NEW YORK STATE OF OPPORTUNITY. | Office of Mental Health

PSYCKES Train the Trainer

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"

Michelle Hand, MSW

PSYCKES Medical Informatics Team

July 19, 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 green 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
- Note: slides will be emailed to attendees after the webinar

Goals

- Identify key considerations in planning for training
- Review recommended pre-training activities
- Highlight key information and core competencies ("PSYCKES 101")
- Review available training resources
- (Not a thorough training on PSYCKES itself)

Planning for PSYCKES Training

- Who needs training?
- What do they need training on?
- What type of training is most appropriate for which staff?
- Understanding workflow expectations and use cases is critical!

Evaluating Training Needs

Role	PSYCKES Use Case	Training Domains
Front Desk Staff at Provider agency	• Attesting to consent in PSYCKES • Printing PSYCKES Clinical Summary	• Registrar Tab
Clinicians	• Review Clinical Summary for clinical decision-making • Attesting to consent in PSYCKES	• Recipient Search • Clinical Summary
Supervisors	• Identify at-risk clients • Clinical supervision • Monitor PSYCKES use	• QI Reports • Recipient Search • Clinical Summary • Usage Reports
QA/QI Staff	• Review performance on quality measures • Integrate Clinical Summary into UR, incident review	• QI Reports • Recipient Search • Clinical Summary

Evaluating Training Format

Training Format	Best for …	Advantages	Challenges
PSYCKES webinars	• Staff with access to computers • Self-directed learners • Comfortable with computers	• Offered regularly by PSYCKES staff • Live and recorded format	• Not specific to users' workflow / use cases • No on-site support
Group training: Demo	• Larger groups of users • Staff with similar use cases • Comfortable with computers	• Can tailor to organization's specific workflow	• Difficult to assess users' capacity to apply training • Scheduling
Group training: Hands-on	• Larger groups of users • Staff with similar use cases	• Can tailor to organization • Can offer immediate feedback / assistance	• Requires access to computer lab • Difficult to engage users with very different skills in same session • Scheduling
1:1 training	• Staff needing support for computer use	• Flexible scheduling • User-specific support	• Trainer time

Preparing for the Training Session

- Develop training outline
  - Internal policies and procedures
  - Consult Core Competencies Checklist
  - Decide whether to use identified or de-identified data
- Practice skills to be taught
  - Attend/view "Introduction to PSYCKES", "Using the PSYCKES Clinical Summary", "Consent, Emergency, Quality Flag: PSYCKES Levels of Access" and "Navigating PSYCKES Recipient Search for Population Health" webinars
- Confirm that tokens are activated and tested prior to training
- Have training materials and contact numbers on hand
  - Last page of presentation

Training Resources on PSYCKES Website

- Login to PSYCKES
- Login Instructions
- About PSYCKES
- PSYCKES Training Materials
- PSYCKES Training Webinars
- Quality Indicators
- Implementing PSYCKES
- Quality Improvement Collaboratives
- MyCHOIS
- Contact Us

PSYCKES Implementation

Consent Forms

The PSYCKES Consent and Withdrawal of Consent forms are available below in 10 languages. To use these forms, the provider "Facility Name" as well as relevant contact information must be entered in the appropriate blank spaces in the document (fillable PDF). The English and Spanish versions of the PSYCKES Consent form are also available to download within the PSYCKES application in the Registrar Menu, where the "Facility Name" will be automatically populated and contact information can be added or edited.

- **PSYCKES Consent Form:**

English Spanish Arabic Chinese Haitian Creole Japanese Khmer Korean Russian Urdu

- **PSYCKES Withdrawal of Consent Form:**

English Spanish Arabic Chinese Haitian Creole Japanese Khmer Korean Russian Urdu

Levels of Access

- Signed Consent
  - PSYCKES Consent Form
  - Behavioral Health Care Collaborative Information Sharing Consent Form
  - DOH Health Home Patient Information Sharing Consent for Adults (DOH 5055)
- Emergency Access
- Quality Flag Access

PSYCKES Implementation Resources

Implementation Planning Tool ("Milestones Document") – Action plan template for PSYCKES implementation.

Policies and Procedures - Guide for creating PSYCKES policies and procedures and integrating PSYCKES into existing workflows

Training Recommendations - Guide for training staff on PSYCKES

Core Competencies Checklist – Training tool to test understanding of common PSYCKES use cases.

Comments or questions about the information on this page can be directed to the PSYCKES Team.

Core Competencies Checklist

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Psychiatric Services and Clinical Knowledge Enhancement System (PSYCKES)
Core Competencies Checklist

User Name: _____ Date: _____

All Users:	
User Skill	**Required Steps / Answer Key**
❑ Login to PSYCKES	Open PSYCKES website; navigate to login screen; enter unique OMH User Identification (ID) and security token passcode.
❑ Exit PSYCKES	Click "Log Off", do not simply close browser.

Clinicians:	
User Skill	**Required Steps / Answer Key**
❑ Search for a client in Recipient Search	Click "Recipient Search" tab; enter Medicaid ID#, Social Security Number (SSN) or Client name. If searching by name, may need to add criteria such as Date of Birth (DOB) to narrow the results. If desired, change "Current Access" filter option; run the search; view/sort the results.
❑ Access a Clinical Summary from search results	Click on client's name.
❑ Set Clinical Summary time period, and read message re: data with special protections ▪ Explain: What data has special protections? Is it hidden or shown in the summary you are viewing?	Click on desired time period; read message about data with special protections; correctly identify what data has special protections and whether it is shown in the Clinical Summary.
❑ Use Integrated Graph to review services over time, and view desired details ▪ Does the client appear to be engaged in outpatient MH treatment?	Zoom in on specific time period; hover cursor over dot on graph to see details.
❑ Find desired information in the Clinical Summary ▪ What quality flags (if any) does client have? ▪ Where and when was the client's most recent mental health outpatient visit? ▪ What (if any) are the client's current active medications (behavioral and/or medical)? ▪ What can you learn about labs and diagnostic testing?	▪ Be familiar with the sections of the Clinical summary ▪ Be aware of which sections are broken out into Behavioral Health vs. Medical, and which are integrated ▪ Understand what the quality flags mean ▪ Be aware of what information is and is not available (e.g., labs and diagnostic tests are shown, but not results).

Brief Instructions for Using PSYCKES

- Login to PSYCKES
- Login Instructions
- About PSYCKES
- PSYCKES Training Materials
- PSYCKES Training Webinars
- Quality Indicators
- Implementing PSYCKES
- Quality Improvement Collaboratives
- MyCHOIS
- Contact Us

PSYCKES Training Materials

Short How-to Videos

- Login to PSYCKES & Troubleshoot Any Authentication Errors
- Create a PIN and Login to PSYCKES with a Soft Token
- Lookup a client and enter consent

User Guides

- Login Instructions for PSYCKES-Medicaid
- PSYCKES iOS Mobile Application User's Guide
- Enabling Access to Client-Level Data User's Guide
- Recipient Search User's Guide
- Clinical Summary User's Guide
- Upload a Psychiatric Advance Directive in the Clinical Summary User's Guide
- My QI Report - Quality Indicator Overview User's Guide
- Statewide Report User's Guide
- Provider Search User's Guide
- Brief Instructions for Using PSYCKES in Clinical Settings
- PSYCKES-Medicaid: How to Use NYSoH Features
- Utilization Reports User's Guide

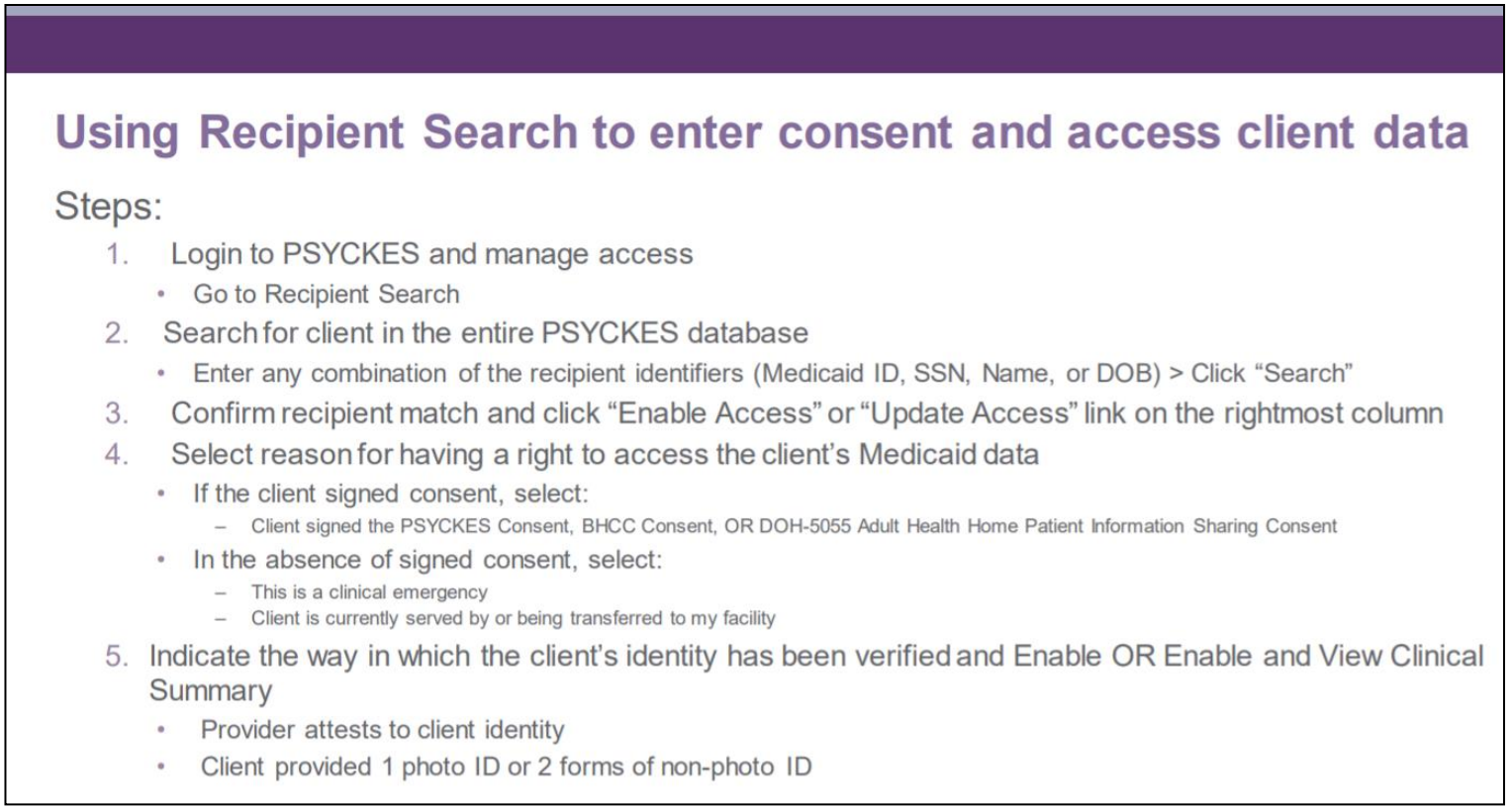
New Features Release Notes

- Release 7.2.2 – August 2021
- Release 7.1.0 – February 2021
- Release 7.0.0 – September 2020
- Release 6.9.0 – June 2020
- Release 6.8.0 – February 2020
- Release 6.7.1 – November 2019

Comments or questions about the information on this page can be directed to the PSYCKES Team.

Brief Instructions for Using PSYCKES

Includes step-by-step instructions for enabling PHI access, using Recipient Search and Clinical Summary



Using Recipient Search to enter consent and access client data

Steps:

1. Login to PSYCKES and manage access
   - Go to Recipient Search
2. Search for client in the entire PSYCKES database
   - Enter any combination of the recipient identifiers (Medicaid ID, SSN, Name, or DOB) > Click "Search"
3. Confirm recipient match and click "Enable Access" or "Update Access" link on the rightmost column
4. Select reason for having a right to access the client's Medicaid data
   - If the client signed consent, select:
     - Client signed the PSYCKES Consent, BHCC Consent, OR DOH-5055 Adult Health Home Patient Information Sharing Consent
   - In the absence of signed consent, select:
     - This is a clinical emergency
     - Client is currently served by or being transferred to my facility
5. Indicate the way in which the client's identity has been verified and Enable OR Enable and View Clinical Summary
   - Provider attests to client identity
   - Client provided 1 photo ID or 2 forms of non-photo ID

PSYCKES 101: PSYCKES Data

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Basic Info about PSYCKES

- A HIPAA-compliant, web-based platform for sharing Medicaid claims data
- Includes up to 5 years of data on Medicaid behavioral health population
  - All Medicaid-reimbursed services across settings
  - Fee-for-service and managed care
  - Clinical data is refreshed weekly
- 60+ quality measures in domains of psychotropic medication, acute care utilization, and outpatient health services
  - Can identify clients at risk or in need of extra support
  - Quality indicators are refreshed monthly

Limitations of PSYCKES Data

- Accuracy dependent on coding and billing
- Data elements limited to what is shown on claims
  - See diagnostic procedures/ labs but without results
- Time lag between services and billing is variable
  - Service data may lag by weeks or months
- Client data affected by hospitalizations (bundled services), loss of Medicaid coverage, moves

Training Take-Away Message

- PSYCKES data can provide important information about treatment history
- May not represent entire clinical picture
- Need to train staff on appropriate ways to handle inconsistencies with client self-report
  - Goal: to support clinician-client dialogue

Client Data for Providers: Comparison

Client data-agency link Type	Client data access type	Quality flag?	Any client data?	Data with special protection? (SUD, HIV, Family Planning, Genetic)	Duration
Automatic	**Billed service in past 9 months**	No	No, client name only	No	9 months after last service
		Yes	Yes	No	While flag is active, up to 9 months after last service
Manual	**Attest client is being served at / transferred to agency**	No	No, client name only	No	9 months after last service
		Yes	Yes	No	While flag is active, up to 9 months after last service
	Clinical emergency	n/a	Yes	Yes, all data	72 hours
	Consent	**n/a**	**Yes**	**Yes, all data**	**3 years after last service**

Training Take-Away Message for Providers

- Data with special protections is only available with provider attestation via the PSYCKES PHI Access Module
- It is important that staff make the effort to obtain signed consent (rather than using emergency access) whenever possible
  - Respect for clients
  - Long-term access to all available client data
- *Note for Managed Care PSYCKES users: client consent is not needed*
  - *All data is available for current and recently dis-enrolled enrollees*

