Michelle G. Fry, J.D., Ph.D.
State Director
Rufus Britt
Associate State Director
Operations
Lori Manos
Interim Associate State Director
Policy

COMMISSION
Stephanie M. Rawlinson
Chairman
Barry D. Malphrus
Vice Chairman
Robin B. Blackwood
Secretary
Gary Kocher, M.D.
Gary C. Lemel
Eddie L. Miller
David L. Thomas

3440 Harden Street Extension
Columbia, South Carolina 29203
803/898-9600
Toll Free: 888/DSN-INFO
Home Page: www.ddsn.sc.gov

MEMORANDUM

TO: Executive Directors, DSN Boards
CEOs, Contracted Service Providers

FROM: Lori Manos, Interim State Director-Policy

DATE: February 1, 2022

SUBJECT: Therap Introduction to Billing and Claim Submission

As you are aware, DDSN is partnering with Therap to offer providers an option for electronic billing of all Home and Community Based Waiver services on March 1, 2022. The attached high-level introduction to the Therap billing system was developed to provide basic information on how the Therap attendance module will create and submit claims. It is intended to be general in nature and Therap is developing a very specific training that will roll out in late February after the Department of Health and Human Services (DHHS) trainings are complete.

Please ensure your agency attends at least one of the DHHS billing trainings scheduled for February 3 and February 8. Details on the training can be found Here or on the SCDHHS microsite located at the address below:
https://msp.scdhhs.gov/DDSNDirectBill/?utm_campaign=&utm_medium=email&utm_source=govdelivery.

I appreciate your patience during this important transition and I thank you for all that you do to improve the lives of those we serve.

Attachment

Therap® | Person-Centered. Data-Driven.

SOUTH CAROLINA DEPARTMENT OF
Disabilities and Special Needs

Introduction to Billing and Claim Submission

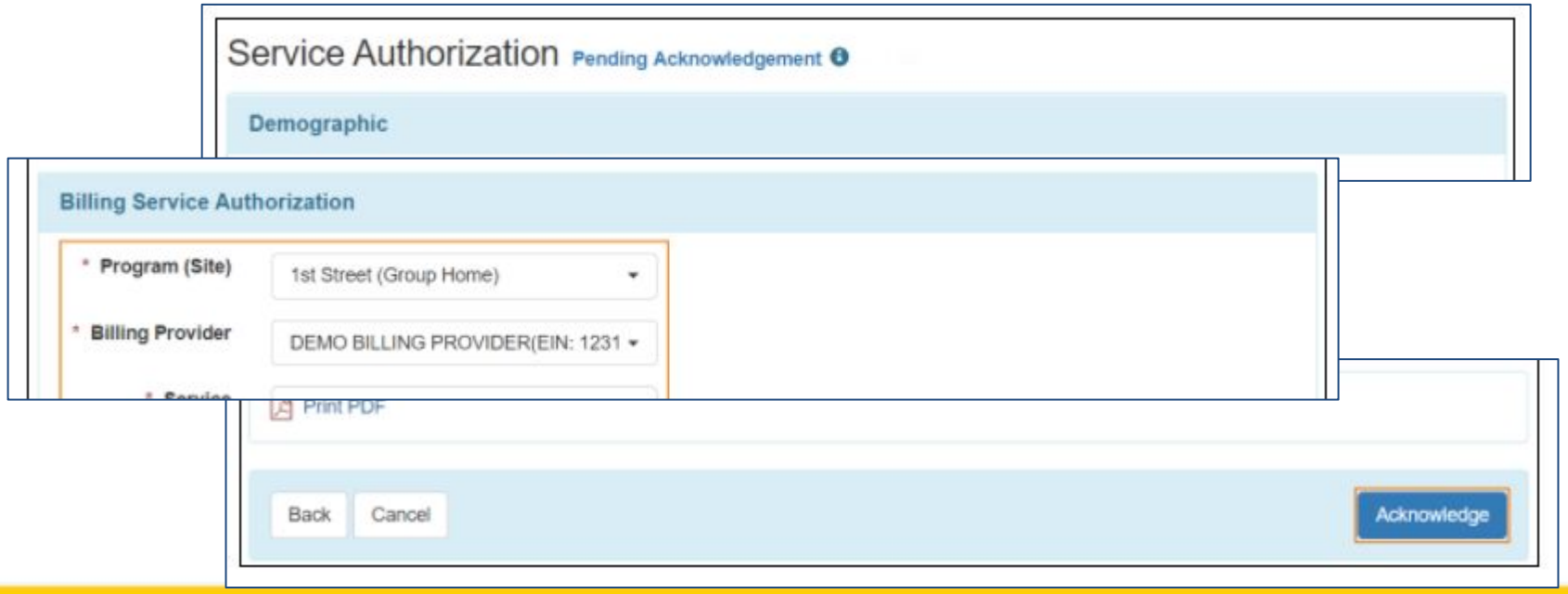
March 2022

© Therap Services 2003 - 2022. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

Where it all begins…Current Process

Acknowledging the Pre-Auth

- Providers will see minimal changes here.
- Users will now need to select a Program for the authorization.
- Upon acknowledging the authorization, this will now become a Billing Service Authorization.
- This allows users access to the Billing Module and Attendance.

