



Nebraska EVV for DD Agency Providers

August 2020

Any information, support services or advice related to functionality of Therap Services' products is for general guidance only. Care providers are expected to know the procedures, practices and terminology required to provide care for the individuals they serve.

Using Therap should neither circumvent nor take precedence over required care, nor should it impede the human intervention of care providers in a manner that would have a negative impact on any individual's well being.

Seek professional advice on specific issues and their impact regarding any individual or entity. No liability can be accepted for any errors or omissions or for any person acting or refraining from acting on the information provided in these materials and/or presentations.

Any discussion of future functionality is intended for informational purposes only. It is not a commitment to deliver any material, code, or functionality, nor should it be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described is at the sole discretion of Therap.

1. Introductions
2. Overview of EVV
3. Checking in with Therap EVV
4. Implementation Plan
5. Demonstration
6. Questions

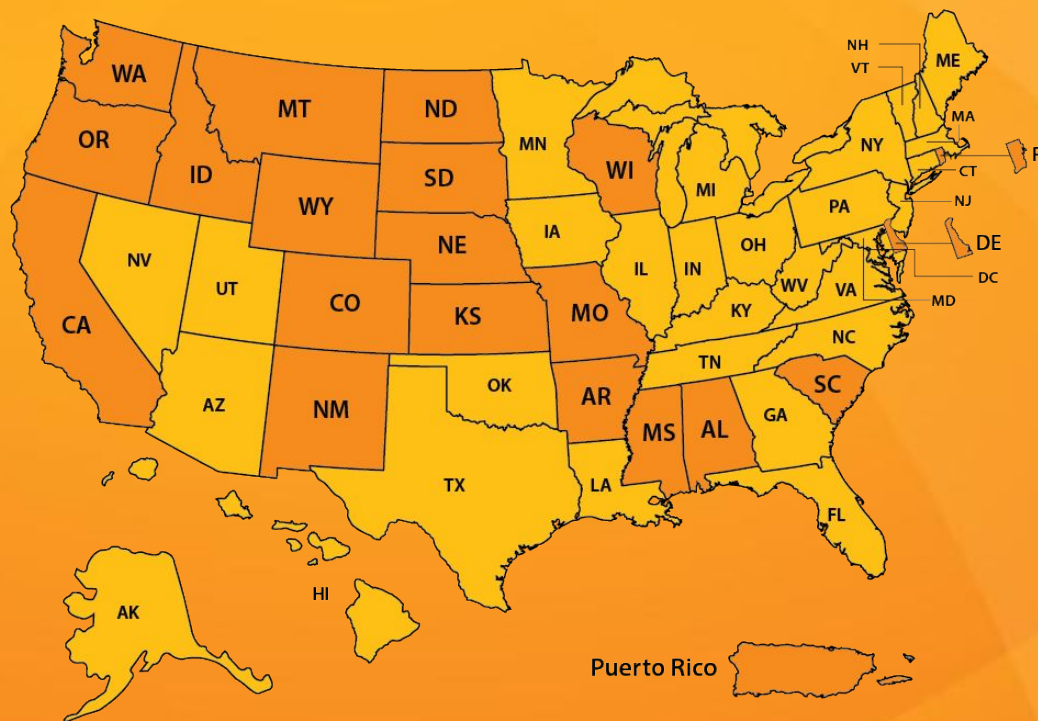
Therap: An option for DD Providers

- Therap EVV module will be an option for those DD providers that are providing those services subject to EVV

HCBS Developmental Disabilities Waivers Services (CDD and DDAD)		
Service	Service Code	Provider Type
Independent Living	2639	Agency and Independent
Supported Family Living	7494	Agency and Independent
Medical In-Home Habilitation	9220	Agency
Behavioral In-Home Habilitation	1796	Agency
Respite	2656	Agency
Respite (In-Home)	8148	Independent
Homemaker	9393	Independent
Homemaker	9769	Agency

- The Therap EVV module is being offered to DD providers at no cost
- Visit information will be sent from Therap to Tellus;
- Claims submission will still occur in the Tellus application
- DD providers who chose to use the Tellus solution will need to notify DDD at DHHS.DDProviderRelations@nebraska.gov so that the EVV module in Therap can be disabled

 State Contracts



Users in all 50 states and contracts with 20 states

MPSC001 Last update: 04/20



Justin M. Brockie
Chief Operating Officer

- Overall responsibility for the project
- Working with state contracts nationally
- Working with Therap's development team on EVV
- Working in North Dakota since before the DD state project started.



- Based in Omaha, Nebraska
- Former Nebraska provider
- Has worked with the Nebraska DD provider community for Therap since 2014

Calvin Christensen
Business Development
Consultant



- Therap's EVV Specialist
- Work on EVV development and implementation.

