Instructional Guide for Provider Details

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Instructional Guide for Provider Details

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I. Introduction

Provider Details is the area of CYBER that houses the provider information for all agencies that appear in the system. The area is accessible from the Welcome Page and is broken down into five tabs:

- All Providers will show the user information for all providers housed in the system
- **Medicaid Providers** lists all Medicaid providers that are put into CYBER by an automatic, electronic process, not only those that provide services under the Children's System of Care (CSOC)
- CSOC Providers agencies contracted by CSOC to provide services
- Out of Home (OOH) Providers agencies that provide OOH treatment services
- Non-Medicaid Providers any provider agency that bills for CSOC services outside of the Medicaid system
- Adolescent Housing Hub (AHH) Providers agencies that provide housing for Homeless youth through the AHH program

All Medicaid information in the Provider details area originates at Medicaid. CYBER receives this data through a regularly updated feed from Medicaid.

Within the Provider Details area, providers with access to CYBER may review their own agency information. Intensive In-Community (IIC) providers can access their IIC agency profile to indicate their available status, contact information, counties, languages, and specializations. This information feeds into a process called a Randomizer. PerformCare utilizes the Randomizer during the triage process to generate three random IIC agencies in the youth's county that can provide an initial BioPsychoSocial (BPS) assessment to the family. The Randomizer process ensures that the agencies are selected randomly and without user error or bias.

Providers of Intensive In-Home (IIH) services may use the Provider Details area to indicate which IIH-related services they offer in which counties and languages. This allows Care Management Organizations (CMO) to view the IIH agencies' information and make decisions regarding requesting services.

CYBER provides control over who can manage the Provider Details area by a specific Security group that when added to a CYBER user, gives edit access to the Provider Details area of that IIC or IIH agency.

The Provider Details area is also an entry point for PerformCare to enter or non-Medicaid providers into the system. These providers will appear under the Non-Medicaid Providers tab.

An additional feature in the Providers Details area allows all Users the ability to identify the location of agencies using the Geomap functionality, similar to the YouthLink Geomap. The Geomap allows users to look up a specific type of provider using an interactive mapping functionality that displays collected information on each provider shown on the map. The aforementioned information includes location, admissions contact information, provider and specialty types.

II. Accessing CYBER

CYBER can be accessed via the PerformCare website – <u>www.performcarenj.org</u>. The link is available under the CYBER menu at the top of the home page or the button at the bottom of the page. Users must log into CYBER with their Username and Password.

NJ Children's System of Contracted System Administrator – PerformCa		1-877-652-7624 24 hours a day, 7 days a week		A Home	X Language ▼ Search website	A Careers	About	은 Contact Search
Parents and Caregivers -	Youth •	Providers 🔻	Educators	CYBE	ER Find	a Provider	En es	spañol

Each provider organization has at least two CYBER Security Administrators, and your agency's CYBER Security Administrators can set up a login and temporary password. Access will be based upon login type and security levels. Providers Launch CYBER

Before logging in, keep in mind...

- Every time CYBER is launched, the Username and Password is required, then click the LOGIN button to continue.
- Users are required to change their password every 90 days.

Above the login area is a statement that, CYBER users acknowledge their responsibility to protect the privacy of and to guard against the inappropriate use or disclosure the Protected Health Information (PHI) contained within the system.

This statement will appear during each log in.

Please also check the link: <u>CYBER Access Requirements</u> page on the PerformCare website for the most up-todate technical requirements (such as browser compatibility and operating systems) needed to access CYBER.

At the bottom of the login page is the version of CYBER. The server number is the last 2 digits at the end (-XX). This is helpful to note when requesting assistance.

CYBER LOGIN

As a CYBER user, I understand that my work will involve access to Protected Health Information (PHI) as defined by HIPAA (Health Insurance Portability and Accountability Act) for the purpose of providing or arranging treatment, payment, or other health care operations. I also acknowledge that I am engaged by a covered entity. I further acknowledge my responsibility to protect the privacy of and to guard against inappropriate use of disclosure of this PHI by logging in as a CYBER user.

This acknowledgement is in compliance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and its implementation regulations. For more information on HIPAA, please go to http://www.hhs.gov/ocr/hipaa/

CYBER contains substance use diagnosis and treatment information that is protected by federal confidentiality rules (42 CFR Part 2). Users that access such confidential information pursuant to a valid written consent are prohibited from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The federal rules restrict any use of the information to criminally investigate or prosecute any person with substance use treatment needs.

