

PerformCARE[®]

Instructional Guide for Treatment Home Stabilization Progress Notes (CYBER Release 1.19)

Instructions for Use

Table of Contents

- I. Introduction..... 2
- II. Accessing CYBER..... 3
- III. Creating the Treatment Home Stabilization Request/Summary Progress Notes 4

I. Introduction:

Two new progress notes have been added to CYBER which will enable treatment home providers to request stabilization services for a child/youth/young adult who is at risk of jeopardizing current placement due to pre-crisis situations. The goal was to develop a resource that supports treatment home agencies in the management of escalating behaviors so that a child/youth/young adult may stabilize, thus avoiding premature discharge and admission to a more restrictive environment. This guide discusses the use of the new notes and the process which must be followed prior to and following the use of the note(s).

II. Accessing CYBER

Users must first log-into CYBER with their UserID and Password. The log-in screen can be found via the PerformCare website – www.performcarenj.org.

NJ Children's System of Care
Administered by PerformCare Behavioral Health Solutions | An AmeriHealth Mercy Company

Home • Youth & Family Guide • Careers • Contact

Families Youth Providers About **CYBER**

We develop and manage Behavioral Health Solutions
— that are —
Member and Family Focused

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. Creating the Treatment Home Stabilization Request/Summary Progress Notes

The user will access the youth's Progress Note screen via the Progress Note button on the left-side of the youth's Face Sheet.



Once the user clicks on the Progress Note button, they will be brought to the youth's Progress Note grid.

NoteDate	NoteType	CreatedBy	Note	Hours	Mins	Created Date
2012/08/20 16:32:00	CSA Service Center	SJAMES1	NOTATION MASKED FOR PRIVACY REASONS	00	00	2012/08/20 16:31:49

Progress Notes

Show My Draft Progress Notes
 Show Committed and Signed Progress Notes

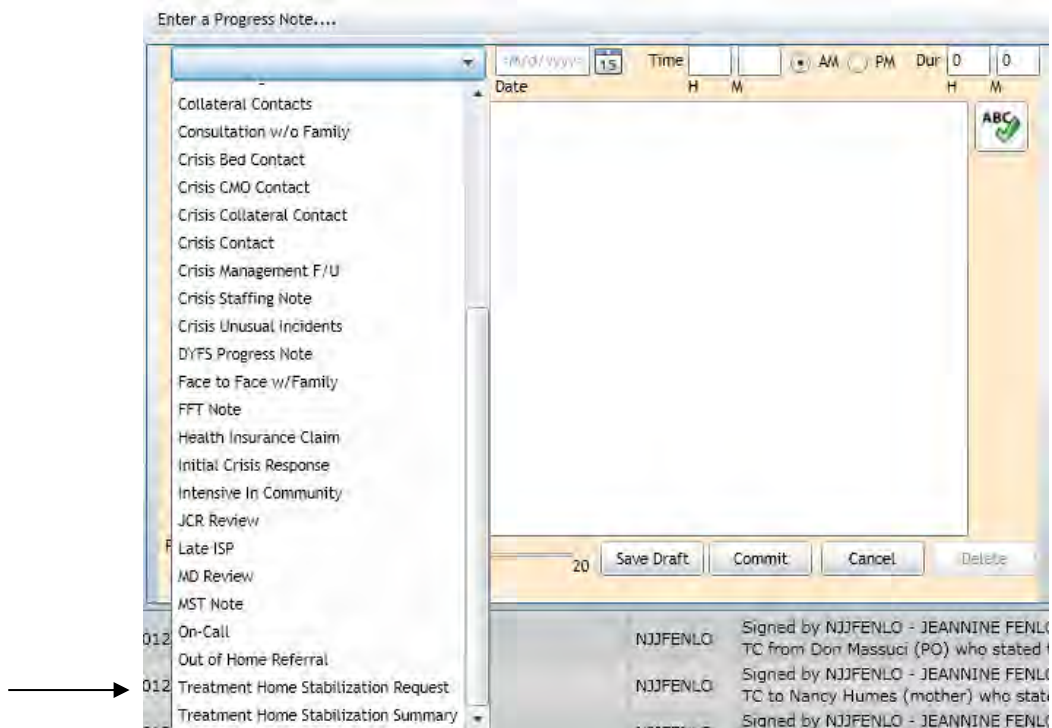
Truncate Notes

Filter Notes Show All Notes New Progress Note

Print Selected Print All

Clicking on the New Progress Note button in the upper-right hand corner will bring up a blank progress note.

