

IIC Providers Orientation - Frequently Asked Questions

General Questions

What is the link for the new IIC Providers Orientation web page?

<http://www.performcarenj.org/provider/iicproviders.aspx>

Where is the Security Administrator Setup or Change form?

<http://www.performcarenj.org/hidden/security-administrator-setup-or-change.pdf>

Do I need to delete my CYBER favorites link and save this new link?

No. CYBER and the IIC Provider Orientation web page are separate. The link for the IIC provider web page is a private link that is not anywhere else on the PerformCare website, so you should save it as a “Favorite” or a bookmark in your browser.

Can we get a copy of the IIC Provider Orientation PowerPoint presentation?

<http://www.performcarenj.org/pdf/provider/training/intensive-in-home-community/iic-provider-orientation.pdf>. It is available on the IIC Providers Orientation web page.

Where is the Resource Contact Information link?

<http://www.performcarenj.org/pdf/provider/training/general-csoc/important-contact-information-for-csoc-providers.pdf>

Can we access the new IIC Orientation Page on a mobile phone?

Yes. You can access the new IIC Provider Orientation web page on a mobile phone and view documents.

Would the IIC Providers web page and CYBER work properly with the Firefox or Chrome Browsers?

Please refer to [Browser Compatibility Update](#) documentation. Edge, Chrome, Safari and Firefox will all function with the web page and CYBER 2.0.

How do I get a copy of the IIC web page link if I have lost it?

Contact servicedesk@performcarenj.org.

Clinical Practice and Assessment Questions

Where are the guides for the Narrative and the Strengths and Needs portion of the BPS?

The Strengths and Needs Guide is here:

<http://www.performcarenj.org/pdf/provider/training/cans/cans-sna-training.pdf>. The Narrative Guide is here: <http://www.performcarenj.org/pdf/provider/training/cans/cans-bps-training.pdf>.

How do I get a background check for someone I want to hire?

Agencies may no longer complete background checks independently using private companies. The provider should email licprovider.Communications@dcf.nj.gov the following information: Agency Name, Agency Email Address, Agency Street Address, Agency Contact Number, Owner of Agency, Owner phone number, and Owner email address to obtain agency specific code forms for your agency.

I need to make a change to my provider address. What do I do?

Providers looking to make changes to the agency's address, change of ownership or change of agency name must provide a new IIC Provider Application and submit the application to CSOC. The IIC Provider Application can be found at <https://www.nj.gov/dcf/providers/csc/>.

How do I change my provider phone number?

Changes to the provider phone number that is displayed on the Provider Details section may be updated by the user with the ProviderDetailEditSelf security group. The provider phone number is what is given to families receiving BPS referrals.

Is there a way to check to see if payment for a BPS was sent? I don't recall receiving a check.

Refer to the [IIC Billing Guide](#) and [Instructional Guide for Entering Claims](#) documentation. If a payment has been reviewed at PerformCare and sent to the NJ Department of the Treasury, you will want to contact NJSTART Vendor Support for assistance. Email: njstart@treas.nj.gov, phone: 609-341-3500.

How do we attain reimbursement for IIC services when the youth's family did not reapply for Medicaid services thus creating a gap in services during the authorized period? Whom do we reach out to?

If you are trying to bill for IIC services, please contact either the CMO or MRSS provider you were working with. If you are still unsure, complete the [Customer Service Request Form](#) and provide the youth ID, authorization number and details about any denial/remittance codes you have received.

Is there a way to obtain reporting data associated to how frequently the randomizer selects your organization for a BPS referral?

We do not have a report to provide that information. The randomizer functionality is described in the guide, [Biopsychosocial Assessments Reminders and Best Practices](#).

Can users with Plan Level 1 security submit progress notes in CYBER?

All users may submit progress notes in CYBER. Users with Plan Level 1 security are restricted from submitting assessments and plans directly to PerformCare for review and approval. A user with Plan Level 1 must first submit to a Plan Level 2 user at their agency. For more information, please see [Instructional Guide — Role-Based Security for IIC Users](#) and [CYBER Security Administrator Instructional Guide](#).

CYBER Security Questions

How do I change my email and phone number associated with my Login Name/ID?

A CYBER user may change their own email or phone number at any time from within CYBER. Please review the document, [Password Reset Instructions for All Users](#) on the PerformCare Training page.

Security Administrators may also change any of their agency's user phone numbers and email information using the [Instructional Guide for Security Administrators](#).

Can I access CYBER from the IIC Orientation web page, or can we still use the PerformCare Training web page?

Both pages have a CYBER drop-down menu link at the top of the page and a CYBER link in the left-hand column. Both will open a page where 'Launch CYBER' link will be found.