

# MyCHOIS

How-To Guide for Clients to Request an Account and  
Login to MyCHOIS

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## Requesting a Client Account

If you are interested in viewing your electronic health information in PSYCKES via a client-facing portal, you can request a MyCHOIS consumer account from either:

1. One of your providers you're currently working with who also has PSYCKES access. Providers can reference our *"How-To Guide for Creating Client Accounts"* for the necessary instructions.
2. The PSYCKES Help Desk can also provide you with access to your MyCHOIS consumer account.

To obtain access to your MyCHOIS consumer account, you will need to provide proof of identity and your NY.gov ID username. To learn more about how to obtain your NY.gov ID account information, reference our *"How-To Guide for Clients to Obtain NY.gov ID Account Information"*.

## Logging into MyCHOIS Consumer Application

### First Time Logging in

Once you receive confirmation from your provider or from the PSYCKES Help Desk that your MyCHOIS consumer account has been created, you'll be ready to log in for the first time by navigating to the PSYCKES Home Page ([www.psyckes.com](http://www.psyckes.com)) and selecting 'MyCHOIS' from the left-hand navigation menu (Figure 1), direct link:

[psyckesconsumer.omh.ny.gov](http://psyckesconsumer.omh.ny.gov)

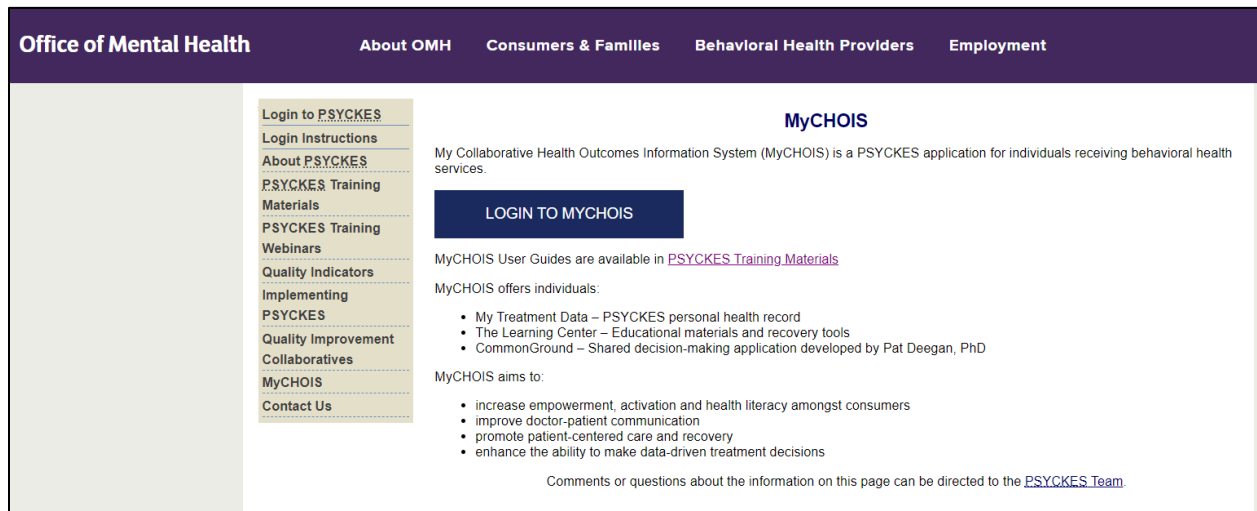


Figure 1: MyCHOIS Webpage

On the login page, select External/Local Provider (Figure 2).

