

## Intensive In-Community (IIC/BA) Welcome Page

The Welcome Page is the landing page for all CYBER users. The username and role will display at the top of the screen. An accordion on the right has links that correspond to data displayed in the center grid. Links on the left side take the user to other areas of the system. A Quick Search area (top) allows the user to search for a youth's record. Access to links is based on the user's security levels. The Security Administrator link (top left) lists all Security Administrators at the agency. Users may log out using the *Logout* link in the upper right.

The screenshot shows the 'Welcome to CYBER' page for the NJ Children's System of Care. At the top, it displays the user's role as 'Contracted System Administrator' and 'User Role: IIC/BA'. The main content area features a 'Quick Search' section with fields for 'Youth/Child ID', 'First Name', 'Last Name', and 'DOB'. Below this is a table titled 'BPS Needs Assessment - In Progress' with columns for 'Youth/Child ID', 'First Name', 'Last Name', 'Create Date', 'Assessment Type', and 'Status'. The table currently shows 'No data to show'. On the right side, there is a 'Refresh Total' section with a 'BPS Needs Assessment' accordion containing 'In Progress(0)', 'Returned(0)', and 'Aging Report(1)'. Below this is another accordion for 'Authorizations' with links for 'Eligibility', 'Service Plans/Assessments', 'Non Med Auths', 'Non Med Claims', and 'Deactivated Users'. A callout box points to the left navigation menu with the text: 'Access to links is based on User ID security.'

The links at the bottom edge direct the user to useful PerformCare website pages.

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### Right Column accordion links display:

#### BPS Needs Assessment

- [In Progress](#) - BPS Needs Assessments that the user has created, saved, but not yet submitted
- [Returned](#) - BPS Needs Assessments that have been returned to the user (either by someone internally or by CSA)
- [Aging Report](#) - BPS Needs Assessment that are coming due (due in 3 calendar days) or are overdue (due dates based upon document type)

*Note: Data displayed when using the links is based on the user being added to the Provider tab in the youth's record.*

#### Authorizations

- [Expiring](#) - authorizations that will expire in the next 30 days

#### Eligibility

- [Added Eligibility](#) - Youth with eligibility added in the last 30 days
- [Expiring Eligibility](#) - Youth with eligibility that will expire within 30 days
- [Term Eligibility](#) - Youth with eligibility that will terminate within 30 days
- [3560 Auto Term](#) - Listing of all youth with 3560 Medicaid that will be automatically terminating

#### Service Plans/Assessments

- [In Progress](#) - Plans/Assessments that have been created, but are not submitted to CSA
- [Submitted](#) - Plans/Assessments that have been submitted by the user to CSA
- [Approved](#) - Plans/Assessments that have been approved to the user (either by someone internally or by CSA) in the last 7 days
- [Rejected](#) - Plans/Assessments that have been returned to the user (either by someone internally or by CSA)

#### Non Med Auths

- [Current](#) - The default grid, will list the authorizations for the provider where the current date is equal to or after the start date of the authorization and is equal to or before the end date of the authorization
- [Last 30 Days](#) - List authorizations that have expired in the next 30 calendar days
- [Expiring](#) - List authorizations that will expire within the next 30 calendar days
- [Auth History](#) - List authorizations that expired between the last 31 and 365 days

#### Non Med Claims

- [Claims](#) - All current non-Medicaid claims
- [In Progress](#) - Claims that are started, but not submitted to CSA with an "In Progress" or draft status
- [Submitted](#) - Claim forms that have been submitted to CSA
- [Approved](#) - Claims that have been approved by CSA

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- Sent - Claims from the agency that have been sent by CSA to Children's System of Care (CSOC) for payment
- Paid - Claims paid in the last 365 days (posted in CYBER no less than 30 days after the payment has been issued)
- Returned - Claims that have been returned to the agency by CSA
- Denied - Claims with a status of Denied; these claims have been denied by CSA or CSOC
- Review - Claims for the agency that are currently in review with CSA; this includes claims that have been entered for services that fall outside of the end of the authorization by more than 90 days
- CSOC Review - Claims for the agency that are currently in review with CSOC

### Deactivated Users

- Progress/Assigned Work - Deactivated user's plans and progress notes not yet submitted plus those transferred to user (only viewable by IICSUP and higher)

### Left column links display:

- Security Administrator - lists all Security Administrators at the agency and their contact information
- Youth / Child Search - The Youth / Child search screen with access to Active Agency Youth and Plan Approval
- My Active Youth - Youth records the user is assigned to via the Provider tab on the youth's Face Sheet
- Provider Details - Tabs of Medicaid and Non-Medicaid Providers
- System Functions - The Manage Access and Preferences area - Non-Security Administrators can change their own password. Security Administrators can manage other users' IDs, edit security settings, deactivate users, etc.
- Reporting - Reporting selection options, available for use by Level 3 security (based upon security settings)
- Historical Access - A list of youth who are no longer open to the agency; allows a user to access a record in read/print only view
- Anomaly Management - A list of anomalies in the youth records. This area allows users to select, display and resolve anomalies.

### Bottom edge links display:

The current version of CYBER (X.X.X.X) and the server number (-XX). This is helpful when contacting Customer Support.

FAQ's - CYBER Frequently Asked Questions on the PerformCare website

CYBER Updates - the CYBER Releases webpage of CYBER Release Notes detailing changes made during updates

Help - Pop up Help Screen with PerformCare Customer Service contact information

Customer Service Request - Use this link to report a CYBER problem or make a request or inquiry.

Training Information - The Provider training webpage with links to training materials

**PerformCare Service Desk:**  
[www.performcarenj.org/ServiceDesk/](http://www.performcarenj.org/ServiceDesk/)  
**1-877-652-7624**