Electronic Documentation, Communication & Billing Solutions for Long Term Services & Supports

Quality Assurance Tools

- Meet State & Federal Standards
- Be Prepared for Licensing Surveys & External Audits
- Assure All Required Documentation is Present
- Meet Accreditation & Certification Requirements
- Aggregate Agency Wide Data
- Display Agency Census in Real Time
- Conduct Internal Quality Assurance Audits
- Follow Person Centered Best Practices

- Utilization Reports
- Progress Charts
- Incident Reports
- Med Error Reports
- Outcome Measures
- Health Tracking Reports
- Detailed Activity Tracking
- Staff Management Reports
- Monthly Summary Notes
- Billing Summary Reports

Mobile Documentation

- GPS Location Recording
- Date/Time Stamped Entries
- Electronic Signature

ORACLE Gold Partner

HIPAA Compliant

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About Therap

Therap is the industry leader in providing electronic records and documentation for people with Intellectual or Developmental Disabilities. Therap is a web-based application suite that was designed to provide a comprehensive solution for the planning, documentation, reporting, communication and billing needs of organizations.

Using secure cloud technology, the Therap system dramatically improves the quality of service within day programs, residential programs, assisted living facilities, ICF/IID facilities, community support programs and state organizations. Daily communication and reporting between the state agencies, administrators, health care professionals, case managers, quality assurance teams and families becomes seamless.

I/DD service providers dedicate significant time and effort for instilling and managing a culture of accountability at each level of their respective organizations. Therap provides agencies a means of guaranteeing accountability at the individual level while also making data readily available for compliance activities at the organizational level.

The Therap System supports and enhances the I/DD service provider’s overall effort to comply with the CMS Seven Conditions and Standards for Enhanced Funding and its strategic initiative to modernize Medicaid IT systems related to Electronic Health Records and Client Data Management Systems. Therap enables service providers to realize future operational savings and capital expenditure cost avoidance created by current inefficiencies. The potential savings will permit a redirection of assets and resources to more person-centered activities that will foster increased choice, self-direction and quality personal outcomes for the individual service recipient.

Therap now supports over 220,000 individuals across the United States and Canada.

• Hosted in multiple live sites mirrored across non-contiguous states
• 24 X 7 staffed system monitoring and support
• Data integrity through audit trails with electronic signatures
• Able to interface with external systems and MMIS vendors
Person Centered Planning Tools

- Documentation in Compliance with CMS Quality Standards
- Annual ISP with Agenda and Personal Focus Worksheet
- Detailed Goals and Objectives
- ISP Progress and Outcomes

Therap provides a set of modules structured to facilitate support planning, data collection and tracking progress of individuals in an integrated, secure and HIPAA compliant manner.

Individual Service/Support Plans provide enhanced and detailed information that facilitates methodical and concise individual plan-building. Agency staff can use ISP modules to plan, organize and implement the annual plan for each individual.

The ISP module includes program definition and service data collection which covers a flexible way of tracking an individual’s progress in achieving their goals. ISP Reports provide detailed information about individual’s goals and outcomes.

Individual Service/Support Plan

The Individual Support Plan (ISP) provides an enhanced workflow for planning and documenting supports for an individual. The support plan application captures:

- Individual’s Personal Preferences
- Risk Assessments - in the home, community and employment environments
- Professional Services - look up contacts, add service providers
- Action Plans - link to ISP Programs, Personal Focus Worksheets
- Discussion Records
- Service Supports - add from a Service Directory

The ISP module contains details of the supports, activities, and resources required for the individual to achieve personal goals. Therap’s ISP module helps articulate decisions and agreements made during a person-centered planning process.

The ISP module is designed to be intuitive and to reflect what is important to the individual. Team members can add preferences when setting goals, and establishing networks of support. Major health risks and safety issues in home and community environments can be assessed and recorded as well.

In the Therap Multi-Provider system, a Unified Search option is available for individuals who receive services from multiple Linked Provider agencies.

ISP Agenda

With the ISP Agenda module users are able to electronically develop an agenda of topics to be considered and discussed in ISP Planning meetings. ISP Agenda gives ISP Team Members an account of the previous year’s progress of an individual, providing a glimpse into factors that worked well and made sense to implement for the individual. Development of an Agenda is a crucial step in the care planning process. ISP Agenda links to the Individual Support Plan being reviewed as well as the Personal Focus Worksheet, which gathers pertinent information about the individual. Notable features include:

- Add Individualized Agenda Topic, including ones from the Worksheet
- Record Progress Towards Outcome of Action Plans
- Display Regulatory Items including hours of Employment/School

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• Attach external documents and add notes after the ISP meeting

**Personal Focus Worksheet**

The Personal Focus Worksheet is built around the requirements of the Individual Support Plan to gather pertinent information about an individual. It is a questionnaire about the individual in which support team members can fill out five sections to record and share information about the current state of the individual.

