



DBHDD / Therap Overview

September 16, 2025



Disclaimer

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.

Using Therap should neither circumvent nor take precedence over required care, nor should it impede the human intervention of care providers in a manner that would have a negative impact on any individual's well being.

Seek professional advice on specific issues and their impact regarding any individual or entity. No liability can be accepted for any errors or omissions or for any person acting or refraining from acting on the information provided in these materials and/or presentations.

Any discussion of future functionality is intended for informational purposes only. It is not a commitment to deliver any material, code, or functionality, nor should it be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described is at the sole discretion of Therap.

Retention of Rights

Therap Services, LLC (hereinafter “Therap”), through the expenditure of great effort and financial resources over a period of many years, has developed and continues to expand and improve its unique services and expertise in the field of data management systems for individuals served in HCBS and LTSS services. Therap hereby gives notice that it retains its exclusive rights and ownership over all of its proprietary know-how and information, whether patentable or unpatentable and whether already developed or only proposed, and in any other trade secrets or nonpublic technological or business information (whether or not reduced to writing or other tangible form).

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Therap Team Members



Jeff Case

National Director of
Business Development



Justin M. Brockie

Chief Operating Officer



Jason Laws

Director of Quality
& Data Initiatives



Heather Daily

Business Development
Territory Manager

Introduction to Therap

Welc^om^e

Continuous Innovation

Cutting-Edge Technology built on 20+ Years of Experience.

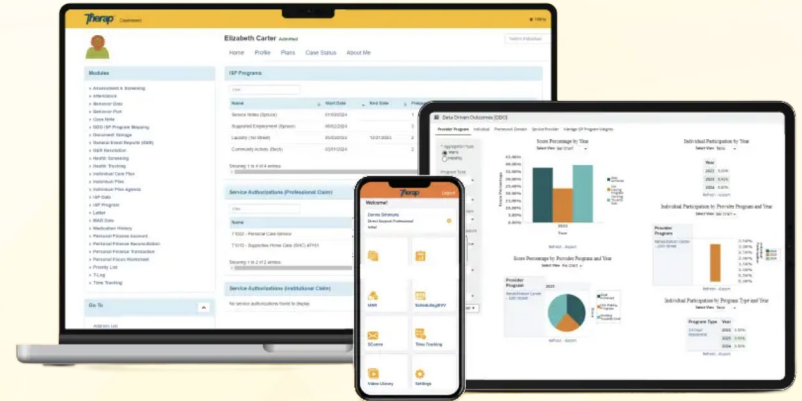
We are committed to innovation that is designed for Service Providers.



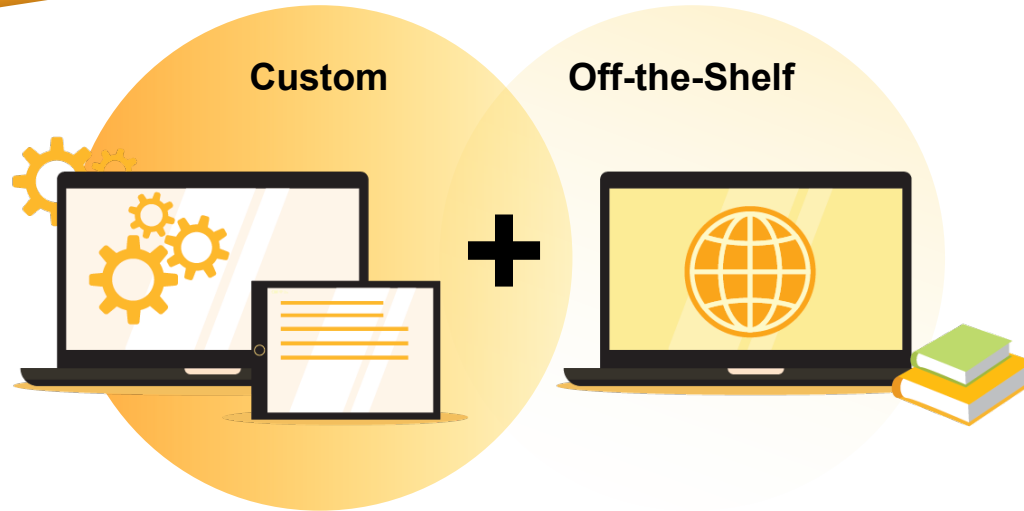
About Therap

Therap's HIPAA-Compliant web-based, SaaS, COTs documentation system has been helping providers since **2003**.

