

Using PSYCKES for Clinicians

We will begin shortly

Kate M. Sherman, LCSW
2014



Q&A via WebEx

- All phone lines are muted
- To access “Q&A” menu, hover cursor over green bar at top of screen
- Type questions using the “Q&A” feature
 - Submit to “all panelists” (default)
 - Do not use Chat function for Q&A
- Note: slides will be emailed to attendees after the webinar

Using PSYCKES for Clinicians

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Overview

- Introduction to PSYCKES
- The PSYCKES Clinical Summary
- The PSYCKES PHI Access Menu
- Questions and Answers

What is PSYCKES?

- A web-based platform for sharing Medicaid claims data
- Comprehensive, user-friendly client information
- Secure, HIPAA-compliant
- Supports:
 - Clinical decision-making
 - Quality improvement

Who is in PSYCKES?

- Medicaid enrollees
 - Fee-for-service
 - Managed care
 - Dual-eligible (Medicare/Medicaid): Medicaid data only, includes services but not pharmacy
- Behavioral health population
 - Mental health
 - Substance abuse
- Currently over 5 million individuals

What Client Information is in PSYCKES?

- All Medicaid-reimbursable services for which a claim was submitted, across treatment settings
 - Behavioral health (outpatient and inpatient)
 - Pharmacy (psychotropic and medical)
 - Medical (services, lab tests, and procedures)
 - Living Supports (if Medicaid-billable)
- Up to 5 years of data

Quality Indicators / “Flags”: Clinical Utility

- Medication-Related, e.g.:
 - Polypharmacy
 - High dose
- Acute Care Utilization, e.g.:
 - High utilization
 - Readmission
- Health Promotion and Care Coordination
 - Behavioral health
 - Medical

Access to Client Data in PSYCKES: Providers

- Clients assigned to a hospital/agency
 - Automatically: Billed service within the past 9 months
 - Manually: Through the PHI Access Menu
 - Signed consent
 - Emergency (72 hours)
 - Attestation of service
- Levels of access
 - Consent: all data, including data with special protection
 - Substance abuse
 - HIV
 - Genetic information
 - Reproductive / family planning
 - Quality Flag: all data, except data with special protection
 - No access

Access to Client Data in PSYCKES: State/Local Government, Managed Care

- See all data, including data with special protection
 - Substance abuse
 - HIV
 - Genetic information
 - Reproductive / family planning
- See data for which clients?
 - Managed care plans: individuals currently enrolled
 - State/local government oversight: all clients
- PHI Access Menu not applicable
 - Exception: State/local providers get provider access (slightly enhanced for state operated facilities)

Logging in to PSYCKES

- Go to PSYCKES Home Page: www.psyckes.org
- Click “Log Into PSYCKES”

The image shows a screenshot of the PSYCKES Medicaid Home page. The page header includes "New York State" and "State Agencies" on the left, and a search bar for "Search all of NY.gov" on the right. Below the header is the "Office of Mental Health" logo and name, along with the names of the Commissioner and Governor. A navigation menu includes "Home", "News", "Data & Reports", "Publications", "Resources", "Employment", and "A-Z Site Map". There are also language options for Chinese, Russian, Spanish, and Kreyòl Ayisyen, and a "Print" button.

The main content area is titled "PSYCKES Medicaid Home" and features three large blue arrows pointing right, each labeled with a category: "PSYCKES", "Initiatives", and "Resources". To the left of these arrows is a vertical sidebar menu with the following items: "Log Into PSYCKES", "About PSYCKES", "Calendar", "News", "Quality Concerns", "Initiatives", "Freestanding Clinics", "Hospital Collaborative", "Emergency Rooms", "Other Initiatives", "Resources", "QI Teams", "Clinicians", "Inpatient Providers", "Consumers/Families", and "FAQ's". A red arrow points from the "Log Into PSYCKES" link in the sidebar to the "PSYCKES" arrow in the main content area.

The "PSYCKES" arrow points to a list of links: "PSYCKES Medicaid", "Log into PSYCKES", and "MyPSYCKES". The "Initiatives" arrow points to a list of links: "Freestanding Mental Health Clinics", "Hospital-Affiliated Mental Health Clinics", and "Other Initiatives". The "Resources" arrow points to a list of links: "Quality Improvement Teams", "Clinicians", "Behavioral Health Inpatient Providers", and "Consumers and Families".

Logging in to PSYCKES, cont.

- Security Token Required
 - Token (below), or
 - “Soft token” (at right)
 - Computer or
 - Smartphone
- Contact for access:
 - “Security Manager” or
 - Supervisor



Logging in to PSYCKES, cont.

- At Login Page, enter:
 - User ID
 - Password
 - Token: PIN + token code
 - Soft token: Passcode generated by software



The screenshot shows the top portion of a web page. At the top center is the logo for the New York State Office of Mental Health, featuring a map of New York and the text "NEW YORK STATE Office of Mental Health". To the right of the logo is a row of four small images: a person in a white coat, a person at a computer, a sunflower, and a person in a white coat. Below the logo is a grey bar with the text "Statement of Access and Confidentiality". Underneath this bar is a yellow background containing a warning message. Below the warning is a white background with a login form. The form has two input fields: "Userid:" and "Password or Passcode:". Below the form is a note about logging in with a new token. To the left of the form is a collage of images showing people in a clinical setting.

NEW YORK STATE
Office of Mental Health

Statement of Access and Confidentiality

WARNING: This computer system is solely for the use of authorized users for official purposes. Users of this system have no expectation of privacy in its use. To ensure that the system is functioning properly, individuals using this computer system are subject to having all of their activities monitored and recorded by system personnel. Use of this system evidences an express consent to such monitoring.

Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties. By continuing to use this system you indicate your awareness of, and consent to, these terms and conditions of use. If you do not agree to the conditions stated in this warning, LOG OFF IMMEDIATELY.

Userid:

Password or Passcode:

Note: To log-on with a new token, enter just the six digits displayed on the token device.

Logging in to PSYCKES, cont.

Use tabs to navigate

Log Off
New York State
Office of Mental Health

My QI Report Statewide Reports Recipient Search Provider Search Registrar Menu Usage Report User Settings De-Identify

Quality Indicator Overview As Of 07/01/2014 Provider Details Find Provider

Provider: | HOSPITAL CENTER Export PDF Excel

Modify Filter **Region:ALL, County:ALL, Site:ALL, Attending:ALL, Program Type:ALL, Age:ALL, Population:ALL, Managed Care Program:ALL**

Select Indicator Set for Details Report View Type: Report Only Graph Only Both

Indicator Set

Indicator Set ^	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %
BH Care Coordination	All	19,245	3,289	17.09	4.37	3.91
Cardiometabolic	All	1,250	620	49.60	46.16	46.45
Dose	All	4,821	278	5.77	5.30	5.26
Health Promotion and Coordination	All	19,245	7,242	37.63	23.98	24.16
High Utilization - Inpt/ER	All	19,245	6,020	31.28	11.43	10.39
Polypharmacy	All	2,748	334	12.15	13.19	13.31
Preventable Hospitalization	Adult	16,212	429	2.65	2.10	1.64
Readmission	All	4,461	2,126	47.66	26.96	22.40
Youth Indicator	Child	655	151	23.05	23.36	24.78

Indicator Set	Local (%)	Regional (%)	Statewide (%)
BH Care Coordination	17.09	4.37	3.91
Cardiometabolic	49.60	46.16	46.45
Dose	5.77	5.30	5.26
Health Promotion and Coordination	37.63	23.98	24.16
High Utilization - Inpt/ER	31.28	11.43	10.39
Polypharmacy	12.15	13.19	13.31
Preventable Hospitalization	2.65	2.10	1.64
Readmission	47.66	26.96	22.40

Update User Settings: Home Page

Change the first page you see upon login

PSYKES MEDICAID

New York State
omh
Office of Mental Health

Log Off

De-Identify

My QI Report Statewide Reports Recipient Search Provider Search Registrar Menu Usage Report **User Settings**

Change My Home Page Update My User Profile

Update My Home Page (Changes will be reflected at next login.)

My QI Report Statewide Reports Recipient Search Provider Search PHI Access Menu

Save

- Recipient Search: search among clients of your agency/hospital and access client data
- PHI Access Menu: attest to right to view client data and/or link client to your agency/hospital, then proceed to access client data.

Update User Settings: My Profile

Update your work setting, role and profession (for reports)

My QI Report Statewide Reports Recipient Search Provider Search MyPSYCKES Registrar Menu Usage Reports **User Settings** De-Identify

Change My Home Page **Update My User Profile**

Update my User Profile

Work Settings

In what setting(s) do you work? Please check all that apply.

<input checked="" type="checkbox"/> State Provider (e.g. OMH, DOH, OASAS)	<input type="checkbox"/> Emergency Department/CPEP	<input type="checkbox"/> Medical - Outpatient
<input type="checkbox"/> Local Government Unit	<input type="checkbox"/> Mental Health - Outpatient	<input type="checkbox"/> Medical - Inpatient
<input type="checkbox"/> BHO - Behavioral Health Organization	<input type="checkbox"/> Mental Health - Inpatient	<input type="checkbox"/> Medical - Residential
<input type="checkbox"/> MCO - Managed Care Organization	<input type="checkbox"/> Mental Health - Residential	<input type="checkbox"/> Foster Care
<input type="checkbox"/> Provider Administration	<input type="checkbox"/> Substance Use - Outpatient	<input type="checkbox"/> Developmental Disabilities
<input type="checkbox"/> Health Home Administration	<input type="checkbox"/> Substance Use - Inpatient	<input type="checkbox"/> Jail/Prison/Forensic
<input type="checkbox"/> Case Management	<input type="checkbox"/> Substance Use - Residential	

Role Details

What is your role ? Please check all that apply.

<input type="checkbox"/> Leadership (e.g. CEO, Dept. Chair, Prg Director, Administrator, etc.)	<input type="checkbox"/> Peer Worker
<input type="checkbox"/> Quality Management (QI/QA/UR)	<input type="checkbox"/> SW, RN, NP, Other Clinician/Direct Service
<input type="checkbox"/> Information Technology	<input type="checkbox"/> Resident/intern/trainee
<input type="checkbox"/> Administrative Support (clerical, registration/medical records)	<input checked="" type="checkbox"/> Other
<input type="checkbox"/> Attending Physician	

License Details

Do you have a NYS License? Yes No

Recipient Search: Search for Individual or Cohort

Recipient Identifiers

Medicaid ID: or SSN: or First Name: Last Name: DOB: MM/DD/YYYY

Recipient Characteristics - as of: 09/11/2014 **Quality Flag*: 07/01/2014** [Definitions](#)

Age Group: Select Age Range
 Gender: Any
 Managed Care: Select MCO
 Population: All

Polypharmacy Summary
 Antipsychotic Three Plus
 Antipsychotic Two Plus
 Antidepressant Three Plus
 Antidepressant Two Plus - SC
 Psychotropics Four Plus
 Psychotropics Three Plus

Medication & Diagnosis: 07/01/2014 **Past 1 Year**

Prescriber Last Name:
 Drug Name:
 Active Drug:

Psychotropic Drug Class*:
 Antidepressant
 Antipsychotic
 Anxiolytic
 Mood Stabilizer
 Side-Effect Management
 Stimulant

Non-Psychotropic Drug Class*:
 Analgesics and Anesthetics
 Anti-Infective Agents
 Anti-Obesity Agents
 Antidiabetic
 Antihyperlipidemic
 Antihypertensive

Diagnosis:

Diagnosis given: 1+ times **Primary Only:** **Primary/Secondary:**

BH Diagnosis*:
 Adjustment Disorder
 Anxiety Disorder
 Attention Deficit Disorder
 Autism & Pervasive Developmental Dis
 Bipolar Disorder
 Conduct Disorder

Medical Diagnosis*:
 Certain Conditions Originating in the Pe
 Complications of Pregnancy, Childbirth,
 Congenital Anomalies
 Diabetes
 Diseases of Skin and Subcutaneous Tiss
 Diseases of the Blood and Blood-Formi

Services by a Specific Provider: 07/01/2014 **Past 1 Year**

Provider: HOSPITAL CENTER
 Region: Select Region County: Select County
 Consent Status: All (Consented, Non-Consented, Emergency, Manually-linked)

Service Utilization: Select Setting Type Number of Visits: --

Service Setting*:
 Care Coordination
 Inpatient - ER
 Living Support/Residential
 Other

Service Detail: Selected

Services by Any Provider: 07/01/2014 **Past 1 Year**

Provider(Optional):
 Region: Select Region County: Select County

Service Utilization: Select Setting Type Number of Visits: --

Service Setting*:
 Care Coordination
 Foster Care
 Inpatient - ER
 Living Support/Residential

Service Detail: Selected

- Recipient Related data is refreshed weekly and all other sections are refreshed monthly.
 - Search uses "OR" criteria within a list and "AND" criteria between lists.
 - *To select multiple options within a list, hold down "CTRL" while making additional selections.

