

PerformCARE[®]

**Instructional Guide for FSS Providers
CYBER Functionality**

**Including using the FSS Link and Reauthorization
Requests**

(Last update: June 2017)

Instructions for Use

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I. Introduction

This guide covers the functionality within the CYBER system that Family Support Service (FSS) providers/users have access to and are required to utilize to complete admissions, discharges and requests for continued authorization of services.

The CYBER system includes the FSS Link – an area specifically designed to allow FSS users to review applications for admissions, track their progress towards admission and manage the census of each program that the agency may have. FSS users also have the ability to discharge youth, when needed, and assist the families they are providing services to in keeping their application for services up-to-date.

Important reminder: Applications are not to be set to “Admit” status – thus admitting the family into services – until the family is actually receiving services; admissions cannot be reversed. An authorization for services is created at the time the admission is entered into CYBER and the family’s FSS Application is taken off of the FSS Link for other programs to review. If a family is admitted accidentally, it is the responsibility of the program to **immediately** discharge the family so that their Application can be reposted for admission into another program.

FSS providers must have an active and unique CYBER ID in order to access this functionality; each agency should have a System Administrator who can set-up new IDs in the system and manage the security settings for existing users. The CYBER Service Desk can direct new users to their System Administrator, as well as assist with any technical issues a user may have; the Service Desk is also the only entity that has the ability to create a new System Administrator for an agency or program. They can be reached at 1-877-736-9176/servicedesk@performcarenj.org.

II. Accessing CYBER

Users must first log-into CYBER with their UserID and Password. The log-in screen can be found via the PerformCare website – www.performcarenj.org.

NJ Children's System of Care
Administered by PerformCare Behavioral Health Solutions | An AmeriHealth Mercy Company

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Families Youth Providers About CYBER

We develop and manage Behavioral Health Solutions that are Member and Family Focused

Launch Cyber
For technical assistance, with the Cyber System, call 1-877-736-9176 or email servicesdesk@performcarenj.org.

Help for Youth
If you are between the ages of 5 and 21 and need help with daily life challenges.

CYBER LOGIN

Enter Login Name Here

Enter Password Here

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 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/> "

III. The Welcome Page

When an FSS user enters CYBER, they are brought to their Welcome Page.

The screenshot displays the PerformCARE Welcome Page for user Tashaya Williams. The page includes a sidebar with navigation links, a quick search bar, and a main content area with a table of authorization data and a list of links on the right.

Auth#	Youth Name	Provider	CYBER ID	Units	Units Remaining
1537692309	FIRSTNAME LASTNAME	PRIVATE CARE MANAGEMENT LLC	114207	240	240.00
1537660280	FIRSTNAME LASTNAME	PRIVATE CARE MANAGEMENT LLC	101261	240.00	240.00
1537670784	FIRSTNAME LASTNAME	PRIVATE CARE MANAGEMENT LLC	190028	240	240.00
1537660309	FIRSTNAME LASTNAME	PRIVATE CARE MANAGEMENT LLC	294625	240.00	240.00
1537667337	FIRSTNAME LASTNAME	PRIVATE CARE MANAGEMENT LLC	219495	240	240.00
1537666594	FIRSTNAME LASTNAME	PRIVATE CARE MANAGEMENT LLC	165756	240	240.00
1537665289	FIRSTNAME LASTNAME	PRIVATE CARE MANAGEMENT LLC	268578	240	240.00
1537660302	FIRSTNAME LASTNAME	PRIVATE CARE MANAGEMENT LLC	66658	240.00	240.00
1537660304	FIRSTNAME LASTNAME	PRIVATE CARE MANAGEMENT LLC	66659	240.00	240.00

The Welcome Page is a dash-board like reporting area; the links on the right-side of the screen (when clicked) will populate the center grid with data. The above example illustrates the Welcome Page when an FSS user initially logs in; the center grid populates with information on current authorizations (by default).

Each of the links on the right-side of the screen has a counter next to it, which will display a number in the parenthesis next to each title. Users will need to click on the “Refresh Total” button at the top of the list of links to re-populate the parenthesis.

The links under the Authorization area will show the following information in the center grid when they are single-clicked;

- Current – a list of all authorizations that are currently open for all youth the agency is working with; this may include future dated authorizations for youth current receiving services whose reauthorizations have already been generated. The start and end dates for the authorizations appear in the grid, which may be helpful when determining when reauthorization is needed.
- Last 30 Days – all authorizations for the agency which have an End Date that has passed in the last 30 calendar days (not including the current date).
- Expiring – a list of authorizations that are expiring in the next 30 days; can be used as a flag to the user that a Reauthorization needs to be entered for that youth.
- Auth History – a list of all authorizations for the agency that have expired in the past year.

All of the Authorization grids will contain the following information;

- Auth# – the number assigned to the authorization in CYBER; this will be highlighted in blue and act as a hyperlink – when the number is single-clicked on, the user will be brought to the Authorization Details screen for that authorization, where information on any submitted claims (through CYBER) will be housed
- Provider – name of agency or program the authorization was created for

- CYBER ID – the number assigned to the youth’s record in CYBER; acts as a hyperlink that, when single-clicked on, the user is brought to the youth’s Face Sheet (the demographics area of the youth’s record)
- CIMID – the number assigned to the provider’s record in CYBER
- Youth Name – first and last name of the youth
- Unit – number of units that were authorized
- Units Remaining – unless the agency is submitting claims through CYBER, this number will match the number of units authorized
- Service Code – code assigned to the service authorized
- Service Description – description of the service the authorization was created for
- Start and End Date – of the authorization
- Created Date – date the authorization was created in CYBER

The second area of links on the Welcome Page is for Claims information.

System Admin
First Lastname
1-609-555-1212
FAQ's
Cyber Updates
Help
Youth Link

Quick Search
ID Number
First Name
Last Name
DOB
SSN

NJ Children's System of Care
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VERSION=1.22.0.63-02
Welcome to CYBER Akili Brown
YOUTH ADVOCATE PROGRAMS
INC

Logout
Refresh Total

Claims - Claims

CyberID	Youth/Child Name	Claim From Date	Claim to Date	Authorization #	Claim #	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Search
CLAIM #	Amount	Cyber ID	Youth Name	Auth	Service Code	Service Description
45481	\$339.00	224677	FIRSTNAME LASTNAME	1536530422	H0018TJU1	Biopsychosocial Ass
45389	\$339.00	223461	FIRSTNAME LASTNAME	1536521537	H0018TJU1	Biopsychosocial Ass
45441	\$339.00	223940	FIRSTNAME LASTNAME	1536525207	H0018TJU1	Biopsychosocial Ass
45442	\$339.00	223943	FIRSTNAME LASTNAME	1536525211	H0018TJU1	Biopsychosocial Ass
45312	\$339.00	222633	FIRSTNAME LASTNAME	1536515875	H0018TJU1	Biopsychosocial Ass
45313	\$339.00	222633	FIRSTNAME LASTNAME	1536515875	H0018TJU1	Biopsychosocial Ass
44988	\$339.00	206991	FIRSTNAME LASTNAME	1536482050	H0018TJU1	Biopsychosocial Ass
44989	\$339.00	206991	FIRSTNAME LASTNAME	1536482050	H0018TJU1	Biopsychosocial Ass
44682	\$339.00	202135	FIRSTNAME LASTNAME	1536455332	H0018TJU1	Biopsychosocial Ass
44683	\$339.00	202244	FIRSTNAME LASTNAME	1536455333	H0018TJU1	Biopsychosocial Ass

Authorizations
Claims
Claims(27)
In Progress(0)
Saved(0)
Submitted(0)
Approved(21)
Paid(0)
Returned(0)
Denied(6)
Review(0)
CSOC Review(0)

**The Claims area will only show information if the agency had submitted electronic CMS 1500 forms for payment through the CYBER system; this area will house historical data for those agencies that have submitted 1500 forms in the past and may show current information if the agency is still submitting claims through PerformCare for payment of services.

