Therap® | Person-Centered. Data-Driven.

Midwest Regional Therap Conference

October 18, 2022

www.TherapServices.net (203) 596-7553

Last update: 10/22

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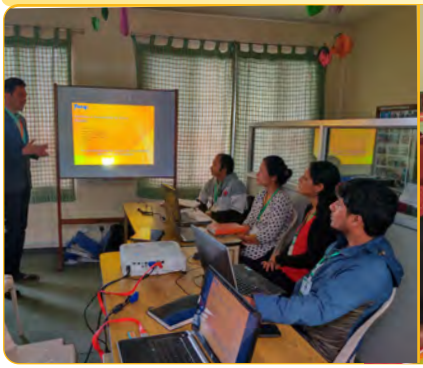

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Ishya "Shae" Dotson
Assistant Director of Support,
Person Centered Practices

"Person Centered Planning is one of the practices that helps people define their vision, path, support and resources necessary to make goal achievement easy and meaningful. Therap provides online tools that help capture the vision and story of a person's life while supporting individuals and their families to create a plan for quality support through the person-centered planning process."

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How to get into the Therap Conference Center

How do I login?

Step 1: Find your username and password in an email from **conf@therapservices.net**

Step 2: Then go to the Therap Conference Center by clicking the following link **https://conference.therapservices.net/midwest-22/**

Step 3: Enter your Conference username and password to login

I cannot find my login credentials, what do I do?

Step 1: Your login name is your unique email address that you have provided while registration.

Step 2: Your password can be found in the email. To find your password please search in your email inbox/spam with the subject - **Your Username and Password for the Midwest Regional Therap Conference, October 18, 2022.**

Step 3: If you still cannot find your password, try resetting your password on the Therap Conference Center login page by clicking on the **Self-Password Reset button** and follow the instructions.

I forgot my password, how do I reset my password?

Step 1: To reset your password, click on the **Self-Password Reset** link from the Therap Conference Center login page.

Step 2: Enter your email address that was provided when registering for the conference and click on **Email my password reset link** button.

Step 3: Click on the link provided in the email to generate a password. When you see the auto generated password, you can keep or create one for yourself and click on the **Reset Password** button.

Step 4: If you are still having problems, click on the **Information Kiosk** for more information.

***This is not your regular Therap Login and password**

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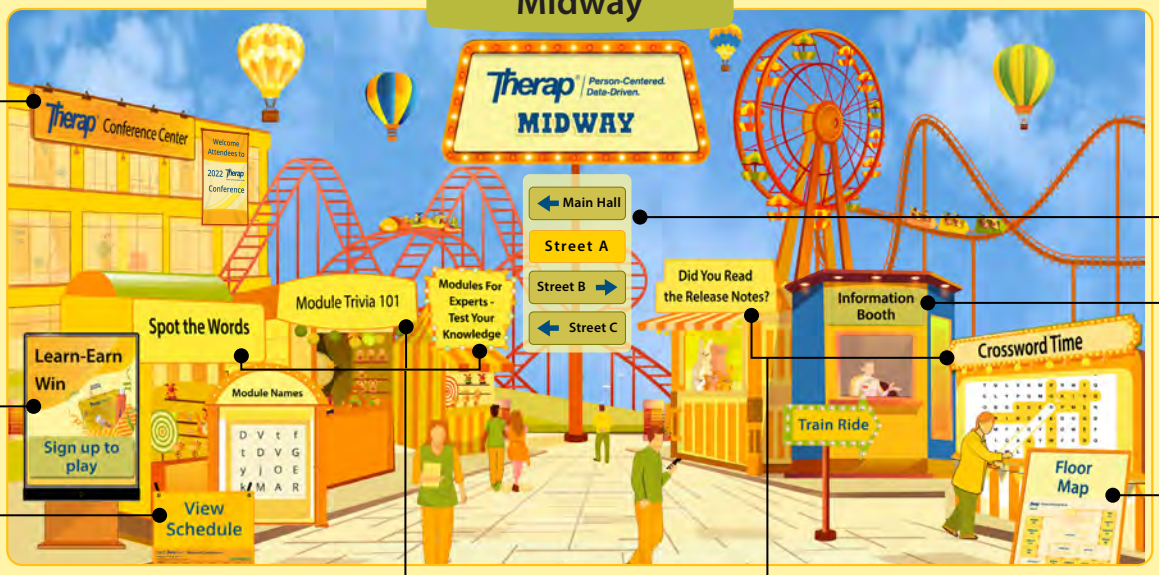
How to get around the Therap Conference Center

Midway



Click here to visit the Main Hall

Click here to sign up for Interactive Learning Experience and win prizes

Click this banner to see the schedule

Click to navigate and explore through Street A, B, and C or to return to the Main Hall

Click here for additional information

Click this banner to see the floor map

Play fun-learning games to test your Therap Knowledge, earn points as you score, and you may win prizes!

