

# **NYS OMH Medicaid Population Characteristics & Service Utilization Trends**

*Quick Start Guide*



**Office of  
Mental Health**

# NYS OMH Medicaid Population Characteristics and Service Utilization Trends Tableau

## Overview

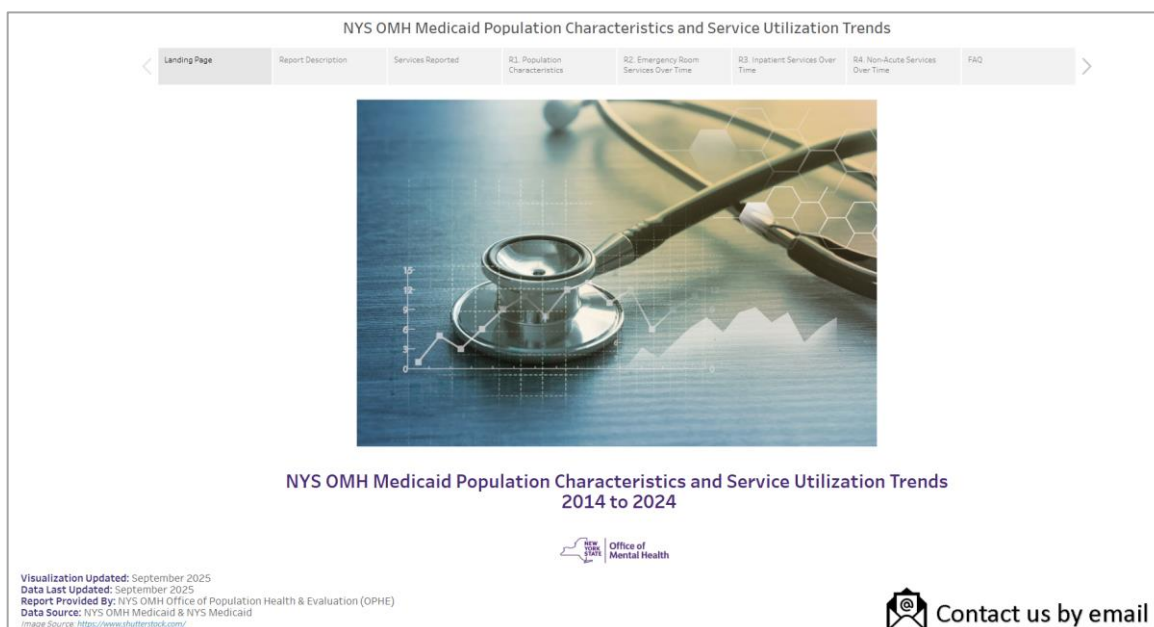
This dashboard allows the users to view the Medicaid services utilization trends for the New York State Medicaid Eligible Public Behavioral Health Population. The service types in this dashboard include emergency room, inpatient, and non-acute services. The data in this dashboard is sourced from NYS OMH Medicaid claims and encounters.

The OMH Medicaid Population Characteristics and Service Utilization Trends Tableau Visualization is available to view on the OMH website. It can be accessed through the following link:

<https://omh.ny.gov/omhweb/tableau/service-trend.html>

- There is no Protected Health Information (PHI) in this report.
- The link works best on Chrome, Edge, or Safari web browsers on a desktop
- Please see Figure 1. to see the landing page of this dashboard.

