

Intensive In-Home (IIH) / Individual Support Services (ISS) Welcome Page

The Welcome Page is the landing page for all CYBER users. The username and role will display at the top of the screen. An accordion on the right has links that correspond to data displayed in the center grid. Links on the left side take the user to other areas of the system. A Quick Search area (top) allows the user to search for a youth's record. Access to links is based on the user's security levels. The Security Administrator link (top left) lists all Security Administrators at the agency. Users may log out using the *Logout* link in the upper right.

The screenshot displays the 'Welcome to CYBER' page for a user with the role 'IIH/MGR'. The page features a navigation menu on the left with links such as 'Security Administrator', 'Youth / Child Search', and 'My Active Youth'. A 'Quick Search' section at the top allows searching by Youth/Child ID, First Name, Last Name, and DOB. Below this is a table titled 'Service Plans/Assessments - In Progress' with columns for Youth/Child ID, First Name, Last Name, Child Family Team Date, Create Date, and Author. A callout box highlights the search area with the text: 'Access to links is based on User ID security.' The footer contains copyright information and links to various resources.

The links at the bottom edge direct the user to useful PerformCare website pages.

**Note: This area was formerly used for processing non-Medicaid claims in CYBER and is no longer active. All claims for Intensive In-Home/Individual Support Services are processed through Medicaid.*

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Note: Data displayed when using the links is based on the user being added to the Provider tab in the youth's record.

Right Column accordion links display:

Service Plans/Assessments

- In Progress - Plans/Assessments that have been created, but are not submitted to CSA
- Submitted - Plans/Assessments that have been submitted by the user to CSA
- Approved - Plans/Assessments that have been approved to the user (either by someone internally or by CSA) in the last 7 days
- Rejected - Plans/Assessments that have been returned to the user (either by someone internally or by CSA)

Authorization

- Current - Lists authorizations where the current date is equal to or after the start date of the authorization, and is equal to or before the end date of the authorization
- Last 30 Days - Lists authorizations that have expired in the last 30 calendar days
- Expiring - Lists authorizations that will expire within the next 30 calendar days
- Auth History - Lists authorizations that expired between the last 31 and 365 days

Claims: Claims links are no longer functional for IIH or ISS users.

Bottom edge links display:

- The current version of CYBER (X.X.X.X) and the server number (-XX). This is helpful when contacting Customer Support.
- FAQ's - CYBER Frequently Asked Questions on the PerformCare website
- CYBER Updates - the CYBER Releases webpage of CYBER Release Notes detailing changes made during updates
- Help - Pop up Help Screen with PerformCare Customer Service contact information
- Customer Service Request - Use this link to report a CYBER problem or make a request or inquiry.
- Training Information - The Provider training webpage with links to training materials

PerformCare Service Desk:

www.performcarenj.org/ServiceDesk/

1-877-652-7624