

PSYCKES For Health Homes and Care Management Agencies

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"

Q&A via WebEx

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



Agenda

- PSYCKES overview
- Quality improvement with My QI Report
- Population health with Recipient Search
- Review client-level details with the Clinical Summary
- Levels of access to client data
- How to enable PHI access (e.g., enter consent)
- Access to PSYCKES
- Training & technical assistance



PSYCKES Overview



What is PSYCKES?

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



Who is Viewable in PSYCKES?

- Over 11 million NYS Medicaid enrollees (currently or past)
 - Fee for service claims
 - Managed care enrollees, all product lines
 - Dual-eligible (Medicare/Medicaid) and Medicaid/Commercial
 - MAPP Health Home Enrolled: Clients linked to provider agency if enrolled with HH or CMA according to MAPP
- 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

NEW YORK Office of Mental Health

October 17, 2023

What Data is Available in PSYCKES?

- Clinical Summary provides up to 5 years of data, updated weekly
- All Medicaid FFS claims and Managed Care encounter data, across treatment settings
 - Medications, medical and behavioral health outpatient and inpatient services, ER, care coordination, residential, lab, and more!
- Multiple other state administrative databases (0-7 day lag):
 - New York City Department of Homeless Services (NYC DHS)
 - Health Home enrollment & CMA provider (DOH MAPP)
 - Managed Care Plan & HARP status (MC Enrollment Table)
 - MC Plan assigned Primary Care Physician (Quarterly, DOH)
 - State Psychiatric Center EMR
 - Assisted Outpatient Treatment provider contact (OMH TACT)
 - Assertive Community Treatment provider contact (OMH CAIRS)
 - Adult Housing/Residential program Information (OMH CAIRS)
 - Suicide attempt (OMH NIMRS)
 - Safety plans/screenings and assessments entered by providers in PSYCKES MyCHOIS
 - IMT and AOT Referral Under Investigation (DOHMH)



October 17, 2023

Quality Indicators "Flags"

- PSYCKES identifies clients flagged for quality concerns in order to inform the treating provider or care coordinator and to support clinical review and quality improvement
- When a client has a certain quality flag, the provider is allowed access to that individual's Clinical Summary (some exceptions)
- Examples of current quality flags include:
 - Health Home-Related, e.g., Eligible for Health Home Plus, No Health Home Plus Service past year
 - Medication-Related, e.g., Polypharmacy, Medication Adherence
 - Acute Care Utilization, e.g., High utilization, Readmission
 - General Medical Health, e.g. No Diabetes Screening on an antipsychotic



What Types of Reports Are Available?

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



My QI Report



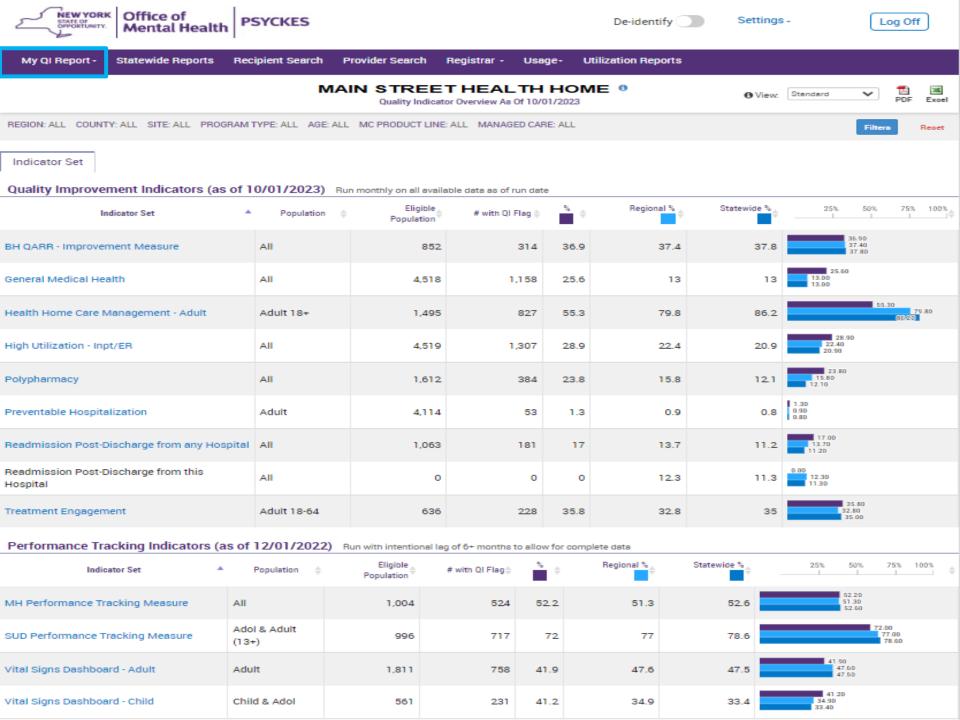
My QI Report

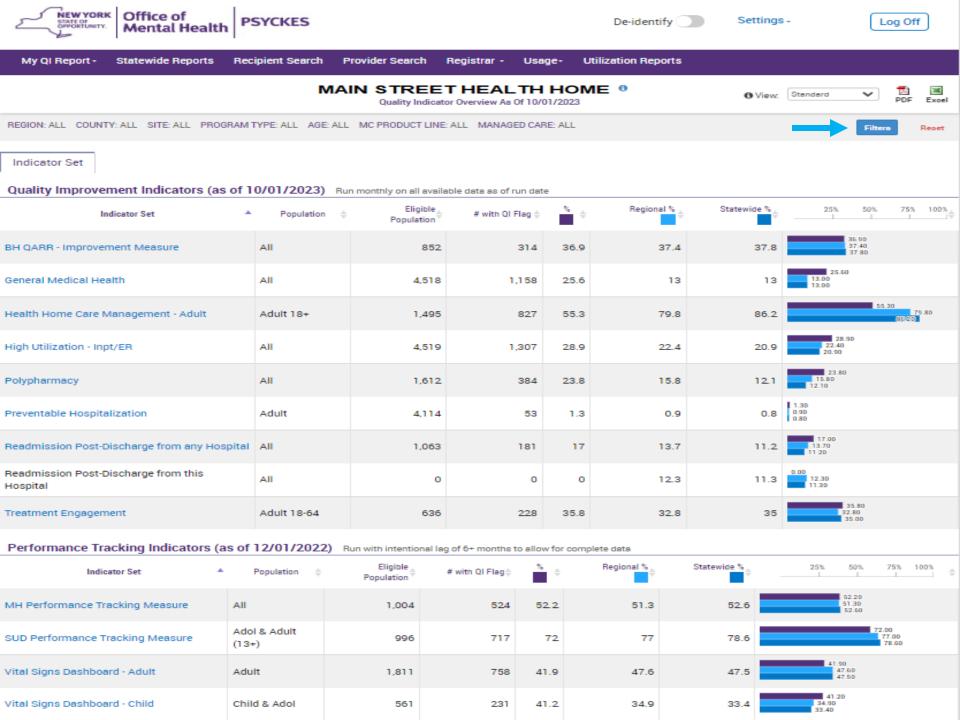
- Tool for managing quality improvement efforts
- Updated monthly
- Compare prevalence rates for provider agency, region, state
 - **Denominator**: Eligible Population— clients served plus other parameters depending on quality indicator specifications
 - Numerator: Number with QI Flag— clients who meet criteria for the flag
- Filter report by: Program Type, MC Plan, Age, etc.
- HH/CM Sites tab breaks out QI prevalence by health home
- Drill down into list of recipients who meet criteria for flag
- Reports can be exported to Excel and PDF

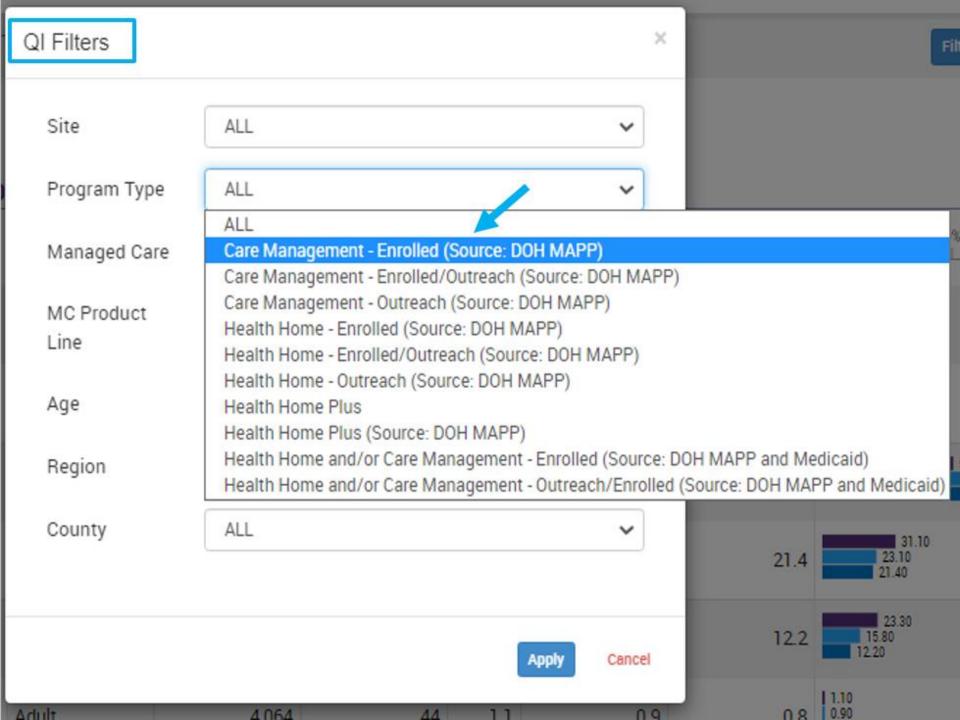


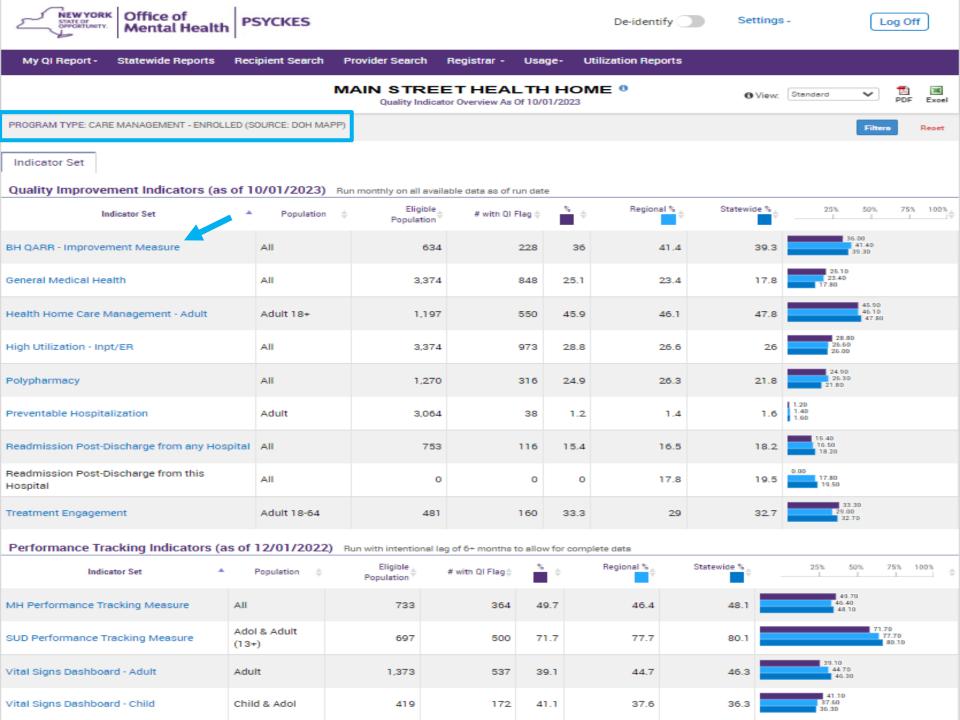
Understanding My QI Report

- Attributing clients to agency QI reports:
 - Billing: Clients linked to provider agency if billed by agency in the past 9 months
 - MAPP HH/CMA Database: Clients linked to provider agency if enrolled in HH or CMA according to MAPP
 - This rule is used to automatically link clients to providers so that current clients are included in the report each month
- Period of observation for the quality indicator:
 - Assessed by a measure, varies for each measure
 - Ex., The period of observation for the High Utilization quality indicator is 13 months
- QI Reports trending over time:
 - QI Trends Past Year show the prevalence rates of quality flags by provider over time









