Instructional Guide to Youth Link for Care Management Organizations (CMO)

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Instructional Guide to Youth Link for Care Management Organizations

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I. Introduction

Youth Link is an area within the CYBER system that is used to house referrals for Out-of-Home treatment. Youth Link is used by Care Management Organizations (CMO) to manage Out-of-Home referrals. Youth Link is also used by Out-of-Home (OOH) providers to review Out-of-Home Referrals Requests, request Certifications of Need, complete admissions, and manage their census.

Youth Link referrals come from three possible sources:

- 1) <u>OOH Referral Request</u> completed by the youth's CMO.
- 2) <u>CSAP-IDD Referral Request</u> with CSAP CABS.
- 3) <u>Transition Joint Care Review</u> (TJCR), completed by an Out-of-Home (OOH) provider. This document is completed when a youth is in need of transition to another Children's System of Care (CSOC) OOH treatment program, whether it be at a lower, lateral, or higher Intensity of Service (IOS).

In addition to submitting one of the above-mentioned documents, PerformCare also requires supporting clinical documentation. The documentation requirement checklists for the OOH Referral Request and the TJCR are available on the PerformCare website (see <u>References</u>).

Upon receipt of the required referral information, a PerformCare Clinical Care Coordinator (CC) will review the submitted information, render an Intensity of Service (IOS) determination, and will post the referral on Youth Link. Based on the youth's identified Intensity of Service (IOS), OOH referrals are either auto-assigned by Youth Link or manually assigned by the Office of Residential Services (ORS- formerly SRTU) at the New Jersey Children's System of Care (CSOC). Additional information related to the function of the ORS is available on the document, 'Access to ORS', which is also on the PerformCare website (see <u>References</u>).

This guide will review the Youth Link functionality that is specific to **Care Management Organizations**. Youth Link functionality for OOH providers is described in the document, 'Instructional Guide to Youth Link for OOH Providers'.

II. Accessing CYBER

CYBER can be accessed via the PerformCare website – <u>www.performcarenj.org</u>. The link is available under the CYBER menu at the top of the home page or the button at the bottom of the page. Users must log into CYBER with their Username and Password.

NJ Children's System of Contracted System Administrator – PerformCa	Care Ire [®]	1-877-652-7624 24 hours a day, 7 days a week		A Home	☆ Language ▼ Search website	A Careers	About	Contact
Parents and Caregivers -	Youth -	Providers 🔻	Educators	CYBE	R Find	a Provider	En e	spañol

Each provider organization has at least two CYBER Security Administrators, and your agency's CYBER Security Administrators can set up a login and temporary password. Access will be based upon login type and security levels.

Before logging in, keep in mind...

- Every time CYBER is launched, the Username and Password is required, then click the LOGIN button to continue.
- Users are required to change their password every 90 days.

Above the login area is a statement that, CYBER users acknowledge their responsibility to protect the privacy of and to guard against the inappropriate use or disclosure the Protected Health Information (PHI) contained within the system.

This statement will appear during each log in.

Please also check the link: <u>CYBER Access Requirements</u> page on the PerformCare website for the most up-todate technical requirements (such as browser compatibility and operating systems) needed to access CYBER.

At the bottom of the login page is the version of CYBER. The server number is the last 2 digits at the end (-XX). This is helpful to note when requesting assistance.



CYBER LOGIN

As a CYBER user, I understand that my work will involve access to Protected Health Information (PHI) as defined by HIPAA (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 of disclosure of this PHI by logging in as a CYBER user.

This acknowledgement 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/

CYBER contains substance use diagnosis and treatment information that is protected by federal confidentiality rules (42 CFR Part 2). Users that access such confidential information pursuant to a valid written consent are prohibited from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The federal rules restrict any use of the information to criminally investigate or prosecute any person with substance use treatment needs.



Please CLEAR your browser Cache before using this new version of CYBER.

For technical support, please use the **<u>Customer Service Request Form</u>** link under the login.

III. OOH Referral Request

OOH Referral Requests are housed on the Treatment Plans and Assessments grid within a youth's record, accessible via the 'Treatment Plans Assessments' button. They appear as <u>OOH</u> under the Assessment Type column.

