

# Therap® National Conference 2019

Charlotte, North Carolina, January 29 - 31

Preliminary Schedule (Subject to Change) - as of 29/01/2019

**Day One: 01/29/2019, Tuesday**

Time	Session	Misc	Misc	User Presentations	User Presentations	New Customer Workshops	Misc	Misc	Module Training	Workshops	Misc
		Suite A	Suite B	Suite C	Suite D	Suite E	Salon I	Salon II	Salon III	Salon IV	Walden
Breakfast - Gallery and Glenwaters Rooms (7:30 am - 9:00 am)   Lunch A - Gallery, Glenwaters, Lakeview (11:25 am - 12:20 pm)   Lunch B - Gallery, Glenwaters, Lakeview (12:35 pm - 1:30 pm)											
8:00 am - 9:00 am		Registration									
9:00 am - 10:00 am	1	Day 1 Plenary: Welcome and Introductions - University Ballroom. Speakers: Barry Pollack, Lanier Cansler, Justin Brockie									
10:15 am - 11:10 am	2	(B) Navigating the Therap Dashboard, Individual Home Page, and Individual Data Form	(B,I) Medication Administration Records (MAR Plus): Medication History and Live Drug Database to Produce a fully functioning eMAR	The Life of a T-Log: Keeping Information Alive!	Rolling out Therap Billing Nationally: Tears Shed, Sleep Lost, Mission Accomplished!	(B) Therap for New/ Prospective Customers: High Level Overview of Implementation & Recommendations for Sessions During the Conference	Self Advocates as Full Participants in Their Documentation: Stories of Success - It's Not Just a Therap Login	Future of The IDF	(B) IPOP (Individualized Plan of Protective Oversight and Safeguards) and Custom Form Template Library Overview	(I,A) Workshop Data Driven Outcomes Part 1: Discussion of Preliminary Steps to Prepare for Implementation of DDO	Certified Trainer Meeting
11:25 am - 12:20 pm	3	(All) Aligning Data Collection with your Organizational Mission: Quality information as well as Quantity	(All) Internet Security Q&A	Therap Billing Process	Ripping the Band-Aid off- A provider's experience on going from Paper to Therap in a relatively short time period	Lunch Break	(All) Self-Advocate's Perspective Using Therap	How to Use Therap to Meet State Specific Regs in North Carolina	(B,I) Use of Activity Tracking & module-specific searches to gauge Employee Engagement & use for Employee Performance Evaluations	(I, A) Workshop Data Driven Outcomes Part 2	Discussion & Discovery: How are you using Therap for Children's Services? How can Therap help?
12:35 pm - 1:30 pm	4	(B,I) Methods for Training new Staff	(B,I) Let's Talk Privacy: A HIPAA Discussion on Caseloads, External Access, Sensitive Data, Abuse/Neglect/ Exploitation, Security	Outside Users and Self-Advocates	Zone Tracking: A DBT-Informed Approach to Documenting and Assessing Patterns in Behaviors via Time Tracking	(B) Informational Tour Around the System & The Live Help Desk- How Therap We Can Help Your Agency in Transitioning to Therap	(B,I) Overview of the Employment History Module	(All) Discussion with programmers	(B,I) Mobile Apps (iOS, Android) T-Logs, MAR, ISP Data, EVV	(I,A) Scheduling/EVV workshop: Part1 Set-up and Billing overview	(B) Tracking Medical Data: Appointments/ Consult Sheets/ Seizures/Vital Signs/ Producing Health Care Reports/ Health Tracking Review
