



**Office of
Mental Health**

New PSYCKES Features Release 7.3.0

We will begin shortly

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Office of Population Health & Evaluation
November 9, 2021

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 7.3.0
 - New BH QARR Measures Added to Quality Indicator Reports
 - Recipient Search Revised Layout
 - Race and Ethnicity Filters Added to Recipient Search
 - Perform a Non-Medicaid Population Search in Recipient Search
 - Real-time Health Home Plus Service Information from DOH MAPP
 - NYSoH Message in Clinical Summary for Clients Using NYSoH to Recertify Medicaid
 - Diagnoses in Clinical Summary Beyond Primary and Secondary
 - Enhancements to Managed Care POP Data Entry Portal
 - Create Client Accounts for MyCHOIS Consumer Application
 - iOS Mobile App Release 5.0: Redesigned Clinical Summary for iPad
- 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 10 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):
 - 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 network and to support clinical review and quality improvement
- When a client has an applicable 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
 - No follow-up after MH inpatient within 7 days; within 30 days
 - High utilization of inpatient/emergency room, Hospital Readmission
 - HARP Enrolled-Not Assessed for HCBS, Health Home Plus-Eligible, No Health Home Plus Service

7.3.0 New Features!

New BH QARR Measures Added to Quality Indicator Reports

New BH QARR Measures

- The following new measures were added to the BH QARR - DOH Performance Tracking Measure indicator set in My QI Report, Statewide Reports, Recipient Search, and the Clinical Summary:
 - No Follow Up after Mental Health Emergency Department Visit – 7 Days
 - No Metabolic Monitoring (Glucose/HbA1c and LDL-C) Child & Adolescent on Antipsychotic
 - No Metabolic Monitoring (Glucose/HbA1c) Child and Adolescent on Antipsychotic
 - No Metabolic Monitoring (LDL-C) Child and Adolescent on Antipsychotic

MAIN STREET CLINIC

Quality Indicator Overview As Of 10/01/2021



Provider Search

REGION: ALL COUNTY: ALL SITE: ALL PROGRAM TYPE: ALL AGE: ALL MC PRODUCT LINE: ALL MAN

Indicator Set: BH QARR - DOH Performance Tracking Measure - as of 04/01/2021

As a reminder, the measures in this specific indicator set are run monthly after a 6-month data maturation period

Indicator Set	Indicator	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	
	1. No Follow Up for Child on ADHD Med - Initiation	Child	19	9	47.37	35.07	36.88	
	2. No Follow Up for Child on ADHD Med - Continuation	Child	3	1	33.33	29.43	33.93	
	3. Antidepressant Medication Discontinued - Acute Phase	Adult	451	189	41.91	41.36	43.67	
	4. Antidepressant Medication Discontinued - Recovery Phase	Adult	448	243	54.24	53.99	57.09	
	5. Low Antipsychotic Medication Adherence - Schizophrenia	Adult	298	113	37.92	36.46	37.88	
	6. No Follow Up after MH Inpatient - 7 Days	6+	337	138	40.95	42.52	43.09	
	7. No Follow Up After MH ED Visit - 7 Days	6+	172	98	56.98	37.01	33.33	
	8. No Engagement in SUD Treatment	Adol & Adult	700	510	72.86	69.83	72.18	

MAIN STREET CLINIC

Quality Indicator Overview As Of 10/01/2021



Provider Search

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

Indicator Set: BH QARR - DOH Performance Tracking Measure - as of 04/01/2021

Highlighted metabolic measures were previously combined as one measure, and now they are broken out into 3 separate measures

Indicator Set

Indicator

Indicator

Population

Eligible Population

with QI Flag

Indicator	Population	Eligible Population	# with QI Flag					
9. No Initiation of SUD Treatment	Adol & Adult	761	280	36.79	33.10	34.16	36.79 33.10 34.16	
10. No Diabetes Screening - Schizophrenia/Bipolar on Antipsychotic	Adult	590	183	31.02	26.89	29.62	31.02 26.89 29.62	
11. No Metabolic Monitoring (Gluc/HbA1c and LDL-C) Child & Adol on Antipsychotic	Child & Adol (1 to 17)	27	19	70.37	66.42	69.19	70.37 66.42 69.19	
12. No Metabolic Monitoring (Gluc/HbA1c) Child & Adol on Antipsychotic	Child & Adol (1 to 17)	27	25	92.59	79.60	81.67	92.59 79.60 81.67	
13. No Metabolic Monitoring (LDL-C) Child & Adol on Antipsychotic	Child & Adol (1 to 17)	27	26	96.3	98.43	98.61	96.30 98.43 98.61	
14. No Diabetes Monitoring - DM & Schizophrenia	Adult	101	45	44.55	34.86	38.43	44.55 34.86 38.43	
15. No Follow Up after MH Inpatient - 30 Days	6+	337	92	27.3	29.38	28.97	27.30 29.38 28.97	
16. No CV Monitoring - CV & Schizophrenia	Adult	14	7	50	32.17	33.32	50.00 32.17 33.32	
17. No Psychosocial Care - Child & Adol on Antipsychotic	Child	14	4	28.57	29.08	27.38	28.57 29.08 27.38	
BH QARR - DOH 2020 Quality Incentive Subset (1-13)	All	1,589	1,044	65.7	64.01	65.97	65.70 64.01 65.97	
BH QARR - DOH 2020 Total Indicator Summary (1-17)	All	1,602	1,069	66.73	64.48	66.32	66.73 64.48 66.32	

New Recipient Search Layout/Filters

Recipient Search

Limit results to 50 ▾

Search

Reset

Filters in the “Characteristics” section were rearranged. For example, “High Need Population,” “AOT Status,” and “Alerts & Incidents” are now located at the top right

Recipient Identification

Medicaid ID

AB00000A

MM/DD/YYYY

Characteristics as of 10/31/2021

Age Range To Gender

Race

Ethnicity

County of Fiscal Responsibility

Population

High Need Population

AOT Status

Alerts & Incidents

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 10/01/2021

[Definitions](#)

