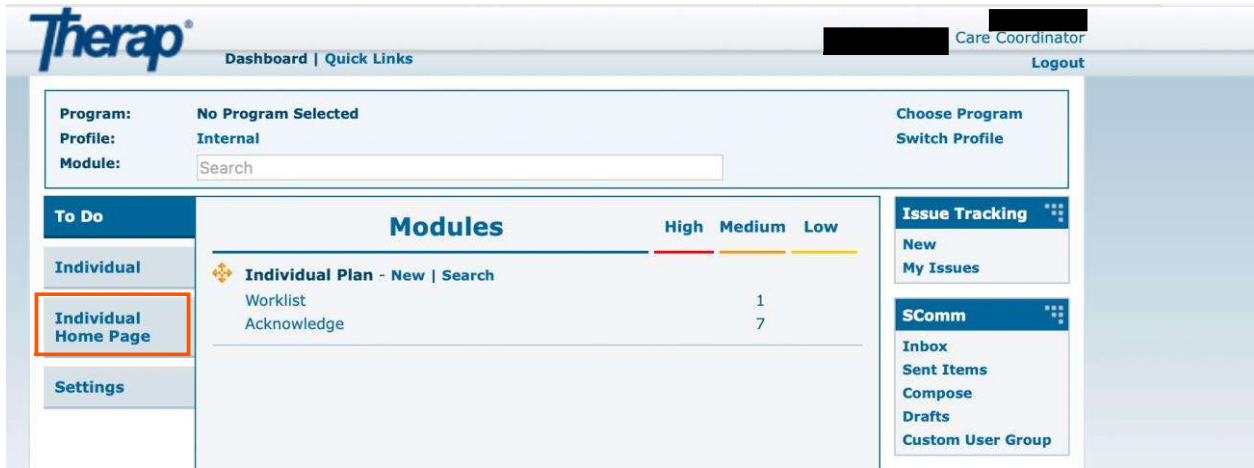


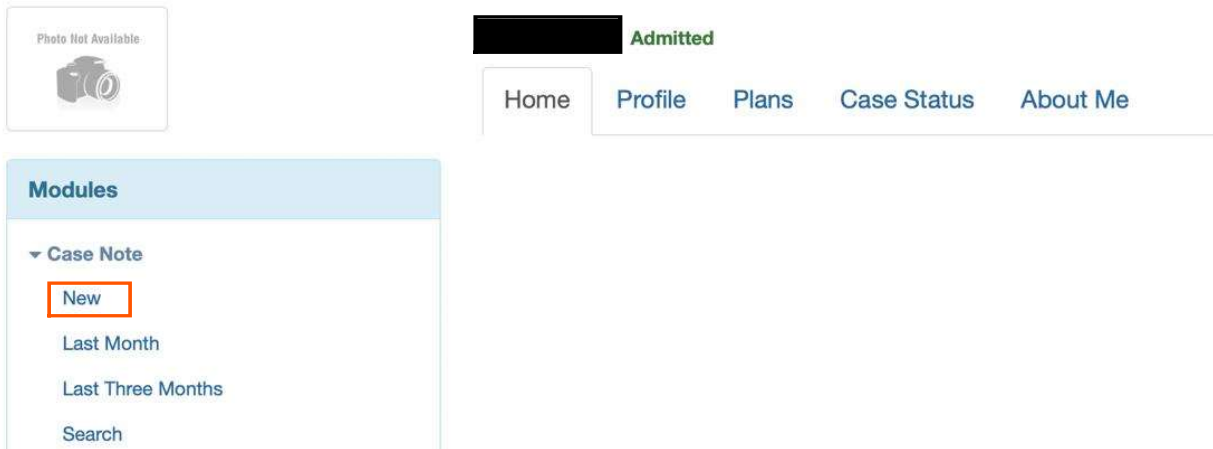
Step I: After logging into Therap, select Individual Home Page. You will enter case notes in the Internal profile (it could also be called Initial if your agency did not rename it when you set up your Therap profiles). Service providers only have access to the Internal profile.



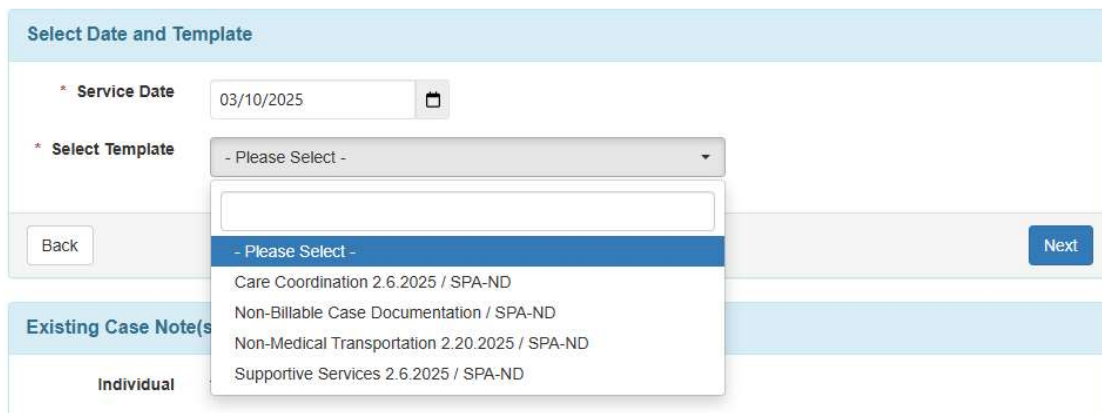
Step II: Search the name of your member. If you have already searched for them, they will be listed under Recently Accessed Individuals.



Step III: In the member's individual home page, select New under Case Note.



Step IV: Choose your template, and enter in the Service Date



Care Coordination: For any care coordination service rendered for the day. You will make one case note per day for services rendered that day.

Non-Billable Case Documentation: Use for non-billable activities, or other important member notes that need to be documented. This would be the case note used for attempted contacts as well.

Non-Medical Transportation: Used for when providing Non-Medical Transportation services.

Supportive Services: For all 191 Si supportive services (other than Non-Medical Transportation).

Step V: Answer all of the required Case Note Details, Questionnaire questions, and if needed enter in any further information in the notes sections.

Step VI: When you are all done with your case note, you need to select the **Submit** button. If you want to save your case note and come back to it later to finish it, you select the Save button. A case note is not finished until you submit it.



The image shows a screenshot of a web-based form for entering case notes. At the top is a large, empty text input area with a small 'P' icon on the left and a cursor icon on the right. Below the text area is a light blue horizontal bar containing four buttons: 'Cancel', 'Back', 'Save', and 'Submit'. The 'Submit' button is highlighted with a red rectangular border. The 'Submit' button is blue with white text, while the others are white with grey text.

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See the 191 S(i) Provider Guidance and Policies webpage for each specific policy, and its coverage area.