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PSYCKES for Health Homes & Care Management Agencies

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Office of Population Health & Evaluation (OPHE)

Agenda

- PSYCKES overview
- Access to client-level data
- User Role Profile
- Population health with Recipient Search
- Quality improvement with My QI Report
- Review client-level details within the Clinical Summary
- Training & technical support

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PSYCKES Overview

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What is PSYCKES?

- A secure, HIPAA-compliant online platform for sharing Medicaid billing 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 11 million NYS Medicaid enrollees (current or past)
  - Fee for service claims
  - Managed care enrollees, all product lines
  - Dual-eligible (Medicare/Medicaid) and Medicaid/Commercial
  - MAPP Health Home Enrolled: Clients linked to provider agency if enrolled with HH or CMA according to MAPP
    - **99% of Health Home population is included in PSYCKES!**
- Behavioral Health Population (any history of):
  - Psychiatric or substance use service,
  - Psychiatric or substance use diagnosis, OR
  - Psychotropic medication
- Provides data across the treatment spectrum (e.g., BH/medical services, living support/residential, dental/vision, etc.)

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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:
  - Medications, medical and behavioral health outpatient and inpatient services, ER, crisis, care coordination, residential, lab, and more!
- Multiple other state administrative databases (0-7 day lag):
  - New York City Correctional Health Services (CHS)
  - New York City Department of Homeless Services (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 care coordinator, and to support clinical review and quality improvement.
- Examples of current quality flags include:
  - Health Home-Related, e.g., Eligible for Health Home Plus, No Health Home Plus Service Past 12 Months, Past 3 Months
  - Medication-Related, e.g., Polypharmacy, Medication Adherence
  - Acute Care Utilization, e.g., High utilization, Readmission
  - General Medical, e.g., No Diabetes Screening Schiz or Bipolar on Antipsychotic, No Outpatient Medical Visit Past Year
  - Performance Tracking, e.g. No Follow-Up After MH Inpatient - 7/30 Days, No Follow-Up After MH ED Visit - 7/30 Days

What Types of Reports are Available?

- Individual Client Level Reports
  - Clinical Summary: Medicaid and state database treatment history, up to 5 years' worth of data
- Provider Level Reports
  - My QI Report: Displays current performance on all quality indicators, drill down to Health Home/CMA views, review the names of clients who are flagged, enable access
  - Recipient Search: run ad hoc reports to identify cohorts of interest, Advanced Views, enable access
  - Usage Reports: monitor PHI access by staff
  - Utilization Reports: support provider VBP data needs
- Statewide Reports
  - Can select a quality indicator and review statewide proportions by provider location region/county, client residence region/county, plan, network, provider, etc.

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Access to Client-Level Data

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Client Linkage to Agency

- **Automatically**:
  - Currently enrolled in the Health Home or Care Management Agency according to MAPP, or
  - Client had a billed service at the agency within the past 9 months

- **Manually**:
  - Provider attests to one of the following:
    - Client signed PSYCKES consent, DOH Health Home Patient Information Sharing consent, BHCC consent
    - Verbal consent
    - Clinical emergency
    - Client is currently being served by/transferred to your agency

Levels of Access to Client Data

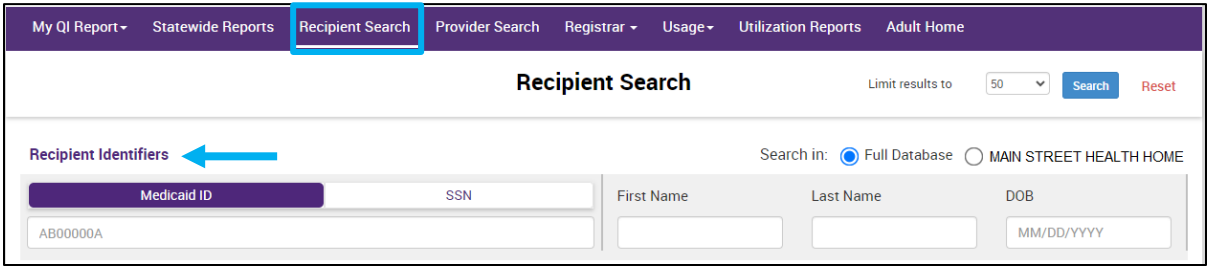
- **Signed Consent** *(PSYCKES, BHCC, DOH HH 5055/5021)*
  - Allows access to all available data (including data with special protections such as SUD, HIV, family planning, genetic testing), for 3 years after the last billed service
- **Verbal Consent**
  - Allows access to limited data (excluding data with special protections) for 9 months
- **Clinical Emergency**
  - Allows access to all available data (including data with special protections) for 72 hours
- **Attestation of service** *(Client currently being served by/transferred to your agency)*
  - This will link client to your agency for Recipient Search reports but will **not** provide access to the clinical summary

DOH Health Home Consent Logic (5055/5021)

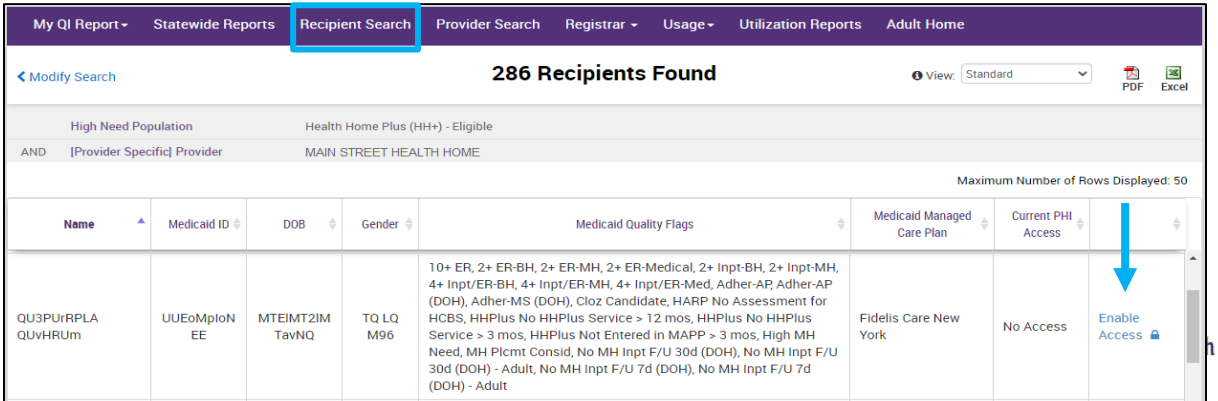
- Access to client-level data via a signed DOH HH consent form only covers staff who work for the Health Home or the Care Management program
- In PSYCKES, the DOH HH consent check box option will only be available for:
  - Provider Agencies recognized as a DOH HH or CMA, according to MAPP, **and**
  - Users who say they work for Health Home Administration or the Care Management program at a provider agency, according to PSYCKES User Role Profile
- Access is granted to the Clinical Summary in real time and will stay active as long as the client's HH/CM enrollment is verified in MAPP system (90-day grace period after entry in PSYCKES)

How to Enable Access to Client Data

- Recipient Search
  - Search for an individual client using Recipient Identifiers

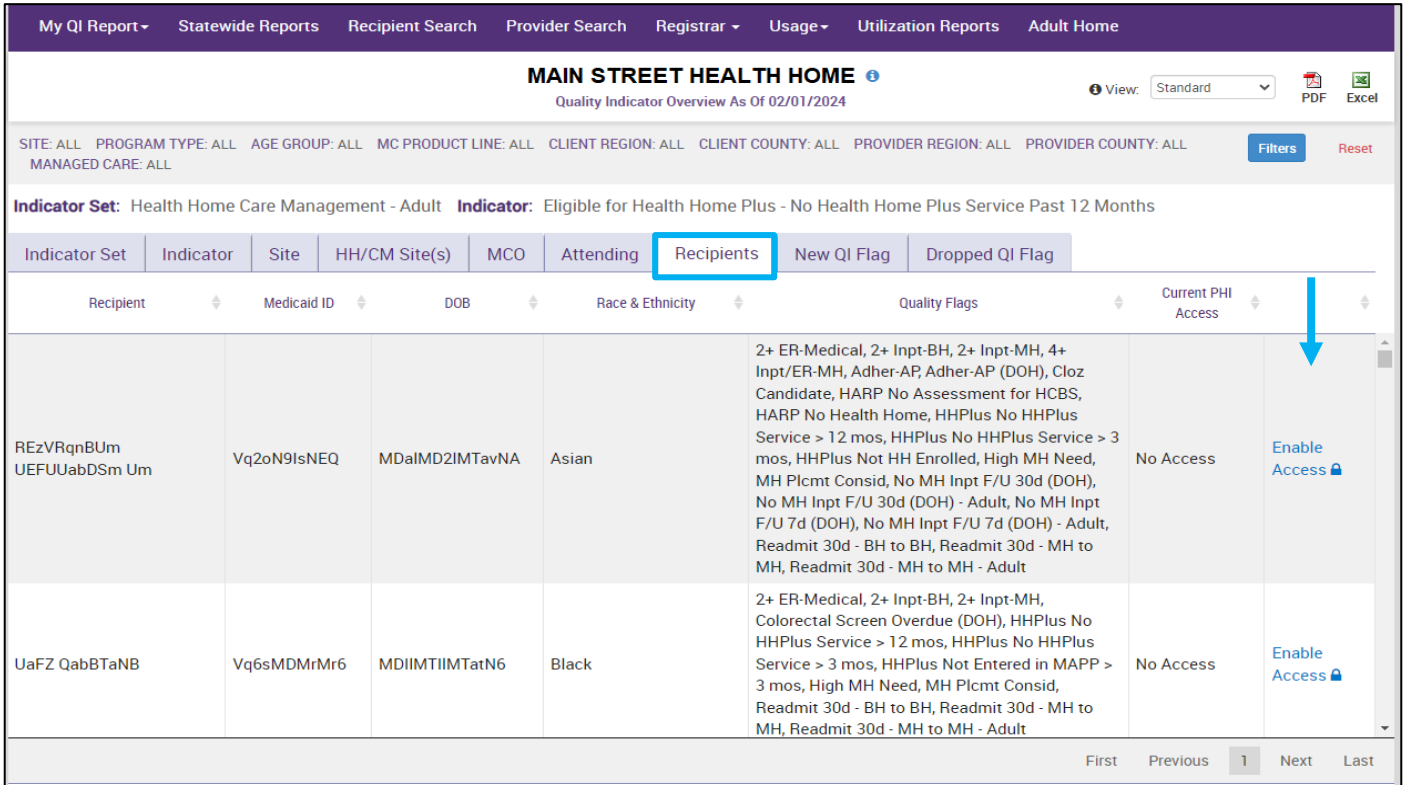


  - Or perform a group cohort search and select “Enable Access” on the Recipient Search results page



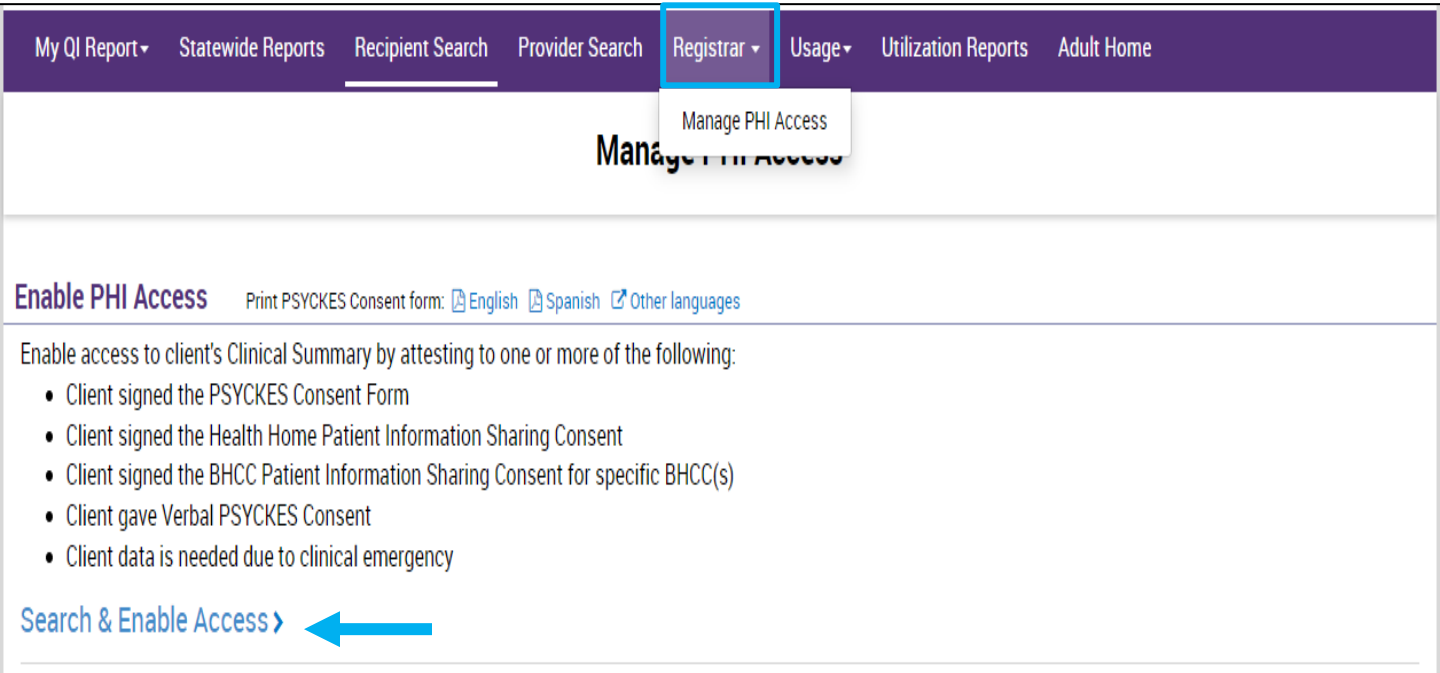
How to Enable Access to Client Data (Cont'd)

- My QI Report
  - Drill into an indicator's "Recipients" tab



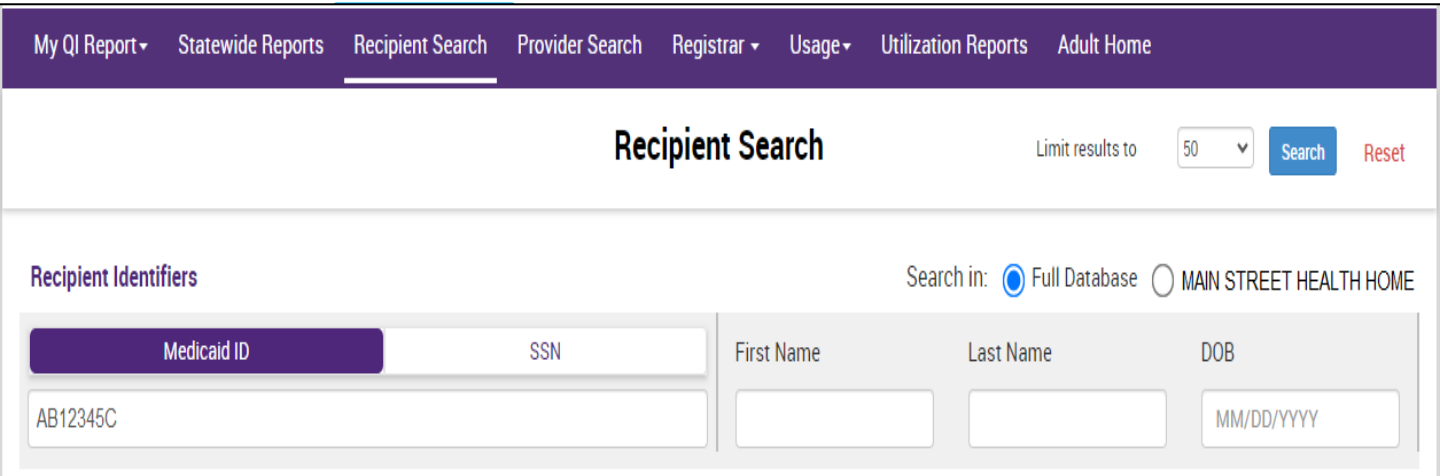
How to Enable Access to Client Data (Cont'd)

