PerformCARE®

Instructional Guide for Provider Details

<div align="center">

PerformCare®

Instructional Guide for Provider Details

</div>

Contents

PerformCare®

I. Introduction

Provider Details is the area of CYBER that houses the provider information for all agencies that appear in the system. The area is accessible from the Welcome Page and is broken down into five tabs:

- **All Providers** – will show the user information for all providers housed in the system
- **Medicaid Providers** – lists all Medicaid providers that are put into CYBER by an automatic, electronic process, not only those that provide services under the Children's System of Care (CSOC)
- **CSOC Providers** – agencies contracted by CSOC to provide services
- **Out of Home (OOH) Providers** – agencies that provide OOH treatment services
- **Non-Medicaid Providers** – any provider agency that bills for CSOC services outside of the Medicaid system
- **Adolescent Housing Hub (AHH) Providers** – agencies that provide housing for Homeless youth through the AHH program

All Medicaid information in the Provider details area originates at Medicaid. CYBER receives this data through a regularly updated feed from Medicaid.

Within the Provider Details area, providers with access to CYBER may review their own agency information. Intensive In-Community (IIC) providers can access their IIC agency profile to indicate their available status, contact information, counties, languages, and specializations. This information feeds into a process called a Randomizer. PerformCare utilizes the Randomizer during the triage process to generate three random IIC agencies in the youth's county that can provide an initial BioPsychoSocial (BPS) assessment to the family. The Randomizer process ensures that the agencies are selected randomly and without user error or bias.

Providers of Intensive In-Home (IIH) services may use the Provider Details area to indicate which IIH-related services they offer in which counties and languages. This allows Care Management Organizations (CMO) to view the IIH agencies' information and make decisions regarding requesting services.

CYBER provides control over who can manage the Provider Details area by a specific Security group that when added to a CYBER user, gives edit access to the Provider Details area of that IIC or IIH agency.

The Provider Details area is also an entry point for PerformCare to enter or non-Medicaid providers into the system. These providers will appear under the Non-Medicaid Providers tab.

An additional feature in the Providers Details area allows all Users the ability to identify the location of agencies using the Geomap functionality, similar to the YouthLink Geomap. The Geomap allows users to look up a specific type of provider using an interactive mapping functionality that displays collected information on each provider shown on the map. The aforementioned information includes location, admissions contact information, provider and specialty types.

PerformCare®

II. Accessing CYBER

CYBER can be accessed via the PerformCare website – www.performcarenj.org . 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.
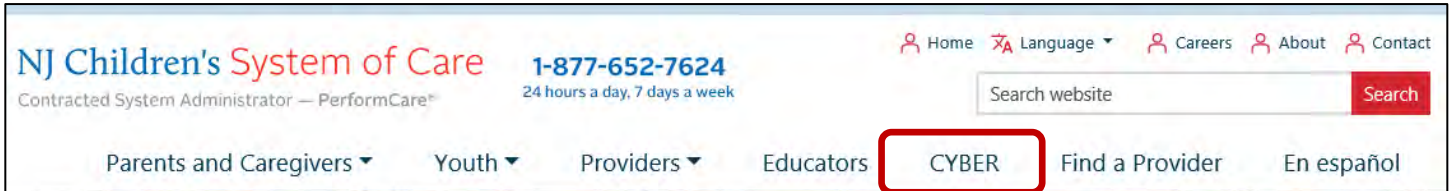
Each provider organization has at least two CYBER Security Administrators, and your agency's CYBER Security Administrators can set up a login and temporary password. Access will be based upon login type and security levels.

