The Comprehensive Solution

for Government Funded Health and Human Service Systems.

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Therap®

www.TherapServices.net | (203) 596-7553

Who We Are

Consultative Approach with Unparalleled Experience

Partnering with State governments since 2005, Therap has unparalleled experience in the development, implementation and maintenance of solutions for Government Funded Health and Human Service Systems. Therap takes a consultative approach to these government relationships.

Our dedicated State Implementation Team consists of leaders from the State and Provider level, including former State Government Directors, Agency Executive Directors, and other industry experts. We collaborate with government officials to better understand how to configure the Therap system to meet local needs, as well as industry-wide best practices.

Our State Implementation Team also works to ensure that government contracts have the necessary training and support for a successful implementation. From conferences and user groups to training guides and software simulations, we are committed to providing a robust set of resources to providers, case managers, state staff and other stakeholders. Even after initial implementation, our support team continues to consult and provide assistance to ensure ongoing success.

Benefits of Therap

Cost Effective

Unlike custom-built platforms, Therap offers a SaaS / COTS solution that spreads software development security expenditures. This ensures cost effect access to industry leading technology.

Easy Implementation

Designed by human service professionals, Therap's turnkey approach is user-friendly and intuitive, regardless of a person's level of technical expertise. Therap also provides support during both initial implementation and ongoing operations.

Regulatory and Reporting Compliance

For public organizations, our powerful data reporting tools simplify compliance with Federal, State and Local regulations. As rules change, Therap updates its system to ensure alignment with requirements.

Comprehensive System

Our comprehensive platform offers 70+ tools to manage intake and placement through supports and outcomes, including the ability to bill and perform aggregate reporting and analysis.

Benefits of Therap

Data Integrity and Security

Data security is one of our highest priorities. We are committed to keeping your data secure from unauthorized access, making it available when you need it and providing a wide set of user permissions to prevent unwanted changes.

Business Intelligence & Flexible Reporting

Using Therap's Business Intelligence Dashboards, state agencies are able to create meaningful aggregated reports that allow for identification of trends, analysis of quality assurance data and assessment of overall agency performance.

Provider Oversight and Data Management

With Therap's Oversight Account system, State and Government entities will be able to connect to Provider Accounts across their networks of service. The sharing and gathering of information with Providers is streamlined via the ability to "push" and "pull" data on demand.
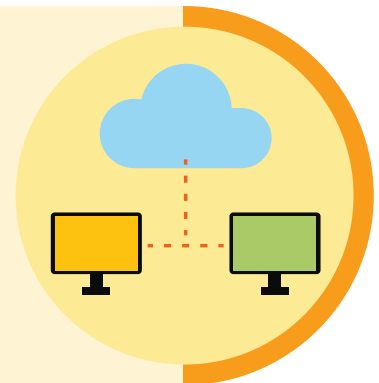
Role-Based Access Control

Therap provides role-based access that can be extended to agency personnel and external stakeholders, including self-advocates and family members. This promotes efficiency and strengthens accountability through enhanced communications.
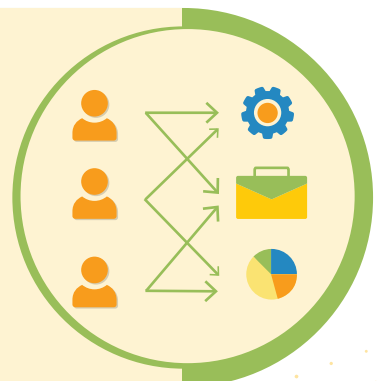
Therap Provides the Tools for a Person-Centered Approach

Plan | Support | Achieve

Ishya "Shae" Dotson

Assistant Director of 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. With Therap, your team can explore the goals your people in service want to attain, create the plans for achievement, track the provided supports and measure outcomes."

Planning Options for Case Management Teams that invite Collaboration by State Leadership, Providers, Individuals & Families.

