

PerformCARE<sup>®</sup>

Instructional Guide

Report Access

## Instructional Guide Report Access

### Table of Contents

I. Introduction .....	2
II. Accessing CYBER.....	3
III. Accessing Reports .....	4
IV. Viewing Reports.....	6
Navigating Pages .....	7
Drilldown Feature .....	7
V. Exporting and Printing Reports.....	8
Exporting to Excel.....	8
Exporting the report into PDF .....	8
Printing Reports.....	9
VI. Technical Support and Request for New Report or Enhancements .....	9

## I. Introduction

PerformCare provides reports for your organization to support business operations. The reports represent an organized collection of data that can be accessed by security group Level 3 users through CYBER and are specific to your organization. There is a variety of report styles available based on the needs of your provider service line. The reports may be in the form of tables, dashboards, and/or extracts. Reports can be exported into different formats and printed. Columns are sortable, may include drill down options, and can be filtered by various parameters.

- A table is a simple report having rows and columns along with report title and column headers.
- A dashboard consists of multiple tables and graphical representation of data that can include drill down options and can be filtered by various parameters.
- An extract is a table of raw data without a report title, allowing user to customize data according to user need.

## 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](http://www.performcarenj.org).

The screenshot shows the top of the PerformCare website. At the top right, there are links for Home, Youth & Family Guide, Careers, and Contact, along with a search bar. Below this is a blue navigation bar with links for Families, Youth, Providers, About, CYBER, and Find a Provider. On the left, there is a light blue box with the text: "We develop and manage Behavioral Health Solutions that are Member and Family Focused". On the right, there are two boxes: "Launch CYBER" with contact information and a photo of a woman, and "Help for Youth" with a description of services and a photo of a young girl. A large red arrow points from the "Help for Youth" box down towards the "CYBER LOGIN" section.

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.

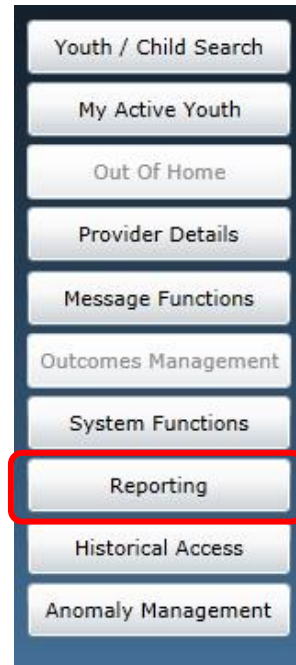
This is in compliance with The Health Insurance Portability and Accountability Act (HIPAA) of 1996 and its implementation regulations. For more information on HIPAA please go to <http://www.hhs.gov/ocr/hipaa/>

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.

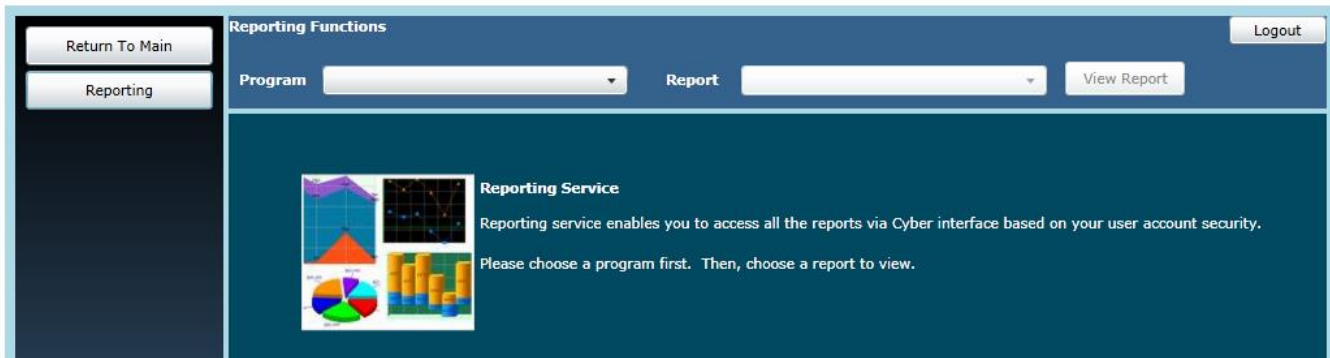
Please **CLEAR** your browser Cache before using this new version of CYBER

## III. Accessing Reports

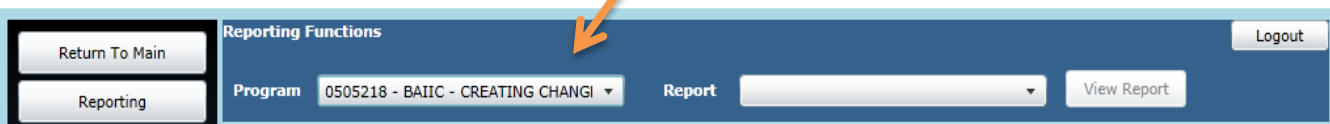
Reports are accessed through CYBER by clicking the Reporting button on the left hand menu pane on the Welcome Page. Security group Level 3 is required to access the Reporting button.



