



**Office of
Mental Health**

PSYCKES Mobile App for iPhones & iPads

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”

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PSYCKES Implementation Team**

May 23, 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
- Slides will be emailed to attendees after the webinar

Agenda

- PSYCKES Overview
- How to Install and Login to the Mobile App
- Live Demo of the Mobile App!
 - Look Up a Client to View Clinical Summary
 - Enable Access to Protected Health Information (PHI) with Consent, Emergency, or Attestation of Service
- Training & Technical Assistance
- Question & Answer

PSYCKES Overview



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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 clinical decision-making and quality improvement
- Ongoing data updates

Who is Viewable in PSYCKES?

- Over 6 million New York State (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 – general medical, behavioral health, residential

What Data is Available in PSYCKES Mobile App?

- Clinical Summary provides up to 1 year of data, updated weekly
- All Medicaid Fee For Service (FFS) claims and Managed Care (MC) encounter data, across treatment settings
 - Medications, medical and behavioral health outpatient and inpatient services, Emergency Room (ER), care coordination, residential, etc.
 - Time lag varies from weeks to months, depending on how quickly providers bill and Managed Care plans submit to Department of Health (DOH)
- “Real time” (0-7 day lag) data sources currently in PSYCKES:
 - Mental Health Automated Record System (MHARS), VistA, Meds Manager
 - Child and Adult Integrated Reporting System (CAIRS) : Assertive Community Treatment (ACT) provider and contact information
 - Tracking for AOT Cases and Treatment (TACT) : Assisted Outpatient Treatment (AOT) provider and contact information
 - Medicaid Analytics Performance Portal (MAPP) : Health Home enrollment and Care Management provider information
 - New York State Incident Management and Reporting System (NIMRS) : Suicide attempt
 - Managed Care Enrollment Table: MC Plan & Health and Recovery Plans (HARP) status

Quality Indicators “Flags”

- PSYCKES identifies clients flagged for quality concern in order to inform the treating provider 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 Anti-Psychotic (AP), No Outpatient Medical Visit > 1 year
 - HARP-Enrolled, Not Health Home Enrolled

PSYCKES Mobile App Overview

- PSYCKES users can rapidly access a client's clinical summary from the field, office, or ER using an iPhone or iPad
- New user-friendly streamlined design
- Review overview of critical information and drill in to more detail as needed
- Enable consent or emergency access as needed
- Access recently viewed clients easily without having to re-enter search criteria
- Free in the App Store

Install & Login



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Technical Requirements for the Mobile App

- iOS device: iPhone, iPad, iPod
- Latest version of iOS;
 - Check to see if an upgrade is needed by navigating to Settings > General > Software Update
- iPhone 5 and above; iPad Mini 2 and above; iPad Air; iPad Pro 9.7 & 12.9; THE iPad
- Password protecting your iOS device is strongly encouraged when using the PSYCKES mobile app

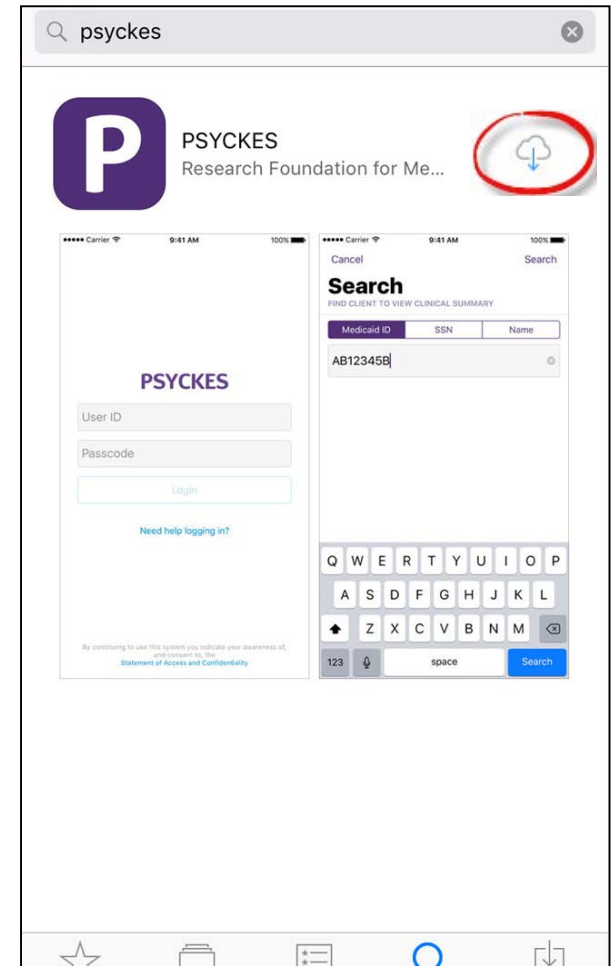
Pre-login Requirements for the Mobile App

- Users must be granted access to PSYCKES by their organization in order to receive a User ID and token
- Access for individual users is managed by an organization's Security Manager(s)
- First time login to PSYCKES must be done on the desktop version to set a PIN; subsequent logins can be done on the mobile app

Install the PSYCKES Mobile App

Install the Mobile App from the App Store:

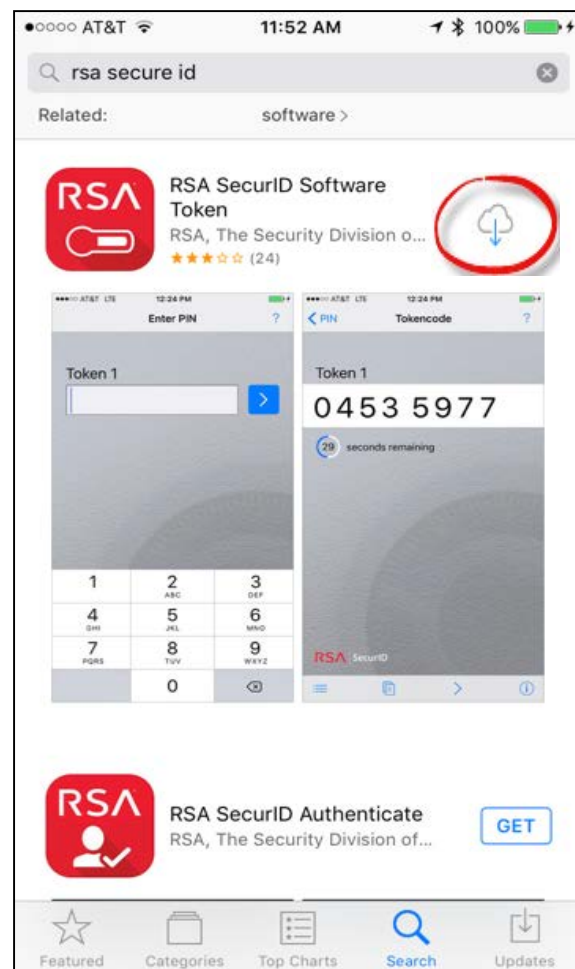
1. Tap the App Store icon on iOS device
2. Search for “PSYCKES”
3. Install the free PSYCKES Mobile App
 - App Store account password may be required



Install the RSA SecurID App

Install the RSA SecurID Software Token for Convenience:

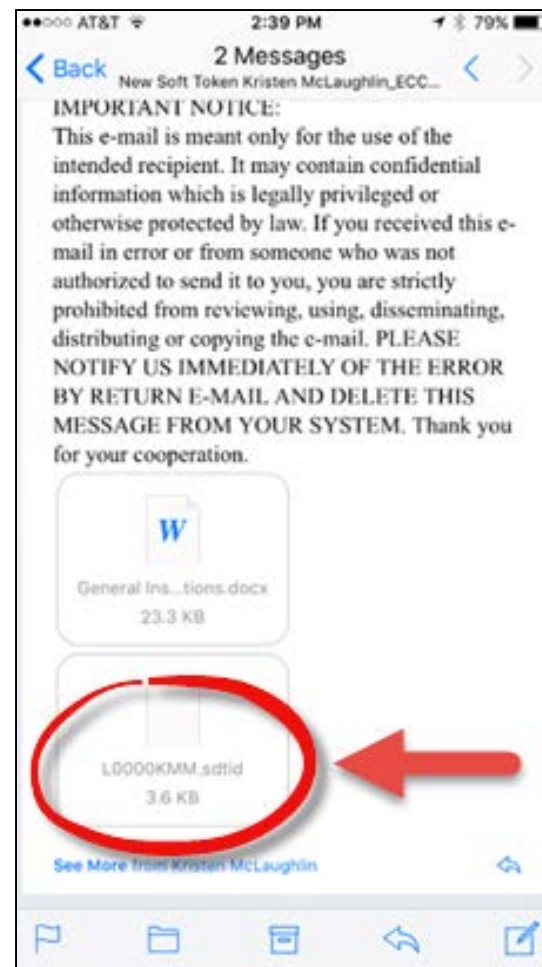
1. Tap the App Store icon on iOS device
2. Search for “RSA SecurID”
3. Install the RSA SecurID app
 - App Store account password may be required



