

Release Notes

CYBER VERSION 1.44.13.0 FSS Overnight Respite (OVR) Enhancements Customer Service Request Form

TABLE OF CONTENTS

<u>1 RELEASE INFORMATION</u>	3
<u>2 OVERVIEW</u>	3
<u>3 REFERENCES</u>	3
<u>4 NEW FEATURES</u>	3
<u>4.1 FSS OVR Enhancements</u>	3
<u>4.2 Customer Service Request Form</u>	4
<u>5 DEFECT FIXES AND ENAHCMENTS</u>	4
<u>6 CHANGE LOG</u>	6

1 Release Information

	Item	Description
A)	Initial Draft Date	July 1 st , 2019
B)	Revised/Final Date	July 18, 2019
C)	UAT Release Date	July 10, 2019
D)	Production Release Date	July 18, 2019
E)	Application	CYBER
F)	Version	CYBER 1.44.13.0

2 Overview

This document provides the information related to the implementation of the CYBER Release 1.44.13.0 - FSS Overnight respite (OVR) program within the CYBER system.

3 References

Item	Description
CYBER Production URL	https://www.performcarenj.org/cyber/

4 New Features

4.1 FSS OVR Enhancements

The following changes have been made to CYBER regarding FSS OVR Respite Program admission process:

- The system must have a change to the maximum number of units from 6 to 14 that can be requested for FSS OVR services.
- OOH Respite will be changed to Overnight Respite and OOHR will be changed to OVR throughout CYBER.
- The system will auto populate the 'Units Requested' field on the status tab of the FSS application with the number of units remaining.
- The system will modify the length of OVR authorizations.
- The system will automatically create the Tracking Element and Episode of care for FSS OVR program.
- System will allow CSA users to manually create authorizations for FSS OVR service (H0045HA) outside FSS application
- The system will restrict the FSS user from reauthorizing using FSS Reauthorization form for FSS OVR service.
- The system will modify the manual transition process that occurs through FSS link
- A nightly batch process will close the TE and Episode based on the Authorization end date
- The auto generated FSS service summary progress note type will be modified when auto transition of the youth by the system occurs from FSS OVR program
- The auto generated FSS service summary progress note type will be modified when manual transition of the youth from FSS OVR program via FSS link occurs
- The system will hold authorizations for service code H0045HA until manual or auto transition

- There will be changes to the provider queue and FSS link tabs on the FSS Specific Functions Screen to display units requested and units remaining for FSS OVR programs

4.2 Customer Service Request Form

The current Service Desk Web form that is available on the PerformCareNJ website will be redesigned to increase efficiency in processing of Customer Service requests. It will include expanded categories for selection by users and the ability to upload a document to the request form. The Customer Service Request Form will be utilized to submit secure requests through the PerformCare web portal.

The current Service Desk Web form will be replaced with the Customer Service Request Form.

- The Customer Service Request Form will display list of categories when the user selects a specific issue type from the Type of Issue dropdown.
- The Customer Service Request Form will display the Request Details section with a Youth Information Grid when the user selects certain issue types from the Type of Issue dropdown.
- The Customer Service Request Form will display the Request Details section with text box/ text boxes when the user selects certain issue types from the Type of Issue dropdown.
- The Customer Service Request Form will display the Request Details section with a multi-line text box when the user selects a specific issue type from the Type of Issue dropdown.
- The Customer Service Request Form will display the Request Details section with a Youth Information grid when the user selects specific options from the Type of Category dropdown.
- The Customer Service Request Form will display the Request Details section text box/ text boxes when the user selects specific options from the Type of Category dropdown.
- The Customer Service Request Form will display a warning message to the user when the user selects the other option from the Type of Issue dropdown or Type of Category dropdown.
- The Customer Service Request Form will check for validations when the user clicks on the Doc Upload button and/or the Submit Request button.
- The Customer Service Request Form will display a confirmation message when the user clicks on Submit Request button.
- The system will display the information entered on the Customer Service Request Form formatted in the Track-It work order.