Outcomes Report	Select Treatment Plan create:	or Assessment type to	Select an Assessment/Treatm	nent Plan	Add New	Clear Search
ongitudinal Outcomes Report	Double click an existin	ng assessment to open it fo	r Review/Edit			
	Assessment Type	Assessment Sub Type	Assessment /CFT Date	Author	Submitted to CSA Date	Assessment
Individual Outcomes Report	TREATMENT PLAN	CMO - SC				
	OOH					
	TREAT ACAIT DI ANI	CHO CROOP				

Update Contact Information

Prior to starting the OOH Referral Request for a youth, it is recommended that the youth's Care Manager (CM) review their own contact information within CYBER to ensure that it is up to date. This information automatically populates fields within the Referral and is used by the OOH programs when reviewing referrals. CMs may check their contact information by clicking on the System Functions button from the Welcome Page, which will give them access to the Manage Access button. Clicking there will bring up the user's individual profile, where they may update their contact information.

anage Access				
ser Preferences	Edit My Login			×
ember Merge it Security	Login Name	Userid		
ovider Management	First, Last Name	First Name	Last Name	
tem Notifications	Password	*******		
	Email	Email@Gmail.com		
	Phone	609-111-1111 Ext		

Out-of-Home Referral Request

Creating the OOH Referral Request

General tips to completing the OOH Referral Request:

- Documentation must substantiate the decision to seek OOH treatment for the youth.
- The dates of the Psychological/Biopsychosocial Evaluation and any Specialty evaluations (such as Fire Setting evaluation) <u>must</u> match with the documentation that is uploaded to the youth's record.
- If the youth is classified, the Individualized Education Program (IEP) cover sheet should be uploaded to the youth's record; however, the entire IEP is not necessary.
- Rated questions must be answered completely. When rating an area 1, 2 or 3, comments should be specific to the rating and support the rating. (For example, under the Behavioral Emotional Symptoms tab, there are rated

questions regarding Depression and Anxiety. If the youth is given a rating of 1, 2 or 3 in those areas, information other than a diagnosis should be included. For example, how is the youth presenting symptoms of depression, is the youth experiencing panic attacks and if so, how often and what is the severity of those attacks, etc.)

• All modules must be completed once they are triggered (i.e., opened). Modules are opened based upon the rating given to certain questions in the Referral. All questions within the modules are required.

The CMO is responsible for uploading all required documentation into the youth's record **prior to submitting** the OOH Referral Request. Refer to the 'OOH Referral Request Checklist for Document Upload' on the PerformCare website (see **References**).

Any OOH Referral Request that is received without all required documentation is returned to the person who submitted the request and will not be reviewed. The referral will not be posted on Youth Link until the review is complete.

PerformCare Review of the OOH Referral Request

Once received with documentation, PerformCare has two (2) business days to complete the review of the referral. If approved, an Intensity of Service (IOS) determination is made, and the referral is posted to Youth Link.

The referral is automatically assigned to programs with an exact match to the IOS and specifiers from the referral. The referral is placed into the matched programs' Provider Queue on Youth Link with a status of 'Assign'.

IV. Accessing Youth Link

Youth Link can be accessed by clicking on the Out-of-Home button – it is located on both the Welcome Page and on the Youth/Child Search page, on the left-side button bar. Youth Link may also be accessed from a youth's record. Once in a youth record, users may click the Out of Home button on the left-side button bar:

		Return To Main
		Face Sheet
		Out of Home
Security Administrator	Quick Search	My Active Youth
Youth / Child Search	First Name	<u>Plan Approval (9)</u>
FSS Link	Last Name	Progress Notes
My Active Youth	DOB MM/DD/YYYY	Treatment Plans Assessments
Provider Details	Service Plans/Assessments - In Progress	Authorizations

Youth Link can be access from Out of Home buttons.

V. Navigating Youth Link

Youth Link Grid

Youth Link will only show the referral information for youth that are open to the logged-in user's specific CMO's county/counties. The **Youth Link Grid** at the top of the screen will display information such as the current status of the referral, age of the youth, and specifiers that indicate the youth needs a program that can accommodate the youth's specific needs.

