

Therap[®] / Person-Centered. Data-Driven.



Catalog Highlights

- Therap Training Resources
- Secure Video Streaming
- **Therap Connect**



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🌐 www.TherapServices.net

☎ (203) 596-7553

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Dr. Ishya "Shae" Dotson
Assistant Director of Support,
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.”

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How to get into the Therap Conference Center

How do I login?

- Step 1:** How do I login? Find your username and password in an email from conf@therapservices.net
- Step 2:** Then go to the Therap Conference Center by clicking the following link <https://conference.therapservices.net/national23/wp-login.php>
- Step 3:** Enter your Conference username and password to login



I cannot find my login credentials, what do I do?

- Step 1:** Your login name is your unique email address that that you have provided during registration
- Step 2:** Your password can be found in the email. To find your password please search in your email inbox/spam with the subject - **Your Username and Password for the 2023 Therap National Conference, February 7-8-9, 2023**
- Step 3:** If you still cannot find your password, try resetting your password on the Therap Conference Center login page by clicking on the **Self-Password Reset** button and follow the instructions.

I forgot my password, how do I reset my password?

- Step 1:** To reset your password, click on the **Self-Password Reset** link from the Therap Conference Center login page.
- Step 2:** Enter your email address that was provided when registering for the conference and click on **Email my password reset link** button.
- Step 3:** Click on the link provided in the email to generate a password. When you see the auto generated password, you can keep or create one for yourself and click on the **Reset Password** button.
- Step 4:** If you are still having problems, reach out to us at conf@therapservices.net

***This is not your regular Therap Login and password**

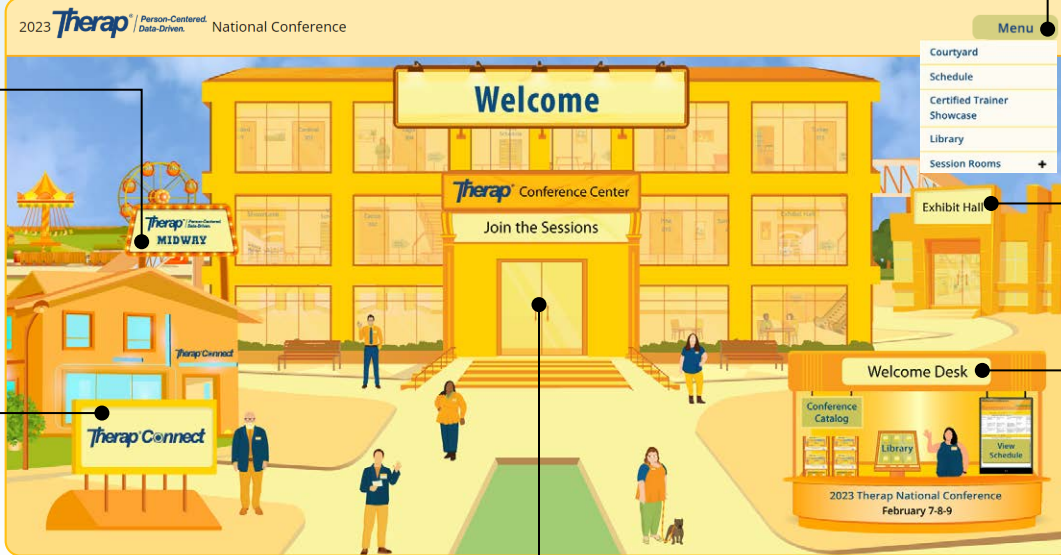
How to get around the Therap Conference Center

Courtyard

Click on the Menu to navigate your way through the entire Conference Center

Click here to visit the Midway to play some fun learning games

Click here to visit the Therap Connect Exhibit to learn more about our system of Automated Data Capture for Better Support



Click the Exhibit Hall building to see our updated booths on Therap modules and more

You can access the Conference Catalog, Schedule and the Library from the Welcome Desk

Click on the Conference Building to visit the Main Hall and to attend the sessions

Main Hall

Click these green arrows to see these rooms

Click here to visit the Therap Connect Exhibit to learn more about our system of Automated Data Capture for Better Support

Click here to see the stories of advanced Therap users



Click here to share a picture of yourself attending the conference

Click this door to visit our Exhibit Hall

You can click here to go back to the Courtyard

Meet Our Sponsor



Check out our Booth in Exhibit Hall-C

Specialized Services Enhanced by Robust Analytics

GuardianShield provides peace of mind for I/DD communities

Empowering individuals with I/DD to live as independently as possible requires expertise and advocacy from an experienced medication management team. From medication safety and accuracy to help with prescription plans and billing, our services increase adherence and day-to-day safety while eliminating billing

questions that are so time consuming for care staff. GuardianShield pairs the expertise of our clinical service teams with our business intelligence group. We take the massive amount of complex data available to providers and transform it into easy-to-understand, actionable reports to pinpoint ways you can reduce risk and enhance oversight and compliance, while improving outcomes for the individuals you serve.

For more information, visit <https://guardianpharmacy.com/>

Welcome Note



Jeff Mau

Assistant Director of Business Development

Welcome to the 2023 Therap National Conference!

The Therap Conference Team's efforts have been expanded to include many of our other Therap team members. They have all been hard at work creating an updated and exciting virtual conference experience for you. It is our sincere hope that you find the new venue content fun, informative and highly valuable.

As a Therap User, you are aware that there have been multiple Therap system releases and improvements in 2022. Additionally, our Development Team has been putting the "finishing touches" on several new features and solutions to enhance and expand your Therap User experience. Many of the conference sessions will provide detailed information on these products and the related benefits. Our conference is a fantastic opportunity to gain "insider" knowledge regarding these enhancements.

Please enjoy your 2023 Therap National Conference. Feel free to explore the new venue features and updated venue "halls".

Again, my sincere thanks for your attendance.

Best,

Jeff Mau

Assistant Director of Business Development

Plenary/Keynote Sessions

Day 1 Keynote Session | Hear from our keynote speaker

Opening Welcome and Plenary

Starting time: 1:30 pm ET
Room: 201/Birch



Justin M. Brockie, Chief Operating Officer

Session Overview:

A review of recent developments with Therap and looking forward to the year ahead.

Day 2 Keynote Session | Hear from our keynote speaker

Introduction to Therap Connect

Starting time: 1:30 pm ET
Room: 201/Birch



Richard Robbins, Chief Executive Officer

Session Overview:

Introduction and overview of Therap Connect.

Day 3 Keynote Session | Hear from our keynote speaker

Benefits of Implementing Therap as a Statewide System

Starting time: 1:30 pm ET
Room: 201/Birch



Dr. Beverly Buscemi, Therap Director of Government Relations
Former Director of South Carolina Department of Disabilities and
Special Needs for 8 years.

Session Overview:

This session will cover the benefits and challenges to implementing Therap as a state-wide system. This session will specifically address how state-wide implementation assists a State be person centered and use data to help move the system to be more person centered. Statewide implementation assists with reporting and ongoing federal data requirements.

User Presentations/Guest Speakers - Day 1

Fort Myers



Jessica Tursi



Dawn Bailey

Goodwill Industries of
Southwest Florida Inc.

Priority List: Maximization of Usage

Starting time:

11:00 am-11:40 am ET

Room: 204 Emerald

We will be outing how Goodwill Industries of Southwest Florida uses Priority Lists to manage camper enrollment and payments, managing waitlists for popular classes, advocacy council election candidates and results, as well as calendar planning. We will not be using power point and rather maximizing the presentation by showing how to create a Priority List directly in Therap and examples of lists we currently use.

Illinois



Michelle Young

Broadstep Behavioral Health

Making the most of Data Driven Outcomes: What to Track, Setting up Measurable Scoring Methods, and Mapping Data to DDO

Starting time:

11:50 am - 12:30 pm ET

Room: 203 Daisy

How to decide what to track. How to set up measurable scoring methods. Mapping data to DDO

New Jersey



Kristen Thompson



Natalie Wiggins

Community Options, Inc.

A Day In The Life Of A Provider Administrator

Starting time:

12:40 pm - 1:20 pm ET

Room: 204 Emerald

Provider Administrators are instrumental to the success of your Therap system. From implementation onward, the Provider Administrator will assist with configuring, training and implementing Therap modules, developing reports to measure compliance and to make your data meaningful and informative.

This session will review tips for selecting a Provider Administrator, their roles and how to build best practices for data collection and analysis. Questions and discussion are encouraged and appreciated!

User Presentations/Guest Speakers - Day 1

Utah



Eddie Fung

TURN Community Services

Make Excel Your Friend

Starting time:
2:40 pm - 3:20 pm ET
Room: 203 Daisy

This presentation is for users who have some basic knowledge of Excel but would like to advance their knowledge further. Topics will include: Filter by colors, Text to Column, VLOOKUP function, TIMEVALUE function, etc.

Nebraska



Susan Lindsey

Mosaic

Personal Finance - Setup, Usage and Reporting

Starting time:
3:30 pm - 4:10 pm ET
Room: 204 Emerald

This session will provide you with a provider's perspective with setting up and using the Personal Finance module, and the different reporting options available. This demonstration will include how to set preferences and what customization can be used for setup of the module. We will primarily focus on how to enter and update transactions, both deposits and expenses. This will also include discussion on uploading receipts as well. We will end the session with the different reporting options, primarily using the Personal Finance Transaction Report.

