

PerformCARE[®]

Instructional Guide for Conducting a Search in CYBER (CYBER Release 1.21)

PerformCARE[®]

Instructions for Use

Table of Contents

I. Introduction.....	2
II. Accessing CYBER.....	3
III. Searching Using the DD/ID Number.....	4
IV. Locating a Youth’s DD/ID Number	5
V. Other Search Options.....	6

I. Introduction

Starting January 1, 2013, the Children's System of Care (CSOC) began providing service to youth that had previously been served by the Division of Developmental Disabilities (DDD). Information for these youth was downloaded into CYBER so that PerformCare and CSOC staff could begin providing assistance to these families. Included in the records were ID numbers specific to this population; a specific field was created on the Face Sheet to house any external ID numbers, including those from DDD. In the 1.21 release, users have the ability to search for a youth's record using this ID number, not just the CYBER ID.

II. Accessing CYBER

Users must first log-into CYBER with their UserID and Password. The log-in screen can be found via the PerformCare website – www.performcarenj.org.

NJ Children's System of Care
Administered by PerformCare Behavioral Health Solutions | An AmeriHealth-Mercy Company

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Families Youth Providers About CYBER

Launch Cyber
For technical assistance, with the Cyber System, call 1-877-736-9176 or email service@performcarenj.org.

Help for Youth
If you are between the ages of 5 and 21 and need help with daily life challenges.

CYBER LOGIN

Enter Login Name Here

Enter Password Here

Login

As a CYBER User I understand that my work will involve access to Protected Health Information (PHI) as defined by HIPAA (The 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 or disclosure this PHI by logging in as a CYBER User.

This 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/> "

III. Searching Using the DD/ID Number

Once a user logs into CYBER, they are brought to their Welcome Page. The Quick Search function can be found at the top of this page.

The screenshot displays the PerformCARE system interface. On the left is a 'System Admin' sidebar with links for Service Desk, FAQs, and Help. The main area features a 'Quick Search' section with a dropdown menu currently set to 'Cyber ID' and input fields for First Name, Last Name, DOB, and SSN. Below this is a search bar with 'Search' and 'Clear' buttons, and a 'Select a User' dropdown. The top right shows a 'Logout' button and a 'Refresh Total' button. The center of the page displays the 'NJ Children's System of Care' logo and a welcome message for 'Michele Olivieri, Contracted System Administrator'. On the right side, there is a 'CC/MSS' section with links for 'My Work', 'My Plans()', 'Assessments()', 'Weekly Summary', 'My Calls', 'Resolved()', 'Unresolved()', and 'Triage In Progress()'.

Users will find a (new) menu option available next to the first text box (highlighted above). This menu allows the user to choose what ID number they want to use in the search. The menu is defaulted to the CYBER ID, and the user can choose the DD/ID if they have that number available instead. (This menu may change in the future if there are additional external ID numbers used in the system.)

This close-up shows the 'Quick Search' dropdown menu. The menu is open, showing the following options: 'Cyber ID' (highlighted), 'Cyber ID', 'DD/ID', 'DOB', and 'SSN'. The 'Cyber ID' option is currently selected.

Once users make a selection, they can enter the search parameters into the appropriate fields to locate the correct youth's record. (*Please note – only those youth who the user is opened to will appear in the search results.)

The option to utilize the DD/ID number is only available to users on the Welcome Page, using the Quick Search function. This option is not available in the Youth/Child Search function.

IV. Locating a Youth's DD/ID Number

Any youth that has been deemed eligible for DDD services in the past has a DD/ID number that was loaded into CYBER. That DD/ID number can be located on the youth's Face Sheet, in the additional information area.

Zip	County	Area	Phone Number Primary	Ext	Type	Area	Phone Number Secondary	Ext	Type
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Youth's Email

Additional Address Information (1) Additional Contact Numbers (0)

Living Situations currently Resource Home (0) others School Information (0)

Aliases (1) External ID Information (1)

Languages (0)

Clicking on the button next to External ID Information will show the user the list of IDs that have been entered (or loaded) into the youth's record.

+ School Information (0)		
+ External ID Information (4)		
External ID Type	External Ref ID	Effec
DD/ID	123456	2012
DD/ID	123	2013
DD/ID	123454	2013

The grid will include the External ID type, the ID number, the effective and termination dates. (Please note that the above example includes test data and most youth that have DD/ID ID numbers will only have one in their record.)

When a youth becomes eligible for DD/ID services and are issued a new ID, that number can be added to the system by using the "+" button.

Add/Edit External Reference ID for selected child

External Ref ID

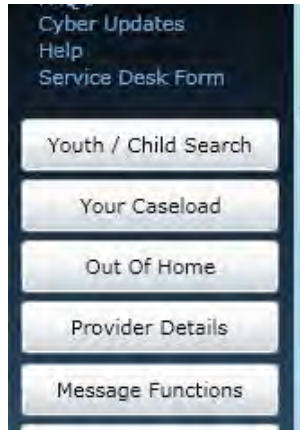
External ID Type

Effective Date

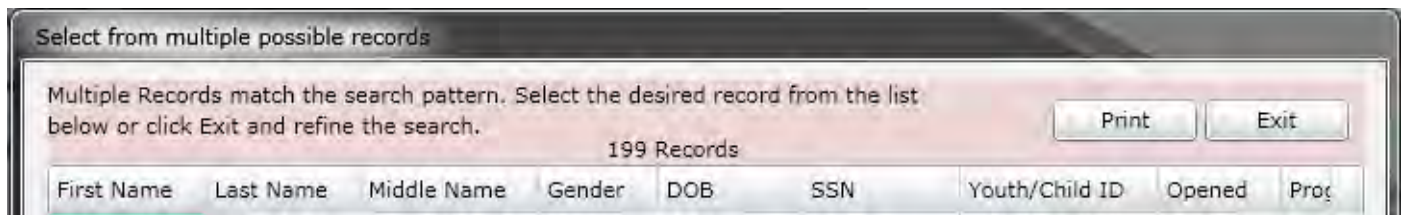
Termination Date

V. Other Search Options

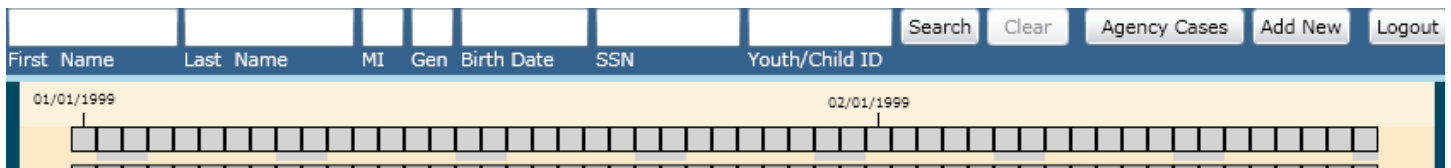
Users can also locate a youth's record by utilizing the Your Caseload button from the left-side button bar.



Clicking here will bring up a list of the youth that the user is opened to (meaning, they are opened on the Provider tab of the youth's Face Sheet). Double-clicking on a record in the grid will bring the user to that youth's record.



Users can also use the Youth/Child Search button, also located on the left-side of the screen, to bring them to the search functionality (which is also present at the top of the screen when the user is in a youth's record).



Users are encouraged to put in as much information as possible to locate the correct youth's record; users may find that when the spelling of a youth's name is in question, entering the first letters of both the first and last name will assist in locating the correct youth. Clicking on the Search button will run the search; the results will appear in a window similar to that which appears when the user clicks on the Your Caseload button.