

PSYCKES iOS

Mobile Application

User's Guide



**Office of
Mental Health**

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PSYCKES iOS Mobile Application

The PSYCKES mobile application for iOS devices (iPhone & iPad) was developed to provide quick, portable access to a client's PSYCKES Clinical Summary. The mobile app will be particularly convenient for users who interact with clients in the community; however, it can be used by any PSYCKES user with an iOS device. For more information about the PSYCKES application, visit the [PSYCKES homepage](#).

Requirements for installing the PSYCKES mobile app

Before installing the PSYCKES mobile app, the following requirements must be met:

Technical Requirements

1. iOS device (iPhone, iPad, iPod; in the future, we hope to develop an app that is compatible with Android devices)
2. The latest version of iOS; users can check to see if an upgrade is needed by navigating to Settings > General > About and look for "Software Version" If your version is not 15.0 or higher, navigate to Settings > General > Software Update and select "Install Now" for latest update
3. iPhone 5 and above; iPhone 6s; iPhone 6s Plus; iPhone SE (original model); iPod Touch (seventh-generation); iPhone 7; iPhone 7 Plus; iPhone 8; iPhone 8 Plus; iPhone X; iPhone XR; iPhone Xs; iPhone Xs Max; iPhone 11; iPhone 11 Pro; iPhone 11 Pro Max; iPhone SE (2020); iPhone 12 mini; iPhone 12; iPhone 12 Pro; iPhone 12 Pro Max
4. iPad Mini 2 and above; iPad Air; iPad Pro 9.7 & 12.9; THE iPad; iPad Pro 12.9-inch (1st through 5th generations); iPad Pro 11-inch (1st through 3rd generations); iPad Pro 10.5-inch; iPad Pro 9.7-inch; iPad Air (3rd and 4th generations); iPad Air 2; iPad mini (5th generation); iPad mini 4; iPad (5th through 8th generations)

Pre-Login Requirements

1. In order to use the PSYCKES mobile app, the user must be granted access to PSYCKES by their provider agency. Access for individual users is managed by an agency's Security Manager(s). To find out if your agency has access to PSYCKES or who your Security Manager is, contact [PSYCKES Help Desk](#).
2. Users cannot login from the PSYCKES mobile app if it is their *first time* logging in to the application. Users will need to login at least one time on the desktop version, set up their PIN for their token, and then subsequent logins can be done on the PSYCKES mobile app.

Installing the PSYCKES mobile app

To use the PSYCKES app, users will need to install it from the iOS App Store.

Install PSYCKES mobile app:

- 1) Tap the App Store icon on iOS Device
- 2) Search for “PSYCKES”
- 3) Install the free PSYCKES mobile application (App Store account password may be required)

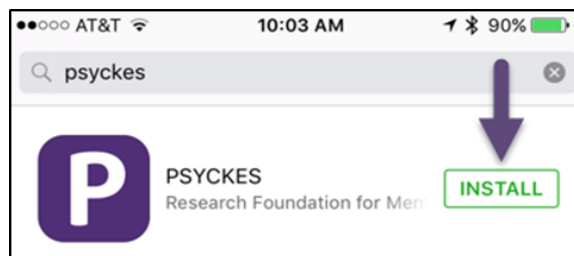


Figure 1. PSYCKES Mobile App

Installing and importing token into the RSA SecurID Token app

An RSA SecurID security token is required in order to login to PSYCKES. It generates a random set of numbers at 60-second intervals and these numbers are what will be inputted into the “passcode” section of the PSYCKES login page. These security tokens are provided to users by OMH.

There are two forms of security tokens — a physical “hard” token that looks like a keychain and a software “soft” token” that can be downloaded onto a computer or smartphone. A hard token may be used to login to the mobile app; however, we recommend installing a soft token onto your iOS device for the convenience of having your token and PSYCKES mobile app in one place.

Install RSA SecurID App

1. Tap the App Store icon on iOS Device
2. Search for “RSA SecurID”
3. Install the RSA SecurID app
4. If prompted, enter your Apple ID or iTunes account credentials

Import Token from Email

1. Soft tokens are sent via email to user’s email address listed in SMS:
 - a. New soft tokens are now automatically set to go on computers only. To request a token for your “mobile device instead of desktop,” send a request to the OMH/ITS Helpdesk and include the following information:
 - i. Name
 - ii. Email address
 - iii. OMH-issued User ID

- iv. Type of mobile device that your mobile token will go on (e.g., iOS/Apple, Android, etc.)
 - b. Users who have a hard token but would prefer to use a soft token can request to have a soft token sent to them by the OMH/ITS Helpdesk
 - c. OMH/ITS Helpdesk contact information:
 - i. External Providers (Non-State Employees)
OMH Helpdesk: healthhelp@its.ny.gov
 - ii. State Employees ITS Helpdesk: fixit@its.ny.gov
- 2. Once the OMH/ITS Helpdesk approves your request for a mobile token, you'll receive a confirmation email which will include:
 - a. Login instructions for the Self-Service Console
 - i. Note: Use a separate desktop computer to login to the Self-Service Console (<https://mytoken.ny.gov>)
 - b. Mobile token import instructions

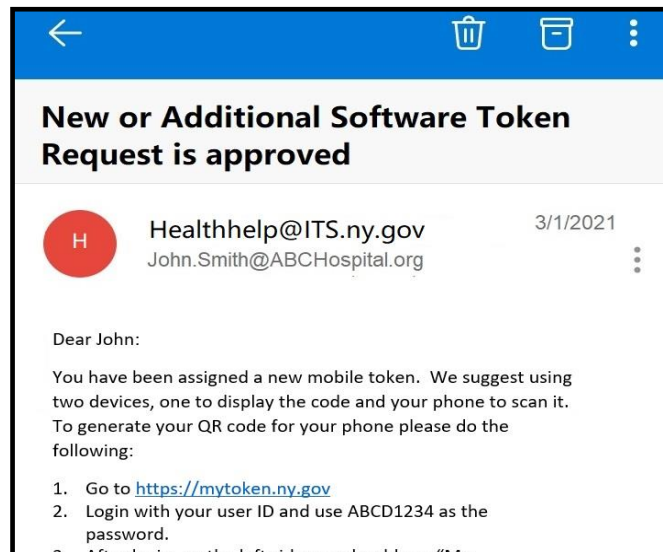


Figure 2. Mobile token confirmation email

3. Login to the RSA Self-Service Console page on a desktop computer:

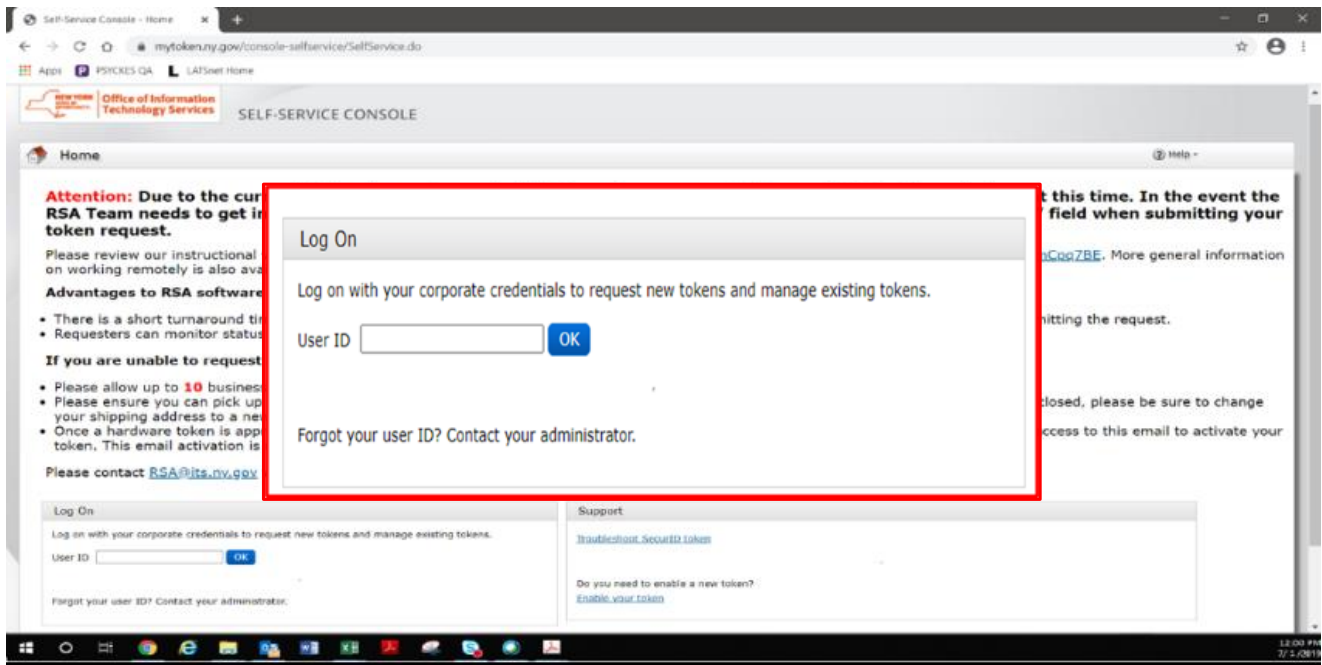


Figure 3. Enter User ID login to the Self-Service Console

4. Set your “Authentication Method” to “Password”:

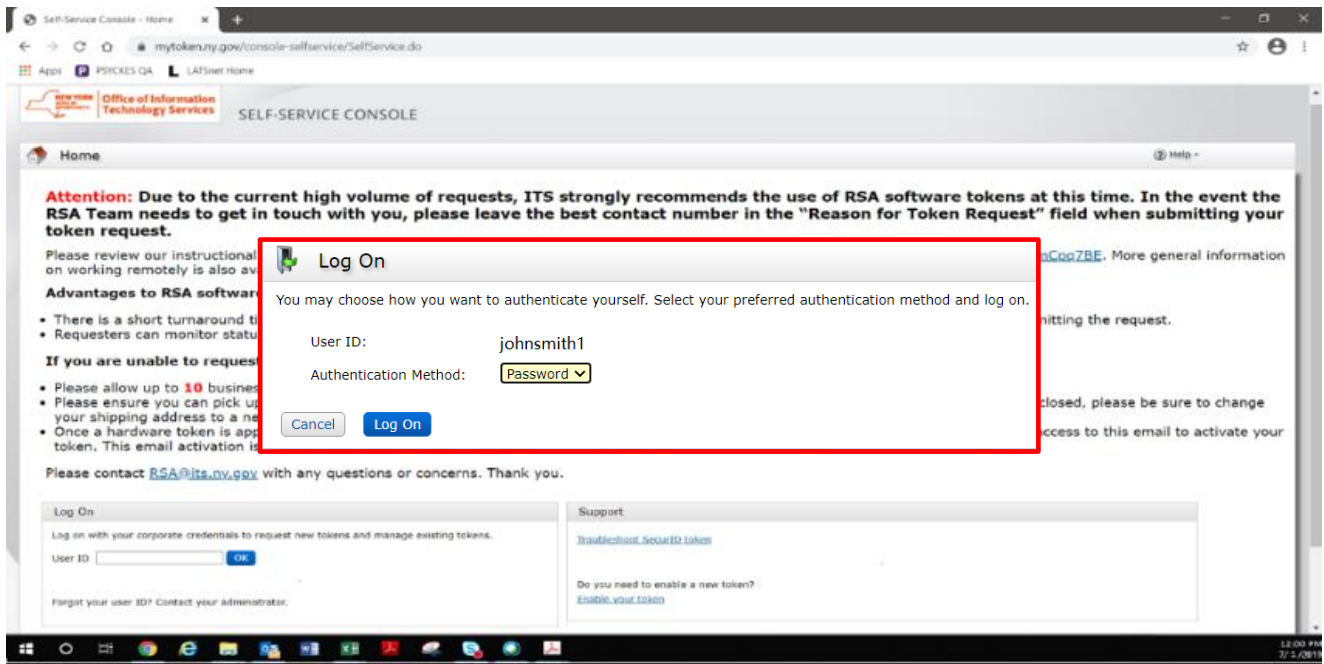


Figure 4. Set authentication method to “Password”