OOH Specific Functio	ons										
Provider Status All Active	Youth/Child ID	Referral#	IOS				\$	Search	Clear Search		
Youth Link											🖶 Print
Youth/Ch ID Map	Referral Refer Number	ral Status	Youth/Child	Gender	Age	Case Management Entity	Intensity Of Se	rvices	Open to SRTU	CON	CON Exp

There is a search/filter function above the Youth Link grid, which allows the user to search for specific referrals. The available search fields are:

- <u>Provider Status</u> (dropdown menu)
 - This allows the user to search/filter for referrals in a specific status, including Admit.
 - If the user searches for referrals in Admit status, all referrals with that status will populate the grid. These will include referrals for youth that have since been transitioned from the programs.
 - If the user searches for referrals that are in Cancel status, all referrals with that status will populate the grid. The column 'Last Date Referral Cancelled' will also populate with the last date the referral was cancelled (referrals may be cancelled either automatically or manually multiple times before needing a new referral). See <u>Cancelling a Referral</u> to learn more about cancellation of referrals on Youth Link.
- <u>Youth/Child ID</u> link will take the user to the youth's record.
- <u>Referral Number</u> the unique ID number for the referral.
- <u>IOS</u> (dropdown menu) the entire list of types of Intensity of Services.

outh Link	(l	Print P
Youth/Ch ID	Map	Referral Number	Referral Status	Youth/Child	Gender	Age	Case Management Entity	Intensity Of Services	Open to SRTU	CON	CON Exp
	Map		Assign				смо	RTC		Expired	11/11/2
	Мар		InProcess				смо	SPEC	Ves		
	Map		InProcess				CMO	RTC			
	Мар		InProcess				CMO	SPEC	Ves	Expired	07/30/2
	Мар		InProcess				CMO	PCH	Ves		
	Мар		Assign				CMO	PCH	Yes		
1											

The columns of the Youth Link grid are as follows:

• Youth/Child ID – This hyperlink gives the user access to the youth's record.

- Map (link) pulls up the Geomap (see the Map section for more information).
- Referral Number each referral is given a unique number for identification purposes.
- Referral Status each status has a referral, which indicates where the youth is in the admissions process with any one provider. Statuses are:
 - Assign indicates the referral has been assigned to at least one Provider's Queue.
 - Open the referral is currently not assigned to a provider.
 - In Process the referral is being reviewed for possible admission into at least one program. This will include that a Meet & Greet is scheduled or an admission date has been scheduled for the future.
 - Admit is a status but will not appear by default in the Youth Link grid. Users will need to search for referrals
 in this status by using the Provider Status menu above the grid.
- Youth/Child Name
- Gender
- Age
- Case Management Entity
- Intensity of Services
- Open to SRTU (Specialized Residential Treatment Unit) displays Yes or No based on SRTU staff adding their name on the Provider tab to assist in admission to SPEC, PCH and IDD programs.
- CON (Certification of Need) will display status of the Certification of Need document.
 - The CON is a required document that is automatically triggered when an OOH (type 59) provider moves an OOH referral into *Scheduled* status, indicating the intention to admit. PerformCare has two calendar days to review the CON.
- CON Exp Date will display expiration date of the CON (see the 'Instructional Guide to the Certification of Need' for more details).
- Days on Youth Link this is an auto-calculation of how many days the referral has been active on Youth Link. This
 will not include any days that the referral was in Cancelled status (see <u>Cancelling a Referral</u> for more information
 on cancelling a referral and for auto-cancellation of a referral).
- Last Date Referral Cancelled
- Admission Date
- Created Date
- Created By
- Gender Serviced
- Specifier columns follow such as IQ 50 to 69, Assault, Fire Setting, Suicide Risk, Pregnancy, etc.

When a user single-clicks on a referral in the Youth Link grid, the Provider Status grid will populate with information regarding the current and past status of the chosen referral.