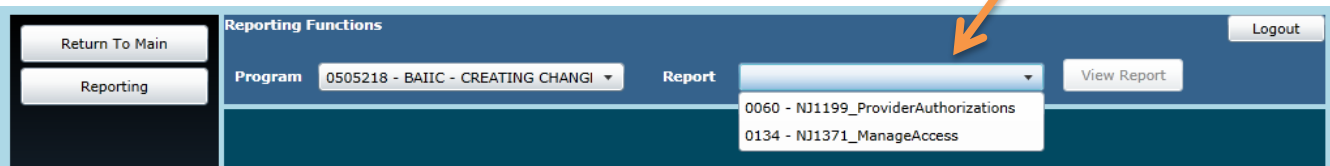
The Program dropdown menu allows user to select the organization attached to the user's CYBER login. User may select a program from the Program dropdown in order to enable the Report dropdown. In the Report dropdown box you will see all the reports available to the chosen program.



1. Select the desired program.



2. Select the desired report.



# PerformCARE®

3. Click on 'View Report' button. Clicking the View Report button will display the data included in the report selected.

AUTH#	CYBER ID	CIMID	YOUTH NAME	DOB	MEDICAID	UNITS	SERVICE CODE	DESCRPTR
15		65		/1997		32	H0036TJU1	Intensive in Co Individual LCSV
15		65		/2007		72	H0036TJU1	Intensive in Co Individual LCSV
15		65		/2012		64	H0036TJU1	Intensive in Co Individual LCSV
15		65		/2011		80	H0036TJU1	Intensive in Co Individual LCSV
15		65		/2001		32	H0036TJU2	Intensive in Co Individual Mas
15		65		/2001		64	H0036TJU1	Intensive in Co Individual LCSV
15		65		/2001		64	H0036TJU1	Intensive in Co Individual LCSV
15		65		/2010		64	H0036TJU1	Intensive in Co Individual LCSV
15		65		/2003		64	H0036TJU1	Intensive in Co Individual LCSV
15		65		/2008		64	H0036TJU1	Intensive in Co Individual LCSV

4. Reports may have parameters for users to modify according to their need. Users can access the report only after entering the value in the parameter field.

If user clicks on 'View Report' without entering the value in the parameter field then error message will be displayed.

Some reports allow users to leave the parameter value as blank. These reports will have a checkbox with label NULL. If user selects the checkbox NULL then the report will ignore the parameter value and will not filter the report based on that parameter.

## IV. Viewing Reports

Once the report is displayed, there are vertical and horizontal scroll bars to navigate the report.

call by

Scroll Bar to move up and down the report

1 of 1 Find | Next

NJ Children's System of Care  
Administered by PerformCare®

AUTH#	CYBER ID	CIMID	YOUTH NAME	DOB	MEDICAID	UNITS	SERVICE CODE	DESCRIPTION
15		65				32	H0036TJU1	Intensive In Co Individual LCSV
15		65				72	H0036TJU1	Intensive In Co Individual LCSV
15		65				64	H0036TJU1	Intensive In Co Individual LCSV
15		65				80	H0036TJU1	Intensive In Co Individual LCSV
15		65				32	H0036TJU2	Intensive In Co Individual Mast
15		65				64	H0036TJU1	Intensive In Co Individual LCSV
15		65				64	H0036TJU1	Intensive In Co Individual LCSV
15		65				64	H0036TJU1	Intensive In Co Individual LCSV
15		65				64	H0036TJU1	Intensive In Co Individual LCSV
15		65				64	H0036TJU1	Intensive In Co Individual LCSV
15		65				64	H0036TJU1	Intensive In Co Individual LCSV
15		65				64	H0036TJU1	Intensive In Co Individual LCSV

