

## 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 link and save this new link?**

No. CYBER and the IIC Provider Orientation 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?**

The PowerPoint presentation will be made available on the IIC Providers Orientation web page.

**Where is the Resource Contact Information page?**

<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 cell phone?**

You can access the new IIC Provider Orientation web page on a phone and view documents, however, the screen size may limit your ability to read the documentation.

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

Refer to Browser compatibility documentation. Firefox can be configured to work with CYBER. Chrome does not work with CYBER. The web page works fine with all browsers.

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

Contact [PCNJTraining@performcarenj.org](mailto:PCNJTraining@performcarenj.org) or [servicedesk@performcarenj.org](mailto:servicedesk@performcarenj.org).

### Clinical Practice and Assessment Questions

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

The Strengths and Needs portion is here: <http://www.nj.gov/dcf/about/divisions/dcsc/>.

The Narrative portion is here: <http://www.nj.gov/dcf/providers/csc/>. You can also refer to the last page of *the Instructional Guide for BPS Assessments* for Resources and Additional Information.

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

The provider is responsible for choosing a company to do background checks on prospective employees. The provider is solely responsible for the associated costs.

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

Provider name, address, tax ID changes must be processed through Medicaid. Providers must contact Molina Medicaid Services to make these changes - refer to the Resource Contact Information page linked above for the contact information. Once updated, the changed address information will be sent to CYBER and displayed in the Provider Details section.

**How do I change my Provider Phone number?**

Changes to the Provider phone number that is displayed on the Provider Details section may be emailed to the PerformCare Service Desk at [servicedesk@performcarenj.org](mailto:servicedesk@performcarenj.org). 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 Instructional Guide for Billing and Instructional Guide for Claims documentation. If a payment has been reviewed at PerformCare and sent to the Treasury you will want to contact the Treasury for assistance.

**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? (Already returned by Molina) 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 trying to bill for a BPS where the family did not have Medicaid, you can bill through CYBER using the claim form. If you are still unsure, send an email to [servicedesk@performcarenj.org](mailto:servicedesk@performcarenj.org) and provide the child ID, authorization ID and details about any denial/remittance codes you have received.

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

We do not have a report to provide that information. The randomizer functionality is described in the Instructional Guide for BPS Assessments.

**Can Plan Level 1 staff submit notes on CYBER?**

All users may submit progress notes in CYBER. However, Plan Level 1 users are restricted from submitting assessments and plans directly to PerformCare for review and approval. A Plan Level 1 user 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 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 own users' phone and email contact information using the "Instructional Guide for Security Administrators".

**Can I access CYBER from the IIC Orientation page or can we still use the main PerformCare website?**

Both ways will work, as there are multiple ways to access CYBER from different points on the PerformCare website. From the new IIC Provider Orientation web page, there is a CYBER link at the top of the page and on the left hand column of links. Both will bring you to a page where you may click Launch CYBER.

**We have many staff who have MAC operating systems and always have difficulty with CYBER. Is there any way they can use it?**

Refer to CYBER Access Requirements here: <http://www.performcarenj.org/cyber/access-requirements.aspx>. Also refer to the Browser compatibility documentation for the current information for MAC users.