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: **CYBER Access Requirements** page on the PerformCare website for the most up-to-date 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.
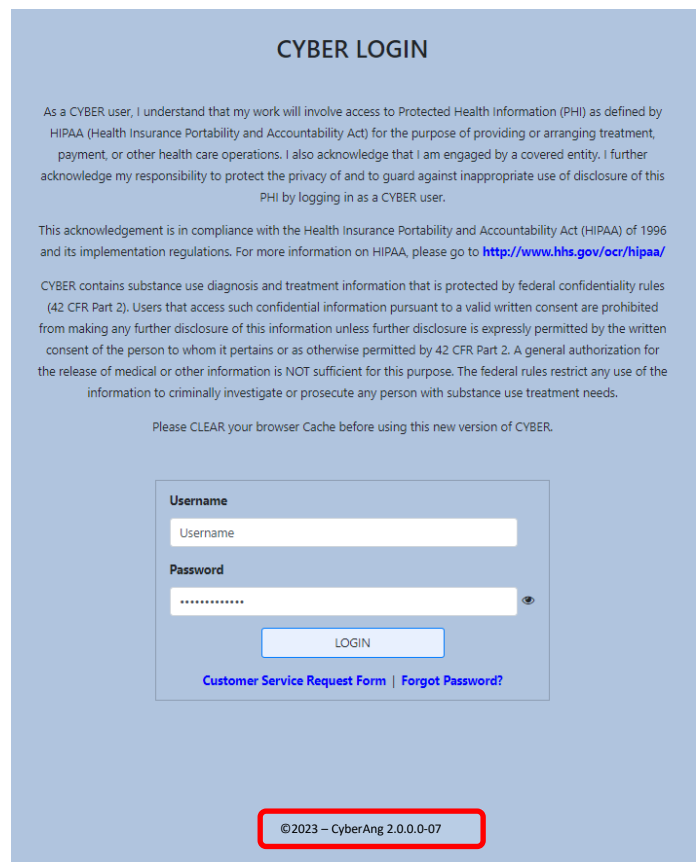
For technical support, please use the **Customer Service Request Form** link under the login.

III. Provider Details

All CYBER users have access to Provider Details; it can be accessed via the left-side link bar on a user's Welcome Page. Clicking Provider Details will bring the user to the Provider Details area.

Security Administrator

Youth / Child Search

FSS Link

My Active Youth

Out of Home

Provider Details

Message Functions

System Functions

Reporting

Provider Details is separated by tabs; each tab will contain information on that type of provider.

Functionality such as searching for a specific provider record and printing are available on every tab.

Return To Main

AHH PIF

OOH PIF

FSS PIF

Provider Details

All Providers   Medicaid Providers   CSOC Providers   OOH Providers   Non Med Providers   AHH Providers

All Providers

Provider Name   City

Search   Clear Search   Load All Providers   Print   Print Grid Values

Provider Details Features

Sorting Grids

To sort any of the grids in Provider Details, a user can click on any column heading to select the priority data for the sort (Provider Name, for example). Users can also use a two-column sort to find information; clicking on the first column heading, and then holding down the 'Shift' key on the keyboard, click on the second column and the data will sort accordingly.

Users can also sort in ascending or descending order, and filter based on numbers and letters, or dates.

The Filter icon indicates column is filtered.

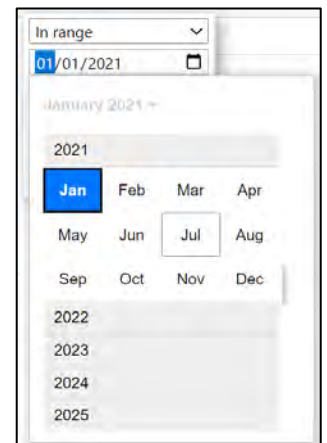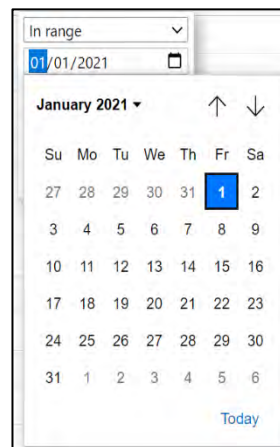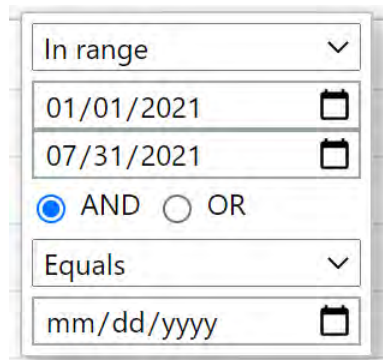The Sort icon indicates the column is sorted.

