

Anomaly Management Function

For Providers

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High-Quality
Service and Support

Objectives

- Anomaly Management purpose
- Access and functionality
- Definitions of indicated anomalies
- Steps to take to resolve indicated anomalies

In CYBER, an ‘anomaly’ refers to specific details about the youth record; anomalies indicate something about the record is incomplete, incorrect, or is outside of the expected range.

Who can access:

- Users with Level 2 and Level 3 security will have access to Anomaly Management from the Welcome Page.

What is displayed:

- Anomaly Management screen will list anomalies for any youths open to the agency.

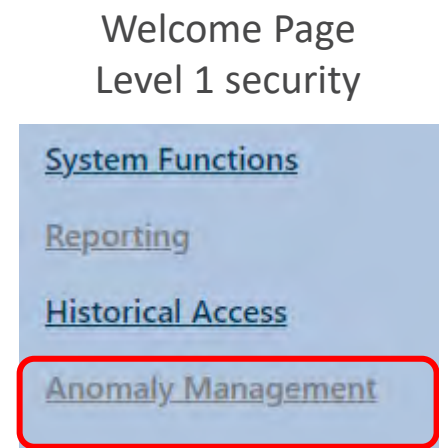
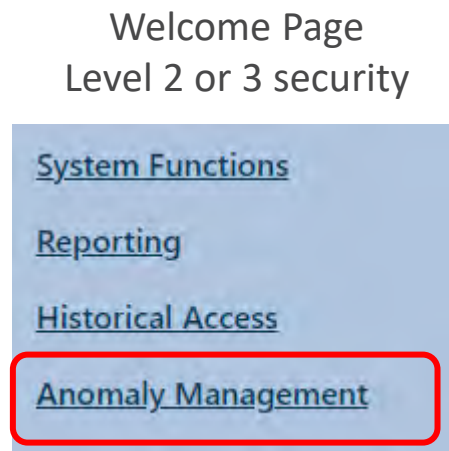
Why they are needed:

- Anomalies act as an alert to providers to indicate review or action needed

Anomaly Management is a tool for the provider. It is not a report that is reviewed by CSOC and cannot be printed.

Who Can Access Anomalies

Users with **Level 2 and Level 3** security will permit access to the Anomaly Management screen. Level 1 security will make the links non-functional.



Only these **Provider Types** can view Anomalies:

Children's Crisis Intervention Services (CCIS)
Care Management Organizations (CMO)
Mobile Response Stabilization Svcs (MRSS)
Div of Child Permanency and Protection (DCP&P)
Intensive in Community (IIC)

Intensive in-Home (IIH)
Intermediate Units (IU)
Mutlisystemic Therapy (MST)
Out of Home (OOH)
Partial Hospital Provider (PHP)

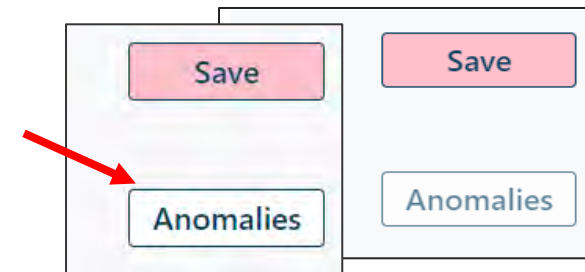
User security is set up by your agency Security Administrators.

What is displayed: Types of Anomalies

There are two types of Anomalies:

Administrative Anomalies

- Located on the youth's Demographics tab
- Data identifies information that is missing or 'malformed' in the youth's record
- Identifies youth that will need to be transitioned out of the Children's System of Care due to 'aging-out' (turning 21 years old).



