



Office of
Mental Health

Security Management System

Patient Characteristics Survey Module

Security Management System (SMS)-PCS module training

If you have questions during the WebEx, please send them to
pcs@omh.ny.gov

Security Management System (SMS) – Discussion Points

- Overview: Role of a Security Manager (SM), Steps to become a Security Manager
- How to Access and Use SMS
- PCS Module - Assigning PCS User Access in SMS (Supervisor vs. Submitter)
- What's coming up in PCS 2019? (Data Upload Feature notification)



Why SMS? & What is the Role of the Security Manager?

The Security Management System (SMS) puts user access under the control of the Security Manager (SM)

A Security Manager:

- 1) Knows who should and should not be granted access
- 2) Makes sure their staff's access is correct and updated on a regular basis
- 3) Adds & Deactivates Users
- 4) Acts as point of contact at facility for Users seeking access to OMH databases
- 5) Resets users passwords
- 6) Only one at your facility who has access to use SMS to register PCS users

NOTE: A facility may have one or more Security Managers, as needed.



How does one become a Security Manager?

Director contacts OMH Security Group to request a security manager email

Note: Only a new facility or Executive Director is required to complete a CNDA.

OMH Security Group sends security manager email to Director, and the Director forwards it to whomever will be the Security Manager

Appointed Security Manager uses the information provided in the security manager email to Self-Register for SMS

OMH receives the registration and reviews for approval

UserID and SecureID token to logon to SMS issued to Security Manager

Contact the Help Desk at
(1-800-HELP-NYS,
option #2)
for further assistance.



OMH Website: <http://www.omh.ny.gov>



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The OMH Website has a link to Resources & Tools...



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Information for Service Providers

Behavioral Health Providers

Behavioral Health Resources & Tools:

[Mental Health Provider Data Exchange \(MHPD\)](#)

The MHPD is a Web-based application designed to support an accurate and timely master directory of providers in the New York State public mental health system. The MHPD enables local mental health authorities and providers to use the ease of the Internet to verify or request changes to program information they are required to submit to OMH.

Patient Characteristics Survey (PCS)

[PCS Data Collection](#)

Programs funded or licensed by OMH report client-level demographic, clinical, and service descriptions for persons they served during the week of the survey. All survey data are submitted to OMH electronically using the Web-based PCS application. This page provides mental health providers with information about the survey timeframe and requirements for preparing for and obtaining access to the Web-based PCS application.

Security Management

[Security Management System \(SMS\)](#)

The Security Management System (SMS) is an OMH Web-based application that state and local facilities use to grant their staff access to secured OMH Web-based applications including the Patient Characteristics Survey (PCS) and PSYCKES Medicaid.

Security Management System (SMS) Homepage, where you will find information about SMS, a user manual, and links to the application itself.





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Security Management System Homepage

Security Management System

State and local facilities can use the SMS grant their staff access to secured OMH Web-based applications.

By appointing a Security Manager to authorize data access, each facility in the public mental health system can control access in a secure manner that offers the flexibility to accommodate staff turnover, reassignment, or leave.

- [Description of SMS](#)
- [Signing CNDA Prior to Using SMS](#)
- [Guidelines for Selecting a Security Manager](#)
- [SMS Application \(User ID and Token Required\)](#)
- [SMS Reference Manual](#) 
- [OMH Adaptive Logon Setup Instructions](#) 
- [Frequently Asked Questions](#)

Contact us:

Please send [send feedback and recommendations](#) on the SMS application and/or Self-registration.

For help with Self-registration, Training Enrollment, Accessing the SMS Application, and other technical issues:

OMH Employees and Contractors: [ITS Service Desk](#)

Call: 1-844-891-1786

OMH Local Providers: [OMH Local Provider Helpdesk](#)

Call: 1-800-HELP-NYS (1-800-435-7697) Option #2



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How to use the Security Management System

- Log in using your User ID and passcode (token number).
- A Security Manager must use a hard or soft token to access SMS. A password will not work.

NEW YORK STATE
Office of Mental Health

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.

This resource requires an RSA SecurID log in. Please identify yourself by entering your user ID and your PASSCODE. ?