Search for a Cohort

Search by prescriber, service, age, gender, quality flag, diagnosis, drug or drug class, etc.

Recipient Related

Age Group: Quality Indicator*:
Gender:
Managed Care:
Population:
Polypharmacy Summary
Antipsychotic Three Plus
Antipsychotic Two Plus
Antidepressant Three Plus
Antidepressant Two Plus - SC
Psychotropic Four Plus

Medication & Diagnosis

Past 1 Year

Prescriber Last Name:
Drug Name:
Active Drug:

Psychotropic Drug Class*:
Antidepressant
Antipsychotic
Anxiolytic
Mood Stabilizer
Side-Effect Management
Stimulant

Non-Psychotropic Drug Class*:
Analgesics and Anesthetics
Anti-Infective Agents
Anti-Obesity Agents
Antidiabetic
Antihyperlipidemic
Antihypertensive

Diagnosis Group:
Diagnosis given: times Primary Only: Primary/Secondary:

BH Diagnosis*:
Adjustment Disorder
Anxiety Disorder
Attention Deficit Disorder
Autism & Pervasive Developmental D
Bipolar Disorder
Conduct Disorder

Medical Diagnosis*:
Certain Conditions Originating in the
Complications of Pregnancy, Childbir
Congenital Anomalies
Diabetes
Diseases of Skin and Subcutaneous T
Disorders of the Blood and Blood Cells

Provider Specific

Past 1 Year

Provider:
Region: County:
Consent Status:
Service Utilization: Number of Visits:

Service Setting*:
Care Coordination
Foster Care
Inpatient - ER
Living Support/Residential

Service Detail: Selected

All Services By Any Provider

Past 1 Year

Provider(Optional):
Region: County:
Service Utilization: Number of Visits:

Service Setting*:
Care Coordination
Foster Care
Inpatient - ER
Living Support/Residential

Service Detail: Selected

*To select multiple options within a list, hold down "CTRL" while making (up to 4) additional selections.
Search uses "OR" criteria within a list and "AND" criteria between lists.

Maximum No. of Rows to be displayed:

Search for Individual Recipient

Search by unique identifier or name plus any modifier below

My QI Report Statewide Reports **Recipient Search** Provider Search MyPSYCKES Registrar Menu Usage Report User Settings De-Identify

Recipient Identifiers

Medicaid ID: or SSN: or First Name: Last Name: DOB: MM/DD/YYYY

Recipient Characteristics - as of: 09/11/2014 Quality Flag*: 07/01/2014 [Definitions](#)

Age Group: Select Age Range
Gender: Any
Managed Care: Select MCO
Population: All

Polypharmacy Summary
Antipsychotic Three Plus
Antipsychotic Two Plus
Antidepressant Three Plus
Antidepressant Two Plus - SC
Psychotropics Four Plus
Psychotropics Three Plus

Medication & Diagnosis: 07/01/2014 Past 1 Year

Prescriber Last Name:
Drug Name:
Active Drug:

Psychotropic Drug Class*:
Antidepressant
Antipsychotic
Anxiolytic
Mood Stabilizer
Side-Effect Management
Stimulant

Non-Psychotropic Drug Class*:
Analgesics and Anesthetics
Anti-Infective Agents
Anti-Obesity Agents
Antidiabetic
Antihyperlipidemic
Antihypertensive

Diagnosis:
Diagnosis given: 1+ times Primary Only: Primary/Secondary:

BH Diagnosis*:
Adjustment Disorder
Anxiety Disorder
Attention Deficit Disorder
Autism & Pervasive Developmental Dis
Bipolar Disorder
Conduct Disorder

Medical Diagnosis*:
Certain Conditions Originating in the Pe
Complications of Pregnancy, Childbirth,
Congenital Anomalies
Diabetes
Diseases of Skin and Subcutaneous Ti
Diseases of the Blood and Blood-Formi

Services by a Specific Provider: 07/01/2014 Past 1 Year

Provider: HOSPITAL CENTER
Region: Select Region County: Select County
Consent Status: All (Consented, Non-Consented, Emergency, Manually-linked)

Service Utilization: Select Setting Type Number of Visits:

Service Setting*:
Care Coordination
Inpatient - ER
Living Support/Residential
Other

Service Detail: Selected

Services by Any Provider: 07/01/2014 Past 1 Year

Provider(Optional):
Region: Select Region County: Select County
Service Utilization: Select Setting Type Number of Visits:

Service Setting*:
Care Coordination
Foster Care
Inpatient - ER
Living Support/Residential

Service Detail: Selected

Maximum No. of Rows to be displayed: 50

- Recipient Related data is refreshed weekly and all other sections are refreshed monthly.
- Search uses "OR" criteria within a list and "AND" criteria between lists.
- *To select multiple options within a list, hold down "CTRL" while making additional selections.

Search Results

Select and click on recipient name for clinical summary

PSYCHIKES MEDICAID New York State **omh** Office of Mental Health

Log Off De-Identify

My QI Report Statewide Reports **Recipient Search** Provider Search Registrar Menu Usage Report User Settings

[Modify Search](#)

Total Number of Recipients: 61
Maximum Number of Rows Displayed: 50

[Provider Specific] Provider Name - HOSPITAL CENTER
[Provider Specific] Service Settings - ACT - MH Specialty

Export PDF Excel

Name	Medicaid ID	DOB	Gender	Quality Flags	Current PHI Access
Afccjec Hiifiei	Badjcgf Feceddb	01/01/9999	Feggfad Eiaeidb	2AP, 3+ ER-BH, 3+ Inpatient - BH, 4+ Inpt/ER-BH, 4PP(A), CVD, Obes, Readmit-All BH 30d	All Data - Consent
Aqjcfib Ihhhiab	Iabfeed Cbebdbg	01/01/9999	Aaegffb Gjfacgb	No DM Screen-AP	Quality Flag
Aqjcfib Ihhhiab	Ihfcacd Cddeffe	01/01/9999	Abhaebe Djdiced		No Access
Aqjcfib Ihhhiab	Deaegba Fiabbbb	01/01/9999	Effjjic Jbhjdcd	4PP(A), No DM Screen-AP, No HbA1c-DM	Quality Flag
Aqjcfib Ihhhiab	Eabgajd Jihecfc	01/01/9999	Ahedjha Dhcdhde		
Aqjcfib Ihhhiab	Jcaceih Aieaeah	01/01/9999	Ddfdbaf Bbefhad	2AP, 4+ Inpt/ER-Med, DoseAP, DM Screen-AP	

O

Search by name may return multiple clients

Search Results

Click on recipient name to access clinical summary

PSYCHES MEDICAID New York State **om** Office of Mental Health

Log Off De-Identify

My QI Report Statewide Reports **Recipient Search** Provider Search Registrar Menu Usage Report User Settings

[Modify Search](#)

Total Number of Recipients: 1
Maximum Number of Rows Displayed: 50

Medicaid ID	XY12345Z			Export PDF Excel
[Provider Specific] Provider Name	HOSPITAL CENTER			

Name	Medicaid ID	DOB	Gender	Quality Flags	Current PHI Access
Deabehb Dbdibeb	Aagjebe Fcdbcdd	01/01/9999	Abhaebe Djiced	3+ Inpatient - BH, 4+ Inpt/ER-BH, 4PP(A), Adher-AP, No DM Screen-AP, No HbA1c-DM, Readmit-All BH 7d	All Data - Consent

First Previous **1** Next Last

Release: 4.9.3

Recommended:
search by unique ID,
not by name, to return
only one client

The PSYCKES Clinical Summary

Clinical Summary Header

Report date, client name, demographics, managed care plan, quality flags, diagnoses (diagnostic categories)

Clinical Summary

Export to PDF Excel CCD

[Return to Search Results](#) | [Care Coordination](#) | [Medication: BH](#) | [Medication: Medical](#) | [BH Outpatient](#) | [Medical Outpatient](#) | [Hospital/ER Dental](#) | [Vision](#) | [Support/Residential](#) | [Lab & Pathology](#) | [Radiology](#) | [Medical Equipment](#) | [Transportation](#)

OMH PHI **Please choose summary period** | [Last 6 months](#) | [Last Year](#) | [Last 2 Years](#) | [All Available \(up to 5 years\)](#)

Clinical Report Date: 6/20/2014 (This report contains all available clinical data.) Enhanced PHI Show Hide

Name: [Bfcbbfh Afhbbfc](#) Medicaid ID: IDDDCEB ACDEJHG Managed Care Plan: MetroPlus Health Plan

Address: [Baijch Bdecbga, Bechefg Efiegfb, Icabijj Cbhffbe, Baecjcf Dfhcide](#) DOB: 01/01/9999 Medicaid Eligibility: SSI
Phone Number: Age: 999 Medicare: No

Indicator Set	Quality Flags (as of monthly QI report 4/1/2014)	Quality Flag Definitions
BH Care Coordination	Adherence - Mood Stabilizer (Bipolar) Adherence - Antipsychotic (Schz) 3+ ER - BH 3+ Inpatient - BH	
Cardiometabolic	Drug (Quetiapine) and Cardiometabolic Condition (AP + Cardiovascular Disease Risk AP + Obesity Risk)	
Hospital ER Utilization	4+ Inpatient/ER - All 4+ Inpatient/ER - BH Readmission - All BH 7 day	

Behavioral Health Diagnoses - Primary and Secondary Dx (most frequent shows first, click diagnoses for more information)

[Substance Abuse](#) | [Schizoaffective Disorder](#) | [Alcohol Abuse](#) | [Alcohol Related Organic Mental Disorder](#) | [Major Depressive Disorder](#) | [Bipolar Disorder](#)

Medical Diagnoses - Primary and Secondary Dx (most frequent shows first, click diagnoses for more information)

Cardiometabolic Flag Related Conditions	Ischemic Vascular Disease Obesity
Endocrine, Nutritional, And Metabolic Diseases And Immunity Disorders	Disorders of lipid metabolism
Infectious And Parasitic Diseases	HIV infection Tuberculosis

Clinical Summary Header

Select time frame, note level of access,
With consent: toggle between show/hide expanded PHI

Clinical Summary

Export to PDF Excel CCD

[Return to Search Results](#) | [Care Coordination](#) | [Medication: BH](#) | [Medication: Medical](#) | [BH Outpatient](#) | [Medical Outpatient](#) | [Hospital/ER Dental](#) | [Vision](#) | [Support/Residential](#) | [Lab & Pathology](#) | [Radiology](#) | [Medical Equipment](#) | [Transportation](#)

OMH PHI **Please choose summary period** | [Last 6 months](#) | [Last Year](#) | [Last 2 Years](#) | [All Available \(up to 5 years\)](#)

