CYBER 2.0 Overview for Providers

HTML5 Conversion

September 2023 – (02114)

PerformCare®

Delivering
High-Quality
Service and Support

Objectives for this Training

- CYBER 2.0 Accessibility and Design Elements

- Welcome Page

- Security and Password

- Face Sheet Enhancements

- Progress Notes

- Plan Approval

- Treatment Plans and Assessments

- Provider Details

- Reporting

- Messages

Accessibility and Design Elements

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Accessibility

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.

- CYBER can be used effectively with the following browsers:
  - Microsoft Edge
  - Google Chrome
  - Mozilla Firefox
  - Apple Safari
- Desktops, laptops, full size tablets
- Microsoft operating systems, macOS, ChromeOS and Android operating systems

CYBER Login

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CYBER LOGIN

As a CYBER User I understand that my work will involve access to Protected Health Information (PHI) as defined by HIPAA (The 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 or disclosure of this PHI by logging in as a CYBER User.

This 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 abuse diagnosis and treatment information that is protected by federal confidentiality rules (42 CFR Part 2). CYBER users are not permitted access to that information without a valid written consent that meets the requirements of 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 alcohol or drug abuse patient.

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

Username
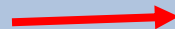
Username

Password

••••••••••

LOGIN

Customer Service Request Form | **Forgot Password?**

© 2020 - CyberAng 1.0.0.76-08

HIPAA and 42 CFR Part 2 Statement

Username and Password

Eye icon enables you to see what you typed

Example: CYBER Version (2.0.0.76) and Server (-08)

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Design Elements

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Links

Text boxes

Accordions

Tabs

Buttons

Drop-down menus

Scroll bars

Design Elements
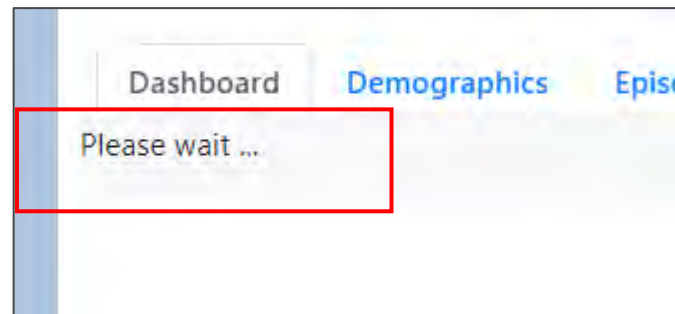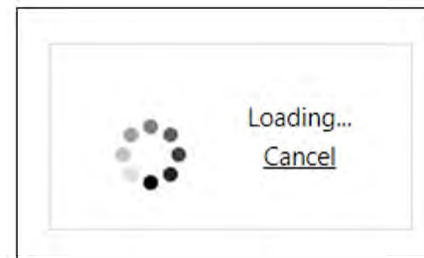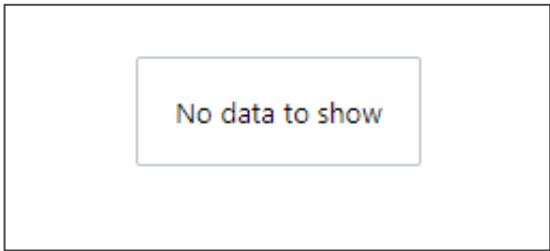
Running Process Icons or "Please wait" messages are alerts within the system to let you know that CYBER is retrieving data.

Please Wait

MAID

Loading...
Cancel

"**No data to show**" boxes let you know there is no data in the grid.

Dashboard   Demographics   Episo

Please wait ...

No data to show

Grids

- Welcome Page Links

- Provider Details

- Out of Home – Youth Link, FSS Link, AHH Link

- Annex A

- Active Agency Youth/My Active Youth

- Youth Record - Tabs, Plan Approval, Progress Notes, Authorizations, Claims, Youth Checklist, 3560, Applications, etc.
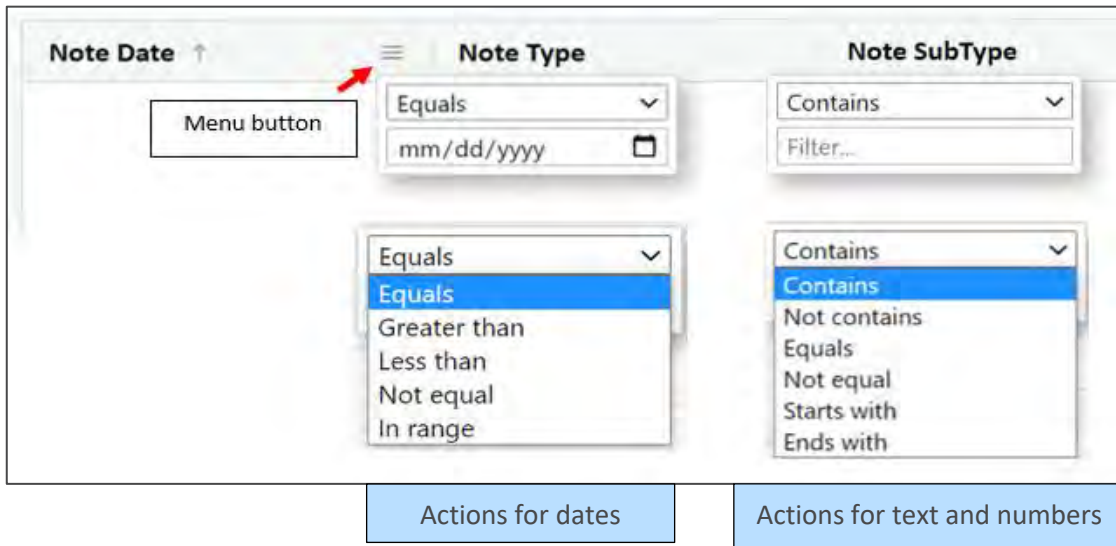
Grids – Sorting and Filtering

The Filter icon indicates column is filtered.

