



**Office of  
Mental Health**

# **Introduction to PSYCKES**

**We will begin shortly**

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**If you do not see the Audio Connection box, go to the top of your WebEx screen, click “Communicate” > “Audio Connection” > “Join Teleconference”**

**Melanie Martucci, MPH  
PSYCKES Medical Informatics Team  
October 5, 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 top center 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
- Note: slides will be emailed to attendees after the webinar

# Agenda

- PSYCKES Overview
- Logging into PSYCKES
- Setting up User Role Profile
- Learning about the different screens in PSYCKES
- Access to Client Data
- Training and Technical Assistance
- Question & Answer

# PSYCKES Overview

# What is PSYCKES?

- A web-based platform for sharing...
  - Medicaid claims and encounter data
  - Other state health administrative data
  - Data and documents entered by providers and patients
- Secure, HIPAA-compliant
- Supports:
  - Quality improvement: quality measures, quality flags
  - Clinical decision-making and care coordination: individual client information

# Who is Viewable in PSYCKES?

- Over 11 million NYS Medicaid enrollees (current or past)
  - Fee for service claims
  - Managed care encounter data, all product lines
  - 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 available – general medical, behavioral health, residential, etc.

# 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, lab, and more!
- Multiple other state administrative databases (0-7 day lag):
  - New York City Department of Homeless Services (NYC DHS)
  - Health Home enrollment & CMA provider (DOH MAPP)
  - Managed Care Plan & HARP status (MC Enrollment Table)
  - MC Plan assigned Primary Care Physician (Quarterly, DOH)
  - State Psychiatric Center EMR
  - Assisted Outpatient Treatment provider contact (OMH TACT)
  - Assertive Community Treatment provider contact (OMH CAIRS)
  - Adult Housing/Residential program Information (OMH CAIRS)
  - Suicide attempt (OMH NIMRS)
  - Safety plans/screenings and assessments entered by providers in PSYCKES MyCHOIS
  - IMT and AOT Referral Under Investigation (DOHMH)

# What Types of Reports Are Available?

- Individual client level reports
  - Clinical Summary: Medicaid and State PC treatment history, up to 5 years
- Provider and Managed Care level reports
  - My QI Report: current performance on all quality indicators, drill down to clients involved
  - Recipient Search Reports: run ad hoc reports to identify cohorts of interest
  - PSYCKES Usage Reports: monitor PHI access by staff
  - Utilization Reports: support provider VBP and BHCC data needs
- Statewide Reports
  - Can select a quality indicator and review statewide proportions by region, county, plan, provider, network, PPS, etc.



# Quality Indicators “Flags”

- PSYCKES identifies clients flagged for quality concern in order to inform the treating provider, care manager or network 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:
  - No diabetes monitoring for individuals with diabetes and schizophrenia
  - Low medication adherence for individuals with schizophrenia
  - Antidepressant trial of < 12 weeks for individuals with depression
  - High utilization of inpatient/emergency room, Hospital Readmission
  - HARP Enrolled-Not Health Home Enrolled; HARP Enrolled-Not Assessed for HCBS

# PSYCKES User Settings

- 12,000+ active PSYCKES users in the following settings:
  - State Psychiatric Centers
  - Freestanding Mental Health Clinics
  - Hospital Inpatient Units, ER/CPEP, and hospital clinics
  - OMH Residential Programs
  - Health Home and Care Management Programs
  - Assertive Community Treatment (ACT)
  - Personalized Recovery Oriented Services (PROS)
  - HCBS
  - Federally Qualified Health Centers
  - OASAS Providers
  - Local Government Units
  - NYC-HHC Correctional Health Services (Rikers)
  - Medicaid Managed Care Organizations
  - State Agencies
  - DSRIP Performing Provider Systems (PPS)
  - Behavioral Health Care Collaboratives (BHCC)

# Login Instructions

# Login to PSYCKES

- Go to PSYCKES Home Page: [www.psyckes.org](http://www.psyckes.org)
- Click “Login to PSYCKES”

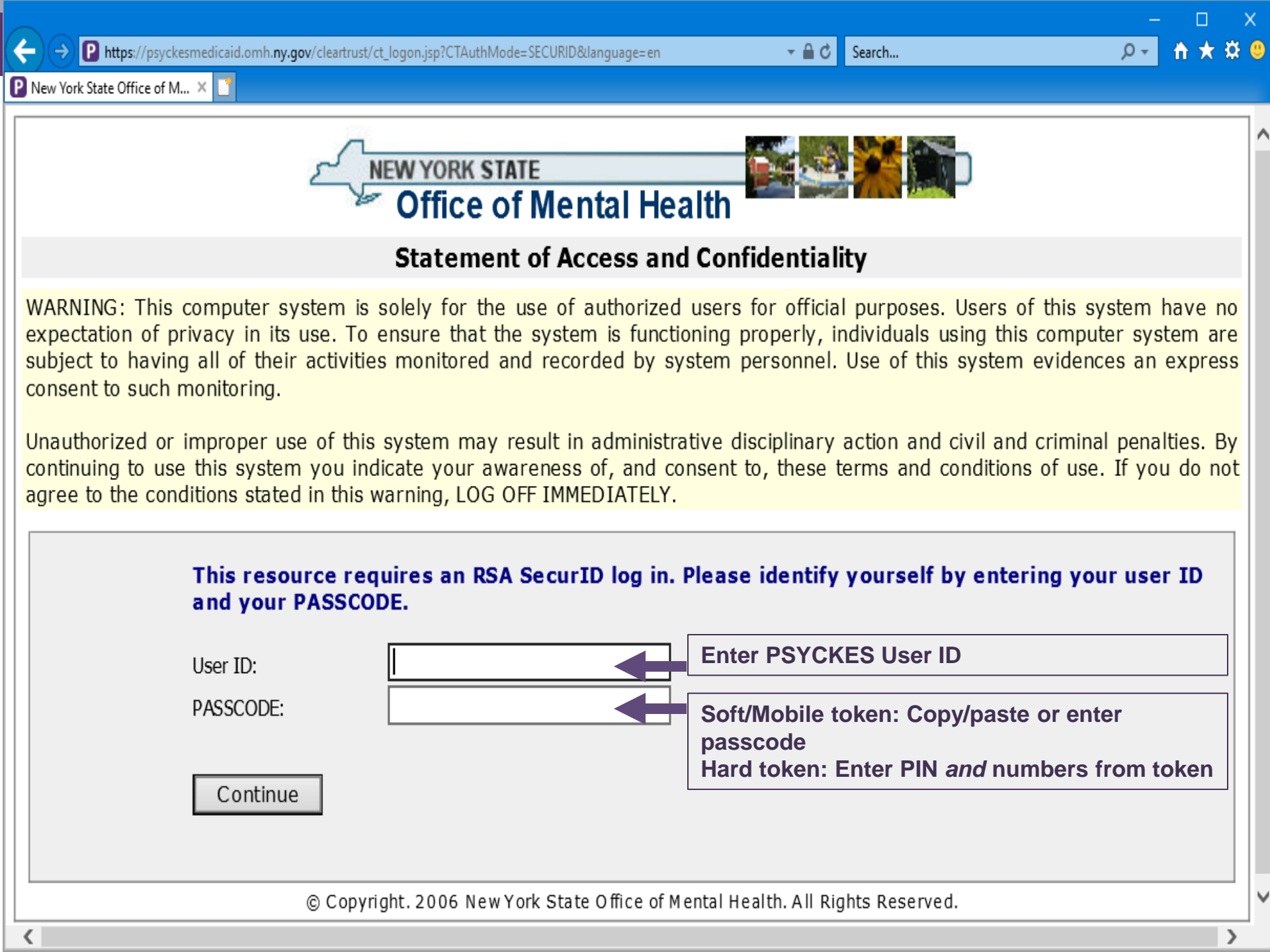
**PSYCKES Home**

PSYCKES is a HIPAA-compliant web-based application designed to support clinical decision making, care coordination, and quality improvement in New York State.

**LOGIN TO PSYCKES**

**What's New?**

- PSYCKES new features release 7.7.0 went live on February 28, 2023. Updates include:
  - Social Determinants of Health (SDH) Section Added to Clinical Summary
  - Reorganization of Indicator Sets in My QI Report
  - New Quality Indicator Sets: Vital Signs Dashboard (Adult and Child)
  - CORE Eligibility Filter and Message
  - New Crisis Service Setting Available in Report Filters and Clinical Summary
  - New Region Filter in Recipient Search
  - iOS Mobile App Enhancements
- View the [Release Notes](#) for more details.
- Instructions for how to use the Self-Service Console are available on our [Login Instructions](#) page. The console is a way to manage your RSA token and PIN, which are needed to login to PSYCKES. Login to the console and set up your security questions; if you ever need to reset your own PIN or request, activate, or troubleshoot a token, the console is the place to go!



