

PerformCARE[®]

Conversion Guide to CYBER 2.0 for Providers

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I. Introduction

The CYBER 2.0 Release consists of the conversion of the CYBER application from a Silverlight platform to an HTML5 platform. This conversion will allow the internet-based application to be accessed using any internet browser (e.g., Chrome, Edge, Safari, etc.). The conversion to HTML5 will change the appearance of design elements and the CYBER user interface as it dynamically expands to fill the entire monitor or laptop screen. There will be additional enhancements to the welcome pages, progress notes, grid structures allowing for filtering and sorting) and security group changes in CYBER.

Accessibility

Browser information

Microsoft
EDGE



Google
Chrome



Mozilla
Firefox



Apple
Safari



As of the CYBER 2.0.0.0 deployment with HTML5, Internet Explorer can no longer be used with CYBER.

- Microsoft Edge
- Google Chrome
- Mozilla Firefox
- Apple Safari

Devices

Users may access CYBER 2.0 on computer desktops, laptops, and full-size tablets. Handheld mobile and Smart device screens are too small to view CYBER effectively and are not recommended.

Operating Systems

The following operating systems are compatible with CYBER 2.0:

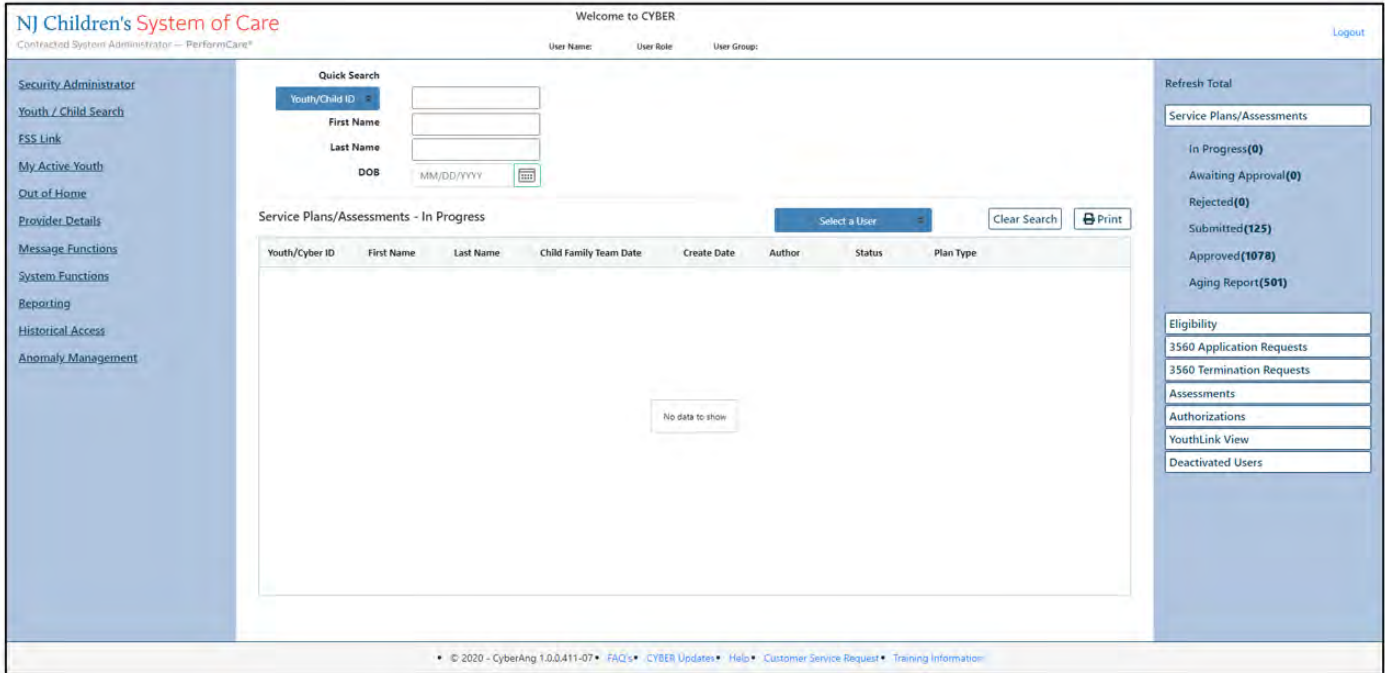
- Microsoft OS – Dell, HP, Surface, Lenovo, etc.
- macOS – Apple computers
- ChromeOS – Chromebooks
- iOS – Apple mobile devices
- Android OS – Google, Samsung, Sony, Lenovo tablets.

