

PSYCKES-Medicaid

Enabling Access to Client-Level Data
User's Guide



**Office of
Mental Health**

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Overview

PSYCKES users can automatically view client-level Medicaid data of clients for whom the user’s provider agency billed Medicaid and who are positive for a quality flag. This is due to a federal mandate to monitor the quality of care for Medicaid clients. Certain categories of protected health information (PHI) – including data associated with HIV, substance use, family planning, and genetic information – are legally subject to additional special protection and will not be displayed in PSYCKES without client consent or an emergency. The New York State Office of Mental Health (OMH) developed the Enable PHI Access feature in PSYCKES to allow provider agencies to obtain consent from clients for expanded access to their Medicaid data. The Enable PHI Access feature allows providers to view the Clinical Summary of Medicaid recipients who are not positive for a quality flag and / or have data with special protections, as well as for those recipients who are not associated with a provider through Medicaid billing.

Registrar Menu: Enable PHI Access

One way to access the Enable PHI Access feature is through the “Registrar Menu” in PSYCKES and it can be used to attest:

1. Client has granted consent for staff at the agency/BHCC network to access PHI;
2. PHI is being disclosed due to a clinical emergency or;
3. Client is being served by or transferred to the agency.

Recipient Search: Enable PHI Access

The second way to access the Enable PHI Access feature is through a recipient identifier search in “Recipient Search”. See the *PSYCKES-Medicaid Recipient Search User’s Guide* for more details.

Types of Consent in PSYCKES

- PSYCKES Consent
- Behavioral Health Care Collaborative (BHCC) Patient Information Sharing Consent
- Department of Health Adult Health Home Patient Information Sharing Consent (DOH-5055)

More detailed information to follow on pages 5-6.

Accessing client data in PSYCKES: 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 | Dependent on type of consent (i.e. PSYCKES consent, BHCC consent, and DOH-5055 consent) |

There are two ways that clients are assigned to a provider agency within PSYCKES:

1 **Automatically**, because **client received a billed service in the past nine months**:

If the client has an active quality flag, user can view clinical data but NOT data with special protections. The duration is as long as both the flag remains active and the client has been served by the agency within the past nine months.

2 **Manually**, because a PSYCKES user at the agency attests in the Enable PHI Access menu that:

- **Client is being served at / transferred to agency:** User can view clinical data, but NOT data with special protections. The duration is as long as both the flag remains active and the client has been served by the agency within the past nine months.

Note: This option can be used for clients in which consent has not yet been obtained and / or clients that are new to the agency. For new clients being transferred to the agency, but the agency has not billed a service for them – staff could use this option to view the clients’ Clinical Summary ahead of time.

- **Client is experiencing a clinical emergency:** User can view all clinical data, including data with special protections, regardless of quality flag status. Access expires after 72 hours.

- **Client signed consent:** User can view all clinical data, including data with special protections, regardless of quality flag status. Please review the below consent options for additional information.

Types of PSYCKES Consent Forms

PSYCKES Consent Form

The PSYCKES consent form:

- **Describes** the type of clinical information that will be available to the provider, including PHI with special protections.
- **Explains** that once consent is granted, information on services that occurred before or after the date of consent will be viewable in PSYCKES.
- **Remains in effect** until the day the client withdraws consent, or until three years after the last date the client received services from the agency, whichever comes first.

PSYCKES Consent Form Languages:

The PSYCKES consent form is currently available as a blank PDF on the PSYCKES website in the following languages:

- | | |
|------------------|------------|
| ▪ English | ▪ Japanese |
| ▪ Spanish | ▪ Khmer |
| ▪ Arabic | ▪ Korean |
| ▪ Chinese | ▪ Russian |
| ▪ Haitian Creole | ▪ Urdu |

Alternatively, a PSYCKES consent form that is pre-populated with your agency's information can be printed from the Registrar Menu of the PSYCKES application. Currently, only English and Spanish PSYCKES consent forms are available within the application.

Behavioral Health Care Collaborative (BHCC) Patient Information Sharing Consent

The BHCC Patient Information Sharing Consent form:

- **Describes** that the user will be able to view all clinical level data, including PHI with special protections. Data will be available to both the provider/agency that entered this BHCC Consent as well as the selected BHCC/IPA Network.

