Using PSYCKES for Clinical Care and Care Coordination

We will begin shortly

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Kristen McLaughlin
Director, Medical Informatics
Office of Population Health & Evaluation
March 15, 2023

Q&A via WebEx

- All phone lines are muted
- Access "Q&A" box in WebEx menu at the right of your screen; if you expanded the view of the webinar to full screen, hover cursor over green bar at top of screen to see menu
- Type questions using the "Q&A" feature
  - Submit to "all panelists" (default)
  - Please do not use Chat function for Q&A
- Slides and recording will be emailed to attendees after the webinar

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Agenda

- PSYCKES Overview

- Access Levels and Enabling Access to Client-Level Data

- Review Client-Level Details within the Clinical Summary

  ○ Children's Waiver Status & Services

  ○ Health Home Care Management

  ○ HCBS & CFTSS

  ○ Quality Flags & Risk Factors

  ○ Medications & Diagnoses

  ○ Outpatient & Hospital Services

- Training and Technical Assistance

- Question & Answer

PSYCKES Overview

What is PSYCKES?

- A web-based application for sharing…

  - Medicaid claims and encounter data
  - Other State administrative data
  - Data and documents entered by providers and members

- Secure, HIPAA-compliant

- Supports:

  - Clinical decision making and care coordination: individual member information
  - Quality improvement: quality measures, quality flags
  - Population health management: identify high need/high risk cohorts

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Who is Viewable in PSYCKES?

- Over 10 million NYS Medicaid enrollees (currently or previously enrolled)

  - Fee for service claims

  - Managed care encounter data

  - Dual-eligible (Medicare/Medicaid): Medicaid data only

- Behavioral Health Population, i.e., at least one of the following:

  - Psychiatric or substance use service,

  - Psychiatric or substance use diagnosis, OR

  - Psychotropic medication

- Provides all data – general medical, behavioral health, residential

What Data is Available in PSYCKES?

- Clinical Summary provides up to 5 years of data (updated weekly)

- All Medicaid FFS claims and Managed Care encounter data, across treatment settings
  - Medications, medical and behavioral health outpatient and inpatient services, ER, care coordination, residential, etc.
  - Time lag varies from weeks to months, depending on how quickly providers bill and Managed Care plans submit to DOH

- "Real time" (0-7 day lag) data sources currently in PSYCKES:
  - New York City Department of Homeless Services (NYC DHS)
  - State Psychiatric Center EMR
  - Assertive Community Treatment provider contact (OMH CAIRS)
  - Assisted Outpatient Treatment provider contact (OMH TACT)
  - Health Home enrollment & CMA provider (DOH MAPP)
  - Suicide attempt (OMH NIMRS)
  - Managed Care Plan & HARP status (MC Enrollment Table)
  - Safety Plans/Screenings and assessments entered by clients or providers into PSYCKES MyCHOIS
  - MC Plan Assigned Primary Care Physician (Quarterly, DOH)

Quality Indicators "Flags"

- PSYCKES identifies clients flagged for quality concern in order to inform the treating provider and to support clinical review and quality improvement

- When a client has a quality flag, the provider is allowed access to that individual's Clinical Summary

- Examples of current quality flags include:

  - Vital Signs Dashboard – Child, e.g., No Well-Care Visit Past Year, Immunization for Adolescents – No HPV or Meningococcal

  - Medication-Related, e.g., No Follow-Up for Child on ADHD Med

  - Acute Care Utilization, e.g., High utilization, Readmission

  - General Medical, e.g., No Outpatient Medical Visit > 1 year

What Types of Reports Are Available?

- Individual Client Level Reports
  - Clinical Summary: Medicaid and State PC treatment history, up to 5 years
  - Most popular PSYCKES report
- Provider Agency Level Reports
  - Recipient Search Reports: run ad hoc reports to identify cohorts of interest, to support population health
  - My QI Report: current performance on all quality indicators, drill down to client-level views
  - PSYCKES Usage Reports: monitor PHI access by staff
  - Utilization Reports: support provider VBP data needs
- Statewide Reports
  - Can select a quality indicator and review statewide proportions by region, county, plan, network, or provider

Access to Client-Level Data

Access to Client Data in PSYCKES

Clients are assigned to agency/hospital in one of two ways:

- Automatically: Client had a billed service at the agency/hospital within the past 9 months
- Manually: Through Registrar Menu/PHI Access Module
  - Signed consent (physical or eSignature)
  - Clinical Emergency
  - Verbal PSYCKES consent
  - Attest client is being served by/transferred to your agency prior to billing and/or signed consent
- Recipient Search menu can be used to manually link clients to your agency/hospital, in addition to the Registrar Menu

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Access to Client Data
Without Signed Consent

- Certain data provided **without** signed consent...
  - Positive for an applicable quality indicator in PSYCKES
  - At least one billed service anywhere in agency/hospital in past 9 months
- Rationale: monitor quality and safety of Medicaid program
- Does **not** include Protected Health Information (PHI) with special protections
  - Substance use information/treatment
  - HIV
  - Genetic testing
  - Reproductive/family planning

Access to Client Data
With Signed Consent (physical or eSignature)

- Expanded access

  - Search among all Medicaid enrollees in the Behavioral Health population, including those not yet linked to agency/hospital through Medicaid billing and those not positive for a quality flag

  - Includes information with special protections (substance use, HIV, genetic testing, family planning)

- Access to client-level data

  - With signed consent

  - In clinical emergencies (limited duration, 72 hours)

- Advantage of obtaining signed consent:

  - Access to data remains in effect until client is discharged (3 years after last billed service) or client withdraws consent

Client Data for Providers: Comparison

Client data-agency link Type	Client data access type	Quality flag?	Any client data?	Data with special protection? (SUD, HIV, Family Planning, Genetic)	Duration
Automatic	**Billed service in past 9 months**	No	No, client name only	No	9 months after last service
		Yes	Yes	No	While flag is active, up to 9 months after last service
Manual	**Attest client is being served at / transferred to agency**	No	No, client name only	No	9 months after last service
		Yes	Yes	No	While flag is active, up to 9 months after last service
	Clinical emergency	n/a	Yes	Yes, all data	72 hours
	Verbal PSYCKES Consent	n/a	Yes	No	9 months
	Consent	**n/a**	**Yes**	**Yes, all data**	**3 years after last service**

Enabling Access to Client-Level Data

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Recipient Search: Enable PHI Access Module

Step 1: Search for client

Enter recipient identifier(s) and click "Search"

- Medicaid ID
- Social Security Number (SSN)
- First Name – at least first two characters required, if entered
- Last Name – full last name required, if entered
- Date Of Birth (DOB) – enter to improve search results when searching with name

Recipient Search: Enable PHI Access Module

Step 1: Confirm client match and select "Enable Access"; if no match, click "Modify Search"

| My QI Report ▾ | Statewide Reports | **Recipient Search** | Provider Search | Registrar ▾ | Usage ▾ | Utilization Reports | Adult Home |

‹ Modify Search

1 Recipients Found

PDF Excel

Medicaid ID AB12345C

Review recipients in results carefully before accessing Clinical Summary.