De-identify

Utilization Reports

Settings -

Statewide %

44.1

65.4

22.3

3.6

32.4

13.5

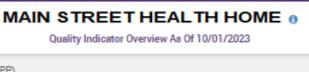
40.7

39.3

Log Off

Filtero

50%



Regional %

23.6

43.9

67.4

24.6

4.3

39.3

13.1

43.3

41.4

Standard O View:

25%

23.60

24.60

40.20

40.70

41.40

43.30

PDF



Recet

75%

67.40

65.40

100%

with QI Flag

25

24

64

73

20

35

180

228

19.5

42.1

68.8

27.7

1.6

52.6

11.7

40.2

36

Usage-

PROGRAM TYPE: CARE MANAGEMENT - ENROLLED (SOURCE: DOH MAPP)

Population

Adult 18-64

Adult 18-64

Adult 18-64

Adult 18-64

Child

Child

All

All

Provider Search

Eligible

128

57

93

264

63

38

298

448

634

Population

Registrar -

Indicator Indicator Set

Indicator

Discontinuation - Antidepressant <12 weeks

3. No Metabolic Monitoring (Gluc/HbA1c and

4. No Diabetes Screening (Gluc/HbA1c) Schiz

Antipsychotic Polypharmacy (2+ >90days)

6. No Diabetes Monitoring (HbA1C and LDL-C)

Readmission (30d) from any Hosp: MH to

BH QARR - 2020 Quality Incentive Subset

BH QARR - 2020 Total Indicator Summary (1-7)

1. Adherence - Antipsychotic (Schiz)

LDL-C) on Antipsychotic

or Bipolar on Antipsychotic

(MDE)

Children

MH

Diabetes and Schiz

Summary (1-4)

Indicator Set: BH QARR - Improvement Measure

Indicator

Site Name (Source:DOH)

MENTAL HEALTH ASSOC ESSEX MH

HUDSON HEADWATERS HEALTH NETWORK

RISE HOUSING AND SUPPORT SERVICES

WARREN WASHINGTON COUNTY HOMELESS Y

ST LAWRENCE PSYCHIATRIC CENTER

GLENS FALLS HOSPITAL

THE SALVATION ARMY

LAKESIDE HOUSE INC.

CHAMPLAIN VALLEY FAM CTR

HCR CARE MANAGEMENT LLC

ESSEX CNTY COMM SVC BOARD

BEHAVIORAL HLTH SVCS NORTH IN

CATHOLIC CHARITIES/ALBANY AI

UNITED HELPERS CARE INC MH

FORT HUDSON HOME CARE INC.

SHELTERS OF SARATOGA

WARREN/WASHINGTON MENTAL HLTH

CHAMPLAIN VALLEY PHYSICIANS HOSPITA

MENTAL HEALTH ASSOCIATION OF FRANKL

ADIRONDACK HEALTH INSTITUTE INC

CITIZEN ADVOCATES MR MH

AIDS COUNCIL OF NENY AI

Indicator Set

PROGRAM TYPE: CARE MANAGEMENT - ENROLLED (SOURCE: DOH MAPP)

Site

Provider Search MAIN STREET HEALTH HOME 9

Indicator Set: BH QARR - Improvement Measure Indicator: 4. No Diabetes Screening (Gluc/HbA1c) Schiz or Bipolar on Antipsychotic

Attending

MCO

Site Address

6096 NYS ROUTE 9N

20 AMPERSAND DR

200 TWIN OAKS DR

85 METRO PARK

927 BROADWAY

7513 COURT ST

33 RIVERSIDE DR

3043 STATE ROUTE 4

100 SLINGERLAND ST

22 US OVAL

31 6TH ST

732 FORD ST

319 BROADWAY

14 WALWORTH ST

75 BEEKMAN ST

100 GLENS ST STE 1A

209 W MAIN ST STF 204

44 HOLLAND AVE 1ST FL

14 WEST NOTRE DAMN ST

100 PARK ST

9 CAREY RD

127 UNION ST

Registrar -Quality Indicator Overview As Of 10/01/2023

Recipients

Usage-

New QI Flag

ProgramType (Enrollment Status)

Care Management - Enrolled (Source: DOH MAPP)

Utilization Reports

De-identify

Dropped QI Flag

O View:

Settings -

Eligible

12

14

11

12

21

16

18

7

1

1

28

39

16

6

8

11

3

1

20

13

Population

Standard

%0

7.1

36.4

41.7

33.3

0

0

37.5

11.1

14.3

46.4

20.5

16.7

25

25 72.7

0

0

30

15.4

0

Filtero

with QI Flag +

3

1

4

5

7

0

0

6

2

1

0

0

13

8

4

1

2

8

0

0

6

2

Log Off

HH/CM Site(s)





Utilization Reports

New OI Flag Dropped OI Flag

Settings -

Log Off

MAIN STREET HEALTH HOME 9 Quality Indicator Overview As Of 10/01/2023

Usage-

Standard ٧ View:



Recipients

Registrar -

Filtero

Repet

HH/CM Site(s) MCO

Indicator Set: BH QARR - Improvement Measure Indicator: 4. No Diabetes Screening (Gluc/HbA1c) Schiz or Bipolar on Antipsychotic

Attending

RQVCTM REFOSUVM TA RFEUMPMPMV6 MTEIMDalM9Ammm White Mo Gluc/HbA1c & LDL-C- AP, No Outpt Medical, No Well-Care Visit (DOH) No DM Screen - AP, No Gluc/HbA1c & LDL-C - AP, No Gluc/HbA1c & AP, No LDL-C - AP, No Gluc/HbA1c & AP, No LDL-C - AP, No Gluc/HbA1c & AP, No LDL-C - AP, No Well-Care Visit (DOH) No DM Screen - AP, No Gluc/HbA1c & DI -C - AP, No Gluc/HbA1c & DI	indicator Set	indicator	Site	HH/CIVI SILE(s) MCO	Attendi	ng necipients	New	QI Flag	Dropped Qi Fit	19			
Adher-MS (DOH), High MH Need, No DM Screen - AP, No DM Screen - AP, No DM Screen - AP, No Gluc/HbA1c & LDL-C - AP, No Gluc/HbA1c & LDL-C - AP, No Gluc/HbA1c - AP, No LDL-C - AP, NO Outpt Medical, No Well-Care Visit (DOH) No DM Screen - AP, NO Gluc/HbA1c & LDL-C - AP, NO Gluc/	Reci	ipient	Å.	Medicaid ID 👙	DOB	\$	Race & Ethnicity	A V	Q	uality Flags 💠		A		 ,
QqzMRQ QVJPT6 S6 RE6mOTYOOEI MDIIMTalM9AmM6 White Screen - AP (DOH), No Gluc/HbA1c & LDL-C - AP, No Gluc/HbA1c - AP, No LDL-C - AP, No Well-Care Visit (DOH) No DM Screen - AP, No Gluc/HbA1c & LDL-C - AP	RqVCTm REFOSU	VM TA	R	FEuMpMpMV6	MTEIMDalM9	AmMm	White		Adher-MS Need, No No DM So No Gluc/H AP, No Glu No LDL-C Medical, N	S (DOH), High MH DM Screen - AP, creen - AP (DOH), HbA1c & LDL-C - uc/HbA1c - AP, - AP, No Outpt No Well-Care	None Iden	tified	No	
Gluc/HbA1c & LDL-C - AP	QqzMRQ QVJPT6	S6	R	E6mOTYoOEI	MDIIMTalM9A	mM6	White		Screen - A Gluc/HbA No Gluc/F LDL-C - AF	AP (DOH), No A1c & LDL-C - AP, HbA1c - AP, No P, No Well-Care	None Iden	tified	No	
First Previous 1 Next Last	QaFNUEJFTEm U	azZ SA	0	bMvN9IvMU2	MD2IMDOIMT	auOA	White							*

Recipient Search



October 17, 2023 2⁻⁻

Recipient Search

- In Recipient Search, you can search for...
 - An individual client and their Clinical Summary
 - Specific population cohorts of interest
- Clients are linked to provider agency if billed for in past year or currently linked through MAPP
- Can set as your home page in the Settings page
- Results page provides count and list of clients who match search criteria, which can be exported to Excel or PDF



Recipient Search: Search for Cohorts

- Identify specific populations, like high-need/high-risk, and apply filters:
 - "Health Home Plus Eligible"
 - "Health Home and/or Care Management Enrolled"
 - "HH+ Service Received at least once in past 3 months (Source: DOH MAPP)."
- Drill down from the results to page to review clients qualifying for flags of interest
 - Review client's flag in the Clinical Summary within the "Quality Flag" section
 - The "Current Care Coordination" section of their Clinical Summary will describe the specific reason(s) why the individual meets criteria
 - Ex. "High Mental Health Need" Flag
- Utilize Advanced Views
 - Care Coordination, High Need/High Risk, Hospital Utilization, and Outpatient Providers

CORE Eligibility in Report Filters & Clinical Summary

- Recipient Search
 - New Filter: CORE Eligible (Community Oriented Recovery and Empowerment)
 - In the "Characteristics" section, within the existing "High Need Population" filter
- Care Coordination Advanced View
 - Two new columns added for CORE Eligible and MC Product Line
- Clinical Summary
 - When applicable, the client-level Clinical Summary will show the CORE eligibility message in the "Current Care Coordination" section
 - CORE Eligibility: This client is eligible for Community Oriented Recovery and Empowerment (CORE) services. For more information on CORE, visit: https://omh.ny.gov/omhweb/bho/core/