1:45 pm - 2:40 pm	5	(All) Brainstorming for the Therap Support Features	(B) Agency Communication in Therap: T-Logs, SComm, Calendar, and Setting up your Notifications	(B,I) eMARs: Using the Pharmacy Interface	(All) ISP Programs and DDO Mapping	(B) Keys to a Successful Implementation	(I,A) Internet Security for Multi-State Providers	(All) Using Therap in Self Directed Supports	(All) Personal Finances: Tracking & Reporting Individual's Finances	(I,A) Scheduling/EVV workshop: Part 2 Scheduling walkthrough & Reporting	(B, I) Working with outside users including Family Members, Auditors, Case Managers, Doctors etc.
2:40 pm - 2:55 pm		Snack Break   Location: Gallery, Lakeview and Glenwaters									
2:55 pm - 3:50 pm	6	(I,A) Managing Implementation Across Multiple Regions and States: Adopting a Consistent Approach	(B,I) Scheduling & EVV - Schedule Management, Communication and Check-in	TMS Streamline your agency training records	If Only I Knew...	(B) Account Setup Part 1: Speedround Sites, Programs, Super Roles, Caseloads, and User Privileges & your HIPAA compliance	(All) HIPAA Discussion	Community Based Employment History: Track Community Based Employment and Milestones	(B) Review of Basic Modules: T-logs, S-Comm, HealthTracking, GERS	((I,A) ISP Program Writing & QA Part 1: Discussion & Deep Dive into ISP Program Writing, Naming Conventions, Structure, Scoring Methods, etc.	(I,A) Using Therap's Priority List to Manage Potential Clients. Creating Admission and Discharge Questionnaires
4:05 pm - 5:00 pm	7	(B,I) General Event Reports (GER): How to Enter and Track Incidents. Overview of GER Management Summary/Event Summary Reports for Safety Committee Review	(B,I) Tracking Employment Trends in your Agency: Exporting Data from Therap's Employment History Module	Business Intelligence in Action! Implementing and Using Data Driven Outcomes in the Real World	Bringing It All Together: Working as a Therap-Organized Team	(B) Account Setup Part 3: Other Admin Tasks: Provider Preferences, Password Policy, Signup Agreement Splash Message, and Shared Contacts	(I, A) Quality Assurance and Data Auditing: Auditing Daily Documentation for Completion per Agency Protocols. How Does Your Agency Perform These Checks?	(I, A) Becoming a Certified Trainer	(All) Time Tracking - 'It's not just for Sleep Data': Overview and Q&A	(I,A) ISP Program Writing & QA Part 2: Review of ISP Data Reporting. Individual Based Report includes Programmatic, Clinician, Data Collection Monthly, and Data Count Report. Searching & Exporting to Excel, Pivot Tables for missing data. Review options in the report library.	(All) Panel Discussion: User Implementation of Therap