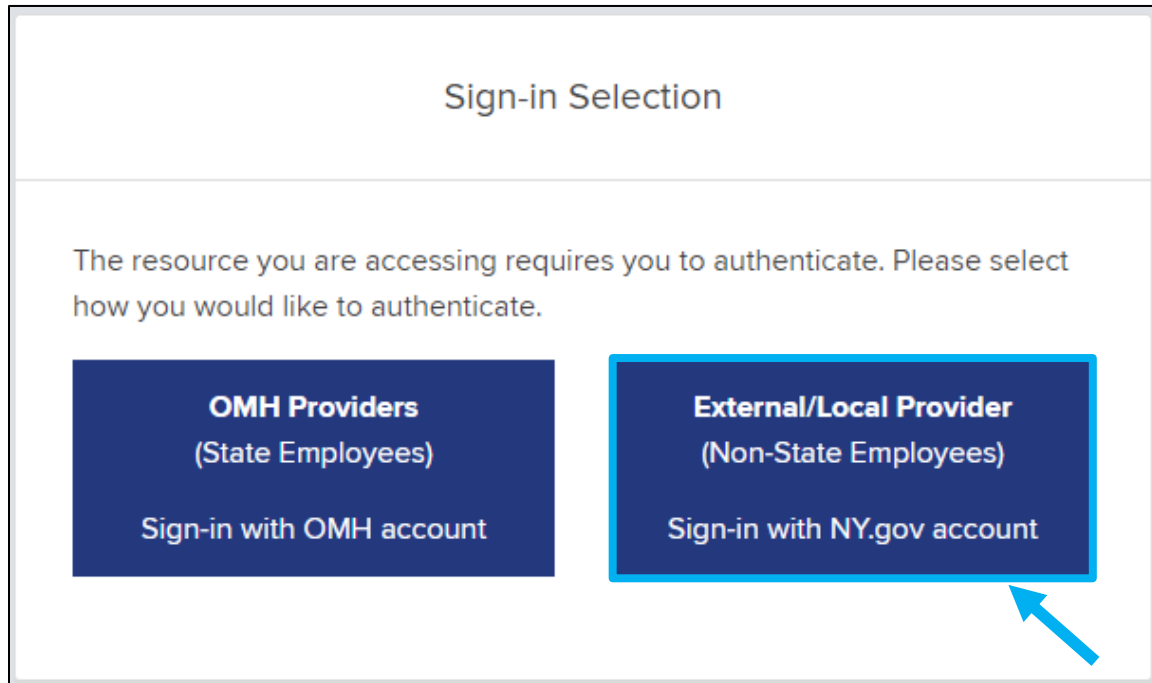


Figure 2: Select External/Local Provider

You will then be prompted to enter in your NY.gov ID username and password to login to MyCHOIS (Figure 3).

**NY.GOV ID**  
Secure Access to New York State Services

Username

Password

**Sign In**

[Forgot Username?](#) or [Forgot Password?](#)

[Create an Account](#)

Need help? [Get Assistance](#)

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply

Figure 3: Login Using Your NY.gov ID Account Credentials

## Navigating MyCHOIS

### *The “Home” Tab*

Clicking on the “Home” tab from any screen will bring you to the main MyCHOIS home page, where you can access the three major areas of the application:

- My Treatment Data
- CommonGround and other assessments
- The Learning Center

### *The “Español” Tab*

The MyCHOIS application is available in English and Spanish. You may switch into Spanish by clicking on the “Español” tab located at the top right of the screen.

*Note:* All sections of the application will remain in the selected language until you choose to change the language again, or until you log off.

## The “About Me” Tab

The About Me section provides your demographic information such as preferred name, age, gender, race, ethnicity, therapist and psychiatrist names, and primary language. If you are a Medicaid client, some fields of the About Me Section will be auto-populated based on your Medicaid profile. All other users may input demographic information. In order to complete empty fields, please use the drop-down menus or insert free text where appropriate (Figure 4).

The screenshot shows the 'About Me' section of the MyCHOIS application. The page header includes the New York State Office of Mental Health logo and 'MyCHOIS' text. A navigation bar at the top right contains links for Home, About Me, Help, Español, and Log Out. The main content area is titled 'About Me' and contains several form fields: 'My Name' (text input with 'Johnny'), 'Medicaid ID' (text input with 'XXXXXXXX'), 'Clinic ID' (text input), 'Date of Birth or Age' (text input with '01/01/1964'), 'Gender' (dropdown menu with 'Male'), 'Race/ethnicity' (dropdown menu with 'Black'), 'Primary Language' (dropdown menu with 'English'), 'Psychiatrist' (text input), 'Therapist' (text input), 'Other Staff' (text input), 'Highest Level of Education Completed' (dropdown menu), 'Current Employment Status' (dropdown menu), 'Marital Status' (dropdown menu), 'Child Custody Status' (dropdown menu), and 'Smoking Status' (text input). At the bottom of the form are 'Update' and 'Cancel' buttons.

Figure 4: About Me Section

## Logging Out

In order to protect your personal data, you should remember to end each session by selecting the “Log Out” button to ensure complete exit from the application. You should avoid using the “Back” button on your browser as doing so can often result in an accidental logoff, which requires you to log in a second time. Instead, use the menu options at the top of the screen to navigate MyCHOIS.

## View My Treatment Data

Once logged into the MyCHOIS consumer application, you will be able to view your clinical information by selecting the ‘My Treatment Data’ button (Figure 5).

