



Therap[®]

Welcome to the 2020 HCBS Conference



Practical Implications of Implementing EVV from a National Perspective



Any information, support services or advice related to functionality of Therap Services' products is for general guidance only. Care providers are expected to know the procedures, practices and terminology required to provide care for the individuals they serve.

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Barry Pollack
Southeast Region &
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Development Director



Justin Brockie
Chief Operating
Officer

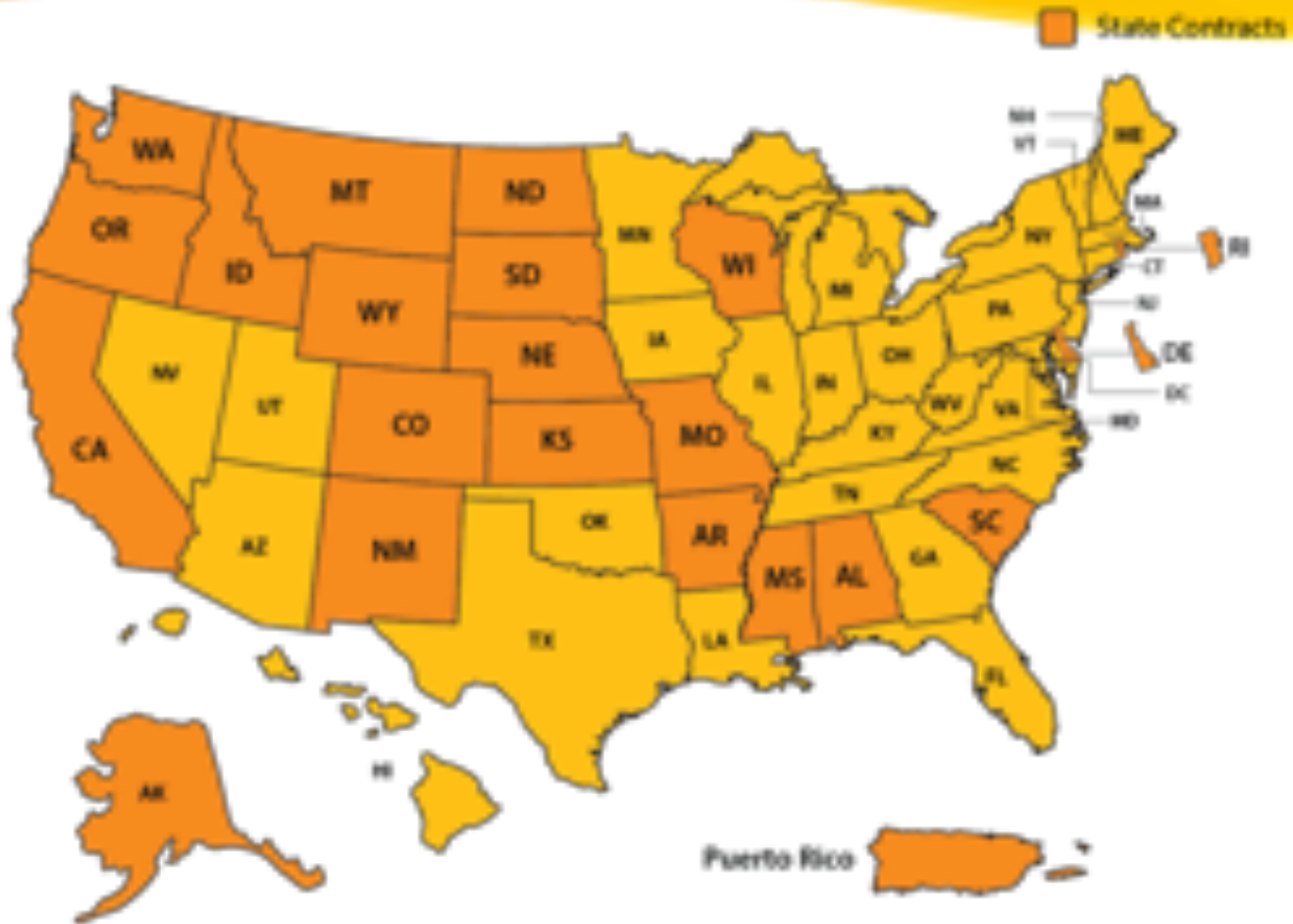


Joshua DeZurik
Director of Program
Technology from
Dungarvin



Jason Laws
Business
Development &
Business
Intelligence Lead

Users in all 50 states and over 20 state contracts



Users in all 50 states and over 20 state contracts

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Therap EVV

Solutions for HCBS: States & Providers





**Therap is a charter member of the
National Electronic Visit Verification Association (NEVVA)**

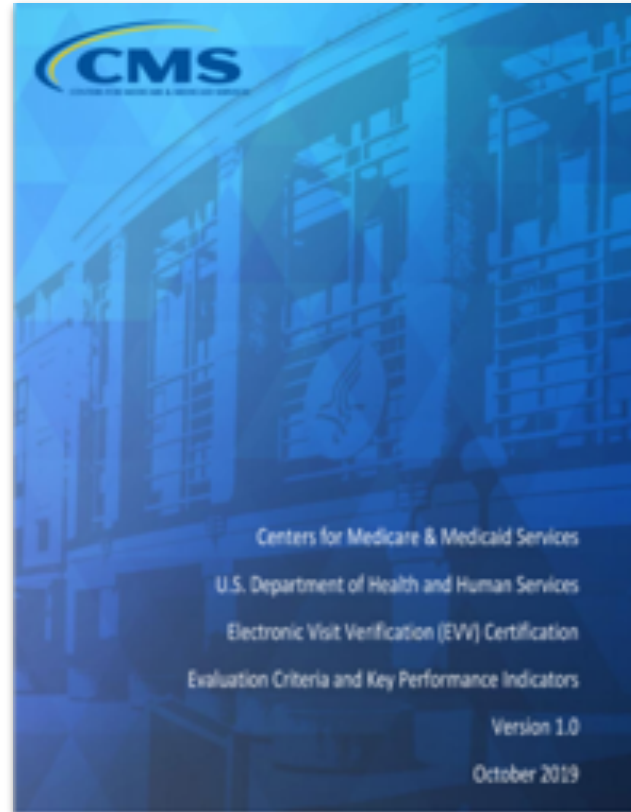
NEVVA is a not-for-profit organization dedicated to serving as the single source for Electronic Visit Verification industry-related information for states, managed care organizations and providers.

<https://nevva.org>



a few more options that are potentially available to you.





**Therap has submitted data for CMS
Operational Readiness Reviews in four states.**

- **Therap can be your State EVV solution**
 - a. Alaska
 - b. South Dakota

- **Therap can work for your DD solution and integrate with the Medicaid aggregator and or MMIS**
 - a. Delaware - FiServ Authenticare
 - b. Nebraska - Tellus
 - c. North Dakota - Sandata