Import Token from Email

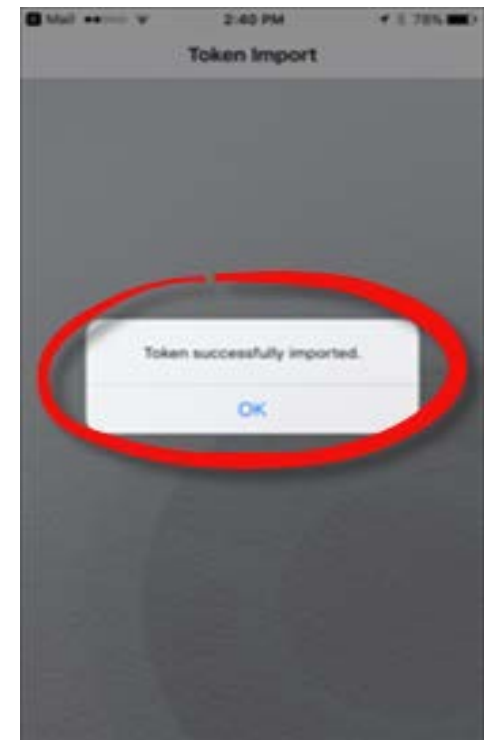
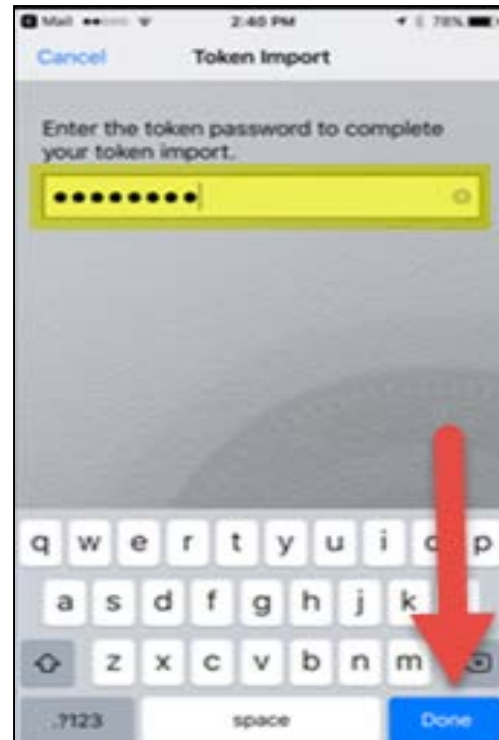
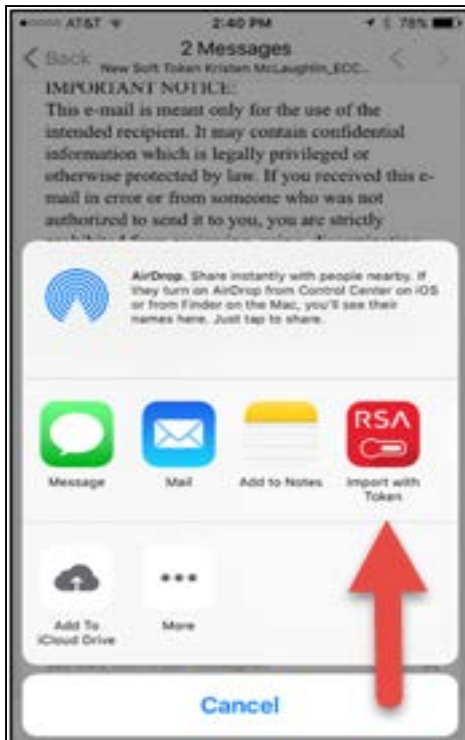
Soft tokens are sent via email to user's email address listed in SMS

- Locate the token email by searching email inbox for:
Information_Security_Office@omh.ny.gov
 - Forward token email to an email account that can be accessed on iOS device
- Open token email from iOS device
- Tap on the token file attachment; it will look like this: “userID/sdtid”



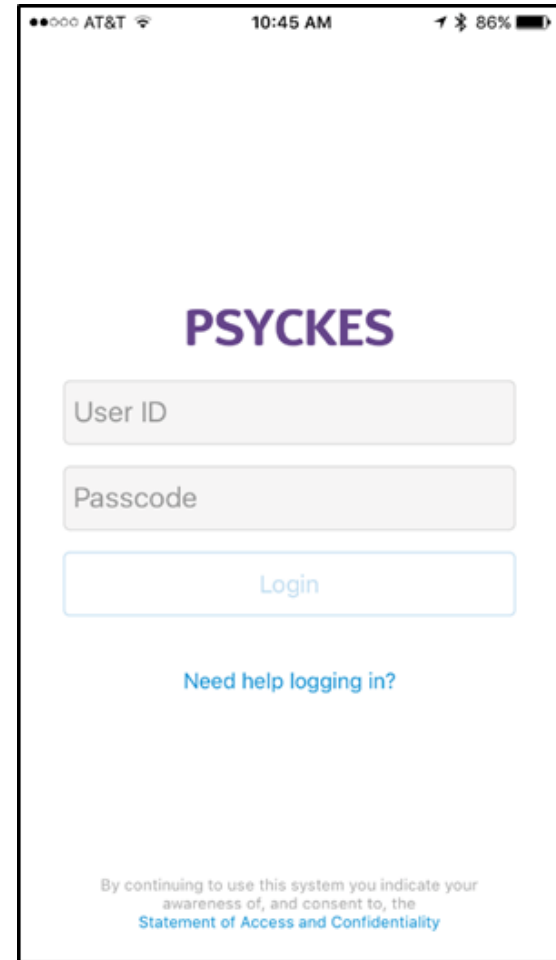
Import Token from Email (cont.)

- Select RSA's "Import with Token" option
- Enter the token file password that was provided in token email
- Confirmation message will display once token is successfully imported



Login to PSYCKES Mobile App

- Tap on the PSYCKES app icon
- Enter User ID into the first box



The screenshot shows the PSYCKES mobile app login interface. At the top, the status bar displays 'AT&T', '10:45 AM', and '86%' battery. The app title 'PSYCKES' is centered in purple. Below it are two input fields: 'User ID' and 'Passcode'. A blue 'Login' button is positioned below the 'Passcode' field. A link 'Need help logging in?' is centered below the button. At the bottom, a disclaimer states: 'By continuing to use this system you indicate your awareness of, and consent to, the Statement of Access and Confidentiality'.

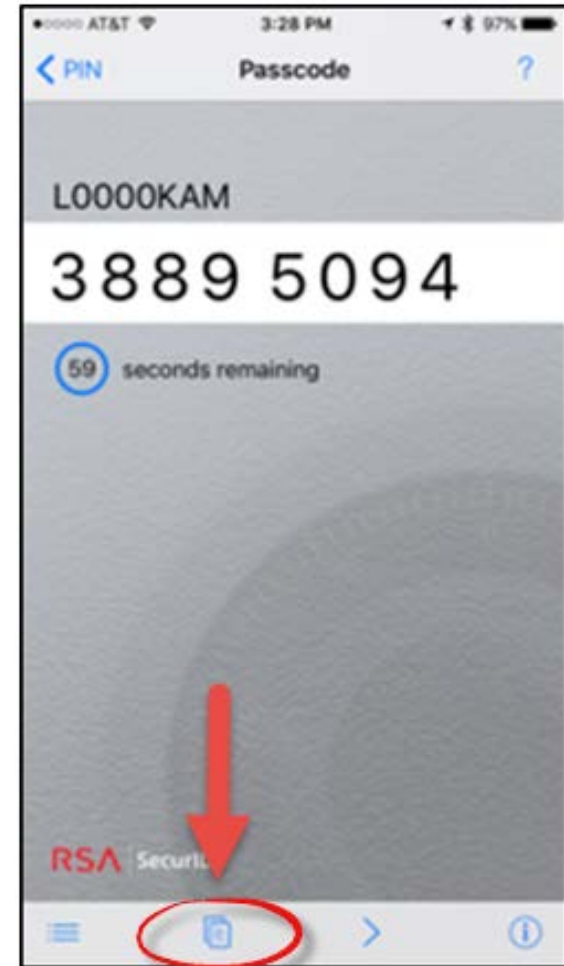
Login to PSYCKES Mobile App (cont.)