Clinical Report Date: 6/20/2014 (This report contains all available clinical data.) **Enhanced PHI** Show Hide

Name: [Bfcbbfh Afhbbfc](#) Medicaid ID: IDDDCEB ACDEJHG Managed Care Plan: MetroPlus Health Plan
Address: [Baijch Bdecbga, Bechefg Efiegfb, Icabijj Cbhffbe, Baecjcf Dfhfide](#) DOB: 01/01/9999 Medicaid Eligibility: SSI
Phone Number: Age: 999 Medicare: No

Indicator Set	Quality Flags (as of monthly QI report 4/1/2014)	Quality Flag Definitions ?
BH Care Coordination	Adherence - Mood Stabilizer (Bipolar) Adherence - Antipsychotic (Schz) 3+ ER - BH 3+ Inpatient - BH	
Cardiometabolic	Drug (Quetiapine) and Cardiometabolic Condition (AP + Cardiovascular Disease Risk AP + Obesity Risk)	
Hospital ER Utilization	4+ Inpatient/ER - All 4+ Inpatient/ER - BH Readmission - All BH 7 day	

Behavioral Health Diagnoses - Primary and Secondary Dx (most frequent shows first, click diagnoses for more information)

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Clinical Summary Header

Select time frame, note level of access,
With consent: toggle between show/hide expanded PHI

Clinical Summary

Export to PDF Excel CCD

[Return to Search Results](#) | [Care Coordination](#) | [Medication: BH](#) | [Medication: Medical](#) | [BH Outpatient](#) | [Medical Outpatient](#) | [Hospital/ER Dental](#) | [Vision](#) | [Support/Residential](#) | [Lab & Pathology](#) | [Radiology](#) | [Medical Equipment](#) | [Transportation](#)

OMH PHI **Please choose summary period** | [Last 6 months](#) | [Last Year](#) | [Last 2 Years](#) | [All Available \(up to 5 years\)](#)

Clinical Report Date: 6/20/2014 (This report does not contain clinical data with special protection - consent required.) **Enhanced PHI** Show Hide

Name: [Bfcbbfh Afhbbfc](#) Medicaid ID: IDDDCEB ACDEJHG Managed Care Plan: MetroPlus Health Plan
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Hospital ER Utilization	4+ Inpatient/ER - All 4+ Inpatient/ER - BH Readmission - All BH 7 day	

Behavioral Health Diagnoses - Primary and Secondary Dx (most frequent shows first, click diagnoses for more information)

[Schizoaffective Disorder](#) | [Major Depressive Disorder](#) | [Bipolar Disorder](#)

Medical Diagnoses - Primary and Secondary Dx (most frequent shows first, click diagnoses for more information)

Cardiometabolic Flag Related Conditions	Ischemic Vascular Disease Obesity
Endocrine, Nutritional, And Metabolic Diseases And Immunity Disorders	Disorders of lipid metabolism
Infectious And Parasitic Diseases	Tuberculosis

Clinical Summary Header

Without consent: no option to show expanded PHI

Clinical Summary

Export to PDF Excel CCD

[Return to Search Results](#) | [Care Coordination](#) | [Medication: BH](#) | [Medication: Medical](#) | [BH Outpatient](#) | [Medical Outpatient](#) | [Hospital/ER Dental](#) | [Vision](#) | [Support/Residential](#) | [Lab & Pathology](#) | [Radiology](#) | [Medical Equipment](#) | [Transportation](#)

OMH PHI **Please choose summary period** | [Last 6 months](#) | [Last Year](#) | [Last 2 Years](#) | [All Available \(up to 5 years\)](#)

Clinical Report Date: 6/20/2014 (This report does not contain clinical data with special protection - consent required.)

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Hospital ER Utilization	4+ Inpatient/ER - All 4+ Inpatient/ER - BH Readmission - All BH 7 day	

Behavioral Health Diagnoses - Primary and Secondary Dx (most frequent shows first, click diagnoses for more information)

[Schizoaffective Disorder](#) | [Major Depressive Disorder](#) | [Bipolar Disorder](#)

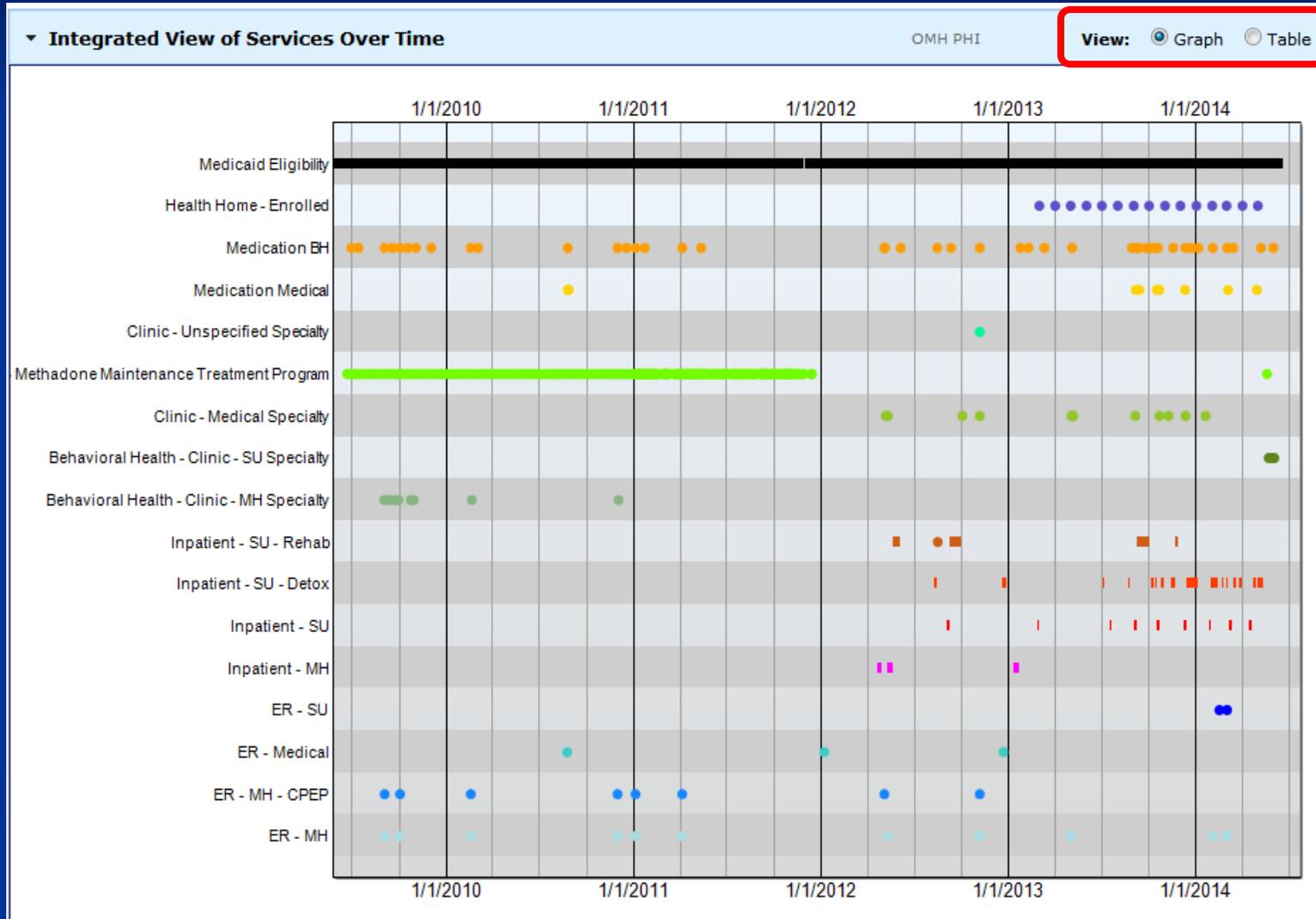
Medical Diagnoses - Primary and Secondary Dx (most frequent shows first, click diagnoses for more information)

Cardiometabolic Flag Related Conditions	Ischemic Vascular Disease Obesity
Endocrine, Nutritional, And Metabolic Diseases And Immunity Disorders	Disorders of lipid metabolism
Infectious And Parasitic Diseases	Tuberculosis

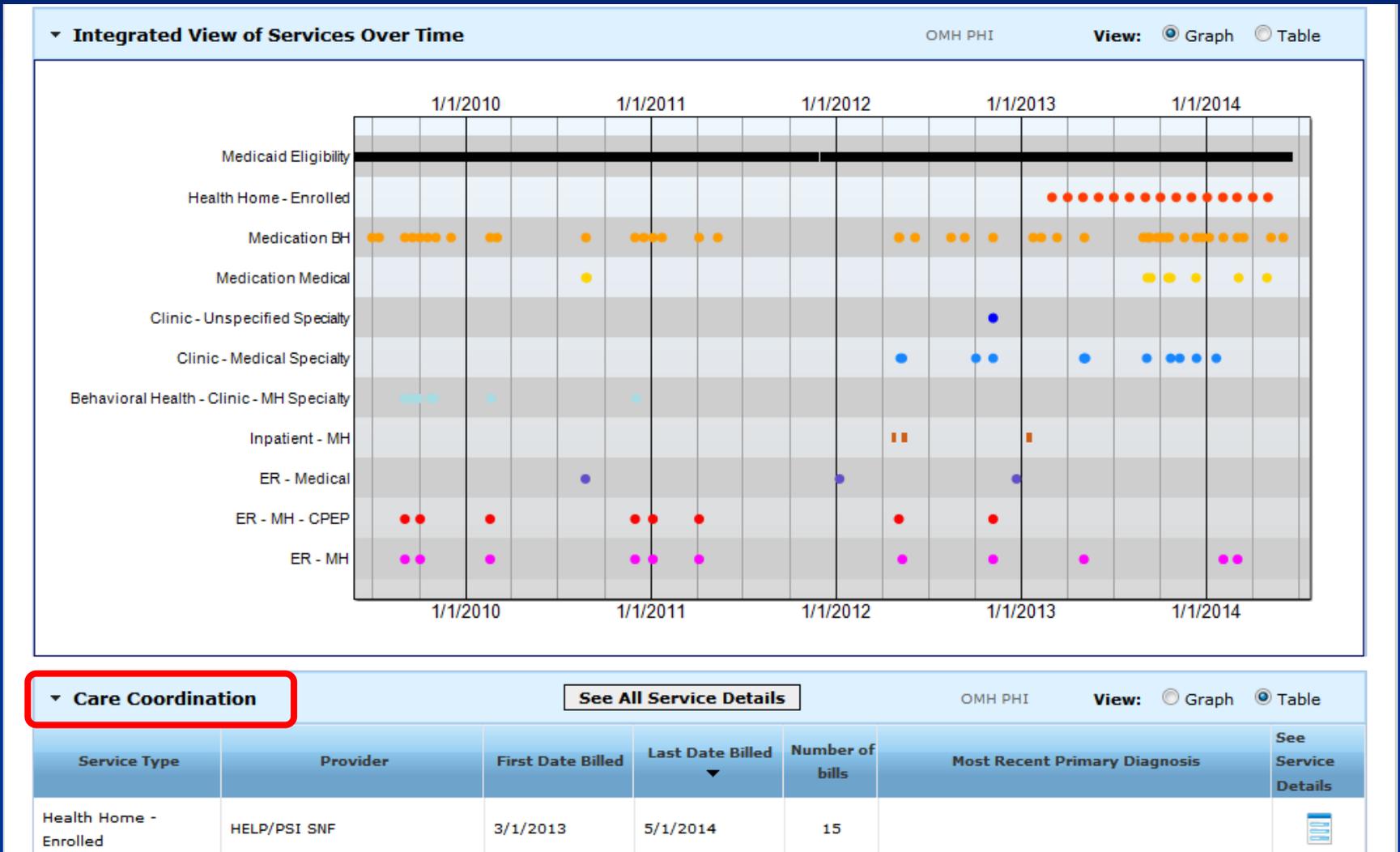
Clinical Summary:

Integrated View as Graph (Show PHI)

All services displayed in graphic form to allow ready identification of utilization patterns, including medication adherence and outpatient, inpatient and ER services.