Client Data for Managed Care Plan Users

Enrollment Status	Quality Flag?	Access to All Client Data, Including Data with Special Protection?	Duration
Currently enrolled in MC Plan	n/a	Yes	Current calendar year, through April in following year
Dis-enrolled from MC Plan this year		Yes	Current calendar year, through April the following year
Dis-enrolled from MC Plan previous year		Yes, through April only	Through April the following year

PSYCKES 101:
Core Competencies

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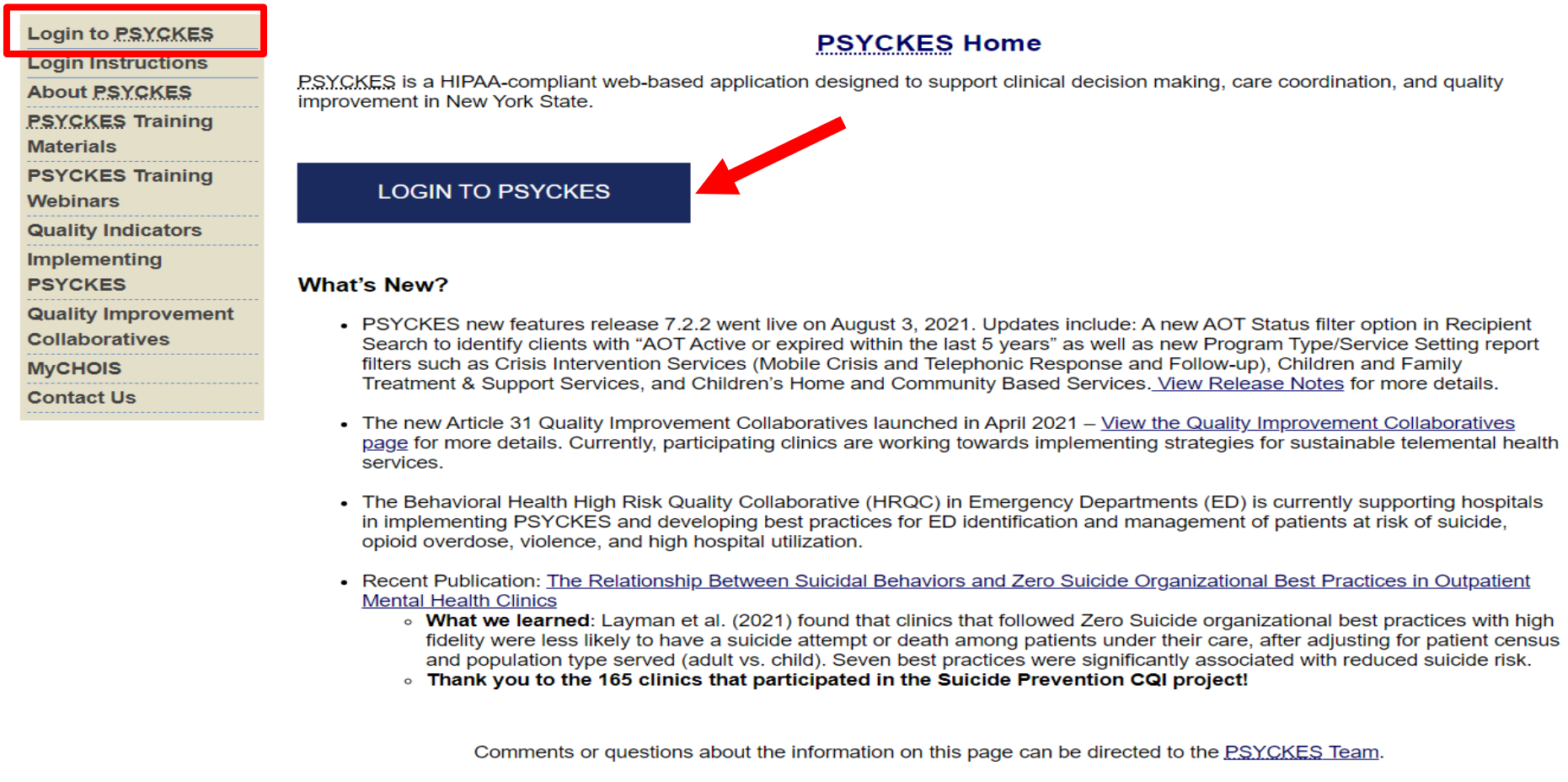
Core Competency: Logging in to PSYCKES

- Go to PSYCKES Home Page: www.psyckes.org
- Click "Login to PSYCKES"



Logging in to PSYCKES, cont.

- Security Token Required
  - "Hard token" or "Soft token"
    - As of April 2022, default soft tokens are mobile tokens which can only be used on a mobile device
- PIN set at first log-on
  - PIN must contain 8-digits
  - PIN cannot begin with zero
  - PIN cannot have consecutive or sequential numbers (e.g., 11111111, 12341234, 12344321)
  - Cannot reuse one of five recently used PINs

Logging in to PSYCKES, cont.

- At Login Page, enter:
  - User ID
  - Password:
    - Hard token: PIN followed by code on token
    - Soft token: Enter PIN in soft token, copy and past token code into Passcode line on login screen

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:

Continue

Be Prepared for Questions About...

- "My token doesn't work"
- "I tried to log in but see "authentication error"

- ITS Help Desk (Token, Login & SMS support)
  - Provider Partner OMH Helpdesk:
    - 518-474-5554 opt 2; healthhelp@its.ny.gov
  - OMH Employee ITS Helpdesk:
    - 1-844-891-1786; fixit@its.ny.gov

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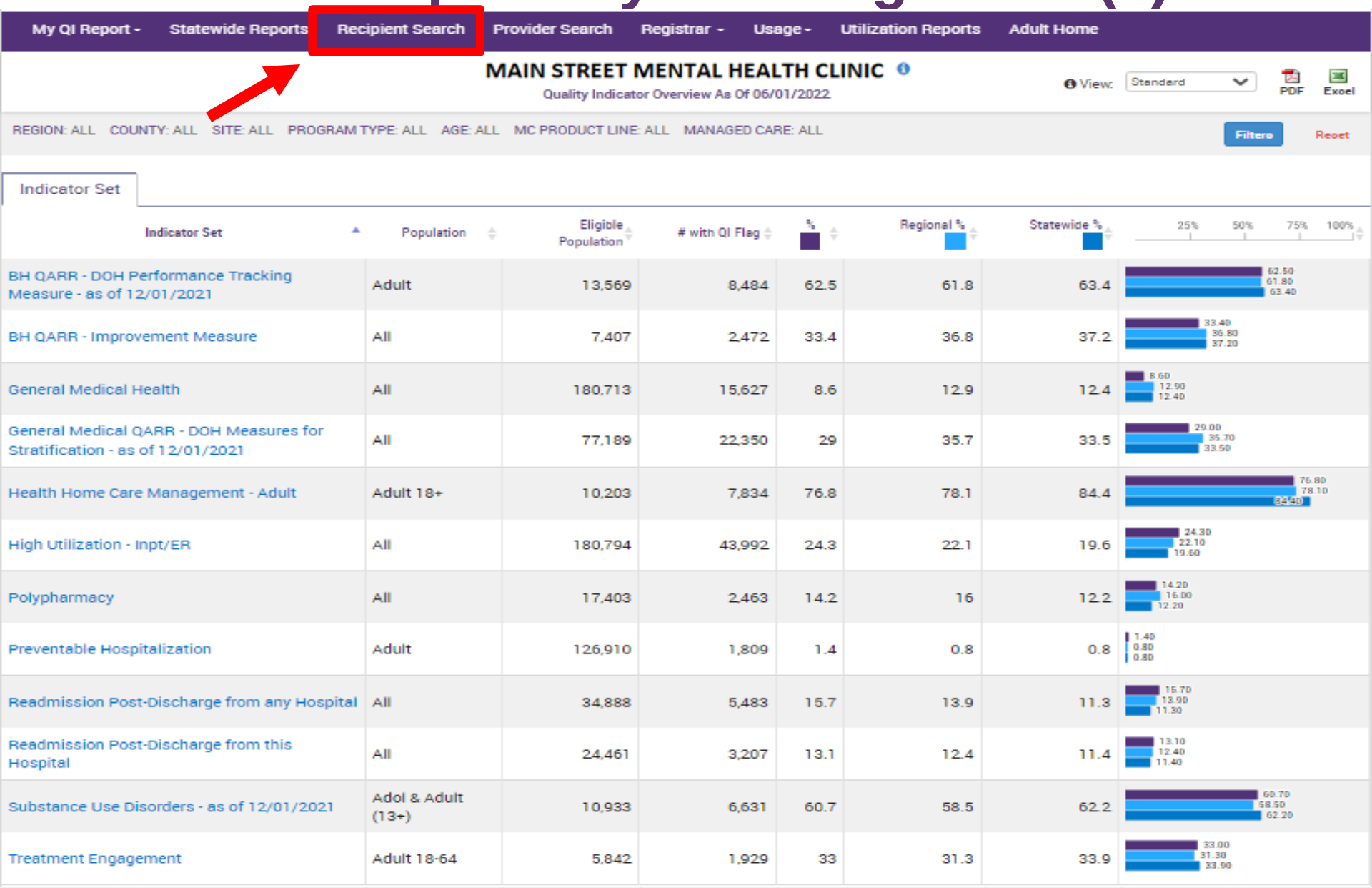
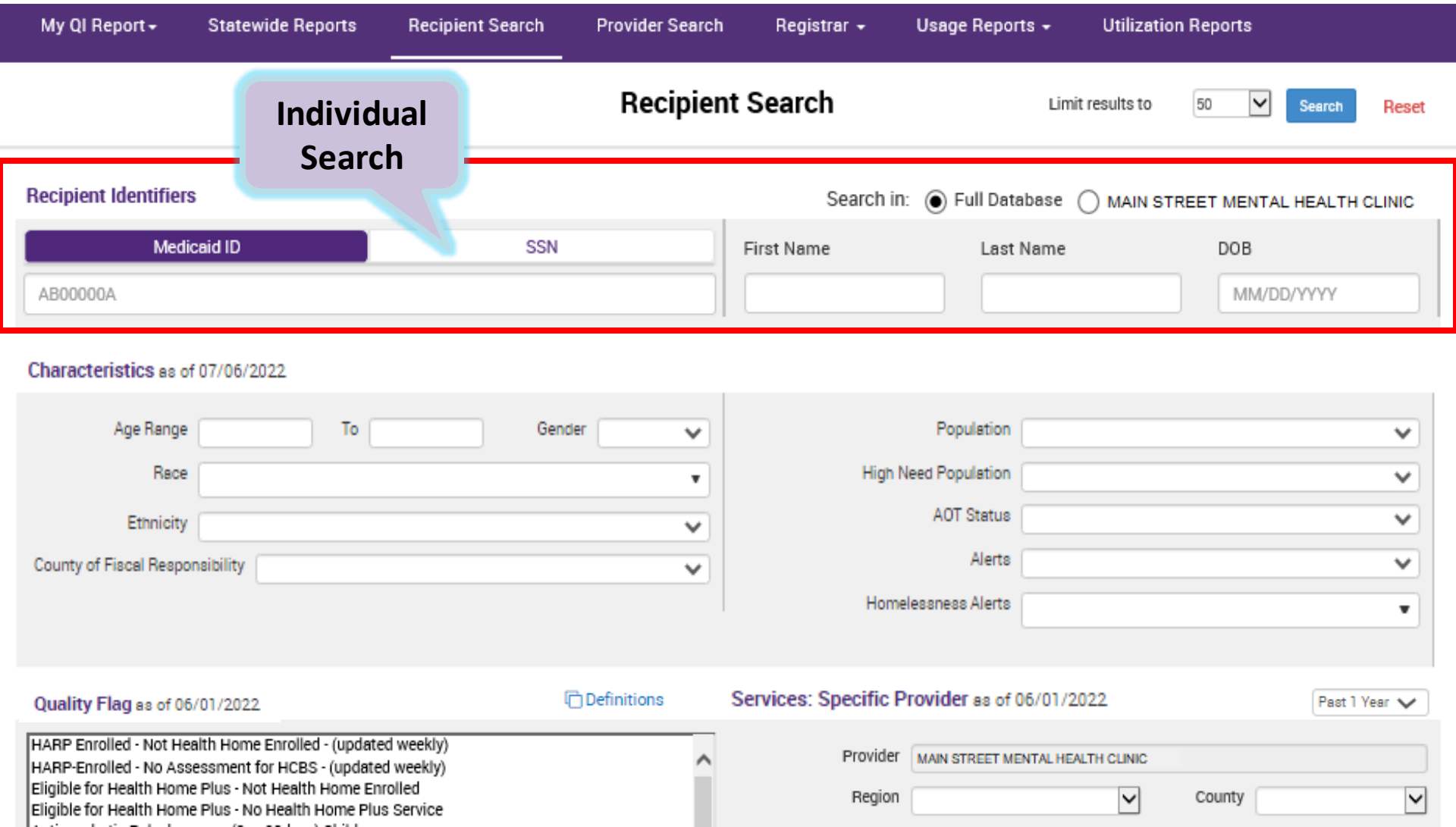
Core Competency: Finding Client(s)



