and reporting COVID-19 events for all participants on the Supports Waiver, but do not meet criteria for Abuse, Neglect, Exploitation, or other reportable incidents as defined by NMAC 7.14.3, Incident Reporting and Investigation Requirements for Provider Agencies of Community Based Services. See also Medicaid Waiver Standards' requirements in section 19.2, General Events Reporting (GER), pages 234-5.

Follow-up and Frequently Asked Questions

- All COVID Events (Vaccine or COVID Event) fall under requirements under Appendix B of the current DD Waiver Standards and under GER reportable events in the current Supports Waiver Therap Guide.
 - All events must be entered and approved within 2 business days of the event or discovery of the event.
 - If test results take more than 2 days to come back in, they are required to be entered in a new GER or risk time compliance.
 - If you are notified of a vaccination more than two business days after it occurred, please enter the correct event date and in the Event Information use discovered date and time.
 - If you are informed of both vaccinations for a 2-dose vaccine at the same time enter two separate GERs, one for each dose.
- Remember to report Public Health Order violations online: [How To Report Non-Compliance Within A Business, A Violation Of The Mass Gatherings Ban, Or Other Violations Of The Public Order](#)

If you have questions, please contact the following DDS Staff:

- Therap Unit Supervisor, Justin Stewart (justin.stewart@state.nm.us)
- Therap Unit Coordinator, Susanna Whitten (susanna.whitten@state.nm.us)

If you have questions, please contact the following DDS Staff (continued):

- DD Waiver Program Manager, Marie Velasco (marie.velasco@state.nm.us)
- Supports Waiver Program Manager, Jennifer Roth (jennifer.roth@state.nm.us)
- Regional Office Director
 - Metro: Michael Driskell (michael.driskell@state.nm.us)
 - NWRO: Michele Groblebe (michele.groblebe@state.nm.us)
 - NERO: Angela Pacheco (angela.pacheco@state.nm.us)
 - SERO: Michelle Lyon (michelle.lyon@state.nm.us)
 - SWRO: Angie Brooks (angie.brooks@state.nm.us)

Additional Resources:

- NM DOH COVID-19 Site: <https://cv.nmhealth.org/>
- DDS COVID-19 Site: <https://nmhealth.org/about/ddsd/diro/ddcv/>
- NM DOH COVID-19 Safe Practices: <https://cv.nmhealth.org/covid-safe-practices/>
- Report a Public Health Order Violation: <https://www.newmexico.gov/2020/03/25/how-to-report-non-compliance-within-a-business-a-violation-of-the-mass-gatherings-ban-or-other-violations-of-the-public-order/>
- NM DOH COVID-19 Vaccine General Information: <https://cv.nmhealth.org/covid-vaccine/>
- NM DOH COVID-19 Vaccine Site: <https://cvvaccine.nmhealth.org/>
- New Mexico Notify [NM Notify | Help New Mexico Stop The Spread](#)
- Vault COVID-19 Testing Resource learn.vaulthealth.com/nm/.
- COVID-19 testing at Curative sites, which can be located through the NMDOH website: <https://findatestnm.org/>
- New Mexico Crisis and Access Line | www.nmcrisisline.com
 - Crisis and Access Line | 1-855-NMCRISIS | 1-855-662-7474
 - Peer-to-Peer Warmline | 1-855-4NM-7100 | 1-855-466-7100
 - Healthcare Worker and First Responder Support Line | 1-855-507-5509



Do you want to pre-register for your COVID-19 Vaccine?

Visit cvvaccine.nmhealth.org to register today.