Please review the CYBER Access Requirements page on the PerformCare website for the most up to date information:
<https://www.performcarenj.org/cyber/access-requirements.aspx>

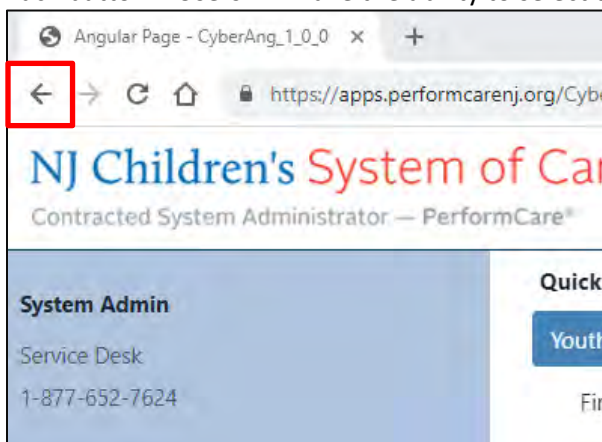
II. HTML5 Platform Changes to CYBER for Providers

Design Elements

- The windows can extend to the full width of a screen or monitor



- Text fields, check boxes, buttons, print format, links, scrollbars will change in appearance
- Format of Pop-up screens will be changed.
 - Pop Screens will be one size. You will not be able expand or minimize pop-up screens.
- Back button – Users will have the ability to select the back button located in the internet browser



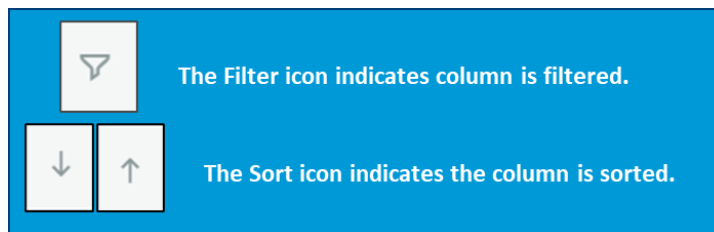
- Selection buttons- Users can select either the word or near the button to make the selection

Loss of Medicaid	<input type="radio"/> Yes <input type="radio"/> No
DC&P Termination	<input type="radio"/> Yes <input type="radio"/> No
Gap in Coverage	<input type="radio"/> Yes <input type="radio"/> No
Term of Earlier 3560	<input type="radio"/> Yes <input type="radio"/> No
Other	<input type="radio"/> Yes <input type="radio"/> No