Maximum Number of Rows Displayed: 50

Name (Gender - Age)	Unique Identifiers	DOB	Address	Medicaid Quality Flags	Medicaid Managed Care Plan	Current PHI Access	
SMITH JOHN M - 15	Medicaid ID: AB12345C	4/12/2007	123 MAIN ST CENTER SQUARE, NY 12345		Fidelis Care New York	No Access	Enable Access 🔒

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Recipient Search: Enable PHI Access Module

Step 1: Confirm client match

More than 10 recipients meet search criteria message

My QI Report	Statewide Reports	Recipient Search	Provider Search	Registrar▾	Usage Reports▾	Utilization Reports

❮ Modify Search

No Recipients Found

	First Name	JOHN
AND	Last Name	SMITH

There are too many recipients matching your search criteria. You can narrow a search using one of the following strategies:

- Search with a unique identifier (Medicaid ID or Social Security Number)
- When searching by name, use First Name, Last Name, and DOB
- If your provider agency has served this client within the past year, you can limit search to clients served by your provider agency

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Recipient Search: Enable PHI Access Module
Step 2: Attestation to right to access data

PSYCKES Consent Form

Consent Form

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MAIN STREET CLINIC
Provider/Facility Name

About PSYCKES

The New York State (NYS) Office of Mental Health maintains the Psychiatric Services and Clinical Enhancement System (PSYCKES). This online database stores some of your medical history and other information about your health. It can help your health providers deliver the right care when you need it.

The information in PSYCKES comes from your medical records, the NYS Medicaid database and other sources. Go to **www.psyckes.org**, and click on **About PSYCKES**, to learn more about the program and where your data comes from.

This data includes:

- Your name, date of birth, address and other information that identifies you;
- Your health services paid for by Medicaid;
- Your health care history, such as illnesses or injuries treated, test results and medicines;
- Other information you or your health providers enter into the system, such as a health Safety Plan.

What You Need to Do

Your information is confidential, meaning others need permission to see it. Complete this form now or at any time if you want to give or deny your providers access to your records. What you choose will not affect your right to medical care or health insurance coverage.

Please read the back of this page carefully before checking one of the boxes below. Choose:

- "I GIVE CONSENT" if you want this provider, and their staff involved in your care, to see your PSYCKES information.
- "I DON'T GIVE CONSENT" if you don't want them to see it.

If you don't give consent, there are some times when this provider may be able to see your health information in PSYCKES – or get it from another provider – when state and federal laws and regulations allow it.[1] For example, if Medicaid is concerned about the quality of your health care, your provider may get access to PSYCKES to help them determine if you are getting the right care at the right time.

Your Choice. Please check 1 box only.

○ **I GIVE CONSENT** for the provider, and their staff involved in my care, to access my health information in connection with my health care services.

○ **I DON'T GIVE CONSENT** for this provider to access my health information, but I understand they may be able to see it when state and federal laws and regulations allow it.

Print Name of Patient

Patient's Date of Birth

Patient's Medicaid ID Number

Signature of Patient or Patient's Legal Representative

Date

Print Name of Legal Representative (if applicable)

Relationship of Legal Representative Patient (if applicable)

Recipient Search: Enable PHI Access Module
Step 3: Confirm client identity

- Check box to indicate provider attests to client identity OR
- Use drop-down lists to verify that client provided at least one form of ID

Recipient Search: Enable PHI Access Module
Step 4: Enable or Enable and View Clinical Summary

Clinical Summary

Clinical Summary

- Refreshed on a weekly basis
- Up to 5-years worth of information across treatment settings, including:
  - Managed Care (MC) Plan information: MC Plan name, MC Plan Assigned Primary Care Physician (PCP), MC Product Line
  - Care Coordination information: Health Home/Care Management, Children Waiver Status/Services, OPWDD NYSTART, OnTrackNY Early Psychosis
  - Alerts (e.g., suicidal ideations, suicide attempt, overdose, etc.)
  - Active quality flags
  - Plans/documents (e.g., safety plan, PAD, etc.)
  - Screenings/assessments (e.g., C-SSRS, PHQ-9)
  - Medical/behavioral health diagnoses & medications
  - Medical/behavioral health outpatient services
  - Hospital/ER/Crisis services

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Clinical Summary Viewing Options

- A client's clinical summary has 3 viewing tab options:
  - Brief Overview (default)
  - 1 Year Summary
  - 5 Year Summary

- The Brief Overview was a request by our users include a brief summary of a client's data that contained:
  - Most critical information, easily identifiable
  - Optimize time when reviewing clinical summary to get full clinical picture
  - Fits on a 1-2 pieces of paper, if printed

SMITH, JOHN
Clinical Summary as of 2/19/2023

📄 PDF

‹ Recipient Search

ℹ About included data sources

| **Brief Overview** | 1 Year Summary | 5 Year Summary |

Data with Special Protection ⦿ Show ○ Hide
This report contains all available clinical data.

DOB: 4/12/2007 (15 Yrs)
Address: 123 MAIN ST, CENTER SQUARE, NY, 12345

Medicaid ID: AB12345C
Managed Care Plan: HealthPlus (Mainstream)
MC Plan Assigned PCP: N/A

Medicare: No

Children's Waiver Status: HCBS - Serious Emotional Disturbance (K3)
HARP HCBS Assessment Status: N/A
Medicaid Eligibility Expires on: 08/01/2023

Current Care Coordination

Health Home (Enrolled)	COORDINATED BEHAVIORAL CARE INC (Begin Date: 01-FEB-19) · Status : Active
	Main Contact Referral: CBCHealthHome@cbcare.org
	Member Referral Number: 866-899-0152
	Care Management (Enrolled): JEWISH CHILD CARE ASSOC OF NY
High Mental Health Need due to:	1+ ER or Inpatient past 12 months with suicide attempt, suicide ideation, or self-harm diagnosis
OPWDD NYSTART	This client is potentially eligible for OPWDD NYSTART crisis services. Find a START team at: https://opwdd.ny.gov/crisis-services

Alerts · all available

		Most Recent	
3	Suicidal Ideation (3 ER)	1/4/2023	WOODHULL MED & MNTL HLTH CTR (ER - MH)

Active Quality Flags · as of monthly QI report 1/1/2023

BH QARR - DOH Performance Tracking Measure - as of 7/01/2022
No Follow Up After MH ED Visit - 30 Days · No Follow Up after MH ED Visit - 7 Days · No Metabolic Monitoring Child & Adol on Antipsychotic