- Support Individuals to create a shared vision for a good life

- Identify personal goals & strategies to achieve them

- Configure options to ensure State & Federal compliance

- Utilize tools including the Charting the LifeCourse framework
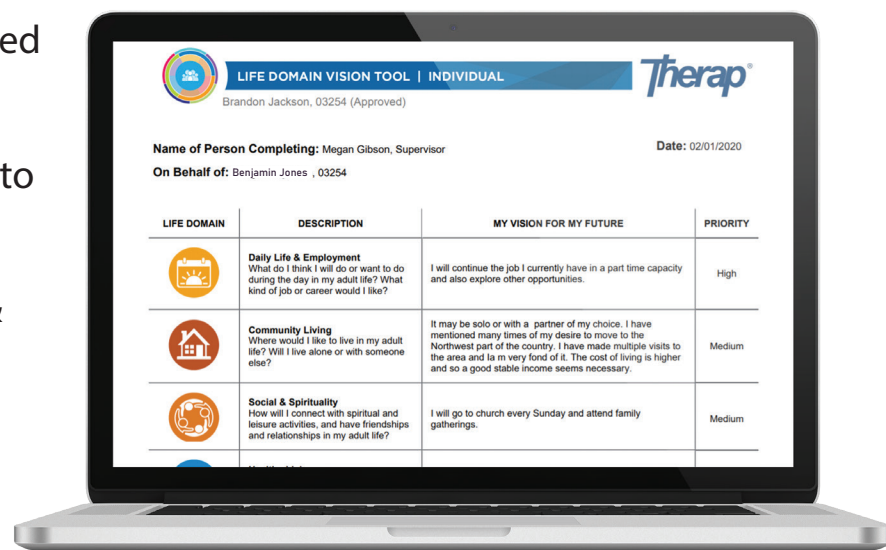
Data-Driven Evaluation Tools for Value Based Services

Meaningful | Measurable | Manageable

Jason Laws

Director of Quality & Data Initiatives

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

Streamline documentation review, reporting, and compliance activities via:

- Analytic Dashboards for Demographics, Health Services, Incident Reports, Case Management, Employment, Data-Driven Outcomes, Billing, & more.

- Assessment of outcomes at the State, Provider, Program and Individual levels.

- Real-time access for State Officials, Case Managers, Providers and authorized third party reviewers.
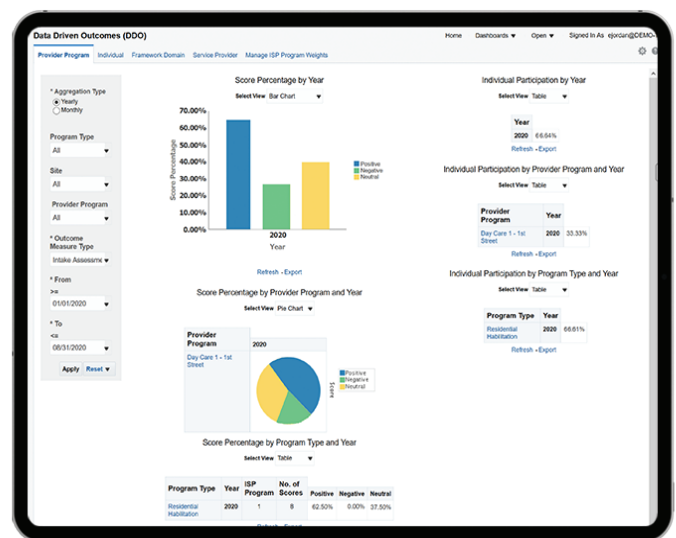
Comprehensive Oversight Functionality

Complete Service & Data Management

Therap's case management modules are built knowing that Case Managers need real-time data to facilitate the best possible outcomes for the people they support.

Quality Assurance & Reporting

- Business Intelligence
- Data Transparency

Billing & Claiming

- Based on Service Documentation
- Direct to MMIS/ MCO/ Insurance
- Reconciliation

Intake & Assessment

- Eligibility
- Level of Care
- Level of Need

Service Planning & Case Management

- Person Centered Planning
- Care Plans
- Authorizations

Service Provision

- Waiver & Provider Management
- Provider Documentation
- Incident Management
- EVV

Therap's System allows for improved data management and transparency between the State and the Linked Provider Network.