PerformCARE®

The filter selection screen will appear below and to the right of the column heading to be filtered.
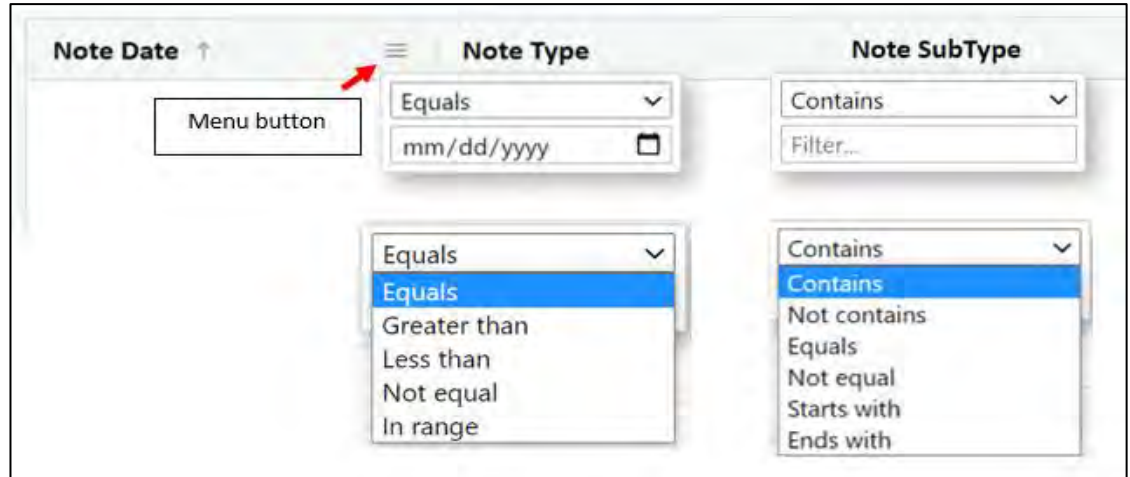
This menu is filtering the
Note Date column.

This menu is filtering the
Note Type column.

Users may sort by an exact
date or one or more
range(s) of start and end
dates.

Searching for a Provider

There are search dropdown selections in all the tabs but OOH Providers. However, since all of the tabs contain grid, users have increased search functionality within all of the tabs.

Note: this search functionality can only be used once selections have been made in the menus on the Medicaid Providers, CSOC Providers and Non-Med Providers tabs; the search cannot run without data in the grid to conduct the search in. To clear the search results and repopulate the grid with all of the initial provider information, users need to click on the 'Clear Search' button above the grid.

Printing/Exporting

Printing functionality is available on each tab, via the 'Print' or "Print Grid Values" button.

When users select the "**Print"** button, they can export the report. A report will generate to display the information that is in the grid.
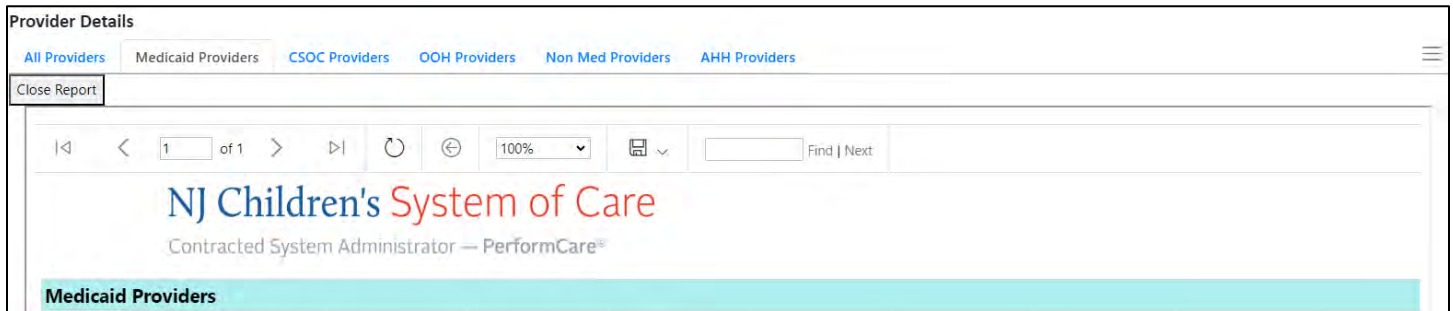
Once the report has been generated, the user can utilize the Export functionality, to download the document in PDF or Excel format.
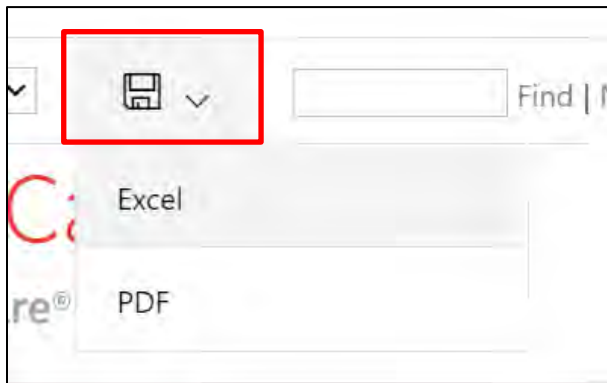
When exporting to Excel, the headers are unlocked. This allows users to filter the heading of the report.
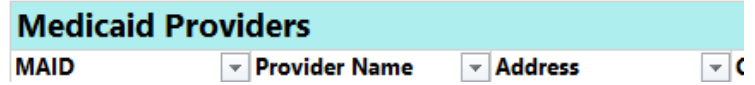
Users will need to export the file to their computer and then print.