- Registrar Menu
  - Select the "Manage PHI Access" submenu
  - Next, select "Search & Enable Access"



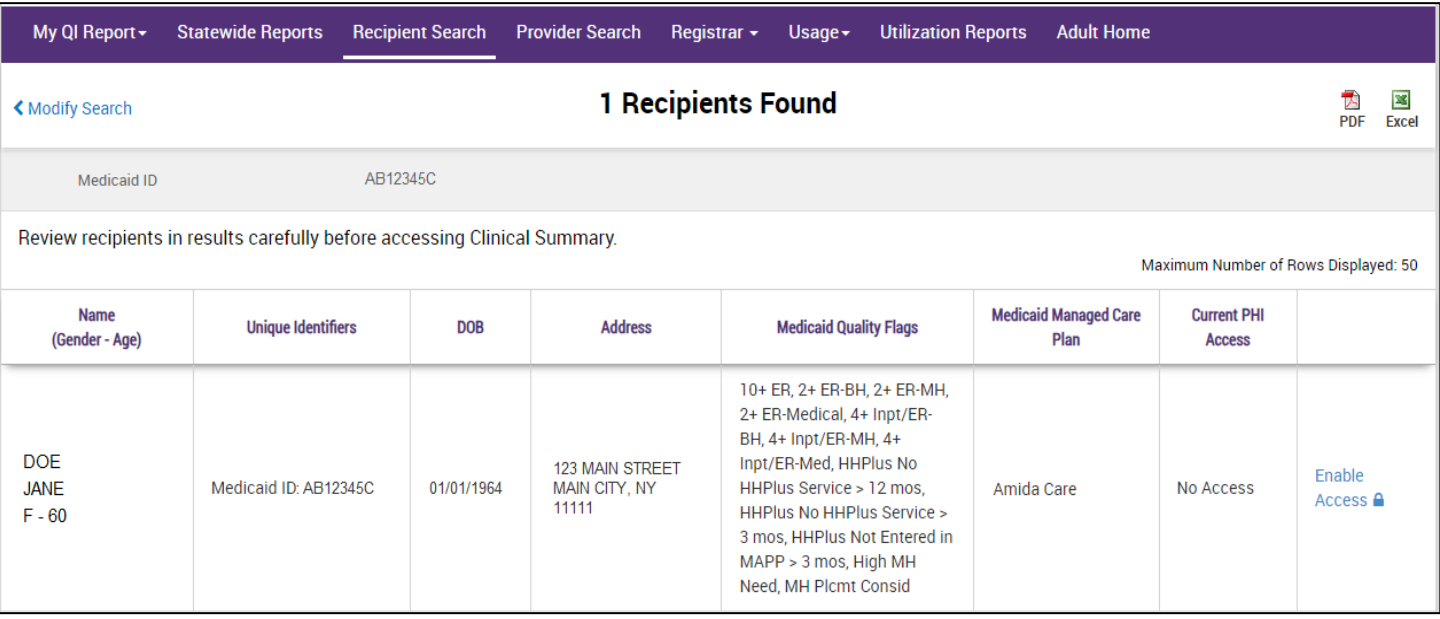
Enable Access Module

- Recipient Search
  - Step 1: Enter recipient identifier(s) and click “Search”
    - Medicaid ID
    - Social Security Number (SSN)
    - First Name *(at least first two characters required, if entered)*
    - Last Name *(full last name required, if entered)*
    - Date of Birth (DOB) *(enter to improve search results when searching with name)*



Enable Access Module

- Step 2: Confirm client match and select “Enable Access”
  - If there’s no match, select “Modify Search”



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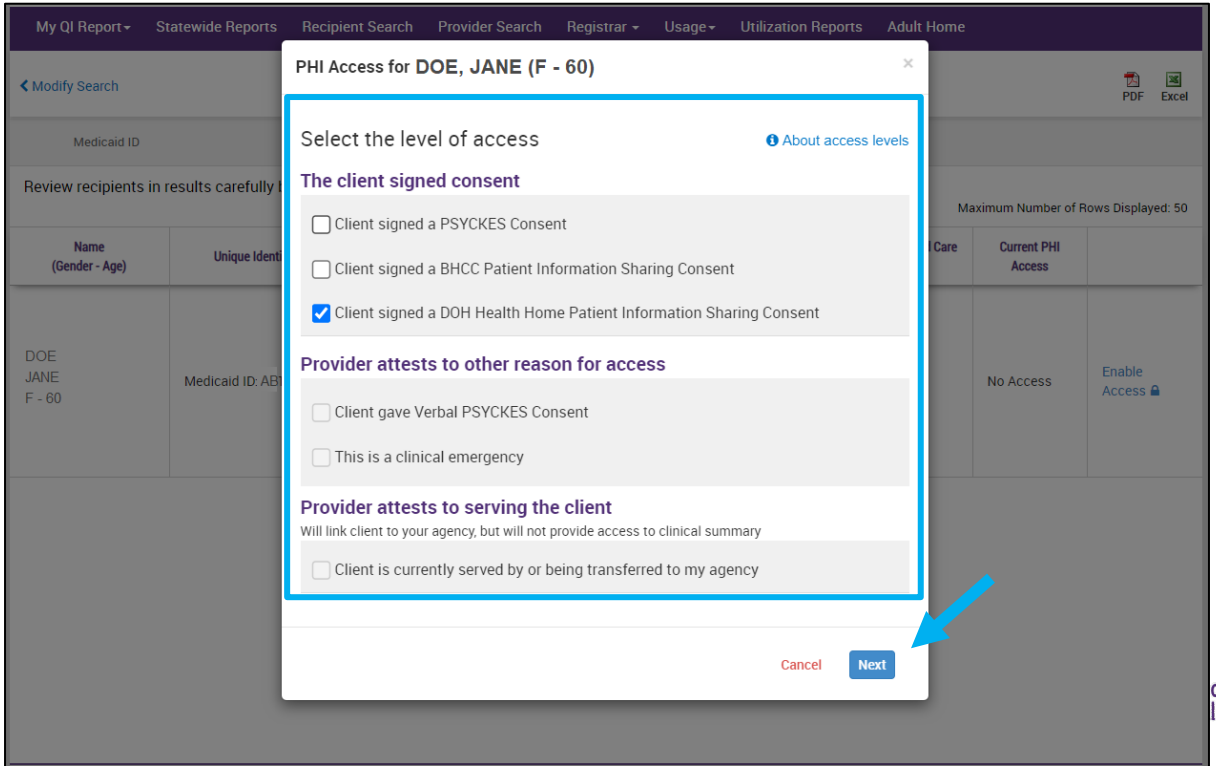
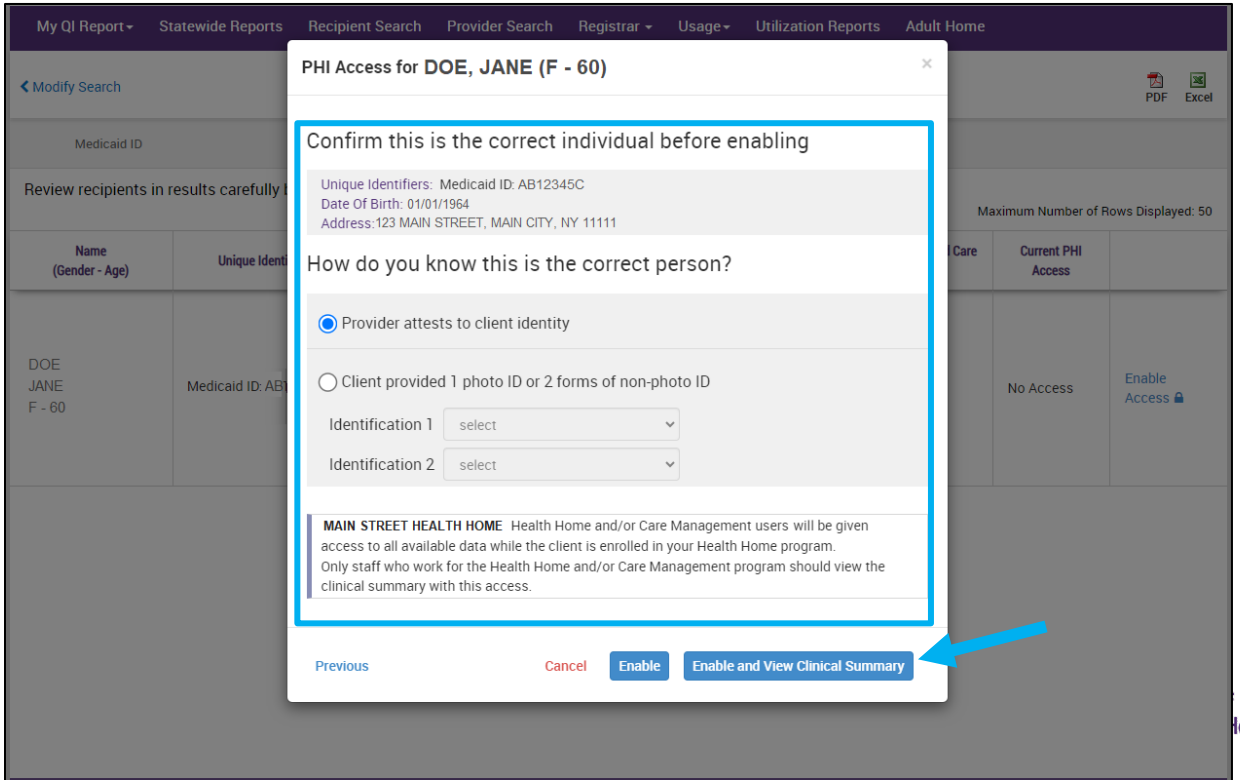
Enable Access Module

- Step 3: Select the appropriate level of access and click “Next”
  - If you’d like to learn more about what each access level entails, click the “About Access Levels” link



Enable Access Module

- Step 4: Confirm client's identity
- Step 5: Select "Enable" or "Enable and View Clinical Summary"



User Role Profile

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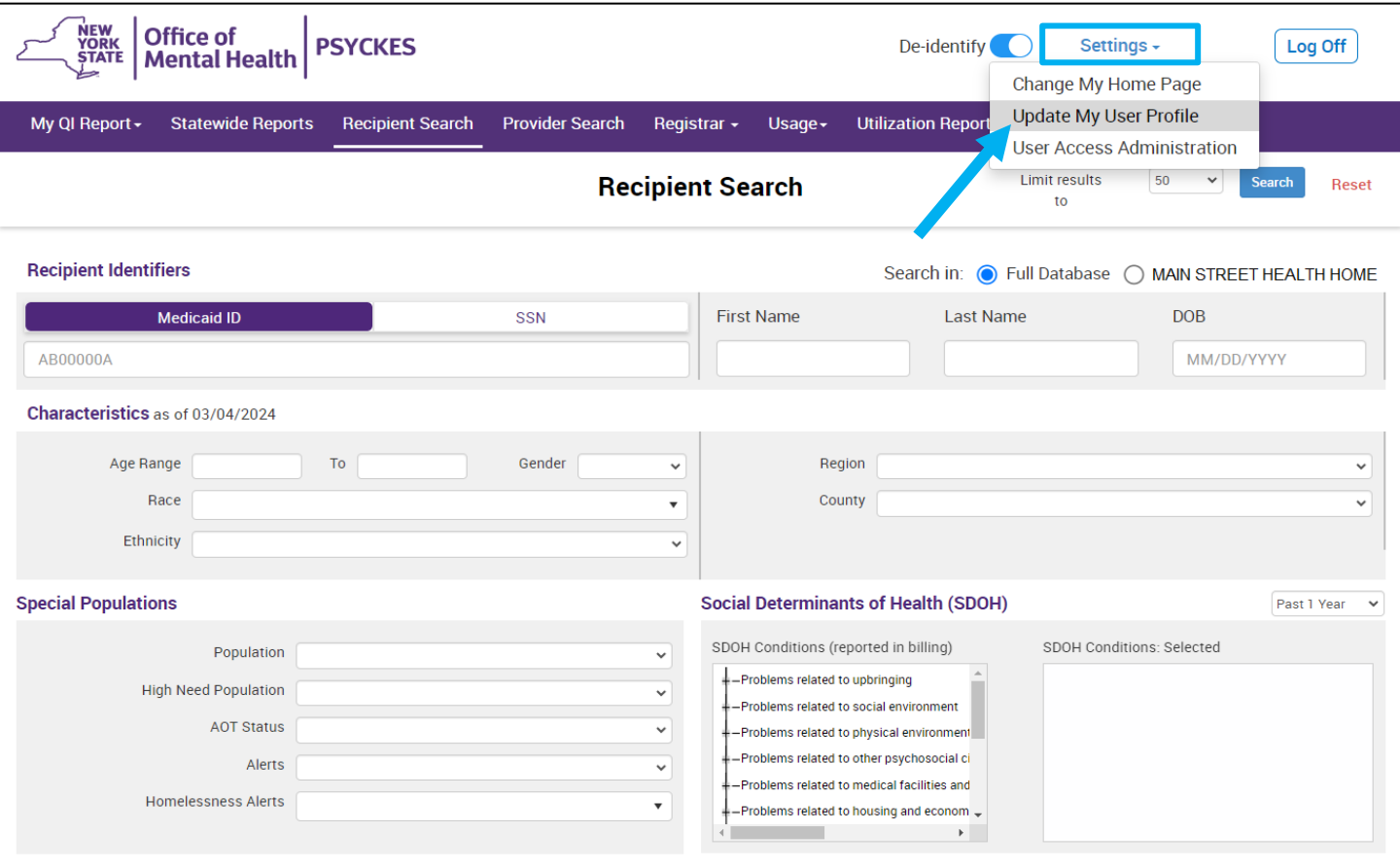
User Role Profile

- You will be prompted to complete the User Role Profile the first time you login to PSYCKES, and then on an annual basis
- If your agency is a DOH-recognized HH or CMA, and you work with clients who sign the DOH Health Home Patient Information Sharing Consent, please check your User Role Profile to indicate the appropriate information:
  - Care Management users: In “Primary Work Setting” select “Provider Agency” and in “Setting/Program Type” select “Care Management
  - Health Home Administration users: In “Primary Work Setting” select “Health Home Administration”
- The appropriate User Role Profile setting will enable the DOH Health Home consent check box in PSYCKES when you are attesting to client consent for access to the Clinical Summary

User Role Profile



User Role Profile

Care Management Users

Your primary work setting

Provider Agency

Change Setting >

Your primary role(s) in your organization (Up to 2)

- [ ] Direct Service Provider/Clinician/Care Manager
- [ ] Supervisor of Direct Services
- [ ] Program Director/Manager
- [ ] Medical Director
- [ ] Agency/Facility-Wide Leadership
- [ ] Quality Management (QI/QA)
- [ ] Utilization Management
- [ ] Administrative Support/Medical Records
- [ ] Information Technology
- [ ] Business Intelligence/Data Analysis/Evaluation
- [ ] Peer Advocate
- [ ] Intern/Resident/Trainee

Setting or program type in which you regularly work(up to 2)

- [ ] Agency/Facility-Wide
- [ ] ACT Team
- [x] Care Management
- [ ] Emergency Department/CPEP
- [ ] Mobile Crisis
- [ ] MIT (Mobile Integration Team)
- [ ] Telephonic Crisis Services (e.g., 988)
- [ ] Inpatient - Psychiatry
- [ ] Homeless Outreach
- [ ] Inpatient - Withdrawal & Stabilization

User Role Profile

Health Home Users

Your primary work setting

Health Home Administration

Change Setting >

Your primary role(s) in your organization (Up to 2)

- [ ] Direct Service Provider/Clinician/Care Manager
- [ ] Supervisor of Direct Services
- [ ] Program Director/Manager
- [ ] Medical Director
- [ ] Agency/Facility-Wide Leadership
- [ ] Quality Management (QI/QA)
- [ ] Utilization Management
- [ ] Administrative Support/Medical Records
- [ ] Information Technology
- [ ] Business Intelligence/Data Analysis/Evaluation
- [ ] Peer Advocate
- [ ] Intern/Resident/Trainee

