

Therap App User Guide

(Apple & Android)

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Therap App



(Download the app from the Google Play or iOS App Store)

Login: firstnamelastname

Initial Password: 123456

New Password: _____

Provider Code: LCLLC-UT

Login User Name: _____

Most login user names are the first name last name, of the employee, all together and lowercase.

The initial password is 123456

After signing in the first time, the app will require your employee to create a new password. New passwords will need at least 6 characters.

Some employees may have an initial password of: 1234

Record the new password in a safe location:

Allow location-based settings for the app to record the address.

Set up Password Recovery

Go to therapservices.net and click **Secure Login** on the top right corner.

Log into Therap with your login name, password and provider code.

Click on the Settings Tab (left column), on the Self Password Reset line, click Configure.

To Do	My Settings	
Admin	Personal Details	Edit
Agency Reports	Self Password Reset	<input type="button" value="Configure"/>
Settings	Super Admin List	View
	Password	Change

You will be asked to enter your current password.

Please enter your password before proceeding

Password

Back Verify

Click the blue Verify button, after entering your current password to continue.

Self Password Reset Configuration

Email

Phone/Text Message Email

Cancel Update

Enter your email address. Therap will send a recover password email to this account in case you forget your password.

Once Self Password Reset is set up, you can use the Forgot Password link on the Therap login page.

You will be prompted to enter your login name, provider code (LCLLC-UT), and email address, and a code will be sent to your email that will allow you to change your password.

If you encounter problems logging in or using Therap, please contact our office.

If the employee lives at the same address as the client you can opt out from using Therap and EVV. The employer should submit the EVV Live In Exemption Form.

Email evv@leonardconsultingllc.com to request the exemption form and this instruction booklet as a PDF.

Apple (iOS)

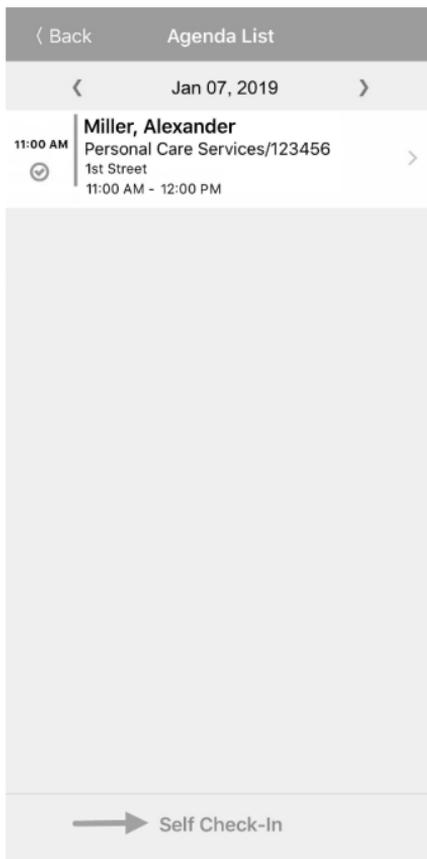
How to use the Therap App

Log into the app using the login information.

On the main menu select: **Scheduling/EVV**>

The screenshot shows the Therap app interface. On the left is a login form with four input fields: a username field containing 'callen', a password field with masked characters '.....', a text field containing 'DEMO-TH', and a 'Login' button. On the right is a main menu with a header bar containing 'Dashboard Initial' and 'Logout'. The menu items are: 'T-Log', 'ISP Data', 'MAR', 'Scheduling/EVV' (with a grey arrow pointing to it), and 'Password Reset'. Each menu item has a right-pointing chevron.

At the bottom of the next screen,
click: “Self Check-In”



(Back	Self Check-In	Next
STAFF TIME ZONE: US/EASTERN		
Start Date	03/21/2019 02:30 PM	>
End Date	03/21/2019 03:30 PM	>
Individual	Alexander Miller	>
Program	1st Street (Day care)	>
Service	Personal Care Assistance/ T1019 [Day: 1.0 Units, Week: 1.0 Units]	>
Staff	Charles Allen / Direct Support Professional	
Billable		<input checked="" type="checkbox"/>

The app will auto-fill the Start Date & Time.
An End Time is auto filled, only as a placeholder.