- If RSA token is installed on your iOS device, open the RSA app
- Input your PIN
- Tap blue arrow



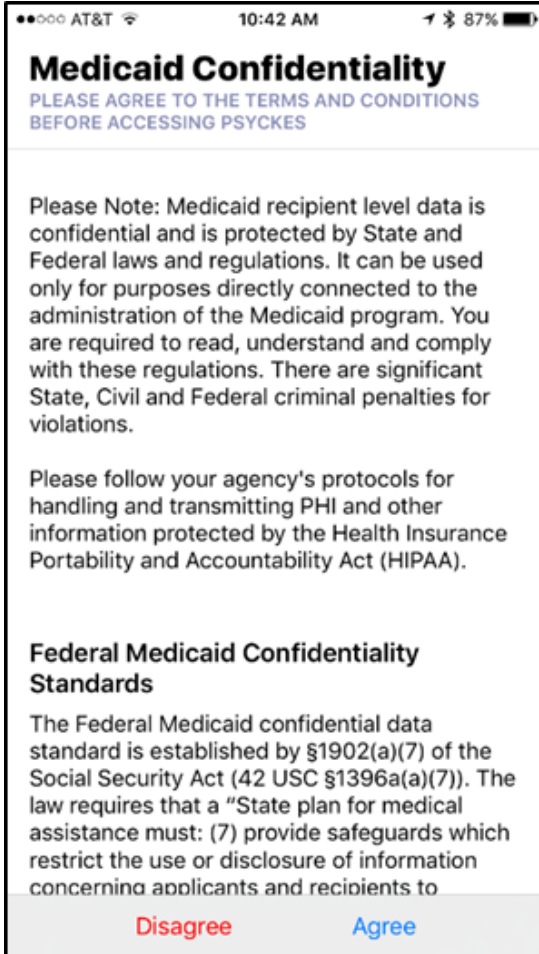
Login to PSYCKES Mobile App (cont.)

- 8-digit time-sensitive passcode will appear in soft token app
- Tap the copy icon at the bottom of the screen
- Return to PSYCKES app login page
- Double tap to paste passcode
- Tap Login



Medicaid Confidentiality

- Medicaid Confidentiality Standards will appear on every login, like on the desktop version of PSYCKES
- Tap 'Agree' to complete your login
- If you tap 'Disagree' you'll be brought back to the login screen



AT&T 10:42 AM 87%

Medicaid Confidentiality

PLEASE AGREE TO THE TERMS AND CONDITIONS BEFORE ACCESSING PSYCKES

Please Note: Medicaid recipient level data is confidential and is protected by State and Federal laws and regulations. It can be used only for purposes directly connected to the administration of the Medicaid program. You are required to read, understand and comply with these regulations. There are significant State, Civil and Federal criminal penalties for violations.

Please follow your agency's protocols for handling and transmitting PHI and other information protected by the Health Insurance Portability and Accountability Act (HIPAA).

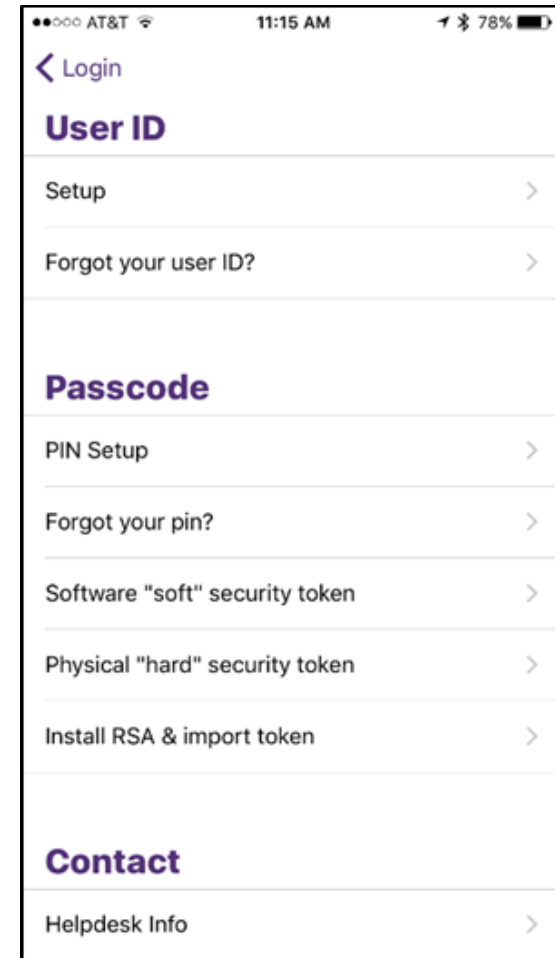
Federal Medicaid Confidentiality Standards

The Federal Medicaid confidential data standard is established by §1902(a)(7) of the Social Security Act (42 USC §1396a(a)(7)). The law requires that a "State plan for medical assistance must: (7) provide safeguards which restrict the use or disclosure of information concerning applicants and recipients to

Disagree Agree

Need Help Logging in?

- The “Need help logging in?” link from the mobile app login page provides instructions about common login questions
- Contact information is provided for both the PSYCKES and ITS helpdesks



Live Demo!



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Recipient Search

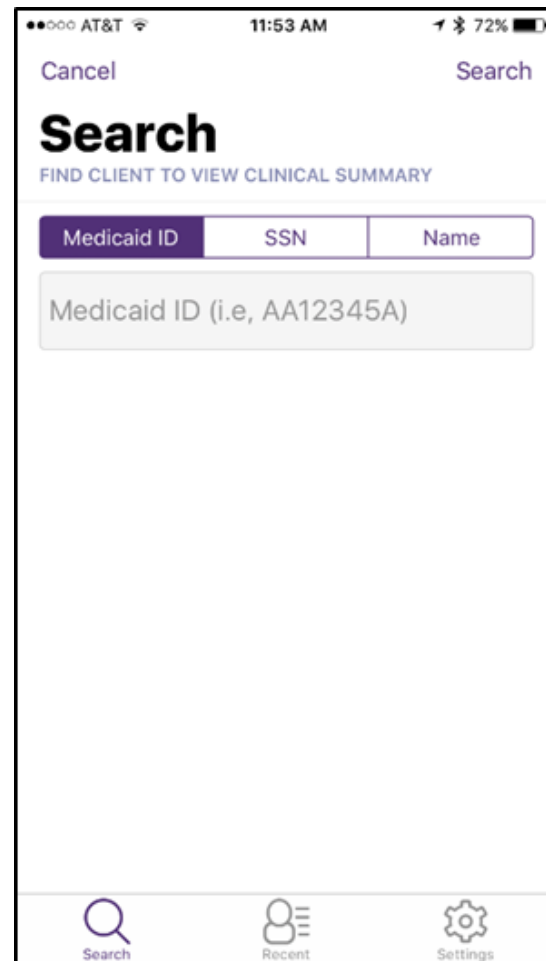


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Recipient Search Options

Search for Client with:

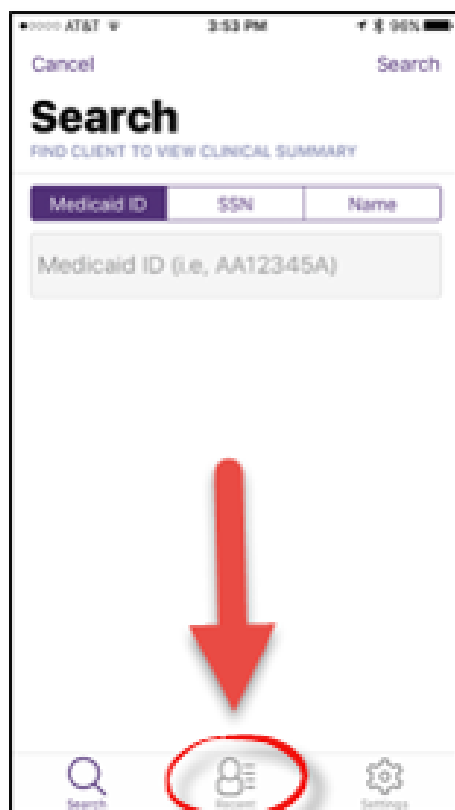
- Medicaid ID
- Social Security Number (SSN)
- First Name
- Last Name
- Date of Birth (DOB)



The screenshot shows a mobile application interface for searching a client. At the top, the status bar displays 'AT&T', '11:53 AM', and '72%' battery. The app has a 'Cancel' button on the top left and a 'Search' button on the top right. The main heading is 'Search' in bold, followed by the subtitle 'FIND CLIENT TO VIEW CLINICAL SUMMARY'. Below this, there are three tabs: 'Medicaid ID' (selected), 'SSN', and 'Name'. A text input field is present with the placeholder text 'Medicaid ID (i.e, AA12345A)'. At the bottom, there is a navigation bar with three icons: a magnifying glass labeled 'Search', a person icon labeled 'Recent', and a gear icon labeled 'Settings'.

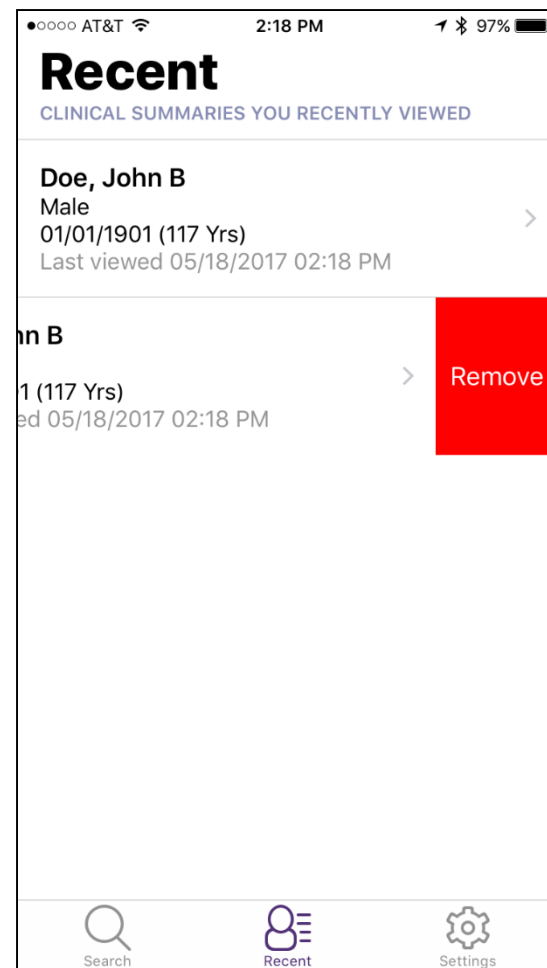
Recent Clients Viewed

- “Recent” tab is located at bottom of Search page
- Lists clients you recently viewed in the app, including time they were viewed; tap name to view summary again



Remove Recipients from Recent List

- To remove a client name from the recent list, swipe left on the client name and select “Remove”



Enable PHI Access



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PHI with Special Protection

- Client-level data is available to provider agency users when clients they serve are positive for a quality flag, with client consent, or in a clinical emergency
- Certain categories of PHI are subject to additional special protections
- Information with special protections include:
 - Substance Use
 - HIV
 - Family Planning
 - Genetic information

Enable Access to PHI with Special Protection

- Data with special protections will be displayed when:
 - Client signs a PSYCKES consent form *or*
 - Agency attests to clinical emergency (data available for 72 hours)
- The PSYCKES Consent Form can be printed from the PSYCKES desktop version, in the Registrar Menu or on our public website
- NOTE: Users with state level access and users from Managed Care Organizations will see all available data, including data with special protections, without client consent

How to Enable PHI Access

- Look up client in the “Search” page
- Confirm you found the correct match
- Mobile app will prompt you to “Enable PHI Access”
- Follow steps to attest to why your provider agency has the right to access PHI and that the client's identity has been confirmed

Step 1: Search for client in the full PSYCKES database

- Enter Medicaid ID, SSN, or Last Name + First Name + DOB
- Confirm client found matches who you were looking for
 - If results do not match intended client, return to Search Results
 - If data matches intended client, tap “Enable PHI Access”

AT&T 11:16 AM 73%

< Search Results

Doe, John B
PHI ACCESS NOT YET ENABLED

General

GENDER FROM MEDICAID
Male

DATE OF BIRTH
01/01/1901 (117 Yrs)

ADDRESS FROM MEDICAID
350 5th Ave
New York, NY 10118

MEDICAID ID
AA12345B

Enable PHI Access

Step 2: Select reason for agency's right to access client's data

- If the client signed consent select:
 - Client signed the PSYCKES consent form
- In the absence of signed consent, select:
 - This is a clinical emergency, or
 - Client is currently served by or being transferred to my agency (access to clinical summary if client is positive for a quality flag)

The screenshot shows a mobile app interface for "PHI ACCESS" for a client named "DOE, JOHN B". At the top, there is a status bar with "AT&T", "12:16 PM", and "66%". A "Cancel" button is in the top right. The main heading is "PHI ACCESS" followed by "DOE, JOHN B". Below this is the question "Why is Main Street MEDICAL CENTER allowed to view this data?". There are three options, each with a checkmark indicating it is selected:

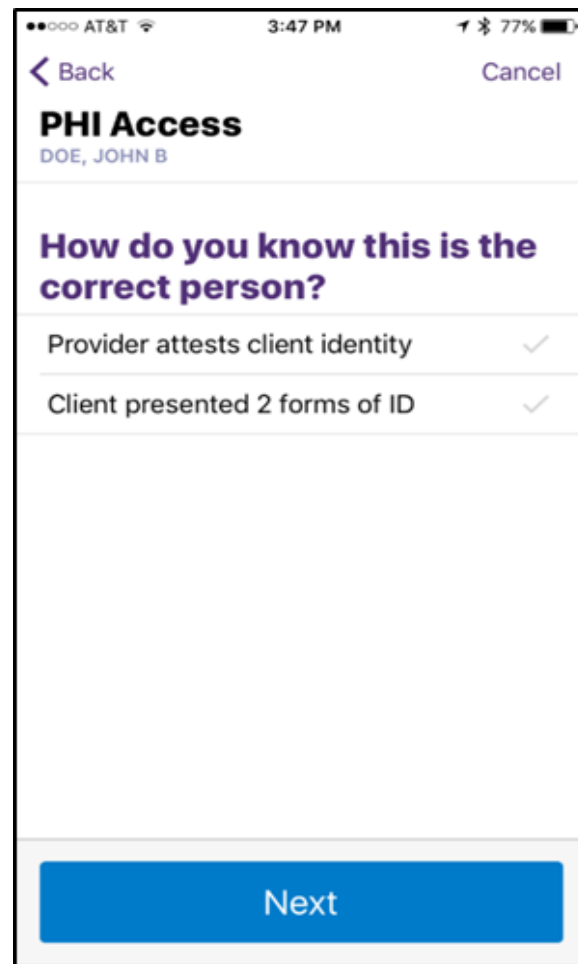
- Client signed PSYCKES consent form**
All available Clinical Summary data
- This is a clinical emergency**
All available Clinical Summary data for 72 hours
- Client is currently served by or being transferred to my agency**
Clinical Summary data excluding data with special protection

At the bottom, there is a large blue button labeled "Next".