Our users include Human Service Providers, States, Counties, MCOs and other organizations / entities.

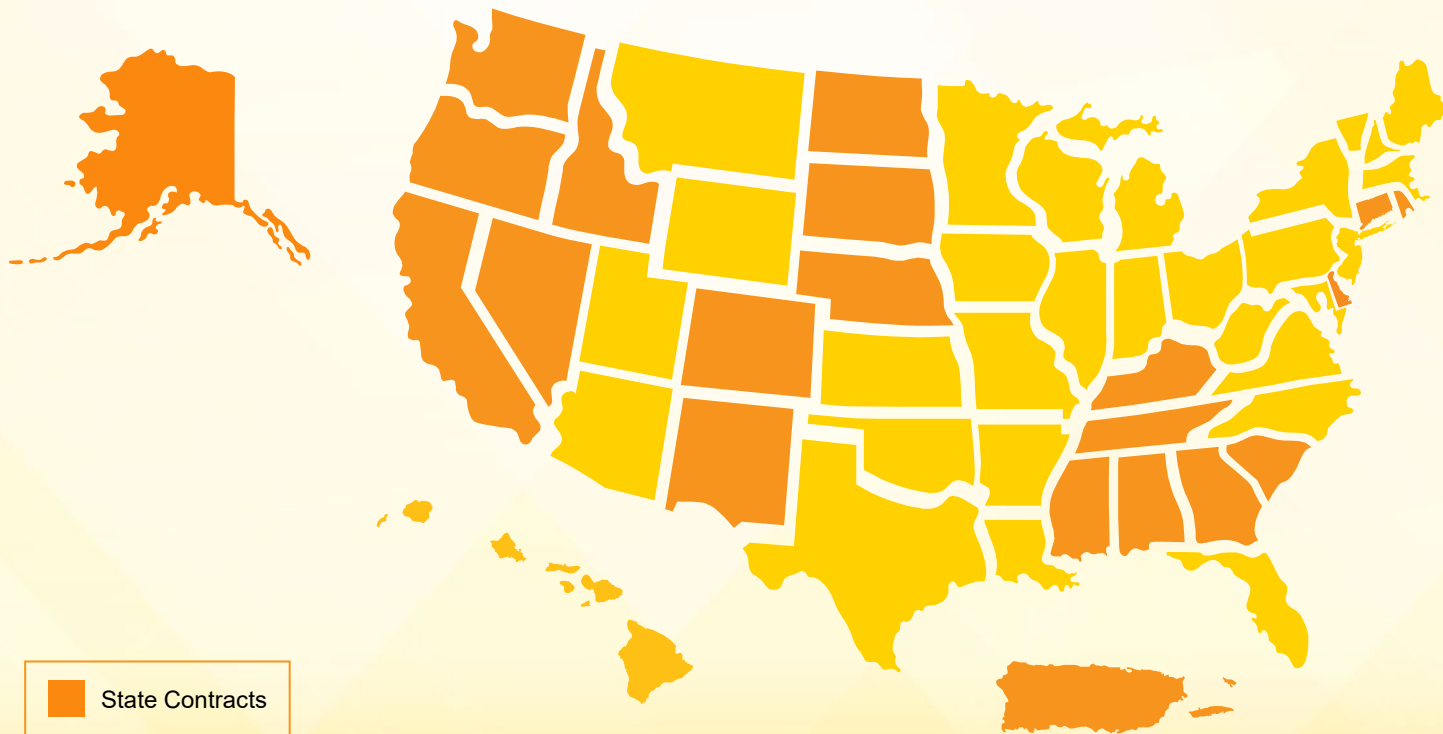


Customization vs. Configuration



Therap Services has benefits of customized and off-the-shelf products; the best of both worlds

We have users in all 50 states and 20+ state contracts



New Partnership with Georgia

**Georgia Department of
Behavioral Health *and* Developmental
Disabilities**



Data Security

- State-of-the-art system monitored 24/7, 365 days a year
- Multiple data centers to prevent interruption of service and loss of data
- SOC 2 compliant
- MARS-E compliant



