



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

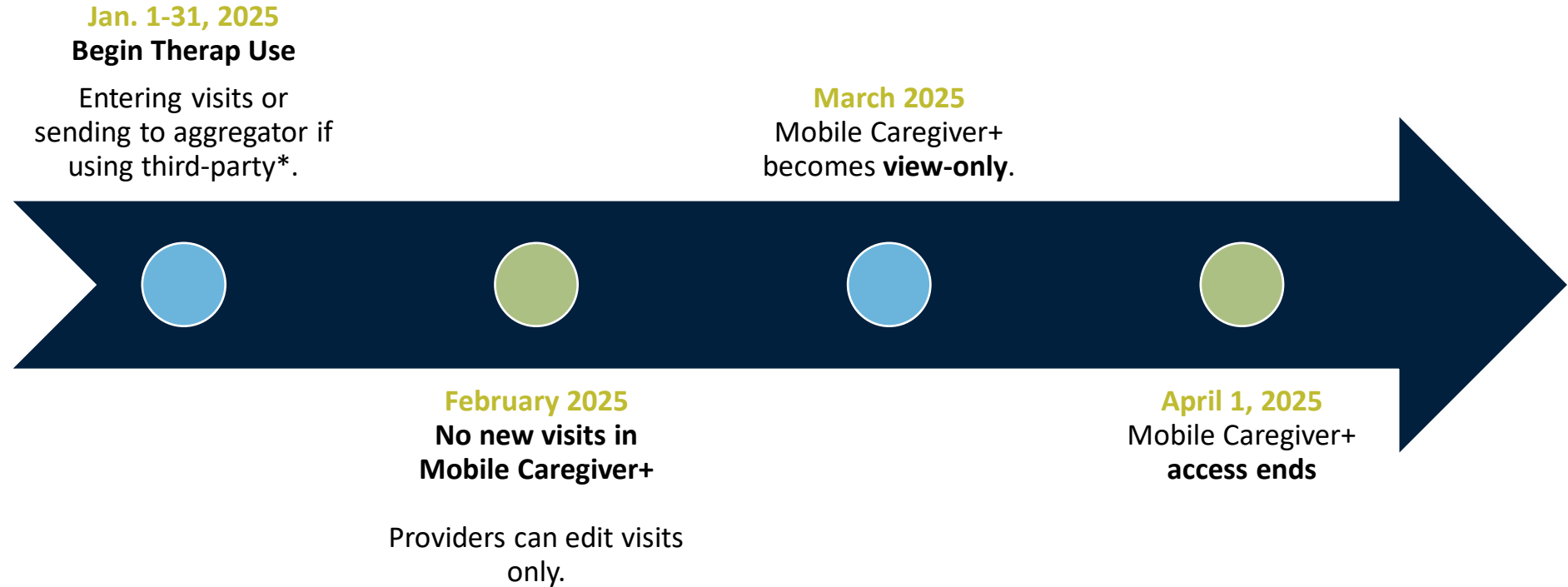
Documenting Visits in Therap

Import and Export Process

Town Halls, Training, and Resources

Therap Implementation Timeline & Preparing for Go-Live

Implementation Timeline



*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>.



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 system 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.