**Stephanie Masters
Norton**

Senior Training &
Implementation Specialist



- Currently working with aging providers in South Dakota on EVV and billing
- Manages independent providers in Nebraska
- Background in Therap's Billing Team

Tracy Linko
State Implementation
Specialist



- Will be working on EVV implementation across all Nebraska providers

Caiti Woodburn

Training & Implementation
Specialist



- Will be working on EVV implementation across all Nebraska providers

Rich Frettoloso

Training & Implementation
Specialist



**Therap is a charter member of the
National Electronic Visit Verification Association (NEVVA)**

NEVVA is a not-for-profit organization dedicated to serving as the single source for Electronic Visit Verification industry-related information for states, managed care organizations and providers.

<https://nevva.org>

National Electronic Visit Verification Association (NEVVA)

Charter Members

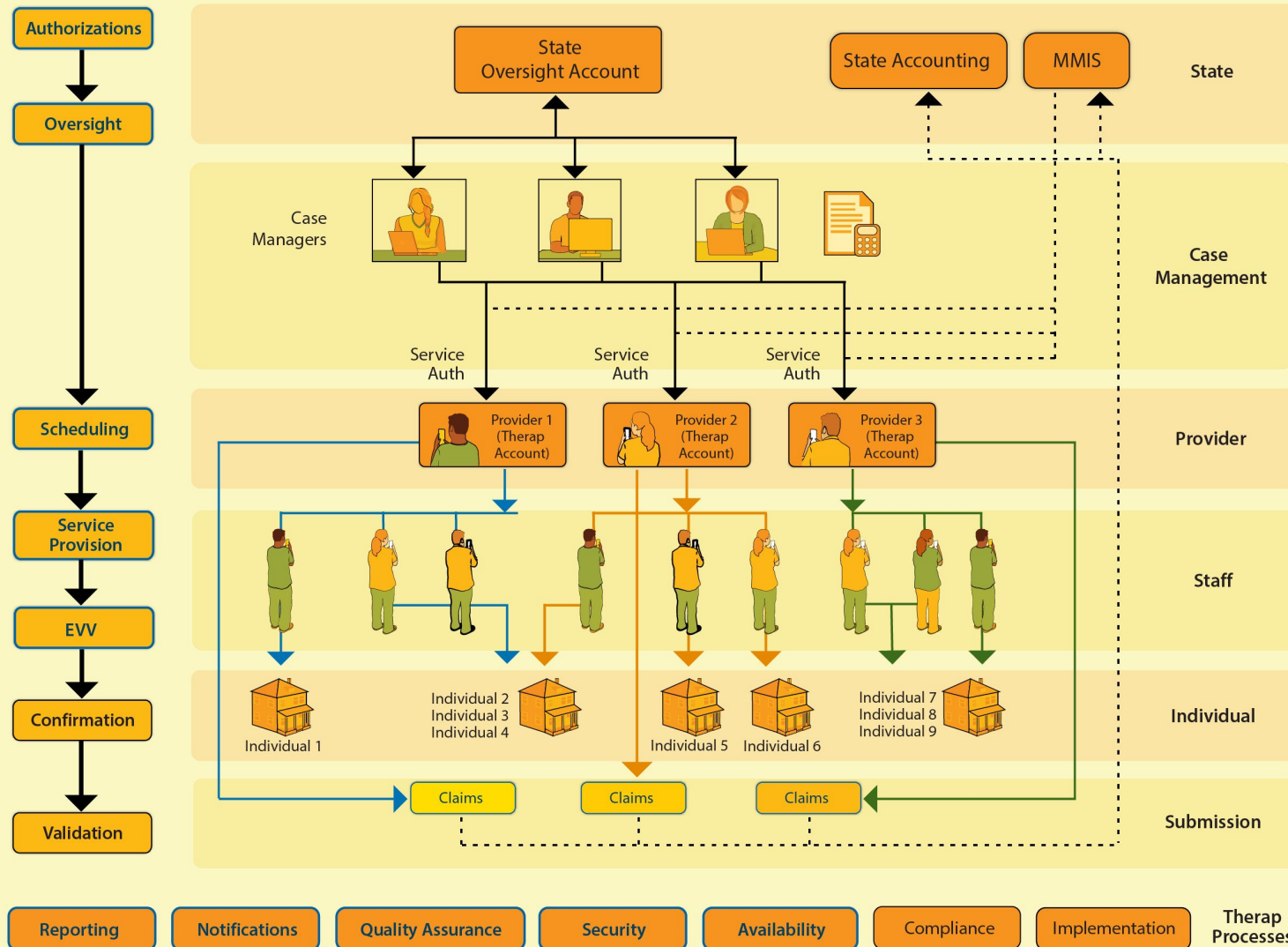


Strategic Partners

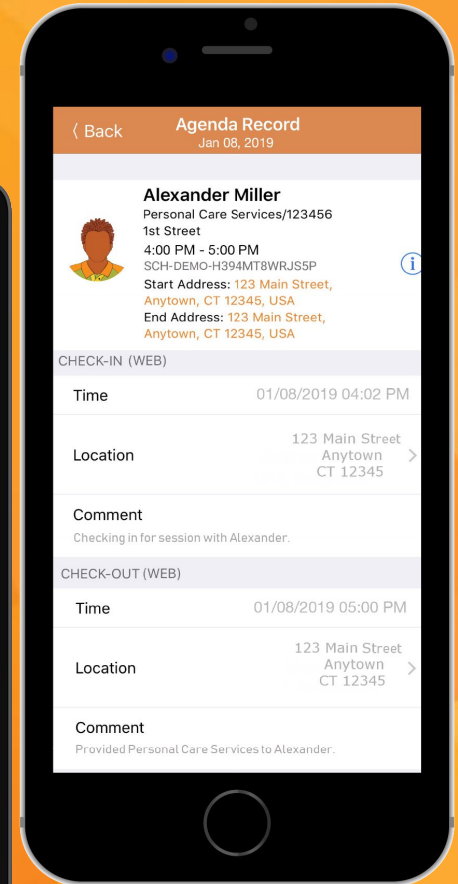
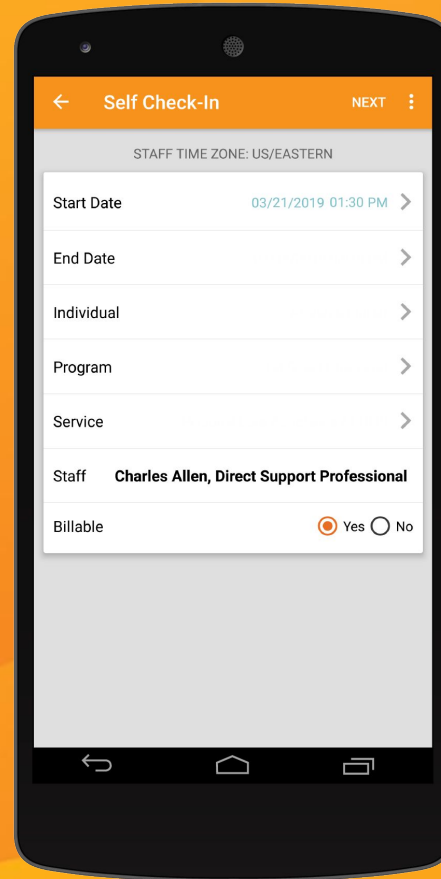
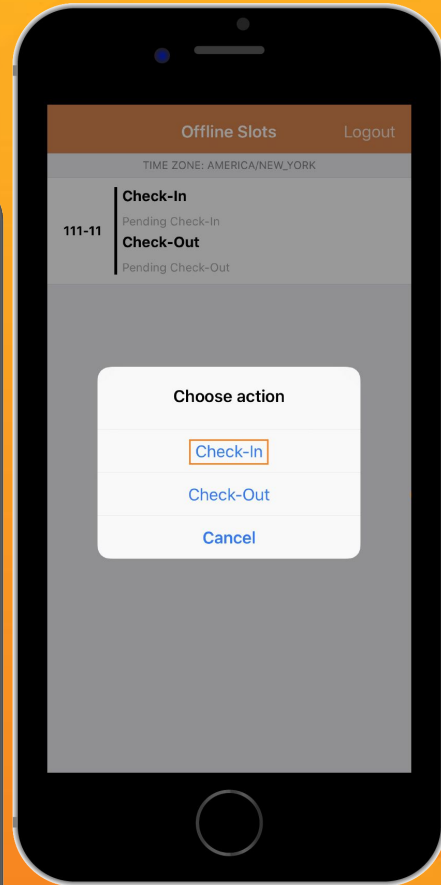
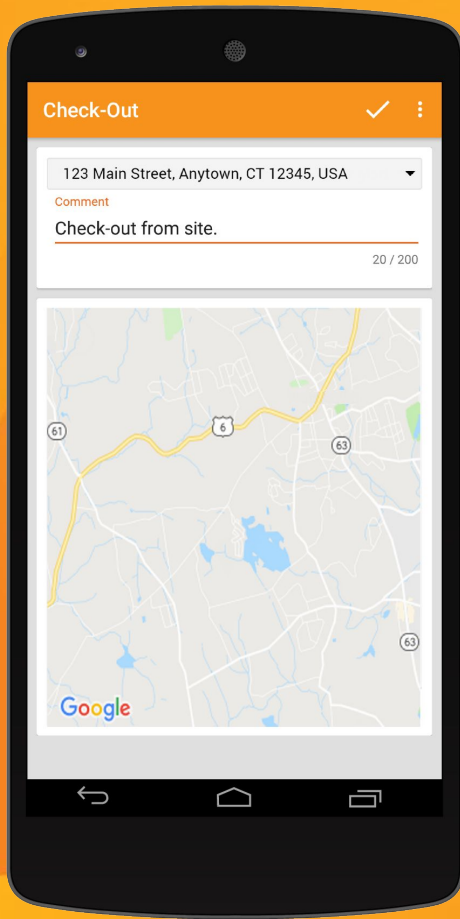


