Release Notes

CYBER VERSION 1.44.13.1
CSA Maintenance and DB 16.0.0
Cyber Access Deactivation

TABLE OF CONTENTS

1 Release Information

	Item	Description
A)	Initial Draft Date	August 1, 2019
B)	Revised/Final Date	August 9, 2019
C)	UAT Release Date	August 7, 2019
D)	Production Release Date	August 15, 2019
E)	Application	CYBER
F)	Version	CYBER 1.44.13.1

2 Overview

This document provides the information related to the implementation of the CYBER Release 1.44.13.1 - CSA Maintenance and DB 16.0.0 CYBER Access Deactivation.

3 References

Item	Description
CYBER Production URL	https://www.performcarenj.org/cyber/

4 New Features

4.1 CSA Maintenance

The following changes have been made to CYBER regarding CSA Maintenance:

- Customer service telephone number has been updated on Cyber Help Screen and CSA Welcome Page

- Customer Service Desk Form Enhancement – When users changes "Type of Issue" a pop up message displays informing the user that they will lose information they have entered.

- Customer Service Desk Form Enhancement – Formatting changes have been made to the way data is displayed in the Track-It work order. Extra line spacing is given so that each data set stays together.

- Customer Service Desk Form link has been placed on the CYBER Login Page

4.2 Cyber Access Deactivation

The following are the items that will be incorporated into the CYBER system for locking and deactivating user accounts:

- The system will capture the statuses for lock out and deactivations.

- The system will display the statuses captured on the User Login Details tab of the System Functions screen.

- The system will display a message on the CYBER Login page if the status is "Locked 90 days no activity" or "Login attempts exceeded".

- The system will display a message on the CYBER Login page for the Deactivation statuses.

- The system will deactivate the user account in real time.

- A new hyperlink named Customer Service Request Form will be displayed on the CYBER Login page.

- The system will allow the users that have edit capabilities to User Login Details tab on the System Functions screen to enter a future date to deactivate an account.

- If a user does not log in to CYBER for 90 days, their account will be locked and will necessitate either utilizing an emailed password reset process or their organization's local

CYBER Security Administrator to unlock their account. The 90 day window re-starts once the user successfully logs back in.

- If a user does not log in for 180 days, their account will be deactivated, and can only be reactivated through the CYBER Security Administrator.

- The 90-day and 180-day lockout and deactivation timeframes will take effect for all users on or about the August 15, 2019 release.

5 Enhancements
The following enhancements are included in this release.

Work Order/FogBugz	Description
WO 296544 FB 29144	**ISSUE:** Customer Service Telephone number change needed on Cyber Help Screen and CSA Welcome Page. **RESOLUTION**: Correct telephone number is being displayed on the CSA Welcome page and Cyber Help Screen.
WO 297022 FB 29119	**ISSUE:** Customer Service Request Form: Comment should remain when switching category to a different category. **RESOLUTION:** When users changes Type of Issue or Category a pop up message displays informing the user that changing the Type of Issue or Category will remove the data entered on the form.
WO 297476 FB 29154	**ISSUE:** Customer Service Request Form: Formatting change is needed for the way the data is displayed in Track-It Work Order. **RESOLUTION:** An extra line was added between each set of data so that user can see separation.
WO 295197 FB 29156	**ISSUE:** Customer Service Request Form Link should be on CYBER Login Page. **RESOLUTION:** The Link to Customer Service Request Form was added to Cyber Login Page.

6 Defect Fixes
The following items are included in this release.

Work Order/FogBugz	Description
WO 293510/293515/295275 FB 28989	**ISSUE:** Call Resolution: CSA users are unable to **"Accept & Keep Call Open"** multiple times. **RESOLUTION:** The code is designed to grey out the Accept & Keep Call Open button once a resolution has been selected. It will allow users to keep the call open once as long as the checked resolutions includes one of the three transfer resolutions. This code was reverted per CSOC request. **Accept & Keep Call Open** button now remains enabled until the call is closed.

