PerformCARE®

Provider Training Schedule – January to March 2026

All training sessions are one (1) hour long except where noted.

Provider Training Session Descriptions:

- **3560 for PE Coordinators** – Training for Presumptive Eligibility Coordinators to create the state Medicaid 3560 application from submission through termination.

- **Adolescent Housing Hub (AHH)** – Training for AHH providers to admit, transition and manage the program census through the AHH Link.

- **Annex A Addendum for Administrators** – Training for Out of Home Annex A Administrators to create, modify, and submit the Out of Home provider electronic contract / Annex A Addendum.

- **Assisting Families with the DD Eligibility Application** – Training for any provider assisting families with online and paper versions of the DD Eligibility application.

- **Authorizations and Billing in CYBER** – Overview of what providers will find on the Authorizations on File grid and how to know when to bill.

- **Behavioral Health Home (BHH)** – Training for BHH users of the medical Nursing Assessment, Quarterly Progress Updates, and progress notes.

- **Camp Provider Billing** `New` – Training on how to bill for Summer Camp services.

- **CMO Out-of-Home Referral Process** `New` – Overview for CMO providers of the process to request out of home services for youth including completion of the OOH checklist and required documentation.

- **CMO Treatment Planning** (90 min) – Training for CMO providers on each treatment plan type and the requirements for submission of each (Strengths and Needs assessment training also recommended).

- **CSOC Services: An Overview** – High-level presentation of CSOC services available in 2026.

- **Family Support Organizations (FSO)** – Training for all FSO providers on the Family Assessment of Needs and Strengths (FANS), entering functional progress notes, and available reports.

- **Family Support Services (FSS)** – Training for FSS providers admit, reauthorize, transition and manage the program census on the FSS Link**.**

- **IIC/BA Series**
  - **IIC/BA New Agency** (90 min) – Overview for directors/owners of new IIC agency. Topics include clinical requirements for IIC/BA services and needs assessors, requesting an security administrator, set up for BPS Needs assessment referrals, assigning staff to youth referrals, set up for non-Medicaid billing, and access to reports, etc.
  - **IIC/BA Security Administrators** – Training for IIC Security Administrators for creating and managing user IDs including password reset, and deactivation.
  - **IIC BPS Needs Assessment** (90 min) – Training for completing the narrative and the strengths and needs parts of the Biopsychosocial needs assessment. Review of clinical requirements, timeline for completion, and addressing returned assessments.

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- o **IIC Claims Process for BPS Authorizations** (90 min) – Training for IIC billing staff on how to bill for a BPS authorization for youth *without Medicaid*. Included are and the Service Delivery Encounter Document and resources for authorizations covered and not covered by Medicaid.
- o **IIC/BA Treatment Planning** (90 min) – Training for completion of the IIC and BA treatment plans including the matrix section from creation to submission.

- **IIH/ISS Series**
  - o **Intensive In-Home New Agency** `New` (90 min) – Overview of CYBER along with the range of services: IIH Clinical/Therapeutic (IIH C/T), Individual Support Services (ISS), and IIH Behavioral (ABA) authorizations and service codes. Overview includes security group setup for access to IIH and ISS type treatment plans.
  - o **IIH and ISS Treatment Plans** (90 min) – Training for IIH Clinical/Therapeutic and ISS users to complete the IIH/ISS treatment plans including the matrix section from creation to submission.
  - o **IIH Functional Behavioral Assessment (FBA)** – Training for IIH Behavioral users to complete the FBA.
  - o **IIH Behavioral Support Plan (BSP)** – Training for IIH Behavioral users to complete or copy the Behavioral Support Plan, associate to the FBA and complete the matrix sections.

- **Mobile Response (MRSS) Triage and Dispatch** – Overview of the PerformCare process for triage, MRSS dispatch and required documents: Crisis Tracking Form and the Crisis Assessment Tool (CAT).

- **MRSS Treatment Planning** (90 min) – Training for MRSS providers of the MRSS treatment plan types and their requirements for submission. Review of all tabs in plans and association to CAT.

- **Needs Assessment** – Training for Multisystemic Therapy/Family Functional Therapy (MST/FFT) and Children's Crisis Intervention Services (CCIS) on the completion of all the tabs in the assessment.

- **New CYBER Users** (90 min) – Overview appropriate for all CYBER users. Includes password reset and login, welcome page links, searching for youth records, reviewing face sheet tabs, creating progress notes, access to discharged youth archives, and printing documents.

- **Out of Home (OOH) Use of YouthLink** – Training for OOH providers from youth admission through transition, YouthLink functionality, and required documentation.

- **OOH Treatment Planning** (90 min) – Overview of OOH joint care review plan types, association to Strengths and Needs assessments, and the requirements for submission (Strengths and Needs assessment also recommended).

- **Password/Passphrase Training** – Overview of the requirements for the CYBER passphrase as well as resetting the password.

- **Progress Notes** – Overview for all providers who use progress notes. Review of steps, filtering and printing and functional progress notes with available guides.

- **Reporting for CMO** `New` – Review of different CMO report types.

- **Reporting for FSO** `New` – Review of different FSO report types.

- **Reporting for IIC** `New` – Review of different IIC report types.

- **Reporting for MRSS** `New` – Review of different MRSS report types.

