



ANDREW M. CUOMO  
Governor

## Office of Mental Health

ANN MARIE T. SULLIVAN, M.D.  
Commissioner, OMH

### 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](mailto: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](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/lr.php?RCID=3e410675db134026b35bfc66b52de7dc>

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

Thank you for your cooperation.



**Office of  
Mental Health**

**ANDREW M. CUOMO**  
Governor

**ANN MARIE T. SULLIVAN, M.D.**  
Commissioner, OMH

CC: Bob Myers, OMH  
Charles Morgan, OASAS  
Charlotte Carito, OMH  
Gary Weiskopf, OMH  
George Fleury, DOH  
Greg Allen, DOH  
Hope Goldhaber, DOH  
Jonathan Bick, DOH  
Laura Salkowe, OMH  
Liz Vose, OMH  
Nicole Haggerty, OMH  
Norm Brier, OMH  
Pat Lincourt, OASAS  
Rob Kent, OASAS  
Shelly Weizman, OMH  
Susan Bentley, DOH  
Plan Liaisons