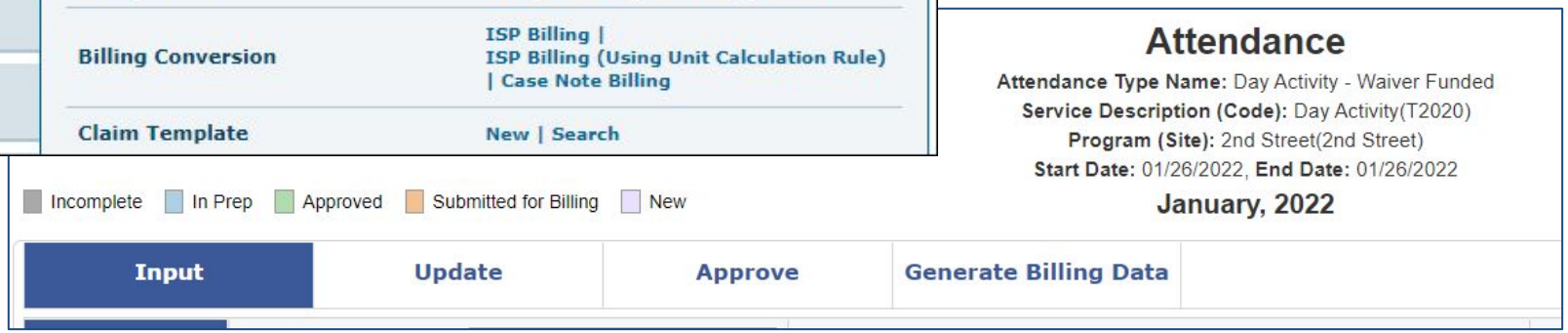


© Therap Services 2003 - 2022. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

Data Collection

Attendance will be used to collect all documentation that will be used for billing.

- Attendance will look a little different based on the service and unit of measure.
- Within Attendance, users will be able to:
  - Collect data
  - Approve data
  - Generate Billing data

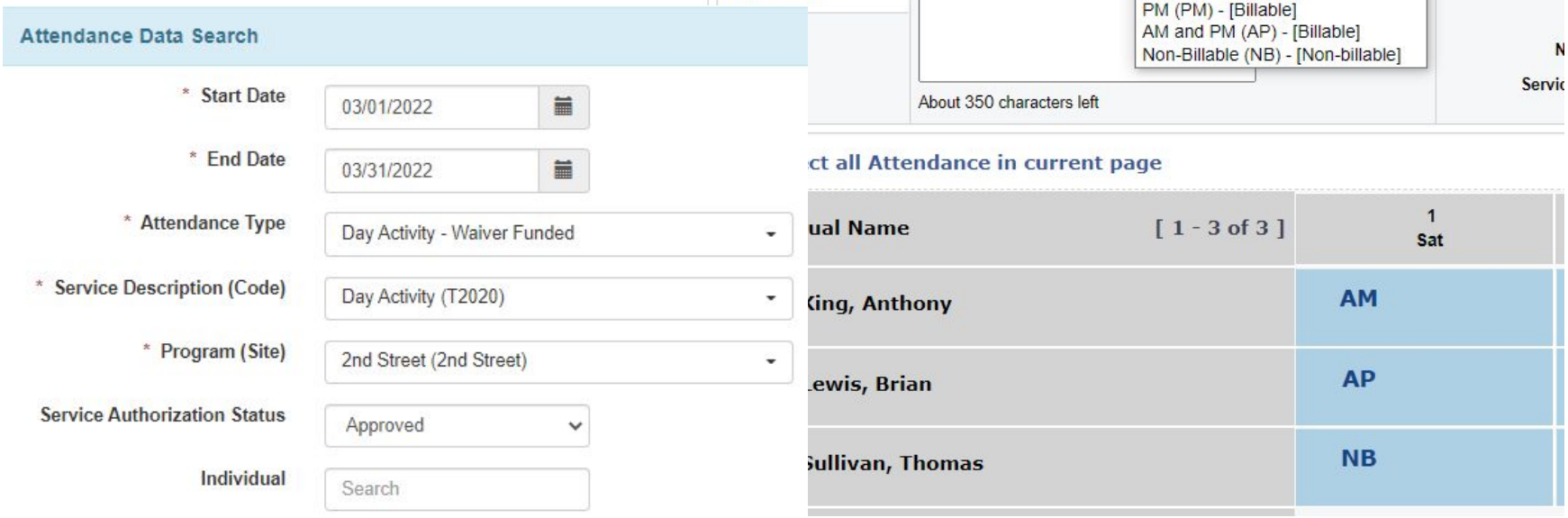


© Therap Services 2003 - 2022. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

Day Services Data Collection

Day Services are ½ day units.

