



**Mississippi Department of Mental
Health
Provider Bulletin**

Number IO0148

Subject:

Incident Reporting and Therap Training

Issue Date: December 20, 2023

Effective Date: Immediately

Scope

DMH Certified Providers

Purpose

The purpose of this bulletin is to provide updates and reminders to DMH-certified providers on the incident reporting requirements set forth in Rule 15 of the *2020 DMH Operational Standards* document.

Therap Training

Rule 15.1.A requires providers to report incidents in a system designated by DMH, according to the process outlined by DMH. DMH has designated Therap's Incident Management System for DMH-certified providers to record serious incidents outlined in Rule 15. DMH-certified providers must obtain a Therap username and password and complete a Therap training session to comply with the reporting requirements set forth in Rule 15.

Who Should Attend this Training:

Staff who are currently involved in incident reporting with one staff person deemed as System Administrator for your agency.

Please be assured that the system administrator does not have to have a background in IT. Therap will teach you everything you need to know about setting up and maintaining your agency account.

What to Expect in Training:

During this training, attendees will participate in a hands-on experience to set up your agency's Therap account. This training is preparation for learning how to submit an incident report using Therap's reporting module, General Event Reports (GER) and must be completed to be in compliance with Rule 15.1.

In this training, attendees will learn to:

- Login and Navigate the Therap Dashboard
- Create Sites and Programs
- Create Users and Assign Privileges

Information Needed for Training:

In order to set up the agency account in Therap, specific information is required. Please have the following information available during the training:

- One agency program name with the physical address, phone number, and contact person
- First and last name and title of the agency staff who will be responsible for entering incidents

DMH providers that **have not completed** Therap training or do not have a Therap login should email Isyha “Shae” Dotson at isyha.dotson@therapservices.net and MaCall Chastain at MaCall.Chastain@dmh.ms.gov. Please include the above information to schedule a training session.

If you have already completed Therap training but would like to schedule another session or need direct support, please contact Shae Dotson.

Therap’s New Sign-In Process

On December 28, 2023, Therap is releasing a new approach to the login screen, which lays the foundation for introducing single sign-on in 2024. This will impact all Therap users, including mobile app users (EVV).

Please use the links below to access materials Therap has prepared and shared via their login ads, support pages, and email for those subscribed for updates.

[Video Short: Log Into Therap Mobile App](#)

[Video Short: Log Into Therap on the Web Browser](#)

[Login/ Logout - Release 2024.0.0](#)

Subscribe to Therap’s updates

To receive updates for new features and functionalities, release notes, webinars and events, and more, please follow this link: <https://www.therapservices.net/manage-your-email-subscriptions/>.

Additionally, Therap posts any updates and release notes to their webpage: <https://help.therapservices.net/app/release-notes>. You can check this page to stay up to date.

Incident Reporting

The Centers for Medicare and Medicaid Services (CMS) and the Department of Health and Human Services (HHS) have defined a critical incident to include, at a minimum, verbal, physical, sexual, psychological, or emotional abuse; neglect; exploitation including financial exploitation; misuse or unauthorized use of restrictive interventions or seclusion; a medication error resulting in a telephone call to or a consultation with a poison control center, an emergency department visit, an urgent care visit, a hospitalization, or death; or an unexplained or unanticipated death, including but not limited to a death caused by abuse or neglect.

In addition to the CMS incidents, DMH providers should only report incidents outlined in Rule 15 into Therap within the timeframes specified in Rule 15.

DMH providers should comply with the Health Insurance Portability and Accountability Act (HIPAA) and any other applicable state or federal regulations when submitting incident reports.

If you have any questions or need clarification on reporting specific incidents, please contact Ms. MaCall Chastain, General Counsel, at MaCall.Chastain@dmh.ms.gov or (601) 359-6652.

End of Provider Bulletin