

PerformCARE[®]

Instructional Guide for the Use of
Treatment Home Stabilization
Progress Notes

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I. Introduction

The goal of treatment home stabilization services (THSS) is to develop a resource that supports treatment home agencies in the management of escalating behaviors so that a youth may stabilize, thus avoiding premature discharge and admission to a more restrictive environment.

In CYBER, Treatment Home providers can request stabilization services for a youth who is at risk of jeopardizing current treatment due to pre-crisis situations by entering specific progress notes into the youth's record.

- Treatment Home Stabilization
- Treatment Home Stabilization Summary

This guide discusses the use of the progress notes and the process which must be followed prior to, and following the use of the note(s).

II. Accessing CYBER

Users must first log into CYBER with their Username and Password. CYBER can be accessed via the PerformCare website – www.performcarenj.org. The link is available at the top and bottom of the main page.

The screenshot shows the PerformCare website header with navigation links: Home, Youth and Family Guide, Careers, About us, and Contact. Below the header is the 'NJ Children's System of Care' logo and a search bar. The main navigation menu includes 'Parents and Caregivers', 'Youth', 'Providers', 'CYBER', and 'Find a Provider'. The 'CYBER' link is highlighted with a red box. Below the navigation menu are four service tiles: 'Launch CYBER' (highlighted with a red box), 'Family Resources', 'For Providers', and 'Help for Youth'. A red arrow points from the 'Launch CYBER' tile to the 'CYBER LOGIN' page.

Each provider organization has at least one CYBER Security Administrator, and your agency's CYBER Security Administrator can set up a login for you.

Your access will be based on your login type and security levels.

Before you log in, keep in mind...

- There is no 'back button' use in CYBER!
- Most areas/buttons are single-click – do not double-click on a button!
- Every time you launch CYBER, **you will be required to enter your Username and Password and Enter, Tab and Enter or click the LOGIN button to continue.**

Above the log in area is a statement that, as a CYBER user, you acknowledge your responsibility to protect the privacy of, and to guard against, the inappropriate use of the Protected Health Information (PHI) contained within the system.

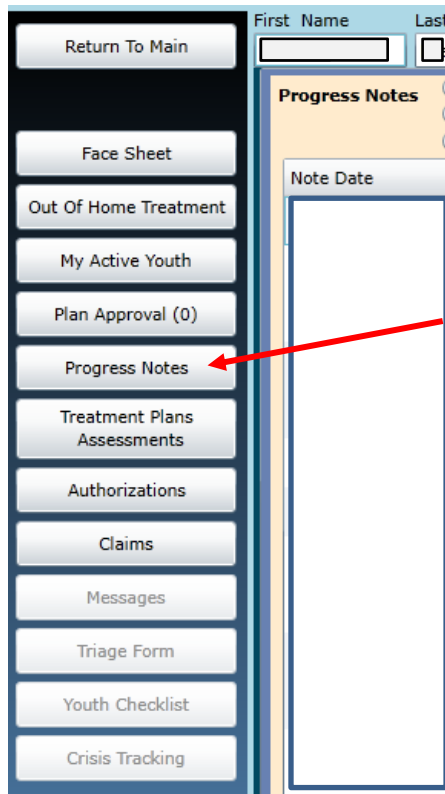
This statement will appear each time you log in.

Please also check the **Providers** section on the PerformCare website for the most up-to-date technical requirements (such as browser compatibility and operating systems) that a user would need to access CYBER.

The screenshot shows the 'CYBER LOGIN' page. It features a disclaimer: 'As a CYBER User I understand that my work will involve access to Protected Health Information (PHI) as defined by HIPAA (The Health Insurance Portability and Accountability Act) for the purpose of providing or arranging treatment, payment or other health care operations. I also acknowledge that I am engaged by a covered entity. I further acknowledge my responsibility to protect the privacy of and to guard against inappropriate use or disclosure of this PHI by logging in as a CYBER User.' Below this is a statement of compliance with HIPAA of 1996 and its implementation regulations, with a link to <http://www.hhs.gov/ocr/hipaa/>. A paragraph explains that CYBER contains substance abuse diagnosis and treatment information protected by federal confidentiality rules (42 CFR Part 2) and that users are not permitted access to that information without a valid written consent. A 'Please CLEAR your browser Cache before using this new version of CYBER' message is also present. The login form includes fields for 'Username' and 'Password', and a 'LOGIN' button. At the bottom, there are links for 'Customer Service Request Form' and 'Forgot Password?'.