BH QARR - Improvement Measure
No Metabolic Monitoring (Gluc/HbA1c and LDL-C) on Antipsychotic (Child) · No Metabolic Monitoring (LDL-C) on Antipsychotic

General Medical Health
No Metabolic Monitoring (Gluc/HbA1c and LDL-C) on Antipsychotic (All)

High Utilization - Inpt/ER
2+ ER - Medical

Polypharmacy
Psychotropics Three Plus

Vital Signs Dashboard - Child
No Follow Up After MH ED Visit - 30 Days · No Follow Up After MH ED Visit - 7 Days

Diagnoses Past Year

Behavioral Health (4)	Most Recent: Autism Spectrum Disorder · Unspecified/Other Impulse Control · Intellectual Disabilities · Attention Deficit Hyperactivity Disorder
	Most Frequent (# of services): Autism Spectrum Disorder (275) · Unspecified/Other Impulse Control (4) · Attention Deficit Hyperactivity Disorder (1) · Intellectual Disabilities (1)
Medical (7)	5 Most Recent: Epilepsy and recurrent seizures · Other and unspecified disorders of nose and nasal sinuses · Encounter for administrative examination · Long term (current) drug therapy · Body mass index [BMI] ...
	5 Most Frequent (# of services): Epilepsy and recurrent seizures (4) · Encounter for general examination without complaint, suspected or reported diagnosis (2) · Body mass index [BMI] (1) · Long term (current) drug therapy (1) · Encounter for administrative examination (1) ...

Medications Past Year

	Last Pick Up
Risperidone · Antipsychotic	1/31/2023 · Dose: 1 MG 2/day · Quantity 14

Medications Past Year

	Last Pick Up	
Risperidone · Antipsychotic	2/6/2023	Dose: 1 MG, 3/day · Quantity: 90
Loratadine · Antihistamines - Non-Sedating	1/20/2023	Dose: 10 MG, 1/day · Quantity: 30
Carbamazepine (Carbamazepine Er) · Mood Stabilizer	1/20/2023	Dose: 100 MG, 4/day · Quantity: 120
Clonidine Hcl · ADHD Med	12/23/2022	Dose: 0.1 MG, 1/day · Quantity: 30
Clonidine Hcl (Clonidine Hcl Er) · ADHD Med	8/22/2022	Dose: 0.1 MG, 1/day · Quantity: 30
Desmopressin Acetate · Posterior Pituitary Hormones	2/1/2023	Dose: 0.2 MG, 3/day · Quantity: 84
Lurasidone Hcl (Latuda) · Antipsychotic	2/1/2023	Dose: 40 MG, 1/day · Quantity: 28
Methylphenidate Hcl (Methylphenidate Hcl Er (Cd)) · ADHD Med	1/24/2023	Dose: 50 MG, 1/day · Quantity: 30
Neomycin-Polymyxin-Hc · Otic Combinations	12/8/2022	Dose: 3.5-10000-1 -/day · Quantity: 10
Ofloxacin · Otic Anti-infectives	11/8/2022	Dose: 0.3 %, 1/day · Quantity: 10
Ibuprofen · Nonsteroidal Anti-inflammatory Agents (NSAIDs)	3/15/2022	Dose: 600 MG, 4.29/day · Quantity: 30

Outpatient Providers Past Year

	Last Service Date & Type	
SAINT DOMINICS HOME	1/27/2023	CFTSS - Other Licensed Practitioners (OLP)
METRO COMMUNITY HEALTH CENTERS INC	12/23/2022	Clinic - Medical Specialty
SSHSP NYC BOARD OF EDUCATION	9/28/2022	Clinic - DD - Supportive Health Services
MONTEFIORE MEDICAL CENTER	8/5/2022	Clinic - Medical Specialty
BOSTON PEDIATRICS PLLC	4/18/2022	Physicians Group - Pediatrics
ASTOR HOME FOR CHILDREN	4/13/2022	Children's HCBS - Caregiver Family Supports and Services
YOUNG ADULT INSTITUTE & WORKS	4/12/2022	Clinic - DD Specialty
MEDS OOS CLINIC	3/15/2022	Clinic - Medical Specialty

All Hospital and Crisis Utilization · 5 Years

ER Visits		# Providers	Last ER Visit
4	Medical	3	11/23/2022 at LINCOLN MEDICAL/MENTAL HLTH

Inpatient Admissions		# Providers	Last Inpatient Admission
1	Medical	1	11/5/2019 at MONTEFIORE MEDICAL CENTER
2	Mental Health	2	6/9/2018 at BELLEVUE HOSPITAL CENTER

Crisis Services

No Medicaid claims for this data type in the past 5 years

Brief Overview as of 2/27/2023

View 1 Year Summary   **View 5 Year Summary**   📄 **Export Overview**

SMITH, JOHN
Clinical Summary as of 2/19/2023

🗎 PDF

‹ Recipient Search

ⓘ About included data sou...

⌄ ○ Hide
ical data.

DOB: 4/ /2007 (15 Yrs)
Addre: MAIN ST, CEN

ious Emotional

A
/2023

Information on data sources within the Clinical Summary

PSYCKES Data Sources for Individuals with Medicaid Enrollment
Clinical Summaries display information from multiple sources and are updated weekly.

🗎 PDF   ✖ close

NYS Medicaid billing database
For consumers who have received behavioral health diagnosis, service, or psychotropic medication paid for by Medicaid.

Weekly information on Medicaid Fee for Service claims or Managed Care encounter data, includes:
- Care Coordination information
- Diagnoses
- Medications
- Quality Flags
- Outpatient Medical or Behavioral Health Services
- Hospital/ER services
- Living Support/Residential
- Laboratory & Pathology
- Radiology
- Dental
- Vision
- Medical Equipment
- Transportation

MAPP - Health Home and Care Management Database from DOH
For consumers in outreach or enrolled in Health Homes and Care Management programs

Weekly information from DOH Health Home file:
- Outreach or enrollment status
- Health Home and Care Management provider names
- Start and End Dates
- Health Home/Care Management Agency
- information from DOH website:
  - main contact name/phone number
  - referral contact name and phone number

Managed Care Enrollment Table
For consumers enrolled in a Managed Care Plan/Product Line

Weekly information from MC Enrollment Table
- Name of Managed Care Plan
- HARP Status
- Managed Care Assigned Primary Care Physician (updated quarterly)

Uniform Assessment System New York (UAS-NY) assessment platform
For consumers with a Health and Recovery Plan (HARP) Home and Community Services (HCBS) Assessment Status/Results

Weekly information from UAS-NY:
- HARP HCBS Assessment Status

TACT - Tracking for AOT Cases and Treatment
For consumers on an Assisted Outpatient

Weekly information from TACT (in the past 5 years)
- AOT provider name
- enrollment date

3   Suicidal Ideation

Active Quality Flags · a

BH QARR - DOH Perform
No Follow Up After MH E
Metabolic Monitoring Ch

BH QARR - Improvement
No Metabolic Monitoring
Monitoring (LDL-C) on An

General Medical Health
No Metabolic Monitoring

High Utilization - Inpt/ER
2+ ER - Medical

Polypharmacy
Psychotropics Three Plus

Vital Signs Dashboard - C
No Follow Up After MH E

d/Other Impulse
yperactivity Disorder
rder (275) ·
ficit Hyperactivity

er and unspecified
administrative
y mass index [BMI] ...
nt seizures (4) ·
, suspected or
ong term (current)
nation (1) ...

