



Georgia Department of Behavioral Health &
Developmental Disabilities

Kevin Tanner, Commissioner

DBHDD

Division of Developmental Disabilities

Therap & The Provider Network Webinar

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Q&A

Questions	Answer
Will Therap provide integration with existing EMR software for any agency that also provides behavioral health services?	Therap offers several options to support integration and interoperability to support other services. Therap will be happy to discuss with you your particular needs/circumstances.
If you had your meeting with Therap but never received your follow-up email, what is the next step?	Make sure you submit your provider request form at: https://help.therapservices.net/s/article/8047
What will the cost be once the DBHDD incentive has ended?	The incentive is through 12/31/2028. We anticipate that the cost for the incentive package to be ~\$100 per individual but cannot guarantee or forecast future rates.
When will we receive our login information so that we can begin accessing the system?	The exact date is TBD, Therap will follow up with you directly to begin this process.
If providers have other case management systems and do not switch to Therap, what level of access will those providers have?	There are some components of Therap that all providers will have to utilize. Initially this will include access to plans, authorizations, and demographics. Other clinical data will also be required to be added to the state managed Therap account (specifics will be communicated to providers).
Can you choose to do your own billing, or do you have to let Therap do the billing?	Initially providers may bill as they currently do, however integrated billing through Therap may be included further into implementation.
As an independent provider (OT), how do I proceed when all the paperwork/contract is written for agencies?	TBD, Therap is researching the best account type for Therapies, Nursing, and Behavioral Health Services.
Will these documents be added automatically or do we have to create templates (support plans)?	Service plans will be entered into Therap by Support Coordinators and be available to access within the provider's account.
For Mobile Caregiver EVV users, will the data transfer into Therap or will we be required to use Therap EVV?	Initially there will be no change for EVV users.
Are therapists (OT/PT/ST) expected to write notes and evaluations within Therap?	Some clinical documentation for these services will be required to be completed in Therap. The specifics will be communicated to providers.

How does Therap specifically impact Participant Directed services and Fiscal Agents?	Therap will be the new case management system, and for the people you serve and for whom you are on the PA, it will be used in a fashion not unlike the current IDDC System.
Is MAR included in the package?	MAR is included in incentive option.
Can you do a risk mitigation, or is the care plan the only one included?	Care Plans will be available for the 1.01.26 go-live. Further options may be included later into implementation
How do we create a TLog report?	Training will be provided.
Is reporting an add-on to Therap or always included, and is Georgia providing the reporting module?	Basic reporting is included in all packages, enhanced reporting will be available within the incentive packages.
After the incentive period, how much would it cost to store our data if we opt out?	There are several details involved in such a scenario, so a blanket answer is difficult. You would have the option to export data at no fee, but ongoing access to the account would need to be discussed.
Can we put cost center codes into Therap billing for accounting system export?	Yes
Is there a basic export of data to Excel for pivot tables?	Yes
To what level is customization available for data reporting?	Basic reporting is included in all packages, enhanced reporting will be available within the incentive packages - specific customization would need to be discussed with Therap.
Is there a way to input scanned documents (labs, MD visits, discharge, etc.)?	Yes.
Where do we see ISP data related to provider numbers by service type?	Training will be provided on specific functionality
How much training will be provided, and will it be train-the-trainer or unlimited staff training?	Therap will provide training to all organizations, and it will likely be a combination of train the trainer, webinars, and other types of asynchronous training. Ongoing support will be available to all providers.
How does Therap ensure HIPAA compliance for non-DBHDD Medicaid/private pay individuals?	Therap maintains SOC-2 and MARS-E compliance to maintain our HIPAA compliance.
What is T-Log used for?	Typically, daily shift notes and updates. Training will be provided on specific functionality
Is there a place for taking attendance (daily, one-on-one CAI)?	Yes.
What is the monthly and annual cost per resident?	The cost of the incentive after 12/31/2028 is based on \$100 per individual supported for the GA State Bundle with Incentive. Current customers can switch to a bundle or return to their current pricing structure. Prices are subject to market changes.

