

## CSA Update Corner – August 20, 2009

**All PROVIDERS:** Please ensure that the names of assigned staff members (care/case managers and supervisors) have been entered into the “Programs and Providers” tab on ABSolute within the next week! The “Programs and Providers” tab is accessed from the face sheet within the record of each child your organization serves (i.e. assigned to your organization). You must identify and associate the respective clinical staff with each child with whom they are associated. Doing so will ensure that your staff will have access to all of the new management functions and organizational tools available on September 8<sup>th</sup> 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 important items of which you should be aware.

- **The new MIS has a name! ...CYBER**

The new Management Information System (MIS) will be called CYBER – Children and Youth Behavioral health Electronic Record. CYBER will take DCBHS and the New Jersey System of Care into the future with a myriad of improved features and capabilities as compared to ABSolute.

- **MIS Testing**

The third stage of MIS Testing will take place Monday, August 24<sup>th</sup> through Wednesday, August 26<sup>th</sup> via the WebEx training website. This stage of testing will focus on Assessments. We’ve received excellent feedback from our testers during the first two stages of testing that is helping to make CYBER a system of which we will all be proud.

- **MIS Training**

### **Start Date for “Train the Trainer” MIS Training Sessions rescheduled to mid-September**

The in person “Train the Trainer” sessions week are scheduled! Please save the dates below: locations, start times, and registration instructions will be provided shortly. Training sessions will be offered concurrently on each day in locations convenient to all regions of the state.

- Tuesday, September 15<sup>th</sup> through Saturday, September 19<sup>th</sup>
- Tuesday, September 29<sup>th</sup> through Saturday October 3<sup>rd</sup>

We’re creating a “sand box!” Users will be able to go to a CYBER site which allows them to “play” with all elements of the application very soon.

### **First Web-based MIS Training Completed**

On August 17<sup>th</sup> the first live web-based training session took place to introduce users to the new MIS. The first session covered basic navigation, the face sheet, and progress notes. Thanks to everyone who participated. Below is the link to access the recording of the August 17<sup>th</sup> training.

- <https://tidgewellassociatesinc.webex.com/tidgewellassociatesinc/ldr.php?AT=pb&SP=MC&rID=47563807&rKey=f6091bed877626f2>

Please be sure to enter the *entire* web address into your browser.

## Second MIS Training Scheduled for Monday, August 24<sup>th</sup> via the Web

On Monday, August 24<sup>th</sup> the second live, web-based training session will take place. The subject of the session will be Assessments. Remember: all WebEx trainings 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 following each training session. The schedule of upcoming live, WebEx trainings that are open to anyone who wishes to participate is below. Capacity for the live session is 1,000 users.

- Monday, August 24<sup>th</sup> (Assessments)
  - Monday, August 31<sup>st</sup> (Treatment Plans and the Start Up Process)
- \*All Times: 9:00 a.m. – 11:00 a.m.

### Instructions to Register for and Access the Live Web-Based Training are as follows:

- Go to: <https://tidgewellassociatesinc.webex.com/tidgewellassociatesinc/onstage/g.php?t=a&d=353987249>
- Click Register
- On the registration form, enter your information and then click Submit.
- Go to: <https://tidgewellassociatesinc.webex.com/tidgewellassociatesinc/onstage/g.php?t=a&d=357581914>
- Enter Passcode: Welcome1

To participate in either the live or recorded WebEx training sessions *and* to be able to access CYBER when it replaces ABSolute on September 8<sup>th</sup>, 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/>. State employees should be aware that your agency's computer security software will prevent you from being able to download Silverlight yourselves. Therefore, you will need your information technology field support staff to download the plug-in for you.

### • 3 Regional PerformCare Kickoff Events Scheduled for Next Week

PerformCare, the new CSA, will be hosting 3 Regional Kickoff events to engage the provider community in a live demonstration of the application.

Please send only those key staff members (2 or 3 per agency is best, please) who are positioned within the organization and leadership team to talk within the agency about CYBER: its functionality, advances, and future development.

The schedule for the Kickoff events is below\*. **Capacity for each venue is limited, so please RSVP to Lisette Dell'Apa at PerformCare ([dellapa@rcn.com](mailto:dellapa@rcn.com)) as soon as possible to ensure your admission.**

<u>Region</u>	<u>Date</u>	<u>Location</u>
• 1	Tuesday, August 25 <sup>th</sup>	Camden County College Conference Center, Camden City <a href="#">Click here for directions</a>
• 2	Thursday, August 27 <sup>th</sup>	Brookdale Community College Warner Student Life Center, Lincroft <a href="#">Click here for directions</a>
• 3	Friday, August 28 <sup>th</sup>	Mercer County College Conference

\*All Times: 9:00 a.m. – 12:00 p.m.

- **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.