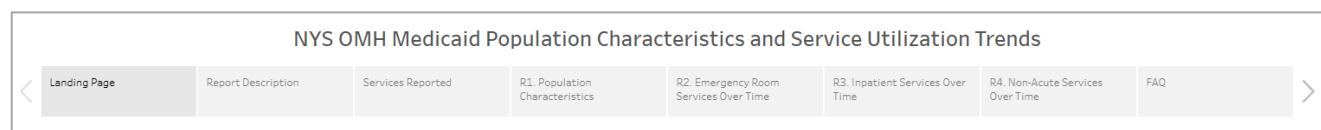
**Figure 1. OMH Medicaid Population Characteristics and Service Utilization Trends: Landing Page**



This dashboard has 8 navigation storyboard tiles (Figure 2):

1. **Landing Page:** This is where users land when navigating to the OMH Medicaid Population Characteristics and Service Utilization Trends Tableau
2. **Report Description:** This storyboard provides a summary about the dashboard and reports included in this dashboard. In addition, this storyboard displays report definitions, data source, data disclaimer, and last updated date.
3. **Services Reported:** This storyboard displays information about the service types reported in this dashboard and corresponding service category, age group, service units, etc. This information is displayed in a table form which can be filtered by Report Name (Emergency Room services over time, Inpatient services over time, Non-Acute services over time).
4. **R1. Population Characteristics:** This report shows demographic characteristics and coverage type for Medicaid beneficiaries who have ever had a behavioral health (BH) diagnosis or BH medication.
5. **R2. Emergency Room Services Over Time:** This report shows the trend of emergency room service utilization within selected service systems.
6. **R3. Inpatient Services Over Time:** This report shows the trend of inpatient service utilization within selected service systems.
7. **R4. Non-Acute Services Over Time:** This report shows the trend of non-acute service utilization within selected service systems.
8. **FAQ:** This report lists a few frequently asked questions about the NYS OMH Medicaid Population Characteristics and Service Utilization Trends.

**Figure 2. Medicaid Population Characteristics And Service Utilization Trends Tableau Navigation Tiles**



**Data notes:** These reports include data from 2014 – 2024 and data is updated annually. Detail levels include year, time unit, age group, OMH recipient region, coverage type, and service category. Data is suppressed when the number of individuals served has a value of 1 to 10. In the case where a group value is suppressed and the column total is known, the next lowest value group is also suppressed regardless of whether the number of individuals served has a value of 10 or less or not.

**User Tip:** Scroll to the bottom of the page and click on the full screen button to access the dashboard in full-screen mode (Figure 3).

**Figure 3. Viewing the Tableau in Full Screen mode**



### **Report 1. Population Characteristics**

This report shows demographic characteristics and coverage type for Medicaid beneficiaries who have ever had a behavioral health (BH) diagnosis or BH medication.

- The report can be filtered by (Figure 4):
  - **Enrollment Year:** 2014 – 2024 (All years), Default = 2024
  - **Note:** filter selection can be reset by double clicking the reset filter button to the right of the filter.
- This tab displays following information (Figure 5):
  - Number of Medicaid Enrollees
  - Tables showing N and % for distribution of Medicaid enrollees by different age groups, region, and coverage type.
- At the bottom, this page displays important data related notes.

