



**Office of  
Mental Health**

# New PSYCKES Features Release 8.0.0

**We will begin shortly**

To hear the webinar, click “Call Me” in the Audio Connection box and enter your phone number - the WebEx system will call your phone

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

**Kristen McLaughlin, MA**  
**Medical Informatics Director | PSYCKES**  
**Office of Population Health & Evaluation**  
**March 13, 2024**

# Q&A via WebEx

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

# Agenda

- PSYCKES Overview
- Demonstration of New Features in Release 8.0.0
  - Elimination of Quality Flag Access
  - New Data Source: New York City Correctional Health Services (CHS)
  - Telehealth Identifier Added to Recipient Search and the Clinical Summary
  - New “Mental Health Placement Consideration” Flag
  - Homelessness Added to the High Need/High Risk Advanced View
  - New Quality Indicator Set: General Medical Performance Tracking
  - MyCHOIS Login Updates – NY.gov
- Training & Technical Support

# PSYCKES Overview

# What is PSYCKES?

- A secure, HIPAA-compliant online application for sharing Medicaid claims and encounter data and other state administrative data
- Designed to support data-driven clinical decision-making, care coordination and quality improvement
- Ongoing data updates
  - Clinical Summary updated weekly
  - Quality Indicator reports updated monthly

# Who is Viewable in PSYCKES?

- Over 11 million NYS Medicaid enrollees (currently or past)
  - Fee for service claims
  - Managed care enrollees, all product lines
  - Dual-eligible (Medicare/Medicaid) and Medicaid/Commercial
- Behavioral Health Population (any history of):
  - Psychiatric or substance use service,
  - Psychiatric or substance use diagnosis, OR
  - Psychotropic medication
- Provides all data – general medical, behavioral health, residential

# What Data is Available in PSYCKES?

- Clinical Summary provides up to 5 years of data, updated weekly
- All Medicaid FFS claims and Managed Care encounter data, across treatment settings
  - Medications, medical and behavioral health outpatient and inpatient services, ER, care coordination, residential, lab, and more!
- Multiple other state administrative databases (0-7 day lag):
  - **NEW!** New York City Correctional Health Services (CHS)
  - 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)



# Quality Indicators “Flags”

- PSYCKES identifies clients flagged for quality concerns in order to inform the treating provider or care coordinator, and to support clinical review and quality improvement.
- Examples of current quality flags include:
  - Health Home-Related, e.g., Eligible for Health Home Plus, No Health Home Plus Service Past 12 Months, Past 3 Months
  - Medication-Related, e.g., Polypharmacy, Medication Adherence
  - Acute Care Utilization, e.g., High utilization, Readmission
  - General Medical, e.g., No Diabetes Screening Schiz or Bipolar on Antipsychotic, No Outpatient Medical Visit Past Year
  - Performance Tracking, e.g. No Follow-Up After MH Inpatient - 7/30 Days, No Follow-Up After MH ED Visit - 7/30 Days



# 8.0.0 New Features!

# Elimination of Quality Flag Access

# Elimination of Quality Flag Access

- The Quality Flag level of access is being removed to facilitate and support future interoperability between PSYCKES and EMRs
  - Including streamlining data entry for PSYCKES consent and access of PSYCKES directly within EMRs
- **Users will still be able to view which of their clients have active quality flags**, but will not be able to gain limited access to clinical summary data based on having a quality flag alone
  - Users can continue to access the full clinical summary for their clients with consent or a clinical emergency
- Enhancements to the application now allows users to enable access to individual clinical summary data within the My QI Report's "Recipients" tab and in Recipient Search cohort results page

# Updated Data Access Type Table

Client data-agency link Type	Client data access type	Any client data?	Data with special protection? (SUD, HIV, Family Planning, Genetic)	Duration
Automatic	Billed service in past, 9 months	No, client name only	N/A	9 months after last service
	Attest client is being served at / transferred to agency	No, client name only	N/A	9 months after last service
Manual	Clinical emergency	Yes	Yes, all data	72 hours
	Verbal PSYCKES Consent	Yes	No, limited release	9 months
	PSYCKES Consent BHCC consent	Yes	Yes, all data	3 years after last service
	DOH Health Home Consent	Yes	Yes, all data	Active as long as client's Health Home enrollment is verified in MAPP system (90 day grace period)

# Enable Access - Recipient Search Cohort

[← Modify Search](#)

**568 Recipients Found**

View: Standard ▾



[Provider Specific] Provider MAIN STREET AGENCY

Maximum Number of Rows Displayed: 100

Name ▲	Medicaid ID ⇅	DOB ⇅	Gender ⇅	Medicaid Quality Flags ⇅	Medicaid Managed Care Plan ⇅	Current PHI Access ⇅	⇅
SMITH, JOHN	XXXXXXXX	5/2/1976	M - 47	10+ ER, 10+ ER-MH, 2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 2+ Inpt-BH, 2+ Inpt-MH, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, Adher-AP, Adher-AP (DOH), Cloz Candidate, Colorectal Screen Overdue (DOH), HARP No Assessment for HCBS, HARP No Health Home, HHPlus No HHPlus Service > 12 mos, HHPlus No HHPlus Service > 3 mos, HHPlus Not HH Enrolled, High MH Need, MH Plcmt Consid, No MAT Utilization - OUD (DOH), No MH Inpt F/U 7d (DOH), No MH Inpt F/U 7d (DOH) - Adult, No OUD MAT Initiation - 30d (DOH), No Outpt Medical, No Utilization of Pharmacotherapy (DOH), POP Cloz Candidate, POP High User, Readmit 30d - BH to BH, Readmit 30d - MH to MH, Readmit 30d - MH to MH - Adult	Molina Healthcare of New York	PSYCKES Consent	
DOE, JANE	ABCD1234	11/9/1963	F - 60			No Access	<a href="#">Enable Access</a> 🔒
KENT, CLARK	XXXXXXXX	3/19/1946	M - 77	2+ ER-Medical, MH Plcmt Consid	Centers Plan for Healthy Living	PSYCKES Consent, EngageWell IPA BHCC Consent	
MOUSE, MICKEY	XXXXXXXX	9/30/1982	M - 41	Adher-MS (DOH), HARP No Assessment for HCBS, HARP No Health Home,	Amida Care	No Access	<a href="#">Enable Access</a> 🔒
DUCK, DONALD	XXXXXXXX	4/7/1969	M - 54	Adher-AD - Recovery (DOH)	Amida Care	No Access	<a href="#">Enable Access</a> 🔒
BOOP, BETTY		5/12/1972	F - 51	2+ Inpt-BH, 2+ Inpt-MH, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, Adher-AD - Acute (DOH), Adher-AD - Recovery (DOH), Adher-AP, Adher-AP (DOH), Adher-MS (DOH), Cervical Cancer Screen Overdue (DOH), Colorectal Screen Overdue (DOH), HARP No Assessment for HCBS, HARP No Health Home, HHPlus No HHPlus Service > 12 mos, HHPlus No HHPlus Service > 3 mos, HHPlus Not HH Enrolled, High MH Need	MetroPlus Health Plan	All Data - Emergency	