- **Therap can help your providers achieve EVV compliance in any open situation**
 - a. Aggregator
 - b. No Aggregator
 - c. State Specific Solutions
 - i. Mississippi
 - ii. New York
 - iii. Oregon
 - iv. Utah
 - v. Virginia



- Designed specifically to work in home and community based services
- The choice of providers across the country
- Interfaces with most aggregators and state specific systems
- Integrated with Authorizations and Billing
- Integrated with Planning and Outcomes



Joshua DeZurik
Director of Program
Technology

Dungarvin

Founded in St. Paul, Minnesota in 1976, Dungarvin has grown to employ approximately 4,000 people who currently provide supports to over 4,000 individuals across 14 states.

successfully deployed Therap's EVV module.

Question:

What have been some of the challenges of rolling out EVV across multiple states.

Question:

What are the different models that you are working with and what has been their impact.

Question:

How have you approached the issue of Bring Your Own Device?

Question:

What has been the reaction of the people you support to EVV?

Question:

What are the misconceptions of EVV that you have come across?

Question:

What policy changes has EVV brought about?

If you haven't already, you should be thinking about:

- Check-in Types
 - Web (Wi-Fi v GPS)
 - Fixed devices
 - Telehealth
- BYOD (Bring your own device)
- 3rd Party Certification
- Enforcement
- Exceptions for Quality and KPI reporting



- EVV is a lot of work just to be a glorified timesheet!
- It is an opportunity to collect outcome data in real time and measure quality as well as quantity of services
- EVV and Person Centered Practices can be one and the same thing.

Flexible Tools for a Remote Workforce

Considerations. Policies. Practice.