5. Enter the password that was provided in mobile token confirmation email:

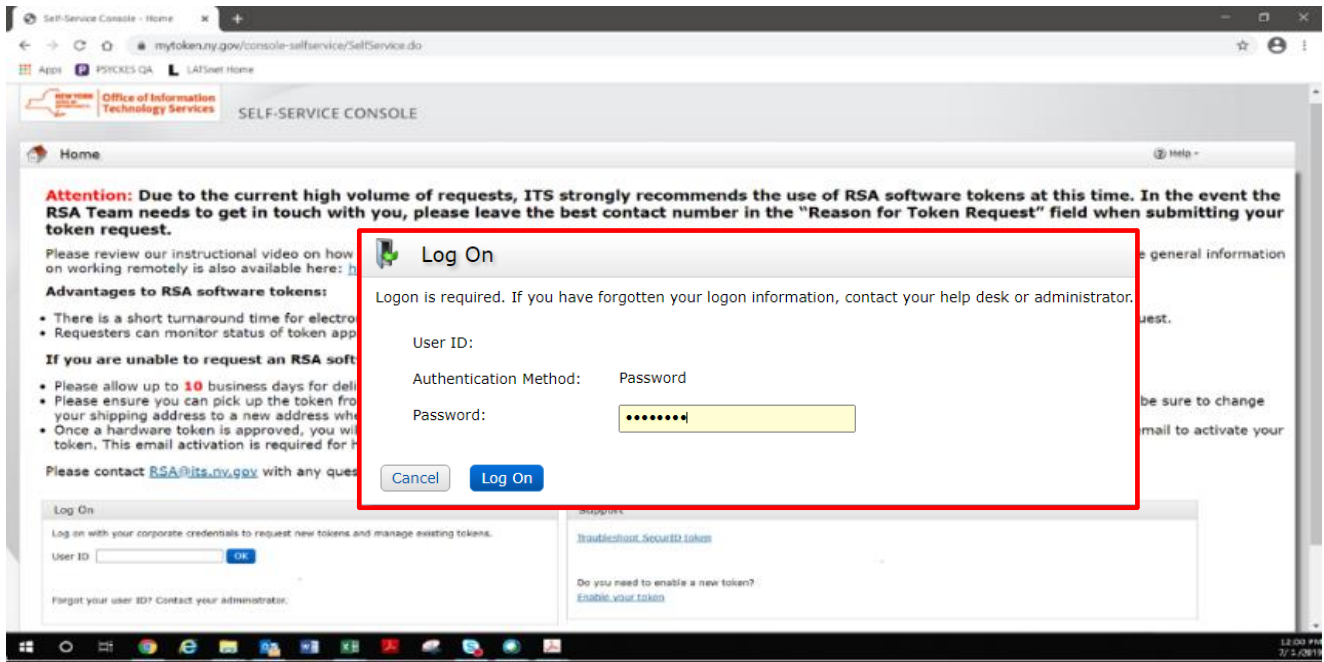


Figure 5. Enter password provided by Helpdesk

6. After successfully logging in, you will see a “My Account” section that provides information on your new mobile token:

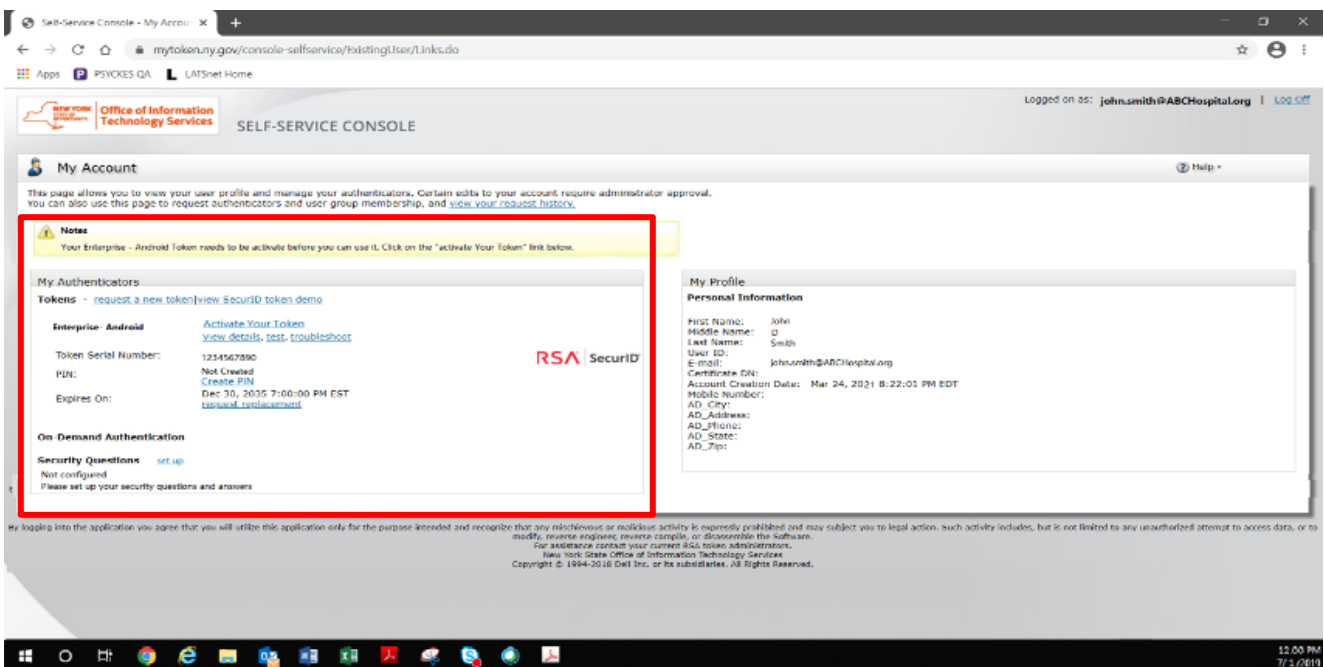


Figure 6. “My Account” section

7. Within the “My Account” section, select “Activate Your Token”:

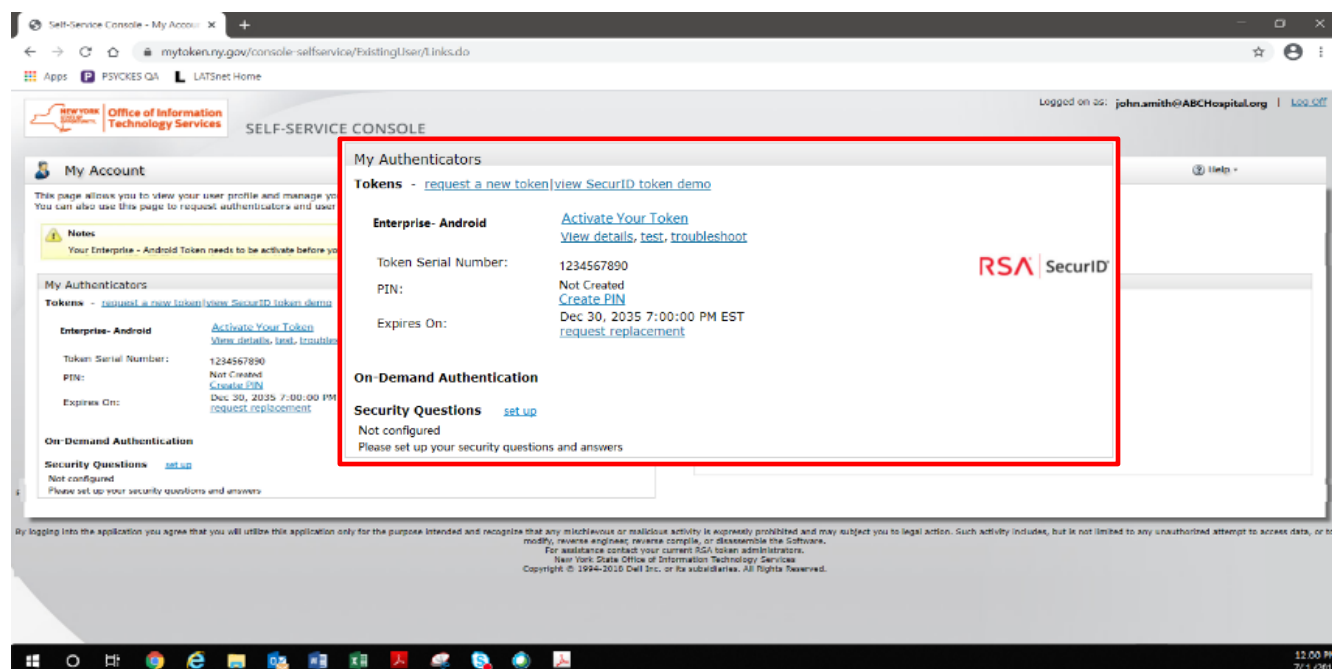


Figure 7. “Activate Your Token” selection

8. A pop-up window will appear on the desktop computer with a QR code to be scanned by your mobile device. **The QR code will only be available for 5 minutes**