### 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.

**This resource requires an RSA SecurID log in. Please identify yourself by entering your user ID and your PASSCODE.**

User ID:

Enter PSYCKES User ID

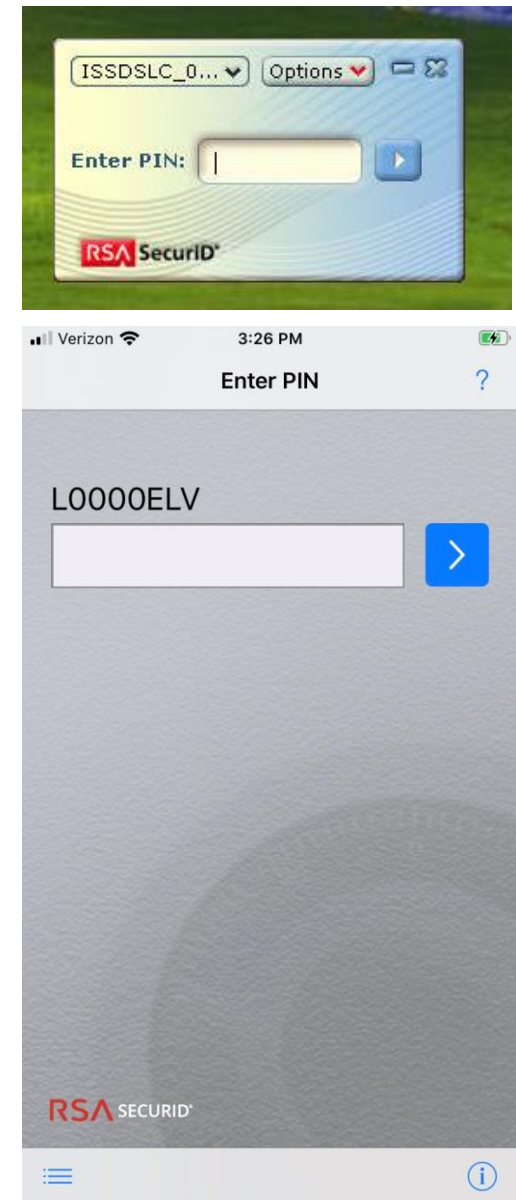
PASSCODE:

Soft/Mobile token: Copy/paste or enter passcode  
Hard token: Enter PIN *and* numbers from token

# Login to PSYCKES: First time using this token at this organization

## Using a Soft Token

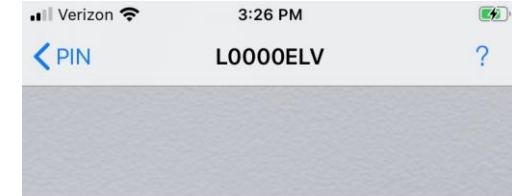
- Enter user ID in PSYCKES login screen
- Open RSA SecurID token
- Leave “Enter PIN” box **empty** and click/tap on the arrow button to generate a passcode
- Copy/paste or enter passcode in login screen
- Click “Continue”
- You will then be prompted to create an **8-digit PIN**
- Note: Your PIN cannot begin with zero OR have sequential and consecutive numbers (forward or reverse)
  - Examples: 11111111, 12345678, 12341234, or 12344321



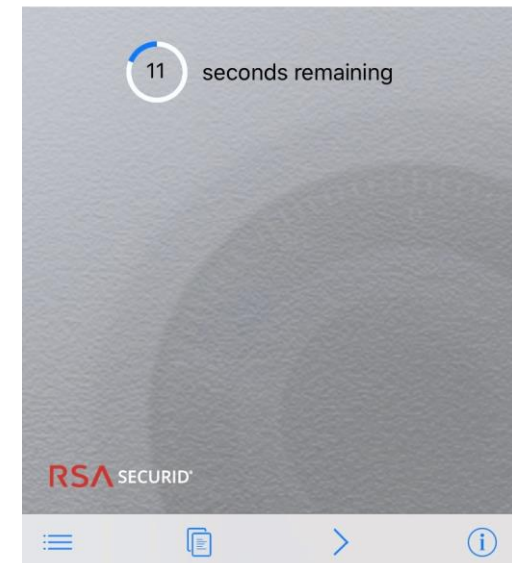
# Login to PSYCKES: First time using this token at this organization

## Using a Soft Token

- After you create a PIN, go back to your RSA SecurID token
- Select “Re-enter PIN”
- Type your PIN into the “Enter PIN” box
- Click/tap the arrow button to generate a passcode
- **Wait** for passcode numbers to change
- Copy/paste or enter passcode into login screen
- Click “Continue” to login to the application



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# Login to PSYCKES: First time using this token at this organization

## Using a Mobile Token

- Login to the Self-Service Console (<https://mytoken.ny.gov/>) using your OMH issued User ID and password provided in your mobile token confirmation email from [ams-donotreply@its.ny.gov](mailto:ams-donotreply@its.ny.gov)
- Under the “My Authenticators” section, click on “Create PIN”



**My Authenticators**

**Tokens** - [request a new token](#) | [view SecurID token demo](#)

<b>Enterprise- Android</b>	<a href="#">View details, test, troubleshoot</a>
Token Serial Number:	1234567890
PIN:	Not Created <a href="#">Create PIN</a>
Expires On:	Dec 30, 2025 7:00:00 PM EST <a href="#">request replacement</a>

**On-Demand Authentication**

**Security Questions** [set up](#)

Not configured  
Please set up your security questions and answers

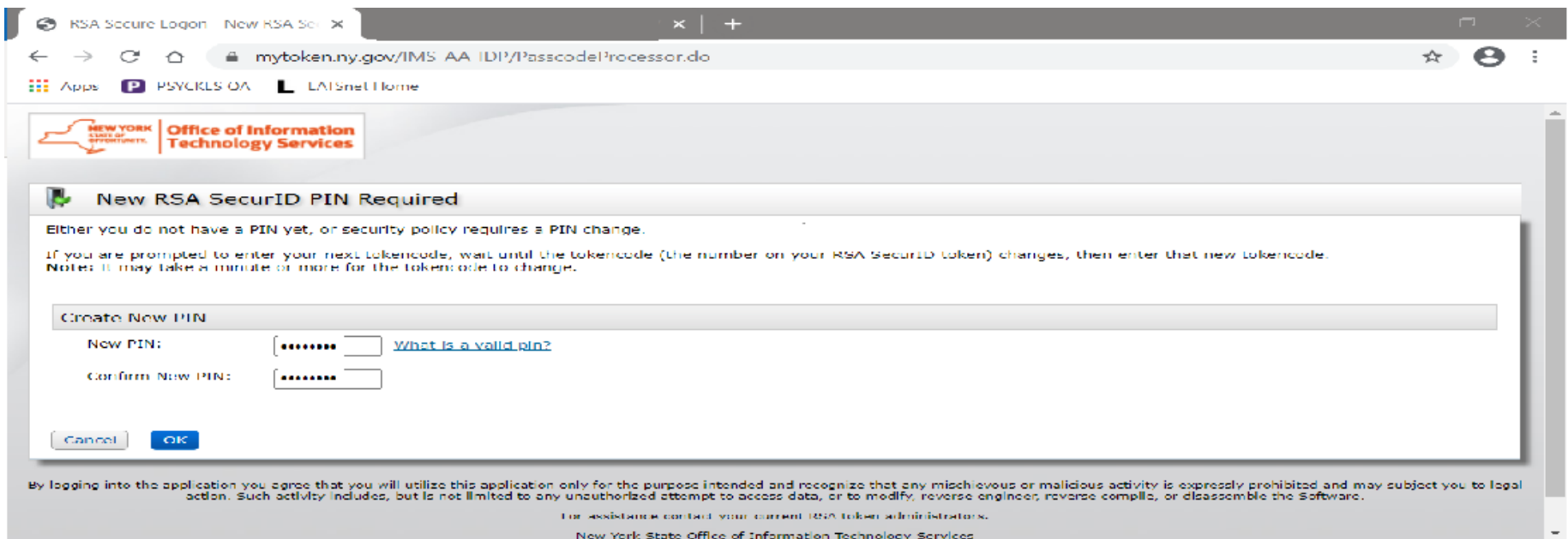
**RSA SecurID**



# Login to PSYCKES: First time using this token at this organization

## Using a Mobile Token

- You'll then be prompted to create an **8-digit PIN**
- Note: Your PIN cannot begin with zero OR have sequential and consecutive numbers (forward or reverse)
  - Examples: 11111111, 12345678, 12341234, or 12344321



The screenshot shows a web browser window with the URL `mytoken.ny.gov/IMS_AA_IDP/PasscodeProcessor.do`. The page header includes the New York State logo and the text "Office of Information Technology Services". The main content area is titled "New RSA SecurID PIN Required" and contains the following text:

Either you do not have a PIN yet, or security policy requires a PIN change.

