

PerformCARE[®]

Substance Abuse Treatment Providers' Guide to YouthLink in CYBER

July 25, 2013

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Instructions for Use

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I. Introduction

Beginning July 1, 2013, the Department of Children and Families (DCF) Division of Children's System of Care (CSOC), together with PerformCare, began coordinating the care for youth in the state that are in need of Substance Abuse Treatment. This new partnership brought with it changes to the CYBER system; CYBER (stands for Children and Youth Behavioral Health Electronic Record) is the standard Electronic Medical Record used by all CSOC system partners. PerformCare utilizes the system to authorize services, review and approve Assessments and Treatment Plans, and register or update the demographic information for youth that are looking to receive services by one of our system partners.

YouthLink is an area of CYBER dedicated to referrals for out of home placement; this area is utilized by the providers that work with Behavioral Health, Intellectually/Developmentally Disabled and/or Substance Abuse needs youth. Security is in place so that referrals for youth seeking Substance Abuse treatment can only be seen by Substance Abuse treatment providers; these providers are the ones identified on the youth's Consent form. PerformCare places the referral into the providing agencies Queue, where the agency can view the referral information to determine whether or not to move forward with their admissions process.

This guide will review the YouthLink functionality that is available to Substance Abuse treatment providers; this guide will also include information on performing discharges and admissions.

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 Merck 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 servicedesk@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.

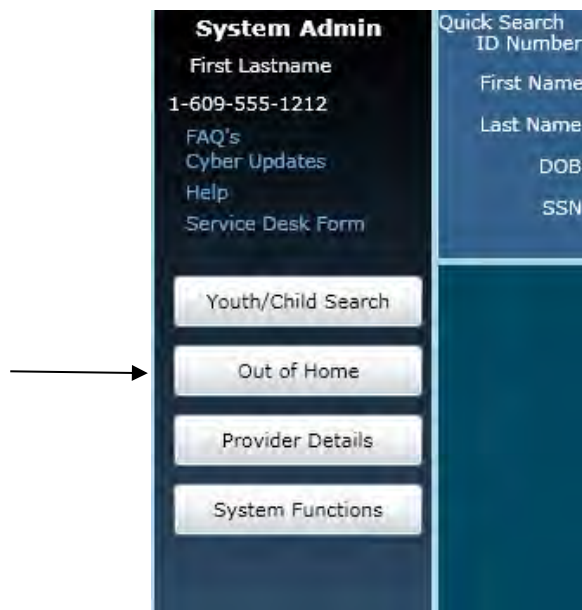
This is in compliance with "The Health Insurance Portability and Accountability Act (HIPAA) of 1996 and its implementation regulations. For more information on HIPAA please go to <http://www.hhs.gov/ocr/hipaa/> "

*If a user has difficulty accessing the system, or needs their ID/security set-up, they should contact either their Systems Administrator or the CYBER Service Desk (servicedesk@performcarenj.org).

III. Accessing YouthLink

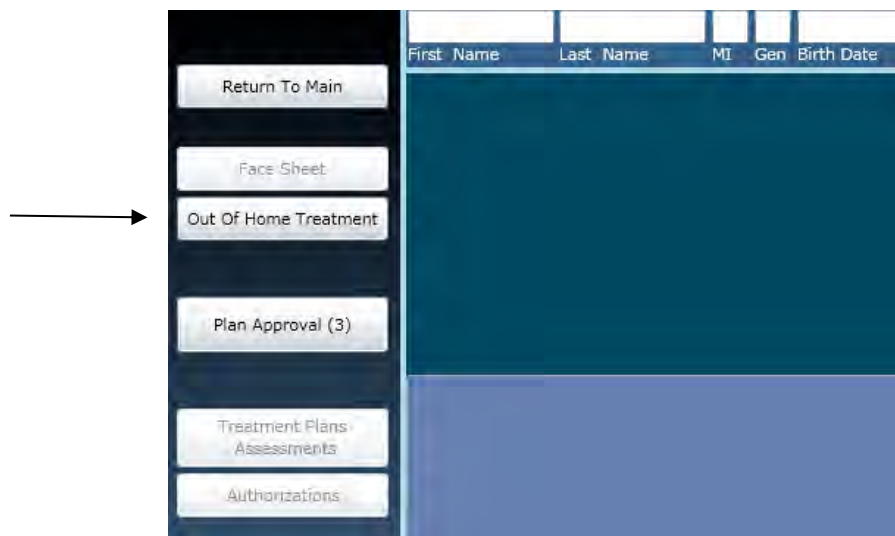
YouthLink can be accessed via the user's Welcome Page or from a youth's record.

