



**Office of
Mental Health**

PSYCKES Access and Implementation

We will begin shortly

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PSYCKES Team
July 14, 2017**

Q&A via WebEx

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

Overview

- PSYCKES-Medicaid Overview
- Best Practices for Implementing PSYCKES
- Obtaining Access to PSYCKES
- Training and Technical Assistance
- Question & Answer

PSYCKES-Medicaid Overview

What is PSYCKES?

- A secure, HIPAA-compliant web-based platform for sharing Medicaid claims and encounter data and other state administrative data
- Designed to support data-driven clinical decision-making and quality improvement
- Ongoing data updates
 - Weekly: client clinical summaries (all clinical data), MCO affiliation and product line, HARP status, Medicaid eligibility
 - Monthly: quality measures and quality flags



Who is Viewable in PSYCKES?

- Over 6 million NYS Medicaid enrollees (currently or previously enrolled)
 - Fee for service claims
 - Managed care encounter data
 - Dual-eligible (Medicare/Medicaid): Medicaid data only
- Behavioral Health Population, i.e., at least one of the following:
 - Psychiatric or substance use service,
 - Psychiatric or substance use diagnosis, OR
 - Psychotropic medication
- Provides all data available – general medical, behavioral health, residential, etc.

What Data is Available in PSYCKES?

- Medicaid Data: All Medicaid FFS claims and Managed Care encounter data, across treatment settings
 - Medications, medical and behavioral health outpatient and inpatient services, ER, care coordination, residential, etc.
 - Time lag varies from weeks to months, depending on how quickly providers bill and Managed Care plans submit to DOH
- Non-Medicaid Data: “Real time” (0-7 day lag) data sources currently in PSYCKES
 - State PC EMR data
 - CAIRS: ACT provider and contact information
 - TACT: AOT provider, dates, and contact information
 - MAPP: Health Home enrollment and CM provider information
 - NIMRS: Suicide attempts
 - Managed Care Enrollment Table: MC Plan & HARP

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 (currently for provider users): support provider VBP and BHCC data needs
- Statewide Reports
 - Can select a quality indicator and review statewide proportions by region, county, plan, provider, etc.

Quality Indicators “Flags”

- PSYCKES identifies clients flagged for quality concern in order to inform the treating provider or care manager 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:
 - Medication-Related, e.g., Polypharmacy, Low Adherence
 - Acute Care Utilization, e.g., High utilization, Readmission
 - General Medical, e.g., No Diabetes Screening on AP, No Outpatient Medical Visit > 1 year
 - HARP-Enrolled, Not Health Home Enrolled

PSYCKES Use Cases

1. Support Quality Improvement Projects

- Use My QI Reports to see report in real-time of clients flagged for specific quality indicators
- QI reports link to individual client Clinical Summary to support clinical review and treatment planning to address quality flag

2. Clinical Review and Decision-Making

- Look up individual Clinical Summaries of past 5 years of treatment, across settings and over time, including medical and behavioral health services, Health Home, ACT Team, and AOT
- Intake, evaluation, risk-assessment, and treatment planning for clients presenting to any provider (e.g., ERs, corrections)
- Case review by quality managers (e.g., state, county, or MCOs)

3. Identify cohorts of interest (e.g., HARP-Eligible, AOT)

PSYCKES User Settings

- 8,120+ 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)
 - Federally Qualified Health Centers
 - OASAS Providers
 - Local Government Units
 - NYC-HHC Correctional Health Services (Rikers)
 - Medicaid Managed Care Organizations
 - State Agencies

PSYCKES-Medicaid Screens

- Work is organized in the following 8 tabs
 - My QI Report
 - Statewide Reports
 - Provider Search
 - Recipient Search
 - Registrar Menu
 - Usage Reports
 - Utilization Reports
 - User Settings



MAIN STREET MENTAL HEALTH CENTER

Quality Indicator Overview As Of 05/01/2017



← Provider Search

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

Filters

Reset

Indicator Set

| Indicator Set ▲ | Population | Eligible Population | # with QI Flag | % | Regional % | Statewide % | 25% 50% 75% 100% |
|---|------------|---------------------|----------------|-------|------------|-------------|------------------|
| BH QARR - DOH Performance Tracking Measure - as of 10/01/2016 | All | 5,603 | 3,607 | 64.38 | 65.97 | 66.95 | |
| BH QARR - Improvement Measure | All | 2,853 | 1,130 | 39.61 | 43.96 | 46.53 | |
| General Medical Health | All | 35,908 | 3,647 | 10.16 | 11.55 | 13.05 | |
| HARP Enrolled - Not Health Home Enrolled | Adult 21+ | 2,431 | 1,584 | 65.16 | 68.46 | 67.22 | |
| High Utilization - Inpt/ER | All | 35,994 | 8,211 | 22.81 | 23.20 | 24.04 | |
| Polypharmacy | All | 5,755 | 815 | 14.16 | 11.75 | 11.38 | |
| Preventable Hospitalization | Adult | 28,693 | 238 | 0.83 | 1.05 | 0.88 | |
| Readmission Post-Discharge from any Hospital | All | 5,768 | 795 | 13.78 | 13.07 | 11.62 | |
| Treatment Engagement | (0-64) yrs | 2,905 | 1,242 | 42.75 | 41.36 | 42.55 | |