User ID:

PASSCODE:

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- A **hard token** is a thumb sized electronic device with a 6 to 8 digit number that changes once a minute that functions as a secure passcode. It will be mailed to you from OMH. A PIN is a 4-digit number personal to you that you set up when you get your token.
- A **soft token** is installed on your computer. You type your 4 digit pin in the box and copy and paste your 8 digit token number into your salute log in.



Note: If you have not used your token in the last 6 months, you will need to contact the Help Desk at (1-800-HELP-NYS option #2) to reactivate.



Once you log in, you will see the SMS User list

New York State
omh Security Management System [SMS]
 Office of Mental Health Test Facility (for user manual) User Name
 Go To Help About Logout

Users

User List: User Count = 3

Select a userID from the list below to grant the user access to an application. 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
L2222TM1	Mhpd, Test	no
L2222SXM	Mhpd2, Sms S	requested: 11/30/2010
L2222BN	Name, Bas	requested: 06/23/2014

[New User](#)

Search Criteria:

Agency: Test Facility (for user manual)

Application: ---- Any Application ----

User ID:

Last Name: First Name:

Name:

Show Deactivated User


Show Security Manager

[Clear Search Criteria](#) [Search](#)

- Shows all users at your facility who have access to OMH databases
- Search Criteria allows you to narrow down your user list, making it easier to locate a particular user
- The Help Manual which you can access through the "Help" menu above, has more information



Assigning PCS User Access in SMS




New York State
 Security Management System [SMS]
 Office of Mental Health Test Facility (for user manual) User Name
 Go To Help About Logout

Users

User List: User Count = 3

Select a userID from the list below to grant the user access to an application. 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
	L2222TM1	Mhpd, Test	no
	L2222SXM	Mhpd2, Sms S.	requested: 11/30/2010
	L2222BN	Name, Bas	requested: 06/23/2014

[New User](#)

Click the pencil icon to edit a User

Click the "New User" button to add a user

User Information:

User ID: L2222ST

* First Name: M.I.: * Last Name:

Name:

Date of Birth: Gender:

Title:

* Email:

* Work Phone #: Ext.:

* Agency:

SecurID® Token:

Token Type Needed: Software Token Hardware Token

NY Gov ID:

Assurance Level 2:

Last Updated By:

Patient Characteristics Survey [PCS]

Authentication:

Groups:

Group Name	Description
<input checked="" type="checkbox"/> PCS Submitter	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.
<input type="checkbox"/> PCS Supervisor	Allows user to see and enter data for ALL unit/sites, and user allows user to upload and download facility data and reports.

PCS Access:

Facility/Unit/Site Name	Access
Facility: [2222] - Test Facility (for user manual)	<input type="checkbox"/>
Unit: [008] - ACME Mohawk Clinic	<input type="checkbox"/>
Unit: [009] - Advocacy (test whether added to PCS)	<input type="checkbox"/>
Unit: [005] - AOT for tst	<input type="checkbox"/>
Unit: [003] - Blended Case Management	<input type="checkbox"/>
Unit: [002] - Test Facility - HCBS Waiver	<input type="checkbox"/>
Unit: [007] - Test Facility Licensed Program #1	<input type="checkbox"/>
Unit: [006] - Test Unit D	<input type="checkbox"/>

Edit User Screen

- Check the box for either “Submitter” or “Supervisor”
- If choosing “Submitter,” select Unit/Sites from the PCS Access list
- Click “Update”
- Any field with an asterisk is required and must be completed before clicking “Update”



User Information:

User ID:

Name: * First Name: M.I.: * Last Name:

Date of Birth: Gender:

Title:

* Email:

* Work Phone #: Ext.:

* Agency:

SecurID® Token:

Token Type Needed: Software Token Hardware Token

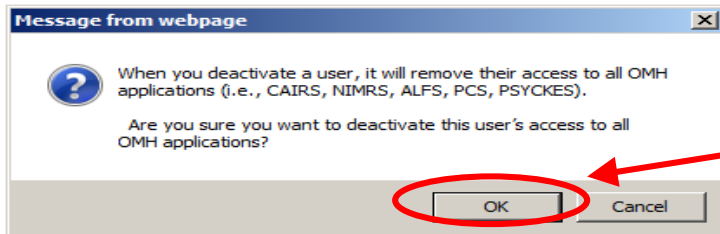
NY Gov ID:

Assurance Level 2:

Last Updated By:

Employees that Leave your Employment

- To remove access for a user that leaves your employ, the Security Manager clicks the “Deactivate” button
- Be careful when deactivating a user as it will remove ALL accesses to ANY OMH database
- Click “OK” to confirm deactivation



The user's password has been reset.