Click **Individual**>

Select your client from the list.

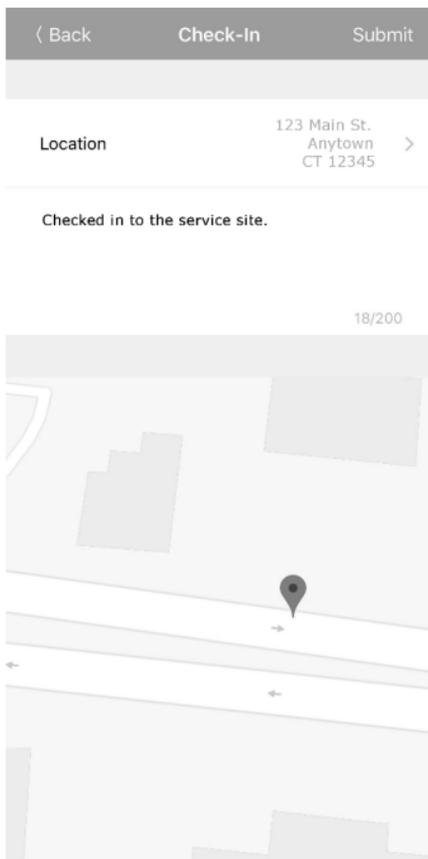
Click **Program**>

Select Leonard Consulting LLC.

Click **Service**>

Select the Service Code you will work.

Click “Next” (Top Right corner) and verify the address.



Click submit to record the address.

The message will appear:

“Check-In has been successful”

To log out: Log into the app.

Swipe left on the time entry to check out and click on submit. {Don't click verify}

The image shows a mobile application interface. On the left, there is a list of time entries. The first entry is for Alexander Miller, Personal Care Services/123456, at 1st Street, from 11:00 AM to 12:00 PM. A 'Check-out' button is visible to the right of this entry. Below the list, there is a 'Self Check-In' button. On the right, a detailed view of the 'Check-out' action is shown. The header is 'Agenda Record' for Mar 21, 2019. The user is Alexander Miller, Personal Care Assistance/T1019, at 1st Street, Anytown, CT 12345. The time is 03/21/2019 02:30 PM. The location is 123 Main Street, Anytown, CT 12345. The comment is 'Checked in site.' Below this, there are sections for 'CHECK-OUT', 'COMMENT', and 'VERIFICATION'. The 'CHECK-OUT' section has a 'Check-Out' button. The 'COMMENT' section has an 'Add a comment' button. The 'VERIFICATION' section has a 'Verify' button.

The message will appear:

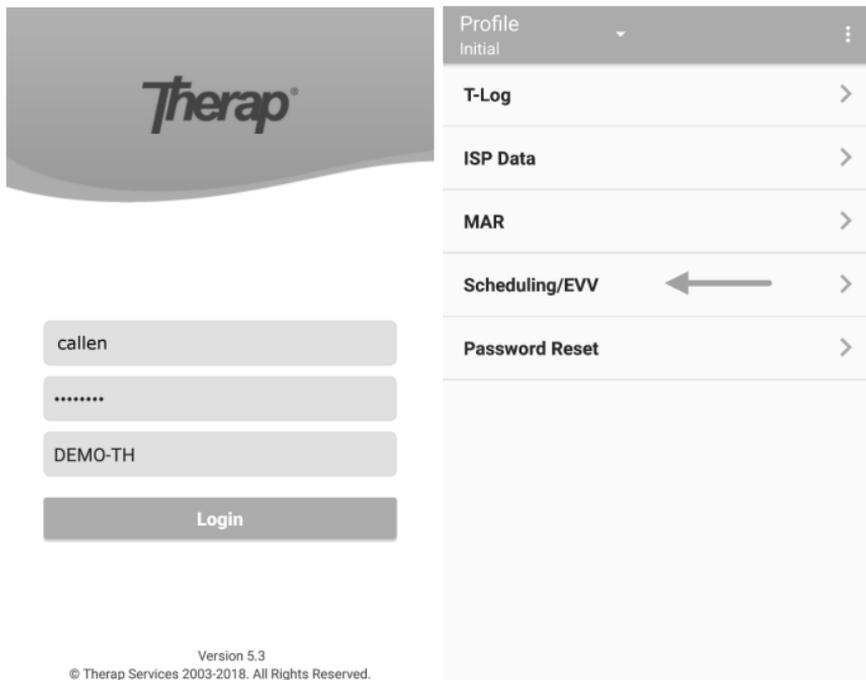
“Check-Out has been successful.”