On the Welcome Page, which is the first screen a user comes to after logging into the system, the Out of Home button on the left-side of the screen can be utilized.



Clicking here will bring the user to YouthLink for their agency/program.

Users can also access YouthLink from the Youth/Child screen, or from within a youth's record. The buttons on the left side of the screen will be the same, whether the user is in a record or not; some will not be active unless a youth's record has been accessed. The Out of Home Treatment button will be active, regardless of if there is a youth's record on the screen or not.



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Clicking on this button will also bring the user to YouthLink for their agency/program.

		Referral Number	Status	Youth/Child ID	Youth/Child Name	Gender	Age	Case Management Entity
Facesheet	Map	38559	Assign	151873	LASTNAME, FIRSTNAME	FEMALE	14	UCM Essex - HI
Facesheet	Map	38757	Awaiting Information	194326	LASTNAME, FIRSTNAME	FEMALE	16	UCM Monmouth - M
Facesheet	Map	38952	Assign	15838	LASTNAME, FIRSTNAME	FEMALE	15	UCM Monmouth - M
Facesheet	Map	38977	Assign	141782	LASTNAME, FIRSTNAME	FEMALE	16	UCM Hudson - HI

If the user is open, or attached to, more than one Out of Home program in the system they will need to select a program (or location) from the menu at the top of the screen to populate the Provider Queue grid. If the user is only open to one program, the grid will automatically populate with information once YouthLink opens.

The Provider Queue is the area that houses referrals for youth that are need of that program's Intensity of Service and match with the program's specifiers (which are defined in the program's Annex A Addendum); for Substance Abuse Treatment, these are also the programs identified on the youth's consent form as those that the youth wants to grant access to their file. Users will find the following information on the Queue;

- Buttons:
 - Face sheet – this will take the user to the Face sheet for the youth; this area houses demographic information for the youth. Users can also access Treatment Plans and Assessments via this button. (Note: users cannot add to a record until the youth is admitted into the program.)
 - Map – this will bring up the Geomap functionality (see page 9 for more information)
 - Geomap functionality will probably be most used from the Census tab, when a providing agency is seeking another out of home treatment facility to transition the youth into
- Referral Number – number assigned by CYBER to every referral
- Status – status of the referral; see page 7 for a full list and definitions
- Youth/Child ID – the CYBER ID assigned to the youth's record by the system
- Youth/Child Name
- Gender
- Age
- Case Management Entity – if the youth is associated with Case Management, the agency name will be listed; if the youth is associated with DCP&P, users will see only a county name (will be blank if the youth is not involved with Care Management or DCP&P)
- Intensity of Services – the IOS as indicated on the youth's referral (Short-Term or Long-Term)
- Days on YouthLink – the number of days the referral for out of home treatment has been posted
- Days in Provider Queue – the number of days the referral has been posted to the queue for this agency
- Create Date – date the referral was initially created
- Date Assigned to Queue
- Auto Assigned – will remain blank until auto-assignment of referrals for Substance Use providers is implemented

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Double-clicking on a referral in the grid will open up the referral document – an Out of Home Referral Request, Transition Joint Care Review (TJCR) Treatment Plan or a YouthLink Referral.

*If the user sees a the Treatment Plan type – YouthLink Referral that is utilized by PerformCare to place a referral on YouthLink (users will notice the document only has one accordion that shows the Treatment Plan Type - YLRef, unlike the other two referral documents), this indicates that a Needs with Bio/Psycho/Social (BPS) was used as the referral document. Users can then go to the youth’s Treatment Plans and Assessments screen, via the Face sheet button on the Queue, to look for the BPS. The BPS will be visible in the record if it was completed by the user’s agency; if it is not there, the Assessment was completed outside of the user’s agency and the provider will need to call PerformCare to complete a telephonic review of the BPS.