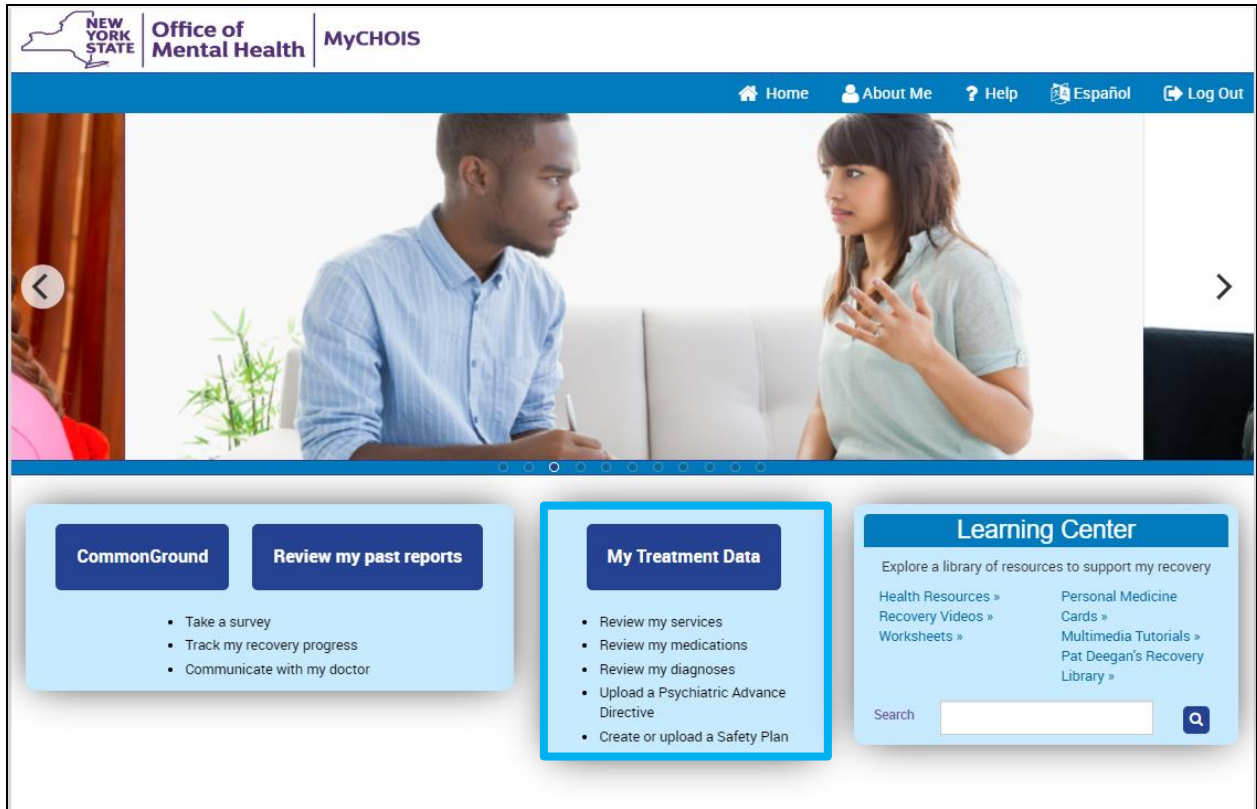


Figure 5: My Treatment Data

From there, you will be taken to a screen where you can view a report of your clinical details. This will include information about your care coordination, diagnoses, medications, outpatient services, inpatient and ER visits, etc. (Figures 6-10). If you have any questions about the information you are seeing in the My Treatment Data section, we recommend reviewing with your provider.

*Note:* Clients can upload their own documents into their My Treatment Data under the “Plans and Documents” section. Clients also can create a Safety Plan or Psychiatric Advance Directive by utilizing the available templates in the “Create New” function under “Plans and Documents” section. These documents will be available to providers with client consent to assist in making informed decisions about your care.

**NEW YORK STATE Office of Mental Health MyCHOIS**

Home About Me Help English Log Out

### My Treatment Summary

As of 2/14/2024 [Data sources](#) PDF EXCEL

Sections Preferred Name: Johnny This report contains all available clinical data.

#### General

<b>Name</b> SMITH, JOHN	<b>Medicaid ID</b> XXXXXXXX	<b>Medicare</b> No	<b>HARP Status</b> HARP Enrolled (H1)
<b>DOB</b> 01/01/1964 (60 Yrs)	<b>Medicaid Aid Category</b> SSI	<b>Managed Care Plan</b> Healthfirst PHSP, Inc. (HARP)	<b>HARP HCBS Assessment Status</b> Never Assessed
<b>Address</b> 123 MAIN STREET, MAIN CITY, NY 11111	<b>Medicaid Eligibility Expires on</b> 08/30/2024	<b>MC Plan Assigned PCP</b> N/A	
<b>Phone (Source: NYC DHS)</b> (555) 111-1234			

