



HEALTH CARE
AUTHORITY

Michelle Lujan Grisham, Governor
Kari Armijo, Cabinet Secretary
Alex Castillo Smith, Deputy Secretary
Kathy Slater Huff, Deputy Secretary
Kyra Ochoa, Deputy Secretary
Dana Flannery, Medicaid Director

DDSD-DDW 2024-13
DDSD-SW 2025-01

TO: Developmental Disabilities Case Managers, Mi Via Consultants, and Supports Waiver Community Supports Coordinators

FROM: Evangeline Yanez, Community Programs Bureau Chief, Developmental Disabilities Supports Division (DDSD) *Evangeline Yanez*

RE: Case Management, Consultant and Community Supports Coordinator Requirements for Updating the Therap Individual Demographic Form

To support the ongoing wellness visits and assist Developmental Disabilities Supports Division (DDSD) in connecting with individuals receiving waiver services it is important that Individual Demographic Forms in Therap are complete and updated.

DDSD requires the entry and maintenance of records in Therap for all participants, both children and adults, within respective waiver standards.

Effective immediately, Case Managers, Consultants and Community Supports Coordinators are required to complete the below fields in the Therap Individual Demographic Form:

Required Fields	
Status (Pending, In Service, Discharged, Deceased)	Individual Last Name
Individual First Name	Individual Middle Name
Individual DOB	Individual SSN
Individual Physical Address	Individual City



HEALTH CARE
AUTHORITY

Michelle Lujan Grisham, Governor
Kari Armijo, Cabinet Secretary
Alex Castillo Smith, Deputy Secretary
Kathy Slater Huff, Deputy Secretary
Kyra Ochoa, Deputy Secretary
Dana Flannery, Medicaid Director

Individual Zip Code	Individual Phone Number
Guardian Last Name	Guardian First Name
Guardian Address	Guardian City
Guardian Zip Code	Guardian's Phone Number
Region & Waiver	Oversight ID
Case Manager/Consultant/CSC First Name	Case Manager/Consultant/CSC Last Name
Case Manager/Consultant/CSC Agency	Case Manager/Consultant/CSC Email
Case Manager/Consultant/CSC Agency Phone	Type(s) of Services Rendered (list all that apply)

Case Management, Consultant and Community Support Coordinator agencies are subject to DDS Contract Management actions including but not limited to sanctions such as civil monetary penalties for non-compliance.

Helpful Therap User Guides with step-by-step instructions:

- Therap Demographics Overview:
 - <https://help.therapservices.net/app/individual-demographic-form>
- Editing Sections of the Individual Demographics Form:
 - https://help.therapservices.net/app/answers/detail/a_id/359
- Programs: Create, Update, & more:
 - https://help.therapservices.net/app/answers/detail/a_id/843
- Programs: Enroll, Discharge, & Re-Enroll an Individual:
 - https://help.therapservices.net/app/answers/detail/a_id/357
- Discharge Individuals:
 - https://help.therapservices.net/app/answers/detail/a_id/352