Recipient Search

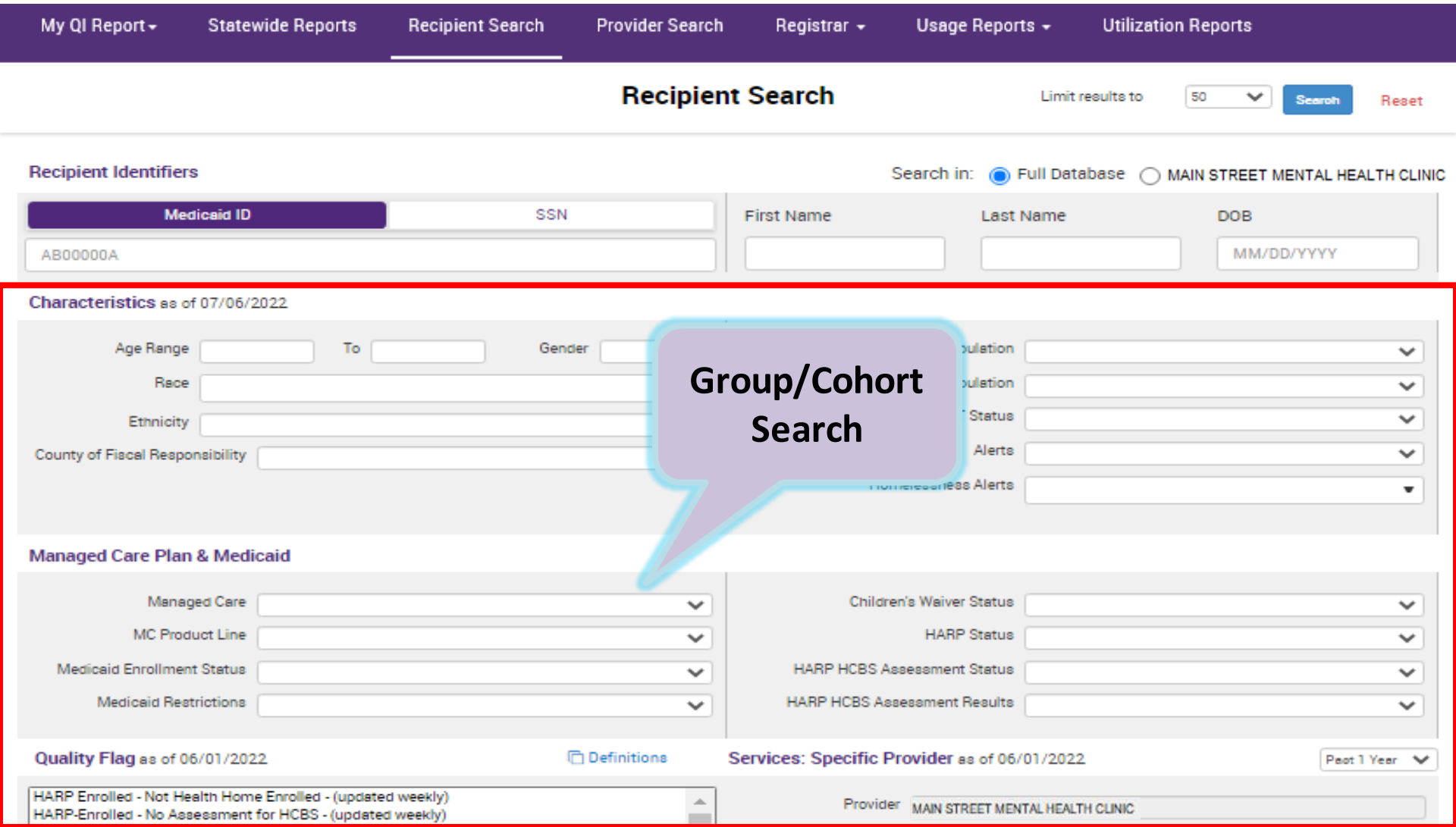
Search by Medicaid ID, Social Security #, or first/last name/DOB

If searching by name, use other criteria to narrow the list



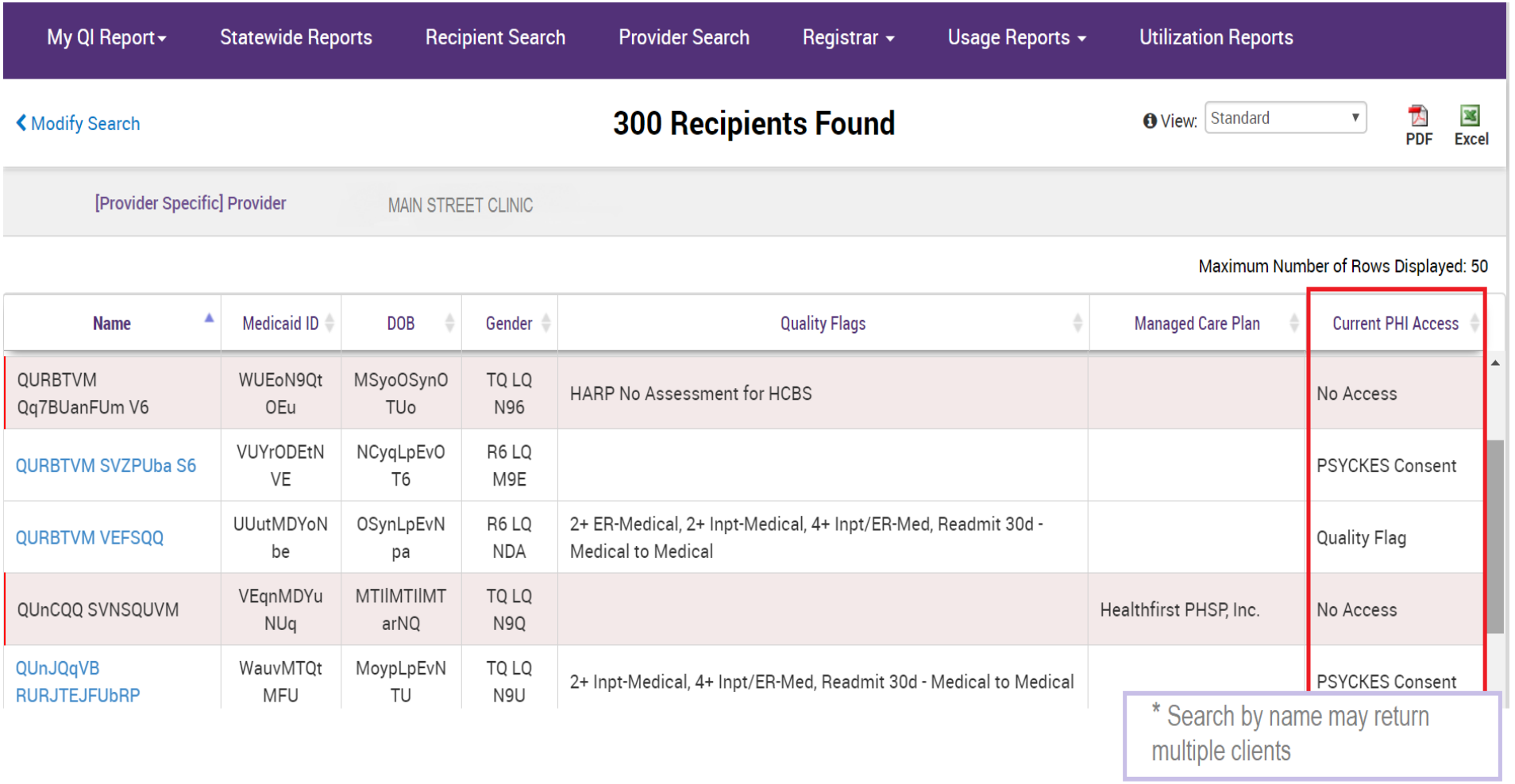
Recipient Search

Search for cohorts by age, gender, HARP status, AOT status, MC Plan, quality flag, prescriber, service, diagnosis, drug, etc.



Search Results

Select and click on recipient name for clinical summary



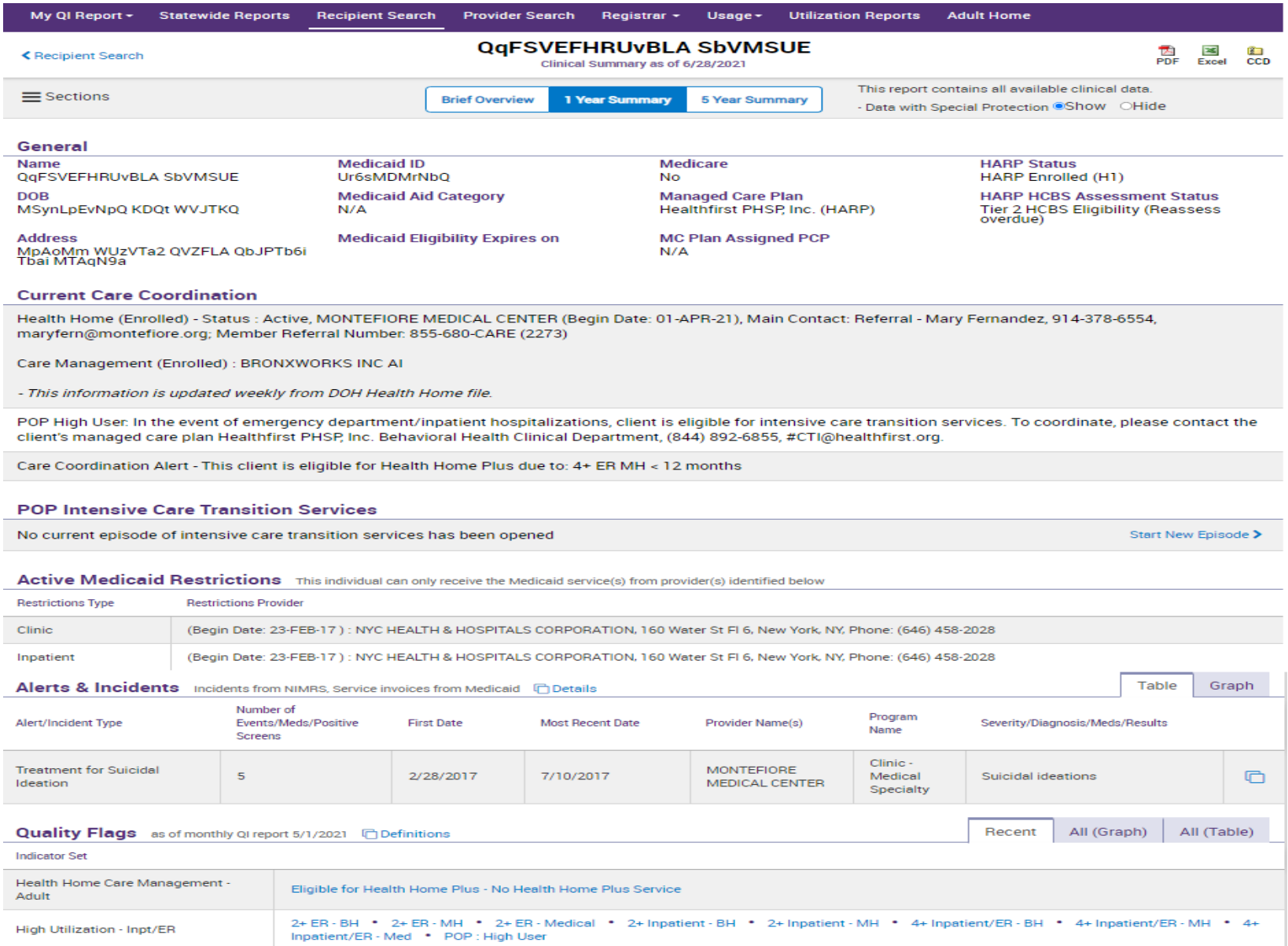
* Search by name may return multiple clients

Be Prepared for Questions About...

I searched for a client in “Recipient Search,” but it yielded 0 results.

- Error entering client Medicaid ID or SS #
- Client not yet linked to the hospital/agency by billing or through the PHI Access Module
- Client new to Medicaid / has not yet had a behavioral health service, diagnosis, or medication billed to Medicaid
- *Managed Care Plan PSYCKES user only*: Client no longer enrolled in plan; try selecting “current and recently dis-enrolled

Core Competency: Clinical Summary



My QI Report | Statewide Reports | Recipient Search | Provider Search | Registrar | Usage | Utilization Reports | Adult Home

< Recipient Search

QqFSVEFHRUvBLA SbVMSUE
Clinical Summary as of 6/28/2021

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	Medicaid ID	Medicare	HARP Status
QqFSVEFHRUvBLA SbVMSUE	Ur6sMDMrNbQ	No	HARP Enrolled (H1)
DOB	**Medicaid Aid Category**	**Managed Care Plan**	**HARP HCBS Assessment Status**
MSynLpEvNpQ KDQt WVJTKQ	N/A	Healthfirst PHSP, Inc. (HARP)	Tier 2 HCBS Eligibility (Reassess overdue)
Address	**Medicaid Eligibility Expires on**	**MC Plan Assigned PCP**	
MpAoMm WUzVTa2 QVZFLA QbJPTb6i Tbai MTAqN9a		N/A	

Current Care Coordination

Health Home (Enrolled) - Status : Active, MONTEFIORE MEDICAL CENTER (Begin Date: 01-APR-21), Main Contact: Referral - Mary Fernandez, 914-378-6554, maryfern@montefiore.org; Member Referral Number: 855-680-CARE (2273)

Care Management (Enrolled) : BRONXWORKS INC AI

- This information is updated weekly from DOH Health Home file.

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.

Care Coordination Alert - This client is eligible for Health Home Plus due to: 4+ ER MH < 12 months

POP Intensive Care Transition Services

No current episode of intensive care transition services has been opened — Start New Episode >

Active Medicaid Restrictions

This individual can only receive the Medicaid service(s) from provider(s) identified below

Restrictions Type	Restrictions Provider
Clinic	(Begin Date: 23-FEB-17) : NYC HEALTH & HOSPITALS CORPORATION, 160 Water St Fl 6, New York, NY, Phone: (646) 458-2028
Inpatient	(Begin Date: 23-FEB-17) : NYC HEALTH & HOSPITALS CORPORATION, 160 Water St Fl 6, New York, NY, Phone: (646) 458-2028

Alerts & Incidents

Incidents from NIMRS, Service invoices from Medicaid — Details — Table | Graph

Alert/Incident Type	Number of Events/Meds/Positive Screens	First Date	Most Recent Date	Provider Name(s)	Program Name	Severity/Diagnosis/Meds/Results
Treatment for Suicidal Ideation	5	2/28/2017	7/10/2017	MONTEFIORE MEDICAL CENTER	Clinic - Medical Specialty	Suicidal ideations

