The Therap system supports the entire process of service coordination required by Medicaid. With its online equivalent of the Individualized Service Plan (ISP), Therap provides easy storage and retrieval of all required documents linked with the ISP, and ensures automated information sharing and communication among the related people like service coordinators, families and provider agencies in a HIPAA secure and timely manner. Therap is also working on linking its Billing module to the ISP Program and Data modules to directly generate billing data for the services provided.

Written Evaluations and Eligibility/Enrollment Documentation can be entered into the system using the T-Log module and also as external attachments to the ISP Plan. All other documents required for a Service Coordination Record to be completed can be attached with an ISP Plan as this module can contain an unlimited number of attachments. Once the Individual Service Plan is ready along with the other documents, various Waiver Habilitation Plans for an individual can be designed using the ISP Program module. This module offers necessary provisions to define tasks and scoring methods. This module can also be used for the Service Coordination Activity Plan.

The entire process of identifying and recording an individual’s Valued Outcomes through the Comprehensive Functional Assessment (CFA) and the Individualized Service Plan (ISP) can be replicated efficiently using Therap modules. CFA can be done using Therap’s Individual Data Form (IDF), the Individual Plan of Protective Oversight and Safeguards (IPOP) and Health Care Reports.

Individualized Service Plans can be prepared with Therap’s ISP Plan module, which has been designed to meet the requirements of the State of New York and the New York provider community.
Progress of various Waiver Habilitation programs of an individual can be recorded using ISP Data. Service Coordination Notes can also be entered into the system using this module.

Based on the data collected, reports can be generated for each month or for any given duration using the Report feature of the ISP Program module. Changes made to the ISP Plan based on review meetings will be automatically notified to related people using Therap’s notification and acknowledgement features.

Therap’s ISP Plan can contain the following information:
- Profile
- The Person’s Valued Outcome Safeguards
- Natural Supports and Community Resources
- Medicaid State Form Services
- Medicaid State Plan Service - Article 16, 28 and 31
- Federal, State and Country Funded Resources
- HCB Waiver Service Summary
- Other Services or 100% OMRDD funded Supports and Services
- Name of service provider receiving copy of ISP Plan and attachment

The ISP Plan includes separate sections for each of the services mentioned above. This helps you keep the enormous amount of information organized.

The ISP Plan also lets you document the following funded services and supports:
- Medicaid State Form Services
- Medicaid State Plan Service - Article 16, 28 and 31
- Federal, State and Country Funded Resources
- HCB Waiver Service Summary
- Other Services or 100% OMRDD funded Supports and Services
- Name of service provider receiving copy of ISP Plan and attachment

Some of the major features of the ISP Plan module are listed below:
- Faster and accurate data entry
- Multiple file attachments
- Complete information in ISP Plan
- Linking Individual Plan for Protective Oversight and Safeguards (IPOP) and Individual Data Form (IDF)
- Online reviewing
- Automated notification after each update
- Archiving previous versions of an ISP Plan
- Keeping track of all plans
- Printing and saving ISPs
Habilitation Plan

Habilitation Plan is an essential document for providers of Habilitation Services. Therap’s Habilitation Plan module contains all the recommended key elements including a person’s name, Medicaid Identification Number, name of the Service Provider, Type of Service, last Review/Update detail, Valued Outcomes addressed by the service, description of Support and Services, Safeguards details and author of the Plan.

Habilitation Plan in Therap is integrated with the ISP Program and ISP Plan through Valued Outcomes. This integration eliminates double documentation and provides a simple way of creating and updating Habilitation Plans.

Individualized Plan of Protective Oversight and Safeguards (IPOP)

The Individualized Plan of Protective Oversight & Safeguards (IPOP) module is designed to enhance the level of care and safety. This can be achieved by effectively documenting procedures and guidelines for providing support to consumers, and recording a consumer’s detailed protection and safety requirements for different programs. The IPOP module provides extensive information on a consumer’s skills, required level of assistance, methods for caring, nutrition, and medication needs, etc. Divided into six categories, this module takes a questionnaire-based approach to document and update information under the different categories. Information from any of the categories can be efficiently shared in a HIPAA compliant way. IPOP and Safeguards for an individual can be linked to ISP Plans. They can also be printed out and saved in PDF format.
ISP Programs

Therap’s ISP Program module allows for the development of a detailed individual plan with scoring methods to track progress. It can be used to track individual skills and goals. It can also act as a shift ‘checklist’ to ensure that Direct Support Professionals (DSPs) have attended to a particular individual’s needs, as well as be a place for running a log of, for example, an individual’s recreational activities, or their case management notes.

Figure: Different sections of the ISP Program Form
The ISP Report module allows users to generate reports on the data that has been entered for an individual’s program. These auto-generated reports will be useful in review processes. For New York users, reports can be of three types: Programmatic, Clinician and Res Hab Documentation Record. With the Programmatic Report option one can view task scores for specific periods and their calculated deviation from the baseline. This enables provider agencies as well as guardians to track progress of an individual with statistical accuracy based on the scores entered into the system. A Clinician Report on the other hand gives an overview of begin and end times of a session, its total duration, and comments. This kind of report can show overall progress of a person towards the goal without going into statistical details. Both Programmatic and Clinician Reports can be exported to Excel for further analysis.
Habilitation Checklists

In Therap applications, the ISP Program module is actually used to generate required documentation for Residential Habilitation services. The report function in ISP Program generates Individual Summary and Daily Checklists for different Habilitation Services like Supervised/Supportive IRA Residential Habilitation, Group Day Habilitation, etc. Therap provides an integrated approach for such documentation as it is linked with the ISP Data collection module. Staff actions/services are documented as individual tasks in one or more ISP Programs as the individual participates in those programs. Data collection is done on a daily basis and staff initials are recorded along with individual responses to each task. In ISP Data, Time In/Time Out records along with additional comments/observations are recorded, thus users can access detailed documentation for every staff action recorded in the Habilitation Checklist.

Therap is also working on integrating Habilitation documentation with the Billing module to make it easier for users to generate billing data straight from the Habilitation documentation.

Figure: Residential Habilitation Checklist