Please CLEAR your browser Cache before using this new version of CYBER.

Username		
Password		
	LOGIN	
Customer	Service Request Form For	raot Password?

For technical support, please use the <u>Customer Service Request Form</u> link under the login.

III. Provider Details

All CYBER users have access to Provider Details; it can be accessed via the left-side link bar on a user's Welcome Page. Clicking Provider Details will bring the user to the Provider Details area.

Security Administrator		
Youth / Child Search	Provider Details is separated by tabs; each tab will contain information	
FSS Link	on that type of provider.	
My Active Youth	Functionality such as searching for a specific provider record and printing	
Out of Home	are available on every tab.	
Provider Details		
Message Functions		
System Functions		
Reporting	ider Details	_
Return To Main	Providers Medicaid Providers CSOC Providers OOH Providers Non Med Providers AHH Providers	Ξ
A OOH PIE	NII Providers Provider Name City	
ESS PIE	Search Clear Search Load All Providers Print Print Grid Values	

Provider Details Features

Sorting Grids

To sort any of the grids in Provider Details, a user can click on any column heading to select the priority data for the sort (Provider Name, for example). Users can also use a two-column sort to find information; clicking on the first column heading, and then holding down the 'Shift' key on the keyboard, click on the second column and the data will sort accordingly.

Users can also sort in ascending or descending order, and filter based on numbers and letters, or dates.



The filter selection screen will appear below and to the right of the column heading to be filtered.

Note	Date 1	Note Ty	pe				Note Su	ьтуре	8	-
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	Menu button	mm/dd/yyyy	ť	٦		Filte	:r			I
		French				Con	tains		~	1
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		Greater than Less than Not equal In range				Not Equa Not Start	contains			-
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		•	In range	-	N		-	•	~	_
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te or one or more	Note	e Date column.	In range 01/01/202 January Su Mo	21 2021 → Tu W	N (te Typ ↑↓ Fr Sa 1 2	De column	021 y 2021 +		Apr
te or one or more nge(s) of start and end	Note In range 01/01/2021 07/31/2021 • AND	e Date column.	In range 01/01/202 January 3 Su Mo 27 28	21 2021 → Tu W 29 30 5 6	N (te Typ ↑↓ Fr Sa 1 2	In range 01/01/2 daruar 2021	021 y 2021 + Feb	Mar	1
ers may sort by an exact te or one or more nge(s) of start and end tes.	Note In range 01/01/2021 07/31/2021 • AND • • Equals	e Date column.	In range 01/01/202 January 3 Su Mo 27 28 3 4 10 11 17 18	21 2021 - Tu W 29 3(5 6 12 1: 19 2(N (e Th 3 14 5 21	A Content Type A Content Type A	De column	021 y 2021 + Feb Jun	Mar	Aug
e or one or more age(s) of start and end	Note In range 01/01/2021 07/31/2021 • AND	e Date column.	In range 01/01/202 January 3 Su Mo 27 28 3 4 10 11	21 2021 ↓ Tu W 29 30 5 6 12 1: 19 20	N(e Th 3 14 2 21 7 28	A Content Type A Content Type A	In range 01/01/2 daruar 2021 Jan May Sep	021 y 2021 + Feb Jun	Mar	Aug

Searching for a Provider

There are search dropdown selections in all the tabs but OOH Providers. However, since all of the tabs contain grid, users have increased search functionality within all of the tabs.

Note: this search functionality can <u>only be used once selections have been made</u> in the menus on the Medicaid Providers, CSOC Providers and Non-Med Providers tabs; the search cannot run without data in the grid to conduct the search in. To clear the search results and repopulate the grid with all of the initial provider information, users need to click on the 'Clear Search' button above the grid.

Printing/Exporting

Printing functionality is available on each tab, via the 'Print' or "Print Grid Values" button.



When users select the "**Print**" button, they can export the report. A report will generate to display the information that is in the grid.

Provider Deta	ails															
All Providers	N	ledicaid	Provider	s C	SOC Provi	ders	OOH Pro	viders	Non Me	d Providers	AHH Pr	oviders				Ξ
Close Report																
14	<	1	of 1	>	\triangleright	U	©	100%	~			Find	t Next			
		N	C	nild	Iren	's S	vste	m	of C	are						
									mCare							
Medicai	id P	rovide	rc													

Once the report has been generated, the user can utilize the Export functionality, to download the document in PDF or Excel format.

