Member Discharge How-To

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

If you are discharging a member from Care Coordination services, make sure you are logged into your care coordination administrative Therap account (not in Oversight). If you are discharging a member from Supportive services, make sure you are logged into your supportive services administrative 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, 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.

In the member's Individual Home Page, click on the Go-To tab on the left-hand side of your screen and select Individual Demographic Form.

Go To	^
Address List	
Advance Directives	
Album	
Allergy Profile	
Assessment List	
Attached Files	
Case Status	
Contact List	
Custom Fields	
Default Individual Program	
Diagnosis List	
Guardian List	
Health Profile	
Individual Demographic Form (IDF)	

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 Admitt	T-Notes			
Individual				
* Discharge Date	MM/DD/YYYY	Ċ		
* Discharge Reason	- Please Select -		•	
Discharge Comments				
	About 3000 characters left			ħ
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 30 day 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.