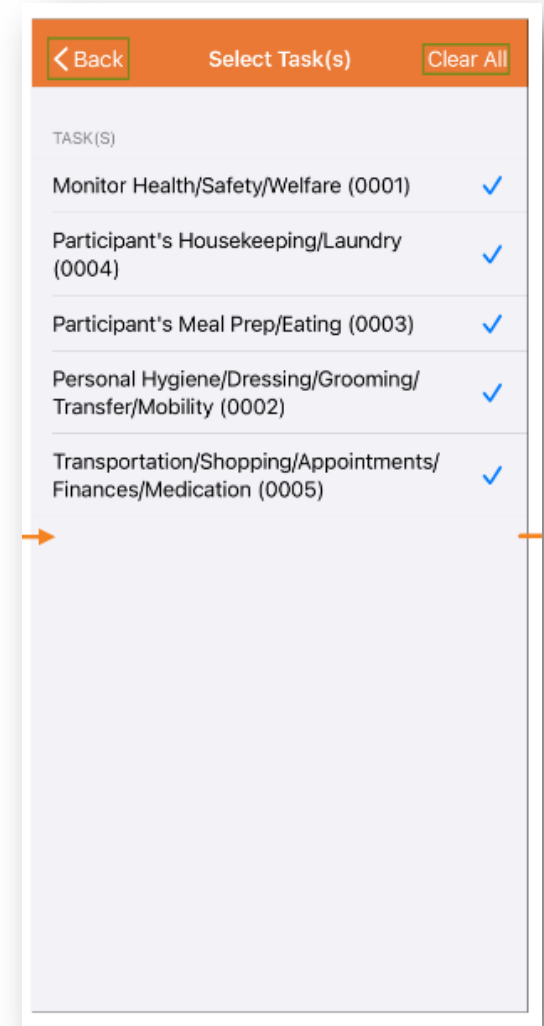
Documenting Visits in Therap

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.



The screenshot shows a mobile application interface for selecting tasks. At the top, there is an orange header bar with a back arrow, the text "Select Task(s)", and a "Clear All" button. Below the header, the text "TASK(S)" is displayed. A list of five tasks is shown, each with a blue checkmark to its right:

- Monitor Health/Safety/Welfare (0001) ✓
- Participant's Housekeeping/Laundry (0004) ✓
- Participant's Meal Prep/Eating (0003) ✓
- Personal Hygiene/Dressing/Grooming/Transfer/Mobility (0002) ✓
- Transportation/Shopping/Appointments/Finances/Medication (0005) ✓

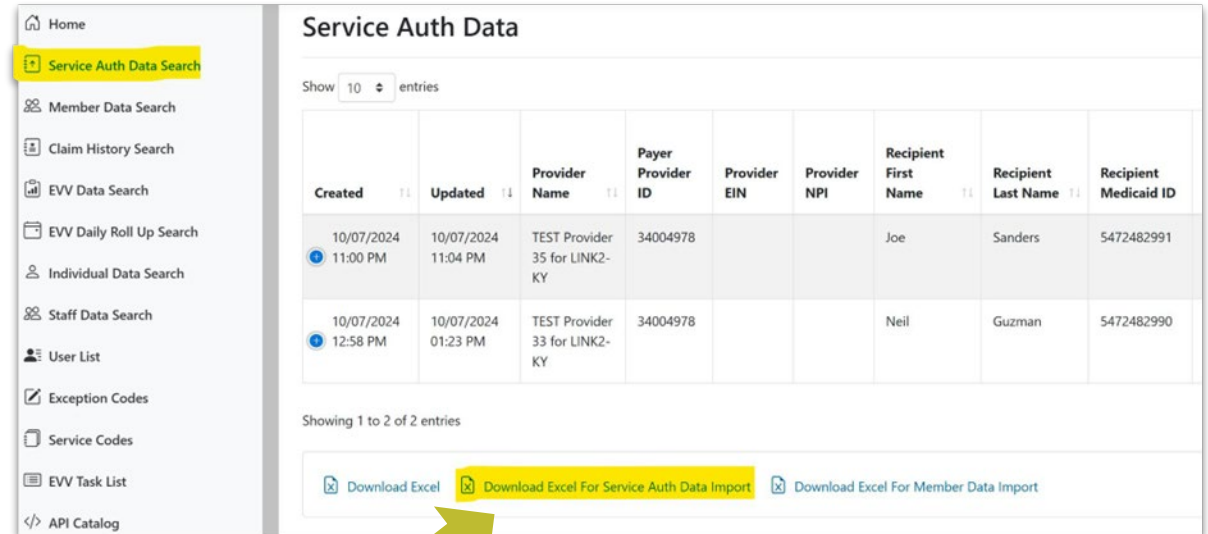
An orange arrow points to the bottom of the list.