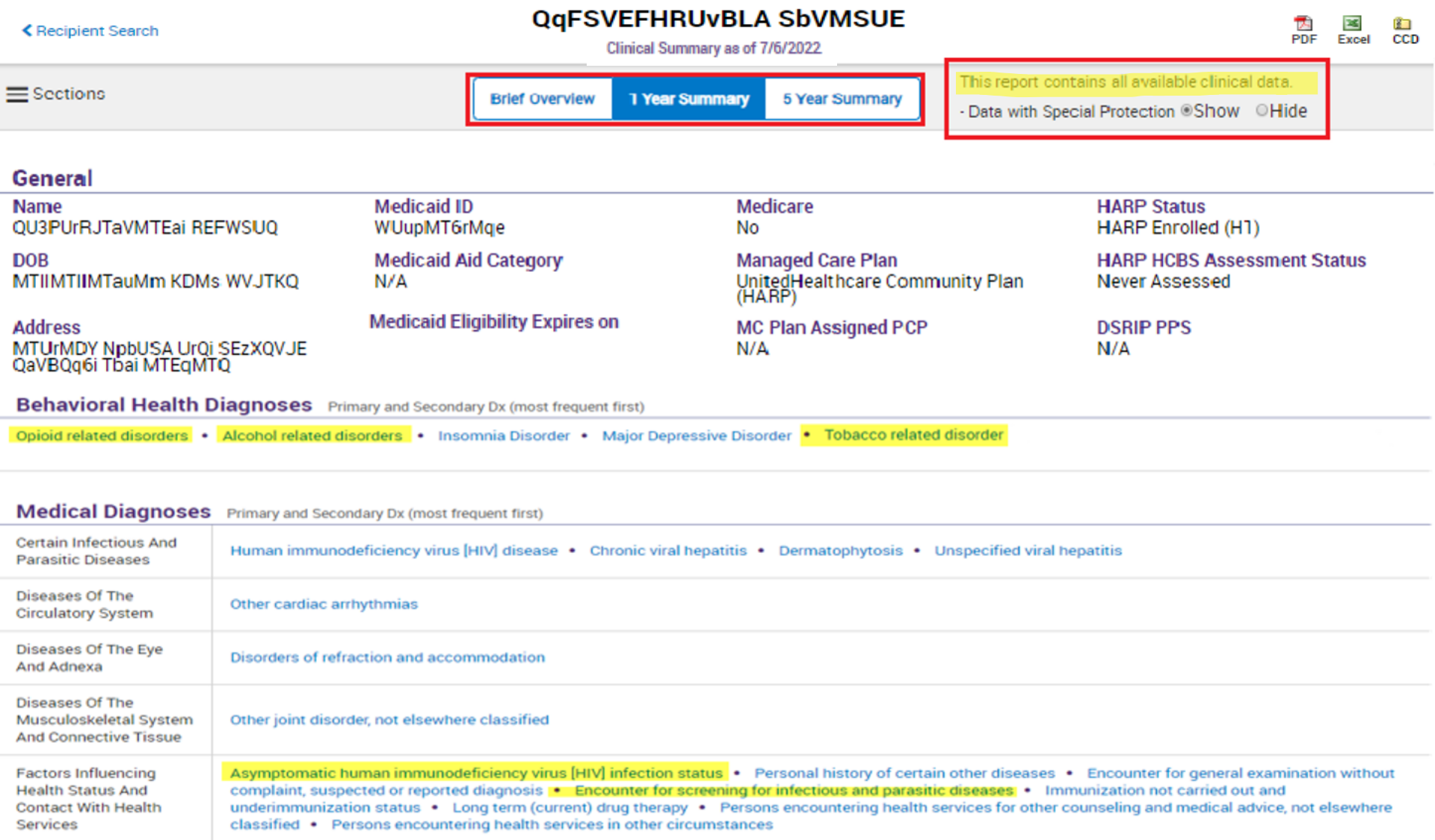
Quality Flags

as of monthly QI report 5/1/2021 — Definitions — Recent | All (Graph) | All (Table)

Indicator Set	
Health Home Care Management - Adult	Eligible for Health Home Plus - No Health Home Plus Service
High Utilization - Inpt/ER	2+ ER - BH • 2+ ER - MH • 2+ ER - Medical • 2+ Inpatient - BH • 2+ Inpatient - MH • 4+ Inpatient/ER - BH • 4+ Inpatient/ER - MH • 4+ Inpatient/ER - Med • POP : High User

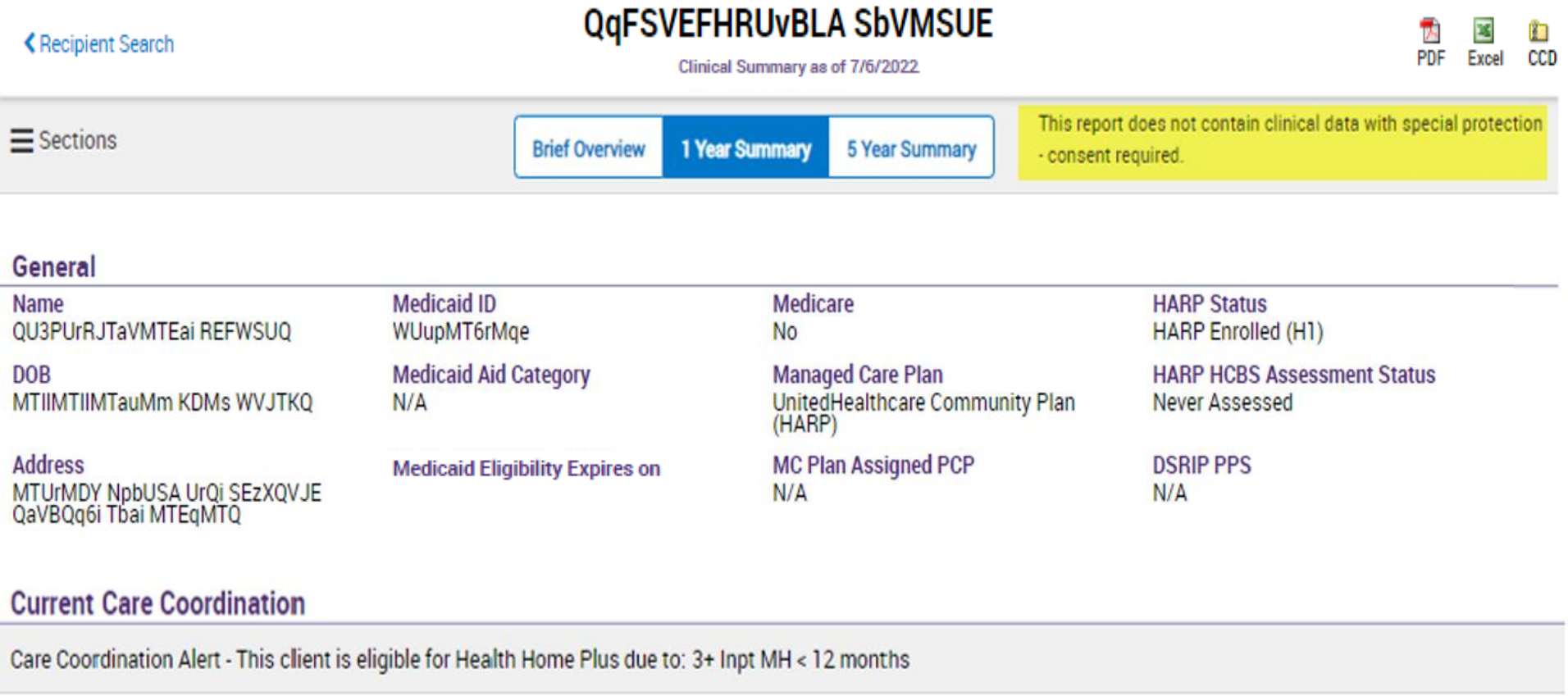
Clinical Summary

Set parameters, review demographic information



Clinical Summary

Without consent: PHI with special protections is masked



Clinical Summary:

Care Coordination Contact Information & Medication Restrictions

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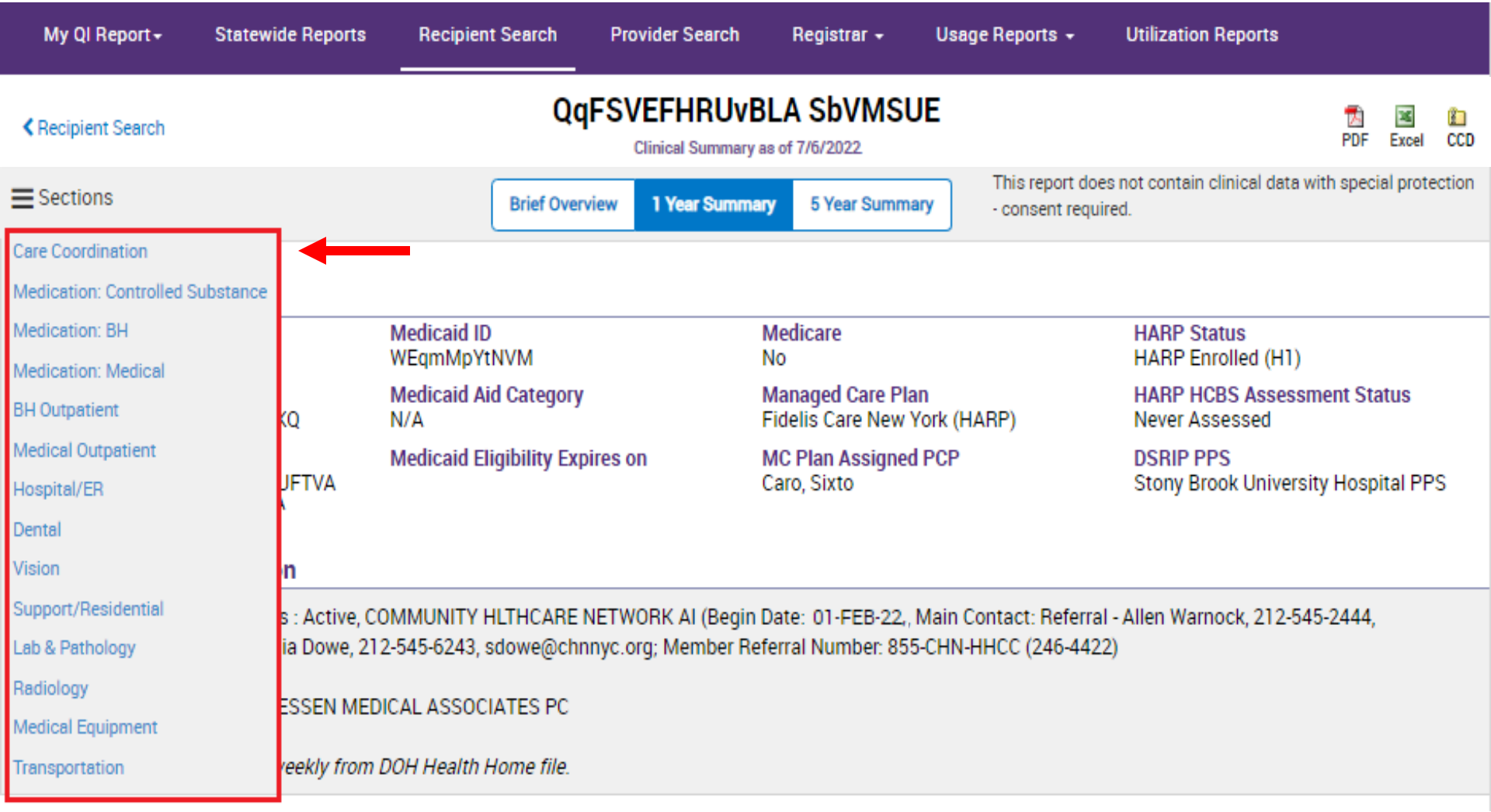
Navigation

Section links, expand / collapse sections

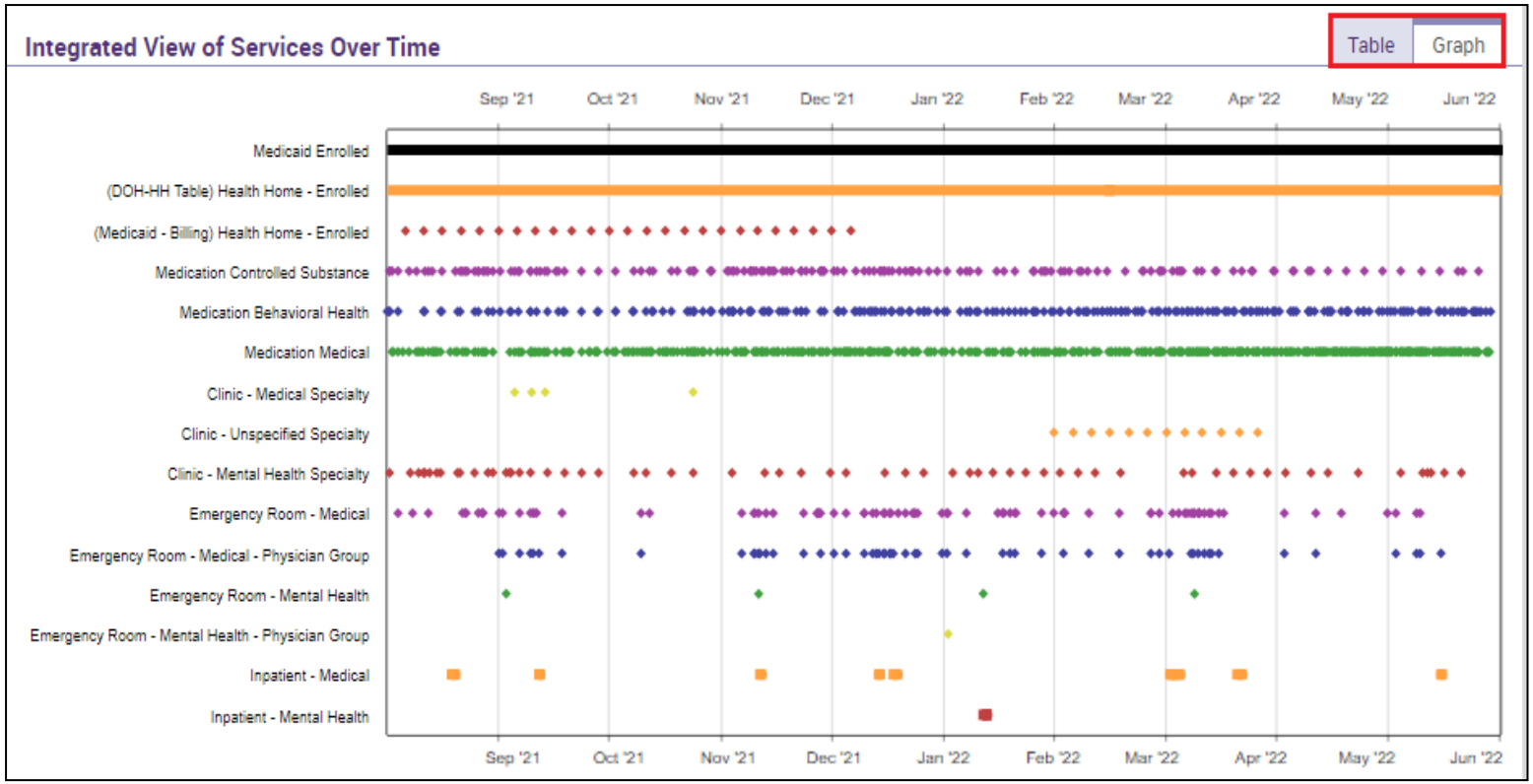


Clinical Summary Components

- Each section can be viewed as table or as graph
- Click on “See Details” for more information
  - For all services within the section
  - For a particular medication/episode of care

Clinical Summary: Integrated View of Services Over Time

All services displayed in graphic form to allow ready identification of utilization patterns, including medication adherence and outpatient, inpatient and ER services.



