

Frequently Asked Questions about CBISA™

Q. What is CBISA?

A. *CBISA is a comprehensive, web-hosted software tool that allows you to collect, track and report your community benefit data. The tool is developed and supported by Lyon Software.*

Q. Why would I use CBISA?

A. *The data collected in CBISA allows you to enter data and run reports with information for your annual community benefit report, IRS 990 Schedule H, and be included in the statewide reporting by Nebraska Hospital Association (NHA).*

Q. What kinds of data do I need to enter?

A. *For NHA and your quantifiable community benefit data, you will enter Programs that qualify (count) and their Occurrences (statistics of Persons Served, Expenses and Offsetting Revenue), along with Financial Assistance, Medicaid and Other Means-tested programs. You may also want to enter Narratives (stories). CBISA also offers additional modules for Needs, Goals, Partnerships, Indicators & Measurements and Outcomes.*

Q. How often do I have to enter data?

A. *CBISA is a web-hosted application and is available for data entry 24/7. You may access and enter data whenever it is convenient. NHA will request a snapshot of your data once a year to be included in statewide reporting.*

Q. How do I access CBISA?

A. *On 03/01/2023 our team provided the first system administrator with your CBISA login credentials. From there the administrator has access to add additional users to CBISA. You will access CBISA with your login credentials through this link: <https://www.cbisa.com>. If you did not receive this information, you may reach out to Lyon Software Support Team at support@lyonsoftware.com.*

Q. Can I access resources, manuals or training materials?

A. *Yes! We provide a range of choices, including handouts, webinar sessions, and on-site hands-on training. Our Support Center features an array of resources to enhance your understanding of CBISA. Access the CBISA Support Center using the password CBISA5800 through this link: <https://lyonsoftware.com/cbisang-support-center/> Alternatively, while in CBISA, you can navigate to the CBISA Support Center by clicking on the Lyon Software logo located near the upper left corner.*

Q. What if I have questions?

A. *Questions about the CBISA software: contact Lyon Software's support team at support@lyonsoftware.com.*

Questions about CBISA training opportunities: contact Lyon Software's training coordinator at dzeman@lyonsoftware.com.

Questions about reporting deadlines: contact Christine Widman, MHA | Senior Director, Medicaid Administration & Community Benefits at Nebraska Hospital Association, at cwidman@nebraskahospitals.org.