

# Intensive In-Home/Individual Support Services Welcome Page

**System Admin**  
Name  
Phone  
FAQ's  
Cyber Updates  
Help  
Service Desk Form  
Training Information

Quick Search  
Cyber ID  
First Name  
Last Name  
DOB  
SSN

**NJ Children's System of Care**  
VERSION=1.44.8.0-05  
Welcome to CYBER

Logout  
Refresh Total

**Service Plans/Assessments-InProgress**  
Select a User  
Print

Youth/Child ID	First Name	Last Name	Child Family Team Date	Create Date	Author	Status	F
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▼ Service Plans/Assessments  
In Progress()  
Submitted()  
Approved()  
Returned()  
Aging Report()  
> Authorization  
> Claims \*

User Name  
User Role IIHMGR  
User Group IIIH

*\* Note: This area was formerly used for processing non-Medicaid claims in CYBER and is no longer active. All claims for Intensive In-Home/Individual Support Services are processed through Medicaid.*

FAQ's  
Cyber Updates  
Help  
Service Desk Form  
Training Information

Youth / Child Search

My Active Youth

Provider Details

System Functions

Reporting

Historical Access

FAQ's	Opens a new window to the CYBER Frequently Asked Questions on the PerformCare (PC) website
CYBER Updates	Opens a new window to the New CYBER Releases page of the PC website for Release Notes
Help	Displays the Help window with Service Desk phone and email information
Service Desk Form	Opens the CSA Service Desk Request Form to report a CYBER problem or make a request or inquiry
Training Information	Opens the Provider Training page on the PC website
Youth / Child Search	Brings the user to the Youth search screen
My Active Youth	Displays a list of the youth the user is assigned to via the Provider tab on the youth's Face Sheet
Provider Details	Opens the Provider Details and lists Medicaid and Non-Medicaid Providers
System Functions	Opens the Manage Access area - Non-Security Administrators can change their own password. Security Administrators can manage other users' IDs, edit security settings, deactivate users, etc.
Reporting	Opens the Reporting area viewable by users with Level 3 security (based on security settings)
Historical Access	Opens a historical list of youth no longer open to the agency; allows a user to access a record in read/print only view

*Note: Data on the links are based on the user being added to the provider tab in the youth's record.*

▼ Service Plans/Assessments

In Progress()

Submitted()

Approved()

Returned()

Aging Report()

▼ Authorization

Current()

Last 30 Days()

Expiring()

Auth History()

▼ Claims \*

Claims()

In Progress()

Submitted()

Approved()

Sent()

Paid()

Returned()

Denied()

Review()

CSOC Review()

Plans/Assessments that the user has created, saved, but not yet submitted to PC  
Plans/Assessments that have been submitted by the user to PC  
Plans/Assessments that have been approved by PC  
Plans/Assessments that have been returned to the user (by agency or PC)  
Plans/Assessment that are coming due (due in 3 calendar days) or are overdue (due dates based upon document type)

The default grid will list authorizations for the provider where the current date is equal to or after the start date of the authorization and is equal to or before the end date of the authorization  
Lists authorizations that have expired in the last 30 calendar days  
Lists authorizations that will expire within the next 30 calendar days  
Lists authorizations that expired between the last 31 and 365 days

All current non-Medicaid claims  
Claims that are started, but not submitted to PC with an 'In Progress' or draft status  
Claim forms that have been submitted to PC  
Claims that have been approved by PC  
Claims from the agency that have been sent by PC to Office of Accounting for payment  
Claims paid in the last 365 days (posted in CYBER no less than 30 days after the payment has been issued)  
Claims that have been returned to the agency by PC  
Claims with a status of Denied; these claims have been denied by PC or CSOC  
Claims for the agency that are currently in review with PC; this includes claims that have been entered for services that fall outside of the end of the authorization by more than 90 days  
Claims for the agency that are currently in review with CSOC

Claims links are no longer functional for IIH or ISS users.

*\* Note: This area was formerly used for processing non-Medicaid claims in CYBER and is no longer active. All claims for Intensive In-Home/Individual Support Services are processed through Medicaid.*