Each of the links under Claims, when clicked, will show the following information (many will be blank, as the majority of FSS programs no longer bill through PerformCare);

- Claims – all 1500 forms/claims for the user’s agency
- In Progress – a list of the 1500 forms/claims that are in draft form; they have been saved by the agency and not submitted to PerformCare
- Submitted – a list of the 1500 forms/claims that have been submitted to PerformCare and not yet approved/paid/returned/denied/placed in review

- Approved – a list of the claims that have been approved for payment
- Sent – PerformCare has sent these claims to be paid; they have not yet been paid per our records
- Paid – a list of the claims that have been paid to the agency for the last 365 days; payments will post in CYBER approximately 30 days after processing with the State
- Returned – a list of the claims that have been returned to the agency by PerformCare
- Denied – a list of the claims that have been denied for the agency in the last 365 days
- Review – a list of the claims that are currently in a Review status with PerformCare
- CSOC Review – a list of the claims that are currently in Review status with CSOC

*For more information on Claims, 1500 Forms and the status of a claim, please see the Instructional Guide entitled “Instructional Guide to Entering Claims in CYBER” that is posted on the Training page of the PerformCare website.

Each of the Claims grids will include the following fields;

- A search function above the grid, which the user can utilize to find a specific claim for a specific youth.
- Claim #
- Provider – name of program or agency the claim was submitted for
- Units – number of units the claim was submitted for
- Amount – dollar amount for the claim
- CYBER ID – ID of the youth
- Youth Name
- Auth(orization) #
- Service Code and Description
- Start and End Date – as listed on the claim
- Status – of the claim
 - Users will see status such as – In Progress, Approved, Returned, etc.
- Check # – if paid by check, the number will appear here
- Check Date
- Create Date
- Created By
- CIMID
- ***Note** – if there is a filled in rectangle next to the claim in the grid, this indicates that the final claim has been entered for this authorization and no further claims can be entered against it.

The next area of the Welcome Page is for the FSS Link Information. (See page **12** for specific information on the Link)

SSN Refresh Total

FSS Link View - New to FSS Link

Program	CYBER ID	Service	Days on FSSL	Ser Req Create Date

- > Authorization
- > Claims
- ▼ FSS Link View
 - [New to FSS Link\(0\)](#)
 - [New to Provider Queue\(0\)](#)
 - [In Review\(0\)](#)
 - [Scheduled\(0\)](#)
 - [Recently Admitted\(0\)](#)
- > Reauthorization

This area will list out information that is specific to the programs that the user is attached to in CYBER; if the user is attached to more than one FSS program, this area will list information for all of the programs.

The links under the FSS Link View area will display the following information;

- New to FSS Link – a list of the applications that have been automatically matched to the program
 - The Link will include new applications as well as those previously marked as “Not Accept” by the program; the applications marked as “Not Accept” will not appear here on the Welcome Page.
- New to Provider Queue – a list of the applications that are new to the program’s Queue in the last 7 calendar days; this grid will list all new applications for all of the programs the user is assigned to in the system.
- In Review – a list of the applications that have a status of “Review” in the Provider Queue; applications will stay in this status for 3 calendar days before going back to Assigned.
- Scheduled – a list of the applications that have a status of “Scheduled”; should only be used when an admission date is scheduled in the near future. It is the program’s responsibility to monitor this information and ensure a application does not stay in this status for an extended period of time, thus creating a potential barrier to service.
 - ***Note:** There are time-frames associated with the Scheduled status, as follows;
 - SHR – Scheduled status will remain for 21 calendar days, and then revert back to Assign.
 - AASR, AHR, AWRAO, AWR, OVR – Scheduled status will remain for 7 calendar days, and then revert back to Assign.
 - ***See page 16** for more information on each available status for FSS Applications.
- Recently Admitted – a list of the youth admitted into the program in the last 3 calendar days.

When clicked, each of the links will populate the center grid with the following information (because each link displays slightly different information, we’ve inserted the table below to assist users in comparing/contrasting the grids in this area);

	<i>New to FSS Link</i>	<i>New to Provider Queue</i>	<i>In Review</i>	<i>Scheduled</i>	<i>Recently Admitted</i>
Program	X	X	X	X	X
CYBER ID	X	X	X	X	X
Service**	X	X	X	X	X
Days on FSSL	X	X			
Service Request Create Date	X	X	X	X	X
First/Last Name		X	X	X	X
Accepted Date			X		
Scheduled Date				X	
Admission Date					X

**The Service column will display an abbreviation for the service the family has requested that the program can accommodate. The abbreviations are as follows;

- AHR – Agency Hired Respite
- AWR – Agency Weekend Recreation
- AWRAO – Agency Weekend Respite Add On (PPD programs)
- SHR – Self Hired Respite
- AASR – Agency After School Respite
- OVR – Overnight Respite
- EA – Educational Advocacy
- ATR – Assistive Tech Review

The next area of the Welcome Page is for Reauthorization information. (See page 28 for information on Reauthorizations and completing them in CYBER.)

The screenshot shows the PerformCARE system interface. At the top, there is a "Quick Search" section with a "Cyber ID" dropdown and input fields for "First Name", "Last Name", "DOB", and "SSN". The NJ Children's System of Care logo is prominently displayed. Below the logo, the version number "VERSION=1.35.0.3-01" and a personalized welcome message "Welcome to CYBER Samir Abdul, Community Access Unlimited, Inc. (SHR)" are visible. A "Logout" button is in the top right corner. A "Refresh Total" button is located below the welcome message. The main content area is titled "Reauthorizations View - Submitted" and contains a table with columns: Program, CYBER ID, First Name, Last Name, Service, Author, Submitted Date, and Create Date. On the right side, there is a navigation menu with options: Authorization, Claims, FSS Link View, and Reauthorization. Under "Reauthorization", there are sub-options: Submitted(0), Awaiting Approval(0), Approved(0), Rejected(0), and Aging Report(0). A sidebar on the left contains various navigation buttons like "Search", "load", "k", "tails", and "ntions".

This area will give the user information regarding the Reauthorizations they have created, submitted or have not yet submitted for review for youth they are currently working with.

***Reauthorizations must be entered into the system** in order to continue providing services to the youth and family. If a provider neglects to enter the Reauthorization form, the system will create a discharge authorization for the family and they will be discharged 90 days later. If there is an active FSS application in the youth's file (i.e., less than one year old), they will be reposted to the FSS Link for possible admission into a program.

The links will display the following information;

- Submitted – the forms that have been submitted and have not yet been reviewed.
- Awaiting Approval – the forms that have been submitted through the agency's hierarchy for internal review prior to submittal to PerformCare; users with an MGR designation must go to Plan Approval to review these forms or they will not be submitted to PerformCare. See page **30** for information on Plan Approval.
- Approved – the reauthorizations that have been approved by PerformCare in the last 7 calendar days.
- Rejected – the forms that have been returned to the user by PerformCare for additional information.
- Aging Report - will display a list of all of the program's authorizations that are within the Reauthorization period (last 30 days of the current authorization) that have not had a Reauthorization form submitted. This area will include the Reauthorization requests that have not been submitted and are now overdue (past the end date of the last authorization).
 - **This area is essential;** without a reauthorization form submitted into the system, youth will be automatically discharged 90 days after the end of the current authorization – regardless of need – from services if a reauthorization has not been submitted by the 30th day after the end date of authorization.

