

PerformCARE[®]

Instruction Guide: CYBER Release 1.15.3 Changes & Enhancements

CYBER Release 1.15.1 – Instructions for Use

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I. Introduction

This release of CYBER has a number of enhancements and changes that impact the provider community, as well as CSA and DCBHS users. These enhancements include changes to YouthLink, as well as to the Annex A Addendum.

YouthLink, which is the area that houses Out of Home (OOH) referrals, has been enhanced so that an OOH provider can view any youth that would be automatically assigned to their Provider Queue, regardless of whether or not the program is at capacity (meaning, there are no beds available). This is a change to how YouthLink functions; in the past, once a program was at capacity, a provider would no longer see referrals in their Provider Queue until a child/youth was discharged and a bed became available. This enhancement was made so that providers can prepare to admit a new youth when one is being discharged in the near future.

Case Management users, CSA and DCBHS users will also see an enhancement to YouthLink. A new column, Available Beds, has been added to the Provider Details grid. This was done so that Case Management can see what programs the youth they are working with are currently assigned to, and how many beds are currently available at those sites.

OOH providers will see enhancements have been made to the Annex A Addendum. Enhancements in this release include the ability to see (read-only) the Populations Served accordion of the Addendum when completing an Administrative Changes Annex A Addendum; there have also been fixes made to the printed Annex A Addendum that will ensure all of the areas checked off in the Populations Served accordion appear on the printed document as a "Yes".

OOH providers and Case Management Entities will also have the ability to add Medicaid providers to Treatment Plans and Authorizations that are currently not available, by utilizing new functionality within Provider Details. This new functionality will also allow users to see the service codes that the new provider will be associated with; this will ensure that the correct provider is being chosen for activation.

An addition has also been made to the way that addresses are documented within the Demographics tab of a youth's Face Sheet. Users will see that a new "Same as Face Sheet" check-box can now be utilized when adding an Additional Address to the youth's record; this was done so that users can automatically populate the address fields with the information from the Face Sheet when adding a new address (such as the mailing address).

II. Accessing CYBER

Users must first log-into CYBER with their UserID and Password. The log-in screen can be found via the PerformCare website – www.performcarenj.org.

For Assistance - 24 hours a day - 7 days a week : Please Contact Us at 1-877-652-7624 HOME ESPAÑOL

NJ Children's System of Care

Administered by PerformCare Behavioral Health Solutions | An AmeriHealth Mercy Company

ABOUT FOR FAMILIES FOR YOUTH FOR PROVIDERS FREQUENTLY ASKED QUESTIONS CONTACT

Welcome To
New Jersey Children's System of Care

PerformCare is the statewide Contracted System Administrator (CSA) for the Division of Child Behavioral Health Services (DCBHS). As the CSA, PerformCare is

LAUNCH CYBER

CYBER LOGIN

Enter Login Name Here

Enter Password Here

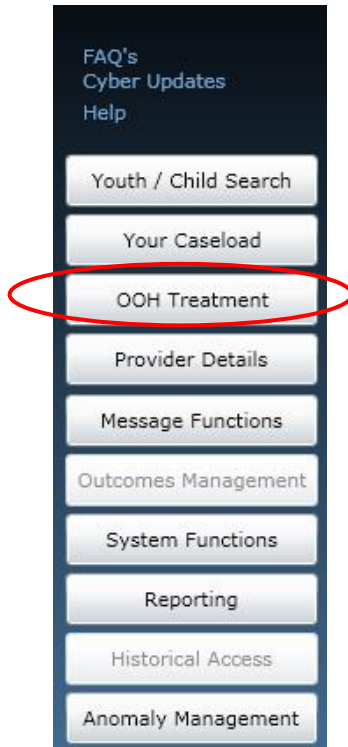
Login

As a CYBER User I understand that my work will involve access to Protected Health Information (PHI) as defined by HIPAA (The Health Insurance Portability and Accountability Act) for the purpose of providing or arranging treatment, payment or other health care operations. I also acknowledge that I am engaged by a covered entity. I further acknowledge my responsibility to protect the privacy of and to guard against inappropriate use or disclosure this PHI by logging in as a CYBER User.

This is in compliance with "The Health Insurance Portability and Accountability Act (HIPAA) of 1996 and its implementation regulations. For more information on HIPAA please go to <http://www.hhs.gov/ocr/hipaa/> "

III. Accessing YouthLink

To access YouthLink, users will first click on the “OOH Treatment” button on the left-side of the screen.