~		Find M	When expo users to filt
Ci	Excel		
	PDF		Medicai MAID

When exporting to Excel, the headers are unlocked. This allows
users to filter the heading of the report.

 Provider Name 	 Address 	- C
 Provider Name 	Address	Ţ

Users will need to export the file to their computer and then print.

When users select the "**Print Grid Values**", the report will appear as a PDF download only. This print view will reflect the information as displayed in the grid.

			1	NJ Childi	ren's Sy	stem o	of Care	
			C	Contracted Syste	em Administra	tor - Perform	nCare®	
MAID	Provider Name	Address	City	County	State	Zip	Phone	Ext

Geo Map

There is a Geo Map function available on the CSOC Providers tab and AHH Providers Tab.

|--|

	101					_
rovider Details						
All Providers Medicaid Pr	oviders CSOC Providers OO	H Providers Non Med	Providers A	HH Providers		-
CSOC Providers					-	
Provider Type	Select a Provider Type	* Program	Sel	ect a Program	•	
Provider Specialty	Select a Provider Specialty	Search	Clear Sear	ch GEO MAP		
rovider Details						
All Providers Medicaid Prov	viders CSOC Providers OOH Pro	oviders Non Med Provid	AHH Prov	/iders		
AHH Providers					Clear St	Geo
nce the user selects a ndow. Provider Details	Program or Program Type					
nce the user selects a ndow. Provider Details			d then selec		t will bring up	
nce the user selects a ndow. Provider Details All Providers Medic		ers OOH Providers	d then selec	Providers AH	t will bring up	

The pinpoints on the map represent the location of each agency in the Program Type selected.

SOC Providers GEO Map	
Map Satellite Monticello Rew Pati C Poughkeepse Tunkhannock Honesdale Rew Pati C Poughkeepse Wappingers	Exit Select Child From Caseload
Scranton 6 Di	Select Child From Agency Cases
Pittston T S	Child ID or
erwick 10 000 Tannersville 1000 Stam 1000 Vonkers 1000 New Rochelle	Zip Code
Easton Allentown	Search
Reading Princeton	Show County Areas
Pottstown Trenton	Child Visible?
King of Prussia 200 00 100	Program Type:
202 Philadelphia Toms River	
West Chester Concerning Concernin	Provider Type:
Wilmington Newark 2 100	DDD
	Provider Speciality:
Google all Keybaard shortcurs Map data 92023 Google, Terms Report a map error	All

Hovering over a flag on the map with the user's mouse will display information about the agency such as their address, contact phone number, and specialties.

Map Satell	ite Monticello	New Palt:	Exit
Tunkhannock	Honesdale	Poughkeepsie Wappingers	Select Child From Caseload
Scrantor P Pittston	ROVIDER NAME:	× Di	Select Child From Agency Cases
Wilkes-Barre P	ROVIDER TYPE	國質	Child ID or
wick 🐨 🐨 A	DDRESS:	Brs	Zip Code
	ONTACT PHONE	Rochelle k Garden Ci	Search
379	OVIDER SPECIALTIES	(Care)	Show County Areas
Reading Pottstown	Trenton	1316	Child Visible?
	ng of ussia 20	24.772	am Type:
	Philadelphia Tom	s River	
West Cheste			Provider Type:
1 Wilming	on	+	DDD
Newark New Cast		T	Provider Speciality:
New Casp	vineland	_	All

The user can enter a zip code or ID of a youth to see a visual approximation between a youth and program locations. Enter the zip code into the appropriate box on the right of the grid then click the Return key on the keyboard in order for the zip code entry to be processed by CYBER. This will put a star icon on the map to represent the zip code of the youth's location on to the map (see the example figure below).



IV. Provider Details Tabs

All Providers Tab

The All Providers Tab contains information on all of the providers that are in the Medicaid feed that PerformCare receives from Medicaid Fiscal Agent. This grid does <u>not</u> load automatically when the user first accesses Provider Details. To load the grid, users must click on the *Load All Providers* button; this will prompt the system to populate the grid – this process may take a few minutes due to the large amount of data that will be loaded. Please note that <u>not</u> all of the providers listed will be located in New Jersey or utilized in the Children's System of Care (such as pharmacies and labs); meaning they are not contracted to provide services. Users may also notice duplicate entries across tabs; a provider agency may be a Medicaid provider but may also be contracted with CSOC to provide services outside of a Medicaid contract. That agency would appear on this tab, as well as the Medicaid Providers and Non-Med Providers tabs.