- Data entry will be similar to DSAL.
  - AM
  - PM
  - AM and PM

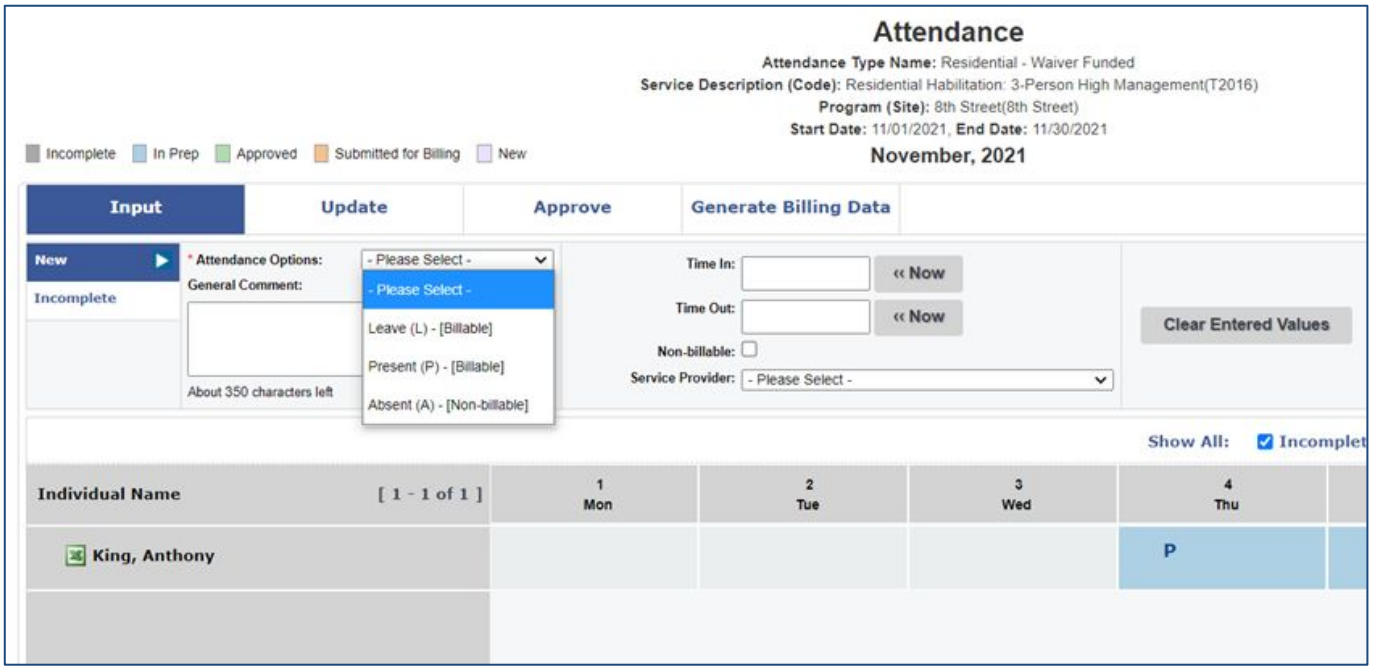


© Therap Services 2003 - 2022. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

Residential Services Data Collection

Residential Services are per night units.

