

Family Support Service Provider Quick Reference Guide to CYBER

Welcome Page:

Links to Monitor Regularly:

- Authorization – Current: Will list all currently open authorizations; should include **only** those youth currently receiving services
- Authorization – Expiring: Authorizations ending in the next 30 calendar days; can be used as a reminder to submit Reauthorization Requests
- FSS Link View – New to Provider Queue: Will list newly matched referrals to the Provider Queues the user has access to
- FSS Link View – In Review: The status of these referrals will revert back to Assign after 3 days; while in Review status, the referral can only be seen by the provider agency that set the status
- FSS Link View – Scheduled: The referrals in this status must have an admission date for the near future; depending upon service type, referrals will revert back to Assign status and be sent back to the FSS Link for all matching programs in either 7 calendar days or 21 calendar days (SHR only).
- Reauthorization – Awaiting Approval: These Reauthorization Requests are pending internal approval and have not yet been submitted to PerformCare
- Reauthorization – Aging Report – Will list those Reauthorization Requests that have not yet been submitted but are due in the next 3 calendar days; will also list those that are overdue (based upon the end date of the authorization)

FSS Link:

FSS Link - where referrals are housed until they are manually assigned to the Provider Queue for work; automatically assigned here by CYBER, these referrals match the program's PIF.

On the FSS Link tab, users will find;

- All referrals, regardless of level of need, that match the program
- Only referrals that indicate the family has a high level of need will be open for review and status change.
 - Moderate and Low need referrals will display in the grid but cannot be opened for review until all of the referrals for high needs families have had an action taken on them; i.e. had a change in status to Review, Schedule or Not Accept. At that time, the Moderate need referrals will be available for review. Referrals for low needs families will open once the Moderate referrals have all had a change in status.
- Users should change the status of a referral they are going to start to work on – meaning they are going to do outreach to the family – to “Assign to Queue”. This will put the referral on the Provider Queue, which is a work space for the program and should only house the referrals the program is working on for admission.

Clicking on the App ID in the first column will open the referral.

Provider Queue – where you go to find referrals that the program is actively working on for admission; to open a referral and change the status/admit the youth, click on the App ID in the first column.

Application Types:

- **Transition applications** - Used when a family is looking to transition to a new provider or a new service with the same provider; family will currently be admitted into a respite program, unless a discharge was processed after the Transition application was posted to the Queue.
 - Providers cannot admit a youth while they are still admitted into another program; the option to admit will not be available.
 - In order to admit the youth into services, the family should request discharge from their current provider; the new provider may also do outreach to the existing program, requesting discharge.
 - The new provider should work with the current provider to minimize any interruption in services that may impact the family.
 - Once the youth is discharged from their existing service, the option to admit will become available; the new provider will have the ability to admit the youth the day after the discharge was entered.
 - The new provider will complete the admission in CYBER once the intake process has been completed.

When Admitting a Youth with a Transition Application:

- Current authorization information can be found at the bottom of the Service Request tab of the FSS Application; this will assist in determining when the youth’s current services end and who their current service provider is.
- Providers should work with the family to determine the appropriate discharge and admission dates; together, all three parties (the existing provider, the family and the new provider) should come to an arrangement that will accommodate the needs of the family and will not disrupt services.

*If necessary, the admitting provider can contact the Service Desk for assistance with discharging the youth from their current services and admitting the youth into the new program. This should not be the first step of action; providers are expected to work with the family and with each other on completing the transition.

- **Routine Applications** – these are the standard applications submitted by families; these may be the family’s first application for services or a subsequent application. These families are not currently receiving respite services or their services will be ending soon.

Important Points to Remember About the FSS Link:

- Every application is given Family Level of Need based upon the information provided by the family.
 - H = High Needs Family
 - M = Moderate Needs Family
 - L = Low Needs Family
 - *Scores are derived from the scoring of the individual areas of the FSS Application such as the Individual Status tab, Caregiver Status tab, etc. The responses to each question within the application are rated and this contributes to the overall score.

- The overall Family Level of Need, indicated from the application is one for the entire family – not just the youth that is registered in CYBER; the application is a holistic look at the family’s current situation, stressors, resources, etc.
 - An application with an indication of High needs does not indicate the associated youth has high intensity needs; it indicates that the needs of the entire family are of high intensity.
- Available Start Date displays in the grid, as well as on the Service Request tab of the application.
 - Providers should confirm this date with the family; it may not be an accurate reflection of when the family is looking to start services.