- **Explains** that once BHCC consent is granted, information on services that occurred before or after the date of BHCC consent will be viewable in PSYCKES.
- **Remains in effect** until the day the client withdraws BHCC consent, or until three years after the last date the client received services from the agency, whichever comes first.

Department of Health Adult Health Home Patient Information Sharing Consent (DOH-5055)

The DOH-5055 Patient Information Sharing Consent Form:

- **Describes** that this will enable access to all client level data for specific user types at their provider/agency, according to their user role survey. The user types that have access are Care Management and Health Home Administration
- **Explains** that once DOH-5055 consent is granted, information on services that occurred before or after the date of DOH-5055 consent will be viewable in PSYCKES. The Health Home and the partners listed on the form are allowed to get, see, read, copy, and share with each other ALL health information.
- **Remains in effect** until the day the client withdraws DOH-5055 consent, or until the client is no longer enrolled in that Health Home, whichever comes first.

Obtaining consent from clients

Clients for whom consent is required typically include:

- New admissions that are being served by the user's agency for the first time but have previously received Medicaid services at any agency;
- Clients with a quality concern who potentially have data with special protections;
- Clients served by the user's agency who are not flagged with a quality concern and;
- Clients being transferred to the user's agency.

It is recommended that the PSYCKES consent form is set up ahead of time and multiple printed copies are available to have on hand for obtaining client consent.

The following steps detail how to set up and print the PSYCKES consent form using the Registrar Menu in PSYCKES and how to obtain signed consent from clients (Figure 1):

A. Set up PSYCKES Consent Form

Set up the PSYCKES consent form ahead of time to include specific information about the agency within the consent form:

- 1 Hover mouse over the “Registrar Menu” > Click on “Manage PHI Access” menu
- 2 Click on “Add/Edit Details” for Provider Details for Consent form.

Note: The “Name of Provider” will be pre-populated with the agency’s name.

