CYBER 2.0 Overview for Providers
HTML5 Conversion

September 2023 – (02114)

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Delivering
High-Quality
Service and Support

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Objectives for this Training

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- CYBER 2.0 Accessibility and Design Elements
- Welcome Page
- Security and Password
- Face Sheet Enhancements
- Progress Notes
- Plan Approval
- Treatment Plans and Assessments
- Provider Details
- Reporting
- Messages
- Live Demonstration

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Accessibility and Design Elements

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Accessibility

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Microsoft EDGE   **Google Chrome**   **Mozilla Firefox**   **Apple Safari**

As of the CYBER 2.0.0.0 deployment with HTML5, Internet Explorer can no longer be used with CYBER.

- CYBER can be used effectively with the following browsers:
  - Microsoft Edge
  - Google Chrome
  - Mozilla Firefox
  - Apple Safari
- Desktops, laptops, full size tablets
- Microsoft operating systems, macOS, ChromeOS and Android operating systems

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Design Elements

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Running Process Icons are alerts within the system to let you know that CYBER is retrieving data

Please Wait

MAID

Running Process Icons

Loading...
Cancel

"**No data to show**" boxes let you know there is no data to be reflected in that grid

No data to show

No data to show

Dashboard | Demographics | Episo

Please wait …

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Grids

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- Welcome Page Links

- Provider Details

- Out of Home – Youth Link, FSS Link, AHH Link

- Annex A

- Active Agency Youth/My Active Youth

- Youth Record - Tabs, Plan Approval, Progress Notes, Authorizations, Claims, Youth Checklist, 3560, Applications, etc.
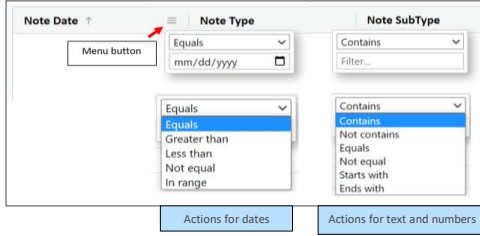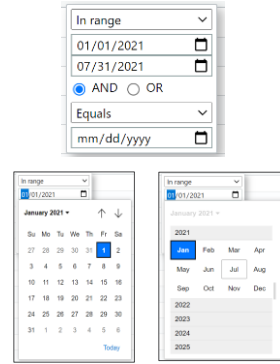
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Grids – Sorting and Filtering

The Filter icon indicates column is filtered.

The Sort icon indicates the column is sorted.

Note Date ↑	☰	Note Type	Note SubType

Menu button

Equals
mm/dd/yyyy

Contains
Filter...

Equals
Equals
Greater than
Less than
Not equal
In range

Contains
Contains
Not contains
Equals
Not equal
Starts with
Ends with

Actions for dates

Actions for text and numbers

In range
01/01/2021
07/31/2021
● AND ○ OR
Equals
mm/dd/yyyy

In range
01/01/2021

January 2021 ▾   ↑ ↓

Su Mo Tu We Th Fr Sa
27 28 29 30 31 1 2
3 4 5 6 7 8 9
10 11 12 13 14 15 16
17 18 19 20 21 22 23
24 25 26 27 28 29 30
31 1 2 3 4 5 6
Today

In range
01/01/2021

January 2021 ▾

2021
Jan Feb Mar Apr
May Jun Jul Aug
Sep Oct Nov Dec
2022
2023
2024
2025

TIP: Users may drop and drag columns in the order of their choice. This order will be kept until the user moves to any other screen.
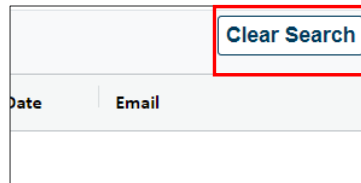
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Radio and Clear Buttons

Loss of Medicaid	○Yes ○No
DC&P Termination	○Yes ○No
Gap in Coverage	○Yes ○No
Term of Earlier 3560	○Yes ○No
Other	○Yes ○No

Radio buttons in 3560 application

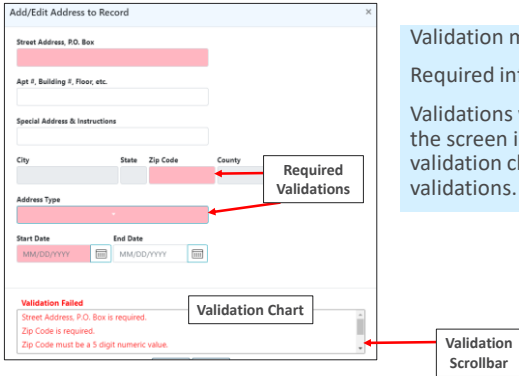Radio selection buttons appears throughout CYBER 2.0

Users can select the word next to the button, the actual button, or the area near the button.

