CYBER Overview – My Active Youth

Training for New Providers in the New Jersey Children's System of Care

October 2023 – (02148)

PerformCARE®

Delivering
High-Quality
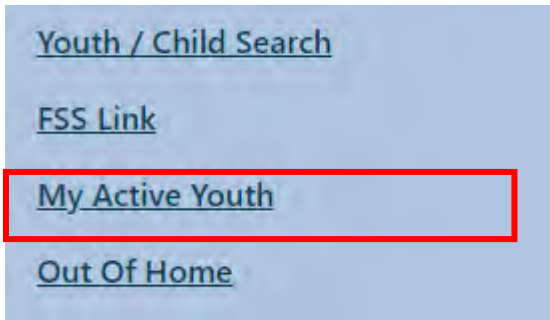Service and Support

Introduction

This training will show users how to populate the area called **My Active Youth** for themselves and/or for other users within their agency.

What is 'My Active Youth'?

- Gives users access to a list of the youth they are working with.

- **My Active Youth** link can be found on the Welcome Page and from the Youth/Child Search screen.

- Populated using the Provider Tab from within a youth's record.

Navigating to the Provider Tab

Search for the correct record using **Quick Search**, **Youth / Child Search** button or **Active Agency** Youth link.

Active Agency Youth Grid

PerformCARE®

- When the user clicks the Active Agency Youth push button it will display a list of all youth assigned to that user.
- If there is more than one youth open, the Active Agency Youth list will display the list in order with most recent date opened at top

- Users can filter for a specific youth based on the columns within the grid

- Double-click on a Youth's name to enter into the Youth's record
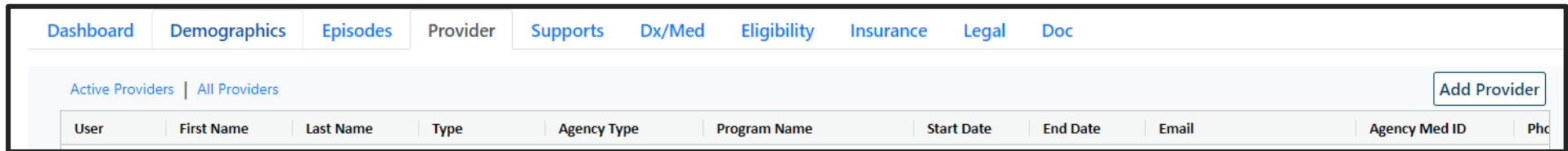
The Provider Tab

The Provider Tab:

- Can be found on the youth's Face Sheet and it houses information entered by agency users.

- Should include the names and contact information for the CYBER users that are working with the youth and family.

- May include other individuals within the agency that need access such as Supervisors, Finance, and QA.

What Will You Find on the Provider Tab?

PerformCARE®

- First and Last Name of providers working with the youth and family.

- Type – provider type (**CM** = Care Manager; **SUP** = Supervisor; **MGR** = Manager; **QA** = Quality Assurance)

- Agency Type – acronyms for provider types CMO (UCM) Care Management Organizations, IIC Intensive in Community, etc.

- Program Name – name of the provider's agency

- Start Date – the first date the provider began to work with the youth

- End Date – the last date the provider worked with the youth

- Email – provider's email

- Agency Med ID – Medicaid ID or Tracking element ID

- Phone – provider's phone number

Provider Tab

- **Active Providers** will be displayed by default. Active Providers are users who can see the youth open on their My Active Youth list. The *toggle* **All Providers** link will display providers who had been open in the past, but no longer see the youth on their My Active Youth list.

- The Provider tab grid can be filtered by selecting the menu button on the **Agency Type column** and enter the Agency Type to filter by such as CMO, MRSS, IIC, FSO, etc. When filtered, only those provider types will be displayed. To clear, remove the text in the filter field.

Adding a Name to the Provider Tab

Clicking the Add Provider button opens the **Add Provider to Youth/Child Record** window.

Adding a Provider

PerformCARE®

- Entering the first few letters of a provider's name will allow a search on against the list of agency CYBER users. Click on the user name to select it.

- Enter only the Start Date and leave the End Date blank. Click the **Accept** push button and the name is added to the Provider Tab, also adding the youth to the user's **My Active Youth** list.

- At the end of an episode, the provider will lose access to the youth automatically when agency access to the youth ends. The End Date would be the **Transition Date** *plus* a specific number of additional days, based on provider type.

- An agency can end staff access to a specific youth at any time by double clicking the row with the user name and adding an End Date.

CYBER Service Desk and Additional Training

PerformCARE®

Technical, Billing, Clinical, or Procedural questions about CYBER:

Use the Customer Service Request Form

www.performcarenj.org/servicedesk/

CYBER Trainings and Presentations:

https://www.performcarenj.org/provider/training.aspx

Email Training:

PCNJTraining@performcarenj.org

PerformCare 1-877-6520-7624

Care is the **heart** of our **work.**

PerformCARE®