

Provider Training Schedule – October to December 2025

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

Provider Training Session Descriptions:

- **3560 for PE Coordinators** - 3560 application, review, approval, and termination process, related Welcome Page links.
- **Adolescent Housing Hub (AHH)** – AHH Link, admitting and transitioning youth, managing the census.
- **Annex A Addendum Administrator Functions** - Training covers creating, modifying, renewing and submitting the Annex A Addendum. Recommended for Out of Home users with Annex A security.
- **Assisting Families with the DD Eligibility Application** – Provider training to assist families with online and paper versions of the DD Eligibility application.
- **Authorizations and Billing in CYBER** **New** - Review of what providers will find on the Authorization on File grid and when and how to know to bill.
- **Behavioral Health Home (BHH)** - Nursing Assessment, QPUs, progress notes.
- **CMO Out-of-Home Referral Process** **New** - Review the checklist and requirements needed to request out-of-home services.
- **CMO Treatment Planning** **New** - Highlights of each CMO plan type and the requirements for submission.
- **CSOC Services: An Overview** **New** - A high-level presentation of CSOC services available in 2025.
- **CYBER Functionality for CMO Trainers** **New** - Open forum to highlight functionality, ask questions, and get current updates.
- **Family Support Organizations (FSO)** - FANS assessment, entering progress notes, and reports.
- **Family Support Services (FSS)** (90 min) - Welcome Page, FSS Link, Reauthorizations and Progress Notes.

IIC Series

- **IIC/BA New Agency** (90 min)- Overview for directors/owners/Security Administrators of new IIC agency. Manage Access functions, assigning staff to youth, billing setup, reporting, etc.
- **IIC/BA Security Administrators** **New** - Specifics on setting up staff for a new agency
- **IIC BPS Randomizer Setup** (90 min) - Brief guide on setting up counties, languages, and specializations to receive BPS assessment referrals.
- **IIC BPS Needs Assessment** (90 min) - Review of the schedule and requirements for the BPS Needs Assessment.
- **IIC BPS Billing/Claims Process** (90 min) - Overview of non-Medicaid billing training for IIC Billing staff.
- **IIC/BA Treatment Planning** (90 min) - Overview of the Treatment Plan and Matrix process from creation to submission.

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- **IIH and ISS Treatment Planning** - Welcome Page, Treatment Plans, Progress Notes.
- **IIH Functional Behavioral Assessment / Behavioral Support Plan New** - Review of the authorization process, and the creation and submission of the FBA and BSP.
- **MRSS Dispatch New** - Dispatch, Crisis Tracking Form, and Crisis Assessment Tool.
- **MRSS Treatment Planning New** - Highlight MRSS plan types and the requirements for submission.
- **Needs Assessment** - Used by Multisystemic Therapy/Family Functional Therapy (MST/FFT) Children's Crisis Intervention Services (CCIS).
- **New CYBER Users (90 min)** – CYBER user basics, login, welcome page, youth record, progress notes, historical access, printing password reset, and preferences.
- **Open Forum Q&A** – An opportunity for providers to ask any technical questions about CYBER.
- **OOH Treatment Planning New** - Highlight OOH plan types and the requirements for submission.
- **OOH YouthLink New** - Admission through transition, functionality, documentation, and requirements.
- **Password Passphrase Training New** - Review of the requirements for the CYBER passphrase.
- **Progress Notes New** - Discussion of complete and efficient progress notes.
- **Reporting for CMO New** - Review of three different CMO report types and how to export the data.
- **Security Administrator Functions** - An overview of the functionality for Security Administrators to create, activate, update, and deactivate CYBER users. Passphrase functionality will be reviewed.
- **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 New** - All about the SNA for CMO, OOH, and SUT providers.
- **Substance Use Treatment Part 1** - Initial Assessment through Admission
- **Substance Use Treatment Part 2** - Treatment planning with Assessments
- **Updating the Youth Face Sheet New** - What users can review and update in the Youth Face Sheet.
- **Understanding PerformCare Forms New** - How providers should use the Substance Use Consent Form, Authorization for Sharing form, and Personal Representative form.