- Integrates the Intake / Eligibility / Referral processes
- Align data collection / documentation methods
- Easily share plans & service authorizations
- View data inputs from across the entire provider network
- Assess service provision outcomes & performance at the organization through the provider levels

Streamlined Case Management

Achieve Secure Transparency

Therap's Case Management System allows permission driven viewing of information across multiple, linked provider agencies on a defined caseload.

- Perform Case Management documentation
- Coordinate services and supports
- Easily distribute plans
- View input health data, incident reports, daily service notes and outcomes
- Pull reports on demand
- Access Billing / Claims from input Case Management service records

For a Privatized Case Management business model, a Case Management "Linked Provider Type" can be used for efficient sharing of information and data.

"Therap's statewide Case Management solution gives individuals, community service providers and case managers real-time access to information and data to provide better outcomes and decisions for our customers.

People on the waiting list will benefit as well, with a seamless transition from application to resources, and then services, all within one system.

Their resource navigation will be centrally maintained to follow them throughout their journey to services, providing meaningful input to the services that could make the most positive impacts in their lives."

-State Director of DD Services

# Individual Plans, Goals and Outcome Tracking

Therap's Individual Plan, Goals and Outcome Tracking Modules are designed to help your team meet compliance requirements and increase the overall quality of services. With Therap, you can build and share support plans, record outcomes and track / trend progress in one comprehensive system.

Support Plan

Configurable Elements Including:
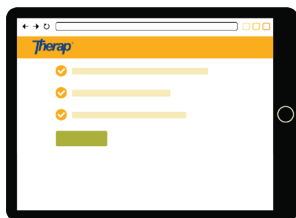
Goals
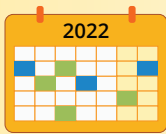
2022
Frequency of Data Entry

Scoring Methods

- Accessible by all stakeholders
- Improves communication and service coordination
- Plans can seamlessly be "pushed" into linked provider systems

On demand service delivery and outcome data reports can be "pulled" into your Oversight system from linked provider accounts.
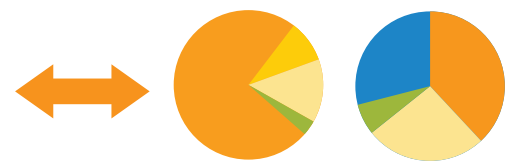
Flow of Outcome Data

Agency Wide Data

Provider   **Statewide**   **Visualizations**

Individualized data can be aggregated into Therap's Data Driven Outcomes tool. Not only does this identify trends at the Agency, Program and Individual levels, but it also allows the State to monitor the overall service delivery efforts.
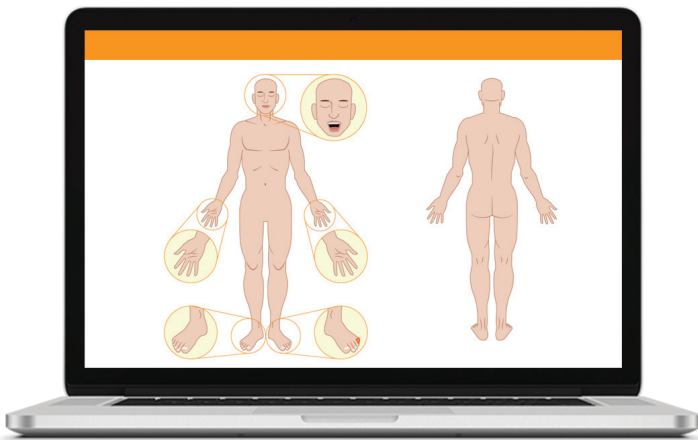
Incident Management & Reporting

Therap offers Special Government Pricing for State Incident Management Systems.

The **General Event Reports (GER)** module is a complete set of tools used to report Incidents / Accidents and record response in a secure and compliant way.

Using Oversight access, State organizations are able to pull Incident / Accident data from linked Provider accounts.

Therap's established GER process ensures that States are able to meet and submit required Federal government assurances to receive Medicaid matching funds.

- Critical Incident Reporting & Management
- Real-time access to Incident / Accident data
- Automated alerts and notifications
- Includes GER Resolution for Investigations
- Module reports and GER Business Intelligence Dashboards available at the State, Provider, Program and Individual level.