Doufouro CADE®

vider Details						
ll Providers Medica	id Providers CSOC Prov	iders OOH Providers	Non Med Providers Al	HH Providers		
All Providers						
Provider Name	City		Clear Search Load All		🖶 Print	 Print Grid Values

The columns of information users will see here are:

- **MAID** Medicaid ID number for the agency
- **CIMID** Unique number given to each service provider in CYBER •
- **Provider Name** As it appears in the Medicaid file
- Address, City, State, Zip, Phone As it appears in the Medicaid file
- **Type** The type of provider; Physician, Pharmacy, Home Care Provider, etc.
- **Spec** Specialty as it appears in the Medicaid file. Intensive In-Community Services, Independent Clinic, Ambulance Service Supplier, etc.

Medicaid Providers Tab

The Medicaid Providers tab includes all of the providers in the Medicaid feed from the Medicaid Fiscal Agent that are housed in CYBER. Again, not all providers here will be utilized in the Children's System of Care.

The grid contains the same columns as the All-Providers tab, except for CIMID.

'Activate for Treatment Planning' allows CMO and MRSS providers to activate provider for treatment planning and authorizations. By clicking on an agency from within the grid to highlight, and then clicking the Activate for Treatment Planning button, the user ensures that the selected agency can be requested within a Treatment Plan.

For example, a CMO may use the Medicaid Providers tab to locate an IIC agency they want to request on-going services from on their next plan. If the IIC agency is not already active in the system with the appropriate service codes, clicking on the Activate for Treatment Planning button will assign the service codes to the agency and the CMO can then select it in the Service Request.

Users can locate Medicaid providers by:

- Using the Provider Search dropdowns,
- Or the by searching within the columns of the grid (See: Sorting Grids)

Search using the Provider Search dropdowns.

Users must first choose a Provider Type. The Provider Type that is chosen feeds the next menu, Provider Specialty.

Il Providers N	dicaid Providers CSOC Providers OOH Provide	rs Non Med I	Providers	AHH Providers
Medicaid Provid	rs			
Provider Type	Home Care Provider	+	Activate for	r Treatment Pla
Provider Specia	ty All	•	Search	Clear Search
MAID Pr	All 00000449 ABC Waiver	ty	State	Zip
	Adult Clinic Case Management			
	Adult Day Care			
	Adult Liason Services			
	Assessment Provider Behavioral Assistance			
	Behavioral Health Home			
	Case Management-ACCAP			
	Case Management-CCPED			
	Case Management-CRPD			
	Case Management-TBI			
	CBHS CMO Care Coordination			
	Certified S.E.L.			
	Community Psychiatric Residential Care Facilities			
	CSC05			
	DCF/CSOC Interpreter Services DCF/CSOC Non-Medical Transportation			
	DCF/CSOC OOH Liv Arr DD/ID			

Once a selection is made in the Provider Specialty menu, the grid will populate with all the providers that have this type and specialty in their profile. The list appears in alphabetical order by Provider Name by default.

Users can then search the results directly within the grid.

CSOC Providers Tab

The CSOC Providers Tab contains the information for those providers that are contracted through CSOC to provide services to children and families.

Il Providers Mo	edicaid Providers	CSOC Providers	OOH Providers	Non Med Pr	roviders AHH	Providers				
CSOC Providers										
Provider Type		Select a Provider Type	+	Program	Select a	Program	-			
Provider Special	ty Se	elect a Provider Specialt		Search	Clear Search	GEO MAP		Print	ſ	Print Grid Values

The CSOC Providers tab is set-up similarly to the Medicaid tab; users may select a Provider Type and Specialty, or on this tab users also have the option of selecting a Program Type to see the information for all providers in a specific service line such as IIC or PHP. (If a Program Type is selected a Provider Type and Specialty cannot be chosen.) This grid contains the same columns as the All Providers and Medicaid Providers tabs.

The Geo Map is available on this tab; IIC and IIH providers with provider detail edit access should use this tab for the Provider Detail relationships with county, language and specializations.

OOH Providers Tab

The OOH Providers tab displays a list of the OOH providers that are contracted with CSOC.