Social Determinants of Health (SDH) Section Added to Clinical Summary

- A Social Determinants of Health (SDH) section has been added to the Clinical Summary
- Data Source: Z-codes in Medicaid billing
- Includes societal and environmental conditions that can impact a wide range of health risks and outcomes
 - I.e., food insecurity, inadequate housing, problems related to education, employment, etc.
- Users can select a specific SDH to view more details, such as:
 - Date of service, service type, service subtype, provider name, and any other primary/secondary/quality flag-related diagnoses

13 SDH Domain Categories

- 1. Problems related to education and literacy
- 2. Problems related to employment and unemployment
- 3. Occupational exposure to risk factors
- 4. Problems related to physical environment
- 5. Problems related to housing and economic circumstances
- 6. Problems related to social environment
- 7. Problems related to upbringing
- 8. Other problems related to primary support group, including family circumstances
- 9. Problems related to certain psychosocial circumstances
- 10. Problems related to other psychosocial circumstances
- 11. Persons encountering health services for other counseling and medical advice, not elsewhere
- 12. Problems related to medical facilities and other health care
- 13. Personal risk factors, not elsewhere classified

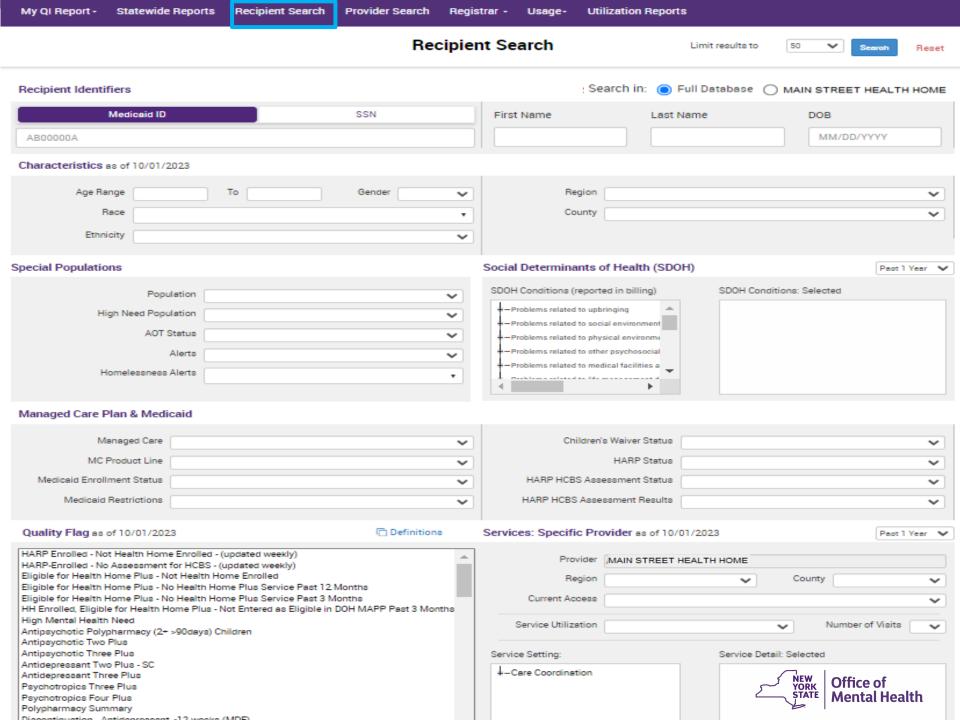


Special Populations Section Created in Recipient Search

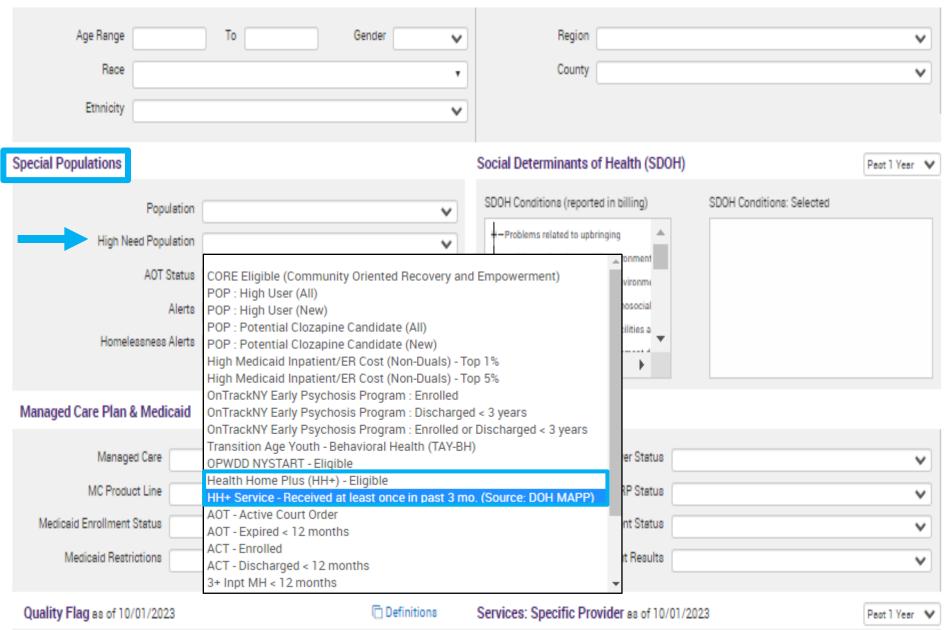
- A new Special Populations section has been created in Recipient Search to accommodate the new SDOH section, and to assist users in more easily locating high need/high risk population filters.
- The Special Populations section contains filters currently in the PSYCKES application, that have been relocated from the Characteristics section.

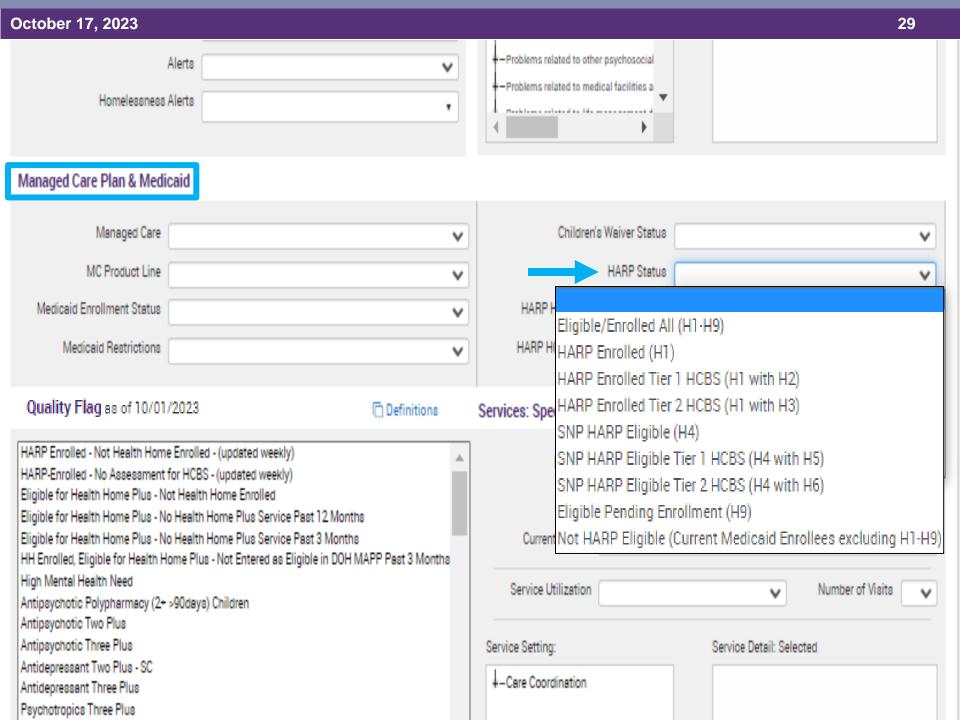
Special Population Section Filters	Characteristic Section Filters
 Population High Need Population AOT Status Alerts Homelessness Alerts 	 Age Range Gender Race Ethnicity Region County





Characteristics as of 10/01/2023





October 17, 2023

Quality Flag as of 10/01/2023





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

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

Eligible for Health Home Plus - Not Health Home Enrolled

Eligible for Health Home Plus - No Health Home Plus Service Past 12 Months

Eligible for Health Home Plus - No Health Home Plus Service Past 3 Months

HH Enrolled, Eligible for Health Home Plus - Not Entered as Eligible in DOH MAPP Past 3 Months

High Mental Health Need

Antipsychotic Polypharmacy (2+ >90days) Children

Antipsychotic Two Plus

Antipsychotic Three Plus

Antidepressant Two Plus - SC

Antidepressant Three Plus

Psychotropics Three Plus

Psychotropics Four Plus

Polypharmacy Summary

Discontinuation - Antidepressant <12 weeks (MDE)

Adherence - Mood Stabilizer (Bipolar)

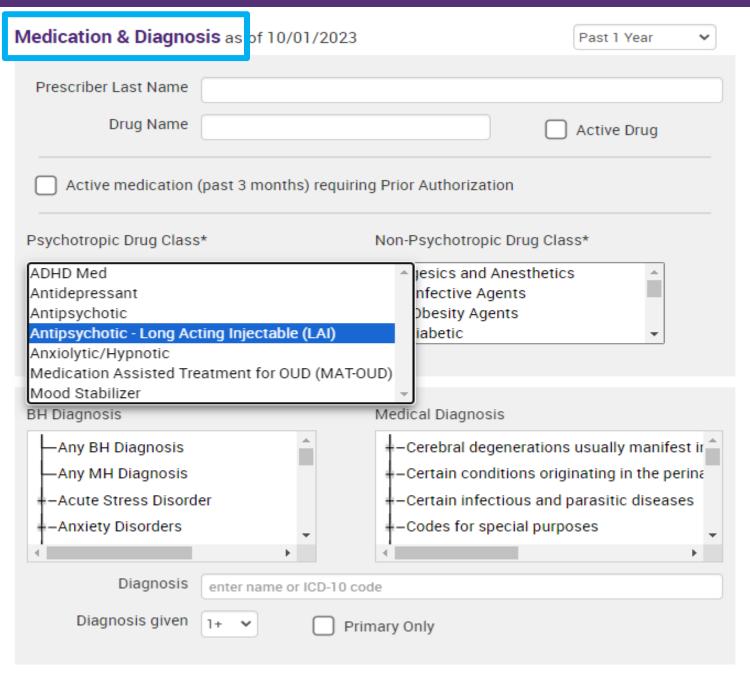
Adherence - Antipsychotic (Schiz)

