CYBER Face Sheet Overview
For all CYBER Users

January 2021 – 01679

PerformCARE®
Delivering High-Quality Service and Support
Face Sheet Overview

This session will include:

- General Face Sheet design
- Face Sheet tabs
  - Features, fields, and functionality on tabs
- Permissions for specific providers
- How to customize User Preferences
- References
Face Sheet Design

**CYBER’s Face Sheet** design allows access to an individual youth record. The record is designed with interrelated, multiple screens that contain the youth’s health data in an electronic format.

The Face Sheet design is structured with individually labeled tabs that are visible and accessible based on provider user type. Some data may be edited by providers based on which provider type is managing care for the youth. This presentation describes the features of and provider accessibility to the Face Sheet tabs.
The Face Sheet is a set of tabs that holds all of the youth’s essential information.

The Face Sheet consists of many tabs, each containing components of the youth’s electronic record.
Face Sheet Access

These users have view access to ALL the provider Face Sheet tabs:

- **Care Management (CMO)***
- **Mobile Response (MRSS/CRI)***
- Out of Home (OOH/RES)
- Family Support Organizations (FSO)
- Intensive in-Community (IIC)
- Intensive in-Home (IIH/ISS)
- **Intermediate Unit (IU)****
- Children’s Crisis Intervention System (CCIS)
- Partial Hospital Provider (PHP)
- Multi Systemic Therapy (MST)
- Functional Family Therapy (FFT)

*When CMO or MRSS is open to the youth record no other providers may edit the Demographics tab, Supports tab, Diagnostic/Medical tab.

**The information contained on the Face Sheet tabs is read-only to IU providers except for the Dx/Med Tab and the Doc Tab. When youth are open to IU, there will be a note in Flags for Special Occurrences with the IU admission date.
Providers with Limited Face Sheet Tabs Access

These providers have limited access to these Face Sheet tabs:

Substance Use providers (SAB) access:
- Dashboard
- Demographics
- Episodes
- Provider
- Eligibility
- Insurance
- Doc

No access to:
- Supports tab
- Dx/Med
- Legal

Adolescent Housing Hub providers (AHH) access:
- Dashboard (AHH can only see Youth Specific Information)
- Demographics

No access to:
- Episodes
- Provider
- Eligibility
- Insurance
- Supports tab
- Dx/Med
- Legal
- Doc

Family Support Services (FSS) access:
- Dashboard (FSS cannot see DCP&P flags)
- Demographics
- Provider
- Supports
- Dx/Med
- Eligibility
- Doc

No access to:
- Episodes
- Insurance
- Legal
The **Dashboard tab** is the default landing tab* for all users. The tab provides a read-only, youth-centered, *snapshot* of the youth’s information.

The Dashboard Tab:

- Displays Information from different areas in the youth’s record
- Displays a quick view of the youth’s active care
- Does not allow for editing from this tab
- Allows for individual tab printing

*Users may change the default landing tab using System Functions > User Preferences and changing the Default Face Sheet Tab setting.
Dashboard Tab - Sections

The new **Dashboard tab** contains:
- Youth Specific Information
- Flags for Special Occurrences
- Parent/Caregiver
- Current Episodes
- Eligibility
- Current Service Authorizations

**Youth Specific Information**
- Legal Name:
- Address
- Preferred Name:
- Date of Birth:
- Age:
- Gender:
- Race:
- Ethnicity:

**Flags for Special Occurrences**

**Parent/Caregiver**
- Primary 1
  - Name:
  - Phone:
  - Email:
- Primary 2
  - Name:
  - Phone:
  - Email:

**Eligibility:**
- Current Medicaid #
- NJ Family Care
- Active TPL:

**Current Episodes**
- The youth was admitted to [Agency Name] on [Start date] and has a length of stay of [Number of Days].

