

Family Support Services Welcome Page

System Admin

Name
Phone

FAQ's
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Youth / Child Search

My Active Youth

FSS Link

Provider Details

System Functions

Historical Access

Reporting

User Name

User Role

User Group

Quick Search


Cyber ID

First Name

Last Name

DOB

SSN



VERSION=1.44.8.0-05

Welcome to CYBER

Logout

Refresh Total

Authorization

| Auth# | Youth Name | Provider | CYBER ID | Units | Units Remaining |
|-------|------------|----------|----------|-------|-----------------|
| | | | | | |

- ▼ Authorization
- Current()
- Last 30 Days()
- Expiring()
- Auth History()
- ▶ Claims *
- ▶ FSS Link View
- ▶ Reauthorization
- ▶ FSS Site Transfer

**Note: This area was formerly used for processing non-Medicaid claims in CYBER and is no longer in use. All claims for Family Support Services are processed through Medicaid.*

December 2018 – (01171)

FAQ's
Cyber Updates
Help
Service Desk Form
Training Information

| | | |
|----------------------|----------------------|---|
| FAQ's | FAQ's | Opens a new window to the CYBER Frequently Asked Questions on the PerformCare (PC) website |
| CYBER Updates | CYBER Updates | Opens a new window to the New CYBER Releases page of the PC website for Release Notes |
| Help | Help | Displays the Help window with Service Desk phone and email information |
| Service Desk Form | Service Desk Form | Opens the CSA Service Desk Request Form to report a CYBER problem or make a request or inquiry |
| Training Information | Training Information | Opens the Training page on the PerformCare website |
| Youth / Child Search | Youth / Child Search | Brings the user to the Youth search screen |
| My Active Youth | My Active Youth | Displays a list of the youth the user is assigned to via the Provider tab on the youth's Face Sheet |
| FSS Link | FSS Link | Opens the FSS Link Specific Functions screens - FSS program Provider Queue, FSS Link, Census and FSS Assignment History |
| Provider Details | Provider Details | Opens the Provider Details and lists Medicaid and Non-Medicaid Providers |
| System Functions | System Functions | Opens the Manage Access area - Non-Security Administrators can change their own password. Security Administrators can manage other users' IDs, edit security settings, deactivate users, etc. |
| Historical Access | Historical Access | Opens a historical list of youth no longer open to the agency; allows a user to access a record in read/print only view |
| Reporting | Reporting | View Reporting options, available for use by Level 3 security (based upon security settings) |

▼ Authorization

Current()

Last 30 Days()

Expiring()

Auth History()

▼ Claims ***

Claims()

In Progress()

Submitted()

Approved()

Sent()

Paid()

Returned()

Denied()

Review()

CSOC Review()

▼ FSS Link View

New to FSS Link()

New to Provider Queue()

In Review()

Scheduled()

Recently Admitted()

▼ Reauthorization

Submitted()

Awaiting Approval()

Approved()

Rejected()

Aging Report()

▼ FSS Site Transfer

Approved()

Lists authorizations where the current date falls on or between the authorization Start and End Dates

Lists authorizations that have expired within the last 30 calendar days

Lists authorizations that will expire within the next 30 calendar days

Lists authorizations that have expired between the last 31 calendar days and 365 calendar days

Shows all claims for the user's agency

Shows all that are in draft form; they have been saved by the agency and not submitted to PerformCare

Shows all claims that have been submitted to PerformCare and not yet approved/paid/returned/denied/placed in review

Shows all claims that have been approved for payment

Shows all claims PerformCare has sent to be paid; they have not yet been paid per our records

Shows all claims that have been paid to the agency for the last 365 days

Shows all claims that have been returned to the agency by PerformCare

Shows all claims that have been denied for the agency in the last 365 days

Shows all claims that are currently in a Review status with PerformCare

Shows all claims that are currently in Review status with CSOC

Displays a list of the FSS applications that have been automatically matched to the program

Displays a list of the FSS applications that are new to the program's Queue in the last 7 calendar days

Displays FSS applications with a status of "Review" in the Provider Queue; applications will stay in this status for 3 calendar days before going back to Assigned

Displays applications that have a status of "Scheduled"; should only be used when an admission date is scheduled in the near future; applications in Scheduled status will be automatically switched back to an Assign status after 7 days for all types except SHR. SHR will switch back in 21 days.

Displays youth admitted into the program in the last 3 calendar days

Shows the forms that have been submitted and have not yet been reviewed

Shows the forms that have been submitted through the agency's hierarchy for internal review prior to submittal to PerformCare*

Shows the reauthorizations that have been approved by PerformCare in the last 7 calendar days

Shows the forms that have been returned to the user by PerformCare for additional information

Displays a list of all of the program's authorizations that are within the Reauthorization period (last 30 days of the current authorization) that have not had a Reauthorization form submitted**

Displays FSS Site Transfer forms which have been approved for the user

* Users with an MGR designation must go to Plan Approval to review these forms or they will not be submitted to PerformCare.

** This area will include the Reauthorization requests that have not been submitted and are now overdue (past the end date of the last authorization).

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