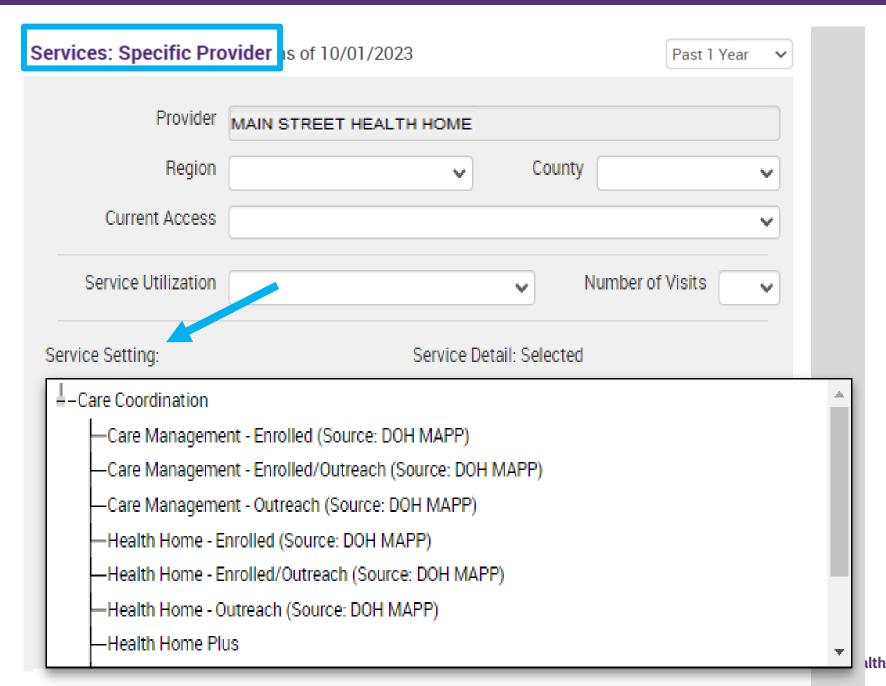
Treatment Engagement - Summary

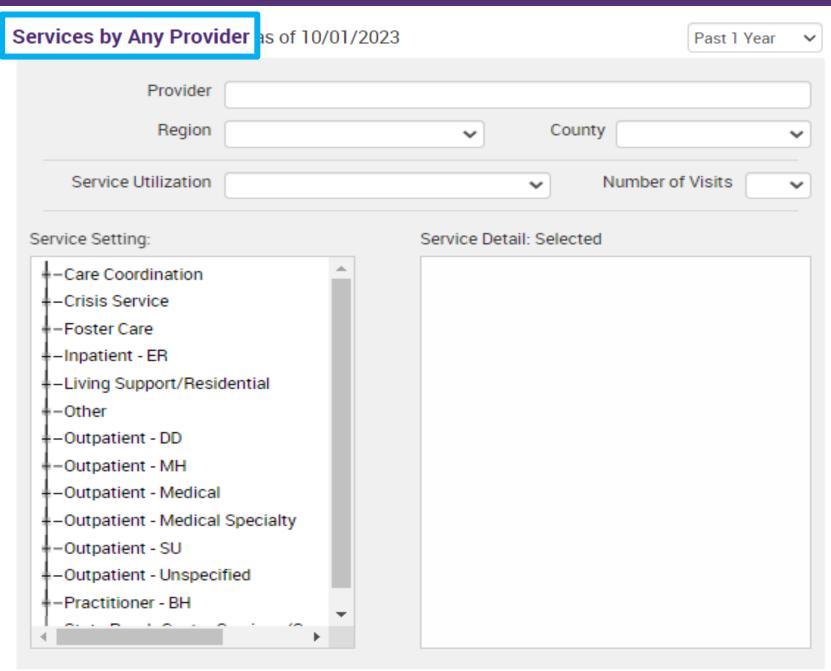
No Metabolic Monitoring (Gluc/HbA1c and LDL-C) on Antipsychotic (All)

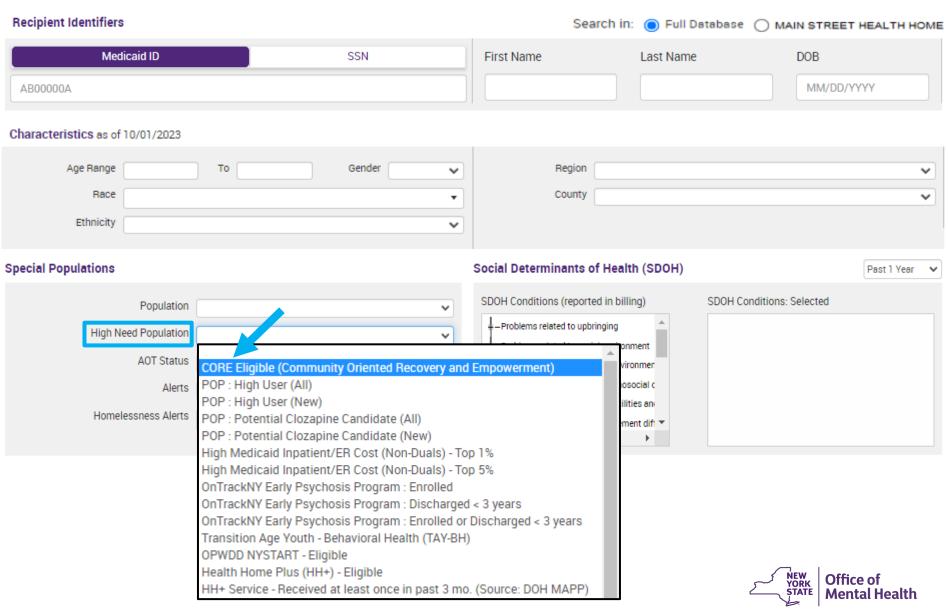
No Metabolic Monitoring (Gluc/HbA1c and LDL-C) on Antipsychotic (Child)

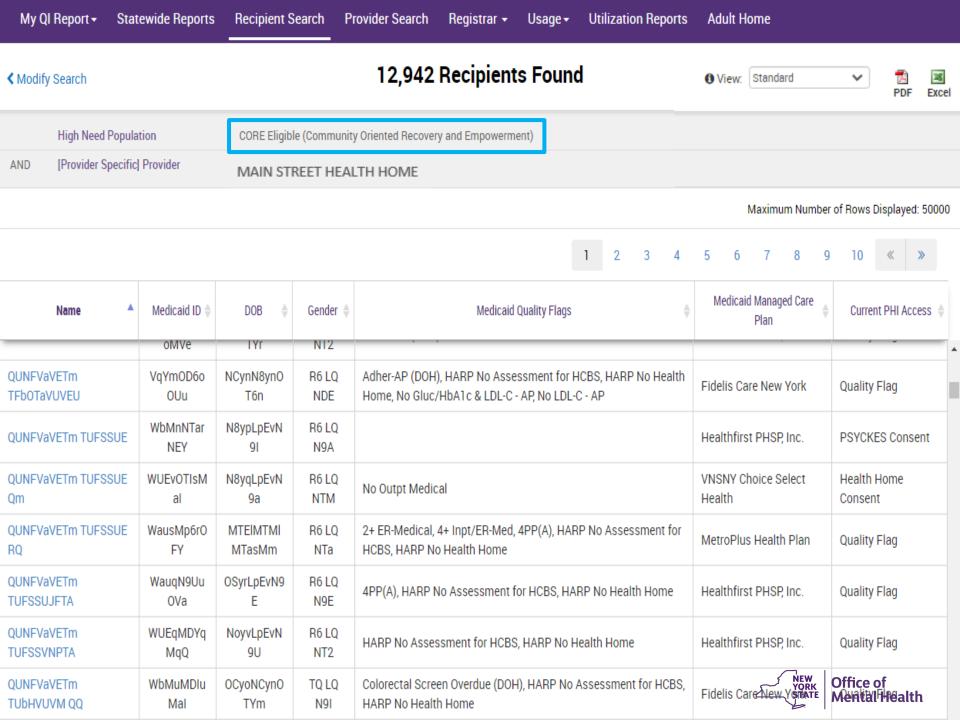
<u>Non-Adrea de din Administration (Clare (Liberto) non-America a administration</u>