**Mobile Solution for
Service Providers**



ISP Data/Case Notes/EVV - For Programmatic Reporting & Assessment

Quality & Outcome Reporting

List of Reports

Search Reports

Report Name:

Report Description:

Input Tags:

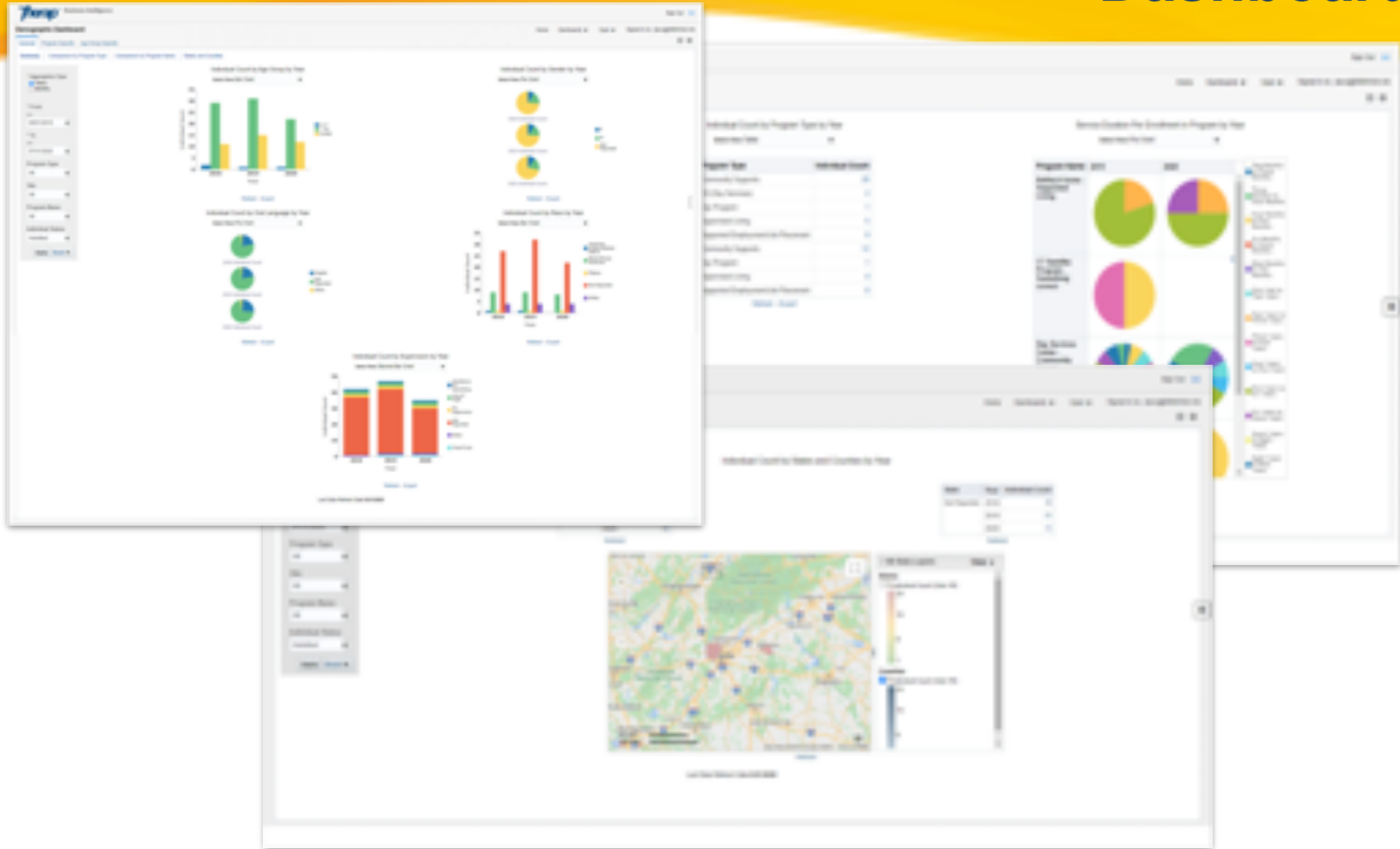
18 items found, displaying 1 to 18.
[\[First/Prev\]](#) [1](#), [2](#) [\[Next/Last\]](#)

