

# 3560 & Third Party Liability Data Collection in CYBER

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## Training Purpose

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To review the changes and additions to the 3560 Application and Termination Requests, as well as the addition of Third Party Liability data collection for youth within CYBER.

# 3560 Application Requests

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## 3560 Application Requests

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To access/create a 3560 Application for a youth, first locate the correct youth's CYBER record, then click on the "3560 Request" button on the left-hand side button bar.



## 3560 Application Requests

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App ID	Submitted By	Entity	Submitted Date	CSA Reviewer	CSA Decision Date	CSA Decision	DCBHS Reviewer
		MR. Glo/Cumb/Sal	2011/05/09				

3560 Application Request grid now includes the name of the Entity that submitted the Application.

Data in the grid will display with the oldest record first; columns can be sorted by clicking on column headings.

Timestamps have all been removed from the grid.

## 3560 Application Requests

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Create New from selected

Create New from scratch

Open Selected Application

PE Entities and the CSA have the ability to create a new 3560 Application Request from either creating new based upon one selected from the grid (single-clicking on it to select) or creating new from scratch.

- Users previously had difficulty using the “create new from selected” function; those issues have been fixed and all necessary information copied from the selected application.

**Always** check the start date of an existing 3560 number/segment prior to creating a new Application Request. If there is an overlap of coverage (dates) of both applications, the user will be unable to submit the new Application.



# 3560 Request Tab

The screenshot displays the '3560 Request' form with the 'Eligibility' tab selected. The form includes several sections for user input:

- Medicaid Ineligible:** Radio buttons for 'Yes' and 'No'. If 'Yes', there are two dropdown menus for 'Reason for Ineligibility' and two date pickers for 'Date of Application' and 'Date of Denial'.
- Denied by Medicaid:** Radio buttons for 'Yes' and 'No'. If 'Yes', there are two dropdown menus for 'Reason for Denial' and two date pickers for 'Date of Application' and 'Date of Denial'.
- Loss of Medicaid:** Radio buttons for 'Yes' and 'No'.
- DYFS Termination:** Radio buttons for 'Yes' and 'No'.
- Gap in coverage:** Radio buttons for 'Yes' and 'No'.
- Term of Earlier 3560:** Radio buttons for 'Yes' and 'No'.
- Other:** Radio buttons for 'Yes' and 'No'.
- Req Start Date:** A date picker.
- Req End Date:** A date picker.
- Term Reason:** A dropdown menu.
- Comments:** A large text area for additional notes.
- Buttons:** 'Delete App', 'Save', and 'Submit' buttons are located at the bottom right.

Both Medicaid Ineligible and Denied by Medicaid have two menus for use if “Yes” is selected; each menu includes the same choices.

If a Term Reason is selected, the user is required to include a Requested End Date.

\*Please note, any issues with the Start/End date fields have been fixed in this release.



## 3560 Request Tab

Medicaid Ineligible	<input type="radio"/> Yes <input type="radio"/> No	If Yes, Reason for Ineligibility	<input type="text"/>
		Date of Application	<input type="text"/>
Denied by Medicaid	<input type="radio"/> Yes <input type="radio"/> No	If Yes, Reason for Denial	<input type="text"/>
		Date of Application	<input type="text"/>
Loss of Medicaid	<input type="radio"/> Yes <input type="radio"/> No		
DYFS Termination	<input type="radio"/> Yes <input type="radio"/> No	If Yes, Projected Term Date	<input type="text"/>
Gap in coverage	<input type="radio"/> Yes <input type="radio"/> No		

Income

Other Health Insurance Coverage

Immigration Status

Legally admitted in to the country for less than the required time

PE granted with in past year

Residency

Other

“Undocumented Immigrant” has been changed to “Immigration Status” in both menus for Ineligibility and Reason for Denial.

# Termination Reasons

The screenshot shows a web form with several sections for selecting termination reasons. Each section has radio buttons for 'Yes' and 'No'. A dropdown menu is open, showing a list of reasons.