Clinical Summary: Integrated View as Graph (Hide PHI), Care Coordination



Pharmacy Data: Behavioral Health and Medical

Drug, daily dose, duration, start date, last pick up, prescriber

Medication: Behavioral Health		See All Prescription Details					OMH PHI	View: <input type="radio"/> Graph <input checked="" type="radio"/> Table	
Drug Class	Brand Name	Generic Name	Last Dose*	Estimated Duration	First Day Picked Up	Last day Picked Up	Active in Past Month	Most Recent Prescriber	See Details
Mood Stabilizer	Divalproex Sodium	Divalproex Sodium	1000 MG	1 Month(s) 1 Week(s)	5/7/2014	5/31/2014	Yes	Kelly Meredith Ann	
Antipsychotic	Quetiapine Fumarate	Quetiapine Fumarate	400 MG	1 Month(s) 1 Week(s)	5/7/2014	5/31/2014	Yes	Kelly Meredith Ann	
Antidepressant	Trazodone Hcl	Trazodone Hcl	100 MG	1 Month(s) 1 Week(s)	5/7/2014	5/31/2014	Yes	Kelly Meredith Ann	
Antipsychotic	Quetiapine Fumarate	Quetiapine Fumarate	400 MG	6 Month(s) 3 Week(s)	8/28/2013	3/14/2014	No	Quyym Akm	
Mood Stabilizer	Divalproex Sodium	Divalproex Sodium	750 MG	6 Month(s) 3 Week(s)	8/28/2013	3/14/2014	No		
Antidepressant	Trazodone Hcl	Trazodone Hcl	100 MG	5 Month(s) 1 Week(s)	8/28/2013	1/5/2014	No	Meyerzon Savely	
Antipsychotic	Quetiapine Fumarate	Quetiapine Fumarate	200 MG	3 Month(s) 2 Week(s) 4 Day(s)	1/23/2013	5/4/2013	No	Chaput France Irene	
Mood Stabilizer	Divalproex Sodium	Divalproex Sodium	1000 MG	2 Month(s) 2 Week(s) 4 Day(s)	1/23/2013	3/11/2013	No		
Withdrawal Management	Sm Nicotine	Nicotine	21 MG/24H R	4 Week(s)	3/11/2013	3/11/2013	No		
				4 Week(s) 2 Day					

Pharmacy Data:

“See Detail” Trials and Orders

See trials and/or individual orders of each medication

Medication: Behavioral Health See All Prescription Details OMH PHI View: Graph Table

Drug Class	Brand Name	Generic Name	Last Dose*	Estimated Duration	First Day Picked Up	Last day Picked Up	Active in Past Month	Most Recent Prescriber	See Details
Mood Stabilizer	Divalproex Sodium	Divalproex Sodium	1000 MG	1 Month(s) 1 Week(s)	5/7/2014	5/31/2014	Yes	Kelly Meredith Ann	
Antipsychotic	Quetiapine Fumarate	Quetiapine Fumarate	400 MG	1 Month(s) 1 Week(s)	5/7/2014	5/31/2014	Yes	Kelly Meredith Ann	

RX Detail for Quetiapine Fumarate Medication View: Trials Orders Both * Calculated fields

Page Orientation: Portrait Landscape Export to PDF Excel

Trials :

Brand Name	Generic Name	Drug Class	First Day Picked Up	Estimated End of Trial	Estimated Duration
Quetiapine Fumarate	Quetiapine Fumarate	Antipsychotic	5/7/2014	6/14/2014	1 Month(s) 1 Week(s)
Quetiapine Fumarate	Quetiapine Fumarate	Antipsychotic	8/28/2013	3/21/2014	6 Month(s) 3 Week(s)
Quetiapine Fumarate	Quetiapine Fumarate	Antipsychotic	1/23/2013	5/11/2013	3 Month(s) 2 Week(s) 4 Day(s)
Quetiapine Fumarate	Quetiapine Fumarate	Antipsychotic	8/14/2012	11/20/2012	3 Month(s) 6 Day(s)

Orders :

PickUpDate	BrandName	Generic	Drug Class	Strength	Quantity Dispensed	Days Supply	Tabs per day*	Total Daily Dose*	Route	Prescriber	Pharmacy
5/31/2014	Quetiapine Fumarate	Quetiapine Fumarate	Antipsychotic	100 MG	14.00	14.00	1.00	100 MG	OR	Kelly Meredith Ann	DUANE READE #14485
5/31/2014	Quetiapine Fumarate	Quetiapine Fumarate	Antipsychotic	300 MG	14.00	14.00	1.00	300 MG	OR	Kelly Meredith Ann	DUANE READE #14485
		Quetiapine								Camille	DUANE

Pharmacy Data: “See Detail” Orders

Adherence, dose and days' supply; changes over time

Medication: Behavioral Health See All Prescription Details OMH PHI **View:** Graph Table

Drug Class	Brand Name	Generic Name	Last Dose*	Estimated Duration	First Day Picked Up	Last day Picked Up	Active in Past Month	Most Recent Prescriber	See Details
Mood Stabilizer	Divalproex Sodium	Divalproex Sodium	1000 MG	1 Month(s) 1 Week(s)	5/7/2014	5/31/2014	Yes	Kelly Meredith Ann	
Antipsychotic	Quetiapine Fumarate	Quetiapine Fumarate	400 MG	1 Month(s) 1 Week(s)	5/7/2014	5/31/2014	Yes	Kelly Meredith Ann	

RX Detail for Quetiapine Fumarate Medication

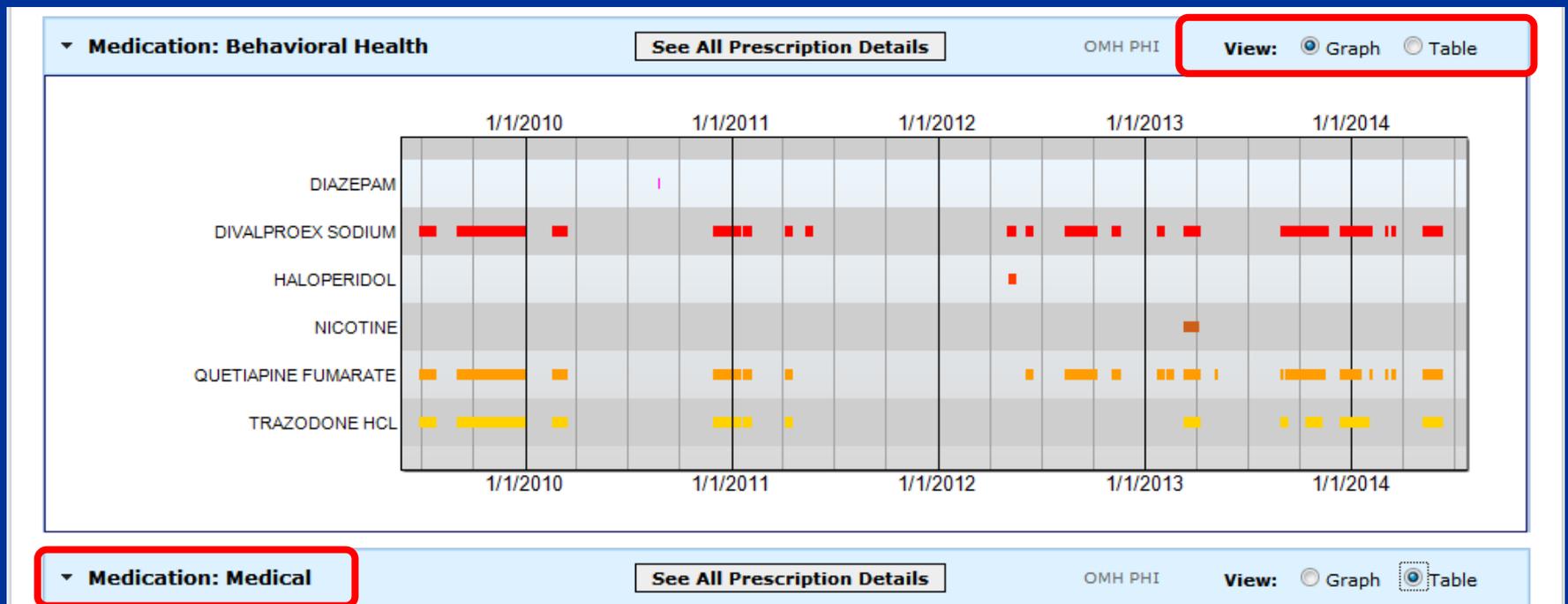
View: Trials Orders Both * Calculated fields

Page Orientation: Portrait Landscape Export to PDF Excel

	PickUpDate	BrandName	Generic	Drug Class	Strength	Quantity Dispensed	Days Supply	Tabs per day*	Total Daily Dose*	Route	Prescriber	Pharmacy
Antipsychotic	5/31/2014	Quetiapine Fumarate	Quetiapine Fumarate	Antipsychotic	100 MG	14.00	14.00	1.00	100 MG	OR	Kelly Meredith Ann	DUANE READE #14485
Mood Stabilizer	5/31/2014	Quetiapine Fumarate	Quetiapine Fumarate	Antipsychotic	300 MG	14.00	14.00	1.00	300 MG	OR	Kelly Meredith Ann	DUANE READE #14485
Mood Stabilizer	5/7/2014	Quetiapine Fumarate	Quetiapine Fumarate	Antipsychotic	100 MG	30.00	30.00	1.00	100 MG	OR	Camille Michel-Ange Md	DUANE READE #14485
Antidepressant	5/7/2014	Quetiapine Fumarate	Quetiapine Fumarate	Antipsychotic	300 MG	30.00	30.00	1.00	300 MG	OR	Camille Michel-Ange Md	DUANE READE #14485
Antipsychotic	3/14/2014	Quetiapine Fumarate	Quetiapine Fumarate	Antipsychotic	300 MG	7.00	7.00	1.00	300 MG	OR		DUANE READE #14485
Mood Stabilizer	3/14/2014	Quetiapine Fumarate	Quetiapine Fumarate	Antipsychotic	100 MG	7.00	7.00	1.00	100 MG	OR		DUANE READE #14485

Pharmacy Data: View as a Graph

Utilization trends over time



Navigation: Use Links or Collapse Sections

Clinical Summary

Export to PDF Excel CCD

[Return to Search Results](#)

[Care Coordination](#) | [Medication: BH](#) | [Medication: Medical](#) | [BH Outpatient](#) | [Medical Outpatient](#) | [Hospital/ER](#) | [Dental](#) | [Vision](#) | [Support/Residential](#) | [Lab & Pathology](#) | [Radiology](#) | [Medical Equipment](#) | [Transportation](#)

Medication: Behavioral Health

[See All Prescription Details](#)

