

3560 & Third Party Liability Data Collection in CYBER

#01051

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The purpose of this presentation is to provide an overview and updates on the following:

- 3560 Application
- 3560 Termination Requests
- Third Party Liability (TPL) data collection in CYBER

3560 Application Requests

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3560 Application Requests

To access and create a 3560 Application for a youth:

- First locate the accurate youth's CYBER record
- Click on the **3560 Request** button on the bottom left-hand side menu in CYBER.



3560 Application Requests

3560 Request		3560 Term Request	SPC37 Maintenance	Special Program Code			
App ID	Submitted By	Entity	Submitted Date	CSA Reviewer	CSA Decision Date	CSA Decision	CSOC Reviewer
		MR	2017/07/05		2017/07/05	Requires CSOC Approval	
		CMO	2018/05/31		2018/05/31	Requires CSOC Approval	

- 3560 Application Request grid now includes the name of the Entity that submitted the Application.
- Data in the grid will display with the oldest record first; columns can be sorted by clicking on column headings.
- Timestamps have all been removed from the grid.

3560 Applications sent to CSOC

3560 applications escalated to CSOC for review do not have a timeframe for processing; once a determination is made the PE Entity will be notified, via email, by PerformCare with CSOC's decision.

Create New from selected

Create New from scratch

Open Selected Application

- PE Entities and PerformCare have the ability to create a new 3560 Application Request:
- **Create New from selected-** New 3560 application with pre-populated information from the previous 3560 application.
- **Create New from scratch-** Create a new 3560 application
- **Open Selected Application-** Open selected 3560 application

In the past, providers had difficulty using the “create new from selected” function; those issues have been fixed and all necessary information copied from the selected application.

- **Always** check the start date of an existing 3560 number / segment prior to creating a new Application Request.
- If there is an overlap of coverage (dates) of both applications, the user will be unable to submit the new Application.

3560 Request Tab

3560 Request

Household Information | Income Information | Approval | Eligibility

Medicaid Ineligible Yes No If Yes, Reason for Ineligibility

Date of Application Date of Denial

Denied by Medicaid Yes No If Yes, Reason for Denial

Date of Application Date of Denial

Loss of Medicaid Yes No

DYFS Termination Yes No If Yes, Projected Term Date

Gap in coverage Yes No

Term of Earlier 3560 Yes No

Other Yes No

Req Start Date Req End Date Term Reason

Comments

Delete App Save Submit

- Both Medicaid Ineligible and Denied by Medicaid have two menus for use if “Yes” is selected; each menu includes the same choices.
- If a Term Reason is selected, the user is required to include a Requested End Date.
- Its important to include any non-clinical notes in the comments; that can justify the 3560 request.

3560 Request Tab

The screenshot shows a form with several sections:

- Medicaid Ineligible** Yes No. If Yes, Reason for Ineligibility: [Dropdown Menu]
- Denied by Medicaid** Yes No. If Yes, Reason for Denial: [Dropdown Menu]
- Loss of Medicaid** Yes No
- DYFS Termination** Yes No. If Yes, Projected Term Date: [Text Field]
- Gap in coverage** Yes No

The dropdown menu for 'Reason for Ineligibility' and 'Reason for Denial' contains the following options:

- Income
- Other Health Insurance Coverage
- Immigration Status
- Legally admitted in to the country for less than the required time
- PE granted with in past year
- Residency
- Other

- “Undocumented Immigrant” has been changed to **Immigration Status** in both menus for Ineligibility and Reason for Denial.
- 777-00-0000 is used as SSN for non-legal residents ONLY
- If youth is US Citizen/Legal Resident without SSN please use a generic number 123-45-6789 and add the reason in the Comment Box for not having a SSN

3560 Request Tab – Termination Reasons

Req Start Date <M/d/yyyy> 15 Req End Date <M/d/yyyy> 15 Term Reason

Comments

- Youth has other Medicaid/NJ Family coverage
- Youth is no longer in NJ system of care
- Youth turns 21/No CSOC extension
- Youth is in OOH and potentially eligible for Medicaid
- Youth/parents/legal guardian has moved out of state
- Parents/legal guardian refuses to cooperate with Medicaid application process
- Parents/legal guardian elects to disenroll from CSOC SOC
- CSOC discretion to request 3560 eligibility termination
- Death of the youth
- Other
- None

“Determination of Medicaid coverage based on the feed from OIT” option in the Termination Reason menu has been changed to “Youth has other Medicaid/NJ Family coverage.”