Providers	Medicaid Pro	oviders CS	OC Providers	OOH Providers	Non Med Pro	viders AH	H Providers					
OOH Provid	lers						Clear Search	Sear	ch Filter	Print Selected	🖶 Print All	🖶 Print Grid Value
Agency Name	Site Full Name	Site Address	Cou	mastCIMID	Site CIMID	MEDID	Site Type	Gen Serv	Licensed Beds	Contract Beds	Actual Available	Beds Categor
									0	0	0	
									5	5	3	
									5	5	4	
										5	5	

The grid includes information on each agency such as the gender and ages served by the program, the admissions contact information for the agency and specifiers including, but not limited to, fire setting, pregnancy, and educationally classified, etc. This information may be useful to those users that are seeking OOH treatment.

There is also information provided within the grid to give providers a real-time calculation of beds available for each site.

Licensed Beds: The total number of beds licensed at the site.

Contract Beds: Number of CSOC contracted beds as listed under the provider PIF.

Actual Available Beds: The calculation of contracted beds <u>less</u> the 'offline' beds based on provider capacity. This number provides accurate data as to the actual available beds within a program for planning.

Open Beds: The calculation of contracted beds <u>less</u> bed occupancy.

Non-Med Providers Tab

The Non-Med Providers tab, houses information on providers that are not Medicaid providers but are contracted to provide service to youth through CSOC; this information is requested by CMO and MRSS and manually entered by PerformCare. If there are any errors, users should contact the CYBER Service Desk for corrections.

Much like previous tabs, selections must be made from the Provider Type and Provider Specialty menus in order for the grid to load with information.

Non Med Providers								
Provider Type	Select a Provider Type	-						
Provider Specialty	Select a Provider Specialty		Search	Clear Search	GEO MAP	Print	Print Grid Values	
CIMID Provider N	Name Address	City	County	State	Zip Pho	one Ex	tt Type	Spe

AHH Providers Tab

The AHH Providers tab displays a list of the AHH providers that are contracted with CSOC; this area includes:

- Supervised Transitional (STLP)
- Transitional Living Program (TLP)
- Permanent housing (PSH).

This list is available to all providers.

AHH Provid	Medicaid Providers	CSOC Providers	OOH Providers	Non Med	Providers	AHH Provid	Clear Search	Geo Map	Print	D Driv	nt Grid Values
	Jers						clear Search	Geo Map	Brint	erm	it ond values
CIMID	Provider Name	Address		City	County	State	Zip	Phone	Ext	Туре	GenderServed

V. Add / Edit Provider Details

All providers may *view* all other provider details, however, only IIC/BA and IIH users with specific security in their user IDs can *edit* the Provider Details area for their agency. The provider Medicaid profile feeds the CYBER Provider Details area for All Providers, Medicaid Providers, and CSOC Providers tabs.

Double-clicking on the agency's record in the grid will open the Add/Edit Provider Details screen.



The **Add / Edit Provider Details** screen has two tabs. The **Details tab** is the default tab that opens when the provider record is accessed. The provider information comes from the Medicaid feed, including the status. If the agency is not active – or is in Canceled status – or if the agency determines that any of the information here is incorrect, the agency will need to contact the State Medicaid Fiscal Agent, *first* for correction or for further information.

Specialty for IIC and IIH

At the bottom of the Details tab, the IIC provider will see Medicaid specialties:

- Intensive in-Community Services
- Behavioral Assistance
- Certified Social Emotional Learning (Certified S.E.L.)

The IIH provider can provide up to three Medicaid specialties:

- Intensive in-Home Behavioral
- Intensive in-Home Clinical
- Intensive in-Home Individual Support Service (ISS)

To add information to the record, IIC and IIH users should use the CSOC Providers tab and navigate to the second tab, **County/Language/Specialization Details**. Here the users will manage detail relationships – the associations between Counties, Languages, and Specializations.

VI. Managing Detail Relationships for IIC and IIH

Only IIC and IIH agencies have the ability to edit their County/Language/Specialization Details tab. This functionality is managed through a security group added to a user ID. The security group **ProviderDetailEditSelf** may be assigned to the agency's Security Administrator upon setup, who can then add it to the profiles of the appropriate users. This functionality is best managed by a small set of users (one or two). Changes on this screen will affect the authorizations that the agency receives.

It is suggested that users make changes on the CSOC Providers tab. There are specific areas on the Add / Edit Provider Details tab that allow users with appropriate security to edit and manage for their agency. It is important to understand how each of these areas function.