An example of the Transition Joint Care Review is here;

Treatment Plan [-] [+]

▼ TREATMENT PLAN TYPE SELECTION

Treatment Type: [TJCR]

CMO Request Included

- ▶ DEMOGRAPHICS
- ▶ ASSOCIATE WITH ASSESSMENT
- ▶ YOUTH VISION/FAMILY VISION
- ▶ STRENGTHS
- ▶ NEEDS
- ▶ STRATEGIES
- ▶ BARRIERS
- ▶ UNMET NEEDS
- ▶ DIAGNOSIS
- ▶ MEDICATIONS
- ▶ SERVICE REQUEST
- ▶ SEARCH FOR OOH PROVIDERS
- ▶ SUPPORT ATTENDEES
- ▶ NOTEPAD
- ▶ FACILITY INFORMATION
- ▶ EXAM
- ▶ TARGET BEHAVIORS/DISCHARGE

Current Status: [] [Submit] [Cancel] [Print]

Users have the ability to change the status of the referral by utilizing the menu at the bottom of the document labeled “Current Status”; this allows users to track the process of admitting the youth. Here they will find the following options;

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The screenshot shows a web interface for PerformCare. At the top, the logo 'PerformCare®' is displayed in blue and red. Below the logo, there is a 'Current Status:' label followed by a dropdown menu. The dropdown menu is open, showing a list of status options: Assign, Review, Awaiting Information, Meet/Greet, Accept, Schedule, Admit, and Not Accept. To the right of the dropdown menu are three buttons: 'Submit', 'Cancel', and 'Print'.

The status options are defined as follows; (these are the same options that will appear in the Provider Queue status column)

- Assign – the youth’s referral has been assigned to the provider queue (this is the initial status of the referral when it appears in the queue)
- Review – user set; indicates the program is reviewing the youth’s information to determine eligibility for placement
- Awaiting Information – user set; the program has reached out to another provider or to the family/youth seeking additional information
- Meet/Greet – user set; a meeting has been scheduled with the youth/family to discuss admission
- Accept – user set; the youth has been accepted into the program and is waiting to set an admission date
- Schedule – user set; an admission date has been set for the youth
- Admit – user set; this admits the youth to the program and removes the referral from the provider queue. The youth will now appear on the program’s Census tab
- Not Accept – user set; selecting this option will bring up another menu requesting the user to document why the youth was not accepted into the program

Making a selection, and then choosing Submit will change the status of the referral. If the user chooses “Admit”, the youth will come off of the Provider Queue and be moved to the program’s Census; admitting a youth also gives the agency access to the youth’s record (which includes the ability to add Treatment Plans and Assessments). An authorization for service would be automatically created and the program’s available beds would decrease by one.

Users have the ability to manage their current census via the Census tab in YouthLink.

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Filter By Location: R0256714 YCS - MULLER 1 NEWARK YCS-MULLER 1 NEWARK (YCS - MULLER 1 NEWARK)

Provider Queue Youth Link **Census**

Census View Historical Data Print

	Status	Youth/Child ID	Youth/Child Name	Gender	Age	Case Management Entity	Intensity Of Services	Ad
Facesheet Map	Admit	154285	LASTNAME, FIRSTNAME	FEMALE	13	UCM Passaic - MOD	RTC	20
Facesheet Map	Admit	37331	LASTNAME, FIRSTNAME	FEMALE	16	UCM Essex - HI	RTC	20
Facesheet Map	Admit	172853	LASTNAME, FIRSTNAME	FEMALE	17	UCM Bergen - HI	RTC	20