Practice-related Anomalies

- Located on the Treatment Plans Assessment screen
- Data is from Dashboard and Assessments
- Identifies the need for in-depth review of service utilization and Length of Stay (LOS)

Select Treatment Plan or Assessment type to

Anomaly Management Functions Screen

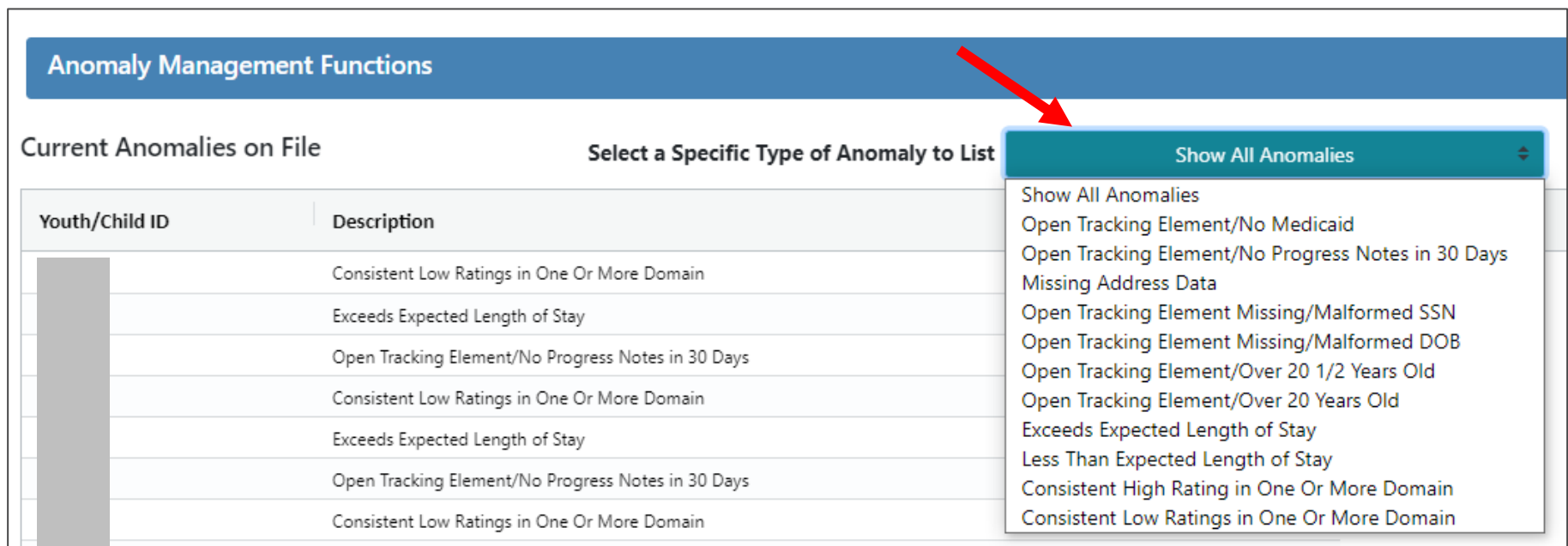
Clicking the **Anomaly Management** link on the Welcome Page will open the Anomaly Management Functions window, displaying all the current anomalies for youth open to the agency.

The screenshot shows the 'Anomaly Management Functions' screen. At the top, it says 'Welcome to CYBER' and 'NJ Children's System of Care'. Below that, there's a 'Current Anomalies on File' section with a dropdown menu to 'Select a Specific Type of Anomaly to List' and a 'Show All Anomalies' button. There are also 'Clear Search' and 'Resolve Selected' buttons. The main area is a table with three columns: 'Youth/Child ID', 'Description', and 'Date'. The table contains multiple rows of anomalies, such as 'Consistent Low Ratings in One Or More Domain' and 'Exceeds Expected Length of Stay'. A callout box on the right side of the table states: 'The grid displays the Youth/Child ID, a Description of the anomaly, and the current Date.'

Select A Specific Type of Anomaly

Clicking the “Select A Specific Type of Anomaly to List” drop-down displays all the types of anomalies.

- **Show All Anomalies**, displays all the current anomalies for active youth.
- Select a **specific anomaly type** to filter the grid.