Users will select the “Treatment Home Stabilization Request” Note type.



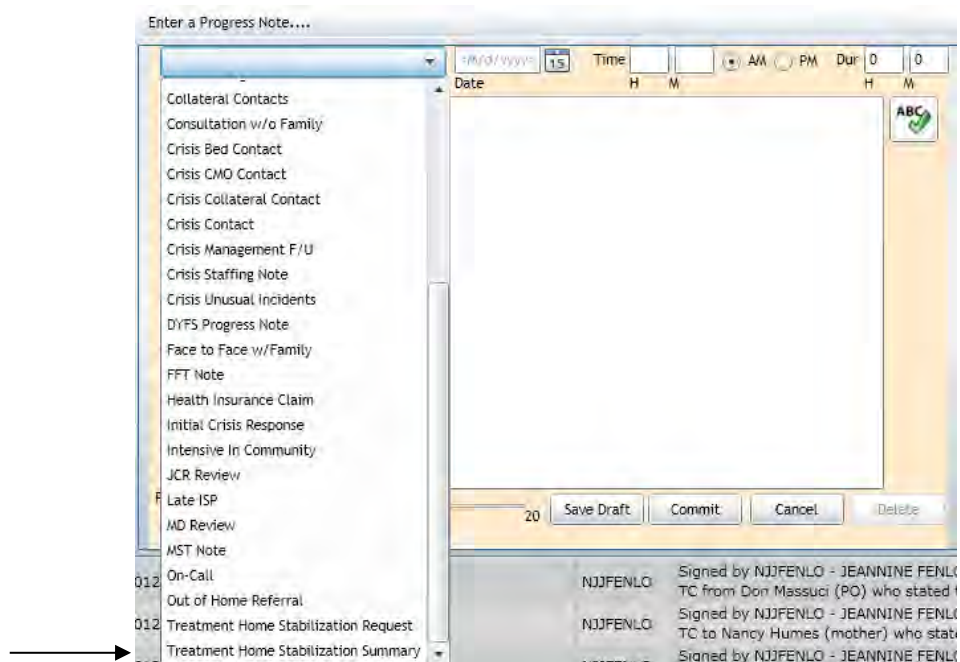
The following process must be followed when entering the Treatment Home Stabilization Request Progress Note;

- The Treatment Team Meeting has taken place and all parties agree that stabilization services are required;
- The Treatment Home provider completes an updated Strength and Needs Assessment (SNA) within two (2) business days of service request and submits to PerformCare;
- The provider enters the Treatment Home Stabilization Request Progress Note in the youth’s CYBER record which must contain the following information:
 - 1) Confirmation that the Strength and Needs Assessment (SNA) was completed and submitted to PerformCare;
 - 2) Specify the ID# of the SNA for reference; (this number is located in the Assessment Treatment Plan grid column titled “Assessment ID” to the right of the column titled “Submitted to CSA Date”);
 - 3) Confirmation that the provider advised and collaborated with Care Management (if applicable) regarding the need for this service;
 - 4) Brief clinical description of behaviors that are jeopardizing placement and justification for stabilization services;
 - 5) Description of how service will lead to a sustainable plan moving forward.
- The provider will e-mail PerformCare at servicedesk@performcarenj.org using **THSS** as subject line and will formally request service. This e-mail must include the following information:
 - Youth CYBER ID;
 - Treatment Home Provider Name/Medicaid ID;
 - Provider Name/Medicaid ID of the BA/IIC being requested.

PerformCARE®

- This request is assigned to a Clinical Care Coordinator for review and authorization; Clinical Care Coordinator will render a decision within one (1) business day of receipt;
- If clinical justification is insufficient or there is missing information, the Clinical Care Coordinator will indicate what information is needed in the CSA Progress note. The Treatment Home provider may then submit the additional information and send a new email to the Service Desk initiating the request again.
- Once the request is reviewed and approved, PerformCare will generate an authorization in CYBER and will document the authorization confirmation in the youth's progress note.

Upon completion of the stabilization service, the treatment home provider will enter a special progress note type called Treatment Home Stabilization Summary.



- The Treatment Home Stabilization Summary progress note will document the outcome of the intervention and its effectiveness in maintaining the youth's placement.