**Figure 4. Population Characteristics: Filter and Filter Reset Button**

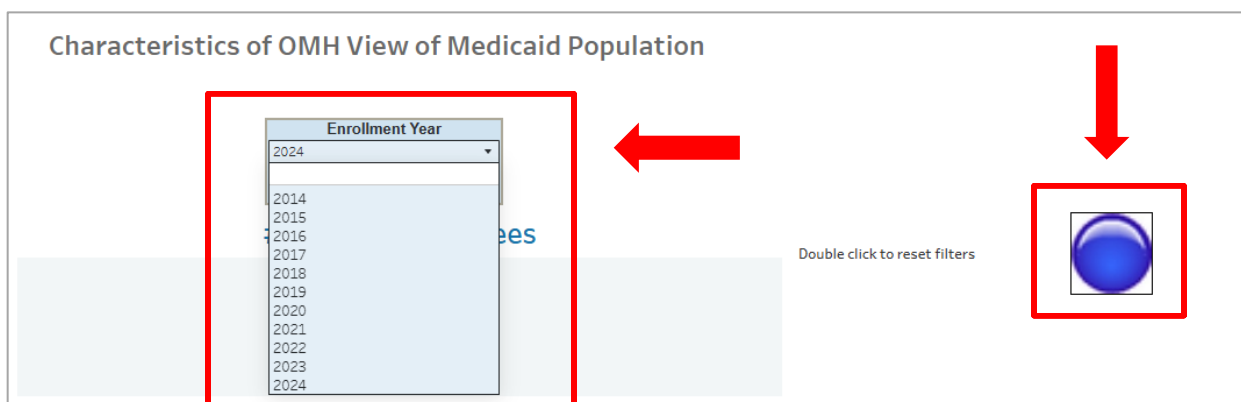
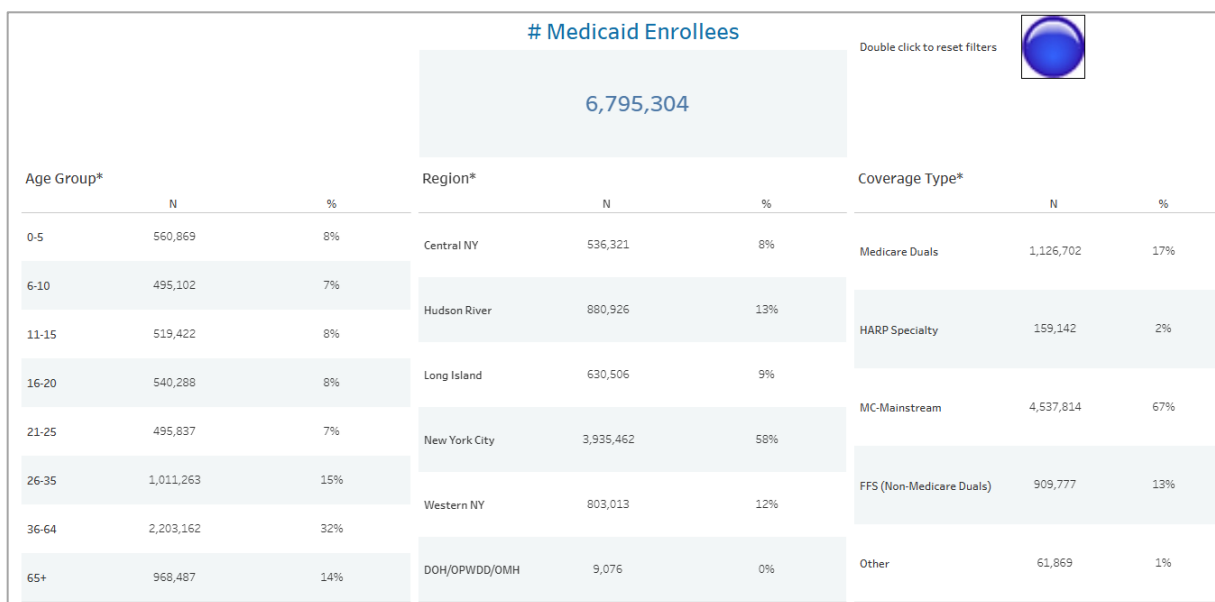


Figure 5. Facility/Site: Domains: Data Visualizations



## Report 2. Emergency Room Services Over Time

This report shows the trend of emergency room service utilization within selected service systems.

- The report can be filtered by (Figure 6):
  - Measure:** Number of Individuals (Default), Number of ER Visits, Rate of ER Visits per 10,000 Enrollees
  - Year:** All (Default), 2014 – 2024
  - Time Unit:** Month, Quarter, Year (Default)
  - Age Group:** All, Children (0-20), 0-5, 6-10, 11-15, 16-20, Adult (21-64) (Default), 21-25, 26-35, 36-64, Senior (65+), Transitional age (19-24)
  - OMH Recipient Region:** Statewide (Default), Western NY, Central NY, Hudson River, New York City, Long Island
  - Coverage Type:** All (Default), Medicare Duals, HARP Specialty, MC-Mainstream, FFS (Non-Medicare Duals), Other
  - Service Category:** Psychiatric ER (Default), SUD ER, Non-BH ER
  - Note: filter selections can be reset by double clicking the reset filter button to the right of the filters
- This tab shows a stacked bar chart showing distribution of selected measure by categories within the selected ER service category. Additionally, there is a trend

line that shows all individuals for the selected service category (Figure 7).