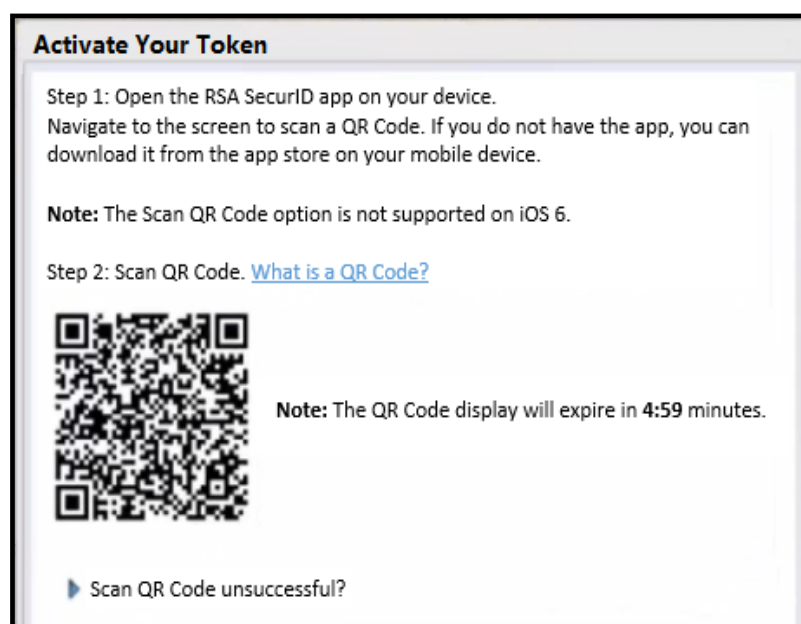


Figure 8. Example QR code

9. To scan the QR code, open the RSA app on your mobile device, and tap “Scan QR Code” on the welcome page:

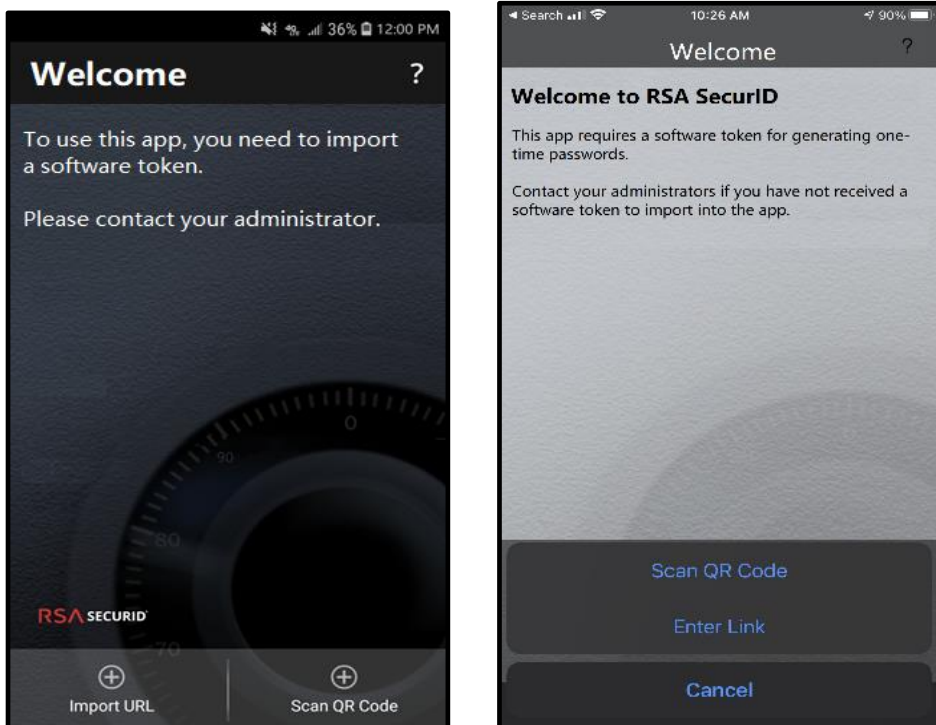


Figure 9. RSA app “Welcome” screen on Android (left) and iPhone (right)

10. the QR code is scanned, you’ll see a confirmation on both the desktop screen and your mobile device that the token has been successfully imported:

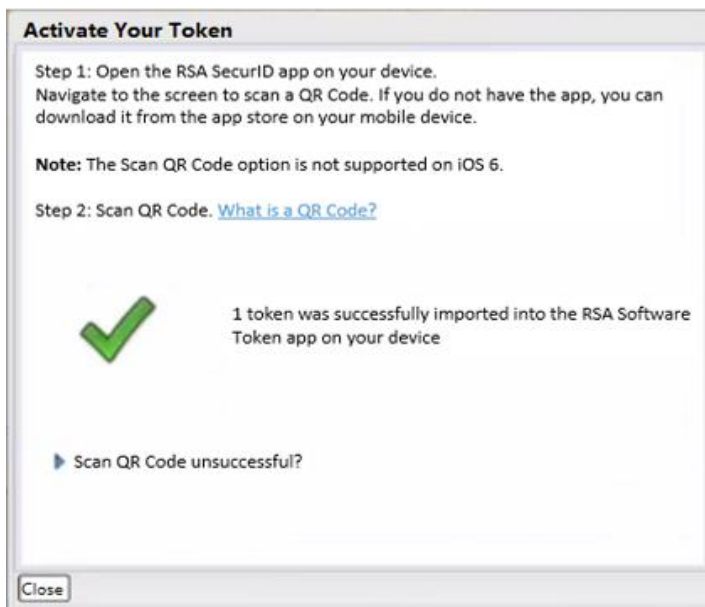


Figure 10. Confirmation that token was successfully imported

Logging In

Individuals granted PSYCKES-Medicaid access will be assigned the following:

1. OMH User ID
2. RSA SecurID security token

Follow the steps below to login to the PSYCKES mobile app:

1. Tap on the PSYCKES mobile app icon
2. Enter User ID
3. If the RSA token is downloaded on your iOS device, open the RSA app, input your PIN, and select the blue arrow on the right

Note: If you did not download RSA SecurID Token app onto your iOS device, you can use your soft token on your desktop or hard token keychain and manually type in the passcode into the PSYCKES app login page. If users would prefer a soft token, they should contact their Security Managers and have them put that request in SMS, or contact the ITS Helpdesk:

For NYS state employees (i.e. OMH, DOH, OASAS, etc.): fixit@its.ny.gov

For community providers: healthhelp@its.ny.gov

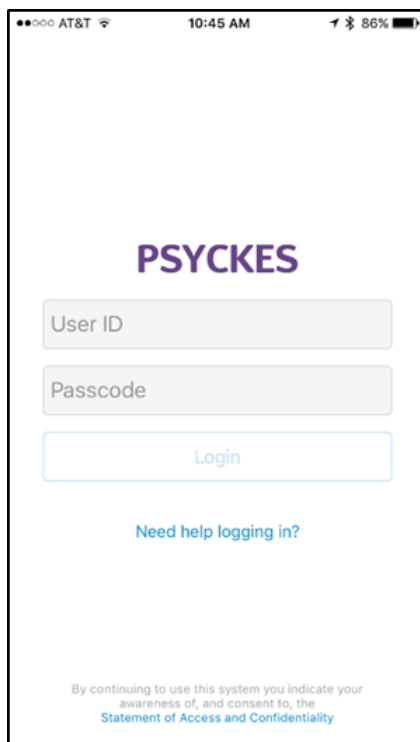


Figure 11. PSYCKES login page for mobile app

4. The 8-digit time-sensitive passcode will appear in the soft token app, including the seconds remaining to use that specific passcode. Tap the copy icon at the bottom of the screen (as shown in Figure 12) in order to copy the passcode. Return to PSYCKES app login page, double tap to paste passcode and tap Login.

Note: If using a hard token to login to the mobile app, enter your PIN + the 6 digits from the hard token into the passcode line.

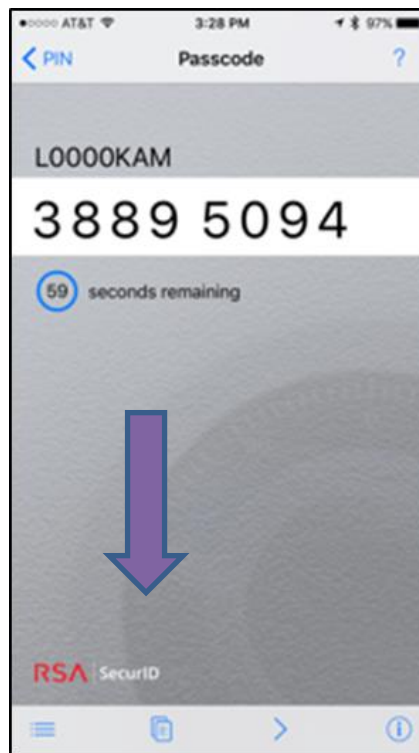


Figure 12. Passcode from RSA

5. Once you have logged in by entering in your User ID and passcode, you will be prompted with the Medicaid Confidentiality agreement. If you select 'Agree,' you'll be fully logged into PSYCKES. If you select 'Disagree,' you will be brought back to the login screen.

9:48 7 LTE

[Log out](#)

Medicaid Confidentiality

PLEASE AGREE TO THE TERMS AND CONDITIONS BEFORE ACCESSING PSYCKES

Please Note: Medicaid recipient level data is confidential and is protected by State and Federal laws and regulations. It can be used only for purposes directly connected to the administration of the Medicaid program. You are required to read, understand and comply with these regulations. There are significant State, Civil and Federal criminal penalties for violations.

Please follow your agency's protocols for handling and transmitting PHI and other information protected by the Health Insurance Portability and Accountability Act (HIPAA).

Federal Medicaid Confidentiality Standards

The Federal Medicaid confidential data standard is established by §1902(a)(7) of the Social Security Act (42 USC §1396a(a)(7)). The law requires that a "State plan for medical assistance must: (7) provide safeguards which restrict the use or disclosure of information concerning applicants and recipients to purposes directly connected with the administration of the plan" This

[Disagree](#) [Agree](#)

Figure 13. Medicaid Confidentiality Agreement

Need Help Logging In?

On the PSYCKES mobile app login page, there is a “Need help logging in?” link that provides users with instructions/answers to common login questions. Additionally, contact information is provided if users have follow-up questions.

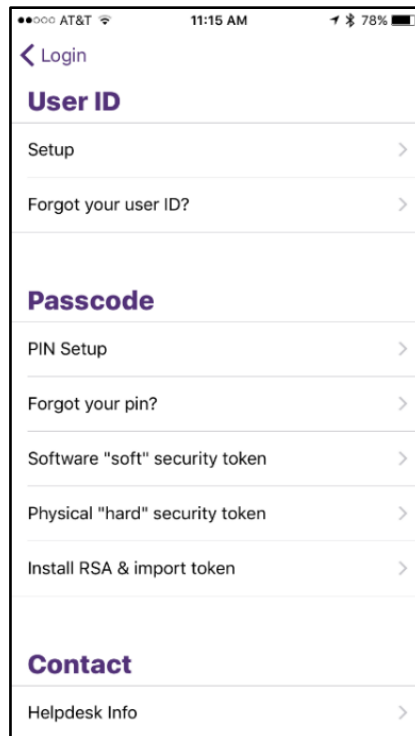


Figure 14. “Need Help Logging In” Page

For troubleshooting login issues, contact the ITS Help Desk:

For NYS state employees (i.e. OMH, DOH, OASAS, etc.): fixit@its.ny.gov

For community providers: healthhelp@its.ny.gov

For questions about the PSYCKES application; contact PSYCKES-help@omh.ny.gov

Recipient Search

Once you have logged into the PSYCKES mobile app, the landing page is the Recipient Search. This is for users to find clients in order to view their clinical summaries. Users can search for individuals by one or a combination of recipient identifiers.