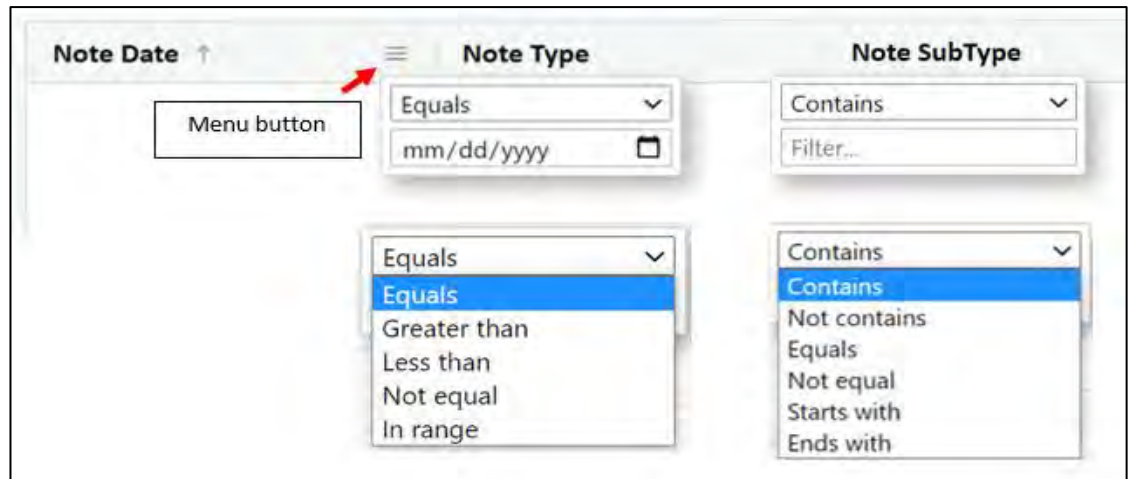
Example: Radio buttons within the 3560 application

Grids

Filtering and sorting functions will be integrated into all grids. Users can 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.



This menu is filtering the Note Date column.

This menu is filtering the Note Type column.

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Users may sort by an exact date or one or more range(s) of start and end dates.

In range
 AND OR
Equals

In range

January 2021

Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Today

In range

January 2021

2021

Jan	Feb	Mar	Apr
May	Jun	Jul	Aug
Sep	Oct	Nov	Dec

2022

2023

2024

2025

	Clear Search
Date	Email

Note: Along with all other grids, grid sorting and filtering may be used on the Historical Access grid.

Please use the **Clear** or **Clear Search** buttons to return any sorted or filtered grid back to view all data in the grid.

Search Functionality

- Picture Icons for searching will be replaced with buttons on the Youth/Child Search screen

Silverlight

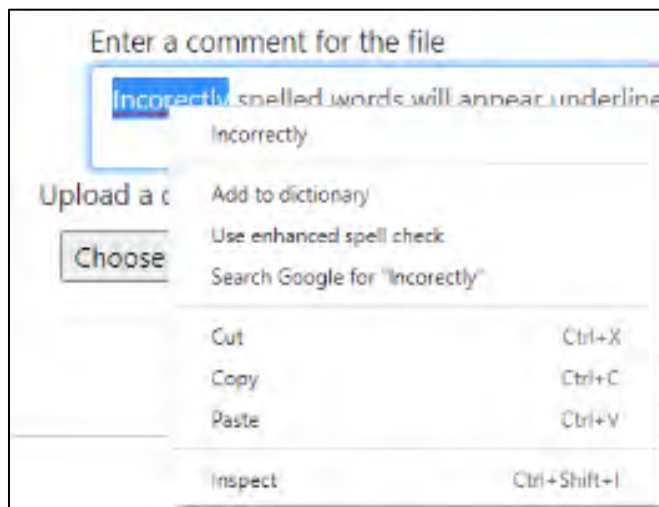
CYBER 2.0

- Search as you type functionality** has been added to CYBER in various areas such as Add Provider to record in the Provider tab
 - As a user begins typing, options will be displayed

Open Text Fields

Open text fields in plans and assessments will include a Spell-checking feature that will behave similarly to other operating system products. Incorrectly spelled words will appear underlined in red. Users may:

- Right click on the underlined word and select the correct spelling.
- For words not recognized by the spell check, correct, and click 'Add to dictionary'



*Areas where this appears:
Progress Notes, Comment
boxes within Treatment Plans
and Assessments.*

Zip Code Format

- Zip codes formatting will be restricted to 10 characters only (12345-1234) including the hyphen.

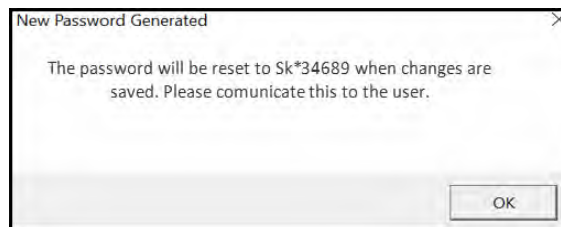
Security Administrators

System Functions/Manage Access

- In Manage Access windows, when Security Administrators, 'Active' users filter will appear by default -- formerly 'All' (Active and Inactive) -- would appear.
- Change_Me123 has been removed as a default password.

