

FREQUENTLY ASKED QUESTIONS

FAQs for Families

Who is the new Contracted Systems Administrator (CSA)?

PerformCare is a full-service behavioral health managed care company that supports almost 4 million individuals through specialized behavioral health and human service programs in the public and private sector. Founded in 1994, PerformCare is a subsidiary of the AmeriHealth Mercy Family of Companies.

Where can I find more information about PerformCare?

For more information about PerformCare please visit its website at <http://www.performcare.org/>.

When will the new CSA take over operations?

PerformCare is scheduled to assume operations on September 8th, 2009.

Will my child's provider change?

No. Your child's provider will not be affected by the transition to the new CSA.

Will there be a disruption of services for children and families during the transition phase?

DCBHS, in conjunction with ValueOptions and PerformCare, is doing all it can to ensure that children and families make a smooth transition to the new CSA.

Will the manner in which services are accessed change because of the new CSA?

Services will continue to be accessed by calling the same toll free number (877) 652-7624.

What will happen to the Call Center during the transition phase?

The Call Center will continue to operate normally during the entire transition phase.

FAQs for Providers

Will it take longer for me to obtain authorizations during and after the transition phase?

DCBHS is doing all it can to ensure that the authorization process does not take longer during and after the transition to the new CSA.

Will Absolute still exist after the transition to the new CSA?

No, Absolute will no longer exist after the transition to the new CSA. Absolute will be replaced by a new information system that will be more flexible, user-friendly, and have increased security and reporting capabilities.

When will I see the new system?

The new system is scheduled to be ready on September 8th, 2009, the date the new CSA is scheduled to take over operations.

Will I be trained on the new information system before it is implemented?

Yes. Users will be given advance notice about training for the new information system.

FAQs for Providers (continued)

What will happen to all of the data and other material on Absolute?

Everything on Absolute (e.g. demographic material, progress notes, supporting documents, etc.) will be available on the new information system.

Will more providers be able to access the new information system as compared to Absolute?

Yes. Additional users will be able to access the new information system as compared to Absolute.

Is anything being done to prevent children from being lost during and after the transition to the new CSA?

It is critical to DCBHS and PerformCare that every child currently in Absolute and receiving services through the system of care is transitioned to the new information system so that there is no disruption of services and authorizations. Therefore, every precaution is being taken to ensure that no children are lost during the transition phase.

Will the transition to the new CSA have any affect on my state contract?

No. The terms of state contracts will not be affected.

Will the transition to the new CSA have any affect on billing and my timely receipt of payment for submitted claims?

DCBHS does not anticipate that the transition to the new CSA will have any affect on billing and the issuing of timely payments for submitted claims.

Will the Data Dashboards be available during and after the transition phase?

Yes. The Data Dashboards will be available during and after the transition phase. Users will be advised in advance of any temporary disruptions, if any, to the availability of the Data Dashboards.

Where will the new CSA's offices be located?

The new CSA plans to locate its offices in the greater Trenton area.

Will I get to meet the staff of the new CSA?

The staff of the new CSA will be attending the regular monthly meetings between DCBHS and its System Partners beginning in June. The staff of the new CSA will also undertake additional efforts to engage the New Jersey community.