Practical Implications of Implementing EVV from a National Perspective
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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.

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Introductions

Barry Pollack
Southeast Region &
Government Business
Development Director

Justin Brockie
Chief Operating
Officer
Introductions

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
 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
The Therap EVV Solution
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
Therap EVV :: Navigating Aggregators

- CareBridge
- First Data
- HHA Exchange
- Sandata
- Tellus
● 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
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.

Joshua DeZurik
Director of Program Technology
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

Mobile Solution for Service Providers
Service Documentation:

ISP Data/Case Notes/EVV - For Programmatic Reporting & Assessment
Quality & Outcome Reporting
ISP Data Reports
Report Library

The image shows a computer screen displaying a report or data table generated by Therap. The table contains multiple columns and rows of data, which are not legible due to the image quality. The screen also features the Therap logo and the Report Library title at the top.

The table likely contains information related to patient data, therapy sessions, progress reports, or some other form of therapy-related data. The specific details in each cell are not discernible from the image provided.

Therap Services holds several U.S. Patents, as indicated at the bottom of the page: #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257.
Business Intelligence
Dashboards
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
Health Tracking Dashboard for Oversight

Individual Count by BMI by Year

Select here for chart...
Billing Dashboard for Oversight:

Utilization of Authorized Amounts by Year and Month

Select Week/Line Chart

Utilization of Authorized Units by Year and Month

Select Week/Bar Chart
Coming Soon - Case Management Dashboard
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/providers/programs to show overall performance in supporting Outcomes?
Unique ISP Programs/Scoring for Multiple Individuals Mapped to a Common Outcome Measure Framework
Data Driven Outcomes (DDO) Dashboard
Data Driven Outcomes
### Data Driven Outcomes - DSP Analyses

#### Score Percentage by Service Provider for an Individual

<table>
<thead>
<tr>
<th>Individual</th>
<th>Individual ID Number</th>
<th>ISP Program Name</th>
<th>Service Provider</th>
<th>Title</th>
<th>Date</th>
<th>No. of Scores</th>
<th>Outcome met</th>
<th>Limited No Progress</th>
<th>Neutral</th>
<th>Refusal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Robert Johnston</td>
<td>20200221</td>
<td>Community Activities (Level of Independence)</td>
<td>Jason Lewis, QP</td>
<td>Provider Administrator</td>
<td>1/1/2015</td>
<td>45</td>
<td>75.50%</td>
<td>15.50%</td>
<td>0.00%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Community Activities (Training &amp; Innovations)</td>
<td>Sarah Christiansen</td>
<td>Provider Administrator</td>
<td>1/3/2019</td>
<td>3</td>
<td>33.33%</td>
<td>50.00%</td>
<td>6.67%</td>
<td>10.00%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Community Activities (Training &amp; Innovations)</td>
<td>Richard Frattolosi</td>
<td>Trainer Extraordinaire</td>
<td>4/11/2019</td>
<td>6</td>
<td>100.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Innovations - Home and Community Supports</td>
<td>Jason Lewis, QP</td>
<td>Provider Administrator</td>
<td>1/1/2015</td>
<td>27</td>
<td>52.94%</td>
<td>27.04%</td>
<td>9.90%</td>
<td>0.00%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Innovations - Home and Community Supports</td>
<td>Richard Frattolosi</td>
<td>Trainer Extraordinaire</td>
<td>4/11/2019</td>
<td>13</td>
<td>40.00%</td>
<td>60.00%</td>
<td>0.00%</td>
<td></td>
</tr>
</tbody>
</table>
• 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/ accreditiation 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
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