TEAM KENTUCKY®

CABINET FOR HEALTH AND FAMILY SERVICES

EVV PCS Transition from Netsmart to Therap Policy Webinar

Department for Medicaid Services

Division of Long-Term Services and Supports

December 5, 2024

Webinar Agenda

- Therap Implementation Timeline, Go-Live Prep, and Data Archiving
- Documenting Visits in Therap
- Import and Export Process
- Town Halls, Training, and Resources

Therap Implementation Timeline & Preparing for Go-Live

Implementation Timeline

Jan. 1-31, 2025
Begin Therap Use

Entering visits or sending to aggregator if using third-party*.

February 2025
No new visits in Mobile Caregiver+

Providers can edit visits only.

March 2025
Mobile Caregiver+ becomes **view-only**.

April 1, 2025
Mobile Caregiver+ **access ends**

*Provider agencies that have contracted with Netsmart as a third-party vendor can continue entering visits in Mobile Caregiver+ after January 31, 2025.

Preparing for Therap Go-Live

If you are using Therap for EVV, has your agency…

- ☑ Completed Therap's jot form for your agency?
- ☑ Scheduled and/or had your set up call with Therap?
- ☑ Completed set up of Therap EVV – including set up of admins, users, billing (if applicable)?
- ☑ Completed training on Therap EVV?
- ☑ Made a plan for shifting to Therap between Jan. 1 and 31, 2025?

Preparing for Therap Go-Live

If you are using a Third-Party for EVV, has your agency…

- ☑ Completed Therap's jot form for your agency?
- ☑ Received the Third Party EVV Vendor Attestation Requirements from Therap?
- ☑ Signed and completed the Business Associate and End User Legal Agreements?
- ☑ Received Therap Aggregator API specs and test access credentials and are currently in or have completed testing? Third-party systems must begin sending visits to the Therap aggregator **no later than Jan. 31, 2025**.

Archiving Netsmart Data

- Providers currently using Netsmart must download and retain copies of historical EVV data for auditing purposes. **This includes providers contracted with Netsmart to use Mobile Caregiver+ as a third-party vendor.**
- Providers switching to Therap must download data from the date they began using Mobile Caregiver+ through the date they stopped.
- Providers who plan to use Netsmart as a third-party vendor must download data from the date they began using Mobile Caregiver+ through March 31, 2025**. All Mobile Caregiver+ data associated with the Cabinet for Health and Family Services will be deleted after this date.**
- Downloads must be completed **no later than March 31, 2025**. Access to Netsmart ends on **April 1, 2025**.
- Download directions available in Mobile Caregiver+ Provider Portal Report Utilization Guide available at https://bit.ly/KYHistoricalEVVData or on the DMS EVV website at https://bit.ly/KYEVVWebsite.

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Timeline Recap

Jan. 1, 2025	Go-Live: Providers can begin documenting visits in Therap or sending visits to the Therap aggregator, if using a third-party vendor.
Jan. 31, 2025	Deadline to complete transition to Therap. (Documenting visits in Therap or sending visits to the Therap aggregator.)
Feb. 1-28, 2025	New visits cannot be documented using Netsmart (unless your agency contracted with Netsmart as a third-party vendor). Netsmart systme will allow edits to past visits.
March 1, 2025	Netsmart becomes view-only for provider agencies (except those contracted with Netsmart as a third-party vendor).
March 31, 2025	Final day to download historical data. Providers switching the Therap **and** provider contracted to use Netsmart as a third-party **must download and retain historical EVV data.**
April 1, 2025	Netsmart access ends, except for providers contracted to use it as a third-party vendor.