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.

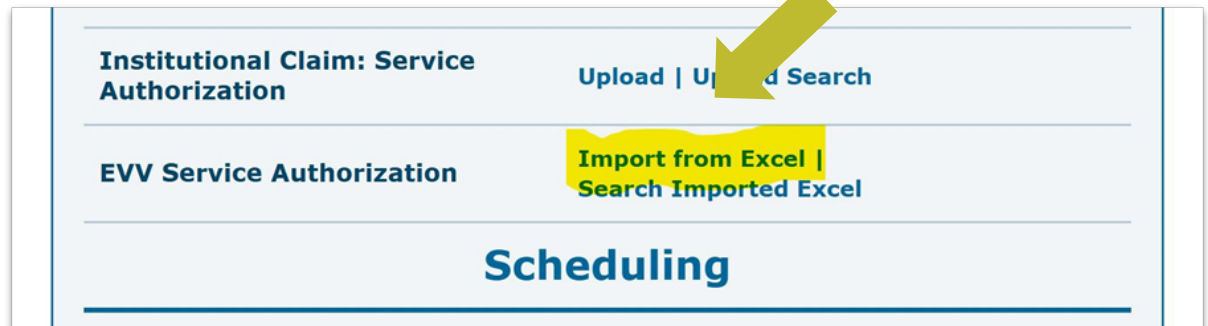


The screenshot shows a web application interface for 'Service Auth Data'. On the left is a navigation menu with 'Service Auth Data Search' highlighted. The main area displays a table with columns: Created, Updated, Provider Name, Payer Provider ID, Provider EIN, Provider NPI, Recipient First Name, Recipient Last Name, and Recipient Medicaid ID. Two entries are visible, both dated 10/07/2024. Below the table are three buttons: 'Download Excel', 'Download Excel For Service Auth Data Import' (highlighted with a yellow box), and 'Download Excel For Member Data Import'. A green arrow points from the text 'Export Here' to the highlighted button.

Created	Updated	Provider Name	Payer Provider ID	Provider EIN	Provider NPI	Recipient First Name	Recipient Last Name	Recipient Medicaid ID
10/07/2024 11:00 PM	10/07/2024 11:04 PM	TEST Provider 35 for LINK2-KY	34004978			Joe	Sanders	5472482991
10/07/2024 12:58 PM	10/07/2024 01:23 PM	TEST Provider 33 for LINK2-KY	34004978			Neil	Guzman	5472482990

Export Here

Import Here



The screenshot shows a navigation menu with three main sections: 'Institutional Claim: Service Authorization', 'EVV Service Authorization', and 'Scheduling'. Under 'Institutional Claim: Service Authorization', there are links for 'Upload' and 'Upload Search'. Under 'EVV Service Authorization', there are links for 'Import from Excel' and 'Search Imported Excel'. A green arrow points from the text 'Import Here' to the 'Import from Excel' link.

Institutional Claim: Service Authorization	Upload Upload Search
EVV Service Authorization	Import from Excel Search Imported Excel
Scheduling	

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>

Recorded Town Hall Meetings >

EVV Support Material in Multiple Languages >

EVV Support Request >

Support Resources

Admin Roles & Setup

Scheduling/EVV

Direct Service Provider Roles

Billing

3rd Party EVV Solution Users

Therap Aggregator

Account Setup

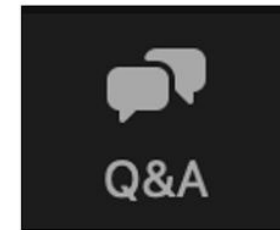
- Create New User
- Create New Individual
- Enroll, Discharge Individuals from Programs
- Manage Individual Caseload for Regular and Oversight Providers
- Provider, Staff and Individual Setup
- Self Password Reset
- Two Factor Authentication (2FA)- Required for Aggregator Login

Billing Setup

- Billing Admin Setup
- Create Service Authorization for Professional and Institutional Claims

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-evt>

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