The Reauthorization grids will display the following information;

- Program
- CYBER ID
- First and Last Name of the Youth
- Service – this column will display an abbreviation for the service provided. The abbreviations are as follows;
 - AHR – Agency Hired Respite
 - AWR – Agency Weekend Recreation
 - AWRAO – Agency Weekend Recreation Add On (PPD programs)
 - SHR – Self Hired Respite
 - AASR – Agency After School Respite
 - OVR – Overnight Respite
 - EA – Educational Advocacy
 - ATR – Assistive Tech Review
- Author
- Create Date
- *All of the grids except In Progress and the Aging Report will also show the submitted date of the reauthorization; the Aging Report will also show the Due Date and the number of Reauthorization that is pending submittal/approval (meaning if this is the third Reauthorization that needs to be submitted, the number 3 will display).

The final area of the Welcome Page is for Site Transfer Forms. (See page 24 for more information on completing a Site Transfer.)

Form ID	Program	CYBER ID	First Name	Last Name	Status Date
655339	CSA	49330			05/26/2017

This area will list the Site Transfers that have been completed and approved for youth in the user’s program(s) from the last 30 calendar days.

The columns in this grid are as follows:

- Form ID – number given to each transfer form; acts as a hyperlink that, when clicked, will take the user to the FSS Site Transfer form via the Forms screen within the youth’s record.
- Program – the name of the program that completed the transfer form.
- CYBER ID – ID of the youth’s record in CYBER; acts as a hyperlink that, when clicked, will take the user to the Face Sheet of the youth’s record.
- First and Last Name of the youth
- Status Date – the date that the form was submitted/approved.

Other Areas of the Welcome Page

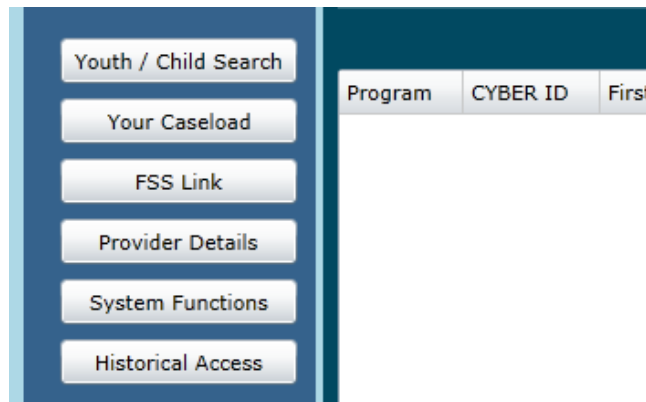
On the left-side of the screen, users will find links and buttons that are not tied to a specific youth.

The information at the top is the user’s System Administrator and their contact information as it appears in CYBER.

Below that is a list of links;

- FAQs – brings the user to the CYBER FAQs on the PerformCare website.
- CYBER updates – brings the user to the area on the PerformCare website that houses Release Notes for each CYBER release.
- Help – brings up the contact information for the Service Desk.
- Service Desk Form – brings the user to the Service Desk Form on the PerformCare website; this form can be used to send issues or questions to the Service Desk.
- Training Information – brings the user to the Training page of the PerformCare website.

The buttons on the left-side of the Welcome Page are function buttons.



When clicked, the buttons will function in the following manner:

- Youth/Child Search – takes the user to the search function, which allows the user to search by name, date of birth, social security number, CYBER ID.
- Your Caseload – a list of youth that the logged in user is opened to; the user has to be added to the youth's Provider tab in their Face sheet in order for the youth to appear here. Please see page **18** for more information.
- FSS Link – will take the user to the FSS Link. See page **12** for information on the Link.
- Provider Details – will take the user to the Provider Details area.
- System Functions – will take the user to the Manage Access area, where users can change their passwords and enter their email address.
- Historical Access – will display a list of youth that the program provided service to in the past; this will allow a user access to the youth's record in read-only format. Users will see the record as it was at the time the youth was discharged from service.

IV. The FSS Link

The FSS Link is the area of CYBER that is utilized by FSS providers to admit youth, manage their programs' census, review historical information and complete discharges for the FSS services the program provides. PerformCare, CSOC, Care Management, Mobile Response and DCP&P will also have access to the Link so that they can view information for the youth that they are working with.

FSS users will have the ability to access the FSS Link from the button on the left-side of their Welcome Page; the button is also located here when the user is in a youth's record.

The screenshot displays the PerformCARE system interface. On the left, a 'System Admin' sidebar for Steve Brick (1-914-428-4300 ext 185) contains navigation links: FAQ's, Cyber Updates, Help, Service Desk Form, and Training Information. Below these are buttons for 'Youth / Child Search', 'Your Caseload', 'FSS Link' (highlighted with a red box), 'Provider Details', 'System Functions', and 'Historical Access'. The main content area features a 'Quick Search' form with fields for ID Number, First Name, Last Name, DOB, and SSN. To the right, the 'NJ Children's System' logo is shown, along with the text 'Administered by PerformCare Behavior Health Solutions', 'VERSION=1.26.0', and 'Welcome to CYBER Unlimited Care'. Below the search form is an 'Authorization' table with the following data:

Auth#	Provider	CYBER ID	CIMID	Youth Name
<input type="checkbox"/> 1536589645	Unlimited Care Inc.	212943	65320407	
<input type="checkbox"/> 1536589655	Unlimited Care Inc.	216485	65320407	
<input type="checkbox"/> 1536589662	Unlimited Care Inc.	216266	65320407	

By clicking on either of the buttons, the user will be brought to the FSS Link screen and the Provider Queue tab.

Status: Active Filter By Program: 65412399 Advancing Opportunities (AHR-Central) (AHR)

Provider Queue | FSS Link | Census | FSS Assignment History

Provider Queue Family's Level of Need: ALL Filter Print

App ID	Ref ID	Status	Youth/Child ID	Youth/Child	App	Family's Level of Need	Service
412607	26676	ASSIGNEDTOQUEUE	214872	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respit
421184	27168	ASSIGNEDTOQUEUE	218289	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respit
423194	27223	ASSIGNEDTOQUEUE	119484	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respit
500278	29994	ASSIGNEDTOQUEUE	211964	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respit
640258	32834	Review	215868	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respit
640260	32835	Review	212244	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respit
699133	34015	Review	195720	LASTNAME, FIRSTNAME	Routine	Moderate	Agency Hired Respit
719386	34298	SCHED	210663	LASTNAME, FIRSTNAME	Routine	Moderate	Agency Hired Respit

High: 6 Moderate: 2 Low: 0 Number of youth in your Provider Queue: 8 Service: Agency Hired Respite

If a user is attached to more than one program, they will need to choose the program name from the Program menu at the top of the screen (highlighted in the example above). The user will find the program type here – Agency Hired Respite, Self-Hired Respite, etc. as well as the site name (where applicable). If the user is attached to only one program, the Queue will automatically load with the applications that the program is currently working on, if applications have been assigned to the Queue by a user.

The entire FSS Link area is based upon the program that is selected from the Program menu; all of the tabs will display information for the chosen program and each tab will refresh when another program is chosen.

IV. a. The Provider Queue

The Provider Queue will house a list of applications that have been manually assigned by the users of the program; these are applications that the program is actively working on – someone has either started working with the family towards admission into the program or outreach will be done in the near future. (Applications that appear here will be available to other programs to also view until the status is changed to Review, Schedule or Admit.)

The Provider Queue will house the following information:

- App ID – number assigned by the system to each FSS Application
- Status – the status of the application with the program
 - The available statuses are described on page 16.

