

PerformCARE[®]

Instructional Guide for Changes to YouthLink for OOH Providers

(Last Revised: Release 1.26, January 2014)

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Instructions for Use

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I. Introduction

All Out of Home (OOH) CYBER users will have new functionality available to them in YouthLink with the 1.26 CYBER release. OOH users will see new tabs on their YouthLink screen; the new tabs will give Behavioral Health (BH) and Intellectual/Developmental Disability (I/DD) programs the ability to track youth that have been removed from their Provider Queue for reasons such as automatic cancellation of the referral, not accepting the youth into the program, etc. New functionality will also allow providers to input open-text information regarding upcoming discharges so that CSOC staff can monitor open beds, pending discharges, and admissions.

SPEC and PCH providers will also have access to a new accordion that has been added to the following referral documents – Transition Joint Care Review (TJCR), OOH Referral Request and YouthLink Referral. This new accordion will allow CSOC to enter comments that are specific to a referral. This new accordion serves as a method of communication between CSOC and the OOH provider agency throughout the SPEC/PCH referral and admission process. SPEC and PCH providers will also see that the YouthLink tab has been disabled; this was done so that these agencies only view the referrals that are in their Provider Queue. These referrals are specifically assigned to the Provider Queue by SRTU, who pre-approve the referrals for possible admission into the programs and now have the ability to electronically assign the referrals to the Provider Queue. This change in functionality will streamline the current manual process of approval notifications being done via email. These providers will also notice that they will be required to enter a comment when changing the status of a referral in the Provider Queue; this new functionality promotes timely communication regarding the status of a pending referral.

All OOH providers will see new columns on their Provider Queue tab, which include the date of the last status change of the referral and the last comment date (which applies only to SPEC/PCH providers). These new features will aid providers in tracking referrals and ensuring that the status of the referrals belonging to youth they are working with are up-to-date and accurate. A new Priority column will also be present on the Provider Queue, which will act as a flag for the user; any referral marked as a Priority has been done so by CSOC. These referrals should be reviewed immediately to determine the appropriateness of admission into the program.

This guide reviews this new functionality that is available in the 1.26 CYBER release. Users should refer to the trainings posted on the PerformCare website for other information regarding general YouthLink functionality, as well as the other functionality that has been released with 1.26.

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 Search Web site

Families Youth Providers About **CYBER**

Launch Cyber
For technical assistance, with the Cyber System, call 1-877-736-9176 or email service desks@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. New Tabs in YouthLink

When a user accesses YouthLink, the tab that opens by default is the Provider Queue.

		Referral Number	Referral Status	Assignment Status	Priority	Youth/Child ID	Youth/Child Name	Gender	A
Facesheet	Map	39678	Assign	Assign		235655		FEMALE	4
Facesheet	Map	39691	Assign	Assign		60783		FEMALE	1

(If a user is attached to more than one OOH program in CYBER, they will need to select a program from the Location menu at the top of the screen in order for the Queue to load.)

The functionality of the Provider Queue, YouthLink tab and Census tab have not changed for most OOH providers.

- SPEC and PCH users no longer have access to the YouthLink tab. CSOC will now assign referrals directly to the Provider Queues for these programs, thus eliminating the email notification system that was in place prior to this new functionality.
- There is a new column on the Provider Queue – Priority – which will allow CSOC staff to earmark referrals that are to be considered to be a priority for review. Users should open this referral immediately and review the information, including the Provider Assignment Comments accordion, to determine if the youth is appropriate for the program and vice versa. (See page 7 for information on the Provider Assignment Comments accordion.)

There are two new tabs within the OOH provider's YouthLink screen – Assignment History and Projected Discharge/Other.

The Assignment History tab provides access to information about referrals that were posted to a provider's Queue in the past but have since been removed due to cancellation (**including auto-cancellation** – if a program is working with a youth towards admission and the referral is automatically cancelled, the program should reach out to the referring agency for more information), not accepting the youth into the program, or admission to an OOH treatment program.