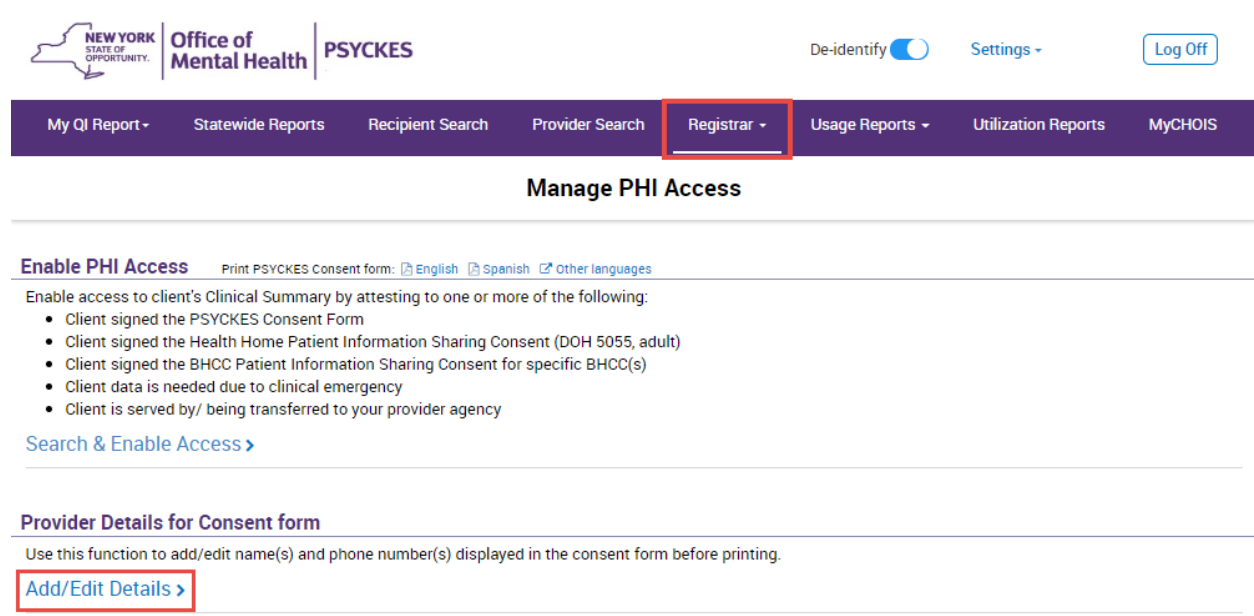


Figure 1. Registrar Menu: Administration

- 3 Fill in the blank fields so that the relevant contact information below can be populated into the PSYCKES consent form, then click “Submit” (Figure 2):
- Name (or title) and phone number of staff member to which clients can report suspected improper use of PSYCKES PHI
 - Name (or title) and phone number of staff member clients can contact to obtain the PSYCKES Withdrawal of Consent form
 - Name (or title) of staff member to which clients can give the signed PSYCKES Withdrawal of Consent form

Note: The information entered in the Administration menu will automatically populate on all PSYCKES consent forms printed by any PSYCKES user at the agency from within the application. The information can be edited at any time by returning to the Administration menu.

My QI Report Statewide Reports Recipient Search Provider Search Registrar ▾ Usage Reports ▾ Utilization Reports MyCHOIS

[← Back to PHI access](#)

MAIN STREET CLINIC
Add/Edit Provider Details for consent form

Provider/Hospital to contact for improper use of PSYCKES PHI

| | | | |
|--------------------|---|------|--------------------------------|
| Contact Name/Title | <input type="text" value="Dr. John Smith"/> | | |
| Phone Number | <input type="text" value="(555) 555-5555"/> | Ext. | <input type="text" value="5"/> |

Provider/Hospital to contact for PSYCKES Withdrawal of Consent form

| | | | |
|--------------------------------------|---|------|--------------------------------|
| Contact Name/Title | <input type="text" value="Dr. John Smith"/> | | |
| Phone Number | <input type="text" value="(555) 555-5555"/> | Ext. | <input type="text" value="5"/> |
| Name/Title of Person to give form to | <input type="text" value="Dr. Jane Doe"/> | | |

Figure 2. Registrar Menu: Provider Details

B. Print PSYCKES Consent Form

Print the consent form via the Registrar Menu in PSYCKES (Figure 3):

- 1 Hover mouse over the “Registrar Menu” and select “Manage PHI Access”
- 2 Where it says “Print PSYCKES Consent form”, select language of consent form to be printed (English Version or Spanish Version).
- 3 Print consent form PDF (click File → Print).

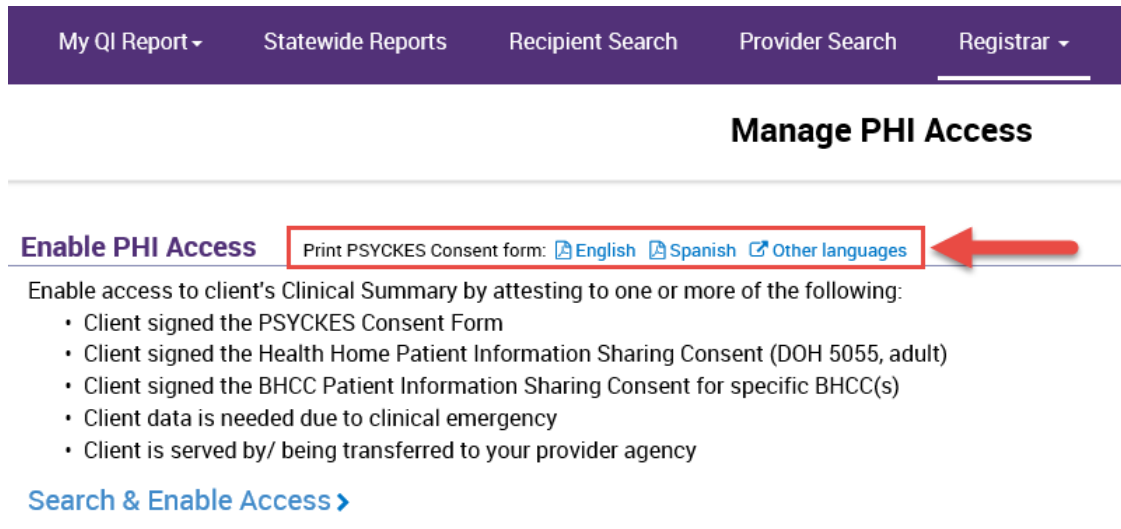


Figure 3. Registrar Menu: Print PSYCKES Consent Form

C. Client Signs PSYCKES Consent Form

There are options for when obtaining client consent including:

- The PSYCKES consent form in intake package, along with other forms or;
- When a clinician can explain PSYCKES during a session with client and request consent.