Changing the Status of an Application:

- Status Tab Options
 - **Assign** – default status when assigned to FSS Link tab
 - **Assign to Queue** – status to be used when assigned the referral to the Provider Queue for work towards admission
 - **Review** – should be selected just prior to reaching out to the family; will help to prevent multiple providers from contacting the family at once
 - The referral is taken off of all other Provider Queues and FSS Link tabs for three days. Will be put back out to other programs if referral is not marked Schedule or Admit at the end of the three days.
 - **Schedule** – indicates that an admission date has been scheduled in the near future
 - The referral is taken off of all other Provider Queues and FSS Link tabs.
 - Based upon service type, the status will revert back to Assign and will be placed back out on the FSS Link tab for the program and all other programs that match the referral. Time-frames are as follows:
 - SHR – 21 calendar days
 - AASR, AHR, AWRAO, AWR, OVR – 7 calendar days
 - *****Programs should not put a youth’s referral into Scheduled status UNLESS there is an actual admission date scheduled. Doing so will prevent other providers from seeing the youth’s referral and potentially providing service to the family.*****
 - **Admit** – entered once the family/youth has started services; cannot be future dated
 - Will create authorization for first 90 days; the start date of the authorization should be the date that services began – authorizations cannot be back-dated
 - *****This status is only used when the youth has actually started the services; outreach to the family must be made first and the admission should be completed on the first day of service.***
 - *****If the program is unable to provide services to the family, the program is expected to discharge the youth ASAP so that another Application can be created and another provider can provide services to the family.*****
 - Not Accept – select **only** if youth or family is not appropriate for program or vice versa.
 - If chosen, user must enter a reason.

- Referral will come off of the program’s Provider Queue/FSS Link tab.
 - This status should not be used when an agency is at capacity and cannot take another family; the application will stay in the provider’s queue until the family is admitted elsewhere, the provider admits the family or the family cancels their application.

Other Areas of the FSS Link:

- **Census** – a list of the youth currently admitted into the program
 - Provider can complete discharges* from this tab and access a youth’s record using the Face Sheet button
 - Accessing the Face Sheet also gives the provider access to the Forms button, where Reauthorization forms are completed and saved.
 - Tab also includes the end date of the youth’s authorization and the due date of the family’s FSS Application, which must be updated annually.
 - Using the information on the Census tab can assist your families in remembering to update their Applications; if a family’s Application is not updated on an annual basis, they will receive a discharge authorization and their services will end.
 - *Discharges must be completed in a timely manner; if a family has discontinued services it is the responsibility of the provider to discharge the family immediately so that they may, if they chose, receive other FSS services.
- **Assignment History** – allows users to see referrals previously assigned to the program’s FSS Link tab
 - Users will find fields above the grid that are set, by default, to filter the grid in order to show referrals from the past three months. Users can adjust this as needed.
 - The grid will show the current status of the referral – this may be in another program’s Queue or FSS Link tab (in which case it would reflect a status such as Assign or Schedule); this may also show that the referral has been cancelled.
 - The grid will also show the last status assigned to the referral when it was with the user’s program, either on the Provider Queue or FSS Link tab. This will, in many instances, show Not Accept; it may show another status such as Assign or Assign to Queue if the referral has been placed in Schedule, Review or Admit status with another program.

Reauthorizations:

- Completed no more than 30 days prior to the end of the authorization and no more than 30 days after the end of the authorization – use the Expiring link under Authorizations on the Welcome Page to monitor end dates; Aging Report under Reauthorizations can also be used
- Entered via the Forms button within a youth’s record
 - User must enter the percentage of utilization – the number of units utilized for the authorized period divided by the total number of units authorized
 - If the percentage is below 75%, the user must enter in what prevented the family from using the service

- Those at the agency with a security designation of “MGR” must monitor the “Awaiting Approval” link on their Welcome Page and/or the Plan Approval area to review and submit Reauthorization Requests; other users cannot submit directly to PerformCare.

****If a Reauthorization Request is not entered before the end of the authorization, or within 30 days after the end date of the authorization, the youth will be automatically discharged from services. The family’s FSS Application, if active (meaning not expired), will be reposted on the FSS Link.****

Progress Notes:

FSS providers have the ability to read those notes entered into a youth’s record with a note type of FSS Service Summary; these notes are often regarding the reauthorization of services, admissions and discharges.

FSS providers also have the ability to add new notes into a youth’s record; the note type FSS Progress Note is available to FSS providers and should contain a short summary of the time spent with the youth. Information such as the length of the session, who the youth worked with and what was completed with the youth is considered appropriate information. **Currently, there is no requirement for progress note documentation.*

**Additional information on changes to the Census, effective June 2016:*

- The “**App Due Date**” column has been renamed “App Needed by Date”. It will continue to display the date 360 days after the youth’s admission date.
 - If a new application for the same service was submitted after the youth’s admission into the program, the column will display the day 364 days after the most recent application.
- A new column “**App Exp Date**” has been added after the “App Needed by Date” column.
 - Will be populated with the date 364 days after the request for the same service on the most recent application.

Providers should use this information to assist the family is keeping their applications current; if a family’s application is overdue, they will receive a discharge authorization and will be discharged automatically from services. In order to continue receiving services, the family would need to complete a new application which would then be posted onto the FSS Link.

Completing a Site Transfer

Agencies can complete a Site Transfer using the Site Transfer Form with the Forms screen of a youth’s record. The following conditions must be met in order to complete a Site Transfer Form:

- The transfer can only be done within the agency, between two sites/programs of the same service (i.e. AHR to AHR).
- The youth must be actively admitted into the program for more than one day; transfers cannot be completed on the day of admission.

Once the Site Transfer Form is completed, the youth’s information will be moved to the Census of the new program. If the user that completed the Form does not have access to that program, they will no longer have access to the youth’s information in CYBER.

- The Site Transfer will not change the authorization time frames, the due date of the reauthorization or the due date of the family’s next FSS Application.