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Sample Section: Pharmacy Data

Drug, daily dose, duration, start date, last pick up, prescriber

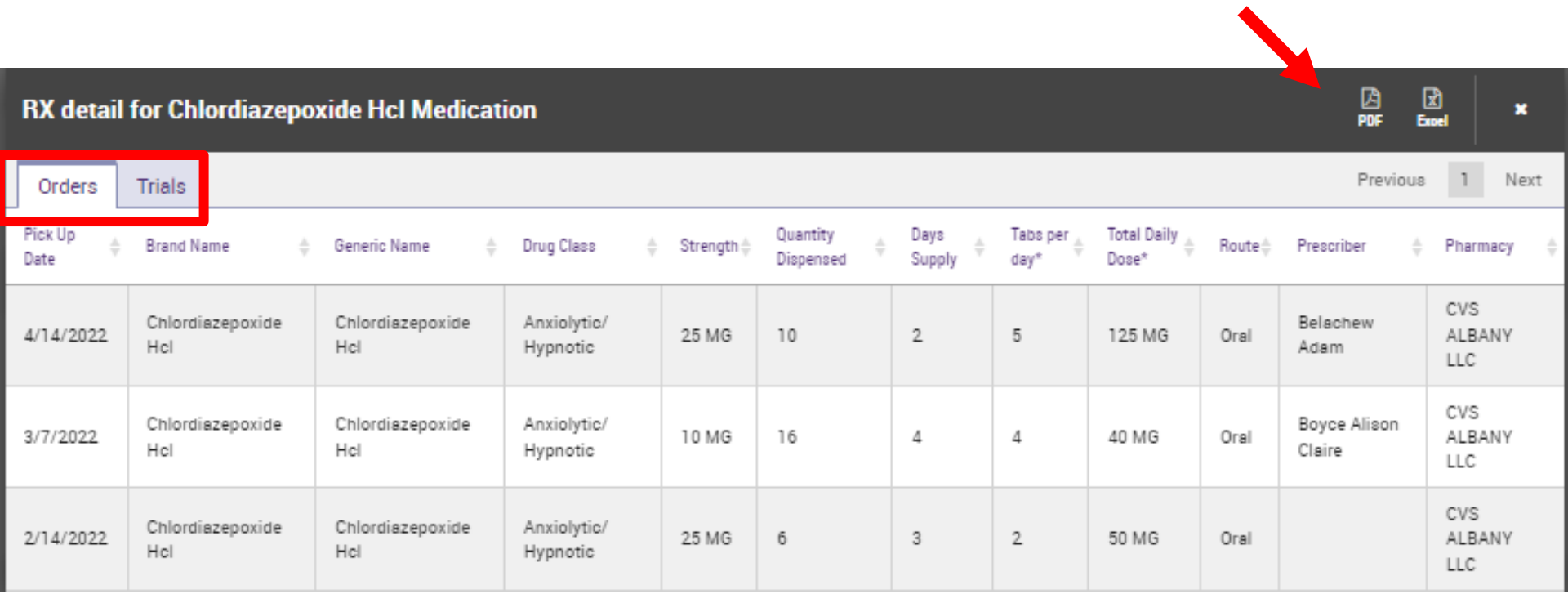
Medication: Behavioral Health Details

Table | Graph

Drug Class	Drug Name	Last Dose*	Estimated Duration	First Day Picked Up	Last day Picked Up	
Anxiolytic/ Hypnotic	Chlordiazepoxide Hcl	25 MG, 5/day	2 Day(s)	4/14/2022	4/14/2022	
Anxiolytic/ Hypnotic	Lorazepam, Injection	2 MG	8 Month(s) 2 Week(s) 2 Day(s)	7/29/2021	4/14/2022	
Antidepressant	Trazodone Hcl	50 MG, 1/day	3 Month(s) 2 Week(s) 3 Day(s)	1/24/2022	4/11/2022	
Mood Stabilizer	Gabapentin	400 MG, 3/day	1 Month(s) 3 Week(s) 5 Day(s)	3/12/2022	4/8/2022	
Antipsychotic	Haloperidol, Injection	UP TO 5 MG	6 Month(s) 3 Week(s) 1 Day(s)	9/12/2021	4/3/2022	
Anxiolytic/ Hypnotic	Chlordiazepoxide Hcl	10 MG, 4/day	3 Week(s) 4 Day(s)	2/14/2022	3/7/2022	
Anxiolytic/ Hypnotic	Diazepam	5 MG, 4/day	3 Day(s)	1/24/2022	1/24/2022	
Anxiolytic/ Hypnotic	Diazepam, Injection	UP TO 5 MG	5 Month(s) 1 Week(s) 4 Day(s)	7/24/2021	1/4/2022	
		333 MG, 3/day	4 Week(s) 2 Day(s)	12/3/2021	12/3/2021	
Antidepressant	Trazodone Hcl	50 MG, 1/day	1 Month(s)	9/26/2021	9/26/2021	
		333 MG, 3/day	1 Month(s)	9/26/2021	9/26/2021	
Mood Stabilizer	Gabapentin	300 MG, 6/day	1 Month(s)	9/5/2021	9/5/2021	
Antidepressant	Mirtazapine	15 MG, 1/day	1 Month(s)	9/14/2020	9/14/2020	

Pharmacy Data: “See Detail” Trials and Orders

See trials and/or individual orders of each medication



RX detail for Chlordiazepoxide Hcl Medication

PDF Excel

Orders Trials

Previous 1 Next

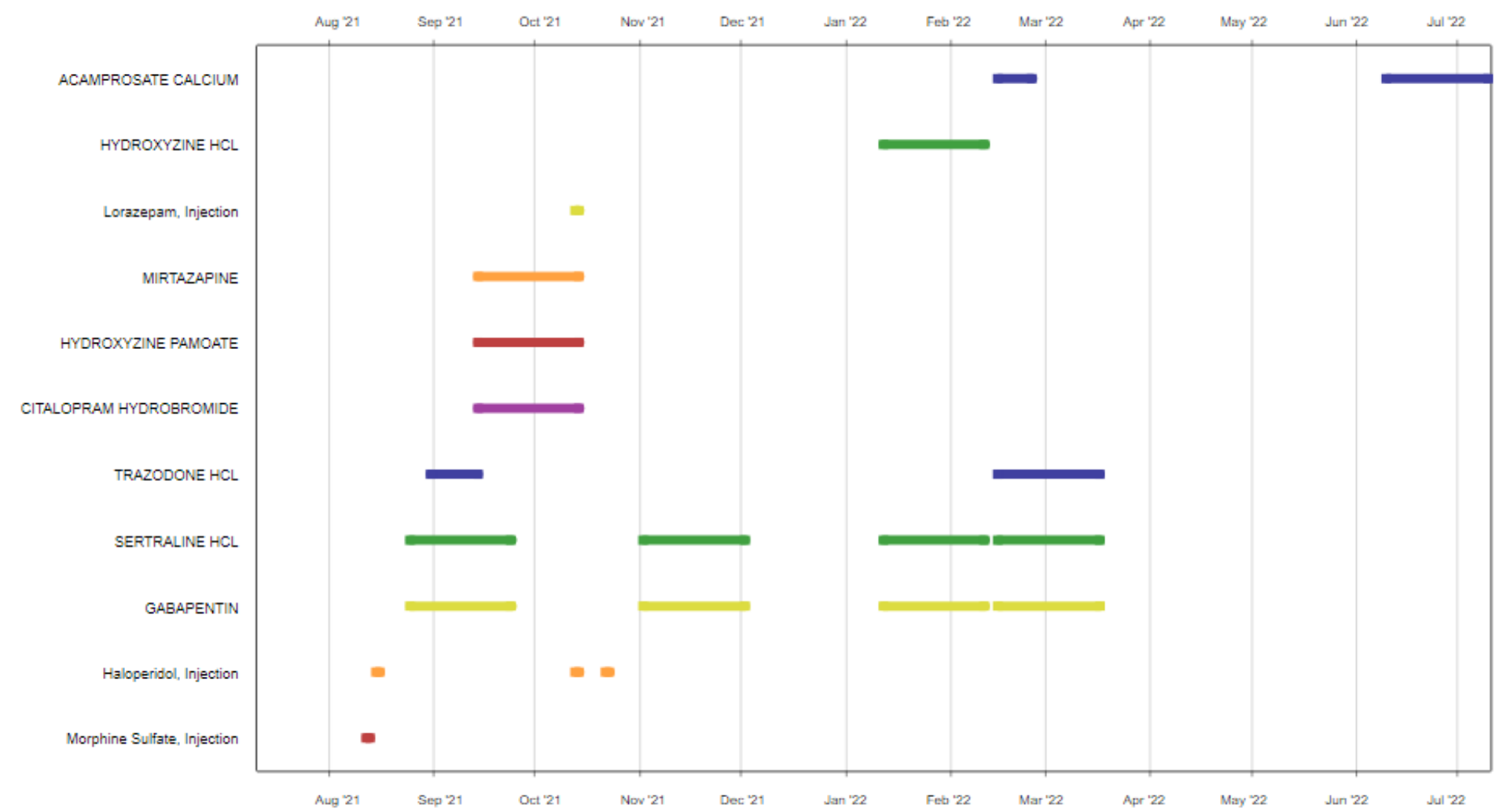
Pick Up Date	Brand Name	Generic Name	Drug Class	Strength	Quantity Dispensed	Days Supply	Tabs per day*	Total Daily Dose*	Route	Prescriber	Pharmacy
4/14/2022	Chlordiazepoxide Hcl	Chlordiazepoxide Hcl	Anxiolytic/ Hypnotic	25 MG	10	2	5	125 MG	Oral	Belachew Adam	CVS ALBANY LLC
3/7/2022	Chlordiazepoxide Hcl	Chlordiazepoxide Hcl	Anxiolytic/ Hypnotic	10 MG	16	4	4	40 MG	Oral	Boyce Alison Claire	CVS ALBANY LLC
2/14/2022	Chlordiazepoxide Hcl	Chlordiazepoxide Hcl	Anxiolytic/ Hypnotic	25 MG	6	3	2	50 MG	Oral		CVS ALBANY LLC

Pharmacy Data: View as a Graph

Utilization trends over time

Medication: Behavioral Health Details

Table | Graph



Sample Section: Hospital/ER Services

Service type, provider, diagnosis, admission/discharge dates, length of stay, procedures

Hospital/ER Services

Details

Table | Graph

Service Type	Provider	Admission	Discharge Date/Last Date Billed	Length of Stay	Most Recent Primary Diagnosis	Procedure(s) (Per Visit)
		5/22/2022	5/24/2022	2		
		4/22/2022	4/22/2022	1		
ER - Medical	ALBANY MEMORIAL HOSPITAL	4/20/2022	4/21/2022	1	Cellulitis Of Right Lower Limb	- Assay Of Lactic Acid - Blood Culture For Bacteria - Cefazolin Sodium Injection - Complete Cbc W/Auto Diff Wbc - Comprehen Metabolic Panel - Emergency Dept Visit - Ketorolac Tromethamine Inj - Measure Blood Oxygen Level - Routine Venipuncture - Ther/Proph/Diag Iv Inf Init - Tx/Pro/Dx Inj New Drug Addon - X-Ray Exam Of Ankle
ER - Medical	ALBANY MEMORIAL HOSPITAL	4/16/2022	4/16/2022	1	Contusion Of Other Part Of Head, Initial Encounter	- Assay Glucose Blood Quant - Bl Smear W/Diff Wbc Count - Capillary Blood Draw - Complete Cbc W/Auto Diff Wbc - Comprehen Metabolic Panel - Ct Abd & Pelv W/Contrast - Ct Head/Brain W/O Dye - Ct Maxillofacial W/O Dye - Ct Neck Spine W/O Dye - Ct Thorax W/Dye - Drug Test Prsmv Chem Anlyzr - Emergency Dept Visit - Locm 300-399mg/Ml Iodine,1ml - Measure Blood Oxygen Level - Routine Venipuncture

Labs, X-Ray and Other Data

Other services (if Medicaid billable): Dental, Vision, Living Support, Labs, Radiology, Medical Equipment, Transportation

Laboratory & Pathology

Details | Table | Graph

Program/Type	Test Name	Date Billed	Provider
Office/ Outpatient/ Laboratory	Trgt Gen Seq Dna 324 Genes	2/14/2022	MEDS OOS LAB
Living Support	X-Ray Exam Chest 1 View	2/10/2022	PREVENTIVE DIAGNOSTICS INC

Dental

Details | Table | Graph

Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Procedures (Last 3 Months)
Unspecified Setting	MEDS OOS PHYSICIAN & OTHE	10/10/2021	2/7/2022	3	- Post 1 Srfc Resinbased Cmpst
Inpatient	ICAHN SCHOOL OF MEDICINE AT MOUNT S	11/23/2021	11/23/2021	1	- Treat Craniofacial Fracture

Vision

Details | Table | Graph

Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Procedures (Last 3 Months)
Eye Care Services - Unspecified Setting	EMPIRE VISION CENTER INC	3/10/2022	3/10/2022	1	- Eye Exam New Patient
Eye Appliances - Unspecified Setting	EMPIRE VISION CENTER INC	3/10/2022	3/10/2022	1	- Vision Svcs Frames Purchases - Lens Spher Single Plano 4.00

Living Support/Residential Treatment

Details | Table | Graph

Program/Type	Provider Name	First Date of Service (last 5 years)	Last Date Billed	Number of Visits
Home Care - Unspecified Type	COMMUNITY HLTHCARE NETWORK AI	1/1/2022	5/1/2022	5