On the consent form, the client can grant (or deny) consent for an agency to access all electronic health information through PSYCKES in connection with providing health care services.

D. File Consent Form

Offer a copy of the signed consent form to the client and file the original consent form in the client’s chart (paper chart or Electronic Medical Record (EMR)).

Manually attest right to access client data

A PSYCKES user may enable access to client-level data by manually attesting to the right to access client data (via way of consent, clinical emergency, or attestation of service). The attestation is entered via the “Registrar Menu” or “Recipient Search” of the PSYCKES application.

The following steps detail how to attest to the right to access client-level data using the Registrar Menu:

1. Login to PSYCKES and manage access

- a) Login to PSYCKES > Hover mouse over “Registrar Menu” > Click on “Manage PHI Access” menu > Click “Search & Enable Access” (Figure 4)

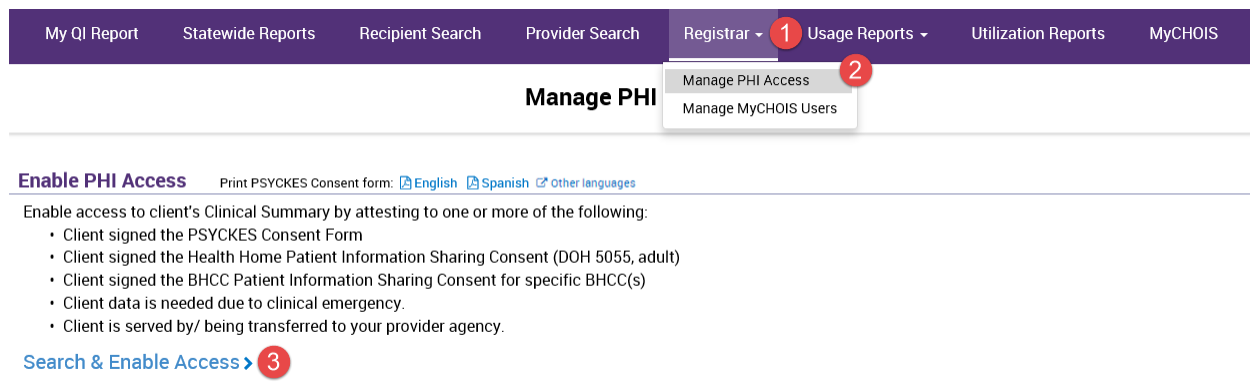


Figure 4. Registrar Menu: Manage PHI Access

Note: The Enable PHI Access feature can also be accessed via “Recipient Search”. See the *PSYCKES-Medicaid Recipient Search User’s Guide* for more details

2. Search for client in the entire PSYCKES database

- a) Enter any combination of the recipient identifiers (Medicaid ID, SSN, First Name, Last Name or DOB) > click “Search”
- b) Confirm recipient match and click “Enable Access” link on the rightmost column (Figure 5).

Note: If search yields more than 10 recipients, a message will appear indicating that there are too many recipients matching search criteria.

- **Attestation of Service: Client is currently served by / being transferred to [provider agency name]** – Checking this box will only give the user the ability to view a client’s Clinical Summary data if the client has an active quality flag and it will not provide access to data with special protections (HIV, substance use information, family planning, genetic testing). The data will be available to PSYCKES users at the agency as long as there is an active quality flag.