Recipient Identifiers

- Medicaid ID
- Social Security Number (SSN)
- First Name
- Last Name
- Date of Birth (DOB)



Figure 15. Recipient Search page

Why did my search yield no results?

There could be a few different reasons why a search could yield no results:

- Error entering client Medicaid ID or SSN
- Client is not in PSYCKES because new to Medicaid or no behavioral health history
- Client received behavioral health services using another Medicaid number or other insurance

Why did my search yield too many results?

If your search criteria match more than 10 recipients in PSYCKES, you will receive a message that instructs how to narrow results to find the intended recipient.

- Using unique identifiers (Medicaid ID or SSN)
- Searching by First Name, Last Name, AND DOB

Recent Recipients



A special feature that the PSYCKES mobile app has that the desktop version does not is the “Recent” tab on the bottom of the Search page.

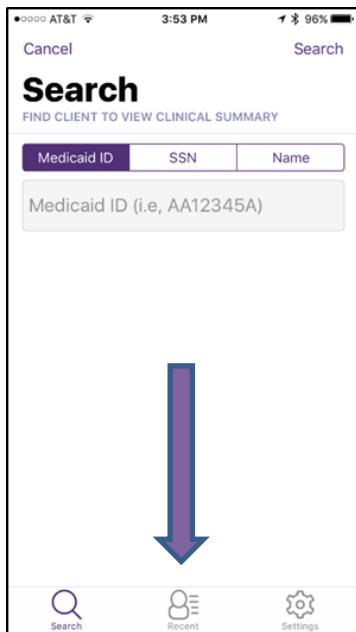


Figure 16. Recent tab icon



Figure 17. Recent list

This feature lets users see a list of clinical summaries that they have recently viewed, including the date and time in which they were viewed. The recent list will be in descending order (latest viewed record will appear first).

Remove Recipients from Recent List

To remove a client name from the recent list, simply swipe left on the client's name and select "Remove."



Figure 18. Remove recipient from Recent List

Clinical Summary

The Clinical Summary in the PSYCKES mobile app provides the past **one year** of information on an individual client across treatment settings with some exceptions (See

note below). Certain data has special protections, including information on substance abuse, HIV, family planning, and genetic testing, and will only be displayed in the Clinical Summary with client consent or in a clinical emergency (more information available in the Enable PHI Access section).

The Clinical Summary data is refreshed on a weekly basis.

Note: Alerts & Incidents (e.g., suicide attempt) will not be limited to the past one year only but will include all available data. Additionally, the Hospital ER Utilization will display 5 years.

The Clinical Summary is separated into these 10 sections described in more detail below:

- General
- Current Care Coordination
- Alerts & Incidents
- Active Medicaid Restriction
- Quality Flags
- Plans & Documents
- Screenings & Assessments
- Diagnoses
- Medications
- Services

General

The General section of the Clinical Summary includes:

- Gender from Medicaid
- Date of Birth
- Address from Medicaid
- Medicaid ID
- Dual-Eligibility (Medicaid & Medicare)
- Managed Care Plan
- HARP Status
- HARP HCBS Assessment Status
- Primary Care Physician (Managed Care Plan-Assigned)

12:43
LTE

Back

Doe, John
CLINICAL SUMMARY AS OF 02/29/2020

General

GENDER FROM MEDICAID
Male
DATE OF BIRTH
01/01/1950 (70 Yrs)

ADDRESS FROM MEDICAID
123 Main St
New York, NY 12345

MEDICAID ID
XYZ12345
DUAL-ELIGIBLE (MEDICAID & MEDICARE)
Yes
MANAGED CARE PLAN
Fidelis Care New York (LTC Partial Cap)
HARP STATUS
Eligible Pending Enrollment (H9)
HARP HCBS ASSESSMENT STATUS
Tier 2 HCBS Eligibility (Reassess by 03/20/2020)
MC PLAN ASSIGNED PCP
Malmazada, Meir
DSRIP PPS
Westchester Medical Center PPS

Figure 19. Clinical Summary: General Section



A special feature that is available only in the PSYCKES mobile app is the ability to view a map of the client's address by tapping on address.

Note: Address may not be current, depending on the accuracy of the Medicaid information and when it was last updated.

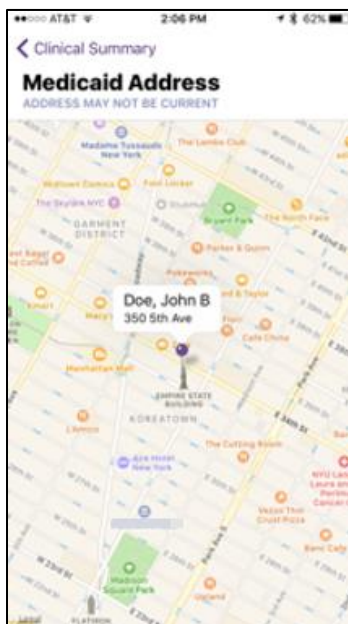


Figure 20. Clinical Summary: Client Medicaid Address Map

Current Care Coordination

The Current Care Coordination section appears in the clinical summary of recipients for whom information is available in the databases listed below. Current status and contact information is displayed for the following applicable services:

- **Health Home and Care Management:**
- **Assisted Outpatient Treatment (AOT):**
- **Assertive Community Treatment (ACT):**
- **Housing/Residential Program (CAIRS):**
- **Health Home Non-Medicaid Care Management (HHNMCM):**
- **Non-Medicaid Care Coordination (NMCC)**
- **Intensive Mobile Treatment (IMT)**

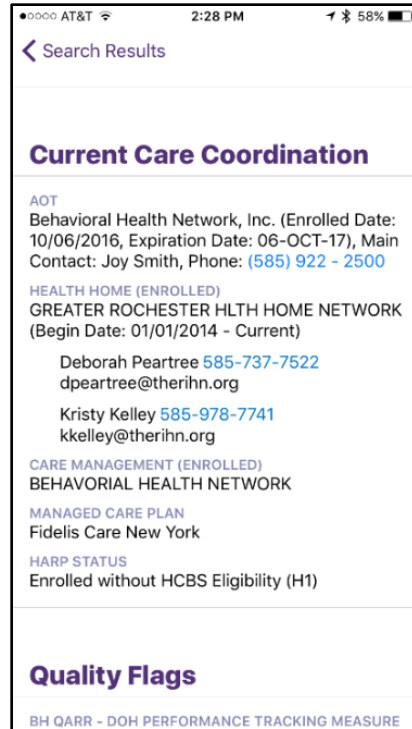


Figure 21. Clinical Summary: Current Care Coordination Section



Another special feature that is available only in the PSYCKES mobile app is the ability to call contacts directly from within the app by tapping on the blue phone number and selecting “Call.”

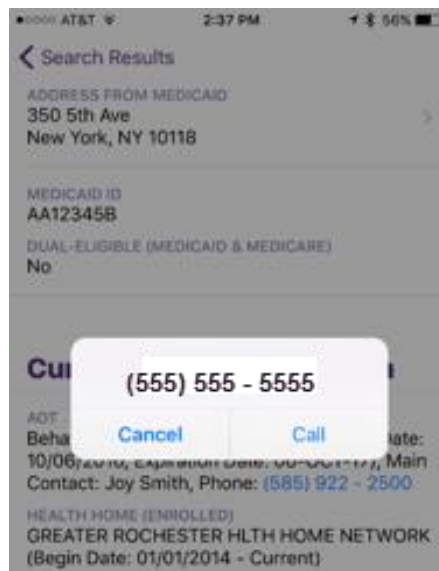


Figure 22. Calling providers from PSYCKES mobile app

Additional Eligibility/Enrollment Messages Within Current Care Coordination

The following messages will appear in a client's Clinical Summary if applicable:

- OnTrackNY Early Psychosis Program enrollment information
- Health Home Plus eligibility
- OPWDD NYSTART eligibility
- POP High User and/or POP Potential Clozapine Candidate
- OMH Unsuccessful Discharge – Lost to contact alert
- High Mental Health Need
- Active Registries
- Medicaid Eligibility Alert
- Assisted Outpatient Treatment (AOT) Referral Under Investigation

Active Medicaid Restrictions

This section will only appear if the recipient has an active Medicaid Restriction. This data includes type of restriction(s) (e.g., inpatient pharmacy, physician), the begin date, and the name and contact information of the provider(s) to which the recipient is restricted. *This data is updated weekly from the Medicaid database.*

Users can contact physicians/pharmacy directly by tapping on the phone number.

Alerts and Incidents

The Alerts & Incidents section in the Clinical Summary displays information from the New York State Incident Reporting and Management System (NIMRS) as well as Medicaid service information with date of the service and name of the provider agency related to:

- Suicide Attempt
- Suicidal Ideation
- Self-Inflicted Harm/Injury
- Self-Inflicted Poisoning
- Overdose – Opioid
- Overdose Risk – Concurrent Opioid & Benzodiazepine past 1 year
- Positive Screening for Depression and/or Suicide Risk

Note: There is also a “View All” option located at the top of the section to view all alerts and incidents in chronological order.

Search Results	
Alerts & Incidents	View All
Suicidal Ideation most recent on 01/09/2022	24 >
Self inflicted Poisoning most recent on 12/29/2021	31 >
Self inflicted Harm/Injury most recent on 06/18/2020	2 >

Figure 23. Alerts & Incidents Section

Quality Flags

Quality Flags identify areas of concern in a client's care or service utilization. Specific Quality Flags will be displayed for clients who meet criteria.

For more information about Quality Flags, please visit our PSYCKES webpage www.psyckes.org under "Quality Concerns."

Plans & Documents

This section allows the user to view previously existing plans/documents or complete a safety plan using the Stanley-Brown Template. Safety Plans completed in the mobile app will attach to the client's Clinical Summary and be available for any PSYCKES user working with that client (with consent or in an emergency).

Note: Plan can be saved as a draft and finished later with same iOS device if it cannot be completed in one session.