#### Current Care Coordination

**AOT** FEDERATION OF ORG. F/T NYS MENT.DISABLED, INC (Enrolled Date: 22-NOV-22, Expiration Date: 21-MAY-23)  
Main Contact : Dawn Cassidy: (631) 447 - 6460

**Housing/Residential Program** SRO Community Residence, Maple Street CR/SRO. Jewish Board of Family & Children's Services (Admission Date: 17-NOV-23)  
Program Contact Information : Sandra Thorney: (718)-284-3088

**ACT** NEW HORIZON COUNSELING CENTER, INC., THE (Admission Date: 03-JUN-21, Discharge Date: 07-AUG-23)  
Main Contact : Lakeisha Smalls: --

**NYC Dept of Homeless Services Shelter:** NAICA EAST TREMONT (Single Adult, Mental Health) · BRONX  
Most Recent Placement Date: 18-APR-23  
Shelter Director Contact : Ernest Morton : 3472918139, EMORTON@NAICANY.ORG

#### Notifications

**Prescription Prior Authorization** This client has been taking a prescription medication in the past 3 months that may require NYRx prior authorization: Ertugliflozin-Metformin Hcl (Segluromet), Ofloxacin.  
To obtain a prior authorization call (877) 309- 9493 or fax the appropriate Prior Authorization Form to (800) 268-2990.  
Standard PA Form : [https://newyork.fhsc.com/downloads/providers/NYRx\\_PDP\\_PA\\_Fax\\_Standardized.pdf](https://newyork.fhsc.com/downloads/providers/NYRx_PDP_PA_Fax_Standardized.pdf)  
Other Specialized PA Forms: [https://newyork.fhsc.com/providers/pa\\_forms.asp](https://newyork.fhsc.com/providers/pa_forms.asp)

**POP High User** In the event of emergency department/inpatient hospitalizations, client is eligible for intensive care transition services. To coordinate, please contact the client's managed care plan : Healthfirst PHSP, Inc. · Behavioral Health Clinical Department, (844) 892-6855, #CTI@healthfirst.org

**High Mental Health Need due to:** 1+ ER or Inpatient past 12 months with suicide attempt, suicide ideation, or self-harm diagnosis ; 1+ Inpt MH in past 13 months ; ACT enrolled or discharged in past 5 years ; AOT active or expired in past 5 years

**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>

Figure 6: My Treatment Data Overview





Figure 7: My Treatment Data Overview Continued

Care Coordination <a href="#">Details</a>							Table	Graph
Service Type	Provider	First Date Billed	Last Date Billed	Number of bills				
Assertive Community Treatment (ACT)	NYC-HHC METROPOLITAN HOSPITAL CENTER	4/4/2022	Current	1				
Mobile Integration Team (MIT) - State Psych Center (Source: State PC)	PILGRIM PC	10/12/2018	Current	1				
ACT - MH Specialty	NYCHHC METROPOLITAN HOSPITAL CTR	7/31/2022	12/31/2023	15				
ACT - MH Specialty (Telehealth)	NYCHHC METROPOLITAN HOSPITAL CTR	8/31/2023	8/31/2023	1				
AOT (TACT Data)	NYC-HHC METROPOLITAN HOSPITAL CENTER	9/18/2019	4/12/2023	3				
Health Home - Outreach (DOH MAPP)	SOUTHWEST BROOKLYN HEALTH HOME LLC (HH), NATIONAL ASSOCIATION ON DRUG ABUSE (CM)	1/1/2023	3/31/2023	2				

Medication: Controlled Substance <a href="#">Details</a>							Table	Graph
IV	Anticonvulsants - Benzodiazepines	Clobazam	10 MG , 3/day	2 Month(s) 4 Day(s)	12/6/2023	1/11/2024		
IV	Anxiolytic/Hypnotic	Lorazepam	1 MG , 2/day	1 Year(s) 4 Month(s) 5 Day(s)	10/9/2022	1/3/2024		

