NEW YORK STATE OF OPPORTUNITY. | Office of Mental Health

New PSYCKES Features Release 7.5.0

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"

Kristen McLaughlin, MA
Medical Informatics | PSYCKES
Office of Population Health & Evaluation
July 13, 2022

Q&A via WebEx

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

Agenda

- PSYCKES Overview
- Demonstration of New Features in Release 7.5.0
  - Homelessness Information from NYC Department of Homeless Services & Medicaid Data
  - Crisis Services in Report Filters and Clinical Summary
  - CORE Services in Report Filters and Clinical Summary
  - OPWDD Habilitation Services in Report Filters and Clinical Summary
  - New Quality Indicator Set: General Medical QARR – DOH Measures for Stratification
  - iOS Mobile App Release 5.2 Enhancements
- Training & Technical Support

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PSYCKES Overview

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What is PSYCKES?

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

Who is Viewable in PSYCKES?

- Over 10 million NYS Medicaid enrollees (currently or past)
  - Fee for service claims
  - Managed care enrollees, all product lines
  - Dual-eligible (Medicare/Medicaid) and Medicaid/Commercial
- 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

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!** 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)

Quality Indicators “Flags”

- PSYCKES identifies clients flagged for quality concerns in order to inform the treating provider or network and to support clinical review and quality improvement
- When a client has an applicable quality flag, the provider is allowed access to that individual’s Clinical Summary
- Examples of current quality flags include:
  - No diabetes monitoring for individuals with diabetes and schizophrenia
  - Low medication adherence for individuals with schizophrenia
  - No follow-up after MH inpatient within 7 days; within 30 days
  - High utilization of inpatient/emergency room, Hospital Readmission
  - 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

7.5.0 New Features!

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Homelessness Information from NYC DHS & Medicaid

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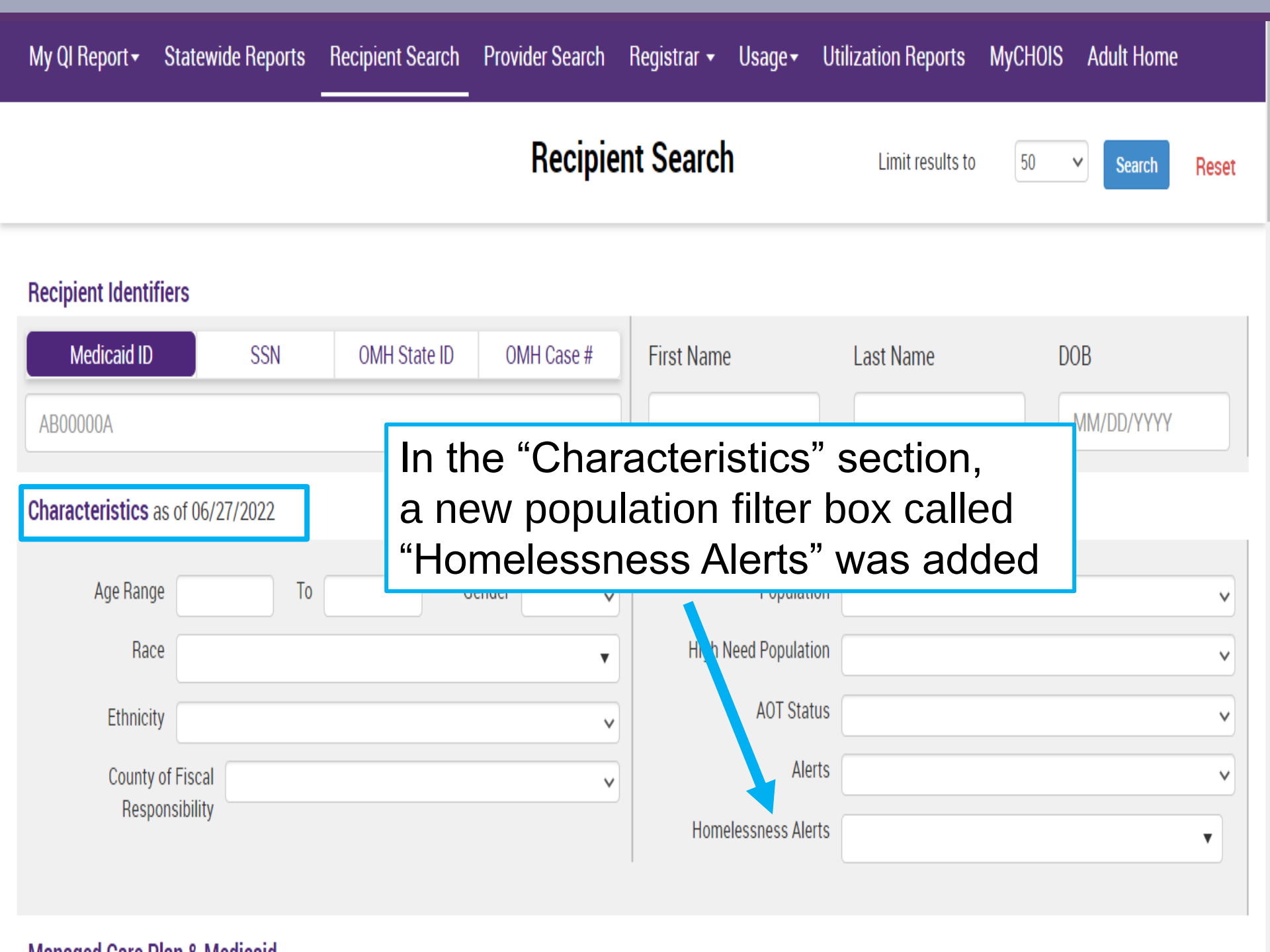
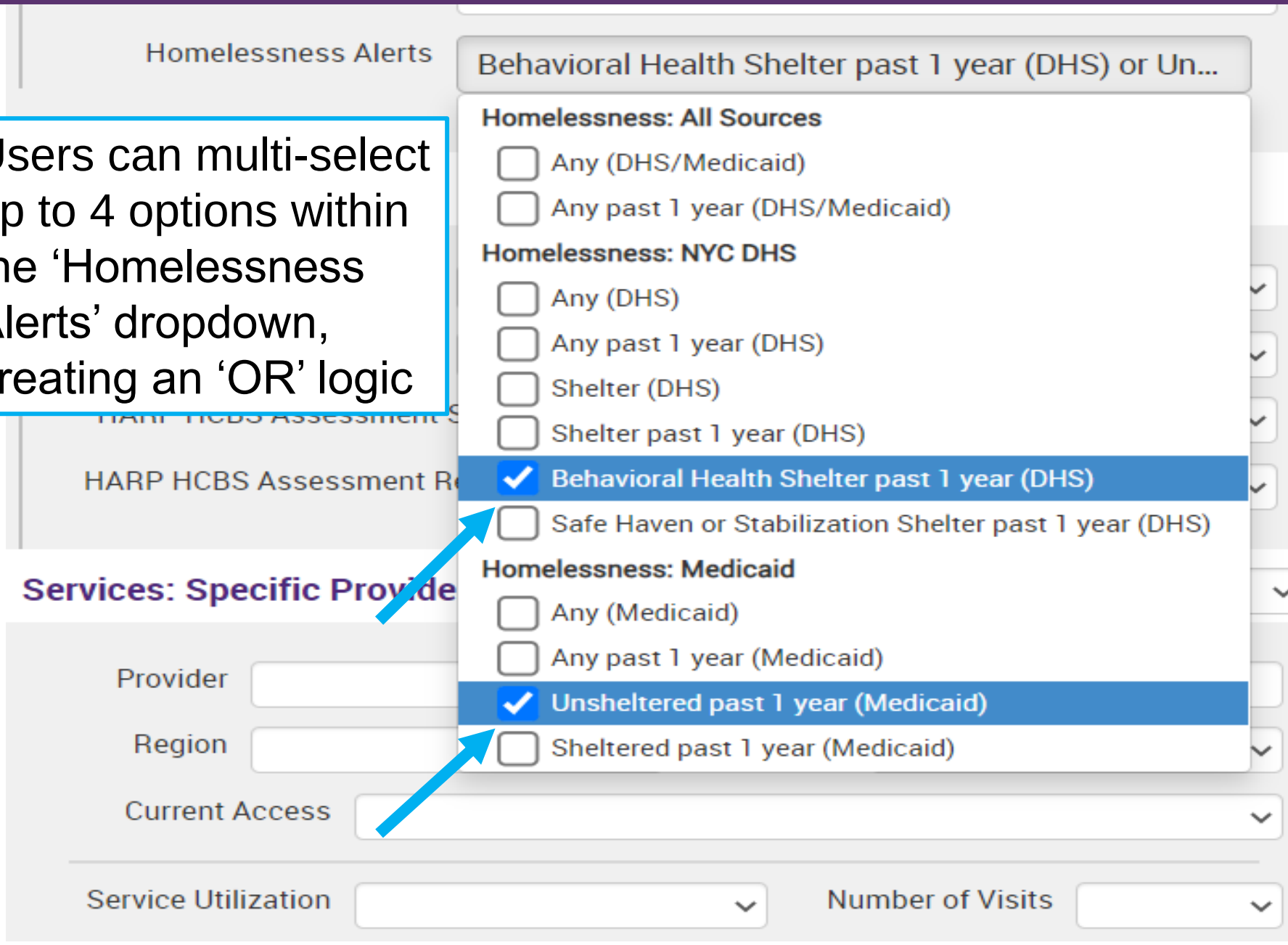
Homelessness Data

- New information has been added to PSYCKES for people experiencing homelessness currently, recently or in the past. This information comes from two data sources:
  - New York City Department of Homeless Services (NYC DHS): Shelter name, program type, placement date, exit date, exit reason, and shelter director contact information
  - Medicaid billing data: Information from procedure codes (z codes) on a billing claim/encounter, entered by any provider statewide with awareness of their client's homelessness; specifies sheltered homelessness, unsheltered homelessness, or unspecified, along with provider name, program name, and date(s) of service
- This homelessness information will be available in two PSYCKES reports:
  - Clinical Summary
  - Recipient Search


My QI Report
Statewide Reports
Recipient Search
Provider Search
Registrar
Usage
Utilization Reports
MyCHOIS
Adult Home
Recipient Search
Limit results to
50
Search
Reset
Recipient Identifiers
Medicaid ID
SSN
OMH State ID
OMH Case #
AB00000A
First Name
Last Name
DOB
MM/DD/YYYY
Characteristics as of 06/27/2022
In the “Characteristics” section, a new population filter box called “Homelessness Alerts” was added
Age Range
To
Race
Ethnicity
County of Fiscal Responsibility
High Need Population
AOT Status
Alerts
Homelessness Alerts