If you are prompted to enter your next tokencode, wait until the tokencode (the number on your RSA SecurID token) changes, then enter that new tokencode.  
Note: It may take a minute or more for the tokencode to change.

Below the text is a form titled "Create New PIN" with two input fields: "New PIN:" and "Confirm New PIN:". The "New PIN:" field has a "What is a valid pin?" link next to it. At the bottom of the form are "Cancel" and "OK" buttons.

At the bottom of the page, there is a disclaimer: "By logging into the application you agree that you will utilize this application only for the purpose intended and recognize that any mischievous or malicious activity is expressly prohibited and may subject you to legal action. Such activity includes, but is not limited to any unauthorized attempt to access data, or to modify, reverse engineer, reverse compile, or disassemble the Software. For assistance contact your current RSA token administrators. New York State Office of Information Technology Services."

# Login to PSYCKES: First time using this token at this organization

## Using a Hard Token



- Enter user ID in PSYCKES login screen
- When using a hard token for the first time at this organization, enter **only** the numbers on the token screen into the passcode box
- Follow instructions to create an **8-digit PIN**
- **Wait** for passcode numbers to change
- Enter your PIN and the 6 numbers on the token directly into the passcode box of PSYCKES login screen
- Proceed to login to the application

# Login to PSYCKES: Subsequent logins when you have PIN for this token at this organization

## Using a Soft Token or Mobile Token

- Enter your PIN into the RSA SecurID Token “Enter PIN” box
- Click the arrow button to generate a passcode

Copy/paste or enter the number into the passcode box of PSYCKES login screen

## Using a Hard Token

- Enter your PIN and the 6 numbers on the token all directly into the passcode box of PSYCKES login screen

# Complete User Role Profile

- The User Role Profile is completed the first-time users login to PSYCKES
- Informs PSYCKES team about our users, such as role within your organization, setting or program type in which you regularly work, professional discipline/training, etc.
- Users should update the User Role Profile if any role/setting change occurs
- Additionally, users will be prompted to update their User Role Profile once a year. If there are no changes needed to be indicated, can just save current information.

# PSYCKES Screens

# PSYCKES Screens

- Work is organized in the following 8 tabs
  - My QI Report
  - Statewide Reports
  - Recipient Search
  - Provider Search
  - Registrar Menu
  - Usage Reports
  - Utilization Reports
  - MyCHOIS (available upon request)

# My QI Report

# What is the My QI Report?

- Tool for managing quality improvement efforts; updated monthly
- Displays quality Indicator Sets and Indicators (measures/flags)
- Eligible Population (Denominator): clients served plus other parameters depending on quality indicator specifications
- Number with QI Flag (Numerator): clients meeting criteria for flag
- % prevalence rate: numerator over denominator; higher % indicates opportunities for improvement, lower is better
- Compare prevalence rates at the statewide, region, county, network, provider, program, and managed care plan
- Filter report by: Program Type, MC Plan, Age
- Reports can be exported to Excel and PDF
- QI Trends Past Year allows you to track prevalence on a quality indicator for a selected network or provider agency



MAIN STREET MENTAL HEALTH CLINIC  
Quality Indicator Overview As Of 09/01/2023

REGION: ALL COUNTY: ALL SITE: ALL PROGRAM TYPE: ALL AGE: ALL MC PRODUCT LINE: ALL MANAGED CARE: ALL

Filters Reset

Indicator Set

Quality Improvement Indicators (as of 09/01/2023) Run monthly on all available data as of run date

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25%	50%	75%	100%
BH QARR - Improvement Measure	All	7,065	2,433	34.4	37.4	37.8	34.40	37.40	37.80	
General Medical Health	All	189,969	17,327	9.1	13	13	9.10	13.00	13.00	
Health Home Care Management - Adult	Adult 18+	10,231	8,202	80.2	79.8	86.2	80.20	79.80	86.20	
High Utilization - Inpt/ER	All	190,058	50,544	26.6	22.4	20.9	26.60	22.40	20.90	
Polypharmacy	All	17,371	2,402	13.8	15.8	12.1	13.80	15.80	12.10	
Preventable Hospitalization	Adult	134,352	2,040	1.5	0.9	0.8	1.50	0.90	0.80	
Readmission Post-Discharge from any Hospital	All	37,539	5,607	14.9	13.7	11.2	14.90	13.70	11.20	
Readmission Post-Discharge from this Hospital	All	26,569	3,286	12.4	12.3	11.3	12.40	12.30	11.30	
Treatment Engagement	Adult 18-64	5,822	2,024	34.8	32.8	35	34.80	32.80	35.00	

Performance Tracking Indicators (as of 12/01/2022) Run with intentional lag of 6+ months to allow for complete data

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25%	50%	75%	100%
MH Performance Tracking Measure	All	10,212	5,197	50.9	51.3	52.6	50.90	51.30	52.60	
SUD Performance Tracking Measure	Adol & Adult (13+)	11,921	9,391	78.8	77	78.6	78.80	77.00	78.60	
Vital Signs Dashboard - Adult	Adult	33,715	14,810	43.9	47.6	47.5	43.90	47.60	47.50	
Vital Signs Dashboard - Child	Child & Adol	53,879	15,023	27.9	34.9	33.4	27.90	34.90	33.40	

# MAIN STREET MENTAL HEALTH CLINIC ⓘ

Quality Indicator Overview As Of 09/01/2023

View:

Stand

## QI Filters



Site

ALL



Program Type

ALL



Managed Care

ALL



MC Product  
Line

ALL



Age

ALL



Region

ALL



County

ALL



Apply

Cancel

Statewide %

63.3

37.1

12.3

34.9

84.9

20.1

**MAIN STREET MENTAL HEALTH CLINIC** ⓘ  
Quality Indicator Overview As Of 09/01/2023

View: Standard ▾ PDF Excel

REGION: ALL COUNTY: ALL SITE: ALL PROGRAM TYPE: ALL AGE: ALL MC PRODUCT LINE: ALL MANAGED CARE: ALL Filters Reset

Indicator Set: High Utilization - Inpt/ER

Indicator Set	Indicator	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25%	50%	75%	100%
	10+ ER - All Cause	All	190,058	1,631	0.9	0.8	0.5	0.90	0.80	0.50	
	10+ ER - MH	All	190,058	139	0.1	0.1	0	0.10	0.10	0.00	
	2+ ER - BH	All	190,058	2,802	1.5	2	1.3	1.50	2.00	1.30	
	2+ ER - Medical	All	190,058	43,035	22.6	18.8	18	22.60	18.80	18.00	
	2+ ER - MH	All	190,058	1,887	1	1.2	0.8	1.00	1.20	0.80	
	2+ Inpatient - BH	All	190,058	1,630	0.9	1.8	0.9	0.90	1.80	0.90	
	2+ Inpatient - Medical	All	190,058	10,360	5.5	3.5	3.1	5.50	3.50	3.10	
	2+ Inpatient - MH	All	190,058	778	0.4	0.7	0.4	0.40	0.70	0.40	
	4+ Inpatient/ER - MH	All	190,058	927	0.5	0.7	0.4	0.50	0.70	0.40	
	Clozapine Candidate with 4+ Inpatient/ER - MH	0-64	370	352	95.1	91	92.2	95.10	91.00	92.20	
	POP : High User	18+	86,567	639	0.7	0.8	0.4	0.70	0.80	0.40	
	POP : Potential Clozapine Candidate	18+	322	314	97.5	94.3	95.1	97.50	94.30	95.10	
	<b>2+ Inpatient / 2+ ER - Summary</b>	<b>All</b>	<b>190,058</b>	<b>50,544</b>	<b>26.6</b>	<b>22.4</b>	<b>20.9</b>	<b>26.60</b>	<b>22.40</b>	<b>20.90</b>	

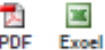




### MAIN STREET MENTAL HEALTH CLINIC i

Quality Indicator Overview As Of 09/01/2023

View: Standard v



REGION: ALL COUNTY: ALL SITE: ALL PROGRAM TYPE: ALL AGE: ALL MC PRODUCT LINE: ALL MANAGED CARE: ALL

Filters

Reset

Indicator Set: High Utilization - Inpt/ER Indicator: 2+ ER - MH

Indicator Set	Indicator	Site	HH/CM Site(s)	MCO	Attending	Recipients	New QI Flag	Dropped QI Flag
	Recipient	Medicaid ID	DOB	Race & Ethnicity	Quality Flags	Most Recent BH Outpatient Attending	Clinical Summary Last Viewed	
SEFZVqFSRA UaFZTUzORA RA	VbMvN96oNFA	MTEIM96IMTavMm	Black	ER-BH, 2+ ER-MH, 2+ ER-Medical, 4+ Inpt/ER-MH, High MH Need, PrevHosp-DM	IRANPOURBOROUJENI TANNAZ	No		
UqFVTaRFUbm SEVBvAVO T6	UUunNDUtNEU	MDYIM9AIM9AmNm	Black	2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, High MH Need, No MH ED F/U 7d (DOH), No MH ED F/U 7d (DOH) - Child & Adol, No Well-Care Visit (DOH)	None Identified	No		
RqFSQURPTaU UEFVTA	QUQmN9IrNaE	MDEIM92IMTarNA	White	2+ ER-BH, 2+ ER-MH	GIANG WILLIAM KIM	No		
UqrJVE6 TEzHQUu Sm	WbMuM9UpNE6	MD2IMDEIM9AnNm	Black	2+ ER-BH, 2+ ER-MH	None Identified	No		
				2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 2+ Inpt-BH, 2+ Inpt-MH, 4+ Inpt/ER-MH, High MH				