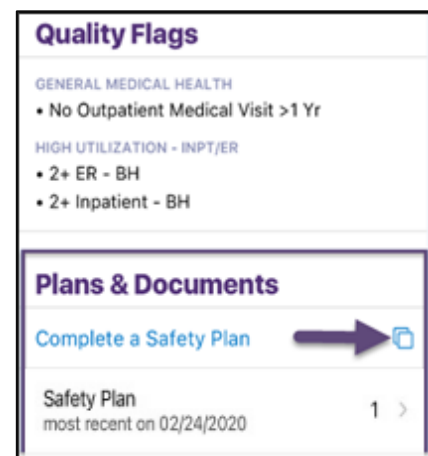


Figure 24. Complete a safety plan

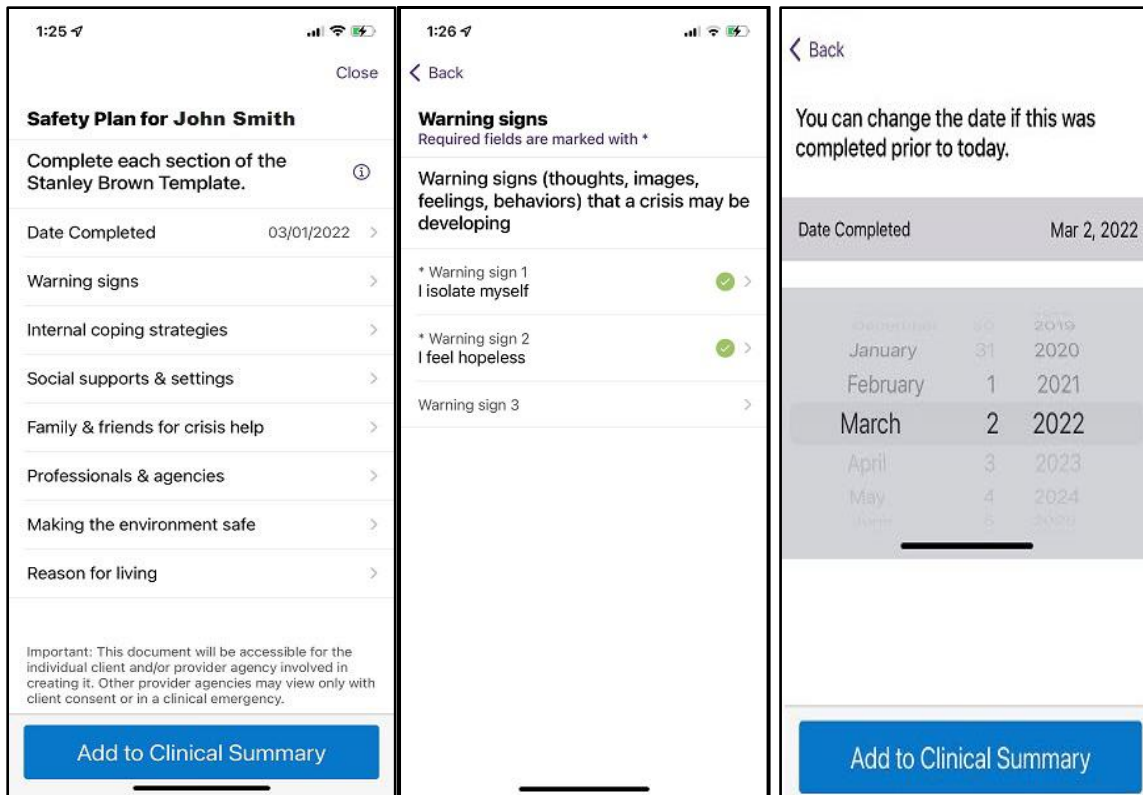


Figure 25. Completing Stanley-Brown safety plan template

Screenings & Assessments

In this section, users can review results and complete new screenings and assessments. The following screenings and assessments are available within a client's Clinical Summary within iOS:

- Columbia Suicide Severity Rating Scale (C-SSRS)
- Patient Health Questionnaire (PHQ-9) depression questionnaire

Results of the screenings and assessments completed on the mobile app will be added to the client's Clinical Summary and will be viewable for any PSYCKES user working with that client (with consent or in an emergency).

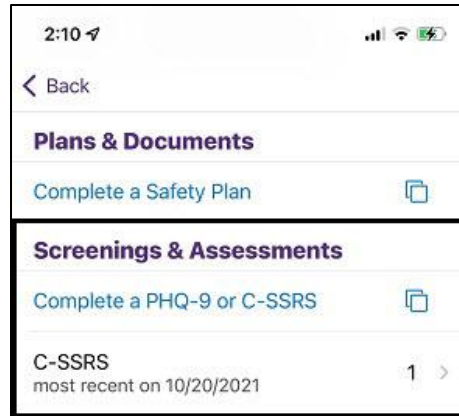


Figure 26. View or complete assessment

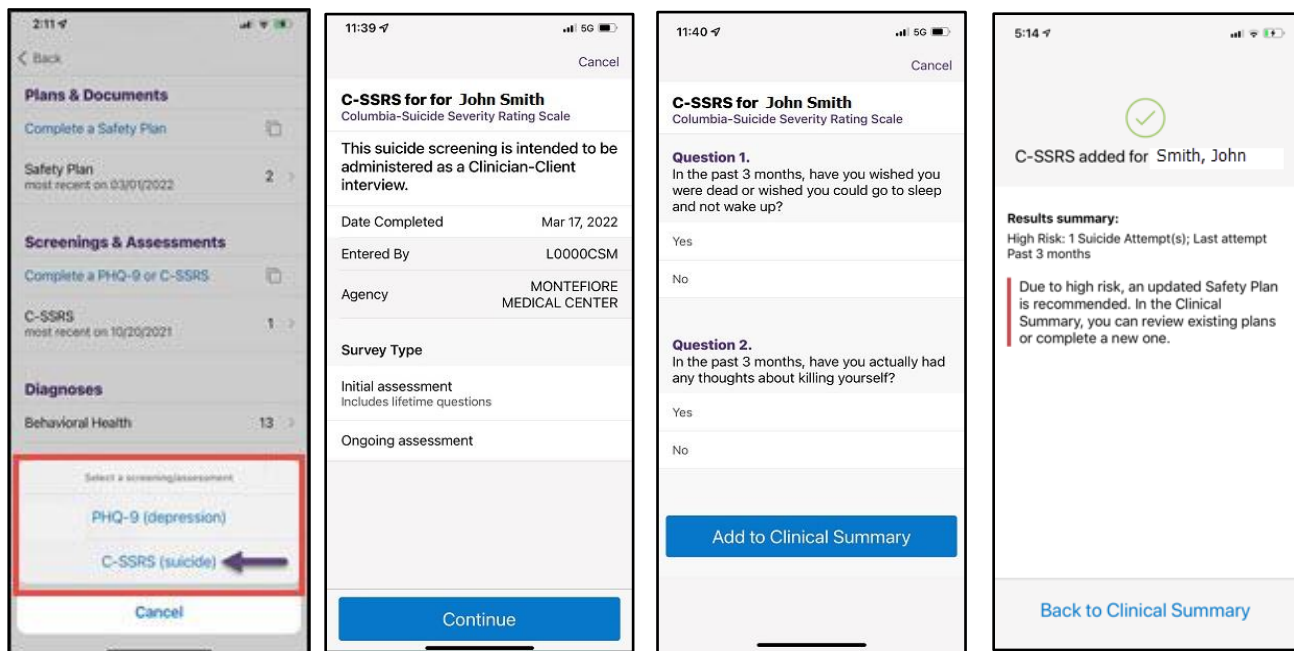


Figure 27. Completing a C-SSRS assessment and adding to Clinical Summary

Diagnoses

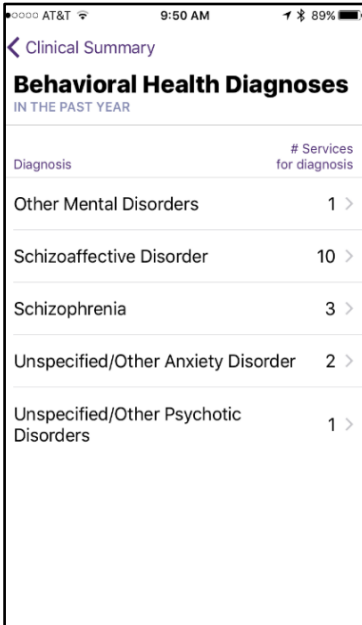
Diagnostic information in the Clinical Summary is split into 2 sections:

- Behavioral Health
- General Medical

Each section lists the number of unique diagnoses on the right-hand side.

Tap on the Behavioral Health or General Medical sections, to view all primary and secondary diagnoses associated with any Medicaid claim submitted for the recipient in the past year.

Tap on the diagnosis to view provider invoices associated with the diagnosis, including the provider's name and date of service.

A screenshot of a mobile application interface titled 'Clinical Summary'. Below the title is a section 'Behavioral Health Diagnoses IN THE PAST YEAR'. It contains a table with two columns: 'Diagnosis' and '# Services for diagnosis'. The table lists five categories: 'Other Mental Disorders' (1), 'Schizoaffective Disorder' (10), 'Schizophrenia' (3), 'Unspecified/Other Anxiety Disorder' (2), and 'Unspecified/Other Psychotic Disorders' (1). Each row has a right-pointing arrow next to the service count.

Diagnosis	# Services for diagnosis
Other Mental Disorders	1 >
Schizoaffective Disorder	10 >
Schizophrenia	3 >
Unspecified/Other Anxiety Disorder	2 >
Unspecified/Other Psychotic Disorders	1 >

Figure 28. Clinical Summary: Behavioral Health Diagnoses

Medications

Medication information in the Clinical Summary is split into 3 sections:

- Controlled Substances
- Behavioral Health
- General Medical

Tap on the medication section (for example Behavioral Health Medications) to view a list of medications that have been picked up within the past year, including information on drug class, date of last pick-up, and total days' supply of each medication in the past year.

If the user is interested in seeing distinct pick-ups for medication in the past year, they would tap on the right-hand arrow of the medication row. The individual medication details would include the pick-up date, strength, tabs per day, route, quantity dispensed, days supply, prescriber, and pharmacy details.

Note: Pickup records in the past 45 days may not be available.

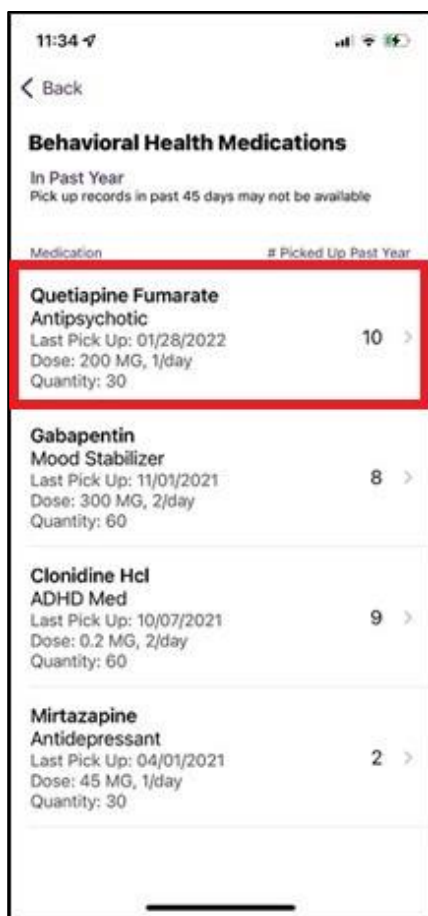


Figure 29. Clinical Summary: BH Medications



Figure 30. Medication Pick Up Details

Services

The Clinical Summary provides information on the following services, if paid for by Medicaid in the past year:

- Care Coordination
- Outpatient Behavioral Health
- Outpatient Medical
- Hospital & ER (5 Years)
- Dental and Vision
- Living Support & Residential
- Laboratory & Pathology
- Radiology
- Medical Equipment
- Transportation

The numbers on the right are the number of services provided in the past year. Additionally, there is a “View All” option located at the top of the section that will display all services in chronological order.