Medication: Behavioral Health <a href="#">Details</a>							Table	Graph
Drug Class	Drug Name	Last Dose*	Estimated Duration	First Day Picked Up	Last Day Picked Up			
Antipsychotic	Brexipiprazole (Rexulti)	0.5 MG , 1/day	1 Month(s) 1 Day(s)	2/7/2024	2/7/2024			
Antidepressant	Escitalopram Oxalate	10 MG , 1/day	4 Month(s) 2 Week(s) 3 Day(s)	10/18/2023	2/5/2024			
Mood Stabilizer	Gabapentin	300 MG , 2/day	4 Month(s) 2 Week(s) 3 Day(s)	10/18/2023	2/5/2024			
Antipsychotic	Risperidone (Uzedy)	100 MG/0.28ML	1 Month(s) 3 Week(s)	1/8/2024	2/1/2024			
Mood Stabilizer	Lithium Carbonate	150 MG , 2/day	8 Month(s) 3 Week(s) 4 Day(s)	5/23/2023	1/18/2024			
Antidepressant	Bupropion Hcl (Bupropion Hcl Er (Sr))	150 MG , 2/day	4 Week(s) 2 Day(s)	1/17/2024	1/17/2024			
Mood Stabilizer	Lithium Carbonate (Lithium Carbonate Er)	300 MG , 1/day	4 Week(s) 2 Day(s)	10/18/2023	10/18/2023			
Anxiolytic/Hypnotic	Hydroxyzine Hcl	25 MG , 1/day	4 Week(s) 2 Day(s)	10/18/2023	10/18/2023			
Antipsychotic	Clozapine	100 MG , 3/day	3 Month(s) 3 Day(s)	7/20/2023	9/23/2023			

Medication: Medical <a href="#">Details</a>							Table	Graph
Drug Class	Drug Name	Last Dose*	Estimated Duration	First Day Picked Up	Last Day Picked Up			
Multivitamins	Multiple Vitamin (Multivitamin)	--	4 Week(s) 2 Day(s)	10/18/2023	10/18/2023			
Surfactant Laxatives	Docusate Sodium	100 MG , 2/day	3 Month(s) 4 Week(s) 2 Day(s)	5/17/2023	8/17/2023			
Oil Soluble Vitamins	Cholecalciferol (Vitamin D3)	50 MCG (2000 UT)	4 Week(s) 2 Day(s)	8/17/2023	8/17/2023			

Figure 8: My Treatment Data Overview Continued

Behavioral Health Services <a href="#">Details</a>							Table	Graph
Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)		
ACT - MH Specialty	NYCHHC METROPOLITAN HOSPITAL CTR	7/31/2022	12/31/2023	15	Schizoaffective disorder, unspecified	- Psytch W Pt 30 Minutes - Psych Diagnostic Evaluation		
ACT - MH Specialty (Telehealth)	NYCHHC METROPOLITAN HOSPITAL CTR	8/31/2023	8/31/2023	1	Bipolar disorder, unspecified	- Assert Comm Tx Pgm Per Diem		
Clinic - MH Specialty (Telehealth)	NYCHHC METROPOLITAN HOSPITAL CTR	6/30/2023	6/30/2023	1	Bipolar disorder, unspecified	- Assert Comm Tx Pgm Per Diem		
Clinic - MH Specialty	JEWISH BOARD FAMILY CHILD A	11/30/2022	1/22/2023	7	Schizoaffective disorder, unspecified	- Psytch W Pt 60 Minutes - Medical Services After Hrs, Psytch W Pt 60 Minutes		
Clinic - MH Specialty (Telehealth)	JEWISH BOARD FAMILY CHILD A	11/17/2022	12/16/2022	3	Schizoaffective disorder, bipolar type	- Medical Services After Hrs, Psytch W Pt 60 Minutes - Psytch W Pt 60 Minutes		
Clinic - MH State Psych Center (Source: State PC)	PILGRIM PSYCHIATRIC CENTER	10/12/2018	10/15/2018	2	Bipolar disorder, current episode depressed, severe, with psychotic features			
Mobile Integration Team (MIT) - State Psych Center (Source: State PC)	PILGRIM PSYCHIATRIC CENTER	10/12/2018	10/12/2018	1	Post-traumatic stress disorder, unspecified			

Medical Outpatient Services <a href="#">Details</a>							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 - Medical Specialty	MEMORIAL HSP CANCER ALLIED	7/1/2023	9/26/2023	2	Localization-related (focal) (partial) symptomatic epilepsy and epileptic syndromes with complex partial seizures, not intractable, without status epilepticus	- Office O/P Est Hi 40 Min - Office O/P New Hi 60 Min, Prolong Op E/M Each 15 Min		
Clinic - Medical Specialty	CORNELL UNIV MED COLLEGE	9/13/2023	9/13/2023	1	Encounter for screening for respiratory tuberculosis	- Office O/P New Sf 15 Min		
Physician Group	JANIAN MEDICAL CARE PC	6/13/2023	7/31/2023	4	Otorrhea, right ear	- Office O/P Est Mod 30 Min - Office O/P Est Low 20 Min		
Urgent Care - Medical Dx	MEDS OOS PHYSICIAN & OTHE	1/4/2023	7/29/2023	3	Acute upper respiratory infection, unspecified	- Office O/P Est Low 20 Min		
Clinic - Medical Specialty	WOODHULL MED & MNTL HLTH CTR	7/16/2023	7/16/2023	1	Encounter for immunization	- Prothrombin Time		