My QI Report

QI Trends Past Year

## QI Trends Past Year

Select organization, indicator set, and indicator

Organization: Provider, Network, Plan

MAIN STREET MENTAL HEALTH CLINIC

Indicator Set

BH QARR - Improvement Measure

Indicator

1. Adherence - Antipsychotic (Schiz)

Modify filters (optional)

Program Type

ALL

Age Group

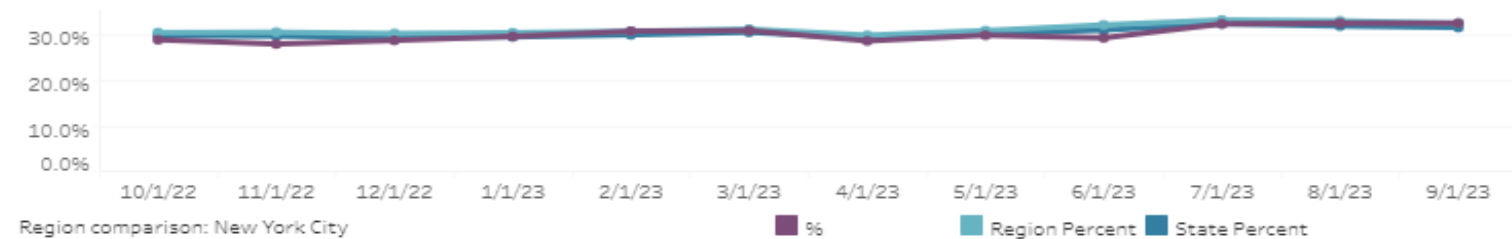
ALL

Managed Care

ALL

MC Product Line

ALL



1. Adherence - Antipsychotic (Schiz): The percentage of adults 18-64 years with a diagnosis of schizophrenia who had an antipsychotic medication available less than 80 percent of the time (based on prescriptions filled in the past 12 months, from the first antipsychotic prescription filled to the report date).

	Eligible Population	# with QI flag	%	Region Percent	State Percent
10/1/22	2,374	685	28.9%	30.4%	29.8%
11/1/22	2,371	662	27.9%	30.5%	29.7%
12/1/22	2,424	696	28.7%	30.2%	29.4%
1/1/23	2,404	711	29.6%	30.4%	29.5%
2/1/23	2,380	731	30.7%	30.7%	29.9%
3/1/23	2,346	724	30.9%	31.2%	30.5%
4/1/23	2,350	672	28.6%	29.8%	29.2%
5/1/23	2,269	677	29.8%	30.8%	30.2%
6/1/23	2,215	648	29.3%	32.1%	31.0%
7/1/23	2,300	743	32.3%	33.2%	32.3%
8/1/23	2,341	760	32.5%	32.9%	31.9%
9/1/23	2,375	771	32.5%	32.5%	31.5%

# Statewide Reports



## Statewide Report

As of 09/01/2023



Select an Indicator Set and any other filters:

Indicator Set

High Utilization - Inpt/ER



Indicator Type

2+ Inpatient / 2+ ER - Summary



Region

ALL



County

ALL



Managed Care

ALL



MC Product Line

ALL



Program Type

ALL



Age Group

ALL



 [Indicator Definitions](#)

Submit

Reset



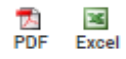
## PSYCKES Quality Flag Definitions

Indicator Set	Display Name	Indicator Definition
BH QARR - Improvement Measure	Adherence - Antipsychotic (Schiz)	The percentage of adults 18-64 years with a diagnosis of schizophrenia or schizoaffective disorder who had an antipsychotic medication available to them less than 80 percent of the time (based on prescriptions filled in the past 12 months, from the first antipsychotic prescription filled to the report date).
BH QARR - Improvement Measure	Discontinuation - Antidepressant <12 weeks (MDE)	The percentage of adults 18-64 years with a diagnosis of major depression who were started on an antidepressant medication but did not remain on any antidepressant for a minimum of 12 weeks in the past 12 months.
BH QARR - Improvement Measure	No Diabetes Monitoring (HbA1C and LDL-C) Diabetes and Schiz	The percentage of adults 18-64 years diagnosed with both schizophrenia and diabetes who did not have both an HbA1c and an LDL-C test in the past 13 months.
BH QARR - Improvement Measure	Antipsychotic Polypharmacy (2+ >90days) Children	The percentage of children 1-17 years who were prescribed two or more different antipsychotic medications concurrently for >90 days, among children prescribed any antipsychotic medication for >90 days.
BH QARR - Improvement Measure	No Metabolic Monitoring (Gluc/HbA1c and LDL-C) on Antipsychotic	The percentage of children 0-17 with at least two prescriptions for an antipsychotic medication or one antipsychotic injectable at any time during the past 13 months who did not have both a blood lipid test (LDL-C or cholesterol test) and an HbA1c or blood glucose test, in the past 13 months.
BH QARR - Improvement Measure	No Diabetes Screening (Gluc/HbA1c) Schiz or Bipolar on Antipsychotic	The percentage of adults 18-64 years with a diagnosis of schizophrenia or bipolar disorder with any oral or injectable antipsychotic medication during the previous 13 months, who did not have either an HbA1c or blood glucose test in the past 13 months.



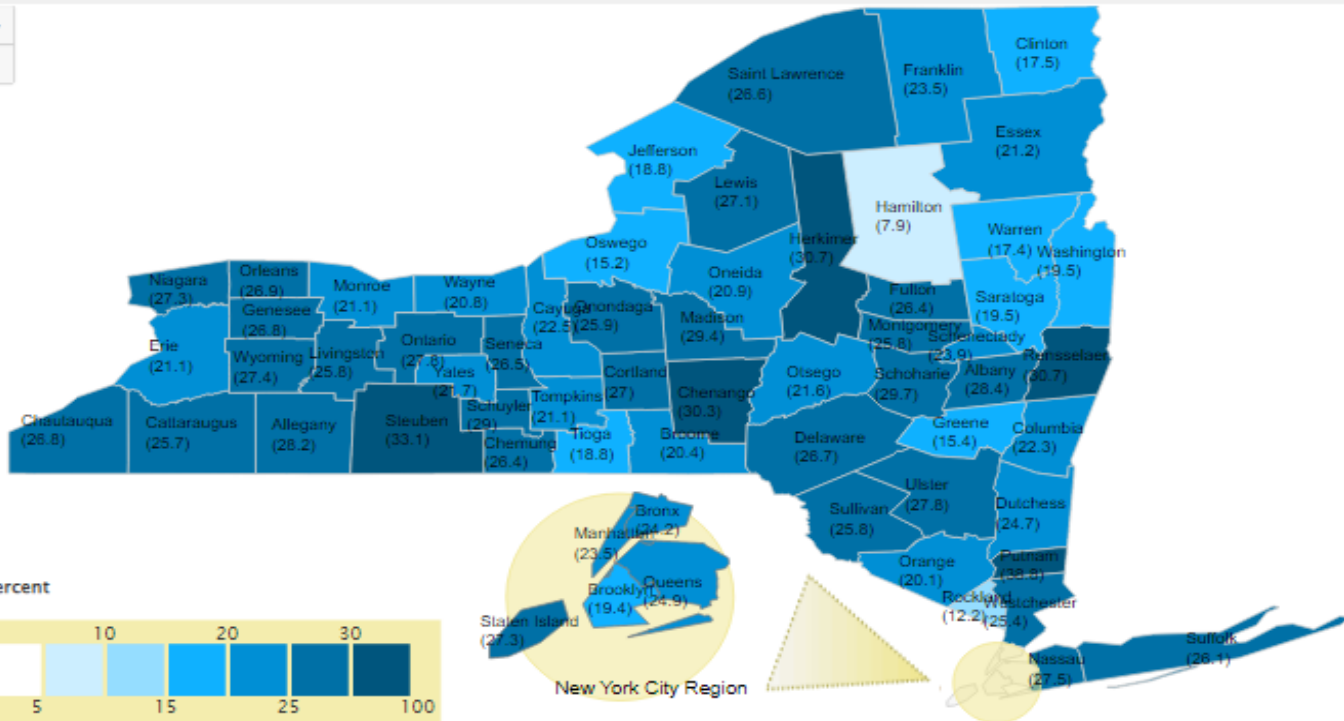
# Statewide Report

As of 09/01/2023



INDICATOR SET: HIGH UTILIZATION - INPT/ER INDICATOR: 2+ INPATIENT / 2+ ER - SUMMARY

Filters



Region	County	Network	Provider	Plan
--------	--------	---------	----------	------