Medications Past Year   Last Pick Up

Risperidone · Antipsychotic

General Section

- General section includes client name, DOB, address, Medicaid ID and Medicaid AID/Eligibility information, MC Plan and MC Plan assigned PCP, Children's Waiver Status, and HARP HCBS Assessment Status

My QI Report ▾	Statewide Reports	Recipient Search	Provider Search	Registrar ▾	Usage ▾	Utilization Reports	MyCHOIS	Adult Home

‹ Recipient Search

SMITH, JOHN
Clinical Summary as of 2/19/2023

PDF Excel CCD

☰ Sections

| Brief Overview | **1 Year Summary** | 5 Year Summary |

This report contains all available clinical data.
- Data with Special Protection ⦿Show ○Hide

General

Name
SMITH, JOHN

Medicaid ID
AB12345C

Medicare
No

Children's Waiver Status
HCBS - Serious Emotional Disturbance (K3)

DOB
4/12/2007 (15 Yrs)

Medicaid Aid Category
SSI

Managed Care Plan
HealthPlus (Mainstream)

HARP HCBS Assessment Status
N/A

Address
123 MAIN ST, CENTER SQUARE, NY, 12345

Medicaid Eligibility Expires on
08/01/2023

MC Plan Assigned PCP
N/A

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Current Care Coordination & Alerts

- Current Care Coordination section displays status/contact information, if applicable to the client, including:
    - Health Home Outreach/Enrollment
    - Care Management Agency Outreach/Enrollment
    - OnTrack NY Early Psychosis Program Enrollment
    - OPWDD NYSTART eligibility
    - Medicaid Eligibility Alert: New York State of Health (NYSoH) alert for Medicaid recertification

- Alerts (All available NIMRS & Medicaid data)
    - Suicidal ideations
    - Suicide attempt
    - Self-inflicted harm
    - Opioid overdose
    - Homelessness
    - OMH unsuccessful discharge

General/Current Care Coordination

SMITH, JOHN
Clinical Summary as of 2/19/2023

PDF   Excel   CCD

‹ Recipient Search

≡ Sections

| Brief Overview | 1 Year Summary | 5 Year Summary |

This report contains all available clinical data.
- Data with Special Protection ● Show ○ Hide

General

Name	**Medicaid ID**	**Medicare**	**Children's Waiver Status**
SMITH, JOHN	AB12345C	No	HCBS - Serious Emotional Disturbance (K3)
DOB	**Medicaid Aid Category**	**Managed Care Plan**	**HARP HCBS Assessment Status**
4/12/2007 (15 Yrs)	SSI	HealthPlus (Mainstream)	N/A
Address	**Medicaid Eligibility Expires on**	**MC Plan Assigned PCP**	
123 MAIN ST, CENTER SQUARE, NY, 12345	08/01/2023	N/A	

Current Care Coordination

Health Home (Enrolled) - Status : Active, COORDINATED BEHAVIORAL CARE INC (Begin Date: 01-FEB-19), Main Contact: Member Referral Number: 866-899-0152, CBCHealthHome@cbcare.org

Care Management (Enrolled) : JEWISH CHILD CARE ASSOC OF NY

- This information is updated weekly from DOH MAPP.

High Mental Health Need due to: 1+ ER or Inpatient past 12 months with suicide attempt, suicide ideation, or self-harm diagnosis

This client is potentially eligible for OPWDD services. For individuals with a co-occurring intellectual and/or developmental disability and behavioral health need, NYSTART services may be available in some areas of New York State.
1. To find out about START eligibility and the model Click Here
2. To see if you have a START team in your area and access contact information Click Here

Medicaid Eligibility Alert: This client uses the New York State of Health (NYSoH) enrollment system for Medicaid recertification. For more information contact NYSoH at 1-855-355-5777.

OnTrackNY Early Psychosis Program - Enrolled: Individual currently receiving early psychosis clinical services from: OnTrackNY@The Jewish Board, Daniel Tanh, 917-687-0994; after hours 917-674-3874

Alerts & Incidents

The "Alerts" section contains information on suicidality, homelessness, positive screenings, and opioid overdose

Alerts Incidents from NIMRS, Service invoices from Medicaid 📋 Details   Table | Graph

Alert Type	Number of Events/Meds/Positive Screens	First Date	Most Recent Date	Provider Name(s)	Program Name	Severity/Diagnosis/Meds/Results	
Homelessness - NYC DHS Shelter	2	1/4/2022	5/10/2022	WILLOW AVENUE FAMILY RESID	Families with Children, General		📋
Treatment for Self inflicted Poisoning	4	4/30/2018	5/10/2019	UNIVERSITY HOSPITAL	Clinic - Medical Specialty	Poisoning by benzodiazepines, intentional self-harm, initial encounter	📋
Treatment for Suicidal Ideation	1	11/9/2017	11/9/2017	NASSAU UNIVERSITY MEDICAL CTR PSYCH	Inpatient - MH	Suicidal ideations	📋
Treatment for Suicide Attempt	2	12/27/2016	12/28/2016	MOUNT SINAI HOSPITAL	ER - Medical	Suicide attempt	📋
C-SSRS (Suicide Screen)	1	9/8/2016	10/6/2016	Client	Jamaica Avenue Clinic	High Risk: Suicide Attempt(s); Last attempt Past 7 days	📋
PHQ-9 (depression screening and monitoring)	1	9/7/2016	10/4/2016	Client	Jamaica Avenue Clinic	Thoughts of "better off dead" and/or hurting self	📋

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Social Determinants of Health (SDH)

- The SDH section includes social and environmental conditions that impact a wide range of health risks and outcomes (e.g., education & literacy, upbringing, social environment, etc.)