These are:

- Grid Order
- Randomizer Status (IIC only)
- Filtering
- County/Lang/Specialization Grid
- Counties Languages and Specializations Selection Tables (Specializations are different for IIC and IIH)

IIC Add / Edit Provider Details

dd / Edit Provid	der Details unty/Lang./Specialization Details	Grid Order and Status	d Randomizer				٦
Grid Order		Randomiz	er Status			Filtering	
	Language/County/Specialization		Randomizer Active				Pri
County		Language	Specialization				-
	Select a County	Select a L	anguage	Select a Spo	ecialization	Filter	ar Filter
ounty/Lang./Sp	pecialization	-					Delete
Remove	Language	County	Specialization				
Remove	English	BERGEN	Behavioral Health				
Remove	Spanish	BERGEN	Behavioral Health	Cour	County/Lang. /Specialization		
Remove	English	ESSEX	Behavioral Health			· · · · · · · · · · · · · · · · · · ·	
Remove	Spanish	ESSEX	Behavioral Health	Deta	il Relationsl	nips Grid	
Remove	English	HUDSON	Behavioral Health				
Remove pecialization	openisii	Counties	penavioral meanin	L	anguages		
Select All	Clear	Select	All		Select All	Clear	
Selection	Specialization	Selection	n County		Selection	Language	
	Behavioral Health - BH	D		-	0		
	Complex Trauma - CT		ATLANTIC		Z	English	
	Domestic Violence - DV		BERGEN			Spanish	
0	Eating Disorder - ED		BURLINGTON			Portuguese	
	Family Therapy - FT		CAMDEN			Arabic	

IIC Specialization, Counties, and Language Selection Tables

IIH Add / Edit Provider Details

d / Edit Provider D	etails		Grid Order			
etails County/La	ing./Specialization Details		Und Order			
id Order						Filtering
	Specialization/County/Language					55 0
unty		Lang	uage	Specialization		and the second
	Select a County	-	Select a Language		Select a Specialization	Filter Clear Filter
unty/Lang./Speciali						
unty/cang./speciali	201011					
Remove	Specialization Co	ounty	Language			
Remove	Intensive In-Home - Behavioral BE	ERGEN	Creole (English based, French b			
Remove	intensive In-Home - Behavioral BE	ERGEN	English			County/Lang. /Specialization
Remove	Intensive In-Home - Behavioral BE	ERGEN	Spanish			
Remove	Intensive In-Home - Behavioral ES	SSEX	Creole (English based, French b			Detail Relationships Grid
Remove	Intensive In-Home - Behavioral ES	SSEX	English			•
ecialization	international in Channel Relational PR		Counties		Language	۶ <u>۶</u>
Select All	Clear		Select All	Clear	Select	All
ielection	Specialization		Selection	County	Selection	Language
2	Intensive In-Home - Behavioral		D		2 0	Pampanga
2	Intensive In-Home - Clinical - II_			ATLANTIC	Q	Pashto
3.	intensive In-Home - ISS - IIHI		101	BERGEN	0	Patwa
			0	BURLINGTON		Plagin English
			ă	CALIDER		Punjabi

IIH Specialization, Counties, and Language Selection Tables

Grid Order

Grid Order is a drop-down menu that allows both IIC and IIH users to select how the County/Lang./Specialization Grid will appear. Below are the three options to show the variations:

Specialization/County/Language	4
Specialization/County/Language	
County/Language/Specialization	
Language/County/Specialization	

Specialization/County/Language

County/Lang./Specia	lization			
Remove	Specialization	County	Language	
<u>Remove</u>	Behavioral Health	BERGEN	English	
<u>Remove</u>	Behavioral Health	BERGEN	Spanish	
Remove	Behavioral Health	ESSEX	English	

County/Language/Specialization

ounty/Lang./Special	lization		
Remove	County	Language	Specialization
Remove	BERGEN	English	Behavioral Health
<u>Remove</u>	BERGEN	Spanish	Behavioral Health
Remove	ESSEX	English	Behavioral Health

Language/County/Specialization

County/Lang./Specialization Remove Language County Specialization

Remove	Language	County	Specialization	
Remove	English	BERGEN	Behavioral Health	
Remove	Spanish	BERGEN	Behavioral Health	
<u>Remove</u>	English	ESSEX	Behavioral Health	

Randomizer Status for IIC

The randomizer status only available to IIC providers. It is a dropdown menu with two options relevant to provider's availability to provide initial Biopsychosocial (BPS) Needs Assessments: 'Randomizer Inactive' or 'Randomizer Active'. At any time, the provider may set the status to Randomizer Inactive to stop receiving randomized needs assessment referrals. This setting does not change the Medicaid status of the agency and the provider may still receive other types of authorizations and provide services. If the Randomizer Status is set to Inactive, the status must be reset to 'Randomizer Active' when the agency can receive referrals again.