Medicaid Ineligible  Yes  No If Yes, Reason for Ineligibility

Denied by Medicaid  Yes  No If Yes, Reason for Denial

Loss of Medicaid  Yes  No

DYFS Termination  Yes  No If Yes, Projected Term

Gap in coverage  Yes  No

Term of Earlier 3560  Yes  No

Other  Yes  No

Req Start Date: <input type="text" value="</d/yyyy>"/> 15 Req End Date: <input type="text" value="</d/yyyy>"/> 15 Term Reason: <input type="text" value="Youth has other Medicaid/NJ Family coverage"/>

Dropdown menu options:


- Youth has other Medicaid/NJ Family coverage
- Youth is no longer in NJ system of care
- Youth turns 21/No DCBHS extension
- Youth is in OOH and potentially eligible for Medicaid
- Youth/parents/legal guardian has moved out of state
- Parents/legal guardian refuses to cooperate with Medicaid application process
- Parents/legal guardian elects to disenroll from DCBHS SOC
- DCBHS discretion to request 3560 eligibility termination
- Death of the youth
- Other
- None


- “Determination of MC coverage based on the feed from OIT” option in the Termination Reason menu has been changed to “Youth has other Medicaid/NJ Family coverage”.

# Household Information Tab

3560 Request   Household Information   Income Information   Approval   Eligibility

68 Whittlesey Ave		973	4441739	973	7623202
Home Address	Apt. #/Floor	Area	Home Phone:	Area	Cell Phone:
WEST ORANGE	NJ	07052	ESSEX	ENGLISH	
City	State	Zip	County	Language spoken at home	
Mailing Address, if different	Apt. #/Floor	City	State	Zip	County

 List ALL Parents/Guardians in the Household

 List ALL Children UNDER THE AGE OF 21 Living in the Household

Demographic information will continue to populate from the youth's Face Sheet.

All "is valid" fields have been removed.

# Parents/Guardians in the Household

The screenshot shows a software window titled "Add New Parent Record". The form contains the following fields and options:

- First Name:
- Last Name:
- SSN:
- Birth Date:
- Race:
- Gender:  M  F
- Full-time Student?:  Yes  No
- US Citizen?:  Yes  No
- Other health insurance now?:  Yes  No
- Other health insurance with in the past 3 months?:  Yes  No
- Parent/Guardian Marital Status:  Single  Married  Separated  Divorced  Widow/er

Buttons at the bottom:

Please note that the SSN field is no longer required for parents/legal guardians.

# Add Children Under 21 to the Household



The screenshot shows a web form titled "Add Child Record" with the following fields and options:

- First Name:
- Last Name:
- SSN:
- Birth Date:
- Race:
- Gender:  M  F
- Other health insurance now?:  Yes  No
- Full-time Student?:  Yes  No
- Other health insurance within the past 3 months?:  Yes  No
- US Citizen?:  Yes  No
- Unpaid medical bills for the last 3 months?:  Yes  No
- Date of Entry:
- Pregnant?:  Yes  No
- How this child is related to the 1st parent?:  Child  Stepchild  Other
- How this child is related to the 2nd parent?:  Child  Stepchild  Other

Buttons at the bottom:

Race and SSN are required only for the youth who the application is being completed for. (Both will be pre-populated if completed on the Face Sheet.) If not completed, the user will be unable to submit the Request.

“Pregnant” is no longer a required field.

- If the youth is pregnant, this information should be entered in the Comments box of the first tab for an enriched benefit (household of 2).