Main Hall

Click these green arrows to see these rooms

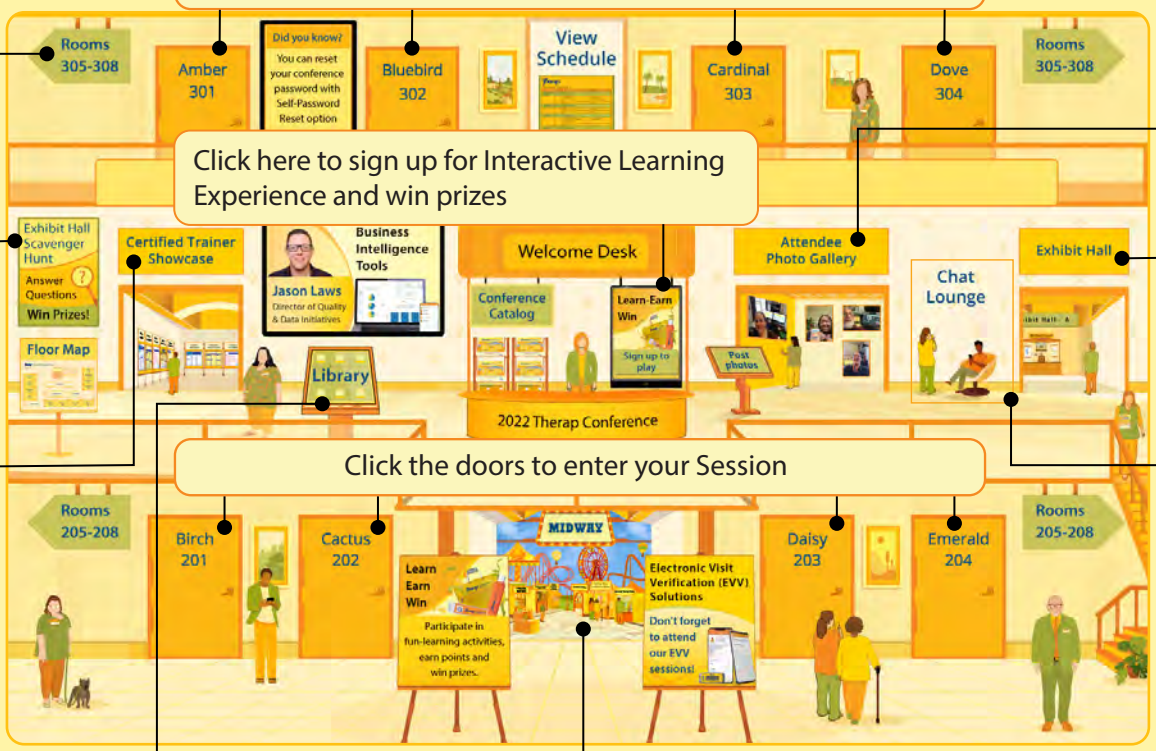
Click here to play the Exhibit-Hall Scavenger Hunt and win prizes

Click here to see the stories of advanced Therap users

Click the doors to enter your Session

Click here to sign up for Interactive Learning Experience and win prizes

Click the doors to enter your Session



Click here to share a picture of yourself attending the conference

Click this door to visit our Exhibit Hall

Click here to visit us in the Chat Lounge

Click here to access the Library and download the presentation slides of your choice

Click here to enter the Midway and to play games and explore other elements

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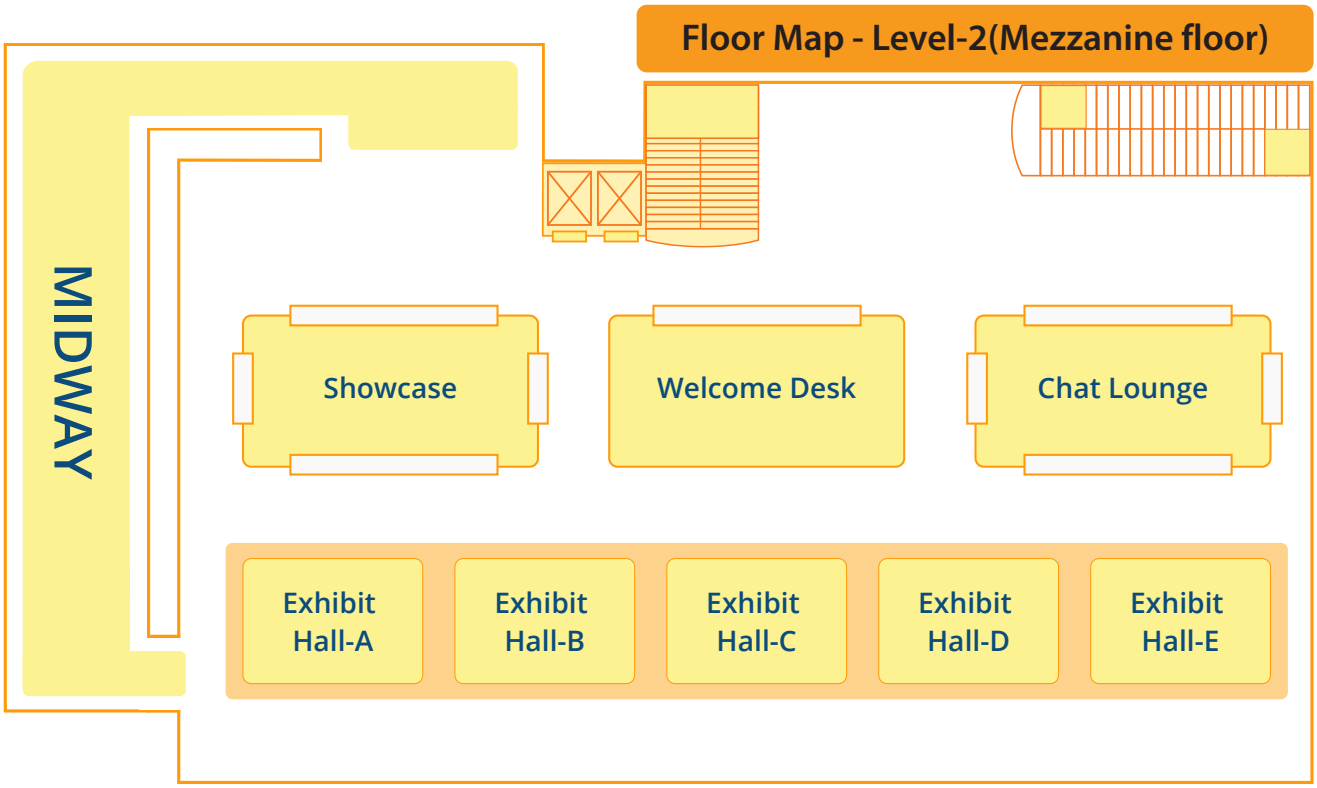
Floor Maps



Find the clickable **Therap Staff** to get to know them better.

