



Case Study:

Achieving 100% EVV Compliance in America's Most Rugged Terrain

How the State of Alaska and Therap Services
Built a Model for Fiscal Integrity and
Remote Operational Success



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Executive Summary

The Alaska Department of Health (DOH), Division of Senior and Disability Services (SDS) faced an unprecedented challenge: implementing the federal 21st Century Cures Act mandate across a vast geography with intermittent connectivity. **In just 70 days**, Therap and the State transitioned a paper-heavy, fraud-vulnerable system into a precision-driven, 100% compliant digital ecosystem with full provider participation, securing Medicaid matching funds for the State of Alaska and boosting operational efficiency statewide.

Alaska At A Glance



Solving EVV for the Frontier



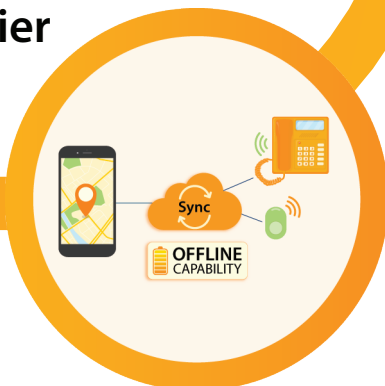
The Mandate:

21st Century Cures Act: Enacted into U.S. law in 2016 to combat fraud and verify that authorized Personal Care and Home Health services are accurately delivered to individuals in need.



The Challenge:

Connectivity & Adoption: Alaska required a system capable of 100% reliability in "dead zones" with zero internet, while remaining simple enough for a non-technical, multi-lingual or non-native English-speaking provider base to adopt quickly.



The Solution:

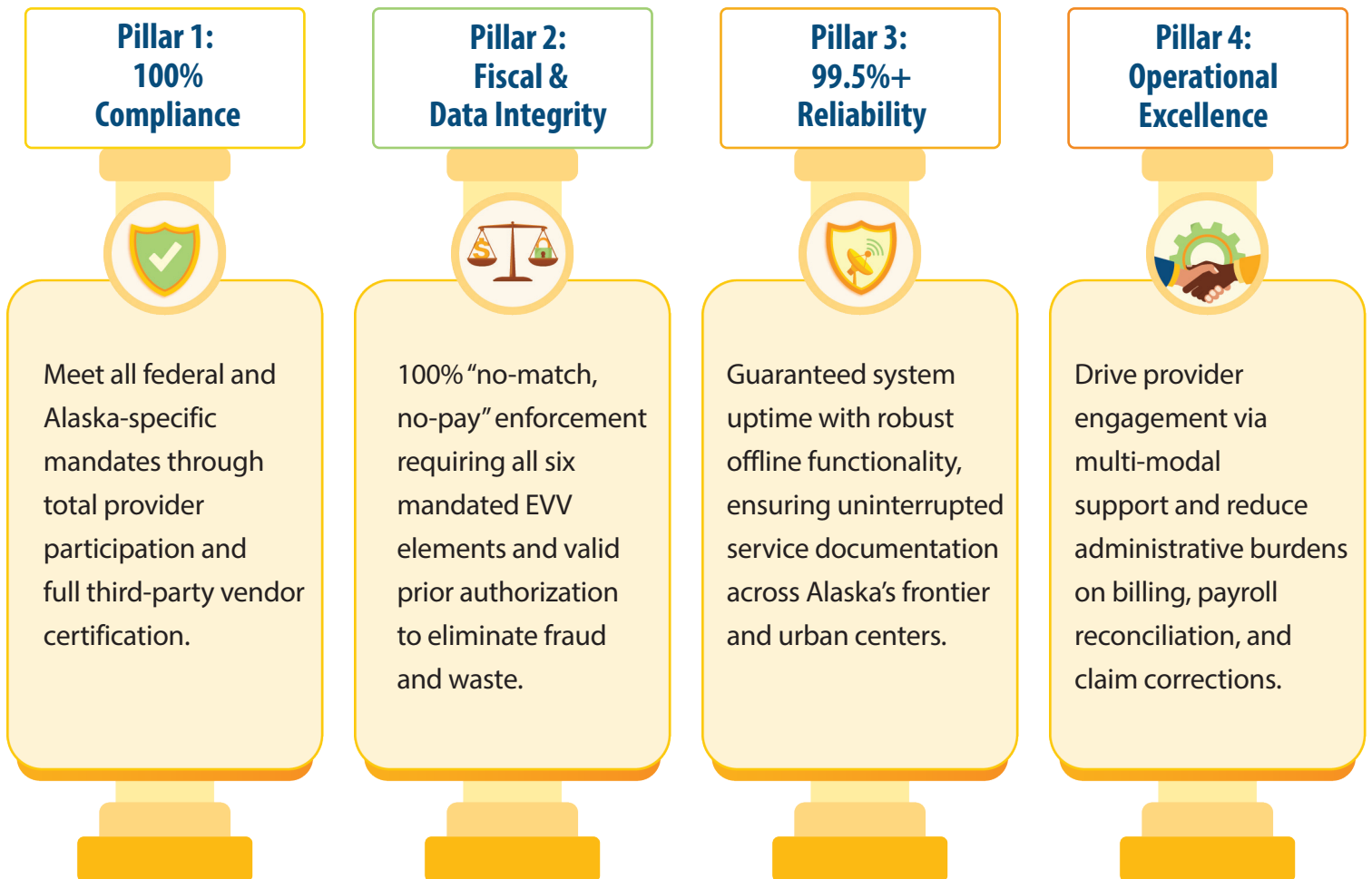
Therap's Flexible Platform: A robust, flexible COTS platform offering multiple check-in methods (Mobile, IVR, Fixed Object) and offline capability to ensure no service goes unverified, regardless of geography.

