

CSA Update Corner - July 24, 2009

Preparations continue for the September 7, 2009 transition to the new CSA, PerformCare. Here are some significant steps taken in the last week:

- **PerformCare attended Meet and Greets with:**

- FSO
- CIACCs

- **Recruiting and Hiring**

PerformCare continues to recruit and interview staff for the New Jersey CSA. We expect the New Jersey office to be fully staffed by the time the CSA transitions to PerformCare.

- **MIS Testing and Training**

In person testing of the new MIS will take place on August 10th and 11th in Trenton. In advance of in person testing, volunteer testers will perform online testing beginning July 29th and 30th. DCBHS will be in direct communication with volunteer testers during the month of August to provide specific details about the testing schedule.

DCBHS and PerformCare are coordinating MIS training sessions which will begin in early August. We have developed a multi-phase training strategy that includes providing training through the web, classroom training, train the trainer sessions, as well as large-scale, regional training events. The initial three (3) trainings scheduled for August 3rd, 10th, & 17th will be conducted over the internet via the WebEx training website and are open to everyone. The WebEx trainings are intended to provide a basic understanding of how to access and navigate the new system, as well as how to perform specific functions. Details concerning how to participate in both the live and the recorded WebEx trainings will be provided soon.

- **PerformCare Working with DYFS**

In order to ensure that behavioral health services are fully accessible to DYFS youth, PerformCare is working closely with DYFS to shape work processes that will help DYFS workers.

- **Families to Receive Service Authorization Letters!**

Families will receive critical information when services are authorized. Family-friendly letters listing the name of the provider, the type of services authorized, and the period for which services have been authorized will be mailed at the initiation of services.

PerformCare Welcomes New Jersey families

Families currently receiving services through ValueOptions, who will continue to receive services after the September 7th transition, should also be on the lookout for a postcard welcoming them to the new CSA, PerformCare.

Remember: the 877-652-7624 number will not change!

- **Transition Plan**

Providers, don't forget to review the Transition Plan at the top of this page, which gives important information about how authorizations will be handled prior to the transition to the new CSA.

- **Enhancements to the CSA Operations through the use of technology**

PerformCare through their new MIS solution will provide a number of enhancements to how the CSA operates today. Also, DCBHS and the CSA will continue to improve and enhance the program design and functions based upon the valuable feedback we receive from our users, families, and providers.

Below are a few of the upcoming improvements:

- **Service Plan Enhancements**

Youth, families, and providers can look forward to an electronic service plan that is simpler to complete and easier to use. It's important to understand that the Service Plan enhancements will improve how information is gathered, generated and presented electronically, it does not change the content of plans.

The new Service Plans will be:

- Be easy to navigate
- Give users expanded printing and information sharing functions

Please continue to check this web page for additional updates.