Household Information Tab

3560 Request Household Information Income Information Approval Eligibility

68 Whittlesey Ave Apt.#/Floor 973 4441739 973 7623202
Home Address Apt.#/Floor Area Home Phone: Area Cell Phone:

WEST ORANGE NJ 07052 ESSEX ENGLISH
City State Zip County Language spoken at home

Mailing Address, if different Apt.#/Floor City State Zip County

+ List ALL Parents/Guardians in the Household

+ List ALL Children UNDER THE AGE OF 21 Living in the Household

Demographic information will continue to populate from the youth's Face Sheet.

Household Tab

- Add parent(s) information
- Youth's information will prepopulate from Face Sheet
- First and last name - only what appears in birth certificate
- DOB, Gender, SSN

Household Information Tab – Parents/Guardians in the Household

The screenshot shows a window titled "Edit Parent Information" with a light blue background. It contains the following fields and options:

- First Name:
- Last Name:
- SSN:
- Birth Date: 15
- Race:
- Gender: M F
- Full-time Student?: Yes No
- US Citizen/Legal Resident?: Yes No
- Other health insurance now?: Yes No
- Other health insurance with in the past 3 months?: Yes No
- Parent/Guardian Marital Status: Single Married Separated Divorced Widow/er

At the bottom, there are three buttons: "Accept", "Cancel", and "Delete".

- Please note that the SSN field is no longer required for parents/legal guardians.
- Mark youth's relation to parent(s) – If NJ FamilyCare is considering the legal guardian as “fiscally responsible” for the youth; let's include them on the 3560 application as the “Parents”.

Household Information Tab – Add Children Under 21 to the Household

Edit Child Information [X]

First Name Last Name

SSN Birth Date 15 Race

Gender M F

Full-time Student? Yes No

US Citizen/Legal Resident? Yes No

Date of Entry <M/d/yyyy> 15

Pregnant? Yes No

Other health insurance now? Yes No

Other health insurance within the past 3 months? Yes No

Unpaid medical bills for the last 3 months? Yes No

How this child is related to the 1st parent? Child Stepchild Other

How this child is related to the 2nd parent? Child Stepchild Other

Anna Nguyen
Miller Nguyen

Household Information Tab – Add Children Under 21 to the Household

- Social Security Number (SSN) is only required for the applicant youth requesting 3560 coverage. (If demographics is completed on the Face Sheet, the applicant SSN, First Name, Last Name and date of birth will automatically populate to the 3560 application.) If not completed, user will be unable to submit the 3560 request.
- 777-00-0000 is used as SSN for non-legal residents ONLY
- If youth is US Citizen/Legal Resident without SSN please use a generic number 123-45-6789 and add the reason in the Comment Box for not having a SSN
- Answer youth's Student Status question
- Answer youth's Legal Status question
- Date of Entry should not be used for US citizens
- "Pregnant" is no longer a required field; but we encourage to answer the question. If the youth is pregnant, this information should be entered in the Comments box of the first tab for an enriched benefit.

Add Children Under 21 to the Household - View Insurance

How this child is related to the 1st parent? Child Stepchild Other

How this child is related to the 2nd parent? Child Stepchild Other

- Clicking on “View Insurance” button will bring up the youth’s current insurance information (from the Insurance tab of the Face Sheet).
- If the youth have TPL (Private Health Insurance), add the policy holder information.
- Add Policy number as it is a requirement (application will be rejected without a valid policy number)
- Do not add NJFC/3560 as previous coverage

View Insurance

The screenshot shows a window titled "Youth Insurance Information" with a close button (X) in the top right corner. At the top, there are four input fields labeled "First name", "Last name", "DOB", and "ID". To the right of these fields are two buttons: "Cancel" and "Add Insurance". Below the input fields is a table with the following columns: Source, Type, Status, Start Date, End Date, Sent Date, Comment, and Description. The table contains two rows of data. A dropdown menu is open over the table, showing two options: "Current" and "All".

Source	Type	Status	Start Date	End Date	Sent Date	Comment	Description
OIT	CAID/NJFC HMO:		01/01/2017				Horizon/Medigrou
OIT	CAID/NJFC:		01/01/2017				Status: AFDC-C - CN Regular - M

- As in the 3560 application, users can view the same insurance information under the Insurance tab of the youth's Face Sheet.
- The **Youth Insurance Information** window allows users to see the youth's **Current** and **All** insurance coverages listed on the screen grid; while not having to navigate away from the 3560 Application.
- See Slide 36 for more information about Insurance/TPL.