**The Personal Focus Worksheet includes:**

- Factors important to the individual including personal preferences, interests and aspirations
- Ongoing Events, Social Interaction, Living Arrangement, Supported Employment, Spiritual, Religious, Cultural Considerations
- Reflections/Comments of others who know and care about the individual on how to improve the person’s support needs
- Ways in which the person’s life can be enhanced through more independence, community involvement, and higher income capacity
- Conflict between desires and objectives for the individual’s support needs

**ISP Program**

Therap’s ISP Program component provides the template for documentation of supports relating to objectives identified in the Individual Service/Support Plan. The ISP Program identifies the overall objective of a goal, details associated services, identifies expectations for data collection and details teaching strategies. The report generation offers a flexible way of tracking an individual’s progress in achieving their goals.

**ISP Data Collection**

ISP Data Collection is based on the data points written into the corresponding ISP Program. The Data Collection tool enables team members to document supports provided based on identified teaching strategies and tracks progress of an individual in a structured and consistent manner. Documentation submitted through the ISP Data module feeds into ISP Data Reports as a method of service verification, gauging progress or regression, measuring outcomes and tracking trends. ISP Data can be collected through two methods; grid and non-grid based on the configuration of the corresponding ISP Program. Each method of data collection allows for determination of baseline score, useful in gauging progress on a specified task and aids in identifying future steps to be incorporated in the annual ISP.

**ISP Reports**

Users may generate ISP Data Reports on the services provided to the individuals to track service delivery and progress towards goals. The reports show task scores, assists in tracking the progress of the individual and in planning future steps, displays detailed information about the days and times during which training or supervision is provided and shows comments and observations recorded during the service sessions.

The system will display the report in either graph or table format, depending on the user’s preference. The reports can be generated and saved in the system for internal team review as well as for verification, comments can be made to replicate Monthly Summaries, which are time and date stamped along with an electronic signature. These summaries can also be attached to the ISP Agenda for review during the Support Plan meeting.

**Individual Support Planning**

Once a meeting with the information from the individual’s Worksheet and ISP reports are concluded, the decisions are recorded as minutes within the approved agenda and used in creating future plans.
Goal Tracking & Outcome Measures

- Track and Document Progress towards Goals using ISP Reports
- Analyze Trends using Time Tracking Report
- Review Agency-wide T-Logs at a glance

ISP Data Reports
Generate reports on the services provided to the individuals to track service delivery and progress towards goals. The reports are mainly of four types:

Programmatic Reports
- Shows task scores and the calculated deviation from baseline for specific periods
- Assists in tracking the progress of the individuals and also in planning future steps

Clinician Report
- Displays detailed information about the days and times during which training or supervision is provided
- Shows comments and observations recorded during the sessions

Data Collection Monthly Report
- Tracks all ISP Data of individuals entered each day, broken down by ISP Programs and each of their tasks
- Report grids display task score and the initial of the support professional who entered the ISP Data
- Provides a narrative section where any issues or concerns regarding the individual’s response to the services provided can be addressed

Hab Documentation Report
- Tracks the last reportable score for each tasks of day on a grid in daily intervals for each month
- Displays task score and the initial of the support professional who entered the ISP Data and provides a narrative section similar to Data Collection Monthly Report

T-Log Excel Reports
The T-Log Detailed Report is an efficient way to review T-Logs at a glance. The report displays the entered date and time, submitter’s name, and status types of the T-Logs, among other fields. The report can be exported to an Excel spreadsheet for further analysis.

Time Tracking Reports
Users can generate comprehensive Time Tracking data recorded for an entire month. The reports show the maximum, minimum and average durations and counts for each of the observations recorded for an individual.

Therap provides a set of modules structured to facilitate support planning, data collection and tracking progress of individuals in a HIPAA compliant manner.
Detailed Reports:
Individual-Specific, Program-Specific & Agency-Wide

- Track events and behavior records
- Utilize a wide range of custom reports
- Generate statistical reports for trend identification and analysis

Management Reports
The Management Summary Report is a configurable and highly effective risk management tool, providing an efficient method of tracking trends and aiding the user in aggregating and summarizing incident report and behavior specific data across programs. Through this data, the provider is able to determine the response time from each discipline and decipher patterns and risk factors.