OMH PHI

View: Graph Table

Drug Class	Brand Name	Generic Name	Last Dose*	Estimated Duration	First Day Picked Up	Last day Picked Up	Active in Past Month	Most Recent Prescriber	See Details
Mood Stabilizer	Divalproex Sodium	Divalproex Sodium	1000 MG	1 Month(s) 1 Week(s)	5/7/2014	5/31/2014	Yes	Kelly Meredith Ann	
Antipsychotic	Quetiapine Fumarate	Quetiapine Fumarate	400 MG	1 Month(s) 1 Week(s)	5/7/2014	5/31/2014	Yes	Kelly Meredith Ann	
Antidepressant	Trazodone Hcl	Trazodone Hcl	100 MG	1 Month(s) 1 Week(s)	5/7/2014	5/31/2014	Yes	Kelly Meredith Ann	
Antipsychotic	Quetiapine Fumarate	Quetiapine Fumarate	400 MG	6 Month(s) 3 Week(s)	8/28/2013	3/14/2014	No	Quyyum Akm	
Mood Stabilizer	Divalproex Sodium	Divalproex Sodium	750 MG	6 Month(s) 3 Week(s)	8/28/2013	3/14/2014	No		
Antidepressant	Trazodone Hcl	Trazodone Hcl	100 MG	5 Month(s) 1 Week(s)	8/28/2013	1/5/2014	No	Meyerzon Savely	
Antipsychotic	Quetiapine Fumarate	Quetiapine Fumarate	200 MG	3 Month(s) 2 Week(s) 4 Day(s)	1/23/2013	5/4/2013	No	Chaput France Irene	
Mood Stabilizer	Divalproex Sodium	Divalproex Sodium	1000 MG	2 Month(s) 2 Week(s) 4 Day(s)	1/23/2013	3/11/2013	No		
Withdrawal Management	Sm Nicotine	Nicotine	21 MG/24H R	4 Week(s)	3/11/2013	3/11/2013	No		

Navigation: Use Links or Collapse Sections

Clinical Summary

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[Lab & Pathology](#)
[Radiology](#)
[Medical Equipment](#)
[Transportation](#)

▶ **Medication: Behavioral Health**

▼ **Medication: Medical** See All Prescription Details OMH PHI View: Graph Table

Drug Class	Brand Name	Generic Name	Last Dose*	Estimated Duration	First Day Picked Up	Last day Picked Up ▼	Active in Past Month	Most Recent Prescriber	See Details
Calcium Channel Blockers	Nifedipine Er	Nifedipine	30 MG	1 Month(s)	4/29/2014	4/29/2014	No	Anand Om Parkash	
Azithromycin	Azithromycin	Azithromycin	300 MG	5 Day(s)	3/4/2014	3/4/2014	No		

▼ **Behavioral Health Services** See All Service Details OMH PHI View: Graph Table

Service Type	Provider	First Date Billed	Last Date Billed ▼	Number of Visits	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)	Practitioner	See Service Details
Clinic - SU Specialty	ST LUKES ROOSEVELT HSP_CTR	5/22/2014	6/20/2014	7	Opioid Type Dependence, Unspecified Use [304.00]	<ul style="list-style-type: none"> - Alcohol And/Or Drug Screenin - Alcohol And/Or Drug Services - Alcohol/Subs Interv 15-30mn - Alcohol/Subs Interv >30 Min - Office/Outpatient Visit 		



Navigation: Use Links or Collapse Sections

Clinical Summary

Export to  PDF  Excel  CCD

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[Care Coordination](#) | [Medication: BH](#) | [Medication: Medical](#) | [BH Outpatient](#) | [Medical Outpatient](#) | [Hospital/ER](#)
[Dental](#) | [Vision](#) | [Support/Residential](#) | [Lab & Pathology](#) | [Radiology](#) | [Medical Equipment](#) | [Transportation](#)

▶ **Medication: Behavioral Health**

▶ **Medication: Medical**

▼ **Behavioral Health Services**

[See All Service Details](#)

OMH PHI

View: Graph Table

Service Type	Provider	First Date Billed	Last Date Billed ▼	Number of Visits	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)	Practitioner	See Service Details
Clinic - SU Specialty	ST LUKES ROOSEVELT HSP_CTR	5/22/2014	6/20/2014	7	Opioid Type Dependence, Unspecified Use [304.00]	<ul style="list-style-type: none"> - Alcohol And/Or Drug Screenin - Alcohol And/Or Drug Services - Alcohol/Subs Interv 15-30mn - Alcohol/Subs Interv >30 Min - Office/Outpatient Visit New 		
Clinic - SU - Methadone Maintenance Treatment Program	ST LUKES ROOSEVELT HSP_CTR	5/19/2014	5/19/2014	1	Opioid Type Dependence, Unspecified Use [304.00]	<ul style="list-style-type: none"> - Routine Venipuncture 		
Clinic - Medical Specialty	PROJECT RENEWAL	11/8/2013	1/19/2014	2	Alcohol Abuse, Unspecified Drinking Behavior [305.00]	<ul style="list-style-type: none"> - Alcohol And/Or Drug Services 		

Outpatient Services: Behavioral Health and Medical

Dates, # of visits, diagnosis, procedures, practitioner, provider

Behavioral Health Services		See All Service Details				OMH PHI	View: <input type="radio"/> Graph <input checked="" type="radio"/> Table	
Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)	Practitioner	See Service Details
Clinic - SU Specialty	BRIDGE BACK TO LIFE CTR INC	10/23/2013	6/16/2014	39	Other And Unspecified Alcohol Dependence, Unspecified Drinking Behavior [303.90]	- Alcohol And/Or Drug Screenin - Alcohol And/Or Drug Services - Alcohol/Subs Interv 15 -30mn - Alcohol/Subs Interv >30 Min		
Clinic - MH Specialty	CCMS	11/1/2012	6/10/2014	23	Dysthymic Disorder [300.4]	- Med Serv Eve/Wkend/Holiday - Psytx Pt&Family 30 Minutes		
Nurse Practitioner	JOSEPH MYRIAM BERTHNELL	12/23/2013	5/2/2014	2		- Behav Chng Smoking 3-10 Min - Office/Outpatient Visit Est		

Medical Outpatient Services		See All Service Details				OMH PHI	View: <input type="radio"/> Graph <input checked="" type="radio"/> Table	
Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)	Practitioner	See Service Details
Clinic - Medical Specialty	HELP/PROJECT SAMARITAN SVCS CORP	9/25/2013	7/29/2014	10	Unspecified [097.9]	- Behav Chng Smoking 3-10 Min - Office/Outpatient Visit Est		
Nurse Practitioner	JOSEPH MYRIAM BERTHNELL	6/24/2014	6/24/2014	1	Unspecified [097.9]	- Office/Outpatient Visit Est		

See All Service Details (Top) vs. See Service Details (Right)

Behavioral Health Services		See All Service Details				OMH PHI	View: <input type="radio"/> Graph <input checked="" type="radio"/> Table	
Service Type	Provider	First Date Billed	Last Date Billed ▼	Number of Visits	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)	Practitioner	See Service Details
Clinic - SU Specialty	BRIDGE BACK TO LIFE CTR INC	10/23/2013	6/16/2014	39	Other And Unspecified Alcohol Dependence, Unspecified Drinking Behavior [303.90]	- Alcohol And/Or Drug Screenin - Alcohol And/Or Drug Services - Alcohol/Subs Interv 15 -30mn - Alcohol/Subs Interv >30 Min		
Clinic - MH Specialty	CCMS	11/1/2012	6/10/2014	23	Dysthymic Disorder [300.4]	- Med Serv Eve/Wkend/Holiday - Psytx Pt&Family 30 Minutes		
Nurse Practitioner	JOSEPH MYRIAM BERTHNELL	12/23/2013	5/2/2014	2		- Behav Chng Smoking 3-10 Min - Office/Outpatient Visit Est		

Medical Outpatient Services		See All Service Details				OMH PHI	View: <input type="radio"/> Graph <input checked="" type="radio"/> Table
Service Type	Provider	First Date Billed	Last Date Billed ▼	Number of Visits	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)	See Service Details
Clinic - Medical Specialty	HELP/PROJECT SAMARITAN SVCS CORP	9/25/2013	7/29/2014	10	Unspecified [097.9]	- Behav Chng Smoking 3-10 Min - Office/Outpatient Visit Est	
Nurse Practitioner	JOSEPH MYRIAM BERTHNELL	6/24/2014	6/24/2014	1	Unspecified [097.9]	- Office/Outpatient Visit Est	

See All Service Details (Top) vs. See Service Details (Right)

Behavioral Health Services OMH PHI View: Graph Table

[See All Service Details](#) 

Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)	Practitioner	See Service Details
Clinic - SU Specialty	BRIDGE BACK TO LIFE CTR INC	10/23/2013	6/16/2014	39	Other And Unspecified Alcohol Dependence, Unspecified Drinking Behavior [303.90]	- Alcohol And/Or Drug Screenin - Alcohol And/Or Drug Services - Alcohol/Subs Interv 15-30mn		

ALL Behavioral Health Services

Page Orientation: Portrait Landscape Export to  PDF  Excel

DateOfService	ServiceType	Provider	Primary Diagnosis	Secondary Diagnosis	Procedure	Practitioner
6/16/2014	Clinic - SU Specialty	BRIDGE BACK TO LIFE CTR INC	Other And Unspecified Alcohol Dependence, Unspecified Drinking Behavior [303.90]		Alcohol/Subs Interv 15-30mn	
6/11/2014	Clinic - SU Specialty	BRIDGE BACK TO LIFE CTR INC	Other And Unspecified Alcohol Dependence, Unspecified Drinking Behavior [303.90]		Alcohol And/Or Drug Screenin	
6/10/2014	Clinic - MH Specialty	CCMS	Dysthymic Disorder [300.4]		Psytx Pt&/Family 30 Minutes	
6/3/2014	Clinic - MH Specialty	CCMS	Dysthymic Disorder [300.4]		Psytx Pt&/Family 30 Minutes	
5/20/2014	Clinic - MH Specialty	CCMS	Dysthymic Disorder [300.4]		Psytx Pt&/Family 30 Minutes	
5/6/2014	Clinic - MH Specialty	CCMS	Dysthymic Disorder [300.4]		Psytx Pt&/Family 30 Minutes	

Medical Out
 Service Type
 Clinic - Medical Specialty
 Nurse Practitioner

See All Service Details (Top) vs. See Service Details (Right)

Behavioral Health Services See All Service Details OMH PHI View: Graph Table

Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)	Practitioner	See Service Details
Clinic - SU Specialty	BRIDGE BACK TO LIFE CTR INC	10/23/2013	6/16/2014	39	Other And Unspecified Alcohol Dependence, Unspecified Drinking Behavior [303.90]	<ul style="list-style-type: none"> - Alcohol And/Or Drug Screenin - Alcohol And/Or Drug Services - Alcohol/Subs Interv 15 -30mn - Alcohol/Subs Interv >30 Min 		

All Behavioral Health Services for BRIDGE BACK TO LIFE CTR INC Provider

Page Orientation: Portrait Landscape Export to  PDF  Excel

Date of Service	Service Type	Provider	Primary Diagnosis	Secondary Diagnosis	Practitioner	Procedure
6/16/2014	Clinic - SU Specialty	BRIDGE BACK TO LIFE CTR INC	Other And Unspecified Alcohol Dependence, Unspecified Drinking Behavior [303.90]			Alcohol/Subs Interv 15 -30mn
6/11/2014	Clinic - SU Specialty	BRIDGE BACK TO LIFE CTR INC	Other And Unspecified Alcohol Dependence, Unspecified Drinking Behavior [303.90]			Alcohol And/Or Drug Screenin
4/28/2014	Clinic - SU Specialty	BRIDGE BACK TO LIFE CTR INC	Other And Unspecified Alcohol Dependence, Unspecified Drinking Behavior [303.90]			Alcohol/Subs Interv >30 Min
4/9/2014	Clinic - SU Specialty	BRIDGE BACK TO LIFE CTR INC	Other And Unspecified Alcohol Dependence, Unspecified Drinking Behavior [303.90]			Alcohol/Subs Interv >30 Min

Hospital/ER Services: Integrated Behavioral/Medical

Service type, provider, diagnosis, admission/discharge dates, length of stay, procedures