Hospital/ER/Crisis Services <a href="#">Details</a>							Table	Graph
Service Type	Provider	Admission	Discharge Date/Last Date Billed	Length of Stay	Most Recent Primary Diagnosis	Procedure(s) (Per Visit)		
Inpatient - Medical	NEW YORK PRESBYTERIAN HOSPITAL	10/16/2023	10/20/2023	4	Localization-related (focal) (partial) symptomatic epilepsy and epileptic syndromes with simple partial seizures, intractable, without status epilepticus	- Monitoring Of Cns Electr Activity, Exter		
ER - Medical	NEW YORK PRESBYTERIAN HOSPITAL	6/12/2023	6/12/2023	1	Burn of second degree of left elbow, initial encounter	- Metabolic Panel Total Ca		
Inpatient - MH	NEW YORK CITY HEALTH AND HOSPITALS	5/19/2023	5/19/2023	1	Schizoaffective disorder, unspecified	- Individual Psychotherapy, Supportive		
Inpatient - MH	NEW YORK CITY HEALTH AND HOSPITALS	5/13/2023	5/19/2023	6	Major depressive disorder, single episode, unspecified	- Examination Of Musculoskeletal System		
ER - Medical	NEW YORK CITY HEALTH AND HOSPITALS	5/11/2023	5/11/2023	1	Poisoning by benzodiazepines, undetermined, initial encounter	- Hydrate Iv Infusion Add-On		
ER - Medical	NEW YORK CITY HEALTH AND HOSPITALS	5/10/2023	5/11/2023	1	Poisoning by benzodiazepines, undetermined, initial encounter	- Critical Care First Hour, Ct Head/Brain W/O Dye, Drug Test Prsmv Chem Anlyzr		

Figure 9: My Treatment Data Overview Continued

Dental <a href="#">Details</a>							Table	Graph
Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Procedures (Last 3 Months)			
Office/Outpatient	KONVALOV ANATOLIJ	4/20/2021	11/19/2021	9	- Crown Porcelain Fused Base M - Prefab Post/Core + Crown			
Office/Outpatient	JOHNSON NORMAN E	8/21/2021	8/21/2021	1	- Extensv Oral Eval Prob Focus, Rem Imp Tooth W Mucoper Flp			
Vision								
No Medicaid claims for this data type in the past 5 years								
Living Support/Residential Treatment <a href="#">Details</a>							Table	Graph
Program/Type	Provider Name	First Date of Service (last 5 years)		Last Date Billed	Number of Visits			
SRO Community Residence (Source: OMH CAIRS)	ACMH, INC.	8/23/2023		8/23/2023	1			
Homeless Shelter - Single Adult, Mental Health (Source: NYC DHS)	PROSPECT PLACE	6/15/2022		5/23/2023	10			
Home Care - Physician Group	NP IN FAMILY HEALTH PC	11/14/2022		11/27/2022	3			
Congregate Treatment Model (Source: OMH CAIRS)	OPTIONS FOR COMMUNITY LIVING, INC.	1/10/2019		1/10/2019	1			
Laboratory & Pathology <a href="#">Details</a>							Table	Graph
Test/Panel Name	First Billed	Last Billed	# Tests	Most Recent Lab/Pathology Provider				
X-Ray Exam Chest 1 View	3/26/2023	10/3/2023	2	FPA HOSPITAL BASED				
Complete Cbc W/Auto Diff Wbc	6/12/2023	8/22/2023	10	MEDS OOS LAB				
Chlmyd Pneum Dna Amp Probe, M.Pneumon Dna Amp Probe, Sarscov2&Inf A&B&Rsv Amp Prb	7/29/2023	7/29/2023	1	SHERMAN-ABRAMS LABORATORY				
Complete Cbc W/Auto Diff Wbc, Tb Test Cell Immun Measure	7/25/2023	7/25/2023	1	MEDS OOS LAB				
Complete Cbc W/Auto Diff Wbc, Vitamin D 25 Hydroxy	6/5/2023	6/5/2023	1	MEDS OOS LAB				
Radiology <a href="#">Details</a>							Table	Graph
Test Name	First Billed	Last Billed	# Tests	Most Recent Radiology Provider				
Ct Head/Brain W/O Dye, Ct Maxillofacial W/O Dye, Ct Soft Tissue Neck W/Dye	7/31/2023	7/31/2023	1	NORTH SHORE-LIJ MEDICAL PC				
Ct Head/Brain W/O & W/Dye, Ct Soft Tissue Neck W/Dye	4/27/2023	4/27/2023	1	LEFTON DANIEL RUSSELL				
Medical Equipment <a href="#">Details</a>							Table	Graph
Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Primary Diagnosis	Procedure(s)(Per Visit)		
Pharmacy - DME - Home Care and Other	WHITE AID MEDICAL SUPPLIES INC	9/4/2020	9/4/2020	1		Bath/Shower Chair, Bathtub Wall Rail Each		
Transportation <a href="#">Details</a>							Table	Graph
Type	Provider Name	First Date of Service (last 5 years)	Last Date Billed	Number of Visits	Most Recent Procedures			
Taxi/Livery	CABBY SHACK LLC	5/24/2022	1/11/2024	23	Nonemerg Transp Mileage, Nonemergency Transport Taxi, Transport Parking Fees/Tolls			
Taxi/Livery	BROOKLYN RADIO DISPATCHER INC	9/30/2020	10/16/2023	43	Nonemerg Transp Mileage, Nonemergency Transport Taxi, Transport Parking Fees/Tolls			