NPI & License Details

Do you have an individual NPI number? ○ Yes ◉ No

Do you have a NYS Professional License? ○ Yes ◉ No

Recipient Search

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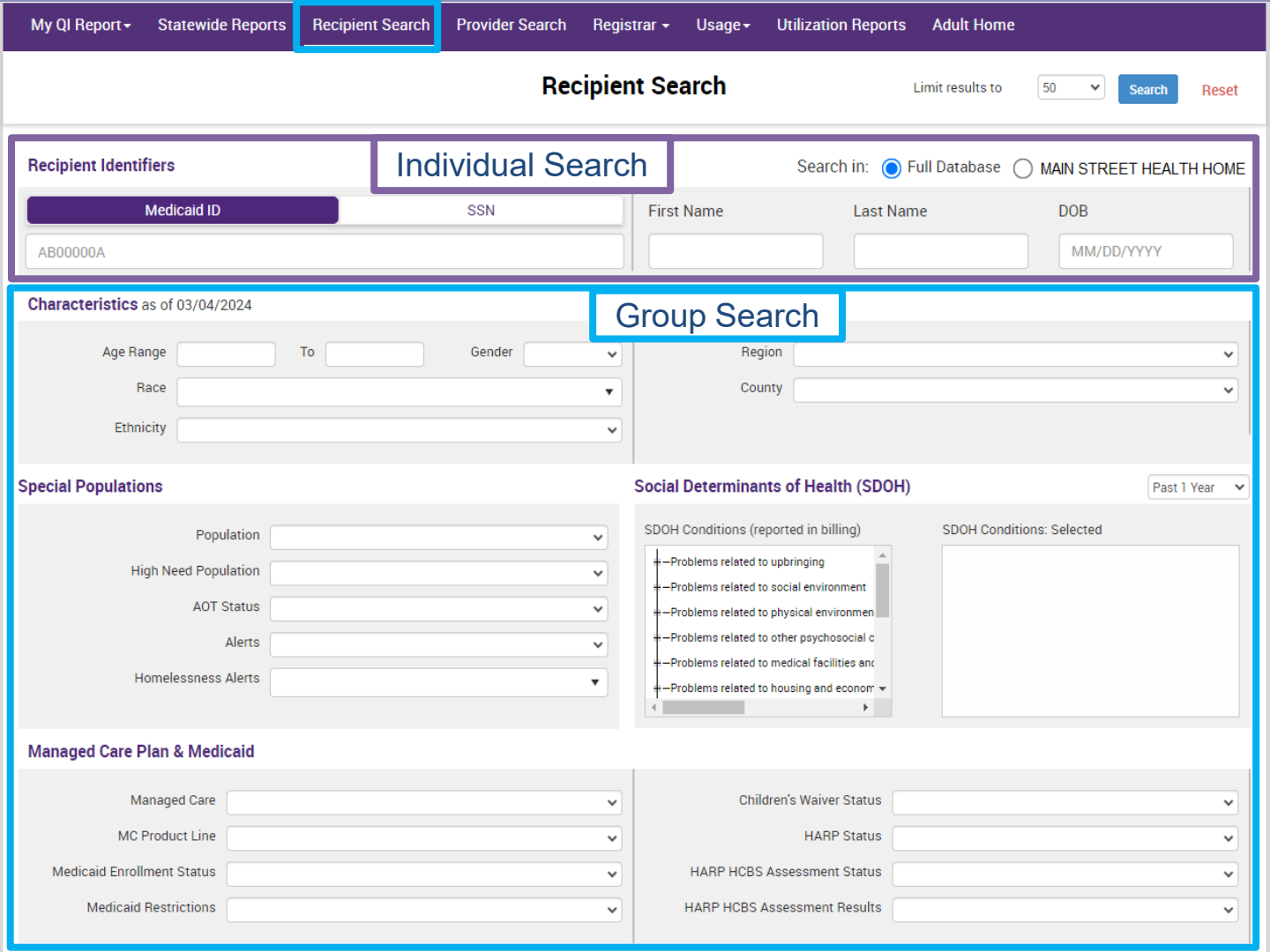
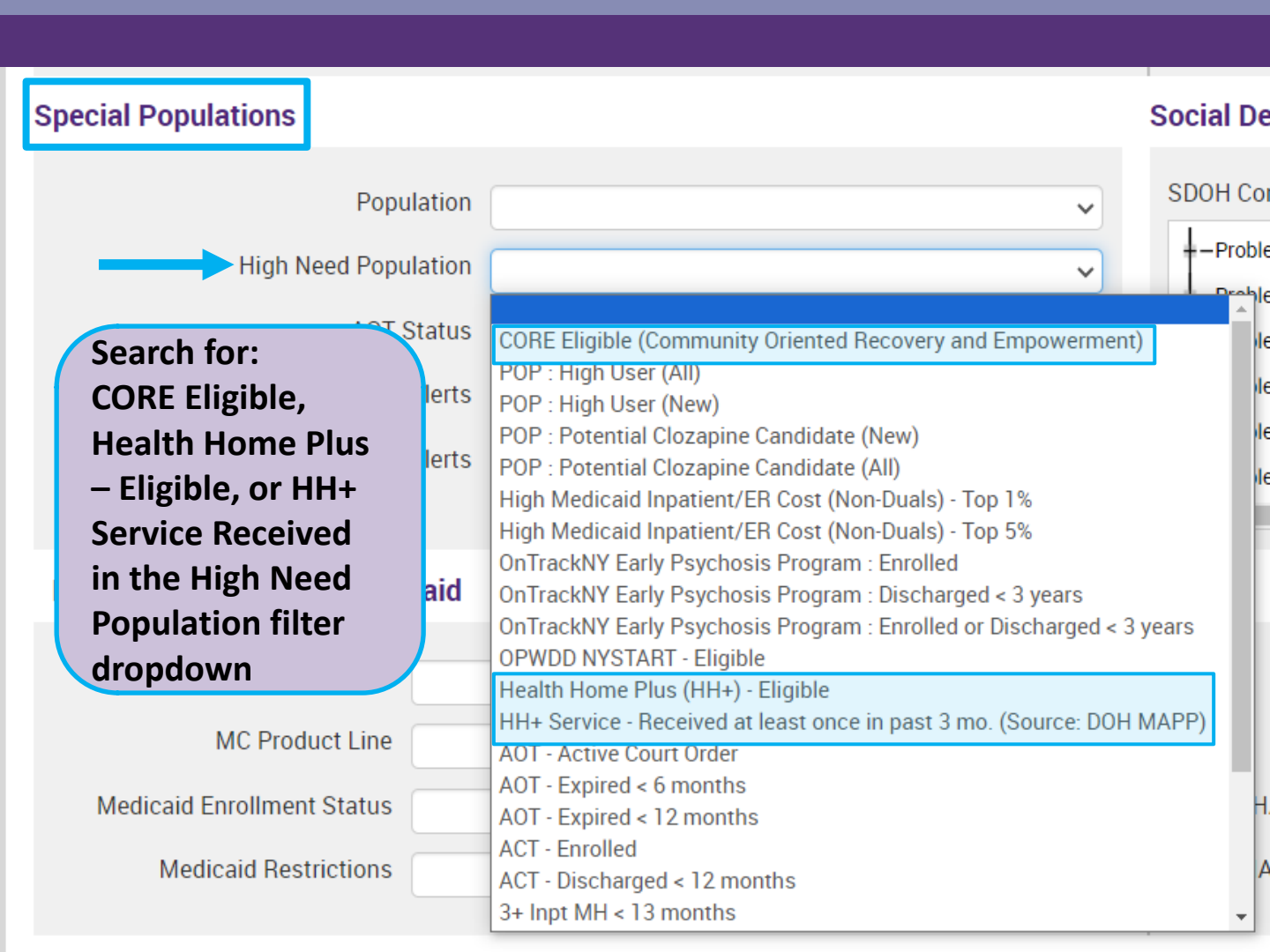
Recipient Search

- Clients linked to a provider agency if billed for in the past year or currently linked through MAPP
- Options in Recipient Search:
  - Look up one individual client to view Clinical Summary (with applicable consent or clinical emergency access)
  - Identify clients in a specific population cohort of interest, such as:
    - Health Home Plus – Eligible
    - CORE eligible
    - Alerts (e.g., suicide attempt, ideations, opioid overdose, etc.)
    - Experiencing homelessness (any homelessness past year, shelter, unsheltered, outreach, etc.)
    - Social Determinants of Health (SDOH)
- Enable access on the results page or export results to Excel or PDF
- **Advanced Views**: Care Coordination, High Need/High Risk, Hospital Utilization, Outpatient Providers


My QI Report
Statewide Reports
Recipient Search
Provider Search
Registrar
Usage
Utilization Reports
Adult Home
Recipient Search
Limit results to
50
Search
Reset
Recipient Identifiers
Individual Search
Search in:
Full Database
MAIN STREET HEALTH HOME
Medicaid ID
SSN
First Name
Last Name
DOB
AB00000A
MM/DD/YYYY
Characteristics as of 03/04/2024
Group Search
Age Range
To
Gender
Race
Ethnicity
Region
County
Special Populations
Population
High Need Population
AOT Status
Alerts
Homelessness Alerts
Social Determinants of Health (SDOH)
Past 1 Year
SDOH Conditions (reported in billing)
SDOH Conditions: Selected
--Problems related to upbringing
--Problems related to social environment
--Problems related to physical environmen
--Problems related to other psychosocial c
--Problems related to medical facilities and
--Problems related to housing and econom
Managed Care Plan & Medicaid
Managed Care
MC Product Line
Medicaid Enrollment Status
Medicaid Restrictions
Children's Waiver Status
HARP Status
HARP HCBS Assessment Status
HARP HCBS Assessment Results


Special Populations
Social De
Population
High Need Population
Status
lerts
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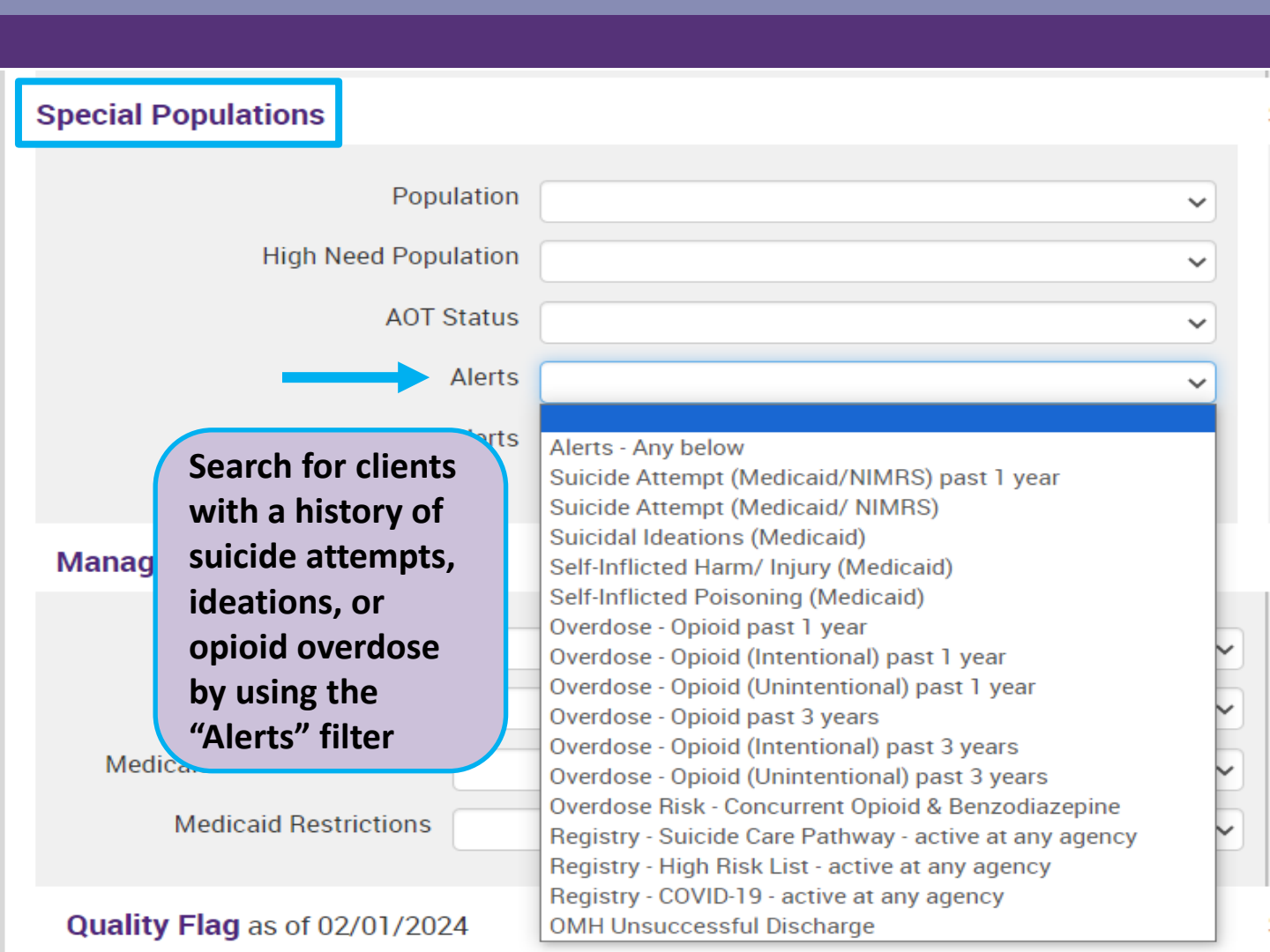
aid
MC Product Line
Medicaid Enrollment Status
Medicaid Restrictions
SDOH Co
Proble
Search for:
CORE Eligible,
Health Home Plus
– Eligible, or HH+
Service Received
in the High Need
Population filter
dropdown
CORE Eligible (Community Oriented Recovery and Empowerment)
POP : High User (All)
POP : High User (New)
POP : Potential Clozapine Candidate (New)
POP : Potential Clozapine Candidate (All)
High Medicaid Inpatient/ER Cost (Non-Duals) - Top 1%
High Medicaid Inpatient/ER Cost (Non-Duals) - Top 5%
OnTrackNY Early Psychosis Program : Enrolled
OnTrackNY Early Psychosis Program : Discharged < 3 years
OnTrackNY Early Psychosis Program : Enrolled or Discharged < 3 years
OPWDD NYSTART - Eligible
Health Home Plus (HH+) - Eligible
HH+ Service - Received at least once in past 3 mo. (Source: DOH MAPP)
AOT - Active Court Order
AOT - Expired < 6 months
AOT - Expired < 12 months
ACT - Enrolled
ACT - Discharged < 12 months
3+ Inpt MH < 13 months


Special Populations
Population
High Need Population
AOT Status
Alerts
Alerts - Any below
Suicide Attempt (Medicaid/NIMRS) past 1 year
Suicide Attempt (Medicaid/ NIMRS)
Suicidal Ideations (Medicaid)
Self-Inflicted Harm/ Injury (Medicaid)
Self-Inflicted Poisoning (Medicaid)
Overdose - Opioid past 1 year
Overdose - Opioid (Intentional) past 1 year
Overdose - Opioid (Unintentional) past 1 year
Overdose - Opioid past 3 years
Overdose - Opioid (Intentional) past 3 years
Overdose - Opioid (Unintentional) past 3 years
Overdose Risk - Concurrent Opioid & Benzodiazepine
Registry - Suicide Care Pathway - active at any agency
Registry - High Risk List - active at any agency
Registry - COVID-19 - active at any agency
OMH Unsuccessful Discharge
Search for clients with a history of suicide attempts, ideations, or opioid overdose by using the "Alerts" filter
Medicaid Restrictions
Quality Flag as of 02/01/2024

Special Populations

Population

High Need Population

AOT Status

Alerts

Homelessness Alerts

Any (DHS/Medicaid) or Outreach (DHS) or Unshe...

