

# PerformCARE<sup>®</sup>

## CYBER Release 1.16: Instructional Guide to Role- Based Security for MRSS Users

## Role-Based Security for MRSS Users – Instructions for Use

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## **I. Introduction**

Role-Based Security is new functionality that is a part of the CYBER 1.16 release. Prior to this release, security access to CYBER was managed by a log-in affiliation and was often set-up with assistance from Service Desk. With this new functionality, a System Administrator will have the ability to add/edit the access rights for users within their agency. Also, the security of the CYBER system has been improved so that it is more in-line with industry standards.

This release also includes changes to the Plan Approval screen that will allow MRSS users to locate Crisis Assessment Tools and re-assign them for work by users other than the author.

A new option is available for many users on the Welcome Page that will allow them to see the work that belongs to others within the agency that fall below them in the hierarchical structure that is assigned to user's level of security within CYBER. This was done so that Supervisors and Managers, and other users that have a higher designation in the system, have the ability to better manage the work of their staff and track trends. Users with a Supervisor or higher security designation will also have a new accordion on their Welcome Page that will allow them to see the work that is still outstanding (or in progress) and is attached to any deactivated users in their agency that fall below them in the hierarchy (for specific information on that new functionality, please refer to the Instructional Guide titled "Welcome Page Hierarchy for High-Level Users").

## 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](http://www.performcarenj.org).

For Assistance - 24 hours a day - 7 days a week : Please Contact Us at 1-877-652-7624 HOME ESPAÑOL

# NJ Children's System of Care

Administered by PerformCare Behavioral Health Solutions | An AmeriHealth Mercy Company

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Welcome To  
**New Jersey Children's System of Care**

PerformCare is the statewide Contracted System Administrator (CSA) for the Division of Child Behavioral Health Services (DCBHS). As the CSA, PerformCare is

**LAUNCH CYBER**

## 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. Changing an Expired Password

Individual users will be notified that their CYBER password has expired, first by a notification on the log-in page that states their password will expire in 10 days. Once the 10<sup>th</sup> day has passed/on the 10<sup>th</sup> day, the user will be brought to the following screen after they attempt to log-into the system with their expired password (this is the same screen that will appear to a user after their password has been reset by their System Administrator).

**Your password needs to be changed ...**

This is the first time you are logging in or your password has expired  
It will need to be changed. Please enter the new password you would like to use to access the CYBER system going forward...

Passwords must be at least 8 characters in length and contain at least 3 of the 4 following groups:  
Upper case letters, lower case letters, numbers and special characters \*\$-+?\_&=!%{}/

Please note that you will need to remember this Password to regain access to CYBER in the future.

---

**Passwords are case sensitive.**

New Password

Retype New Password

Users will need to enter a new, strong password and then click Accept (users may re-use passwords after 4 new passwords have been entered into the system). This will prompt the system to check the password against the new requirements;

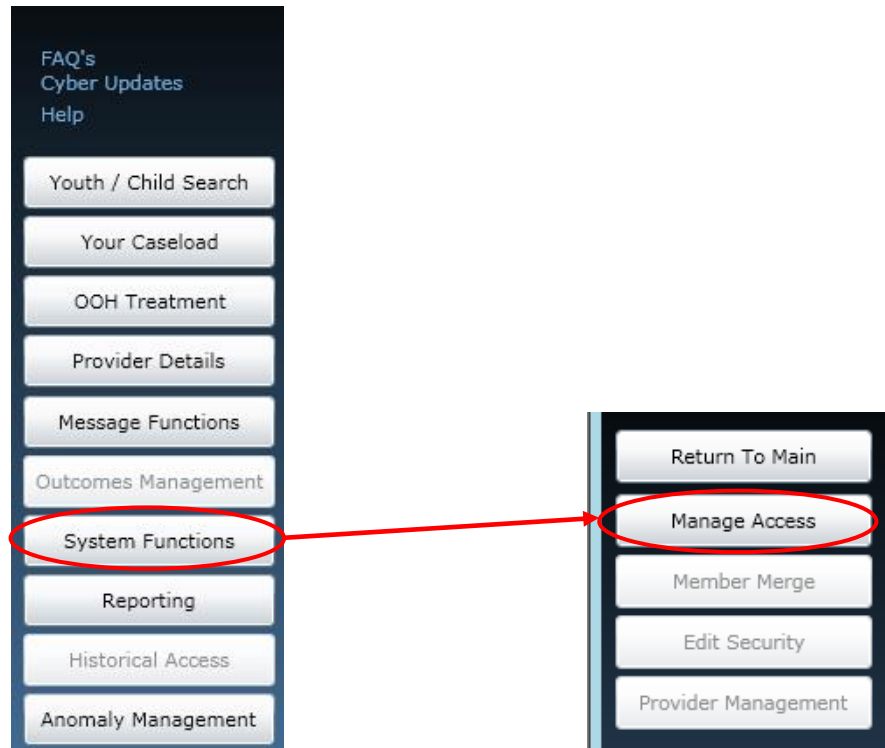
- Minimum of 8 characters in length
- Three of the following four parameters must be met;
  - Upper case letter
  - Lower case letter
  - Number
  - Special character (\*, \$, -, +)