The Sort icon indicates the column is sorted.

Any location where there are grids you will also now see a "**Clear Search**" button.
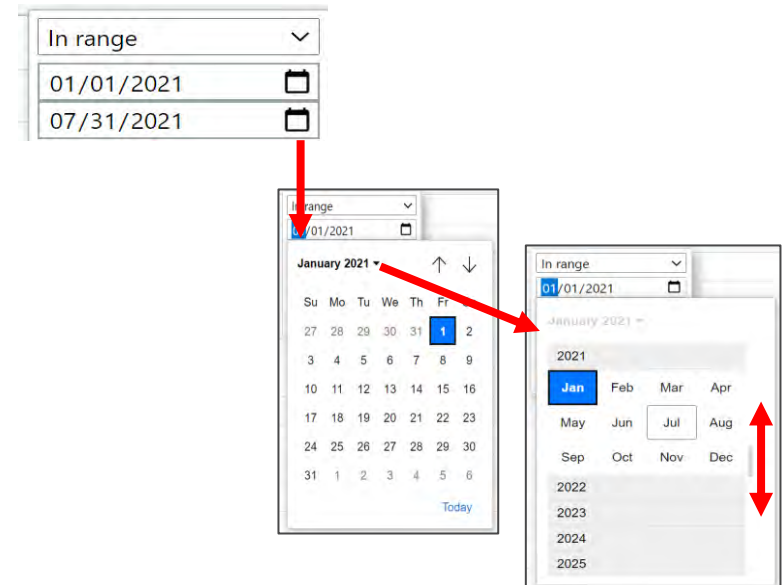
Clear Search

Date   Email

Note Date ↑   ≡   Note Type   Note SubType

Menu button

Equals ⌄
mm/dd/yyyy 🗓

Contains ⌄
Filter...

In range ⌄
01/01/2021 🗓
07/31/2021 🗓

Equals ⌄
Equals
Greater than
Less than
Not equal
In range

Contains ⌄
Contains
Not contains
Equals
Not equal
Starts with
Ends with

Actions for dates

Actions for text and numbers

In range ⌄
01/01/2021 🗓

January 2021 ▾   ↑ ↓

Su Mo Tu We Th Fr
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 ⌄
01/01/2021 🗓
January 2021 ▾
2021
Jan Feb Mar Apr
May Jun Jul Aug
Sep Oct Nov Dec
2022
2023
2024
2025

TIP: Users may drop and drag columns in the order of their choice. This order will be kept until the user moves to any other screen.

Validation Messages and Radio Buttons

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Validation messages appear throughout CYBER.

Required information will be highlighted **pink**.

Validations list will appear at the bottom of the screen in **red** until satisfied.

**Required Validations**

Validation descriptions

Radio buttons in 3560 application

Radio selection buttons appears throughout CYBER 2.0

Users can select the word next to the button, the actual button, or the area near the button.

Open Text Fields

Spell checking feature will behave like other operating system products. Incorrectly spelled words will appear underlined in red.

- 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.
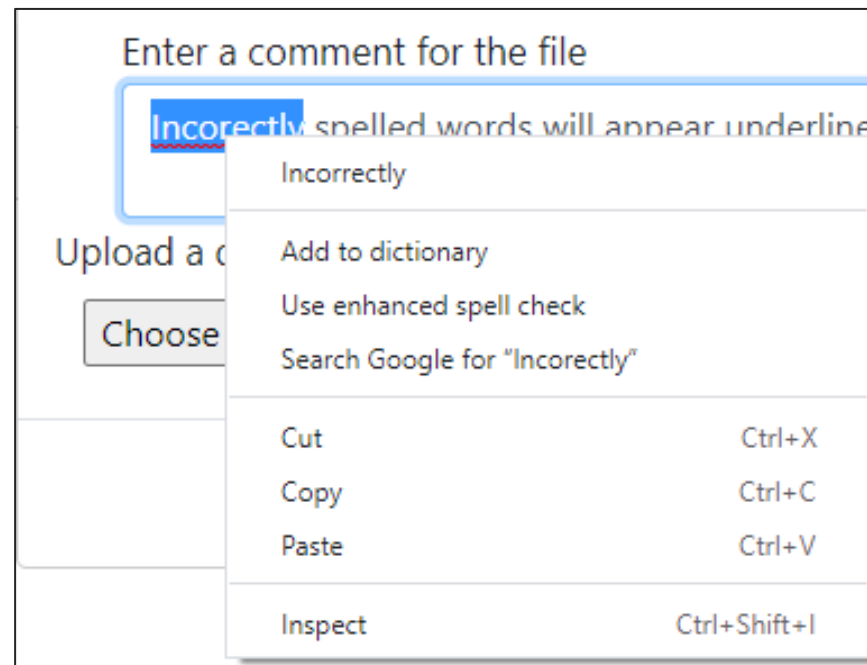
Search Functionality

There are two types of Search functions in CYBER:

Select fields may be **entered either partially or completely**, and then click the Search button or the Enter key.

The **Youth Child/Search** will now show buttons instead of icons.

Quick Search

Youth/Child ID ⬍	
First Name	
Last Name	
DOB	MM/DD/YYYY 🗓

First Name	Last Name	Gender	Birth Date	Age	SSN	Youth/Child ID			
		▼	MM/DD/YYYY 🗓				Search	Clear	Active Agency Youth

Select fields have a **search as type feature**:

Enter at least 3 letters and a pop-up menu will display choices for the user.

