DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

| **What's Inside:** |
| Introducing *Cyber Access* a web-based system tool for storing and accessing electronic health records |

May 9, 2014

M E M O R A N D U M

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND CHILDREN'S DIVISION STAFF

FROM: TIM DECKER, DIRECTOR

SUBJECT: CYBER ACCESS – AN ELECTRONIC HEALTH RECORD (EHR) PROGRAM FOR MOHEALTHNET SERVICES

The purpose of this memorandum is to introduce staff to *Cyber Access*^{sm}*, a*n innovative *Electronic Health Record (EHR)* program for *MO HealthNet* participants and healthcare providers. This web-based tool allows physicians to prescribe electronically, view diagnosis data, receive alerts, select appropriate preferred medications, and electronically request drug and medical prior authorizations for their *MO HealthNet* patients. *CyberAccess*^{sm} is the first step toward a comprehensive electronic health record for Medicaid participants.

Alternative Care (AC) staff, AC supervisors (including contracted case management staff), specialists, and Circuit Managers may now utilize *Cyber Access* to obtain electronic MO HealthNet eligible services and MO Healthnet claims and history for children in the legal custody of the Division. Staff will no longer need to request healthcare information from the QA or QI Specialist, but will use *Cyber Access* to obtain the child's electronic MO HealthNet health history, if available, upon initial entry into out-of-home care and annually thereafter.

> *Only records for children in the legal custody of Children's Division may be accessed.*

Staff Authorization to use *CyberAccess*

New staff or staff which has not received a password and username may gain access to CyberAccess as follows:

1. Complete and sign a *Request for CyberAccess Form*

2. Have their immediate supervisor sign and date the form

3. Send the completed form by fax 573-751-2026 to Janie Niekamp or scanned and emailed to MJanie.Niekamp@dss.mo.gov

4. Janie Niekamp will return this document with staff's login username and password.

5. Supervisors should keep a copy of this document in the staff member's personnel record.

To set up your *CyberAccess* account, go to https://www.cyberaccessonline.net, save the website as a favorite, and turn *OFF* pop up blocker.

*CyberAccess works best with Internet Explorer 7 (IE7) and will **NOT** work with iPads, tablets or with Google Chrome, Firefox and Safari.*

If you are using **IE 8, 9, 10, or 11 YOU MUST MAKE THE COMPATIBILITY VIEW ADJUSTMENT IN ORDER FOR CYBERACCESS TO WORK PROPERLY**.

How to Set Compatibility View Settings in Internet Explorer 8 (IE8)

Step 1: Launch Internet Explorer

Step 2: Go to: https://www.cyberaccessonline.net

Step 3: Select Tools

Step 4: Select "Compatibility View Settings"

Step 5: Click Add (CyberAccess URL)

Step 6: Click Close

Step 7: Your Screen will refresh and you will now have the "drop down" menus within the application.

Remember These Important Security Tips

✓ Always choose passwords that are difficult for others to guess. You can change your password on the "My Account" screen after you log in.

✓ Never give your user name and password to others because it could be used without your knowledge.

✓ Never leave participant information unprotected on the computer screen while you step away.

✓ Place all printed documents containing participant information in secure storage or shred them daily to prevent accidental disclosure.

✓ Obey the golden rule: always handle information about your participants with the same care that you expect from your own physician.

✓ If you have technical difficulty, please contact the QA/QI Specialists

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NECESSARY ACTION: 1. Review this memorandum with all Children's Division staff. 2. All questions should be cleared through normal supervisory channels and directed to:	
PDS CONTACT Randall D. McDermit 573-751-8932 Randall.D.McDermit@dss.mo.gov	**UNIT MANAGER** Tricia Phillips 573-522-2713 Tricia.Phillips@dss.mo.gov

CHILD WELFARE MANUAL REVISIONS: N/A
FORMS AND INSTRUCTIONS   Request for CyberAccess Form
REFERENCE DOCUMENTS AND RESOURCES   CyberAccess Helpful Hints
RELATED STATUTE   N/A
ADMINISTRATIVE RULE   N/A
COUNCIL ON ACCREDITATION (COA) STANDARDS   N/A
CHILD AND FAMILY SERVICES REVIEW (CFSR)   N/A
PROTECTIVE FACTORS - N/A   Parental Resilience   Social Connections   Knowledge of Parenting and Child Development   Concrete Support in Times of Need   Social and Emotional Competence of Children
FACES REQUIREMENTS   N/A