"The vast knowledge and experience Therap brings to the table makes them an ideal partner for (our State) as we move towards a single system for persons with intellectual and developmental disabilities.

Not only will Therap provide an opportunity for us to streamline internal and external business processes, it will give the department and providers insight on outcomes that will ultimately enhance the quality of life for the people we support."
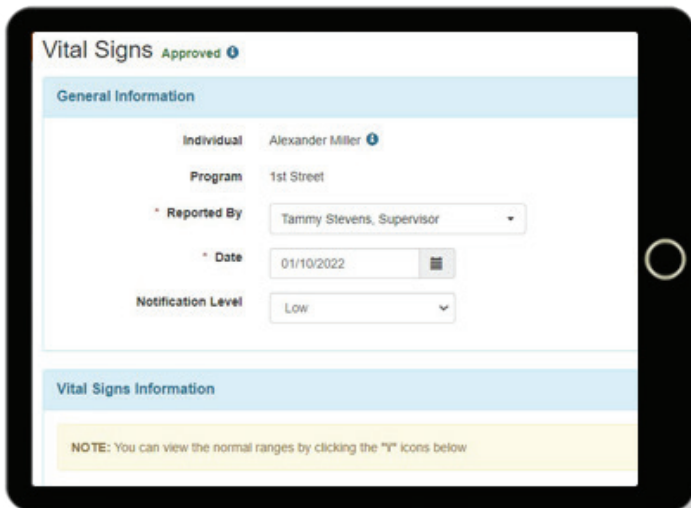
-State DIDD Commissioner

Electronic Healthcare Record

Health Tracking Solutions for Data-Driven Care

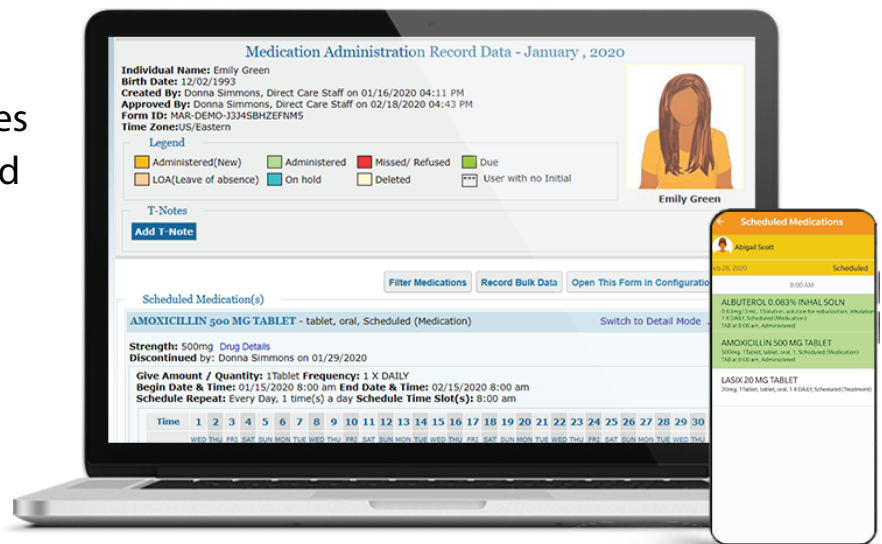### Track & Trend Health Data Individually & Aggregately

Using Therap's integrated health management tools, Users are able to efficiently track a variety of health data, which allows for the creation of detailed reports.

- Record nursing and health care supports from anywhere
- Share Care Plans, Appointments, Lab Test Results and more
- Produce a variety of Individual reports from input health care data
- Utilize Business Intelligence Health Tracking Dashboards to measure agency performance and outcomes

Therap's versatile Medication Administration Record (MAR) enables Users to track medication passes and provided treatments.

- Drug Data Bank Interface
- Easy-to-Read Color Coding
- Search and Report Tools
- Mobile Option Included.

Integrated Billing for States and Providers

Bridging Individual Plans, Documentation and Claims

With Therap's Oversight System approach, States are able to maintain contracted billable services, eligibility requirements, service restrictions and rates from a single platform.