◀ Modify Search



## 568 Recipients Found

View: Standard ▾



[Provider Specific] Provider MAIN STREET AGENCY

Maximum Number of Rows Displayed: 100

Name ▲	Medicaid ID ◆	DOB ◆	Gender ◆	Medicaid Quality Flags ◆	Medicaid Managed Care Plan ◆	Current PHI Access ◆	
SMITH, JOHN	XXXXXXXX	5/2/1976	M - 47	10+ ER, 10+ ER-MH, 2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 2+ Inpt-BH, 2+ Inpt-MH, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, Adher-AP, Adher-AP (DOH), Cloz Candidate, Colorectal Screen Overdue (DOH), HARP No Assessment for HCBS, HARP No Health Home, HHPlus No HHPlus Service > 12 mos, HHPlus No HHPlus Service > 3 mos, HHPlus Not HH Enrolled, High MH Need, MH Plcmt Consid, No MAT Utilization - OUD (DOH), No MH Inpt F/U 7d (DOH), No MH Inpt F/U 7d (DOH) - Adult, No OUD MAT Initiation - 30d (DOH), No Outpt Medical, No Utilization of Pharmacotherapy (DOH), POP Cloz Candidate, POP High User, Readmit 30d - BH to BH, Readmit 30d - MH to MH, Readmit 30d - MH to MH - Adult	Molina Healthcare of New York	PSYCKES Consent	
DOE, JANE	ABCD1234	11/9/1963	F - 60			No Access	Enable Access 
KENT, CLARK	XXXXXXXX	3/19/1946	M - 77	2+ ER-Medical, MH Plcmt Consid	Centers Plan for Healthy Living	PSYCKES Consent, EngageWell IPA BHCC Consent	

← Modify Search

[Provider Specific] Provider

Name ▲

Medicaid ID ▾

SMITH, JOHN

XXXXXXXX

DOE, JANE

ABCD1234

KENT, CLARK

XXXXXXXX

### PHI Access for **DOE, JANE** (F - 60)

Select the level of access

[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

#### Provider attests to serving the client

Will link client to your agency, but will not provide access to clinical summary

- Client is currently served by or being transferred to my agency

Cancel

Next



Number of Rows Displayed: 100

Current PHI Access ▾

PSYCKES Consent

No Access

PSYCKES Consent, EngageWell PA BHCC Consent

Enable Access 🔒

## About Access Levels ✕

Access Level	Client level data available
PSYCKES Consent	Your provider agency will be given access to all available data for 3 years (renews automatically with billed service).
BHCC Patient Information Sharing Consent	Selected BHCC and your provider agency will be given access to all available data for 3 years (renews automatically with billed service).
DOH Health Home Patient Information Sharing Consent	Users at your provider agency who work in the Health Home or Care Management program will be given access to all available data while the client is enrolled. Users who work in other programs can gain access with a signed PSYCKES Consent, or in a Clinical Emergency. Work setting can be updated in the PSYCKES User Role Profile.
Verbal PSYCKES Consent	Your provider agency will be given access to clinical summary data excluding data with special protection (e.g., HIV, Substance Use) for 9 months.
Clinical Emergency	Your provider agency will be given access to all available data for 72 hours.
Client currently served by or being transferred to my provider agency	This will link client to your provider agency for Recipient Search reports, but will not provide access to the clinical summary.

Download printable PSYCKES Consent forms: [English](#) [Spanish](#)

Close



Number of Rows Displayed: 100

Current PHI Access

PSYCKES consent

No Access [Enable Access](#)

PSYCKES consent, EngageWell PA BHCC consent

← Modify Search

[Provider Specific] Provider

Name ▲ Medicaid ID

SMITH, JOHN XXXXXXXX

DOE, JANE ABCD1234

KENT, CLARK XXXXXXXX



Modify Search

[Provider Specific] Provider

Name ▲

Medicaid ID ▾

SMITH, JOHN

XXXXXXXX

DOE, JANE

ABCD1234

KENT, CLARK

XXXXXXXX

### PHI Access for **DOE, JANE** (F - 60)



Select the level of access

[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

#### Provider attests to serving the client

Will link client to your agency, but will not provide access to clinical summary

- Client is currently served by or being transferred to my agency

Cancel

Next



Number of Rows Displayed: 100

Current PHI Access ▾

PSYCKES Consent

No Access

Enable Access 🔒

PSYCKES Consent, EngageWell PA BHCC Consent

### PHI Access for **DOE, JANE** (F - 60) ✕

Confirm this is the correct individual before enabling

Unique Identifiers: Medicaid ID: ABCD1234  
Date Of Birth: 11/09/1963  
Address: 123 MAIN STREET, NEW YORK, NY 10001

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 AGENCY** will be given access to all available data for 3 years  
(renews automatically with billed service).

[Previous](#)

[Cancel](#)

[Enable](#)

[Enable and View Clinical Summary](#)

### PHI Access for **DOE, JANE (F - 60)**

Confirm this is the correct individual before enabling

Unique Identifiers: Medicaid ID: ABCD1234  
Date Of Birth: 11/09/1963  
Address: 123 MAIN STREET, NEW YORK, NY 10001

How do you know this is the correct person?