- CYBER ID and Youth Name
 - The CYBER ID acts as a hyperlink; when clicked, the user is brought to the youth's Face Sheet (read-only access). The Face Sheet houses demographic information, including contact information for the family.
- App Type – used by PerformCare to indicate if this is a Routine Application or Transition Application.
 - **Transition Applications** are submitted for families who are currently receiving services but are looking to transition to a new provider (or, in certain circumstances, a new service with the same provider). Work must be done with the family to ensure that they are seeking discharge from their current provider in order to be admitted into a new program – the new program cannot admit a family until they are discharged from their current service provider.
 - **Routine Applications** are submitted for families who are seeking services; this may be their initial application or a new application for a new service.
- Family Level of Need – the overall indication of the family's need from the application/application. "H" indicates high needs, "M" indicates moderate needs that are less intensive than those rated as high but are more intense than those rated as low, and "L" indicates low needs.
 - ***Note:** An application with an "H" indication of need (high needs) does not necessarily indicate that the youth has high needs; the family may have high needs – the caregivers may be elderly, medically or physically challenged. Providers should not assume that any application with a Family Level of Need of "H" cannot be served by the program.
- Service – title of service family is requesting.
- Available Start Date – will populate with the preferred start date for service that the family provided on the application (if in the future or is current date) OR the first day the family would be available, 30 days prior to the end of the the current year of service.
 - If the application is a **Transition** application, the Available Start Date may not be an accurate reflection of when the family is looking to move into a new service. Please refer to the family for the start date.
- Service Comment – will include any additional information about the requested service and need that the family provided to PerformCare when the application was completed
- Age, Gender of youth
- County and Zip Code – for youth's location/residence
- Ser(vice) Req(uest) Create Date – date on which the request for this service was created
- Days of FSS Link – the total number of days the youth's application has been posted for any provider
- Days in Prov(ider) Queue – the total number of days the youth's application has been posted to the logged-in user's programs' Queue
- Approval Date – the date the application was approved
- Date to Prov(ider) Queue – date the application was sent to the program's Queue

Clicking on the App ID will open the FSS Application, in read-only view. (Please see page 33 for more information about the Application.)

Demographics	Category	Individual Status	Caregiver Status	Family Situation	Additional Resources
Demographics					
232	XXXXXXXX	XXXXXXXX	11/7/1996	15	
Youth CYBER ID	Youth First Name	Youth Last Name	Date Of Birth		
692502	XXXXXXXX	07416	17		
DD/ID Number	Primary Caregiver	ZipCode	Age		
Application Date					
01/16/2014					
Is youth age 17 or less living with the caregiver in the community? If not, the youth may not be eligible for Family Support Services.					
<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A					
If age 18 to 20, is the young adult living in the community? If not, the youth may not be eligible for Family Support Services.					
<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> N/A					
Does youth have Medicaid eligibility?					
<input type="radio"/> Yes <input checked="" type="radio"/> No					
Has family received Family Support Services previous to 1/1/13?					
<input type="radio"/> Yes <input checked="" type="radio"/> No					
If yes, please describe:					
The individual with a disability has one or more of the following diagnoses or conditions:					

The user has the ability to change the status of the application in the last tab of the document. (Click on one of the two buttons on the far right-side of the tabs to locate the Status tab.)

Status	Caregiver Status	Family Situation	Additional Resources	Service Request	Reauth	Status
Submit						
ASSIGN - Default status when assigned to the FSS Link for the Provider ASSIGNED To Queue - Assigned to the Queue. REVIEW - You are in contact with the family to determine if your program may be appropriate. SCHEDULE- The youth is scheduled for admission to your program. ADMIT- You have admitted the youth to your program. NOT ACCEPT- Your program is not appropriate for or not able to meet the needs of the family.						

The available status options are as follows;

- **Admit*** – admits the youth to the program and places them on the Census; removes the application from any other program’s Provider Queue or FSS Link tab.
 - Users **should not admit a youth and family until they are providing services**. Admissions cannot be entered with a future date; programs should be entering the admission date **ON THE DATE** that the family receives services for the first time. Entering an admission date starts the authorization for services – the authorization will not be extended because the program did not start services on the admission date.
 - Setting an admission date prior to providing services stops the family from potentially receiving services sooner from another agency, which creates a barrier for the family; it also takes time away from the family – if the service does not start for 3 weeks after the admission was entered, those 3 weeks will not be returned and are then lost. If, after admission, the program discovers that they are unable to provide services, it is expected that the family is discharged **immediately**; their current FSS Application will be automatically reposted to the FSS Link for potential admission into another program.
 - ****Providers of after school respite services and weekend respite services will have the ability to input the number of units they would like to have authorized for the admission; the value entered cannot exceed the number of units allowed per authorization. (This information is housed in the program’s Provider Information File (PIF); see page 31 for details.)**
 - Programs must ensure that they are entering the number of units to be used for each authorization, not just the first 90-day period.
- **Assign** – initial status of any application in the FSS Link; can be assigned to multiple provider FSS Link tabs at one time
- **Assign to Queue – (new in 2017)** – status used to assign the application to the Provider Queue for additional work; this is the status that is recommended that users place each application in prior to doing any work towards possible admission
- **Not Accept** – the youth has been deemed not appropriate for the program or vice versa; selecting this status forces the user to also enter a comment documenting why the youth was not accepted (a menu of options is available, as well as a comment box for additional information or for entering an “other” reason). This status will also remove the youth’s application from the Provider Queue or FSS Link. (Users will have a filter option on the FSS Link that allows them to see the applications previously marked as Not Accept and put them back on the program’s FSS Link tab – only if they are still active.)
 - Programs should not use ‘Not Accept’ for an application based only upon the Family Level of Need; an application that indicates the Family Level of Need is “H”, or High, does not indicate that the youth is the sole individual within the family with high needs. The application gives a holistic picture of the family and does not only provide information on the youth’s needs. If there are other individuals within the home with developmental disabilities, if the family does not have outside assistance to care for the youth, all of these factors as well as other may contribute to the Family Level of Need.
 - If, after a review of the application and possibly a conversation with the family, the program determines that they are unable to provide services to the family and youth, a reason of Not Accept can be selected. A program should not enter “Not Accept” due to the program being at capacity. If the program is at capacity, no actions need to be taken on the applications in the Provider Queue or the FSS Link. Any application with a status of Assign or Assign to Queue is most likely also assigned to the queues of other

programs. The application will remain in the Provider Queue or FSS Link tab until the program can either admit the family into services or the family is admitted into services with another provider.

- **Review** – the application is being reviewed by the program
 - Setting this status will pull the application off of any other program’s FSS Link and Provider Queue
 - *It is recommended that programs utilize this status once the application has been assigned to the program’s Provider Queue, just prior to or just after initially contacting the family; doing so will prevent a host of other providers contacting the family at the same exact time.
 - **Note** – when an application’s status is set to **Review**, the status must be changed to Schedule or Admit within three calendar days (72 hours). If the status is not changed, the system will automatically put the status back to Assign, which will allow for the application to appear again on other program’s FSS Link tabs; the application will then appear on the FSS Link tab.
 - Users can reset the status of the application back to Review if necessary; as of this printing, there is no limit as to how many times this status can be reset.
- **Schedule** – an admission date has been scheduled for the youth by the program
 - Setting this status will pull the application off of any other program’s Provider Queue and FSS Link tab
 - Schedule status will be changed back to Assign, and the application will go back to the FSS Link for the user’s program and all other matching programs, after the following time-frames;
 - **7 calendar days:**
 - AASR
 - AHR
 - AWRAO
 - AWR
 - OVR
 - **21 calendar days:**
 - SHR
 - Programs should only use this status when an admission date has been set in the **near** future. If the program is working to staff the service for an individual family, and a firm start date has not been set, the program **should not** utilize this status. This will prevent other programs from reaching out to the family and possibly providing services in a timelier manner.

