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Kay Ivey
Governor

Kimberly G. Boswell
Commissioner

MEMORANDUM
26-DD-02

TO: DD Provider

FROM: Camille Cumuze, ADMH-DDD Associate Commissioner

DATE: March 18, 2026

SUBJECT: Therap Provider Communication

If you are receiving this email, it means you have either not begun or not completed the process to set up your new Therap provider account. This process is critical. If you are not properly set up for "go live" with the new accounts, you risk being out of compliance with incident reporting regulations and Electronic Visit Verification (EVV).

End User Licensing Agreements (EULAs) have been sent out to all providers and in many cases are still pending your response. Once you return the signed EULA, you will receive a form to indicate who will be created as "Super Administrators" in your new account. There are also still pending forms to identify Super Admins. The Super Admins will be responsible for initial setup in the account via webinar support or 1:1 meetings. Therap is also pending response from several providers on attending the webinar support or a 1:1 meeting to assist with new account setup.

If you have questions about this process, please reach out to ADMH at:
ddsupport.dmh@mh.alabama.gov or Therap at alsupport@therapservices.net so they can assist you.

As a reminder, ADMH-DDD is initiating a new state Oversight account and brand-new state accounts for all providers. This will mean you have a new provider code and a brand-new account that will require you to complete initial setup steps.

Mandatory modules to use in new accounts:

- GER
- GER Resolution
- Individual Demographic Form (IDF)
- EVV



- Billing for EVV
- ISP Program/ISP Data for EVV
- EVV data aggregation

For providers who have privately purchased modules in Therap:

ADMH will require you to use the new account for all mandatory modules.

You will continue to use your existing account for non-ADMH individuals and/or modules contracted directly with Therap.

As ADMH implements new mandatory modules in the future, those modules will be used in the new state accounts.

Therap has been hosting webinars to help providers get their new accounts set up properly. In general, this setup process involves making sure your programs and sites are structured in the way we are requesting so that we can improve consistency and accuracy in our data. Support coordination agencies are receiving more individualized assistance, because their account structure looks somewhat different. Likewise, EVV providers are receiving more direct one-on-one support, because they have additional setup requirements to ensure that electronic visit verification is being documented correctly.

Although the new accounts are technically live, they are not yet being used for live data collection. Right now, they are open for setup purposes only.

The implementation timelines are as follows:

- EVV providers will be required to begin entering data into the new accounts effective April 1, 2026. That means all EVV service data that happens through March 31, 2026, will be in the old account and services on April 1, 2026, and moving forward will be in the new account.
- For GERs providers will be required to begin entering data into the new accounts effective April 11, 2026. Incidents with an event date of April 10, 2026, or earlier will go into the old account. Incidents with an event date of April 11, 2026, forward will go into the new account.

So, these transition dates are very important. If you do not have your new account established, you will not be able to meet these requirements.

There will be a six-month overlap to ensure closure of all GERs and EVV data prior to the switch.