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Day Two: 01/30/2019, Wednesday

Time	Session	Misc	Misc	User Presentations	User Presentations	New Customer Workshops	Misc	Misc	Module Training	Workshops	Misc
		Suite A	Suite B	Suite C	Suite D	Suite E	Salon I	Salon II	Salon III	Salon IV	Walden
Breakfast - Gallery and Glenwaters Rooms (7:30 am - 9:00 am)   Lunch A - Gallery, Glenwaters, Lakeview (11:25 am - 12:20 pm)   Lunch B - Gallery, Glenwaters, Lakeview (12:35 pm - 1:30 pm)											
8:00 am - 9:00 am		Registration									
9:00 am - 10:00 am	8	Day 2 Plenary: 'Using Data to Promote Outcomes, Overall Quality, and Systems Change' presented by Cathy Ficker Terrill, Human Services Research Institute   location: University Ballroom									
10:15 am - 11:10 am	9	(All) EVV: Electronic Visit Verification: Therap's Solution Moving Towards the 2020 Mandate	(All) Pharmacy Interface: A Detailed Overview	Quality Assurance Fast and Easy	Our Journey with TMS Part 1: Selection and Implementation	(B) The foundation of your database - A deep dive into the Individual Data Form	(B, I) Emergency Preparedness/Disaster Planning with Therap	(All) Discussion on Self-Directed Services: How is that working in your state?	(All) Mobile Apps (iOS, Android) T-Logs, MAR, ISP Data, EVV	(I,A) Person Centered Planning: Part 1 of 2: Using the PFW & ISP Agenda	(All) Brainstorming for the Therap Support Features
11:25 am - 12:20 pm	10	Individual Home Page	(All) Therap Case Note for Coordination, Compliance, Clinical Documentation & Billing	Navigating the eCHAT	Our Journey with TMS Part 2: Quality Assurance, Compliance, and Reporting	Lunch Break	(B, I) Monitoring Wellness: Health Tracking Review, Appointments, Health Care Reports	NJ DDD Pilot Audits	(B,I) Accountability 101: Using Time Tracking and Activity Tracking to monitor Movement within the System	(I, A) Person Centered Planning: Part 2 of 2	(B,I) Policy and Procedure Considerations when Implementing Therap. What Policies and Procedures have your Agency Implemented?
12:35 pm - 1:30 pm	11	Provider Quarterly Incident Report Using the GER Data to Complete Quarterly Report and Reduce Incidents	(All) Using Therap's Priority List to Manage Potential Clients. Creating Admission and Discharge Questionnaires	Using Therap as a tool to achieve Accreditation	Individual Data Page, Shared Contacts and how they all link together	(B) T-Logs, GERs & the Calendar for Beginners. Overview and Implementation Considerations	(B) Q&A for Therap Newbies: Planning Your Implementation	(All) Future of the IDF	(All) Overview of the ISP Plan module. Create a dynamic record with narrative, risks, linked ISP Programs & meeting notes	(B, I) Reviewing Your Data in Excel: Using Filters, Pivot Tables, and Formulas for Quality and Trend Analysis Part 1	(All) Overview of Global Libraries for ISP Programs, Care Plans and Attached Files
1:45 pm - 2:40 pm	12	(B, I) Building your Therap Filing Cabinet. Using the Documentation Storage Module to Create Document Categories and Monitor for Expiration. Review of Other Modules in the System with Document Storage Capabilities	(All) Overview/ Introduction of DDO: What is your Agency Philosophy	Training Management System - When X-Box and PlayStation Meet	QA for the whole person: Using Therap tools to do a person centered audit - Therap Presentation	(B) Health Tracking and SComms for Beginners. Overview and Implementation Considerations	(All) Self-Advocate's Perspective Using Therap	(All) Mobile Apps: Create Management Transparency with Quality Monitoring Processes and Effectively Document Corrections	(I,A) Incident Reports: GERs Plus GER Resolution and Business Intelligence	(B) Reviewing Your Data in Therap: Exporting and using Filters, Pivot Tables, and Formulas for Quality and Trend Analysis Part 2	(I,A) Scheduling EVV User Group: For Providers who are Currently Users
2:40 pm - 2:55 pm		Snack Break   Location: Gallery, Lakeview and Glenwaters									
2:55 pm - 3:50 pm	13	(B,I) IPOP (Individualized Plan of Protective Oversight and Safeguards) and Custom Form Template Library Overview	(B,I) Evaluating Staff Performance by Utilizing Time Data from ISP Programs	Personal Finance Challenges: Dealing With Institutions and Maintaining Resource Limits	Service Authorizations A-Z	(All) ISP Programs for Beginners. Overview and Implementation Considerations	(All) Demographic Reporting in Therap: Using the Business Intelligence Demographic Dashboard, Report Library, and Demographic Report to Assess Demographic Trends	(All) EVV: Electronic Visit Verification: Therap's Solution Moving Towards the 2020 Mandate	(All) Risk/Health Assessments: Reviewing Custom Forms, eCHAT, and IPOP	(All) TMS Workshop Part 1	Employment User Group
4:05 pm - 5:00 pm	14	(B,I) Case Notes and Questionnaire	(All) Thinking Outside of the Box with Therap's Mobile Apps	Excel for People in a Hurry	Competency Training for Case Notes/ Progress Notes	(B) Health Tracking & MAR for Beginners. Overview and Implementation Considerations	(All) Quality Assurance & Data Auditing: Auditing Daily Documentation for Completion per Agency Protocols. How Does Your Agency Perform these Checks?	(All) BER vs. ISP Program vs. Time Tracking: Compare and Contrast Options for Behavior Tracking	(B) Communication in Therap: T-Logs, To Do tab, Notifications, Calendars and SComm	(All) TMS Workshop Part 2	(All) Using Therap to Track Aging Services: Discussion of Modules Used for Long Term Supports and Services

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**Day Three: 01/31/2019, Thursday**