- Provider attests to client identity
- Client provided 1 photo ID or 2 forms of non

Identification 1

Identification 2

If only "Attest client is being served at / transferred to agency" is selected in the previous screen, this will link client to agency reports but not provide access to individual clinical summary

This will link client to **MAIN STREET AGENCY** for Recipient Search reports, but will not provide access to the clinical summary.

[Previous](#)

[Cancel](#)

[Enable](#)

◀ Modify Search

## 568 Recipients Found

View: Standard ▾



[Provider Specific] Provider MAIN STREET AGENCY

Maximum Number of Rows Displayed: 100

Name ▲	Medicaid ID ▾	DOB ▾	Gender ▾	Medicaid Quality Flags ▾	Medicaid Managed Care Plan ▾	Current PHI Access ▾
SMITH, JOHN	XXXXXXXX	5/2/1976	M - 47	10+ ER, 10+ ER-MH, 2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 2+ Inpt-BH, 2+ Inpt-MH, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, Adher-AP, Adher-AP (DOH), Cloz Candidate, Colorectal Screen Overdue (DOH), HARP No Assessment for HCBS, HARP No Health Home, HHPlus No HHPlus Service > 12 mos, HHPlus No HHPlus Service > 3 mos, HHPlus Not HH Enrolled, High MH Need, MH Plcmt Consid, No MAT Utilization - OUD (DOH), No MH Inpt F/U 7d (DOH), No MH Inpt F/U 7d (DOH) - Adult, No OUD MAT Initiation - 30d (DOH), No Outpt Medical, No Utilization of Pharmacotherapy (DOH), POP Cloz Candidate, POP High User, Readmit 30d - BH to BH, Readmit 30d - MH to MH, Readmit 30d - MH to MH - Adult	Molina Healthcare of New York	PSYCKES Consent
DOE, JANE	ABCD1234	11/9/1963	F - 60	No OUD MAT Initiation - 30d (DOH)		PSYCKES Consent
KENT, CLARK	XXXXXXXX	3/19/1946	M - 77	2+ ER-Medical, MH Plcmt Consid	Centers Plan for Healthy Living	PSYCKES Consent, EngageWell

# Enable Access - My QI Report

## MAIN STREET AGENCY ⓘ

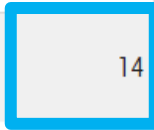
Quality Indicator Overview As Of 02/01/2024

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

Indicator Set: General Medical Health

Indicator Set Indicator

Indicator	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	
No Metabolic Monitoring (Gluc/HbA1c and LDL-C) on Antipsychotic	Adult 18-64	45	14	31.1	51.7	44.4	
Diabetes Monitoring-No HbA1c >1 Yr	All	61	8	13.1	24.1	22.1	
No Outpatient Medical Visit >1 Yr	(0-64) yrs	284	14	4.9	10.5	10.1	
No Diabetes Screening (Gluc/HbA1c) Schiz or Bipolar on Antipsychotic	Adult 18-64	13	1	7.7	26.2	22.4	
Preventable Hospitalization Summary	Adult	409	5	1.2	0.8	0.9	
<b>General Medical Health Summary</b>	<b>All</b>	<b>409</b>	<b>36</b>	<b>8.8</b>	<b>13.2</b>	<b>12.2</b>	



**MAIN STREET AGENCY** ⓘ

Quality Indicator Overview As Of 02/01/2024

View: Standard ▾



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

Filters Reset

**Indicator Set:** General Medical Health **Indicator:** No Outpatient Medical Visit >1 Yr

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				Current PHI Access
QazMSVZBU6 RUvSSVfVRQ U6	VEEtND6mOUu	MDYIMDEIMTavM6	Hispanic or Latinx	No Outpt Medical				PSYCKES Consent
RqzNRVe SaFWSUVS	TaQtOTUuNFE	MDalMTQIMTatMm	Hispanic or Latinx	Colorectal Screen Overdue (DOH), No Gluc/HbA1c & LDL-C - AP, No Gluc/HbA1c - AP, No LDL-C - AP, No Outpt Medical				No Access <a href="#">Enable Access</a> 🔒
TEFSTqNDQQ SazTRVBI R6	VbMtNDAuOUE	MTAIMpAIMTatMA	White	2+ ER-BH, 2+ ER-MH, 4+ Inpt/ER-MH, Colorectal Screen Overdue (DOH), HHPlus No HHPlus Service > 12 mos, HHPlus No HHPlus Service > 3 mos, HHPlus Not Entered in MAPP > 3 mos, MH Plcmt Consid, No Gluc/HbA1c & LDL-C - AP, No Gluc/HbA1c - AP, No LDL-C - AP, No Outpt Medical, POP High User				No Access <a href="#">Enable Access</a> 🔒
TqJBVqVZQQ TqnVSqVNSQ	VUisN9QsMEE	MD6IM9EIMTavNm	Black	High MH Need, MH Plcmt Consid, No Outpt Medical				Health Home Consent
QbJFTEFORA QqzSURRBTEU TQ	VbAtMTMqOEU	MDUIMD2IMTavNm	Black	No Outpt Medical				No Access <a href="#">Enable Access</a> 🔒

# New York City Correctional Health Services (CHS) Data



**Office of  
Mental Health**

# New York City Correctional Health Services (CHS)

- New information has been added to PSYCKES Clinical Summary for people with a history of jail-based care in New York City
- This information is updated on a weekly basis, and is coming from the New York City Correctional Health Services (CHS) data source:
- The CHS information will be available in the following sections of the Clinical Summary, when applicable:
  - Current Care Coordination
  - Behavioral Health Diagnoses
  - Integrated View of Services (IVOS)
  - Care Coordination (historical)
- This data is considered specially protected and can only be viewed with signed consent or clinical emergency access







# RaFJUqzOLA SVNBSUFI

As of 3/4/2024 [Data sources](#)



