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MEMORANDUM

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

FROM: Lori Manos, Interim State Director-Policy *lm*

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.*

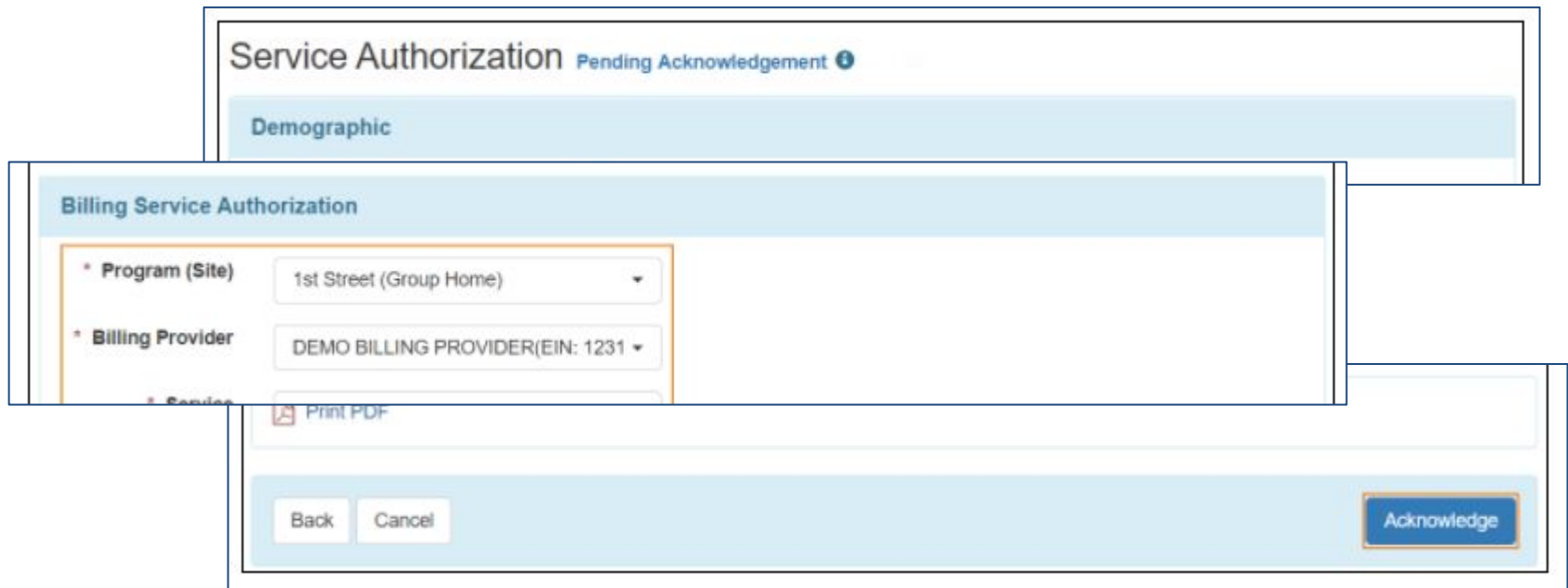


Introduction to Billing and Claim Submission

March 2022

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.



The screenshot displays a web interface for 'Service Authorization' with a status of 'Pending Acknowledgement'. The 'Demographic' section is partially visible. The 'Billing Service Authorization' section is highlighted and contains the following fields:

- * Program (Site): 1st Street (Group Home) (dropdown menu)
- * Billing Provider: DEMO BILLING PROVIDER(EIN: 1231) (dropdown menu)
- * Billing Service: (dropdown menu)

Below these fields is a 'Print PDF' button. At the bottom of the form, there are 'Back', 'Cancel', and 'Acknowledge' buttons.

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

To Do	Attendance	
Individual	Attendance New Search Summary Archive	
Health	Professional Claim	
Agency	Service Authorization	New Search Renewal Search Applied Rate History Search Archive
Billing	Billing Data	New Search Summary Archive
Admin	Billing Conversion	ISP Billing ISP Billing (Using Unit Calculation Rule) Case Note Billing
Agency Reports	Claim Template	New Search

Attendance

Attendance Type Name: Day Activity - Waiver Funded
Service Description (Code): Day Activity(T2020)
Program (Site): 2nd Street(2nd Street)
Start Date: 01/26/2022, **End Date:** 01/26/2022
January, 2022

Incomplete
 In Prep
 Approved
 Submitted for Billing
 New

Input	Update	Approve	Generate Billing Data
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Day Services are 1/2 day units.

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

Attendance Data Search

* Start Date: 03/01/2022

* End Date: 03/31/2022

* Attendance Type: Day Activity - Waiver Funded

* Service Description (Code): Day Activity (T2020)

* Program (Site): 2nd Street (2nd Street)

Service Authorization Status: Approved

Individual: Search

Incomplete
 In Prep
 Approved
 Submitted for Billing
 New

* Attendance Options: - Please Select -

General Comment: - Please Select -

AM (AM) - [Billable]
 PM (PM) - [Billable]
 AM and PM (AP) - [Billable]
 Non-Billable (NB) - [Non-billable]

About 350 characters left

act all Attendance in current page

Individual Name	[1 - 3 of 3]	1 Sat
Ging, Anthony		AM
Lewis, Brian		AP
Sullivan, Thomas		NB

Residential Services are per night units.