Homelessness: All Sources

- [x] Any (DHS/Medicaid)
- [ ] Any past 1 year (DHS/Medicaid)

Homelessness: NYC DHS

- [ ] Any (DHS)
- [ ] Any past 1 year (DHS)
- [ ] Shelter (DHS)
- [ ] Shelter past 1 year (DHS)
- [x] Outreach (DHS)
- [ ] Outreach past 1 year (DHS)
- [ ] Behavioral Health Shelter past 1 year (DHS)
- [ ] Safe Haven or Stabilization Shelter past 1 year (DHS)

Homelessness: Medicaid

- [ ] Any (Medicaid)
- [ ] Any past 1 year (Medicaid)
- [x] Unsheltered past 1 year (Medicaid)
- [ ] Sheltered past 1 year (Medicaid)

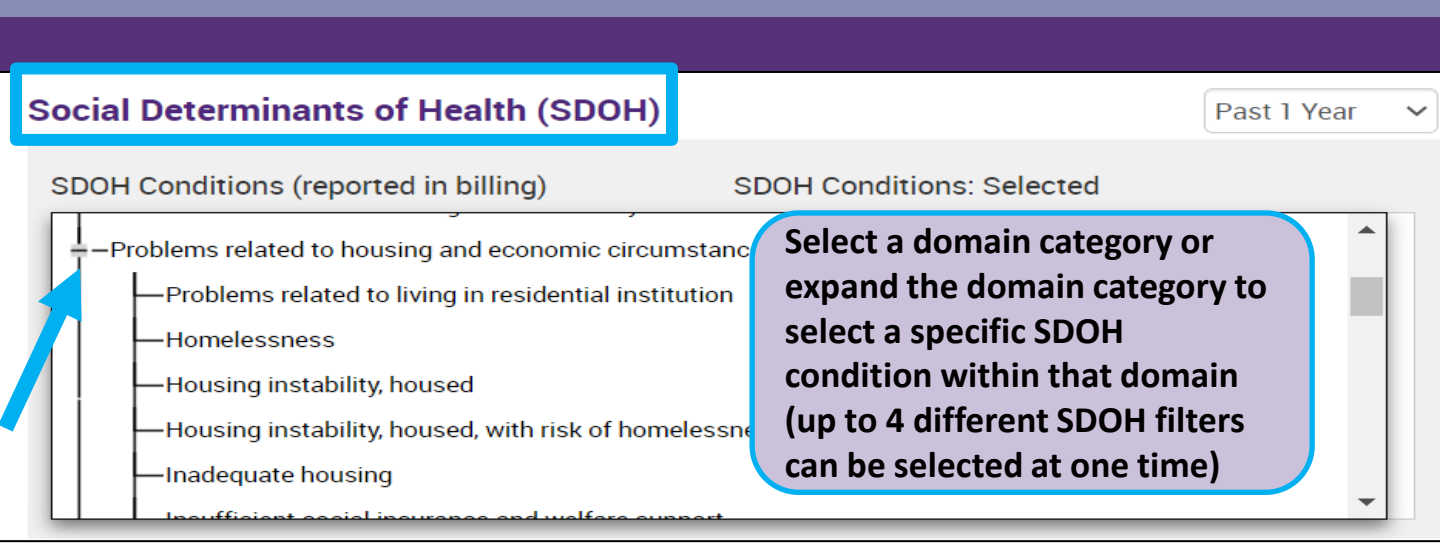
Search for homelessness alerts such as: Any, Outreach, Unsheltered past 1 year, etc. Select up to 4 in each search.

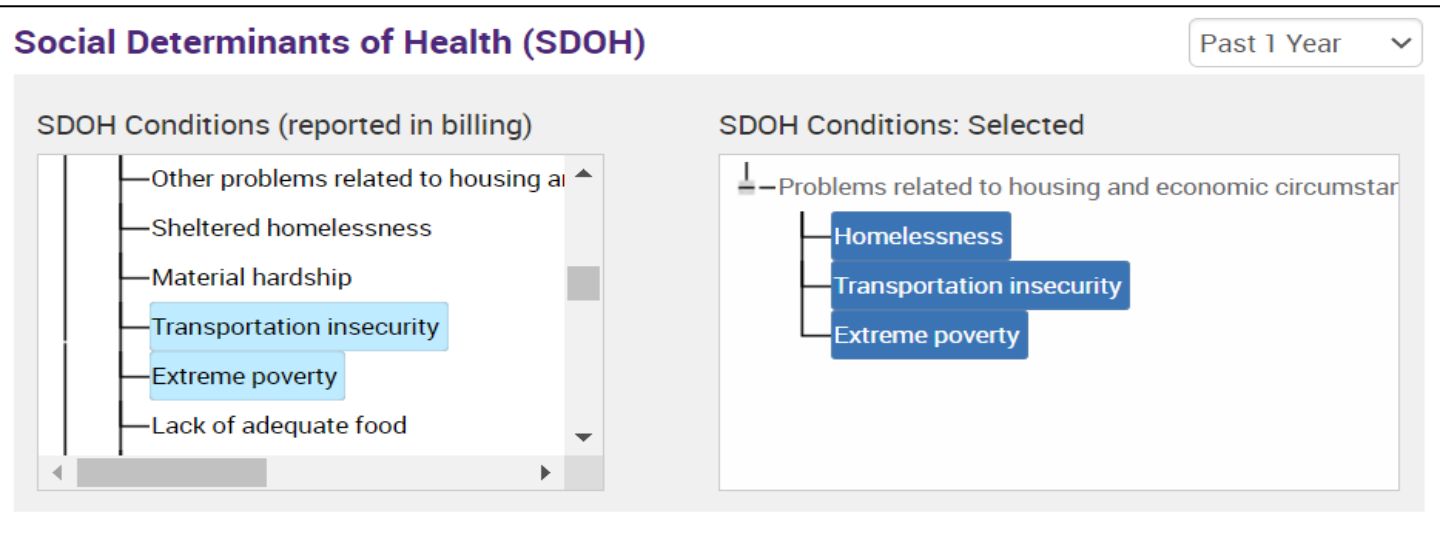
Mar

Medicaid Restrictions

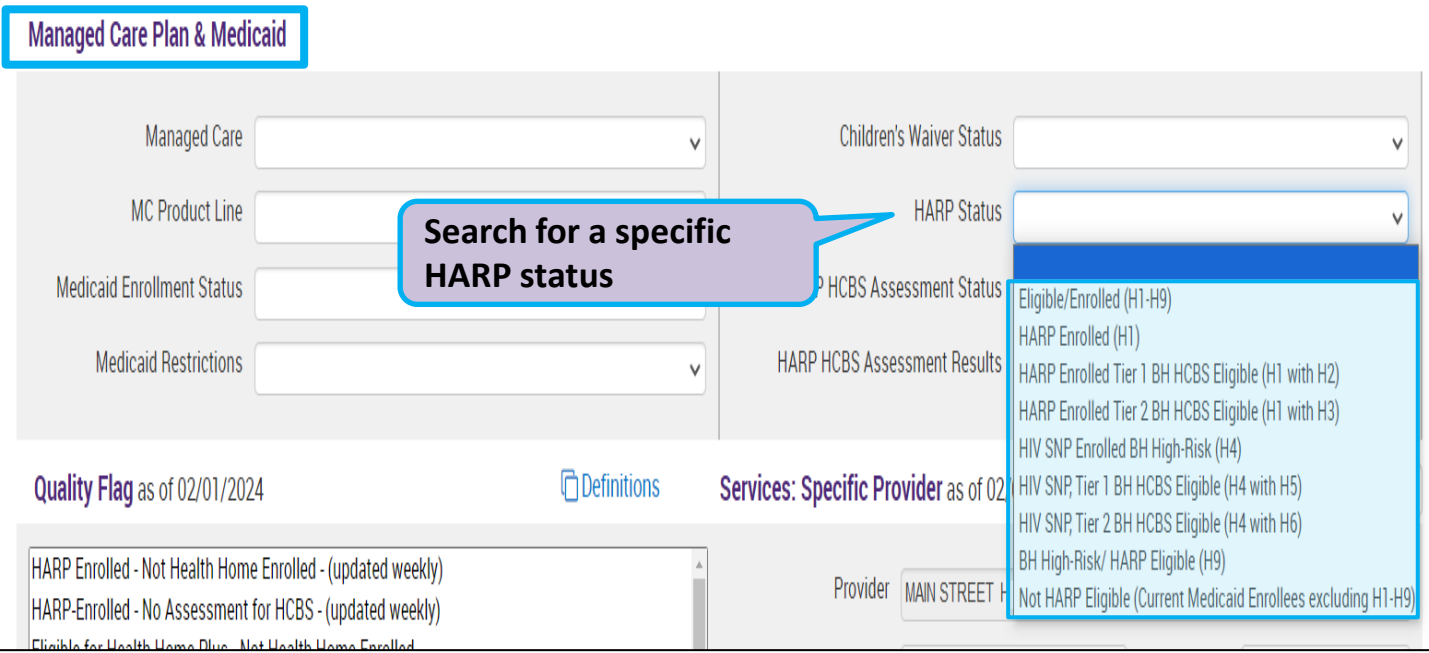
Quality Flag as of 02/01/2024

HARP Enrolled - Not Health Home Enrolle
HARP-Enrolled - No Assessment for HCB
Eligible for Health Home Plus - Not Healt
Eligible for Health Home Plus - No Health
Eligible for Health Home Plus - No Health
HH Enrolled, Eligible for Health Home Plu


Social Determinants of Health (SDOH)
Past 1 Year
SDOH Conditions (reported in billing)
SDOH Conditions: Selected
Problems related to housing and economic circumstanc
Problems related to living in residential institution
Homelessness
Housing instability, housed
Housing instability, housed, with risk of homelessne
Inadequate housing
Select a domain category or expand the domain category to select a specific SDOH condition within that domain (up to 4 different SDOH filters can be selected at one time)


Social Determinants of Health (SDOH)
Past 1 Year
SDOH Conditions (reported in billing)
SDOH Conditions: Selected
Other problems related to housing a
Sheltered homelessness
Material hardship
Transportation insecurity
Extreme poverty
Lack of adequate food
Problems related to housing and economic circumstar
Homelessness
Transportation insecurity
Extreme poverty

Managed Care Plan & HARP Status



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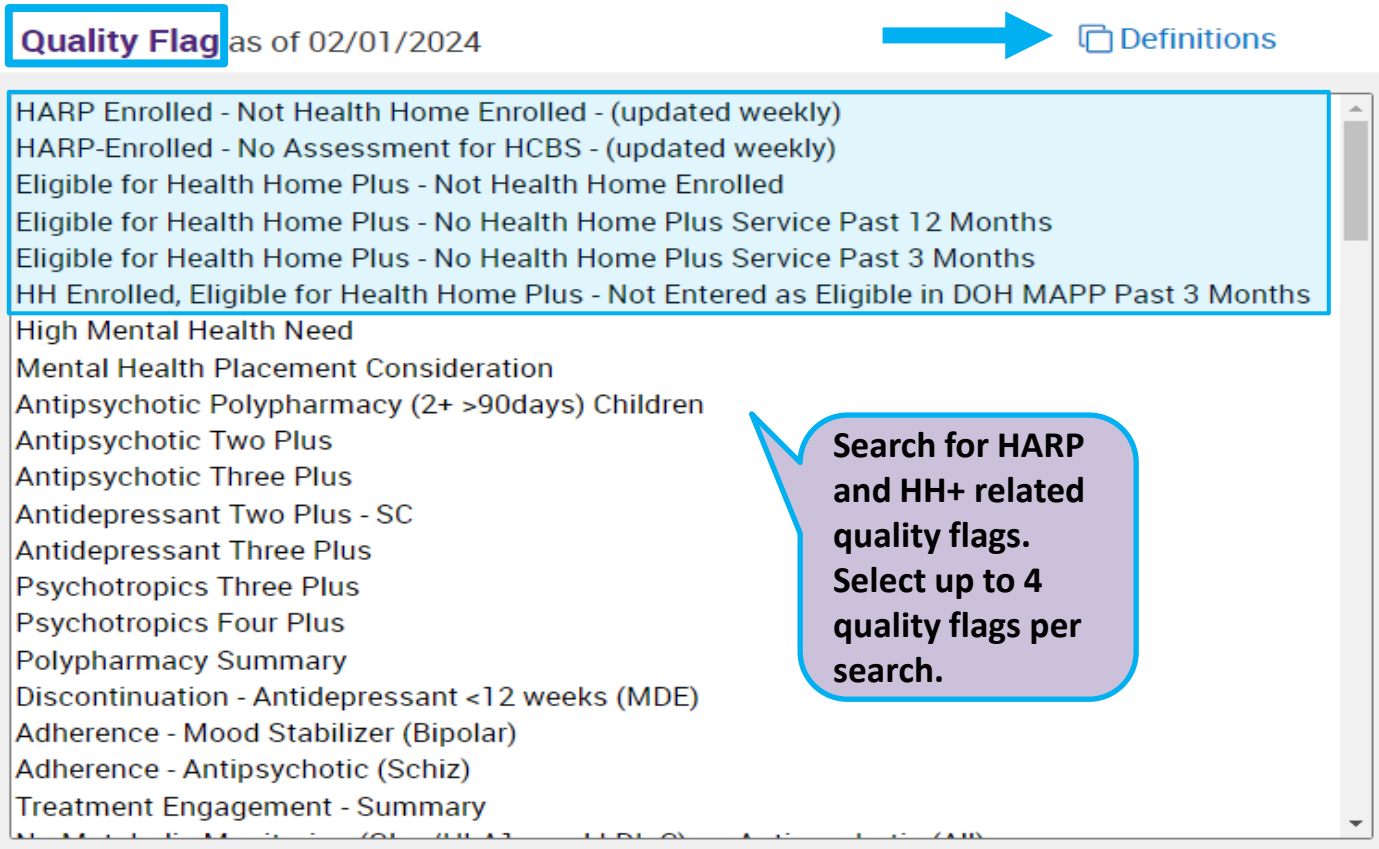
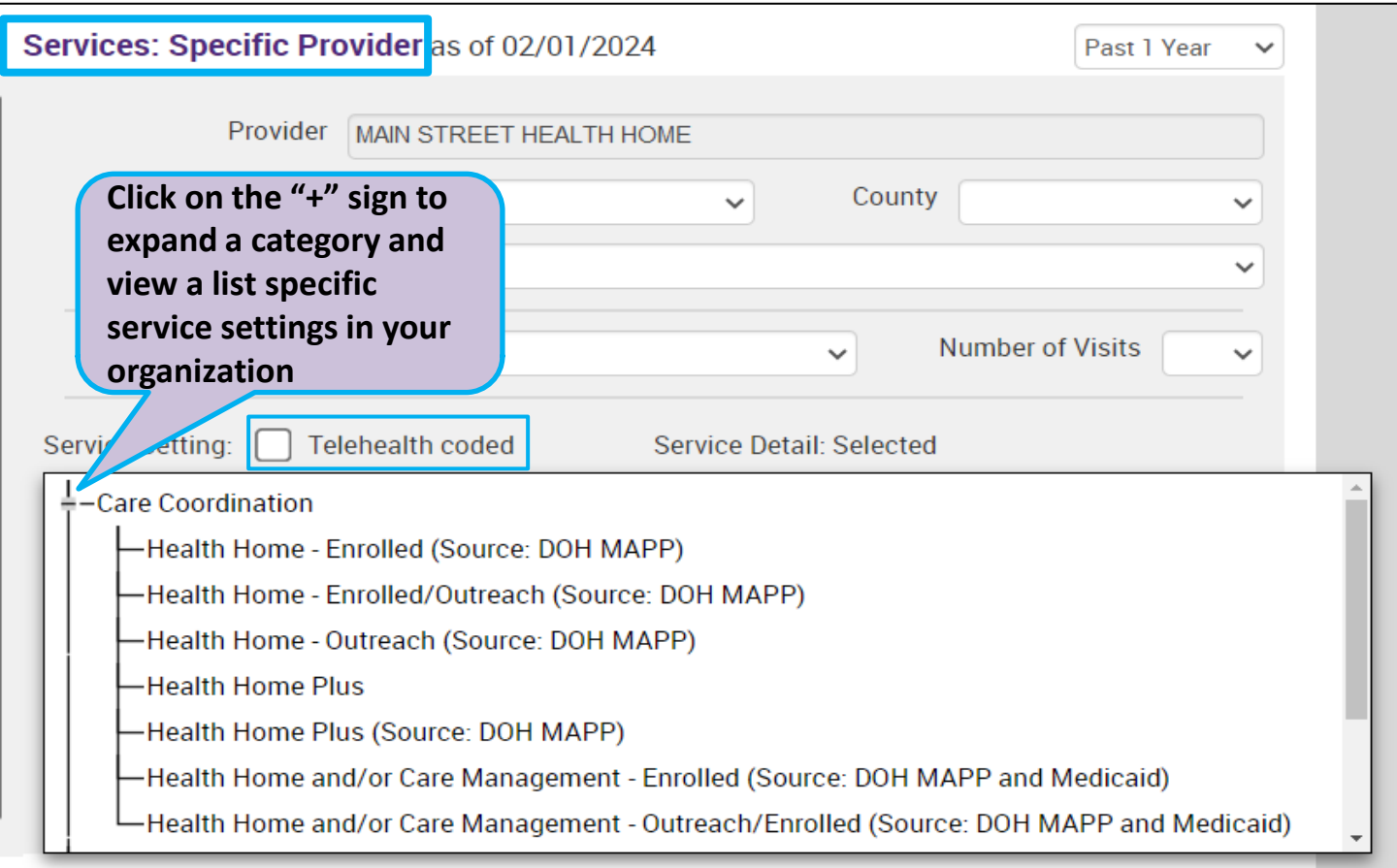
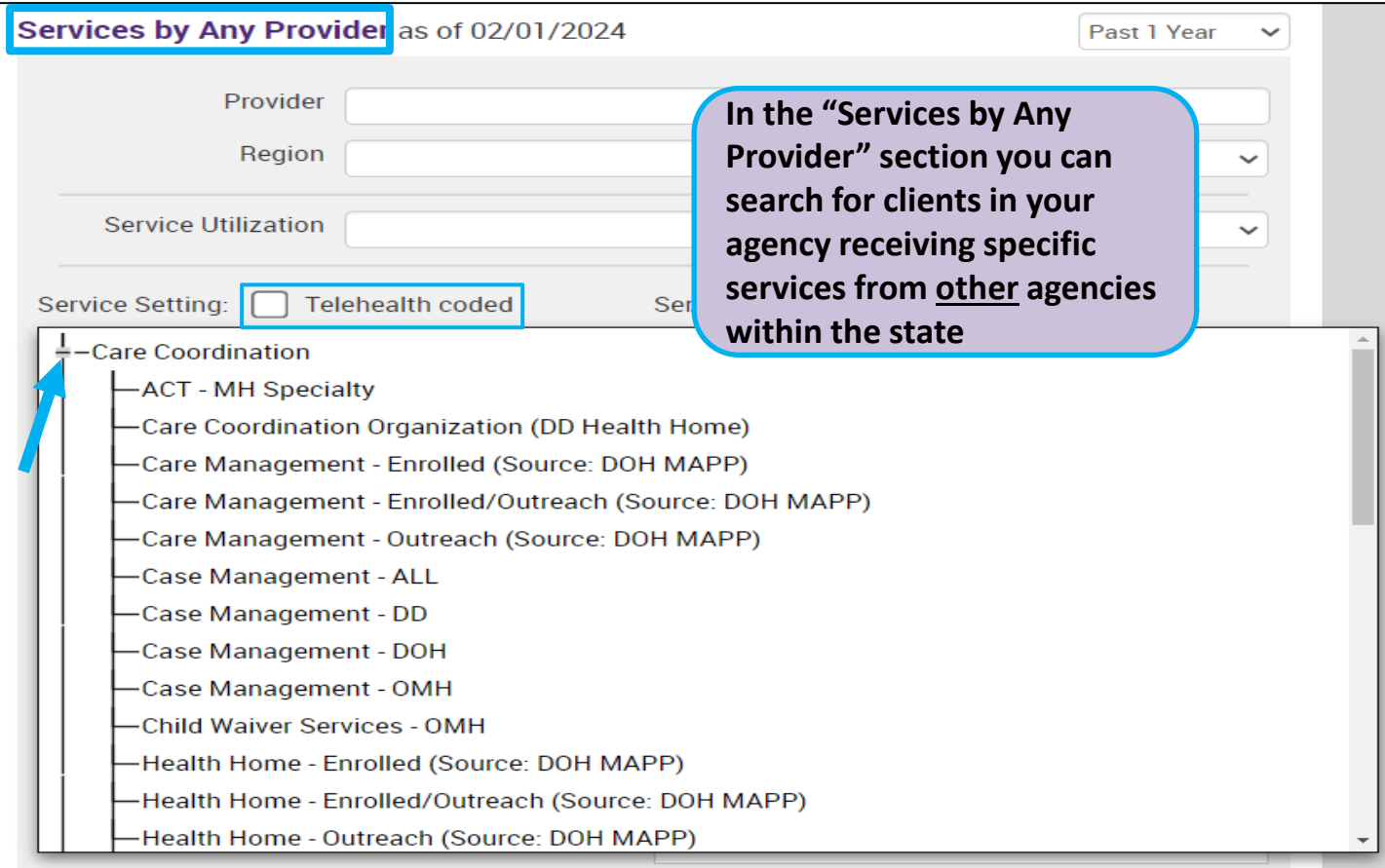
Quality Flags