**Brief Overview**

Full Summary

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

**DOB:** XX/XX/XXXX (XX Yrs)

**Medicaid ID:** UbaoN96vMbY

**Medicare:** Yes

**HARP Status:** Not HARP Eligible (Current Medicaid Enrollees excluding H1-H9)

**Address:** UEy QazY MTEs, RaFMTFNCVVJH, Tba, MTItMpM

**Managed Care Plan:** No Managed Care(FFS Only)

**HARP HCBS Assessment Status:** N/A

**Phone (Source: NYC DHS):** KDUUn8a N9AnLTluMDM

**MC Plan Assigned PCP :** N/A

**Medicaid Eligibility Expires on:**

## Current Care Coordination

### NYC Jail Based Care

NYC CORRECTIONAL HEALTH SERVICES (Jail Admission Date: 08/06/2023, Jail Discharge Date: 10/12/2023, Released to: State prison)  
Placed in Jail Mental Health Residential Treatment

#### Meds at time of discharge:

Haloperidol Dec 100 Mg / 1 MI Vial: 100mg Intramuscularly Every 28 Days Next Dose Due 10/6/23, Last Given 9/8/23, Diphenhydramine (Psych) 50 Mg Capsule: 50mg By Mouth At Bedtime, Divalproex Er (Psych) 500 Mg Tab Er 24h: 1000mg At Bedtime, Haloperidol (Psych) 5 Mg Tablet: 5mg At Bedtime

#### Referral:

Referral #1: Catholic Charities Behavioral Health Center - Corona Clinic;91-14 37th Ave, Jackson Heights, NY 11372;  
Referral #2: ICL - Chapel Street Shelter ACT Team II




### AOT

INSTITUTE FOR COMMUNITY LIVING, INC. (Enrolled Date: 26-JUL-23, Expiration Date: 26-JUL-24)  
Main Contact : Nikeechee Green: (646) 581 - 0950

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

- Schizoaffective Disorder
- Schizophrenia
- Unspecified/Other Depressive Disorder
- Alcohol related disorders
- Tobacco related disorder
- Cocaine related disorders
- Intellectual Disabilities
- Cannabis related disorders
- Other psychoactive substance related disorders
- Unspecified/Other Psychotic Disorders
- Unspecified/Other Bipolar
- Attention Deficit Hyperactivity Disorder
- Conduct Disorder
- Specific Learning Disorder
- Bipolar I
- Other Neurodevelopmental Disorders
- Antisocial Personality Disorder
- Dementia (Neurocognitive)
- Major Depressive Disorder

## Services provided for the selected Diagnosis: Bipolar I

 PDF
  Excel
 

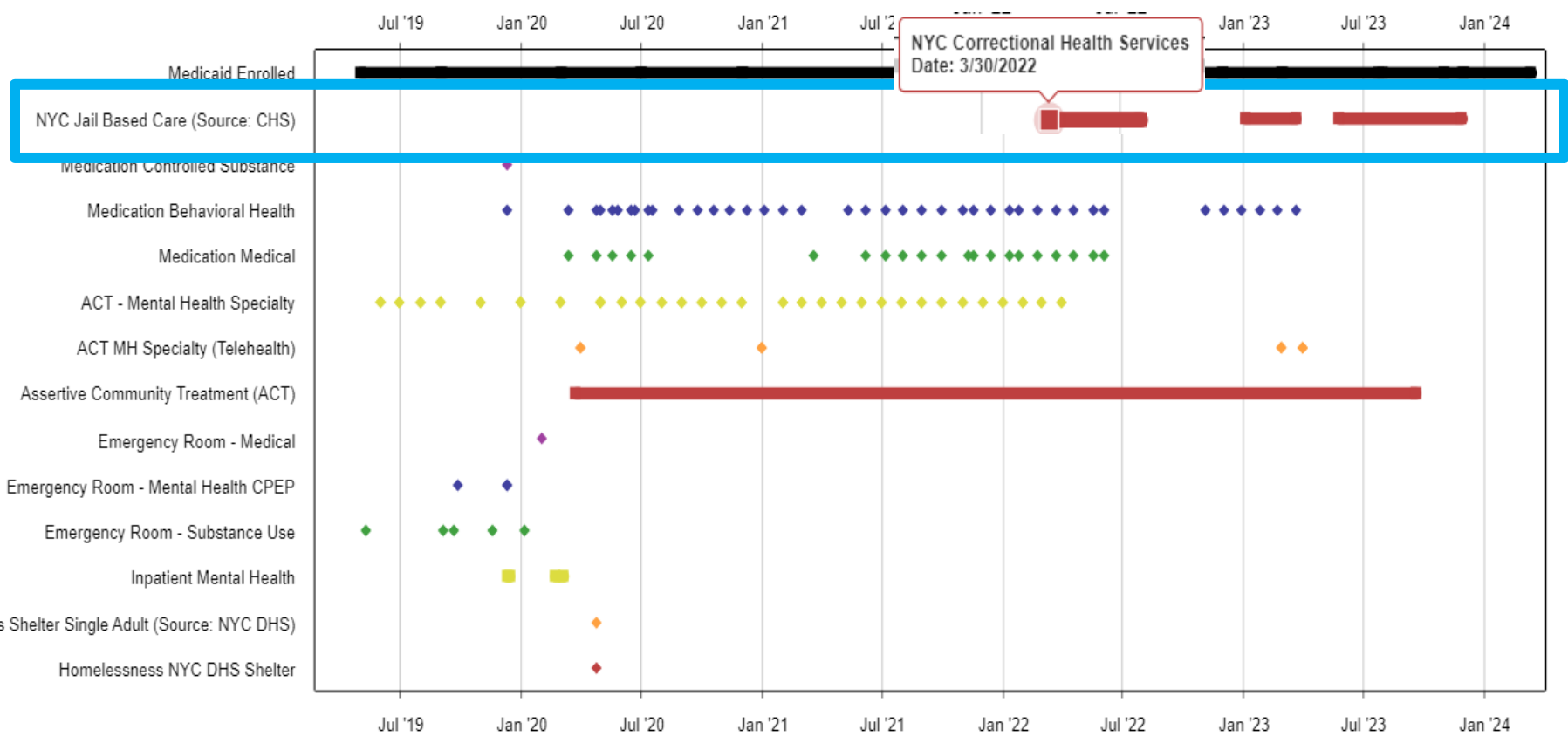
Date of Service	Service Type	Service Subtype	Provider Name	Primary, secondary, and quality flag-related diagnoses
-----------------	--------------	-----------------	---------------	--

