

Intensive In-Community Provider Orientation

February 2024 – (02264)

PerformCARE[®]

Delivering
High-Quality
Service and Support

Objectives

Introduce training materials and resources for IIC Providers all in one location.

- Clinical guidelines
- General CYBER content
- Reporting
- Billing and Claims
- Resources - Important contact numbers, websites, and email

- The New Jersey Children's System of Care (CSOC) serves children and adolescents with emotional and behavioral health care challenges, children with developmental and intellectual disabilities, and children with substance use challenges.
- CSOC is committed to providing services based on the needs of the child and family in a family-centered, community-based environment.



PerformCare New Jersey is the Contracted System Administrator (CSA) for the State of New Jersey's Department of Children and Families, Children's System of Care (CSOC). PerformCare is the single point of access to a wide array of behavioral health, intellectual and developmental disability services as well as substance use treatment for youth and families throughout New Jersey.



- As the Contracted System Administrator (CSA), PerformCare provides IIC providers the tools and information needed to deliver services successfully within CSOC.
- This project established a web page repository of training materials specific to Intensive in-Community IIC providers for important operational procedures including when and how to use the CYBER system, receiving Biopsychosocial assessment (BPS) and IIC/BA (Behavioral Assistance) referrals, and how to bill for services rendered.



The PerformCare NJ Website

NJ Children's System of Care
Contracted System Administrator — PerformCare®
1-877-652-7624
24 hours a day, 7 days a week

Home Language Careers About Contact
Search website Search

Parents and Caregivers Youth **Providers** Educators CYBER Find a Provider En español

Providers homepage Billing DCP&P resources
CYBER Clinical criteria Quality
Training Forms
Emergency services Resources and FAQs

Helping Families Across New Jersey
1-877-652-7624

- Behavioral Health
- Intellectual/Developmental Disability Services
- Substance Use Treatment

Information and Resources for:

- Parents and Caregivers
- Youth
- Educators

Intensive In-Community (IIC)/Behavioral Assistance (BA)/Social Emotional Learning (SEL)

These instructional guides will help orient you to the tools and features of CYBER.

- [Welcome Page for IIC/BA \(PDF\)](#) - buttons and links on the IIC/BA Welcome Page.
- [Biopsychosocial \(BPS\) Assessment Reminders and Best Practices \(PDF\)](#) - guide to the processes of assignment referral and turn back; BPS requirements, returned assessments, and troubleshooting.

Assessments

- [Biopsychosocial \(BPS\) Narrative Training Guide \(PDF\)](#) - guide to the requirements, components, and completion of the narrative section of the BPS. Narrative must be completed before the CANS strength and needs portion.
- [Strengths and Needs Assessment \(SNA\) Tool Instructional Guide \(PDF\)](#) - guide to the requirements and completion of each module of the SNA.

Billing

- [IIC Billing Guide \(PDF\)](#) - guide to understanding authorizations, authorization modification, determining eligibility, and setup for receiving payment for non-Medicaid billing.
- [Instructional Guide for Entering Claims \(PDF\)](#) - detailed guide to submitting claims using the Health Insurance Claim Form in CYBER for non-Medicaid authorizations.
- [ICD-10 Instructional Guide \(PDF\)](#) - guide to entering diagnosis: specific section on diagnosis entry requirement in the Health Insurance Claim Form.

Progress Notes

- [Telehealth Progress Notes for IIC/IH Providers \(PDF\)](#) - description of Telehealth progress notation types used by IIC and IH providers to document how a remote meeting occurred.

Provider Details

- [Provider Details Instructional Guide \(PDF\)](#) - guide to the use and functionality of the Provider Details tabs, including managing detail relationships for IH and setup of the randomizer for IIC providers.

Security

- [Role-Based Security for IIC Users \(PDF\)](#) - guide describes the access to functionality based on the user's assigned role (or title).

Treatment Plans

- [IIC-BA Treatment Plan \(PDF\)](#) - guide to each module of the IIC/BA Treatment Plan, including a detailed explanation of the tabs of the Matrix accordion.

Information for Providers:

- CYBER Training Materials
- Forms
- Resources and FAQs
- Access Requirements
- Clinical Criteria

At the bottom of the screen, Providers can find the **Launch CYBER** link.

The screenshot shows a website interface with a dark blue header. The header contains the text "Helping Families Across New Jersey" and the phone number "1-877-652-7624". Below the header, there is a list of services: "Behavioral Health", "Intellectual/Developmental Disability Services", and "Substance Use Treatment". The main content area is divided into two columns. The left column is titled "Families, caregivers, youth" and contains three buttons: "Family resources", "Help for youth", and "Suicide prevention". The right column is titled "Providers" and contains three buttons: "Launch CYBER", "COVID-19 communications for CSOC providers", and "Training". The "Launch CYBER" button is circled in red.