**Current Service Authorizations**
- The youth is receiving [Service Code] from [Agency Name (Agency CIM-Medicaid ID)] from [Start date] to [Transition date].
Youth Specific Information:

- Legal Name and Preferred Name
- Current Address and Address Type – can be start and end dated
- Date of Birth/Age
- Gender
- Race - Will display the *all* the selected races from the Race section
- Ethnicity - Will display the *all* the selected ethnicities from the Ethnicity section
- Youth Primary and Secondary Phones
- Youth Email
- Languages Spoken - will display primary and all other languages identified as spoken in the home
- Youth Marital Status – Will display selected status
- Active YL – Will display Yes or No to identify an active YouthLink referral
Dashboard tab - Sections

Flags for Special Occurrences displays active ‘flags’ and will be shown in the following format. Some examples are:

- MLTSS – (MM/DD/YYYY Date Managed Long Term Services and Supports begins)
- Inactive
- Inactive Moved Out of State
- Inactive Transitioned to DMAHS (Division of Medical Assistance and Health Services)
- DD Eligible
- Remain with DDD (Division of Developmental Disabilities)
- DCPP Involved (Division of Child Protection and Permanency – an active Support member with a Relationship of DCP&P and no end date or has a future end date)

If there are no active flags in the youth record, a message will display:

- No Flags are identified this time.

Parent/Caregiver

- Displays active (no end date or has a future end date) information from the Supports tab.
- Will display Primary 1 and 2 Family Supports from Supports tab.
- Will display DCP&P if the youth has an active Support Member with a Relationship of DCP&P and no end date or has a future end date).
Dashboard Tab - Sections

Eligibility
- Displays active information from the Eligibility tab and Insurance tab.

Current Episodes (means active – no end date or has a future end date)
- Displays active episodes of care from the Episodes tab.

An active episode is defined by the start date of specific services beginning and a transition date of services ending. For example Current Episodes might say, “The youth was admitted to [Name of provider] on 3/25/2019 and has a length of stay of 653 days (21 months).”

Note: Months will be rounded down to the most recent number of completed months (e.g. 37 days would read as 1 month, 80 days would be 2 months, etc.)

Current Service Authorizations (means active – no end date or has a future end date)
- Displays each active Authorization from the Authorization screen in the following format:

“The youth is receiving Care Management from [Name of CMO] [CIM number] FROM 11/01/2019 to 1/31/2020.”
The **Print** dropdown menu is customized to allow printing All Tabs or print Face Sheet tabs individually. **All Tabs** will not print the **Dashboard Tab**.
Demographics Tab

Social Security Number is masked for all users except for those users with specific SSN CYBER security.
The Demographics tab includes **Youth Specific Information:**

- Youth Name, Preferred Name, Date of Birth, SSN (masked), Gender, Eye and Hair Colors
- Marital and Military statuses
- Address of the youth location and Address Type
- Google Map button
- Copy Address (button) can capture additional addresses by copying the existing youth address
- Youth Email Address
- Youth Primary and Secondary Phone numbers with Type and Relationship of Contact
- Preferred Method of Contact
- Allow Text Messages
- Referral Source (CSA use only)
Demographics Tab

Additional fields/buttons (administrative)

- **Save** (button) with pop up confirmation message
- **Demographic Updated Date** and **Demographic Updated By** captures the username and date of last person who saved record.
- **Anomalies** (button) is gray when there are no anomalies to view in a youth’s record. Only users with security of Level 2 and Level 3 may access the list of all Anomalies from the Welcome Page.

Reminder: When Care Management Organizations (CMO) or Mobile Response Services (MRSS) is open to a youth’s record, no other providers may update the Demographics tab. When CMO or MRSS is closed, any other provider type open to the youth may update the Demographics tab.
Demographics Tab – Race/Ethnicity

Race and Ethnicity list contains multiple choice check boxes, and adheres to Federal guidelines.

To select Race and/or Ethnicity click the checkboxes and add specific names as required. More than one Race or Ethnicity may be selected and all will displayed on the Dashboard for the youth.

Declined means the caller declined to answer
Unknown means the caller did not know how to answer
Demographics Tab - Accordions

Accordions

- **Mailing/Additional Address Information** allows entry of additional addresses with types.
- **School Information** houses general school and counselor information.
- **CSA Preferred Method of Contact** documents how Parent/Guardian prefers to receive communication from PerformCare (CSA use only).
- **Languages** documents spoken languages by the family. (P) identifies Primary language on Dashboard.
- **External ID Information** identifies DD youth.
Once a youth is opened to CMO and MRSS, demographic information should be reviewed. If any of the below demographic information is missing, a pop up message will appear for 7 calendar days after the youth is opened and every time a user accesses the youth’s record until all the required fields have been entered.