State Members





Electronic Visit Verification



1:08

< Dashboard Configuration

Please set your offline PIN below to enable offline mode

Login Name harris

Provider Code DEMO-TH

••••• SHOW

••••• SHOW

SET PIN

< Back Agenda List

< Jan 07, 2020 >

Add to Offline	7:00 AM	Miller, Alexander Personal Care Assistance/T1 1st Street 7:00 AM - 8:00 AM
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Self Check-In

1:09

Offline EVV Login

Login Name

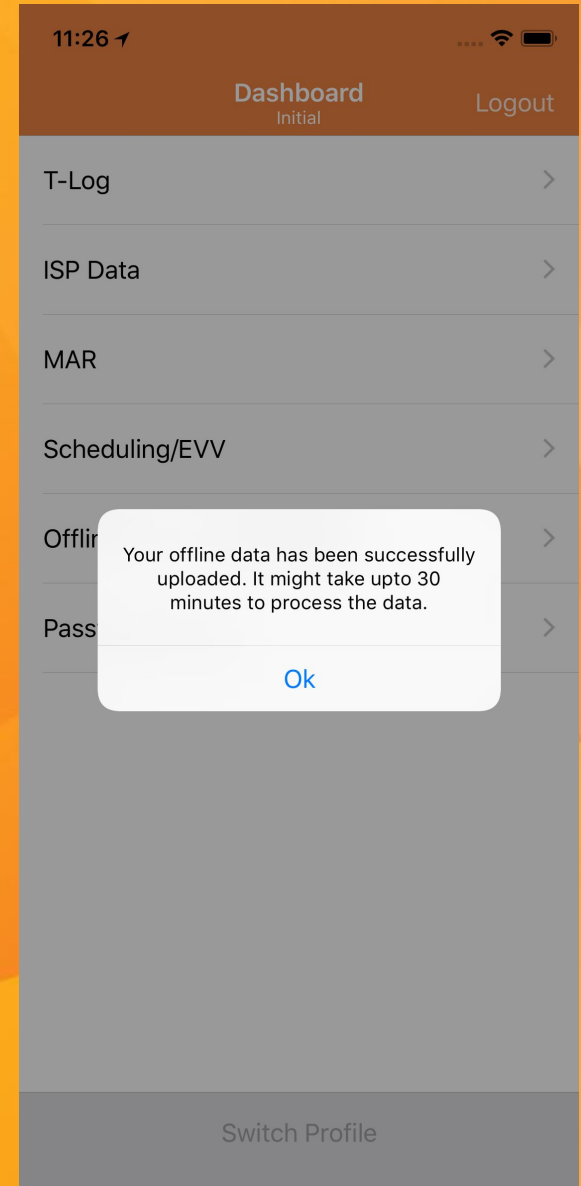
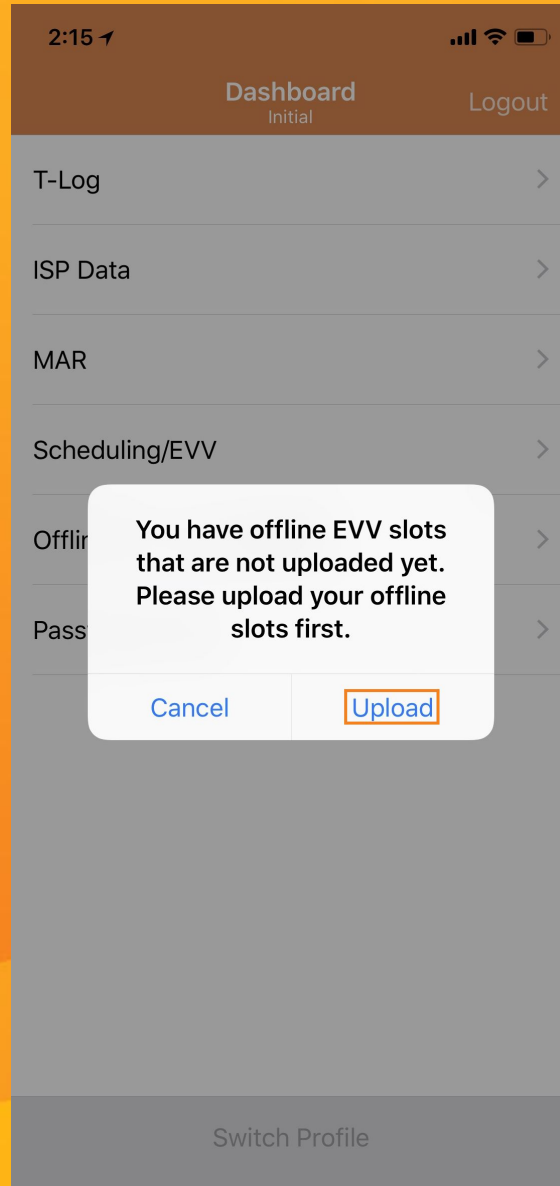
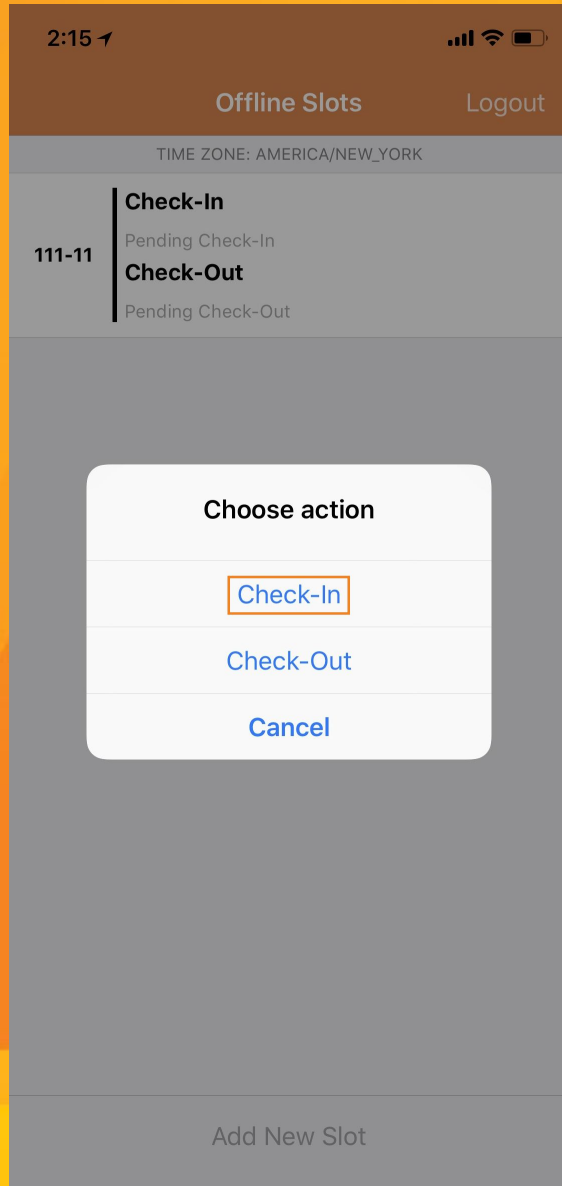
Offline PIN