Helping Families Across New Jersey
1-877-652-7624

- [Behavioral Health](#)
- [Intellectual/Developmental Disability Services](#)
- [Substance Use Treatment](#)

Families, caregivers, youth

- Family resources
- Help for youth
- Suicide prevention

Providers

- Launch CYBER
- COVID-19 communications for CSOC providers
- Training

IIC Providers Orientation Web Page

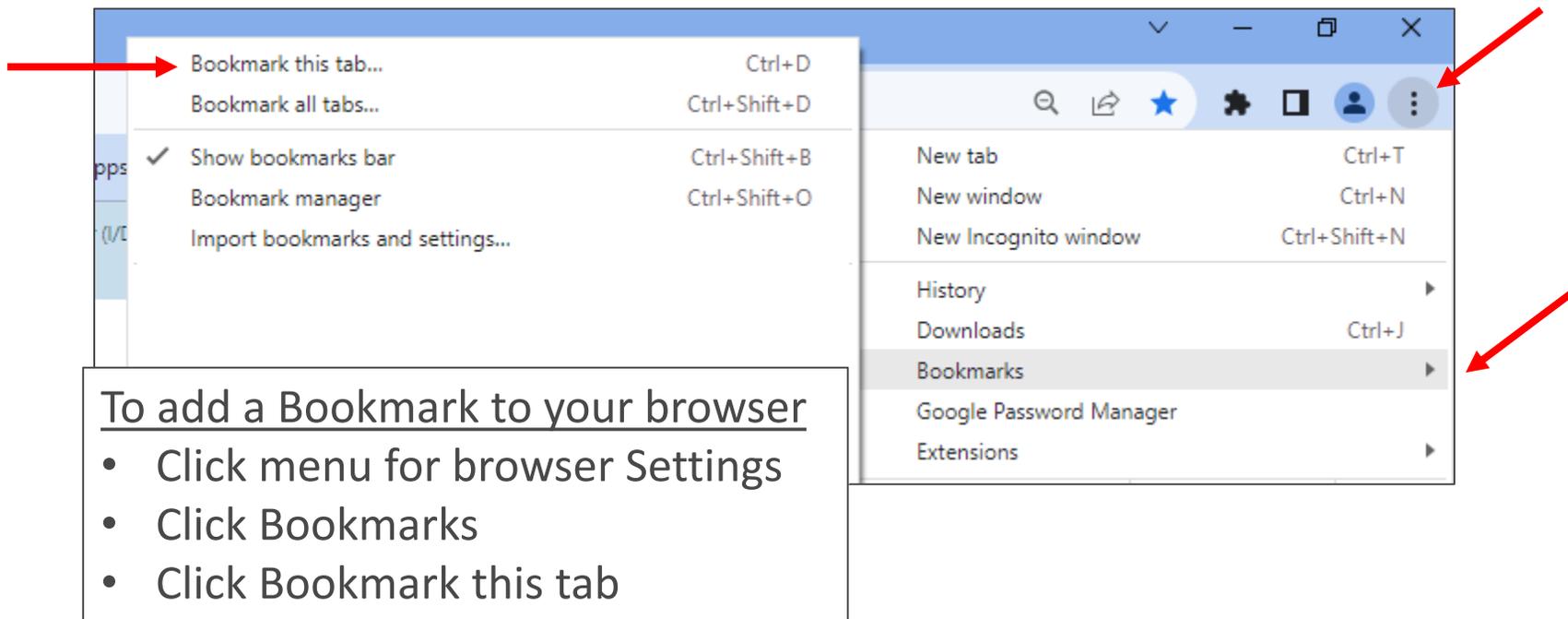
A web page just for Intensive In-Community Providers is available as an additional resource!

Welcome to the IIC Providers Orientation Web Page!

The screenshot displays the website for the NJ Children's System of Care. At the top, the logo and name are visible, along with contact information: "Contracted System Administrator — PerformCare®" and "1-877-652-7624 24 hours a day, 7 days a week". A navigation menu includes links for Home, Language, Careers, About, and Contact. A search bar is present with a "Search" button. Below the navigation, there are dropdown menus for Parents and Caregivers, Youth, Providers, Educators, CYBER, Find a Provider, and En español. The breadcrumb trail shows "Home > Providers > IIC Providers". The main content area features a sidebar with a "Providers" menu and a main heading "Intensive In-Community (IIC) Providers Orientation". The text describes the CSOC's role, the purpose of IIC services, and provides a list of training materials: Clinical guidelines, CYBER, Reporting, Billing and claims, and Resources.