Password reset Functionality

- When Security Administrators reset a password of a user who does not have their email in CYBER, a random default password will be generated and displayed to the Security Administrator. The Administrator must notify the user of the password.



- When a user has an email address, Security Administrator users can:
 - Select the **Reset Password to Default** button
 - A temporary password will be displayed in the pop-up window and a confirmation message with the password will be sent to the user. This has not changed.
- Passwords remain case sensitive.

Acronyms and Terminology

Select provider type acronyms and Medicaid terminology that appear in Plans, Assessments, Progress Notes, grids on the Welcome Page, Authorizations on File grid, etc. will be replaced with new acronyms and terminology for new documents being generated after the release.

Acronyms:

- **"CMO"** will represent Care Management Organization providers (formerly UCM)
- **"MRSS"** will represent Mobile Response Stabilization Service providers (formerly CRI)
- **"OOH"** will represent Out of Home providers (formerly RES)
- **"SUT"** will represent Substance Use Treatment providers (formerly SAB)
- **"CSOC"** will represent the Children's System of Care users (formerly EXE)
- **"DCP&P"** will represent the Department of Children's Protection & Permanency users (formerly DYFS)
- **"IICCL"** will represent the Intensive in Community provider type, Intensive in Community Clinician (formerly IICCM, Intensive in Community Care Manager)
- **CYBER ID**= Youth/Child ID

Terminology:

- “CYBER ID” = Youth/Child ID
- “State Medicaid Fiscal Agent” will represent the Medicaid entity (formerly identified as UNISYS, DXC, or Molina)

Welcome Page

The Welcome Page for all CYBER 2.0 users will be redesigned. The header identifies the user, their agency and security. The footer contains the links to the PerformCare website. Header and footer will appear on all views.

The screenshot displays the PerformCare user interface. At the top, the header includes the logo for NJ Children's System of Care, the user's name (Contracted System Administrator - PerformCare), and their role (CMG). A search bar is present with filters for Youth/Child ID, First Name, Last Name, and DOB. Below the search bar is a table titled "Service Plans/Assessments - In Progress" with columns for Youth/Cyber ID, First Name, Last Name, Child Family Team Date, Create Date, Author, Status, and Plan Type. To the right, a sidebar shows a "Refresh Total" section with a list of service plans and their counts: In Progress (1), Awaiting Approval (0), Rejected (0), Submitted (79), Approved (0), and Aging Report (298). Below this is an "Eligibility" section with a list of application requests and termination requests. A callout box points to the sidebar with the text "Totals automatically refresh". At the bottom, the footer contains copyright information and links to various resources.

Header – user identification

Totals automatically refresh

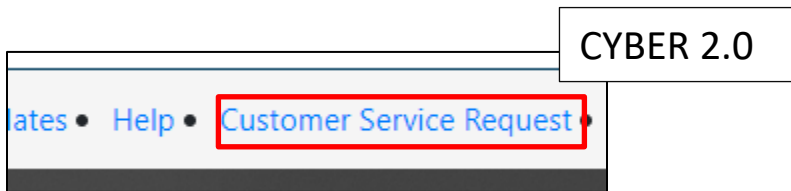
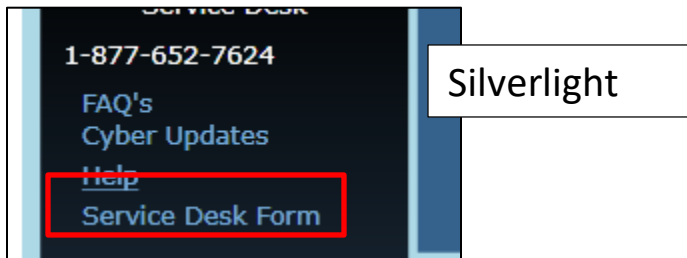
Footer – links to the PerformCare website