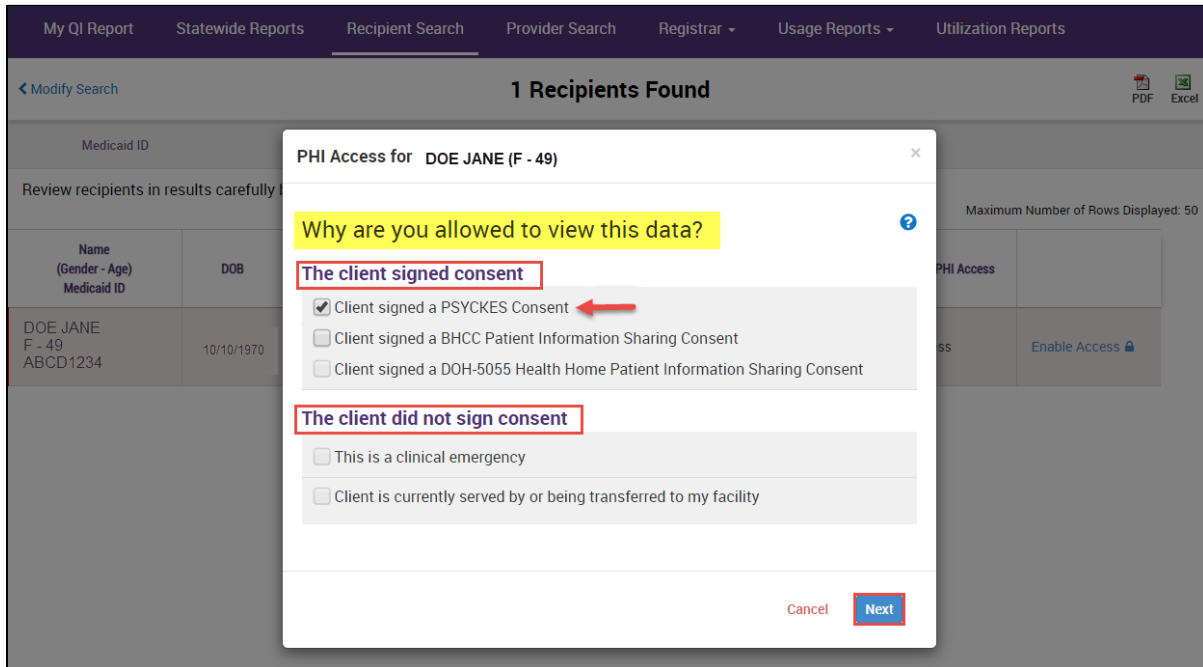


Figure 6. Enable PHI Access: Consent

4. Indicate the way in which the client’s identity has been verified and submit

- Attest client has been identified (Figure 7):
 - Check the box next to “Service provider attests to client identity,” if you or someone at your agency has experience with the client or
 - Select the types of identification presented by the client from the two drop-down lists.
- Complete the process of enabling PHI access by clicking one of the following buttons:
 - Click “**Submit and go to client’s Clinical Summary**” to complete the process of enabling access to client’s Clinical Summary to all users at your agency and proceed to the client’s Clinical Summary;

- Click **“Submit and quit”** to complete the process of enabling access to client’s Clinical Summary to all users at your agency and return to the main PHI Access menu or;
- Click **“Quit and do not submit”** to cancel the process of enabling access to that client’s data and return to the main PHI Access menu.