Add Provider Record   ✕

User Name

and

Andrew
Andrea
Andrew
Andres

Acronyms and Terminology

Acronyms:

- "**CMO**" Care Management Organization providers (formerly UCM)

- "**MRSS**" Mobile Response Stabilization Service providers (formerly CRI)

- "**OOH**" Out of Home providers (formerly RES)

- "**SUT**" Substance Use Treatment providers (formerly SAB)

- "**CSOC**" Children's System of Care users (formerly EXE)

- "**DCP&P**" Division of Child Protection & Permanency users (formerly DYFS)

Security Group:

- "**IICCL**" Intensive in Community Clinician (formerly IICCM, Intensive in Community Care Manager)

Terminology:

- "**State Medicaid Fiscal Agent**" Medicaid entity (formerly UNISYS, DXC, or Molina)

Welcome Page Enhancements

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Welcome Page

Header – user identification

The browser 'Back' button allows the user to navigate to previously accessed screens with out resubmitting previously submitted documents.

Totals automatically refresh

Footer – links to the PerformCare website

Welcome Page Link Updates

Security Administrators will now appear as a link. Users will then click the link and all their agency's Security Administrators and contact information will appear in a pop-up box.

For providers that can access the Family Support Service Link, the **FSS Link** will now appear on the Welcome Page.
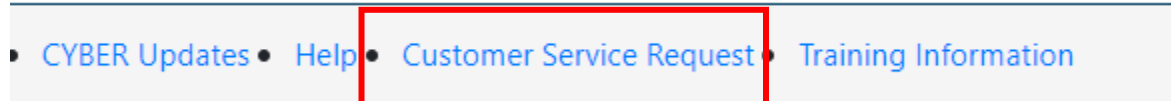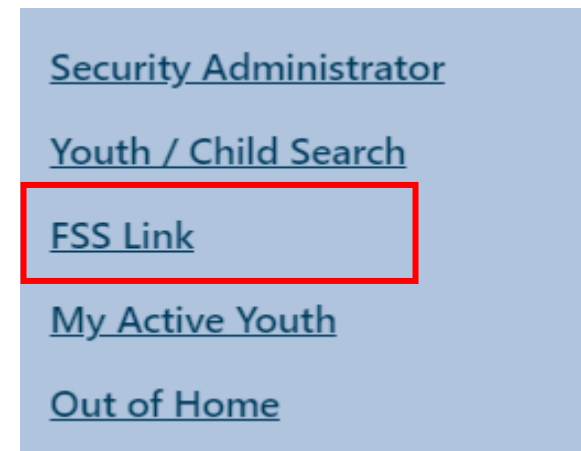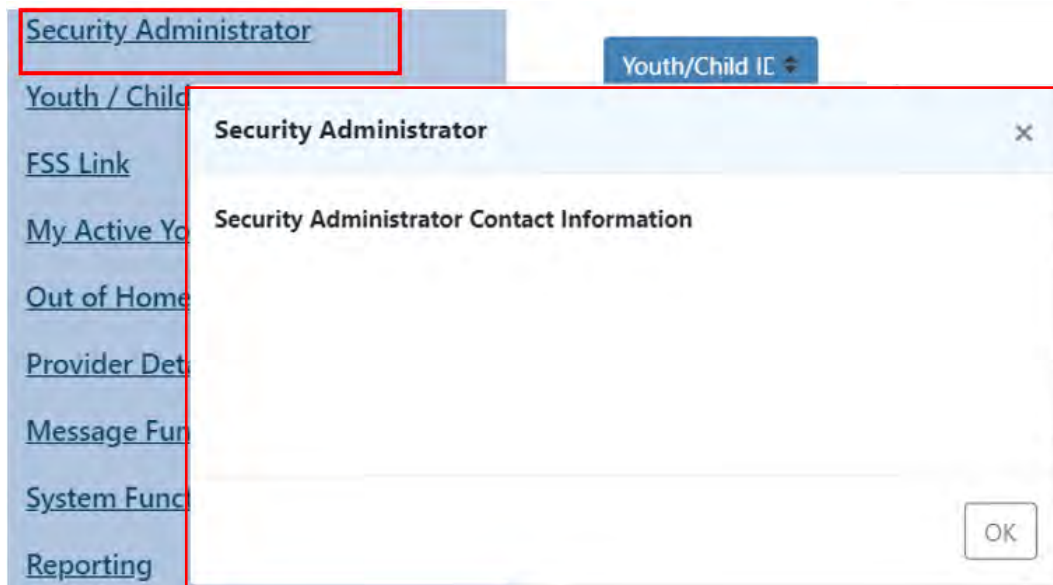
Service Desk Form link will be replaced with Customer Service Request link.

Welcome Page Link Updates

- Visibility will be based on Provider Type **and** Security Level

- Links are grey if the Provider Type has access, but user does not have the security level to access.

- Links will be hidden if the Provider type does not have access.

CMO Level 3	CMO Level 1	FSS	SUT
Security Administrator	Security Administrator	Security Administrator	Security Administrator
Youth / Child Search	Youth / Child Search	Youth / Child Search	Youth / Child Search
FSS Link	FSS Link	My Active Youth	My Active Youth
My Active Youth	My Active Youth	FSS Link	Out of Home
Out of Home	Out of Home	Provider Details	Provider Details
Provider Details	Provider Details	System Functions	System Functions
Message Functions	Message Functions	Historical Access	Reporting
System Functions	System Functions	Reporting	Historical Access
Reporting	*Reporting*		
Historical Access	Historical Access		
Anomaly Management	*Anomaly Management*		

Security and Password Reset Enhancements

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Security

The Manage Access Screen will be modified with the new appearance.

