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MEMORANDUM -- (26-DD-09)

TO: All ADMH Division of Developmental Disabilities Providers

FROM: Alabama Department of Mental Health, Division of Developmental Disabilities

DATE: August 25, 2026

RE: Therap Contract and Provider Account Changes

The Alabama Department of Mental Health, Division of Developmental Disabilities (ADMH-DDD), is providing this memorandum to notify providers of changes to the Department's planned implementation and use of Therap.

After continued evaluation of the project, including the status of implementation milestones and available funding, ADMH-DDD has determined that it will not move forward with the broader Therap project as originally planned. This decision is based on the inability to timely meet required project milestones, together with current budgetary constraints. ADMH-DDD will instead reduce the scope of its Therap contract while maintaining the functionality necessary to support General Event Reporting (GER) and Electronic Visit Verification (EVV).

As part of the Therap implementation, providers currently have access to two separate Therap accounts:

- **Oversight 1 – Historical Provider Accounts:** The provider's original Therap account, which existed prior to the establishment of the new ADMH-DDD accounts and is linked to ADMH-DDD for oversight purposes.
- **Oversight 2 – New ADMH-DDD Account:** The newer accounts established by ADMH-DDD as part of the statewide Therap implementation. These accounts are owned and controlled by ADMH-DDD.

Because these accounts serve different purposes and have different ownership structures, the changes to each are outlined below.

ADMH-DDD recognizes that many providers have historically used these accounts for documentation beyond state-required GER and EVV functions, especially if the provider had/has a paid contract directly with Therap for additional functionality. Additionally, all providers in the Oversight 1 and Oversight 2 accounts were provided with the modules listed below (for internal use and not mandated by ADMH-DDD) and providers may have information available in these modules:

- T-Logs
- Healthcare Tracking
- Time Tracking
- Personal Finance
- Behavior Tracking

Under the revised arrangement for Oversight 1 Accounts:

- Providers will continue to have access to their existing Oversight 1 accounts through the end of the current calendar year.
- ADMH-DDD will maintain a link to the Oversight 1 account for purposes of preserving access to historical GER data, including GER information dating back to 2016.



- Going forward, ADMH-DDD's oversight access to these Oversight 1 accounts will be limited to GER information only.
- Providers that wish to continue using their original Therap account and its additional modules for internal provider documentation may elect to continue and/or establish and fund their own subscription directly with Therap. Providers choosing this option should work directly with Therap before the end of the year to ensure continuity of their desired services. The appropriate contact is Jennifer Brown, jenifer.brown@therapservices.net. You are encouraged to go ahead and make these decisions as soon as possible, but you must request before December 31, 2026.
- The ADMH-DDD oversight link will remain in place for GER access even when the provider maintains the account through its own private subscription.
- Historical EVV and billing information cannot be maintained through this same limited oversight arrangement. ADMH-DDD will therefore obtain an appropriate data export of historical EVV and related billing information as part of the transition.

Under the revised arrangement for Oversight 2 Accounts:

- Oversight 2 represents the new ADMH-DDD-owned and controlled Therap accounts established for providers as part of the statewide implementation.
- These accounts will remain in place. However, because ADMH-DDD is reducing the scope of its Therap contract, the functionality available within these accounts will also be reduced.
- Effective October 1, 2026, Oversight 2 accounts will be limited to only the functionality necessary for GER and EVV.
- Providers will continue to use their Oversight 2 accounts for GER and EVV as required by ADMH-DDD.
- Modules and functionality outside of those necessary for GER and EVV will no longer be available through the ADMH-DDD-owned accounts beginning October 1, 2026.
- Providers that have entered information into other modules within Oversight 2 since implementation began should export any information they need to retain before October 1, 2026.
- Providers should not assume that information contained in modules other than those supporting GER and EVV will remain accessible after those modules are disabled.
- The Oversight 2 accounts will remain owned and controlled by ADMH-DDD.
- Providers wishing to use Therap modules beyond those supported within the ADMH-DDD-owned Oversight 2 account may contact Therap regarding options for maintaining those functions through a separate provider account paid subscription.

Summary of Changes

	Oversight 1 (Old Accounts)	Oversight 2 (New Accounts)
What is it?	Provider Original Therap Accounts (starting in 2016) linked to State Oversight per IPMS Regulations.	New ADMH-DDD Oversight Account with State-Created linked Provider Accounts.
Who owns/controls it?	Providers, including Paid Private Accounts (with joint State ownership of incident data).	ADMH-DDD.
What happens now?	Provider may continue the account through a private subscription with Therap.	Accounts remain in place. Provider can request a separate account with a paid subscription through Therap.
ADMH-DDD Access/Use	ADMH-DDD will retain historical and ongoing access for all GERs. The State will not have access to any other data from linked accounts.	GER and EVV.
Other Therap Modules	May be available through a provider-funded subscription.	All modules other than those necessary for GER and EVV will be disabled beginning October 1, 2026.
Provider Action Needed	Decide whether to maintain a private Therap subscription.	Export of data from modules other than those necessary for GER and EVV before October 1, 2026.

What Is Not Changing

It is important to emphasize that the reduction in the scope of the ADMH-DDD Therap contract does not change provider responsibilities for GER/incident reporting or EVV.

Providers must continue to comply with all applicable ADMH-DDD requirements related to GER/incident reporting and EVV. The ADMH-DDD-owned Oversight 2 accounts will continue to support these required functions.

ADMH-DDD recognizes that providers have invested significant time and resources in preparing for the Therap implementation and that this change may require additional transition planning. We appreciate providers' cooperation throughout this process.

The Department is also continuing to evaluate opportunities to improve its existing systems and potentially provide additional functionality to providers in the future. No additional system changes are being announced at this time, and ADMH-DDD will communicate directly with providers as decisions are finalized.

Providers should begin reviewing information currently maintained in their Oversight 1 and Oversight 2 accounts and take any necessary steps outlined above within the applicable timelines.