The Management Summary Report is currently utilized in provider agencies and state and county entities nationwide by a variety of disciplines including but not limited to: administration, management, nursing, behavior analysts, quality assurance teams and incident review committees.

Additionally, the Management Summary Report is viewable on a detailed excel spreadsheet, as an option to thoroughly manipulate the way the data is presented for review.

Report Library
Therap offers a wide range of custom reports to meet the requirements and demands of users at different agencies. These custom reports are made available for provider agencies under the Report Library feature of Therap Applications. Users are able to use these reports according to their needs by downloading them in Excel format and filtering necessary information.

Demographic Reports
Therap’s Demographic Report is based on the information entered in the Individual Data forms. The report displays the relevant demographic statistics by active/inactive individual, gender, age, mobility, communication modality, top 10 diagnoses and others. The report also shows counts of individuals enrolled in different programs and supervision schemes. Users have the option to export the Demographic Report results to an Excel file.

Staff Reports
Staff Reports allow administrators/users to generate the complete list of users within the agency and allows users to filter the report by users’ name, login name, title, gender and status. It displays the access rights of the users based on caseloads.

Incident Management Reports
The GER Event Summary report displays the list of the General Event Reports (GER) that were recorded for different caseloads within a certain period of time. It allows users to generate statistical reports for trend identification and analysis. Depending on their access privilege and caseload, users are able to create trend reports on different time variables including daily, weekly, monthly, within user defined time frames. Furthermore, users can define output columns from a comprehensive list including Individual details, event type details, medication error details etc.

Behavior Event Reports
BER Event Summary Report generates the number of Behavior Event Reports submitted in weekly, monthly, and yearly intervals by caseloads. Users are able to configure the report to include Event Date, Behavior Intensity and Event Duration among other information. The report can also be generated in an Excel spreadsheet for further analysis.
Staff Management

- Time-Stamped Documents with Electronic Signatures
- Record of Activities on Documents & Reports
- Tracking Staff Certifications/Trainings

Electronic Signature with Date/Time Stamp

Therap records all activities within the system and ties them to the staff performing the action of signing in with a 3-field user login. This way Therap provides an automated means of guaranteeing the electronic signature of the staff while also securely demonstrating their completion of various tasks. Each action a staff member takes within the system is recorded with their electronic signature and date and time stamp. No longer do administrative staff have to track down a signature or find evidence that necessary training/documentation review was completed, as Therap records these activities at the time of their completion, thus ensuring an efficient process for verification.

Detailed Staff Activity Tracking

Organizationally, Therap offers I/DD service providers the ability to aggregate and report compliance activities throughout the agency. Therap contains a library of reports and activity tracking to demonstrate acknowledgement of and adherence to policies, documentation of services provided, reconciliation of services provided to services billed, and much more. These functions may be used for internal controls while also being a tool during Quality Assurance review processes for efficiently verifying the agency’s compliance.

Staff Training Management Certifications and Reports

Training Certification Reports

The Certification Report displays trainees who have been certified for certain classes. The report criteria can be restricted between ‘Certification Date From’ and ‘Certification Date To’. Users can get to know when Certificate was created, Certification start Date, Certification Expiry Date of the class from this report along with reminders of certifications. Agencies can scan staff certificates to their training record.

Training Class Completion Reports

Therap’s Training Management System (TMS) module allows authorized users to track staff training classes, information on classes and certifications and records on staff credentials. Different TMS reports can be generated to track training information on the classes taken, initial certifications, training requirements and staff enrollments in classes. It also gives reminders of overdue trainings or certifications.

Staff Scheduling with Overtime Alerts

Staff Scheduling module helps tracking working hours both paid and unpaid along with alert messages that displays the hours that exceeds the regular working hours for each time slot. Overlapping times of the users can also be tracked using this module. It also displays weekly schedules for particular staff or across different programs enabling staff members to view their own schedules as well as their co-workers' on their calendars.
Electronic Health Records

- Generate Monthly Medication Administration Reports
- View Individual Medical Reports
- Track Personalized Care Needs

MAR - Integrated with Industry-Standard Drug Database

Therap’s Medication History and MAR modules interface with an industry standard drug database First Data-Bank; one of the world’s most comprehensive and trusted drug knowledge bases. This provides the modules with easy access to relevant drug information including drug image, drug identification, dosage information, precautions, side effects, and many more to improve user workflow and enhance clinical decision making at the point-of-need. It also helps reduce the incidence of medication errors and adverse drug reactions and monitors for drug recalls.