When users select the "**Print Grid Values**", the report will appear as a PDF download only. This print view will reflect the information as displayed in the grid.

Geo Map

There is a **Geo Map** function available on the CSOC Providers tab and AHH Providers Tab.

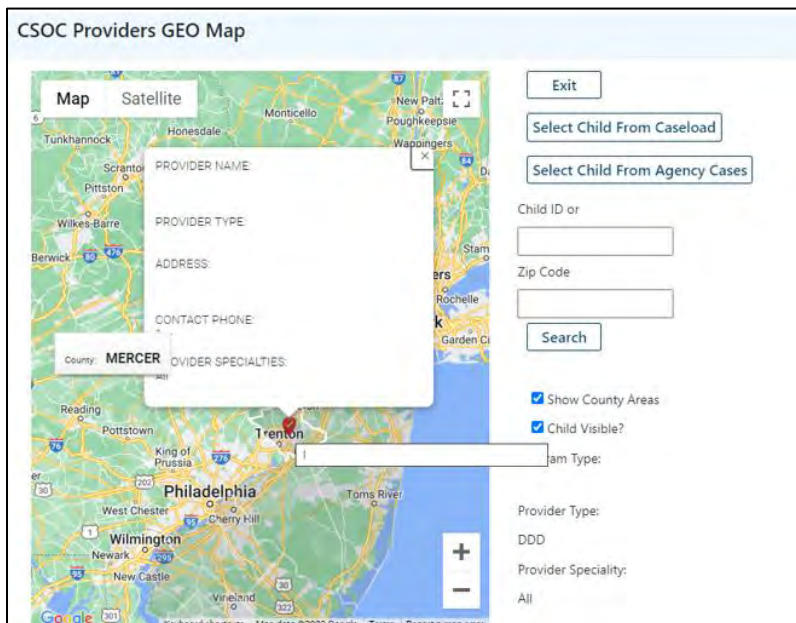Once the user selects a Program or Program Type and Specialty, and then select GEO MAP, it will bring up the map window.

The pinpoints on the map represent the location of each agency in the Program Type selected.
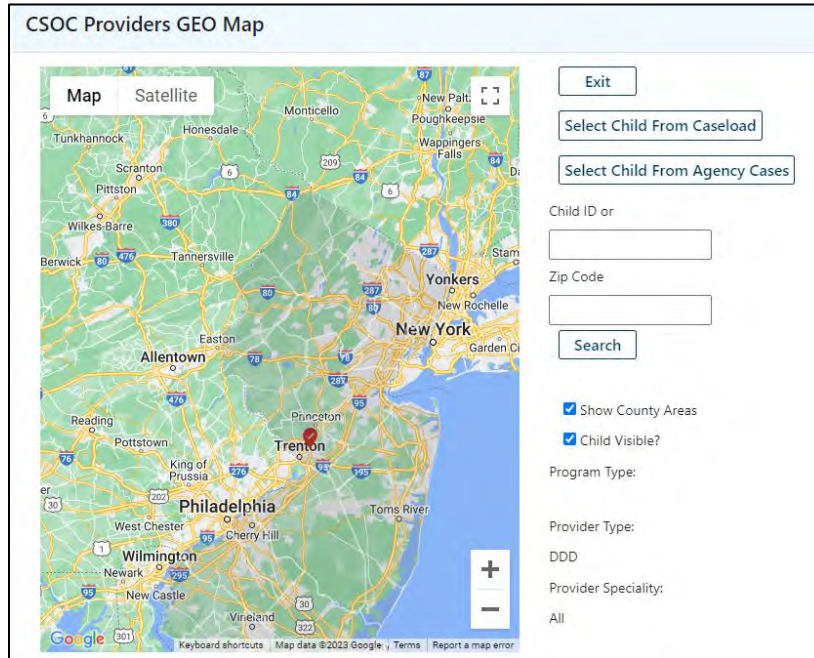
Hovering over a flag on the map with the user's mouse will display information about the agency such as their address, contact phone number, and specialties.

The user can enter a zip code or ID of a youth to see a visual approximation between a youth and program locations. Enter the zip code into the appropriate box on the right of the grid then click the Return key on the keyboard in order for the zip code entry to be processed by CYBER. This will put a star icon on the map to represent the zip code of the youth's location on to the map (see the example figure below).