Work Order/FogBugz	Description
WO 293810 FB 29138	**ISSUE:** DD Eligibility Applications that have been "Reactivated" are not being Expired after 365 days. DD review history is only showing till Submitted status. Reactivated, Expired data is not showing in the history. **RESOLUTION:** The nightly process (usp_DDEligAppExpire) now updates "Submitted" status in the process so expired status will be set and the DD review history record will be appended to the system.
WO 294639 FB 29021	**ISSUE:** Call Queue: 'Resolved By' column gets updated on 'Accept & Keep Call Open' in the Call Module to Transfer to Care Connector or Transfer to Clinical Queue. **RESOLUTION:** The stored Procedure has been updated to reflect the "Resolved By" column in the Call Queue to show the username of whoever last added a resolution and clicked "Accept & Keep Call Open".
WO 296585 FB 29135	**ISSUE:** Cyber Issue: Approve Status on Authorization screen is no longer defaulting to Approve **RESOLUTION:** In the last release, FSS OVR- there was an issue (FB- 29075). When FSS OVR Admission is created, authorization defaulted to Hold, however when that authorization is opened it goes back to Approve. The issue was fixed so that authorizations did not default to Approve. In this release, status is defaulting to approved.
WO 296296/296566 FB 29139/29136	**ISSUE:** Call Resolution: Call Resolved By Field is Blank on Closed Call or populating incorrectly. **RESOLUTION:** When a call resolution was being inserted into the database, the userId was truncated to six characters. This resulted in the stored procedure populating the "Call Resolved By" column to return blanks in many cases, and in some cases the wrong user name (example - the user mevans full name instead of the full name of mevens2). The usp_CallResolutionInsert store procedure was changed to allow up to 20 characters for a userId (currently the maximum size of that column in the call resolution table). This will not fix any previous issues. That will require a data cleanup.
WO 296996 FB 29141	**ISSUE:** CIMID is not showing correctly in CYBER Authorizations Detail screen. **RESOLUTION:** As per WO- 292494, a change was made to show provider MAID instead of CIMID, this interrupted the process for Wrap Flex Claims to be exported into an electronic excel report (This electronic report is used for DCF OOA to adjudicating payment of claims). These claims were remaining in the 'Staged' status and not transmitting into the 'Sent' status which is the final action. Per CSOC Approval, two columns were created (MEDID and CIMID). The specific affected data was corrected in Production however the actual fix for this issue will

Work Order/FogBugz	Description
	go in this release. Note Work order is closed with a specific data correction. FB-29141 depicts the actual fix and will be part of this release.
WO 297566 FB 29159	**ISSUE:** BHH Assessments are not showing in My Plan grid when the assessments are assigned to the user in Plan approval screen. **RESOLUTION:** Stored procedure has been updated and assessments are now in the My Plan grid.
WO- 297766 FB 29143	**ISSUE:** All print reports in the Eligibility accordion (Added, Expiring, Terminated, 3560 Auto Term) on the Welcome Page and Progress Notes should be converted from Telerik reports to SSRS reports for all user types. **RESOLUTION:** Welcome Page Eligibility Accordion reports and Progress Notes are now in SSRS.

7 Change Log:

	Change Log	Detail
V 1.0	Submitted to CSOC	8/15/2019
V1.1	Resubmitted to CSOC with the following additions to the section 4.2 as requested by CSOC: • If a user does not log in to CYBER for 90 days, their account will be locked and will necessitate either utilizing an emailed password reset process or their organization's local CYBER Security Administrator to unlock their account. The 90 day window re-starts once the user successfully logs back in. • If a user does not log in for 180 days, their account will be deactivated, and can only be reactivated through the CYBER Security Administrator. • The 90-day and 180-day lockout and deactivation timeframes will take effect for all users on or about the August 15, 2019 release.	8/15/2019