For Security Administrators, **Active** user status will appear by default in the Manage access screen.

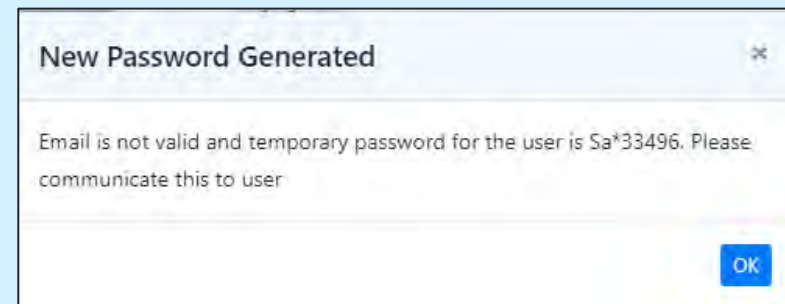# Password Reset

The Password field and default password Change_Me123 have been removed.

With email a random email message will be emailed to the user.
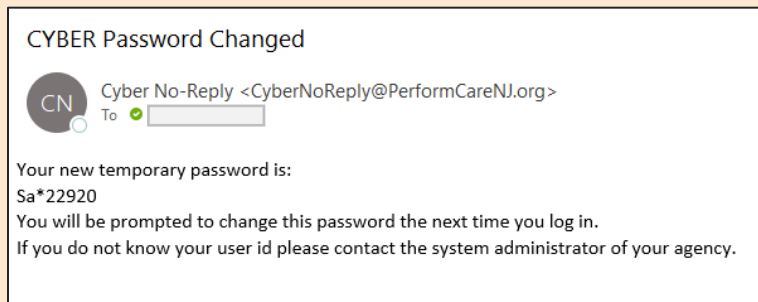
This has not changed.

Without email the password must be read to the user by the Security Administrator.

Face Sheet Enhancements

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Dashboard Tab

Medicaid/NJ FamilyCare will be the combined label displayed in the Eligibility section

Demographics Tab

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New validations

Gender has a drop-down menu

Anomalies and Save buttons

Demographics Tab

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Youth Records that have a Youth Phone number, will require a Phone Type and vice versa. Users will receive a validation if either field is not entered.

Phone Type 'Pager' will no longer be an option; 'Other' phone type will be added.
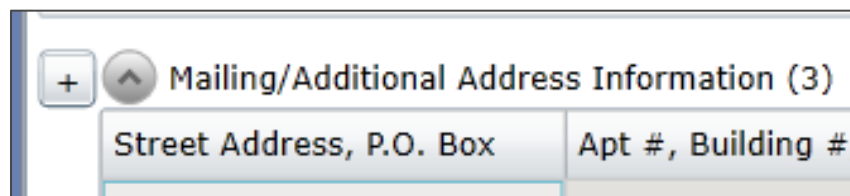
Demographics Tab

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For users who have access to edit a youth record:

To add new information on the demographics tab, users select the **Add New** Button under the specific heading.
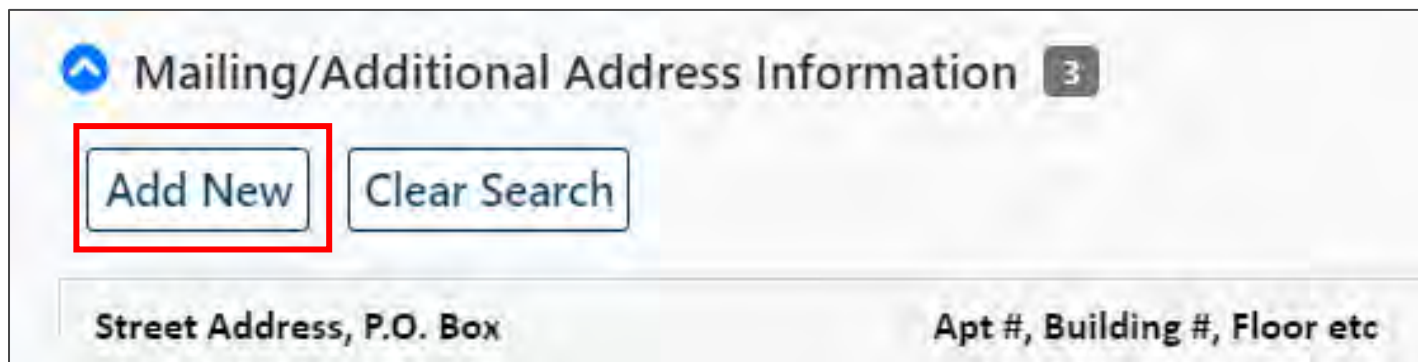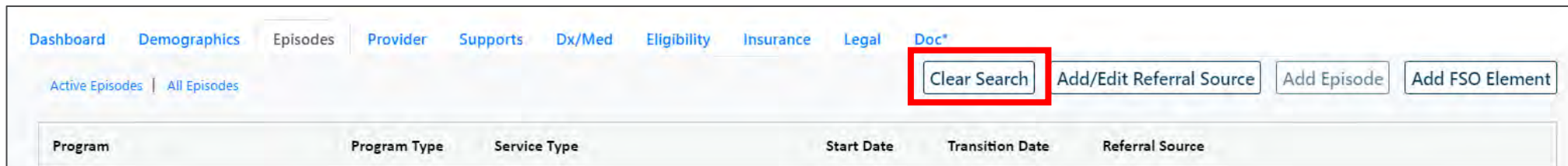
CYBER 2.0

Silverlight

Episodes Tab

There is a **Clear Search** button added to the Episodes Tab, to remove any filters provided to the grid below.