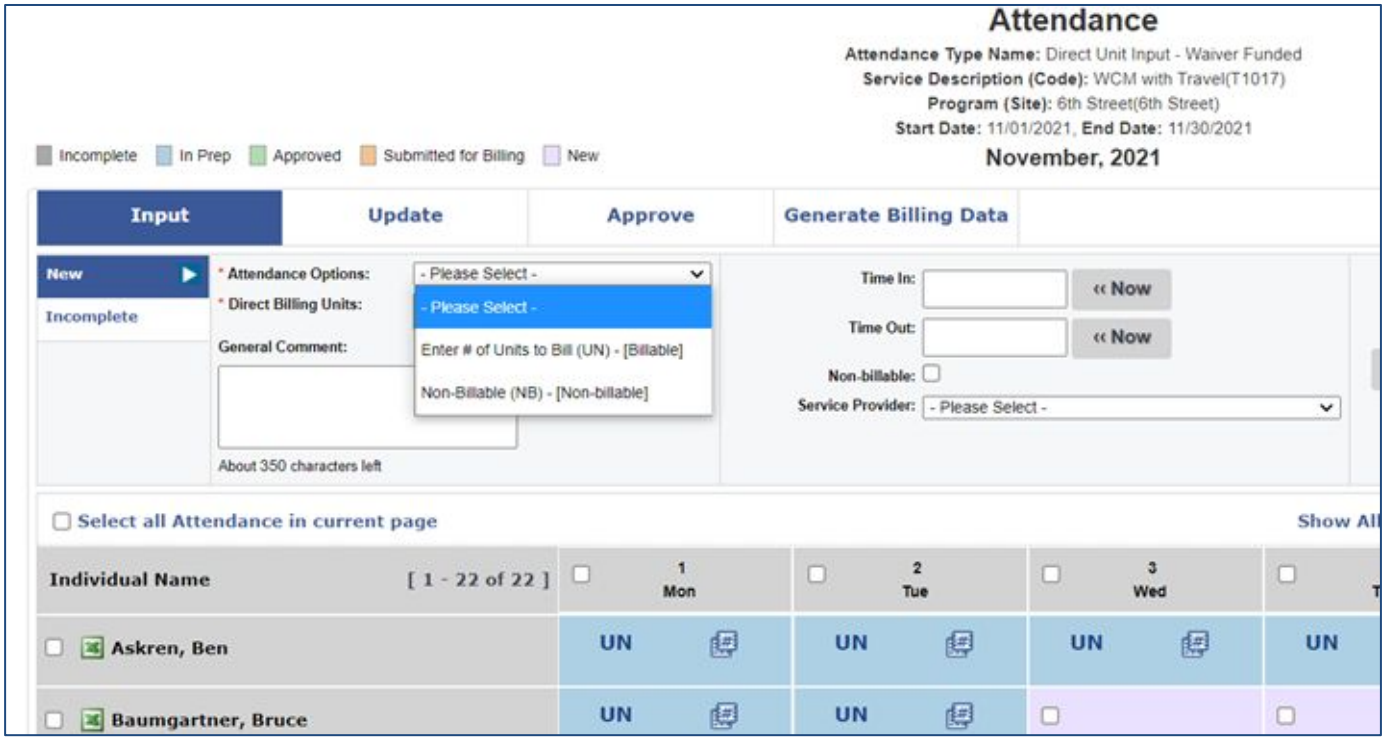
- Data entry will be similar to ResLog.
  - Present
  - Absent
  - Leave



© Therap Services 2003 - 2022. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

Other Services Data Collection

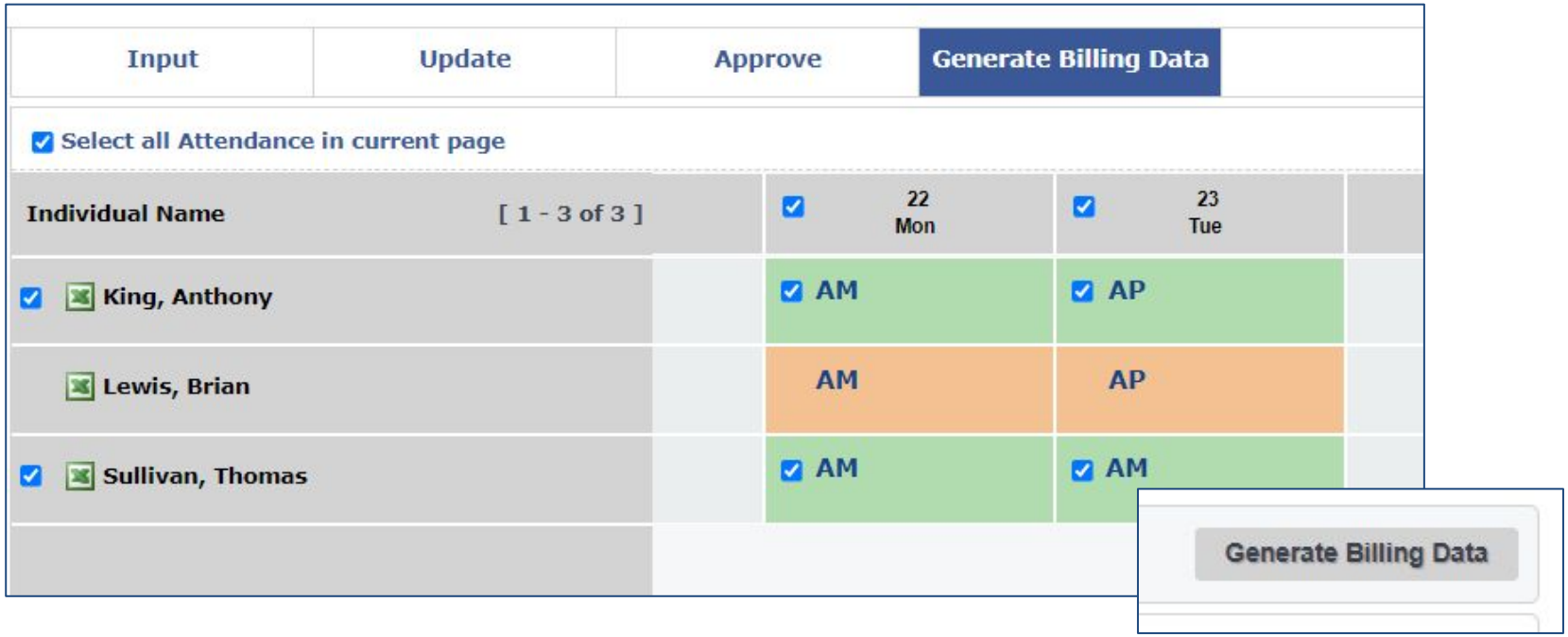
Future customizations are being planned for some services. In the meantime, Therap will provide a report of service units that can be used to directly enter billing units into Attendance that will be used for claim submission.