# Add Children Under 21 to the Household

## View Insurance



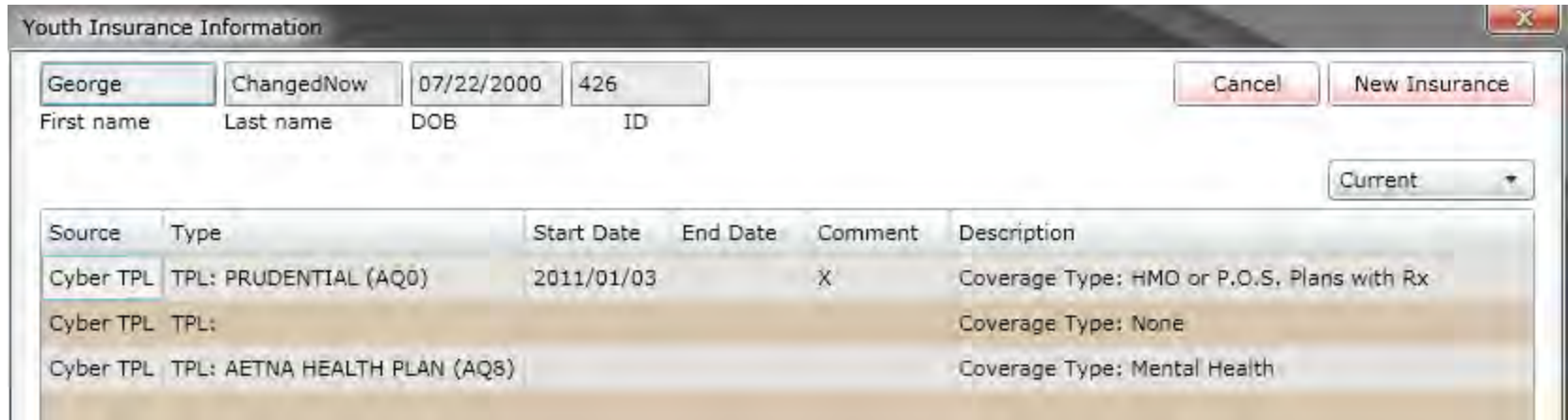
How this child is related to the 1st parent?  Child  Stepchild  Other

How this child is related to the 2nd parent?  Child  Stepchild  Other

Clicking on the new “View Insurance” button will bring up the youth’s current insurance information (from the Insurance tab of the Face Sheet).



## View Insurance



Source	Type	Start Date	End Date	Comment	Description
Cyber TPL	TPL: PRUDENTIAL (AQ0)	2011/01/03		X	Coverage Type: HMO or P.O.S. Plans with Rx
Cyber TPL	TPL:				Coverage Type: None
Cyber TPL	TPL: AETNA HEALTH PLAN (AQS)				Coverage Type: Mental Health

This is the same information that will appear under the Insurance tab of the youth's Face Sheet and allows the user to see the youth's current insurance coverage, and also allows the addition of new insurance from this screen, while not having to navigate away from the 3560 Application.

- See Slide 36 for more information about Insurance/TPL.



# Add Income

Add New Income Information Record

Select from Parents and Children in household

Name of person receiving income, including children

Employer Name

Employer Address

City  State  Zip

Employer Phone Number

Changed jobs in the last six months?  Yes  No

Former Employer

Type of Employment  Self-Employed  Owner  Employee

Date job started

Does employer offer health insurance?  Yes  No

Date Job Ended

When information is entered in the Employer fields, Work Income and Type of Employment become required.

If the user selects “Yes” for Changed jobs in the last six months, the Former Employer and Date Job Ended fields become required.

# Income Information – Add Income

Changed jobs in the last six months?  Yes  No

Former Employer  Date Job Ended

Work Income (before taxes per pay period) Amount \$  How often paid?  Every week  Every 2 weeks  2 Times a Month  Once a Month

Other income (Please select the sources of the other income and enter the total in the "Monthly Amount" box below)

Monthly Amount \$   Child Support  Alimony  Cash Support  Other  Social Security Benefits  Unemployment  Rental Income

If this person PAYS for day care for a child or disabled adult, list Monthly Amount \$

If this person PAYS child support or alimony, list Monthly Amount \$

When the user enters an amount for Other income, at least one checkbox for the source of the income must be selected.

# Approval Tab

The screenshot displays the 'Approval Tab' of a software interface. At the top, there are navigation tabs: '3560 Request', 'Household Information', 'Income Information', 'Approval', and 'Eligibility'. The 'Approval' tab is currently selected and highlighted in yellow.

