

# PSYCKES-Medicaid Release Notes – Release 8.0.0

## Table of Contents

1. Elimination of Quality Flag Level of Access
2. New York City Correctional Health Services (CHS) Data Available in the Clinical Summary
3. Telehealth Identifier Added to Recipient Search and the Clinical Summary
4. Homelessness Added to the High Need/High Risk Advanced View
5. New “Mental Health Placement Consideration” Flag
6. New Quality Indicator Set: General Medical Performance Tracking
7. New MyCHOIS Consumer Login Process
8. iOS Mobile App Release 8.0 Enhancements

## 1. Elimination of Quality Flag Level of Access

The Quality Flag level of access is being removed to facilitate and support future interoperability between PSYCKES and Electronic Medical Records (EMRs), in order to streamline entry of the PSYCKES consent and allow access of PSYCKES Clinical Summary data directly within EMRs. Users will still be able to view which of their clients have active quality flags in the My QI Report and Recipient Search modules but will no longer be able to access the partial release of Clinical Summary data based on a client having a quality flag alone.

With this release, users can now “Enable Access” within the My QI Report’s “Recipients” tab or when running cohort searches in Recipient Search. Previously, a user could only enable access when searching for a client individually in Recipient Search or Registrar menu. The Enable Access module will have the following options:

### The client signed consent

- Client signed a PSYCKES Consent
- Client signed a BHCC Patient Information Sharing Consent
- Client signed the DOH Health Home Patient Information Sharing Consent

### Provider attests to other reasons for access

- Client gave Verbal PSYCKES Consent
- This is a clinical emergency

### Provider attests to serving the client

*Will link client to your agency, but will not provide access to clinical summary*

- Client is currently served by or being transferred to my agency

Attached to our release notes, please find an updated ‘About PSYCKES Access Levels’ document that details each client data access type.

## 2. New York City Correctional Health Services (CHS) Data Available in the Clinical Summary

New information has been added to PSYCKES Clinical Summary for people with a history of jail-based care in New York City. This information is updated on a weekly basis, and is coming from the following data source:

- **New York City Correctional Health Services (CHS):** provider name, jail admission date, jail discharge date, released to, placed in jail mental health residential treatment (if applicable), behavioral health diagnoses, medications at time of discharge, scheduled follow-up, or referral.

The CHS information will be available in the following sections of the Clinical Summary, when applicable:

- Current Care Coordination
- Behavioral Health Diagnoses
- Integrated View of Services (IVOS)
- Care Coordination (historical)

**NOTE:** This data is considered specially protected and can only be viewed with signed consent or clinical emergency access.

### 3. Telehealth Identifier Added to Recipient Search and the Clinical Summary

A new way to identify telehealth services has been added to Recipient Search and the Clinical Summary. Telehealth services are specially coded in Medicaid claims data.

- Recipient Search:
  - A new “Telehealth coded” filter has been added to the Recipient Search services sections. When the “Telehealth coded” filter is selected, users will then be able to choose from telehealth-specific services (e.g., Crisis services, residential programs, hospital-based programs, etc.). You can find the new “Telehealth coded” filter in the following sections:
    - Services: Specific Provider
    - Service by Any Provider

Please note, “Telehealth Coded” should be selected prior to service selection as not all services are telehealth eligible.

- Clinical Summary:
  - For applicable services, the word “(Telehealth)” will display after the service type to indicate that the service received was telehealth coded. For example, Clinic – Medical Specialty (Telehealth).

### 4. Homelessness Added to the High Need/High Risk Advanced View

The High Need High Risk Advanced View contains two new columns for homelessness data. The columns are as follows:

- Homelessness (Medicaid/DHS) Past 1 Year
- Homelessness (Medicaid/DHS) Any

The Advanced Views can be found in the upper right-hand corner of the Recipient Search results page, under the “View” dropdown.

### 5. New “Mental Health Placement Consideration” Flag

A new “Mental Health Placement Consideration” flag has been added to Recipient Search in the “Quality Flag” filter box and in the quality flag column of the report results page. Clients who meet criteria for this flag will have it listed in the “Quality Flag” section of their Clinical Summary and the “Notifications” section of their Clinical Summary will describe the specific reason(s) why the individual meets criteria. This flag was created to help identify individuals who require an evaluation before they are admitted to certain adult homes.