Statewide Report

As Of 05/01/2017

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 | ▾ |



Submit

Reset



Recipient Search

Limit results to 50

Search

Reset

Recipient Identifiers

Medicaid ID

SSN

First Name

Last Name

DOB

Characteristics as of 06/28/2017

Age Range To

Gender

HARP Status

AOT Status

Population

Managed Care (MC)

MC Product Line

Medicaid Restrictions

Alerts & Incidents

Quality Flag as of 05/01/2017

- HARP Enrolled - Not Health Hor
- Antipsychotic Polypharmacy (2^)
- Antipsychotic Two Plus
- Antipsychotic Three Plus
- Antidepressant Two Plus - SC
- Antidepressant Three Plus
- Psychotropics Three Plus
- Psychotropics Four Plus
- Polypharmacy Summary
- Discontinuation - Antidepressa
- Adherence - Mood Stabilizer (Bi
- Adherence - Antipsychotic (Sch
- Treatment Engagement - Sumn
- No Metabolic Monitoring (Gluc,
- No Diabetes Screening (Gluc/H
- No Diabetes Monitoring (HbA1c)

[Definitions](#)

Services: Specific Provider as of 05/01/2017

Past 1 Year

Provider

Region County

Current Access

Service Utilization Number of Visits

Service Setting:

- Care Coordination
- Foster Care
- Inpatient - ER
- Living Support/Residential
- Other
- Outpatient - DD

Service Detail: Selected

Medication & Diagnosis as of 05/01/2017

Past 1 Year

Prescriber Last Name

Drug Name Active Drug

Psychotropic Drug Class*

- ADHD Med
- Antidepressant

Non-Psychotropic Drug Class*

- Analgesics and Anesthetics
- Anti-infective Agents

Services by Any Provider as of 05/01/2017

Past 1 Year

Provider (Optional)

Region County

Service Utilization No. of Visits

Service Setting

Service Detail: Selected



Search Provider



Pick Region or County

Alphabetical Search

ABCDEFGHIJKLM
NOPQRSTUVWXYZ
0-9



Manage PHI Access

Enable PHI Access

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

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

- Client signed the PSYCKES Consent Form or, for a lead Health Home only, the Health Home Patient Information Sharing Consent, DOH-5055.
- 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](#)

Register client's withdrawal of consent to disable access to client data. Client must sign the PSYCKES Withdrawal of Consent Form. For clients of lead Health Homes, the DOH Health Home Withdrawal of Consent form can be used.

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

[Search & Withdraw Consent >](#)



PSYCKES User Activity

Provider

User Status

Date Range To

Registrar

Graph Interval Quarterly Monthly Weekly

User Information

Setting

- All
- State Provider (e.g. OMH, DOH, OASAS)
- Local Government Unit
- BHO - Behavioral Health Organization
- MCO - Managed Care Organization
- Provider Administration
- Health Home Administration

Role in Organization

- All
- Leadership (e.g. CEO, Dept. Chair, Prg Director, Administrator, etc.)
- Quality Management (QI/QA/UR)
- Information Technology
- Administrative Support (clerical, registration/medical records)
- Attending Physician
- Peer Worker

Licensed Profession

- All
- Physician
- Physician - Limited 3-year license
- Physician Assistant
- Registered Professional Nurse
- Nurse Practitioner
- Licensed Practical Nurse

Submit

Reset



MAIN STREET MENTAL HEALTH CENTER



PROVIDER: Main Street Mental Health Center

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 Center's 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 |
|---|---------------|-------------|------------|-----------|-----------------|------------|-------------|--------------|------------|------------|----------|-------------|---------------------|--------------|----------------|
| Unduplicated Count of Clients | 2,276 | 284 | 146 | 88 | 1,112 | 141 | 109 | 1,948 | 268 | 334 | 9 | 662 | 245 | 1,875 | 2,090 |
| *MEDS OOS PHYSICIAN & OTHE | 1,029 | 58 | 3 | 5 | 193 | 9 | 5 | 685 | | | | | 84 | | 491 |
| QUEST DIAGNOSTICS INC | 555 | | | | | | | | | | | | | | 555 |
| SHIEL HOLDINGS LLC | 544 | | | | | | | | | | | | | | 544 |
| NEW YORK-PRESBYTERIAN BROOKLYN METHODIST HOSP | 363 | 55 | 2 | 5 | 186 | 14 | 8 | 197 | | 2 | | | 26 | | 92 |