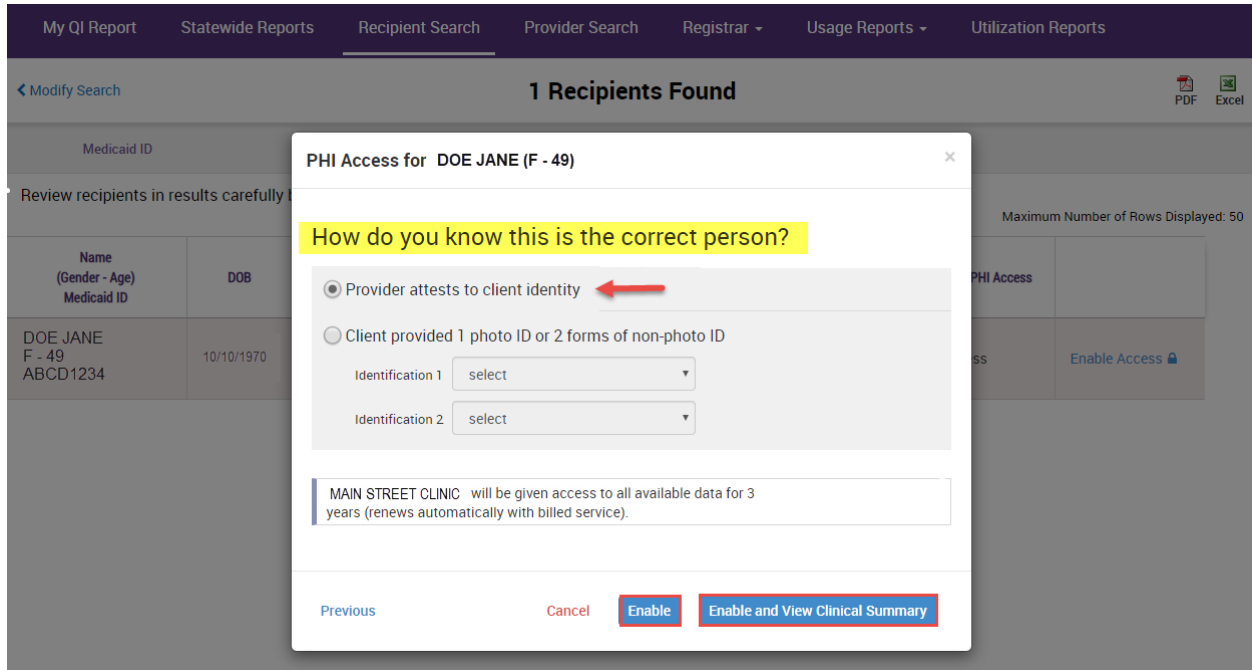


Figure 7. Enable PHI Access: Client Identity Attestation

Withdrawal of Consent

A client who has granted consent (PSYCKES consent, BHCC consent, or DOH-5055 consent) may withdraw consent at any time by signing a Withdrawal of Consent form. A PSYCKES user must revoke consent using the Registrar Menu in PSYCKES. Withdrawal of consent revokes an agency's ability to view a consented client's full Clinical Summary. This functionality should also be used immediately if a user accidentally consents incorrect client.

PSYCKES Withdrawal of Consent Form

Withdrawal of PSYCKES consent revokes an agency's ability to view a consented client's full Clinical Summary. However, if the client who withdrew consent is flagged in PSYCKES for a quality concern, some data for that client may still be accessible in PSYCKES, with the exception of data with special protections (HIV, substance use information, family planning, genetic testing).

Note: Provider agencies that accessed a client's PSYCKES information while the consent was in effect may include the information in the client's medical record. Even if the client decides to withdraw consent, agencies are not required to return the PSYCKES information accessed while the consent was in effect nor are they required to remove the information from their records. Consent may be reinstated by having the client sign a new PSYCKES consent form and having a PSYCKES user complete the steps to enable PHI access.

BHCC Withdrawal of Consent Form

Withdrawal of BHCC consent (if this is the only consent provided by a client) revokes both the provider agency and BHCC/IPA network users' ability to view a client's full Clinical Summary. However, if the agency had both a signed PSYCKES consent form and a BHCC consent form, and a client only withdraws a BHCC consent form, the agency would still have access to the client's information.

Department of Health Adult Health Home Withdrawal of Consent Form (DOH-5058)

Similar to the PSYCKES Consent withdrawal, a PSYCKES user may revoke DOH-5055 consent using the Registrar Menu in PSYCKES. By withdrawing the DOH-5055 Consent this may revoke the agency's ability to view the client's full Clinical Summary unless there is any other type of consent active (i.e. the PSYCKES Consent form, attestation of service). The DOH-5058 Withdrawal of Consent form is available on the DOH Health Home website.

Using the Registrar Menu for PSYCKES Withdrawal of Consent

The following steps detail how to use the Registrar Menu to print the PSYCKES Withdrawal of Consent form and revoke client consent:

A. Print the PSYCKES Withdrawal of Consent Form

- a) Hover mouse over the “Registrar Menu” and select “Manage PHI Access”
- b) Where it says “Print PSYCKES Withdrawal of Consent form”, select language of consent form to be printed (English Version or Spanish Version) (Figure 8).
- c) Print consent form PDF (click File → Print).