PerformCare®

CSOC Providers GEO Map

Provider Location pin

Youth Location based on zip code entered
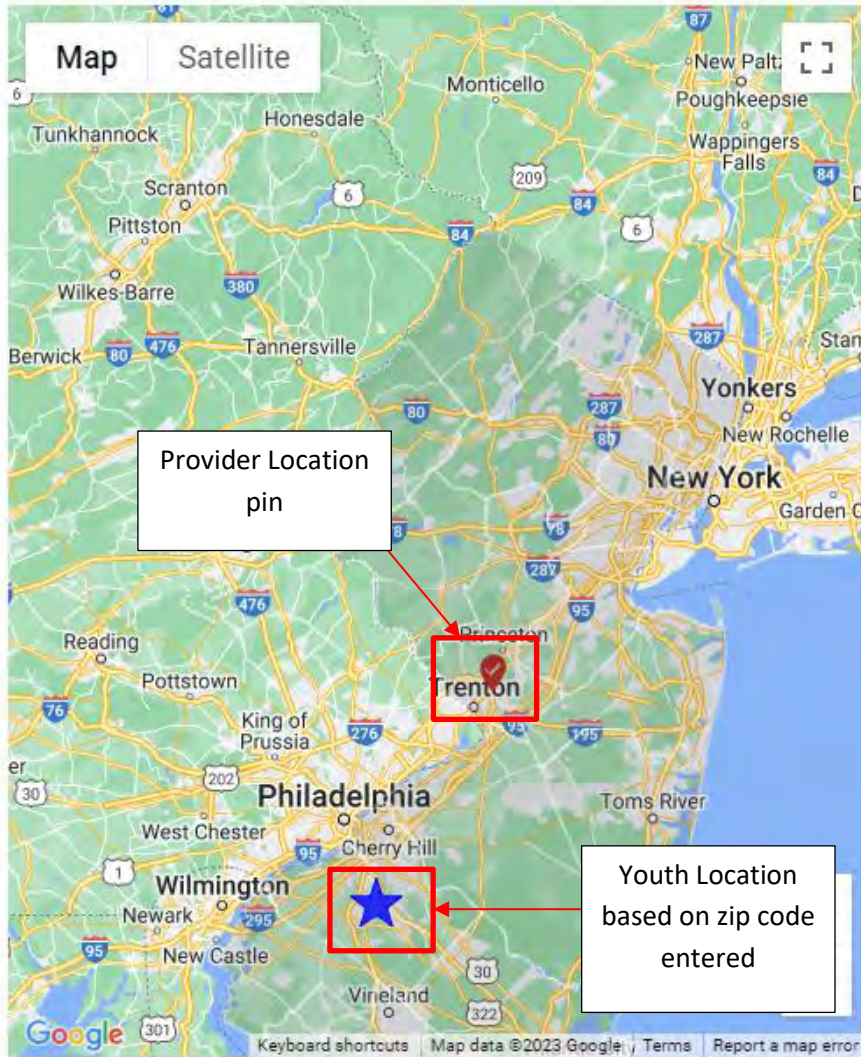
Exit

Select Child From Caseload

Select Child From Agency Cases

Child ID or

Zip Code

08097

Search

☑ Show County Areas

☑ Child Visible?

Program Type:

Provider Type:

DDD

Provider Speciality:

All

IV. Provider Details Tabs

All Providers Tab

The All Providers Tab contains information on all of the providers that are in the Medicaid feed that PerformCare receives from Medicaid Fiscal Agent. This grid does <u>not</u> load automatically when the user first accesses Provider Details. To load the grid, users must click on the *Load All Providers* button; this will prompt the system to populate the grid – this process may take a few minutes due to the large amount of data that will be loaded. Please note that <u>not</u> all of the providers listed will be located in New Jersey or utilized in the Children's System of Care (such as pharmacies and labs); meaning they are not contracted to provide services. Users may also notice duplicate entries across tabs; a provider agency may be a Medicaid provider but may also be contracted with CSOC to provide services outside of a Medicaid contract. That agency would appear on this tab, as well as the Medicaid Providers and Non-Med Providers tabs.

Provider Details

| All Providers | Medicaid Providers | CSOC Providers | OOH Providers | Non Med Providers | AHH Providers | ☰ |

All Providers

| Provider Name | City | | | | | | | | | |

[ ] [ ] [Search] [Clear Search] [Load All Providers]   [🖶 Print]   [🖶 Print Grid Values]

MAID	CIMID	Provider Name	Address	City	County	State	Zip	Phone	Type	Spec

The columns of information users will see here are:

- **MAID** – Medicaid ID number for the agency
- **CIMID**- Unique number given to each service provider in CYBER
- **Provider Name** – As it appears in the Medicaid file
- **Address, City, State, Zip, Phone** – As it appears in the Medicaid file
- **Type** – The type of provider; Physician, Pharmacy, Home Care Provider, etc.
- **Spec** – Specialty as it appears in the Medicaid file. Intensive In-Community Services, Independent Clinic, Ambulance Service Supplier, etc.