Android (Google Play)

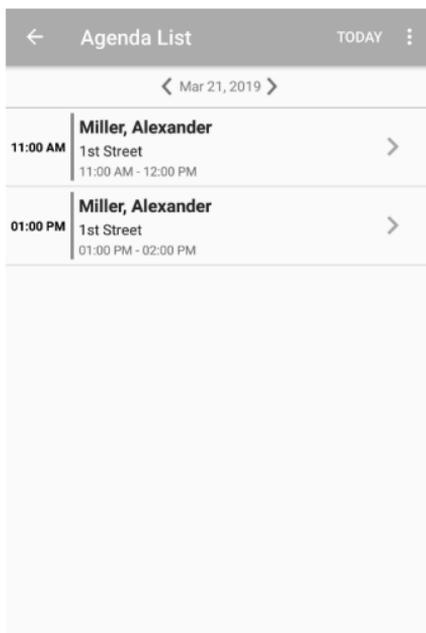
How to use the Therap App

Log into the app using the login information.

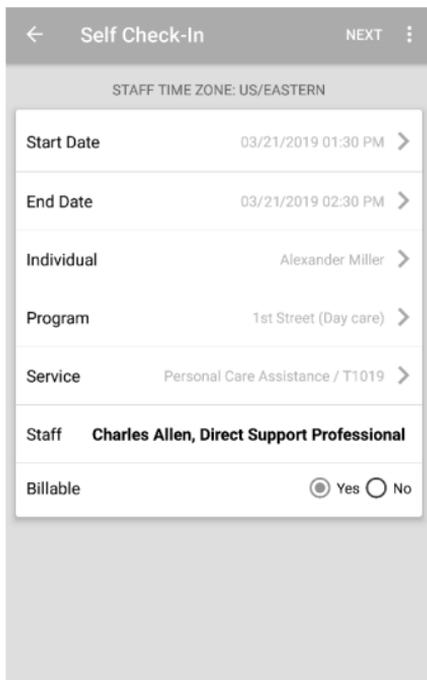
On the main menu select: **Scheduling/EVV**>



At the bottom of the next screen,
click: “Self Check-In”



→ Self Check-In



← Self Check-In NEXT ⋮

STAFF TIME ZONE: US/EASTERN

Start Date	03/21/2019 01:30 PM >
End Date	03/21/2019 02:30 PM >
Individual	Alexander Miller >
Program	1st Street (Day care) >
Service	Personal Care Assistance / T1019 >
Staff	Charles Allen, Direct Support Professional
Billable	<input checked="" type="radio"/> Yes <input type="radio"/> No

The app will auto-fill the Start Date & Time.
An End Time is auto filled, only as a placeholder.

Click **Individual**>

Select your client from the list.

Click **Program**>

Select Leonard Consulting LLC.

Click **Service**>

Select the Service Code you will work.

Click “Next” (Top Right corner) and verify the address.

