

MEMORANDUM

TO: Case Management Supervisors; Executive Directors with Case Management, Executive Directors with Early Intervention Services; Early Intervention Supervisors

FROM: Constance Holloway, Esq. *CDH*
Office Director

DATE: May 13, 2026

SUBJECT: Invoice Delays for Non-Waiver Case Management and Early Intervention Services

The purpose of this memo is to notify Early Intervention and Non-Waiver Case Management providers of an unanticipated delay with the processing of April 2026 invoices for Non-Waiver Case Management (CM) and Early Intervention (EI) services. As providers are aware, invoices for CM and EI services are generated based on documentation entered in Therap. Through an interface, Therap then provides information back to CDSS from which provider invoices are produced. A technical issue within Therap prevented the interface from occurring and therefore delayed invoice production and processing.

OIDD has been working with Therap to resolve the issue. As of this afternoon, Therap reports that the technical issue has been resolved and the interface will occur overnight, which OIDD anticipates will allow invoice production and processing beginning tomorrow morning, May 14, 2026. OIDD's Finance team will work as quickly as possible to complete the invoice process and ensure provider payments are submitted for approval and reimbursement expeditiously. Thank you for your patience and understanding.