Services: Specific Provider



Services by Any Provider



Modify Search

13,676 Recipients Found

View: Standard
- Standard
- Care Coordination
- High Need/High Risk
- Hospital Utilization
- Outpatient Providers

PDF Excel

[Provider Specific] Provider: MAIN STREET HEALTH HOME

AND [Provider Specific] Service Setting: Health Home - Enrolled (Source: DOH MAPP)

Maximum Number of Rows Displayed: 50

Name	Medicaid ID	DOB	Gender	Medicaid Quality Flags	Medicaid Managed Care Plan	Current PHI Access	
QUJBRCm REVOTba	UqlmN9Mv NEY	MSyoM8yn OT6r	TQ LQ Mpa	2+ ER-Medical, 4+ Inpt/ER-Med	Amida Care	No Access	Enable Access
QUJBUrMi QUrBTUFUTrU	UFYrM96rO Ve	MSynOCynO TYu	R6 LQ NTY	Cervical Cancer Screen Overdue (DOH), MH Plcmt Consid		No Access	Enable Access
QUJBWUVWLA QUJSQUNIQQ	Vb6uNTEvN rM	MSynMoyn OTQn	TQ LQ ODM		HealthPlus	No Access	Enable Access
QUJCUbV0WabPLA SqFSRUu	WVIsODAn MFQ	MTAIMTaIM TarOQ	R6 LQ N9Q		Amida Care	PSYCKES Consent	
QUJERUnBWaVNLA RaFSSUQ	SqltOTMsN UY	NSyoOSyoM DEs	TQ LQ Nm		UnitedHealthcare Community Plan	No Access	Enable Access
QUJERUnIQURZLA TqrBU6 VA	UUEmNDYm Nb6	MTEIM92IM 9AmNQ	TQ LQ MT6		ElderServe Health, Inc dba RiverSpring Health Plans	No Access	Enable Access
QUJERUnLQV3ZLA QUJERUnLQV3Z TQ	Ub6pMDIuO EM	MSynMoyn OTUt	TQ LQ N92		Centers Plan for Healthy Living	Health Home Consent	
QUJERUnMQVRJR8 m Rq7BREE	WUenN9Qv MV6	OCynOCynO T6u	R6 LQ MpU	Adher-AD <12wks	HealthPlus	No Access	Enable Access
QUJERUnNRU3VSU Qi UqFMQUrB SA	TUEnM9IoN FY	MSyoLpEvN D2	TQ LQ Np2	2+ ER-Medical	HealthPlus	No Access	Enable Access

Drill into a client's Clinical Summary (with consent/ER access), enable access, export results to PDF or Excel, or change to one of our Advanced Views!

Modify Search

13,676 Recipients Found

View: Care Coordination | Excel

	[Provider Specific] Provider	MAIN STREET HEALTH HOME
AND	[Provider Specific] Service Setting:	Health Home - Enrolled (Source: DOH MAPP)

Maximum Number of Rows Displayed: 50

Applicable data is displayed only for recipients with consent or ER access.

Name	Medicaid ID	DOB	Gender	Medicaid Managed Care Plan	MC Product Line	Current PHI Access
QUJBRCm REVOTba	UqImN9MvNEY	MSyoM8ynOT6r	TQ LQ Mpa	Amida Care		No Access
QUJBUrMi QUrBTUFUTrU	UFYrM96rOVe	MSynOCynOTYu	R6 LQ NTY			No Access
QUJBWUVWLA QUJSQUNIQQ	Vb6uNTEvNrM	MSynMoynOTQn	TQ LQ ODM	HealthPlus		No Access
QUJCUbV0WabPLA SqFSRUu	WVIsODAnMFQ	MTAlMTalMTarOQ	R6 LQ N9Q	Amida Care		PSYCKES Consent
QUJERUnBWaVNLA RaFSSUQ	SqltOTMsNUY	NSyoOSyoMDEs	TQ LQ Nm	UnitedHealthcare		No Access
QUJERUnIQURZLA TqrBU6 VA	UUEmNDYmNb6	MTElM92lM9AmNQ	TQ LQ MT6	ElderServe Health, Inc dba RiverSpring Health Plans		No Access
QUJERUnLQV3ZLA QUJERUnLQV3Z TQ	Ub6pMDIuOEM	MSynMoynOTUt	TQ LQ N92	Centers Plan for Healthy Living	Partial MLTC Plan	Health Home Consent
QUJERUnMQVRJR8m Rq7BREE	WUenN9QvMV6	OCynOCynOT6u	R6 LQ MpU	HealthPlus		No Access
QUJERUnNRU3VSUQi UqFMQUrB SA	TUEnM9IoNFY	MSyoLpEvND2	TQ LQ Np2	HealthPlus		No Access
QUJERUnNRVNTSU6i QUJERUnNRVNTSQ		MoyvLpEvNTa	TQ LQ N9Q	VNSNY Choice Select Health	Partial MLTC Plan	Health Home Consent
QUJERUnNRVNTSU6i RVNJUm		MTElMT6lMTapOQ	R6 LQ ODQ	VNSNY Choice Select Health		No Access
QUJERUn0QU7FU8m	Ub2 TUo	N8ysLpEvN	TQ LQ	ElderPlan		No Access

When an Advanced View is added on, additional columns related to that view will now display on the results page

Click here to scroll…

Modify Search

13,676 Recipients Found

View: Care Coordination

Excel

	[Provider Specific] Provider	MAIN STREET HEALTH HOME
AND	[Provider Specific] Service Setting:	Health Home - Enrolled (Source: DOH MAPP)

Maximum Number of Rows Displayed: 50

Applicable data is displayed only for recipients with consent or ER access.

Name	HARP Status (H Code)	CORE Eligible	HARP HCBS Assessment Date (most recent)	Children's Waiver Status (K Code)	Health Home
QUJBRCm REVOTba					
QUJBUrMi QUrBTUFUTrU					
QUJBWUVWLA QUJSQUNIQQ					
QUJCUbV0WabPLA SqFSRUu	HARP Enrolled (H1)	Yes			MAIN STREET HEALTH HOME
QUJERUnBWaVNLA RaFSSUQ					
QUJERUnIQURZLA TqrBU6 VA					
QUJERUnLQV3ZLA QUJERUnLQV3Z TQ					MAIN STREET HEALTH HOME
QUJERUnMQVRJR8m Rq7BREE					
QUJERUnNRU3VSUQi UqFMQUrB SA					
QUJERUnNRVNTSU6i QUJERUnNRVNTSQ	BH High Risk/ HARP Eligible (H9)	Yes			MAIN STREET HEALTH HOME
QUJERUnNRVNTSU6i RVNJUm					
QUJERUn0QU7FU8m					

Click here to scroll…

Modify Search

13,676 Recipients Found

View: Care Coordination

Excel

	[Provider Specific] Provider	MAIN STREET HEALTH HOME
AND	[Provider Specific] Service Setting:	Health Home - Enrolled (Source: DOH MAPP)

Maximum Number of Rows Displayed: 50

Applicable data is displayed only for recipients with consent or ER access.

Name	Health Home Name (Enrolled)	Care Management Name (Enrolled)	ACT Provider (Active)	OnTrackNY Early Psychosis Program (Enrolled)
QUJBRCm REVOTba				
QUJBUrMi QUrBTUFUTrU				
QUJBWUVWLA QUJSQUNIQQ				
QUJCUbV0WabPLA SqFSRUu	MAIN STREET HEALTH HOME	HOUSING WORKS INC AI		
QUJERUnBWaVNLA RaFSSUQ				
QUJERUnIQURZLA TqrBU6 VA				
QUJERUnLQV3ZLA QUJERUnLQV3Z TQ	MAIN STREET HEALTH HOME	JEMCARE LLC		
QUJERUnMQVRJR8m Rq7BREE				
QUJERUnNRU3VSUQi UqFMQUrB SA				
QUJERUnNRVNTSU6i QUJERUnNRVNTSQ	MAIN STREET HEALTH HOME	JEMCARE LLC		
QUJERUnNRVNTSU6i RVNJUm				
QUJERUn0QU7FU8m				

Click here to scroll…

Modify Search

13,676 Recipients Found

View: Care Coordination

Excel

	[Provider Specific] Provider	MAIN STREET HEALTH HOME
AND	[Provider Specific] Service Setting:	Health Home - Enrolled (Source: DOH MAPP)

Maximum Number of Rows Displayed: 50

Applicable data is displayed only for recipients with consent or ER access.