Services: Specific Provider as of 10/01/2021

Past 1 Year ▾

HARP Enrolled - Not Health Home Enrolled - (updated weekly)

HARP-Enrolled - No Assessment for HCBS - (updated weekly)

Provider

Recipient Search

Limit results to

Recipient Identifiers

Medicaid ID

AB00000A

M/DD/YYYY

Characteristics as of 10/31/2021

Age Range

Race

Ethnicity

County of Fiscal Responsibility

Gender

Population

High Need Population

AOT Status

Alerts & Incidents

Filters related to Managed Care, Medicaid, Children's Waiver, and HARP were relocated to their own section called "Managed Care Plan & Medicaid," directly beneath the "Characteristics" section



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 10/01/2021

[Definitions](#)

Services: Specific Provider as of 10/01/2021

Past 1 Year ▾

HARP Enrolled - Not Health Home Enrolled - (updated weekly)
HARP-Enrolled - No Assessment for HCBS - (updated weekly)

Provider

Race & Ethnicity Filters

- Two new report filters, “Race” and “Ethnicity” were added to the “Characteristics” section
- The “Race” filter options include:
 - Asian, Black, Native American, Pacific Islander, White, Multiracial, and Unknown race
- The “Ethnicity” filter options include:
 - Hispanic or Latinx
 - Not Hispanic or Latinx
 - Unknown ethnicity
- Information for these new filters is pulled from Medicaid data



Recipient Search

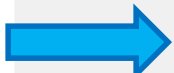
Limit results to

Recipient Identifiers

Medicaid ID	SSN	OMH State ID	OMH Case #	First Name	Last Name	DOB
<input type="text" value="AB00000A"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="MM/DD/YYYY"/>

Characteristics as of 10/31/2021

Age Range <input type="text"/>	To <input type="text"/>	Gender <input type="text"/>	Population <input type="text"/>
Race <input type="text"/>	Ethnicity <input type="text"/>	County of Fiscal Respon <input type="text"/>	<input type="text"/>
Managed Care Plan <input type="text"/>	Manage <input type="text"/>	MC Product Line <input type="text"/>	Children's Waiver Status <input type="text"/>
Medicaid Enrollment Status <input type="text"/>			HARP Status <input type="text"/>
			HARP HCBS Assessment Status <input type="text"/>



- Native American
- Asian
- Black
- Pacific Islander
- White
- Multiracial
- Unknown race

Up to 4 race options can be selected in each search, creating an "or" logic



Recipient Search

Limit results to

50 ▾

Search

Reset

Recipient Identifiers

Medicaid ID	SSN	OMH State ID	OMH Case #	First Name	Last Name	DOB
AB00000A						MM/DD/YYYY

Characteristics as of 10/31/2021

Age Range <input type="text"/>	To <input type="text"/>	Gender <input type="text"/>	Population <input type="text"/>
Race <input type="text" value="Black or White"/>	<div data-bbox="966 1028 1806 1220" data-label="Text"> <p>The Race and Ethnicity filters may be used together if desired, creating an “and” search logic</p> </div>		
Ethnicity <input type="text" value="Hispanic or Latinx"/>			
County of Fiscal Respon			

Managed Care Plan & Medicaid



◀ Modify Search



1,860 Recipients Found

View: Standard ▾



	Race	Black OR White
AND	Ethnicity	Not Hispanic or Latinx
AND	[Provider Specific] Provider	Main Street Clinic

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 ⇅
QUJSQU7BTQ TUFSTEVORQ	UFMrNDEu MVA	OCynOCynO TYn	R6 LQ N9A	2AP, No DM Monitoring - DM & Schiz (DOH), No Gluc/HbA1c & LDL-C - AP, No Gluc/HbA1c - AP, No HbA1c & LDL-C (DM & Schiz), No HbA1c-DM, No LDL-C - AP	Centers Plan for Healthy Living
QUJSQUrT SazOQVRIQUu	UVInNpEpM ra	MoyoMoyn OTYt	TQ LQ NTQ		Amida Care
QUJSQUrT VEVSuba Vm	WEqvNTQo Mqu	NCynMoynO T6u	TQ LQ MpM	No Gluc/HbA1c & LDL-C - AP, No LDL-C - AP, No SUD Tx Engage, No SUD Tx Engage (DOH)	

Non-Medicaid Population Search in Recipient Search



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Mental Health**

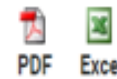
Non-Medicaid Population Search

- Certain filters in Recipient Search pull from OMH administrative databases that do not rely on Medicaid billing:
 - i.e., suicide attempt information also pulls from the OMH NIMRS database, AOT information pulls from the OMH TACT database, and State-Operated Psychiatric Center information pulls from the OMH MHARS database
- When selecting one of these filters, even clients not on Medicaid may be included in the search results when the clients
 - meet criteria for the selected filter AND
 - have consented to the provider agency for release of PSYCKES information

← Modify Search

79 Recipients Found

View: Standard ▾

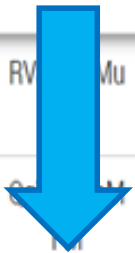


Alerts & Incidents Suicide Attempt (Medicaid/ NIMRS)
AND [Provider Specific] Provider Main Street Clinic

Review recipients in results carefully before accessing Clinical Summary.