Print Button

The Print button will print the Detail Relationships Grid only; it is recommended that once the print report loads, the user exports to another format (such as PDF) to print from.

Filtering

The filtering area has three drop down menus and allows providers the option of filtering one or all three Details to locate or review a specific Detail relationship.

Example: user only wants to view the counties in which the agency can provide services to youth with Complex • Trauma needs. The user can select Complex Trauma from the Specialization menu, click the Filter button, and the Relationships Grid will only display the counties with that Specialization associated.

There is a dynamic delete button that changes depending on the specifier selections. When no specifiers are selected the button label is Delete All. If selected, the user will delete all the specifier details. If selected at that point, a confirmation message will appear. If OK is selected, the details in the grid will be deleted. If details are deleted, they cannot be recovered and must be manually re-entered.

County	Language	Specialization			
Select a County 🗢	Select a Language	\$	Select a Specialization 🔶	Filter	Clear Filter
County/Lang./Specialization					Delete All

County Language Specialization Filter **Clear Filter** County/Lang./Specialization Delete Filtered Data Delete Filter apps.performcarenj.org says Are you sure you want to delete all You are about to delete all relationships in the grid, are you sure you County/Language/Specialization in the filter wish to proceed? grid? Cancel ОK Cancel Deleting all specifiers Deleting filtered specifiers The 'Clear Filter' button will remove all the filtering in the Detail Relationships. ©2024 PerformCare

If the specifiers are filtered, the button will be labeled 'Delete Filtered Data'.

County/Language/Specialization Details (Relationships Grid)

County/Lang./Specialization				
Remove	County	Language	Specialization	
Remove	BERGEN	English	Behavioral Health	
<u>Remove</u>	BERGEN	Spanish	Behavioral Health	
<u>Remove</u>	ESSEX	English	Behavioral Health	

Both IIC and IIH provider types have access to this grid to modify their Detail Relationships. These are associations among the following:

- Counties the counties where the provider can provide services
- Languages the languages the provider can speak to provide services
- Specializations the specializations or services the provider can offer

Relationships Grid – contains all of the Counties, Languages, and Specializations that the agency has selected.

The 'Remove' link on the left-side of each entry is the delete button for that detail in particular.

Note: The Relationships Grid cannot be sorted by clicking on the individual column headings; this functionality was locked for users to avoid adding multiple/repeated records in the grid.

Specialization, Counties and Language Selection Tables

IIC Selection Tables

Selection	Specialization	Selection	County	Selection	Language	
2	Behavioral Health - BH			- 🗆		
0	Complex Trauma - CT		ATLANTIC		English	
	Domestic Violence - DV		BERGEN		Spanish	
0	Eating Disorder - ED		BURLINGTON		Portuguese	
	Family Therapy - FT		CAMDEN		Arabic	
	Fire Setting - FS		CAPE MAY		Creole-Haitian	
0	Infant Mental Health/Infant Par		CUMBERLAND		Mandarin	
0	LGBTQI - LGBTQI		DELAWARE		Korean	
0	Parent Training/Skills Building		ESSEX		Bengali	
	Sexual Abuse - SA		GLOUCESTER		French	
	Treatment Home Provider - THP		HUDSON		Vietnamese	
			HUNTERDON		Hindi	
			MERCER		Cantonese	
			MIDDLESEX	0	Polish	
			MONMOUTH		Urdu	
			MORRIS		Turkish	
		n		<u></u>		

IIC Specialization Grid will pre-populate with the following options:

- Behavioral Health (checked off by default; every IIC must have this selected)
- Complex Trauma
- Domestic Violence
- Eating Disorder
- Family Therapy
- Fire Setting
- Infant Mental Health/Infant Parenting Psychotherapy
- LGBTQI

CSOC will manage and enter the following Specializations:

- Detention Center
- Substance Use
- I/DD

- Parent Training/Skills Building
- Sexual Abuse Victim
- Treatment Home Provider
- Certified S.E.L.
 - Will only be displayed if the specialization is added to the agency. The agency must be certified; the CYBER Service Desk will add the option to the menu when they are notified that the agency is certified.
- Adoption
- Child Protection Permanency
 - Will pre-populate with all counties in NJ

These CSOC Specializations will only appear if they have been added to the agency's profile by CSOC.