Figure 31. Clinical Summary: Services

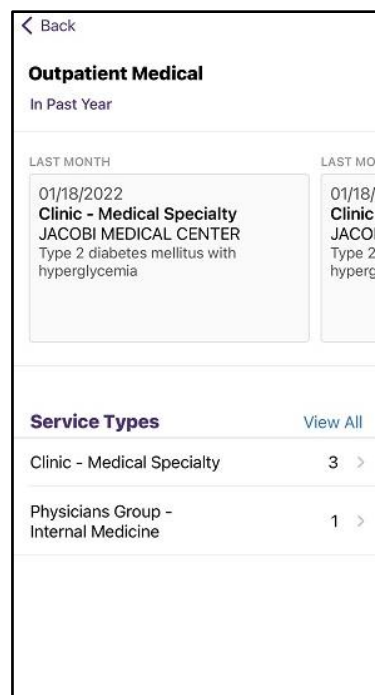


Figure 32. Outpatient Medical Services

Tap on the service category to view information on the specific services provided, including date(s) of service, provider name, and diagnosis given at time of service.

Note: If the client you are viewing has not signed a consent, and this is not an emergency, the Hospital & ER data will combine Mental Health and Substance Use services into one Behavioral Health category

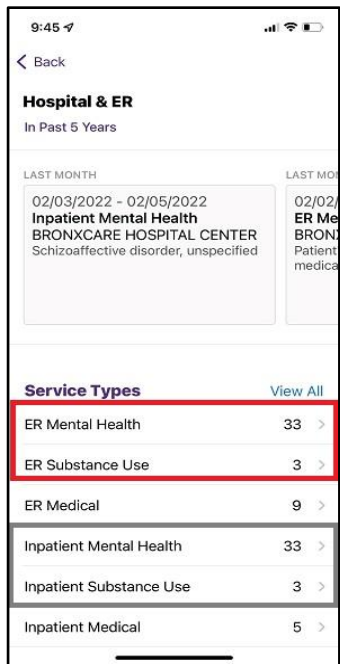


Figure 33. Clinical Summary with Consent or Emergency: ER Mental Health & Substance Use Service Types



Figure 34. Clinical Summary without Consent or Emergency: ER Behavioral Health Service Type

iPad Exclusive Features

The iPad version of the mobile app was redesigned based off of focus group findings and utilizes the additional space allowed on this type of device, such as displaying data in a table format for maximum comprehension. Some other exclusive iPad features include:

Brief Overview

The brief overview will now be pulled into the iPad iOS app. This will be the default screen a user lands on when they drill into a client's clinical summary. It will also follow the same logic as the brief overview in the desktop. The iPad user will be able to scroll on the page while the left-hand navigation menu remains fixed. Sections with data entry options or data contained within them will allow the user to tap and view. Sections with no data entry options or data available will be grayed out and a pop up will state there is no data available in this section (See Figure 35).

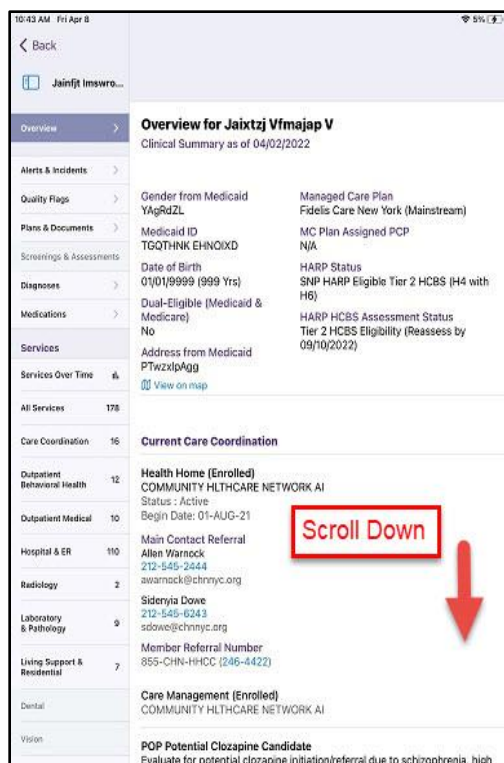


Figure 35. Clinical Summary: Brief Overview

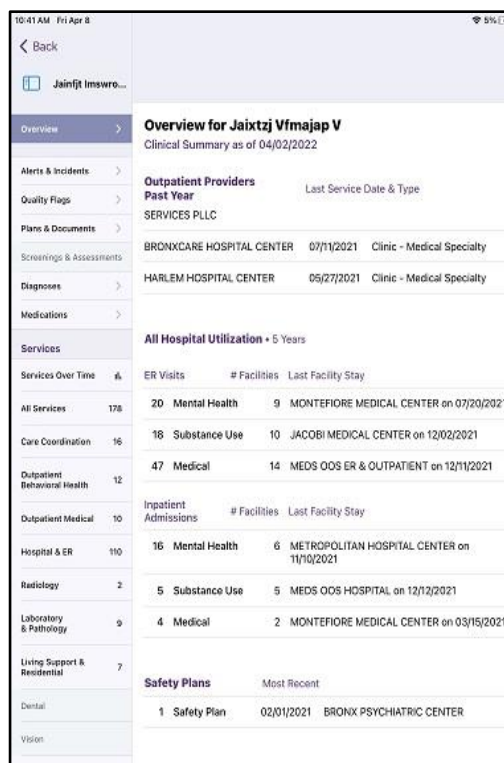


Figure 36. Clinical Summary: Overview Cont.

Services Over Time Graph

The iPad version of the mobile app includes the “Services Over Time” graph which is located under the “Services” section of the left-hand navigation menu. It will display the past 1 years’ worth of client data in graph form. The graph uses dots to represent distinct services/medication pickups and lines to represent continuous services (e.g., hospital inpatient stays). The graph also displays a “Medicaid Eligibility” line showing the time period during which a client was eligible for Medicaid service and identifies any gaps in eligibility. The graph view helps the user spot patterns in the client’s medication adherence and/or treatment consistency.

Users will have the ability to “tap” the dots/lines within the graph to see hover over details like dates and provider names. When the user “pinches” the screen, it will zoom into that specific time frame to enlarge. There is a ‘Reset’ button on the top right corner to return the graph to its full size. Additionally, users can turn their device horizontally for the graph to have additional space. (See Figure 37).

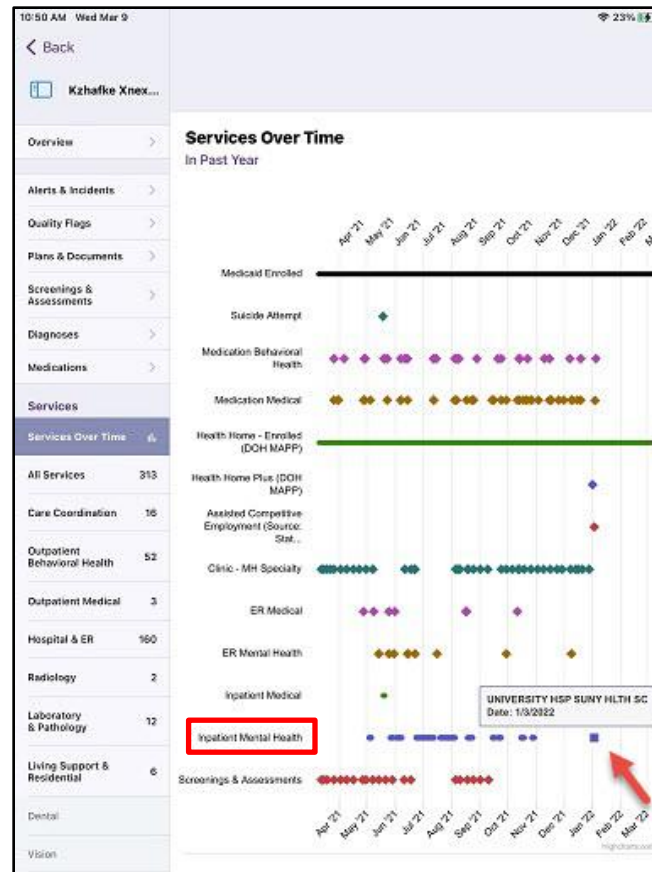


Figure 37. Clinical Summary: Services Over Time Graph

Service Type Cards and Filters

Certain service sections will have a gray “service types” card listed above the section’s table. It will include the unique Service Types as well as their distinct counts for that specific section (Figure 38). Beneath the Service Type Card will be a table displaying the date, type, provider, and diagnoses/procedure.

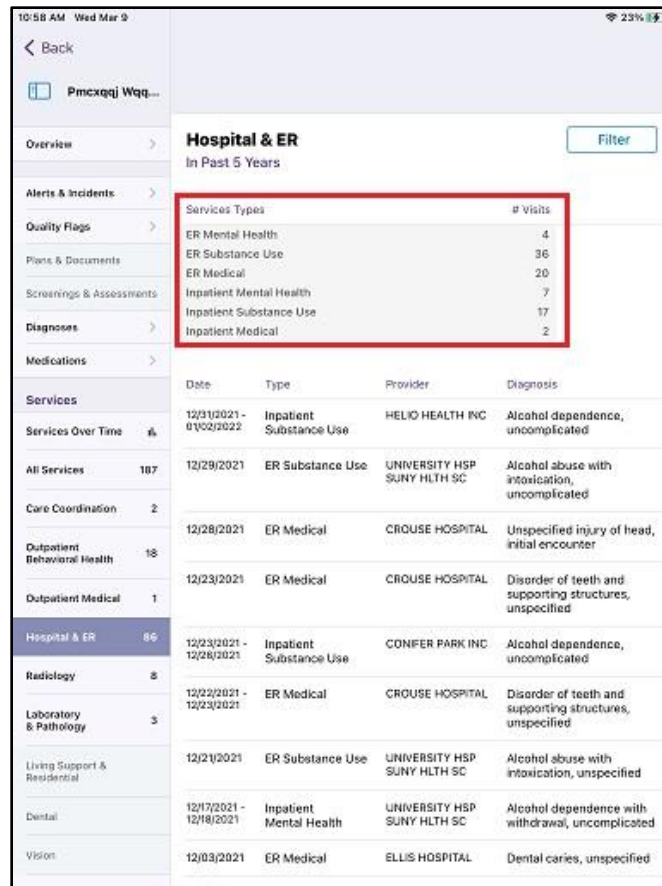


Figure 38. Clinical Summary: Service Type Cards

Within each of the service sections, there will be a “filter” button option. When selected, a window will pop up with the section’s unique service types/counts and corresponding checkboxes. The user can select whichever service types they are interested in and tap “apply.” Once the filters are applied, the section’s table will only display the services that were selected. Additionally, the service type card box will reflect the filtered services (Figure 40).