Region	Eligible Population	# with QI Flag	%
STATE	3,010,533	605,347	20.1
Central NY	329,323	67,877	20.6
Hudson River	574,718	128,114	22.3
Long Island	308,230	79,535	25.8
New York City	1,631,181	335,099	20.5
Western NY	446,549	93,325	20.9

# Recipient Search

# Recipient Search Options

- Individual Search
  - Look up one person to view their Clinical Summary
  - Unique identifiers: Medicaid ID, SSN
  - First Name, Last Name, DOB
- Group Search
  - Flexible search to identify cohort of people served in your agency/hospital who meet specified criteria
  - Age Group, Quality Flag, AOT Status, HARP Status, MC Plan, history of suicide attempt, ideation, or self-harm
  - People taking psychotropic and non-psychotropic meds
  - People with specific behavioral health and medical diagnoses
  - People served in specific service setting in your agency/hospital or an outside agency/hospital, statewide (e.g., ACT, Health Home, Inpatient/ER, Clinic, etc.)

# Recipient Search

Limit results to

50

Search

Reset

Individual Search

## Recipient Identifiers

Search in:  Full Database  MAIN STREET MENTAL HEALTH CLINIC

Medicaid ID

SSN

First Name

Last Name

DOB

AB00000A

MM/DD/YYYY

## Characteristics as of 10/01/2023

Age Range  To  Gender

Race

Ethnicity

Region

County

Group/Cohort Search

Past 1 Year

## Special Populations

Population

High Need Population

AOT Status

Alerts

Homelessness Alerts

## Social Determinants of Health (SDOH)

SDOH Conditions (reported in billing)

- Problems related to upbringing
- Problems related to social environment
- Problems related to physical environment
- Problems related to other psychosocial
- Problems related to medical facilities

## Managed Care Plan & Medicaid

Managed Care

MC Product Line

Medicaid Enrollment Status

Medicaid Restrictions

Children's Waiver Status

HARP Status

HARP HCBS Assessment Status

HARP HCBS Assessment Results

## Quality Flag as of 09/01/2023

Definitions

## Services: Specific Provider as of 09/01/2023

Past 1 Year

- HARP Enrolled - Not Health Home Enrolled - (updated weekly)
- HARP-Enrolled - No Assessment for HCBS - (updated weekly)
- Eligible for Health Home Plus - Not Health Home Enrolled
- Eligible for Health Home Plus - No Health Home Plus Service Past 12 Months
- Eligible for Health Home Plus - No Health Home Plus Service Past 3 Months
- HH Enrolled, Eligible for Health Home Plus - Not Entered as Eligible in DOH MAPP Past 3 Month
- High Mental Health Need
- Antipsychotic Polypharmacy (2+ >90days) Children
- Antipsychotic Two Plus
- Antipsychotic Three Plus
- Antidepressant Two Plus - SC

Provider

Region

County

Current Access

Service Utilization

Number of Visits

Service Setting:

Service Detail: Selected

# Group Search: And / Or Search Logic

- Multiple selections within the same filter box creates an “Or” logic
  - Use the “Ctrl” key on keyboard
  - Recipients in search results have one selection or the other, for example:
    - Depression or Schizophrenia
- Multiple selections from separate filter boxes creates an “And” logic
  - Recipients in search results meet all of the selected criteria, for example:
    - Schizophrenia and Type 1 Diabetes

Characteristics as of 10/01/2023

Age Range  To  Gender

Race

Ethnicity

Region

County

**Special Populations**

Population

High Need Population

AOT Status

Alerts

Homelessness Alerts

**Social Determinants of Health (SDOH)**

Past 1 Year

SDOH Conditions (reported in billing)

- Problems related to upbringing
- Problems related to social environment
- Problems related to physical environment
- Problems related to other psychosocial
- Problems related to medical facilities a

SDOH Conditions: Selected

**Managed Care Plan & Medicaid**

Managed Care

MC Product Line

Medicaid Enrollment Status

Medicaid Restrictions

Children's Waiver Status

HARP Status

HARP HCBS Assessment Status

HARP HCBS Assessment Results


Quality Flag as of 09/01/2023

 [Definitions](#)

HARP Enrolled - Not Health Home Enrolled - (updated weekly)  
HARP-Enrolled - No Assessment for HCBS - (updated weekly)  
Eligible for Health Home Plus - Not Health Home Enrolled  
Eligible for Health Home Plus - No Health Home Plus Service Past 12 Months  
Eligible for Health Home Plus - No Health Home Plus Service Past 3 Months  
HH Enrolled, Eligible for Health Home Plus - Not Entered as Eligible in DOH MAPP Past 3 Month  
High Mental Health Need  
Antipsychotic Polypharmacy (2+ >90days) Children  
Antipsychotic Two Plus  
Antipsychotic Three Plus  
Antidepressant Two Plus - SC  
Antidepressant Three Plus  
Psychotropics Three Plus  
Psychotropics Four Plus  
Polypharmacy Summary  
Discontinuation - Antidepressant <12 weeks (MDE)  
Adherence - Mood Stabilizer (Bipolar)  
Adherence - Antipsychotic (Schiz)  
Treatment Engagement - Summary  
No Metabolic Monitoring (Gluc/HbA1c and LDL-C) on Antipsychotic (All)  
No Metabolic Monitoring (Gluc/HbA1c and LDL-C) on Antipsychotic (Child)



**Medication & Diagnosis** as of 09/01/2023

Past 1 Year 





Prescriber Last Name

Drug Name





Active Drug

Active medication (past 3 months) requiring Prior Authorization







Psychotropic Drug Class\*

- ADHD Med 
- Antidepressant 
- Antipsychotic 
- Antipsychotic - Long Acting Injecte 







Non-Psychotropic Drug Class\*

- Analgesics and Anesthetics 
- Anti-Infective Agents 
- Anti-Obesity Agents 
- Antidiabetic 


BH Diagnosis

- Any BH Diagnosis 
  - Any MH Diagnosis 
  - + Acute Stress Disorder 
  - Anxiety Disorders 
-  

Medical Diagnosis

- Cerebral degenerations usually manife: 
  - + Certain conditions originating in the pe: 
  - + Certain infectious and parasitic diseas: 
  - Codes for special purposes 
-  

Diagnosis

Diagnosis given  

Primary Only

**Services: Specific Provider** as of 09/01/2023

Past 1 Year ▼

Provider

Region

County

Current Access

Service Utilization

Number of Visits

Service Setting:

- + - Care Coordination
- + - Inpatient - ER
- + - Living Support/Residential
- + - Other
- + - Outpatient - DD
- + - Outpatient - MH
- + - Outpatient - Medical
- + - Outpatient - Medical Specialty

Service Detail: Selected

**Services by Any Provider** as of 09/01/2023

Past 1 Year ▼

Provider

Region

County

Service Utilization

Number of Visits

Service Setting:

- +-Care Coordination
- +-Crisis Service
- +-Foster Care
- +-Inpatient - ER
- +-Living Support/Residential
- +-Other
- +-Outpatient - DD
- +-Outpatient - MH
- +-Outpatient - Medical
- +-Outpatient - Medical Specialty
- +-Outpatient - SU
- +-Outpatient - Unspecified
- +-Practitioner - BH

Service Detail: Selected

--

# Example Recipient Search Results



De-identify

Settings ▾

Log Off

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

[← Modify Search](#)



**225 Recipients Found**

View: Standard ▾

PDF Excel

High Need Population	Health Home Plus - Eligible (HH+)
AND [Provider Specific] Provider	MAIN STREET MENTAL HEALTH CLINIC
AND [Any Provider] Service Utilization	Inpatient - MH (5+ Visits)

Maximum Number of Rows Displayed: 50

Name ▲	Medicaid ID ⇅	DOB ⇅	Gender ⇅	Medicaid Quality Flags ⇅	Medicaid Managed Care Plan ⇅	Current PHI Access ⇅
<a href="#">QUnMRUu</a> <a href="#">QUvOQUnFRUNF</a>	UbUvN9IsM Fe	MoyoM8yn OTam	R6 LQ MpA	2+ Inpt-BH, 2+ Inpt-MH, Adher-AD <12wks, Adher-MS, HARP No Assessment for HCBS, HARP No Health Home, HHPlus No HHPlus Service, HHPlus Not HH Enrolled, No DM Screen - AP, No DM Screen - AP (DOH), No Gluc/HbA1c & LDL-C - AP, No Gluc/HbA1c - AP, No LDL-C - AP, No Outpt Medical, POP High User, Readmit 30d - BH to BH, Readmit 30d - MH to MH	Healthfirst PHSP, Inc.	Quality Flag
<a href="#">QUnMRUu</a> <a href="#">UEVUUabOQQ</a>	WbenMp2u Mqi	MSynOSynO T2u	R6 LQ NDM	2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 2+ Inpt-BH, 2+ Inpt-MH, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, 4+ Inpt/ER-Med, Adher-AP (DOH), HHPlus No HHPlus Service, HHPlus Not HH Enrolled, No MH Inpt F/U 30d (DOH), No MH Inpt F/U 7d (DOH), No Outpt Medical, POP Cloz Candidate, POP High User, Readmit 30d - BH to BH, Readmit 30d - MH to MH		Quality Flag

# Expanding Results



De-identify

Settings -

Log Off

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

## Recipient Search

Limit results to

- 50
- 50
- 100
- 500
- 1,000
- 10,000
- 50,000
- 100,000
- 250,000
- 500,000

Search

Reset



### Recipient Identifiers

Search in:  Full Database  M...