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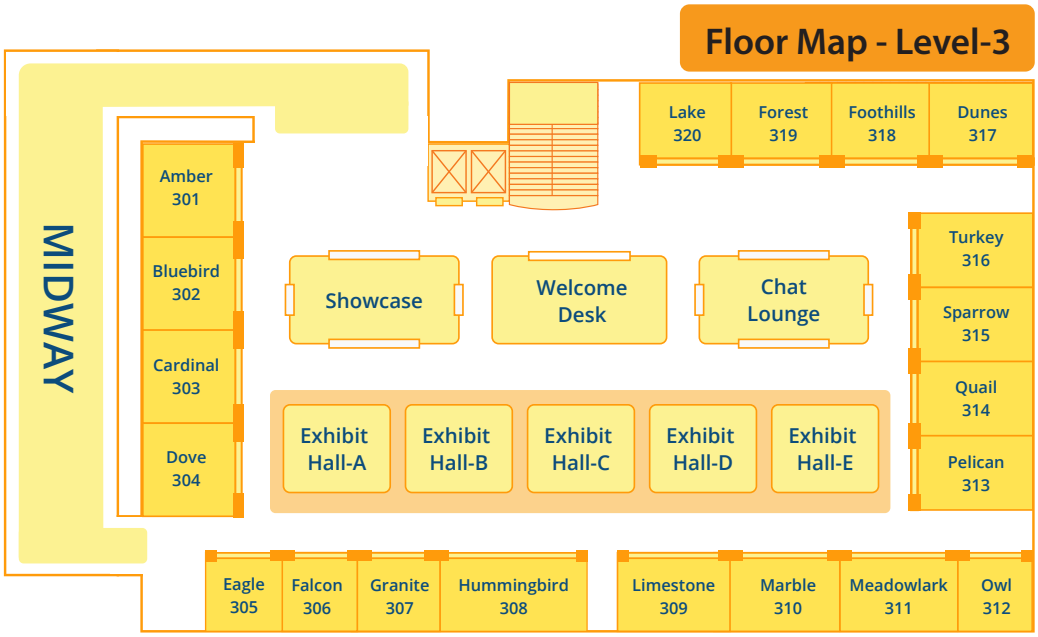
Floor Maps

Floor Map - Level-2

Floor Map - Level-3



Check our Exhibitor/Sponsor in Exhibit Hall-C

Guardian® Pharmacy Services

Welcome Note

Jeff Mau
Assistant Director of
Business Development

On behalf of the Therap Conference Team, I would like to welcome you to the 2022 Therap Conference!

Throughout 2021, all of you have attended a myriad of online conferences, webinars and meetings. Despite the efficiency of using technology to attend these events and meetings, if you are like me, I am "Zoomed Out".

When we began re-imagining the 2022 Therap Conference Center experience, our overall mission was to create an online event that was "more than just a series of webinars". We believe that you will find the updated venue to be just that!

The 2022 Therap Conference Center contains new and exciting interactive experiences.

- We have created the "Learn-Earn-Win" contest where participants earn points as they navigate and "click" throughout the venue. You'll be able to obtain badges and see how you 'stack up' against other players on The Leaderboard.
- We replaced the Game Hall with the all new Midway. The carnival atmosphere is designed to take you away from the typical online format and provide you with a fun way to test your Therap knowledge and play games.
- To provide you a break from the presentation lectures, we have 3 sessions called "So You Think You Know Therap". These sessions will be presented in game show format where you can answer questions and win prizes!
- You will be able to share posts on your Facebook page.
- Upload a photo of how you are attending to a gallery that other attendees can view, also shareable on Facebook!
- Learn more about our Therap Certified Trainer program and "meet" some of the Certified Trainers in their Showcase.
- The Scavenger Hunt returns for 2022. All of the items you will seek are in the Exhibit Halls.
- Download the available presentation slides from the Library located in the Main Hall.
- Click on the Therap Staff avatars to meet them (hint…they are the people with name tags).

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Meet our Sponsor

Guardian® Pharmacy Services

Check out our Booth in Exhibit Hall-C

At Guardian Pharmacy Services, our business philosophy is to partner with you to provide enhanced pharmacy care for your clients. By thoughtfully istening to our customers, our goal is to develop innovative and collaborative pharmacy solutions to meet your residents' needs.

Guardian Pharmacy Services was founded in 2004 based on the principle of local autonomy. The company has partner pharmacies throughout the U.S. that allow each pharmacy to operate as its own independent business. A handful of pharmacy entrepreneurs; Fred Burke, David Morris, and Kendall Forbes, realized that local management teams who are given significant ownership and authority to run their businesses at the local level can provide better customer service, efficient operations, and motivated sales efforts. We have partner pharmacies throughout the United States, and we continue to add like-minded pharmacy partners who share our commitment to better service and better care through local autonomy.