Through flexible methods of data collection, the State is able to monitor and manage service authorizations, claim submission, utilization, reconciliation and funding management for all networked providers.
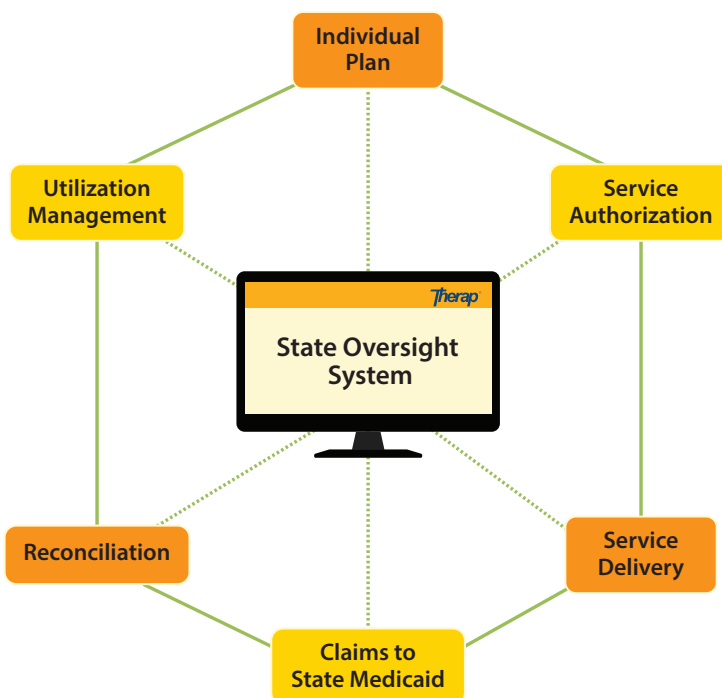
- Individualized Budgets
- Professional & Institutional Claims
- Configurable Billing Rules
- Maintain Medicaid Eligibility Data
- Monitor Resource Availability and Use
- Notifications of Utilization Expirations
- Multiple Reporting Methods for Each Step of the Billing Process

Susan Allen

National Business Development Billing Consultant

"Billing and managing claims are critical functions to keep businesses operating at their full potential. Therap's comprehensive EHR gives you all the tools you need to administer your claims process in one place."

Mobile Applications

Seamlessly integrating with your Therap account and assigned permissions, Therap's user friendly Mobile Applications put our most essential tools in the palm of your team's hands.

- Document in real time at the point of service
- Enter information from anywhere with a data or cellular connection
- Access Therap's most popular tools quickly and efficiently
- Ensures business continuity in case of a disaster
- GPS location tracking for service verification and validation
- Available for Apple and Android