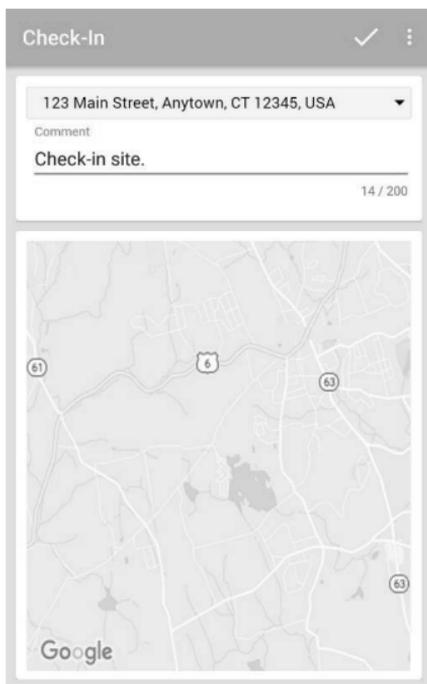
Check-In ✓ ⋮

123 Main Street, Anytown, CT 12345, USA ▾

Comment

Check-in site.

14 / 200



Click the check mark to record the address.

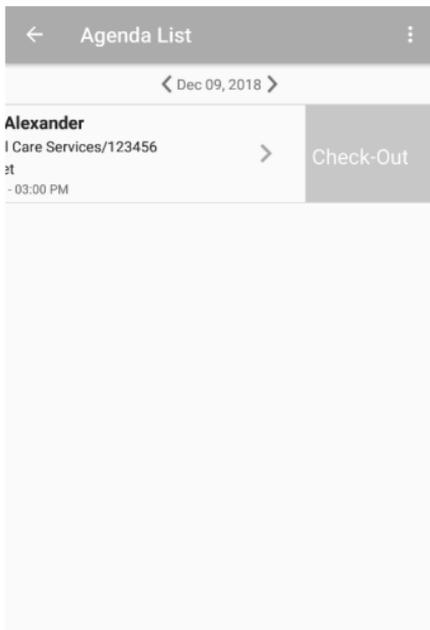
The message will appear:

“Check-In has been successful.”

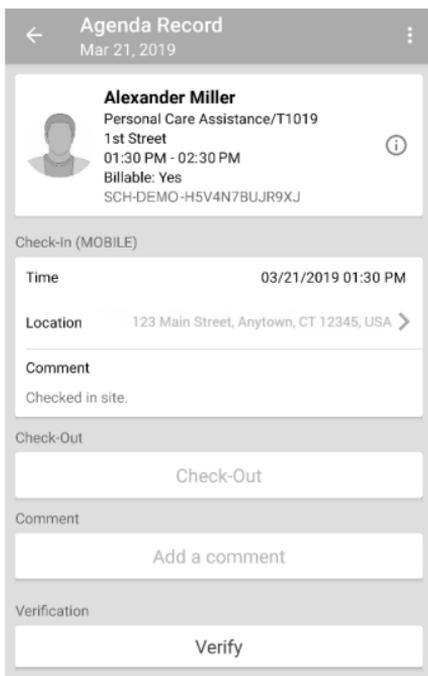
Select OK to record the start time and begin your shift.

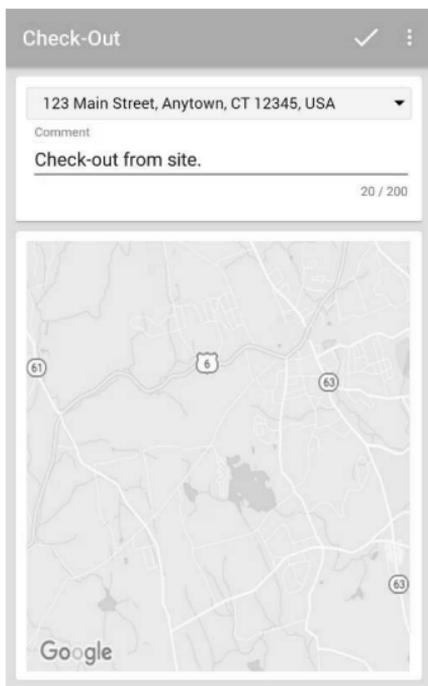
To log out: Log into the app.