▼ Hospital/ER Services		See All Service Details			OMH PHI	View: <input type="radio"/> Graph <input checked="" type="radio"/> Table	
Service Type	Provider	Admission	Discharge Date/Last Date Billed	Length of Stay	Most Recent Primary Diagnosis	Procedure(s)	See Service Details
ER - MH	BELLEVUE HOSPITAL CENTER	5/3/2013	5/3/2013	1	Schizo-Affective Type Schizophrenia, Chronic State With Acute Exacerbation [295.74]	- Emergency Dept Visit	
		2/26/2013	2/28/2013	2			
Inpatient - MH	RICHMOND UNIVERSITY MED CTR	1/10/2013	1/23/2013	13	Schizo-Affective Type Schizophrenia, Unspecified State [295.70]	- Other Psychiatric Drug Therapy	
	ST JOHNS EPISCOPAL HOSP	12/21/2012	12/27/2012	6			
ER - Medical	ST JOHNS EPISCOPAL HOSP	12/21/2012	12/21/2012	1	Radiological Examination, Not Elsewhere Classified [V72.5]	- Emergency Dept Visit	
ER - MH - CPEP	RICHMOND UNIVERSITY MED CTR	11/5/2012	11/5/2012	1	Schizo-Affective Type Schizophrenia, Unspecified State [295.70]	- Psy Dx Interview	
ER - MH	RICHMOND UNIVERSITY MED CTR	11/5/2012	11/5/2012	1	Schizo-Affective Type Schizophrenia, Unspecified State [295.70]	- Emergency Dept Visit	
		9/8/2012	10/1/2012	23			
		9/4/2012	9/8/2012	4			

Labs, X-Ray and Other Data

Other services (if Medicaid billable): Dental, Vision, Living Support, Labs, Radiology, Medical Equipment, Transportation

▶ **Dental**

▶ **Vision**

▶ **Living Support/Residential Treatment**

▶ **Laboratory and Pathology**

▶ **Radiology**

▶ **Medical Equipment**

▶ **Transportation**

Please note that there is often a lag (often months) from the time a service is delivered until the service is able to be identified by PSYCKES. The time period selected will represent the time from the most recent service or medication.

Clinical Summary: Export Data to PDF, Excel, CCD

To select section(s), click or "Shift"+click or "Ctrl"+click.

SYCKES MEDICAID New York State **om** Office of Mental Health

Log Off De-Identify Data

My QI Report Statewide Reports Recipient Search Provider Search MyPSYCKES Registrar Menu Usage Report

Clinical Summary

[Return to Search Results](#) Export to PDF Excel CCD

OMH PHI **Please choose summary period** Last 3 months Last 6 months able (up to 5 years)

Clinical Report Date: 5/8/2014 (This report contains all available clinical data.) Enhance

Name: [Feihhad Ccfdcac](#) Medicaid ID: IFJEDHE CFDIBDF Age: 999

Indicator Set	Quality Flags (as of monthly QI report 3/1/2014)
BH Care Coordination	Adherence - Antipsychotic (Schz) 3+ Inpatient - BH
Cardiometabolic	Drug (Olanzapine) and Cardiometabolic Condition (AP + Hypertension
Health Promotion and Coordination	No Outpatient Medical Visit >1 Yr
Hospital ER Utilization	4+ Inpatient/ER - All 4+ Inpatient/ER - BH Readmission - All BH 7 day

Behavioral Health Diagnoses - Primary and Secondary Dx (Most Recent Shows First)

Adjustment Disorder | Bipolar Disorder | Delusional Disorder | Other Nonpsychotic Mental Disorder | Other Psychotic Disorder | Personality, Impulse Control Disorders | Schizoaffective Disorder | Schizophrenia | Somatoform, Factitious Disorder | Substance Abuse Definitions ?

Export Options

Sections

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

Quality Flag

- Integrated View of Services Over Time
- Behavioral Health Diagnoses - Primary and Secondary Dx
- Medical Diagnoses - Primary and Secondary Dx (Most Rec
- Medication Behavioral Health
- Medication Medical

Export Cancel

Clinical Summary: Printed Report

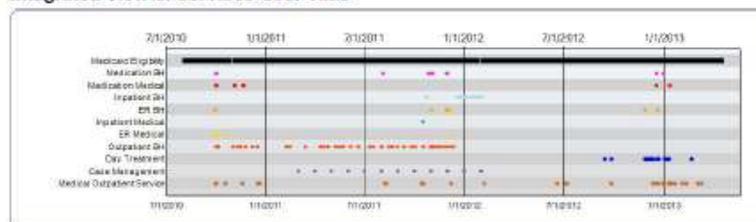
Clinical Summary Report for Last 2 Years

Name : Inasced Elateh Medical ID: Coabfc Cha/gi DOB: 01/01/9999 Age:999
 Medicaid Eligibility: SSI Managed Care Plan: NY'S CATHOLIC HEALTH PLAN INC Medicare: No
 (This report contains all available clinical data.)

Quality Flag

Indicator Set	Quality Flag Evidence
Cardiometabolic	Drug (Olanzapine) and Cardiometabolic Condition (AP + Hyperlipidemia Risk AP + Obesity Risk)

Integrated View of Services Over Time



Behavioral Health Diagnoses - Primary and Secondary Dx (Most Recent Shows First)

Behavioral Health Diagnoses - Primary and Secondary Dx (Most Recent Shows First)
Learning Disorder Major Depressive Disorder Other Childhood Disorder Anxiety Disorder Bipolar Disorder Other Nonpsychotic Mental Disorder Other Psychotic Disorder Dysthymia

Medical Diagnoses - Primary and Secondary Dx (Most Recent Shows First)

Cardiometabolic Flag Related Conditions	Hyperlipidemia Obesity
Endocrine, Nutritional, And Metabolic Diseases And Immunity Disorders	Nutritional deficiencies
Injury And Poisoning	Open wounds of head, neck, and trunk Superficial injury, contusion Poisoning by other medications and drugs Poisoning by psychotropic agents
Symptoms, Signs, And Ill-Defined Conditions	Residual codes; unclassified
The Digestive System	Disorders of teeth and jaw
The Genitourinary System	Menstrual disorders
The Respiratory System	Other upper respiratory infections

Medication Behavioral Health

Brand Name	Generic Name	Last Dose	Estimated Duration	First Day Picked Up	Last day Picked Up	Active in Past Month	Most Recent Prescriber
Olanzapine	Olanzapine	5 MG	29 Day(s)	12/30/2012	12/30/2012	No	Vicencio Garmencia Concepcion
Fluoxetine Hcl	Fluoxetine Hcl	20 MG	29 Day(s)	12/17/2012	12/17/2012	No	Vicencio Garmencia Concepcion
Ablify	Aripiprazole	5 MG	2 Month(s)	10/28/2011	11/30/2011	No	
Benzotropine Mesylate	Benzotropine Mesylate	5 MG	3 Month(s)	11/4/2011	11/30/2011	No	
Seroquel Xr	Quetiapine Fumarate	50 MG	29 Day(s)	8/4/2011	8/4/2011	No	Shilselberg Nissan

Save only
to secure
server, or
print
without
saving!

Value of PSYCKES

- Comprehensive, user-friendly information across providers over time
 - Clinical information is updated weekly
- Support assessment and treatment planning
 - Clarify behavioral health diagnoses
 - Identify co-morbid conditions
 - Review medication history and adherence
- Facilitate care coordination
 - Identify other providers
 - Discharge planning

Limitations of PSYCKES Data

- Accuracy dependent on coding and billing
- Data elements limited to what is shown on claims
 - See diagnostic procedures/ labs but without results
- Time lag between services and billing is variable
 - Service data may lag by weeks or months
- Client data affected by hospitalizations (bundled services), loss of Medicaid coverage, moves

The PHI Access Menu

Note:

Formerly: “Consent Module”

PSYCKES Consent Process Overview

- Designated staff are granted “PSYCKES-Registrar” access - i.e., PHI Access Menu user.
 - Simple task, big responsibility
- Client is asked to sign PSYCKES Consent Form
 - Must use designated form
- Registrar uses PHI Access Menu to attest that provider has the right to access client information
- Any PSYCKES user (Registrar or not) within the institution/agency can then access client data.

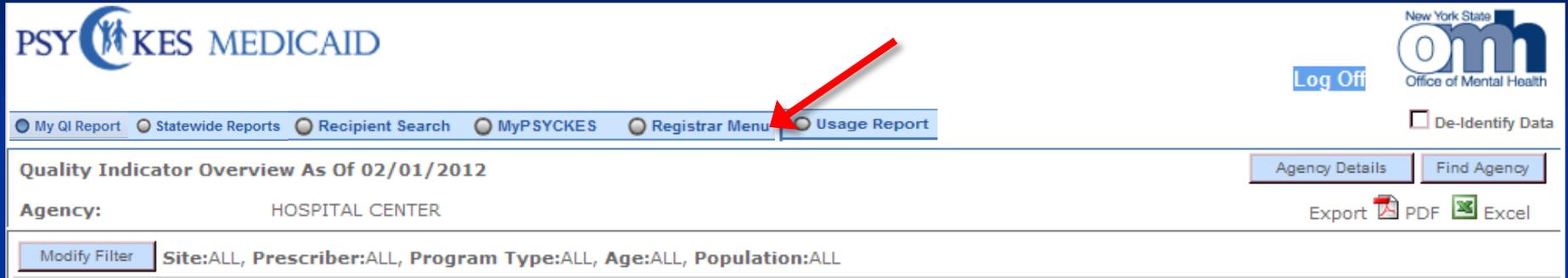
Search for Clients: Recipient Search vs. PHI Access Menu

- Recipient Search
 - Search returns clients already connected to your agency/hospital
 - Claims data, or
 - PHI Access Menu
 - All PSYCKES users have access
- PHI Access Menu
 - Search all clients in PSYCKES
 - Available only to those with “registrar” access
 - Used to enable access to client for all users
 - Client then appears in Recipient Search

Obtaining Consent

- Only the PYSCKES Consent form may be used
 - Can be printed from PHI Access Menu
- Discuss consent with client and obtain signature
- Give copy of consent form to client
- Original consent is given to PSYCKES Registrar
- Original (or scanned version) is retained in the client's medical record

Registrar Menu



The screenshot shows the PSYCKES MEDICAID web application interface. At the top left is the logo for PSYCKES MEDICAID. On the top right, there is a 'Log Off' button and the New York State Office of Mental Health (omh) logo. Below the logo is a checkbox labeled 'De-Identify Data'. A navigation bar contains several tabs: 'My QI Report', 'Statewide Reports', 'Recipient Search', 'MyPSYCKES', 'Registrar Menu', and 'Usage Report'. A red arrow points to the 'Registrar Menu' tab. Below the navigation bar, the main content area displays 'Quality Indicator Overview As Of 02/01/2012'. The 'Agency:' field is set to 'HOSPITAL CENTER'. On the right side of this section, there are buttons for 'Agency Details' and 'Find Agency', and 'Export' options for PDF and Excel. At the bottom, there is a 'Modify Filter' button and a filter string: 'Site:ALL, Prescriber:ALL, Program Type:ALL, Age:ALL, Population:ALL'.

- PHI Access Menu is accessed through the Registrar Menu tab
- Registrar Menu tab only appears if the user has been granted PSYCKES-Registrar access.