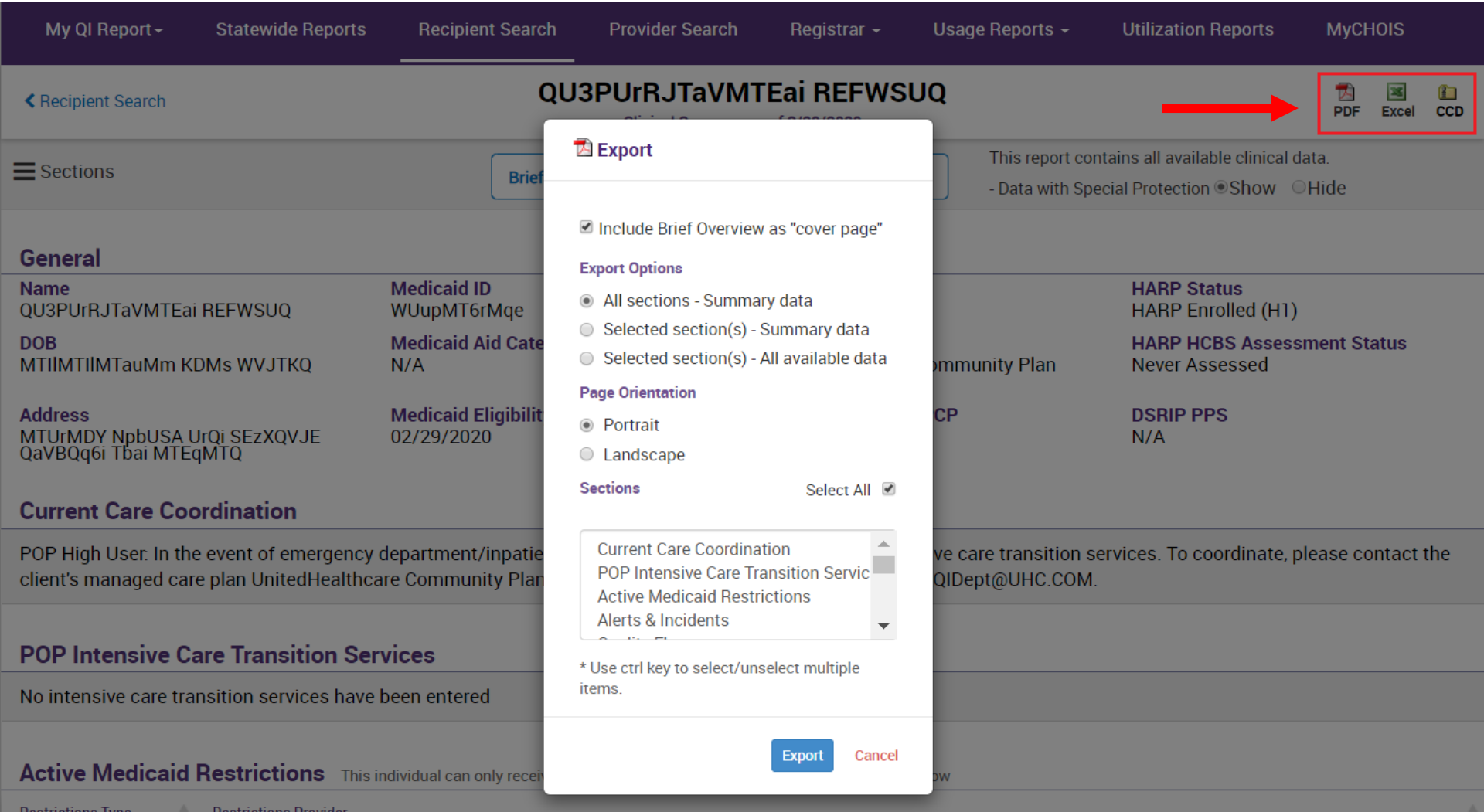
Transportation

Details | Table | Graph

Type	Provider Name	First Date of Service (last 5 years)	Last Date Billed	Number of Visits	Most Recent Primary Diagnosis
Ambulance	CITYWIDE MOBILE RESPONSE CORP	1/21/2022	2/12/2022	3	Mental disorder, not otherwise specified

Clinical Summary:
Export Data to PDF or Excel

To select section(s), click or "Ctrl"+click.

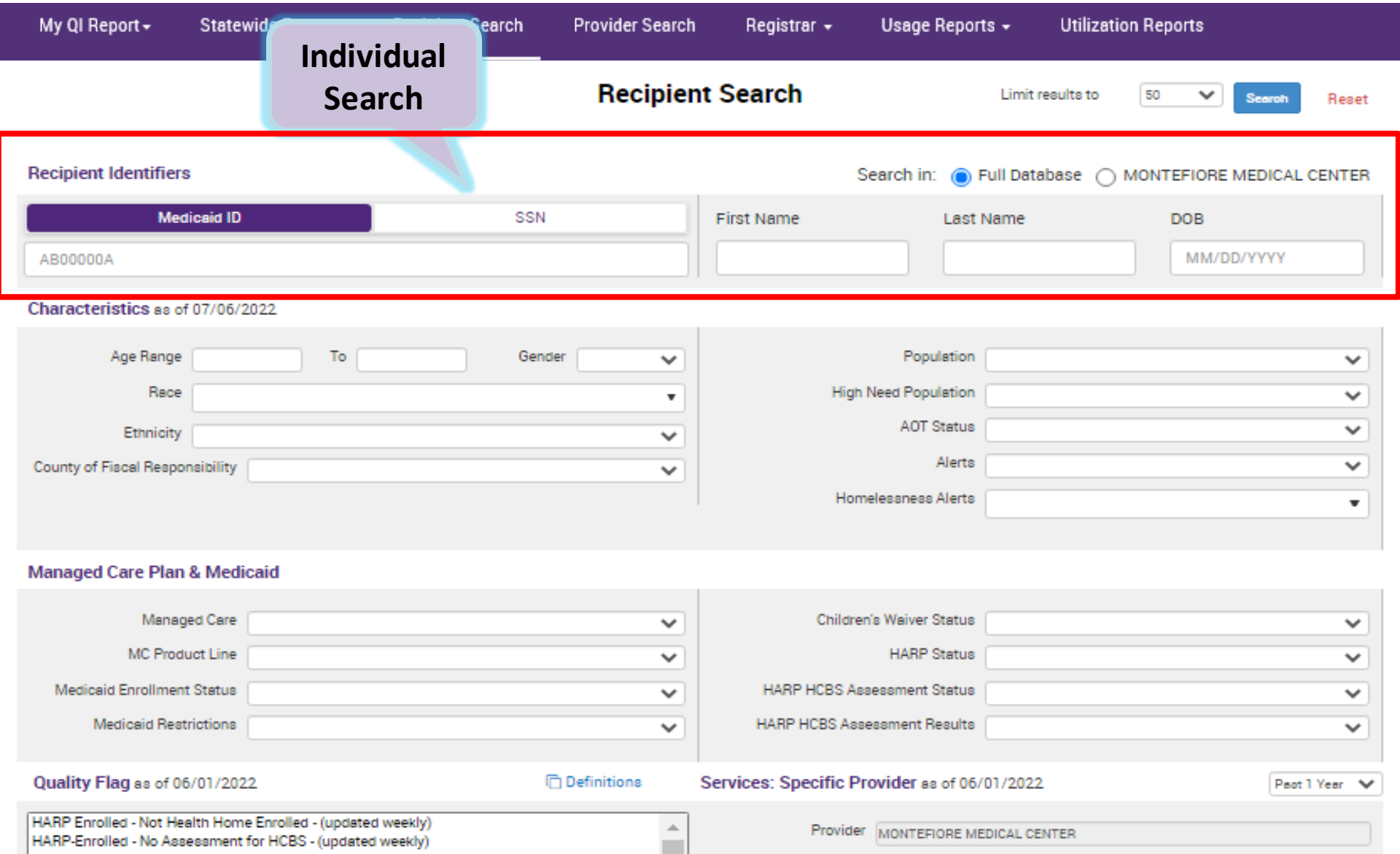


Be Prepared for Questions About…

- I can't access a client's clinical summary, even though I could last week.
  - The client had a quality flag but no longer does (e.g., changed medication)
  - Emergency access was enabled, but it expired
  - *MC Plan Users*: client may have dis-enrolled from plan
- Why can't I see lab results?
  - Not included on claims / encounter records
- Why does it say "No Medicaid claims available for this data type?"
  - Try expanding the summary period

Core Competency: Changing Access Level in Recipient Search

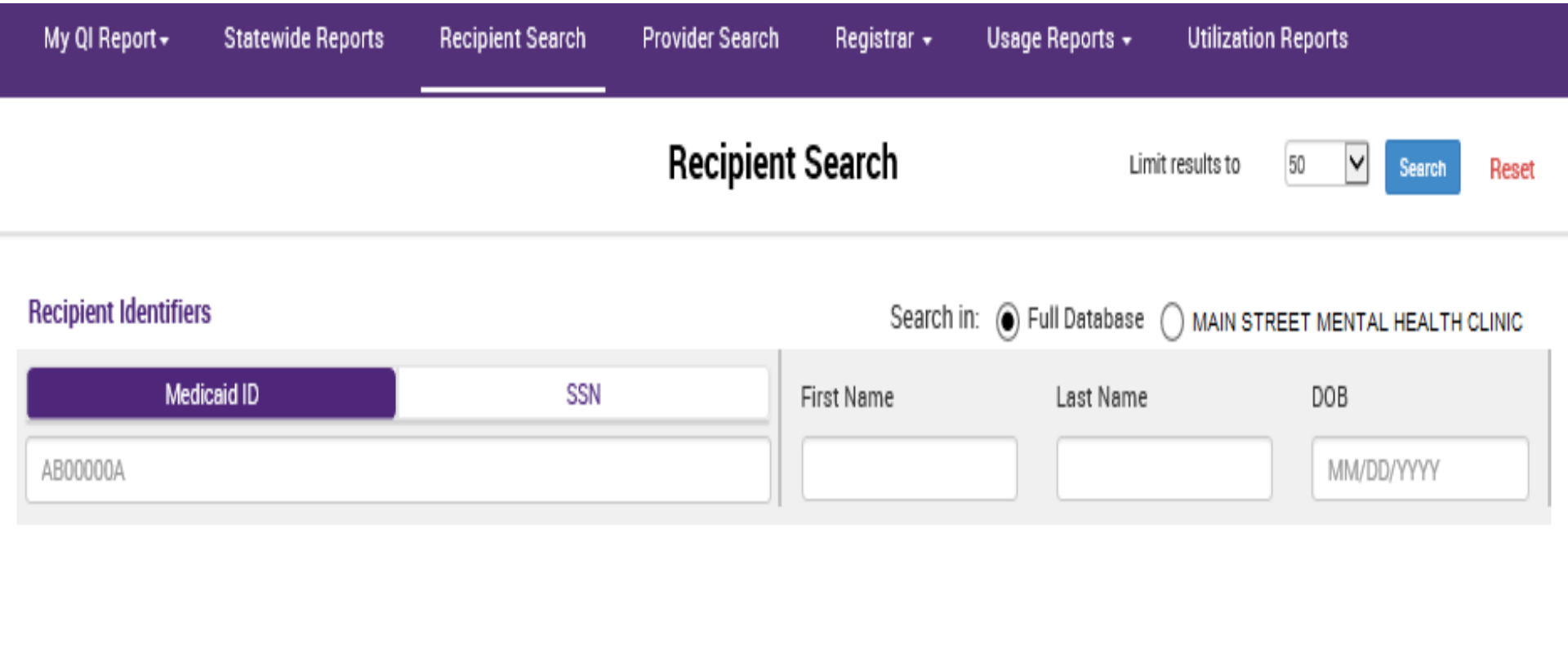
Recipient Search: Individual Search



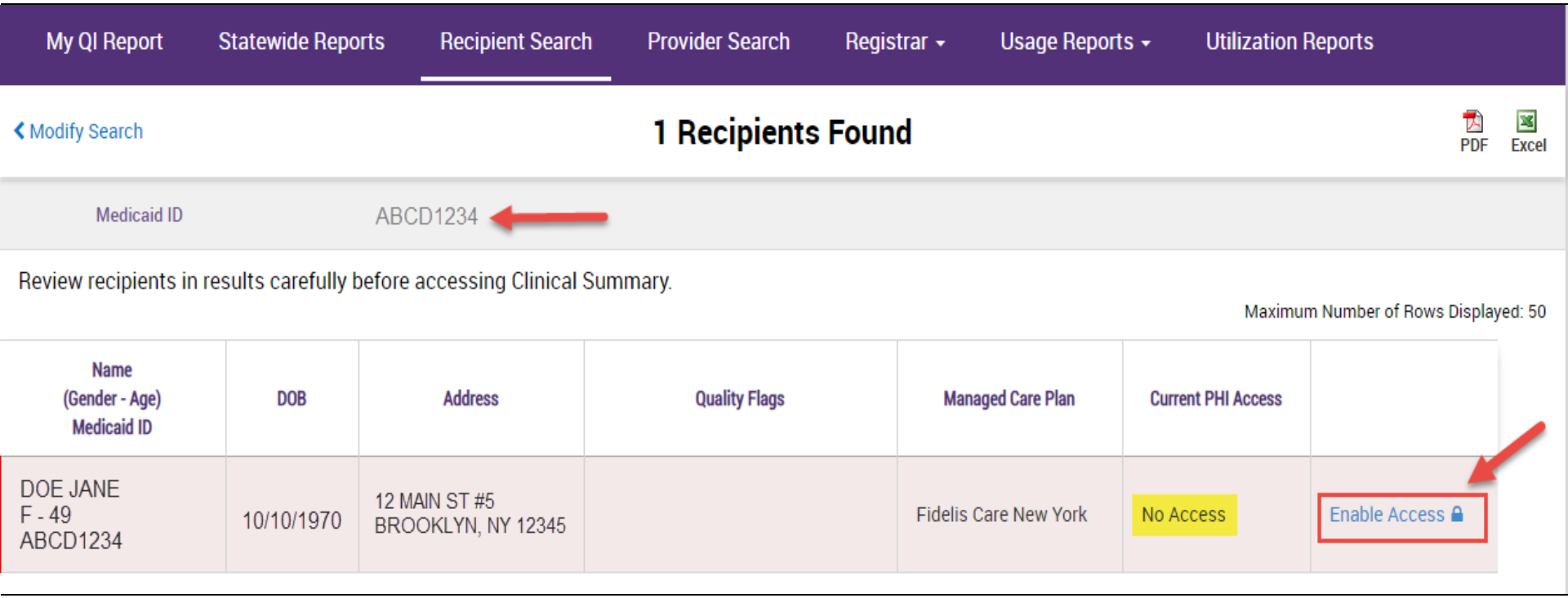
Recipient Search: Individual Search

Search for client: Enter recipient identifier(s) and click "search"

- Medicaid ID
- Social Security Number (SSN)
- First name (at least first 2 characters)
- Last Name (full last name required)
- Date Of Birth (DOB)