Time	Session	Misc	Misc	Misc/ User Presentation	Misc/ User Presentation	New Customer Workshops	Misc	Misc	Module Training	Workshops	Misc
		Suite A	Suite B	Suite C	Suite D	Suite E	Salon I	Salon II	Salon III	Salon IV	Walden
<b>Breakfast - Gallery and Glenwaters Rooms (7:30 am - 9:00 am)   Lunch A - Gallery, Glenwaters, Lakeview (11:25 am - 12:20 pm)   Lunch B - Gallery, Glenwaters, Lakeview (12:35 pm - 1:30 pm)</b>											
8:00 am - 9:00 am		<b>Registration</b>									
9:00 am - 10:00 am	15	<b>Day 3 Plenary: 'Thinking through the lens of Charting the LifeCourse' presented by Michelle C. Reynolds, UMKC - Institute for Human Development   location: University Ballroom</b>									
10:15 am - 11:10 am	16	(All) Problem Solving: Come Here if you're Wondering, "I want to track that in Therap... but where?"	(I,A) Discussion and Brainstorming on Business Intelligence and Advance Analytics	Ideas to Improve Data Management with Advanced Spreadsheet Formulas and Scripts	Digging deeper into Charting the LifeCourse	(B,I) Introduction to Billing: What are your Options?	Multi-State Provider Networking	(All) Roundtable Discussion: Open Discussion with Therap CEO Richard Robbins	(All) Tracking Inservices and Training	(I,A) Reviewing Your Data in Excel: Using Filters, Pivot Tables, and Formulas for Quality and Trend Analysis Part 1	Certified Trainer Meeting with Developers
11:25 am - 12:20 pm	17	(B,I) Risk Assessments and Health Assessments	(All) Brainstorming for the Therap Support Features	Creative ways to Use ISP Programs & Time Tracking for Goal Reporting & Behavior Tracking	Good Event Report information is more than the mechanics of filling out the form properly. Find out the single most important piece of the GER form.	(B) Planning Your Implementation and How to Create Therap Policies and Procedures	(All) Transitioning to a Mobile Workforce: Roll Out Considerations and Costs - Therap App as the Community Worker Dashboard	Discussion: Therap in KS	(B, I) Individual Support Plan Modules; PFW, Agenda and Plan	(I,A) Reviewing Your Data in Excel: Using Filters, Pivot Tables, and Formulas for Quality and Trend Analysis Part 2	Certified Trainer Meeting with Developers
12:35 pm - 1:30 pm	18	New and News: Scheduled Updates to the Health Tracking Module	Discussion: Therap in NY	My ISP Program User Experience	(B, I) Building your Therap Filing Cabinet. Using the Documentation Storage Module to Create Document Categories and Monitor for Expiration. Review of Other Modules in the System with Document Storage Capabilities	(All) Staff Training - Maximizing Therap Resources: Therap Training Academy. Therap's Help & Support Site. Therap's YouTube Channel	(B, I) Individual Scheduling	Discussion: Therap in MO	(I,A) Intermediate Provider Administration: Options for Caseloads, Profiles, Custom User Groups, What to Do when Someone Moves from One Site to Another	(All) Creating ISP Programs for Behavior Plans	Certified Trainer Networking
1:45 pm - 2:40 pm	19	(B,I) Policy and Procedure Considerations When Implementing Therap	(B,I) Reporting- how to see your data: Report Library, ISP Data Reports, Health Care Reports, MAR Reports, Event Summaries and Business Intelligence	SD User Group	Using Therap to Track Aging Services: Discussion of Modules Used for Long Term Supports and Services	(B) Speed Round of Other Modules Part 1; Time Tracking, IPOPs, Custom Forms, eChat, Behavior Plans	(All) Panel Discussion Focusing on Self-Advocacy and Therap	Discussion: Therap in NJ	(All) Overview of Training Management System and Training Academy	(I,A) Using the Data Driven Outcomes Module to Create Outcome Measure Types to Measure Organizational Progress	Certified Trainer Program: Moving Towards the Future
2:40 pm - 2:55 pm		<b>Snack Break   Location: Gallery, Lakeview and Glenwaters</b>									
2:55 pm - 3:50 pm	20	(All) Writing a Therap QA Plan for Your Agency	(B,I) GER Tips and Tricks! Setting up GER Event Category Rules, Using Event Summary's, Management Summary Reports and Introduction to Pivot Tables. Using the GER Business Intelligence Dashboard	Using Therap's Priority List to Manage Potential Clients. Creating Admission and Discharge Questionnaires	Brainstorming: The Training Academy	(B) Speed Round of Other Modules Part 2; Individual Support Plan, Employment, TMS, Personal Finance, Case Notes, Billing	(All) Navigating Agency Wide Reports and Activity Tracking: Bring your QA Questions	(B, I) Emergency Preparedness/ Disaster Planning with Therap	(All) Employment History: Employment First Policy - Community Employment, Job Development, Tracking Employment, Volunteer History, Milestone, Phases and Building a Job Bank	(All) New Provider Admins to Existing Therap Accounts: What You Need to Know	(All) Mobile Data & Staff Accountability: ISP Programs, MAR, and Password Resets, EVV
4:05 pm - 5:00 pm	21	(All) Therap's Time Tracking Module: Collecting Daily Data such as Sleep Charts, Staff Accountability and Census	(B, I) Case Notes vs. ISP Programs	(All) Quality Assurance & Data Auditing: Tips for Checking Daily Documentation and that it's Being Completed per Agency Protocols	(All) ISP Reports & Data Count Report	(B,I) Implementation Q&A for New Providers	(All) Last Chance to Get Your Therap Questions Answered!	Discussion: Therap in NC	(B) T-Logs & Time Tracking	(All) Highlights of Provider Admin	(B) Therap's Individual Data form, Individual Home, Dashboard, & Calendar

