

PerformCARE[®]

CYBER 1.19 Instruction Guide for Providers – Changes to CYBER

Instructions for Use

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I. Introduction

This release of CYBER (1.19) includes a number of changes and enhancements in the system that affect the provider community, as well as PerformCare staff.

The Face Sheet of a youth's record has been enhanced so that the address fields on the Demographics tab, as well as in the Additional Address area, are clearly labeled, indicating exactly what should be entered into each field. The Additional Address area has also been stream-lined so that the types of addresses that are available for selection are those that are used most frequently in the system; those that were not used have been removed.

New progress notes have been added to the system for PerformCare and provider use. One, HIPAA Instruction, will be used by PerformCare staff to house certain sensitive information such as contact information in the case of domestic violence. Other progress notes added are service line specific.

The Medications tab of the youth's record is now a fully functional area, where providers can record the medications that a youth is currently taking; this area is also accessible via the Medications accordion of a Treatment Plan so that users can associate existing medication information with a new Treatment Plan.

Needs Assessments with Biopsychosocial were affected in a previous CYBER release; those that had been saved or submitted did not display all of the information that was entered into the Assessment. These Assessments are now going to be considered "Legacy" BPS Assessments; this change will allow the system to display all of the information from the Assessment in the print version of the document.

II. Accessing CYBER

Users must first log-into CYBER with their Login Name 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

NJ Children's System of Care Home • Youth & Family Guide • Careers • Contact

Administered by PerformCare Behavioral Health Solutions | An AmeriHealth Merit Company

NJ Children's System of Care

Families Youth Providers About CYBER

Launch Cyber
For technical assistance, with the Cyber System, call 1-877-736-9176 or email servicedesk@performcarenj.org.

Help for Youth
If you are between the ages of 5 and 21 and need help with daily life challenges.

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. Face Sheet Enhancements

Each youth's record contains a Face Sheet, which is the main screen that appears once a user accesses a youth's record. The Face Sheet will open to the Demographics tab.

The screenshot shows the Demographics tab of the PerformCARE system. The form is for a youth named Georges Changenow, born 07/12/1992, age 20, male. The address fields are: Current Street Address of the Youth (123 testing), Apt #, Building #, Floor, etc. (Apt #, Building #, Floor, etc.), and Special Address & Instructions (DELAIR, NJ). The Special Address & Instructions field has a blue sticky note icon circled. Other fields include Race (UNKNOWN), Ethnicity (Other), Eye Color (BROWN), Hair Color (BLONDE), Height (5'7"), Weight (125), Parent/Guardian (6098882034), and Email (DDID-661616). There are also fields for Phone Number (732-555-1234) and Secondary Phone Number (732-225-2568). A 'Print Face Sheet' button is visible at the bottom right.

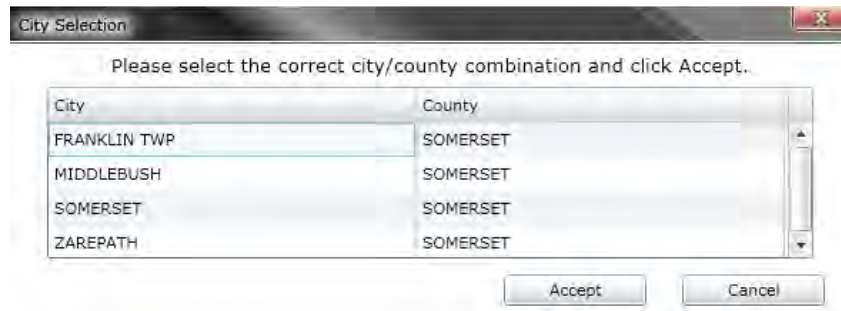
The address fields on the Demographics tab have been changed so that it is clear to the user what information should be entered in each area. The changes are:

- Address 1 is now Current Street Address of Youth
- Address 2 is now Apt #, Building #, Floor, etc.
- Address 3 is now Special Address Instructions
 - There is a sticky note associated with this field instructing the user what should be entered here. When the user clicks on the “?” icon, the following text will display;



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Users will also notice that, when entering a zip code that has multiple cities associated with it, when the selection box appears it will now include the county of the city listed.



All of the other fields in the top area of the Demographics tab remain the same.

The Additional Address area at the bottom of the tab has been changed so that anytime a user adds a new additional address, the address fields match the ones listed on the Demographics tab. Users will also notice that changes have been made to the “Type of Address” drop-down menu.



The option for parent/legal guardian mailing address has been renamed to “Parent/Legal Guardian Address”. There have also been three options removed that were not being utilized in the system – Authorization Override, Billing Address and Mailing Label.

An additional option for “Shelter” has been added; this was done so that if the youth’s current address from the Face Sheet was a shelter but needs to be changed, there is now an appropriate place to house the shelter information in the Additional Address area so that it’s not lost.

IV. New Progress Notes

Three new progress notes have been added to CYBER; one is specifically for PerformCare use and will be viewable by all users except Office of Adolescent Services and Adolescent Housing Hub users.

The first progress note, which will be available for use by PerformCare staff, is called **HIPAA Instructions**.