PHI Access Menu

Consent Forms Menu

PSYCKES MEDICAID

New York State
om
Office of Mental Health

Log Off

My QI Report Statewide Reports Recipient Search MyPSYCKES Registrar Menu Usage Report

PHI Access Manage MyPsyckes Users Recipient Census Consent Forms Administration

Return to Home

Psyckes Medicaid - Print Consent Form ([English Version](#))([Spanish Version](#))

Psyckes Medicaid - Print Withdraw Consent Form ([English Version](#))([Spanish Version](#))

Release: 4.3.4

- Print PSYCKES Consent Forms
 - English and Spanish
 - Consent and Withdrawal of Consent
- Best practice: PSYCKES form pre-printed and available on hard copy

Granting Access in the PHI Access Menu

1. Search for client
 - Search by Medicaid ID or Social Security Number
2. Attest to right to access client's data
 - Client signed consent
 - Clinical emergency
 - Client is served by the provider
3. Document verification of client's identity
4. Save and exit
OR
Save and proceed to Clinical Summary

Steps for Consent

1. Click on “PHI Access” tab, then click on “Enable access to client’s Clinical Summary.”

PSYCKES MEDICAID

New York State
om
Office of Mental Health

Log Off

My QI Report Statewide Reports Recipient Search Provider Search Registrar Menu Usage Report User Settings

PHI Access Recipient Census Consent Forms Administration

PSYCKES Medicaid Protected Health Information (PHI) Access Menu

Enable access to client’s Clinical Summary by attesting to one or more of the following:

- Client signed a consent form
- Client data is needed due to clinical emergency
- Client is served at/is being transferred to your provider agency

Register client’s withdrawal of consent to disable access to client data.

Note: under certain circumstances (e.g., client quality flag), your provider agency may still have access to limited client data.

Deactivate an attestation of service that created a manual link between a client and your provider agency.

Note: Clients may still be linked to your provider agency based on Medicaid data.

Release: 4.9.3

Search by Medicaid ID

2. Enter client's Medicaid ID number or Social Security Number, and click "search."

PSYCHES MEDICAID

New York State
om
Office of Mental Health

Log Off

My QI Report Statewide Reports Recipient Search MyPSYCKES Registrar Menu Usage Report

PHI Access Manage MyPsyches Users Recipient Census Consent Forms Administration

Medicaid Consent - Step 1 [Return to Home](#)

Search on Medicaid ID or Social Security No. of person to be consented.

Medicaid ID: SSN (XXX-XX-XXXX):

Search Results:

Medicaid ID:

Name:

Address:

City: State: Zip:

DOB (MM/DD/YYYY): Age: Sex:

Is this the correct person for which you want to consent:

Confirm Search Results

3. PSYCKES will ask you to verify that the information matches the client you searched for.

PSYCKES MEDICAID New York State
omh
Office of Mental Health
Log Off

[My QI Report](#) [Statewide Reports](#) [Recipient Search](#) [MyPSYCKES](#) [Registrar Menu](#) [Usage Report](#)

[PHI Access](#) [Manage MyPsyckes Users](#) [Recipient Census](#) [Consent Forms](#) [Administration](#)

Medicaid Consent - Step 1 [Return to Home](#)

Search on Medicaid ID or Social Security No. of person to be consented.

Medicaid ID: SSN (XXX-XX-XXXX):

Search Results:

Medicaid ID:

Name:

Address:

City	State	Zip
<input type="text" value="New York"/>	<input type="text" value="NY"/>	<input type="text" value="10001"/>

DOB (MM/DD/YYYY)	Age	Sex
<input type="text" value="01-01-2001"/>	<input type="text" value="11"/>	<input type="text" value="F"/>

Is this the correct person for which you want to consent:



Attest to Right to Access Data

4. Select the basis for access to client data

Step 2

Attestation for right to access client's Medicaid data (Select at least one option):

1. Client signed the Consent Form
(Access to all data for three years after the last Medicaid claim)
2. In the absence of signed consent, you may get limited access to client's clinical data. Please check all that apply:
 - a. Attestation of Clinical Emergency
(Access to all data for 72 hours)
 - b. Attestation of Service: Client is currently served by/ being transferred to | Main Street | Hospital Center
(Clinical Summary data is available only if the client has an active quality flag. In the absence of consent, specially protected information such as HIV, family planning, substance use treatment etc. will be excluded.)

Step 3

Client has been identified via the following:

Service Provider attests to client identity

--OR--

Client presented the following 2 forms of documentation to identify him/herself:

Identification 1 :

Select from drop-down list

Identification 2 :

Select from drop-down list

Submit and go to client's Clinical Report

Submit and Quit

Quit and do not submit

Client Identification

5. Select 2 forms of ID from drop-down list, or attest to identity without ID

Attestation for right to access client's Medicaid data (Select at least one option):

1. Client signed the Consent Form
(Access to all data for three years after the last Medicaid claim)
2. In the absence of signed consent, you may get limited access to client's clinical data. Please check all that apply:
 - a. Attestation of Clinical Emergency
(Access to all data for 72 hours)
 - b. Attestation of Service: Client is currently served by/ being transferred to | : Hospital Center
(Clinical Summary data is available only if the client has an active quality flag. In the absence of consent, specially protected information such as HIV, family planning, substance use treatment etc. will be excluded.)

Step 3

Client has been identified via the following:

Service Provider attests to client identity

--OR--

Client presented the following 2 forms of documentation to identify him/herself:

Identification 1 :

Select from drop-down list



Identification 2 :

Select from drop-down list



Submit and go to client's Clinical Report

Submit and Quit

Quit and do not submit



Submit

Immediately upon consent, any PSYCKES user at the hospital/agency can view the client's data.

Attestation for right to access client's Medicaid data (Select at least one option):

1. Client signed the Consent Form
(Access to all data for three years after the last Medicaid claim)
2. In the absence of signed consent, you may get limited access to client's clinical data. Please check all that apply:
 - a. Attestation of Clinical Emergency
(Access to all data for 72 hours)
 - b. Attestation of Service: Client is currently served by/ being transferred to | : Hospital Center
(Clinical Summary data is available only if the client has an active quality flag. In the absence of consent, specially protected information such as HIV, family planning, substance use treatment etc. will be excluded.)

Step 3

Client has been identified via the following:

Service Provider attests to client identity

--OR--

Client presented the following 2 forms of documentation to identify him/herself:

Identification 1 :

Select from drop-down list



Identification 2 :

Select from drop-down list



Submit and go to client's Clinical Report

Submit and Quit

Quit and do not submit

Withdrawal of Consent

Withdrawal of Consent

- Clients have right to withdraw consent at any time.
- Withdrawal of Consent (WOC) form must be used and is printable from:
 - The PHI Access Menu
 - The PSYCKES public website
- After client signs WOC form, Registrar uses Withdrawal function in PSYCKES to revoke consent.

Registrar Menu: Withdraw Consent

PSYCKES Medicaid Protected Health Information (PHI) Access Menu

Enable access to client's Clinical Summary by attesting to one or more of the following:

- Client signed a consent form
- Client data is needed due to clinical emergency
- Client is served at/is being transferred to your provider agency

Register client's withdrawal of consent to disable access to client data.

Note: under certain circumstances (e.g., client quality flag), your provider agency may still have access to limited client data.

Deactivate an attestation of service that created a manual link between a client and your provider agency.

Note: Clients may still be linked to your provider agency based on Medicaid data.

Withdraw Consent: Search by Medicaid ID

PSYCKES MEDICAID

My QI Report Statewide Reports Recipient Search MyPSYCKES Registrar Menu Usage Report

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Return to Home

Withdraw Consent

Medicaid ID:

[Medicaid Consent Menu](#)

Release: 4.2.6

Withdraw Consent: Verify Client ID and Revoke

PSYCKES MEDICAID

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Medicaid Consent Manage MyPsyckes Users Recipient Census Consent Forms Administration

Return to Home

Withdraw Consent

Medicaid ID:

[Medicaid Consent Menu](#)

Results:

Name	DOB	Address	Medicaid ID	Revoke
Mouse Minnie	05/15/19	7 Goofy Lane, Warnerville NY 13456	AA19 386G	<input type="button" value="Revoke"/>

Withdraw Consent: Consent Revoked

PSYCKES MEDICAID

My QI Report Statewide Reports Recipient Search MyPSYCKES Registrar Menu Usage Report

Medicaid Consent Manage MyPsyckes Users Recipient Census Consent Forms Administration

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Consent Revoked for recipient: AB12345XY

Withdraw Consent

Medicaid ID:

[Medicaid Consent Menu](#)

Release: 4.2.6

Resources

PSYCKES Website: Home Page

www.psyckes.org ~ Navigation bar at left

New York State State Agencies Search all of NY.gov

Office of Mental Health

Commissioner Michael F. Hogan, PhD Governor Andrew M. Cuomo

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Message From Commissioner Hogan | About OMH | OMH Facilities | Initiatives | Contact OMH | FAQ Print

PSYCKES MEDICAID

Log Into PSYCKES

About PSYCKES

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Recorded Webinars

Quality Concerns

Initiatives

- Assertive Community Treatment (ACT)
- Care Management
- Freestanding Clinics
- Hospital Collaborative
- Emergency Rooms
- Other Initiatives

Resources

- QI Teams
- Clinicians

PSYCKES Medicaid Home

PSYCKES

- ▶ PSYCKES Medicaid
- ▶ Log into PSYCKES
- ▶ MyPSYCKES

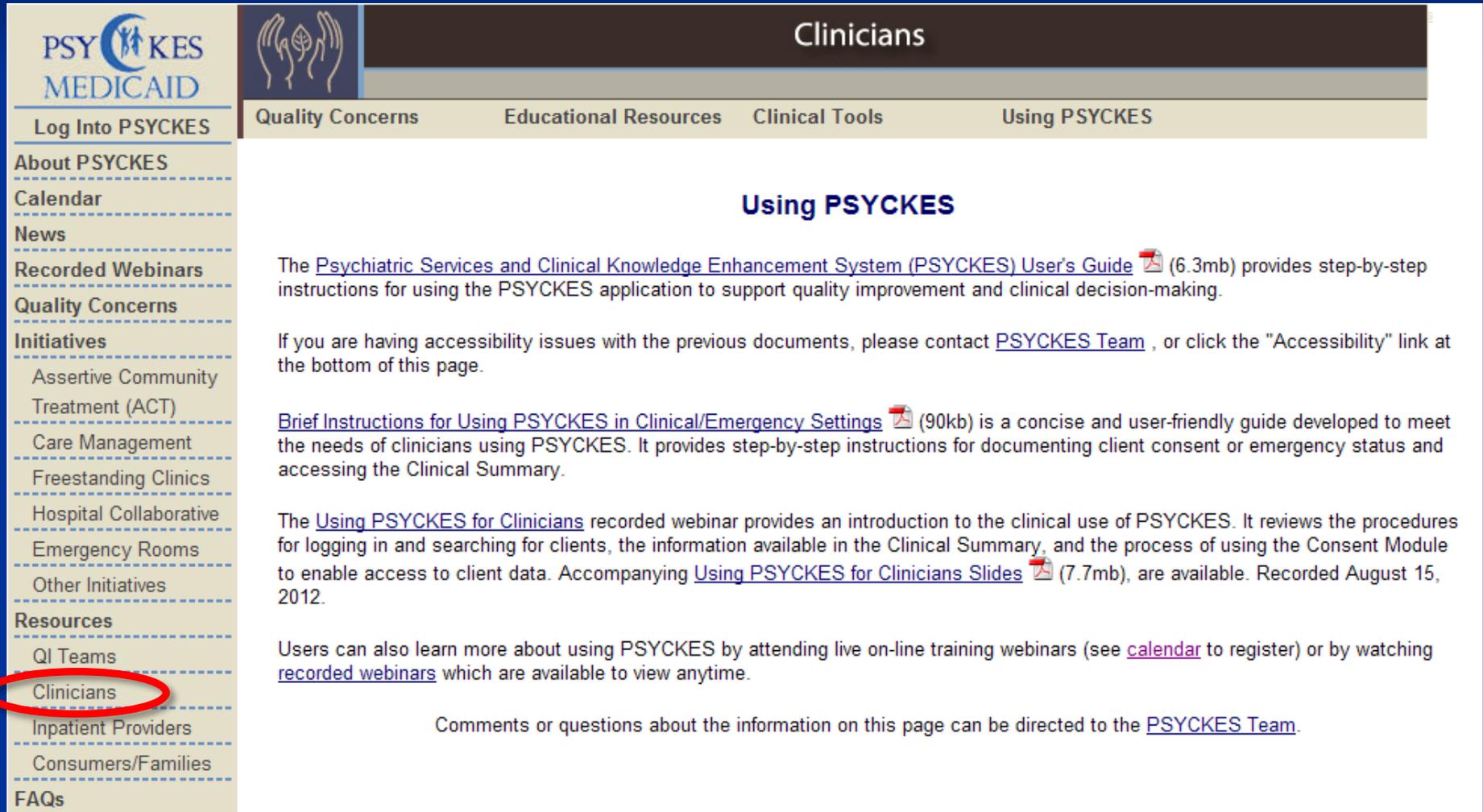
Initiatives

- ▶ Freestanding Mental Health Clinics
- ▶ Hospital-Affiliated Mental Health Clinics
- ▶ Other Initiatives