5 Defect Fixes and Enhancements

The following items were fixed and are included in this release.

Work Order/FogBugz	Description
WO 267216 FB 27233	<p>ISSUE: DX/MED TAB: SORT ORDER: DX should be DATE DESC order</p> <p>RESOLUTION: Dx Grid is now in DATE DESCENDING sort order.</p>

Release Notes CYBER Release 1.44.13.0 FSS OVR and CSRF

Work Order/FogBugz	Description
<p>WO 293690 FB 29009</p>	<p>ISSUE: Portal DD Eligibility/CABS: Error 404 for Uploaded Docs.</p> <p>RESOLUTION: The specific affected data was corrected in Production however the actual fix for this issue will go in this release. Note Work order is closed with a specific data correction. FB- 29009 depicts the actual fix and will be part of this release.</p>
<p>WO 293462 FB 28976</p>	<p>ISSUE: CAMP Uploaded CABS server Error for Uploaded Doc.</p> <p>RESOLUTION: The specific affected data was corrected in Production however the actual fix for this issue will go in this release. Note Work order is closed with a specific data correction. FB- 28976 depicts the actual fix and will be part of this release.</p>
<p>WO 292734 FB 28953</p>	<p>ISSUE: Authorization screen is showing the "Amount Remaining" and "Units Remaining" as a negative</p> <p>RESOLUTION: Authorization Details screen is now not showing negative units remaining.</p>
<p>WO 289744 FB 28963</p>	<p>ISSUE: FANS: Minor validation correction in FANS</p> <p>RESOLUTION: FANS validation is now corrected grammatically.</p>
<p>WO 293490 FB 28993</p>	<p>ISSUE: FSS APP: ZIP CODE changed in DEMO, but FSS app still shows the old zip</p> <p>RESOLUTION: Zip Code in FSS APPs now updates when it is updated in demographics.</p>
<p>WO 292494 FB 28996</p>	<p>ISSUE: IU: WELCOME PAGE- AUTH LINKS- Prov MAID doesn't display as MAID, instead its displays as CIMID</p> <p>RESOLUTION: ProvMAID column now depicts MAID instead of CIMID</p>
<p>WO 291151 FB 29014</p>	<p>ENHANCEMENT: Reset Password Screen Pop up message before redirect to reset screen</p> <p>RESOLUTION: A pop up message displays before redirecting to reset password screen.</p>
<p>WO 291705 FB 29013</p>	<p>ENHANCEMENT: RESET PWD- Change in incorrect email attempts messages.</p> <p>RESOLUTION: New email messages are being implemented now.</p>
<p>WO 291704 FB 29012</p>	<p>ENHANCEMENT: Deactivation message wording change</p> <p>RESOLUTION: Deactivation wording updated now.</p>

Work Order/FogBugz	Description
WO 294082 FB 29011	ENHANCEMENT: Add help text to Reset Password screen below temporary password help text. RESOLUTION: Help text has been added on Reset Password screen.
WO 294081 FB 29008	ENHANCEMENT: CYBER: Increase in Cyber Login Attempts from 3 to 5 RESOLUTION: Login Attempt is now increased to 5 After 5th attempt a pop up message displays to reset
WO 290737 FB 29007	ENAHNCEMENT: Cyber Login page reduce the font size RESOLUTION: Cyber Login page disclaimer font size is in small font now.
WO 295837 FB 29104	ENHANCEMENT: MANAGE ACCESS SCREEN: STATUS Textbox (Read-only) will be added to capture various login statuses. RESOLTION: Status box has been added to capture – Password reset retries exceeded, Login attempts exceeded, Deactivated.
WO 294694/294755 FB 29041	ISSUE: ZIP CODE ISSUE. City/County pop up comes up blank RESOLUTION: City/County pop up now shows up when zipcode is entered.

6 Change Log:

	Change Log	Detail
D_1_0	Draft	7/1/2019
D_1_1	Draft	7/18/2019- WO 295837 FB 29104 has been added
V 1.0	Submitted to CSOC	7/18/2019