**** Substance Abuse Long-Term and Short-Term RTC will not have access to the Assignment History tab due to privacy restrictions.****

Referral Number	Referral Status	Assignment Status	Priority	Youth/Child ID	Youth/Child	Last Comment By	Last Ci
39720	ADMIT	ADMIT		202799			
40132	ASSIGN	CANCEL		238623			

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Users will find the following information in the grid;

- Referral Number
- Referral Status – the current status of the referral. If the youth has been admitted to an OOH treatment program, the status will read as “Admit”.
 - When this column reads “Cancel”, users should refer to the “Removed By” column. If “CSAADMIN” is displayed, this indicates an automatic cancellation.
- Assignment Status – the last status of the referral in the Provider Queue
- Priority – if the referral was flagged as a priority by CSOC, the word “Priority” will appear; it will be blank otherwise. ****This column will also appear on the Provider Queue****
 - Please note – if the youth was previously assigned to the Provider’s Queue and did not have a Priority status, but the referral has been resent to YouthLink and the referral now has a Priority status attached to it, that Priority will appear here (the reverse is also true – if the referral had a Priority status attached and has been updated and resent to YouthLink without it, this column will now be blank).
- Youth/Child ID and Youth/Child (name)
- Last Comment By – the ID of the last user that added a comment to the referral
- Last Comment – the text of the last comment as it was entered for the logged in user’s agency (entered either by CSOC or by a user in the user’s agency)
- Last Comment Date
- Gender and Age
- Case Management Entity
- Intensity of Service
- Create Date – create date of the referral
- Date Assigned to Queue
- Assigned By – if manually assigned, the user’s ID will appear here; if automatically assigned, the ID will appear as “CSAADMIN”
- Days in Provider Queue
- Removed By – “CSAADMIN” indicates an automatic cancellation occurred
- Removed Date

Above the grid, the user will find the following filter functionality;

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The screenshot shows a navigation bar with tabs: Provider Queue, Youth Link, Census, Assignment History, and Projected Discharges / Other. Below the tabs, there are two date filter boxes: 'From Date: 9/10/2013' and 'To Date: 12/9/2013', each with a calendar icon. To the right of these boxes are 'Filter' and 'Print' buttons.

This area allows a user to filter the results in the grid by the removal date of the referral (i.e., the date on which the referral was removed from the program’s Queue). The default value in the date range boxes will be 90 days from the current date.

Double-clicking on a referral in the grid will open up the referral document – a TJCR, OOH Referral Request or YouthLink Referral Treatment Plan; the document will be in read-only view. The user will have access to the new Provider Assignment Comments accordion (for more information on the new accordion, please see page 7).

The next tab is Projected Discharges/Other; **this area is to be utilized only by SPEC/PCH users**. This tab allows a user to input open-text for CSOC to view regarding projected discharges or other relevant program information; CSOC users can also add comments here for the program’s users to view. This new functionality will streamline the current PCH/SPEC referral process, which relies on emails to communicate this information.

The screenshot shows the 'Projected Discharges / Other' tab selected. A 'Print Selected' button is located in the top right corner. Below it is a table with the following data:

Date Posted	Posted By	Message
12/9/2013 10:35:12 AM	njpronollo	We are projecting 2 discharges by 12/31/2013, which will allow us to admit the two youth that we have in

There is an “Add Message” button at the bottom of the grid that users can utilize to add information.

****Please note – once a message has been saved into the grid, a user can double-click on it to view but it cannot be edited or deleted. A new message would need to be created and saved with new or additional information.****

Users will also have access to a “Print Selected” button, which is above the grid. By selecting a message in the grid by single-clicking on it, and then clicking this button, the user will be able to print the information from the grid.

IV. New Provider Assignment Comments Accordion for SPEC/PCH Users

The new accordion will be available for use by CSOC and SPEC/PCH users in the TJCR, OOH Referral Request and YouthLink Referral treatment Plan.

I/DD MODULE
MEDICAL MODULE
PROVIDER ASSIGNMENT COMMENTS

Provider Assignment Comments *For use by SPEC providers, PCH providers, and CSOC only.*

DATE ENTERED	COMMENT	AUTHOR
12/11/2013 12:35:5	Please review TJCR ASAP; youth is in need of immediate placement due to issues in the home. Youth cannot stay in the home and is currently with DCP&P.	NJJBAK

Add Comment

Current Status: Submit Cancel Print

**Please note – this accordion can only be viewable from YouthLink; if/when a user opens a document from within the youth’s record, it will not show.

This new accordion will allow SPEC/PCH OOH users to view the comments entered into the referral by CSOC for the provider, as well as any comments entered by a user at the user’s agency. The grid that users see will contain the following information;

- Date Entered – date the comment was entered
- Comment – contents of the comment
- Author – user ID of the author of the comment

To add a comment, the user will utilize the “Add Comment” button that is located below the grid.

Please note – clinical information **should not be documented here; clinical documentation is still expected to be entered into the youth’s record once they have been admitted into the program. The information that is entered here will not appear within the youth’s record. If the user needs to enter clinical justification for not accepting the youth into the program that information should still be documented when choosing the status of “Not Accept” from the bottom of the referral.

All other OOH users should continue to utilize the Notepad accordion within the TJCR, OOH Referral Request and YouthLink Referral to document additional information.