Maryland



Erica Belois-Pacer

National APSE

Overview of APSE & Updates on the Universal Employment Competencies

Starting time:
3:30 pm - 4:10 pm ET
Room: 212 Quartz

Learn more about "APSE"; their Vision, Values, and Mission and how they believe in and promote "Employment First". The session will review Policy & Advocacy, Professional Development Events and Learning, News and Updates, and how you can connect with your State.

Nebraska



Mary Lawson

PAKS Developmental Services

Excellence In the Ordinary: How Therap as a tool can help support those that need it extraordinarily

Starting time:
4:20 pm - 5:00 pm ET
Room: 203 Daisy

Covering common habits that demonstrate excellence in the ordinary in customer service delivery - Not about "how to use the Module" but will contain information on what can be included in Therap modules that most of us use every day.

User Presentations/Guest Speakers - Day 2

Oregon



Alex Muller

Community Vision

Financial Tracking for Representative Payee Agencies: A Journey From All Paper to All Digital

Starting time:
4:20 pm - 5:00 pm ET
Room: 204 Emerald

An opportunity for other agencies to learn from our journey going from tracking all personal finance at home and office on paper forms to implementing an all digital system by using Therap. Implementation advice for new users based on our experience. Examples from our old system vs current, including going mostly cashless. Benefits of the new system including ease of reports to case management entities and social security , transparency, staff satisfaction, time efficiency etc.

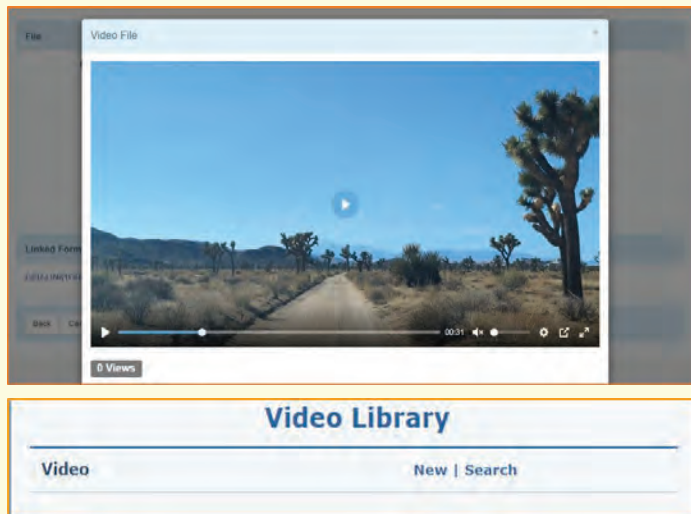


Leave a Review on Therap Services in the Midway Streets and in Exhibit Hall A



Secure Video Streaming

New! HIPAA Secure Video Storage & Streaming



Video Designed for
Service Providers

Join the sessions on
Secure Video Streaming to learn more

Day 2

Time: 2:40 pm - 3:20 pm ET | Room: 203 Daisy

GER Secure Video Streaming Attachments

Day 3

Time: 11:00 am - 11:40 am ET | Room: 312 Owl

GER Secure Video Streaming Attachments



Justin M. Brockie
Chief Operating Officer



Check out the Secure Video Streaming booth
in the **Exhibit Hall - A** and in the **Midway**.



[Learn More](#)

Introducing *Therap[®] Connect*

Automated Data Capture for Better Support

Cutting-edge technology that automatically documents essential information about the Individuals you support to save time and improve data accuracy.



Highly Secure

We are committed to making your data available when you need it and secure from unauthorized access.



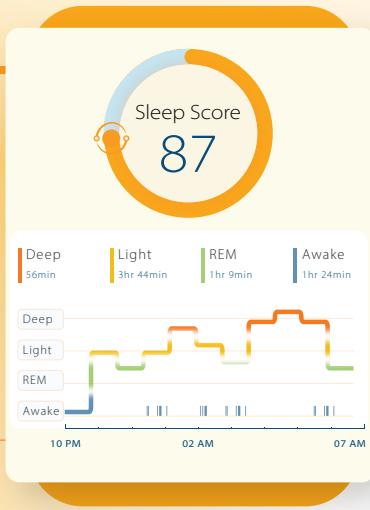
HIPAA Compliant

Therap Connect implements the necessary organizational, physical, technical, and documentation safeguards to protect PHI.



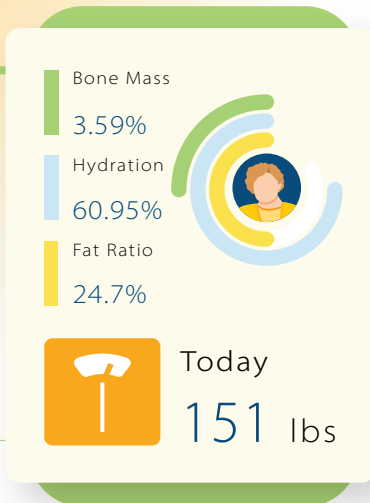
Controllable Data Access

With permission driven access, your admin team determines who can view, add notes, and control the data you collect.



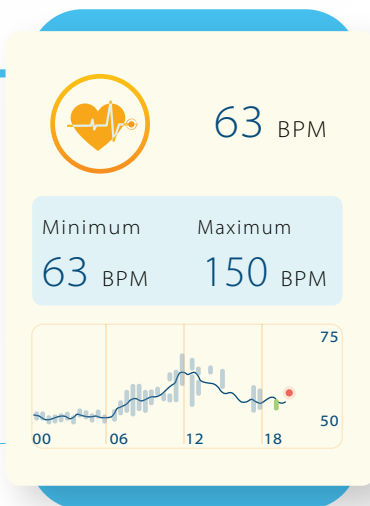
Sleep Analysis

Give your team a deep understanding of how the Individuals they support are sleeping to provide better informed, Person-Centered services. With the Sleep Analysis Module, you can analyze sleep duration, sleep quality, breathing disturbances, heart rate and more without any disruption to an Individual's night to collect information.



Body Composition

Capture a comprehensive profile of body structure and analyze trends in health and fitness. With the Body Composition Module, your team can eliminate manual data entry for body weight, muscle mass, hydration and more while accessing deeper insights when compared to traditional methods or analog scales.



Vital Signs

Simplify how you track blood pressure, heart rate and body temperature with data visualizations and trend monitoring all in one place. With the Vital Signs Module, your team will be able automatically upload this data at the point of collection, saving time and reducing manual data entry errors for this essential health information.

*Artistic Rendering of the Connect System

Therap Connect

Join the sessions on Therap Connect

Day 2

Time: 3:30pm - 4:10pm ET | Room: 204 Emerald

Therap Connect System Demonstration

- Join Justin Brockie for a walkthrough of the new Therap Connect application and mobile app.

Day 3

Time: 11:50am - 1:20pm ET | Room: 311 Meadowlark

Introduction to Therap Connect - Replay & Q&A

- This session will be 90 minutes in length.
- Following the "Introduction to Therap Connect" replay, join a 30 minute open discussion.



Justin M. Brockie
Chief Operating Officer



David Turock
Director of IoT



Jeremy Robbins
Associate Director of Strategic Initiatives



Benjamin Martin
Support Specialist

Day 3

Time: 3:30pm - 4:10pm ET | Room: 306 Falcon

Therap Connect System Demonstration

- Join Justin Brockie for a walkthrough of the new Therap Connect application and mobile app.



Justin M. Brockie
Chief Operating Officer



David Turock
Director of IoT

Therap Training Resources



Katie Xayaosa
Support Specialist,
Digital Transformation Team



Mike McNeely
Support Specialist,
Digital Transformation Team



Nathaniel Hanley
Support Specialist,
Digital Transformation Team



Tarin Tripp
Support Specialist,
Digital Transformation Team

Courses

With over 70+ self-paced courses that are continually created and updated, learn about Provider Administration features, modules including ISP Programs/Data, Scheduling/EVV, MAR and more!

New! Therap Course Cloud

With Therap Course Cloud, you can add Therap created training courses into your own Learning Management System (LMS) by uploading SCORM files. This allows you to review and track your agency's Therap training alongside your current training.

On-Demand Courses



Therap Training Resources

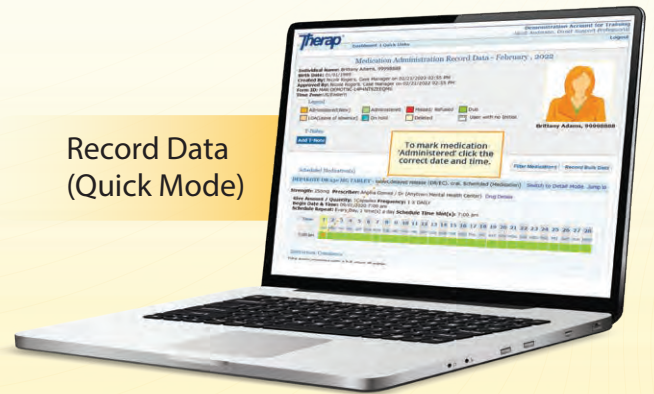
Training Simulators are available for your preferred Mobile and Web-Based devices as a way to provide a hands-on testing environment that requires zero setup or login. The simulators are responsive and allow for access on your preferred mobile devices. Simulators can be used as stand alone training or can be combined with other training options.

