PerformCARE®

Instructional Guide for
Report Access

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I. Introduction

PerformCare provides reports for your organization to support business operations. The reports represent an organized collection of data that can be accessed by <u>security group Level 3 users within CYBER</u> and are specific to your organization.

There is a variety of report styles available based on the needs of your provider service line. The reports may be in the form of tables, dashboards, and/or extracts. Reports can be exported into different formats and printed. Columns are sortable, may include drill down options, and can be filtered by various parameters.

- **<u>Table:</u>** a simple report having rows and columns along with report title and column headers.
- **<u>Dashboard</u>** consists of multiple tables and graphical representation of data that can include drill down options and can be filtered by various parameters.
- **<u>Extract:</u>** a table of raw data without a report title, allowing user to customize data according to user need.
- **<u>Performance profile</u>**: a dashboard reports that focuses on performance metrics

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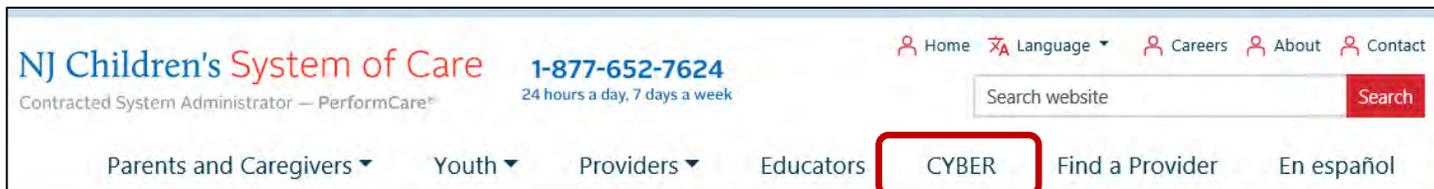
Each provider organization has at least two CYBER Security Administrators, and your agency's CYBER Security Administrators can set up a login and temporary password. Access will be based upon login type and security levels.
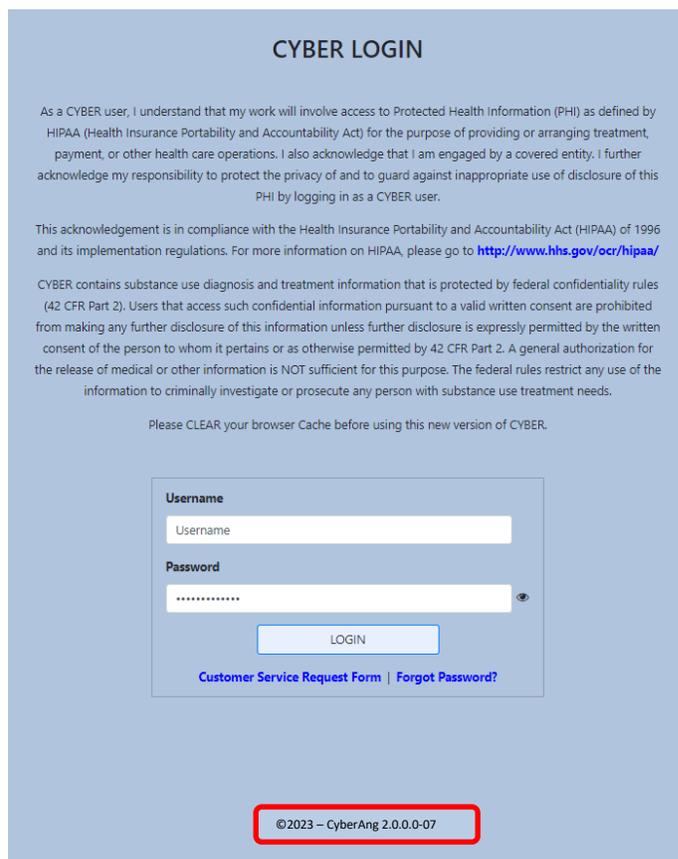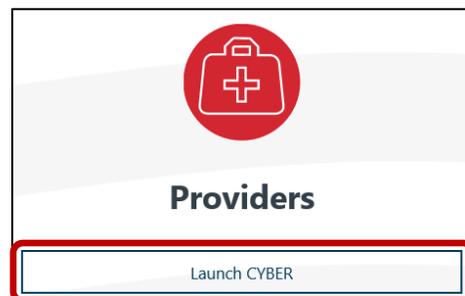
Before logging in, keep in mind…

- 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.