For more information,
visit www.guardianpharmacyservices.com

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Plenary

Opening Welcome and Plenary

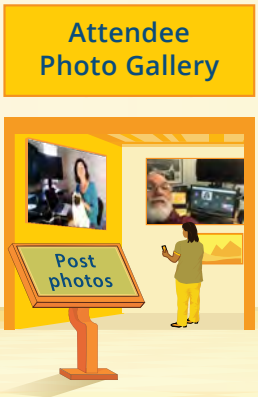
Starting time:
10:00 AM (CT) / 11:00 AM (ET)
Room: 201/Birch

Calvin Christensen
Business Development Consultant

Ryan Siedhoff
Business Development Consultant

KC Wilson
Business Development Consultant

New Additions in the Main Hall



Attendee Photo Gallery

- New for 2022
- Share a photo of yourself experiencing the conference
- Share your photo on Facebook from the gallery
- See photos of other conference attendees
- Read the instructions before posting

Certified Trainer Showcase

- See Stories of Advanced Therap Users
- Read about their journey in their words
- Impact and changes brought to their agency by using Therap

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Submit Now

Call for Presentations

Are you interested in Presenting at the 2023 Therap National Conference?

February 7-8-9

Therap provides a platform for the users to join the team and share their innovative ideas with the conference attendees. Presenters and attendees will have the opportunity to share and collaborate with current, new, and potential users of the system.

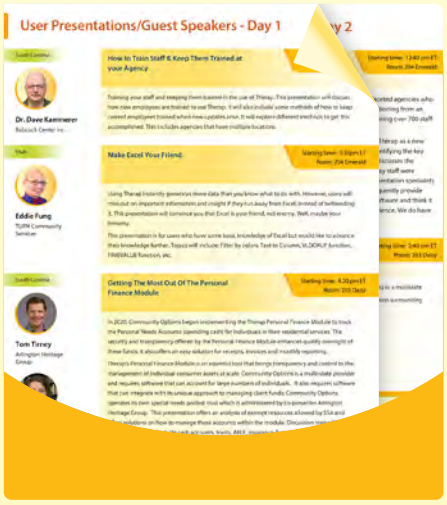
We welcome you to share your thoughts and ideas on best practices and new ways to use Therap to become more Person-Centered and Data-Driven.

Two individuals can apply to present jointly in the conference.

Presenters will receive complimentary tickets to the event.

Presentation Highlights from 2022 Therap National Conference

- The Reluctant Biller: This session will review Therap from the point of data collection
- Creating Case Notes & Questionnaires – Utilizing the View/Layout Option
- How to Train Sta˜ & Keep Them Trained at your Agency
- Make Excel Your Friend: Using Therap instantly generates more data than you know what to do with



We want to hear from you!

Questions? Reach out to us at conf@therapservices.net

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Interoperability

Fayonne Johnson

Assistant Director of Support, Interoperability

Health Information Exchange

Therap's Health Information Exchange (HIE) module allows for the ease of exchange of health information between Trading Partners and agencies using the Therap suite of applications. With the help of this module, individual Admit/Discharge/Transfer (ADT) Messages can be sent by trading partners such as hospitals to agencies via HL7, allowing flexible tracking of individual admission, discharge, and transfer information.

Therap External Data Feed

Therap's External Data Feed allows users to obtain, via Secure File Transfer Protocol (SFTP), accumulated data from various modules, such as Allergies, Appointments, General Event Reports (GER), Individual Data (IDF) and more. The data feed files that Therap provides are in CSV file format and are arranged in a specific directory structure. Each provider directory has its own data files that users can access and retrieve. Agencies are able to extract their data using the files to integrate into their own systems or Business Intelligence platforms. Therap also connects to Health Information Exchanges using these data feeds.

The current Therap External Data feed includes:

- Case Notes
- Employment History
- General Event Reports (GER)
- Health Tracking
- Individual Demographic Form (IDF)
- Individual Medical Information
- Program Enrollment

Pharmacy Interface

- Reduce Transcription Errors with Direct Pharmacy Messaging
- Create Medications from Pharmacy Messages
- Save Time between Medication Delivery and Input to MAR
- Track RX Numbers and Prescriber Information

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Therap Global

Therap Global is working with a range of organizations including therapy centers, special education schools, rehabilitation centers, disability empowerment agencies, vocational training agencies, and more stakeholders around the world. Our mission is to enhance the quality of support that people receive by introducing Therap's documentation system, as well as spreading best practices in person-centered, data-driven documentation.

Therap Global currently works in countries including Bangladesh, Nigeria, Philippines, Mauritius, Kenya, Nepal, South Africa, Indonesia, Uganda, Ghana, Tanzania, Bahamas and more. We host weekly workshops and round-tables virtually for users to share their experiences and tips for adjusting to challenges in communities across the world.

Check out our booths in Exhibit Hall - D and E

- Therap Global
- St. Philomena School
- Self-help Group for Cerebral Palsy Nepal
- Special Children Special People
- Apasen International
- AutismCare Nepal Society
- Little Wonders Play and Learn
- Help Learning Center Foundation Inc.
- Autism Therapy & Behavior Learning Center
- Dynamic Occupational Therapy

User Testimonials

Hajrah Ahmed Mohamed
Academic Supervisor
Autism Therapy and Behaviors Learning Center, Tanzania

"I can't express how convenient, easy and efficient Therap system is to our organization. Administrators and parents are now able to track daily/ termly progress of the students online at their own convenient time."