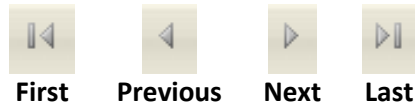
View Report Back to Report Selection

AUTH#	CYBER ID	CIMID	YOUTH NAME	DOB	MEDICAID	UNITS	SERVICE CODE	DESCRIPTION
						32	H0036TJU1	Intensive In Co Individual LCSV
						72	H0036TJU1	Intensive In Co Individual LCSV
						64	H0036TJU1	Intensive In Co Individual LCSV
						80	H0036TJU1	Intensive In Co Individual LCSV
						32	H0036TJU2	Intensive In Co Individual Mast
						64	H0036TJU1	Intensive In Co Individual LCSV
						64	H0036TJU1	Intensive In Co Individual LCSV
						64	H0036TJU1	Intensive In Co Individual LCSV
						64	H0036TJU1	Intensive In Co Individual LCSV
						64	H0036TJU1	Intensive In Co Individual LCSV
						64	H0036TJU1	Intensive In Co Individual LCSV
						64	H0036TJU1	Intensive In Co Individual LCSV
						64	H0036TJU1	Intensive In Co Individual LCSV
						64	H0036TJU1	Intensive In Co Individual LCSV
						64	H0036TJU1	Intensive In Co Individual LCSV
						64	H0036TJU1	Intensive In Co Individual LCSV

Horizontal scroll bar to move left and right of the report

## Navigating Pages

A report can have multiple pages. A user can navigate from one page to another page of the report by clicking on 'First', 'Previous', 'Next' and 'Last' icons.



## Drilldown Feature

The drilldown feature allows user to view the data in multiple levels. The plus and minus signs allow user to navigate through the multiple levels of data. Clicking the plus sign will expand the data and clicking the minus sign will collapse the data.

CYBER ID	Youth Name	DOB	Youth MAID	Agency Name	Episode Start Date	Episode End Date	LOS (Days)	
12345	ABC	01/01/99	1001					
				+	Agency 1	11/18/2015	10/23/2016	340
				+	Agency 1	11/23/2016	10/8/2017	319
				Agency 2	9/15/2015	11/9/2015	55	

Click on plus sign to show the detail.

CYBER ID	Youth Name	DOB	Youth MAID	Agency Name	Episode Start Date	Episode End Date	LOS (Days)	Service Type	Service Code	Auth Start	Auth End		
12345	ABC	01/01/99	1001										
				+	Agency 1	11/18/2015	10/23/2016	340					
										Behavioral	CSC30	1/28/2016	4/26/2016
										Behavioral	CSC30	4/27/2016	7/25/2016
										Behavioral	CSC30	7/26/2016	10/23/2016
										Behavioral	CSC31	1/28/2016	4/26/2016
										Behavioral	CSC31	4/27/2016	7/25/2016
										Behavioral	CSC31	7/26/2016	10/23/2016
										Behavioral	CSC32	11/18/2015	1/4/2016
								Agency 1	11/23/2016	10/8/2017	319		
				Agency 2	9/15/2015	11/9/2015	55						

Click on minus sign to hide the detail.

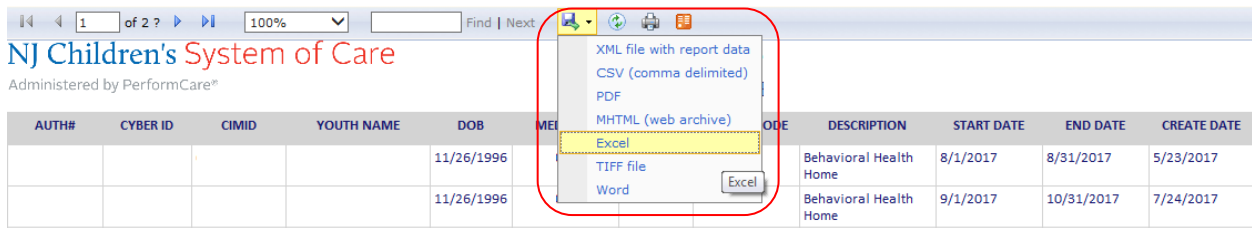


## V. Exporting and Printing Reports

Reports may be exported into multiple formats. The recommended formats are Excel and PDF. Excel format is more effective for tables and extracts. Dashboards and graphical data is best viewed in PDF format.

### Exporting to Excel

After selecting View Report, the data will load and the user will have the option to export the data. When exporting to excel, click on **floppy disk icon** and select **Excel** from the dropdown.



A pop up window will appear at the bottom of the screen. Click on Open to view the file in Excel format.