Provider Status Grid

outh Link										🔒 Print
Youth/Ch N	Nap Refe	rral Referral Status ber	Youth/Child	Gender Age	Case Management En	ntity Intensity	y Of Services	Open to SRTU	CON	CON Ex
N	Nap	Assign			СМО	RTC:			Expired	11/11/2
N	Лар	InProcess			смо	SPEC		Yes		
- N	Лар	InProcess			смо	RTC				
N	Map	InProcess			СМО	SPEC		Yes	Expired	07/30/2
16	Лар	InProcess			смо	РСН		Yes		
					6110	DCU		Ves		
rovidor Stat	Лар	Assign	÷ -		CMO	Pen		Number of You	uth on Youth	Link:(15
rovider Stat	Map SUS	Assign			CMU			Number of You Clea	uth on Youth ar Search	Link:(15)
Provider Stat	Kus Status	Assign Reason Description	Site Name	Provider Type	Avail Beds Co	Contact Name	Contact Phone	Number of You Clear Contact Ema	uth on Youth ar Search	+ Link:(15) Print Youth/Chi
rovider Stat	tus Status Assign	Assign Reason Description	Site Name YCS-HOLLEY CENTER - YOUT	Provider Type	Avail Beds Co	Contact Name	Contact Phone	Number of You Clea	uth on Youth ar Search	F Link:(15)
Vrovider Stat	tus Status Assign Assign	Assign Reason Description	Site Name YCS-HOLLEY CENTER - YOUT EAST MOUNTAIN YOUTH LO	Provider Type 59 59	Avail Beds Co	Contact Name	Contact Phone	Number of You Clea	ar Search	⊢ Link:(15) Print Youth/Chi
Vrovider Stat	CUS Status ASSIGN ASSIGN ASSIGN	Assign Reason Description	Site Name YCS-HOLLEY CENTER - YOUT EAST MOUNTAIN YOUTH LO YCS - Kilbarchan - YOUTH CO	Provider Type 59 59 59	Avail Beds Co	Contact Name	Contact Phone	Number of You Clear Contact Ema	ar Search	+ Link:(15) ⊕ Print Youth/Chi
Vrovider Stat	CUS Status ASSIGN ASSIGN ASSIGN ASSIGN	Assign Reason Description	Site Name YCS-HOLLEY CENTER - YOUT EAST MOUNTAIN YOUTH LO 'YCS - Kilbarchan - YOUTH CO The Center for Great Expectat	Provider Type 59 59 59 59	Avail Beds Cr 15 12 8 5	Contact Name	Contact Phone	Number of You Clea	ar Search	+ Link:(15) ⊕ Print Youth/Chil
rovider Stat	CUS Status ASSIGN ASSIGN ASSIGN ASSIGN ASSIGN	Assign Reason Description	Site Name YCS-HOLLEY CENTER - YOUT EAST MOUNTAIN YOUTH LO YCS - Kilbarchan - YOUTH CO The Center for Great Expectat Center for Family Services - E	Provider Type 59 59 59 59 59 59	Avail Beds Co	contact Name	Contact Phone	Number of You Clea	ar Search	+ Link:(15) Print Youth/Chil

The Provider Status grid will contain the following information:

- Referral Number matches the Referral Number shown in the Youth Link grid for the chosen referral.
- Status current status of the referral with the OOH program.
- Reason Description is populated if the OOH program chose to 'Not Accept' the youth into their program. This may be done for a variety of reasons when the youth is not a good match for the program and vice versa.
- Site Name the program and site name of the program that the referral was assigned to.
- Provider Type Medicaid codes 44-Home Care Provider; 59-Hospital and Nursing Homes
- Avail Beds the current number of available beds at the program.
- Contact Name, Phone and Email contact information for the admissions contact at the program.
- Youth/Child youth's first and last name.
- Days in Provider Queue cumulative days the referral has been assigned to this program's queue.
- IOS Determination Date date on which PerformCare made the IOS determination (i.e. TH, GH, PCH, etc.).

This grid may be helpful to the CMO when seeking to admit a youth to an OOH program. CMO's have the ability to contact the OOH programs who have the youth's referral assigned to their queue. This grid also provides the CM with the status of a provider's review of the referral.

Referral Status

CMOs will see the Referral Status column in the Youth Link grid. OOH users can change the status of a referral from inside the referral document. CMO users by default, see the status of a referral as 'Assign' after it is assigned to the OOH provider Queue. The OOH provider may open and manually change the any status by modifying the Current Status at the bottom of the referral.

The available statuses are as follows and are defined as follows:

- <u>Assign</u> the referral is assigned to at least one Provider Queue in the system.
- <u>Review</u> the program is reviewing the youth's referral and supporting documentation.
- <u>Awaiting Information</u> the program is waiting to receive additional information to support the decision to move forward in the admission process.
- <u>Meet/Greet</u> a meeting has been scheduled with the youth, legal guardian, Care Manager, DCPP worker, etc.
- <u>Accept</u> the youth has been accepted into the program, an admission date is not set.
- <u>Schedule</u> the youth has been accepted into the program, an admission date is set for the near future; this status should only be used when an official admission date is scheduled.
- <u>Admit</u> admits the youth into the program. The referral is removed from the Queue, and the youth's information will now appear on the program's census. An initial authorization for services is automatically created for the program. The program now has read-write access to the youth's record.
- <u>Not Accept</u> the program was determined as not a good fit for the youth and/or vice versa. When this is the selection made, the user must include a reason as to why the program cannot accept the youth.
- <u>Cancel</u> the referral was auto canceled or manually canceled.