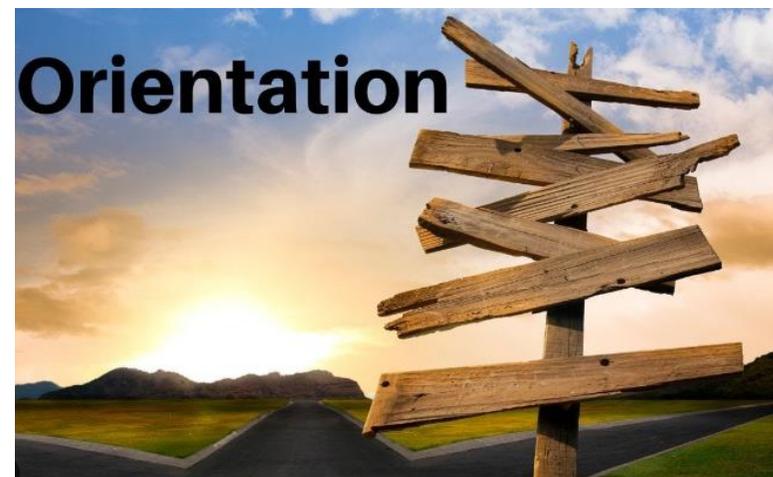
Bookmark the IIC Orientation Web Page

Click the Web Page link <https://www.performcarenj.org/provider/iicproviders.aspx>



The IIC Provider Orientation Web Page

- Over 7,000 IIC users access this page and documents.
- The IIC Providers Orientation web page is not public and will only be accessible via provided link.
- IIC training links will be available on the IIC Providers Orientation web page as well as Providers Training web page.
- Service Desk will provide the link to IIC Providers on request and in paperwork.



Category links will redirect users to specific groups of document links.

- [Clinical guidelines](#)
- [CYBER](#)
- [Reporting](#)
- [Billing and claims](#)
- [Resources](#)

Category links

Clinical guidelines

- [Biopsychosocial \(BPS\) Assessment Reminders and Best Practices 01472 \(PDF\)](#)
- [CSOC BPS Narrative Training Guide \(PDF\)](#)
- [Instructional Guide for IIC/BA Treatment Plans 01445 \(PDF\)](#)
- [Instructional Guide for ICD-10 Use in CYBER \(PDF\)](#)
- [Strengths and Needs Assessment \(SNA\) Tool Instructional Guide 01629 \(PDF\)](#)

Document links

[Back to top](#)

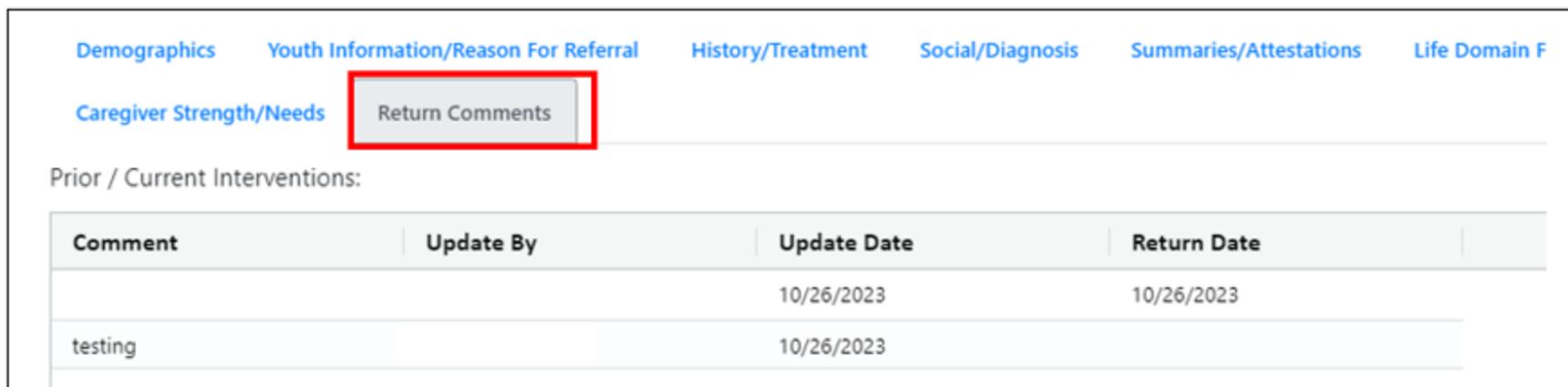
Instructional materials with Clinical content specific to plans or assessments:

- Biopsychosocial (BPS) Assessment Reminders and Best Practices
- Biopsychosocial (BPS) Narrative Training Guide
- Instructional Guide to the Strengths & Needs Assessment Tool
- Instructional Guide for IIC/BA Treatment Plans
- Instructional Guide for ICD-10 Use in CYBER

- Purpose is to document the operations around authorization, completion and submission of a Biopsychosocial (BPS) assessment.
- Describes details about required provider licensure and certification.
- Reviews the timeframes for providers meeting with the family, entering the BPS in CYBER and the return and approval process.

Reasons for Return

The reasons for return will be listed in the **Return Comments** tab of the BPS Assessment as well as in the youth's **Progress Notes**. To view the comments, select the **Return Comments** tab from the drop-down menu at the right.