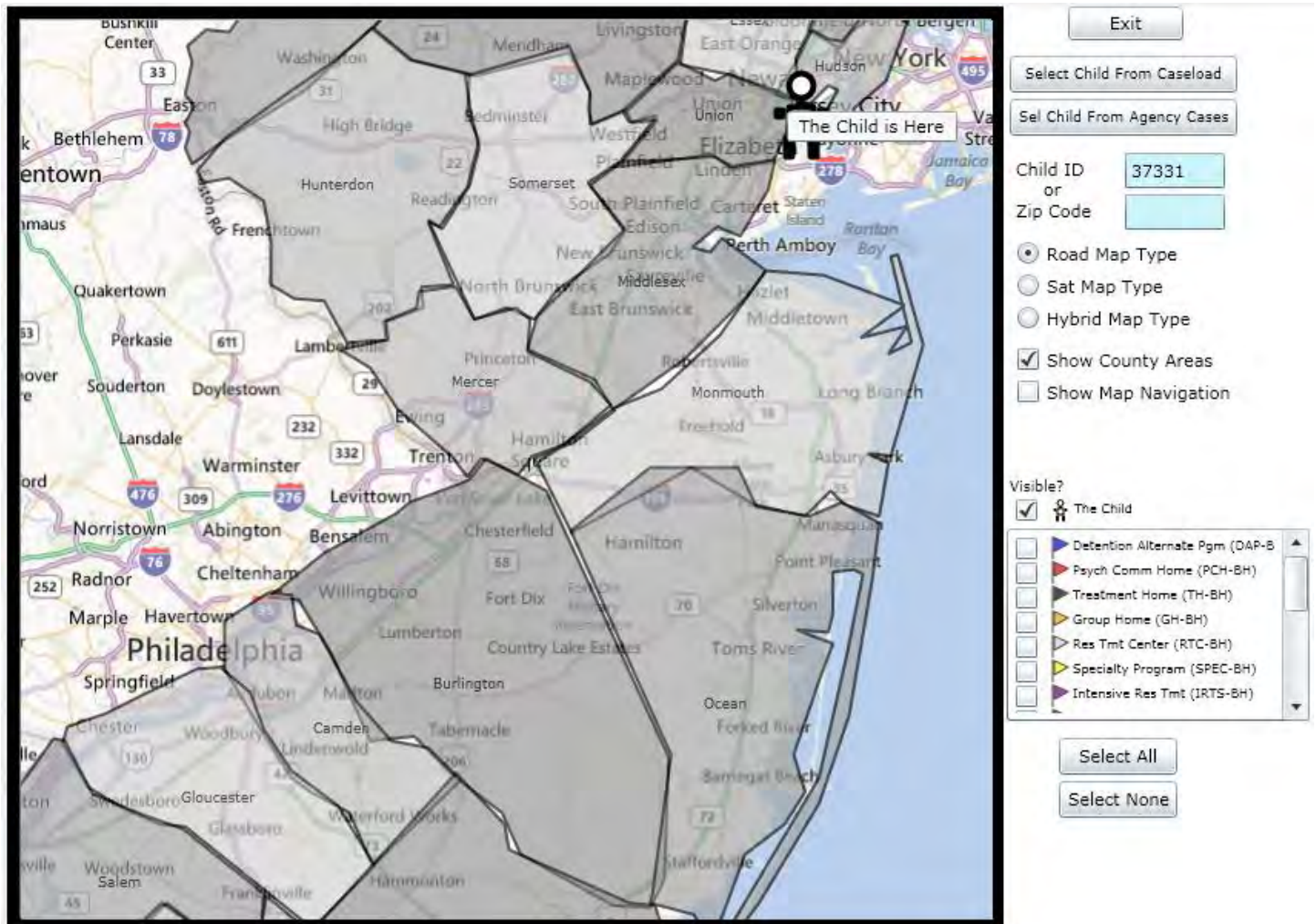
Here, users will find a list of the youth that are currently admitted to the program. Users will also have the ability to go to a youth's Face sheet from the Census tab, as well as pull up the Geomap functionality that is also available on the Provider Queue. (This may be helpful if a youth you are working with is in need of another out of home treatment setting and you are looking for an open bed or slot for the youth.)

Accessing the Face sheet from the Census allows a user to add information into the youth's record, including Treatment Plans and Assessments, because the youth is now admitted into the program. Users will also have the ability to add to the record using any of the search options available because a youth will not appear in the search results until they are admitted into the program. (To learn more about the overall functionality of CYBER, please refer to the CYBER Overview training guide for Substance Abuse Treatment providers that is posted to the PerformCare website.)

IV. Geomap Functionality

Reachable on the Provider Queue and the Census tab, users have the ability to bring up the Geomap functionality. This allows a user to see where a youth is currently located (based upon the zip code on the youth's Face sheet), as well as information on other OOH treatment providers throughout the state that may be able to assist the youth.