When a client with no Medicaid history is included in this type of search, it will say "Non-Medicaid" in their "Medicaid ID" column of the results page

Name	Medicaid ID	DOB	Gender		
QUJSQrT QqzPUEVS TA	RV Mu	M8ynM8yn OTaq	TQ LQ M92	2AP, No DM Screen - AP (DOH)	Affinity Health Plan
QUmTqNDQQ SaVOTabGRV T6	RV Mu	MSynM8yn OT6p	R6 LQ Mp6	2+ Inpt-BH, 2+ Inpt-MH, HHPlus No HHPlus Service, HHPlus Not HH Enrolled, Readmit 30d - BH to BH, Readmit 30d - MH to MH	
QVJVTErJQqi UqFSQU6	Non-Medicaid	N8ypMCyn0 T6r	R6 LQ MpY		
QVVTVEb0 TUFSSm	Non-Medicaid	N8ypMCyn0 TYn	TQ LQ N9A		



Non-Medicaid
Non-Medicaid

Real-Time Health Home Plus Service Information from DOH MAPP

Real-Time Health Home Plus Service Information:

- In addition to using Medicaid billing as a source for identifying clients who received a Health Home Plus (HH+) level of service, the DOH MAPP Health Home tracking system will now be an additional, more real-time source for this information
 - In Recipient Search, a new filter option was added to “High Need Population” called “HH+ Service -- Received at least once in past 3 months” (Source: DOH MAPP)
 - In the Clinical Summary, a new message was added to the “Current Care” section at the top indicating when a client is currently receiving Health Home Plus



Recipient Search

- POP : High User (New)
- POP : Potential Clozapine Candidate (All)
- POP : Potential Clozapine Candidate (New)
- High Medicaid Inpatient/ER Cost (Non-Duals) - Top 1%
- High Medicaid Inpatient/ER Cost (Non-Duals) - Top 5%
- OnTrackNY Early Psychosis Program : Enrolled
- OnTrackNY Early Psychosis Program : Discharged < 3 years
- OnTrackNY Early Psychosis Program : Enrolled or Discharged < 3 years
- Transition Age Youth - Behavioral Health (TAY-BH)
- OPWDD NYSTART - Eligible
- Health Home Plus (HH+) - Eligible
- HH+ Service - Received at least once in past 3 mo. (Source: DOH MAPP)**
- AOT - Active Court Order
- AOT - Expired < 12 months
- ACT - Enrolled
- ACT - Discharged < 12 months
- 3+ Inpt MH < 12 months
- 4+ ER MH < 12 months
- 3+ Inpt Med & Schiz/Bipolar Dx < 12 months
- Ineffectively Engaged - No Outpt MH < 12 months & 2+ Inpt MH/3+ ER MH

This report filter will identify clients who received at least one HH+ service at any time in the past 3 months, according to MAPP



Characteristics as of 10/31/2021

Age Range To Gender

Race

Ethnicity

County of Fiscal Responsibility

Population High Need Population

AOT Status

Alerts & Incidents



QUF0Svei SEFTUqFO

Clinical Summary as of 10/31/2021



PDF

← Recipient Search

📘 About included data sources

Brief Overview

1 Year Summary

5 Year Summary

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

DOB: MSynNCynOT6v (Mpl Yrs)

Medicaid ID: TVMuNDUrMqq

Medicare: No

HARP Status: HARP Enrolled (H1)

Address: MT2vMA TUFSTUbPT6 QVZF M9AnM8m QbJPTb6i
Tbai MTAqN9A

Managed Care Plan: UnitedHealthcare Community Plan
(HARP)

HARP HCBS Assessment Status: Never Assessed

Medicaid Eligibility Expires on:

Current Care Coordination

Health Home (Enrolled)

CNYHHN INC (Begin Date: 01-
Main Contact Referral: Dana E
Member Referral Number: 315

Care Management (Enrolled): UCP UTICA MH

This message would display if client received HH+ services anytime in past 3 months, according to MAPP. The most recent month the client received HH+ and the CMA will be displayed

Health Home Plus

Services last received September 2021 from UCP UTICA MH

Alerts & Incidents • all available

Most Recent

1 Overdose - Opioid (1 ER)

10/18/2016 ELMHURST HOSPITAL CENTER(ER - SU)

6 Suicidal Ideation (4 Inpatient,1 ER,2 Other)

4/8/2014 ST LUKES ROOSEVELT HSP CTR(Inpatient - MH)

Clinical Summary Message for Clients Using NYSoH to Recertify Medicaid

Message for Using NYSoH to Recertify Medicaid:

- A message will appear in a client's Clinical Summary if their method of Medicaid enrollment and recertification is the New York State of Health (NYSoH) web-based system, as opposed to the Welfare Management System (WMS)
- This feature also uses a more robust data source for identifying all clients who use NYSoH for Medicaid recertification, compared to identifying only those targeted to use NYSoH
- When applicable to a client, the message will display in the Current Care Coordination section



WbbBVFMi QVNITEVJRq6 Q6

Clinical Summary as of 10/31/2021



PDF

[← Recipient Search](#)

[About included data sources](#)

Brief Overview

1 Year Summary

5 Year Summary

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

DOB: OCypLpEvOTM (M96 Yrs)

Address: UEy QazY Mp2uLA RUFTVA UEFUQq7PRrVFLA
Tbai MTEtNpl

Medicaid ID: QrQrNDMoOEq

Medicare: No

Managed Care Plan: Fidelis Care New York (Mainstream)

MC Plan Assigned PCP: N/A

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

HARP HCBS Assessment Status: N/A

Medicaid Eligibility Expires on: 10/31/2021

Current Care Coordination

Medicaid Eligibility Alert

This client uses the New York State of Health (NYSoH) enrollment system for Medicaid recertification ((expiration: 10/31/2021) • For more information contact NYSoH at 1-855-355-5777.

