

# NJ Children's System of Care

Administered by PerformCare®

## Accessing New Jersey Children's System of Care Services

What is PerformCare? PerformCare is the single point of access for behavioral health care services through the New Jersey Children's System of Care (CSOC). Services are provided to New Jersey residents starting at age 5 up to their 21st birthday (services for children under 5 years old are considered on a case-by-case basis)

**PerformCare is available 24/7/365 at 877-652-7624, providing authorization for the following services:**

- Mobile Response (MRSS)
- Needs Assessments (Biopsychosocial-BPS)
- Care Management Organization (CMO)
- Intensive In Community (IIC)/Behavioral Assistant (IIC services are available as a part of a behavioral health plan for children enrolled in CMO or MRSS)
- Partial Hospitalization (PHP)
- Court-ordered 14 Day Plans
- Multi-systemic Therapy (MST)
- Functional Family Therapy (FFT)
- Family Support Services (FSS)
- Substance Use Treatment Services
- CSOC Out of Home Treatment (Treatment Home, Group Home, Residential Treatment Centers, Specialty, Psychiatric Community Home)

### How does it work?

- Contact PerformCare at **877-652-7624**
  1. First, you will speak with a Member Services Specialist who will register the youth.
  2. Then you will be connected to a Care Coordinator (a NJ licensed clinician). Please stay on the line while you are transferred to the next available Care Coordinator. The Care Coordinator will gather information about the youth's current behaviors and your reason for calling. This information will be utilized to determine the most appropriate clinical services.
- If services are for a family receiving Child Welfare Services, please consider making the call with the family as consent for services is required.

### When to Contact PerformCare?

When the youth has behavioral and emotional needs such as but not limited to:

- Symptoms of depression
- School refusal
- Peer Conflict
- Family Conflict (Domestic Violence, Substance Abuse, Refusal to Comply with Rules)
- Hopelessness/Helplessness
- Grief (loss of family, death)
- Physical and/or verbal aggression
- Traumatic event (multiple placements, house fire, family and community violence, etc)
- Initial placement, threat of disruption in living situation

\*For Out of Home treatment- See Telephonic Review Guidelines

### Additional Information

- Please contact your Area Team Leader to receive a log in name and password to access CYBER. Your Team Leader can view a youth's record via CYBER and inform you of what services have been authorized and/or the status of the treatment plan.
- Your Clinical Consultant can explain clinical evaluations such as a psychiatric or psychological evaluation, the diagnosis, and what services would best fit the youth and family.
- CSOC Complaints and Grievances can be made by contacting PerformCare at 877-652-7624.

**PerformCare will help you access services for youth involved in the DCP&P system. We are committed to making this work for you!**