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October 2025

DATE	TIME	SESSION	PARTICIPANT TYPE	LINK
Oct 1	11 am	Intensive In-Home and ISS Treatment Planning	I/H and ISS Users	Register
Oct 1	2 pm	Security Administrator Functions	Security Administrators	Register
Oct 2	1 pm	Family Support Organizations	All FSO Users	Register
Oct 3	11 am	Updating the Youth Face Sheet	All CYBER Users	Register
Oct 3	2 pm	Password Passphrase Training	All CYBER Users	Register
Oct 6	11 am	Mobile Response Treatment Planning	MRSS Users	Register
Oct 6	2 pm	New CYBER Users (90 min)	New CYBER Users	Register
Oct 7	11 am	Needs Assessment	MST, FFT, CCIS Users	Register
Oct 7	2 pm	CYBER for CMO Trainers	CMO Trainers	Register
Oct 13 - Columbus Day				
Oct 14	11 am	IIC New Agency (90 min)	IIC Owners/ Directors	Register
Oct 14	2:30 pm	IIC/BA Security Administrators (90 min)	IIC/BA Security Administrators	Register
Oct 15	12 pm	Family Support Services (90 mins)	FSS Users	Register
Oct 16	11 am	IIC BPS Randomizer Setup (90 min)	IIC Owners/ Directors	Register
Oct 16	2:30 pm	IIC BPS Needs Assessment (90 min)	IIC Needs Assessors	Register
Oct 17	10 am	IIC BPS Billing/Claims Process (90 min)	IIC responsible for billing	Register
Oct 17	1 pm	IIC/BA Treatment Planning (90 min)	IIC/BA Clinicians	Register
Oct 23	10 am	Open Forum	All CYBER Users	Register
Oct 23	1 pm	Progress Notes	All CYBER Users	Register

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November 2025

DATE	TIME	SESSION	PARTICIPANT TYPE	LINK
Nov 3	12 pm	Assisting Families with the DD Eligibility Application	Users supporting families with the DD application	Register
Nov 3	3 pm	Authorizations and Billing in CYBER	All CYBER Users	Register
Nov 4 - Election Day				
Nov 5	11 am	Behavioral Health Homes	BHH users	Register
Nov 5	2 pm	3560 for PE Coordinators with CSA	PE Coordinators	Register
Nov 6	1 pm	Functional Behavioral Assessment / Behavior Support Plan	IIH Users	Register
Nov 7	11 am	Mobile Response and Stabilization Dispatch	MRSS Users	Register
Nov 10	11 am	IIC New Agency (90 min)	IIC Owners/ Directors	Register
Nov 10	2 pm	IIC/BA Security Administrators (90 min)	IIC/BA Security Administrators	Register
Nov 11 - Veterans Day				
Nov 12	12 pm	IIC Randomizer Setup (90 min)	IIC Owners/ Directors	Register
Nov 12	3 pm	IIC BPS Needs Assessment (90 min)	IIC Needs Assessors	Register
Nov 13	2 pm	Family Support Services (90 min)	FSS Users	Register
Nov 14	10 am	IIC BPS Billing/Claims Process (90 min)	IIC responsible for billing	Register
Nov 14	1 pm	IIC/BA Treatment Planning (90 min)	IIC/BA Clinicians	Register
Nov 17	1 pm	Substance Use Treatment 1 - Initial Assessment through admission (90 min)	SUT Users	Register
Nov 18	11 am	Security Awareness and CYBER	All CYBER Users	Register
Nov 19	2 pm	Security Administrators Functions	All Security Administrators	Register
Nov 20	1 pm	Substance Use Treatment - Treatment planning (90 min)	SUT Users	Register
Nov 27 - Thanksgiving				

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December 2025

DATE	TIME	SESSION	PARTICIPANT TYPE	LINK
Dec 1	1 pm	Annex A Addendum Administrators Functions	Annex A Administrators	Register
Dec 2	10 am	CMO Treatment Planning	CMO Users	Register
Dec 2	1 pm	Strengths and Needs (CANS) Assessment	CMO, OOH, SUT	Register
Dec 4	2 pm	CSOC Services: An Overview	All CYBER Users	Register
Dec 8	11 am	Out of Home Treatment Planning	OOH Users	Register
Dec 8	2 pm	Out of Home YouthLink	OOH Users	Register
Dec 9	1 pm	Understanding PerformCare Forms	All CYBER Users	Register
Dec 10	2 pm	Family Support Services (90 min)	FSS Users	Register
Dec 15	11 am	IIC New Agency (90 min)	IIC Owners/ Directors	Register
Dec 15	2 pm	IIC/BA Security Administrators (90 min)	IIC/BA Security Administrators	Register
Dec 16	12 pm	IIC Randomizer Setup (90 min)	IIC Owners/ Directors	Register
Dec 16	3 pm	IIC BPS Needs Assessment (90 min)	IIC Needs Assessors	Register
Dec 18	10 am	IIC BPS Billing/Claims Process (90 min)	IIC responsible for billing	Register
Dec 18	1 pm	IIC/BA Treatment Planning (90 min)	IIC/BA Clinicians	Register
Dec 25 - Christmas				

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