Under the 'Approval' tab, there are two main sections:

- CSA 3560 Approval:** This section includes a dropdown menu for 'CSA Accept Reject Status', two date pickers for 'Start Date' and 'Term Date' (both showing a calendar icon and the number '15'), and a large text area for 'Comments'.
- DCBHS 3560 Approval:** This section includes a dropdown menu for 'DCBHS Accept Reject Status', two date pickers for 'Start Date' and 'Term Date' (both showing a calendar icon and the number '15'), and a large text area for 'Comments'.

Below these sections is the 'Calculated Results' area, which displays several fields:

- 'Potentially Eligible for Medicaid' with a dropdown set to 'YES' and two input fields containing '0' and '3'.
- 'Potentially Eligible for NJ Family Care' with a dropdown set to 'NO' and two input fields containing '0' and '1'.
- 'Insurance' with an input field containing '0'.
- 'Applicable Income' with an input field containing '1'.
- 'Number of persons in the home' with an input field containing '1'.
- 'Citizen' with an input field containing '1'.
- 'Insurance Coverage' with an input field containing '1'.

If the CSA has entered a Start/Term date, and the Application is reviewed by DCBHS, the DCBHS dates will take precedence.

When the CSA or DCBHS accept/reject the application, the date and time will appear in the Comments box.

Calculated Results area will now populate appropriately, according to the information logged in the youth's record.

# Eligibility Tab

3560 Request	Household Information	Income Information	Approval	Eligibility	
MAID	EFFDATE	ENDDATE	STATCODE	STATDESC	
[Empty data row]					

The Eligibility Tab has not changed; it continues to display the same information that is on the Eligibility tab of the youth's Face Sheet.

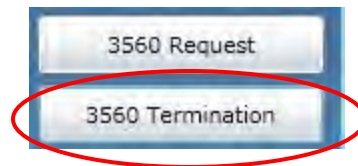
# 3560 Termination Requests

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## 3560 Termination Requests

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To access/create a 3560 Termination for a youth, first locate the correct youth's CYBER record, then click on the "3560 Termination" button on the left-hand side button bar.



## 3560 Termination Requests

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Term ID	Submitted By	Entity	Submitted Date	CSA Reviewer	CSA Decision Date	CSA Decision	DCBHS Reviewer
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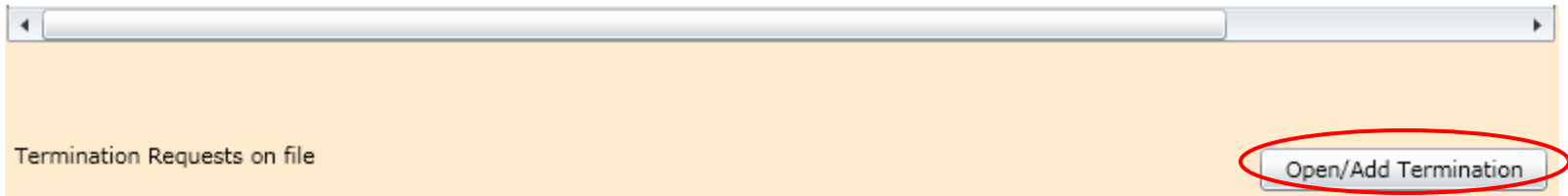
3560 Termination Request grid now includes the name of the Entity that submitted the Application.

Data in the grid will display with the oldest record first; columns can be sorted by clicking on column headings.

Timestamps have all been removed from the grid.