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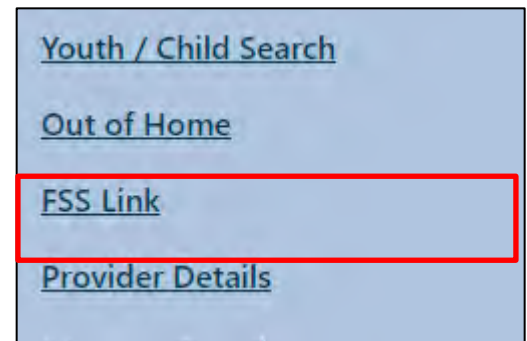
- **Visual changes:** All Welcome Pages will visually be updated with new appearance and color scheme. Functionality and design will be similar across all service lines.
- **Security Administrators:** All identified Security Administrators and their associated contact information will be displayed by using the Security Administrator link in alphabetical order by first name.



- Left side links have been moved to the footer. Service Desk form has been changed to Customer Service Request Form



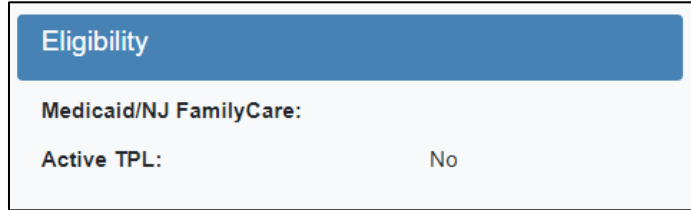
FSS Link: A new link will be displayed on the Welcome Page navigation column (left side) and be removed from the Out of Home screen. This link is available to MRSS, CMO, FSS users.



Face Sheet Updates

Dashboard tab

- In the Eligibility tab on the Face Sheet, there will only be one label “Medicaid/NJ FamilyCare”.



Eligibility	
Medicaid/NJ FamilyCare:	
Active TPL:	No

Demographics tab

- **Gender** - the gender selection will have drop-down menus
- **Youth Primary and Secondary Phone and Phone Type** – these will be required when the user enters either a phone number or a phone type in the Youth Primary or Secondary Phone text fields.
- **Phone Type** - ‘Pager’ will no longer be an option, but ‘Other’ type will be added and previously entered Pager selections will be mapped to ‘Other’. If a Phone Number is entered, then a Phone Type must be entered and vice versa.
- **Preferred Method of Contact** section - a warning message will appear when the user attempts to create a youth or support entry if contact information is missing (e.g. email, phone number or address)
- Users will also receive a validation if there is no primary or secondary phone number on record for the Youth
- **Language** – Language section will be organized in this order: English, Spanish and Portuguese first, then all other languages in A-Z order.

Episodes Tab

- **Clear Search button** has been added to the Episode tab. This allows users to clear out any filters applied to the grids



Clear Search	Add/Edit Referral Source	Add Episode	Add FSO Element
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Provider Tab

The following changes will be made to the **Add Provider to Youth/Child Record** screen:

1. The label “Existing username” will be renamed to read “Provider”.
2. The Existing username dropdown will be replaced with open text field.
3. The user must know the name they are looking for and type the first three letters of the first name to display matched names in the list.
4. Once a username is selected, the Program drop-down will auto be populated with the program name that the user is associated to.

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Add Provider to Youth/Child Record

Existing Provider First Name Last Name

Program

Start Date End Date

<M/d/yyyy> 15 <M/d/yyyy> 15

Accept Cancel

Silverlight: Users dropdown and select from Existing Provider and Program will populate

Add Provider To Youth/Child Record

Provider First Name Last Name

Program

Start Date End Date

MM/DD/YYYY MM/DD/YYYY

Accept Cancel

CYBER 2.0: Users will start typing the username and once they locate the name from the drop down, the Program will populate.

A. When the user clicks on the **Accept** button without entering any information on the screen the validation message will read "Please enter the first 3 letters of the first name into the Provider field and select the user from the dropdown list".