© Therap Services 2003 - 2022. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

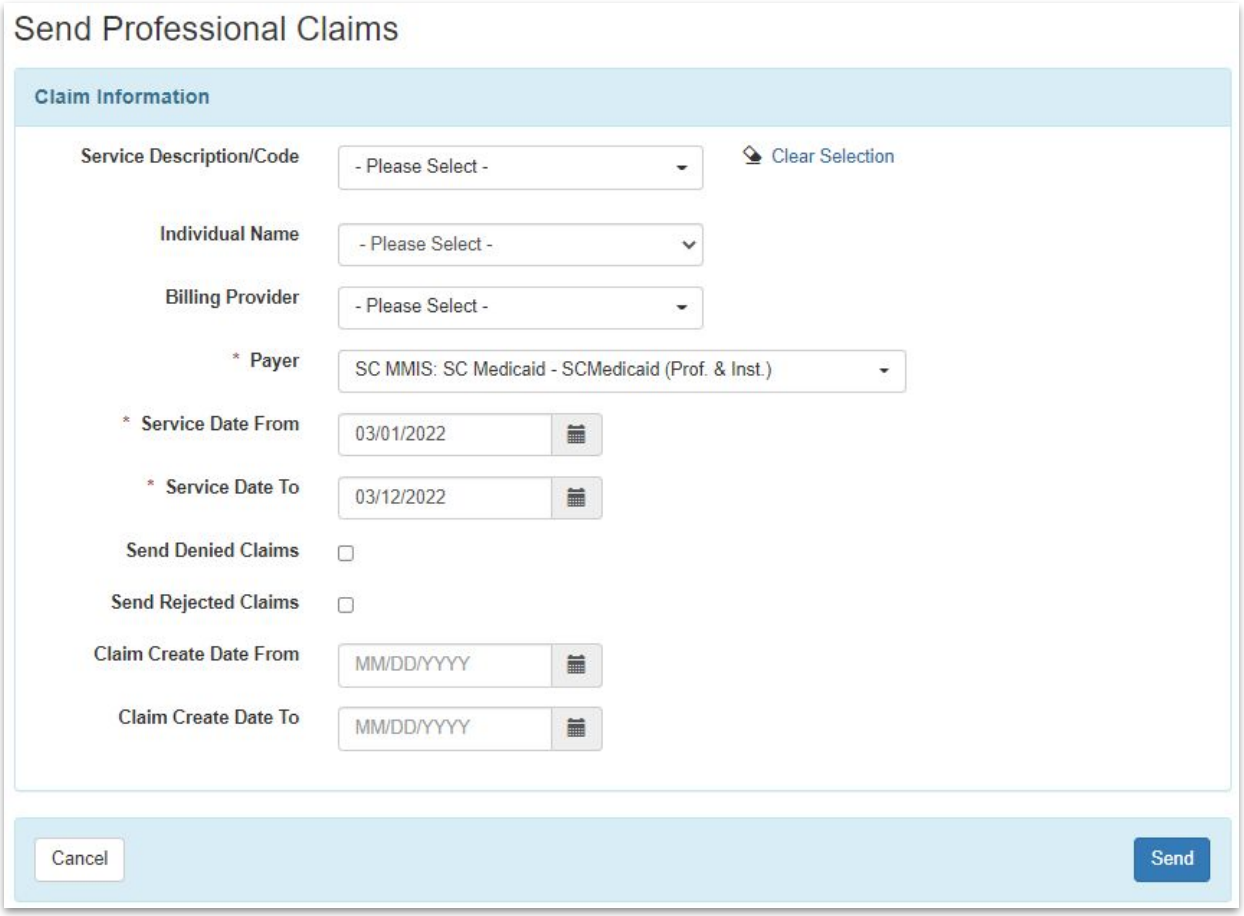
Generate Billing Claims from Attendance

- Providers will be able to review, approve, and generate billing data in the Attendance grid.
- Claims will be automatically created after Billing data has been generated.