## 3560 Termination Requests

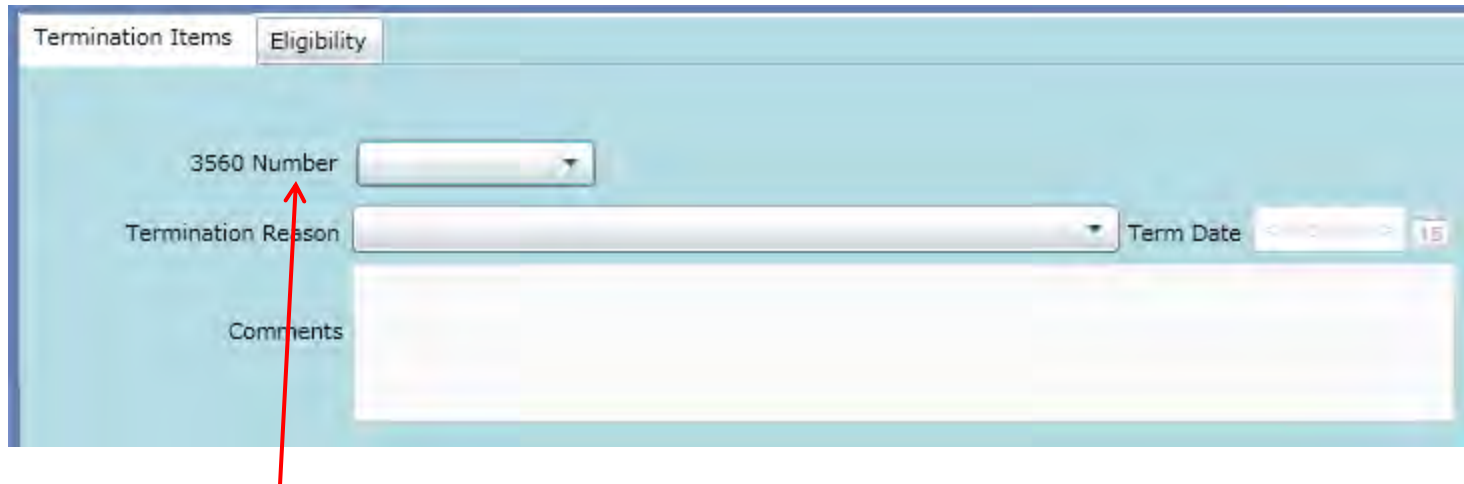


Clicking on the Open/Add Termination button will allow the user to create a new Termination Request for the youth.

If there are no open 3560 records available for termination, the user will receive an error message and will be unable to create the termination.

- This will prevent multiple termination requests from being submitted for the same 3560 number.

## 3560 Termination Requests



The screenshot shows a web form titled "Termination Items" with a sub-tab "Eligibility". The form contains the following fields:

- 3560 Number:** A dropdown menu with a downward arrow.
- Termination Reason:** A dropdown menu with a downward arrow.
- Term Date:** A date picker showing the month and year "15".
- Comments:** A large text area for entering notes.

A red arrow points to the "3560 Number" dropdown menu.

The 3560 Number menu will list all open and eligible for termination 3560 Numbers for this youth.

## 3560 Termination Requests

The screenshot shows a web form with a light blue background. It contains two main sections for CSA and DCBHS. Each section has a 'Term Date' field with a calendar icon, a 'Comments' text area, and an 'Accept Reject Status' dropdown menu. At the bottom right, there are three buttons: 'Delete App', 'Save', and 'Submit'.

Termination date fields for CSA/DCBHS use will be active based upon user login.

CSA/DCBHS Accept/Reject Status drop-down menus now have a “Clear Status” option so that these users can go back to the default when saving the request to return to at a later time.

## 3560 Auto-Terminations

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## 3560 Auto-Terminations

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CYBER now has the ability to automatically terminate 3560 numbers. (see slides 28-33.)

CMO/YCM/UCM, MRSS, BA/IIC, OOH, CSA and DCBHS users will have a new link on their Welcome Page – 3560 Auto-Term – which will list the 3560 numbers that have been automatically terminated.

- Numbers will remain on this grid for 1 day after termination.

Users will also see 3560 numbers on the Terminated Eligibility link for the youth in their caseload.

- Numbers will remain on this grid for 30 calendar days after termination.

# Auto-Termination

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If a youth has a currently active 3560 number and is eligible for Medicaid, thus creating an overlap in coverage, the 3560 number will be automatically terminated the day before the Medicaid Effective Date.