If there is an issue with the new password, the system will alert the user to the issue, and the user will need to enter another password. If the system accepts the new password, the user will be logged into the system.

## IV. Changing an Existing Password

Users have the ability to change their own passwords at any time. Doing so will reset the system so that the user has another 90 days until they are asked to change their password again.

Clicking on the System Functions button on the left-side of the Welcome Page will bring the user to the Manage Access area.



Clicking the Manage Access button in the top left-hand corner of the window will bring the user to the Edit window for their log-in information.

The image shows a screenshot of the 'Edit My Login' window. The window contains the following fields and buttons:

- Login Name: [Blank field]
- First, Last Name: ASHLEY CRAVEN
- Password: [Masked field with 10 dots]
- Email: noreply@anywhere.com
- Phone: 6096890000
- Buttons: Save Login Info, Cancel

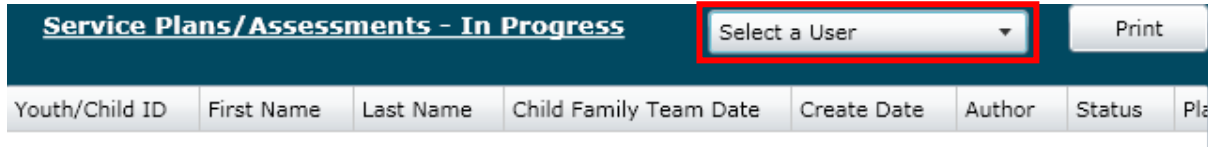
The user can delete the password and enter a new one in the Password field; this new password must also meet the same requirements as that which is entered on the new password screen (see page 4). It is recommended that if the Email Address field is blank that the user enters their current, valid Email Address so that it is logged into the system; if

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the user forgets their password at any time, they can contact their System Administrator, who can prompt the system to send a new, temporary password to their email account.

## V. Welcome Page Hierarchy

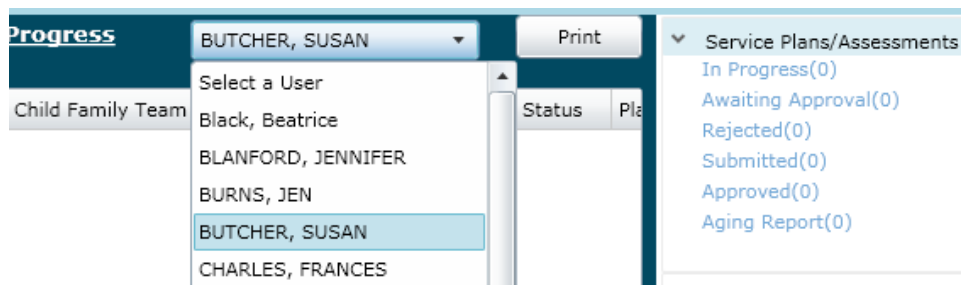
There is a new hierarchy structure available for use on the Welcome Page that users will find above the center grid area.