Users can multi-select up to 4 options within the ‘Homelessness Alerts’ dropdown, creating an ‘OR’ logic



❮ Modify Search

2,251 Recipients Found

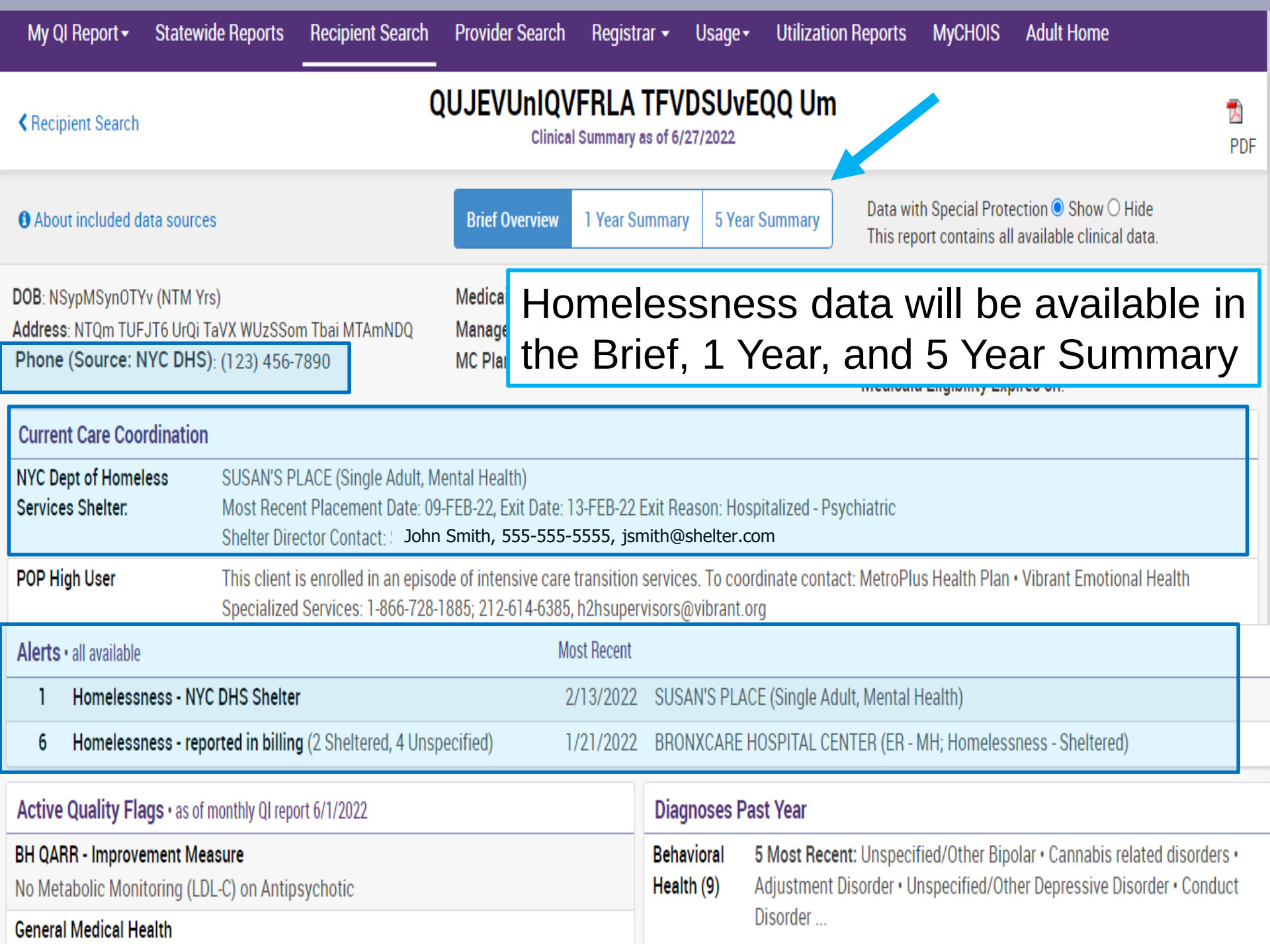
View: Standard ▾ PDF Excel

	Homelessness Alerts	Behavioral Health Shelter past 1 year (DHS) OR Unsheltered past 1 year (Medicaid)
AND	[Provider Specific] Provider	NYC-HHC BELLEVUE HOSPITAL CENTER

Review recipients in results carefully before accessing Clinical Summary.

Maximum Number of Rows Displayed: 50

Name	Medicaid ID	DOB	Gender	Medicaid Quality Flags	Medicaid Managed Care Plan
QUJCQVNUQUvURQ REFOSUVM	VEYmNDAo Mae	OSyqLpEvN pM	TQ LQ ND6	2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 2+ Inpt-BH, 4+ Inpt/ER-BH, 4+ Inpt/ER-Med, HARP No Assessment for HCBS, HARP No Health Home, High MH Need, No Detox f/u 14d, No Gluc/HbA1c & LDL-C - AP, No LDL-C - AP, No MH ED F/U 7d (DOH), No Rehab f/u 14d, No SUD Tx Engage, No SUD Tx Engage (DOH)	Molina Healthcare of New York
QUJEVUnIQVFR TFVDSUvEQQ Um	Vq2uNpUm OFU	NSypMSyn OTYv	R6 LQ NTM	2+ ER-BH, 2+ ER-MH, 2+ ER-Medical, 2+ Inpt-BH, 2+ Inpt-MH, 4+ Inpt/ER-BH, 4+ Inpt/ER-MH, 4+ Inpt/ER-Med, Adher-MS, Colorectal Screen Overdue (DOH), HARP No Health Home, HHPlus No HHPlus Service > 12 mos, HHPlus No HHPlus Service > 3 mos, HHPlus Not HH Enrolled, High MH Need, No Gluc/HbA1c & LDL-C - AP, No LDL-C - AP, No SUD Tx Engage, No SUD Tx Engage (DOH), POP Cloz Candidate, POP High User, PrevHosp-DM, Readmit 30d - BH to BH, Readmit 30d - MH to MH	MetroPlus Health Plan
QUJEVVJBSEFNQUu REFXVUQ	WVesN9ArN rA	MTAIM9alM TatOA	TQ LQ NDM	2+ ER-BH, 2+ ER-Medical, 4+ Inpt/ER-BH, 4+ Inpt/ER-Med, No SUD ER f/u 30d, No SUD ER f/u 7d, No SUD Tx Engage, No SUD Tx Engage (DOH), No SUD Tx Initiation, No SUD Tx Initiation (DOH)	Healthfirst PHSP, Inc.


My QI Report
Statewide Reports
Recipient Search
Provider Search
Registrar
Usage
Utilization Reports
MyCHOIS
Adult Home
Recipient Search
QUJEVUnIQVFRLA TFVDSUvEQQ Um
Clinical Summary as of 6/27/2022
PDF
About included data sources
Brief Overview
1 Year Summary
5 Year Summary
Data with Special Protection Show Hide
This report contains all available clinical data.
DOB: NSypMSynOTYv (NTM Yrs)
Address: NTQm TUFJT6 UrQi TaVX WUzSSom Tbai MTAmNDQ
Phone (Source: NYC DHS): (123) 456-7890
Homelessness data will be available in the Brief, 1 Year, and 5 Year Summary
Current Care Coordination
NYC Dept of Homeless Services Shelter:
SUSAN'S PLACE (Single Adult, Mental Health)
Most Recent Placement Date: 09-FEB-22, Exit Date: 13-FEB-22 Exit Reason: Hospitalized - Psychiatric
Shelter Director Contact: John Smith, 555-555-5555, jsmith@shelter.com
POP High User
This client is enrolled in an episode of intensive care transition services. To coordinate contact: MetroPlus Health Plan • Vibrant Emotional Health Specialized Services: 1-866-728-1885; 212-614-6385, h2hsupervisors@vibrant.org
Alerts • all available
Most Recent
1 Homelessness - NYC DHS Shelter 2/13/2022 SUSAN'S PLACE (Single Adult, Mental Health)
6 Homelessness - reported in billing (2 Sheltered, 4 Unspecified) 1/21/2022 BRONXCARE HOSPITAL CENTER (ER - MH; Homelessness - Sheltered)
Active Quality Flags • as of monthly QI report 6/1/2022
BH QARR - Improvement Measure
No Metabolic Monitoring (LDL-C) on Antipsychotic
General Medical Health
Diagnoses Past Year
Behavioral Health (9)
5 Most Recent: Unspecified/Other Bipolar • Cannabis related disorders • Adjustment Disorder • Unspecified/Other Depressive Disorder • Conduct Disorder ...

QUJEVUnIQVFRLA TFVDSUvEQQ Um

Clinical Summary as of 6/27/2022

PDF Excel CCD

Sections

Brief Overview | 1 Year Summary | 5 Year Summary

This report contains all available clinical data.

- Data with Special Protection ◉Show ○Hide

General

Name
QUJEVUnIQVFRLA TFVDSUvEQQ Um

Medicaid ID
Vq2uNpUmOFU

Medicare
No

HARP Status
HARP Enrolled (H1)

DOB
NSypMSynOTYv KDUp WVJTKQ

Medicaid Aid Category
SAFETY NET W/O DEPRIV

Managed Care Plan
MetroPlus Health Plan (HARP)

HARP HCBS Assessment Status
Tier 2 HCBS Eligibility (Reassess overdue)