Name	ed)	ACT Provider (Active)	OnTrackNY Early Psychosis Program (Enrolled)	AOT Status	AOT Provider (Active)
QUJBRCm REVOTba					
QUJBUrMi QUrBTUFUTrU					
QUJBWUVWLA QUJSQUNIQQ					
QUJCUbV0WabPLA SqFSRUu					
QUJERUnBWaVNLA RaFSSUQ					
QUJERUnIQURZLA TqrBU6 VA					
QUJERUnLQV3ZLA QUJERUnLQV3Z TQ					
QUJERUnMQVRJR8m Rq7BREE					
QUJERUnNRU3VSUQi UqFMQUrB SA					
QUJERUnNRVNTSU6i QUJERUnNRVNTSQ				Expired < 6 months	Rockland Psychiatric Center
QUJERUnNRVNTSU6i RVNJUm					
QUJERUn0QU7FU8m					

My QI Report

NEW YORK STATE | Office of Mental Health

My QI Report

- Tool for managing quality improvement efforts
- Updated on a monthly basis
- Eligible Population (denominator): clients served plus other parameters depending on quality indicator specifications
- Number with QI Flag (numerator): clients who meet criteria for the flag
- Compare prevalence rates for provider agency, region, state
- Filter report by: Program Type (e.g., HH or CM enrolled), MC Plan, Age
- HH/CM Sites tab breaks out QI prevalence by HH/CMA
- Drill down into list of recipients who meet criteria for flag
- Reports can be exported to Excel and PDF

Understanding My QI Report

- Attributing clients to agency QI reports:
  - Billing: Clients linked to provider agency if billed by agency in the past 9 months
  - MAPP HH/CMA Database: Clients linked to provider agency if enrolled in HH or CMA according to MAPP
  - This rule is used to automatically link clients to providers so that current clients are included in the report each month
- Period of observation for the quality indicator:
  - Assessed by a measure, varies for each measure
  - For example, the period of observation for the High Utilization quality indicator is 13 months
- QI Reports trending over time:
  - QI Trends Past Year show the prevalence rates of quality flags by provider over time

MAIN STREET HEALTH HOME

Quality Indicator Overview As Of 02/01/2024

View: Standard PDF Excel

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

Filters Reset

Indicator Set

Quality Improvement Indicators (As Of 02/01/2024)

Run monthly on all available data as of run date

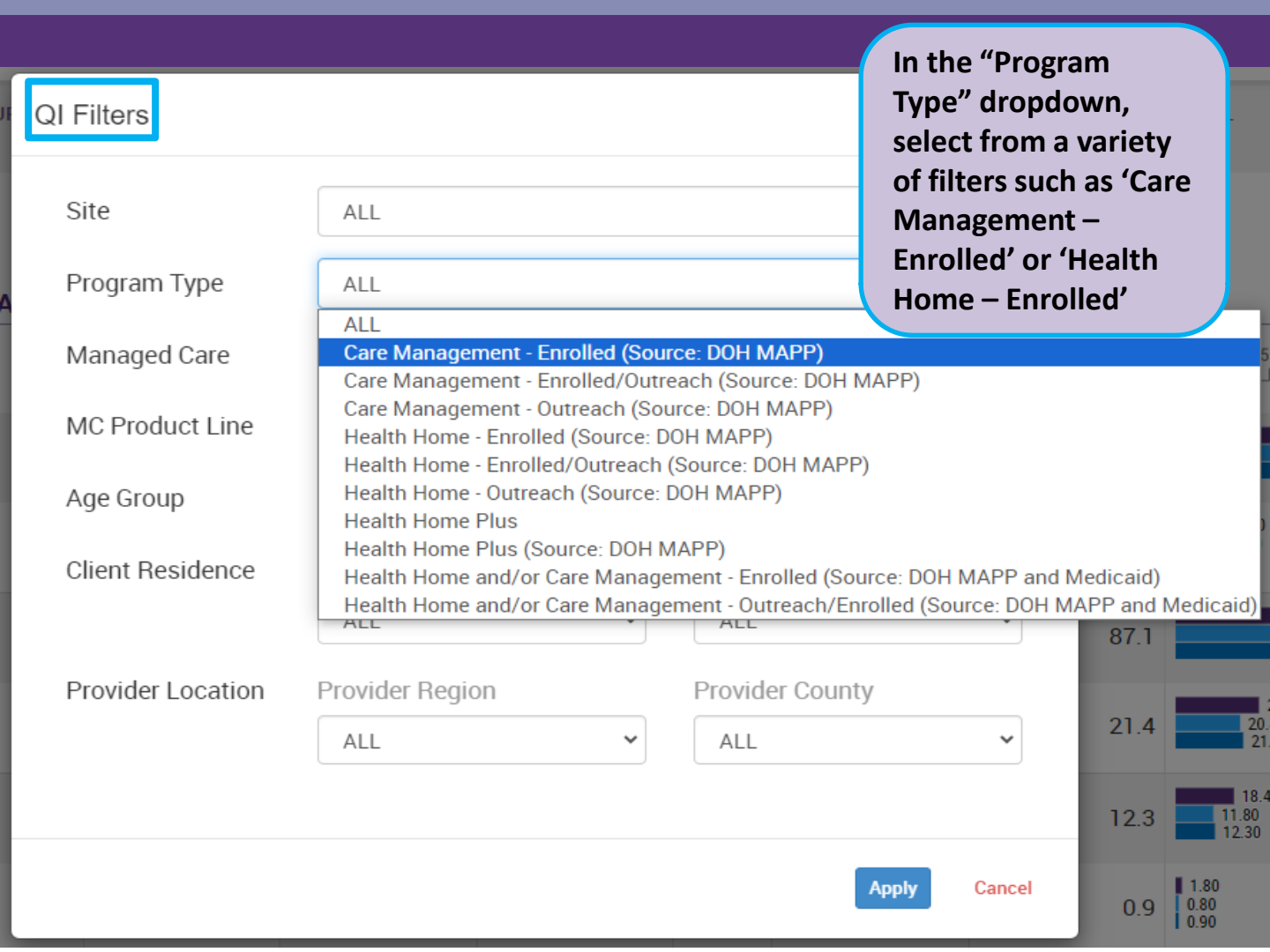
Indicator Set	Population	Eligible Population	# with QI Flag	%		
BH QARR - Improvement Measure	All	2,009	708	35.2		
General Medical Health	All	17,985	2,488	13.8		
Health Home Care Management - Adult	Adult 18+	3,901	2,028	52	87.1	87.1
High Utilization - Inpt/ER	All	17,987	4,751	26.4	20.4	21.4
Polypharmacy	All	3,995	734	18.4	11.8	12.3
Preventable Hospitalization	Adult	17,167	312	1.8	0.8	0.9
Readmission Post-Discharge from any Hospital	All	4,183	827	19.8	11.2	12.1
Readmission Post-Discharge from this Hospital	All	3,702	748	20.2	11.2	12
Treatment Engagement	Adult 18-64	1,815	576	31.7	35.4	35.5

Performance Tracking Indicators (As Of 08/01/2023)

Reflects the most recent performance tracking data run by the Department of Health (DOH)

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %
General Medical Performance Tracking Measure	All	5,304	2,334	44	38	36.5
MH Performance Tracking Measure	All	2,760	1,281	46.4	52.3	51.7
SUD Performance Tracking Measure	Adol & Adult (13+)	3,250	2,552	78.5	76.9	80.5

If needed, apply filters to your agency's My QI Report page to narrow down the population you'd like to view


QI Filters
Site
ALL
Program Type
ALL
Managed Care
MC Product Line
Age Group
Client Residence
ALL
Care Management - Enrolled (Source: DOH MAPP)
Care Management - Enrolled/Outreach (Source: DOH MAPP)
Care Management - Outreach (Source: DOH MAPP)
Health Home - Enrolled (Source: DOH MAPP)
Health Home - Enrolled/Outreach (Source: DOH MAPP)
Health Home - Outreach (Source: DOH MAPP)
Health Home Plus
Health Home Plus (Source: DOH MAPP)
Health Home and/or Care Management - Enrolled (Source: DOH MAPP and Medicaid)
Health Home and/or Care Management - Outreach/Enrolled (Source: DOH MAPP and Medicaid)
Provider Location
Provider Region
ALL
Provider County
ALL
Apply
Cancel
In the "Program Type" dropdown, select from a variety of filters such as 'Care Management – Enrolled' or 'Health Home – Enrolled'
87.1
21.4
12.3
0.9

MAIN STREET HEALTH HOME

Quality Indicator Overview As Of 02/01/2024

View: Standard PDF Excel

PROGRAM TYPE: CARE MANAGEMENT - ENROLLED (SOURCE: DOH MAPP)

Filters Reset

Indicator Set

Quality Improvement Indicators (As Of 02/01/2024)

Run monthly on all available data as of run date

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %
BH QARR - Improvement Measure	All	1,593	554	34.8	37.7	36.5
General Medical Health	All	14,229	1,833	12.9	13.2	12.2
Health Home Care Management - Adult	Adult 18+	3,152	1,281	40.6	87.1	87.1
High Utilization - Inpt/ER	All	14,231	3,574	25.1	20.4	21.4
Polypharmacy	All	3,384	640	18.9	11.8	12.3
Preventable Hospitalization	Adult	13,627	251	1.8	0.8	0.9
Readmission Post-Discharge from any Hospital	All	3,125	574	18.4	11.2	12.1
Readmission Post-Discharge from this Hospital	All	2,785	525	18.9	11.2	12
Treatment Engagement	Adult 18-64	1,493	435	29.1	35.4	35.5

Performance Tracking Indicators (As Of 08/01/2023)

Reflects the most recent performance tracking data run by the Department of Health (DOH)

Indicator Set	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %
General Medical Performance Tracking Measure	All	4,309	1,875	43.5	38	36.5
MH Performance Tracking Measure	All	2,152	947	44	52.3	51.7
SUD Performance Tracking Measure	Adol & Adult (13+)	2,383	1,876	78.7	76.9	80.5

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

MAIN STREET HEALTH HOME

Quality Indicator Overview As Of 02/01/2024

View: Standard PDF Excel

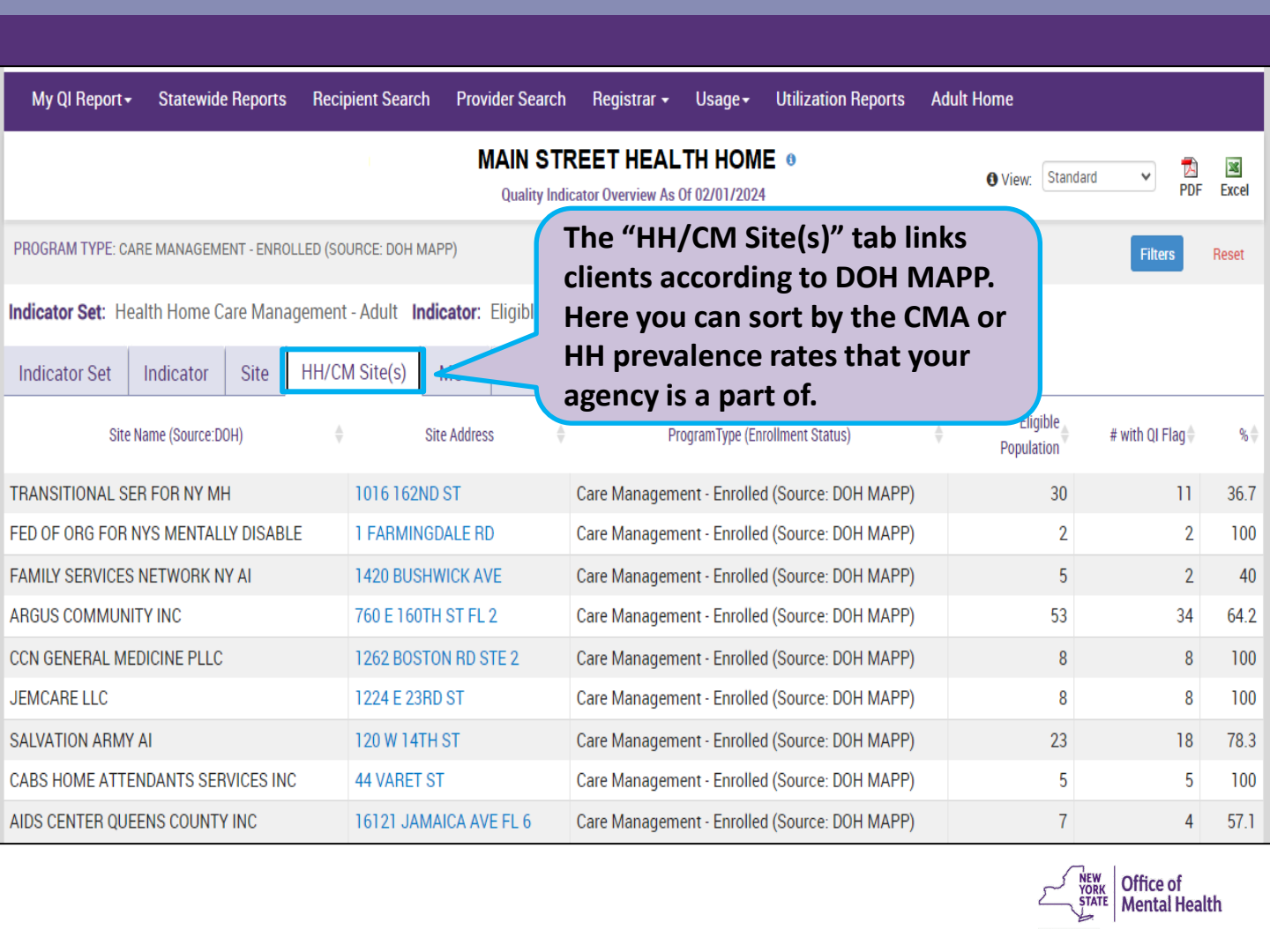
PROGRAM TYPE: CARE MANAGEMENT - ENROLLED (SOURCE: DOH MAPP)

Filters Reset

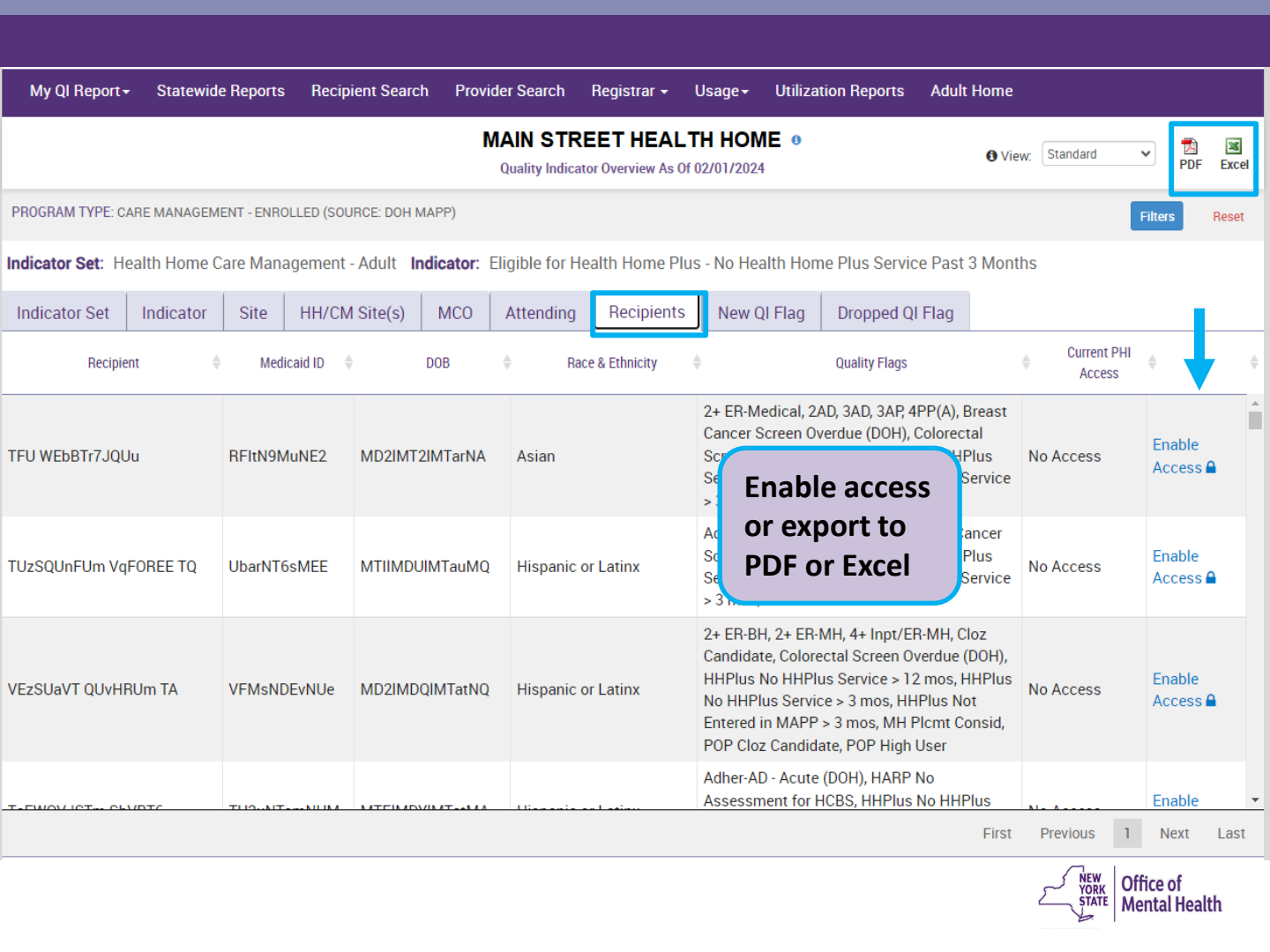
Indicator Set: Health Home Care Management - Adult