Diagnoses Past Year

Behavioral Health

No Medicaid claims for this data type in the past year

Medical (5)

Most Recent: Acute pharyngitis • Other strabismus • Encounter for general examination without complaint, suspected or reported diagnosis • Encounter for screening for other diseases and disorders • Hordeolum and chalazion

Most Frequent (# of services): Acute pharyngitis (4) • Other strabismus (2) • Encounter for screening for other diseases and disorders (1) • Hordeolum and chalazion (1) • Encounter for general examination without complaint, suspected or reported diagnosis (1)

Medications Past Year

Last Pick Up

Diagnoses in Clinical Summary Beyond Primary and Secondary

Diagnoses in Clinical Summary:

- The client-level Clinical Summary now includes diagnoses beyond just the primary and secondary level in Medicaid claims/encounters
- Diagnoses given at the tertiary level and beyond will be displayed if they are related to a quality flag in PSYCKES overall
- These diagnoses include any of the following:
 - Schizophrenia, Bipolar Disorder, Major Depression, Other Psychotic and Developmental Disorders, Alcohol, Opioid or Other Drug Abuse/Dependence (with client consent), Diabetes, Acute Myocardial Infarction, Ischemic Vascular Disease, and Intentional Self-Harm

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

Bipolar I • Insomnia Disorder • Unspecified/Other Depressive Disorder • Unspecified/Other Bipolar • Schizophrenia • Unspecified/Other Anxiety Disorder • Major Depressive Disorder • Sedative, hypnotic, or anxiolytic related disorders • Generalized Anxiety Disorder • Unspecified/Other Personality Disorder • Other Mental Disorders • Illness Anxiety Disorder • Schizoaffective Disorder • Unspecified/Other Psychotic Disorders • Adjustment Disorder • Brief Psychotic Disorder (ICD10 Only) • Other psychoactive substance related disorders

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

Diseases Of The Circulatory System

Other venous embolism and thrombosis • Essential (primary) hypertension • Other peripheral vascular diseases • Hypertensive chronic kidney disease

Diseases Of The Digestive System

Gastro-esophageal reflux dis

Diseases Of The Genitourinary System

Neuromuscular dysfunction

Diseases Of The Musculoskeletal System And Connective Tissue

Dorsalgia • Other and unspecified soft tissue disorders, not elsewhere classified

Diseases Of The Nervous System

Disorders of autonomic nervous system • Parkinson's disease • Hereditary and idiopathic neuropathy • Other disorders of brain • Pain, not elsewhere classified • Sleep disorders • Multiple sclerosis • Other and unspecified polyneuropathies

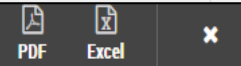
If a client has a diagnosis beyond the primary or secondary level on a Medicaid claim/encounter, it will be listed in the Behavior Health or Medical Diagnoses

Can also be found in the diagnoses column associated with the date of service in the outpatient or hospitalization services details sections



Service Type	Provider	Date of Service	Admission Date	Discharge Dt/Last Dt Billed	Procedure
Inpatient - MH	NEW YORK PRESBYTERIAN HOSPITAL	12/11/2020	12/23/2020	12	Episode Mixed, Severe, With Psychotic Features

All Hospital, ER, and Crisis Services for NEW YORK PRESBYTERIAN HOSPITAL Provider



Date of Service	Service Type	Provider	Primary, secondary, and quality flag-related diagnoses	Admission Date	Discharge Dt/Last Dt Billed	Procedure
12/23/2020	Inpatient - MH	NEW YORK PRESBYTERIAN HOSPITAL	Bipolar disorder, current episode mixed, severe, with psychotic features	12/11/2020	12/23/2020	
12/14/2020	ER - MH - CPEP	NEW YORK PRESBYTERIAN HOSPITAL	Bipolar disorder, current episode mixed, severe, with psychotic features	12/14/2020	12/14/2020	Psych Diagnostic Evaluation
12/11/2020	Inpatient - MH	NEW YORK PRESBYTERIAN HOSPITAL	Bipolar disorder, current episode mixed, severe, with psychotic features	12/11/2020	12/23/2020	
11/15/2020	ER - MH - CPEP	NEW YORK PRESBYTERIAN HOSPITAL	Bipolar disorder, current episode mixed, severe, with psychotic features	11/15/2020	11/15/2020	Psych Diagnostic Evaluation

ER - Medical	MOUNT SINAI HOSPITAL	11/4/2020	11/4/2020	1	Poisoning By Antiallergic And Antiemetic Drugs, Intentional Self-Harm,	- Compreh Metabolic Panel - Creatine Mb Fraction - Drug Test Prsmv Chem Anlyzr - Glucose Blood Test
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Enhancements to Managed Care POP Data Entry Portal



**Office of
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Updates to Managed Care POP Data Entry Portal:

- The following changes were made to the data entry portal:
 - The data entry page was reformatted, so that “Program Type” and “Provider Agency” data entry fields are located above “Date of Service”
 - Three new options were added to the “Program Type” drop-down:
 - Crisis Residential Services: Intensive Crisis Residence
 - Crisis Residential Services: Residential Crisis Support
 - Crisis Residential Services: Children’s Crisis Residence
 - More options were added to “Duration” drop-down to accommodate the new program types

← Clinical Summary

To start an episode of ca

Index Inpatient/ER Event Hos

Hospital Name

First Care Transition Service

Service Type

Program Type

Provider Agency

- ACT
- Behavioral Health Home and Community Based Service (HCBS) provider
- Bridger Service
- Bridger Service - Peer
- Certified Community Based Health Care (CCBHC) provider
- Certified Home Care agencies
- Crisis Residential Services: Intensive Crisis Residence
- Crisis Residential Services: Residential Crisis Support
- Crisis Residential Services: Children's Crisis Residence
- Critical Time Intervention (CTI)
- Health Home/Care Manager
- Licensed Independent Practitioner Group Practice
- Mobile Integration Team (MIT)
- Mobile Crisis Team
- OPWDD Care Management
- Other Peer Provider Service
- Supported Housing Care Manager
- Other

When using a 'Crisis Residential Service' program type for a POP intensive service, only the admission date should be entered as the "Date of Service" in the POP portal, rather than entering every date of service at the crisis residence



Main Street Clinic

Date of Service

Cannot be more than 60 days ago.