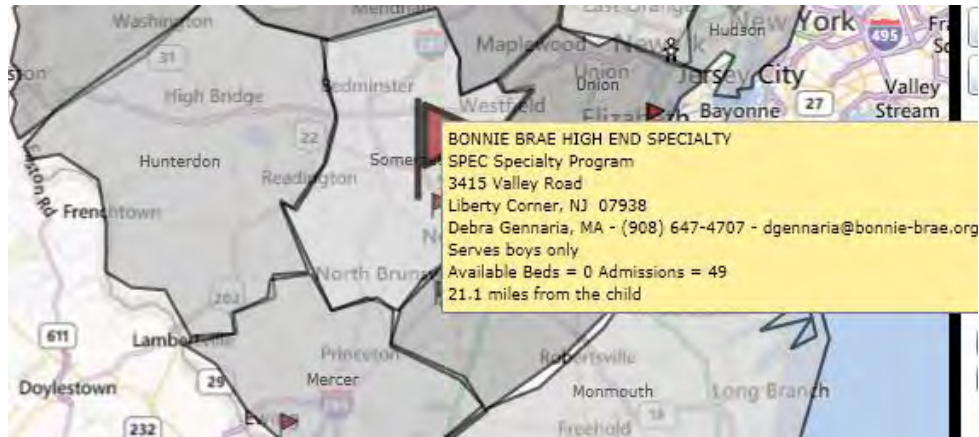
Clicking on the Map button on a youth's record on either the Provider Queue or Census tab will bring up the Geomap.



The youth's location will be indicated on the map with a figure representing the youth, seen in the example above.

Users can locate specific Levels of Care/Intensity of Service levels in the state by selecting the level(s) from the menu options in the lower right-hand corner of the window. Selecting one or more will place flags on the map at the approximate location of the program. Hovering over a flag on the map will show the user admissions/census information about that program. *Please note that only the Out of Home intensities of service will appear on the map at this time.

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Users will find the following information for each flag on the map;

- Name of the program
- Program Type
- Address of program
- Admissions Contact information
- Gender served
- Current Available Beds (real time)
- Current Admissions (real time)
- Approximate distance from the youth's current location (from the Face Sheet)

V. Performing Discharges

In order to discharge a youth from the program, users must complete a Discharge Treatment Plan. Treatment Plans can be accessed and created via the Treatment Plans and Assessments screen in a youth's record.

Double click an existing assessment to open it for Review/Edit

Assessment Type	Assessment Sub Type	Assessment/CFT Date	Author	Submitted To CSA Date	Assessment ID
-----------------	---------------------	---------------------	--------	-----------------------	---------------

- Add New Needs
- Add New Crisis
- Add New Needs Bio/Psyc/Soc
- Add New Strength and Needs
- Add New OOH
- Add New Treatment Plan
- Get Outcome Report

*Please note – users will be unable to create a new plan if one of the same type (Discharge, in this case) already exists in the youth's record in draft form (not yet approved by PerformCare). Any Treatment Plan or Assessment in the grid that does not have a date in the Submitted to CSA column is still in draft status.

Substance Abuse providers will have access to the Add New Treatment Plan button to the left of the grid; this is the button utilized to create an SA Service Extension Request – Discharge Plan. Clicking on the Add New button will bring up the Treatment Plan accordion.

Treatment Plan

TREATMENT PLAN TYPE SELECTION

Treatment Type:

- SAB - SA Detox Service Request - Discharge
- SAB - SA Detox Service Request - Transition
- SAB - SA Service Extension Request - Discharge
- SAB - SA Service Extension Request - Routine
- SAB - SA Service Extension Request - Transition

Save Save & Close Submit Cancel Delete Print Return Transfer

Once the appropriate selection has been made, the Treatment Plan will load. *Please note that the current format of the Treatment Plan is temporary; the Treatment Plans as a whole are going to be redesigned in an upcoming release.