DEMO-TH

Offline Login

Switch to Online Login

Version 6.0
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- Device is registered to a specific location.
- Generates a seemingly random number (Time Based password)
- Therap can decode number to be time and date (with location)
- Can be used on its own or in conjunction with telephony (IVR)

Therap Dashboard Menu Robert (SQA-TH) Logout

FWW Device List

Filter 15 Records

Device name	Address
Device 1	622 Buckingham Street, Watertown, CT 06779, USA
Device 2	240 Broadway, Manhattan, New York, NY 10007, USA

Showing 1 to 2 of 2 entries Previous 1 Next

[Create New](#)
[Export to Excel](#)

[Cancel](#)

Therap Dashboard Menu Robert (SQA-TH) Logout

Fixed Visit Verification Device

* Device name

* Device ID

* Address

Street 1 Street 2

City State Zip Code Country

Location

Individual(s)

Available

Daniel Hill, MJW3665112	<input type="button" value="+"/>
Barbara Jarrett, WAX2388364	<input type="button" value="+"/>
Virginia Billingsley, HWW9803828	<input type="button" value="+"/>
Myrtle Elliott, NHU4894136	<input type="button" value="+"/>
Clifford Dean, JNN550688	<input type="button" value="+"/>

Selected

Valorie Gregory, AHM8658943	<input type="button" value="-"/>
Lee Mercado, XYK2510882	<input type="button" value="-"/>
Julio Laubach, BIX4705896	<input type="button" value="-"/>

[Cancel](#) [Back](#) [Save](#)

Start Location

End Address (If Different)

End Location (If Different)

IVR Phone

Note

Staff	Check-In Time	Check-In Address	Check-In Collection Method	Check-Out Time	Check-Out Address	Check-Out Collection Method
Robert Bruton, Title-1814220						

** Edited by scheduler*

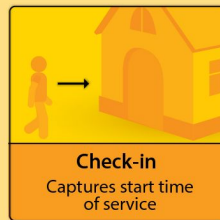
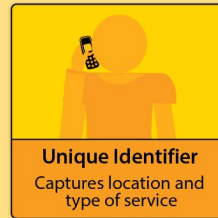
Check-In Comment