The definition of this flag is anyone in PSYCKES who meets one or more of the following criteria:

- OMH Housing history in past 5 years
- 1+ PROS services in past 5 years
- 1+ HCBS/CORE services in past 5 years
- Ineffectively Engaged – No Outpatient MH < 12 months
- Any history of forensic psych inpatient setting or forensic status in any OMH inpatient setting
- Any history of prison MH outpatient services
- Any history of mental health diagnosis or treatment in jail
- AOT History: Active or Expired
- ACT enrolled or discharged in the past 5 years
- Intensive Mobile Treatment (IMT) in past 5 years
- 1+ inpatient MH past 5 years
- 1+ ER or inpatient visit in the past year with a suicide attempt/ suicide ideation/ self-harm code
- 3+ inpatient medical visits in past 1 year AND have schizophrenia or bipolar past year
- 4+ ER MH < 12 months
- Evidence of Supplemental Security Income (SSI) or Social Security Disability (SSD) and Any OMH Specialty MH Service in past 5 years

## 6. New Quality Indicator Set: General Medical Performance Tracking

A new quality indicator set has been added to My QI Reports, Statewide Reports, and Recipient Search in January 2024. This indicator set is calculated by the Department of Health (DOH) on “mature” Medicaid data and sent to the Office of Mental Health to display in the PSYCKES application.

DOH calculates the measures in this set after a 6-month billing data maturation period to allow for services to be invoiced. The measures are based on a 12-month period of services. The list of measures or “sub-indicators” within the new General Medical Performance Tracking Measure set are listed below with a brief description.

### General Medical Performance Tracking Measure Set Description

Low Asthma Medication Ratio	The percentage of individuals ages 5 to 64 years identified as having persistent asthma and have an asthma controller (preventative) medication ratio of .49 or less during the measurement period.
Overdue for Breast Cancer Screening	The percentage of women ages 50 to 74 years who did not have a mammogram to screen for breast cancer during the measurement period.
Overdue for Cervical Cancer Screening	The percentage of women ages 21 to 64 years who were not screened for cervical cancer (cervical cytology or hrHPV) during the measurement period.
Overdue for Chlamydia Screening	The percentage of women ages 16 to 24 years who are sexually active and did not have a chlamydia screening during the measurement period. <b>NOTE:</b> Provider agency users will only be able to see a list of recipients meeting criteria for this indicator with signed consent or clinical emergency access, due to this indicator containing data with special protections.
No Statin Therapy Medication - Cardiovascular Disease (CV)	The percentage of adults ages 21 to 75 years identified as having Clinical Atherosclerotic Cardiovascular Disease (ASCVD) who did not have at least one high-intensity or moderate-intensity statin medication dispensed to them during the measurement period.

Low Statin Therapy Medication Adherence - Cardiovascular Disease (CV)

The percentage of adults ages 21 to 75 years identified as having Clinical Atherosclerotic Cardiovascular Disease (ASCVD) who had a statin therapy medication available to them less than 80 percent of the treatment period.

## 7. New MyCHOIS Consumer Login Process

MyCHOIS Consumer is the client-facing version of PSYCKES and offers clients a secure way to login and view their data. The login process for consumers has recently changed for added security purposes and will require a NY.gov ID username. The updated instructions will be posted on our [PSYCKES Training Materials](#) page shortly.

## 8. iOS Mobile App Release 8.0

To maintain parity between the iOS and web platforms, the following changes have been implemented in the PSYCKES iOS mobile app:

- The elimination of quality flag access will be reflected in the iOS mobile app.
- The Medical Equipment section has been added to both the iPhone and iPad versions of the mobile app.
- New service cards are now displaying in applicable service sections in the iPhone version of the mobile app (they were previously only displaying in the iPad version). These service cards will display the service type, and the number of services the recipient has received.
- There are now filter buttons within the iPhone mobile app! With the addition of the service cards, users will also now be able to filter for specific service types in applicable sections within the iPhone. These filter buttons can also be found in the iPad version of the mobile app.

## Important Technical Requirement Update for iOS Mobile App

The PSYCKES iOS Mobile app will require the following updates in order to login to the app:

- 1) **iOS version 16.0 or higher** - If you are unsure what version iOS your device currently is, please navigate to Settings > General > About and look for “Software Version”  
If your version is not 16.0 or higher, navigate to Settings > General > Software Update and select “Install Now” for latest update
- 2) **PSYCKES App update** – To update to the most recent version of the PSYCKES mobile app, please navigate to the App Store > Search for “PSYCKES” > Select “Update” button

**NOTE:** Apple’s iOS 16 operating system no longer supports certain older iPhone and iPad devices. To view which devices are compatible, please visit: <https://support.apple.com/en-us/103267>