PerformCARE®

Provider Training Schedule – July to September 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 – Paper Process** New – Training on how to bill for Summer Camp services. See Camp training in August and September in upcoming communications.
- **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 agencies. Topics include clinical requirements for IIC/BA services and needs assessors, requesting an security administrator, set up for receiving BPS Needs assessment referrals, assigning staff to youth referrals, set up for non-Medicaid billing, and access to reports, etc.
  - **IIC/BA Security Administrators** (90 min) – 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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- **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.
- **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**
  - **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.
  - **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.
  - **IIH Functional Behavioral Assessment (FBA)** – Training for IIH Behavioral users to complete the FBA.
  - **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.
- **Open Forum Q&A** – An opportunity for providers to ask any technical questions about CYBER.
- **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.

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- **Reporting for MRSS** New – Review of different MRSS report types.
- **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.
- **Summer Camp Billing** – Summer Camp providers will learn the process of billing claims for I/DD youth via paper forms including 1500 Health Insurance form, invoices, and the appeal process.
- **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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July 2026

DATE	TIME	SESSION	PARTICIPANT TYPE	LINK
7/7	2 PM	Intensive In-Home New Agency (90 min) NEW	IIH Directors, Security Administrators	Register
7/8	2 PM	IIH and ISS Treatment Plans (90 min)	IIH and ISS Clinical/Therapeutic	Register
7/9	10 AM	Summer Camp Billing – Paper Process	Summer Camp Providers	Register
7/9	1 PM	Annex A Addendum for Administrators	Annex A Administrators	Register
7/10	10 AM	IIH Functional Behavioral Assessment (FBA) NEW	IIH Behavioral	Register
7/10	1 PM	IIH Behavioral Support Plan (BSP) NEW	IIH Behavioral	Register
7/13	11 AM	Reporting for FSO NEW	FSO Level 3 users	Register
7/14	1 PM	New CYBER Users	All new CYBER Users	Register
7/20	1 PM	Security Administrator Functions	Security Administrators	Register
7/21	1 PM	IIC/BA New Agency (90 min)	IIC Directors, Owners	Register
7/21	4 PM	IIC/BA Security Administrators (90 min)	IIC/BA Security Administrators	Register
7/22	3 PM	IIC BPS Needs Assessment (90 min)	IIC Needs Assessors	Register
7/23	3 PM	IIC Claims Process for BPS Authorizations (90 min)	IIC responsible for billing	Register
7/24	10 AM	IIC/BA Treatment Planning (90 min)	IIC/BA Clinicians	Register
7/27	1 PM	Needs assessment (MST/FFT, CCIS)	MST, FFT, and CCIS CYBER users	Register
7/28	1 PM	Open Forum	All CYBER Users	Register
7/29	2 PM	Password/Passphrase Training	All CYBER Users	Register

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August 2026

DATE	TIME	SESSION	PARTICIPANT TYPE	LINK
8/5	12 PM	Updating the Youth Face Sheet	All CYBER Users	Register
8/5	2 PM	Reporting for IIC **NEW**	IIC Level 3 users	Register
8/6	10 AM	Summer Camp Billing – Paper Process	Summer Camp Providers	Register
8/6	1 PM	Reporting for CMO (90 min) **NEW**	CMO Level 3 users	Register
8/7	10 AM	Mobile Response and Stabilization Triage and Dispatch	MRSS Users	Register
8/7	1 PM	Mobile Response Treatment Planning (90 min)	MRSS Users	Register
8/11	10 AM	Assisting Families with the DD Eligibility Application	Users supporting families with the DD application	Register
8/18	10 AM	Reporting for OOH **NEW**	OOH Level 3 users	Register
8/20	10 AM	Family Support Services (90 min)	FSS Users	Register
8/21	10 AM	Request Forms for CMO and MRSS Providers **NEW**	CMO and MRSS Providers	Register
8/24	12 PM	IIC New Agency (90 min)	IIC/BA Owners, Directors	Register
8/24	3 PM	IIC/BA Security Administrators (90 min)	IIC/BA Security Administrators	Register
8/25	10 AM	IIC BPS Needs Assessment (90 min)	IIC Needs Assessors	Register
8/25	2 PM	Authorizations and Billing in CYBER	All CYBER Users	Register
8/27	10 AM	IIC Claims Process for BPS Authorizations (90 min)	IIC responsible for billing	Register
8/27	2 PM	Security Awareness and CYBER	All CYBER Users	Register
8/28	11 AM	IIC/BA Treatment Planning (90 min)	IIC/BA Clinicians	Register

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September 2026

DATE	TIME	SESSION	PARTICIPANT TYPE	LINK
9/8	10 AM	CMO Treatment Planning (90 min)	CMO Users	Register
9/8	2 PM	Understanding PerformCare Forms	All CYBER Users	Register
9/9	2 PM	Out of Home – Treatment Plans / Assessments (90 min)	Out of Home Users	Register
9/10	10 AM	Out of Home – YouthLink	OOH Users	Register
9/10	2 PM	CSOC Services: An Overview	All CYBER Users	Register
9/11	10 AM	Progress Notes	All CYBER Users	Register
9/14	11 AM	Reporting for MRSS NEW	MRSS Level 3 Users	Register
9/15	10 AM	3560 for PE Coordinators with CSA	PE Coordinators	Register
9/17	2 PM	CMO Out-of-Home Referral Process NEW (90 min)	CMO Users	Register
9/18	10 AM	New CYBER Users (90 min)	All new CYBER Users	Register
9/22	10 AM	IIC New Agency (90 min)	IIC/BA Owners, Directors	Register
9/22	2 PM	IIC/BA Security Administrators (90 min)	IIC/BA Security Admin	Register
9/23	12 PM	IIC BPS Needs Assessment (90 min)	IIC needs assessors	Register
9/24	10 AM	IIC Claims Process for BPS Authorizations (90 min)	IIC responsible for billing	Register
9/25	11 AM	IIC/BA Treatment Planning (90 min)	IIC/BA Clinicians	Register
9/28	12 PM	Strengths and Needs (CANS) Assessment	CMO, OOH SUT Users	Register
9/29	1 PM	Family Support Organizations	Family Support Partners	Register

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