CMOs also have the ability to print both the Youth Link and Provider Status grids, which may assist in managing the referrals and the current status with each OOH program.

Face Sheet button

Users may access a youth's Face Sheet by clicking on the 'Face Sheet' button on the far left of each row. This gives users read-only access to the youth's record to see demographic information as well as review available documentation uploaded by the agency requesting OOH. In addition, specific documentation is required to be uploaded into a youth's record when an OOH Referral Request or TJCR is submitted into CYBER (See **VII.** <u>Reference Documentation</u>). The documentation is used to assist in determining the appropriate IOS for the youth. The documents can be found on the Doc tab within the youth's Face Sheet.

Map Link

Each referral row also has a 'Map' button, which will bring up the Geomap functionality when clicked. The Geomap will plot the youth on a map of New Jersey, based upon the zip code of the Youth's address on the Demographics tab of the Face Sheet.

Youth/Ch ID	Мар	Referral Number
	Мар	

The user can then select a Provider Type from the menu on the lower-right side of the window. This will populate the map with pinpoints at the location of each agency for that Provider Type. In some instances, the location may be an administrative location and not the physical location of the treatment program (as is the case with Treatment Homes).

When the user hovers over the pinpoint with their mouse, a box will appear with information that includes the admissions contact information, the gender served by the program, the current number of open beds and how far the program is from the youth's location, based upon the zip code of the program and the zip code of the youth. This information is being updated in real time – if the program was at capacity and submitted a transition or discharge that was approved, the number of open beds would change to '1'.

GEO MAP



The Geomap is especially helpful if a youth is transitioning from one program to another Provider Type.

The distance calculation feature can assist the Child Family Team (CFT) when exploring out-of-home programs, especially regarding the program's proximity to the family's home.

Users can utilize the Geomap to find a new program for the youth by looking at the number of open beds and general program information for other Provider Types.

Manual Referral Assignments/SRTU

At the time of the IOS determination, PerformCare will verify if the OOH referral qualifies for ORS (Office of Residential Services) consultation. ORS will manually assign referrals to a provider's queue based on a youth's identified needs.

Additional information related to ORS's function and the consultation process is available on the document, 'Access to ORS', which is on the PerformCare website (see section **VII.** <u>Reference Documentation</u>).

OOH Referral Returns

When PerformCare returns an OOH Referral Request to the CMO, the document is returned to whomever submitted it – this is not necessarily the author of the document. PerformCare Clinicians will provide the following:

- Information into the Notepad tab of the Referral outlining why it was returned.
- A progress note will be entered in the youth's record also detailing the return reason(s).

The Referral may be modified at the agency and resubmitted for additional review. PerformCare has another two (2) business days after receipt to approve or return the Referral.

Users are responsible for monitoring CYBER for approvals and returns. Users may find the status of their submitted Referrals by opening the OOH Assessment Referral from within a youth's record and clicking on the View History button at the bottom of the document. This window will show the most current activity at the top of the list.

eatment Plan	Review History				
atment Plan Revie	ew History is shown belo	w			
romUser	ToUser	Status	Date	Program	
	(Self)	Approved		CSA	
	(Self)	Assigned		CSA	
		Submitted to CSA		CSA	
	(Self)	Assigned		CMO	
		Transferred		смо	

If a referral (or TJCR from the OOH provider) has been returned, the 'To User' column will show to whom it was returned and the 'Status' column will display 'Returned'.