Kimberly Casino De Alban, MAEd, LPT, CPMT
Co-Administrator for Academics & Programs
St. Philomena School

"Since 2017, St. Philomena School has been using the Therap Global Online Documentation platform. It has been providing us with the digital solution of a systematic and organized way of documenting students' performances daily and to conveniently do the periodic monitoring of students' progress."

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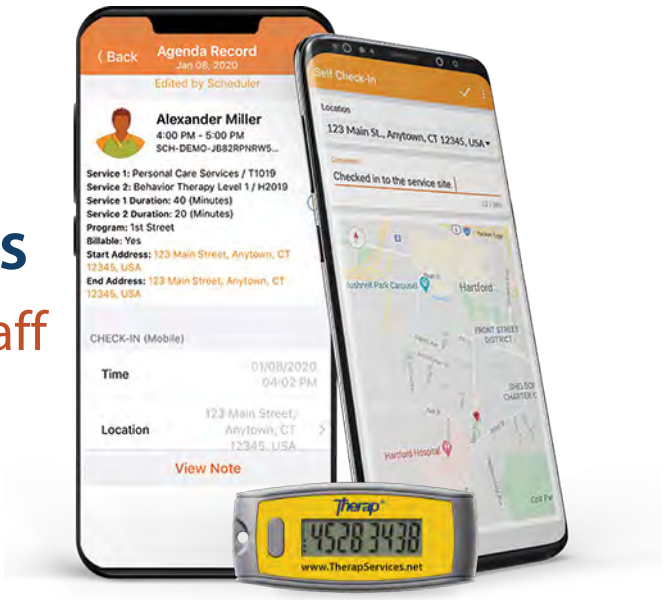
Electronic Visit Verification (EVV) Solutions

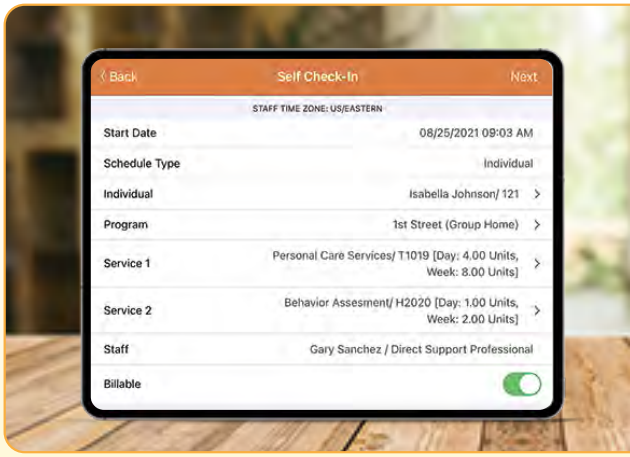
Real-time Access for Schedulers & Staff

Your team can use Therap's Scheduling & EVV, along with other system features to address compliance, communication, documentation, reporting, billing, and more.



Our easy-to-use EVV solution will give your team the tools they need for state and federal compliance

- Connects to EVV Aggregators in over 25 States
- Create Billing Claims from EVV Data
- Direct Integration with Service Documentation
- Single-Swipe Check-In/Out on Android & iOS
- Voice & Signature Verification Options
- Offline Functionality



Meet our EVV Experts

Stephanie Masters Norton
Assistant Director of Support
State Team

Sarah Christiansen
Senior Support Specialist

Seanette Lancaster
Senior Support Specialist

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State Government Support

Jeff Covington
Director of Support
State Team

Leah Sewell
Assistant Director of Support
State Team

Gloria Caballero
Deputy Director of Support
State Team

Anna Bromberg
Deputy Director of Support
State Team

Donna Lloyd
Deputy Director of Support
State Team

Therap has the expertise to meet the diverse data needs of public human services agencies.

Therap supports more than 20 state contracts; meeting the data management needs of divisions who manage Medicaid Waivers, State Plans, I/DD Services, Aging Services and other Long-Term Services & Supports (LTSS). Therap's State Solution includes: Intake, Assessment, Level of Care, Provider Management, Case Management, Electronic Visit Verification, Waiver Management, Authorization, Health Tracking and ISP-Outcome Tracking, which is integrated with provider documentation, linking service records with billing. Therap provides the functionality to control and manage the central individual record and the access to it. Therap's comprehensive data management system, coupled with our best in class support, eliminates the need for states to manage multiple internal/external IT systems or create a support infrastructure.

#1 Data-Driven Solution

Support & manage internal program processes, service delivery, and billing with a system that is widely-adopted across the country and contracted by 20+ states and local government.

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State Government Solutions

Barry Pollack
Director of Government Affairs
Contract Acquisitions

Jeff Case
National Director of
Business Development

Kevin Dierks
Director of
Government Relations

Peter O'Meara
Director of Government Relations

Beverly A. H. Buscemi, PhD
Director of Government Relations

- Federal, State and Local Compliance
- Manage HCBS Waivers and other Programs
- Incident Management & Risk Analysis
- Provider Management and Oversight
- Analytic Performance Dashboards featuring Data-Driven Outcomes
- Federally-Compliant EVV Solutions

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Quality Assurance/Data Initiatives