If caregivers use another EVV system, how will that data transfer into Therap?	EVV will not be part of the initial implementation
Do we have to change billing platform (GAMMIS, EVV)?	No, initially providers may bill as they currently do, however integrated billing through Therap may be included further into implementation.
What is the support or escalation model? Is there a dedicated urgent contact?	Therap provides Live Help through their site and a dedicated support team to support Georgia providers.
Can managers build and share dashboards?	Dashboards are configurable, providers will be trained on specific functionality.
When can we start using Therap once we signed up?	Expected go-live is 1/1/26, more specifics will be provided as we get closer to this date.
Where do we submit our decision by 10/15/25 – will we get an emailed link?	Please submit your decision through this form: https://help.therapservices.net/s/article/8047 .
If we already chose an account type, do we email gasupport@therapservices.net to confirm?	No, if you have submitted your provider request form, no further submission is necessary.
If we already have a Therap account, will we get a second login for DMA-7s?	Assuming this is asking about staff who perform multiple roles, most of these scenarios can be accommodated by a single login with multiple profiles. There may be scenarios that warrant a second login. Therap will discuss with your agency your situation and offer guidance as part of your training.
Please repeat pricing once incentive expires.	The cost of the incentive after 12/31/2028 is based on \$100 per individual supported for the GA State Bundle with Incentive. Current customers can switch to a bundle or return to their current pricing structure. Prices are subject to market changes.
Will Tellus EVV still be needed, or does Therap record this service?	EVV is not part of the initial implementation.
Will Authorizations in Therap affect billing through GAMMIS?	No, initially providers may bill as they currently do, however integrated billing through Therap may be included further into implementation.
Will reporting module & data export be available for support coordination 1/1/26?	Reporting will be available for all data that is available in the system (recognizing that some data will not be in the platform on 1/1/26)
Will GER be part of 1/1/26 rollout?	No
How many GA providers are currently using Therap?	There are around 160 providers using Therap in Georgia.
Will behavioral supports upload BSP documents into system, including tracking?	Yes, there is also an option for tracking within the system.
Will billing be done through Therap?	No, initially providers may bill as they currently do, however integrated billing through Therap may be included further into implementation.

Will we be able to bill out of Therap with incentive plan?	Yes, though this option will likely not be available on 1/1/26. Further information about specific timelines and module implementations will be communicated.
If opting out, can providers gradually integrate as portions come online?	There will be a gradual implementation of modules going forward, and providers may choose to add functionality to their private accounts as they see fit, however they will need to opt in at the beginning to be eligible for the incentive payment.
Any plans for training and what is expected?	Yes, Therap will provide training to all providers.
Is there a date for training specific to Support Coordination?	Tentatively planned for November or December 2025, but specific information will be communicated when it is available.
If we want to begin billing sooner, should we reach out now or wait until 1/1/26?	If you are an existing Therap user that would like to initiate billing, we can work with you to do so. If you are a new Therap user just coming on board as part of the state contract, we'll discuss this with you as part of the ongoing implementation plan.
When will Support Coordination receive training?	There will be training specific to SCs, however the dates are still TBD
After incentive, will there be a cost to allow DBHDD access, or is it included in \$100?	The incentive is through 12/31/2028. We anticipate that the cost for the incentive package to be ~\$100 per individual but cannot guarantee or forecast future rates.
Will IDD Connect totally go away in 2026?	IDD Connect will not be sunseting on 1/1/2026. IDD Connect will still be accessible however users will only have "View Only" access. No work or updating should occur after 1/1/2026 in IDDC.
Can provider make changes to the ISP or only SC?	Only Support Coordination.
Is it safe to assume the incentive would also include state funded and family support individuals in Therap under DBHDD umbrella at no cost?	The Therap system will be used for individuals who are applying for waiver services and individuals who are enrolled into state funded services. Currently Family Support Services are not included in the system.
Will providers be stuck paying for two different software systems once the incentive ends, or will DBHDD add EVV services on?	EVV is not part of the January 1, 2026, introduction of Therap.
Are you required to use all components, such as billing, once you agree to use the state option?	No, a provider is not required to utilize all available components of the Therap platform.
If we already have a Therap account, do we need to switch over to a DBHDD incentive account?	Existing Therap users can link their account to the State or have a secondary account. Linking accounts is preferable to avoid multiple

	environments for the provider to have to maintain.
What is MAR?	Medication Administration Record, Medication History
Is GAMMIS still going to exist for billing?	Yes, providers will continue to bill GAMMIS for waiver services.
Can auditors, support coordinators, guardians, DBHDD, etc. access our system without permission?	There will be governance that will address this based on DBHDD Policy. There will be access to provider records based on Medicaid Policy Part I.
Does GER automatically transfer to the State's incident system?	This is not part of the plan for the January 1, 2026, go-live.
Will Therap replace IMAGE?	Everyone will still be using IMAGE on 1/1/26.
Is Therap from now on mandatory for all documentation?	Therap is not mandatory but if you decide not to use Therap, you will need to arrange for electronic access to the required documentation that DBHDD will require.
Is Therap required for ALL providers in Georgia?	If you decide not to use Therap, you will be required to provide electronic access for required documentation.
What is the state-required functionality?	Behavioral Plan/Behavioral Data SLE, Health Plus (Health Care Plans included), Health Tracking (Bowel Tracking Included), Medication History.
Who do we contact to set an individual meeting?	Contact Therap here: https://calendly.com/georgia-support/georgia-provider-account-review
After the incentive, what happens to records in the IDDC system?	Documents will be transferred from IDD Connects to Therap for all individuals that are transferred to Therap.
Does access to the Therap system include nursing, Qlarant, auditors, etc.?	With governance, yes.
What is the incentive for existing Therap providers?	Existing Providers will also receive the incentive.
Will DBHDD upload documents currently in IDD Connect (letters, assessments)?	Yes.
Will service authorizations no longer be in GAMMIS as of 1/1/26?	Waiver authorizations will continue to be available in GAMMIS. Providers will be able to continue to bill against existing authorizations. However, any clinical change in service needs will require Plan updates and new authorization in Therap and the previous authorization will be ended.