Welcome Page for CMO

outhLink - New	vly Assigned			Select	a ilser	Clear Search	Print	Assessments
				Server				Authorizations
Youth/Child ID	First Name	Last Name	Post Date Status	Assign Date	IOS			YouthLink View
								New To YouthLink(0)
								Newly Assigned(0)
								Accentral(2)
								Accepted(3)
								Scheduled(0)
								45 Day Reminder(1)

In the right-hand column on the Welcome Page, there is a **Youth Link View** accordion with links that display refer to information about Youth Link activity. When a link is clicked, data will appear in the center area of the Welcome Page. Each view has a blue hyperlink that can take the user directly to the youth's face sheet. The links are:

- <u>New to Youth Link</u> referrals that have posted to Youth Link in the last 3 calendar days.
- <u>Newly Assigned</u> referrals that are in Assigned status in the last 7 calendar days.
- <u>Accepted</u> all the youth referrals on the user's My Active Youth list that are in Accepted status.
- <u>Scheduled</u> all the youth referrals on the user's My Active Youth list that are in Scheduled status.

- <u>45 Day Reminder</u> a list of youth referrals in the user's My Active Youth list that will be cancelled from Youth Link in 5 calendar days. This is a reminder that these youth require a 'Continued Need for Out-of-Home Treatment' progress note every 45 days.
- <u>Aging Report</u> this view displays all youth on the user's My Active Youth list that have been on Youth Link for more than 25 calendar days. Aging Report displays the date when the referral was posted on Youth Link as well as the number of days since posting in a column labeled Days on YL. This list serves as a reminder for CMOs to send a referral packet to SRTU upon 30 days on Youth Link for TH, GH, and RTC IOS.

CMOs may also find returned OOH assessments on their Welcome Page, under Service Plans/Assessments on the Rejected link. In addition, Plan Approval in the Filtered Plans grid, users will show all Returned assessments in the Return History of an OOH assessment column.

	Plan		Plan	Plan	Doc Type	_	Past Due	Program		
	Assessment		CMO	оон	ALL	=	 Due Today Due Tomorrow 	CMO Assigned To		4
					Select All	FROM: TO:	мм/dd,үүүү 📰	All Users - All Refresh		
	Plan Type		Plan Type	Plan Type	Dian Trans		Blan Tuno	Plan Type		
				Fight type	Plan Type	Plan Type	Fian Type			
	OOH-Assmt		SN Assmt		Plan type	Plan Type	Plan type			
lte	OOH-Assmt	25)	SN Assmt	ran ife	Ріал туре	Plan Type	ran type		Clear All S	Select Al
lite	OOH-Assmt red Plans (25)	SN Assmt	ASSIGNEDTO	Pian type	Plan Type RY YOUT	TH/CHILD	DUEDATE	Clear All S	Select Al
✓ Ite PLAI	OOH-Assmt red Plans (N PLI ssment OO	25) ANTYPE	SN Assmt	ASSIGNEDTO	Pian Type RETURN HISTO	Plan Type RY YOUT	TH/CHILD	DUEDATE	Clear All S	Select Al
Ilte PLA/ Asse	OOH-Assmt red Plans (N PL ssment 00 ssment 00	25) ANTYPE H-Assmt	SN Assmt	AssignedTo	Pran Type RETURN HISTO	Plan Type	TH/CHILD	DUEDATE	Clear All S	Select Al AG CI-
Ilte PLAI Asse Asse	OOH-Assmt red Plans (N PL ssment 00 ssment 00 ssment 00	25) ANTYPE H-Assmt H-Assmt	SN Assmt	ASSIGNEDTO	Pran Type RETURN HISTO	Plan Type RY YOUT	TH/CHILD	DUEDATE	Clear All S	Select Al Ac cl cl cl

VI. Cancelling a Referral Manual Cancellations

There are situations when an OOH Referral Request will need to be cancelled by the youth's CMO. The following process should be followed:

- Once the Child Study Team has determined that OOH is no longer needed, the youth's Care Manager will go to Youth Link to find the youth's referral. Double click to open the referral. After opening the referral, the user will have access to a 'Cancel Referral' button at the bottom of the document.
 - Clicking this button will open a popup window, where the user will select the reason for cancellation and input an explanation.

Question	×
Select a reason for cancellation	-
Explanation (Optional)	1
Select a reason for cancellation	¢
Child already placed in DCBHS OOH Treatment Child moved out of state Child no longer needs an OOH Treatment Child placed in non DCBHS placement Child will remain at current placement Other	
OK Cancel	

Reasons for cancellation are:

- Child already placed in CSOC OOH Treatment
- Child moved out of state
- Child no longer needs an OOH Treatment.
- Child placed in Non-CSOC OOH Treatment
- Child will remain at current placement
- Other
 - o If Other is chosen, an explanation must be entered before clicking 'OK' to cancel the referral.