Medicaid ID  SSN

First Name  Last Name   AL CENTER

### Characteristics as of 10/01/2023

Age Range  To  Gender

Race

Ethnicity

Region

County

### Special Populations

Population

High Need Population

AOT Status

Alerts

Homelessness Alerts

### Social Determinants of Health (SDOH)

Past 1 Year

SDOH Conditions (reported in billing)

- Problems related to upbringing
- Problems related to social environment
- Problems related to physical environment
- Problems related to other psychosocial
- Problems related to medical facilities a
- Problems related to life

SDOH Conditions: Selected

### Managed Care Plan & Medicaid

Managed Care

MC Product Line

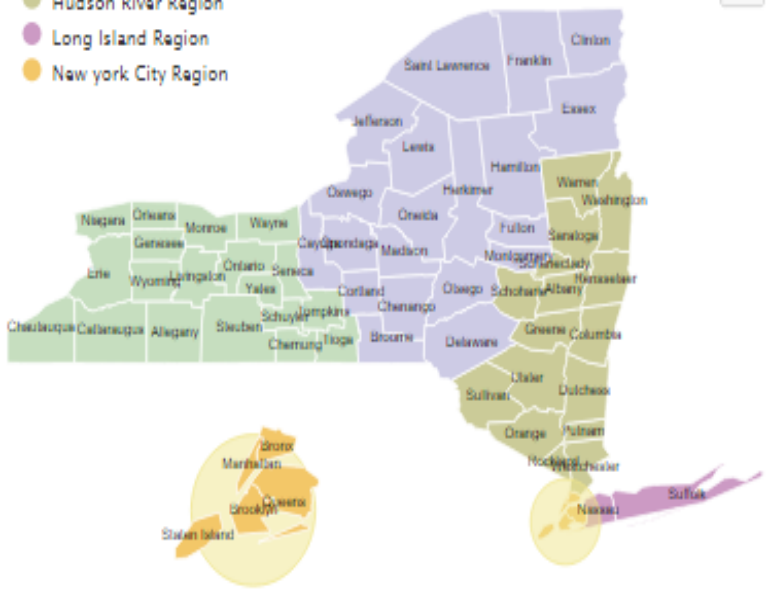
Children's Waiver Status

HARP Status

# Provider Search

## Search Provider

- Central NY Region
- Western NY Region
- Hudson River Region
- Long Island Region
- New York City Region



+  
-

Pick Region or County

Alphabetical Search

0-9ABCDEFGHIJKLMNOPQRSTUVWXYZ

# Registrar Menu



## Manage PHI Access

[Manage PHI Access](#)

### Enable PHI Access

Print PSYCKES Consent form: [English](#) [Spanish](#) [Other languages](#)

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

- Client signed the PSYCKES Consent Form
- Client signed the Health Home Patient Information Sharing Consent
- Client signed the BHCC Patient Information Sharing Consent for specific BHCC(s)
- Client gave Verbal PSYCKES Consent
- Client data is needed due to clinical emergency
- Client is served by/ being transferred to your provider agency

[Search & Enable Access](#)



### Provider Details for Consent form

Use this function to add/edit name(s) and phone number(s) displayed in the consent form before printing.

[Add/Edit Details](#)

### Withdraw Consent

Print Withdrawal of Consent form: [English](#) [Spanish](#) [Other languages](#)

Register client's withdrawal of consent to disable access to client data. Client must sign the PSYCKES withdrawal of Consent form, the DOH Health Home Withdrawal of Consent form, or the BHCC Withdrawal of Consent form.

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

[Search & Withdraw Consent](#)

### Deactivate Attestation of Service

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

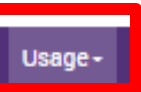
Note: Clients may still be linked to your provider agency based on Medicaid data.

[Search & Deactivate Attestation](#)

# Usage Reports



### PSYCKES User A



- PSYCKES Users
- PHI Access Module
- Clinical Summaries

Provider

User Status

Date Range  To

Graph Interval  Quarterly  Monthly  Weekly

**Current User Details** filters are based on the most recent User Role Profile

Role In Organization

Setting/Program Type

Licensed Profession

Non Licensed Professional Discipline/  
Training

Submit

Reset



## Clinical Summary U

- PSYCKES Users
- PHI Access Module
- Clinical Summaries

Provider

Date Range

To

Current User Information filters are based on the most recent User Role Profile

Status	<input type="text" value="ALL"/>	User ID	<input type="text"/>	Name (First & Last)	<input type="text"/>
Role In Organization	<input type="text" value="ALL"/>	Setting/Program Type	<input type="text" value="ALL"/>		
Licensed Profession	<input type="text" value="ALL"/>	Non Licensed Professional Discipline/ Training	<input type="text" value="ALL"/>		

### Recipient Information

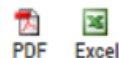
Last Name	<input type="text"/>	Medicaid ID	<input type="text"/>	SSN (XXX-XX-XXXX)	<input type="text"/>
Service	<input type="text"/>	Service Setting	<input type="text"/>		

Submit

Reset

# Utilization Reports

# MAIN STREET MENTAL HEALTH CENTER



MANAGED CARE PLAN : ALL MANAGED CARE PRODUCT LINE : ALL POPULATION TYPE : ALL PROGRAM TYPE : ALL

[Filters](#) [Reset](#)

**Medicaid Managed Care Plan and Product Line** Provider Network Service Settings and Volume

The distribution of Medicaid Managed Care Plans and Product Lines for MAIN STREET MENTAL HEALTH CENTER current Medicaid clients.

Name	Total Clients	Mainstream	HARP	HIV SNP	LTC FIDA	LTC MAP	LTC PACE	LTC Partial Cap	Medicaid Advantage
Agewell New York	31							31	
Atena Better Health	9							9	
CDPHP	2	2							
Healthfirst PHSP, Inc.	1,537	1,239	298						
Integra MLTC Inc	20							20	
MetroPlus Health Plan	3	2	1						
Molina Healthcare of New York	614	529	85						
UnitedHealthcare Community Plan	1,184	909	275						
VNSNY Choice Select Health	19					2			17
<b>Medicaid Managed Care Plan Total (A)</b>	<b>5,370</b>	<b>4,079</b>	<b>1,094</b>			<b>2</b>		<b>195</b>	
Medicaid Fee For Service* (B)	1,458								
<b>Medicaid All Client Total (A + B)</b>	<b>6,828</b>	<b>4,079</b>	<b>1,094</b>			<b>2</b>		<b>195</b>	

-- Current Clients are defined as individuals who received a Medicaid billed service from MAIN STREET MENTAL HEALTH CENTER in the past year 09/01/2022 - 09/01/2023.

-- The Managed Care Plan and Product Line were refreshed as of the 10/01/2023.

\* Medicaid Fee for service count includes any client who lost their Medicaid coverage during the report time period.

# MAIN STREET MENTAL HEALTH CENTER



MANAGED CARE PLAN : ALL MANAGED CARE PRODUCT LINE : ALL POPULATION TYPE : ALL PROGRAM TYPE : ALL

[Filters](#) [Reset](#)

Medicaid Managed Care Plan and Product Line **Provider Network** Service Settings and Volume

The distribution of agencies providing services to MAIN STREET MENTAL HEALTH CLINIC current Medicaid clients.