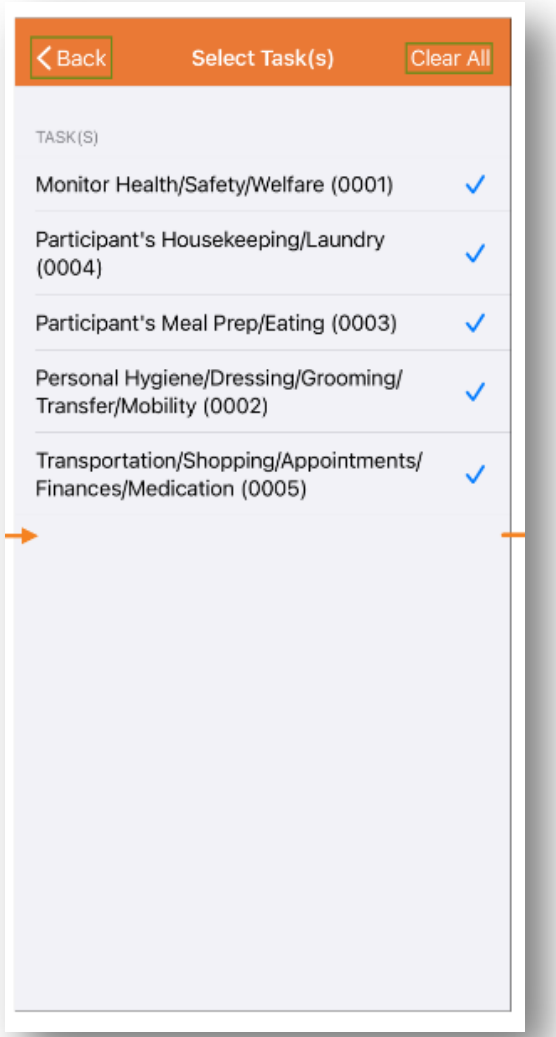
Documenting Visits in Therap

Tasks Using Therap

Provider agencies will no longer need to create task lists when using Therap.

The Therap mobile app will generate a standardized list of tasks by service code.

Paid caregivers must select the tasks they provided during each service visit.

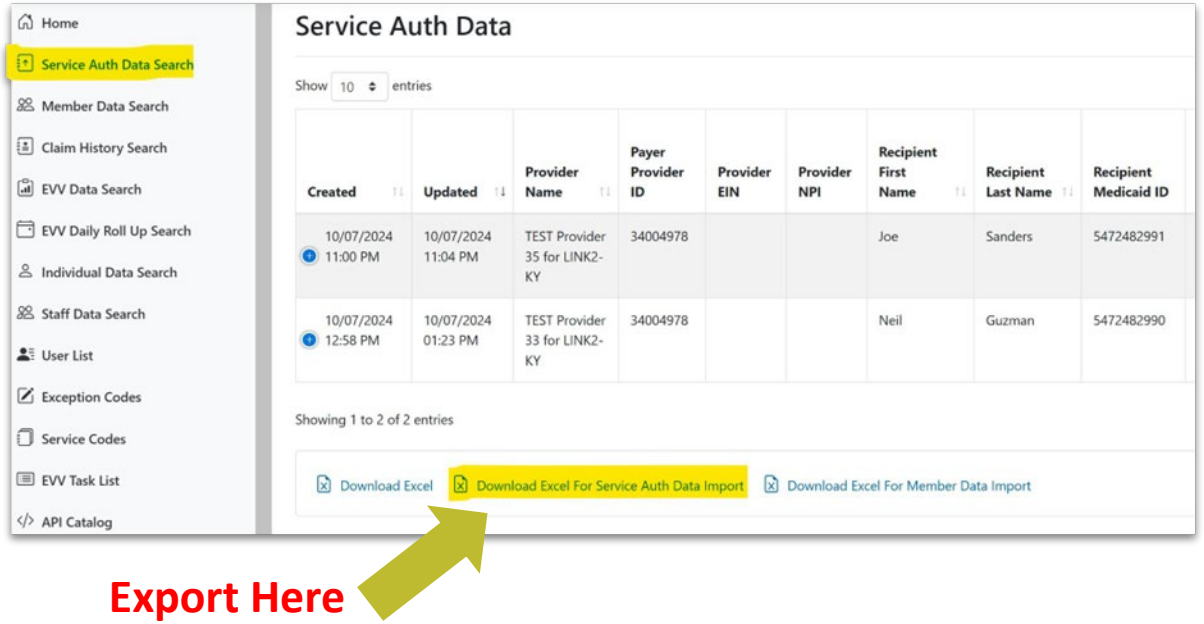


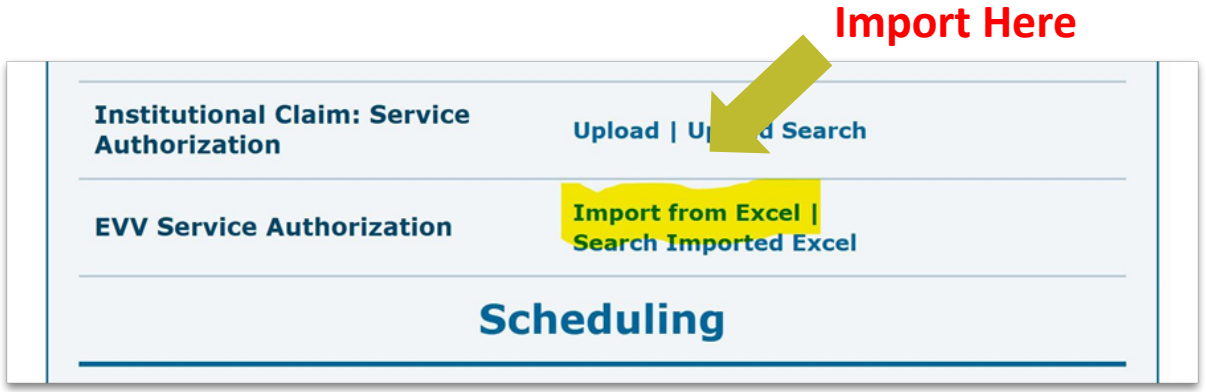
To see tasks by service code: https://bit.ly/TherapTaskListEVVPCS