8/6/2023	Care Coordination	NYC Jail Based Care (Source: CHS)	NYC Correctional Health Services	Bipolar disorder, in partial remission, most recent episode depressed, Cocaine dependence, uncomplicated, Dementia in other diseases classified elsewhere, unspecified severity, without behavioral disturbance, psychotic disturbance, mood disturbance, and anxiety
----------	-------------------	-----------------------------------	----------------------------------	---

10/21/2022	Inpatient-ER	Inpatient - Medical	BELLEVUE HOSPITAL CENTER	Bipolar disorder, current episode mixed, moderate, Cocaine dependence, uncomplicated, Contact with and (suspected) exposure to COVID-19, Fracture of nasal bones, initial encounter for closed fracture, Imprisonment and other incarceration, Ocular laceration without prolapse or loss of intraocular tissue, left eye, initial encounter, Schizoaffective disorder, unspecified
------------	--------------	---------------------	--------------------------	---

# Integrated View of Services Over Time

Table Graph



## Care Coordination [Details](#)

Table Graph

Service Type	Provider	First Date Billed	Last Date Billed	Number of bills
NYC Jail Based Care (Source: CHS)	NYC Correctional Health Services	3/30/2022	11/28/2023	
Assertive Community Treatment (ACT)	VISITING NURSE SERVICE OF NY HOME CARE II	3/23/2020	9/19/2023	1

# Telehealth Identifier

# Telehealth Identifier Added to Recipient Search and the Clinical Summary

- A new “Telehealth coded” filter has been added to the Recipient Search services sections & Clinical Summary
  - Telehealth services are specially coded in Medicaid claims data
- When the “Telehealth coded” filter is selected, users will then be able to choose from telehealth-specific services (e.g., Crisis services, residential programs, hospital-based programs, etc.).
- You can find the new “Telehealth coded” filter in the following sections:
  - Services: Specific Provider
  - Service by Any Provider
- For applicable services, the word “(Telehealth)” will display after the service type to indicate that the service received was telehealth coded.
  - E.g., Clinic – Medical Specialty (Telehealth)

# Services by Any Provider as of 02/01/2024

Past 1 Year

Provider

Region

County

Service Utilization

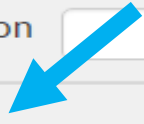
Number of Visits

Service Setting:  Telehealth coded

Service Detail: Selected

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

“Telehealth Coded” should be selected prior to service selection as not all services are telehealth eligible



## Behavioral Health Services [Details](#)

Table Graph

Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)
Clinic - MH Specialty (Telehealth)	ASTOR HOME FOR CHILDREN	11/3/2021	1/31/2024	43	Schizoaffective disorder, bipolar type	- Psytx W Pt 30 Minutes - Psytx W Pt 45 Minutes - Office O/P Est Mod 30 Min - Office O/P Est Hi 40 Min
Clinic - MH Specialty	ASTOR HOME FOR CHILDREN	4/4/2023	4/4/2023	1	Post-traumatic stress disorder, unspecified	- Med Serv Eve/Wkend/Holiday, Psytx W Pt 45 Minutes

## Medical Outpatient Services [Details](#)

Table Graph

Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)
Clinic - Medical Specialty (Telehealth)	SAMARITAN HOSPITAL OF TROY, NEW YOR	3/24/2020	3/24/2020	1	Unspecified asthma, uncomplicated	- Phone E/M Phys/Qhp 11-20 Min, Telehealth Facility Fee

## Hospital/ER/Crisis Services [Details](#)

Table Graph

Service Type	Provider	Admission	Discharge Date/Last Date Billed	Length of Stay	Most Recent Primary Diagnosis	Procedure(s) (Per Visit)
Crisis Intervention Service - Telephonic Follow-up (Telehealth)	MENTAL HEALTH AMERICA DUTCHESS CO	11/14/2023	11/25/2023	11		- Crisis Interven Svc, 15 Min
Crisis Intervention Service - Mobile Crisis Follow-up	MENTAL HEALTH AMERICA DUTCHESS CO	11/14/2023	11/14/2023	1		- Crisis Interven Svc, 15 Min

# New “Mental Health Placement Consideration” Flag



**Office of  
Mental Health**



# Mental Health Placement Consideration Flag

- Clients who meet criteria for this flag will have it listed in the “Quality Flag” section of their Clinical Summary and the “Notifications” section of their Clinical Summary will describe the specific reason(s) why the individual meets one or more of the following criteria:
  - OMH Housing history in past 5 years
  - 1+ PROS services in past 5 years
  - 1+ HCBS/CORE services in past 5 years
  - Ineffectively Engaged – No Outpatient MH < 12 months
  - Any history of forensic psych inpatient setting or forensic status in any OMH inpatient setting
  - Any history of prison MH outpatient services
  - Any history of mental health diagnosis or treatment in jail
  - AOT History: Active or Expired
  - ACT enrolled or discharged in the past 5 years
  - Intensive Mobile Treatment (IMT) in past 5 years
  - 1+ inpatient MH past 5 years
  - 1+ ER or inpatient visit in the past year with a suicide attempt/ suicide ideation/ self-harm code
  - 3+ inpatient medical visits in past 1 year AND have schizophrenia or bipolar past year
  - 4+ ER MH < 12 months
  - Evidence of Supplemental Security Income (SSI) or Social Security Disability (SSD) and Any OMH Specialty MH Service in past 5 years

- 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 Months
- High Mental Health Need
- Mental Health Placement Consideration**
- 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

# 4,563 Recipients Found

View: Standard ▾



Modify Search

Quality Flag

Mental Health Placement Consideration

Review recipients in results carefully before accessing Clinical Summary.