Anomaly Management Functions

Current Anomalies on File Select a Specific Type of Anomaly to List Show All Anomalies

| Youth/Child ID | Description |
|----------------|--|
| | Consistent Low Ratings in One Or More Domain |
| | Exceeds Expected Length of Stay |
| | Open Tracking Element/No Progress Notes in 30 Days |
| | Consistent Low Ratings in One Or More Domain |
| | Exceeds Expected Length of Stay |
| | Open Tracking Element/No Progress Notes in 30 Days |
| | Consistent Low Ratings in One Or More Domain |

The dropdown menu is open, showing the following options:

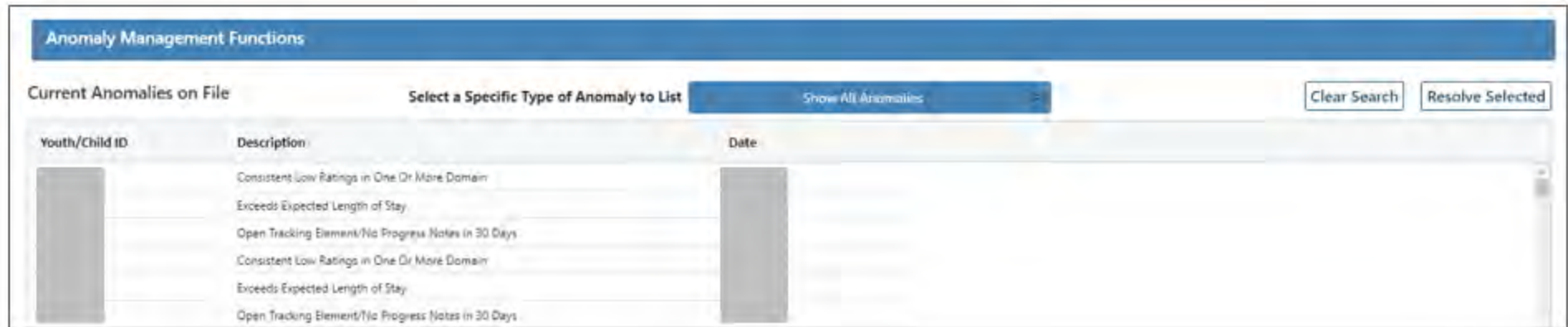
- Show All Anomalies
- Open Tracking Element/No Medicaid
- Open Tracking Element/No Progress Notes in 30 Days
- Missing Address Data
- Open Tracking Element Missing/Malformed SSN
- Open Tracking Element Missing/Malformed DOB
- Open Tracking Element/Over 20 1/2 Years Old
- Open Tracking Element/Over 20 Years Old
- Exceeds Expected Length of Stay
- Less Than Expected Length of Stay
- Consistent High Rating in One Or More Domain
- Consistent Low Ratings in One Or More Domain

Anomalies cannot be printed from the Anomaly Management screen or the youth’s record.

Reviewing Anomalies

To open an anomaly for review, either:

- *Double click* on a row in the grid - or -
- *Single click* to select a row and click the **Resolve Selected** button.



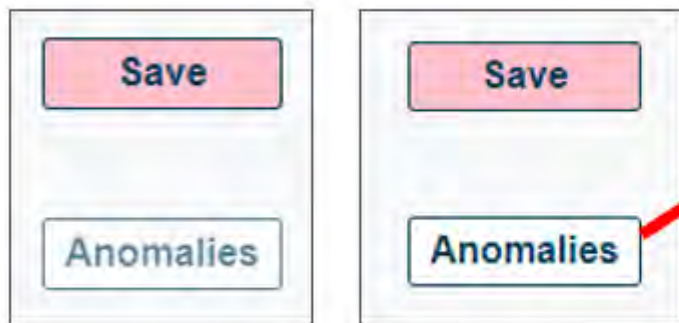
Either selection will automatically open the youth's Demographics Tab.

Reviewing Anomalies in the Youth Record

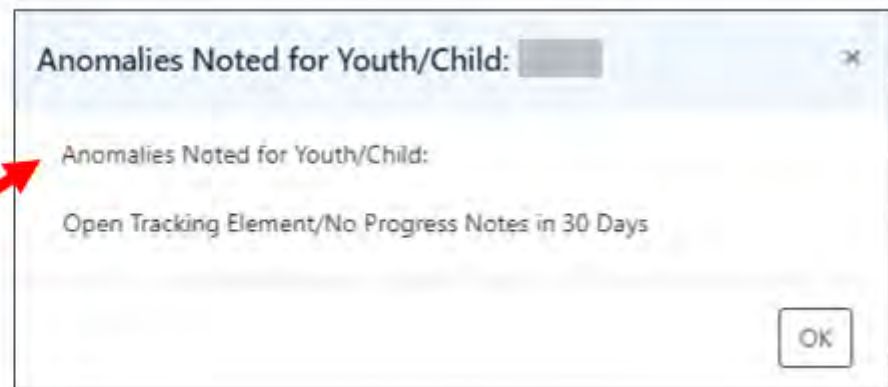
Administrative Anomalies can be reviewed from within the Youth's record on the Demographics tab

On the Demographics tab, if there is an anomaly, the Anomalies button will be active. If there are no anomalies, it will be gray and will not click.