Import and Export Process

Import and Export Process

- Member data and service authorizations must be **exported from the Therap aggregator** and **imported to the Therap solution.**
- Data can be exported/imported manually or using a bulk upload. Exports/imports should be done weekly.
- Only Therap users with the **IDF Admin role** can complete the **member export/import**.
- Only Therap users with a **Billing Admin role** can complete **the service authorization export/import**.
- Directions and a demo given during the November 14 Therap town hall: https://vimeo.com/1031396937/929eac756e
- **If using a third-party for EVV**, work with your vendor to address member and service authorization uploads.





Town Halls, Training, and Resources

Town Halls and Training

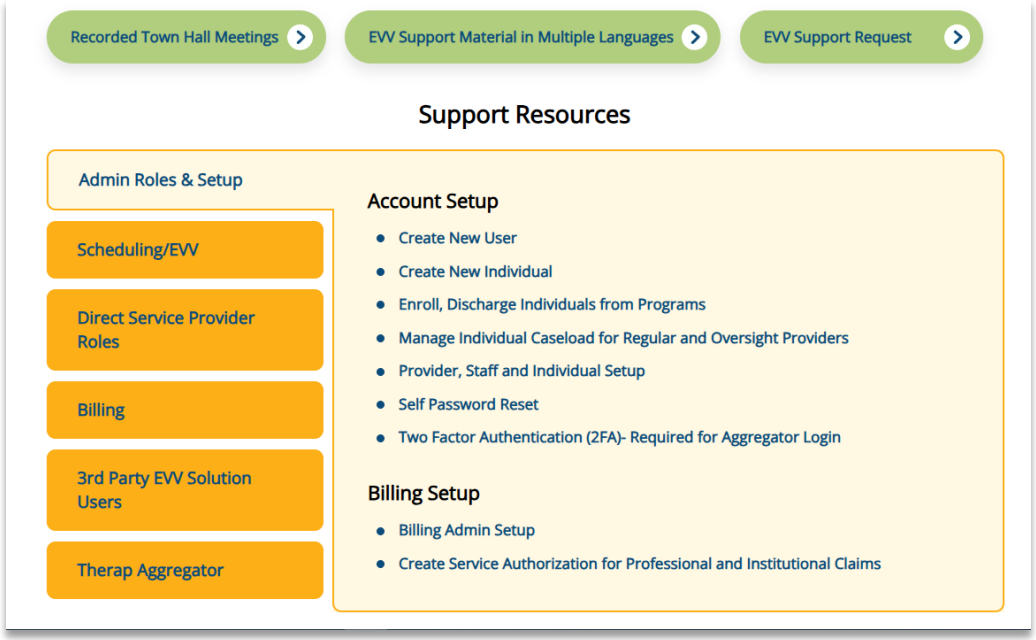
Therap Town Halls

Every Thursday at 2:30 p.m. Eastern via Zoom (excluding Dec. 26)

Next Town Hall is Today @ 2:30 p.m. Eastern
Via Zoom

Register
https://bit.ly/TherapKYPCSTownHalls

Support Resources available at
https://help.therapservices.net/s/kentucky-evv



Question and Answer Time

Please use the Q&A button at the bottom of your Zoom screen to submit questions. Questions will appear as they are answered.

EVV Resources

DMS EVV Website	https://bit.ly/KYEVVWebsite
Therap KY EVV Website	https://help.therapservices.net/s/kentucky-evv
EVV Policy Questions	1915(c) Waiver Help Desk (844) 784-5614 or 1915cWaiverHelpDesk@ky.gov
Therap	kysupport@therapservices.net
Netsmart	For providers contracting with Netsmart, providers interested in contracting with Netsmart, or transitioning providers who need assistance with downloading historical data https://bit.ly/NetsmartCustomerSupportPortal or (833) 483-5587