There are no other enhancements to the functionality of the Episodes tab

Provider Tab

Agency Type filter will be removed

The Add Provider option has been updated from a drop-down menu to Search as you Type feature.

Once a User is selected, the Program name will populate if there is only one and offer a list for more than one (multiple OOH programs, etc).

Supports Tab

Add Edit Support Member screen requires the user to scroll to complete the fields.

Validations will appear at the bottom in red until satisfied.

If there are more than 3 validations use the scrollbars to see more.

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When a user enters a Phone Number, they must also enter a Phone type.

Phone Type 'Pager' will no longer be an option; 'Other' phone type will be added

County field will be added to the *Add/Edit Member* Support screen. This field will populate based on the Zip Code entered by the user
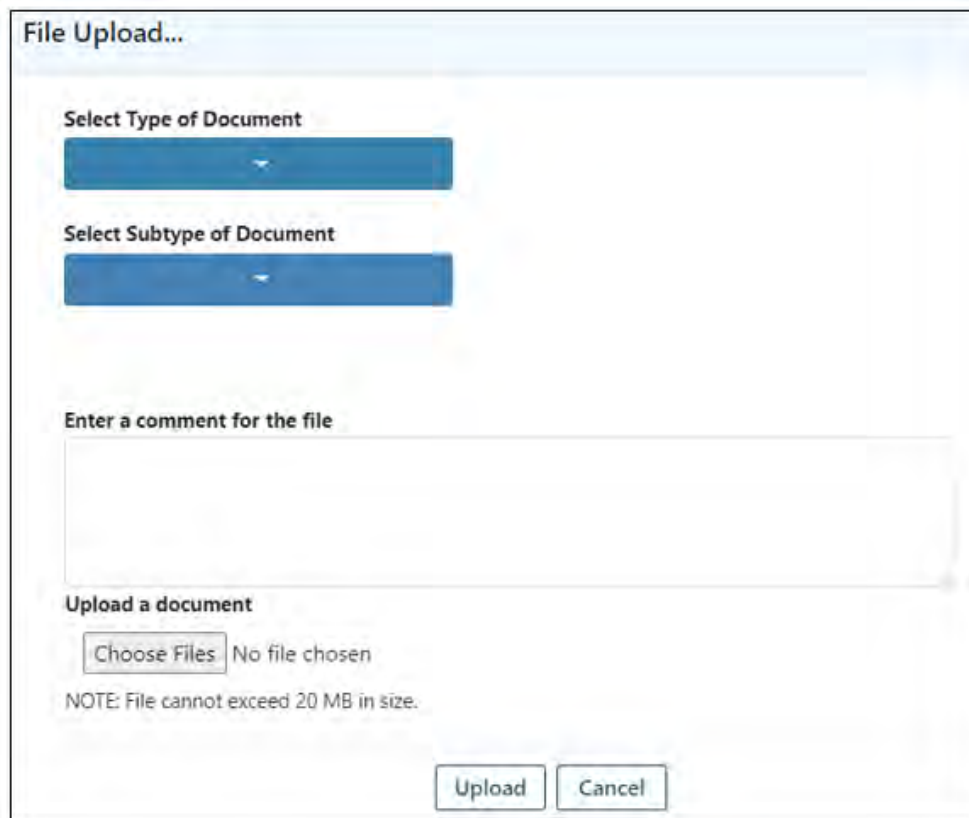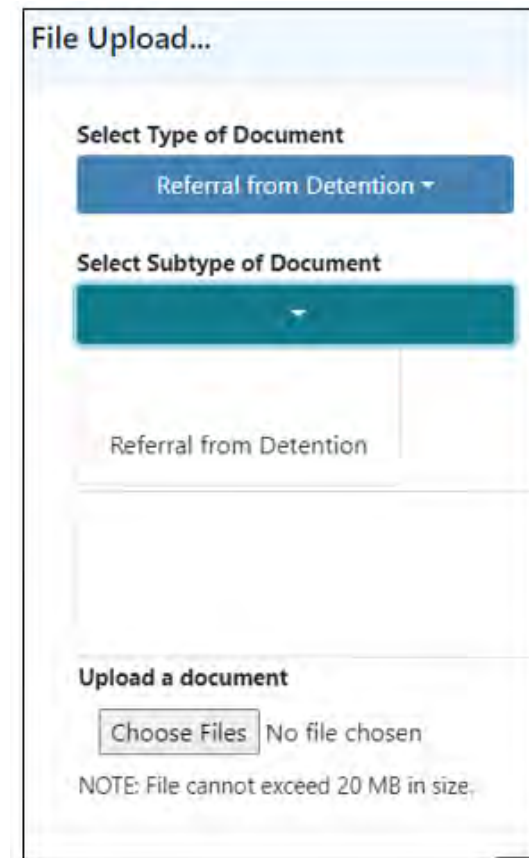
Doc Upload Tab: Uploading Documents

Set standards for File size (20 MB) and file type (.BMP, .GIF, .JPEG, .JPG, .PDF, .PNG, .TIF, .TIFF) are for both **Doc Upload** and **Family Portal Upload**.

After choosing the **Type**, wait for the refresh to open the **SubType**

Doc Upload Tab- Viewing Documents

- To view documents, users must double-click on the document they would like to open
- Next, users must download the document to view it
- **Downloaded views are dependent on user's browser type**

Using Chrome, double click and file is downloaded

Using Edge, double click and file is downloaded

Rotating Documents

PDF size and rotate options

1 / 1   —   100%   +

Rotate counterclockwise

PNG or JPG size and rotate options

Rotate clockwise (Ctrl+.)

