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.
The OMH Website has a link to Resources & Tools…
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.
Security Management System Homepage

State and local facilitators can use the SMS to 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
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.
• **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

- 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

Click the “New User” button to add a user.

Click the pencil icon to edit a User.

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 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”
Employees that Leave your Employ

- 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.
**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.
Assigning Unit/Sites to a Submitter

- 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.

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

- 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.
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 online 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.
The OMH Website has a link to Resources & Tools…
Patient Characteristics Survey (PCS)

PCS Data Collection

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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 Data Entry Guide – Contains general instruction and general instructions (PDF)
- 2019 Using the Electronic Data Upload Feature – Contains information on:
  - Data 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.
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 reduces 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.

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