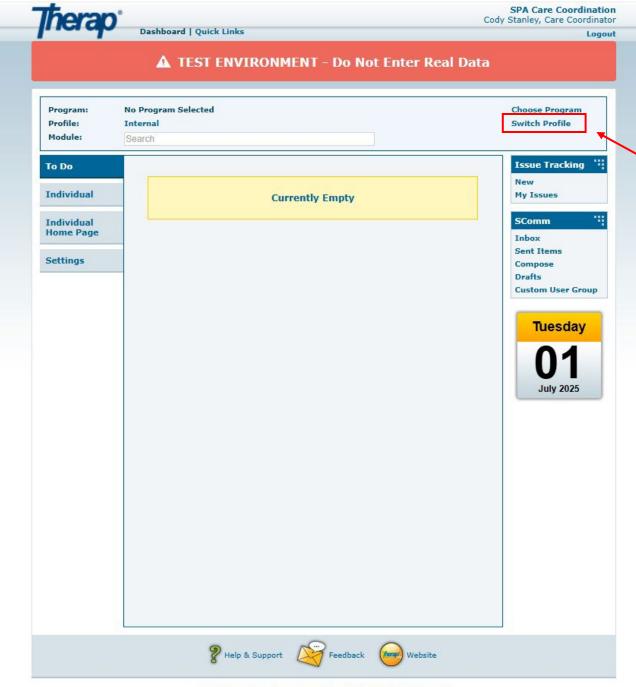


## State Oversight Accounts in Therap

How to get there, and what is in the Oversight Account?





After you have logged into your care coordination account, click on Switch Profile

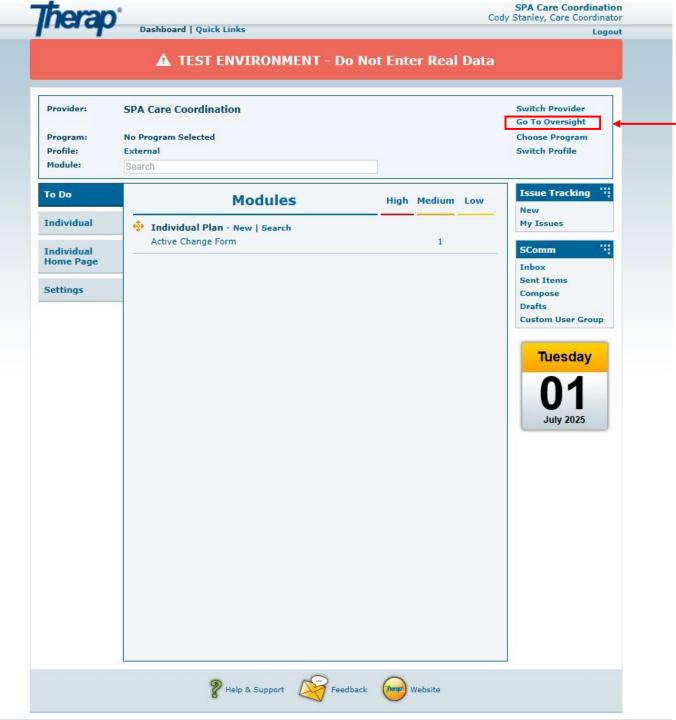


## ▲ TEST ENVIRONMENT - Do Not Enter Real Data

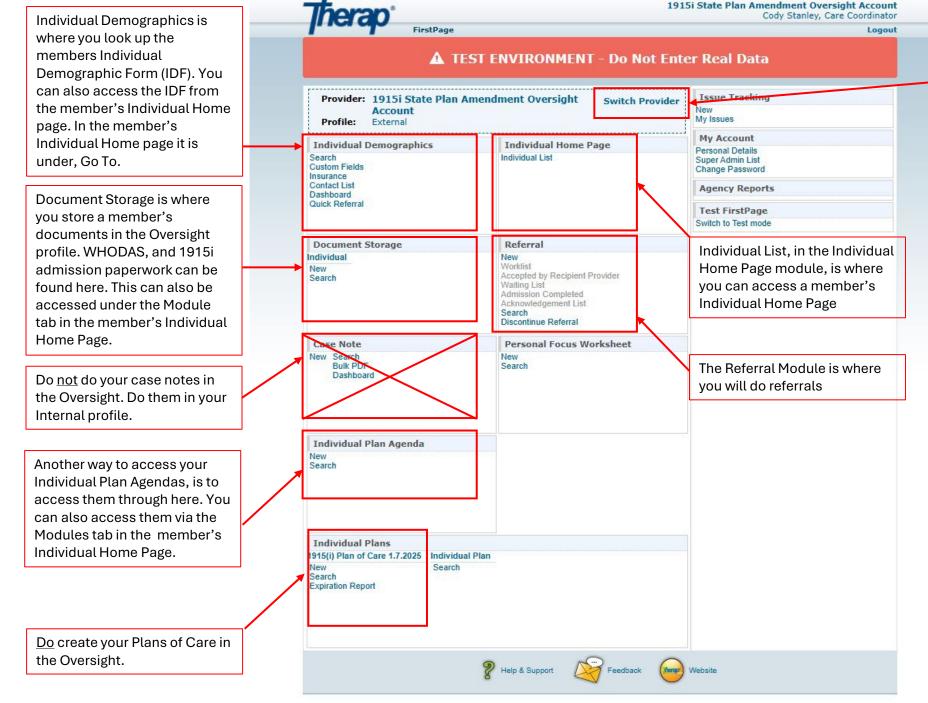
A Profile will function according to the privileges assigned to you under that Profile. You may view the Roles and Caseload Details assigned to a Profile by clicking on the Details link. You may logout from different Profiles but you will be taken to your Default Profile every time you login to the system.



Second, click Switch



You are now in the External profile. Now you need to click on Go to Oversight. The Go to Oversight button will appear in the External profile, only after you have a member assigned to your care coordination agency. If you are new, and do not have anyone assigned to your care coordination agency, then this button will not be here until you do.



Click on Switch Provider, and then select your care coordination account. Once you do that, it will take you to your External profile, where you will click on Switch Profile. Then select Internal, and then click Switch. This will take you back to your Internal profile.

Also, by clicking on Switch Provider, you can switch to the supportive service accounts to review the case notes of the services a member is receiving. When you click on Switch Provider it will list all the other provider accounts that your Oversight account has been linked to through the different referrals you have sent out and have been accepted. You will need to know which specific provider the member is working with. You will select that provider's account. This will take you into a limited view of their Internal profile. You can then do a case note search to look up the case notes for a specific member that is working with them.