Get Started

Data-Driven Tools to Increase the Value and Quality of Services

Meaningful | Measurable | Manageable

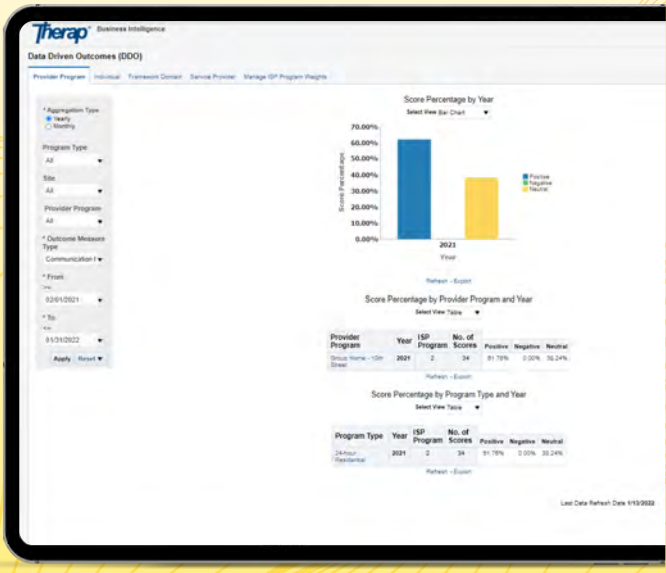
"Quality service provision requires ongoing assessment to ensure continued refinement and adherence to evolving needs. Therap's Business Intelligence tools allow organizations to harness their existing data to better understand their impact on Individuals and to make informed decisions that improve Individual outcomes."

Jason Laws
Director of Quality & Data Initiatives

Catherine Hauser
Assistant Director of Support
Multi-State Providers

Streamline documentation review, reporting, and compliance activities via:

- Analytic Dashboards for Demographics, Incident Reports, Data-Driven Outcomes, Billing, & more.
- Assessment of outcomes at the Individual, Program and Provider Level.
- Real-time access for Managers, Administrators and Agency-Authorized Third Party Reviewers.



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Get Started

Therap Provides the Tools for a Person-Centered Approach

Plan | Support | Achieve

Ishya "Shae" Dotson
Assistant Director of Support,
Person Centered Practices

"Person Centered Planning is a collaborative process that identifies a person's hopes and dreams, as well as the supports required to help them live the lives they desire. Therap provides your team the tools to explore the goals your people in service want to attain, create the plans for achievement, track the provided supports and measure outcomes."

Planning Tools Available for Case Management Teams, States, Providers, Individuals & Families:

- Support Individuals to Create a Shared Vision for a Good Life.
- Identify Personal Goals & Strategies to Achieve them.
- Configurable Options to Ensure State & Federal Compliance.

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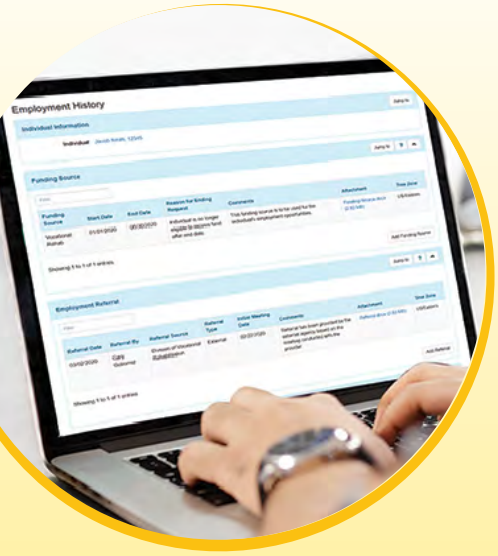
Employment First Tools

Caiti Woodburn
Senior Support Specialist, State Team

Margaret Gordon
Senior Support Specialist

The Employment History module allows for recording comprehensive employment history for individuals in one place. It is utilized in tandem with employment service data collected on individualized supports, backed by billing service authorizations and enhanced by measurable outcomes reporting.



e-Solution for Community Employment

Employment First Tools

Maximize productivity by giving employment teams the tools to document work experience and job details at the point of service.

Functionality includes:

- Job Discovery & Career Planning
- Maintain a Job Bank
- Track Applications & Interviews
- Manage Milestones
- Track Support Provided

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Billing Solutions

Nadine Sturgess
Director of Support
Billing & EVV Team

Susan Allen
National Business Development
Billing Consultant

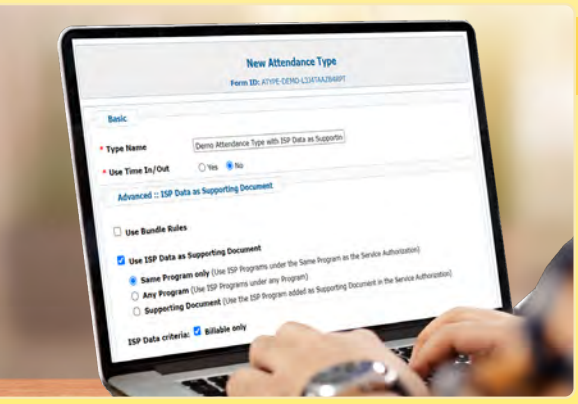
Toni-Ann Larnaitis
Senior Support Specialist
Billing Team

Marie Roland
Senior Support Specialist
Billing Team

Heather Thornton
Senior Support Specialist
Billing Team

Sheketta Davis
Support Specialist
Billing Team

Therap's Electronic Billing is a complete Revenue Cycle Management Solution for Intellectual and Developmental Disabilities Service providers. Our solution is fully integrated with the Therap Suite of Applications, making it possible to have service delivery documentation to support each billing unit.



Seamless Billing Workflows

Effective tools to streamline billing from direct service documentation to claim reconciliation. Therap's billing platform is used by service providers, agencies, counties, and states.