This pull-down menu will allow users that have a higher than Care Manager designation in CYBER to see the work of others below them in the hierarchy. This was done so that Supervisors and Managers could easily access and track the work of their staff; this was also implemented to assist others in gaining access to work. If a Care Manager is not available and work needs to be completed on a Treatment Plan or Assessment, the Supervisor or Manager (with the appropriate security designation attached to their User ID) can pull up that user's Welcome Page to see the Plan or Assessment; they can then easily locate it on the Plan Approval screen and transfer it to another user who is currently working with the youth. They can also transfer the plan or assessment to themselves to submit to the CSA.

\*Please note: Users with the Supervisor designation will also have the ability to see the work of other Supervisors (this is the case for Managers, as well). Supervisors and Managers will also have new functionality available to them on the Welcome Page that allows them to see the in progress work that is still assigned to any deactivated users from their agency; please refer to the training titled **Welcome Page Hierarchy for High-Level Users** for more information.

Selecting a name from the menu will then populate the links on the Welcome Page with that user's information; the selected user's name will appear at the top of the menu as a reminder to the logged-in user. (Note: to see the numbers next to the links on the right re-populate with the selected user's information, remember to click on the Refresh Totals button on the top of the right-hand side of the screen.)



Keep in mind that the User ID that is logged into the system is the ID that will be attached to any work that is done; the system will not maintain the ID that is chosen from the Welcome Page hierarchy. For example, if the Supervisor chooses to review the work of a Care Manager, and then goes to a youth's record and commits a progress note to the record, that note will have the ID of the Supervisor attached to it.



## VI. Plan Approval Screen

Those users that are familiar with the Treatment Plan Approval screen will see a number of changes have been made to this area.

Users will now find both Treatment Plans and Assessments on the Plan Approval screen. Changes have been made to the screen to make it easier for a user to locate a specific plan or assessment type.

The screenshot shows the 'Plan Approval' window with the following sections:

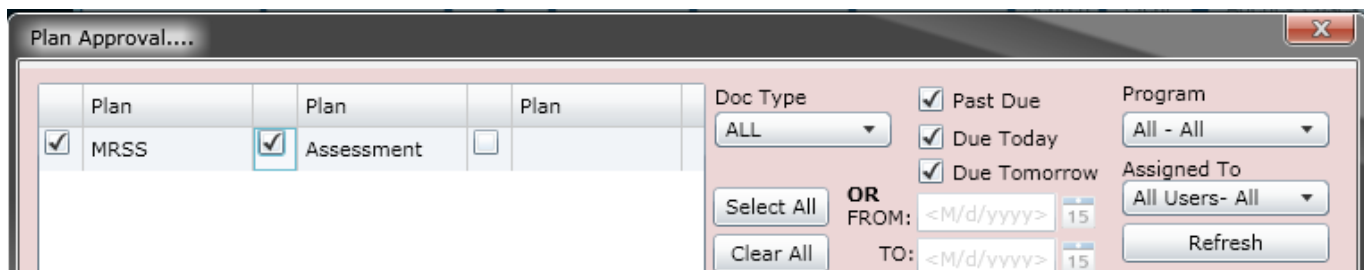
- Plan Selection Grid:** A grid with columns for 'Plan' and 'Plan Type'. 'MRSS' and 'Assessment' are checked in the 'Plan' column. 'FCP', 'ICPU', 'IniICP', 'TICP', and 'Crisis-Assmt' are checked in the 'Plan Type' column.
- Filters:** 'Doc Type' is set to 'ALL'. 'Past Due', 'Due Today', and 'Due Tomorrow' are checked. 'Program' is set to 'All - All'. 'Assigned To' is set to 'All Users - All'. 'FROM' and 'TO' dates are set to '<M/d/yyyy>' 15.
- Buttons:** 'Select All', 'Clear All', 'Refresh', 'Clear All', and 'Select All' are present.
- Filtered Plans (49):** A table with columns: PLAN, PLANTYPE, ASSIGNEDTO, YOUTH/CHILD.
 