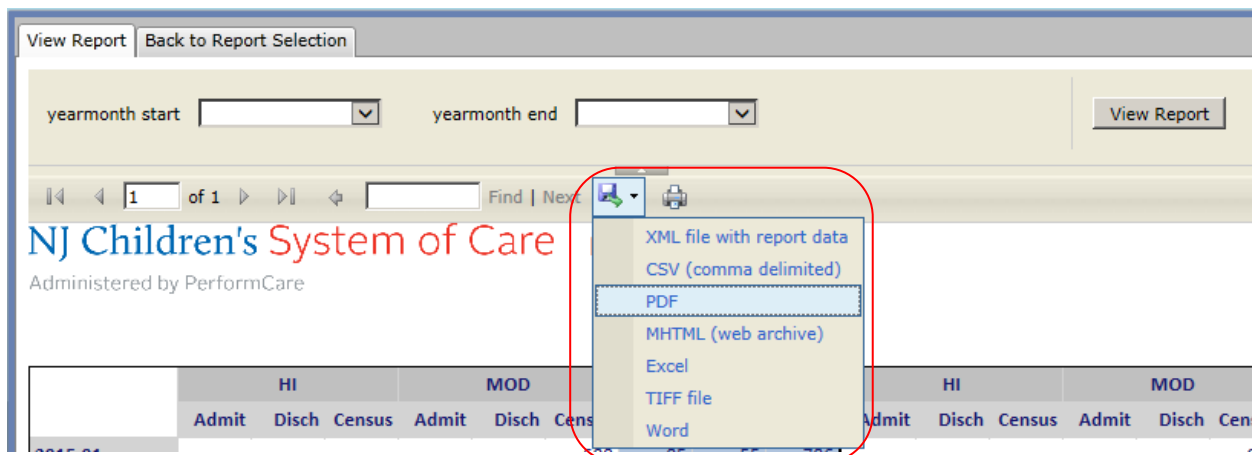
Once the report is exported into Excel, the user can choose to filter or sort as needed.

The screenshot shows the NJ Children's System of Care report interface with the title "NJ1199 - Provider Authorizations Current". The report table is displayed with columns: AUTH#, CYBER ID, CIMID, YOUTH NAME, DOB, MEDICAID, UNITS, SERVICE CODE, DESCRIPTION, START DATE, END DATE, and CREATE DATE. The table contains three rows of data.

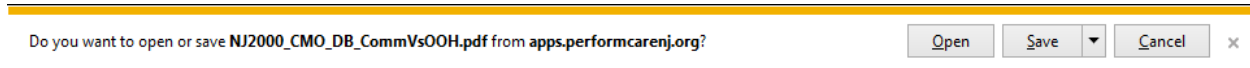
AUTH#	CYBER ID	CIMID	YOUTH NAME	DOB	MEDICAID	UNITS	SERVICE CODE	DESCRIPTION	START DATE	END DATE	CREATE DATE
						1	H0046TJ	Behavioral Health Home	8/1/2017	8/31/2017	5/23/2017
						2	H0046TJ	Behavioral Health Home	9/1/2017	10/31/2017	7/24/2017
						3	H0046TJ	Behavioral Health Home	8/1/2017	10/31/2017	7/6/2017

### Exporting the report into PDF

After selecting View Report, the data will load and the user will have the option to export the data. When exporting to PDF, click on floppy disk icon and select PDF from the dropdown.

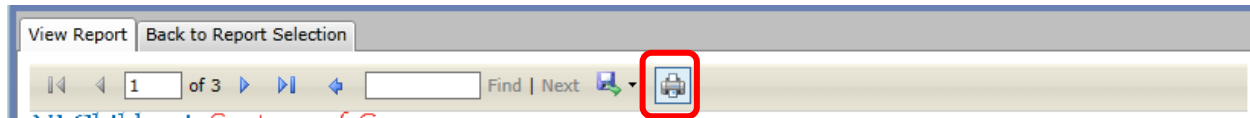


It will pop up a window at the bottom of the screen. Click on save to save the file in PDF format.



## Printing Reports

Once the report is exported, it can be printed from that format. When printing from the Reporting screen click on print icon. If the full report is not visible in the CYBER screen, it is recommended to export data.



## VI. Technical Support and Request for New Report or Enhancements

Contact the PerformCare Service Desk at [servicedesk@performcarenj.org](mailto:servicedesk@performcarenj.org) for any technical issues.

All provider requests for new reports or enhancements to existing reports must be made through the CSOC Service Line Manager. Please contact your service line manager at 609-888-7200 for all requests.