This note will be utilized to document certain sensitive information such as contact information in the case of domestic violence, or special instructions regarding disclosure of information. Once this progress note type is committed to the youth's record, an indication of the presence of this note type can be found on the Progress Note button in the youth's record (located on the left-side of the record).



The other progress notes that have been added to the system are as follows:

- Treatment Home Stabilization Request Progress Note – Used by Treatment Home providers to document their collaboration with the CME to discuss and determine the need for time limited IIC services to address the stabilization needs of a youth.
- Treatment Home Stabilization Summary Progress Note – Treatment Home providers will be required to submit this note type upon completion of the 8 week (or 12 week) stabilization period, briefly describing the outcome of the services.
 - For more information on the use of the two Stabilization notes, please see the “Instructional Guide for Treatment Home Stabilization Progress Notes” posted on the PerformCare website.

V. The Medications Tab

The Medications tab of the youth's record, found on the left-side of the youth's record, is now a functional area of the system and will house a list of medications either manually entered here or entered via a Treatment Plan.

Medication	Prescriber	Frequency	Reported Date	Created Date
PROZAC 10 MG ORAL CAPSULE (FLUOXETINE HYDROCHLORID		1 x daily		
MIRALAX 100% ORAL POWDER FOR RECONSTITUTION (POLYE		daily		
FISH OIL - ORAL CAPSULE (OMEGA-3 POLYUNSATURATED F		daily		
TYLENOL 500 MG ORAL TABLET (ACETAMINOPHEN) (JOHNSO		PRN for headache		

Clicking on the “Add Medication” button at the upper right-hand corner of the window will open up the Add/Edit Medication for Treatment screen.

Add/Edit Medication Comment for a Treatment

Medication Name:

Prescriber:

Frequency:

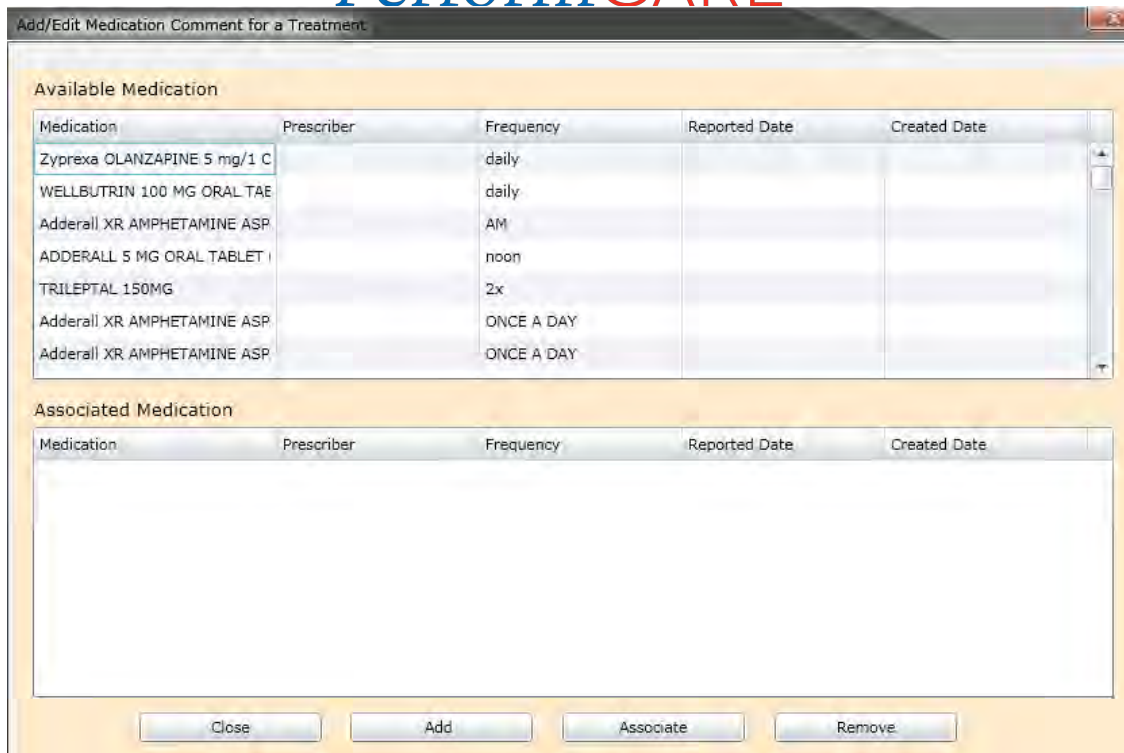
Reported Date:

Created Date:

The user will enter the medication name, prescriber, frequency and reported date (which is the date the medication use was reported to the user). The Created Date is automatically entered by the system as the current date. Clicking the Accept button will create a record on the Existing Medications on File grid for the youth.

When the user is creating a new Treatment Plan, they will find the new “Add Medications” button in the Medications accordion.

Clicking on this button will bring up the Add/Edit Medications for Treatment window.



The top grid, Available Medications, will list the medications that are currently in the youth's record (those that have been entered in the last 365 days); these may have been added manually using the above-listed process or they may have been added via another Treatment Plan.