Mobile Simulator Example



EVV with ISP Data
(Android and iOS)

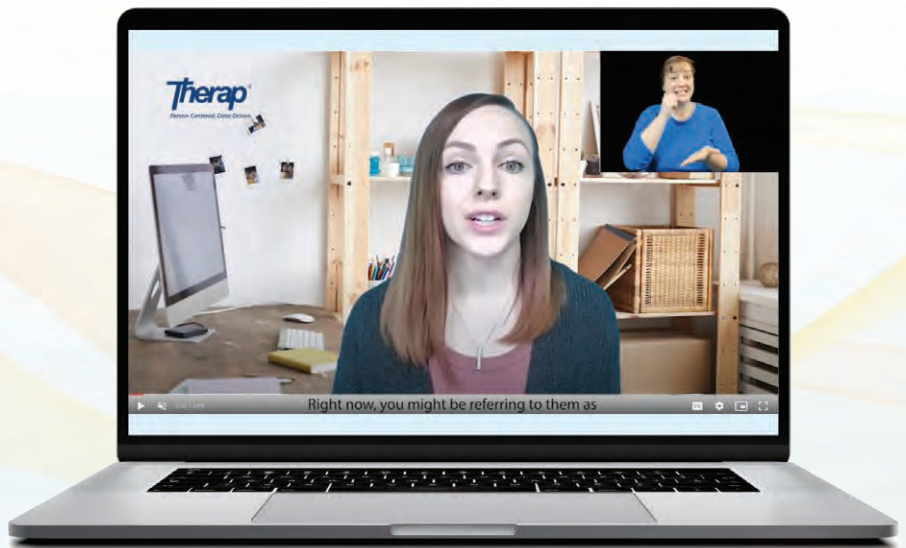
Web-Based Simulator Example



Record Data
(Quick Mode)

Agency Led Training Materials

The Agency Led Training is a dynamic presentation including videos, use case scenarios, and more to train your staff in a group environment. Many Agency-Led videos now feature an American Sign Language interpreter to help provide an enhanced learning experience for those who communicate utilizing ASL.



Therap Shorts



Need a quick answer?

Therap Shorts provide answers from Therap Experts to your Frequently Asked Question. Shorts are guided videos combined with software to cover topics in a quick concise manner. Topics include Billing, MAR, ISP Programs/Data, EVV, New Users, Provider Admin and more.

The screenshot displays the Therap software interface. On the left, a video player shows a woman with the text "Approved Slot" and "Blue Slot". On the right, a dashboard shows a calendar view for Thursday, December 22, 2022, with various slots and staff names like Heather Cook, Donna Simmons, and Aiden Perry.

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



Fayonne Johnson

Assistant Director of Support,
Interoperability

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 | ■ Diagnoses |
| ■ Hospital Visit Information | ■ Allergies |
| ■ Observation Results | ■ And More |





Therap Canada is working with organizations across Canada, from Newfoundland and Labrador to British Columbia. Supporting agencies providing Residential, Employment, Day Program, Community Based Services, as well as Case Management. Our mission is to enhance the quality of support that people receive by introducing Therap's documentation system, as well as spreading best practices in Person-Centered, Data-Driven documentation.

We enthusiastically offer our highly configurable system in Canada, complete with PIPEDA compliance and state-of-the-art Canadian data centers. Therap is committed to building strong partnerships within the provider community, with local and national government entities, and with individuals and families throughout the country. We take pride in providing the Therap Canada community with the tools they need to focus on meaningful outcomes for the people they serve.

Check out our booth in Exhibit Hall A



Therap Global



Therap Global is working with a range of organizations including therapy centers, special education schools, rehabilitation centers, disability empowerment agencies, vocational training agencies, and more stakeholders around the world. Our mission is to enhance the quality of support that people receive by introducing Therap's documentation system, as well as spreading best practices in Person-Centered, Data-Driven documentation.

Therap Global currently works in countries including Bangladesh, Nigeria, Philippines, Kenya, Nepal, South Africa, Indonesia, Uganda, Tanzania, Bahamas, Mauritius and more. We host weekly workshops and round-tables virtually for users to share their experiences and tips for adjusting to challenges in communities across the world.

Check out our booths in Exhibit Hall - C and D

- Therap Global
- St. Philomena School
- Self-help Group for Cerebral Palsy Nepal
- Special Children Special People
- Patrick Speech and Language Centre
- AutismCare Nepal Society
- Little Wonders Play and Learn
- Help Learning Center Foundation Inc.
- Yayasan Sayap Ibu Cabang Provinsi Banten
- Dynamic Occupational Therapy

User Testimonials



Kimberly Casino De Alban, MAEd, LPT, CPMT

Co-Administrator for Academics & Programs
St. Philomena School

“Since 2017, St. Philomena School has been using the Therap Global Online Documentation platform. It has been providing us with the digital solution of a systematic and organized way of documenting students' performances daily and to conveniently do the periodic monitoring of students' progress.”



Perpetua Omondi

Managing Director and Occupational Therapist,
Dynamic Occupational Therapy Ltd., Kenya

“Having worked as a pediatric occupational therapist in Kenya, I had always wondered if there was an integrated system that can make documentation easier. I can confidently say, I wonder no more, I am a happy Therap user.”

Therap Global Panel 1: Experiences Improving Services with Online Documentation

Day 2 - 2/8/2023, Wednesday | Time: 11:00 am -11:40 am ET | Room: 204 Emerald



Johanna Kroth
Director of Global
Implementation



Jeremy Robbins
Director - Business Development
Africa and Americas



Alphonsus De Alban
Therap Global Philippines Representative
St. Philomena School, Philippines



Perpetua Omondi
Managing Director and Occupational Therapist
Dynamic Occupational Therapy Ltd., Kenya

Therap Global Panel 2: Experiences Improving Services with Online Documentation

Day 3 - 2/9/2023, Thursday | Time: 11:00 am -11:40 am ET | Room: 308 Hummingbird



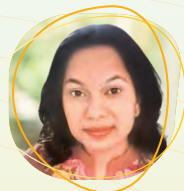
Johanna Kroth
Director of Global
Implementation



Prattay Iqbal
Director - Business Development
Asia, MENA & Africa Region



Surendra Bajracharya
Chief Administrator and Project Manager
AutismCare Nepal Society
Nepal



Nazneen Akhter Ahmed
Founder and Principal
Little Wonders Play and Learn
Bangladesh



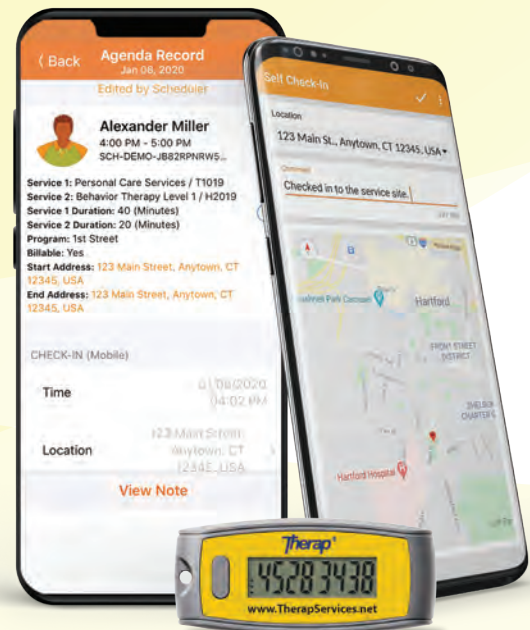
Moses Walusimbi
Founder and Executive Director of Programs
Special Children Special People
Uganda

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.”

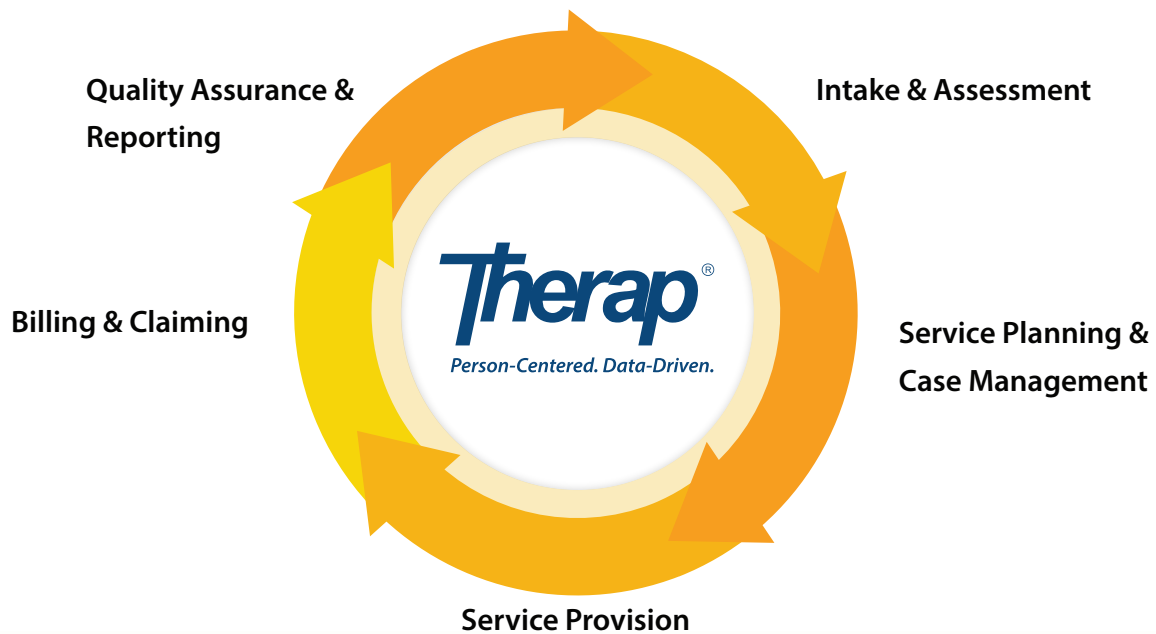
-Senior State Director
Department of Health & Social Services