Any location where there are grids you will also now see a "**Clear Search**" button

This button will clear any filters applied to those grids

Clear Search

Date   **Email**

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Validation Messages

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Validation messages appear throughout CYBER

Required information will be highlighted **pink**

Validations will also appear at the bottom of the screen in a chart in **red** until satisfied. Long validation charts have a scrollbar to view all the validations.
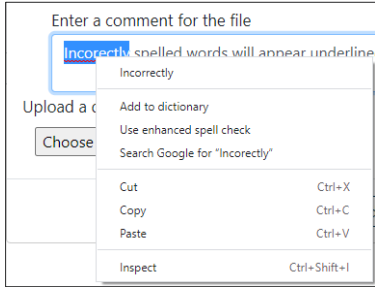
Required Validations

Validation Chart

Validation Scrollbar

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Open Text Fields

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Spell checking feature will behave like other operating system products. Incorrectly spelled words will appear underlined in red.

- Right click on the underlined word and select the correct spelling.
- For words not recognized by the spell check, correct and click 'Add to dictionary'
- Areas where this appears: Progress Notes, Comment boxes within Treatment Plans and Assessments.

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Search Functionality

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There are two types of Search functions in CYBER:

Select fields may be **entered either partially or completely**, and then click the Search button or the Enter key.

The **Youth Child/Search** will now show buttons instead of icons.

Quick Search

Youth/Child ID	
First Name	
Last Name	
DOB	MM/DD/YYYY

First Name	Last Name	Gender	Birth Date	Age	SSN	Youth/Child ID				
		▼	MM/DD/YYYY				Search	Clear	Active Agency Youth	Add New Youth

Select fields have a **search as type feature**:

Enter at least 3 letters and a pop-up menu will display choices for the user.

Add Provider Record ×

User Name
and
Andrew
Andrea
Andrew
Andres

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Acronyms and Terminology

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Acronyms:

- "**CMO**" Care Management Organization providers (formerly UCM)
- "**MRSS**" Mobile Response Stabilization Service providers (formerly CRI)
- "**OOH**" Out of Home providers (formerly RES)
- "**SUT**" Substance Use Treatment providers (formerly SAB)
- "**CSOC**" Children's System of Care users (formerly EXE)
- "**DCP&P**" Department of Children's Protection & Permanency users (formerly DYFS)
- "**IICCL**" Intensive in Community security group - Intensive in Community Clinician (formerly IICCM, Intensive in Community Care Manager)

Terminology:

- "**State Medicaid Fiscal Agent**" Medicaid entity (formerly UNISYS, DXC, or Molina)

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Welcome Page Enhancements
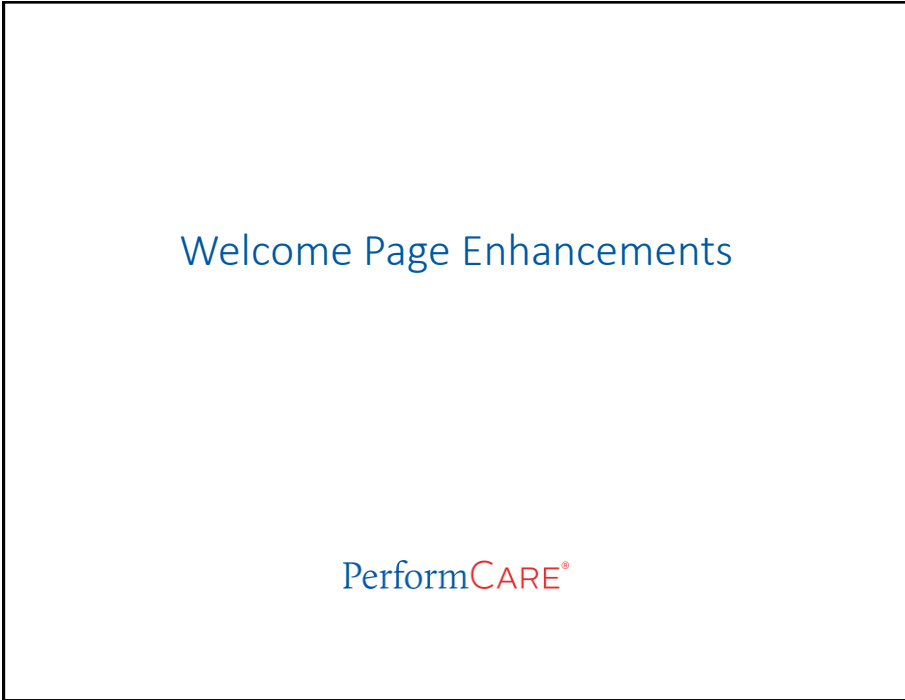
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Welcome Page

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Header – user identification

The browser 'Back' button allows the user to navigate to previously accessed screens with out resubmitting previously submitted documents.

