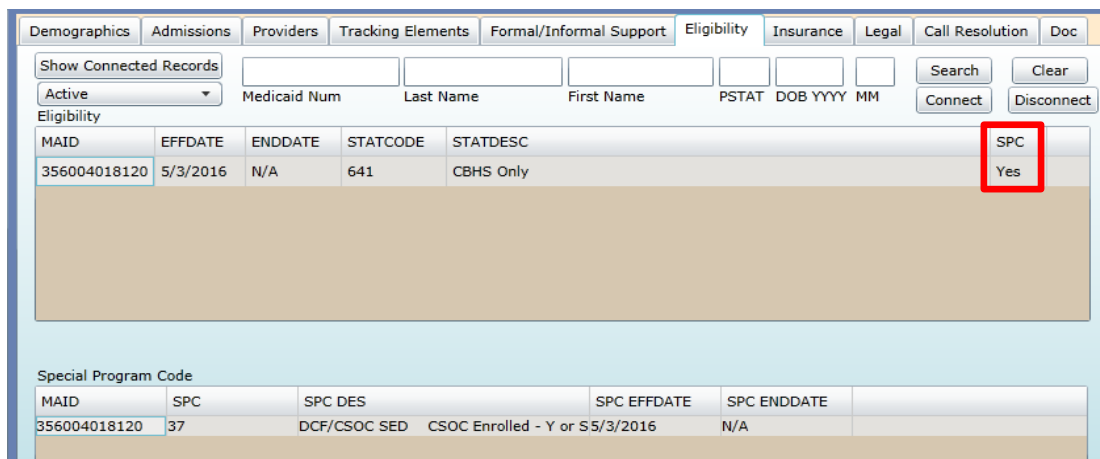


The following items were added or changed with the CYBER Release 1.37.1 in June 2016.

Eligibility Tab Changes

- The Eligibility Tab of the Face Sheet has been changed to display two separate grids – the top remains the same, listing a youth’s Medicaid eligibility information (the SPC column will now display “Yes” if the youth has any SPC attached to their Medicaid coverage).
- The new bottom grid will display only the eligibility that has an SPC – Special Program Code – attached to it; all SPCs will now be displayed, each on a separate line.
 - Security is not changing; if a user has access to the Eligibility tab they will continue to have access and see the new SPC grid. *FSS providers will see only the SPCs that are attached to the 3560-5 coverage/segment.



When a youth has any of the following SPCs, it indicates that they are receiving services under the MLTSS waiver – Managed Long-Term Services and Supports. These youth are typically medically fragile, who need very intensive services. The following codes will be seen on the Eligibility tab for MLTSS youth;

- 60 – Home and Community Care
- 61 – Nursing Facility
- 62 – Assisted Nursing Facility
- 63 – Skilled Nursing Facility (Upper) – Pediatric and Vent
- 64 – Skilled Nursing Facility (Lower)
- 65 - 67 – Managed Care Exception

A youth who has been deemed eligible for MLTSS will already receive services through their Medicaid coverage such as;

- Respite
- Care Management
- Home and Vehicle Modifications

In an effort to eliminate the duplication of services, changes have also been made to the Tracking Elements tab to track these youth and the services they are eligible to receive.

Tracking Elements Changes –

A new Tracking Element (TE) has been created for MLTSS (Managed Long Term Services and Supports) youth;

- **MLTSS Tracking Element (TE)**
 - Will be added to the record whenever an **SPC of 60-67** appears in a youth’s Eligibility record (in the new grid) and will remain open until the SPC or the Eligibility the SPC is attached to has been end dated. (The TE start date will be the same as the start date of the associated SPC.)
 - The MLTSS TE will be automatically closed if there is an Inactive TE added to the record or if the youth turns 21; in these circumstances, the MLTSS TE will not be updated when the associated SPC is ended.

CODE	MEDICAIDID	DESCRIPTION	EFFECTIVE	EXPIRATION
MLTSS		MLTSS	2016/06/01	
DD000		DD Eligible	2012/12/27	

****Important to Note:** If a youth has a currently open MLTSS TE, that indicates that they are **only eligible** to receive MRSS Dispatch and Stabilization service(s); PerformCare cannot authorize other services, including CMO, OOH, and FSS.

*If a family indicates that they are not receiving services under the MLTSS waiver, but there is an active TE in the youth’s record, PerformCare will check the youth’s record for a progress note from CSOC with information regarding the youth’s eligibility for CSOC services. If the progress note is not there, the family will be advised that PerformCare will have to receive CSOC verification of the change in MLTSS prior to services (other than MRSS dispatch) being authorized. The PerformCare associate will refer to the caller to the Division of Aging Services.

Multi-Systemic Therapy (MST) and Family Functional Therapy (FFT) Tracking Elements:

The following batch process has been put into place to automatically close MST and FFT TEs:

When an MST/FFT provider contacts PerformCare for access to a youth’s record, we will create a new TE so that the provider can submit a Needs Assessment to request authorization for services. The provider then has 60 days to submit the Needs Assessment. If the provider does **NOT** submit the Needs Assessment in that time-frame, then the TE will be automatically closed 60 days from the start date; this will appear in the record on the 61st day.

If the provider submits the Needs Assessment and the services are approved, we will enter the authorization.

- If the TE is still open, the end date is automatically updated (by the system) to 3 days past the end date of the authorization.
- If a new MST/FFT authorization is created within 30 calendar days of the TE being closed the system will update the existing TE with an end date 3 days past the end date of the new authorization. (The existing TE is used instead of creating a new instance on the youth’s record.)
- If the MST/FFT provider contacts PerformCare to gain access to the record in order to submit a Needs Assessment and it is over 60 days from the original TE start date, then a new TE will be created.