Address
NTQm TUFJT6 UrQi TaVX WUzSSom Tbai MTAmNDQ

Medicaid Eligibility Expires on

MC Plan Assigned PCP
N/A

Phone (Source: NYC DHS)
(123) 456-7890

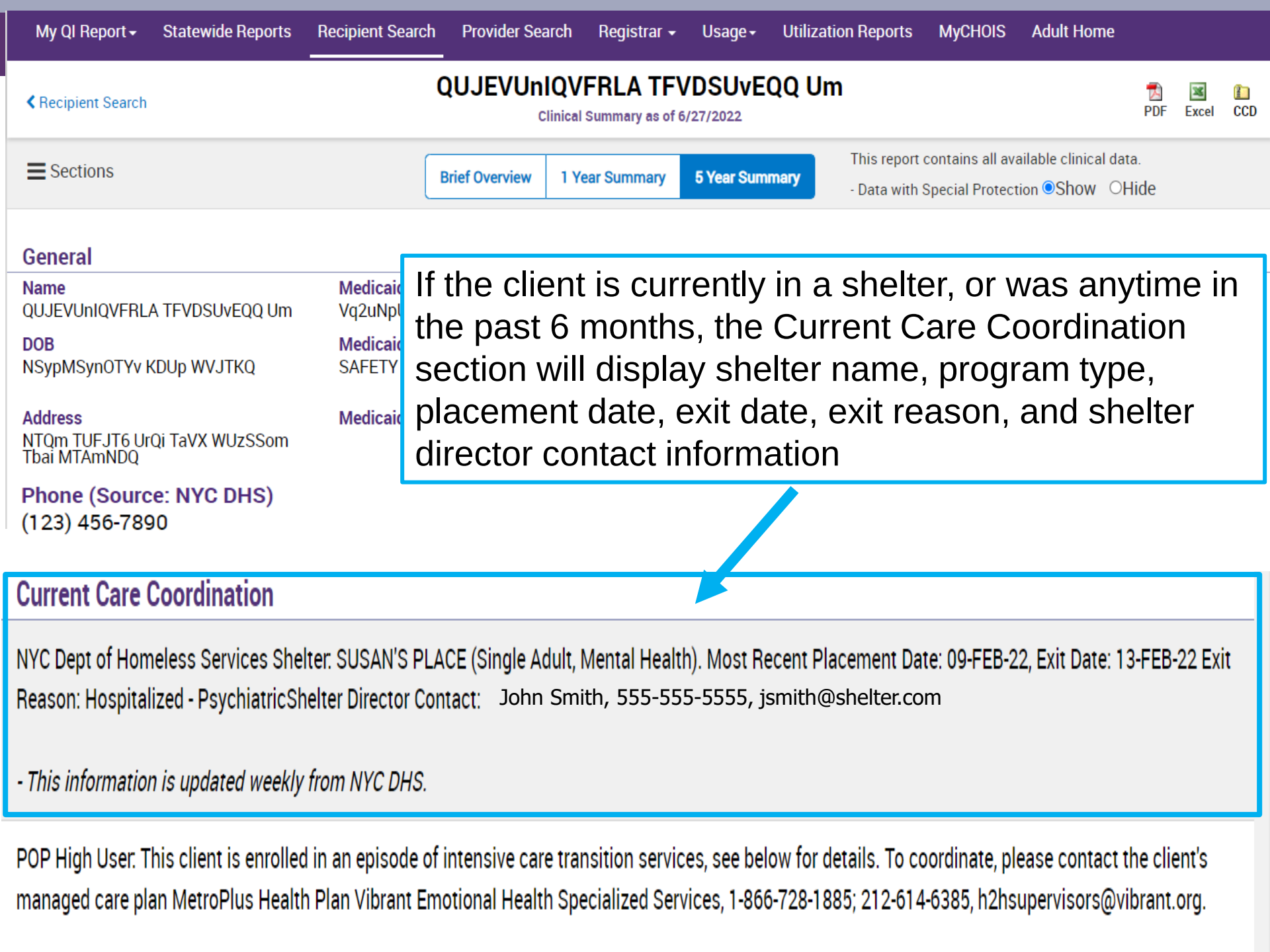
If DHS has a record of the client's phone number, it will display in the General section

Current Care Coordination

NYC Dept of Homeless Services Shelter: SUSAN'S PLACE (Single Adult, Mental Health). Most Recent Placement Date: 09-FEB-22, Exit Date: 13-FEB-22 Exit Reason: Hospitalized - PsychiatricShelter Director Contact: Simone Thompson, 7189431342, sthompson@cfhnyc.org.

- This information is updated weekly from NYC DHS.

POP High User: This client is enrolled in an episode of intensive care transition services, see below for details. To coordinate, please contact the client's managed care plan MetroPlus Health Plan Vibrant Emotional Health Specialized Services, 1-866-728-1885; 212-614-6385, h2hsupervisors@vibrant.org.


My QI Report
Statewide Reports
Recipient Search
Provider Search
Registrar
Usage
Utilization Reports
MyCHOIS
Adult Home
Recipient Search
QUJEVUnIQVFRLA TFVDSUvEQQ Um
Clinical Summary as of 6/27/2022
PDF
Excel
CCD
Sections
Brief Overview
1 Year Summary
5 Year Summary
This report contains all available clinical data.
- Data with Special Protection Show Hide
General
Name
QUJEVUnIQVFRLA TFVDSUvEQQ Um
DOB
NSypMSynOTYv KDUp WVJTKQ
Address
NTQm TUFJT6 UrQi TaVX WUzSSom Tbai MTAmNDQ
Phone (Source: NYC DHS)
(123) 456-7890
If the client is currently in a shelter, or was anytime in the past 6 months, the Current Care Coordination section will display shelter name, program type, placement date, exit date, exit reason, and shelter director contact information
Current Care Coordination
NYC Dept of Homeless Services Shelter: SUSAN'S PLACE (Single Adult, Mental Health). Most Recent Placement Date: 09-FEB-22, Exit Date: 13-FEB-22 Exit Reason: Hospitalized - PsychiatricShelter Director Contact: John Smith, 555-555-5555, jsmith@shelter.com
- This information is updated weekly from NYC DHS.
POP High User: This client is enrolled in an episode of intensive care transition services, see below for details. To coordinate, please contact the client's managed care plan MetroPlus Health Plan Vibrant Emotional Health Specialized Services, 1-866-728-1885; 212-614-6385, h2hsupervisors@vibrant.org.

POP Intensive Care Transition Services

Episode of intensive care transitions in progress since

MetroPlus Health Plan: MCO-Employed Staff

Information from either NYC DHS or Medicaid billing is used to construct homelessness “alerts” including the type of alert, data source, first date of the alert type, most recent date of the alert type, shelter name or provider name, and program type

Alerts

Incidents from NIMRS, Service invoices from Medicaid | Details

Table | Graph

Alert Type	Number of Events/Meds/Positive Screens	First Date	Most Recent Date	Provider Name(s)	Program Name	Severity/Diagnosis/Meds/Results	
Homelessness - NYC DHS Shelter	13	9/28/2017	2/13/2022	SUSAN'S PLACE	Single Adult, Mental Health		
Homelessness - reported in billing	8	10/28/2021	1/21/2022	BRONXCARE HOSPITAL CENTER	ER - MH		
Treatment for Suicidal Ideation	3	7/12/2018	5/22/2020	BRONXCARE HOSPITAL CENTER	ER - MH	Suicidal ideations	

POP Intensive Care Transition Services

Episode of intensive care transitions in progress since 02/11/2022

MetroPlus Health Plan: MCO-Employed Staff

View Services ❯

Users can also drill into the Alerts 'details' to view the specific type of homelessness reported in billing

Alerts Incidents from NIMRS, Service invoices from Medicaid Details

Table | Graph

All Alerts

PDF Excel ✖

Previous 1 2 3 4 5 Next

Alert/Incident Type	Reporting/ Billing Provider	Reporting/ Billing Program	Date of Incident/ Service	Medicaid Classification	Source
Homelessness - NYC DHS Shelter	SUSAN'S PLACE	Single Adult, Mental Health	2/13/2022		NYC DHS
Homelessness - reported in billing (Unsheltered)	BRONXCARE HOSPITAL CENTER	ER - MH	1/21/2022		Medicaid
Homelessness - reported in billing (Sheltered)	KINGS COUNTY HOSPITAL CENTER	ER - Medical	10/28/2021		Medicaid
Homelessness - reported in billing (Unspecified)	CARE FOR THE HOMELESS	Clinic - Medical Specialty	10/6/2021		Medicaid

Vision Details

No Medicaid claims for this data type in

The Living Support/Residential Treatment will display the shelter name, program type, placement date, and exit date, if applicable

Living Support/Residential Treatment Details

Table | Graph

Program/Type	Provider Name	First Date of Service (last 5 years)	Last Date Billed	Number of Visits	
Homeless Shelter - Single Adult, Mental Health (Source: NYC DHS)	SUSAN'S PLACE	2/9/2022	2/13/2022		
Homeless Shelter - Adult Families, Medical (Source: NYC DHS)	STAR BRIGHT FAMILY RESIDENCE	8/11/2020	9/30/2020		
Homeless Shelter - Adult Families, General (Source: NYC DHS)	AUBURN ADULT FAMILY ASSESSMENT	7/15/2020	8/11/2020		
Home Care - Unspecified Type	ST LUKES ROOSEVELT HSP CTR	7/1/2018	5/1/2019	11	

Laboratory & Pathology Details

Table | Graph

Program/Type	Test Name	Date Billed	Provider	
Emergency	X-Ray Exam Chest 1 View	8/22/2021	RADIOLOGY ADVANTAGE NEW JERSEY PA	
Office/ Outpatient/ Laboratory	One-Way Allow Prorated Miles	4/20/2021	CENTERS AGENCY LLC	

Vision Details

No Medicaid claims for this data type in the past 5 years

Living Support/Residential Treatment Details

Table | Graph

Drill-in to “Details” to see exit reason

Program/Type	Provider Name			r of Visits	
Homeless Shelter - Single Adult, Mental Health (Source: NYC DHS)	SUSAN'S PLACE	2/9/2022	2/13/2022		

All Living Support/Residential Treatment Services for SUSAN'S PLACE Provider

PDF Excel

Date of Service/First Visit	Service Type	Provider	Diagnosis/Reasons for discharge	Procedure
2/9/2022	Homeless Shelter - Single Adult, Mental Health (Source: NYC DHS)	SUSAN'S PLACE	Hospitalized - Psychiatric	

Laboratory & Pathology Details

Table | Graph

Program/Type	Test Name	Date Billed	Provider	
Emergency	X-Ray Exam Chest 1 View	8/22/2021	RADIOLOGY ADVANTAGE NEW JERSEY PA	
Office/ Outpatient/ Laboratory	One-Way Allow Prorated Miles	4/20/2021	CENTERS AGENCY LLC	