Therap Data Centers



Therap Functionality



Core Principles



**Person-Centered
Data-Driven**

Therap Comprehensive Solution

QUALITY ASSURANCE & REPORTING

- Business Intelligence
- Data Transparency
- External Data Feeds
- Access for Surveyors & Families

INTAKE ASSESSMENT

Assessments:
Eligibility
Level of Care
Level of Need



SERVICE PLANNING & CASE MANAGEMENT

- Person Centered Planning
- Authorizations
- Document Storage

BILLING & CLAIMING

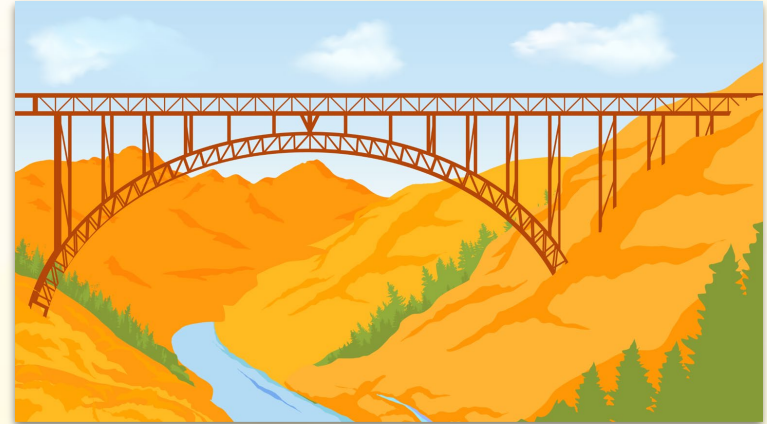
- Based on Service Documentation
- Direct to GAMMIS
- Utilization/Reconciliation

SERVICE PROVISION

- Goal & Outcome Tracking
- Incident Management
- Health Tracking and Care Plans
- Behavior Plans and Tracking

State Connected Functionality

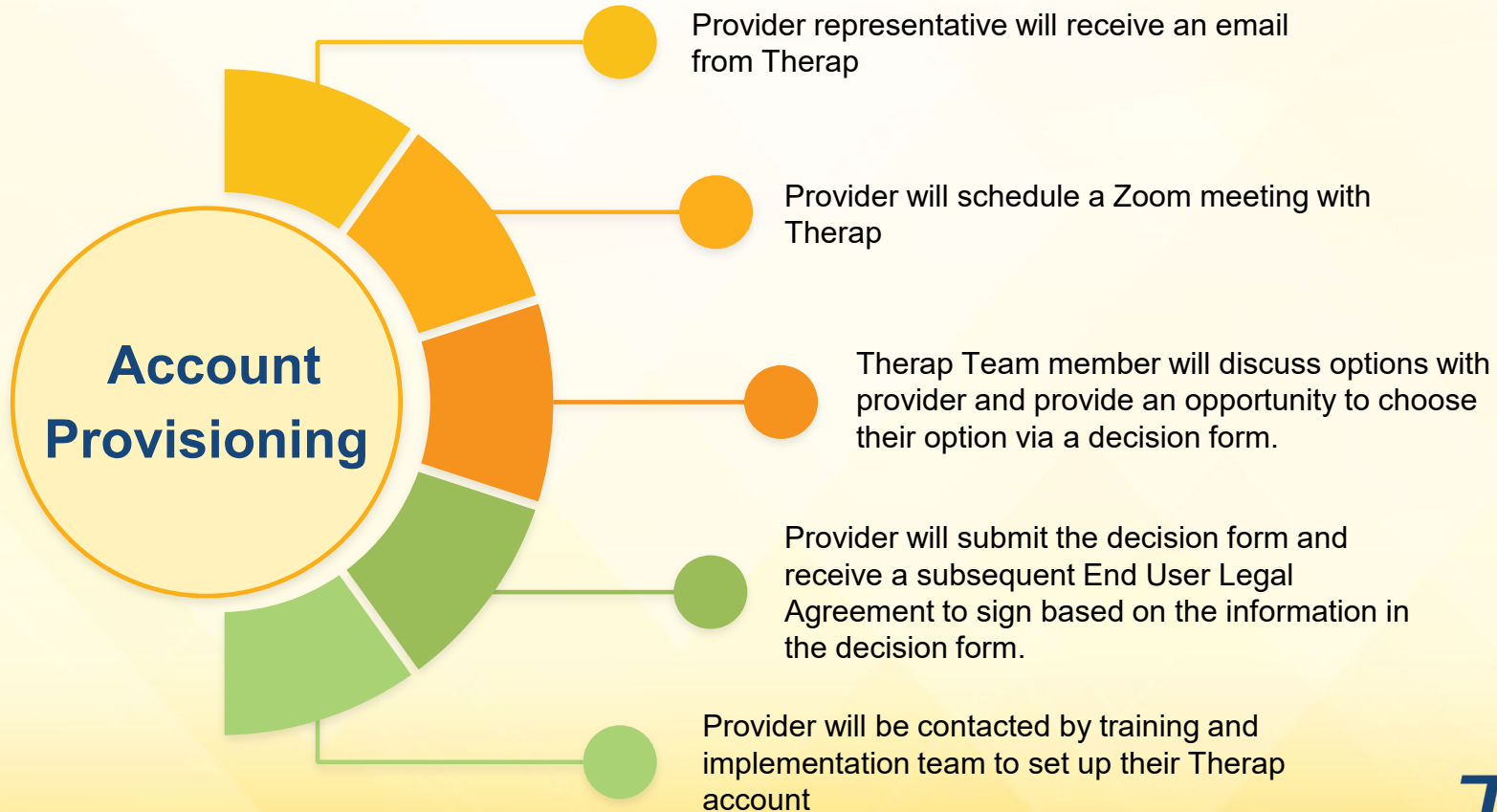
- Connection
- Collaboration
- Coordination
- Efficiency