PDF open in Edge

—   +   1   of 1

PDF open in Chrome

Add Sticky Note

✓ Select Tool

Hand Tool

Marquee Zoom

Previous View

Rotate Clockwise

Print...   Ctrl+P

Find

Document Properties...

Show Navigation Pane Buttons

100%
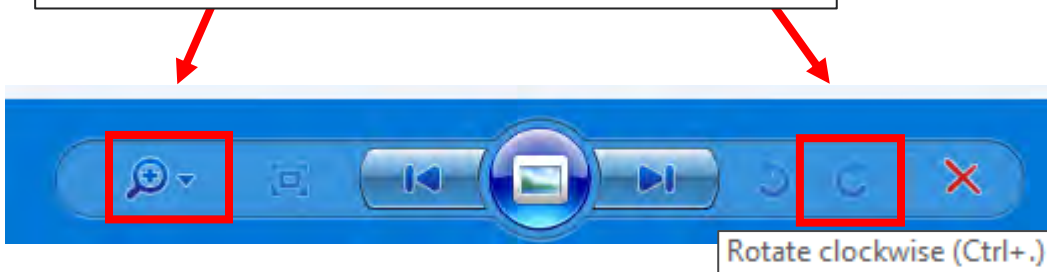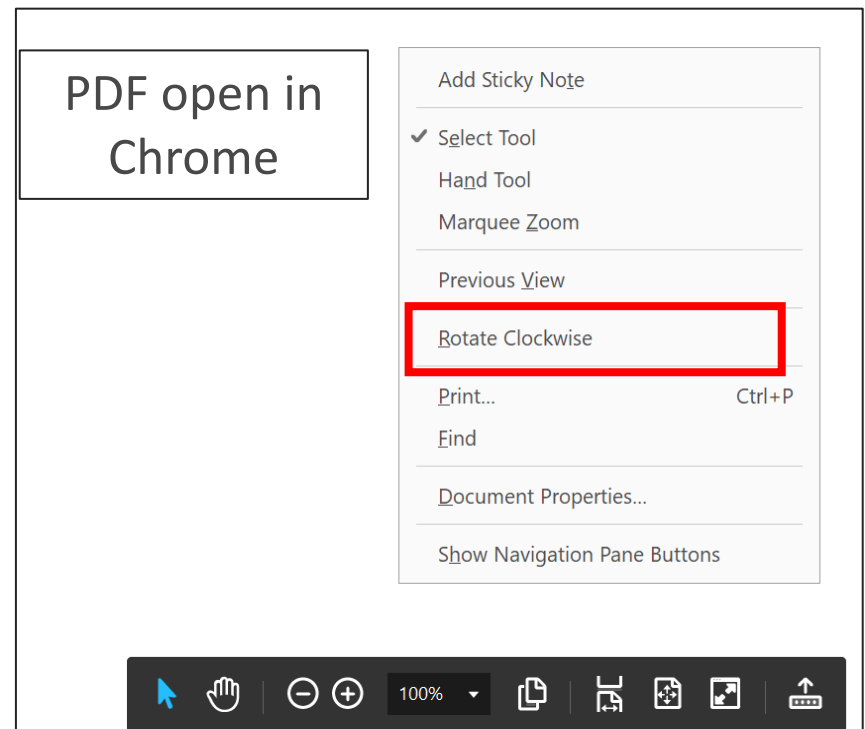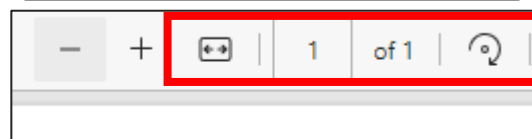
After opening the PDF with Adobe Acrobat Reader, if there are no rotational icons, then right click and Rotate Clockwise will show.

Progress Note Enhancements

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Progress Notes

- Progress Notes grid will be updated with the **column filter and sort features** to allow for multiple filter selections using a value search, 'and/or' options and a function to clear an individual column of its filter.

- Users can also sort using the **Filter Notes** button

- To clear filters within the grid or filters applied through the Filter Notes button, you can select the **Clear Search** button

- Navigating from one record to another will clear progress note clear filters

Tip: If you are opening and reading notes, use the Esc key to close the window instead of a mouse click.

Progress Notes

The Progress notes grid will receive five new columns.

Note Date	Note Type	Note SubType	Created By	Note	Program	Program Type	Hours	Mins	Created Date	Note ID	Member ID	Member Name

Program	Program Type	Hours
Contracted System Administrator	CSA	00
PLATINUM COUNSELING LLC	BAIIC	00

Program will display the name of the agency

Program Type will list the provider type acronym

Note ID Is a unique number applied to that progress note

Member ID is the Youth ID

Member Name is the youth's name

Tip: If you are opening and reading notes, use the Esc key to close the window instead of a mouse click.