Clicking the active Anomalies button will display a message box listing the different anomalies associated with the current youth's record.



Inactive (gray) and active Anomalies button in youth record.

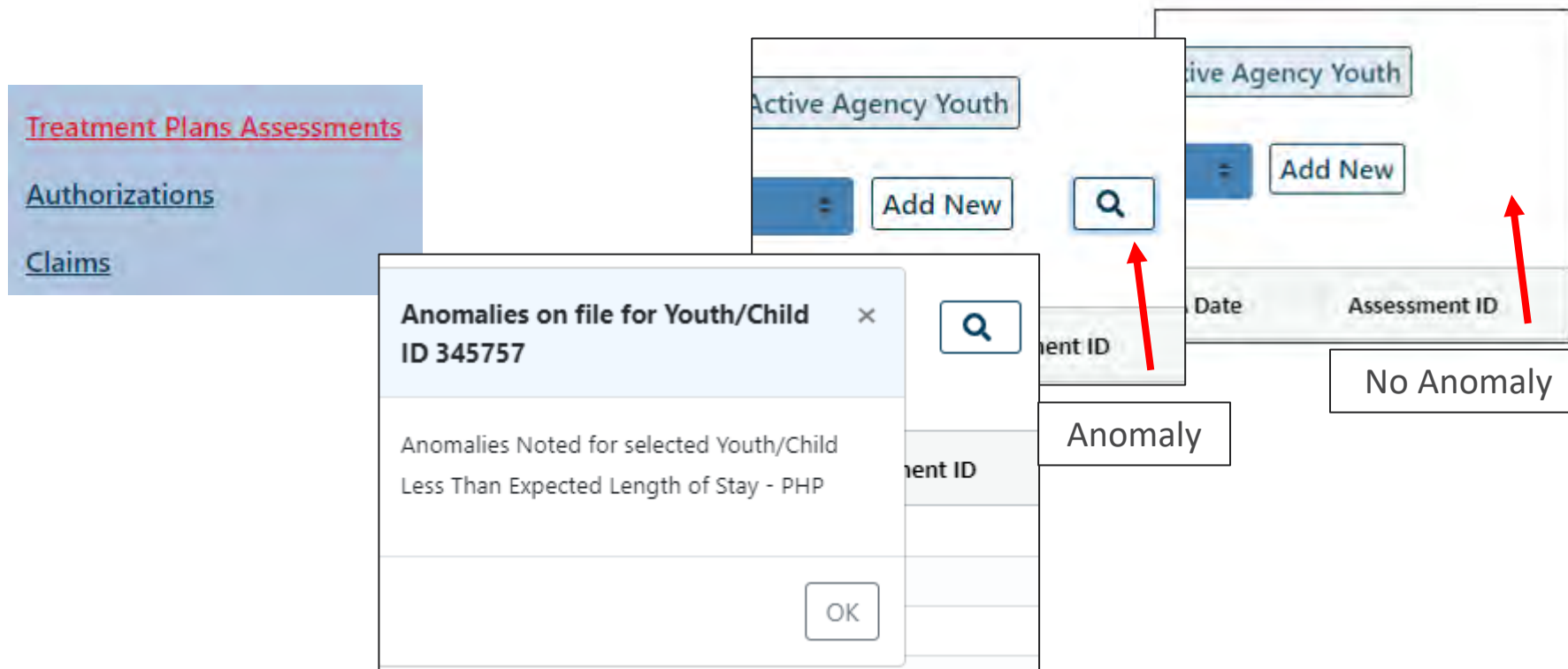


Anomalies displayed from youth record.

Note: Anomalies button is activated only when anomalies are present in the youth's record.

Practice-related Anomalies will be on the Treatment Plans Assessment screen.