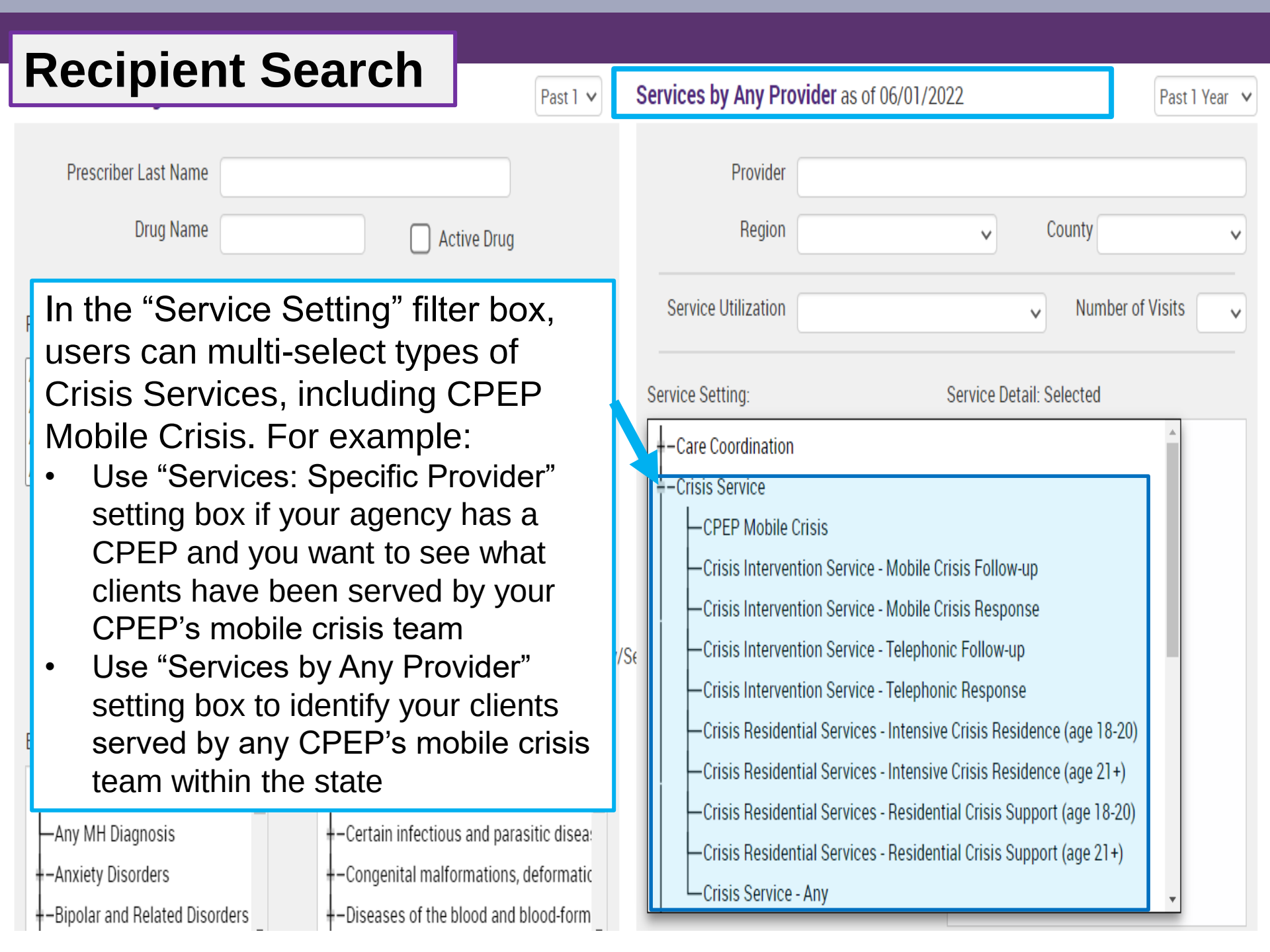
Crisis Services in Report Filters and Clinical Summary

NEW YORK STATE OF OPPORTUNITY. Office of Mental Health

Crisis Services

- As of this release, the “Brief Overview” will now display community-based crisis services in the newly named “All Hospital and Crisis Utilization” section
- The community-based crisis services include:
  - CPEP Mobile Crisis
    - Previously, CPEP Mobile Crisis was rolled up under ER – MH CPEP and was not distinguishable from other CPEP services
  - Crisis Telephonic – This Crisis Intervention Service category includes both Response and Follow-Up
  - Mobile Crisis – This Crisis Intervention Service category includes both Response and Follow-Up
  - Crisis Residential – This category includes Children’s Crisis Residence, Intensive Crisis Residence, and Residential Crisis Support
  - Crisis Stabilization Center

Recipient Search



In the “Service Setting” filter box, users can multi-select types of Crisis Services, including CPEP Mobile Crisis. For example:

- Use “Services: Specific Provider” setting box if your agency has a CPEP and you want to see what clients have been served by your CPEP’s mobile crisis team
- Use “Services by Any Provider” setting box to identify your clients served by any CPEP’s mobile crisis team within the state

Brief Overview

Medications Past Year	Last Pick Up	
Mirtazapine • Antidepressant	9/21/2021	Dose: 15 MG, 1/day • Quantity: 30
Quetiapine Fumarate • Antipsychotic	9/21/2021	Dose: 100 MG, 3/day • Quantity: 90
Levofloxacin • Fluoroquinolones	9/21/2021	Dose: 500 MG, 1/day • Quantity: 3

Outpatient Providers Past Year	Last Service Date & Type	
HELIO HEALTH INC	9/20/2021	CCBHC
CENTRAL NEW YORK PC	8/22/2017	Clinic - MH Specialty - State Psych Center (Source: State PC)

Crisis Service details will be available in the Brief Overview within the section "All Hospital and Crisis Utilization – 5 years"

All Hospital and Crisis Utilization • 5 Years

ER Visits	# Providers	Last ER Visit
1 Substance Use	1	4/6/2022 at ST LUKES ROOSEVELT HSP CTR
9 Medical	3	11/7/2021 at NEW YORK PRESBYTERIAN HOSPITAL
2 Mental Health	1	6/28/2021 at ST JOSEPHS HOSPITAL HEALTH CE

Inpatient Admissions	# Providers	Last Inpatient Admission
2 Medical	2	5/20/2022 at BELLEVUE HOSPITAL CENTER

Crisis Services	# Providers	Last Crisis Service
4 Crisis Residential	1	8/24/2021 at LIBERTY RESOURCES INC
1 Mobile Crisis	1	8/21/2021 at LIBERTY RESOURCES INC
1 CPEP Mobile Crisis	1	6/22/2021 at ST JOSEPHS HOSPITAL HEALTH CE

Brief Overview as of 6/27/2022

View 1 Year Summary | View 5 Year Summary | Export Overview

Hospital/ER/Crisis Services Details

Table | Graph

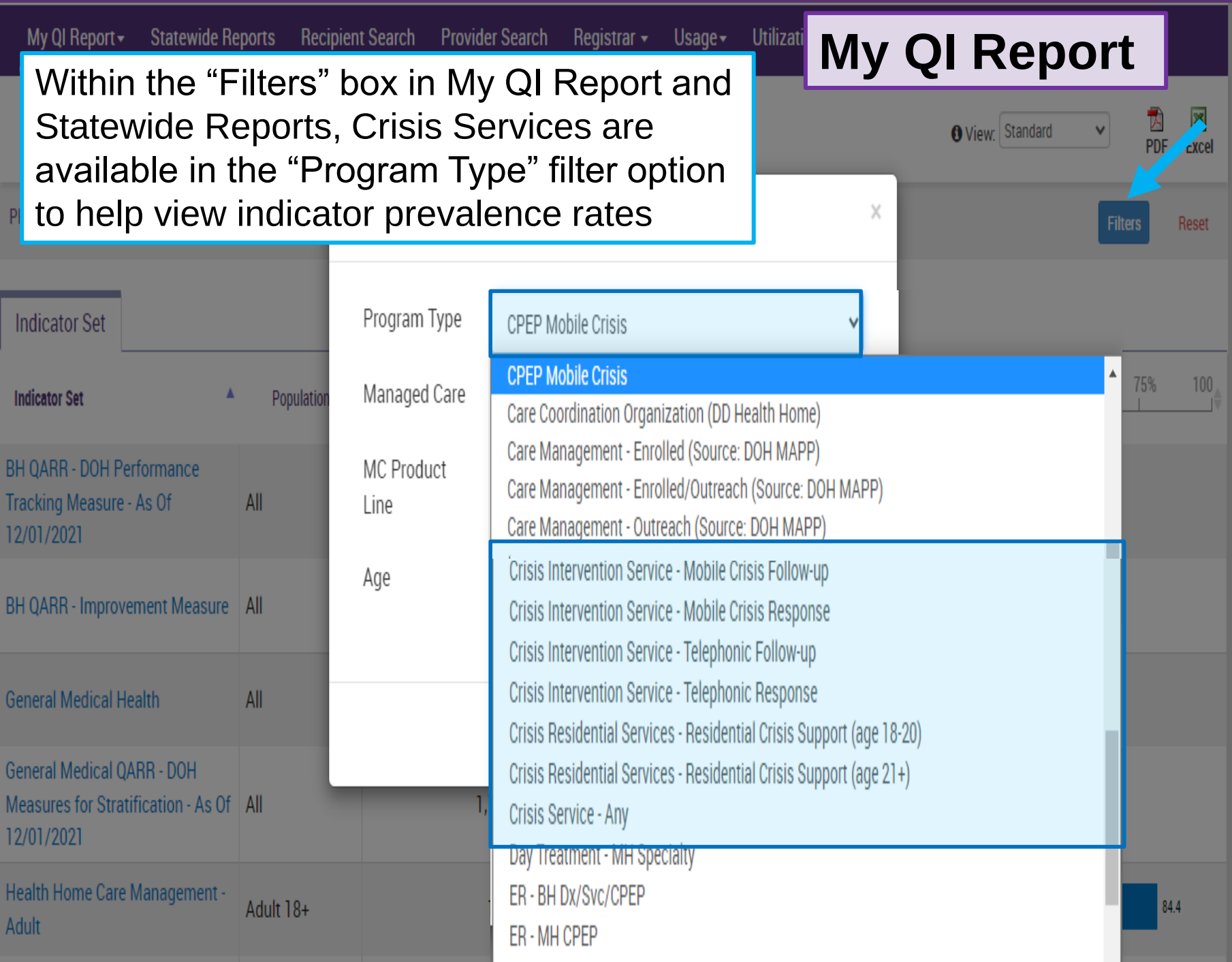
Service Type	Provider	Admission	Date/Last Date Billed	Length of Stay	Most Recent Primary Diagnosis	Procedure(s) (Per Visit)	
Crisis Residential Services - Residential Crisis Support	LIBERTY RESOURCES INC	8/24/2021	8/24/2021	1	Illness, Unspecified	- Crisis Interven Waiver/Diem	
Crisis Residential Services - Residential Crisis Support	LIBERTY RESOURCES INC	8/21/2021	8/21/2021	1	Illness, Unspecified	- Crisis Interven Waiver/Diem	
Crisis Intervention Service - Mobile Crisis Response	LIBERTY RESOURCES INC	8/21/2021	8/21/2021	1	Illness, Unspecified	- Crisis Intervention Mental H	
ER - Medical	ST JOSEPHS HOSPITAL HEALTH CE	7/5/2021	7/5/2021	1	Plantar Fascial Fibromatosis	- X-Ray Exam Of Foot	
ER - MH - CPEP	ST JOSEPHS HOSPITAL HEALTH CE	6/28/2021	6/29/2021	1	Antisocial Personality Disorder	- Psych Diagnostic Evaluation	
CPEP Mobile Crisis	ST JOSEPHS HOSPITAL HEALTH CE	6/22/2021	6/22/2021	1	Cannabis Use, Unspecified With Anxiety Disorder	- Crisis Interven Svc, 15 Min	