These fields must be completed for the youth:

- First Name
- Last Name
- DOB
- Gender
- Youth Current Address
- City
- State
- Zip Code
On admission to an OOH program, the system will automatically update the youth’s Current Address with the Site Address of the admitting OOH Program.

On OOH admission, CYBER will automatically:

- Collect and End Date the current address and store it in Additional Address Information
- Add the OOH address to the Additional Address Information with the admission date as Start Date

On OOH transition, CYBER will automatically:

- Add an End Date to the OOH Additional Address Information

The OOH address will remain as the youth’s location in the record until changed by CMO.

Users will not be able to edit the OOH address record in the Additional Address Records accordion that was automatically created by CYBER on admission.
Demographics - Anomalies

Anomalies are something about the youth record that may need to be reviewed and resolved.

The Anomaly Management button is on the Welcome Page.

- Only Users with security groups **Level 2** and **Level 3** will be able to click the Anomaly Management button on the Welcome Page.
- Greyed-out Anomalies button in the Demographics indicates there are no anomalies.

Anomalies that could be indicated are:
1. Open Tracking Element/No Medicaid
2. Open Tracking Element/No Progress Notes 30CD (calendar days)
3. Missing Address Data
4. Open Tracking Element Missing/Malformed SSN (Social security number can only be modified by CMO with specific security)
5. Open Tracking Element/Malformed DOB (date of birth)
6. Open Tracking Element/Over 20 ½ Years Old
7. Open Tracking Element/Over 20 Years Old
8. Exceeds Expected Length of Stay
9. Consistent High Rating in One or More Domain
10. Consistent Low Ratings in One or More Domain
Episodes Tab

The Episodes tab will display the episodes of care for the youth. An **Episode of Care** is a period of service the youth receives, framed by a start date and an end date.

The Episodes tab is a grid of all the episodes that the youth is currently receiving or has received in the past.

- Information will include the Program (name), Program Type (IIC, FSO, PHP, etc.), Service Type (IOS-Intensity of Service), Start Date and Transition Date.
- The grid is automatically populated when a youth is admitted to a program or receiving a service; these episodes may occur via YouthLink, FSS Link, or approval through review of Treatment Plans/Assessments.
- As noted on the Dashboard, the Current Episodes section will display each **active** Episode of Care on the Episodes tab.
## Episodes of Care

<table>
<thead>
<tr>
<th>Prvd type</th>
<th>Episodes of Care are determined by:</th>
<th>Access ends to youth:</th>
</tr>
</thead>
<tbody>
<tr>
<td>AHH</td>
<td>AHH admission and transition dates</td>
<td>On the Transition date on the Census tab</td>
</tr>
<tr>
<td>CMO/BHH</td>
<td>CMO/BHH admission and transition dates</td>
<td>14 calendar days from the date the CMO TISP/CMO-BHH Transition is submitted</td>
</tr>
<tr>
<td>MRSS</td>
<td>MRSS Dispatch admission/transition MRSS Stabilization admission/transition</td>
<td>Dispatch Refuse/Cancel: Transition Date +3 days Dispatch: 14 calendar days from the authorization end date Stabilization: 14 calendar days from the date the MRSS TICP is submitted</td>
</tr>
<tr>
<td>OOH</td>
<td>OOH admission and transition dates</td>
<td>14 days from the date on the OOH Discharge JCR or date reported discharged</td>
</tr>
<tr>
<td>FSS</td>
<td>FSS admission and transition dates</td>
<td>On the Transition date on the Census tab</td>
</tr>
<tr>
<td>FSO</td>
<td>Family Request / Opening of CMO / FANS is submitted to CSA / Progress Note that keeps record open</td>
<td>On the Date CMO submits the UCM Transition ISP or MRSS submits a TICP Also access ends If a Progress Note to close the record is entered, or a FANS is not completed, is not submitted every 90 CD days. If FSO Transitions, record stays open 14 days.</td>
</tr>
<tr>
<td>IIC</td>
<td>BPS – not shown in Episodes tab</td>
<td>3 business days from the authorization end date</td>
</tr>
<tr>
<td>IIC/BA</td>
<td>IIC/BA authorizations start and end dates</td>
<td>14 calendar days from the Authorization End Date (updated if a new authorization Start Date is within 30 days of the previous authorization End Date)</td>
</tr>
<tr>
<td>IIH/ISS</td>
<td>IIH/ISS authorizations start and end dates</td>
<td>14 calendar days from the Authorization End Date (updated if the subsequent auth Start Date is within 30 days of the previous authorization End Date)</td>
</tr>
<tr>
<td>IU</td>
<td>IU authorizations start and end dates</td>
<td>14 calendar days from the authorization end date</td>
</tr>
<tr>
<td>PHP</td>
<td>PHP authorization start and end dates</td>
<td>Access to record: 14 calendar days from date opened PHP Services: 14 calendar days from authorization end date</td>
</tr>
<tr>
<td>CCIS</td>
<td>CCIS requested start date and end date based on access request</td>
<td>Access request to record: 30 calendar days from request start date Access request from Intermediate units: 60 calendar days from request start date</td>
</tr>
<tr>
<td>MST / FFT</td>
<td>MST/FFT authorization start and end dates</td>
<td>14 calendar days from access start date or authorization end date if authorized</td>
</tr>
<tr>
<td>SAB</td>
<td>SAB authorization start date and transition date</td>
<td>Detox: 14 calendar days from Detox discharge is submitted Service Extension: 14 calendar days from date the extension request is submitted Outpatient: 30 Calendar days from the Start Date</td>
</tr>
</tbody>
</table>
The Transition Date sets the end date of the episode. The specific plans below require the entry of a Transition Date before submission:

- UCM – Transition ISP
- UCM – BHH Transition
- MRSS – Transition ICP
- OOH – Discharge Joint Care Review
- SAB – SA Detox Service Request – Transition
- SAB – SA Detox Service Request - Discharge
- SAB – SA Service Extension Request - Discharge
- SAB – SA Service Extension Request – Transition
The Toggle

Some tabs contain a ‘toggle’ feature that allows the user to switch back and forth to see historical information as well as current information about the tab.

Episodes, Provider, Supports, Eligibility, and Insurance tabs all have the toggle option that displays the following:

- **Active** (tab name) (active information only with no Transition Date or having a future Transition Date)
- **All** (tab name) (active information as well as historical information).

![The Episodes Toggle](image)
The Episodes Tab displays all episodes of care documented in the youth’s record. From the Episodes tab, either CMO or MRSS will be able to open FSO to a youth using the **Add FSO Element** button.

The Episodes grid will show **Active Episodes** (no end date or has a future end date) by default.
The Provider tab documents all the assigned providers working with a youth. If an agency adds users on the youth’s Provider tab, it allows the users to access these youth on their **My Active Youth** button. Adding user names to this grid also activates the Welcome Page to track and manage plan/assessment/eligibility activity.

The Providers grid will show **Active Providers** (no end date or has a future end date) by default.

The drop down Agency Type menu allows the user to filter the view to one type or all providers.
The Provider tab is populated with the provider’s email and phone number entered on the **System Function / Manage Access** screen. The information is displayed in real time on the Provider tab whenever the provider information is added or changed.
The Supports tab displays the **Family** and **Formal/Informal Supports** grids. The Supports tab allows users to view the supports for a youth in two separate grids.

<table>
<thead>
<tr>
<th>Active Family</th>
<th>All Family</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Last Name</td>
</tr>
<tr>
<td>Relationship</td>
<td>Support Type</td>
</tr>
<tr>
<td>Primary Phone</td>
<td>Method of Contact</td>
</tr>
</tbody>
</table>

The Family grid will show **Active Family Supports** (no end date or has a future end date) by default.