Totals automatically refresh

Footer – links to the PerformCare website

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Security and Password Reset Enhancements

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Security

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The Manage Access Screen will be modified with the new appearance.

For Security Administrators, **Active** user status will appear by default in the Manage access screen.

System Functions				
Search Criteria				
Program by Name	All			
Program By Trk Elem	All			
Security Group	All	**Status**	Active	
Email				
First Name		**Last Name**	Add New User Id	
User ID		Search	Clear Search	Print

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Password Reset

The Password field and default password Change_Me123 have been removed.

If a user has an email address in CYBER, when the System Administrator resets the password, a random email message will be sent to the user.

This has not changed.

If a user does NOT have an email address in CYBER, when the System Administrator resets the password, this message will be displayed.

The Security Admin should take note of the password and inform the user.

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Face Sheet Enhancements

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Demographics Tab

Youth Records that have a Youth Phone number, will require a Phone Type and vice versa. Users will receive a validation if either field is not entered.

Phone Type 'Pager' will no longer be an option; 'Other' phone type will be added.
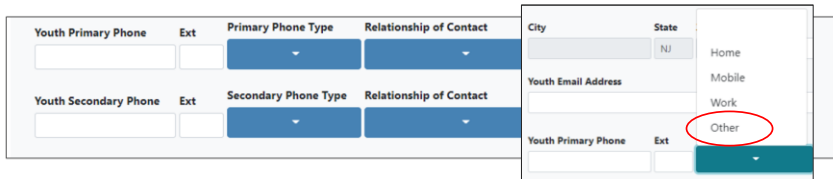
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Demographics Tab

For users who have access to edit a youth record:

To add new information on the demographics tab, users select the **Add New** Button under the specific heading.
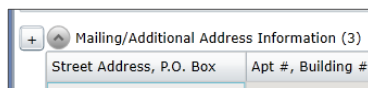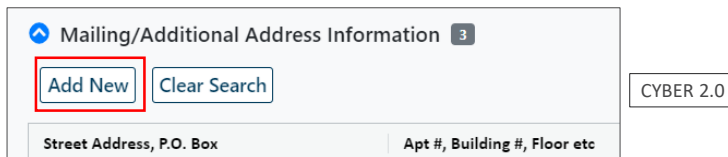
CYBER 2.0

Silverlight

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Slide 29

Supports Tab PerformCARE®

Add Edit Support Member screen requires the user to scroll to complete the fields.
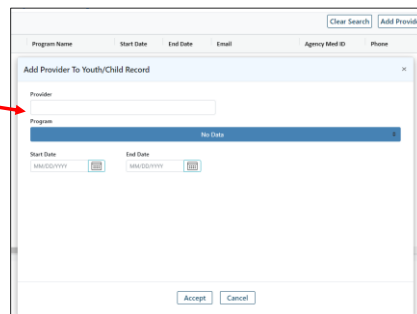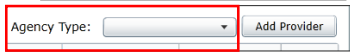
Validations will appear at the bottom in red until satisfied.

If there are more than 3 validations use the scrollbars to see more.

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Slide 30

Supports Tab PerformCARE®

When a user enters a Phone Number, they must also enter a Phone type.

Phone Type 'Pager' will no longer be an option; 'Other' phone type will be added

County field will be added to the *Add/Edit Member* Support screen. This field will populate based on the Zip Code entered by the user

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Doc Upload Tab: Uploading Documents — PerformCARE®

Set standards for File size (20 MB) and file type (.BMP, .GIF, .JPEG, .JPG, .PDF, .PNG, .TIF, .TIFF) are for both **Doc Upload** and **Family Portal Upload**.