Resources

- ▶ Quality Improvement Teams
- ▶ Clinicians
- ▶ Behavioral Health Inpatient Providers
- ▶ Consumers and Families

PSYCKES Website: “Using PSYCKES” in All Sections



The screenshot displays the PSYCKES website interface. On the left is a vertical navigation menu with the following items: Log Into PSYCKES, About PSYCKES, Calendar, News, Recorded Webinars, Quality Concerns, Initiatives (with sub-items: Assertive Community Treatment (ACT), Care Management, Freestanding Clinics, Hospital Collaborative, Emergency Rooms, Other Initiatives), Resources (with sub-items: QI Teams, **Clinicians**, Inpatient Providers, Consumers/Families), and FAQs. The 'Clinicians' link is circled in red. The main content area is titled 'Clinicians' and features a sub-navigation bar with 'Quality Concerns', 'Educational Resources', 'Clinical Tools', and 'Using PSYCKES'. The 'Using PSYCKES' section contains the following text:

Using PSYCKES

The [Psychiatric Services and Clinical Knowledge Enhancement System \(PSYCKES\) User's Guide](#) (6.3mb) provides step-by-step instructions for using the PSYCKES application to support quality improvement and clinical decision-making.

If you are having accessibility issues with the previous documents, please contact [PSYCKES Team](#), or click the "Accessibility" link at the bottom of this page.

[Brief Instructions for Using PSYCKES in Clinical/Emergency Settings](#) (90kb) is a concise and user-friendly guide developed to meet the needs of clinicians using PSYCKES. It provides step-by-step instructions for documenting client consent or emergency status and accessing the Clinical Summary.

The [Using PSYCKES for Clinicians](#) recorded webinar provides an introduction to the clinical use of PSYCKES. It reviews the procedures for logging in and searching for clients, the information available in the Clinical Summary, and the process of using the Consent Module to enable access to client data. Accompanying [Using PSYCKES for Clinicians Slides](#) (7.7mb), are available. Recorded August 15, 2012.

Users can also learn more about using PSYCKES by attending live on-line training webinars (see [calendar](#) to register) or by watching [recorded webinars](#) which are available to view anytime.

Comments or questions about the information on this page can be directed to the [PSYCKES Team](#).

PSYCKES Website: Recorded Webinars for Clinicians



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[About PSYCKES](#)

[Calendar](#)

[News](#)

[Recorded Webinars](#)

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[Assertive Community Treatment \(ACT\)](#)

[Care Management](#)

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[Clinicians](#)

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[Consumers/Families](#)

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Recorded Webinars

Recorded Webinars by Initiative

Recorded Webinars by Area of Interest

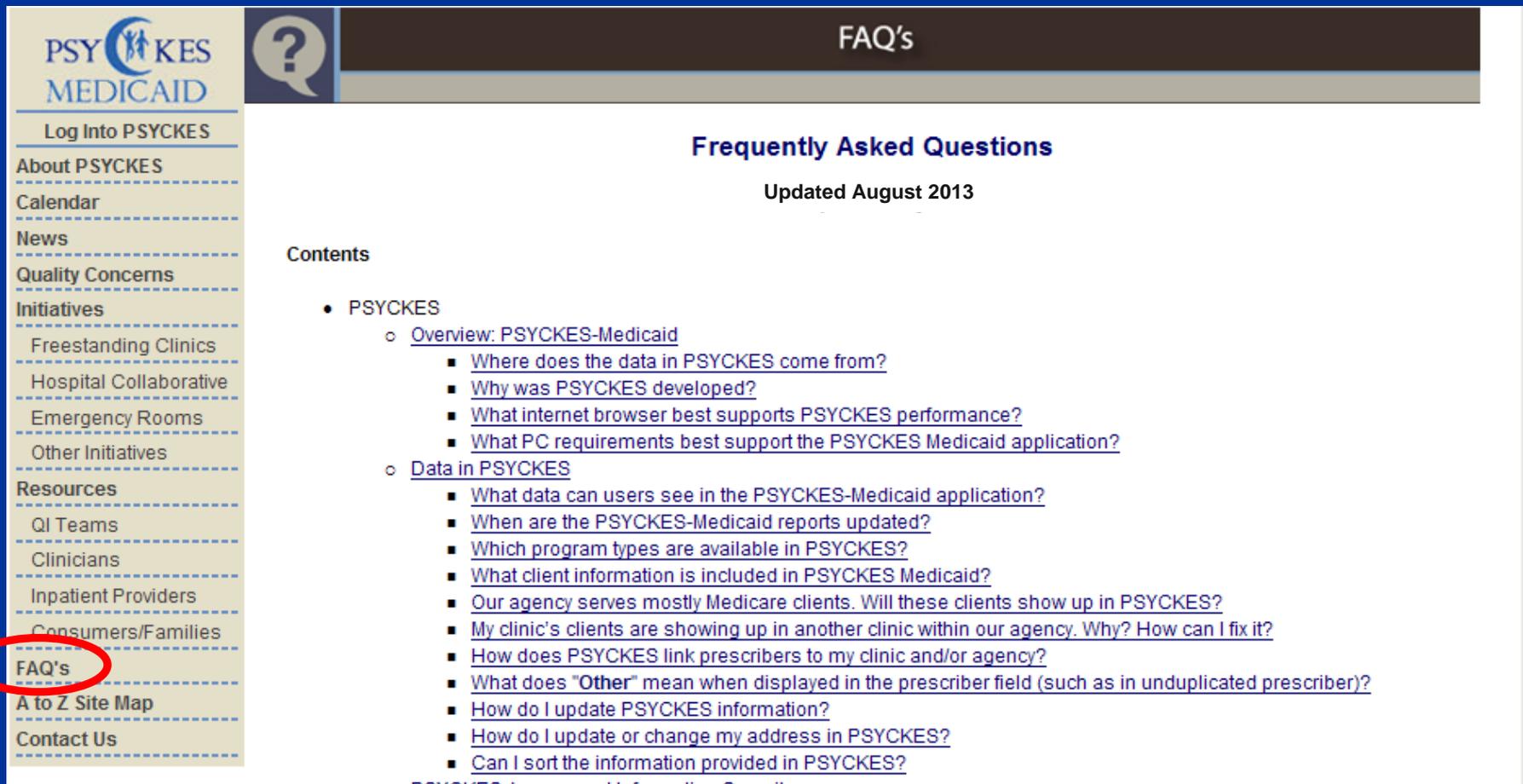
Clinicians Recorded Webinars

The Psychiatric Services and Clinical Knowledge Enhancement System (PSYCKES) team conducts live on-line seminars (webinars) for PSYCKES users and clinicians, during which attendees can ask questions (see calendar). Recorded versions of the webinars are available to view anytime. The following recorded webinars are relevant to Clinicians:

Title	Description	Materials	Date Recorded
Using PSYCKES for Clinicians	Provides an introduction to the clinical use of PSYCKES. Reviews the procedures for logging in and searching for clients, the information available in the Clinical Summary, and the process of using the Consent Module to enable access to client data.	Using PSYCKES for Clinicians Slides  (7.7mb)	August 15, 2012
PSYCKES Consent Module 	Provides an overview of the PSYCKES Consent Module and the procedures for obtaining client consent. With consent, or in a clinical emergency, the Consent Module is used to enable access to individual data for clients without a quality flag and/or with no	PSYCKES Consent Module Slides  (5mb)	April 25, 2013
Health Promotion and Coordination, and Behavioral Health Care Coordination 	Focuses on the Continuous Quality Improvement (CQI) Initiative for Health Promotion and Care Coordination. Introduces the quality concerns related to the Health Promotion and Coordination and the Behavioral Health Care Coordination projects. Provides an overview of the	Health Promotion and Coordination, and Behavioral Health Care Coordination Slides  (3.67mb).	March 5, 2013
Quality Concerns in Psychopharmacology: Too Young	Reviews the PSYCKES "Too Young" Youth indicator including a discussion of practice guidelines, literature updates and FDA indications related to best prescribing practices for the use of psychotropics in children.	Too Young Slides  (2mb)	March 18, 2011

PSYCKES Website: Frequently Asked Questions

Click on “FAQs” on navigation bar at left; available 24/7



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Frequently Asked Questions

Updated August 2013

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 - [Where does the data in PSYCKES come from?](#)
 - [Why was PSYCKES developed?](#)
 - [What internet browser best supports PSYCKES performance?](#)
 - [What PC requirements best support the PSYCKES Medicaid application?](#)
 - [Data in PSYCKES](#)
 - [What data can users see in the PSYCKES-Medicaid application?](#)
 - [When are the PSYCKES-Medicaid reports updated?](#)
 - [Which program types are available in PSYCKES?](#)
 - [What client information is included in PSYCKES Medicaid?](#)
 - [Our agency serves mostly Medicare clients. Will these clients show up in PSYCKES?](#)
 - [My clinic's clients are showing up in another clinic within our agency. Why? How can I fix it?](#)
 - [How does PSYCKES link prescribers to my clinic and/or agency?](#)
 - [What does "Other" mean when displayed in the prescriber field \(such as in unduplicated prescriber\)?](#)
 - [How do I update PSYCKES information?](#)
 - [How do I update or change my address in PSYCKES?](#)
 - [Can I sort the information provided in PSYCKES?](#)

PSYCKES Access and Information Security

For Further Information

- PSYCKES website: www.psyckes.org
- PSYCKES Help (PSYCKES support)
 - 9:00AM – 5:00PM, Monday – Friday
 - PSYCKES-help@omh.ny.gov
- OMH Help Desk (PSYCKES access, SMS support)
 - 7:00AM – 8:00PM, 7 days
 - 800-HELP-NYS (800-435-7697)
 - Helpdesk@omh.ny.gov
- Webinars
 - Live webinars: Register on [PSYCKES Calendar](#)
 - Recorded webinars: Posted on [PSYCKES Website](#)

Emailing PSYCKES-Help: Information to Include

- Your full name and phone number
- Your agency/program name and type
 - Hospital or hospital-based clinic
 - Agency or freestanding mental health clinic
 - State-operated facility
 - OMH / BHO / MMCO / LGU (County, etc.) / Network
- Which version of PSYCKES?
 - PSYCKES-Medicaid (most common)
 - PSYCKES V2 (for state-operated inpatient facilities)
 - MyPSYCKES (Consumer version of PSYCKES)
- Specify the issue and which area of PSYCKES
 - Clinical information
 - Quality improvement (which QI project? Which indicator?)
 - PHI Access Menu
 - Etc.

Questions and Answers



What is an Emergency?

New York State Public Health Law Section 4900.3

"Emergency condition" means a medical or behavioral condition, **the onset of which is sudden**, that manifests itself by symptoms of sufficient severity, including severe pain, that a prudent layperson, possessing an average knowledge of medicine and health, could reasonably expect the absence of **immediate medical attention** to result in (a) placing the health of the person afflicted with such condition in serious jeopardy, or in the case of a behavioral condition placing the **health of such person or others in serious jeopardy**; (b) serious impairment to such person's bodily functions; (c) serious dysfunction of any bodily organ or part of such person; or (d) serious disfigurement of such person.