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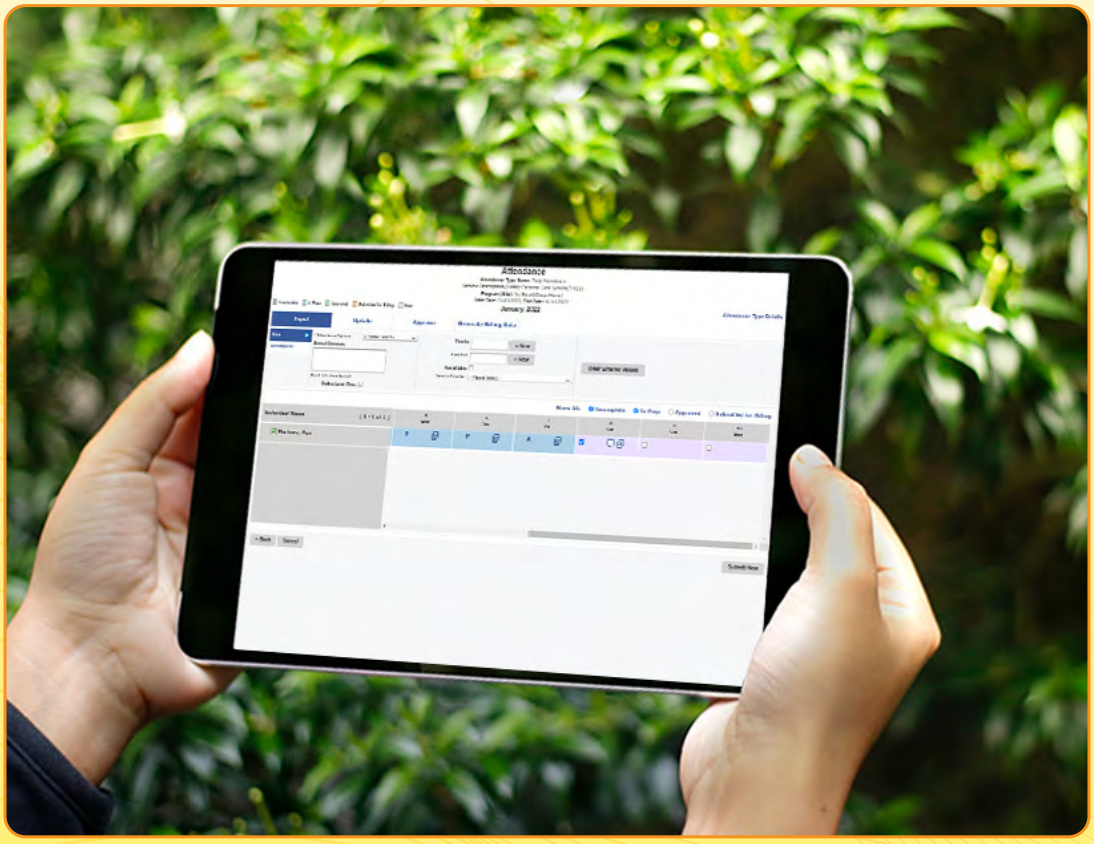
Billing Solutions

Our system offers the following and more, including accounting software integration:

- Staff can use the EVV Billing feature to process approved service hours recorded from check-in and check-out times. Billing data generated from EVV information can be used to submit claims
- Track Authorizations with Services Caps and More with Analytic Billing Dashboards
- Notifications of Utilization and Expirations & Extensive Reporting Tools
- Audit ready by Using Authorized Service Notes to Generate Billable Data
- Configurable Billing Rules to Support a Variety of Services & Settings



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Therap Support and Training

Maureen Noonan
Director of Support

Letisha Ulmer
Deputy Director of Support
Digitial Transformation

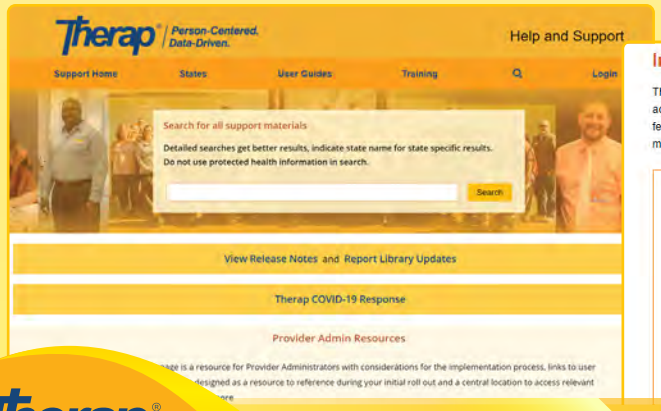
Milagros "Mimi" Roche
Assistant Director of Support
Provider Team

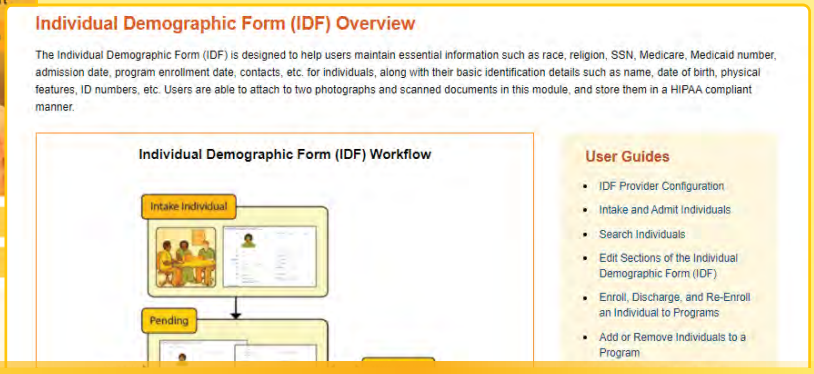
Gretchen Falk-Lanfear
Assistant Director of Support
Quality Assurance

Therap provides agencies with various training, support and information resources, from the very first stages of implementation to day-to-day usage. These include a broad array of training options, support materials, and technical assistance; all designed to cater to different learning styles and user needs. Therap staff regularly connect with agencies and State offices across the country to provide necessary training and ongoing support.