Maximum Number of Rows Displayed: 50

Name ▲	Medicaid ID ▲	DOB ▲	Gender ▲	Medicaid Quality Flags ▲	Medicaid Managed Care Plan ▲
QUFCTrRJtbnLWS m QVJZRUm V6	RUisMD6n Mb2	N8ypLpEvN T2	R6 LQ N9Y	MH Plcmt Consid	
QUFDSCm Qq7SSVNUTrBIRUe	WV6vODAv Nr2	NCyoOCynO TUn	TQ LQ Npl	2+ ER-Medica MH Plcmt Consid	ElderPlan
QUFESUmi TVVIQRnQUQ	WUQpNDUo MEe	MSyoNSynO T6q	TQ LQ NDA	MH Plcmt Consid, No MAT Utilization - OUD (DOH)	Healthfirst PHSP, Inc.
QUFESUmi UrbFREE	VFlvMparOE 6	M8yoN8yo MDAp	R6 LQ M9A	High MH Need MH Plcmt Consid, No MH Inpt F/U 30d (DOH), No MH Inpt F/U 30d (DOH) - Adult, No MH Inpt F/U 30d (DOH) - Child & Adol, No MH Inpt F/U 7d (DOH), No MH Inpt F/U 7d (DOH) - Adult, No MH Inpt F/U 7d (DOH) - Child & Adol, No Outpt Medical	

# QUJTRUMi SbVMSUVO Rm

As of 3/4/2024 [Data sources](#)



**Brief Overview**

Full Summary

Data with Special Protection  Show  Hide

This report contains all available clinical data.

DOB: XX/XX/XXXX (XX Yrs)

Medicaid ID: RqqtOTepOVU

Medicare: No

HARP Status: Not Eligible

Address: MTQr RQ MpVUSA UrQ QVBU NrJF, TaVX WUzSSm, Tba, MTAmMTY

Managed Care Plan: No Managed Care(FFS Only)

HARP HCBS Assessment Status: N/A

MC Plan Assigned PCP : N/A

Medicaid Eligibility Expires on:

## Current Care Coordination

AOT

NYC-HHC BELLEVUE HOSPITAL CENTER (Enrolled Date: 17-JAN-24, Expiration Date: 17-JAN-25)

Main Contact : Esther Pierre: (646) 872 - 5045

## Notifications

Limited Data

This individual has less than 1 year of Medicaid eligibility and therefore has limited data available in their Clinical Summary

## Mental Health Placement

Consideration due to:

1+ inpatient MH past 5 years; AOT History: Active or Expired

Active Quality Flags • as of monthly QI report 2/1/2024

## Mental Health Placement Consideration

1+ inpatient MH past 5 years • AOT History: Active or Expired

## Diagnoses Past Year

Behavioral Health

No Medicaid claims for this data type in the past year

# Homelessness Added to the High Need/High Risk Advanced View



**Office of  
Mental Health**

# Homelessness in Advanced View

- The High Need High Risk Advanced View contains two new columns for homelessness data.
- The columns are as follows:
  - Homelessness (Medicaid/DHS) Past 1 Year
  - Homelessness (Medicaid/DHS) Any
- The Advanced Views can be found in the upper right-hand corner of the Recipient Search results page, under the “View” dropdown
  - Applicable data will only be displayed for clients with consent or ER access

◀ Modify Search

# 4,696 Recipients Found

View:

Standard ▾

- Standard
- Care Coordination
- High Need/High Risk**
- Hospital Utilization
- Outpatient Providers



[Provider Specific] Provider

MAIN STREET AGENCY

Maximum Number of Rows Displayed: 50

Name ▲	Medicaid ID ⇅	DOB ⇅	Gender ⇅	Medicaid Quality Flags ⇅	Medicaid Managed Care Plan ⇅	Current PHI Access ⇅
QURBTVmjQabDSqv FTEmi SaVTSUFI	RbYsN9QtN EY	MTAINCyOM DEs	TQ LQ Nm	No Well-Care Visit (DOH)		PSYCKES Consent
QU3VSUnBUarPTbR BTayi SazSREFO QQ	RFUrNT6uM rU	NSyoNoyoM DAr	TQ LQ MT6	MH Plcmt Consid, No Well-Care Visit (DOH)	MVP	PSYCKES Consent
QUnCQSm QUvUSEzOWQ R6	RU6vNpUnN UQ	MTAIMSyo MDAv	TQ LQ MTQ			PSYCKES Consent
QUnFWEFOREVSLA QVJJRUnMQQ Um	RbAmNDEv NU2	MSyoMSyo MDEs	R6 LQ OA		MVP	PSYCKES Consent
QUnWQVJFw8m TUVMSVNB	RUErMTYuN F6	MSyoMCyn OT6v	R6 LQ MpU	2+ ER-Medical, 4+ Inpt/ER-Med	HealthPlus	PSYCKES Consent
	RU6vNpUnN	MTAIMSyo	R6 LQ		Fidelis Care New	PSYCKES

# 1,305 Recipients Found

View: High Need/High Risk ▾



[Provider Specific] Provider MAIN STREET AGENCY

Maximum Number of Rows Displayed

Applicable data is displayed only for recipients with consent or ER access.

Name ▲	Health Home Plus-Eligible ⇅	Homelessness		AOT		Suicide Risk		
		Homelessness (Medicaid/DHS) Past 1 year ⇅	Homelessness (Medicaid/DHS) Any ⇅	AOT Status ⇅	AOT Expiration Date ⇅	Suicide Attempt (Medicaid/NIMRS) Past 1 year ⇅	Suicidal Ideations (Medicaid) ⇅	Self - Inflicted Harm / Injury(Medicaid) ⇅
QSm QUvUSEz0WUFSQUu			Yes					
QUFCQUui TUziQUrNRUQ			Yes					
QUFDSCm Qq7SSVNUTrBIRUe							Yes	
QUFESUmi TVVIQUrNQUQ		Yes	Yes					