Income Information – Add Income

Add New Income Information Record

Select from Parents and Children in household

Name of person receiving income, including children

Employer Name

Employer Address

City State Zip

Employer Phone Number

Changed jobs in the last six months? Yes No

Former Employer

Type of Employment Self-Employed Owner Employee

Date job started

Does employer offer health insurance? Yes No

Date Job Ended

When information is entered in the Employer fields, Work Income and Type of Employment become required.

If the user selects “Yes” for Changed jobs in the last six months, the Former Employer and Date Job Ended fields become required.

Income Information – Add Income

Changed jobs in the last six months? Yes No

Former Employer Date Job Ended

Work Income (before taxes per pay period) Amount \$ How often paid? Every week Every 2 weeks 2 Times a Month Once a Month

Other income (Please select the sources of the other income and enter the total in the "Monthly Amount" box below")

Monthly Amount \$ Child Support Alimony Cash Support Other Social Security Benefits Unemployment Rental Income

If this person PAYS for day care for a child or disabled adult, list

Monthly Amount \$

If this person PAYS child support or alimony, list

Monthly Amount \$

- When the user enters an amount for Other income, at least one checkbox for the source of the income must be selected.
- Add parent(s) employer name, address and phone number (if available)
- Mark Type of Employment
- Add Date job started
- Add Work Income (before taxes)
- Please do not add cents – i.e., \$2459
- Mark How Often Paid
- If the parent(s) income is substantial please add the information in the Comment Box
- Add Other income and mark sources (if applicable)

Approval Tab

3560 Request | Household Information | Income Information | Approval | Eligibility

CSA 3560 Approval
Do Not Add SPC37

CSA Accept Reject Status Start Date <M/d/yyyy> 15 Term Date <M/d/yyyy> 15

Comments

CSOC 3560 Approval
Do Not Add SPC37

CSOC Accept Reject Status Start Date <M/d/yyyy> 15 Term Date <M/d/yyyy> 15

Comments

Calculated Results

Potentially Eligible for Medicaid	YES	0	1		
Potentially Eligible for NJ Family Care	NO	0	1		
	Insurance	Applicable Income	Number of persons in the home	Citizen	Insurance Coverage

Close Delete App Save Submit

- If the CSA has entered a Start/Term date, and the Application is reviewed by CSOC, the CSOC dates will take precedence.
- When the PerformCare or CSOC accept/reject the application, the date and time will appear in the Comments box.
- Calculated Results area will now populate appropriately, according to the information logged in the youth's record.
- Do not add a termination date unless the request is for gap in coverage
- Comments should not include youth's treatment or diagnosis
- Please submit 3560 application – if the application is only save is incomplete

Eligibility Tab

3560 Request	Household Information	Income Information	Approval	Eligibility	
MAID	EFFDATE	ENDDATE	STATCODE	STATDESC	

The Eligibility Tab has not changed; it continues to display the same information that is on the Eligibility tab of the youth’s Face Sheet.

Please note: 3560-5xx numbers are different than “regular” 3560 numbers they cover respite services **ONLY**. **A youth can have both a 3560-5xx and 3560 eligibility number.**

Unsent Authorizations

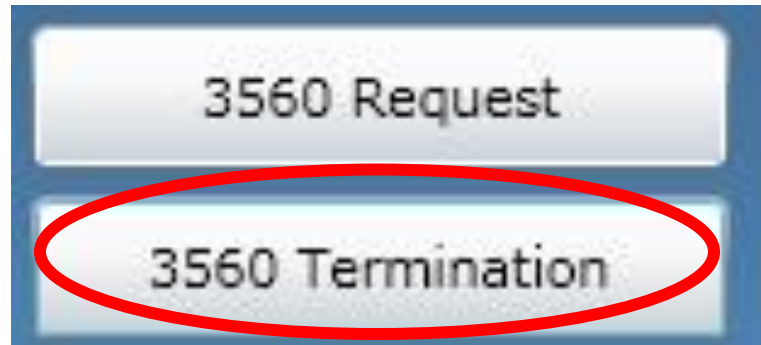
The youth must be Medicaid eligible at the start date of the authorization period in order for the authorization to be considered a Medicaid authorization and transmit into the Molina system. Check the eligibility tab to confirm the youth’s NJ FamilyCare/3560 number is showing with the correct start and end dates to cover the prior authorization. Please note that it takes 7 business days for the NJ FamilyCare/3560 number to attach to the authorization. PerformCare feeds authorizations to Molina on Tuesdays and Thursdays **ONLY**. If the authorization has not been sent after 7 business days from the day the authorization was created, please contact us at servicedesk@performcarenj.org.