Next Steps and Options



Next Steps



Plan Options

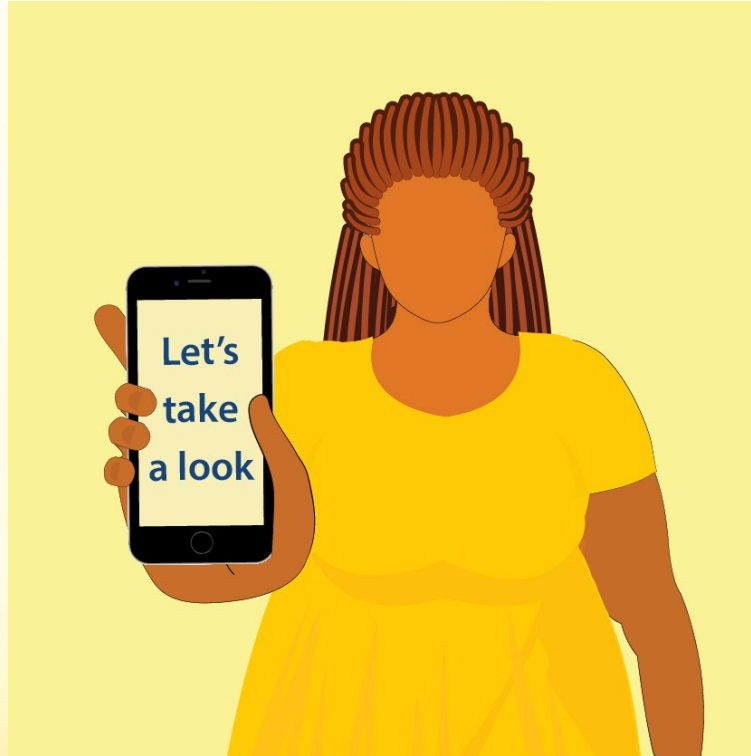
	State Provided Functionality	GA State Bundle with Incentive
Activity Tracking/Audit Trails	✓	✓
Attendance/Billing	✓	✓
Behavior Plan/Behavior Data SLE (Behavior Tracking)	✓	✓
Billing Plus	✓	✓
Charting the LifeCourse (Person Centered Planning)	✓	✓
Demographics (Census Report)	✓	✓
Document Storage (2 GB)	✓	✓
General Event Reports, Management/Event Summaries (Critical and Non Critical Incident Reporting)	✓	✓
Individual Demographic Forms	✓	✓
Individual Plan (Individual Support Plan (ISP))	✓	✓
Letter Module	✓	✓
Secure Document Signing	✓	✓
SSO	✓	✓
Case Notes (Nursing Notes/Assessments/Clinical Notes/PT/OT/ST Notes)	—	✓
Global ISP Template Library	—	✓
Goal Tracking	—	✓
Health Plus (Health Care Plans included)	—	✓
Health Tracking (Bowel Tracking Included)	—	✓
MAR Plus	—	✓
Priority List	—	✓
Secure Communications	—	✓
T-Logs (Shift Notes/Daily Summary)	—	✓
GA State Team Training & Support	✓	✓