Duration (if available)

Mode of Contact

Individual Involved

Cancel

Start Episode

Create Client Accounts for MyCHOIS Consumer Application



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Create Client Accounts for MyCHOIS Consumer:

- The PSYCKES team is expanding the use of MyCHOIS Consumer, the client-facing version of PSYCKES, so that any provider using PSYCKES can create a user ID and password for a client they serve
 - If you don't see MyCHOIS in the navigation bar and want to use this feature, contact PSYCKES-Help@omh.ny.gov
- Clients can then login to MyCHOIS from any web browser and access “My Treatment Data,” the client-facing version of the Clinical Summary, as well as other recovery-oriented tools
 - MyCHOIS Consumer login page can be found on the PSYCKES website under “MyCHOIS” menu option



MyCHOIS Home

Choose a site to access a dashboard of client

Agency: MAIN STREET CLINIC

Site: GREEN BUILDING ▾

Continue

Step 1: Login to PSYCKES and go to "MyCHOIS" in the purple navigation bar

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

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:

Green Building

Change Site

Add Client

Add Staff

PDF

Excel

MyCHOIS Home

All Clients Staff Roster Suicide Care Pathway High Risk List

Search:

Step 2: Find the client in your "All Clients" tab or select "Add Client" to securely add them to this tab

Name	DOB(Gender)	Assi	Registries	Current PHI Access	Edit Client
Black, Brian	01/13/1976 (M)	Pr	COVID-19	MyCHOIS only	
Blue, Betty	11/04/1987 (F)	Pr Primary therapist: Triangle, Irish (DOH)	COVID-19, Suicide Care Pathway	PSYCKES Consent	
Red, Robert	07/04/1980 (M)		2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, Cloz Candidate, No Gluc/HbA1c & LDL-C - AP, No LDL-C - AP, No Outpt Medical	PSYCKES Consent	
Yellow, Mellow	01/04/1998 (F)			PSYCKES Consent	
White, Walter	05/26/1957 (T)		COVID-19	MyCHOIS only	

Green Building

Change Site

Add Client

Add Staff

PDF

Excel

All Clients Staff Roster Suicide Care Pathway High Risk List

Search:

Name	DOB(Gender)	Assi	Registries	Current PHI Access	Edit Client
Black, Brian	01/13/1976 (M)	Pr	COVID-19		
Blue, Betty	11/04/1987 (F)	Pr Primary therapist: Triangle, Irish (DOH)	COVID-19, Suicide Care Pathway		
Red, Robert	07/04/1980 (M)		2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, Cloz Candidate, No Gluc/HbA1c & LDL-C - AP, No LDL-C - AP, No Outpt Medical	PSYCKES Consent	
Yellow, Mellow	01/04/1998 (F)			PSYCKES Consent	
White, Walter	05/26/1957 (T)		COVID-19	MyCHOIS only	

Step 3: Select "Consumer Login Account" from "Edit Client" menu on the far right for intended client

- Client Profile
- PHI Access/Consent
- Consumer Login Account**
- COVID-19 Registry
- Client Registries
- Link to Other Databases (Medicaid, MHARS)
- Remove Client From Site



Step 4: Client's email and phone number are required to create account

MyCHOIS Consumer Account for Red, Robert (M – 41)

Creating a consumer account will allow an individual client to login to MyCHOIS Consumer to access their personal health record, use the Recovery Library, upload or edit their Psychiatric Advance Directive, and many other resources and tools. The client's email and phone number are required to create an account:

Client's Email

Client's phone number

Once the consumer account is created, you will be given instructions to review and share with the client.



Create Account

Cancel

All Clients Staff Roster Sui

Name 008(Ge

Black, Brian 01/13/

Blue, Betty 11/04/

Red, Robert 07/04/

Yellow, Mellow 01/04/1996 (F)

White, Walter 05/26/1957 (T)

Current PHI Access Edit Client

MyCHOIS only

PSYCKES Consent

PSYCKES Consent

PSYCKES Consent

COVID-19

MyCHOIS only

← MyCHOIS Home

All Clients Staff Roster Suicide

Name DOB(Gender)

Black, Brian 01/13/1976

Blue, Betty 11/04/1987

Red, Robert 07/04/1980

Yellow, Mellow 01/04/1998

White, Walter 05/26/1957 (T)

MyCHOIS Consumer Account for Red, Robert (M – 41)

Add Staff



Login Details

Username (User ID): RORED003

One-time password: VHZNWJMQ

Consumer Account information:

Client email: RedRob123@gmail.com

Client phone number: 1234567890

First time logging into MyCHOIS:

- Client goes to <https://psyckesconsumer.omh.ny.gov>
- Client enters Username (User ID)
- Client enters One - time password
- Client will be prompted to set their own password

Reset Password

- If the client forgets their password it can be reset by the provider, and a new one-time password will be generated.

Print Instructions

Close

Step 5: A username and a one-time password will be generated to give to the client, including instructions for how the client can login the first time

PSYCKES
Account



PSYCKES
Account



PSYCKES
Account



COVID-19

MyCHOIS only





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.

Private system for authorized use only

Please identify by entering your user ID and password below and click the Login button.

User ID:

Password:

Login

Client enters the username and the one-time password that was generated when their account was created

Password reset screen

If this is your first time logging in, please change your password below.

You will be asked to change your password every 6 months.