Social Determinants of Health (SDH)

Problems related to education and literacy	Other Problems Related To Education And Literacy
Problems related to upbringing	Other Specified Problems Related To Upbringing

Click on a SDH to drill-in and view more details

Services provided for the selected Social Determinants of Health:
Other Problems Related To Education And Literacy

PDF Excel

Previous 1 2 Next

Date of Service	Service Type	Service Subtype	Provider Name	Primary, secondary, and quality flag-related diagnoses
7/5/2022	Outpatient - BH	Clinic - MH Specialty	BRONXCARE HOSPITAL CENTER	Anxiety disorder, unspecified, Other problems related to education and literacy
5/31/2022	Outpatient - BH	Clinic - MH Specialty	BRONXCARE HOSPITAL CENTER	Anxiety disorder, unspecified, Other problems related to education and literacy, Unspecified psychosis not due to a substance or known physiological condition

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Quality Flags & PSYCKES Registries

Quality Flags as of monthly QI report 1/1/2023 ⧉ Definitions

Recent | All (Graph) | All (Table)

Indicator Set

BH QARR - DOH	BH QARR - DOH Performance ... Days • No Metabolic Monitor...	...Visit - 30 Days • No Follow Up after MH ED Visit - 7
BH QARR - Improvement Measure	No Metabolic Monitoring (Gluc/...	...Monitoring (LDL-C) on Antipsychotic
General Medical Health	No Metabolic Monitoring (Gluc/HbA1c and LDL-C) on Antipsychotic (All)	
High Utilization - Inpt/ER	2+ ER - Medical	
Polypharmacy	Psychotropics Three Plus • Psychotropics Three Plus • Psychotropics Three Plus (Carbamazepine + Clonidine Hcl + Risperidone)	
Vital Signs Dashboard - Child	No Follow Up After MH ED Visit - 30 Days • No Follow Up After MH ED Visit - 7 Days	

Click on the "Definitions" link or a specific quality flag to view the indicator description

PSYCKES Registries ⓘ About PSYCKES Registries

Registry	Provider Name(s)	Added On	Removed on	Designations
Suicide Care Pathway	ST. LAWRENCE PSYCHIATRIC CENTER	1/23/2023	Active	Suicide Attempt (Source: NIMRS)
Suicide Care Pathway	ST. LAWRENCE PSYCHIATRIC CENTER	10/15/2022	1/15/2023	Suicide Attempt (Source: NIMRS)

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Plans & Documents, Screenings & Assessments

Plans & Documents ⬆ Upload ⊕ Create New

Date Document Created	Document Type	Provider Name	Document Created By	Role	Delete Document
2/28/2023	Safety Plan				🗑
2/28/2023	PSYCKES Consent Form (e-sign)			...ker	
1/12/2023	Relapse Prevention Plan	MONTEFIORE MEDICAL CENTER	JANE DOE	Therapist	🗑

> **Create a Safety Plan or PAD, or upload other documentation (e.g., Care Plans, Discharge Plans, etc.)**

Screenings & Assessments ▢ Definitions

Table | Graph

Assessment Name	Number of Assessments Entered	Last Assessment Date	Last Assessment Provider	Last Assessment Rated by (Role)	Last Assessment Results	
C-SSRS (Suicide Screen)	1	2/28/2023	MONTEFIORE MEDICAL CENTER	Administered in PSYCKES mobile app	2 Suicide Attempt(s); Last attempt 4 to 6 months High Risk: Suicidal Behavior in past 3 months	⧉
PHQ-9 (depression screening and monitoring)	1	8/14/2022	MENTAL HLTH ASSOC WESTCHESTER	Administered in PSYCKES mobile ap		⧉

> **Screenings & assessments may be viewed with consent/ER access**

Behavioral Health & Medical Diagnoses

Behavioral Health Diagnoses Primary, secondary, and quality flag-related diagnoses (most frequent first)

Unspecified/Other Anxiety Disorder • Adjustment Disorder • Attention Deficit Hyperactivity Disorder • Major Depressive Disorder • Generalized Anxiety Disorder • Phobia-Social Anxiety

Medical Diagnoses Primary, secondary, and quality flag...

> **Click on any diagnosis to see more details about the billed services associated with that selected diagnosis**

Certain Infectious And Parasitic Diseases	Trichomoniasi...
Diseases Of The Musculoskeletal System And Connective Tissue	Other joint disorder, not elsewhere classified
Diseases Of The Nervous System	Other headache syndromes • Mononeuropathies of upper limb
Diseases Of The Respiratory System	Asthma
Endocrine, Nutritional And Metabolic Diseases	Type 1 diabetes mellitus • Type 2 diabetes mellitus • Disorders of puberty, not elsewhere classified
Factors Influencing Health Status And Contact With Health Services	Encounter for screening for infectious and parasitic diseases • Encounter for screening for other diseases and disorders • Personal risk factors, not elsewhere classified
Symptoms, Signs And Abnormal Clinical And Laboratory Findings, Not Elsewhere Classified	Abnormal blood-pressure reading, without diagnosis • Nausea and vomiting • Symptoms and signs involving emotional state

Diagnosis Drill-in

> **When drilling into a diagnosis, you'll see information on date of service, service type & subtype, provider, and other diagnoses**

Services provided for the selected Diagnosis:
Adjustment Disorder

PDF | Excel | ✕

...us | 1 | 2 | 3 | Next

Date of Service	Service Type	Service Subtype	Provider Name	Primary, secondary, and quality flag-related diagnoses
4/20/2022	Inpatient-ER	Inpatient - MH - Group - Physician - Psychiatry and Pediatrics	MONTEFIORE MEDICAL CENTER	Adjustment disorder with mixed disturbance of emotions and conduct, Gender identity disorder, unspecified, Type 2 diabetes mellitus with ketoacidosis without coma
4/19/2022	Inpatient-ER	Inpatient - MH - Group - Physician - Psychiatry and Pediatrics	JACOBI MEDICAL CENTER	Adjustment disorder with mixed disturbance of emotions and conduct, Gender identity disorder, unspecified, Type 2 diabetes mellitus with ketoacidosis without coma
4/14/2022	Inpatient-ER	Inpatient - MH - Group - Physician - Psychiatry and Pediatrics	MONTEFIORE MEDICAL CENTER	Adjustment disorder with mixed disturbance of emotions and conduct, Gender identity disorder, unspecified, Type 2 diabetes mellitus with ketoacidosis without coma

