

Nebraska Independent Providers FAQ

Question: I forgot my password. How do I reset my password?

Answer:

- On the main Therap website (www.therapservices.net) click on [Nebraska Independent Providers](#).
- In the upper right-hand section of the page, click on [Forgot Password?](#) Fill out the information and click [Send](#).

Question: How do I find and acknowledge my Service Authorizations?

Answer:

- On the Individual tab, scroll down to the section labeled [Individual Budgeting](#). Under Service Authorization, click [Search](#).
- On the Service Authorization Search page, click [Search](#).
 - The Service Authorizations that have been sent to you will be displayed.
- On the Service Authorization page, look at the [Acknowledgement Status](#) column. If you see a status of [Pending](#), this means that you need to acknowledge the Service Authorization.
- Click anywhere on that Row.
- Review the information on the Service Authorization to make sure everything is correct.
 - The Service Authorization will list the dates that it covers, the total number of units/miles authorized for the date range, and how many units are allocated each month.
- Click [Acknowledge](#).
- **NOTE: You may also click on the To Do tab and click on the [Acknowledge](#) link under Service Authorizations. This will take you to the Service Authorization in order to Acknowledge.**
- You may also click on the link below or paste it into your web browser to see the step by step guide on Acknowledging Service Authorizations.
 - <https://www.therapservices.net/supportresources/ne-independentproviders/AcknowledgingServiceAuthorizations.pdf>

Question: When trying to enter billing, I receive the message that Nothing is Found to Display.

Answer:

- On the Individual tab, scroll down to the section labeled [Individual Budgeting](#). Under Service Authorization, click [Search](#).
- On the Service Authorization Search page, click [Search](#).

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- On the Service Authorization page, look at the [Acknowledgement Status](#) column. If you see a status of [Pending](#), this means that you need to acknowledge the Service Authorization.
- If everything shows Acknowledged, look at the [From and To](#) columns to make sure there is a Service Authorization within the date range you are trying to bill for (i.e. 7/01/2017 – 12/31/2017). If there is not a Service Authorization, contact your Service Coordinator.

Service Authorization

Filter 15 Records

Form ID	Oversight	Authorization Form ID	Service	From	To	Individual	Unit of Measure	Rate	Total Unit(s)	Acknowledgement Status
IBPSA-DEMO-F674SXSZY4M6Q	Demo Nebraska Provider	IBSA-DEMO-F4R4SMP22767Q	4596 - EFH Res Hab	03/01/2017	03/31/2017	Johnson, Isabella	Daily	\$116.58	1	Pending

Showing 1 to 1 of 1 entries

Question: How do I enter my billing, approve it, and submit it?

Answer:

- On the main Therap website (www.therapservices.net) click on [Nebraska Independent Providers](#).
- Under the [Nebraska Independent Provider User Guides](#), click on [Documenting Services \(Entering Attendance\)](#).
- You can also click or paste this link into your internet browser.
<https://www.therapservices.net/supportresources/ne-independentproviders/DocumentingServices-EnteringAttendance.pdf>





Note: If you want to enter attendance for a date range, click **Attendance Search**.

Question: When trying to Generate Billing, I'm getting an error and a triangle next to the individual's name.

Answer:

- Check that within the date range specified, that each day is filled in with either P (Present), A (Absent), or N (Not Scheduled). Every date within the range must be filled in.
- If a specific date or dates are grayed out, click on the [Update](#) Tab at the top.
 - In the middle of the screen in the white part is a section labeled [Show All: Incomplete, In Prep, Approved, Submitted for Billing](#).

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Show All: <input checked="" type="checkbox"/> Incomplete <input checked="" type="checkbox"/> In Prep <input checked="" type="checkbox"/> Approved <input type="checkbox"/> Submitted for Billing			
<input type="checkbox"/> 26 Thu	<input type="checkbox"/> 27 Fri	<input type="checkbox"/> 28 Sat	<input type="checkbox"/> 29 Sun
<input type="checkbox"/> P  2	<input type="checkbox"/> P  2	<input type="checkbox"/> P  2	<input type="checkbox"/> P  2

- Click the box next to [Submitted for Billing](#).
- If there are any date boxes that are orange, this is why you are not able to generate billing. Therap will not allow billing to be generated if any dates within the current specified date range has already been submitted for payment.
- Change the date range to not include the approved billing.

Question: When do I use Not Scheduled in Attendance?

Answer:

- On the dates that you do not work, select the date.
- Under Attendance Options, select [Not Scheduled](#)
- Click [Submit New](#)

OR

- If you have entered just all of the dates that you worked, click the white box next to the Individuals name.

<input type="checkbox"/>  Smith, Jacob

- This will select all of the dates that have no entry on them.
- Under Attendance Options, select [Not Scheduled](#)
- Click [Submit New](#)

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Question: How do I run my ISP Programs?

Answer:

- On the Individual Tab, click [ISP Data > New](#)
- Click on the Individual's Name
- Click on the Program you would like to run (you can click anywhere on the line.)
- The first time the ISP program is ran, an acknowledgement page will display.
 - Scroll down to the bottom of the page and click Acknowledge
- Select the date the ISP is for and click [Submit](#).
- Select a [Score](#) for each task, enter comments if applicable, and click [Save](#).

Question: What is the difference between Attendance New and Attendance Search?

Answer:

- New allows you to enter attendance for one day at a time.
- Search allows you to enter attendance for a date range that is within the same month.

Question: I need a copy of what I have been paid. Where do I find that?

Answer:

- On the Billing Tab, click [Remittance 835>Search](#)
- On the Remittance 835 Search Page, change the [Upload Date](#) to the start date you want to search from.
- Enter an Upload To date if you want to enter an end date.
- Click [Search](#)
 - Each line that is returned indicates a check that was sent from the State for the date range specified.

Question: My billing was rejected; how do I re-submit my billing?

Answer:

- On the main Therap website (www.therapservices.net) click on [Nebraska Independent Providers](#).
- Under the [Nebraska Independent Provider User Guides](#), click on [Resubmit Claims in 'System Rejected' and 'Service Coordinator Rejected' Status](#).

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- You can also click or paste this link into your internet browser.
https://help.therapservices.net/app/answers/detail/a_id/1311

Question: I made a mistake on my billing that I submitted. How do I correct and re-submit?

Answer:

- On the main Therap website (www.therapservices.net) click on [Nebraska Independent Providers](#).
- Under the [Nebraska Independent Provider User Guides](#), click on Submitting Replacement Claims.
- You can also click or past this link into your internet browser.
<https://www.therapservices.net/supportresources/ne-independentproviders/SubmittingReplacementClaims.pdf>