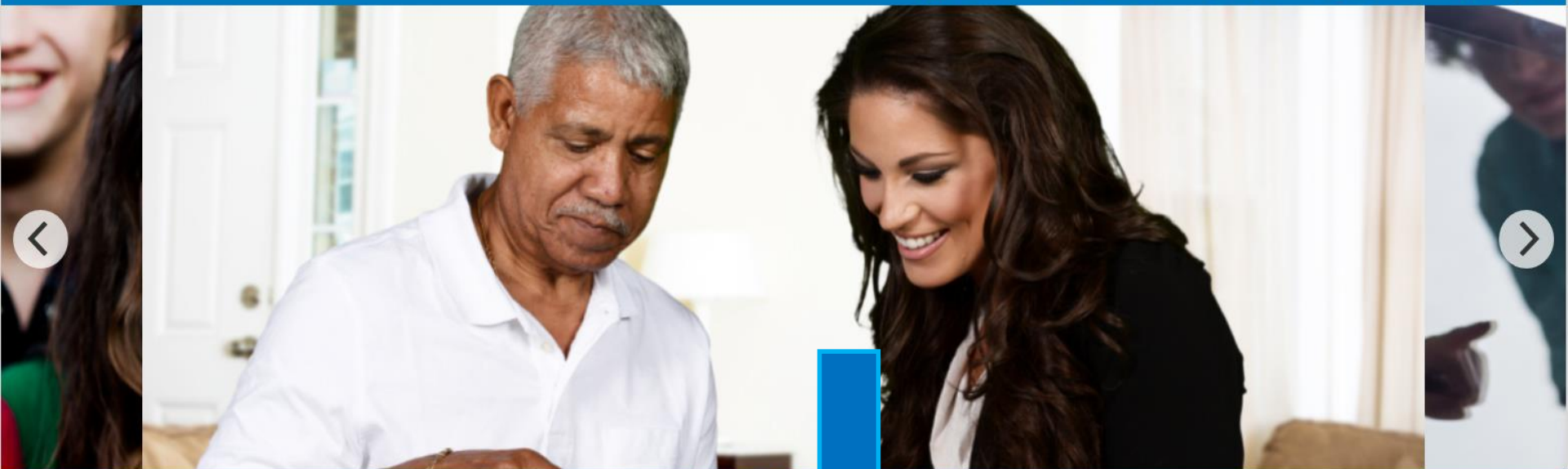
Your password must be at least 8 characters and have at least 1 number.

Enter New Password:

Re-enter password:

Submit

The client will be prompted to create a new password upon first login. This client-created password will be used on subsequent logins

**CommonGround****PHQ9****PHQ to CSSRS****Review my past reports**

- Take a survey
- Track my recovery progress
- Communicate with my doctor

My Treatment Data

- Review my services
- Review my medications
- Review my diagnoses
- Upload a Psychiatric Advanced Directive
- Create or upload a Safety Plan

Learning Center

Explore a library of resources to support my recovery

[Health Resources »](#)
[Recovery Videos »](#)
[Worksheets »](#)

[Personal Medicine Cards »](#)
[Multimedia Tutorials »](#)
[Pat Deegan's Recovery Library »](#)

Search



Sections

This report contains all available clinical data.
 OMH PHI - Clinical Summary as of 1/12/2021

Summary Period **1 Yr** 5 Yrs

Preferred Name: Rob

General

Name Red, Robert	Medicaid ID AB12345B	Medicare No	MC Plan Assigned PCP N/A
DOB 7/04/1980 (41 Yrs)	Medicaid Aid Category MA-SAFETY NET	Managed Care Plan Fidelis Care New York (Mainstream)	DSRIP PPS N/A
Address 123 Main Street Syracuse, NY 11111	Medicaid Eligibility Expires on 06/30/2021	HARP Status Not HARP Eligible	

Current Care Coordination

COVID-19 Registry: HUTCHINGS PSYCHIATRIC CENTER (11-DEC-20 to Present) Designations: Previous Symptomatic - Recovered

Health Home (Enrolled) - Status : Active, ONONDAGA CASE MGMT SVCS MH (Begin Date: 01-JUN-16), Main Contact: Referral - Tracy Marchese, 585-613-7642, tmarchese@hhuny.org; Nira Tobochnik, 585-613-7640, ntobochnik@hhuny.org; Member Referral Number: 585-613-7659

Care Management (Enrolled) : ONONDAGA CASE MGMT SVCS MH

- This information is updated weekly from DOH Health Home file.

Plans & Documents [Upload](#) [Create New](#)

Date Document Created	Document Type	Provider Name	Document Created By	Role	Delete Document
5/11/2020	Safety Plan	HUTCHINGS PSYCHIATRIC CENTER	Judy Smith	Care Manager	

Green Building

Change Site

Add Staff

PDF

Excel

MyCHOIS Home

All Clients Staff Roster Suicide Care Pathway

Search:

Name	DOB(Gender)	Assigned Staff	Registries	Other
Black, Brian	01/13/1976 (M)	Prescriber	COVID-19	
Blue, Betty	11/04/1987 (F)	Prescriber Primary Therapist	COVID-19, Suicide Care Pathway	
Red, Robert	07/04/1980 (M)		2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, Cloz Candidate, No Gluc/HbA1c & LDL-C - AP, No LDL-C - AP, No Outpt Medical	PSYCKES Consent
Yellow, Mellow	01/04/1998 (F)			PSYCKES Consent
White, Walter	05/26/1957 (T)		COVID-19	MyCHOIS only

If client forgets their password, select "Reset Consumer Password" from "Edit Client" menu to generate another one-time use password

- Client Profile
- PHI Access/Consent
- Consumer Login Account
- COVID-19 Registry
- Client Registries
- Link to Other Databases (Medicaid, MHARS)
- Reset Consumer Password**
- Remove Client From Site



iOS Mobile App Release 5.0



**Office of
Mental Health**

iOS Mobile App New Features

Enhancements to iPad version of the mobile app:

- The iPad redesign utilizes the additional space allowed on this type of device, such as displaying data in a table format for maximum comprehension
- Some other exclusive iPad features include:
 - Brief Overview
 - Left Hand Menu
 - Service Type Cards
 - Filters

Care Coordination History:

- If a client has applicable current or historical Care Coordination information, it will appear in the client-level clinical summary in iOS under “Services”
 - Previously, the iOS app only included the Current Care Coordination details



Spdnnmk Pkqzxl X

PHI Access: PSYCKES Consent

[Update Access](#)