All of these benefits are backed by Therap's commitment to data security - with our password protected, cloud-based system, no information is stored on the device.
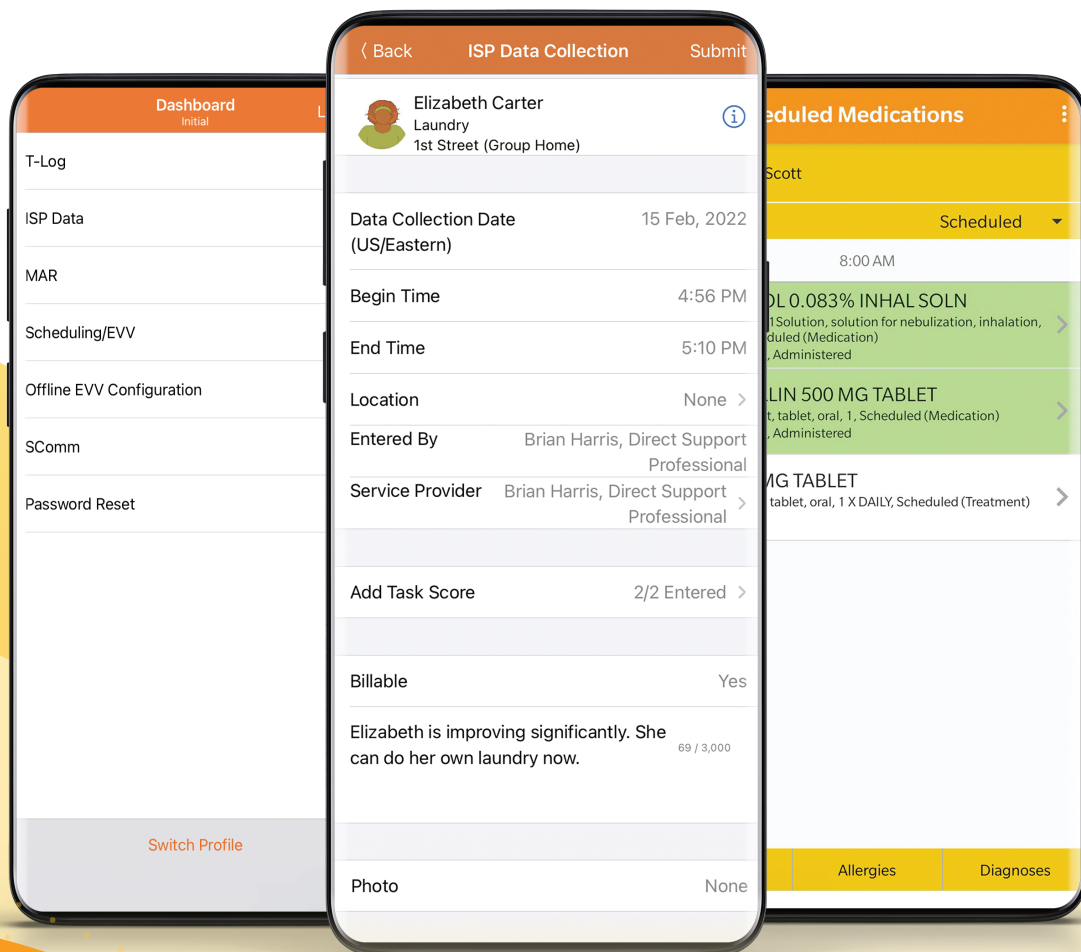
Electronic Visit Verification (EVV) and Staff Scheduling Solutions

Therap's EVV System is CMS Certified

Features Include:

- Mobile, Interactive Voice Response (IVR), Fixed Visit Verification (FVV) and Offline options for EVV data collection

- Voice & signature verification availability

- Calendar-based schedule building

- Self Scheduling features

- Direct integration with service documentation

- Create billing claims from EVV Data

- Review over & under utilization of authorized EVV services
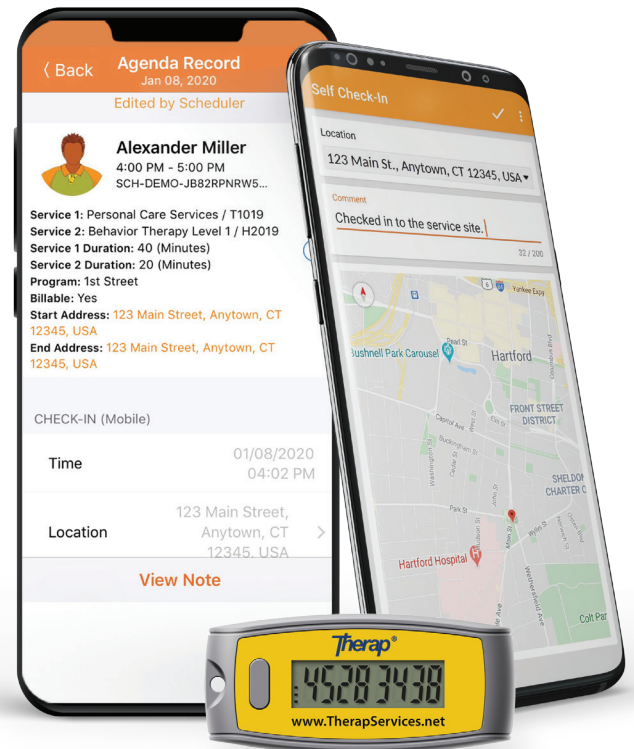
"Therap's statewide EVV system gives individuals, families, community service providers and DHSS real-time access to information and data to provide better outcomes and decisions for our customers. CMS Certification has been a collaborative effort from stakeholders across the State."