B. If the user clicks the **Cancel** button, the system will close the Add Provider to Youth/Child Record screen and will not save any information.

- The Agency Type dropdown has been removed

Dashboard Demographics Episodes Provider Security Supports Dx/Med Eligibility Insurance Legal Call Resolution Doc* Alerts

Active Providers | All Providers Agency Type: Add Provider

User	First Name	Last Name	Type	Agency Type	Program Name	Start Date	End Date	Email	Agency Med ID	Phone
------	------------	-----------	------	-------------	--------------	------------	----------	-------	---------------	-------

Silverlight

Dashboard Demographics Episodes Provider Security Supports Dx/Med Eligibility Insurance Legal Call Resolution Doc* Alerts

Active Providers | All Providers Clear Search Add Provider

User	First Name	Last Name	Type	Agency Type	Program Name	Start Date	End Date	Email	Agency Med ID	Phone
------	------------	-----------	------	-------------	--------------	------------	----------	-------	---------------	-------

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Supports tab

- **Phone Type** - 'Pager' will no longer be an option, but 'Other' type will be added. If a Phone Number is entered, then a Phone Type must be entered and vice versa.
- **Guardian/Support Primary and Secondary Phone and Phone Type** - will be required when the user enters either a phone number or a phone type in the Primary or Secondary Phone text fields in the *Add/Edit Support Member* pop-up screen.
- **County** - field will be added to the address in the *Add/Edit Member Support* screen. County selection will be triggered by zip code entry.

Eligibility tab

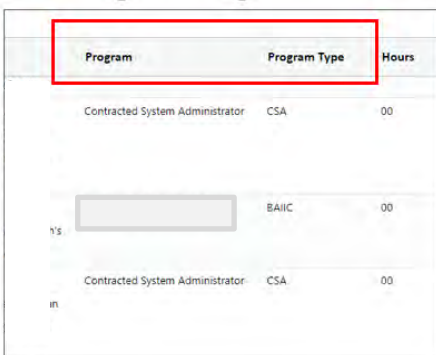
- In the Eligibility tab on the Face Sheet, there will only be one label "Medicaid/NJ FamilyCare".

Doc Upload tab

- Standards for File size and file types for both Doc Upload and Portal upload
 - Users should only be able to upload files up to 20 MB in size; if they are larger than this, the user will receive an error message and will be unable to complete the upload
 - The only document that can be uploaded into a youth record are files with file extensions: .BMP, .GIF, .JPEG, .JPG, .PDF, .PNG, .TIF, .TIFF
- Any supporting documents submitted in CYBER 2.0, users will have the ability to change the orientation from Portrait to Landscape and rotate the image

Progress Notes

- Existing functionality of Filter progress notes, Print All and Print Selected push buttons will be replaced.
 - Filtering - Progress Notes grid will be updated with column filters to allow for multiple filter selections using a value search, 'and/or' options and a function to clear an individual column of its filter
 - Printing – Print button will print only the progress notes appearing in the grid
 - Clear Search push button will be added to clear all filters at once
- New columns, 'Program Name' and 'Program Type' will be added
 - Program = Provider Name
 - Program Type= Program/Agency Type
 - If progress note created by CSA, program will display Contracted System Administrator
 - If progress note created by CSOC, program will display Children's System of Care



Program	Program Type	Hours
Contracted System Administrator	CSA	00
Y's	BAIIC	00
Contracted System Administrator	CSA	00

- Additional Progress Note grid columns: Note ID, Member ID, Member Name

Note ID	Member ID	Member Name

- Navigating from one youth record to another will clear any filters applied to the progress note grid

Progress notes Printing

The screenshot shows the 'Progress Notes' section of the software. It includes three radio buttons for filtering: 'Show All Draft Progress Notes', 'Show My Draft Progress Notes', and 'Show Committed and Signed Progress Notes' (which is selected). Above these are buttons for 'Filter Notes', 'Clear Search', and 'New Progress Note'. Below the radio buttons are 'Print' and 'Truncate Notes' buttons, with a red arrow pointing to the 'Truncate Notes' checkbox. To the right, a 'Print Progress Note Grid' button is highlighted with a red rectangle.