Indicator Set | Indicator

Indicator	Population	Eligible Population	# with QI Flag	%	Regional %	Statewide %	25% 50% 75% 100%
HARP Enrolled - Not Health Home Enrolled	Adult 21+	2,817	0	0	75.6	75.8	0.00 75.60 75.80
HARP-Enrolled - No Assessment for HCBS	Adult 21+	2,817	1,005	35.7	78.4	77	35.70 78.40 77.00
Eligible for Health Home Plus - Not Health Home Enrolled	Adult 18+	594	0	0	47.3	58.4	0.00 47.30 58.40
Eligible for Health Home Plus - No Health Home Plus Service Past 12 Months	Adult 18+	594	266	44.8	60.4	73.9	44.80 60.40 73.90
Eligible for Health Home Plus - No Health Home Plus Service Past 3 Months	Adult 18+	594	344	57.9	69.4	80.4	57.90 69.40 80.40
HH Enrolled, Eligible for Health Home Plus - Not Entered as Eligible in DOH MAPP Past 3 Months	Adult 18+	594	123	20.7	15.9	24.5	20.70 15.90 24.50
Health Home Care Management - Adult Summary	**Adult 18+**	**3,152**	**1,281**	**40.6**	**87.1**	**87.1**	40.60 87.10 87.10



NEW YORK STATE | Office of Mental Health


My QI Report
Statewide Reports
Recipient Search
Provider Search
Registrar
Usage
Utilization Reports
Adult Home
MAIN STREET HEALTH HOME
Quality Indicator Overview As Of 02/01/2024
View: Standard
PDF
Excel
PROGRAM TYPE: CARE MANAGEMENT - ENROLLED (SOURCE: DOH MAPP)
Filters
Reset
Indicator Set: Health Home Care Management - Adult Indicator: Eligible for Health Home Plus - No Health Home Plus Service Past 3 Months
Indicator Set
Indicator
Site
HH/CM Site(s)
MCO
Attending
Recipients
New QI Flag
Dropped QI Flag
Recipient
Medicaid ID
DOB
Race & Ethnicity
Quality Flags
Current PHI Access
TFU WEbBTr7JQUu
RFItN9MuNE2
MD2IMT2IMTarNA
Asian
No Access
Enable Access
TUzSQUnFUm VqFOREE TQ
UbarNT6sMEE
MTIIMDUIMTauMQ
Hispanic or Latinx
No Access
Enable Access
VEzSUaVT QUvHRUm TA
VFMsNDEvNUe
MD2IMDQIMTatNQ
Hispanic or Latinx
2+ ER-BH, 2+ ER-MH, 4+ Inpt/ER-MH, Cloz Candidate, Colorectal Screen Overdue (DOH), HHPlus No HHPlus Service > 12 mos, HHPlus No HHPlus Service > 3 mos, HHPlus Not Entered in MAPP > 3 mos, MH Plcmt Consid, POP Cloz Candidate, POP High User
No Access
Enable Access
Adher-AD - Acute (DOH), HARP No Assessment for HCBS, HHPlus No HHPlus
Enable
Enable access or export to PDF or Excel
First
Previous
1
Next
Last
NEW YORK STATE
Office of Mental Health

Clinical Summary

NEW YORK STATE | Office of Mental Health

Clinical Summary

- Summarizes up to 5 years of treatment history for a client
- Creates an integrated view from all databases available through PSYCKES
  - e.g., Health Home contact information and CMA name from DOH MAPP, AOT court orders from OMH TACT, hospitalizations from Medicaid billing, State PC residential services from State PC EMR, suicide risk from incident management (NIMRS), etc.
- Summarizes treatment episodes to support rapid review
- Episodes of care linked to detailed dates of service if needed (including diagnoses and procedures)
- Clinical Summary organized by sections like an EMR
- Export to Excel or PDF

Recipient Search

DOE, JANE

As of 3/4/2024 Data sources

PDF

Brief Overview | Full Summary

Data with Special Protection Show Hide
This report contains all available clinical data.

DOB: 01/01/1964 (60 Yrs)
Address: 123 MAIN ST, MAIN CITY, NY 11111
Phone (Source: NYC DHS): (555) 555-5555

Medicaid ID: AB12345C Medicare: No
Managed Care Plan: MetroPlus Health Plan (Mainstream)
MC Plan Assigned PCP : N/A

HARP Status: BH High-Risk/ HARP Eligible (H9)
HARP HCBS Assessment Status: Never Assessed
Medicaid Eligibility Expires on: 08/30/2024

Current Care Coordination

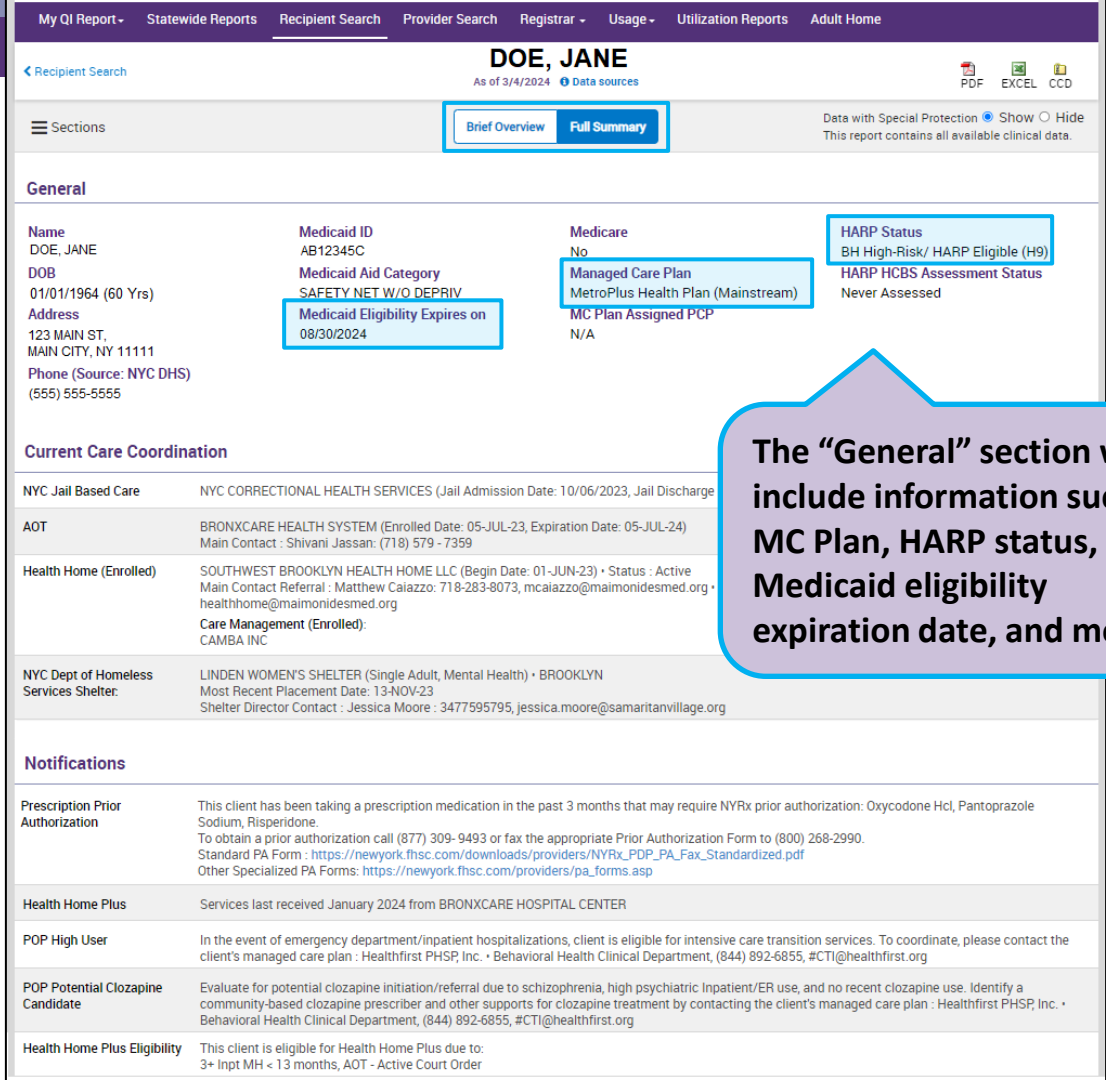
NYC Jail Based Care	NYC CORRECTIONAL HEALTH SERVICES (Jail Admission Date: 10/06/2023, Jail Discharge Date: 10/10/2023, Released to: Community)
AOT	BRONXCARE HEALTH SYSTEM (Enrolled Date: 03-MAY-23, Expiration Date: 03-MAY-24) Main Contact : Shivani Jassan: (718) 579 - 7359
Health Home (Enrolled)	SOUTHWEST BROOKLYN HEALTH HOME LLC (Begin Date: 01-JUN-23) • Status : Active Main Contact Referral : Matthew Caiazzo: 718-283-8073, mcaiazzo@maimonidesmed.org • 24 Hour Referral Line: 800-356-7480, healthhome@maimonidesmed.org Care Management (Enrolled): CAMBA INC
NYC Dept of Homeless Services Shelter:	LINDEN WOMEN'S SHELTER (Single Adult, Mental Health) • BROOKLYN Most Recent Placement Date: 13-NOV-23 Shelter Director Contact : Jessica Moore : 3477595795, jessica.moore@samaritanvillage.org

Notifications

Prescription Prior Authorization	This client has been taking a prescription medication in the past 3 months that may require NYRx prior authorization: Oxycodone Hcl, Pantoprazole Sodium, Risperidone. 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 Other Specialized PA Forms: https://newyork.fhsc.com/providers/pa_forms.asp
Health Home Plus	Services last received January 2024 from BRONXCARE HOSPITAL CENTER
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
POP Potential Clozapine Candidate	Evaluate for potential clozapine initiation/referral due to schizophrenia, high psychiatric Inpatient/ER use, and no recent clozapine use. Identify a community-based clozapine prescriber and other supports for clozapine treatment by contacting the client's managed care plan : Healthfirst PHSP, Inc. • Behavioral Health Clinical Department, (844) 892-6855, #CTI@healthfirst.org
Health Home Plus Eligibility	This client is eligible for Health Home Plus due to: 3+ Inpt MH < 13 months, AOT - Active Court Order
High Mental Health Need due to:	1+ Inpt MH in past 13 months ; AOT active or expired in past 5 years
Mental Health Placement Consideration due to:	1+ ER or inpatient visit in the past year with a suicide attempt/ suicide ideation/ self-harm code; 1+ PROS services in past 5 years; 1+ inpatient MH past 5 years; AOT History: Active or Expired; Evidence of Supplemental Security Income (SSI) or SSD AND Any OMH Specialty MH Service 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

Alerts • all available		Most Recent	
4	Homelessness - NYC DHS Shelter	Current	LINDEN WOMEN'S SHELTER (Single Adult, Mental Health)
5	Homelessness - reported in billing (2 Unspecified, 3 Sheltered)	10/12/2023	LENOX HILL HOSPITAL (ER - Medical; Homelessness - Unspecified)

Office of Mental Health



The "General" section will include information such as MC Plan, HARP status, Medicaid eligibility expiration date, and more

Office of Mental Health

Alerts

Drill-in to view more information (e.g., reporting/billing program, source, etc.) about each alert 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	3	12/22/2023	1/19/2024	LINDEN WOMEN'S SHELTER	Single Adult, Assessment		
C-SSRS (Suicide Screen)	2	9/14/2020	3/22/2023	NYC-HHC Correctional Health Services		High Risk: Suicide Intent with Specific Plan Past Month	
PHQ-9 (depression screening and monitoring)	2	9/14/2020	3/22/2023	NYC-HHC Correctional Health Services		Mild Depression (Score = 5 out of 27) - Thoughts of better off dead and/or hurting self	
Treatment for Suicidal Ideation	7	3/4/2014	5/10/2020	NORTH CENTRAL BRONX HOSPITAL	ER - SU	Suicidal Ideation	

All Alerts for Homelessness - NYC DHS Shelter

PDF Excel

Previous 1 Next

Alert/Incident Type	Reporting/Billing Provider	Reporting/Billing Program	Date of Incident/Service	Medical Classification	Source
Homelessness - NYC DHS Shelter	LINDEN WOMEN'S SHELTER	Single Adult, Assessment	1/18/2024		NYC DHS
Homelessness - NYC DHS Shelter	LINDEN WOMEN'S SHELTER	Single Adult, Assessment	12/26/2023		NYC DHS
Homelessness - NYC DHS Shelter	LINDEN WOMEN'S SHELTER	Single Adult, Assessment	12/22/2023		NYC DHS

Social Determinants of Health (SDOH)

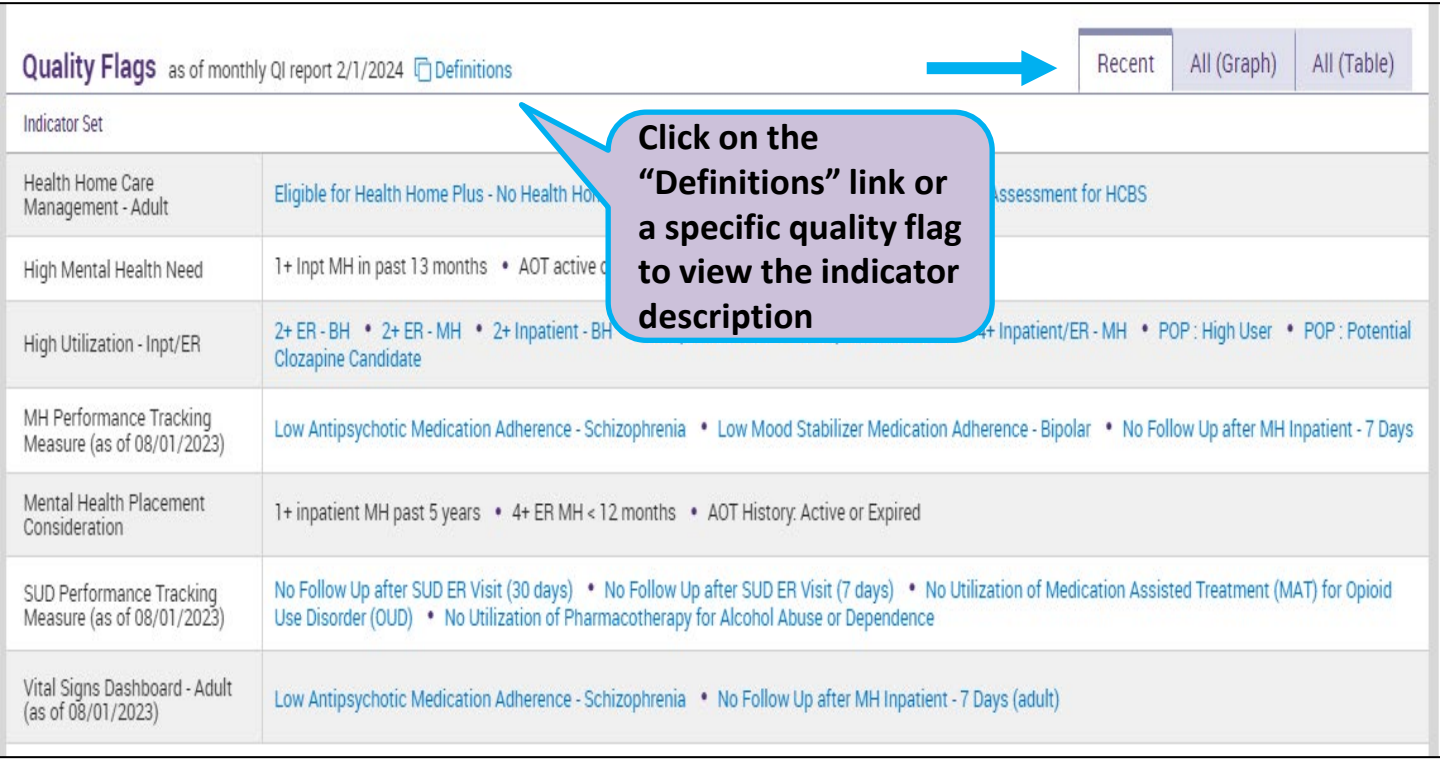
Services provided for the selected Social Determinants of Health:
Unemployment, unspecified

PDF Excel

Previous 1 2 Next

Date of Service	Service Type	Service Subtype	Provider Name	Primary, secondary, and quality flag-related diagnoses
1/3/2024	Inpatient-ER	Inpatient - MH - Physician - Psychiatry	LANTZ MELINDA S MD	Bipolar disorder, unspecified, Cannabis use, unspecified, uncomplicated, Sheltered homelessness, Unemployment, unspecified
1/1/2024	Inpatient-ER	Inpatient - MH	LINCOLN MEDICAL/MENTAL HLTH	Bipolar disorder, current episode manic severe with psychotic features, Cannabis use, unspecified, uncomplicated, Cocaine use, unspecified, uncomplicated, Encounter for screening for COVID-19, Patient's other noncompliance with medication regimen for other reason, Sheltered homelessness, Unemployment, unspecified
12/30/2023	Inpatient-ER	ER - MH	LINCOLN MEDICAL/MENTAL HLTH	Anxiety disorder, unspecified, Cannabis abuse, uncomplicated, Schizoaffective disorder, unspecified, Sheltered homelessness, Unemployment, unspecified, Unspecified mood [affective] disorder

Quality Flags



Plans & Documents/Screenings & Assessments

Click on "Upload" to upload safety plans, Psychiatric Advanced Directives (PADs), care plans, discharge plans, etc.