Automatic Cancellations

For an OOH Referral Request to remain on Youth Link, the youth's CMO is responsible for entering a **Continued Need for OOH Treatment** progress note into the youth's record <u>every 45 days</u>. This progress note should not be back dated.

If the note is not entered into the record, the referral is <u>automatically</u> cancelled. If this occurs, the user may enter a **Return to Youth Link** progress note to repost the referral. The note must be entered before the 90th day after the initial posting of the referral to repost the referral to Youth Link. If the progress note requirement is met, the referral will re-appear on Youth Link the following day and will automatically be assigned to the appropriate providers.

Enter a Progress Note							
Notation Type	Data	Time H	м			Dur H	м
Critical Incident Report	Date			AM	OPM		
Critical Incident Report	MM/DD/XXXX			0.1.11	O.M.	D	0

Enter a Progress Note						×
Notation Type	Date	Time H M	OTM OTM	Dur H	м	
Return To Youthlink	MM/DD/YYYY		CAINI OPMI	0	0	

When a referral is automatically cancelled, and the referral is older than 90 days, and the CMO has not entered a Return to Youth Link note and depending on the document that created the original referral, a new Out-of-Home Referral Request or a new Transition JCR Treatment Plan may need to be created.

VII. References

- PerformCare website
 - o Providers Training Section: <u>http://www.performcarenj.org/provider/training.aspx</u>
 - Instructional Guide for Document Upload: <u>https://www.performcarenj.org/pdf/provider/training/general-csoc/document-upload-functionality.pdf</u>
 - o Providers Forms Section: <u>http://www.performcarenj.org/provider/forms.aspx</u>
 - Tier II Consultation: <u>http://www.performcarenj.org/pdf/provider/tier-ii-consultation-process.pdf</u>
 - Access to ORS: <u>https://www.performcarenj.org/pdf/provider/access-to-ors.pdf</u>
 - o Providers Resources and FAQs: <u>http://www.performcarenj.org/provider/resources-faq.aspx</u>
 - Document Upload Requirement Checklist: <u>http://www.performcarenj.org/pdf/provider/ooh-referral-request.pdf</u>

PerformCare Customer Service

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Appendix A: Intensity of Services

Behavioral Health	DAP	Detention Alternative Program
Substance Use	Detox	Detox
Behavioral Health	EDR-HT	Emergency Diagnostic Reception Unit Human Trafficking
I/DD	EDR-IDD	Emergency Diagnostic Residential
Behavioral Health	EDRU	Emergency Diagnostic Reception Unit
Behavioral Health	GH	Group Home
I/DD	GH-1-IDD	Group Home Level 1 for I/DD
I/DD	GH-2-IDD	Group Home Level 2 for I/DD
I/DD	IPCH-IDD	Intensive PCH for I/DD
Behavioral Health	IRTS	Intensive Residential Treatment Services
I/DD	INT-IDD	Intensive I/DD (group of OOH)
I/DD	RESP-IDD	Respite Homes – I/DD
Behavioral Health	ORT	Out of State Residential Treatment
I/DD	ORT-IDD	Out of State Residential for I/DD
Behavioral Health	РСН	Psychiatric Community Home
I/DD	PCH-IDD	Psychiatric Community Homes for I/DD
Behavioral Health	RTC	Residential Treatment Center
Behavioral Health	RTC-BH/SU	Residential Treatment Center Co-occurring Behavioral/Substance Use
Behavioral Health	RTC-BH/DD	Residential Treatment Center Co-occurring Behavioral/Developmental Disability
I/DD	RTC-IDD	Residential Treatment Center for I/DD
Substance Use	RTC-LT-SJI	Long Term Substance Abuse (SJI)
Substance Use	RTC-LT-SA	Long Term Substance Abuse
Substance Use	RTC-ST-SJI	Short Term Substance Abuse (SJI)
Substance Use	RTC-ST-SA	Short Term Substance Abuse
I/DD	SSH-IDD	Special Skill Homes for I/DD
Behavioral Health	SPEC	Specialty Home
I/DD	SPEC-IDD	Specialty Programs for I/DD
I/DD	SA-IDD	Supervised Apartments for I/DD
Behavioral Health	ТН	Treatment Home