- Progress notes can only be printed in **PDF format**
- Draft Progress Notes will print with a **'Draft' watermark**
- Users can print directly from the individual progress note or from the grid
- **Print Progress Note Grid** button will print all the progress notes that appear in the grid. This allows users the ability to print the progress note grid after filters have been applied.
- Users must unselect "Truncate Notes" to ensure all progress note text prints

Treatment Plans

- Plans and Assessments will appear in tabular format. Tab topics in black indicate the tab you are reviewing.

The screenshot shows a tabbed interface for 'Treatment Plans'. The tabs are: 'Needs Assessment Selection', 'Copy Assessment', 'Demographics', 'Child Behavioral/Emotional Needs' (which is active and highlighted in black), 'Psychotropic Medication Module', and 'Child Risk Behaviors'. Below the tabs, there are more sub-tabs: 'Life Domain Functioning', 'Caregiver Needs', 'Diagnosis', 'Recommendations', and 'Comments'. The main content area shows a section for 'CHILD BEHAVIORAL/ EMOTIONAL NEEDS' with a sub-section for 'PSYCHOSIS'. A text box contains the text: 'Sample Needs Assessment (Used by FFT/MST/PHP/CCIS)'.

Treatment Plan Type Selection Copy Treatment Plan Demographics Youth Vision/Family Vision Strengths Needs Strategies Barriers Unmet Needs Diagnosis

Medications Service Request Support Attendees Notepad Family Crisis Plan Behaviors Desired Outcomes Transition Summary Associated Assessment

STRENGTHS

Strengths

DESCRIPTION	PERSON LINKED STRENGTH	START DATE	END DATE
Family is supportive.	Youth and Family	09-20-2021	09-23-2021

Add Strengths

Sample Plan (Used by CMO)

Ratings

Ratings (Radio buttons) within Treatment plans and assessments with ratings will be updated to dropdown selections

Caregiver Strengths

Silverlight

Please respond to the following inquires under the applicable Caregiver Strengths domain(s) (Supervision, Involvement, Organization, Social Resources, Residential Stability):

(D6): How will the parent/caregiver's strengths assist them in providing necessary support and supervision to the youth?

Supervision
 This rating is used to determine the caregiver's capacity to provide the level of monitoring and discipline needed by the youth.

- Caregiver has good monitoring and discipline skills.
- Caregiver provides adequate supervision. May need occasional help or technical assistance.
- Caregiver reports challenges monitoring and/or disciplining youth. Caregiver needs assistance to improve supervision skills.
- Caregiver is unable to monitor or discipline the youth. Caregiver requires immediate and continuing assistance. Youth is at risk of harm due to absence of supervision.

Caregiver Strengths

Please respond to the following inquires under the applicable Caregiver Strengths domain(s) (Supervision, Involvement, Organization, Social Resources, Residential Stability):

(D6): How will the parent/caregiver's strengths assist them in providing necessary support and supervision to the youth?

Supervision
 This rating is used to determine the caregiver's capacity to provide the level of monitoring and discipline needed by the youth.

0 - Caregiver has good monitoring and discipline skills.

1 - Caregiver provides adequate supervision. May need occasional help or technical assistance.