Charlotte, North Carolina, January 29 - 31

**Day One: 01/29/2019, Tuesday**

Preliminary Schedule (Subject to Change) - as of 29/01/2019

Time	Session	Billing	South Carolina (Days 1-2)	States / Counties / Oversight / Case Management	Nursing
		<b>Burnham</b>	<b>Keynes</b>	<b>Olmstead</b>	<b>Harris</b>
10:15 am - 11:10 am	2	(B,I) An Overview of Billing from Beginning to End	Medication Administration Records in South Carolina: an intro on how to produce a fully functioning eMAR	An Overview of Therap's Unified Model of Supports for States, Counties and Case Management	(All) Health Tracking and Looking at Business Intelligence
11:25 am - 12:20 pm	3	(B,I) Billing: Methods of Data Collection	GER Business Intelligence in South Carolina	Shareable Super Roles, Caseloads and Profiles: Setting up an Oversight Account with Access to Case Management and Linked Providers	Lunch Break
12:35 pm - 1:30 pm	4	Working with MCO (Manage Care Organizations) and Insurances	Lunch Break	Lunch Break	(All) Setting up GER Event Category Rules, using Event Summary's, Management Summary Reports & intro to Pivot Tables
1:45 pm - 2:40 pm	5	Reconciliation of Claims with 835/RA Files, and Utilizing Therap Reports	Goals and Objectives for South Carolina Providers: ISP Programs, Data and Reports	Accessing Provider Data from within an Oversight or Case Management Account	(All) ISP Program uses for Nurses, Health Providers and Clinicians
2:55 pm - 3:50 pm	6	(I,A) New Billing Features and Billing Business Intelligence	Employment History and Document Storage for Employment Service Providers in South Carolina	Use of the Referral and Quick Referral Modules to relay information from an Oversight Account to Linked Providers	(All) Medication Administration Records (MAR Plus): Medication History & Live Drug Database to Produce a Fully Functioning eMAR
4:05 pm - 5:00 pm	7	NY Billing Considerations	Case Management and Early Intervention User Group: Question and Answer with the Therap and DDSN team	Use of Excel for Reporting Across Providers in an Oversight Account	(All) Pharmacy Interface