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

Attendance

Attendance Type Name: Residential - Waiver Funded
 Service Description (Code): Residential Habilitation: 3-Person High Management(T2016)
 Program (Site): 8th Street(8th Street)
 Start Date: 11/01/2021, End Date: 11/30/2021
November, 2021

■ Incomplete
■ In Prep
■ Approved
■ Submitted for Billing
■ New

Input
Update
Approve
Generate Billing Data

New ▶

Incomplete

* Attendance Options: - Please Select -

General Comment: - Please Select -

About 350 characters left

Leave (L) - [Billable]

Present (P) - [Billable]

Absent (A) - [Non-billable]

Time In: « Now

Time Out: « Now

Non-billable:

Service Provider: - Please Select -

Clear Entered Values

Show All: Incomplete

Individual Name	[1 - 1 of 1]	1 Mon	2 Tue	3 Wed	4 Thu
✕ King, Anthony					P

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.

Attendance

Attendance Type Name: Direct Unit Input - Waiver Funded
 Service Description (Code): WCM with Travel(T1017)
 Program (Site): 6th Street(6th Street)
 Start Date: 11/01/2021, End Date: 11/30/2021
November, 2021

Incomplete
 In Prep
 Approved
 Submitted for Billing
 New

Input

Update

Approve

Generate Billing Data

New ▶

Incomplete

* Attendance Options: - Please Select -

* Direct Billing Units: - Please Select -

General Comment:

Non-Billable (NB) - [Non-billable]

About 350 characters left

Time In: « Now

Time Out: « Now

Non-billable:

Service Provider: - Please Select -

Select all Attendance in current page Show All

Individual Name [1 - 22 of 22]	1 Mon	2 Tue	3 Wed	4 Thu
<input type="checkbox"/> Askren, Ben	UN	UN	UN	UN
<input type="checkbox"/> Baumgartner, Bruce	UN	UN	<input type="checkbox"/>	<input type="checkbox"/>

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.

Input	Update	Approve	Generate Billing Data
<input checked="" type="checkbox"/> Select all Attendance in current page			
Individual Name	[1 - 3 of 3]	<input checked="" type="checkbox"/> 22 Mon	<input checked="" type="checkbox"/> 23 Tue
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> King, Anthony		<input checked="" type="checkbox"/> AM	<input checked="" type="checkbox"/> AP
<input checked="" type="checkbox"/> Lewis, Brian		AM	AP
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Sullivan, Thomas		<input checked="" type="checkbox"/> AM	<input checked="" type="checkbox"/> AM
			<input type="button" value="Generate Billing Data"/>

Send Claims from Therap directly to DHHS

Send Professional Claims


Claim Information


Service Description/Code: [Clear Selection](#)

Individual Name:

Billing Provider:


* Payer:


* Service Date From: 

* Service Date To: 

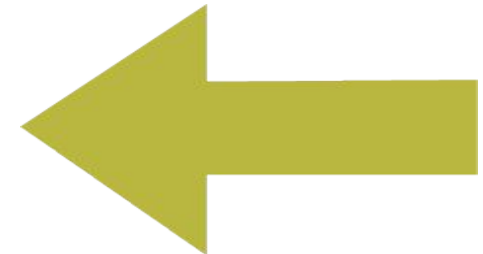
Send Denied Claims:

Send Rejected Claims:

Claim Create Date From: 

Claim Create Date To: 

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



- 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!*



See what is happening in Attendance

- Attendance Summary
- Attendance Report
- Exportable to Excel

Attendance Summary Search

Program (Site)

Service Description (Code)

Attendance Type

Start Date

End Date

Attendance Data Form Id

Status

Attendance Options

AM: AM

PM: PM

AP: AM and PM

NB: Non-Billable

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

Attendance Summary Search

The first 100 records matching your search criteria are shown here. Please note that, Export to Excel at the bottom of the page contains the full report. If you want to view a different set of records, please narrow down your search criteria.