Dental Details

No Medicaid claims for this data type in the past 5 years

My QI Report

Within the “Filters” box in My QI Report and Statewide Reports, Crisis Services are available in the “Program Type” filter option to help view indicator prevalence rates



CORE Services in Report Filters and Clinical Summary

NEW YORK STATE OF OPPORTUNITY. Office of Mental Health

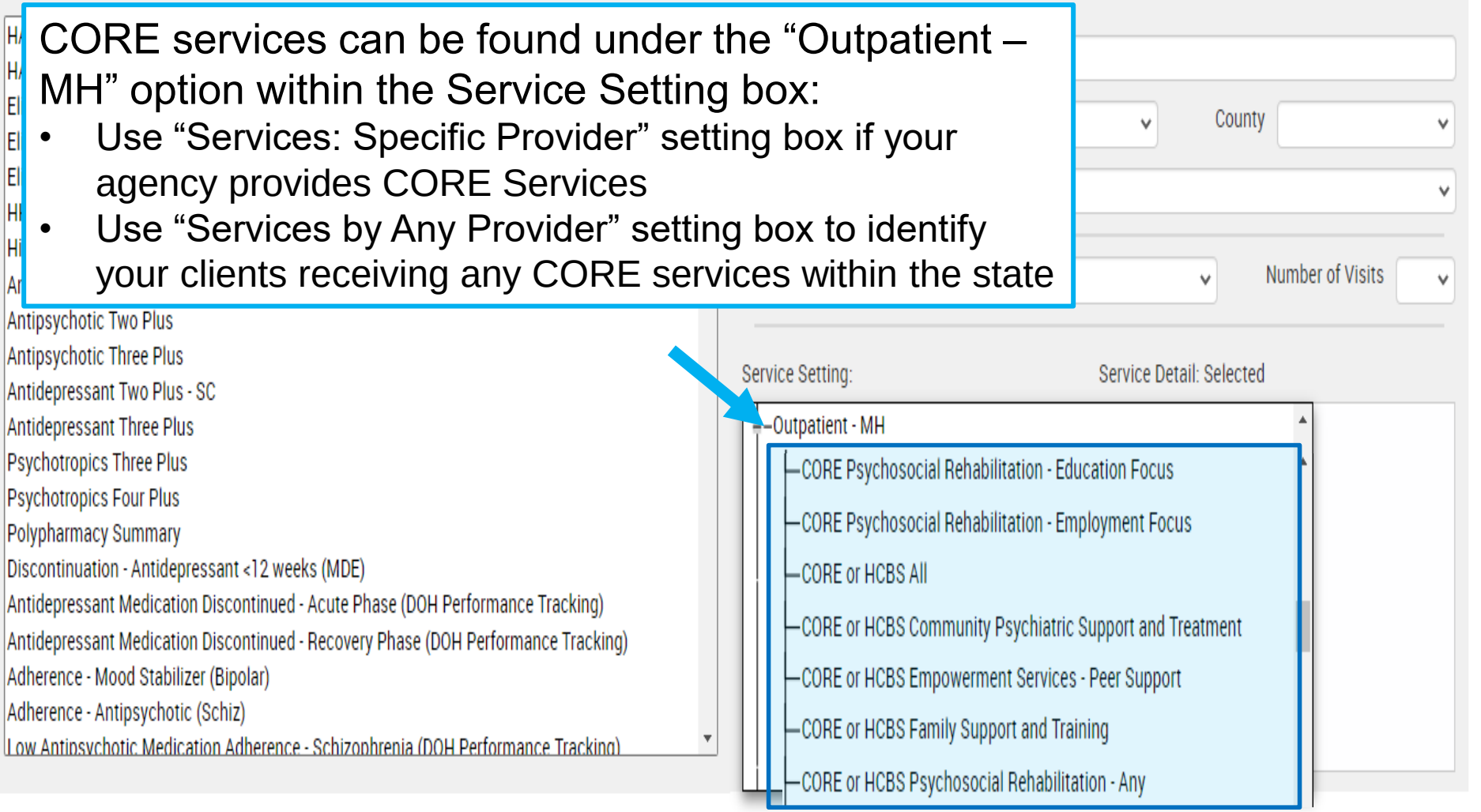
CORE Services

- Following the transition of some of the adult Home and Community Based Services (HCBS) to Community Oriented Recovery and Empowerment (CORE) Services, the following service settings are included in the client-level Clinical Summary, Recipient Search, and My QI Report:
  - CORE or HCBS All
  - CORE or HCBS Community Psychiatric Support and Treatment
  - CORE or HCBS Empowerment Services – Peer Support
  - CORE or HCBS Family Support and Training
  - CORE or HCBS Psychosocial Rehabilitation – Any
  - CORE Psychosocial Rehabilitation – Education Focus
  - CORE Psychosocial Rehabilitation – Employment Focus

Recipient Search

CORE services can be found under the “Outpatient – MH” option within the Service Setting box:

- Use “Services: Specific Provider” setting box if your agency provides CORE Services
- Use “Services by Any Provider” setting box to identify your clients receiving any CORE services within the state



Clinical Summary

Behavioral Health Services

Details

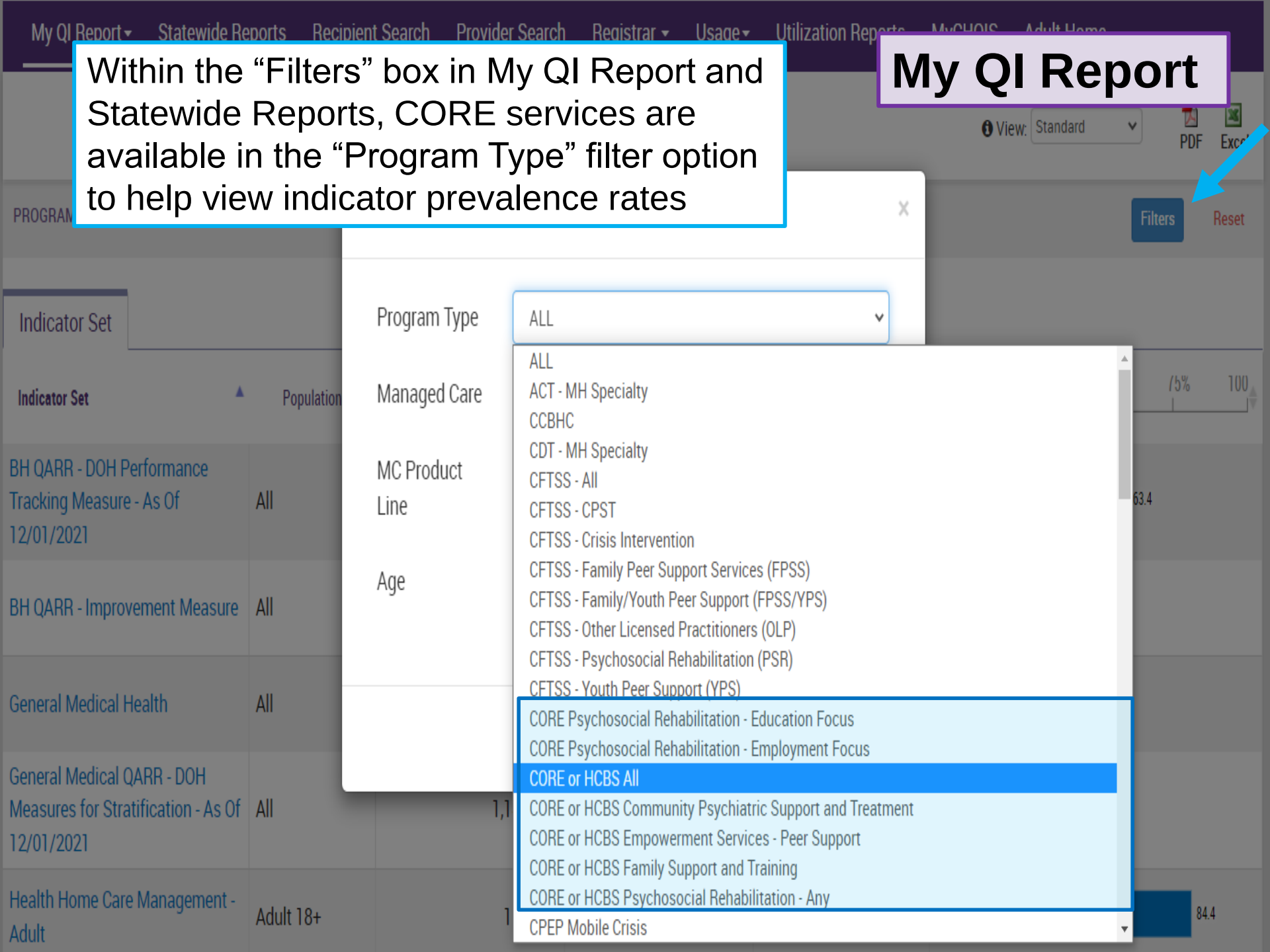
Table | Graph

Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)	
Clinic - MH Specialty	CATHOLIC CHARITIES ROCHESTER	9/10/2021	5/30/			Min n - Psytx W Pt W E/M 30 Min	
CORE or HCBS Psychosocial Rehabilitation - Any	HOUSING WORKS INC AI	3/22/2022	5/27/2022	10	Illness, unspecified	- Psysoc Rehab Svc, Per 15 Min	
CORE or HCBS Empowerment Services - Peer Support	HOUSING WORKS INC AI	3/18/2022	5/18/2022	6	Illness, unspecified	- Self-Help/Peer Svc Per 15min	
Employment - Intensive Employment Support	HOUSING WORKS INC AI	1/30/2020	3/15/2022	91	Illness, unspecified	- Supported Employ, Per 15 Min	
Clinic - Medical Specialty	HOUSING WORKS SVC II AADC	5/11/2020	2/24/2022	13	Major depressive disorder, recurrent, moderate	- Office O/P Est Low 20-29 Min - Psych Diag Eval W/Med Srvcs - Psytx W Pt 30 Minutes	
Clinic - Medical Specialty	CARE FOR THE HOMELESS	9/8/2020	9/18/2020	2	Major depressive disorder, single episode, unspecified	- Office O/P Est Low 20-29 Min	

CORE services will be listed in the “Behavioral Health Services” section of the Clinical Summary

My QI Report

Within the “Filters” box in My QI Report and Statewide Reports, CORE services are available in the “Program Type” filter option to help view indicator prevalence rates



