

## Provider Advisory

### Entering and Updating Addresses on Face Sheet in CYBER Record

Please review the following information regarding entering and updating addresses on a youth’s Face Sheet in the CYBER record.

It is important to note that a youth and/or family’s **physical** address (defined as the actual location of the youth) *may be different* from their **mailing** address, and these addresses should be listed **separately** in the CYBER record.

**The physical address should always be the Current Street Address in the Face Sheet.**

If the **mailing address** is different from the physical address, the mailing address should be entered under Additional Address Information with the “Type of Address” listed as “Mailing Address” from the menu drop-down.

It is also extremely important to note the “Same as Face Sheet” checkbox on the “Add Address to Record” screen. This box should be **unchecked**.

**If the “Same as Face Sheet” box is checked off, any information entered will replace the Current Street Address on the Face Sheet. Therefore, the separation between a different physical address and mailing address will be lost.**

Providers should also be aware of the “Special Address and Instructions” field. This field is used to assist in Face-To-Face meeting with the youth. It may also include (but not limited to) information on finding the residence, the type of residence, the name of the facility, or other information. Please note that this field has a 50-character limit.

**Additionally, providers should not enter any sensitive or confidential address information on the Face Sheet. Please contact PerformCare for more information on sensitive or confidential addresses.**

For more information about entering address information into CYBER, please refer to the “Using the Demographics Tab of the Face Sheet” Instructional Guide available on the Provider training section of the PerformCare website, <https://apps.performcarenj.org/NJTraining/CourseList.aspx> - Course ID #95.

If you have any questions, please call the PerformCare Service Desk at **1-877-736-9176** or email [servicedesk@performcarenj.org](mailto:servicedesk@performcarenj.org).

Thank you for your cooperation.

- PerformCare