***What Happens Upon Admit**

When the user chooses to admit a youth into the program, the following actions are automatically taken by CYBER:

- The admission is recorded into the youth’s record;
- A 90 day authorization is opened, with the admission date as the start date; the number of units authorized will match the “Units per Auth” number that is entered on the Provider Information File (PIF) – see page **31** for more information on the PIF. (This number could be different if the provider is an afterschool respite or weekend respite provider.)
- The youth is taken off of the Queue and/or FSS Link and placed onto the Census tab in FSS Link.

- A Tracking Element is opened in the youth's record. This allows the agency to have access to the youth's record to add information such as reauthorization requests.
 - This also allows an agency to open/add its users on the **Provider tab** of the youth's record.

CIMID	FIRSTNAME	LASTNAME	TYPE	FACILITYNAME	STARTDATE	ENDDATE	EMAIL	PHONE
LLucas	Linda	Lucas		Arc of Essex (Agency Hired Respite)	2014/01/01			

- Clicking on the Add Provider button and then selecting the individual that are working with the youth will allow those staff to utilize the Your Caseload button (found on the left-side button bar). This button, when clicked, will pull up a list of youth that the user is working with, which allows quick access to their record.
- It is recommended that programs use this function to create a Caseload for users (accessed via the My Caseload button on the Welcome Page); it also inserts the user's contact information into the youth's record. This allows for all providers working with the family to have the FSS provider's contact information – which will allow for the continuation of the team approach to the youth's care.

There are a few rules around admitting a youth that users should keep in mind when looking at the Queue;

- If a youth has a current authorization for the same service type the program will be unable to admit the youth. Examples include types of respite such as Agency Hired Respite and Self Hired Respite.
 - If the user is reviewing a Transition application, the agency can work with the family on an admission date while the family works with their current provider on a discharge date so that there is no interruption to their services.
- If the youth is turning 21 years old within the next 90 calendar days the program will not be able to admit the youth unless the program is already providing services to this youth; the youth can then be admitted and will be authorized for services up until the day before their 21st birthday.
- Users cannot enter an admission date that is prior to the Service Request Create Date (found on the application).

IV. b. FSS Link Tab

Users will also have access to the FSS Link tab.

App ID	Ref ID	Status	Youth/Child ID	Youth/Child	App Type	Family's Level of Need	Service	Availa
385433	25029	ASSIGN	246197	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
412520	26670	ASSIGN	214453	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
429526	27612	ASSIGN	211624	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
430516	27663	ASSIGN	211053	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
432058	27780	ASSIGN	212768	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
432347	27796	ASSIGN	263987	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
434927	27903	ASSIGN	220104	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
435422	28178	ASSIGN	220285	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
438090	28077	ASSIGN	216082	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
444698	28408	ASSIGN	247039	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
451414	28693	ASSIGN	114706	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
456287	28944	ASSIGN	212687	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
457382	29013	ASSIGN	49832	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
468120	29541	ASSIGN	211334	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
481358	29768	ASSIGN	217858	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
489847	29856	ASSIGN	150377	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
491967	29868	ASSIGN	223274	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
504444	30074	ASSIGN	214228	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
504495	30072	ASSIGN	212865	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
509888	30207	ASSIGN	211986	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/
516948	30393	ASSIGN	170497	LASTNAME, FIRSTNAME	Routine	High	Agency Hired Respite	2017/

High: 49 Moderate: 36 Low: 7 Number of youth on your FSS Link tab: 92

The FSS Link will list all of the active applications that have been automatically assigned to the program by the system, based upon the needs of the youth and the program’s service information from the Provider Information File (PIF) in CYBER. (See page 31 for more information on the PIF.)

The FSS Link will show the applications for families with the highest needs first (“H” in the Level of Family Need column), sorted with the oldest applications first; moderate and low needs applications will appear after the highest need applications.

***Users can **only** review and change the status of the applications for the families with the highest needs until all of the high need applications have been set to Review or Schedule, (which will place the applications on the Provider Queue) Not Accept or Admit. This is so the highest need families receive services first. Once all of the high need applications have had an action taken, the applications that indicate a moderate need will be available for review and assignment to the Provider Queue for additional work.

Above the grid, users will find two filter options; these will change the applications that appear in the grid.

PerformCARE®

- Status – this menu contains two options; Assign (default setting) and Not Accept. Assign will show all applications that were assigned to this program’s FSS Link. Not Accept will show all active applications that the program previously put into Not Accept status.
 - To return an application back to the FSS Link from Not Accept status, the user must open the application and go to the Status tab.
 - The user will change the status of the application to Assign; no other status will be available for use.
 - Once the application is in Assign status, it will appear on the FSS Link tab for further review and assignment to the Provider Queue.

The FSS Link grid will include the following information;

- App(lication) ID – acts as a hyperlink that, when clicked, will open the FSS Application in read-only view
 - *Users can only open those applications that indicate a family has a high level of need unless all of the high needs applications have had an action taken on them (put into Review, Schedule, Admit or Not Accept status)
- Status – of the application
- CYBER ID – of the youth
- Family Level of Need – H, M, L
- Service – the service the family is requesting
- Available Start Date
- Service Comment – additional information entered into the application regarding the service the family is requesting
- Age, Gender (of the youth)
- County, Zip Code – where the youth currently resides
- Ser(vice) Req(uest) Create Date
- Current Auth End Date – if the youth is currently receiving a Family Support Service, the end date of the current authorization will appear here
- Days of FSS Link – the total number of days the application has been posted
- Approval Date – of the application
- Caregiver Name and Phone (number)
- Autism – if there is a “Yes” in this column it indicates that the youth needs a program that can accommodate someone with Autism

Below the grid are counters for each of the levels of need, as well as a total which shows the number of applications in the FSS Link for the program.

IV. c. Census Tab

On the Census tab, users will find a list of all the youth that are currently in “Admit” status for their program.

Status: Active Filter By Program: 65412399 Advancing Opportunities (AHR-Central) (AHR)

[Provider Queue](#)
[FSS Link](#)
[Census](#)
[FSS Assignment History](#)

Census

[Transition](#)
[View Historical Data](#)
[Print](#)

Youth/Child ID	Youth Name	Age	Gender	Admission Date	AuthEndDate	Service	Family's Level of Need	App Neede
49330	LASTNAME,FIRSTNAME	20	F	2017/02/22	2017/07/18	AHR	High	2018/02/1
210465	LASTNAME,FIRSTNAME	20	F	2016/10/03	2017/06/29	AHR	High	2017/09/2
219543	LASTNAME,FIRSTNAME	17	M	2016/10/19	2017/07/15	AHR	Moderate	2018/03/1
211600	LASTNAME,FIRSTNAME	17	M	2016/10/19	2017/07/15	AHR	Moderate	2018/03/1
215357	LASTNAME,FIRSTNAME	17	F	2014/09/01	2017/08/15	AHR	Moderate	2017/04/2
211625	LASTNAME,FIRSTNAME	14	M	2017/04/06	2017/07/04	AHR	High	2018/03/3

The area above the grid also includes a button for “Transition” (i.e. discharge) and “Historical Access”. See page 27 for more information on both topics.

