

Care Management Organization (CMO) 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 displays the 'Welcome to CYBER' page for a user with the role 'CMOQA'. The interface includes a navigation menu on the left with links such as 'Security Administrator', 'Youth / Child Search', and 'FSS Link'. A central search area allows filtering by 'Youth/Child ID', 'First Name', 'Last Name', and 'DOB'. The main content area shows a table titled 'Service Plans/Assessments - In Progress' with columns for 'Youth/Cyber ID', 'First Name', 'Last Name', 'Child Family Team Date', 'Create Date', 'Author', 'Status', and 'Plan Type'. The table currently displays 'No data to show'. On the right, a sidebar provides a 'Refresh Total' and a list of service plans with counts: 'In Progress(1)', 'Awaiting Approval(1)', 'Rejected(0)', 'Submitted(82)', 'Approved(1055)', and 'Aging Report(482)'. At the bottom, a footer contains copyright information and links to 'FAQ's', 'CYBER Updates', 'Help', 'Customer Service Request', and 'Training Information'.

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

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Right Column accordion links display:

Service Plans/Assessments

- [In Progress](#) - Documents not yet submitted plus those transferred to user
- [Awaiting Approval](#) - Documents sent to logged-on user for approval
- [Rejected](#) - Documents returned to the logged-on user by CSA or agency
- [Submitted](#) - Documents submitted to CSA by the user
- [Approved](#) - Documents that were approved in last 7 calendar days
- [Aging Report](#) - Documents that are Coming Due or Overdue

Eligibility

- [Added Eligibility](#) - Active youth with new Medicaid in last 30 calendar days or with a future Eligibility Start Date
- [Expiring Eligibility](#) - Active youth Medicaid/3560 to expire in next 30 calendar days and no new eligibility will start within 7 calendar days of the expiring eligibility
- [Term Eligibility](#) - Active youth whose Medicaid/3560 terminated last 30 calendar days
- [3560 Auto Term](#) - 3560 numbers that were automatically terminated

3560 Application Requests

- [Saved-Unsubmitted](#) - 3560 application requests in progress
- [Submitted - Await Appr](#) - 3560 applications submitted for CSA/CSOC approval
- [Approved](#) - 3560 application requests approved in last 7 calendar days
- [Rejected](#) - 3560 application requests returned to the user - will be on list 14 calendar days

3560 Termination Requests

- [Saved-Unsubmitted](#) - 3560 terminations in progress
- [Submitted-Await Appr](#) - 3560 terminations submitted for CSA/CSOC approval
- [Approved](#) - 3560 termination requests approved
- [Rejected](#) - 3560 termination requests returned to the user

Assessments

- [In Progress](#) - Assessments that are in progress, not submitted
- [Returned](#) - Assessments that have been returned to user

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

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Authorizations

- [Expiring](#) - Youth whose authorization will expire in the next 30 days and no other authorization starts within 7 days of prior authorization end date

YouthLink View

- [New to YouthLink](#) – Youth referrals added to YouthLink in the last 3 calendar days
- [Newly Assigned](#) - Youth referrals in user's *My Active Youth* list in Assign Status in the last 7 calendar days
- [Accepted](#) - Youth referrals in user's *My Active Youth* list in Accept Status
- [Scheduled](#) - Youth referrals in user's *My Active Youth* list in Scheduled status
- [45 Day Reminder](#) - Youth referrals in user's *My Active Youth* list who will auto cancel in 5 calendar days
- [Aging Report](#) - youth referrals in user's *My Active Youth* list on YL for more than 25 calendar days

Deactivated Users

- [Progress/Assigned Work](#) - Deactivated users' plans and progress notes not yet submitted plus those transferred to deactivated user (only viewable by CMOSUP and higher-level security)

Left column links display:

- [Security Administrator](#) – List of 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
- [FSS Link](#) – The FSS Link Specific Functions screens - FSS program Provider Queue, FSS Link, Census and FSS Assignment History
- [My Active Youth](#) - Youth records the user is assigned to via the Provider tab on the youth's Face Sheet
- [Out of Home](#) – YouthLink, Message Functions, Out of Home Provider Map, Adolescent Housing Hub and Family Support Service Link
- [Provider Details](#) - Tabs of Medicaid and Non-Medicaid Providers
- [Message Functions](#) - Automatic messages about youth referrals on YouthLink
- [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](#) – Opens a screen where anomalies are displayed, selected, and resolved for users with Level 2 or Level 3 security (based upon security settings)

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Bottom edge links display:

- The current version of CYBER (2.0.0.0) 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/
1-877-652-7624