-Senior State Director
Department of Health & Social Services

Connecting to EVV aggregators in over 25 states

Charter member
of NEVVA

nevva
THE NATIONAL EVV ASSOCIATION

Therap Reporting, Business Intelligence

Multiple Options to Make the Most of Your Data

Application Reports

- Multiple standardized reports throughout the application
- Track budget & service authorization utilization
- Assess competency of services provided
- Ensure documentation compliance

Report Library

- Universal library of Excel reports based on User feedback
- Export reports for review and analysis of data
- Supplement Application reports

Business Intelligence Dashboards

- Aggregate Statewide data
- Generate reports for various modules and billing functions
- Measure execution of quality assurance activities
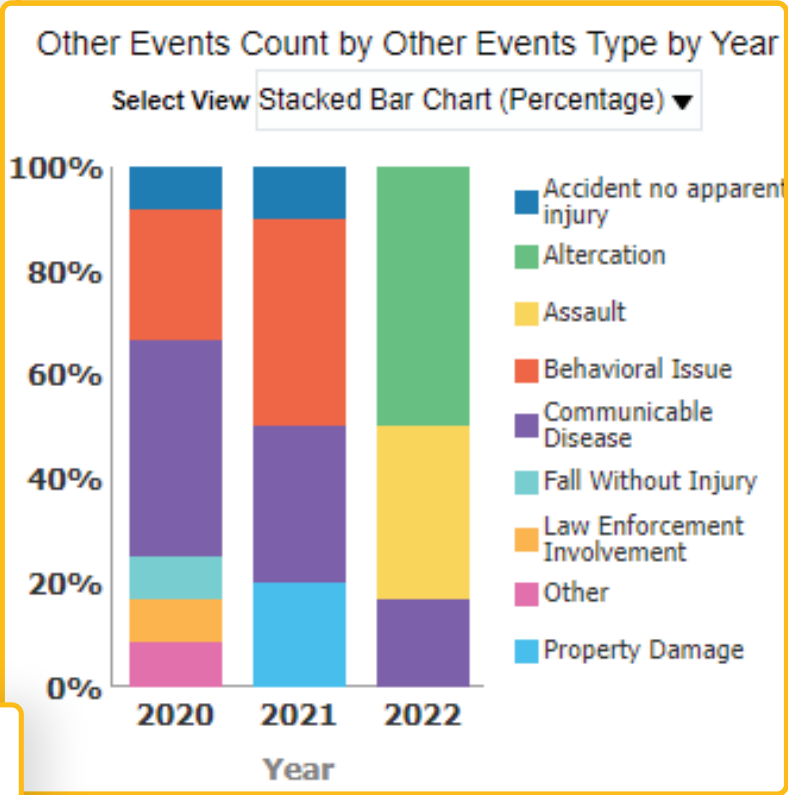- Assess overall performance in supporting Individuals