Close

User Information:

User ID: MHPD_P2222

Name: * First Name: Provider M.I.: P * Last Name: 2222

Date of Birth: 01/01/2001 Gender: Male

Title: Title

* Email: Test_mhpd@omh.ny.gov

* Work Phone #: (123) 456-7890 Ext.:

* Agency: Test Facility (for user manual)

SecurID® Token: Not assigned

Token Type Needed: Software Token Hardware Token

Assurance Level 2: No

Last Updated By: Tester Name on 07/21/2015 02:57:22 PM

New User

Update

Deactivate

Reset Password

Users

Reset password:

Users frequently forget their password. This feature will allow you to easily generate a new password that will be emailed to the user. Once you click “Reset Password,” you will receive a pop-up message, click “OK” then “Close.”

Users Button:

Will take you out of the Edit User screen and back to the list of users

Note: When a user has password reset, they must wait one hour before using it so the databases can update. New password won't work if tried immediately.



Selecting the Correct User Access

- **PCS Submitter** – A User assigned to enter data and view/print reports in PCS for the Units or Sites with which the User is associated.
- **PCS Supervisor** – A User allowed to view and enter data for **ALL** Unit/Sites at the Facility, to upload and download Facility data and reports. The Supervisor certifies that the Facility has completed its data entry by approving or locking Unit/Sites when they are done or requesting a waiver for a particular Unit/Site that has not provided data.

Note: Each facility is required to have a minimum of one PCS Supervisor.



- Once “PCS Submitter” has been selected, the PCS Access list becomes available.
- To assign a Submitter to all unit/sites, click the box on the Facility line and all the boxes below will automatically be populated
- To expand a Unit on the list in order to select specific Sites, click the plus sign. To collapse, click the minus sign.
- Select the appropriate Unit/Sites for which the User needs access.

Assigning Unit/Sites to a Submitter

Patient Characteristics Survey [PCS]

Authentication: Password or Token

Groups:

Group Name	Description
<input checked="" type="checkbox"/> PCS Submitter	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.
<input type="checkbox"/> PCS Supervisor	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:

Facility/Unit/Site Name	
<input type="checkbox"/>	Facility: [2222] - Test Facility (for user manual)
<input type="checkbox"/>	Unit: [008] - ACME Mohawk Clinic
<input checked="" type="checkbox"/>	Site: [1000] - ACME Mohawk Clinic
<input type="checkbox"/>	Site: [1001] - ACME Mohawk Satellite 1
<input checked="" type="checkbox"/>	Site: [1002] - ACME Mohawk Satellite 2
<input checked="" type="checkbox"/>	Unit: [009] - Advocacy (test whether added to PCS)
<input type="checkbox"/>	Unit: [005] - AOT for tst
<input type="checkbox"/>	Unit: [003] - Blended Case Management
<input type="checkbox"/>	Unit: [002] - Test Facility - HCBS Waiver
<input type="checkbox"/>	Unit: [007] - Test Facility Licensed Program #1

Show units and sites not assigned to the PCS Submitter group:

To see which Unit/Sites have not been assigned, click this box and a list will appear.



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Unit/Sites that have not been assigned...

		Facility/Unit/Site Name	
<input type="checkbox"/>	<input type="checkbox"/>	Facility:	[2222] - Test Facility (for user manual)
	<input type="checkbox"/>	Unit:	[008] - ACME Mohawk Clinic
	<input checked="" type="checkbox"/>	Site:	[1000] - ACME Mohawk Clinic
	<input type="checkbox"/>	Site:	[1001] - ACME Mohawk Satellite 1
	<input checked="" type="checkbox"/>	Site:	[1002] - ACME Mohawk Satellite 2
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Unit:	[009] - Advocacy (test whether added to PCS)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Unit:	[005] - AOT for tst
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Unit:	[003] - Blended Case Management
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Unit:	[002] - Test Facility - HCBS Waiver
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Unit:	[007] - Test Facility Licensed Program #1