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.

Username

Username

Password

••••••••••••

LOGIN

Customer Service Request Form | Forgot Password?

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

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III. Accessing Reports

Reports are accessed through CYBER by clicking the Reporting button on the left-hand menu pane of the Welcome Page.

Security group Level 3 is required to access the Reporting button. Contact your Security Administrator for assistance with Level 3 access.

Provider Details

Message Functions

System Functions

Reporting

Historical Access

Anomaly Management

The Program dropdown menu allows the user to select the organization attached to the user's CYBER login. The User must select a program from the *Program* dropdown to enable the *Report* dropdown. In the Report dropdown box, all available reports will be displayed for the chosen program.

Reporting Functions

| Program | | Report | Select a Report | | View Report |

Reporting Service

Reporting service enables you to access all the reports via Cyber interface based on your user account security.

Please choose a program first. Then, choose a report to view.

Program Display Name: The program dropdown will display the program in a specific manner

Provider Type- Provider Name (Provider Medicaid ID)

Program C1-CMO-Program Name (XXXXXX)

1. Select the desired program.

2. Select the desired report.

3. Click on '**View Report'** button. Clicking the View Report button will display the data for the report selected.

4. Select the parameters for the report and then select "**View Report**" for the report to generate.

Note: Report parameters may vary based on the report type. Report Types are specific to Provider type.

5. To navigate to a different report, users can just select a different report from the report dropdown

IV. Viewing Reports

Once the report is displayed, there may be vertical and horizontal scroll bars to navigate the report based on the size of the report.

Year	Year Quarter	PGM Indicator	Assessment Submitted date	Cre

Scroll bars appear horizontally and vertically in some reports
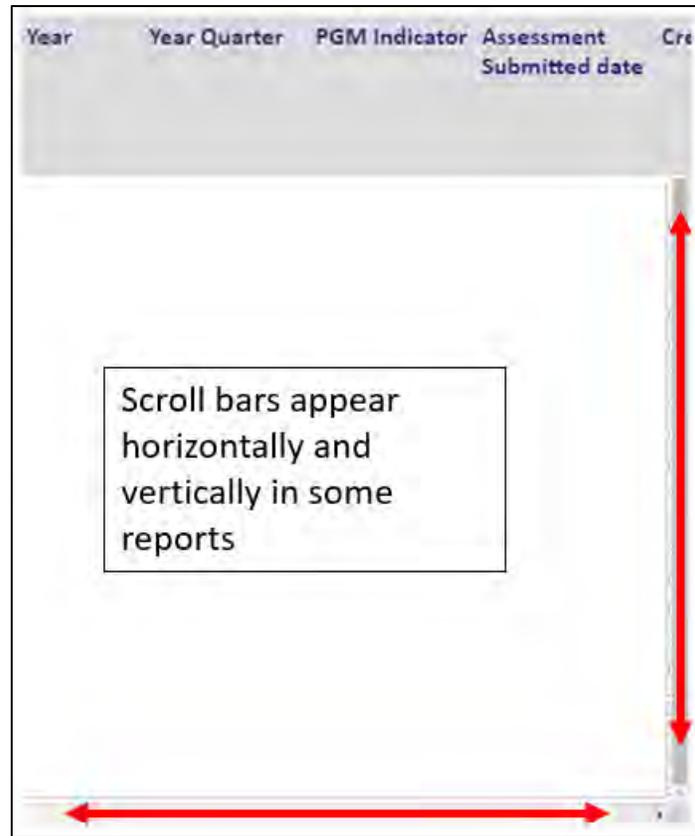
Navigating Pages

A report can have multiple pages. A user can navigate from one page to another page of the report by clicking on 'First', 'Previous', 'Next' and 'Last' icons.