# New General Medical Performance Tracking Indicator Set



**Office of  
Mental Health**

# New General Medical Performance Tracking Indicator Set

- A new quality indicator set has been added to My QI Reports, Statewide Reports, and Recipient Search in January 2024
- This indicator set is calculated by the Department of Health (DOH) on “mature” Medicaid data and sent to the Office of Mental Health to display in the PSYCKES application
- DOH calculates the measures in this set after a 6-month billing data maturation period to allow for services to be invoiced. The measures are based on a 12-month period of services

# General Medical Performance Tracking Indicator Set – Sub Indicators

<b>General Medical Performance Tracking Measure Set</b>	<b>Description</b>
<b>Low Asthma Medication Ratio</b>	The percentage of individuals ages 5 to 64 years identified as having persistent asthma and have an asthma controller (preventative) medication ratio of .49 or less during the measurement period.
<b>Overdue for Breast Cancer Screening</b>	The percentage of women ages 50 to 74 years who did not have a mammogram to screen for breast cancer during the measurement period.
<b>Overdue for Cervical Cancer Screening</b>	The percentage of women ages 21 to 64 years who were not screened for cervical cancer (cervical cytology or hrHPV) during the measurement period.
<b>Overdue for Chlamydia Screening</b>	The percentage of women ages 16 to 24 years who are sexually active and did not have a chlamydia screening during the measurement period. NOTE: Provider agency users will only be able to see a list of recipients meeting criteria for this indicator when consent is obtained, due to this indicator containing data with special protections.
<b>No Statin Therapy Medication - Cardiovascular Disease (CV)</b>	The percentage of adults ages 21 to 75 years identified as having Clinical Atherosclerotic Cardiovascular Disease (ASCVD) who did not have at least one high-intensity or moderate-intensity statin medication dispensed to them during the measurement period.
<b>Low Statin Therapy Medication Adherence - Cardiovascular Disease (CV)</b>	The percentage of adults ages 21 to 75 years identified as having Clinical Atherosclerotic Cardiovascular Disease (ASCVD) who had a statin therapy medication available to them less than 80 percent of the treatment period.

# MAIN STREET AGENCY

Quality Indicator Overview As Of 02/01/2024

View: Standard



PDF

Excel

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

Filters

Reset

Indicator Set

## Quality Improvement Indicators (As Of 02/01/2024) 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	3,833	1,430	37.3	37.7	36.5	37.30	37.70	36.50	
General Medical Health	All	48,091	8,394	17.5	13.2	12.2	17.50	13.20	12.20	
Health Home Care Management - Adult	Adult 18+	4,708	4,386	93.2	87.1	87.1	93.20	87.10	87.10	
High Utilization - Inpt/ER	All	48,106	18,695	38.9	20.4	21.4	38.90	20.40	21.40	
Polypharmacy	All	4,091	397	9.7	11.8	12.3	9.70	11.80	12.30	
Preventable Hospitalization	Adult	38,484	532	1.4	0.8	0.9	1.40	0.80	0.90	
Readmission Post-Discharge from any Hospital	All	15,458	3,159	20.4	11.2	12.1	20.40	11.20	12.10	
Readmission Post-Discharge from this Hospital	All	14,930	3,008	20.1	11.2	12	20.10	11.20	12.00	
Treatment Engagement	Adult 18-64	2,023	978	48.3	35.4	35.5	48.30	35.40	35.50	

## Performance Tracking Indicators (As Of 08/01/2023) Reflects the most recent performance tracking data run by the Department of Health (DOH)

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25%	50%	75%	100%
General Medical Performance Tracking Measure	All	14,452	6,131	42.4	38	36.5	42.40	38.00	36.50	

# MAIN STREET AGENCY

Quality Indicator Overview As Of 02/01/2024

View: Standard



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

Filters Reset

Indicator Set: General Medical Performance Tracking Measure

Indicator Set	Indicator	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	
	Indicator	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25% 50% 75% 100%
	Low Asthma Medication Ratio	5-64	769	344	44.7	41.7	42.5	44.70 41.70 42.50
	Overdue for Breast Cancer Screening	Adult (50-74)	3,225	1,115	34.6	32.4	30.6	34.60 32.40 30.60
	Overdue for Cervical Cancer Screening	Adult (21-64)	11,239	4,501	40	35.1	34.1	40.00 35.10 34.10
	Overdue for Chlamydia Screening	Adult (16-24)	1,948	555	28.5	31.9	26.1	28.50 31.90 26.10
	No Statin Therapy Medication - Cardiovascular Disease (CV)	Adult (21-75)	663	163	24.6	18.5	19	24.60 18.50 19.00
	Low Statin Therapy Medication Adherence - Cardiovascular Disease (CV)	Adult (21-75)	500	174	34.8	34.3	32.5	34.80 34.30 32.50
	<b>General Medical Performance Tracking Measure Summary</b>	<b>All</b>	<b>14,452</b>	<b>6,131</b>	<b>42.4</b>	<b>38</b>	<b>36.5</b>	<b>42.40 38.00 36.50</b>

# MAIN STREET AGENCY

Quality Indicator Overview As Of 02/01/2024

View: Standard



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

Filters Reset

The percentage of individuals ages 5 to 64 years identified as having persistent asthma and have an asthma controller (preventative) medication ratio of .49 or less during the measurement period.

Measure

Indicator	Measurement	Eligible Population	# with QI Flag	%	Regional %	Statewide %	Bar Chart
Low Asthma Medication Ratio	5-64	769	344	44.7	41.7	42.5	
Overdue for Breast Cancer Screening	Adult (50-74)	3,225	1,115	34.6	32.4	30.6	
Overdue for Cervical Cancer Screening	Adult (21-64)	11,239	4,501	40	35.1	34.1	
Overdue for Chlamydia Screening	Adult (16-24)	1,948	555	28.5	31.9	26.1	
No Statin Therapy Medication - Cardiovascular Disease (CV)	Adult (21-75)	663	163	24.6	18.5	19	
Low Statin Therapy Medication Adherence - Cardiovascular Disease (CV)	Adult (21-75)	500	174	34.8	34.3	32.5	
<b>General Medical Performance Tracking Measure Summary</b>	<b>All</b>	<b>14,452</b>	<b>6,131</b>	<b>42.4</b>	<b>38</b>	<b>36.5</b>	