Users will find the following information in the grid on the Census tab;

- Youth/Child ID – will act as a hyperlink that, when clicked, will bring the user to the youth’s Face Sheet
- Youth Name
- Age, Gender
- Admission Date
- Auth End Date – end date of the current authorization
- Service
- Family Level of Need – Level of need identified on the active application
- App Due Date – date that the family’s current application expires; families must have an active application on file in order to continue services

A note about continuation of services based upon family needs:

Families with applications that have a Family Level of Need that is “H”, or that indicate High needs, will receive the initial year of service (360 days). The family will be required, as every family is, to update their FSS Application on an annual basis. If their needs remain to be documented as High, the family will continue with services past the 360 days up until the time that an application indicates that their needs have changed to Moderate or Low (or until the youth turns 21).

Families with applications that show a Family Level of Need as “M” or “L”, or that indicate Moderate or Low needs, will receive the initial year of service (360 days). The family will be required, as every family is, to update their FSS Application on an annual basis. If their needs remain to be documented as Moderate or Low, they will receive a Discharge Authorization at the end of their 360 days; this Discharge Authorization will be for 90 additional days. This will allow the family to look for alternate services within their community; the youth will be automatically discharged at the end of the Discharge Authorization. This will also open a spot up in the program for a family with higher intensity needs. If the family has a current FSS Application, their requests for service(s) will be posted to the FSS Link for possible admission into another program.

Automatic discharges will generate an “FSS Discharge Authorization” progress note in the youth’s record; users can access the progress notes screen via Historical Access from the Welcome Page or Census tab. This progress note will include the discharge date and reason.

***Please note:** PerformCare sends out a notification letter to families 90 days prior to the expiration of their FSS Application. Please work with your admitted families to remind them to update their current applications; use the Application Due Date information on the Census tab of FSS Link as a reminder. If a family's application expires, they will receive a Discharge Authorization at the end of their 360 days of service and will be automatically discharged at the end of that authorization (**regardless of need**). Once a discharge authorization has been entered into the youth's record, it cannot be removed; if the youth is discharged and the family's application is reposted to the FSS Link, the provider may readmit them into services if they continue to match the program (age, location, level of need).

Automatic discharges will be completed by the system on a nightly basis. Families will be automatically discharged when the following circumstances exist in the youth's CYBER record:

- The youth has a received a discharge authorization and the current date is the final date of that authorized period
- A reauthorization form has not been entered by the program within the 30-day period following the last date of authorization
- There is no active application in the youth's record; their admitting application is past 365 days since its initial entry and there has been no new application entered.

IV. d. Assignment History

This tab, introduced in 2017, allows providers to see the current status of the applications that were previously assigned to them on the FSS Link tab (or the Provider Queue in prior versions of CYBER).

Application ID	Application Status	Assignment Status	Family's Level of Need	Youth/Child ID	Youth/Child	Last Comment
744903	SCHED	ASSIGN	High	212718	LASTNAME,FIRSTNAME	jcoudray
741148	INPROCESS	NOTACC	High	299527	LASTNAME,FIRSTNAME	jbowker
740843	ASSIGN	NOTACC	High	211320	LASTNAME,FIRSTNAME	kpetillo
739086	ASSIGN	NOTACC	High	288023	LASTNAME,FIRSTNAME	Mcalixte
734190	ADMIT	NOTACC	High	296250	LASTNAME,FIRSTNAME	kpetillo
732888	SCHED	NOTACC	Moderate	322878	LASTNAME,FIRSTNAME	jcoudray
731584	ADMIT	ASSIGN	High	188423	LASTNAME,FIRSTNAME	mweaverhe

The top of this tab includes filter parameters, which will be set to the prior three months by default, so that the applications that appear in the grid are from the last three months. The user can change these parameters if need be.

The Assignment History grid will include the following columns and information:

- App ID
- Application Status – the current status of the application with another program
 - This column will show the status of the application as of the current date; it may show that the application has been cancelled (which may have been done through an automated process if the application was over a year old, or may have been done manually due to a family request) or admitted.
 - If the application has been set to Admit programs may find this information is helpful when they are looking at the applications that they have either set to Assign to Queue or that were assigned to their program by the system and are no longer assigned to the program (i.e. they have fallen off of – or disappeared from – the FSS Link or Provider Queue).
 - Other statuses include Schedule, In Process (indicates the application is in Review status), Assign, Assign to Queue
 - *Users may see the status is set to “Open” which indicates that the application is currently not assigned to any Provider Queue
- Assignment Status – displays the last status the application was set at by the selected program
 - For example, if the user’s program set the application to Not Accept, that status will appear here
 - Users will see when the application was set to Not Accept by PerformCare; this is done when either the program does not match the family’s needs and the system does not recognize the mismatch or the family requests that they not be matched to the program.
- Family Level of Need – H, M, L
- Youth/Child ID
- Last Comment By – ID of the user that entered the last comment into the application
- Last Comment - text from the last comment
 - Comments are typically added when the application is set to Not Accept

- Will indicate when Not Accept was set by PerformCare; it will include “Administratively set to Not Accept”.
- Gender
- Age
- Service Type – abbreviation for the type of service the application was for
- Create Date – date the application was created by the CSA
- Date Assigned to FSS Link – the date the application was initially assigned to the FSS Link for the program
- Days in FSS Link – a count of days that the application was in the FSS Link for the program before being assigned to the Queue or taken off
- Canceled By – ID of the user that canceled the application (when applicable)
- Canceled Date – date the application was cancelled

V. Completing a Site Transfer

Certain agencies have multiple programs – or sites – that provide the same type of service, at different locations. For example, one agency may have five different Agency Hired Respite (AHR) programs or sites in CYBER.

Site transfers are completed for admitted youth who need to move to a different site/program within the same agency and for the same service.

*Only those agencies that have multiple programs that provide the same type of service may complete a site transfer.

To complete a Site Transfer, the user must navigate to the Forms screen within a youth’s record. There, they will select FSS Site Transfer Form from the Document menu.

Document Type:		FSS Application		
APP ID	Created By	FSS Application	Status	
> 385433	BNowack	FSS Reauthorization	Approved	
242999	bdrucker	FSS Site Transfer	Approved	

Users will click the “Add New” button to create a new form; users can also double-click on any existing approved forms in the grid to open and review them.

*Once the user clicks the “Add New” button, they may receive a pop-up window asking them to select a program. This will only occur if the user AND youth are both opened to more than one program for the agency.

The form will load in the CYBER window:

FSS Site Transfer

FSS Site Transfer

Form ID: -1 Cyber ID: 218663

First Name: FIRSTNAME Last Name: LASTNAME

Transition Date: 6/13/2017 Transition Reason: FSS Site Transfer

Program From: 65412399 - Advancing Opportunities (AHR-Central)

Program To: [Empty dropdown menu]

Comments: [Empty text area]

Submit Update Status Cancel

Note: Once the form loads, the user may receive a pop-up window with a validation message, preventing them from completing the form. This will occur anytime that the following exists;

- The most recent authorization for FSS has expired and no new authorization has been created
- There is no program available to transfer the youth to; the agency may have other programs or sites but they are not of the same service type that the youth is currently receiving
- The family's FSS Application has expired
- The active FSS Application does not include a request for the service the youth is current receiving
- In rare instances, an authorization exists without a current admission in the youth's record; if a user receives this message they must contact the Service Desk as instructed in the message

The majority of the form is completed for the user – the youth's information, including the program that they are transferring from, are automatically completed by the system.

The user must choose the program that the youth is transferring to from the drop-down menu.

The user also must enter a transition date; this field will automatically populate with the current date. The user may edit this date – the entered date cannot be in the future and cannot be prior to the current program's admission date.

Note: Users will be unable to create a Site Transfer Form on the same day that a youth was admitted into the program.