Therap Training Your Way - On demand support , 24/7

- Help and Support home page
- Module overview pages which includes user guides or step by step instructions, videos, quick guides and FAQ's
- Live and recorded webinars
- Conferences, whether State, Regional or National
- Live help where you can speak to a "live" Therap employee who will follow you through until issue is resolved or will route you to a specialist if needed
- My issues where you can communicate problems, suggestions, feedback and more!





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Therap Training Courses and Academy

Mike McNeely
Support Specialist
Digitial Transformation Team

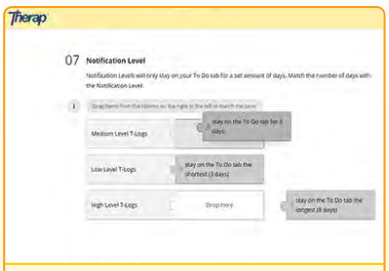
Katy Xayaosa
Support Specialist
Digitial Transformation Team

Bonnie Sorrels
Senior Support Specialist

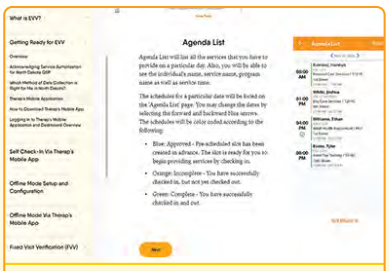
Therap has brought a new style of courses in 2022

Our new training courses will offer a mix of videos, reading, screenshots, scenarios, and review questions. These new courses are available to users on Therap's Help and Support Site.

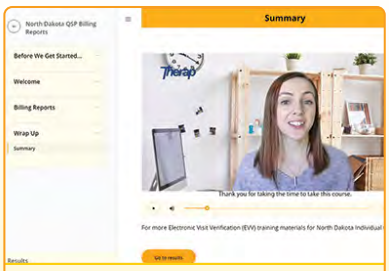
Our Training Courses are now better than ever



New Quiz and Testing Options



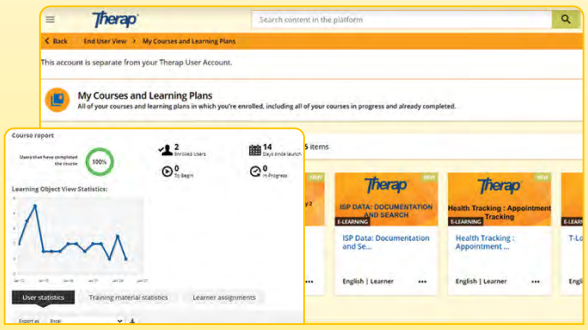
New Dynamic Content



New Practice Scenarios

Therap Academy

If your agency is interested in assigning training courses, tracking progress, and the ability to run reports , we have Therap Academy that can help you. Ask us for more information!



Check our website for more details

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Last update: 10/22

Midwest Regional Therap Conference (Online) | October 18, 2022

All times Central Daylight Time if not noted otherwise | Preliminary Schedule : Subject to Change

Time	Session	Session Track A	Session Track B	Session Track C	Billing
Date		**Tuesday, October 18, 2022**			
09:45 AM – 10:00 AM		**Therap Conference Center DOORS OPEN. Login Early!**			
10:00 AM – 10:40 AM (40 min)	1	**Plenary: Opening Welcome and Plenary** **Room: 201 / Birch**			
10:50 AM – 11:30 AM (40 min)	2	**Quality Assurance and Data Auditing** **RM 202 / Cactus**	**ISP Programs Part 1 (Setup & Documentation)** **RM 203 / Daisy**	**Employment History:** Agency Set up for Success! Building the job bank, managing contacts and documenting interactions **RM 204 / Emerald**	**Billing Overview and Reporting Part 1** **RM 205 / Fir**
11:40 AM – 12:20 PM (40 min)	3	**The Person-Centered Plan:** The Questionnaire, Personal Focus Worksheet, and the Individual Plan/Agenda **RM 302 / Bluebird**	**ISP Programs Part 2 (Reporting)** **RM 203 / Daisy**	**Exploring Therap's Training Tools:** A tour of available tools to help support staff training including new module simulators **RM 304 / Dove**	**Billing Overview and Reporting Part 2** **RM 205 / Fir**
12:30 PM – 01:10 PM (40 min)	4	**Kansas User Group** **RM 202 / Cactus**	**Missouri User Group** **RM 303 / Cardinal**	**Iowa User Group** **RM 204 / Emerald**	**Billing Q&A** **RM 305 / Eagle**
01:10 PM – 01:30 PM (20 min)	5	**Closing Session: Conference Wrap Up** **Room: 201 / Birch**			

This is a tentative schedule put up for illustration purposes. Times and Sessions are subject to change and/or cancellation.

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Therap® | Person-Centered. Data-Driven.

Save the date for 2023 Therap National Conference

February 7-8-9

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