Treatment Plan



▼ TREATMENT PLAN TYPE SELECTION

Treatment Type:

> COPY TREATMENT PLAN

> DEMOGRAPHICS

> ASSOCIATE WITH ASSESSMENT

> YOUTH VISION/FAMILY VISION

> STRENGTHS

> NEEDS

> STRATEGIES

> DIAGNOSIS

> MEDICATIONS

> SERVICE REQUEST

> SERVICE AUTHORIZATION

> EXISTING AUTHORIZATION

> SUPPORT ATTENDEES

> NOTEPAD

> FACILITY INFORMATION

Treatment Plans (and Assessments) are organized in an accordion; meaning the user can open on area of the plan and work solely on that, without having the other areas open as well. Users can open all of the accordions at once by clicking on the “+” button in the top right-hand corner of the document; closing all accordions can be done by clicking on the “-” button.

There are a series of buttons at the bottom of the document that users will have access to. They are as follows;

- Save and Save & Close – it is recommended that users utilize the Save button periodically as they complete the Treatment Plan, as to ensure that data is not lost in the case of an Internet outage or CYBER technical issue.
- Submit – once the user has completed the Treatment Plan, clicking on the Submit button will send either to a higher-level user within the agency for review or directly to PerformCare for review/approval.
- Cancel – will cancel the document and all work (since the last Save) will be lost.
- Delete – will only be available once the document has been saved; it will not be enabled once the document is submitted.
- Print – will only be available once the document has been saved.
- Return – can be used if the document was transferred to the user and it needs to be sent back (or returned) to the originator
- Transfer – can be used to send the document to another user in the agency for review or work
- View Treatment Plan Review History – if the author of the plan transfers it, or submits it, to another user (or to PerformCare) this screen will show who the current owner of the plan is and its current status; providers should check this screen for updates on the status of the plan once it has been submitted for review/approval.



Treatment Plan Review History

Treatment Plan Review History is shown below

FromUser	ToUser	Status	Date	Program
LWiggins	ApprovedByCSA	Approved	8/4/2012 9:52:34 AM	CSA
LWiggins	(Self)	Assigned	8/4/2012 8:13:14 AM	CSA
NJVBOCCU		Submitted to CSA	8/2/2012 4:03:52 PM	CSA
NJSNEERG	NJVBOCCU	In-review	7/30/2012 12:33:12 PM	C3-UCM Burlington - HI

Once the user has chosen the appropriate plan type (Discharge), they can begin working in the accordions in the plan.

Copy Treatment Plan Accordion: The ability to utilize this accordion depends upon if the user's agency has created a plan of the same type for this youth in the past; if not, the user will not have the ability to copy a prior plan. If there is a plan available for copying, it is expected that the user reviews and edits the copied information prior to submitting to PerformCare for review so that the information is current and correct.

Youth Vision/Family Vision: state the long and short term goals of the youth and the family.

Strengths: individual strengths should be listed for the youth and members of the treatment team. The strength should be a positive quality, ability, or skill that can be built upon to accomplish the associated Need.

Needs: individual needs should be specific as to the behaviors that are to be addressed to achieve the youth and family vision.

Strategies: should include information on what will be implemented to build on the youth's strengths in order to address the needs and help the youth achieve the vision. Users can also include what type of supports – formal and informal – will be utilized to achieve the vision.

Diagnosis: The Diagnosing Clinician is a required field; the date the diagnosis rendered field will auto populate with the current date and can be edited. Axis I is a required field, as well. Clicking the plus sign will allow the user to search for a diagnosis using either the code or the description.

Medications: The three questions are required fields. Clicking the Add New button will bring up a window that will allow a user to associate existing medications from the youth's record, or add new medications that the youth is currently taking.

Service Request: Input the request for services; clicking the add button brings up the add/edit screen. *Because this is a Discharge plan, Service Requests are not included in the plan. To learn more about Service Requests, please see the training materials posted on the PerformCare website that details Treatment Plans for SA users.

Support Attendees: Document the individuals that attended the latest CFT meeting, if applicable.

Target Behaviors/Discharge: includes information on the discharge plan.

If the youth is in runaway/AWOL status, the first text box should be completed.

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The details of the events and circumstances leading to the decision to discharge should include information that details why the youth no longer needs services.

If the youth is being discharged out of an OOH level of care to a community-based level of care, the information about whom the youth is being discharged to and why is included in the next text box.

Any recommendations regarding the level of intensity and frequency of services post-discharge are also documented here, in the following text box.