Valid through September 5, 2025

Questions

- Access - Who can see what and when and how?
- What is the incentive? What will be required 1/1/26
- Staff expectations for input / view in Therap 1/1/26
- After the incentive
- Implementation roll out
 - Account Creation
 - Functionality rollout
- If we don't use Therap what is the expectation
 - **Providers who have elected not to opt-in to the state incentive functionality will be contractually obligated to manually extract data from their records and upload the required data via a HIPAA compliant portal.**
- How soon can I get started? I want to start using my account now

Therap System Demonstration



Questions





What are my Options:

- **For Existing Therap Customers**
 - Link Account/Accept Incentive
 - Not Link/Decline Incentive

- **For New Therap Users**
 - Accept Incentive/Expanded Functionality
 - Decline Incentive/State Mandated Only



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MAR Plus	—	✓
Priority List	—	✓
Secure Communications	—	✓
T-Logs (Shift Notes/Daily Summary)	—	✓
GA State Team Training & Support	✓	✓



What Does Access to State Connected Accounts Look Like 1/1/2026:

- For Providers
- For State Team Members
- For Support Coordinators



If we accept the Incentive...

- When does it end?
- A: The incentive period goes through 12/31/2028.



- After Incentive
What happens then/what is my agency responsible for and what are my options?
 - A: DBHDD will continue to require information sharing so it can continue its oversight of services. To aid providers in sustaining this additional functionality, DBHDD is exploring the possibility of incorporating use of connected health record functionality into the reimbursement methodology for services.



If we do NOT accept the Incentive...

- What information from my private not connected account (Therap or other system) must be provided in the state Therap account?

A: At minimum, detailed clinical information (vitals, medical incidents, MAR, diagnoses, behavioral tracking) will be required. Updates will need to be provided on a daily basis).



If we do NOT accept the Incentive...

- What is required in the state provided Therap account?
A: Next page details module options



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GA State Team Training & Support	✓	✓



What can we expect for initial go-live on January 1st, 2026?

Access to the following Data:

- Individual Demographics
- Individual Medical Information
- Health Tracking
- Medication History/MAR:
- Individualized Service Plans
- Behavior Plans



Access Roles:

- Individual Home:
 - Individual Home Page
- Individual Demographics:
 - IDF View Only
- Individual Medical Information:
 - Medical Information View Only
- Health Tracking:
 - HT View Only
- Medication History/MAR:
 - Medication History View Only
 - MAR Data View Only
- Care Plans:
 - Care Plan View Only
- Behavior Plans:
 - Behavior Plan View Only
 - Behavior Data View Only





Georgia

Therap is proud to announce a new partnership with The Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD). This brand new collaboration will allow the state to take a bold step forward toward modernizing the system of care and providing greater coordination of care, significant efficiencies, and enhanced communication. The Therap system will tie together a full range of state and provider processes to create a simplified, integrated structure to facilitate quality service delivery and positive outcomes for individuals.



October 15, 2025: Decisions are required from DBHDD IDD Providers

[Click to schedule an appointment](#) >

Georgia Department of Behavioral Health & Developmental Disabilities

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

Webinar on:
Georgia DBHDD -
Introduction to Therap

[Click here](#) to explore the incentive options for GA providers
For more information, contact: gasupport@therapservices.net



Therap's Leadership Team for Georgia



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Website Page for GA

<https://help.therapservices.net/s/georgia>

**Thank
You**

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