HMIS Support Team
support@rtfhsd.org
Last updated: 5/9/2018

MPA UPDATES | MAY 2018

This guidance document summarize new policy and data entry guidance related to the Multi-Party Authorization (MPA) that were provided at the April 2018 HMIS User Group Meeting.

Collecting and Recording an MPA/ROI for an Entire Household

In the past it has been recommended that users can upload an entire household's MPA in the ROI tab in ServicePoint by uploading that file and making an ROI entry in just the Head of Household's client record (and being sure to check all household members).

While this is true, RTFH would like to clarify in what situations uploading an MPA for an entire household by uploading an MPA for the head of household is appropriate.

It is only appropriate to upload an MPA for an entire household when the Head of Household is signing the MPA for one or more of their children who are below 18 (or for an above-18 child that requires legal guardianship for some other reason, such as a disability).

New Recommendations

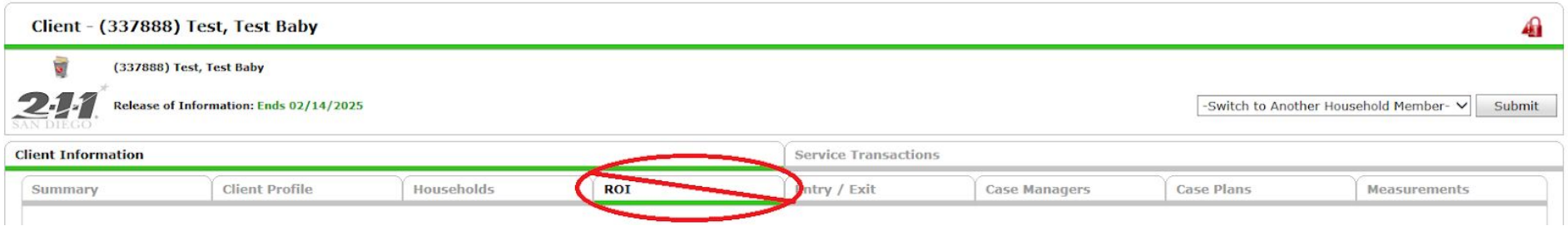
All over-18 clients need to sign their own individual MPA in order to have their data shared. A parent cannot sign for their over-18 child (except in the cases noted above that would require legal guardianship) and an individual cannot sign for their spouse.

If you have uploaded MPA's for entire households in the past, you do not need to try to find all those clients and correct this. However, ***it is very important that all users be diligent about checking the MPA's uploaded for existing clients they are working with*** and - if they see that an MPA has been uploaded for a whole household erroneously - correct this by asking the non-Head of Household household members to sign their own MPA's, then uploading these to their client records.

Where to Check to See if a Client Has an MPA Uploaded in the HMIS

The first step when working with a new client is checking to see if they have an MPA uploaded in the HMIS. In the last several months users have made us aware that not everyone is able to see all MPA's that are uploaded in the ROI tab. We confirmed with Mediware that there are visibility limitations for ROI entries that restrict visibility to users who are EDA'd as the provider that created the ROI entry.

To avoid confusion, moving forward please DO NOT check to see if an MPA exists by looking in the ROI tab.

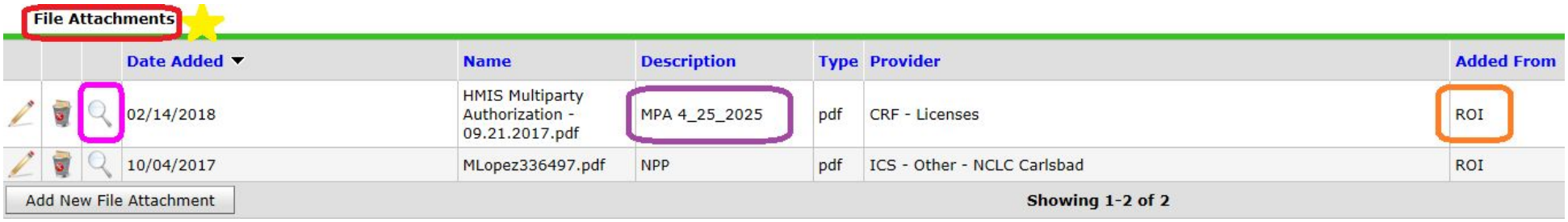


Instead, please review the documents listed in the File Attachments area within the Client Profile.

Within the File Attachments area, you can check to see if the client has an MPA uploaded by:

- Reviewing the text in the **Description field** for each file (an example of the proper format for the Description field for an uploaded MPA is outlined in purple in the screenshot below), which will start with the letters "MPA"
- Checking to see what area of the client record the file was uploaded from by reviewing the text entered in the **Added From field** (MPA's should be uploaded in the ROI tab, which will appear as indicated below in orange).
- Be sure that if your client has a number of file attachments, you navigate through the entire list by clicking "Next" to make sure you have reviewed all available documents.

When you think you have found the client's MPA, be sure to check that you are correct by clicking on the **magnifying glass** (outlined in pink below) and then downloading the document to view it.



If your client has a valid MPA that is not going to expire within the next year, then you do not need to obtain a new MPA. If the client does not have an MPA or it is going to expire within the next year, then you should ask the client to sign a new MPA.

When you upload a new MPA, you will do so in the same place as always - the ROI tab. Only for checking to see whether or not a client has an MPA do we advise that you check the File Attachments rather than utilizing the ROI tab.

Obtaining the NPP and Whether to Upload in HMIS

Many users have asked whether they need to upload the Notice of Privacy Practices (NPP) into the HMIS. During the April 2018 User Group Meeting, the RTFH HMIS Tech Team clarified that - while users should go over the NPP with all clients - they do not need to upload the signed document into the HMIS.

For more information on handling the NPP and privacy process, please see the 4 Step Privacy Process document and/or review the HMIS Privacy, Security, and Ethics in the Introduction to HMIS course in the Learning Management System.