Items to keep in mind when completing a Site Transfer Form:

- If the youth has already received a discharge authorization, the transfer does not affect the discharge authorization – the youth will still be discharged at the end of that authorization.
- The Site Transfer does not change the date that the family's FSS Application is due.
- The Site Transfer does not change the amount of time that the family has already received services; if they have already received 9 months of services and their current FSS Application indicates that they have Moderate needs, they will receive a new authorization for 3 months and then a discharge authorization for an additional 3 months.
- The authorization for services will not change; the authorization is created for the agency, not the specific program or site.

VI. Transitioning Youth and Historical Access on the Census Tab

Users can complete transition (i.e. discharge) from the Census tab, by utilizing the Transition button at the top of the Census tab. Clicking this button will bring up the Transition a Youth screen.

The three fields here are required; the Reason (for discharge) is a drop-down menu. Users will find options here such as family declined services, youth is noncompliant with rules of the program, and other – which requires a comment to be included detailing why the program discharged the youth.

Programs should discharge a family from service **immediately** if it appears they are unable to provide services to the family; this will allow their FSS Application to be reposted for another program to review.

***Note:** users can backdate a discharge date but cannot select a date in the future.*

The Tracking Element for the program closes upon transition; the program no longer has the ability to write to the youth’s record. Users can access a historical version of the record by utilizing the “View Historical Data” button at the top of the Census tab. Clicking here will bring up the following screen;

History					
	Youth Name	Gender	DOB	YOUTH/CHILD ID	Admit Date
Facesheet		M	12/9/1993 12:00:00 AM	1002	1/17/2014 12:00:00 AM

This screen will list all of the youth that have been discharged from the program (via CYBER). Users can access a historical version of the youth’s record by clicking on the Face sheet button. The user will access the youth’s record as it was when the program’s Tracking Element closed; this allows users to view authorization information, progress notes, etc. from when the youth was admitted into the program.

VII. Requesting Continuation of Services (Reauthorization)

Once a youth is admitted into a program, an authorization is automatically opened for the first 90-days of service; programs will be expected to enter a request for continued stay no less than 30 days prior to the end of the 90 day authorization (i.e., users will input the request every 60 days). *Please note – Assistive Technology services will not be continued via the Reauthorization Form.

***Please note** – if a program neglects to submit a Reauthorization form within 30 days after the end of the authorization, a 90-day discharge authorization will be created for the youth and they will be automatically discharged from services.

Users will request continued stay by entering a Reauthorization Form; they are located in the Forms area of the youth’s record. This can be reached by clicking on the Forms button in the lower left-hand of the screen. Clicking here will bring up the youth’s Forms screen. **Any user in the agency can complete the Reauthorization Form; an MGR designation is not required to complete the form but IS required to submit it to PerformCare.**

Document Type:		FSS Application		Status
APP ID	Created By	FSS Application		
> 375335	ssprotzer	FSS Reauthorization		Approved
299593	CSAADMIN	FSS Site Transfer		Approved

Here, users will need to select “FSS Reauthorization” from the Document Type menu to populate the grid; Users will find any Reauthorization forms that have already been submitted and approved for the youth and this user’s program.

To create a new Reauthorization form, users will click on the Add New button above the grid.

Document Type:		FSS Reauthorization		Add New				
Program	Status	Start Date	End Date	Auth Number	Units Authorized	Service Code	Service Description	Date Submitted
	Approved					S9125HA52-PPD		1/17/2014 4:01 PM

Keep in mind that if the user is attached to more than one FSS program in the system, and the youth has an admission and authorization that is active for more than one of the programs, the user will need to select the service for which they are requesting continued stay for before proceeding with creating a new form.

Also, when the user clicks the Add New button, the system will run a series of validations to ensure that the youth is able to receive a reauthorization at this time. A user may receive an error message if any of the following conditions apply:

- The youth has turned 21 or will turn 21 in the next 90 days
- The youth has received a Discharge Authorization
- The youth’s most recent FSS Application has expired
- The authorization the user is trying to reauthorize is for assistive technology; these authorization are not eligible for reauthorization
- The user is attempting to enter the form prior to 30 days before the end of the current authorization
- A form has already been submitted for the youth for this authorization period

The Reauthorization form will appear on the screen as long as none of the previous conditions exist.

123656		32202	01/17/2014	1
CYBER ID	Youth Name	App ID	Admission Date	Auth Count
04/18/2014	07/17/2014	S9125HA52-PPD	Agency Hired Respite PPD	
Start Date	End Date	Service Code	Service	
65353015		Arc of Essex (Agency Hired Respite)		
CIMID	Program			

What is the percentage of utilization of authorized services?

Is the provider recommending continued services?

What is preventing the family from utilizing the services?

Is the family seeking a more sustainable resource to provide these services?

Approve Deny Submit Exit Delete Return View Review Hist

The fields in the top portion of the screen are all read-only and will auto-populate from the youth's record.

Users must select a percentage for the question "What is the percentage of utilization of authorized services?". Options are 0-25%, 26-50%, 51-75%, 76-100%.

- To calculate the usage, users will take the number of units used by the youth/family and divide it by the total number of units authorized for the period. For example, if the youth was authorized for 60 units in a three-month time frame, and used 40 of those units, the utilization percentage would be 67%. If the utilization percentage falls below 76%, it is highly recommended that users include information on why it was below that mark in the open text box "What is preventing the family from utilizing the services?".

Users must select Yes or No for the question "Is the provider recommending continued services?".

*Please note – if the user is not recommending continued services, this form should not be completed. The youth should be discharged from services immediately or they will be automatically discharged 30 days after the end of their current authorization.

The final question – Is the family seeking a more sustainable resource to provide these services – is also required.

Once the user chooses to submit the form, the system will run a series of validations to ensure that all required fields are completed; if the system finds an empty required field, the user will receive an error message and must fix the error prior to submitting successfully.

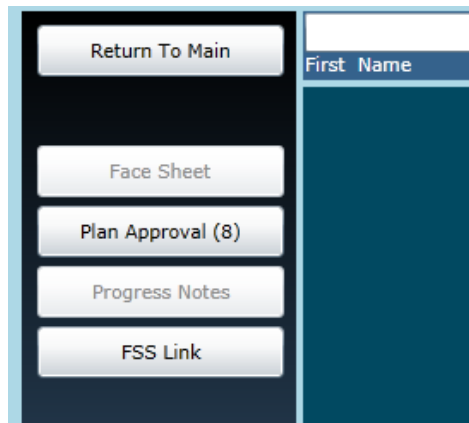
If the form passes validation, it will be submitted up the agency's hierarchy; the hierarchy is built into the system so that a user with a designation of Manager (MGR) can review the work of their direct reports. (Users can find information on hierarchy in the training materials for Security/System Administrators on the Training page of the PerformCare website.)

The hierarchy designations are assigned to a user's profile by the System Administrator for the agency or program.

For those users that have a "MGR" designation in the system, they will need to access the Reauthorization forms via the Plan Approval screen, in order to submit them to PerformCare. (See below for how to use Plan Approval for Reauthorizations and Transfer Forms.)

VIII. Plan Approval – Using this Screen to Manage Reauthorizations

The Plan Approval screen can be accessed via the "Plan Approval" button which is on the Youth/Child Search screen and can also be found when in a youth's record (on the left-side of the screen).



Clicking this button will bring up the Plan Approval window.