Report Name
DEMO-AD : Diagnosis Report for Denied and Withdrawn Eligibility
DEMO-AD : Eligibility - Applicant
DEMO-AD : Report on Eligibility Data
DEMO-AD : Report on Eligibility Data with checklist
DEMO-AD : Report on Eligibility Data with Diagnosis
DEMO-AD : Inactive Record Report
DEMO-SC : Alerts and Reminders Report for Eligibility
DEMO-SC : Eligibility Data with Oversight ID
DEMO-SC : Eligibility Expiry report
DEMO-SC : Eligibility with Discharged Individual
DEMO-SC : Non Approved Eligibility with Effective Date From Individual's Eligibility Report
DEMO-SC : Eligibility report for providers
DEMO-AD : Eligibility Data with Oversight ID
DEMO-AD : Eligibility Expiry Report

The screenshot displays a software interface for a report library. At the top left is the Therap logo. The main area contains a table with multiple columns. The columns are labeled as follows: 'Report ID', 'Report Name', 'Report Description', 'Report Category', 'Report Status', 'Report Date', 'Report Author', 'Report Version', 'Report Location', 'Report Type', 'Report Format', 'Report Size', 'Report Date', 'Report Author', 'Report Version', 'Report Location', 'Report Type', 'Report Format', 'Report Size'. The table contains several rows of data, each representing a different report. The text in the table is small and difficult to read, but the structure is clear.

Business Intelligence Dashboards

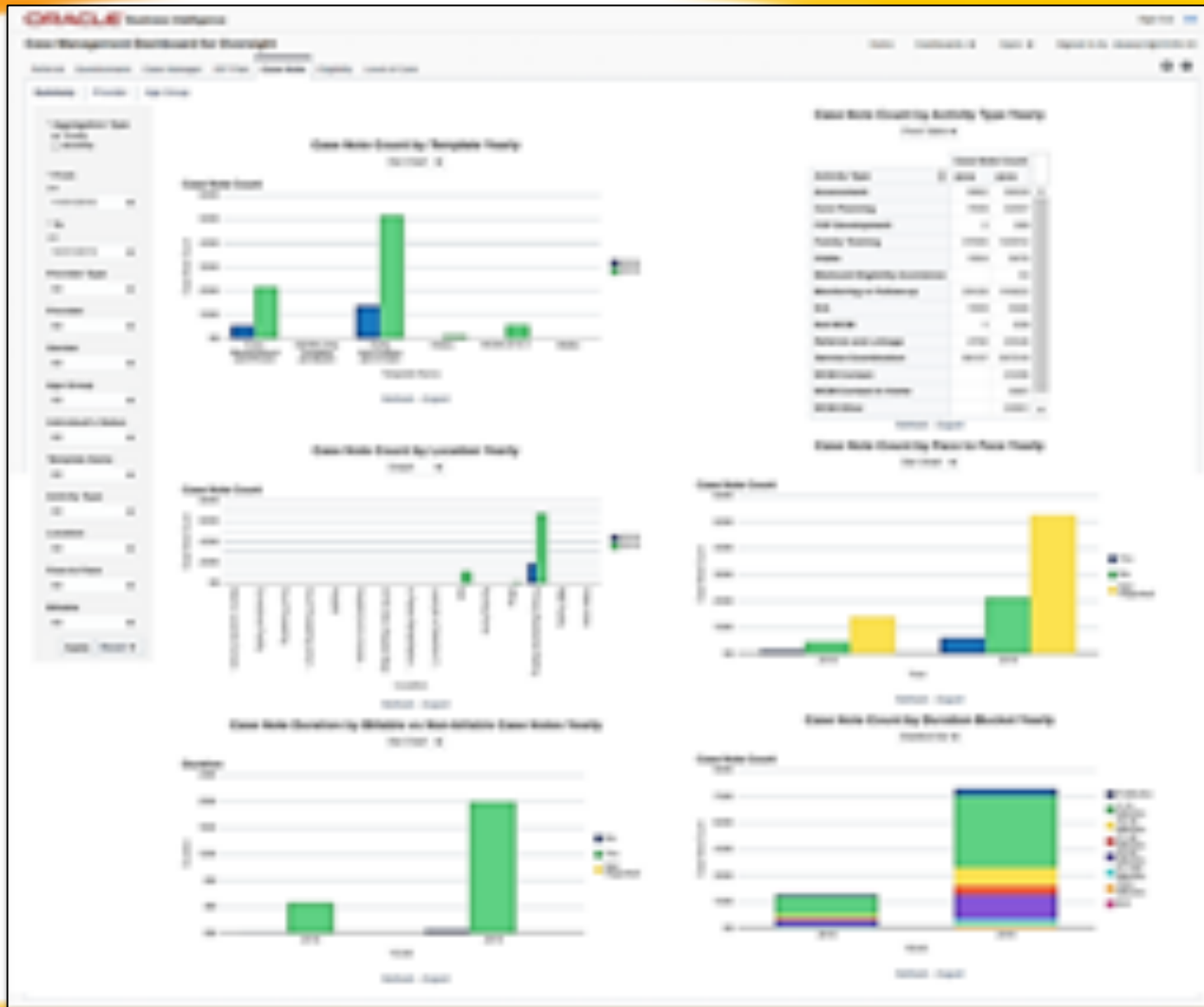
- Platform for aggregating state/agency-wide data and serving nearly real time ad-hoc reports for various modules
- Purpose is to create meaningful reports and dashboards using Oracle Business Intelligence (OBIEE) that are not available in Therap's primary application due to volume of data/queries and individual nature of data collection
- Data from primary application is fed into the BI tool for aggregation/reporting so as not to interfere with day to day operation of the primary application











