

PerformCARE[®]

Instructional Guide for Welcome Page Features for CYBER Users with High-Level Access (“Supervisor” designation and up)

Instructional Guide for Welcome Page Features

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I. Introduction

The Welcome Page is designed to give CYBER users access to the most frequently used areas of CYBER. It also functions like a reporting service; a user has access to data in grids that show information such as plans that are coming due and authorizations that are going to expire, helping to prompt follow-up work. In addition, high-level security groups in the hierarchy structure permit certain users to have access to features on the Welcome Page to assist in managing staff work.

The hierarchy structure is based upon the role-based security model within CYBER. This was designed so that Supervisors and Managers have the ability to track the work of their staff; specifically, it allows them to see the number of plans or assessments that are in progress or returned to the user by the CSA. This also allows them access to the user's individual Aging Reports if available to the provider type.

If a user has a designation of "CM" (Care Manager) in the system, they will only see their own work on the Welcome Page and will not have the option of viewing other users' activity. Users with security groups that have high-level access, starting with "SUP" (Supervisor) will be able to see the work of the Care Managers below them in the hierarchy structure, as well as the work of other Supervisors, within their agency.

Along with the functionality mentioned above, users with high-level access designations of Supervisor, Manager or above (QA, FIN, DIR, etc.) will also be able to see a list of outstanding work associated to any deactivated users below them in the hierarchy. A link on the Welcome Page is available to these users and allows them to see what documents are incomplete. These users can use the Plan Approval screen to reassign documents, or utilize functionality on the Progress Note grid to address draft progress notes.

II. Accessing CYBER

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

The screenshot shows the top of the PerformCare website. The header includes the text "NJ Children's System of Care" on the left and navigation links "Home", "Youth & Family Guide", "Careers", "Contact", and a search bar on the right. Below the header is a blue navigation bar with links for "Families", "Youth", "Providers", "About", "CYBER", and "Find a Provider". A red box highlights the "Launch CYBER" section, which contains contact information for technical assistance. A red arrow points from this section down to the "CYBER LOGIN" section below.

We develop and manage
Behavioral Health Solutions
— that are —
Member and Family Focused

Launch CYBER

For technical assistance, with the CYBER System, call 1-877-736-9176 or email servicedesk@performcarenj.org.

Help for Youth

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

Each provider organization has at least one CYBER Security Administrator, and your agency's CYBER Security Administrator can set up a login for you.

Your access will be based on your login type and security levels.

Before you log in, keep in mind....

- There is no 'back button' use in CYBER!
- Most areas/buttons are single-click – do not double-click on a button!
- Every time you launch CYBER, you will be required to enter your Login name and Password to continue.

Below the log in area is a statement that, as a CYBER user, you acknowledge your responsibility to protect the privacy of, and to guard against, the inappropriate use of the Protected Health Information (PHI) contained within the system.

This statement will appear each time you log in.

Please also check the Providers section on the PerformCare website for the most up-to-date technical requirements (such as browser compatibility and operating systems) that a user would need to access CYBER.

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/>

CYBER contains substance abuse diagnosis and treatment information that is protected by federal confidentiality rules (42 CFR Part 2). CYBER users are not permitted access to that information without a valid written consent that meets the requirements of 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 alcohol or drug abuse patient.

Please CLEAR your browser Cache before using this new version of CYBER

III. User Hierarchy

Users in CYBER are assigned security levels that designate their roles and hierarchy within their agency. These security levels allow the assigned user to have access to specific functions and features in CYBER. Some of those features are on the Welcome Page for certain provider types.

CYBER User IDs are created and assigned by each agency's Security Administrator. The Security Administrator's role in CYBER is to create CYBER user IDs that define each user's role and hierarchy with security groups. A full description of the security groups and instructions for creating CYBER user IDs may be found on the PerformCare website training page, <http://www.performcarenj.org/provider/performcare-presentations.aspx> in the CYBER Security Administrator Instructional Guide.

In addition, each provider type has their own Instructional Guide to further assist in the specifics of their provider type.

Welcome Page Features for High-Level Users

All security groups above CM are considered to have High-Level access on the Welcome Page. That includes the security groups of SUP, MGR, FIN, QA, EXE, DIR/CE, etc.

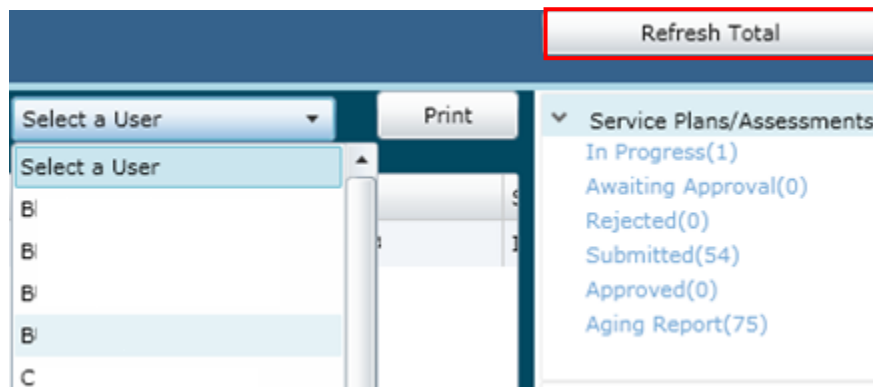
Select a User Feature



The Select a User feature appears as a pull-down menu on the Welcome Page that allows the high-level user access to view the work of all other users at an equal or a lower level (below them in the hierarchy). Care Managers are the first access level and will not have options in this menu; they will only see their own Welcome Page. This feature is for Supervisors and Managers to easily access and track the work of their staff.