- Clicking the Anomaly in Anomaly Management will bring the user to the Face Sheet.
- Click the Treatment Plans Assessment link on the left side
- The indication of an anomaly will appear as a magnifying glass.



1. **Open Tracking Element/No Medicaid** – youth is open to the agency, but no Eligibility is associated with their CYBER record.
 - Notifies the Provider/PE (Presumptive Eligibility) staff to gather information about the youth’s behavioral healthcare coverage; can affect payment for services.

2. **Open Tracking Element/No Progress Note in 30 Days** – youth is open to the agency and no committed Progress Notes have been entered in their record for the last 30 days.
 - Notifies the provider to ensure that there are progress notes entered and they have been committed to the youth’s record.

Providers are expected to enter progress notes at regular intervals to document treatment, CMOs must enter progress note “Continued Need for OOH” to maintain referrals posted on YouthLink.

- 3. Missing Address Data** – youth is open to the agency and has incomplete or missing address information.
 - Essential data used when PerformCare dispatches MRSS to a youth's location; is also used by providers that are providing services at a youth's location.
 - Can only be updated by CMO or MRSS when providing services.
 - Used by PerformCare when mailing authorization letters to families.

- 4. Open Tracking Element Missing/Malformed SSN** – youth is open to the agency and has a blank Social Security Number field or is not in the proper format on their Face Sheet.
 - SSN* verification can be used by PerformCare to ensure they are accessing the correct youth's record.
 - 3560 cannot be submitted without a required SSN (verify Medicaid coverage).
 - Billing and payment can be affected.

*SSN can only be modified by CMO or MRSS with the proper security group.

5. **Open Tracking Element Missing/Malformed DOB** – youth is open to the agency and has an incorrect or blank date of birth field on their Face Sheet.
 - Used by PerformCare to ensure they are accessing the correct youth's record.
 - Essential information for 3560 Applications; Applications can't be submitted to PerformCare without a complete DOB. Also used to verify Medicaid coverage.
 - Billing and payment can be affected.

6. **Open Tracking Element/Over 20 Years Old or Open Tracking Element/Over 20 ½ Years Old** – youth is open to the agency and:
 - Is in need of transitional planning.
 - Will age out of the Children's System of Care within 6 months to a year.
 - Will display both anomalies if the youth is 20 ½ years old.

Exceeds Expected Length of Stay

This anomaly will appear when the length of stay exceeds the Average Length of Stay*. The anomaly may indicate:

- Potentially over-utilizing services
- Provider should review for transitional planning

*Based upon the Average Length of Stay (one month = 30 days) and specific Provider Type.

Average Length of Stay is based upon the average utilization for service lines and Level of Care; an additional 90-day authorization period has been added onto the average to create the Length of Stay threshold.

Exceeds Expected Length of Stay anomaly will appear for Out of Home providers in these Levels of Care:

- PCH (Psychiatric Community Home) and GH (Group Home)
 - Youth has been receiving services for **360** days or more.

- SPEC (Specialty Services) and RTC (Residential Treatment Center)
 - Youth has been receiving services for **450** days or more.

Exceeds Expected Length of Stay anomaly will appear for Care Management Organizations for...

In-Home Services

- CMO HI youth has been receiving services for **450** days or more.
- CMO MOD youth has been receiving services for **270** days or more.

Out-of-Home Services

- CMO HI youth has been receiving services for **780** days or more.
- CMO MOD youth has been receiving services for **660** days or more.

Exceeds Expected Length of Stay anomaly will appear for these provider types if...

Partial Hospitalization Program (PHP)

- Youth has been receiving services for **210** days or more.

Multisystemic Therapy (MST)

- Youth has been receiving services for **210** days or more.

Family Functional Therapy (FFT)

- Youth has been receiving services for **210** days or more.

Less than Expected Length of Stay

This anomaly will appear if the youth is transitioned before the Average Length of Stay*.

- Youth needs different, higher or lower level of care (misdiagnosed)
- Youth / family are not participating in services (non-cooperation)
- Youth is moving out of county or state (no transfer)
- Youth elopement

*Based upon the Average Length of Stay (one month = 30 days) and specific Provider Type.