Medicaid Providers Tab

The Medicaid Providers tab includes all of the providers in the Medicaid feed from the Medicaid Fiscal Agent that are housed in CYBER. Again, not all providers here will be utilized in the Children's System of Care.

The grid contains the same columns as the All-Providers tab, except for CIMID.

'**Activate for Treatment Planning'** allows CMO and MRSS providers to activate provider for treatment planning and authorizations. By clicking on an agency from within the grid to highlight, and then clicking the Activate for Treatment Planning button, the user ensures that the selected agency can be requested within a Treatment Plan.

For example, a CMO may use the Medicaid Providers tab to locate an IIC agency they want to request on-going services from on their next plan. If the IIC agency is not already active in the system with the appropriate service codes, clicking on the Activate for Treatment Planning button will assign the service codes to the agency and the CMO can then select it in the Service Request.

Users can locate Medicaid providers by:
- Using the Provider Search dropdowns,
- Or the by searching within the columns of the grid (See: Sorting Grids)

Search using the Provider Search dropdowns.

Users must first choose a Provider Type. The Provider Type that is chosen feeds the next menu, Provider Specialty.

Once a selection is made in the Provider Specialty menu, the grid will populate with all the providers that have this type and specialty in their profile.   The list appears in alphabetical order by Provider Name by default.

Users can then search the results directly within the grid.

CSOC Providers Tab

The CSOC Providers Tab contains the information for those providers that are contracted through CSOC to provide services to children and families.

The CSOC Providers tab is set-up similarly to the Medicaid tab; users may select a Provider Type and Specialty, or on this tab users also have the option of selecting a Program Type to see the information for all providers in a specific service line such as IIC or PHP. (If a Program Type is selected a Provider Type and Specialty cannot be chosen.) This grid contains the same columns as the All Providers and Medicaid Providers tabs.

The Geo Map is available on this tab; IIC and IIH providers with provider detail edit access should use this tab for the Provider Detail relationships with county, language and specializations.

PerformCARE®

OOH Providers Tab

The OOH Providers tab displays a list of the OOH providers that are contracted with CSOC.

The grid includes information on each agency such as the gender and ages served by the program, the admissions contact information for the agency and specifiers including, but not limited to, fire setting, pregnancy, and educationally classified, etc. This information may be useful to those users that are seeking OOH treatment.

There is also information provided within the grid to give providers a real-time calculation of beds available for each site.

Licensed Beds: The total number of beds licensed at the site.

Contract Beds: Number of CSOC contracted beds as listed under the provider PIF.

Actual Available Beds: The calculation of contracted beds less the 'offline' beds based on provider capacity. This number provides accurate data as to the actual available beds within a program for planning.

Open Beds: The calculation of contracted beds less bed occupancy.

Non-Med Providers Tab

The Non-Med Providers tab, houses information on providers that are not Medicaid providers but are contracted to provide service to youth through CSOC; this information is requested by CMO and MRSS and manually entered by PerformCare. If there are any errors, users should contact the CYBER Service Desk for corrections.

Much like previous tabs, selections must be made from the Provider Type and Provider Specialty menus in order for the grid to load with information.

AHH Providers Tab

The AHH Providers tab displays a list of the AHH providers that are contracted with CSOC; this area includes:

- Supervised Transitional (STLP)
- Transitional Living Program (TLP)
- Permanent housing (PSH).

This list is available to all providers.

V. Add / Edit Provider Details

All providers may *view* all other provider details, however, only IIC/BA and IIH users with specific security in their user IDs can *edit* the Provider Details area for their agency. The provider Medicaid profile feeds the CYBER Provider Details area for All Providers, Medicaid Providers, and CSOC Providers tabs.

Double-clicking on the agency's record in the grid will open the Add/Edit Provider Details screen.

The **Add / Edit Provider Details** screen has two tabs. The **Details tab** is the default tab that opens when the provider record is accessed. The provider information comes from the Medicaid feed, including the status. If the agency is not active – or is in Canceled status – or if the agency determines that any of the information here is incorrect, the agency will need to contact the State Medicaid Fiscal Agent, *first* for correction or for further information.

Specialty for IIC and IIH

At the bottom of the Details tab, the IIC provider will see Medicaid specialties:

- Intensive in-Community Services
- Behavioral Assistance
- Certified Social Emotional Learning (Certified S.E.L.)