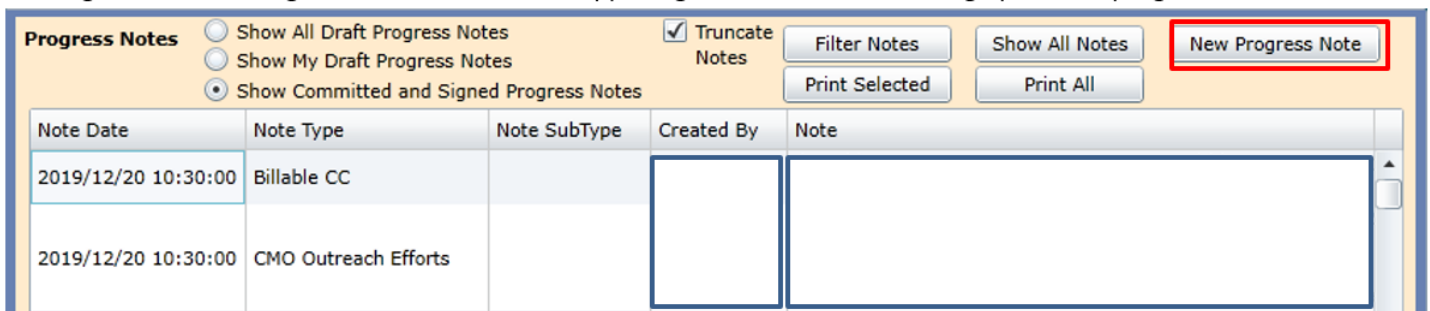
III. Creating the Treatment Home Stabilization Request/Summary Progress Notes

The user will access the youth's Progress Note screen via the Progress Note button on the left side of the youth's Face Sheet.



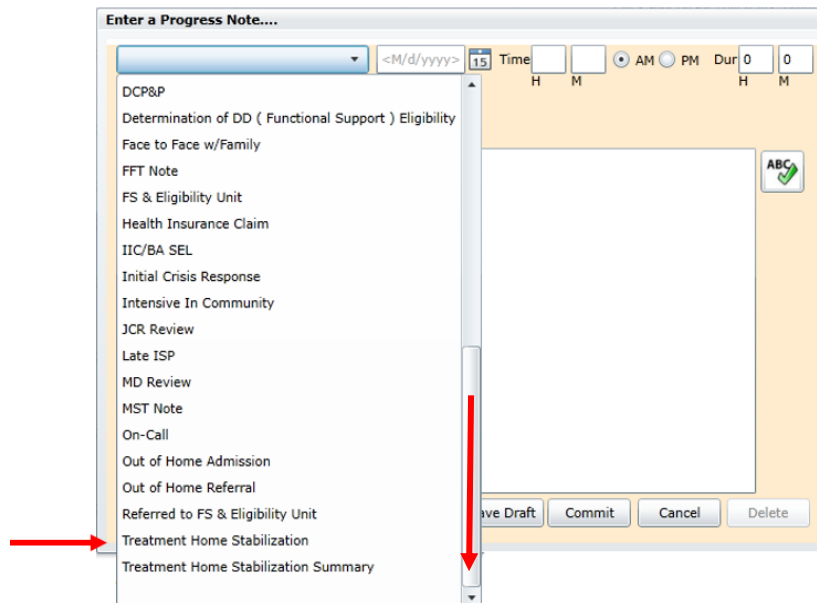
Once the user clicks on the Progress Note button, the youth's Progress Note grid will appear.

Clicking on the New Progress Note button in the upper-right hand corner will bring up a blank progress note.