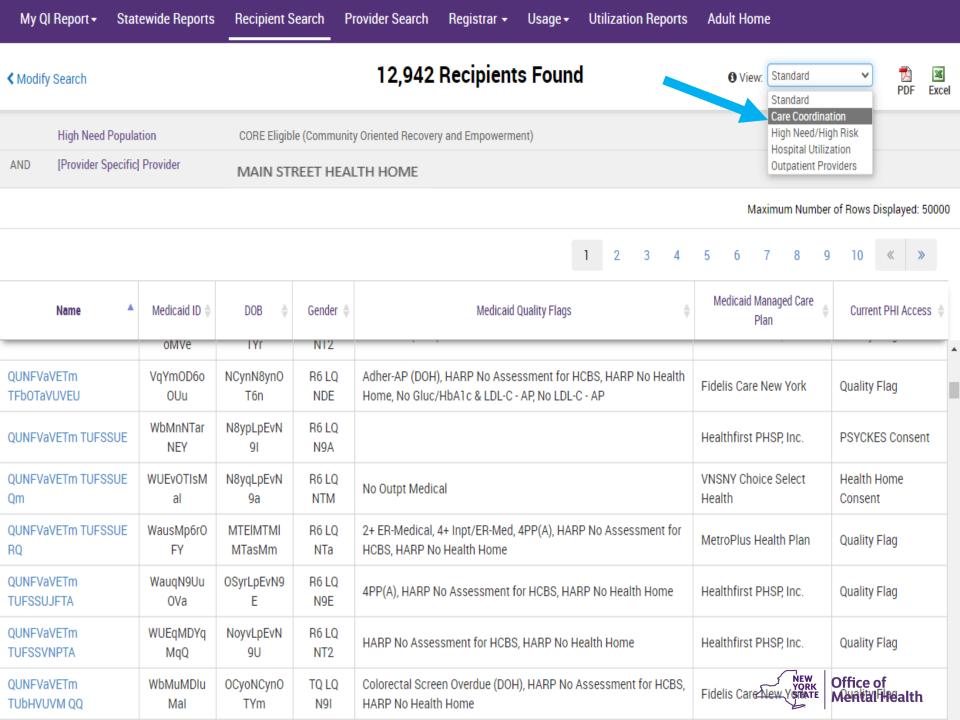


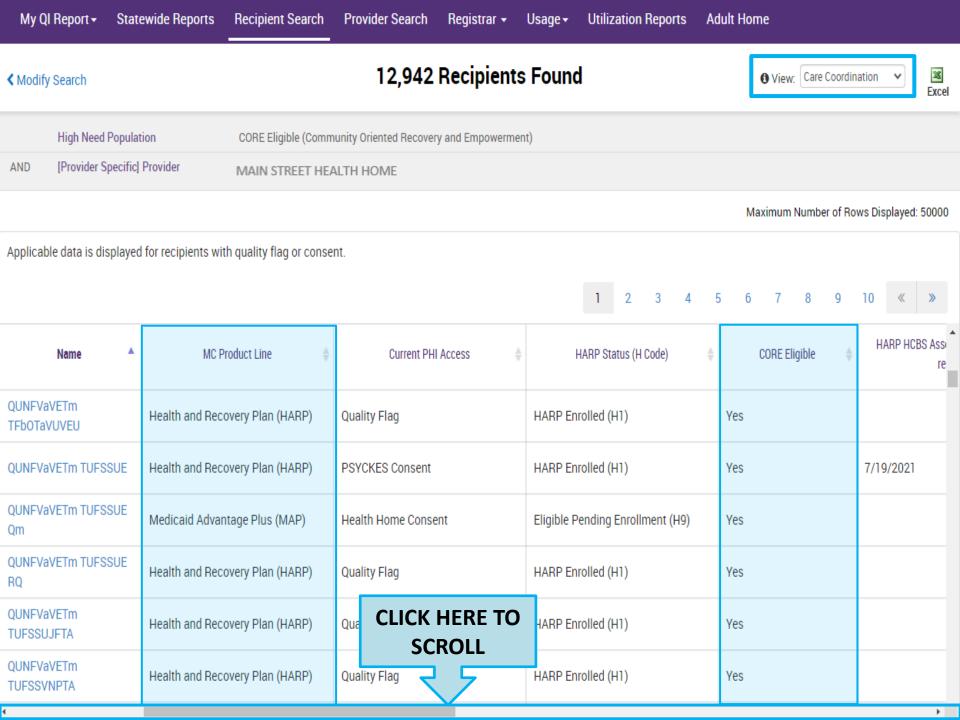


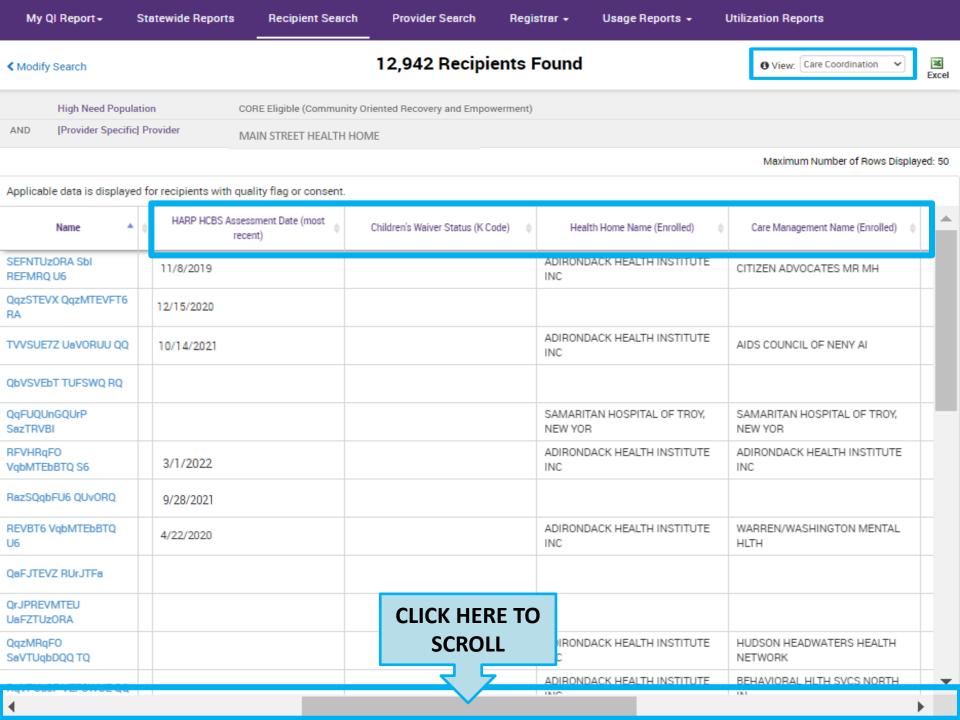


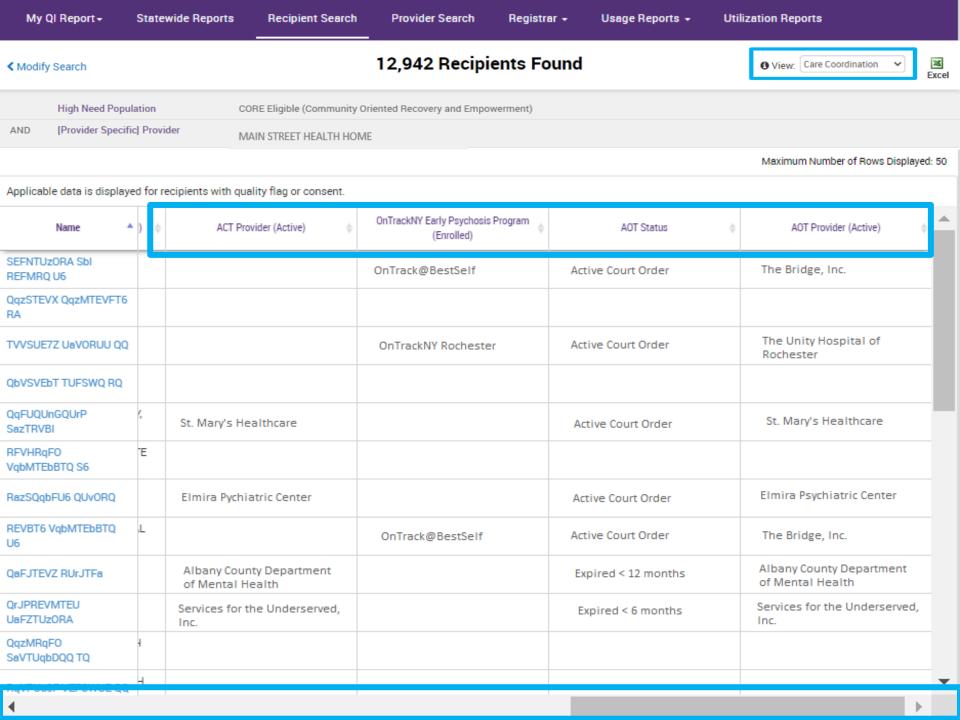












Clinical Summary



October 17, 2023

What is a PSYCKES Clinical Summary?

- Summarizes up to 5 years of treatment history to support rapid review
- Organized by sections like an EMR
- Creates an integrated view from all databases available through PSYCKES
 - E.g., Hospitalizations from Medicaid billing,
 - State PC residential services from State PC EMR,
 - Health home information from MAPP,
 - Suicide risk from incident management,
 - AOT court orders from OMH database, etc.
- Episodes of care linked to detailed dates of service, including diagnosis and procedures



Clinical Summary Sections

- General Information
- Current Care Coordination
- POP Intensive Care Transition
- Alerts
- Social Determinants of Health (SDH)
- Quality Flags
- PSYCKES Registries
- Plans & Documents
- Screenings & Assessments
- Diagnoses

- Integrated View of Services Over Time
- Care Coordination History
- Medications
- Behavioral Health Services
- Outpatient Services
- Hospital/ER Services
- Living Support/Residential
- Laboratory & Radiology
- Other: Dental, Vision,
 Medical Equipment,
 Transportation

Why Look Up a Client's Clinical Summary

Intake evaluation:

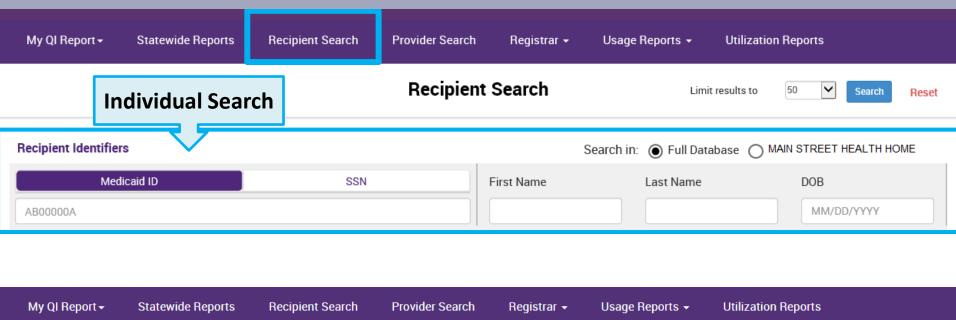
- Medical, substance, and psychiatric diagnoses
- Other treatment providers
- Patterns of service utilization engagement, adherence, high utilization
- Risk assessment suicide attempts/ incidents
- Planning documents Safety Plan, etc.
- Crisis/Incident: Any changes?
- Quarterly or Annual reviews: Any changes?
- Quality flag review: Why does this individual have a flag?
 What can be done to improve quality/ safety?
- Documentation: For HH+, AOT, SPOA, POP, etc.

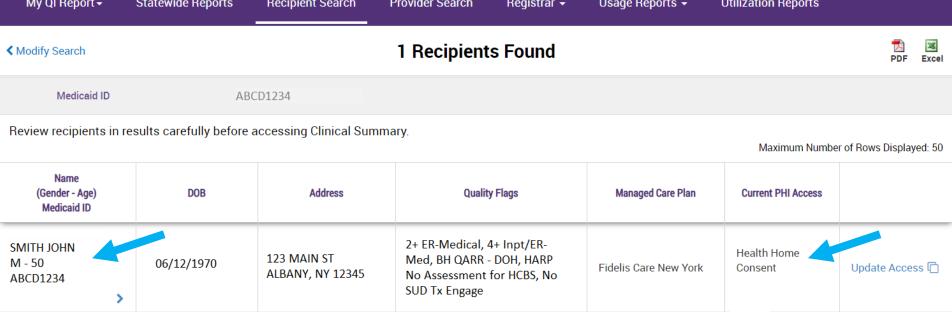


How To Look Up A Client's Clinical Summary

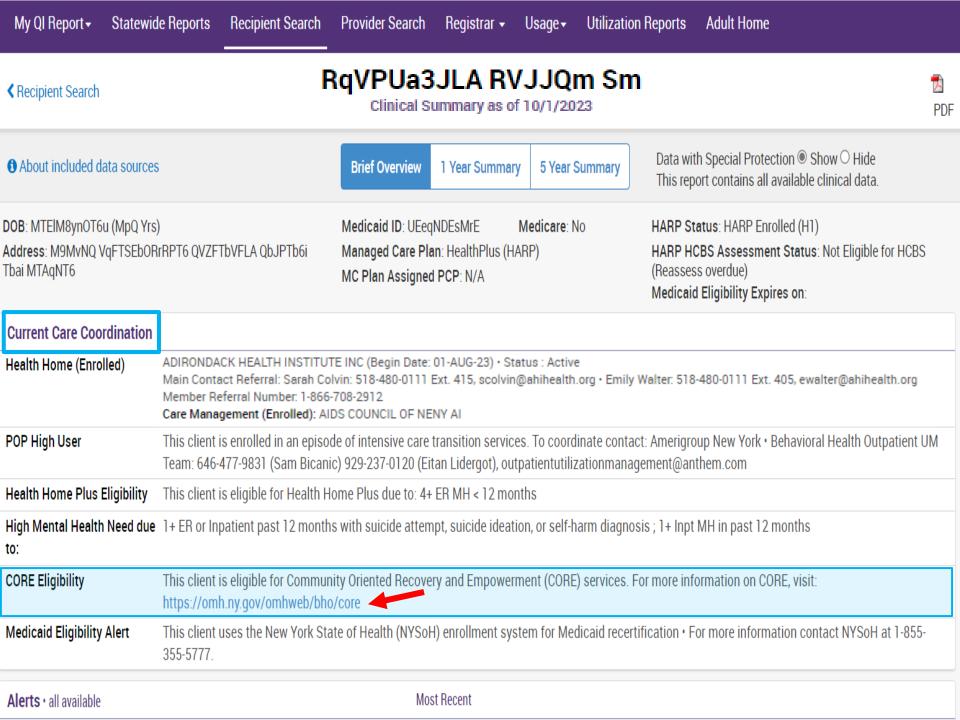
- Identify client in the Recipient Search tab
- Enter one of the following:
 - Medicaid ID, or
 - Social Security Number, or
 - Name + Date of Birth
- PSYCKES will search database- if client found will display
 - 1 client if Medicaid ID or SS# was entered
 - Potentially multiple clients if name + DOB entered
- Review to make sure looks like your client
- Check access status consent if needed