OPWDD Habilitation Services in Report Filters and Clinical Summary

NEW YORK STATE OF OPPORTUNITY. Office of Mental Health

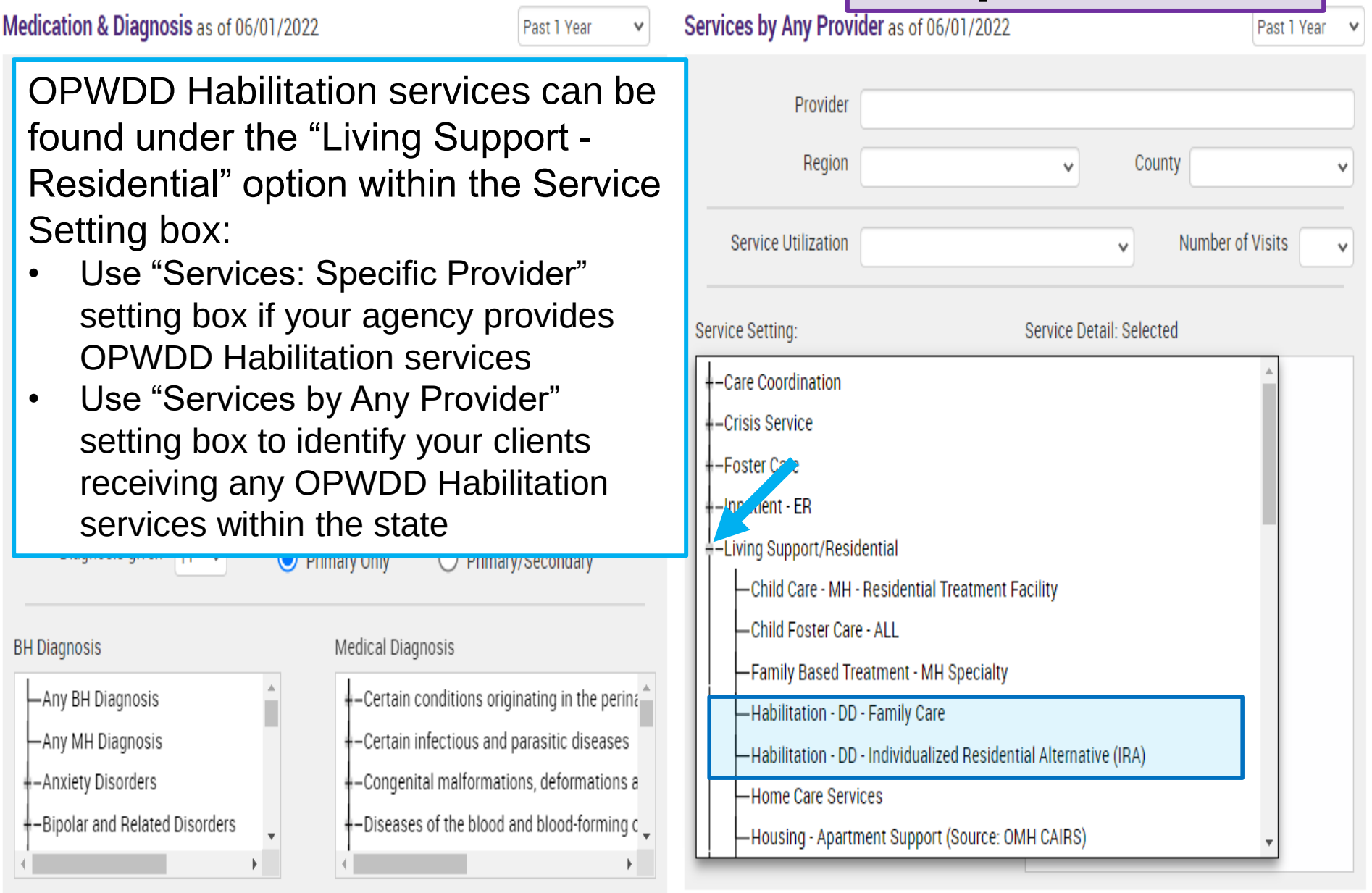
OPWDD Habilitation Services

- The following service settings for the Office for People with Developmental Disabilities (OPWDD) have been added to the client level Clinical Summary, Recipient Search Service Setting filters, and My QI Report/Statewide Reports Program Type filters:
  - Habilitation - DD - Individualized Residential Alternative (IRA)
  - Habilitation - DD - Family Care

Recipient Search

OPWDD Habilitation services can be found under the “Living Support - Residential” option within the Service Setting box:

- Use “Services: Specific Provider” setting box if your agency provides OPWDD Habilitation services
- Use “Services by Any Provider” setting box to identify your clients receiving any OPWDD Habilitation services within the state



Clinical Summary

Eye Care Services - Office/Outpatient	SCHWARTZ BARRY A OD	11/22/2017	2/1/2018	2	- Eye Exam Establish Patient - Fit Spectacles Monofocal	

Living Support/Residential Treatment

Details

Table | Graph

Program/Type	Provider Name	First Date of Service (last 5 years)	Last Date Billed	Number of Visits	
Habilitation - DD - Individualized Residential Alternative (IRA) - Supervised	NEW HORIZONS RESOURCES SPV	8/31/2021	6/10/2022	284	
Habilitation - DD - Family Care	TACONIC DDSO HCBS	8/1/2017	8/30/2021	1487	

Laboratory & Pathology

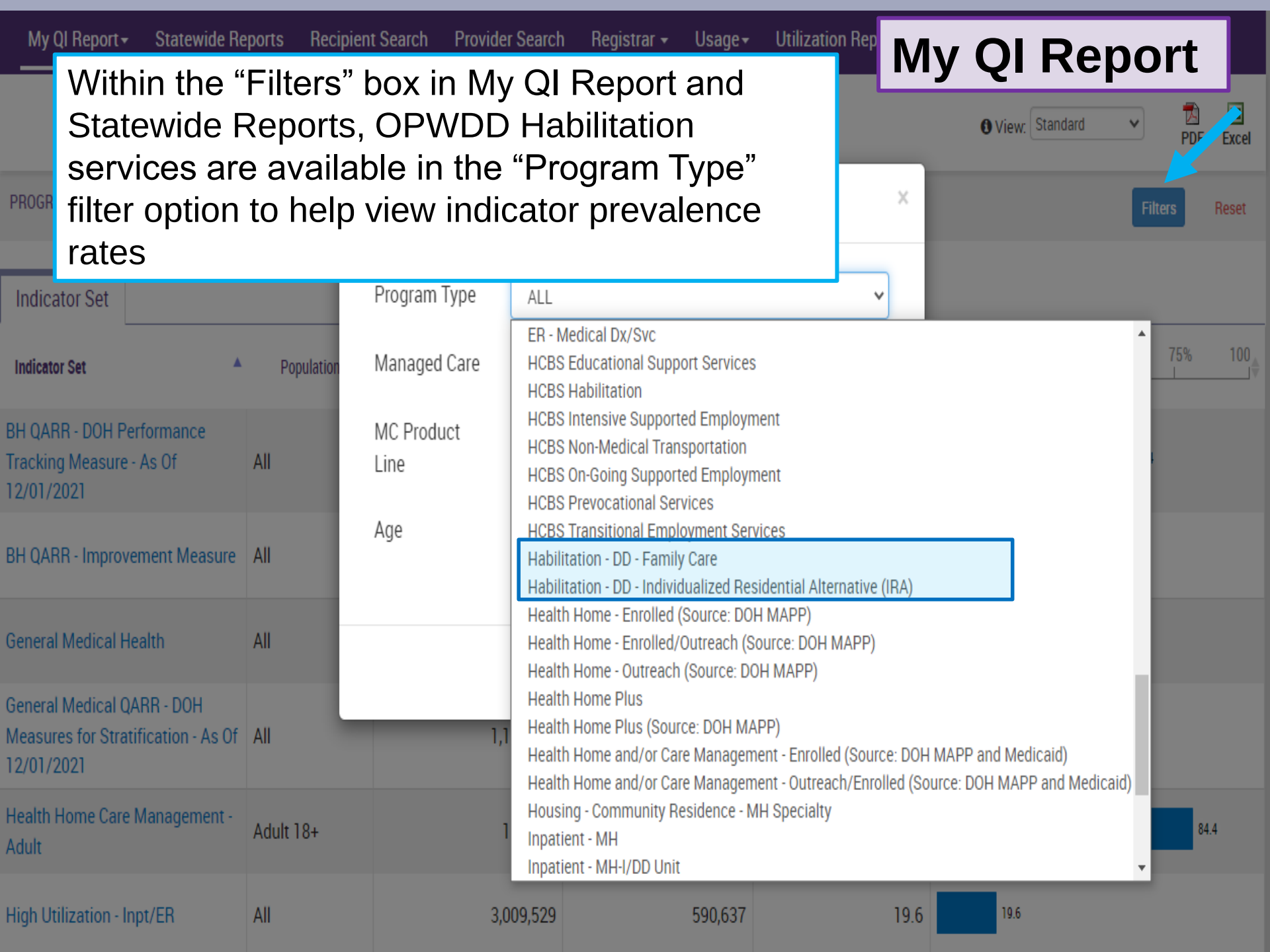
Details

Table | Graph

Program/Type	Test Name	Date Billed	Provider	
Office/ Outpatient/ Laboratory	Metabolic Panel Total Ca	5/11/2022	VASSAR BROTHERS MED CTR	
Office/ Outpatient/ Laboratory	Sars-Cov-2 Covid-19 Amp Prb	11/28/2021	VASSAR BROTHERS MED CTR	
Office/ Outpatient/ Laboratory	Comprehen Metabolic Panel	7/30/2021	VASSAR BROTHERS MED CTR	

My QI Report

Within the “Filters” box in My QI Report and Statewide Reports, OPWDD Habilitation services are available in the “Program Type” filter option to help view indicator prevalence rates



General Medical QARR – DOH Measures for Stratification

NEW YORK STATE OF OPPORTUNITY. Office of Mental Health

General Medical QARR – DOH Measures for Stratification

- Indicator Set
  - A new quality indicator set has been added to My QI Report, Statewide Reports, Recipient Search, and the Clinical Summary, when applicable
  - The measures in this new set are calculated monthly by the Department of Health (DOH) after allowing for a 6-month Medicaid billing maturation period. The measures are sent to OMH and are displayed in the PSYCKES application, through the lens of quality improvement opportunities
    - This means clients “flagged” in the numerator have not received the recommended services.

