

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

What is PerformCare's address?

PerformCare
300 Horizon Center Boulevard
Suite 306
Robbinsville, New Jersey 08691
(609) 689-5400

Q: Are there additional WebEx trainings a scheduled?

A: Not at the present time. Additional WebEx trainings will be offered beginning the week of October 5th.

Q: Are the WebEx Trainings available online?

A: Yes. All WebEx Trainings are available. Please visit the CSA Update Corner or PerformCare's website <http://www.cbhnp.org/cbhnpevents/Events.aspx> to access the link to the recorded trainings.

Q: Where can I get a PowerPoint of the CYBER Login & Security training?

A: The PowerPoint of the CYBER Login & Security training and all other trainings are available on the CSA Update Corner page.

Q: Is there a helpdesk e-mail address and a telephone number for technical questions?

A: servicedesk@performcarenj.org, or servicedesk@performnj.com, or 877-736-9176.

Q: What happens if my agency has not identified anyone as a Security Administrator yet?

A: Agencies can contact the PerformCare helpdesk *after* September 8th to designate Security Administrator(s).

Q: Will providers be able to assign staff members different levels of security depending on their position within the agency?

A: Yes. All provider types, including IICs and OOHs, will have the ability to assign individual staff members one of at least three (3) levels of security in CYBER. This hierarchy of privileges will enable all provider types to assign privileges in a manner that will allow supervisory staff to oversee the work of their subordinates in CYBER.

Q: Who specifically will be able to view my IIC Clinician progress notes, Needs Assessments, and Biopsychosocials?

A: CYBER is HIPPA compliant. Any user (including staff at requestor agencies such as CMO/UCM and YCM) who has been granted privilege to view that specific level of information will have access to the record.

Q: If a user forgets his or her username or password what should they do?

A: For any technical issues contact the help desk at helpdesk@performcarenj.org; or 877-736-9176.

Q: Will IIC clinicians only have access in CYBER to children assigned to them?

A: Yes. They will not be able to view records of children assigned to other clinicians.

Q: Will I be able to access CYBER from home?

A: Yes, you will be able to access CYBER from any computer with a reliable internet connection.

Q: Will IIC clinicians who work for two different agencies have a different user name and password for each agency?

A. Yes, separate user names and passwords will need to be created for each agency.

Q: Can needs assessment be accessed and submitted on CYBER?

A: Yes.

Q: Will providers be able to print treatment plans, progress notes, etc. from CYBER for hard file copies?

A: Yes. CYBER will have full printing capabilities.

Q: Can users print copies of particular service authorizations for a child for a certain period or date range?

A: No, not directly from the application at this time. However, providers will be able to export/ cut information directly from the application and import it into applications such as Excel for reporting purposes.

Q: Will CYBER have a spell-check feature for progress notes?

A: Yes. CYBER will have a spell check feature for progress notes and for all other fields in which text will be entered.

Q: When will Security Administrators of agencies such as IIC Providers who do not currently use ABSolute receive access to CYBER so they may begin assigning logins and security to other staff?

A: On the morning of September 8, 2009, login instructions will be emailed to the people who registered as Security Administrators.

Q: Will outpatient providers have the ability to become users and input their session information into CYBER?

A: No, not in the foreseeable future.

Q: What do the different colors and shapes denote within the timelines on CYBER?

A: The colors and shapes denote when a field is populated. On various items (including claims, authorizations, treatment plans, assessments, and progress notes) you can scroll over top of the colored box and view a quick snapshot of what the field contains.

Q: How are progress notes signed?

A: Progress notes are electronically signed when you commit the note. Your login will give an electronic signature of your name.

Q: How are HIPAA issues addressed in CYBER?

A: CYBER is HIPPA compliant.

Q: Will everyone need to be recertified or will the certification from ABSolute be transferred?

A: There is no certification necessary for ABSolute or Cyber. However, strengths and needs assessors are required to be certified as per DCBHS policy.

Q: What are the hardware and software requirements need to run CYBER?

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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.

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.

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.