

Provider Training Schedule – October to December 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 Providers Series**
 - **Camp Provider Security Administrator Training New** – Training for the Camp provider Security Administrator, manage access of users, assisting with passwords, and use of the Reporting area.
 - **Summer Camp Billing Training New (90 min)** – Training for Camp Providers and One to One Aides for CYBER functionality, Youth Records, Reporting and Billing.
- **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 a 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.

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- **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.
- **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.

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- **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.
- **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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October 2026

DATE	TIME	SESSION	PARTICIPANT TYPE	LINK
10/06	10 AM	Adolescent Housing Hub	AHH providers	Register
10/06	1 PM	Assisting Families with the DD Eligibility Application	Any providers supporting families	Register
10/07	10:30 AM	Behavioral Health Homes	BHH providers	Register
10/07	3 PM	Family Support Services	FSS providers	Register
10/08	9 AM	Camp Provider Security Administrator NEW	Camp Security Administrators	Register
10/08	2 PM	Summer Camp Billing Training (90 min) NEW	Camp providers who use CYBER and bill	Register
10/09	10 AM	Password/Passphrase Training	All CYBER Users	Register
10/09	12 PM	Progress Notes	All CYBER Users who enter progress notes	Register
October 12 - Columbus Day				
10/13	10 AM	SUT Admission - Consent forms and Initial Assessment (Refreshers 90 min)	Substance Use providers	Register
10/13	2 PM	SUT Treatment plans, Assessment and LOCI to Discharge (Refreshers 90 min)	Substance Use providers	Register
10/14	12 PM	Reporting for CMO NEW (90 min)	CMO Level 3 users	Register
10/14	3 PM	Security Administrator Functions	All Security Administrators	Register
10/15	10 AM	3560 for PE Coordinators with CSA	CMO or MRSS PE Coordinators	Register
10/15	1 PM	Authorizations and Billing in CYBER	All CYBER Users	Register
10/16	10 AM	CMO Out-of-Home Referral Process NEW (90 min)	CMO providers	Register
10/20	10 AM	IIC/BA New Agency (90 min)	IIC Owners, Directors	Register
10/20	2 PM	IIC/BA Security Administrators (90 min)	IIC Security Administrators	Register
10/21	2 PM	IIC BPS Needs Assessment (90 min)	IIC Needs Assessors	Register
10/22	10 AM	IIC Claims Process for BPS Authorizations (90 min)	IIC providers responsible for billing	Register
10/22	2 PM	IIC/BA Treatment Planning (90 min)	IIC/BA Providers	Register

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November 2026

DATE	TIME	SESSION	PARTICIPANT TYPE	LINK
11/02	10 AM	Mobile Response Triage and Dispatch	All MRSS providers	Register
11/02	1 PM	Mobile Response Treatment Planning (90 min)	All MRSS providers	Register
11/03	1 PM	Camp Provider Security Administrator NEW	Camp Security Administrators	Register
November 3 - Election Day				
11/04	12 PM	New CYBER Users (90 min)	New CYBER providers	Register
11/04	3 PM	Request Forms for CMO and MRSS Providers	CMO or MRSS providers	Register
11/05	10 AM	Summer Camp Billing Training NEW	Camp providers use CYBER and who bill	Register
11/05	2 PM	Security Awareness and CYBER	All CYBER Users	Register
11/06	10 AM	CMO Treatment Planning (90 min)	All CMO providers	Register
11/06	2 PM	Reporting for FSO NEW	FSO Level 3 users	Register
11/09	12 PM	Family Support Organizations	All FSO providers	Register
11/09	3 PM	IIC/BA New Agency (90 min)	IIC/BA Owners and Directors	Register
11/10	10 AM	Family Support Services (90 min)	All FSS providers	Register
11/10	3 PM	IIC/BA Security Administrators (90 min)	IIC/BA Security Administrators	Register
November 11 – Veteran's Day				
11/11	3 PM	IIC BPS Needs Assessment (90 min)	IIC Needs Assessors	Register
11/12	10 AM	CSOC Services: An Overview	All CYBER Users	Register
11/12	3 PM	IIC Claims Process for BPS Authorizations (90 min)	IIC providers responsible for billing	Register
11/13	11 AM	Reporting for OOH NEW	All OOH Level 3 users	Register
11/13	3 PM	IIC/BA Treatment Planning (90 min)	IIC/BA Providers	Register
11/16	1 PM	IIH Intensive In-Home New Agency NEW (90 min)	IIH Owners and Directors	Register
11/17	10 AM	IIH and ISS Treatment Plans (90 min)	IIH and ISS Clinical/Therapeutic	Register

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11/17	2 PM	Out of Home Use of YouthLink	OOH Users	Register
11/18	2 PM	Out of Home – Treatment Plans / Assessments (90 min)	Out of Home Users	Register
11/19	10 AM	IIH Functional Behavioral Assessment (FBA) NEW	IIH Behavioral	Register
11/19	1 PM	IIH Behavioral Support Plan (BSP) NEW	IIH Behavioral	Register
11/20	10 AM	Strengths and Needs (CANS) Assessment	CMO, OOH SUT Users	Register
11/20	2 PM	Understanding PerformCare Forms	All CYBER Users	Register
November 26 – Thanksgiving				

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December 2026

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12/14	11 AM	Camp Provider Security Administrator Training NEW	Camp Security Administrators	Register
12/14	1 PM	IIC/BA New Agency (90 min)	IIC/BA Owners, Directors	Register
12/15	10 AM	Summer Camp Billing Training NEW	Camp providers use CYBER and who bill	Register
12/15	1 PM	IIC/BA Security Administrators (90 min)	IIC/BA Security Administrators	Register
12/16	1 PM	IIC BPS Needs Assessment (90 min)	IIC Needs Assessors	Register
12/17	10 AM	Needs Assessment (MST, FFT, CCIS)	Multisystemic therapists, Family Functional therapists, Children's Crisis Intervention Services	Register
12/17	1 PM	IIC Claims Process for BPS Authorizations (90 min)	IIC responsible for billing	Register
12/18	10 AM	Open Forum	All CYBER Users	Register
12/18	1 PM	IIC/BA Treatment Planning (90 min)	IIC/BA Providers	Register
December 25 – Christmas				

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