Overview >

Active Medicaid Restrictions >

Alerts & Incidents >

Quality Flags >

Plans & Documents >

Screenings & Assessments >

Diagnoses >

Medications >

Services

All services 666

Care Coordination 20

Outpatient Behavioral Health 32

Outpatient Medical 26

Hospital/ER/Crisis 519

Overview for Prkxkfe Lebnhrb K

Clinical Summary as of 08/09/2021

Gender from Medicaid
tjionoQ

Medicaid ID
YQEFQYH WKTPBYO

Date of Birth
01/01/9999 (999 Yrs)

Dual-Eligible (Medicaid & Medicare)
No

Address from Medicaid
frXScYSZfd

[View on map](#)

Managed Care Plan
No Managed Care(FFS Only)

MC Plan Assigned PCP
N/A

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

HARP HCBS Assessment Status
N/A

Current Care Coordination

Medicaid Eligibility Alert

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

Health Home Plus Eligibility

This client is eligible for Health Home Plus due to:
Ineffectively Engaged - No Outpt MH < 12 months & 2+ Inpt MH/3+ ER MH

Brief Overview now available in the iPad version as the default screen a user lands on when they access a client's clinical summary

Overview >

Active Medicaid Restrictions >

Alerts & Incidents >

Quality Flags >

Plans & Documents >

Screenings & Assessments >

Diagnoses >

Medications >

Services

All services 666

Care Coordination 20

Outpatient Behavioral Health 32

Outpatient Medical 26

Hospital/ER/Crisis 519

Overview for Atnlspn Xhppblk D

Clinical Summary as of 08/09/2021

Diagnoses Past Year

Behavioral Health (12)
5 Most Recent: Major Depressive Disorder • Bipolar I • Unspecified/Other Anxiety Disorder • Phobia-Agoraphobia • Unspecified/Other Bipolar...

5 Most Frequent (# of services): Major Depressive Disorder (10) • Bipolar I (10) • Phobia-Agoraphobia (9) • Generalized Anxiety Disorder (7) • Unspecified/Other Anxiety Disorder (6)...

General Medical (54)
5 Most Recent: Problems related to other psychosocial circumstances • Other noninflammatory disorders of vulva and perineum • Encounter for other special examination without complaint, suspected or reported diagnosis • Pain and other conditions associated with female genital organs and menstrual cycle • Convulsions, not elsewhere classified...

5 Most Frequent (# of services): Dorsalgia (59) • Pain, not elsewhere classified (37) • Type 2 diabetes mellitus (34) • Fracture of foot and toe, except ankle (13) • Other and unspecified soft tissue disorders, not elsewhere classified (10)...

Medications Past Year

Last Pick Up

Zolpidem Tartrate • Anxiolytic/Hypnotic 10/01/2021 Dose: 10 MG, 1/day • Quantity: 30

Clonazepam • Anxiolytic/Hypnotic 09/22/2021 Dose: 1 MG, 3/day • Quantity: 90

Escitalopram Oxalate • Antidepressant 09/22/2021 Dose: 10 MG, 1/day • Quantity: 30

Users will be able to scroll on the overview to see more details



Overview >

Active Medicaid Restrictions >

Alerts & Incidents >

Quality Flags >

Plans & Documents >

Screenings & Assessments >

Diagnoses >

Medications >

Services

All services 666

Care Coordination 20

Outpatient Behavioral Health 32

Outpatient Medical 26

Hospital/ER/Crisis 519

Overview for Prkxkfe Lebnhrb K

Clinical Summary as of 08/09/2021

Gender from Medicaid
tjionoQ

Managed Care Plan
No Managed Care(FFS Only)

Medicaid ID
YQEFQYH WKTPBYO

MC Plan Assigned PCP
N/A

Date of Birth
01/01/9999 (999 Yrs)

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

Dual-Eligible (Medicaid & Medicare)
No

HARP HCBS Assessment Status
N/A

Address from Medicaid
frXScYSZfd

[View on map](#)

Current Care C

Medicaid Eligibility Alert

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

Health Home Plus Eligibility

This client is eligible for Health Home Plus due to:
Ineffectively Engaged - No Outpt MH < 12 months & 2+ Inpt MH/3+ ER MH

Left-hand menu provides users the option to tap into individual sections for additional details, as needed





Alerts & Incidents >

Quality Flags >

Plans & Documents >

Screenings & Assessments >

Diagnoses >

Medications >

Services

All services 92

Care Coordination

Outpatient Behavioral Health 2

Outpatient Medical

Hospital/ER/Crisis 67

Radiology 11

Laboratory & Pathology 5

Living Support & Residential

Hospital/ER/Crisis
In Past 5 Years

Filter

Services Types

Visits

ER Mental Health	10
ER Substance Use	37
ER Medical	7
Inpatient Mental Health	9
Inpatient Substance Use	1
Inpatient Medical	3

Service Type cards provide the unique Service Types as well as their distinct counts

Date	Type	Provider	Diagnosis
09/23/2021	ER Substance Use	ELMHURST HOSPITAL CENTER	Alcohol abuse with intoxication, unspecified
09/22/2021	ER Substance Use	CONEY ISLAND HOSPITAL	Alcohol use, unspecified with intoxication, uncomplicated
09/17/2021 - 09/18/2021	ER Substance Use	BETH ISRAEL MEDICAL CENTER	Alcohol use, unspecified with intoxication, uncomplicated
09/17/2021	ER Substance Use	NEW YORK-PRESBYTERIAN BROOKLYN METH	Alcohol use, unspecified with intoxication, unspecified
09/16/2021	ER Mental Health	MONTEFIORE MEDICAL CENTER	Suicidal ideations
09/16/2021	ER Substance Use	NEW YORK-PRESBYTERIAN	Alcohol use, unspecified with intoxication,

- Alerts & Incidents >
- Quality Flags >
- Plans & Documents >
- Screenings & Assessments >
- Diagnoses >
- Medications >