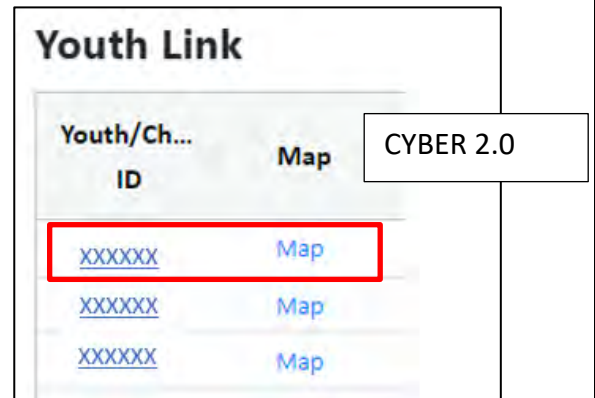
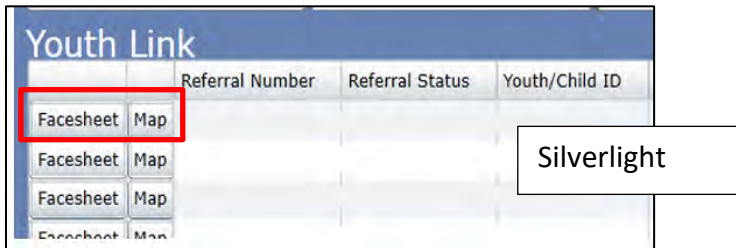
2 - Caregiver reports challenges monitoring and/or disciplining youth. Caregiver needs assistance to improve supervision skills.

3 - Caregiver is unable to monitor or discipline the youth. Caregiver requires immediate and continuing assistance. Youth is at risk of harm due to absence of supervision.

CYBER 2.0

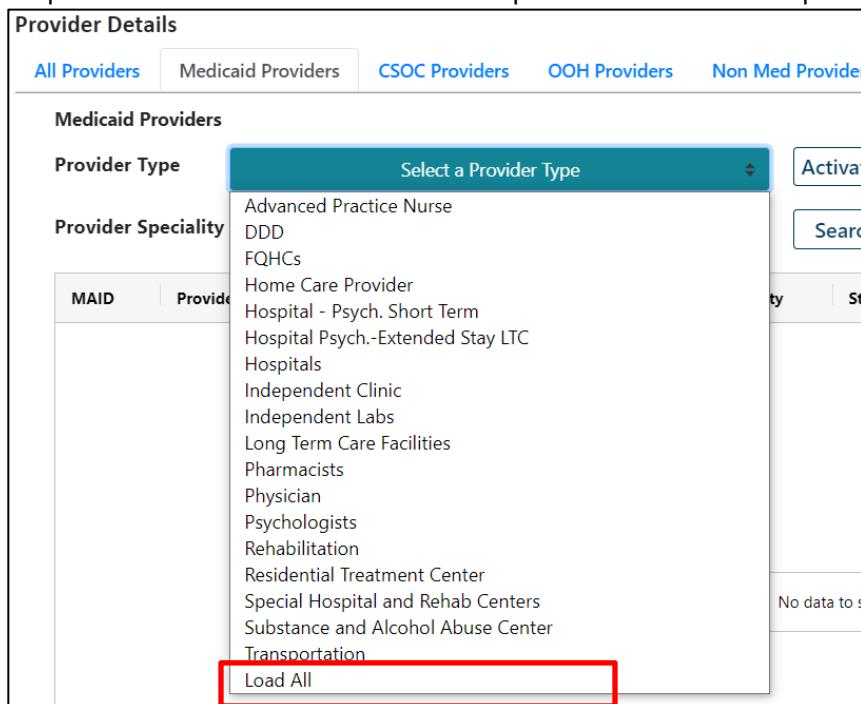
OOH Tab

- Face sheet Button will be replaced with a hyperlink reflecting the Youth's CYBER



Provider Details

- A 'Load All Providers' option will be made available on the drop-down menus for each provider type



- All Providers will automatically load once a user selects Provider Details

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- **Out of Home Provider search options** will now include status which will allow the user to search based on the status of the contract (PIF).

- **Search button will be removed** from the **AHH Providers tab in Provider Details**. Users instead will have search functionality within the grids.

Exporting/Printing in Excel

- When exporting to Excel, cells will be unmerged not requiring additional steps to remove columns.
- Only Grids can be exported and printed in Excel Format
- Treatment Plans/Assessments/Progress Notes and all other documents can only be printed in PDF format

VII. References

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

PerformCare Customer Service

www.performcarenj.org/ServiceDesk/

1-877-652-7624