The IIH provider can provide up to three Medicaid specialties:

- Intensive in-Home – Behavioral
- Intensive in-Home – Clinical
- Intensive in-Home – Individual Support Service (ISS)

To add information to the record, IIC and IIH users should use the CSOC Providers tab and navigate to the second tab, **County/Language/Specialization Details**. Here the users will manage detail relationships – the associations between Counties, Languages, and Specializations.

VI. Managing Detail Relationships for IIC and IIH

Only IIC and IIH agencies have the ability to edit their County/Language/Specialization Details tab. This functionality is managed through a security group added to a user ID. The security group **ProviderDetailEditSelf** may be assigned to the agency's Security Administrator upon setup, who can then add it to the profiles of the appropriate users. This functionality is best managed by a small set of users (one or two). Changes on this screen will affect the authorizations that the agency receives.

It is suggested that users make changes on the CSOC Providers tab. There are specific areas on the Add / Edit Provider Details tab that allow users with appropriate security to edit and manage for their agency. It is important to understand how each of these areas function.

These are:

- Grid Order
- Randomizer Status (IIC only)
- Filtering
- County/Lang/Specialization Grid
- Counties Languages and Specializations Selection Tables (Specializations are different for IIC and IIH)

IIC Add / Edit Provider Details

Grid Order and Randomizer Status

Filtering

County/Lang. /Specialization Detail Relationships Grid

IIC Specialization, Counties, and Language Selection Tables

IIH Add / Edit Provider Details

Grid Order

Filtering

County/Lang. /Specialization Detail Relationships Grid

IIH Specialization, Counties, and Language Selection Tables

Grid Order

Grid Order is a drop-down menu that allows both IIC and IIH users to select how the County/Lang./Specialization Grid will appear. Below are the three options to show the variations:

Grid Order

Specialization/County/Language	↕
Specialization/County/Language	
County/Language/Specialization	
Language/County/Specialization	
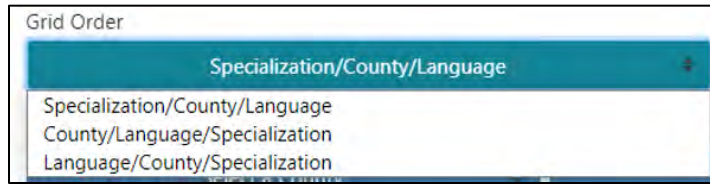
Specialization/County/Language

County/Lang./Specialization

Remove	Specialization	County	Language	
Remove	Behavioral Health	BERGEN	English	
Remove	Behavioral Health	BERGEN	Spanish	
Remove	Behavioral Health	ESSEX	English	

County/Language/Specialization

County/Lang./Specialization

Remove	County	Language	Specialization	
Remove	BERGEN	English	Behavioral Health	
Remove	BERGEN	Spanish	Behavioral Health	
Remove	ESSEX	English	Behavioral Health	

Language/County/Specialization

County/Lang./Specialization

Remove	Language	County	Specialization	
Remove	English	BERGEN	Behavioral Health	
Remove	Spanish	BERGEN	Behavioral Health	
Remove	English	ESSEX	Behavioral Health	

Randomizer Status for IIC

The randomizer status only available to IIC providers. It is a dropdown menu with two options relevant to provider's availability to provide initial Biopsychosocial (BPS) Needs Assessments: 'Randomizer Inactive' or 'Randomizer Active'. At any time, the provider may set the status to Randomizer Inactive to stop receiving randomized needs assessment referrals. This setting does not change the Medicaid status of the agency and the provider may still receive other types of authorizations and provide services. If the Randomizer Status is set to Inactive, the status must be reset to 'Randomizer Active' when the agency can receive referrals again.

Print Button

The Print button will print the Detail Relationships Grid only; it is recommended that once the print report loads, the user exports to another format (such as PDF) to print from.

Filtering

The filtering area has three drop down menus and allows providers the option of filtering one or all three Details to locate or review a specific Detail relationship.

- Example: user only wants to view the counties in which the agency can provide services to youth with Complex Trauma needs. The user can select Complex Trauma from the Specialization menu, click the Filter button, and the Relationships Grid will only display the counties with that Specialization associated.

There is a dynamic delete button that changes depending on the specifier selections. When no specifiers are selected the button label is Delete All. If selected, the user will delete all the specifier details. If selected at that point, a confirmation message will appear. If OK is selected, the details in the grid will be deleted. *If details are deleted, they cannot be recovered and must be manually re-entered.*

County	Language	Specialization		
Select a County ⏷	Select a Language ⏷	Select a Specialization ⏷	Filter	Clear Filter
County/Lang./Specialization				Delete All

If the specifiers are filtered, the button will be labeled 'Delete Filtered Data'.