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Users can click the Notation Type and scroll to the bottom of the list to select the 'Treatment Home Stabilization Request' Note type



The following process must be followed when entering the Treatment Home Stabilization Request Progress Note:

- The Child Family Team Meeting has taken place and all parties agree that stabilization services are required;
- The Treatment Home provider has completed an updated Strength and Needs Assessment (SNA) within two (2) business days of the Stabilization service request and it has been submitted to PerformCare;
- The provider has entered the Treatment Home Stabilization Request Progress Note in the youth's CYBER record which must contain the following information:
 1. Confirmation that the Strength and Needs Assessment (SNA) was completed and submitted to PerformCare
 2. The ID# of the SNA for reference; (this number is located in the Assessment Treatment Plan grid column titled "Assessment ID" to the right of the column titled 'Submitted to CSA Date')
 3. Confirmation that the provider advised and collaborated with Care Management (if applicable) regarding the need for this service
 4. A brief description of the clinical behaviors that are jeopardizing placement and justification for stabilization services
 5. A description of how service will lead to a sustainable plan moving forward

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The provider will use the Customer Service Request Form www.performcarenj.org/ServiceDesk/ and select Type of Issue: 'Out of Home' and Type of Category: 'Treatment Home Progress Note' to formally request the service. This e-mail must include the following information:

- Youth CYBER ID
- Treatment Home Provider Name/Medicaid ID (in Requester Details)
- Provider Name/Medicaid ID of the BA/IIC being requested for Treatment Home Stabilization Services

NJ Children's System of Care

Contracted System Administrator — PerformCare®

Customer Service Request Form

Please Note: An asterisk * next to an item indicates that the item is required. HELP

*Please provide a brief subject for your request

Requester Details

*First Name <input type="text"/>	*Last Name <input type="text"/>	CYBER Username <input type="text"/>
*Email <input type="text"/>	*Phone Number (XXX-XXX-XXXX) <input type="text"/>	Ext <input type="text"/>
*Preferred Method of Follow Up <input type="text"/>	*Provider Agency ID (Enter 000 if unknown) <input type="text"/>	*Name of Program/Agency <input type="text"/>

*Type of Issue

Request Details

*Type of Category

*CYBER ID

*Please provide additional information

Upload
 Browse...

Submit Request

- This request is assigned to a Clinical Care Coordinator for review and authorization. The Clinical Care Coordinator will render a decision within one (1) business day of receipt.
- If clinical justification is insufficient or there is missing information, the Clinical Care Coordinator will indicate what information is needed in a CSA Progress note. The OOH Treatment Home provider may then submit attachments or additional information in a new Customer Service Request Form initiating the request again.
- Once the request is reviewed and approved, PerformCare will generate an authorization in CYBER and will document the authorization confirmation in the youth's progress note.

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- Upon completion of the stabilization service, the Treatment Home provider will enter a special progress note type called 'Treatment Home Stabilization Summary'. The Treatment Home Stabilization Summary progress note will document the outcome of the intervention and its effectiveness in maintaining the youth's placement.

The screenshot shows a software window titled "Enter a Progress Note...". On the left is a scrollable list of note types. The last item, "Treatment Home Stabilization Summary", is highlighted in blue, and a red arrow points to it from the left. The right side of the window contains a date field with a dropdown arrow and the text "<M/d/yyyy>", a "Time" label, and two input boxes for hours and minutes. Below these are radio buttons for "AM" and "PM", and two more input boxes for "Dur" (duration) in hours and minutes. At the bottom right are four buttons: "Save Draft", "Commit", "Cancel", and "Delete".

IV. References

PerformCare Website Training page: <http://www.performcarenj.org/provider/training.aspx>

Resources and FAQs: <https://www.performcarenj.org/provider/resources-faq.aspx>

- Treatment home stabilization services process (PDF)
 - <https://www.performcarenj.org/pdf/provider/training/out-of-home/thss-provider-comm-process.pdf>

PerformCare Customer Service

www.performcarenj.org/ServiceDesk/

1-877-652-7624