Services

All services 92

Care Coordination

Outpatient Behavioral Health 2

Outpatient Medical

Hospital/ER/Crisis 67

Radiology 11

Laboratory & Pathology 5

Living Support & Residential

Hospital/ER/Crisis

In Past 5 Years

Services Types

ER Mental Health	
ER Substance Use	
ER Medical	
Inpatient Mental Health	9
Inpatient Substance Use	1
Inpatient Medical	3

When Filter button is selected, users will see the section's unique service types/counts and corresponding checkboxes

Filter



Date	Type	Provider	Diagnosis
09/23/2021	ER Substance Use	ELMHURST HOSPITAL CENTER	Alcohol abuse with intoxication, unspecified
09/22/2021	ER Substance Use	CONEY ISLAND HOSPITAL	Alcohol use, unspecified with intoxication, uncomplicated
09/17/2021 - 09/18/2021	ER Substance Use	BETH ISRAEL MEDICAL CENTER	Alcohol use, unspecified with intoxication, uncomplicated
09/17/2021	ER Substance Use	NEW YORK-PRESBYTERIAN BROOKLYN METH	Alcohol use, unspecified with intoxication, unspecified
09/16/2021	ER Mental Health	MONTEFIORE MEDICAL CENTER	Suicidal ideations
09/16/2021	ER Substance Use	NEW YORK-PRESBYTERIAN	Alcohol use, unspecified with intoxication,

< Back

Ehdoqhc Krdelcq Q

Alerts & Incidents

Quality Flags

Plans & Documents

Screenings & Assessments

Diagnoses

Medications

Services

All services

Care Coordination

Outpatient Behavioral Health

Outpatient Medical

Hospital/ER/Crisis

Radiology

Laboratory & Pathology

Living Support & Residential

Filters for Hospital/ER/Crisis

Services Types

Visits

<input type="checkbox"/> ER Mental Health	10
<input checked="" type="checkbox"/> ER Substance Use	37
<input type="checkbox"/> ER Medical	7
<input type="checkbox"/> Inpatient Mental Health	9
<input checked="" type="checkbox"/> Inpatient Substance Use	1
<input type="checkbox"/> Inpatient Medical	3

Users can select whichever service types they are interested in and tap "apply"

Cancel

Apply

Filter

09/16/2021 ER Mental Health

MONTEFIORE
MEDICAL CENTER

Suicidal ideations

09/16/2021 ER Substance Use

NEW YORK-PRESBYTERIAN

Alcohol use, unspecified with intoxication,

- Alerts & Incidents >
- Quality Flags >
- Plans & Documents >
- Screenings & Assessments >
- Diagnoses >
- Medications >

Hospital/ER
In Past 5 Years

Once the filters are applied, the section's table and service type card box will reflect only the services that were selected

2 Filter



Services Types	# Visits
ER Substance Use	37
Inpatient Substance Use	1

- Services**
- All services 92
- Care Coordination
- Outpatient Behavioral Health 2
- Outpatient Medical
- Hospital/ER/Crisis 67**
- Radiology 11
- Laboratory & Pathology 5
- Living Support & Residential

Date	Type	Provider	Diagnosis
09/23/2021	ER Substance Use	ELMHURST HOSPITAL CENTER	Alcohol abuse with intoxication, unspecified
09/22/2021	ER Substance Use	CONEY ISLAND HOSPITAL	Alcohol use, unspecified with intoxication, uncomplicated
09/17/2021 - 09/18/2021	ER Substance Use	BETH ISRAEL MEDICAL CENTER	Alcohol use, unspecified with intoxication, uncomplicated
09/17/2021	ER Substance Use	NEW YORK-PRESBYTERIAN BROOKLYN METH	Alcohol use, unspecified with intoxication, unspecified
09/16/2021	ER Substance Use	NEW YORK-PRESBYTERIAN BROOKLYN METH	Alcohol use, unspecified with intoxication, unspecified
09/13/2021	ER Substance Use	BROOKDALE HOSPITAL MEDICAL CENTER	Alcohol abuse, uncomplicated
09/09/2021	ER Substance Use	MONTEFIORE MEDICAL CENTER	Alcohol dependence, uncomplicated



Services

All services 666

Care Coordination 20

Outpatient Behavioral Health 32

Outpatient Medical 26

Care Coordination

In Past 5 Years

Services Types

Invoices

Health Home HARP (Medicaid - Billing)	15
Health Home - Unspecified Type (Medicaid - Billing)	2
Health Home - Outreach (Medicaid - Billing)	2
Health Home - Enrolled (DOH MAPP)	1

Date	Type	Provider	Practitioner
------	------	----------	--------------

06/01/2021	Health Home - Enrolled (DOH MAPP)	MONTEFIORE MEDICAL CENTER (HH), UNITED BRONX PARENTS INC (CM)	
04/01/2020	Health Home - Outreach (Medicaid - Billing)	COMMUNITY CARE MANAGEMENT PARTNERS	
06/01/2018	Health Home - Unspecified Type (Medicaid - Billing)	COMMUNITY CARE MANAGEMENT PARTNERS	
05/01/2018	Health Home - Unspecified Type (Medicaid - Billing)	COMMUNITY CARE MANAGEMENT PARTNERS	
04/01/2018	Health Home HARP (Medicaid - Billing)	COMMUNITY CARE MANAGEMENT PARTNERS	

If a client has applicable current or historical Care Coordination information, now available in the “Care Coordination” section

Some examples include current or previous AOT, HH+, ACT, HH or CMA services

PSYCKES Training & Technical Support

PSYCKES Training

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

Helpdesk Support

- PSYCKES Help (PSYCKES support)
 - 9:00AM – 5:00PM, Monday – Friday
 - PSYCKES-help@omh.ny.gov
- ITS Help Desk (Token, Login & SMS support)
 - Provider Partner OMH Helpdesk:
 - 1-800-435-7697; healthhelp@its.ny.gov
 - OMH Employee ITS Helpdesk:
 - 1-844-891-1786; fixit@its.ny.gov