The screenshot shows the PSYCKES Registrar Menu. At the top, there is a navigation bar with the New York State Office of Mental Health logo and the PSYCKES logo. To the right of the logo, there are links for 'De-identify', 'Settings', and 'Log Off'. Below the navigation bar is a menu with several options: 'My QI Report', 'Statewide Reports', 'Recipient Search', 'Provider Search', 'Registrar', 'Usage Reports', 'Utilization Reports', and 'MyCHOIS'. The 'Registrar' menu item is highlighted with a red box. Below the menu is the 'Manage PHI Access' section. This section has three main options: 'Enable PHI Access', 'Provider Details for Consent form', and 'Withdraw Consent'. The 'Withdraw Consent' option is highlighted with a red box, and a red arrow points to it. The 'Withdraw Consent' option includes a link to 'Print Withdrawal of Consent form' with language selection options: 'English', 'Spanish', and 'Other languages'. Below the 'Withdraw Consent' section, there is a 'Search & Withdraw Consent' link.

Figure 8. Registrar Menu: Print PSYCKES Withdrawal of Consent Form

B. Client Signs PSYCKES Withdrawal of Consent Form

C. File PSYCKES Withdrawal of Consent Form

Offer a copy of the signed PSYCKES withdrawal of consent form to the client and file the original consent form in the client’s chart (paper chart or EMR).

D. Revoke PSYCKES Consent

- a) Hover mouse over “Registrar Menu” > Click on “Manage PHI Access” menu > Click “Search & Withdraw Consent” to disable access to client data (Figure 9)
- b) Enter the client’s Medicaid ID in the box provided and click “Submit” (Figure 10)
- c) Client’s demographic information will appear; confirm the client found is the client that signed the withdrawal of consent form > Click “Withdraw” and confirm you wish to withdraw consent; click “OK” to proceed and a confirmation message that consent has been withdrawn will be displayed on the next screen (Figure 11)