Program & Site	Individual Name	Medicaid Number	Individual ID	Additional Individual ID	Service Description (Code)	Service Date	Attendance Type	Attendance Code	Option Code	Option	Disable	Time	Time Out	Eligible Time Slot	Duration (Hours)	Service Provider	Direct Billing Units	Employee ID	Revenue Code	Notes (Non-Billable)	Comments (Daily)	Status	Entered Date
00-00-0000-A	King, Anthony	000-00-0000-A	78952		Residential Habilitation, 3-Person High Management (T2020)	11/01/2021	Residential	Present	P	Yes					0							Submitted for Billing	01/12/2022
00-00-0000-B	King, Anthony	000-00-0000-A	78952		WCM with Travel (T1917)	11/01/2021	Direct Unit Input - Waiver Funded	Enter # of Units to Bill	UN	Yes					0	1						Approved	01/12/2022
00-00-0000-Z	Ashen, Ben	78920			WCM with Travel (T1917)	11/01/2021	Direct Unit Input - Waiver Funded	Enter # of Units to Bill	UN	Yes					0	2						Approved	01/26/2022
00-00-0000-Z	Swangathes, Elvce	78954			WCM with Travel (T1917)	11/01/2021	Direct Unit Input - Waiver Funded	Enter # of Units to Bill	UN	Yes					0	1						Approved	01/26/2022
000-00-0000-A	King, Anthony	000-00-0000-A	78952		Day Activity (T2020)	11/01/2021	Day Activity - Waiver Funded	PM	PM	Yes					0							Approved	01/12/2022
000-00-0000-Z	Sullivan, Thomas	000-00-0000-Z	78934		Day Activity (T2020)	11/01/2021	Day Activity - Waiver Funded	PM	PM	Yes					0							Approved	01/12/2022

Review Utilization

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

Billing Summary Search

Program (Site)

Individual

Entered By

Authorization ID

Authorization Number

Funding Source

Funding Provider Number

Medicaid Number

Service Coordinator Name
First Name

Last Name

Service Coordinator Number

Service Coordinator Agency

Billing Data Create Date From

To

Service Authorization Begin Date From

To

Service Authorization End Date From

To

Service Date From

To

Service Code

Service Description

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)														Total Used Units	Total Amount
Individual	Medicaid No.	Prior Auth Number	01	02	03	04	10	11	12	13	14	27	28	29	30	31		
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

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

Denied Claim Report

Note: This report only contains denied claims that were submitted electronically.

Individual Name	First Name <input type="text"/>	Last Name <input type="text"/>
Billing Provider	<input type="text"/>	
Medicaid Provider Number	<input type="text"/>	
Billing Provider NPI Number	<input type="text"/>	
Service Date From	<input type="text" value="MM/DD/YYYY"/>	<input type="button" value="📅"/>
Service Date To	<input type="text" value="MM/DD/YYYY"/>	<input type="button" value="📅"/>
Queued Date From	<input type="text" value="MM/DD/YYYY"/>	<input type="button" value="📅"/>
Queued Date To	<input type="text" value="MM/DD/YYYY"/>	<input type="button" value="📅"/>

Billing Reconciliation Report

Either a Date Range or a full Form ID is required

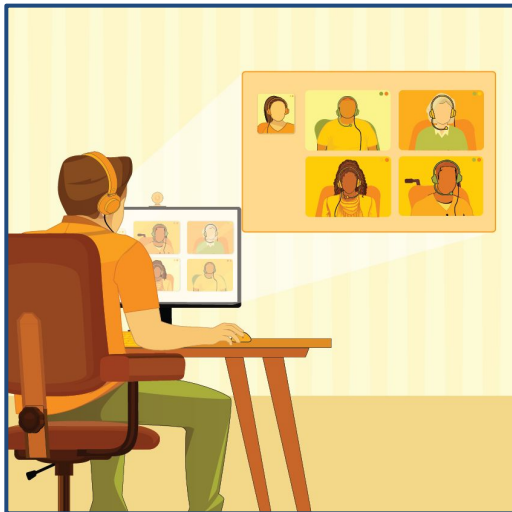
Individual	Search <input type="text"/>	<input type="button" value="🔍"/>
Service Description	<input type="text"/>	
Service Code	<input type="text"/>	
Service Date From	<input type="text" value="MM/DD/YYYY"/>	<input type="button" value="📅"/>
To	<input type="text" value="MM/DD/YYYY"/>	<input type="button" value="📅"/>
Claim Create Date From	<input type="text" value="MM/DD/YYYY"/>	<input type="button" value="📅"/>
To	<input type="text" value="MM/DD/YYYY"/>	<input type="button" value="📅"/>
Claim ID	<input type="text"/>	
Transaction ID	<input type="text"/>	
Claim Tracking ID	<input type="text"/>	
Billing Provider Name	<input type="text"/>	
Medicaid Provider Number	<input type="text"/>	
Billing Provider NPI Number	<input type="text"/>	
TCN/ICN #	<input type="text"/>	
RA Number	<input type="text"/>	
* Payer	<input type="text" value="- Please Select -"/>	
Latest Submitted Claims Only	<input checked="" type="radio"/> Yes <input type="radio"/> No	
Status	<input type="text" value="- Please Select -"/>	

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'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



South Carolina | State Contract

Electronic Documentation for Intellectual & Developmental Disabilities Services



Therap is happy to be working with providers in the Palmetto State! DDSN made the decision to mandate the use of Therap throughout the state of South Carolina effective Spring 2015. The use of Therap has made the delivery of services to those in the state of South Carolina more efficient and transparent.

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

Thank You

www.TherapServices.net