Step 3: Indicate how client's identity was verified and submit

Attest to client identity via one of the following:

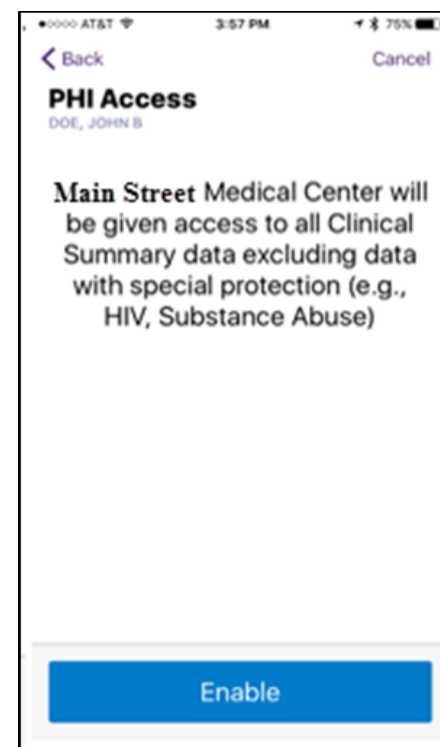
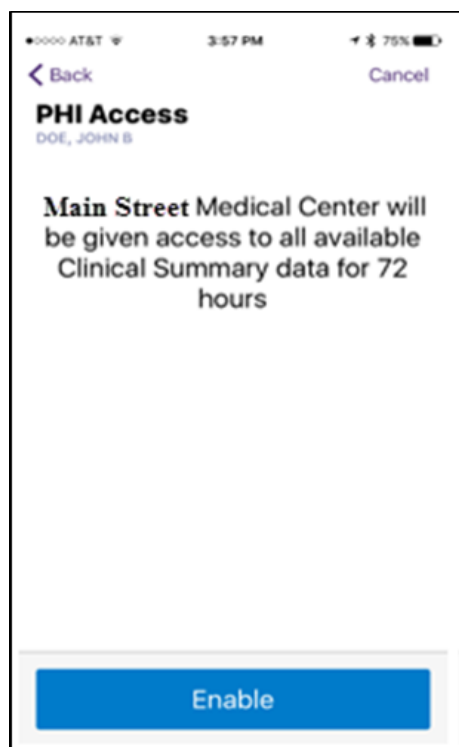
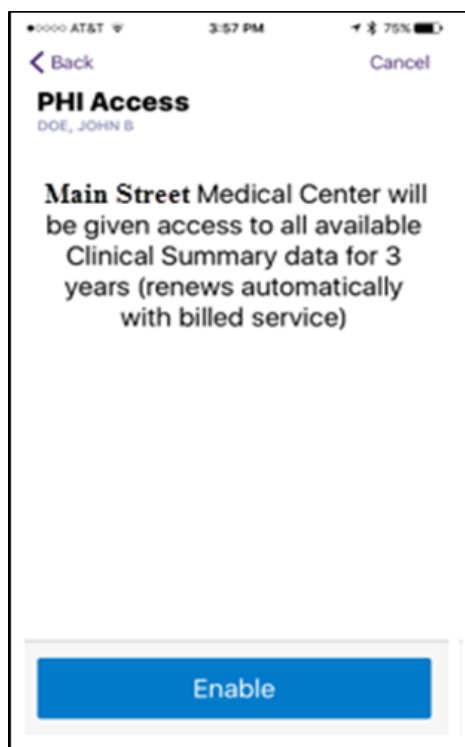
- Select “Provider attests to client identity,” if you or someone at your agency has experience with the client and tap ‘Next’
- Select “Client presented 2 forms of ID” and tap ‘Next.’ You will be prompted to select 2 forms of identification from a list.



The screenshot shows a mobile app interface for 'PHI Access'. At the top, the status bar shows 'AT&T', '3:47 PM', and '77%' battery. The app header includes a 'Back' button and a 'Cancel' button. Below the header, the title 'PHI Access' is displayed, followed by the client name 'DOE, JOHN B'. The main section is titled 'How do you know this is the correct person?'. There are two options, each with a checkmark: 'Provider attests client identity' and 'Client presented 2 forms of ID'. At the bottom, there is a large blue button labeled 'Next'.

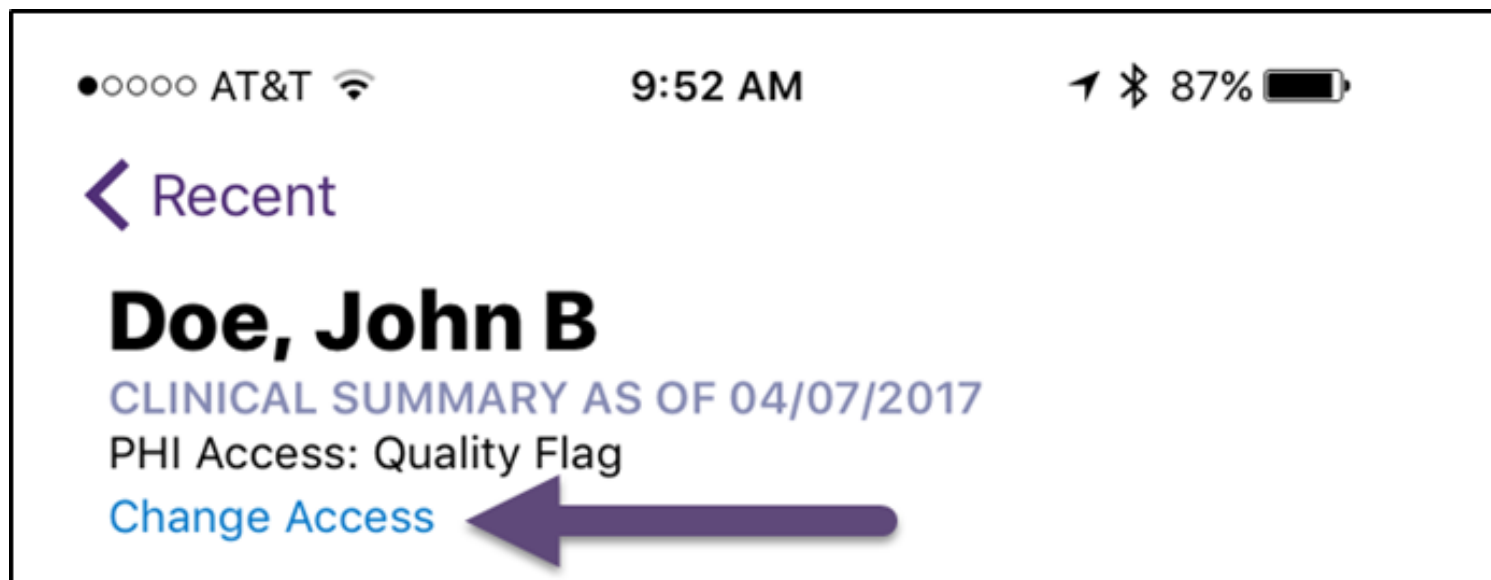
Step 4: Enable Access

Based on the reason selected for your agency's right to access the client's data, the "Enable" page will display a specific message:



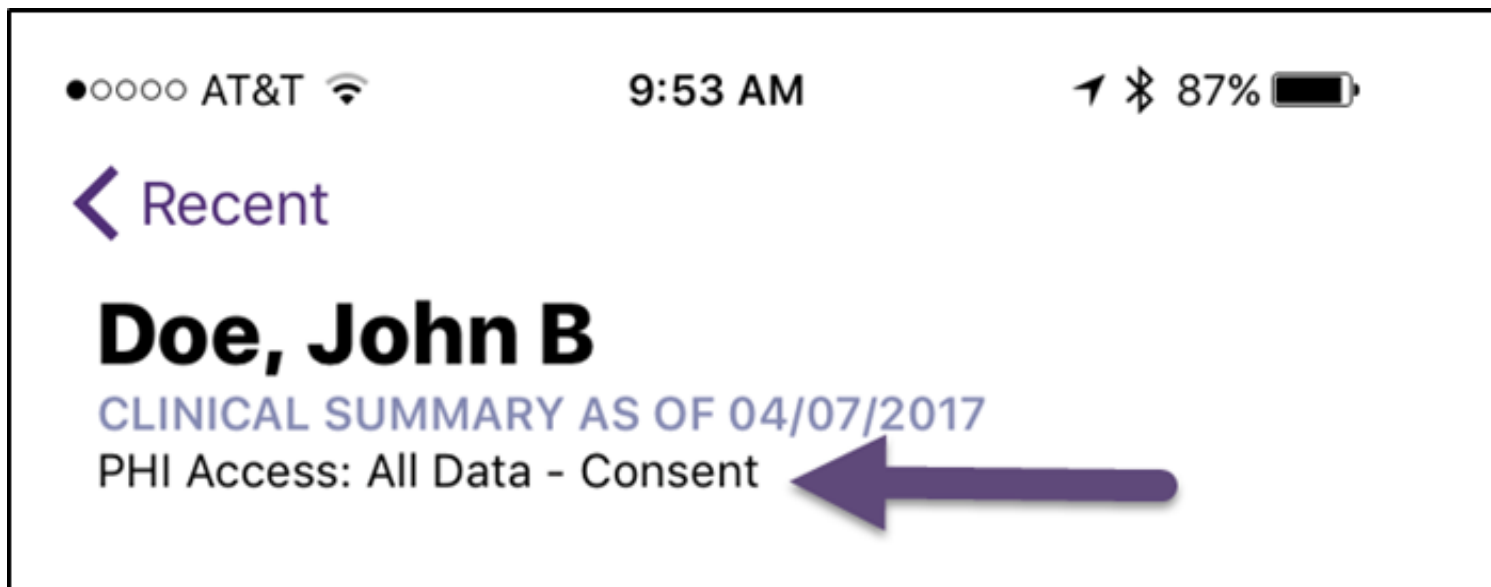
Change PHI Access

- The Clinical Summary will display the level of PHI Access your agency has for the client (consent, emergency, or quality flag) at the top
- Tap “Change Access” to change the level of PHI access (e.g., to change from Quality Flag access to consent)



Change PHI Access

- The app will take you through the steps to enable access to PHI
- When you return to the Clinical Summary you will see the PHI access status has changed



Clinical Summary



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Clinical Summary

- The Clinical Summary in the mobile app provides the past **one year** of information on an individual client across all treatment settings, including both medical and behavioral health
- This is difference from the desktop version, which displays the past 5 years of information
- NOTE: Alerts & Incidents (e.g., suicide attempt) in the mobile app will not be limited to the past one year only, but will include alerts and incidents from the past 5 years

Clinical Summary Sections

The Clinical Summary is organized in 8 sections:

- General
- Current Care Coordination
- Alerts & Incidents
- Active Medicaid Restrictions
- Quality Flags
- Diagnoses
- Medications
- Services

General

- Gender from Medicaid
- DOB
- Address from Medicaid
- Medicaid ID
- Dual-Eligibility (Medicaid & Medicare)

A mobile application interface displaying patient information. The status bar at the top shows 'AT&T', signal strength, time '2:12 PM', and battery level '61%'. The app header is 'Search Results' with a back arrow. The patient name is 'Doe, John B' and the summary is 'CLINICAL SUMMARY AS OF 03/09/2017'. The 'General' section includes: 'GENDER FROM MEDICAID' (Male), 'DATE OF BIRTH' (01/01/1901 (117 Yrs)), 'ADDRESS FROM MEDICAID' (350 5th Ave, New York, NY 10118) with a right arrow, 'MEDICAID ID' (AA12345B), and 'DUAL-ELIGIBLE (MEDICAID & MEDICARE)' (Yes). The 'Current Care Coordination' section includes 'HEALTH HOME (OUTREACH)' with a progress bar and 'TROY (Begin Date: 02/01/2017 - Current)'.

••••• AT&T 2:12 PM 61%

< Search Results

Doe, John B
CLINICAL SUMMARY AS OF 03/09/2017

General

GENDER FROM MEDICAID
Male

DATE OF BIRTH
01/01/1901 (117 Yrs)

ADDRESS FROM MEDICAID
350 5th Ave
New York, NY 10118

MEDICAID ID
AA12345B

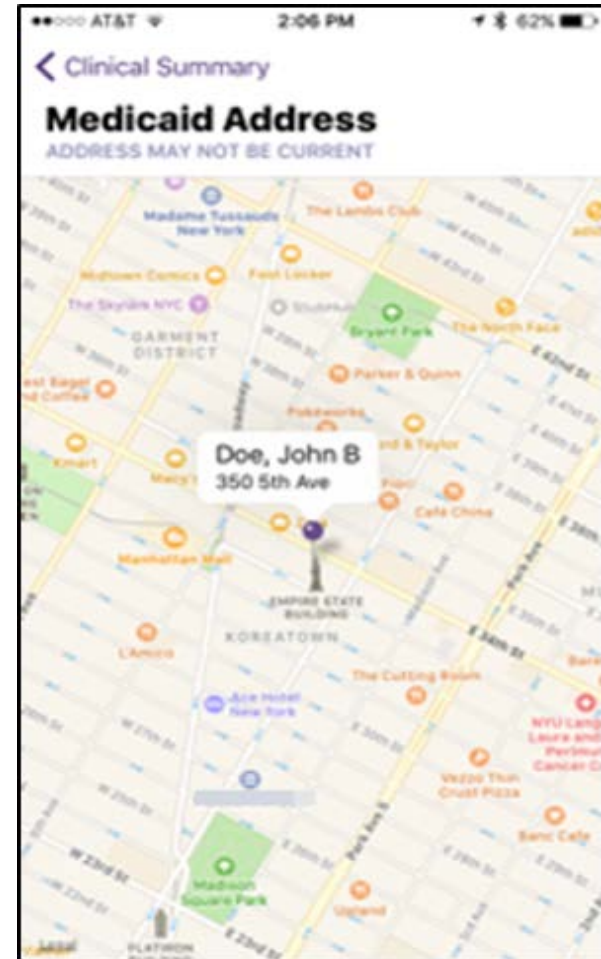
DUAL-ELIGIBLE (MEDICAID & MEDICARE)
Yes

Current Care Coordination

HEALTH HOME (OUTREACH)
TROY (Begin Date: 02/01/2017 - Current)

Medicaid Address

- The mobile app links to a map to the client's address when you tap the address
- Note: Address may not be current, depending on the accuracy of the Medicaid information and when it was last updated



Current Care Coordination

Current status and contact information is displayed for the following if applicable:

- Health Home
- Care Management
- Assisted Outpatient Treatment (AOT)
- Assertive Community Treatment (ACT)
- Office of Mental Health State PC lost to contact alert

The screenshot shows a mobile app interface with a status bar at the top displaying 'AT&T', '2:28 PM', and '58%' battery. Below the status bar is a back arrow and the text 'Search Results'. The main content area is titled 'Current Care Coordination' in bold purple text. Under this title, there are several sections: 'AOT' (Assisted Outpatient Treatment) with details for 'Main Street Network, Inc.' (Enrolled Date: 10/06/2016, Expiration Date: 06-OCT-17), Main Contact: Guy Doe, Phone: 555-555-5555; 'HEALTH HOME (ENROLLED)' with details for 'Front Street HLTH HOME NETWORK' (Begin Date: 01/01/2014 - Current), Jake Adam, 555-555-5555, jadams@fs.org; 'CARE MANAGEMENT (ENROLLED)' with details for 'BEHAVIORAL HEALTH NETWORK'; 'MANAGED CARE PLAN' with details for 'Fidelis Care New York'; and 'HARP STATUS' with details for 'Enrolled without HCBS Eligibility (H1)'. At the bottom, there is a section titled 'Quality Flags' and a footer that reads 'BH QARR - DOH PERFORMANCE TRACKING MEASURE'.