Provider Name	Total Clients	IP- Medical	IP- SUD	IP- MH	ER/CPEP Medical	ER/CPEP MH	ER/CPEP SUD	OP- Medical	OP- SUD	OP- MH	OP- DD	Health Home	Residential/ Living	Pharm	Other Services
<b>Unduplicated Count of Clients</b>	<a href="#">6,623</a>	<a href="#">772</a>	<a href="#">380</a>	<a href="#">683</a>	<a href="#">2,244</a>	<a href="#">990</a>	<a href="#">338</a>	<a href="#">5,695</a>	<a href="#">592</a>	<a href="#">1,418</a>	<a href="#">157</a>	<a href="#">2,703</a>	<a href="#">2,115</a>	<a href="#">5,316</a>	<a href="#">6,020</a>
HUDSON RIVER HEALTHCARE, INC. D/ B/ A SUN RIVER	<a href="#">2,947</a>				<a href="#">124</a>			<a href="#">685</a>	<a href="#">1</a>	<a href="#">236</a>		<a href="#">2,385</a>	<a href="#">1,166</a>		<a href="#">215</a>
CVS ALBANY LLC	<a href="#">2,707</a>												<a href="#">4</a>	<a href="#">2,688</a>	<a href="#">22</a>
QUEST DIAGNOSTICS INC	<a href="#">2,042</a>														<a href="#">2,042</a>
CATHOLIC CHARITIES OF ROCKVILLE CENTRE	<a href="#">219</a>							<a href="#">1</a>	<a href="#">7</a>	<a href="#">209</a>			<a href="#">7</a>		<a href="#">13</a>
FEDERATION OF ORG. F/ T NYS MENT.DISABLED, INC	<a href="#">218</a>								<a href="#">2</a>	<a href="#">187</a>		<a href="#">49</a>			<a href="#">1</a>
LISH INC	<a href="#">216</a>					<a href="#">3</a>		<a href="#">173</a>		<a href="#">5</a>	<a href="#">1</a>				<a href="#">109</a>
ENZOLABS INC	<a href="#">212</a>														<a href="#">212</a>

First Previous **1** 2 3 4 5 6 7 8 9 10 ... 13 Next Last

-- Current Clients are defined as individuals who received a Medicaid billed service from MAIN STREET MENTAL HEALTH CENTER in the past year 09/01/2022 - 09/01/2023.  
 -- Clients included in this report also received a Medicaid billable service from a different provider during the time period (03/01/2022 - 03/01/2023). This timeframe was used to provide agencies with an estimate of a full year of utilization, allowing a 6 months data lag for claims/encounters to be submitted to DOH.  
 -- Abbreviations: IP = Inpatient; SUD = Substance Use Disorder; MH = Mental Health; ER = Emergency Room; OP = Outpatient; DD = Developmental Disability; Pharm = Pharmacy(Medications only);  
 -- \*MEDS OOS : refers to services where the provider name was not specified or was out of state.

## MAIN STREET MENTAL HEALTH CENTER

MANAGED CARE PLAN : ALL MANAGED CARE PRODUCT LINE : ALL POPULATION TYPE : ALL PROGRAM TYPE : ALL

Filters

Reset

Medicaid Managed Care Plan and Product Line

Provider Network

Service Settings and Volume

Volume and type of Medicaid services provided by any agency to MAIN STREET MENTAL HEALTH CLINIC current Medicaid clients.

Service Settings/Type	FAMILY SERVICE LEAGUE, INC.		Any Other Provider		Total	
	Clients with services	Claims/Encounters by these clients	Clients with services	Claims/Encounters by these clients	Unduplicated Clients with services	Claims/Encounters by these clients
<b>Unduplicated Count of Clients</b>	<a href="#">5,601</a>	88,968	<a href="#">6,623</a>	455,180	<a href="#">6,690</a>	537,621
ACT - MH Specialty	<a href="#">196</a>	2,202	<a href="#">26</a>	216	<a href="#">215</a>	2,418
Child Care - MH - Residential Treatment Facility			<a href="#">3</a>	105	<a href="#">3</a>	105
Child Foster Care			<a href="#">28</a>	336	<a href="#">28</a>	336
Clinic - MH Specialty	<a href="#">3,796</a>	77,658	<a href="#">1,079</a>	23,176	<a href="#">4,480</a>	100,785
Clinic - Medical	<a href="#">18</a>	112	<a href="#">2,984</a>	18,931	<a href="#">2,992</a>	19,034
Clinic - SUD	<a href="#">799</a>	24,150	<a href="#">592</a>	16,462	<a href="#">1,189</a>	40,527
Clinic - Unspecified	<a href="#">6</a>	89	<a href="#">870</a>	3,436	<a href="#">875</a>	3,525
Community Residence - MH Specialty			<a href="#">158</a>	1,824	<a href="#">158</a>	1,824
Day Treatment - MH Specialty			<a href="#">9</a>	676	<a href="#">9</a>	676
Dental			<a href="#">2,470</a>	8,021	<a href="#">2,470</a>	8,021
ER - ALL			<a href="#">2,788</a>	8,573	<a href="#">2,788</a>	8,573
ER - MH			<a href="#">990</a>	2,300	<a href="#">990</a>	2,300
Vision			<a href="#">1,189</a>	5,372	<a href="#">1,189</a>	5,372
Waiver Services	<a href="#">6</a>	94	<a href="#">21</a>	2,527	<a href="#">21</a>	2,621

Previous 1 Next

-- Current Clients are defined as individuals who received a Medicaid billed service from MAIN STREET MENTAL HEALTH CENTER in the past year 09/01/2022 - 09/01/2023.

-- Clients included in this report received Medicaid billable service from MAIN STREET MENTAL HEALTH CENTER in the past year and received a Medicaid billable service from either MAIN STREET MENTAL HEALTH CENTER or any other provider during the time period (03/01/2022 - 03/01/2023). This timeframe was used to provide agencies with an estimate of a full year of utilization, allowing a 6 months data lag for claims/encounters to be submitted to DOH.

-- ABBREVIATIONS: SUD = SUBSTANCE USE DISORDER; MH = MENTAL HEALTH; ER = EMERGENCY ROOM; DD = DEVELOPMENTAL DISABILITY; OPWDD = OFFICE FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES.

-- \*MEDS OOS : refers to services where the provider name was not specified or was out of state.



# Settings



### Update My Home Page

Changes will be reflected at next login



My QI Report



Statewide Reports



Recipient Search



Provider Search



MyCHOIS



Manage MyCHOIS Users



Manage PHI Access



## User Role Profile

### Your primary work setting

Provider Agency

[Change Setting >](#)

### Your primary role(s) in your organization (Up to 2)

Direct Service Provider/Clinician/Care Manager

Program Director/Manager

Agency/Facility-Wide Leadership

Utilization Management

Information Technology

Peer Advocate

Supervisor of Direct Services

Medical Director

C

A

E

I

#### Care Management users:

- “Primary Work Setting” select “Provider Agency”
- “Setting/Program Type” select “Care Management”

#### Health Home Administration users:

- “Primary Work Setting” select “Health Home Administration”

Setting or program type in which you regularly work(up to 2)

# Access to Client-Level Data

# Access to Client Data in PSYCKES

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

- Automatically: Client had a billed service at the provider facility within the past 9 months or client is enrolled in facility's Health Home/CM program
- Manually:
  - Signed consent
  - Gave Verbal PSYCKES consent
  - Emergency (72 hours)
  - Attest client is served by / being transferred to facility prior to billing and/or signed consent

# Access to Client Data

## Without Consent

- Certain data provided without consent...
  - Positive for any quality concern flagged 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