First	Previous	Next	Last

Pick One | Last 30 Days

1 of 1 — 100% — Find | Next
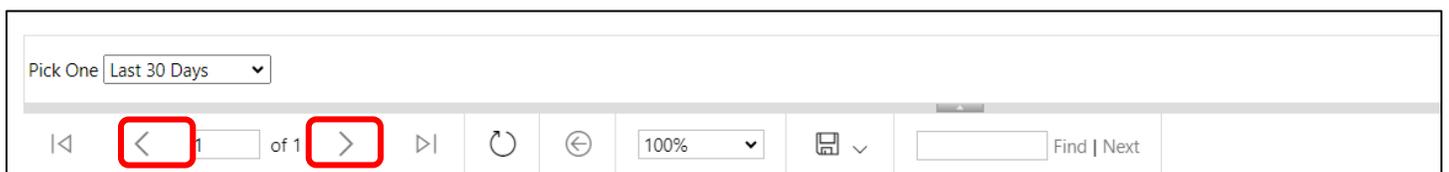
Drilldown Feature

The drilldown feature allows user to view the data in multiple levels. Drill down data is displayed via hyperlinks in CYBER. By selecting the hyperlink, it will allow the users to further explore the data elements.
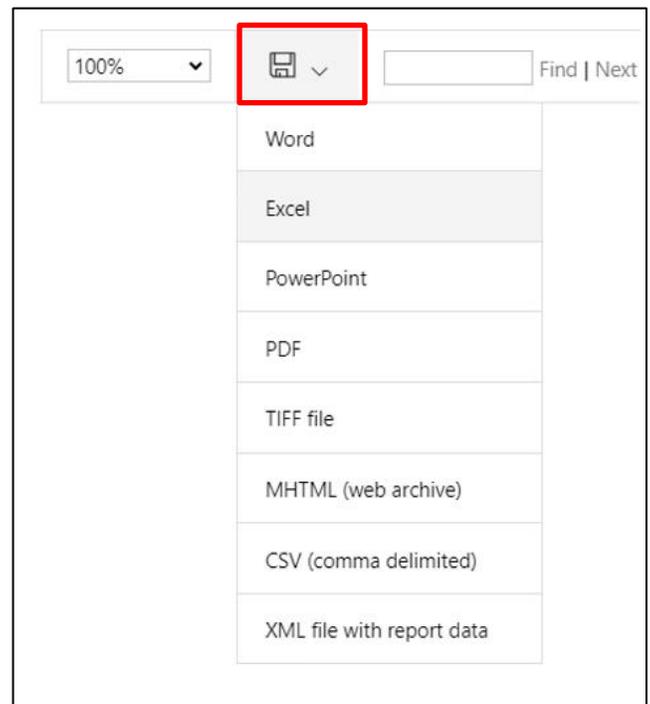

V. Exporting and Printing

Reports may be exported into multiple formats. **The recommended formats are Excel and PDF.** Excel format is more effective for tables and extracts. Dashboards and graphical data are best viewed in PDF format.

Exporting to Excel/PDF

After selecting *View Report*, the data will load, and the user will have the option to export the data. When exporting to Excel, click on **floppy disk icon** and select **Excel or PDF** from the dropdown.

Based on the browser type that you are using; you will be prompted to download the file to your computer. Once the report is exported into Excel, the user can choose to filter or sort as needed.

Printing Reports

Users are unable to print reports directly from CYBER. Reports must first be exported and then print from the user's computer.

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VI. Technical Support and Request for New Report or Enhancements

Technical Issues with reporting features: contact the PerformCare Service Desk at servicedesk@performcarenj.org.

Provider requests for new reports or enhancements to existing reports must be made through the CSOC Service Line Manager.

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

> **PerformCare Customer Service**
>
> **www.performcarenj.org/ServiceDesk/**
>
> **1-877-652-7624**