The Challenge

Before partnering with Therap, Alaska’s Home and Community-Based Services (HCBS) were anchored by inefficient legacy workflows that drained resources and compromised fiscal integrity. Providers were trapped in a cycle of manual data entries and labor-intensive timesheet reconciliation, forcing staff to prioritize administrative tasks over person-centered care. This operational environment left the state unprepared for the rigorous demands of the federal Cures Act mandate, creating a bottleneck that threatened both service delivery and state compliance.

This environment created substantial fiscal risk for the state, characterized by high error rates from incorrect billing and a vulnerability to Fraud, Waste, and Abuse (FWA). Furthermore, while the state aimed for an open EVV model allowing provider choice, the existing fragmented technology ecosystem where providers used different non-integrated systems complicated the path to achieving centralized compliance and mandated data aggregation, ultimately stressing limited state staff and funds.

Alaska EVV: Four Pillars for Success



Why Choose Therap?

Therap proposed a cost-effective, comprehensive, flexible platform capable of handling complex HCBS requirements while offering multiple check-in options for remote environments

State-of-the-Art Aggregator: Slated to go live shortly after implementation, the Therap Aggregator streamlined data from both native and third-party systems

MMIS Integration: Therap engineered an innovative solution allowing the legacy MMIS to continue claims adjudication while using Therap's data to enforce a "no EVV, no payment" gate

Offline Mastery: Robust offline features ensured Direct Support Professionals (DSPs) could document care in the field without Wi-Fi, syncing data automatically once a connection was restored

Ease of Provider Adoption: Therap's established reputation as a trusted EHR provider in Alaska fostered immediate credibility and high user satisfaction during the EVV rollout. This pre-existing acceptance among the local provider base ensured a smooth transition, resulting in a practical, effective system that secured high engagement from frontline staff statewide.

The Compressed Countdown Timeline



Therap's agility allowed the state to move from contract execution to statewide compliance in under 70 days, successfully mitigating the federal penalty risk.

Implementation Strategy

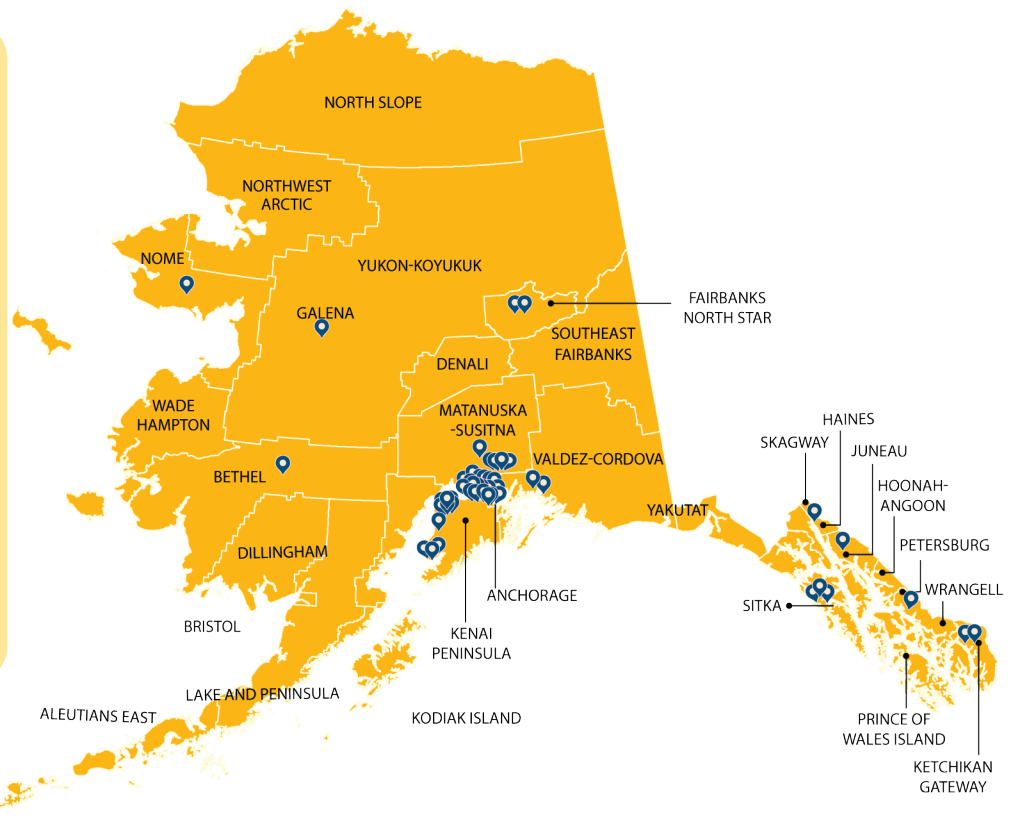
Facing a short “runway to launch” to meet the January 1, 2021 deadline, Therap launched Alaska’s EVV system by **prioritizing rapid provider onboarding** and **rigorous third-party certification**. Despite extreme geographic challenges, Therap leveraged its existing reputation and state partnerships to ensure **even hesitant providers reached compliance**.