Selecting a name from the menu will populate the links on the Welcome Page with that user's information; the selected user's name will appear at the top of the menu as a reminder to the logged-in user.

The high-level user must click the Refresh Total button at the top of the right hand column to see the selected user's Welcome Page numbers in parentheses, identifying that there is a document in one of these statuses.



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Remember that the high-level user is only viewing the Welcome Page of the selected user. Rules of assignment will still apply, so clicking a child ID link on one of the items will not reassign the plan or assessment to the high-level user. This can only be done through the Plan Approval screen or by the current owner of the plan or assessment from within that plan, or assessment.

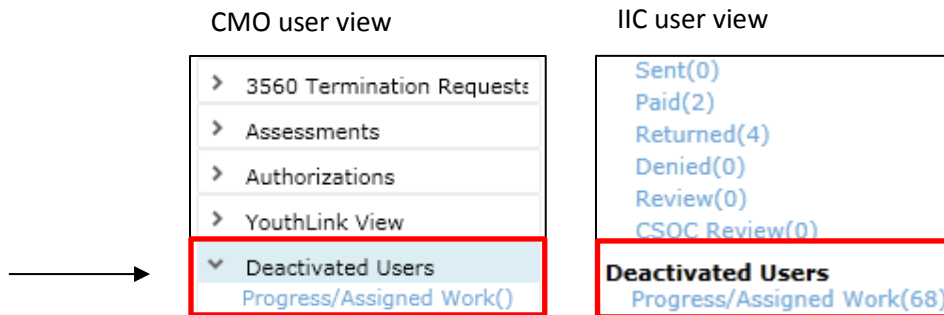
The Select a User features affects these links under these sections only:

- BPS Needs Assessment
- Authorizations
- Eligibility
- Service Plans/Assessments

After clicking the Refresh Total button, clicking any status link with a count in parentheses from the above sections will populate the center grid with details of that status.

Deactivated Users

High-Level users with the designation of Supervisor or above within an agency will have access to an accordion on the Welcome Page titled “Deactivated Users”; it will be the last accordion on the right side of the page.



Users will find one link here named “Progress/Assigned Work”. Clicking this link will populate the center grid with a list of all work that is currently assigned to a user that has been deactivated in the agency.

If there are Treatment Plans or Assessments in this section, the high-level user can locate them on the Plan Approval screen. As per assignment rules, Treatment Plans and Assessments that are still in-progress can only be accessed on the youth’s Treatment Plans and Assessments screen by the author.

However, any documents on the Plan Approval screen can be reassigned to another user within the agency for review, completion, deletion, or submission. The Plan Approval button is available from the Youth/Child Search screen or in each individual youth’s record.

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Deactivated Users - Progress/Assigned Work Select a User Print

Youth/Child ID	Doc Type	User ID	Status	Treatment ID
2	Treatment - IIC_2		In-progress	8
2	Treatment - IIC_2		In-progress	8
2	Treatment - IIC_2		In-progress	8
1	Treatment - IIC_2		In-progress	7
1	Treatment - IIC_2		In-progress	7
2	Treatment - IIC_2		In-progress	9
2	Treatment - IIC_2		In-progress	1
3	Treatment - IIC_2		In-progress	1
1	Progress Notes-IIC		Draft	9
2	Progress Notes-BHA		Draft	1
1	Progress Notes-BHA		Draft	1
2	Progress Notes-IIC		Draft	1
1	Progress Notes-BHA		Draft	1

BPS Needs Assessment

- In Progress(0)
- Returned(0)
- Aging Report(0)

Authorizations

- Expiring(0)

Eligibility

- Added Eligibility(0)
- Expiring Eligibility(0)
- Term Eligibility(0)
- 3560 Auto Term(0)

Service Plans/Assessments

- In Progress(0)
- Submitted(0)
- Approved(0)
- Rejected(0)

Non Med Auths()

- Current(703)
- Last 30 Days(390)
- Expiring(358)
- Auth History(3723)

Non Med Claims()

- Claims(9)
- InProgress(3)
- Submitted(0)
- Approved(0)
- Sent(0)
- Paid(2)
- Returned(4)
- Denied(0)
- Review(0)
- CSOC Review(0)

Deactivated Users

Progress/Assigned Work(68)

If there are draft Progress Notes in the system, the high-level user will need to go to the youth’s record and click on the new “Select All Draft Progress Notes” option. If the agency is still open to the youth, the user will be able to navigate to the record by clicking the Youth/Child ID hyperlink, open, review and commit, or delete the note. If the agency is closed to the youth, the user will not see the draft progress notes and the note will not be accessible.

Progress Notes

Show All Draft Progress Notes Truncate Notes
Filter Notes
Show All Notes
New Progress Note

Show My Draft Progress Notes Print Selected
Print All

Show Committed and Signed Progress Notes

NoteDate	NoteType	Created BY	Note
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Only users with a designation of Supervisor or higher will have access to this new function; no other users will see the section or hyperlinks. Please keep in mind that this functionality allows high-level users to see all draft progress notes that are associated with an individual youth’s record.

Users should take care that they are only editing, deleting or committing those progress notes that were attached to a user who is now deactivated. Users that are still active in the system should be completing a clean-up of their own draft notes on a regular basis. There is a new column in this grid – Created By – that will indicate the user ID of the user that authored the note; this information should be referred to as to ensure the correct note is being accessed.