Data Driven Outcomes

- Mine service data to view / share intuitive graphical reporting
- Measure outcomes and the quality of services
- Identify trends to evaluate performance at the State, Provider, Program, Staff and Individual levels
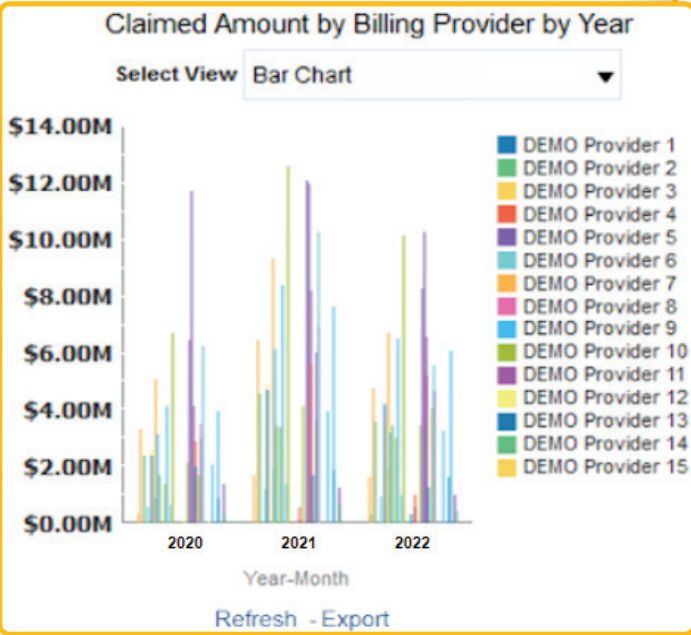
and Data Driven Outcomes
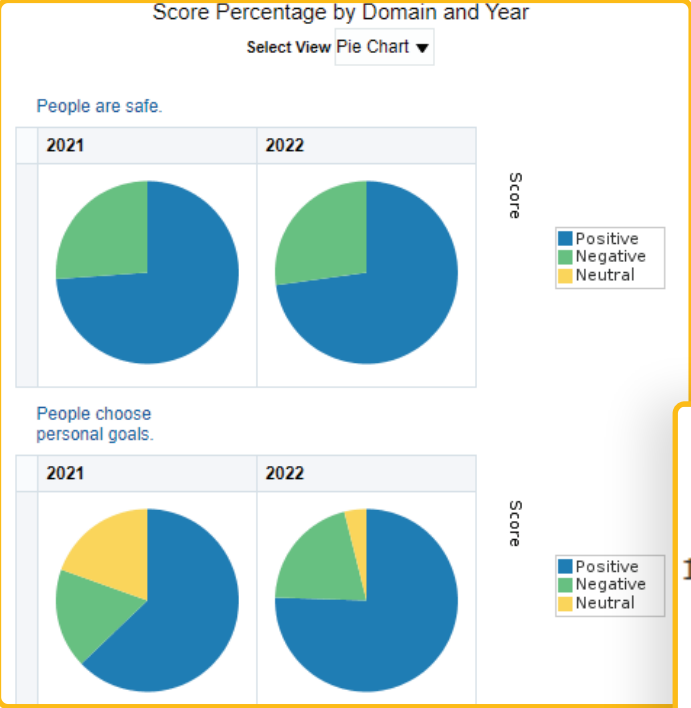
**Data Driven
Outcomes Dashboard**

**GER
Dashboard**

**Billing
Dashboard**

Therap's Commitment to Data and Information Security

Data security is one of our highest priorities. We are committed to keeping your data secure from unauthorized access, making it available when you need it and providing a wide set of user permissions to prevent unwanted changes.

Availability

Our security and operations teams use a state of the art system that they monitor 24 hours a day, 365 days a year. We operate multiple sites to prevent interruption of service or loss of documentation ensuring business continuity, even in the event of a disaster.

Integrity

Therap combines cutting edge physical, administrative and technical controls to keep your data protected from unauthorized changes, ensuring that it is always reliable and accurate.

Confidentiality

Therap's password protected system, with available 2-Factor Authentication, comes with a robust set of user permissions. Your Therap Administrators are able to configure the privileges and access rules to meet your team's security needs.

Interoperability for Flexible Data Usage

Sharing Data With External Systems

External Data Feed

Extract input data using Therap's External Data Feed module for use in an external system or organization's Business Intelligence platform.

- Twice daily secure file transfer of bulk input data from Therap's comprehensive application

- Ideal for correlation / aggregation of data captured within Therap with data captured / stored within other business systems to enhance overall operations and quality assurance.

- Full data dictionary of all feeds available as part of supporting materials

- Ability to configure recipients and allocate feed access for particular data content / elements to appropriate users

Therap's Health Information Exchange Connection

- Share Individual health information with hospitals, clinics, physicians and agencies
- Send / Receive messages from connected HIE Trading Partners

Import the information to the 'Medical History' section of the 'Individual History' form for an Individual in the Therap system.

- Individual Demographics
- Hospital Visit Information
- Observation Results
- Diagnoses
- Allergies
- And More

Therap®

Person-Centered. Data-Driven.

"Therap is the best software company
I have ever worked with."

20 Year State IT Director

Connect With Therap

Last update: 07/22