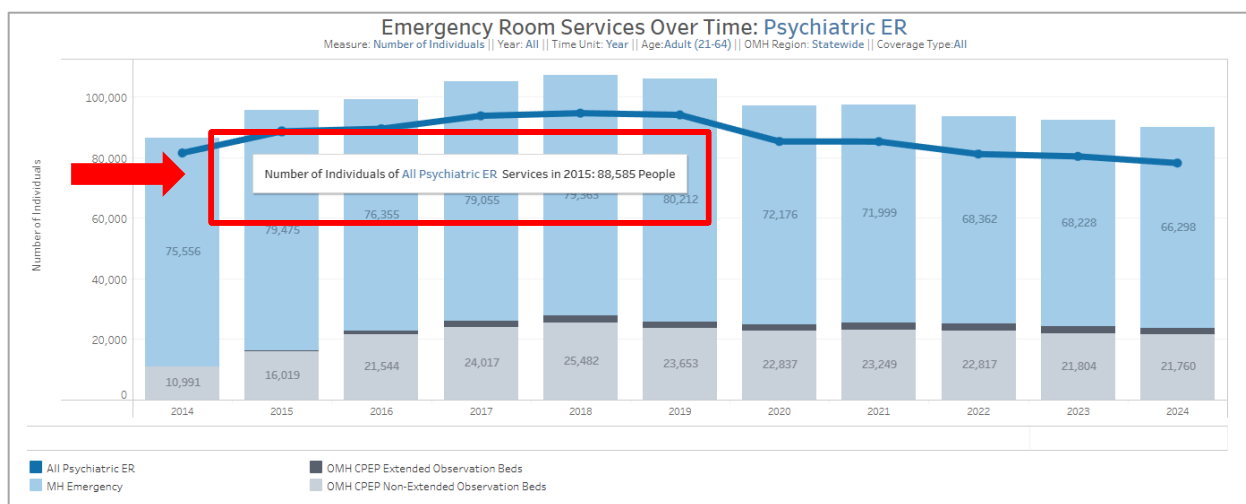
- Statewide report compares OMH Regions by items under each domain. The facility level reports show comparison by facility, geographic region (upstate or downstate), and statewide. Facility site level reports show comparisons of the selected site, the facility, and statewide.
- Users can hover over the visualizations to see an informational tooltip (Figure 7).
- At the bottom, this page displays important data related notes.

**Figure 6. Emergency Room Services Over Time: Filters**

<b>Measure</b> Number of Individuals	<b>Year</b> (All)	<b>Time Unit</b> Year	<b>Age Group</b> Adult (21-64)	<b>OMH Recipient Region</b> Statewide	<b>Coverage Type</b> All
<b>Service Category</b> Psychiatric ER					

Double click to reset filters

**Figure 7. Emergency Room Services Over Time: Data Visualizations and Tooltip**



## Report 3. Inpatient Services Over Time

This report shows the trend of inpatient service utilization within selected service systems.

- The report can be filtered by:
  - **Measure:** Number of Individuals (Default), Number of Discharges, Average Length of Stay, Rate of Discharges per 10,000 Enrollees
  - **Year:** All (Default), 2014 – 2024
  - **Time Unit:** Month, Quarter, Year (Default)

