



NJ Children's System of Care

Contracted System Administrator — PerformCare®

Frequently Asked Questions (FAQs) for Families of Children with Behavioral Health Needs

Sometimes it can be hard to tell the difference between what may be typical for your child and when you should reach out for extra help. If your child is struggling with emotional and behavioral health care needs, the New Jersey Children's System of Care and PerformCare are ready to help you and your family when you call 1-877-652-7624.

What is the New Jersey Children's System of Care (CSOC)?

The New Jersey Children's System of Care (CSOC) is a division of the New Jersey Department of Children and Families. CSOC provides supports to youth with behavioral health or developmental disability diagnoses whether or not they are involved with child protective services. It also provides coordinated access to substance use treatment services for eligible youth.

What is PerformCare, and what is a Contracted System Administrator (CSA)?

PerformCare contracts with the State of New Jersey's Department of Children and Families to facilitate residents' access to publicly funded services for youth up to age 21 through the statewide New Jersey Children's System of Care (CSOC). PerformCare provides a family-centered, community-focused single point of entry for New Jersey's eligible children and families to obtain available behavioral health, substance use treatment, and developmental disability services.

This includes coordinating the care and access for over 50,000 of New Jersey's children a year through a toll-free phone number, **1-877-652-7624** and a website, www.performcarenj.org.

What will happen when you contact PerformCare?

Please note that PerformCare associates do not provide direct care or counseling. The CSA provides access, linkage and authorization to CSOC services, and information about other services that may be of benefit to youth. The call center can be reached 24 hours a day, 7 days a week, and 365 days a year at **1-877-652-7624**. You can also view a video about PerformCare on the website: <http://www.performcarenj.org/families/index.aspx>.

If there is an immediate life-threatening emergency or any serious behavioral health problem that could lead to your child being harmed or possibly harming someone else, please dial 911.

Your initial contact will be with a trained PerformCare associate who will ask for or confirm information about you and the youth you are calling about, such as date of birth, address, insurance, and contact information. The associate will also ask about the reason for your call to best assist you.

Only a parent or legal guardian register a youth under the age of 18 and consent for services.

PerformCare can provide assistance, information, and referral to any youth and family that calls. You may speak to a Care Coordinator who may complete a Clinical Triage to determine what services may be appropriate for your child. A Care Coordinator will inquire as to your child's current behavioral challenges and will determine what level of behavioral care may be needed.

When should I call PerformCare?

PerformCare can assist your family when your child is impacted by depression, trauma, bullying, violence, defiant behavior, and/or drug or alcohol use. It is available to help you 24 hours a day, 7 days a week, and 365 days a year at **1-877-652-7624**. There is no charge for calling PerformCare.

At the end of your call to PerformCare, you can expect an explanation of any services being authorized or recommended, as well as the next steps. You will also receive a letter in the mail explaining the service(s) you have been authorized to receive.

What CSOC Behavioral Health Services are available?

Mobile Response and Stabilization Services (MRSS) - If your child is in crisis and experiencing escalating emotional/behavioral health symptoms, PerformCare can send a clinician to your home or to an agreed upon location in the community within an hour, to help stabilize the situation and to offer additional services, as needed. PerformCare can also help you locate the nearest psychiatric screening center or contact emergency services.

BioPsychoSocial (BPS) Assessment - A BPS is a one-time, in-home assessment that is completed by an independently licensed clinician and, upon completion, is submitted to PerformCare for review and determination of appropriate behavioral health services. A BPS may be offered if a youth has no current treatment provider and if the youth has moderate to severe emotional/behavior health concerns that do not require immediate assistance through MRSS.

Care Management Organization (CMO) - CMO is a higher level of behavioral health service that CSOC provides for youth ages 5-21 that are displaying/experiencing significant emotional and behavioral health concerns that place them at risk of removal from the home or psychiatric hospitalization.

CMO has the ability to connect your family to services in the home, or to out of home services if needed. These intensive, therapeutic services work to stabilize youth and allow s/he to remain safely in the home/community.

Outpatient Therapy - Outpatient Therapy is provided by a licensed professional in an office or clinical setting. This type of therapy can be tailored to the needs of the youth and include individual, group and family sessions based on the presenting problem.

PerformCare does not directly manage outpatient providers, but families with youth that meet the criteria for outpatient services, and who are Medicaid eligible, can obtain a list of participating

providers. Families covered under private medical insurance, should contact their respective insurance company to obtain a list of in-network, outpatient mental health providers.

Are services that I am referred to by PerformCare free?

Although families may not be charged for certain services, they are not free. Services recommended and authorized by PerformCare are paid by a variety of sources, such as public funds that include Medicaid and NJ FamilyCare, and commercial insurance or self-pay. Families will be asked to provide insurance information as part of their contact with PerformCare. All families referred for services who are not already Medicaid or NJ FamilyCare enrollees will be required to complete an eligibility application. Most services paid for with public funds are not entitlements and are subject to availability.

My family or child does not have insurance or Medicaid. How can I apply for Medicaid?

Families that are uninsured will be required to complete a NJ Family Care application. Go to <http://www.state.nj.us/humanservices/dmahs/home/index.html> for more information.