Connecting to EVV aggregators in over 25 states

Charter member
of NEVVA



State Government Support



Jeff Covington
Director of Support
State Team



Leah Sewell
Assistant Director of Support
State Team



Gloria Caballero
Deputy Director of Support
State Team



Anna Bromberg
Deputy Director of Support
State Team



Donna Lloyd
Deputy Director of Support
State Team

State Government Solution

Comprehensive Information Management for Government Programs Supporting Human Services

#1 Data-Driven Solution

Support & manage internal program processes, service delivery, and billing with a system that is widely-adopted across the country and contracted by 20+ states and local government.



- Federal, State and Local Compliance
- Manage HCBS Waivers and other Programs
- Incident Management & Risk Analysis
- Provider Management and Oversight
- Analytic Performance Dashboards featuring Data-Driven Outcomes
- Federally-Compliant EVV Solutions



Jeff Case
National Director of
Business Development



Kevin Dierks
Director of
Government Relations



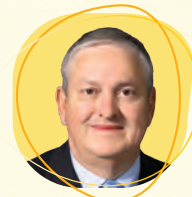
Peter O'Meara
Director of
Government Relations



Beverly A. H. Buscemi, PhD
Director of Government Relations



Novelene Martin
Director of Government Relations



Jim DeBeaugrine, MPA
Governmental Affairs Director

Data-Driven Evaluation Tools for Value Based Services

Meaningful ■ Measurable ■ Manageable

Jason Laws

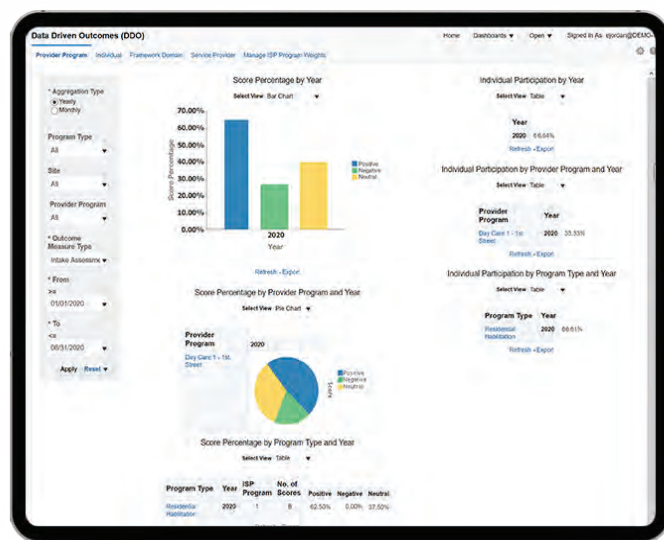
Director of Quality & Data Initiatives

“Quality service provision requires ongoing assessment to ensure continued refinement and adherence to evolving needs. Therap’s Business Intelligence tools allow you 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.



Therap Provides the Tools for a Person-Centered Approach

Plan ■ Support ■ Achieve

Dr. 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

LIFE DOMAIN	DESCRIPTION	MY VISION FOR MY FUTURE	PRIORITY
	Daily Life & Employment What do I think I will do or want to do during the day in my adult life? What kind of job or career would I like?	I will continue the job I currently have in a part time capacity and also explore other opportunities.	High
	Community Living Where would I like to live in my adult life? Will I live alone or with someone else?	It may be solo or with a partner of my choice. I have mentioned many times of my desire to move to the Northwest part of the country. I have made multiple visits to the area and I am very fond of it. The cost of living is higher and so a good stable income seems necessary.	Medium
	Social & Spirituality How will I connect with spiritual and leisure activities, and have friendships and relationships in my adult life?	I will go to church every Sunday and attend family gatherings.	Medium

Employment First Tools



Caiti Woodburn

Senior Support Specialist,
State Team



Margaret Gordon

Senior Support
Specialist

The Employment History module allows for recording comprehensive employment history for individuals in one place. It is utilized in tandem with employment service data collected on individualized supports, backed by billing service authorizations and enhanced by measurable outcomes reporting.



e-Solution for Community Employment

Employment First Tools

Maximize productivity by giving employment teams the tools to document work experience and job details at the point of service.

Functionality includes:

- Job Discovery & Career Planning
- Maintain a Job Bank
- Track Applications & Interviews
- Manage Milestones
- Track Support Provided



Therap's Employment History Module A Complete Solution.

Individual Pathway to Employment

Building the Job Bank & Establishing Connections:

- Institutions
- Employers
- Job Templates
- Contact Persons



Also Available:

- Variance
- Additional Information



Billing Solutions

Therap's Electronic Billing is a complete Revenue Cycle Management Solution for Intellectual and Developmental Disabilities Service providers. Our solution is fully integrated with the Therap Suite of Applications, making it possible to have service delivery documentation to support each billing unit.

Seamless Billing Workflows

Effective tools to streamline billing from direct service documentation to claim reconciliation.

Therap's billing platform is used by service providers, agencies, counties, and states.



Nadine Sturgess
Director of Support
Billing & EVV Team



Susan Wyman
National Business Development
Billing Consultant



Desiree Railine
Assistant Director of Support
Billing Team



Marie Roland
Assistant Director of Support
Billing Team



Heather Thornton
Senior Support Specialist
Billing Team



Toni-Ann Larnaitis
Senior Support Specialist
Billing Team

Our system offers the following and more, including accounting software integration:

- Staff can use the EVV Billing feature to process approved service hours recorded from check-in and check-out times. Billing data generated from EVV information can be used to submit claims
- Track Authorizations with Services Caps and More with Analytic Billing Dashboards
- Notifications of Utilization and Expirations & Extensive Reporting Tools
- Audit ready by Using Authorized Service Notes to Generate Billable Data
- Configurable Billing Rules to Support a Variety of Services & Settings

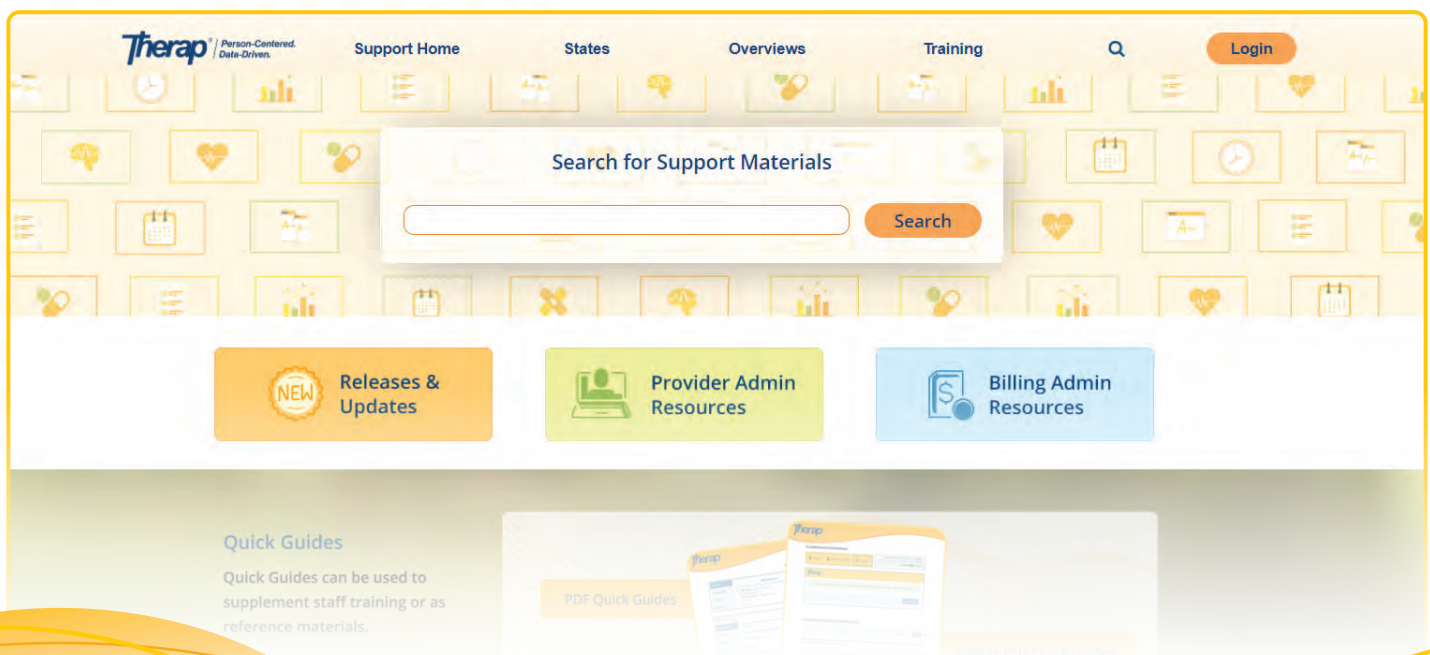


Therap Support and Training

Therap provides agencies with a broad array of training options, support materials, and technical assistance all designed to cater to different learning styles and organizational needs. Therap staff regularly connect with agencies and State offices across the country to provide training and ongoing support.