Integrated View of Services (IVOS) Over Time
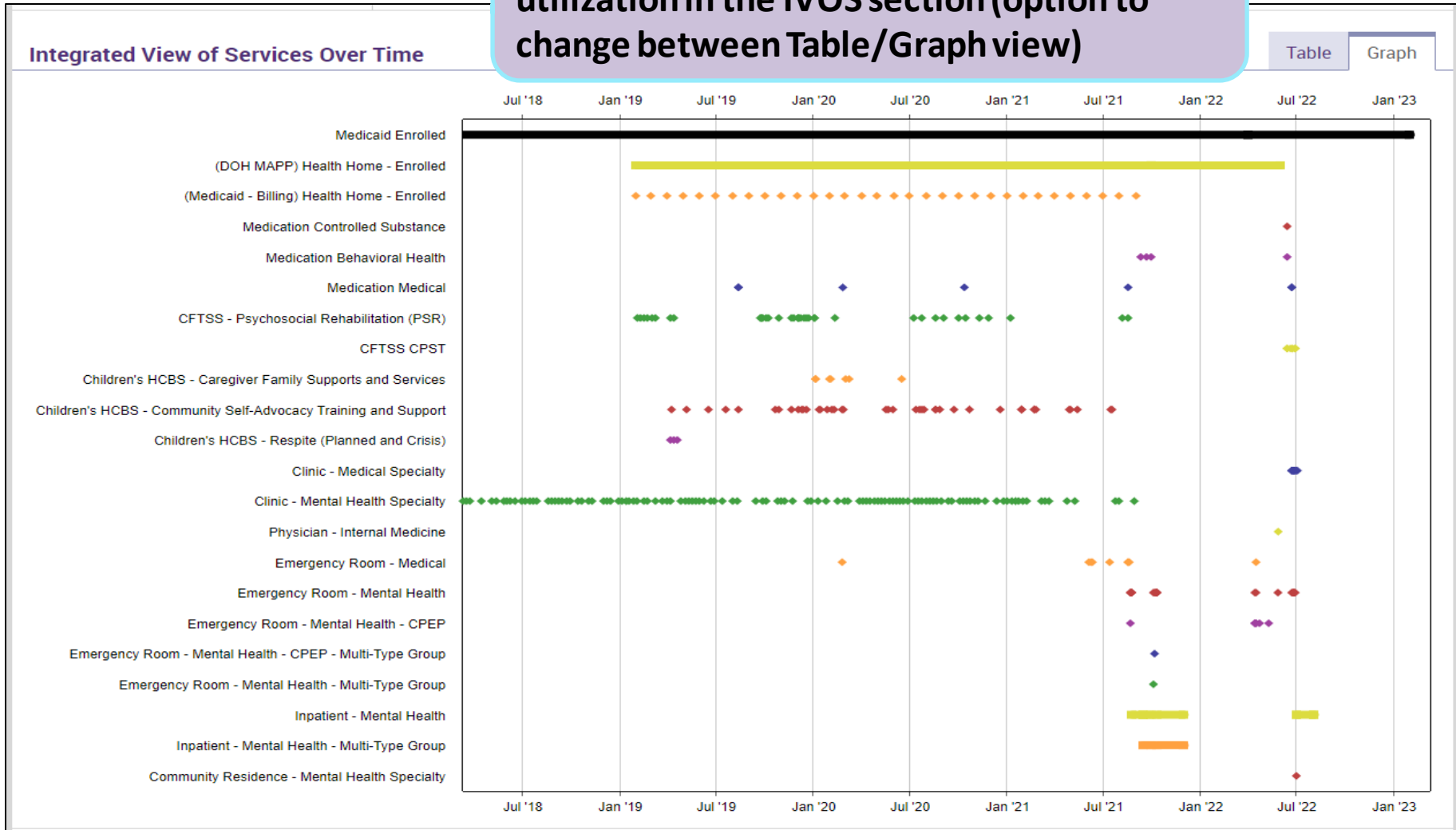
Care Coordination (Historical)

- The "Care Coordination" section displays historical Care Coordination information (e.g., Health Home enrollment, Child Waiver Services, etc.)

Care Coordination Details					Table	Graph
Service Type	Provider	First Date Billed	Last Date Billed	Number of bills		
Health Home - Enrolled (DOH MAPP)	COORDINATED BEHAVIORAL CARE INC (HH), JEWISH CHILD CARE ASSOC OF NY (CM)	11/1/2020	Current			🗐
Health Home - Enrolled	COORDINATED BEHAVIORAL CARE INC	3/1/2022	11/1/2022	6		🗐
Child Waiver Services - OMH	VILLA OF HOPE	8/23/2022	8/23/2022	1		🗐

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Medications (Controlled, BH, Medical)

Medication: Controlled Substance 📋 Details   Table | Graph

Schedule	Drug Class	Drug Name	Last Dose*	Estimated Duration	First Day Picked Up	Last day Picked Up	
II	ADHD Med	Amphetamine-Dextroamphetamine (Amphetamine-Dextroamphet Er)	30 MG, 1/day	10 Month(s) 5 Day(s)	3/15/2022	12/21/2022	📋

Medication: Behavioral Health 📋 Details   Table | Graph

Drug Class	Drug Name	Last Dose*	Estimated Duration	First Day Picked Up	Last day Picked Up	
ADHD Med	Amphetamine- Dextroamphetamine (Amphetamine- Dextroamphet Er)					📋

> **Click on any medication's "See Details" button to view more about that medication's orders/trials**

Medication: Medical 📋 Details   Table | Graph

Drug Class	Drug Name	Last Dose*	Estimated Duration	First Day Picked Up	Last day Picked Up	
Beta Blockers Non-Selective	Propranolol Hcl	10 MG, 2/day	5 Month(s) 6 Day(s)	8/19/2022	12/26/2022	📋
Influenza Agents	Oseltamivir Phosphate	6 MG/ML, 20/day	6 Day(s)	12/23/2022	12/23/2022	📋
Sympathomimetics	Albuterol Sulfate (Albuterol Sulfate Hfa)	108 (90 Base) MCG/ACT/day	2 Week(s) 2 Day(s)	12/3/2022	12/3/2022	📋
Ophthalmic Anti-infectives	Ofloxacin	0.3 %, .17/day	1 Month(s)	4/4/2022	4/4/2022	📋

Medications Drill-in

When drilling into a medication you'll see pick-up date, drug information, prescriber, and pharmacy

RX detail for Amphetamine- Dextroamphetamine (Amphetamine- De...   PDF Excel ✕

Orders | Trials

Previous | 1 | Next

Pick Up Date	Brand Name	Generic Name	Drug Class	Strength	Qu... Dispensed	Supply	per day*	Daily Dose*	...ute...	Prescriber	Pharmacy
1/30/2023	Amphetamine-Dextroamphet ER	Amphetamine-Dextroamphetamine	ADHD Med	15 MG	30	30	1	15 MG	Oral	Kuchuk Robert	RITE AID OF NEW YORK INC 758
12/28/2022	Amphetamine-Dextroamphet ER	Amphetamine-Dextroamphetamine	ADHD Med	15 MG	30	30	1	15 MG	Oral	Kuchuk Robert	RITE AID OF NEW YORK INC 758
12/2/2022	Amphetamine-Dextroamphet ER	Amphetamine-Dextroamphetamine	ADHD Med	15 MG	30	30	1	15 MG	Oral	Kuchuk Robert	WEGMANS PHARMACY #092
11/1/2022	Amphetamine-Dextroamphet ER	Amphetamine-Dextroamphetamine	ADHD Med	10 MG	30	30	1	10 MG	Oral	Kuchuk Robert	WEGMANS PHARMACY #092

