

## CSA Update Corner – August 13, 2009

**All PROVIDERS:** Please ensure that the names of assigned staff members (care/case managers and supervisors) have been entered into the ABSolute face sheet on the “Providers” tab within the next 2 weeks!!! Doing so will ensure that your staff will have access to all of the new management functions and organizational tools available on 9/8/09 in the new system that will replace ABSolute.

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

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

- DYFS Clinical Consultants
- State Mental Health Board

PerformCare has now met with all key stakeholder agencies and provided them with an overview of the enhancements to the CSA operations. PerformCare is committed to establishing strong relationships with these agencies to ensure the continued success of the New Jersey System of Care.

- **2<sup>nd</sup> Stage of MIS Testing Completed**

The second phase of MIS testing took place on August 10<sup>th</sup> and 11<sup>th</sup>. Volunteer testers were able to see changes and improvements to the face sheet and explore several new features that were added to the MIS since the first phase of testing. Thanks again to the volunteers for your excellent feedback. It will help ensure that the new MIS meets everyone’s high standards. Testing of the new MIS will continue as new functions become available.

- **MIS Training Set to Begin Monday, August 17 via the Web**

On Monday, August 17<sup>th</sup> from 9:00 a.m. – 11:00 a.m. the first live web-based training session will take place to introduce users to the new MIS. This first session will cover basic navigation and the face sheet. Capacity for the live session is 1,000 users. If you are unable to access the live session, it will be recorded and available on demand via the internet 24 hours a day, 7 days a week. (The link to access the recorded session will be posted to this page at a later date.)

To participate in WebEx training sessions, computers must have the Microsoft Silverlight plug-in installed. You will be prompted to download the plug-in the first time you try to access the WebEx training session. Please resolve any computer-security related issues in advance of the training that may prohibit you from being able to download the plug-in. For your reference, the link to the Microsoft Silverlight plug-in installation page is: <http://silverlight.net/GetStarted/>.

**Instructions for accessing the web-based training are as follows:**

- **<https://tidgewellassociatesinc.webex.com/tidgewellassociatesinc/onstage/g.php?t=a&d=357581914>**
- **Passcode: Welcome1**
- **You will be prompted to register with your first name, last name, email address and company name**

- **Registration for In Person MIS Training**

Details concerning the rest of the MIS training schedule, which will include large-scale, regional training/kickoff events, additional web-based training, and classroom training, will be provided soon. Details will include how providers can register for specific in person training sessions. We thank you for your patience and cooperation, and are committed to keeping you informed about training and other developments related to the CSA transition.

- **Recruiting and Hiring**

PerformCare continues to recruit, interview, and hire staff for the New Jersey CSA. As of the date of this communication, PerformCare has filled the majority of its positions. 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:***

System Partners and providers are requested to submit to ValueOptions New Jersey all requests for continued authorizations no later than **August 28 at 10:00 p.m.** for authorizations that are scheduled to expire between August 28 and September 11, 2009. This will ensure that all such requests will be reviewed and approved in a timely fashion to cover the transition period, and that there are no gaps in authorizations or disruptions in payment.

### **Deadlines**

- You will no longer be able to submit electronic or autofax documents to VO after 10:00 p.m. on August 28, 2009. If you cannot meet this deadline, you will need to submit requests to PerformCare on or after September 8, 2009.
- From 10:00 p.m. August 28 to 3:00 p.m. September 3, 2009, ABSolute users will have “read only” access to treatment plans in ABSolute but will be able to update demographics and enter progress notes.
- From 3:00 p.m. September 3 to 12:00 a.m. September 8, 2009, ABSolute users will have overall “read only” access.
- ABSolute will be turned off entirely at 12:00 a.m. September 8, 2009. Providers should immediately begin to review the children they are presently working with to determine what authorization requests need to be submitted by the August 28 deadline mentioned above.

These timeframes and deadlines are critical to allow DCBHS to transition to a new CSA at 12:01 a.m. on September 8, 2009.