Therap Training Your Way - On demand support , 24/7

- Help and Support home page
- Module overview pages which includes user guides, video shorts, module simulators, quick guides and FAQ's
- Live and recorded webinars
- Conferences, whether State, Regional or National
- Live help where you can speak to a "live" Therap employee who will follow you through until the issue is resolved or will reroute you to a specialist if needed
- My issues where you can communicate problems, suggestions, feedback and more!



2023 Therap[®] National Conference | February 7-8-9, 2023

Preliminary Schedule (Times and Sessions are subject to change and/or cancellation.) - as of 01/31/2023

Page 1 of 2 for Day 1 - 2/7/2023, Tuesday

Time (ALL TIMES EASTERN IF NOT NOTED OTHERWISE) Please note your time zone.	Session	Quality Assurance	User Presentations	Elevate Your Training	Scheduling / EVV	Person-Centeredness	Employment	Billing	More day 1 sessions on page 2. These are only the half of our sessions for day 1, make sure you check out the next page for more Tuesday sessions on Case Management, Module Training, Workshops and more!	
10:00am EST		Therap Conference Center DOORS OPEN. Login Early! Visit the Exhibit Hall. Test your Therap knowledge in the Game Hall. Enter the Scavenger Hunt & WIN PRIZES!								
10:45am - 10:55am ET 09:45am - 09:55am CT 08:45am - 08:55am MT 07:45am - 07:55am PT (10 min)		Daily Opening Message				Join us for a brief opening session - Welcome. Therap Conference Center Updates. Room: 201 / Birch				
Remember we have more sessions for Tuesday on page 2										
11:00am - 11:40am ET 08:00am - 08:40am PT (40 min)	1	Quality Assurance Pt 1: Creating an Organizational Plan. RM 202 / Cactus	Priority List: Maximization of Usage RM 204 / Emerald	Exploring Therap's Training Suite and Support Resources RM 206 / Goldenrod	EVV Explanation & Implementation: General overview for all States. RM 208 / Lily	Introduction to Person-Centered: Understanding the Person-Centered Principles and the Discovery Process RM 210 / Oak	Overview of Employment History - High level overview: Including building and maintaining your job bank and documenting the individuals' pathway to employment RM 212 / Quartz	Billing 101: Introduction to the Billing Module RM 214 / Sunflower		
11:50am - 12:30pm ET 08:50am - 09:30am PT (40 min)	2	Quality Assurance Pt 2: Executing the Plan RM 202 / Cactus	Making the most of Data Driven Outcomes: What to Track, Setting up Measurable Scoring Methods, and Mapping Data to DDO RM 203 / Daisy	Crafting the Right Training Plan for your Agency RM 205 / Fir	Billing from the Scheduling / EVV Module RM 207 / Hemlock	Introduction to Charting the LifeCourse RM 209 / Maple	Person-Centered Planning for Employment Success - Taking a look from the employment lens: Encompassing individual's success in the past, plan for the future, skill building, and safety considerations. RM 211 / Pine	Billing: Selecting the right method of data collection for your billing requirements RM 213 / Rock		
12:40pm - 01:20pm ET 09:40am - 10:20am PT (40 min)	3	General Event Reporting and Quality Assurance. RM 314 / Quail	A Day In The Life Of A Provider Administrator RM 204 / Emerald	Training Employees Who Struggle with Technology RM 206 / Goldenrod	Scheduling & EVV for HHA in Minnesota RM 208 / Lily	CtLC: Discoving the Good Life: Using the Life Trajectory for Planning RM 210 / Oak	40 minutes in the Life of an Employment Specialist Record all of the moving parts starting from the initial Referral and Program Enrollment, Funding Sources and Service Authorizations, Schedule Employment Specialists, Track Individual Training, Milestones, and Jobs. RM 212 / Quartz	Billing Advanced Features: Bulk Claim Update, Medicaid Eligibility RM 214 / Sunflower		
1:30pm - 2:30pm ET 10:30am - 11:30am PT (60 min)	4	Keynote Session: Justin Brockie				Session Title: Opening Welcome and Plenary Room: 201 / Birch				
Remember we have more sessions for Tuesday on page 2										
02:40pm - 03:20pm ET 11:40am - 12:20pm PT (40 min)	5	Where it all begins: Quality Assurance in the IDF RM 202 / Cactus	Make Excel Your Friend RM 203 / Daisy	So, you think you know Therap? Test your Therap knowledge to win prizes! RM 205 / Fir	Scheduling & EVV for Carebridge in Wyoming and Iowa RM 207 / Hemlock	CtLC: Stomp the Star: Using the Integrated Support Star for Problem Solving and Planning RM 209 / Maple	Reporting from Employment History Excel or Business Intelligence? Exploring the uses and advantages of both RM 211 / Pine	Business Intelligence for Billing RM 213 / Rock		
03:30pm - 04:10pm ET 12:30pm - 01:10pm PT (40 min)	6	Quality Assurance in Billing: Checks and Balances in Therap RM 314 / Quail	Personal Finance - Setup, Usage and Reporting RM 204 / Emerald	Deep Dive into Therap Module Simulators: Hands On Training Tools RM 206 / Goldenrod	Scheduling/EVV Staff training and onboarding RM 208 / Lily	CtLC: Planning for Ages and Stages: Using the Life Domain Vision Tools to Plan Across the Life Span RM 210 / Oak	Joint Presentation with APSE RM 212 / Quartz	Claim Reconciliation: 835 files, Manual Payers, and Bulk Claim Update RM 214 / Sunflower		
04:20pm - 05:00pm ET 01:20pm - 02:00pm PT (40 min)	7	Let's Talk Privacy: A HIPAA Discussion on Caseloads, External Access, Sensitive Data, Abuse / Neglect / Exploitation, Security. RM 202 / Cactus	Excellence in the Ordinary: How Therap as a tool can help support those that need it extraordinarily RM 203 / Daisy	ISP Program Training Tools: Implementation from Start to Finish RM 205 / Fir	Managing Aggregator Validations and Responses RM 207 / Hemlock	Person-Centered: The Core Values of a Person-Centered Approach to Providing Services RM 209 / Maple	Transitioning & Best Practices in Employment Services RM 211 / Pine	Billing: Utilization and Claims Management RM 213 / Rock		

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2023 Therap[®] National Conference | February 7-8-9, 2023

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Page 2 of 2 for Day 1 - 2/7/2023, Tuesday