To associate a current medication to the Treatment Plan, the user must select a record in the top grid by single-clicking on it and then clicking on the "Associate" button at the bottom of the window. Doing so will take the medication record and bring it to the bottom grid, Associated Medications. If the association was done in error, the user can use the Remove button to take the medication off of the Treatment Plan. Users can also add new medications from this window using the Add button.

Please note: if the user adds a new medication from this window they will need to associate it to the Treatment Plan in order for it to appear on the Plan; the medication will not be automatically added to the Plan. New medications added here will also appear on the Medications tab of the youth's Face Sheet once the Treatment Plan has been approved.

VI. Treatment Plan – Supports Attendance Accordion Enhancements

Each Treatment Plan in the system will have small changes to what was previously titled the Supports Attendance accordion; it has been renamed the Supports Attendees accordion.

DIAGNOSIS
MEDICATIONS
SERVICE REQUEST
SUPPORT ATTENDEES

Supports Attendee

TEAM MEMBER ATTENDING MEETING	ATTENDEE NAME	ATTENDEE TITLE	ATTENDEE AGENCY	RELATIONSHIP	DATE NOTIFIED	FORMAL SUPPORT	HOW NOTIFIED
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Add Supports Attendee

NOTEPAD

When the user adds an attendee to the accordion, they will see the following window open;

Add/Edit Supports Attendee for a Treatment

Team Member

Attendee Name:

Attendee Title:

Attendee Agency:

Relationship:

Formal Support

Date Notified of Meeting: <MM/dd/yyyy> 15

How Notified:

Email
Phone
Mail
Fax

Accept Cancel

A change has been made to the “How Notified” menu – Email, Phone, Mail and Fax are now the available options. The rest of the window continues to operate as it did in previous CYBER releases.

VII. Legacy BPS Reports

The Needs Assessment with Biopsychosocial was updated in a previous CYBER release; this update made changes to the Assessment that made viewing the old data challenging. Not all of the information populated the document appropriately.

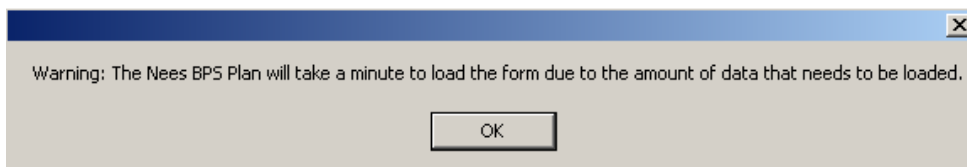
Because of this issue, a legacy system has been put in place so that users can now view the BPS using the print report functionality. To be considered a legacy BPS Assessment, the Assessment must have been **created prior to August 28, 2012.**

In order to view a legacy BPS Assessment, users must first navigate to the youth's Treatment Plans and Assessments grid in their CYBER record; it may be helpful to sort the grid by clicking on the column heading for Assessment Type in order to locate the appropriate BPS Assessment.

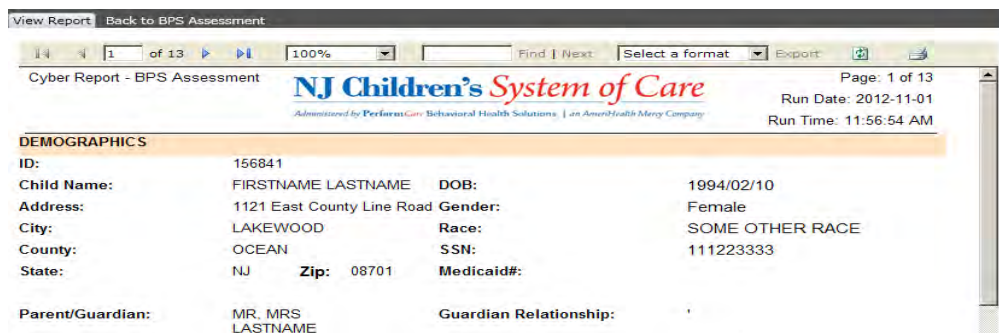
Double click an existing assessment to open it for Review/Edit

	Assessment Type	Assessment Sub Type	Assessment/CFT Date	Author	Submitted To CSA Date
Add New Needs	CRISIS		2012/07/03	aberlinski	2012/07/03 22:03:14
Add New Crisis	CRISIS		2010/10/25	abaggs	2010/10/25 21:09:16
Add New Needs Bio/Psyc/Soc	NEEDS BPS		2012/06/19	dmarkowitz1	2012/06/21 19:46:00
Add New Strength and Needs	NEEDS BPS		2010/07/25	MGelfand	2010/07/26 14:53:18
	TREATMENT PLAN	IIC_2 - IIC_2	2012/10/04	CPerr	2012/10/12 14:01:17
	TREATMENT PLAN	IIC_2 - IIC_2	2012/09/19	CPerr	2012/09/19 10:04:19

Double-clicking on the legacy BPS will bring the user to the Reports tab; the user will first see the following system-generated message –



The Report will then load into the window.



It is recommended that the user export the report to another format, such as PDF, prior to printing; printing from CYBER is possible but can be time-consuming.