Printing Progress Notes
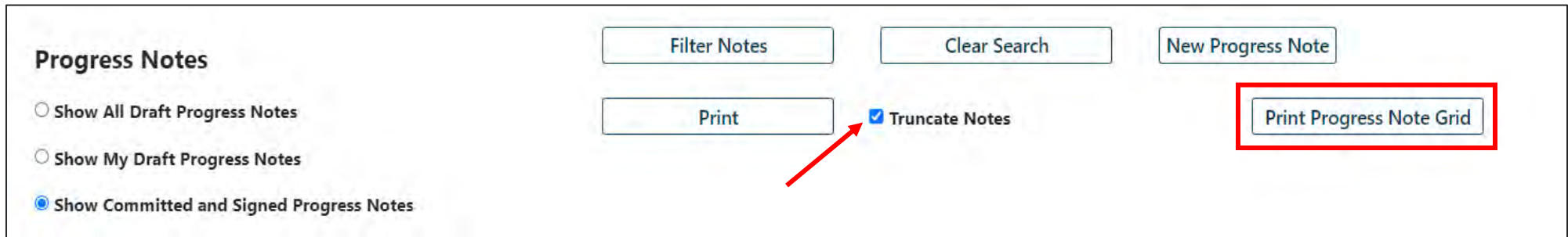
- Progress notes can only be printed in **PDF format**

- Draft Progress Notes will print with a **'Draft' watermark**

- Users can print a single individual progress note by selecting the note with one click and using the **Print** button.

- **Print Progress Note Grid** button, will print all the progress notes that appear in the grid. This allows users the ability to filter the progress notes in the grid and then print.

- Users must unselect "**Truncate Notes**" to ensure all the text in the progress note prints.

Progress Notes

- Spell checking feature will display incorrectly spelled words <u>underlined</u> in red.

This symbol indicates the text box expands as you type.

Plan Approval

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Plan Approval

The Plan Approval screen is for assigning plans, assessments, and reauthorizations, and submitting them to PerformCare for review. Users assigning plans, will receive an alert that the Plan was assigned successfully.
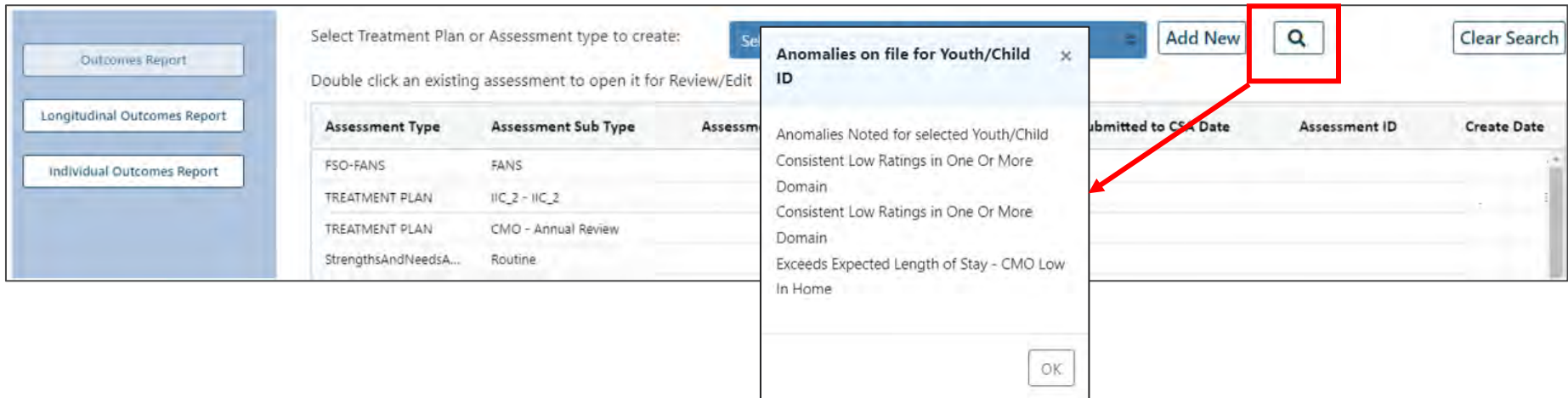
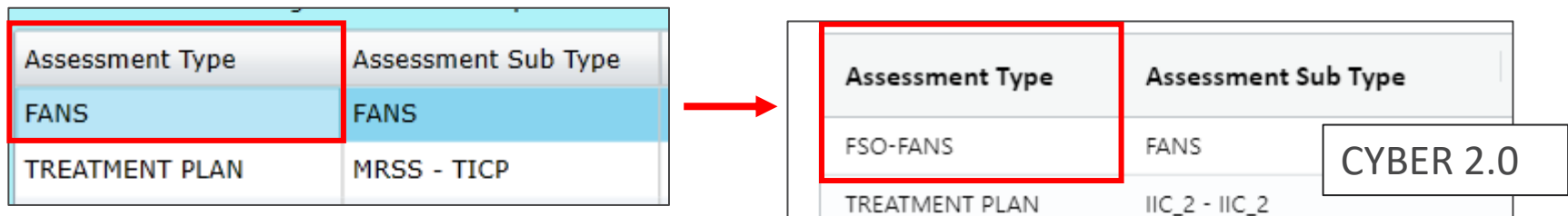# Treatment Plans and Assessments

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Treatment Plans and Assessments

Users will be able to perform searches within the Treatment Plans and Assessment grid.
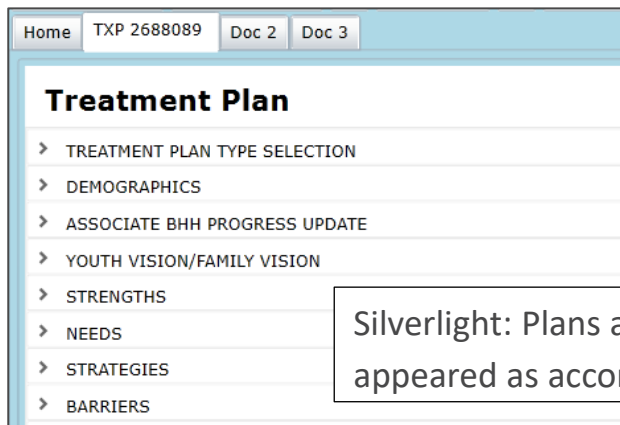
For users with Anomaly access: A magnifying glass icon will appear in to identify anomalies for the current Youth's record such as *"Consistent Low ratings and Length of Stay"*.