Time (ALL TIMES EASTERN IF NOT NOTED OTHERWISE) Please note your time zone.	Session	Therap for New & Prospective Users	Multi State Providers	States / Counties / Oversight	Case Management	Miscellaneous	Nursing / Health	Modules	More day 1 sessions on page 1. These are only the half of our sessions for day 1, make sure you check out the previous page for more Tuesday sessions on User Presentation, Employment, Scheduling/ EVV, Billing and more!	
10:00am EST		Therap Conference Center DOORS OPEN. Login Early! Visit the Exhibit Hall. Test your Therap knowledge in the Game Hall. Enter the Scavenger Hunt & WIN PRIZES!								
10:45am - 10:55am ET 09:45am - 09:55am CT 08:45am - 08:55am MT 07:45am - 07:55am PT (10 min)		Daily Opening Message				Join us for a brief opening session - Welcome. Therap Conference Center Updates. Room: 201 / Birch				
Remember we have more sessions for Tuesday on page 1										
11:00am - 11:40am ET 08:00am - 08:40am PT (40 min)	1	Therap for New & Prospective Users. RM 216 / Tulip	Person-Centered Planning: Where to Document - Goals and Plans A look at modules for documentation of goals, ADLs, notes, and plans of care, including ISP Programs, Case Notes, Individual Plans and more. RM 302 / Bluebird	Individual Plan Templates How to build a plan template to bring consistency to provider plans RM 304 / Dove	Case Note Templates - Part 1 How to build a case note template to bring consistency to case notes RM 306 / Falcon	Reviewing Privileges within a sample User Access Matrix RM 308 / Hummingbird	Setting up for Success in Health Tracking: The importance of DOB, Allergies, Diagnosis, Shared Contacts, and the Individual Health Profile RM 310 / Marble	The New ISP Data Dashboard: Auditing ISP Data at a Glance RM 312 / Owl		
11:50am - 12:30pm ET 08:50am - 09:30am PT (40 min)	2	Managing Process Changes and Getting Buy In From Your Agency RM 215 / Topaz	Person-Centered Planning: Where to Document - Incidents and Communication A look at modules for documentation of incidents and communications, including GERs, T-Logs and more. RM 301 / Amber	Priority Lists How to use the Priority List Module to track new service recipients RM 303 / Cardinal	Case Note Templates - Part 2 The use of Questionnaires and formatting to gather data through case notes RM 306 / Falcon	Activity Tracking and Report Library Reports for Auditing Usage RM 307 / Granite	Introduction to Health Tracking Basic: Reviewing modules in the Health suite: Immunizations, Appointments, Vitals, Intake and Elimination RM 309 / Limestone	General Event Reports (GER): How to enter and track incidents. Using the GER Management Summary / Event Summary reports for Safety Committee review. RM 311 / Meadowlark		
12:40pm - 01:20pm ET 09:40am - 10:20am PT (40 min)	3	Therap for Early Intervention RM 216 / Tulip	Person-Centered Planning: Troubleshooting Common Pitfalls Join us to discuss how to navigate common pitfalls in implementation of popular documentation modules. RM 302 / Bluebird	EVV for North Dakota RM 304 / Dove	Charting the LifeCourse A high level overview of this person-centered planning tool RM 305 / Eagle	Therap's Certified Trainer Program Exclusive workshops and networking with our online community RM 308 / Hummingbird	Managing a complete EHR in Therap - How health data flows and interconnects RM 310 / Marble	Behavior Tracking & Time Tracking Modules RM 312 /Owl		
1:30pm - 2:30pm ET 10:30am - 11:30am PT (60 min)	4	Keynote Session: Justin Brockie				Session Title: Opening Welcome and Plenary Room: 201 / Birch				
Remember we have more sessions for Tuesday on page 1										
02:40pm - 03:20pm ET 11:40am - 12:20pm PT (40 min)	5	Therap for Families RM 215 / Topaz	Person-Centered Planning: Quality Assurance - Goals and Plans A look into reporting and Business Intelligence for ISP Programs, Case Notes, Individual Plans and more. RM 301 / Amber	Waiver Enrollment How to use Therap's highly flexible module to track waiver enrollments RM 303 / Cardinal	Mobile Data & Staff Accountability: ISP Programs, MAR, and Password Resets, EVV RM 305 / Eagle	How do I do that again? Commonly asked questions of new providers: Individuals RM 307 / Granite	Medication Administration Records - Part 1: Medication History & live drug database to produce a fully functioning eMAR. RM 309 / Limestone	Personal Finance Module Tracking & Reporting Individual's Finances. Rep-Payee benefits. RM 311 / Meadowlark		
03:30pm - 04:10pm ET 12:30pm - 01:10pm PT (40 min)	6	Introduction to Billing: What are your options? RM 216 / Tulip	Person-Centered Planning: Quality Assurance - Incidents and Communication A look into reporting and Business Intelligence for GERs, T-Logs and more. RM 302 / Bluebird	Eligibility How to use Therap's Eligibility Module to capture and report on individual's eligibility status RM 304 / Dove	Information & Referral Module How to use the I&R Module to track and monitor future or pending service recipients RM 306 / Falcon	Staff Turnover: Using Therap data to manage staff retention RM 308 / Hummingbird	Medication Administration Records Part 2: Medication History & live drug database: Recording and Reporting Data RM 309 / Limestone	Data In & Data Out: Comparison of T-Log, ISP, & Case Note Data RM 312 / Owl		
04:20pm - 05:00pm ET 01:20pm - 02:00pm PT (40 min)	7	How Therap Helps Supervisors RM 215 / Topaz	Person-Centered Planning: Training Your Staff - Large Scale Training Tools A look at Therap's many training tools and aids for person-centered documentation training, including mobile based training tools. RM 301 / Amber	Assessment & Screening How to use Therap's Assessment & Screening module to have state wide consistent assessment tools RM 303 / Cardinal	Charting the LifeCourse A High level overview of this person-centered planning tool RM 305 / Eagle	Versatility of the Individual Plan Module: Learn how to capture Assessments, Surveys, Plans of Care & more RM 307 / Granite	Advanced Medication Histories: Discuss more complex examples in medication histories: Insulin tracking, titration, etc. RM 310 / Marble	Exploring Different ways to Capture Time in Therap RM 311 / Meadowlark		

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Page 1 of 2 for Day 2 - 2/8/2023, Wednesday

Time (ALL TIMES EASTERN IF NOT NOTED OTHERWISE) Please note your time zone.	Session	Quality Assurance	User Presentations	Elevate Your Training	Scheduling / EVV	Person-Centeredness	Data-Driven Decision Making	Billing	More day 2 sessions on page 4. These are only the half of our sessions for day 2, make sure you check out the next page for more Wednesday sessions on Case Management, Module Training, Workshops and more!
10:00am EST		Therap Conference Center DOORS OPEN. Login Early! Visit the Exhibit Hall. Test your Therap knowledge in the Game Hall. Enter the Scavenger Hunt & WIN PRIZES!							
10:45am - 10:55am ET 09:45am - 09:55am CT 08:45am - 08:55am MT 07:45am - 07:55am PT (10 min)		Daily Opening Message Join us for a brief opening session - Day 1 highlights! Room: 201 / Birch							
Remember we have more sessions for Wednesday on page 2									
11:00am - 11:40am ET 08:00am - 08:40am PT (40 min)	8	Workshop Reviewing your Data in Excel - Part 1 Exporting, Conditional Formatting, Creating Graphs, Using Filters and Pivot Tables RM 314 / Quail	Therap Global Panel 1: Experiences Improving Services with Online Documentation RM 204 / Emerald	Exploring Therap's Training Suite and Support Resources RM 206 / Goldenrod	Troubleshooting Scheduling/EVV RM 208 / Lily	Workshop Person-Centered Planning - Part 1: Philosophy and Discovery Tools - Personal Focus Worksheet & Charting the LifeCourse RM 209 / Maple	The importance of Data Literacy - Creating a culture that encourages data-driven decision making RM 212 / Quartz	How the Billing Module simplifies Rate Adjustments RM 214 / Sunflower	
11:50am - 12:30pm ET 08:50am - 09:30am PT (40 min)	9	Workshop Reviewing your Data in Excel - Part 2 Merging Columns, Trend Analysis, and Using Charts & Slicers, Intermediate Level RM 314 / Quail	Tailoring Casenotes: A Way To Go Paperless RM 203 / Daisy	Help! Navigating Therap's Training and Support Resources RM 205 / Fir	Developing a Quality Assurance Process for Scheduling / EVV. RM 207 / Hemlock	Workshop Person-Centered Planning - Part 2: ISP Agenda & Individual Support Plan RM 209 / Maple	Data in Therap - an Overview of Therap's options for Accessing Data and Reporting Capabilities RM 211 / Pine	Billing Round Table RM 213 / Rock	
12:40pm - 01:20pm ET 09:40am - 10:20am PT (40 min)	10	Meeting your state's training requirements using Therap's TMS module RM 202 / Cactus	QA and Therap Billing RM 204 / Emerald	Training Tools throughout your Career Path RM 206 / Goldenrod	Scheduling & EVV: Schedule Management, Communication and Check-in RM 208 / Lily	Operationalizing Person - Centeredness: Putting Person-Centered Principles into Practice RM 210 / Oak	Therap's Business Intelligence - an overview of Therap's BI platform RM 212 / Quartz	Hidden Gems of the Billing Module RM 214 / Sunflower	
1:30pm - 2:30pm ET 10:30am - 11:30am PT (60 min)	11	Keynote Session: Richard Robbins Session Title: Introduction to Therap Connect Room: 201 / Birch							
Remember we have more sessions for Wednesday on page 2									
02:40pm - 03:20pm ET 11:40am - 12:20pm PT (40 min)	12	Compliance & QA: Making a Therap Audit Plan for your Agency RM 314 / Quail	GER Secure Video Streaming Attachments RM 203 / Daisy	Brainstorming Training Tools Discussion on current use case and what is needed for the future RM 205 / Fir	Scheduling & EVV in Sandata Aggregator States RM 207 / Hemlock	Person-Centered: From Planning to Quality Life Outcomes - Aligning Your Documentation with Person-Centered Frameworks to Produce Outcomes RM 209 / Maple	Data-Driven Outcomes (DDO) - Using Therap's DDO tool to assess outcome achievement across all levels of your organization RM 211 / Pine	Therap Case Note Module for Coordination, Compliance, Clinical Documentation & Billing RM 213 / Rock	
03:30pm - 04:10pm ET 12:30pm - 01:10pm PT (40 min)	13	QA on the Frontline: What I need to do at the end of the day RM 202 / Cactus	Therap Connect System Demonstration Join Justin Brockie for a walk through of the new Therap Connect application and mobile app RM 204 / Emerald	Deep Dive into Therap Module Simulators: Hands On Training Tools RM 206 / Goldenrod	Scheduling & EVV in Tellus Aggregator States RM 208 / Lily	Person-Centered: Developing a Quality Individual Plan RM 210 / Oak	Therap's Business Intelligence - Review of existing dashboards RM 212 / Quartz	Capturing Revenue: Using the Billing Audit Guide RM 214 / Sunflower	
04:20pm - 05:00pm ET 01:20pm - 02:00pm PT (40 min)	14	The New ISP Data Dashboard: Auditing ISP Data at a Glance RM 314 / Quail	Financial Tracking for Representative Payee Agencies: A Journey From All Paper to All Digital RM 203 / Daisy	MAR Training Tools Implementation from Start to Finish RM 205 / Fir	Scheduling & EVV in North Carolina RM 207 / Hemlock	Person-Centered Practice and Quality Assurance: Utilizing Therap's Reporting to Measure Key Performance Indicators RM 209 / Maple	Therap's Business Intelligence - coming updates (new dashboards, updates to existing dashboards, and Advanced Analytics) RM 211 / Pine	Billing: Therap's solution to managing different types of payers RM 213 / Rock	