Figure 10: My Treatment Data Overview Continued

## Assigned Assessments in MyCHOIS

If a provider has assigned you an assessment or survey questionnaire, it will appear on the MyCHOIS homepage alongside the CommonGround button. You are also able to view any of your past assessments by selecting the “Review my past reports” button. If you have any questions about the assessments or surveys, please discuss with your provider (Figure 11).

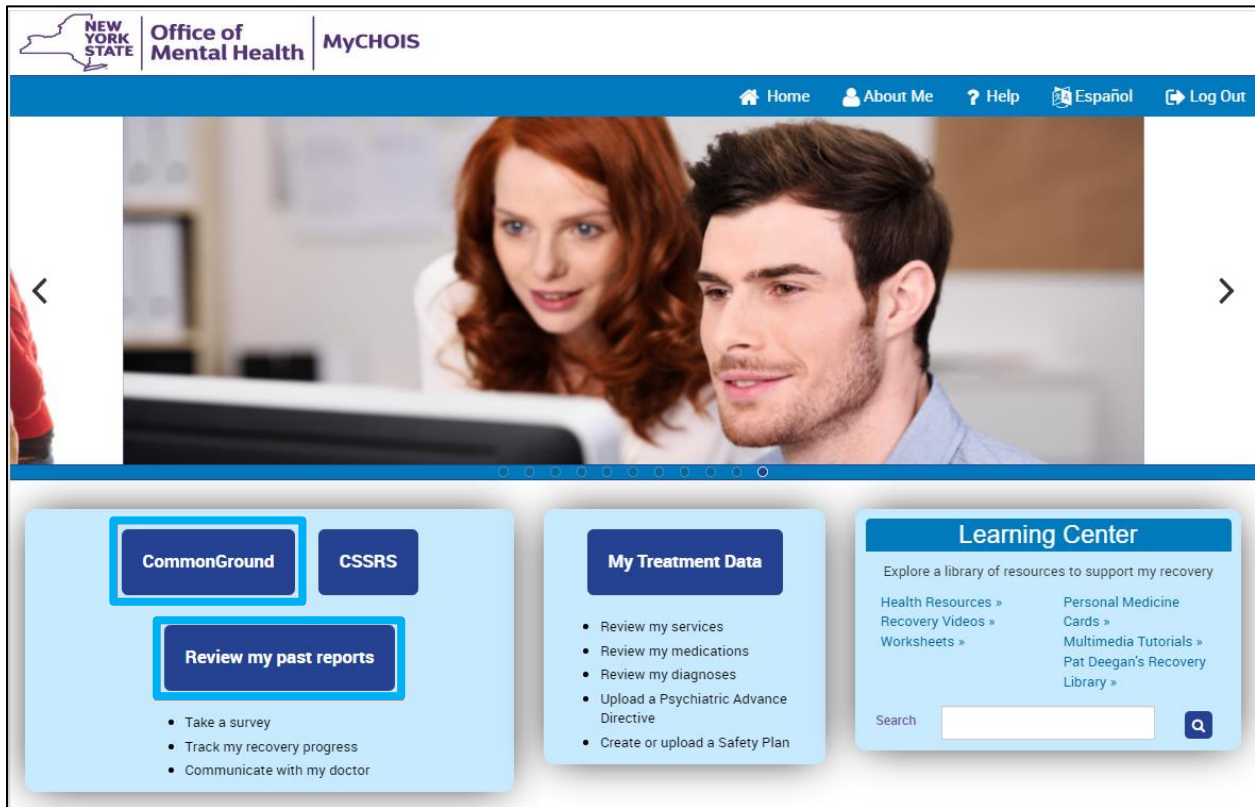


Figure 11: Accessing Assigned Assessments

## The Learning Center

The MyCHOIS Learning Center provides access to tools that will assist you and your treatment teams in the process of recovery. The Learning Center has a variety of wellness and educational resources for individuals to explore, including Personal Medicine cards developed by Dr. Patricia Deegan, recovery worksheets, decision aids, and multimedia tutorials (Figure 12).