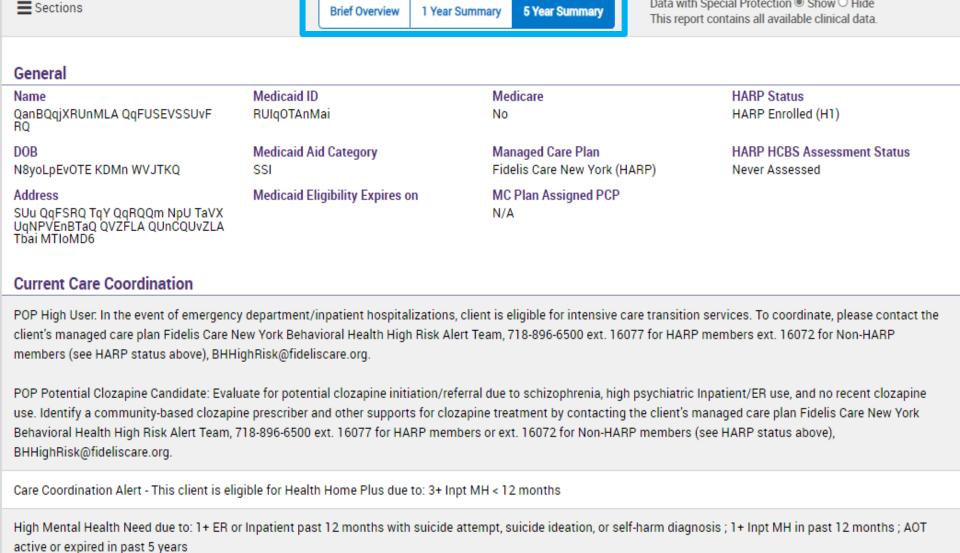












This client is eligible for Community Oriented Recovery and Empowerment (CORE) services. For more information on CORE, visit: https://omh.ny.gov/omhweb/bho/core

Registrar -

QanBQqjXRUnMLA QqFUSEVSSUvF RQ

Clinical Summary as of 10/1/2023

Usage -

Utilization Reports

Data with Special Protection

Show

Hide

Excel

Statewide Reports

Recipient Search

Provider Search

My QI Report -

✓ Recipient Search

(Gluc/HbA1c) on Antipsychotic . No Metabolic Monitoring (LDL-C) on Antipsychotic

Enrolled - Not Health Home Enrolled . HARP-Enrolled - No Assessment for HCBS

(All) . No Outpatient Medical Visit > 1Yr

: High User . POP : Potential Clozapine Candidate

expired in past 5 years

Sheltered Homelessness • Homelessness Unspecified • Housing Instability, Housed, Homelessness In Past 12 Months

Adherence - Antipsychotic (Schiz) • No Diabetes Screening (Gluc/HbA1c) Schiz or Bipolar on Antipsychotic • No Metabolic Monitoring

No Diabetes Screening (Gluc/HbA1c) Schiz or Bipolar on Antipsychotic Adults • No Metabolic Monitoring (Gluc/HbA1c and LDL-C) on Antipsychotic

Eligible for Health Home Plus - No Health Home Plus Service Past 3 Months • Eligible for Health Home Plus - Not Health Home Enrolled • HARP

1+ ER or Inpatient past 12 months with suicide attempt, suicide ideation, or self-harm diagnosis • 1+ Inpt MH in past 12 months • AOT active or

2+ Inpatient - BH • 2+ Inpatient - MH • 4+ Inpatient/ER - BH • 4+ Inpatient/ER - MH • Clozapine Candidate with 4+ Inpatient/ER - MH • POP

All (Graph)

Recent

All (Table)

Social Determinants of Health (SDH)

Quality Flags as of monthly QI report 6/1/2023 @ Definitions

Problems related to housing and economic

BH QARR - Improvement Measure

Health Home Care Management -

General Medical Health

High Mental Health Need

High Utilization - Inpt/ER

circumstances

Indicator Set

Adult

Other disorders of urinary system . Cystitis . Acute pyelonephritis . Tubulo-interstitial nephritis, not specified as acute or chronic

Respiratory failure, not elsewhere classified • Acute pharyngitis • Pneumonia, unspecified organism • Acute upper respiratory infections

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

Disorders of external ear in diseases classified elsewhere

Epilepsy and recurrent seizures

of multiple and unspecified sites

Diseases Of The Ear And Mastoid Process

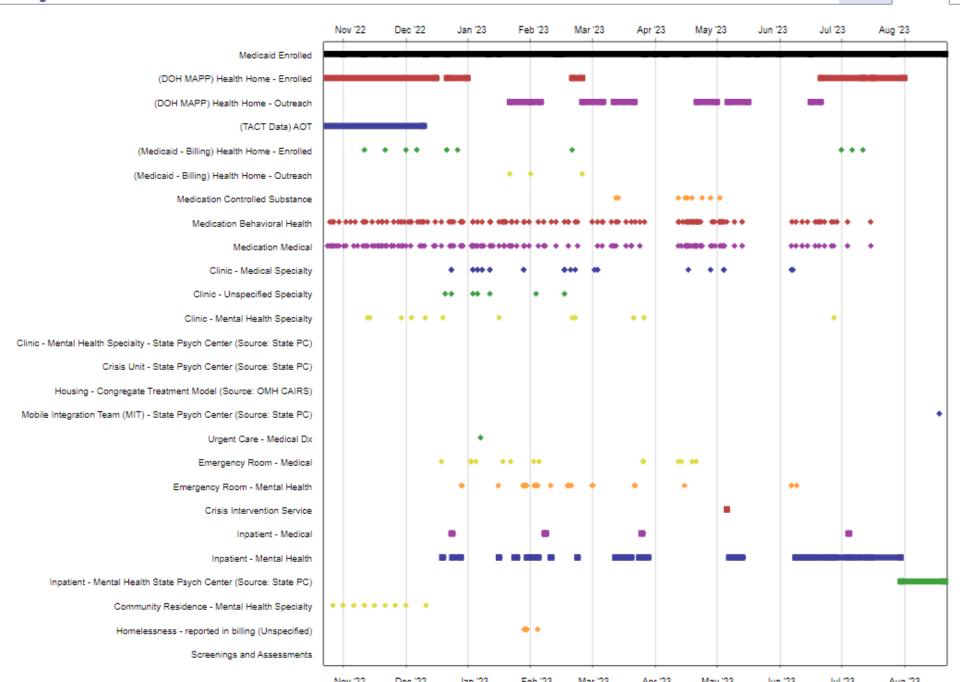
Diseases Of The Genitourinary System

Diseases Of The Nervous System

Diseases Of The Respiratory System

And Connective Tissue

Diseases Of The Musculoskeletal System



Medication: Controlled Substance 🗇 Details									Table	6	Graph		
Schedule	Drug Class		Drug Name	Las	t Dose*	Estir	mated Duratio	n		irst Day Picked Up	Last day Picked Up	ı	
IV	Anxiolytic/ Hypnotic		Lorazepam	0.5	0.5 MG, 2/day		1 Month(s) 4 Week(s)		5	5/9/2023	6/7/202	3	
IV	Anxiolytic/ Hypnotic		Lorazepam	0.5	MG, 3/day	4 W	4 Week(s) 2 Day(s)		3	3/7/2023	3/7/202	3	
IV	Anxiolytic/ Hypnotic		Clonazepam	0.5	MG, 2/day	1 Month(s) 2 Day(s)		2	2/7/2023	2/7/202	3		
IV	Anxiolytic/ Hypnotic		Lorazepam	0.5	5 MG, 3/day 2 Month(s) 2 Wee		n(s) 2 Week(s) 3 Day(s)		1/10/2022	12/28/2	022		
Medica	tion: Behavioral H	lealth	Details								Table	G	raph
Drug Class Drug Name			me		Last Dose* Estimated Duration					rst Day cked Up	Last day Picked Up		
Antidepressant Mirtazapin		apine		15 MG, .5/day		8 Month(s) 6 Day(s)		11	1/11/2022	6/17/20	23		
Antidepressant Dulox		Duloxe	tine Hcl		60 MG, 1/day		7 Month(s) 3 Week(s) 3 Day(s)		11	1/18/2022	6/12/20:	23	
Antidepressant Duloxe		Duloxe	tine Hcl		30 MG, 1/day		7 Month(s) 3 Week(s) 3 Day(s)		11	1/18/2022	6/12/20:	23	
Anxiolytic/ Hypnotic Hydro		Нудгох	yzine Hcl	50 MG, 2/day			8 Month(s) 2 Day(s)	11	1/10/2022	6/12/20	23	
Antipsycho	Antipsychotic Quetiapine Fumarate			300 MG, 1/day 8 Month(s) 4 Day(s)		11	1/8/2022	6/12/20:	23				
Medication: Medical 🕆 Details							Table	G	Graph				
Drug Class Drug No		Drug Na	me		Last Dose*	.ast Dose*		Estimated Duration		First Day Picked Up	Last day Picked U		
Sympathomimetics Flutica		sone- Salmeterol (Advair Diskus)		100-50 MCG/ACT/day		1 Month(s)			6/14/2023	6/14/2	023		
Sympathor	mimetics	Albuter	rol Sulfate (Albuterol Sulfate Hfa)		108 (90 Base) MCG/ACT/day		4 Week(s) 1 Day(s)		6/1/2023		6/14/2	023	0
Antispasm	Antispasmodics Dicyclomine Hcl		10 MG, 4/day		1 Week(s)			6/14/2023	6/14/2	023			
5-HT3 Receptor Antagonists Ondansetron Hcl		4 MG, 3/day		4 Day(s)		(6/14/2023	6/14/2	023				
Sympathomimetics Albuterol Sulfate (Albuterol Sulfate Hfa)			108 (90 Base) MCG/ACT/day		3 Week(s) 4 Day(s)			3/30/2023	3/30/2	023	0		