- **Age Group:** All, Children (0-20), 0-5, 6-10, 11-15, 16-20, Adult (21-64) (Default), 21-25, 26-35, 36-64, Senior (65+), Transitional age (19-24)
- **OMH Recipient Region:** Statewide (Default), Western NY, Central NY, Hudson River, New York City, Long Island
- **Coverage Type:** All (Default), Medicare Duals, HARP Specialty, MC-Mainstream, FFS (Non-Medicare Duals), Other
- **Service Category:** Psychiatric Inpatient (Default), SUD Inpatient, BH Inpatient General, Non-BH Inpatient
- Note: filter selections can be reset by double clicking the reset filter button to the right of the filters
- This tab shows a stacked bar chart showing distribution of selected measure by categories within the selected Inpatient service category. Additionally, there is a trend line that shows all individuals for the selected service category.
  - Statewide report compares OMH Regions by items under each domain. The facility level reports show comparison by facility, geographic region (upstate or downstate), and statewide. Facility site level reports show comparisons of the selected site, the facility, and statewide.
- Users can hover over the visualizations to see an informational tooltip.
- At the bottom, this page displays important data related notes.

### ***Report 4. Non-Acute Services Over Time***

This report shows the trend of non-acute service utilization within selected service systems.

- The report can be filtered by:
  - **Measure:** Number of Individuals (Default), Number of Non-Acute Visits, Rate of Non-Acute Visits per 10,000 Enrollees
  - **Year:** All (Default), 2014 – 2024
  - **Time Unit:** Month, Quarter, Year (Default)
  - **Age Group:** All, Children (0-20), 0-5, 6-10, 11-15, 16-20, Adult (21-64) (Default), 21-25, 26-35, 36-64, Senior (65+), Transitional age (19-24)
  - **OMH Recipient Region:** Statewide (Default), Western NY, Central NY, Hudson River, New York City, Long Island
  - **Coverage Type:** All (Default), Medicare Duals, HARP Specialty, MC-

- Mainstream, FFS (Non-Medicare Duals), Other
- **Service Category:** All Non-Acute Services, Default = OMH Licensed Outpatient and Residential (Overall)
- **Detailed Service Category:** All detailed service categories within the selected service category
- Note: filter selections can be reset by double clicking the reset filter button to the right of the filters
- This tab shows a stacked bar chart showing distribution of selected measure by categories within the selected non-acute service category. Additionally, there is a trend line that shows all individuals for the selected service category.
  - Statewide report compares OMH Regions by items under each domain. The facility level reports show comparison by facility, geographic region (upstate or downstate), and statewide. Facility site level reports show comparisons of the selected site, the facility, and statewide.
- Users can hover over the visualizations to see an informational tooltip.
- At the bottom, this page displays important data related notes.

## FAQs

This report lists a few frequently asked questions about the NYS OMH Medicaid Population Characteristics and Service Utilization Trends (Figure 8).

Figure 8. FAQs Storyboard Tile

### Frequently Asked Questions

**Are any of the data in the dashboard "real-time"?**

No, none of the data in the NYS Medicaid Behavioral Health Population Service Trend Report dashboards are "real-time." The data cover full calendar years, quarters and months, and are refreshed periodically to update lagged submissions.

**What kinds of data are included in this report?**

This report only includes Medicaid data, including both fee-for-service, and managed care encounter records.

**How can I best use the information in this portal?**

This can be used as a tool for you to familiarize yourself with the trend of Medicaid services utilized by NYS Medicaid enrollees, who ever had a behavioral health diagnoses or medication. You can also use this data to observe yearly, quarterly, and monthly trends that may impact how you administer services to individuals or aid in the planning process for expansions or alterations to service networks.

**How to print or download the report?**

Reports can be printed as PDF or downloaded as data. See "Download" at the bottom right. Click on the chart or table and the click crosstab/data option in "Download" to export data.

**Why do reports go blank under some selections and how to fix it?**

Reports may go blank when you select some filter combinations, which means there are no data within that scenario. You can click the reset filter button on the dashboard and reselect the filters.



### ***Technical Assistance***

If you have any questions about using the Dashboard or the included measures, please send an email to our technical assistance helpdesk:

[DataOPHE@omh.ny.gov](mailto:DataOPHE@omh.ny.gov)