The Supports Toggles

<table>
<thead>
<tr>
<th>Active Formal/Informal Supports</th>
<th>All Formal/Informal Supports</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Last Name</td>
</tr>
<tr>
<td>Relationship</td>
<td>Support Type</td>
</tr>
<tr>
<td>Primary Phone</td>
<td>Method of Contact</td>
</tr>
</tbody>
</table>

The Formal/Informal grid will show **Active Formal and Informal Supports** (no end date or has a future end date) by default.
Features for the Supports tab:

- Clicking the **Add Support** allows the user to add a Support.
- Selecting a Support Member and clicking **Copy to New**, will open the Add/Edit Support Member screen, copy all the information for the selected Support Member, and every field will be editable.
- Double clicking an existing active Support allows the user with edit access, to edit specific fields to update, or to add an End Date to a Support. The Relationship and Support Type are not editable to retain integrity of the entry for historical purposes.
- If a Support is added in error, users with edit access, clicking a Support and selecting **Remove a Support** will allow the user to delete a Support.
When Care Management Organizations (CMO) or Mobile Response Services (MRSS) are open to a youth’s record, no other providers may update the Supports from the Supports Tab.

If CMO or MRSS are closed, these providers may update the Supports tab:

- OOH/RES
- IIC
- IIH/ISS
- FSS
- FSO
- CCIS
- PHP
- MST
- FFT
Supports Tab – Add/Edit Support Member

When the **Add Support** button is clicked the Add/Edit Support Member window will open.

**Relationship** contains a list of Relationship types.

**Start Date** documents when a support member begins as a support and **End Date** is when the support member is longer considered a support for the youth.

**Same as Face Sheet** button allows the youth’s address on the Face Sheet to be populated as the Support’s address.

**Support Type** selection determines the Support type available. **Primary, Formal**, or **Informal**.

DCP&P has specific Support.
Relationship/Support Types

Once a Relationship Type is selected, only certain Support Types will be available. The Family Grid and the Formal/Informal Support Grid provides the overview on the designations.

<table>
<thead>
<tr>
<th>Relationship Drop Down</th>
<th>Family Grid</th>
<th>Formal/Informal Support Grid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aunt</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Brother</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Caregiver</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Care Manager</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Child Study Team Member</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Cousin</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Daughter</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>DCP&amp;P</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Father</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Friend</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Guardian</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maternal Grandfather</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Maternal Grandmother</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Mother</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Other Non-Specified</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Other Family Member</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Other Related</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Paternal Grandfather</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Paternal Grandmother</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Provider</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Resource Brother</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Resource Father</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Resource Mother</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Resource Sister</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Self</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Sister</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Son</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Stepfather</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Stepmother</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Teacher</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Uncle</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

**Family Supports** and **Guardian** have these Support types:
- Primary 1
- Primary 2
- Informal

**Formal/Informal Supports** have these Support types:
- Formal
- Informal

**DCP&P Relationship** has these Support types:
- Custody
- Guardianship
- Court Ordered
- Investigating Abuse & Neglect
- Involvement (Child welfare only)
Relationship/Support Types

**Primary 1** is defined as per family identification - the primary contact

**Primary 2** is defined as per family identification – the second primary contact

**Informal** - Individuals or organizations in the family’s own community, kinship, social, or spiritual networks, such as friends, extended family members, ministers, neighbors, and so forth.

**Formal** - Services and supports provided by professionals (or other individuals who are “paid to care”) under a structure of requirements for which there is oversight by state or federal agencies, national professional associations, or the general public arena.

- Custody
- Guardianship
- Court Ordered
- Investigating Abuse & Neglect
- Involvement (Child Welfare only)

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**Family Relationship** examples are: Brother, Father, Mother, Sister, Grandparents, Cousin, Aunt, Uncle, Daughter, Son, Stepparents, Stepchildren, Stepbrother/sister, etc.

***Relationship Types in the Family Grid have Support Type options of Primary 1, Primary 2, or Informal. If the relationship type is not the primary or secondary contact, then the support type will always be Informal.***

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**Formal/Informal Relationship** examples are: Teacher, Provider, Caregiver, Friend, Guardian, Child Study Team Member, Resource Brother, Resource Father, Resource Mother, Resource Sister, Other Family Member, etc.
The Dx/Med tab displays **Diagnostic and Medical** information for the youth entered via:

- Submitted Treatment Plans
- Dx/Med tab by CMO/MRSS when open
- (If no CMO/MRSS is open) via Dx/Med tab - other providers may enter such as OOH/RES, IIC, IIH/ISS, FSS, FSO, CCIS, PHP, MST, FFT.
- IU (can enter Dx/Med with or without CMO/MRSS)
Dx/Med Tab

The combined Diagnostic/Medical tab, called Dx/Med displays all available diagnoses and medications for the youth.