About 200 characters left

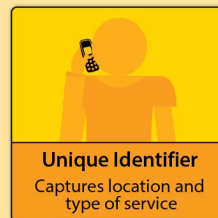
Check-In Device Input

[SComm](#) [Comment](#) [Check-In](#)

For Checking in:



For Checking out:



Schedule

- View/Check-In
- Self Scheduling
- Search
- Offline Schedule

Staff	Check-In Time	Check-In Address	Check-In Collection Method	Check-Out Time	Check-Out Address	Check-Out Collection Method
Justin One, Program Manager						

** Edited by scheduler*

Check-In Comment

About 200 characters left

Location

Map Satellite

Street 1 : 12 Birchwood Court X
 City : Wolcott
 State : CT
 Zip Code : 06716
 Country : United States

Staff	Check-In Time	Check-In Address	Check-In Collection Method	Check-Out Time	Check-Out Address	Check-Out Collection Method
Justin One, Program Manager	05/04/2020 12:47 PM	12 Birchwood Court, Wolcott, CT 06716, USA	Web	05/04/2020 12:48 PM	12 Birchwood Court, Wolcott, CT 06716, USA	Web

Check-In Comment: test
 Check-Out Comment: test

** Edited by scheduler*

Please only upload data related to 'Michael O'Brown, 0001'
The maximum file size allowed is 3 MB

Scanner Options

Scanner: Please Select

Resolution: Please Select

Color Mode:

- Color
- Grayscale
- Black and White

Scan

Preview/Edit Scanned File(s)

↶ ↷ 🗑️ 📄

⏪ ⏩ Nothing selected ⏪ ⏩

Upload

Upload Scanned File

* File Name:

File Size: 0 Bytes

Description:

About 80 characters left

Attachment
Add File Scan File

Staff	Check-In Time	Check-In Address	Check-In Collection Method	Check-Out Time	Check-Out Address	Check-Out Collection Method
Justin One, Program Manager	05/04/2020 12:47 PM	12 Birchwood Court, Wolcott, CT 06716, USA	Web	05/04/2020 12:48 PM	12 Birchwood Court, Wolcott, CT 06716, USA	Web

Check-In Comment: test

Check-Out Comment: test

* Edited by scheduler

Please only upload data related to 'Michael O'Brown, 0001'
The maximum file size allowed is 3 MB

Select File Choose File Browse

Description

About 80 characters left

Upload

Form ID : SCH-DEMO-J6V4N58Z7YVKY
Time Zone : US/Eastern
Entered By : Mia Cole, Behavior Therapist on 04/27/2020 10:42 AM
Last Updated By : Mia Cole, Behavior Therapist on 04/27/2020 10:44 AM
Approved By : Mia Cole, Behavior Therapist on 04/27/2020 10:42 AM
Slot ID : 137-266-5
Self Checked-In : Yes

Schedule Slot Approved ⓘ

Staff Mia Cole, Behavior Therapist

Update Check-In 04/22/2020 09:03 AM

Update Check-Out 04/22/2020 10:08 AM

*** Exception Code** - Please Select -

Description

- Please Select -
- Individual / Guardian Declined Verification
- Individual is Displaced
- Individual Unavailable
- Mobile Device Issue
- Other
- Service Outside the Home
- Staff Error
- Staff Forgot to Check-In / Check-Out
- Telephony Issue

Schedule

- View/Check-In
- Self Scheduling
- Search
- Offline Schedule

- Pre-Schedule:

- Self-Schedule:

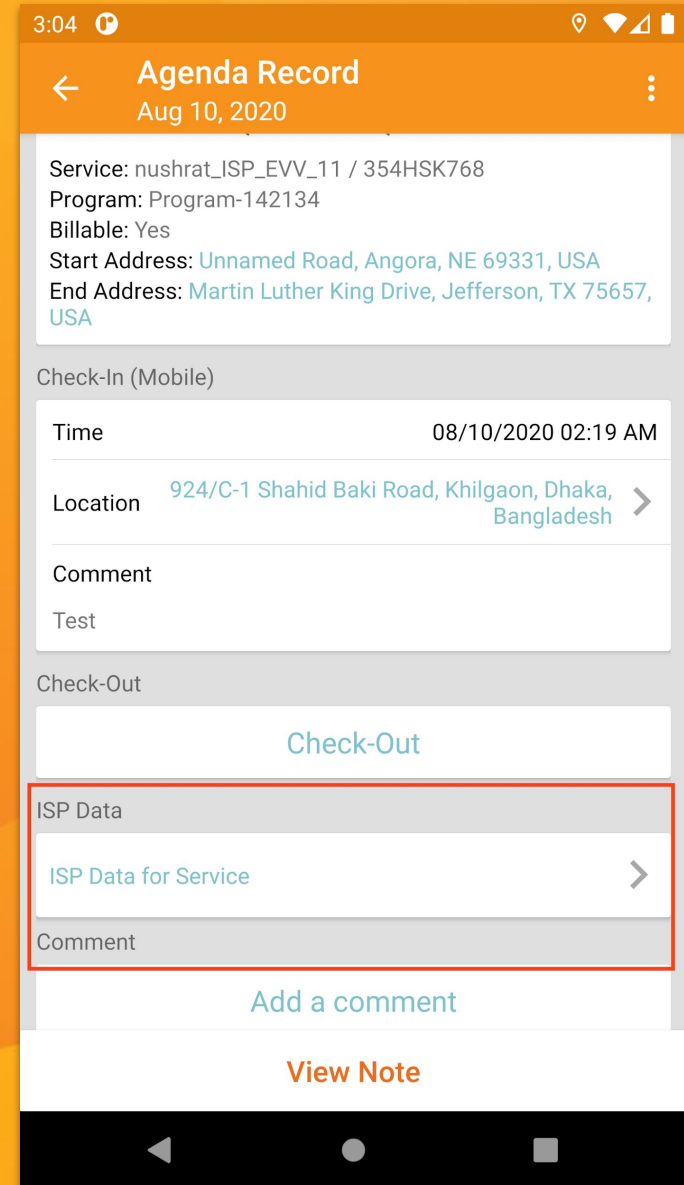
- Self Check-in:

Therap[®]

Why Therap?

- No additional cost to you
- You and your staff know Therap
- Therap staff know Nebraska and your agency
- EVV works on the same authorizations that you currently use with Attendance. They will switch over with go-live.
- Therap is building interfaces with Tellus to send in your EVV Data
- Over time as Tellus enhances the interfaces, you should be able to complete all of your billing and updates from Therap as you do currently.
- Therap will train you and help you train your agency.

- Your staff will only have to use one system
 - Non-EVV services will continue to be documented and billed from Therap.
- Therap has integrated ISP Data with its EVV module so that service data can be collected at the same time (in the same app as EVV Data.



- Completed visits will be sent to Tellus hourly
- Agencies will confirm when visits are ready for billing

Billing

Tellus EVV

Tellus EVV [Submit](#) | [Search File | Rejected Data Search](#)

Please see the report below for details

The EVV data file has been successfully placed in the system queue. You can use the Form ID to check the status from EVV File Search.

Form ID: BTEF-DEMO-HAU4L4WGBRAWX
File Name: THRP_SRVC_20190804060033.txt

Actions

[Back to Search](#) | [List](#)

- **Phase I :: Q2&3**
 - Practice
 - Use scheduling in your regular account based on current (Attendance based) Service Auths
 - No Billing
- **Phase II :: Q4/1**
 - New Service Auths will come from DDD-NE
 - Billing will be based on EVV data for EVV Services
 - Interfaced with Tellus for claims
 - Attendance Billing still available for other services

What do we need to do now?

- Therap staff will be reaching out to you over the coming days and weeks.
- Start that training as soon as you can.
- Develop your BYOD (Bring Your Own Device) policy.
- Work with your staff to practice EVV using your existing authorizations (while still billing from Attendance)
- Look for discrepancies between the EVV data and attendance
- Identify and address challenges before you go live.

IMPLEMENTATION, TRAINING & SUPPORT

Scheduling/EVV			
Therap		Disclaimer: The sample below is only a sample. It is merely a guide as to how implementation is conducted. Each provider should exercise independent judgment when developing timelines and consider their own unique operations and circumstances.	
		Tasks Completed: Q9	
X	Due Date	Task	Timeline
5		Training for Those Setting Up The Module	Week 1
6		Identify Team Responsibilities <ul style="list-style-type: none"> Provider Admins Billing/Accounting Staff Schedulers Front line staff 	Week 2
7		Identify Equipment Needs <ul style="list-style-type: none"> Device/equipment needs - mobile devices with geolocation capabilities if using the EVV component; download Therap app to mobile devices May use laptop/desktop/other devices if not using the EVV/geolocation component 	Week 2
8		Develop Policies and Procedures <ul style="list-style-type: none"> Review state requirements on how EVV data is going to be provided What services will have schedules created by a scheduler vs staff using self-check-in? Will web check in be permitted? (This is a global setting, so policies might be developed for different services for whether they should use it) What will be the daily/weekly hour work limits? Whether to require strict address validation for check-in? How will authorized units per period be used in the service authorizations? Process for reviewing/editing check-in/out times How to deal with open shifts Expectations for when to check in. What is the expectation/process if checking in or out late? (What to include in your comment, contacting the scheduler, etc.) How to handle overnight shifts 	Week 4
9		Contingency Planning <ul style="list-style-type: none"> Alternative check-in methods: Offline check-in, IVR/Interactive Voice Response (check-in via phone) Process for contacting scheduler if these options are not available 	Week 4
10		Develop Timeline/Training Process <ul style="list-style-type: none"> Select your go live date Choose training options: onsite, train the trainer, recorded webinars/videos, Training Academy (if applicable), ongoing training after go live 	Week 4
11		Complete Action Steps <ul style="list-style-type: none"> Assign appropriate super roles prior to training Create service description codes Create service authorizations Configure provider and manage staff Create individual and/or program based slots (for services that are not self check-in-able) 	Week 6
12		Training and Go Live <ul style="list-style-type: none"> Notify staff of go live date/transition Identify and Train staff on check in/out procedures 	Week 7
13		Reporting and Auditing <ul style="list-style-type: none"> Identify QA team Report library reports (Weekly Staff Report, Slot Report) Audit scheduling data against other types of data (ISP Data, billing) Staff follow up and retraining as needed 	Week 8
14			