- If the 3560 number was opened after the Medicaid became effective, the 3560 number will be auto-terminated the day after it was opened.

# Auto-Termination

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If an active 3560 number exists for a youth that has been discharged or transitioned from CMO/YCM/UCM/MRSS into the community (meaning the youth will no longer be enrolled with a PE Entity), the 3560 number will be auto-terminated on the last day of the month following the close of the Tracking Element.



# Auto-Termination

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When a youth enters an OOH facility and has an open 3560 number, the system will auto-terminate the 3560 on the last calendar day of the month following the admission.

- Only 3560 numbers or segments that began prior to admission will be auto-terminated.
- The Admit Date for the admission will be used to calculate the date for auto-termination.

# Auto-Termination

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When a youth turns 21 and has an open 3560 number, the system will auto-terminate the 3560 on the last calendar day of the youth's birth month.

- The auto-termination will be created in the system 2 months prior to the termination date; CME will see the upcoming termination on the Expiring Eligibility link of their Welcome Page.

# Auto-Termination

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If there has been no activity in a youth's record (no Treatment Plans, Authorizations or Progress Notes have been entered) for 90 days, the system will auto-terminate the 3560 on the last day of the month following the 91<sup>st</sup> day of inactivity.

# Auto-Termination

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CYBER will automatically terminate 3560 numbers after they have been active for one year.

- The annual auto-termination will be scheduled 60 days in advance so that users will see it on their Welcome Page (Expiring Eligibility).
- The last day of the month prior to the month in which the 3560 number was initially opened will act as the termination date.

Auto-Terminated 3560 numbers will also appear in the Termination History grid (via the 3560 Termination button) in the youth's record.

- The CSA Accept/Reject Status Comments field will be populated with “Auto Terminated” along with the reason for the auto-termination.

Note: If a user has created a 3560 Termination manually, it will be processed even if the 3560 number falls into one of the previously mentioned categories.

## Third Party Liability (TPL)

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## Third Party Liability

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Third Party Liability (TPL) functionality within CYBER allows users to enter the third party liability (or private health insurance, in this case) information for a youth via the Insurance tab of the Face Sheet and a 3560 Application Request.

This functionality will also include automatic data gathering of Medicaid HMO information, as well as Medicaid Part A and B coverage, 3560 eligibility and NJFC information.



## Third Party Liability

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The Medicaid information that displays on the youth's Eligibility tab will continue to show there, but will also appear on the Insurance tab so that all Eligibility/Insurance information can be viewed in one grid.

## Third Party Liability

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Any CYBER user that has access to a youth's record will have access to the Insurance tab. Only those with the appropriate security level (CSA staff or PE Entities) will have the ability to add or edit TPL information.

Any CYBER-created TPL records can be opened (double-click on record in the grid) and edited; any non-CYBER created records (those that are fed into the system from Molina or OIT) cannot be edited and can only be reviewed in the Insurance grid.

# Third Party Liability – Demographics Tab

The screenshot shows a demographics form for a user named Georgia Testing. The form includes the following fields and values:

Field	Value
address3	Georgia Testing
Address 3	Parent/Guardian
City	SPARTA
State	NJ
Zip	07871
County	SUSSEX
Parent/Guardian Phone	732 555-4567
Email	gtest@onsan.com
Ext	
Type	Home
Area	732
Phone Nu	225-2568

At the bottom of the form, there are two expandable sections: "Additional Address Information (9)" and "Additional Contact Numbers (10)". A checkbox labeled "TPL Information available" is checked.

Once the user has located the correct youth's record, there is a system-generated check-box on the Demographics tab which indicates if there is TPL already added to the child's record.

- If the box is checked, the user should verify the TPL information on the Insurance tab.
- If the box is not checked, the user should ask if the child has current health insurance.

Note: The functionality discussed on the next 3 slides is the same as users will have access to when they click on the “View Insurance” button in a youth’s 3560 Application Request.

## Third Party Liability – Insurance Tab

Source	Type	Start Date	End Date	Comment	Description
Cyber TPL	TPL: PRUDENTIAL (AQ0)	2011/01/03		X	Coverage Type: HMO or P.O.S. Plans with Rx

The top of the tab will include the youth's name and DOB.