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Page 2 of 2 for Day 2 - 2/8/2023, Wednesday

Time (ALL TIMES EASTERN IF NOT NOTED OTHERWISE) Please note your time zone.	Session	Therap for New & Prospective Users	Multi State Providers	States / Counties / Oversight	Case Management	Building Your Therap Tool Kit	Nursing / Health	Modules	More day 2 sessions on page 3. These are only the half of our sessions for day 2, make sure you check out the previous page for more Wednesday sessions on User Presentation, Employment, Scheduling/ EVV, Billing and more!	
10:00am EST		Therap Conference Center DOORS OPEN. Login Early! Visit the Exhibit Hall. Test your Therap knowledge in the Game Hall. Enter the Scavenger Hunt & WIN PRIZES!								
10:45am - 10:55am ET 09:45am - 09:55am CT 08:45am - 08:55am MT 07:45am - 07:55am PT (10 min)		Daily Opening Message				Join us for a brief opening session - Day 1 highlights! Room: 201 / Birch				
Remember we have more sessions for Wednesday on page 1										
11:00am - 11:40am ET 08:00am - 08:40am PT (40 min)	8	Value of Using Billing in a State Which Does Not Have Electronic Claims Submission RM 216 / Tulip	EVV Compliance: Where to Document - Checking In and Out Join us to learn about Therap's Scheduling/EVV module, including connections to documentation and billing. RM 302 / Bluebird	Case Note Templates - Part 1 How to build a case note template to bring consistency to case notes RM 303 / Cardinal	Level of Care How to use Therap's Level of Care Module to document LOC for individuals RM 306 / Falcon	What's in your Therap Basic - Modules that are available but may not be used RM 308 / Hummingbird	Controlled Medication Counts in Therap RM 310 / Marble	Workshop ISP Program Writing & QA - Part 1 ISP Program Writing, Naming Conventions, Structure, Scoring Methods, etc. RM 311 / Meadowlark		
11:50am - 12:30pm ET 08:50am - 09:30am PT (40 min)	9	How Therap Can Help with Medication and Health Management RM 215 / Topaz	EVV Compliance: Working with Your Aggregator A discussion on EVV information in Therap and how to navigate your aggregator. RM 301 / Amber	Case Note Templates - Part 2 The use of Questionnaires and formatting to gather data through case notes RM 303 / Cardinal	Assessment & Screening How to use Therap's Assessment & Screening module to have consistent assessment tools RM 305 / Eagle	What to put in your Tool Kit: Going Live with Therap: Implementation Plan, Samples of Policies & much more RM 307 / Granite	MAR Reporting for Quality Assurance RM 309 / Limestone	Workshop ISP Program Writing & QA - Part 2 Review all ISP Data Reporting options. Searching & Exporting to Excel, Pivot Tables for missing data RM 311 / Meadowlark		
12:40pm - 01:20pm ET 09:40am - 10:20am PT (40 min)	10	How Therap Can Assist Direct Support Professionals with Documentation Requirements RM 216 / Tulip	EVV Compliance: Troubleshooting Common Pitfalls Join us to discuss how to navigate common pitfalls in implementation of the Scheduling/EVV module. RM 302 / Bluebird	Information & Referral Module How to use the I&R Module to track and monitor future or pending service recipients RM 304 / Dove	Quality Assurance How to use Therap to manage and supervise a remote workforce RM 306 / Falcon	Tool Kit Resources: Provider Support pages, State pages, Live Help/My Issues, User Guides, BaseCamp, T-Speak Terms RM 308 / Hummingbird	Online Health Assessment & History The eCHAT & Health Passport for overall acuity levels and Care Plan recommendations RM 310 / Marble	The Individual Plan: Planning and documenting individual supports RM 312 / Owl		
1:30pm - 2:30pm ET 10:30am - 11:30am PT (60 min)	11	Keynote Session: Richard Robbins				Session Title: Introduction to Therap Connect Room: 201 / Birch				
Remember we have more sessions for Wednesday on page 1										
02:40pm - 03:20pm ET 11:40am - 12:20pm PT (40 min)	12	How Therap Can Benefit Home Care Services RM 215 / Topaz	Provider Administrator: Roles and Responsibilities Join us to discuss Provider Admin responsibilities from both an Oversight and Provider level account perspective RM 301 / Amber	Therap in ICFs A panel discussion on how providers across the US use Therap in ICFs RM 303 / Cardinal	Eligibility How to use Therap's Eligibility Module to capture and report on individual's eligibility status RM 305 / Eagle	Tool Kit: Top Reports to keep in your Tool Kit RM 307 / Granite	Health Tracking and looking at the Business Intelligence Data Dashboard for Data-Driven Decision Making RM 309 / Limestone	Workshop Case Note Templates - Part 1 How to build a case note template to bring consistency to case notes RM 312 / Owl		
03:30pm - 04:10pm ET 12:30pm - 01:10pm PT (40 min)	13	Therap for School Settings RM 216 / Tulip	Provider Administrator: Oversight and Provider Accounts A look at administrative functionality from both an Oversight and Provider level account perspective RM 302 / Bluebird	EVV for Alaska RM 304 / Dove	Individual Plan Templates How to build a plan template to bring consistency to provider plans RM 306 / Falcon	Tool Kit: A Crosswalk Tool for Documents RM 308 / Hummingbird	The Health Screening Module: Age based health screening recommendations RM 310 / Marble	Workshop Case Note Templates - Part 2 The use of Questionnaires and formatting to gather data through case notes RM 312 / Owl		
04:20pm - 05:00pm ET 01:20pm - 02:00pm PT (40 min)	14	Individual Demographic Form The foundation of your database - A deep dive into the "IDF". RM 215 / Topaz	Provider Administrator: Tips and Tricks Are your accounts in tip top shape? Are you making the most out of your account features? Join us to learn tips and tricks for provider admins at both the Oversight and Provider account levels RM 301 / Amber	I&R Module for Complaints How one state uses Therap's I&R Module to track complaints against providers RM 303 / Cardinal	Level of Care How to use Therap's Level of Care Module to document LOC for individuals RM 305 / Eagle	Cool Tools in Therap: Global Template Library, Module Search, Activity Tracking & more RM 307 / Granite	Medication Review and Physician's Order Forms: How to generate a clinician's review list RM 309 / Limestone	Versatility of the Priority List: Review what different information can be captured with this versatile module RM 311 / Meadowlark		

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Page 1 of 2 for Day 3 - 2/9/2023, Thursday