If your child is assessed as requiring Mobile Response and Stabilization Services or Care Management, the Medicaid or NJ FamilyCare application can be completed when you meet with them. The Mobile Response or Care Management staff will have the application available and will help you to complete it.

However, if you are determined ineligible for Medicaid, and you do not have private insurance, your child may still be able to receive services from the Children's System of Care.

Can I still get services if I don't give you or I don't have my insurance information?

Families must provide insurance information for delivery and continuation of any services provided with public funds. If the youth does not have Medicaid or NJ FamilyCare, you will be required to complete applications for those and/or other state benefits before receiving/continuing services.

These applications will require you to provide income and insurance information. If you are referred to Mobile Response Stabilization Services or Care Management Services, the service providers will help you complete the applications. Any delay in completing the application could delay access to services provided through the New Jersey Children's System of Care.

Where can I find more information on billing and insurance for services through CSOC?

Frequently Asked Questions for Fees and Commercial Insurance are available on the PerformCare website here: <http://www.performcarenj.org/families/fees-commercial-insurance-faqs.aspx>.

Who can arrange behavioral health services for a youth?

For youth under the age of 18, the parent or legal guardian needs to provide consent for services. Youth age 18 and over need to consent to their own services, unless a caregiver has obtained legal guardianship.

Can a school call to PerformCare to request behavioral health services for a youth?

Schools may contact PerformCare to assist the family in accessing services for a youth **with the parent or legal guardian present at the school or on the phone**. Schools **may not** contact PerformCare independent from a family to request services for a student.

Does PerformCare offer in-home behavioral services?

PerformCare assists families by linking youth to appropriate services based on his/her behavioral needs. In-home counseling is not a stand-alone service that can be authorized through a call to PerformCare. Mobile Response or Care Management may request In-home services through a treatment plan proposal, if they feel In-home services are warranted.

How can I access out of home (residential or group home) treatment for my child?

It is national best practice and the Children's System of Care's philosophy that youth are best served at home and in their communities. Out-of-home treatment is considered a last resort option and is sought after having exhausted a community plan.

If a family believes the youth's needs have escalated and may require an out of home treatment option, please call PerformCare for an assessment and next steps. If your child has already been connected to a local Care Management Organization (CMO) through CSOC and PerformCare, the decision to access out-of-home care will be made by you and your child's team.

Does PerformCare offer letters of clearance?

No. PerformCare does not have the ability to provide psychiatric screenings or letters of clearance. Letters of clearance can be obtained through the youth's psychiatrist or through the nearest screening center or hospital Emergency Department. For a list of designated screening centers, please visit: https://www.nj.gov/humanservices/dmhas/home/hotlines/MH_Screening_Centers.pdf.

Does PerformCare offer referral to a psychiatrist/medication monitoring or specialized evaluations?

PerformCare does not provide direct referrals or appointments for psychiatric evaluations, medication monitoring, or specialty evaluations (such as psychosexual or fire setting evaluations). If the youth is linked to a CSOC care management entity (such as Mobile Response or CMO), that agency may be able to assist the family in an appropriate referral.

The "Find a Provider" directory on the PerformCare website also can be utilized to help locate outpatient providers that may be able to provide a needed evaluation or service.

How does my youth's therapist recommend services?

If a clinician feels as though a youth would meet criteria for CMO services, s/he can complete a Clinical Summary Template. This form is completed by the youth's current provider when they feel that youth's behavioral needs can no longer be met at the current level and are recommending a higher level of care through the Care Management Organization (CMO).

The template can be accessed on the PerformCare website: www.performcarenj.org. Please note that a youth needs a CYBER ID in order for PerformCare to process this information. If youth does not yet have a CYBER ID, the parent or legal guardian needs to contact PerformCare at 1-877-652-7624.

Is Mobile Response and Stabilization Services (MRSS) the same as Mobile Crisis or Mobile Screening?

MRSS is not the same as Mobile Crisis. MRSS is administered through PerformCare and is designed to address escalating behavioral health needs that are not considered life threatening or that may not require a referral to the emergency room for psychiatric reasons.

Mobile Crisis or Mobile Screening is a mobile service associated with the primary screening center in each county where a screening team member is able to meet in the community, home, or at school with youth and family to further evaluate or screen a youth in crisis situations when the safety of the youth or others is a primary concern. For a list of designated screening centers, please visit: https://www.nj.gov/humanservices/dmhas/home/hotlines/MH_Screening_Centers.pdf.

How can my child access Applied Behavioral Analysis (ABA) services?

ABA therapy **through CSOC** is only potentially available when a youth has been determined to be eligible for Intellectual and Developmental Disability Services and linked to behavioral service through the Children's System of Care. Youth eligible for or enrolled in Medicaid/NJ FamilyCare can access ABA outside of CSOC through their managed care organization (MCO).

ABA therapy is not a standalone service and is limited. Even when a youth is involved with a Care Management Entity, ABA services are not a guarantee. For more information on eligibility for I/DD services through CSOC, please visit <http://www.performcarenj.org/families/disability/index.aspx>.