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CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

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To: 1915(c) Home and Community Based Services Waiver Providers

From: Carmen Hancock 
Director, Division of Long-Term Services and Supports

Date: March 28, 2025

Re: Therap Implementation for 1915(c) Home and Community Based Services Waivers

The Department for Medicaid Services (DMS) is pleased to announce that the transition of the state-sponsored electronic visit verification (EVV) system from Netsmart to Therap is complete. Providers using the Therap system successfully transitioned by February 1, 2025. The adoption rate is 98%.

Netsmart remains available to providers in read-only mode until March 31, 2025. It is important that all providers, including those using Netsmart as a third-party, download their Netsmart data before access to the system ends on April 1, 2025. A guide for downloading Netsmart data is available at <https://bit.ly/4hB95LL>.

If you encounter technical issues while using the new EVV system, Therap, please contact kysupport@therapservices.net.

If you have policy questions related to EVV, please contact the appropriate waiver operating agency.

| Waiver or Waiver Topic | Operating Agency | Contact Information |
|--|---|--|
| Acquired Brain Injury Waiver Acquired Brain Injury Long Term Care Model II Waiver | Department for Medicaid Services | (844) 784-5614 1915cWaiverHelpDesk@ky.gov |
| Home and Community Based Waiver Participant Directed Services (all waivers) | Department for Aging and Independent Living | (877) 315-0589 HCBIInquiries@ky.gov |
| Michelle P. Waiver Supports for Community Living Waiver | Department for Behavioral Health, Developmental and Intellectual Disabilities | (502) 564-7700 DDID.Info@ky.gov |