RX detail for Amphetamine- Dextroamphetamine (Amphetamine- Dextroamphet Er) Medication   PDF Excel ✕

Orders | **Trials**

Previous | 1 | Next

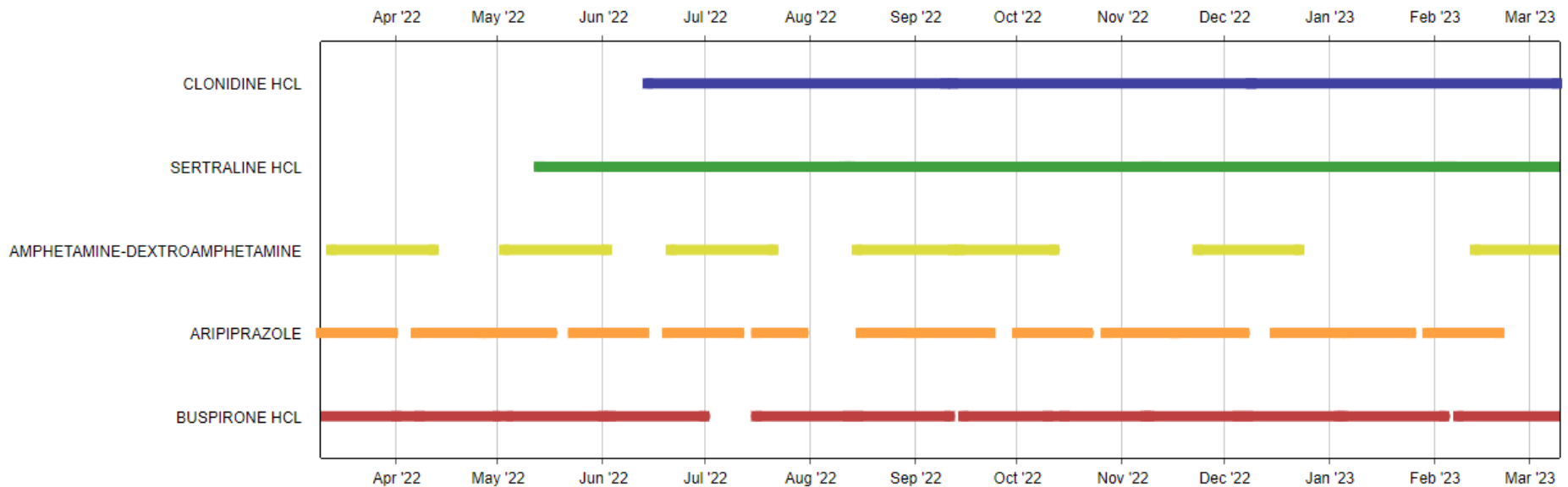| Brand Name	Generic Name	Drug Class	First Day Picked Up	Estimated End of Trial	Estimated Duration
Amphetamine- Dextroamphet ER	Amphetamine- Dextroamphetamine	ADHD Med	11/1/2022	3/1/2023	4 Month(s)

Medications (Controlled, BH, Medical)

Medications (Controlled, BH, Medical)

Toggle between "Table" and "Graph" views to see patterns of medication utilization

Outpatient Services (BH & Medical)

Behavioral Health Services 📄 Details | Table | Graph |

Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)	
CFTSS - Other Licensed Practitioners (OLP)	SAINT DOMINICS HOME	11/1/2022	12/26/2022	5	Autistic disorder	- Psych Diagnostic Evaluation	📋
Clinic - Medical Specialty	METRO COMMUNITY HEALTH CENTERS INC	6/22/2022	12/23/2022	4			📋
Clinic - DD - Supportive Health Services	SSHSP NYC BOARD OF EDUCATION	6/2/2022	9/28/2022	20			📋
Physicians Group - Pediatrics	BOSTON PEDIATRICS PLLC	4/18/2022	4/18/2022	1			📋
Children's HCBS - Caregiver Family Supports and Services	ASTOR HOME FOR CHILDREN	4/13/2022	4/13/2022	1	disabilities		📋
Clinic - DD Specialty	YOUNG ADULT INSTITUTE & WORKS	4/12/2022	4/12/2022	1	Encounter for general psychiatric examination, requested by authority	- Psych Diagnostic Evaluation	📋
Clinic - Medical Specialty	MEDS OOS CLINIC	3/15/2022	3/15/2022	1	Autistic disorder	- Psycl/Nrpsyc Tst Phy/Qhp 1st - Psycl Tst Eval Phys/Qhp 1st - Psycl/Nrpsyc Tst Phy/Qhp Ea - Psycl Tst Eval Phys/Qhp Ea	📋

> **Click on "See Details" button to view more information about the claims associated with the service type**

Medical Outpatient Services 📄 Details | Table | Graph |

Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)	
Physician Group	TRUSTEES OF COLUMBIA UNIVERSITY IN	1/11/2023	1/11/2023	1	Type 1 diabetes mellitus with hyperglycemia	- Hemoglobin Glycosylated A1c - Office O/P Est Mod 30-39 Min	📋
Physicians Group - Pediatrics	TRUSTEES OF COLUMBIA UNIVERSITY IN	4/21/2022	9/29/2022	3	Type 1 diabetes mellitus with hyperglycemia	- Hemoglobin Glycosylated A1c - Office O/P Est Mod 30-39 Min - Cont Gluc Mntr Analysis I&R	📋
Physician - Pediatrics	TIZER KAREN	3/31/2022	3/31/2022	1	Type 1 diabetes mellitus with hypoglycemia	- Office O/P Est Low 20-29 Min	📋

Outpatient Services (BH & Medical)

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Hospital/ER/Crisis: Integrated Behavioral/Medical