General Medical QARR – DOH Measures for Stratification

- Indicators
  - To start, there are two measures (and a summary measure) in this new set with the following descriptions:
    - **Overdue for Colorectal Cancer Screening**: The percentage of individuals 50-75 years of age who did not have appropriate screening for colorectal cancer. Appropriate screenings include: Fecal occult blood test in the past year, Flexible sigmoidoscopy in the past 5 years, Colonoscopy in the past 10 years, CT colonography in the past 5 years, or FIT-DNA test in the past 3 years.
    - **No Well-Care Visit > 1 Year – Child & Adolescent:** The percentage of individuals 3-21 years of age, who did not have at least one comprehensive well-care visit with a PCP or an OB/GYN practitioner during the measurement year.

My QI Report▾ | Statewide Reports | Recipient Search | Provider Search | Registrar ▾ | Usage▾ | Utilization Rep...

My QI Report

‹Provider Search

MAIN STREET CLINIC

Quality Indicator Overview As Of 06/01/2022

View: Standard | PDF | Excel

REGION: ALL COUNTY: ALL SITE: ALL PROGRAM TYPE: ALL AGE: ALL MC PRODUCT LINE: ALL MANAGED CARE: ALL

Filters | Reset

Indicator Set

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25% 50% 75% 100%
BH QARR - DOH Performance Tracking Measure - as of 12/01/2021	All	612	381	62.3	61.8	63.4	62.30 61.80 63.40
BH QARR - Improvement Measure	All	423	144	34	36.8	37.2	34.00 36.80 37.20
General Medical Health	All	6,319	674	10.7	12.9	12.4	10.70 12.90 12.40
General Medical QARR - DOH Measures for Stratification - as of 12/01/2021	All	1,957	613	31.3	35.7	33.5	31.30 35.70 33.50
Health Home Care Management - Adult	Adult 18+	358	288	80.4	78.1	84.4	80.40 78.10 84.40
High Utilization - Inpt/ER	All	6,319	1,831	29	22.1	19.6	29.00 22.10

Provider Search

MAIN STREET CLINIC

Quality Indicator Overview As Of 06/01/2022

View: Standard | PDF | Excel

REGION: ALL COUNTY: ALL SITE: ALL PROGRAM TYPE: ALL AGE: ALL MC PRODUCT LINE: ALL MANAGED CARE: ALL

Filters | Reset

Indicator Set: General Medical QARR - DOH Measures for Stratification - as of 12/01/2021

Indicator Set | Indicator

Indicator	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25% 50% 75% 100%
Overdue for Colorectal Cancer Screening	Adult (50-75)	778	291	37.4	45.6	45	37.40 / 45.60 / 45.00
No Well-Care Visit > 1 Yr - Child & Adol	Child & Adol (3-21)	1,179	322	27.3	31.5	28.8	27.30 / 31.50 / 28.80
General Medical QARR - DOH Measures for Stratification Summary	**All**	**1,957**	**613**	**31.3**	**35.7**	**33.5**	31.30 / 35.70 / 33.50

Recipient Search

Quality Flag as of 06/01/2022

Definitions

Services: Specific Pr

No CV Monitoring - CV & Schizophrenia (DOH Performance Tracking)
BH QARR - 2020 Quality Incentive Subset Summary
BH QARR - DOH 2020 Quality Incentive Subset Summary
BH QARR - DOH 2020 Total Indicator Summary
BH QARR - 2020 Total Indicator Summary
Overdue for Colorectal Cancer Screening (DOH Performance Tracking)
No Well-Care Visit > 1 Yr - Child & Adol (DOH Performance Tracking)
General Medical QARR - DOH Measures for Stratification Summary
No Metabolic Monitoring (LDL-C) on Antipsychotic
No Outpatient Medical Visit > 1Yr
General Medical Health Summary
Preventable Hosp Asthma
Preventable Hosp Dehydration
Preventable Hosp Diabetes
Preventable Hospitalization Summary
POP : High User
POP : Potential Clozapine Candidate
2+ ER - BH
2+ ER - MH
2+ ER - Medical
2+ Inpatient - BH

Provider

Region

County

Current Access

Service Utilization

Number of Visits

Service Setting:

- Care Coordination
- Crisis Service
- Foster Care
- Inpatient - ER
- Living Support/Residential
- Other
- Outpatient - DD

Service Detail: Selected

Medication & Diagnosis as of 06/01/2022 Past 1

Services by Any Provider as of 06/01/2022 Past 1 Year

Modify Search

9 Recipients Found

View: Standard

PDF Excel

	Quality Flag	General Medical QARR - DOH Measures for Stratification Summary
AND	[Provider Specific] Provider	MAIN STREET CLINIC

Review recipients in results carefully before accessing Clinical Summary.

Maximum Number of Rows Displayed: 50

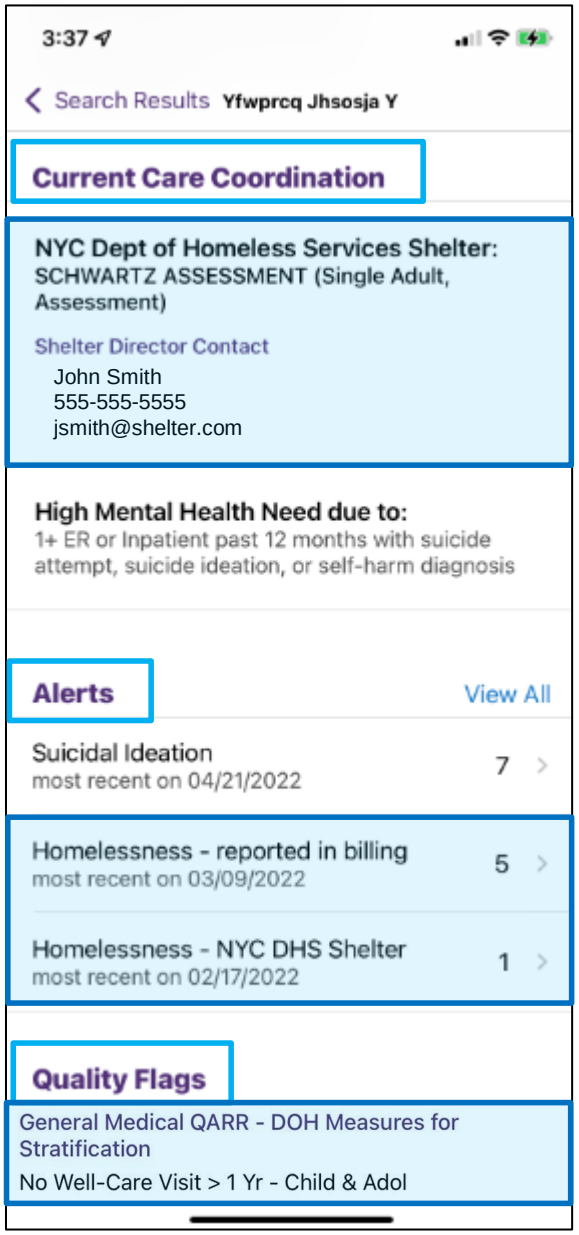
Name	Medicaid ID	DOB	Gender	Medicaid Quality Flags	Medicaid Managed Care Plan
QUJCSVJPVQ UaFZQUu	RV6uOTIqNFE	MSynN8yoMDEp	TQ LQ OQ	No Well-Care Visit (DOH)	MVP
QUJERUnOQUJJ QUrBTba QQ	WE2tN9UqMqE	MoyoM8ynOTYp	R6 LQ NTa	Colorectal Screen Overdue (DOH), HARP No Assessment for HCBS, HARP No Health Home	Fidelis Care New York
QUJPVU7BVEFC UqFSQU6 Sm	RbAsNp2vMra	MTIINCyoMDAo	R6 LQ MTa	2+ ER-Medica, No Well-Care Visit (DOH)	MVP