The grid will include;

- Source – CYBER (manually entered), Molina, OIT
- Type – Type of coverage; TPL, 3560, NJFC, etc.
- Start and End Dates of coverage
- Comment – to be used by PE Entities regarding the youth's insurance coverage
- Description – Coverage Type; HMO, Major Medical, Medicare Supplemental, etc.

## Third Party Liability – Insurance Tab

Demographics Admissions Providers Tracking Elements Formal/Informal Supports Eligibility Insurance Legal Call Resolution

ChangedNow George X 07/22/2000 New Insurance  
First name Last name Middle DOB

Current

By default, only current insurance will appear in the grid. To see all insurance that the youth has been covered in while in the System of Care, change the menu option to “All”.

To create a new TPL record, click on the “New” button.

- The Add New Insurance window will open.

# Third Party Liability – Add New Insurance

**YOUTH INFORMATION**

LAST NAME	FIRST NAME	DATE OF BIRTH	SSN	ID	MEDICAID
ChangedNow	George	07/22/2000		426	

**POLICY HOLDER INFORMATION**

FIRST NAME	LAST NAME	SSN	INSURER CODE	INSURANCE CARRIER	INSURER PHONE
					( )
ADDRESS 1	ADDRESS 2	ADDRESS 3	CITY	STATE	ZIP

**INSURANCE INFORMATION**

POLICY NUMBER	GROUP NUMBER	COVERAGE TYPE	RELATIONSHIP	EFFECTIVE DATE	TERMINATION DATE
				<M/d/yyyy> 15	<M/d/yyyy> 15

**EMPLOYER INFORMATION**

EMPLOYER CODE	EMPLOYER NAME	EMPLOYER PHONE			
		( )			
ADDRESS 1	ADDRESS 2	ADDRESS 3	CITY	STATE	ZIP

Buttons: Save, Save & Close, Delete, View Comment, Cancel

The Source and Youth Information will populate automatically.

Insurance Carrier – choose the appropriate company from the menu that appears after user starts to enter information; the remainder of the insurance fields will populate.

Policy Information can be found on the insurance card (see next slide for a sample).

\*There are no required fields; users can Save & Close without completing.



# Sample Insurance Card

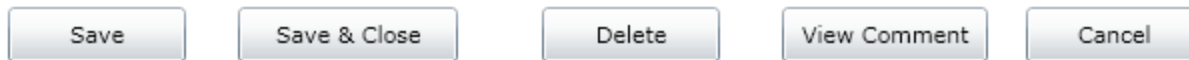
 <b>Blue Cross Blue Shield</b>	<b>BlueCHIP for Medicare Group Plus</b>
<FIRST NAME> <M> <LAST NAME> <TITLE> <ID NUMBER>	PCP: <FIRST NAME> <M> <LAST NAME>, <TITLE> PCP PHONE: <XXX-XXX XXXX>
RxBIN <b>004336</b> Issuer <b>80840</b> RxPCN <b>ADV</b> RxGrp <b>RX6301</b> CMS <b>H4152 817</b>	PCP Visit \$<XX> Specialist Visit \$<XX> Emergency Room \$<XX> Inpatient Adm \$<XX>
	Issued XX/XX/XX
<b>MEDICARE ADVANTAGE</b>	<b>MedicareRx</b>  Prescription Drug Coverage <b>DENTAL</b>

ID Number = Policy Number

RxGrp = Group Number

## Third Party Liability – Add New Insurance

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Delete - CYBER-created TPL records can be deleted; they cannot be restored to the record once deleted.

View Comments – allows the user to see previously added comments and add to the comments log.

Cancel – will cancel the creation of the TPL record.

If you have questions about the 3560 Application and/or Termination Request functionality or the TPL functionality, please contact the CYBER Service Desk;

1-877-736-9176

[servicedesk@performcarenj.org](mailto:servicedesk@performcarenj.org)

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