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- **Reporting for OOH** `New` – Review of different OOH report types and how to export the data.
- **Request Forms for CMO and MRSS Providers** `New` – Training on completing the Project Request Form and Report Request Form.
- **Security Administrator Functions** – Training of the functionality for Security Administrators to create, activate, update, and deactivate CYBER users.
- **Security Awareness and CYBER** – Best practices for HIPAA and PHI compliance, addresses passwords, public WI-FI, and working from home.
- **Strengths and Needs (CANS) Assessment in CYBER** – All about the SNA for CMO, OOH, and SUT providers.
- **Substance Use Treatment Admission** (90 min) – Consent form and Initial Assessment for Admission
- **Substance Use Treatment Planning** (90 min)– Treatment plans, Strengths and Needs and LOCI to Discharge
- **Updating the Youth Face Sheet** – What users can review and update in the Youth Face Sheet.
- **Understanding PerformCare Forms** – How providers should use the Substance Use Consent Form, Authorization for Sharing form, and Personal Representative form.

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January 2026

DATE	TIME	SESSION	PARTICIPANT TYPE	LINK
Jan 14	2 PM	Family Support Organizations	Family Support Partners	Register
Jan 15	10 AM	New CYBER Users (90 min)	All new CYBER Users	Register
Jan 16	10 AM	Security Administrator Functions	All Security Administrators	Register
Jan 19 - Martin Luther King Jr. Day				
Jan 20	10 AM	IIC/BA New Agency (90 min)	IIC/BA Owners, Directors	Register
Jan 20	3 PM	IIC/BA Security Administrators	IIC/BA Security Administrators	Register
Jan 21	3 PM	IIC BPS Needs Assessment (90 min)	IIC Needs Assessors	Register
Jan 22	3 PM	IIC Claims Process for BPS Authorizations (90 min)	IIC responsible for billing	Register
Jan 23	10 AM	IIC/BA Treatment Plan (90 min)	IIC/BA Clinicians	Register
Jan 26	12 PM	Intensive In-Home New Agency (90 min)	All IIH Owners, Directors, Security Administrators	Register
Jan 26	3 PM	IIH and ISS Treatment Plans (90 min)	IIH/ISS Clinical Therapeutic	Register
Jan 27	12 PM	IIH Functional Behavioral Assessment (FBA)	IIH Behavioral	Register
Jan 27	3 PM	IIH Behavioral Support Plan (BSP)	IIH Behavioral	Register
Jan 28	1 PM	Annex A Addendum for Administrators	Annex A Administrators	Register
Jan 29	10 AM	Password/Passphrase Training	All CYBER Users	Register
Jan 29	2 PM	Security Awareness and CYBER	All CYBER Users	Register

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January 2026 – (02905)

February 2026

DATE	TIME	SESSION	PARTICIPANT TYPE	LINK
Feb 2	11 AM	Updating the Youth Face Sheet	CMO / MRSS / IIC / SUT	Register
Feb 2	3 PM	CMO Treatment Planning (90 min)	CMO users	Register
Feb 3	10 AM	Family Support Services (90 min)	FSS Users	Register
Feb 3	2 PM	Assisting Families with the DD Eligibility Application	Users supporting families with the DD application	Register
Feb 4	2 PM	Authorization and Billing in CYBER	All CYBER Users	Register
Feb 9	12 PM	IIC/BA New Agency (90 min)	IIC/BA Owners, Directors	Register
Feb 9	3 PM	IIC/BA Security Administrators	IIC/BA Security Admin	Register
Feb 10	10 AM	IIC BPS Needs Assessment (90 min)	IIC needs assessors	Register
Feb 11	2 PM	IIC Claims Process for BPS Authorizations (90 min)	IIC responsible for billing	Register
Feb 12	10 AM	IIC/BA Treatment Plan (90 min)	IIC/BA Clinicians	Register
Feb 16 - President's Day				
Feb 17	11 AM	Mobile Response and Stabilization Triage and Dispatch	MRSS Users	Register
Feb 17	2 PM	Mobile Response Treatment Planning (90 min)	MRSS Users	Register
Feb 19	10 AM	Reporting for Mobile Response	MRSS Level 3 Users	Register
Feb 19	1 PM	Reporting for IIC	IIC Level 3 Users	Register
Feb 20	10 AM	Needs Assessment	CCIS, MST, FFT Users	Register

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March 2026

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Mar 2	11 AM	Strengths and Needs (CANS) Assessment in CYBER	CMO, OOH, SUT	Register
Mar 3	2 PM	Understanding PerformCare Forms	All CYBER Users	Register
Mar 4	2 PM	CSOC Services: An Overview	All Users	Register
Mar 5	10 AM	3560 for PE Coordinators with CSA	PE Coordinators	Register
Mar 9	1 PM	IIC/BA New Agency (90 min)	IIC Owners/ Directors	Register
Mar 10	10 AM	IIC/BA Security Administrators	IIC Security Admin	Register
Mar 10	2 PM	IIC BPS Needs Assessment (90 min)	IIC Needs Assessors	Register
Mar 11	2 PM	IIC Claims Process for BPS Authorizations (90 min)	IIC responsible for billing	Register
Mar 12	11 AM	IIC/BA Treatment Plan (90 min)	IIC Clinicians	Register
Mar 16	2 PM	Out of Home – YouthLink (90 min)	OOH Users	Register
Mar 17	11 AM	CMO Out-of-Home Referral Process	CMO Users	Register
Mar 17	2 PM	Family Support Organizations	Family Support Partners	Register
Mar 19	10 AM	New CYBER Users (90 min)	All new CYBER Users	Register
Mar 19	2 PM	Out of Home – Treatment Planning (90 min)	Out of Home Users	Register
Mar 20	11 AM	Progress Notes	All CYBER Users	Register

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