IIH Selection Table

ecialization Select All	Clear	Counties Select All	Clear	Languages Select All	Clear	
election	Specialization	Selection	County	Selection	Language	
]	Intensive In-Home - Behavioral			- U	Portuguese	
	Intensive In-Home - Clinical = II		ATLANTIC		Arabic	
1	Intensive In-Home - ISS - IIHI		BERGEN		Creole-Haitian	
		0	BURLINGTON		Mandarin	
			CAMDEN		Korean	
			CAPE MAY		Bengali	
		0	CUMBERLAND		French	
			DELAWARE		Vietnamese	
			ESSEX		Hindi	
			GLOUCESTER		Cantonese	
			HUDSON	- 0	Polish	
			HUNTERDON		Urdu	
		0	MERCER		Turkish	
			MIDDLESEX		Russian	
		0	MONMOUTH		Afrikaans	
		0	MORRIS		Akan	
					Albanian	

Specialization Grid will pre-populate with the following options for IIH:

- Intensive in-Home Behavioral
- Intensive in-Home Clinical
- Intensive in-Home Individual Support Service (ISS)

County Grid

• Will pre-populate with all counties in NJ

Language Grid

- Will pre-populate with the following languages at the top of the grid:
 - English (automatically added to all counties)
 - o Spanish
 - o Portuguese
 - o Arabic
 - o Creole-Haitian
 - o Mandarin
 - o Korean

- o Bengali
- o French
- o Vietnamese
- o Hindi
- o Cantonese
- o Polish
- o Urdu
- o Turkish
- o Russian

All other listed languages will follow in alphabetical order.

Building County/Lang. Specialization Detail Relationships for IIC and IIH Providers

In order to create or build new detail relationships to affect the agency's authorizations (for initial BPS Assessments or for services) users will follow these steps:

Users can start with any of the grids at the bottom of the screen – Specialization, Counties or Languages

Selection	Specialization	Selection	County	Selection	Language
•	Behavioral Health - BH				
0	Complex Trauma - CT		ATLANTIC		English
	Domestic Violence - DV		BERGEN		Spanish
0	Eating Disorder - ED		BURLINGTON		Portuguese
	Family Therapy - FT		CAMDEN		Arabic
	Fire Setting - FS		CAPE MAY		Creole-Haitian
	Infant Mental Health/Infant Par		CUMBERLAND	0	Mandarin
0	LGBTQI - LGBTQI		DELAWARE		Korean
0	Parent Training/Skills Building		ESSEX		Bengali
	Sexual Abuse - SA		GLOUCESTER		French
	Treatment Home Provider - THP		HUDSON		Vietnamese
			HUNTERDON		Hindi
			MERCER		Cantonese
		D	MIDDLESEX		Polish
			MONMOUTH		Urdu
			MORRIS	0	Turkish
Add Selections		m		ear All	Return to Prov.Details

- Specializations
 - Each specialization available to the agency (based upon type IIC or IIH) will be listed in the grid; the user will click on each one that they want to add, which places a check mark in the associated box.
- Counties

- All counties in NJ will be listed in the grid; the user will click on each one that they want to add, which places a check mark in the associated box.
- Languages
 - The frequently selected languages are listed at the top of this list, with all other available languages listed after, in alphabetical order. Clicking on each one that they want to add, with place a check mark in the associated box.
- Each of the 'Select All' buttons will select all options in each of the individual grids.
- Each of the 'Clear' buttons will clear all selections made in each of the individual grids.
- A user can make any number of selections in each of the grids, to create any number of combinations.
 - For example, a user may add that their agency provides services to youth with Fire Setting needs or eating disorder needs, in six different counties, in two languages.
- Each selection will appear individually in the Relationships Grid.
- Users **must** click the 'Add Selections' button below the grids in order to add the relationships to the agency's profile; without clicking this button, the selections will not be added or saved, and the changes will not be reflected in the Randomizer or in authorizations.

VII. References

PerformCare Website Training page: <u>http://www.performcarenj.org/provider/training.aspx</u>

PerformCare Customer Service

www.performcarenj.org/ServiceDesk

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