Swipe left on the time entry to check out and click on the check mark. {Don't click verify}



Self Check-In





Click the check mark to record the address.

The message will appear:

“Check-Out has been successful.”

Click OK to continue.

FAQs

What is EVV?

EVV stands for Electronic Visit Verification. With the enactment of the 21st Century CURES Act to mandate Electronic Visit Verification for documenting personal care and home health care services, providers are required to fulfill EVV compliance requirements outlined in Section 12006 of the CURES Act, including verification of type of service performed, individual receiving services, date of service, location of service delivery, individual providing services and time the service begins and ends.

What if I forget to check in or check out?

If you forget to check in, it's best to do so as soon as you remember. When checking in, record a comment indicating the actual time that you arrived and the location where your shift began. This will allow Leonard Consulting admins to modify your time later. There is an 18-hour window for check-in and check-out. If you don't realize you forgot until it's too late, you will need to contact the administrators at Leonard Consulting. Always record the correct check in and check out time on your timesheets.

Why can't I edit the end time of the shift when checking in?

Therap will provide a placeholder for the check-out time. This is based on the default slot duration Leonard Consulting has set, which is one (1) hour. When you actually check out, the default slot time will be replaced by your actual check-out time.

What if I can't log in to Therap?

When attempting to log into Therap using the mobile app with incorrect information, you may get a message stating, "Incorrect Username/Password or User Account is Disabled." Double-check that your login name, password and provider code are correct and try again. A Leonard Consulting admin can reset your password. If you have configured self-password reset for your account, you can go to the Therap login page from a web browser and use the "forgot password" option to retrieve your password via email.

The app is not listing my current location correctly, what should I do?

Use the drop-down menu on the address line to select an alternative possible address. The address does not have to be exact.

Will the app track my location at all times?

No. The app will only record your location when checking in or checking out.

Do I need to check in and out from the client's residence because of the app?

No. You can check in/out at the client's school, a park, or any location when you are beginning and ending your shift.

My individual, program or service isn't showing up, what should I do?

You will need to contact the administrators at Leonard Consulting.

Will the app record my overnight shift accurately?

It is possible to self-check in one day and check out the following day. The slot time will indicate an end time of 12:00 am, but the check-out time will be accurate.

Does using the EVV/Therap App replace paper timesheets?

No. Continue to record time on the timesheets as you have done before. Using the Therap App is an extra step to follow as required by the CURES Act.

How should I handle shifts that are 24 hours or longer?

You will need to check in and out more than once. We recommend checking out and back in before the 18 hour app limit, or before an overnight shift.

How do I record RP7 or working for multiple clients?

When working for multiple clients, you will need to do separate check-ins for each client. The federal EVV law requires that both the individual and the service be connected to the check-in.

How does an employee change between different codes, while working the same shift?

If you are switching service codes during a shift, you will need to check out of one service code and check in with the other.

What happens when the Start/End times written on the timesheets and the app are not the same?

Time entries should match what is recorded on the app. Payroll is processed and paid from the timesheets. The difference should not be more than 15 minutes (1 unit).

New timesheets can be found on our website.

My employee does not have access to a Smartphone or Tablet. Can they use the online web portal?

Employees can log into the app from any smartphone or tablet. If absolutely needed, the employee can use the online web portal. Go to therapservices.net to log in online. On the Schedule box, click View/Check-In. Click on the Self Check-In box and select your Individual, Program and Service. You will need to add the address/location when checking in and checking out in the comment section.

I'm an employer, and I cannot log into Therap, why not?

Currently user logins are only for employees. Employers will have access in the future.

Find the Full Therap Apple App Guide Here:

https://help.therapservices.net/app/answers/detail/a_id/2929

Find the Full Therap Android App Guide Here:

https://help.therapservices.net/app/answers/detail/a_id/3283/



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