3560 Termination Requests

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3560 Termination Requests

- To access/create a **3560 Termination** for a youth:
- First locate the youth's CYBER record,
- Then click on the "3560 Termination" button on the bottom left-hand side menu in CYBER.

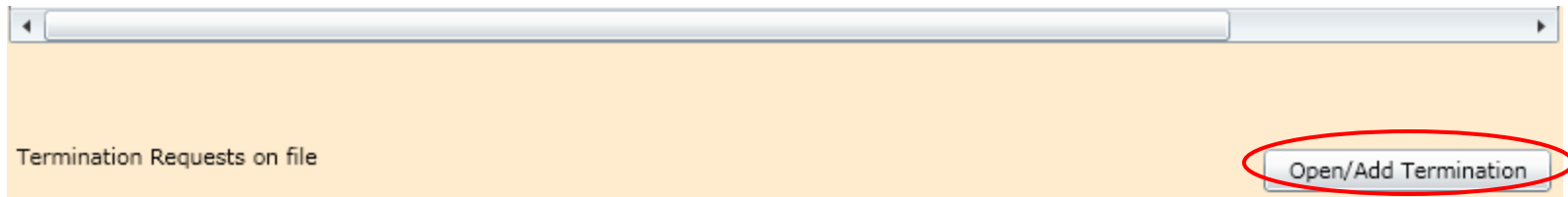


3560 Termination Requests

3560 Request	3560 Term Request	SPC37 Maintenance	Special Program Code				
App ID	Submitted By	Entity	Submitted Date	CSA Reviewer	CSA Decision Date	CSA Decision	CSOC Reviewer

- 3560 Termination Request grid now includes the name of the Entity that submitted the Application.
- Data in the grid will display with the oldest record first; columns can be sorted by clicking on column headings.
- Timestamps have all been removed from the grid.

3560 Termination Requests



Clicking on the Open/Add Termination button will allow the user to create a new Termination Request for the youth.

If there are no open 3560 records available for termination, the user will receive an error message and will be unable to create the termination.

- This will prevent multiple termination requests from being submitted for the same 3560 number.

3560 Termination Requests

The screenshot shows a web interface with two tabs: 'Termination Items' and 'Eligibility'. The 'Eligibility' tab is active. Below the tabs, there are four input fields: '3560 Number' (a dropdown menu), 'Termination Reason' (a dropdown menu), 'Term Date' (a text field with a calendar icon and the value '15'), and 'Comments' (a large text area). A red arrow points to the '3560 Number' dropdown menu.

The 3560 number drop down box will list all the youth's open and qualified for 3560 termination.

3560 Termination Requests

The screenshot shows a web form for 3560 Termination Requests. It features two main sections, one for CSA and one for CSOC. Each section includes a 'Term Date' field with a calendar icon, a 'Comments' text area, and an 'Accept Reject Status' dropdown menu. At the bottom of the form, there are four buttons: 'Close', 'Delete App', 'Save', and 'Submit'.

- The **Term Date** box (<M/d/yyyy>) for PerformCare/CSOC will be active based upon users log-in.
- PerformCare and CSOC can Accept or Reject a 3560 Termination request. **CSA Accepted Reject Status** and **CSOC Accept Reject Status** have a drop-down menu; which includes **Accept**, **Rejected** and new “**Clear Status**” option. Selecting “Clear Status” will default to blank box.
- **Save** button will allow the user to return to the 3560 Termination Request at a later time.

3560 Auto-Terminations

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3560 Auto-Terminations

- CYBER now has the ability to automatically terminate 3560 numbers.
- CMO/MRSS, BA/IIC, OOH, PerformCare and CSOC users will have a link on their Welcome Page – 3560 Auto-Term – which will list the 3560 numbers that were automatically terminated.
- Numbers will remain on this grid for 1 day after termination.
- Users will also see 3560 numbers on the Terminated Eligibility link for the youth (in **My Active Youth** tab) Numbers will remain on this grid for 30 calendar days after termination.

If a youth has a currently active 3560 number and is eligible for Medicaid, thus creating an overlap in coverage, the 3560 number will be automatically terminated the day before the Medicaid Effective Date.

- If the 3560 number was opened after the Medicaid became effective, the 3560 number will be auto-terminated the day after it was opened.