© Therap Services 2003 - 2022. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

Send Claims from Therap directly to DHHS



Clicking send will send claims to DHHS in an electronic 837P format.

© Therap Services 2003 - 2022. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

Send Claims from Therap

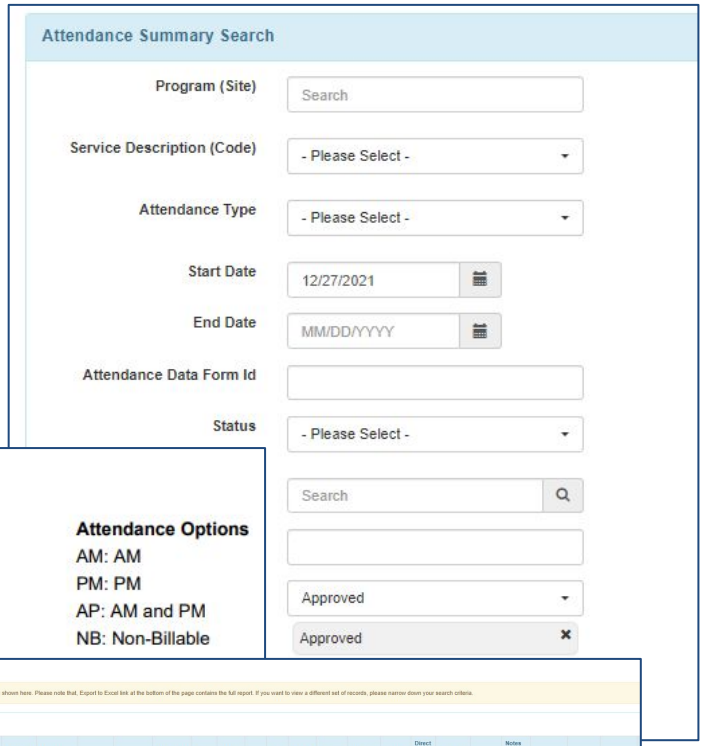
- Therap allows users to send thousands of claims at one time.
  - *No manual keying needed*
- Therap's connection to DDSN allows for improved accuracy of claim data.
  - *Prevent errors/ denials*
- Automatic file submission
  - *All in one system, and quick!*

© Therap Services 2003 - 2022. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

Attendance Reporting

See what is happening in Attendance

- Attendance Summary
- Attendance Report
- Exportable to Excel



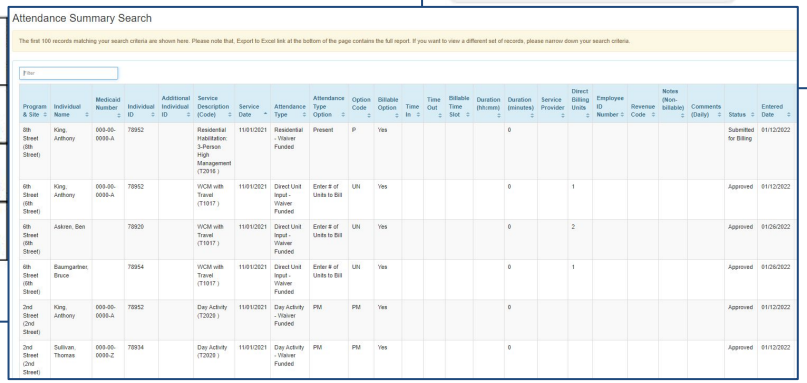
Attendance Report

Provider: South Carolina Link One Demonstration Account
Program(Site): 2nd Street (2nd Street)
Program ID: 1100
Site Address: 908 Gamecock Dr., Columbia, SC 29098, USA

Date: Sat, 1 Jan 2022 - Wed, 26 Jan 2022
Service Desc(Code): Day Activity (T2020)
Attendance Type: Day Activity - Waiver Funded