Show units and sites not assigned to the PCS Submitter group:

		Facility/Unit/Site Name	
<input type="checkbox"/>	<input type="checkbox"/>	Facility:	[2222] - Test Facility (for user manual)
	<input type="checkbox"/>	Unit:	[008] - ACME Mohawk Clinic
		Site:	[1001] - ACME Mohawk Satellite 1
<input checked="" type="checkbox"/>		Unit:	[005] - AOT for tst
<input checked="" type="checkbox"/>		Unit:	[002] - Test Facility - HCBS Waiver
<input checked="" type="checkbox"/>		Unit:	[007] - Test Facility Licensed Program #1

- Supervisors have access to all Unit/Sites.
- Note:** ACME Mohawk Clinic (Site code 1000) and Satellite 2 (Site code 1002) have been assigned, and do not appear on the second list.
- Any Unit/Sites that appear on the second list have not yet been assigned to a Submitter.

New York State
om Security Management System [SMS]
 Office of Mental Health Test Facility (for user manual)

Go To Help About Logout

Edit User

The user's information has been updated. [Close](#)

User Information:

User ID: L2222SYM

Name: * First Name: Sms M.I.: S * Last Name: Mhpd

Date of Birth: 01/10/1980 Gender: Male

Title: Title

* Email: Test_mhpd@omh.ny.gov

* Work Phone #: (518) 555-1212 Ext.:

* Agency: Test Facility (for user manual)

SecurID® Token: Not assigned

Token Type Needed: Software Token Hardware Token

NY Gov ID:

Assurance Level 2: No

Last Updated By:

New User Update Deactivate Reset Password Users

When Finished with Editing

- Click “Logout” to logout of SMS and close the program
- Click “Close” to return to Edit User screen for this user. Make edits and click “Update” again to save changes
OR
- Click “Users” to return to User List and choose another user



What's Coming Up in PCS...

- In mid-September, we will be conducting PCS trainings via WebEx, and there will be a recorded version for those who cannot attend a training session placed on the PCS Homepage. The PCS Users Manual will also be available for review on the PCS Homepage.
- The Practice Platform will be available mid-September for Users to practice entering and importing data prior to the survey week. Any practice data will be erased before the survey starts.
- More information will be sent out to PCS Coordinators in September.



Using the Data Upload Feature

Facilities that store their records electronically have the option of formatting their data and uploading it to the PCS. More information is available on line at:

<https://www.omh.ny.gov/omhweb/pcs/submissions/>

Please review this information carefully before deciding to use the electronic upload feature. You will be able to test this feature in the Practice Platform.



OMH Website: <http://www.omh.ny.gov>



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Behavioral Health Providers

Behavioral Health Resources & Tools:

Patient Characteristics Survey (PCS)

[PCS Data Collection](#)

Programs funded or licensed by OMH report client-level demographic, clinical, and service descriptions for persons they served during the week of the survey. All survey data are submitted to OMH electronically using the Web-based PCS application. This page provides mental health providers with information about the survey timeframe and requirements for preparing for and obtaining access to the Web-based PCS application.



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The Patient Characteristics Survey (PCS)

What is the PCS?



The PCS is conducted every two years, and collects demographic, clinical, and service-related information for each person who receives a public mental health service during a specified one-week period.

Why is the PCS so important?

The PCS is the only Office of Mental Health data source that collects this type of client-level information from all public mental health service programs. Due to an exceptional level of cooperation and participation from service providers, the PCS is a reliable and invaluable resource for helping to manage New York State's public mental health system, complying with federal reporting requirements, assisting local governments with the mental health services planning process, and informing the distribution of funding.