Separate TEs for MST/FFT and IIC providers within the same agency

Any agency that provides MST/IIC or FFT/IIC will be split so that the Tracking Elements are separate; **this will only affect Robin’s Nest and Center for Family Services – you must make sure you are selecting the correct program when requesting services from either provider agency.**

*Please note that the TE for Center for Family Services was split prior to this release and that the TE for Robin’s Nest is being split as part of this release.

- “MST” and “FFT” will now be listed next to the appropriate programs in the system; users will see this in the following areas;
 - When choosing an agency in the Service Request accordion of Treatment Plans
 - For Robin’s Nest, the user will see “FFT/BAIIC (64664832-20095)”
 - For Center for Family Services, the user will see “MST/BAIIC (64663472-16691)”
 - The service code chosen will determine which program will be authorized
 - Tracking Elements will appear as follows;

CODE	MEDICAIDID	DESCRIPTION	EFFECTIVE	EXPIRATION
0020095		Robins Nest, Inc. (BAIIC)	2016/06/27	
F0020095		Robins Nest, Inc. (FFT)	2016/06/13	

CODE	MEDICAIDID	DESCRIPTION	EFFECTIVE	EXPIRATION
M0016691		MST Center for Family Services	2016/06/01	
0016691		CENTER FOR FAMILY SERVICES (BAIIC)	2016/05/29	

- Authorizations – this will appear in the same way that the programs will appear in the Service Request accordion of the Treatment Plan
- Any youth admitted into these programs will be associated to the correct program prior at the time of the release.
- Note: this does not affect the agency’s IIC program; that will continue to appear separately as the BAIIC program.

PHP Tracking Elements through a Needs Assessment:

- When a PHP provider contacts PerformCare to gain access to a youth's record in order to submit a Needs Assessment to request service authorization, the provider is given 60 days to submit the Needs Assessment. If the provider does NOT submit the Needs Assessment, then the TE will be automatically closed 60 days from the start date. This will appear in the record on the 61st day.
- If the provider submits the Needs Assessment and the services are approved, PerformCare will enter the authorization. One of three things will occur:
 - If TE is still open, the end date is updated to 3 days past the end date of the authorization.
 - If a PHP authorization is created within 30 calendar days of the TE being closed the system will update the existing TE with an end date 3 days past the end date of the new authorization. The existing TE is used instead of creating a new instance on the youth's record.
- If PHP contacts PerformCare to gain access to the record in order to submit a Needs Assessment and it is over 60 days from the original TE start date, then a new Tracking Element must be created.

PHP Tracking Elements through a CMO/MRSS Treatment Plan:

- When an initial PHP authorization is requested on a Treatment Plan, and the request is approved, the system will now automatically open the TE.

Automatic End Dating for FSO Tracking Elements:

- FSO TEs will now automatically close via a nightly batch process when the MRSS TE is closed **IF there is no current CMO TE open.**
 - The FSO TE will close when the open CMO TE closes (typically through the TISP process).
 - The FSO TE will be automatically closed when FSO fails to commit the Continued Access Request progress note into the youth's record within 90 days.
 - *If CMO/MRSS is still open and the FSO contacts PerformCare to be reopened in order to enter the Continued Access Request progress note, PerformCare will enter a future end date of 2 business days.
 - *If CMO/MRSS are not open in tracking, FSO will not be given access to the record.
 - The FSO TE will be automatically reopened for the FSO, as well as CMO/MRSS when the TISP or TICP is returned under the following conditions;
 - When the **TISP** is returned: The FSO TE will be reopened only if the end date is the same as the CMO TE end date OR
 - When the **TICP** is returned: The FSO TE will be reopened only if the end date is 21 days less than the MRSS TE end date.

Changes to FSS Link/FSS Provider Queue Management

Reference Guide to CYBER Release 1.37.1 for Providers

- The App Due Date column on the Census tab for each program will be renamed “App Needed by Date”; functionality will not be changed; it will continue to display the date 360 days after the admission into the program.
 - If a new application for the same service was submitted after the youth was admitted, the column will display the date 364 days after the most recent application.
- A new column “App Exp Date” will be 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.

Age	Gender	Admission Date	AuthEndDate	Service	Rating	App Needed By Date	App Exp Date
11	M	2016/05/04	2016/08/01	AASR	H	2017/04/28	2017/04/17
20	M	2016/04/28	2016/07/26	AASR	H	2017/04/22	2017/04/13
20	M	2016/05/04	2016/06/10	AASR	H	2017/04/28	2017/04/13
14	M	2016/05/04	2016/08/01	AASR	H	2017/04/28	2017/04/13

Change to EDRU IOS/Program Types

Certain programs will receive a new IOS/Program Type in CYBER; this will appear in the youth’s Admission tab, on YouthLink Referrals (including the YL Referral Service Plan), Reports, Tracking Elements, Provider Details, YouthLink IOS filters, OOH Assessment, and TJCR:

- Human Trafficking - Community Treatment Solutions – Base – EDR-HT
- I/DD Stabilization Services - Legacy Treatment Center – the following programs will now appear as EDR-IDD
 - Legacy Treatment Central – Ohana
 - Legacy Treatment North – Galen
 - Legacy Treatment Services/Brian House
 - Legacy Treatment Services/Shafia House Central
 - Legacy Treatment South – Insieme
- I/DD Stabilization Services - YCS – Crisis Stabilization, Southern – EDR-IDD

The youth that are currently admitted to these programs will be moved over into the new programs automatically; all associated information will be updated in the system (authorizations, TEs, etc.).