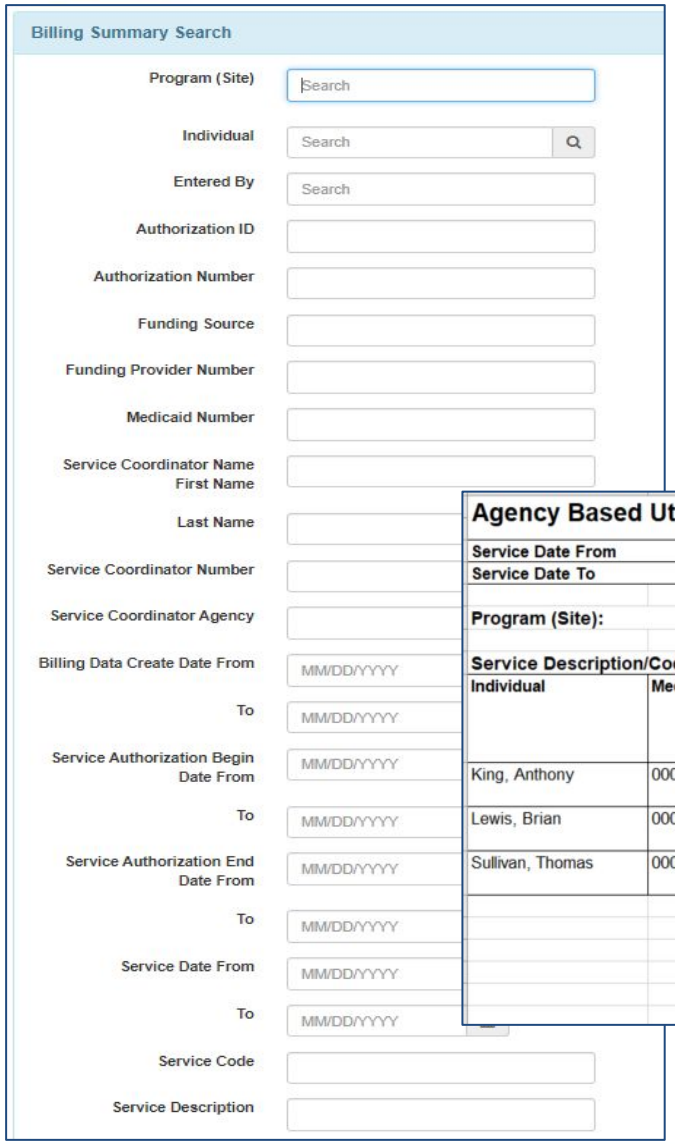
Attendance Options
AM: AM
PM: PM
AP: AM and PM
NB: Non-Billable

Individual Name	Sa 1	Su 2	Mo 3	Tu 4	We 5	Th 6	Fr 7	Sa 8	Su 9	Mo 10	Tu 11	We 12	Th 13	Fr 14	Sa 15
King, Anthony Medicaid #000-00-0000-A	AM	NB	AM	AP	AP	NB	AP	NB	NB	PM	AP	AP	AP	AP	NB
Lewis, Brian Medicaid #000-00-0000-B	AP	NB	AP	AP	PM	AP	AP	NB	NB	AM	AM	AM	NB	NB	NB
Sullivan, Thomas Medicaid #000-00-0000-Z	NB	NB	AP	AM	AP	NB	AM	NB	NB	AP	PM	AP	PM	NB	NB



© Therap Services 2003 - 2022. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

Billing Reporting



Review Utilization

- See what has been used and what is remaining
- Reports for revenue reporting

Agency Based Utilization Report

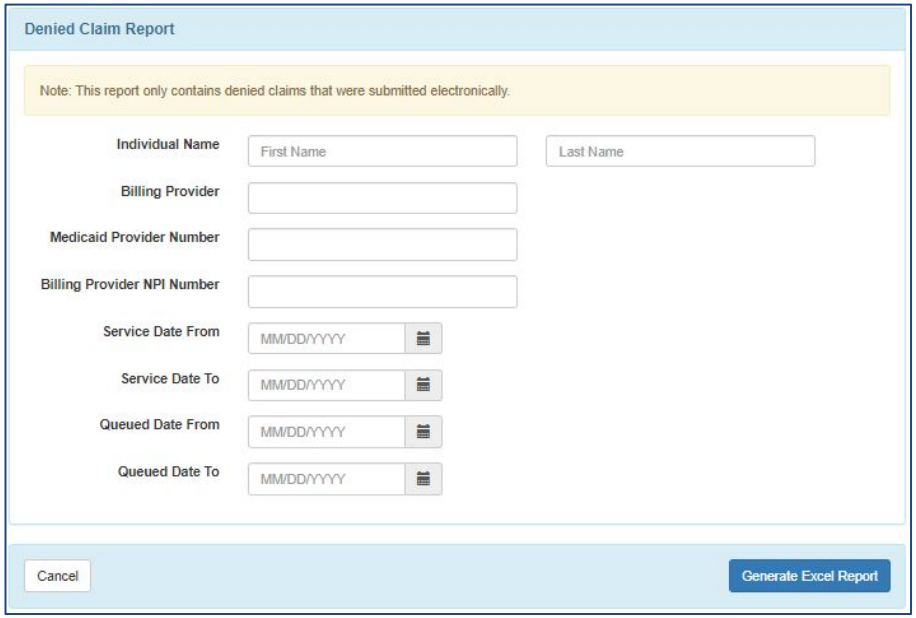
Service Date From	01/01/2022
Service Date To	01/31/2022
Program (Site):	2nd Street (2nd Street)
Service Description/Code:	Day Activity (T2020)

