

Amending and Addressing CYBER Records

Providers occasionally make unintentional errors entering or uploading data into youth records. The provider may have made an incorrect entry into the accurate youth record or entered data into the wrong youth record potentially exposing another youth's information. There are different approaches to addressing these errors.

This guide recommends the proper way to support and maintain the integrity of the record and youth information.

- **Protected Health Information (PHI)** refers to any individually identifiable health information that relates to a person's past, present, or future physical or mental health condition, health care services provided to the youth, or health care payment information.
- **Personally Identifiable Information (PII)** refers to data that can be used to identify an individual, either directly or indirectly. This includes information like full name, Social Security number, date of birth, and address, among other identifiers.

Amending Youth Records

In a youth's record, if a provider...

- Commits a progress note for that youth with an incorrect progress note type, subtype, date, time, duration or text
- Submits inaccurate information for that youth in an approved treatment plan or assessment document
- Uploads a document for that youth in the Doc Upload tab with an incorrect document upload type or subtype

The provider should enter an amended progress note correcting and explaining the error.

Amending and Addressing CYBER Records

Amendment Procedure

If a CYBER user enters or uploads documentation into a youth's record with the wrong type, subtype, dates, time, etc., the user's Supervisor must enter an *amended* progress note indicating what information is entered in error and should not be further disclosed.

Sample:

The screenshot shows a web form titled "Enter a Progress Note....". It contains several input fields: "Notation Type" with a dropdown menu showing "Intensive In Community"; "Date" with a text box showing "10/28/2024" and a calendar icon; "Time H" and "M" with text boxes showing "10" and an empty box respectively; "AM" and "PM" radio buttons with "AM" selected; "Dur H" and "M" with text boxes showing "0" and "5" respectively. Below these fields is a "Notation Sub Type" dropdown menu. At the bottom is a large text area containing the text: "This is an amendment to the previously entered (Notation Type) progress note of 10/25/2024 entered at 3 :00 pm by (Created By author's name)" and "(Amended text for the progress note to be entered here)".

Note: The progress note should indicate the note is an “amendment to the record” (see example above).

Addressing Wrong PHI/PII in Youth Records

In a youth's record, if a provider...

- Commits a progress note with a different youth's PHI or PII in the text
- Submits a plan or assessment for a different youth into the wrong youth's record
- Uploads a document with PHI/PII for a different youth into the wrong youth's record

The provider may request removal of a progress note, plan or assessment (or request return if not approved yet*) or removal of an uploaded document.

*Once plans or assessments are returned by CSA, they cannot be deleted by the provider. The provider may update the document to correctly reflect the proper youth.

Amending and Addressing CYBER Records

PerformCare will review requests to correct a youth's record where Protected Health Information (PHI) or Personally Identifiable Information (PII) is unintentionally entered or uploaded in the wrong youth's record. CYBER users should complete a Customer Service Request Form to request the PHI/PII be removed.

Please Note: Documentation is never completely eliminated from the CYBER record. It can be removed from view by the Service Desk with Quality Department approval.

Requesting Removal of Documentation Procedure

Providers should use the [Customer Service Request Form](#) to request the review and decision for removal of exposed PHI/PII in a youth's record. The Customer Service Request Form is a secure form and PHI/PII can be entered into the form. Please use **Type: Record Modification Request** and provide the details in our secure form.

The screenshot shows a web form titled 'Customer Service Request Form'. At the top, there is a dropdown menu labeled '*Type of Issue' with 'Record Modification Request' selected. Below this is a section titled 'Request Details' containing three input fields: '*CYBER ID', 'Youth First Name', and 'Youth Last Name'. Underneath these is an 'Upload' section with a 'Choose Files' button and the text 'No file chosen'. At the bottom is a large text area labeled '*Please provide additional information'.

Request Review of a Progress Note

In the request, the user should reference the Progress Note Date, Note Type (Sub Type) if needed, Created By name, Created Date and CYBER/Member ID and Note ID. All these fields can be found on the Progress Note grid.

Created Date	Note ID	Member ID
10/28/2024 12:25:13		

A red box highlights the header row of the table, and a red arrow points from the 'Created Date' column to the right.

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Request Review of an Uploaded Document

In the request, the user should reference the youth's CYBER ID, the uploaded Document Type, Document Sub Type, Description, Date Uploaded and File Name.

Doc Status	Document Type	Document Sub Type	Description	Date Uploaded	File Name	Uploaded By	Program Name
New Doc Uploaded			Comment	10/28/2024	Doc Upload Example...		

Request Review of a Plan or Assessment

If the plan or assessment has not been approved by the CSA, the provider may submit the [Customer Service Request Form](#) and request the plan/assessment be returned (see above example). The user should reference the Assessment Type, Assessment Sub Type, Author, Submitted to CSA Date, and Assessment ID. The user or the user's Supervisor may submit a new plan or assessment.

If a plan or assessment is being resubmitted, please note in the Notepad or in a progress note as to why the plan or assessment is being resubmitted.

Assessment Type	Assessment Sub Type	Assessment /CFT Date	Author	Submitted to CSA Date	Assessment ID
TREATMENT PLAN	IIC_2 - IIC_2	10/16/2024		10/16/2024 13:58:35	

Protecting PHI and PII:

- PHI/PII should not be shared in email messages unless encrypted.
- PHI/PII should never be included in the subject line of an email, even when an email is sent securely.
- Do not include youth PHI or potential PHI in **email** messages to PerformCare.

If you have any questions, please contact the PerformCare at **1-877-652-7624**.