# MyCHOIS Login Updates – NY.gov

# MyCHOIS Login Updates

- MyCHOIS Consumer is the client-facing version of PSYCKES and offers clients a secure way to login and view their data
- The login process for consumers has recently changed for added security purposes and will require a NY.gov ID username
- To assist clients with creating a MyCHOIS account and/or locating their NY.gov ID account information, please reference the following resources on our website:
  - [MyCHOIS How-To Guide for Providers Creating Client Accounts](#)
  - [How-To Guide for Clients to Obtain NY.gov ID Account Information](#)





## MyCHOIS Home

Choose a site to access a dashboard of clients and staff

Site:

Select Site ▾

Set as default site

Continue

### What is MyCHOIS

My Collaborative Health Outcomes Information System (MyCHOIS) is an interactive, web-based platform of evidence-based tools used by both consumers and providers to promote active participation by consumers in their mental health treatment and recovery. The program aims to increase empowerment, activation and health literacy amongst patients, improve doctor-patient communication, promote patient-centered care and recovery, and enhance the ability to make data-driven treatment decisions.

### The provider-facing portal

- The Dashboard allows providers to manage their client caseload and staff roster
- Client Overview allows providers to assign, complete, and review clinical assessments and screenings and view PSYCKES Clinical Summary data, if available

### The consumer-facing portal

- My Treatment Data allows Medicaid consumers to view their treatment history
- Recovery Resources contains educational materials and tools that can assist clients in their recovery

### Recovery Resources

Educational materials and recovery tools that can be distributed to clients.

[Health Resources »](#)

[Recovery Videos »](#)

[Worksheets »](#)

[Personal Medicine Cards »](#)

[Multimedia Tutorials »](#)

[Pat Deegan's Recovery Library »](#)

Search:



### MyCHOIS Access

Access to MyCHOIS is managed by the PSYCKES implementation team. To request access to MyCHOIS at your site, contact the PSYCKES team at PSYCKES-Help@omh.ny.gov

# MyCHOIS User Enrollment

 [Change Site](#)

[Add Client](#)

[Add Staff](#)



PDF

Excel

[← MyCHOIS Home](#)

[All Clients](#) [Staff Roster](#) [Suicide Care Pathway](#) [High Risk List](#)

Search:

Name	DOB(Gender)	Assigned Staff	Medicaid QI Flag	Registries	Edit Client
QWFaYW7iIA, SczpZXBe	MDEIMDEIMTaQCAeToa				
QWFoYWY, SczpZXBe	MDYIMTAIMT6vNoAeTSa				
QWFo1su, RWnf4cF8ZXRe	MD2IMpAIMTavNCAeR8a		Cervical Cancer Screen Overdue (DOH), MH Plcmt Consid		
QWJ7ZGa, Ssfq0WU	MDQIM92IMTasOCAeR8a		2+ ER-BH, 2+ ER-MH, 2+ Inpt-Medical, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, HHPlus No HHPlus Service > 12 mos, HHPlus No HHPlus Service > 3 mos, HHPlus Not Entered in MAPP > 3 mos, High MH Need, MH Plcmt Consid, POP Cloz Candidate, POP High User	<div data-bbox="1613 1006 1922 1220"> <p>Client Profile</p> <p><a href="#">Link to NY.gov ID</a></p> <p><a href="#">Remove Client From Site</a></p> </div>	

Client Profile

[Link to NY.gov ID](#)

[Remove Client From Site](#)




## Link to NY.gov ID for Smith, John

MyCHOIS User ID: SMIJOH001

Find by NY.gov Username or Email

Search

Data shown below comes from NY.gov ID. if there are multiple matches, select the client's preferred username.

Name, DOB, Address	Username	Email	
<b>Smith, John</b> 01/01/1900 123 Main Street, Main City, NY 11111	John1234	John.Smith@maincity.com	<a href="#">Link</a> 
<b>Doe, John</b>	John12345doe	Johndoe12@email.com	<a href="#">Link</a>
<b>Doe, Johnny</b> 01/01/1901	John123456789	Johnny.Doe1@email.com	<a href="#">Link</a>

Cancel

## Link to NY.gov ID for Smith, John

MyCHOIS User ID: SMIJOH001

### Linked NY.gov ID account information

Username: John1234

#### Client access to MyCHOIS Consumer:

- Client goes to <https://psyckesconsumer.omh.ny.gov>
- Client selects External/Local Provider (Non-State Employees) option
- Client enters Username: **John1234**
- Client enters their NY.gov ID password

#### Reset Password

- Client manages their NY.gov ID password using the "Forgot Password?" link at: <https://my.ny.gov>
- There is no way to reset the password using MyCHOIS or PSYCKES



## NY.GOV ID

Secure Access to New York State Services

Username

Password

**Sign In**

[Forgot Username?](#) or [Forgot Password?](#)

[Create an Account](#)

Need help? [Get Assistance](#)

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply



Office of  
Mental Health

# PSYCKES Training & Technical Support



**Office of  
Mental Health**

# PSYCKES Training

- PSYCKES website: [www.psyckes.org](http://www.psyckes.org)
- PSYCKES Training Webinars
  - Live webinars: Register on PSYCKES Training Webinars page
  - Recorded webinars: Slides and recordings available (**in process of being updated**)
    - Using PSYCKES Quality Indicator Reports
    - Navigating PSYCKES Recipient Search for Population Health
    - 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
    - PSYCKES Train the Trainer
    - MyCHOIS Consumer Access for “My Treatment Data”
- PSYCKES User’s Guides & Short How-To Videos
  - [www.psyckes.org](http://www.psyckes.org) > 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
- As of April 2022, the console must be used when new users need a token or existing users need a replacement token

# Helpdesk Support

- PSYCKES Help (PSYCKES support)
  - 9:00AM – 5:00PM, Monday – Friday
  - [PSYCKES-help@omh.ny.gov](mailto:PSYCKES-help@omh.ny.gov)
- ITS Help Desk (Token, Login & SMS support)
  - Provider Partner OMH 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)