Data Driven Outcomes (DDO)

Data Driven Outcomes is a module (and associated Business Intelligence Dashboard) that allows agencies/states to identify broad outcome frameworks/domains that they wish to assess across their services, and then use individualized service data to assess overall progress/performance relative to these broad domains.

Examples of Frameworks...

- CQL - Personal Outcome Measures/
Basic Assurances
- National Core Indicators
- Social Determinants of Health

Charting the LifeCourse (CtLC) Domains:

- Daily Life & Employment
- Community Living
- Safety & Security
- Healthy Living
- Social & Spirituality
- Citizenship & Advocacy

How can we measure performance across multiple, diverse individuals/proviers/programs to show overall performance in supporting Outcomes?



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Unique ISP Programs/Scoring for Multiple Individuals Mapped to a Common Outcome Measure Framework

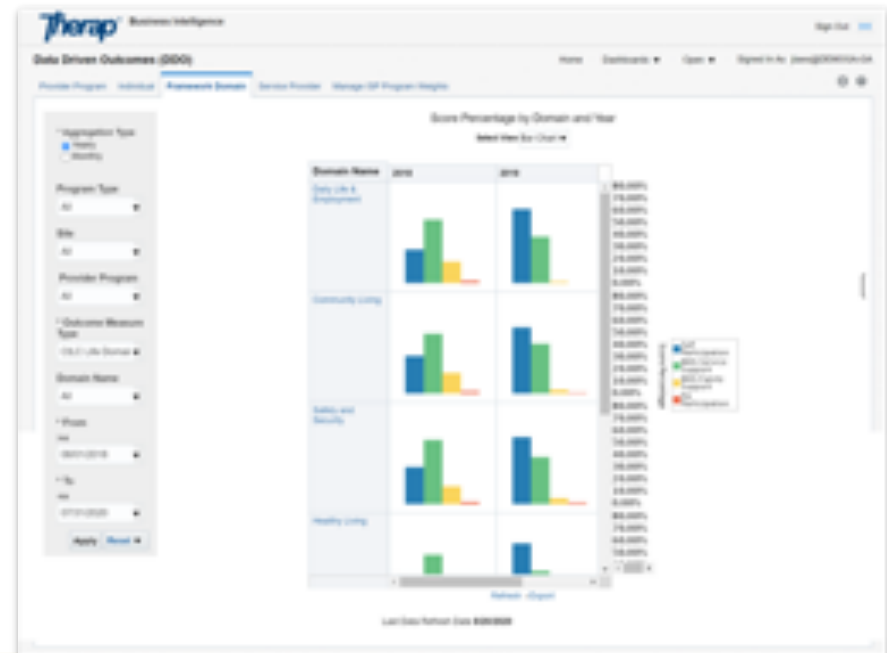
ISP Program Mapping Search

1-10 Records

Form ID	Program Name	Site Name	Individual	ISP Program	Outcome Measure Type	Entered By	Entry Date	Status	Time Zone
02C0PA-02M000A-J04R07100001	Community Access Services	Day Services Center	Achae, Jane	Jane Achae - Goal 4 - Cooking School	CLC Life Domains (DEMOGA-04)	Leah, Jason - Provider Administrator, EOP	07/26/2020	Approved	US Eastern
02C0PA-02M000A-J04R08200001	Community Access Services	Day Services Center	Achae, Jane	Jane's Video Goal (DE)	CLC Life Domains (DEMOGA-04)	Leah, Jason - Provider Administrator, EOP	07/26/2020	Approved	US Eastern
02C0PA-02M000A-J04R02000001	Employment Services	Day Services Center	Jones, Mark	BDI - WPI Services	CLC Life Domains (DEMOGA-04)	Leah, Jason - Provider Administrator, EOP	07/26/2020	Approved	US Eastern
02C0PA-02M000A-J04R07700002	GA Personal Care Home	GA Personal Care Home	Beck, Marie	Marie's Video Conference Self Goal	CLC Life Domains (DEMOGA-04)	Leah, Jason - Provider Administrator, EOP	07/26/2020	Approved	US Eastern
02C0PA-02M000A-J04R08100000	GA Personal Care Home	GA Personal Care Home	Beck, Marie	Marie's Cooking Skills	CLC Life Domains (DEMOGA-04)	Leah, Jason - Provider Administrator, EOP	07/26/2020	Approved	US Eastern
