

CSA Update Corner - July 29, 2009

All PROVIDERS: Please ensure that assigned staff members (care/case managers and supervisors) are populated on the “Providers” tab on the face sheet within the next 3 weeks!!! Doing so will ensure full functioning of new management and organizational tools available 9/8/09.

Preparations continue for the transition to PerformCare, the new CSA that will assume operations at 12:01 a.m. on September 8th, 2009. Here are some significant steps taken in the last week:

- **PerformCare attended Meet and Greets with:**
 - NJAMHA
 - Mental Health Association of New Jersey
 - New Jersey Hospital Association
 - New Jersey Alliance of Residential Providers

The purpose of these meetings is to provide stakeholders an overview of the enhancements to the CSA operations & as well as an opportunity to meet the new CSA vendor face to face.

- **First Phase of MIS Testing Set for July 29th and 30th**

The first phase of testing of the new MIS is taking place on July 29th and 30th via the WebEx training website. From their remote locations, volunteer testers are will give their input on the look and feel of the new system, as well as test some of the system’s basic functions. Subsequent testing will be done both in person and via the internet.

- **MIS Training Set to Begin August 3rd**

Webex Training

Below are dates, times, and subject matters of the live WebEx trainings that are open to anyone (via the internet) who wishes to participate*. Each WebEx training will be recorded and available on demand via the internet 24 hours a day, 7 days a week.

- Monday, August 3, 2009 (Introduction to MIS: how to access, navigation, basic functions)
- Monday, August 10, 2009 (Core MIS functionality)
- Monday, August 17, 2009 (Comprehensive overview of MIS)

*All Times: 9:00 a.m. – 11:00 a.m.

Details concerning how to participate in both the live and the recorded WebEx trainings will be provided soon.

Subsequent Training

Members of the DCBHS provider community have already received notification of the training schedule for the CSA Management Information System Training. Enrollment in training classes will be done electronically on a first-come first-served basis. We will continue to schedule trainings as necessary. It’s helpful to remember that trainings will also be provided in a “Train the Trainer” model which allows agencies, in combination with the ever-available Webex trainings, to manage comprehensive training in-house. Details concerning where and how to register for training sessions will be provided soon.

- **PerformCare Continues to Work with DYFS**

PerformCare and DYFS continue their close collaboration on the creation of a DYFS-dedicated unit at the new CSA with the goal creating a seamless and coordinated safety net of services for youth and families which ensures the safety, permanency, and well-being of all youth. The unit will not supplant or circumvent the routine processes of the CSA in any way. The benefits of a CSA DYFS-dedicated unit include:

- Providing a team of familiar CSA staff to DYFS workers
- Ensuring that CSA Care Coordinators understand the timeframes, work processes, and imperatives of DYFS workers
- Ensuring that behavioral health services are accessible to youth even (especially!) when they are in need of protective services

- **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.

- **Transition Plan**

*What you need to know about **AUTHORIZATIONS, ABSOLUTE, and transition:***

Important date/time:	What happens:	Why?	So, what do I do?
August 28 th , 10:00 pm	Electronic and/or autofax documents are NO LONGER ACCEPTED by the CSA (VO)	To ensure that reviews, authorizations, services, and payment are not disrupted	Choice 1: submit early when possible; Choice 2: submit after September 8 th (Authorizations will be back dated) Choice 3: Call the CSA and request auth No matter your choice, keep a “paper” record of all requests!!
August 28 th , 10:00pm	Treatment plan access will be “read only”; NOTE: full and editable access to progress noted and demographics will remain for 6 days.	To ensure that reviews are not requested without the 5 days review time the CSA needs to complete them	Hold the CFT early and submit the plan early...
September 3 rd ; 3:00pm	All of Absolute becomes “read only”; users will not be able to edit any items; users will not be able to enter progress notes; users will not be able to work on and/or submit treatment plans	To ensure that the final portion of data conversion and system testing (like authorizations and payments) goes optimally.	1. Keep “paper” records for every action which would usually result in an Absolute entry.
September 8 th , 12:01 am	The new MIS system is available.		Enter the information you have kept from 9/3 to 9/8.