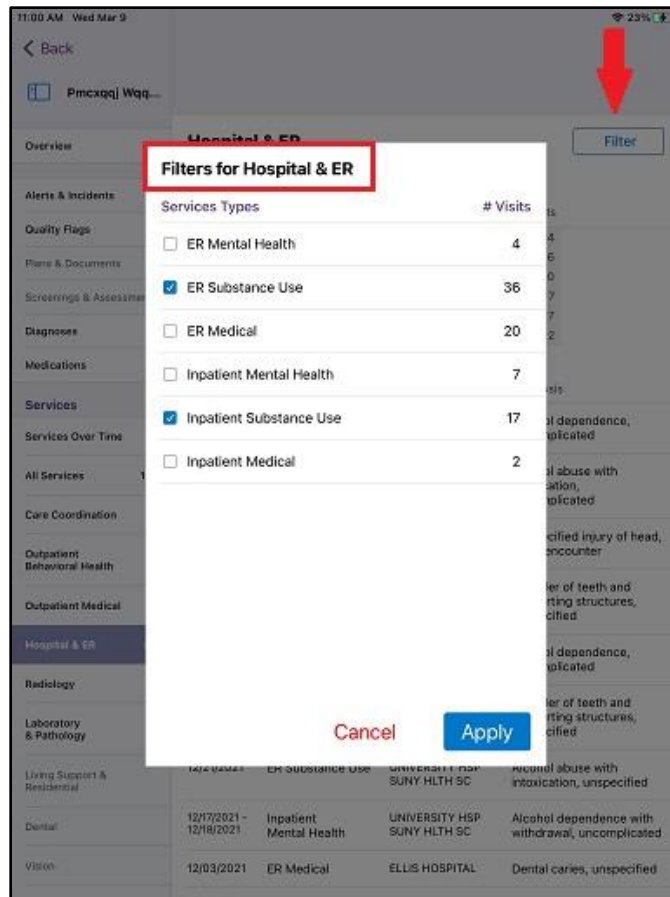


Figure 39. Clinical Summary: Filters

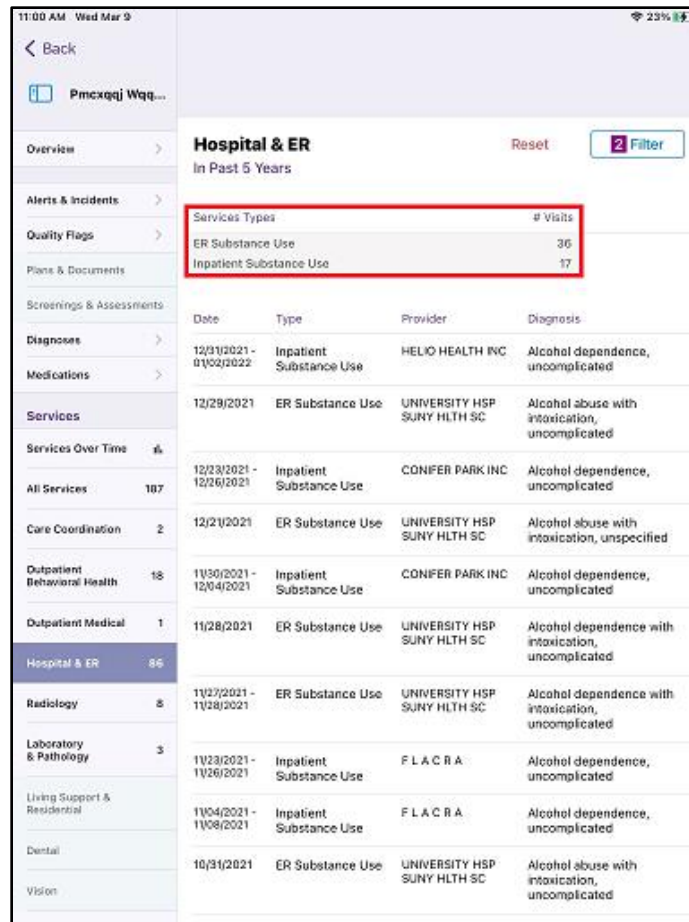


Figure 40. Clinical Summary: Service Types

What are Special Protections for PHI?

Client-level data is available to provider agency users when clients they serve are positive for a quality flag, with client consent, or in a clinical emergency. Certain categories of protected health information (PHI) are subject to additional special protections.

Information with special protections include:

- Substance use
- HIV
- Family planning
- Genetic information

How to get access to PHI with special protections

PHI with special protections will be displayed in PSYCKES when the client signs:

1. PSYCKES Consent Form or;
2. Behavioral Health Care Collaborative (BHCC) Patient Information Sharing Consent Form or;
3. Department of Health Adult Health Home Patient Information Sharing Consent (DOH-5055)

The other instance in which PHI with special protections will be displayed is if:

1. Agency attests to a clinical emergency (Clinical Summary is available for 72 hours in a clinical emergency).

Consenting clients allows providers to view 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.

To consent a client, the user will need the client to sign consent. A PSYCKES consent form that is pre-populated with your agency's information can be printed from the Registrar Menu of the PSYCKES web application. Currently, only English and Spanish PSYCKES consent forms are available within the web application.

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

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

Note: Users with state level access and users from Managed Care Organizations will see all available data, including data with special protections, without client consent.

How to Enable PHI Access

If a client is found in PSYCKES and has not yet been linked to the user's agency via Medicaid billing or with consent or emergency access, the Search Results page will allow the user to "Enable PHI Access" by completing a four-step process to attesting to the organization's right to access the client's clinical summary.

Step 1: Search for client in the entire PSYCKES database

- a) Enter Medicaid ID, SSN, or a combination of Name and DOB in Search box.
- b) Confirm the data matches the intended client
 - If data does not match intended client, return to Search Results
 - If data matches intended client, tap “Enable PHI Access.”

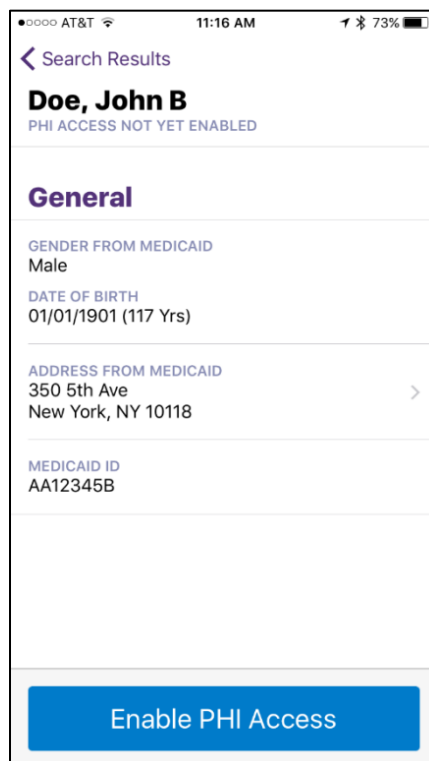


Figure 41. Search Results

Step 2: Select reason for having a right to access the client's data

If the *client signed consent*, select:

- a. **Client signed the PSYCKES consent form** – With signed consent, PSYCKES users at the agency will have access to all available Clinical Summary data for three years after the consent was entered, or three years after the last Medicaid claim from the agency has been processed by the New York State Medicaid Program, whichever is later.
 - *PSYCKES consent forms can be found/printed from the desktop version of PSYCKES, under the Registrar Menu*
- b. **Client signed the BHCC consent form** – With signed consent, all clinical level data including PHI with special protections will be viewable. Data will be available to both the provider/agency that entered this BHCC consent as well as the selected BHCC/IPA Network 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.

- c. **Client signed the DOH-5055 consent form** – With signed consent, users at the agency will have access to all client level data according to their User Role Survey. The user types that will have access to the data are Care Management and Health Home Administration. This access will remain 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.

In the *absence of signed consent*, select:

- a. **This is a clinical emergency** – Selecting this will give user the ability to view the client's data, including data with special protection, for 72 hours.
- b. **Client is currently served by or being transferred to my agency** – Selecting this will give user the ability to view a client's Clinical Summary data if the client has an applicable 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 for 9 months.

Cancel

PHI Access
DOE, JOHN

Why are you allowed to view this data?

The client signed consent
only select consents that apply

☐ Client signed PSYCKES consent form

☐ Client signed a BHCC Patient Information Sharing Consent

☐ Client signed a DOH-5055 Health Home Patient Information Sharing Consent

The client did not sign consent

☐ This is a clinical emergency

☐ Client is currently served by or being transferred to my facility

Cancel Next

Figure 42. Reason for viewing data

Step 3: Indicate the way in which the client’s identity has been verified and submit

Attest to client identity via the following:

- Select “*Provider attests to client identity,*” if you or someone at your agency has experience with the client and hit ‘Next’ or;
- Select “*Client presented 1 photo ID*” OR “*Client presented 2 forms of non-photo ID*” and hit ‘Next.’ The user will be prompted to select the form(s) of identification from an approved list.

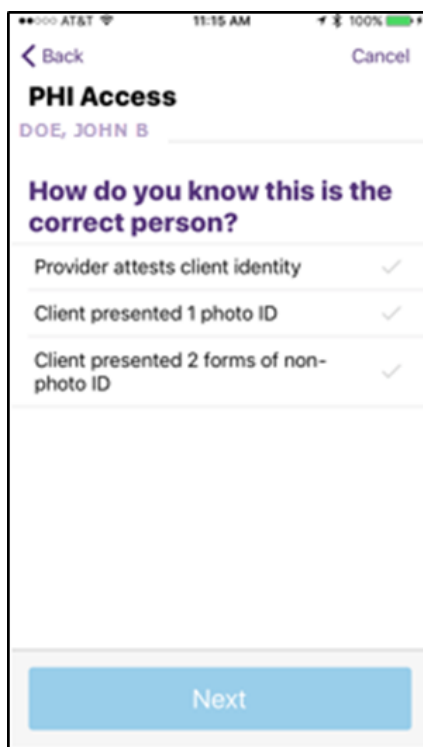


Figure 43. Confirming client’s identity

Step 4: Enable access

Depending on the reason you selected as your right to view a client’s Clinical Summary, the “Enable” page will display a message. For example, if the client has signed the PSYCKES consent form this is the message that will be displayed:

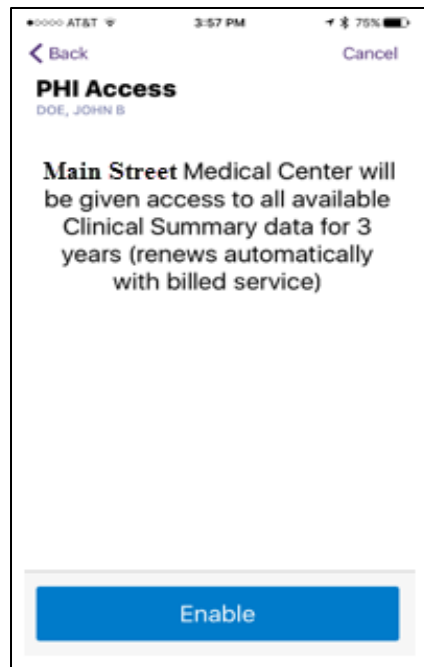


Figure 44. Enable PHI Access for PSYCKES consent

Change PHI Access

At the top of a recipient's Clinical Summary, you can see what type of PHI Access your agency has for an individual.