County	Language	Specialization		
HUDSON ⏷	Select a Language ⏷	Select a Specialization ⏷	Filter	Clear Filter
County/Lang./Specialization				Delete Filtered Data

apps.performcarenj.org says

You are about to delete all relationships in the grid, are you sure you wish to proceed?

OK   Cancel

Delete Filter   ✕

Are you sure you want to delete all County/Language/Specialization in the filter grid?

OK   Cancel

Deleting all specifiers   *Deleting filtered specifiers*

The 'Clear Filter' button will remove all the filtering in the Detail Relationships.

County/Language/Specialization Details (Relationships Grid)

Both IIC and IIH provider types have access to this grid to modify their Detail Relationships. These are associations among the following:

- Counties – the counties where the provider can provide services
- Languages – the languages the provider can speak to provide services
- Specializations – the specializations or services the provider can offer

Relationships Grid – contains all of the Counties, Languages, and Specializations that the agency has selected.

The 'Remove' link on the left-side of each entry is the delete button for that detail in particular.

Note: The Relationships Grid cannot be sorted by clicking on the individual column headings; this functionality was locked for users to avoid adding multiple/repeated records in the grid.

Specialization, Counties and Language Selection Tables

IIC Selection Tables

IIC Specialization Grid will pre-populate with the following options:

- Behavioral Health (checked off by default; every IIC must have this selected)
- Complex Trauma
- Domestic Violence
- Eating Disorder
- Family Therapy
- Fire Setting
- Infant Mental Health/Infant Parenting Psychotherapy
- LGBTQI

- Parent Training/Skills Building
- Sexual Abuse Victim
- Treatment Home Provider
- Certified S.E.L.
  - Will only be displayed if the specialization is added to the agency. The agency must be certified; the CYBER Service Desk will add the option to the menu when they are notified that the agency is certified.

CSOC will manage and enter the following Specializations:

- Detention Center
- Substance Use
- I/DD

- Adoption
- Child Protection Permanency
  - Will pre-populate with all counties in NJ

These CSOC Specializations will only appear if they have been added to the agency's profile by CSOC.

IIH Selection Table

Specialization Grid will pre-populate with the following options for IIH:

- Intensive in-Home – Behavioral
- Intensive in-Home – Clinical
- Intensive in-Home – Individual Support Service (ISS)

County Grid

- Will pre-populate with all counties in NJ

Language Grid

- Will pre-populate with the following languages at the top of the grid:
    - English (automatically added to all counties)
    - Spanish
    - Portuguese
    - Arabic
    - Creole- Haitian
    - Mandarin
    - Korean
    - Bengali
    - French
    - Vietnamese
    - Hindi
    - Cantonese
    - Polish
    - Urdu
    - Turkish
    - Russian

All other listed languages will follow in alphabetical order.

Building County/Lang. Specialization Detail Relationships for IIC and IIH Providers
In order to create or build new detail relationships to affect the agency's authorizations (for initial BPS Assessments or for services) users will follow these steps:

Users can start with any of the grids at the bottom of the screen – Specialization, Counties or Languages

- Specializations
    - Each specialization available to the agency (based upon type – IIC or IIH) will be listed in the grid; the user will click on each one that they want to add, which places a check mark in the associated box.
- Counties

- o All counties in NJ will be listed in the grid; the user will click on each one that they want to add, which places a check mark in the associated box.

- Languages
  - o The frequently selected languages are listed at the top of this list, with all other available languages listed after, in alphabetical order. Clicking on each one that they want to add, with place a check mark in the associated box.
- Each of the 'Select All' buttons will select all options in each of the individual grids.
- Each of the 'Clear' buttons will clear all selections made in each of the individual grids.
- A user can make any number of selections in each of the grids, to create any number of combinations.
  - o For example, a user may add that their agency provides services to youth with Fire Setting needs or eating disorder needs, in six different counties, in two languages.
- Each selection will appear individually in the Relationships Grid.
- Users **must** click the 'Add Selections' button below the grids in order to add the relationships to the agency's profile; without clicking this button, the selections will not be added or saved, and the changes will not be reflected in the Randomizer or in authorizations.

VII. References

- PerformCare Website Training page: http://www.performcarenj.org/provider/training.aspx

PerformCare Customer Service

www.performcarenj.org/ServiceDesk

1-877-652-7624