

PSYCKES-Medicaid Release Notes – Release 8.7.0

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1. Medicaid Recertification: Recipient Search and Clinical Summary Notification Updates

Based on new federal regulations for Medicaid coverage, PSYCKES is capturing individuals needing to re-certify their Medicaid coverage via New York State of Health (NYSoH) OR their Local Department of Social Services (LDSS). New filters have been added to the Recipient Search – Cohort Search page in the Managed Care Plan & Medicaid section, identifying individuals whose Medicaid coverage has become inactive within the past 3 months or past year, and those needing to re-certify their Medicaid coverage within the next month.

Additionally, the Planning Considerations column within the Recipient Search Standard results view now includes the expiration date for individuals needing to recertify their Medicaid coverage, and a notification if the individual has inactive Medicaid along with when their coverage had expired. Lastly, a new 'Inactive Medicaid Alert' Notifications message has been added to the Clinical Summary, which will display when applicable to the individual.

- **Recipient Search – Cohort Search**
 - Managed Care Plan & Medicaid Section
 - Medicaid Enrollment Status
 - Inactive Medicaid – Expired past year
 - Inactive Medicaid – Expired past 3 months
 - Medicaid Recertification Due < 1 mo.
 - Medicaid Recertification Due < 1 mo. (renew via NYSOH)
 - Medicaid Recertification Due < 1 mo. (renew via LDSS)
- **Recipient Search Results – Planning Considerations Column**
 - Medicaid Recertification Alert (expires: XX/XX/XXXX)
 - Inactive Medicaid Alert (expired: XX/XX/XXXX)
- **Clinical Summary – Notifications Section**
 - Inactive Medicaid Alert
 - This client's Medicaid coverage expired on XX/XX/XXXX. For information about how they can re-apply, visit: [How to Apply for NY Medicaid](#).

2. Integration of Critical Time Intervention (CTI) Data in the Clinical Summary

Critical Time Intervention (CTI) is a care management service designed to support adults with serious mental illness. CTI teams coordinate services and provide targeted support to facilitate successful reintegration into the community. In the Clinical Summary, CTI team service and contact information will now display in the Current Care Coordination section for enrolled clients who have received this service in the past year. CTI information will also be viewable in the historical Care Coordination section and the Integrated View of Services (IVOS) Over Time graph to support users in identifying CTI service history or patterns.

- **Current Care Coordination (CCC) Section:**
 - CTI Team Name
 - Referral Date
 - Referral Source
 - Admission Date
 - Discharge Date (if applicable)
 - Discharge Reason (if applicable)
 - Discharge Notes (if applicable)
 - Staff Information
- **Care Coordination Section:**
 - Service Type
 - Provider
 - First Date Billed
 - Last Date Billed
 - # Bills
 - Procedure (Most Recent Visit)
 - Procedure data includes attempted or successful contact, type of service, target(s) involved, modality, location, and length of contact.

3. Addition of SOS, CTI, and Mobile Crisis Data in Recipient Search as Service Settings and High Need Population Filters

New service settings have been added to the Recipient Search – Cohort Search page in the “Service Settings” filter boxes and High Need Population filter dropdown. These new settings include Safe Options Support (SOS), Critical Time Intervention (CTI), and Mobile Crisis (Source: DOHMH).

- **Recipient Search – Cohort Search**
 - Populations & Planning Considerations
 - High Need Population
 - Safe Options Support (SOS) Enrolled or Discharged in Past Year
 - Critical Time Intervention (CTI) Enrolled or Discharged in Past Year
 - “Services: Specific Provider” or “Services by Any Provider”
 - Care Coordination
 - Critical Time Intervention (CTI)
 - Safe Options Support (SOS)
 - Crisis Services
 - Mobile Crisis (Source: DOHMH)

4. New CAIRS Service Setting: Home Based Crisis Intervention (HBCI)

Home Based Crisis Intervention (HBCI) provides short term, intensive in-home crisis services designed to prevent unnecessary psychiatric hospitalizations for children and youth at imminent risk of crisis. A new HBCI service setting has been added to the Recipient Search – Cohort search page, within the “Service Setting” filter boxes and the Clinical Summary. In the Clinical Summary, HBCI team information from CAIRS has been added to the Current Care Coordination section for clients who have received this service in the past year. This information will also be viewable in the Crisis Services section and the Integrated View of Services (IVOS) Over Time graph.

- **Recipient Search – Cohort Search**
 - “Services by Specific Provider” or Services by Any Provider” sections
 - Crisis Service
 - Home Based Crisis Intervention (HBCI) (Source: OMH CAIRS)
- **Clinical Summary**
 - Current Care Coordination
 - Provider Name
 - Admission Date
 - Discharge Date (if applicable)
 - Discharge Reason (if applicable)
 - Discharge Comment (if applicable)
 - Program Contact Information
 - Crisis Services
 - Service Type
 - Provider Name
 - Admission Date
 - Discharge Date
 - Discharge Reason (if applicable)
 - Brief Overview – All Hospital and Crisis Utilization
 - Crisis Services
 - # Providers
 - Last Crisis Service

5. Episode-Based CAIRS Data Update

In the Clinical Summary Living Support/Residential section, improvements have been made to allow users to more clearly identify CAIRS episode-based services. Previously, episode-based services only displayed one singular service date. With this update, the Living Support/Residential section will now display both admission and discharge dates, when applicable, to identify that an episode-based service has occurred. The word ‘Current’ will display in the Last Date Billed/Discharge column if the individual is still actively enrolled in the CAIRS program. In the Integrated View of Services (IVOS) Over Time graph, the episode-based services will appear as a line rather than singular service dots so that an episode can be more clearly identified.

6. Mobile App 8.7.0 Enhancements

To maintain parity between the mobile app and web platforms, the following new features have been implemented in the PSYCKES-Medicaid iOS and Android apps:

- a. A new Android Tablet version of the PSYCKES mobile app is now available! This version mirrors the iOS iPad, allowing users to view the Brief Overview screen and IVOS service graph on an Android Tablet device.
- b. Inactive Medicaid Clinical Summary Notification
- c. Critical Time Intervention (CTI) Data
- d. Home Based Crisis Intervention (HBCI) CAIRS Service Setting

e. Episode-Based CAIRS Data Updates

Important Technical Requirements for the PSYCKES Mobile Apps

The PSYCKES iOS mobile app will require the following updates in order to login:

- 1) **iOS version 18.0 or higher** - If you are unsure what iOS version your device currently is, please navigate to Settings > General > About and look for “Software Version”
If your version is not 18.0 or higher, navigate to Settings > General > Software Update and select “Install Now” for latest update
- 2) **PSYCKES App update** – To update to the most recent version of the PSYCKES mobile app, please navigate to the App Store > Search for “PSYCKES” > Select “Update” button

NOTE: Apple’s iOS 17 operating system no longer supports certain older iPhone & iPad devices. To view which devices are compatible, please visit: <https://support.apple.com/en-us/103267>

The PSYCKES Android mobile app will require the following in order to login:

- 1) **Android version 8.0 or higher** - If you are unsure what version your Android device currently is, please navigate to Settings > About Phone or About Tablet > Look for the Android Version entry
If your version is not 8.0 or higher, navigate to Settings > System or Software Update > Check for Updates > If an update is available, tap on ‘Download and Install’
- 2) **PSYCKES App update** – To update to the most recent version of the PSYCKES mobile app, please navigate to the Google Play Store > Search for “PSYCKES” > Select “Update” button