The screenshot shows the PerformCARE interface with the following elements:

- Filters:** 'FSS-ReAuth' is selected. There are checkboxes for 'Due Today' and 'Due Tomorrow'. A date range filter is set from 'FROM: <M/d/yyyy> 15' to 'TO: <M/d/yyyy> 15'. There are 'Select All', 'Clear All', and 'Refresh' buttons.
- Table Headers:** PLAN, PLANTYPE, ASSIGNEDTO, YOUTH/CHILD, REQUESTOR, DUE DATE, AGENCY, TREATMENTPLANID, Return.
- Filtered Plans (0):** A table with 0 rows.
- My Plans (8):** A table with 8 rows. Below the table is an 'Assign' button.
- Unassign:** A button at the bottom right.

PLAN	PLANTYPE	ASSIGNEDTO	YOUTH/CHILD	REQUESTOR	DUE DATE
FSS-ReAuth	FSS ReAuth - SubmittedFSS ReAuth	Daele Phlegar	1015 - TIMOTHY HUGGINS	Daele Phlegar	
FSS-ReAuth	FSS ReAuth - SubmittedFSS ReAuth	Daele Phlegar	1534 - Keyshawn Norman	Daele Phlegar	
FSS-ReAuth	FSS ReAuth - ReturnedFSS ReAuth	Daele Phlegar	144224 - William Jones	Daele Phlegar	
FSS-ReAuth	FSS ReAuth - AssignedFSS ReAuth	Daele Phlegar	144556 - Erick Rea	Daele Phlegar	

****It is imperative** that those users within an agency with a “MGR” designation monitor Plan Approval and their Welcome Page for Reauthorizations that are pending their review and ultimately, submission to PerformCare. Discharge authorizations are generated automatically for those youth who do not have a Reauthorization request entered within 30 days before or after the end date of the authorization. Families will lose their services inappropriately if the Reauthorization is not submitted in a timely manner.**

IX. Provider Information File (PIF)

A program’s Provider Information File, or PIF, is what determines the type of youth that will appear on the program’s Provider Queue in the FSS Link area of CYBER. It houses the requirements of the program that youth applications (or applications, in this instance) must fall into in order to be considered for admission into the program.

The PIF can be accessed by any FSS user via the Provider Details button from the Welcome Page. Clicking here will bring users to Provider Details, where the user will find the Update PIF button on the left-side of the screen.

The screenshot shows the 'Provider Details' screen with the following elements:

- Left Sidebar:** Buttons for 'Return To Main', 'AHH PIF', 'OOH PIF', and 'FSS PIF'.
- Header:** 'Provider Details'.
- Filter Tabs:** 'All Providers', 'Medicaid Providers', 'CSOC Providers', 'OOH Providers', 'Non Med Providers'.
- Actions:** 'Load All Providers', 'Search', 'Clear Search' buttons.
- Table Headers:** MAID, PROVIDER NAME, ADDRESS, CITY, STATE, ZIP, PHONE, TYPE, SPE.

Clicking here will bring up the PIF screen; the PIF tab will be the one that opens by default. If the user is associated to more than one program, they will need to choose the program from the menu at the top of the window.

Program

65353015 Arc of Essex (Agency Hired Respite) (AHR)

PIF History

PIF

Link Provider Capacity

FEIN / Medicaid #

221546173

CIMID

65353015

Program

Arc of Essex (Agency Hired Respite) (Agency Hired Respite)

Admission Contact

Sue M. Brand /JAN: Laurie

Contact Phone

9084441111

Contact Email

sbrand@test.com

Service Code

S9125HA52-PPD

Service Description

Agency Hired Respite PPD

Units Per Auth

60

Units Remaining

3080

Units Per Year

3840

Ages Served

- AGE00
- AGE01
- AGE02
- AGE03
- AGE04
- AGE05
- AGE06
- AGE07
- AGE08
- AGE09
- AGE10
- AGE11

Specifiers

- Autism
- Superstorm Sandy

Counties Served

- Atlantic County
- Bergen County
- Burlington County
- Camden County
- Capemay County
- Cumberland County
- Essex County
- Gloucester County
- Hudson County
- Hunterdon County
- Mercer County
- Middlesex County

Select All

Zip Codes Served

- 01844-METHUEN
- 07002-BAYONNE
- 07002-BERGEN PC
- 07002-MILITARY C
- 07002-PAMRAPO
- 07003-BLOOMFIEL
- 07003-BROOKDAL
- 07003-GROVE
- 07003-NORTH CEF
- 07003-WATSESSI
- 07004-FAIRFIELD

Submit

*Please note – depending upon security settings, users will have the ability to edit different fields on this screen. A user with a Security Code “LincSpec” in their user profile will have the ability to edit the following fields;

- Program
- Admissions Contact, Contact Phone, Contact Email
- Ages Served – this will set the parameters for the youth that appear on the Provider Queue for the program; for example, if the PIF states that the program serves 13-18 year olds, the only applications that will appear will be for youth in that age range
- Specifiers – currently, the only specifiers available are Autism and Superstorm Sandy (for Superstorm Sandy funding)
- Counties and Zip Codes Served

A user without the “LincSpec” Security Code will have the ability to edit the following fields;

- Provider Type
- Program
- Admissions Contact, Contact Phone, Contact Email

Users will have access to the “PIF History” button at the top of the screen, which – when clicked – will bring up a grid that will including information on any changes made to the program’s PIF and the User ID of the individual that entered the change. The grid will include the original information and what it was replaced with.

The Link Provider Capacity tab is the next tab available in the PIF; it can only be edited by CSOC users. If a program needs their capacity information changed, they will need to contact CSOC directly.

X. The FSS Application

PerformCare staff complete the FSS Application telephonically with families; when the application has been completed, the requests for service are put onto the FSS Link for providers to review and to determine suitability of the program for the youth and family’s needs.

The FSS Application can be accessed via a number of ways.

If the user is on the FSS Link, the Application can be accessed from the following areas, by clicking on the App ID in the grid (highlighted in blue);

- Provider Queue (if manually assigned by a user at the program)
- FSS Link
- Census (will include a record of any Reauthorizations generated for current admission)

If the user is in the youth’s record;

- Forms button (the FSS Applications grid will open by default)

Regardless of access point, the FSS Application will be read-only for the user; PerformCare is the only entity able to add or edit any of the Applications.

When accessed via the youth's record and Forms area, the FSS Applications grid will contain the following information;

- App ID – number assigned to the application automatically by the system
- Total Score
- Age
- Zip Code and County the youth resides in
- Status – users may see “Canceled” here if the application was cancelled by the CSA
- Status Date
- Date App Completed
- Caregiver Name
- Individual Score
- Caregiver Score
- Family Situation Score
- Created By – the CYBER ID of the PerformCare user that created the application

The Application itself will include the following tabs or sections;

- Demographics – some of this information will be hidden from view if the user is accessing the application from the FSS Link; will include diagnosis information for the youth as gathered telephonically from the family
- Category – will contain information on the services being requested by the family at the start of the call with PerformCare
- Individual Status – rated questions about the youth
- Caregiver Status – rated questions about the youth's caregiver(s)
- Family Situation – rated questions about the family and how the youth's status influences the family
- Additional Resources – will contain information about the non-CSOC funding services the youth is currently receiving as well as any additional services the youth or family are receiving through CSOC
- Service Requests – the requests made with this application
 - If the family is requesting more than one service, each request will have a priority attached to it (1, 2, 3, etc). This is for informational purposes and should not be a factor in the agency reaching out to the family.

- This tab will also include a list of the authorizations from the youth's record; this may be found useful when a provider is reviewing a Transition application. The user will find the youth's current authorization, and the associated end date, within this grid; users will also find the name and type of provider agency here.
- *Reauth(orization) (if youth is admitted into the user's program) – a list of the reauthorization forms that have been entered for this youth, for services requested on this application
- *Status (if accessed via the Provider Queue or FSS Link tab) – where the user will change the status of the application (see page **16** for more information on status)