Update My Home Page

Changes will be reflected at next login



My QI Report



Statewide Reports



Recipient Search



Provider Search



MyCHOIS



Manage MyCHOIS Users

Save

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 agency/hospital within the past 9 months
- Manually:
 - Signed consent
 - Emergency (72 hours)
 - Attest client is served by / being transferred to agency 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 agency/hospital 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)
 - In clinical emergencies (limited duration, 72 hours)

Work Flow of Consent Process

- Staff obtain client's signature on PSYCKES Consent Form OR determine that it is a clinical emergency
 - Have copies of PSYCKES Consent Form available
 - Lead Health Homes only can use DOH consent form 5055
 - Integrate Consent Form with other paperwork
- Use Recipient Search in PSYCKES to attest to rationale for access to client data
 - Establish an internal process that fits with organization work flow
- Any PSYCKES user at the provider agency/hospital can then access client data in PSYCKES
 - Clinical Summary can also be printed and made available in clients chart or EMR

Best Practices for Implementing PSYCKES

Best Practices

- Plan
 - Complete/Return Documents for PSYCKES Access
 - Establish PSYCKES Workgroup
 - Determine PSYCKES Use Cases
- Prepare
 - Complete Protocol for Granting Users Access to PSYCKES
 - Develop Policies and Procedures
 - Prepare Computers
 - Train Designated Staff
- Put into Use
 - Put PSYCKES and Established Procedures into Practice
- Sustain
 - Develop a Plan to Sustain Practices

Complete/Return Documents to Obtain Organizational Access to PSYCKES

- Complete “PSYCKES Access Online Contact Form” via Survey Monkey:

https://www.surveymonkey.com/s/PSYCKES_Access_Contact_Form

- CEO/ED signs PSYCKES Confidentiality Agreement
 - Return agreement to PSYCKES-Help@omh.ny.gov

Establish PSYCKES Workgroup

- Members of the work group might include:
 - Leadership – promotes initiative
 - Medical champion – promotes clinical use
 - PSYCKES point person(s) – oversees project
 - Quality manager - coordinates utilization of services
 - Training staff - coordinates/conducts training
 - Administrative staff /clinical staff - obtains clients' consent; manages consent processes required to view client-level data in PSYCKES
 - Clinical staff who will use PSYCKES data

Workgroup Determines PSYCKES Use Cases

- Workgroup assesses potential uses of PSYCKES
- Determines how PSYCKES will be used, who will use PSYCKES, and how it will be integrated into the workflow in different settings
 - Promote use of client-level data to support clinical reviews, treatment planning, care coordination and discharge planning
 - Use as a tool for QI projects

Grant Users Access to PSYCKES

- Follow Protocol for PSYCKES Access
 - 5-Step Protocol for obtaining access to and using on-line Security Management System (SMS)
 - Many organizations already have a security manager who uses SMS
 - Security manager is appointed by organization's CEO/ED
 - Will be reviewed in today's webinar

Develop Policies & Procedures

- Develop and document PSYCKES-specific policies and procedures to support PSYCKES use plan
 - Example Policies and Procedures are available
 - Obtain administrative approvals
 - Proposed workflow endorsed by all departments involved
- PSYCKES Forms
 - PSYCKES Consent Form: approved procedures for obtaining consent and including in charts
 - Internal forms/checklists created/revised to incorporate PSYCKES procedures

Prepare Computers

- Identify the computers that will be used to access PSYCKES and ensure they have:
 - Internet access
 - Compatible browsers
 - PDF readers
- Save PSYCKES shortcut on desktop or in favorites
 - Bookmark homepage, not login screen:
www.psyckes.org

Train Designated Staff

- Security Manager
 - Security Management System
- PSYCKES Users
 - PSYCKES functionality: Clinical summaries, Registrar Menu, Recipient Search, Quality Indicator (QI) Reports
- PSYCKES-related workflow and documentation
- Privacy and information security procedures
- Resources available:
 - Training Recommendation Document
 - PSYCKES Train the Trainer Webinar

PSYCKES - Put into Use

- Staff begin using PSYCKES in accordance with the PSYCKES usage plan established by workgroup
- Have “super users” available on “Go Live” day
- Workgroup team monitors operations, identifies challenges/barriers, adapts and modifies implementation plan and procedures, as needed