The screenshot shows a navigation bar with several tabs: Demographics, Youth Information/Reason For Referral, History/Treatment, Social/Diagnosis, Summaries/Attestations, and Life Domain F. A dropdown menu is open under 'Youth Information/Reason For Referral', with 'Return Comments' highlighted in a red box. Below the navigation bar, the text 'Prior / Current Interventions:' is followed by a table.

Comment	Update By	Update Date	Return Date
		10/26/2023	10/26/2023
testing		10/26/2023	

Resources for the Biopsychosocial assessment:

- A guide for the **Strengths and Needs** portion of the BPS is here:
<https://www.performcarenj.org/pdf/provider/training/cans/cans-sna-training.pdf>
- A guide for the **Narrative** portion of the BPS Assessment is here:
<https://www.performcarenj.org/pdf/provider/training/cans/cans-bps-training.pdfv/dcf/providers/csc/>

The BPS Narrative Training Guide focuses on the features of the changed BPS assessment and explains requirements and also provides standards, recommendations and examples for best practice.

PerformCARE®

B. Section Specific Standards

Please review the following standards for each tab of the Narrative. Please take note that the Narrative prompts provide more detail. This information contains abbreviated information and helpful tips:

Demographics

Demographics Youth Information/Reason For Referral History/Treatment Social/Diagnosis Summaries/Attestations

The Demographics tab requires the Assessment Date and the Assessment Completion Date to be entered. If any changes take place on the youth's face sheet prior to submission of the assessment, there is a Refresh button that will import those changes.

Youth Information / Reason for Referral Tab

Demographics Youth Information/Reason For Referral History/Treatment Social/Diagnosis Summaries/Attestations

Interpretive Summary:

This summary should integrate all gathered assessment information and serve as a clinical formulation describing the assessor's clinical impressions of the youth and his/her family. This information should speak to the understood etiology of the youth's presentation, the youth and family's knowledge/understanding of the presenting issues, the motivation of the youth and family to be involved in treatment and to make behavioral change, strengths of the youth and family that reflect optimism and resilience, youth/family preferences, and any barriers to treatment.

Acceptable Response:

- The Instructional Guide for Treatment Plans is used by both IIC and Behavioral Assistants (BA) and describes how associated clinical information is entered in a structure called the ***Treatment Matrix***.

The screenshot displays the 'Treatment Plan' interface with the 'MATRIX' tab selected. The interface shows a hierarchical structure for Plan 2742455, including a 'Need 1' (Youth will need), a 'Domain(s)' (Family), and a 'Strength' (Youth is). A 'Strategy' is listed as 'IIC 2 hours per week'. The interface includes navigation tabs at the top, a search bar, and a bottom toolbar with buttons for '?', 'Add Strategy', 'Edit Strategy', 'Remove', 'Close', and 'Associate Technique'.

Treatment Plan

Treatment Plan Type Selection Copy Treatment Plan Demographics Youth Vision/Family Vision Matrix Needs Strengths Strategies Techniques Responsi

Family Crisis Plan IIC Treatment Plan

MATRIX

Plan 2742455

Need 1: Youth will need

Domain(s): Family

Start Date: 7/3/2023 Target Date: 9/3/2023 End Date:

Strength: Youth is

Strategy: IIC 2 hours per week

? Add Strategy Edit Strategy Remove Close Associate Technique

The ICD-10 Instructional Guide has step by step directions for the different ways to add diagnosis to plans, assessments and even claims in the correct format.

The screenshot displays the 'DIAGNOSIS' section of a software interface. It features a list of existing diagnosis entries with columns for date, clinician name, and ICD-10 code. A red box highlights the top portion of this list. Below the list, there are input fields for 'Diagnosing Clinician' and 'Date Diagnosis Rendered'. A 'Diagnosis Details' table is also visible, with a red box highlighting the '+' button in its right-hand corner. A second, larger red box highlights the 'Diagnosing Clinician' and 'Date Diagnosis Rendered' fields in a separate view.

DIAGNOSIS

Existing Diagnosis Entries on file

Copy Diagnosis Expand All Collapse All

Certain users can copy an existing diagnosis to and/or edit the Diagnosis Details grid. Copying a diagnosis is not required.

- 03/30/2022 - Clinician Name
- + 11/02/2021 - Clinician Name
- + 11/02/2021 - Clinician Name
- + 11/02/2021 - Clinician Name

ICD10-BH F90.0 Attention-deficit hyperactivity disorder, predominantly inattentive type