| PLAN | PLANTYPE         | ASSIGNEDTO                                              | YOUTH/CHILD |
|------|------------------|---------------------------------------------------------|-------------|
| MRSS | FCP- In Progress | Liz Rudder                                              |             |
| MRSS | ICPU             | David Cooper                                            |             |
| MRSS | ICPU             | David Cooper                                            |             |
| MRSS | ICPU             | ZZZABDUR AZIM (CPC BEHAVIORAL HEALTHCARE MRSS MONMOUTH) |             |
| MRSS | IniICP           | JILL LAVENDER                                           |             |
- My Plans (17):** A table with columns: PLAN, PLANTYPE, ASSIGNEDTO, YOUTH/CHILD, REQUESTOR, DUE DATE, AGENCY.
 

| PLAN | PLANTYPE         | ASSIGNEDTO | YOUTH/CHILD | REQUESTOR      | DUE DATE            | AGENCY    |
|------|------------------|------------|-------------|----------------|---------------------|-----------|
| MRSS | FCP- In Progress | Liz Rudder |             | Liz Rudder     |                     | CPC BEHAV |
| MRSS | TICP- In Review  | Liz Rudder |             | Aida Hernandez | 2011/11/29 00:00:00 | CPC BEHAV |
| MRSS | TICP- In Review  | Liz Rudder |             | Tracy Fenech   | 2011/12/03 00:00:00 | CPC BEHAV |
| MRSS | TICP- In Review  | Liz Rudder |             | JOSEPH FELICE  | 2011/12/03 00:00:00 | CPC BEHAV |

At the top of the screen, users will find the Plan selection grid. By default, this area will only show the plans and assessments that the user has access to and that are currently active within the user's agency; meaning, they have not been sent to the CSA. This area fuels the types of plans and assessments that the user will see and will have access to in the next area of the screen. For example, as an MRSS user, options such as MRSS and Assessment will appear here. Once a selection is made, the Plan Type area will populate with options for plans and assessments for the user to choose from such as an Initial Crisis Plan and Crisis Assessment. The selections made from here are what fuel the Filtered Plans and Assessments that appear in the next grid – Filtered Plans. (Keep in mind that if the youth that the agency is currently working with do not have a certain plan type currently in the system, such as a Transitional Crisis Plan, that option will not appear in the grid.)

This top area also contains a number of filter options for this screen.



The “Doc Type” menu gives the user the option to look at Treatment Plans only, Assessments only, or All. If the user makes a selection here, it will cause the Plan grid (to the left of the menu) to show only what is applicable and available to the user. For example, if the user were to select “ASMT”, or Assessments, the Plan grid would only show those Assessment types that are available for the user to select (in the example above, the grid would only display Assessment for the Crisis Assessment).

Next to this area are the check-boxes for time-frames. These time-frames are associated with when the plan or assessment is due. If the user enters a time frame into the boxes here, they will be unable to select any of the other options listed.

The user also has the option of choosing to look at the plans or assessments for a specific program; this menu will only have more than one program available if the user’s CYBER ID is associated with more than one program.

The Assigned To menu allows the logged in user to look for plans and assessments that are assigned to a specific user in their agency; Supervisors and Managers may use this menu to look for the plans and assessments that are currently “In Progress” and are assigned to a user that is no longer with the agency (and has been deactivated). Using this function allows the Supervisor or Manager to locate the documents and reassign them to other users within the agency. Please note that deactivated users will remain on this list until all of their work that is in-progress or draft form has been reassigned.

If the user is on this screen for an extended period of time, there is a possibility that new plans and assessments have entered the system but they do not automatically appear on this screen. To see if new documents have been entered, clicking on the Refresh button will refresh the filter parameters, which will refresh the Filtered Plans grid.