Sustain

- Procedures are put into place to:
 - Audit PSYCKES use, and ongoing supervision/support of PSYCKES users
 - Provide PSYCKES access and training to new staff, and **deactivate tokens of departing staff**
 - Monitor the PSYCKES usage plan and consider modifying/expanding the use of PSYCKES, if appropriate
- PSYCKES Usage Reports are available in the application for monitoring use

PSYCKES Access

Protocol for PSYCKES ACCESS

- Step 1: Complete and return documentation to obtain organizational access to PSYCKES
- Step 2: CNDA for access to SMS
- Step 3: Designate Security Manager(s)
- Step 4: Security Manager Enrolls PSYCKES Users
- Step 5: Security Manager revokes PSYCKES access when staff no longer requires access

Access to PSYCKES

- Access is managed via OMH Security Management System (SMS)
- SMS is at the organization level, used by one or more Security Managers designated by the CEO
- Security Manager uses SMS to grant PSYCKES access to staff
 - Those who have OMH user ID in any program use same ID
 - Those who have OMH tokens use same one for PSYCKES
 - If needed, tokens are automatically sent from Central Office
- *Every* user gets his/her own User ID and Token

What is SMS?

- OMH web-based application
- Organizations use SMS to authorize staff to access certain OMH applications
 - Patient Characteristics Survey (PCS), CAIRS, NIMRS, MHPD
 - PSYCKES
- Security Manager(s) designated by CEO grant users access to OMH applications

Complete Registration in SMS

- Organizations **already** registered in SMS:
 - Already have a designated Security Manager
 - Can keep same Security Manager or designate a new one for this project
 - If new/additional Security Managers are needed: Contact OMH Helpdesk to request SMS self-registration e-mail be sent to CEO/ED
 - CEO/ED forwards email to person appointed to be new/additional Security Manager
 - Able to enroll PSYCKES users when PSYCKES organizational access is granted

Complete Registration in SMS

- Organizations **not** already registered in SMS
 - OMH e-mails instructions to CEO/ED on how to electronically sign the OMH Confidentiality & Non-Disclosure Agreement (CNDA)
 - CEO follows instructions to sign OMH CNDA
 - Different from the PSYCKES Confidentiality Agreement that was sent to us for organizational access

Confidentiality & Non-Disclosure Agreement

- Legal document defining an organization's responsibilities with regards to information obtained via any and all OMH applications
- Required to ensure that an organization understands its responsibilities regarding access to and use of the data
- Must be signed before access to SMS by security manager

Designate a Security Manager(s)

- Workgroup recommends 1 or more Security Manager (SM)
- OMH e-mails CEO the self-registration link needed to assign one or more SM (SMS Self-Registration Email)
- CEO forwards email to person(s) who is to become SM
- Staff follow instructions in e-mail for online self-registration process as Security Manager
- OMH sends SM an e-mail with User ID and security token
- SM follows instructions provided with the token to set PIN and login to SMS

Determine PSYCKES Users

- Workgroup determines:
 - Staff requiring PSYCKES access, and whether or not they already have an OMH-issued user ID
 - Staff who will be responsible for enabling access to PHI access using Recipient Search and using Registrar Menu to fill-in and print consent form
- Enrollment information from users is obtained by workgroup and passed on to Security manager
 - New user request form available as a tool for providing information to SM be added as a user

Enroll PSYCKES Users

- For staff who do not have an OMH-issued user ID, Security Manager creates an account in SMS
- Once user account is created, or for staff with existing User IDs, Security Manager selects the “PSYCKES-Medicaid Access” option

Enroll PSYCKES Users

- Granting new PSYCKES Medicaid access triggers a token request
- OMH emails the software token to new user
 - User downloads the RSA SecurID Token software to computer (and smartphone if desired)
 - User then imports token into RSA software

Security Management System (SMS)

Self-Registration in SMS

- Appointed Security Manager registers in SMS using instructions provided by OMH
- Enter the following in self-registration page:
 - Name and title
 - Email address; mailing address if hard token preferred
 - Phone number
 - Existing OMH User ID, if any
- Token will be sent if needed

existing OMH User ID in the box below. Otherwise, we will assign a new ID for SMS and you will need to keep track of your multiple User IDs.

Security Manager Self-Registration

If you DO NOT have an existing OMH User ID, please leave this box blank.