If an active 3560 number exists for a youth that has been discharged or transitioned from CMO/MRSS into the community (meaning the youth will no longer be enrolled with a PE Entity):

- The 3560 number will be auto-terminated on the last day of the month following the close of the youth's Security tab in CYBER.

- When a youth enters an OOH facility and has an open 3560 number, the system will auto-terminate the 3560 on the last calendar day of the month following the Episode.
 - Only 3560 numbers or segments that began prior to Episode will be auto-terminated.
 - The Referral Date for the Episode will be used to calculate the date for auto-termination.

When a youth turns 21 and has an open 3560 number, the system will auto-terminate the 3560 on the last calendar day of the youth's birth month.

- The auto-termination will be created in the system 2 months prior to the termination date; CME will see the upcoming termination on the Expiring Eligibility link of their Welcome Page.

If there has been no activity in a youth's record (no Treatment Plans, Authorizations or Progress Notes have been entered) for 90 days, the system will auto-terminate the 3560 on the last day of the month following the 91st day of inactivity.

Auto-Termination

In addition, CYBER will automatically terminate 3560 numbers after they have been active for a year.

- The annual auto-termination will be scheduled 60 days in advance so that users will see it on their Welcome Page (Expiring Eligibility).
- The last day of the month prior to the month in which the 3560 number was initially opened will act as the termination date.

When user clicks on the **3560 Termination** button in the youth's record,

- Auto-Terminated 3560 numbers will also appear in the Termination History grid.
- The PerformCare Accept/Reject Status Comments field will be populated with “Auto Terminated” along with the reason for the auto-termination.

Note: If a user has created a 3560 Termination manually, it will be processed even if the 3560 number falls into one of the previously mentioned categories.

Third Party Liability (TPL)

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- Third Party Liability (TPL) functionality within CYBER allows users to enter the youth's family private health insurance. This youth information is accessible in CYBER Insurance tab (located in the Face Sheet) and in the 3560 Application.
- This functionality will also include automatic data gathering of NJ Family Care (Medicaid)/HMO coverages, as well as 3560 eligibility information.
- The Medicaid information that displays on the youth's Eligibility tab will continue to show there, but will also appear on the Insurance tab so that all Eligibility/Insurance information can be viewed in one grid.

- Any CYBER user that has access to a youth's record will have access to the Insurance tab.
- Only those with the appropriate security level (PerformCare associate or PE Entities) will have the ability to add or edit TPL information.
- Any CYBER-created TPL records can be opened (double-click on record in the grid) and edited.
- Any non-CYBER created records (those that are fed into the system from Molina or OIT) cannot be edited and can only be reviewed in the Insurance grid.

Third Party Liability – Insurance Tab

Return To Main

Face Sheet

Out Of Home Treatment

My Active Youth

Plan Approval (0)

Progress Notes

Treatment Plans Assessments

Authorizations

First Name: FIRST NAME, Last Name: LAST NAME, Gen: F, Birth Date: MM/DD/YEAR, Age: 11, SSN: 123-45-6789, Youth/Child ID: 12345

Dashboard | Demographics | Episodes | Provider | Security | Supports | Dx/Med | Eligibility | **Insurance** | Legal | Doc

First Name: FIRST NAME, Last Name: LAST NAME, Middle: , DOB: MM/DD/YEAR

Parent/Guardian indicates the youth has TPL.

Active Insurance | All Insurance

Source	Type	Status	Start Date	End Date	Sent Date	Date Entered	Description
OIT	CAID/NJFC:		9/1/2017				Status: 485 Plan A Child 6-19 100%
Cyber TPL	TPL: BCBS	Completed			03/13/2014	02/25/2014	Coverage Type: Medical/Surgical/Mer

The Face Sheet's **Insurance** tab will include the youth's First Name, Last Name and DOB.

This grid will also include;

- Source – CYBER (manually entered), Molina Medicaid , OIT
- Type – Type of coverage; TPL, 3560, NJ FamilyCare, etc.
- Start and End Dates of coverage
- Comment – to be used by PE Entities regarding the youth's insurance coverage
- Description – Coverage Type; HMO, Major Medical, Medicare Supplemental, etc.

Third Party Liability – Insurance Tab

The screenshot shows a navigation bar with tabs: Dashboard, Demographics, Episodes, Provider, Security, Supports, Dx/Med, Eligibility, Insurance, Legal, Call Resolution, Doc, and Alert. Below the navigation bar is a form with input fields for Medicaid Num, Last Name, First Name, PSTAT, and DOB (YYYY MM). Below the form are buttons for Show Connected Records, Connect, Disconnect, Search, and Clear. A red box highlights the 'Active Eligibility' and 'All Eligibility' menu options.