Confirm Correct Match, Select “Change PHI Access



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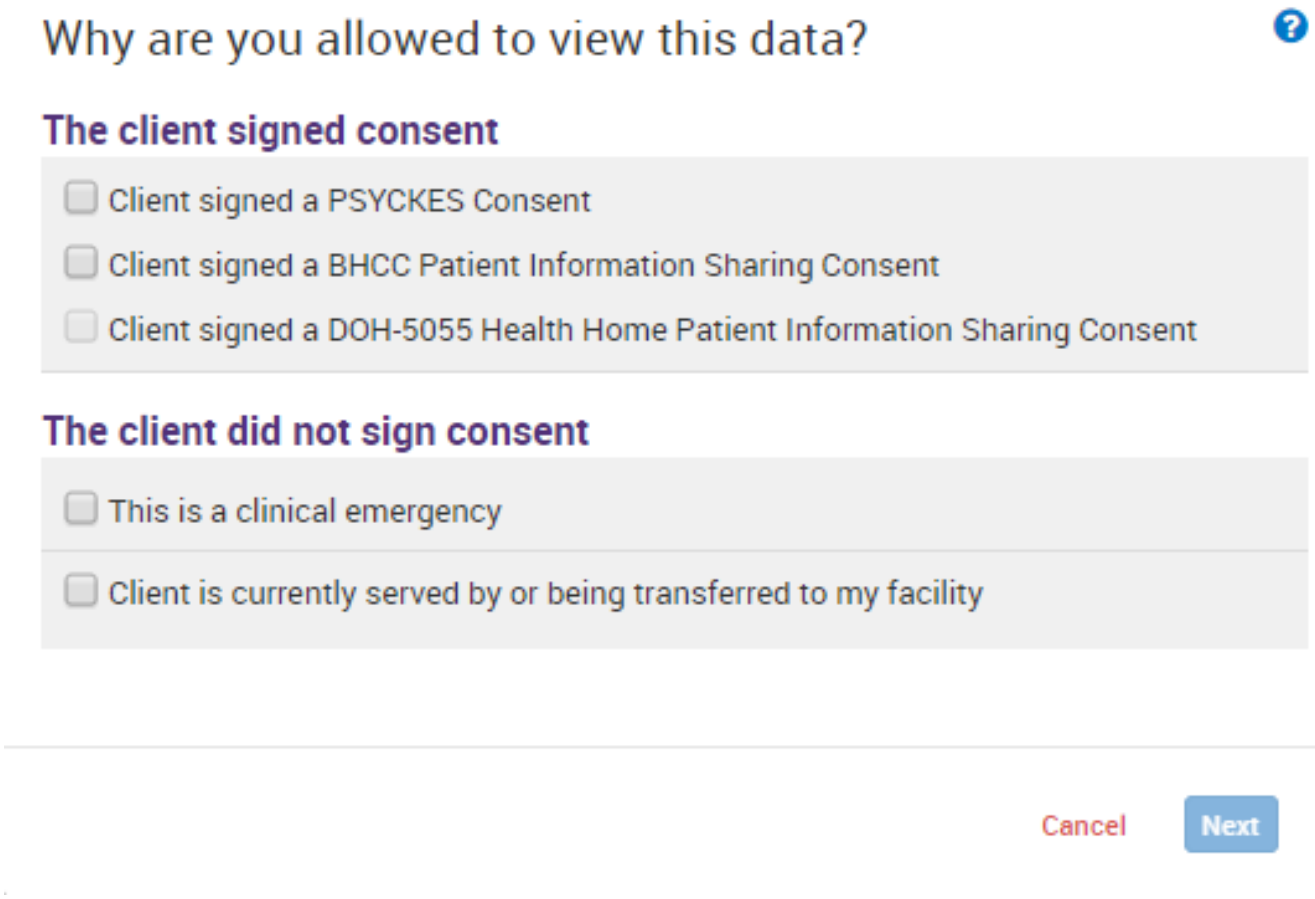
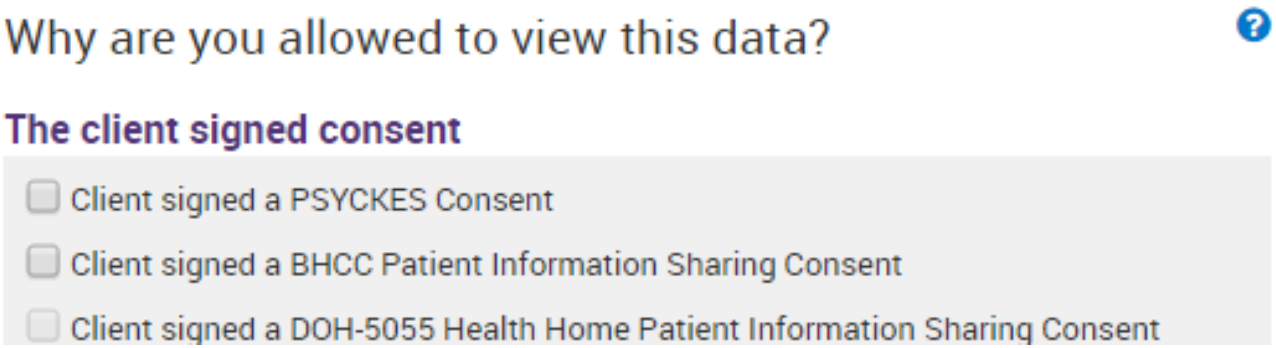
Training Take-Away Message: Confirm Search Results

- Responsibility as gatekeeper to PHI of over 10 million individuals, including PHI with special protections
- Treatment decisions must be based on correct client information

Step 1: Select Basis for Access to Client's PHI

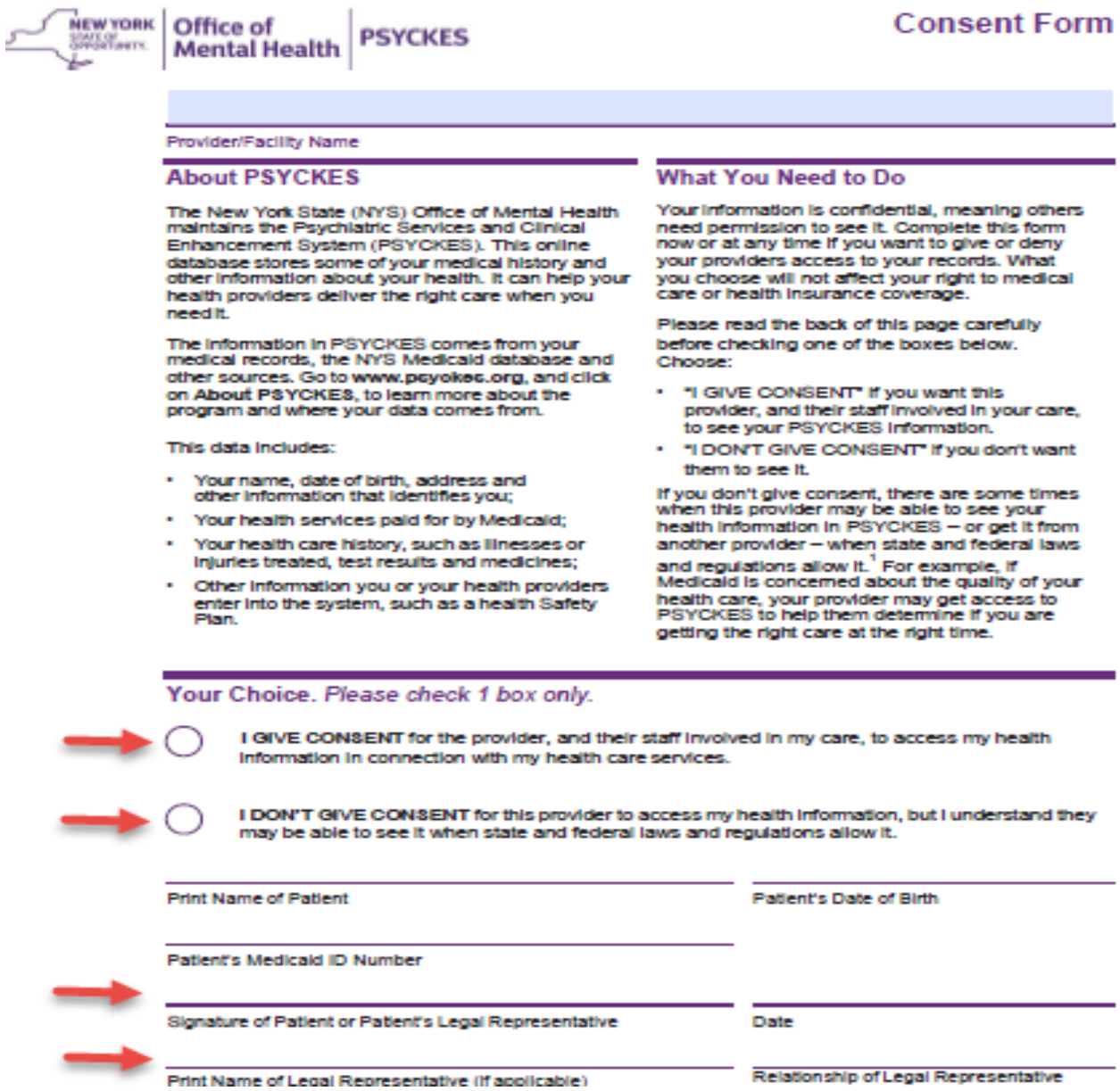


Step 1b: If Access is via PSYCKES Consent…



- Complete PSYCKES Consent
  - Only the designated form may be used
  - English and Spanish available in the application (other languages available on our “About PSYCKES” webpage)
- Give copy of signed consent form to client
- Original (or scanned version) of consent form is retained in the client’s medical record
- No need to send PSYCKES the consent

PSYCKES Consent Form



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Consent Form

Provider/Facility Name

About PSYCKES

The New York State (NYS) Office of Mental Health maintains the Psychiatric Services and Clinical Enhancement System (PSYCKES). This online database stores some of your medical history and other information about your health. It can help your health providers deliver the right care when you need it.

The information in PSYCKES comes from your medical records, the NYS Medicaid database and other sources. Go to **www.psyckes.org**, and click on **About PSYCKES**, to learn more about the program and where your data comes from.

This data includes:

- Your name, date of birth, address and other information that identifies you;
- Your health services paid for by Medicaid;
- Your health care history, such as illnesses or injuries treated, test results and medicines;
- Other information you or your health providers enter into the system, such as a Health Safety Plan.

What You Need to Do

Your information is confidential, meaning others need permission to see it. Complete this form now or at any time if you want to give or deny your providers access to your records. What you choose will not affect your right to medical care or health insurance coverage.

Please read the back of this page carefully before checking one of the boxes below. Choose:

- "I GIVE CONSENT" if you want this provider, and their staff involved in your care, to see your PSYCKES information.
- "I DON'T GIVE CONSENT" if you don't want them to see it.

If you don't give consent, there are some times when this provider may be able to see your health information in PSYCKES – or get it from another provider – when state and federal laws and regulations allow it.[1] For example, if Medicaid is concerned about the quality of your health care, your provider may get access to PSYCKES to help them determine if you are getting the right care at the right time.

Your Choice. *Please check 1 box only.*

○ **I GIVE CONSENT** for the provider, and their staff involved in my care, to access my health information in connection with my health care services.

○ **I DON'T GIVE CONSENT** for this provider to access my health information, but I understand they may be able to see it when state and federal laws and regulations allow it.

Print Name of Patient

Patient's Date of Birth

Patient's Medicaid ID Number

Signature of Patient or Patient's Legal Representative

Date

Print Name of Legal Representative (if applicable)

Relationship of Legal Representative

Ensure that client checks off "I give" or "I deny" consent; otherwise consent is invalid

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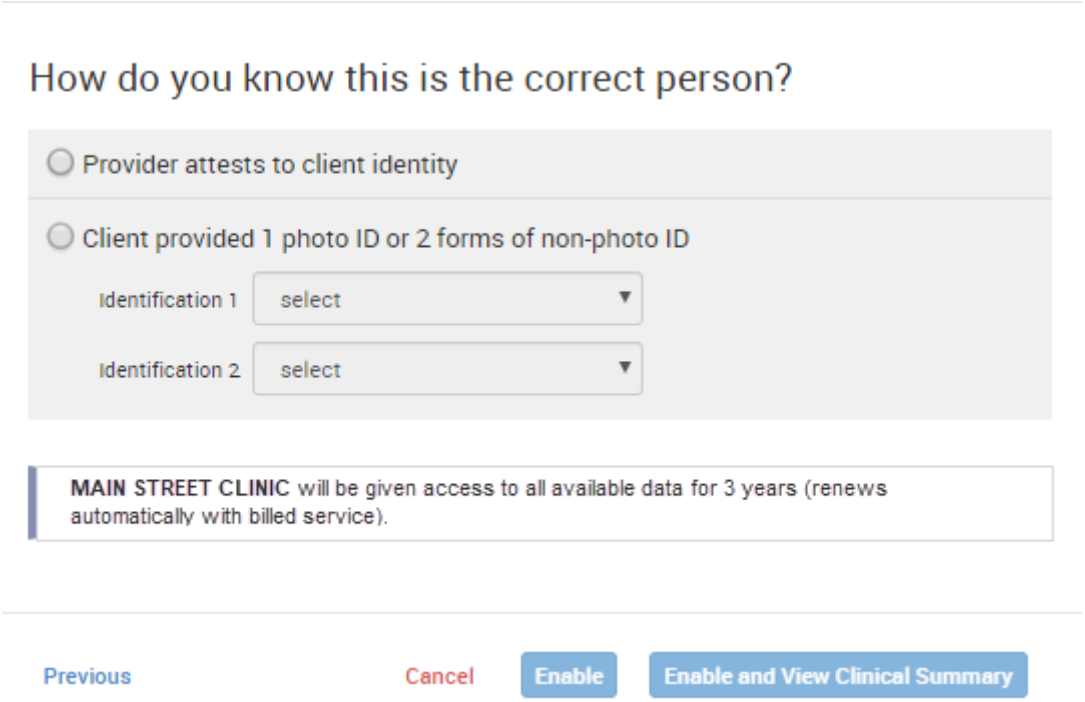
Step 2: Verify Client Identity and Submit



- Select 1 forms of photo ID or 2 forms of non-photo ID from drop-down list, or attest to identity without ID
- Cancel, Enable, or Enable and View Clinical Summary

Immediately upon entering consent, any PSYCKES user at the agency can view the client's data.

Be Prepared for Questions About...

