

Therap Implementation FAQ

Implementation and Scope

Q: Can we use this for all our youth or just the High Acuity?

A: Phase I implementation is currently limited to CFS High Acuity youth. Expansion to additional populations would require future review and approval.

Q: Will new providers receive communication about a one-on-one session and how will it be set up?

A: Yes. New providers will receive communication with instructions for scheduling an individual onboarding session and account setup. Sessions will be booked through Calendly and hosted on Zoom.

Accounts, Access, and Referrals

Q: For CFS-funded DD youth, how do we know which side of Therap to use?

A: If the youth has a DD eligibility determination, the DD instance should be used. Youth referred through the CFS initiative will be referred by the CFS Clinical Team, which will identify the correct instance for documentation.

Q: Do providers need to load individual demographics themselves?

A: No. Individual demographic information will be sent from the CFS State Oversight account to the provider account. If an LOA youth has not been referred in either the DD or CFS instance, contact the Clinical Coordination Team for assistance.

Q: If already using Therap for high acuity youth, do we have to start over?

A: Documentation requirements for this initiative begin on the date the youth is formally referred to the CFS account. Prior historical data from another provider account or system will not need to be transferred.

Incidents, Behaviors, and Programs

Q: Will the MAR be available?

A: The Medication Administration Record (MAR) component can be made available as an optional feature upon provider request.

Q: How is the maladaptive behavior report different than a GER?

A: The maladaptive behavior report is intended for routine behavioral data collection tied to treatment goals and trends. A General Event Report (GER) is generally used to document significant incidents or unusual events. CFS-required reporting remains the priority.

Q: Will providers be able to create their own ISP programs?

A: State-required ISP templates, data collection, and documentation standards remain the primary requirements. Additional provider-created templates, if allowed later, would be optional supplemental tools.

Forms and Timing

Q: What is the go-live date for providers?

A: Final go-live dates will be communicated once testing and implementation scheduling is finalized.