- By default, only the **Active Eligibility** insurance will appear in the grid. To see all insurance that the youth has been covered in while in the Children System of Care, change the menu option to “**All Eligibility**”.
- To create a new TPL record, click on the “New” button.
- The Add New Insurance window will open.

Third Party Liability – Add New Insurance

Insurance Details X

Source

YOUTH INFORMATION

LAST NAME *	FIRST NAME *	DATE OF BIRTH *	SSN	YOUTH/CHILD ID	MEDICAID
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="NJ"/>	<input type="text"/>	<input type="text"/>

YOUTH INSURANCE INFORMATION

LAST NAME *	FIRST NAME *	DATE OF BIRTH *	<input checked="" type="checkbox"/> SAME AS ABOVE	<input type="checkbox"/> INSURANCE CARD PRESENT
<input type="text"/>	<input type="text"/>	<input type="text"/>		
ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="NJ"/>	<input type="text"/>

POLICY HOLDER INFORMATION

LAST NAME *	FIRST NAME	SSN *		
<input type="text"/>	<input type="text"/>	<input type="text"/>		
INSURER CODE	INSURANCE CARRIER *	INSURER PHONE		
<input type="text"/>	<input type="text"/>	<input type="text"/>		
INS. ADDRESS 1	INS. ADDRESS 2	CITY	STATE	ZIP
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

INSURANCE INFORMATION

POLICY NUMBER *	GROUP NUMBER	COVERAGE TYPE *	RELATIONSHIP *	EFFECTIVE DATE	TERMINATION DATE
<input type="text"/>	<input type="text"/>	<input type="text" value="Medical/Surgic"/>	<input type="text" value="Parent/Other"/>	<input type="text" value="<M/d/yyyy> 15"/>	<input type="text" value="<M/d/yyyy> 15"/>

EMPLOYER INFORMATION

EMPLOYER CODE	EMPLOYER NAME	EMPLOYER PHONE		
<input type="text"/>	<input type="text"/>	<input type="text"/>		
ADDRESS 1	ADDRESS 2	CITY	STATE	ZIP
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



The Source and Youth Information will populate automatically.

Insurance Carrier – choose the appropriate company from the menu that appears after user starts to enter information; the remainder of the insurance fields will populate.

Policy Information can be found on the insurance card (see next slide for a sample).

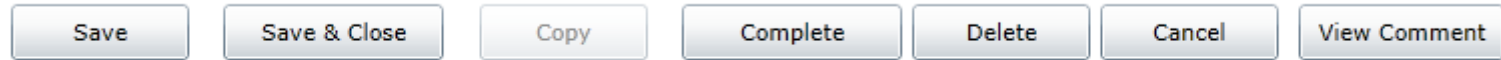
*There are no required fields; users can Save & Close without completing.

Sample Insurance Card

 Blue Cross Blue Shield	BlueCHIP for Medicare Group Plus
<FIRST NAME> <M> <LAST NAME> <TITLE> <ID NUMBER>	PCP:<FIRST NAME> <M> <LAST NAME>, <TITLE> PCP PHONE:<XXX-XXX XXXX>
RxBIN 004336 Issuer 80840 RxPCN ADV RxGrp RX6301 CMS H4152 817	PCP Visit \$<XX> Specialist Visit \$<XX> Emergency Room \$<XX> Inpatient Adm \$<XX>
MEDICARE ADVANTAGE	Issued XX/XX/XX MedicareRx  Prescription Drug Coverage DENTAL

- ID Number = Policy Number
- RxGrp = Group Number

Third Party Liability – Add New Insurance



- **Save** – allows to save the record and keep the window open for further editing.
- **Save & Close** – will save the record and close it, returning the user to the Insurance tab.
- **Copy**- duplicates the existing TPL information record in the Insurance tab grid.
- **Complete** – runs a validation on the required fields to check for completeness; if all fields are filled in, the record will be locked for editing and will be sent to OMIG for verification. If the fields are not completed, the user will receive an error message, stating which fields are missing and indicating that the record has not been saved.
- **Delete** – available only for records that have a status of “open”.
- **Cancel** – will cancel any actions taken prior to a Save.
- **View Comment** – currently not being used.

If you have questions about the 3560 Application and/or Termination Request functionality or the TPL functionality, please contact the PerformCare Service Desk;

1-877-736-9176

servicedesk@performcarenj.org

More than
20 YEARS
of making
care the heart
of our **work.**

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