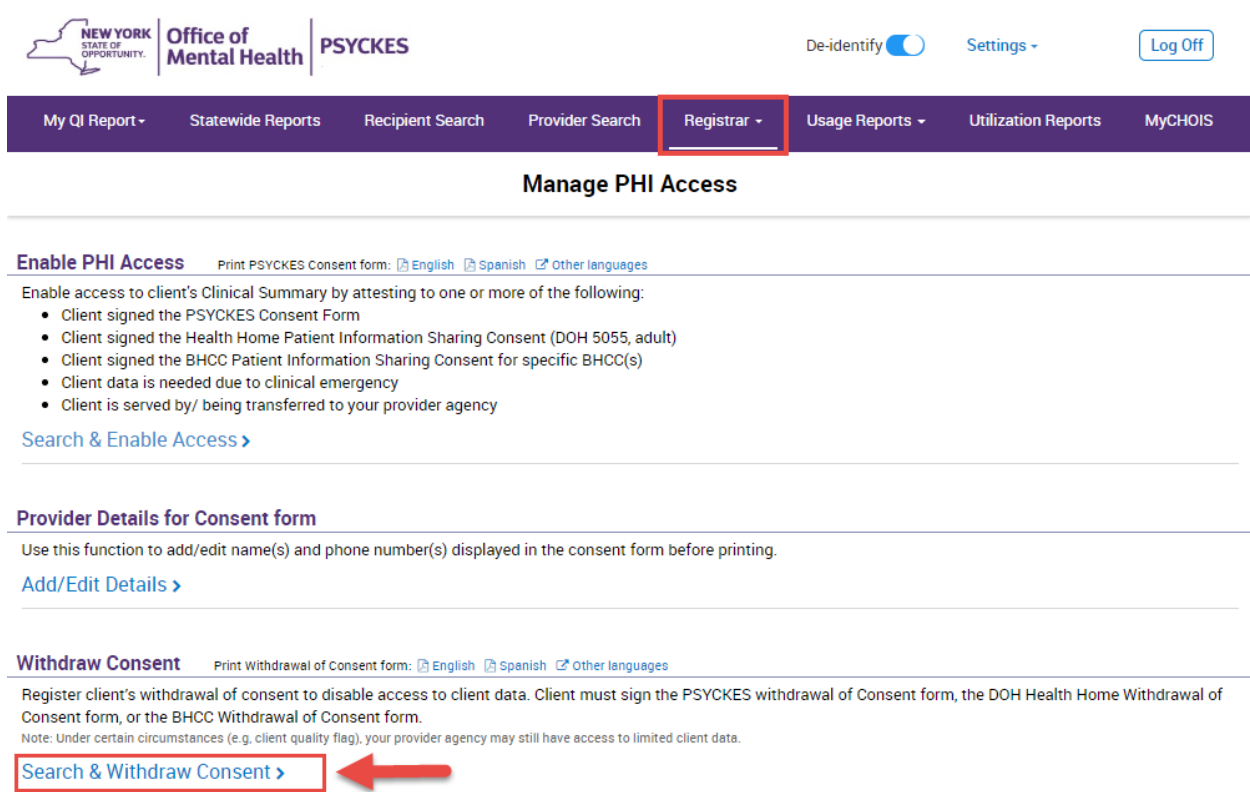


Figure 9. Registrar Menu: PHI Access Withdrawal of Consent

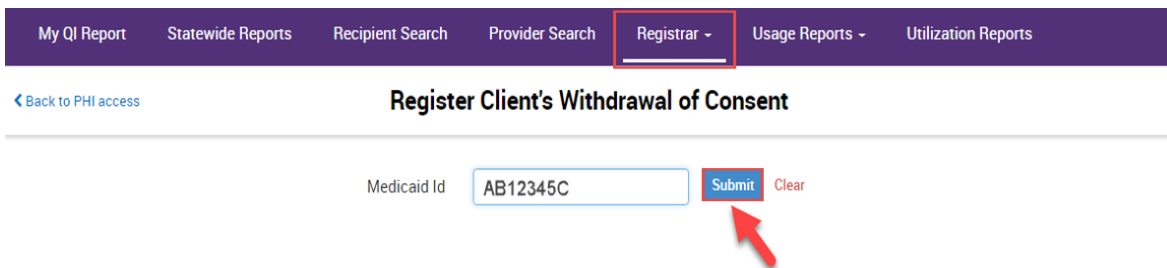


Figure 10. Registrar Menu: Withdrawal of Consent

My QI Report Statewide Reports Recipient Search Provider Search **Registrar** Usage Reports Utilization Reports

[Back to PHI access](#) **Register Client's Withdrawal of Consent**

Medicaid Id

Results

| Name | DOB | Address | Medicaid ID | Select Active Consent to Withdraw | |
|----------|------------|--------------------------------------|-------------|---|--------------------------|
| DOE JANE | 10/10/1970 | 123 MAIN ST BROOKLYN, NY 12345 | AB12345C | <input type="checkbox"/> PSYCKES Consent for ACMH, INC. <input type="checkbox"/> DOH 5055 Consent <input type="checkbox"/> BHCC Consent for COORDINATED BEHAVIORAL CARE IPA | Withdraw |

Figure 11. Registrar Menu: Withdrawal of Consent

Search clients with active PSYCKES consent

The Recipient Search menu allows users to look up clients that have an active consent in PSYCKES. To view this list, follow these steps:

- a) Login to PSYCKES > Click on “Recipient Search” menu > Within the “Services by a Specific Provider” search box, locate the “Current Access Status” drop-down filter, select PSYCKES Consent and Search (Figure 12)

Note: The Recipient Search function defaults to display 50 recipients for each search. To view more names, select a larger number in the “Maximum No. of Rows to be displayed” drop-down filter before clicking “Search”.

The screenshot displays the 'Recipient Search' interface with the following sections:

- Recipient Identifiers:** Search in: Full Database MAIN STREET CLINIC. Fields include Medicaid ID (AB00000A), SSN (000-00-0000), First Name, Last Name, and DOB (MM/DD/YYYY).
- Characteristics as of 02/11/2020:** Includes filters for Age Range, Gender, Population, High Need Population, AOT Status, Alerts & Incidents, Managed Care, MC Product Line, Medicaid Restrictions, DSRIP PPS, Children's Waiver Status, HARP Status, HARP HCBS Assessment Status, and HARP HCBS Assessment Results.
- Quality Flag as of 02/01/2020:** Includes a 'Definitions' link.
- Services: Specific Provider as of 02/01/2020:** Includes a 'Past 1 Year' filter and a dropdown menu for 'Current Access'. The dropdown is open, showing options: PSYCKES Consent (selected), DOH 5055 Health Home Consent, BHCC Consent, Emergency, Attestation of Service only, and Linked through Medicaid Billing only (Limited access with Quality Flag).

Figure 12. Recipient Search: Current Access Status Filter