Behavioral Heal	lth Ser	vices 🕞 Details	3								Table	Gr	aph
Service Type Provider			First Date Billed	Last Date Billed	Number Visits	Number of Visits Most Recent Primary Diagnosis		Most Recent Procedure (Last 3 Months)	s				
Clinic - Medical Specialty WARRENSBURG HEALTH CENTER		5/1/2023	5/17/2023	2	Par	Paranoid schizophrenia		- Office O/P Est Mod	- Office O/P Est Mod 30-39 Min				
Clinic - Medical Specialty HUDSON HEADWATERS HEALTH NETWORK		5/1/2023	5/17/2023	3	Par	Paranoid schizophrenia		- Office O/P Est Mod	1 30-39 Min		0		
Clinic - MH Specialty		BEHAVIORAL HLTH SVCS NORTH IN		10/25/2022	2/7/2023	2		Schizoaffective disorder, unspecified		- Crisis Interven Svo	, 15 Min		
Clinic - Medical Specia	Clinic - Medical Specialty HUDSO HEALTH		WATERS ORK	1/7/2022	7/18/2022	4	Par	Paranoid schizophrenia			- Office O/P Est Hi 40-54 Min - Office O/P Est Sf 10-19 Min		
Medical Outpatient Services Details								Gı	raph				
Service Type	Provider First Date Billed		Last Date Billed	Number of Visits		Most Recent Primary Diagnosis Most Recent Procedures (Last 3 Mont			dures (Last 3 Months)				
Clinic - Medical Specialty		ENSBURG H CENTER	7/6/2018	5/10/2023	22		ntial (primary) - Office O/P Est Mod 30-39 Min						
Clinic - Medical Specialty	9/5/2018		7/19/2022	15	screeni infectio predom sexual	Encounter for screening for infections with a predominantly sexual mode of transmission - N.Gonorrhoeae D Hepatitis B Surfa - Hpv High-Risk Ty - Cytopath C/V Au - Hepatitis C Ab Te - Chlmyd Trach Dn - Treponema Pallic		face Ag la Types auto Fluid Redo Test Ona Amp Probe			©		
Hospital/ER/Cris	Hospital/ER/Crisis Services Details							Gra	aph				
Service Type	Admission	Discharge Date/Last Date Billed	Length of Stay	Most Recent Primary Diagnosis			Procedure(s) (Per Visit)						
ER - Medical		GLENS FALLS HOSPITAL		5/9/2023	5/9/2023	1	Strain Of Muscle, Fascia And Tendon Of Abdomen, Initial Encounter		Assay Of Lipase Complete Cbc W/Auto D Comprehen Metabolic F Emergency Dept Visit M Ketorolac Tromethamin Routine Venipuncture Ther/Proph/Diag Inj Iv F	anel od Mdm e Inj		0	

Dental Details									Table	Graph
Service Type Provider		First Date Billed	Last Date Billed	Number of Visits		ecent Procedures Months)				
Dental Clinic - Office/Outpatient			5/20/2022	5/20/2022	1	- Limit	Oral Eval Problm Foc	us		6
Office/Outpatient	Office/Outpatient BROWNSVILLE MULTI-SRV FA		5/20/2022	5/20/2022	1	- Limit	Oral Eval Problm Foc	us		
Vision Details									Table	Graph
Service Type		Provider		First Date Billed Last Date Billed Number of Visits			Number of Visits	Most Recent Procedur (Last 3 Months)		
Eye Care Services - Office/Outpatient		BRONX FAMILY EYE CARE INC		12/20/2021	12/20/	/2021	1	- Eye Exam&Tx Estab Pt 1/>Vst - Visual Field Examination(S) - Eye Exam With Photos		0
Eye Appliances - Office/Outpatient BRO		BRONX FAN	MILY EYE CARE INC	2/13/2020	12/20/	/2021	2	Vision Svcs Frames Purchases Spherocylindr 4.00d/12-2.00d		
Living Support/Residential Treatment Details								Table	Graph	
Program/Type		Provid	der Name		First I	Date of Servi	ice (last 5 years)	Last Date Billed	Number of Vis	sits
Homeless Shelter - Single Adult, Diversion (Source: NYC DHS)		30TH	ST. FASTTRACK		1/15	/2023		1/15/2023		0
Homeless Shelter - Single Adult, Assessment (Source: NYC DHS)		BRC SHEL	MCGUINNESS MEN'S AS TER	SESSMENT 3/27/202		2020		4/11/2020		
Laboratory & Pathology Details							Table	Graph		
Test/Panel Name			First Billed	Last Billed	# Tests		Most Recent Lab/Pathology Provider			
Urinalysis Auto W/O Scope			3/13/2020	2/27/2023	3	3 WARRENSBURG H		EALTH CENTER		
Drug Test Prsmv Chem Anlyzr			8/20/2018	1/23/2023	24	1	MEDS OOS PHYSICIAN & OTHE			0
Drug Test Def 1-7 Classes			8/20/2018	1/23/2023	34	34 MEDS OOS PH		PHYSICIAN & OTHE		
Influenza Assay W/Optic			12/23/2021	12/12/2022	6		WARRENSBURG H	EALTH CENTER		

How to Enable PHI Access



Consent & Access Client Data in PSYCKES

- Access to client data is moderated by client consent
- Clients assigned to a HH or CMA provider agency
 - Automatically: Currently enrolled in the health home or CMA according to MAPP OR billed service within the past 9 months
 - Manually: Provider attests one of the following:
 - Client has signed PSYCKES consent, health home patient information sharing consent, BHCC consent
 - Verbal consent
 - Emergency
 - Client is being served by/transferred to agency



Levels of Access to Client Data in PSYCKES

- Signed consent: Access to all data, for 3 years after last billed service
- Verbal consent: Access to limited data (no SUD, HIV, family planning, genetic), for 9 months after it was attested to in PSYCKES
- Emergency: Access to all data, for 72 hours
- Quality flag: Access to limited data (no SUD, HIV, family planning, genetic), only while flag is active
- Enrolled according to MAPP/billed service/attest to service: Access only to client name unless one of above conditions met



October 17, 2023

Enable PHI Access in PSYCKES

DOH Health Home Patient Information Sharing Consent

5055 and 5021 now both contain PSYCKES language!

NEW YORK STATE DEPARTMENT OF HEALTH Medicaid

Health Home Patient Information Sharing Consent

57

DOH

5055

Consent

Name of Health Home

Form

By signing this form, you agree to be in the

Health Home.

To be in a Health Home, health care providers and other people involved in your care need to be able to talk to each other about your care and share your health information with each other to give you better care. While being in a Health Home will help make sure you get the care you need, you will still be able to get health care and health insurance even if you do not sign this form or do not want to be in the Health Home.

The Health Home may get your health information, including your health records, from partners listed at the end of this form and/or from others through a computer system run by the

a Regional Health Information Organization (RHIO) and/or a computer system called PSYCKES run by the New York State Office of Mental Health, and/or a computer system called TABS/CHOICES. A RHIO uses a computer system to collect and store your health information. including medical

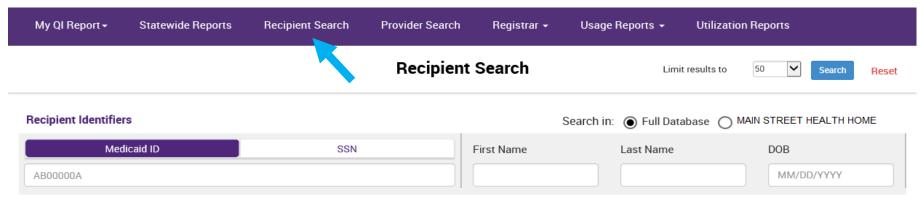
Enable PHI Access in PSYCKES

DOH Health Home Consent Logic

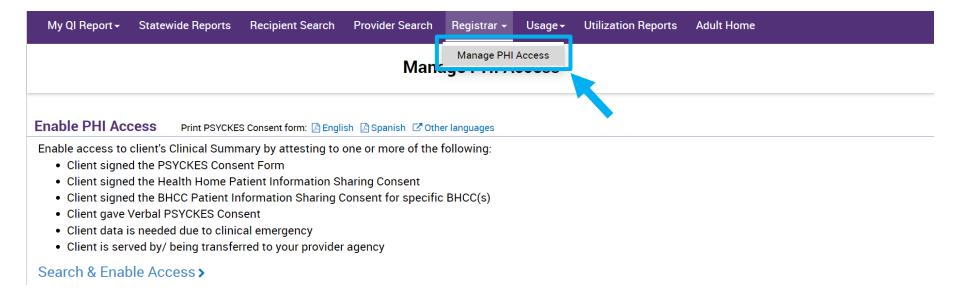
- Access to PSYCKES by way of a signed DOH HH consent form only covers staff who work for the Health Home or the Care Management program
- In PSYCKES, the DOH Health Home Consent Form check box option will only be available for:
 - Provider Agencies recognized as a DOH Health Home or CMA, according to MAPP, and
 - Users who say they work for Health Home Administration or the Care Management program at a provider agency, according to PSYCKES User Role Profile
- Access is granted to the clinical summary in real time and will stay active as long as the client's Health Home enrollment is verified in MAPP system (90-day grace period after entry in PSYCKES)

Two Ways to Enable PHI Access

Recipient Search: Recipient identifier search



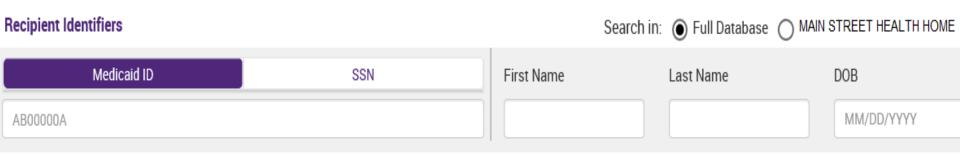
Registrar: Manage PHI Access submenu



Enable PHI Access

Step 1: Search for client

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



- Medicaid ID
- Social Security Number (SSN)
- First Name at least first two characters required, if entered
- Last Name full last name required, if entered
- Date Of Birth (DOB) enter to improve search results when searching with name



Enable PHI Access

Confirm client match and select "Enable Access" or "Update Access"; if no match, click "Modify Search"

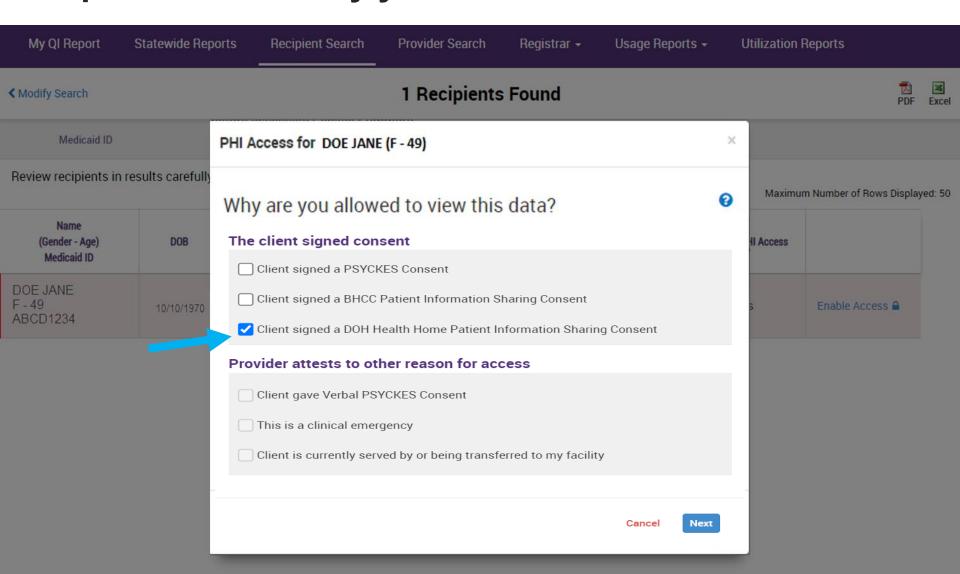
My QI Report	Statewide Repo	rts Recipient Search	h Provider Search —	Registrar 🕶	Usage Reports	s • Utilization I	Reports	
∢ Modify Search			1 Recipients	Found			PDF Exc	
Medicaid ID		ABCD1234						
Review recipients in results carefully before accessing Clinical Summary. Maximum Number of Rows Displayed: 50							50	
Name (Gender - Age) Medicaid ID	DOB	Address	Quality Flags	Mana	nged Care Plan	Current PHI Access		
DOE JANE F - 49 ABCD1234	10/10/1970	12 MAIN ST #5 BROOKLYN, NY 12345		Fidelis (Care New York	No Access	Enable Access ♣	