Hospital/ER/Crisis Services 📋 Details

Service Type	Provider	Admission	Discharge Date/Last Date Billed	Length of Stay	Most Recent Primary Diagnosis	Procedure(s) (Per Visit)	
Crisis Intervention Service - Telephonic Response	NIAGARA COUNTY DEPARTMENT OF MENTAL	10/3/2022	10/3/2022	1	Mental Disorder, Not Otherwise Specified	- Crisis Interven Svc, 15 Min	📋
ER - MH - CPEP	ERIE COUNTY MEDICAL CTR	9/13/2022	9/13/2022	1	Encounter For Screening Examination For Mental Health And Behavioral Disorders, Unspecified	- Psych Diagnostic Evaluation	📋
Inpatient - MH	BRY-LIN HOSPITALS INC	7/14/2022	8/3/2022	20	Attention-Deficit Hyperactivity Disorder, Combined Type	- Individual Psychotherapy, Supportive	📋
Inpatient - MH	BRY-LIN HOSPITALS INC	6/28/2022	7/7/2022	9	Attention-Deficit Hyperactivity Disorder, Combined Type	- Individual Psychotherapy, Supportive	📋
ER - Medical - Physician Group	UPMC CHAUTAUQUA AT WCA	6/26/2022	6/26/2022	1	Foreign Body In Left Ear, Initial Encounter	- - Emergency Dept Visit Sf Mdm	📋
ER - MH	ERIE COUNTY MEDICAL CTR	6/25/2022	6/25/2022	1	Oppositional Defiant Disorder	- Emergency Dept Visit Sf Mdm	📋
ER - MH - CPEP	ERIE COUNTY MEDICAL CTR	5/21/2022	5/21/2022	1	Oppositional Defiant Disorder	- Psych Diagnostic Evaluation	📋
ER - MH	ERIE COUNTY MEDICAL CTR	5/21/2022	5/21/2022	1	Oppositional Defiant Disorder	- Emergency Dept Visit Mod Mdm - Sarscov2 & Inf A&B Amp Prb	📋
ER - MH - CPEP	ERIE COUNTY MEDICAL CTR	5/12/2022	5/12/2022	1	Conduct Disorder, Childhood-Onset Type	- Psych Diagnostic Evaluation	📋

Dental, Vision, Living Support/Residential

Dental ⧉ Details

<div align="right">Table | Graph</div>

Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Procedures (Last 3 Months)	
Office/Outpatient	MONTEFIORE MEDICAL CENTER - HENRY &	11/1/2022	11/1/2022	1	- Dental Prophylaxis Child - Oral Evaluation, Pt < 3yrs - Oral Hygiene Instruction - Topical App Fluorid Ex Vrnsh	⧉

Vision ⧉ Details

Eye Care Services - Unspecified Setting	25 WESTCHESTER SQ OPTICAL CORP	7/5/2022	7/5/2022	1	- Eye Exam&Tx Estab Pt 1/>Vst	⧉
Eye Appliances - Unspecified Setting	25 WESTCHESTER SQ OPTICAL CORP	7/5/2022	7/5/2022	1	- Vision Svcs Frames Purchases - Lens Polycarb Or Equal - Lens Spher Single Plano 4.00	⧉

Living Support/Residential Treatment ⧉ Details

<div align="right">Table | Graph</div>

Program/Type	Provider Name	First Date of Service (last 5 years)	Last Date Billed	Number of Visits	
Intermediate Care Facility - DD	THE CENTER FOR DISCOVERY BALSAM ICF	3/1/2022	2/5/2023	123	⧉
Home Care - HHA Professional Services	EXTRAORDINARY HOME CARE	4/13/2022	8/30/2022	12	⧉

Labs, Radiology, Medical Equipment, and Transportation

Laboratory & Pathology 📋 Details

<div style="text-align: right">Table   Graph</div>

Test/Panel Name	First Billed	Last Billed	# Tests	Most Recent Lab/Pathology Provider	
Sars-Cov-2/2019-Ncov (Covid-19), Any Tec	12/29/2022	12/29/2022	1	ACCU REFERENCE MEDICAL LAB LLC	📋
Culture Othr Specimn Aerobic	7/14/2022	12/29/2022	2	ACCU REFERENCE MEDICAL LAB LLC	📋

Radiology 📋 Details

<div style="text-align: right">Table   Graph</div>

Program/Type	Test Name	Date Billed	Provider	
Office/ Outpatient/ Laboratory	X-Ray Exam Of Facial Bones	6/23/2022	MILLENNIUM MEDICAL IMAGING PC	📋
Office/ Outpatient/ Laboratory	X-Ray Exam Of Skull	6/23/2022	MILLENNIUM MEDICAL IMAGING PC	📋

Medical Equipment 📋 Details

No Medicaid claims for this data type in the past 1 year

Transportation 📋 Details

<div style="text-align: right">Table   Graph</div>

Type	Provider Name	First Date of Service (last 5 years)	Last Date Billed	Number of Visits	Most Recent Primary Diagnosis	
Ambulance	TLC MEDICAL TRANSPORT SVCS INC	6/17/2022	6/17/2022	1	Suicidal ideations	📋

Export Data to PDF, Excel

My QI Report ▾ | Statewide Reports | Recipient Search | Provider Search | Registrar ▾ | Usage ▾ | Utilization Reports | MyCHOIS | Adult Home

‹ Recipient Search

SMITH, JOHN
Clinical Summary as of 2/19/2023

PDF Excel CCD

≡ Sections | Brief Overview | **1 Year Summary** | 5 Year Summary | This report contains all available clinical data
- Data with Special Protection ●Show ○Hide

All available data = sections will be "unrolled," ie., each scrip or visit will be listed in a separate row.

To select multiple sections, "Shift "+ click or "Ctrl"+ click.

📄 Export

☐ Include Brief Overview as "cover page"

Export Options

◉ All sections - Summary data
○ Selected section(s) - Summary data
○ Selected section(s) - All available data

Page Orientation

◉ Portrait
○ Landscape

Sections   Select All ☑

POP Intensive Care Transition Service
Alerts
Social Determinants of Health (SDH)
Quality Flags

* Use ctrl key to select/unselect multiple items.

Export Cancel

Protected Health Information: Save only to secure server!

Training & Technical Assistance

PSYCKES Training

- PSYCKES website: www.psyckes.org

- PSYCKES Training Webinars
  - Live webinars: Register on PSYCKES Training Webinars page
  - Recorded webinars: Slides and recordings available
    - Introduction to PSYCKES
    - Where to Start: Getting Access to PSYCKES
    - Using PSYCKES Quality Indicator Reports
    - Navigating PSYCKES Recipient Search for Population Health
    - Using the PSYCKES Clinical Summary
    - Consent, Emergency, Quality Flag: PSYCKES Levels of Access
    - PSYCKES Mobile App for iPhones & iPads

- PSYCKES User Guides & Short How-To Videos
  - www.psyckes.org > PSYCKES Training Materials

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Self-Service Console

- The Self-Service Console is a way to manage your RSA token and PIN, for logging into secure OMH applications, including PSYCKES

- The console is accessed at: mytoken.ny.gov

- From within your Self-Service Console account, you can:
  - Set security questions
  - Reset your PINs
  - Activate tokens
  - Request a replacement token

- We recommend all users set up security questions in the console so that you can reset your own PIN if ever needed

- As of April 2022, the console must be used when new users need a token or existing users need a replacement token

Helpdesk Support

- PSYCKES Help (PSYCKES support)
  - 9:00AM – 5:00PM, Monday – Friday
  - PSYCKES-help@omh.ny.gov

- Help Desk (Token, Login & SMS support)
  - ITS (OMH Employee) Helpdesk:
    - 1-844-891-1786; fixit@its.ny.gov
  - Provider Partner (Non-OMH Employee) Helpdesk:
    - 1-800-435-7697; healthhelp@its.ny.gov

Questions?

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