Diagnosing Clinician Date Diagnosis Rendered

05/20/2022

Diagnosis Details

Type	Code	Description	Diagnosis Comment

+

x

Diagnosing Clinician Date Diagnosis Rendered

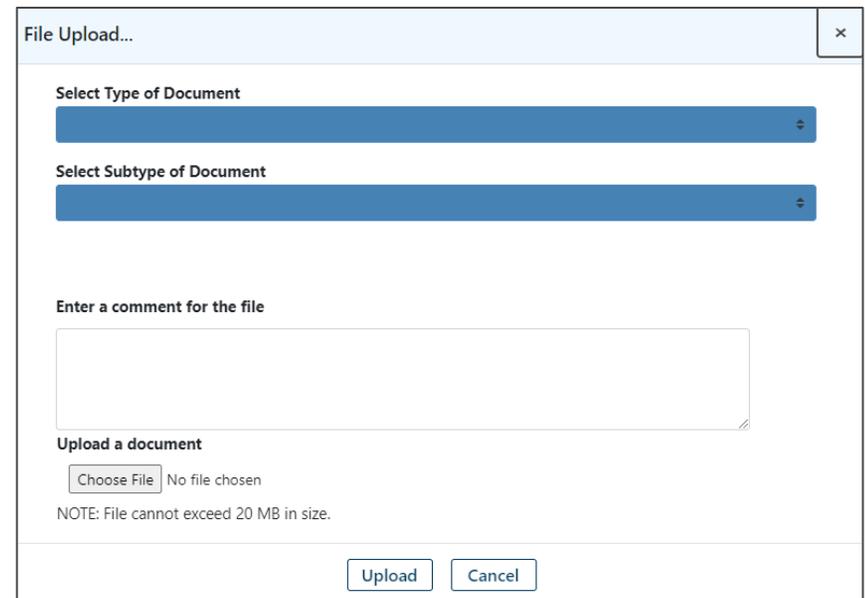
Diagnosis Details

Type	Code	Description	Diagnosis Comment

+

x

CYBER – General covers instructions to assist with CYBER functionality for specific tasks for all users.



The screenshot shows a 'File Upload...' dialog box with the following elements:

- Select Type of Document:** A blue dropdown menu.
- Select Subtype of Document:** A blue dropdown menu.
- Enter a comment for the file:** A text input field.
- Upload a document:** A section containing a 'Choose File' button, the text 'No file chosen', and a note: 'NOTE: File cannot exceed 20 MB in size.'
- Buttons:** 'Upload' and 'Cancel' buttons at the bottom right.

- [CYBER Overview for All Providers](#) – Training for New Providers - overview presentation of all main areas and functions in CYBER.
- [Browser Compatibility Document](#) – Guide to the browsers that are compatible with CYBER.
- [CYBER Overview](#) – My Active Youth – Overview of the functionality to create lists of assigned youth for users.
- [Instructional Guide to Document Upload Functionality](#) – Guide to document upload functionality listing doc types and subtypes.

Instructional Guide for Provider Details - Guide to the use and functionality of the Provider Details tab, including managing detail relationships for IIC and setup of the randomizer for IIC providers.

Specialization		Counties		Languages	
<input type="button" value="Select All"/> <input type="button" value="Clear"/>		<input type="button" value="Select All"/> <input type="button" value="Clear"/>		<input type="button" value="Select All"/> <input type="button" value="Clear"/>	
Selection	Specialization	Selection	County	Selection	Language
<input checked="" type="checkbox"/>	Behavioral Health - BH	<input type="checkbox"/>		<input type="checkbox"/>	English
<input type="checkbox"/>	Complex Trauma - CT	<input type="checkbox"/>	ATLANTIC	<input checked="" type="checkbox"/>	Spanish
<input type="checkbox"/>	Domestic Violence - DV	<input type="checkbox"/>	BERGEN	<input type="checkbox"/>	Portuguese
<input type="checkbox"/>	Eating Disorder - ED	<input type="checkbox"/>	BURLINGTON	<input type="checkbox"/>	Arabic
<input type="checkbox"/>	Family Therapy - FT	<input type="checkbox"/>	CAMDEN	<input type="checkbox"/>	Creole-Haitian
<input type="checkbox"/>	Fire Setting - FS	<input type="checkbox"/>	CAPE MAY	<input type="checkbox"/>	Mandarin
<input type="checkbox"/>	Infant Mental Health/Infant Par...	<input type="checkbox"/>	CUMBERLAND	<input type="checkbox"/>	Korean
<input type="checkbox"/>	LGBTQI - LGBTQI	<input type="checkbox"/>	DELAWARE	<input type="checkbox"/>	Bengali
<input type="checkbox"/>	Parent Training/Skills Building -...	<input type="checkbox"/>	ESSEX	<input type="checkbox"/>	French
<input type="checkbox"/>	Sexual Abuse - SA	<input type="checkbox"/>	GLOUCESTER	<input type="checkbox"/>	Vietnamese
<input type="checkbox"/>	Treatment Home Provider - THP	<input type="checkbox"/>	HUDSON	<input type="checkbox"/>	Hindi
		<input type="checkbox"/>	HUNTERDON	<input type="checkbox"/>	Cantonese
		<input type="checkbox"/>	MERCER	<input type="checkbox"/>	Polish
		<input type="checkbox"/>	MIDDLESEX	<input type="checkbox"/>	Urdu
		<input type="checkbox"/>	MONMOUTH	<input type="checkbox"/>	Turkish
		<input type="checkbox"/>	MORRIS	<input type="checkbox"/>	
<input type="button" value="Add Selections"/>		<input type="button" value="Clear All"/>		<input type="button" value="Return to Prov.Details"/>	

CYBER Welcome Page

The Welcome Page is the landing page for all CYBER users. The username and role will display at the top of the screen. An accordion on the right has links that correspond to data displayed in the center grid. Links on the left side take the user to other areas of the system. A Quick Search area (top) allows the user to search for a youth's record. Access to links is based on the user's security levels. The Security Administrator link (top left) lists all Security Administrators at the agency. Users may log out using the *Logout* link in the upper right.