Use the plus sign (+) to expand one diagnosis at a time.

Use the Expand All and Collapse All buttons to display or hide all diagnoses at a time.
Dx/Med Tab – Enter a New Diagnosis

Adding a diagnosis to the Dx/Med tab allows entry for:
  • Diagnosing Clinician
  • Date Diagnosis Rendered
  • Clinician Credentials
  • Diagnosis
  • Diagnosis Comment

Creating a medication on the Dx/Med tab requires:
  • Medication Name
  • Prescriber
  • Actual dosage
  • Frequency
  • Reported Date
  • Associated Diagnosis
Eligibility Tab

Eligibility tab shows Medicaid eligibility, SPC codes and a Status Flags grid.

The Eligibility grid will show **Active Eligibility** (no end date or has a future end date) by default.

The Special Program Code (SPC) Grid will continue to display the existing SPC codes 98 and 99 will also display on the Legal tab.

**Status Flags** grid will display flags open on the youth record here and on the Dashboard:
- DD Eligible
- Remain with DDD
- Transfer to DD
- MLTSS
Insurance Tab

Insurance tab displays Third Party Liability (TPL), or private insurance information. TPL information may only be entered by PerformCare staff, CMO and MRSS.

Information will include the start and end date of coverage and a description of the type of coverage entered; a record that is marked as ‘Verified’ indicates that the State has verified that this insurance record is complete and accurate.

The Insurance grid will show **Active Insurance** (no end date or has a future end date) by default.
The Legal Tab is **read-only** and will display legal information for the youth.

Users with **access to the Legal tab** will see the following bulleted Legal information:

- If the Strengths and Needs Assessment (SNA) is less than 90 days old with the *Legal/Juvenile Justice module question triggered by a score of 2 or 3*, the system will display the comment from the question, for example:
  
  - **Strength and Needs Assessment: 933094 (Comment from the Legal/Juvenile Justice question)**

- If there is an *active* (no end date) Support Member with DCP&P *Relationship* and a Custody or Guardian *Support Type*, the system will display for example:
  
  - **This youth has an active DCP&P Custody**

- If documents are uploaded that have the document type *Court Orders/Subpoenas*, the system will display for example:
  
  - **This youth has a Court Orders/Subpoenas: Court Ordered Guardianship on the Doc tab**
Legal Tab (cont)

• If the youth has one of the below Special Program Codes (SPC) on the Eligibility tab:
  • 98 – Incarcerated State Prison
  • 99 – Incarcerated County Prison

...On the Legal tab, the system will display the message:

• This youth has an active Special Program Code 98-Incarcerated State Prison on the Eligibility tab

• If the youth has one of the below Program Status Codes (PSC):
  • 800 – Juvenile Services - NFM
  • 801 – DOC (Department of Corrections) – NFM (Not on the RHMF, Assigned Internally)
  • 810 – County Juvenile Services – NFM

...On the Legal tab, the system will display the message:

• This youth has an active 800 –Juvenile Services –NFM on the Eligibility tab
User Preferences – Timeline area

User Preferences in the System Functions area of CYBER control the **Face Sheet Chicklets/Timeline** and the **Face Sheet Tabs**. When you set the preferences, each time you open a youth record, your settings remain until changed. Collapsing Chicklets allows more of the screen to be viewed.

Choose between: **User Pref. Expand Chicklets** or **User Pref. Collapse Chicklets**

To change the Chicklets settings manually, use the Expand and Collapse up and down arrows in the upper right corner of the screen:
User Preferences – Face Sheet Tabs

Additionally, when users set the **Face Sheet Tabs** preference, the selected Face Sheet Tab will be the *landing page* each time a youth record is opened until the setting is changed.

From the Welcome Page:

1. Select System Functions
2. Select User Preferences > Face Sheet Tabs
3. Select the Setting drop down menu for **User Pref. FS Tab (name of the tab)**
4. Click Save and Return to Main
5. A validation confirms your selection.
PerformCare Provider Training webpage:
https://www.performcarenj.org/provider/training.aspx

Technical, Billing, Clinical, or Operational questions about CYBER, use the Customer Service Request Form:

www.performcarenj.org/servicedesk/

Customer Service Request Form
Care is the heart of our work.