**01/28/2019, Monday**

5:00 PM - 8:00 PM

**Group Reception for all Attendees**

*This is included with your registration.*

**01/29/2019, Tuesday**

6:00 PM - 9:00 PM

**Reception with Dinner for all Attendees**

*This is included with your registration.*

**01/30/2019, Wednesday**

5:00 PM - 10:00 PM

**Evening Activity**  
NASCAR Hall of Fame

**Experience with Catered Dinner**

*This is included with your Wednesday Evening Event registration.*

**Airport Bus Shuttle Schedule**

**Monday, January 28, 2019 (Airport pick-up Times)**

2:00 PM | 3:30 PM | 5:00 PM |

6:30 PM | 8:00 PM | 9:30 PM

**Thursday, January 31, 2019 (Hotel Departure Times)**

12:30 PM | 2:00 PM | 3:30 PM |

5:30 PM

*This schedule is subject to change*

**Check for Schedule Updates on**

**www.TherapServices.net or Whova app**

**For more information Call**

(203) 596 7553

**Day Two: 01/30/2019, Wednesday**

Time	Session	Billing	South Carolina	States / Counties / Oversight / Case Management	Nursing
10:15 am - 11:10 am	9	(I,A) Billing for Non-Finance	The Time Tracking Module for Staff Accountability and Time Sensitive Data for South Carolina Providers	GER Resolution : Closing the Reporting Circle through Investigations	(All) Networking for Nurses
11:25 am - 12:20 pm	10	Billing Features in Missouri	Pharmacy Interface for South Carolina Providers: A Detailed Overview	Priority Lists : Set-up, Usage and Reporting	Lunch Break
12:35 pm - 1:30 pm	11	NJ Billing	Lunch Break	Lunch Break	(B,I) Tracking Medical Data, Appointments/ Consult Sheets, Seizures, Vital Signs,etc. Producing Health Care Reports/Review
1:45 pm - 2:40 pm	12	Jim's Session	South Carolina Provider User Group	Case Management & Service Coordination through use of: Case Note & Document Storage, Accessing Eligibility and Priority Lists, Viewing Provider Data to Monitor Health and Measure Outcomes	(All) Consent and Authorizations, Orders, Individual History, Medication Profile, Nursing Care Plans, eCHAT
2:55 pm - 3:50 pm	13	After the Claim Submission-Adjustments and Claims Troubleshooting	Reporting in South Carolina: Excel Tips and Tricks - Part 1	GERs for States and Counties: Best Practices, Reports, Business Intelligence, New Features	(I,A) Advanced Medication Histories - Discuss more Complex Examples in Medication Histories, Insulin, Titration, Controlled, Medication Counts, etc.
4:05 pm - 5:00 pm	14	Billing Admin Features/Accounting Report and Imports	Reporting in South Carolina: Excel Tips and Tricks - Part 2	Profiles and Caseloads : Granting Different Levels of Oversight Access	(I,A) Care Plans, Risk Assessments, & Individual Plan of ProtectiveOversight and Safeguards

**Day Three: 01/31/2019, Thursday**

Time	Session	Billing	Misc	States / Counties / Oversight / Case Management	Nursing
10:15 am - 11:10 am	16	Billing Overview	Personal Finances: Tracking & Reporting Individual's Finances	Case Management Documentation: Templates, Questionnaires, Case Notes, Document Storage	(B, I) eCHAT & Health Passport
11:25 am - 12:20 pm	17	Billing Audit Guide Review	Devices & Connectivity: Policy Considerations	Level of Care and Eligibility	Lunch Break
12:35 pm - 1:30 pm	18	270/271 Eligibility	Lunch Break	Lunch Break	(I,A) Auditing Health Tracking and MAR - Using MAR Reports, Health Tracking Searches, and Report Library Reports to Conduct Audits in Therap Health Modules
1:45 pm - 2:40 pm	19	ICF Billing	Quicker and Easier Documentation - Consolidating your ISP Programs	Discussion: Creating a Sustainable Training Model Across Providers	(I,A) How to Reduce Errors: Reviewing and Auditing the MAR
2:55 pm - 3:50 pm	20	After the Claim Submission-Adjustments and Claims Troubleshooting	(B. I) Website, Help and Support Site, and My Issues	Unified Individuals :The Care and Maintenance of an Oversight Account	Q&A for Nurses & Health Care Providers
4:05 pm - 5:00 pm	21	Final Billing Q&A	(I) Therap for Admins and Human Resource Staff	Q & A for Oversight Accounts Including States, Counties and Case Management	(B, I) Care Plans, Orders, Individual History