Click on "Create New" to fill out a safety plan or Psychiatric Advanced Directive (PAD) template

Plans & Documents

Upload | Create New

Date Document Created	Document Type	Provider Name	Document Created By	Role	Delete Document
2/26/2024	Safety Plan	AIDS CENTER OF QUEENS COUNTY, INC.	Smith, John	Therapist	
3/24/2023	Safety Plan	NYC-HHC Correctional Health Services	Smith, John	Therapist	

Screenings & Assessments

Definitions

Table | Graph

Assessment Name	Number of Assessments Entered	Last Assessment Date	Last Assessment Provider	Last Assessment Rated By(Role)	Last Assessment Results	
C-SSRS	2	3/22/2023	Client Entered	Administered in PSYCKES mobile app	High Risk: Suicide Intent with Specific Plan Past Month	
PHQ-9	2	3/22/2023	NYC-HHC Correctional Health Services	Administered in PSYCKES mobile app	Mild Depression (Score = 5 out of 27) - Thoughts of better off dead and/or hurting self	

Diagnoses

Behavioral Health Diagnoses

Primary, secondary, and quality flag-related diagnoses (most frequent first)

Schizoaffective Disorder • Cannabis related disorders • Cocaine related disorders • Schizophrenia • Other psychoactive substance related disorders • Tobacco related disorder • Alcohol related disorders • Hallucinogen related disorders • Unspecified/Other Depressive Disorder • Major Depressive Disorder • Unspecified/Other Anxiety Disorder • Unspecified/Other Personality Disorder • Substance-Induced Psychotic Disorder • Unspecified/Other Psychotic Disorders • Adj... Other Mental Disorders • Selective Mutism • Substance-Induced Depressive Disorder

Click on a diagnosis to drill-in and view more details such as date of service, service type & subtype, provider, and other diagnoses

Medical Diagnoses

Primary, secondary, and quality flag-related diagnoses (most frequent first)

Certain infectious and parasitic diseases	Pediculosis and phthiriasis • Dermatophytosis
Codes for special purposes	COVID-19
Diseases of the blood and blood-forming organs and certain disorders involving the immune mechanism	Vitamin B12 deficiency anemia
Diseases of the circulatory system	Essential (primary) hypertension • Hypertensive chronic kidney disease • Hypotension • Other peripheral vascular diseases

Services provided for the selected Diagnosis:
Schizoaffective Disorder

PDF Excel

Previous 1 2 3 4 5 6 7 8 9 10 ... 24 Next

Date of Service	Service Type	Service Subtype	Provider Name	Primary, secondary, and quality flag-related diagnoses
1/28/2024	Inpatient-ER	ER - SU	LINCOLN MEDICAL/MENTAL HLTH	Alcohol use, unspecified with unspecified alcohol-induced disorder, Anxiety disorder, unspecified, Cannabis use, unspecified, uncomplicated, Essential (primary) hypertension, Hallucinogen abuse, uncomplicated, Homelessness unspecified, Major depressive disorder, single episode, unspecified, Nicotine dependence, cigarettes, uncomplicated, Schizoaffective disorder, unspecified, Scoliosis, unspecified

Care Coordination (Historical)

Care Coordination

Details

Table | Graph

Service Type	Provider	First Date Billed	Last Date Billed	Number of bills
Homeless Outreach - Single Adult Outreach (Source: NYC DHS)	LINDEN WOMEN'S SHELTER	5/5/2023	Current	8
Care Management - State Psych Center (Source: State PC)	SOUTH BEACH PC	4/25/2013	Current	1
Health Home - Outreach (DOH MAPP)	NEW YORK CITY HLTH & HOSP CORP (HH), CONEY ISLAND HOSPITAL SCM (CM)	4/1/2019	1/31/2024	6
Assertive Community Treatment (ACT)	FEDERATION OF ORG. F/T NYS MENT.DISABLED, INC	5/13/2022	7/28/2023	1
ACT - MH Specialty	FEDERATION OF ORGANIZATIONS FOR THE	11/30/2022	4/30/2023	6
AOT (TACT Data)	FEDERATION OF ORG. F/T NYS MENT.DISABLED, INC	3/3/2022	3/3/2023	1
ACT - MH Specialty (Telehealth)	FEDERATION OF ORGANIZATIONS FOR THE	6/30/2022	10/31/2022	5
Health Home - Enrolled (DOH MAPP)	NORTH SHORE UNIVERSITY HOSPITAL (HH, CM)	5/1/2022	8/31/2022	2
Health Home - Enrolled	NORTH SHORE UNIVERSITY HOSPITAL	5/1/2022	8/1/2022	4
Non-Medicaid Care Coordination (NMCC) (Source: OMH CAIRS)	CENTRAL NEW YORK PSYCHIATRIC CENTER	3/3/2022	3/3/2022	1
Homeless Outreach - Outreach (Source: NYC DHS)	BOWERY RESIDENTS COMMITTEE, INC.	3/25/2020	9/1/2021	3
Health Home - Outreach	ST LUKES ROOSEVELT HSP CTR	4/1/2019	10/1/2019	4

Medications (Controlled Substance, BH, Medical)

Medication: Controlled Substance

Details

Table | Graph

Schedule	Drug Class	Drug Name	Last Dose*	Estimated Duration	First Day Picked Up	Last Day Picked Up
	Anxiolytic/Hypnotic	Lorazepam, Injection	2 MG	2 Year(s) 2 Month(s) 3 Week(s)	9/6/2019	11/26/2021

Medication: Behavioral Health

Details

Table | Graph

Drug Class	Drug Name	Last Dose*	Estimated Duration	First Day Picked Up	Last Day Picked Up
Antipsychotic	Risperidone	1 MG , 2/day	4 Month(s) 1 Week(s)	9/25/2023	1/2/2024
Antidepressant	Duloxetine Hcl	20 MG , 1/day	3 Month(s) 2 Week(s) 5 Day(s)	9/25/2023	12/14/2023
Antipsychotic	Haloperidol	10 MG , 1/day	1 Week(s)	10/23/2023	10/23/2023
Withdrawal Management	Nicotine	7 MG/24HR	4 Week(s)	9/25/2023	9/25/2023
Antipsychotic	Fluphenazine Decanoate, Injection	UP TO 25 MG	2 Year(s) 0 Month(s) 3 Day(s)	4/14/2021	3/27/2023

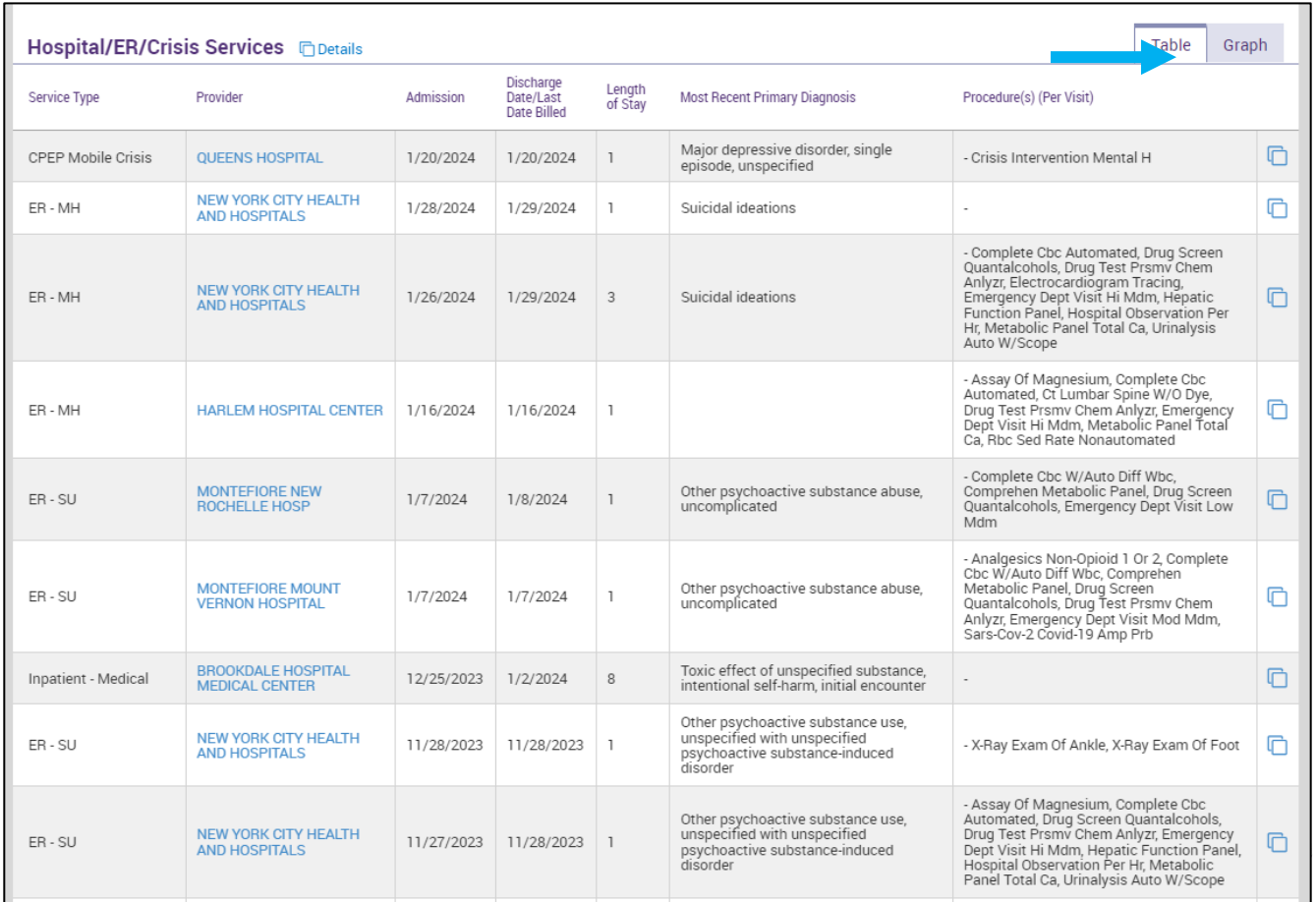
Medication: Medical

Details

Table | Graph

Drug Class	Drug Name	Last Dose*	Estimated Duration	First Day Picked Up	Last Day Picked Up
Diagnostic Tests	Covid-19 At Home Test (Flowflex Covid-19 Ag Home Test)	- -	2 Week(s)	1/2/2024	1/2/2024
Calcium	Calcium Carb-Cholecalciferol (Oyster Shell Calcium W/D)	500-5 MG-MCG	4 Week(s) 2 Day(s)	1/2/2024	1/2/2024
Multivitamins	Multiple Vitamin (Tab-A-Vite)	- -	4 Week(s) 2 Day(s)	1/2/2024	1/2/2024
Water Soluble Vitamins	Thiamine Mononitrate	100 MG , 1/day	4 Week(s) 2 Day(s)	1/2/2024	1/2/2024

Hospital/ER/Crisis: Integrated Behavioral/Medical



Hospital/ER/Crisis Services

Details

Table | Graph

Service Type	Provider	Admission	Discharge Date/Last Date Billed	Length of Stay	Most Recent Primary Diagnosis	Procedure(s) (Per Visit)
CPEP Mobile Crisis	QUEENS HOSPITAL	1/20/2024	1/20/2024	1	Major depressive disorder, single episode, unspecified	- Crisis Intervention Mental H
ER - MH	NEW YORK CITY HEALTH AND HOSPITALS	1/28/2024	1/29/2024	1	Suicidal ideations	-
ER - MH	NEW YORK CITY HEALTH AND HOSPITALS	1/26/2024	1/29/2024	3	Suicidal ideations	- Complete Cbc Automated, Drug Screen Quantalcohols, Drug Test Prsmv Chem Anlyzr, Electrocardiogram Tracing, Emergency Dept Visit Hi Mdm, Hepatic Function Panel, Hospital Observation Per Hr, Metabolic Panel Total Ca, Urinalysis Auto W/Scope
ER - MH	HARLEM HOSPITAL CENTER	1/16/2024	1/16/2024	1		- Assay Of Magnesium, Complete Cbc Automated, Ct Lumbar Spine W/O Dye, Drug Test Prsmv Chem Anlyzr, Emergency Dept Visit Hi Mdm, Metabolic Panel Total Ca, Rbc Sed Rate Nonautomated
ER - SU	MONTEFIORE NEW ROCHELLE HOSP	1/7/2024	1/8/2024	1	Other psychoactive substance abuse, uncomplicated	- Complete Cbc W/Auto Diff Wbc, Comprehen Metabolic Panel, Drug Screen Quantalcohols, Emergency Dept Visit Low Mdm
ER - SU	MONTEFIORE MOUNT VERNON HOSPITAL	1/7/2024	1/7/2024	1	Other psychoactive substance abuse, uncomplicated	- Analgesics Non-Opioid 1 Or 2, Complete Cbc W/Auto Diff Wbc, Comprehen Metabolic Panel, Drug Screen Quantalcohols, Drug Test Prsmv Chem Anlyzr, Emergency Dept Visit Mod Mdm, Sars-Cov-2 Covid-19 Amp Prb
Inpatient - Medical	BROOKDALE HOSPITAL MEDICAL CENTER	12/25/2023	1/2/2024	8	Toxic effect of unspecified substance, intentional self-harm, initial encounter	-
ER - SU	NEW YORK CITY HEALTH AND HOSPITALS	11/28/2023	11/28/2023	1	Other psychoactive substance use, unspecified with unspecified psychoactive substance-induced disorder	- X-Ray Exam Of Ankle, X-Ray Exam Of Foot
ER - SU	NEW YORK CITY HEALTH AND HOSPITALS	11/27/2023	11/28/2023	1	Other psychoactive substance use, unspecified with unspecified psychoactive substance-induced disorder	- Assay Of Magnesium, Complete Cbc Automated, Drug Screen Quantalcohols, Drug Test Prsmv Chem Anlyzr, Emergency Dept Visit Hi Mdm, Hepatic Function Panel, Hospital Observation Per Hr, Metabolic Panel Total Ca, Urinalysis Auto W/Scope

Training & Technical Support

NEW YORK STATE | Office of Mental Health

Technical Support

- For more PSYCKES resources, please go to our website at: www.psyckes.org
- If you have any questions regarding the PSYCKES application, please reach out to our helpdesk:
  - 9:00AM – 5:00PM, Monday – Friday
  - PSYCKES-help@omh.ny.gov
- If you're having issues with your token or logging in, contact the ITS or OMH helpdesk:
  - ITS (OMH/State PC Employee) Helpdesk:
    - 1-844-891-1786; fixit@its.ny.gov
  - OMH (Non-OMH/Non-State PC Employee) Helpdesk:
    - 518-474-5554, opt 2; healthhelp@its.ny.gov

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