Survey Resources










Preparing for the Survey

- [2019 PCS Calendar](#)  – Includes all of the important dates for 2019
- [What's New for 2019](#)  – Summarizes changes to the form and application

The Data Entry Web Application

- [2017 PCS Application](#) (User Identification and Password Required)

PCS Reference Materials

- [2019 Survey Form](#)  (for informational purposes only – not for data collection)
- [2019 PCS Guidelines](#)  – Covers general reporting instructions (PDF)
- [2019 Using the Electronic Data Upload Feature](#)  – Contains information on:
 - [File Layout](#) 
 - [Validations](#) 
 - [Valid County Zip Code Combinations](#) 
 - [Valid DSM-5 Codes Sorted by Label](#) 
 - [Valid DSM-5 Codes Sorted by Codes](#) 
 - [Data Upload Notification Form](#)
- [2019 Frequently Asked Questions \(FAQS\)](#) 

Other Resources

- [Mental Health Provider Data Exchange \(MHPD\) web page](#) – includes the MHPD Basic User Manual and Facility Survey Manual
- [Security Management System \(SMS\) web page](#) – includes the SMS Reference Manual
- [PCS Reports and Data Briefs web page](#) – Access to the PCS public web portal

Questions about the information on this page or issues with document accessibility can be directed to the PCS Team in the [Surveillance and Surveys Unit](#).



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Using the Electronic Data Upload Feature

If your facility maintains an electronic information system, you may prefer to use the **Upload** feature of the Patient Characteristics Survey (PCS) Application. This Upload feature will allow you to extract data from your information system, manufacture a text file containing answers to the PCS questions, and upload the text file to the PCS Application. You may test the uploading of your data file by using the PCS Practice Platform available in late September. Any data entered in the Practice Platform will be deleted before the actual survey starts. **Before deciding to use the Upload feature**, please consider the following:

- a) **The number of people you serve.** Typically, a facility serving hundreds of clients during the survey week will benefit from using the upload feature as it replaces the need to manually enter a large quantity of PCS records. A facility serving fewer clients may not receive the same benefit.
- b) **How many of the PCS questions can be answered by your information system.** Each provider is expected to complete all the questions in the [PCS Survey Form](#). You may choose to upload a file, even if some of the PCS questions do not exist in your own information system by simply placing a blank (or blanks) at the appropriate spot in the file. Any uploaded record can be opened in the application and the blanks (and other invalid responses) will be flagged by the application. All invalid responses must be corrected manually by the user. For a list of each question and its set of valid responses, please see the link below entitled, "File Layout for Data Upload."

Please read each of the documents below carefully before deciding to proceed.

- 1) [File Layout for Data Upload](#)
- 2) [Validations](#)
- 3) [Valid County/Zip Code combinations](#)
- 4) [Valid ICD10 DSM5 Codes Sorted by Code](#)
- 5) [Valid ICD10 DSM5 Codes Sorted by Label](#)

If your agency decides to upload the data, please complete the [data upload notification form](#) and add the PCS Home Page to your favorites. DSM-5 diagnosis and other documents will be added to this page later in the year.

- When you click on Using the Data Upload feature, a document with specifics on how to use the feature appears.

- Click on data upload notification form link at bottom of document



Data Upload Notification Form Patient Characteristics Survey (PCS) Unit

As it becomes available, please send information regarding the file upload to our **Survey Coordinator** and the additional email address shown below.

Facility Code (4 digits):

Facility Name or Company:

Additional contact (Survey Coordinator is updated in the Facility Survey in MHPD):

Your E-Mail:

Your Name:

Phone:

Note: The PCS Unit will attempt to notify you of information as it becomes available. In addition, please add the PCS Home Page to your favorites and check the Web site periodically for updated documents.

This form enables visitors to www.omh.ny.gov to submit information to OMH by **UNSECURE EMAIL**. E-mail sent to OMH through this site is not secure, so visitors should **NOT** transmit personal or medical information about themselves or other persons using this function. **OMH CANNOT GUARANTEE THE PROTECTION/INACCESSIBILITY BY OTHERS OF INFORMATION INCLUDED ON THIS FORM AND SENT TO OMH.**

Clear Form

Send Mail

Data Upload Notification form

Note: You must be assigned a Supervisor role to upload a data file to PCS.



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QUESTIONS?

If you have any questions, please send them to
pcs@omh.ny.gov

Security Management System (SMS) Home page
<https://www.omh.ny.gov/omhweb/sms/>

Patient Characteristics Surveys (PCS) Home page
<https://www.omh.ny.gov/omhweb/pcs/submissions/>