Technically, Therap engineered an innovative integration that allowed the state’s MMIS to maintain core functions while enforcing a **“no-match, no-pay” gate**. By collaborating with MMIS developers, Therap proved its data could seamlessly populate adjudication tables without disrupting automated denial-prevention edits. This strategic bridge **avoided a total system overhaul**, addressing concerns regarding resource allocation and stability while reducing “change fatigue” by preserving familiar billing methods.

Supported by extensive UAT and 24/7 live technical support, the **project achieved 100% compliance on schedule**. This success ultimately led many providers to voluntarily migrate to Therap’s out-of-the-box tools, recognizing the superior efficiency of a fully integrated EVV-to-billing workflow.

Provider Engagement & Outreach Map

Despite vast distances and seasonal challenges, Therap, in partnership with the state, onboarded 66 provider agencies within the first six weeks. This rapid adoption established Therap as the EVV solution of choice across the majority of the provider base.



Proven Quantitative Results

The implementation of Therap's EVV solution in Alaska has delivered unprecedented levels of data integrity and financial optimization for the state's Medicaid program. By hitting critical benchmarks for compliance and system reliability, the project has transformed fiscal oversight from a manual process into a precision-driven operation.

Uncompromising Data Integrity and Compliance

Therap's commitment to "100% compliance" is reflected in the following outcomes:

100% Provider Participation:

Achieved total statewide adoption with zero service gaps or compliance leaks

Full Cures Act Adherence:

100% of collected data contains all six federally mandated elements (Type, Individual, Date, Location, Provider, and Time).

KPI Excellence:

Consistently met or exceeded all CMS Key Performance Indicators since implementation

Mandatory Verification:

100% of claims require matching EVV Data and valid prior authorization before payment

Testimonial

“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 and allows for Alaska to apply for enhanced federal financial participation to continue to improve services and outcomes for all Alaskans.”

John Lee

Former Alaska Director of Senior and Disabilities Services

System Reliability and Financial Impact

The technical excellence of the platform directly translated into enhanced federal support and operational stability:

- **Enhanced Federal Funding:** Secured 90% design, development, and installation (DDI) and 75% operations and maintenance (O&M) federal match through rapid, successful CMS certification.
- **99.99% System Reliability:** Maintained high-availability uptime since 2021, ensuring uninterrupted documentation across all Alaska regions.

Conclusion

The successful Alaska EVV implementation was not just a technological feat but a testament to the Therap team's commitment and ability to go above and beyond, engaging in deep collaboration and persistent problem-solving with all stakeholders. This partnership leveraged Therap's comprehensive and flexible platform to overcome the state's unique geographical and technological challenges, delivering unprecedented results in Compliance, Integrity, and Operational Reliability. The success of this project further reinforces the value of an integrated HCBS platform that goes 'Beyond EVV,' offering the provider network a single, robust system for essential functions like documentation, ISP/Care Plans, and billing, which streamline operations and improve the quality of care statewide. This track record of sustained excellence ultimately resulted in the state renewing its contract with Therap in 2025, cementing a long-term partnership built on trust, innovation, and proven outcomes.

Call to Action

Bringing Therap's proven success to your state is now simpler than ever!

As an Awarded Supplier through the NASPO ValuePoint Cloud and Software Services contract, we offer a streamlined, pre-negotiated procurement pathway to fast-track your timeline.



Therap Government Business Team

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About Therap

Since 2003, Therap Services has focused on a single mission: providing person-centered, data-driven technology that advances care for vulnerable populations. We provide a best-in-practice Commercial Off-the-Shelf (COTS), Software as a Service (SaaS) platform purpose-built for long-term services and supports. Having evolved from an electronic records pioneer into a provider of software tools that elevate the quality of service, Therap remains a dedicated partner committed to supporting the community through modern, person-centered applications.



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