OOH Providers will be brought to their Provider Queue.

		Referral Number	Status	Youth/Child ID	Youth/Child Name	Gender	Age	Case Management Entity	Inte
Facesheet	Map	33936	Assign	86965	LASTNAME, FIRSTNAME	MALE	16	YCM Cumberland	TH
Facesheet	Map	34239	Assign	19468	LASTNAME, FIRSTNAME	MALE	15	CMO Som/War/Hunt	TH
Facesheet	Map	34355	Assign	147489	LASTNAME, FIRSTNAME	MALE	6	YCM Morris	TH

Other CYBER users, such as Case Management Entities, will be brought to YouthLink.

		Referral Number	Referral Status	Youth/Child ID	Youth/Child	Gender	Age	Case Management Entity
Facesheet	Map	33635	InProcess	89813	LASTNAME, FIRSTNAME	MALE	19	YCM Camden
Facesheet	Map	33736	InProcess	6287	LASTNAME, FIRSTNAME	MALE	19	YCM Passaic
Facesheet	Map	33824	Open	16513	LASTNAME, FIRSTNAME	FEMALE	16	YCM Union
Facesheet	Map	33936	InProcess	86965	LASTNAME, FIRSTNAME	MALE	16	YCM Cumberland

IV. Changes to the Provider Queue for OOH Users

OOH users will now see all youth that are automatically assigned to their queue (based upon the specifiers in the PIF), regardless of whether or not the program is at capacity. This will allow users to see all youth who have needs that may be met by the program, so that OOH users can proactively plan for admissions for when a bed is going to open at their site in the near future.

The Queue will continue to operate in the same manner; each record will contain the same information, as well as the buttons for the youth’s Face Sheet and for the Geomapping functionality.

The other two queues – YouthLink and Census – will also remain the same.

V. Changes to the Provider Status Grid for Case Management Entities, CSA and DCBHS Users

Case Management Entities (CMEs), CSA and DCBHS users will notice that an additional column is now available in the Provider Status Grid.

Provider Status				Print
Referral Number	Status	Reason Description	Site Name	Avail Beds
33736	ASSIGN		RB-HUNTERDON YOUTH SERVICES	4
33736	NOTACC	Youth is already 18 years of age which is the cut-off age for	RB-MIDDLESEX COUNTY YOUTH SERVICES,	1
33736	NOTACC	IQ - Consumer is 18 years old and will be 19 this July (Gat	RB-DRENK BHC/GATEWAY GRP HOME	1
33736	NOTACC	Youth would not be able to complete treatment goals before	RB-CAMDEN GROUP HOME	0

The new column – “Avail Beds” – represents the number of beds at each site that are currently available. This information will allow the CME to see if the site has space available for the youth they are currently working with. (The grid will default sort by the number of Available Beds.)

VI. Enhancements to the Annex A Addendum for OOH users

OOH users who have access to the Annex A Addendum within CYBER will see a number of enhancements have been made to the Addendum.

When using the Copy function to create a new Annex A Addendum for a new program, users will find that Zip Code fields within Site Details will now populate and will also populate the County for the site (based upon the zip code); the Zip Code field can be edited, if need be.

Users will see a change to how Gender Served is selected in the Populations Served section of the Addendum.

The screenshot displays a user interface for the PerformCARE system. It features three main sections: 'Ages Served', 'Gender Served', and 'Education'. The 'Ages Served' section contains a grid of checkboxes for ages 0 through 21. The 'Gender Served' section, highlighted with a red border, contains three radio buttons: 'Male', 'Female', and 'Both'. The 'Education' section contains a list of checkboxes for various educational and health-related categories, including 'Not Classified', 'Classified', 'Auditory Impaired', 'Other Health Impairm', 'Communication Impai', and 'Emotionally Disturbed'.

Gender Served is no longer selected using check boxes; this was done so that users can only make one selection for this area. Please note that Gender Served in the Physical Environment section of the Addendum needs to match this selection and is currently not in a radio-button format.

When creating an Administrative Changes Annex A Addendum, users will now have the ability to open the Populations Served section of the document as a read-only section; this was done so that users can refer to this section if they are making changes or adding information to an individual Site that must line up with the Gender Served, Ages Served, and Total Number of Licensed Beds in this section.