FANS will be prefixed with FSO to read **FSO-FANS**

CYBER 2.0

Treatment Plans and Assessments

All Treatment Plans and Assessments will now appear in tabular format

Home	TXP 2688089	Doc 2	Doc 3

Treatment Plan

> TREATMENT PLAN TYPE SELECTION
> DEMOGRAPHICS
> ASSOCIATE BHH PROGRESS UPDATE
> YOUTH VISION/FAMILY VISION
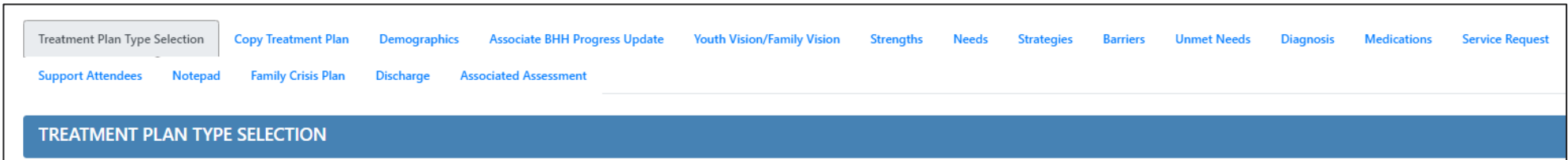> STRENGTHS
> NEEDS
> STRATEGIES
> BARRIERS

Silverlight: Plans and Assessments appeared as accordions

Examples:
- CMO-Annual Review
- Strength and Needs
- BHH-QPU-Discharge
- Youth Link Referral
- Certification of Need
- MRSS - Family Crisis Plan
- Behavior Support Plan
- Functional Behavior Assessment

CYBER 2.0: Plans and Assessments will appear in tabular format

Treatment Plan Type Selection	Copy Treatment Plan	Demographics	Associate BHH Progress Update	Youth Vision/Family Vision	Strengths	Needs	Strategies	Barriers	Unmet Needs	Diagnosis	Medications	Service Request
Support Attendees	Notepad	Family Crisis Plan	Discharge	Associated Assessment								

TREATMENT PLAN TYPE SELECTION

Treatment Plans and Assessments

Radio selection buttons within treatment plans and assessments will be replaced with drop down menus.

Caregiver Strengths

Please respond to the following inquires under the applicable Caregiver Strengths domain(s) (Supervision, Involvement, Knowledge, 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.

Silverlight

CYBER 2.0

CAREGIVER STRENGTHS/NEEDS

(Caregiver is defined as parent and/or guardian)

[*]   **NATURAL SUPPORTS**

This item refers to unpaid individuals who help out the caregivers in times of need.

▼

0 - Caregiver has significant natural supports. Multiple friends and neighbors routinely provide support for the family.

1 - Caregiver has some natural supports. Unpaid others will help out in times of need.

2 - Caregiver has friends and neighbors but it is not known whether they would be willing to help.

3 - Caregiver has no natural supports.

Out of Home Enhancements

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Out of Home: From Button to Links

All Face Sheet buttons will be converted to **hyperlinks** that display the Youth's CYBER ID.

All Map buttons will be replaced with **hyperlinks** that will direct the user to the Geo Map.

Provider Details Enhancements

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Provider Details

Provider Type drop down located under Provider Details in the Medicaid Providers, CSOC Providers, and Non-Medicaid Providers grids/tabs will have a "**Load All**" option.

Annex A Addendum

Provider Detail- OOH Providers Tab

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OOH Providers tab's **'Search Filter'** (used to locate specific OOH programs) will be modified:

- Gender radio buttons will change to a drop-down menu with options of *Male*, *Female* and *All Genders*.

- Status drop-down will allow for selection of contract status: *Approved, Inactive,* or *Load All* .

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Provider Details- OOH Providers Tab

OOH Provider Tab will only **be printed/exported in Excel format** (used by CMO, MRSS, DCP&P and CSOC).

- An additional column of 'Current Status' will be added to the grid showing the status of OOH programs (*Approved and Inactive*)

Provider Details - AHH Tab

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AHH Tab Search push buttons will be removed, replaced by new grid filter and sort features.

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Reporting

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Reporting

Users will still be able to access and view Reports as they do in Silverlight.

Users can now change reports by simply changing the Report type in the drop-down menu and click View Report.

Current functionality requires users to select "Back to Report Selection" to navigate to a new report

Message Functions

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Message Functions

Users will be able to use the search box to search messages and filter directly in the grid.
- The search box can be used to search text within the message subject
- The grid can be filtered based on "From User" and "Create date"

The **"Clear Search"** button will remove any filters applied

Message Functions

To delete one row, user will click once on the corresponding row in the grid and then click on the "**Delete Selected**" push button.

To delete multiple rows the user will click grid rows by holding down Ctrl + click each row, then click the "**Delete Selected**" push button.

Highlighted rows will appear in blue.

References

- CYBER 2.0 Overview Presentation – video and documentation

- CYBER 2.0 Conversion Guide for Providers - documentation

- CYBER Access Requirements Webpage - Update post deployment

- Browser Compatibility Update - Guide to use of browsers with CYBER 2.0

- Training Web Page – Updated training documentation for CYBER 2.0

- CYBER FAQs – Frequently asked questions and answers for CYBER users

HELPING
NEW JERSEY'S
CHILDREN
& FAMILIES

SINCE 2009

PerformCARE®