Average Length of Stay is based upon the average utilization for service lines and Level of Care; an additional 90-day authorization period has been added onto the average to create the Length of Stay threshold.

Domain Rating Scale

Ratings in Assessments affect Practice Related Anomalies.

- Each domain of the Strengths and Needs Assessment has a set of questions that define the domain.
- Each question has a description and rating scale from 0-3.

CYBER users document the youth's and caregiver's strengths, needs, behaviors, etc. in the assessment. The increasing or decreasing score helps evaluate the internal and external changes affecting the youth and family.

DEPRESSION

Symptoms included in this dimension are irritable or depressed mood,

0 - No evidence.

1 - History or suspicion of depression or mild to moderate depression v

2 - Clear evidence of depression associated with either depressed mo

3 - Clear evidence of disabling level of depression that makes it virtual

CHILD BEHAVIORAL/EMOTIONAL NEEDS

PSYCHOSIS

This rating is used to describe symptoms including hallucinations, delusions, un

0 - This rating indicates a youth with no evidence of thought disturbances. Both th

Comments

IMPULSIVITY AND ATTENTION

This rating is used to indicate a youth who demonstrates challenges with impuls

3 - Youth demonstrates evidence of severe challenges with impulse control. The y
other children without thinking about it) that can place the youth at risk of physical

Comments

Comments are required with this rating.]

Consistent High Ratings in One or More Domain is based upon *two consecutive Strength & Needs Assessments having a severe rating (3) in two or more questions and in one or more domains.*

| Providers / Level of Care | Strengths & Needs Assessment has: | Anomaly |
|---------------------------------------|--|---|
| OOH / Psychiatric Community Home | Severe rating (3) in two consecutive Strengths and Needs in two or more questions in one or more domains | Consistent High Ratings in One or More Domain will appear |
| OOH / Specialty Services | | |
| OOH / Residential Community Treatment | | |
| OOH / Group Home | | |
| CMO / HI | | |
| CMO / MOD | | |

Consistent Low Ratings in One or More Domain is based upon low ratings in *either or both domains of two consecutive Strengths and Needs Assessments within the past 200 days*:

- Child Risk Behaviors
- Child Behavioral/Emotional Needs

| Comparison of two consecutive Strength & Needs Assessments | Anomaly |
|--|---|
| Questions have a severe rating (3) in either or both domains in assessments: | Consistent Low Ratings in One or More Domain will not appear |
| There are no questions with a severe rating (3) in the assessment: | Consistent Low Ratings in One or More Domain will appear |
| If the total rating score for either or both domains is less than 7: | Consistent Low Ratings in One or More Domain will appear |
| If the total rating score for either or both domains is greater than 7: | Consistent Low Ratings in One or More Domain will not appear |

Low Ratings Strength & Needs Assessment will appear to these provider types (left column) if the domains in Strengths and Needs display (center column):

| Providers / Level of Care | Strengths & Needs Assessment has: | Anomaly |
|---------------------------------------|-----------------------------------|--|
| OOH / Psychiatric Community Home | No severe (3) ratings | Low Ratings Strength & Needs Assessment will appear. |
| OOH / Specialty Services | No severe (3) ratings | |
| OOH / Residential Community Treatment | No severe (3) ratings | |
| OOH / Group Home | Total domain score <7 | |
| CMO / HI | No severe (3) ratings | |
| CMO / MOD | Total domain score <7 | |

Resolving Anomalies

Administrative anomalies

| If Anomaly is | Then Resolution is |
|--|--|
| Open Tracking Element/No Medicaid | Begin Medicaid application or 3560 |
| Open Tracking Element/No Progress Notes in 30 Days | Commit a progress note in the youth record |
| Missing Address Data | Correct the youth's address |
| Open Tracking Element Missing/Malformed SSN | Correct the youth's Social Security Number |
| Open Tracking Element Malformed DOB | Correct the youth's date of birth |
| Open Tracking Element/Over 20 ½ Years Old | Consider transition planning |
| Open Tracking Element/Over 20 Years Old | Consider transition planning |

Resolutions to anomalies are not reflected in real-time; this information is updated nightly during the system refresh.

Questions?

PerformCARE®

If you have any questions, please contact
PerformCare at 1-877-652-7624

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when sending any message containing PHI.*

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