MAR & Medication History Reports

Customized MAR Reports

The MAR module offers customizable reports to meet the varying needs of users at different agencies. A number of parameters are provided to users to select from; which includes Individual name, Medication name, Medication type, Dose, Total Dose, Total count, Record date etc. Users can also restrict the generation of information to display particular medication type, record type, individuals, medications and staff administering the medication.

Medication History Custom Reports

Staff keeping track of the medication history of an Individual can use the custom report feature under the Medication History module to generate different types of reports each time. They can generate reports on scheduled or PRN medications, approved or discontinued medications, medications within a definite date range, home medication, prescriber of medications for Individuals by choosing from the wide range of criteria available under this report.

Individual Care Plan Template Library

The Individual Care Plan module allows users to design templates to document personalized medical care needs for the individuals. These templates are available under the Individual Care Plan Template Library for users to apply on one or more individuals. It allows users to detail symptoms, support and care approaches and staff responsible. Follow-ups and team meeting discussions, and tracking goals and outcomes for the plan can be added when the Care Plan is assigned to an individual.

Health Tracking Review and Detailed Reports

Health Tracking Review

View health record specific information of an individual such as summary, last updates, changed by and action on different health tracking modules.

More Health Tracking Reports on:
- Blood Glucose
- Height/Weight
- Infection Tracking
- Intake/Elimination
- Lab Test Results
- Vital Signs
Health Tracking Reports

Users can generate health care reports for given time ranges, with summaries from a recipient’s approved data across different Health Tracking modules.

The Health Tracking Monthly Report module allows users to produce a table for a recipient for a chosen time period which reveals clearly illustrated trends and changes of an Individual’s medical issues over a period of time. The table contains high and low vital signs, along with seizure totals, wounds, menses, intake/elimination and respiratory treatments. The report can also be exported to Excel spreadsheets.

The Detailed Report module allows users to view the aforementioned Health Tracking sections in one, comprehensive report, per recipient. Users can also use the filter option to view reports of a recipient under a particular module.

Health Care Reports

Users can generate information for a given time/date range extracted from Health Tracking forms, along with key information such as allergies, dietary guidelines, medical diagnoses with summaries from an individual’s data and General Events Reports. Once a report is generated, users can save the report within the system and add necessary comments.

Graphical/Data View

Graphical representation of Height/Weight measurements for convenient comparison (left) & Vital Signs (right)

Health Care Report

Extracts information from different Therap modules including Individual Data Form, General Event Report, and Health Tracking forms to provide a summary over a given time range.
Billing Solutions

- Reports to Track Service Delivery
- Billing and Utilization Reports to Track Authorizations & Units
- Export Reports to PDF or Excel for Further Analysis

Attendance Summary Reports
View summarized information on an Individual’s attendance and customize columns according to your preference for attendance type, attendance data form ID, and billable time slot among other fields.

Billing Summary Report
Enables ad-hoc reporting by selecting output columns from a range of options including service provider’s name, agency name, contact number, begin and end date, billable/non-billable units, unit rate, funding source, authorization number, service description/code, and claim ID.

Denied Claim Report & Unclaimed Reports
Denied Claim report displays Claim ID, queue date, and total amount for the list of denied 837 Professional and Institutional Claims.
Unclaimed reports display the Billing Data count for services within a specified service date range. This helps users to find out how many Billing data was generated for a particular month or service duration for individuals in programs.

Reconciliation & Utilization Reports
Reconciliation report generates reconciliation information with 42 elements including program cost center number, site cost centre number, description/code, account number, funding source, funding source vendor ID and so on. Reconciliation Reports also indicate total amount to be paid for a particular payer.

Utilization report tracks service units utilized and remaining over a period of time. It can further chart percentages of total utilization and remaining service units, and provide a view into remaining days, expiration status, and unit costs. This report can be generated monthly or annually.

Billing Automated Workflow

- Funding source specification
- Listing Services
- Recording service data
- Service description
- Unit of measure
- Total units
- Unit rate
- Rate tracking
- Amount calculation
- Data collection
- Rounding method definition

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Individual Support
- Goal Tracking
- Support Plans
- Personal Finance
- Daily Notes
- Demographic Information
- Incident Reports
- Outcomes Library

Billing Support
- Electronic Billing
- Unit Calculations
- Electronic Claim Submission
- Denied Claim Report
- Billing Data Summary
- Utilization Reports

Electronic Health Records
- MAR with Drug Database
- Nursing Care Plans
- Health Care Reports
- Appointments
- Health Assessments
- Nursing Notes
- Vital Signs, Infections, Lab Tests & More

Staff Support
- Staff Scheduling
- Shared Calendars
- Certifications
- Training Sessions & Sign-up
- HIPAA Secure Communication & Messaging

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