PerformCARE®

Instructional Guide for the Use of Treatment Home Stabilization Progress Notes

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I. Introduction
The goal of treatment home stabilization services (THSS) is to develop a resource that supports treatment home agencies in the management of escalating behaviors so that a youth may stabilize, thus avoiding premature discharge and admission to a more restrictive environment.

In CYBER, Treatment Home providers can request stabilization services for a youth who is at risk of jeopardizing current treatment due to pre-crisis situations by entering specific progress notes into the youth’s record.

- Treatment Home Stabilization
- Treatment Home Stabilization Summary

This guide discusses the use of the progress notes and the process which must be followed prior to, and following the use of the note(s).
II. Accessing CYBER

Users must first log into CYBER with their Username and Password. CYBER can be accessed via the PerformCare website – [www.performcarenj.org](http://www.performcarenj.org). The link is available at the top and bottom of the main page.

Each provider organization has at least one CYBER Security Administrator, and your agency's CYBER Security Administrator can set up a login for you.

Your access will be based on your login type and security levels.

**Before you log in, keep in mind...**

- There is no 'back button' use in CYBER!
- Most areas/buttons are single-click – do not double-click on a button!
- Every time you launch CYBER, you will be required to enter your Username and Password and Enter, Tab and Enter or click the LOGIN button to continue.

Above the log in area is a statement that, as a CYBER user, you acknowledge your responsibility to protect the privacy of, and to guard against, the inappropriate use of the Protected Health Information (PHI) contained within the system.

This statement will appear each time you log in.

Please also check the Providers section on the PerformCare website for the most up-to-date technical requirements (such as browser compatibility and operating systems) that a user would need to access CYBER.
III. Creating the Treatment Home Stabilization Request/Summary Progress Notes

The user will access the youth’s Progress Note screen via the Progress Note button on the left side of the youth’s Face Sheet.

Once the user clicks on the Progress Note button, the youth’s Progress Note grid will appear.

Clicking on the New Progress Note button in the upper-right hand corner will bring up a blank progress note.
Users can click the Notation Type and scroll to the bottom of the list to select the ‘Treatment Home Stabilization Request’ Note type.

The following process must be followed when entering the Treatment Home Stabilization Request Progress Note:

- The Child Family Team Meeting has taken place and all parties agree that stabilization services are required;
- The Treatment Home provider has completed an updated Strength and Needs Assessment (SNA) within two (2) business days of the Stabilization service request and it has been submitted to PerformCare;
- The provider has entered the Treatment Home Stabilization Request Progress Note in the youth’s CYBER record which must contain the following information:
  1. Confirmation that the Strength and Needs Assessment (SNA) was completed and submitted to PerformCare
  2. The ID# of the SNA for reference; (this number is located in the Assessment Treatment Plan grid column titled “Assessment ID” to the right of the column titled ‘Submitted to CSA Date’)
  3. Confirmation that the provider advised and collaborated with Care Management (if applicable) regarding the need for this service
  4. A brief description of the clinical behaviors that are jeopardizing placement and justification for stabilization services
  5. A description of how service will lead to a sustainable plan moving forward
The provider will use the Customer Service Request Form [www.performcarenj.org/ServiceDesk/] and select Type of Issue: ‘Out of Home’ and Type of Category: ‘Treatment Home Progress Note’ to formally request the service. This e-mail must include the following information:

- Youth CYBER ID
- Treatment Home Provider Name/Medicaid ID (in Requester Details)
- Provider Name/Medicaid ID of the BA/IIC being requested for Treatment Home Stabilization Services

This request is assigned to a Clinical Care Coordinator for review and authorization. The Clinical Care Coordinator will render a decision within one (1) business day of receipt.

If clinical justification is insufficient or there is missing information, the Clinical Care Coordinator will indicate what information is needed in a CSA Progress note. The OOH Treatment Home provider may then submit attachments or additional information in a new Customer Service Request Form initiating the request again.

Once the request is reviewed and approved, PerformCare will generate an authorization in CYBER and will document the authorization confirmation in the youth’s progress note.
Upon completion of the stabilization service, the Treatment Home provider will enter a special progress note type called ‘Treatment Home Stabilization Summary’. The Treatment Home Stabilization Summary progress note will document the outcome of the intervention and its effectiveness in maintaining the youth’s placement.

IV. References
PerformCare Website Training page: http://www.performcarenj.org/provider/training.aspx

Resources and FAQs: https://www.performcarenj.org/provider/resources-faq.aspx

- Treatment home stabilization services process (PDF)