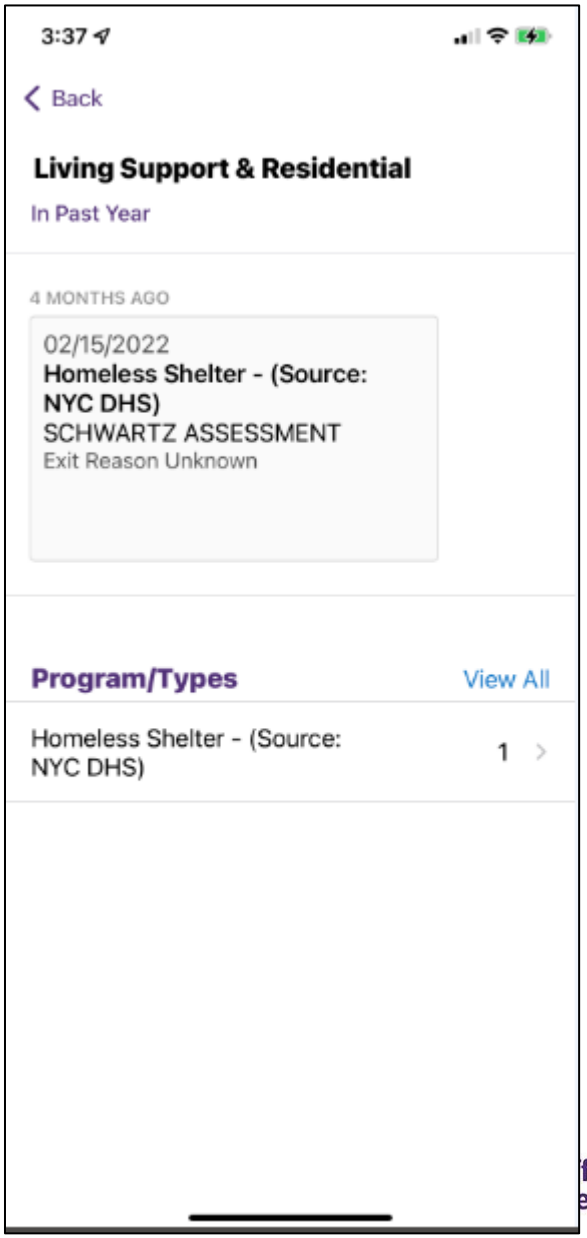
iOS Mobile App Release 5.2

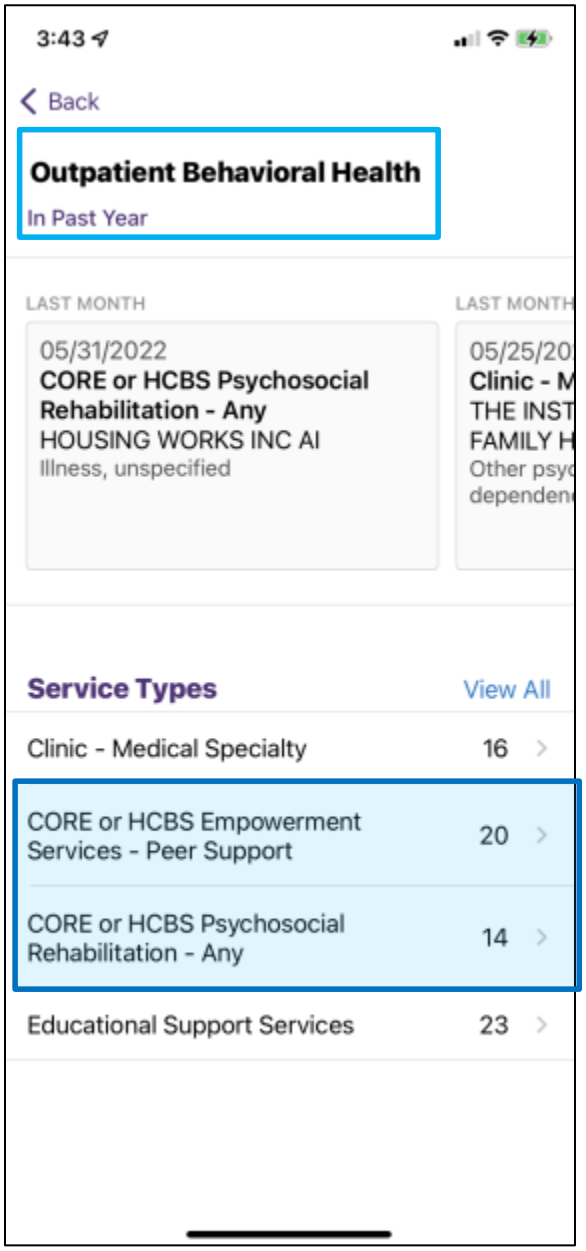
NEW YORK STATE OF OPPORTUNITY. Office of Mental Health

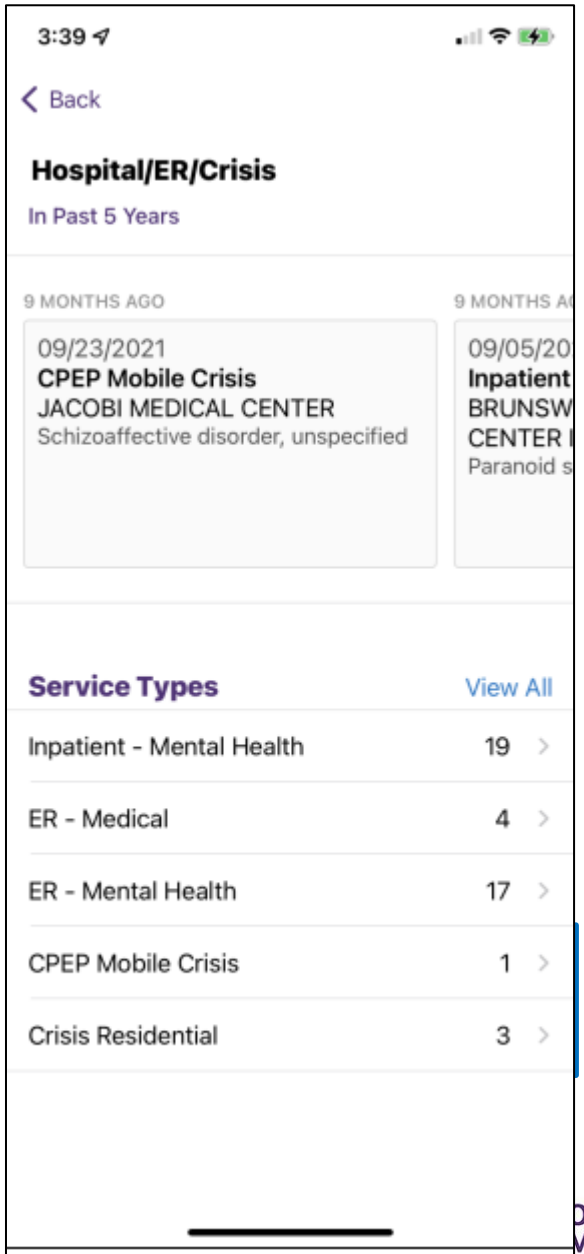
iOS Updates

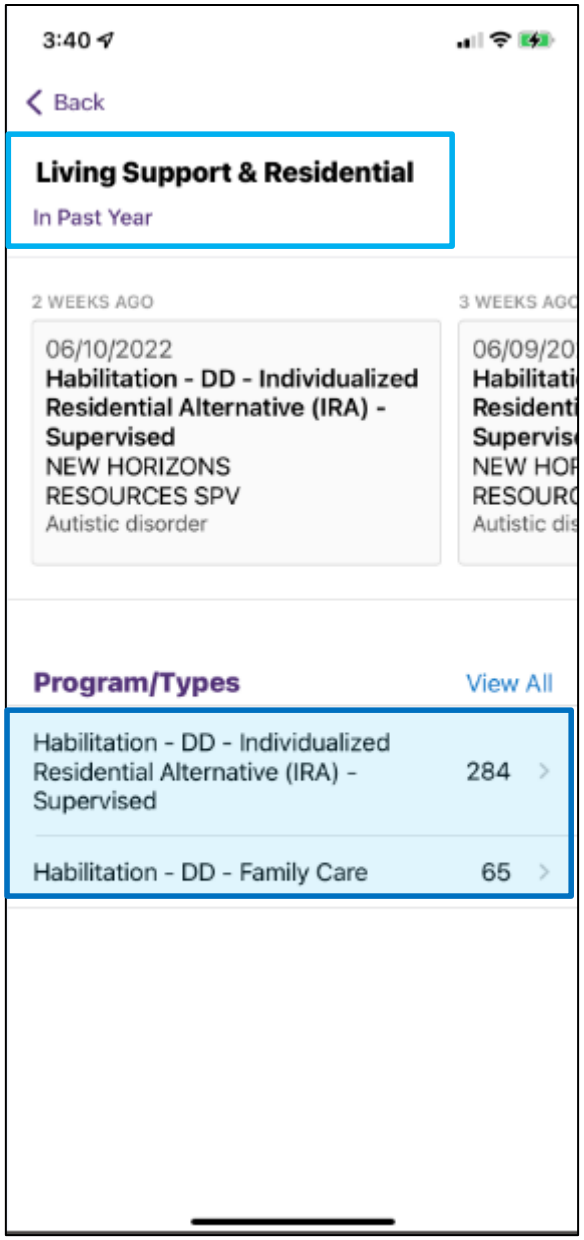
- All the previously discussed changes made to the PSYCKES client-level Clinical Summary in release 7.5.0 have been included in the iOS mobile app, including:
  - Homelessness information from NYC Department of Homeless Services and from Medicaid Data
  - Community-based Crisis Services; until now these services were not displayed in the mobile app
  - CPEP Mobile Crisis, viewable as a service type separate from ER – MH CPEP
  - New medical quality flags, as described above, if applicable to the client
  - Community Oriented Recovery and Empowerment (CORE) services, in the Behavioral Health Services section, if applicable
  - OPWDD Habilitation Services, in the Living Support/Residential section, if applicable


3:37
Search Results Yfwprcq Jhsosja Y
Current Care Coordination
NYC Dept of Homeless Services Shelter:
SCHWARTZ ASSESSMENT (Single Adult, Assessment)
Shelter Director Contact
John Smith
555-555-5555
jsmith@shelter.com
High Mental Health Need due to:
1+ ER or Inpatient past 12 months with suicide attempt, suicide ideation, or self-harm diagnosis
Alerts
View All
Suicidal Ideation
most recent on 04/21/2022
7
Homelessness - reported in billing
most recent on 03/09/2022
5
Homelessness - NYC DHS Shelter
most recent on 02/17/2022
1
Quality Flags
General Medical QARR - DOH Measures for Stratification
No Well-Care Visit > 1 Yr - Child & Adol


3:37
Back
Living Support & Residential
In Past Year
4 MONTHS AGO
02/15/2022
Homeless Shelter - (Source: NYC DHS)
SCHWARTZ ASSESSMENT
Exit Reason Unknown
Program/Types
View All
Homeless Shelter - (Source: NYC DHS)
1


3:43
Back
Outpatient Behavioral Health
In Past Year
LAST MONTH
05/31/2022
CORE or HCBS Psychosocial Rehabilitation - Any
HOUSING WORKS INC AI
Illness, unspecified
LAST MONTH
05/25/20
Clinic - M
THE INST
FAMILY H
Other psyc
dependen
Service Types
View All
Clinic - Medical Specialty 16
CORE or HCBS Empowerment Services - Peer Support 20
CORE or HCBS Psychosocial Rehabilitation - Any 14
Educational Support Services 23


3:39
Back
Hospital/ER/Crisis
In Past 5 Years
9 MONTHS AGO
09/23/2021
CPEP Mobile Crisis
JACOBI MEDICAL CENTER
Schizoaffective disorder, unspecified
9 MONTHS AG
09/05/20
Inpatient
BRUNSW
CENTER
Paranoid s
Service Types
View All
Inpatient - Mental Health 19
ER - Medical 4
ER - Mental Health 17
CPEP Mobile Crisis 1
Crisis Residential 3


3:40
Back
Living Support & Residential
In Past Year
2 WEEKS AGO
06/10/2022
Habilitation - DD - Individualized Residential Alternative (IRA) - Supervised
NEW HORIZONS RESOURCES SPV
Autistic disorder
3 WEEKS AGO
06/09/20
Habilitati
Residenti
Supervis
NEW HOR
RESOURC
Autistic dis
Program/Types
View All
Habilitation - DD - Individualized Residential Alternative (IRA) - Supervised
284
Habilitation - DD - Family Care
65

PSYCKES Training & Technical Support

NEW YORK STATE OF OPPORTUNITY. Office of Mental Health

PSYCKES Training

- PSYCKES website: www.psyckes.org
- PSYCKES Training Webinars
  - Live webinars: Register on PSYCKES Training Webinars page
  - Recorded webinars: Slides and recordings available
    - Introduction to the Token Self Service Console
    - MyCHOIS Consumer Access for “My Treatment Data”
    - 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
    - Introduction to PSYCKES
    - Where to Start: Getting Access to PSYCKES
- PSYCKES User’s Guides & Short How-To Videos
  - www.psyckes.org > PSYCKES Training Materials

Have you heard about the 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: **mytoken.ny.gov**
- 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
- As of April 2022, the console must be used when new users need a token or existing users need a replacement token

NEW YORK STATE OF OPPORTUNITY. Office of Mental Health

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 OMH Helpdesk:
    - 1-800-435-7697; healthhelp@its.ny.gov
  - OMH Employee ITS Helpdesk:
    - 1-844-891-1786; fixit@its.ny.gov