

Lists of Consumers in Harmony, and what do they mean.

1) My Harmony (Chapter) → My Consumers

- You will see all of the consumers where you are listed as Primary or Secondary worker on the Division record. To view the workers on the Division record for any consumer, go into the consumer chapter, division tab.
- Harmony system requires that each consumer has a division record and that each division record has an identified primary worker
- The primary worker on the division tab receives ticklers associated with the consumer's waiver service plan.
- The secondary worker on the division tab receives ticklers associated with the consumer's PCS service plan.
- For Waiver only consumers the primary worker on the division will be the care coordinator.
- For PCS only consumers the primary AND secondary worker on the division will be the PCA admin. This is because the Harmony system requires a primary worker on the division but it is the secondary worker that receives PCS service plan related ticklers.
- For a combo client the primary worker on the division will be the care coordinator and the secondary worker will be the PCA admin

2) My Harmony (Chapter) → My Consumer Programs

- You will see all of the consumers where you are listed as an active worker (primary or not) on any of the Program records. To view the workers on the program record for any consumer, go into the consumer chapter, programs, click on any program and then click on workers on the left hand side.
- The primary worker on the program tab receives ticklers associated with changes to the consumer's program status.
- For the majority of time the primary worker on the program will be a care coordinator for a waiver program and a PCA admin for the PCS program; however the primary worker designation will be assigned to an SDS assessor or reviewer for a short periods of time when they are handling the case.

3) Consumers (Chapter)

- You will see all of the consumers who have an Active provider/consumer association with all of the providers with whom you are a worker. You can see the status of this association for any particular consumer in the consumer chapter → providers tab.

4) Providers (Chapter) → select a provider you are a worker for → Consumers tab

- You will see all of the consumers who have an Active provider/consumer association with a specific provider with whom you are a worker.
- If you are a worker for more than one provider, all of the consumers who have an active association with them will be displayed in the Consumers chapter.