02C0PA-02M000A-J04R04200007	GA Personal Care Home	GA Personal Care Home	Beck, Marie	Community Access - Individual	CLC Life Domains (DEMOGA-04)	Leah, Jason - Provider Administrator, EOP	07/26/2020	Approved	US Eastern
02C0PA-02M000A-J04R01200001	GA Personal Care Home	GA Personal Care Home	Bullock, William	Community Access - Individual (DE)	CLC Life Domains (DEMOGA-04)	Leah, Jason - Provider Administrator, EOP	07/26/2020	Approved	US Eastern



Data Driven Outcomes (DDO) Dashboard



Data Driven Outcomes



Data Driven Outcomes - DSP Analyses

Score Percentage by Service Provider for an Individual

Title

Individual: Robert Johnson

Individual	Individual ID Number	ISP Program Name	Service Provider	Title	Hire Date	No. of Scores	Outcome met	Limited No Progress	Neutral	Refusal
Robert Johnson	2630221	Community Activities (Level of Independence)	Jesse Lewis, GP	Provider Administrator	3/7/2015	45	75.56%	15.56%	0.00%	0.00%
			Sarah Christensen	Provider Administrator	1/22/2018	3	33.33%	66.67%	0.00%	0.00%
		Community Activities (MC Innovations)	Sarah Christensen	Provider Administrator	1/22/2018	3	66.67%	0.00%	0.00%	33.33%
			Rick Feltrows	Trainer Extraordinaire	4/11/2018	6	100.00%	0.00%	0.00%	0.00%
		Innovations - Home and Community Supports	Jesse Lewis, GP	Provider Administrator	3/7/2015	27	62.96%	27.78%	0.00%	0.00%
			Rick Feltrows	Trainer Extraordinaire	4/11/2018	18	44.44%	55.56%	0.00%	0.00%

Refresh - Logout

- Assessment of adherence to **HCBS Settings Rule** (and other quality frameworks)
- Demonstrate alignment with **Value Based Reimbursement** structures
- Agencies will be able to distinguish themselves through use of **quantitative measures of performance** rather than simply compliance measures
- Demonstration of performance during state/regional/ accreditation review processes
- **States/Agencies will be able to utilize this information to better support the individuals they serve**

**Please come enjoy our 30 Min.
Catalyst Session
December 10th, 3:35-4:05**

***Therap's Data Analytics: Outcome
Measurement for Value Based
Performance Evaluation***

Presenters: Jason Laws, Business Intelligence Team Lead
Barry Pollack, Region Director

2020 HCBS Conference

Emerald Sponsor

**Thank You for all you do!
Enjoy the Conference and please
come visit our Exhibit and chat with a
member of our Team!**

www.TherapServices.net