Individual	Medicaid No.	Prior Auth Number	01	02	03	04	10	11	12	13	14	27	28	29	30	31	Total Used Units	Total Amount
King, Anthony	000-00-0000-A						1.00	2.00	2.00	2.00	2.00						9.00	332.37
Lewis, Brian	000-00-0000-B						1.00	1.00	1.00								3.00	110.79
Sullivan, Thomas	000-00-0000-Z						2.00	1.00	2.00	1.00							6.00	221.58
																Total:	18.00	664.74
																Total for - 2nd Street (2nd Street)	18.00	664.74
																Grand Total:	18.00	664.74

© Therap Services 2003 - 2022. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

Claims Reporting

- Review claim submission & payments
  - Automated upload of 835 payment file
- Easy denial reporting
  - Re-submit directly from Therap



© Therap Services 2003 - 2022. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

Preparing for March 2022

What you can do to prepare:

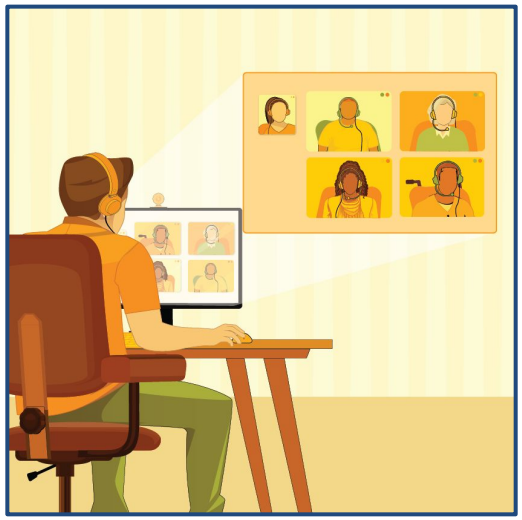
Identify who will be responsible for:

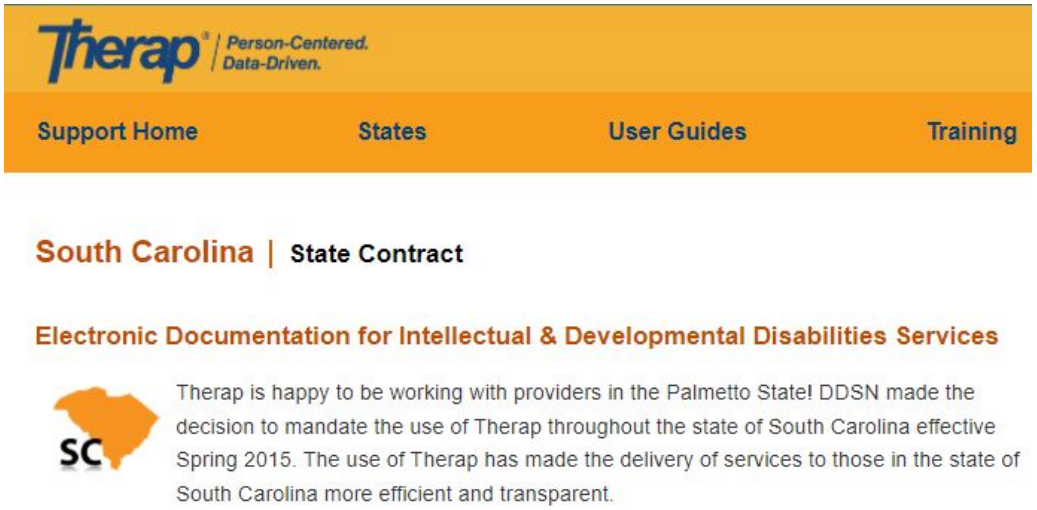
- Attendance data collection
  - Outline your agency's strategy for data collection
  - Review/Approval/Submission of billing data
- Sending and reconciling claims
  - Claim follow up - review denials / resubmissions
- Identify people to attend training with Therap in February 2022.
  - This will cover how to update Super Roles and Admin Privileges for those documenting attendance and submitting claims.
- Ensure EDI Enrollment with DHHS is complete and accurate.

© Therap Services 2003 - 2022. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

Resources to Stay in Touch

- Therap's South Carolina webpage: https://help.therapservices.net/app/south-carolina
- Look out for more webinars beginning in February 2022
- Online Billing Training Course – Coming Soon!!
- Support Email…scsupport@therapservices.net





© Therap Services 2003 - 2022. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

Therap® | Person-Centered. Data-Driven.

Thank You

www.TherapServices.net

© Therap Services 2003 - 2022. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.