After choosing the **Type**, wait for the refresh to open the **SubType**

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Doc Upload Tab- Viewing Documents — PerformCARE®

- To view documents, users must double-click on the document they would like to open
- Next, users must download the document to view it
- **Downloaded views are dependent on user's browser type**

Using Chrome, double click and file is downloaded

Using Edge, double click and file is downloaded
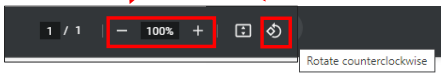
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Rotating Documents

PDF size and rotate options

1 / 1   —   100%   +   ⊡   ⟳

Rotate counterclockwise

PNG or JPG size and rotate options
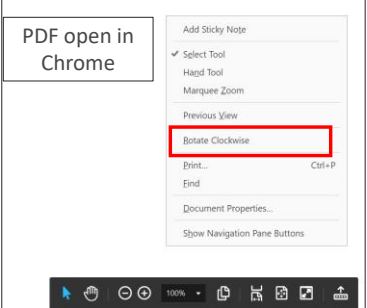
Rotate clockwise (Ctrl+.)

PDF open in Edge

—   +   ⊡   1   of 1   ⟳

PDF open in Chrome

Add Sticky Note
✓ Select Tool
Hand Tool
Marquee Zoom
Previous View
Rotate Clockwise
Print...   Ctrl+P
Find
Document Properties...
Show Navigation Pane Buttons

After opening the PDF with Adobe Acrobat Reader, if there are no rotational icons, then right click and Rotate Clockwise will show.

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Progress Note Enhancements

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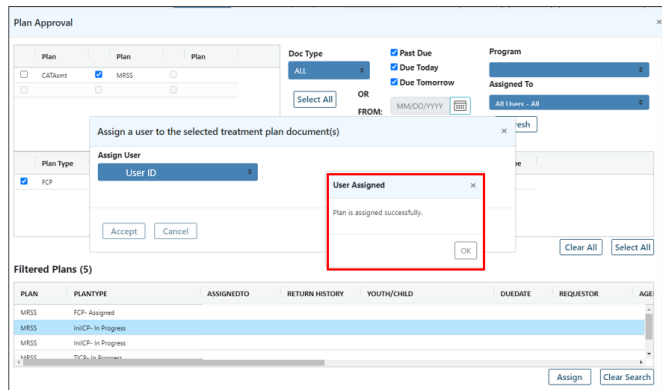38

Plan Approval

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Plan Approval

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The Plan Approval screen is for assigning plans, assessments, and reauthorizations, and submitting them to PerformCare for review. Users assigning plans, will receive an alert that the Plan was assigned successfully.

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Treatment Plans and Assessments

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Treatment Plans and Assessments

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Users will be able to perform searches within the Treatment Plans and Assessment grid.

For users with Anomaly access: A magnifying glass icon will appear in to identify anomalies for the current Youth's record such as "*Consistent Low ratings and Length of Stay*".

FANS will be prefixed with FSO to read **FSO-FANS**

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Treatment Plans and Assessments

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All Treatment Plans and Assessments will now appear in tabular format
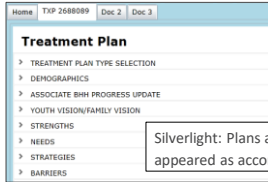
Silverlight: Plans and Assessments appeared as accordions

Examples:
- CMO-Annual Review
- Strength and Needs
- BHH-QPU-Discharge
- Youth Link Referral
- Certification of Need
- MRSS - Family Crisis Plan
- Behavior Support Plan
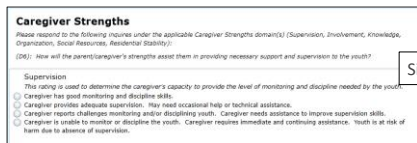- Functional Behavior Assessment

CYBER 2.0: Plans and Assessments will appear in tabular format

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Treatment Plans and Assessments

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Radio selection buttons within treatment plans and assessments will be replaced with drop down menus.

Silverlight

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Out of Home Enhancements

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Out of Home: From Button to Links

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All Face Sheet buttons will be converted to **hyperlinks** that display the Youth's CYBER ID.

Silverlight

All Map buttons will be replaced with **hyperlinks** that will direct the user to the Geo Map.

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Provider Detail Enhancements

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Provider Details

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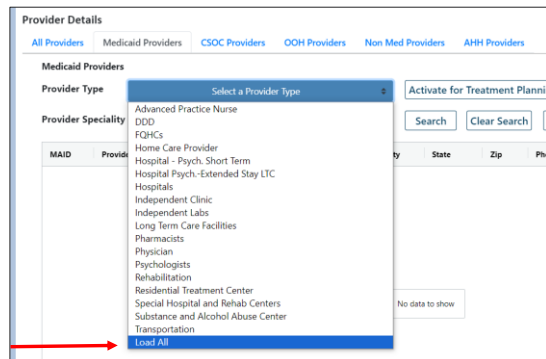
Provider Type drop down located under Provider Details in the Medicaid Providers, CSOC Providers, and Non-Medicaid Providers grids/tabs will have a "**Load All**" option.