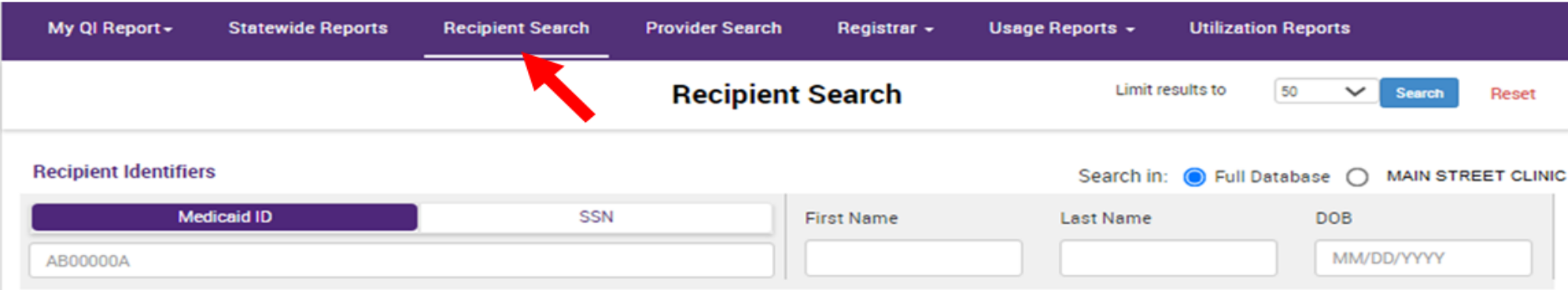
# Access to Client Data

## With Consent / Clinical Emergency

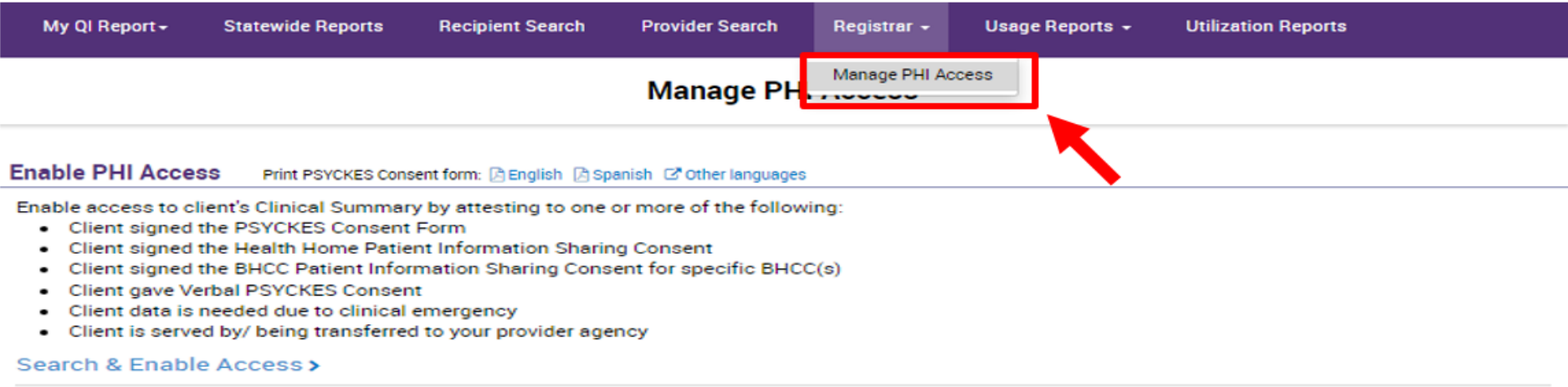
- Expanded access
  - New clients who have not yet been linked to provider facility through Medicaid billing can be viewed
  - Clients who do not have quality flags can be viewed
  - Includes information with special protections (substance use, HIV, genetic testing, family planning)
- Access to client-level data
  - With consent (3 years)
  - With Verbal PSYCKES consent (9 months)
  - In clinical emergencies (limited duration, 72 hours)

# Two Ways to Enable PHI Access With Consent / Clinical Emergency

- Recipient Search: Recipient identifier search



- Registrar: Manage PHI Access submenu





# Enable PHI Access

## Step 1: Search for client

Enter one or more recipient identifier(s) and click “Search”

Recipient Identifiers

Search in:  Full Database  MAIN STR

Medicaid ID	SSN	First Name	Last Name	DOB
AB00000A				MM/DD/YYYY

- 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





# Enable PHI Access

## Step 2: Attest to why you're allowed to view the data

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

← Modify Search   **1 Recipients Found**   PDF   Excel

Medicaid ID	Name (Gender - Age)	DOB
	DOE JANE F - 49 ABCD1234	10/10/1970

**PHI Access for DOE JANE (F - 49)** [X]

Why are you allowed to view this data? [About access levels](#)

**The client signed consent** ←

- Client signed a PSYCKES Consent
- Client signed a BHCC Patient Information Sharing Consent
- Client signed a DOH Health Home Patient Information Sharing Consent

**Provider attests to other reason for access**

- Client gave Verbal PSYCKES Consent
- This is a clinical emergency
- Client is currently served by or being transferred to my facility

Cancel   **Next**

Review recipients in results carefully

Maximum Number of Rows Displayed: 50

PHI Access

5   **Enable Access** 🔒

# Enable PHI Access

## Step 3: Confirm client identity and Enable

Medicaid ID
Name (Gender - Age) Medicaid ID
DOE JANE F - 49 ABCD1234

**PHI Access for DOE JANE (F - 49)** ✕

How do you know this is the correct person?

Provider attests to client identity

Client provided 1 photo ID or 2 forms of non-photo ID

Identification 1

Identification 2

MAIN STREET HEALTH HOME, INC Health Home and/or Care Management users will be given access to all available data while the client is enrolled in your Health Home program. Only staff who work for the Health Home and/or Care Management program should view the clinical summary with this access.

[Previous](#)
[Cancel](#)
[Enable](#)
[Enable and View Clinical Summary](#)

Number of Rows Displayed: 50
<a href="#">Enable Access</a> <span style="font-size: small;">🔒</span>

# Withdrawal of Consent

- Clients have the right to withdraw consent
- Withdraw Consent form must be used and is available through the:
  - PSYCKES application >> Registrar Menu >> Manage PHI Access
  - PSYCKES public website
- After client signs the Withdraw Consent form, Manage PHI Access menu used to register client's withdrawal of consent
  - Agency may still have access to client data if client is positive for a quality flag and agency bills Medicaid for them
- Attestation to service can also be de-activated

## Manage PHI Access

### Enable PHI Access

Print PSYCKES Consent form: [English](#) [Spanish](#) [Other languages](#)

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

- Client signed the PSYCKES Consent Form
- Client signed the Health Home Patient Information Sharing Consent
- Client signed the BHCC Patient Information Sharing Consent for specific BHCC(s)
- Client gave Verbal PSYCKES Consent
- Client data is needed due to clinical emergency
- Client is served by/ being transferred to your provider agency

[Search & Enable Access](#) >

### Provider Details for Consent form

Use this function to add/edit name(s) and phone number(s) displayed in the consent form before printing.

[Add/Edit Details](#) >

### Withdraw Consent

Print Withdrawal of Consent form: [English](#) [Spanish](#) [Other languages](#)

Register client's withdrawal of consent to disable access to client data. Client must sign the PSYCKES withdrawal of Consent form, the DOH Health Home Withdrawal of Consent form, or the BHCC Withdrawal of Consent form.

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

[Search & Withdraw Consent](#) >



### Deactivate Attestation of Service

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.

[Search & Deactivate Attestation](#) >



# Registrar: Manage PHI Access – Withdraw Consent


## Search by Medicaid ID #

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

[← Back to PHI access](#)

### Register Client's Withdrawal of Consent

Medicaid Id



# Registrar: Manage PHI Access – Withdraw Consent

## Verify Client ID and Withdraw

[Back to PHI access](#)

### Register Client's Withdrawal of Consent

Medicaid Id  [Submit](#) [Clear](#)

#### Results

Name	DOB	Address	Medicaid ID	Select Active Consent to Withdraw	
QUNPurRB TabDTqnF	MTIIM9AIMTasN6	MTEoMQ RbRFTEVZ QVZF MaY QbJPTb6 Tba MTAqNpl	WVapNDUpMUE	<input type="checkbox"/> PSYCKES Consent for ACMH, INC. <input type="checkbox"/> DOH Health Home Patient Information Sharing Consent <input type="checkbox"/> BHCC Consent for COORDINATED BEHAVIORAL CARE IPA	<a href="#">Withdraw</a>

Select Active Consent to Withdraw

- PSYCKES Consent for ACMH, INC.
- DOH Health Home Patient Information Sharing Consent
- BHCC Consent for COORDINATED BEHAVIORAL CARE IPA





# Registrar: Manage PHI Access – Withdraw Consent

## Consent Withdrawn



De-identify  Settings [Log Off](#)

- [My QI Report](#)
- [Statewide Reports](#)
- [Recipient Search](#)
- [Provider Search](#)
- [Registrar](#)
- [Usage Reports](#)
- [Utilization Reports](#)
- [MyCHOIS](#)

[Back to PHI Access](#)

### Register Client's Withdrawal of Consent

Medicaid ID

Consent withdrawal for recipient XXXXXXXX

# Training & Technical Assistance



**Office of  
Mental Health**

# PSYCKES Training

- PSYCKES website: [www.psyckes.com](http://www.psyckes.com)
- PSYCKES Training Webinars
  - Live webinars: Register on PSYCKES Training Webinars page
  - Recorded webinars: Slides and recordings available
    - 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
    - Using PSYCKES from Home
    - Introduction to PSYCKES
    - Where to Start: Getting Access to PSYCKES
    - Introduction to the Self-Service Console
- PSYCKES User Guides & Short How-To Videos
  - [www.psyckes.com](http://www.psyckes.com) > PSYCKES Training Materials

# 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](https://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

# Helpdesk Support

## **PSYCKES Help (PSYCKES support)**

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

## **ITS Help Desk (Token, Login & SMS support)**

- Provider Partner ITS Helpdesk:  
1-518-474-5554; [healthhelp@its.ny.gov](mailto:healthhelp@its.ny.gov)
- OMH Employee ITS Helpdesk:  
1-844-891-1786; [fixit@its.ny.gov](mailto:fixit@its.ny.gov)