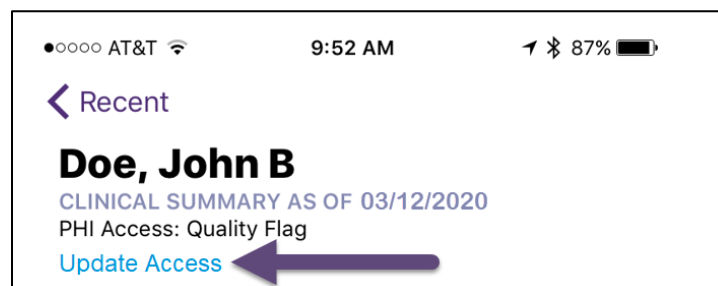


Figure 45. Clinical Summary: PHI Access: Quality Flag - Updating PHI Access

If you wish to update the access you currently have for a recipient, such as wanting the recipient's full data (including data with special protection) it can be changed by selecting "Update Access."

Follow Steps 1-4 listed above in the "[How to Enable PHI Access](#)" section. Once you have enabled the access you selected, you'll see the change reflected in the recipient's Clinical Summary:

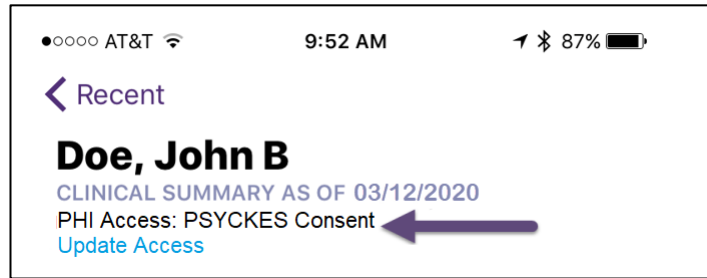


Fig 46. Clinical Summary: PHI Access: PSYCKES Consent

Withdrawing Consent

A client who has granted PSYCKES consent may withdraw consent at any time by signing the PSYCKES Withdrawal of Consent form. Users would need to:

- Print the Withdrawal of Consent from the desktop version of PSYCKES (or have pre-printed copies handy)
- Go to the desktop version of PSYCKES in the Registrar Menu to “withdrawal of consent”

Note: If a user accidentally consents a client, they need to immediately withdraw consent in the desktop version. If the user is unable to access a desktop, they should contact the PSYCKES Help Desk immediately at psyckes-help@omh.ny.gov.

Logging Off

When a user has finished using the PSYCKES mobile app, it is important to log off. In order to log off, the user will need to navigate to the Settings icon on the bottom right-hand side of their screen.

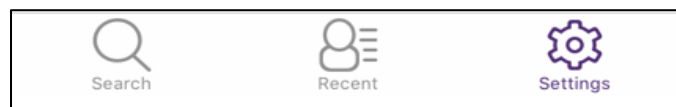


Figure 47. Settings icon

Within the Settings page, the user can view the following:

- The User ID they are logged in as
- The agency they are associated with in PSYCKES
- De-identify (see below)
- The User Role Profile (see below)

In order to log out, the user will need to select “Log Out” at the top right-hand side of their screen. Once the user has logged out, they will be brought back to the log in screen.

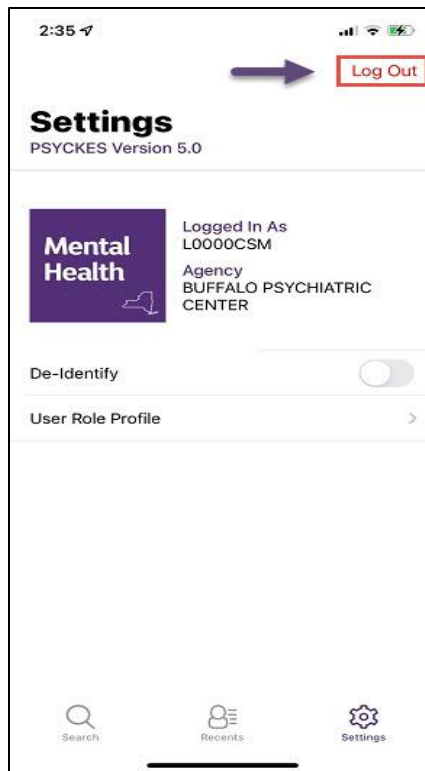


Figure 48. Settings: Log Out

De-identify

This feature allows users to scramble client identifying information within the mobile app (name, date of birth, Medicaid ID, address.)

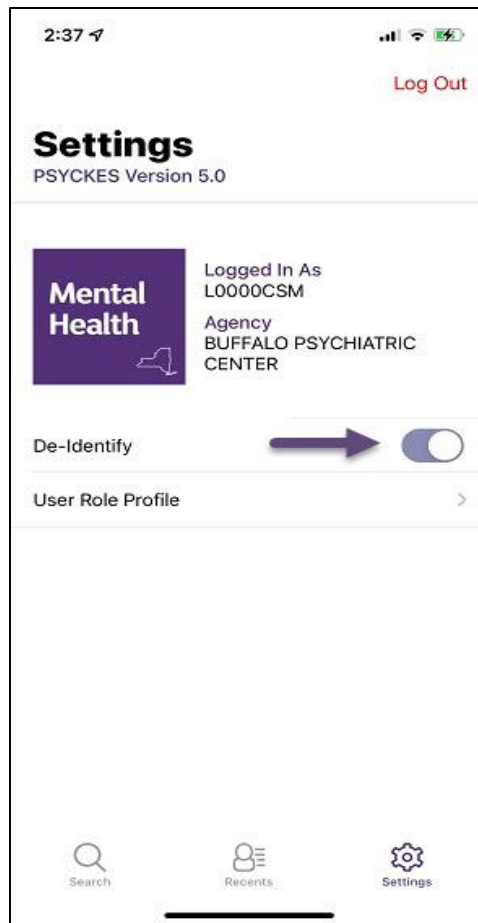


Figure 49. Settings: De-identify

The User Role Profile

When you first log into PSYCKES, users are prompted to complete the User Role Profile. If a user wishes to update their User Role Profile, for example to indicate a promotion, this can be done within the iOS mobile app. The User Role Profile is located under the Settings menu. From there, you have the option to update any fields as necessary. Before saving, you have the option to review your responses.

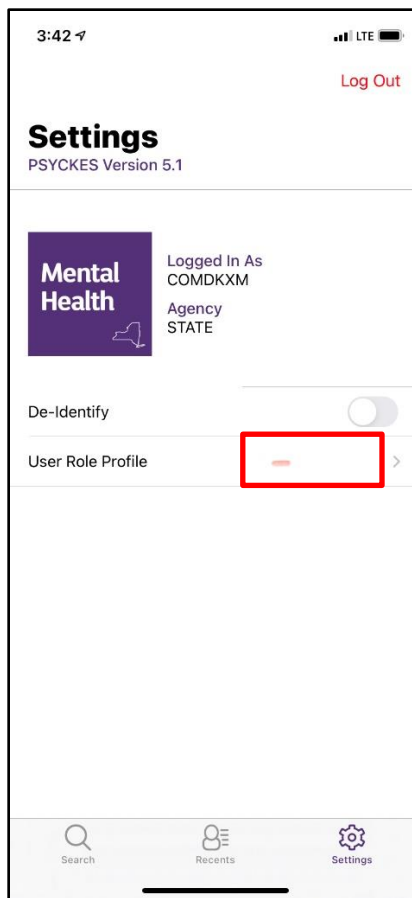


Figure 50. Settings: User Role Profile

Timing Out

The PSYCKES mobile app has a “timed out” feature that will log users out if the screen has been idle for more than 15 minutes. This is to ensure the security of personal and sensitive client information.

Screenshots Prohibited

Security of recipients’ sensitive and personal information is of the utmost importance in PSYCKES. Due to this emphasis on security, users are prohibited from taking screenshots while using the PSYCKES mobile app. If a user attempts to take a screenshot, they will receive a message instructing them to go into their iOS device’s photos and remove the screenshot. PSYCKES also reserves the right to audit users who have taken multiple screenshots and may take required steps to remove access from said user.

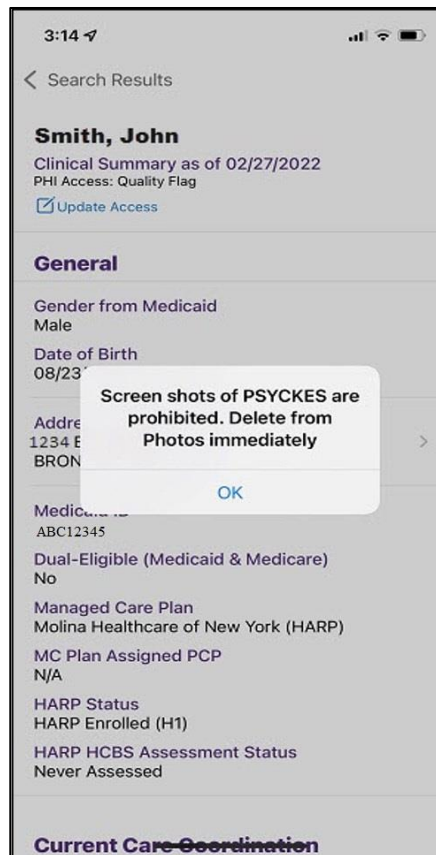


Figure 51. “Screenshot prohibited” message

Updates to PSYCKES mobile app

The PSYCKES application is continually evolving and so will the mobile app. There are two kinds of updates that can occur with the PSYCKES mobile app:

- iOS software update
- PSYCKES app version update

Users will receive automatic update messages when it is necessary to bring the iOS software and/or PSYCKES mobile app up to date. These messages will include instructions on how to update.