Time (ALL TIMES EASTERN IF NOT NOTED OTHERWISE) Please note your time zone.	Session	Quality Assurance	State Focused	Elevate Your Training	Scheduling / EVV	Miscellaneous	Miscellaneous	Billing
10:00am EST		Therap Conference Center DOORS OPEN. Login Early! Visit the Exhibit Hall. Test your Therap knowledge in the Game Hall. Enter the Scavenger Hunt & WIN PRIZES!						
10:45am - 10:55am ET 09:45am - 09:55am CT 08:45am - 08:55am MT 07:45am - 07:55am PT (10 min)		Daily Opening Message Join us for a brief opening session - Day 2 highlights! Room: 201 / Birch						
Remember we have more sessions for Thursday on page 2								
11:00am - 11:40am ET 08:00am - 08:40am PT (40 min)	15	Where is that in Therap? Creating a crosswalk or table of contents for your agency RM 202 / Cactus	Therap in New York: User Discussion RM 204 / Emerald	Exploring Therap's Training Suite and Support Resources RM 206 / Goldenrod	Scheduling & EVV for HHA in Alabama & New Jersey RM 208 / Lily	A Deep Dive into ISP Scoring Methods RM 210 / Oak	Working in Excel: Tips and Tricks RM 212 / Quartz	Reporting: Billing data, Accounting Reports, and Billing BI Dashboard RM 214 / Sunflower
11:50am - 12:30pm ET 08:50am - 09:30am PT (40 min)	16	Creating Monitoring Tools for Case Management Supervisors RM 314 / Quail	Certified Trainer Session RM 203 / Daisy	Training Management System (TMS) - Part 1 How to Track Staff Training in Therap RM 205 / Fir	The EVV BI Dashboard RM 207 / Hemlock	Understanding Super Roles / Privileges / Caseloads & Profiles RM 209 / Maple	Mobile Applications (iOS, Android): T-Logs, MAR, ISP Data, EVV, and Password Reset RM 211 / Pine	Unit Calculation Rules: Variations for EVV, Case Notes, and ISP Data RM 213 / Rock
12:40pm - 01:20pm ET 09:40am - 10:20am PT (40 min)	17	Using Business Intelligence to Enhance Quality Assurance RM 202 / Cactus	Colorado User Discussion - Bring your questions and network with other agencies RM 204 / Emerald	Training Management System (TMS) - Part 2 How to Manage your Training Schedule, Managers, Training Instructors and More RM 205 / Fir	Scheduling/EVV for non EVV services: Staff schedules, program schedules, calendar RM 208 / Lily	Health Information Exchange: The mobilization of health care information electronically RM 210 / Oak	Small Provider User Group RM 212 / Quartz	ICF Billing in Therap: Overview of the process & methodology RM 214 / Sunflower
1:30pm - 2:30pm ET 10:30am - 11:30am PT (60 min)	18	Keynote Session: Beverly Buscemi Session Title: Benefits of Implementing Therap as a Statewide System Room: 201 / Birch						
Remember we have more sessions for Thursday on page 2								
02:40pm - 03:20pm ET 11:40am - 12:20pm PT (40 min)	19	Advanced Excel RM 314 / Quail	MN Providers Individual Plan Templates / Questionnaires Replacing Custom Forms for 245D & Assisted Living Facilities RM 203 / Daisy	So, you think you know Therap? Extreme Edition Test your Therap knowledge to win prizes! RM 205 / Fir	Scheduling/EVV Offline Options: How can staff collect EVV data without internet/cell service? RM 207 / Hemlock	Importance of Release Notes: Disseminating Pertinent Information to your agency's users RM 209 / Maple	Supervisory Monitoring through Reports with Excel Tips & Tricks RM 211 / Pine	Claim Troubleshooting Adjustments, Denials, and Resubmission RM 213 / Rock
03:30pm - 04:10pm ET 12:30pm - 01:10pm PT (40 min)	20	Aligning Data Collection with your Organizational Mission: Quality Information as well as Quantity. RM 202 / Cactus	The Auditors Are Coming! Tips & Tricks for working with auditors in New Jersey RM 204 / Emerald	Increasing Staff Retention RM 206 / Goldenrod	Scheduling/EVV Reports Workflow for Schedule Admins reviewing EVV data prior to billing RM 208 / Lily	Emergency Preparedness / Disaster Planning with Therap RM 210 / Oak	Did you know? ...tips while navigating through the Therap software. RM 212 / Quartz	Billing for Non-Finance RM 214 / Sunflower
04:20pm - 05:00pm ET 01:20pm - 02:00pm PT (40 min)	21	Accountability 101 Using Therap's Activity Tracking Module to monitor User movement within the system. RM 314 / Quail	Oregon User Discussion - Bring your questions and network with other agencies RM 203 / Daisy	Behavior Plans Training Tools Implementation from Start to Finish RM 205 / Fir	EVV Quality Assurance Best Practices Before Visit, After Visit, and the Aggregator RM 207 / Hemlock	Becoming a Therap Certified Trainer: A Discussion on the Process and Expectations RM 209 / Maple	New Provider Admins to Existing Therap Accounts Where to Find Support and What You Need to Know RM 211 / Pine	Billing from EVV Data RM 213 / Rock

More day 3 sessions on page 6. These are only the half of our sessions for day 3, make sure you check out the next page for more Tuesday sessions on Case Management, Module Training, Workshops and more!

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Page 2 of 2 for Day 3 - 2/9/2023, Thursday

Time (ALL TIMES EASTERN IF NOT NOTED OTHERWISE) Please note your time zone.	Session	Therap for New & Prospective Users	Multi State Providers	States / Counties / Oversight	Case Management	Miscellaneous	Nursing / Health	Modules		
10:00am EST		Therap Conference Center DOORS OPEN. Login Early! Visit the Exhibit Hall. Test your Therap knowledge in the Game Hall. Enter the Scavenger Hunt & WIN PRIZES!								
10:45am - 10:55am ET 09:45am - 09:55am CT 08:45am - 08:55am MT 07:45am - 07:55am PT (10 min)		Daily Opening Message				Join us for a brief opening session - Day 2 highlights! Room: 201 / Birch				
Remember we have more sessions for Thursday on page 1										
11:00am - 11:40am ET 08:00am - 08:40am PT (40 min)	15	For New Therap Admins: What You Need to Know in Your New Role RM 216 / Tulip	Health and Wellness: Where to Document - Health Tracking A look at modules for documentation of health and wellness needs, including Health Tracking, Health Screening, Care Plans and more. RM 302 / Bluebird	EVV for Tennessee RM 304 / Dove	Statewide Case Management Using Therap to meet monitoring mandate RM 306 / Falcon	Therap Global Panel 2: Experiences Improving Services with Online Documentation RM 308 / Hummingbird	Care Plan Module Protocols & Directives - Extended uses of Care Plans RM 310 / Marble	GER Secure Video Streaming Attachments RM 312 / Owl	More day 3 sessions on page 5. These are only the half of our sessions for day 3, make sure you check out the previous page for more Tuesday sessions on User Presentation, Employment, Scheduling/ EVV, Billing and more!	
11:50am - 12:30pm ET 08:50am - 09:30am PT (40 min)	16	Keys to a Successful Implementation RM 215 / Topaz	Health and Wellness: Where to Document - Medications A look at modules for documentation of medications, including MAR, Pharmacy Interface and Medication Histories RM 301 / Amber	Implementing Charting the Lifecourse Statewide - Part 1 What it can do for Person Centered Planning RM 303 / Cardinal	Statewide Case Management You can access three document storage areas. How do you use them effectively? RM 305 / Eagle	Provider Administration Tools: Implementing Additional Security Features and Processes for Remote Monitoring RM 307 / Granite	Quality Assurance of Health Documentation for Nursing RM 309 / Limestone	Introduction to Therap Connect - Replay & Q&A (90 min session) RM 311 / Meadowlark		
12:40pm - 01:20pm ET 09:40am - 10:20am PT (40 min)	17	Mapping of the Individual Demographic Form: Review of which data fields in the IDF map are over to other modules RM 216 / Tulip	Health and Wellness: Troubleshooting Common Pitfalls Join us to discuss how to navigate common pitfalls in implementation of health and wellness documentation RM 302 / Bluebird	CtlC Statewide Implementation - Part 2 Q&A RM 303 / Cardinal	General Event Reports: How to use the tools within the GER module to get better incident report data RM 306 / Falcon	Staff Communication Tools: SComm, Splash Messages, Sign-up Agreements RM 308 / Hummingbird	Pharmacy Interface: A Detailed Overview RM 310 / Marble	Early Intervention Tools, Reviewing Case Notes RM 312 / Owl		
1:30pm - 2:30pm ET 10:30am - 11:30am PT (60 min)	18	Keynote Session: Beverly Buscemi				Session Title: Benefits of Implementing Therap as a Statewide System Room: 201 / Birch				
Remember we have more sessions for Thursday on page 1										
02:40pm - 03:20pm ET 11:40am - 12:20pm PT (40 min)	19	Intro to Quality Assurance in Therap: Considerations when using EHRs RM 215 / Topaz	Health and Wellness: Quality Assurance - Health Tracking A look into reporting and Business Intelligence for Health Tracking, Health Screening, Care Plans and more RM 301 / Amber	The Individual Home Page Where Key Documents Converge RM 303 / Cardinal	Assigned Report Library Use the capability of assigned reports to ensure CMs have the data they need RM 305 / Eagle	Tracking Trends and Monitoring Incident Reports through the GER Event and Management Summary Reports - for Supervisors and Administrators RM 307 / Granite	Case Notes and Assessments for Nursing: Templates, Questionnaires & Billing RM 309 / Limestone	Using the Calendar and Scheduling Modules for Employee Training Times and Agency Events RM 311 / Meadowlark		
03:30pm - 04:10pm ET 12:30pm - 01:10pm PT (40 min)	20	Staff Rollout for Small Providers: Tips and Tricks on Training Your Staff RM 216 / Tulip	Health and Wellness: Quality Assurance - Medications A look into reporting and Business Intelligence for MAR, Pharmacy Interface and Medication Histories. RM 302 / Bluebird	State User Group An opportunity for our state contract customers to connect RM 304 / Dove	Therap Connect System Demonstration Join Justin Brockie for a walk through of the new Therap Connect application and mobile app RM 306 / Falcon	ISP Program vs. Case Notes vs. Time Tracking: Compare and Contrast Options RM 308 / Hummingbird	New and Next: Feature Enhancements for Health Tracking RM 310 / Marble	Therap Calendar, Individual Home Page and Dashboard RM 312 / Owl		
04:20pm - 05:00pm ET 01:20pm - 02:00pm PT (40 min)	21	Self-Advocate's Perspective Using Therap RM 215 / Topaz	Health and Wellness: Training Your Staff - Large Scale Training Tools A look at Therap's many training tools and aids for health and wellness documentation training, including mobile based training tools RM 301 / Amber	Unified or Not Unified? The synced IDF and unified IHP capabilities are crucial to moving closer to a more consistent data set RM 303 / Cardinal	State CM Group An opportunity for our state contract CMs to connect RM 305 / Eagle	Building your Therap Filing Cabinet: Using Document Storage for a Remote Work Force: Create Categories & Monitor for Expiry. Review of modules with Document Storage capabilities. RM 307 / Granite	Nursing User Group QA: Ask the Expert RM 309 / Limestone	Struggling with Implementation Overcoming roadblocks RM 311 / Meadowlark		

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Save the date for 2024 Therap National Conference!

February 6-7-8

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