October 17, 2023

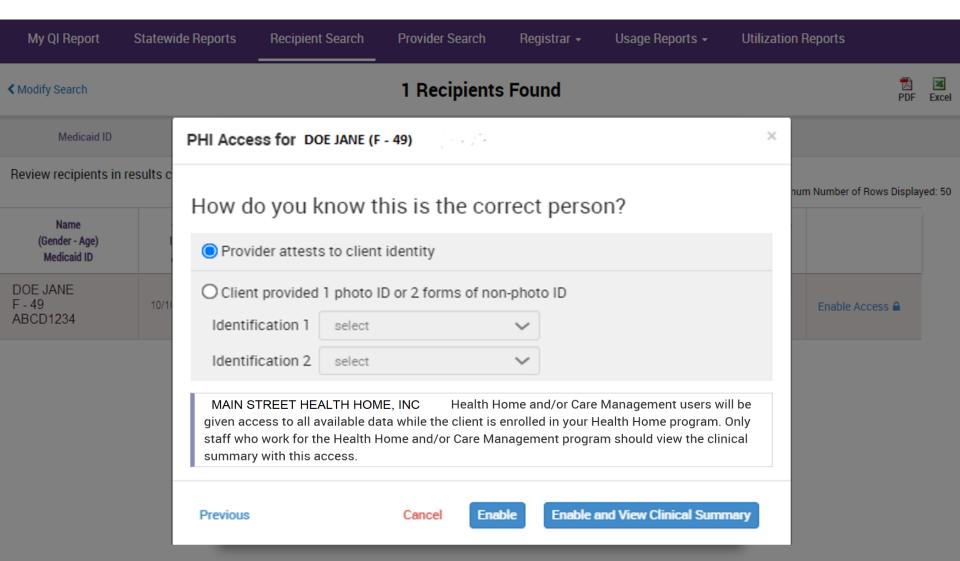
Enable PHI Access

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



Enable PHI Access

Step 3: Confirm client identity and Enable



Updating Your User Role Profile



User Role Profile

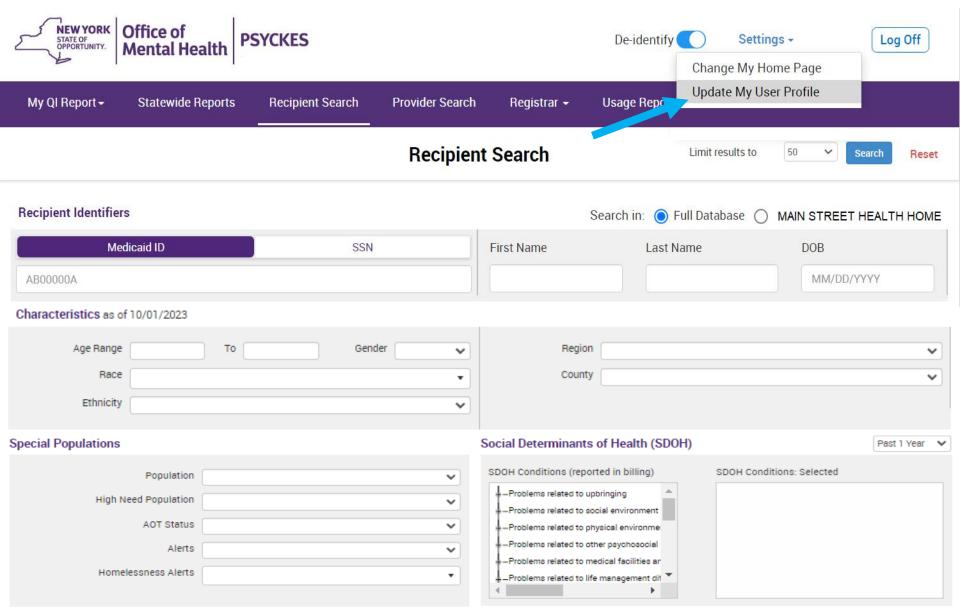
 You will be prompted to complete the User Role Profile the first time you login to PSYCKES and subsequently the PSYCKES application will prompt you to update annually

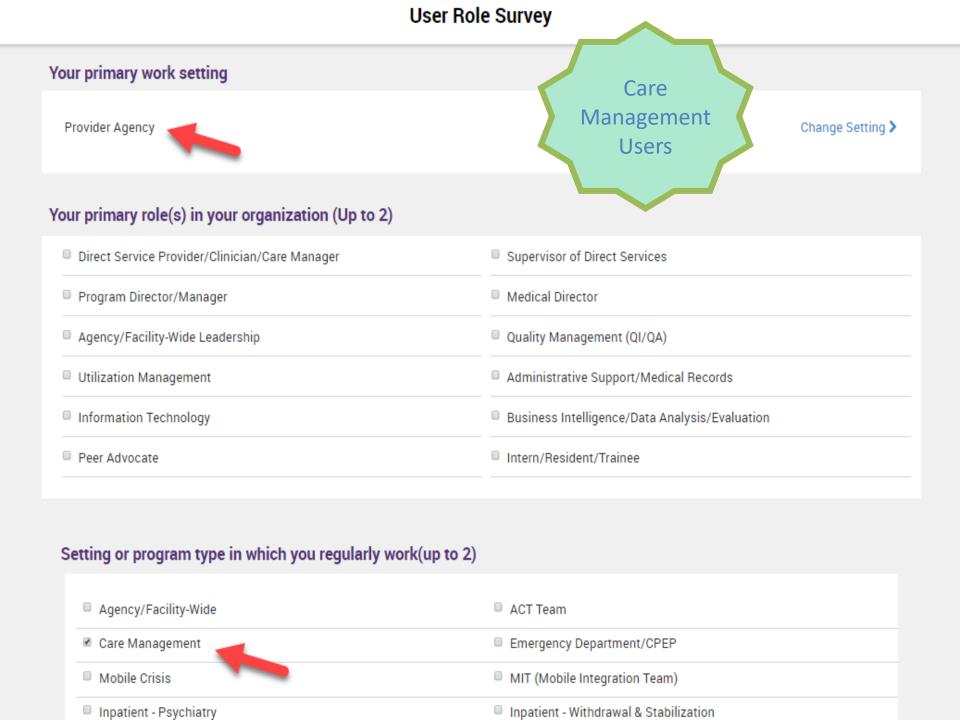
- If your agency is a DOH-recognized Health Home or Care Management Agency, and you work with adult clients who sign the DOH Health Home Patient Information Sharing Consent, please check your User Role Profile to indicate the appropriate information:
 - Care Management users: In "Primary Work Setting" select "Provider Agency" and in "Setting/Program Type" select "Care Management
 - Health Home Administration users: In "Primary Work Setting" select "Health Home Administration"
- The appropriate User Role Profile setting will enable the DOH Health Home consent check box in PSYCKES when you are attesting to client consent for access to the Clinical Summary



October 17, 2023

DOH 5055: PSYCKES User Role Profile





User Role Survey

Your primary work setting

Health Home Administration



Change Setting >

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

Direct Service Provider/Clinician/Care Manager	Supervisor of Direct Services						
Program Director/Manager	Medical Director						
Agency/Facility-Wide Leadership	Quality Management (QI/QA)						
Utilization Management	Administrative Support/Medical Records						
■ Information Technology	Business Intelligence/Data Analysis/Evaluation						
Peer Advocate	Intern/Resident/Trainee						

NPI & License Details

Access to PSYCKES



How to Get Access to PSYCKES

When Your Agency Already Has Access

- PSYCKES access for individual staff is managed by your agency's Security Manager
 - Security Manager is appointed by your CEO/ED
 - Agency can have multiple Security Managers
 - Contact PSYCKES-Help to find out your agency's Security Manager
 - Security Manager uses Security Management System (SMS) to create user accounts and grant PSYCKES
- Self-Service Console instruction email will be sent to new users and will contain a User ID and temporary password to login to the Self-Service Console to request/obtain token
- PSYCKES access should be revoked when user no longer needs access or leaves agency

How to Get Access to PSYCKES

When Your Agency Does Not Have Access

- Complete and return documentation to PSYCKES Helpdesk to obtain agency access to PSYCKES
 - PSYCKES Access Online Contact Form (Survey Monkey)
 - CEO/ED signs PSYCKES Confidentiality Agreement (PDF)
 - Resources for access available on PSYCKES website in the "PSYCKES Implementation" section
- CEO/ED signs electronic CNDA for access to OMH Security Management System (SMS)
- Designate Security Manager(s)
- Security Manager Enrolls PSYCKES Users
- Security Manager revokes PSYCKES access when staff no longer requires access

Training & Technical Assistance



PSYCKES Training

- PSYCKES website: www.psyckes.com
- PSYCKES Training Webinars
 - Live webinars: Register on PSYCKES Training Webinars page
 - Recorded webinars: Slides and recordings available
 - Using PSYCKES Quality Indicator Reports
 - Navigating PSYCKES Recipient Search for Population Health
 - Using the PSYCKES Clinical Summary
 - Consent, Emergency, Quality Flag: PSYCKES Levels of Access
 - PSYCKES Mobile App for iPhones & iPads
 - Using PSYCKES from Home
 - Introduction to PSYCKES
 - Where to Start: Getting Access to PSYCKES
 - Introduction to the Self-Service Console
- PSYCKES User Guides & Short How-To Videos
 - <u>www.psyckes.com</u> > PSYCKES Training Materials



Self-Service Console

 The Self-Service Console is a way to manage your RSA token and PIN, for logging into secure OMH applications, including PSYCKES

- The console is accessed at: <u>mytoken.ny.gov</u>
- From within your Self-Service Console account, you can:
 - Set security questions
 - Reset your PINs
 - Activate tokens
 - Request a replacement token
- We recommend all users set up security questions in the console so that you can reset your own PIN if ever needed



Helpdesk Support

PSYCKES Help (PSYCKES support)

- 9:00AM 5:00PM, Monday Friday
- PSYCKES-help@omh.ny.gov

ITS Help Desk (Token, Login & SMS support)

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