VII. Enhancements to Provider Details for CME and OOH Providers

CME and OOH providers now have the ability to activate a Medicaid provider so that they can be used in a Service Request within a Treatment Plan, as well as in an Authorization.

When users access Provider Details, Medicaid Providers tab, they will see a new button will be active once they have selected a Provider Type and Provider Specialty from the drop-down menus at the top of the tab.

The screenshot shows the 'Medicaid Providers' tab selected. Below the tabs, there are two dropdown menus: 'Provider Type' set to 'Home Care Provider' and 'Provider Specialty' set to 'Intensive In-Community Services'. A red box highlights the 'Activate for Treatment Planning' button. Below these are 'Search' and 'Clear Search' buttons. At the bottom, a table header is visible with columns: MAID, PROVIDER NAME, ADDRESS, CITY, STATE, and ZIP.

Once a user selects a provider from the grid by single-clicking on the record, and then clicks on the new “Activate for Treatment Planning” button, a new window will appear which will list the service codes that will be available for use with this provider; if the user doesn’t see the service code they were looking for, they may have selected the wrong provider and should click “Cancel” to return to the grid.

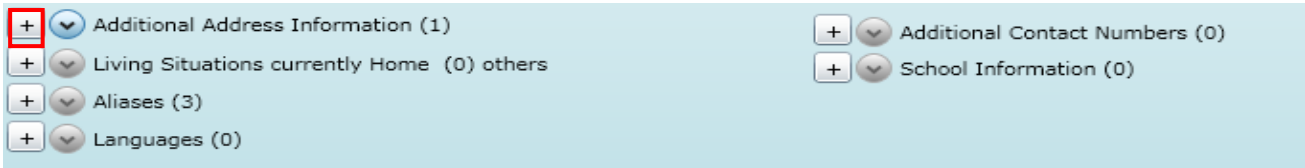
The dialog box titled 'Provider Service Codes' contains the following text: 'DIV OF DEV DISAB - CCW UNIT *', a long list of service codes separated by semicolons: ';CSA11;CSA12;CSA13;CSA14;CSA15;CSA17;CSA18;CSA19;CSA20;CSA21;CSA22;CSA23;CSA24;CSA25;CSA26;CSA29;CSA30;CSA32;CSA35;CSA36;CSA37;CSA38;CSA39;CSA45;CSA50;CSA51;', and a note: 'If you do not see the service code you are looking for, you may have selected the wrong Provider Medicaid Number'. At the bottom are 'OK' and 'Cancel' buttons.

Once the user clicks “OK” in the window, they will receive a confirmation message stating that the new provider has been added to the DCBHS Providers tab and is now available to be used in a Treatment Plan.

VIII. Enhancements to the Additional Address Area of the Face Sheet

Any user that has access to a youth's Face Sheet will see an enhancement when going to add a new address to the youth's record.

When entering an additional address into the youth's record that does not belong in the address fields on the Demographics tab (keeping in mind that the address fields on the Demographics tab are to indicate the current location of the youth; any other address such as the mailing address for the family, should be entered into the Additional Address Information area), the user will first select the "+" button next to "Additional Address Information".



This will open the "Add Address to Record" window.

If the user is entering an address that is the same as the address listed on the Demographics tab (which is also the current location of the youth), the user can select the "Same as Face Sheet" box. This will populate the address fields with the information from the Face Sheet. The user can then select the Type of Address, and click "Accept" to save the information to the record. (This new feature can be used when the user is entering a Mailing Address for the family.)

****Please keep in mind that when the address on the Face Sheet is changed and saved (by clicking the Save button on the right-side of the Demographics tab), any additional addresses with "Same as Face Sheet" checked-off will also update. For example, if a youth is placed into a Residential program and the address of that program is placed into the address fields on the Face Sheet, any additional addresses with the check-box selected will be updated to reflect the new Residential program address; this is inappropriate especially for mailing addresses (which are used to mail information such as Authorization letters to parents/legal guardians). Users are **urged** to review the Additional Address information area on the Face Sheet **prior to changing the youth's address** to ensure that no errors are made. If the "Same as Face Sheet" box is checked-off and the Face Sheet address is going to be changed/updated, the check-box should be de-selected so that the new address update will not change the mailing address or any other identified additional address.****