Memorandum

To: Managed Care Behavioral Health Medical Directors

From: Thomas Smith, MD, Associate Medical Director, NYSOMH

Date: December 9, 2016

Re: Using PSYCKES to identify members with Assisted Outpatient Treatment (AOT) orders and/or who receive Assertive Community Treatment (ACT) services

The Medicaid Behavioral Health Managed Care RFQ outlined Medicaid Managed Care Organization (MMCO) expectations for identifying high-need sub-populations potentially in need of enhanced care management and oversight. Two such populations include: 1) members with Assisted Outpatient Treatment (AOT) orders; and 2) members who are receiving Assertive Community Treatment (ACT) services. The New York State Office of Mental Health (OMH) is asking MMCOs to identify these individuals with the Psychiatric Services and Clinical Knowledge Enhancement System (PSYCKES) recipient search function. The recipient search function allows for the information to be aggregated at the MMCO level. MMCOs are expected to use PSYCKES at least monthly to update their internal records to ensure MMCO staff are aware of members with AOT and ACT services when conducting utilization review or care management.

OMH recently began reviewing activity reports indicating MMCO usage of PSYCKES to identify members in active AOT. PSYCKES can help to identify and manage members who have an active AOT order and court-ordered treatment plan. MMCOs should also review members with a recently expired AOT order, which is helpful for understanding an individual’s longitudinal course of care. OMH will also monitor activity reports indicating MMCO usage of PSYCKES to identify members in ACT. Alternatively, MMCOs may choose to track members in ACT internally via claims data.

Most MMCOs have received PSYCKES training; for additional training and support MMCOs can contact the PSYCKES help desk at PSYCKES-help@omh.ny.gov. MMCO staff should complete the “Using PSYCKES Recipient Search” training webinar. The schedule of upcoming live training webinars is available on the OMH website:

http://www.omh.ny.gov/omhweb/psyckes_medicaid/calendar

A recorded version of the “Using PSYCKES Recipient Search” training webinar is available here:

https://meetny.webex.com/meetny/lsr.php?RCID=3e410675db134026b35bfc66b52de7dc

(Instructions: Click the link and select “Playback.” The recording will begin automatically after buffering.)

Thank you for your cooperation.
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