



Kay Ivey
Governor

STATE OF ALABAMA
DEPARTMENT OF MENTAL HEALTH
RSA UNION BUILDING
100 NORTH UNION STREET
POST OFFICE BOX 301410
MONTGOMERY, AL 36130-1410
WWW.MH.ALABAMA.GOV



Kimberly G. Boswell
Commissioner

MEMORANDUM
26-DD-12

TO: ADMH-DDD Providers

FROM: Camille Cumuze, ADMH-DDD Associate Commissioner 

DATE: September 29, 2026

RE: Reminder – Therap Module Access Changes Effective October 1, 2026

The Alabama Department of Mental Health, Division of Developmental Disabilities (ADMH-DDD), is issuing this reminder regarding the upcoming change to functionality available within the **ADMH-DDD-owned Therap accounts (new accounts)**.

As previously communicated, effective **October 1, 2026**, access within the new “Oversight 2” accounts will be limited to the Therap functionality necessary to support **General Event Reporting (GER)** and **Electronic Visit Verification (EVV)**.

Action Required Before October 1

Providers that have used any additional Therap modules within their Oversight 2 account should ensure that they have **exported or otherwise retrieved any information they need to retain no later than September 30, 2026**.

Beginning October 1:

- Providers will continue to have access to GER and EVV within the ADMH-DDD-owned Oversight 2 accounts.
- Access to other Therap modules and functionality within those accounts will be discontinued.
- Providers should not rely on continued access to information previously entered into modules other than those supporting **GER and EVV**.

This change applies specifically to the **ADMH-DDD-owned Oversight 2 accounts**. It does not eliminate providers' separate, original Therap accounts (Oversight 1). Providers wishing to continue using Therap modules beyond GER and EVV for their own internal documentation should be working directly with Therap regarding the options available through their private provider account.



GER and EVV Requirements Remain Unchanged

This change does not affect provider responsibilities related to incident reporting or EVV. Providers should continue using the ADMH-DDD Oversight 2 account for required GER and EVV documentation in accordance with existing ADMH-DDD requirements.

Providers are strongly encouraged to complete any necessary data retrieval from additional Oversight 2 modules before **October 1, 2026**.

Thank you for your prompt attention to this transition and for your continued cooperation.

cc: Grayson Schemer, ADMH-DDD Director of Quality Assurance
Rebecca Keith, ADMH ADIDIS IT Project Manager Office of Information Technology