The screenshot displays the 'Welcome to CYBER' page for a user with the role of 'Contracted System Administrator'. The page includes a navigation sidebar on the left with links such as 'Security Administrator', 'Youth / Child Search', and 'My Active Youth'. A 'Quick Search' section at the top allows searching by Youth/Child ID, First Name, Last Name, and DOB. The main content area shows a table for 'BPS Needs Assessment - In Progress', which is currently empty. A right-hand sidebar provides a 'Refresh Total' summary for 'BPS Needs Assessment' with counts for 'In Progress (0)', 'Returned (0)', and 'Aging Report (1)', along with a list of menu items like 'Authorizations' and 'Eligibility'. The footer contains copyright information and links to FAQs, updates, help, and training information.

Right Column accordion links display:

BPS Needs Assessment

- [In Progress](#) - BPS Needs Assessments that the user has created, saved, but not yet submitted
- [Returned](#) - BPS Needs Assessments that have been returned to the user (either by someone internally or by CSA)
- [Aging Report](#) - BPS Needs Assessment that are coming due (due in 3 calendar days) or are overdue (due dates based upon document type)

Note: Data displayed when using the links is based on the user being added to the Provider tab in the youth's record.

Authorizations

- [Expiring](#) - authorizations that will expire in the next 30 days

Eligibility

- [Added Eligibility](#) - Youth with eligibility added in the last 30 days
- [Expiring Eligibility](#) - Youth with eligibility that will expire within 30 days
- [Term Eligibility](#) - Youth with eligibility that will terminate within 30 days
- [3560 Auto Term](#) - Listing of all youth with 3560 Medicaid that will be automatically terminating

Service Plans/Assessments

- [In Progress](#) - Plans/Assessments that have been created, but are not submitted to CSA
- [Submitted](#) - Plans/Assessments that have been submitted by the user to CSA
- [Approved](#) - Plans/Assessments that have been approved to the user (either by someone internally or by CSA) in the last 7 days
- [Rejected](#) - Plans/Assessments that have been returned to the user (either by someone internally or by CSA)

Non Med Auths

- [Current](#) - The default grid, will list the authorizations for the provider where the current date is equal to or after the start date of the authorization and is equal to or before the end date of the authorization
- [Last 30 Days](#) - List authorizations that have expired in the next 30 calendar days
- [Expiring](#) - List authorizations that will expire within the next 30 calendar days
- [Auth History](#) - List authorizations that expired between the last 31 and 365 days

Non Med Claims

- [Claims](#) - All current non-Medicaid claims
- [In Progress](#) - Claims that are started, but not submitted to CSA with an "In Progress" or draft status
- [Submitted](#) - Claim forms that have been submitted to CSA
- [Approved](#) - Claims that have been approved by CSA

- Sent - Claims from the agency that have been sent by CSA to Children's System of Care (CSOC) for payment
- Paid - Claims paid in the last 365 days (posted in CYBER no less than 30 days after the payment has been issued)
- Returned - Claims that have been returned to the agency by CSA
- Denied - Claims with a status of Denied; these claims have been denied by CSA or CSOC
- Review - Claims for the agency that are currently in review with CSA; this includes claims that have been entered for services that fall outside of the end of the authorization by more than 90 days
- CSOC Review - Claims for the agency that are currently in review with CSOC

Deactivated Users

- Progress/Assigned Work - Deactivated user's plans and progress notes not yet submitted plus those transferred to user (only viewable by IICSUP and higher)

Left column links display:

- Security Administrator - lists all Security Administrators at the agency and their contact information
- Youth / Child Search - The Youth / Child search screen with access to Active Agency Youth and Plan Approval
- My Active Youth - Youth records the user is assigned to via the Provider tab on the youth's Face Sheet
- Provider Details - Tabs of Medicaid and Non-Medicaid Providers
- System Functions - The Manage Access and Preferences area - Non-Security Administrators can change their own password. Security Administrators can manage other users' IDs, edit security settings, deactivate users, etc.
- Reporting - Reporting selection options, available for use by Level 3 security (based upon security settings)
- Historical Access - A list of youth who are no longer open to the agency; allows a user to access a record in read/print only view
- Anomaly Management - A list of anomalies in the youth records. This area allows users to select, display and resolve anomalies.

Bottom edge links display:

The current version of CYBER (X.X.X.X) and the server number (-XX). This is helpful when contacting Customer Support.