AT&T 2:28 PM 58%

< Search Results

Current Care Coordination

AOT
Main Street Network, Inc. (Enrolled Date: 10/06/2016, Expiration Date: 06-OCT-17), Main Contact: Guy Doe, Phone: 555-555-5555

HEALTH HOME (ENROLLED)
Front Street HLTH HOME NETWORK (Begin Date: 01/01/2014 - Current)
Jake Adam 555-555-5555
jadams@fs.org

CARE MANAGEMENT (ENROLLED)
BEHAVIORAL HEALTH NETWORK

MANAGED CARE PLAN
Fidelis Care New York

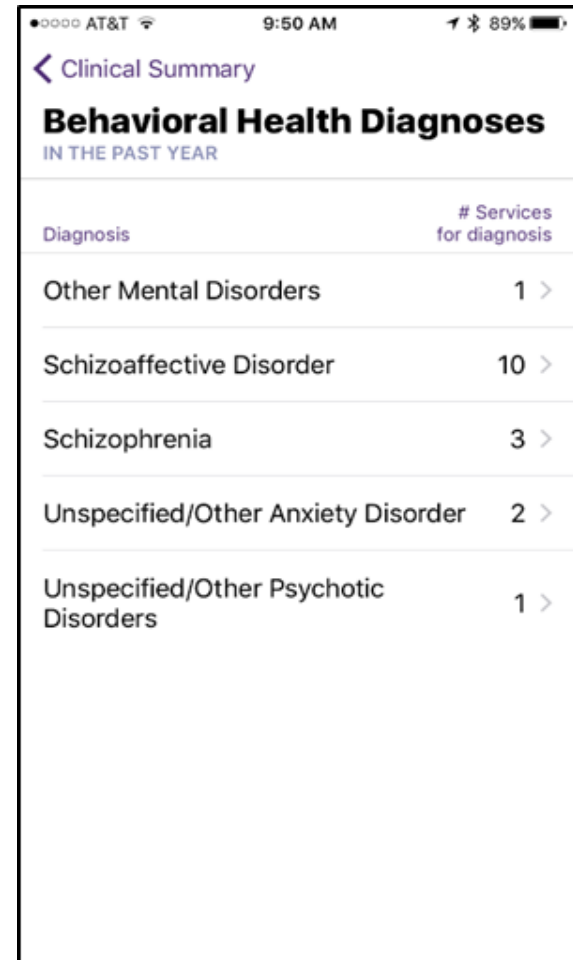
HARP STATUS
Enrolled without HCBS Eligibility (H1)

Quality Flags

BH QARR - DOH PERFORMANCE TRACKING MEASURE

Diagnoses

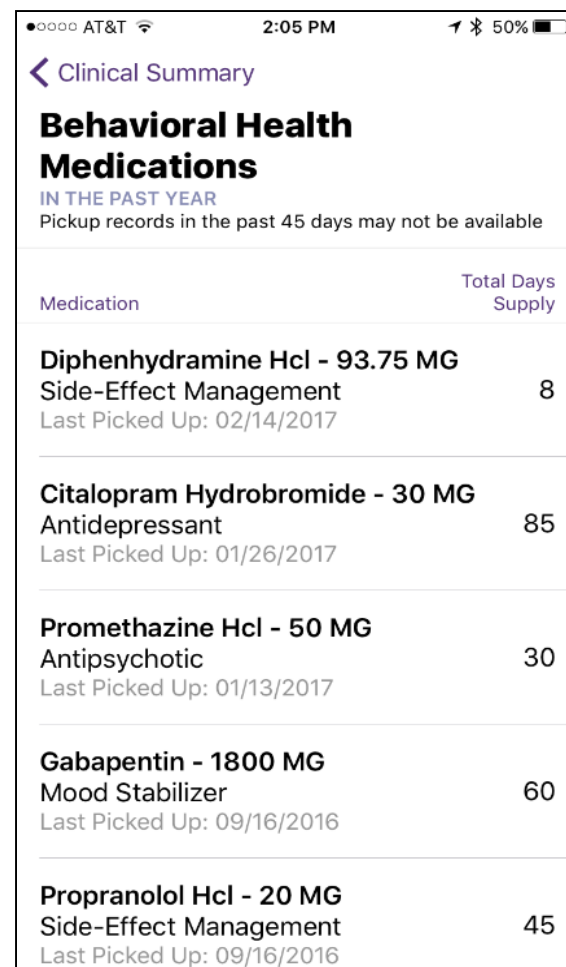
- Diagnostic information in the Clinical Summary is split into 2 sections:
 - Behavioral Health
 - General Medical
- Each section lists the number of diagnoses given in the past year
- Tap on the Behavioral Health or General Medical sections to view all primary and secondary diagnoses associated with any Medicaid claim submitted in the past year
- Tap on the diagnosis to view provider invoices associated with the diagnosis, including the provider's name and date of service



Diagnosis	# Services for diagnosis
Other Mental Disorders	1 >
Schizoaffective Disorder	10 >
Schizophrenia	3 >
Unspecified/Other Anxiety Disorder	2 >
Unspecified/Other Psychotic Disorders	1 >

Medications

- Medication information in the Clinical Summary is split into 2 sections:
 - Behavioral Health
 - General Medical
- Tap on the Behavioral Health or Medical medication sections to view list of medications the client picked up within the past year, including information on drug class, date of last pick-up, and total days' supply of each medication in the past year
- NOTE: Pickup records in the past 45 days may not be available



Clinical Summary	
Behavioral Health Medications	
IN THE PAST YEAR	
Pickup records in the past 45 days may not be available	
Medication	Total Days Supply
Diphenhydramine Hcl - 93.75 MG Side-Effect Management Last Picked Up: 02/14/2017	8
Citalopram Hydrobromide - 30 MG Antidepressant Last Picked Up: 01/26/2017	85
Promethazine Hcl - 50 MG Antipsychotic Last Picked Up: 01/13/2017	30
Gabapentin - 1800 MG Mood Stabilizer Last Picked Up: 09/16/2016	60
Propranolol Hcl - 20 MG Side-Effect Management Last Picked Up: 09/16/2016	45

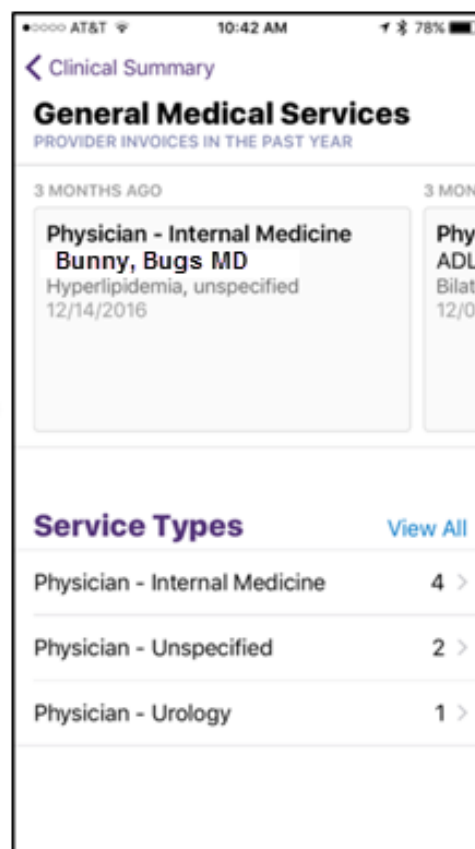
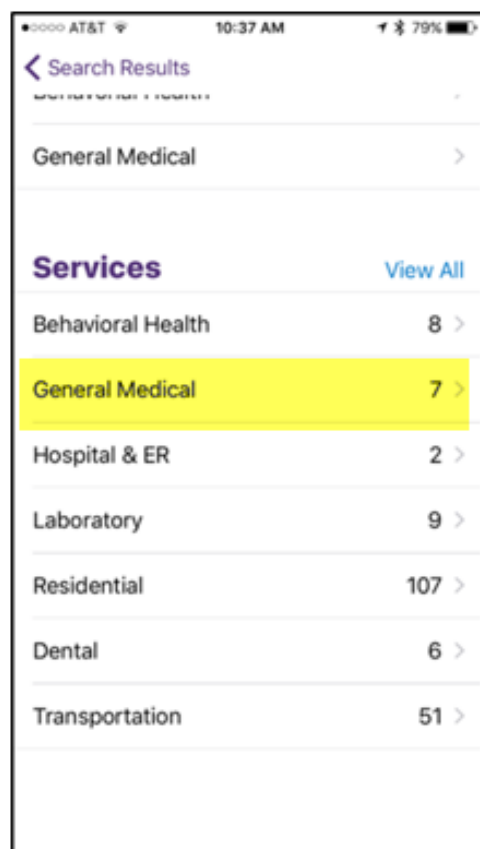
Services

The Clinical Summary provides information on the following services, if paid for by Medicaid in the past year:

- Behavioral Health Outpatient
- General/Medical Outpatient
- Hospital/ER
- Laboratory
- Radiology
- Residential
- Dental & Vision
- Transportation

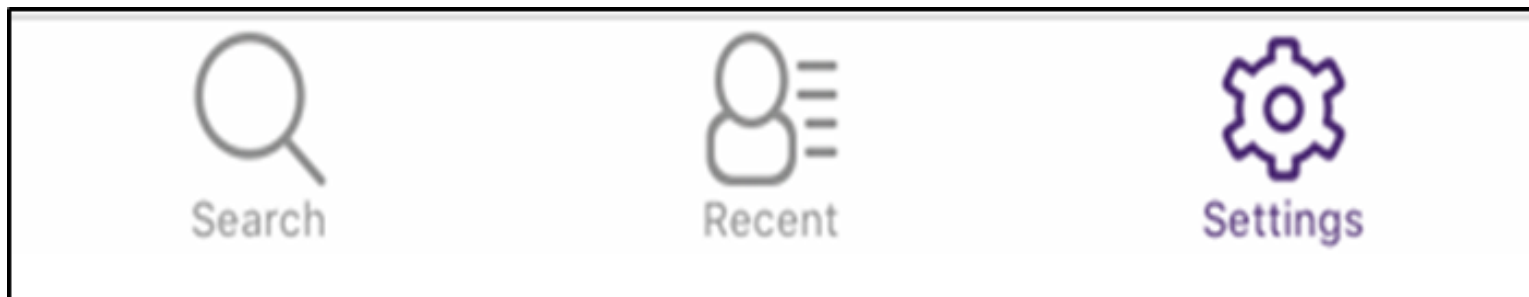
Services (cont.)

