



MEMO

Department of **DISABILITY & AGING**

To: 1915(c) Waiver Providers Subject to a Fiscal Accountability Review (FAR)

From: Tania Yoe, Assistant Commissioner for Quality Management

Date: May 20, 2025

Subject: Memo 2025-5, Billing Corrections Within Therap

Providers of 1915c waiver services who are subject to a Fiscal Accountability Review (FAR) by the Department of Disability and Aging should pay close attention to their final FAR audit reports and any associated findings.

Providers are now required to effectuate billing corrections within the Therap system themselves, and this must be done within 30 days of the issuance of the final report or, if applicable, within 30 days of the decision rendered based on an Opportunity for Recoupment Review. In addition to your final FAR audit report, you will receive a detailed spreadsheet that indicates the name of the person, date and type of service, the number of units initially billed, and the number of units verified, as well as the required action to be taken in Therap.

Failure to complete corrections in a timely manner may result in required progressive administrative actions, as this impacts the department's compliance with CMS-defined waiver performance measures.

Therap provides training for Tennessee providers on Claim Resubmission. This covers Voids and Replacement claims along with a Tennessee-specific section for Denied Claims. The training can be found at the following link by scrolling down to the "Claims Resubmission" section. [Course: Tennessee Billing - Therap Help and Support](#)

Thank you for attention to this important matter.