What about individual documents (letters, assessments)?	There will be a capacity for generating some letters, the question is not specific and probably had context in the presentation. We will move documents from IDDC to Therap.
While using incentive options, does DBHDD have real-time access to all agency data (notes, assessments, etc.)?	Yes, with the governance of who has access.
Are we required to maintain the financial contract after the incentive?	Yes
If we do not merge, what is the Therap requirement for the State?	Existing Therap users can link their account to the State or have a secondary account. Linking accounts is preferable to avoid multiple environments for the provider to have to maintain.
How can we accept the incentive?	Use the Therap provided Calendly scheduling link: https://urldefense.com/v3/https://calendly.com/georgia-support/georgia-provider-account-review-;!!HWVSVPY!nmlyiSg2Y9FIKcWp1qR3yEFJ96l2LNaQlxs0ge1q7YBzophnZsEBts6vRtg-GbZ2YBnhhl5DVMH3A6d6SYQrUsZJSIIolOffq8FPc\$
Would providers need to complete incidents in Image as well as GER?	Yes, Policy 04-106 will be applicable.
Will providers still be responsible for Therap costs as of 1/1/2026 - 2029?	The incentive deadline is 10-15-2025
Is \$100/year for basic or incentive plan?	The cost of the incentive after 12/31/2028 is based on \$100 per individual supported for the GA State Bundle with Incentive. Current customers can switch to a bundle or return to their current pricing structure. Prices are subject to market changes.
How will EVV be implemented into Therap?	The exact timing of implementation of EVV will be part of the functionality that will be released during 2026 whose details are not yet finalized.
What is rollout timeline for items not available at go-live 1/1/26?	That timeline has not yet been established.
What if you are already a Therap user?	You will also be enrolled in the incentive program.
Can we continue billing Medicaid directly through GAMMIS?	Yes
Will this webinar be recorded, and how can we access it?	Yes, and the site will be on DBHDD to view.
For independent providers (OTs), what is the process since contracts are agency-based?	They (and other therapy providers) would have an oversight account with a caseload of the people they serve.

How do we schedule a meeting (after submitting jot form with no follow-up)?	Use the Therap provided Calendly scheduling link: https://urldefense.com/v3/https://calendly.com/georgia-support/georgia-provider-account-review;!!HWVSVPY!nmlyiSg2Y9FIKcWp1qR3yEFJ96I2LNaQlxs0ge1q7YBzophnZsEBts6vRtg-GbZ2YBnhhl5DVMH3A6d6SYQrUsZJSIIolOffq8FPc\$.
Who should we contact for one-on-one?	Use the Therap provided Calendly scheduling link: https://urldefense.com/v3/https://calendly.com/georgia-support/georgia-provider-account-review;!!HWVSVPY!nmlyiSg2Y9FIKcWp1qR3yEFJ96I2LNaQlxs0ge1q7YBzophnZsEBts6vRtg-GbZ2YBnhhl5DVMH3A6d6SYQrUsZJSIIolOffq8FPc\$.
How do we schedule one-on-one?	Use the Therap provided Calendly scheduling link: https://urldefense.com/v3/https://calendly.com/georgia-support/georgia-provider-account-review;!!HWVSVPY!nmlyiSg2Y9FIKcWp1qR3yEFJ96I2LNaQlxs0ge1q7YBzophnZsEBts6vRtg-GbZ2YBnhhl5DVMH3A6d6SYQrUsZJSIIolOffq8FPc\$.
Will Therap take the place of Provider Connect for state funded services?	Providers will continue to use Provider Connect for state funded billing. Future releases of Therap will allow providers to use the Therap system to bill for state funded services without having to use Provider Connect.
What day are agencies expected to have data moved to Therap for state viewing?	The Therap system will go live 1/1/2026.