Training Academy

Self-Paced, On-Demand Training Courses

Free Courses Related to Therap's Electronic Documentation Software for I/DD Providers

[Find a Course to Start Learning Now](#)

Tutorial on Logging into the Training Academy:



This Video will give a summary of all the things that you need to do for logging into your Therap Training Academy.

[View Tutorial](#)

Therap Detailed Implementation Plan

Agency: _____ Date: _____
 Therap Expert: _____ Start Date: _____
 Agency PA's: _____

Phase 1: Days 0 - 60
 ID's, T-Logs, SCOMM, GER, and Health Tracking

Module Name	Module Elements	Implementation Plan Checklist to demonstrate measurable movement along the Therap Implementation Plan. Delay in milestones will result in delay in moving to the next module.	Timeframe
Individual Data (ID)	<ul style="list-style-type: none"> Main starting point and data transfers to other modules. Demographic face page Essential support guideline Date of birth Residential address Admission to agency ID number Social security, Medicaid, Medicare numbers, insurance Individual photos Family, emergency contacts 	Data will be entered manually or imported via excel. Date Milestone Week 2 checkpoint shows progress 30 day checkpoint shows progress 60 day checkpoint shows completion	Days 0 - 60

Phase 1: Days 0 - 60 (continued)
 ID's, T-Logs, SCOMM, GER, and Health Tracking

Module Name	Module Elements	Implementation Plan Checklist to demonstrate measurable movement along the Therap Implementation Plan. Delay in milestones will result in delay in moving to the next module.	Timeframe
T-Logs	To write individual specific, health, nursing, behavior, or summary notes related to an individual or facility/shift-to-shift log.	Date Milestone Week 1 checkpoint shows daily usage Week 2 checkpoint shows daily usage Week 3 checkpoint shows daily usage Week 4 checkpoint shows daily usage Week 5 checkpoint shows daily usage Week 6 checkpoint shows daily usage Week 7 checkpoint shows daily usage Week 8 checkpoint shows daily usage	Days 0 - 60
SCOMM (Secure Communications)	Send secure internal messages/mail within the agency account to another user. Create internal user groups to send messages/mail.	Date Milestone Week 1 checkpoint shows daily usage Week 2 checkpoint shows daily usage Week 3 checkpoint shows daily usage Week 4 checkpoint shows daily usage Week 5 checkpoint shows daily usage Week 6 checkpoint shows daily usage Week 7 checkpoint shows daily usage Week 8 checkpoint shows daily usage	Days 0 - 60

Help and Support

Support Home
States
Training
Troubleshooting
Events
Programs
Request for Demo
Login

Search for all support materials
 Detailed searches get better results, indicate state name for state specific results.
 Do not use protected health information in search.

[Advanced Search](#)

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Enrollment in Therap Training Academy is included for Therap Users

Already have a Training Academy account?

Login to Training Academy

(if you don't have an account just click on any of the courses down below to get started.)

Do you want to invite staff to courses and track their progress?

Send your request here

Training Manager Account Request

<p>Benefits</p> <ul style="list-style-type: none"> On demand training from Therap instructors All courses are free Quizzes to test competency and retention Earn certificates upon completion 	<p>A Variety of Courses to Choose from</p> <ul style="list-style-type: none"> Beginning/Advanced Courses Courses in Spanish Excel Training Provider Administration Training Electronic Health Record Person Centered Documentation and more 	<p>Training Managers</p> <ul style="list-style-type: none"> Verify staff are knowledgeable in competency area New courses on how to master the modules you already use Invite staff to just the courses they need to take
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Courses Include

Health Tracking: Height and Weight

Health Tracking: Height and Weight *Interactive*

Health Tracking: Blood Glucose

Health Tracking: Blood Glucose *Interactive*

View All Courses

Therap[®]

Demonstration



Q & A / Wrap-up

Questions can be sent to:

DHHS.DDProviderRelations@nebraska.gov



Thank You