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Provider Detail- OOH Providers Tab

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OOH Providers tab's **'Search Filter'** (used to locate specific OOH programs) will be modified:

- Gender radio buttons will change to a drop-down menu with options of *Male*, *Female* and *All Genders*.
- Status drop-down will allow for selection of contract status: *Approved, Inactive,* or *Load All* .

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Provider Details- OOH Providers Tab

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OOH Provider Tab will only **be printed/exported in Excel format** (used by CMO, MRSS, DCP&P and CSOC).

- An additional column of 'Current Status' will be added to the grid showing the status of OOH programs (*Approved and Inactive*)

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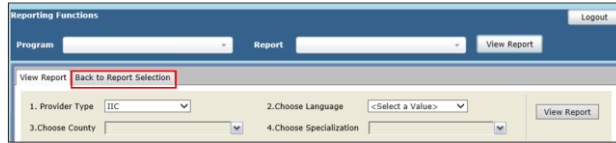

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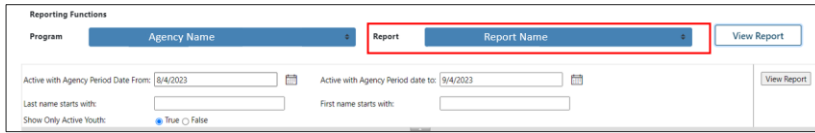## Reporting

Users will still be able to access and view Reports as they do in Silverlight.

Users can now change reports by simply changing the Report type in the drop-down menu and click View Report.

Current functionality requires users to select "Back to Report Selection" to navigate to a new report
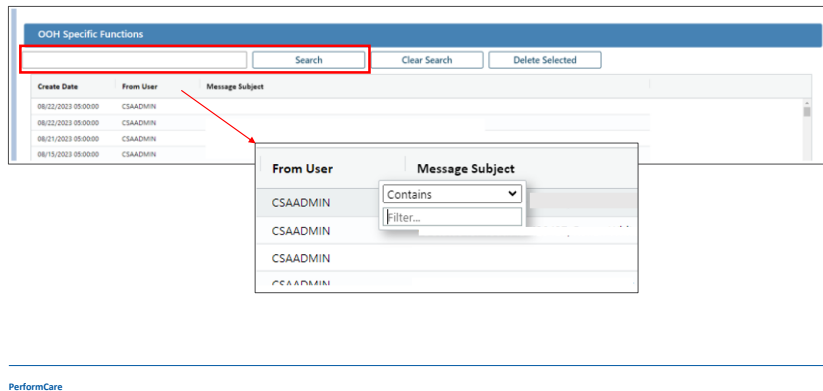
Message Functions

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Message Functions

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Users will be able to use the search box to search messages and filter directly in the grid.
- The search box can be used to search text within the message subject
- The grid can be filtered based on "From User" and "Create date"

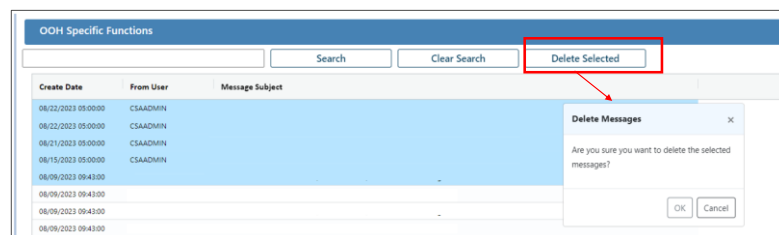The **"Clear Search"** button will remove any filters applied

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Message Function

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To delete one row, user will click once on the corresponding row in the grid and then click on the "**Delete Selected**" push button.

To delete multiple rows the user will click grid rows by holding down Ctrl + click each row, then click the "**Delete Selected**" push button.

Highlighted rows will appear in blue.

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References

- CYBER 2.0 Overview Presentation – video and documentation
- CYBER 2.0 Conversion Guide for Providers - documentation
- CYBER Access Requirements Webpage - Update post deployment
- Browser Compatibility Update - Guide to use of browsers with CYBER 2.0
- Training Web Page – Updated training documentation for CYBER 2.0
- CYBER FAQs – Frequently asked questions and answers for CYBER users.

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