**Filtered Plans (49)**

| PLAN | PLANTYPE         | ASSIGNEDTO                                              | YOUTH/CHILD |
|------|------------------|---------------------------------------------------------|-------------|
| MRSS | FCP- In Progress | Liz Rudder                                              |             |
| MRSS | ICPU             | David Cooper                                            |             |
| MRSS | ICPU             | David Cooper                                            |             |
| MRSS | ICPU             | ZZZABDUR AZIM (CPC BEHAVIORAL HEALTHCARE MRSS MONMOUTH) |             |
| MRSS | IniICP           | JILL LAVENDER                                           |             |

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The Filtered Plans grid will show all plans and assessments (based upon the filters chosen above) that are still within the agency and have not been submitted to the CSA. The grid will show the type of Plan and Plan Type, the status of the document (In Progress indicates that it is still with the author), who currently owns the document (Assigned To), the Name and ID of the youth, who the Requestor or Author of the document is, and the due date (when applicable). Users will also find a new column here – Return History – by scrolling to the right in the grid. If the document has been returned by the CSA, the name of the CSA Reviewer that returned the document will appear here. (This will be the most recent return; in order to see a full history, the user will need to open the document and click on the History button. See page 11 for more details.)

Users can assign a plan or assessment to themselves, even if it is currently assigned to another user; users with a Plan Level 1 designation assigned to their User ID can only assign to themselves, with Plan Level 2 and 3 users can assign to any users within their agency. In order to assign a document to another user (the logged in user or someone else in the agency), the document must be selected in the grid (by single-clicking on it) and then the user will click on the Assign button, below the grid. Once the plan or assessment has been assigned to the user, it will appear in the My Plans grid at the bottom of the window. (Plans and assessments that have been submitted to the CSA or to a youth’s record, in the case of a Crisis Assessment, will not appear on this screen.)

**My Plans (17)** Double click on a treatment plan to review.

| PLAN | PLANTYPE         | ASSIGNEDTO | YOUTH/CHILD | REQUESTOR      | DUE DATE            | AGENCY    |
|------|------------------|------------|-------------|----------------|---------------------|-----------|
| MRSS | FCP- In Progress | Liz Rudder |             | Liz Rudder     |                     | CPC BEHAV |
| MRSS | TICP- In Review  | Liz Rudder |             | Aida Hernandez | 2011/11/29 00:00:00 | CPC BEHAV |
| MRSS | TICP- In Review  | Liz Rudder |             | Tracy Fenech   | 2011/12/03 00:00:00 | CPC BEHAV |
| MRSS | TICP- In Review  | Liz Rudder |             | JOSEPH FELICE  | 2011/12/03 00:00:00 | CPC BEHAV |

Unassign

Double-clicking on an entry in this grid will open the document up to the user, who will be able to work on the document, transfer it to another user within the agency (if need be) or submit it directly to the CSA.

Users have the option of Unassigning a plan or assessment from their own ID; doing this will allow another user to see it in the Filtered Plans grid as being Unassigned (in the Plan Type column). Clicking on the Unassign button below the My Plans grid will send the selected plan or assessment back to the Filtered Plans grid. This does not transfer the document to another user; if the logged in user is the author, the document will remain available to them on this screen as well as the Treatment Plans and Assessments grid of the youth’s record (and the author’s Welcome Page, as well).

## VII. Crisis Assessment Tool History

Users now have the ability to track the ownership of a Crisis Assessment before it is submitted with a Treatment Plan to the CSA. This functionality mimics that which is already available for use on the Treatment Plans.

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> DIAGNOSIS

---

> MENTAL HEALTH STATUS/INVOLVEMENT

---

> DEVELOPMENTAL DISABILITIES STATUS/INVOLVEMENT

---

> RECOMMENDATIONS

---

Save

Save & Close

Submit

Print

Cancel

Delete

View Crisis Review History

Clicking on the View Crisis Review History button will bring up a grid that will show the user the date and time that the Assessment was transferred to users other than the author (using the Plan Approval screen).

| Crisis Assessment Review History         |        |            |                      |                |  |
|------------------------------------------|--------|------------|----------------------|----------------|--|
| Assessment Review History is shown below |        |            |                      |                |  |
| FromUser                                 | ToUser | Status     | Date                 | Program        |  |
| LRudder                                  | (Self) | Assigned   | 2/17/2012 4:22:48 PM | M4-MR Monmouth |  |
| LRudder                                  | AMegna | Assigned   | 2/17/2012 4:22:34 PM | M4-MR Monmouth |  |
| LRudder                                  |        | Unassigned | 2/17/2012 4:22:23 PM | M4-MR Monmouth |  |