FAQ's - CYBER Frequently Asked Questions on the PerformCare website

CYBER Updates - the CYBER Releases webpage of CYBER Release Notes detailing changes made during updates

Help - Pop up Help Screen with PerformCare Customer Service contact information

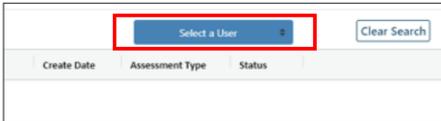
Customer Service Request - Use this link to report a CYBER problem or make a request or inquiry.

Training Information - The Provider training webpage with links to training materials

PerformCare Service Desk:
www.performcarenj.org/ServiceDesk/
1-877-652-7624

Instructional Guide for Welcome Page for Supervisors and Up (High-Level access)

Welcome Page 'Select a User' Feature



The *Select a User* feature appears as a pull-down menu on the Welcome Page that allows the "High-Level" user access to "view the work of all other users at an equal or a lower level (below them in the hierarchy). Care Managers are the first access level and will not have options in this menu; they will only see their own Welcome Page. This feature is for Supervisors and Managers to track the work of their staff.

Selecting a name from the menu will filter and populate the links on the Welcome Page with that user's information; the selected user's name will appear in the window of the menu as a reminder to the "High-Level" user.



Deactivated Users

Progress/Assigned Work(13)

Progress Notes

Show All Draft Progress Notes

Show My Draft Progress Notes

Show Committed and Signed Progress Notes

Filter Notes Clear Search New Progress Note

Print Truncate Notes Print Progress Note Grid

Note Date	Note Type	Note SubType	Created By	Note	Program	Program Type	Hours
-----------	-----------	--------------	------------	------	---------	--------------	-------

Instructions for Security Administrators:

- Instructional Guide for CYBER Security Administrators
- Quick Reference Guide for Security Administrators
- Instructional Guide Role-Based Security for IIC

Creating a New User

All users are required to have an active email and phone number entered in CYBER as contact information.

If your email in CYBER is incorrect, outdated, or missing, you will not receive essential PerformCare notifications.

1. Click **Add New User ID**
2. Complete name, and create User ID
(Format is first initial last name – ex. Bob Smith = bsmith. Add numbers at the end if the name is common)
3. Enter **Email and Phone**
4. Click **Add a Program**
5. Add the Start Date only
6. Click Save and Exit (In Add Program)
7. Select from **Available Groups** (see Security Group Definitions)
8. Click **Add Security Group** button in center

Add Security Groups:

- At least one **Organizational Title**
- **One Level**
- **One Hierarchy Plan Level**
- Other security groups as needed (see Security Group Definitions)

1. Click **Save and Exit** (if there is already an ID with same name change the ID by adding a number at the end.
2. If the User ID is valid, it will be **saved** and one of the two password messages (under Password Reset Functionality) will be displayed.
3. Notify user of their new Username.

As a part of safeguarding Protected Health Information (PHI) in the New Jersey Children's System of Care, it is **required** that you review the roster of users in your organization that have access to CYBER and update their access on a routine basis. This is part of the *Standards for Privacy of Individually Identifiable Health Information*, as a requirement of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA").

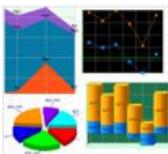
- **Bi-annual review of CYBER user roster**
- **Deactivate users no longer working for your agency immediately**
- **CYBER Security Administrators deactivate users when they leave the organization**
- **Deactivate users who are on leave of absence** (these accounts can be reactivated when the user returns)
- **Request or change CYBER Security Administrators with this form:**
<http://www.performcarenj.org/hidden/security-administrator-setup-or-change.pdf>

Instructional Guide to Report Access

- Details security levels for accessing Reporting
- Exporting and printing
- How to make enhancement requests

Reporting Functions

Program Report



Reporting Service
Reporting service enables you to access all the reports via Cyber interface based on your user account security.
Please choose a program first. Then, choose a report to view.

Instructional Guides for Billing and Claims covers all the processes, and procedures.

- Instructional Guide for IIC Billing
- 3560 and TPL Data Collection TPL information is captured by PerformCare, Care Management Organizations and Mobile Response.
- Instructional Guide for Entering Claims
- Third Party Liability (TPL)

1500 Claim Form in CYBER

- IIC providers who are billing for BPS authorizations for youth without Medicaid will be completing the 1500 claim form in CYBER and submitting it electronically with uploaded documentation.

1500 Health Insurance Claim Form #0 Final Claim [Document Upload](#) [Eligibility](#)

Demographics

Youth First Name Youth Last Name MI Youth/Child ID Youth's Address
Date of Birth Telephone Gender City State Zip Code

Insurance

Self Authorized Person's SOF
Relationship to Insured Note: Patient's or authorized person's signature is needed.
Signature on file (SOF) will satisfy this requirement.