- Each service row displays the number of service types provided in the past year
- Tap on a service category to drill into the specific services provided, including date(s) of service, provider name, and diagnosis given



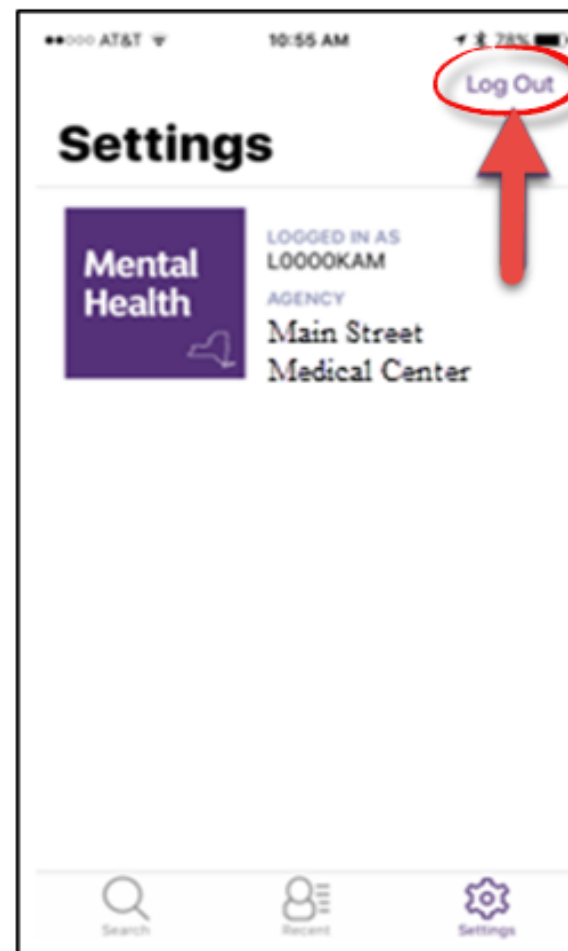
Settings & How to Log Out

Tap “Settings” at the bottom of the PSYCKES mobile app screen to access the settings page and Log Out



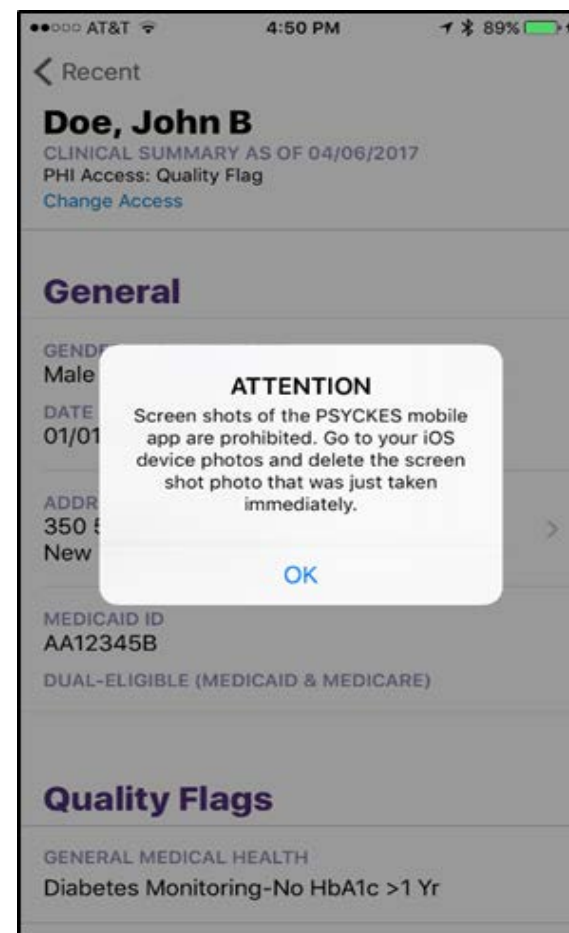
Settings & How to Log Out (cont.)

- The settings page displays:
 - Your PSYCKES User ID
 - The agency you are logged in as
- Tap “Log Out” at the top right corner of the settings page to log out
- Note: Your mobile app session will time out after 10 minutes and will prompt you to enter your user ID and passcode; this provides an additional layer of security for the mobile app



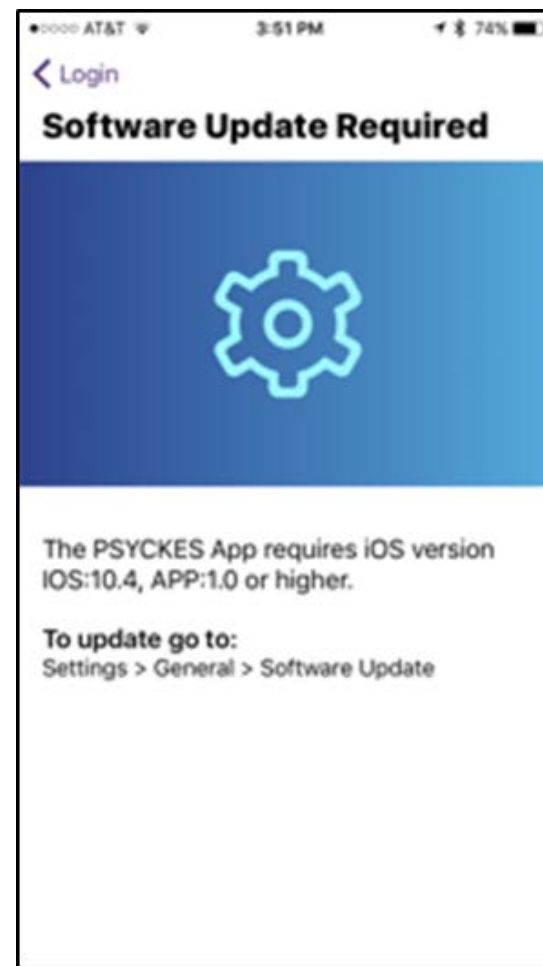
Screenshots Prohibited

- In order to protect PHI, users are prohibited from taking screenshots while using the PSYCKES mobile app
- If you take a screenshot, a message will pop up instructing you to go into your iOS device photos and remove the screenshot



Updates to PSYCKES Mobile App

- There are two possible updates for the PSYCKES mobile app:
 - iOS Software Update
 - PSYCKES app version update
- You will receive automatic messages with instructions when it is necessary to update either the iOS software or the PSYCKES



Training & Technical Assistance



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PSYCKES Training

- PSYCKES website: www.psyckes.org
- PSYCKES Mobile App User Guide
 - Guide was sent to all active users via email
 - Will be available on PSYCKES website shortly
- Webinars
 - Live webinars: Register on PSYCKES Calendar
 - Recorded webinars: Posted on PSYCKES Website

Helpdesk Support

- [PSYCKES Help \(PSYCKES support\)](#)
 - 9:00AM – 5:00PM, Monday – Friday
- ITS Help Desk (Login & SMS support)
 - [OMH Employee ITS Helpdesk:](#)
 - 1-844-891-1786
 - [Provider Partner ITS Helpdesk:](#)
 - 1-800-435-7697