- What is an Emergency?
  - Danger to self or others
  - Sudden onset
  - Immediate need for treatment
  - Driven by clinical criteria, not emergency setting
- When can I attest that I know the client's identity?
  - Develop internal procedures for this
  - Document rationale
  - If one ID, keep copy in chart
  - Must be comfortable making clinical decisions based on the information

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Bonus Core Competency: Identify Clients w/ QI Flags

My QI Report | Statewide Reports | Recipient Search | Provider Search | Registrar | Usage | Utilization Reports | Adult Home

MAIN STREET MENTAL HEALTH CLINIC

Quality Indicator Overview As Of 06/01/2022

PDF Excel

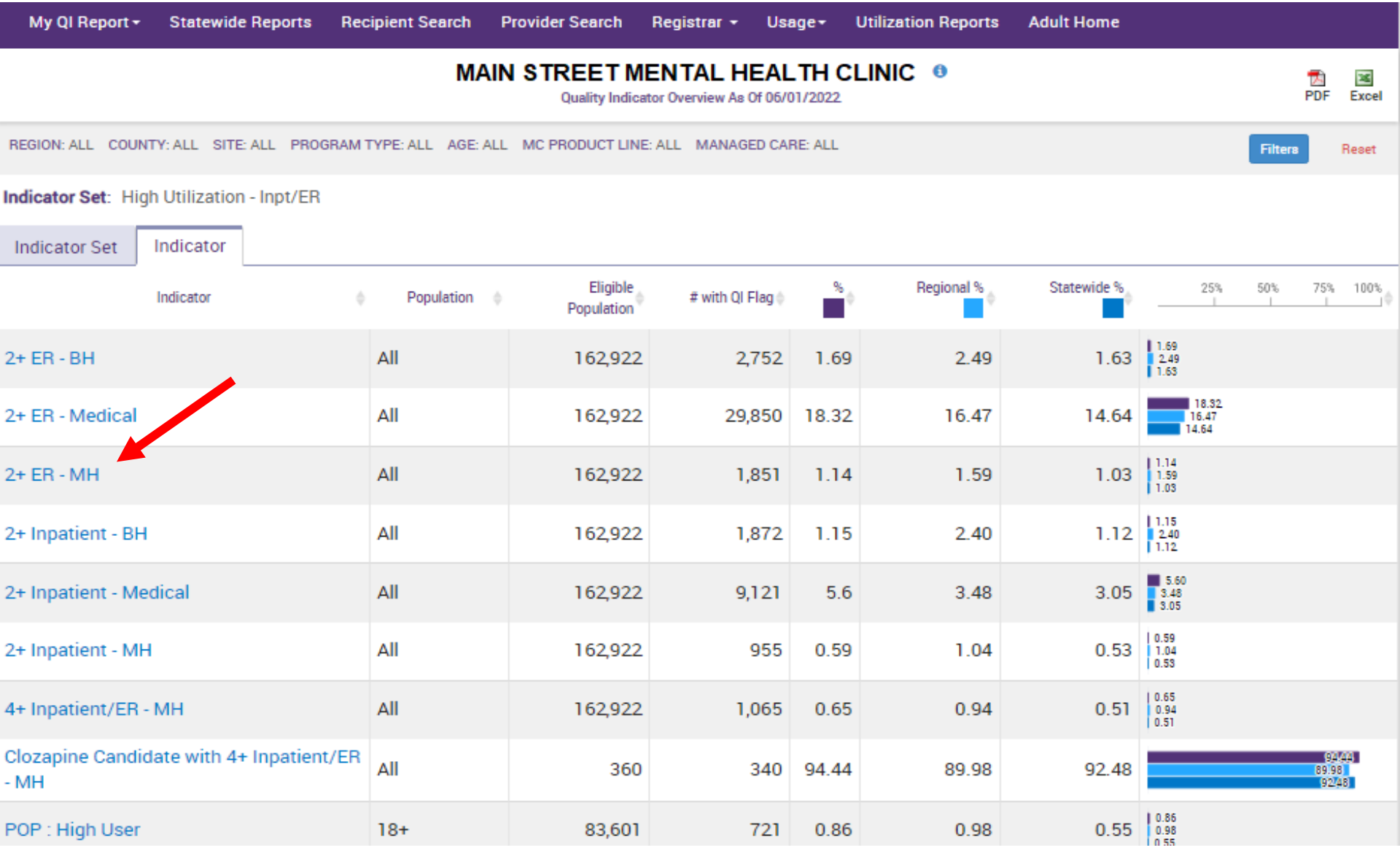
REGION: ALL COUNTY: ALL SITE: ALL PROGRAM TYPE: ALL AGE: ALL MC PRODUCT LINE: ALL MANAGED CARE: ALL

Filters Reset

Indicator Set

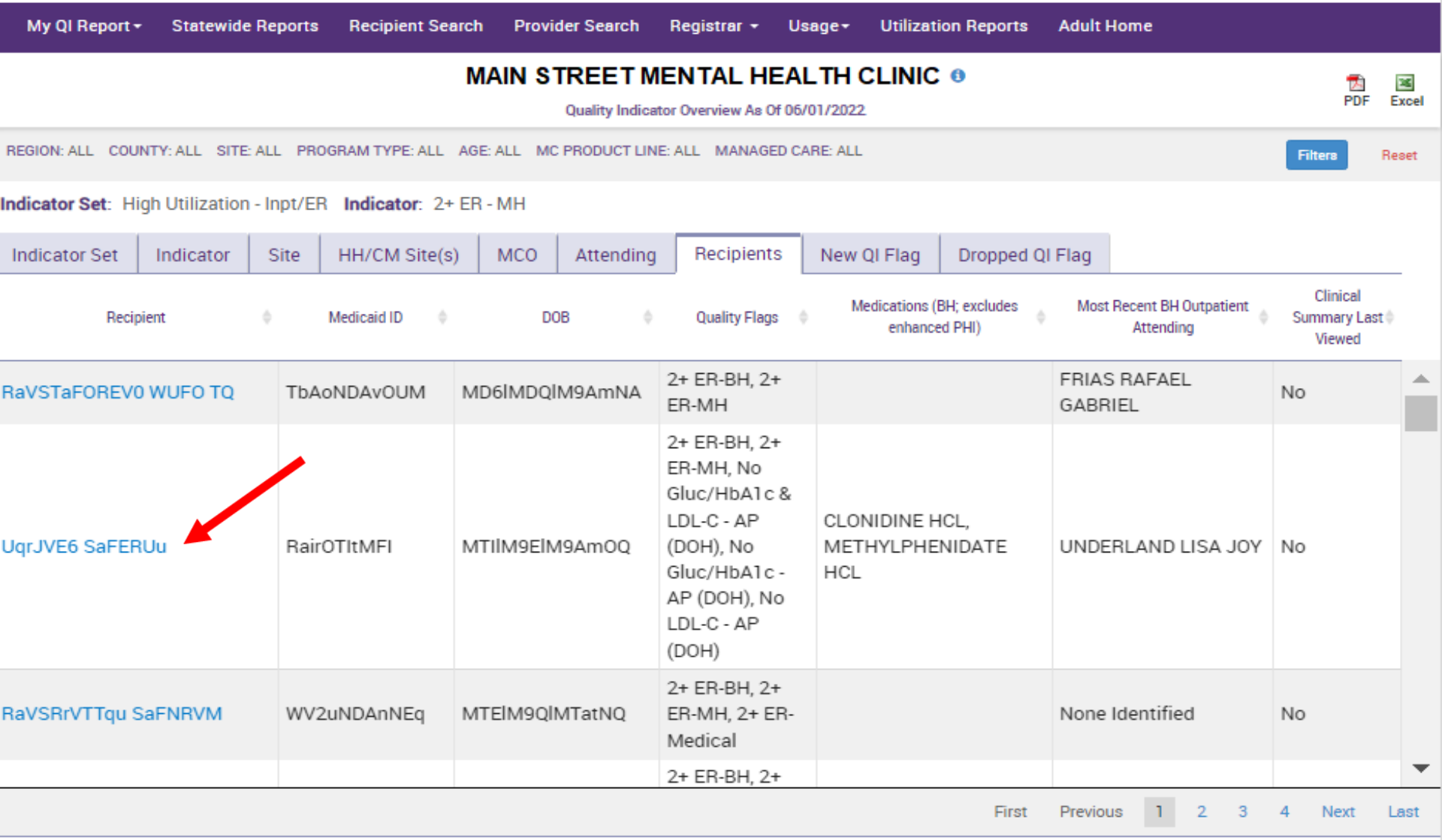
Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25% 50% 75% 100%
BH QARR - DOH Performance Tracking Measure - as of 03/01/2021	All	12,687	8,302	65.44	63.93	65.22	65.44 63.93 65.22
BH QARR - Improvement Measure	All	7,364	2,626	35.66	40.10	39.91	35.66 40.10 39.91
General Medical Health	All	162,815	16,332	10.03	14.08	13.05	10.03 14.08 13.05
Health Home Care Management - Adult Summary	Adult 18+	10,221	8,236	80.58	80.20	85.54	80.58 80.20 85.54
High Utilization - Inpt/ER	All	162,922	36,579	22.45	20.37	17.74	22.45 20.37 17.74
Polypharmacy	All	16,448	2,330	14.17	15.54	12.11	14.17 15.54 12.11
Preventable Hospitalization	Adult	121,593	1,796	1.48	0.87	0.75	1.48 0.87 0.75
Readmission Post-Discharge from any Hospital	All	33,731	5,287	15.67	14.34	11.53	15.67 14.34 11.53
Readmission Post-Discharge from this Hospital	All	23,947	3,083	12.87	12.88	11.56	12.87 12.88 11.56
Substance Use Disorders - as of 03/01/2021	Adol & Adult (13+)	11,383	6,859	60.26	60.47	64.09	60.26 60.47 64.09
Treatment Engagement	Adult 18-64	5,753	2,153	37.42	35.10	37.14	37.42 35.10 37.14

Drill down on selected indicator



Indicator	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %
2+ ER - BH	All	162,922	2,752	1.69	2.49	1.63
2+ ER - Medical	All	162,922	29,850	18.32	16.47	14.64
2+ ER - MH	All	162,922	1,851	1.14	1.59	1.03
2+ Inpatient - BH	All	162,922	1,872	1.15	2.40	1.12
2+ Inpatient - Medical	All	162,922	9,121	5.6	3.48	3.05
2+ Inpatient - MH	All	162,922	955	0.59	1.04	0.53
4+ Inpatient/ER - MH	All	162,922	1,065	0.65	0.94	0.51
Clozapine Candidate with 4+ Inpatient/ER - MH	All	360	340	94.44	89.98	92.48
POP : High User	18+	83,601	721	0.86	0.98	0.55

Export list of clients for clinical review or click client name to view Clinical Summary



Resources

NEW YORK STATE OF OPPORTUNITY. Office of Mental Health

Short How-to Videos, User's Guides & Release Notes

- Login to PSYCKES
- Login Instructions
- About PSYCKES
- PSYCKES Training Materials
- PSYCKES Training Webinars
- Quality Indicators
- Implementing PSYCKES
- Quality Improvement Collaboratives
- MyCHOIS
- Contact Us

PSYCKES Training Materials

Short How-to Videos

- Login to PSYCKES & Troubleshoot Any Authentication Errors
- Create a PIN and Login to PSYCKES with a Soft Token
- Lookup a client and enter consent

User Guides

- Login Instructions for PSYCKES-Medicaid
- PSYCKES iOS Mobile Application User's Guide
- Enabling Access to Client-Level Data User's Guide
- Recipient Search User's Guide
- Clinical Summary User's Guide
- Upload a Psychiatric Advance Directive in the Clinical Summary User's Guide
- My QI Report - Quality Indicator Overview User's Guide
- Statewide Report User's Guide
- Provider Search User's Guide
- Brief Instructions for Using PSYCKES in Clinical Settings
- PSYCKES-Medicaid: How to Use NYSoH Features
- Utilization Reports User's Guide

New Features Release Notes

- Release 7.2.2 – August 2021
- Release 7.1.0 – February 2021
- Release 7.0.0 – September 2020
- Release 6.9.0 – June 2020
- Release 6.8.0 – February 2020
- Release 6.7.1 – November 2019

Comments or questions about the information on this page can be directed to the PSYCKES Team.

Quality Indicators/Flags

- Login to PSYCKES
- Login Instructions
- About PSYCKES
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Quality Indicators

What is a Quality Indicator/flag?

- PSYCKES identifies clients flagged for quality concern in order to inform the treating provider, network, or care manager and to support clinical review, care coordination, and quality improvement
- User-friendly Statewide Reports and My QI Reports, **updated monthly,** display quality indicator prevalence rates at the statewide, region, county, network, provider, program, managed care plan, and PPS level
- Over 80 quality indicators, such as:
  - No diabetes monitoring for individuals with diabetes and schizophrenia
  - Low medication adherence for individuals with schizophrenia
  - Antidepressant trial of < 12 weeks for individuals with depression
  - High Utilization of Inpatient/Emergency Room, Hospital Readmission, Preventable Hospitalization
  - HARP Enrolled-Not Health Home Enrolled, HARP Enrolled-Not Assessed for HCBS
- The BH QARR - DOH Performance Tracking Measures Indicator Set is a unique indicator set in PSYCKES because it is calculated by the NYS Department of Health (DOH) on "mature" Medicaid data and sent to OMH to display in the PSYCKES application. DOH calculates the QARR Performance Tracking Measures 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.

Technical Specifications Documents

- Health Home Care Management – Adult
- Quality Assurance Reporting Requirements (QARR) Improvement Measure
- Hospital Readmission
- High Utilization
- Preventable Hospitalization
- General Medical Health
- Treatment Engagement
- Polypharmacy

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PSYCKES Training Webinars

- Login to PSYCKES
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PSYCKES Training Webinars

Title	Description	Register for Live Webinar	View Recorded Version	View Slides
Introduction to the Token Self Service Console	As of April 2022, OMH Security has been directing new users to the Self-Service Console in order to get their RSA tokens. This webinar provides an in-depth review of the Self-Service Console, including: activating your token, setting your PIN and security questions, troubleshooting token issues, resetting your own PIN and requesting replacement tokens.	Wednesday, July 20, 2022 10:00AM – 11:00AM	Will be made available shortly	Will be made available shortly
Introduction to PSYCKES	Overview of what the PSYCKES application is, what clients are accessible in PSYCKES, what data is available, and what quality measures are incorporated. Includes a demonstration of each of the areas of the PSYCKES application: My QI Report, QI Trends Past Year, Recipient Search, the Clinical Summary, and Utilization Reports.	Tuesday, July 12, 2022 11:00AM – 12:00PM	Recording	Slides
Where to Start: Getting Access to PSYCKES	Overview on how an organization can request access to PSYCKES, how to manage staff-level access at the organization, how to implement the use of PSYCKES, and how to login. Includes a demonstration of the Security Management System (SMS), a web-based system used by Security Managers to grant staff at an organization access to PSYCKES.	Wednesday, August 3, 2022 1:00PM – 2:00PM	Recording	Slides
Using PSYCKES from Home	This webinar will review information on using PSYCKES from home, such as token setup at home and login instructions, where to get the PSYCKES consent form, obtaining verbal consent for PSYCKES during the state emergency, how to lookup a client in PSYCKES and enter consent, COVID-19 related functions in PSYCKES, and how to access technical support.	Not available live this quarter; Use recording and slides to view webinar	Recording	Slides

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

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Helpdesk Support

- PSYCKES Help (PSYCKES support)
  - 9:00AM – 5:00PM EST, Monday – Friday
  - PSYCKES-help@omh.ny.gov

- ITS Help Desk (Login, Token & SMS support)
  - OMH Employee ITS Helpdesk:
    - 1-844-891-1786; fixit@its.ny.gov
  - Provider Partner OMH Helpdesk:
    - 518-474-5554 opt 2; healthhelp@its.ny.gov