Reserved for NUCC Use Other Insured's Name Other Insured Policy Num
Other Reserved for NUCC Use Other Reserved for NUCC Use Insured Plan Name

Authorization # H0018TJU1 Service Code Biopsychosocial Assessment Lic.Level Federal Tax ID # TAXID Provider #
Submitted to CSA MM/DD/YYYY Auth Units Auth Units Remaining Cost per Unit Auth Amount Auth Amount Remaining Total Claims Against Auth

Service Details **Add Claim** Total Claim Amount

Provider/Agency Contact Name Telephone Provider's Address City State Zipcode

Comments **Add Comments**

Claim Status: InProgress

History Print Save Delete Exit

Provider Setup Process with NJ Treasury

- IIC providers will need to register through the Department of Treasury.
 - All IIC providers must be established in the State of New Jersey Treasury System
 - The provider's agency/company needs to create an account at the NJ vendor's website www.njstart.gov/bs0
 - In order to receive payment of Wrap Flex (non-Medicaid) funded claims provider must register, obtain a vendor ID and complete and sign W-9 form
- Any further assistance on NJStart.gov can be received at the support hotline (609) 341-3500.

The screenshot shows a web browser window titled "Company Registration". At the top is the NJSTART logo, which includes a green outline of New Jersey and the word "START" in blue with an orange arrow pointing right. Below the logo is the text "Create Your Supplier Account". The form contains the following fields and elements:

- Tax ID:** A text input field with a blue border, a blue eye icon for visibility, and a blue toggle switch labeled "EIN".
- Company Name:** A text input field with a blue border.
- Email Address:** A text input field with a blue border.
- Country:** A dropdown menu currently showing "United States of America" with a blue border and a downward arrow.
- Register:** A large blue button with the word "Register" in white text.
- Footer:** Text that reads "Part of the Periscope S2G line of platform products." followed by the "PeriscopeS2G" logo.

- Important Contact Information for CSOC Providers

Important contact numbers, websites and email addresses and reasons for using them:

- PerformCare CYBER Service Desk
 - PerformCare Website
 - PerformCare Call Center
 - New Jersey Children’s System of Care (CSOC) State Office
 - State Medicaid Fiscal Agent (NJMMIS)
 - Rutgers University Behavioral Health Care (UBHC)
-
- Roles of New Jersey Children's System of Care and PerformCare

Important Contact Information for CSOC Providers	
PerformCare – Contract System Administrator for CSOC	
PerformCare Service Desk www.performcarenj.org/ServiceDesk 877-652-7624	<ul style="list-style-type: none"> • CYBER Technical Support • Record Access for Providers • Billing and authorization questions
PerformCare Website www.performcarenj.org Provider Page: www.performcarenj.org/provider/index.aspx Training Page: www.performcarenj.org/provider/training.aspx	Includes but not limited to: <ul style="list-style-type: none"> • CYBER Training • Clinical Criteria • Provider Forms • Community Resources • Youth and Family Guide • Transitioning Youth Resources
PerformCare Call Center 877-652-7624 (24 hours a day, 7 days a week, 365 days a year)	<ul style="list-style-type: none"> • For family and youth assistance to access CSOC care services • Record Access for Providers • IIC Provider Turn Backs
CSOC/State of New Jersey	
NJ Children’s System of Care State Offices 609-888-7200 www.nj.gov/dcf/about/divisions/dcsc/ Provider Page: www.nj.gov/dcf/providers/csc/	<ul style="list-style-type: none"> • Contacting your Service Line Manager/Policy Questions • Contract Questions • Public Notices/Information on becoming a CSOC Provider
Additional Contacts	
State Medicaid Fiscal Agent Provider Services: 800-776-6334 Recipient Eligibility Verification System (REVS): 800-676-6562 Website: www.njmmis.com	<ul style="list-style-type: none"> • Medicaid training • Youth eligibility verification • Billing • Provider name or address updates
Rutgers University Behavioral Health Care (UBHC) 800-969-5300 CSOC training: www.nj.gov/dcf/providers/csc/training IMDS Certification: http://www.pfccertification.org	<ul style="list-style-type: none"> • CSOC training calendar and provider registration • Information Management Decision Support (IMDS) certification

	Role of the State		Role of PerformCare®
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- Accessibility
 - All the training and reference documents housed in one location
- On demand
 - Trainings are readily at anytime
- Ease of use
 - Presentations, instructional guides, quick reference documents, overviews

The IIC Provider Orientation Web Page

The IIC Provider Orientation web page continues to be updated along with any new materials.

The Service Desk provides the link to new agencies during the new IIC agency setup process.

Please make sure to visit the **PerformCare
IIC Provider Orientation Page:**

[http://www.performcarenj.org/provider/iicproviders.aspx.](http://www.performcarenj.org/provider/iicproviders.aspx)

Questions about this presentation?

Please email the Training Unit at:

PCNJTraining@PerformCareNJ.org

PerformCare: 1-877-652-7624

Click here for the [Customer Service Request Form](#)

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