Existing OMH User ID:

First Name:

M.I.:

Last Name:

* Name:

* Date of Birth: * Gender:

* Title:

Mailing Address for SecurID® Tokens:

Use the Agency Address above as my Mailing Address for SecurID® Tokens

Use the following address as my Mailing Address for SecurID® Tokens:

Mailing Address:

P.O. Box:

City State Zip: NY

* Work Email:

* Re-enter Work Email:

* Work Phone #: Ext.:

* I have read and agree to the [Confidentiality & Non-Disclosure Agreement](#)

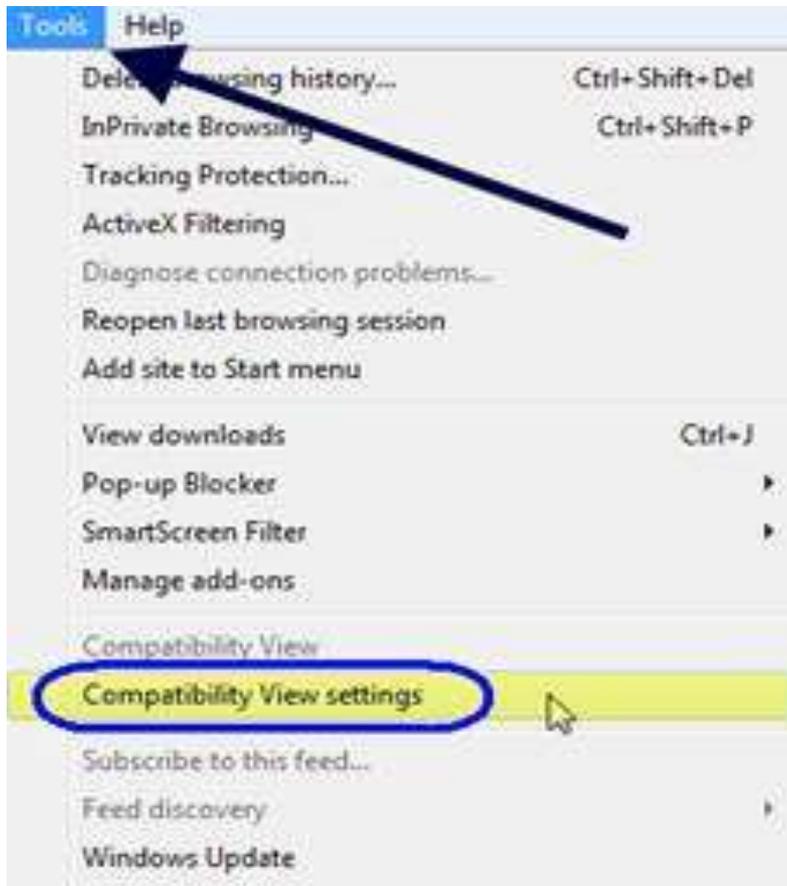
Submit



Office of Mental Health

Tip with SMS: Compatibility View

- 1 Open your "Internet Explorer" browser and select "Tools" from the menu bar.
- 2 Scroll down and select "Compatibility View settings."



- 3 When the "Compatibility View Settings" pop up box appears, enter *ny.gov* in the "Add this website" field. Click "Add" and then "Close."



RSA SecurID Token

- Security Token Required
 - “Hard token” (below), or
 - “Soft token” (at right)
 - Computer or
 - Smartphone
- PIN set at first log-on



Login to SMS



Statement of Access and Confidentiality

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

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



Userid:

Password or Passcode:

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

Login

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User Page – User List

Users

User List:

User Count = 65

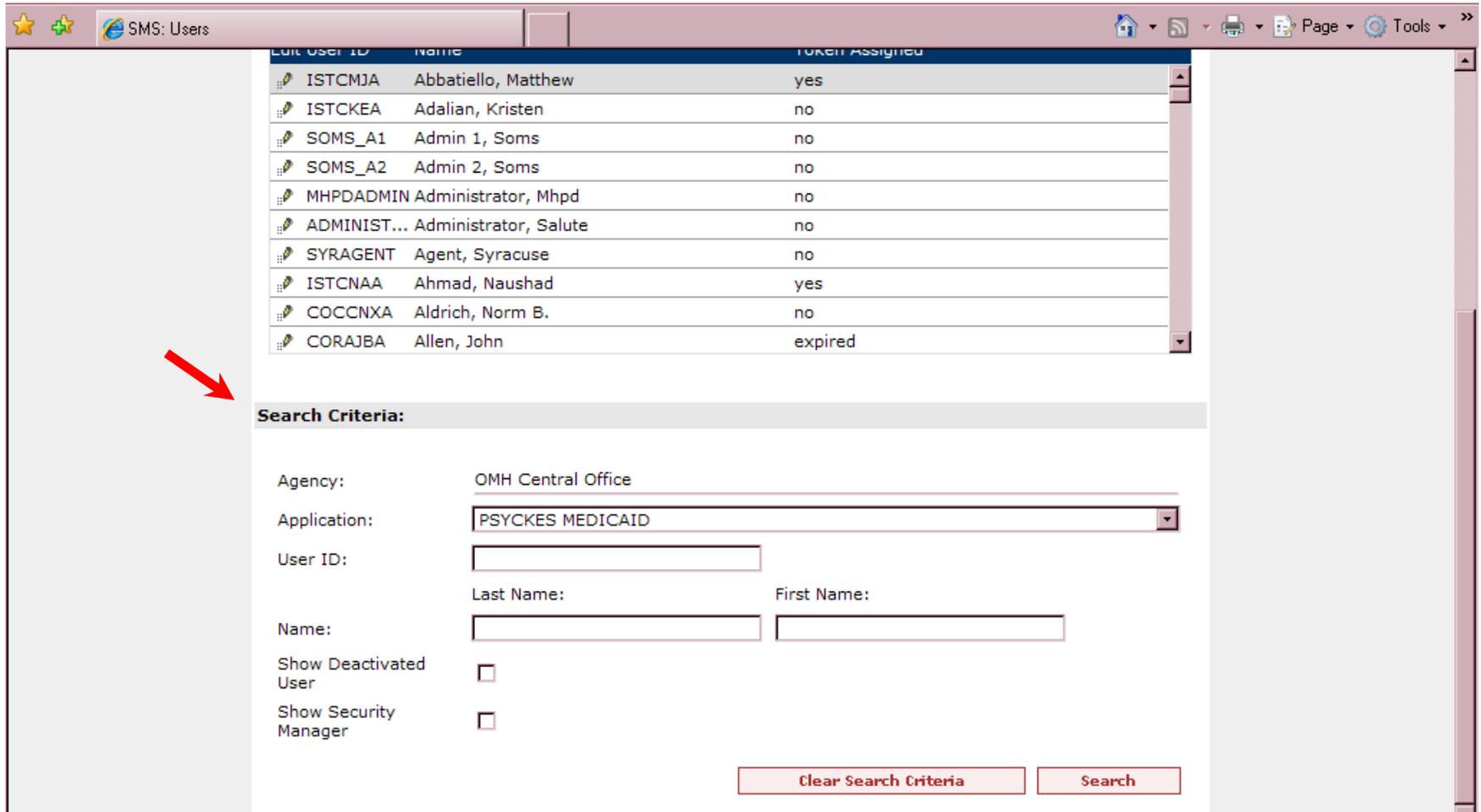
Select a userID from the list below to grant the user access to an application. (Currently, PSYCKES Medicaid and PCS are the only applications available.) If an individual is not listed, you can create a userID for him/her by clicking on the "New User" button and completing the "New User" screen.

Note: The list below may not include all OMH userIDs at your agency. In rare circumstances, UserIDs will not be displayed. If you need to grant access to a user missing from the list and you know the individual already has an OMH userID, please click on the "New User" button and then enter the individual's OMH userID on the "New User" screen.

| Edit User ID | Name | Token Assigned |
|--|----------------------|-----------------------|
|  HJA12410 | Adshs, Herald J. | requested: 07/29/2009 |
|  GA12410 | Ahome, Garfieldmoore | no |
|  AAB12410 | Bhaumik, Amith A. | sent: 11/12/2008 |
|  L8633E2B | Brew, Erin Z. | no |
|  JLC12410 | Cary, James L. | no |
|  L8633ESD | Daslkjd, Erin S. | no |
|  GD12410 | Derbyshire, George | requested: 07/01/2009 |
|  D | Dfdafadfd, Sdaff | no |
|  12410DD | Dobre, Djien | no |
|  ZJD12410 | Donald, Zobre J. | no |

[New User](#)

Search for Existing User



The screenshot displays the 'SMS: Users' application window. At the top, there is a browser-style address bar with 'SMS: Users' and navigation icons. Below this is a table listing users with columns for 'Edit User ID', 'Name', and 'Token Assigned'. A red arrow points from the left side of the screen to the 'Search Criteria' section below the table.

| Edit User ID | Name | Token Assigned |
|--------------|-----------------------|----------------|
| ISTCMJA | Abbatiello, Matthew | yes |
| ISTCKEA | Adalian, Kristen | no |
| SOMS_A1 | Admin 1, Soms | no |
| SOMS_A2 | Admin 2, Soms | no |
| MHPDADMIN | Administrator, Mhpd | no |
| ADMINIST... | Administrator, Salute | no |
| SYRAGENT | Agent, Syracuse | no |
| ISTCNAA | Ahmad, Naushad | yes |
| COCCNXA | Aldrich, Norm B. | no |
| CORAJBA | Allen, John | expired |

Search Criteria:

Agency: OMH Central Office

Application: PSYCKES MEDICAID

User ID:

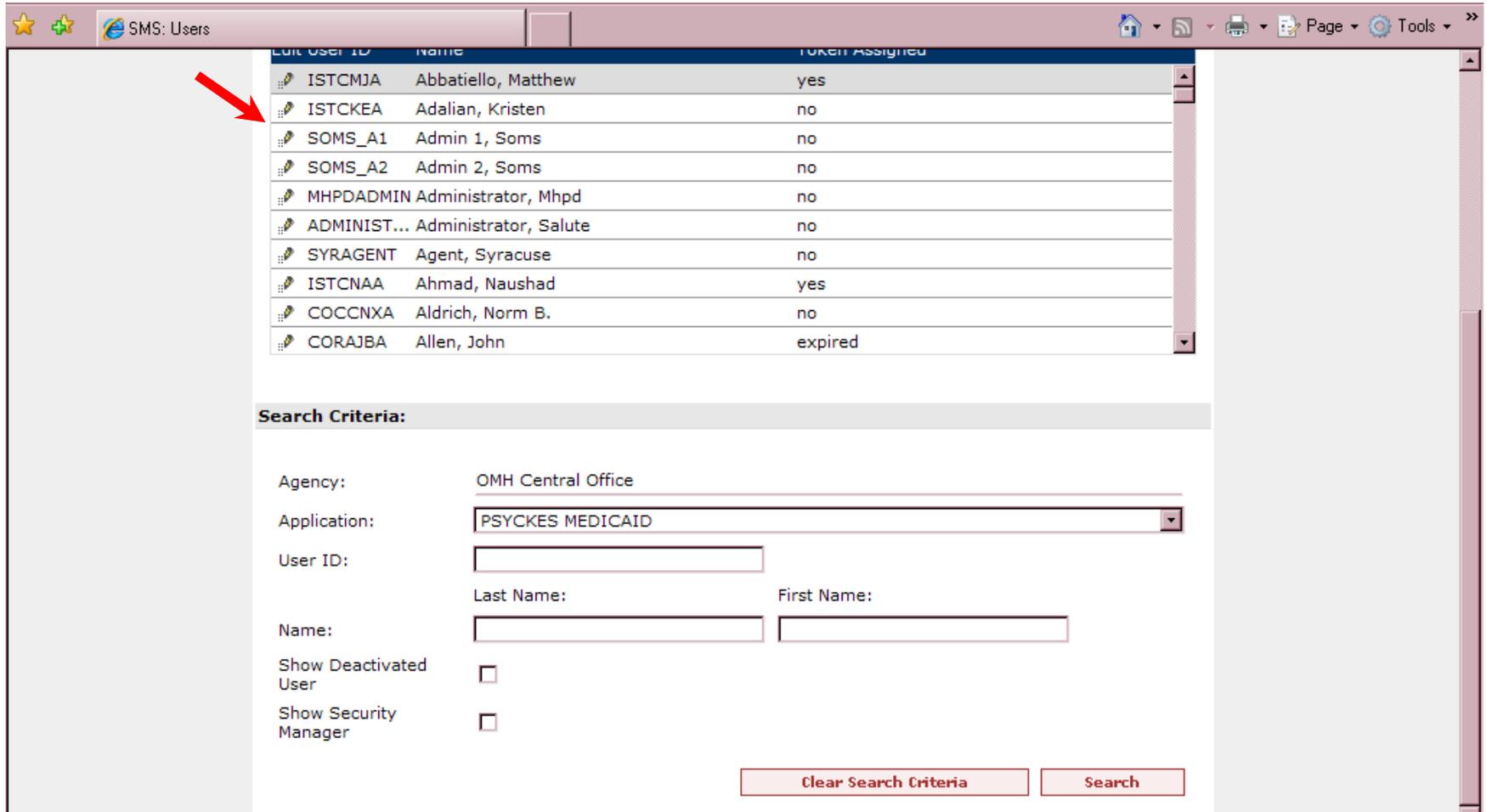
Name: Last Name: First Name:

Show Deactivated User

Show Security Manager

Edit Existing User

Click on pencil icon



The screenshot shows a web application window titled "SMS: Users". It features a table of users and a search criteria section below it. A red arrow points to the pencil icon in the first column of the table, indicating the edit function.

| Edit User ID | Name | Token Assigned |
|---|-----------------------|----------------|
|  ISTCMJA | Abbatiello, Matthew | yes |
|  ISTCKEA | Adalian, Kristen | no |
|  SOMS_A1 | Admin 1, Soms | no |
|  SOMS_A2 | Admin 2, Soms | no |
|  MHPDADMIN | Administrator, Mhpd | no |
|  ADMINIST... | Administrator, Salute | no |
|  SYRAGENT | Agent, Syracuse | no |
|  ISTCNAA | Ahmad, Naushad | yes |
|  COCCNXA | Aldrich, Norm B. | no |
|  CORAJBA | Allen, John | expired |

Search Criteria:

Agency:

Application:

User ID:

Name: Last Name: First Name:

Show Deactivated User

Show Security Manager

Edit Existing User

Scroll down to PSYCKES-Medicaid and check box

The screenshot displays the 'SMS: Edit User' interface. At the top, there are browser navigation icons and the title 'SMS: Edit User'. Below this, there are several sections for user configuration:

- Statewide - Viewer** and **System Auditor**: Each has an unchecked checkbox.
- Patient Characteristics Survey [PCS]**:
 - Authentication:** Password or Token
 - Groups:** A list with a search bar and two entries:
 - PCS Submitter QA**: A Person assigned by the Security Manager to enter/edit data and view/print reports in the PCS application for the units or sites with which he is associated.
 - PCS Supervisor QA**: Allows user to see and enter data for ALL unit/sites, and further allows user to upload and download facility data and reports.
 - PCS Access:** A search bar with the placeholder 'Facility/Unit/Site Name' and three small icons to its left.
 - Show units and sites not assigned to the PCS Submitter group:**
- Psyckes Medicaid [PSYCKES MEDICAID]**:
 - Authentication:** Token
 - Groups:** A list with a search bar and one entry:
 - PsyckesMedicaid QA**
 - Provider ID's:** A search bar with the placeholder 'Provider ID' and two small icons to its right.

Click "Update"

[View](#) [Favorites](#) [Tools](#) [Help](#)

Tuesday, July 14, 2009



Security Management System [SMS]

[A-Home](#)

Vinod R. Ravikumar

[Help](#)

[Logout](#)

ion:

L8633VRR

* First Name:

M.I.:

* Last Name:

Vinod

R

Ravikumar

h: 01/01/1975

* Gender: Male

Title

coevrr@omh.state.ny.us

[A-Home](#)

en:

Not assigned

[New User](#)

[Update](#)

[Deactivate](#)

[Reset Password](#)

[Users](#)



Office of
Mental Health

Create "New User"

New York State Wednesday, August 05, 2009

om Security Management System [SMS]
Office of Mental Health A-Home Vinod R. Ravikumar

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Users

User List: **User Count = 65**

Select a userID from the list below to grant the user access to an application. (Currently, PSYCKES Medicaid and PCS are the only applications available.) If an individual is not listed, you can create a userID for him/her by clicking on the "New User" button and completing the "New User" screen.

Note: The list below may not include all OMH userIDs at your agency. In rare circumstances, UserIDs will not be displayed. If you need to grant access to a user missing from the list and you know the individual already has an OMH userID, please click on the "New User" button and then enter the individual's OMH userID on the "New User" screen.

| Edit User ID | Name | Token Assigned |
|--------------|----------------------|-----------------------|
| HJA12410 | Adshs, Herald J. | requested: 07/29/2009 |
| GA12410 | Ahome, Garfieldmoore | no |
| AAB12410 | Bhaumik, Amith A. | sent: 11/12/2008 |
| L8633EZB | Brew, Erin Z. | no |
| JLC12410 | Cary, James L. | no |
| L8633ESD | Daskjd, Erin S. | no |
| GD12410 | Derbyshire, George | requested: 07/01/2009 |
| D | Dfdafadfd, Sdaff | no |
| 12410DD | Dobre, Djien | no |
| ZJD12410 | Donald, Zobre J. | no |



Create "New User"



New User

User Information:

If the user has an existing OMH User ID, please enter it in the User ID box. If the user does not have an OMH User ID, please leave the User ID box blank. SMS will auto generate a new User ID.

User ID:

* First Name:

M.I.:

* Last Name:

Name:

Date of Birth:

Gender:

Title:

* Email:

* Work Phone #:

Ext.:

* Agency:

New York University Hospitals Center

SecurID[®] Token:

Not assigned

Token Type Needed:

Software Token

Hardware Token

Assurance Level 2:

No

Create User

Users



Select Access Type

Psyckes Medicaid [PSYCKES MEDICAID]

Authentication: Token

Groups:

Group Name

PsyckesMedicaid

Provider ID's:

Provider ID

User Token & Login

- Software tokens are emailed to user directly
 - User downloads the RSA SecurID Token software to computer (and smartphone if desired)
 - User then imports token into RSA software
- When new user logs into PSYCKES for the first time, they create Personal Identification Number (PIN) to be used on all subsequent logins

Training & Technical Assistance

PSYCKES Training

- PSYCKES website: www.psyckes.org
- Webinars
 - Live webinars: Register on PSYCKES Calendar
 - Recorded webinars: Posted on PSYCKES Website
- PSYCKES User's Guides
 - www.PSYCKES.org > About PSYCKES > Training
 - Each User's Guide explains an individual section of the PSYCKES application

Helpdesk Support

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