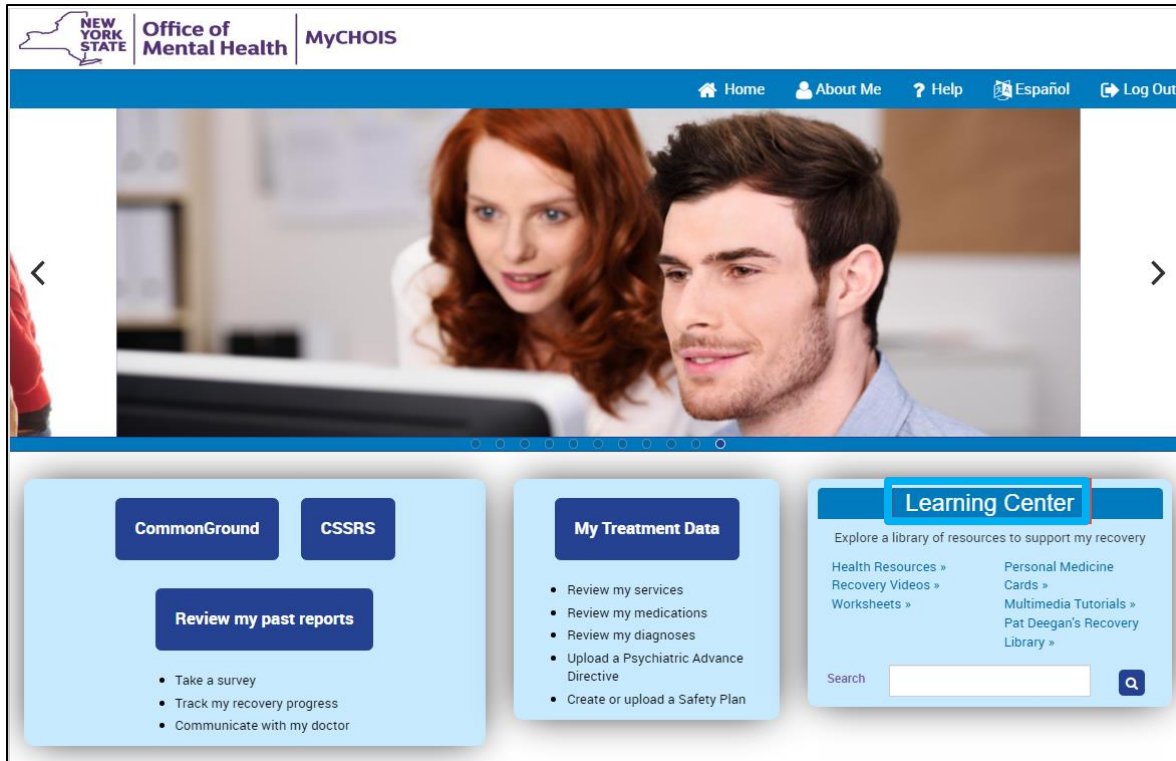


Figure 12: Learning Center

The various materials accessible through the MyCHOIS Learning Center are organized into six different areas according to their format:

Area	Description
Recovery Videos	Videos that can be viewed by the user to learn how other people have supported their recovery. These three minute videos show people talking about their personal journeys in recovery and their experiences using Personal Medicine.
Multimedia Tutorials	Links to short tutorials about physical and mental health topics, such as video tutorials about hypertension, depression and diabetes.
Personal Medicine Cards	Personal Medicine Cards designed to help consumers cope with a broad spectrum of symptoms including anxiety, hearing voices and social isolation. These cards can be individualized to create unique and personal coping strategies.
Worksheets	Worksheets that can be used in treatment such as mood logs, risk/benefit worksheets, decision guides, and advance directives worksheets.
Health Resources	Links to various educational health and mental health websites.
Pat Deegan's Recovery Library	A recovery library developed by psychologist and disability-rights advocate Pat Deegan geared to support, whole-health, self-advocacy, and medication.

<b>My Notes</b>	A journaling feature allows consumers to write a free-text note. Consumers can write about specific resources they are using or their recovery.
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